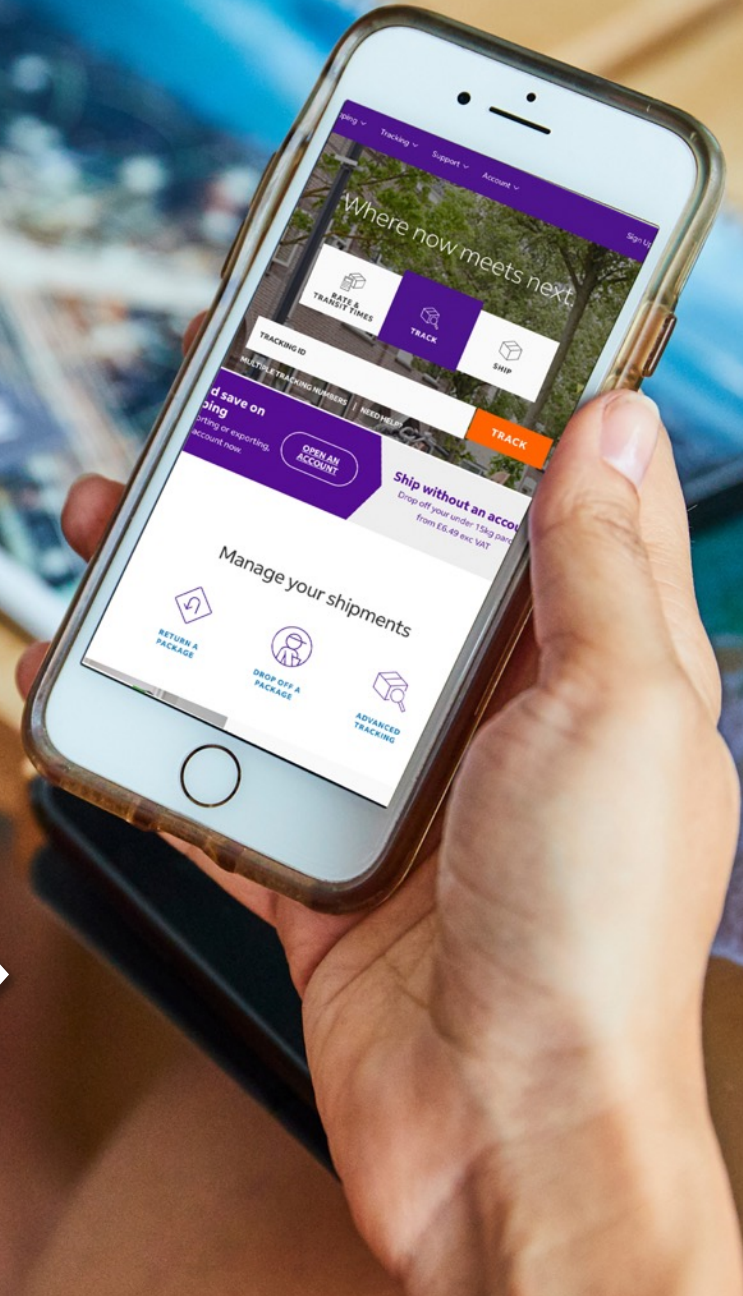




Customer Care

Customer Support
& Enquiry Glossary





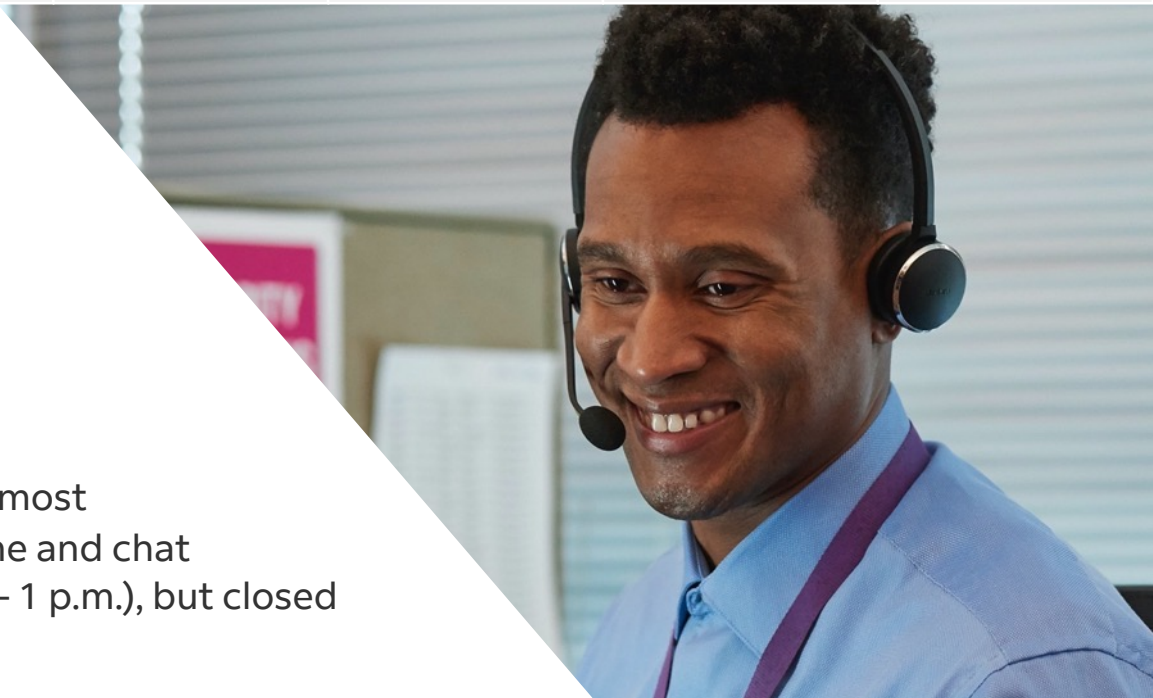
FedEx Customer Care

Meet the team

With team members at two major centres covering the UK & Ireland, our agents are **here to help** support your business requirements.

Contacting our team

There are four options available when contacting FedEx for Support. The most appropriate channel for you depends on your query. Please note our phone and chat services are open Monday to Friday (8 a.m. – 6 p.m.) and Saturday (8 a.m. – 1 p.m.), but closed on Sundays and bank holidays.



Website

- Immediate resolution through self-service options, available all day, every day.
- No waiting or queuing.

[fedex.com](https://www.fedex.com)



Phone

- Virtual assistant support 24/7.
 - Speak with one of our experienced agents between 8 a.m. & 6 p.m.

03456 07 08 09



Chat

- Virtual assistant support 24/7.
 - Chat with one of our experienced agents between 8 a.m. & 6 p.m.

[fedex.com](https://www.fedex.com)



Email

- Non-urgent enquiries.
- We aim to reply within 24 hours of receipt of email.

uk@fedex.com

EXTREMELY URGENT & NEEDS ACTION

NON-URGENT & GENERAL ENQUIRIES



Website Support Process

Let us help you learn about shipping with FedEx



Whether you are a first time or frequent shipper, **we're here to help.**



With our online guidance and resources, you'll find the shipping information that matches your needs.



You'll find all this and more by selecting **New Customer Centre** within the Shipping section on fedex.com.





FedEx Virtual Assistants

Key Benefits & Features



When you call FedEx, our virtual agent:

- Provides **speech-based support** through natural language processing.
 - Allows you to **speak naturally** to explain what support you need.
 - Provides **self-serve solutions**, integrated tracking capabilities and informational messages 24/7, supporting a faster resolution to queries.
- ▶ Intelligently routes your call to the right location, team or agent.



When you chat with FedEx, our virtual agent:

- Uses **Natural Language Understanding** to provide real time answers.
 - Allows you to **chat naturally** to explain what support you need.
 - Provides **self-serve solutions**, guiding you to the relevant online resources and solutions 24/7.
- ▶ Will transfer you to a live chat agent if required.

What are the benefits?



No waiting for a live agent

The virtual agent identifies your queries using a conversational interface and answers them directly or guides you to the relevant information. If required, you will be transferred to a live agent.



Less need for multiple contact

By understanding when and why customers contact us more than once, we will optimise our initial responses to standard queries.



Better customer experience

Less effort will be required from our customers as we continue to improve inefficient processes.



More responsive to your needs

By answering the most common queries (such as tracking a package), the virtual agent will free up our agents to deal with queries that require a human touch.



Phone Support Process

Calls will be answered with an automated message asking for your account number. Please enter your **9-digit FedEx account number**.

TIP

Make sure to enter your account number to access to the full suite of CS options.

You will be transferred to our **virtual voice assistant**. Please speak in full sentences explaining the issue.

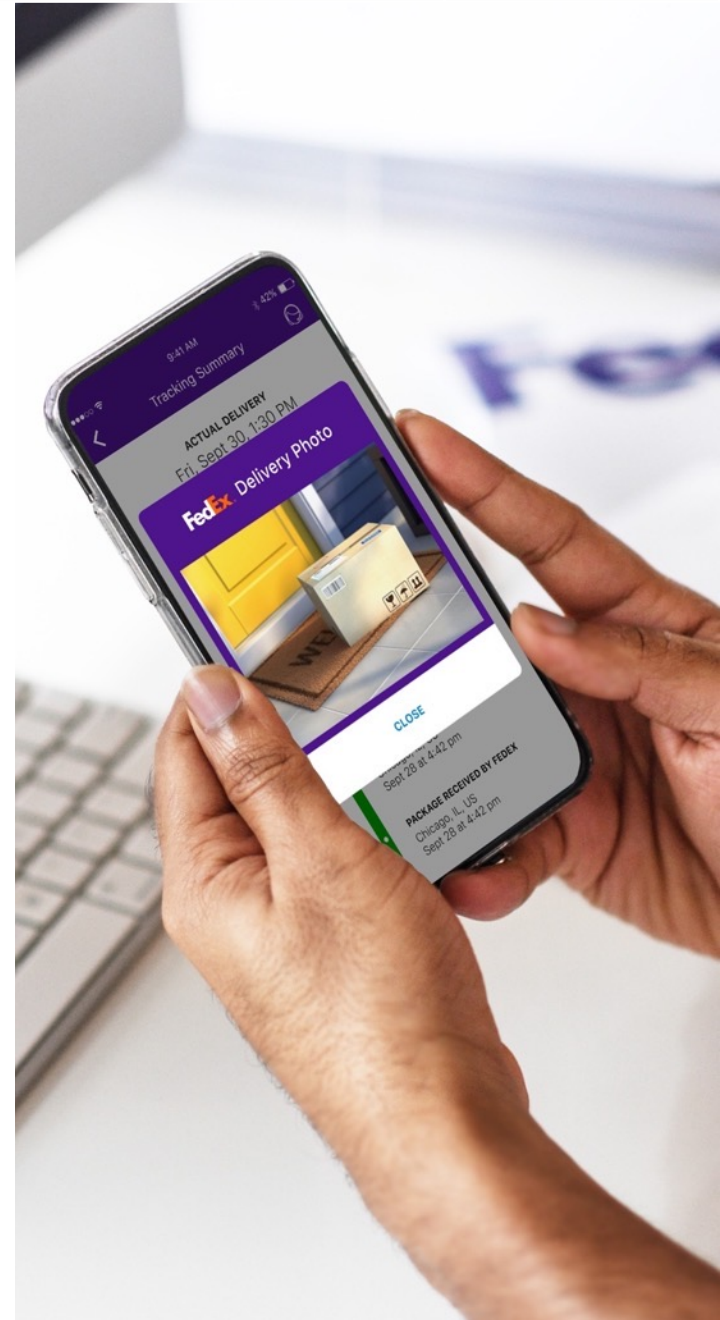
TIP

Speak normally in sentences, it makes you easier to understand and your issue to be dealt with.

If your query can't be resolved by our virtual assistant, you will be referred to the appropriate department to support your query.

QUICK FACT

When you are transferred to a FedEx Customer Experience agent you could be speaking with one of our experts from our outsourced partners, depending on the query.





Chat Support Process

Initial chat is handled by our virtual assistant, and most cases are dealt with efficiently, however if you need more help we will transfer you to an agent. Virtual assistance is **available 24/7** and open to anyone on fedex.com.



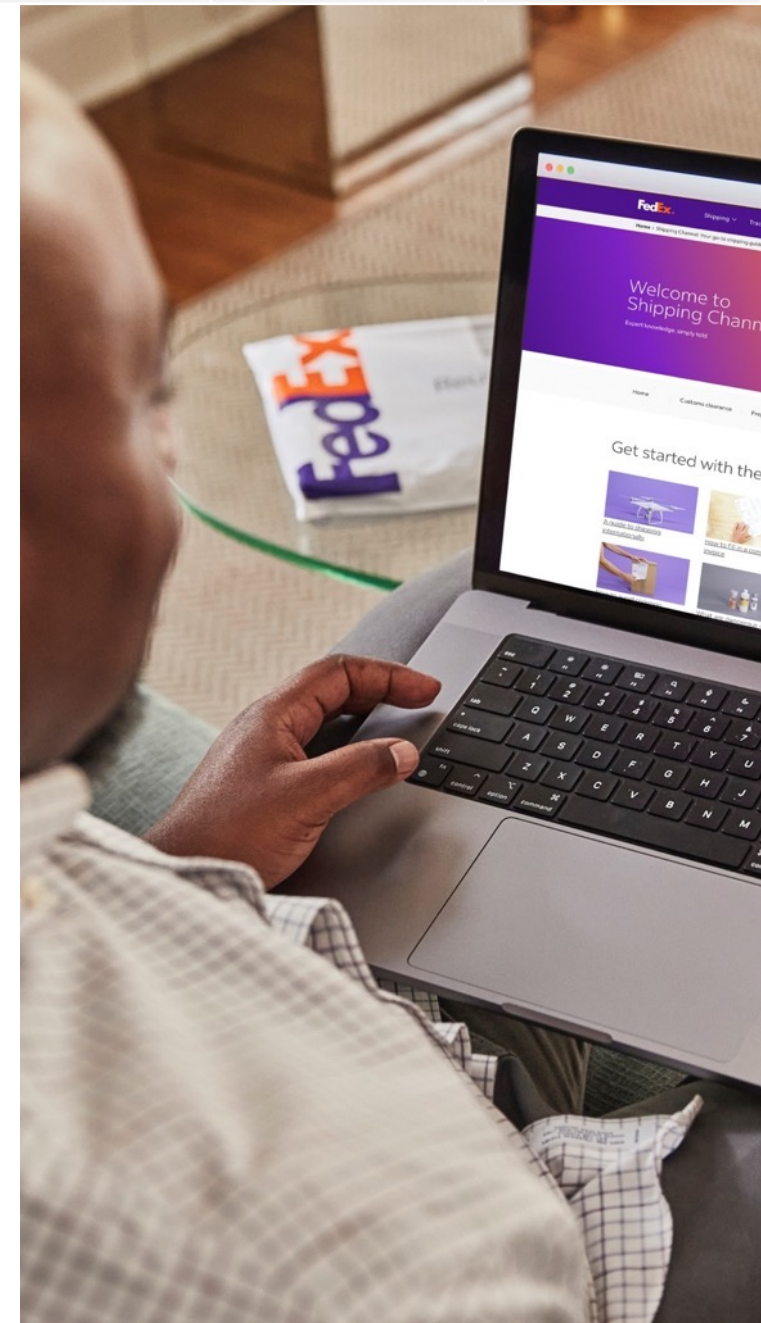
- ▶ You can access chat by clicking on the purple icon, housed in the bottom right-hand corner on a selection of fedex.com webpages.

The Platform uses NLU (Natural Language Understanding) to provide you with real-time answers to questions regarding FedEx products, services, and shipment statuses.

- ▶ Alternatively, you will see the virtual assistant chat box pop up in the right-hand corner of your screen to ask if you need assistance.

QUICK FACT

When you are handed off to a FedEx Customer Experience agent you will be chatting with one of our shared services team based in mainland Europe.





Email Support Process

Email is available at any time via our website and replies will be received within 24 hours.

TIP

The important point to remember with email is this is **not for urgent queries**.

QUICK FACT

We have email support teams in the UK and with our outsourced partners. The teams will work together to ensure your emails are actioned as soon as possible.


Email is available through the Contact Us option within the Shipping section of fedex.com. Simply complete our digital contact form by selecting the appropriate scenarios and entering the details of your query.

By leveraging our digital customer contact form, you will receive faster responses, less back and forth emails and improved issue resolution. Thus, leading to a seamless customer experience and higher levels of customer satisfaction.







Customer Care Enquiry Process


Call FedEx Customer Care and confirm your account number.




Chat with FedEx via [fedex.com](https://www.fedex.com)




Use natural sentences with our virtual assistants, explaining the issue as you would while interacting with a live agent. If the virtual assistant can't assist, they'll transfer you to someone in our team.



After you're transferred to a live agent, if your query is still not resolved, a case will be created, and you will be provided with a reference.




For general shipment enquiries you will be contacted within 4 hours.



For online shipping enquiries you will be contacted within 4 hours.



For supplies-related enquiries you will be contacted within 4 hours.



For enquiries in relation to invoices, it can be up to 10 working days.



I need FedEx Customer Care Support...



There is a problem with my shipment

The method of contact depends on the urgency:

- **Non-urgent queries – Email**
You can email for an update, and *we'll reply within 24 hours.*
- **More complex and you need a human response – Chat & Phone**
For an instant response, chat or speak with our virtual assistant, which can hand you off to one of our experienced agents for a human touch.

Remember to use normal, natural sentences so your query can be identified, and you will be handed off to one of our experienced agents when required.

Further Investigation and action - If it is established further action or investigation is needed to resolve your query, a case will be created and handed off to our case management team. *They will be back in contact within 2 hours.*



I can't order packaging supplies online

We have a team of specialised agents trained on all your packaging needs.

If you're unable to order online, our team can help place your order and answer any of your queries.

- Email for your support and *you will receive a reply within 24 hours.*
- Contact us through Chat and *one of the Supplies team will be in contact within 2 hours.*
- Call us and you will be **transferred directly to a member of the team.**



I have an issue with my invoice

With FedEx® Billing Online, you can dispute an invoice or shipment. Once you've sent a request, *we aim to get back to you within three to five business days.*

To dispute your invoice, you can also contact [Customer Care](#).

Our agents will provide guidance on the invoice charges and can re-send an invoice if required.

For more complex queries where further investigation is required, a case is created for the invoice team. *It can take up to 10 days for an update in these scenarios.*



My shipment is held due to Dangerous Goods

We have a team of IATA and ADR trained experts to ensure any DG shipments issues are resolved in a timely and safe way.

If you need support with a held Dangerous Goods shipment, give us a call, state the query, and our *virtual assistant will understand and hand you over directly to the team.*

Most of the time it will be our *DG team contacting you to advise a shipment is held and what action is needed to release it.*



I need help with online shipping

- **Non-urgent – Email**
You can expect *a reply from an Online Shipping Tools expert within 24 hours.*
- **More complex and you need a human response – Chat**
With these queries our virtual assistant will hand your chat to one of our chat agents in mainland Europe. If the issue is complex a case will be created and passed to our Online Shipping Tools team. *You will be contacted within 2 hours by an expert from the team.*
- **Urgent tracking queries – Phone**
Remember to speak in normal sentences and our *virtual assistant will hand your call directly to an expert in our Online Shipping Tools team.*



My shipment is stuck in customs clearance

FedEx support with the customs clearance process of your shipment and will be in touch if further information is required.

If you do feel that you need additional support, you can contact us over the phone, just state your query naturally and if the *virtual assistant can't assist then you will be handed over to the team.*



Any questions?

Get in contact:

Website [fedex.com](https://www.fedex.com)

Phone 03456 07 08 09

Email uk@fedex.com

