



FedEx Authorized ShipCenter® (FASC) Important Contact Quick Reference Guide

FedEx Authorized ShipCenter Program Support:

Call **1.800.496.9310**, opt. 3, or email retailsupport@fedex.com.

Office hours are 8 a.m.–6 p.m. CST Monday–Friday.

Missing a pickup between the hours of 8 a.m. and 6 p.m. CST? Call FASC Program Support within 45 minutes of your missed pickup.

Missing a pickup after hours? Call Customer Service at **1.800.463.3339**.

Have a billing inquiry? Call Revenue Services at **1.800.622.1147**.

Need international shipment help? Call **1.800.463.7408**.

Need answers to an international question immediately that cannot be answered by Customer Service? Call the Regulatory Consulting Group at **1.877.463.7408**, 7 a.m.–7 p.m. CST Monday–Friday.

Need a FedEx® Great Rates Hotline quote? Call **1.877.463.7408**, 7 a.m.–7 p.m. CST Monday–Friday.

Need to file a claim? Submit claims quickly and easily on fedex.com or by mail or fax (forms available on fedex.com).

Need to find prohibited items or limits of liability? Refer to the [FedEx Service Guide](#).

Technical Support

Technical Support for a FedEx automated platform: Call Technical Support at **1.877.339.2774**.

PostalMate by PCSynergy: Call **800.485.6901**, opt. 1, or email support@pcsynergy.com.

Shiprite: Call **315.733.6191** or submit a request at shipritesoftware.com/contact.

Goin' Postal: Call **813.782.1500** or email info@goinpostal.com.

Telecommunications Device for the Deaf (TDD):

Call **1.800.238.4461** or email retailsupport@fedex.com.

Office hours are 7 a.m.–8 p.m. CST Monday–Friday.