



# 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](https://www.fedex.com) to get all the information you need to get started with FedEx, including this downloadable version of the FedEx Service Guide.

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## YOUR FEDEX

# Get started fast

## Welcome to the New Customer Center

Go to the New Customer Center at [fedex.com/my/newcustomer/](https://fedex.com/my/newcustomer/) to learn how to manage your FedEx shipping efficiently and to find out more about FedEx services and shipping tools.

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## 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/my/login/index.html](https://fedex.com/my/login/index.html) to learn more.



# YOUR FEDEX

## Find what you need at fedex.com

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





# 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 <sup>1,2</sup>	Choose services by your shipping needs
Less than 68kg	<b>FedEx International Priority®</b>	Best Choice for urgent shipments. Time-definite service that delivers your package right to the door, typically in 1, 2 or 3 business days.
	<b>FedEx International Economy®</b>	Cost-effective Option for less urgent shipments. This economic day-definite service typically delivers in 2-4 business days to major business centers.
	<b>FedEx International First®</b>	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	<b>FedEx International Priority® Freight</b>	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.
	<b>FedEx International Economy® Freight</b>	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.

<sup>1</sup> International Services : Go to [fedex.com/my/services/wwservices.html](https://fedex.com/my/services/wwservices.html) for detailed information

<sup>2</sup> Check shipping rates and transit times at [fedex.com/my/quote/](https://fedex.com/my/quote/)



MOUNTAIN



EASTERN



CENTRAL

## SHIPPING

# Get Shipping Rates and Transit Times

Calculate your rates and estimated transit time at [fedex.com](https://www.fedex.com)

You can view and download FedEx rates from [fedex.com/my/rates/index.html](https://www.fedex.com/my/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/my/quote/](https://www.fedex.com/my/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/my/quote/guide.html](https://www.fedex.com/my/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://www.fedex.com/my/supplies/>
- 2.** Pick up supplies at a nearby FedEx drop-off location: [fedex.com/my/dropoff/](https://www.fedex.com/my/dropoff/)
- 3.** Ask your FedEx couriers
- 4.** Contact Customer Service





# SHIPPING

## FedEx packaging

Your Shipping Need	Our solution	Details
Packaging for standard-size documents	<b>FedEx® Envelope</b>	 <ul style="list-style-type: none"> <li>· Holds up to approximately 60 pages,</li> <li>· Total weight (including envelope) should not exceed 500g</li> </ul>
Pak for heavier documents	<b>FedEx® Pak</b>	 <ul style="list-style-type: none"> <li>· Designed for soft, light and bulky shipment</li> <li>· DIM charges will apply if the dimension exceeds 15,403cm<sup>3</sup></li> <li>· Total weight for Pak should not exceed 2.5kgs</li> </ul>
	<b>FedEx® Extra Large Pak</b>	
Boxes in a variety of sizes	<b>FedEx® Box<sup>[1]</sup></b> 	<ul style="list-style-type: none"> <li>· Tough cardboard boxes in three sizes.</li> <li>· Total weight should not exceed 9.07kg</li> </ul>
Packaging for posters, fabric rolls, or blueprints, etc	<b>FedEx® Tube<sup>[2]</sup></b> 	<ul style="list-style-type: none"> <li>· Self-sealing triangular package for plans, posters, fabric rolls, charts, blueprints, etc</li> <li>· Total weight should not exceed 9.07kg</li> </ul>
A sturdy and durable box for fast delivery	<b>FedEx® 10kg and 25kg Box</b> 	<ul style="list-style-type: none"> <li>· Big enough for most bulky items</li> <li>· 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</li> </ul>

<sup>[1]</sup>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.

<sup>[2]</sup>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.





# SHIPPING

## 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<sup>+</sup>
- Length per package up to 274cm<sup>+</sup>
- Length + Girth up to 330cm<sup>+</sup> (Girth = twice the height + twice the width)
- Maximum Declared Value for Carriage Up to US\$50,000\*

<sup>+</sup> 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/my/tools](https://fedex.com/my/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.



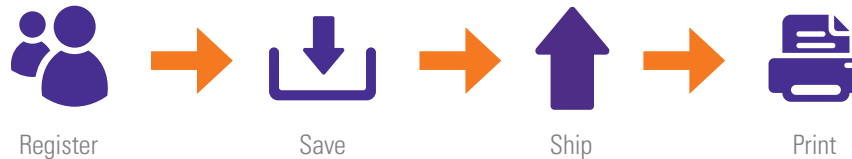
# SHIPPING

## Electronic Shipping with FedEx Express

### Ship with FedEx® Quick Form

<http://www.fedex.com/my/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.

# SHIPPING

## Documentation required for international shipments

### 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/my/tools](http://fedex.com/my/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.

COMMERCIAL INVOICE (Please complete in English print)										
INTERNATIONAL AIR WAYBILL NO. <b>A</b> 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-30233								
SHIPPER / EXPORTER XXX Wong Happy Trading AU Unit 6, 1307 Botany Road, Mascot, Australia Tel 612-9045-4379		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		IMPORTER - IF OTHER THAN CONSIGNEE								
REASON FOR EXPORT Trade Show										
COUNTRY OF ULTIMATE DESTINATION USA										
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	USD90/pair CIF Los Angeles, USA	USD960
<b>D</b>		<b>E</b>		<b>F</b>						
		TOTAL PKGS			TOTAL WEIGHT	CURRENCY			TOTAL INVOICE VALUE	
		2			5 kg	USD960				
<b>G</b> I DECLARE ALL THE INFORMATION CONTAINED IN THE INVOICE TO BE TRUE AND CORRECT. XXX Wong SIGNATURE OF SHIPPER/EXPORTER XXX Wong Shipping Manager August 15, 2005 NAME (PLEASE PRINT) TITLE (PLEASE PRINT) DATE										

- A** Fill in FedEx International Air Waybill number
- B** Fill in complete name, address, telephone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN / SSN, or as locally required
- C** Fill in complete name, address, telephone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN / SSN, or as locally required
- D** The country where the merchandise was grown, mined or manufactured, in accordance with Customs Regulations
- E** Complete details of the items (s) being shipped, including name, part numbers, serial numbers, and H.S. numbers, if available.  
To expedite clearance, the description should answer:  
What is it? What is it made of? What is it used for? What is it a component of?  
e.g. Ladies' 100% Silk Knitted Blouse
- F** Please declare one currency type only
- G** Sign your name and date

#### [Air Waybill]

Commodity Description REQUIRED	Hamonized Code
ALUMINUM steel plate for use in semiconductor manufacturing 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 manufacturing machine	





## SHIPPING

# 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](https://www.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: [https://www.fedex.com/GTM?cntry\\_code=my](https://www.fedex.com/GTM?cntry_code=my) 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](https://www.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/my/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](https://fedex.com)**

Obtain information 24 hours per day, 7 days per week about your shipments. Visit [fedex.com/my/tracking](https://fedex.com/my/tracking) to track up to 30 FedEx Express Shipments at a time.

### **Track by Email**

Track the status of up to 30 FedEx® Shipments with just one e-mail request. Go to [fedex.com/my/tracking/email.html](https://fedex.com/my/tracking/email.html) to find out how.

### **Track by FedEx mobile**

Access up-to-date tracking details directly from your mobile devices. Learn more information from [fedex.com/my/mobile/](https://fedex.com/my/mobile/)

### **Track using FedEx Ship Manager™ at [fedex.com](https://fedex.com)**

With FedEx Ship Manager™ at [fedex.com](https://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 <https://www.fedex.com/my/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 (8 a.m. - 10 p.m.), Sat (8 a.m. - 3 p.m.) - Sun (no service),  
 Public Holiday other than Sat (9 a.m. - 6 p.m.)  
 Public Holiday on Sat from (9 a.m. - 3 p.m.)

FedEx Customer Service : 24-hour Automated Hotline: **1 800 88 6363**

Or, 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^	<input type="text" value="1"/>	<input type="checkbox"/>
Check package status (Track a package)#	<input type="text" value="2"/>	<input type="text" value="1"/>
Freight charges of a shipped package^#	<input type="text" value="2"/>	<input type="text" value="2"/>
Billing enquiries	<input type="text" value="2"/>	<input type="text" value="3"/>
Customs related enquiries	<input type="text" value="2"/>	<input type="text" value="4"/>
General service information via fax	<input type="text" value="3"/>	<input type="text" value="1"/>
Receive Customs Declaration Forms	<input type="text" value="3"/>	<input type="text" value="2"/>
Order supplies^	<input type="text" value="4"/>	<input type="checkbox"/>
Rate quotation or transit time enquiries	<input type="text" value="5"/>	<input type="checkbox"/>
General enquiry	<input type="text" value="0"/>	<input type="text" value="1"/>
Service feedback	<input type="text" value="0"/>	<input type="text" value="2"/>
Return to main menu	<input type="text" value="9"/>	<input type="checkbox"/>
Repeat menu options	<input type="text" value="*"/>	<input type="checkbox"/>

Notes:

- ^ Account number is required
- # Air Waybill number is required

Automation Technical Support: **1 800 88 5363**





## 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.

City	Address*	Drop-off Time
Selangor	17 Jalan TSB 8 Taman Industri Sungai Buloh 47000 Kota Damansara Selangor Darul Ehsan	08:30 - 18:30 (Mon - Fri) 08:30 - 13:00 (Sat)
	25 Jalan Delima 1/3 Subang Hi-tech Industrial Park Batu 3, 40000 Shah Alam Selangor Darul Ehsan	08:30 - 18:00 (Mon - Fri) 08:30 - 13:00 (Sat)
	801B, Level 8, Tower B, Uptown 5, No.5, Jalan SS21/39, Damansara Uptown, 47400 Petaling Jaya Selangor Darul Ehsan	08:30 - 17:00 (Mon - Fri)
Kuala Lumpur	The Weld Shopping Centre LG-01A, Lower Ground Floor, No 76, Jalan Raja Chulan 50200 Kuala Lumpur	10:00 – 19:00 (Mon - Fri) 10:00 – 14:00 (Sat)
Penang	No 51, Persiaran Bayan Indah, Bayan Bay 11900 Bayan Lepas, Penang	08:30 - 18:00 (Mon - Fri) 08:30 - 14:00 (Sat)
Johor	PL0 120, Jalan Persiaran Cyber 5 Senai Industrial Estate III 81400 Senai, Johor	08:30 - 19:00 (Mon - Fri) 08:30 - 13:00 (Sat)
Perak	No. 18, Persiaran Perindustrian Silibin 2, Kawasan Perindustrian Silibin, 30100 Ipoh, Perak Fax: 605-5287440	09:00 - 17:00 (Mon - Fri) 09:00 - 12:00 (Sat)

#### Remarks

\* Free parking provided at our World Service Centers in Kota Damansara, Shah Alam, Penang, Johor Bahru and Ipoh.



## RESOURCES

# Drop off Locations

### FedEx Stations

You can also drop off your packages at the service counters of our staffed stations. For enquiries, please call our toll-free line at 1 800 88 6363.

City	Address*	Drop-off Time
Selangor	17 Jalan TSB 8 Taman Industri Sungai Buloh 47000 Kota Damansara Selangor Darul Ehsan	08:30 - 18:30 (Mon - Fri) 08:30 - 13:00 (Sat)
	25 Jalan Delima 1/3 Subang Hi-tech Industrial Park Batu 3, 40000 Shah Alam Selangor Darul Ehsan	08:30 - 18:00 (Mon - Fri) 08:30 - 13:00 (Sat)
	801B, Level 8, Tower B, Uptown 5, No.5, Jalan SS21/39, Damansara Uptown, 47400 Petaling Jaya Selangor Darul Ehsan	08:30 - 17:00 (Mon - Fri)
Penang	No 51, Persiaran Bayan Indah, Bayan Bay 11900 Bayan Lepas, Penang	08:30 - 18:00 (Mon - Fri) 08:30 - 14:00 (Sat)
	Block A, MAB Cargo Complex Penang International Airport No 1, Jalan Batu Maung 11900 Bayan Lepas Penang	08:30 - 17:30 (Mon - Fri) 08:30 - 13:00 (Sat)
Johor	PL0 120, Jalan Persiaran Cyber 5 Senai Industrial Estate III 81400 Senai, Johor	08:30 - 19:00 (Mon - Fri) 08:30 - 13:00 (Sat)
Perak	No. 18, Persiaran Perindustrian Silibin 2, Kawasan Perindustrian Silibin, 30100 Ipoh, Perak Fax: 605-5287440	09:00 - 17:00 (Mon - Fri) 09:00 - 12:00 (Sat)

Remarks

\* Free parking provided at our World Service Centers in Kota Damansara, Shah Alam, Penang, Johor Bahru and Ipoh.

Alternatively, convenient drop-off retail locations are also available at **FedEx Authorized ShipCenters<sup>®</sup>** that can be accessed from <http://www.fedex.com/my/dropoff/#tab3>

