



Fraud and Security

Protecting customer shipments
and information in the
e-commerce market

With the growing presence and sophistication of online threats like viruses, ransomware and phishing scams, it's important to take proactive steps to have the right protection.

Account Security

✓ Do

- Update name and address
- Update phone number
- Update e-mail address
- Consider changing passwords regularly

✗ Don't

- Share fedex.com logins
- Let people retire without updating profile
- Use a free domain e-mail if you can avoid it
- Use company name for fedex.com login
- Use the same password on multiple sites

Account Management

✓ Do

- Set up one FedEx® Administration company to secure ALL your accounts on fedex.com
- Enable more than one company administrator (as a backup in case one leaves your company)
- Keep your user base and permissions current

✗ Don't

- Share credentials
- Use the same password for all users
- Lose sight of disparate accounts or allow employees to set up various/separate FedEx® Administration companies

Password Security

✓ Do

- Consider 8-10 characters in length
- Comprised of letters (both uppercase and lowercase), numbers and symbols
- Consider changing passwords regularly

✗ Don't

- Make it obvious, such as 12345
- Use personal information like birthdates
- Use dictionary words