



# Service Guide

Whatever your business goal,  
discover the services to get there.

**FedEx. Where now meets next.**

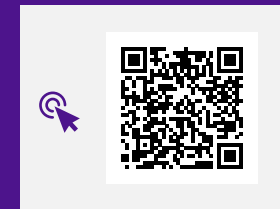
Updated January 2022




# Table of contents

Read the full guide for a complete view of the services and solutions we provide, or click on these individual headings to go directly to the section you need.

<b>Network and services</b>	Meet FedEx	<b>04</b>
	Our network	<b>05</b>
	Our services at a glance	<b>08</b>
	Customs clearance	<b>09</b>
	E-commerce	<b>10</b>
<b>Online solutions</b>	Shipping solutions	<b>12</b>
	Tracking tools	<b>14</b>
	Billing online	<b>15</b>
<b>Packaging</b>	Packing your shipment	<b>17</b>
<b>Sustainability and innovation</b>	Our sustainability goal	<b>20</b>
	Innovation in action	<b>21</b>
<b>Get in touch</b>		<b>22</b>



**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.

---

Meet FedEx Express	04
Our network	05
Our services at a glance	08
Customs clearance	09
E-commerce	10



## MEET FEDEX EXPRESS

# Delivering for businesses across Europe

When you choose FedEx, you're choosing a provider that can take your business further – even during your most challenging times.

As a FedEx customer, you aren't just able to ship packages quickly across the world. You can also deliver seamless, connected experiences to help your business digitise and grow.

And we don't just help you to thrive when times are good. We can help you adapt when conditions are more challenging too – whether that's keeping crucial supply chains moving during the Covid-19 pandemic, or how we've adapted to changes related to Brexit.

We're taking important steps that drive big change – to help you reach your next business goal.

- **Get there fast** with next-day deliveries worldwide
- **Get there smarter** with 24/7 near-real time insights into your shipments
- **Get there seamlessly** with flexible, convenient e-commerce deliveries
- **Get there more sustainably** with new reusable, recyclable packaging



**“We believe  
a connected  
world is a better  
world, and that  
belief helps guide  
everything we do.”**

– Frederick W. Smith,  
Chairman & CEO



**OUR NETWORK: INTERNATIONAL**

# Open doors to the world

Ready to meet your next customer? Wherever you want to grow across the globe, we can get you there. Discover fast, reliable shipping to many destinations, extensive reach, and a wide range of delivery options for your next international shipment.

## A range of priority delivery services

A choice 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 shipping to Asia-Pacific

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

## Speed through customs

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.

1. 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.

2. Service availability and transit times may be impacted due to restrictions imposed as a result of COVID-19.

3. Based on analysis carried out by FedEx in November 2021 of UPS NA1 and Express parcel services and DHL Express parcel services, as quoted online and compared with FedEx International Priority and FedEx International Priority Express services available between approximately 140,000 postcode origin-destination pairs, from 17 European countries and taking into account GDP weighting, to key business districts in the U.S.. Further information is available upon request. 17 European countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Italy, Luxembourg, the Netherlands, Norway, Poland, Spain, Sweden, Switzerland, United Kingdom. U.S. key business centres: per County Business Patterns (CBP) provided by U.S. Census Bureau. Transit times may vary depending on origin and destination location.

### Connect to the U.S. fast

- **Early morning** – next-day to selected destinations<sup>1</sup>
- **10.30 a.m.** – to selected destinations with **FedEx International Priority® Express**<sup>1</sup>
- **4.30 p.m.** – next-day from 17 European countries to the majority of U.S. key business centres<sup>3</sup>
- **Equal pricing** – more choice for the same cost (for 10.30 a.m. and 4.30 p.m. deliveries)<sup>1</sup>

See international  
services and  
transit times





**OUR NETWORK: EUROPE**

# Deliver quickly by road and air

Take the next step to fast European shipping thanks to our unparalleled European road network and a superior air network from the world's largest cargo airline.

Bringing together FedEx Express and TNT gives you access to a combined European network that's more powerful than ever before. Enjoy the best of both worlds and benefit from our combined strengths, capabilities, and integrated network – all through a single sales representative.<sup>1</sup>

## Fast shipping by road

Our European Road Network is one of the fastest in Europe, meaning you can reach some destinations in just 24 hours – and most within 48 hours.

## Fast shipping by air

Our combined air express network gives you powerful connections and a quick service to destinations across Europe, with European hubs in Paris, Liege, Cologne and Stansted (UK).

1. FedEx and TNT services are coming together. For now, TNT services must be booked via TNT and FedEx Express services must be booked via FedEx.



**55K+**  
weekly road trips



**540**  
depots



**45**  
countries & territories



See European  
shipping services  
and transit times





**OUR NETWORK: DOMESTIC**

# Offer outstanding deliveries closer to home

Discover exciting opportunities on your doorstep with time-definite services that allow you to ship overnight to your domestic customers and partners, and bundle it with your international shipping. We offer you a one-stop-shop.

**Reach customers by early morning**

Ship by 10.00 a.m. the next business day with our money-back guarantee.

**Deliver before lunchtime**

Send your goods before 12 noon the next business day with our money-back guarantee.

**Ship next day**

Send packages to customers nationwide by the next business day.

**Grow your e-commerce business**

Discover our e-commerce solutions and ship your online orders at attractive prices.



**See domestic  
shipping services  
and transit times**



# Our services at a glance

Benefit from a significant portfolio you can access through one Sales representative.\*

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

### Urgent

#### FedEx Priority Overnight®

Next-day delivery for domestic parcels

#### FedEx International First®/FedEx Europe First®

Our fastest international services with early-morning package delivery to selected destinations<sup>1</sup>

#### 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 by end of business day

#### FedEx International Priority® Freight

Our fastest global freight service for packages and pallets over 68kg and up to 1000kg

### Less urgent

#### FedEx International Economy®

Cost-saving solution for 4-7 day delivery, depending on location

#### FedEx International Economy® Freight

Cost-saving solution with 4-7 day delivery, depending on location, for packages and pallets over 68kg and up to 1000kg

#### FedEx International Connect Plus®

Benefit from our international e-commerce service that balances speed with attractive pricing

## Value-Added Service Options

### Our services may be combined with:

#### FedEx® Global Returns

Positive returns experiences for your customers and suppliers

#### Dangerous Goods Services<sup>2</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

## Benefits included with all our services:

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

## Special Services<sup>3</sup>

### Customised solutions for unique requirements

Dedicated Vehicle  
Air Charter  
On Board Courier

Next Flight Out  
Special Express  
Air Freight

Whatever your challenge is:

**We're on hand 24/7**

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



\* FedEx and TNT services are coming together. For now, TNT services must be booked via TNT and FedEx Express services must be booked via FedEx.

1. This service is only available on the latest automation tools (GSM v13.62, FSMS/FXRS v20.02, WSXI v26 (WSXI3600)). 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. 2. Dangerous Goods services not available with all shipping services. Visit [fedex.com](https://www.fedex.com) for more information.

3. FedEx customers will need to create a TNT account prior to being able to access Special Services. TNT Terms and Conditions apply – please visit [tnt.com](https://www.tnt.com) for full details. 4. Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.





## 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**

# Reach your next e-commerce goal

From setting up an online store to reaching new customers around the globe, the pressure is on to 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

### Fast global shipping

Explore a wide range of Express and 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 timely updates by SMS or email – with the flexibility to change their delivery date and location at no extra cost. They can also choose to collect their package from one of 280,000 convenient access points worldwide.

### Easy, efficient returns

Our automated returns process gets goods back fast for refunds and restocking. **FedEx® Global Returns** lets your customer schedule pickup or drop off at a convenient location – with **Reusable Paks** for easy returns.

### Smooth software integration

Integrate shipping in your web shop with **FedEx® Compatible** solutions. We work with leading software providers to give seamless access to order and warehouse management, multi-carrier shipping, shopping carts, returns and more.

### Customs expertise

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



# Online solutions

From submitting paperwork 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.

Shipping solutions	12
Tracking tools	14
Billing online	15

## SHIPPING 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

From creating a shipment to printing the labels – this online tool speeds up the entire process:

- Accessible from any desktop and by multiple users
- Intuitive and user-friendly interface based on customer feedback
- Advanced features to make shipping easier
- Get new features and services as soon as they're released

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





**SHIPPING SOLUTIONS****Electronic Trade Documents**

Save time and money, minimise risk of customs delays, and simply save paper.

**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**

Connect FedEx functionality with your website or app.

**FedEx® Compatible solutions**

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

**FedEx.com and FedEx Mobile app**

Create shipments, schedule pickups, manage documents, and more.



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

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

Now your customers can change their delivery date and location at no extra cost. Or collect from thousands of convenient pickup points. They can even get notifications by SMS or email.

## TRACKING TOOLS

# 24/7 visibility for all your deliveries

Always know what's coming next with our easy-to-use tracking tools. From looking up the location of a shipment to getting notified of its arrival, get peace of mind at every stage of delivery.

## Track & Trace

Our online tracking tools are built for speed, simplicity and convenience, giving you shipment updates in just one click. Track in near-real time without logging in. Sign up for updates and delivery notifications.

## Mobile apps

Want advanced 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.

### Stay up to date

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



@FedExEurope

## FedEx® Tracking

### Smart insights into your shipments

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. Log in for enhanced visibility over your deliveries, access to additional features, and in-depth tracking information through your own customised reports. You can also receive instant updates on any delays, attempted deliveries, proofs of delivery and more, by email or online.

### Learn more about tracking





**BILLING ONLINE**

# Easy invoicing for efficient business

**FedEx® Billing Online**

You can choose to receive, review and pay invoices – all free of charge in one secure online location.

Our e-invoices use a digital signature to confirm their origin, authenticity and integrity to both yourself and your local tax authority. They are exactly the same as paper versions with added benefits, including:

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

**Download, save and print** 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:

**Direct debit | Credit card | Electronic bank transfer**

Learn more  
about billing



# 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.

---

Packing your shipment

17

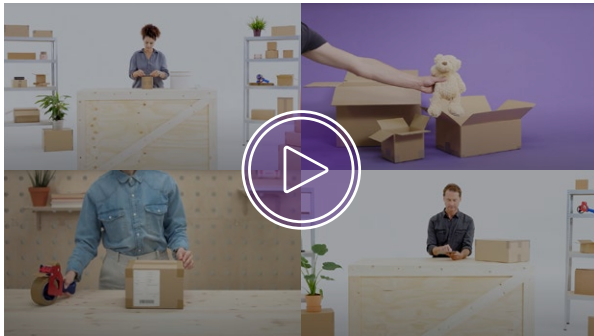




## PACKING YOUR SHIPMENT

# Discover our wide range of free packaging solutions

Whatever you're shipping, wherever the destination, you need the perfect packaging for the job. Explore our comprehensive range of options over the following pages, and order your supplies – free for FedEx account holders.



## Preparing your shipment

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

## Standard packaging

Regular supplies for domestic and international 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 up to  
18 x 10.25 x 5.25cm (maximum acceptable size)



### FedEx® UN 3373 Pak

Recommended for use with sturdy outer packaging up to  
18 x 10.25 x 5.25cm (maximum acceptable size)

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

For one-piece shipments via FedEx International Priority®.



### FedEx® 10 kg Box

40.16 x 32.86 x 25.8cm



### FedEx® 25 kg Box

54.76 x 42.06 x 33.49cm

To order your  
packaging supplies,  
scan or click here<sup>2</sup>



FedEx reusable packaging  
features a dual seal for easy reuse.



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

2. FedEx packaging should not be used for shipping International Economy Services® within Europe.



# Sustainability and innovation

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

Our sustainability goal	20
Innovation in action	21



We're transitioning our fleet to zero-emission (tank-to-wheel) vehicles - FedEx is the launch customer for General Motors' BrightDrop EV600 electric delivery van.





## 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.



In 2021 we announced our global goal to achieve carbon neutrality in our operations by 2040. Priority Earth is our initiative to get us there.

Our Reduce, Replace, Revolutionise approach continues to guide our strategy to reduce the environmental impact across our aviation and vehicle fleet, and in our facilities and materials.

We're also designating more than \$2 billion of initial investment in vehicle electrification, sustainable practices, and carbon sequestration.

**“This goal builds on our longstanding commitment to sustainability throughout our operations, while at the same time investing in long-term, transformational solutions for FedEx and our entire industry.”**

- Frederick W. Smith, Chairman and CEO

See more about  
sustainability





## INNOVATION IN ACTION

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



## In the air

FedEx® FuelSense, our comprehensive fuel-reduction program includes more than 70 fuel-saving projects with 883 million gallons of jet fuel saved since 2005.\*



## On the ground

We're transitioning our fleet to zero-emission (tank-to-wheel) vehicles, while piloting new last-mile solutions for greener deliveries, like cargo e-bikes in 6 major European cities.



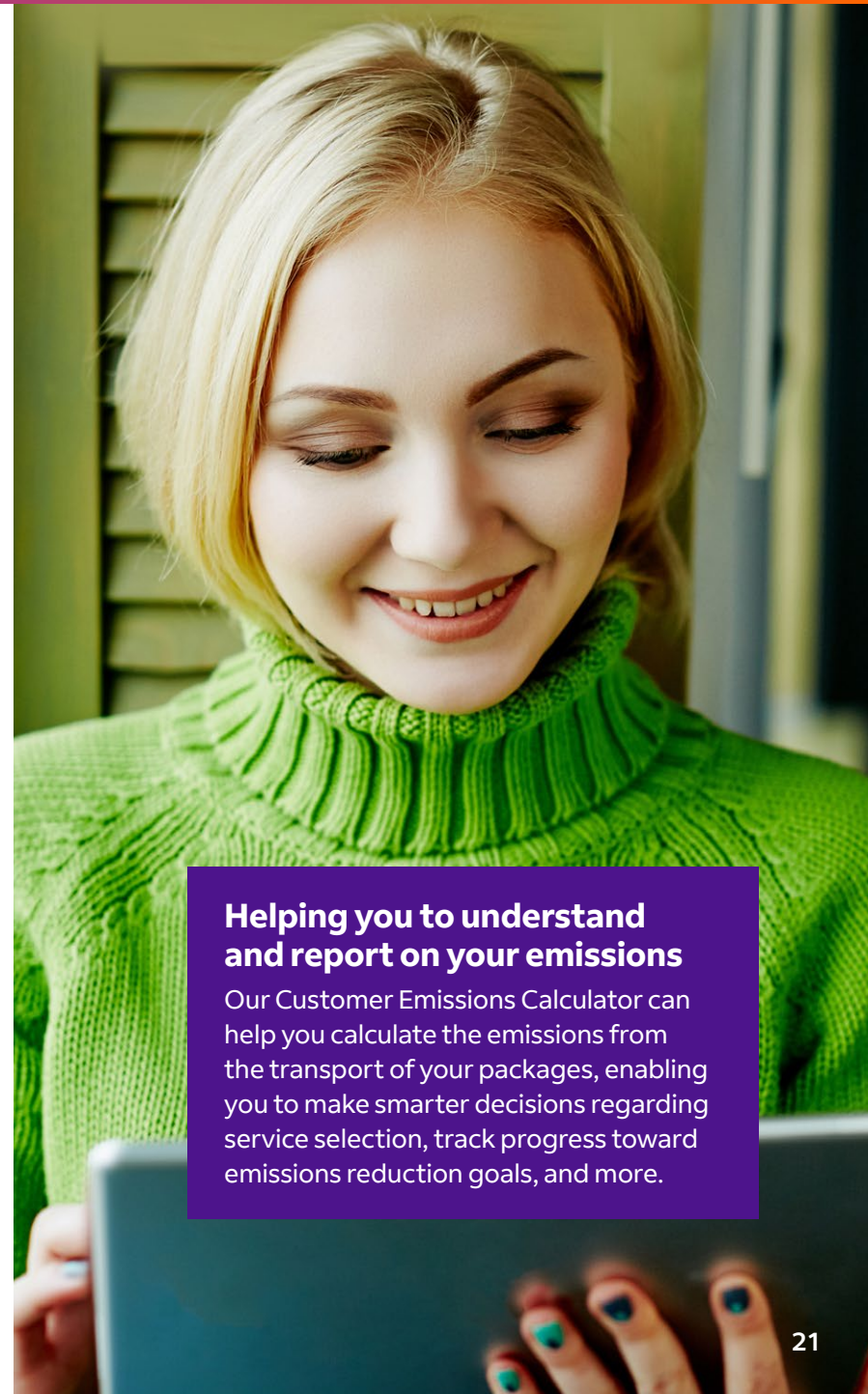
## In our facilities

All new FedEx facilities in Europe will seek LEED/ BREEAM sustainability certification. Our new BREEAM-certified facility in Toulouse, France features sustainable building materials, solar panels, and even special considerations for local wildlife.

\* Source: 2021 Environmental, Social, Governance Report (Unless otherwise noted, data covers each of our operating companies and all geographies in our 2020 fiscal year, which ended May 31, 2020.)

## Helping you to understand and report on your emissions

Our Customer Emissions Calculator can help you calculate the emissions from the transport of your packages, enabling you to make smarter decisions regarding service selection, track progress toward emissions reduction goals, and more.





# Ready for what's next?

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:



### Contact FedEx Express

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



All FedEx shipments are subject to the [FedEx Express Terms and Conditions of Carriage for Europe](#).  
All TNT shipments are subject to the [TNT Terms and Conditions of Carriage for Europe](#).  
LU-EN Service Guide Jan 2022 | © Federal Express Corporation, all rights reserved.



See how we can help you open the door  
to a brighter future [for your business](#)