



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-jp.pdf>

Service News

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

For more information, please visit <https://www.fedex.com/en-jp/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-jp/shipping/surcharges.html>
- Surcharge and other information
<https://www.fedex.com/en-jp/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-jp.pdf>
- Latest FedEx International Shipping Rate Sheet
<https://www.fedex.com/en-jp/shipping/rates.html>
- International Delivery Service
<https://www.fedex.com/en-jp/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-jp/ancillary-clearance-service.html>
- Calculated Estimated Duties and Taxes
https://www.fedex.com/GTM?cntry_code=jp



Invoice Inquires

1. If you have concerns about an invoice, you could raise dispute via FedEx Billing Online <https://www.fedex.com/en-jp/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-jp/invoice>