

Overview

FedEx Rates & Transit Times is a digital tool for you to obtain rate quote options for comparison and determine the expected delivery date and time for your shipment.

The benefits of using FedEx Rates & Transit Times are:

- Easy to Use: address suggestion is enabled.
- Support guest user: Support rate quotation for both login user and quest user.
- Mobile Friendly: You can easily check rates and transit times with your mobile device.
- View your Account-specific Rate: You can check the best account rate after login on fedex.com. Explore your account-specific discount.
- Surcharge Transparency: You can obtain details and a breakdown of any applicable surcharge(s) such as pack, fuel, OPA (outside pick up area) and/ or ODA (outside delivery area) surcharges.
- Non-Service Area Alert: You can easily verify whether your address is within the non-service area (OPA or ODA).

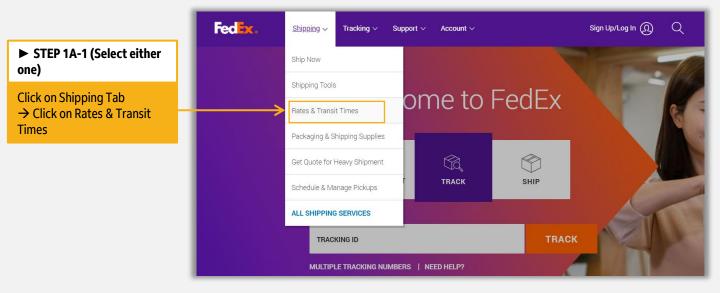


Section 1 - 5 Steps to Get Your Rates & Transit Times

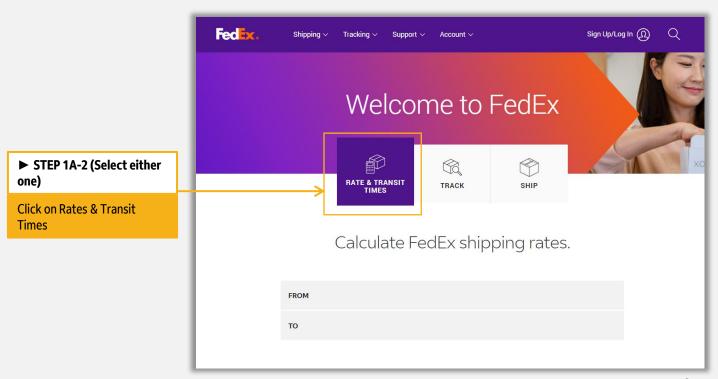
Step 1 – Enter into Rates & Transit Times page

Select either one of the following step to enter into Rates & Transit Times page

Step 1A-1: On fedex.com home page, click "Shipping" on the menu bar, and select "Rates & Transit Times"



Step 1A-2: On fedex.com home page, click "Rates & Transit Times"



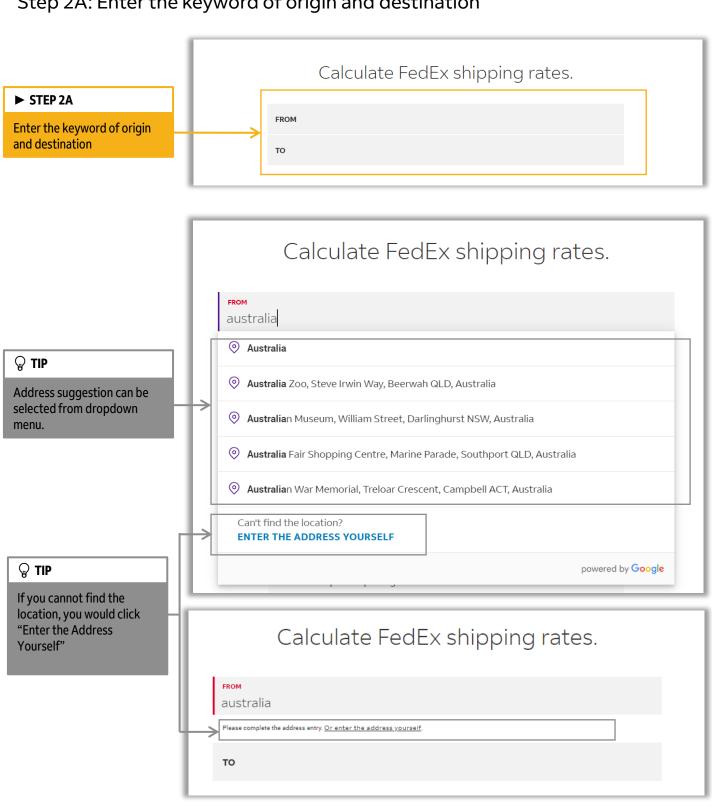


Fed Ex. User Guide How to get FedEx Rates & Transit Times at fedex.com

Section 1 – 5 Steps to Get Your Rates & Transit Times

Step 2 - Enter Origin and Destination Information

Step 2A: Enter the keyword of origin and destination

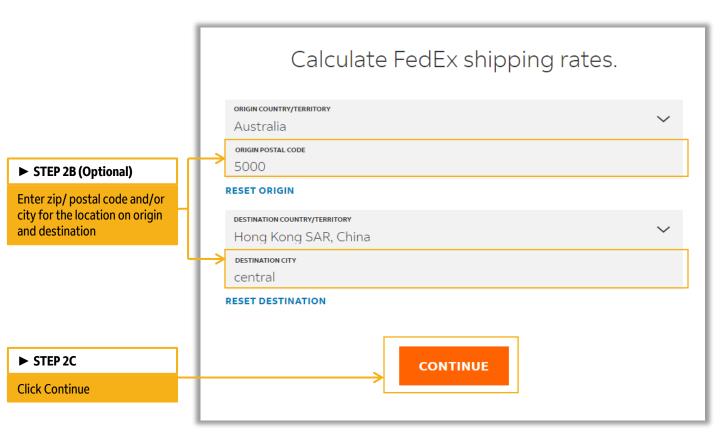




Section 1 - 5 Steps to Get Your Rates & Transit Times

Step 2 - Enter Origin and Destination Information

Step 2B: Enter zip/ Postal code and/ or city the location of origin and destination

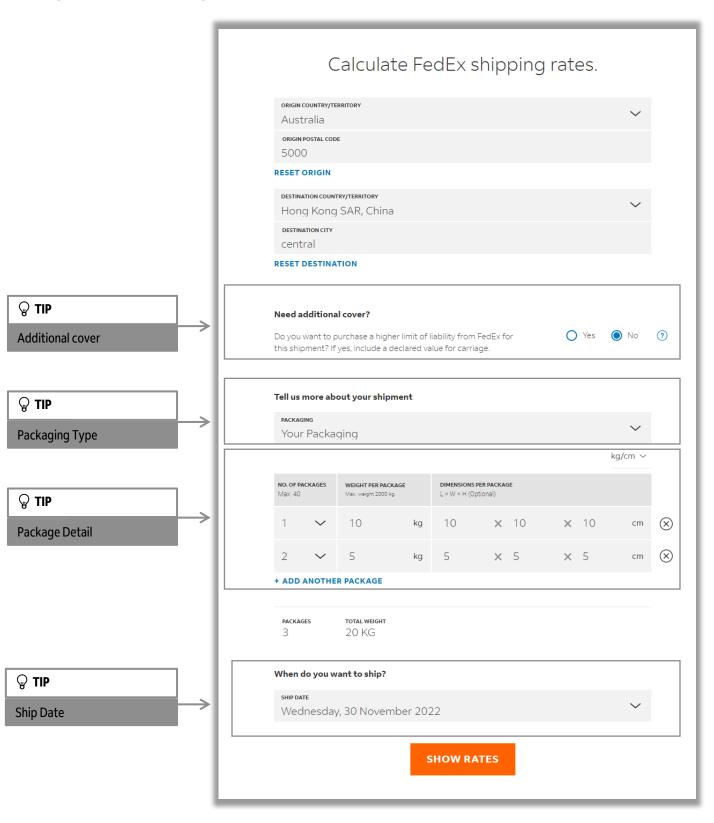




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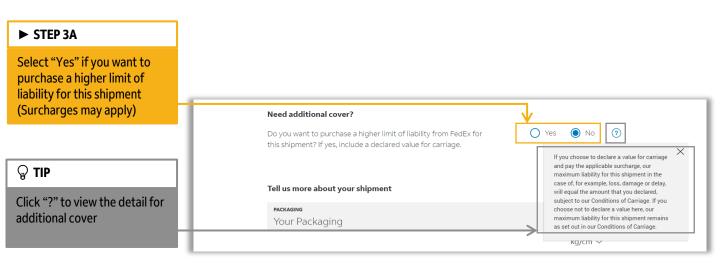
Section 1 – 5 Steps to Get Your Rates & Transit Times

Step 3 - Enter Shipment Details

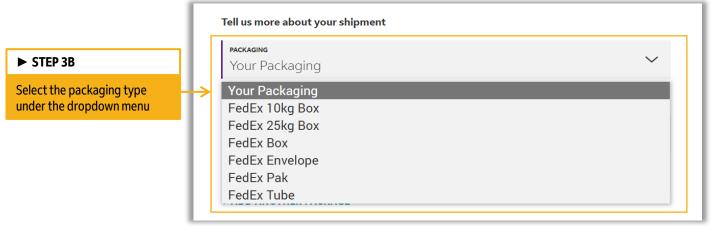


Section 1 – 5 Steps to Get Your Rates & Transit Times Step 3 – Enter Shipment Details

Step 3A: Additional cover



Step 3B: Packaging Type

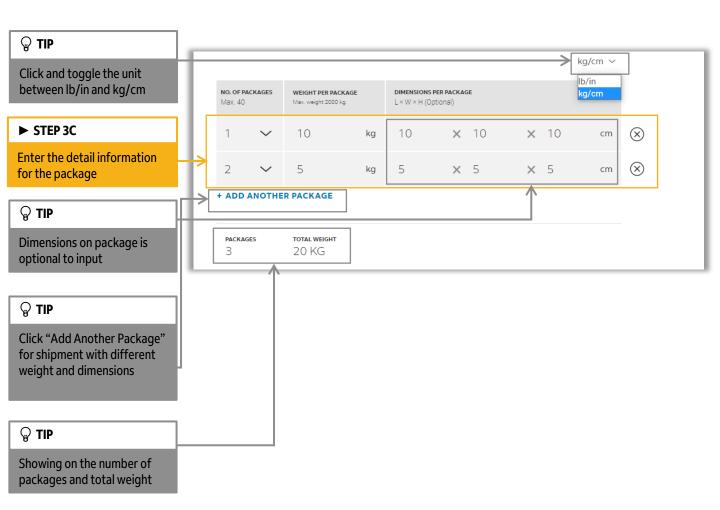




Section 1 – 5 Steps to Get Your Rates & Transit Times

Step 3 - Enter Shipment Details

Step 3C: Package Detail



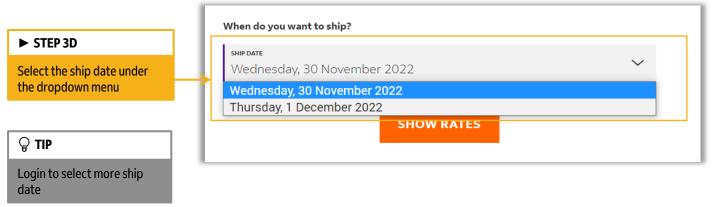


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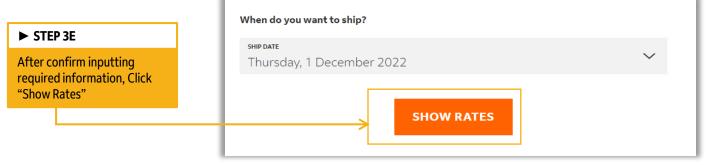
Section 1 – 5 Steps to Get Your Rates & Transit Times

Step 3 - Enter Shipment Details

Step 3D: Ship Date



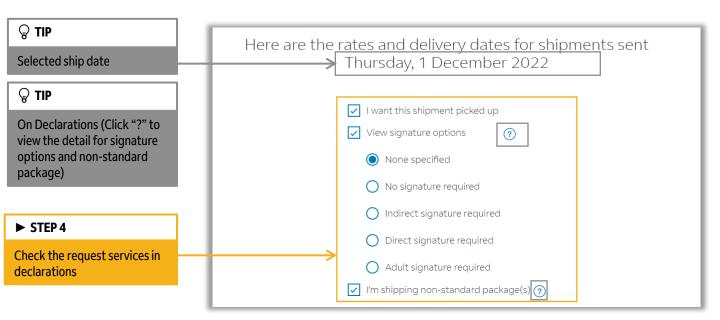
Step 3E: Check for the rates





Section 1 – 5 Steps to Get Your Rates & Transit Times

Step 4 - Rate and transit time display



Notes

Detail for Shipment picked up

Rate for pick up will include if applicable if your shipment will be picked up by courier.
Charges may apply.

Detail for Signature options

- No signature required: Standard FedEx delivery procedures will be followed. For residential deliveries, FedEx may release the package without anyone present.
- Indirect signature required: Someone at the recipient's address or a neighbor may sign for delivery. Charges may apply.
- Direct signature required: Someone at the recipient's address may sign for delivery. Charges may apply.
- Adult signature required: An adult at the delivery address must sign for delivery. Photo identification is required. Charges may apply.

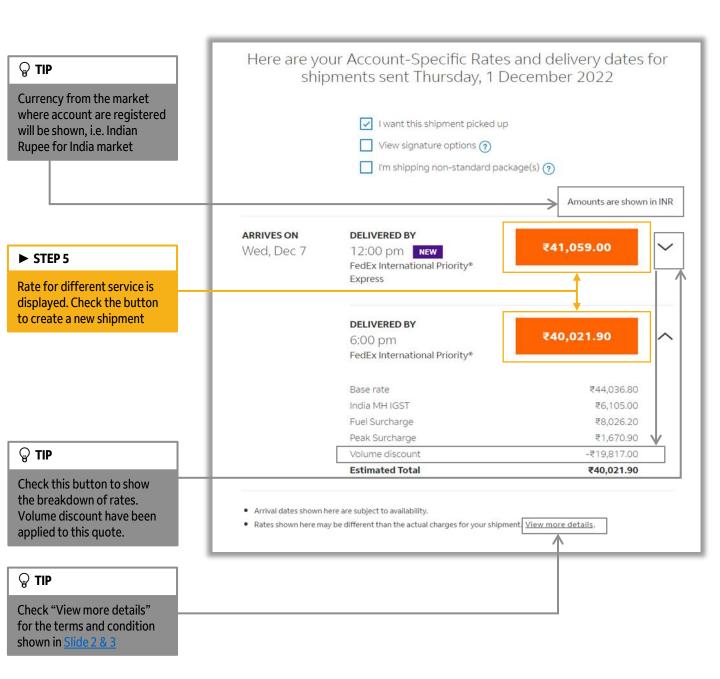
Detail for Non-standard package

• Your FedEx shipment is packaged in a non-traditional or irregularly-shaped container. A surcharge may apply.



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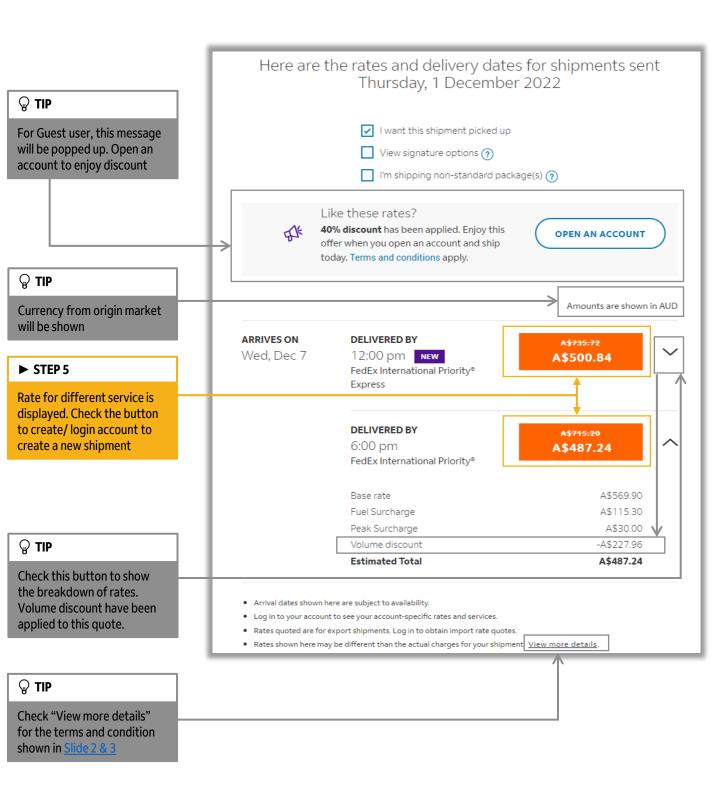
Step 5 - Rate and transit time display (Login user)





Section 1 – 5 Steps to Get Your Rates & Transit Times

Step 5 - Rate and transit time display (Guest user)





Notes

- These rates apply to customers who maintain a good standing FedEx account number in the market they open an account and settle their invoice in that market.
- Rates shown here may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions, currency conversion rate and other factors. Consult the applicable FedEx Service Guide for details.
- The rate and transit time application only uses city name or zip/postal code to define transit time.
- Certain commodities and high value shipments may require additional transit time for clearance.
- The rate and transit time application bases its transit time on zip/postal code over city when both are provided.
- "End of day" means the end of the FedEx business day for deliveries in the destination's time zone. The exact time may vary by destination.
- If you selected that your shipment contains a Letter, the transit time results that appear above are based on a letter shipment containing a personal or business letter with no commercial value. 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 import/export clearance. If you believe that your document may be considered to have a commercial value, please request a new transit time quote and search for your document type among the product categories.
- The product or document category that you select is only used to determine the transit time for your shipment. For import/export clearance, please define your product in detail on the Air Waybill and Customs documentation that accompany your shipment.



Notes

- The transit time results shown are based on the shipment date you provided. The results are valid only if your shipment is prepared and provided to FedEx by the latest published cut-off time in your origin city on the shipment date indicated and all the information entered in the rate and transit time application matches the actual shipment tendered.
- The service options and delivery time shown assume there are no clearance delays and are dependent on the ship date, weight, dimensions, declared value, goods descriptions, packaging, and/or address entered for your shipment. Any disparities between entered and actual data for your shipment may affect the availability of different service options and may result in a different delivery time and date. Please make sure that your shipment meets the terms and conditions of the service you have requested. For more information on FedEx terms and conditions including Money-Back Guarantee Policy, please contact <u>Customer Service</u>.
- If you need a transit time for a service with special handling options, please contact <u>Customer Service</u>.
- Delivery dates and times are provided for single-commodity shipments only. Transit time information for multiple commodities is not supported in this application at this time. Please contact <u>Customer Service</u>.
- The fedex.com transit time information is subject to change without notice. For more information or FedEx terms and conditions for shipping, please contact <u>Customer Service</u>.
- 8:00 AM or 8:30 AM service may be available for some destination zip/postal codes in the USA from anywhere in the world, and in Europe from USA, Canada or Puerto Rico. You may enter a destination zip/postal code on the From/To page to see if FedEx International First is available from your zip/postal code.
- If your shipment contains a dangerous good, you must comply with air regulations for FedEx shipments regardless of routing or mode, and a trained shipper must identify, classify, mark, label, package, and complete the necessary documentation. If you require assistance, please contact Customer Service.