Welcome on board

This Shipping Guide provides you with easy to follow, step-by-step instructions for all types of shipments, air or ground.

We wish you happy shipping!

CONTENTS

International Services

FedEx offers a flexible range of international express services for reliable, time-definite[1], door-to-door, customs-cleared delivery to over 220 countries and territories worldwide.

Service	Description	Transit Times	Service Features
FedEx International Priority® Express	Express delivery service by 10:30 a.m. or noon to selected countries and territories for sending shipments up to 68kg per shipment	Delivery typically in 1, 2 or 3 business days	• Proof of delivery • Money-Back Guarantee®[2] • Shipment tracking • Dangerous goods accepted • Customs clearance included[3]
FedEx International Priority®	Worldwide end of the day delivery service for sending shipments up to 68kg per shipment	Delivery typically in 1, 2 or 3 business days	
FedEx International Priority® Freight	Heavy weight delivery service with all the benefits of an express service. Offers four convenient pickup and delivery options: door-to-door, door-to-airport, airport-to-airport and airport-to-door	Delivery typically in 1, 2 or 3 business days	
FedEx International Economy®	Economical, time-definite, customs-cleared, door-to-door service for worldwide shipments up to 68kg per shipment	Delivery typically in 2-5 business days	
FedEx International Economy® Freight	Economical, time-definite, customs-cleared, air freight service for less urgent heavy weight shipments above 68kg up to 1,000kg per shipment. Pickup and delivery options include door-to-door, door-to-airport, airport-to-airport and airport-to-door	Delivery typically in 5 business days	
FedEx® International Connect Plus	A day-definite, dedicated e-commerce delivery service	Delivery typically in 2-5 business days	• Courier Shipping Bill (CSB V) Customs clearance[3] • Shipment tracking
FedEx International Priority® Option for Valuable Goods	Time-definite, airport-to-door service for shipping valuable cargo from Delhi, Mumbai and Jaipur origin airports to 24 destinations worldwide		• Money-Back Guarantee®[2] • Customs clearance[3] • Proof of delivery • Shipment tracking • Multi-piece shipment limit: 4 pieces
FedEx® 10kg Box and FedEx® 25kg Box	Easy to assemble, convenient boxes offering optimum protection during transportation. This flat-rate pricing option uses FedEx International Priority® service	Delivery typically in 2 business days	• Express delivery service to over 220 countries and territories worldwide
Dangerous Goods Service	Specialised service that includes fast transit times, airport-to-door delivery (outbound) and door-to-airport (inbound)		• Customs clearance[3] • Complete shipment tracking and proof of delivery

Go online to get rates

Go to fedex.com/in and click on 'Get Rates and Transit Times' under 'Ship'. You can also get quotes using the FedEx® Mobile app – see **page 21.**

Give customers more convenience

Your customers can receive their shipments when and where it is convenient for them, through FedEx Delivery Manager®. For details, see **page 22.**

(1) To check service availability and precise transit times, call our Customer Service.
(2) For details on the Money-Back Guarantee®, see FedEx Conditions of Carriage for details.
(3) Maximum declared value may vary depending on the country of destination. Call our Customer Service.

Rates and Transit Times

Please follow the instructions detailed below to get transit times and quotes. Start by going to 'Get Rates and Transit Times' on fedex.com/in, on the main menu under 'Ship'. You do not need to login for this.

1. Ship From / To

1 **From:** enter the address details – country/location of origin, postal code and city.

2 **To:** fill in details of the destination country/location, postal code, city and click the box to indicate if it is a residential address.

3 **Additional Information:** mention the number of packages, total weight, whether you are shipping with a FedEx account number, who will be doing the pickup/dropoff and the shipping date. Click 'Get transit time' for a detailed quote.

2. Package and Shipment Details

1 **Package contents:** select the 'Documents' or 'Products/Commodities' link/tab. If 'Documents' is selected, enter the document description. If 'Products/Commodities' is selected, additional sections need to be filled. For details, refer to

2 **Shipment purpose:** mention whether it is Commercial or Personal.

3 **Total invoice value:** fill in the selling price or the market value of the shipment's contents. This value should be the same on the FedEx Ship Manager™ shipping document and the Commercial Invoice (CI).

4 **Freight on value:** select the risk bearer of the liability in connection with that shipment being exposed to and risk of loss – either 'Carrier risk' or 'Own risk'.

5 **Enter individual package information:** give details of the quantity, weight, shipment type, dimensions, and carriage value of each shipment. Add rows if multiple items are to be shipped in the same shipment.

6 **Add special services:** select instructions for special handling of your shipment with regard to the pickup, processing and delivery.

7 **FedEx measurement tools:** use the Measurement and Currency Converter if required and click 'Continue'.

3. Rates and Transit Times

1 Click to select your preferred option from the delivery dates/times, FedEx services and rates displayed.

2 Click 'Learn more' for details about the duty and tax exemptions applicable.

3 View more information about your results, if applicable.

4 Click an option to get rates for another shipment, or to view/print rate details, or to schedule a pickup, or to ship.

Fuel Surcharge

Click here to get updated information on the fuel surcharges applicable for international shipments.

Ship abroad with special packaging

See our ready-to-use packaging solutions for your international shipments – visit **page 6.**

Packaging Solutions

For international shipments with FedEx, choose from our range of ready-to-use, self-sealing packaging in a choice of shapes and sizes. They are available free of charge.

Shipping Need	Our Solution	Weight Limit
Packaging for standard-size and legal-size documents	**FedEx® Envelope (window)*** Envelope to hold up to 60 unfolded pages of standard A4 paperwork. Special FedEx® Envelope rate is applicable. Internal Dimensions: height 24.1cm, width 31.8cm	500gm
Tear- and water-resistant packaging	**FedEx® Pak*** Envelope for larger documents or other compact items. Special FedEx® Pak rate is applicable. Internal Dimensions: height 30.5cm, width 39.4cm	2.5kg
	FedEx® Padded Pak* Oversized envelope intended for heavier documents that require additional protection. Special FedEx® Pak rate is applicable. Internal Dimensions: height 29.8cm, width 39.3cm	2.5kg
	FedEx® XL Poly Pak* Packaging for soft, light and bulky shipments. Dimensional-weight pricing is applicable for shipments exceeding 940 cubic inches or 15,400 cubic centimetres in volume. Internal Dimensions: height 44.4cm, width 52.7cm	500gm

*Not applicable for FedEx International Economy Service
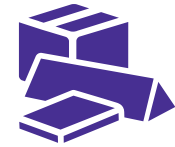
Pack like a pro
Check our special tips on packing your shipments properly, to ensure they are shipped in a good condition. See **page 10.**

Shipping Need	Our Solution	Weight Limit
Boxes in a variety of sizes	**FedEx® Small Box** Self-assembly box designed to hold a single reel of magnetic tape, small documents, catalogues, file folders, videotapes and CDs. Internal Dimensions: height 27.6cm, width 31.1cm, depth 3.8cm. Minimum weight charged: 1kg	9kg
	FedEx® Medium Box Self-sealing box designed for binders, books or large documents. Internal Dimensions: height 29.2cm, width 33cm, depth 6cm. Minimum weight charged: 1kg	9kg
	FedEx® Large Box Self-sealing box designed for large stacks of paper, computer printouts, machine parts, etc. Internal Dimensions: height 31.4cm, width 45.4cm, depth 7.6cm. Minimum weight charged: 1kg	13kg
Packaging for plans, posters, fabric rolls, charts or blueprints	**FedEx® Tube** Self-sealing tube for drawings, blueprints, charts, photographs, fabric samples and any other items that are better rolled than folded. Internal Dimensions: height 96.5cm, width 15.2cm, depth 15.2cm. Minimum weight charged: 4kg	9kg

Shipping Need	Our Solution	Weight Limit
Packaging to ship non-infectious specimens	**FedEx® Clinical Pak** Plastic overwrap for non-infectious clinical samples after they are inserted into a sturdy inner container. Properly packaged clinical sample shipments smaller than 17.8cm x 10.2cm x 5.1cm must be shipped in the FedEx® Clinical Pak overwrap. Internal Dimensions: 45.1cm x 36.2cm	9kg
Packaging for Biological Substance Category B (UN 3373) specimens	**FedEx® UN 3373 Pak** Plastic overwrap for specimens containing or suspected of containing infectious substances meeting the International Air Transport Association (IATA) definition of Biological Substance, Category B (UN 3373). Properly packaged shipments smaller than 17.8cm x 10.2cm x 5.1cm must be shipped in the FedEx® UN 3373 Pak overwrap. Internal Dimensions: 35.6cm x 22.9cm	9kg

Packaging Tips for International Shipments

Pack and label your shipments correctly to ensure they arrive on time and in good condition. These tips apply to international shipments.

- Use your own packaging if boxes are sturdy and undamaged with all flaps intact.
- Pack gift and shoe boxes into a corrugated outer box.
- Use double-wall boxes for heavier items.
- Place small packages inside a larger outer box. For express international shipments smaller than 7" x 4" x 2", use a FedEx Express packaging option.
- Double-box fragile items with 3" of cushioning in and around the smaller box.
- Wrap items individually with cushioning material and centre them in boxes away from other items and away from the sides, corners, top and bottom of the box.
- Position bottles that contain liquids upright. Use an inner seal and perforated breakaway cap. The inner packaging must be able to contain leaks.

- Place items that might be damaged by normal handling, such as soiling, marking or application of adhesive labels, in a protective outer box.
- Wrap and tape all sharp edges or protrusions on odd- or irregular-shaped items.
- Enclose an extra label, business card or letterhead with the shipper's address and phone number and the recipient's address and phone number inside the shipment before sealing it.
- Remove all old address labels from reused boxes before shipping, and make sure there are no holes, tears or corner dents in the outer box.
- Use H taping method for taping your boxes.

Measuring Length and Girth

- Measure the length, height and width of the shipment.
- Length and girth equals length plus twice the width and twice the height.

H taping method

FedEx User ID & Password

Click here to get a FedEx login, comprising your User ID and Password. This is essential for creating your Waybill and accessing our automation solutions.

Remember to save your answers to the secret questions in case you need them later.

You can login directly if you have an existing User ID and Password.

Scheduling Pickups

Login to fedex.com/in with your User ID and Password. See the section above for details on creating your User ID and Password if you do not have one.

- Click on 'Schedule a Pickup' which appears on the menu under 'Ship'.

- Fill in the details required, including the pickup address and shipment information, and click 'Schedule pickup'.

- Confirmation of the pickup can be sent to up to 4 email addresses.

- Inform recipients that your shipment is on its way with FedEx ShipAlert® Shipment Notification and get an email notification when your shipment is delivered with FedEx ShipAlert® Delivery Notification. Refer to the Waybill section on for details on setting up these notifications.

Ship conveniently online

Discover our automation tools that simplify shipping for you – visit

Waybill

To create a Waybill:
- Login to fedex.com/in with your User ID and Password (see page 11 for details on creating a FedEx User ID and Password).
- Select 'Ship a Package' from the 'I want to' drop-down menu.
- Follow the steps detailed below.

   Note: your Waybill does not replace a Commercial Invoice.

My Shipping Profiles

- Save all the details when you want to ship the same shipment (same weight/dimensions) repeatedly to the same recipient – see page 16.
- Select the profile you want to ship to if already created, or fill in the details for a new recipient as detailed below.

1. From (Sender's information)

Select a different sender from your Address Book using the Saved Senders, Contact ID, Company or Contact Name drop-down menus.

1 **Company:** mention the company name if the shipment is sent from a business house.

2 **Contact name:** enter this if the shipment is sent from an individual or an individual representing a business house.

3 **Address details:** give the sender's address details including postal code, city and state.

4 **Phone number:** mention the sender's contact number (valid/functional landline/mobile)

5 **Save as my default address:** fill this to designate the sender as the default for future shipments.

6 **Save new sender in address book:** save a new sender to use for future shipments.

2. To (Recipient's information)

1 **Company:** mention the company name if the shipment is sent from a business house.

2 **Contact name:** enter this if the shipment is sent from an individual or an individual representing a business house.

3 **Address details:** give the recipient's address details including postal code, city and state.

4 **Phone number:** mention the recipient's contact number (valid/functional landline/mobile)

5 **Save new recipient in address book:** save the recipient for future use.

3. Package and Shipment Details

1 **Ship date:** specify the date for sending the shipment.

2 **Number of packages:** mention the number of boxes/packages being shipped.

When it's more than 1 box/package, an additional section opens up asking 'Are packages identical'.
2a If 'Yes', mention the weight per package.
2b If 'No', an additional section opens up to capture weight unit, quantity, weight, dimensions and carriage value. To add more, use the 'Add row' tab.

3 **Weight:** mention the total weight of all the boxes/packages together in kilograms.

4 **Carriage Value:** fill in the replacement cost of your shipment's contents*.

5 **Package contents:** select the 'Documents' or 'Products/Commodities' link/tab. If 'Documents' is selected, the document description needs to be selected. If 'Products/Commodities' is selected, additional sections need to be filled. For details, refer to page 17.

6 **Shipment purpose:** mention whether it is Commercial (has a commercial intent) or Personal (has no commercial intent).

7 **Total invoice value:** enter the selling price or the market value of the shipment's contents. This value should be the same on the FedEx Ship Manager™ shipping document and the Commercial Invoice (CI).

8 **Freight on value:** select the risk bearer of the liability in connection with that shipment being exposed to and risk of loss – either 'Carrier risk' or 'Own risk'.

9 **Service type:** choose the service to move the shipment from the origin country, depending upon the weight and size of the shipment. Click here for more information.

10 **Package type:** select the packaging in which the shipment is being sent – select Your Packaging/FedEx Packaging (name available on the packaging). See page 8 for details on FedEx packaging, or click here to order FedEx pouches and packaging.

11 **Dimensions:** choose a saved dimensions profile from the drop-down menu or click 'Enter dimensions manually'. The minimum shipment dimensions are 1in/cm for any dimension: length (L), width (W) or height (H).

* The declared value for carriage represents the maximum liability for FedEx in connection with that shipment. Exposure to and risk of loss in excess of the declared value is assumed by the shipper. This value should be the same on the FedEx Ship Manager™ shipping document and the Commercial Invoice (CI). The carriage value must not exceed the customs value.

4. Billing Details

1   **Bill transportation to:** select the account number to bill for the shipment from the drop-down menu. If you select 'Recipient' or 'Third Party', enter the 9-digit FedEx account number of the recipient or third party to bill in the Account number field.

2   **Bill duties/taxes/fees:** choose the account number to bill for an international shipment's duties, taxes and fees. If you select 'Recipient' or 'Third Party', enter the 9-digit FedEx account number to bill in the Account number field.

3   **Your reference:** enter reference information such as a customer number used by the sender if any.

4   **More reference fields:** use this to enter or select a P.O. Box number, invoice number or department number as per your requirement.

    4a   **Purchase Order (P.O.) no.:** invoice date format is ddmmyy (e.g. enter 190118 for the date 19th Jan 2018).

    4b   **Invoice no.:** enter the shipment invoice number (either GST or Non GST).

    4c   **Department no.:** refer only to the 'department notes reference' utility to get the exact value for the shipment clearance type. Copy the value created and paste it in the Department no. field. Do not make any changes in the value copied from the utility. Information varies for different type of clearances. Refer to the table below to know more about the type of clearance information available.

Clearance Information	Value to be selected in the utility file
CSB_Type	CSB 4, CSB 5 & IPHV
GST_Invoice	Yes or No
Terms_of_Sale	FOB, CIF, CFR, etc.
Bond/UT	Bond, UT & None
Ecomm	Yes or No
MEIS	Yes or No
GST Amount (if any)	Enter the GST amount if paid, if no amount paid, enter 0
Invoice Date	Enter the GST or Non GST invoice date in ddmmyy format only

4. Billing Details   ⓘ Help ⊟ Hide

1 * Bill transportation to	
2 * Bill duties/taxes/fees to	
Account no.	
3 Your reference	
4 ⊟ More reference fields	Add an account
4a P.O. no.	190118
4b Invoice no.	INVOICE NO 110010101
4c Department no.	CSB4/G/FOB/U/E/M/1022.42

Special Services (optional)

Select instructions for special handling of the shipment with regard to the pickup, processing and delivery from here. Click on 'Edit' to expand the section.

5. Pickup/Drop-off

1 **Schedule a pickup:** select this option if you do not have a regularly scheduled pickup at your location. Contact your administrator to confirm your account address. Enter or select the date of your pickup. Only those days that qualify for pickup of your shipment can be selected on the calendar. If the date you need is not available, call FedEx Customer Service to schedule your pickup.

2 **Drop off package at a FedEx location:** choose this option if you plan to drop off the package. The nearest FedEx locations and the latest dropoff location for FedEx Express shipments are displayed.

3 **Use an already scheduled pickup/Schedule a pickup later:** click this if you are a FedEx account holder who has already scheduled a previous on-call pickup request on fedex.com

Shipment Notifications (optional)

Click 'Edit' to expand the window when you want to send notifications to the sender/recipient.

1 Notify Sender/Recipient via:
- Select the format type for your email notifications.
- Enter email addresses for the sender and recipient, and select the email language from the drop-down menus.

2 **Notification type:** select the type of notification you would like to receive.
- Ship: indicates that the shipment information has been sent to FedEx.
- Tendered: indicates when FedEx has picked up a shipment.
- Exception: indicates any exception that may cause a delivery delay.
- Pickup / Estimated Delivery: indicates that the pickup has been successfully scheduled.
- Delivery: indicates that the shipment has been delivered.

3 Add additional recipients

Click this option to send notifications to two other users and select 'Choose the email language' for each from the drop-down menus.

4 Add a personal message

Click to add a personal message to your email notifications, and enter up to 120 characters.

Rates and Transit Times (optional)

Click 'Calculate' to get the estimated shipping costs and transit times for your shipment. The rate quote you receive may be different from the billed charges for your shipment based on actual shipment weight, dimensions and other details.
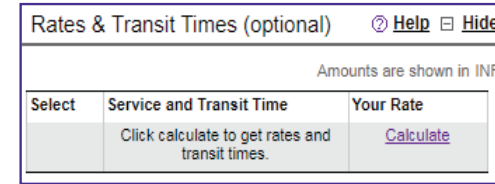
6. Complete your Shipment

1 Select 'Create a Shipment Profile' to store the shipment information as a Shipment Profile which you can use for future shipments. Enter a unique profile nickname.

2 Select 'Save for later' to save your shipment as a pending shipment to process later that day or on a future date.

- A pending shipment must contain complete shipping information in order to process it later that day or in the future.

- Pending shipments will automatically expire 10 days after the date you created the shipment or the future date you selected when creating the shipment.

3 Click 'Ship' and you're done!

Process for shipping Products/Commodities

7. Commodity Information

Enter details for each commodity as per the actual shipment invoice.

1 From the 'Select or create' drop-down menu, click on 'Add new commodity'.

2 **Commodity description:** provide a complete description of the commodity. Be specific and indicate what it is, what it is made of, what is the value of each item, 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."

3 **Unit of measure:** select the unit of measurement from the drop-down menu; for e.g., pieces, kilograms, square feet, dozen, etc.

4 **Quantity:** mention the total quantity of the commodities in your shipment.

5 **Commodity weight:** enter the total or per unit weight in kilograms.

6 **Invoice value:** mention the total value of your commodities or enter the value per unit.

7 **Country of manufacture:** select the country where the commodity has been manufactured.

8 **Harmonized code:** enter the harmonized code of the commodity. These are used internationally to catalogue and describe products for tariff and regulatory purposes. If you do not have the code, click 'Get code' to obtain one.

9 **Save/update commodity profile:** if you use these details often, click the box to save or update the commodity profile, and save time when you are shipping the same in future.

10 **Add this commodity:** when you are done, click on 'Add this commodity'.

If your shipment has more commodities, click on 'Add new commodity' from the 'Select or create' drop-down menu and enter the complete details as you did for the first commodity.

8 Customs Documentation

1 **Commercial Invoice/Pro Forma Invoice:** select the invoice you require. See page 20 for complete details on the Commercial Invoice.

2 **Additional FedEx generated trade documents/Personalize FedEx generated customs documents:** as per your requirements, click the boxes for 'Additional FedEx generated trade documents' and/or 'Personalize FedEx generated customs documents'. Choosing the latter gives you the option of selecting your company letterhead or company signature. Refer to page 19 for details on FedEx Global Trade Manager which helps you with relevant information on the requirements for your international shipments.

3 **Terms of sale:** choose an option from the drop-down menu; for e.g., Free Carrier, Carriage Insurance Paid, Delivered Duty Paid, etc.

4 **Additional invoice information:** click this and fill in the following details:

   4a Specify the freight, insurance and other costs.

   4b Mention any special instructions you need to.

   4c In order to identify the type of shipping, the three-letter prefix with the sender's GSTIN or other ID (PAN, TAN, Aadhaar, etc) needs to be entered here.

   Refer to the examples in the table below to know the type of prefix to be added:

Prefix	Description	Type of Shipment	Example
GSN	GSTIN of Normal Holders	Normal export shipments	GSN33AAACD3338F1Z5
GSG	GSTIN of Govt. Entities	Export shipments from government entities	GSG33AAACD3338F1Z5
GSD	GSTIN of Diplomats	Export shipments from embassies	GSD33AAACD3338F1Z5
PAN	PAN	Personal Shipments	PANAAAPL1234C
TAN	TAN	Personal Shipments	TANAAAPL1234C
PSP	Passport Number	Personal Shipments	PSPAAA56HJK8
ADH	Aadhaar Number	Personal Shipments	ADH123456789123

5 If the originator is different from the shipper, click this box and mention the Originator Name.

FedEx Global Trade Manager (GTM)

Learn about the documents required, estimated duties, taxes and regulatory details for your international shipment, and get country profiles and other relevant information with FedEx Global Trade Manager.

- Go to fedex.com/in and click on 'Customs Tools' to access this tool.

- The following options are available; select the tool/s you want, click 'Go' and log in using your User ID and password. See page 11 for instructions on creating a User ID and Password if you do not have one.

Find International Documents	Get help finding the necessary documents for your international shipment.
Estimate Duties and Taxes	Estimate the duties and taxes that will be levied against your international shipment.
Country Profiles	Get a snapshot of country information including demographics, business information and statistics.
Shipping Advisories	Get important regulatory information specific to your shipment.
Denied Party Screening	Identify individuals, companies, and other parties that have been denied international business transactions.
Harmonized Code Search	Find the World Customs Organization (WCO) tariff classification for your product.

FedEx Document Preparation Center

Work the way you want with our full featured document preparation center. Save the documents you use most so you have them available anytime. Click here to go to our document preparation center.

Commercial Invoice

A Commercial Invoice is mandatory for all shipments, except for documents that weigh less than 1kg.
Enter information accurately on the Commercial Invoice as this will help ensure swift customs clearance.
Enclose one original plus two copies of the invoice, each with an original signature.

1 **Shipper/Exporter details:** enter the name, department, address and VAT number of the shipper/exporter.

2 **Recipient/Consignee details:** fill in the name, address (including postal code and phone number) of the recipient.

3 **Country of manufacture:** state each country of origin next to each corresponding product, if the goods were made in more than one country. The country of origin is the country in which the goods were produced – not the country from which they are exported.

4 **Quantities:** show individual and column totals for
  4a The number of shipments and units
  4b The units of measurement
  4c Weight

5 **Description of goods:** give a complete description of the item(s). Generic descriptions are insufficient. Indicate:

- what it is
- what it is made of
- what is the value of each item
- 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."

6 **Specify the currency:** specify the unique three-letter code for each currency, e.g. USD, CAD. The dollar sign ($) is insufficient, as several countries use it.

Tracking

Find out the status of your shipment or get a proof of delivery by choosing the option most convenient for you.

fedex.com

- Go to the 'Track a Shipment' section on the homepage of our website.

- Enter up to 30 FedEx tracking numbers (one per line) to track the status of your shipments.

'Track' section on fedex.com/in – Advanced Tracking Options

Sign up for our advanced options that help you save time and monitor your shipments easily. You don't need to track each shipment separately.

FedEx® Tracking

Get 24/7 access to information about your shipments. Customise your tracking views, and sort or search by ship date, delivery date, origin, recipient and more. To access FedEx Tracking:

- Login using your existing User ID and Password or visit page 11 to see how to create a new login.

- Track by Tracking Number (up to 30 at a time) or by any Reference Number related to your shipment.

- Obtain proof of delivery: request a signature proof of delivery. It includes a delivery confirmation and an image of your recipient's signature.

- View proof of delivery for up to 30 tracking numbers.

FedEx InSight®

Use this when you need to send more than one shipment a day.

- View, anytime and anywhere, the real-time status of your shipments without needing to enter a tracking number.

- You can also receive proactive shipment notifications and it lets you monitor third party shipments billed to your account.

To register for this service, or for more information, click here.

FedEx® Mobile

Go to fedex.com/in from your smart device to track your shipments.

- Receive the latest shipment updates, from pickup to delivery.

- Initiate a tracking request via text message tracking and follow a shipment via text.

Other Tracking Options

FedEx Desktop

- Allows you to monitor shipment status and sends notifications directly to your desktop. You can manage your time more efficiently by knowing when to expect shipments.

- Download FedEx Desktop at fedex.com/in/desktop

Ask FedEx

- Go to fedex.com/in
- Click on 'Ask FedEx' which appears on the right side of the screen and chat with our Virtual Assistant.

Phone

Call FedEx Customer Service

- For International: 1800 22 6161 or 1800 209 6161

Timings: Monday - Saturday; 9.00 a.m. to 9.00 p.m.

Email

Email the tracking or reference number for up to 30 shipments to india@fedex.com

Track by email

Email the tracking number or reference number for one or multiple shipments to india@fedex.com.
You can track up to 30 shipments at a time.

Automation Tools

Access our online automation tools by logging in at fedex.com/in, or see page 11 for instructions on creating a User ID and Password.

Features/Benefits	FedEx Ship Manager™ Lite	FedEx Ship Manager™ at fedex.com
For new and infrequent shipper	✓	
For frequent shipper		✓
FedEx account required	✓	✓
Login with User ID and Password		✓
Get rates and transit times	✓	✓
Schedule a pickup	✓	✓
Receive status notifications	✓	✓
Prepare customs documentation		✓
Store contact details	✓	✓
Review shipping history and reports		✓
Send 1 package (up to 68kg) per shipment	✓	✓
Send multiple packages in one shipment		✓
Send freight shipments (above 68kg)		✓
Send dangerous goods and dry ice		✓

FedEx® Mobile App

Download the FedEx Mobile app from Google Play or the App Store and access our solutions anytime, from anywhere using your mobile device.

Ship: send a shipment in simple steps.

Track: enter your tracking number, and click 'Track' to monitor the status of your shipments from wherever you are.

Get Rates & Transit Times: get a quick quote, or specific rates and estimated delivery dates.

Schedule a Pickup: contact us for a pickup, even when you're away from the office.

Locate: get details of your nearest FedEx location.

Specialised Solutions

FedEx Delivery Manager®: solutions for e-commerce

Your customers can receive their shipments when and where it is convenient for them, through FedEx Delivery Manager®.

- Your customers will receive an email notification informing them that their shipment has been picked up by FedEx.
- If they wish to change their delivery information, they can do so in a few simple steps on our website.
- They can choose to have it delivered as planned or to a neighbour; delivered to their address at a later date or to another address; or delivered to a pickup point.

As a FedEx customer, you are automatically signed up for FedEx Delivery Manager®, free of charge. Share your customer's contact details such as email address and/or mobile phone, depending on the shipping application you use with FedEx. Our Customer Service representative will assist you in checking and configuring your system.

This service is available for International B2C shipments[1] and varies by origin country and destination postal code.

For more details on FedEx Delivery Manager®, click here

(1) Contact Customer Service to check exact coverage.

We offer solutions to industries like:

- Aerospace & Aviation
- Automotive
- Fashion (apparel) & Luxury Goods
- Healthcare & Life Sciences
- High-tech

See how our services can help your business – talk to a FedEx Sales Executive or email India@fedex.com

Simplify your supply chain

With FedEx as your integrated logistics partner, you get the freedom to focus on your core business. Details at fedex.com/in

FedEx Delivery Signature Options™

Choose a specific signature option for your shipment whether you need to prove the safe arrival of your valuable goods, or need an adult's signature, or even when you do not want a signature at all.

Option	Description
Indirect Signature Required	We will obtain a signature from someone at the delivery address, from a neighbour or from a building manager. If no one is available to sign, we will attempt to redeliver the shipment.
No Signature Required	Authorise the shipment to be left without a signature, if you are a B2C shipper and do not require the recipient to sign for the delivery. We will attempt to obtain a signature from someone at the delivery address, but if no one is available to sign, we will drop off the shipment in a safe place.
Direct Signature Required	We will get a signature from someone at the delivery address. If no one is available to sign, we will attempt to redeliver the shipment.
Legal Age Restriction/ Adult Signature Required	Choose this option when you are shipping alcohol, medication, tobacco or any item that requires your recipient to be of adult age. We will make sure that he or she provides a valid ID that fully complies with local adult age legislation. If no one qualified to sign is available, we will attempt to redeliver the shipment.

Get full information including details of all the shipping services on which FedEx Delivery Signature is available via our automated shipping solutions, whichever signature option you choose for your delivery.

₹

Learn about our Money-Back Guarantee®

See how serious we are about time-definite delivery. Read our Conditions of Carriage for details.

Billing

FedEx® Billing Online

Manage your billing process end to end

- Schedule and make payments up to 15 days beyond the date you enter payment information via electronic funds transfer, automatic debit or cheque.

- Combine multiple invoices into a single payment.

- Review individual shipment details or a complete invoice.

- Request invoice adjustments or a review of shipping charges.

- Create PDF files of your invoices that you can archive or email.

Get secured and controlled access to your vital invoicing and payment information

- Register online at fedex.com/in using your FedEx account number and two recent invoices.

- Select 'Manage My Account' followed by 'View / Pay Bills Online' and fill in the required information.

- You can apply for one registration for several FedEx accounts and set up additional users with access to your accounts online.

FedEx Invoice

Here's how to read your FedEx Invoice

1. **Shipper (Name & Address):** features the shipper's details.
2. **Customer Number:** the customer's FedEx account number.
3. **Invoice Number:** the invoice number appears here.
4. **Invoice Date:** date on which the invoice is issued.
5. **Due Date & Amount Due:** the amount to be paid and the last date for making the payment.
6. **GSTIN/UIN/PAN Code Number:** GSTIN/UIN/PAN of the shipper.
7. **Bill to:** specifies who is getting billed: the shipper, consignee or a third party.
8. **Shipments:** the total number of shipments.
9. **Freight:** freight cost of the shipment.
10. **Other Charges:** includes other charges like fuel surcharge, etc.
11. **Taxable Charges:** tax amount calculated for the shipments.
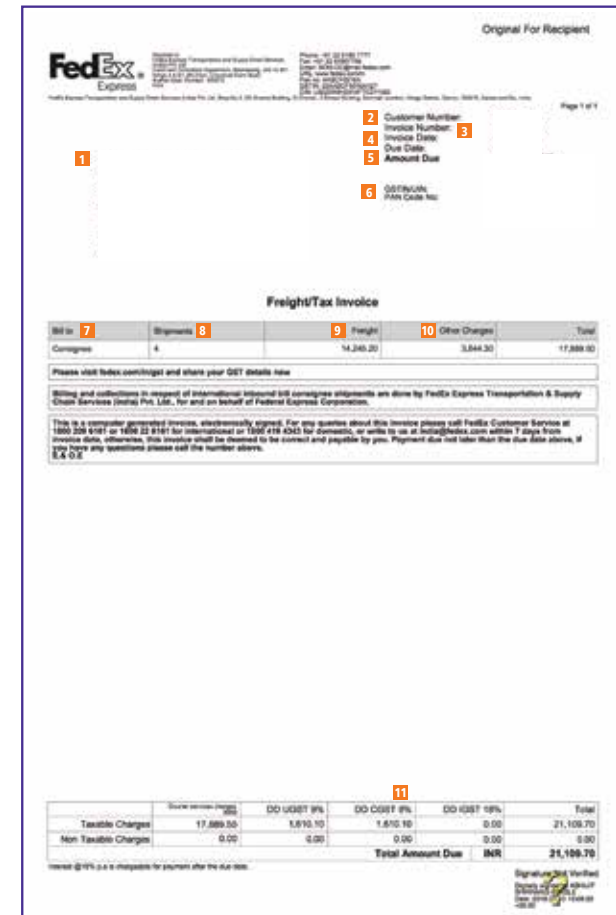
FedEx® Global Returns

Simplify the returns process with FedEx Global Returns on fedex.com

- **Get more control:** control where the return is destined and how fast it gets there. Link it to the original shipment, maintain full visibility throughout, and manage tracking and reporting for all returns in your account.

- **Experience more flexibility:** create return labels and customs documents at the same time as the outbound shipment or just for the return leg. Send the label as a hard copy, PDF or editable online return label.

- **Get customs clearance assistance:** we will help with key information items that brokers and customs officials need and minimise delays.

More Information

i   Go to the FAQ section on our New Customer Center

    Go to fedex.com/in, click 'Ask FedEx' which appears on the right side of the screen and connect with the FedEx Virtual Assistant

    Click here for LIVE chat options with the FedEx Customer Service representative

    india@fedex.com

    International: 1800 22 6161 or 1800 209 6161

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