



Customer Support Options



Customer Resources



FedEx provides several support options for your shipping needs and inquiries. To engage the FedEx Virtual Assistant on [fedex.com](https://www.fedex.com), simply click “Ask FedEx” in the bottom right corner and type your question.



Contact FedEx Customer Service at **1.800.463.3339** for additional support.

Please refer to the table below for a summary of tools and solutions:

Shipping Automation			
	If you want to...	We have resources to help...	If you need additional support...
FedEx Ship Manager at fedex.com	<ul style="list-style-type: none"> • Create shipping labels online • Create a bill of lading online • Create shipment profiles • Set shipping defaults • View shipment history • Pull shipping reports 	<p>Access FedEx Ship Manager or Keyword search “Ship Manager Online” on www.fedex.com.</p> <p>Watch the online demo of FedEx Ship Manager for additional information.</p>	Contact Customer Service and say “technical support.”
FedEx Ship Manager Software	<ul style="list-style-type: none"> • Create shipping labels • Create a bill of lading • Create shipment profiles • Set shipping defaults • View shipment history • Pull shipping reports 	<p>Access FedEx Ship Manager Software or Keyword search “Ship Manager Software” on www.fedex.com.</p> <p>Access the User Guides and Job Aids via the Resources and Support tab.</p>	Contact Customer Service and say “technical support.”
FedEx Compatible	<ul style="list-style-type: none"> • Find software compatible with FedEx services • Create shipping labels • Create a bill of lading 	<p>Access FedEx Compatible Solutions or Keyword search “FedEx Compatible” on www.fedex.com.</p> <p>Access the Global Directory of FedEx Compatible software products.</p>	<p>For technical support, customers using FedEx Compatible solutions can rely on their FedEx Compatible provider to:</p> <ul style="list-style-type: none"> • Provide full support for the FedEx Compatible Solution • Escalate any unresolved customer issue with the FedEx functionality to the FedEx technical Support. <p>Work with you to provide annual software updates.</p>
FedEx Administration	<ul style="list-style-type: none"> • Oversee employee shipments • Configure shipping options • Restrict services • Customize reference information • Reset a user’s password • Remove a current user 	<p>Access FedEx Administration on www.fedex.com to find out more.</p> <p>To enable FedEx Administration, click “Get Started.”</p>	Contact Customer Service and say “technical support.”

Technical Support

	If you want to...	We have resources to help...	If you need additional support...
Technical Support	<ul style="list-style-type: none"> Errors with FedEx automation Forgot password/reset your password Find an administrator 	<p>See our Step-by-Step Guide to resetting your password online.</p> <p>Talk with a virtual assistant or access our Customer Support Center for key contacts across the globe.</p> <p>Find additional support in the FedEx Help Center.</p>	<p>Contact Customer Service and say “technical support.”</p>

Pickups

	If you want to...	We have resources to help...	If you need additional support...
Pickups	<ul style="list-style-type: none"> Schedule a new pickup View or edit a previously scheduled pickup Cancel a pickup View pickup history Find FedEx drop off locations 	<p>Access Schedule and Manage Pickups or Keyword search “Pickup” on www.fedex.com.</p> <p>Click the “My Pickups” tab to edit a pickup, cancel a pickup, and view pickup status and pickup history.</p> <p>See our Step-by-Step Guide on how to schedule and Manage pickups with FedEx.</p> <p>Need to drop off a package? Find the nearest Drop Off Location.</p>	<p>To set up a regularly scheduled pickup or need additional assistance, contact Customer Service and say “pickup.”</p>

Billing / Invoicing

	If you want to...	We have resources to help...	If you need additional support...
Invoicing	<ul style="list-style-type: none"> Government Billing Register to receive online billing Obtain a copy of an invoice Dispute a charge on your invoice Request a billing adjustment View account aging 	<p>Government Billing govtsupport@fedex.com</p> <p>Access FedEx Billing Online or Keyword search “Billing” on www.fedex.com.</p> <p>See our Step-by-Step Guide on how to use Billing Online Account Summary.</p> <p>See our FedEx Billing Online Demo for key functionality and support.</p>	<p>For additional support, contact Customer 800-463-3339 at Service and say “billing.”</p>

Request a [FedEx Freight Billing Adjustment](#) online at www.fedex.com

Tracking

	If you want to...	We have resources to help...	If you need additional support...
Tracking	<ul style="list-style-type: none"> • Check the status of a shipment • Set up alerts/shipment notification • Obtain proof of delivery • Obtain an image of the bill of lading 	<p>Access FedEx Advanced Tracking or Keyword search “Advanced Tracking” on www.fedex.com.</p> <p>To access the proof of delivery, click “Obtain Proof of Delivery” within the tracking details.</p> <p>To access the bill of lading, click “View/Download PDF” under the Shipment Facts within tracking details.</p> <p>Monitor shipment status and/or exceptions by setting up proactive email alerts. Access “Settings” in the top right corner of FedEx Advanced Tracking > Shipment Notifications. Set up single shipment notifications to alert the recipient of package status. Click “Get Status Updates” from the tracking details screen:</p> <ul style="list-style-type: none"> • Send the current status • FedEx has received the package • A delivery exception has occurred (potential delay) • Estimated delivery updates • Delivery has been made <p>Receive the latest Service Alerts to keep you informed of potential delays</p>	<p>For additional support, contact Customer Service and say “track.”</p> <p>To change the address/reroute a package, dispute a delivery/shipment not received, or if your shipment shows no movement, contact Customer Service and say “representative”</p>

Supplies

	If you want to...	We have resources to help...	If you need additional support...
Supplies	<ul style="list-style-type: none"> • Order Express supplies and/or thermal shipping labels • Check the status of your order • Get packaging support 	<p>Access Packing and Shipping Supplies or Keyword search “Supplies” on www.fedex.com. Allow 3-5 business days for delivery.</p> <p>To track the status of your supply order or view previous orders, access the “My Orders”</p>	<p>Have concerns with supply allocation or need to expedite your order? Contact Customer Service and say “shipping supplies.”</p> <p>Have your order number ready</p>

tab within [Packing and Shipping Supplies](#).

Obtain [packing resources](#) for FedEx Express and FedEx Ground.
Obtain [packing resources](#) for FedEx Freight.

Claims

	If you want to...	We have resources to help...	If you need additional support...
Claims	<ul style="list-style-type: none"> • File a claim • Check the status of a claim • Add to your claim 	<p>Access Claims Online or Keyword search "Claims" to start a claim and obtain Step-by-Step Instructions on how to file a claim.</p> <p>Obtain important tips for when filing a claim.</p> <p>Filing timelines:</p> <ul style="list-style-type: none"> • Damaged/missing contents: <ul style="list-style-type: none"> ○ 60 calendar days from the shipment date for US packages ○ 21 calendar days from the shipment date for international packages. • Undelivered/lost shipments: <ul style="list-style-type: none"> ○ Nine months from the shipment date 	<p>Need additional assistance or dispute a claim, contact Customer Service and "claims."</p>