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 choose 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/sg/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/sg/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/sg</td>
</tr>
<tr>
<td>Get a fedex.com Login</td>
<td>fedex.com/sg/login/index.html</td>
</tr>
<tr>
<td>Get Started</td>
<td>fedex.com/sg/newcustomer/</td>
</tr>
<tr>
<td>Our Service</td>
<td>fedex.com/sg/services/info/wwservices.html</td>
</tr>
<tr>
<td>Ship packages and freight around the world</td>
<td>fedex.com/sg/quote/</td>
</tr>
<tr>
<td>Get Shipping Rates and Transit Times</td>
<td>fedex.com/sg/rates/index.html</td>
</tr>
<tr>
<td>Packing</td>
<td><a href="https://www.fedex.com/sg/supplies/index.html">https://www.fedex.com/sg/supplies/index.html</a></td>
</tr>
<tr>
<td>Access packing services, supplies and shipping guides</td>
<td><a href="http://www.fedex.com/sg/pack">http://www.fedex.com/sg/pack</a></td>
</tr>
<tr>
<td>Shipping</td>
<td>fedex.com/sg/fsm/features.html</td>
</tr>
<tr>
<td>Learn about on-line shipping tool, labels, dropoff and pickup</td>
<td><a href="https://www.fedex.com/sg/dropoff/">https://www.fedex.com/sg/dropoff/</a></td>
</tr>
<tr>
<td>Tracking</td>
<td>fedex.com/sg/tracking</td>
</tr>
<tr>
<td>Track shipments status</td>
<td></td>
</tr>
<tr>
<td>Payment</td>
<td><a href="https://www.fedex.com/sg/account/fbo/">https://www.fedex.com/sg/account/fbo/</a></td>
</tr>
</tbody>
</table>
SERVICES

You have several choices when shipping around the worlds

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 Services</th>
<th>Choose services by your shipping needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 68kg</td>
<td><strong>FedEx International Priority</strong>®</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><strong>FedEx International Economy</strong>®</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 here for service features.</td>
</tr>
<tr>
<td></td>
<td><strong>FedEx International First</strong>®</td>
<td>Time-definite, customs-cleared, door-to-door delivery of imports by 10:00am to Singapore, typically in 3-4 business days from the U.S., Canada and Latin America countries. Please click here for service features.</td>
</tr>
<tr>
<td>Above 68kg</td>
<td><strong>FedEx International Priority Freight</strong></td>
<td>Time-definite, premium airfreight service for international shipments containing unitized, forkliftable single pieces or skids above 68kg with delivery typically in 1, 2 or 3 business days to more than 130 countries from the U.S., and to more than 90 countries from Asia. Please click here for service features.</td>
</tr>
<tr>
<td></td>
<td><strong>FedEx International Economy Freight</strong></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 3-6 business days and advance booking is required. Please click here for service features.</td>
</tr>
</tbody>
</table>

*Please call our Customer Service team for the exact transit time of shipments sent to different destinations.

*International Services: Go to fedex.com/sg/services/info/wwservices.html for detailed information.

*Check shipping rates and transit times at fedex.com/sg/quote/
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/sg/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/sg/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/sg/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/sg/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>
</table>
| Packaging for standard-size documents | FedEx® Envelope | - Holds up to approximately 60 pages,  
- Total weight (including envelope) should not exceed 500g |
| Pak for heavier documents | FedEx® Pak | - Designed for soft, light and bulky shipment  
- DIM charges will apply if the dimension exceeds 15,400cm³ |
| - Total weight for Pak should not exceed 2.5kgs |
| Boxes in a variety of sizes | FedEx® Box | - Tough cardboard boxes in three sizes  
- Total weight should not exceed 9.07kg |
| Packaging for posters, fabric rolls, or blueprints, etc | FedEx® Tube | - Self-sealing triangular package for plans,  
- posters, fabric rolls, charts, blueprints, etc  
- Total weight should not exceed 9.07kg |
| A sturdy and durable box for fast delivery | FedEx® 10kg and 25kg Box | - Big enough for most bulky items  
- FedEx 10kg and 25kg Box packaging offers you low flat rate. To qualify for the flat rate, weight cannot exceed 10kg for the 10kg Box, and 25kg for the 25kg Box |

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1 Effective 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.

2 Effective 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.
SHIPPING

Packing

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
- 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/sg/pack

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:

\[
\text{Dimensional Weight} = \frac{\text{Length} \times \text{Width} \times \text{Height} (\text{cm or inches})}{5,000 \text{ for “cm” or 305 for “inches”}}
\]

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/sg/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 here.

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

<table>
<thead>
<tr>
<th>[Air Waybill]</th>
<th>[Commercial Invoice]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commodity Description</td>
<td>Hamonized Code</td>
</tr>
<tr>
<td>ALUMINUM steel plate</td>
<td>C</td>
</tr>
<tr>
<td>for use in semiconductor manufacturing machine</td>
<td></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 / RCF / 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 / RCF / 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
SHIPPING

Documentation required for international shipments

Prepare Customs Declaration Documentation

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: fedex.com/GTM?cntry_code=sg 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 Party 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/sg/pickup/index.html

Schedule a pickup by shipping with FedEx Ship Manager™ at fedex.com

Schedule a pickup by phone
Use our convenient touch-button Customer Service Hotline service. Press telephone button according to instruction to schedule a pick up. Please refer to slide 16 for details.
TRACKING

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/sg/tracking to track up 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/sg/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/sg/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.

Track by Phone
Use our convenient touch-button Customer Service Hotline service. Press telephone button according to instruction to check the status of your shipment.
PAYMENT

Manage your account with invoicing and payment resources

FedEx Billing Online
Right from the free, fast and easy FedEx Billing Online you can manage your FedEx Express invoices, track the status of your invoices, download your invoice data, and create payment instructions over the Internet. Sign up at [https://www.fedex.com/sg/account/fbo/](https://www.fedex.com/sg/account/fbo/) now and learn more benefits:

- View invoices and shipment detail
- Create dynamic remittances for offline payment
- Download invoices as PDF, XML, XLS, or CSV
- Flexible account management
RESOURCES

Talk to us

Customer Service Hotline: 1800 743 2626
Office Hours: Mon - Fri (08:00 - 22:00), Sat (08:00 - 18:00) - Sun (Closed),
Public Holidays other than Sunday (09:00 – 18:00) - only enquiries, no pick-ups or deliveries

FedEx Customer Service : 24-hour Automated Hotline: 1800 743 2626
Outside of Customer Service office hours, you can simply opt for our 24-hour automated hotline
at 1800 743 2626 to place pickup order at your convenience.

<table>
<thead>
<tr>
<th>Functions Available</th>
<th>Press</th>
<th>Then press</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule a pick-up</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Check package status (Track a package)</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Billing enquiries</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Inbound customs clearance</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Freight charges of a shipped package</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Rate quotation or transit time enquiries</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Return to main menu</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Contact Customer Service Representatives*</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Notes:
*Customer Service Office Hours
Website: fedex.com/sg/contact/
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>Address</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FedEx Express</td>
<td>9:00am to 6:00pm (Mon - Fri)</td>
</tr>
<tr>
<td>1 Changi Business Park Avenue 1 #03-01/06</td>
<td>9:00am to 1:00pm (Sat)</td>
</tr>
<tr>
<td>Singapore 486058</td>
<td>Closed (Sun &amp; Public Holidays)</td>
</tr>
<tr>
<td>FedEx Express</td>
<td></td>
</tr>
<tr>
<td>31, Kaki Bukit Road 3 #03-14/25 Techlink Lobby A</td>
<td>9:00am to 6:00pm (Mon - Fri)</td>
</tr>
<tr>
<td>Singapore 417818</td>
<td>Closed (Sat, Sun &amp; Public Holidays)</td>
</tr>
<tr>
<td>FedEx Express</td>
<td></td>
</tr>
<tr>
<td>90 ALPS Avenue</td>
<td>9:00am to 6:00pm (Mon - Fri)</td>
</tr>
<tr>
<td>Airport Logistics Park</td>
<td>9:00am to 1:00pm (Sat)</td>
</tr>
<tr>
<td>Singapore 488746</td>
<td>Closed (Sun &amp; Public Holidays)</td>
</tr>
</tbody>
</table>

Notes: FedEx Drop-Off Locations: http://www.fedex.com/sg/dropoff/