



How to easily ship with FedEx?

FAQ
&
User Guide

Electronic Trade Documents (ETD)

STEP 1

Log in to [FedEx Ship Manager™ at fedex.com](#) and fill out your shipment information.

STEP 2

In the "Customs documentation" section, select the "Yes, I want FedEx to send my invoice electronically" option. Then, click "Accept FedEx Electronic Trade Documents terms and conditions" to proceed.

STEP 3

Upload your company letterhead and a signature image file for your first commodity shipment.

STEP 4

Click "Finalize" to complete the shipment.

Quick links of ETD User Guides:

- [How to ship with ETD when creating shipment through FedEx Ship Manager™ at fedex.com](#)
- [How to ship with ETD when create shipment at Get Quote for Heavy Shipment](#)
- [How to ship with ETD when creating shipment at FedEx® Ship Manager Software](#)

To learn more about Electronics Trade Document (ETD), please click [here](#) or scan this QR code.



Order Supplies

STEP 1

Go to the [Order Supplies](#) page on fedex.com.

STEP 2



Input the quantity next to the supplies you need.

FedEx Shipping Tracking Support Account Sign Up/Log In

FedEx Supplies Request Form

Which FedEx supplies do you need?

To place an order, please input the quantity next to the supplies you want, then complete the form with your account and contact information, and click Submit.

FedEx Envelope (Qty. limit 50) *	<input type="text" value="0"/>		FedEx Reusable Padded Pak (Qty. limit 5) *	<input type="text" value="0"/>	
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STEP 3

Complete the form with your account number and contact information.

STEP 4

Click "SUBMIT".

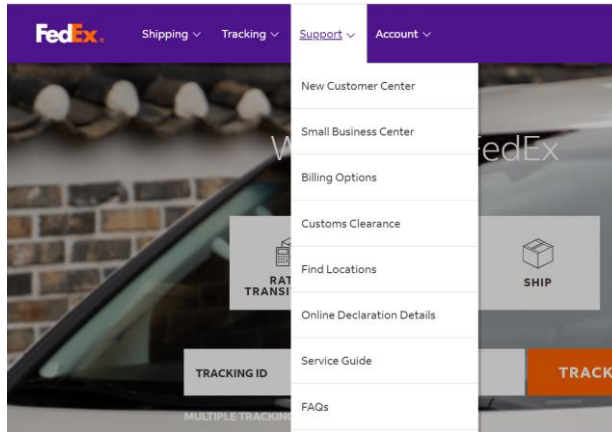
Tips:

You must have a valid FedEx account number to order free FedEx supplies. Please note that surcharges will be applied to manual air waybills and non-electronic consignments.

Online Declaration Details

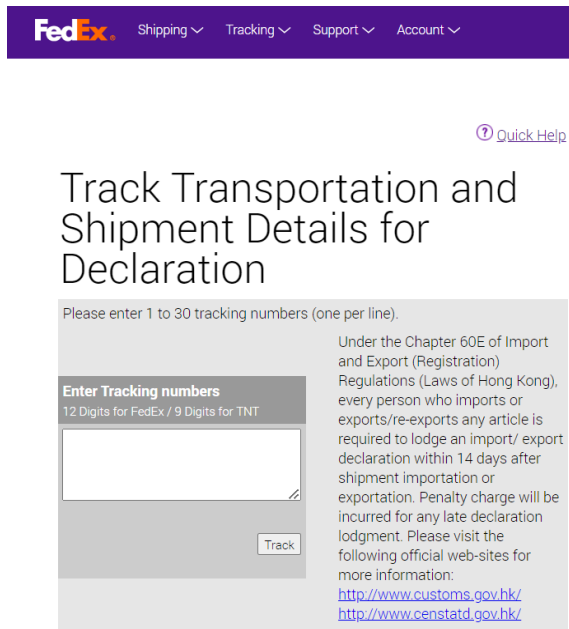
STEP 1

Go to fedex.com homepage/Support, then [Online Declaration Details](#).



STEP 2

Enter your air waybill tracking numbers in the white box provided; up to 30 tracking numbers can be entered at one time.



Phone Menu

STEP 1 Please select options from the Main Entry before proceeding.

STEP 2 When navigating the Service Menu, select the corresponding number from the table below.

Step 1: Main Entry

Language selection	Press 1 for Cantonese or 2 for English or 3 for Mandarin
Extension number	Input the extension number of the person you want to reach, or press * to skip ahead.

Step 2: Service Menu

Inquiry Type	Press
1. Pickup	1
• Schedule a pickup	1-1
• Change a scheduled pickup	1-2
2. Tracking	2
• Track a shipment	2-1
• Schedule a redelivery	2-2
• To follow up on my existing case	2-3
• Check flight details	2-4 (FedEx only)
3. Check the Shipping Cost	3 (FedEx only)
4. Get Rates & Transit Times	4
5. Inquiries about fedex.com online shipping tool	5 (FedEx only)
6. For Other Inquiries	6
• Open a shipping account or update my account details	6-2
• Open a shipping account	6-2-1
• Update my account details	6-2-2
• Billing and invoicing	6-3
• Customs documents	6-4
• Duties and taxes	6-5
• Technical support	6-6
9. TNT Products	9
0. To speak with a Customer Experience Representative	0

Thank you for choosing us. For any questions while preparing your air waybill, please click [here](#) to read our user guide. You may also refer to the links below to get more shipping information.

Before You Ship



Open An Account

Register here and start shipping instantly.

[REGISTER NOW](#)



View Our Shipping Services

FedEx serves more than 220 countries and territories.

[READ MORE](#)



Get a Rate Quote

Log in to fedex.com before checking your rates

[GET QUOTE](#)

Manage Your Shipment



Ship Online

[ABOUT FEDEX SHIP MANAGER AT FEDEX.COM](#)



Schedule a Pick up or Drop off

[SCHEDULE A PICK UP](#)

[FIND DROP-OFF LOCATIONS](#)



Packaging Tips

[HOW TO PACK](#)

[ORDER SUPPLIERS](#)



Prepare Shipping Documents

[VIEW CUSTOMS TOOLS](#)

[HOW TO FILL OUT A COMMERCIAL INVOICE](#)

After You Ship



Tracking

[TRACK YOUR SHIPMENT](#)



Payment Options

[CHECK AND FUND TRANSFER](#)

[QR PAY](#)

For Hong Kong, we have FPS (Faster Payment System) and enhanced QR (credit card).



Lost or Damaged Shipments

[DOWNLOAD A CLAIM FORM](#)



Invoice Enquiries

Write to FedEx Finance

fschk@fedex.com

(For invoice-related enquiries only)



Other Enquiries

Write to FedEx Customer Service ([click here](#)) for all general enquiries and tracking of complicated cases.

Our agents will respond to your enquiry within the next 48 hours (Mondays to Fridays only during business hours).