Service Guide

Everything you need to make international express shipping easier and more reliable
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.

For easy reference, enter your FedEx Account Number here:

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Shipping with FedEx

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

Which FedEx service best meets your needs?

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<th>Your shipment</th>
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<th>Your transit times(^1)</th>
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<td>For all your shipments containing packages weighing up to 68kg</td>
<td>USA</td>
<td>2 business days by 10:30 am</td>
<td>FedEx International Priority(^2)</td>
<td>Maximum 274cm in length (always longest side) or 330cm in length and girth combined (girth = 2 x height + 2 x width)</td>
<td>• Proof of delivery • Money-back guarantee(^2) • Shipment tracking • Dangerous goods accepted • Customs clearance included(^3)</td>
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<td>ASIA</td>
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<td></td>
<td>LATIN AMERICA</td>
<td>2 - 4 business days to key business centres</td>
<td>FedEx International Priority(^2)</td>
<td>• Proof of delivery • Money-back guarantee(^2) • Shipment tracking • Dangerous goods accepted • Customs clearance included(^3)</td>
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<td>AFRICA</td>
<td>2 - 4 business days</td>
<td>FedEx International Priority(^2)</td>
<td>• Proof of delivery • Money-back guarantee(^2) • Shipment tracking • Dangerous goods accepted • Customs clearance included(^3)</td>
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<td></td>
<td>OCEANIA</td>
<td>3 business days</td>
<td>FedEx International Priority(^2)</td>
<td>• Proof of delivery • Money-back guarantee(^2) • Shipment tracking • Dangerous goods accepted • Customs clearance included(^3)</td>
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</tr>
<tr>
<td>For all your shipments that include items weighing between 68 and 1,000kg</td>
<td>USA</td>
<td>3 business days</td>
<td>FedEx International Priority(^2) Freight</td>
<td>• Proof of delivery • Money-back guarantee(^2) • Shipment tracking • Dangerous goods accepted • Customs clearance included(^3)</td>
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<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>3 - 5 business days to key business centres</td>
<td>FedEx International Priority(^2) Freight</td>
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**Choose your FedEx service**

FedEx International Priority®
- For all your shipments containing packages weighing up to 68kg
- For all your shipments that include items weighing between 68 and 1,000kg

**FedEx International Priority® Freight**
- 4 pick-up and delivery options: • door-to-door • from sender to destination airport • from departure airport to recipient • from airport to airport
- Advanced booking is required (please call Customer Service)

**Dimensions**
- Maximum 274cm in length (always longest side) or 330cm in length and girth combined (girth = 2 x height + 2 x width)
- Maximum 302cm in length (always longest side) or 330cm in length and girth combined (girth = 2 x height + 2 x width)

**Service features**
- Proof of delivery
- Money-back guarantee\(^2\)
- Shipment tracking
- Dangerous goods accepted
- Customs clearance included\(^3\)
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.

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.

   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 shipping with FedEx – it’s easy

• Save time and reduce the risk of error in completing your international Air Waybill.
• Store shipping information (address, recipient, description of goods) to retrieve and use again for future shipments.
• Get a courtesy rate quote or schedule a pick-up.

Registration: Go to fedex.com/in, 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.
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:

- **Remove the need to complete paperwork manually by creating a Commercial Invoice automatically when you ship online using FedEx Ship Manager® at fedex.com.**
- **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.**
- **FedEx® Global Trade Manager also gives detailed commodity and country information, information on relevant customs regulations, a currency converter and can even estimate shipping duties and taxes that would be due on your shipment.**

Online shipping with FedEx – it’s easy

Complete your Commercial Invoice quicker online

- **Remove the need to complete paperwork manually by creating a Commercial Invoice automatically when you ship online using FedEx Ship Manager® at fedex.com.**
- **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.**
- **FedEx® Global Trade Manager also gives detailed commodity and country information, information on relevant customs regulations, a currency converter and can even estimate shipping duties and taxes that would be due on your shipment.**
Packing your shipment

FedEx provides tough, easy-to-use packaging, at no extra cost. You can request them from fedex.com/in or call Customer Service on toll free 1800 22 6161 or 1800 209 6161. 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, commodity shipped and type of FedEx packaging. Please call Customer Service for information.

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.

Shipping with FedEx – it’s easy
Eight 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 labeling 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 sheet or 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 bulky 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 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 toll free 1800 22 6161 or 1800 209 6161.

* All dimensions are internal.
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 pick-up later in the week or the month.

Online shipping with FedEx – it’s easy

Book your pick-up in just one click on fedex.com
- Just go to fedex.com/ie, 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.

Tracking 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 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/ie, 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
- Call us toll free on 1800 22 6161 or 1800 209 6161.

Your FedEx Invoice

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.

* 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/ie/environmentalinfo.html.
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: fast transit times, airport-to-door delivery, customs clearance, complete shipment tracking and proof of delivery.

For further information on these services, visit fedex.com/in or Call us toll free on 1800 22 6161 or 1800 209 6161

Contacting FedEx

To find out more about FedEx Services
- Visit our website at fedex.com/in
- Call us toll free on: 1800 22 6161 or 1800 209 6161