

FedEx India

Domestic Service Guide

Everything you need to make your shipping
easier and more reliable



As on June, 2012

FedEx®
India



Welcome to FedEx India domestic services,

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.

People, technology and expertise are the cornerstones of our organisation. This inevitably guides everything we do – from the comprehensive range of services we provide, right through our proactive customer service management.

As a FedEx India customer, you'll also have access to the international FedEx network and the expertise developed by the company that invented the express delivery industry over 30 years ago.

Careful preparation is the key to successful shipping. Your FedEx India Domestic Service Guide shows you exactly what you need to do for any type of consignment, be it air or ground in easy step-by-step tasks. You can now choose from three of our domestic services - FedEx Priority Overnight™, FedEx Standard Overnight™ and FedEx Economy™, in easy, step-by-step tasks.

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

Shipping with FedEx India

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1 Choosing your FedEx India service



We offer a choice of domestic air express and ground services for reliable, door-to-door delivery to major destination cities across India⁽¹⁾.



Which FedEx India Service best meets your needs?

YOUR CONSIGNMENT	YOUR SERVICE	YOUR ORIGIN	YOUR TRANSIT TIMES ⁽¹⁾	DIMENSIONS	SERVICE FEATURES
Your consignments are documents or non-commercial⁽²⁾, they are up to Rs.5,000 in value and each individual piece does not exceed 31 kgs	FedEx Priority Overnight™ (PO)	Available from 359 origins in India. Please refer to fedex.com/in/domestic for details.	Next business day⁽¹⁾ Please contact Customer Service for further details	Maximum 274cm in length, or maximum of 330cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> • Door-to-door delivery • Multipiece consignments can be shipped on a single AWB so long as each individual piece does not exceed 31 kgs in weight • Online tracking and proof of delivery via fedex.com/in • FedEx Money Back guarantee⁽³⁾ <p>NB Dangerous goods, perishables and other items classified as restricted and prohibited commodities will not be accepted⁽⁴⁾</p>
Your consignments are commercial⁽²⁾, they have an invoice value up to Rs.50,00,000 and each individual piece does not exceed 68 kgs	FedEx Standard Overnight™ (SO)	Available from 359 origins in India. Please refer to fedex.com/in/domestic for details.	Next business day⁽¹⁾ Please contact Customer Service for further details	Maximum 274cm in length, or maximum of 330cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> • Door-to-door delivery • Multipiece consignments can be shipped on a single AWB so long as each individual piece does not exceed 68 kgs in weight • Online tracking and proof of delivery via fedex.com/in • FedEx Money Back guarantee⁽³⁾ • Additional value added services available⁽⁵⁾ <p>NB Dangerous goods, perishables and other items classified as restricted and prohibited commodities will not be accepted⁽⁴⁾</p>
Your consignments require ground transportation and have an invoice value up to Rs.50,00,000 and individual piece does not exceed 68 kgs	FedEx Economy™	Available from 358 origins in India. Please refer to fedex.com/in/domestic for details.	Between 1-7⁽¹⁾ days Please contact Customer Service for further details	Maximum 274cm in length, or maximum of 330cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> • Door-to-door delivery • Multipiece consignments can be shipped on each AWB so long as each individual piece does not exceed 68 kgs in weight • Online tracking and proof of delivery via fedex.com/in • FedEx Money Back guarantee⁽³⁾ • Additional value added services available⁽⁵⁾ <p>NB Dangerous goods, perishables and other items classified as restricted and prohibited commodities will not be accepted⁽⁴⁾</p>

⁽¹⁾ Transit time and delivery commitments may vary depending on pick-up time, origin and destination. Transit times may change subject to the monsoons or other adverse weather conditions. For FedEx Economy, the transit times may exceed 9 days for certain remote locations. Please contact Customer Service for further details.

⁽²⁾ Non-commercial consignments are consignments which do not involve "Sale of Goods"; have a declared value up to Rs.5,000 and an actual weight not exceeding 31 kgs per piece. Commercial consignments are consignments which involve "Sale of Goods"; have an invoice value up to Rs.50,00,000 and an actual weight not exceeding 68 kgs per piece.

⁽³⁾ FedEx Money Back Guarantee[®]: complete details are available in our Conditions of Carriage. Please note that FedEx Money Back Guarantee[®] is applicable only to 880 destinations for FedEx Priority Overnight™ & FedEx Standard Overnight™. For FedEx Economy™, FedEx Money Back Guarantee[®] is applicable to transit time up to 7 days and deliveries to 879 destinations.

⁽⁴⁾ Please refer to the FedEx India Conditions of Carriage on fedex.com/in/domestic for the complete list of such commodities.

⁽⁵⁾ FedEx offers value added services on FedEx Standard Overnight™ and FedEx Economy™. To know more, visit fedex.com/in/domestic

FedEx reserves the right to amend, modify or discontinue the service, tariff and applicable terms and conditions with or without prior notice.

Completing your Waybill



A Waybill is required for each consignment to ensure that it is delivered quickly and safely. One Waybill is required for each destination address, up to 999 pieces per consignment. Your Waybill does not replace a Commercial Invoice.



Information required on your Waybill

PACKAGER LABEL
12345678901C
COMMERCIAL INVOICE LABEL
12345678901C
DELIVERY RECORD LABEL
12345678901C
DELIVERY RETURN LABEL
12345678901C

Intra-India Waybill
For shipments within India

Sender's Copy

1 From *Please print and press firmly.*

Date: MM/DD/YY Sender's FedEx Account Number SENDER'S FEDEX ACCOUNT NUMBER ONLY

Sender's Name _____ Phone _____

Company _____

Address _____

Address _____

City _____ State _____ Postal Code _____

Sender's VAT/CST/TIN Number _____

2 To

Recipient's Name _____ Phone _____

Company _____

Address _____
We cannot deliver to P.O. boxes.

Address _____

City _____ State _____ Postal Code _____

Recipient's VAT/CST/TIN Number _____

3 Shipment Information

Total Packages _____ Total Weight _____ kg DIM $\frac{L}{\text{cm}} \times \frac{W}{\text{cm}} \times \frac{H}{\text{cm}}$

Commodity Description	Country of Manufacture	Invoice Value REQUIRED
DETAIL REQUIRED. PRINT IN ENGLISH.		

Freight on Value
 Own Risk
 Carrier's Risk
 Total Declared Value for Carriage Rs. _____
 Total Invoice Value Rs. _____

Track packages at fedex.com/in

Questions? Go to our Web site at fedex.com/in or call the nearest FedEx location.

4 Express Package Service Not all services and options available to all destinations.

FedEx Priority Overnight
 FedEx Standard Overnight
 FedEx Economy

4b Express Freight Service

FedEx 1 Day Freight Booking No. _____

5 Special Handling

HOLD at FedEx Location
 Holiday Delivery
 Sunday Delivery
 Special Delivery
 Freight to Collect

6 Payment Complete payment options for both transportation charges and duties and taxes.

Bill transportation charges to: Enter FedEx Acct. No. below.

Sender Acct. No. in Section 1 will be billed.
 Recipient
 Third Party
 Credit Card
 Cash/Cheque

Bill duties and taxes to: Enter FedEx Acct. No. below.

Sender Acct. No. in Section 1 will be billed.
 Recipient
 Third Party

FedEx Use Only	
Total Transportation	Rs. _____
Total Charges	Rs. _____

7 Your Internal Billing Reference

Sender's Signature: _____

FedEx Courier's Signature: _____

PART 10044
 Rev. Date 9/11
 ©2009-2011 FedEx
 PRINTED IN U.S.A.

626

1234 5678 901C Form ID No. 0464

1

Sender information

- All sender details should be entered accurately in full and in legible writing. This is to ensure that your consignment is delivered on time to the right recipient.
- Use block letters to enter the shipping date, your name, your phone number, your company name (if applicable) and your full address including the city and pin-code.
- Do not forget to enter your Domestic Account Number.
- If you do not have an account number, leave this section blank.
- Take care to ensure you do not omit your VAT/CST/TIN Number.

2

Recipient information

- All Recipient details should be entered accurately in full and in legible writing.
- Use block letters to enter the Recipient's name, phone number, company name (if applicable), and full address including the city and pin-code.

Please note that we cannot make deliveries to P.O. Boxes.

3

Consignment information

- All consignment information must be completed accurately in legible writing to ensure you are invoiced correctly.
- Calculate and enter the Total Weight in kgs and the dimension in cms.
- How to calculate the DIM Weight:
 1. Measure the length*, width and height of the consignment in cms.
 2. Calculate the volume and divide it by 5,000 to get the dimensional weight in kgs. (Note: Round off fractions to the next whole number).
 3. If the dimensional weight is greater than the consignments, actual weight, use the dimensional weight to calculate the rate. DIM Weight Factor = $\frac{L \times W \times H}{5,000}$ in cm = Kilograms

- Tick the relevant Freight on Value box and enter the Invoice Value in the appropriate section.
- A maximum of four commodities are permitted on a single Waybill.

You will be invoiced according to the information provided by you in this section and in accordance with other applicable billing rates.

4

Indicate the type of service you want to use

Tick the relevant box to indicate which service you require for your consignment.

5

Indicate special handling options

Tick the appropriate box if you wish to make use of a special handling service. An extra charge will be levied for any such service, full details of which can be found on the FedEx India Domestic Air and Ground Tariff Card or at fedex.com/in. Also provide accurate information on dangerous goods as requested in the Waybill.

6

Indicate billing options

Tick the appropriate box to indicate who will be liable for payment of the transportation charges + duties and taxes. If you choose Recipient or Third Party to make payment, please enter their account number.

Indicate Freight to Collect (to pay)

Tick the appropriate box to indicate Recipient has to pay for the Freight Charges. The Freight charges and Freight to Collect (FTC) are paid by the Recipient.

7

Reference number

Enter your own shipping reference code if you would like it to be quoted on your itemised invoice.

8

Signature

You should sign the Waybill before handing it over to the Courier. Please note that once you sign the FedEx Intra-India Waybill you are deemed to have accepted the Conditions of Carriage and confirm that all the information provided by you is true and correct. In case the information is entered by the courier on your behalf, please ensure it is verified by you and the courier signs it before accepting your consignment.

*Length is defined as the longest side of the consignment.

3 Information required on your Commercial Invoice

Customs / Inter-state authorities require an invoice declaration for all domestic consignments.

This means a Commercial Invoice if the goods are intended for resale, or a *pro forma* invoice if they are not.

All commercial consignments must be accompanied by four copies of the invoice (1 Original and 3 copies).

The full Central Sales Tax (CST) and Tax Identification (TIN)/Local Sales Tax (LST) numbers of the Shipper and the Recipient must appear on all invoices.

When consignments are made to individuals who do not have CST and TIN/LST numbers, the Recipients must provide declarations to the effect that the goods are for personal use and not for resale apart from other conditions as laid down in respective States VAT Regulations.

4 Preparing your package

Six tips for trouble-free carriage

To ensure that your consignments arrive on time and in good condition, please take time to pack and label them correctly.

- Protect your Waybill in a sealed transparent plastic envelope or similar protective cover.
- Use padded packs for small items.
- Pack fragile items individually to prevent impact damage during transit. For added security, please affix a FRAGILE label to the exterior of the package.
- Shrink wrap the bulk shipments and tape them horizontally and vertically with your company branded masking tape to prevent any damage to your consignment.
- Protect sharp edges by using bubble-wrap, corrugated card or foam.
- Seal packages using tough adhesive sheet or tape. Never tie packages with string: this can get tangled during sorting, causing breakage and damage to the content of packages as well as to the sorting machines.
- Remove all previous address details and old labels from packaging to avoid incorrect deliveries.

5 Booking and tracking your consignment

When you have completed your packaging and documentation and the consignment is ready to go, you can book (for non-automated shipments) your FedEx Priority Overnight™ & FedEx Standard Overnight™ consignment simply by calling our toll free number 1800 22 6161 or 1800 209 6161#.

And FedEx Economy™ consignments by calling:

- Agra:** 2600015/2600116, **Ahmedabad:** 60604639, **Bengaluru:** 60604639, **Chandigarh:** 6060463, **Chennai:** 60604639, **Cochin:** 2382989/2382676, **Dehradun:** 2741253, **Goa:** 2227944, **Gurgaon:** 4083188, **Hyderabad:** 60604639, **Jaipur:** 6060463, **Kanpur:** 2320026/2320023, **Kolkata:** 60604639, **Lucknow:** 2637415/2637587, **Meerut:** 2533647/3254020, **Mumbai:** 60604639, **New Delhi:** 60604639, **Noida:** 2515235/2510097, **Pune:** 60604639, **Ranchi:** 3203254, **Udaipur:** 2417278.

Standard call charges apply. (For other cities call the number of the nearest city mentioned above).

Once you have booked your consignment, all the relevant details are entered into the FedEx system. You can then check the status of your consignment at any time from stage to stage right from pick up to delivery, either directly online on fedex.com/in or by calling Customer Service. All you need is the tracking number on your Waybill.



Online

On fedex.com/in, enter the 12-digit tracking number shown on your Waybill and click on "Track" to follow the progress of your consignment or send an email to track@fedex.com with the tracking number and receive an email back within a few minutes giving the status of your shipment.

6 Proof of delivery

FedEx's tracking system provides a complete progress trail for your consignment, with proof of delivery including the actual time of final delivery and the name of the Recipient.

7 fedex.com/in

Our user-friendly website provides you with full information about all our domestic operations and services, with quick, easy-to-use links to help you plan and manage all your shipping needs. You can follow the progress of your consignment, right from pickup to its final destination.



Your FedEx India Invoice



How to check your FedEx India Invoice:

Reference:	Bill: Sender	Charge details INR	Amount
		Freight Charge	700.00
		Fuel Surcharge	140.00
		Service Tax + Educ. Cess + SH Educ. Cess	117.00
		Waybill Charge	150.00
		Outside Pick up Area	150.00
		Total Amount	1257.00

Shipment	Shipper	Recipient	Weight	Services	Charges	Amount
SHIPMENT 1565	SHIPPER: INVA IN TEST ACCOUNT C.S. - BOM FC # 19-21 INDIANAR ROAD IN: 936 007 COIMBATORE	FC # 19-21 FC-806 408 KPS MUMBAI	19.60 kg	3-Hrs Std's Standard Overnight Fuel Surcharge Service Tax + Educ. Cess + SH Educ. Cess Waybill Charge Outside Pick up Area		120.00 140.00 117.00 150.00 150.00
MM02	Shipped: 20 AUG. 2009 Invt. IC # 19-21	On receipt: 20 AUG. 2009 13:28:00 Signed: AUFU GINRATED				INR 1257.00

Instructions on how to pay the invoice appear on the reverse of the invoice.



9 Customer Service at FedEx India

Our acclaimed customer-focused approach aims to provide you with total flexibility to suit all your business needs. We are passionate about serving you and delivering a service that exceeds your expectations.

Our commitment to providing customer service excellence is based on these core service essentials:

- We will answer all incoming telephone calls promptly and courteously.
- We will ensure all enquiries and correspondence received are acknowledged, investigated and responded to within 24 hours (Except Sunday / Public holidays).
- In the unlikely event of loss or damage to goods in transit, our simple insurance procedures will ensure a thorough investigation and resolution of all issues and a rapid claim settlement.
- Whatever your needs, visit fedex.com/in/domestic or call us for FedEx Priority Overnight™ & FedEx Standard Overnight™ consignments on **1800 22 6161/1800 209 6161**#.

For FedEx Economy™ consignments call:

Agra: 2600015/2600116, **Ahmedabad:** 60604639, **Bengaluru:** 60604639,
Chandigarh: 6060463, **Chennai:** 60604639, **Cochin:** 2382989/2382676,
Dehradun: 2741253, **Goa:** 2227944, **Gurgaon:** 4083188, **Hyderabad:** 60604639,
Jaipur: 6060463, **Kanpur:** 2320026/2320023, **Kolkata:** 60604639, **Lucknow:** 2637415/2637587,
Meerut: 2533647/3254020, **Mumbai:** 60604639, **New Delhi:** 60604639,
Noida: 2515235/2510097, **Pune:** 60604639, **Ranchi:** 3203254, **Udaipur:** 2417278.

Standard call charges apply.

(For other cities call the number of the nearest city mentioned above).

1 Freight

Cost of the service excluding tax.

2 Fuel surcharge

FedEx applies a dynamic fuel surcharge depending upon changes in the price of aviation jet fuel. This surcharge applies to all standard, personalised and discounted FedEx rates.

3 Service

Service Tax is calculated at 10.36% on the total invoice amount. The applicable tax is subject to change as per Government notification.

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 consignment may be checked before being loaded onto our aircraft. If the actual weight is different from the declared weight on the Waybill your invoice will show the actual weight.

7 Invoice details

The invoice number, invoice date and invoiced account number is mentioned in this section.

8 The type of FedEx India Service you require.

9 Payment Due

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

10 Reference No.

The internal reference you entered onto the Waybill.

International FedEx Express Services from India



FedEx has more than 13 years of experience in India, and is the country's leading express transportation company offering export and import service across 220 countries and territories worldwide. Our three hubs in Bengaluru, Delhi and Mumbai, with direct services to 100 cities throughout India, are linked to the FedEx worldwide network by 31 international flights.

FedEx International Priority®

For faster, more reliable access to more markets!

Our expanding express service extends your working day. We offer later pick-ups and faster deliveries to key business centres. You can send as much or as little as you like, with documents and packages up to 68kgs per unit.

FedEx International Priority® Freight

Our heavy weight delivery service. All the benefits of an express service, plus four convenient pick-up and delivery options: door-to-door, door-to-airport, airport-to-airport and airport-to-door. (All units must be in forkliftable shrink-wrapped or banded format).

FedEx International Economy®

An economy, time-definite, customers-cleared, door-to-door service for all your worldwide shipments up to 68 kgs per package.

FedEx International Economy® Freight

An economical, time-definite, customs-cleared, air freight service for all your less urgent heavyweight shipments above 68 kgs up to 1,000 kgs per package. You can benefit from pick-up and for delivery options: door-to-door, door-to-airport, airport-to-airport and airport-to-door.

FedEx International Priority® Option for Valuable Goods

FedEx International Priority® Option for Valuable Goods is a time definite Airport-To-Door Service for shipping Valuable Cargo from Delhi, Mumbai and Jaipur Origin Airports to 24 destinations worldwide.

FedEx® 10kg Box and FedEx® 25kg Box

Easy to assemble, convenient boxes offering optimum protection during transportation. A flat-rate pricing option that uses FedEx International Priority® service.

Dangerous Goods services

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

For further information on these and other services, visit fedex.com/in or call Customer Service on **1800 22 6161/1800 209 6161#**.

This number may not be available from select states in India.





