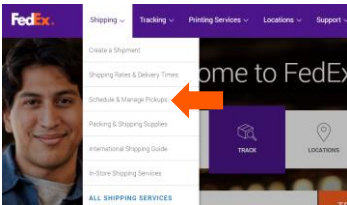


SCHEDULE A PICKUP ONLINE AT FEDEX.COM

1. On the fedex.com homepage, select “Sign In” and use your existing user ID and password to log in



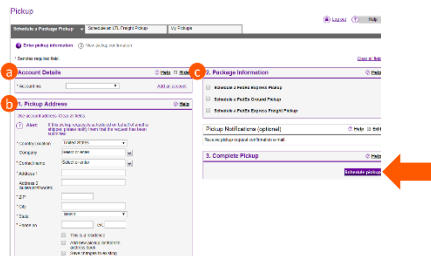
2. Select the “Shipping” tab and select “Schedule & Manage Pickups” from the drop-down menu



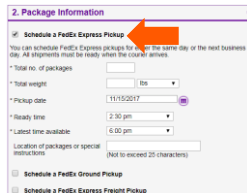
3. On the “Pickup” screen, complete all required fields noted by an asterisk (*)

- a. “Account Details” – select the proper account number
- b. “Pickup Address” – enter the address where the package(s) will be picked up
- c. “Package Information” – check the applicable box(es) beside the service being used, which could be FedEx Express, FedEx Ground, or FedEx Express® Freight

NOTE: for LTL freight pickup, select the “Schedule an LTL Freight Pickup” tab



- i. Once a service type box is checked, additional required information will need to be entered in all fields noted with an asterisk (*)

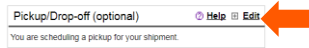


- d. Select “Schedule pickup” to complete the pickup request

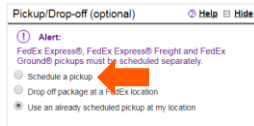
HOW TO SCHEDULE A PICKUP ON FEDEX.COM

SCHEDULE A PICKUP ONLINE WHILE PREPARING A SHIPMENT

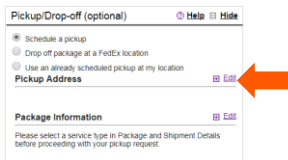
1. On the “Create A Shipment” screen, complete all required fields as required and noted by an asterisk (*)
2. Select the “+Edit” link on the “Pickup/Drop-off” section



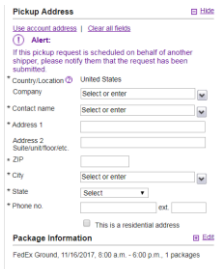
3. Select the radio button beside “Schedule a pickup”



4. Select the “+Edit” link beside the “Pickup Address” location



5. Enter all required fields noted by an asterisk (*) for the address where the package(s) will be picked up
NOTE: By default, the shipping address on file with your fedex.com profile will be the pickup location. Ensure that you change the pickup address for alternate pickup location(s).



6. Complete any additional sections, and select the “Ship” button to prepare the shipping label(s) and schedule the pickup(s)

ADDITIONAL RESOURCES

- Review the [Pickup/Dropoff help document](#)
- Call FedEx Customer Service at 1.800.GoFedEx 1.800.463.339 and say “Schedule Pickup” to schedule a pickup/alternate address pickup by phone
- View additional [How-To Videos](#) online