

A woman with short dark hair, smiling warmly, wearing a black FedEx polo shirt with purple accents. The background is a blurred outdoor setting with trees and a building.

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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Your Shipping Resources



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/hk_english/newcustomer](https://www.fedex.com/hk_english/newcustomer)

Order FedEx Supplies

Three Easy Ways to Order Supplies:

1. Order online at [fedex.com](https://www.fedex.com): [fedex.com/hk_english/newcustomer](https://www.fedex.com/hk_english/newcustomer)
2. Call local Customer Service Hotline: **2730 3333**
3. Pick up supplies at a nearby FedEx drop-off location: [fedex.com/hk_english/dropoff](https://www.fedex.com/hk_english/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=hk&language=en](https://www.fedex.com/ratefinder/home?cc=hk&language=en)

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

Detailed transit times: [fedex.com/hk_english/services/info/IE/iesvcfeatures.html](https://www.fedex.com/hk_english/services/info/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



5. Make export declaration



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/hk_english/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 0.5 kg 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 Pak rate is applicable only to shipments weighing 2.5 kg or below	US\$100
3 FedEx Box (Large)	Self assembly box for small parts or computer printouts.	—	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 services.

- 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/hk_english/services/tools](https://www.fedex.com/hk_english/services/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

5. Make export declaration

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/hk_english/ebusiness/ebizeshiptools.html.

For enquiries on FedEx automation products and applications, you can call 2193 1455+.

+ 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 2730 3333.

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

The image shows a sample FedEx International Air Waybill form. It is divided into several sections: 1. Sender's details (John Wong, ACME (Hong Kong) Limited, 37/F Nanyang Plaza, Hong Kong S.A.R., China). 2. Recipient's details (Isabella Smith, BELLE SYSTEMS INCORPORATED, 68 Ran Drive, Rochester, New York, United States). 3. Shipment information (Total Packages: 6, Net Weight: 6 kg, Country of Manufacture: Japan/US, Value for Customs: USD 960). 4. Express Package Service options (FedEx Int. Priority, FedEx Int. Economy, etc.). 5. Packaging options (FedEx Envelopes, FedEx Pak, FedEx Box, etc.). 6. Special Handling options (HOLD at FedEx Location, etc.). 7. Payment options (Sender, Recipient, Third Party, Cash, etc.). 8. Your Internal Billing Reference. 9. Required Signatures (Sender, Recipient, Third Party, Cash, etc.). The form also includes a tracking number (8639 8779 5391) and a barcode.

- 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.

- 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.



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/hk_english/services/tools.

Sample		COMMERCIAL INVOICE		(Please complete in English print)						
INTERNATIONAL AIR WAYBILL NO. (A) 1234 5678 901C		(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) John Wong ACME (Hong Kong) Limited (B) 37/F Nanyang Plaza, 57 Hung To Road, Kwun Tong, Kowloon, Hong Kong S.A.R., China Tel: 2123-4567		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 (C) BELLE SYSTEMS INCORPORATED 68 Ran Drive Rochester New York 14530 United States.Tel: 212 777 9980								
COUNTRY OF EXPORT Hong Kong S.A.R., China		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 United States										
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 <small>lb / kg</small>	UNIT VALUE <small>currency</small>	TOTAL VALUE
Hong Kong S.A.R., China (D)	As addressed	1	FedEx 10kg Box	Men Tennis Shoes Style # 1212 (E) Upper – made of 100% Synthetic Leather Sole – made of Rubber & Plastics Size: 27cm Colour: White		12	pairs	6kg	USD80/pair	USD960
		TOTAL PKGS			TOTAL WEIGHT	CURRENCY	TOTAL INVOICE VALUE			
		1			6kg	USD	USD960			
				I DECLARE ALL THE INFORMATION CONTAINED IN THE INVOICE TO BE TRUE AND CORRECT.						
				Signature of Shipper/Exporter <i>John Wong</i>						
				John Wong Sales 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	Hamonized 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

5. Make export declaration



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/hk_english/services/tools.

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents



4. Send your shipment

5. Make export declaration



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: **2730 3333**
- Go to 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/hk_english/dropoff

Online Tracking

Available at: fedex.com/hk_english/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

You can track your shipment status by various methods in FedEx Ship Manager™ at 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

5. Make export declaration



Step 5 Make export declaration

After sending a shipment, you must lodge with the Commissioner of Customs and Excise an accurate and complete export/re-export declaration within 14 days after the exportation of the article.

To serve you better, we are pleased to offer you our free Export Declaration Service for your international express shipments sent through FedEx. This service is applicable for any export shipment that comes under the following categories:

- Shipment with a total Customs Declared Value up to HK\$100,000 or
- Shipment with a total Customs Declared Value up to HK\$390,000 and a total weight at 300kg or more.

To enjoy this free service, you simply need to provide the following details for each item in the air waybill and commercial invoice.

- Full description of each item including proper/ formal name, usage/ function, and material
- Harmonized System Code (HS Code) for each item
- Country of origin
- Quantity and unit of measurement, e.g. 2 pieces, 3kg
- Value of each item

For smooth and efficient lodging of your export declaration and to enjoy the free declaration service offered by FedEx, please check that all the information provided is complete and accurate. Without the required information, your shipment may not be eligible for free declaration service.

Should you have any enquiries about this free Export Declaration Service, please contact our Trade Services Team on 2193 1594.

1. Choose a delivery service

2. Package your shipment

3. Prepare your shipping documents

4. Send your shipment

5. Make export declaration





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=hk_english. 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.
- FedEx offers a free import license application service for international textiles shipment which have detailed product descriptions clearly marked on the FedEx International Air Waybill and Commercial Invoice.
- Most of your inbound shipments will enjoy our 12:00 delivery commitment.

Step 5 : Make Import Declaration

- After receiving a shipment, you must lodge with the Commissioner of Customs and Excise an accurate and complete import declaration within 14 days after the importation of the article.
- FedEx also offers a free Import Declaration Service for imported textile shipments. However, for shipments containing both textiles and non-textile commodities, FedEx will only file an Import Notification for these shipments on your behalf.

To enjoy the free declaration service for your imported textile shipment, you simply need to provide the following details for each item in the air waybill and commercial invoice.

- Full description of each textiles item including gender, percentage composition of fibers, construction of textiles and type of garment for imported textile shipments
- Harmonized System Code (HS Code) for each item
- Country of origin
- Quantity and unit of measurement, e.g. 2 pieces, 3kg
- Value of each item

All information provided in the shipping documents must be complete and accurate; without the required information, your shipment may not be eligible for the free declaration service.



Single Location Pick-up (SLP) Cut-off Timetable

Urban Area*

Destination	Call-in Cut-off / Package Ready Time				
	11:00/11:00	14:50/14:50	18:18/18:18	20:30/20:30	17:00/17:00
Asia			Mon to Fri		Sat
Australia		Mon to Thu	Fri		Sat
Australia-Perth			Mon to Fri		Sat
New Zealand			Mon to Fri		Sat
Bangladesh			Mon to Fri		Sat
China			Mon to Fri		Sat
China-Beijing (Document only)	Mon to Thu		Fri		Sat
Macau	Mon to Fri				Sat
Europe		Mon to Thu		Fri	Sat
France (Paris)			Mon to Thu	Fri	Sat
Germany (Frankfurt/Cologne)			Mon to Thu	Fri	Sat
United Kingdom (each package below 32kg)			Mon to Fri		Sat
Africa			Mon	Tue to Fri	Sat
Middle East			Mon to Fri		Sat
United States, Canada, South & Latin America			Mon to Fri		Sat

* The above information is for reference only and subject to change without prior notice. For exact service details, please contact our Customer Service Team at 2730 3333.

Bulk Shipment & Large Package Call-in Cut-off / Package Ready Time in Urban Areas

Destination	Bulk Shipment (Total shipment weight greater than 500kg to all destinations – except U.S. East Coast, Canada, Latin & South America)		Large Package (Shipment containing any piece greater than 68kg, and total shipment weight less than 500kg to all destinations – except U.S. East Coast, Canada, Latin & South America)	
	Call-in Cut-off / Package Ready		Call-in Cut-off / Package Ready	
	Mon to Fri	Sat	Mon to Fri	Sat
Asia	17:00 / 17:30		17:00 / 17:30	
Europe		16:00 / 16:00		16:00 / 16:00
EuroOne Destinations	Mon to Thu: 11:00 / 11:00 Fri: 17:00 / 17:30		Mon to Thu: 11:00 / 11:00 Fri: 17:00 / 17:30	
Non-EuroOne Destinations	17:00 / 17:30		17:00 / 17:30	
U.S. West Coast	17:00 / 17:30		17:00 / 17:30	
U.S. East Coast / Canada / Latin & South America :				14:30 / 15:00
Total shipment weight of 300kg or more	14:30 / 15:00	14:30 / 15:00	-	
Total shipment weight of less than 300kg	-		14:30 / 15:00	
Australia	Mon to Thu: 11:00 / 11:00 Fri: 17:00 / 17:30		11:00 / 14:00	11:00 / 14:00
New Zealand	17:00 / 17:30		17:00 / 17:30	14:30 / 15:00
Macau	11:00 / 11:00	-	11:00 / 11:00	-

Remarks:

- For any shipments to London over 100kg, please call 2730 3333 for special cut-off time.
- Cut-off time for "Bulk Shipment" applies to large packages with total weight greater than 500kg (or with total weight greater than 300kg for shipments to U.S. East Coast, Canada, Latin & South America). Please call 2730 3333 for cut-off time details for your district.
- The above information is subject to change without prior notice. For exact service details, please contact our Customer Service Team at 2730 3333.

New Territories*

Tai Po, Ma On Shan, Kou To Shan, Chinese University and Royal Ascot (Fo Tan) only.

Destination	Call-in Cut-off / Package Ready Time			
	10:30/10:30	14:00/14:00	17:30/17:30	17:00/17:00
Asia			Mon to Fri	Sat
Australia		Mon to Thu	Fri	Sat
Australia-Perth			Mon to Fri	Sat
New Zealand			Mon to Fri	Sat
Bangladesh			Mon to Fri	Sat
China			Mon to Fri	Sat
China - Beijing (Document only)	Mon to Thu		Fri	Sat
Macau	Mon to Fri			Sat
Europe		Mon to Thu	Fri	Sat
France (Paris)			Mon to Fri	Sat
Germany (Frankfurt/Cologne)			Mon to Fri	Sat
United Kingdom (each package below 32kg)			Mon to Fri	Sat
Africa			Mon to Fri	Sat
Middle East			Mon to Fri	Sat
United States, Canada, South & Latin America			Mon to Fri	Sat

* The above information is for reference only and subject to change without prior notice. For exact service details, please contact our Customer Service Team at 2730 3333.

Other Districts in the New Territories*

Sham Tseng, Tsing Lung Tau, Tuen Mun, Lok Ma Chau, Shek Kong, Tin Shiu Wai, Yuen Long and Fan Ling.

Destination	Call-in Cut-off / Package Ready Time				
	11:00/11:00	14:50/14:50	18:18/18:18	16:30/16:30	17:00/17:00
Asia			Mon to Fri		Sat
Australia		Mon to Thu	Fri	Sat	
Australia-Perth			Mon to Fri		Sat
New Zealand			Mon to Fri	Sat	
Bangladesh			Mon to Fri	Sat	
China			Mon to Fri		Sat
China-Beijing (Document only)	Mon to Thu		Fri		Sat
Macau	Mon to Fri				Sat
Europe		Mon to Thu	Fri		Sat
France (Paris)			Mon to Fri		Sat
Germany (Frankfurt/Cologne)			Mon to Fri		Sat
United Kingdom (each package below 32kg)			Mon to Fri	Sat	
Africa			Mon to Fri	Sat	
Middle East			Mon to Fri		Sat
United States, Canada, South & Latin America			Mon to Fri	Sat	

* The above information is for reference only and subject to change without prior notice. For exact service details, please contact our Customer Service Team at 2730 3333.



Multiple Location Pick-up (MLP) Cut-off Timetable

The pick-up of package and shipping paperwork of a single shipment can be arranged at more than one pick-up address:

Single Station MLP - The pick-up / drop off of package and shipping paperwork is served by a single FedEx station

Dual-station MLP - The pick-up / drop off of package and shipping paperwork is served by two FedEx stations

Multi-station MLP - The pick-up / drop off of package and shipping paperwork is served by more than two FedEx stations

Urban Area

Day of Week	Destination	Single Station MLP			Dual-station MLP			Multi-station MLP		
		Call-in Cut-off Time	Ready Time		Call-in Cut-off Time	Ready Time		Call-in Cut-off Time	Ready Time	
			Paperwork	Package		Paperwork	Package		Paperwork	Package
Monday to Friday	U.S. East Coast / Canada / Latin & South America		1818			1100			1100	
	Asia / U.S. West Coast		1818			1100			1100	
	Europe (EuroOne destinations)		1100			1100			1100	
	Europe (Other Destinations)		1818			1100			1100	
	All Other Markets (next-day flight)*		1818			1818			1818	
Saturday*	U.S. East Coast / Canada / Latin & South America		1700			1700			1700	
	Asia / U.S. West Coast		1700			1700			1700	
	Europe / Middle East / Africa		1700			1700			1700	

* Next-day Flight

New Territories

Tai Po, Ma On Shan, Kou To Shan, Chinese University and Royal Ascot (Fo Tan) only.

Day of Week	Destination	Single Station MLP			Dual-station MLP			Multi-station MLP		
		Call-in Cut-off Time	Ready Time		Call-in Cut-off Time	Ready Time		Call-in Cut-off Time	Ready Time	
			Paperwork	Package		Paperwork	Package		Paperwork	Package
Monday to Friday	U.S. East Coast / Canada / Latin & South America		1600			1030			1030	
	Asia / U.S. West Coast		1600			1030			1030	
	Europe (EuroOne destinations)		1030			1030			1030	
	Europe (Other Destinations)		1730			1030			1030	
	All Other Markets (next-day flight)*		1730			1730			1730	
Saturday*	U.S. East Coast / Canada / Latin & South America		1600			1600			1600	
	Asia / U.S. West Coast		1600			1600			1600	
	Europe / Middle East / Africa		1600			1600			1600	

* Next-day Flight

Other Districts in the New Territories*

Sham Tseng, Tsing Lung Tau, Tuen Mun, Lok Ma Chau, Shek Kong, Tin Shiu Wai, Yuen Long and Fan Ling.

Day of Week	Destination	Single Station MLP			Dual-station MLP			Multi-station MLP		
		Call-in Cut-off Time	Ready Time		Call-in Cut-off Time	Ready Time		Call-in Cut-off Time	Ready Time	
			Paperwork	Package		Paperwork	Package		Paperwork	Package
Monday to Friday	U.S. East Coast / Canada / Latin & South America		1818			1100			1100	
	Asia / U.S. West Coast		1818			1100			1100	
	Europe (EuroOne destinations)		1100			1100			1100	
	Europe (Other Destinations)		1818			1100			1100	
	All Other Markets (next-day flight)*		1818			1818			1818	
Saturday*	U.S. East Coast / Canada / Latin & South America		1630			1630			1630	
	Asia / U.S. West Coast		1630			1630			1630	
	Europe / Middle East / Africa		1630			1630			1630	

* Next-day Flight

NOTE:

- The above cut-off timetables are applicable to MLP shipments for International Priority (IP) service below 500 kilograms only (with the exception of MLP IP shipments to U.S. East Coast which must be below 300 kilograms). For IP shipments exceeding 500 kilograms (or IP shipments to U.S. East Coast exceeding 300 kilograms), or International Priority Freight (IPF) shipments in general, please call our Customer Service team at 2730 3333 for enquiry.
- Cut-off time / Ready time are applicable from Mondays to Saturdays, but exclude Public Holidays.
- For enquiries, please contact our Customer Service team at 2730 3333.



Your Shipping Resources

FedEx Home Page: fedex.com/hk_english

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

Customer Service Hotline: **2730 3333**

Office Hours: Mon - Fri (8 a.m. - 10 p.m.), Sat (8 a.m. - 6 p.m.) - Sun (no service),
Public Holiday other than Sunday (9 a.m. - 6 p.m.)

24-hour Automated Hotline: 2730 3333

Schedule Shipment Pick-up Function			
Choose language	Cantonese 1	English 2	Putonghua 3
Schedule a pick-up	1	1	Account No.
For document only		1	
For package less than 200kg		2	
For shipment above 200kg		3	

You may also refer to the table below for other functions available in our automated hotline system.

Other Functions Available			
Check flight details / custom information		2	1
Check package status		2	2
Billing inquiries		2	4
Check freight charges of a shipment		3	
Order shipment supplies		4	Account No.
Blank Air Waybill			1
FedEx Envelope			2
FedEx Pak			3
Pouch			4
3-inch FedEx Box			5
FedEx Tube			6
For Customer Service Representative*		0	

*Customer Service Office Hours

Trade Services Hotlines:

Export-related Enquiries **2193 1594**

Import-related Enquiries **2193 1558**

Automation Technical Support: **2193 1455**

FedEx Drop-off Locations

Service Centre / Station		Location
Hong Kong		
Admiralty	Admiralty Centre	Shop 67, 1/F., 18 Harcourt Road
Chai Wan	Hop Shi Industrial Building	G/F., 29-31 Lee Chung Street
Kennedy Town	Cheung Hing Industrial Building	G/F, 12/P. Smithfield Road
Kowloon		
Cheung Sha Wan	V GA Building	Workshop C, G/F, 532 Castle Peak Road
Kwun Tong	Hang Sang Industrial Building	G/F, 185 Wai Yip Street
TST East	Houston Centre	Shop 1, G/F., 63 Mody Road
New Territories		
Airport	FedEx Corp-Freight Operations	Room 208, Asia Airfreight Terminal, 10 Chun Ping Road, Chek Lap Kok, HK Intl Airport
Shatin-Shek Mun	Ever Gain Centre	Unit B, 5/F., 28 On Muk Street
Tsuen Wan	Global Gateway	Unit 2-3, 3/F&6/F., 168 Yeung UK Road
Yuen Long		G/F., 21 Wang Yip Street West

Drop Box		Location
Hong Kong		
Central	Euro Trade Centre	G/F, 21-23 Des Voeux Road C
Kowloon		
San Po Kong	Laurels Industrial Centre	G/F, Lift Lobby, 32 Tai Yau Street
New Territories		
Kwai Chung	Regent Centre, Tower A	G/F., 63 Wo Yee Hop Road

Remarks

- To find out the cut-off time for a specific country, or drop a heavy weight or oversized shipment at the above locations, you can call us at 2730 3333. Advance space booking is necessary for heavy and oversized shipment.
- The above information is subject to change without prior notice.