



Frequently Asked Questions (FAQs) - Temporary suspension of FedEx services in India

Q1. Will FedEx clear critical shipments in case I drop off the shipment at the gateway/ramp? (India)

Yes, FedEx will prioritize critical lifesaving shipments at the gateway/ramp that have been cleared by your Customs House Agent (CHA). Where possible, and allowed by the Government of India and local authorities, FedEx will support pickup and clearance for critical, COVID-19 related items and pharmaceutical shipments like testing kits, medicines, medical devices and bulk drugs/intermediaries for pharmaceuticals that are currently allowed by the Government of India.

Q2. Can FedEx arrange international pick up for XYZ pharma customer based in ABC country for delivery into India?

Please visit the FedEx website of the origin country to know about the services currently available. We continue to operate inbound and outbound flights to and from impacted areas as local conditions and restrictions allow.

FedEx is prioritizing the movement of critical and life-saving medical shipments, including COVID-19 related items - testing kits, medicines, medical devices and bulk drugs/intermediaries for pharmaceuticals that are currently allowed by the Government of India.

For high value (greater than USD 1,500) cargo import shipments arriving into India, please use Broker Select Option (BSO). FedEx will issue a Delivery Order (DO) to your broker and it is the responsibility of the broker to customs clear at the three FedEx gateways (Mumbai, Delhi and Bengaluru) and deliver the shipment.

FedEx continues to clear low value (less than USD 1,500) courier import shipments to India. Due to current restrictions, door to door delivery service is suspended. The consignee will be responsible for scheduling a time to collect the shipment from select FedEx locations.

Please ensure the integrity of your temperature sensitive shipment at origin owing to extended transit times and clearance delays at destination.

Q3. Can FedEx clear critical import shipments? What is your process of handing over the Delivery Order (DO) to us for import shipment on BSO option?

Where possible, FedEx will prioritize and support pick up, clearance, and delivery of essential, critical, COVID-19 related items and pharmaceutical shipments (testing kits, medicines, medical devices and bulk drugs/intermediaries) as allowed by the Government of India and local authorities. Please ensure the integrity of your temperature sensitive shipment at origin owing to extended transit times and clearance delays at destination.

For high value (greater than USD 1,500) cargo import shipments arriving into India, please use Broker Select Option (BSO). FedEx will issue a Delivery Order (DO) to your broker and it is the responsibility of the broker to customs clear at the three FedEx gateways (Mumbai, Delhi and Bengaluru) and deliver the shipment.

Q4. I have medicines to be shipped internationally, can FedEx help?



Yes, while door to door pickup service is suspended, FedEx will move shipments that are customs cleared and dropped off at the three gateways (Mumbai, Delhi, Bengaluru) by your Customs Handling Agent (CHA). Where possible and allowed by the Government of India and local authorities, FedEx will support pickup for COVID-19 related items and pharmaceutical shipments.

Q5. Does FedEx still support domestic movement (within India) of critical blood samples, reagents, spare parts to keep the supply chain for hospitals and labs?

Where possible, FedEx will support pickup and delivery of essential, critical and life-saving medical shipments within India. Call FedEx domestic customer service or your FedEx sales representative and provide the shipment details to confirm if FedEx can move your shipment.

We are making every effort to continue providing service to the best of our ability, while ensuring both the safety of our team members and the security of your shipments.

Q6. Can I know all the locations of pickup and delivery (India)?

While FedEx has temporarily suspended door to door pickup and delivery services, where possible FedEx will prioritize and support pick up, clearance, and delivery of essential, critical, COVID-19 related items and pharmaceutical shipments (testing kits, medicines, medical devices and bulk drugs/intermediaries) for both international and domestic services as allowed by the Government of India and local authorities.

Call FedEx customer service or your FedEx sales representative and provide the shipment details to confirm if FedEx can move your shipment.

Q7. Can you tell me if your flights from Delhi, Mumbai, Bengaluru are going as per schedule?

While FedEx continues to operate scheduled weekly international cargo flights from India, we are also monitoring this very dynamic situation and may revise the flight schedule if necessary.

In the current situation, FedEx is prioritizing the movement of critical and life-saving medical shipments, including COVID-19 related items - testing kits, medicines, medical devices and bulk drugs/intermediaries for pharmaceuticals that are currently allowed by the Government of India. Please ensure the integrity of your temperature sensitive shipment at origin owing to extended transit times and clearance delays at destination.

Q8. Are customers allowed to collect their packages from the FedEx stations?

Yes, the consignee can collect their packages from the select FedEx stations across key cities in India. The consignee will be responsible for scheduling a time to collect the shipment from FedEx locations by calling FedEx international customer care.

Q9. Has FedEx connected with the authorities and obtained permission for movement of goods along with vehicles in states of India?

As a transportation and supply chain services company, FedEx comes under 'essential services' and is aligning with government authorities for movement of personnel and critical and life-saving medical shipments as needed.

Q10. Is lead time needed before requesting ramp delivery for essential critical export shipments? If yes, how much lead time is needed?

Yes, you will need to call FedEx international customer service or your FedEx representative and give at least 12-hour prior intimation of for ramp delivery/drop off for critical export shipments.

Q11. Will FedEx ship my non critical shipment from India to ABC country?



FedEx will move shipments that are customs cleared and dropped off at the three FedEx gateways by your Customs Handling Agent (CHA). Please note FedEx is prioritizing critical and life-saving medical shipments to and from India, including COVID-19 that are currently allowed by the Government of India.

Q12. What is the status on CSC (Cargo Service Centre at Airport)? my global customer wants to know the role of CSC.

The Cargo Service Centre is the custodian for cold storage shipments in India. Critical import shipments arriving into India, will need to be cleared immediately using Broker Select Option(BSO) whereas export shipments are being held at CSC.

Q13. Can we export masks including N-95?

The Directorate General of Foreign Trade (DGFT), the Department of Commerce, Government of India has issued notification in the Export Policy prohibiting the export of Surgical Masks / Disposable Masks (2/3 Ply Masks), N-95 masks, Ventilators and Textile raw material for masks and coveralls.

Q14. Can you please provide the details of the current FedEx Hold-At Locations?

As of March 30,2020, 5 Hold-At locations are operational as below.

Customer service team to provide the closest location for customer to visit.

Entity	City	Loc	Address
TNT	Mumbai	MIDC - BH8	Andheri Service Centre, C/O Santogen Silk Mills Ltd. 69-A, MIDC, Andheri – East, Mumbai, 400093
TNT	Bangalore	HEBBAL	GV Towers, 68 to 72, Ravishankar Layout, Kodigehalli main Road, Sahakaranagar, Bangalore 560092.
FedEx	Mumbai	IBI HSE	Plot No G, Survey No.86, IBI House, Chimatpada, Hissa No 19(part), CTS No 1633/2A at village Marol, Taluka Andheri Andheri(east) Mumbai 400059
FedEx	Bangalore	TANISANDRA	459/2, Tanisandra Main Road, Bangalore 560045
FedEx & TNT	Delhi	ACLC-II	Unit Nos. N17-N23,S17-S23 (admeasuring 38,410.38 square feet) Airport Cargo Logistics Centre (ACLC II) IGI Airport, New Delhi, Delhi International Airport Limited (DIAL) Delhi – 110017

Q15. I have a customer who wants to ship critical shipments to India but the delivery location is outside the serviceable pin code. Can FedEx support? (cross regional enquiries)

Please email your customer shipment details to IndiaHealthcareTaskforce@corp.ds.fedex.com and the team will revert if we can move the shipment

Q16. What precautions is FedEx taking to keep team members and customers safe in the impacted areas?

We are closely monitoring guidance by the World Health Organization and other public health organizations, and taking recommended precautions in terms of team members and customers health and safety.



We are reinforcing education and hygiene with regular workplace communications and reminders, while encouraging team members to closely monitor their health and seek medical attention if they develop flu-like symptoms. We regularly clean our delivery equipment with disinfectant wipes.

Q17. Are there any measures FedEx is taking to prevent the spread of COVID-19?

We are closely monitoring guidance by the World Health Organization (WHO) and other public health organizations, and taking recommended precautions in terms of customers and team members health and safety.

FedEx is taking precautions to prevent the spread of COVID-19 by encouraging team members to use good hygiene practices, including frequent handwashing. At the point of delivery, we offer alternative options for signing for a package and we regularly disinfect the equipment used to make deliveries.

Q18. If my shipment is delayed, will the Money-Back Guarantee apply?

Effective March 23, 2020, FedEx Express has suspended its money-back guarantee for all FedEx Express services until further notice. This is due to the impact of COVID-19 and government-issued work and travel restrictions around the world.