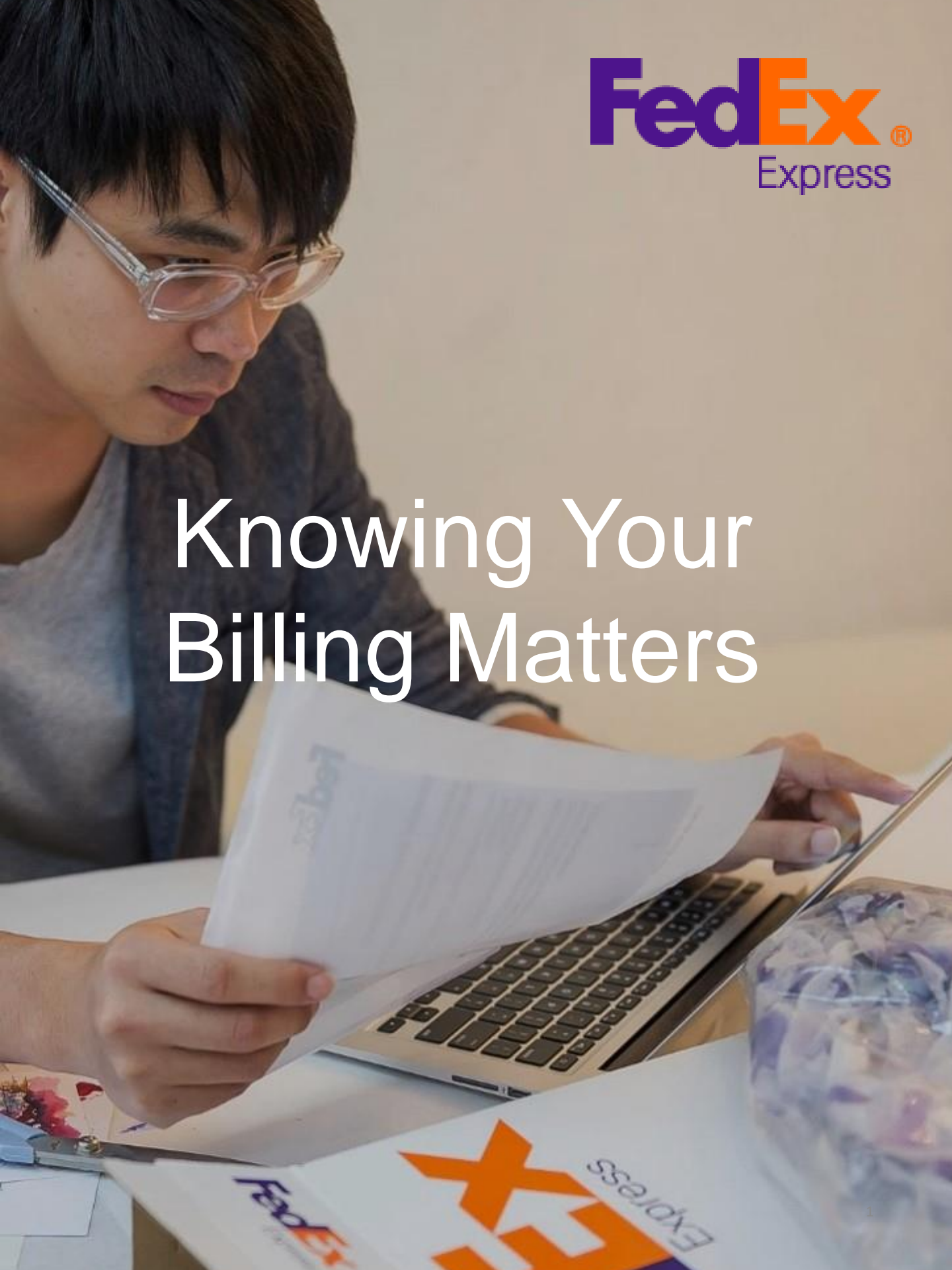




# Knowing Your Billing Matters





# Welcome to a world of possibilities

Thank you for your business with FedEx.

We are pleased to serve your growing international shipping needs.

In this handbook, we will share the essential points about FedEx invoices or statements you may receive. This will help you easily understand the freight or duties charges billed, shipment information, payment terms and the invoice layout.

You can learn more about FedEx Billing Online, an invaluable and powerful online tool that can help you save time and effort, improve productivity, simplify and easily manage your billing process.

Should you require assistance on your invoices, please contact us at [phcs@fedex.com](mailto:phcs@fedex.com).

We wish you a pleasant shipping experience.

FedEx Express

# Freight or Duties & Taxes Invoice

Once your international shipments had been delivered, we will send you the following invoices:

- Freight invoice which details the transportation charges, surcharges, discount and any additional charges per Air Waybill including a Billing Statement.
- Duty & Tax invoice which details the import clearance charges and any additional charges incurred in the destination Country including a Billing Statement.



FEDERAL EXPRESS PACIFIC, LLC  
VAT Reg. TIN # 275-540-614-00000  
11/F, Zuellig Building  
Makati Avenue cor. Paseo de Roxas,  
Makati City, 1200, Philippines

## BILLING STATEMENT

Contact Person **1**  
Company Name  
Address 1  
Address 2  
Postal Code

TIN NO. <TIN #>

ACCOUNT NUMBER: <Account #>

PAGE NUMBER Page 1 of 5

DATE 04/23/2021

STATEMENT NUMBER <Invoice #> **2**

PAYMENT DUE DATE 05/23/2021

GRAND TOTAL PHP 44,661.95

## REMITTANCE ADVICE

PLEASE RETURN THIS FORM WITH YOUR PAYMENT TO RECEIVE PROPER CREDIT, THANK YOU.

ACCOUNT NUMBER: **3** <Account #>  
CUSTOMER TIN NO. <TIN #>

DATE 04/23/2021  
STATEMENT NUMBER <Invoice #> **2**  
PAYMENT DUE DATE 05/23/2021  
GRAND TOTAL PHP 44,661.95

Please be informed that this is a reimbursement / collection on behalf of Federal Express International, Inc. and is not subject to withholding tax and Value-Added Tax pursuant to BIR RMC No. 35-2006

**4**

## WAREHOUSE PROCESSING CHARGE

The Warehouse Processing Charge on your billing comprises two components:

- a warehouse handling charge, and
- (ii) if your shipment was held in our facility over 48 hours, a daily storage fee.

Please contact our Customer Service Hotline for more information.

## BILLING INQUIRIES / QUESTIONS **6**

Customer Service Hotline:  
For PLDT, Sun, Smart Subscribers: **1800.10.463.3339**  
For Globe Subscribers: **1800.8.463.3339**  
For other network Subscribers: **045.4993900**  
FedEx Billing Email: [phcsi@fedex.com](mailto:phcsi@fedex.com)

Please make all inquiries/disputes within 30 days from the date of this billing.

For other payment methods, please visit  
[www.fedex.com/en-ph/billing/offline-payment.html](http://www.fedex.com/en-ph/billing/offline-payment.html)

**5**

## For Payments via QR Pay

**QR Pay saves you time**  
Simply scan the code with your smartphone to pay bill securely and quickly via credit cards / e-wallets (e.g. GCash).  
<https://www.fedex.com/en-ph/paybill>  
Or, you can click on the link above to pay by adding record(s) manually.



## BILLING STATEMENT **7**

PLEASE SIGN AND RETURN THIS COPY TO FEDERAL EXPRESS.

(FedEx Copy)

ACCOUNT NUMBER: <Account #>

Contact Person  
Company Name  
Address 1  
Address 2  
Postal Code

TIN NO. <TIN #>

DATE 04/23/2021

STATEMENT NUMBER <Invoice #>

PAYMENT DUE DATE 05/23/2021

GRAND TOTAL PHP 44,661.95

RECEIVED BY: \_\_\_\_\_  
(SIGNED AND PRINT NAME)

DATE: \_\_\_\_\_

Permit to Use (PTU) No : 1112-052-000070-CAS  
Date Issued : 10/24/2012 and Valid Until Revoked  
Serial No : 760000001 - 769999999

**THIS DOCUMENT IS NOT VALID  
FOR CLAIM OF INPUT TAX.**

The information provided in this document is correct as of December 31, 2019, but is not intended to be binding. Please visit [fedex.com/ph](http://fedex.com/ph) for further information.

- Your billing contact person, company name and mailing address
- Invoice reference number, payment due date and total outstanding charges
- Your FedEx shipping account number and TIN number
- Promotional news or Service update messages
- QR Pay for credit card payment via your mobile app.
- FedEx contact information for billing inquiries
- For FedEx reference only. No action is required by the customer.



# Freight or Duties & Taxes Invoice



FEDERAL EXPRESS INTERNATIONAL INC.  
6075 Poplar Avenue, Suite 300  
Memphis, Tennessee 38119 USA

## INVOICE/OFFICIAL RECEIPT

Account Number <Account #>

Contact Person	1
Company Name	
Address 1	
Address 2	
Postal Code	
TIN NO.	<TIN #>

Page Number		Page 2 of 5
Date		04/23/2021
Invoice Number	2	<Invoice #>
Shipment Period		04/15 - 04/22
Payment Due Date		<Account #>
Grand Total	PHP	44,661.95

### Summary by Charge Type

Number of Air Waybills	1
Freight Charges	78,383.00
Base Discount	(35,272.35)
Other Charges	1,551.30
Total	44,661.95

**Grand Total** **PHP 44,661.95**

REPRINT

### Avoid paper bill surcharge, sign up for ebilling now! 4

Effective March 8, 2021, all payments received from Customers in the Philippines will be issued electronic receipts! Contact our customer service to update your e-mail address and business tax information.

Effective Mar 1, 2021, customers who choose to continue receiving paper invoices will be charged a PHP 250 Paper Invoice Fee per freight/duty invoice. To sign up FBO, please go to <https://www.fedex.com/en-ph/billing.html>.

1. Your billing contact person, company name, mailing address and TIN number
2. Invoice reference number, payment due date and total outstanding charges
3. Summary of charges for outbound (export) or inbound (import) shipments.
4. Promotional news or Service update messages

# Freight or Duties & Taxes Invoice

## Shipment Details



### Billing Details

Page 3 of 5

Account Number <Account #> 1 Date 04/23/2021  
Account Name Company Name 2 Statement Number <Invoice #>

#### Detail by Air Waybill Number

Ship Date 3	04/15/2021	Sender (KNCA)	Recipient (JBKA)
Tendered Date	04/14/2021	Contact Person	Contact Person
Air Waybill Number	<Air Waybill #>	Company Name 4	Company Name 5
Service Type	IP	Address	Address
Pieces	1	Postal Code	Postal Code
Weight	42.0 kg	Freight Charges	78,383.00
Bill To	3rd Party	Deductions	(35,272.35)
Shipper Reference	04/19/2021 10:04	Additional FRT Charge	1,089.30
Delivery Information	R.ALARCON	Additional FRT Charge	462.00
Dimension	73x60x25cm	Base Discount	
		Third Party Billing Surcharge	
		Peak Surcharge	
		Total	44,661.95

Total: (PHP) 44,661.95



1. Your shipping account number and company name
2. Invoice statement number
3. Shipment Information
  - a. Ship date: date at which the shipment was exported.
  - b. Air Waybill number: shipment identification number
  - c. Service Type: name of FedEx service used and package type
  - d. Pieces: number of packages in the shipment
  - e. Weight: actual or dimensional chargeable weight of shipment\*
  - f. Bill To: party designated by Shipper to pay the charges.
  - g. Shipper Reference: additional instructions stated by the shipper.
  - h. Delivery information: proof of delivery date and time of acceptance by the recipient and the recipient's name.
4. Sender: details of sender.
5. Recipient: details of recipient.
6. Freight charges and applicable surcharges.

\* when the dimensional weight exceeds the actual weight, the transportation charges will be assessed on the dimensional weight according to FedEx Standard Conditions of Carriage

# Statement of Account

We can prepare and send you a statement of account for your internal billing records. It will list all the outstanding invoices and credit balance pertaining to your account.



FEDERAL EXPRESS PACIFIC, LLC  
VAT Reg. TIN # 275-540-614-00000  
11/F, Zuellig Building,  
Makati Ave. cor. Paseo De Roxas,  
Makati City, 1200, Philippines

DATE: 26-APR-2021

## STATEMENT OF ACCOUNT

Contact Person  
Company Name  
Address 1  
Address 2  
Postal Code

1

Account No. : <Account #>

Page 1 of 2

Credit Terms : FREIGHT - 30 DAYS  
DUTY & TAX - 7 DAYS

2

Statement Number	Billing Type	Billing Date	Age	Currency	Billing Amount	Amount Due
<Invoice #>	Duty/Tax	21 Apr 21	5	PHP	2,920.00	2,920.00
<Invoice #>	Freight	31 Mar 21	26	PHP	5,930.65	5,930.65

3

Total : PHP 8,850.65

FREIGHT (30 DAYS)	PHP	0.00
DUTY & TAX (7 DAYS)	PHP	0.00
Past Due	PHP	0.00

4

Billing statements marked with @ have been disputed and are currently under review.

**Fund Transfer** 5 Bank Account Name: FEDERAL EXPRESS PACIFIC, LLC  
Bank Name: Citibank, N.A., Philippines  
Bank Account Number: 0756691007 (PHP)  
0756691015 (USD)  
Swift Code: CITIPHMX

### Important

Please e-mail your payment advice (billing statement number and amount) to [fscph@fedex.com](mailto:fscph@fedex.com), once you have instructed your bank to make the payment.

### Credit Card

For Payments via QR Pay

6



#### QR Pay saves you time

Simply scan the code with your smartphone to pay bill securely and quickly via credit cards / e-wallets (e.g. GCash).

<https://www.fedex.com/en-ph/paybill>

Or, you can click on the link above to pay by adding record(s) manually.

Alternatively, you may also contact our Customer Service Hotline for credit card payment at:

- For PLDT, Sun, Smart Subscribers: **1800.10.463.3339**
- For Globe Subscribers: **1800.8.463.3339**
- For other network Subscribers: **045.4993900**

1. Your current billing contact information
2. Credit terms – days from date of invoice to make the payment
3. Outstanding Invoices
  - a. Invoice number/Type: denotes the invoice reference number and nature of charge.
  - b. Age: number of days the invoice is pending payment from the date of invoice.
  - c. Invoice Amount: original total charges to be paid.
  - d. Amount Due: outstanding unpaid amount in each invoice.
4. Total unpaid overdue amount past the credit terms period.
5. Electronic Fund Transfer information for payment to FedEx via your bank.
6. QR Pay for credit card payment via your mobile app.

For other payment methods, please visit [www.fedex.com/ph/account/offlinepayment.html](http://www.fedex.com/ph/account/offlinepayment.html)





# Paying your invoices

We always strive to provide the most convenient and fastest payment solutions to our customers. You can choose to make your payment in any of the following methods.



## 1. Bank Fund Transfer Payments

- Instruct your bank to transfer funds to any of the accounts listed below and email us at [fscph@fedex.com](mailto:fscph@fedex.com) with your FedEx account number, invoice number and payment amount.
- Option 1:
  - Bank Account Name: Federal Express Pacific, LLC
  - Bank Name: Citibank Philippines Branch
  - Payee Account: 0756691007 (PHP) or 0756691015 (USD)
  - Swift Code: CITIPHMX
- Option 2:
  - Bank Account Name: Citibank FAO Federal Express Pacific, LLC
  - Bank Name: Banco De Oro (BDO)
  - Payee Account: 001380489170
  - Swift Code: BNORPHMM

## 2. Credit /Debit Card Payments

- For QR Pay, simply scan the QR code with your smartphone or access <https://www.fedex.com/payment> to pay your bill securely and quickly online with your credit card. Please include your invoice number, amount, date and your contact email address.
- You can also make credit card payments directly or via PayPal with [FedEx Billing Online](#).
- Alternatively, you can call our Customer Service team\* to make a one-off payment.

## 3. Cheque payment

- If you would like to pay by cheque, you can contact us to pickup your cheque:
  - For PLDT, Sun, Smart Subscribers: 1.800.10.46.33339\*
  - For Globe Subscribers: 1.800.8.46.33339\*
  - For other network Subscribers: 045.4993900\*
- For an official receipt request, please email [ORRequest@fedex.com](mailto:ORRequest@fedex.com) with your FedEx account number and/or invoice or AWB number.

## 4. Cash payment

- You can settle your bill with cash payments via the options below. Please also email us at [fscph@fedex.com](mailto:fscph@fedex.com).
  - a. Banco de Oro (BDO)
    - Bank Name: Banco De Oro (BDO)
    - Bank Account Name: Citibank FAO Federal Express Pacific, LLC
    - Payee Account: 001380489170
  - b. USSC outlets
    - Payee Name: Federal Express Pacific, LLC





# Manage your invoices online

FedEx gives your business an array of billing options, no matter what your account payable process may be. Now you can choose to receive your invoices electronically via [FedEx Billing Online](#) and never receive a paper version again.

These digitally-signed invoices are exactly the same as paper invoices and will benefit you to:

## Save Time and Money

- Receive your invoices in your email inbox as a PDF file.
- Bill the shipping charges to your end-customers faster.
- Reduce the time needed to process payments.
- Cut the cost of processing paper invoices.

## Improve Productivity

- Enjoy quick and easy access to invoice and shipment information.
- Quickly find details on specific invoices and shipments.

## Enjoy Convenience

- Pay your invoices directly via PayPal or credit card
- Choose multiple invoices to pay.
- Download invoices to your computer in PDF, CVS, XML and XLS.
- Get daily updates on your payment status.
- Query shipment charges before making payment.

## Simplify Account Management

- Manage all of your accounts under the same login
- Access information whenever and wherever you need it, 24 hours a day.
- Have multiple users for your account.

Sign up [now](#) and experience the easiest way to manage your FedEx invoices.

**\*\* please note that you would need to register for a fedex.com login access before you can use the FedEx Billing Online application.**

# Frequently Asked Questions

## **Q1. When do I need to make the payment for your invoices?**

Invoices for freight charges are payable within thirty (30) calendar days of the invoice date. Duties and taxes are payable within seven (7) days upon receipt.

## **Q2. What does 'Bill to Sender, Recipient or Third Party' mean?**

"Bill sender" means that the charges will be billed to the FedEx account holder who exported the shipment. "Bill Recipient" means that the charges will be billed to the person which the shipment was meant for. "Bill third party" means that the charges will be billed to someone other than the sender or recipient.

## **Q3. What if the recipient or third party refuses to pay for the freight charges or duties and taxes?**

The transportation charges and duties and taxes, processing and clearance fees will be billed to the sender.

## **Q4. Can the third-party payor obtain my shipment information?**

By entering the third party's account number as a payor in the Air Waybill, the shipper authorizes FedEx to disclose information regarding the shipment including the Air Waybill information, shipment status, personal data, personal information, and charges to a third party.

## **Q5. What if the shipper's account number is invalid?**

Your shipment may be delayed or returned if it is billed to an invalid FedEx account number.

## **Q6. How are duties and taxes determined and billed?**

Duties and taxes may be assessed on the shipment contents by local customs. Processing and clearance fees may also be incurred and billed to the recipient. Options to bill the sender or a third party are available in most countries.

## **Q7. Will I have to pay additional fees if FedEx pays my duties and taxes in advance to customs?**

If we advance the payment on your behalf, you will be assessed a duty & tax advancement fee.

## **Q8. Why is the billed shipment weight different from what I had submitted in the air waybill?**

All shipments lodged with FedEx will be assessed on their dimensional weight. If it exceeds the actual weight, the freight charges will be assessed on the dimensional weight according to FedEx Standard Conditions of Carriage.

## **Q9. Are there other circumstances that my shipment may be billed differently than what was declared in the air waybill?**

We may make appropriate adjustments to the shipment charges if the package shape and dimensions change during transit, which may affect the package's dimensional weight and surcharge eligibility.

## **Q10. How can I request for an amendment on the charges billed?**

You may request an invoice adjustment in the following ways:

- a. Use our online application FedEx Billing Online at [fedex.com](https://fedex.com/ph) if you are a registered user.
- b. Contact our Customer Service team to request your adjustment or refund.

