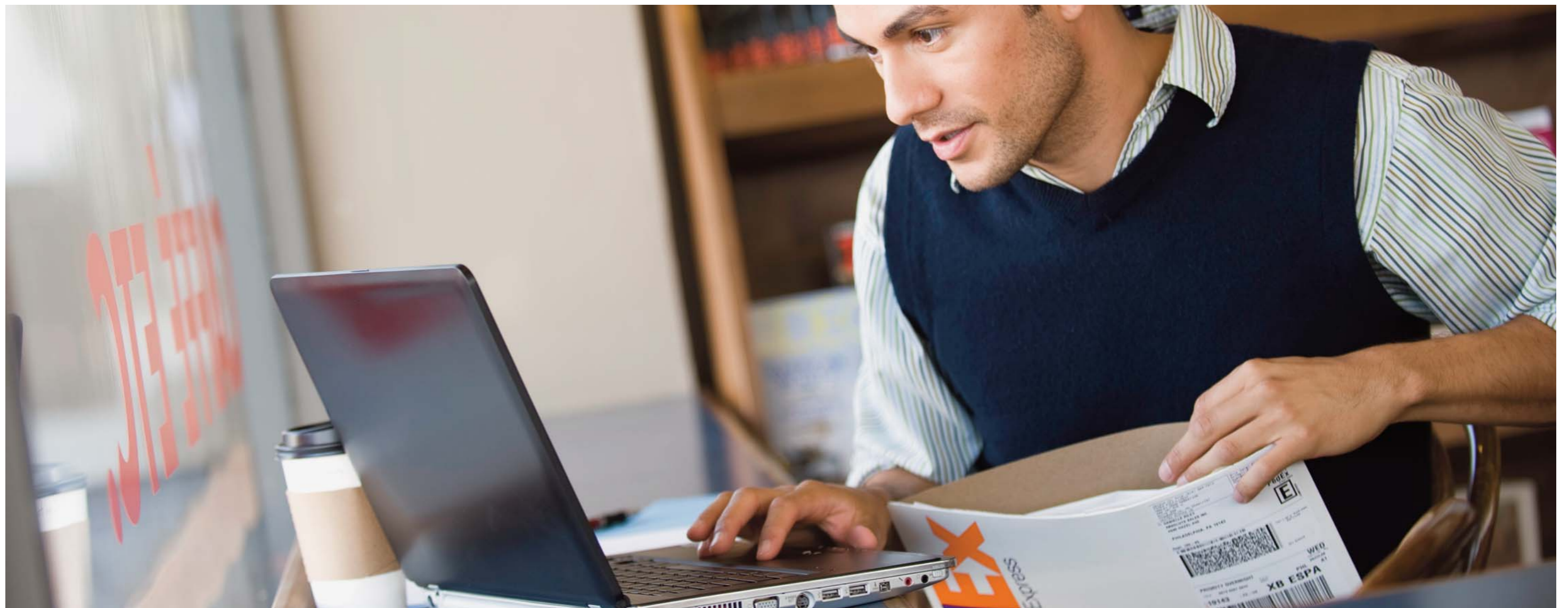


Service Guide

Everything you need to make international shipping easier and more reliable



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This interactive version of the FedEx Service Guide is designed to help you quickly find the information and FedEx shipping tools that you need. By using your mouse to select the items in the contents table on the left, the navigation bar on the top right, or any underlined text throughout the guide, you can easily access more information on a particular topic.



Introduction to FedEx

When it comes to your shipping requirements, FedEx is the company behind a great experience. We are continually working to exceed your expectations by exploiting new technologies, investing in our national and international networks and by putting you at the heart of everything we do.

FedEx Express

FedEx Express is the world's largest express transportation company. Our comprehensive global network means that you can send your shipment to over 220 countries worldwide, including the USA by 10.30am next-day, Europe by 9am next day and Asia in 2 days¹. We employ over 143,000 people throughout the world, all dedicated to delivering over 3.4 million packages, customs-cleared, safely to their destinations every day.

Our commitment to getting it right on time, every time, ensures that we deliver what is most important to you – peace of mind.



(1) Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

Contacting FedEx

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



Phone

Call Customer Service on **08456 07 08 09**



Opening Hours

Monday – Friday **7.30 – 19.30**



Visit

For international shipping visit **fedex.com/gb**



International Shipping with FedEx Express



Your Quick Guide to International Shipping with FedEx Express

International shipping with FedEx Express is quick, easy and reliable. **Just follow the 6 simple steps below to get started.**

1. Choose your service

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

>> [Choose your service](#) >>

2. Prepare your documentation

At fedex.com you'll find a range of simple, easy-to-use online tools designed to automate your shipping process. From preparing your shipment and finding rates and transit times to scheduling pick-ups, our tools streamline every procedure to make for stress-free international shipping.

>> [Prepare documentation](#) >>

3. Pack your shipment

Packing your FedEx Express shipment is easy. FedEx Express provides tough, easy-to-use packaging, at no extra cost. Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey.

>> [Pack your shipment](#) >>

4. Book your collection

Booking your collection couldn't be simpler. You can book your FedEx Express collection online or by calling Customer Service. You can also pre-arrange for a pick-up later in the week or the month.

>> [Book your collection](#) >>

5. Track your shipment

Tracking your FedEx Express shipment is easy. With FedEx Ship Manager® at fedex.com, you can view the status of your shipments across the world in real-time.

>> [Track your shipment](#) >>

6. Your FedEx Express invoice

We make every effort to ensure your invoices are easy to understand, clearly highlighting the details of each and every transaction.

>> [Invoicing](#) >>

(1) Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

1. Choose your service

Which FedEx Express service best meets your needs? For your shipments containing packages weighing up to 68kg, please choose your service from the table below.

>> [For shipments that include items weighing over 68kg please click here](#) >>

Your Shipment	Your Destination	Your Transit Times ⁽¹⁾	Your FedEx Express Service	Dimensions	Service Features
For all your shipments containing packages weighing up to 68kg	USA	Next day by 8am or 8.30pm	FedEx International First [®]	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 • Customs clearance included⁽⁴⁾
		Next day by 10.30am or 3pm	FedEx International Priority [®]		
		4 days	FedEx International Economy [®]		
	CANADA	Next day by noon	FedEx International Priority [®]		
		4 days	FedEx International Economy [®]		
	EUROPE	Next day by 9am, 9.30am or 10am	FedEx International Priority [®] / option Europe First [™]		
		Next day by 12 noon or end of business day	FedEx International Priority [®]		
		3-6 days	FedEx International Economy [®]		
	LATIN AMERICA	1-2 days to key business centres	FedEx International Priority [®]		
		4-6 days	FedEx International Economy [®]		
	ASIA MIDDLE EAST INDIA	2-4 days	FedEx International Priority [®]		
		4 days	FedEx International Economy [®]		
	AFRICA OCEANIA	2 days to key business centres	FedEx International Priority [®]		
		4-6 days	FedEx International Economy [®]		

Shipping with FedEx – it's easy

FedEx[®] 10kg and 25kg Box

- A box for any shipments up to 10kg or 25kg, at a competitive, fixed price.
- FedEx[®] 10kg and 25kg Box is an express delivery service to over 220 countries, with next business day by 10.30am or 3pm delivery to the US, next business day delivery to over 50,000 postcodes across Europe and a 2nd business day service to key destinations throughout Asia⁽¹⁾.



Calculating Dimensional Weight

For FedEx International Priority[®] & FedEx International First[®], rates are based on the total weight of all packages in one shipment using one air waybill. Any fraction of a kilo takes the next higher weight.

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

- Dimensional weight in kg = Length x Height x Width in cm / 6,000.

A flat rate applies up to 10kg and 25kg for FedEx[®] 10kg Box and FedEx[®] 25kg Box respectively. An increment for each additional kilogramme is then added.

⁽¹⁾ Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

⁽³⁾ Money-back guarantee: please see FedEx Express Conditions of Carriage for details.

⁽⁴⁾ Maximum declared value may vary depending on the country of destination. Please contact Customer Service on 08456 07 08 09 for more details

Choose your service – heavyweight or bulky items

Which FedEx Express service best meets your needs? For shipments that include items weighing over 68kg, please choose your service from the table below.

>> [For shipments with all items weighing less than 68Kg please click here](#) >>

Your Shipment	Your Destination	Your Transit Times ⁽¹⁾	Your FedEx Express Service	Dimensions	Service Features
For all your shipments that include items weighing between 68 and 1,000kg	USA	2 days by 10.30am or 12 noon	FedEx International Priority® Freight	Maximum 302cm in length or 762cm 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 • Customs clearance included⁽⁴⁾
		4-6 days	FedEx International Economy® Freight		
	CANADA	2 days	FedEx International Priority® Freight		
		4-6 days	FedEx International Economy® Freight		
	EUROPE	2-3 days	FedEx International Priority® Freight		
		4-6 days	FedEx International Economy® Freight		
	ASIA LATIN AMERICA	2-4 days	FedEx International Priority® Freight		
		4-6 days	FedEx International Economy® Freight		

Pick-up and delivery options for FedEx Express freight services

When shipping with FedEx International Priority Freight service or FedEx International Economy Freight service, you can choose from the following pick-up and delivery options, designed to suit the needs of your business:

- door-to-door
- from sender to destination airport
- from departure airport to recipient
- from airport to airport

Please note that advanced booking is required. For further information please call the FedEx Express Freight Hotline on **0800 289 747**.

⁽¹⁾ Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

⁽³⁾ Money-back guarantee: please see FedEx Express Conditions of Carriage for details.

⁽⁴⁾ Maximum declared value may vary depending on the country of destination. Please contact Customer Service on 08456 07 08 09 for more details

2. Prepare your documentation

Documentation required for international shipments

International Air Waybill

An International Air Waybill is required for each shipment to ensure that it is delivered quickly and safely. One International Air Waybill is required for each destination address, irrespective of how many packages the shipment contains.

>> [International Air Waybill](#) >>

Commercial Invoice

Customs authorities require an invoice for all international shipments. This means a Commercial Invoice if the goods are intended for resale, or a pro forma invoice if they are not.

>> [Commercial Invoice](#) >>

Online shipping with FedEx Express

All your shipping documentation can be completed online including your International Air Waybill and Commercial Invoice using the automated shipping tools provided by FedEx Express:

FedEx Ship Manager® at [fedex.com](https://www.fedex.com) allows you to prepare all your shipment documentation, get rates and transit times and book a collection online. You can store shipping information and profiles in your address book to retrieve and use for future shipments.

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

>> [Click here for more info](#) >>



International Air Waybill

Information required on your International Air Waybill:

1 Entering recipient information

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

2 Specifying package details

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

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



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

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

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

3 Specifying billing details

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



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

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

4 ShipAlert

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

When you have entered all details for your shipment, FedEx Ship Manager® at fedex.com will generate an International Air Waybill which you can print onto plain paper.



Online International Air Waybill:

Available on fedex.com/gb. Click on 'Prepare a Shipment Online' on the roll-over navigation menu under 'Ship'.

Registration:

Go to fedex.com/gb, 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.

Commercial Invoice

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					

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.



- A Commercial Invoice is not required for commodities shipped within the European Union (EU). It is mandatory for all shipments to countries outside the EU, except for documents that weigh less than 10kg.
- Entering accurate and detailed information on the Commercial Invoice is a major factor in guaranteeing swift customs clearance.
- You should enclose one original plus two copies of the invoice, each with an original signature.

- 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 threeletter 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.

3. Pack your shipment

FedEx Express provides tough, easy-to-use packaging, at no extra cost. You can request packaging online at fedex.com/gb or by calling Customer Service on **08456 07 08 09**.

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.



You can also pack your shipments using your own packaging.



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

Eight packing tips for trouble-free carriage

Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey. Below are eight tips for packing your shipment:

- Pack all your parcels securely and use a good quality parcel tape to prevent damage during transit. Never tie packages with string, which can get tangled up in sorting machines.
- Pack small or fragile items individually to prevent impact.
- Remove all previous address details and any other old labels from the packaging.
- If your shipment is of a non standard shape, please ensure extra protection is given in the packaging and protect any sharp edges using bubble-wrap or corrugated card or foam.
- Heavy or bulky freight shipments must be stacked on a pallet, skid or similar, which can be easily fork-lifted.
- Pack any heavy objects carefully to avoid them moving around inside the package and 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 Express 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 on 08456 07 08 09.

>> [Click here for more info](#) >>

Calculating Dimensional Weight

For FedEx International Priority® & FedEx International First®, rates are based on the total weight of all packages in one shipment using one air waybill. Any fraction of a kilo takes the next higher weight.

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

- Dimensional weight in kg = Length x Height x Width in cm / 6,000.

A flat rate applies up to 10 kg and 25 kg for FedEx® 10kg Box and FedEx® 25kg Box respectively. An increment for each additional kilogramme is then added.

* All dimensions are internal

4. Book your collection

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



Online

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

- Just go to fedex.com/gb, 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.

>> [Click here for more info](#) >>

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



Online

On fedex.com/gb, enter the 12-digit tracking number shown on your International Air Waybill and click on 'Track' to follow the progress of your shipment. You can also sign up for exception and delivery notifications.

Send an email to track@fedex.com 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 08456 07 08 09

Use our convenient touch-button service: Press '4' to check the status of your shipment. Or press '*0' to be connected to a Customer Service agent.

Online tracking with FedEx Express – it's easy

Proactively manage your international shipments

With FedEx InSight® (an online assistant), you can monitor your international shipments automatically – even when you're offline.

Each time you log onto FedEx InSight®, you can view the updated status of all your international shipments – inbound, outbound and third party. You can also receive email notification of important events throughout the shipping process.

This could be when your international 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/gb/insight.

>> [Click here for more info](#) >>

6. Your FedEx Express invoice

Federal Express (Europe) Inc. Unit 3a Airways Industrial Estate, Cloghan, Dublin 17

If you have any questions regarding this invoice, please call on :
 Freephone: 1800-535-800 Fax: 00-44-24-76-702739
 Email: invhelp@fedex.com
 Call free on 1800-535-800 to arrange a pick up.

ACME
 ACCTS DEPT
 BLUE ROAD, OXFORD
 LEICESTER
 LE4 9DA

Customer No. **0123-4567-8**
 Customer VAT No. **IE1234567Z**

INVOICE
 PAGE 1 OF 1
 INVOICE NO. **9-336-02608**

TRANSPORTATION CHARGES

31 October 2006

Payment to:
 FEDERAL EXPRESS EUROPE INC
 PO BOX 119
 COVENTRY
 CV1 4QD

FEDEX VAT NO: IE1234567Z
 FEDEX LISTED AGENTS NO: 264

TOTAL AMOUNT DUE	EUR 49.63
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VAT Exempt No. /088019/
 PAYMENT DUE : **30 November 2006**

SHIPMENT DETAILS

AIRWAYBILL NO. 858 0792 71433 SHIPMENT DATE : 26/10/2006

<p>Sender 4 ACME JOHN PARKER BLUE ROAD, OXFORD LEICESTER LE4 9DA</p>	<p>Recipient 5 SOCIETE ABC MICHEL DUPOND RUE DES OISEAUX 75003 PARIS</p>	<p>3 1 2</p>
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<p>7 8</p>	<p>6</p>	<p>FUEL SURCHARGE EUR 4.72 FREIGHT EUR 54.30 DISCOUNT EUR -18.00</p>
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Senders Ref 45 750 JOHN PARKER
 Service FEDEX ENVELOPE
 VAT Exempt according to Article 16.13 of the Sixth Directive
 Fuel Surcharge - FedEx has applied a fuel surcharge to this shipment of 13.00%

Pieces 1
 Weight 0.50 kg
 Delivered 28/10/2006 15:03:00
 Signed M.MARTIN
 BATCH NO. G0432 DUB - BLR

SUBTOTAL EUR 41.02

Total Charges at 21% VAT	Discount on Total Charges at 21% VAT	Net Amount of Charges at 21% VAT	VAT at 21%	Total Amount Due at 21%
59.02	18.00	41.02	EUR 8.61	49.63
Total Charges at 0% VAT	Discount on Total Charges at 0% VAT	Net Amount of Charges at 0% VAT	VAT at 0%	Total Amount Due at 0%
0.00	0.00	0.00	0.00	0.00
TOTAL AMOUNT DUE				EUR 49.63

Payment Method: **Bank Giro Credit**

Account Number: 985080
 Branch Code Number: 34022074

+6024084 985080+ 34022074+ 89 €

- 1 Freight**
Cost of the service excluding tax.

- 2 Discounts**
Discounts are in accordance with your FedEx contract. They are calculated on the basis of your shipping volume with FedEx and are deducted from the gross shipping price.

- 3 Fuel Surcharge**
FedEx applies a dynamic fuel surcharge depending upon variations in the price of aviation jet fuel. This surcharge applies to all standard, personalised and discounted FedEx shipping rates.

- 4 Shipper**
The name and full address of the sender's location.

- 5 Recipient**
The name and full address of the recipient.

- 6 Weight***
The weight of your shipment may be checked before being loaded onto our aircraft. If the actual weight is different from the declared weight on the International Air Waybill, your invoice will show the actual weight.

- 7 Ref:**
The internal reference you mentioned on the International Air Waybill.

- 8** Type of FedEx Service used.

- 9 Payment Due**
Standard Payment terms for freight charges are 15 days from date of invoice and Duty and Tax invoices are payable on receipt of invoice.

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

>> [Click here for more info](#) >>

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

Additional and Specialised International Services

FedEx International Priority DirectDistribution®

- Express delivery service for your bulk shipments.

>> [Click here for more info](#) >>

FedEx Customs Brokerage Services

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

>> [Click here for more info](#) >>

FedEx Supply Chain Services

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

>> [Click here for more info](#) >>

Shipping Dangerous Goods

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

>> [Click here for more info](#) >>

Conditions of Carriage

All shipments are carried subject to the applicable FedEx Express conditions of carriage which limit and in some instances exclude FedEx Express liability and require claims within strict time limits.

>> [Click here for more info](#) >>

For further information on these services, visit fedex.com/gb or call Customer Service on 08456 07 08 09.



FedEx®