

# Service Guide

Everything you need to make international shipping easier and more reliable



**For easy reference, enter your  
FedEx Customer Number here:**

Welcome to FedEx.

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

FedEx employs 139,000 people throughout the world – each one motivated by the same commitment to ensure that your experience of shipping with FedEx is outstanding.

Careful preparation is the key to successful shipping. Your FedEx Service Guide shows you exactly what you need to do for every type of shipment, in easy, step-by-step tasks. To complete documents, we have a host of online applications that really do make your shipping easier, quicker and more reliable. And if you have any shipping queries, or need additional information, you can call us at any time.

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



# Shipping with FedEx

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# Choosing your FedEx service



FedEx offers you a comprehensive portfolio of international shipping solutions that includes **both express and economy delivery** of packages and freight throughout the world. Whether you're an exporter, an importer or both, we give you flexible service choices, comprehensive global coverage, continuous shipment visibility, and consistent reliability and service to meet all your shipping needs.



## Which FedEx service best meets your needs?

	Your shipment	Your destination	Your transit times <sup>(1)</sup>	Your FedEx service	Dimensions	Service features
URGENT	For all your shipments containing packages weighing up to 68 kg	EUROPE	Next day by 9am, 9.30am or 10am Next day by 12 noon or end of business day	FedEx Europe First™ FedEx International Priority®	<ul style="list-style-type: none"> <li>Maximum 274 cm in length (always longest side)</li> <li>Maximum 330 cm in length and girth combined (girth = 2 x height + 2 x width)</li> </ul>	<ul style="list-style-type: none"> <li>Proof of delivery</li> <li>Money-back guarantee<sup>(2)</sup></li> <li>Shipment tracking</li> <li>Dangerous goods accepted</li> <li>Customs clearance included<sup>(3)</sup></li> </ul>
		USA	Next day by 8am or 8.30am Next day by 10.30am or 3pm	FedEx International First® FedEx International Priority®		
		CANADA	Next day by noon	FedEx International Priority®		
		LATIN AMERICA	1-2 days to key business centres	FedEx International Priority®		
		ASIA - MIDDLE EAST - INDIA	2 days to key business centres	FedEx International Priority®		
		AFRICA - OCEANIA	2-4 days	FedEx International Priority®		
	For all your shipments that include items weighing between 68 and 1,000 kg	EUROPE	2-3 days	FedEx International Priority® Freight	<ul style="list-style-type: none"> <li>At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Priority® Service</li> <li>Dimensional limits per package: length 302 cm, width 203 and height 178 cm</li> </ul>	
		USA	Next day by 3pm or 2 days by 10.30am or 12 noon	FedEx International Priority® Freight		
		CANADA	2 days	FedEx International Priority® Freight		
		ASIA - LATIN AMERICA - INDIA MIDDLE EAST - OCEANIA - AFRICA	2-4 days	FedEx International Priority® Freight		
LESS URGENT	For all your shipments containing packages weighing up to 50 kg	EUROPE	2-5 days	FedEx International Economy®	<ul style="list-style-type: none"> <li>Maximum 200 cm in length, 60 cm in height, 80 cm in width, or a maximum of 300 cm in length and girth combined (girth = 2 x height + 2 x width)<sup>(4)</sup></li> </ul>	<ul style="list-style-type: none"> <li>Proof of delivery</li> <li>Shipment tracking</li> <li>Customs clearance included<sup>(3)</sup></li> </ul>
		USA	4 days	FedEx International Economy®		
	For all your shipments containing packages weighing up to 68 kg	CANADA	4 days	FedEx International Economy®	<ul style="list-style-type: none"> <li>Maximum 274 cm in length (always longest side)</li> <li>Maximum 330 cm in length and girth combined (girth = 2 x height + 2 x width)</li> </ul>	
		LATIN AMERICA	4-6 days	FedEx International Economy®		
		ASIA - MIDDLE EAST - INDIA	4 days	FedEx International Economy®		
		AFRICA - OCEANIA	4-6 days	FedEx International Economy®		
	For all your shipments that include items weighing between 68 and 1,000 kg	EUROPE	4-6 days	FedEx International Economy® Freight	<ul style="list-style-type: none"> <li>At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Economy®</li> <li>Dimensional limits per package: length 302 cm, width 203 and height 178 cm</li> </ul>	
		USA	4-6 days	FedEx International Economy® Freight		
		CANADA	4-6 days	FedEx International Economy® Freight		
		ASIA - LATIN AMERICA - INDIA MIDDLE EAST - OCEANIA - AFRICA	4-6 days	FedEx International Economy® Freight		

### Shipping with FedEx – it's easy

**FedEx® 10kg and 25kg Box: an express delivery service** for any shipments up to 10 kg or 25 kg, at a competitive, fixed price. FedEx® 10kg and 25kg Box cannot be used when shipping FedEx International Economy®.



\* Dimensions are internal ones.

(1) To check service availability and precise transit times, please call our Customer Service.

### Shipping with FedEx – it's easy You can obtain shipping rates and transit times

**Online**  
Visit [fedex.com](http://fedex.com) web site: click on 'Ship' then on 'Get Rates and Transit Times'.

**Phone**  
Call our Customer Service on  
**0800 0222 333 (Netherlands)**  
**02 752 75 75 (Belgium)**  
**8002 35 55 (Luxembourg)**

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

(3) Maximum declared value may vary depending on the country of destination, please call our Customer Service.

(4) Any package that exceeds these dimensions or size may automatically be considered to be FedEx International Economy® Freight and will be billed accordingly.

## 2 Completing your 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. Your international Air Waybill does not replace a Commercial Invoice.

Available on [fedex.com](https://www.fedex.com), section 'Ship', (click on 'Prepare a Shipment Online').



**Registration:** Go to [fedex.com](https://www.fedex.com) and choose a user ID and password. Enter your personal details in the 'Contact Information' section. You will then receive confirmation by email of your registered user ID.

### Information required on your 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.

#### 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.*

#### 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.

Optionally, 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.

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.

**When you have entered all details for your shipment, FedEx Ship Manager® at [fedex.com](https://www.fedex.com) will generate an international Air Waybill. You can print it onto plain paper.**

### Online shipping with FedEx – it's easy

- You can save time and reduce the risk of error in completing your international Air Waybill.
- You can store shipping information (address, recipient, description of goods) to retrieve and use again for future shipments.
- You can also get courtesy rate quote or schedule a pick-up.

### 3 Completing your 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. If you complete your international Air Waybill online, this will also automatically generate a Commercial Invoice.



#### Information required on your Commercial Invoice:




- A Commercial Invoice is 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 10 kg.
- Entering accurate and detailed information on the Commercial Invoice is a major factor in guaranteeing swift customs clearance.
- You should enclose one original plus two copies of the invoice, each with an original signature.

- 1 Name, address and VAT number of shipper/exporter.
- 2 Name, address (including postcode and phone number) of recipient.
- 3 Country of manufacture
  - If the goods were made in more than one country, each country of origin must be stated next to each corresponding product.
  - The country of origin is the country in which the goods were produced – not the country from which they are exported.
- 4 Give a complete description of the item(s). Generic descriptions are insufficient. You need to indicate:
  - What it is
  - What it is made of
  - How many/how much
  - How it will be used

For example: "10 boxes of stainless steel screws for civil aircraft," rather than "civil aircraft parts."

Per item, indicate quantity, unit of measurement, weight, unit value and total value, as well as total numbers of packages.
- 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](http://www.iso.org) and click on 'Customer Services' section.

<b>ULTIMATE DESTINATION</b> United States		<b>NO. OF PKGS.</b> 1		<b>ECI</b>	
<b>DATE OF EXPORTATION</b> 13JUN06		<b>SHIPPING LABEL NO.</b> 7919 6838 1235		<b>CURRENCY</b> <span style="border: 1px solid green; padding: 2px;">5</span> Euro	
<b>SHIPPER/EXPORTER</b> <span style="border: 1px solid green; padding: 2px;">1</span> Tim Smit Industrieweg 50  1078 GZ Amsterdam Netherlands Shipper's Ref: B1674		<b>CONSIGNEE</b> <span style="border: 1px solid green; padding: 2px;">2</span> Jim Woodward (901) 123-4567 Computer Land Inc 14 Park Avenue  Interstate Industrial Park Memphis, US TN 38200 United States		<b>IMPORTER</b> Same as Consignee   United States Importer Customs Tax ID: 12-3456789	
<b>COUNTRY OF MFR.</b> <span style="border: 1px solid green; padding: 2px;">3</span>	<b>DESCRIPTION OF GOODS</b> <span style="border: 1px solid green; padding: 2px;">4</span> Packaging type: (FedEx Pak)	<b>WEIGHT (KGS)</b>	<b>QTY</b>	<b>UNIT VALUE</b>	<b>COMMODITY VALUE</b>
Netherlands	Camera-ready Artwork (For printing in USA.)	2.00	1 piece	150.00	150.00
<b>FREIGHT</b>					0.00
<b>INSURANCE</b>					0.00
<b>ADDITIONAL CHARGES</b>					0.00
<b>PURPOSE</b>		<b>TOTAL</b> 2.00			<b>TOTAL CUSTOMS VALUE</b> 150.00
					<b>Terms of Sale:</b> Free Carrier(FCA/FOB)
					<b>TOTAL INVOICE VALUE</b> 150.00
<b>SIGNATURE OF SHIPPER/EXPORTER:</b>					
I declare that all the information contained in this invoice is true and correct.					
 _____ Tim Smit      Date: 13JUN06					

#### Online shipping with FedEx – it's easy

##### Complete your Commercial Invoice quicker online

- You can remove the need to complete paperwork manually by creating a Commercial Invoice automatically when you ship online using FedEx Ship Manager® at fedex.com.

##### Online help with all aspects of customs documentation

- Our online tool, FedEx® Global Trade Manager on fedex.com (click on 'Customs Tools'), can indicate whether or not you require a Commercial Invoice and highlight any additional customs clearance forms that would be required to accompany your shipment.
- It gives detailed information on the commodity being shipped, and the country of origin and destination.
- It also provides information on relevant customs regulations, a currency converter and can even estimate **shipping duties and taxes** that would be due on your shipment.

## 4 Packing your shipment



FedEx provides tough, easy-to-use packaging, **at no extra cost**. You can request them from [fedex.com](http://fedex.com) or call our Customer Service. Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey. **You can also use your own packaging.**

FedEx 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 our Customer Service for information.

### FedEx® Envelope

Can hold and protect up to 60 A4 pages.  
Maximum weight 0.5 kg



### FedEx® Pak

Ideal for larger documents and compact products.  
Maximum weight 2.5 kg



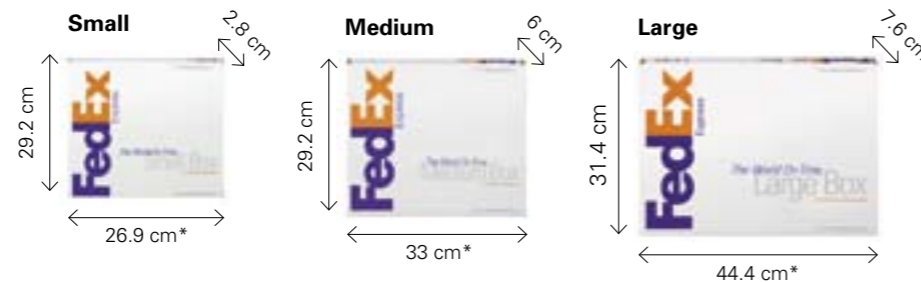
### FedEx® Tube

For items that travel better when rolled up, e.g. blueprints, sketches and photos.  
Maximum weight 9 kg



### FedEx® Box

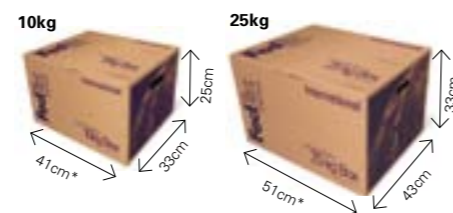
Tough card boxes in three sizes.



### Shipping with FedEx – it's easy

#### FedEx® 10kg and 25kg Box: an express delivery service

for any shipments up to 10 kg or 25 kg, at a competitive, fixed price. FedEx® 10kg and 25kg Box cannot be used when shipping FedEx International Economy®.



Dangerous goods are not accepted in FedEx packaging.

\* Dimensions are internal ones.



### Shipping with FedEx – it's easy

#### 8 packing tips for trouble-free carriage

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



- Protect printed material in plastic covers.
- Use padded packs for small parts.
- Pack fragile items individually to prevent impact.
- Protect any sharp edges using bubble-wrap or corrugated card or foam.
- Seal packages using tough adhesive tape. Never tie packages with string, which can get tangled up in sorting machines.
- Remove all previous address details and other old labels from the packaging.
- Heavy or bulk freight shipments must be stacked on a pallet, skid or similar, that can be easily fork-lifted. Pack any heavy objects carefully to avoid them moving around inside the package. Distribute weight evenly. Stack boxes on a pallet squarely corner-to-corner. Keep the top level of the pallet flat, to minimise risk of loss or damage to cartons, and cover at least the top layer to give better protection.
- FedEx carries products that are defined as dangerous by IATA. These include items such as explosives, flammable gas and liquids, corrosive materials, but also items such as paintings, cosmetics and alcohol (above certain volumes). International regulations are strict and shipping calls for meticulous verification by international specialists in shipping dangerous goods. **To ship dangerous goods, do not use standard FedEx packaging, but call our specialised service on 0800 0222 333 (Netherlands) or 02 752 75 75 (Belgium) or 8002 35 55 (Luxembourg).**



## 5 Booking your collection



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

### Online shipping with FedEx – it's easy

#### Book the pick-up of your shipment in just one click on fedex.com

- Just go to fedex.com, click on 'Ship' then on 'Schedule a Pickup', log in with your user ID and password, and you are ready to organise the dispatch of your shipments.
- Confirmation of the pickup can be sent to up to 4 email addresses.
- You can cancel a previously scheduled pickup online.

## 6 Tracking your shipment

With FedEx Ship Manager® at fedex.com, once you have booked your pickup online, your shipment is automatically entered on the FedEx system.

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



#### Online

On the home page of fedex.com, 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 at 0800 0222 333 (Netherlands) or 02 752 75 75 (Belgium) or 8002 35 55 (Luxembourg)**

Use our convenient touch-button service: Press '3' to check the status of your shipment. Through a FedEx Customer Service agent Press '\*0' to be connected to a Customer Service agent.


### Online shipping with FedEx – it's easy

#### Proactively manage your shipments

With FedEx InSight® (an online assistant), you can monitor your shipments automatically – even when you're offline. Each time you log onto FedEx InSight®, you can view the updated status of all your shipments – inbound, outbound and third party. You can also receive email notification of important events throughout the shipping process. This could be when your shipment has received customs clearance, when delivery is incomplete due to an unknown address or when your shipment has been successfully delivered. FedEx InSight® can save you valuable time and is available 24-hours-a-day, free of charge, on fedex.com.



## 7 Your FedEx Invoice



ABCD EXPORT  
MR JANSSEN  
KERKSTRAAT 12  
BE 1050 BRUSSELS

TVA  
BE 123-456-789

**Federal Express Europe Inc. & Co vof/snc**  
Airport Building 119 Phone 32.2.752.73.66  
B-1820 Melsbroek Fax 32.2.752.75.10  
IABEL@fedex.com

BTW / TVA BE 418.467.896  
HRB / RCB 413.349

**FREIGHT INVOICE**

No: 9-354-28229  
Date: 16/10/2006  
Account No: 1234-5678-9  
Due Date: 31/10/2006

Shipment	Shipper	Recipient	Services	Weight	Charges	Amount
854-686829060 KNO - SYM	ABCD EXPORT MR JANSSEN KERKSTRAAT 12 BE 1050 BRUSSELS	XYZ IMPORT MR JOHN MARTIN NANYOU BLVD.NANSHAN CN 518 130 SHENZHEN	Fuel Surcharge FedEx Envelope Discount	1 Pcs 0,50 kg		5,00 47,60 -7,60
G9892	Shipped: 9 OCTOBER, 2006 Ref: OCT 1234	Delivery: 13 OCTOBER 2006 10:11:00 Signed: MS WU			VAT applicable at 21% (1)	EUR 45,00

Fuel Surcharge - FedEx has applied a fuel surcharge to this shipment of 10.50%

- 1 Shipper**  
Reminder on the name and full address of the sender's location.
- 2 Recipient**  
Reminder on the name and full address of the recipient.
- 3 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.
- 4 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.
- 5 Shipping**  
Price of the service excluding tax
- 6 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.
- 7 Ref:**  
Repetition of the internal reference you mentioned on the international Air Waybill.

\* As from 18 January 2010, FedEx will adjust its dimensional weight calculation, for further information on this new calculation, rates and surcharges please go to fedex.com/be/rates/ratesinfo.html or fedex.com/lu/rates/ratesinfo.html.

## 8 Additional, specialised FedEx services



Express delivery service for your bulk shipments:  
**FedEx International Priority DirectDistribution®.**

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

**FedEx Customs Brokerage Services.**

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

**FedEx Supply Chain Services.**

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

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

## 9 Contacting FedEx



### To find out more about FedEx Services

- Visit our web site at **fedex.com**
- Call our Customer Service on:  
**0800 0222 333 (Netherlands)**  
**02 752 75 75 (Belgium)**  
**8002 35 55 (Luxembourg)**

### For help with our online shipping applications

- Call Technical Support through our Customer Service on:
- 0800 0225 125 (Netherlands)**
  - 02 752 75 75 (Belgium)**
  - 8002 35 55 (Luxembourg)**

### For help with Customs Services

- Call Customs Support on
- 0800 0222 333 (export/import for the Netherlands)**
  - +32 2 752 7352 (export for Belgium/Luxembourg)**
  - +32 2 752 7237 (import for Belgium/Luxembourg)**

