Use this FedEx Service Guide and all online resources to make your shipping easy.
Welcome to FedEx.

Careful preparation is the key to successful import, export and domestic shipments. 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 on 1800 22 6161 or 1800 209 6161#.

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

For easy reference, enter your FedEx Customer Number here:

One single account number for all your export and domestic shipments.

One account number for all your import shipments.

FedEx Services portfolio

At FedEx our commitment is to meet your expectations and make a difference. You can count on our powerful network and the dedication of our team members to connect you with the domestic and international markets. Whether your shipments are import, export or domestic, heavy or lightweight, urgent or less time-sensitive – the speed and the reliability of the FedEx network is at your service.

For all your shipments up to 68kg per package, FedEx provides an express, time-definite, customs cleared, door-to-door service to/from more than 220 countries worldwide.

- **Choose FedEx International Priority™**
  - One of the fastest global freight services for shipments weighing between 68kg and 1,000kg per item. It is a time-definite, customs cleared express service. Benefit from four service options: Door-to-Door; Airport-to-Airport; Airport-to-Door and Door-to-Airport.
- **Choose FedEx International Priority™ Freight**(1)
  - A cost-saving solution for your less time-sensitive shipments without compromising on quality for packages up to 68kg.
- **Choose FedEx International Economy™**
  - FedEx provides a reliable, cost-effective solution for your less urgent heavyweight shipments. Your freight from 68kg up to 1,000kg with four service options: Door-to-Door; Airport-to-Airport; Airport-to-Door and Door-to-Airport.
- **Choose FedEx International Economy™ Freight**(2)

Create a positive return experience for your customers and suppliers.

- **Choose FedEx® Global Returns solutions**

Take advantage of FedEx specialised Dangerous Goods export service to benefit from fast transit times, airport-to-door delivery, customs clearance, complete shipment tracking and proof of delivery.

- **Choose FedEx specialised Dangerous Goods**

Enhance the cost-effectiveness of your express bulk shipment deliveries.

- **Choose FedEx International Priority DirectDistribution™**

An intra-India, door-to-door, day definite express delivery service for all your ground consignments.

- **Choose FedEx Economy™**

An intra-India, door-to-door, next business day air express delivery service for all your documents and non-commercial(2) consignments.

- **Choose FedEx Priority Overnight™**

An intra-India, door-to-door, next business day air express delivery service for all your commercial(2) consignments.

- **Choose FedEx Standard Overnight™**

Collect on Deliver (COD): Request FedEx to collect the ‘Invoice Value of the Goods’ against delivery of the consignment to the recipient by Cash/Cheque/Demand Draft/Pay Order in favour of you, which is returned to you within 10 working days for Cash/Cheque/Demand Draft/Pay Order.

Delivery on Invoice Acceptance (DIA): You can request FedEx to have the commercial invoice (CI)/delivery challan (DC) signed by the recipient at the time of delivery and return the signed copy back to you within 15 working days.

Freight on Value (FOV): When you or the recipient do not have your own transit insurance policy or do not want to insure the consignment at your own risk, FedEx can arrange insurance cover for the consignment, provide a Certificate of Facts and facilitate the claim process between the insurance company and you or the recipient.

Freight to Collect (FTC): With this option, the freight charges and the Freight To Collect (FTC) surcharge are paid by/collected from the recipient in cash and as per the tariff rates.

Hold at FedEx Location: As an alternative to a business or residential delivery, you can choose Hold at FedEx Location service, and have recipients pick up their shipments at a FedEx location.

FedEx Services portfolio

INTERNATIONAL SERVICES

INTERNATIONAL VALUE ADDED SERVICES

DOMESTIC SERVICES

DOMESTIC VALUE ADDED SERVICES

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(1) Non-commercial consignments are consignments which do not involve “Sale of Goods”, have a declared value up to INR 5,000 and an actual weight not exceeding 31kg per piece. Commercial consignments are consignments which involve “Sale of Goods”, have an invoice value up to INR 50,000 and an actual weight not exceeding 68kg per piece.

(2) All items must be forkliftable, shrink-wrapped and/or banded.
Choosing the best FedEx service for your outbound shipments

Benefit from a comprehensive portfolio of export shipping solutions, all designed so your packages and freight consignments get to their destinations on time. We provide you with 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?

<table>
<thead>
<tr>
<th>YOUR SHIPMENT**</th>
<th>YOUR DESTINATION</th>
<th>YOUR TRANSIT TIMES**</th>
<th>YOUR FEDEX SERVICE</th>
<th>DIMENSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URGENT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments containing packages weighing up to 68kg</td>
<td>EUROPE</td>
<td>2 days</td>
<td>FedEx International Priority*</td>
<td>Maximum 274cm in length (always longest side)</td>
</tr>
<tr>
<td></td>
<td>USA</td>
<td>2 days</td>
<td></td>
<td>or exceed the maximum dimension for FedEx International Priority service</td>
</tr>
<tr>
<td></td>
<td>CANADA</td>
<td>2 days</td>
<td></td>
<td>Dimensional limits per package: length 302cm, width 203cm and height 178cm</td>
</tr>
<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>2-4 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ASIA</td>
<td>2 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MIDDLE EAST</td>
<td>2-3 days</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>AFRICA - OCEANIA</td>
<td>2-4 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments that include items weighing between 68 and 1,000kg</td>
<td>EUROPE</td>
<td>3 days</td>
<td>FedEx International Priority® Freight</td>
<td>At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Priority service</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>3 days</td>
<td></td>
<td>Dimensional limits per package: length 302cm, width 203cm and height 178cm</td>
</tr>
<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>3-5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ASIA</td>
<td>3 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MIDDLE EAST</td>
<td>3-4 days</td>
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<tr>
<td></td>
<td>AFRICA - OCEANIA</td>
<td>3-5 days</td>
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<tr>
<td><strong>LESS URGENT</strong></td>
<td></td>
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</tr>
<tr>
<td>For all your shipments containing packages weighing up to 68kg</td>
<td>EUROPE</td>
<td>4 days</td>
<td>FedEx International Economy*</td>
<td>Maximum 274cm in length (always longest side)</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>4 days</td>
<td></td>
<td>or exceed the maximum dimension for FedEx International Economy service</td>
</tr>
<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>4-5 days</td>
<td></td>
<td>Dimensional limits per package: length 302cm, width 203cm and height 178cm</td>
</tr>
<tr>
<td></td>
<td>ASIA</td>
<td>4 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MIDDLE EAST - AFRICA OCEANIA</td>
<td>4-5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments that include items weighing between 68 and 1,000kg</td>
<td>EUROPE</td>
<td>5 days</td>
<td>FedEx International Economy® Freight</td>
<td>At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Economy service</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>5 days</td>
<td></td>
<td>Dimensional limits per package: length 302cm, width 203cm and height 178cm</td>
</tr>
<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>5-7 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ASIA</td>
<td>5 days</td>
<td></td>
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<tr>
<td></td>
<td>MIDDLE EAST</td>
<td>5-6 days</td>
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<tr>
<td></td>
<td>AFRICA - OCEANIA</td>
<td>5-7 days</td>
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<td></td>
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</tbody>
</table>

**Valuable Added Services**

- Option to return goods available with FedEx® Global Returns
- Dangerous Goods**(5)
- Enhance the cost-effectiveness of your express bulk shipment deliveries with FedEx International Priority DirectDistribution**(6)

*(1) Shipments can contain up to 9,998 packages
(2) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/in. Transit times are expressed in working days.
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.
(4) Maximum declared value may vary depending on the country of destination, please call our Customer Service.
(5) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.
Choosing the best FedEx service for your inbound shipments

From small packages to heavyweight freight consignments, count on our powerful worldwide Express and Economy network to ensure your imports – whatever their country of origin and destination – always arrive on time. Our tracking solutions give you the ability to monitor your shipments in real time, any time you want to, 24 hours a day, 7 days a week.

Which FedEx service best meets your needs?

<table>
<thead>
<tr>
<th>YOUR SHIPMENT <strong>(1)</strong></th>
<th>YOUR ORIGIN</th>
<th>YOUR TRANSIT TIMES <strong>(2)</strong></th>
<th>YOUR FEDEX SERVICE</th>
<th>DIMENSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URGENT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments containing packages weighing up to 68kg</td>
<td>EUROPE</td>
<td>2 days</td>
<td>FedEx International Priority <strong>(3)</strong></td>
<td>Maximum 274cm in length (always longest side) and 330cm in length and girth combined (girth = 2 x height + 2 x width)</td>
</tr>
<tr>
<td></td>
<td>USA</td>
<td>3 days</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>CANADA</td>
<td>3 days</td>
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<td></td>
<td>LATIN AMERICA</td>
<td>3 days</td>
<td></td>
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<tr>
<td></td>
<td>ASIA - MIDDLE EAST</td>
<td>2 days</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>AFRICA - OCEANIA</td>
<td>3-4 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments that include items weighing between 68 and 1,000kg</td>
<td>EUROPE</td>
<td>3 days</td>
<td>FedEx International Priority Freight</td>
<td>Max length 270cm, max length + girth 330cm, and girth = 2 x height + 2 x width</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>4 days</td>
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<td></td>
<td>LATIN AMERICA</td>
<td>4 days</td>
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<tr>
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</tr>
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<td>AFRICA - OCEANIA</td>
<td>3-4 days</td>
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<tr>
<td><strong>LESS URGENT</strong></td>
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<td></td>
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</tr>
<tr>
<td>For all your shipments containing packages weighing up to 68kg</td>
<td>EUROPE</td>
<td>4 days</td>
<td>FedEx International Economy <strong>(3)</strong></td>
<td>Maximum 274cm in length (always longest side) and 330cm in length and girth combined (girth = 2 x height + 2 x width)</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>5 days</td>
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<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>5 days</td>
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<tr>
<td></td>
<td>ASIA - MIDDLE EAST</td>
<td>4 days</td>
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<td></td>
<td>AFRICA - OCEANIA</td>
<td>5-6 days</td>
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</tr>
<tr>
<td>For all your shipments that include items weighing between 68 and 1,000kg</td>
<td>EUROPE</td>
<td>5 days</td>
<td>FedEx International Economy Freight</td>
<td>Max length 270cm, max length + girth 330cm, and girth = 2 x height + 2 x width</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>6 days</td>
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<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>6 days</td>
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<tr>
<td></td>
<td>ASIA - MIDDLE EAST</td>
<td>5 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Shipments can contain up to 9,998 packages.
(2) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/in. Transit times are expressed in working days.
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.
(4) Maximum declared value may vary depending on the country of origin, please call our Customer Service.
Choosing FedEx for your domestic shipments

At FedEx our commitment is to meet your expectations for speed, reliability and ease of use. With our time-definite, same day pick up, door-to-door services covering the most of India, you can always rely on the unrivaled FedEx network to get your urgent shipments to their destination on time, every time.

Which FedEx India Service best meets your needs?

<table>
<thead>
<tr>
<th>YOUR SHIPMENT</th>
<th>YOUR TRANSIT TIMES(1)</th>
<th>YOUR FEDEX SERVICE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>URGENT</td>
<td></td>
<td>FedEx Priority Overnight™ (PO)</td>
<td>An intra-India, door-to-door, next business day air express delivery service for all your documents and non-commercial® consignments.</td>
</tr>
<tr>
<td></td>
<td>Your consignments are commercial®, they have an invoice value up to Rs.50,00,000 and each individual piece does not exceed 68 kgs</td>
<td>FedEx Standard Overnight™ (SO)</td>
<td>An intra-India, door-to-door, next business day air express delivery service for all your commercial® consignments.</td>
</tr>
<tr>
<td>LESS URGENT</td>
<td>1-9 days</td>
<td>FedEx Economy™</td>
<td>An intra-India, door-to-door, day definite express delivery service for all your small ground consignments.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDITIONAL SERVICES</th>
<th>DESCRIPTION</th>
<th>SURCHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freight On Value (Carrier's Risk)</td>
<td>When you or the recipient do not have your own transit insurance policy or do not want to insure the consignment at your own risk, FedEx can arrange insurance cover for the consignment, provide a Certificate of Facts and facilitate the claim process between the insurance company and you or the recipient.</td>
<td>INR 100 or 2% of the “Total Invoice Value of Goods”, whichever is higher</td>
</tr>
<tr>
<td>Freight To Collect (To Pay)</td>
<td>With this option, the freight charges and the Freight To Collect (FTC) surcharge are paid by / collected from the recipient in cash and as per the tariff rates.</td>
<td>A flat charge of INR 200 per Waybill. Amounts are payable in cash up to INR 20,000. Amounts above INR 20,000 can only be paid by Demand Draft (DD) which should be payable in the name of “FedEx Express Transportation &amp; Supply Chain Services (India) Pvt. Ltd”.</td>
</tr>
<tr>
<td>Freight On Value (Own Risk)</td>
<td>You may take your own transit insurance policy to protect against risk of any loss, damage or pilferage during transit of the consignment and hence, would not require FedEx to procure insurance for the consignment. Since it is at your risk, the responsibility of FedEx Express is limited to issuing a Certificate of Facts in the event of loss or damage to the consignment.</td>
<td>0.2% of the “Total Invoice Value of Goods”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDITIONAL SERVICES</th>
<th>DESCRIPTION</th>
<th>SURCHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect On Delivery (C.O.D.)</td>
<td>The C.O.D. consignments can be shipped under a separate C.O.D. / D.I.A. Waybill which can be tracked on fedex.com/in. Here, you can request FedEx to collect the “Total Invoice Value of Goods” against delivery from the recipient (either by cash / cheque / Demand Draft) and forward the same back to you. C.O.D. will not be available for Freight To Collect (FTC) consignments.</td>
<td>A flat change of INR 150 per Waybill</td>
</tr>
<tr>
<td>Delivery On Invoice Acceptance® (D.I.A.)</td>
<td>The D.I.A. consignments can be shipped under a separate C.O.D. / D.I.A. Waybill which can be tracked on fedex.com/in. Here, you can request FedEx to have the Commercial Invoice (CI) / Delivery Challan (DC) signed by the recipient at the time of delivery and forward the signed copy of the CI / DC back to you. D.I.A. will not be available for Freight To Collect (FTC) consignments.</td>
<td>A flat change of INR 150 per Waybill</td>
</tr>
</tbody>
</table>

(1) Service availability and transit times may vary by postal code. Please call Customer Service for service availability and precise transit times in your area.
(2) Non-commercial consignments are consignments which do not involve “Sale of Goods”; have a declared value up to Rs.5,000 and an actual weight not exceeding 31 kgs per piece.
(3) Commercial consignments are consignments which involve “Sale of Goods”; have an invoice value up to Rs.50,00,000 and an actual weight not exceeding 68 kgs per piece.
(4) Money-back guarantee: please see FedEx India Conditions of Carriage for details.

Service Benefits
- Tracking and proof of delivery for all your shipments
- Transit times covered by FedEx money-back guarantee®
Find time saving tools and resources using fedex.com

You can do just about everything online at fedex.com/in. All FedEx tools are provided free of charge, secured and make your life easier.

Technology

- **Calculate rates and transit times**
  Go to “Get rates and transit times” on the roll-over navigation menu under “Ship”. Fill in the form and get transit times, quick quotes or detailed quotes in a few clicks.

- **Order FedEx free packaging** by clicking on “Order Supplies”. For International services only.

- **Process your shipment**
  Online tools that automate the entire shipping process and guide you with your waybills, commercial invoices and any other customs documentation you may need. Ship with FedEx Ship Manager™ Lite – no registration required or use the benefits of a Login to re-use your addresses and get customised rates. FedEx Ship Manager™ at fedex.com caters for more complex shipping and reporting needs if you ship more frequently.

- **Location**
  Find out where your nearest FedEx station or drop-off point is.

- **Obtain customs clearance forms** for your shipment and detailed information depending on the commodity being shipped and the country of origin and destination with FedEx® Global Trade Manager. For International services only. It also features customs regulations, currency converters and can even estimate shipping duties and taxes. Work the way you want with our Document Preparation Centre. Simply save the documents you use most so you have them available anytime.

- **Manage the billing process** end-to-end with FedEx® Billing Online, from reviewing invoices to scheduling payments.

**Booking your pick-up**

Schedule a pick-up and have the ability to automatically send notifications via e-mail to any parties interested.

- **For exports and domestic:**
  - Just go to fedex.com/in
  - Click on the navigation menu “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 four email addresses.
  - You can cancel a previously scheduled pick-up online.

- **Tracking your shipments 24/7**
  Track your shipment all the way to its destination and receive a proof of delivery including the time it was delivered and the name of the recipient. (1)
  - On the fedex.com/in homepage, enter your 12-digit tracking number shown on your FedEx Waybill and click on “Track” to follow the progress of your shipment.
  - You can also sign up for exceptions and delivery notifications.
  - Simply send an email to track@fedex.com with the tracking number and receive an email back within few minutes.
  - If you’re using FedEx Ship Manager™ at fedex.com, click on “History” and select the shipment you wish to track.

- **At your fingertips wherever you are.**
  FedEx Mobile for Smartphones provides you with access to advanced tracking functionality that automatically keeps you updated on the status of your shipments. Simply input your FedEx tracking number, and you can quickly retrieve the status of your shipment.

- **For imports:**
  - Click on “Schedule a Pick-up” to schedule a collection on behalf of another shipper. If the shipper’s country is not supported, please contact the FedEx Customer Service of that country.
  - For freight: from 68kg to 1,000kg per item, please contact Customer Service to schedule your pick-up and receive your booking number.

**Monitoring your shipping activity with an online assistant: FedEx InSight**

Track your shipments from start to finish. FedEx InSight is a free online service that gives you 24/7 access to view the latest status of all your shipments assigned to your account, without the need of a tracking number. With the added support of proactive shipment notifications you will receive immediate updates about clearance delays, attempted deliveries, proofs of delivery, and more – via email or online. FedEx InSight can provide you with a new level of visibility. Sign up now at fedex.com/in/insight.

(1) Proof of delivery and the name of the recipient are not always available. Please refer to the FedEx EMEA Conditions of Carriage.

**Keep up-to-date**

For the latest import and export regulations, useful shipping tips or updates about FedEx, subscribe to our monthly eNews letter at fedex.com/in/enews/ or follow us on Twitter @FedExIndia.
Packing your outbound shipment

Whether you want to ship paperwork, electrical equipment or healthcare specimens, we have the expertise and packaging to help you pack and ship securely. Browse our wide range of free FedEx Express packaging options and then order them from fedex.com/in or call Customer Service on 1800 22 6161 or 1800 209 6161#. We have everything you need to pack like a pro and enjoy peace of mind.

FedEx® Envelope
Can hold and protect up to sixty A4 pages. This envelope is 100% recyclable and our shipping is carbon neutral.
Weight limit: 0.9kg.
Internal measurements: Height 24.1cm and Width 31.8cm.

FedEx® Pak
Tear- and water-resistant packaging. Ideal for larger documents and compact products.
Weight limit: 2.5kg.
FedEx® Pak: Internal measurements: Height 30.5cm, Width 39.4cm.
FedEx® Padded Pak: Internal measurements: Height 29.8cm, Width 39.3cm.

FedEx® Tube
For items that travel better when rolled up, e.g. blueprints, sketches and photos.
Weight limit: 9kg.
Internal measurements: Height 96.5cm, Width 15.2cm, Depth 15.2cm.

FedEx® Box
Tough card boxes in four sizes.
Weight limit: 13kg.
FedEx® Small Box: Internal measurements: Height 27.6cm, Width 31.1cm, Depth 3.8cm.
FedEx® Medium Box: Internal measurements: Height 29.2cm, Width 33cm, Depth 6cm.
FedEx® Large Box: Internal measurements: Height 31.4cm, Width 45.4cm, Depth 7.6cm.
A4 Box: Internal measurements: Height 34.9cm, Width 46.2cm, Depth 7.6cm.

FedEx® 10kg Box and FedEx® 25kg Box
An express delivery service for any shipments up to 10kg or 25kg, at a competitive, fixed price. FedEx 10kg Box and FedEx 25kg Box cannot be used when shipping FedEx International Economy® or for any domestic shipments.
FedEx 10kg Box: Internal measurements: Height 40.16cm, Width 32.86cm, Depth 25.8cm.
FedEx 25kg Box: Internal measurements: Height 54.76cm, Width 42.06cm, Depth 33.49cm.

Dangerous goods are not accepted in FedEx packaging.

Packaging 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.(1)

• 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, 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.
• 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.

Heavy or bulky freight shipments:
For your shipment to be loaded into our aircraft it must be capable of being handled by forklift and packaged to allow for stacking of other products on top.
• Boxes must be banded and shrink-wrapped to the pallet, with the bands running in both directions.
• 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.

FedEx® UN 3373 Pak
Plastic overwrap for specimens containing or suspected of containing infectious substances meeting the International Air Transport Association (IATA) definition of Biological Substance, Category B (UN 3373).
Weight limit: 9kg.
Internal dimensions: 35.6cm x 22.9cm.

FedEx® Clinical Pak
Plastic overwrap for noninfectious clinical samples after they are inserted into a sturdy inner container.
Weight limit: 9kg.
Internal dimensions: 45.1cm x 36.2cm.

Learn more with our “How to pack” video

FedEx carries certain items that are defined as Dangerous Goods by IATA.
Customer’s own packaging is accepted. FedEx branded packaging including brown boxes may not be used to ship Dangerous Goods or Dry Ice (with some exceptions). To find out more, go to fedex.com/in or call our Customer Service on 1800 22 6161 or 1800 209 6161#.(2)

(1) This guidance is intended to reduce loss and damage due to improper packing. It is not intended to be a comprehensive guide to packing tips. Proper packing is the sole responsibility of the shipper.
(2) Availability of this service varies depending on origin, destination and nature of goods. Please call Customer Service for full details.
# This number may not be available from select states in India.

(1) This number may not be available from select states in India.
Completing your Waybill

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

Save time, use FedEx Ship Manager™ at fedex.com

Key benefits of using FedEx Ship Manager™ at fedex.com:

- You can store shipping information (shipper and recipient address, shipment and commodity profiles) to retrieve and use again for future shipments
- You can also get courtesy rate quote or schedule a pick-up
- Save up to 2,500 addresses
- Import addresses from an external file
- Store up to 500 sender profiles
- Available 24/7
- Complete your paperwork up to eight days in advance
- Ship up to 25 pieces on the same waybill
- Supports special services such as FedEx® Global Returns labels, Dangerous Goods and Dry ice shipping.

One-off shipper?
Use FedEx Ship Manager™ Lite on the FedEx homepage and send your packages in four simple steps (no login or registration required).

Information required on your FedEx Waybill:

1. Entering sender/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 populated by the system.

2. Specifying package details
   - Select the type of service and the packaging you want to use.
   - For international shipments: 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 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.
   - For import shipment: If you are also paying the duties and taxes, select “Recipient” but do not enter your account number again.
   - Optionally, enter your reference information in the designated text box.

4. Email notification
   - 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 FedEx ShipAlert®.

Export Import Domestic

EXPORT AND DOMESTIC

Print your FedEx Waybill
When you have entered all details for your shipment, FedEx Ship Manager™ at fedex.com will generate a FedEx Waybill.

Send the shipping documents to your shipper
Send the international Air Waybill to your shipper so he can print and attach the documents to the shipment.

IMPORT

Save your shipping documents
To save the international Air Waybill in digital format, select it from the list, click on the print button and select a printer to print a digital file (Adobe PDF Writer or Microsoft Office Document Image Printer).

Send the shipping documents to your shipper
Send the international Air Waybill to your shipper so he can print and attach the documents to the shipment.
Completing your Commercial Invoice

Customs authorities require an invoice for all international and domestic shipments. If your goods are intended for resale, a Commercial Invoice is required as custom officials use it to classify merchandise, so that duties and taxes can be correctly assessed. When completing your Waybill online, a Commercial Invoice is automatically generated. If your goods are not intended for resale, a pro-forma invoice is required.

For Domestic: Customs / inter-state authorities require an invoice declaration for all domestic consignments. The full Central Sales Tax (CST) and Tax Identification Number (TIN) / Local Sales Tax (LST) numbers of the Shipper and the Recipient must appear in all invoices.

When consignments are made to individuals, who do not have CST and TIN / LST numbers, the Recipient must provide declaration to the effect that the goods are for personal use and not for resale apart from other conditions as laid down in respective States’ VAT regulations.

Online help with all aspects of customs documentation

- Our online tool, FedEx® Global Trade Manager on fedex.com/tn (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.
- It gives detailed information on the commodity being shipped, and the country of origin and destination.
- It provides information on relevant customs regulations, a currency converter and can even estimate shipping duties and taxes that would be due on your shipment.
- Work the way you want with our new full featured Document Preparation Centre. You can save the documents you use most so you have them available anytime. You can even take a break then pick-up where you left off.

For exports: you should enclose with your shipment one original plus two copies of the invoice, each with an original signature.

For imports: save and send the Commercial/Pro-Forma Invoice to your shipper so he can print and attach the documents to the shipment.

To save your Commercial/Pro-Forma Invoice created with FedEx Ship Manager® at fedex.com, select it from the list, click on the print button and select a printer to print a digital file (Adobe PDF Writer or Microsoft Office Document Image Printer).

For Domestic: Customs / inter-state authorities require an invoice declaration for all domestic consignments. The full Central Sales Tax (CST) and Tax Identification Number (TIN) / Local Sales Tax (LST) numbers of the Shipper and the Recipient must appear in all invoices.

When consignments are made to individuals, who do not have CST and TIN / LST numbers, the Recipient must provide declaration to the effect that the goods are for personal use and not for resale apart from other conditions as laid down in respective States’ VAT regulations.

Information required on your Commercial Invoice:

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 web site www.iso.org by clicking on "ISO 3166" section.

Data of Export:
02.07.2014

Shipper/Importer (complete name and address):
V. Amane
The Studio Graphics
Krishna District
VAT No. 437 7916 13
Country of export:
India

Export References (i.e. order no., invoice no., etc.):
B10714

Recipient (complete name and address) joins
Computer Label Inv
1415 Oakland Avenue
Springfield, US 38000
Improver / if other than recipient (complete name and address):
As Above

Marked/No.
Type of
No. of
Packaging
Description of
Total

1
Brown
Package
Camera-ready Artwork (for printing in USA)
1
kg
2.5
125
Inr

Tick of
FOB
CIF

1 declare all the information contained in this invoice to be true and correct
Signature of shipper/exporter (type name and title and sign)
V. Amane, Designer
Date: 02.07.2014

1 declare all the information contained in this invoice to be true and correct
Signature of shipper/exporter (type name and title and sign)
V. Amane, Designer
Date: 02.07.2014
Your FedEx Invoice

All international and domestic(1) shipments will be entered on the same FedEx invoice with the details as indicated below. Track the status of your invoices, dispute charges, download your invoice data, and create payment instructions over the Internet with FedEx® Billing Online.

For imports:

- Duties & Taxes and ancillary services will be sent in a separate invoice.

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1. **Shipper**: The name and full address of the sender's location.
2. **Recipient**: The name and full address of the Recipient.
3. **Weight**: The weight of your consignment may be checked before being loaded onto our aircraft. If the actual weight is different from the declared weight on the Waybill your invoice will show the actual weight.
4. **Freight**: Cost of the service excluding tax.
5. **Fuel surcharge**: FedEx applies a dynamic fuel surcharge depending upon changes in the price of aviation jet fuel. This surcharge applies to all standard, personalised and discounted FedEx rates.
6. **Service**: Service Tax is calculated at 10.36% on the total invoice amount. The applicable tax is subject to change as per Government notification.
7. **Invoice details**: The invoice number, invoice date and invoiced account number is mentioned in this section.
8. **Type of FedEx India Service you require.**
9. **Payment Due**: Standard Payment terms for freight charges are 15 days from the date of the invoice. Duty and Tax invoices are payable on receipt of the invoice.
10. **Ref**: The internal reference you entered onto the Waybill.