



# Get Assistance Fast

With FedEx Customer Support





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## Where should I go for FedEx Customer Support?

- Quickly and effectively navigate **fedex.com** to resolve tracking, claims, billing or invoice issues, and much more.
- Call 1.800.GoFedEx 1.800.463.3339 to resolve any issues you can't easily resolve through **fedex.com**.

## What is the value of using FedEx Customer Support?

- You can receive customer support 24 hours a day, 7 days a week — **fedex.com** and 1.800.GoFedEx 1.800.463.3339 are available around the clock.
- FedEx customer service experts have the capability, knowledge, experience and systems in place to resolve your issue or answer your inquiry.
- FedEx customer support on **fedex.com** and at 1.800.GoFedEx 1.800.463.3339 are one-stop resources for simple tasks such as ordering supplies, getting rates and finding FedEx locations. They also provide advanced expertise in complex customer support issues like invoicing, claims, tracking and international shipping.



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24 hours a day, 7 days a week —  
**fedex.com** and 1.800.GoFedEx  
1.800.463.3339 are available  
around the clock.

## Access the tools you need

Because it provides fast, convenient access to an extensive array of global shipping and business-building features and services, **fedex.com** helps you work more efficiently and be more productive.

Timesaving tools and resources are front and center on the **fedex.com** home page.

- **Ship.** Process FedEx Express® and FedEx Ground® U.S. and international packages at FedEx Ship Manager® at fedex.com, our online electronic shipping solution. At **fedex.com**, you can also:
  - Get standard list or account-specific rate quotes.
  - Get transit times.
  - Find FedEx locations.
  - Request pickups.
  - Order supplies.
- **Track.** Track the status of up to 30 FedEx Express®, FedEx Ground®, FedEx Freight® or FedEx Custom Critical® shipments, from origin to destination, 24 hours a day, 7 days a week.
  - Go to **fedex.com/tracking** to choose from all the FedEx tracking tools.
  - Track by reference number, purchase order number or invoice number.
  - Access FedEx InSight®, an advanced tool that provides proactive shipment-status tracking.
  - Get signature proofs of delivery.
  - Receive tracking updates via e-mail.
- **Manage My Account.** This timesaving area allows you to conveniently access and manage the details for all your FedEx Express and FedEx Ground shipments.
  - Access FedEx® Billing Online to receive and pay invoices online.
  - Learn about FedEx billing and payment options.
  - Order supplies.
  - Access My FedEx.
  - Access additional account-management tools.
- **International Tools.** FedEx® Global Trade Manager is a valuable resource to assist you with international shipping. It features a comprehensive array of tools, documentation and information to make international shipping fast and easy.
  - Use Find International Documents to determine and print the proper documentation to accompany your international shipment.
  - Access Estimate Duties and Taxes to calculate the fees that may be levied against your shipment.
  - Access Advisories for shipment-specific regulatory information.



fedex.com provides fast, convenient access to an extensive array of global shipping and business-building features and services.

- View Country Profiles for country-specific shipping information and regulatory requirements.
- Use the Denied Party Screening database to identify individuals and companies that are prohibited from engaging in international business transactions.
- Visit the International Resource Center for additional information regarding international trade.

Whether you want to ship, track your shipment's status or just explore a world of shipping opportunities right from your desktop, check out **fedex.com**.

## Get tracking support

FedEx InSight is a Web-based tool that enables you to monitor the status of your shipments and automatically notifies you and others of critical shipping events.

Because it provides real-time package-status information, FedEx InSight can help you save time, avoid delays and better manage your customer relationships — all at no cost to you!

FedEx InSight enables you to:

- Track your inbound, outbound and third-party FedEx® shipments without tracking numbers.
- Use account number(s), addresses, or both, to provide status information, placing greater flexibility and control of information in your hands.
- Be automatically notified by e-mail, Internet or wireless device of critical shipping events so you can take appropriate action to facilitate delivery.
- Pinpoint customs delays and shipment exceptions.

To get started with FedEx InSight:

- Go to **fedex.com** and select Login to FedEx InSight under the Track tab.
- If you are not already a registered **fedex.com** user, sign up for a **fedex.com** user ID and password by clicking on the Sign Up Now link. If you are a registered **fedex.com** user, enter the log-in information you use for accessing other **fedex.com** online services.
- View the online demo and read the FAQs to learn more about how FedEx InSight can provide an enhanced level of shipment visibility.



**FedEx InSight® is a Web-based tool that enables you to monitor the status of your shipments and automatically notifies you and others of critical shipping events.**



Registered FedEx®  
Billing Online users can view,  
sort, pay and dispute charges,  
and download invoice data —  
all via fedex.com.

## Get billing support

Are you looking for an easier way to manage your FedEx charges? Registered FedEx Billing Online users can view, sort, pay and dispute charges, and download invoice data — all via **fedex.com**.

FedEx Billing Online is a Web-based tool that streamlines invoice and payment processing, reduces paperwork and check-processing costs, and saves time. It gives you added control of your FedEx invoices by enabling you to:

- View account information at the invoice level, shipment-detail level, or both.
- Schedule and make payments for shipping and duties-and-taxes invoices via electronic funds transfer (EFT), automatic debit or paper check.
- Combine multiple invoices into a single payment.
- Dispute charges and request invoice adjustments without picking up the phone.
- Download, print and save invoices in PDF format.
- Create and download invoicing reports.

At FedEx, we are always looking for ways to make shipping easier for you. A demo of FedEx Billing Online is available on **fedex.com**.

## Get claims support

Submitting a claim and staying informed on your claim status is easy with FedEx® Claims Online. By filing online at **fedex.com**, you can save time and get your claim processed faster.

### Making the claims process easier

- You can file a claim online for a FedEx Express or FedEx Ground U.S. shipment.
- Claims are typically resolved within five to seven business days of receiving your claim form and supporting documentation.
- The claim form prepopulates with details from your shipping record, so you can complete it faster.
- At your request, we'll send periodic e-mail updates on your claim's status at key points in the review.
- You have online visibility of your claim status throughout the review process.
- You can generate and download claim reports in Microsoft® Excel or comma-separated variable (CSV) format.

*Microsoft is a registered trademark of Microsoft Corporation.*

## File your claim online

- Gather the following documentation:
  - A copy of the FedEx® US Airbill, FedEx Ship Manager® printout or FedEx Ground Pick-Up Record page.
  - All documentation related to the proof of value.
  - The serial number for each item (if applicable).
- Go to **fedex.com** and click on the Manage My Account tab, then on the "File a claim online" link.
- Enter your **fedex.com** user ID and password or sign up for a **fedex.com** login.
- Have ready your tracking number and ship date, and state whether your claim is for loss or damage.



Using  
fedex.com



Submitting a claim and staying informed on your claim status is easy with FedEx® Claims Online.

By filing online at fedex.com, you can save time and get your claim processed faster.

# Calling 1.800.GoFedEx



If you can't find what you're looking for on [fedex.com](http://fedex.com), call 1.800.GoFedEx 1.800.463.3339 to schedule a pickup, get shipment-status updates, find drop-off locations, get a rate, order supplies, open an account, manage returns or submit a claim.

If you can't find what you're looking for on [fedex.com](http://fedex.com), call 1.800.GoFedEx 1.800.463.3339 to schedule a pickup, get shipment-status updates, find drop-off locations, get a rate, order supplies, open an account, manage returns or submit a claim.

The 1.800.GoFedEx 1.800.463.3339 toll-free number uses a speech-enabled prompter that combines both speech recognition and number selection. This means you can either state your desired issue or press the corresponding number for your desired issue.

## Phone Menu for 1.800.GoFedEx

### Main Menu

Welcome to FedEx. How may I help you?

Say ...	Or Press ...
"Schedule a pickup" (To schedule a pickup using your FedEx account number)	1
"Track a package" (To track a package using your FedEx tracking number)	2
"Find locations" (To find FedEx drop-off locations)	3
"International services" (For FedEx international shipping options)	4
"More options" (To hear the second menu of options)	5

### Second Menu of Options

Say ...	Or Press ...
"Order shipping supplies" (To order FedEx shipping supplies)	1
"Get rates" (To find out how much it will cost to ship a package using FedEx)	2
"Office and print services" (For business and document services)	3
"Claims" (For claims)	4
"More options" (To hear the third menu of options)	5

### Third Menu of Options

Say ...	Or Press ...
"New account setup" (To set up a new account with FedEx)	1
"Billing" (To hear the billing menu)	2
"Technical support" (To answer your technical questions)	3

**Option:** If you press \* (star) the current prompt will repeat.

**Option:** If you press \*\* (star, star) the previous prompt will repeat.

**Note:** You can find an online version of the phone menu at [fedex.com/us/customersupport/express/phonemenu.html](http://fedex.com/us/customersupport/express/phonemenu.html).



To quickly connect with the option of your choice, here are some speed dial inputs for the main voice prompts:

Say ...	or Press ...
"Schedule a pickup"	1
"Track a package"	2
"Find locations"	3
"International services"	4
"Order shipping supplies"	61
"Get rates"	62
"Billing"	71
"New account setup"	72
"Claims"	75
"Technical support"	76
(For "Dangerous Goods")	81
(For "Representative")	0

### Get tracking support

To check tracking via telephone, call 1.800.GoFedEx 1.800.463.3339 and say "track a package" or press 2.

The Track a Package option will ask you to enter or state your tracking or door tag number (door tag number will start with "DT").

### Get billing support

To contact us via telephone, call 1.800.GoFedEx 1.800.463.3339 and say "billing" or press 71.

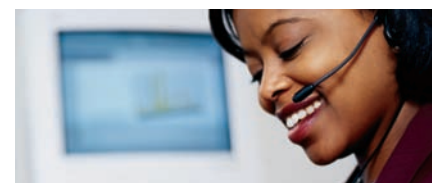
With the billing options at 1.800.GoFedEx you can:

- Check your account balance and payments.
- Request an invoice copy.
- Update credit card information.
- Request a credit for a U.S. service failure.
- Submit a nonservice failure request for a U.S. shipment.

Before calling 1.800.GoFedEx 1.800.463.3339, please gather the following information:

- Your 9-digit account number
- The FedEx package tracking number, if available
- The invoice number
- Your contact information
- A description of the issue
- Any action already taken

# Calling 1.800.GoFedEx



If you prefer to check tracking  
via telephone, call 1.800.GoFedEx  
1.800.463.3339 and say  
"track a package" or press 2.

# Calling 1.800.GoFedEx



Filing a claim with FedEx is a simple process with the new FedEx claim form, which now serves both FedEx Express and FedEx Ground claims.

## Get claims support

Filing a claim with FedEx is a simple three-step process with the new FedEx claim form, which now serves both FedEx Express and FedEx Ground claims.

**Step 1: Call customer service at 1.800.GoFedEx 1.800.463.3339 and say “claims” or press 2.** A FedEx representative will initiate your claim and provide assistance. For a lost or damaged FedEx Express shipment, you will be assigned a FedEx Express control number. For a damaged FedEx Ground shipment, you will be assigned a FedEx Ground® Call Tag confirmation number. If your claim is for a lost FedEx Ground shipment, please proceed directly to Step 2. You can find the claim form and claim filing procedures on **fedex.com** by clicking on the Customer Support link and then on Claims in the FAQ drop-down menu.

## Step 2: Gather the following documentation:

- A photocopy of the FedEx® US Airbill, FedEx Ship Manager® printout or FedEx Ground Pick-Up Record.
- All documentation related to the proof of value (for example, a copy of the original invoice from the vendor or supplier, a copy of the retail invoice or receipt, the final confirmation screen for online orders with proof of payment, an itemized repair invoice or statement of nonrepair, appraisals, an expense statement, or any other applicable documentation).
- The merchandise serial number(s).

## Step 3: Fax or mail the completed claim form with the supporting documentation to:

FedEx  
Cargo Claims Dept.  
P.O. Box 256  
Pittsburgh, PA 15230  
Fax 1.877.229.4766

*If you fax your claim, you will receive a confirmation letter by return fax.*

## When to file claims

- Damage claims must be reported within 21 calendar days of the delivery date, and supporting documentation must be submitted within 9 months from the date the shipper tendered the package.
- Requests for claims for nondelivery or misdelivery must be reported within 9 months from the ship date and supporting documentation must be submitted within 9 months from the date the package was tendered.

Support via fedex.com and 1.800.GoFedEx			
Need	Go to fedex.com	or Call 1.800.GoFedEx and Say	or Press
Pickup	<a href="https://www.fedex.com/PickupApp">https://www.fedex.com/PickupApp</a>	"Schedule a pickup"	<b>1</b>
Track	<a href="https://www.fedex.com/Tracking">fedex.com/Tracking</a>	"Track a package"	<b>2</b>
Find locations	<a href="https://www.fedex.com/Dropoff/start">fedex.com/Dropoff/start</a>	"Find locations"	<b>3</b>
International	<a href="https://www.fedex.com/us/international">fedex.com/us/international</a>	"International services"	<b>4</b>
Supplies	<a href="https://www.fedex.com/supplies/go/login">https://www.fedex.com/supplies/go/login</a>	"Order shipping supplies"	<b>61</b>
Rates	<a href="https://www.fedex.com/ratefinder/fclhome">https://www.fedex.com/ratefinder/fclhome</a>	"Get rates"	<b>62</b>
Billing	<a href="https://www.fedex.com/us/account/fbo">fedex.com/us/account/fbo</a>	"Billing"	<b>71</b>
New account	<a href="https://www.fedex.com/us/newcustomer">fedex.com/us/newcustomer</a>	"New account setup"	<b>72</b>
Claims	<a href="https://www.fedex.com/ClaimsOnline">https://www.fedex.com/ClaimsOnline</a>	"Claims"	<b>75</b>
Tech support	<a href="https://www.fedex.com/us/solutions/overview.html">fedex.com/us/solutions/overview.html</a>	"Technical support"	<b>76</b>
Dangerous goods	<a href="https://www.fedex.com/us/services/options/dangerousgoods">fedex.com/us/services/options/dangerousgoods</a>	"Dangerous goods"	<b>81</b>
Representative	<a href="https://www.fedex.com/us/sitemap.html">fedex.com/us/sitemap.html</a>	"Representative"	<b>0</b>
Document services	<a href="https://www.fedex.com/us/officeprint/main">fedex.com/us/officeprint/main</a>	"Office and print services"	
FedEx® services at-a-glance	<a href="https://www.fedex.com/us/services/ataglance.html">fedex.com/us/services/ataglance.html</a>	—	—
FedEx Ground maps	<a href="https://www.fedex.com/grd/maps/ShowMapEntry.do">fedex.com/grd/maps/ShowMapEntry.do</a>	—	—
FedEx Freight maps	<a href="https://www.fedexfreight.fedex.com/servicemaps.jsp">fedexfreight.fedex.com/servicemaps.jsp</a>	—	—
Downloadable Service Guide	<a href="https://www.fedex.com/us/services/pdf">fedex.com/us/services/pdf</a>	—	—

Need help creating your **fedex.com** user ID? Go to **fedex.com** and click "Sign up!"

