

Service Guide

Everything you need to make 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 Express employs more than 140,000 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 you a comprehensive portfolio of shipping solutions for the delivery of your packages and freight throughout the world. Whether you're an exporter, an importer or both, we give you flexible service choices, comprehensive global coverage, continuous shipment visibility, and consistent reliability and service to meet all your shipping needs.



Which FedEx service best meets your needs?

Your shipment	Your destination	Your transit times ⁽¹⁾	Your FedEx service	Dimensions	Service features
For all your shipments containing packages weighing up to 68kg	GCC	Next day by 1.00 pm to key business centers	FedEx International Priority®	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"> • Proof of delivery • Money-back guarantee⁽³⁾ • Shipment tracking • Dangerous goods accepted • Customs clearance included⁽⁴⁾
	USA	Next day by 10.30am ⁽²⁾ or 2 days			
	CANADA	Next day by noon ⁽²⁾ or 2 days			
	EUROPE	Next day by noon ⁽²⁾ or 2 days			
	ASIA MIDDLE EAST INDIA	2-3 days to key business centers			
	LATIN AMERICA AFRICA OCEANIA	2-4 days to key business centers			
	UNITED ARAB EMIRATES	Next day by end of business day	FedEx Standard Overnight®		
For all your shipments that include items weighing between 68 and 1,000kg	GCC	2 days	FedEx International Priority® Freight	At least one package must exceed the maximum dimensions for FedEx International Priority® Service	<ul style="list-style-type: none"> • Proof of delivery • Money-back guarantee⁽³⁾ • Shipment tracking • Dangerous goods accepted • Customs clearance included⁽⁴⁾
	USA	2-3 days			
	CANADA	2-3 days			
	EUROPE	2-3 days			
	MIDDLE EAST INDIA ASIA LATIN AMERICA	2-4 days	Advanced booking is required (please call Customer Service)	Maximum 302cm in length or 762cm in length and girth combined (girth = 2 x height + 2 x width)	
	UNITED ARAB EMIRATES	Next day by end of business day			FedEx 1Day® Freight

Shipping with FedEx – it's easy

FedEx® 10kg and 25kg Box: an express delivery service for any shipments up to 10kg or 25kg, at a competitive, fixed price. FedEx® 10kg and 25kg Box cannot be used when shipping FedEx Standard Overnight® or FedEx 1Day® Freight.



(1) To check service availability and precise transit times, please call Customer Service.
 (2) For packages picked up before noon from Dubai, Sharjah or Jebel Ali. Transit times may vary upon exact pick-up location, destination and nature of goods carried.

* Dimensions are internal ones.

Shipping with FedEx – it's easy

You can obtain shipping rates and transit times

Online
 Visit fedex.com/ae:
 Click on 'Get rates and Transit Times' on the roll-over navigation menu under 'Ship'.

Phone
 Call Customer Service on
800 33339 (UAE)

(3) Money-back guarantee: please see FedEx Conditions of Carriage for details.
 (4) Maximum declared value may vary depending on the country of destination, please call our Customer Service.

Completing your Waybill



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

Online Waybill: available on **fedex.com**, click on **'Prepare a Shipment Online'** on the roll-over navigation menu under **'Ship'**.



Registration: Go to **fedex.com**, 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 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 2,500 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** will generate a 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 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 (not applicable for Domestic)



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 document shipments.
- 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, 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
 - 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 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.

Online help with all aspects of customs documentation

- Our online tool, FedEx® Global Trade Manager on fedex.com (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 5 Euro	
SHIPPER/EXPORTER 1 Emma Shane Tel: +353 1 455 6477 Studio Graphics 15 Southbrook Road, Dublin 6, Ireland. Shipper's Ref: B1674		CONSIGNEE 2 Jane Yarwood (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	
COUNTRY OF MFR. 3	DESCRIPTION OF GOODS 4 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
					Terms of Sale: Free Carrier(FCA/FOB)
					TOTAL INVOICE VALUE 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 or call Customer Service. 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.**

A limit on declared value for customs may apply on shipments depending on destinations and commodities shipped. Please call our customer service for more 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

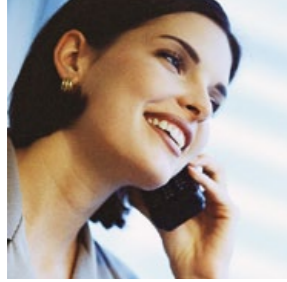
To ensure that your shipments arrive on time and in good condition, it is important to take time in packing and labelling them correctly.



- 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 explosives, 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.



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.



7 Your FedEx Invoice

Online shipping with FedEx – it's easy

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

- Just go to fedex.com, 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, 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 Waybill.



Online

On fedex.com, enter the 12-digit tracking number shown on your 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 with the tracking number and receive an email back within few minutes.

On the 'History' page of FedEx Ship Manager® at fedex.com, simply select the shipment you wish to track.



Phone

Call Customer Service on **800 33339 (UAE)**

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.

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FedEx
Express

INVOICE
Freight Charges

Account Number: 10000-0000-7

Invoice Number: 9-609-66279
Invoice Date: 16/07/2007
Invoice Due Date: 31/07/2007
Grand Total: AED 4375.40

GOODRICH CUSTOMER SERVICES INC
MR.DHANANJAYA SEN
C/O SWIFT FREIGHT INTL
P.O.BOX 17698
AE - 99999 DUBAI

Reference:	Charge details in AED	Amount
Bill Sender	Freight Charge	167.00
	Discount	-61.00
	Fuel Surcharge	13.30
	GPA Surcharge	11.90
	Total Amount	131.20

Shipment Count: 1

Shipment	Shipper	Recipient	Weight	Services	Charges	Amount
932-675211509 DXB - JED	GOODRICH CUSTOMER SERVICES INC VICTORIA MENDES P.O. BOX 17698 JEBEL ALI FREE ZONE AE - 77777 DUBAI Shipped: 09 JUL 2007	ROYAL AIRCRAFT PROCUREMENT DEP HAMED ZAATARI C.C. Bldg. LOC 130 PO BOX 165 SA - 21231 JEDDAH	0.5 kg	1 Pcs FedEx Envelope Discount Fuel Surcharge GPA Surcharge		167.00 -61.00 13.30 11.90
P6182	Ref: 7	Delivered: 15 JUL 2007 12:30:00 Signed: HAMED				AED 131.20

Fuel Surcharge - FedEx has applied a fuel surcharge to this shipment of 12.5%.

This is a computer-generated invoice. Does not require a signature.
For invoicing queries and cheque collection, please contact the appropriate FEDEX Office at the addresses listed below. THANK YOU.

<p>For billing queries please contact:</p> <p>Federal Express International Inc. Customer Invoicing Department PO BOX 9239, Dubai, UAE</p> <p>Tel No: 971-4-6026500 Fax No: 971-4-2995375 Email: me-invdj@corp.dia.fedex.com</p>	<p>Please mail your non-transferable check marked "Account Payee Only" payable to Federal Express Corp. not later than the payment due date above or call the Credit and Collection Dept for check pick-up on Tel No. 971-4-6026365</p>	<p>Please remit your payment to:</p> <p>Federal Express International Inc. Credit & Collections Department PO BOX 9239, Dubai, UAE</p>
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PLEASE RETURN THIS REMITTANCE WITH YOUR PAYMENT TO RECEIVE PROPER CREDIT, THANK YOU.

Account Number: 10000-0000-7

GOODRICH CUSTOMER SERVICES INC
MR.DHANANJAYA SEN
C/O SWIFT FREIGHT INTL
P.O.BOX 17698
AE - 99999 DUBAI

Invoice Number: 9-609-66279
Invoice Date: 16/07/2007
Invoice Due Date: 31/07/2007
Grand Total: AED 4375.40

- 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 or automotive gas oil. 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. If the actual weight is different from the declared weight on the Waybill, your invoice will show the actual weight.
- 7 Ref:**
Repetition of the internal reference you mentioned on the 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.

* When dimensional weight exceeds actual weight, shipments will be charged according to the IATA volumetric standard.

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

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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, door-to-door delivery, customs clearance, complete shipment tracking and proof of delivery.

For further information on these services, visit **fedex.com** or call Customer Service.

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Contacting FedEx



To find out more about FedEx Services

- Visit our website at **fedex.com**

- Call Customer Service on **800 33339 (UAE)**



Experience the FedEx Difference