



FedEx® Customer Resource Guide / Govt Customers (non-Federal)

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 Option 2
FedEx Government Support	govtsupport@fedex.com (Government Revenue Services)	MyQuote	myquote@fedex.com and www.fedex.com/myquote
U.S. International Customer Service	1.800.247.4747		
LTL Freight Customer Service	1.866.393.4585 www.fedex.com/us/freight		
Technical Support Help Desk	1.877.339.2774 (Automation issues, fedex.com Ship Mgr & FedEx Ship Mgr Software)		
Dangerous Goods	1.800.463.3339 (Option 81) www.fedex.com/us/dangerous-goods/index.html	dghotline@fedex.com	
OTHER LINKS			
FedEx Service Guide - Home	FedEx Rate Sheets (Including Ground Maps)	Order Supplies Online at FedEx.com	

International Shipping		
International Customer Service	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 Grp (RCG)	1.800.851.3336 (Option 4) (8 AM to 5 PM CST Monday through Friday)	rcg@fedex.com
Duties & Taxes Disputes		dutytaxdisputes@fedex.com
Rebiling for Duties & Taxes	FedEx Express and FedEx Ground Duty and Tax Rebill Notification Form	rebilldt@fedex.com
Global Regulatory Trade Services	1.800.249.2953 (Intl docs, harmonized codes, & customs requirements)	tradecustoms@advisory@ftn.fedex.com
FedEx Trade Networks (FTN)	1.310.353.3200 / 1.800.249.2953 (Customs House Brokers Svcs, Ocean Freight, Imports & Exports)	www.ftn.fedex.com
International Shipping Resources	https://www.fedex.com/en-us/shipping/international.html	

Billing & Invoicing FedEx Express, FedEx Express Freight and FedEx Ground Services		
Government Revenue Services	800.645.9424	govtsupport@fedex.com
FedEx Billing Online Customer Support Team	833.812.1383	fbosupport@fedex.com
FedEx Recovery / Collections	800.506.7580	
Electronic Data Interchange (EDI) Invoicing & Remittance		EDI-invandRemit@fedex.com
Research Parcel Payments		remittance@research@fedex.com

FedEx Freight (LTL)		
Customer Service	1.866.393.4585	www.fedex.com/us/freight
FedEx Freight (LTL) Technical Support Hotline	1.800.435.7949	
FedEx Web Based Services help	1.800..435.7949 opt 1	
Priority Plus (for expedites)	1.800.845.4636	priorityplus@fedex.com
SPOT Market Volume Quotes / 7 Skid Minimum * Note: Quote Number MUST be on the BOL at pickup.	1.888.465.5646	volumeservices@fedex.com
White Glove Service for Govt Customers	1.800.218.5058	
LTL Freight Claims / File Claims	1.800.308.3963	file.claim@fedex.com
Check LTL Freight Claim Status or Request Updates		claims.status@fedex.com
Freight Inspection Disputes		freightresearchreviews@fedex.com
Freight Reweigh Disputes		reweighreviews@fedex.com
FedEx Freight Billing (LTL)		
FedEx Freight Billing Online		fxf_fbosupport@fedex.com
Electronic Data Interchange (EDI) Electronic Revenue Services		EDI-InvandRemit@fedex.com
FedEx Freight Recovery Collections Issues	1.866.756.3590	collections@fedex.com
Refunds, Credits Applications, & Misapplied Payments	1.866.756.3590	arcoa@fedex.com
Invoice Corrections/Adjustments, Rebills, Disputes, Backup Documents (invoices, BOLs, statements)		fxfrevsoltn@fedex.com

**** 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.**