How to use this index
To find a term:
• Scroll through the index using the scroll bar.
• Select an alphabetical heading at the top of each page to get to the section you want.
• Use the Find feature (Control+F or Command+F).
Once you find the term you want, click on any link to get to that website section.
See and See also references go to the index sections you want.

A | B | C | D | E | F | G | H | I | K | L | M | N | O | P | R | S | T | U | V | W | Z

A
account management
accounts, opening
add special options
Additional Handling Surcharge
Additional Handling Surcharge — Non-stackable
Address Correction
Adult Signature Required
advance confirmation
FedEx 1Day Freight
FedEx First Overnight Freight
FedEx International Economy Freight
FedEx International Premium
FedEx International Priority Freight
advanced tracking
aerospace
after you ship
air cargo services
fuel surcharges
service details
terms and conditions
air waybills and airbills
FedEx Expanded Service International Air Waybill
FedEx Express Freight US Airbill
FedEx Express Package US Airbill
FedEx IATA (023) Air Waybill
FedEx International Air Waybill
aircraft, chartering
airport-to-airport services
fuel surcharges
service details
terms and conditions
Alaska delivery commitments
Albertsons, FedEx OnSite locations at
ancillary clearance services
apps, FedEx Mobile

B

barcode labels
FedEx Ground, international
FedEx Ground, U.S.
FedEx Home Delivery
bill of lading, FedEx Freight
billable stamps, FedEx Express
billing options
broker select option
bulk shipments. See consolidated shipments: multiple-piece shipments

C

C.O.D. (collect on delivery) options
Canada
international freight
international packages
NAFTA Certificate of Origin
Certificate of Origin
Change of Air Waybill charges
choose a shipping service
claims
clearance entry fees
Cold Shipping Package
Commercial Invoice
confirmation of delivery
proof-of-delivery options
shipment-status tracking options
consolidated shipments. See also multiple-piece shipments
FedEx International DirectDistribution
FedEx International Economy DirectDistribution
FedEx International Premium
FedEx International Priority DirectDistribution
FedEx International Priority DirectDistribution Freight
controlled exports
FedEx International Controlled Export
FedEx International Premium
countries served
dangerous goods
international express freight shipments
international express package shipments
courier pickup charges
creating shipping labels and documentation
customs clearance. See also documentation
  FedEx International Broker Select
  FedEx Trade Networks

damage inspection report
dangerous goods (FedEx Express). See also hazardous materials (FedEx Ground)
declared value charges
declared value shipment form, FedEx Ground
delicate shipments. See FedEx Custom Critical
Delivery Area Surcharge
delivery charges. See also surcharges
delivery commitments
  international freight shipments
  U.S. express package shipments
  U.S. freight shipments
delivery confirmation services
  proof-of-delivery options
  shipment-status tracking options
delivery management
delivery options
delivery reattempts
dimensional weight
Direct Signature Required
direct-distribution services
documentation
  documents for international shipments
  documents for U.S. shipments
  electronic shipping tools
door tags
deliveries
pickups
Drop Boxes, FedEx Express
dropoff locations
duties and taxes

e-commerce solutions
electronic C.O.D. (E.C.O.D.), FedEx Ground
Electronic Data Interchange (EDI), FedEx
Electronic Export Information (EEI)
emergency shipments. See FedEx Custom Critical; FedEx International Next Flight;
  FedEx SameDay; FedEx SameDay City; FedEx SameDay Freight
envelopes, FedEx  
Evening Home Delivery, FedEx  
Export AgentFile, FedEx  
express documentation  
express freight services, international  
express freight services, U.S.  
Express Multiweight, FedEx  
international services  
U.S. services  
express package services, international  
express package services, U.S.  
extended service area delivery or pickup fees  
F  
FedEx 1Day Freight  
FedEx 2Day  
FedEx 2Day A.M.  
FedEx 2Day Freight  
FedEx 3Day Freight  
FedEx 10kg Box and FedEx 25kg Box  
FedEx Aerospace Solutions  
FedEx Appointment Home Delivery  
FedEx Authorized ShipCenter locations  
FedEx Billing Online  
FedEx Charters  
FedEx Collect on Delivery (C.O.D.)  
fedex.com Integration Manager  
FedEx Custom Critical  
international freight  
U.S. freight  
FedEx Date Certain Home Delivery  
FedEx Declared Value Advantage  
FedEx Deep Frozen Shipping Solution  
FedEx Delivery Manager  
FedEx Delivery Signature Options  
FedEx Email Return Label  
FedEx Electronic Data Interchange (EDI)  
FedEx envelopes  
FedEx Evening Home Delivery  
FedEx Expanded Service International Air Waybill  
FedEx Expedited Freight Services  
international freight  
U.S. freight  
FedEx Export AgentFile
FedEx Express
  air waybills (international)
  airbills (U.S.)
  billable stamps
  drop boxes
  fuel surcharges
  holiday schedule
  money-back guarantee
  packaging options
  terms and conditions
FedEx Express Freight US Airbill
FedEx Express Multiweight
  international services
  U.S. services
FedEx Express Package US Airbill
FedEx Express Saver
FedEx Express Terms and Conditions
FedEx ExpressTag
FedEx First Overnight
FedEx First Overnight Freight
FedEx Freight
  bill of lading
  box
  fees and surcharges
  fuel surcharge
  Freight Central
  holiday schedule
  money-back guarantee
  packaging
  service details
  terms and conditions
FedEx Ground
  barcode labels, international
  barcode labels, U.S.
  call tags
  declared value shipment form
  fuel surcharge
  holiday schedule
  money-back guarantee
  packaging
  service details (international)
  service details (U.S.)
  tariff
FedEx Ground Alternate Address Pickup fees
FedEx Ground Call Tag
FedEx Ground C.O.D.
FedEx Ground COLLECT
FedEx Ground Multiweight
  Canada
  U.S.
FedEx Ground Package Returns Program
FedEx Ground Tariff
FedEx Home Delivery
  barcode labels
  convenient delivery options
  holiday schedule
  service details
FedEx IATA (023) Air Waybill
FedEx InSight
FedEx International Air Waybill
FedEx International Airport-to-Airport
  fuel surcharges
  service details
FedEx International Broker Select
FedEx International Controlled Export
  service details
  terms and conditions
FedEx International DirectDistribution
FedEx International Direct Economy Ocean
FedEx International Direct Priority Ocean
FedEx International Economy
  countries served
  service details
FedEx International Economy DirectDistribution
FedEx International Economy Freight
  countries served
  service details
FedEx International Express Freight
  fuel surcharges
  service details
FedEx International First
  countries served
  service details
FedEx International Ground
  documentation requirements
  service details
FedEx International Ground Distribution
FedEx International MailService
FedEx International Next Flight
  countries served
  freight service
  package service
FedEx International Premium
FedEx International Priority
  countries served
  service details
FedEx International Priority DirectDistribution
FedEx International Priority DirectDistribution Freight
FedEx International Priority Freight
  countries served
  service details
FedEx Mobile
  apps
  tracking shipments
  website
FedEx Money-Back Guarantee
FedEx Office
  holiday schedule
  locations
  shipping services
FedEx On Demand Care
FedEx One Rate
FedEx OnSite locations
FedEx Print Return Label
FedEx Priority Alert
FedEx Priority Overnight
FedEx Retail Rates
FedEx Return Manager
FedEx SameDay
FedEx SameDay City
FedEx SameDay City Economy
FedEx SameDay City Priority
FedEx SameDay City Route
FedEx SameDay City Standard
FedEx SameDay City Tariff
FedEx SameDay Freight
FedEx Service Guide
FedEx Ship Center locations
FedEx Ship Manager at fedex.com
  features
  payment options
FedEx Ship Manager Lite
FedEx ShipSite locations
FedEx SmartPost
  holiday schedule
  service details
FedEx Standard Overnight
FedEx Supply Chain
FedEx Thermal Blanket Solution
FedEx Third Party Consignee
FedEx Tracking
FedEx Trade Networks
  customs brokerage
  holiday schedule
  international air freight shipments
  international ocean freight shipments
  tracking shipments
  U.S. freight shipments
FedEx Truckload Brokerage
  international freight shipments
  U.S. freight shipments
FedEx Zone Locator
fees
  abbreviations on the FedEx invoice
  changes in 2018
fees, FedEx Freight
filing claims
freight box
Freight Central
freight shipping services
  international
  U.S.
fuel surcharges
  FedEx Express and FedEx Ground
  FedEx Freight
  IXF and ATA

G

global returns
ground services, international
  documentation requirements
  service details
ground services, U.S. See FedEx Ground
Ground Unauthorized Package Charge
Guarantee, FedEx Money-Back

H

Hawaii delivery commitments
hazardous materials (FedEx Ground). See also dangerous goods (FedEx Express)
healthcare
Healthcare Shared Network
Hold at Location
holiday schedule
how to pack
FedEx Express supplies
LTL freight
packing guides
packing tips
testing and design

I
Indirect Signature Required
industry solutions
inside delivery charges
inside pickup charges
international freight services
international package services
international returns
invoicing, payment and claims

K
Kinko's, FedEx. See FedEx Office
Kroger, FedEx OnSite locations at

L
labels and documentation
learn how to ship dangerous goods and hazardous materials
less-than-truckload (LTL) shipments. See FedEx Freight
locations, shipping

M
MailService, FedEx International
manage deliveries
metro service area delivery or pickup charges
Mexico
    international freight
    international packages
    NAFTA Certificate of Origin
Mobile apps, FedEx
Mobile website, FedEx
Money-Back Guarantee, FedEx
multiple-piece shipments

N
NAFTA Certificate of Origin
next-day deliveries. See FedEx 1Day Freight; FedEx Custom Critical; FedEx First Overnight; FedEx First Overnight Freight;
    FedEx International Next Flight; FedEx Priority Overnight; FedEx Standard Overnight
ocean shipments
  FedEx International Direct Distribution Ocean Solutions
  FedEx International Direct Economy Ocean
  FedEx International Direct Priority Ocean
Office Depot and Office Max, FedEx ShipSite locations at
Office, FedEx. See FedEx Office
on-call pickup charges
One Rate, FedEx
online billing
OnSite locations, FedEx
overnight deliveries. See FedEx 1Day Freight; FedEx Custom Critical; FedEx First Overnight; FedEx First Overnight Freight;
  FedEx International Next Flight; FedEx Priority Overnight; FedEx Standard Overnight
overseas deliveries. See express freight services, international; express package services, international; FedEx Custom Critical;
  FedEx Freight; FedEx Trade Networks; ground services, international
oversize charge

p
package drop-off
package pickups
  how to schedule pickups
  pickup options
package shipping services
  international
  U.S.
packing resources and supplies
  FedEx Express supplies
  LTL freight
  packing guides
  packing tips
  testing and design
palletized freight
  international services
  U.S. services
payment and invoicing options
pickup charges. See also surcharges
pickup services. See package pickups
prepare your shipment
printing services at FedEx Office
priority alert
proof of delivery
Puerto Rico
  FedEx International Economy Freight
  FedEx International Priority Freight
  international package services
rates and surcharges
  calculating
  changes in 2018
residential deliveries. See FedEx Home Delivery; FedEx SmartPost
retail locations
returns
  FedEx Email Return Label
  FedEx Express Billable Stamps
  FedEx ExpressTag
  FedEx Ground Call Tag
  FedEx Ground Package Returns Program
  FedEx Print Return Label
  FedEx SmartPost Returns
global returns
rush deliveries. See FedEx Custom Critical; FedEx International Next Flight;
  FedEx SameDay; FedEx SameDay City; FedEx SameDay Freight

same-day deliveries. See FedEx International Next Flight; FedEx SameDay;
  FedEx SameDay City; FedEx SameDay Freight
Saturday service
delivery
pickup
scheduling deliveries
scheduling pickups. See also package pickups
  how to schedule pickups
  scheduling options
SenseAware
service finder
Service Guide, FedEx
services at-a-glance
Ship Center locations, FedEx
Ship Centers, FedEx Office Print &
Ship Manager at fedex.com, FedEx
  features
  payment options
Ship Manager Lite, FedEx
shipment preparation
  labels, documentation and locations
  packaging
  rates and surcharges
shipment-status tracking
Shipper's Export Declaration. See Electronic Export Information (EEI)
shipping labels and documentation
shipping locations
signature options
delivery signature options
proof of delivery
Signature Proof of Delivery, FedEx
site map
size and weight guidelines. See service details for specific FedEx services
SmartPost, FedEx. See FedEx SmartPost
SmartPost Returns, FedEx
special handling for dangerous goods and hazardous materials
dangerous goods (FedEx Express)
hazardous materials (FedEx Ground)
special handling services
stamps, FedEx Express billable
supplies, FedEx Express
surcharges
abbreviations on the FedEx invoice
changes in 2018
surcharges, FedEx Freight

T

Tariff, FedEx Ground
Tariff, FedEx SameDay City
taxes and duties
temperature-sensitive shipments. See FedEx Custom Critical; FedEx Deep Frozen Shipping Solution
Terms and Conditions, FedEx Express
terms and conditions
FedEx Express
FedEx Freight
FedEx Ground
FedEx International Controlled Export
FedEx International Document Preparation
FedEx International Premium and FedEx International Express Freight
FedEx SameDay City
tracking shipments

U

U.S. freight services
U.S. package services
urgent shipments
international. See FedEx Custom Critical; FedEx International Next Flight
U.S. See FedEx Custom Critical; FedEx SameDay; FedEx SameDay City; FedEx SameDay Freight
V
value-added options

W
Walgreens, FedEx OnSite locations at weight and size guidelines. See service details for specific FedEx services

Z
zone charts
  international freight
  international packages
Zone Locator, FedEx