



S e r v i c e G u i d e

F e d E x ® E x p r e s s S e r v i c e

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**R e l i a b l e t i m e - d e f i n i t e a n d d a y -
d e f i n i t e c h o i c e s f o r a l l y o u r
s h i p p i n g n e e d s**

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FedEx International Express Shipments

FedEx is the leader in reliable shipping between world markets. Your shipments are transported by the industry's largest fleet of wide-body aircraft to over 214 countries worldwide.

FedEx International Priority®

Depend on time-definite, door-to-door, Customs-cleared services to ship documents and dutiable goods internationally up to 68 kg.

- Delivery within 2 business days
- Effective and fast Customs clearance systems
- Free packaging and shipping software product
- Real-time worldwide tracking information

FedEx International Priority EuroOne Service

With the recent launch of the Euro, your opportunities for intra-European trade are greater than ever. To help meet your need for fast, reliable connections throughout the continent, FedEx has introduced an important service enhancement. From Moscow you can now take advantage of our improved International Priority services:

- Next business-day document delivery to most of Western Europe at no extra charge
- Package acceptance deadline as late as 15:30 Monday to Thursday
- Shipments up to 32 kg with Declared value up to 32 Euro

FedEx International Priority® Freight

FedEx has improved its international express freight time-critical airfreight to reach more world markets. Depend on time-definite, Customs-cleared delivery to ship high value freight exceeding 68 kg.

Express delivery for your large shipments:

- Within 48 hours to the US; within 2 or 3 days to other countries
- Door-to-door, door-to-airport, airport-to-door, or airport-to-airport pickup and delivery
- Free Customs clearance
- Full shipment tracking information
- Units weighing up to 1 tonne and shipments of almost unlimited total weight
- Maximum Declared value of US \$100,000

Additional Service Options

FedEx adds convenience to your shipping with a range of options you can request in addition to your basic FedEx Express service. Use these options for special shipping circumstances, or to specify certain handling or billing for your shipments.

FedEx International Broker Select®

Customs clearance is included in the price of every FedEx International Priority® shipment, but you also have the option to use your own broker. Broker Select is available in more than 120 countries.

- FedEx can complete delivery after Customs clearance at no extra charge, depending on clearance arrangements made by the designated broker.
- Indicate the broker's address when requesting this option (if using manual air waybills, use the FedEx Expanded Service International Air Waybill).

Proof of Delivery (POD)

You can choose to have FedEx provide a delivery signature which will be sent to you.

- Proof of Delivery is entered for each package the day it is delivered.
- A good solution for sensitive shipments, such as pharmaceuticals or electronics.
- Additional handling fee applies.
- Contact us for more details.

Hold at FedEx Location Service

This option is only available for inbound shipments. Use this option if you need your package earlier than the scheduled delivery time, or won't be available to receive a delivery.

- Packages held for pickup can be picked up at an Elf-91 location.
- FedEx location addresses are available on Dropoff Locator.
- This service is free.
- Mark "Hold at FedEx Location" on the air waybill or shipping label, and write the address of the FedEx location where the package should be held.

FedEx Packaging

Help your shipment arrive on time and in good condition with smart packaging. FedEx Express packaging comes in several sizes.

Available Packaging

FedEx® Envelope

- For up to 60 unfolded pages of standard A4 paperwork
- Dimensions: 24 cm x 32 cm
- Maximum weight: 500 grammes
- Made of 100% recycled paperboard, with at least 35% post-consumer content
- Not meant for fragile contents – instead use a FedEx Box.

FedEx® Pak

- Tear- and water-resistant envelope for heavier documents and other compact items
- Dimensions: 30.4 cm x 39.3 cm
- Maximum weight: 5 kg
- Not meant for fragile contents – instead use a FedEx Box.

FedEx® Tube

- Self-sealing tube for plans, posters, blueprints, and other items which are better rolled than folded
- Dimensions: 96.5 cm x 15.2 cm x 15.2 cm

Small FedEx® Box

- For tapes or file folders; also suited to CDs and pagers, if properly cushioned
- Dimensions: 29.2 cm x 26.9 cm x 2.8 cm
- May not be used to ship laptop or desktop computers.

Medium FedEx® Box

- For binders and other sizable shipments
- Dimensions: 29.2 cm x 33 cm x 6 cm
- May not be used to ship laptop or desktop computers.

Large FedEx® Box

- For small parts or computer printouts
- Dimensions: 31.4 cm x 44.4 cm x 7.6 cm
- May not be used to ship laptop or desktop computers.

Packaging Tips for FedEx Express

Proper packaging, sealing and addressing your FedEx shipments will ensure that your shipments will arrive on time and in good condition.

Packaging

- Don't exceed the weight specifications for your box.
- Packages should be larger than 7" x 4" x 2".
- Center contents in sturdy box surrounded by cushioning (bubble wrap, "peanuts" or foam pads).
- Cushion fragile items inside one box, then put into a larger box with 2" to 3" of cushioning around and inside the inner box.
- Do not wrap the outer box with paper.
- Cover sharp or protruding edges with taped corrugated panels or pads.
- If finishes could be damaged or soiled in transit, place in protective container.

Sealing

- Seal seams and flaps with pressure-sensitive plastic tape. Tape should be at least 2" wide, but preferably 3" wide.
- Never use cellophane tape, masking tape, string or rope.
- Avoid duct tape and kraft-paper tape.

Addressing

- Provide complete sender and recipient addresses, including phone numbers and Postal codes.
- Include your address and the destination address inside shipment (business cards are ideal).
- Use tie-on air waybill tags for skis, tires, etc.

Pickup and Dropoff

To schedule a pickup, you'll need your FedEx account number and Postal Code. If you already have a regularly scheduled pickup, you do not need to use this service. This service is available in most metropolitan areas.

FedEx is more than happy to pick up your shipment, but if it's more convenient, you can drop off your package at one of the Universal FDX AS locations.

Dropoff Locations

Address/Location	Hours	Services
Oslo		
Oslo FedEx Norway Head Office: Universal FDX AS Oslo Aircargo Center Edvard Griegs veg 2060 Gardermoen Norway	0800-1600 Mon-Fri	Call center: 63 94 03 00 International Priority, International Priority EuroOne, International Priority Freight

Easy Shipping Tools

Tracking

Use this free online tool to track your shipments virtually anywhere, anytime – even when you're away from the office. Any employee with Internet access and the 12-digit tracking number can find the status of a shipment.

Features and Benefits

Simplify your shipment tracking process with these features:

- **Track by tracking number:** Enter tracking numbers for up to 25 shipments at a time.
- **Summary Results:** Find the status, destination, and date and time delivery information. To get more details on any shipment, click on the underlined tracking number.
- **Date and time:** Find the time of delivery according to the time zone of the destination.
- **Detailed results for other tracking numbers:** View detailed results of multiple shipments by clicking on **Previous** or **Next**, or by selecting a tracking number from the pull-down menu.
- **Comments:** View additional shipment information such as holidays, business closures, absent recipients or if the shipment is being held at a FedEx location.

Requirements

To use FedEx Tracking, you need no proprietary software or hardware. You only need:

- A 12-digit Tracking Number
- Internet access

Service Coverage

Carriage of shipments is subject to the terms and conditions of Tracking, the applicable FedEx Service Guide, applicable tariffs, or standard conditions of carriage, copies of which are available upon request.

Documents for Shipping

FedEx® International Air Waybill

Use this air waybill for international shipments up to 68 kg. Completion instructions are also on the air waybill. Keep the top copy for your records.

1. **Sender Information:** Add your address details, phone and FedEx account number.
2. **Reference:** You can add a reference number (such as a PO number) which will appear on your invoice.
3. **Recipient:** For reliable delivery, full and clear details are imperative.
4. **Shipment Information:**
 - Total packages, weight, dimensions. Total number of packages in shipment, total weight of shipment (kg or lb), and shipment dimensions (length, width, and height in cm or inches).
 - Commodity Description. Complete description of each commodity and indicate if it is for resale or not.
 - Harmonized Code. Harmonized System Tariff Number for each commodity in the shipment.
 - Country of Manufacture. Country where each commodity was produced.
 - Total Value for Customs. This amount represents the replacement cost or selling price (even if not sold for resale) of the contents of your shipment and must be equal to or greater than the "Total Declared Value for Carriage." The amount is required by Customs officials to assess duties and taxes. For information/assistance regarding shipments of high intrinsic value items, [call us](#).
 - Total Declared Value for Carriage. This amount represents the FedEx liability for the shipment - limited to US \$20.38 per kg (US \$100 or US \$9.07 per lb) or the equivalent in local currency - whichever is greater, unless a higher value is declared at time of tender and a greater charge is paid. This amount must not exceed the "Total Declared Value for Customs" amount. This amount is required by FedEx to help determine transport liabilities.
 - For European Union Only. Check this box if the goods are not in free circulation and please provide a Commercial Invoice.
5. **Services:** Select your desired service for shipping:
 - FedEx International Priority®. Customs-cleared delivery to more than 210 countries typically in 1-3 business days.

- FedEx International Economy®. Customs-cleared delivery typically in 4 to 5 business days.
6. **Packaging:** Indicate whether it's a FedEx® Envelope or FedEx® Pak (where special rates are available) or other packaging.
 7. **Special Handling Instructions:** Certify that your shipment does not contain Dangerous Goods. Dangerous Goods are not allowed for shipment to or from Russia.
 8. **Transportation Charges:** If you require Bill Recipient or Bill Third Party you will need to provide the appropriate FedEx account number. If the recipient or third party fails to pay, the sender is responsible for payment.
 9. **Duties and Taxes:** Any international shipment can be subject to duties and taxes at destination.
 10. **Sender Signature:** Sign the Air Waybill, remove the pink copy, and place the remaining copies with your shipment.

A Commercial Invoice is required for all international shipments except personal, inter-office and business documents and Intra European Union shipments in free circulation.

FedEx® Expanded Service International Air Waybill

Use this air waybill for international shipments using all services and options such as freight, FedEx International Broker Select® and letter of credit shipments up to 68 kg. Completion instructions are also on the air waybill. Keep the top copy for your records.

1. **Sender Information:** Add your address details, phone and FedEx account number.
2. **Reference:** You can add a reference number (such as a PO number) which will appear on your invoice.
3. **Recipient:** For reliable delivery, full and clear details are imperative.
4. **Shipment Information:**
 - Total packages, weight, dimensions. Total number of packages in shipment, total weight of shipment (kg or lb), and shipment dimensions (length, width, and height in cm or inches).
 - Commodity Description. Complete description of each commodity and indicate if it is for resale or not.
 - Harmonized Code. Harmonized System Tariff Number for each commodity in the shipment.
 - Country of Manufacture. Country where each commodity was produced.
 - Total Value for Customs. This amount represents the replacement cost or selling price (even if not sold for resale) of the contents of your shipment and must be equal to or greater than the "Total Declared Value for Carriage." The amount is required by Customs officials to assess duties and taxes. For information/assistance regarding shipments of high intrinsic value items, [call us](#).
 - Total Declared Value for Carriage. This amount represents the FedEx liability for the shipment - limited to US \$20.38 per kg (US \$100 or US \$9.07 per lb) or the equivalent in local currency - whichever is greater, unless a higher value is declared at time of tender and a greater charge is paid. This amount must not exceed the "Total Declared Value for Customs" amount. This amount is required by FedEx to help determine transport liabilities.
 - For European Union Only. Check this box if the goods are not in free circulation and please provide a Commercial Invoice.
5. **Services:** Select your desired service for shipping:
 - FedEx International Priority®. Customs-cleared delivery to more than 210 countries typically in 1-3 business days.

- FedEx International Economy®. Customs-cleared delivery typically in 4 to 5 business days.
 - FedEx International Priority® Freight. Customs-cleared delivery for shipments up to 682 kg (1,500 lb) in typically 1-3 business days.
Note: A Booking Number is required for freight shipments. Please contact us to book shipments.
6. **Packaging:** Indicate whether it's a FedEx® Envelope or FedEx® Pak (where special rates are available) or other packaging.
 7. **Special Handling Instructions:** To use special handling options such as FedEx Hold at Location, please check the appropriate box. Certify that your shipment does not contain Dangerous Goods. Dangerous Goods are not allowed for shipment to or from Russia. Contact us for information about the available options.
 8. **Broker Selection:** If you want to select a broker other than FedEx, check the box and fill in broker's name, city/country, phone number, and postal code.
 9. **Transportation Charges:** If you require Bill Recipient or Bill Third Party you will need to provide the appropriate FedEx account number. If the recipient or third party fails to pay, the sender is responsible for payment.
 10. **Duties and Taxes:** Any international shipment can be subject to duties and taxes at destination.
 11. **Sender Signature:** Sign the Air Waybill, remove the pink copy, and place the remaining copies with your shipment.

A Commercial Invoice is required for all international shipments except personal, inter-office and business documents and Intra European Union shipments in free circulation.

Commercial Invoice

The Commercial Invoice is important for the clearance process used by customs officials to classify merchandise so that duties and taxes can be correctly assessed.

1. **Shipper/Exporter:** Contact name, company name, full address and VAT number.
2. **Country of Manufacture:** The country in which each of the commodities in your shipment was originally manufactured or produced.
3. **Importer:** If the shipment will be handled by an importer who is not the recipient, add a full name and address here.
4. **FedEx International Air Waybill number, our main reference for your shipment.**
5. **Description of each commodity which includes:**
 - Full description
 - Harmonized code (where possible)
 - Reason for export/intended use
 - Any part or serial numbers
 - Country of manufacture.
6. **Sign the Declaration:** We need one original commercial invoice with five copies, all individually signed. We also recommend that you put a copy inside one package.

Ensure that all the information is consistent with the Air Waybill or your shipment could be delayed in customs. Certain commodities may need extra documentation or export licenses.

For more information

Go Online – www.fedex.com/no/

The information in this FedEx Service Guide can also be found on our Web site. It is full of resources to simplify your shipping. Here are some of the things you can do:

- Track the status of your shipments
- Find FedEx Dropoff locations
- Find all the forms you will need with FedEx International Document Assistance
- See timely service updates