# FedEx® Schedule and Manage Pickup

More control, more convenience when you schedule a pickup at 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 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?

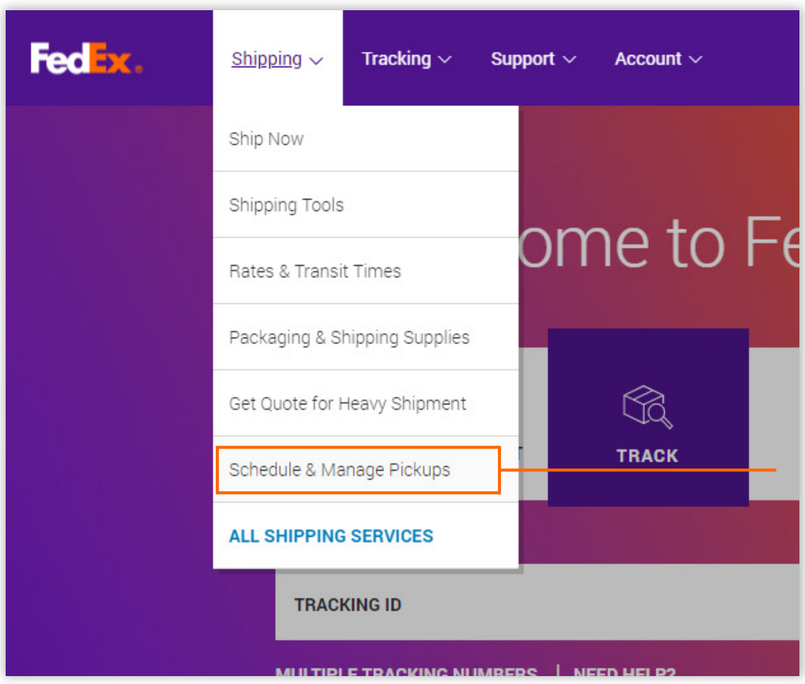
Yes, please schedule pickup via **“Schedule & Manage Pickups”** and indicate the destination of your shipment(s).

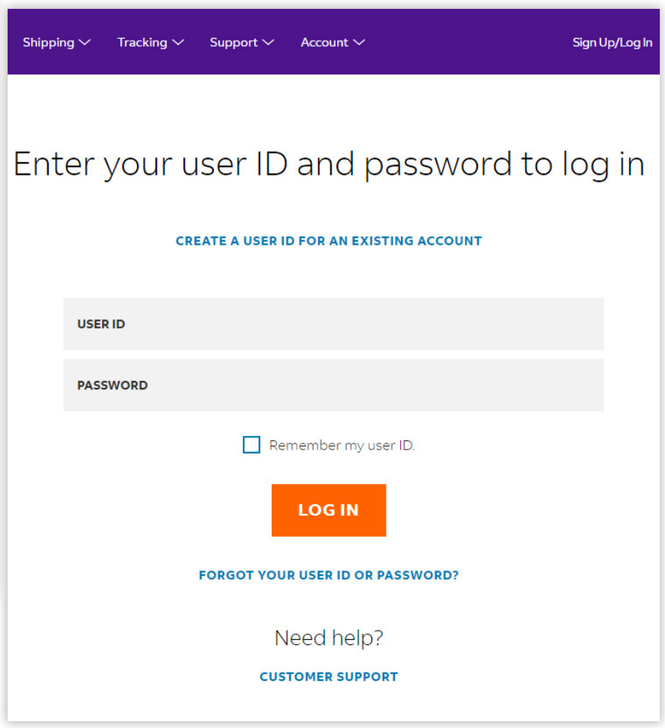
Can I change the ready time of my pickup?

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

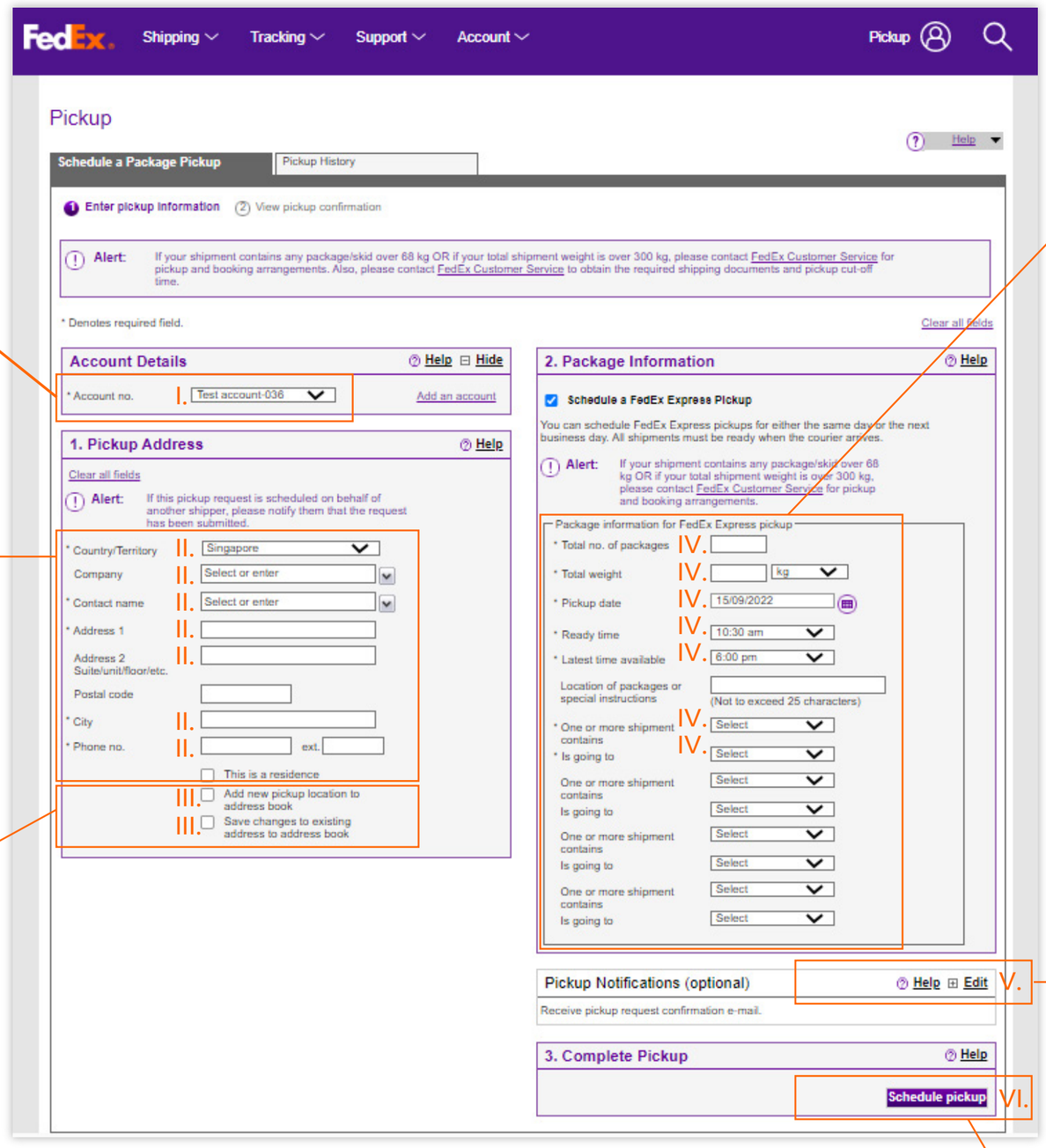
# Scheduling pickup online – Before & After AWB Creation

**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

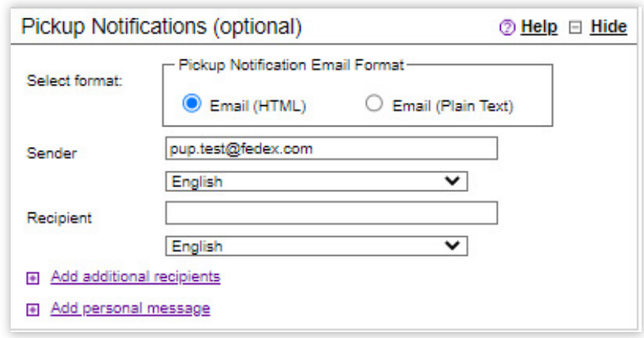
- Total no. of packages
- Total weight
- Pickup date*
- Ready time**
- Latest time available
- One or more shipment contains
- Is going to

* 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.)**

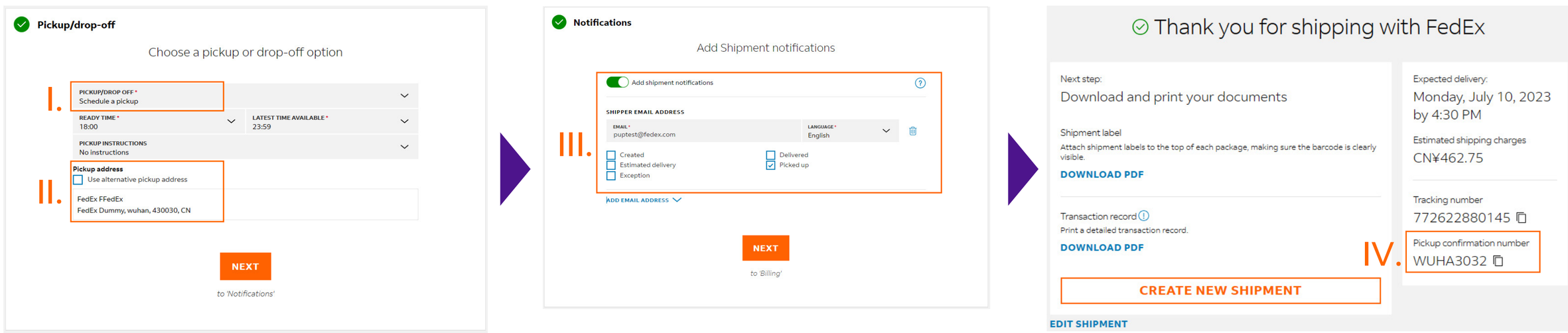
II. Verify if the pickup address is the same as shipping address; edit pickup address as needed

III. Remember to click “Add shipment notifications”, fill in either Recipient or Shipper email address and check option “Picked up” to receive email notification

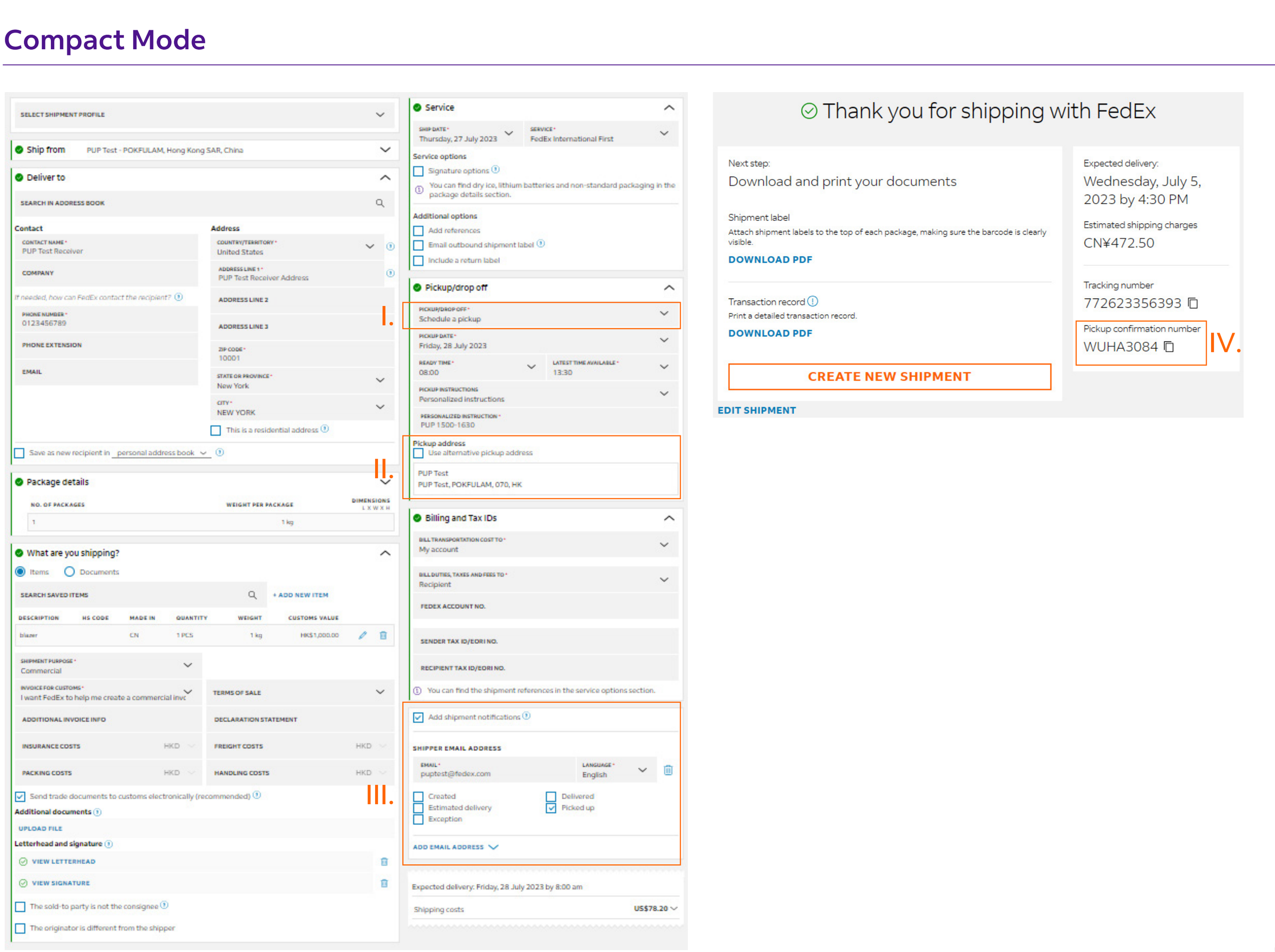
IV. Receive tracking number and pickup confirmation number once shipment is finalized

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

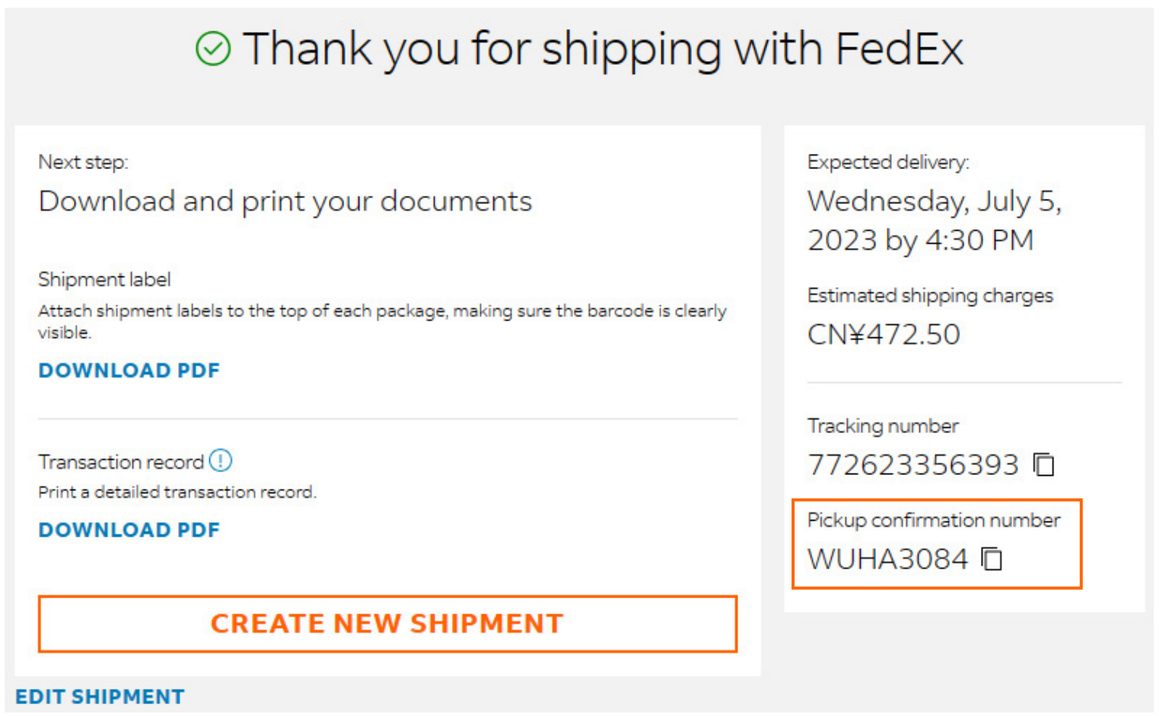



## Compact Mode



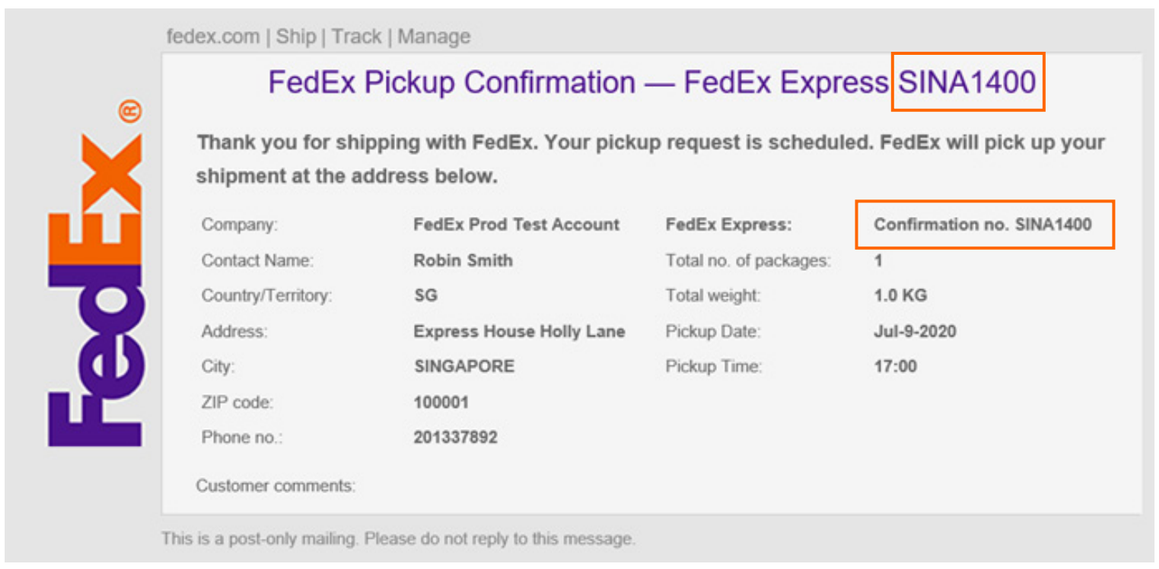
# Helpful tips

## A Confirming a pickup



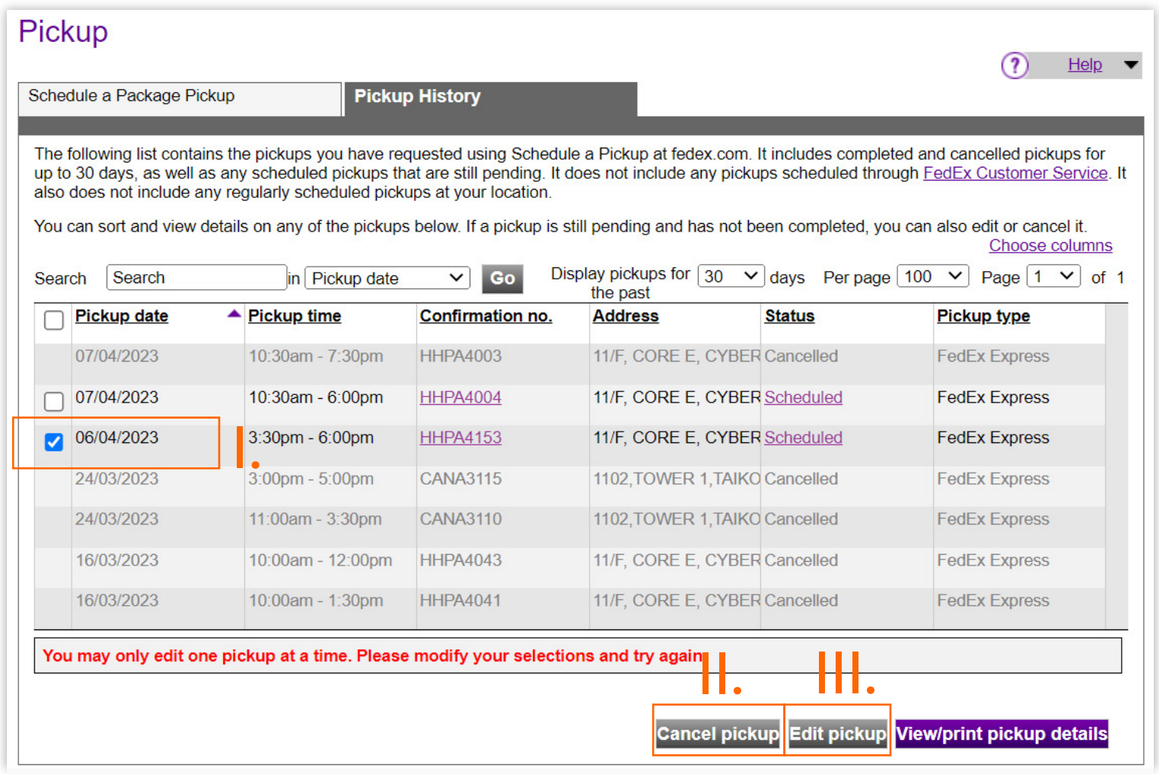

- Check the pickup confirmation number on confirmation page, if no confirmation number is provided, your pickup request might be failed*
- You can check your pickup history and rearragnge pickup by using “Schedule & Manage Pickups”

*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

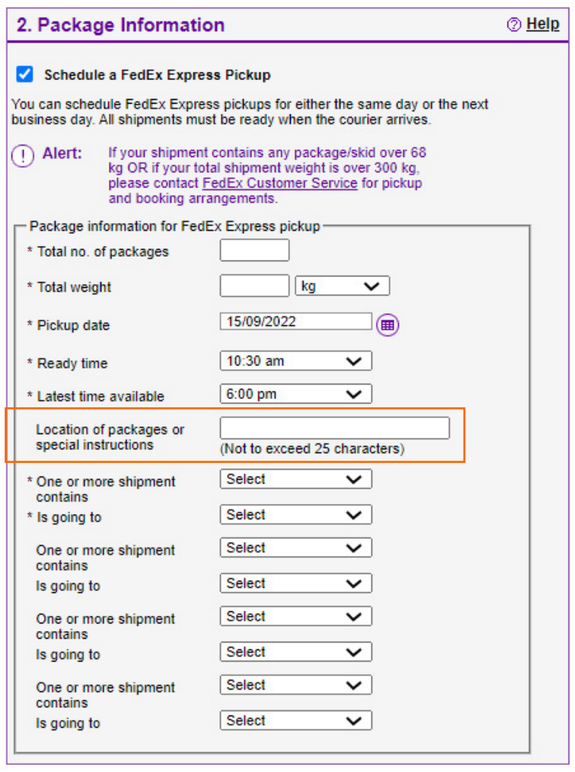
*For pickup cancellation, we support cancel multiple record at once, and you may check multiple record to be canceled

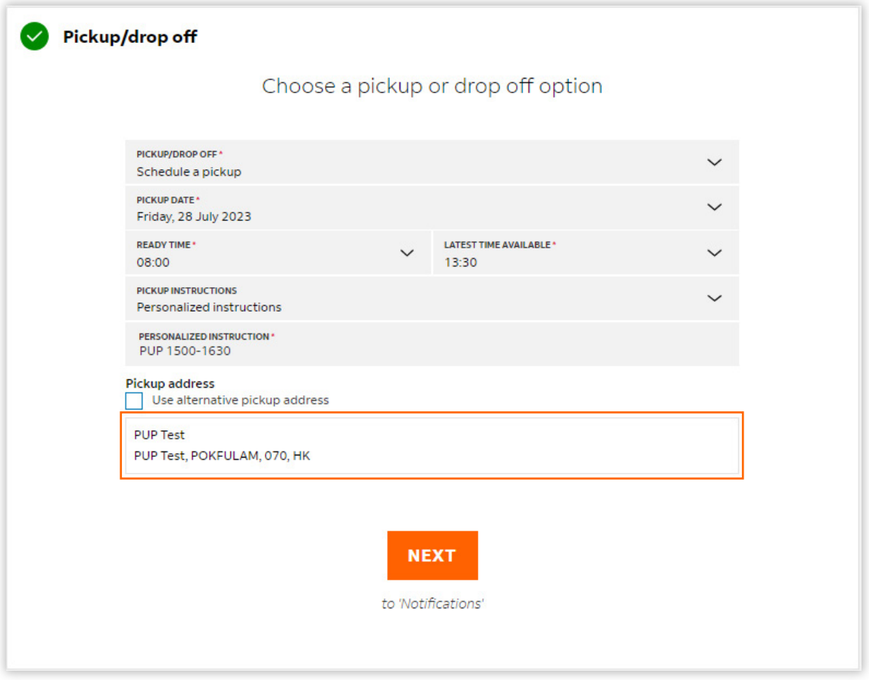
**If you edit an existing pickup, you will receive a new confirmation no., and the current confirmation no. will be abandoned

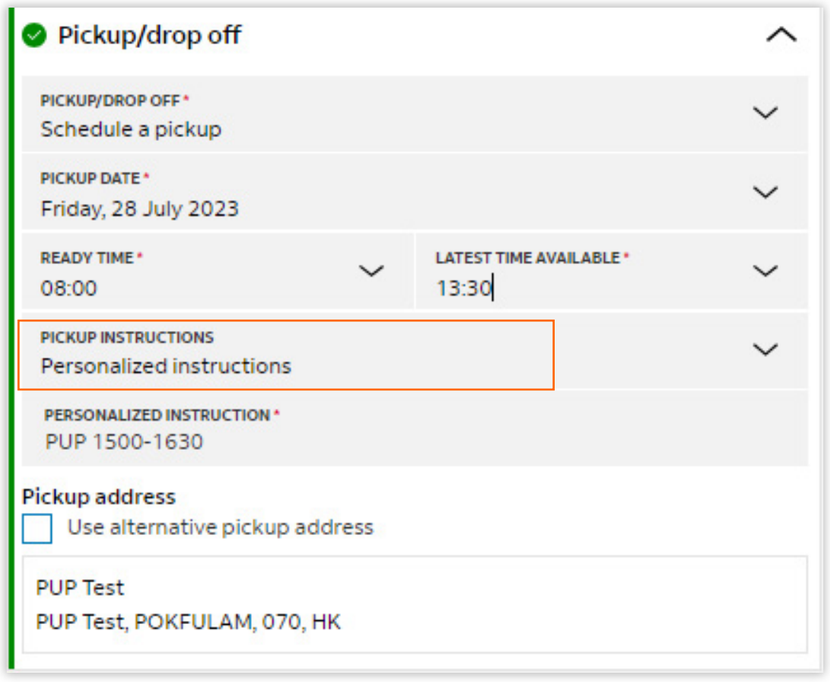
# Helpful tips

## 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.




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 |