



Guide to FedEx® Pickups

Options for FedEx Express®, FedEx Ground® and FedEx Freight® Manage your




pickups at fedex.com/pickup:

- Schedule an on-call pickup.
- View up to 30 days of pickup history and 14 days of scheduled pickups.
- Edit or cancel your on-call pickups for FedEx Express and FedEx Ground.

Pickup basics

	FedEx Express	FedEx Ground	FedEx Freight
PickupTypes ¹	<p>On-Call: Schedule same day or next business day.</p> <p>Return On-Call: For recipients to schedule on-call pickups to return items to shippers.</p> <p>Regular Stop: For frequent shippers with daily pickup needs.</p>	<p>On-Call: Schedule same day² next business day or up to two weeks in advance.</p> <p>Return On-Call: For recipients to schedule on-call pickups to return items to shippers.</p> <p>Regular Stop: For frequent shippers with daily pickup needs.</p> <p>Automated Pickup: For infrequent shippers with variable pickup needs.</p>	<p>On-Call: Schedule same day, next business day or up to two weeks in advance.</p> <p>Regular Stop: For frequent shippers with daily pickup needs.</p>
Requesting Service	<p>On-Call: Log in to fedex.com/pickup or call 1.800.GoFedEx.</p> <p>Return On-Call: Go to fedex.com/pickup or call 1.800.GoFedEx and say “return pickup.”</p> <p>Regular Stop: Coordinate via FedEx Sales or FedEx Customer Service.</p>	<p>On-Call: Log in to fedex.com/pickup or call 1.800.GoFedEx.</p> <p>Return On-Call: Go to fedex.com/grd/rpp or call 1.800.GoFedEx and say “return pickup.”</p> <p>Regular Stop or Automated Pickup: Coordinate via FedEx Sales or FedEx Customer Service.</p>	<p>On-Call: Log in to fedex.com/pickup, call your local service center or call 1.866.393.4585.</p> <p>Regular Stop: Coordinate with your local FedEx Freight service center.</p>
Eligibility	<p>Minimum of one package per scheduled pickup day and generate at least \$50 in FedEx Express average daily revenue.</p>	<p>Regular Stop: Minimum of seven packages per week and at least \$50 in FedEx Ground shipping charges.</p> <p>Automated Pickup:</p> <ul style="list-style-type: none"> • Pickup locations must have only one account number. • The first shipment of the day must be created before the designated transmit cutoff time³ 	<p>A FedEx Freight rep will work with you to create a schedule of regular stops.</p>
Canceling Stops	<p>Log in to fedex.com/pickup and go to the My Pickups tab to cancel unneeded pickups up to two weeks in advance.</p>		<p>Call your local FedEx Freight service center.</p>

Pickup fees

			
Regular Stop	No fee.	\$15.50 or \$31 per week: Based on whether previous week's total charges on FedEx Ground, FedEx Express and FedEx SmartPost ³ are over or under \$75.	No fee.
Automated Pickup	N/A	\$14.00 per week on weeks with automated or on-call pickups. No fee in billing weeks with no shipment.	N/A
On-Call: Next Day, Future Day, Same Day or Returns	Next Day: \$4 per package Future Day: \$4 per package Same Day: \$4 per package Return: \$4 per package	Next Day or Future Day: \$3 per package (add \$1 per package scheduled by phone). Same Day: \$4 per package (add \$1 per package scheduled by phone). Maximum of \$20 per rated week for Future Day and Same Day On-Call fees billed to your account for packages picked up at the same location. Return: \$4 per package.	No fee.
Other Fees Frequently Assessed at Pickup	Saturday Pickups: \$16 per package ⁴	Alternate Address: \$11.50 weekly charge per unique address if an on-call pickup is made at an address other than the shipping location associated with the account number on record. Weekly On-Call Special Pricing Request: Regular stop fee assessed only on that week's on-call pickup packages.	Liftgate Service: \$9.81 per hundredweight, \$145.00 minimum charge, \$478.00 max. Limited Access Pickup: \$152.00 per shipment in U.S. (construction sites, churches, schools, etc.) Residential Pickup: \$144.00 per shipment in U.S. Inside Pickup: \$13.29 per hundredweight, \$140.00 minimum charge, \$1,404.00 max per pickup/vehicle, per shipment.

¹Pickup service may be limited in some ZIP codes in Alaska, Hawaii and Puerto Rico.

²FedEx Ground same-day on-call pickup is currently limited to Cleveland, Ohio, and the greater Los Angeles area.

³To receive a pickup, shipments must be created via FedEx Ship Manager[®] at fedex.com or FedEx Web Services, or uploaded/closed via FedEx Ship Manager[®] Software or FedEx Ship Manager[®] Server.

⁴Restrictions apply. Saturday pickup charge is \$210 per shipment for eligible FedEx Express[®] Freight Services.

Miss your pickup?

Drop off at one of 10,000+ locations. Go to fedex.com/store for options near you.



More info

- Log in to fedex.com/pickup
- Contact your FedEx account executive
- FedEx Express and FedEx Ground: Call **1.800.GoFedEx 1.800.463.3339**
- FedEx Freight: Call **1.866.393.4585**