Use this guide and all our online resources to find everything you need to know about shipping with FedEx.
Welcome to FedEx!

We’re glad you chose FedEx. This FedEx Service Guide provides information and resources to help you manage your FedEx shipping efficiently. You can also visit FedEx New Customer Center at fedex.com to get all the information you need to get started with FedEx, including this downloadable version of the FedEx Service Guide.

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YOUR FEDEX

Get started fast

Welcome to the New Customer Center

Go to the New Customer Center at fedex.com/ph/newcustomer/ to learn how to manage your FedEx shipping efficiently and to find out more about FedEx services and shipping tools.

Get a fedex.com Login

Create a fedex.com user ID and password for immediate access to a full array of online services. Simply save time and ship smarter by using an address book to auto-fill shipping labels, view your entire shipping history and track packages all the time. Go to fedex.com/ph/login/index.html to learn more.
## YOUR FEDEX

Find what you need at fedex.com

<table>
<thead>
<tr>
<th>Service</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>FedEx Home Page</td>
<td>fedex.com/ph</td>
</tr>
<tr>
<td>Get Started</td>
<td>fedex.com/ph/login/index.html</td>
</tr>
<tr>
<td>Our Service</td>
<td>fedex.com/ph/services/wwservices.html</td>
</tr>
<tr>
<td>Tracking</td>
<td>fedex.com/ph/tracking</td>
</tr>
</tbody>
</table>
SERVICES

You have several choices when shipping around the world

Choose the best FedEx Services for your needs, whenever you have a document, small package or heavy freight to send.

<table>
<thead>
<tr>
<th>Weight</th>
<th>Our Services¹²</th>
<th>Choose services by your shipping needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 68kg</td>
<td>FedEx International Priority®</td>
<td>Best Choice for urgent shipments. Time-definite, customs-cleared, door-to-door delivery to more than 200 countries, typically in 1, 2 or 3 business days, and next-business-day to thousands of U.S. destinations.</td>
</tr>
<tr>
<td></td>
<td>FedEx International Economy®</td>
<td>Cost-effective Option for less urgent shipments. This economic day-definite service typically delivers in 2-4 business days to major business centers. Please click: fedex.com/ph/services/IE/iedestinations.html for service coverage. *Please call our Customer Service Team for call-in cutoff time and exact delivery commitment.</td>
</tr>
<tr>
<td>Above 68kg</td>
<td>FedEx International Priority® Freight</td>
<td>Time-definite, premium airfreight service for international shipments containing unitized, forkliftable single pieces or skids above 68kg, delivery typically in 1, 2 or 3 business days.</td>
</tr>
<tr>
<td></td>
<td>FedEx International Economy® Freight</td>
<td>Economical, day-definite, customs-cleared, door-to-door service for shipments greater than 68kg destined to major markets in Asia, U.S., Canada and Mexico. Transit times are typically 2-4 business days. Advance booking required.</td>
</tr>
</tbody>
</table>

¹International Services - Go to fedex.com/ph/services/wwservices.html for detailed information
²Check shipping rates and transit times at fedex.com/ph/quote/
SHIPPING

Get Shipping Rates and Transit Times

Calculate your rates and estimated transit time at fedex.com

You can view and download FedEx rates from fedex.com/ph/rates/index.html. To find the rates and transit times for your particular shipments, you can use the Get Rates & Transit Times tool. Go to fedex.com/ph/quote/ and follow three easy steps to get a specific rate quote:

1. Enter your shipping information, including origin destination and scheduled shipping date
2. Enter the package information and select additional shipment options, if applicable
3. Get your rate quote

You can get Step-by-Step Guide of this tool from fedex.com/ph/quote/guide.html
Pack Your Shipments by using FedEx packaging

We provide tough, easy to use packaging at no cost.

Four ways to get free supplies for your FedEx Express shipments

1. Order online at fedex.com: https://www.fedex.com/ph/supplies/index.html
3. Ask your FedEx couriers
4. Contact Customer Service
**Shipping**

FedEx packaging

<table>
<thead>
<tr>
<th>Your Shipping Need</th>
<th>Our solution</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packaging for</td>
<td>FedEx® Envelope</td>
<td>- Holds up to approximately 60 pages,</td>
</tr>
<tr>
<td>standard-size</td>
<td></td>
<td>- Total weight (including envelope) should not exceed 500g</td>
</tr>
<tr>
<td>documents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pak for heavier</td>
<td>FedEx® Pak</td>
<td>- Designed for soft, light and bulky shipment</td>
</tr>
<tr>
<td>documents</td>
<td></td>
<td>- DIM charges will apply if the dimension exceeds 15,400cm³</td>
</tr>
<tr>
<td></td>
<td>FedEx® Extra Large Pak</td>
<td>- Total weight for Pak should not exceed 2.5kgs</td>
</tr>
<tr>
<td>Boxes in a variety</td>
<td>FedEx® Box¹</td>
<td>- Tough cardboard boxes in three sizes.</td>
</tr>
<tr>
<td>of sizes</td>
<td></td>
<td>- Total weight should not exceed 9.07kg</td>
</tr>
<tr>
<td></td>
<td>FedEx® Tube²</td>
<td>- Self-sealing triangular package for plans,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- posters, fabric rolls, charts, blueprints, etc</td>
</tr>
<tr>
<td></td>
<td>FedEx® 10kg and 25kg Box</td>
<td>- Big enough for most bulky items</td>
</tr>
<tr>
<td>A sturdy and</td>
<td></td>
<td>- FedEx 10kg and 25kg Box packaging offers you low flat rate.</td>
</tr>
<tr>
<td>durable box for</td>
<td></td>
<td>- To qualify for the flat rate, weight cannot exceed 10kg for the</td>
</tr>
<tr>
<td>fast delivery</td>
<td></td>
<td>- 10kg Box, and 25kg for the 25kg Box</td>
</tr>
</tbody>
</table>

¹Effective January 21, 2013, the minimum billable weight for FedEx Small Box, Medium Box and Large Box will be 1 kg per package. The actual package weight will apply only if it is larger than the minimum billable weight.

²Effective January 21, 2013, the minimum billable weight for FedEx Tube will be 4 kg per package. The actual package weight will apply only if it is larger than the minimum billable weight.
Pack Your Shipments in your own packaging

You may choose to use your own packaging with reference to the following guidelines.

- Weight per package up to 68kg/150lb^1
- Length per package up to 274cm
- Length + Girth up to 330cm (Girth = twice the height + twice the width)
- Maximum Declared Value for Carriage Up to US$50,000^*

^+ May vary by destination
^* Conditions apply

For tips and tools on proper packing, sealing and labeling practices, please visit “How to Pack” on [http://www.fedex.com/ph/tools/packagingtips.html](http://www.fedex.com/ph/tools/packagingtips.html)

**Dimensional Weight (Volumetric Weight)**

For large-sized lightweight shipments, the greater of either the dimensional weight (volumetric weight) or actual weight will be charged. The dimensional weight (volumetric weight) (in kg) of a shipment is calculated as:

\[
\text{Length} \times \text{Width} \times \text{Height (cm or inches)} \quad \text{(then divided by 5,000 for “cm” or divided by 305 for “inches”)}
\]

Dimensional-weight pricing is applicable on a per-package basis to all shipments in customer’s own packaging and FedEx Pak shipments exceeding 940 cubic inches or 15,403 cubic centimeters. Size and weight restrictions may vary depending on country and destination.
SHIPPING

Electronic Shipping with FedEx Express

Ship with FedEx® Quick Form
http://www.fedex.com/ph/quickform/download.html

Using four easy steps, you can generate your shipping labels.

1. Simple registration
2. Save Information to be reused for future shipments
3. Submit shipping information
4. Print shipping label

Notes:

An International Air Waybill is required for each shipment.
If you encounter any problems in using FedEx® Quick Form, please contact the Technical Support Hotline. Alternatively, you can contact your courier or the Customer Service Hotline to order hard copies of FedEx International Air Waybills and prepare them manually in English.
Shipping

Documentation required for international shipments

Prepare Commercial Invoice

The Commercial Invoice is required by customs authorities to allow for import clearance of certain non-document shipments. Requirements vary from country to country and depend on the commodity type, value and quantity. To complete the Commercial Invoice, simply follow the steps below and you can download a blank form at fedex.com/ph/tools/

Below is a common commodity sample of a full description that lists what the item is, what the item is made of and what is the item made for on the Air Waybill & Commercial Invoice. It is important to write a consistent and clear description of the item on the Air Waybill & Commercial Invoice.

<table>
<thead>
<tr>
<th>Commodity Description REQUIRED</th>
<th>Remarized Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALUMINUM steel plate for use in semiconductor manufacturing machine</td>
<td>C</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FULL DESCRIPTION OF GOODS</th>
<th>HS CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALUMINUM steel plate for use in semiconductor manufacturing machine</td>
<td>E</td>
</tr>
</tbody>
</table>

A Fill in FedEx International Air Waybill number
B Fill in complete name, address, telephone, Business Registration No./Customs /Tax ID No. e.g. GST /RFC / VAT / IN / EIN / ABN / SSN, or as locally required
C Fill in complete name, address, telephone, Business Registration No./Customs /Tax ID No. e.g. GST /RFC / VAT / IN / EIN / ABN / SSN, or as locally required
D The country where the merchandise was grown, mined or manufactured, in accordance with Customs Regulations
E Complete details of the items (s) being shipped, including name, part numbers, serial numbers, and H.S. numbers, if available.
To expedite clearance, the description should answer:
What is it? What is it made of? What is it used for? What is it a component of? e.g. Ladies’ 100% Silk Knitted Blouse
F Please declare one currency type only
G Sign your name and date
ERRATA:

When shipping to some destinations such as U.S. and China, you may be required to complete additional documentation, which is required under destination country law. Accurate completion of the documentation will assist the customs authorities in processing your shipment more efficiently. FedEx® Global Trade Manager at fedex.com gives you access to detailed commodity and country-specific information, details of local customs regulation and a currency converter. It will even give you an estimate of your shipping duties and taxes. This tool will indicate whether or not you require a Commercial Invoice. Access FedEx Global Trade Manager: https://www.fedex.com/GTM?cntry_code=ph and enjoy benefits of using it:

- Find the proper documents required for international shipping with FedEx Express
- Complete the required documentation
- View advisory concerning your shipments
- Calculate pre-shipment duty and tax cost estimates
- Research country profiles
- Search the up-to-date international Denied Part Screening database
- Prepare, store and reuse customs documents online with the Document Preparation Center

Download overview of FedEx® Global Trade Manager: fedex.com/us/demo/gtm/start.html
SHIPPING

Schedule a Pickup

When you have completed your packaging and documentation and the shipment is ready to go, you can schedule a pickup directly online or by calling Customer Service. You can also pre-arrange for a pick-up later in the week or the month.

**Schedule a pickup online**

It’s fast, convenient and you can keep records of all your online shipment pickup. With the “Schedule a Pickup” tool, you can quickly and conveniently arrange for a FedEx® pickup of your shipments. Plus, you can access the “My Pickups” tool to view the records of your online pickup history, edit or cancel your pickup. This is speed at your fingertips. Learn more information from [http://www.fedex.com/ph/pickup/index.html](http://www.fedex.com/ph/pickup/index.html)

**Schedule a pickup by shipping with FedEx Ship Manager™ at fedex.com**
You have several options to track shipments

Quickly find information about your shipments.

**Track at fedex.com**
Obtain information 24 hours per day, 7 days per week about your shipments. Visit [fedex.com/ph/tracking](http://fedex.com/ph/tracking) to track up to 30 FedEx Express Shipments at a time.

**Track using FedEx Desktop**
Monitor the status of your shipments and receive proactive notifications right to your desktop. Go to [fedex.com/ph/desktop/](http://fedex.com/ph/desktop/) to get details.

**Track by FedEx mobile**
Access up-to-date tracking details directly from your mobile devices. Learn more information from [fedex.com/ph/mobile/](http://fedex.com/ph/mobile/)

**Track using FedEx Ship Manager™ at fedex.com**
With FedEx Ship Manager™ at fedex.com, once you have scheduled your pick-up online, your shipment is automatically entered into the FedEx Express system. You can check the status of your shipments across the world in real time, stage by stage, through to delivery.
PAYMENT

Manage your account with invoicing and payment resources

**FedEx Billing**
When making payment, it is important to provide us with your remittance advice. It is also essential that you provide us with the following information:

- Your account number;
- Invoice / air waybill number and their individual amounts;
- When the payment was made; and,
- Your contact details in case we need to reach you.

By providing sufficient and accurate information, you’ll ensure that your bill is processed quickly and smoothly.

**FedEx® Billing Online**
Using your FedEx account number, you can securely manage your billing anytime, anywhere with FedEx® Billing Online.

Benefits:
- 24/7 access to your account’s invoices
- View and download invoice details
- Manage multiple accounts under a single User ID Login
- Get email notifications for new invoices, new credits, and past due invoices
- Request invoice adjustments

**How do I access FedEx® Billing Online?**
1. Register as a new user at fedex.com/ph/account/fbo/
2. If you are a current user of FedEx Ship Manager, you can register by using your existing User ID and password.

For more information, please go to www.fedex.com/ph/account/fbo/faq.html
RESOURCES

Philippine Customer Service Hotline

For any inquiries on FedEx and our services, call the Philippine Customer Service Hotline.

<table>
<thead>
<tr>
<th>Network</th>
<th>Dial Direct</th>
<th>Source of Call</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Globe</td>
<td>1800.8.46.33339</td>
<td>Anywhere in the PH</td>
<td>Free</td>
</tr>
<tr>
<td>PLDT</td>
<td>1800.10.46.33339</td>
<td>Anywhere in the PH</td>
<td>Free</td>
</tr>
<tr>
<td>Sun</td>
<td>1800.10.46.33339</td>
<td>Anywhere in the PH</td>
<td>Free</td>
</tr>
<tr>
<td>Smart</td>
<td>1800.10.46.33339</td>
<td>Anywhere in the PH</td>
<td>Php 8.00 /call</td>
</tr>
<tr>
<td>Others</td>
<td>4993900</td>
<td>Within Clark</td>
<td>Free</td>
</tr>
<tr>
<td></td>
<td>045.4993900</td>
<td>Outside Clark</td>
<td>NDD charges</td>
</tr>
</tbody>
</table>

Operating Hours are Monday to Friday 8:00am-10:00pm and Saturdays 8:00am-6:00pm.
## RESOURCES

### Drop off Locations

**FedEx World Service Centers**

Look for the purple and orange in metropolitan business districts, airports and busy thoroughfares. FedEx World Service Centers are staffed by experienced customer service professionals.

<table>
<thead>
<tr>
<th>Region</th>
<th>Location</th>
<th>Address</th>
<th>Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>METRO MANILA</strong></td>
<td>Makati</td>
<td>11/F Zuellig Building, Makati Avenue Corner Paseo De Roxas, Makati City 1225</td>
<td>Monday - Friday 9:00am - 5:00pm* (Except holidays)</td>
</tr>
<tr>
<td></td>
<td>Pasay</td>
<td>CBW # 31 International Cargo Terminal, Ninoy Aquino International Airport, Pasay City, Metro Manila</td>
<td>Monday - Friday 9:00am - 6:00pm, Saturday 9:00am - 7:00pm, Holidays: 9:00am - 6:00pm (Closed on Good Friday, Dec 25, 31, and Jan 1)</td>
</tr>
<tr>
<td><strong>NORTH AND CENTRAL LUZON</strong></td>
<td>Clark</td>
<td>1/F Berthaphil Clark Center (behind MAYBANK), Jose Abad Santos Ave., Clark Freeport Zone, Angeles City, Pampanga 2023</td>
<td>Monday - Friday 9:00am - 6:00pm (Except holidays)</td>
</tr>
</tbody>
</table>

* Per building regulations, customers visiting the Makati World Service Center are advised to avoid wearing shorts and slippers.

**FedEx Authorized Ship Centers**
