Overview

FedEx Rate Sheets allows users to self-serve and obtain rate sheets conveniently and efficiently.

The Online Customer Rate Visibility tool, also known as FedEx Rate Sheets, provides a secure way for users to view and generate their Net Rates by zones and weights directly from FedEx.com. Users can use the generated rate sheets to compare rates, research previous, current and future rates.

This user guide is divided into 5 sections:

The important features to remember are:

- Supported AMEA Markets: Australia, Bahrain, Botswana, China, Egypt, Guam, Hong Kong SAR, China, India, Indonesia, Japan, Kenya, Kuwait, Macau SAR, China, Malawi, Malaysia, Mozambique, Namibia, New Zealand, Oman, Philippines, Saudi Arabia, Singapore, South Africa, South Korea, Swaziland, Taiwan, China, Thailand, United Arab Emirates, Vietnam, Zambia
- Accepted Payors: Account holders with 9-digit accounts, AMEA Payors
- Available Services: International Services
- Convenience: Users can view their rates online and generate rate sheets in English or a local language (8 Local languages offered in AMEA include: Simplified Chinese for China, Traditional Chinese for Hong Kong, Traditional Chinese for Taiwan, Japanese, Korean, Thai, Vietnamese, Bahasa and Arabic)

Section 1 – 6 Steps to Get Your Account-specific Shipping Rates

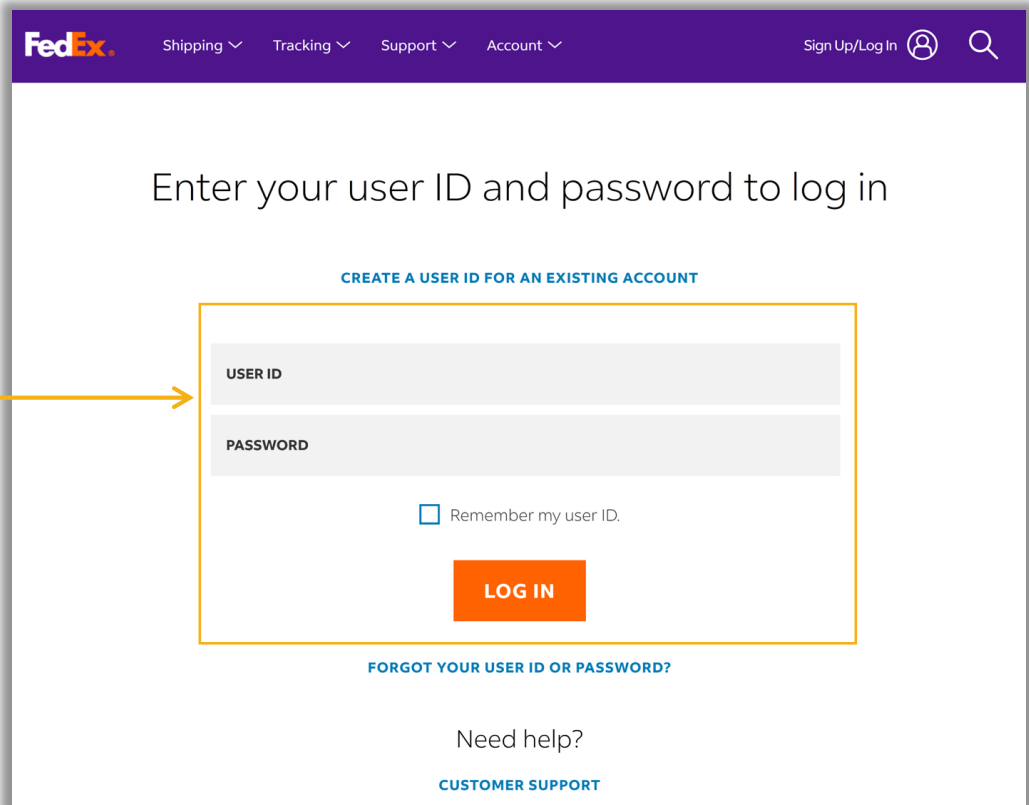### Step 1 – Enter into FedEx Rate Sheet page

On fedex.com home page, click "Account" on the menu bar, and select "FedEx Rate Sheet" tool.
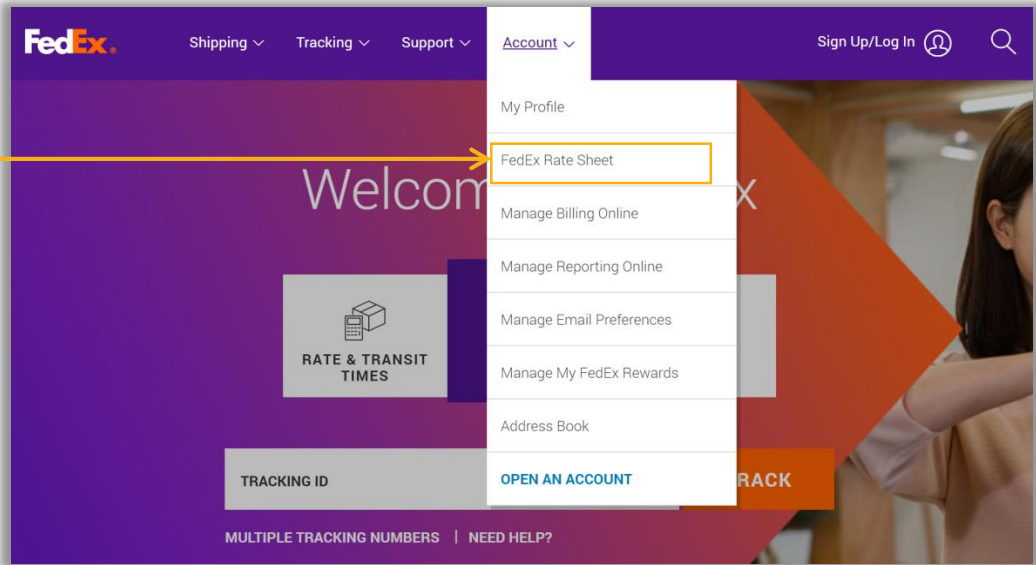
► STEP 1

Click on Account Tab
→ Click on FedEx Rate Sheet

Step 2 – Account Login

Use your fedex.com user ID and password to login to fedex.com

► STEP 2

Go to FedEx.com
→ Enter user ID and password

Notes

If you forget user ID or password, then you need to click on 'Forgot your user ID or password?' button and it will ask you to enter Their email ID to reset the credentials.

Because negotiated rates are confidential information, the administrator can use the FedEx Administration tool to restrict access to limited users.

Section 1 – 6 Steps to Get Your Account-specific Shipping Rates

Step 3 – Generate Tab in FedEx Rate Sheet Tool

Once you enter login credentials, you are redirected to FedEx Rate Sheet tool and a screen appears with three tabs for Generate, Manage, and Profile (see image below). There are 3 sections under Generate Tab: Account Information, FedEx Service Selection and Display Options.

► STEP 3

Click on the Generate tab.

💡 TIP

Account Information

💡 TIP

FedEx Service Selection

💡 TIP

Display Options

FedEx Rate Sheets:SN2000 TEST   ? | Help

Generate   Manage   Profile

Request Rate Sheet   Clear all fields

View Account-Based and/or list rates for specific FedEx® service(s) across all zones.

Rate Sheet Profile   Select Profile

Account Information

FedEx Account   393

Shipping Address   HK
                        SN2000 TEST
                        TSUEN WAN, , 070
                        Phone No. 2638975

FedEx® Services Select FedEx service(s) to request a rate sheet.

International Services

Export ▶   **Export** - FedEx Services available from your country TO other countries.
Import   ☐ Select all export services
Third Party

FedEx Express   **FedEx Express Freight**
☐ FedEx International Priority®   ☐ FedEx International Priority®
Express   Freight
☐ FedEx International Priority®   ☐ FedEx International Economy®
☐ FedEx International Connect   Freight
Plus
☐ FedEx International
Economy®

Display Options

Effective date   2022-11-11
Language   English
Currency   Hong Kong Dollar
Unit of Weight   ● Origin Country   ○ Both lb
                              Weight   and kg
Rate Sheet Name   (optional)
Rate Sheet Profile   (optional)

Section 1 – 6 Steps to Get Your Account-specific Shipping Rates

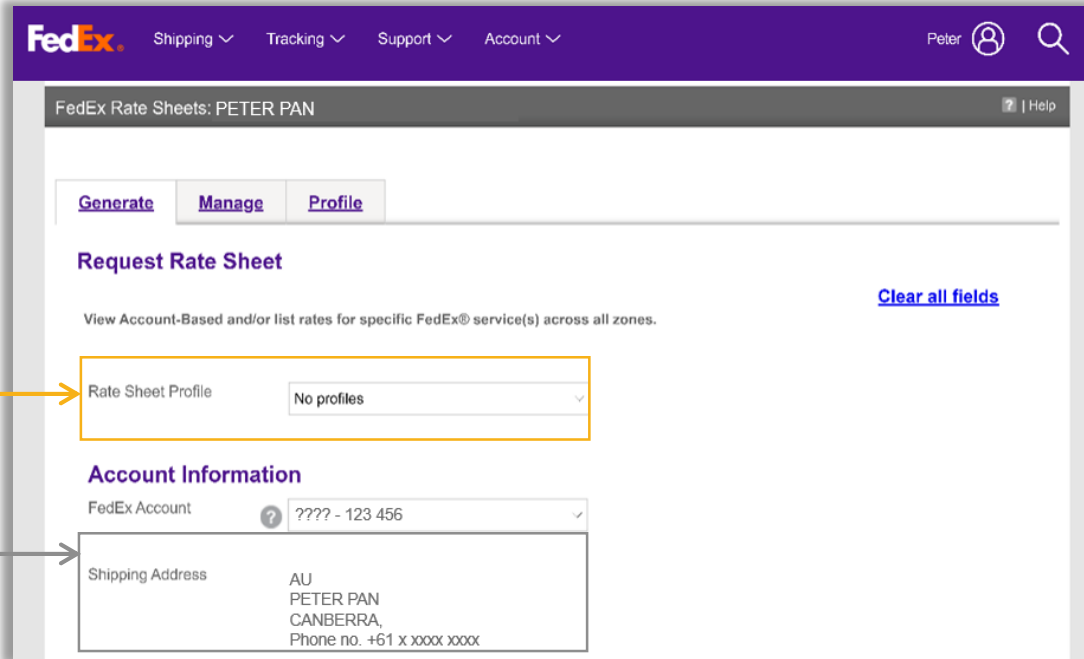## Step 3 – Generate Tab in FedEx Rate Sheet Tool

Step 3A: Account Information

► STEP 3A (Required)

Select FedEx Account

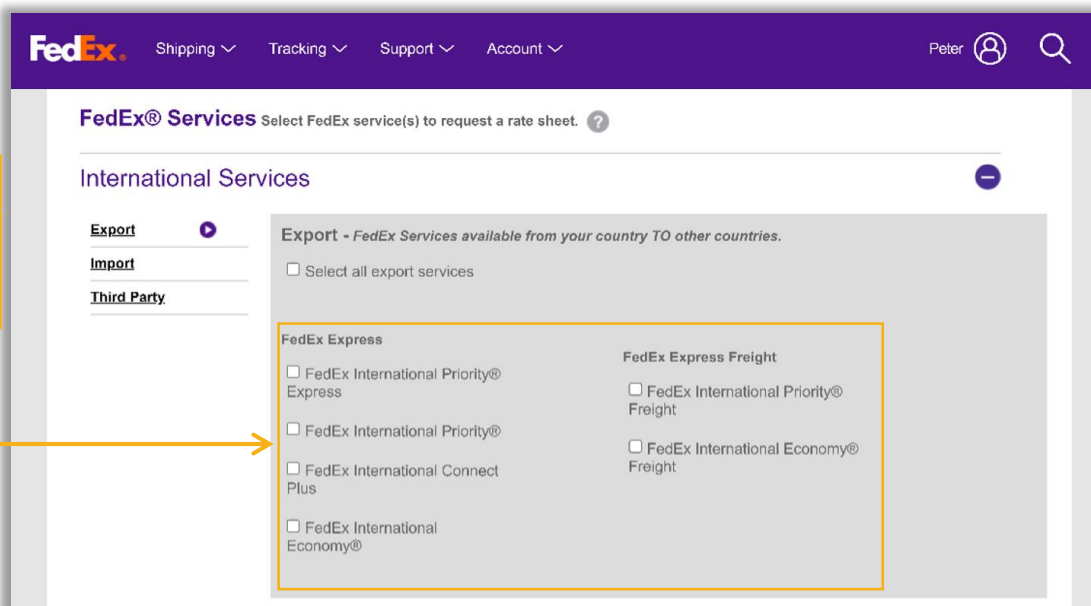**♀ TIP**

Check Shipping Address details

Notes

You may have multiple accounts appear in the dropdown list. Please choose the account that you would like to see account specific rates for.

Step 3B: FedEx service selection

► STEP 3B (Required)

Select the FedEx service that you would like to see rates for

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FedEx Rate Sheet User Guide

Section 1 – 6 Steps to Get Your Account-specific Shipping Rates

Step 3 – Generate Tab in FedEx Rate Sheet Tool

Step 3C: Display Options

► STEP 3C (Required)

Fill in the information for required field.

► STEP 4 (Optional)

Fill in the name and profile for rate sheet if needed.

Step 4 – Enter Name and Profile for Rate Sheet

Name your rate sheet. You may also name and save the profile used to generate the rate sheet.

Notes

Required field:
- Effective date - This is the date for which the pricing is in effect. You may choose as far back as 12 months (limited back to the date that the account was transitioned to P01) and as far into the future as 45 days.
- Language of the rate sheet output.
- Currency in which the rates are quoted.
- Unit of weight.

Optional field:
- Rate Sheet Name, which will appear in your history and make it easy to identify.
- Rate Sheet Profile, which stores the selections to create a template that you can use again in the future, i.e. you can request for a rate sheet even if no profile is available or selected

Section 1 – 6 Steps to Get Your Account-specific Shipping Rates

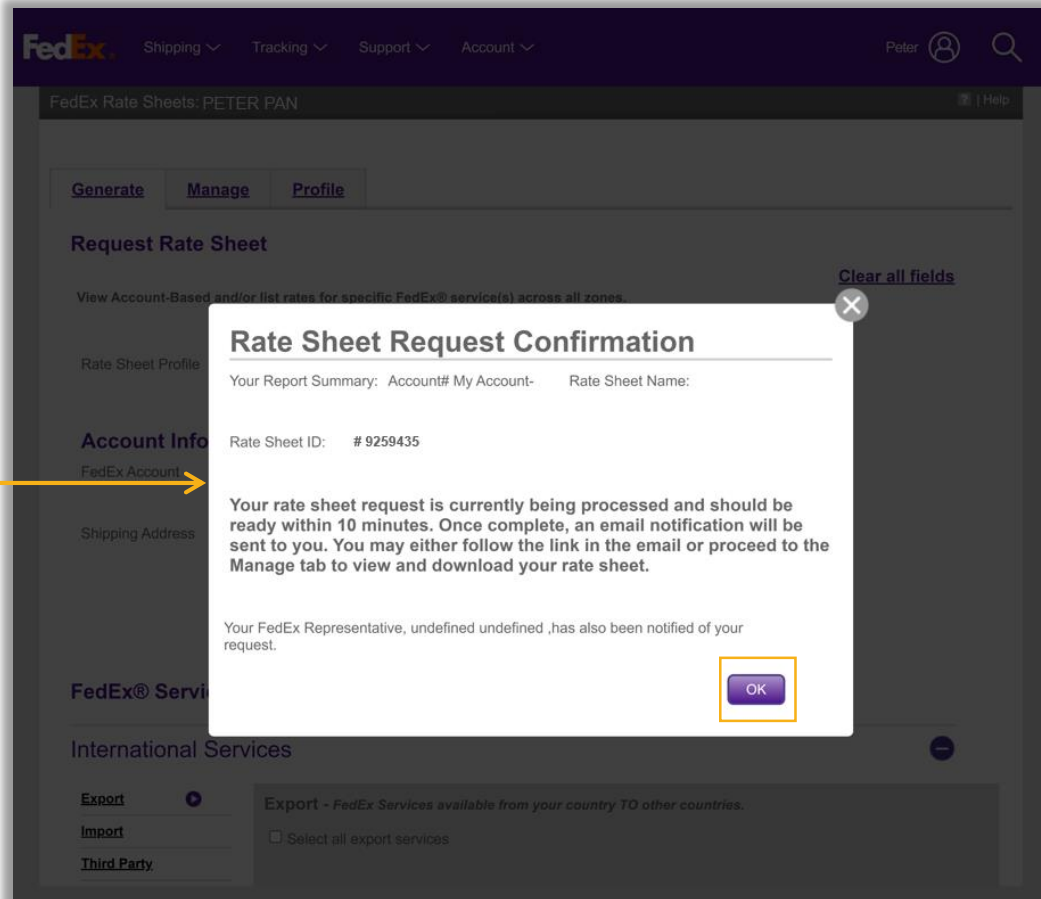### Step 5 – Submit the Rate Sheet Request

Click "Request Rate Sheet", a link will be available for you to view and download within minutes.
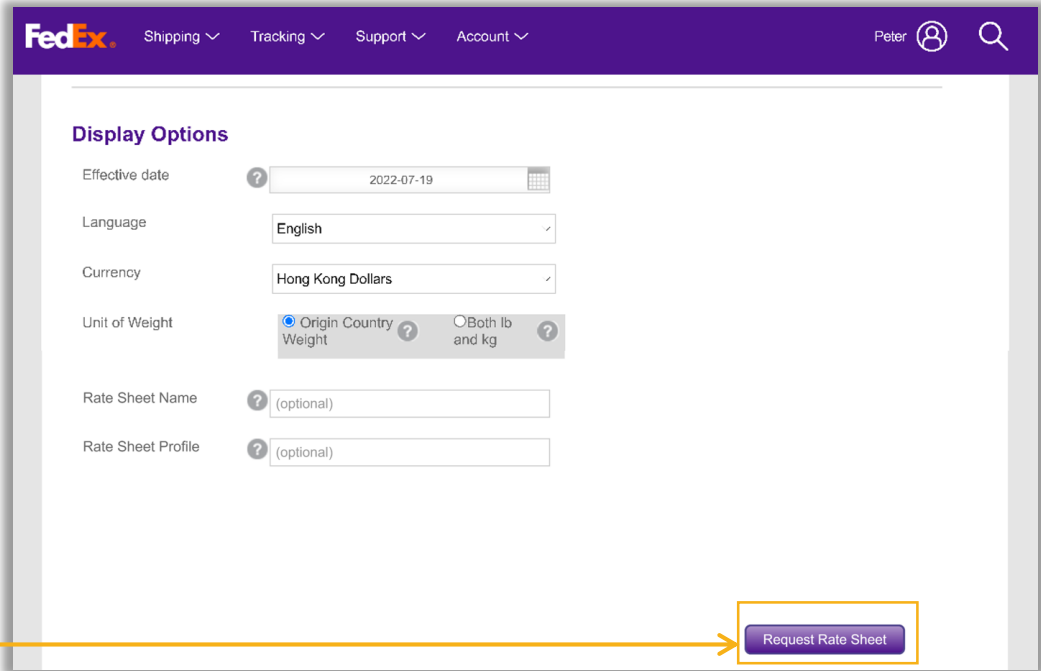
► STEP 5A

Click on the 'Request Rate Sheets' button.

► STEP 5B

A Rate Sheet Request Confirmation pop-up will display on the Generate Tab.

When you click OK, you will be redirected to Manage Tab, where you can download and view the rate sheets.

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Section 2 – 2 Steps to Manage Your Account-specific Shipping Rates

Step 1 – Download Rate Sheet in Manage Tab in FedEx Rate Sheet Tool

Download rate sheets in PDF/ XLS format

TIP

Toggle allows the customer to hide or reveal the column by clicking that column's name.

► STEP 1

Once status change to "Complete", click on the icon to download rate sheets in PDF/ XLS format.
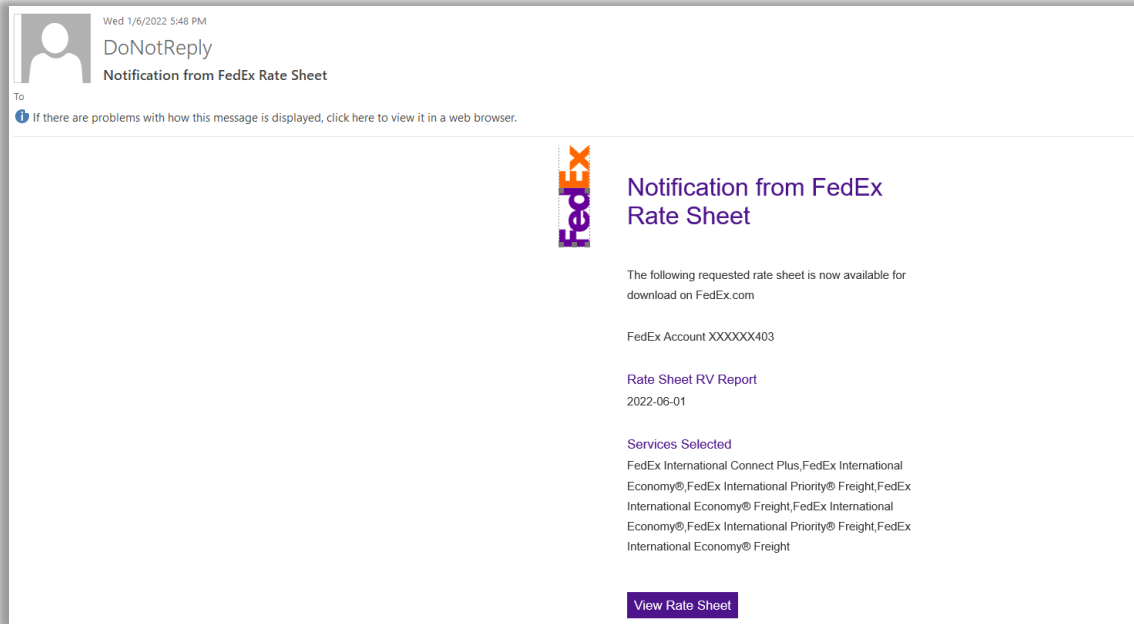
Notes

- From the 'Manage Rate Sheets' tab, you can view and download rate sheets from the past 12 months and 45 days into the future.

- Once a rate sheet is submitted, its status will show as "Pending". It should turn to "Complete" within ten minutes. If there is a problem, the status will change to "Failed".

- In order to see a change in status, the page must be refreshed.

- You may scroll through the history by moving to "Next" and "Previous" pages.

- You may generate many reports and may need to recall which report has the data you desire.

- To view the details for a given rate sheet, you may hover the cursor over a cell column and click to reveal a Rate Sheet Summary that shows the services that were selected for this report.

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Section 2 – 2 Steps to Manage Your Account-specific Shipping Rates

Step 2 – Receive Rate Sheets Confirmation email and Rate Sheet in PDF Format

Once the rate sheet is available, you will receive an email notification with a link to access the account-based rates online. Alternatively, you can download the rates in pdf or excel format from the Manage Tab.

Wed 1/6/2022 5:48 PM
DoNotReply
Notification from FedEx Rate Sheet
To
ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Notification from FedEx Rate Sheet

The following requested rate sheet is now available for download on FedEx.com

FedEx Account XXXXXX403

Rate Sheet RV Report
2022-06-01

Services Selected
FedEx International Connect Plus,FedEx International Economy®,FedEx International Priority® Freight,FedEx International Economy® Freight,FedEx International Economy®,FedEx International Priority® Freight,FedEx International Economy® Freight

[View Rate Sheet]

FedEx Ratesheets

Customer Name: ▮▮▮▮▮▮▮▮▮▮

Effective Date: 19 October 2022

Created On: 21 September 2022

Net rates are not legally binding. The net rate sheets presented in this rate sheet document are for your convenience only, and are not an agreement or part of an agreement. In the event of a conflict between any net rates / net rate sheets and any actual invoiced amount, the actual invoiced amount shall always prevail.

FedEx reserves the right to change pricing at any time.

Net rates for a country only apply to payor accounts in that country.

Net rates are calculated based on applicable transportation discounts and do not include: surcharges, ancillary / other charges, duties and taxes, or special handling fees.

For services with Earned Discounts, actual net rates may vary due to changes in customer's shipping patterns that affect revenue thresholds used in net rate calculations. Similarly, effect of Bonus Discounts depends upon customers' shipping patterns and automation devices.

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Section 2 – 2 Steps to Manage Your Account-specific Shipping Rates

Step 2 – Receive Rate Sheets Confirmation email and Rate Sheet in PDF Format

Example of PDF Output for a net rate test account with International Priority Express Export (IPE) service selection option

FedEx Net Rates

Customer Name / Location(s):

HONK KONG 99907

Account Number
█████933

Hong Kong SAR, China Express Rates

Hong Kong SAR, China FedEx International Export

FedEx International Priority Express Export (IPE)   **Currency: HKD**

Net rates are effective as of 19 October 2022.

Weight Kgs	Zone(s)										
	1	2	A	B	C	D	E	F	G	H	J
Envelope											
	397.10	397.10	193.40	301.60	333.90	362.60	392.00	526.50	731.80	792.90	184.30
Pak											
0.5	555.10	555.10	289.30	387.20	406.90	476.70	641.60	719.60	953.00	926.10	275.50
1.0	606.50	606.50	314.30	455.30	478.40	549.20	680.80	811.90	1,103.10	1,190.70	299.30
1.5	646.00	646.50	337.60	522.70	545.90	616.60	713.80	902.20	1,242.20	1,443.10	321.50
2.0	683.60	684.50	359.70	588.40	619.60	685.30	748.70	992.50	1,383.40	1,695.90	342.50
2.5	717.50	717.50	381.40	650.50	689.00	749.10	779.90	1,083.00	1,516.00	1,937.60	363.20
Package											
0.5	555.10	555.10	305.30	387.20	435.60	542.70	652.30	719.60	1,052.10	1,088.60	290.80
1.0	656.30	657.30	342.70	455.30	504.70	611.50	722.40	812.00	1,351.10	1,319.10	330.90
1.5	757.50	759.50	380.10	523.40	573.80	680.30	792.50	904.40	1,650.10	1,549.60	371.00
2.0	858.70	861.70	417.50	591.50	642.90	749.10	862.60	996.80	1,949.10	1,780.10	411.10
2.5	959.90	963.90	454.90	659.60	712.00	817.90	932.70	1,089.20	2,248.10	2,010.60	451.20
3.0	1,050.10	1,058.50	522.30	738.40	804.10	926.60	1,054.70	1,223.90	2,530.10	2,423.40	499.20
3.5	1,140.30	1,153.10	589.70	817.20	896.20	1,035.30	1,176.70	1,358.60	2,812.10	2,836.20	547.20
4.0	1,230.50	1,247.70	657.10	896.00	988.30	1,144.00	1,298.70	1,493.30	3,094.10	3,249.00	595.20
4.5	1,320.70	1,342.30	724.50	974.80	1,080.40	1,252.70	1,420.70	1,628.00	3,376.10	3,661.80	643.20
5.0	1,410.90	1,436.90	791.90	1,053.60	1,172.50	1,361.40	1,542.70	1,762.70	3,658.10	4,074.60	691.20
5.5	1,496.10	1,521.30	825.30	1,125.40	1,244.90	1,436.10	1,620.30	1,850.40	3,784.80	4,259.30	712.30
6.0	1,581.30	1,605.70	858.70	1,197.20	1,317.30	1,510.80	1,697.90	1,938.10	3,911.50	4,444.00	733.40
6.5	1,666.50	1,690.10	892.10	1,269.00	1,389.70	1,585.50	1,775.50	2,025.80	4,038.20	4,628.70	754.50
7.0	1,751.70	1,774.50	925.50	1,340.80	1,462.10	1,660.20	1,853.10	2,113.50	4,164.90	4,813.40	775.60
7.5	1,836.90	1,858.90	958.90	1,412.60	1,534.50	1,734.90	1,930.70	2,201.20	4,291.60	4,998.10	796.70
8.0	1,922.10	1,943.30	992.30	1,484.40	1,606.90	1,809.60	2,008.30	2,288.90	4,418.30	5,182.80	817.80
8.5	2,007.30	2,027.70	1,025.70	1,556.20	1,679.30	1,884.30	2,085.90	2,376.60	4,545.00	5,367.50	838.90
9.0	2,092.50	2,112.10	1,059.10	1,628.00	1,751.70	1,959.00	2,163.50	2,464.30	4,671.70	5,552.20	860.00
9.5	2,177.70	2,196.50	1,092.50	1,699.80	1,824.10	2,033.70	2,241.10	2,552.00	4,798.40	5,736.90	881.10
10.0	2,262.90	2,280.90	1,125.90	1,771.60	1,896.50	2,108.40	2,318.70	2,639.70	4,925.10	5,921.60	902.20
10.5	2,330.70	2,349.90	1,163.00	1,829.00	1,955.90	2,170.50	2,382.50	2,702.30	5,059.30	6,084.40	916.40
11.0	2,398.50	2,418.90	1,200.10	1,886.40	2,015.30	2,232.60	2,446.30	2,764.90	5,193.50	6,247.20	930.60
11.5	2,466.30	2,487.90	1,237.20	1,943.80	2,074.70	2,294.70	2,510.10	2,827.50	5,327.70	6,410.00	944.80
12.0	2,534.10	2,556.90	1,274.30	2,001.20	2,134.10	2,356.80	2,573.90	2,890.10	5,461.90	6,572.80	959.00
12.5	2,601.90	2,625.90	1,311.40	2,058.60	2,193.50	2,418.90	2,637.70	2,952.70	5,596.10	6,735.60	973.20
13.0	2,669.70	2,694.90	1,348.50	2,116.00	2,252.90	2,481.00	2,701.50	3,015.30	5,730.30	6,898.40	987.40
13.5	2,737.50	2,763.90	1,385.60	2,173.40	2,312.30	2,543.10	2,765.30	3,077.90	5,864.50	7,061.20	1,001.60
14.0	2,805.30	2,832.90	1,422.70	2,230.80	2,371.70	2,605.20	2,829.10	3,140.50	5,998.70	7,224.00	1,015.80

Section 3 – Access to Rate Sheets: Account Qualifications and Blocking

View from an account with no access to rate sheet.
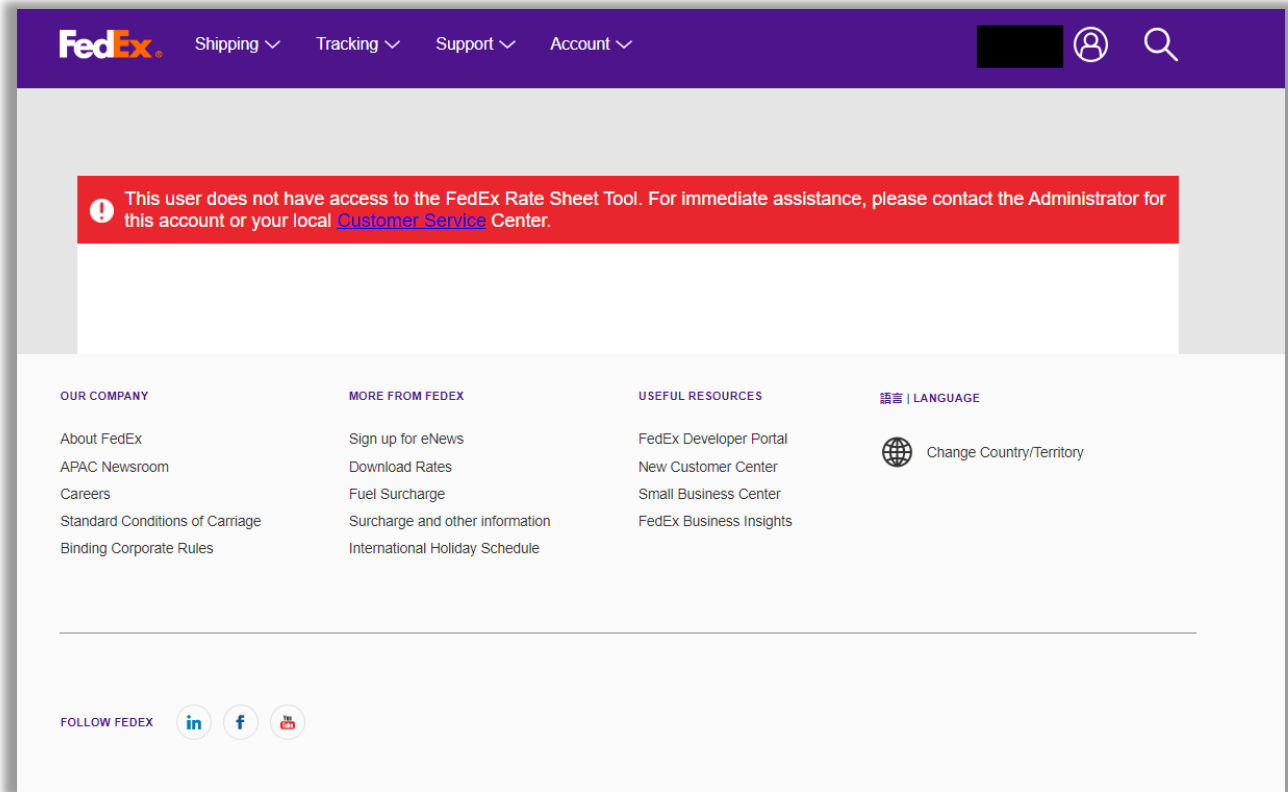
Notes

In case you encounter the above screen while logging into Rate sheet tool, it indicates that you don't have the access privilege to view rates for user account. This could be due to following reasons:

1. If your shipping account is registered for FedEx Administration application, you need to request access from your FedEx Admin. Please follow steps on Page 11 to Page 17 to enable access for user ID for FedEx Rate Sheet tool.

2. If you does not have the Rate Admin role for your FedEx shipping account, you will not be able to access FedEx Rate Sheet tool.

3. If your shipping account is not managed via FedEx Admin application, then the individual who created the first fedex.com user ID and linked it to this your FedEx 9-digit shipping account will have access to FedEx Rate Sheets. Any additional users will not be able to log into FedEx Rate Sheet tool. The new users will need to reach out first fedex.com user ID and get rate access for FedEx Rate Sheet tool.

4. If you are still unable to log into FedEx Rate sheet tool, it could be a system issue. Please reach out to the following teams for support and assistance
   APAC : fdxhelpdesk@fedex.com
   MEISA : meisatechsupport@fedex.com

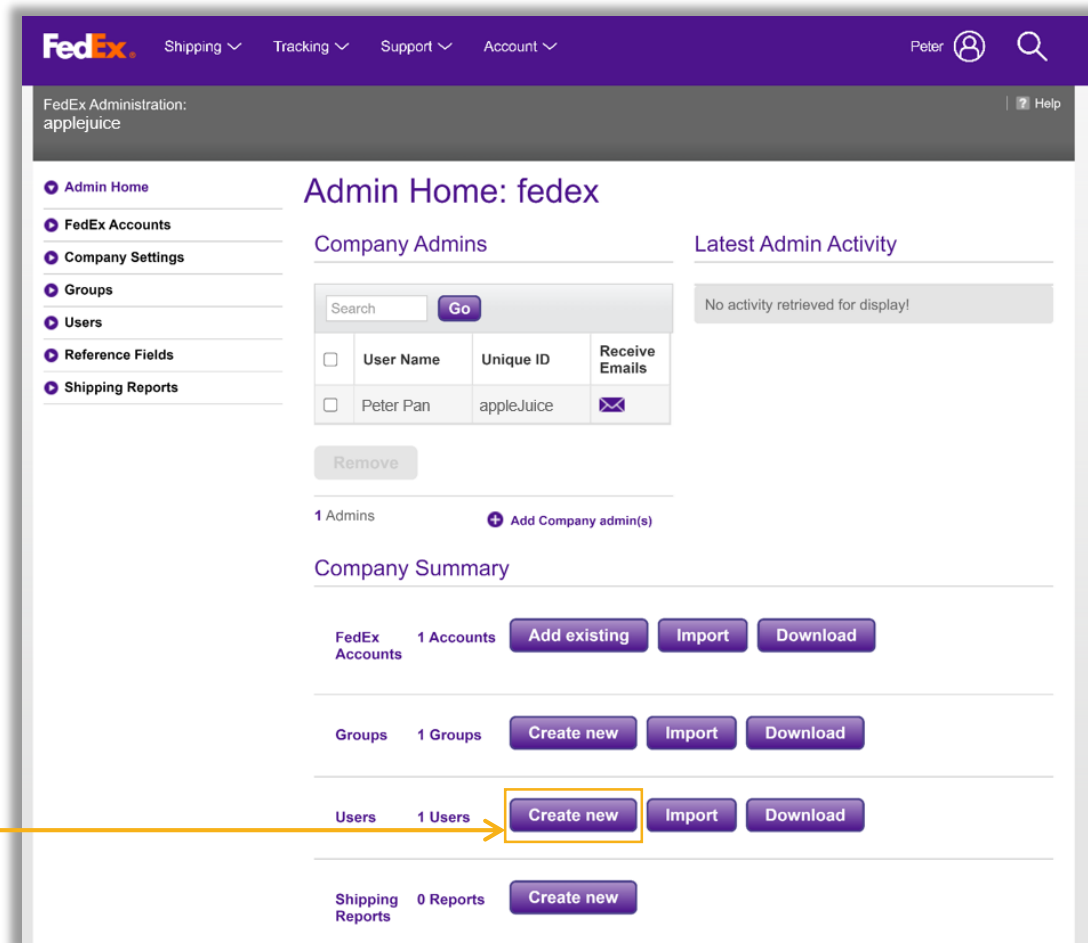## Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.

The FedEx Admin user need to follow the below steps:

Step 1 – A User with FedEx Administrator Role Needs to Login and Go to "My Profile"

▶ **STEP 1**

Go to FedEx.com
→ Click on Account Tab
→ Click on My Profile
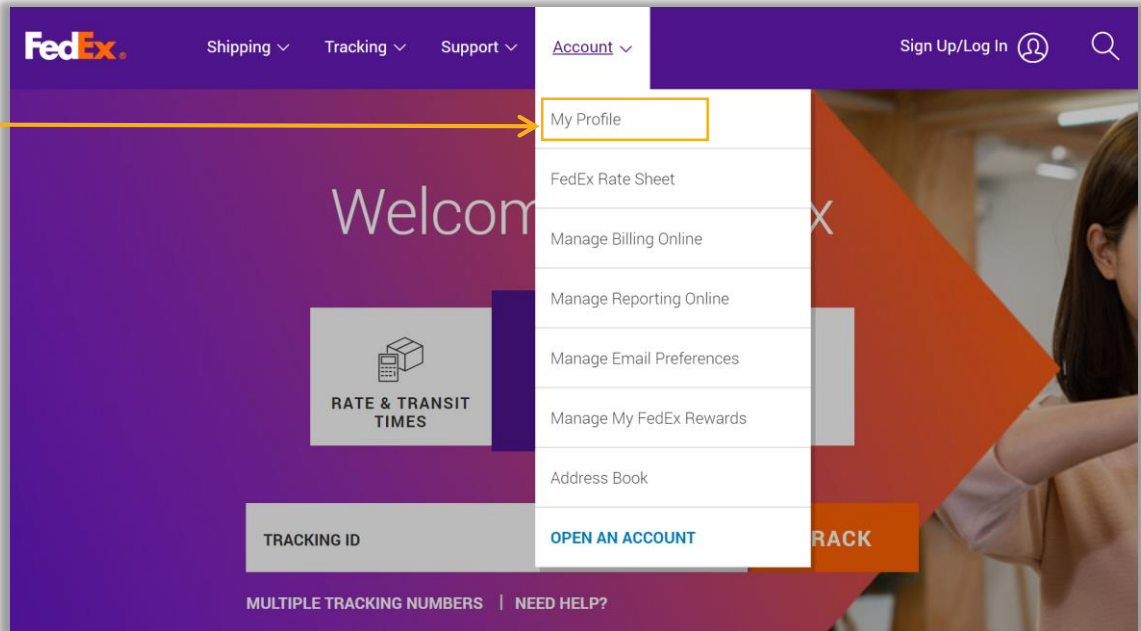
Step 2 – Get Access to FedEx Administration

▶ **STEP 2**

Click Shipping Administration after login using user ID and password
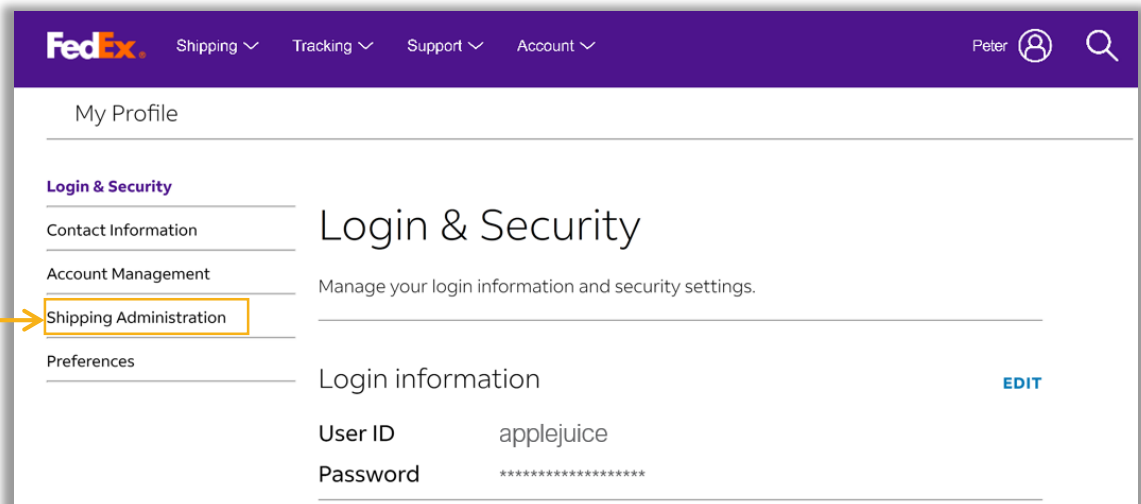
Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.

The FedEx Admin user need to follow the below steps:

Step 3 – Administrator of FedEx Admin Needs to "Create New User"

► STEP 3

Click "Create new" button under "User" in "Company Summary"

Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.

The FedEx Admin user need to follow the below steps:

Step 4 – Fill in the Requestor Information to Create New User

► STEP 4A

Fill in the new user information

► STEP 4B

Check these two boxes

► STEP 4C

Review and assign user role under dropdown menu

Notes

Administrator needs to enter all necessary details of the new user (i.e. for the person who want to access to the FedEx Rate Sheet tool) and ensure the new user ID is linked to the same 9-digit FedEx shipping account.

Administrator could also choose to invite the user and ask them to create new user ID for themselves instead for the same 9-digit FedEx shipping account number

There are 3 user roles that administrator can assign to new user: Company Administrator, Group Administrator and Standard User can be assigned to each account and they are eligible to review the FedEx Rate Sheets.

Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.

The FedEx Admin user need to follow the below steps:

Step 4 – Fill in the Requestor Information to Create New User

TIP

Once the admin click the customize permissions, the Permission Tab will be available to control the access to FedEx Rate Sheet

► STEP 4D

Click "Add Account (s)" and select the 9-digit corporate account number

► STEP 4E

Click the Permissions Tab after filling in the information

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Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.
The FedEx Admin user need to follow the below steps:

Step 5 – Grant Access to Display Account Based Rates Sheet

► STEP 5A

Check the box "Display account based rates sheet"

► STEP 5B

Click the "Save" button to submit
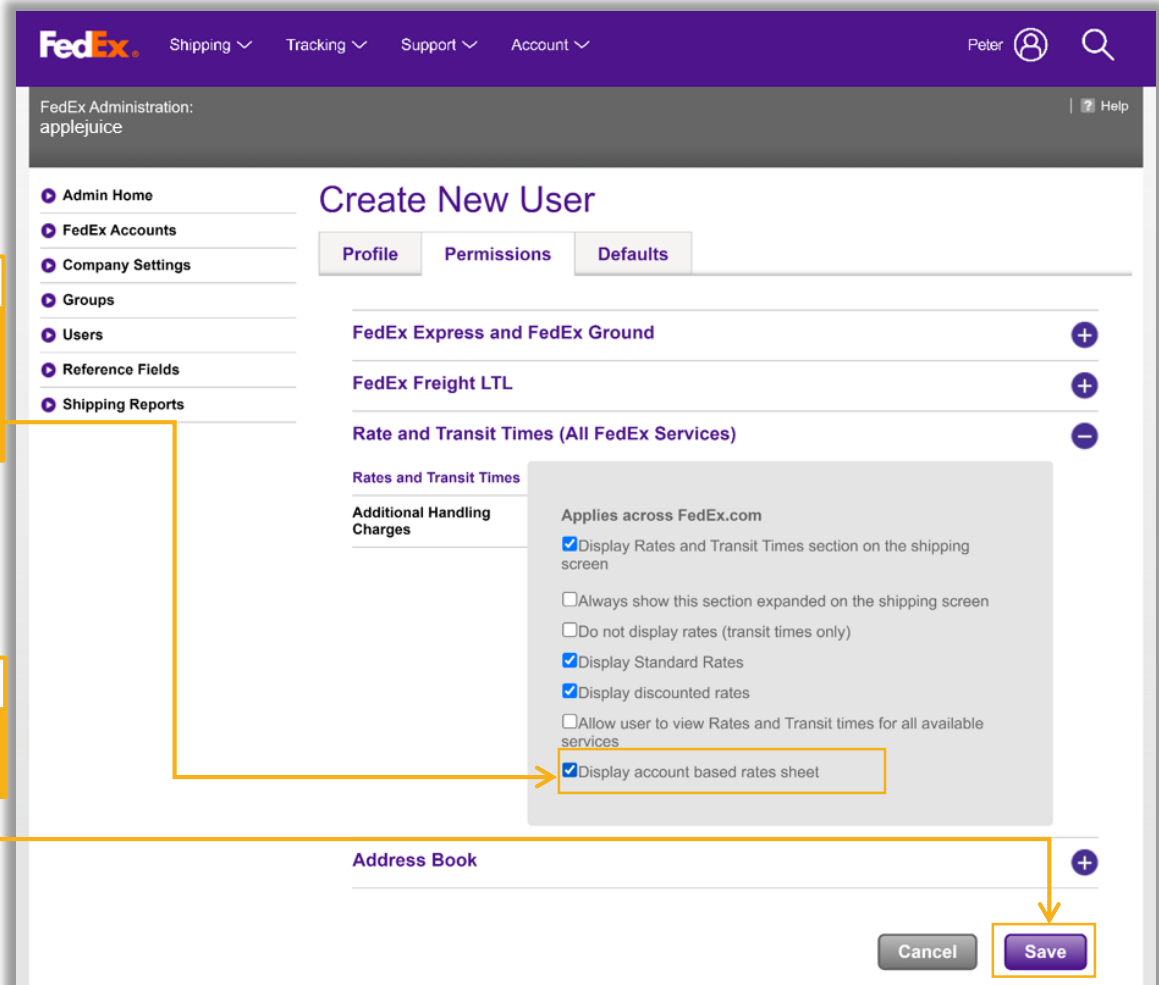
Notes

If an account is managed in FedEx Administration (FedEx Admin), only administrator users will have access to FedEx Rate Sheets. They may permit invited users on the account to access rate sheets by selecting the depicted option in FedEx Shipping Administration.

Administrator needs to go to "Permissions" tab within FedEx Administration app and ensure "Display account based rate sheet" flag is enabled while creating new user. After clicking save, new user will be created

Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.

The FedEx Admin user need to follow the below steps:

Step 6 – Requested User Needs to Follow the Below Steps after FedEx Admin Invites Them to Create fedex.com User ID
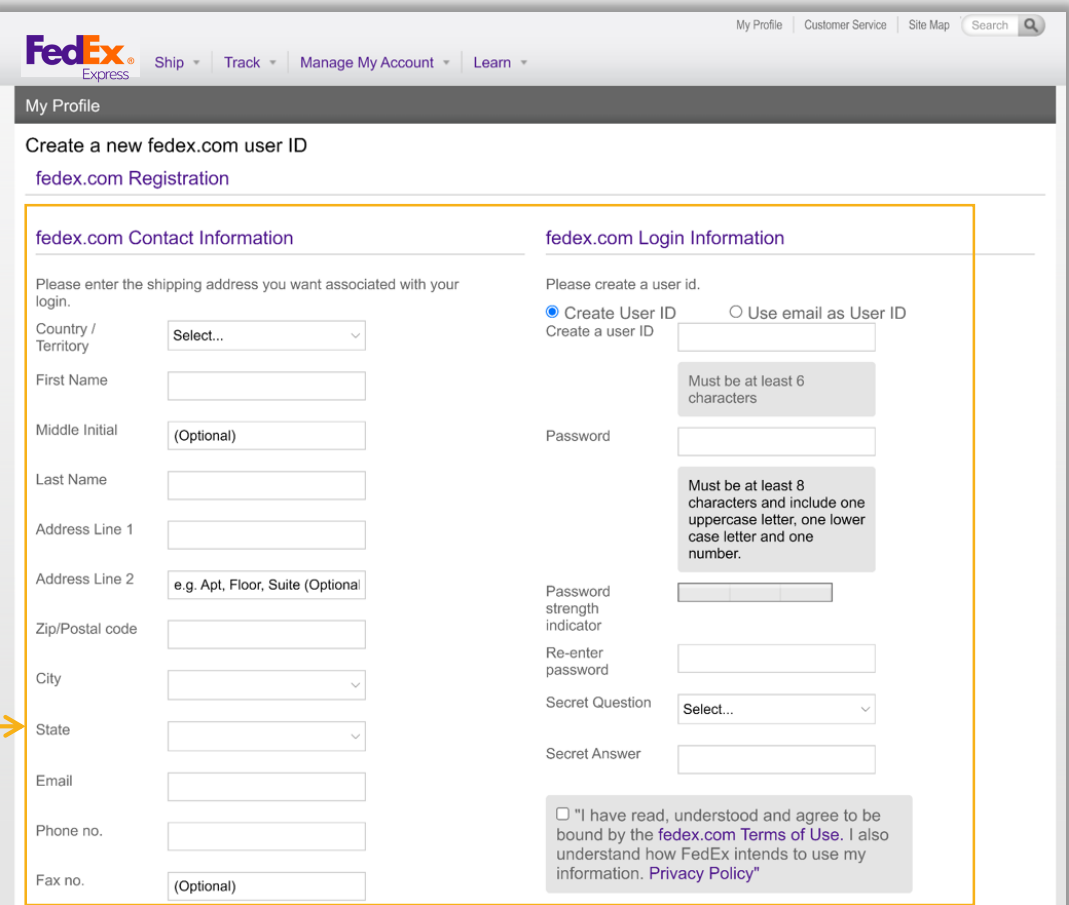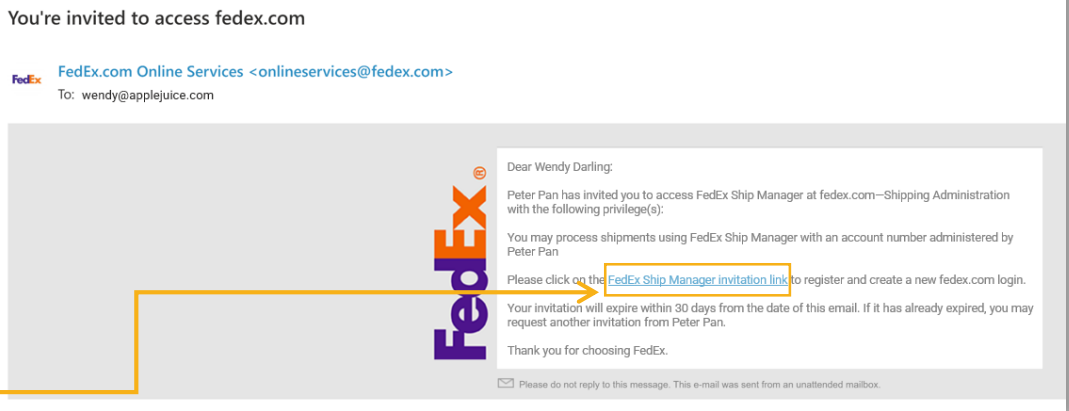
💡 **TIP**

The requested user will receive the above email from system if the FedEx Admin invite them to create the user ID themselves (Refer to the Step 4B on Page 13)

▶ **STEP 6A**

Click through the invitation link

▶ **STEP 6B**

Enter required personal information and create fedex.com user ID for the future login

Section 4 – Access to Rate Sheets: How to Request Access from FedEx Administrator

Scenario: User has login credentials (FCL) but does not have FedEx Admin right and needs to request access to Rate sheet tool from admin user in FedEx Admin Application.

The FedEx Admin user need to follow the below steps:

Step 6 – Requested User Needs to Follow the Below Steps after FedEx Admin Invites Them to Create fedex.com User ID

► STEP 6C

Click the "Submit" button to complete. It will show your user ID is created

Notes

Once the requested user gets the email (Pages 16) and they click on the hyperlink in the email, they will be redirected to the below screen where they have to enter all details and create new user ID which will then automatically be linked to the admin's 9-digit shipping account
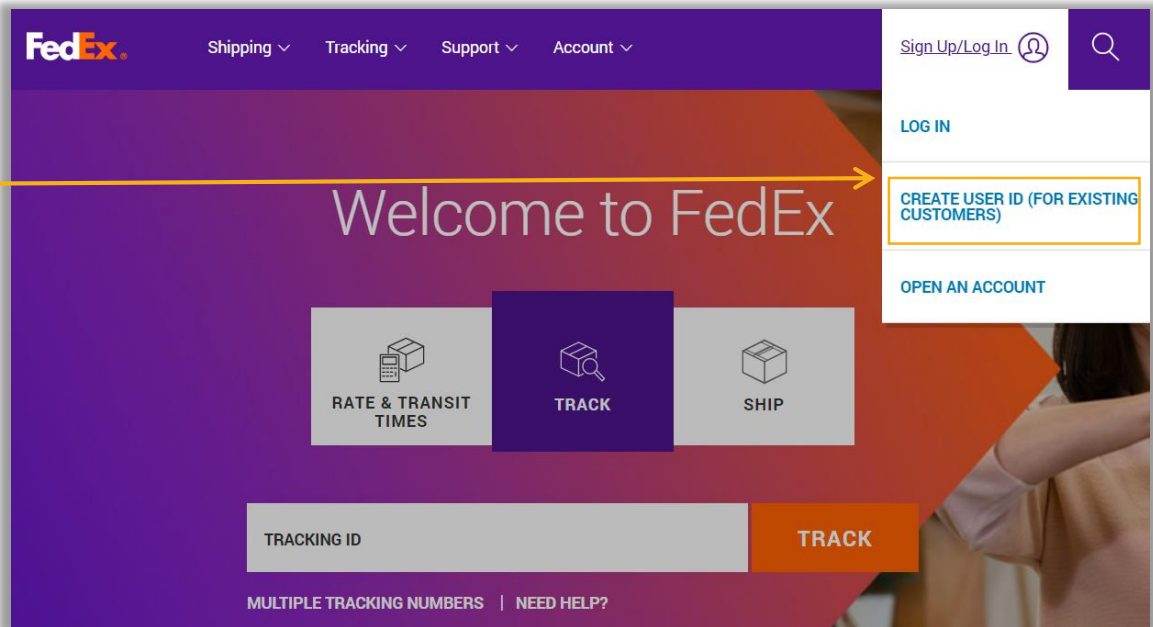
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Section 5 – Access to Rate Sheets: How to Obtain Access to FedEx Rate Sheet Tool

Scenario: A user may or may not have fedex.com user ID but is not registered for FedEx Admin application for their 9-digit shipping account and needs to access FedEx Rate Sheet tool

Step 1 – Create User ID (For Existing Customers)

▶ STEP 1

Go to FedEx.com
→
Click on Sign Up/
Log In Tab
→ Click on Create
User ID (For
Existing
Customers)

Section 5 – Access to Rate Sheets: How to Obtain Access to FedEx Rate Sheet Tool

Scenario: A user may or may not have fedex.com user ID but is not registered for FedEx Admin application for their 9-digit shipping account and needs to access FedEx Rate Sheet tool

Step 2 – Fill in the Required Information

▶ STEP 2

Fill in the required information in section login information, secret question and contact information

FedEx.

fedex.com Login Registration

① **Contact Info**   ② Account Info   ③ Confirmation

* Required fields are in bold.

Login Information

* Create a User ID [_____]
• Use at least 6 characters.

* Create a Password [_____]
• Password must use at least 8 characters and contain one upper case letter, one lower case letter and one numeric character.

* Re-enter Password [_____]

Your Secret Question

This question is an extra security __ you forget your password.

* Secret Question [Please s__ ▾]

* Secret Answer [_____]

Important Information

Password cannot contain your full Company Name or Email Address

Password help

Why do I need to sign up?

Login Help

Contact Information

* First Name [_____]   Initial [_____]

* Last Name [_____]
Please enter your company name (if applicable) and address to facilitate package pickup.

Company [_____]

* Country/Territory [Hong Kong ▾]

* ZIP/Postal [_____] • Required for some countries

* Address 1 [_____]

Address 2 [_____]

* City [_____]

* State/Province [_____] • Required for US, Canada, and Puerto Rico

* Email [_____]

* Re-enter e-mail [_____]

* Phone # [_____]   Fax # [_____]

Terms and Conditions

I have read, understood and agree to be bound by the following. I also understand how FedEx intends to use my information.
• fedex.com Terms of Use.
• Privacy Policy

☐ I would like to receive information about FedEx via e-mail, including special offers and promotions. (You can withdraw your consent at any time.)

[I Do Not Accept]   [I Accept >>]

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Section 5 – Access to Rate Sheets: How to Obtain Access to FedEx Rate Sheet Tool

Scenario: A user may or may not have fedex.com user ID but is not registered for FedEx Admin application for their 9-digit shipping account and needs to access FedEx Rate Sheet tool

Step 3 – Link 9-digit FedEx Account Number with User ID

► STEP 3A

Check the box and enter the existing 9-digit FedEx account number

💡 TIP

Shipping address on user ID should be the same as the 9-digit FedEx shipping account billing address.

► STEP 3B

Click edit and edit the shipping address on that user ID to align with

Notes

Security Check on address matching will perform.

The validation rule will be on matching country and postal code match for postal aware countries. There is no matching for country with non portal aware country only

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Step 4 – Fill in Invoice Number from Last 120 Days

▶ STEP 4

Fill in 2 invoice number from last 120 days

Notes

If you don't recollect or know the last 2 invoices for your 9-digit FedEx account number, please reach out to the following teams for support and assistance

APAC : fdxhelpdesk@fedex.com

MEISA : meisatechsupport@fedex.com

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Scenario: A user may or may not have fedex.com user ID but is not registered for FedEx Admin application for their 9-digit shipping account and needs to access FedEx Rate Sheet tool

Step 5 – Select the FedEx Account

► STEP 5A

Check this box and select the FedEx account from dropdown menu

► STEP 5B

Click continue →
Complete creating user ID