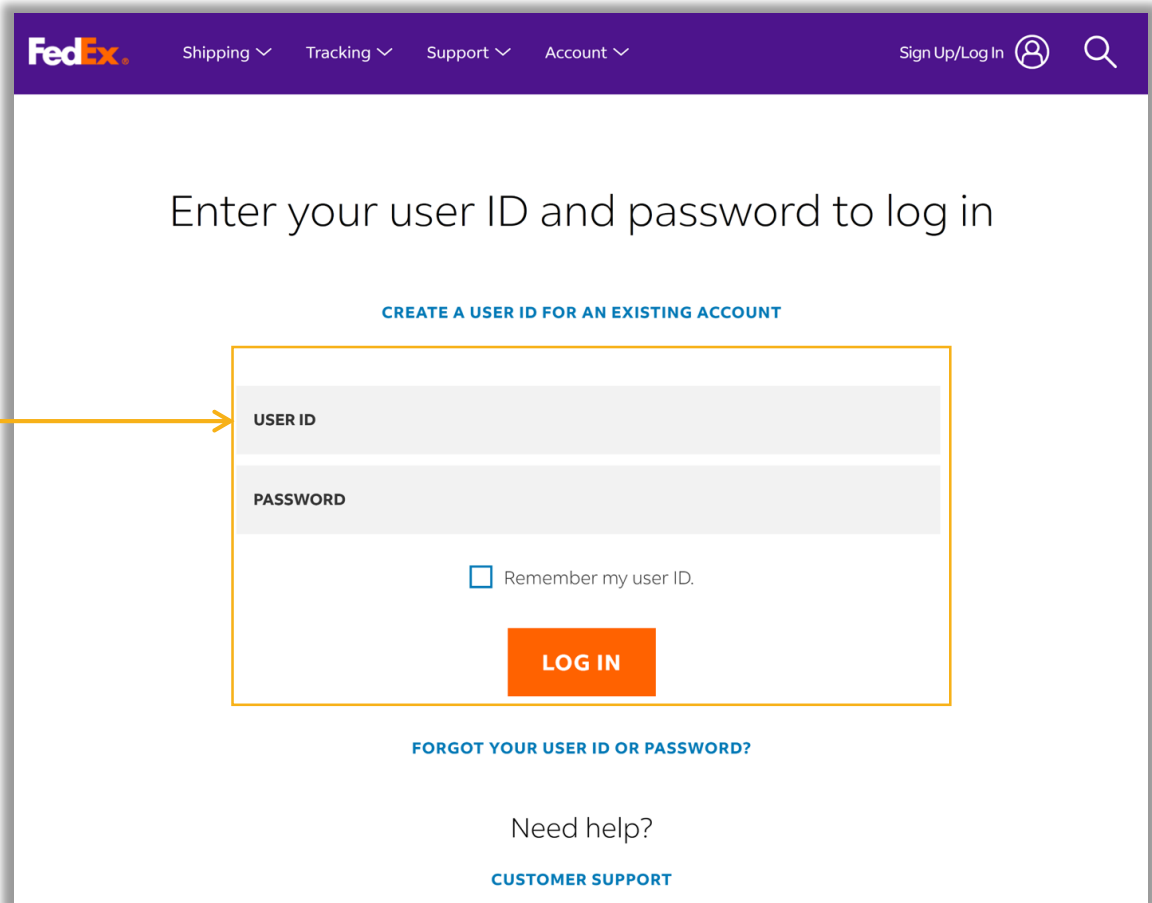


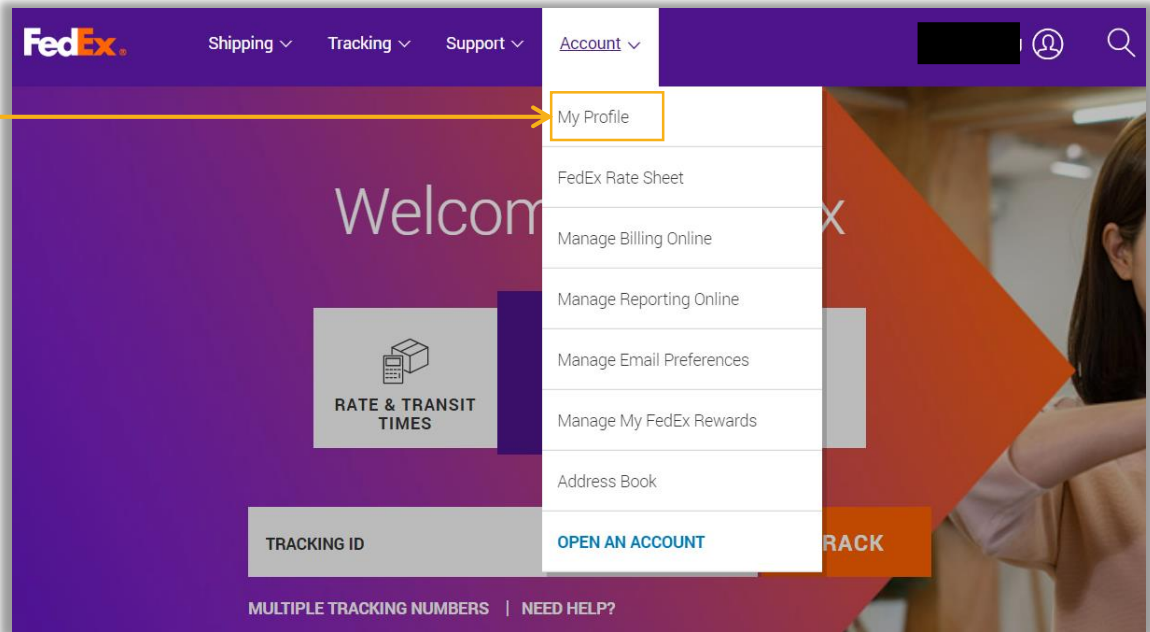
Q1: How can I connect my fedex.com login with my FedEx account?

Step 1 – Login to fedex.com



Q1: How can I connect my fedex.com login with my FedEx account?

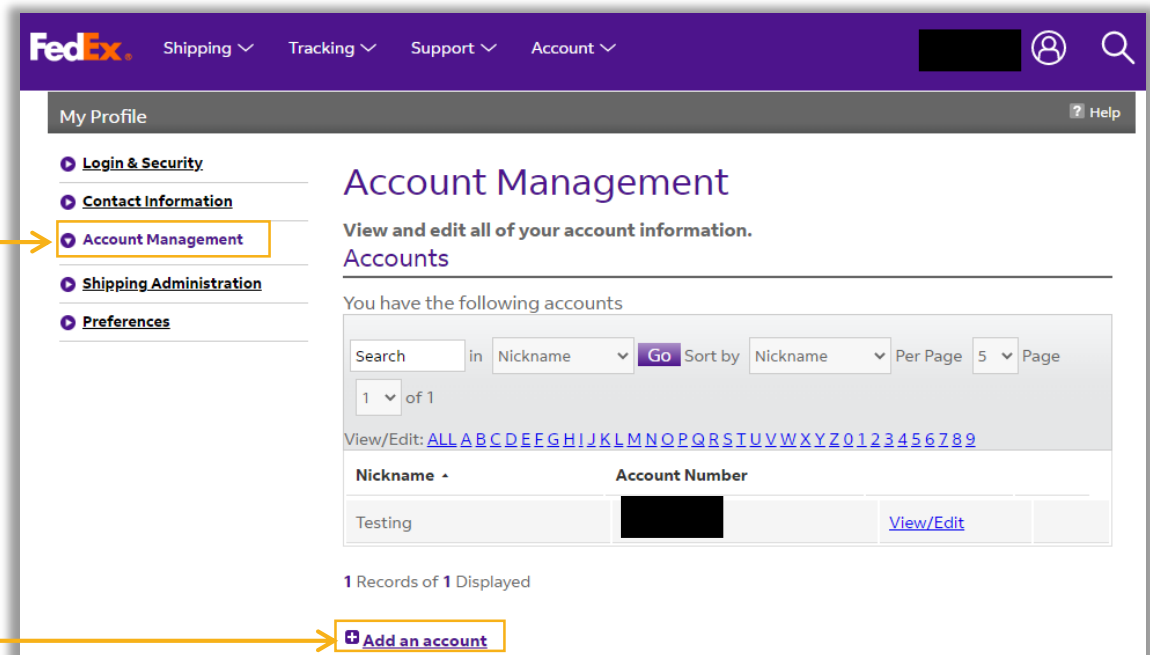
Step 2 – Click on “My Profile” under Account Tab



► STEP 2

Click on Account Tab
→ Click on My Profile

Step 3 – Click “Add an account” under Account Management



► STEP 3A

Click Account Management

► STEP 3B

Click Add an account

Q1: How can I connect my fedex.com login with my FedEx account?

Step 4 –Select the FedEx Account

Q2: I received an email to view my account based rate sheet via FedEx Rate Sheet tool but I do not have access to the tool. How do I get access?

Firstly, you must have a fedex.com login credential (user ID and password) to access the FedEx Rate Sheets. If you don't have fedex.com user ID, please go to the fedex.com home page.

Click on "Sign Up/Log In". When the question "Don't have a fedex.com User ID?" appears, you need to select "I Already have a FedEx Account". You must provide the information requested to finalize the registration.

Please refer to [FedEx Rate Sheet Tool FAQ to create FCL and link to account \(Page 1 to 3\)](#) for detailed steps.

Q3: I have submitted access request for my FedEx account. However, I haven't received any update. How do I get access?

Please contact your account administrator. If you don't know who your account administrator is, please contact our technical helpdesk teams for support and assistance. The country/territory covered under APAC and MEISA sub-regions have been listed in the notes below:

APAC : fdxhelpdesk@fedex.com

MEISA : meisatechsupport@fedex.com

Notes

Country/Territory in APAC Market: Australia, China, Guam, Indonesia, Hong Kong SAR, Japan, South Korea, Macau SAR, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, Vietnam

Country/Territory in MEISA Market: Bahrain, Botswana, Egypt, India, Kenya, Kuwait, Malawi, Mozambique, Namibia, Oman, Saudi Arabia, South Africa, Swaziland, United Arab Emirates, Zambia

Q4: Can I reclaim the admin right for the account since the administrator has already left the company?

Yes. You can contact our technical helpdesks for support and assistance. The country/territory covered under APAC and MEISA sub-regions have been listed in the notes below:

APAC : fdxhelpdesk@fedex.com

MEISA : meisatechsupport@fedex.com

Q5: How can I delegate access rights to other users and download Rate Sheets via FedEx Rate Sheet Tools ?

You can leverage the FedEx Administration application to provide additional users the privilege to view and download rate sheets on fedex.com for your shipping account.

Please refer to [FedEx Rate Sheet Tool user guide \(Page 11-22\)](#) for detailed step on how to grant new users access to FedEx Rate Sheet Tool.

Q6: I have received an email about being invited to access FedEx Ship Manager at fedex.com by creating a new fedex.com login. Can I use my existing fedex.com login account to proceed?

No. Since your existing fedex.com login is already setup with list of access right, you must create a new fedex.com login to connect your login to the invited account

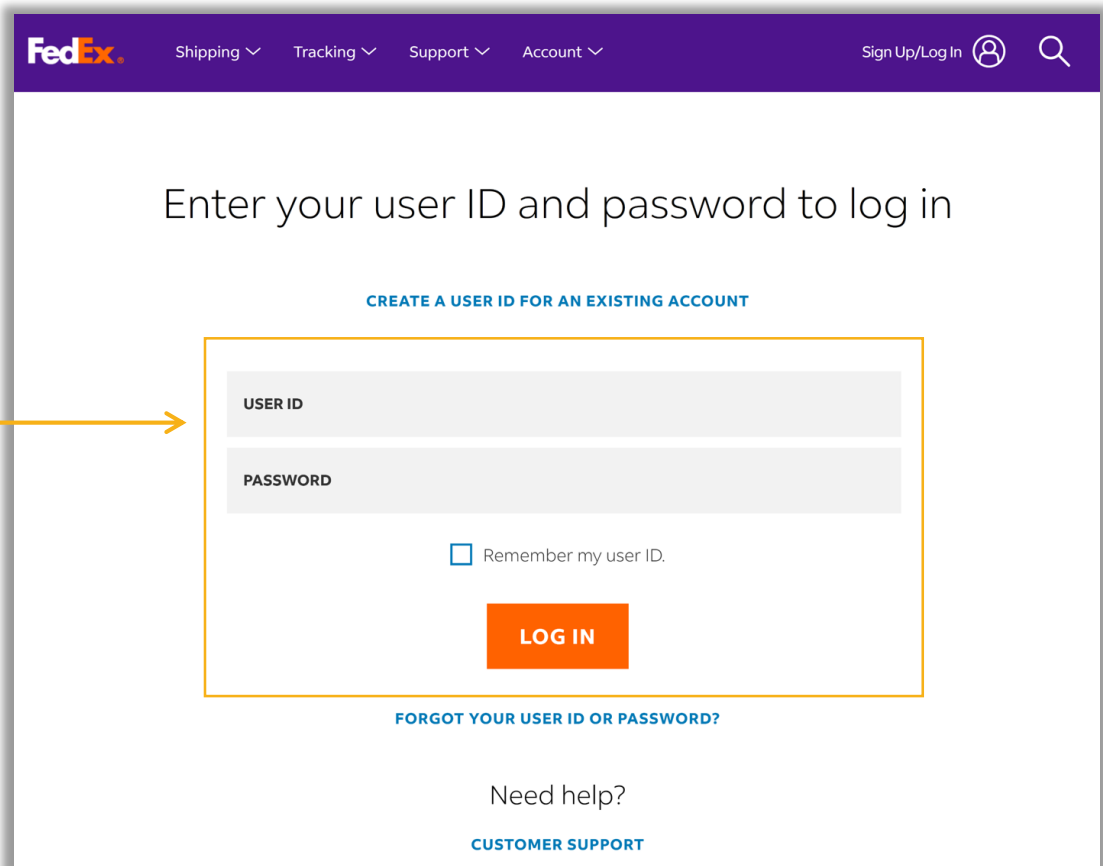
Q7: The rate admin of my FedEx account has left my company. How do I assign a new user the rate admin role for my FedEx account?

Step 1 – Login to fedex.com

Login to fedex.com using the previous rate admin’s credentials (user ID and password). If you don’t have the password, please contact our technical helpdesk teams for support and assistance. The country/territory covered under APAC and MEISA sub-regions have been listed in the notes below:

APAC : fdxhelpdesk@fedex.com

MEISA : meisatechsupport@fedex.com



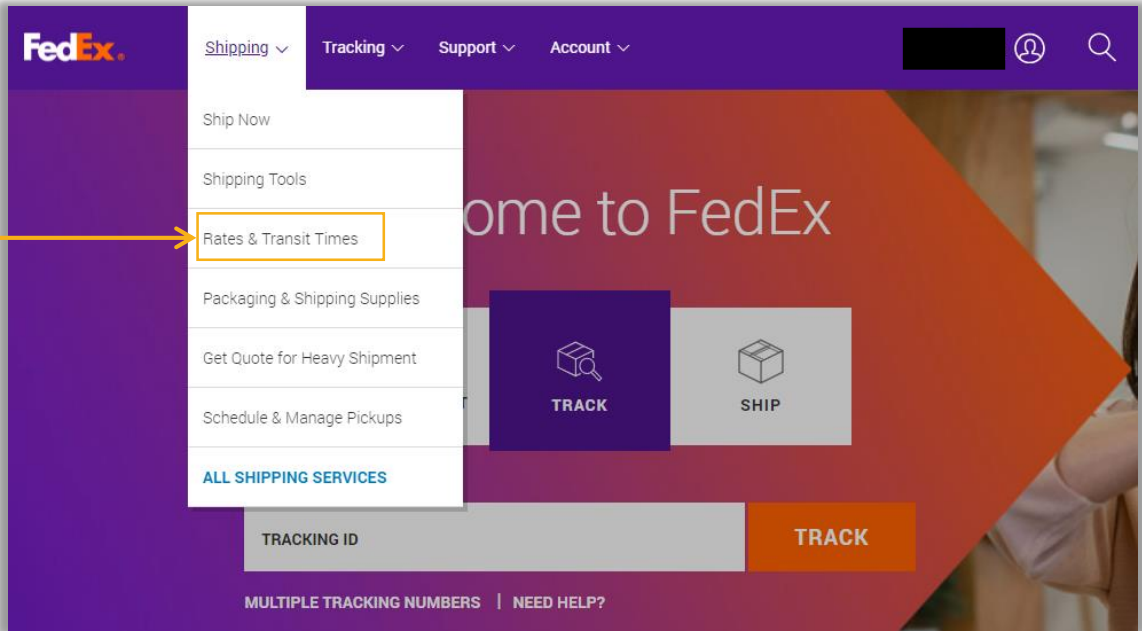
Notes

Country/Territory in APAC Market: Australia, China, Guam, Indonesia, Hong Kong SAR, Japan, South Korea, Macau SAR, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, Vietnam

Country/Territory in MEISA Market: Bahrain, Botswana, Egypt, India, Kenya, Kuwait, Malawi, Mozambique, Namibia, Oman, Saudi Arabia, South Africa, Swaziland, United Arab Emirates, Zambia

Q7: The rate admin of my FedEx account has left my company. How do I assign a new user the rate admin role for my FedEx account?

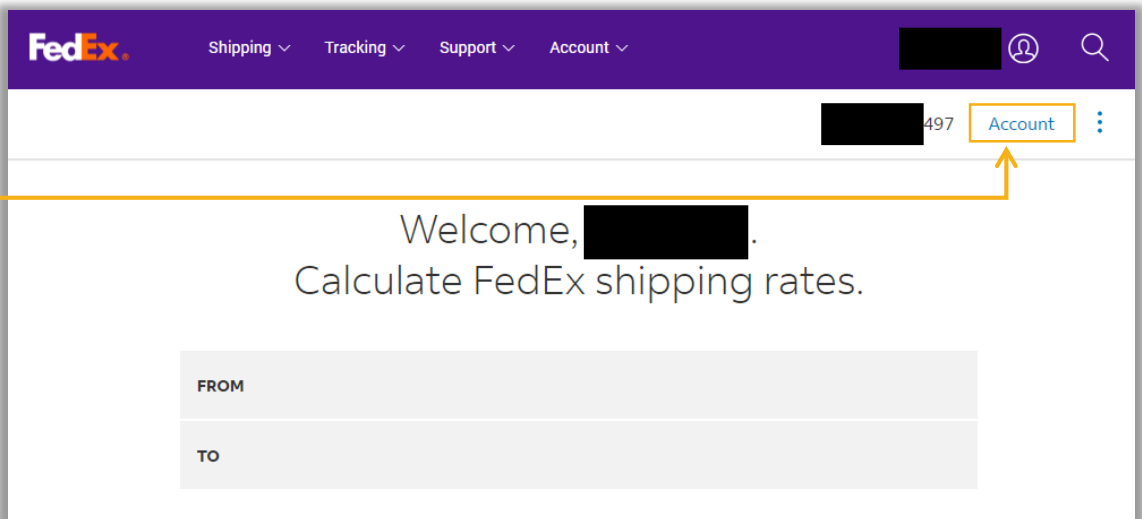
Step 2 – Click on “Rates & Transit Times” under Shipping Tab



► STEP 2

Click on Shipping Tab
→ Click on Rates & Transit Times

Step 3 – Click on “Account”



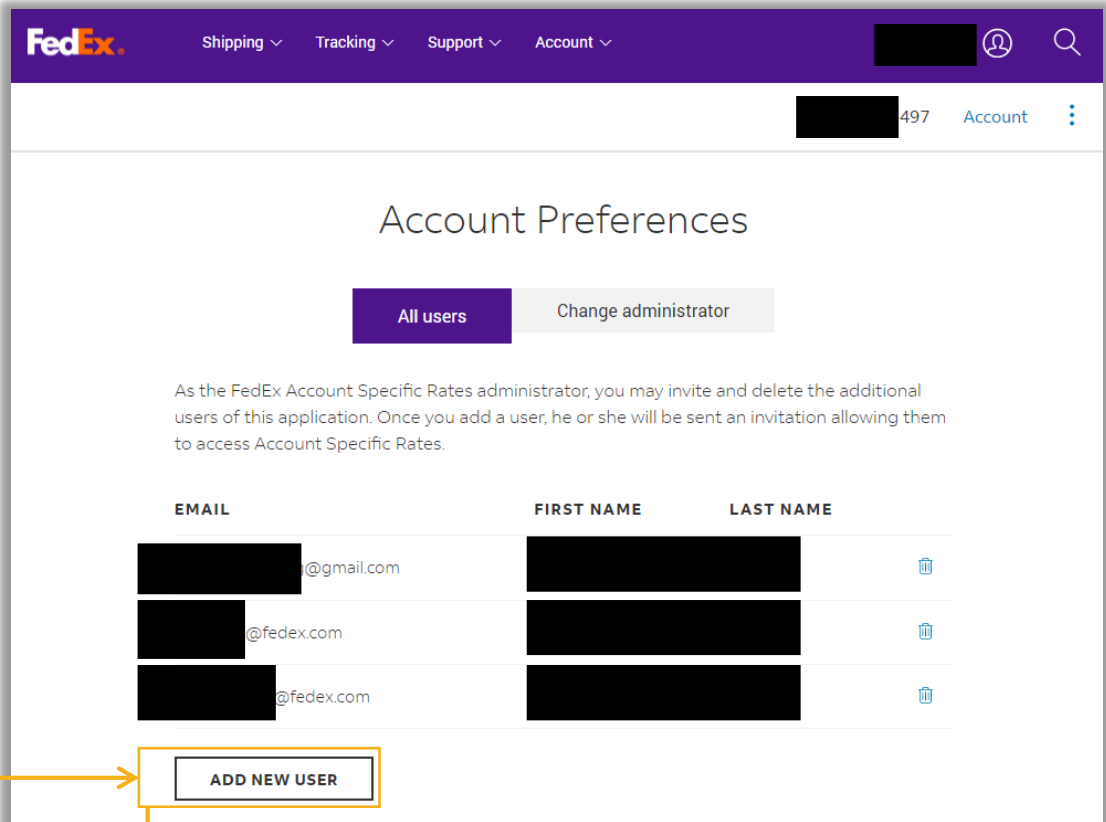
► STEP 3

Click on Account

Q7: The rate admin of my FedEx account has left my company. How do I assign a new user the rate admin role for my FedEx account?

Step 4 – Click on “Add New User” and enter the new users’ name and email address

If the new administrator is not in the “All users” list, click “Add New User” and enter the new users’ name and email address. New users will then receive an email invite to obtain access to the account specific rates.

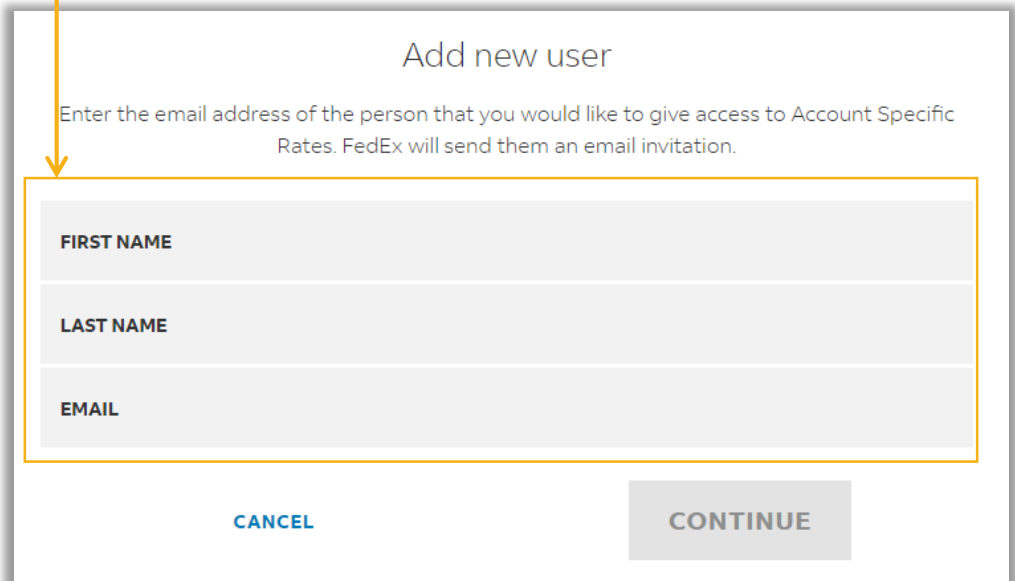


► STEP 4A

Click on Add New User

► STEP 4B

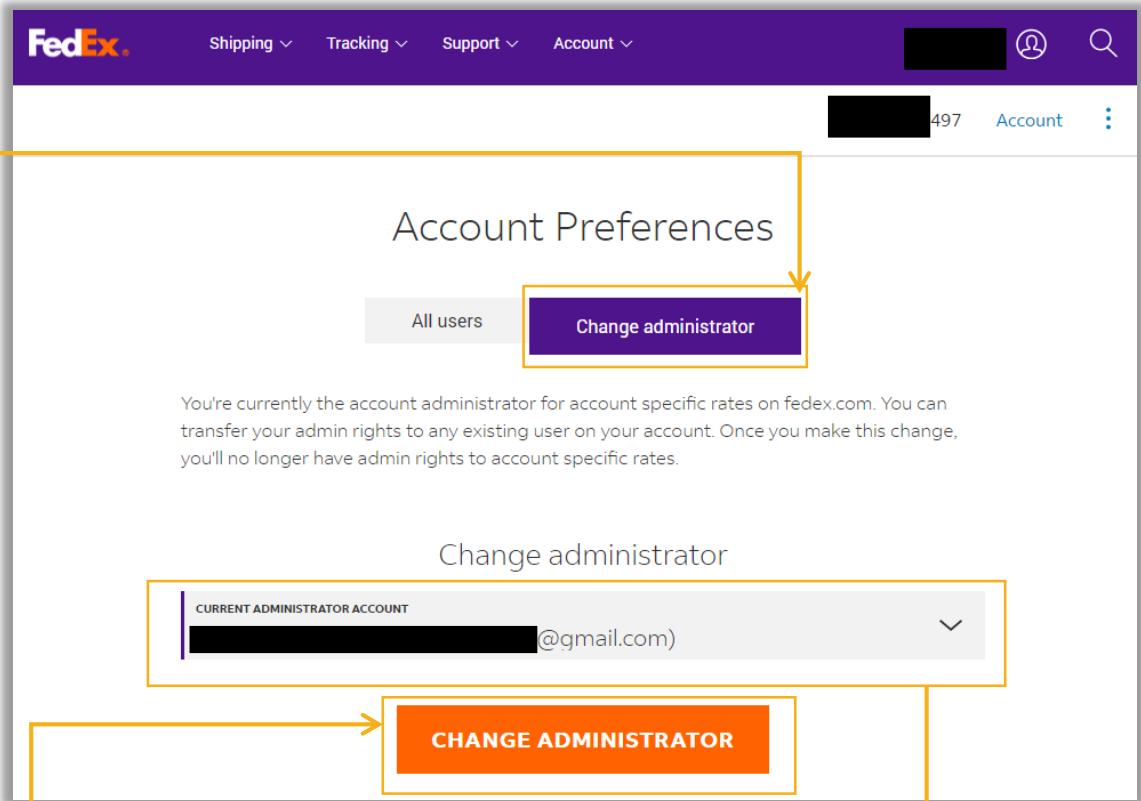
Enter the new users’ name and email address



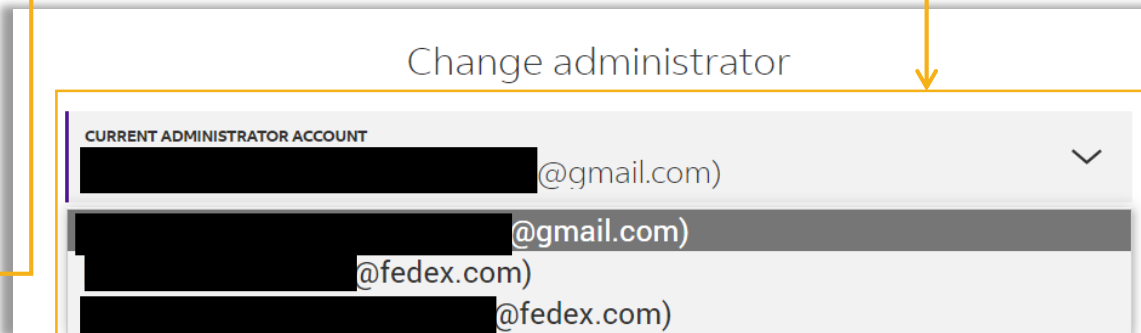
Q7: The rate admin of my FedEx account has left my company. How do I assign a new user the rate admin role for my FedEx account?

Step 5 – Click on “Change administrator” and choose the user you want to assign the Rate Admin role under the dropdown list

► **STEP 5A**
Click on Change Administrator



► **STEP 5B**
Choose the user you want to assign the Rate Admin role under the dropdown list



► **STEP 5C**
Click on Change Administrator

Q8: I have already logged into my account. Why do I need to select my local language and currency again?

English language and rate scale currency are pre-selected, local language (if applicable) or other currency is optional to select.

Q9: Why I cannot get the surcharge list together?

Rate sheet provides customer net rates and zone index only. You may download surcharge from fedex.com.

Surcharges, ancillary/other charges, special handling fees, duties and taxes are not included. If you want to consult the standard surcharges, you can click on "Get standard rates". You will be directed to the fedex.com Rates & Surcharges page where you can check the standard surcharges.

Q10: If I click other currency, what is the exchange rate?

It is based on the internal Enterprise Currency Conversion (ECC) system. (Keyword: exchange rate).

If you need further information about this system, please contact our technical helpdesk teams for support and assistance. The country/territory in APAC and MEISA market have been listed in the notes below:

APAC : fdxhelpdesk@fedex.com

MEISA : meisatechsupport@fedex.com

Q11: Are domestic rates included in the tool?

Currently this tool is only for International service for AMEA Market.

Notes

Country/Territory in APAC Market: Australia, China, Guam, Indonesia, Hong Kong SAR, Japan, South Korea, Macau SAR, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, Vietnam

Country/Territory in MEISA Market: Bahrain, Botswana, Egypt, India, Kenya, Kuwait, Malawi, Mozambique, Namibia, Oman, Saudi Arabia, South Africa, Swaziland, United Arab Emirates, Zambia

Q12: For what time period can I download my account based rates in FedEx Rate Sheet tool?

You can download rates at any time. You can download rates as much as 12 months in the past and as much as 45 days in the future. To download 2023 rates, you need to select an effective date of 02/01/2023 or later.

Q13: When my rate download fails, what can I do?

It may be a temporary glitch. For immediate service, you can also reach out to your Sales Representative or Customer Service to provide them with the rates.

Q14: How many users can be registered under one shipping account?

There is no limit on the number of users that can be registered under one account.

Q15: How many users can be granted admin access for rate visibility?

Only 1 user can be granted admin access for rate visibility, but the admin could invite multiple users to view rates as “individual user role”

No limit on number of users invited by the rate administrator (note that all users invited by rate admin will automatically have access to FedEx Rate Sheet Tool)

Q16: Is zoning included in the FedEx Rate Sheets?

When you select services for the rate sheet download, you can tick a box to attach a zone chart to the rate sheet.