



# European Service Guide

Whatever the next move  
for your business, trust FedEx  
to get you there.

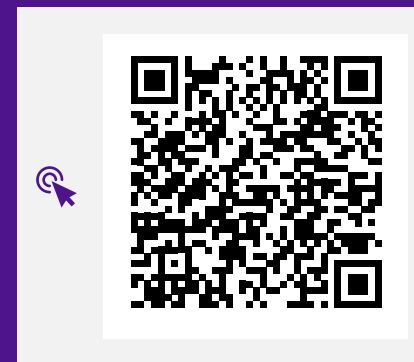
Updated January 2025




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**You can find QR codes and links to more information throughout this guide.**

Look out for this icon  and scan or click the code to learn more.

You'll always find the most up-to-date details on all our services and solutions at [fedex.com](https://www.fedex.com).

# Network and services

Discover how our powerful global network combines with our extensive range of services, helping you to achieve your ambitions and connect your business to the world.

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**“Even after  
decades of  
changing the  
world, we are just  
getting started.”**

- Raj Subramaniam,  
President and CEO

## MEET FEDEX

# Delivering for you and your customers

When you choose FedEx, you're choosing a provider that can take your business further.

As a FedEx customer, you aren't just able to ship packages quickly across Europe and the world with a choice of services. You can also offer your customers more connected, flexible deliveries that boost sales and inspire loyalty.

With the economic situation across Europe ever-changing, we have the expertise to help you adapt and keep your supply chains moving.

We're taking important steps that drive big change – to help you make the next move for your business now.

- **Get there fast** with next-day deliveries across Europe and selected destinations worldwide
- **Get there reliably** with 24/7 near-real time tracking and visibility
- **Get there seamlessly** with smooth global shipping and fast e-commerce deliveries
- **Get there more sustainably** with new reusable, recyclable packaging and thousands of retail pick-up points across Europe

*Freight? No problem. We deliver up to 1,000kg door to door.*

**OUR NETWORK: INTERNATIONAL**

# Open doors to the world

Ready to take your business global? Wherever you want to go next, we can get you there.

Reach more customers with fast, reliable shipping worldwide, get the expertise to import and export with confidence, and explore a wide range of delivery options.

## More ways to deliver

Choose from a range of next-day delivery times with options for early morning, mid-day and end-of-day, available in selected postcodes in Europe, the U.S. and other destinations worldwide.<sup>1</sup>

## Fast, flexible shipping to Asia Pacific

Ship to Asia in 2-5 days with our express services, and 4-7 days with our economy services.<sup>1</sup>

## Clear customs quickly

Take advantage of our decades of global trade experience, and our customs clearance services and tools.

## Full visibility and control

Book, ship and track in near-real time with intuitive shipping tools.

<sup>1</sup> Availability of services and transit times may vary depending on origin and destination. Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.



See international  
services and  
transit times







**65+**  
European  
airports served



**27**  
European  
road hubs



**45**  
countries & territories

#### OUR NETWORK: EUROPE

## More ways to deliver in Europe

Offer your customers in Europe a wider choice of shipping options and deliver quickly by road or air with our range of time and day-definite services.

With an unparalleled European road network and a superior air network from the world's largest cargo airline, you can benefit from our combined strengths and capabilities – all through a single sales representative.

### Fast shipping by road

Our European Road Network is one of the fastest in Europe, reaching most destinations in 48 hours or less.

### Fast shipping by air

Our combined air express network gives you powerful connections and a quick service to destinations across Europe, with our main European air hubs in Paris and Liège.

See European  
shipping services  
and transit times



# All your services at a glance

Benefit from two portfolios you can access through one Sales representative.

## Shipping Services For packages up to 68kg unless noted

### Urgent

#### FedEx International First®

Our fastest international services with early-morning package delivery to selected destinations

#### FedEx International Priority® Express<sup>1</sup>

Next-day delivery by mid-day to selected destinations – and as early as 10:30am for some shipments

#### FedEx International Priority®

Our most popular service for package delivery in 220+ countries and territories by end of business day

#### FedEx International Priority® Freight

Our fastest global freight service, with delivery in 1-3 days for packages and pallets over 68kg and up to 1,000kg

#### FedEx® International Connect Plus<sup>1</sup>

Benefit from our international e-commerce service that balances speed with attractive prices. Day-definite deliveries within Europe in 1-4 days, to the U.S. in 3 days, and Asia Pacific and the rest of the world in 3-5 days

### Less urgent

#### FedEx International Economy®

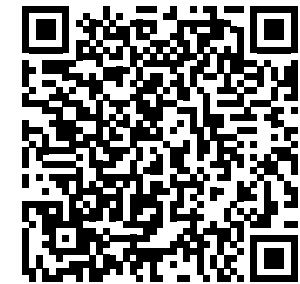
A cost-effective service for day-definite, customs-cleared, door-to-door deliveries in 2-5 days across the world. For less urgent shipments up to 68kg

#### FedEx International Economy® Freight

A cost-effective service for day-definite, customs-cleared delivery in 3-6 days across the world. Choose door to door, airport to airport, door to airport, or airport to door — for less urgent shipments between 68kg and 1,000kg

#### FedEx® International Deferred Freight

A day-definite service for your less urgent palletised shipments, at a lower price over a deferred timeline. Available to a selected number of destinations worldwide



Find rates and  
surcharges  
for your FedEx  
shipments online at  
[fedex.com](https://www.fedex.com)



<sup>1</sup> Availability of service and transit times may vary depending on origin and destination. Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.



# Your services at a glance

Benefit from two portfolios you can access through one Sales representative.\*

## Value-Added Service Options

### Our FedEx services may be combined with:

#### FedEx® Global Returns

Positive returns experiences for your customers and suppliers. Schedule pick-ups or use drop-off points

#### Dangerous Goods services<sup>1</sup>

Peace of mind for your sensitive shipments

#### FedEx® Priority Alert™

#### FedEx® Priority Alert™ Plus

Advanced monitoring for high-value goods

#### SenseAware™

Near real-time data on temperature-controlled shipments

#### FedEx® Delivery Signature Options

Choose how your packages are signed for

#### FedEx Supply Chain Services

Improve the efficiency of your logistics

#### FedEx® Electronic Trade Documents

Enjoy a smooth customs clearance process

## TNT Special Services<sup>2</sup>

### Customised solutions for unique requirements

#### Dedicated Vehicle

#### Air Charter

#### TNT On Board Courier

#### Next Flight Out

#### Special Express

What's your challenge?

[We're on hand 24/7](#)

## Benefits included with our services:

- FedEx money-back guarantee<sup>3</sup>
- Customs clearance
- Reusable packaging for FedEx account holders<sup>4</sup>
- Expertise across a range of sectors such as automotive, healthcare and e-commerce
- The latest digital tools to manage and simplify your shipments

\* TNT services must be booked via TNT and FedEx services must be booked via FedEx.

<sup>1</sup> Dangerous Goods services not available with all shipping services. Visit [fedex.com](#) for more information.

<sup>2</sup> FedEx customers will need to create a TNT account prior to being able to access TNT Special Services. TNT Terms and Conditions apply - please visit [tnt.com](#) for full details.

<sup>3</sup> Terms and conditions apply - visit [fedex.com](#) for full details of our services. <sup>4</sup> Not available for FedEx® International Connect Plus.





**CUSTOMS CLEARANCE**

# How we work with you to clear goods through customs

Ship across borders with confidence by relying on our expertise to deliver an efficient clearance process.

Did you know that FedEx provides clearance services for all international shipments? Clearance can be complex but, thanks to our local specialists with long-standing customs experience, we can ensure that customs entries are accurate and compliant with regulations. We can also help with the completion of customs documentation, and calculate the payment of duties and taxes.

If the paperwork you've provided is accurate and the goods comply with regulations, then the package is cleared by the customs authorities and FedEx can usually act as the customs broker/agent.

If the goods are not compliant – or if further information is needed – our brokers and specialists will work closely with you to ensure your shipment clears customs as quickly as possible.



Discover more information,  
tools and knowledge to  
clear customs smoothly  
and efficiently



**E-COMMERCE**

# Boost your e-commerce sales

From offering flexible delivery options to reaching more customers across the globe, we can help you get e-commerce right.

We understand how important it is to exceed your customers' expectations with every delivery. Our aim is to convert clicks into customers and returns into loyalty.

See how FedEx can help you grow your e-commerce business



## How we deliver fast, reliable e-commerce

### Speedy deliveries worldwide

Impress your customers with a wide choice of premium, express and standard economy services across Europe and the world – including **FedEx® International Connect Plus**, our day-definite e-commerce delivery service.

### Convenient deliveries for your customers

**FedEx Delivery Manager®** sends your customers notifications by SMS or email – and they can customise their delivery date and location at no extra cost. They can also choose to pick up their package from one of 360,000 convenient FedEx locations worldwide.<sup>1</sup> We now provide picture proof of delivery for residential shipments released without a signature in Europe, U.S. and Canada. With visual confirmation of delivery, you know exactly where your package was left.

### Simplified returns

Our automated returns process gets goods back fast for refunds and restocking. **FedEx® Global Returns** lets your customer schedule pick-ups or drop-offs at a convenient location – with Reusable Paks helping them make simple returns.<sup>2</sup>

### Easy connectivity

Our range of e-commerce software and solutions enables fast, seamless access to FedEx shipping services. Connect your store to automatically pull order details and create shipments with **FedEx Ship Manager™**, use **FedEx APIs** to integrate FedEx solutions into your own software, or use validated third-party **FedEx® Compatible** solutions from leading software providers to enable FedEx services on your web shop.<sup>3</sup>

### Customs expertise

Cross borders seamlessly with our customs-cleared products, simple-to-use **documentation tools**, and experienced personnel around the world.

<sup>1</sup> Some FedEx locations are operated by independent third parties in cooperation with FedEx.

<sup>2</sup> Not available for FedEx® International Connect Plus.

<sup>3</sup> See the full list of supported platforms and marketplaces on [fedex.com](https://fedex.com).



# Online solutions

From submitting customs documents to tracking shipments, managing invoices and offering a better service to your customers – discover how our digital tools and solutions can simplify the shipping process.

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## TOOLS AND SOLUTIONS

# Make your supply chain smarter

Want to cross borders seamlessly and offer next-level deliveries to your customers? Manage and simplify your shipments with our comprehensive suite of digital tools and solutions.

## FedEx Ship Manager™ at fedex.com

FedEx Ship Manager™ at fedex.com is your go-to tool when it comes to inbound, outbound and return shipments.

Whether you send documents, parcels or freight, our free online tool supports you every step of your journey – including through customs.

- One-click printing and shipment profiles for recurring orders
- Easy access to tracking, billing and other helpful FedEx tools
- Everyone and everything in your business organised and in check
- Effortless shipping and connection to your online store

Visit our Help Center for information and FAQs to help you prepare, send and receive your shipments



## Comfortable view

## Compact view



**TOOLS AND SOLUTIONS****FedEx® Electronic Trade Documents**

Save time, money and paper, and minimise your risk of customs delays. This free solution allows you to upload and submit customs documents electronically so it's ready for review in 5-8 hours or less.

**FedEx® Global Trade Manager**

Find detailed information on commodities, countries and customs regulations.

**Document Preparation Center**

Save the documents you use most, so you have them available anytime.

**International Shipping Assist**

Find Harmonised System (HS) codes for accurate calculation of duties and taxes.

**FedEx® API**

Integrate FedEx shipping directly into your web shop or application.

**FedEx® Compatible solutions**

Validated third-party solutions give you fast, seamless access to FedEx services.

**fedex.com and FedEx Mobile app**

Create shipments, schedule pick-ups, manage documents, and more.



Google Play and the Google Play logo are trademarks of Google LLC.

**FedEx Delivery Manager®****Where and when they like**

If enabled, your customers can change their delivery date and location at no extra cost. Or collect from thousands of convenient FedEx locations. They can even get notifications by SMS or email.

## TRACKING

# 24/7 visibility for all your deliveries

From looking up the location of a shipment to getting notified of its arrival, get peace of mind at every stage of delivery.

## Tracking

Our free online service gives you round-the-clock access to the latest status of all shipments on your account – without the need for a tracking number. You can also receive instant updates on any delays, attempted deliveries, proofs of delivery, and more, by email or online. Log in for enhanced visibility over your deliveries, access to additional features, and in-depth tracking information through your own customised reports.

## Mobile apps

Want tracking features, including 24/7 updates? Check out our mobile apps for iOS and Android to get automatic alerts on the status of your shipments.

## Estimated delivery time window

Our four-hour (or less) delivery time window puts you in control of your international and domestic shipments. To avoid a missed delivery you can simply choose a new delivery date or location.

## Stay up to date

Visit our Service News page for the latest shipping and regulatory updates, or follow us on our social channels.



@FedExEurope

Learn more  
about tracking



## Compare tracking tools

From single-package tracking to bulk-package tracking, you've got options.

If you want to...	And be able to...	This is the ideal tracking tool for you
Manage up to 20,000 active shipments, without having to enter individual FedEx tracking or reference numbers.	See estimated delivery time windows, customise views and reports, access tracking documents and images, and send notifications to recipients via email.	<a href="#">Customised tracking dashboard</a>
Track up to 30 packages by entering individual FedEx tracking or reference numbers.	See an estimated delivery time window and use the tool to manage some aspects of the delivery process (e.g., request a redirect, address change, or vacation hold).	<a href="#">Standard tracking</a>
Track a shipment's status, as a recipient, throughout the delivery process.	Request redirects or address changes, schedule a delivery time, and even give delivery placement instructions.	<a href="#">FedEx Delivery Manager®</a>



**BILLING ONLINE**

# Easy invoicing for efficient business

**FedEx® Billing Online**

Now you can choose to receive, review and pay invoices in one secure online location. And you'll get a copy by email, too.

**View and manage** detailed versions of all your invoices and credit notes online with notifications as soon as new ones are ready.

**Download, save and print** detailed versions of your invoices in PDF, XML, XLS or CSV format for up to 180 days after payment.

**Manage multiple accounts** under a single user ID.

**Flexible payment options**

Paying your FedEx invoices has never been simpler.

Options available in most locations include:

**Credit and debit cards**  
**PayPal<sup>1</sup>**  
**FedEx Billing Online**  
**AutoPay**

**FedEx® Reporting**

FedEx Reporting provides you with access to real-time critical shipment data at your fingertips.

View your dashboard for an at-a-glance summary of your shipment trends and charges, run detailed reports more quickly and easily, set your preferences and use filters to personalise your experience.

<sup>1</sup> Not available in all countries

**Learn more**



**Billing Online**



**Reporting**

# Packaging

From documents to auto parts, textiles to sensitive healthcare goods – we can help you pack like a pro and get your shipment safely to its destination.

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Packing your shipment

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FedEx

Medium Box



**PACKING YOUR SHIPMENT**

# Discover our wide range of packaging solutions

Whatever you're shipping, you need the perfect packaging for the job. Explore our comprehensive options and order your supplies — complementary to your shipments as a FedEx account holder.

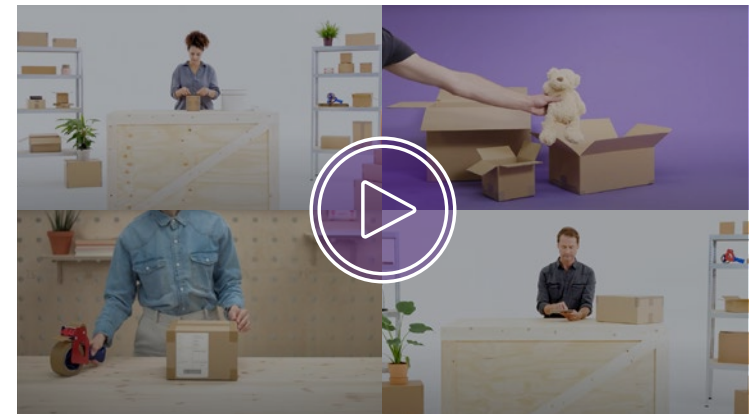
## When to use your own packaging

FedEx packaging is not available for shipments using **Economy and FedEx® International Connect Plus services within Europe**. You will need to use your own packaging for these shipments.

For Domestic shipments, you can only use the FedEx Envelope and the FedEx Reusable Poly Pak (Large).



Our packaging is getting a new look and feel. Rest assured, it's still complementary with your shipments as a FedEx account holder.



## Preparing your shipment

Check out our videos on Shipping Channel, your go-to resource to help you learn more about shipping.

## Standard packaging

Regular supplies for shipments.



### FedEx Envelope

Holds up to 60 A4 pages (flat rate up to 500g)  
24.1 x 31.8cm



### FedEx Small Box

Up to 9kg (minimum charge 1kg)  
27.6 x 31.1 x 3.8cm



### FedEx Medium Box

Up to 9kg (minimum charge 1kg)  
29.2 x 33.0 x 6.0cm



### FedEx A4 Box

Up to 9kg (minimum charge 1kg)  
34.9 x 46.2 x 7.6cm



### FedEx Large Box

Up to 13kg (minimum charge 1kg)  
31.4 x 45.4 x 7.6cm



### FedEx Tube

Up to 9kg (minimum charge 4kg)  
96.5 x 15.2 x 15.2cm



### FedEx Pouches

Convenient FedEx Air Waybill pouches

## Reusable packaging

Recyclable, reusable, tear-resistant and water-resistant. For goods up to 2.5kg.



### FedEx Reusable Poly Pak

Small (26.4 x 32.4cm)  
Large (30.5 x 39.4cm)  
Extra Large (42.5 x 52.7cm)



### FedEx Reusable Padded Pak

Padded-bubble construction 29.5 x 37.5cm

## Clinical packaging

Overwrap for exempt clinical-sample shipments.



### FedEx Clinical Pak

Recommended for use with sturdy outer packaging for extra containment and protection when outer packaging is smaller than 17.78cm x 10.16cm x 5.08cm



### UN 3373 Pak

Recommended for use with sturdy outer packaging for extra containment and protection when outer packaging is smaller than 17.78cm x 10.16cm x 5.08cm

## Flat-rate packs<sup>1</sup>

For one-piece shipments via FedEx International Priority® and FedEx International Priority® Express Services only.



### FedEx 10kg Box

40.16 x 32.86 x 25.8cm



### FedEx 25kg Box

54.76 x 42.06 x 33.49cm



To check our  
packaging  
guidelines  
and order  
supplies,  
scan or click  
here<sup>2</sup>



<sup>1</sup> Box rates are not discountable. If you have customised rates please ensure this product is optimal for you.

<sup>2</sup> FedEx packaging is not available for shipments using Economy and FedEx International Connect Plus services within Europe. You will need to use your own packaging for these shipments.



# Sustainability and innovation

We're committed to delivering a more sustainable future through innovative technologies and a goal of carbon-neutral operations by 2040.

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We are updating our pick-up, delivery and last-mile fleets with the newest innovative technologies, including readying six facilities to support widespread use of electric vehicles.





“Our ambitious sustainability goals demonstrate how a company of our size and scale can shape a low-carbon economy, one that drives prosperity and future growth for all. At all levels of FedEx, our team is actively engaged in this transformation and working to realize our vision of a more sustainable logistics industry.”

- Raj Subramaniam, President and CEO

#### OUR SUSTAINABILITY GOAL

## How we're helping to deliver positive change

As a company that connects 99% of the world's GDP, we're taking bold steps to help the only home – and place of business – we've got.

We're heading towards a more sustainable future with a goal of carbon neutral operations by 2040.

Practical Sustainability drives us towards responsible business practices, sustainable innovation, and full transparency. We're guided by three principles: decarbonise what's possible, co-create with purpose, and neutralise what's left. That's how we're working towards carbon neutrality in our own operations and supporting the low-carbon transition of the transportation and logistics industry as a whole.

See more about  
sustainability





## INNOVATION IN ACTION

# Discover some of our sustainability initiatives in Europe – and around the world



## In the air

In Europe, we work closely with our feeder-aircraft operators on best practices for their pilots. Together, we've saved more than 3 million liters of jet fuel and reduced our CO2 footprint by more than 8,500 metric tonnes.



## On the ground

We continue to explore alternative energy solutions and recently began testing the hydrogen-powered Renault Master Van H2-TECH in Utrecht, Netherlands — our first use of hydrogen technology in Europe.



## In our facilities

Our newest road hub in Novara, Italy, has earned the prestigious LEED Gold certification for sustainability and energy efficiency. It's a prime example of our ongoing efforts to integrate green practices into our operations.

## Helping you to understand and report on your emissions

You can access information on the emissions from the transport of your packages, enabling you to make smarter decisions regarding service selection, track progress towards emissions reduction goals, and more.

Track your carbon footprint



# We're here for you

We're happy to answer any questions you may have about how we can take your business further. With our wide range of services, extensive global knowledge and dedicated team, we can help you grow – every step of the way.

## Follow us:



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FedExEurope](https://facebook.com/FedExEurope)



[@FedExEurope](https://twitter.com/FedExEurope)



[linkedin.com/  
company/fedex](https://linkedin.com/company/fedex)

## Have a question?

For online customer support,  
live chat and more, [contact us](#) online

