



# Welcome on board

This is a step-by-step guide to support you with all your shipping requirements.

At FedEx, we aim to provide you with an outstanding experience for each and every transaction.



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## International Services

FedEx offers a flexible range of international express services for reliable, time and day-definite, door-to-door, customs-cleared delivery to over 220 countries and territories worldwide.

Service	Description	Transit Times	Service Features
<b>FedEx International First</b>	Whenever you need the fastest transit time with an early morning delivery, use FedEx International First and benefit from a premium, door-to-door customs cleared and time-definite service.	An early morning delivery service typically in 1 to 2 business days.	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money Back Guarantee</li> <li>• Shipment tracking</li> <li>• Customs clearance included</li> </ul>
<b>FedEx International Priority</b>	Fast, time-definite, customs-cleared, door to door service for sending documents and shipments up to 68 kg per unit.	Delivery typically within 1 to 3 business days, by the end of business day	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money Back Guarantee</li> <li>• Shipment tracking</li> <li>• Customs clearance included</li> </ul>
<b>FedEx International Priority Freight</b>	Fast, time-definite, customs-cleared, premium air freight service. At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Priority service.	Delivery typically within 2 to 4 business days	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money Back Guarantee</li> <li>• Shipment tracking</li> <li>• Customs clearance included</li> </ul>
<b>FedEx International Economy</b>	Economical, time-definite, customs cleared, door-to-door service for worldwide shipments up to 68 kg per shipment.	Delivery typically in 3 to 4 business days	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money Back Guarantee</li> <li>• Shipment tracking</li> <li>• Customs clearance included</li> </ul>
<b>FedEx International Economy Freight</b>	Economical, time-definite, customs-cleared, air freight service. At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Economy service. Pickup and delivery options include door-to-door, door-to-airport, airport-to-airport and airport-to-door.	Delivery typically within 6 business days	<ul style="list-style-type: none"> <li>• Proof of delivery</li> <li>• Money Back Guarantee</li> <li>• Shipment tracking</li> <li>• Customs clearance included</li> </ul>
<b>FedEx 10kg Box</b> <b>FedEx 25kg Box</b>	Easy to assemble, convenient boxes offering optimum protection during transportation. This flat-rate pricing option uses FedEx International Priority service.	Delivery typically within 1 to 3 business days, by the end of business day	<ul style="list-style-type: none"> <li>• Express delivery service to over 220 countries and territories worldwide.</li> </ul>

**Note:**

- To check the service availability and transit times, go to 'Get Rates & Transit Times' on [fedex.com/ke](https://fedex.com/ke) or call FedEx Customer Service at 800 722220.
- For details on the Money Back Guarantee, go to FedEx Conditions of Carriage.
- Maximum declared value may vary depending on the country/territory of destination. For more information, call FedEx Customer Service at 800 722220.



## Value-Added Services

You can customize your shipment to your needs (or the needs of your recipients) with value added services from FedEx. The following are descriptions of the fees.

Service	Description	Fees <sup>(2)</sup> (KES)
<b>Diplomatic Bag (Diplomatic Mail)<sup>(1)</sup></b>	We accept diplomatic shipments between embassies and consulates of the same country/territory for delivery by International Priority service. As per the Vienna Convention of 1961, Diplomatic Bags receive diplomatic immunity from inspection or delay.	Free
<b>FedEx Electronic Trade Documents*</b>	With FedEx Electronic Trade Documents (ETD) you can streamline your international shipments by uploading your customs documentation electronically. ETD reduces the amount of paper you print for each shipment, allows for faster pickup and helps to pre-clear your shipments, reducing the risk of your shipment being delayed in customs. ETD feature needs to be activated within your automated shipping tool.	Free
<b>FedEx International Broker Select Option<sup>(1)</sup></b>	A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur: <ul style="list-style-type: none"> <li>• A broker (other than FedEx or FedEx Express designated) clears the shipment.</li> <li>• FedEx picks up the shipment at the customer's broker location and delivers it to the final consignee.</li> <li>• The consignee's location is served by a different clearance point than the broker's clearance point.</li> </ul>	KES 5,100 + V.A.T. per shipment
<b>Hold at FedEx Location<sup>(1)</sup></b>	As an alternative to a business or residential delivery, you can choose Hold at FedEx Location (HAL), and have recipients pick up their shipments at a FedEx location. For more details, contact FedEx Customer Service at 800 FedEx (800 33399).	Free
<b>FedEx Customs Brokerage Services</b>	FedEx offers a seamless standard customs clearance process to enable on-time delivery of your goods. We also offer a range of specialised inbound clearance solutions subject to an additional fee (VAT may apply at the applicable rate).	You can find more information on <a href="https://fedex.com/ke/ancillaryservices">fedex.com/ke/ancillaryservices</a>
<b>FedEx Global Returns® or FedEx Import Shipping Print Label<sup>(1)</sup></b>	Create return or import shipping labels on your computer or shipping system. Then simply print and provide the label to your customer or send it as PDF via email.	Free
<b>FedEx Global Returns® or FedEx Import Shipping Email Label<sup>(1)</sup></b>	Create return or import shipping labels and allow your customers to access these electronically and edit them as needed.	KES 102 per label

(1) Service availability and transit times may vary by postal code. Please call Customer Service for service availability and precise transit times in your area.

(2) All fees are exclusive of VAT.

\* Available for export shipments only



### Give your customers more convenience

Your customers can receive their shipments when and where it is convenient for them, through FedEx Delivery Manager. For details, see page 21.



## Rates and Transit Times

To get transit times and rates, follow the instructions detailed below. Start by going to 'Get Rates & Transit Times' on fedex.com/ke, on the main menu under 'Shipping'. You don't need to login for this. However, in order to view your personalized rates you need to login first.

Please refer to page 10 to read instructions on how to create User ID and password.

### 1. Ship From / To

**1 From:** Enter the address details - location of origin (postal code or city).

**2 To:** fill in the details of the destination location (postal code or city).

Tell us about your shipment.

FROM	
1	Nairobi, Kenya
TO	
2	Johannesburg, 2107, South Africa

### 2. Package and Shipment Details

**1** Enter the package details: type of packaging, number of packages, weight and ship date.

**2** Select "I'm shipping to a residence", if you are shipping to a residential address.

**3** Click on "Show Rates" to see the services available and the applicable quote and delivery times.

PACKAGING				
Your Packaging				
kg/cm				
NO. OF PACKAGES Max. 25	WEIGHT PER PACKAGE Max. weight 998 kg.	DIMENSIONS PER PACKAGE L x W x H (Optional)		
1	kg	x	x	cm
+ ADD ANOTHER PACKAGE				
SHIP DATE				
Monday, 3 August 2020				
2 <input type="checkbox"/> I'm shipping to a residence				

3 **SHOW RATES**

Please Note:

- If you need a transit time for a service with special handling options not listed, please contact Customer Service.
- If your shipment contains a dangerous good, please contact Customer Service for assistance.
- Annual reports, brochures and newspapers are among a variety of documents deemed by some governments to have a commercial value. They are considered to be products rather than documents or letters by Customs, and may require additional documentation and time for import/export clearance. For the most accurate transit time results, please search for your document type among the product categories.

### 3. Rates and Transit Times Details

- 1 Service options, applicable rates and delivery times are displayed.
- 2 You can see the rate breakdown by clicking on the arrow next to the orange button.
- 3 Choose your preferred option and finalize the shipment.

Here are the rates and delivery dates for shipments sent Tuesday, 4 August 2020

☒ I want this shipment picked up

1

Amounts are shown in KES

ARRIVES ON Wed, Aug 5	DELIVERED BY 18:00 International Priority®	KSH25,273.03	2
ARRIVES ON Tue, Aug 11	DELIVERED BY 18:00 FedEx International Economy®	KSH33,539.12	

3

Login to your account to see your account-specific rates.  
Rates quoted are for export shipments. Log in to obtain import rate quotes.  
Rates shown here may be different than the actual charges for your shipment. [View more details.](#)

### Fuel Surcharge

Go to [fedex.com/ke/fuelsurcharge](https://fedex.com/ke/fuelsurcharge) to get updated information on the fuel surcharges applicable on international shipments.



**Go online to get  
quotes for rates  
and transit time  
quotes**

Go to [fedex.com/ke](https://fedex.com/ke) and select  
'Get Rates and Transit Times'  
from the Shipping Tab







## Packaging Solutions

Choose from our range of ready-to-use, self-sealing packaging in a choice of shapes and sizes. They are available free of charge for your international shipments with FedEx.

Shipping Need	Our Solution	Weight Limit	Shipping Need	Our Solution	Weight Limit
Packaging for standard-size and legal-size documents	<b>FedEx Envelope (window)*</b> <ul style="list-style-type: none"> <li>Holds up to 60 unfolded pages of standard A4 paperwork.</li> <li>Total weight (including contents, documentation and the envelope) must not exceed 500 gm.</li> <li>The special FedEx Envelope rate only applies up to 500 gm.</li> <li>Tick the 'FedEx Envelope' box in Section 5 of the International Air Waybill.</li> <li>Internal measurements: Height 24.1 cm, Width 31.8 cm.</li> </ul>	500 gm		<b>FedEx XL Poly Pak*</b> <ul style="list-style-type: none"> <li>Water-resistant packaging for soft, light and bulky shipments.</li> <li>Total weight (including contents, documentation and packaging) must not exceed 2.5 kg.</li> <li>A special FedEx Pak rate applies up to 2.5 kg.</li> <li>Dimensional-weight pricing is applicable for FedEx Pak shipments exceeding 940 cubic inches or 15,400 cubic centimeters in volume.</li> <li>Mark the 'FedEx Pak' box in Section 5 of the International Air Waybill.</li> <li>Internal measurements: Height 44.4 cm, Width 52.7 cm.</li> </ul>	2.5 kg
Tear- and water-resistant packaging	<b>FedEx Pak*</b> <ul style="list-style-type: none"> <li>For larger documents or other compact items.</li> <li>Total weight (including contents, documentation and packaging) must not exceed 2.5 kg.</li> <li>A special FedEx Pak rate applies up to 2.5 kg.</li> <li>Mark the 'FedEx Pak' box in Section 5 of the International Air Waybill.</li> <li>Internal measurements: Height 30.5 cm, Width 39.4 cm.</li> </ul>	2.5 kg	Boxes in a variety of sizes	<b>FedEx Small Box</b> <ul style="list-style-type: none"> <li>Self-assembly box designed to hold a single reel of magnetic tape, small documents, catalogs, file folders, videotapes and CDs.</li> <li>Mark the 'FedEx Box' box in Section 5 of the International Air Waybill.</li> <li>Internal measurements: Height 27.6 cm, Width 31.1 cm, Depth 3.8 cm.</li> <li>Weight limit: 9 kg.</li> <li>The minimum weight charged is 1 kg.</li> </ul>	9 kg
	<b>FedEx Padded Pak*</b> <ul style="list-style-type: none"> <li>Oversized envelope intended for heavier documents that require additional protection.</li> <li>Special FedEx Pak rate applicable.</li> <li>Internal dimensions: Height 29.8 cm, Width 39.3 cm.</li> </ul>	2.5 kg		<b>FedEx Medium Box</b> <ul style="list-style-type: none"> <li>Self-sealing box designed for binders, books or large documents.</li> <li>Mark the 'FedEx Box' box in Section 5 of the International Air Waybill.</li> <li>Internal measurements: Height 29.2 cm, Width 33 cm, Depth 6 cm.</li> <li>Weight limit: 9 kg.</li> <li>The minimum weight charged is 1 kg.</li> </ul>	9 kg

\*Not applicable for FedEx International Economy Service



Shipping Need	Our Solution	Weight Limit	Shipping Need	Our Solution	Weight Limit
    Packaging for plans, posters, fabric rolls, charts or blueprints  	<b>FedEx Large Box</b> <ul style="list-style-type: none"> <li>• Self-sealing box designed for large stacks of paper, computer print outs, machine parts, etc.</li> <li>• Mark the 'FedEx Box' box in Section 5 of the International Air Waybill.</li> <li>• Internal measurements: Height 31.4 cm, Width 45.4 cm, Depth 7.6 cm.</li> <li>• Weight limit: 13 kg.</li> <li>• The minimum weight charged is 1 kg.</li> </ul>	13 kg	    	<b>FedEx 10kg Box and FedEx 25kg Box</b> <ul style="list-style-type: none"> <li>• Strong boxes to help your shipments arrive in good shape.</li> <li>• For a flat rate, you can ship these double walled boxes to more than 220 countries and territories via FedEx International Priority.</li> <li>Note: FedEx 10kg and 25kg are not available or domestic services</li> </ul>	10 kg
	<b>FedEx A4 Box</b> <ul style="list-style-type: none"> <li>• Self-sealing box designed for customers who ship items internationally where the style is preferred.</li> <li>• Mark the 'FedEx Box' box in Section 5 of the International Air Waybill.</li> <li>• Internal measurements: Height 34.9 cm, Width 46.2 cm, Depth 7.6 cm.</li> <li>• Weight limit: 9 kg.</li> <li>• The minimum weight charged is 1 kg.</li> </ul>	9 kg		<b>FedEx 10kg Box</b> <ul style="list-style-type: none"> <li>• A fixed rate via FedEx International Priority Service up to 10 kg.</li> <li>• Mark the 'FedEx 10kg Box' box in Section 5 of the International Air Waybill.</li> <li>• Internal measurements: Height 40.16 cm, Width 32.86 cm, Depth 25.8 cm.</li> <li>• Bill Sender, Consignee or Third Party and Single Piece shipments only.</li> </ul>	
	<b>FedEx Tube</b> <ul style="list-style-type: none"> <li>• Self-sealing tube ideal for drawings, blueprints, charts, photographs, fabric samples and any other items that are better rolled than folded.</li> <li>• Mark the 'FedEx Tube' box in Section 5 of the International Air Waybill.</li> <li>• Internal measurements: Height 96.5 cm, Width 15.2 cm, Depth 15.2 cm.</li> <li>• Weight limit: 9 kg.</li> <li>• The minimum weight charged is 4 kg.</li> </ul>	9 kg		<b>FedEx 25kg Box</b> <ul style="list-style-type: none"> <li>• A fixed rate via FedEx International Priority Service up to 25 kg.</li> <li>• Mark the 'FedEx 25kg Box' box in Section 5 of the International Air Waybill.</li> <li>• Internal measurements: Height 54.76 cm, Width 42.06 cm, Depth 33.49 cm.</li> <li>• Bill Sender, Consignee or Third Party and Single Piece shipments only.</li> </ul>	25 kg

## Packaging Tips

To ensure your consignments arrive on time and in good condition, it is vital you take time to pack and label them correctly.

### Do

- Only use rigid cartons in good condition with all edges intact.
- Don't exceed the weight specifications for your box.
- Pack contents in the centre of the carton, cushioned on all sides using polystyrene chippings or bubble wrap. Ensure that the items not fitting into cartons or have sharp edges and protrusions are thoroughly wrapped, with taped corrugated panels or pads.
- If you send liquids, check that the cases are hermetically sealed.
- For the shipping of fragile goods, we suggest the use of wooden cases and separators inside. Include inside the carton a document (e.g. business card or letterhead) that carries your address, and both your and your recipient's telephone numbers.
- Tape all seams and flaps well, with pressure-sensitive plastic tape. Tape should be at least 5.1 cm wide, but preferably 7.6 cm wide.
- If finishes could be damaged or soiled in transit, place them in a protective container.

### Don't

- Don't ship light weight gift boxes unless packed in stronger cartons.
- Don't ship packages smaller than 18 cm x 10 cm x 5 cm. Instead, pack small items into larger cartons.
- Never use cellophane tape, masking tape, string or rope, and avoid duct tape and kraft-paper tape for sealing.

## Measuring Length and Girth

The length and girth formula is simple:

Packages can be up to 274cm in width and 330cm in height and girth combined ( $\text{girth} = 2 \times \text{height} + 2 \times \text{width}$ )



## Automation Tools

Online tools that automate the entire shipping process and guide you with your airway bills, commercial invoices and any other customs documentation you may need. Access our online automation tools by logging in at [fedex.com/om](https://fedex.com/om) or see below for instructions on creating a User ID and Password.

### FedEx User ID and Password

[fedex.com](https://fedex.com) is a complete online resource for shipping solutions, information and support to help you optimize your shipping and your business. Register for a FedEx login to manage all your shipping requirements easily. Remember to save your answers to the secret questions in case you need them later. You can login directly if you have an existing FedEx User ID and Password.

## Online Shipping Solution

Ship adhoc with FedEx Ship Manager Lite- no registration required or use the benefits of a Login to re-use your addresses and get customised rates. FedEx Ship Manager at [fedex.com](https://fedex.com) caters for more complex shipping and reporting needs if you ship more frequently.

Features/Benefits	FedEx Ship Manager Lite	FedEx Ship Manager™ at fedex.com
For new and infrequent shipper	✓	
For frequent shipper		✓
FedEx account required	✓	✓
Login with User ID and Password		✓
Get rates and transit times	✓	✓
Schedule a pickup	✓	✓
Receive status notifications	✓	✓
Prepare customs documentation		✓
Store contact details	✓	✓
Review shipping history and reports		✓
Send 1 package (up to 68kg) per shipment	✓	✓
Send multiple packages in one shipment		✓
Send freight shipments (above 68kg)		✓



## FedEx Electronic Trade Documents (ETD)

ETD\* is a feature within the FedEx Ship Manager (FSM) shipping tool that reduces customs clearance delays by allowing you to submit customs documentation electronically, so you no longer need to print multiple copies. In a world where business moves at the speed of a click, filing important international documents electronically helps you save time, paper and money.

### Benefits of ETD

- Prepare your customs documents electronically.
- Simplify and enhance the international shipping process.
- Reduce risk of customs clearance delays.
- Reduce your carbon footprint and save time and money
- Minimize risk of lost, missing or damaged trade records.
- We may notify you if your shipment is going to be delayed by customs clearance.
- Quicker pick-up time due to simple process.

\* For countries that require paper copies for customs clearance, you can benefit from Electronic with Original (EWO), which also enables you to seamlessly upload your customs documentation. EWO gives you access to all countries that ETD doesn't support. When you chose the country you are shipping to, the system will default automatically to EWO if it's not ETD supported.

## Scheduling Pickups

To schedule a pickup, login to [fedex.com/om](https://fedex.com/om) with your User ID and Password. If you do not have a FedEx User ID and Password, please refer to page 10 for directions on creating them.

- Click on 'Schedule a Pickup', which appears on the menu under 'Ship'.
- Fill in the details required, including the pickup address and shipment information, and click on 'Schedule pickup'.
- Confirmation of the pickup can be sent to up to four email addresses.

\* Available for export shipments only



### Ship conveniently online

Discover our automation tools that simplify shipping for you – visit page 10.

# Air Waybill

To create an Air Waybill:

- Login to [fedex.com/ke](https://fedex.com/ke) for details with your User ID and Password. If you do not have a FedEx User ID and Password, please refer to the section on page 10 for directions on creating them.
- Click on the 'Ship' icon.
- Follow the steps detailed below.

## My Shipping Profiles

- Save all the details when you want to ship a similar shipment (same weight/dimensions) repeatedly to the same recipient.
- Select the profile you want to ship to if already created, or fill in the details for a new recipient as detailed below.

**My Shipment Profiles** [Help](#) [Hide](#)

My shipment profiles (formerly Fast Ship)

Select

Ship

## 1. From (Sender's information)

Select a sender from your Address Book using the Saved Senders, Contact ID, Company or Contact Name drop-down menus.

- Company:** mention the company name if the shipment is sent from a business.
- Contact name:** enter the contact name of the individual representing the business.
- Address details:** give the sender's address details, including postal code and city.
- Phone number:** mention the sender's contact number (valid landline/mobile number).
- Save as my default address:** select this field to designate the sender as the default sender for future shipments.
- Save new sender in address book:** select this field to designate the sender as the default sender for future shipments.

PACKAGING

Your Packaging

kg/cm

1	NO. OF PACKAGES Max. 25	WEIGHT PER PACKAGE Max. weight 998 kg.	DIMENSIONS PER PACKAGE L x W x H (Optional)		
2	1	kg	x	x	cm
3	+ ADD ANOTHER PACKAGE				

SHIP DATE

Monday, 3 August 2020

4

SHOW RATES

5

6

## To (Recipient's information)

- Company:** mention the company name if the shipment is sent to a business.
- Contact name:** enter the name of the contact person representing the business.
- Address details:** give the recipient's address details, including postal code and city.
- Phone number:** mention the recipient's contact number (valid landline/mobile number).
- Save new recipient in address book:** save the recipient for future use.

**2. To** [Help](#) [Hide](#)

\* Country/Location

India

1

Company

Select or enter

2

\* Contact name

Select or enter

3

\* Address 1

Address 2

\* Postal code

[Postal code information](#)

\* City

Select or enter

\* State

Select

4

\* Phone no.

ext.

VAT/CST/TIN no.

☐ This is a residential address

5☐ Save new recipient in address book

### 3. Package and Shipment Details

- 1 Ship date:** specify the date for sending the shipment.
- 2 No. of packages:** mention the number of boxes/packages being shipped. When it's more than one box/package, an additional section opens up asking 'Are packages identical?'
  - 2A** If 'Yes': mention the weight per package.
  - 2B** If 'No': an additional section opens up to capture the weight unit, quantity, dimensions and carriage value. To add more details, use the 'Add row' tab.
- 3 Weight:** mention the total weight of all the boxes/packages together in kilograms.
- 4 Declared Value:** fill in the replacement cost of your shipment's contents\*.
- 5 Service type:** choose the service to move the shipment from the origin country, depending on the urgency, weight and size of the shipment.

- 6 Package contents:** select 'Documents' or 'Products/Commodities'. If 'Documents' is selected, the document description needs to be checked.
- 7 Shipment purpose:** mention whether it is a Commercial (has a commercial intent) or a Personal (has no commercial intent) shipment.
- 8 Total customs value:** enter the selling price or the market value of the shipment's contents. This value should be the same on the shipping documents and the Commercial Invoice (CI) available on FedEx Ship ManagerTM at fedex.com.

#### Additional information to enter

- Package type:** select the packaging in which the shipment is being sent – select 'Your Packaging/ FedEx Packaging' (name available on the packaging). See page 9 for details on FedEx packaging, or click here to order FedEx supplies.
- Dimensions:** choose a saved dimensions profile from the drop-down menu or click 'Enter dimensions manually'.

### 3. Package & Shipment Details

[Help](#) [Hide](#)

1

\* Ship date

29/05/2018

2

\* No. of packages

1

3

\* Weight

kgs

4

Declared Value

South African Rand

Currency Converter

5

\* Service type

Select

\* Package type

Select

6

\* Package contents

☐ Documents ☐ Products/Commodities

7

\* Shipment purpose

Commercial

8

\* Total customs value

South African Rand

Currency Converter

☐ Include a return label

### 3. Package & Shipment Details

[Help](#) [Hide](#)

\* Ship date

11/04/2018

\* No. of packages

2

2A

\* Are packages identical

☒ Yes ☐ No

\* Weight per package

kgs

\* The declared value for carriage represents the maximum liability for FedEx in connection with that shipment. Exposure to and risk of loss in excess of the declared value is assumed by the shipper. This value should be the same on the shipping documents and the Commercial Invoice (CI) available on FedEx Ship Manager at fedex.com. The carriage value must not exceed the customs value.

### 3. Package & Shipment Details

[Help](#) [Hide](#)

\* Ship date

11/04/2018

\* No. of packages

2

\* Are packages identical

☐ Yes ☒ No

2B

\* Weight unit

kgs

<input type="checkbox"/>	* Qty	* Weight (kgs)	Dimensions (cm)	Carriage Value (INR)
<input type="checkbox"/>			Select	
<input type="checkbox"/>			Select	



[Delete row](#) [Add row](#)



## 4. Billing Details

- 1 Bill transportation to:** select the account number from the drop-down menu for the billing of the shipment. If you select 'Recipient' or 'Third Party', please enter the 9-digit FedEx account number of the recipient or third party to bill in the 'Account no.' field.
- 2 Bill duties/taxes/fees:** choose the account number to bill for an international shipment's duties, taxes and fees. If you select 'Recipient' or 'Third Party', please enter the 9-digit FedEx account number to bill in the 'Account no.' field.
- 3 Your reference:** enter any relevant reference information, such as a customer number used by the sender if any.
- 4 More reference fields:** use these fields to enter a P.O. number, an invoice number and a department number, as per your requirement.
  - a. References can be used for tracking and reporting purposes
  - b. All references, except Invoice no., print on your FedEx and FedEx Freight Services invoices.
  - c. References print on all shipping labels except plain paper FedEx international labels, which include only one reference field.

### 4. Billing Details

 [Help](#)  [Hide](#)

1

\* Bill transportation to

2

\* Bill duties/taxes/fees

3

Your reference

4

☐ [More reference fields](#)

[Add an account](#)

P.O. no.

Invoice no.

Department no.

## Special Services (optional)

If your shipment requires special handling, please select the instructions with regard to the pickup, processing and delivery. Click on 'Edit' to expand the section, and enter any additional special handling comments that you may require.

### 5. Pickup/Drop-off

- 1 Schedule a pickup:** select this option if you do not have a regularly scheduled pickup at your location. Enter or select the date of your pickup. Only those days that qualify for pickup of your shipment can be selected on the calendar. If the date you need is not available, please call FedEx Customer Service at 800 722220 to schedule your pickup.
- 2 Drop off package at a FedEx location:** choose this option if you plan to drop off your package. You will be able to see the nearest FedEx location for your shipments.
- 3 Use an already scheduled pickup/Schedule a pickup later:** select any of these option if you are a FedEx account holder and already have scheduled a previous pickup request on fedex.com/ae.

## Shipment Notifications (optional)

You can send an email to the sender, recipient or any additional recipient, indicating the status of your shipment. To allow shipment notifications, click 'Edit' to expand the section, and enter all the information required.

- 1 Notify Sender/Recipient via:**
  - a. Select the format type for your email notifications.
  - b. Enter the email addresses of the sender and recipient, and select the email language from the drop-down menu.
- 2 Notification type:** select the type of notification you would like to receive
  - a. 'Ship': indicates that the shipment's information has been sent to FedEx.
  - b. 'Tendered': indicates when FedEx picked up the shipment.
  - c. 'Exception': indicates any exception that may cause a delivery delay.
  - d. 'Estimated Delivery': indicates that the pickup has been successfully scheduled.
  - e. 'Delivery': indicates that the shipment has been delivered.
- 3 Add additional recipients**

Select this option if you want to send notifications to two additional contacts. Please select 'Choose the email language' for each from the drop-down menus.
- 4 Add a personal message**

You can add a personal message to your email notifications by entering up to 120 characters.

**Special Services (optional)** [Help](#) [Edit](#)

Please enter required shipment information prior to selecting special services.

**5. Pickup/Drop-off** [Help](#) [Hide](#)

1 ☐ Schedule a pickup

2 ☐ Drop off package at a FedEx location

3 ☐ Use an already scheduled pickup/Schedule a pickup later

**Shipment Notifications (optional)** [Help](#) [Edit](#)

Send an email to yourself, the recipient or others indicating the status of your shipment.

**Shipment Notifications (optional)** [Help](#) [Hide](#)

1 **Notify Sender via:**

☒ Email (HTML)  
☐ Email (Plain Text)

Sender Email  
dtadjine@fedex.com  
English

2 **Notification type**

☐ Ship  
☐ Tendered  
☐ Exception  
☐ Estimated Delivery  
☐ Delivery

1 **Notify Recipient via:**

☒ Email (HTML)  
☐ Email (Plain Text)

Recipient Email  
  
English

2 

☐ Ship  
☐ Tendered  
☐ Exception  
☐ Estimated Delivery  
☐ Delivery

3 [Add additional recipients](#)

4 [Add a personal message](#)

## Rates & Transit Times (optional)

Use our simple solution to obtain a rate quote and determine the expected delivery date and time for your shipment.

Click 'Calculate' to get the estimated shipping costs and delivery for your shipment. The rate you receive may be different from the billed charges for your shipment based on the actual shipment weight, dimensions and other details.

## 6. Customs Documentation

### 6. Customs Documentation [Help](#) [Hide](#)



#### Alert:

Invoices created through this system are not accepted for the origin or destination country. Please provide your own Commercial/Pro Forma Invoice for this shipment.

#### [Additional FedEx generated trade documents](#)



#### Alert:

The origin or destination country requires a Commercial/Pro Forma Invoice that includes a Letterhead & Signature. Please include this with your shipment.

### Commercial Invoice

The Commercial Invoice is the most common document required for clearing your shipments through customs. It is typically required for shipments of non-document commodities, but this varies by country, size, weight, quantity and value.

## 7. Complete your Shipment

- 1 Select 'Create a Shipment Profile' to store the shipment information (i.e. recipient, package, etc.) as a Shipment Profile that you can use for future shipments. Enter a unique profile nickname.
- 2 Select 'Save for later' if you want to save your shipment as a pending shipment to process later during the day, or on a future date.
  - a. A pending shipment must contain complete shipping information in order to process it later in the day or in the future.
  - b. Pending shipments will automatically expire 10 days after the date you created the shipment or the designed future date when creating the shipment
- 3 Click 'Ship' and you're done!

### Rates & Transit Times (optional) [Help](#) [Hide](#)

Amounts are shown in INR

Select	Service and Transit Time	Your Rate
	<a href="#">Click calculate to get rates and transit times.</a>	<a href="#">Calculate</a>



### Store details to ship fast

Prepare and maintain your documents with the FedEx Document Preparation Center to save time when shipping.

### 7. Complete your Shipment [Help](#)

- 1 ☐ Create a **Shipment Profile** to store recipient, package and all other details of this shipment for future use.
- 2 **Save for later**
- 3 **Ship**



## FedEx Global Trade Manager (GTM)

Learn about the documents required, estimated duties, taxes and regulatory details for your international shipment, and get country profiles and other relevant information with FedEx Global Trade Manager:

- Go to [fedex.com/ke](https://fedex.com/ke) and click on 'Support' then choose 'Custom Tools'.
- Click on 'Go To Global Trade Manager'.
- The following options are available. Select the option(s) you are interested in, click 'Go' and login using your FedEx User ID and Password.

Option	Description
<b>Find International Documents</b>	Get help finding the necessary documents for your international shipment.
<b>Estimate Duties and Taxes</b>	Estimate the duties and taxes that will be levied against your international shipment.
<b>Country Profiles</b>	Get a snapshot of country information including demographics, business information and statistics.
<b>Shipping Advisories</b>	Get important regulatory information specific to your shipment.
<b>Denied Party Screening</b>	Identify individuals, companies, and other parties that have been denied international business transactions.
<b>Harmonized Code Search</b>	Find the World Customs Organization (WCO) tariff classification for your product.

## Commercial Invoice

A Commercial Invoice (CI) is mandatory for all non-document shipments. Entering the information accurately helps ensure swift customs clearance. Please enclose one original invoice along with two copies of the invoice to your shipment, each with an original signature.

**1 Shipper/Exporter details:** add the contact name, company name, full address and VAT number of the shipper.

**2 Recipient/Consignee details:** fill in the name, address (including postal code and phone number) of the recipient.

**3 Country of manufacture:** state each country of origin next to each corresponding product, in case the goods were made in more than one country. The country of origin is the country in which the goods were initially produced – not the country from which they are exported.

**4 Quantities:** show individual and totals columns for:

**4A** the number of shipments and units

**4B** the units of measurement

**4C** weight

**5 Description of goods:** give a complete description of the item(s). Generic descriptions are insufficient.

Indicate:

- what it is
- what it is made of
- what the value of each item is
- how many/how much items
- how it will be used

For example: write “10 boxes of stainless steel screws for civil aircraft,” rather than “civil aircraft parts.”

**6 Specify the currency:** specify the unique three-letter code for each currency (e.g. USD, CAD). The dollar sign (\$) is insufficient, as several countries use it.

Date of Export: 02.07.02				Export References (i.e. order no., invoice no., etc.): B1674				
Shipper/Exporter (complete name and address): John Smith Al Mirzam St Abou Dabi UAE VAT No. 437 7916 13				Recipient (complete name and address): Jane Yarwood Computer Labels Inc 1465 Oakland Avenue Interstate Industrial Park Memphis, US TN 38200				
Country of export: England				Importer - if other than recipient (complete name and address): As Above				
Country of manufacture: As above								
Country of ultimate destination: USA								
Federal Express International Air Waybill No.: 400-7604-7274				Currency: Euro				
Marks/Nos	No. of pkgs	Type of packaging	Full Description of goods	Qty	Units of measure	Weight	Unit Value	Total Value
1 of 1	1	Brown Package	Camera-ready Artwork (For printing in USA.)	1	kg	2.5		125 EUR
	Total No. of Pkgs					Total Weight		Total Invoice Value
	1					2.5		125 EUR
I declare all the information contained in this invoice to be true and correct								Tick
Signature of shipper/exporter (type name and title and sign) Date: J Smith, Designer 02.07.02								<input checked="" type="checkbox"/> FOB
								<input type="checkbox"/> C&F
								<input type="checkbox"/> CIF

### Note: Required Signature

Sign and date the Commercial Invoice, certifying that the details provided are true and are correct representations of the contents of the shipment. Ensure that all the information are consistent with the Air Waybill to avoid customs delays of your shipment. It is required to provide one original Commercial Invoice with two copies, all individually signed. We also recommend you to put a copy of the invoice inside one package. Please note that certain commodities may need extra documentation or export licenses.

## Tracking

Find out the status of your shipment or get a proof of delivery by choosing the most convenient option.

### fedex.com

- Go to the **'Track'** section on the homepage of fedex.com.
- Enter up to 30 FedEx tracking numbers (one per line) to track the status of your shipment.

## Advanced Tracking Options

Sign up for our advanced tracking options in the 'Track' section on fedex.com/ke, which will help you save time and monitor your shipments easily. You don't need to track each shipment separately.

### FedEx Advanced Tracking

Get 24/7 access to information on your shipments. Customize your tracking views, and sort or search by ship date, delivery date, origin, recipient and more.

To access FedEx Advanced Tracking:

- Login using your FedEx User ID and Password. If you do not have a FedEx User ID and Password, please refer to page 12 for directions on creating them.
- Track your shipment with the dedicated tracking number (up to 30 at a time) or by any reference number related to your shipment.
- Obtain a proof of delivery by requesting a signature proof of delivery. This option includes a delivery confirmation and an image of your recipient's signature.
- View the proof of delivery for up to 30 tracking numbers.

### FedEx Mobile

Go to [fedex.com](https://fedex.com) from your smart device to track your shipments.

- Receive the latest shipment updates, from pickup to delivery.
- Initiate a tracking request via text message tracking and follow a shipment via text.



### Track

Our tracking tools give you control over shipments, by helping you stay informed so you can ship with confidence.

## Other Tracking Options

### Phone and Email

Call FedEx Customer Service at 800 722220 or email us at [kenya@fedex.com](mailto:kenya@fedex.com)

### FedEx Mobile App

Download the FedEx Mobile app from Google Play or the App Store and access FedEx solutions anytime, from anywhere, using your mobile device.

- **Track:** enter your tracking number, and click 'Track' to monitor the status of your shipments.
- **Get Rates & Transit Times:** get a quick quote or specific rates, along with estimated delivery dates.
- **Schedule a Pickup:** contact us for a pickup, even when you're away from the office.
- **Locate:** get details of the nearest FedEx location.



### Track by email

Email the tracking number or reference number for one or multiple shipments to [kenya@fedex.com](mailto:kenya@fedex.com)

You can track up to 30 shipments at a time.

## Specialized Solutions

### FedEx Delivery Manager: a solution for e-commerce

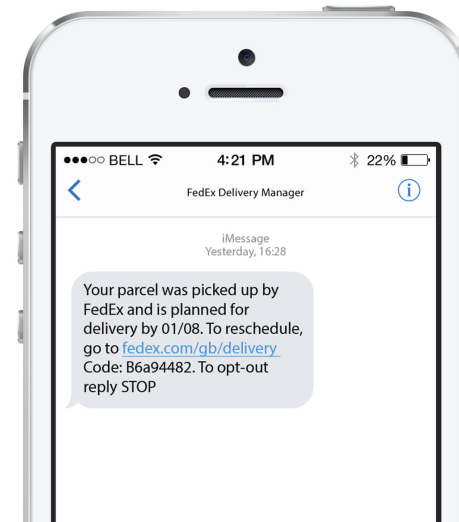
Let your customers receive their shipments when and where it is convenient for them, with FedEx Delivery Manager <sup>(1)</sup>.

- a. They will receive an email notification when the shipment has been picked up by FedEx.
- b. If they wish to change the delivery information, they can do so in a few simple steps on [fedex.com](https://fedex.com).
- c. They can choose to have their shipment delivered as planned or delivered to their address at a later date or to another address; or delivered to a pickup point.

As a FedEx customer, you are automatically signed up for FedEx Delivery Manager, at no cost. Share your customer's contact details, email address and/or mobile phone, depending on the shipping application you use. A FedEx Customer Care Representative will assist you in checking and configuring your system.

This service is available for international B-2-C shipments (1) and varies by origin country and destination postal code.

Some of the industries that we cater to are fashion/ apparel, electronics and luxury goods. See how our services can help your business – talk to a FedEx Sales Representative or email [kenya@fedex.com](mailto:kenya@fedex.com)



(1) Contact FedEx Customer Service at 800 722220 to check the exact coverage.



## FedEx Delivery Signature Options

Whether you need to prove the safe arrival of your valuable goods, need an adult's signature, or even when you do not want a signature at all, you have the flexibility to choose a specific signature option for your shipment.

The following delivery options<sup>(1)</sup> may be chosen at the time of booking your shipment:

Service	Description	Fees <sup>(2)</sup> (KES)
<b>Indirect Signature Required</b>	FedEx will obtain a signature from someone at the delivery address, from a neighbour or from a building manager. If no one is available to sign, FedEx will attempt to redeliver the package.	<b>1.</b> KES 210 per shipment
<b>Direct Signature Required</b>	FedEx will obtain a signature from someone at the delivery address only. If no one is available to sign, FedEx will attempt redelivery of the package.	<b>2.</b> KES 510 per shipment. Free for shipments to US and Canada above USD 500.00 declared value.
<b>Adult Signature Required</b>	FedEx will obtain a signature from any person of legal age at the delivery address, subject to the provision of a valid ID. If no one qualified to sign is available, FedEx will attempt to redeliver the package. Legal age will vary depending on the destination country/territory and is governed by local legal age of an adult, not the legal age to purchase specific products (i.e. alcohol).	<b>3.</b> KES 612 per shipment

(1) Visit <http://www.fedex.com/ke/index.html> for more details.

(2) All fees are exclusive of VAT.

## More Information

 Go to the FAQ's section on [fedex.com/ke](https://fedex.com/ke), under the 'Support' tab on the homepage

 Call FedEx Customer Service at 800 722220.

## Condition of Carriage

All services offered by FedEx and further described in the service guide are subject to FedEx Conditions of Carriage for Middle-East, Africa and the Indian Subcontinent in effect at the time of shipment and as published on [www.fedex.com/en-ke/conditions-of-carriage.html](https://www.fedex.com/en-ke/conditions-of-carriage.html)

## Sanctioned Countries

Please visit [fedex.com](https://fedex.com) to see the list of countries impacted by export controls and sanctions.

FedEx reserves the right to amend, modify or discontinue the service, tariff and applicable terms and conditions with or without prior notice.



To find out more, go to [fedex.com/ke](https://fedex.com/ke) or call **800 722220**