

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

Order FedEx Supplies

Three Easy Ways to Order Supplies:

1. Order online at [fedex.com](https://www.fedex.com): [fedex.com/tw/newcustomer](https://www.fedex.com/tw/newcustomer)
2. Call local Customer Service Hotline: **0800 075 075**
3. Pick up supplies at a nearby FedEx drop-off location: [fedex.com/tw/dropoff](https://www.fedex.com/tw/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=tw&language=en](https://www.fedex.com/ratefinder/home?cc=tw&language=en)

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

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

*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/tw_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, Medium, Small)	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:

$$\text{Length x Width x Height (cm or inches)} \\ \text{(then divided by 5,000 for "cm" or divided by 305 for "inches")}$$

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/tw_english/services/tools](https://www.fedex.com/tw_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

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/tw_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.				Payment Method <input type="checkbox"/> L/C <input type="checkbox"/> T/T <input type="checkbox"/> Others Check if applicable		Check one <input type="checkbox"/> E.O.B. <input type="checkbox"/> E & F <input checked="" type="checkbox"/> C.I.F.		
Signature of Shipper/Exporter <i>John Wong</i>		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/tw_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: **0800 075 075**
- 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/tw_english/dropoff

Online Tracking

Available at: fedex.com/tw_english/tracking

- Track up to 30 packages at one time.
- 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.
- 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.

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



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: <http://www.fedex.com/tw/services/tools/duties.html>.

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 : Make Import Declaration

- Please contact our Customer Service team for more information 0800 075 075

Step 5 : Receive Shipment

- After finishing customs clearance procedures, your shipment will be delivered to you soon.
- Please sign for delivery upon receipt of your shipment. At this moment, the procedures for importing shipment will be regarded as having been completed; your sender can get a copy of your signature by using FedEx Tracking Online.

Your Shipping Resources

FedEx Home Page: fedex.com/tw

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

Customer Service Hotline: **0800 075 075**

Office Hours: Mon - Fri	8:00a.m. ~ 10:00p.m.
Sat	8:00a.m. ~ 7:00p.m.
Sun	no service
Public Holiday other than Sunday	9:00a.m. ~ 5:00p.m.

24-hour Automated Hotline: **0800 075 075**

General Guideline for scheduling pickup:

- Press **1** for Chinese or **2** for English service
- Punch your FedEx account number
- Punch your extension number or direct number or press the “#” key
- Record down the pick up number and pick up time for future reference or enquiry
- For non-doc pickup, in weight entry, it's in integer, minimum number is “1”

Function Key	Service Items	Description
1	Schedule a pickup	1 Document pickup 2 Package pick up
2	Check Package Status	1 Package status tracking 3 Billing enquiries
3	Check Freight Charges	
4	Quotation	
0	Customer representative	1 General enquiry 2 Service feedback Mon-Fri 7:00~24:00; Sat 7:00~19:00

Tips:

1. Make sure you hang up the phone after hearing the pickup number
2. Press 1 [Schedule a pickup] then press 2 [Package pickup], when scheduling pickup for both document and parcel
3. Remember to punch the extension number in case of any urgent matters
4. If your shipments need outbound formal declaration, please contact our Customer Service Agent directly.

FedEx Drop-off Locations

FedEx Stations

City	Address	Working Hours	
		Mon - Fri	Sat
Taipei	No. 130, Hsin-Hu 1st Road., Nei-Hu district, Taipei, 114, Taiwan	0830 - 2000	0830 - 1700
	No.99 San-Ming Rd. Sec 1, Banqiao District, New Taipei City, 220, Taiwan	0830 - 2000	0830 - 1700
	No.13, Wuquan 3rd Rd., Wugu Industrial Park, Wugu District, New Taipei City, 248, Taiwan	0830 - 2000	0830 - 1700
	No.95-7, Baozhong Road, Xindian District, New Taipei City, 231, Taiwan.	0830 - 2000	0830 - 1700
Taoyuan	No. 10 Lane 120, Chang-An Rd., Sec. 2, Lu-Chu Hsiang, Tao-Yuan County, 338, Taiwan	0900 - 2000	0900 - 1600
	No.8-1, Hangchin North Road, Dayuan Hsiang, Taoyuan County 337, Taiwan	0700 - 2300	0900 - 1800
	1F-9, No.5, Hangsiang Rd., Dayuan Township, Taoyuan County 337, Taiwan	1300 - 2100	1000 - 1300
Hsinchu	No.1, Lane 21, Guangfu N. Rd., Hukou Township, Hsinchu County, 303	0900 - 2000	0900 - 1400
Taichung	No.25 Kung Yeh 19th Rd., Taichung Industrial Area, Taichung City 408	0900 - 2000	0900 - 1400
Tainan	750, Chung-Shan Road, Tainan City 701	0900 - 1930	0900 - 1430
Kaohsiung	No 6, Yung Hong Lane, Hou An Village, Jen Wu District, Kaohsiung City 814	0900 - 2000	0900 - 1230

FedEx is always nearby, providing convenient drop-off locations that will save your time and money. You can select your desired FedEx drop-off location or FedEx Authorized Ship Center. Details can be found on our website <http://www.fedex.com/tw/dropoff/>

