FedEx Express

START SIMPLE

Use this guide and all our online resources to find everything you need to know about shipping with FedEx

Welcome to FedEx!

We're glad you choose FedEx. This FedEx Service Guide provides information and resources to help you manage your FedEx shipping efficiently. You can also visit FedEx New Customer Center at fedex.com to get all the information you need to get started with FedEx, including this downloadable version of the FedEx Service Guide.

CONTENTS

YOUR FEDEX 3
SERVICES 5
SHIPPING 6
- Get Shipping rates and Transit Times 6
- Packing 7
- Online Shipping with FedEx Express 10
- Documentation required for international shipments 11
- Schedule a Pickup 13

TRACKING 14
PAYMENT 15
RESOURCES 16

Get started fast

Welcome to the New Customer Center

Go to the New Customer Center at fedex.com/au/newcustomer/ to learn how to manage your FedEx shipping efficiently and to find out more about FedEx services and shipping tools.

Get a fedex.com Login

Create a fedex.com user ID and password for immediate access to a full array of online services. Simply save time and ship smarter by using an address book to auto-fill shipping labels, view your entire shipping history and track packages all the time. Go to fedex.com/au/login/index.html to learn more.

YOUR FEDEX

Find what you need at fedex.com

FedEx Home Page Get a fedex.com Login	fedex.com/au fedex.com/au/login/index.html
Get Started Go to the New Customer Center	fedex.com/au/newcustomer/
Our Service Ship packages and freight around the world	fedex.com/au/services/wwservices.html
Get Shipping rates and Transit Times Download FedEx rates and get tool to compare rates and transit times	fedex.com/au/rates/index.html fedex.com/au/quote/
Packing Access packing services, supplies and shipping guides	https://www.fedex.com/au/supplies/ fedex.com/au/tools/
Shipping Learn about on-line shipping tool, labels, dropoff and pickup	fedex.com/au/fsm/guide.html fedex.com/GTM?cntry_code=au fedex.com/au/dropoff/ fedex.com/au/pickup/index.html
Tracking Track shipments status	fedex.com/au/tracking
Payment Manage invoicing	fedex.com/au/account/fbo/

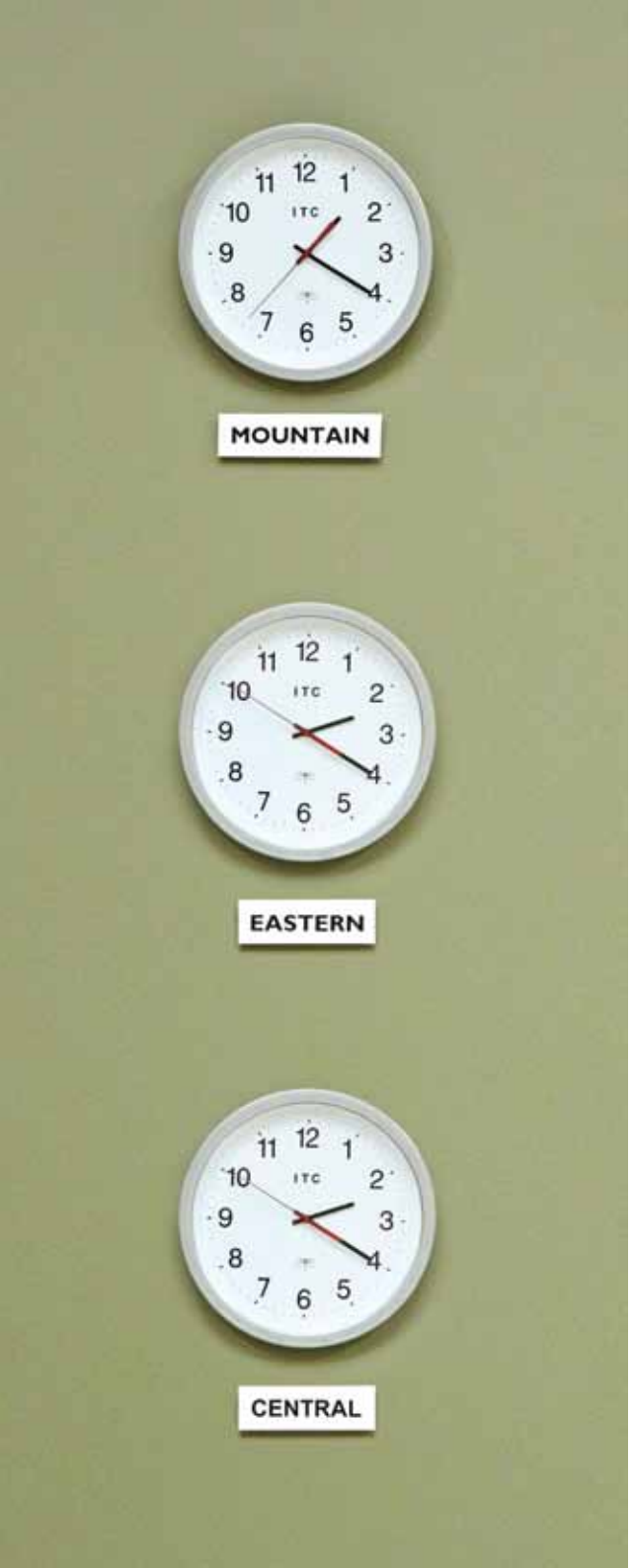
SERVICES

You have several choices when shipping around the world

Choose the best FedEx Services for your needs, whenever you have a document, small package or heavy freight to send.

Weight	Our Services[1,2]	Choose services by your shipping needs
Less than 68kg	**FedEx International Priority®**	Best Choice for urgent shipments. Time-definite service that delivers your package right to the door, typically in 1,2 or 3 business days.
	FedEx International Economy®	Cost-effective Option for less urgent shipments. This economic day-definite service typically delivers in 2-4 business days to major business centers.
	FedEx International First®	Time-definite, customs-cleared, door-to-door delivery by 8 a.m. to nearly 5,000 zip codes across the U.S., typically in 1 or 2 business days(depending on origin city).
Above 68kg	**FedEx International Priority® Freight**	Time-definite, premium airfreight service for international shipments containing unitized, forkliftable single pieces or skids above 68kg, delivery typically in 1, 2 or 3 business days.
	FedEx International Economy® Freight	Economical, day-definite, customs-cleared, door-to-door service for shipments greater than 68kg destined to major markets in Asia, U.S., Canada and Mexico. Transit times are typically 2-4 business days. Advance booking required.

[1] International Services : Go to fedex.com/au/services/wwservices.html for detailed information
[2] Check shipping rates and transit times at fedex.com/au/quote/



Get Shipping Rates and Transit Times

Calculate your rates and estimated transit time at fedex.com

You can view and download FedEx rates from fedex.com/au/rates/index.html. To find the rates and transit times for your particular shipments, you can use the Get Rates & Transit Times tool. Go to fedex.com/au/quote/ and follow three easy steps to get a specific rate quote:

1. Enter your shipping information, including origin destination and scheduled shipping date
2. Enter the package information and select additional shipment options, if applicable
3. Get your rate quote.

You can get Step-by-Step Guide of this tool from fedex.com/au/quote/guide.html

SHIPPING

Packing

Pack Your Shipments by using FedEx packaging

We provide tough, easy to use packaging at no cost.

Four ways to get free supplies for your FedEx Express shipments

1. Order online at fedex.com: https://fedex.com/au/supplies/
2. Pick up supplies at a nearby FedEx drop-off location: fedex.com/au/dropoff/
3. Ask your FedEx couriers
4. Contact Customer Service

SHIPPING

FedEx packaging

Your Shipping Need	Our solution	Detalis
Packaging for standard-size documents	FedEx® **Envelope**	· Holds up to approximately 60 pages, · Total weight (including envelope) should not exceed 500g
Pak for heavier documents	FedEx® **Pak**	· Designed for soft, light and bulky shipment · DIM charges will apply if the dimension exceeds 15,403cm³ · Total weight for Pak should not exceed 2.5kgs
	FedEx® **Extra Large Pak**	
Boxes in a variety of sizes	FedEx® **Box**[1] **Small** **Medium** **Large**	· Tough cardboard boxes in three sizes. · Total weight should not exceed 9.07kg
Packaging for posters, fabric rolls, or blueprints, etc	FedEx® **Tube**[2]	· Self-sealing triangular package for plans, posters, fabric rolls, charts, blueprints, etc · Total weight should not exceed 9.07kg
A sturdy and durable box for fast delivery	FedEx® **10kg and 25kg Box**	· Big enough for most bulky items · FedEx 10kg and 25kg Box packaging offers you low flat rate. To qualify for the flat rate, weight cannot exceed 10kg for the 10kg Box, and 25kg for the 25kg Box

[1]Effective January 21, 2013, the minimum billable weight for FedEx Small Box, Medium Box and Large Box will be 1 kg per package. The actual package weight will apply only if it is larger than the minimum billable weight.

[2]Effective January 21, 2013, the minimum billable weight for FedEx Tube will be 4 kg per package. The actual package weight will apply only if it is larger than the minimum billable weight.

Packing

Pack Your Shipments in your own packaging

You may choose to use your own packaging with reference to the following guidelines.

- 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

For tips and tools on proper packing, sealing and labeling practices, please visit "How to Pack" on fedex.com/au/tools

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 a shipment is calculated as:

Length x Width x Height (cm or inches)
(then divided by 5,000 for "cm" or divided by 305 for "inches")

Dimensional-weight pricing is applicable on a per-package basis to all shipments in customer's own packaging and FedEx Pak shipments exceeding 940 cubic inches or 15,403 cubic centimeters. Size and weight restrictions may vary depending on country and destination.

SHIPPING

Electronic Shipping with FedEx Express

Ship with FedEx® Quick Form
http://www.fedex.com/au/quickform/download.html

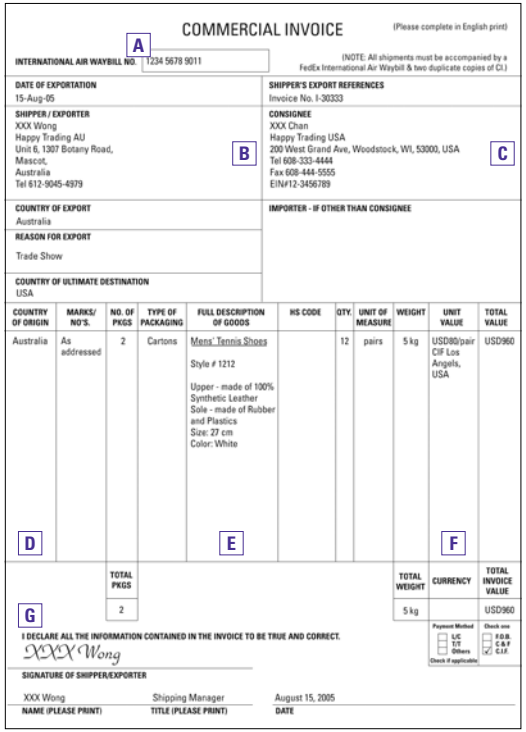
Using four easy steps, you can generate your shipping labels.

1. Simple registration
2. Save Information to be reused for future shipments
3. Submit shipping information
4. Print shipping label

Notes:

An International Air Waybill is required for each shipment.
If you encounter any problems in using FedEx® Quick Form, please contact the Technical Support Hotline.
Alternatively, you can contact your courier or the Customer Service Hotline to order hard copies of FedEx International Air Waybills and prepare them manually in English.

Documentation required for international shipments



COMMERCIAL INVOICE (Please complete in English print)

A — INTERNATIONAL AIR WAYBILL NO. 1234 5678 9011

(NOTE: All shipments must be accompanied by a FedEx International Air Waybill & two duplicate copies of CI.)

DATE OF EXPORTATION: 15-Aug-05

SHIPPER'S EXPORT REFERENCES: Invoice No. I-30333

B — SHIPPER / EXPORTER: XXX Wong, Happy Trading AU, Unit 6, 1307 Botany Road, Mascot, Australia, Tel 612-9045-4979

C — CONSIGNEE: XXX Chan, Happy Trading USA, 200 West Grand Ave, Woodstock, WI, 53000, USA, Tel 608-333-4444, Fax 608-444-5555, EIN#12-3456789

COUNTRY OF EXPORT: Australia

REASON FOR EXPORT: Trade Show

COUNTRY OF ULTIMATE DESTINATION: USA

IMPORTER - IF OTHER THAN CONSIGNEE

COUNTRY OF ORIGIN	MARKS/ NO'S.	NO. OF PKGS	TYPE OF PACKAGING	FULL DESCRIPTION OF GOODS	HS CODE	QTY.	UNIT OF MEASURE	WEIGHT	UNIT VALUE	TOTAL VALUE
Australia	As addressed	2	Cartons	Mens' Tennis Shoes Style # 1212 Upper - made of 100% Synthetic Leather Sole - made of Rubber and Plastics Size: 27 cm Color: White		12	pairs	5 kg	USD80/pair CIF Los Angels, USA	USD960

D — E — F

TOTAL PKGS	TOTAL WEIGHT	CURRENCY	TOTAL INVOICE VALUE
2	5 kg		USD960

G

I DECLARE ALL THE INFORMATION CONTAINED IN THE INVOICE TO BE TRUE AND CORRECT.

XXX Wong

SIGNATURE OF SHIPPER/EXPORTER

Payment Method: L/C, T/T, Others (Check if applicable)

Check one: F.O.B., C.&F., C.I.F.

NAME (PLEASE PRINT)	TITLE (PLEASE PRINT)	DATE
XXX Wong	Shipping Manager	August 15, 2005

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

Prepare 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/au/tools

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 manutacturing machine	

[Commercial Invoice]

TYPE OF PACKAGING	FULL DESCRIPTION HS CODE OF GOODS	HS CODE
	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.	
	ALUMINUM steel plate for use in semiconductor manutacturing machine	

Documentation required for international shipments

Prepare Customs Declaration Documentation

When shipping to some destinations such as U.S. and China, you may be required to complete additional documentation, which is required under destination country law. Accurate completion of the documentation will assist the customs authorities in processing your shipment more efficiently. FedEx® Global Trade Manager at fedex.com gives you access to detailed commodity and country-specific information, details of local customs regulation and a currency converter. It will even give you an estimate of your shipping duties and taxes. This tool will indicate whether or not you require a Commercial Invoice. Access FedEx Global Trade Manager: fedex.com/GTM?cntry_code=au and enjoy benefits of using it:

- Find the proper documents required for international shipping with FedEx Express
- Complete the required documentation
- View advisory concerning your shipments
- Calculate pre-shipment duty and tax cost estimates
- Research country profiles
- Search the up-to-date international Denied Part Screening database
- Prepare, store and reuse customs documents online with the Document Preparation Center

Download overview of FedEx® Global Trade Manager: fedex.com/us/demo/gtm/start.html

SHIPPING

Schedule a Pickup

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

Schedule a pickup online
It's fast, convenient and you can keep records of all your online shipment pickup. With the "Schedule a Pickup" tool, you can quickly and conveniently arrange for a FedEx® pickup of your shipments. Plus, you can access the "My Pickups" tool to view the records of your online pickup history, edit or cancel your pickup. This is speed at your fingertips. Learn more information from http://www.fedex.com/au/pickup/index.html

Schedule a pickup by shipping with FedEx Ship Manager™ at fedex.com

Schedule a pick up by phone
Use our convenient touch-button Customer Service Hotline service. Press telephone button according to instruction to schedule a pick up.

TRACKING

You have several options to track shipments

Quickly find information about your shipments.

Track at fedex.com
Obtain information 24 hours per day, 7 days per week about your shipments. Visit fedex.com/au/tracking to track up 30 FedEx Express Shipments at a time.

Track using FedEx Desktop
Monitor the status of your shipments and receive proactive notifications right to your desktop. Go to fedex.com/au/desktop/ to get details.

Track by FedEx mobile
Access up-to-date tracking details directly from your mobile devices. Learn more information from fedex.com/au/mobile/

Track using FedEx Ship Manager™ at fedex.com
With FedEx Ship Manager™ at fedex.com, once you have scheduled your pick-up online, your shipment is automatically entered into the FedEx Express system. You can check the status of your shipments across the world in real time, stage by stage, through to delivery.

Track by Phone
Use our convenient touch-button Customer Service Hotline service. Press telephone button according to instruction to check the status of your shipment.

PAYMENT

Manage your account with invoicing and payment resources

FedEx Billing Online

Right from the free, fast and easy FedEx Billing Online you can manage your FedEx Express invoices, track the status of your invoices, download your invoice data, and create payment instructions over the Internet. Sign up fedex.com/au/account/fbo/ now and learn more benefits.

- View invoices and shipment detail
- Create dynamic remittances for offline payment
- Download invoices as PDF, XML, XLS, or CSV
- Flexible account management

RESOURCES

Talk to us

Office Hours: Mon - Fri (08:00 - 22:00), Sat (08:00 - 16:00) - Sun (Closed),
Public Holidays (08:00 – 14:00)

FedEx Customer Service : 24-hour Automated Hotline: 13 26 10
You can simply call our 24-hour automated hotline to place your pickup order at your convenience.

Functions Available	Press	Then press
Schedule a pick-up	1	
Check package status (Track a package)	2	1
Freight charges of a shipped package	2	2
Billing enquiries	2	3
General service information via fax	3	1
Custom Declaration Forms	3	2
Order Supplies	4	
Rate quotation or transit time enquiries	5	
Return to main menu	9	
Repeat main options	*	
Contact Customer Service Representatives*	0	

Notes:
*Customer Service Office Hours
Website: fedex.com/au/contact/

RESOURCES

Drop off Locations

FedEx World Service Centers

Look for the purple and orange in metropolitan business districts, airports and busy thoroughfares. FedEx World Service Centers are staffed by experienced customer service professionals.

Location	Address	Hours of Operation	Nearest X-Street
Adelaide	1 Comley Street Adelaide Airport SA 5950	Mon - Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	
Matraville	2 Military Road, Matraville, NSW 2036	Mon - Fri: 08:00 - 19:00 Sat: 08:00 - 12:00 Sun: Closed	Bunnerong Road
Perth Airport	9 Searle Road, Perth Airport, WA 6105	Mon - Fri: 08:30 - 18:30 Sat: Closed Sun: Closed	Hitchcock Pl
Brisbane	41-43 Qantas Drive Brisbane Airport QLD 4007	Mon - Thu: 08:00 - 18:00 Fri: 08:00 - 19:00 Sat & Sun: Closed	Lamandra Drive
Canberra	125 Newcastle Street Fyshwick ACT 2609	Mon - Fri: 08:30 - 17:30 Sat: Closed Sun: Closed	
Derrimut	100 Parkwest Drive Derrimut VIC 3030	Mon - Fri: 08:30 - 19:00 Sat: 08:30 - 12:00 Sun: Closed	
Gold Coast	1&2/40 Township Dr Burleigh Heads QLD 4220	Mon - Fri: 08:00 - 18:00 Sat: Closed Sun: Closed	
Rydalmere	18-20 South Street Rydalmere NSW 2116	Mon - Fri: 08:00 - 18:30 Sat: Closed Sun: Closed	Pike Street

RESOURCES

Single Location Pick-up (SLP) Cut-off Time Table

FedEx cut-off times refer to the latest time you may call FedEx to have a shipment picked up in order for it to be shipped on the same day. Shipments received after the cut-off time will be shipped on the following day.

Remarks:

APAC - Asia
EMEA - Europe, Middle East, Africa & All Other UK
NA - North America
NZ - New Zealand
UK - Central London Only
(S) - Same Day
(N) - Next Day

Cut-off times may vary during Australian Eastern Daylight Savings Time. These cut-off times are for CBD and may vary for other areas

SYDNEY					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (S)	13:30	13:30	13:30	13:30	13:30
APAC (N)	17:30	17:30	17:30	17:30	17:30
EMEA (S)	13:30	13:30	13:30	13:30	13:30
EMEA (N)	17:30	17:30	17:30	17:30	17:30
NA (S)	09:00	09:00	09:00	09:00	09:00
NA (N)	17:30	17:30	17:30	17:30	17:30
NZ (S)	17:30	17:30	17:30	17:30	17:30
UK (S)	09:00	09:00	09:00	09:00	09:00
UK (N)	17:30	17:30	17:30	17:30	17:30
MELBOURNE					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (S)	12:00	12:00	12:00	12:00	17:30
APAC (N)	17:30	17:30	17:30	17:30	17:30
EMEA (N)	17:30	17:30	17:30	17:30	17:30
NA (N)	17:30	17:30	17:30	17:30	17:30
NZ (S)	14:00	14:00	14:00	14:00	17:30
NZ (N)	17:30	17:30	17:30	17:30	17:30
UK (N)	17:30	17:30	17:30	17:30	17:30
BRISBANE					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	17:00	17:00	17:00	17:00	17:00
EMEA (N)	17:00	17:00	17:00	17:00	17:00
NA (N)	17:00	17:00	17:00	17:00	17:00
NZ (N)	17:00	17:00	17:00	17:00	17:00
UK (N)	17:00	17:00	17:00	17:00	17:00

RESOURCES

Cut-off times vary by location and destination and are displayed in the pick-up location's local time. Cut-off times are subject to change without notice.

PERTH					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	16:00	16:00	16:00	16:00	16:00
EMEA (N)	16:00	16:00	16:00	16:00	16:00
NA (N)	16:00	16:00	16:00	16:00	16:00
NZ (S)	11:00	-	11:00	-	-
NZ (N)	16:00	16:00	16:00	16:00	16:00
UK (N)	16:00	16:00	16:00	16:00	16:00
ADELAIDE					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	16:30	16:30	16:30	16:30	16:30
EMEA (N)	16:30	16:30	16:30	16:30	16:30
NA (N)	16:30	16:30	16:30	16:30	16:30
NZ (N)	16:30	16:30	16:30	16:30	16:30
UK (N)	16:30	16:30	16:30	16:30	16:30
CANBERRA					
Destination	Monday	Tuesday	Wednesday	Thursday	Friday
APAC (N)	17:00	17:00	17:00	17:00	17:00
EMEA (N)	17:00	17:00	17:00	17:00	17:00
NA (N)	17:00	17:00	17:00	17:00	17:00
NZ (S)	15:00	15:00	15:00	15:00	15:00
NZ (N)	17:00	17:00	17:00	17:00	17:00
UK (N)	17:00	17:00	17:00	17:00	17:00