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Service Guide

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Value-Added Options

You can customize your shipment to your needs (or the needs of your recipients) with value-added options from FedEx. Options include pickup, delivery, proof of delivery, C.O.D., customs brokerage, supply chain management and special handling.


Delivery options


FedEx Delivery ManagerSM: Flexible options for residential deliveries

FedEx Delivery Manager is a suite of options that provide U.S.-based recipients with convenience, flexibility and features to customize deliveries to their homes while packages are in transit, helping recipients avoid the inconvenience of missed deliveries. It's available for package deliveries in the U.S.*

With FedEx Delivery Manager, recipients benefit from:

- Visibility** into packages being delivered to or recently shipped from their home address, without the need for a tracking number or FedEx account number. Only sign-up is required. You can also request updates on the status of your shipments every step of the way, via email, SMS text and/or phone. Available for FedEx Express[®], FedEx Ground[®], FedEx Home Delivery[®] and FedEx SmartPost[®] shipments (shipment-status notifications are not available with FedEx SmartPost[®]).





**FedEx Returns:
Easy and Reliable.**

[Learn more ▶](#)

Search Our Services

Click here

- **Visibility** into packages being delivered to or recently shipped from their home address, without the need for a tracking number or FedEx account number. Only sign-up is required. You can also request updates on the status of your shipments every step of the way, via email, SMS text and/or phone. Available for FedEx Express®, FedEx Ground®, FedEx Home Delivery® and FedEx SmartPost® shipments (shipment-status notifications are not available with FedEx SmartPost).
- **Options** that help you control where and when packages are delivered. Options you can request include:
 - **Schedule your delivery.** Select a date, a time, or a date and time combination that fits your schedule, after the original delivery commitment date and time.** Available for most residential addresses (including Alaska and Hawaii) served by FedEx Express and FedEx Home Delivery, for packages originating from and delivered within the U.S.
 - Delivery on a specific date: Request delivery on a specific business day within 7 calendar days after the original scheduled delivery date. The original delivery commitment time applies.
 - Delivery at a specified time: Request delivery between 5 p.m. and 8 p.m. by the original scheduled delivery date.
 - Delivery on a specific date at a specified time: Request delivery on a specific date and within a specified time period. You choose a 2-hour window between 10 a.m. and 6 p.m. (for FedEx Express) or between 9 a.m. and 8 p.m. (for FedEx Home Delivery), on a business day within 7 calendar days on or after the original scheduled delivery date.
 - **Deliver to another address.** Have packages delivered somewhere other than the original home address.** Available for all areas served by FedEx Express, FedEx Ground and FedEx Home Delivery.
 - **Hold at FedEx Location.** Have packages held at a nearby FedEx Office or FedEx Express location. Available for FedEx Express, FedEx Ground and FedEx Home Delivery shipments.
 - **Sign for a package.** Sign for packages in advance of delivery and authorize FedEx to deliver the shipment even if you are not home to receive it. Available only for Indirect Signature Required packages delivered via FedEx Express, FedEx Ground and FedEx Home Delivery. Option applies to all Indirect Signature Required or no-signature-required packages on the same delivery stop.
 - **Provide delivery instructions.** Provide specific instructions on where you want packages delivered at your home. Options include front porch, back door or patio, side door, main entrance or front desk, security or guard post, and apartment office. Available for FedEx Express, FedEx Ground and FedEx Home Delivery shipments.
 - **Request vacation hold.** Suspend all deliveries to your home address within a date range (You may suspend delivery for up to 14 days from the date you request the hold. There must be 6 calendar days in-between your vacation holds). Available for FedEx Express, FedEx Ground and FedEx Home Delivery shipments.
- **Access** to FedEx Delivery Manager through [fedex.com](https://www.fedex.com) on your desktop, tablet or smartphone, or through our iOS or Android application.

To learn more and sign up for FedEx Delivery Manager, please go to fedex.com/delivery.

*Deliveries to a U.S. home address from outside the U.S. are eligible for all features except the option to schedule your delivery, or request delivery to another address.

** A per-package fee may be assessed for these requests. Recipients will be presented with full charges before confirming their request. All charges are backed by the FedEx Money-Back Guarantee. To request a refund or credit under the FedEx Money Back Guarantee, go to fedex.com/billingadjustment.

[Close](#)

FedEx Door Tags: deliveries

You can't always be there to receive your FedEx® shipments. The FedEx door tag system notifies you when we've been there, giving you information regarding FedEx Express® and FedEx Ground® shipments received to let you know:

- If a shipment was successfully delivered.
- Where we placed your delivery to minimize theft or damage.
- What options you have if you missed delivery.

FedEx Express Door Tag


Match the following information with the numbers shown on the door tag at left.

- 1. Get packages your way.** With FedEx Delivery ManagerSM, tell us when and where you would like your packages delivered. Set up notifications, choose delivery locations and times — even change your preferences while packages are in transit. Sign up today at fedex.com/delivery.
- 2. Package not delivered.** You can pick up your package at the FedEx location listed on the door tag, after the time noted. Go to fedex.com and enter your door tag number to confirm availability, or call **1.800.GoFedEx** or **1.800.463.3339**. Or go to fedex.com/delivery to choose another option, such as Hold at FedEx Location.
- 3. Delivery attempts.** Explains if another attempt will be made to deliver your package or if this is the final attempt.
- 4. Delivery requirements.** Explains what steps you can take for a successful delivery. More information is provided on the back of the door tag. If a signature is requested and the orange box is checked, sign your name here and we'll leave the package.
- 5. Package delivered.** Indicates where we placed your package, such as the front door or with a neighbor.

FedEx Ground Shipment Status Door Tag


Match the following information with the numbers shown on the door tag at left.

- 1. Get packages your way.** With FedEx Delivery ManagerSM, tell us when and where you would like your packages delivered. Set up notifications, choose delivery locations and times — even change your preferences while packages are in transit. Sign up today at fedex.com/delivery.
- 2. Package delivered.** Indicates where we placed your package, such as at the front door or with a neighbor.
- 3. Additional delivery/pickup attempts.** This section has details on our delivery or pickup attempts. Service days for FedEx Ground and FedEx Home Delivery[®] are listed.
- 4. Package not delivered.** Explains why we were unable to deliver and what steps you can take. More information is provided on the back of the door tag. To choose another option, such as Hold at FedEx Location, go to fedex.com/delivery.
- 5. Signature required.** When applicable, if a signature is required, sign your name here and we'll leave the package.



Shipment Status

Door Tag



Want to get packages your way?

Tell us when and where at fedex.com/delivery.


Recipient's Name 1

Delivery Date _____ Number of Packages _____

Driver Note _____

Packages(s) delivered

☐ Front Door
 ☐ Back Door
 ☐ Side Door
 ☐ Garage
 ☐ Porch
☐ Apartment Office
☐ Neighbor/Other 2



For placement only

Door Tag Number → D177000 4199 6342

Delivery Date _____ Station _____

fedex.com 1.800.FEDX.HELP 1.800.403.3339

Delivery/Pickup Attempts 3 We're sorry we missed you.

☐ **FedEx Ground (Mon-Fri)**
 ☐ **FedEx Home Delivery (Tues-Sat)**
 This was tried by: ☐ 1st Attempt
 ☐ 2nd Attempt
 ☐ Final Attempt

Packages(s) not picked up

☐ FedEx Ground® Call Tag. These attempts may be made.
☐ FedEx Ground® or FedEx Home Delivery® pickup. Call to reschedule.

Packages(s) not delivered

For successful delivery, see name checked below. To choose another option, such as hold at FedEx Location, go to fedex.com/delivery.

Be present for delivery 4

☐ A signature has been requested from someone at this address.
☐ A signature has been requested from someone over 21 at this address.
☐ C.O.D. amount due: Cash ☐ Bill later
☐ Cash ☐ Check ☐ Guaranteed Funds
☐ Location closed or recipient not available.

☐ Leave this signal from our door. Shipper requires signature.

In my opinion, I agree that FedEx will not be liable for any loss or damage that results from leaving this signal.

☐ 5

Print name
and signature
in blue ink

See [Pickup Options](#) for information on the pickup section of the FedEx Ground Shipment Status Door Tag.

Close

FedEx® Delivery Signature Options: options that give you extra security

| | Indirect Signature Required | Direct Signature Required | Adult Signature Required |
|-------------------------------|--|--|---|
| Service Description | <p>FedEx will obtain a signature in one of three ways:</p> <ul style="list-style-type: none"> From someone at the delivery address. From a neighbor, building manager or someone at a neighboring address. The recipient can sign a FedEx door tag authorizing release of the package without anyone present. | <p>FedEx will obtain a signature from someone at the delivery address. If no one is at the address, FedEx will reattempt delivery. Direct Signature Required overrides any recipient release that may be on file for deliveries to nonresidential addresses.</p> | <p>FedEx will obtain a signature from someone at the delivery address. If no one is at the delivery address, FedEx will reattempt photo identification required). If no eligible recipient is at the address, FedEx will reattempt delivery. Adult Signature Required overrides any recipient release that may be on file for deliveries to nonresidential addresses.</p> |
| Benefits | <p>Not available for shipments to nonresidential addresses.</p> <p>Obtain a signature from someone in one of three ways.</p> | <p>Obtain a signature from someone at the delivery address.</p> | <p>Obtain a signature from someone at the delivery address who is at least 21 years old.</p> |
| Special Fees | A fee applies. | A fee applies. | A fee applies. |
| Additional Information | <ul style="list-style-type: none"> Available with FedEx Express® U.S. package services (excluding FedEx SameDay®), FedEx Ground® and FedEx Home Delivery®. If no signature option is selected, we may deliver residential shipments without a signature. | | |
| How to Use | <p>Choose all three options from your electronic shipping solution, such as FedEx Ship Manager® at fedex.com. For questions about specific electronic solutions, contact your FedEx account executive.</p> | | |

Close

FedEx Home Delivery® convenient delivery options

When you ship via FedEx Home Delivery, you can choose one of these convenient delivery options if your recipient has a special delivery need:

- **FedEx Date Certain Home Delivery®.** Delivery on a specific date you select, Tuesday through Saturday, provided the date is not before the standard delivery time and is within two weeks after it. [Get more details.](#)
- **FedEx Evening Home Delivery®.** Delivery between 5 and 8 p.m. on the scheduled date of delivery. [Get more details.](#)
- **FedEx Appointment Home Delivery®.** We contact the recipient in advance to arrange delivery on a specific date and by a scheduled time. [Get more details.](#)

Close

Saturday delivery: delivery options on Saturday**Service Details****Service Areas: U.S.**

Saturday delivery is available in the majority of U.S. cities with **FedEx First Overnight®**, **FedEx Priority Overnight®** and **FedEx 2Day®** services. FedEx First Overnight shipments picked up on Friday can be scheduled for Saturday delivery by 9:30 a.m. in our A1 service area, by 10:00 a.m. in our A2 and A3 service areas, by 10:30 a.m. in our A4 service area, and by 11:30 a.m. in our A5 service area. FedEx Priority Overnight shipments picked up on Friday can be scheduled for Saturday delivery by noon in our A1, A2, AA and A4 service areas and by 1:30 p.m. in our A3, A5 and AM service areas. FedEx 2Day shipments picked up on Thursday can be scheduled for Saturday delivery by 4:30 p.m. (5 p.m. in Alaska) in our A1, A2, AA, A3, A4, A5 and AM primary service areas. Select ZIP codes in our A6 and PM areas may have Saturday delivery as well. Call **1.800.GoFedEx** or **1.800.463.3339** to determine the service area for your destination. We also offer Saturday delivery in most areas of the U.S. with **FedEx SameDay®** service, depending upon flight availability.

FedEx Express® Freight Saturday delivery is available to several U.S. markets with **FedEx First Overnight® Freight**, **FedEx 1Day® Freight**, **FedEx 2Day® Freight** and **FedEx International Priority® Freight** services. FedEx First Overnight Freight shipments picked up on Friday can be scheduled for delivery by 10:30 a.m. in our H0 and H1 service areas, by noon in our H2 service area, and by 1:30 p.m. in our H3 service area. FedEx 1Day Freight shipments picked up on Friday can be scheduled for Saturday delivery by noon in our H0 and H1 service areas, by 1:30 p.m. in our H2 service area, and by 6 p.m. in our H3 service area. FedEx 2Day Freight shipments picked up on Friday can be scheduled for Saturday delivery by 1:30 p.m. in our H0, H1 and H2 service areas, and by 6 p.m. in our H3 service area. Saturday delivery is not available to extended service areas. For an explanation of FedEx Express Freight service areas and delivery commitment times, see **Express Freight Delivery Commitments**. To check on the service area for your shipment, use the **Service Area Locator** or call **1.800.332.0807**.

A special handling fee applies for Saturday delivery (see Shipping Fees).

Saturday **Hold at FedEx Location** service is available for **FedEx Priority Overnight** and **FedEx 2Day**. Saturday Hold at FedEx Location service is not available for FedEx Express Freight.

FedEx Home Delivery® provides standard Saturday delivery to most U.S. residences at no extra cost. FedEx SameDay® is available 365 days a year.

Service Areas: International For **FedEx International Priority®**, Saturday delivery is available for shipments from the U.S. to select points in Canada by 5 p.m., and in other countries as well, and a special handling fee will apply. Service is also available to some Far East and Middle Eastern countries that consider Saturday a regular business day. When Saturday is a regular business day in the destination country, Saturday delivery does not have to be marked on the shipment documentation, and the special handling fee does not apply.

Saturday delivery is available in select international destinations via **FedEx® International Next Flight**. Saturday delivery is not offered for **FedEx International Economy®** or **FedEx Express Freight international services** except in countries where Saturday is a regular business day, and to a limited number of Canadian postal codes via FedEx International Priority® Freight.

Exceptions

U.S.-inbound delivery is available in major markets via FedEx International Priority® and FedEx International Priority® Freight.

In Alaska, Saturday delivery is available in A4 and AM primary service areas of Anchorage only. Saturday delivery is available to limited ZIP codes in Honolulu only. For additional details about Alaska and Hawaii shipments, please see FedEx® **Alaska** and **Hawaii** services.

Special Instructions

Go to the **drop-off locator** to see which FedEx locations offer Hold at FedEx Location service on Saturday.

Special Fees

Fees may apply for Saturday service.

Close

Hold at FedEx Location: hold for recipient pickup**Service Details****Service Description**

Select this option if you want your packages held for pickup at an eligible FedEx location. It's the secure, convenient way to ensure a FedEx Express® or FedEx Ground® shipment arrives when and where your recipient needs it. To choose it, specify Hold at FedEx Location when you complete your shipment's documentation. Or, if the shipment is already on its way, you can request a redirect to an eligible FedEx location in the delivery area of the original destination address.

Service Days

Monday–Friday; Saturday service available at some locations.

Service Area

Available for FedEx Express and FedEx Ground shipments throughout the U.S. and for certain FedEx Express international shipments. Redirect to Hold is available in the U.S. only.

How to Use

Select the Hold at FedEx Location option in the Special Services section of FedEx Ship Manager® at fedex.com. Eligible FedEx shipping locations are provided based on proximity to your recipient's address. Hover your cursor over any address for hours of operation and additional information about that location. For other locations, select "View more locations" or enter a specific address.

You can also select Hold at FedEx Location on the FedEx® US Airbill or FedEx Ground Order Form. For location addresses and hours, check our **drop-off locator** or call **1.800.GoFedEx**.

| | |
|------------------------|--|
| | <p>1.800.463.3339 and say "find FedEx locations."</p> <p>Recipients can also select Hold at FedEx Location via FedEx Delivery ManagerSM, for U.S. package deliveries to residential addresses.</p> <p>To request a redirect of FedEx Express, FedEx Ground and FedEx Home Delivery[®] shipments in transit, go to fedex.com (enter the tracking or door tag number and select Hold at FedEx Location) or call 1.800.GoFedEx 1.800.463.3339.</p> <p>Internationally, Hold at FedEx Location is available for FedEx Express shipments at select locations; call 1.800.GoFedEx 1.800.463.3339 and say "international services" for details. To request it, select Hold at FedEx Location on shipment documentation and enter the recipient street address and phone number, plus the location code, which we can provide when you call us.</p> |
| Special Instructions | <p>Shipments not picked up by the recipient within five business days at the destination location will be considered undeliverable.</p> <p>Packages can be held at FedEx Office Print & Ship CenterSM and FedEx OfficeSM Ship Center locations (FedEx Express and FedEx Ground shipments) and FedEx World Service Center[®] locations (FedEx Express shipments only). If you include the recipient's telephone number in your documentation, we'll try to contact the recipient after the package arrives at our facility. A government-issued photo ID is required to pick up packages. For Redirect to Hold shipments, the address on the package must match that on the photo ID.</p> <p>This service option is free.</p> |
| Special Fees | |
| Availability | <p>Hold at FedEx Location is available with the following services:</p> <ul style="list-style-type: none"> • FedEx Priority Overnight[®] (Saturday delivery available) • FedEx Standard Overnight[®] • FedEx 2Day[®] A.M. • FedEx 2Day[®] (Saturday delivery available) • FedEx Express Saver[®] • FedEx 1Day[®] Freight • FedEx 2Day[®] Freight • FedEx 3Day[®] Freight • FedEx International Priority[®] • FedEx International Economy[®] • FedEx International Priority[®] Freight • FedEx International Economy[®] Freight • FedEx Ground[®] • FedEx Home Delivery[®] (Redirect to Hold only) |
| Additional Information | <p>FedEx Priority Overnight and FedEx 1Day Freight shipments normally are available for pickup by 9 a.m. or 9:30 a.m. (Monday–Friday) the next business day after shipment at most FedEx locations. FedEx Standard Overnight shipments normally are available for pickup by noon the next business day. FedEx 2Day A.M. shipments normally are available for pickup by 9 a.m. or 9:30 a.m. (Monday–Friday) the second business day after shipment at most FedEx locations. FedEx 2Day, FedEx Express Saver, FedEx 2Day Freight and FedEx 3Day Freight shipments normally are available by noon (Monday–Friday) on the scheduled day of delivery at most FedEx locations. (Hold at FedEx Location is not available for FedEx SameDay[®] or FedEx First Overnight[®].) Different pickup times may apply for Hold at FedEx Location shipments in Alaska and Hawaii. Go to Find FedEx Locations to confirm Hold at FedEx Location pickup times.</p> <p>FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day A.M. and FedEx 2Day Hold at FedEx Location shipments not picked up within five business days from the date of shipment will be considered undeliverable. If a FedEx Express[®] Freight "hold" shipment is not picked up, we will attempt to contact the recipient. After three attempts to notify the recipient or shipper, or five business days after the initial notification, whichever occurs first, or if the recipient refuses a freight shipment and delivery cannot be completed, the shipment will be considered undeliverable.</p> <p>FedEx Ground shipments normally are available for pickup by end of business day on the scheduled delivery day.</p> <p>FedEx Express, FedEx Ground and FedEx Home Delivery packages redirected to hold will normally be available next business day after the scheduled delivery day.</p> <p>FedEx Express shipments containing dangerous goods are not eligible for Hold at FedEx Location at FedEx Office locations. FedEx Ground C.O.D. shipments and shipments containing hazardous materials are not eligible for Hold at FedEx Location.</p> <p>Hold at FedEx Location is not available at certain FedEx Office locations in hotels, convention centers and universities. FedEx Office products, services and hours vary by location.</p> |

[Close](#)

Inside delivery: charge for inside delivery (FedEx Express Freight)

When requested, FedEx may move U.S. express freight shipments to positions beyond the adjacent loading area. In doing so, we will assess an inside delivery charge in addition to all other applicable charges. The adjacent loading area is defined as a delivery site that is directly accessible from the curb and is no more than 50 feet inside the outermost door. We will assess an inside delivery charge when shipment breakdown is necessary to fit a shipment through a doorway. FedEx does not provide piece count or piece count verification when a breakdown of a freight shipment occurs at the delivery site.

See [Shipping Fees](#).

[Close](#)

Address correction: correcting incomplete or inaccurate recipient addresses**Express**

If a recipient's address on an airbill, air waybill or shipping label is incomplete or incorrect, we may attempt to find the correct address and complete the delivery, and a special handling fee will apply (see [Shipping Fees](#)). Address correction is also required if the recipient phone number is omitted for a Rural Delivery (RD) address or a Star Route Assignment (SRA) address in Alaska. If we are unable to complete delivery under these circumstances, we are not liable for failing to meet our delivery commitment.

Within the U.S., we also will assess this fee if the address is a P.O. box number or P.O. box ZIP code. For international shipments destined to a P.O. box address, we may assess the fee if a valid telephone, fax or telex number is not provided for the recipient.

For [FedEx International Broker Select®](#), the address correction fee will apply if a broker's address is incomplete or incorrect on an international air waybill or other shipping documentation. If we cannot determine the correct address or cannot reach the broker, we may attempt to contact the sender for address clarification or instructions to return the shipment. We are not liable for failing to meet our delivery commitment time for any shipment with an incomplete or incorrect broker address.

Ground

If we are unable to deliver a shipment because the shipper-provided address is incorrect or is a P.O. box, we will attempt to determine the correct address, complete delivery and notify the shipper of the address correction. A special handling fee will apply for delivery or attempted delivery to the corrected address (see [Shipping Fees](#)). The money-back guarantee does not apply to these shipments, and we are not liable for failing to complete delivery or meet our scheduled delivery time.

[Close](#)

Delivery reattempts: redelivery to your recipient

Express and Ground U.S. Nonresidential Shipments. FedEx Express and FedEx Ground will reattempt delivery if: 1) no one at the recipient address or a neighboring address is available to sign for the package and there is no signature release on file; or 2) the shipper has selected a FedEx® Delivery Signature Option and no eligible recipient is available to sign for the package.

Express and Ground U.S. Residential Shipments. FedEx Express, FedEx Ground and FedEx Home Delivery® will reattempt delivery if: 1) the shipper has selected a FedEx Delivery Signature Option and no eligible recipient is available to sign for the package; or 2) we, at our sole discretion, determine the package may not be released. Some exceptions apply. See the FedEx Express Terms and Conditions and FedEx Ground Tariff in the FedEx Service Guide for details.

Express Packages (International). For FedEx Express® international packages, we provide redelivery service upon request at no additional charge. However, if delivery of a shipment to a residential address (including a residence used as an office) cannot be completed on the initial attempt, we may, at our sole discretion, either reattempt delivery, hold the shipment at our facility until we contact the recipient for further delivery instructions, or both. After three attempts to deliver and/or three attempts to notify the recipient, or five business days from the date of shipment, whichever occurs first, the shipment may be considered undeliverable.

FedEx First Overnight® and FedEx International First® (U.S. Inbound). We may provide three delivery attempts. For shipments that cannot be delivered on the first attempt by the FedEx First Overnight or FedEx International First commitment time, we may reattempt delivery by the FedEx Priority Overnight® or FedEx International Priority® commitment time on the same day as the first attempted delivery. If necessary, a second reattempt may occur by the FedEx Priority Overnight or FedEx International Priority commitment time the following business day.

Express Freight. If we cannot complete delivery of a U.S. express freight or international express freight shipment on the initial delivery attempt, the freight will be returned to the nearest FedEx Express Freight ramp location. We will not reattempt delivery unless the shipper or recipient requests it. For U.S. express freight shipments, each shipper- or recipient-arranged reattempt will be subject to a delivery reattempt charge in addition to all other applicable charges. After three attempts to notify the recipient or shipper, or five business days after the initial delivery attempt, whichever comes first, the shipment may be considered undeliverable.


See [Shipping Fees](#).

[Close](#)

Reroute of shipment: rerouting shipments to a different address

A shipping fee is billed to the account number specified on the FedEx airbill or shipping label for each rerouted FedEx Express® package; it appears as an address correction on the invoice. Reroutes can include delivering to a different address in the same city or changing a hold-at-location instruction to courier delivery. Only one reroute is allowed per package. Any requested change to an address that is not a reroute or an address correction is a new shipment, and new shipping charges will apply.

FedEx may redirect FedEx Express, FedEx Ground® and FedEx Home Delivery® shipments to an eligible FedEx shipping location that offers Hold at FedEx Location service, subject to the following conditions:

1. To request a redirect, enter your tracking number or door-tag number at fedex.com, or call [1.800.GoFedEx](tel:18004633339)  [1.800.463.3339](tel:18004633339). There is no additional charge for this service.
2. Shipments that are requested to be redirected to Hold at FedEx Location are not eligible for our money-back guarantee. We

have no liability or any remedy for service failure for these shipments.

3. Only one redirect is allowed per package.

4. The person authorized to pick up the package may be required to provide photo identification.

See [Shipping Fees](#).

[Close](#)

Pickup options

Show

FedEx Door Tags: pickups

You can't always be there when we stop by to pick up your FedEx® shipments. The FedEx door tag system notifies you when we've been there, giving you information regarding FedEx Express® and FedEx Ground® shipments scheduled for pickup to let you know:

- If a shipment was successfully picked up.
- What options you have if you missed the scheduled pickup.

FedEx Express Pickup Notice



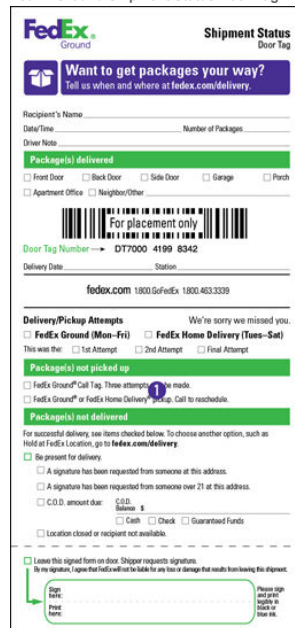
The form is titled "FedEx Express Pickup Notice". It includes the FedEx Express logo and the text "fedex.com 1.800.GoFedEx 1.800.463.3339". There are fields for "Day/Date" and "Time". Under "Package(s) picked up.", there is a checkbox "We picked up your FedEx Express® shipment. See back for tracking number(s)". Under "Package(s) not picked up.", there is a checkbox "We were unable to pick up your package(s) because:" followed by three options: "Shipment not in designated location.", "Improper packaging or documentation.", and "This is a FedEx Express® shipment. (Contact merchant to reschedule.)". A circled number "1" is next to the first option, and a circled number "2" is next to the second option. At the bottom, it says "Form 4102101 • Nov 1/10 • © 2010 FedEx • 0000291M".

Match the following information with the numbers shown on the pickup notice at left.

1. **Package picked up.** Indicates that we picked up your package. Tracking information is provided on the back of the pickup notice.

2. **Package not picked up.** Explains why we were unable to pick up and what steps you can take.

FedEx Ground Shipment Status Door Tag



The form is titled "FedEx Ground Shipment Status Door Tag". It includes the FedEx Ground logo and the text "Want to get packages your way? Tell us when and where at fedex.com/delivery." There are fields for "Recipient's Name", "Data/Time", and "Number of Packages". Under "Driver Note", there is a section "Package(s) delivered" with checkboxes for "Front Door", "Back Door", "Side Door", "Garage", "Porch", "Apartment Office", and "Neighbor/Other". Below this is a barcode and the text "For placement only". Under "Door Tag Number", there is a field "D17000 4199 8342". There are fields for "Delivery Date" and "Station". At the bottom, it says "fedex.com 1.800.GoFedEx 1.800.463.3339". Under "Delivery/Pickup Attempts", there is a section "We're sorry we missed you." with checkboxes for "FedEx Ground (Mon-Fri)" and "FedEx Home Delivery (Tues-Sat)". There is a section "Package(s) not picked up" with checkboxes for "FedEx Ground® Call Tag. These attempts were made." and "FedEx Ground® or FedEx Home Delivery® pickup. Call to reschedule." Under "Package(s) not delivered", there is a section "For successful delivery, see items checked below. To choose another option, such as Hold at FedEx Location, go to fedex.com/delivery." with checkboxes for "Be present for delivery", "A signature has been requested from someone at this address.", "A signature has been requested from someone over 21 at this address.", "C.O.D. amount due", "Cash", "Check", "Guaranteed Funds", and "Location closed or recipient not available". At the bottom, there is a section "Leave this signed form on door. Shipper requests signature." with checkboxes for "By my signature, I agree that FedEx will not be liable for any loss or damage that results from leaving this shipment." and "Please sign and print name in block or cursive ink." There are fields for "Sign here" and "Print name".

Match the following information with the number shown on the door tag at left.

1. **Package not picked up.** This section has details on our pickup attempts. We make three attempts to pick up FedEx Ground® Call Tag shipments. Pickups for other shipment types must be rescheduled.

[Close](#)

Pickup service: pickup at your location

You can schedule a FedEx Express pickup for the same day (provided you request it before the cut-off time in your area) or the next business day. FedEx Ground pickups can be scheduled for the next business day or up to 10 business days in advance.

FedEx Ground® same-day pickup service is available in select areas (provided you request it before the cut-off time in your area) for FedEx Ground and FedEx Home Delivery® packages, excluding FedEx Ground return solutions.

- Select [Schedule a Pickup](#) or call [1.800.GoFedEx](#) [1.800.463.3339](#) and say "schedule a pickup."
- Talk to your FedEx account executive or call [1.800.GoFedEx](#) [1.800.463.3339](#) to see if you qualify for regular scheduled pickup.

Additional Information

FedEx Express. A charge applies when you request a pickup, including requests made using FedEx electronic shipping solutions or by calling [1.800.GoFedEx](#) [1.800.463.3339](#) (say "schedule a pickup"). The charge is itemized separately on your invoice. If you pay by cash (which is not accepted at all pickup locations), check, money order or credit card, the charge will be collected when you tender the package. This charge does not apply if you drop off your package at a FedEx shipping location or if you have regular scheduled pickup. See [Shipping Fees](#).

FedEx Ground. FedEx Ground provides pickup service upon request, for an additional charge. For regular-scheduled-pickup customers, we assess the ground weekly pickup fee to the account number associated with the regular scheduled pickup. Also see [FedEx Ground Alternate Address Pickup](#). For customers who do not have a regular scheduled pickup, we assess a per-package on-call pickup charge. Ground on-call pickup charges do not apply if you drop off your package at a FedEx shipping location. On-call pickup charges also do not apply to FedEx Ground® Package Returns Program pickups. See [Shipping Fees](#).

[Close](#)

Saturday pickup: pickup options on Saturday

Service Details

Service Areas: U.S. Saturday pickup is available in our A1, A2, AA, A3, A4, A5 and AM primary service areas for [FedEx First Overnight®](#), [FedEx Priority Overnight®](#), [FedEx Standard Overnight®](#), [FedEx 2Day® A.M.](#), [FedEx 2Day®](#), and [FedEx Express Saver®](#) services. Select ZIP codes in our A6 and PM service areas have Saturday pickup as well.

FedEx Express® Freight Saturday pickup is available in several U.S. markets with [FedEx First Overnight® Freight](#), [FedEx 1Day® Freight](#), [FedEx 2Day® Freight](#), [FedEx 3Day® Freight](#), [FedEx International Priority® Freight](#) and [FedEx International Economy® Freight](#) services. Saturday pickup is not available in extended service areas. For an explanation of FedEx Express Freight service areas and delivery commitment times, see [Express Freight Delivery Commitments](#). To check the service area for your shipment, see the [Service Area Locator](#) or call [1.800.332.0807](#).

Service Areas: International A special handling fee applies for Saturday pickup (see [Shipping Fees](#)). Shipments to international destinations may be picked up in the U.S. on Saturday in our A1, A2, A3, AA and AM primary service areas for a special handling fee (see [Shipping Fees](#)). There is no additional charge to drop off your shipments on Saturday at a FedEx location (not all FedEx Express® Drop Box locations offer Saturday pickup).

Exceptions Saturday pickup is not offered for [FedEx International Economy®](#) or [FedEx Express® Freight international services](#) except in countries where Saturday is a regular business day. In Alaska, Saturday pickup and drop-off are available in Anchorage only. For additional details about Alaska and Hawaii shipments, please see FedEx® [Alaska](#) and [Hawaii](#) services. Many staffed FedEx drop-off locations are open on Saturday, and some FedEx Express Drop Box locations have Saturday pickup. Go to the [drop-off locator](#) to see FedEx locations served on Saturday.

Special Instructions

Special Fees [Fees may apply](#) for Saturday service and, if applicable, courier pickup.

[Close](#)

Regular scheduled pickup: scheduled pickup at your location

FedEx Express pickup charges do not apply if you drop off your package at a FedEx shipping location or if you have regular scheduled pickup. Talk to your FedEx account executive or call [1.800.GoFedEx](#) [1.800.463.3339](#) to see if you qualify for regular scheduled pickup.

FedEx Ground customers with a regular scheduled pickup are assessed a weekly pickup fee to the account number associated with the regular scheduled pickup. See [Shipping Fees](#). Talk to your FedEx account executive or call [1.800.GoFedEx](#) [1.800.463.3339](#) to see if you qualify for regular scheduled pickup.

[Close](#)

FedEx Ground® Alternate Address Pickup

For regular-scheduled-pickup customers, upon request, we may provide pickup service to another address other than the shipping location associated with the FedEx Ground account number for an additional charge per unique address per week. See [Shipping Fees](#).

For customers who do not have a regular scheduled pickup, we may, upon request, provide pickup service to another address other than the shipping location associated with the FedEx Ground account number for a per-package charge. See [Shipping Fees](#).

[Close](#)

Inside pickup: charge for inside pickup at your location (FedEx Express Freight)

When you request, FedEx may move U.S. express freight shipments and FedEx International Premium® shipments from positions beyond the adjacent loading area. In doing so, we will assess an inside pickup charge in addition to all other applicable charges. The adjacent loading area is defined as a pickup site that is directly accessible from the curb and is no more than 50 feet inside the outermost door.

See [Shipping Fees](#).

[Close](#)

Proof-of-delivery options

Show

FedEx Signature Proof of Delivery: an image of your recipient's signature

| | |
|----------------------------|--|
| Service Details | |
| Service Description | Get an image of your recipient's signature for your records. |
| Instructions | Select Obtain Proof of Delivery from the Track tab to see the signature image online or have it faxed free of charge. (A FedEx account number is required to get complete proof-of-delivery information.) Or call 1.800.GoFedEx 1.800.463.3339 to request this information via fax (or, for a \$6 charge, delivered to you via FedEx Standard Overnight® envelope). Flexible options provide signatures via your electronic shipping solution, fedex.com or fax, or delivered to you via FedEx. |
| Benefits | Available with most shipments within the U.S. and to Canada and Puerto Rico. |
| Availability | |
| Special Fees | A fee applies to have the signature information delivered to you in a FedEx® envelope (we'll send it via FedEx Standard Overnight). |

[Close](#)

Collect-on-delivery options

Show

FedEx® Collect on Delivery: C.O.D. payment for U.S. express shipments

| | |
|-------------------------------|---|
| Service Details | |
| Service Description | FedEx is known for fast payment return, typically by the next business day. FedEx C.O.D. service is a great way to expand payment options for your customers. |
| Service Area | Available within the U.S. |
| Additional Information | FedEx tries to contact your recipient before delivery so payment is ready. You choose the format you prefer: personal check, money order, cashier's check, company check, official check or certified check. We return payment to you the next business day via FedEx Standard Overnight® (where available, otherwise FedEx 2Day®). |
| Exceptions | C.O.D. service is not available: <ul style="list-style-type: none"> • With FedEx SameDay®, FedEx First Overnight® or FedEx First Overnight® Freight. • For shipments rated with FedEx One RateSM pricing. • To and from extended service areas for FedEx Express® Freight shipments. • To and from Puerto Rico or other international locations. |
| Special Instructions | Specify secured or unsecured ¹ payment type when preparing the shipping label (if using manual airbills, use the FedEx C.O.D. Airbill). |
| Special Fees | A fee applies. |
| Availability | FedEx Collect on Delivery is available with the following shipping services: <ul style="list-style-type: none"> FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® A.M. FedEx 2Day® FedEx Express Saver® U.S. FedEx Express® Freight |

Additional Information

The delivery commitment for the C.O.D. payment instrument collected upon delivery is the same as FedEx Standard Overnight in AA, A1, A2, A3, A4, A5, A6 and AM areas, and FedEx 2Day in PM and RM areas. To determine which service area your destination address falls within (A1, A2, AA, etc.), call [1.800.GoFedEx](tel:18004633339) [1.800.463.3339](tel:18004633339).

Dangerous goods may be shipped via C.O.D. service using FedEx electronic shipping systems, but not when using the FedEx C.O.D. Airbill.

Indirect delivery (except Hold at FedEx Location), signature release or controlled deliveries are not offered for C.O.D. shipments. If a C.O.D. shipment is refused by the recipient, FedEx will return the shipment to the sender.

¹Secured = Money order, cashier's check or official check. Unsecured = Personal check, money order, cashier's check, company check, official check or certified check.

[Close](#)

FedEx Ground® C.O.D.: C.O.D. payment for ground shipments

Service Details

| | |
|-------------------------------|---|
| Service Description | FedEx Ground C.O.D. enables you to extend new payment options to your customers. You have three ways to get your money — and we are the only ground carrier that accepts cash. U.S. and Canada. |
| Delivery Area | |
| Additional Information | <ul style="list-style-type: none"> Choose Currency C.O.D. if you want us to collect cash from your recipient (additional fee applies). Choose Guaranteed Funds C.O.D. if you want us to collect payment in the form of certified check, money order or cashier's check. Choose Regular C.O.D. if you do not want to designate the type of payment to be collected (guaranteed funds, company or personal check). |
| Special Instructions | Recipients must make C.O.D. checks payable to the sender, not FedEx Ground. Funds for Canada-bound shipments must be drawn in Canadian dollars. ¹ |
| Special Fees | A fee applies. |
| Availability | FedEx Ground C.O.D. is available with the following services: FedEx Ground® FedEx Ground Multiweight® FedEx International Ground® This option is not available with FedEx Home Delivery®. |
| How to Use | Contact your FedEx account executive to sign up. |

¹The Canadian currency exchange rate does not include your bank's service fee. Your bank can tell you what this fee will be.

[Close](#)

FedEx Ground® Electronic C.O.D. (E.C.O.D.): direct deposit for C.O.D. payment

| | |
|-------------------------------|--|
| Service Details | |
| Service Description | FedEx Ground E.C.O.D. gives you fast payment return because the money is deposited in your bank account within 24 or 48 hours after delivery, whichever you choose. Paperless payment transfer results in reduced paperwork for you. |
| Delivery Area | U.S. |
| Additional Information | You receive a timely remittance report with full details. |
| Exceptions | Not available for Canada shipments. |
| Special Fees | A fee applies. |
| Availability | FedEx Ground E.C.O.D. is available with the following FedEx Ground® services: FedEx Ground® This option is not available with FedEx Home Delivery®. |
| How to Use | Your FedEx account executive can help set this up. |

[Close](#)

Duties and taxes: additional charges for international shipments

Duties and taxes, including goods and services tax (GST) and value-added tax (VAT), may be assessed on the contents of the shipment. Any such charges will be billed to the recipient, unless you instruct us otherwise. In the event we advance duties and taxes on any given shipment, the payer will be assessed a surcharge based on a flat rate or on a percentage of the total amount advanced.

See the Duties and Taxes section in the [FedEx Express International Terms and Conditions](#) for details.

[Close](#)

Packing pledge

[Show](#)

The FedEx Office® Packing Pledge: refunds for loss or damage

When it comes to packing your items, come to FedEx Office for peace of mind. If you purchase our pack-and-ship services and have your item shipped via FedEx Express®, FedEx Ground® or FedEx Home Delivery®, and that item is lost or damaged at the FedEx Office location or in transit, timely file a claim and the carrier will refund the amount paid for the pack-and-ship service, the amount paid for FedEx Express or FedEx Ground transportation charges (including any applicable surcharges and fees paid), and the value of the damaged contents (subject to the lesser of the actual value, replacement or repair cost, or declared value of the shipment per the Declared Value and Limits of Liability provisions in the FedEx Service Guide). [Learn more about the FedEx Office Packing Pledge.](#)

[Close](#)

Customs brokerage

[Hide](#)

FedEx Trade Networks: help with the complexities of global shipping

FedEx Trade Networks provides customs brokerage and other trade and customs advisory solutions for international shippers. [Learn more.](#)

[Close](#)

Supply-chain management

Show

FedEx SupplyChain: supply-chain management solutions

FedEx SupplyChain provides supply-chain management solutions, including distribution and order handling services for critical, time-sensitive parts and medical devices through [FedEx Critical Inventory Logistics®](#).

[Close](#)

Aerospace solutions

Show

FedEx® Aerospace Solutions: shipping solutions to help build aircraft, maintain them and get them back in the air

Whether you're shipping a single item overnight to get a plane flying, coordinating the arrival of shipments at an overhaul facility or ensuring a steady supply of parts to a factory, FedEx Aerospace Solutions can meet your needs. With a global network, expedited shipping solutions, customs and regulatory expertise, enhanced shipment monitoring, and robust support, tools and resources, FedEx has the capabilities to help keep your business running smoothly and efficiently. Learn more at fedex.com/us/aerospace.

[Close](#)

Healthcare solutions

Show

FedEx® Deep Frozen Shipping Solution: temperature-control shipping for high-value frozen medicines and biomaterials

Choose the FedEx® Deep Frozen Shipping Solution to reliably and cost-effectively ship frozen infectious and non-infectious substances around the globe at temperatures below -150°C, and with hold times of up to 10 days. This turnkey solution allows you to process and manage your shipments online and benefit from our premium monitoring service and timely notifications capability. For details, go to fedex.com/us/healthcare/temp-control and select the Deep Frozen Shipping tab.

[Close](#)

FedEx SupplyChain: Healthcare Shared Network: cold chain (2-8 degrees Celsius) LTL solution with real-time tracking, monitoring and security

Service Details

Service Description

FedEx SupplyChain – Healthcare Shared Network provides routine mission logistics utilizing dedicated operators equipped with refrigerated trailers and advanced communications and GPS systems. Healthcare Shared Network moves cold chain (pharmaceutical and other high-value goods) products through strategically placed cross docks, creating optimized transportation efficiencies for its customers.

Delivery Area

Available in 46 U.S. states (not available in Alaska, Hawaii, Montana and Wyoming) and internationally for customers with U.S.-inbound cold chain needs. These strategically located cross docks allow for 1-2 day delivery in most cases for our U.S. customers.

Additional Information

Trucks and cross docks operate at a 5.2 degrees Celsius set point with a 2-8 degrees Celsius range. Online, real-time temperature monitoring at the shipment level by a command center provides end-to-end visibility, including on-board temperature assurance equipment.

Security infrastructure and personnel include satellite GPS monitoring at cross docks and on trucks, security cameras, fencing, locked cages, and alarms at cross docks, and strict background checks for all personnel. Drivers will have positive identification and are licensed to handle certain hazardous materials transportation. [Learn more](#).

FedEx Network

FedEx SupplyChain

[Close](#)

Cold Shipping Package provided by FedEx: Temperature-controlled packaging system

A reliable and cost-effective way to transport temperature-sensitive shipments.¹ A one-time-use, lightweight package maintains a constant 2–8 degree Celsius environment that continuously evaporates small quantities of water at low pressure with up to 48 or 96 hours of cooling your products. The reactive technology responds and adjusts to varying ambient temperatures, helping to ensure that your products are protected from external temperature fluctuations throughout the duration of the shipping process.

Cold shipping options include 5 box sizes to choose from:

| | Duration (in hours) | Payload length (in inches) | Payload width (in inches) | Payload depth (in inches) | Weight (in pounds) |
|----------------------------------|------------------------|-------------------------------|------------------------------|------------------------------|-----------------------|
| Extra Small Standard Duration | 48 | 8.5 | 4.7 | 2.0 | 3.7 |
| Small Standard Duration | 48 | 8.5 | 4.7 | 3.0 | 7.6 |

| | | | | | |
|--------------------------|----|-----|-----|-----|------|
| Medium Standard Duration | 48 | 9.5 | 8.7 | 5.2 | 11.5 |
| Small Extended Duration | 96 | 8.5 | 4.7 | 2.7 | 9.4 |
| Medium Extended Duration | 96 | 9.5 | 8.7 | 4.8 | 17.2 |

Place your order online through a customized, secure FedEx web portal. For details go to fedex.com/us/healthcare/temp-control and select the Cold Shipping Package tab.

¹FedEx disclaims all warranties, express or implied, relating to the performance of the Cold Shipping Package provided by FedEx, and the terms and conditions of the FedEx Service Guide apply to shipments sent using the Cold Shipping Package provided by FedEx.

[Close](#)

FedEx® Thermal Blanket Solution: insulation for pharmaceuticals, medical devices and other high-value items

FedEx Thermal Blanket Solution is a contract-only solution designed to maintain a room temperature of 15–30 degrees Celsius for freight shipments (minimum of four skids per order). This service provides pickup and final delivery in refrigerated vehicles; thermal blanket cover between our origin and destination stations to reduce temperature excursions; and around-the-clock support with FedEx Priority Alert Plus™.

For more information, please contact the FedEx Healthcare Temperature-Controlled Shipping Solutions customer service line at [1.888.370.3971](tel:1.888.370.3971) or your FedEx account executive.

[Close](#)

Special handling services

[Show](#)

Declared value: our maximum liability for packages

The declared value of any package represents our maximum liability in connection with shipment of that package. For more information, see the Declared Value and Limits of Liability sections in the [FedEx Express Terms and Conditions](#) and the [FedEx Ground Tariff](#).

The Direct Signature Required FedEx® Delivery Signature Option will automatically be applied to packages shipped within the U.S. that have a declared value equal to or greater than \$500. Direct Signature Required fees will not apply for those packages.

If U.S. multiple-package shipments processed together on a FedEx® electronic shipping solution contain a package with a declared value equal to or greater than \$500, Direct Signature Required will automatically be applied to the entire shipment. Direct Signature Required fees will apply only to those packages within the shipment with a declared value of less than \$500.

[Close](#)

FedEx® Declared Value Advantage: option for high-value jewelry items

| | |
|----------------------------|--|
| Service Details | |
| Service Description | When you're shipping high-value jewelry items, you need expert shipping. That's why we offer FedEx Declared Value Advantage. This service allows eligible customers to declare a value up to \$50,000 on jewelry, watches and watch movements, pearls, precious and semi-precious stones, jewels, gold, silver, platinum, and other precious metals and alloys used in the jewelry industry (normally limited to \$1,000 on most FedEx Express® packages). |
| Service Days | For more information on FedEx Declared Value Advantage, including drop-off locations and FAQs, refer to our FedEx Jewelry Shipping Program brochure. Monday–Friday; Saturday if available. Call 1.800.GoFedEx or 1.800.463.3339 to check availability. |
| Service Area | Shipments within the U.S., including Hawaii and Alaska. Also available to some international destinations . |
| Pricing | 40% reduction in the standard rate for declared-value charges. In addition, volume discounts and association discounts may apply. |
| Extras | Use FedEx Express features, such as online tracking, zone-based pricing and electronic shipping tools. |
| Availability | FedEx Declared Value Advantage is available for use with the following shipping services: FedEx First Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® A.M. FedEx 2Day® FedEx International Priority® FedEx International Economy® |
| Exceptions | Not available for shipments rated with FedEx One Rate SM pricing. |
| How to Use | Apply Qualifications Packaging |

FedEx Declared Value Advantage is a contract-only service. To determine if you qualify, please [apply online](#) by giving us some

information about your company. You can also call us at **1.800.GoFedEx**  **1.800.463.3339**  or request information via email at dva@fedex.com.

[Close](#)

FedEx® Declared Value Advantage: how to qualify

Only select customers may qualify for FedEx Declared Value Advantage. Qualification variables include:

- Length of your relationship with FedEx
- Shipment history
- Package volume
- Commodities requested

Once you complete and submit an application, the review process is automatic. A FedEx Declared Value Advantage representative will contact you for the next step.

[Close](#)

FedEx® Declared Value Advantage: application

To determine if you qualify for FedEx Declared Value Advantage, please apply by giving us information about your company.

[Application](#)

[Close](#)

FedEx® Declared Value Advantage: special packaging

Security Box Kit

- Fiberboard insert fits snugly inside a **FedEx® Medium Box**.
- Provides extra protection from abrasions, indentations, punctures and tears.
- Inside dimensions:
11-1/2" x 2-3/8" x 13-1/4"
- Weight when empty:
14.5 oz. (including FedEx Medium Box)
- Free packaging available to FedEx Declared Value Advantage customers.



FedEx Box With Safe Insert

- Reinforced aluminum box in two sizes to fit securely inside the **FedEx® Medium Box (M1)** and the **FedEx® Large Box (L1)**.
- Equipped with a combination lock or key lock (only shipper and recipient have access).
- Provides added safety, security and strength for high-value items.
- Inside dimensions (large):
12-3/8" x 3" x 17-1/2"
- Weight when empty (large):
5.3 lbs. (including FedEx Large Box)
- Inside dimensions (medium):
11-1/2" x 2-3/8" x 13-1/4"
- Weight when empty (medium):
4.2 lbs. (including FedEx Medium Box)
- There is a charge for the safe insert. Order and pay for this packaging option directly from the manufacturer, **Magnetic Products**.



[Close](#)

FedEx® Declared Value Advantage: countries served

Ship to these countries from the U.S. with FedEx Declared Value Advantage*:

| | |
|------------------------|----------------------|
| Aruba | Liechtenstein |
| Austria | Macau |
| Bahamas | Malaysia |
| Bahrain | Netherlands |
| Barbados | New Zealand |
| Belgium | Poland |
| Bermuda | Puerto Rico |
| British Virgin Islands | Singapore |
| Canada | St. Lucia |
| Cayman Islands | St. Martin |
| Germany | Switzerland |
| Guam | Taiwan |
| Hong Kong | Trinidad and Tobago |
| Ireland, Republic of | United Arab Emirates |
| Japan | U.S. Virgin Islands |
| Korea, South | Vatican City |

Go to [FedEx Global Trade Manager](#) to complete the international documents required for your shipment, research country profiles and get other global shipping information. If you have questions about completing international documents, contact FedEx International Customer Service at [1.800.GoFedEx](#) [1.800.463.3339](#) (say "international services").

*To determine if you qualify, [apply online](#), contact your FedEx account executive, call [1.800.GoFedEx](#) [1.800.463.3339](#), or request information via email at dva@fedex.com.

[Close](#)

Multiple-piece shipments**U.S. Shipments**

For FedEx Express® and FedEx Ground® package services, you can ship multiple pieces as a multiple-piece shipment if the pieces: 1) use the same service, bill-to instructions, packaging type and delivery instructions (including FedEx® Delivery Signature Options, collect on delivery, FedEx Express Saturday pickup or delivery, Hold at FedEx Location or FedEx Home Delivery® premium service upgrades); 2) move together on the same day from one sender to one recipient; and 3) meet all size, weight and acceptance guidelines for the selected service. Individual packages in a multiple-piece shipment may have different weights, dimensions and declared value. Within the U.S. only, individual packages in a multiple-piece shipment processed through FedEx® electronic shipping solutions may contain different designations of dangerous goods (for FedEx Express) or hazardous materials (for FedEx Ground). All labeling requirements, guidelines and restrictions apply. Each individual piece or single handling unit must have an address label showing complete sender and recipient addresses.

Multiple-piece shipments tendered as express freight must be palletized, stackable, forkliftable, banded and shrinkwrapped to form single handling units.

Once a multiple-piece shipment tendered via a U.S. package service reaches a total shipment weight of 100 lbs. for FedEx Express (200 lbs. for FedEx Express Saver® shipments) or 200 lbs. for FedEx Ground (with contract-only FedEx Ground Multiweight® rates), it is rated based on price per package and price per total shipment weight. You are billed the lower of the two rates. For FedEx Express, a 15-lb. average minimum package weight for the shipment applies. For FedEx Ground, an average minimum package weight for the shipment applies and varies by contract. FedEx One RateSM multiple-piece shipments are not eligible for FedEx Express Multiweight® pricing.

All FedEx electronic shipping solutions can process FedEx Express and FedEx Ground multiple-piece shipments within the U.S., and will place a master tracking number and package-count sequence and total on each label. A FedEx® Express Package US Airbill or FedEx® Express Freight US Airbill can accept up to 999 pieces as a multiple-piece shipment (except for shipments in FedEx® Envelope or FedEx® 10kg Box and FedEx® 25kg Box packaging).

For additional information, see [FedEx Express Multiweight® Pricing](#) and [FedEx Ground Multiweight® Pricing \(U.S.\)](#).

International Shipments

The weight of each individual piece within an international shipment cannot exceed the specified limits for the destination country, and no more than 10 commodities can be shipped on one international air waybill. Each individual piece (or single handling unit) must have a separate address label showing complete sender and recipient addresses. FedEx Express international multiple-piece shipments are billed based on total shipment weight.

Banded Packages

When you are shipping within the U.S., FedEx also accepts banded packages. If you have two identical-size boxes and the total weight does not exceed 75 lbs., you can band them together to form one piece. Acceptable banding includes 2" pressure-sensitive tape, plastic strapping or fiberglass-reinforced tape. If you use plastic strapping bands, they must be tightened securely.

(Do not seal packages with string or rope.) Both packages must be addressed with shipper and recipient information. An additional handling surcharge may be assessed on banded packages.

[Close](#)

FedEx International Broker Select®: select your customs broker

Service Details

| | |
|-------------------------------|---|
| Service Description | <p>FedEx International Broker Select enables the sender or recipient to designate a specific customs broker other than FedEx (or our designated broker) when shipping via the following services to select countries:</p> <ul style="list-style-type: none"> • FedEx International Priority® • FedEx International Economy® • FedEx International Ground® • FedEx International Priority® Freight • FedEx International Economy® Freight |
| Delivery Area | FedEx International Broker Select is available for shipments to more than 120 countries. |
| Additional Information | FedEx Express can complete delivery after customs clearance, depending on clearance arrangements made by the designated broker (an additional fee may apply). FedEx Ground provides final delivery to the recipient for all shipments once they have cleared customs. Indicate the broker's name, address (including ZIP code or postal code) and telephone number when requesting this option (if using paper air waybills, use the FedEx® Expanded Service International Air Waybill). |
| Special Instructions | Saturday service is not available for FedEx International Broker Select shipments. |
| Exceptions | |
| How to Use | For more information, contact your FedEx account executive. |

Additional Information for FedEx Express® Shipments

FedEx International Broker Select shipments are routed to the FedEx in-bond location that serves your customs broker. If you choose to have us deliver the shipment to a recipient who is served by a different FedEx location (typically in a different metropolitan area), a fee applies.

Declared value for carriage and customs limits vary by country. You may ship an unlimited number of commodities with FedEx International Broker Select using a single air waybill. In addition to all commodities acceptable for FedEx International Priority and FedEx International Economy, you may ship the following items using FedEx International Broker Select (but certain restrictions apply; please contact FedEx Customer Service at [1.800.GoFedEx](#) or [1.800.463.3339](#) and say "international services" for destination requirements):

- a. Products from animals, marine life or fowl. When importing into the U.S., these products can be accepted with FedEx International Broker Select only if directed to one of these cities:

| | |
|-----------------------|--------------------------|
| ANC/Anchorage, AK | BWI/Baltimore, MD |
| MSY/New Orleans, LA | DFW/Dallas/Ft. Worth, TX |
| ORD/Chicago, IL | HNL/Honolulu, HI |
| JFK/New York City, NY | LAX/Los Angeles, CA |
| PDX/Portland, OR | MIA/Miami, FL |
| SEA/Seattle, WA | ATL/Atlanta, GA |
| SFO/San Francisco, CA | BOS/Boston, MA |
| EWB/Newark, NJ | |

- b. Personal-effects shipments claiming exemption from duty.
- c. Shipments for which a non-FedEx broker will make entry under a Temporary Import Bond (TIB). Shipments previously imported into a country under a TIB that are being tendered for re-export are not acceptable.

FedEx (or the broker selected by FedEx) will not advance or bill any duties and taxes if FedEx International Broker Select has been selected. FedEx (or the broker selected by FedEx) also reserves the right to clear the shipment if the broker cannot be determined or will not perform clearance, or if complete broker information is not provided (including name, address, phone number and postal code).

If FedEx clears the shipment, all terms and conditions of FedEx International Priority and FedEx International Economy apply. FedEx International Broker Select shipments are routed to the FedEx facility nearest to the broker that has been customs-approved for holding in-bond shipments.

[Close](#)

FedEx International Controlled Export: priority delivery for controlled exports

Service Details

| | |
|-------------------------------|---|
| Service Description | The FedEx International Controlled Export service option is a fast, reliable way to get your controlled exports where they need to be with the convenience of customs-cleared, door-to-door delivery and the reliability of a time-definite commitment. |
| Delivery Area | This option is available for goods moving under a U.S. State Department (DSP) license or U.S. Drug Enforcement (DEA) export permits, and in-bond shipments moving under a transportation and exportation (customs form CF7512) from a foreign trade zone or bonded warehouse. For delivery typically in 1, 2 or 3 business days to more than 205 countries and territories worldwide. |
| Features | Streamlines customs clearance for importing and exporting by initiating regulatory clearance while your shipments are en route. This expedites the clearance process, facilitates faster delivery and reduces the risk of customs delays. |
| Additional Information | FedEx offers superior tracking that provides the status of your shipment, from origin to destination, within seconds, throughout the world. A fee applies. If you find that your broker's specialized knowledge of your company, products and regulatory complexities gives you that extra level of assurance, you can choose your own customs broker with FedEx International Broker Select® . Regulatory delays are possible due to export clearance in the Memphis Hub. |
| Exceptions | This option is available only to U.S.- and Puerto Rico-based customers, and only through electronic shipping tools such as FedEx Ship Manager® at fedex.com . |
| Benefits | The FedEx Money-Back Guarantee applies to our commitment to deliver by a specific time on a specific day. If your shipment is delayed — even if only by 60 seconds — you can request a refund or credit of your transportation charges. |
| Availability | This option is available with the following shipping services: <ul style="list-style-type: none">• FedEx International Priority®• FedEx International Priority® Freight |

[Close](#)**FedEx® Third Party Consignee: service option for importers**

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|--|-----------|--------|---------|-----------|---------|------------|---------------------|----------|-------|-------------|----------------|-------------|---------|--------|---------|--------------------------|---------|--------|--------|-----------|---------|-------|-----------|--------|---------|-------------|-----------|--------|---------|----------|-------|----------------|-------|----------------------|-------|--|
| Service Details | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Description | FedEx Third Party Consignee is a value-added neutral delivery service option for importers who want to bypass their distribution center and have the manufacturer ship directly to the ultimate recipient without exposing the importer's cost and terms with the manufacturer. Shipments are delivered without a Commercial Invoice and no customs information is made available to the final recipient. Only the shipper and importer have access to the customs data. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery Times | FedEx Third Party Consignee gives you the same delivery times as those specified for the particular FedEx® service you use. Our transit time commitment is backed by our money-back guarantee.* *Transit times and delivery commitments may vary depending on origin and destination. Please contact FedEx Customer Service for details. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Benefits | <ul style="list-style-type: none"> • Improved end-to-end transit times — goods are shipped directly to the end customer. • Extra destination handling and warehousing costs are eliminated. • Customs duties and taxes are based on the import transaction, not the subsequent sales value to the end customer. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Availability | This option is available with the following shipping services: <ul style="list-style-type: none">• FedEx International Priority®• FedEx International Priority® Freight | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Exceptions | <ul style="list-style-type: none"> • Cannot be used for shipping dangerous goods and perishables, and cannot be used with the FedEx International Broker Select® option. • Cannot be used for intra-country and intra-European Union shipments. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery Area | FedEx Third Party Consignee is available for outbound and inbound shipments between the U.S. and the following countries: ¹ <table> <tr><td>Australia</td><td>Latvia</td></tr> <tr><td>Austria</td><td>Lithuania</td></tr> <tr><td>Belgium</td><td>Luxembourg</td></tr> <tr><td>Canada²</td><td>Malaysia</td></tr> <tr><td>China</td><td>Netherlands</td></tr> <tr><td>Czech Republic</td><td>New Zealand</td></tr> <tr><td>Denmark</td><td>Norway</td></tr> <tr><td>Estonia</td><td>Philippines³</td></tr> <tr><td>Finland</td><td>Poland</td></tr> <tr><td>France</td><td>Singapore</td></tr> <tr><td>Germany</td><td>Spain</td></tr> <tr><td>Hong Kong</td><td>Sweden</td></tr> <tr><td>Hungary</td><td>Switzerland</td></tr> <tr><td>Indonesia</td><td>Taiwan</td></tr> <tr><td>Ireland</td><td>Thailand</td></tr> <tr><td>Italy</td><td>United Kingdom</td></tr> <tr><td>Japan</td><td>Vietnam³</td></tr> <tr><td>Korea</td><td></td></tr> </table> | Australia | Latvia | Austria | Lithuania | Belgium | Luxembourg | Canada ² | Malaysia | China | Netherlands | Czech Republic | New Zealand | Denmark | Norway | Estonia | Philippines ³ | Finland | Poland | France | Singapore | Germany | Spain | Hong Kong | Sweden | Hungary | Switzerland | Indonesia | Taiwan | Ireland | Thailand | Italy | United Kingdom | Japan | Vietnam ³ | Korea | |
| Australia | Latvia | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Austria | Lithuania | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Belgium | Luxembourg | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Canada ² | Malaysia | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| China | Netherlands | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Czech Republic | New Zealand | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Denmark | Norway | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estonia | Philippines ³ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finland | Poland | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| France | Singapore | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Germany | Spain | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hong Kong | Sweden | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hungary | Switzerland | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Indonesia | Taiwan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ireland | Thailand | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Italy | United Kingdom | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Japan | Vietnam ³ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Korea | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

¹ Not available to or from Puerto Rico.² Available for shipments inbound to Canada only.

³ Available for shipments outbound from these countries only. U.S.-origin shipments are not accepted.

Additional Information

- FedEx International Priority and FedEx International Priority Freight features of service apply.
- Requires a designated importer and a separate recipient for delivery.
- Transit times and delivery commitments may vary depending on the origin and destination. Contact FedEx Customer Service for further details.
- Transportation charges and duties and taxes must be billed as "Bill Sender" or "Bill Third Party." The "Bill Recipient" option is not allowed.

For more information about the FedEx Third Party Consignee service option, contact your FedEx account executive.

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Ancillary clearance services: fees for special clearance

FedEx provides import clearance processing for international express package and international express freight shipments, and international ground shipments. FedEx may charge an ancillary clearance service fee, where applicable, on international shipments for clearance processing, for services requested by the shipper, recipient or importer of record, or to recover the costs passed to FedEx by the regulatory agency for regulatory filing. Ancillary clearance service fees that are invoiced are described on a separate line item on the duty-and-tax invoice.

We may apply these service fees, which are subject to change, to either a U.S.- or non-U.S.-based shipper, recipient or designated third party. When possible, we will honor the shipper's request to bill these service fees to the payer as designated on the Bill Duties and Taxes section of the air waybill or shipping label. When we are unable to honor that request, the recipient may be invoiced for applicable ancillary clearance services.

When the Bill Shipper or Bill Third Party option is selected to pay duty-and-tax charges, the payer will be invoiced for all applicable ancillary service fees that are assessed for clearance in the destination country, including all fees resulting from ancillary services that may have been requested by the recipient.

For more information about the ancillary clearance service fees that may apply to your shipment, select your destination country from the list provided at [Ancillary Clearance Service Fees Assessed on Import Shipments](#).

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