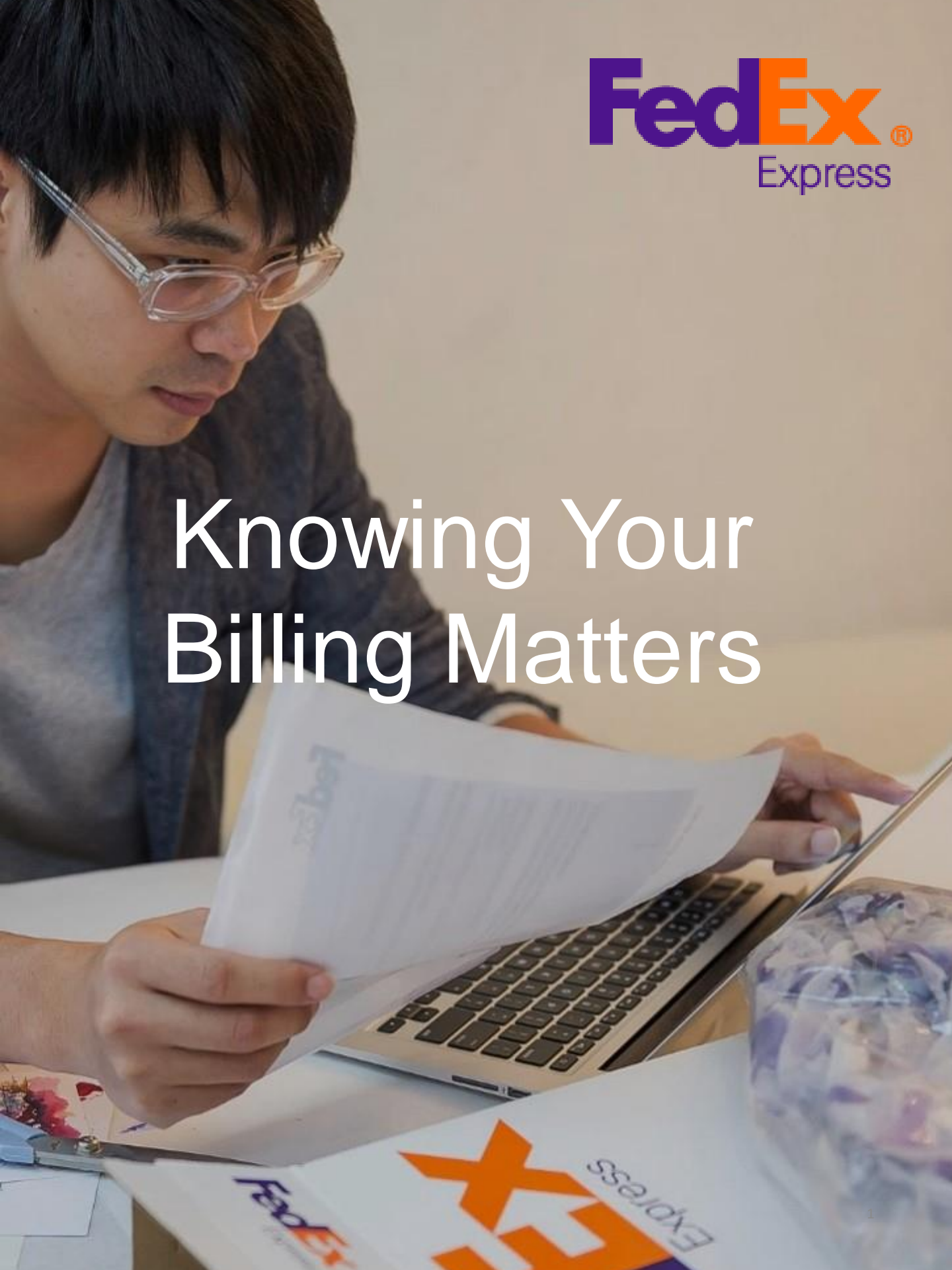




Knowing Your Billing Matters





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 sgcsr@fedex.com.

We wish you a pleasant shipping experience.

FedEx Express

Freight or Duties & Taxes Invoice Summary

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

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

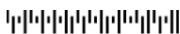


TAX INVOICE

This is a copy of the original invoice for your reference.

Page 1 of 2

1 Contact Person
Company Name
Address 1
Address 2
Postal Code



2 Invoice No.: <Invoice #>
Invoice Date: 22 May 2019
Account Number: <Account #>

GST Number: MR-8500398-9

For Invoice Inquiries/Questions:
Phone: 1800-743-2626
Fax: (65) 6823-7368

Internet: <http://www.fedex.com.sg>
Operating Hours: Mon - Fri (9am - 5pm)

FREIGHT INVOICE SUMMARY - 22 May 2019

International Services **5**

Outbound Shipment	Sub Total (SGD)	114.44
Grand Total	(SGD)	114.44

Your payment is due by 22 May 2019 **6**

Please make all enquiries/disputes within 30 days from the date of the invoice

4 FUND TRANSFER

Bank Acct Name: Federal Express (Singapore) Pte Ltd
Bank Name: Citibank, N.A.
Bank Address: 8 Marina View, #16-01 Asia Square
Tower 1, Singapore 018960
Bank Acct Number: 0-811648-019
Bank Code: 7214
Branch Number: 001
Swift Code: CITISGSG

8 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.
<https://www.fedex.com/en-sg/paybill>
Or, you can click on the link above to pay by adding record(s) manually.

Federal Express (Singapore) Pte Ltd
UEN: 198402740W



7 PAY NOW (Funds transfer)

Scan the PayNow QR code with mobile banking apps to pay invoice securely, quickly and convenient.

Please input your FedEx Invoice Number in the Ref/Remarks field.

For other payment methods, please visit www.fedex.com/sg/account/offlinepayment.html

9 Launch of Enhanced QR Pay in Singapore

Enhanced QR Payment is now available on all FedEx Invoices, Statements of Account (SOA) and Dunning Letters. Simply scan the code with your Smartphone and it will direct you to a FedEx customized payment page with a list of invoice(s) to pay. With QR Pay, you can now pay securely and quickly with a credit card. For more information, please contact your local Customer Experience team.

To ensure proper credit, please return this portion with your payment to Federal Express (Singapore) Pte Ltd. Please do not staple or fold.

Remittance Advice

Contact Person
Company Name
Address 1
Address 2
Postal Code

INVOICE NUMBER 8-854-31661
INVOICE DATE 22 May 2019
ACCOUNT NUMBER NONE
AMOUNT DUE (SGD) 114.44
11 BANK NAME _____
CHECK NUMBER _____

M/S Federal Express (Singapore) Pte Ltd
(Co. Reg. No. 198402740W)
Robinson Road Post Office
PO Box 927
Singapore 901827

10 For change of address, please complete the following

New Address: _____

Contact No: _____

- Your billing contact person, company name and mailing address
- Invoice reference number and FedEx shipping account
- Invoice title – either Freight charges or Duties & Taxes.
- Electronic Fund Transfer information for payment to FedEx via your bank.
- Summary of charges for outbound (export) or inbound (import) shipments.
- Due date for full payment.
- PayNow – scan QR code or search for our UEN number for instant fund transfer payment via your mobile banking app.
- QR Pay for credit card payment via your mobile app.
- Promotional news or Service update messages
- Change of address – complete and send to us on any change in your billing information.
- Cheque payment – for your bank name and cheque number.

Freight or Duties & Taxes Invoice

Shipment Details



TAX INVOICE

1 FREIGHT

Page 2 of 2

GST Number: MR-8500398-9

Invoice Number <Invoice #>

Customer Service Hotline
1800-743-2626

2 Account Number <Account #>
Account Name Company Name

3		4 Detail by Payment Type		5	
Ship Date	05/10/2019	Sender (SINA)		Recipient (PPTA)	
Air Waybill Number	<Air Waybill #>	Contact Person		Contact Person	
Service Type	IP ENV	Company Name		Company Name	
Pieces	1	Address		Address	
Weight	0.5 kg	Postal Code		Postal Code	
Bill To	Shipper	Freight Charges			
Shipper Reference	PICK UP AT FEDEX TAH	Other Charges			
Delivery Information	ITI	Fuel Surcharge			
	05/16/2019 13:28	Total			6 97.60
	R.ANGELO				16.84
					114.44

FedEx has applied a fuel surcharge of 17.25 % to this shipment.

7 BILL SHIPPER Subtotal: (SGD) 114.44



1. Invoice type – Freight or Duties & Taxes
2. Your shipping account number and company name
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.
7. Percentage of dynamic fuel surcharge applied on the net freight charge.

* when the dimensional weight exceeds the actual weight, the transportation charges will be assessed on the dimensional weight according to the IATA volumetric standard

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 (Singapore) Pte Ltd
(Co. Reg. No. 198402740W)
31 Kaki Bukit Road 3, #04-18/19 Technik,
Singapore 417818

DATE: 10-JUL-2019

STATEMENT OF ACCOUNT

1 <Company Name>
<Address>
<Postal Code>



Account No. : XXXXX1630

Page 1 of 2

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

Invoice No.	Invoice Type	Invoice Date	Age	Currency	Invoice Amount	Amount Due
3 XXXXXXXX	Freight	04 Jul 19	6	SGD	115.99	115.99
XXXXXXX	Freight	27 Jun 19	13	SGD	622.17	622.17
XXXXXXX	Freight	23 May 19	48	SGD	1,534.52	1,534.52
XXXXXXX	Freight	13 Sep 18	300	SGD	718.65	637.65
XXXXXXX	Freight	23 Aug 18	321	SGD	1,570.00	992.56
XXXXXXX	Freight	05 Jul 18	370	SGD	314.80	201.58
XXXXXXX	Freight	28 Jun 18	377	SGD	1,313.75	1,024.08

Total : SGD 5,128.55

4 FREIGHT (30 DAYS)	SGD	4,390.39
DUTY & TAX (7 DAYS)	SGD	0.00
Past Due	SGD	4,390.39

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

Credit balance in your account

5 Type/s of Credit	Check / Invoice Nos.	Trans Date	Trans Age	Currency	Amount
Payment/Funds Pending Advice	XXXXXXXX	17 Oct 18	266	SGD	(1,308.49)
Payment/Funds Pending Advice	XXXXXXXX	21 Aug 18	323	SGD	(524.81)

CREDIT BALANCE : SGD (1,833.30)

Please call FedEx Customer Service on 1800-743-2626 (press 2, then 3 for Invoicing), and let us know how you would like to offset your credit balance against the amount due.

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. Credit Balance
 - a. Type of Credit: category of payments that were submitted
 - b. Trans Date: date of payment transaction
 - c. Credit Balance: Payments made to-date.



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. Online or Mobile Payments

- For PayNow, please scan the QR code and search for FedEx UEN number 198402740W to transfer your payment. Please also input your 9-Digits FedEx Account Number in the Ref/Remarks field.
- To pay via internet banking or Electronic Fund Transfer, please input your 9-Digits FedEx Account Number in the Ref/Remarks field.
 - Bank Acct Name: Federal Express (Singapore) Pte Ltd
 - Bank Name: Citibank, N.A.
 - Bank Address: 8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960
 - Bank Acct Number: 0-811648-019
 - Bank Code: 7214
 - Branch Number: 001
 - Swift Code: CITISGSG

2. Credit /Debit Card Payments

- For QR Pay, please scan the QR code with your smartphone to pay via credit card.
- You can also make credit card payments directly or via PayPal with [FedEx Billing Online](#).
- Alternatively, you can call our Customer Service team at 1800-743 2626 to make a one-off payment or set up automated payments.

3. Cheque payment

- All cheques should be made payable to Federal Express (Singapore) Pte Ltd and sent with the Remittance Advice to FedEx Express, Robinson Road Post Office, P.O. Box 927, Singapore 901827.

4. Cash payment

- Please approach any of our [FedEx Ship Centres](#) to make your payment.



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.
- Download invoices in PDF, CVS, XML and XLS.
- 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 a variety of formats.
- 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 contents of shipments by the Immigration and Checkpoints Authority (ICA). Processing and clearance fees may also be incurred and these fees may be billed to the recipient. Options to bill the sender or a third party are available to most countries.

Q7. Will I have to pay additional fees if FedEx pays my duties and taxes in advance to the Immigration and Checkpoints Authority?

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 the IATA volumetric standard.

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 if you are a registered user.
- b. Contact our Customer Service team to request your adjustment or refund.

