



# FedEx® Customer Resource Guide

Contact information for questions regarding FedEx support.

Customer Service		Express Air Freight	
FedEx Customer Service	1.800.GoFedEx (463-3339)	Express Freight Services	1.800.332.0807
<b>FedEx Government Support</b>	<a href="mailto:govtsupport@fedex.com">govtsupport@fedex.com</a> (Government Revenue Services)	MyQuote	<a href="mailto:myquote@fedex.com">myquote@fedex.com</a> and <a href="http://www.fedex.com/myquote">www.fedex.com/myquote</a>
U.S. International Customer Service	1.800.247.4747		
LTL Freight Customer Service	1.866.393.4585 <a href="http://www.fedex.com/us/freight">www.fedex.com/us/freight</a>		
<b>Technical Support Help Desk</b>	1.877.339.2774 (Automation issues, fedex.com Ship Mgr & FedEx Ship Mgr Software)		
Dangerous Goods	1.800.463.3339 (Option 81) <a href="http://www.fedex.com/us/dangerous-goods/index.html">www.fedex.com/us/dangerous-goods/index.html</a>	<a href="mailto:dghotline@fedex.com">dghotline@fedex.com</a>	
OTHER LINKS			
<a href="#">FedEx Service Guide - Home</a>	<a href="#">FedEx Rate Sheets</a> (Including Ground Maps)	<a href="#">Order Supplies Online at FedEx.com</a>	

International Shipping		
<b>International Customer Service</b>	1.800.247.4747	
International Billing	1.800.238.5355	
Great Rates Hotline (GRH)	1.877.463.7408 (7 AM to 7PM CST Monday through Friday)	
U.S. Regulatory Consulting Group (RCG)	1.800.851.3336 (Option 4) (8 AM to 5 PM CST Monday through Friday)	<a href="mailto:rcg@fedex.com">rcg@fedex.com</a>
Duties & Taxes Disputes		<a href="mailto:dutytaxdisputes@fedex.com">dutytaxdisputes@fedex.com</a>
Rebiling for Duties & Taxes	FedEx Express and FedEx Ground Duty and Tax Rebill Notification Form	<a href="mailto:rebilldt@fedex.com">rebilldt@fedex.com</a>
Global Regulatory Trade Services	1.800.249.2953 (Intl docs, harmonized codes, & customs requirements)	<a href="mailto:tradecustomsadvisory@ftn.fedex.com">tradecustomsadvisory@ftn.fedex.com</a>
FedEx Trade Networks (FTN)	1.310.353.3200 / 1.800.249.2953 <a href="http://www.ftn.fedex.com">www.ftn.fedex.com</a> (Customs House Brokers Services, Ocean Freight, Imports & Exports)	
International Shipping Resources	<a href="https://www.fedex.com/en-us/shipping/international.html">https://www.fedex.com/en-us/shipping/international.html</a>	

Billing & Invoicing FedEx Express, FedEx Express Freight and FedEx Ground Services		
<b>Government Revenue Services</b>	800.645.9424	<a href="mailto:govtsupport@fedex.com">govtsupport@fedex.com</a>
FedEx Billing Online Customer Support Team	1.833.812.1383	<a href="mailto:fbosupport@fedex.com">fbosupport@fedex.com</a>
Parcel Recovery Collections	1.800.506.7580	
Electronic Data Interchange (EDI) Invoicing & Remittance		<a href="mailto:EDI-invandRemit@fedex.com">EDI-invandRemit@fedex.com</a>
Research Parcel Payments		<a href="mailto:remittanceresearch@fedex.com">remittanceresearch@fedex.com</a>

FedEx Freight (LTL)		
<b>Customer Service</b>	1.866.393.4585	
Refunds, Credits, & Misapplied Payments	1.866.756.3590	<a href="mailto:arcoa@fedex.com">arcoa@fedex.com</a>
Volume Services	1.888.465.5646	<a href="mailto:volumeservices@fedex.com">volumeservices@fedex.com</a>
Rating/Discount Freight Invoice Adjustments and Paper Invoicing	<a href="mailto:fxfrevsoltn@fedex.com">fxfrevsoltn@fedex.com</a>	
Inspections		<a href="mailto:freightresearchreviews@fedex.com">freightresearchreviews@fedex.com</a>
Freight Reweigh Disputes		<a href="mailto:reweighreviews@fedex.com">reweighreviews@fedex.com</a>
White Glove Service for Govt Customers	1.800.218.5058	

FedEx Freight Billing (LTL)	
FedEx Freight Billing Online	<a href="mailto:fxf_fbosupport@fedex.com">fxf_fbosupport@fedex.com</a>
Electronic Data Interchange (EDI) Electronic Revenue Services	<a href="mailto:EDI-InvandRemit@fedex.com">EDI-InvandRemit@fedex.com</a>
FedEx Freight Recovery Collections	1.866.756.3590

**\*\* Customer Service Issues go to Customer Service, Automation/Tech Support, Dispatch, Supply Order Desk, etc. If you do not receive the information or resolution on any of these support channels, contact your FedEx Sales Team so they can escalate a case. Any request to escalate an issue or open case should include a CASE #, tracking #, invoice # and relevant information or status so we can reference the case in an escalation request.**