Use this FedEx Service Guide and all our online resources to make your shipments easy.
FedEx Services portfolio

At FedEx our commitment is to meet your expectations and make a difference. You can count on our powerful network and the dedication of our team members to connect you with the Middle Eastern and international markets. Whether your shipments are import or export, heavy or lightweight, urgent or less time-sensitive – the speed and the reliability of the FedEx network is at your service.

(1) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/ae.

(2) All items must be forkliftable, shrink-wrapped and/or banded.

Welcome to FedEx.

Careful preparation is the key to successful import and export shipments.

Your FedEx Service Guide shows you exactly what you need to do for every type of shipment, in easy, step-by-step tasks.

To complete documents, we have a host of online applications that really do make your shipping easier, quicker and more reliable. And if you have any shipping queries, or need additional information, you can call us on 800 33339.

Shipping with FedEx can save you valuable time and ensure that your shipment arrives safely and when it is required.

For easy reference, enter your FedEx Customer Number here:

One single account number for all your import and export shipments.

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**VALUE ADDED SERVICES**

Create a positive return experience for your customers and suppliers.

> Choose FedEx® Global Returns solutions

Take advantage of FedEx specialised Dangerous Goods service to benefit from fast transit times, door-to-door delivery, customs clearance, complete shipment tracking and proof of delivery.

> Choose FedEx specialises Dangerous Goods

Enhance the cost-effectiveness of your express bulk shipment deliveries.

> Choose FedEx International Priority DirectDistribution®

Improve the efficiency of your logistics operations by using FedEx Supply Chain Management and IT expertise.

> Choose FedEx Supply Chain Services

Benefit from fast delivery times for your most complex import and export requirements by using a range of special FedEx customs clearance services.

> Choose FedEx Customs Brokerage

Save time and money, submit your customs documentation electronically.

> Choose FedEx® Electronic Trade Documents

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**URGENT**

When you need an early morning delivery service to the USA, Canada, European countries, India and selected countries in Latin America for your time-sensitive shipments, use a premium, door-to-door, customs cleared service for packages up to 68kg.11

> Choose FedEx International First®

For all your shipments up to 68kg per package, FedEx provides an express, time-definite, customs cleared, door-to-door service to/from more than 220 countries worldwide.

> Choose FedEx International Priority®

One of the fastest global freight services for shipments weighing between 68kg and 1,000kg per item. It is a time-definite, customs cleared express service. Benefit from four service options: Door-to-Door; Airport-to-Airport; Airport-to-Door and Door-to-Airport.

> Choose FedEx International Priority® Freight®

A cost-saving solution for your less time sensitive shipments without compromising on quality for packages up to 68kg.

> Choose FedEx International Economy®

FedEx provides a reliable, cost-effective solution for your less urgent heavyweight shipments. Your freight from 68kg up to 1,000kg with four service options: Door-to-Door; Airport-to-Airport; Airport-to-Door and Door-to-Airport.

> Choose FedEx International Economy® Freight®

---

**LESS URGENT**

A cost-saving solution for your less time sensitive shipments without compromising on quality for packages up to 68kg.

> Choose FedEx International First®

For all your shipments up to 68kg per package, FedEx provides an express, time-definite, customs cleared, door-to-door service to/from more than 220 countries worldwide.

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(2) All items must be forkliftable, shrink-wrapped and/or banded.
Choosing the best FedEx service for your outbound shipments

Benefit from a comprehensive portfolio of export shipping solutions, all designed so your packages and freight consignments get to their destinations on time.

We provide you with flexible service choices, comprehensive global coverage, continuous shipment visibility, and consistent reliability and service to meet all your shipping needs.

Which FedEx service best meets your needs?

<table>
<thead>
<tr>
<th>YOUR SHIPMENT(1)</th>
<th>YOUR DESTINATION</th>
<th>YOUR TRANSIT TIMES(2)</th>
<th>YOUR FEDEX SERVICE</th>
<th>DIMENSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>URGENT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments containing packages weighing up to 68kg</td>
<td>GCC</td>
<td>Next day by 1.00pm or 2 days</td>
<td>FedEx International Priority*</td>
<td>Maximum 274cm in length (always longest side)</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>Next day by 10.30am or 2 days</td>
<td></td>
<td>Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</td>
</tr>
<tr>
<td></td>
<td>EUROPE</td>
<td>Next day by noon(5) or 2 days</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>ASIA - MIDDLE EAST - INDIA</td>
<td>2-3 days</td>
<td></td>
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<tr>
<td></td>
<td>LATIN AMERICA - AFRICA OCEANIA</td>
<td>3-4 days</td>
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<tr>
<td></td>
<td>UNITED ARAB EMIRATES</td>
<td>1-2 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments that include items weighing between 68 and 1,000kg</td>
<td>GCC</td>
<td>2-3 days</td>
<td>FedEx International Priority® Freight</td>
<td>At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Priority service</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>2 days</td>
<td></td>
<td>Dimensional limits per package: length 302cm, width 203cm and height 178cm</td>
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<tr>
<td></td>
<td>EUROPE</td>
<td>2 days</td>
<td></td>
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<tr>
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<td>2-3 days</td>
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<tr>
<td></td>
<td>LATIN AMERICA</td>
<td>4-5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>UNITED ARAB EMIRATES</td>
<td>1-2 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LESS URGENT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For all your shipments containing packages weighing up to 68kg</td>
<td>GCC</td>
<td>5-9 days</td>
<td>FedEx International Economy*</td>
<td>Maximum 274cm in length (always longest side)</td>
</tr>
<tr>
<td></td>
<td>USA - CANADA</td>
<td>4 days</td>
<td></td>
<td>Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</td>
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<tr>
<td></td>
<td>EUROPE</td>
<td>4 days</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>ASIA - MIDDLE EAST - INDIA</td>
<td>4 days</td>
<td></td>
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<tr>
<td></td>
<td>LATIN AMERICA - AFRICA OCEANIA</td>
<td>6-8 days</td>
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<td>5-9 days</td>
<td>FedEx International Economy® Freight</td>
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<tr>
<td></td>
<td>USA - CANADA</td>
<td>5 days</td>
<td></td>
<td>Dimensional limits per package: length 302cm, width 203cm and height 178cm</td>
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<tr>
<td></td>
<td>EUROPE</td>
<td>6 days</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>ASIA - MIDDLE EAST - INDIA</td>
<td>5-9 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>LATIN AMERICA - OCEANIA</td>
<td>7-9 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Export Express or Economy

(1) Shipments can contain up to 9,998 packages.
(2) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/ae. Transit times are expressed in working days.
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.
(4) Maximum declared value may vary depending on the country of destination, please call our Customer Service.
(5) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.

Service Benefits
- Tracking and confirmation of delivery for all your shipments
- Transit times covered by FedEx money-back guarantee
- Customs clearance included
- Simplified international shipping with FedEx Electronic Trade Documents

Value Added Services
- Option to return goods available with FedEx Global Returns
- Dangerous Goods
- Enhance the cost-effectiveness of your express bulk shipment deliveries with FedEx International Priority DirectDistribution

(1) Shipments can contain up to 9,998 packages.
(2) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/ae. Transit times are expressed in working days.
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.
(4) Maximum declared value may vary depending on the country of destination, please call our Customer Service.
(5) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.
Choosing the best FedEx service for your inbound shipments

From small packages to heavyweight freight consignments, count on our powerful worldwide Express and Economy network to ensure your imports – whatever their country of origin and destination – always arrive on time. Our tracking solutions give you the ability to monitor your shipments in real time, any time you want to, 24 hours a day, 7 days a week.

Which FedEx service best meets your needs?

<table>
<thead>
<tr>
<th>YOUR SHIPMENT(1)</th>
<th>YOUR ORIGIN</th>
<th>YOUR TRANSIT TIMES(2)</th>
<th>YOUR FEDEX SERVICE</th>
<th>DIMENSIONS</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
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</tbody>
</table>
| For all your shipments containing packages weighing up to 68kg | GCC | Next day by 1.00pm or 2 days | FedEx International Priority* | • Maximum 274cm in length (always longest side)  
• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width) |
|                  | USA - CANADA | 2 days                |                    |            |
|                  | EUROPE       | 2 days                |                    |            |
|                  | ASIA - MIDDLE EAST - INDIA | 1-2 days             |                    |            |
|                  | LATIN AMERICA - AFRICA OCEANIA | 3-4 days        |                    |            |
|                  | UNITED ARAB EMIRATES | 1-2 days             |                    |            |
| For all your shipments that include items weighing between 68 and 1,000kg | GCC | 3-5 days               | FedEx International Priority* Freight | • At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Priority service  
• Dimensional limits per package: length 302cm, width 203cm and height 178cm |
|                  | USA - CANADA | 2 days                |                    |            |
|                  | EUROPE       | 2-4 days              |                    |            |
|                  | ASIA - MIDDLE EAST - INDIA | 2-5 days            |                    |            |
|                  | LATIN AMERICA | 4-5 days             |                    |            |
|                  | UNITED ARAB EMIRATES | 1-2 days            |                    |            |
| LESS URGENT      |             |                       |                    |            |
| For all your shipments containing packages weighing up to 68kg | GCC | 4-8 days               | FedEx International Economy* | • Maximum 274cm in length (always longest side)  
• Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width) |
|                  | USA - CANADA | 4 days                |                    |            |
|                  | EUROPE       | 4 days                |                    |            |
|                  | ASIA - MIDDLE EAST - INDIA | 5-6 days          |                    |            |
|                  | LATIN AMERICA - AFRICA OCEANIA | 6-8 days     |                    |            |
| For all your shipments that include items weighing between 68 and 1,000kg | GCC | 4-8 days               | FedEx International Economy* Freight | • At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Economy service  
• Dimensional limits per package: length 302cm, width 203cm and height 178cm |
|                  | USA - CANADA | 7-8 days              |                    |            |
|                  | EUROPE       | 6 days                |                    |            |
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(1) Shipments can contain up to 9,998 packages.
(2) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/ae. Transit times are expressed in working days.
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.
(4) Maximum declared value may vary depending on the country of origin, please call our Customer Service.
(5) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.

Service Benefits
• Tracking and confirmation of delivery for all your shipments  
• Transit times covered by FedEx money-back guarantee(3)  
• Customs clearance included(4)  
• Simplified international shipping with FedEx® Electronic Trade Documents

Value Added Services
• Option to return goods available with FedEx® Global Returns  
• Dangerous Goods(5)  
• Enhance the cost-effectiveness of your express bulk shipment deliveries with FedEx® Electronic Trade Documents

(1) Shipments can contain up to 9,998 packages.  
(2) To check service availability and precise transit times, please call our Customer Service or go to fedex.com/ae. Transit times are expressed in working days.  
For packages picked up before noon from Dubai, Sharjah or Jebel Ali. Transit times may vary upon exact pick-up location, destination and nature of goods carried.  
(3) Money-back guarantee: please see FedEx EMEA Conditions of Carriage for details.  
(4) Maximum declared value may vary depending on the country of origin, please call our Customer Service.  
(5) Dangerous Goods are not accepted on all FedEx services. Please call our Customer Service for details.
Choosing FedEx for your domestic shipments

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 UAE, you can always count on the unrivalled FedEx network to get your urgent shipments to their destination on time, every time.

### YOUR SHIPMENT

For all your shipments containing packages weighing up to 68kg

- **Next day by 20.00**

### YOUR TRANSIT TIMES

- **For all your shipments containing packages weighing up to 68kg**
  - **Next day by 20.00**

### YOUR FEDEX SERVICE

- **FedEx Standard Overnight**
  - Maximum 274cm in length (always longest side)
  - Maximum 300cm in length and girth combined (girth = 2 x height + 2 x width)

- **1Day® Freight**
  - At least one item must weigh over 68kg or exceed the maximum dimension for FedEx International Priority service
  - Dimensional limits per package: length 302cm, width 203cm and height 178cm

### DIMENSIONS

#### URGENT

Find time saving tools and resources using fedex.com

You can do just about everything online at fedex.com. All FedEx tools are provided free of charge, secured and make your life easier.

- **Calculate rates and transit times**
  - Go to “Get rates and transit times” on the roll-over navigation menu under “Ship”. Fill in the form and get transit times, quick quotes or detailed quotes in a few clicks.

- **Order FedEx free packaging** by clicking on “Order Supplies”.

- **Process your shipment**
  - Online tools that automate the entire shipping process and guide you with your waybills, commercial invoices and any other customs documentation you may need. Ship adhoc with credit card on 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 caters for more complex shipping and reporting needs if you ship more frequently.

- **Obtain customs clearance forms** for your shipment and detailed information depending on the commodity being shipped and the country of origin and destination with FedEx® Global Trade Manager. It also features customs regulations, currency converters and can even estimate shipping duties and taxes.

- **Manage the billing process end-to-end** with FedEx® Billing Online, from reviewing invoices to scheduling payments.

- **Submit your customs documentation electronically** by using FedEx® Electronic Trade Documents.

- **Schedule a pickup** and have the ability to automatically send notifications via e-mail to any parties interested.

- **Track your shipment** all the way to its destination and receive a proof of delivery including the time it was delivered and the name of the recipient.

- **Location**
  - Find out where your nearest FedEx station or drop-off point is. At your fingertips, wherever you are.

- **At your fingertips, wherever you are.**
  - Track from the airport lounge and get rates from the trade fair using FedEx Mobile for Smartphones. Find FedEx locations when out of town. Wherever you are.

#### Keep up-to-date

For the latest import and export regulations, useful shipping tips or updates about FedEx, subscribe to our monthly eNews letter at fedex.com/ae/enews/.

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1. Service availability and transit times may vary by city. Please call Customer Service for service availability and precise transit times in your area.
2. Money-back guarantee; please see FedEx EMEA Conditions of Carriage for details.
3. Proof of delivery and the name of the recipient are not always available. Please refer to the FedEx EMEA Conditions of Carriage.

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### Service Features

- Tracking and proof of delivery for all your shipments
- Transit times covered by FedEx money-back guarantee(2)
- Option to return goods available with FedEx® Global Returns

### Technology

Find time saving tools and resources using fedex.com

You can do just about everything online at fedex.com. All FedEx tools are provided free of charge, secured and make your life easier.

- **Calculate rates and transit times**
  - Go to “Get rates and transit times” on the roll-over navigation menu under “Ship”. Fill in the form and get transit times, quick quotes or detailed quotes in a few clicks.

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  - Find out where your nearest FedEx station or drop-off point is. At your fingertips, wherever you are.

- **At your fingertips, wherever you are.**
  - Track from the airport lounge and get rates from the trade fair using FedEx Mobile for Smartphones. Find FedEx locations when out of town. Wherever you are.

#### Keep up-to-date

For the latest import and export regulations, useful shipping tips or updates about FedEx, subscribe to our monthly eNews letter at fedex.com/ae/enews/.
Packaging your shipment

Whether you want to ship paperwork, electrical equipment or healthcare specimens, we have the expertise and packaging to help you pack and ship securely. Browse our wide range of free FedEx Express packaging options and then order them from fedex.com/ae or call Customer Service on 800 33339. We have everything you need to pack like a pro and enjoy peace of mind.

FedEx® Envelope
Can hold and protect up to sixty A4 pages. This envelope is 100% recyclable and our shipping is carbon neutral. Weight limit: 0.9kg. Internal measurements: Height 24.1 cm and Width 31.8 cm.

FedEx® Pak
Tear- and water-resistant packaging. Ideal for larger documents and compact products. Weight limit: 2.5kg. Internal measurements: Height 30.5 cm, Width 39.4 cm.

FedEx® Tube
For items that travel better when rolled up, e.g. blueprints, sketches and photos. Weight limit: 9kg. Internal measurements: Height 96.5 cm, Width 15.2 cm, Depth 15.2 cm.

FedEx® Box
Tough card boxes in four sizes. Weight limit: 13kg.
FedEx® Small Box: Internal measurements: Height 27.6 cm, Width 31.1 cm, Depth 3.8 cm.
FedEx® Medium Box: Internal measurements: Height 29.2 cm, Width 33 cm, Depth 6 cm.
FedEx® Large Box: Internal measurements: Height 31.4 cm, Width 45.4 cm, Depth 7.6 cm.
A4 Box: Internal measurements: Height 34.9 cm, Width 46.2 cm, Depth 7.6 cm.

FedEx® 10kg Box and FedEx® 25kg Box
An express delivery service for any shipments up to 10kg or 25kg, at a competitive, fixed price. FedEx 10kg Box and FedEx 25kg Box cannot be used when shipping FedEx International Economy® or for any domestic shipments.
FedEx 10kg Box: Internal measurements: Height 40.16 cm, Width 32.86 cm, Depth 25.8 cm.
FedEx 25kg Box: Internal measurements: Height 54.76 cm, Width 42.06 cm, Depth 33.49 cm.

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). Weight limit: 9kg. Internal dimensions: 35.6 cm x 22.9 cm.

FedEx® Clinical Pak
Plastic overwrap for noninfectious clinical samples after they are inserted into a sturdy inner container. Weight limit: 9kg. Internal dimensions: 45.1 cm x 36.2 cm.

Packing tips for trouble-free carriage
To ensure that your shipments arrive on time and in good condition, it is important to take time in packing and labelling them correctly.(1)

• Protect printed material in plastic covers.
• Use padded packs for small parts.
• Pack fragile items individually to prevent impact.
• Protect any sharp edges using bubble-wrap, corrugated card or foam.
• Seal packages using tough adhesive sheet or tape. Never tie packages with string, which can get tangled up in sorting machines.
• Remove all previous address details and other old labels from the packaging.
• Heavy or bulky freight shipments: For your shipment to be loaded into our aircraft it must be capable of being handled by forklift and packaged to allow for stacking of other products on top.
  • Boxes must be banded and shrink-wrapped to the pallet, with the bands running in both directions.
  • Pack any heavy objects carefully to avoid them moving around inside the package.
  • Distribute weight evenly.
  • Stack boxes on a pallet squarely corner-to-corner.
  • Keep the top level of the pallet flat, to minimise risk of loss or damage to cartons.

Learn more at our Pack Like a Pro page, http://www.fedex.com/ae/shippingguide/packaging.html#tab2

Import

Export
Completing your Air Waybill

A FedEx Air Waybill is required for each shipment to ensure that it is delivered quickly and safely. One FedEx Air Waybill is required for each destination address, irrespective of how many packages the shipment contains. For international shipments, the international Air Waybill does not replace a Commercial Invoice.

Save time, use FedEx Ship Manager™ at fedex.com

Key benefits of using FedEx Ship Manager™ at fedex.com:

- You can store shipping information (shipper and recipient address, shipment and commodity profiles) to retrieve and use again for future shipments
- You can also get courtesy rate quote or schedule a pick-up
- Save up to 2,500 addresses
- Import addresses from an external file
- Store up to 500 sender profiles
- Available 24/7
- Complete your paperwork up to eight days in advance
- Ship up to 25 pieces on the same Air Waybill
- Supports special services such as FedEx® Global Returns labels, Dangerous Goods and Dry Ice shipping
- Use FedEx® Electronic Trade Documents to submit your customs documentation electronically.

Information required on your FedEx Air Waybill:

1. Entering sender/recipient information
   The first step in processing a shipment is to enter information about the recipient of your package. If you select a recipient from your Address Book the recipient’s details will be automatically populated by the system.

2. Specifying package details
   Select the type of service and the packaging you want to use.
   - For international shipments: Enter the weight and value of each package separately.
   - If you’re shipping documents set the declared value of shipment to zero.
   - Indicate whether your shipment contains documents or commodities.
   - Enter a description of the contents of your shipment.

3. Specifying billing details
   From the drop-down list, select the party that will be paying the shipping cost and the duties, taxes and fees.
   - If you choose to bill the recipient or third party, you also need to enter their account number. Please note however that some countries do not allow you to bill the recipient or a third party, please check with Customer Service if you wish to choose one of these options.
   - For import shipment: If you are also paying the duties and taxes, select “Recipient” but do not enter your account number again.
   - Optionally, enter your reference information in the designated text box.

4. Email notification
   You can choose to receive alerts via email when a shipment has been shipped, delivered or when there has been a critical event that affects delivery. Enter the email addresses of everyone you wish to receive notifications from FedEx ShipAlert®.

Print your FedEx Air Waybill
When you have entered all details for your shipment, FedEx Ship Manager™ at fedex.com will generate a FedEx Air Waybill.

Send the shipping documents to your shipper
Send the international Air Waybill to your shipper so he can print and attach the documents to the shipment.
Completing your Commercial Invoice

Customs authorities require an invoice for all international shipments. If your goods are intended for resale, a Commercial Invoice is required as custom officials use it to classify merchandise, so that duties and taxes can be correctly assessed. When completing your International Air Waybill online, a Commercial Invoice is automatically generated. If your goods are not intended for resale, a pro-forma invoice is required.

### Information required on your Commercial Invoice:

1. **Name, address and VAT number of shipper/exporter.**
2. **Name, address (including postcode and phone number) of recipient.**
3. **Country of manufacture:**
   - If the goods were made in more than one country, each country of origin must be stated next to each corresponding product.
   - The country of origin is the country in which the goods were produced—not the country from which they are exported.
4. **Give a complete description of the item(s).** Generic descriptions are insufficient. You need to indicate:
   - What it is
   - What it is made of
   - How many/how much
   - How it will be used
   - For example: “10 boxes of stainless steel screws for civil aircraft” rather than “civil aircraft parts.”
5. **Quantities:** show individual and column totals for the number of packages, quantity, unit of measurement, weight, unit value and total value.
6. **Specify the currency.** Remember, several countries use the dollar sign ($), so it is important to specify the unique three-letter code for each currency, e.g. USD, CAD. The sign “$” is insufficient. You can find the appropriate currency code on the web site www.iso.org by clicking on “ISO 3166” section.
Monitoring your shipping activity with an online assistant: FedEx InSight®

Track your shipments from start to finish. FedEx InSight is a free online service that gives you 24/7 access to view the latest status of all your shipments assigned to your account, without the need of a tracking number. With the added support of proactive shipment notifications you will receive immediate updates about clearance delays, attempted deliveries, proofs of delivery, and more – via email or online. FedEx InSight can provide you with a new level of visibility. Sign up now at fedex.com/ae/insight.

Booking your pick-up

You may schedule your pick-up by calling Customer Service, while processing your shipment online or separately later. The online tool “Schedule a Pick-up” comes in handy when you have several shipments prepared that are ready to go.

For exports:
• Just go to fedex.com/ae
• Click on the navigation menu “Ship”
• Log in with your user ID and password, and you are ready to organise the dispatch of your shipments.

Confirmation of the pick-up can be sent to up to four email addresses.

You can cancel a previously scheduled pick-up online.

For imports: click on “Schedule a Pick-up” to schedule a collection on behalf of another shipper. If the shipper’s country is not supported, please contact the FedEx Customer Service of that country.

For freight: from 60kg to 1,000kg per item, please contact Customer Service to schedule your pick-up and receive your booking number.

Tracking your shipments 24/7

To find out exactly where your shipment is at any time, simply go to our website fedex.com/ae – our full suite of visibility solutions means you can always find the location of your shipment and get a confirmation of delivery, including the time the goods were delivered and the name of the recipient. Thanks to FedEx® Mobile Solutions, you stay connected to your shipments wherever you are.

On the fedex.com/ae homepage, enter your 12-digit tracking number shown on your FedEx Air Waybill and click on “Track” to follow the progress of your shipment.

You can also sign up for exceptions and delivery notifications. Simply send an email to track@fedex.com with the tracking number and receive an email back within few minutes.

If you’re using FedEx Ship Manager™ at fedex.com, click on “History” and select the shipment you wish to track.

At your fingertips wherever you are.
FedEx Mobile for Smartphones provides you with access to advanced tracking functionality that automatically keeps you updated on the status of your shipments. Simply input your FedEx tracking number, and you can quickly retrieve the status of your shipment.

Call Customer Service on 800 33339.

For exports:
• Just go to fedex.com/ae
• Click on the navigation menu “Ship”
• Log in with your user ID and password, and you are ready to organise the dispatch of your shipments.

Confirmation of the pick-up can be sent to up to four email addresses.

You can cancel a previously scheduled pick-up online.

For imports:
• click on “Schedule a Pick-up” to schedule a collection on behalf of another shipper. If the shipper’s country is not supported, please contact the FedEx Customer Service of that country.

For freight: from 68kg to 1,000kg per item, please contact Customer Service to schedule your pick-up and receive your booking number.
Your FedEx Invoice

All international shipments will be entered on the same FedEx invoice with the details as indicated below. Track the status of your invoices, dispute charges, download your invoice data, and create payment instructions over the Internet with FedEx® Billing Online.

1. **Shipper:** Reminder on the name and full address of the sender's location.
2. **Recipient:** Reminder on the name and full address of the recipient.
3. **Weight:** The weight of your shipment may be checked. If the actual weight is different from the declared weight on the FedEx Air Waybill, your invoice will show the actual weight.
4. **Fuel Surcharge:** FedEx applies a dynamic fuel surcharge onto all international shipments depending upon variations in the price of aviation jet fuel.
5. **Shipping:** Price of the service excluding tax.
6. **Discounts:** Discounts are in accordance with your FedEx contract. They are calculated on the basis of your shipping volume with FedEx and are deducted from the gross shipping price.
7. **Ref:** Repetition of the internal reference you mentioned on the FedEx Air Waybill.

For imports: Duties & Taxes and ancillary services will be sent in a separate invoice.