



FedEx Welcomes You



fedex.ca/resources

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How to Use This Guide

This interactive version of the FedEx Welcome Brochure is designed to help you quickly find the information and FedEx® shipping tools that you need. Select any purple, underlined text throughout the guide to link to more information on a particular topic, and resources at fedex.ca.





OUR SERVICES **Section 1**

Welcome to FedEx[®]

Whether you're shipping within Canada, to the U.S. or around the world, as a FedEx customer, you can count on service excellence.

Our broad range of shipping solutions provide you with more choices and our services are supported by the FedEx Money-Back Guarantee.* We'll provide you with everything you need to get your envelopes, packages and palletized freight delivered on time.*

Welcome to FedEx. Reliable shipping starts right here.

OUR SERVICES

An introduction to intra-Canada and international envelope, package and freight services to help you get started.

[Section 1](#) [Welcome to FedEx](#)

[Section 2](#) [Intra-Canada Services](#)

[Section 3](#) [International Services](#)

[Section 4](#) [FedEx Express[®] Freight Services](#)

HOW TO PACK

A list of tips to help you properly pack your shipments, so they arrive safely.

[Section 5](#) [How to Prepare Your Shipment](#)

HOW TO SHIP

A step-by-step overview walks you through the shipping process from start to finish.

[Section 6](#) [Tools at fedex.ca](#)

[Section 7](#) [Shipment-Status Tracking](#)

AFTER YOU SHIP

An overview of tools that will help you manage your account more efficiently.

[Section 8](#) [Account Management](#)

*For details on the FedEx Money-Back Guarantee, see [Service Info](#) at [fedex.ca](#).



Get Started Fast

To learn how to manage your shipping needs online from start to finish with smart tools that work the way you do, quickly and efficiently, visit the '[Resource Centre](#)' at **fedex.ca**.

Your Online Shipping Resources

Your Shipping Need	Our Solution
Get started as a new customer	fedex.ca/resources
Get service information	fedex.ca/serviceinfo
Get rates	fedex.ca/getrates
Learn how to pack	fedex.ca/packaging
Learn about customs requirements	fedex.ca/customs
Learn how to ship online	fedex.ca/help
Ship a package	fedex.ca/ship
Schedule a pickup	fedex.ca/pickup
Track a package	fedex.ca/track

Our Services at a Glance

FedEx Express® For urgent delivery of envelopes and packages weighing up to 150 lbs. (68 kg) within Canada, to the U.S. and around the world.

FedEx Express® Freight For delivery of palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece within Canada, to the U.S. and around the world.

FedEx Ground® For cost-effective delivery of packages weighing up to 150 lbs. (68 kg) within Canada and to the U.S.

Intra-Canada Services*

Your Shipping Need	Our Solution
• Within hours (depending on availability)	FedEx Next Flight^{®†}
• 10 a.m. next business day to most metropolitan areas	FedEx First Overnight[®]
• Morning, next business day to most metropolitan areas	FedEx Priority Overnight[®]
• 5 p.m. second business day to most metropolitan areas	FedEx 2Day[®]
• 1 to 3 business days by 5 p.m. to most metropolitan areas	FedEx Economy[™]
• 1 to 7 business days	FedEx Ground

International Services*

Your Shipping Need	Our Solution
• Within hours (depending on availability)	FedEx International Next Flight^{®†}
• 8 a.m. next business day to the U.S.	FedEx International First[®]
• 9 a.m. second business day to select cities in Europe	
• 10 a.m. third business day to select cities in Asia	FedEx International Priority[™]
• 10:30 a.m. next business day to the U.S.	
• 1 to 3 business days to rest of world	FedEx[®] International Economy
• 4:30 p.m. second business day to the U.S.	
• 2 to 5 business days to most major world markets	FedEx International Ground[™]
• 2 to 7 business days	
• Overnight to 3 business days via FedEx Express to the U.S.	FedEx[®] International DirectDistribution Surface Solutions
• 1 to 5 business days via FedEx Ground to most locations in the U.S.	
• 2 to 4 business days to select locations	FedEx International Priority DirectDistribution[®]

Freight Services*

Your Shipping Need	Our Solution
• 5 p.m. next business day to most locations	FedEx 1Day[®] Freight
• 1 to 3 business days to most locations	FedEx[®] International Priority Freight
• 2 to 5 business days to most locations	FedEx[®] International Economy Freight
• 1 to 3 business days (depending on availability)	FedEx International Premium[™]
• 1 to 3 business days	FedEx[®] International Express Freight
• 2 to 4 business days	FedEx International Priority DirectDistribution[®] Freight

*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details.

†FedEx Next Flight and FedEx International Next Flight packages can weigh up to 2,200 lbs. (997 kg).

Our value-added service options were designed to meet your unique shipping needs.

Ancillary Clearance Services

Your Shipping Need	Our Solution
Ancillary Clearance Services	<p>FedEx Express® In addition to the customs clearance services that are included at no extra charge with FedEx Express international services, the following ancillary services have been designed to provide you with customs solutions and processing efficiencies by speeding up the clearance time and reducing delivery time. These services will appear on your duty and tax invoice. For more information, please visit fedex.ca/ancillary or call 1.800.GoFedEx 1.800.463.3339.*</p> <p>Account Security Processing You can obtain an account security number from the Canada Border Services Agency (CBSA). This allows you to have a direct billing and payment relationship with the CBSA for duties and taxes and enables them to send a summary, outlining duties and taxes, directly to the importer of record.</p> <p>Additional Lines of Classification FedEx® customs clearance is included at no extra charge with FedEx Express international services for shipments that have up to 5 harmonized tariff classification lines. A fee will be assessed on shipments processed through customs that require more than 5 harmonized tariff classification lines per entry to clear the goods.</p> <p>Business Number A business number is required in order to import into Canada and is obtained from the CBSA for the purpose of business identification. Upon request, FedEx will obtain a business number on behalf of new importers.</p> <p>Government Agency Processing Service When FedEx is the designated broker, a fee will be charged for the clearance of regulated and controlled goods that require specific clearance processes.</p> <p>Low-Value Document Exceptions This will provide the importer with information related to the shipment. A fee will apply to all requests for copies of low-value shipment (LVS) back-up documents.</p> <p>Low-Value Entry Exceptions Low-value shipments are valued under CAD\$1,600. Under CBSA regulations, low-value shipments are provisionally released. However, a formal customs release may be requested for a low-value shipment prior to delivery.</p>

*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at fedex.ca for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

Your Shipping Need	Our Solution
<p>Ancillary Clearance Services cont'd...</p>	<p>FedEx Ground® If you accept Brokerage-Inclusive Service for your FedEx International Ground™ shipment, in addition to the customs clearance services arranged by FedEx Ground, the following ancillary services are also available. These services will appear on your duty and tax invoice. For more information, please see the FedEx Ground Rate Guide at fedex.ca/rates or call 1.800.GoFedEx 1.800.463.3339.*</p> <hr/> <p>Additional Lines of Classification A fee will be assessed on FedEx International Ground shipments processed through customs that require more than 5 harmonized tariff classification lines per entry to clear the goods.</p> <hr/> <p>Government Agency Processing Service A fee will be charged for information forwarded in paper format to any government agency other than the CBSA when the Brokerage-Inclusive Service is accepted. This fee will not apply if/when FedEx has internal system outages.</p>

*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at fedex.ca for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

Service Options

Your Shipping Need	Our Solution
<p>Collect-on-Delivery Payment</p>	<p>FedEx Ground® Collect on Delivery (C.O.D.) FedEx Ground C.O.D. helps to take the financial risk out of doing business with new customers by combining shipping and payment into one simple transaction.</p> <p>You can have FedEx Ground® collect payment for you when the package is delivered within Canada or to the U.S. The payment is remitted to you in Canadian currency for intra-Canada packages and in U.S. currency for crossborder packages.</p> <p>When shipping with FedEx Ground C.O.D., you can choose between three customer payment options:</p> <ul style="list-style-type: none"> • Currency C.O.D. for a cash payment. • Guaranteed funds C.O.D. for payment by certified cheque, money order or cashier's cheque. • Standard C.O.D. for any form of payment — company or personal cheque, money order, cashier's cheque or certified cheque.*
<p>Pickup and Delivery Options</p>	<p>Pickup Service Same-day pickup is available for most FedEx Express® shipments and next-day pickup is available for most FedEx Ground shipments. Customers who ship above the minimum thresholds may arrange a regular scheduled pickup.*</p> <p>Hold at FedEx Location (FedEx Express) Select this option when your recipient needs a FedEx Express shipment earlier than the scheduled delivery time. We'll hold it at the FedEx World Service Centre™ destination location at no extra charge. To choose this option, specify the Hold at FedEx Location service when you complete your shipment documentation.*</p> <p>FedEx Ground® Alternate Address Pickup When you need the flexibility and convenience of scheduling a pickup from a location other than the one associated with your FedEx Ground account.*</p> <p>FedEx Ground Direct Signature Required Select this option when you need a signature upon delivery.</p> <p>Saturday Service (FedEx Express) Available in the majority of Canadian cities.* A special handling fee applies to Saturday pickup and delivery.</p>
<p>Proof of Delivery (P.O.D.)</p>	<p>FedEx Proof of Delivery Get information on your package — including the date and time the shipment was delivered and who signed for it. Included on your invoice at no extra charge.</p> <p>FedEx Ground Direct Signature Required Reports We collect a signature and provide you with verification that your shipment was delivered.</p>

*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at fedex.ca for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

Your Shipping Need	Our Solution
<p>Proof of Delivery (P.O.D.) cont'd...</p>	<p>FedEx Ground P.O.D. Advantage Receive proof of delivery via CD or FTP.</p>
<p>Return Services</p>	<p>FedEx Ground® Call Tag (Intra-Canada only) Use FedEx Ground Call Tags when you have to recall an occasional package delivered by FedEx Ground within Canada.* At your request, a FedEx Ground driver will pick up your return packages at a location that you specify. You can schedule a pickup for the next business day. To arrange a FedEx Ground Call Tag or schedule a FedEx Ground pickup, select Schedule a Pickup from the Ship menu at fedex.ca or call 1.800.GoFedEx 1.800.463.3339.*</p> <p>FedEx Ground Package Returns Program (PRP) The FedEx Ground Package Returns Program (PRP) is a simple solution for shippers who receive a high volume of returns in Canada and the U.S.*</p> <p>FedEx® provides you with preprinted FedEx Ground PRP labels containing your return address information. These labels can be included with your original shipment or provided separately to your customers.</p> <p>When your customers return a package, they can prepare it for shipping, complete the 'From' section on the label, affix it to the package, and then schedule a next-business-day pickup or drop off the package at the nearest FedEx shipping location. The complete processing instructions are printed on the back of each label. Please note that international returns require supporting customs documentation.</p> <p>For PRP packages from the U.S., you are responsible for the freight charges, duties, taxes and brokerage fees.**</p>
<p>Special Handling Services</p>	<p>Dangerous Goods (FedEx Express®) FedEx is one of the largest carriers of dangerous goods worldwide. Dangerous goods must be tendered to FedEx Express in accordance with current International Air Transport Association (IATA) regulations for transport, all other national and international regulations, and the FedEx Express Terms and Conditions section of the FedEx Service Guide. This is required regardless of how the shipment is routed and whether it is physically moved by our transportation network or in combination with any third party.*</p> <p>For further information regarding requirements for shipping dangerous goods, please call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 to speak to one of our dangerous goods specialists.*</p>

*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

**Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Brokerage-Inclusive Service is not available for FedEx Ground PRP.

Your Shipping Need

Special Handling Services cont'd...

Our Solution

FedEx® International Broker Select (FedEx Express®) Combine our speed and reliability with the specialized expertise of your customs broker — just provide your broker's contact information on your shipping documentation.* Shipments will be routed to a FedEx facility that has been customs-approved for holding in-bond shipments (we do not advance or bill duties and taxes).

FedEx will tender your shipment to your broker and, at your request, resume the delivery to the final destination.** For added flexibility, you may list an unlimited number of commodities per air waybill.*

FedEx International Ground™ Brokerage-Inclusive Service

FedEx Ground® can arrange for customs clearance in respect of FedEx International Ground™ shipments to the U.S., with delivery supported by the FedEx Money-Back Guarantee.† FedEx will facilitate the clearance of your FedEx International Ground packages into the U.S. When FedEx Ground arranges customs clearance services, a Clearance Entry Fee may be charged, which will be reflected on the applicable transportation invoice.**

*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

**FedEx (or the broker selected by FedEx) reserves the right to clear the shipment if the broker cannot be determined or will not perform clearance or if complete broker information is not provided (including name, address, phone number and postal code).

†Some restrictions apply. For details on the FedEx Money-Back Guarantee, see [Service Info](#) and the [FedEx Ground Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#). When FedEx Ground arranges customs clearance services, a Clearance Entry Fee may be charged, which will be reflected in the applicable transportation invoice. Additional charges may apply. See the [FedEx Ground Terms and Conditions](#) section and the FedEx Ground Rates section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.



OUR SERVICES Section 2

Intra-Canada Services

FedEx Next Flight®

For critical shipments up to 2,200 lbs. (997 kg) per piece that require special attention and extra fast delivery across Canada. Delivery is available 24 hours a day, 365 days a year, including holidays.* Delivery times may vary, depending on availability.

- Shipments may consist of more than one package.
- Commodity and International Air Transport Association (IATA) restrictions may apply.
- Dangerous goods cannot be shipped via this service.*

FedEx First Overnight®

Choose FedEx First Overnight for next-business-day delivery before 10 a.m. to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg)* — so your recipient can get an early start to the day.

FedEx Priority Overnight®

Our most popular express service provides next-business-day, morning delivery to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).*

FedEx 2Day®

Choose FedEx 2Day for delivery by 5 p.m. the second business day to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).*

*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.



FedEx Economy™†

Choose FedEx Economy for delivery in 1 to 3 business days by 5 p.m. to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).*

FedEx Ground®

Count on FedEx Ground when you need a reliable, cost-effective solution for packages that do not require the speed of express shipping.* You can rely on FedEx Ground to provide day-definite delivery within 1 to 7 business days for packages up to 150 lbs. (68 kg).*

*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

†FedEx® Box and FedEx® Tube should not be used for FedEx Economy service.



OUR SERVICES Section 3

International Services

Shipping envelopes or packages to international destinations?

FedEx International Next Flight®

The fastest possible customs-cleared delivery of your shipments to major cities in more than 220 countries and territories for shipments up to 2,200 lbs. (997 kg) per piece.[†] Delivery is available 24 hours a day, 365 days a year, including holidays.*

FedEx International First®

Count on FedEx International First for customs-cleared, door-to-door, early-morning delivery of urgent packages up to 150 lbs. (68 kg) to the U.S., Europe and Asia. You can ship Monday to Friday from most major centres in Canada to more than 90 U.S. markets and eight European countries (Belgium, France, Germany, Italy, the Netherlands, Spain, Switzerland and the United

Kingdom). Shipments are delivered by 8 a.m. the next business day to most U.S. locations, by 9 a.m. the second business day to select cities in Europe and by 10 a.m. the third business day to select cities in Asia.*

FedEx International Priority™

Our most popular international service provides customs-cleared, door-to-door delivery to more than 220 countries and territories. Packages up to 150 lbs. (68 kg) are delivered to the U.S. by 10:30 a.m. the next business day, to major cities in Europe by noon on the second business day, and in 1 to 3 business days to the rest of the world.*

*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

[†]Single pieces of cargo weighing more than 150 lbs. (68 kg), which are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic are subject to inspection, delay and application of a surcharge.

FedEx® International Economy

Trade time for savings. Count on FedEx International Economy service for cost-effective, customs-cleared, door-to-door delivery of packages to more than 220 countries and territories.[†] Packages up to 150 lbs. (68 kg) are delivered to the U.S. by 4:30 p.m. on the second business day and in 2 to 5 business days to most major world markets.*

FedEx International Ground™

FedEx International Ground provides cost-effective, door-to-door delivery of packages up to 150 lbs. (68 kg) to the U.S., including Hawaii and Alaska, within 2 to 7 business days.*

FedEx® International DirectDistribution Surface Solutions

Streamline your large shipments destined for distribution in the U.S. You can consolidate your shipments in Canada for simplified customs clearance at the border. Once your shipments enter the U.S., you will receive access to the full range of FedEx® services in the U.S., including FedEx Express®, FedEx Ground® and FedEx Home Delivery. In addition, the FedEx Money-Back Guarantee is offered on all FedEx Express shipments and FedEx Ground shipments within the U.S.**

FedEx International Priority DirectDistribution®

We clear your consolidated shipment through customs as a single entry then deliver to individual recipients in the destination country. Delivery in typically 2 to 4 business days to more than 50 countries with a single point of clearance available for shipments destined to select European countries.* Same size and weight restrictions as FedEx International Priority™ apply.*



*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](https://www.fedex.ca) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

**For details on the FedEx Money-Back Guarantee, see [Service Info](#) and the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](https://www.fedex.ca).

[†]FedEx 10kg Box and FedEx 25kg Box should not be used for FedEx International Economy service. FedEx® Envelope and FedEx® Pak rates are not available for FedEx International Economy service.



OUR SERVICES Section 4

FedEx Express[®] Freight Services

We move the big stuff, too!

You can ship palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Choose the specialized network that best meets your needs for expertise, service and value.

All shipments must be skidded or palletized.[†] Skids exceeding 70 inches (178 cm) in height or 119 inches (302 cm) in length or 80 inches (203 cm) in width require prior approval.

FedEx 1Day[®] Freight

Count on FedEx 1Day Freight for urgent, next-business-day delivery within Canada by 5 p.m. for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece — supported by the FedEx[®] Money-Back Guarantee.*

FedEx[®] International Priority Freight

FedEx International Priority Freight service provides time-definite, customs-cleared delivery for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Delivered to the U.S. by 10:30 a.m. the next business day and to more than 130 countries and territories in 1 to 3 business days** — supported by the FedEx Money-Back Guarantee.*

FedEx[®] International Economy Freight

When you have more time, choose FedEx International Economy Freight service for cost-effective, time-definite, customs-cleared delivery for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Delivered to the U.S.

*For details on the FedEx Money-Back Guarantee, see [Service Info](#) and the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#).

**Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

[†]Single pieces of cargo weighing more than 150 lbs. (68 kg), which are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic are subject to inspection, delay and application of a surcharge.

typically by noon on the second business day and to more than 130 countries and territories in 2 to 5 business days* — supported by the FedEx Money-Back Guarantee.**

FedEx International Premium™

Time-definite, high-priority, airport-to-airport delivery in typically 1 to 3 business days to more than 30 countries.* Ship virtually any size or commodity, including customs-controlled items, consolidated shipments and dangerous goods.* Plus, it's supported by a money-back guarantee.**

Customs clearance is handled by your own broker. Weight limit of 2,200 lbs. (997 kg) per piece, with unlimited shipment weight. Commodity and IATA restrictions may apply. Call 1.800.GoFedEx 1.800.463.3339 for further details.†

FedEx® International Express Freight

Airport-to-airport delivery in 1, 2 or 3 business days to Asia, Europe, Australia, the Middle East, Latin America and the U.S. This service is for shipments of virtually any size or weight and can be used in conjunction with a freight forwarder, broker or agent of your choice.*†

FedEx International Priority DirectDistribution® Freight

We clear your consolidated freight shipment through customs as a single entry then deliver to individual recipients in the U.S. Delivery in typically 2 to 4 business days.* Same size and weight restrictions as FedEx® International Priority Freight.* Piece count verification and appointment delivery options available.††

Advance booking of space is required for all FedEx Express® freight services. Please visit fedex.ca or call 1.800.GoFedEx 1.800.463.3339 for further details.

FedEx Express Freight Shipping and Service Options at a Glance

Service	Shipping Options			
	Door-to-Door (DTD)	Door-to-Airport (DTA)	Airport-to-Door (ATD)	Airport-to-Airport (ATA)
FedEx 1Day® Freight	●	●	●	●
FedEx® International Priority Freight	●	●	●	●
FedEx® International Economy Freight	●	●	●	●
FedEx International Premium™				●
FedEx International Express Freight				●
FedEx International Priority DirectDistribution Freight	●			

Service	Service Options	
	Dangerous Goods (DG)	FedEx International Broker Select
FedEx 1Day Freight	●	N/A
FedEx International Priority Freight	●	●
FedEx International Economy Freight		●
FedEx International Premium	●	●
FedEx International Express Freight	●	●
FedEx International Priority DirectDistribution Freight	Inaccessible DG Only	

*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at fedex.ca for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

**For details on the FedEx Money-Back Guarantee, see [Service Info](#) and the [Terms and Conditions](#) section of the FedEx Service Guide at fedex.ca. The FedEx Money-Back Guarantee does not apply to FedEx International Express Freight shipments.

†Some restrictions apply. See the FedEx International Premium and FedEx International Express Freight Terms and Conditions at fedex.ca for details.

††The FedEx Money-Back Guarantee is not available with these options.



HOW TO PACK **Section 5**

How to Prepare Your Shipment

FedEx® shipping made easy.

At FedEx, our objective is to get your shipment safely to its destination in the same condition it was sent. The next time you ship with FedEx Express® or FedEx Ground® services, you can do your part by reviewing our tips on how to pack

and following our packaging guidelines. If you need help packaging your shipment or want to purchase supplies, stop by your local FedEx Office™ Print & Ship Centre. [Find a location.](#)



1. Cushion It

Choose cushioning of appropriate density and thickness, and use enough to fill all void spaces in your shipping container.



2. Box It

Select an appropriate container that is large enough to accommodate the proper thickness of cushioning material.



3. Seal It

Apply at least three strips of packaging tape to the top and bottom sides of the container using the 'H' taping method.



4. Label It

Place the shipping label with the recipient's full address on the most visible side of the container away from any folds or seams.

For more information on packaging, including commodity-specific guides, visit fedex.ca/packaging.



Create Labels and Documentation

FedEx Express® Shipments

You can complete and print shipping labels for intra-Canada and international express shipments online. Visit **fedex.ca** to get started. Or you can manually complete an intra-Canada or international air waybill and affix it using a label pouch.

International Shipments

For resources and information on customs documentation and regulatory updates, visit the [Customs Tool](#) menu at **fedex.ca**.

You can submit your customs documentation electronically with FedEx® Electronic Trade Documents. To view a demonstration or to learn how to get started using our interactive help guides, visit fedex.ca/etd.

FedEx Ground® Shipments

FedEx Ground Barcode Labels

Print and affix either: a combined barcode and address label that you create using one of our electronic shipping solutions; or a preprinted barcode label and address label you create yourself. To order FedEx Ground barcode labels, call 1.800.GoFedEx 1.800.463.3339.

FedEx Ground Pick-Up Record

Provide your driver with a completed FedEx Ground Pick-Up Record, along with your shipments each day. If you create labels electronically, provide your driver with a system-generated pickup manifest. To order copies of the FedEx Ground Pick-Up Record, call 1.800.GoFedEx 1.800.463.3339.









Please Note:

No abbreviations, P.O. boxes or rural routes may be used on the address label. Place it next to the barcode label on the widest part of the package, 4 inches (10 cm) from the edge.

FedEx Ground shipments to the U.S. require an international barcode label and a blue FedEx International Ground™ shipment label. Please call 1.800.GoFedEx 1.800.463.3339 for more information.

FedEx Express® Packaging Options*

Choose from the following packaging as well as other specialty packaging options (for FedEx Express shipments only). For more information, visit fedex.ca/packaging.

Ideal for documents	FedEx® Envelope with Pouch Inside Dimensions: 9.5" x 12.5" (24.1 cm x 31.8 cm)	
For use with any FedEx Ship Manager™ thermal label product	FedEx® Envelope without Pouch Inside Dimensions: 9.5" x 12.5" (24.1 cm x 31.8 cm)	
For legal size documents	Legal-Size Reusable FedEx® Envelope Inside Dimensions: 9.5" x 15.5" (24.1 cm x 39.4 cm)	
For documents too large or heavy for a FedEx® Envelope	FedEx® Pak Inside Dimensions: 12" x 15.5" (30.5 cm x 39.4 cm)	
For documents that require protection	FedEx® Padded Pak Inside Dimensions: 11.75" x 14.75" (29.8 cm x 37.5 cm)	
For DVDs, thick documents and file folders	Small FedEx® Box Inside Dimensions: 12.25" x 10.9" x 1.5" (31.1 cm x 27.7 cm x 3.8 cm)	
For binders, large documents and notebooks	Medium FedEx® Box Inside Dimensions: 13.25" x 11.5" x 2.38" (33.7 cm x 29.2 cm x 6.0 cm)	
Big enough for small parts or reports	Large FedEx® Box Inside Dimensions: 17.88" x 12.38" x 3" (45.4 cm x 31.4 cm x 7.6 cm)	

[Continued](#)

*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at fedex.ca for details.

FedEx Express® Packaging Options*

Suited for spare parts
or samples

[FedEx® 10kg Box](#)^{*†}

Inside Dimensions: 15.81" x 12.94" x 10.19"
(40.2 cm x 32.7 cm x 25.9 cm)



Suited for spare parts
or samples

[FedEx® 25kg Box](#)^{*†}

Inside Dimensions: 21.56" x 16.56" x 13.19"
(54.8 cm x 42.1 cm x 33.5 cm)



For plans, posters,
fabric rolls or blueprints

[FedEx® Tube](#)

Inside Dimensions: 38" x 6" x 6" x 6"
(96.5 cm x 15.2 cm x 15.2 cm x 15.2 cm)



A transparent overwrap
for noninfectious
diagnostic specimens
and environmental samples

[FedEx® Clinical Pak](#)

Inside Dimensions: 13.5" x 18"
(34.3 cm x 45.7 cm)



A transparent overwrap for
properly prepared specimens
classified as Biological
Substance, Category B
(UN 3373)

[FedEx® UN 3373 Pak](#)

Inside Dimensions: 13.5" x 18"
(34.3 cm x 45.7 cm)



*Some restrictions apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

†You can ship these boxes to more than 220 countries and territories via [FedEx International Priority](#)™ service.



Three Easy Ways to Order Supplies

To begin shipping today, simply pack your FedEx Express® and FedEx Ground® shipment in your own packaging or use convenient FedEx Express packaging for your express shipments.

You can order FedEx Express supplies in three convenient ways:

- 1 Order online from the [‘Manage My Account’](#) menu at **fedex.ca**.
- 2 Ask your FedEx® courier or call 1.800.GoFedEx 1.800.463.3339 and say “shipping supplies” to place an order.
- 3 Pick up supplies at your nearest FedEx location.

If you have questions, visit **fedex.ca** or call 1.800.GoFedEx 1.800.463.3339.



HOW TO SHIP Section 6

Tools at fedex.ca

Find what you need, fast.

No matter what your shipping needs may be, you can do more at **fedex.ca**. Use the menu on our home page to find the time-saving tools and resources you need to work faster and be more productive.

- 1 [Package/Envelope Services](#)
Access a range of services and tools for shipments weighing up to 150 lbs. (68 kg).
- 2 [Freight Services](#)
Access a range of freight services for shipments weighing more than 150 lbs. (68 kg) per piece.
- 3 [Office/Print Services](#)
Access a broad range of business, document and shipping services at FedEx Office™ Print & Ship Centres.
- 4 [Ship](#)
Process FedEx Express® and FedEx Ground® shipments within Canada, to the U.S. and

around the world with [‘FedEx Ship Manager™ at fedex.ca’](#). You can also get rates, transit times, schedule a pickup, find drop-off locations and much more.

- 5 [Track](#)
Track the status of your shipments from origin to destination, including signature proof of delivery, 24 hours a day, 7 days a week.
- 6 [Manage My Account](#)
Access and manage the details of your FedEx Express and FedEx Ground shipments.
- 7 [Customs Tools](#)
Find tools, documentation and information to make international shipping fast and easy.

Make Your Job Easier at fedex.ca

Make Your Job Easier at fedex.ca

[FedEx® ePreference Centre](#)

Visit the '[FedEx ePreference Centre](#)' at **fedex.ca/email** to sign up for any or all of our email communications or to manage your email preferences. When you subscribe to FedEx® email communications, you may receive important news, service information and valuable special offers via email.

[FedEx Services and Tools](#)

Access information on services and electronic shipping tools.

[FedEx Ship Manager™ at fedex.ca](#)

Simplify and streamline the shipping process by using '[FedEx Ship Manager at fedex.ca](#)', our online shipping application. To learn how to create shipping labels, manage addresses, schedule pickups, send email shipment notifications, check rates and much more, visit [fedex.ca/help](#).

[FedEx Ship Manager at fedex.ca Shipping Administration](#)

Use '[FedEx Ship Manager at fedex.ca](#)' 'Shipping Administration' to gain added control over shipping processes and costs. You can centrally manage and control shipments processed by multiple individuals in your organization from different locations — all through the convenience of the internet.

[Import Shipping](#)

Process your import shipments with the same ease and reliability as your exports, using FedEx Ship Manager® at fedex.com, our online shipping application. You can prepare shipping labels and documentation for your inbound shipments in the comfort of your own office — all you need is your FedEx account number and internet access. [Download the Import Shipping Guide](#).

[Get Rates and Transit Times](#)

Compare rates and transit times for various FedEx services with this easy-to-use, time-saving online tool. Log in for account-specific courtesy rate quotes.

[Schedule a Pickup](#)

Request or cancel pickups for FedEx Express® and FedEx Ground® shipments online.

[Find FedEx Drop-off Locations](#)

Find the drop-off location nearest you with just a few clicks.

[Order Supplies](#)

Order FedEx packaging and shipping supplies online. Delivery is within 2 to 3 business days.

[FedEx Mobile](#)

Stay connected to your shipments via your smartphone. Visit **m.fedex.ca** through your web-enabled mobile phone to track your shipments, find drop-off locations, get rates and transit times and schedule pickups. To download an advanced tracking application for your BlackBerry® Smartphone or iPhone, visit [fedex.ca/mobile](#).

[Universal Currency Converter](#)

Get daily-updated currency exchange rates using this interactive calculator.

[Measurement Converter](#)

Convert measurements to take the guesswork out of shipping globally.

[Worldwide Holidays](#)

Plan your shipment's arrival date around important observed holidays from country to country, using this simple tool.

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FedEx Drop-Off Locations

Visit '[Find Drop-off Locations](#)' under the '[Ship](#)' menu at [fedex.ca](#) and enter your postal code or address to find the nearest FedEx drop-off locations.

The screenshot shows the FedEx Dropoff Locator interface. It includes a search form with fields for postal code, address, city, province, and phone number. There are also filters for location types (staffed, self-service, authorized shipcenter) and FedEx services (express drop-off, Saturday service, hold at location, etc.).

How to choose a FedEx® location:

Visit [fedex.ca](#) and select '[Find Locations](#)' from the home page or select '[Find Drop-off Locations](#)' from the '[Ship](#)' menu.

FedEx Office™ Print & Ship Centres

FedEx account holders can drop off FedEx Express® and FedEx Ground® packages at any FedEx Office Print & Ship Centre location across Canada. In addition to shipping services, these locations provide a variety of office and print services including copying, printing, document scanning, computer rental and much more.

FedEx World Service Centres™

The shipping specialists at these locations will help you choose the right delivery service, complete documentation and process your packages. To accommodate your schedule, many locations are open late and on Saturdays.

FedEx Authorized ShipCentres®

Stop by these independently owned® locations across Canada to access FedEx shipping services.

FedEx Express® Drop Boxes

You can drop off your FedEx Express packages, pick up shipping materials and receive shipping instructions at any one of our 800 easy-to-find drop box locations across Canada.

FedEx Express Drop Boxes deliver time-saving advantages to busy shippers:

- Later pickup times for flexibility in meeting tough deadlines and getting end-of-day shipments out on time.
- Convenient and easily accessible drop-off locations for FedEx Express packages.



HOW TO SHIP **Section 7**

Shipment-Status Tracking

Get the status on your FedEx® shipments 24 hours a day, 7 days a week.

[Track at fedex.ca](#)

Obtain information 24 hours a day, 7 days a week about your shipments. Visit **fedex.ca** to track up to 30 FedEx Express®, FedEx Ground® and FedEx® Freight shipments at a time. Get master and individual tracking results for your multiple-package shipments.

[Track by Desktop](#)

Monitor the status of your shipments and receive proactive notifications right to your desktop.

[Track by Mobile](#)

Access up-to-date tracking details directly from your mobile devices.

[Track by Email](#)

Get the status of 30 shipments through one email request.

Track by Phone

Call 1.800.GoFedEx 1.800.463.3339 and say “track a package.”

[Obtain Signature Proof of Delivery](#)

You can also request a signature proof of delivery via these tracking tools — it includes a delivery confirmation and an image of your recipient’s signature via an online letter or fax.

[FedEx InSight®](#)

A free management tool at **fedex.ca** that allows you to proactively monitor all your inbound and outbound shipments, as well as third-party shipments billed to your account without a tracking number. You can also receive automatic notifications of shipment status.

Registering for FedEx InSight® will allow you to:

- **Track** without a tracking or reference number and obtain visibility to all shipments matched to your account number(s) and/or address(es).
- **Receive** proactive notifications about significant shipment events like clearance delays, attempted deliveries, releases, proofs of delivery and more — via email.
- **Monitor** all of your shipments through status updates and downloadable reports for all incoming, outgoing and third-party shipments.
- **Manage** shipping activities across multiple locations and accounts.

Visit fedex.ca/insight to review the FedEx InSight registration checklist, online tutorial and Frequently Asked Questions.





AFTER YOU SHIP Section 8

Account Management

Invoice Options

You can choose from several invoice options based on the level of shipment detail that you need. If you would like to change your invoice option, the 'Invoice Selector' at fedex.ca will help you determine the invoice option that will best meet your needs.

The main sections of your FedEx Express® and FedEx Ground® invoice include the following:

- 1 Remittance page** — itemized listing of all charges with a remittance stub.
- 2 Summary page(s)** — listing of shipment details with summary information only.
- 3 Detail page(s)** — listing of individual shipments with comprehensive shipment details.

For more information, visit fedex.ca/invoice.

FedEx Electronic Data Interchange (EDI)

With EDI, you can integrate your accounts payable process with electronic FedEx® invoice, remittance and adjustment data.

- Your organization can benefit from increased accuracy, faster charge-backs and reduced paperwork.
- By consolidating invoices for multiple FedEx accounts into a single transmission, EDI helps increase your control over costs even when shipments originate from multiple sites.

If you have large volumes of data and would like details about EDI, please contact your FedEx account executive.

FedEx Ground® COLLECT

This payment option allows you, as the recipient, to be invoiced directly for inbound FedEx Ground shipments, to help you control costs and avoid charges added by your suppliers. To take advantage of FedEx Ground COLLECT, contact your FedEx account executive to enrol as an “authorized COLLECT recipient.” Once authorized, you will receive a weekly itemized invoice detailing all collect charges.*

Visit the [Resource Centre](#) at [fedex.ca](#) — it is a great place to learn about our suite of online shipping tools!



*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section of the FedEx Service Guide at [fedex.ca](#) for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.



[fedex.ca](https://www.fedex.ca) 1.800.GoFedEx 1.800.463.3339