



# FedEx® Schedule and Manage Pickup

More control, more convenience when you schedule a pickup at [fedex.com](https://www.fedex.com).



Thank you for choosing FedEx Express. To provide you with greater accessibility to our services, we would like to introduce our digital solutions.

FedEx® Schedule and Manage Pickup provides you with a fast and easy tool to arrange a convenient shipment pickup time at [fedex.com](https://www.fedex.com) and free up time for things that matter more. Set the pickup date and time for the same business day or next business day. Find out more at <https://www.fedex.com/PickupApp>

## Benefits



### Quick and easy

You can easily schedule pickup even without creating label anytime.



### Flexible

You can schedule pickup at your available time online and FedEx courier will be at your location.



### Manage your pickup

You can edit or cancel your scheduled pending pickups in Pickup History page. The page also allows you to view all pickups for up to 30 days.



### Multiple ways to schedule

You can schedule pickup while creating label at FedEx Ship Manager™ or anytime before or after creating label.

# General FAQ



Do I need to have a fedex.com User ID to schedule pickup via **“Schedule & Manage Pickups”**?

Yes, you must create a fedex.com User ID before using the service. To create the User ID, please refer to our **user guide**.



Can I create AWB first but schedule pickup later?

Yes, please save the generated AWB and schedule pickup via **“Schedule & Manage Pickups”** in accordance with your shipping plan.



Can I arrange one pickup order to pickup multiple shipment?

Yes, please schedule pickup via **“Schedule & Manage Pickups”** and indicate the destination of your shipment(s).



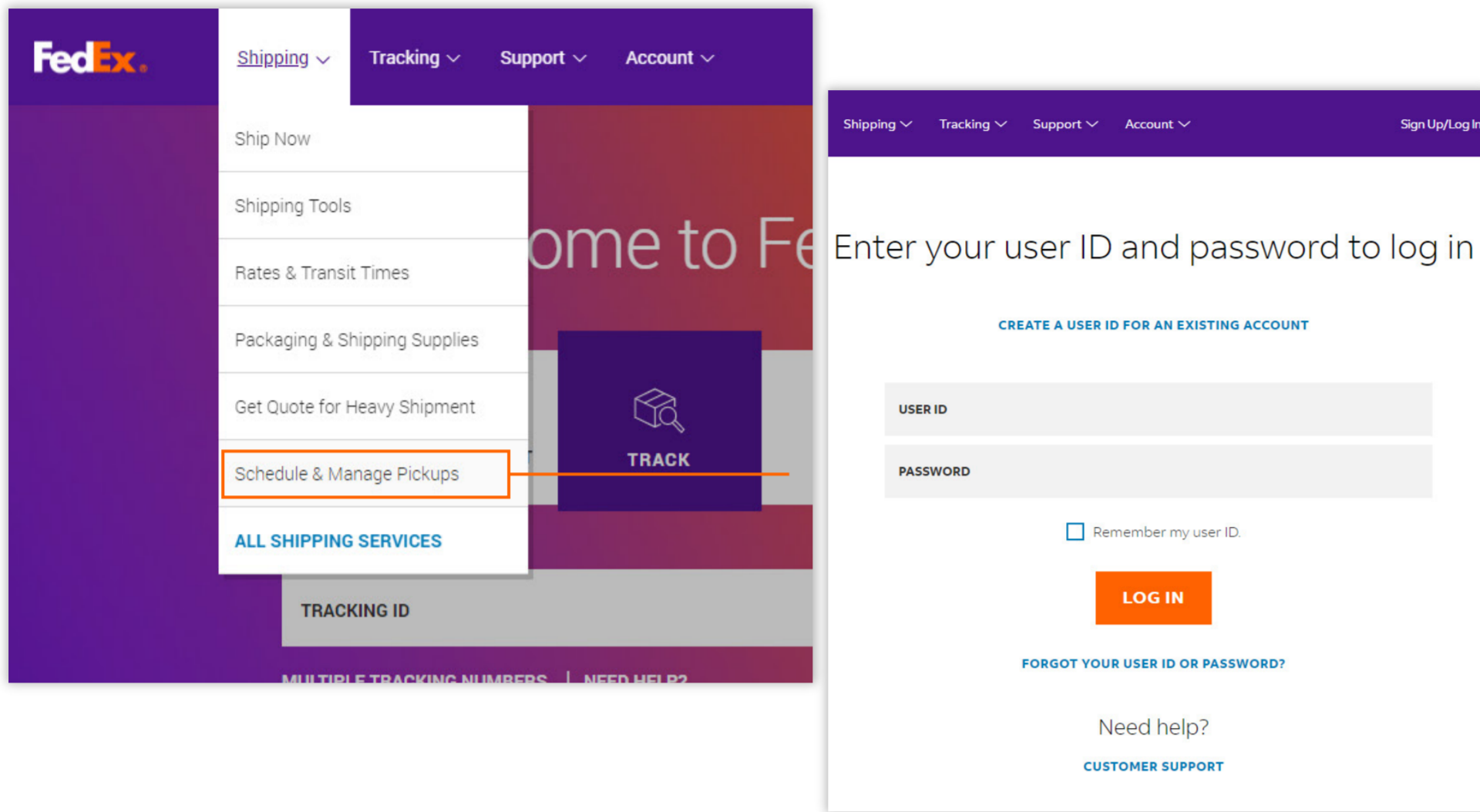
Can I change the ready time of my pickup?

Please edit your pickup via **“Schedule & Manage Pickups”**, for detail please visit P.5 of this user guide.



# Scheduling pickup online – Before & After AWB Creation

**1** Click “Shipping” > “Schedule & Manage Pickups” from the top navigation menu, then login with User ID and Password.



**2** Choose the account number and fill in the pickup address, package information and other details.

## I. Account Details

Fill in your Account no. If you only have one account, system will default your account no.


## II. Pickup Address

Fill in the detail of your pickup address, including but not limited to

- Country/Territory
- Company
- Contact Name
- Address 1
- Address 2
- City
- Phone no.

## III. Address Book (Optional)

You can use address book to quickly fill in pickup address.

To access your address book, you may click  next to “Company” or “Contact Name”

To add a new address, please check “Add new pickup location to address book”

Or if you would like to update an existing address, please check “Save changes to existing address to address book”

## IV. Package Information

Make sure “Schedule a Fedex Express Pickup” is checked. Fill in the detail of your package information, including

- Total no. of packages
- Total weight
- Pickup date\*
- Ready time\*\*
- Latest time available
- One or more shipment contains
- Is going to

\* You can only schedule pickup for Today/Tomorrow

\*\* If you are scheduling today pickup, please be aware of the ready time, which must be after the time the pickup request is completed

## V. Pickup Notifications (Optional)

Click “Edit” to expand the window and fill in email address to receive pickup related email notification, and you can also select the language of the notification.

## VI. Complete Pick Up

Click “Schedule pickup” to complete your pickup

# Scheduling pickup online – During AWB Creation

## Schedule a pickup in FedEx® Ship Manager at fedex.com

- I. Select “Schedule a pickup” to schedule pickup online **(Please be aware of the Ready Time, which must be after the time the shipment being finalized, otherwise the pickup request will be failed and result in step V.)**
- II. Verify if the pickup address is the same as shipping address; edit pickup address as needed
- III. Remember to click “Add shipment notifications”, fill in either Recipient or Shipper email address and check option “Picked up” to receive email notification
- IV. Receive tracking number and pickup confirmation number once shipment is finalized
- V. If there is no pickup confirmation available, your pickup request might be failed. Please check your pickup history and rearrange your pickup using “Schedule & Manage Pickups” if necessary

## Comfortable Mode

The screenshot shows the 'Comfortable Mode' interface for scheduling a pickup. It consists of three main panels:

- Pickup/drop-off:** A form titled 'Choose a pickup or drop-off option'. It includes fields for 'Pickup/drop-off' (Schedule a pickup), 'Ready Time' (18:00), 'Latest Time Available' (23:59), 'Pickup Instructions' (No instructions), and 'Pickup address' (FedEx FFedEx, FedEx Dummy, wuhan, 430030, CN). A 'NEXT' button is at the bottom.
- Notifications:** A form titled 'Add Shipment notifications'. It includes a 'SHIPPER EMAIL ADDRESS' field (pupstest@fedex.com), a 'LANGUAGE' dropdown (English), and checkboxes for 'Created', 'Estimated delivery', 'Exception', 'Delivered', and 'Picked up'. A 'NEXT' button is at the bottom.
- Thank you for shipping with FedEx:** A summary screen showing 'Next step: Download and print your documents', 'Expected delivery: Monday, July 10, 2023 by 4:30 PM', 'Estimated shipping charges: CN¥462.75', 'Tracking number: 772622880145', and 'Pickup confirmation number: WUHA3032'. A 'CREATE NEW SHIPMENT' button is highlighted.

## Compact Mode

The screenshot shows the 'Compact Mode' interface for scheduling a pickup. It consists of two main panels:

- Service and Package details:** A form titled 'Service' and 'Pickup/drop off'. It includes 'SHIP DATE' (Thursday, 27 July 2023), 'SERVICE' (FedEx International First), 'SHIP FROM' (PUP Test - POKFULAM, Hong Kong SAR, China), 'DELIVER TO' (PUP Test Receiver, United States), 'SHIPMENT PURPOSE' (Commercial), and 'Pickup/drop-off' (Schedule a pickup). It also shows 'Package details' (1 package, 1 kg) and 'Billing and Tax IDs'. A 'NEXT' button is at the bottom.
- Thank you for shipping with FedEx:** A summary screen showing 'Next step: Download and print your documents', 'Expected delivery: Wednesday, July 5, 2023 by 4:30 PM', 'Estimated shipping charges: CN¥472.50', 'Tracking number: 772623356393', and 'Pickup confirmation number: WUHA3084'. A 'CREATE NEW SHIPMENT' button is highlighted.

# Helpful tips

## A Confirming a pickup

- Check the pickup confirmation number on confirmation page, if no confirmation number is provided, your pickup request might be failed\*
- You can check your pickup history and rearrange pickup by using “Schedule & Manage Pickups”

\*The ready time might have passed when the shipment is finalized

- Receive email if you have entered email in pickup notification

## B Manage your pickup

### You can cancel or edit pickup using “Schedule & Manage Pickups”

- I. Check the pickup record you would like to cancel or edit
- II. Click “Cancel pickup” if you would like to cancel\* any pickup record
- III. Click “Edit pickup” if you would like to edit\*\* any pickup record

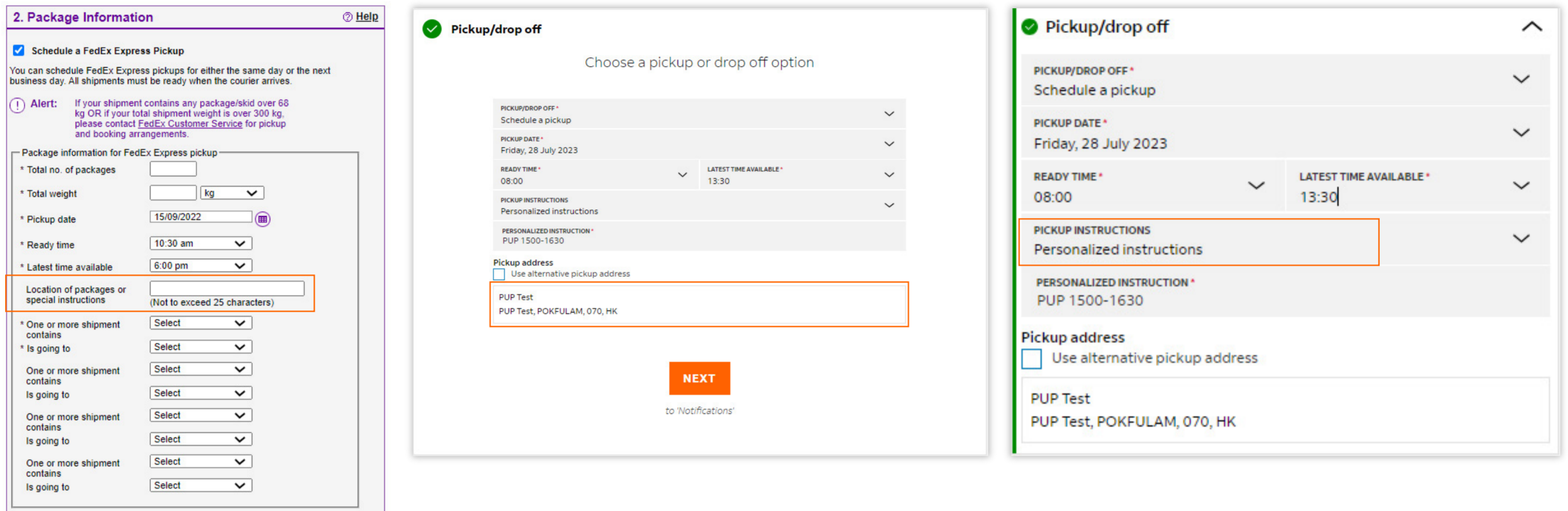
\*For pickup cancellation, we support cancel multiple record at once, and you may check multiple record to be canceled

\*\*If you edit an existing pickup, you will receive a new confirmation no., and the current confirmation no. will be abandoned

# Helpful tips

## Special instruction

Apart from the preset options, you can also tell us your special instruction in short form (due to the limit of 25 characters) by selecting “Personalized Instruction”, so our courier would be notified from the pickup order.



The screenshots illustrate the process of adding a special instruction. The first screenshot shows the 'Package Information' section where a text box for 'Location of packages or special instructions' is highlighted. The second screenshot shows the 'Pickup/drop off' section where the 'Personalized instruction' field is highlighted with the text 'PUP 1500-1630'. The third screenshot shows a summary view of the pickup details with the 'Personalized instruction' field highlighted.

If you want to schedule a pickup within a shorter time window up to 1.5 hours, please input “PUP 1500-1630” (1500-1630 be the time you want our courier to arrive). We will try our best to arrive subject to the traffic condition or other contingency matters.

PUP: Pickup, AWB: Airwaybill, CTC: Contact customer, B4: Before, 1/F: 1st Floor.

Instructions	Short form due to limit of 25 characters
Pickup between 1500-1630	PUP 1500-1630
Lunch break during 1200-1300	LUNCH 1200-1300
Contact shipper before pickup	CTC B4 PUP
Indicate total shipments in one pickup e.g. 3	3AWB
Indicate the pickup location e.g. 1st Floor of building	PUP AT 1/F