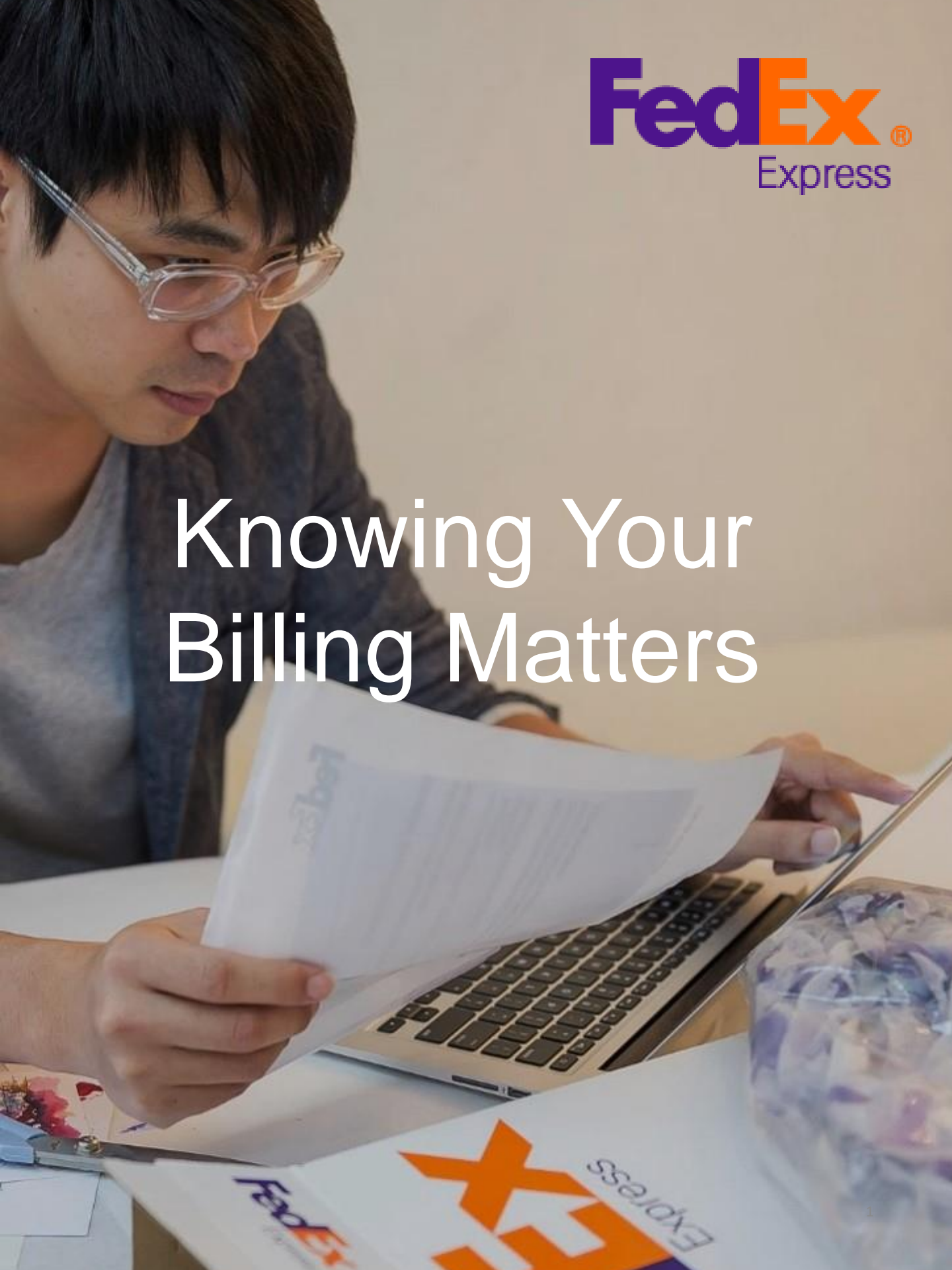




# Knowing Your Billing Matters





# 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 [thcsr@fedex.com](mailto:thcsr@fedex.com).

We wish you a pleasant shipping experience.

FedEx Express

# Freight or Duties & Taxes Invoices

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 Bill Note.
- Duty & Tax invoice which details the import clearance charges and any additional charges incurred in the destination Country including a Bill Note.

## BILL NOTE (For Export Shipments)

EMS

(Customer's copy)

<b>1</b> Contact Person Company Name Address 1 Address 2 Postal Code	DATE	16 Feb 2021	
	INVOICE/TAX INVOICE NUMBER	<Invoice #>	
	PAYMENT DUE DATE	<b>2</b>	18 Mar 2021
	GRAND TOTAL	THB	<b>3</b>

RECEIVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

## REMITTANCE ADVICE

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

ACCOUNT NUMBER: <Account #>	<b>4</b>	
Contact Person Company Name Address 1 Address 2 Postal Code		
DATE	16 Feb 2021	
INVOICE/TAX INVOICE NUMBER	<Account #>	
PAYMENT DUE DATE	18 Mar 2021	
GRAND TOTAL	THB	883.80

**Fund Transfer**  
**Online Bill Payment**  
PromptPay Registered/(via Kasikornbank)

FedEx Express International (Thailand) Limited /  
Citi for FedEx Express International (Thailand) Limited  
Bill ID: 010556118427900/Comp Code: 34687  
Invoice Number: 5-545-22764

You can pay your bill using the mobile banking apps, internet banking or ATM. Please search by company name, Biller ID or Comp Code, input FedEx Invoice No and amount to be paid.

**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-th/paybill>

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

PLEASE MAKE ALL INQUIRIES/DISPUTES WITHIN 30 DAYS FROM THE DATE OF INVOICE

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

<b>7</b>		สำเนาธนาคาร For Bank	
<b>FedEx Express</b>			
เลขประจำตัวผู้เสียภาษี 0 1055 61184 27 9 วันที่ Date.....สาขา Branch .....			
ในชำระเงิน / Pay in slip			
<input type="checkbox"/> ธนาคารกรุงเทพ (BR.No: 101) (Service Code: FEDEX) (COMP CODE: 84279)			
<input type="checkbox"/> ธนาคารกสิกรไทย ชื่อบัญชี Citi for FedEx Express International (Thailand) Limited (COMP CODE: 34687/Ref No.1: 128300)			
ชื่อ / Name		Company Name	
Customer No:		Account #	
Inv. No / Ref No:			
จำนวนเงิน (Amount)	ตัวอักษร (word)	บาท (Baht)	
ชำระโดย	<input type="checkbox"/> เงินสด (Cash)	เจ้าหน้าที่ธนาคารผู้รับเงิน	
	<input type="checkbox"/> เช็ค (Cheque) เลขที่ ..... ธนาคาร ..... สาขา .....	ผู้รับเงิน .....	
		ผู้รับมอบอำนาจ .....	
โทรศัพท์ .....			
กรุณานำแบบฟอร์มการชำระเงินไปชำระได้ที่ ธนาคารกรุงเทพ และ กสิกรไทย ทุกสาขา			

- Your billing contact person, company name and mailing address
- Invoice reference number and Payment due date
- Outstanding freight charges or duties & tax.
- Your shipping account number
- Electronic Fund Transfer information for payment via mobile banking apps, internet banking or ATM.
- QR Pay with credit card via your smartphone – please scan this QR code for an easy payment.
- Bill Payment form for cash or cheque – please complete the form and pay via Bank counter (either Bangkok Bank or Kasikorn Bank).



# Freight or Duties & Taxes Invoice



## INVOICE/TAX INVOICE/RECEIPT

### 1 Freight Invoice Export Shipments

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

Account Number <Account #>

Contact Person 2	Page Number	Page 1 of 1
Company Name	Date	16 Feb 2021
Address 1	Invoice/Tax Invoice Number 3	<Invoice #>
Address 2	Shipment Period	02/02 - 02/12
Postal Code	Payment Due Date	18 Mar 2021
TAX ID: ( <Number> )	Grand Total THB	883.80
BRANCH NO: Head Office		

#### Summary by Air Waybill Number

Number of Air Waybills 4	2
Freight Charges	770.64
Additional Freight Charge	113.16
Total	883.80

Total Number of Air Waybills	2
Amount Before Tax	883.80
** Tax Exempt Amount	0.00
Zero Rated Amount	883.80
## Taxable Amount	0.00
7% VAT	0.00
Grand Total	THB 883.80

5  
TAX ID : 010-5-56118427-9 (Head Office)  
FEDEX EXPRESS INTERNATIONAL (THAILAND) LIMITED  
18th-19th FLOOR THAI SUMMIT TOWER  
NO.1768 NEW PHETCHABURI RD., BANGKAPI SUB-DISTRICT,  
HUAYKWANG DISTRICT, BANGKOK 10310

6  
การปรับอัตราค่าบริการของ FedEx สำหรับปี 2564  
ตั้งแต่วันที่ 4 ม.ค. 64 จะมีการปรับอัตราค่าบริการขนส่ง FedEx  
ค่าธรรมเนียม และโซนประเทศ สำหรับรายละเอียดเพิ่มเติม  
สามารถไปที่ <https://www.fedex.com/th>  
หรือโทรติดต่อทีมบริการลูกค้าที่ 1782

#### For invoice inquiries

FedEx Hot-line: 1782 or 02.491.2000 press 2 then press 3  
Outside Bangkok Call: 662 491 2000  
(Mon-Fri 08:30-17:00) or Email: [fscth@fedex.com](mailto:fscth@fedex.com)  
Remittance Advice Fax: 00-1800-441-0507 (Toll free)  
Email: [paymentadvice@fedex.com](mailto:paymentadvice@fedex.com)

Received By

IF THE PAYMENT IS MADE BY CHEQUE, THIS RECEIPT WILL NOT BE VALID UNTIL THE CHEQUE IS HONoured BY THE BANK

1. Invoice title – either Freight charges or Duties & Taxes.
2. Your billing contact person, VAT company name and mailing address
3. Invoice reference number, shipment period, payment due date and outstanding charges.
4. Summary of charges for outbound (export) or inbound (import) shipments.
5. FedEx Tax ID, company name and address information for deduction of the Withholding Tax and for your convenience to mail us the original documents.
6. Promotional news or Service update messages

# Freight or Duties & Taxes Invoice

## Shipment Details



### DETAIL 1 Freight Invoice Export Shipments

Account Number <Account #>  
Date 16 Feb 2021

2

Page Number Page 1 of 1  
Invoice/Tax Invoice Number <Invoice #>

#### Detail by Air Waybill Number

Ship Date	02/02/2021	Sender (UTPA)	Recipient (SBGA)
Air Waybill Number	<Air Waybill #>	Contact Person	Contact Person
Service Type	IP PAK	Company Name	Company Name
Pieces	1	Address	Address
Weight	0.5 kg	Postal Code	Postal Code
Bill To	Shipper		
Shipper Reference			
Delivery Information	02/06/2021 14:19	Freight Charges	
	O.CEH	Additional Freight Charge	Fuel Surcharge
		Additional Freight Charge	Peak Surcharge
		Conversion Rate:USD-THB	
		Total	

7 FedEx has applied a fuel surcharge of 6.25 % to this shipment.

Ship Date	02/04/2021	<u>Sender (UTPA)</u>		<u>Recipient (KOWA)</u>
Air Waybill Number	<Air Waybill #>			
Service Type	IP PAK	Contact Person	Contact Person	
Pieces	1	Company Name	Company Name	
Weight	0.5 kg	Address	Address	
Bill To	Shipper	Postal Code	Postal Code	
Shipper Reference				
Delivery Information	02/07/2021 15:31	Freight Charges		349.65
	L.IXIANSHENG	Additional Freight Charge	Fuel Surcharge	23.90
		Additional Freight Charge	Peak Surcharge	30.64
		Conversion Rate:USD-THB	30.6445	
		Total		404.19

FedEx has applied a fuel surcharge of 6.25 % to this shipment.

Total: (THB) 883.80

1. Invoice type – Freight or Duties & Taxes
2. Your shipping account number and invoice 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.
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 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.



FedEx Express International (Thailand) Limited  
VAT number: 010-5-56118427-9  
18th-19th Floor THAI SUMMIT TOWER, No. 1768  
New Phetchaburi Rd., Bangkapi Sub-district,  
Huaykwang District, Bangkok 10310, Thailand

## STATEMENT OF ACCOUNT

DATE: 08-APR-2021

Contact Person  
Company Name  
Address  
Postal Code

1

Account No. : <Account #>

Page 1 of 3

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

Invoice No.	Invoice Type	Invoice Date	Age	Currency	Invoice Amount	Amount Due
XXXXXXXXXX 3	Freight	07 Apr 21	1	THB	2,737,611.37	2,737,611.37
XXXXXXXXXX	Freight	30 Mar 21	9	THB	231,062.21	231,062.21
XXXXXXXXXX	Freight	30 Mar 21	9	THB	4,196,003.12	4,196,003.12
XXXXXXXXXX	Freight	23 Mar 21	16	THB	10,362.70	10,362.70
XXXXXXXXXX	Freight	23 Mar 21	16	THB	7,484,059.13	7,484,059.13
XXXXXXXXXX	Duty/Tax	25 Feb 21	42	THB	1,453.88	1,453.88
XXXXXXXXXX	Duty/Tax	23 Feb 21	44	THB	7,143.11	7,143.11
XXXXXXXXXX	Freight	23 Feb 21	44	THB	12,409,606.00	12,409,606.00
XXXXXXXXXX	Miscellaneous	22 Feb 21	45	THB	13,000.00	13,000.00
XXXXXXXXXX	Miscellaneous	22 Feb 21	45	THB	13,000.00	13,000.00
XXXXXXXXXX	Freight	16 Feb 21	51	THB	16,200,729.96	6,008,752.92
XXXXXXXXXX	Freight	12 Jan 21	86	THB	15,072.67	15,072.67
XXXXXXXXXX	Freight	12 Jan 21	86	THB	3,125,193.40	497,765.83
XXXXXXXXXX	Freight	21 Dec 20	108	THB	413,649.75	17,103.92

Total : THB 59,779,845.67

FREIGHT (30 DAYS)	THB	28,153,251.88
DUTY & TAX (7 DAYS)	THB	8,596.99
Past Due 4	THB	28,161,848.87

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	.	25 Feb 21	42	THB	(5,374.98)

CREDIT BALANCE : THB (5,374.98)

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. Past Due: 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

- You can pay your bill using PromptPay Registered or Kasikornbank. Please search accordingly and input your FedEx Invoice No. and amount to be paid.
  - a. PromptPay Registered:
    - Company Name: FedEx Express International (Thailand) Limited
    - Biller ID: 010556118427900
  - b. Kasikornbank:
    - Company Name: Citi for FedEx Express International (Thailand) Limited
    - Comp code: 34687
- You can instruct your bank to transfer funds to our bank accounts and notify us by email to [fscth@fedex.com](mailto:fscth@fedex.com). Please include your FedEx Account Number, Invoice Number, and the Payment Amount in your email
  - Bank Account Name: FedEx Express International (Thailand) Limited
  - Bank Name: Bangkok Bank PCL
  - Bank Address: 333 Silom Road, Bangrak, Bangkok 10500
  - Bank Account No: 101-348153-4
  - Bank Code: 02
  - Branch number: 101
  - Swift Code: BKKBTHBK

## 2. Credit /Debit Card Payments

- For QR Pay, please scan the QR code in your invoice with your smartphone and it will direct you to a FedEx customized payment page with a list of invoice(s) to pay.
- You can also make credit card payments directly or via PayPal with [FedEx Billing Online](#).
- Alternatively, you can call our Customer Service team at 1782 to make a one-off payment. (press 2 then press 3)

## 3. Cheque or cash payment

- Please complete the Bill Payment form in your invoice or statement of account and pay via the Bank counter of either Bangkok Bank or Kasikorn Bank.







# 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 shipment contents by the local customs authority. 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) if you are a registered user.
- b. Contact our Customer Service team to request your adjustment or refund.

