



START SIMPLE

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.

CONTENTS

YOUR FEDEX	3
SERVICES	5
SHIPPING	6
• Get Shipping Rates and Transit Times	6
• Packing	7
• Online Shipping with FedEx Express	10
• Documentation required for international shipments	11
• Schedule a Pickup	13
TRACKING	14
PAYMENT	15
RESOURCES	16



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

FedEx Home Page

Get a fedex.com Login

[fedex.com/sg](https://www.fedex.com/sg)
[fedex.com/sg/login/index.html](https://www.fedex.com/sg/login/index.html)

Get Started

Go to the New Customer Center

[fedex.com/sg/newcustomer/](https://www.fedex.com/sg/newcustomer/)

Our Service

Ship packages and freight around the world

[fedex.com/sg/services/info/wwwservices.html](https://www.fedex.com/sg/services/info/wwwservices.html)

Get Shipping Rates and Transit Times

Download FedEx rates and get tool to compare rates and transit times

[fedex.com/sg/quote/](https://www.fedex.com/sg/quote/)
[fedex.com/sg/rates/index.html](https://www.fedex.com/sg/rates/index.html)

Packing

Access packing services, supplies and shipping guides

<https://www.fedex.com/sg/supplies/index.html>
<http://www.fedex.com/sg/pack>

Shipping

Learn about on-line shipping tool, labels, dropoff and pickup

[fedex.com/sg/fsm/features.html](https://www.fedex.com/sg/fsm/features.html)
https://www.fedex.com/GTM?cntry_code=sg
[fedex.com/sg/dropoff/](https://www.fedex.com/sg/dropoff/)
[fedex.com/sg/pickup/index.html](https://www.fedex.com/sg/pickup/index.html)

Tracking

Track shipments status

[fedex.com/sg/tracking](https://www.fedex.com/sg/tracking)

Payment

Manage invoicing

<https://www.fedex.com/sg/account/fbo/>



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.

Weight	Our Services ^{1,2}	Choose services by your shipping needs
Less than 68kg	FedEx International Priority®	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.
	FedEx International Economy®	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.
	FedEx International First®	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.
Above 68kg	FedEx International Priority® Freight	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.
	FedEx International Economy® Freight	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.

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

¹ International Services : Go to fedex.com/sg/services/info/wwwservices.html for detailed information

² Check shipping rates and transit times at fedex.com/sg/quote/



MOUNTAIN



EASTERN



CENTRAL

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/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



SHIPPING

Packing

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>
2. Pick up supplies at a nearby FedEx drop-off location: <http://www.fedex.com/sg/dropoff/index.html>
3. Ask your FedEx couriers
4. Contact Customer Service





SHIPPING

FedEx packaging

Your Shipping Need	Our solution	Details
Packaging for standard-size documents	FedEx® Envelope 	<ul style="list-style-type: none"> · Holds up to approximately 60 pages, · Total weight (including envelope) should not exceed 500g
Pak for heavier documents	FedEx® Pak 	<ul style="list-style-type: none"> · 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
	FedEx® Extra Large Pak 	
Boxes in a variety of sizes	FedEx® Box ^[1] 	<ul style="list-style-type: none"> · Tough cardboard boxes in three sizes. · Total weight should not exceed 9.07kg
Packaging for posters, fabric rolls, or blueprints, etc	FedEx® Tube ^[2] 	<ul style="list-style-type: none"> · 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 	<ul style="list-style-type: none"> · 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

^[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:

**Length x Width x Height (cm or inches)
(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.

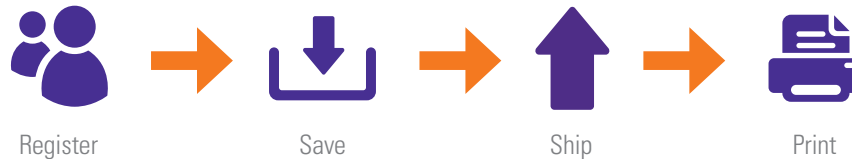
SHIPPING

Electronic Shipping with FedEx Express

Ship with FedEx® Quick Form

<http://www.fedex.com/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.

COMMERCIAL INVOICE (Please complete in English print)										
INTERNATIONAL AIR WAYBILL NO. A 1234 5678 9011		(NOTE: All shipments must be accompanied by a FedEx International Air Waybill & two duplicate copies of CI.)								
DATE OF EXPORTATION 15-Aug-05		SHIPPER'S EXPORT REFERENCES Invoice No. I-30233								
SHIPPER / EXPORTER XXX Wong Happy Trading AU Unit 6, 1307 Botany Road, Mascot, Australia Tel 612-9045-4379		CONSIGNEE XXX Chan Happy Trading USA 200 West Grand Ave, Woodstock, WI, 53090, USA Tel 608-333-4444 Fax 608-444-5555 EIN/12-3456789								
COUNTRY OF EXPORT Australia		IMPORTER - IF OTHER THAN CONSIGNEE								
REASON FOR EXPORT Trade Show										
COUNTRY OF ULTIMATE DESTINATION USA										
COUNTRY OF ORIGIN	MARKS/ NO'S	NO. OF PKGS	TYPE OF PACKAGING	FULL DESCRIPTION OF GOODS	HS CODE	QTY	UNIT OF MEASURE	WEIGHT	UNIT VALUE	TOTAL VALUE
Australia	As addressed	2	Cartons	Mens Tennis Shoes Style # 1212 Upper - made of 100% Synthetic Leather Sole - made of Rubber and Plastics Size: 27 cm Color: White		12	pairs	5 kg	USD90/pair CIF Los Angeles, USA	USD900
D				E					F	
		TOTAL PKGS 2				TOTAL WEIGHT 5 kg		CURRENCY USD	TOTAL INVOICE VALUE USD900	
G I DECLARE ALL THE INFORMATION CONTAINED IN THE INVOICE TO BE TRUE AND CORRECT. XXX Wong SIGNATURE OF SHIPPER/EXPORTER XXX Wong Shipping Manager August 15, 2005 NAME (PLEASE PRINT) TITLE (PLEASE PRINT) DATE										

[Air Waybill]

Commodity Description REQUIRED	Harmonized Code
ALUMINUM steel plate for use in semiconductor manufacturing machine C	

[Commercial Invoice]

FULL DESCRIPTION OF GOODS	HS CODE
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.	
ALUMINUM steel plate for use in semiconductor manufacturing machine	



- 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



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 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/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/> 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.

Functions Available	Press	Then press
Schedule a pick-up	<input type="text" value="1"/>	<input type="text"/>
Check package status (Track a package)	<input type="text" value="2"/>	<input type="text" value="1"/>
Billing enquiries	<input type="text" value="2"/>	<input type="text" value="3"/>
Inbound customs clearance	<input type="text" value="2"/>	<input type="text" value="4"/>
Freight charges of a shipped package	<input type="text" value="3"/>	<input type="text"/>
Rate quotation or transit time enquiries	<input type="text" value="4"/>	<input type="text" value="1"/>
Return to main menu	<input type="text" value="9"/>	<input type="text"/>
Contact Customer Service Representatives*	<input type="text" value="0"/>	<input type="text"/>

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.

Address	Hours of Operation
FedEx Express 1 Changi Business Park Avenue 1 #03-01/06 Singapore 486058	9:00am to 6:00pm (Mon - Fri) 9:00am to 1:00pm (Sat) Closed (Sun & Public Holidays)
FedEx Express 31, Kaki Bukit Road 3 #03-14/25 Techlink Lobby A Singapore 417818	9:00am to 6:00pm (Mon - Fri) Closed (Sat, Sun & Public Holidays)
FedEx Express 90 ALPS Avenue Airport Logistics Park Singapore 498746	9:00am to 6:00pm (Mon - Fri) 9:00am to 1:00pm (Sat) Closed (Sun & Public Holidays)

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

