



## Objective

Make it easy for you to get in touch with us through the proper channels and experience our omni-channel approach.

## Why Us?

We value you and your trust, and we are committed to providing a seamless experience.

## Service Guide

Our FedEx Service Guide provides you with all the information you need to ship with us.

<https://www.fedex.com/content/dam/fedex/apac-asia-pacific/downloads/fedex-apac-service-guide-en-au.pdf>

## Service News

Please go to <https://www.fedex.com/en-au/service-news.html> to learn about our services, regulatory updates, and important notifications.

For more information, please visit <https://www.fedex.com/en-au/home.html>



## Billing and Invoicing

### Billing

Your billing may show variety of charges. To understand the details, please go to the links below:

#### FUEL AND OTHER SURCHARGES

*Curious about how our fuel and other surcharges work? Simply visit below to find out:*

- Fuel Surcharge  
<https://www.fedex.com/en-au/shipping/surcharges.html>
- Surcharge and other information  
<https://www.fedex.com/en-au/shipping/surcharges/other-surcharges.html>

#### TRANSPORTATION CHARGES

*Wondering how we calculate your transportation charges? We got you covered!*

- Rated Weight Logic for Multiple-piece Shipments  
<https://www.fedex.com/content/dam/fedex/apac-asia-pacific/downloads/fedex-invoice-sample-en-au.pdf>
- Latest FedEx International Shipping Rate Sheet  
<https://www.fedex.com/en-au/shipping/rates.html>
- International Delivery Service  
<https://www.fedex.com/en-au/shipping.html>

#### DUTIES & TAXES AND RELATED CHARGES

*Have questions about your duties & taxes invoice?*

- Clearance Services and Related Fees for Shipment  
<https://www.fedex.com/en-au/ancillary-clearance-service.html>
- Calculated Estimated Duties and Taxes  
[https://www.fedex.com/GTM?cntry\\_code=au](https://www.fedex.com/GTM?cntry_code=au)



### Invoice Inquires

1. If you have concerns about an invoice, you could raise dispute via FedEx Billing Online <https://www.fedex.com/en-au/billing.html> which offers a range of common dispute type and reasons, making your selection effortless.

You can find below two job aids under our billing page

- How to Raise an Invoice Dispute via FedEx Billing Online
  - How to download Invoices/Credit Notes\*/Custom Documentation
- \*Selected countries or territories only

For a quick resolution, please follow below tips.

- For weight, please provide your claimable weight and dimension.
- For incorrect service/package, please provide the correct chargeable weight.
- For rebill, please provide the correct 9-digits FedEx account number and inform account owner.

2. For any other inquiries, please submit via Self Service Webform <https://fedex.com/en-au/invoice>