



# SOLUTIONS SERVICES

Use this guide and all our online resources to find everything you need to know about shipping with FedEx.





# Welcome to FedEx!

We're glad you choose FedEx. This FedEx Service Guide provides information and resources to help you manage your FedEx shipping efficiently. You can also visit **FedEx New Customer Center** at [fedex.com](https://fedex.com) to get all the information you need to get started with FedEx, including this downloadable version of the **FedEx Service Guide**.

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## YOUR FEDEX

# Get started fast

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## Welcome to the New Customer Center

Go to the New Customer Center at [fedex.com/jm/newcustomer/](https://fedex.com/jm/newcustomer/) to learn how to manage your FedEx shipping efficiently and to find out more about FedEx services and shipping tools.

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## Get a fedex.com Login

Create a fedex.com user ID and password for immediate access to a full array of online services. Simply save time and ship smarter by using an address book to auto-fill shipping labels, view your entire shipping history and track packages anytime. [Click here to learn more.](#)

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## YOUR FEDEX

# Find what you need at fedex.com

### FedEx Home Page

Get a fedex.com Login

[fedex.com/jm](https://fedex.com/jm)

### Get Started

Go to the New Customer Center

[fedex.com/jm/newcustomer/](https://fedex.com/jm/newcustomer/)

### Our Service

Ship packages and freight around the world

[fedex.com/jm/infocenter/](https://fedex.com/jm/infocenter/)

### Get Shipping rates and Transit Times

Download FedEx rates and get a tool to compare rates and transit times

[fedex.com/jm/rates/rateinfo.html](https://fedex.com/jm/rates/rateinfo.html)

[Click here to use rates and transit times tool](#)

### Packing

Access packing services, supplies and shipping guides

[fedex.com/jm/tools/packaging.html](https://fedex.com/jm/tools/packaging.html)

### Shipping

Learn about on-line shipping tool, labels, dropoff and pickup

[Click here to learn about FedEx Shipping Tools](#)

### Tracking

Track shipments status

[fedex.com/jm/tracking/](https://fedex.com/jm/tracking/)

### Payment

Manage invoicing

[fedex.com/jm/account/fbo/](https://fedex.com/jm/account/fbo/)





# SERVICES

## You have also several choices when shipping around the world

WEIGHT	OUR SERVICES <sup>12</sup>	CHOOSE SERVICES BY YOUR SHIPPING NEEDS
Less than 68kg	<b>FedEx International First®</b>	Time-definite, customs-cleared, door-to-door delivery of imports by 10:00am, typically in 3-4 business days from the U.S., Canada and Latin America countries.  Please <a href="#">click here for service coverage</a> or <a href="#">click here for service features</a> .
	<b>FedEx International Priority®</b>	Best Choice for urgent shipments. Time-definite, customs-cleared, door-to-door delivery to more than 200 countries, typically in 1, 2 or 3 business days, and next business-day to thousands of U.S. destinations.  Please <a href="#">click here for service features</a> .
	<b>FedEx International Economy®</b>	Cost-effective Option for less urgent shipments. This economic day-definite service typically delivers in 2-4 business days to major business centers.  Please <a href="#">click here for service features</a> . *Please call our Customer Service Team for cutoff time and exact delivery commitment.
Above 68kg	<b>FedEx International Priority®Freight</b>	Time-definite, premium airfreight service for international shipments containing unitized, forkliftable single pieces or skids above 68kg, delivery typically in 1, 2 or 3 business days.  Please <a href="#">click here for service coverage</a> or <a href="#">click here for service features</a> .
	<b>FedEx International Economy® Freight</b>	Economical, day-definite, customs-cleared, door-to-door service for shipments greater than 68kg destined to major markets in Asia, U.S., Canada and Mexico. Transit times are typically 2-4 business days. Advance booking required.  Please <a href="#">click here for service features</a> .
RATES / TERMS & CONDITIONS		Please <a href="#">click here for Rates and Terms and Conditions</a>

<sup>1</sup> International Services : Go to [fedex.com/jm/services/](https://fedex.com/jm/services/) for detailed information.

<sup>2</sup> Click here to [check shipping rates and transit times](#).



## SHIPPING

# Get Shipping Rates and Transit Times

Calculate your rates and estimated transit time at [fedex.com](https://fedex.com)

You can view and download FedEx rates from [fedex.com/jm/rates/rateinfo.html](https://fedex.com/jm/rates/rateinfo.html). To find the rates and transit times for your particular shipments, you can use the **Get Rates & Transit Times** tool.

**Click here and follow three easy steps to get a specific rate quote:**

1. Enter your shipping information, including origin destination and scheduled shipping date
2. Enter the package information and select additional shipment options, if applicable
3. Get your rate quote



# SHIPPING

## Packing

### Pack Your Shipments by using FedEx packaging

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We provide tough, easy to use packaging at no cost.

For more information visit our packaging page: [fedex.com/jm/tools/packaging.html](https://fedex.com/jm/tools/packaging.html)

**Three ways to get free supplies for your FedEx Express shipments:**







1. Pick up supplies at a nearby FedEx drop-off location: [Click here to find FedEx location.](#)
2. Ask your FedEx couriers
3. Contact Customer Service: [fedex.com/jm/contact](https://fedex.com/jm/contact)





## SHIPPING

# FedEx Packaging

YOUR SHIPPING NEED	OUR SOLUTION	DETAILS
Packaging for standard-size documents	<b>FedEx® Envelope</b> 	<ul style="list-style-type: none"> <li>■ Holds up to approximately 60 pages</li> <li>■ Total weight (including envelope) should not exceed 500g</li> <li>■ FedEx Pak for heavier documents</li> </ul>
Pak for heavier documents	<b>FedEx® Pak</b> 	<ul style="list-style-type: none"> <li>■ Designed for soft, light and bulky shipment</li> <li>■ DIM charges will apply if the dimension exceeds 15,400cm<sup>3</sup></li> <li>■ Total weight for Pak should not exceed 2.5kgs</li> </ul>
	<b>FedEx® Large Pak</b> 	
Boxes in a variety of sizes	<b>FedEx® Box<sup>1</sup></b> 	<ul style="list-style-type: none"> <li>■ Tough cardboard boxes in three sizes.</li> <li>■ Total weight should not exceed 9.07kg</li> </ul>
Packaging for posters, fabric rolls, or blueprints, etc.	<b>FedEx® Tube<sup>2</sup></b> 	<ul style="list-style-type: none"> <li>■ Self-sealing triangular package for plans, posters, fabric rolls, charts, blueprints, etc.</li> <li>■ Total weight should not exceed 9.07kg</li> </ul>
A sturdy and durable box for fast delivery	<b>FedEx® 10kg and 25kg Box</b> 	<ul style="list-style-type: none"> <li>■ Big enough for most bulky items FedEx 10kg and 25kg</li> <li>■ Box packaging offers you low flat rate. To qualify for the flat rate, weight cannot exceed 10kg for the 10kg Box, and 25kg for the 25kg Box</li> </ul>

<sup>1</sup> Effective January 21, 2013, the minimum billable weight for FedEx Small Box, Medium Box and Large Box will be 1 kg per package. The actual package weight will apply only if it is larger than the minimum billable weight.

<sup>2</sup> Effective January 21, 2013, the minimum billable weight for FedEx Tube will be 4 kg per package. The actual package weight will apply only if it is larger than the minimum billable weight.





# SHIPPING

## Packing

### Pack Your Shipments in your own packaging

**You may choose to use your own packaging with reference to the following guidelines.**

- Weight per package up to 68kg/150lb<sup>†</sup>
- Length per package up to 274cm<sup>†</sup>
- Length + Girth up to 330cm+ (Girth = twice the height + twice the width)
- Maximum Declared Value for Carriage Up to US\$50,000\*

<sup>†</sup> May vary by destination

\* Conditions apply

For tips and tools on proper packing, sealing and labeling practices, [please click here](#).

#### **Dimensional Weight (Volumetric Weight)**

For large-sized lightweight shipments, the greater of either the dimensional weight (volumetric weight) or actual weight will be charged. The dimensional weight (volumetric weight) (in kg) of a shipment is calculated as:

**Length x Width x Height (cm or inches)**  
**(then divided by 5,000 for "cm" or divided by 305 for "inches")**

Dimensional-weight pricing is applicable on a per-package basis to all shipments in customer's own packaging and FedEx Pak shipments exceeding 940 cubic inches or 15,403 cubic centimeters. Size and weight restrictions may vary depending on country and destination.



## SHIPPING

# Online Shipping with FedEx Express®

### Ship with FedEx Ship Manager™ at fedex.com

All your shipping documentation can be completed online including your International Air Waybill and Commercial Invoice using the automated shipping tool provided by FedEx Express: FedEx Ship Manager™ at fedex.com helps and makes shipping faster and easier. With this tool, you can:

- Create International Air Waybill and Commercial Invoice from your desktop
- Store frequently used addresses and commodities in an Address Book and Commodity Database for future shipments
- Get estimated Rate Quotes, Duties & Taxes
- Schedule a Courier Pickup
- Notify related parties once the shipment is on its way and safely delivered, or if there are any exception updates via FedEx shipment Notification
- Track your shipments
- Create standard and customized Shipment Reports

Create a [Login account here](#).

### Ship with FedEx Ship Manager™ Lite

FedEx Lite is the perfect tool for the new or infrequent shipper that is looking for the simplicity and a little guidance. We will take you through the shipping process in 4 simple steps without requiring you to login. We also provide you the opportunity to get rates and transit times, schedule a pickup and receive automated status notifications.

[Click here to start shipping with FedEx Lite today!](#)

- FedEx account
- No login required
- Shipments up to 68 kgs (Brazil shipments up to 30 kgs)

Technical Support Hotline Service Hours: 24 hours, 7 days a week.

For enquiries on FedEx automation products and applications, you can call 1800 (LAC Phone Numbers per country)

[Click here to download FedEx Ship Manager at fedex.com User Guide.](#)

## SHIPPING

# Documentation required for international shipments

## Prepare International Air Waybills

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

You can prepare FedEx International Air Waybill with our online tools or prepare it manually. Please contact your courier or Customer Service: [fedex.com/jm/contact](https://fedex.com/jm/contact) to order a manual FedEx International Air Waybill. When completing a FedEx International Air Waybill, please type or print clearly, pressing hard with a ball-point pen and complete it in English.

For instructions on how to manually fill out your Air Waybill, please visit:  
[fedex.com/jm/tools/airwaybill.html](https://fedex.com/jm/tools/airwaybill.html)

The screenshot shows the 'FedEx Ship Manager' web interface. The 'Create a Shipment' section is active, displaying various input fields for shipment details. Key sections include: 'My Shipment Profiles' with a dropdown menu; '1. From' and '2. To' address fields with country/location, company, and contact information; '3. Package & Shipment Details' with fields for ship date, number of packages, weight, declared value, service type, and package type; '4. Billing Details' with fields for bill transportation to and your reference; 'Special Services (optional)' for additional services; 'Pickup/Drop-off (optional)' for scheduling; 'E-mail Notifications (optional)' for email alerts; and '5. Complete your Shipment' with checkboxes for creating a shipment profile and generating a mobile shipping label. A 'Save for later' button is visible at the bottom right.

Prepare an Air Waybill online.

The screenshot shows a physical 'FedEx International Air Waybill' form. It is a multi-part document with sections for '1. Shipper Information', '2. Recipient Information', '3. Package Details', '4. Special Services', '5. Billing Information', and '6. Remarks'. The form includes fields for shipper and recipient names, addresses, phone numbers, email addresses, package details (date, quantity, weight, value), and service type. It also has a section for 'Special Services' with checkboxes for various options. The bottom of the form features a '343' logo and a barcode with the number '8172 4624 3308 0402'. The form is titled 'FedEx International Air Waybill' and 'Second Copy'.

Prepare an Air Waybill manually.

# Documentation required for international shipments

## Prepare Commercial Invoice

[illegible]

**The commercial invoice** is required by customs authorities to allow for import clearance of certain non-document shipments. Requirements vary from country to country and depend on the commodity type, value and quantity. To complete the Commercial Invoice, simply follow the examples below and you can [download a blank Commercial Invoice form](#) or complete online when creating your shipping label.

Below is a common commodity sample of a full description that lists what the item is, what the item is made of and what is the item made for on the Air Waybill & Commercial Invoice. It is important to write a consistent and clear description of the item on the Air Waybill & Commercial Invoice.

For instructions on how to complete a commercial invoice, visit:

[fedex.com/jm/tools/invoice.html](https://fedex.com/jm/tools/invoice.html)

<b>Air Waybill</b>	
Commodity Description <b>REQUIRED</b>	Harmonized Code
ALUMINUM steel plate for use in semiconductor manufacturing machine	

<b>Commercial Invoice</b>		
TYPE OF PACKAGING	FULL DESCRIPTION HS CODE OF GOODS	HS CODE
	What is it? What is it made of? What is it used for? What is it a component of? e.g.) Ladies' 100% Silk Knitted Blouse	
	ALUMINUM steel plate for use in semiconductor manufacturing machine	





## SHIPPING

# Documentation required for international shipments

## Prepare Customs Declaration Documentation

When shipping to some destinations such as U.S. and China, you may be required to complete additional documentation, which is required under destination country law. Accurate completion of the documentation will assist the customs authorities in processing your shipment more efficiently. **FedEx® Global Trade Manager** at [fedex.com](https://fedex.com) gives you access to detailed commodity and country-specific information, details of local customs regulation and a currency converter. It will even give you an estimate of your shipping duties and taxes. This tool will indicate whether or not you require a Commercial Invoice.

[Click here to FedEx Global Trade Manager and enjoy benefits of using it:](#)

- Find the proper documents required for international shipping with FedEx Express
- Complete the required documentation
- View advisory concerning your shipments
- Calculate pre-shipment duty and tax cost estimates
- Research country profiles
- Search the up-to-date international Denied Part Screening database
- Prepare, store and reuse customs documents online with the Document Preparation Center

[Click here to download overview of FedEx® Global Trade Manager](#)



# SHIPPING

## Schedule a Pickup

When you have completed your packaging and documentation and the shipment is ready to go, you can schedule a pickup directly online or by calling Customer Service: [fedex.com/jm/contact](https://fedex.com/jm/contact). You can also pre-arrange for a pick-up later in the week or the month.

### ■ Schedule a pickup online

It's fast, convenient and you can keep records of all your online shipment pickup. With the "Schedule a Pickup" tool, you can quickly and conveniently arrange for a FedEx® pickup of your shipments. Plus, you can access the "My Pickups" tool to view the records of your online pickup history, edit or cancel your pickup. This is speed at your fingertips.

### ■ Schedule a pickup by shipping with Fedex Ship Manager™ at [fedex.com](https://fedex.com)

### ■ Schedule a pick up by phone

Call Customer Service: [fedex.com/jm/contact](https://fedex.com/jm/contact) to schedule a pick up by phone.



## TRACKING

# You have several options to track shipments

Quickly find information about your shipments

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### ■ Track at [fedex.com](https://fedex.com)

Obtain information 24 hours per day, 7 days per week about your shipments.  
Visit [fedex.com/jm/tracking](https://fedex.com/jm/tracking) to track up to 30 FedEx Express Shipments at a time.

### ■ Track using FedEx Desktop

Monitor the status of your shipments and receive proactive notifications right to your desktop.  
Go to [fedex.com/jm/desktop/](https://fedex.com/jm/desktop/) to get details.

### ■ Track by FedEx Mobile

Access up-to-date tracking details directly from your mobile devices. Learn more information from [fedex.com/jm/mobile/](https://fedex.com/jm/mobile/)

### ■ Track using FedEx Ship manager™ at [fedex.com](https://fedex.com)

With FedEx Ship Manager™ at [fedex.com](https://fedex.com), once you have scheduled your pick-up online, your shipment is automatically entered into the FedEx Express system. You can check the status of your shipments across the world in real time, stage by stage, through to delivery.

### ■ Track by phone

Call Customer Service: [fedex.com/jm/contact](https://fedex.com/jm/contact) to track a package by phone.



## PAYMENT

# Manage your account with invoicing and payment resources

## FedEx Billing Online

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Right from the free, fast and easy FedEx Billing Online you can manage your FedEx Express invoices, track the status of your invoices, download your invoice data, and create payment instructions over the Internet.

Sign up at [fedex.com/jm/account/fbo/](https://fedex.com/jm/account/fbo/) now and learn more benefits:

- View invoices and shipment detail
- Create dynamic remittances for offline payment
- Download invoices as PDF, XML, XLS, or CSV
- Flexible account management





# RESOURCES

## Contact us

### Find the answers

The information and the resources to help you with all your shipping and business needs with FedEx. Contact us with any questions via e-mail, phone or mail:

Call our Customer Service Center	<a href="https://fedex.com/jm/contact/">fedex.com/jm/contact/</a>
Write to FedEx	<a href="https://fedex.com/jm/contact/writefedex.html">fedex.com/jm/contact/writefedex.html</a>
Find a FedEx location	<a href="https://fedex.com/locate/index.html/jm/locate/">fedex.com/locate/index.html/jm/locate/</a>
For FedEx rates and transit times	<a href="https://fedex.com/jm/rates/rateinfo.html">fedex.com/jm/rates/rateinfo.html</a>
For FedEx terms and conditions	<a href="https://fedex.com/jm/services/terms.html">fedex.com/jm/services/terms.html</a>