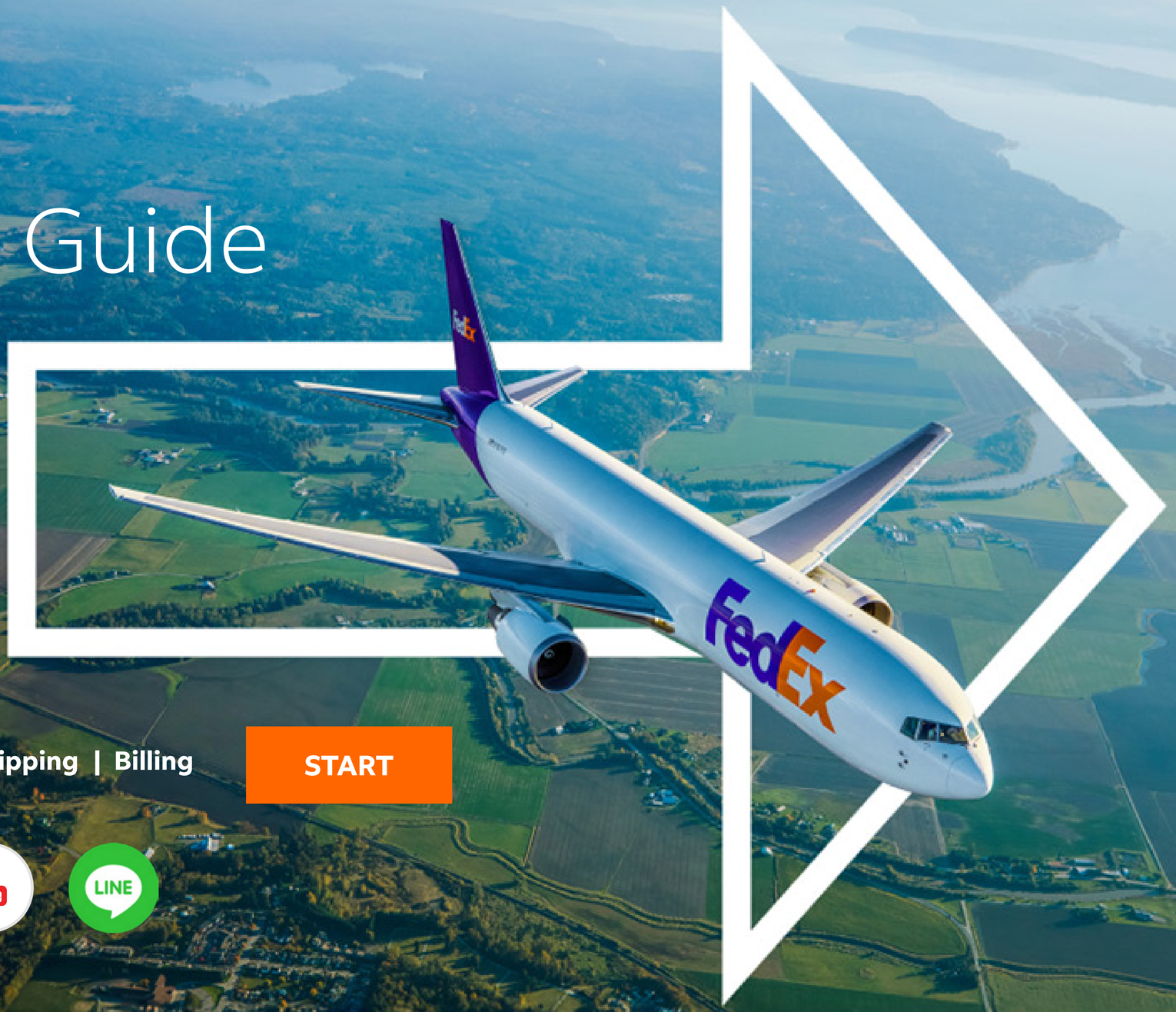
December 2025

# Service Guide




**Services | Rating | Shipping | Billing**

START

# Contents

Our FedEx Service Guide provides you with all the information you need to ship with FedEx. We will guide you through an easy journey to get the support and resources you need on fedex.com.

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# About FedEx



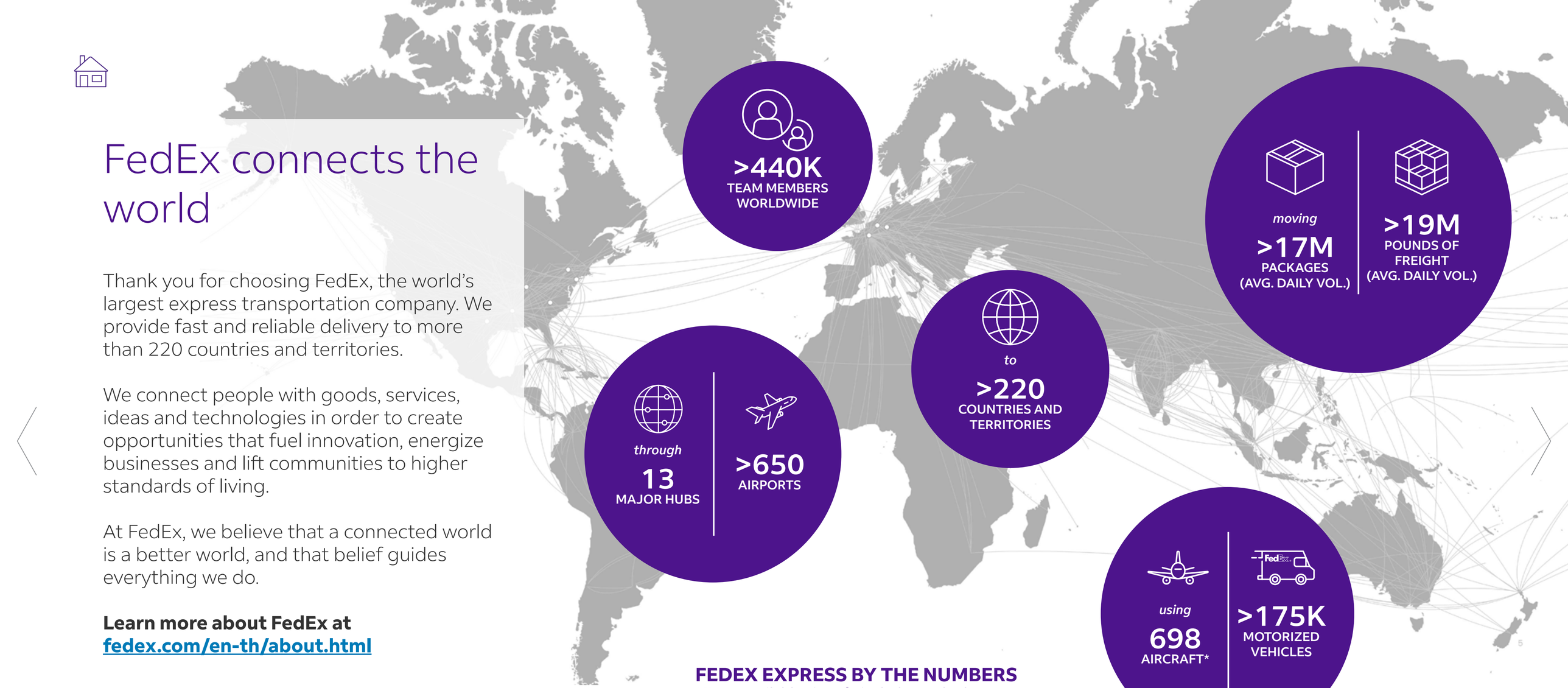
# FedEx connects the world

Thank you for choosing FedEx, the world's largest express transportation company. We provide fast and reliable delivery to more than 220 countries and territories.

We connect people with goods, services, ideas and technologies in order to create opportunities that fuel innovation, energize businesses and lift communities to higher standards of living.

At FedEx, we believe that a connected world is a better world, and that belief guides everything we do.

**Learn more about FedEx at**
**fedex.com/en-th/about.html**



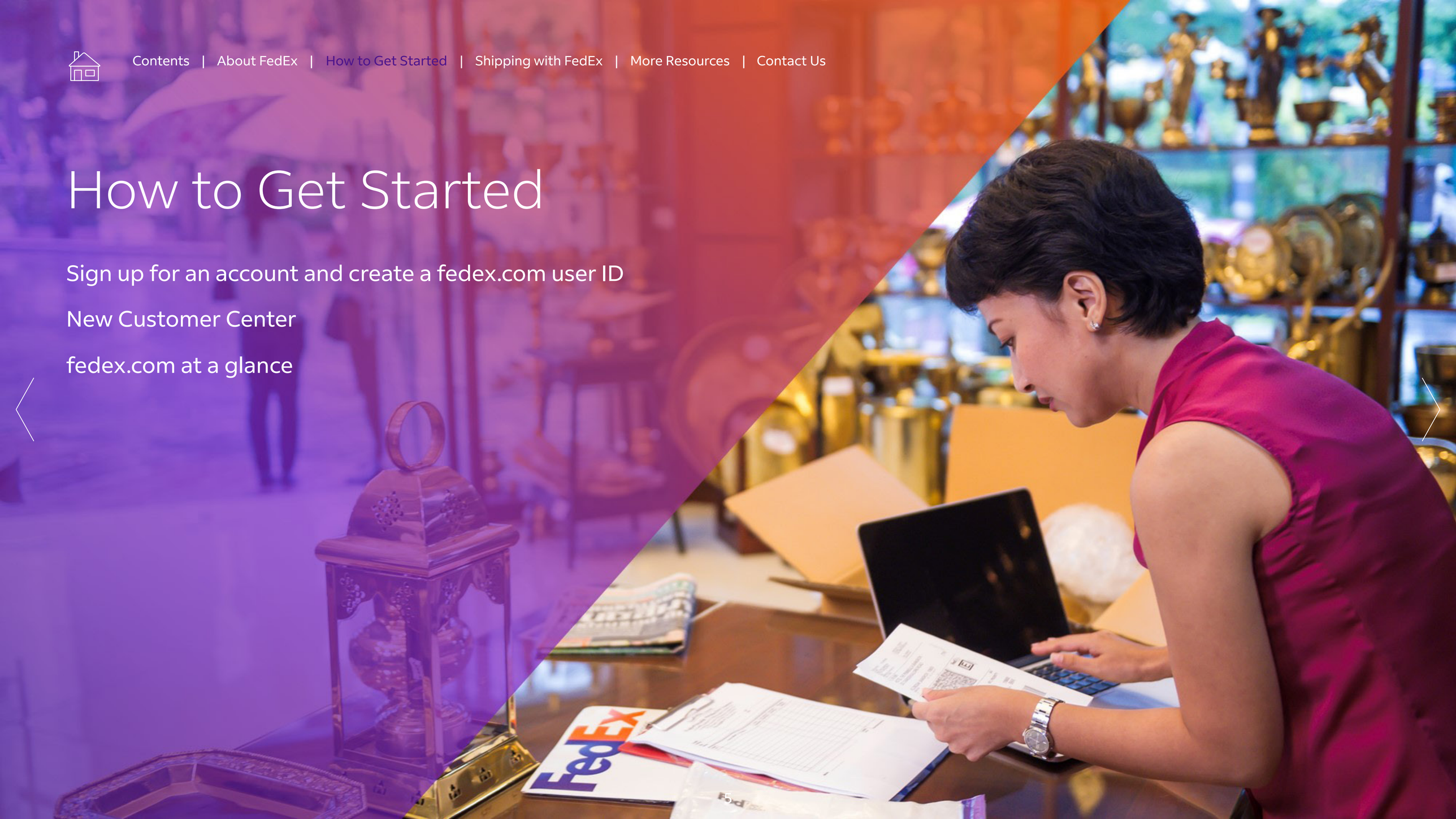

**FEDEX EXPRESS BY THE NUMBERS**
*Gross available aircraft; includes parked.

# How to Get Started

Sign up for an account and create a fedex.com user ID

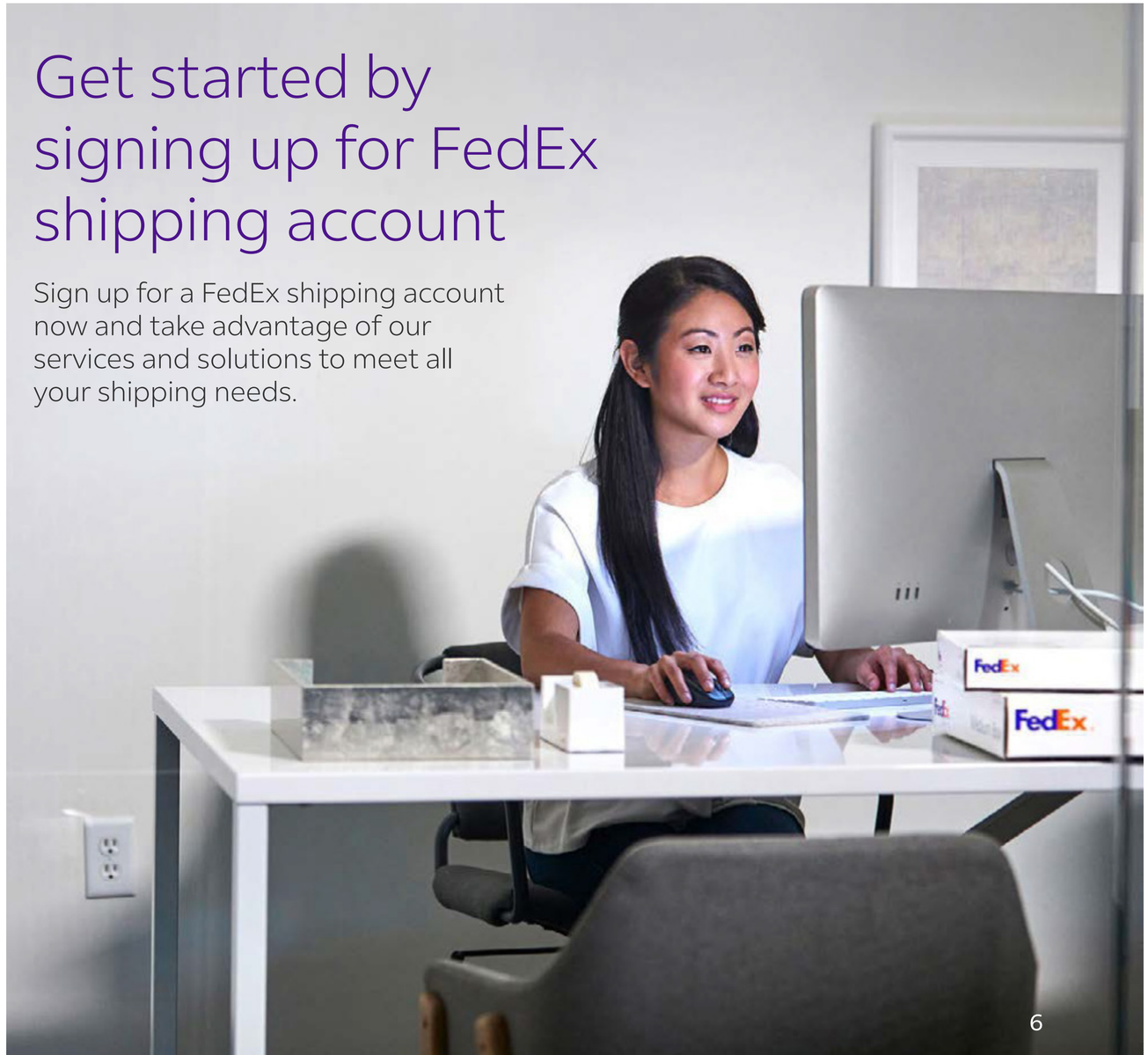
New Customer Center

fedex.com at a glance



# Get started by signing up for FedEx shipping account

Sign up for a FedEx shipping account now and take advantage of our services and solutions to meet all your shipping needs.




## Step 1:
## You can choose to open a Corporate Account or a Personal Account

**Corporate Account**
Choose between a corporate account with a standard 30-day credit term or payment through a valid credit card.

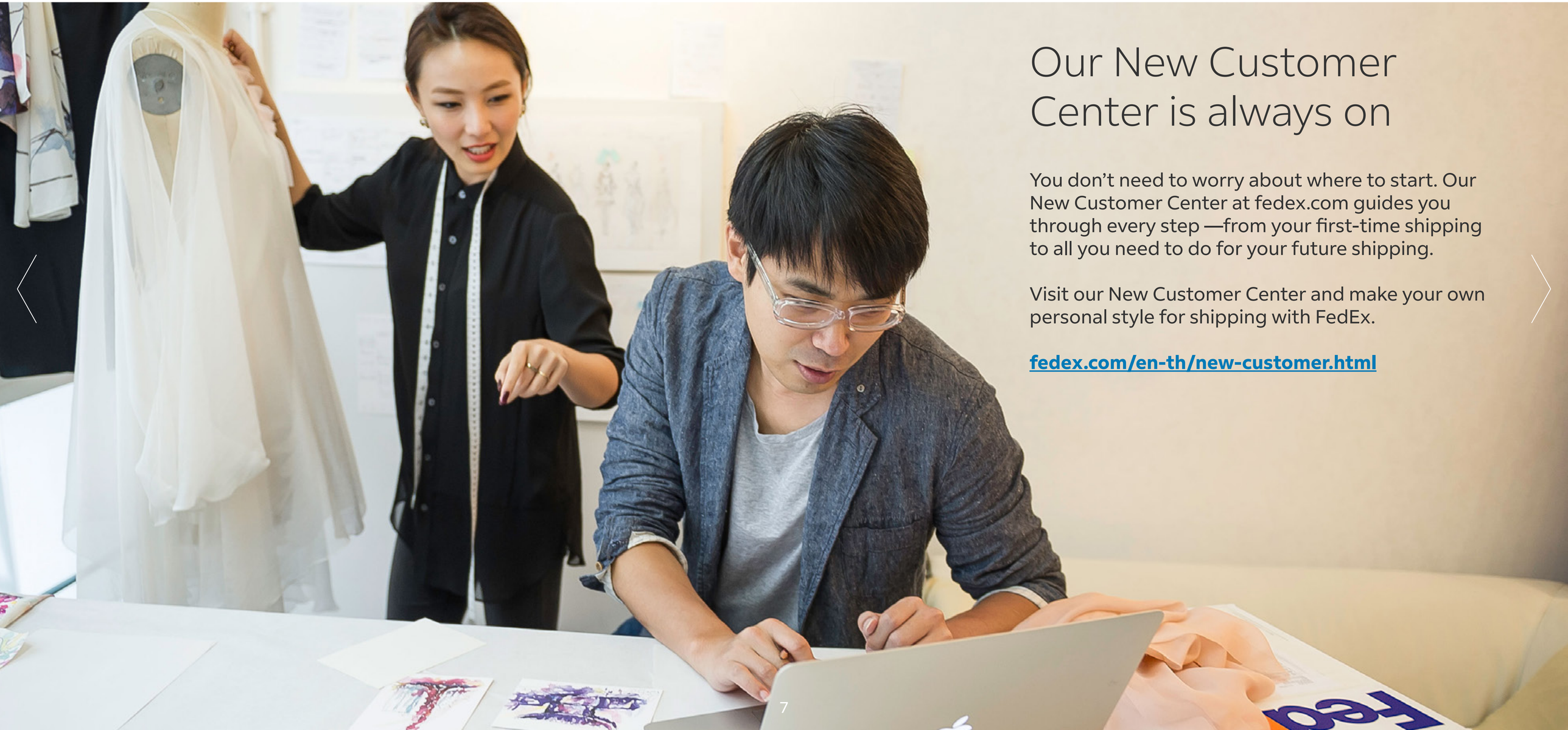
**Personal Account**
Register with a valid credit card and start shipping instantly.

**OPEN AN ACCOUNT**

## Step 2:
## Create a fedex.com User ID

Once you register for a new account, remember to create a fedex.com User ID so you can manage your shipments online and get instant support from us.

**CREATE A FEDEX.COM USER ID**



# Our New Customer Center is always on

You don’t need to worry about where to start. Our New Customer Center at fedex.com guides you through every step —from your first-time shipping to all you need to do for your future shipping.

Visit our New Customer Center and make your own personal style for shipping with FedEx.

**fedex.com/en-th/new-customer.html**

# Get immediate shipping resources at fedex.com

An absolute way to make your shipping easier is visiting fedex.com. Self serve with our advanced online tools and get in-depth information and useful tips to assist you with your business and shipping needs.









[OUR SERVICES](#) PAGE 10

[GET RATE & TRANSIT TIME](#) PAGE 14

[SHIP ONLINE](#) PAGE 16

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# Shipping with FedEx

Before you ship

Manage your shipment

After you ship

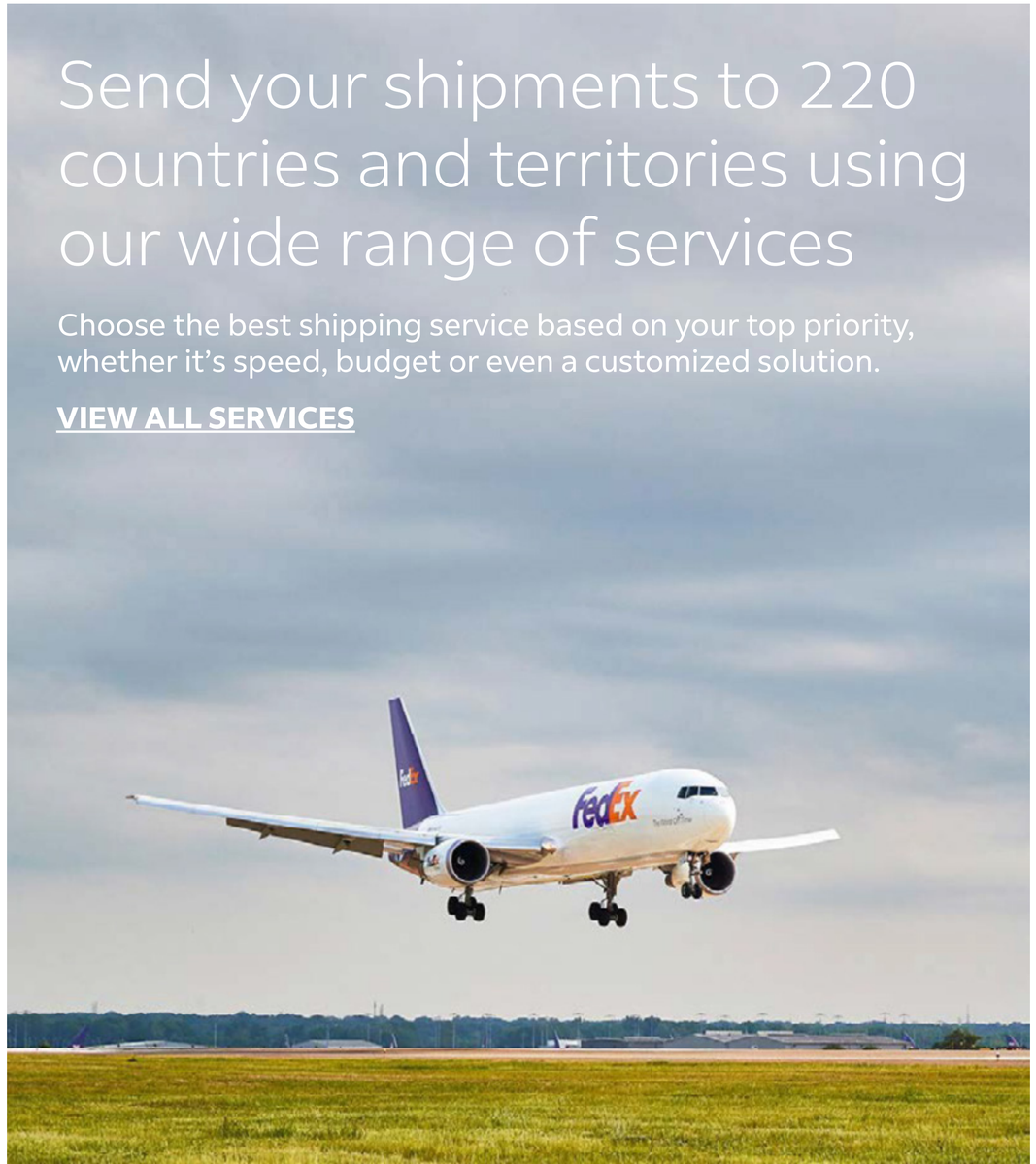


Click the service names to view the details.

# Send your shipments to 220 countries and territories using our wide range of services

Choose the best shipping service based on your top priority, whether it's speed, budget or even a customized solution.

**VIEW ALL SERVICES**




| Weight per package | I'm after speed first | I'm after value for budget |
|---|---|---|
| < 68kg | FedEx International First®<br>FedEx International Priority® Express<br>FedEx International Priority®<br>FedEx® International Connect Plus | FedEx International Economy® |
| > 68kg | FedEx International Priority® Freight | FedEx International Economy® Freight<br>FedEx® International Deferred Freight |
| >300kg | Our Customer Service Team can assist you to get the exact transit time of shipments from/to different origins/destinations and for booking any shipment >300kg.<br>**Contact us at fedex.com/en-th/customer-support.html** | |

View the Standard Conditions of Carriage to refer to complete terms and conditions governing FedEx services at **fedex.com/en-th/conditions-of-carriage.html**



# FedEx International Priority® Services

**FedEx International First®**
Time-definite early-day delivery with customs-cleared, door-to-door to/from North America
(1 to 3 business days)

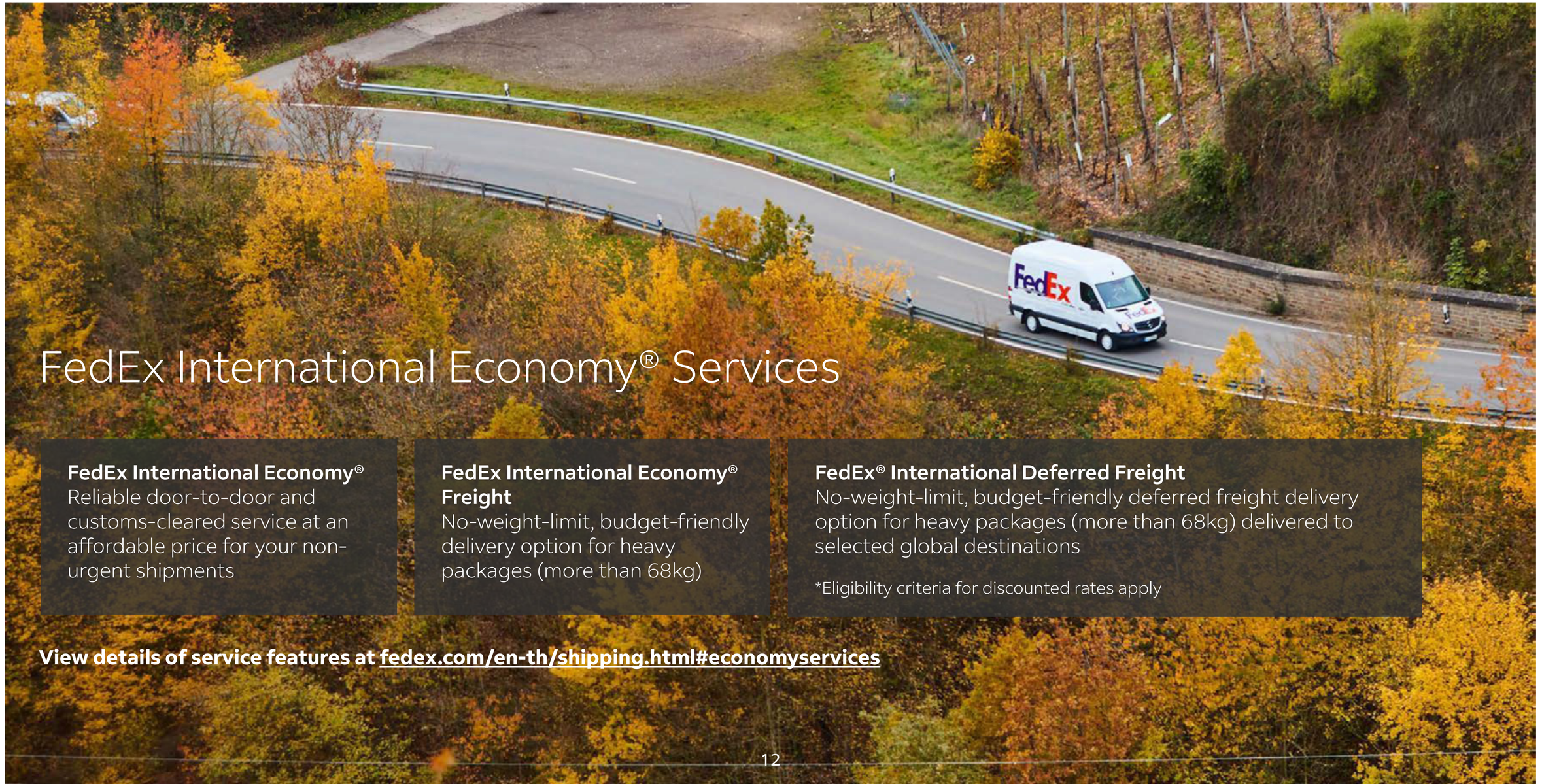
**FedEx International Priority® Express**
Delivery by 10:30 or noon to select markets in Asia, US, Canada and Europe
(1 to 3 business days)

**FedEx International Priority®**
Door-to-door and next business day delivery by end of day
(1 to 3 business days)

**FedEx® International Connect Plus**
Fast and convenient day-definite service for B2C business
(1 to 5 business days)

**FedEx International Priority® Freight**
Fast and reliable premium airfreight service for minimum 68kg in weight
(1 to 3 business days)

**View details of service features at fedex.com/en-th/shipping.html#prioritysservices**




# FedEx International Economy® Services

**FedEx International Economy®**
Reliable door-to-door and customs-cleared service at an affordable price for your non-urgent shipments

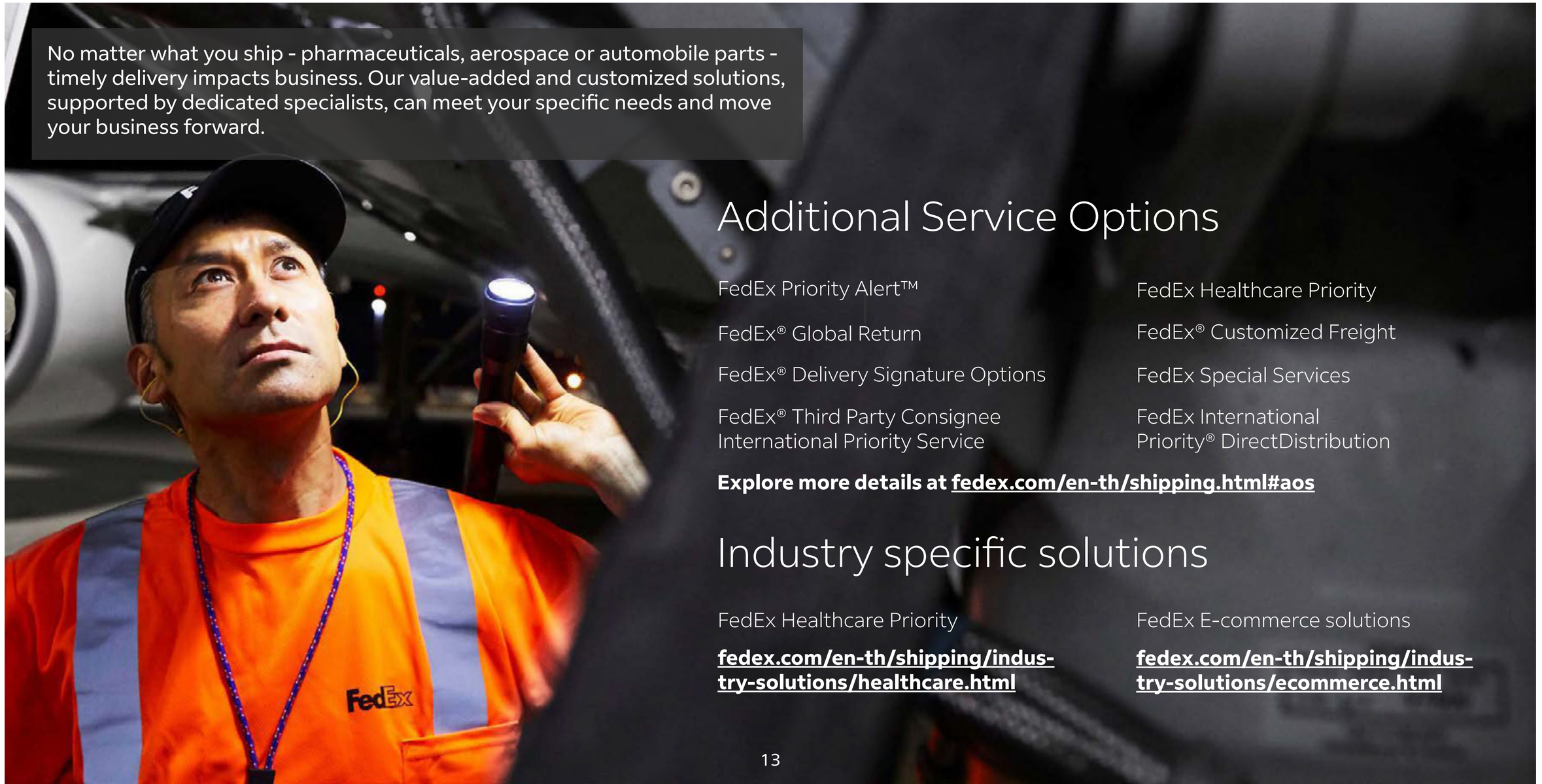
**FedEx International Economy® Freight**
No-weight-limit, budget-friendly delivery option for heavy packages (more than 68kg)

**FedEx® International Deferred Freight**
No-weight-limit, budget-friendly deferred freight delivery option for heavy packages (more than 68kg) delivered to selected global destinations

*Eligibility criteria for discounted rates apply

**View details of service features at fedex.com/en-th/shipping.html#economyservices**

Move your cursor over service names to see the description.




No matter what you ship - pharmaceuticals, aerospace or automobile parts - timely delivery impacts business. Our value-added and customized solutions, supported by dedicated specialists, can meet your specific needs and move your business forward.

# Additional Service Options

FedEx Priority Alert™

FedEx® Global Return

FedEx® Delivery Signature Options

FedEx® Third Party Consignee International Priority Service

FedEx Healthcare Priority

FedEx® Customized Freight

FedEx Special Services

FedEx International Priority® DirectDistribution

**Explore more details at fedex.com/en-th/shipping.html#aos**

# Industry specific solutions

FedEx Healthcare Priority

**fedex.com/en-th/shipping/industry-solutions/healthcare.html**

FedEx E-commerce solutions

**fedex.com/en-th/shipping/industry-solutions/ecommerce.html**

# Need a quote and transit time right now?

Enter some basic information about your shipment in our online rating tool at fedex.com, and you will get a quote and transit time instantly.

**Here are 3 steps to use online rating tool:**

1 Enter the origin and destination

2 Select the package type and number of packages

3 Select the weight, dimension, ship date and submit

**Get rate and transit time at [fedex.com/en-th/online/rating.html](fedex.com/en-th/online/rating.html)**

* Login to your account to see your account-specific rates.
** Rates shown may be different than the actual charges.

**FedEx Shipping Rates**
View and download PDF file of FedEx shipping rates at [fedex.com/en-th/shipping/rates.html](fedex.com/en-th/shipping/rates.html)

**International Fuel Surcharge**
Check the latest adjustment of the fuel surcharge percentage for FedEx services at [fedex.com/en-th/shipping/surcharges.html](fedex.com/en-th/shipping/surcharges.html)

**Other Surcharge**
For payers, download the 'FedEx Surcharge and Other information' at [fedex.com/en-th/shipping/surcharges/other-surcharges.html](fedex.com/en-th/shipping/surcharges/other-surcharges.html)





# Domestic services in Thailand




You can choose from our range of time- and day-definite services.
You can better meet your customers' needs to send documents, packages and freight to any location in Thailand using our domestic express services.

**View service details at**
**fedex.com/en-th/shipping.html#domestic-shipping-services**

### FEDEX® PRIORITY EXPRESS
### FEDEX® PRIORITY EXPRESS FREIGHT

Express parcel and freight services for shipments with delivery by noon the next business day.
- Typically next day across Thailand
- Delivery by 12:00pm

### FEDEX® PRIORITY
### FEDEX® PRIORITY FREIGHT

Express parcel and freight services for shipments with delivery by the end of the next business day.
- Typically next day across Thailand
- Delivery by the end of day.

* Subject to availability
To learn more, call 1782 or contact our sales team.

# Ship online at fedex.com – the fastest way to create your shipment

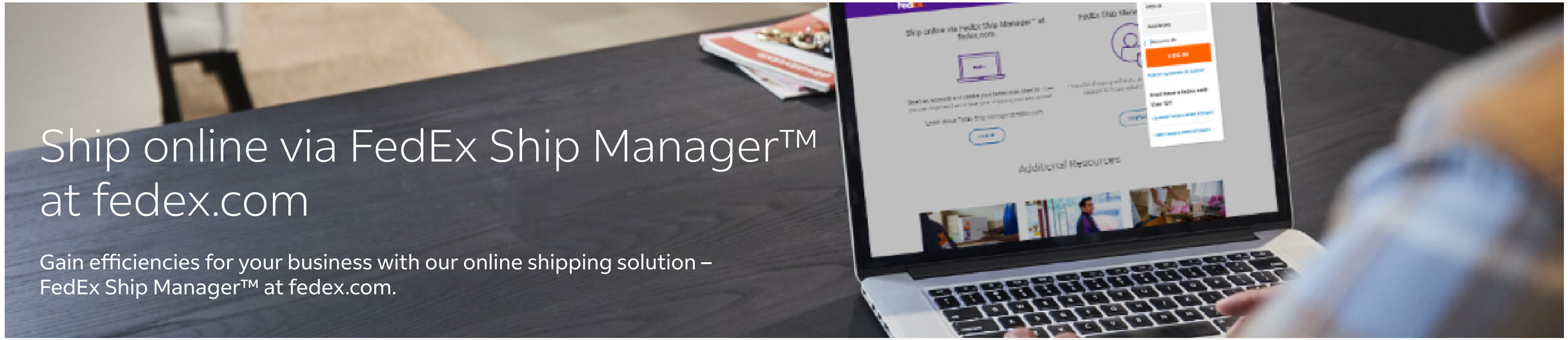
You can create a shipment, schedule a pickup, print an air waybill and more at fedex.com. Go to fedex.com/en-th/online/shipping.html and enter the recipient and package information and choose the service type and billing options.

**Get started online shipping by following these simple steps:**

1 **Open a FedEx Account** › 2 **Create your fedex.com User ID** › 3 **Login and click Ship Now!**

**Help Guide is available at fedex.com/en-th/online/shipping/help.html**





# Ship online via FedEx Ship Manager™ at fedex.com

Gain efficiencies for your business with our online shipping solution – FedEx Ship Manager™ at fedex.com.

**Enjoy the following benefits:**

Get rate and transit time quickly and easily

Schedule pickups without making a phone call

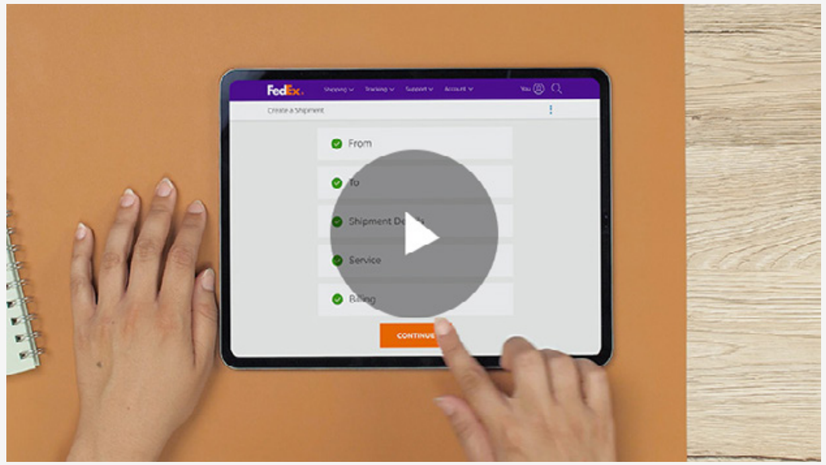
Get full visibility of your shipment status

Save time preparing shipments

Generate customs clearance documents easily

VIEW ALL BENEFITS

DOWNLOAD USER GUIDE




**Learn how to create a shipment online. WATCH VIDEO**

# Preparing customs clearance documentation made easy

No more hassle for your customs clearance paperwork preparation!

Global Trade Manager is a one-stop resource for international shipping information and customs clearance documentation requirements. You can simply provide your shipping profiles and see what forms and information you need to fill out or submit.

**Global Trade Manager provides as follows and more.**

Estimate Duties and Taxes

Get help finding the necessary documents

Get important regulatory information specific to your shipment

**View details of customs tools at fedex.com/en-th/customs-tools.html**

**View Global Trade Manager at fedex.com/GTM?cntry_code=th**

**LEARN HOW TO FILL OUT COMMERCIAL INVOICE**






# Send your trade document online and enjoy peace of mind

You can upload and submit your trade documents electronically via FedEx® Electronic Trade Documents. This simple, efficient and reliable solution helps you minimize customs delays and ensures timely delivery of your international packages.

**Get started to enable electronic uploads via one of following tools.**

FedEx Ship Manager™ at fedex.com
FedEx Ship Manager™ Software
FedEx Web Services

Move your cursor over service names to see the description.

**Three ways to upload trade documents through FedEx Electronic Trade Documents*:**

Pre-Shipment

At-Shipment

Post-Shipment

*Available options may vary depending on destination.

# Find the perfect package for your shipment

Proper packing ensures that your shipment can arrive safely in the condition it was sent. We have developed a range of ready-to-use, self-sealing packaging in a variety of shapes and sizes. Each design has been proven many millions of times.

**Choose from a range of FedEx supplies and order it at [fedex.com/en-th/shipping/packaging/supplies.html](fedex.com/en-th/shipping/packaging/supplies.html)**

Move your cursor over the image of supply to view the example of shippable items.

## ENVELOPE

Letter-size and legal-size documents




**Envelope**

9.252” x 13.189”
(23.5cm x 33.5cm)

## PAKS

Tear-resistant and water-resistant packaging




**Reusable Large Pak**

12” x 15.5”
(30.48 cm x 39.37 cm)




**Reusable Extra Large Pak**

17.5” x 20.75”
(44.45 cm x 52.71 cm)

## BOXES

Sturdy boxes in a variety of sizes




**Small Box**

12.25” x 10.9” x 1.5”
(31.12 cm x 27.69 cm x 3.81 cm)




**Medium Box**

13.25” x 11.5” x 2.38”
(33.66 cm x 29.21 cm x 6.03 cm)




**Large Box**

17.88” x 12.38” x 3”
(45.40 cm x 31.43 cm x 7.62 cm)

## TUBES

Triangular box for plans, posters, fabric rolls, charts and blueprints




**Tube**

38” x 6” x 6” x 6”
(96.52 cm x 15.24 cm x 15.24 cm x 15.24 cm)

## 10KG/25KG BOXES

More solid boxes for larger and heavier shipments



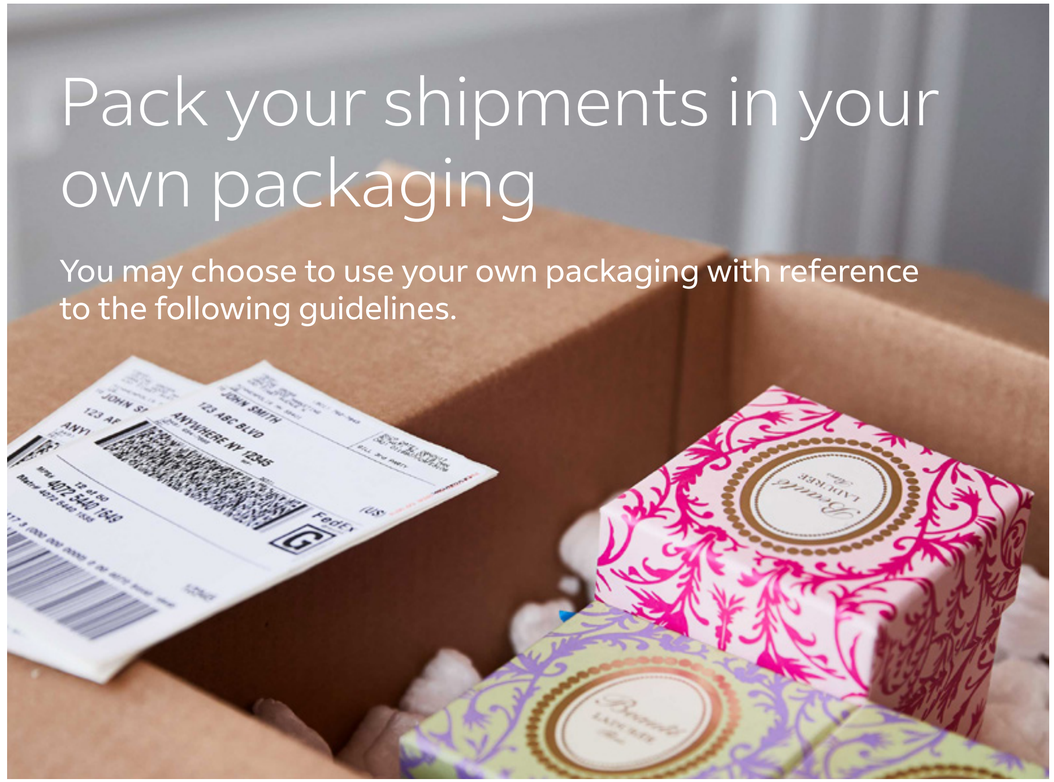

**10kg Box**

15.81” x 12.94” x 10.19”
(40.16 cm x 32.86 cm x 25.88 cm)




**25kg Box**

21.56” x 16.56” x 13.19”
(54.8 cm x 42.1 cm x 33.5 cm)




For large-sized lightweight shipments, the greater of either the dimensional weight (volumetric weight) or actual weight will be charged.
Dimensional-weight pricing is applicable on a per package basis to all shipments in customer's own packaging and FedEx Pak shipments exceeding 940 cubic inches or 15,403 cubic centimeters.

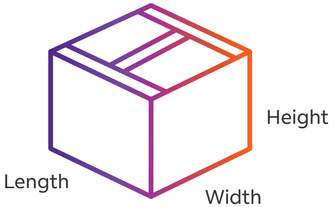
Please refer to our Standard Conditions of Carriage for total shipment weight of Multiple-Piece-Shipment (MPS)

# Packing Tips

*May vary by destination
**Conditions apply

| Weight per package ≤ | Length per package ≤ | Length + Girth ≤ | Maximum Declared Value ≤ |
|---|---|---|---|
| 68kg/150lb* | 274cm* | 330cm* | US$ 50,000 |

# Calculation (formula) of dimensional weight




Length : The longest side  Girth : (Height + width) * 2

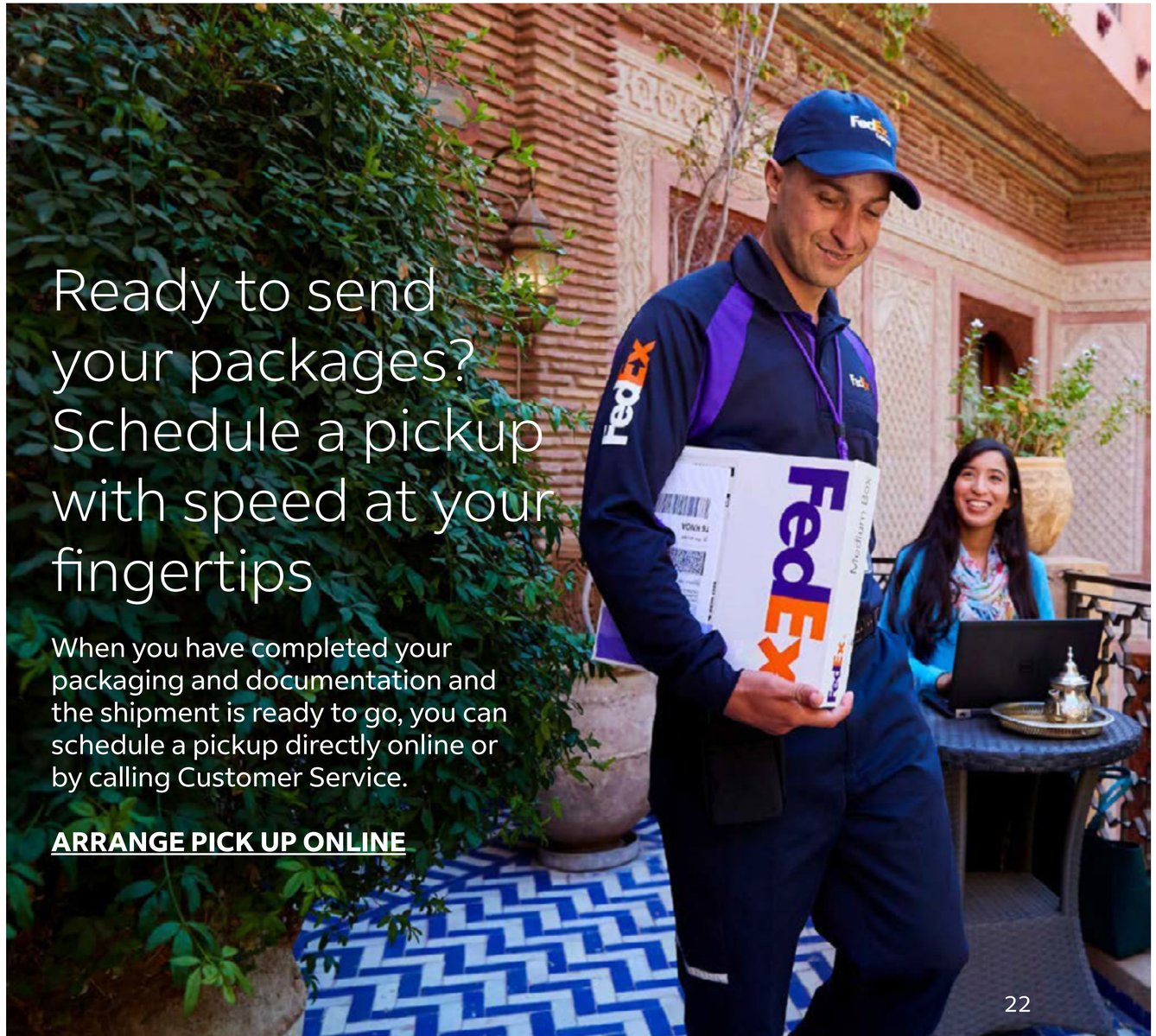
**Dimensional weight (kg)** = $\frac{\text{Length x Width x Height (centimeters or inches)}}{\text{5000 for centimeters or 305 for inches}}$

**Dimensional weight (pound)** = $\frac{\text{Length x Width x Height (inches)}}{\text{139 for inches}}$

If the dimension includes a fraction, any fraction of a centimeter or an inch is rounded up to the next-higher whole centimeter or inch.

**Shipping dangerous goods safely? See our packaging guide at fedex.com/en-th/shipping/dangerous-goods.html**

**Discover how to pack lithium battery properly at fedex.com/en-th/shipping-guide/pack/lithium-batteries.html**




# Ready to send your packages? Schedule a pickup with speed at your fingertips

When you have completed your packaging and documentation and the shipment is ready to go, you can schedule a pickup directly online or by calling Customer Service.

**ARRANGE PICK UP ONLINE**

**Schedule a pickup online**
You can schedule, view, edit or cancel your online pickup request with just a few clicks.

**FedEx Ship Manager™ at fedex.com**
Add new pickup locations directly into your FedEx Ship Manager™ Address Book.

**Schedule a pickup by phone**
Call our Customer Service hotline to arrange a pickup.

# Find FedEx locations nearby to drop off your packages

Our facilities including FedEx Ship Center and FedEx Authorized Ship Center are available to help you send or pick up your packages.

Check the address, operating hours and available services of FedEx location you would like to drop-off your packages at fedex.com

**FIND LOCATIONS**




**FedEx Ship Center**

FedEx Ship Centers are staffed by experienced customer service professionals.

Available services: Drop off, Pickup




**FedEx Authorized Ship Center**

FedEx provides you with flexible self-collection service at your most convenient location.

Available services: Drop off, Pickup

# Track the way you want

Our 24/7 online tracking tool gives you control over your shipments. Whether it's one or multiple packages, or whether you use a desktop or mobile phone, you can view the status of your shipments or get a proof of delivery for up to 30 packages.

**Do you have tracking numbers or need a proof of delivery for your shipment?**
You can simply enter one of the information above with any of the following devices and tools.
**Learn more about tracking at [fedex.com/en-th/tracking.html](fedex.com/en-th/tracking.html)**

### Track Shipment Without Login

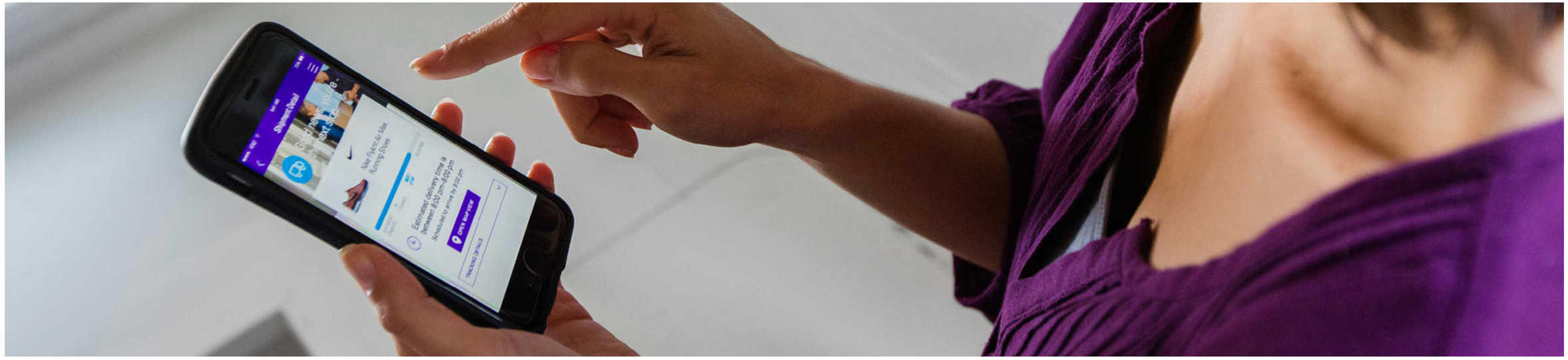
Enter the tracking or reference number to get your shipment status and obtain a proof of delivery at fedex.com.

### Track Shipment With Login

For those shipments shipped via FedEx Ship Manager™ at fedex.com, the tracking results and details will automatically be shown after you log in.

### FedEx Mobile Tracking

FedEx Tracking for mobile is our most convenient tracking tool, giving you updates while you're on the go so you can stay on top of your shipments 24/7 and from any location.



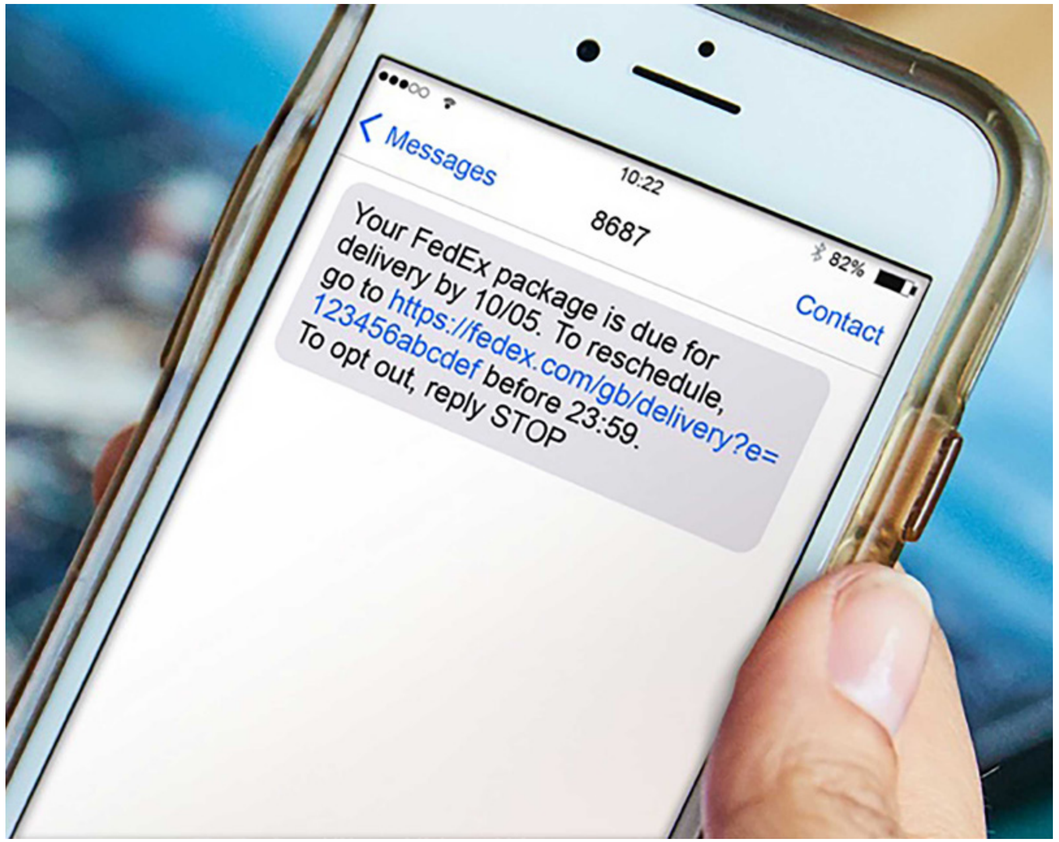
# Make deliveries more convenient for your customers with FedEx® Delivery Manager

With FedEx® Delivery Manager, you can offer your customers the ability to customize their delivery date and location at no extra cost. Simply enable the notification option when using any FedEx online tool, such as FedEx Ship Manager™, and your customers can enjoy a variety of delivery options.

**Available delivery options***

- Deliver as planned
- Deliver to my address on a future date
- Deliver to neighbor
- Deliver to another address
- Deliver to a pickup point

*Available options may vary depending on destination country/territory




**Learn about the benefits for both your customers and your business at fedex.com/en-th/shipping-tools/deliverymanager.html**




# The easiest way to manage your invoice

Now you can choose to receive your invoices electronically via FedEx® Billing Online and and enjoy an array of billing options given to your business. You can view, download and print all the invoices or customs documentation and pay them online with just one click.

**SIGN UP FOR FEDEX BILLING ONLINE**

**DOWNLOAD USER GUIDE**

**Discover your electronic business advantages at fedex.com/en-th/billing.html**

# Choose the most suitable payment method

For your convenience, there are a number of ways for you to settle your bill. To get instructions about each way to handle your payment, visit fedex.com/en-th/billing.html and choose the best way for your situation.

### Fund Transfer

It's the perfect option if you want to simplify payment processing.

**Your options:**
Bank Account
Online Bill Payment
Check

**Learn more at fedex.com/en-th/billing/offline-payment.html**

### Credit Card & Credit Note

A more convenient way of making payment is through credit card.

**Your options:**
FedEx® Billing Online
Enhanced QR Pay
Pay by phone
Credit Note

**Learn more at fedex.com/en-th/billing/offline-payment/credit-card-credit-note.html**

# More Resources



# FedEx connects people and possibilities

Your ideas and goods can reach out to millions of people and communities around the world. Open up to our resources to grow your possibilities and to get a continuous support from us.

### Open your world to possibilities

Receive stories, ideas, tips and expert advice from FedEx, direct to your inbox.

**SUBSCRIBE NOW**

### Latest service news

Check out our Service News for any regulatory changes or service impacts in countries or territories you plan to ship to.

**VIEW ALL NEWS**

### Small Business Center

Let us help your small business thrive. Unpack our expertise at the Small Business Center today.

**VISIT CENTER**

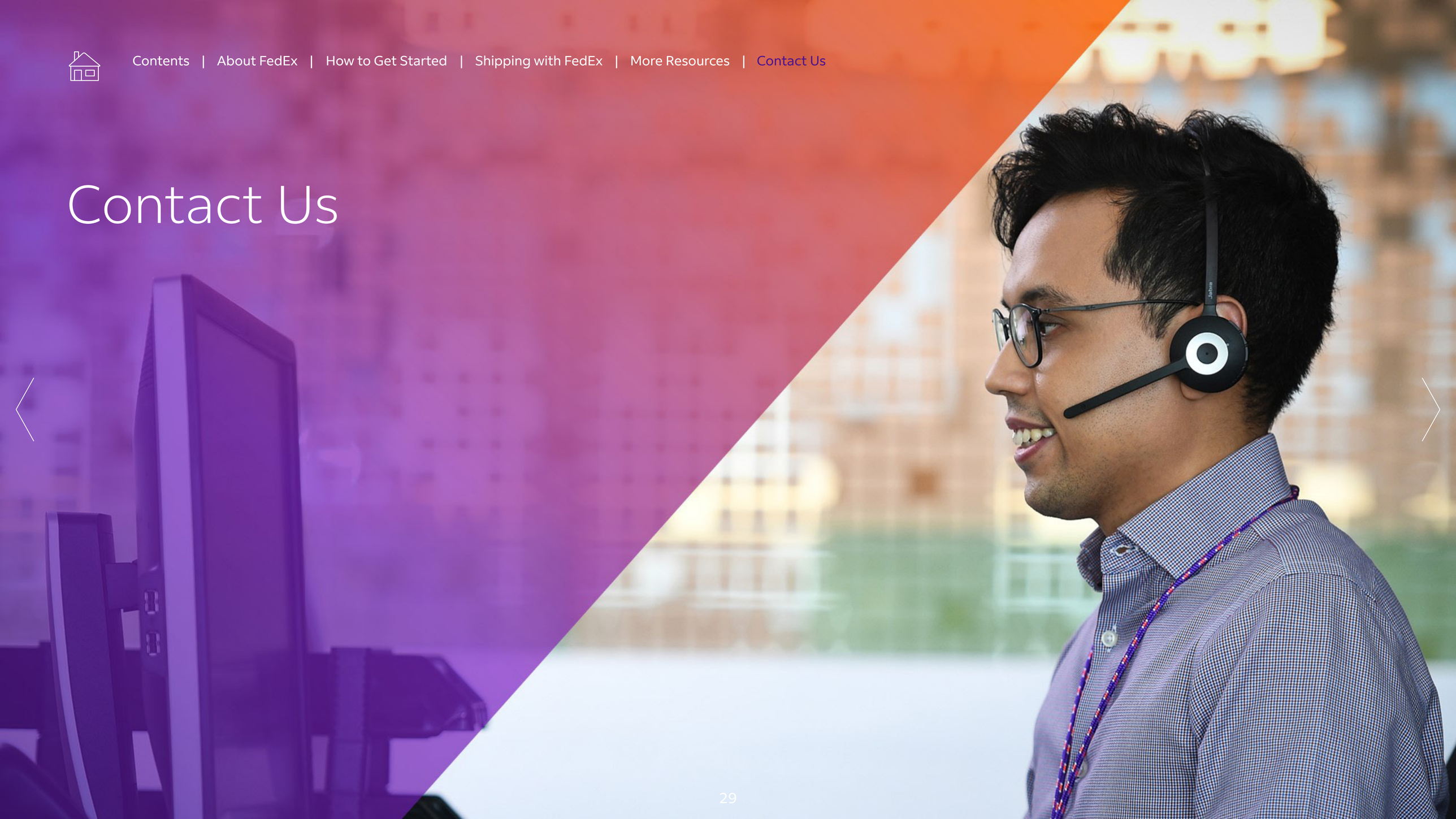
### Business Insights

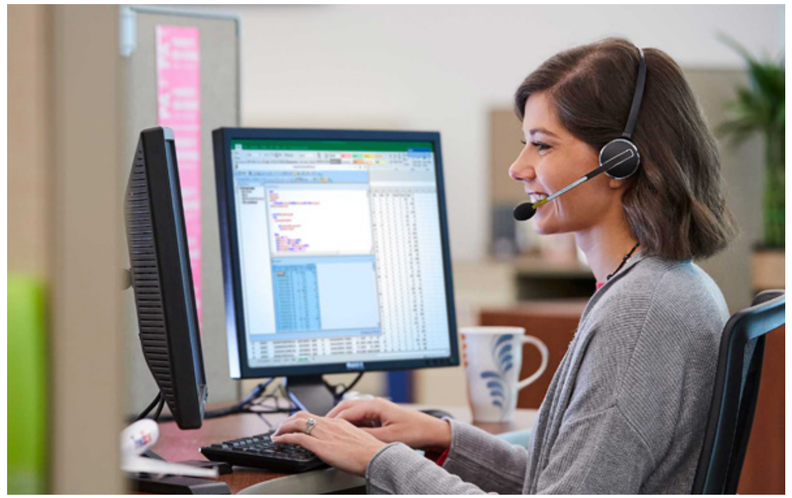
Get inspired by special columns and recent news about the industry, business and the world.

**GET INSPIRED**



# Contact Us





# Our professional Customer Support team is here for you

We are open to hear about your needs for shipping with us. Our Customer Support team can give you a full support on your request via chat, e-mail or hotline.

**To find out how to get a technical support, FAQs or how to file a claim, visit our Customer Support at fedex.com/en-th/customer-support.html**

## General Enquiries

**OUR PHONE NUMBERS**

**FEDEX PHONE MENU**

**EMAIL FOR GENERAL ENQUIRIES**

## Technical Support

**FedEx automation products and applications:**
1800.228822

**Service Hours:**
Mon-Fri: 0900 to 1700
(Thai language support)

**EMAIL FOR TECHNICAL SUPPORT**

**Service Hours:**
Mon–Sun, 24-hour,
inclusive of public holidays
(English language support)

**Ask FedEx**
Use FedEx Virtual Assistant

**Find Us on LINE Messenger**