



# SHIP SIMPLE

Use this **FedEx Service Guide**  
and all our online resources  
to make your shipments easy.



The Way

1



**For easy reference, enter your FedEx Customer Number here:**

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***One single account number for all your import, export and domestic shipments.***

Welcome to FedEx.

Careful preparation is the key to successful import, export and domestic shipments.

Your FedEx Service Guide shows you exactly what you need to do for every type of shipment, in easy, step-by-step tasks.

To complete documents, we have a host of online applications that really do make your shipping easier, quicker and more reliable. And if you have any shipping queries, or need additional information, you can call us on 0848 1 33339 (0.08 CHF/min. from a Swiss landline; mobile charges depend on provider).

Shipping with FedEx can save you valuable time and ensure that your shipment arrives safely and when it is required.

# FedEx Services portfolio

At FedEx our commitment is to meet your expectations and make a difference. You can count on our powerful network and the dedication of our team members to connect you with the domestic, European and international markets. Whether your shipments are import or export, heavy or lightweight, urgent or less time-sensitive – the speed and the reliability of the FedEx network is at your service.

## URGENT

An express, time-definite, door-to-door service for all your **domestic shipments** up to 68kg per package.

> Choose **FedEx Priority Overnight®**

When you need an **early morning delivery service to the USA, Canada, Intra-European countries and selected countries in Latin America** for your time-sensitive shipments, use a premium, door-to-door, customs cleared service for packages up to 68kg.<sup>(1)</sup>

> Choose **FedEx International First®** and **FedEx Europe First®**

For all your shipments up to 68 kg per package, FedEx provides an express, time-definite, customs cleared, door-to-door service **to/from more than 220 countries worldwide**.

> Choose **FedEx International Priority®**

One of the fastest global freight services for shipments weighing between **68 kg and 1 000 kg** per item. It is a time-definite, customs cleared express service. Benefit from four service options: Door-to-Door, Airport-to-Airport, Airport-to-Door and Door-to-Airport.

> Choose **FedEx International Priority® Freight<sup>(2)</sup>**

## LESS URGENT

A **cost-saving solution** for your less time-sensitive shipments without compromising on quality for packages up to 68 kg.

> Choose **FedEx International Economy®**

FedEx provides a reliable, cost-effective solution for your less urgent heavyweight shipments. Your freight from **68 kg up to 1 000 kg** with four service options: Door-to-Door, Airport-to-Airport, Airport-to-Door and Door-to-Airport.

> Choose **FedEx International Economy® Freight<sup>(2)</sup>**

## VALUE ADDED SERVICES

Create a positive return experience for your customers and suppliers.

> Choose **FedEx® Global Returns** solutions

Take advantage of FedEx specialised Dangerous Goods service to benefit from fast transit times, door-to-door delivery, customs clearance, complete shipment tracking and proof of delivery.

> Choose FedEx specialised **Dangerous Goods**

Enhance the cost-effectiveness of your express bulk shipment deliveries.

> Choose **FedEx International Priority DirectDistribution®**

Improve the efficiency of your logistics operations by using FedEx Supply Chain Management and IT expertise.

> Choose **FedEx Supply Chain Services**

Benefit from fast delivery times for your most complex import and export requirements by using a range of special FedEx customs clearance services.

> Choose **FedEx Customs Brokerage**

Save time and money, submit your customs documentation electronically.

> Choose **FedEx® Electronic Trade Documents**

**Aerospace, automotive, fashion & luxury, healthcare and high-tech sectors...** We've got experience and expertise helping businesses make the right shipping decisions. For further information, go to [fedex.com/ch](https://fedex.com/ch).

<sup>(1)</sup> To check service availability and precise transit times, please call our Customer Service or go to [fedex.com/ch](https://fedex.com/ch).

<sup>(2)</sup> All items must be fork-liftable, shrink-wrapped and/or banded.

# Choosing the best FedEx service for your outbound shipments

Benefit from a comprehensive portfolio of export shipping solutions, all designed so your packages and freight consignments get to their destinations on time.

We provide you with flexible service choices, comprehensive global coverage, continuous shipment visibility, and consistent reliability and service to meet all your shipping needs.

To find out about our Tariffs and Surcharges, please visit [fedex.com/en-ch/shipping/rates.html](https://fedex.com/en-ch/shipping/rates.html).

## Which FedEx service best meets your needs?

YOUR SHIPMENT <sup>(1)</sup>		YOUR DESTINATION	YOUR TRANSIT TIMES <sup>(2)</sup>
URGENT	For all your shipments containing packages weighing up to 68 kg	EUROPE	Next day
			Next day by noon or end of business day
		USA	Next day by 8am or 8.30am
			Next day by 10.30am
		CANADA	Next day by 10.30am
		LATIN AMERICA	1-2 days to key business centres
		ASIA	1-2 days to key business centres
		AFRICA - OCEANIA	2-4 days to key business centres
		INDIA - MIDDLE EAST	2 days to key business centres
	For all your shipments that include items weighing between 68 and 1 000 kg	EUROPE	2-3 days
		USA - CANADA	1-2 days
		LATIN AMERICA	1-3 days
		ASIA - INDIA - MIDDLE EAST OCEANIA - AFRICA	2-4 days
LESS URGENT	For all your shipments containing packages weighing up to 68 kg	EUROPE <sup>(4)</sup>	2-5 days
		USA	4 days
		CANADA	4 days
		LATIN AMERICA	4 days
		ASIA - MIDDLE EAST - INDIA	3-6 days
		AFRICA - OCEANIA	3-4 days
	For all your shipments that include items weighing between 68 and 1 000 kg	EUROPE	3-7 days
		USA - CANADA	3-7 days
		LATIN AMERICA	3-7 days
		ASIA - INDIA - MIDDLE EAST OCEANIA - AFRICA	3-7 days



YOUR FEDEX SERVICE	DIMENSIONS
<b>FedEx Europe First<sup>®</sup></b>	<ul style="list-style-type: none"><li>• Maximum 274cm in length (always longest side)</li><li>• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</li></ul>
<b>FedEx International Priority<sup>®</sup></b>	
<b>FedEx International First<sup>®</sup></b>	
<b>FedEx International Priority<sup>®</sup></b>	
<b>FedEx International Priority<sup>®</sup> Freight</b>	<ul style="list-style-type: none"><li>• At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Priority service</li><li>• Dimensional limits per package: length 302cm, width 203cm and height 178cm</li></ul>
<b>FedEx International Economy<sup>®</sup></b>	<ul style="list-style-type: none"><li>• Maximum 274cm in length (always longest side)</li><li>• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</li></ul>
<b>FedEx International Economy<sup>®</sup> Freight</b>	<ul style="list-style-type: none"><li>• At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Economy service</li><li>• Dimensional limits per package: length 302cm, width 203cm and height 178cm</li></ul>



## Service Benefits

- Tracking and confirmation of delivery for all your shipments
- Transit times covered by FedEx money-back guarantee<sup>(3)</sup>
- Customs clearance included<sup>(5)</sup>
- Simplified international shipping with **FedEx<sup>®</sup> Electronic Trade Documents**



## Value Added Services

- Option to return goods available with **FedEx<sup>®</sup> Global Returns**
- **Dangerous Goods<sup>(6)</sup>**
- Enhance the cost-effectiveness of your express bulk shipment deliveries with **FedEx International Priority DirectDistribution<sup>®</sup>**

(1) Shipments can contain up to 9,998 packages.

(2) To check service availability and precise transit times, please call our Customer Service or go to [fedex.com/ch](https://fedex.com/ch). Transit times are expressed in working days.

(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.

(4) Money-back guarantee does not apply to intra-Europe FedEx International Economy.

(5) Maximum declared value may vary depending on the country of destination, please call our Customer Service.

(6) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.

# Choosing the best FedEx service for your inbound shipments

From small packages to heavyweight freight consignments, count on our powerful worldwide Express and Economy network to ensure your imports – whatever their country of origin and destination – always arrive on time. Our tracking solutions give you the ability to monitor your shipments in real time, any time you want to, 24 hours a day, 7 days a week.

To find out about our Tariffs and Surcharges, please visit [fedex.com/en-ch/shipping/rates.html](https://fedex.com/en-ch/shipping/rates.html).

## Which FedEx service best meets your needs?

YOUR SHIPMENT <sup>(1)</sup>		YOUR ORIGIN	YOUR TRANSIT TIMES <sup>(2)</sup>
URGENT	For all your shipments containing packages weighing up to 68 kg	EUROPE	Next day
			Next day by noon or end of business day
		USA	2 days, delivery by 9am, 9.30am or 10am
			2 days by noon or end of business day
		CANADA	2 days, delivery by 9am, 9.30am or 10am
			2 days by noon or end of business day
		LATIN AMERICA	2 days by 9am, 9.30am or 10am
			2 days from key business centres
	For all your shipments that include items weighing between 68 and 1 000 kg	ASIA - MIDDLE EAST - INDIA	1-2 days from key business centres
		AFRICA	1-2 days from key business centres
		EUROPE	1-3 days
		USA - CANADA	2-3 days
		LATIN AMERICA	2-4 days
		ASIA - MIDDLE EAST - INDIA	2-4 days
		AFRICA	4-6 days
LESS URGENT	For all your shipments containing packages weighing up to 68 kg	EUROPE <sup>(4)</sup>	2-5 days
		USA	4-5 days
		CANADA	4-5 days
		LATIN AMERICA	5-6 days
		ASIA - MIDDLE EAST - INDIA	3-4 days
		AFRICA	4-5 days
	For all your shipments that include items weighing between 68 and 1 000 kg	EUROPE	3-7 days
		USA - CANADA	3-7 days
		LATIN AMERICA	3-7 days
		ASIA - MIDDLE EAST - INDIA	3-7 days



YOUR FEDEX SERVICE	DIMENSIONS
<b>FedEx Europe First®</b>	<ul style="list-style-type: none"> <li>• Maximum 274cm in length (always longest side)</li> <li>• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</li> </ul>
<b>FedEx International Priority®</b>	
<b>FedEx International First®</b>	
<b>FedEx International Priority®</b>	
<b>FedEx International First®</b>	
<b>FedEx International Priority®</b>	
<b>FedEx International Priority®</b>	<ul style="list-style-type: none"> <li>• At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Priority service</li> <li>• Dimensional limits per package: length 302cm, width 203cm and height 178cm</li> </ul>
<b>FedEx International Priority® Freight</b>	
<b>FedEx International Economy®</b>	<ul style="list-style-type: none"> <li>• Maximum 274cm in length (always longest side)</li> <li>• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</li> </ul>
<b>FedEx International Economy® Freight</b>	<ul style="list-style-type: none"> <li>• At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Economy service</li> <li>• Dimensional limits per package: length 302cm, width 203cm and height 178cm</li> </ul>



## Service Benefits

- Tracking and confirmation of delivery for all your shipments
- Transit times covered by FedEx money-back guarantee<sup>(3)</sup>
- Customs clearance included<sup>(5)</sup>
- Simplified international shipping with **FedEx® Electronic Trade Documents**



## Value Added Services

- Option to return goods available with **FedEx® Global Returns**
- **Dangerous Goods**<sup>(6)</sup>
- Enhance the cost-effectiveness of your express bulk shipment deliveries with **FedEx International Priority DirectDistribution®**

(1) Shipments can contain up to 9,998 packages.

(2) To check service availability and precise transit times, please call our Customer Service or go to [fedex.com/ch](https://fedex.com/ch). Transit times are expressed in working days.

(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.

(4) Money-back guarantee does not apply to intra-Europe FedEx International Economy.

(5) Maximum declared value may vary depending on the country of origin, please call our Customer Service.

(6) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.



# Choosing FedEx for your domestic shipments

At FedEx our commitment is to meet your expectations for speed, reliability and ease of use. With our time-definite, door-to-door, **overnight domestic service** with same-day pickup serving the whole of Switzerland, you can always count on the unrivalled FedEx network to get your urgent shipments to their destination on time, every time. To find out about our Tariffs and Surcharges, please visit [fedex.com/en-ch/shipping/rates.html](https://fedex.com/en-ch/shipping/rates.html).

YOUR SHIPMENT		YOUR TRANSIT TIMES <sup>(1)</sup>	YOUR FEDEX SERVICE <sup>(2)</sup>	DIMENSIONS
URGENT	For all your shipments containing packages weighing up to 68 kg	Next day delivery by noon or end of business day	FedEx Priority Overnight®	<ul style="list-style-type: none"><li>• Maximum 274cm in length (always longest side)</li><li>• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</li></ul>



## Service Features











- Tracking and proof of delivery for all your shipments
- Transit times covered by FedEx money-back guarantee<sup>(3)</sup>
- Option to return goods available with **FedEx® Global Returns**

(1) Service availability and transit times may vary by postal code. Please call Customer Service for service availability and precise transit times in your area.  
(2) Requires a domestic account in the country of service or third party billing is available only if the account is based in the country of service.  
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.  
(4) Proof of delivery and the name of the recipient are not always available. Please refer to the FedEx EMEA Conditions of Carriage.



# Find time saving tools and resources using fedex.com

You can do just about everything online at fedex.com. All FedEx tools are provided free of charge, secured and make your life easier.

-  **Calculate rates and transit times**  
Go to “Get rates and transit times” on the roll-over navigation menu under “Ship”. Fill in the form and get transit times, quick quotes or detailed quotes in a few clicks.
-  **Order FedEx free packaging** by clicking on “Order Supplies”.
-  **Process your shipment**  
Online tools that automate the entire shipping process and guide you with your waybills, commercial invoices and any other customs documentation you may need. Ship adhoc with credit card on **FedEx Ship Manager™ Lite** – no registration required or use the benefits of a Login to re-use your addresses and get customised rates. **FedEx Ship Manager™ at fedex.com** caters for more complex shipping and reporting needs if you ship more frequently.
-  **Obtain customs clearance forms** for your shipment and detailed information depending on the commodity being shipped and the country of origin and destination with **FedEx® Global Trade Manager**.  
It also features customs regulations, currency converters and can even estimate shipping duties and taxes.  
Work the way you want with our **Document Preparation Center**. Simply save the documents you use most so you have them available anytime.
-  **Submit your customs documentation electronically** by using **FedEx® Electronic Trade Documents**.
-  **Schedule a pickup** and have the ability to automatically send notifications via e-mail to any parties interested.
-  **Track your shipment** all the way to its destination and receive a proof of delivery including the time it was delivered and the name of the recipient.<sup>(4)</sup>
-  **Manage the billing process** end-to-end with **FedEx® Billing Online**, from reviewing invoices to scheduling payments.
-  **Location**  
Find out where your nearest FedEx station or drop-off point is.
-  **At your fingertips, wherever you are.**  
Track from the airport lounge and get rates from the trade fair using FedEx Mobile for Smartphones. Find FedEx locations when out of town. Wherever you are.

### Keep up-to-date

For the latest import and export regulations, useful shipping tips or updates about FedEx, subscribe to our monthly **eNews** letter at [fedex.com/ch/enews/](https://fedex.com/ch/enews/) or follow us on Twitter **@FedExEurope**.

# Packing your shipment

Whether you want to ship paperwork, electrical equipment or healthcare specimens, we have the expertise and packaging to help you pack and ship securely. Browse our wide range of free FedEx Express packaging options and then order them from [fedex.com/ch](https://fedex.com/ch) or call Customer Service on 0848 1 33339\*. We have everything you need to pack like a pro and enjoy peace of mind.

## FedEx® Envelope

Can hold and protect up to sixty A4 pages. This envelope is 100% recyclable and our shipping is carbon neutral.

Weight limit: 0.5 kg.

Internal measurements: Height 24.1 cm and Width 31.8 cm.



## FedEx® Pak

Tear- and water-resistant packaging. Ideal for larger documents and compact products.

Weight limit: 2.5 kg.

**FedEx® Pak:** Internal measurements: Height 30.5 cm, Width 39.4 cm.

**FedEx® Padded Pak:** Internal measurements: Height 29.8 cm, Width 39.3 cm.



## FedEx® Tube

For items that travel better when rolled up, e.g. blueprints, sketches and photos.

Weight limit: 9 kg.

Internal measurements: Height 96.5 cm, Width 15.2 cm, Depth 15.2 cm.



## FedEx® Box

Tough card boxes in four sizes. Weight limit: 13 kg.

**FedEx® Small Box:** Internal measurements: Height 27.6 cm, Width 31.1 cm, Depth 3.8 cm.

**FedEx® Medium Box:** Internal measurements: Height 29.2 cm, Width 33 cm, Depth 6 cm.

**FedEx® Large Box:** Internal measurements: Height 31.4 cm, Width 45.4 cm, Depth 7.6 cm.

**FedEx® A4 Box:** Internal measurements: Height 34.9 cm, Width 46.2 cm, Depth 7.6 cm.



## FedEx® 10kg Box and FedEx® 25kg Box

An express delivery service for any shipments up to 10 kg or 25 kg, at a competitive, fixed price. FedEx 10kg Box and FedEx 25kg Box cannot be used when shipping FedEx International Economy® or for any domestic shipments.

**FedEx 10kg Box:** Internal measurements: Height 40.16 cm, Width 32.86 cm, Depth 25.8 cm.

**FedEx 25kg Box:** Internal measurements: Height 54.76 cm, Width 42.06 cm, Depth 33.49 cm.



\* 0.08 CHF/min. from a Swiss landline; mobile charges depend on provider.

Dangerous goods are not accepted in FedEx packaging.

## FedEx® UN 3373 Pak

Plastic overwrap for specimens containing or suspected of containing infectious substances meeting the International Air Transport Association (IATA) definition of Biological Substance, Category B (UN 3373).

Weight limit: 9 kg.

Internal dimensions: 35.6 cm x 22.9 cm.



## FedEx® Clinical Pak

Plastic overwrap for noninfectious clinical samples after they are inserted into a sturdy inner container.

Weight limit: 9 kg.

Internal dimensions: 45.1 cm x 36.2 cm.



*Dangerous goods are not accepted in FedEx packaging.*

## Packing tips for trouble-free carriage

To ensure that your shipments arrive on time and in good condition, it is important to take time in packing and labelling them correctly.<sup>(1)</sup>



- Protect printed material in plastic covers.
- Use padded packs for small parts.
- Pack fragile items individually to prevent impact.
- Protect any sharp edges using bubble-wrap, corrugated card or foam.
- Seal packages using tough adhesive sheet or tape. Never tie packages with string, which can get tangled up in sorting machines.
- Remove all previous address details and other old labels from the packaging.

### Heavy or bulky freight shipments:

For your shipment to be loaded into our aircraft it must be capable of being handled by forklift and packaged to allow for stacking of other products on top.

- Boxes must be banded and shrink-wrapped to the pallet, with the bands running in both directions.
- Pack any heavy objects carefully to avoid them moving around inside the package.
- Distribute weight evenly.
- Stack boxes on a pallet squarely corner-to-corner.
- Keep the top level of the pallet flat, to minimise risk of loss or damage to cartons.

### FedEx carries certain items that are defined as Dangerous Goods by IATA.

Customer's own packaging is accepted. FedEx branded packaging including brown boxes or Dry Ice (with some exceptions). To find out more, go to [fedex.com/ch](https://fedex.com/ch) or call our Customer Service on 0848 1 33339 (0.08 CHF/min. from a Swiss landline; mobile charges depend on provider).<sup>(2)</sup>

Learn more with our "How to pack" guide:  
[fedex.com/ch/learn/how-to-pack-boxes.html](https://fedex.com/ch/learn/how-to-pack-boxes.html)

<sup>(1)</sup> This guidance is intended to reduce loss and damage due to improper packing. It is not intended to be a comprehensive guide to packing items. Proper packing is the sole responsibility of the shipper.  
<sup>(2)</sup> Availability of this service varies depending on origin, destination and nature of goods. Please call Customer Service for full details.

# Completing your Waybill

A FedEx Waybill is required for each shipment to ensure that it is delivered quickly and safely. One FedEx Waybill is required for each destination address, irrespective of how many packages the shipment contains. For international shipments, the international Air Waybill does not replace a Commercial Invoice.

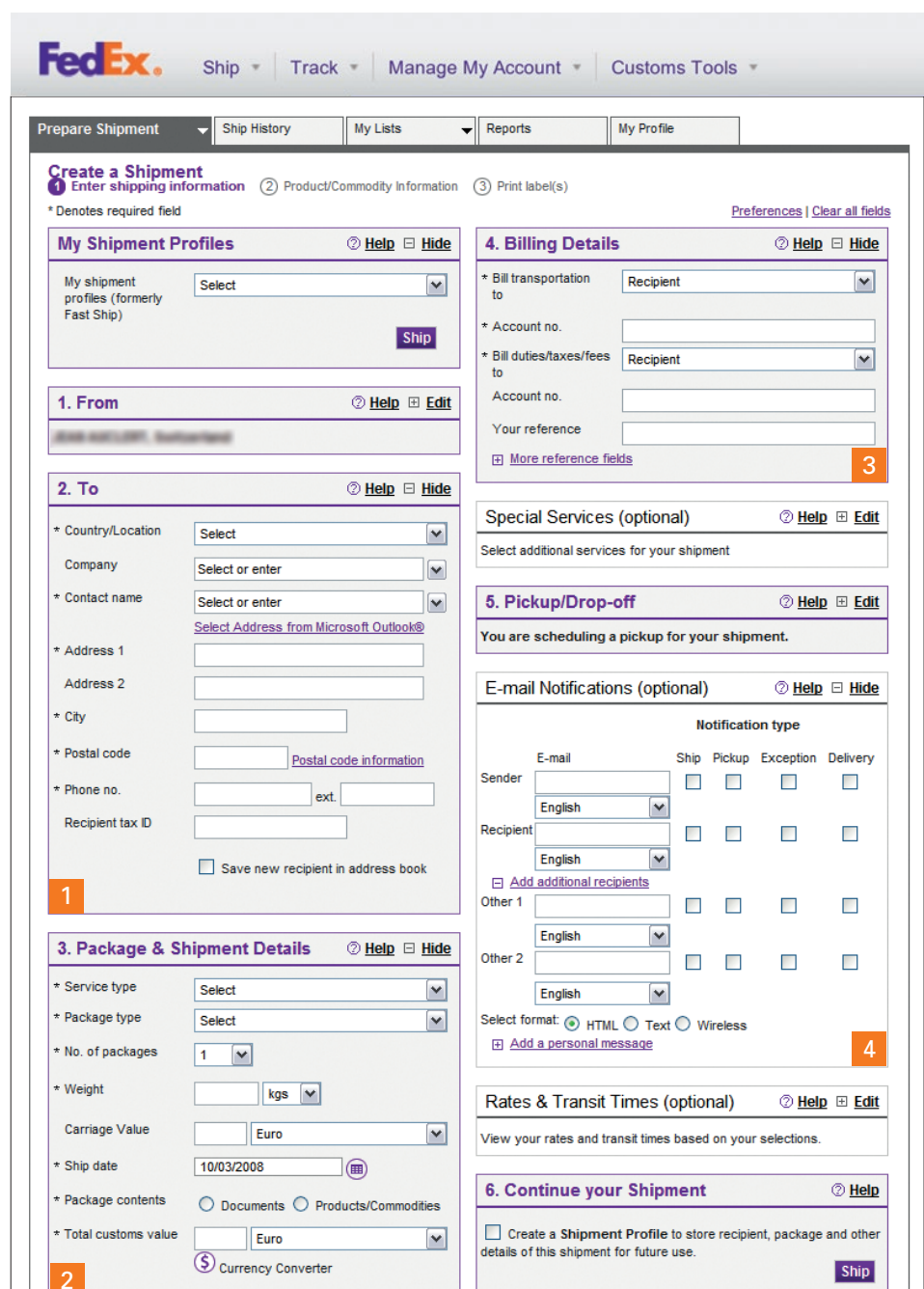
Save time, use FedEx Ship Manager™ at fedex.com

## Key benefits of using FedEx Ship Manager™ at fedex.com:

- You can store shipping information (shipper and recipient address, shipment and commodity profiles) to retrieve and use again for future shipments
- You can also get courtesy rate quote or schedule a pickup
- Save up to 2 500 addresses
- Import addresses from an external file
- Store up to 500 sender profiles
- Available 24/7
- Complete your paperwork up to eight days in advance
- Ship up to 25 pieces on the same waybill
- Supports special services such as **FedEx® Global Returns** labels, Dangerous Goods and Dry Ice shipping
- Use **FedEx® Electronic Trade Documents** to submit your customs documentation electronically.

### One-off shipper?

Use **FedEx Ship Manager™ Lite** on the FedEx homepage and send your packages in four simple steps (no login or registration required).



**FedEx** Ship Track Manage My Account Customs Tools

Prepare Shipment Ship History My Lists Reports My Profile

**Create a Shipment**  
1 Enter shipping information 2 Product/Commodity Information 3 Print label(s)  
\* Denotes required field

**My Shipment Profiles** Help Hide  
My shipment profiles (formerly Fast Ship) Select Ship

**1. From** Help Edit  
Enter sender profile, International

**2. To** Help Hide  
\* Country/Location Select  
Company Select or enter  
\* Contact name Select or enter  
Select Address from Microsoft Outlook®  
\* Address 1  
Address 2  
\* City  
\* Postal code Postal code information  
\* Phone no. ext.  
Recipient tax ID  
☐ Save new recipient in address book

**3. Package & Shipment Details** Help Hide  
\* Service type Select  
\* Package type Select  
\* No. of packages 1  
\* Weight kgs  
Carriage Value Euro  
\* Ship date 10/03/2008  
\* Package contents Documents Products/Commodities  
\* Total customs value Euro  
Currency Converter

**4. Billing Details** Help Hide  
\* Bill transportation to Recipient  
\* Account no.  
\* Bill duties/taxes/fees to Recipient  
Account no.  
Your reference  
More reference fields

**Special Services (optional)** Help Edit  
Select additional services for your shipment

**5. Pickup/Drop-off** Help Edit  
You are scheduling a pickup for your shipment.

**E-mail Notifications (optional)** Help Hide  
Notification type  
Sender E-mail Ship Pickup Exception Delivery  
English  
Recipient English  
Add additional recipients  
Other 1 English  
Other 2 English  
Select format: HTML Text Wireless  
Add a personal message

**Rates & Transit Times (optional)** Help Edit  
View your rates and transit times based on your selections.

**6. Continue your Shipment** Help  
☐ Create a Shipment Profile to store recipient, package and other details of this shipment for future use. Ship



## Information required on your FedEx Waybill:

## EXPORT AND DOMESTIC

### Print your FedEx Waybill

When you have entered all details for your shipment, **FedEx Ship Manager™** at **fedex.com** will generate a FedEx Waybill.

Form: Origin ID: 01A 043021015 CHRISTINE SCHMIDT SCHMIDT AG STEINENHOF 22 NORW 6840 SWITZERLAND	<b>FedEx</b> Express	Ship Date: 200906 Airway: 1102 Number: 123456789010 Account: 3 Total: 1102
SHIP TO: <b>RECIPIENT</b> Rose Dumont ADAA rue de la Saudre Aubigny sur Nero, 18700 FR	<b>BILL SENDER</b>	SHIP TO: Correspondence/No Customs Value SHIP TO: Correspondence/No Customs Value SHIP TO: Correspondence/No Customs Value SHIP TO: Correspondence/No Customs Value
		COUNTRY INFO ON CARRIER VALUE: 0.00 EUR CUSTOMS VALUE: 0.00 TAX: 0.00 TOTAL: 0.00 TOTAL: 0.00
		<b>INTL. PRIORITY PAK</b> TRK#: 7905 7081 5150 FROM: CDG PM 18700 -FR 9F CFEA

## IMPORT

### Save your shipping documents

To save the international Air Waybill in digital format, select it from the list, click on the print button and select a printer to print a digital file (Adobe PDF Writer or Microsoft Office Document Image Printer).

### Send the shipping documents to your shipper

Send the international Air Waybill to your shipper so he can print and attach the documents to the shipment.

#### 1 Entering sender/recipient information

The first step in processing a shipment is to enter information about the recipient of your package.  
If you select a recipient from your Address Book the recipient's details will be automatically populated by the system.

#### 2 Specifying package details

Select the **type of service and the packaging** you want to use.  
**For international shipments:**  
Enter the **weight and value** of each package separately.



*If you're shipping documents set the declared value of shipment to zero.*

Indicate whether your shipment contains **documents** or **commodities**.

Enter a **description of the contents** of your shipment.

#### 3 Specifying billing details

From the drop-down list, select the party that will be paying the shipping cost and the duties, taxes and fees.



*If you choose to bill the recipient or third party, you also need to enter their account number. Please note however that some countries do not allow you to bill the recipient or a third party, please check with Customer Service if you wish to choose one of these options.*

**For import shipment:** If you are also paying the duties and taxes, select "Recipient" but do not enter your account number again.

Optionally, enter **your reference** information in the designated text box.

#### 4 Email notification

You can choose to receive alerts via email when a shipment has been shipped, delivered or when there has been a critical event that affects delivery. Enter the email addresses of everyone you wish to receive notifications from **FedEx ShipAlert®**.

# Completing your Commercial Invoice

Customs authorities require an invoice for all international shipments. If your goods are intended for resale, a Commercial Invoice is required as custom officials use it to classify merchandise, so that duties and taxes can be correctly assessed. When completing your International Air Waybill online, a Commercial Invoice is automatically generated. If your goods are not intended for resale, a pro-forma invoice is required.



**A Commercial Invoice is not required for commodities in free circulation shipped within the European Union (EU).**  
It is mandatory for all shipments to countries outside the EU, except for documents that weigh less than 10 kg.



**Online help with all aspects of customs documentation**

- Our online tool, **FedEx® Global Trade Manager** on [fedex.com/ch](https://fedex.com/ch) (click on “Customs Tools”), can indicate whether or not you require a Commercial Invoice and highlight any additional customs clearance forms that would be required to accompany your shipment.
- It gives detailed information on the commodity being shipped, and the country of origin and destination.
- It also provides information on relevant customs regulations, a currency converter and can even estimate shipping duties and taxes that would be due on your shipment.
- Work the way you want with our new full featured **Document Preparation Center**. You can save the documents you use most so you have them available anytime. You can even take a break then pickup where you left off.
- Use **FedEx® Electronic Trade Documents** to submit your customs documentation electronically.



**For exports:** you should enclose with your shipment one original plus two copies of the invoice, each with an original signature.

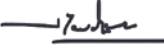


**For imports:** save and send the Commercial/Pro-Forma Invoice to your shipper so he can print and attach the documents to the shipment. To save your Commercial/Pro-Forma Invoice created with FedEx Ship Manager™ at [fedex.com](https://fedex.com), select it from the list, click on the print button and select a printer to print a digital file (Adobe PDF Writer or Microsoft Office Document Image Printer).

## Information required on your Commercial Invoice:

1	Name, address and VAT number of shipper/exporter.
2	Name, address (including postcode and phone number) of recipient.
3	Country of manufacture: <ul style="list-style-type: none"><li>• If the goods were made in more than one country, each country of origin must be stated next to each corresponding product.</li><li>• The country of origin is the country in which the goods were produced – not the country from which they are exported.</li></ul>
4	Give a complete description of the item(s). Generic descriptions are insufficient. You need to indicate: <ul style="list-style-type: none"><li>• What it is</li><li>• What it is made of</li><li>• How many/how much</li><li>• How it will be used</li></ul> For example: “10 boxes of stainless steel screws for civil aircraft” rather than “civil aircraft parts.” Quantities: show individual and column totals for the number of packages, quantity, unit of measurement, weight, unit value and total value.
5	Specify the currency. Remember, several countries use the dollar sign (\$), so it is important to specify the unique three-letter code for each currency, e.g. USD, CAD. The sign “\$” is insufficient. You can find the appropriate currency code on the web site <a href="https://www.iso.org">www.iso.org</a> by clicking on “ISO 3166” section.



<b>ULTIMATE DESTINATION</b> United States		<b>NO. OF PKGS.</b> 1		<b>ECI</b>	
<b>DATE OF EXPORTATION</b> 06JAN2012		<b>SHIPPING LABEL NO.</b> 7919 6838 1235		<b>CURRENCY</b> CHF	
<b>SHIPPER/EXPORTER</b> Jane Yardner +41 (0)44 129 29 12 Graphic Studio Bahnhofstrasse, 16  8001 Zurich Switzerland Shipper's Ref: 81674		<b>CONSIGNEE</b> Isabelle Wood (901) 456-8026 Labels Inc 146 Oak Avenue  Interstate Industrial Park Memphis, US TN 38200 United States		<b>IMPORTER</b> Same as Consignee   United States Importer Customs Tax ID: 12-3456789	
<b>COUNTRY OF MFR.</b>	<b>DESCRIPTION OF GOODS</b> Packaging type:(FedEx Pak)	<b>WEIGHT (KGS)</b>	<b>QTY</b>	<b>UNIT VALUE</b>	<b>COMMODITY VALUE</b>
Switzerland	Camera-ready Artwork (For printing in USA.)	2.00	1 piece	150.00	150.00
FREIGHT					0.00
INSURANCE					0.00
ADDITIONAL CHARGES					0.00
<b>PURPOSE</b>		<b>TOTAL</b> 2.00		<b>TOTAL CUSTOMS VALUE</b> 150.00	
				<b>Terms of Sale:</b> Free Carrier(FCA/FOB)	
				<b>TOTAL INVOICE VALUE</b> 150.00	
<b>SIGNATURE OF SHIPPER/EXPORTER:</b> I declare that all the information contained in this invoice is true and correct.   Jane Yardner Date: 06JAN2012					

## Booking your pickup

You may schedule your pickup by calling Customer Service, while processing your shipment online or separately later. The online tool “Schedule a Pickup” comes in handy when you have several shipments prepared that are ready to go.



### For exports and domestic:

- Just go to [fedex.com/ch](http://fedex.com/ch)
- Click on the navigation menu “Ship”
- Log in with your user ID and password, and you are ready to organise the dispatch of your shipments.

Confirmation of the pickup can be sent to up to four email addresses.

You can cancel a previously scheduled pickup online.

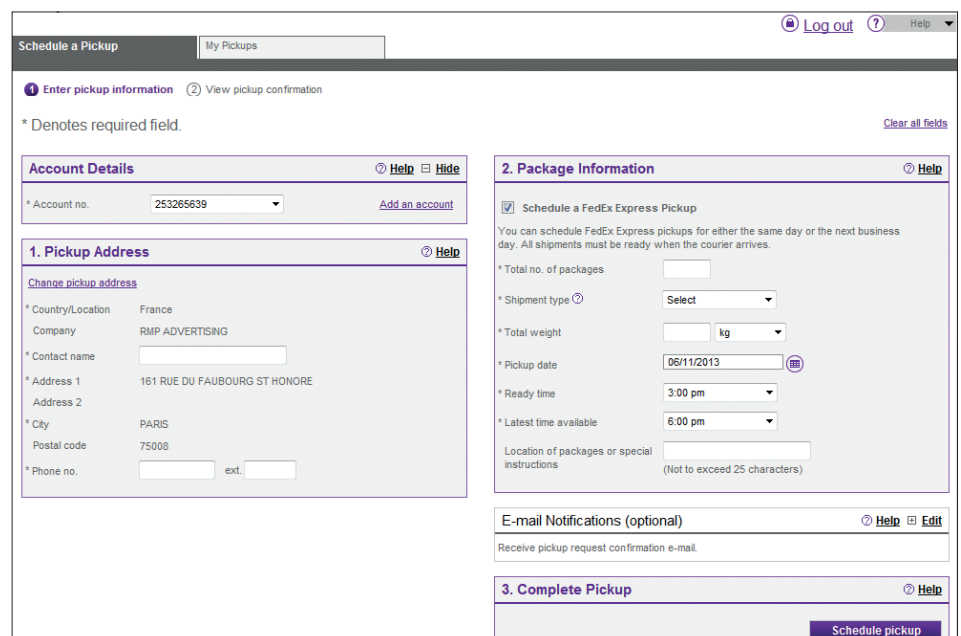


**For imports:** click on “Schedule a Pickup” to schedule a collection on behalf of another shipper. If the shipper’s country is not supported, please contact the FedEx Customer Service of that country.



**For freight:** from 68 kg to 1 000 kg per item, please contact Customer Service to schedule your pickup and receive your booking number.

## Schedule a pickup



The screenshot shows the 'Schedule a Pickup' web form. At the top, there are tabs for 'Schedule a Pickup' and 'My Pickups'. Below the tabs, there are two steps: '1. Enter pickup information' and '2. View pickup confirmation'. The form is divided into several sections: 'Account Details' with a dropdown for account number (253265639) and a link to 'Add an account'; '1. Pickup Address' with fields for Country/Location (France), Company (RMP ADVERTISING), Contact name, Address 1 (161 RUE DU FAUBOURG ST HONORE), Address 2, City (PARIS), Postal code (75008), and Phone no.; '2. Package Information' with a checkbox for 'Schedule a FedEx Express Pickup', fields for Total no. of packages, Shipment type (Select), Total weight (kg), Pickup date (05/11/2013), Ready time (3:00 pm), and Latest time available (6:00 pm); 'E-mail Notifications (optional)' with a checkbox for 'Receive pickup request confirmation e-mail'; and '3. Complete Pickup' with a 'Schedule pickup' button. There are also links for 'Help' and 'Hide' throughout the form.



## Tracking your shipments 24/7

To find out exactly where your shipment is at any time, simply go to our website [fedex.com/ch](http://fedex.com/ch) – our full suite of visibility solutions means you can always find the location of your shipment and get a confirmation of delivery, including the time the goods were delivered and the name of the recipient. Thanks to FedEx® Mobile Solutions, you stay connected to your shipments wherever you are.



**On the [fedex.com/ch](http://fedex.com/ch) homepage**, enter your 12-digit tracking number shown on your FedEx Waybill and click on “Track” to follow the progress of your shipment.

You can also sign up for exceptions and delivery notifications. Simply send an email to [track@fedex.com](mailto:track@fedex.com) with the tracking number and receive an email back within few minutes.

If you’re using **FedEx Ship Manager™** at [fedex.com](http://fedex.com), click on “History” and select the shipment you wish to track.



**At your fingertips wherever you are.**

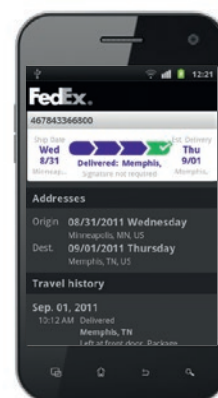
FedEx Mobile for Smartphones provides you with access to advanced tracking functionality that automatically keeps you updated on the status of your shipments.

Simply input your FedEx tracking number, and you can quickly retrieve the status of your shipment.



Call Customer Service on **0848 1 33339**

(0.08 CHF/min. from a Swiss landline; mobile charges depend on provider).



Download your  
**FedEx Smartphone  
tracking application**

## Monitoring your shipping activity with an online assistant: FedEx InSight®

Track your shipments from start to finish. FedEx InSight is a free online service that gives you 24/7 access to view the latest status of all your shipments assigned to your account, without the need of a tracking number. With the added support of proactive shipment notifications you will receive immediate updates about clearance delays, attempted deliveries, proofs of delivery, and more – via email or online. FedEx InSight can provide you with a new level of visibility. Sign up now at [fedex.com/ch/insight](http://fedex.com/ch/insight).







To find out more, go to **[fedex.com/ch](https://fedex.com/ch)** or call **0848 1 33339**  
(0.08 CHF/min. from a Swiss landline; mobile charges depend on provider).