



## **FedEx Key Tips**

### **Customer Service**

FedEx has a Government Hotline to answer all your FedEx questions. A customer service representative can be reached at **800.645.9424**.

### **Using [www.fedex.com](http://www.fedex.com)**

The following are instructions for using [www.fedex.com/us](http://www.fedex.com/us) to create shipments for FedEx Express and FedEx Ground:

1. Once an account number is established the account holder must create a login registration that includes a User ID and Password. To do this go to [www.fedex.com/us/](http://www.fedex.com/us/) and under New Customer Center click on Register for fedex.com. (After you establish a User ID/Password and enter your contact information, you will be prompted to enter your 9-digit FedEx account number.)
2. Once the login registration is complete the account holder can create shipments online. The steps for creating online shipments are:
  - 1) Go to [www.fedex.com/us](http://www.fedex.com/us) and enter your User ID and password. Under the Package/Envelope tab, click on the Ship tab. The Prepare Shipment page should automatically appear. If not, select Prepare Shipment to access the page.
  - 2) There is an interactive Help button on the far right of the screen near the top (same row as FedEx Ship Manager). Click on the Help button and from the drop down list, choose Interactive Help Guide, which will direct you through each section of the Prepare Shipment Form.
  - 3) Once all the information is completed on the Prepare Shipment Form, click the Ship button located at the bottom right of the screen. To print the shipping label, click the Print button located at the top left of the screen. Affix the label to the package.

## Package Pickups

To send a package, you may:

1. Call 1-800-645-9424 to arrange a Pickup for FedEx Express or FedEx Ground\*
  - FedEx offers same day call in pickups for FedEx Express
  - FedEx offers next day call in pickups for FedEx Ground
2. Go to <https://www.fedex.com/PickupApp/> and complete the form as directed.
3. FedEx drop boxes may also be used to send express packages. You can find drop off locations by going to [www.fedex.com](http://www.fedex.com) and selecting Find Locations under the Ship tab.
4. If your location ships an average of 3 or more packages per day, you can establish a daily pick up for FedEx Express or FedEx Ground by calling 800-463-3339.

*\*Please note that FedEx Express and FedEx Ground operate independently. FedEx Express couriers pick up and deliver only express packages. FedEx Ground drivers pick up and deliver only ground packages.*

## Managing Shipments

Packages may be tracked online at [www.fedex.com](http://www.fedex.com) by clicking on the Track tab. A Tracking Number or Reference Code is required to track a shipment.