

# Service Guide

Everything you need to make international and domestic shipping easier and more reliable



## Welcome to FedEx

Introduction to FedEx	3
Contacting FedEx	4
Choosing your FedEx service	5

## International Shipping with FedEx Express

Your quick guide to international shipping with FedEx Express	7
Choose your FedEx Express service	8
Prepare your documentation	10
Pack your shipment	13
Book your collection	14
Track your shipment	14
Your FedEx Express invoice	15
Additional and specialised international services	16
FedEx Express conditions of carriage	16

## Domestic Shipping with FedEx UK

Your quick guide to domestic shipping with FedEx UK	18
Choose your FedEx UK service	19
Prepare your documentation	20
Pack your shipment	21
Book your collection	22
Track your shipment	22
Your FedEx UK invoice	23
Additional information on domestic services	24
FedEx UK conditions of carriage	24
Additional and specialised domestic services	25

This interactive version of the FedEx Service Guide is designed to help you quickly find the information and FedEx shipping tools that you need. By using your mouse to select the items in the contents table on the left, the navigation bar on the top right, or any underlined text throughout the guide, you can easily access more information on a particular topic.



## Introduction to FedEx

When it comes to your shipping requirements, FedEx is the company behind a great experience. We are continually working to exceed your expectations by exploiting new technologies, investing in our national and international networks and by putting you at the heart of everything we do. From world-wide express deliveries to next-day domestic shipping, FedEx offers a service to suit your needs.

## FedEx Express

**FedEx Express** is the world's largest express transportation company. Our comprehensive global network means that you can send your shipment to over 220 countries worldwide, including the USA by 10.30am next-day, Europe by 9am next day and Asia in 2 days<sup>1</sup>. We employ over 143,000 people throughout the world, all dedicated to delivering over 3.4 million packages, customs-cleared, safely to their destinations every day.

## FedEx UK

**FedEx UK** is a major presence in the UK domestic transportation industry. With over 4,000 employees and contractors and a fleet of 2,200 vehicles country-wide, FedEx UK delivers more than 170,000 shipments every day from 66 depots nationwide. Our services include a next-day pre-9am delivery and Saturday deliveries<sup>1</sup>.

So whether you are shipping within the UK or worldwide, our commitment to getting it right on time, every time, ensures that we deliver what is most important to you – peace of mind.



<sup>(1)</sup> Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

## Contacting FedEx

At FedEx we always put you, our customer, at the heart of everything we do. We are continually working to improve all aspects of our service so that we not only meet, but exceed your expectations. To find out more about FedEx Services:



### Phone

Call FedEx Express Customer Service on **08456 07 08 09**



### Phone

Call FedEx UK Customer Service on **08456 00 00 68**



### Opening Hours

Monday – Friday **7.30 – 19.30**



### Visit

For international shipping visit **fedex.com/gb**  
For domestic shipping visit **uk.fedex.com**



## Choosing your FedEx Service

### FedEx Express International Services

FedEx Express offers a flexible range of international express services for reliable, time-definite<sup>(1)</sup>, door-to-door, customs-cleared delivery to over 220 countries worldwide.

Your FedEx Express Service	Your Destination	Your Delivery Commitment <sup>(1)</sup>
<b>FedEx International Priority*</b>	USA	Next Day by 10.30am or 3pm
	Europe and Canada	Next Day by 12noon
	Rest of World	1-4 Days
<b>FedEx International First*</b>	USA	Next Day by 8am or 8.30am
<b>FedEx Europe First™</b>	Europe	Next Day by 9am, 9.30am or 10am
<b>FedEx International Economy*</b>	Europe	3-6 days
	USA and Rest of World	4-6 days
<b>FedEx International Priority* Freight</b> (for packages over 68kg)	USA and Canada	2 days
	Europe	2-3 days
	Rest of World	2-4 days
<b>FedEx International Economy* Freight</b> (for packages over 68kg)	Europe	4-6 days
	USA and Rest of World	4-6 days

>> [Click to proceed with International Shipping](#) >>

### FedEx UK Domestic Services

FedEx UK offers a range of delivery options within the UK to suit your timescales and the needs of your business; including Saturday deliveries, reverse collections and third party collections.

Your FedEx UK Service <sup>(1)</sup>	Delivery Commitment <sup>(1)</sup>
<b>Next Day</b> FedEx Next Day FedEx Next Day by 9.00am FedEx Next Day by 10.00am FedEx Next Day by 12noon	Delivery by 5.30pm Delivery by 9.00am <sup>(2)</sup> Delivery by 10.00am <sup>(2)</sup> Delivery by 12noon <sup>(2)</sup>
<b>Saturday</b> FedEx Saturday Delivery FedEx Saturday by 9.00am FedEx Saturday by 10.00am FedEx Saturday by 12noon	Delivery by 5.30pm Delivery by 9.00am <sup>(2)</sup> Delivery by 10.00am <sup>(2)</sup> Delivery by 12noon <sup>(2)</sup>
<b>Economy</b> FedEx Economy	Delivery in 2-3 business days

>> [Click to proceed with Domestic Shipping](#) >>

<sup>(1)</sup>Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

<sup>(2)</sup>Delivery may be made up to 2 hours before the stated delivery commitment. For further details please contact Customer Service on 08456 00 00 68.

# International Shipping with FedEx Express



# Your Quick Guide to **International Shipping** with FedEx Express

International shipping with FedEx Express is quick, easy and reliable. **Just follow the 6 simple steps below to get started.**

## 1. Choose your service

FedEx Express offers a flexible range of international express services for reliable, time-definite<sup>(1)</sup>, door-to-door, customs-cleared delivery to over 220 countries worldwide.

[>> Choose your service >>](#)

## 1. Prepare your documentation

At fedex.com you'll find a range of simple, easy-to-use online tools designed to automate your shipping process. From preparing your shipment and finding rates and transit times to scheduling pick-ups, our tools streamline every procedure to make for stress-free international shipping.

[>> Prepare documentation >>](#)

## 1. Pack your shipment

Packing your FedEx Express shipment is easy. FedEx Express provides tough, easy-to-use packaging, at no extra cost. Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey.

[>> Pack your shipment >>](#)

## 4. Book your collection

Booking your collection couldn't be simpler. You can book your FedEx Express collection online or by calling Customer Service. You can also pre-arrange for a pick-up later in the week or the month.

[>> Book your collection >>](#)

## 4. Track your shipment

Tracking your FedEx Express shipment is easy. With FedEx Ship Manager® at fedex.com, you can view the status of your shipments across the world in real-time.

[>> Track your shipment >>](#)

## 4. Your FedEx Express invoice

We make every effort to ensure your invoices are easy to understand, clearly highlighting the details of each and every transaction.

[>> Invoicing >>](#)

(1) Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

# 1. Choose your service

Which FedEx Express service best meets your needs? For your shipments containing packages weighing up to 68kg, please choose your service from the table below.

>> [For shipments that include items weighing over 68kg please click here](#) >>

Your Shipment	Your Destination	Your Transit Times <sup>(1)</sup>	Your FedEx Express Service	Dimensions	Service Features
For all your shipments containing packages weighing up to 68kg	USA	Next day by 8am or 8.30pm	FedEx International First <sup>®</sup>	Maximum 274cm in length (always longest side) or 330cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money-back guarantee<sup>(3)</sup></li> <li>• Shipment tracking</li> <li>• Customs clearance included<sup>(4)</sup></li> </ul>
		Next day by 10.30am or 3pm	FedEx International Priority <sup>®</sup>		
		4 days	FedEx International Economy <sup>®</sup>		
	CANADA	Next day by noon	FedEx International Priority <sup>®</sup>		
		4 days	FedEx International Economy <sup>®</sup>		
	EUROPE	Next day by 9am, 9.30am or 10am	FedEx International Priority <sup>®</sup> / option Europe First <sup>™</sup>		
		Next day by 12 noon or end of business day	FedEx International Priority <sup>®</sup>		
		3-6 days	FedEx International Economy <sup>®</sup>		
	LATIN AMERICA	1-2 days to key business centres	FedEx International Priority <sup>®</sup>		
		4-6 days	FedEx International Economy <sup>®</sup>		
	ASIA MIDDLE EAST INDIA	2-4 days	FedEx International Priority <sup>®</sup>		
		4 days	FedEx International Economy <sup>®</sup>		
	AFRICA OCEANIA	2 days to key business centres	FedEx International Priority <sup>®</sup>		
		4-6 days	FedEx International Economy <sup>®</sup>		

## Shipping with FedEx – it's easy

### FedEx<sup>®</sup> 10kg and 25kg Box

- A box for any shipments up to 10kg or 25kg, at a competitive, fixed price.
- FedEx<sup>®</sup> 10kg and 25kg Box is an express delivery service to over 220 countries, with next business day by 10.30am or 3pm delivery to the US, next business day delivery to over 50,000 postcodes across Europe and a 2nd business day service to key destinations throughout Asia<sup>(1)</sup>.



## Calculating Dimensional Weight

For FedEx International Priority<sup>®</sup> & FedEx International First<sup>®</sup>, rates are based on the total weight of all packages in one shipment using one air waybill. Any fraction of a kilo takes the next higher weight.

When dimensional weight exceeds actual weight, shipments will be charged according to the IATA volumetric standard:

- Dimensional weight in kg = Length x Height x Width in cm / 5,000.

A flat rate applies up to 10kg and 25kg for FedEx<sup>®</sup> 10kg Box and FedEx<sup>®</sup> 25kg Box respectively. An increment for each additional kilogramme is then added.

(1) Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.  
 (3) Money-back guarantee: please see FedEx Express Conditions of Carriage for details.  
 (4) Maximum declared value may vary depending on the country of destination. Please contact Customer Service on 08456 07 08 09 for more details

## Choose your service – heavyweight or bulky items

Which FedEx Express service best meets your needs? For shipments that include items weighing over 68kg, please choose your service from the table below.

>> [For shipments with all items weighing less than 68Kg please click here >>](#)

Your Shipment	Your Destination	Your Transit Times <sup>(1)</sup>	Your FedEx Express Service	Dimensions	Service Features
For all your shipments that include items weighing between 68 and 1,000kg	USA	2 days by 10.30am or 12 noon	FedEx International Priority <sup>®</sup> Freight	Maximum 302cm in length or 762cm in length and girth combined (girth = 2 x height + 2 x width)	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money-back guarantee<sup>(3)</sup></li> <li>• Shipment tracking</li> <li>• Customs clearance included<sup>(4)</sup></li> </ul>
		4-6 days	FedEx International Economy <sup>®</sup> Freight		
	CANADA	2 days	FedEx International Priority <sup>®</sup> Freight		
		4-6 days	FedEx International Economy <sup>®</sup> Freight		
	EUROPE	2-3 days	FedEx International Priority <sup>®</sup> Freight		
		4-6 days	FedEx International Economy <sup>®</sup> Freight		
	ASIA LATIN AMERICA	2-4 days	FedEx International Priority <sup>®</sup> Freight		
		4-6 days	FedEx International Economy <sup>®</sup> Freight		

### Pick-up and delivery options for FedEx Express freight services

When shipping with FedEx International Priority Freight service or FedEx International Economy Freight service, you can choose from the following pick-up and delivery options, designed to suit the needs of your business:

- door-to-door
- from sender to destination airport
- from departure airport to recipient
- from airport to airport

Please note that advanced booking is required. For further information please call the FedEx Express Freight Hotline on **0800 289 747**.

<sup>(1)</sup> Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 07 08 09 for more details.

<sup>(3)</sup> Money-back guarantee: please see FedEx Express Conditions of Carriage for details.

<sup>(4)</sup> Maximum declared value may vary depending on the country of destination. Please contact Customer Service on 08456 07 08 09 for more details

## 2. Prepare your documentation

### Documentation required for international shipments

#### International Air Waybill

An International Air Waybill is required for each shipment to ensure that it is delivered quickly and safely. One International Air Waybill is required for each destination address, irrespective of how many packages the shipment contains.

[>> International Air Waybill >>](#)

#### Commercial Invoice

Customs authorities require an invoice for all international shipments. This means a Commercial Invoice if the goods are intended for resale, or a pro forma invoice if they are not.

[>> Commercial Invoice >>](#)

#### Online shipping with FedEx Express

All your shipping documentation can be completed online including your International Air Waybill and Commercial Invoice using the automated shipping tools provided by FedEx Express:

FedEx Ship Manager® at fedex.com allows you to prepare all your shipment documentation, get rates and transit times and book a collection online. You can store shipping information and profiles in your address book to retrieve and use for future shipments.

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

[>> Click here for more info >>](#)



## International Air Waybill

**Create a Shipment**  
 1 Enter shipping information 2 Product/Commodity Information 3 Print label(s)  
 \* Denotes required field [Preferences](#) | [Clear all fields](#)

**My Shipment Profiles** [Help](#) [Hide](#)  
 My shipment profiles (formerly Fast Ship)

**1. From** [Help](#) [Edit](#)  
 JEAN AUCLERT, Ireland

**2. To** [Help](#) [Hide](#)  
 \* Country/Location   
 Company   
 \* Contact name   
[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   
 \* Package type   
 \* No. of packages   
 \* Weight  kgs  
 Carriage Value  Euro  
 \* Ship date   
 \* Package contents  Documents  Products/Commodities  
 \* Total customs value  Euro

**4. Billing Details** [Help](#) [Hide](#)  
 \* Bill transportation to   
 \* Bill duties/taxes/fees to   
 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 using an already scheduled pickup at your location.

**E-mail Notifications (optional)** [Help](#) [Hide](#)  

Notification type				
	E-mail	Ship	Exception	Delivery
Sender	<input type="text" value="English"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recipient	<input type="text" value="English"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 1	<input type="text" value="English"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 2	<input type="text" value="English"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

 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.

### Information required on your International Air Waybill:

#### 1 Entering 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 completed by the system. You can store up to 2,000 recipients in your Address Book.

#### 2 Specifying package details

Select the type of service and the packaging you want to use. Select the number of packages in the current shipment. You can process up to 25 packages in a single shipment.

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 products and 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.*

You can also enter **your reference** information in the designated text box.

#### 4 ShipAlert

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 ShipAlert.

From: Origin ID: HTA 4412788877  
 Ireland  
 FedEx Express  
 Enterprise House  
 Cooper's End Road  
 Shannon Airport, CASHVA  
 UNITED KINGDOM

Ship Date: 30/07/08  
 Airline: 5 KZ  
 System: 4718855/NET2500  
 Account: 5  
 Billing: 5 KZ

REF: DE-SC-1: 0000  
 DE-SC-2:  
 DE-SC-3:  
 DE-SC-4:

SMP TO: 0000000000  
 BILL SENDER  
 Tony McGuinness  
 FedEx Express  
 Unit 3A, Airways Industrial Estate  
 Cloghran  
 Dublin,  
 IE

COUNTRY INFO:  
 CARRIAGE VALUE: 20.00 IRL  
 CUSTOMS VALUE: IRL  
 TR: 5 131154205  
 STON: Melissa Wynnham  
 EBNVAT

**INTL PRIORITY**

TRK# 7990 2490 8100 FORM 9500  
 --IE

CONSIGNEE COPY - PLEASE PLACE IN POUCH

**When you have entered all details for your shipment, FedEx Ship Manager® at fedex.com will generate an International Air Waybill which you can print onto plain paper.**



#### Online International Air Waybill:

Available on [fedex.com/gb](http://fedex.com/gb). Click on 'Prepare a Shipment Online' on the roll-over navigation menu under 'Ship'.

#### Registration:

Go to [fedex.com/gb](http://fedex.com/gb), click on Ship and choose a user ID and password. Enter your personal details in the 'Contact Information' section. You will then receive confirmation by email of your registered user ID.

## Commercial Invoice

<b>ULTIMATE DESTINATION</b> United States		<b>NO. OF PKGS.</b> 1		<b>ECI</b>	
<b>DATE OF EXPORTATION</b> 13JUN06		<b>SHIPPING LABEL NO.</b> 7919 6838 1235		<b>CURRENCY</b> <span style="border: 1px solid green; padding: 0 2px;">5</span> Euro	
<b>SHIPPER/EXPORTER</b> <span style="border: 1px solid green; padding: 0 2px;">1</span> Emma Shane Tel: +353 1 455 6477 Studio Graphics 15 Southbrook Road,  Dublin 6, Ireland. Shipper's Ref: B1674		<b>CONSIGNEE</b> <span style="border: 1px solid green; padding: 0 2px;">2</span> Jane Yarwood (901) 455-6720 Computer Labels Inc 1465 Oakland 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> <span style="border: 1px solid green; padding: 0 2px;">3</span>	<b>DESCRIPTION OF GOODS</b> <span style="border: 1px solid green; padding: 0 2px;">4</span>	<b>WEIGHT (KGS)</b>	<b>QTY</b>	<b>UNIT VALUE</b>	<b>COMMODITY VALUE</b>
Ireland	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.					
Emma Shane Date: 13JUN06					

### 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

- If the goods were made in more than one country, each country of origin must be stated next to each corresponding product.
- The country of origin is the country in which the goods were produced – not the country from which they are exported.

4 Give a complete description of the item(s). Generic descriptions are insufficient. You need to indicate:

- What it is
- What it is made of
- How many/how much
- How it will be used

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 threeletter code for each currency, e.g. USD, CAD. The sign "\$" is insufficient. You can find the appropriate currency code on the website: [www.iso.org](http://www.iso.org) and click on 'Customer Services' section.



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

• Entering accurate and detailed information on the Commercial Invoice is a major factor in guaranteeing swift customs clearance.

• You should enclose one original plus two copies of the invoice, each with an original signature.

### 3. Pack your shipment

FedEx Express provides tough, easy-to-use packaging, at no extra cost. You can request packaging online at [fedex.com/gb](https://fedex.com/gb) or by calling Customer Service on 08456 07 08 09.

#### FedEx® Envelope

Can hold and protect up to sixty A4 pages.  
Maximum weight 0.5kg



#### FedEx® Pak

Ideal for larger documents and compact products.  
Maximum weight 2.5kg



#### FedEx® Tube

For items that travel better when rolled up, e.g. blueprints, sketches and photos.  
Maximum weight 9kg



#### FedEx® Box

Tough cardboard boxes in three sizes.



**You can also pack your shipments using your own packaging.**



*FedEx Express no longer applies a limit on customs value for regular international shipments. A limit may still apply depending on destination and commodity shipped. Please call Customer Service for more information.*

### Eight packing tips for trouble-free carriage

Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey. Below are eight tips for packing your shipment:

- Pack all your parcels securely and use a good quality parcel tape to prevent damage during transit. Never tie packages with string, which can get tangled up in sorting machines.
- Pack small or fragile items individually to prevent impact.
- Remove all previous address details and any other old labels from the packaging.
- If your shipment is of a non standard shape, please ensure extra protection is given in the packaging and protect any sharp edges using bubble-wrap or corrugated card or foam.
- Heavy or bulky freight shipments must be stacked on a pallet, skid or similar, which can be easily fork-lifted.
- Pack any heavy objects carefully to avoid them moving around inside the package and 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 and cover at least the top layer to give better protection.
- FedEx Express carries products that are defined as dangerous by IATA. These include items such as explosives, flammable gas and liquids, corrosive materials, but also items such as paintings, cosmetics and alcohol (above certain volumes). International regulations are strict and shipping calls for meticulous verification by international specialists in shipping dangerous goods. For more information please call Customer Service on 08456 07 08 09.

[>>> Click here for more info >>](#)

#### Calculating Dimensional Weight

For FedEx International Priority® & FedEx International First®, rates are based on the total weight of all packages in one shipment using one air waybill. Any fraction of a kilo takes the next higher weight.

When dimensional weight exceeds actual weight, shipments will be charged according to the IATA volumetric standard:

- Dimensional weight in kg = Length x Height x Width in cm / 5,000.

A flat rate applies up to 10 kg and 25 kg for FedEx® 10kg Box and FedEx® 25kg Box respectively. An increment for each additional kilogramme is then added.

\* All dimensions are internal

## 4. Book your collection

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



### Online

Book your pick-up in just one click on [fedex.com](https://fedex.com)

- Just go to [fedex.com/gb](https://fedex.com/gb), click on 'Schedule a Pickup' on the roll-over navigation menu under 'Ship', log in with your user ID and password, and you are ready to organise the dispatch of your shipments.
- Confirmation of the pick-up can be sent to up to 4 email addresses.
- You can cancel a previously scheduled pick-up online.

[>> Click here for more info >>](#)

## 5. Track your shipment

With FedEx Ship Manager® at [fedex.com](https://fedex.com), once you have booked 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. You just need your account number or the tracking number on your International Air Waybill.



### Online

On [fedex.com/gb](https://fedex.com/gb), enter the 12-digit tracking number shown on your International Air Waybill and click on 'Track' to follow the progress of your shipment. You can also sign up for exception and delivery notifications.

Send an email to [track@fedex.com](mailto:track@fedex.com) with the tracking number and receive an email back within few minutes.

On the 'History' page of FedEx Ship Manager® at [fedex.com](https://fedex.com), simply select the shipment you wish to track.



### Phone 08456 07 08 09

Use our convenient touch-button service: Press '4' to check the status of your shipment. Or press '\*0' to be connected to a Customer Service agent.

### Online tracking with FedEx Express – it's easy

#### Proactively manage your international shipments

With FedEx InSight® (an online assistant), you can monitor your international shipments automatically – even when you're offline.

Each time you log onto FedEx InSight®, you can view the updated status of all your international shipments – inbound, outbound and third party. You can also receive email notification of important events throughout the shipping process.

This could be when your international shipment has received customs clearance, when delivery is incomplete due to an unknown address or when your shipment has been successfully delivered.

FedEx InSight® can save you valuable time and is available 24-hours-a-day, free of charge, on [fedex.com/gb/insight](https://fedex.com/gb/insight).

[>> Click here for more info >>](#)



## Additional and Specialised International Services

### FedEx International Priority DirectDistribution®

- Express delivery service for your bulk shipments.

[>> Click here for more info >>](#)

### FedEx Customs Brokerage Services

- For your more complex import and export requirements, FedEx offers a range of special customs clearance services, subject to an additional fee.

[>> Click here for more info >>](#)

### FedEx Supply Chain Services

- Improve your supply chain performance with FedEx Supply Chain Management and IT expertise.

[>> Click here for more info >>](#)

### Shipping Dangerous Goods

- FedEx Express offers a specialised Dangerous Goods service that includes: fast transit times, door-to-door delivery, customs clearance, complete shipment tracking and proof of delivery.

[>> Click here for more info >>](#)

### Conditions of Carriage

All shipments are carried subject to the applicable FedEx Express conditions of carriage which limit and in some instances exclude FedEx Express liability and require claims within strict time limits.

[>> Click here for more info >>](#)

For further information on these services, visit [fedex.com/gb](https://fedex.com/gb) or call Customer Service on **08456 07 08 09**.



# Domestic Shipping

with FedEx UK



# Your Quick Guide to **Domestic Shipping** with FedEx UK

Shipping in the UK with FedEx UK is quick, easy and reliable. **Just follow the 6 simple steps below to get started.**

## 1. Choose your service

FedEx UK has a domestic delivery option to suit your timescale and your business including Saturday deliveries, reverse collections and third party collections<sup>(1)</sup>.

[» Choose your service »](#)

## 1. Prepare your documentation

You can prepare all of your FedEx UK documentation online.

[» Prepare documentation »](#)

## 1. Pack your shipment

Packing your FedEx UK shipment is easy. FedEx UK offers a range of self-sealing, tamperproof bags in three different sizes.

[» Pack your shipment »](#)

## 4. Book your collection

Booking your collection couldn't be simpler. You can book your FedEx UK collection online or by calling Customer Service.

[» Book your collection »](#)

## 4. Track your shipment

Tracking your FedEx UK shipment is easy. With [uk.fedex.com](http://uk.fedex.com), you can view the status of your shipments across the UK in real-time.

[» Track your shipment »](#)

## 4. Your FedEx UK invoice

We make every effort to ensure your invoices are easy to understand, clearly highlighting the details of each and every transaction.

[» Invoicing »](#)

(1) Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 00 00 68 for more details.

# 1. Choose your service

Which FedEx UK service best meets your needs?

Your FedEx UK Service <sup>(1)</sup>	Delivery Commitment <sup>(1)</sup>
<b>Next Day</b> FedEx Next Day FedEx Next Day by 9.00am FedEx Next Day by 10.00am FedEx Next Day by 12noon	Delivery by 5.30pm Delivery by 9.00am <sup>(2)</sup> Delivery by 10.00am <sup>(2)</sup> Delivery by 12noon <sup>(2)</sup>
<b>Saturday</b> FedEx Saturday Delivery FedEx Saturday by 9.00am FedEx Saturday by 10.00am FedEx Saturday by 12noon	Delivery by 5.30pm Delivery by 9.00am <sup>(2)</sup> Delivery by 10.00am <sup>(2)</sup> Delivery by 12noon <sup>(2)</sup>
<b>Economy</b> FedEx Economy	Delivery in 2-3 business days

## Package Dimensions and Weights

For all FedEx UK services, rates are based on the total weight of all packages in one shipment using one consignment note.

When dimensional weight exceeds actual weight, shipments will be charged according to the following volumetric standard:

- Dimensional weight in kg = Length x Height x Width in cm / 5,000.

For information on maximum package dimensions for FedEx UK services, please contact your FedEx Account Executive.

## Additional Service Options<sup>(5)</sup>

### Off-shore services<sup>(1)</sup>

Contact Customer Service on **08456 00 00 68** for further information on FedEx UK off-shore services.

### Third party collections<sup>(1)</sup>

Goods collected, upon your instructions; from another location for delivery to a third address will be charged to your account at the normal outgoing delivery rate plus a surcharge per shipment.

### Reverse collections<sup>(1)</sup>

Goods collected, upon your instructions, from another location for delivery to your premises will be charged to your account at the normal outgoing delivery rate plus a surcharge per shipment.

### Book in deliveries

Deliveries where your customer requires the delivery to be pre booked. FedEx UK will make the booking using the information supplied by you.

## Use our FedEx UK Pak range – it's easy

A range of self-sealing, tamperproof bags in three different sizes. The full range of next day services are available and there are no weight restrictions. Simply choose the bag that best fits your business needs and leave the rest to us.

Description	Length	Width
<b>Small Pak</b>	350 mm	260 mm
<b>Medium Pak</b>	425 mm	324 mm
<b>Large Pak</b>	527 mm	438 mm

<sup>(1)</sup>Service availability may vary according to place of collection and destination. Please contact Customer Service on 08456 00 00 68 for more details.

<sup>(2)</sup>Delivery may be made up to 2 hours before the stated delivery commitment. For further details please contact Customer Service on 08456 00 00 68.

<sup>(5)</sup>Please note additional service options could incur surcharges. Please contact Customer Service on 08456 00 00 68 for more details.

## 2. Prepare your documentation

You can prepare the necessary documentation for your shipment online at [uk.fedex.com](http://uk.fedex.com). The example below will guide you through, however if you require any further assistance please call Customer Service on **08456 00 00 68**.

### Collect From

- 1 Enter your company name and address including postcode. Alternatively, enter the details of your third party collection. Use the pulldown menu to select the country.
- 2 Enter your reference number, which could be a job number or purchase order. This will be included on your invoice.
- 3 Enter your contact name, telephone number including STD code, email address and any notes or special instructions relating to the collection.
- 4 Use the Address Search function to find an address by postcode. The Address Book function can be used to pre-populate the fields from your stored addresses.

### Deliver To

- 5 Enter the recipient's company name and address including postcode. Commercial addresses must specify the precise delivery point (e.g. department or gate number). Use the pulldown menu to select the country.
- 6 Enter your recipient's contact name, telephone number including STD code, email address and any notes or special instructions relating to the delivery. For example, "closed for lunch" or "if out, leave in the garden shed".
- 7 Use the Address Search or Address Book functions to pre-populate the fields from your stored addresses.

### Package and Shipment Details

- 8 Enter your reference number as before.
- 9 Enter the appropriate number of items in your shipment.
- 10 Enter the total weight of the shipment in kilograms.
- 11 Select the service you require from the pulldown menu.
- 12 Select the package type you require from the drop down list.
- 13 Please tick this box if you would like a Saturday delivery.
- 14 Enter a description of the goods in your shipment. This must be sufficient for the shipment to be easily identifiable.
- 15 Please tick this box to confirm that the shipment does not contain any dangerous substance or article.
- 16 If required, Enhanced Transit Liability cover can be arranged. Tick box to confirm this option and enter the total value of the goods to be covered.

### Completing your consignment note

- 17 Click on 'Continue' to create your shipment.

[>> Click here for more info >>](#)



#### Selecting your service:

Where no service is selected (see section 11 of the consignment note opposite), then the shipment will be treated as a 'Next Day' delivery and will be delivered and charged accordingly. Timed deliveries e.g. FedEx Next Day by 9am, 10am or 12noon, and Saturday deliveries are not available to certain destinations; please check with Customer Service. Timed and Saturday deliveries are NOT available with the FedEx Economy service.

The screenshot shows the 'Create a Shipment' web form with the following sections and callouts:

- Collect From:**
  - 1: Address Search (UK Addresses Only) and Address Book search fields.
  - 2: Reference Number field.
  - 3: Contact details (Name, Telephone, Email, Notes).
  - 4: Address fields (Address, Town, County, Post Code, Country).
- Deliver To:**
  - 5: Address Search (UK Addresses Only) and Address Book Reference search fields.
  - 6: Contact details (Name, Telephone, Email, Notes).
  - 7: Address fields (Address, Town, County, Post Code, Country).
- Package And Shipment Details:**
  - 8: Reference Number field.
  - 9: Items field.
  - 10: Total weight field (kg).
  - 11: Service type dropdown.
  - 12: Package type dropdown.
  - 13: Saturday delivery checkbox.
  - 14: Description field.
  - 15: Dangerous Substance or Article checkbox.
  - 16: Enhanced Transit Liability checkbox and Value (£) field.
- Create Shipment:**
  - 17: Continue button.

## 3. Pack your shipment

Whilst in transit, we avoid unnecessary damage by carrying your shipments in secure cages and handle them sensitively by automated sortation systems in our hubs.

### Eight packing tips for trouble-free carriage

- Pack all your parcels securely and use a good quality parcel tape to prevent damage during transit.
- Pack small or fragile items individually to prevent impact.
- Remove all previous address details and any other old labels from the packaging.
- If your shipment is of a non standard shape, please ensure extra protection is given in the packaging and protect any sharp edges using bubble-wrap or corrugated card or foam.
- Please do not pack liquids in FedEx UK Paks.
- Check paint tins are sealed by clipping before packaging.
- Documents can be sent using the range of FedEx UK Paks for extra protection. The documents should be placed in a sturdy envelope before placing them into a FedEx UK Pak.
- In instances where returns are made to you from your customers, or where your customers forward the shipment to a third party, please ensure that your customers are aware that shipments are packed and labelled in accordance with these instructions.

### Labelling

We are committed to taking care of your shipments at every stage of the delivery process. To ensure we deliver on time, every time, please ensure your shipments are labelled correctly. These useful tips will help:

- Each parcel must have its own label with both the recipients and sender's address on it, together with a post code.
- The label must be attached securely to the flattest surface.
- The label must not be creased when attached.
- If using a FedEx UK despatch system, please ensure the barcode does not have any blemishes when attaching the label.

#### Calculating Dimensional Weight

For all domestic services, rates are based on the total weight of all packages in one shipment using one consignment note.

When dimensional weight exceeds actual weight, shipments will be charged according to the following volumetric standard:

- Dimensional weight in kg = Length x Height x Width in cm / 5,000.

## 4. Book your collection

When you have completed your packaging and documentation and the shipment is ready to go, you can book your FedEx UK collection directly online or by calling Customer Service.

[>>> Click here for more info >>](#)



### Online shipping with FedEx UK – it's easy

- From the FedEx UK homepage at [uk.fedex.com](http://uk.fedex.com), select the 'Ship' navigation button and click on 'Schedule a Pickup'. After logging in you can arrange a pickup from your premises or from an alternative address.
- Contact Customer Service on **08456 00 00 68** for information on how to obtain a secure username and password.



### Phone

Please call Customer Service on **08456 00 00 68** for more information.

## 5. Track your shipment

You can track the status of your shipments at any time, stage by stage, right through to delivery. Visit [uk.fedex.com](http://uk.fedex.com) and click on the 'Track' navigation button, there you can track by the consignment note tracking number or by your reference entered on the consignment note. If you are a registered user you can also track by date and/or postcode.



### Online tracking with FedEx UK – it's easy

- For quick tracking, simply visit [uk.fedex.com](http://uk.fedex.com) and enter your tracking number in the 'Track' section.
- To track by your own reference on the consignment note, select the 'Track' navigation button and click on 'Track by Reference'.
- If you have a login and password, select the 'Track' navigation button and click on 'Registered User Tracking'. Here you can also track by date and / or postcode.



### Phone

Alternatively you can track your package by calling Customer Service on **08456 00 00 68**.

## Proof of delivery

Each time we obtain a signature upon delivery, the entire delivery record is electronically scanned and made available to you in the following ways:

Via the internet, you can view and print off a true and accurate image of the signature record obtained. Proof of delivery information is available to you in the following ways:

- By visiting [uk.fedex.com](http://uk.fedex.com) where you can obtain Proof of Delivery information, including a scanned image, by entering your FedEx UK shipment number. Extensive search and reporting options are also available.
- You can contact Customer Service where a verbal confirmation of a Proof of Delivery can be obtained. If required, a photocopy/fax/email of the original document can be provided.
- If required, obtaining a Proof of Delivery on shipments can be built into your systems by, for example, the creation of a url link from your own website. Please contact Customer Service to arrange this.
- A daily/weekly/monthly proof of delivery report can be provided. The report comprises of:
  - Shipment number and status
  - Customers own despatch reference
  - Date of delivery

FedEx UK retain the original copy of the Proof of Delivery document and an image of the document for 12 months from date of delivery.

[>>> Click here for more info >>](#)

## 6. Your FedEx UK invoice

**FedEx UK INVOICE**

FEDEX UK LIMITED  
PARKHOUSE EAST IND. ESTATE  
NEWCASTLE-UNDER-LYME  
STAFFORDSHIRE  
ST5 7RB

Tel No.

1/1/2016

Page: 4  
Invoice No: 5  
Account No: 6  
Invoice Date: 7

VAT No:

Date of Collection	Consignment Note Number	Destination	Customer Reference	Areas From To	Items	Weight (Kg)	Con Type	Service	VAT Code	Charge	Method
1	2	8	9	10 11	12	13	14	15	16	0.00	C
										0.00	C
										0.00	C
										0.00	C
										0.00	C

Sub Total 17  
Fuel Surcharge 18  
Total Net 19

Subject to VAT 19  
Exempt of VAT 20  
VAT 20

**INVOICE TOTAL 21**

Key:  
Con Type: K=Kilo P=Parcels L=Pallets X=EasiPak Large D=EasiPak Medium M=EasiPak Small E=International  
Method: A=Parcel Abuse C=Contract Rate M=Manually Adjusted Rate T=Tariff F=Free of Charge

REMITTANCE ADVICE PLEASE RETURN THIS ADVICE WITH YOUR PAYMENT, THANK YOU  
PLEASE REMIT TO :-  
FEDEX UK LIMITED  
PARKHOUSE EAST IND. ESTATE  
NEWCASTLE-UNDER-LYME  
STAFFORDSHIRE  
ST5 7RB

Invoice No:  
Account No:  
Invoice Date:

AMOUNT DUE  
AMOUNT PAID

Simple paperwork extends throughout the process including your weekly invoice which will highlight full details of all your transactions.

- 1 Date of Collection
- 2 FedEx UK Consignment Note Number
- 3 Customer Name and Address
- 4 Page Numbers
- 5 Invoice Number
- 6 Customer Account Number
- 7 Invoice Date
- 8 City/Town of Delivery
- 9 Customer Reference
- 10 Collecting Depot Number
- 11 Delivering Depot Number
- 12 Number of Items in Shipment
- 13 Weight of Shipment
- 14 Type of Contract
- 15 Service Requested
- 16 VAT Code for Shipment
- 17 Fuel Surcharge
- 18 Total Charges to which VAT Applies
- 19 Total Charges to which VAT does not Apply
- 20 VAT Amount
- 21 Total Amount Payable Including VAT

## Additional Information on Domestic Services

### Positive Pro-Active Communication (PPC) – Our commitment to you

FedEx Next Day by 9am, 10am and 12noon services are supported by our Positive Pro-Active Communication (PPC) principle. PPC is a commitment to ensuring that all POD's are available within our systems 45 minutes after delivery of a shipment. Furthermore, if we are unable to meet the scheduled delivery time for any reason, we commit to contact the sender with the new ETA a minimum of 15 minutes before the original delivery time.

### Conditions of Carriage

All consignments are carried subject to the applicable FedEx UK conditions of carriage which limit and in some instances exclude FedEx UK liability and require claims within strict time limits.

[>> Click here for more info >>](#)

For further information on these services, visit [uk.fedex.com](http://uk.fedex.com) or call Customer Service on **08456 00 00 68**.

## Troubleshooting

### Nobody in or premises closed

Our driver will post a card through the letterbox, advising the consignee that we have attempted delivery and inviting them to go online to [uk.fedex.com/redelivery](http://uk.fedex.com/redelivery) to arrange one of the following options:-

- Redelivery to the original address at a mutually convenient time during normal working hours (Monday to Friday). Please note that for our timed delivery services (9am, 10am and 12noon), we may reattempt the delivery outside of the requested times.
- Redelivery to the original address without a signature i.e leave the goods in a safe location, following prior written authorisation from you or your customer.
- Collection from your local FedEx UK depot.

### Incorrect address or address not known

We will make every attempt to obtain the correct address for a shipment and will advise you accordingly of any problems.

If the correct address is nearby, then we will arrange delivery as quickly as possible. If the correct address is further afield, then the goods will be redirected to the nearest FedEx UK depot for delivery to be effected at additional cost.

### Refused delivery

If the recipient refuses your delivery, you will be notified as quickly as possible. Arrangements will be made by the delivery depot to return the goods to you unless we receive further instructions from you to the contrary.

## Additional and Specialised Domestic Services

### Software and Systems

- If you would like to integrate shipping into your internal systems or require a bespoke shipping solution, FedEx UK has the systems and expertise to tailor make a solution that meets your needs. For more information please contact Customer Service on 08456 00 00 68 and we can arrange for a Customer Technology Specialist to discuss your requirements.

### Shipping Dangerous Goods

- FedEx UK are able to accept packages containing Dangerous Goods defined as Limited Quantities (ADR 2009) as listed below:

#### Accepted Dangerous Goods

within Class 2 UN1950 – Aerosols

within Class 3 UN1263 – Paint and Paint Related Substances

#### Prior to Despatch

Please contact your FedEx Sales Executive for details of the appropriate declaration that must be completed and procedure to be followed prior to the despatch of any Dangerous Goods. No Dangerous Goods may be shipped through the FedEx UK network without the prior written consent of FedEx UK. For the accepted Dangerous Goods we are unable to offer (i) a return service; (ii) a third party collection service; (iii) an offshore delivery service; or (iv) a service to international destinations.

### FedEx UK Supply Chain Services

- Improve your supply chain performance with FedEx UK Supply Chain Services.

[>>> Click here for more info >>](#)

For further information on these services, visit [uk.fedex.com](http://uk.fedex.com) or call Customer Service on **08456 00 00 68**.



**FedEx**®