

WELCOME to FedEx

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Thank you for opening a FedEx account.

The New Customer Center at fedex.com has all the information you need to get started with FedEx, including this downloadable version of the FedEx Welcome Kit. This kit provides information and resources to help you manage your FedEx shipping efficiently.

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Shipping Overview

Get Started at [fedex.com](https://www.fedex.com)

Go to the New Customer Center at [fedex.com](https://www.fedex.com) to learn how to manage your FedEx shipping efficiently and more about FedEx services and shipping tools

[fedex.com/au/newcustomer](https://www.fedex.com/au/newcustomer)

Order FedEx Supplies

Three Easy Ways to Order Supplies:

1. Order online at [fedex.com](https://www.fedex.com): [fedex.com/au/newcustomer](https://www.fedex.com/au/newcustomer)
2. Call local Customer Service Hotline: [13 26 10](tel:132610)
3. Pick up supplies at a nearby FedEx drop-off location: [fedex.com/au/dropoff](https://www.fedex.com/au/dropoff)



Send Export Shipments

Step 1 Choose a delivery service

A. International Priority (IP) – Best Choice for Urgent Shipments

Detailed transit times: fedex.com/ratefinder/home?cc=au&language=en

B. International Economy (IE) – Cost-effective Option for Less Urgent Shipments

Detailed transit times: fedex.com/au/services/IE/iesvcfeatures.html

	International Priority	International Economy
Transit Time*	1-2 working days	2-4 working days
Billing Option	Shipper, Consignee, 3rd party	Shipper, Consignee, 3rd party
Supported by Money-Back Guarantee	Yes	Yes
Multiple packages	Yes	Yes
Max. weight/package	68kg	68kg
Max. weight/shipment	Unlimited	Unlimited
Service Coverage	More than 220 countries and territories	U.S (incl. Hawaii and Alaska), Asia, and major Europe locations. Please refer to rate sheet for details.

*Conditions apply. For full details, please contact your local Customer Service team.

1. Choose a delivery service



2. Package your shipment



3. Prepare your shipping documents



4. Send your shipment



Step 2 Package your shipment

You can pack your shipment in your own packaging or use our packaging to fit your shipments at no cost.
 Order through: <https://www.fedex.com/au/supplies>



FedEx Packaging

Packaging	Description	Pricing	Maximum Declared Value for Carriage
1 FedEx Envelope	For documents up to 60 unfolded pages of standard A4 paperwork.	Special FedEx Envelope rate is applicable only to shipments weighing 0.5kg or below.	US\$100
2 FedEx Pak	FedEx Large Pak: For larger documents or other compact items; FedEx Extra Large Pak: For soft, light and bulky shipments.	Special FedEx Envelope rate is applicable only to shipments weighing 2.5kg or below.	US\$100
3 FedEx Box	Self-assembly boxes designed to hold: a. A single reel of magnetic tape and small documents (Small) b. Binders and large documents (Medium) c. Large stack of papers, printouts, machine parts & samples (Large)	—	US\$50,000
4 FedEx Tube	Self-sealing triangular tube for drawings, blueprints, charts, posters, photographs, fabric samples, etc.	—	US\$50,000
5 FedEx 10kg & 25kg Box	Sturdy boxes for shipping general items in good shape.	A low flat rate is applicable to transport via FedEx IP service.	US\$50,000

Your Own Packaging

You may choose to use your own packaging with reference to the following guidelines when using FedEx IP or IE service.

- Weight per package up to 68kg/150lb⁺
- Length per package up to 274cm⁺
- Length + Girth up to 330cm⁺ (Girth = twice the height + twice the width)
- Maximum Declared Value for Carriage Up to US\$50,000*

⁺ May vary by destination

* Conditions apply

Dimensional Weight (Volumetric Weight)

For large-sized lightweight shipments, the greater of either the dimensional weight (volumetric weight) or actual weight will be charged. The dimensional weight (volumetric weight) (in kg) of an International Priority/ Economy shipment is calculated as:

$$\text{Length} \times \text{Width} \times \text{Height (cm or inches)}$$

(then divided by 5,000 for "cm" or divided by 305 for "inches")

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.

Size and weight restrictions may vary depending on country and destination. Please contact our Customer Service team for more information.

For tips and tools on proper packing, sealing and labeling practices, please visit "How to Pack" on [fedex.com/au/tools](https://www.fedex.com/au/tools)

Remark :* The maximum declared value of carriage is USD1,000, or USD20 per kilogram, whichever is greater, for shipments containing items of extraordinary value such as artwork, antiques, jewelry, precious metals, furs, etc. For details, please contact our Customer Service team.

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents

4. Send your shipment

Step 3 Prepare your shipping documents

FedEx Ship Manager™ at fedex.com

FedEx Ship Manager™ at fedex.com can manage all your international shipping activities in one-stop. FedEx has made your shipping paperwork easy and nearly automatic. You only need Internet access, a laser printer or a quality ink-jet printer to start shipping right away.

With FedEx Ship Manager™ at fedex.com, you can:

- Create International Air Waybill and Commercial Invoice from your desktop
- Store frequently used addresses and commodities in an Address Book and Commodity Database
- Get estimated Rate Quotes, Duties & Taxes
- Schedule a Courier Pickup
- Notify related parties once the shipment is on its way and safely delivered, or if there is any exception updates via FedEx Shipment Notification
- Track your shipments
- Create standard and customized Shipment Reports

More details are available at fedex.com/au/ebusiness/ebizeshiptools.html.

For enquiries on FedEx automation products and applications, you can call 1 300 138 759*.

* Technical Support Hotline Service Hours: 24 hours, 7 days a week.

International Air Waybill (AWB)

Please order FedEx International Air WayBill online or call FedEx Customer Service at 13026010

When completing a FedEx International Air Waybill, please type or print clearly, pressing hard with a ball-point pen and complete in English.



- A** Fill in Sender's details.
- B** Fill in recipient's details.
Phone number is necessary to locate recipient when needed.
Recipient's Tax I.D. number for customs purpose field is optional. It may be required by import customs clearance within the destination country.

- C** Describe what you are shipping and be specific and detailed. What is it? What is it made of? What is it used for? What is it a component of?
Country of Manufacture: Enter country of original manufacturer of each commodity.
Total Value for Customs: Enter the selling price of your shipment contents with specified currency. It must agree with the number on your commercial invoice.
Total declared value for Carriage: Must not exceed the "Total Value for Customs" amount.
- D,E,F** Select appropriate service, packaging and handling if necessary. If no service is marked, we will send your shipment via FedEx International Priority.
- G1,G2** Select responsible party for transportation charges, duties and taxes, and write down the relevant FedEx account number. If recipient or third party fails to pay transportation charges and/or duties and taxes, the sender is responsible for payment.
- H** Use this optional area for your internal record with shipping numbers or codes. We'll print the first 24 characters on your invoice.
- I** Sender's signature.

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents

4. Send your shipment

Commercial Invoice

The Commercial Invoice is required by customs authorities to allow for import clearance of certain non-document shipments. Requirements vary from country to country and depend on the commodity type, value and quantity. To complete the Commercial Invoice, simply follow the steps below and you can download a blank form at fedex.com/au/tools.

Sample		COMMERCIAL INVOICE		(Please complete in English print)						
INTERNATIONAL AIR WAYBILL NO. (A) 1234 5678 9011		(NOTE: All shipments must be accompanied by a FedEx International Air Waybill & two duplicate copies of CI.)								
DATE OF EXPORTATION 30 th May, 2007		SHIPPER'S EXPORT REFERENCES (i.e., order no., invoice no.)								
SHIPPER / EXPORTER (complete name, address, telephone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN / SSN, or as locally required) Delon Chow Happy Trading AU Unit 6, 1307 Botany Road, Mascot, Australia Tel: 612-9045-4979		CONSIGNEE (complete name, address, telephone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN / SSN, or as locally required) Isabella Smith BELLE SYSTEMS INCORPORATED 200 West Grand Ave, Woodstock, WI, 53000, USA Tel: 608-333-4444 Fax: 608-444-5555 EIN#12-3456789								
COUNTRY OF EXPORT Australia		IMPORTER - IF OTHER THAN CONSIGNEE (complete name, address and telephone) Same as Consignee								
REASON FOR EXPORT (e.g. personal gift, return for repair) Samples for Trade Show		COUNTRY OF ULTIMATE DESTINATION USA								
COUNTRY OF ORIGIN	MARKS/ NO'S.	NO. OF PKGS	TYPE OF PACKAGING	FULL DESCRIPTION OF GOODS <small>What is it? What is it made of? What is it used for? What is it a component of? e.g.) Ladies' 100% Silk Knitted Blouse.</small>	HS CODE	QTY.	UNIT OF MEASURE <small>e.g. pieces, units, set.</small>	WEIGHT lb / kg	UNIT VALUE currency	TOTAL VALUE
Australia	As addressed	2	Cartons	Mens Tennis Shoes Style # 1212 Upper - made of 100% Synthetic Leather Sole - made of Rubber & Plastics Size: 27cm Colour: White		12	pairs	5kg	USD80/pair CIF Los Angeles, USA	USD960
		TOTAL PKGS					TOTAL WEIGHT	CURRENCY	TOTAL INVOICE VALUE	
		1					5kg	USD	USD960	
I DECLARE ALL THE INFORMATION CONTAINED IN THE INVOICE TO BE TRUE AND CORRECT.								Payment Method Check one <input type="checkbox"/> L/C <input type="checkbox"/> F.O.B. <input type="checkbox"/> T/T <input type="checkbox"/> C & F <input type="checkbox"/> Others <input checked="" type="checkbox"/> C.I.F. Check if applicable		
Signature of Shipper/Exporter <i>Delon Chow</i>		Shipping Manager		30 th May, 2007						
NAME (PLEASE PRINT)		TITLE (PLEASE PRINT)		DATE						

- A** Fill in FedEx International Air Waybill number
- B** Fill in complete name, address, telephone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN / SSN, or as locally required
- C** Fill in complete name, address, telephone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN / SSN, or as locally required
- D** The country where the merchandise was grown, mined or manufactured, in accordance with Customs Regulations
- E** Complete details of the items (s) being shipped, including name, part numbers, serial numbers, and H.S. numbers, if available.
To expedite clearance, the description should answer:
What is it? What is it made of? What is it used for? What is it a component of?
e.g. Ladies' 100% Silk Knitted Blouse
- F** Please declare one currency type only
- G** Sign your name and date

Below is a common commodity sample of a full description that lists what the item is, what the item is made of and what is the item made for on the Air Waybill & Commercial Invoice. It is important to write a consistent and clear description of the item on the Air Waybill & Commercial Invoice.

Air Waybill

Commodity Description REQUIRED	Harmonized Code
ALUMINUM steel plate for use in semiconductor manufacturing machine (C)	

Commercial Invoice

TYPE OF PACKAGING	FULL DESCRIPTION OF GOODS <small>What is it? What is it made of? What is it used for? What is it a component of? e.g.) Ladies' 100% Silk Knitted Blouse.</small>	HS CODE
	ALUMINUM steel plate for use in semiconductor manufacturing machine (E)	

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents

4. Send your shipment



Customs Declaration Documentation

When shipping to the U.S., you may be required to complete additional documentation, which is required under U.S. law. Accurate completion of the documentation will assist the customs authorities in processing your shipment more efficiently.

Types of shipments that require additional customs documentation:

- American Goods Return
- Frequency Emitting Devices and Radiation Emitting Devices
- Food
- Integrated Circuits

For textile shipments, the identity details of the manufacturer must be added in the Commercial Invoice.

For person to person gift shipments, please declare, "Unsolicited Gifts Not For Resale" in the Commercial Invoice.

For "videos", please provide a synopsis, length and duration and the purpose of the video shipment in the Commercial Invoice.

Other shipment types and more detailed information on customs documentation are available at "Prepare Shipping Documents" at [fedex.com/au/tools](https://www.fedex.com/au/tools).

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents

4. Send your shipment



Step 4 Send your shipment

You may place your pick-up order via below options:

- Call Customer Service Hotline to arrange a courier pick-up: **13 26 10**
- Go to [fedex.com](https://www.fedex.com) and click the 'Ship' tag

You may drop off your shipment at:

- FedEx World Service Centers
- FedEx Stations
- FedEx Drop Boxes

For detailed drop-off address: [fedex.com/au/dropoff](https://www.fedex.com/au/dropoff)

Online Tracking

Available at: [fedex.com/au/tracking](https://www.fedex.com/au/tracking)

- Track up to 30 packages at one time.
- Subscribe to proof of delivery updates to alert involved parties via email when the package has been safely delivered to its destination.
- Send email updates in your choice of 16 international languages including Simplified Chinese, Traditional Chinese, Japanese and Korean.
- Check the name of the recipient who signed for the package, or whether the package is still in transit.
- Subscribe to exception updates to alert up to 4 interested parties via email about non-deliveries. For example, customers being out of the office or customs delays.

Track using FedEx Ship Manager™ at [fedex.com](https://www.fedex.com)

You can track your shipment status by various methods in FedEx Ship Manager™ at [fedex.com](https://www.fedex.com):

- Select from Ship History database
- Enter tracking number
- Enter reference number
- Notify related parties once the shipment is on its way and safely delivered, or if there is any exception updates via FedEx Shipment Notification
- Create standard and customized Shipment Reports

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents

4. Send your shipment





Receive Import Shipments

Step 1 : Notified by Overseas Shippers

- An overseas shipper places an order and sends a shipment to you.
- The shipper can notify you of the International Air Waybill numbers and product details by using FedEx Ship Manager™ at fedex.com, Ship Alert®, or online tracking notification function.
- If the freight charges are billed to you as a recipient our integrated billing system allows you to pay by using one account number.

Step 2 : Check Estimated Duties and Taxes

- The amount of duties and taxes will depend on the type of commodity, product value, country of manufacture, and application of product.
- Details can be found on our website: https://gtm.fedex.com/GTM?cntry_code=au. Then click on “Estimate Duties and Taxes”. Although sign up to access is required, the service is free of charge for multiple queries with no limitations.

Step 3 : Track Your Shipment

- You can track your shipment status and get automated tracking updates (exception and delivery notification) by using our online tracking system that offers a selection of 16 different languages.
- You can email the tracking details to the shipper and 3 other parties.

Step 4 : Receive Shipment

- FedEx provides fast and smooth clearance for your shipments.
- You will be required to sign-off a proof-of-delivery form upon delivery of your shipment.



Your Shipping Resources

FedEx Home Page: fedex.com/au

New Customer Center at fedex.com: fedex.com/au/newcustomer

Customer Service Hotline: **13 26 10**

Office Hours: Mon - Fri (08:00 - 00:00), Sat (08:00 - 17:00) - Sun (Closed),
Public Holidays (08:00 - 14:00)

24-hour Automated Hotline: **13 26 10**

Or, you can simply call our 24-hour automated hotline - 13 26 10 to place your pickup order at your convenience.

FedEx World Service Centers

Look for the purple and orange in metropolitan business districts, airports and busy thoroughfares. FedEx World Service Centers are staffed by experienced customer service professionals.

For enquiries, please call our toll-free line at 13 26 10

Functions Available	Press	Then press
Schedule a pick-up	1	<input type="checkbox"/>
Check package status (Track a package)	2	1
Freight charges of a shipped package	2	2
Billing enquiries	2	3
General service information via fax	3	1
Custom Declaration Forms	3	2
Order Supplies	4	<input type="checkbox"/>
Rate quotation or transit time enquiries	5	<input type="checkbox"/>
Return to main menu	9	<input type="checkbox"/>
Repeat main options	*	<input type="checkbox"/>
Contact Customer Service Representatives*	0	<input type="checkbox"/>

Notes:

*Customer Service Office Hours

**Calling from outside Australia,
please dial 13 26 10**

Website: fedex.com/au/contact/

Location	Address	Hours of Operation	Nearest X-Street
Adelaide	1 Comley Street Adelaide Airport SA 5950	Mon - Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	
Alexandria	215-225 Euston Road Alexandria NSW 2015	Mon - Fri: 08:00 - 19:00 Sat: 08:00 - 12:00 Sun: Closed	Campbell Street
Belmont	159 Francisco Street Belmont WA 6104	Mon - Fri: 08:30 - 18:30 Sat: Closed Sun: Closed	Great Eastern Highway
Brisbane	41-43 Qantas Drive Brisbane Airport QLD 4007	Mon - Thu: 08:00 - 18:00 Fri: 08:00 - 19:00 Sat & Sun: Closed	Lamandra Drive
Canberra	125 Newcastle Street Fyshwick ACT 2609	Mon - Fri: 08:30 - 17:30 Sat: Closed Sun: Closed	
Derrimut	100 Parkwest Drive Derrimut VIC 3030	Mon - Fri: 08:30 - 19:00 Sat: 08:30 - 12:00 Sun: Closed	
Gold Coast	18&2/40 Township Dr Burleigh Heads QLD 4220	Mon - Fri: 08:00 - 18:00 Sat: Closed Sun: Closed	
Rydalmere	18-20 South Street Rydalmere NSW 2116	Mon - Fri: 08:00 - 18:30 Sat: Closed Sun: Closed	Pike Street

Single Location Pick-up (SLP) Cut-off Time Table

FedEx cut-off times refer to the latest time you may call FedEx to have a shipment picked up in order for it to be shipped on the same day. Shipments received after the cut-off time will be shipped on the following day.

Cut-off times vary by location and destination and are displayed in the pick-up location's local time.

Cut-off times are subject to change without notice.

Please contact Customer Service for details.

SYDNEY					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (S)	13:30	13:30	13:30	13:30	13:30
APAC (N)	17:30	17:30	17:30	17:30	17:30
EMEA (S)	13:30	13:30	13:30	13:30	13:30
EMEA (N)	17:30	17:30	17:30	17:30	17:30
NA (S)	09:00	09:00	09:00	09:00	09:00
NA (N)	17:30	17:30	17:30	17:30	17:30
NZ (S)	17:30	17:30	17:30	17:30	17:30
UK (S)	09:00	09:00	09:00	09:00	09:00
UK (N)	17:30	17:30	17:30	17:30	17:30

MELBOURNE					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (S)	12:00	12:00	12:00	12:00	17:30
APAC (N)	17:30	17:30	17:30	17:30	17:30
EMEA (N)	17:30	17:30	17:30	17:30	17:30
NA (N)	17:30	17:30	17:30	17:30	17:30
NZ (S)	14:00	14:00	14:00	14:00	17:30
NZ (N)	17:30	17:30	17:30	17:30	17:30
UK (N)	17:30	17:30	17:30	17:30	17:30

BRISBANE					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	17:00	17:00	17:00	17:00	17:00
EMEA (N)	17:00	17:00	17:00	17:00	17:00
NA (N)	17:00	17:00	17:00	17:00	17:00
NZ (N)	17:00	17:00	17:00	17:00	17:00
UK (N)	17:00	17:00	17:00	17:00	17:00

PERTH					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	16:00	16:00	16:00	16:00	16:00
EMEA (N)	16:00	16:00	16:00	16:00	16:00
NA (N)	16:00	16:00	16:00	16:00	16:00
NZ (S)	11:00	--	11:00	--	--
NZ (N)	16:00	16:00	16:00	16:00	16:00
UK (N)	16:00	16:00	16:00	16:00	16:00

ADELAIDE					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	16:30	16:30	16:30	16:30	16:30
EMEA (N)	16:30	16:30	16:30	16:30	16:30
NA (N)	16:30	16:30	16:30	16:30	16:30
NZ (N)	16:30	16:30	16:30	16:30	16:30
UK (N)	16:30	16:30	16:30	16:30	16:30

CANBERRA					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	17:00	17:00	17:00	17:00	17:00
EMEA (N)	17:00	17:00	17:00	17:00	17:00
NA (N)	17:00	17:00	17:00	17:00	17:00
NZ (S)	15:00	15:00	15:00	15:00	15:00
NZ (N)	17:00	17:00	17:00	17:00	17:00
UK (N)	17:00	17:00	17:00	17:00	17:00

Remarks:

- APAC - Asia
- EMEA - Europe, Middle East, Africa & All Other UK
- NA - North America
- NZ - New Zealand
- UK - Central London Only
- (S) - Same Day
- (N) - Next Day

Cut-off times may vary during Australian Eastern Daylight Savings Time

These cut-off times are for CBD and may vary for other areas.