

A white FedEx delivery van is driving on a winding asphalt road that curves through a grassy hillside. In the background, a dense urban area with various buildings is visible, followed by a large, flat-topped mountain under a cloudy sky. The FedEx logo is prominently displayed on the side of the van.

FedEx®

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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FedEx Services

Domestic Services

At FedEx, our commitment is to meet your expectations for speed, reliability and ease of use. With our time-definite, door-to-door, overnight domestic service with same-day pickup serving the whole of Zambia, you can always count on us to get your urgent shipments to their destination on time, every time.

Your Service	Specific features of the service	Your transit time
SDX Intra-city	A dedicated vehicle is dispatched to pick-up your shipment and to lodge the shipment on the next available flight. The shipment will be delivered within two hours after arrival at destination. This service is dependent on availability of flights and is only available between major centers. Contact Customer Service on +260 211 252 191 for Sameday requirements to an outlying delivery area.	Within two hours after arrival at destination
FDX E Early Delivery	The early delivery service will take place between 08h00 and 09h00 on business days to major centers within Zambia. Should an early delivery service be required within or to an outlying delivery area, this can be arranged at an additional cost. A quotation must be requested in such cases.	Next day delivery between 08h00 and 09h00
FDX 1 Overnight Delivery	This service is available throughout Zambia and delivery to major centers will take place by 10h30 the following business day. A delay of up to 24 hours may be experienced on shipments to or from an outlying delivery area.	Next day delivery by 10h30
FDX 2 24-48 Hour Delivery	This service is available throughout Zambia and delivery will take place within 24 to 48 hours after collection between major centers. Certain outlying delivery area routes and major centers may experience a 24-hour delay due to flight availability in certain locations.	1 - 2 business days
FDX 3 48-72 Hour Delivery	This service is available throughout Zambia and delivery will take place between 48 to 72 hours after the day of collection, depending on origin and / or destination. A further delay of up to 24 hours may be experienced on shipments to or from an outlying delivery area.	2 - 3 business days

Surcharges

Security Surcharge

A security surcharge may be applicable to comply with Civil Aviation Regulation 1997, part 108 which requires the security screening of all air transported shipments. An additional surcharge per chargeable kg will be applicable on all air transported shipments via the FDX E, FDX 1, FDX 2 and SDX services.

Documentation and Liability Fee

A documentation and liability fee will be charged on all domestic shipments. The documentation fee provides automatic cover up to R1,000.00 for any physical damage or loss, which is not of a consequential nature, unless a customer opts out of this. In the event that a claim may arise, a formal claim form with supporting invoices must be emailed to FedEx Express Zambia office within 3 days of the collection or delivery.

Fuel Surcharge

Go to <http://www.fedex.com/zm> to get updated information on the fuel surcharges which apply to international and domestic shipments.

Transit times and delivery commitments may vary depending upon exact origin, destination and nature of goods carried. Transit times are noted in business days. Local services may be limited to postal codes only. Please contact FedEx Customer Service for more information.

International Services

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

Service	Description	Transit Times ¹	Service Features
FedEx International Priority [®]	A service for sending documents and shipments up to 68kg per package.	2-5 Days	<ul style="list-style-type: none">• Proof of delivery• Money Back Guarantee• Shipment tracking• Customs clearance included• Express delivery service to over 220 countries and territories worldwide
FedEx International First [®]	Economical, time-definite, customs- cleared, door-to-door service for worldwide shipments up to 68kg per shipment	4-6 Days	

To check service availability and transit times, go to [Get Rates & Transit Times on fedex.com/zm](#) or call FedEx Customer Service on +260 211 252 191.

For details on the Money Back Guarantee, go to [FedEx Conditions of Carriage](#)

Maximum declared value may vary depending on the country of destination. For more information, call FedEx Customer Service.

¹ To check service availability and precise transit times, call our FedEx Customer Service.

Rates and Transit Times

Start by going to [Get Rates and Transit Times](#) on [fedex.com/zm](#), on the main menu under **Ship**. You don't need to login for this. However, in order to view your personalized rates you need to login first. Refer to page 08 for instructions on creating a login.

1. Ship From /To

- a. **From:** enter the address details – country/location of origin, postal code and city.
- b. **To:** fill in the details of the destination country/location, postal code, city and click the box to indicate if it is a residential address.
- c. **Additional Information:** insert the number of packages, total weight, whether you are shipping with a FedEx account number, who will be doing the pickup / drop-off and the shipping date.

d. Click ‘Get Transit Time’

2. Package and Shipment Details

- a. **Package contents:** select the ‘Documents’ or ‘Products / Commodities’ link/tab. Shipment purpose: mention whether the shipment is for Commercial or Personal use.
- b. **Total customs value:** fill in the selling price or the market value of the shipment's contents. This value should be the same on the FedEx Ship Manager™ shipping document and the

Commercial Invoice (CI).

- c. **Enter individual package information:** give details of the quantity, weight, shipment type, dimensions, and carriage value of each shipment. Add rows if multiple items are shipped in the same shipment.
- d. **Package contents:** select **Documents** or **Products/Commodities**. If **Documents** is selected, the document description needs to be checked.

3. Get Rates

- a. **Select** your preferred option from the delivery dates/times, FedEx services and rates displayed.
- b. Click ‘**Learn more**’ for details about the duty and tax exemptions applicable. View more information about your results, if applicable.
- c. Click the option to **Rate another package**, View/Print rate details, schedule a pickup, or to ship.

Select	Delivery Date/Time	Service	Published Rate	Your Rate
<input type="radio"/>	Thu Apr 19, 2018 by 6:00 PM	FedEx International Priority®	1243.40	1243.40

Estimated Duties and Taxes

- Certain countries have duty and tax exemptions that may apply based on the declared customs value. Your duty and tax estimate does not take these exemptions into consideration. [Learn more.](#)

More information about your results:

- Important for Customs: To prevent delays, your shipment must have the following customs documents attached: Commercial Invoice, Certificate of Origin, Shippers Export Declaration. Additional clearance documents may also be required. For more information, please visit our [International Ship](#) site.
- For countries where zip/postal code or city name can be entered, it is recommended that zip/postal code be entered to obtain a more accurate number of available services.
- Multisight rated shipment

FedEx measurement tools

[Currency Converter](#)

[Rate another package](#) [View/Print rate details](#) [Schedule a pickup](#) [Ship](#)

Packaging Solutions

For domestic and international services, 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 domestic and international shipments, sent with FedEx.

Shipping Need	Our Solution	Weight Limit
Packaging for standard-size and legal-size documents.	FedEx® Envelope (window)* Envelope to hold up to 60 unfolded pages of standard A4 paperwork Special FedEx® Envelope rate is applicable Internal Dimensions: Height 24.1cm, Width 31.8cm	500g
Tear- and water-resistant packaging.	FedEx® Pak* Envelope for larger documents or other compact items Special FedEx® Pak rate is applicable Internal Dimensions: Height 30.5cm, Width 39.4cm	2.5kg
	FedEx® Padded Pak* Oversized envelope intended for heavier documents that require additional protection Special FedEx® Pak rate is applicable Internal Dimensions: Height 29.8cm, Width 39.3cm	2.5kg
	FedEx® Extra Large Poly Pak* Packaging for soft, light and bulky shipments Dimensional-weight pricing is applicable for shipments exceeding 940 cubic inches or 15,400 cubic centimetres in volume Internal Dimensions: Height 44.4cm, Width 52.7cm	500g

*Not applicable for FedEx International Economy Service

Boxes in a variety of sizes.



Packaging for plans, posters, fabric rolls, charts or blueprints.



Packaging to ship non-infectious specimens.



FedEx® Small Box Self-assembly box designed to hold a single reel of magnetic tape, small documents, catalogs, file folders, Videotapes and CDs Internal Dimensions: Height 27.6cm, Width 31.1cm, Depth 3.8cm Minimum weight charged: 1kg	9kg
FedEx® Medium Box Self-sealing box designed for binders, books or large documents Internal Dimensions: Height 29.2cm, Width 33cm, Depth 6cm Minimum weight charged: 1kg	9kg
FedEx® Large Box Self-sealing box designed for large stacks of paper, computer printouts, Machine parts, etc. Internal Dimensions: Height 31.4cm, Width 45.4cm, Depth 7.6cm Minimum weight charged: 1kg	13kg
FedEx® Tube Self-sealing tube for drawings, blueprints, charts, photographs, fabric samples and any other items that are better rolled than folded. Internal Dimensions: Height 96.5cm, Width 15.2cm, Depth 15.2cm Minimum weight charged: 4kg	9kg
FedEx® Clinical Pak Plastic overwrap for non-infectious clinical samples after they are inserted into a sturdy inner container. Properly packaged clinical sample shipments smaller than 17.8cm x 10.2cm x 5.1cm must be shipped in the FedEx® Clinical Pak overwrap Internal Dimensions: Height 45.1cm, Width 36.2cm	9kg

Packaging for Biological Substance, Category B (UN 3373) specimens.



FedEx® UN 3373 Pak

Plastic overwrap for specimens containing or suspected of containing infectious substances meeting the International Air Transport Association (IATA) definition of Biological Substance, Category B (UN 3373). Properly packaged shipments smaller than 17.8cm x 10.2cm x 5.1cm must be shipped in the FedEx® UN 3373 Pak overwrap.

Internal Dimensions:
Height 35.6cm, Width 22.9cm

9kg

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.
- Pack contents in the centre of the carton, cushioned on all sides using polystyrene chippings or bubble wrap. Ensure that items not fitting into cartons or that 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. Inside the carton, include 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 5cm wide, but preferably 7.5cm 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 exceed the weight specifications for your box.
- Don't ship packages smaller than 18cmx10cmx5cm. 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
(girth = 2 x height + 2 x width)



FedEx Automation Tools

FedEx has developed various tools to help you ship quickly and efficiently. You can use a smart phone, a tablet or a computer to create a label, schedule a pickup, order supplies online, and much more.

Choose from a range of digital solutions and manage your entire shipping process seamlessly.

FedEx User ID and Password

fedex.com is a complete online resource for shipping solutions, information and support to help you optimize your shipping and your business. Go to fedex.com/zm to 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 at fedex.com/zm if you have an existing User ID and Password.

Scheduling Pickups

To schedule a pickup, login to fedex.com/zm with your User ID and Password. If you do not have a FedEx User ID and Password, please refer to the above section 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**.
- You are able to send a confirmation of the pickup to up to four email addresses.

Air Waybill

To create an Air Waybill:

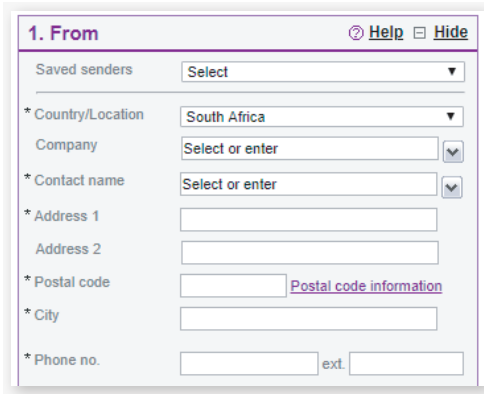
Login to fedex.com/zm for details with your User ID and Password. If you do not have a FedEx User ID and Password, please refer to the above section for directions on creating them.

- Click on the **'Ship'** icon.
- Follow the steps detailed below.

Note: your Air Waybill does not replace a Commercial Invoice.

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.

A screenshot of a web form titled "1. From" for creating a shipping profile. The form includes a "Saved senders" dropdown menu with a "Select" option. Below this are several fields: "* Country/Location" (a dropdown menu showing "South Africa"), "Company" (a dropdown menu with "Select or enter"), "* Contact name" (a dropdown menu with "Select or enter"), "* Address 1" (a text input field), "Address 2" (a text input field), "* Postal code" (a text input field with a "Postal code information" link), "* City" (a text input field), and "* Phone no." (a text input field with an "ext." field). The form has a "Help" icon and a "Hide" button in the top right corner.

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 or add new details.

- 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:** save a new sender to use for future shipments.

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

* Country/Location:

Company:

* Contact name:

* Address 1:

Address 2:

* Postal code: [Postal code information](#)

* City:

* Phone no.: ext.

Recipient tax ID:

☐ This is a residential address

☐ Save new recipient in address book

2. To (Recipient's information)

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

3. Package & Shipment Details [Help](#) [Hide](#)

* Ship date:

* No. of packages:

* Weight:

Declared Value:

[Currency Converter](#)

* Service type:

* Package type:

☐ Include a return label

3. Package and Shipment Details

- a. **Ship date:** specify the date for sending the shipment.
- b. **No. of packages:** mention the number of boxes/packages being shipped. When it is more than one box/package, an additional section opens up asking 'Are packages identical'.
 - If 'Yes': mention the weight per package.
 - If 'No': an additional section opens up to capture weight unit, quantity, dimensions and carriage value. To add more details, use the 'Add row' tab.
- c. **Weight:** mention the total weight of all the boxes/packages together in kilograms.
- d. **Carriage Value:** fill in the replacement cost of your shipment's contents*.
- e. **Package contents:** select **Documents** or **Products/Commodities**
- f. **Shipment purpose:** mention whether it is Commercial (has a commercial intent) or Personal (has no commercial intent) shipment.
 - a. **Total invoice 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 Manager™ at fedex.com.
- g. **Service type:** choose the service to move the shipment from the origin country, depending on the urgency, weight and size of the shipment.
- h. **Package type:** select the packaging in which the shipment is being sent – select 'Your Packaging/FedEx Packaging' (name available on packaging).
- i. **Dimensions:** choose a saved dimensions profile from the drop-down menu or click 'Enter dimensions manually'

* The declared value for carriage represents the maximum liability for FedEx in connection with this 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.

4. Billing Details

- a. **Bill transportation to:** select the account number to bill for the shipment from the drop-down menu. If you select 'Recipient' or 'Third Party', enter the 9-digit FedEx account number of the recipient or third party to bill in the Account number field.
- b. **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', enter the 9-digit FedEx account number to bill in the Account number field.
- c. **Your reference:** enter reference information such as a customer number used by the sender if any.
- d. **More reference fields:** use this to enter or select a P.O. Box number, invoice number and department number as per your requirement.
P.O. no (Purchase Order): invoice date format is ddmmyy (e.g. enter 310518 for the date 31 May 2018)
Invoice no.: enter the shipment invoice number either (GST or Non GST)
Department no.: refer only to the 'department notes reference utility' to get the exact value for the shipment clearance type. Copy the value created and paste it in the Department no. field. Do not make any changes in the value copied from the utility. Information varies for different type of clearances.

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

- a. **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 +260 211 252 191 to schedule your pickup.
- b. **Drop off package at a FedEx location:** choose this option if you plan to drop off your package. A list of nearest FedEx locations and latest drop-off locations will be displayed.
- c. **Use an already scheduled pickup/Schedule a pickup later:** select this option if you are a FedEx account holder and have scheduled a previous pickup request or fedex.com/zm

AutomationTools

Online tools that automate the entire shipping process and guide you with your waybills, commercial invoices and any other customs documentation you may need.

Online Shipping Solution

Access our online shipping solutions by logging in at fedex.com/zm or see page 8 for instructions on creating a User ID and Password.

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)		✓
Send dangerous goods and dry ice		✓

ETD: FedEx® Electronic Trade Documents

FedEx® Electronic Trade Documents (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.
- Simple and easy to use.
- Reduced risk of customs clearance delays.
- Less paperwork is printed, saving time and money.
- Minimised risk of lost, missing or damaged trade records.
- Quicker pick-up time due to simple process.

Shipment Notifications (optional)

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](#)

Notify Sender via:
☒ Email (HTML)
☐ Email (Plain Text)

Notification type
☐ Ship
☐ Tendered
☐ Exception
☐ Estimated Delivery
☐ Delivery

Sender Email
dtadjine@fedex.com
English

Notify Recipient via:
☒ Email (HTML)
☐ Email (Plain Text)

☐ Ship
☐ Tendered
☐ Exception
☐ Estimated Delivery
☐ Delivery

Recipient Email
English

[Add additional recipients](#)
[Add a personal message](#)

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

- a. **Notify Sender/Recipient via:**
- Select the format type for your email notifications.
 - Enter the email addresses of the sender and recipient, and select the email language from the drop-down menu.
- b. **Notification types**select the type of notification you would like to receive
- ‘Ship’: indicates that the shipment information has been sent to FedEx.
 - ‘Tendered’: indicates when FedEx picked up the shipment.
 - ‘Exception’: indicates any exception that may cause a delivery delay.
 - ‘Pickup / Estimated Delivery’: indicates that the pickup has been successfully scheduled.
 - ‘Delivery’: indicates that the shipment has been delivered.
- c. **Add additional recipients**
- Select this option if you want to send notifications to two additional contacts. Please select ‘Choose the e-mail language for each from the drop-down menus.
- d. **Add a personal message**
- You can add a personal message to your email notifications by entering up to 120 characters.

Rates and Transit Times (optional)

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

Amounts are shown in ZAR

Select	Service and Transit Time	Your Rate
	Enter more information to get rates and transit times.	--

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

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.

6. Customs Documentation
- 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 [Help](#)

☐ Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

Save for later Ship

7. Complete your Shipment
- a. Select **Create a Shipment Profile** to store the shipment information as a Shipment Profile which you can use for future shipments. Enter a unique profile nickname.
- b. Select **Save for later** to save your shipment as a pending shipment to process later that day or on a future date.
- A pending shipment must contain complete shipping information in order to process it later that day or in the future.
 - Pending shipments will automatically expire 10 days after the date you created the shipment or the future date you selected when creating the shipment.
- c. Click **Ship** and you're done!

FedEx GlobalTrade 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 GlobalTrade Manager.

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

- Go to fedex.com/zm and click on **CustomsTools** (located in the **Support** drop down menu) and click on go to **GlobalTrade Manager** to access this tool.
- The following options are available; select the option/s you want, click **Go** and log in using your User ID and Password;
 - International Documents
 - Country Profiles
 - Shipping Advisories
 - Harmonized Code Search

Commercial Invoice

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 <input checked="" type="checkbox"/> FOB <input type="checkbox"/> C&F <input type="checkbox"/> CIF
Signature of shipper/exporter (type name and title and sign) Date: J Smith, Designer 02.07.02								

Customs authorities require a Commercial Invoice (CI) 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.

The shipper/exporter provides this document to describe the parties involved in the shipping

transaction and the goods being transported. It is the primary document used by Customs. The Commercial Invoice should be prepared in the official language of the country to which the goods are being exported to, when possible.

Your commercial invoice should include the following information:

- a. Shipper/Expoter details:**add the contact name, company name, full address and VAT number of the shipper.
- b. Recipient/Consignee details**fill in the name, address (including postal code and phone number) of the recipient.
- c. 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.
- d. Quantities:**show individual and totals columns for:
 - the number of shipments and units
 - the units of measurement
 - weight
- e. 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 usedFor example, write “10 boxes of stainless steel screws for civil aircraft,” rather than “civil aircraft parts.”
- f. 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.

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 is consistent with the Air Waybill to avoid customs delays of your shipment. It is a requirement to provide one original Commercial Invoice with two copies, all individually signed. We also recommend that you 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 option most convenient for you.

fedex.com

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

‘Track’ section on fedex.com – Advanced Tracking Options

Sign up for our advanced tracking options, which will help you save time and monitor your shipments easily. You don't need to track each shipment separately.

FedEx® 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:

- a. Login using your FedEx User ID and Password. If you do not have a FedEx User ID and Password, please refer to page 08 for directions on creating a login.
- b. Track your shipment with the dedicated tracking number (up to 30 at a time) or by any reference number related to your shipment.
- c. 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.
- d. View the proof of delivery for up to 30 tracking numbers.

FedEx® Mobile (Responsive Website)

Go to fedex.com from your smart device to track your shipments.

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

Other Tracking Options

Phone

Call +260 211 252 191.

Online Shipping Tools

Access FedEx online shipping tools or fedex.com/zm

FedEx Ship Manager™

If you have multi-piece shipments or need advanced features for freight, login with your FedEx account to complete your shipment.

FedEx Mobile App

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

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



Conditions 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 <https://www.fedex.com/en-zm/conditions-of-carriage.html>

Sanctioned Countries

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

FedEx Invoice

Here's how to read your FedEx Invoice:

- a. **Shipper (Name and Address):** features the shipper's details.
- b. **Customer Number:** this is the customer's FedEx account number.
- c. **Invoice Number:** the invoice number appears here.
- d. **Invoice Date:** gives the issuing date of the invoice.
- e. **Due Date and Amount Due:** provides the amount to be paid, and the last date for making the payment.
- f. **Bill to:** specifies who is being billed: the shipper, consignee or a third party.
- g. **Shipments:** mentions the total number of shipments.
- h. **Freight:** this is the freight cost of the shipment.
- i. **Other Charges:** includes other charges, such as fuel surcharge, etc.
- j. **Taxable Charges:** this is the tax amount calculated for the shipments.

More Information

Customer Call Centre +260 211 252 191.



To find out more, go to fedex.com/zm or call **+260 211 252 191**