

Ancillary Services Hong Kong Market Guide

Below is a full list of ancillary services currently available in Hong Kong. For more information, please visit [Ancillary Service page](#).

 Transportation Options	Shipment intercept	FedEx intercepts outbound shipment per shipper's request. (applicable for shipment in gateway pending for uplift)
	Dedicated Vehicle for Pick-up / Delivery	FedEx provides dedicated vehicle for pick-up / delivery to cater to the customer's special request.
 Packaging Services	Outer Packing Service	FedEx provides outer packing services for customers.
	Inner Packing Service	FedEx provides inner packing services for customers.
	Packaging Material	FedEx provides packaging materials for customers.
	Labelling	FedEx attaches Air Waybill or customer-supplied labels to shipments.
	Palletization	FedEx places / stacks the goods or materials onto pallets. (standard size per cbm only)
	De-palletization	FedEx breaks down packages from pallet.
 Documentation Services	Air Waybill and Commercial Invoice Preparation	FedEx prepares Air Waybill and Commercial Invoice on behalf of customers based on information provided by customers.
	Commercial Invoice Preparation	FedEx prepares Commercial Invoice on behalf of customers based on information provided by customers.
	Air Waybill Preparation	FedEx prepares Air Waybill on behalf of customers based on information provided by customers.
 Special Handling	Loading / Unloading	FedEx unloads / loads the packages from / into container / truck for customer with piece counting and conditions check.
	Cross Docking Service	FedEx provides inbound receiving, free of charge storage (maximum 2 working days), sorting by shipping mark / label on outer package, outbound consolidation and labelling of FedEx label only to customers. Inbound receiving includes external conditions check and piece count on outer package, signing for acceptance and reporting of exceptions.
 Customer Services	Proactive Monitoring and Intervention	FedEx provides proactive shipment tracking from pick up until proof of delivery; creates and handles problem shipments; conducts investigation via communication with stakeholders to accelerate shipment resolution.
	Customized Post-sales Support	FedEx provides special service requirements beyond regular services.
	Customized Reporting	FedEx generates customizable monthly data reports as requested by customers.
 Customs Clearance	Ancillary Clearance Services	A range of value-added solutions when your shipment has special clearance needs. CHECK FEES

Need Help or Ready to Get Started?

To request any of the services listed above, please contact us.

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