FedEx® Express

Welcome!
Get ready to take your business to the future.

Get ready to take your business to the future.

Together we can take your business to the next level using our services and logistics solutions.

It will be a pleasure to be able to deliver your products to the hands of your current customers as well as to new markets that connect you to what's next.

In order to offer you a better service in an easier and simpler way, it is important that you know some of our processes and relevant contacts that will make your FedEx experience outstanding.
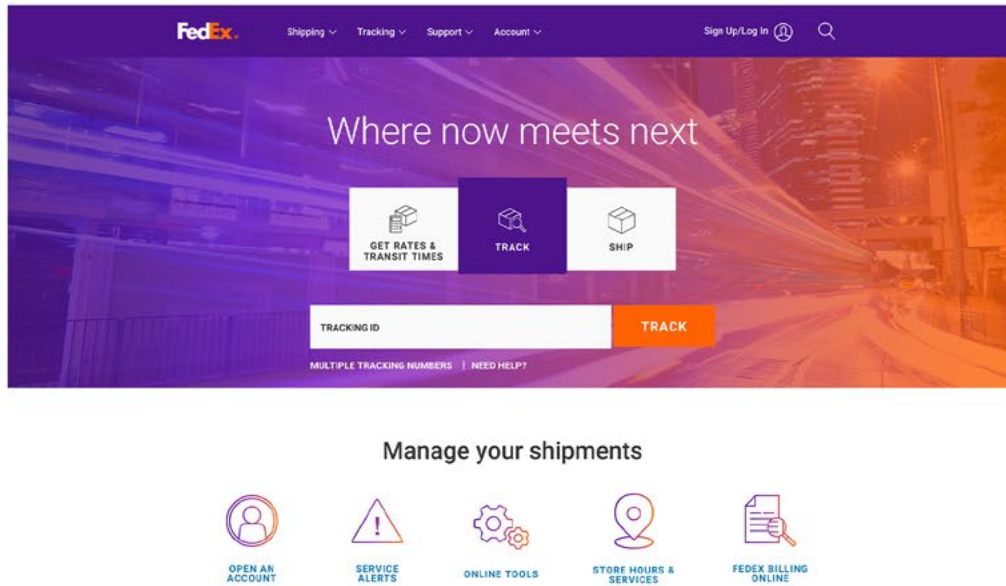
FedEx account number

Your account number is active and available to use when you need it. It gives you access to our services, both international and domestic (where applicable). We recommend NOT sharing your account number with anyone outside of your company.
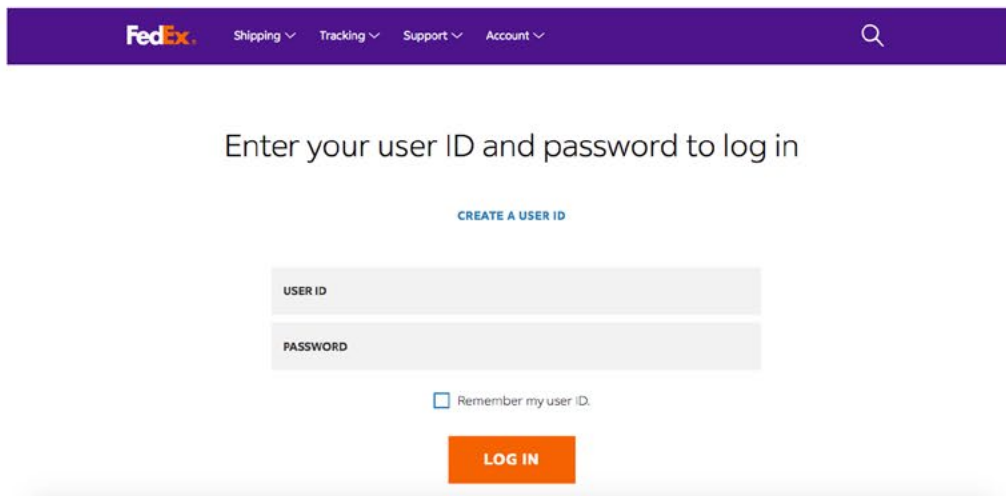
Your account number is:

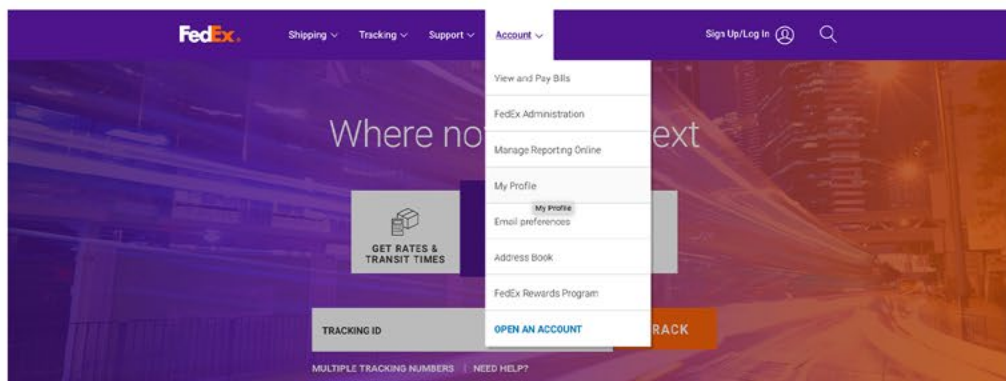# Guide to enable the security options of your FedEx Account

1. Go to fedex.com

2. Log in

3. Click on Account menu and select *My Profile*

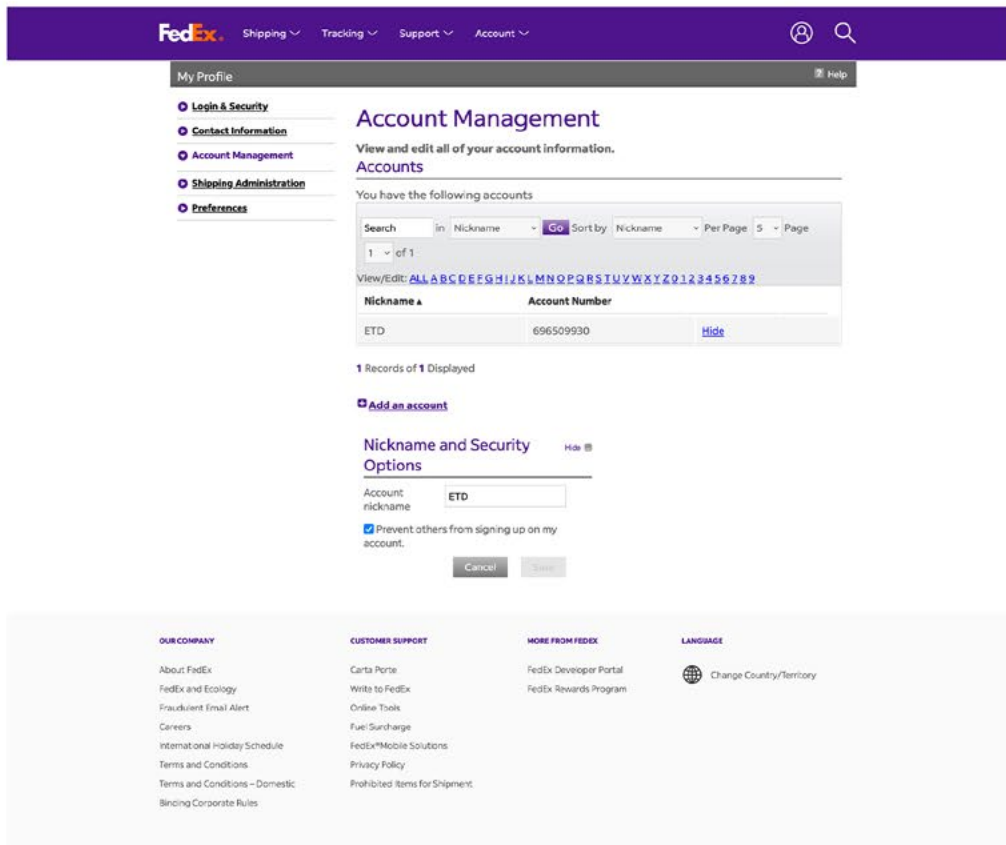# Guide to enable the security options of your FedEx Account

4. Click on **Account Management**
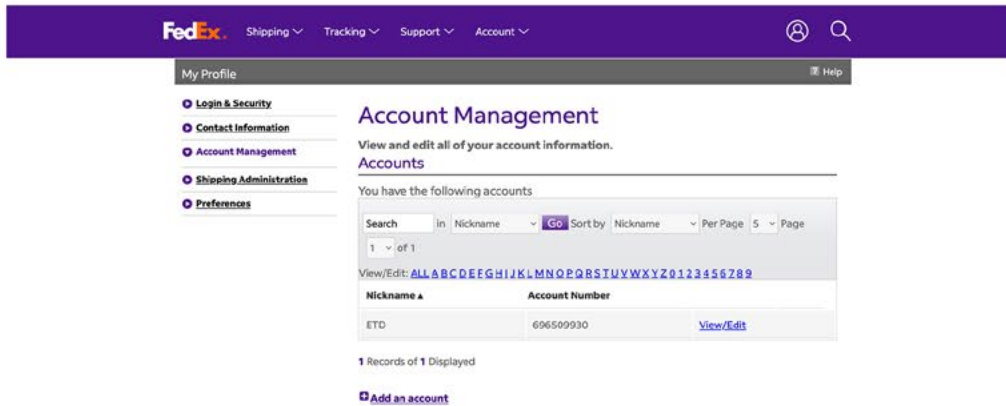
5. When viewing the account, click on **view / edit** to activate the next section

Select a name to identify your account and click on the option **to prevent others from registering with your account**. When the option is enabled, the **save** button will be activated.

To **finish**, just click on it.

Contact form

Our relationship with you is very important and we would like your opinion to know how we are doing.
Please take a few minutes to send us your questions, comments or suggestions, and we will respond to you shortly.

Country:

Name:

Last name:

E-mail:

Phone number:

Postal code:

Type of message:

Comment/Suggestion ○   Question ○   Compliment ○

Concern ○   Promotion ○

Subject:

Related to a shipment ○   Billing ○   Customer service ○   Concern ○   Products and services ○

Website / Automatic tools ○   FedEx Employee ○   Sales / Marketing ○   Job ○   Other ○

Tracking Number:

Your message:

You can share this information when contacting Customer Service.

Do you have questions about your package and want to talk to someone?

Our team will be able to advise you with any questions you have regarding the necessary documentation
to make shipments, quotes, transit times, tracking, request for pickups, clarification of invoices, etc.

Contact Fedex by phone or online:

Country	Call center	Customer Service
Anguilla	264.497.2719	https://www.fedex.com/en-ai/customer-support.html
Antigua	268.462.4858	https://www.fedex.com/en-ag/customer-support.html
Argentina	0.810.DE.FEDEX	https://www.fedex.com/es-ar/customer-support.html
Aruba	297.290.9039	https://www.fedex.com/en-aw/customer-support.html
Bahamas	242.677.1950 (Nassau) 242.352.3402 (Freeport)	https://www.fedex.com/en-aw/customer-support.html
Barbados	1.800.GO.FEDEX	https://www.fedex.com/en-bb/customer-support.html
Belize	501.223.1577	https://www.fedex.com/en-bz/customer-support.html
Bermuda	268.460.0210	https://www.fedex.com/en-bm/customer-support.html
Bolivia	591.2.212.0000 (La Paz) 591.3.311.6211 (Santa Cruz) 591.4.412.4043 (Cochabamba)	https://www.fedex.com/es-bo/customer-support.html
Bonaire	5999.737.3000	https://www.fedex.com/en-bq/customer-support.html
Britain Virgin Islands	284-345-2297	https://www.fedex.com/en-vg/customer-support.html
Cayman	1.800.GO.FEDEX	https://www.fedex.com/en-ky/customer-support.html
Chile	800.36.3030	https://www.fedex.com/es-cl/customer-support.html
Colombia	01.8000.110.3396 01.291.01.00 (Bogota)	https://www.fedex.com/es-co/customer-support.html
Costa Rica	1.800.GO.FEDEX	https://www.fedex.com/es-cr/customer-support.html
Curacao	5999.737.3000	https://www.fedex.com/en-cw/customer-support.html
Dominica	767.448.0992	https://www.fedex.com/en-dm/customer-support.html
Dominican Republic	809.565.3636	https://www.fedex.com/es-do/customer-support.html
El Salvador	503.2250.8800	https://www.fedex.com/es-sv/customer-support.html
Ecuador	1.8000.FedEx	https://www.fedex.com/es-ec/customer-support.html
French Guyana	594.37.93.96	https://www.fedex.com/en-gf/customer-support.html
Grenada	473.440.2206	https://www.fedex.com/en-gd/customer-support.html
Guadeloupe	590.590. 26.85.40	https://www.fedex.com/en-gp/customer-support.html
Guatemala	1.801.00.FedEx	https://www.fedex.com/es-gt/customer-support.html
Guyana	592.227.6976	https://www.fedex.com/en-gy/customer-support.html
Haiti	509.3702.2348	https://www.fedex.com/en-ht/customer-support.html
Honduras	504.2221.2010	https://www.fedex.com/en-ht/customer-support.html
Jamaica	1.800.GO.FEDEX	https://www.fedex.com/en-jm/customer-support.html
Martinique	596.42.41.00	https://www.fedex.com/en-mq/customer-support.html
Montserrat	664.491.2714	https://www.fedex.com/en-ms/customer-support.html
Nicaragua	505.2264.8500	https://www.fedex.com/es-ni/customer-support.html
Panama	800.11.22	https://www.fedex.com/es-pa/customer-support.html
Paraguay	595.21.616.6100	https://www.fedex.com/es-py/customer-support.html
Peru	511.680.6120	https://www.fedex.com/es-pe/customer-support.html
Puerto Rico	1.800.GO.FEDEX	https://www.fedex.com/es-pr/customer-support.html
Sint Maarten	721 544 2810	https://www.fedex.com/en-mf/customer-support.html
St Kitts And Nevis	869.465.130 (St Kitts) 869.469.5351 (Nevis)	https://www.fedex.com/en-kn/customer-support.html
St Lucia	758.452.1320	https://www.fedex.com/en-lc/customer-support.html
St Vincent	784.456.1649	https://www.fedex.com/en-vc/customer-support.html
St. Martin	721.544.2810	https://www.fedex.com/en-mf/customer-support.html
Suriname	597.49429	https://www.fedex.com/en-sr/customer-support.html
Trinidad And Tobago	1.800.GO.FEDEX	https://www.fedex.com/en-tt/customer-support.html
Turks And Caicos	649.946.4682 (Providenciales) 649.946.2542 (Grand Turk)	https://www.fedex.com/en-tc/customer-support.html
Uruguay	000.405.4580	https://www.fedex.com/es-uy/customer-support.html
Us Virgin Islands	1.800.GO.FEDEX	https://www.fedex.com/en-vg/customer-support.html
Venezuela	https://www.fedex.com/es-ve/customer-support.html	https://www.fedex.com/es-ve/customer-support.html

Prepare your shipments

Step 1

Pack your shipment using FedEx provided material or your own. Packing it correctly provides easy handling and ensures it arrives at its destination safely. Don't forget to weigh the package as well as its dimensional weight.

Step 2

Prepare your shipping label using one of our online shipping tools.

Step 3

Schedule a pickup service through our portal.

You can also deliver it or pick up at a FedEx® Ship Center.

Find your country's website:

Country	Website
Anguilla	fedex.com/en-ai
Antigua	fedex.com/en-ag
Argentina	fedex.com/es-ar
Aruba	fedex.com/en-aw
Bahamas	fedex.com/en-bs
Barbados	fedex.com/en-bb
Belize	fedex.com/en-bz
Bermuda	fedex.com/en-bm
Bolivia	fedex.com/es-bo
Bonaire	fedex.com/en-bq
Britain Virgin Islands	fedex.com/en-vg
Cayman	fedex.com/en-ky
Chile	fedex.com/es-cl
Colombia	fedex.com/es-co
Costa Rica	fedex.com/es-cr
Curacao	fedex.com/en-cw
Dominica	fedex.com/en-dm
Dominican Republic	fedex.com/es-do
El Salvador	fedex.com/es-sv
Ecuador	fedex.com/es-ec
French Guyana	fedex.com/en-gf
Grenada	fedex.com/en-gd
Guadeloupe	fedex.com/en-gp
Guatemala	fedex.com/es-gt
Guyana	fedex.com/en-gy
Haiti	fedex.com/en-ht
Honduras	fedex.com/es-hn
Jamaica	fedex.com/en-jm
Martinique	fedex.com/en-mq
Montserrat	fedex.com/en-ms
Nicaragua	fedex.com/es-ni
Panama	fedex.com/es-pa
Paraguay	fedex.com/es-py
Peru	fedex.com/es-pe
Puerto Rico	fedex.com/es-pr
Sint Maarten	fedex.com/en-mf
St Kitts And Nevis	fedex.com/en-kn
St Lucia	fedex.com/en-lc
St Vincent	fedex.com/en-vc
St. Martin	fedex.com/en-mf
Suriname	fedex.com/en-sr
Trinidad And Tobago	fedex.com/en-tt
Turks And Caicos	fedex.com/en-tc
Uruguay	fedex.com/es-uy
Us Virgin Islands	fedex.com/en-vg
Venezuela	fedex.com/es-ve

To schedule and manage a pick up

1. Go to fedex.com and log in. Pull down the menu under your profile and go to the "Schedule and Manage Pickups" option.

2. Fill in the blank fields and schedule your pickup.

If you have any questions, please contact **Customer Service.** Check the numbers and contact sites in the previous pages.
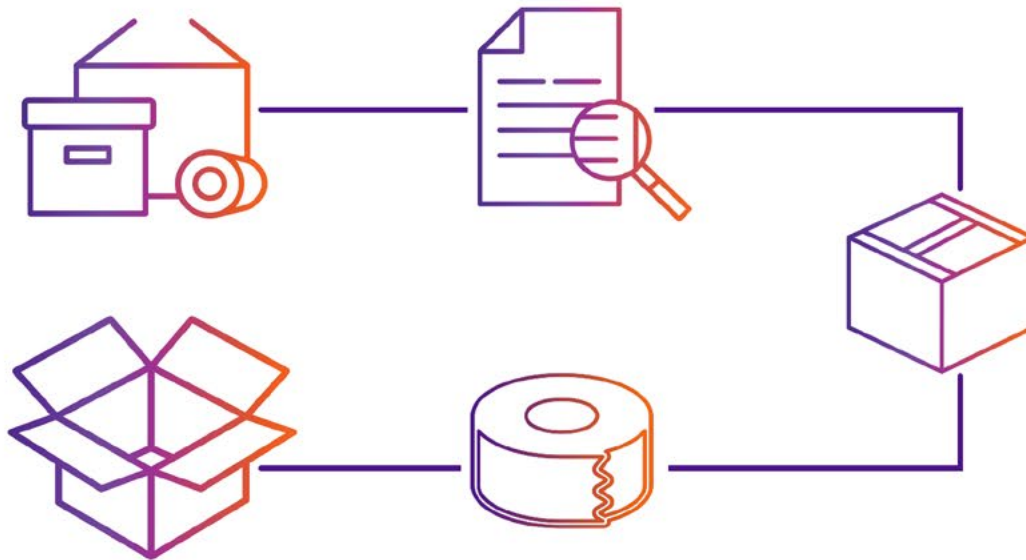
It is essential that you have **your FedEx account number handy**.

Click **here** to find your closest FedEx Ship Center.

Cut-off times may vary based on the postal code where the shipment is located.

Shipping supplies

To order shipping supplies, please contact **Customer Service.**

FedEx® Billing Online

A free, fast, and easy way to manage your invoicing and payment needs online. Sign up today to go paperless and reduce your carbon footprint.

Benefits:

• View and manage your invoices and shipment details online

• Download your invoices as PDF files

• Download invoice details in a XML, XLS or CSV data file

• Manage several accounts under a single user ID

• Pay invoices online using credit cards (not available in every country)

• Manage payment preferences via Automatic Payments (must be able to pay with a credit card)

• Easily dispute invoices online. You will receive an immediate on-screen response for eligible submissions for individual airway bills.

Register now to experience the easiest way to manage your FedEx invoices.

Payment term and suspension notice

Timely payment of the contracted services is very important, once you receive your invoice you have a certain term to make the payment, which is detailed in your contract.

In case that your account has overdue debts, you will receive notifications automatically, with a reminder to avoid account suspension.

Don't have time to log in? That's okay. You can use our Payment Portal to pay your FedEx Express invoice without logging in.

What is Payment Portal?

Payment Portal is a secure online application that allows you to pay your FedEx Express invoices using a credit card.

Complaints policy

Submit your claim

At FedEx, we do everything we can to make sure your shipments reach their destination without delay and in good condition.
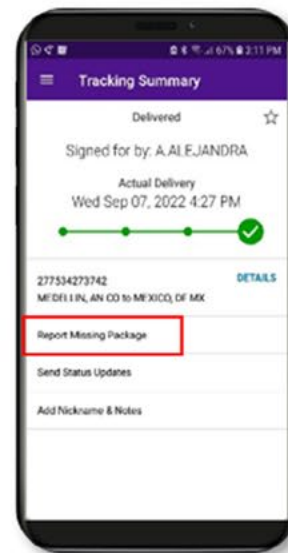
In the unlikely event that you want to make a claim, please contact Customer Service.

You can also create cases online within the tracking applications in fedex.com and our mobile app using the Digital Self-Service capabilities.

Fedex.com
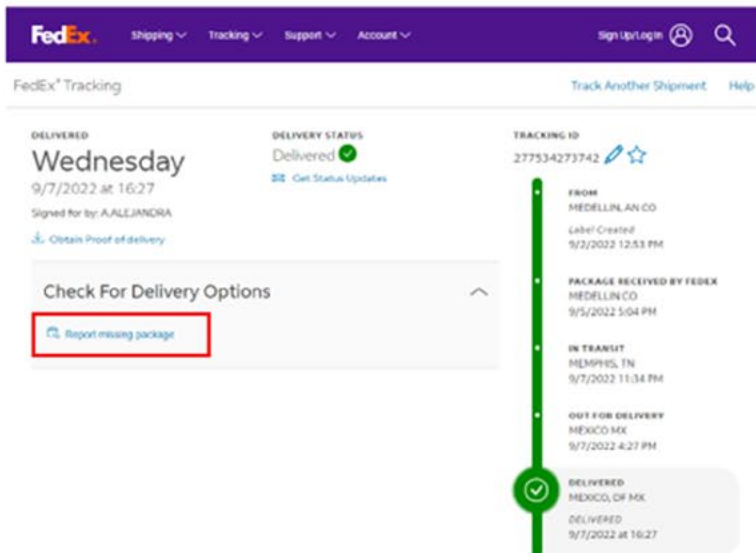
FedEx Mobile App

Online tools

Online tools

Choose FedEx to deliver your time-sensitive, important shipments to and from over 220 countries and territories world-wide. Import or export, express or less urgent, small packages or heavyweight, FedEx has the service you need.

Shipping tools

FedEx Ship Manager™ Lite

It's a simple tool that makes shipping quick and easy. For basic one-piece shipments, FedEx Ship Manager™ Lite is the fastest way to create a shipping label with or without a FedEx account.

FedEx Ship Manager™ at fedex.com

Gain efficiencies for your small or medium-sized business with FedEx Ship Manager™ at fedex.com — our automated, online solution for shipping packages and freight: https://www.fedex.com/shiponline

FedEx Ship Manager® Software

It's an enhanced solution for high volume shippers. Benefit from accelerated shipping transactions, and reliability. If you require integration with your business systems, FedEx Integrated Shipping solutions are right for you.

Integrated shipping solutions

FedEx® Compatible:

Technology is the key to working smarter, not harder. FedEx® Compatible certified technology solutions make shipping simpler than ever before, from integrating your systems to automating your entire shipping process and even managing shipments from your mobile device.

FedEx Developer Portal:

The FedEx Developer Portal offers you everything you need to integrate shipping functionality into your website or application, and create the best possible experience for you, your developers, and, most of all, your customers.

Online tools

FedEx Web Services

No matter your business type or size, our portfolio of web integration solutions lets you easily offer dynamic shipping-related services directly from your website and internal business applications. Streamline your workload and improve your business process with minimal time and investment. Simply plug in one of our web integration solutions and connect with the power of FedEx.

FedEx Ship Manager® Server

A free tool for high-volume shippers, FedEx Ship Manager® Server lets you fully integrate FedEx services into your existing IT system and shipping process, so you can streamline your supply chain and relevant data with ease. You can run FedEx Ship Manager® Server on a local client or integrate the application with your current shipping operations, bringing the power of FedEx services to your shipping station for local and worldwide deliveries.

Account preferences

View and make changes to your FedEx profile. Access all invoices, payment set up information, and keep your email preferences up to date.

Invoices & Payment

- Receive & Manage Invoices
- Review & Pay
- Setup and/or change automatic payments
- Dispute invoices online

Email Preferences

- Edit your email address
- Update your subscription preferences

Address Book

- Create new contacts
- Edit addresses for senders, recipients or both

Customs tools

FedEx® Global Trade Manager

An online solution at fedex.com that helps streamline international shipping document preparation and management (available in English only).

FedEx® Document Preparation Center Manager

Complete, save and manage customs documents (available in English only).

FedEx® Electronic Trade Documents

Automates the flow of your trade documents and reduces the need for manual documentation, helping you save time and money and reduce your carbon footprint.

Tracking tools

By Tracking Number/Reference/Door Tag

Need the status of your shipment or a proof of delivery? Enter your tracking number or reference number or door tag.

FedEx® Tracking

Get visibility and details on the status of your shipments - all in a fully customized format with FedEx Tracking.

FedEx Mobile App

Download the FedEx Mobile app to track and manage your packages, create shipments, get real-time alerts on deliveries and more. All from your phone.

For more information or questions about our automation tools, contact our Customer Service Center.
Contact Fedex by phone or online, check the contact information on previous pages.

Recommendations
for packing

Recommendations for packing

1 Avoid using plastic or shallow bags as primary packaging to reduce the risk of damage to the draw equipment at our facilities.

2 If you use a recycled box, it must not be damaged, torn, wet, crushed, or contain previous shipping labels.

3 The barcode on the guide should not be scratched with a pen or marker. Use the pouch or kangaroo to keep your guide in good condition.

4 Avoid the merchandise sticking out of the main packaging.

5 Avoid using kraft paper tape, cellophane, insulation, thread or rope to seal the box, the recommended tape is the minimum 5 cm wide plastic tape.

6 Avoid using loose strap. If you use strap (except metal) or shallow, it must be adjusted to the box.

7 Thermal labels should always go above the shallow end so that they can be read by the scanner.

8 Use extra interior protection for computers and electronics, such as printers and monitors.

In our FedEx® Ship Centers we have a variety of packaging according to your shipping needs.

Packing material

Packing material

Domestic Shipping (free of charge)

We offer you the following packaging materials for shipments*, free of charge.

FedEx® Envelope

It can hold up to 60 unfolded pages of standard A4-size paper. The total weight (including content, documentation and envelope) must not exceed 500 grams.

We also have a wide variety of packaging and protective material for your shipping needs that you can purchase at any of our FedEx® Shipping Centers.

* The form of payment for your packaging is made directly at our FedEx Shipping Centers, by credit card, debit card or cash. Payments with charges to FedEx Account are not accepted.

Packing material

For International shipments (free of charge)

Packing for standard and legal-size documents. It can hold up to 60 unfolded pages of standard A4-size paper.

The total weight (including content, documentation and envelope) must not exceed 500 grams.

FedEx® Padded Pak

PPadded water-resistant pak with bubble interior. Ideal for storage devices such as USB, documents, photos.

The total weight (including content, documentation and the envelope) must not exceed 500 grams.

FedEx® Small Box

Ready-to-assemble box designed to accommodate a single reel of magnetic tape, small documents,

catalogs, file folders, video tapes, and CDs.

Inside dimensions: 12.25" x 10.9" x 1.5" (31.12 cm x 27.69 cm x 3.81 cm). Weight limit: 9 kg

FedEx® Medium Box

Self-sealing box designed for folders, books or large documents. Weight limit: 9 kg.

FedEx® Large Box

Self-sealing box designed for large volumes of paper, computer printed documents, machine parts, etc.

Weight limit: 13 kg.

FedEx® Tube

Self-sealing tube ideal for sending drawings, plans, photographs, fabric samples and any other article that

is better to send rolled instead of folded. Weight limit: 9 kg.

For more information on packaging visit **fedex.com**

Calculate the weight and dimensions of your shipment

Calculate the weight and dimensions of your shipment

Calculate the contour of your shipment

The formula for determining the contour of your package is simple.

This is what you should do:

The contour is (2 x width) x (2 x height)

Height

Width

Length

25kg Box

1 Measure the length, height and width of the package.

The length is the longest side of the package

and the maximum allowed is 274 cm (108 inches).

2 The outline is equal to the length +2 times the width

+ 2 times the height.

3 Measure the length, width and height of your package

in centimeters.

25kg Box

HEIGHT

WIDTH

LENGTH

1 Measure the length, width and height of your package

in centimeters.

2 Multiply the measurements and divide the result by 5,000

to get the dimensional weight in kilograms.

You will need to round the fractions to the next whole number.

3 If the dimensional weight is greater than the actual weight

of the package, use the dimensional weight to calculate your rate.

$$\text{DIMENSIONAL WEIGHT FACTOR} = \frac{\text{LENGTH X WIDTH X HEIGHT}}{5000} = \text{KILOGRAMS}$$

FedEx as an air cargo company, adopts the dimensional factor established by the IATA (International Air Transport Association, for its acronym in English). The length is defined as the longest side of the object or package.