

# Service Guide

Everything you need to make international express shipping easier and more reliable



**For easy reference, enter your  
FedEx Account Number here:**

Welcome to FedEx.

At FedEx we always put you, our customer, at the heart of everything that we do. We are continually working to improve all aspects of our service so that we not only meet, but exceed your expectations.

FedEx employs 139,000 people throughout the world – each one motivated by the same commitment to ensure that your experience of shipping with FedEx is outstanding.

Careful preparation is the key to successful shipping. Your FedEx Service Guide shows you exactly what you need to do for every type of shipment, in easy, step-by-step tasks. To complete documents, we have a host of online applications that really do make your shipping easier, quicker and more reliable. And if you have any shipping queries, or need additional information, you can call us at any time.

Shipping with FedEx will save you valuable time and ensure that your shipment arrives safely and when it is required.



# Shipping with FedEx

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# 1 Choosing your FedEx service



FedEx offers a flexible range of international express services for reliable, time-definite<sup>(1)</sup>, door-to-door, customs-cleared delivery to over 220 countries worldwide.



Which FedEx service best meets your needs?

Your shipment	Your destination	Your transit times <sup>(1)</sup>	Your FedEx service	Dimensions	Service features
<b>For all your shipments containing packages weighing up to 68kg</b>	USA	<b>2 business days by 10:30 am</b>	<b>FedEx International Priority®</b>	Maximum 274cm in length (always longest side) or 330cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money-back guarantee<sup>(2)</sup></li> <li>• Shipment tracking</li> <li>• Dangerous goods accepted</li> <li>• Customs clearance included<sup>(3)</sup></li> </ul>
	CANADA	<b>2 business days by 10:30 am</b>	<b>FedEx International Priority®</b>		
	EUROPE	<b>2 business days</b>	<b>FedEx International Priority®</b>		
	ASIA	<b>2 business days to key business centres</b>	<b>FedEx International Priority®</b>		
	MIDDLE EAST	<b>2 business days to key business centres</b>	<b>FedEx International Priority®</b>		
	LATIN AMERICA	<b>2 - 4 business days to key business centres</b>	<b>FedEx International Priority®</b>		
	AFRICA	<b>2 - 4 business days</b>	<b>FedEx International Priority®</b>		
	OCEANIA	<b>3 business days</b>	<b>FedEx International Priority®</b>		
<b>For all your shipments that include items weighing between 68 and 1,000kg</b>	USA	<b>3 business days</b>	<b>FedEx International Priority® Freight</b> 4 pick-up and delivery options: <ul style="list-style-type: none"> <li>• door-to-door</li> <li>• from sender to destination airport</li> <li>• from departure airport to recipient</li> <li>• from airport to airport</li> </ul> Advanced booking is required (please call Customer Service)	At least one package must exceed the maximum dimensions for FedEx International Priority® Service  Maximum 302cm in length or 762cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money-back guarantee<sup>(2)</sup></li> <li>• Shipment tracking</li> <li>• Dangerous goods accepted</li> <li>• Customs clearance included<sup>(3)</sup></li> </ul>
	CANADA	<b>3 business days</b>			
	EUROPE	<b>3 business days</b>			
	ASIA	<b>3 business days to key business centres</b>			
	MIDDLE EAST	<b>3 business days to key business centres</b>			
	LATIN AMERICA	<b>3 - 5 business days to key business centres</b>			

## Shipping with FedEx – it's easy

### FedEx® 10kg and 25kg Box

- A box for any shipments up to 10kg or 25kg, at a competitive, fixed price.
- FedEx® 10kg and 25kg Box is an express delivery service to over 220 countries, with two business days delivery by 10:30am to the US, two business days delivery to over 70,000 postcodes across Europe and two business days service to key destinations throughout Asia<sup>(1)</sup>.



<sup>(1)</sup> To check service availability and precise transit times, please call Customer Service.

## Shipping with FedEx – it's easy

### You can obtain shipping rates and transit times



#### Online

Visit [fedex.com/in](https://fedex.com/in):  
Click on 'Get rates and Transit Times' on the roll-over navigation menu under 'Ship'.



#### Phone

Call us toll free on:  
**1800 22 6161** or **1800 209 6161**

<sup>(2)</sup> Money-back guarantee: please see FedEx Conditions of Carriage for details.

<sup>(3)</sup> Maximum declared value may vary depending on the country of destination, please call our Customer Service.

## 2 Completing your international Air Waybill



An international Air Waybill is required for each shipment to ensure that it is delivered quickly and safely. One international Air Waybill is required for each destination address, irrespective of how many packages the shipment contains. Your international Air Waybill does not replace a Commercial Invoice.

Online international Air Waybill: available on [fedex.com/in](https://www.fedex.com/in), click on 'Prepare a Shipment Online' on the roll-over navigation menu under 'Ship'.



**Registration:** Go to [fedex.com/in](https://www.fedex.com/in), click on Ship and choose a user ID and password. Enter your personal details in the 'Contact Information' section. You will then receive confirmation by email of your registered user ID.

### Information required on your international Air Waybill:

#### 1 Entering recipient information

The first step in processing a shipment is to enter information about the recipient of your package. If you select a recipient from your Address Book the recipient's details will be automatically completed by the system. You can store up to 2,000 recipients in your Address Book.

#### 2 Specifying package details

Select the **type of service and the packaging** you want to use. Select the number of packages in the current shipment. You can process up to 25 packages in a single shipment.

Enter the **weight and value** of each package separately.

*If you're shipping documents set the declared value of shipment to zero.*

Indicate whether your shipment contains **documents, or products and commodities**.

Enter a **description of the contents** of your shipment.

#### 3 Specifying billing details

From the drop-down list, select the party that will be paying the shipping cost and the duties, taxes and fees.

*If you choose to bill the recipient or third party, you also need to enter their account number. Please note however that some countries do not allow you to bill the recipient or a third party, please check with Customer Service if you wish to choose one of these options.*

You can also enter **your reference** information in the designated text box.

#### 4 ShipAlert

You can choose to receive alerts via email when a shipment has been shipped, delivered or when there has been a critical event that affects delivery. Enter the email addresses of everyone you wish to receive notifications from ShipAlert.

**When you have entered all details for your shipment, FedEx Ship Manager® at [fedex.com](https://www.fedex.com) will generate an international Air Waybill which you can print onto plain paper.**

### Online shipping with FedEx – it's easy

- Save time and reduce the risk of error in completing your international Air Waybill.
- Store shipping information (address, recipient, description of goods) to retrieve and use again for future shipments.
- Get a courtesy rate quote or schedule a pick-up.

### 3 Completing your Commercial Invoice



Customs authorities require an invoice for *all* international shipments. This means a Commercial Invoice if the goods are intended for resale, or a *pro forma* invoice if they are not. If you complete your international Air Waybill online, this will also automatically generate a Commercial Invoice.



#### Information required on your Commercial Invoice:

- A Commercial Invoice is mandatory for all shipments, except for documents that weigh less than 1 kg. It is mandatory for all shipments to countries outside the EU, except for documents that weigh less than 10kg.
- Entering accurate and detailed information on the Commercial Invoice is a major factor in guaranteeing swift customs clearance.
- You should enclose one original plus two copies of the invoice, each with an original signature.

- 1 Name department, address and VAT number of shipper/exporter.
- 2 Name, address (including postcode and phone number) of recipient.
- 3 Country of manufacture
  - If the goods were made in more than one country, each country of origin must be stated next to each corresponding product.
  - The country of origin is the country in which the goods were produced – not the country from which they are exported.
- 4 Give a complete description of the item(s). Generic descriptions are insufficient. You need to indicate:
  - What it is
  - What it is made of
  - What is the value of each item
  - How many/how much
  - How it will be used

For example: "10 boxes of stainless steel screws for civil aircraft," rather than "civil aircraft parts."

Quantities. Show individual and column totals for the number of packages, quantity, unit of measurement, weight, unit value and total value.
- 5 Specify the currency. Remember, several countries use the dollar sign (\$), so it is important to specify the unique three-letter code for each currency, e.g. USD, CAD. The sign "\$" is insufficient. You can find the appropriate currency code on the website: [www.iso.org](http://www.iso.org) and click on 'Customer Services' section.

#### Online shipping with FedEx – it's easy

##### Complete your Commercial Invoice quicker online

- Remove the need to complete paperwork manually by creating a Commercial Invoice automatically when you ship online using FedEx Ship Manager® at [fedex.com](http://fedex.com).

##### Online help with all aspects of customs documentation

- Our online tool, FedEx® Global Trade Manager on [fedex.com/in](http://fedex.com/in) (click on 'Customs Tools'), can indicate whether or not you require a Commercial Invoice and highlight any additional customs clearance forms that would be required to accompany your shipment.
- FedEx® Global Trade Manager also gives detailed commodity and country information, information on relevant customs regulations, a currency converter and can even estimate **shipping duties and taxes** that would be due on your shipment.

ULTIMATE DESTINATION United States		NO. OF PKGS. 1		ECI	
DATE OF EXPORTATION 13JUN06		SHIPPING LABEL NO. 7919 6838 1235		CURRENCY Euro <span style="border: 1px solid green; padding: 0 2px;">5</span>	
SHIPPER/EXPORTER <span style="border: 1px solid green; padding: 0 2px;">1</span> Emma Shane Tel: +353 1 455 6477 Studio Graphics 15 Southbrook Road,  Dublin 6, Ireland. Shipper's Ref: B1674		CONSIGNEE <span style="border: 1px solid green; padding: 0 2px;">2</span> Jane Yanwood (901) 455-6720 Computer Labels Inc 1465 Oakland Avenue  Interstate Industrial Park Memphis, US TN 38200 United States		IMPORTER Same as Consignee  United States Importer Customs Tax ID: 12-3456789	
<span style="border: 1px solid green; padding: 0 2px;">3</span> COUNTRY OF MFR.	<span style="border: 1px solid green; padding: 0 2px;">4</span> DESCRIPTION OF GOODS Packaging type:(FedEx Pak)	WEIGHT (KGS)	QTY	UNIT VALUE	COMMODITY VALUE
Ireland	Camera-ready Artwork (For printing in USA.)	2.00	1 piece	150.00	150.00
FREIGHT					0.00
INSURANCE					0.00
ADDITIONAL CHARGES					0.00
PURPOSE		TOTAL 2.00			TOTAL CUSTOMS VALUE 150.00
<b>Terms of Sale:</b> Free Carrier(FCA/FOB)					
<b>TOTAL INVOICE VALUE</b> 150.00					
SIGNATURE OF SHIPPER/EXPORTER:					
I declare that all the information contained in this invoice is true and correct.					
					
Emma Shane Date: 13JUN06					

## 4 Packing your shipment



FedEx provides tough, easy-to-use packaging, **at no extra cost**. You can request them from [fedex.com/in](http://fedex.com/in) or call Customer Service on toll free 1800 22 6161 or 1800 209 6161. Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey. **You can also use your own packaging.**

FedEx no longer applies a limit on customs value for regular international shipments. A limit may still apply depending on destination, commodity shipped and type of FedEx packaging. Please call Customer Service for information.

### FedEx® Envelope

Can hold and protect up to sixty A4 pages.  
Maximum weight 0.5kg



### FedEx® Pak

Ideal for larger documents and compact products.  
Maximum weight 2.5kg



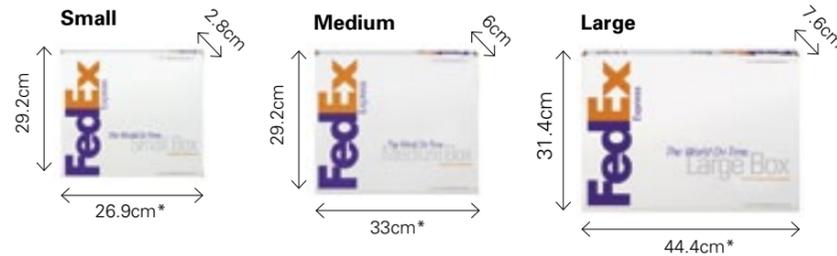
### FedEx® Tube

For items that travel better when rolled up, e.g. blueprints, sketches and photos.  
Maximum weight 9kg



### FedEx® Box

Tough cardboard boxes in three sizes.



\* All dimensions are internal.



## Shipping with FedEx – it's easy

### Eight packing tips for trouble-free carriage

To ensure that your shipments arrive on time and in good condition, it is important to take time in packing and labelling them correctly.



- Protect printed material in plastic covers.
- Use padded packs for small parts.
- Pack fragile items individually to prevent impact.
- Protect any sharp edges using bubble-wrap or corrugated card or foam.
- Seal packages using tough adhesive sheet or tape. Never tie packages with string, which can get tangled up in sorting machines.
- Remove all previous address details and other old labels from the packaging.
- Heavy or bulky freight shipments must be stacked on a pallet, skid or similar, that can be easily fork-lifted. Pack any heavy objects carefully to avoid them moving around inside the package. Distribute weight evenly. Stack boxes on a pallet squarely corner-to-corner. Keep the top level of the pallet flat, to minimise risk of loss or damage to cartons, and cover at least the top layer to give better protection.
- FedEx carries products that are defined as dangerous by IATA. These include items such as flammable gas and liquids, corrosive materials, but also items such as paintings, cosmetics and alcohol (above certain volumes). International regulations are strict and shipping calls for meticulous verification by international specialists in shipping dangerous goods. For more information please call Customer Service on toll free 1800 22 6161 or 1800 209 6161.



## 5 Booking your collection



When you have completed your packaging and documentation and the shipment is ready to go, you can book your FedEx collection directly online or by calling Customer Service. You can also pre-arrange for a pick-up later in the week or the month.

### Online shipping with FedEx – it's easy

#### Book your pick-up in just one click on fedex.com

- Just go to [fedex.com/ie](http://fedex.com/ie), click on 'Schedule a Pickup' on the roll-over navigation menu under 'Ship', log in with your user ID and password, and you are ready to organise the dispatch of your shipments.
- Confirmation of the pick-up can be sent to up to 4 email addresses.
- You can cancel a previously scheduled pick-up online.

## 6 Tracking your shipment

With FedEx Ship Manager® at [fedex.com](http://fedex.com), once you have booked your pick-up online, your shipment is automatically entered into the FedEx system.

You can check the status of your shipments across the world in real time, stage by stage, through to delivery. You just need your account number or the tracking number on your international Air Waybill.



#### Online

On [fedex.com/in](http://fedex.com/in), enter the 12-digit tracking number shown on your international Air Waybill and click on 'Track' to follow the progress of your shipment. You can also sign up for exception and delivery notifications. Send an email to [track@fedex.com](mailto:track@fedex.com) with the tracking number and receive an email back within few minutes. On the 'History' page of FedEx Ship Manager® at [fedex.com](http://fedex.com), simply select the shipment you wish to track.



#### Phone

Call us toll free on 1800 22 6161 or 1800 209 6161.

### Online shipping with FedEx – it's easy

#### Proactively manage your shipments

With FedEx InSight® (an online assistant), you can monitor your shipments automatically – even when you're offline. Each time you log onto FedEx InSight®, you can view the updated status of all your shipments – inbound, outbound and third party. You can also receive email notification of important events throughout the shipping process. This could be when your shipment has received customs clearance, when delivery is incomplete due to an unknown address or when your shipment has been successfully delivered. FedEx InSight® can save you valuable time and is available 24-hours-a-day, free of charge, on [fedex.com/ie/insight](http://fedex.com/ie/insight).



## 7 Your FedEx Invoice

**INVOICE**  
Freight Charges

Kindly revert back in writing regarding any query pertaining to this invoice within SEVEN DAYS from the date of the invoice, otherwise this invoice shall be deemed to be correct and payable by you.

Would you like regular updates about FedEx? Subscribe to FedEx eNews via [fedex.com/ie](http://fedex.com/ie)

Account Number: **9488-8888**  
 Invoice Number: **24092007**  
 Invoice Date: **09-30-2007**  
 Grand Total: **INR 10963.00**

Reference:	Charge details INNR	Amount
Bill Sender	1 Freight Charge	8673.00
	3 Fuel Surcharge	1084.00
	India Service Tax	1206.00
<b>Total Amount</b>		<b>10963.00</b>

Shipment	Shipper	Recipient	Weight	Services	Charges	Amount
MUMBAI	Shipper: 23-AUG-2007	Recipient: 20-AUG-2007 14:10:00	19.80 kg	1 Day Fuel sur. Priority Fuel Surcharge India Service Tax		10963.00

This is a computer-generated invoice. There will require a signature. For any further assistance call us on our customer care number: 1800 22 6161 (Mumbai), 1800 209 6161 (Delhi), 1800 209 6161 (Bangalore), 1800 22 6161 or 1800 209 6161 (India) toll free number (INR-22-6161).

As per Waybill order No. 2007071101000701 and 12940007 issued by Sh. Director of Customs Tax Dept. Tarapur I.T.S. Kindly do not debit any TDS for payments made between 09/30/07 to 31/03/08.

**E & O.E.**

PLEASE RETURN THIS REMITTANCE WITH YOUR PAYMENT TO RECEIVE PROPER CREDIT. THANK YOU.

Account Number: **9488-8888**  
 Invoice Number: **24092007**  
 Invoice Date: **09-30-2007**  
 Grand Total: **INR 10963.00**

Please read your invoice carefully, check marked "Account Payable Only" payable to Federal Express Corp. and that the payment due date shown, is valid for the Customer Service member mentioned above.

<p><b>MUMBAI</b> Federal Express Corporation Credit and Collections Dept. Chambers Building, Gokulnagar, Flower Hiranandani Gardens, Powai Mumbai, 400076 Fax: 822 - 46797799</p>	<p><b>NEW DELHI</b> Federal Express Corporation Credit and Collections Dept. Haveli Conna Plaza Surya O Lal Floor, New Friends Colony New Delhi 110063 Fax: 611 - 51472281 / 92</p>	<p><b>CHENNAI</b> Federal Express Corporation Credit and Collections Dept. Adiswari Towers, Old # 83, 2nd Floor Kodambakkam High Road Nungambakam Chennai 600024 Fax: 641 - 42848945</p>	<p><b>BANGALORE</b> Federal Express Corporation Credit and Collections Dept. 18 &amp; 18/1 Bikener Signature Towers Richmond Rd., Richmond Town Bangalore 560025 Fax: 980 - 22873222</p>
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- 1 Freight**  
Cost of the service excluding tax.
- 2 Discounts**  
Discounts are in accordance with your FedEx contract. They are calculated on the basis of your shipping volume with FedEx and are deducted from the gross shipping price.
- 3 Fuel Surcharge**  
FedEx applies a dynamic fuel surcharge depending upon variations in the price of aviation jet fuel. This surcharge applies to all standard, personalised and discounted FedEx shipping rates.
- 4 Shipper**  
The name and full address of the sender's location.
- 5 Recipient**  
The name and full address of the recipient.
- 6 Weight\***  
The weight of your shipment may be checked before being loaded onto our aircraft. If the actual weight is different from the declared weight on the international Air Waybill, your invoice will show the actual weight.
- 7 Ref:**  
The internal reference you mentioned on the international Air Waybill.
- 8** Type of FedEx Service used.
- 9 Payment Due**  
Standard Payment terms for freight charges are 15 days from date of invoice and Duty and Tax invoices are payable on receipt of invoice.

Details of how to pay the invoice are on the reverse of the invoice.

\* As from 18 January 2010, FedEx will adjust its dimensional weight calculation, for further information on this new calculation, rates and surcharges please go to [fedex.com/in/rates/ratesinfo.html](http://fedex.com/in/rates/ratesinfo.html).

## 8 Additional, specialised FedEx services



Express delivery service for your bulk shipments:  
**FedEx International Priority DirectDistribution®.**

For your more complex import and export requirements,  
FedEx offers a range of special customs clearance  
services, subject to an additional fee:

**FedEx Customs Brokerage Services.**

Improve your supply chain performance with FedEx  
Supply Chain Management and IT expertise:

**FedEx Supply Chain Services.**

FedEx offers a **specialised Dangerous Goods service**  
that includes: fast transit times, airport-to-door delivery,  
customs clearance, complete shipment tracking and  
proof of delivery.

For further information on these services,  
visit **fedex.com/in**  
or Call us toll free on: **1800 22 6161** or **1800 209 6161**

## 9 Contacting FedEx



**To find out more about FedEx Services**

- Visit our website at **fedex.com/in**
- Call us toll free on: **1800 22 6161** or **1800 209 6161**

**FedEx** Express®  
Experience the FedEx Difference