## Service Guide

Everything you need to make your international and domestic shipments easier





FedEx Customer Number here:									
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One single account number for all your import, export and domestic shipments

#### Welcome to FedEx.

At FedEx we always put you, our customer, at the heart of everything that we do. We are continually working to improve all aspects of our service so that we not only meet, but exceed your expectations.

FedEx has 290,000 team members throughout the world – each one motivated by the same commitment to ensure that your experience of shipping with FedEx is outstanding.

Careful preparation is the key to successful export, import and domestic 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 24/7.

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



# Export, Import and Domestic Shipping with FedEx

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## Choosing the best FedEx service for your outbound shipment



FedEx offers you a comprehensive portfolio of export shipping solutions, all designed so your packages and freight consignments get to their destinations on time, every 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.

## **OUTBOUND**



Which FedEx service best meets your needs?



## Whether exporting, importing or shipping domestic - it's easy with FedEx technology

#### How to get your rates and transit times



#### Online

Visit fedex.com: Click on 'Get rates and Transit Times' on the roll-over navigation menu under 'Ship'.



#### Phone

Call our Customer Service on **0800 0222 333** (Netherlands) **02 752 75 75** (Belgium) **8002 35 55** (Luxembourg)

	Your export shipment	Your destination	Your transit times <sup>(1)</sup>	Your FedEx service	Dimensions	Service features
⊢ <sub>Z</sub>	For all your shipments	EUROPE	Next day by 9am, 9.30am or 10am FedEx Europe First™		Maximum 274 cm in length (always	Proof of delivery
	containing packages weighing up to 68 kg		Next day by noon or end of business day	FedEx International Priority®	longest side) or 330 cm in length and girth combined (girth = 2 x height + 2 x width)	Money-back guarantee <sup>(2)</sup>
		USA	Next day by 8am or 8.30am	3.30am FedEx International First®		<ul> <li>Shipment tracking</li> <li>Dangerous goods<sup>(1)</sup></li> <li>Customs clearance included<sup>(3)</sup></li> </ul>
			Next day by 10.30am, 3pm or end of business day  FedEx International Priority®			
		CANADA	Next day by noon	FedEx International Priority®		• FedEx® Global Returns
		LATIN AMERICA	2-3 days to key business centres	FedEx International Priority®		
JRGENT		ASIA - MIDDLE EAST - INDIA	2 days to key business centres	FedEx International Priority®		
E E		AFRICA - OCEANIA	2-4 days to key business centres	FedEx International Priority®		
	For all your shipments	EUROPE	2-3 days	FedEx International Priority® Freight	At least one item must weigh over 68 kg	
	that include items	USA	Next day before 3pm or 2 days by 10.30am or noon	FedEx International Priority® Freight	or exceed the maximum dimension for	
	weighing between 68 and 1,000 kg	CANADA	2 days	FedEx International Priority® Freight	<ul><li>FedEx International Priority® service</li><li>Dimensional limits per package: length</li></ul>	
		LATIN AMERICA	2-3 days	302 cm, width 203 cm and height 178 cm		
		ASIA - INDIA MIDDLE EAST - OCEANIA - AFRICA	2-5 days	FedEx International Priority® Freight		
		FUDODE	2.E. davia	FadFu International Formance		
	For all your shipments containing packages weighing up to 68 kg	EUROPE	2-5 days	FedEx International Economy®  • Maximum 274 cm in length (always longest side)		<ul> <li>Proof of delivery</li> <li>Money-back guarantee<sup>(2)</sup></li> </ul>
		USA CANADA	4 days		Maximum 330 cm in length	Shipment tracking
Z		LATIN AMERICA	3 days	FedEx International Economy® and girth combined  FedEx International Economy® (girth = 2 x height + 2 x width)		• Customs clearance included <sup>(3)</sup>
G H		•	4-6 days			• FedEx® Global Returns
<u>~</u>		ASIA - MIDDLE EAST - INDIA	4 days	FedEx International Economy®		
		AFRICA - OCEANIA	4-6 days	FedEx International Economy®		
S	For all your shipments	EUROPE	4-5 days	FedEx International Economy® Freight	<ul> <li>At least one item must weigh over 68 kg or exceed the maximum dimension for</li> </ul>	r
Щ	that include items weighing between 68 and 1,000 kg	USA - CANADA	4-5 days	FedEx International Economy® Freight	FedEx International Economy® service	
		LATIN AMERICA	3-5 days	FedEx International Economy® Freight	Dimensional limits per package: length	
		ASIA - INDIA MIDDLE EAST - OCEANIA - AFRICA	4-7 days	FedEx International Economy® Freight  302 cm, width 203 cm and		

- (1) To check service availability and precise transit times, please call our Customer Service or go to fedex.com.
- (2) Money-back guarantee: please see FedEx Conditions of Carriage for details.
- (3) Maximum declared value may vary depending on the country of destination, please call our Customer Service.

## Choosing the best FedEx service for your inbound shipment



From small packages to heavyweight freight consignments, count on our unrivalled worldwide Express and Economy network to ensure your imports – whatever their country of origin and destination – always arrive on time. And our full suite of visibility solutions gives you the ability to control 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?



## Whether exporting, importing or shipping domestic - it's easy with FedEx technology

#### How to get your rates and transit times



#### Online

Visit fedex.com: Click on 'Get rates and Transit Times' on the roll-over navigation menu under 'Ship'.



#### Phone

Call our Customer Service on **0800 0222 333** (Netherlands) **02 752 75 75** (Belgium) **8002 35 55** (Luxembourg)

Your import shipment	Your origin	Your transit times <sup>(1)</sup>	Your FedEx service	Dimensions	Service features	
For all your shipments containing packages weighing up to 68 kg	EUROPE	Next day by 9am, 9:30am or 10am FedEx Europe First™		Maximum 274 cm in length (always	Proof of delivery  Money-back guarantee <sup>(2)</sup>	
		Next day by noon or end of business day	longest side) or 330 cm in length and girth			
	USA	2 days by 9am, 9:30am or 10am	FedEx International First®	combined (girth = $2 \times \text{height} + 2 \times \text{width}$ )	<ul> <li>Shipment tracking</li> <li>Dangerous goods<sup>(1)</sup></li> </ul>	
		2 days by noon or end of business day FedEx International Priority®			Customs clearance included     FedEx® Global Returns	
	CANADA	2 days by 9am, 9:30am or 10am FedEx International First®				
		2 days by noon or end of business day FedEx International Priority®				
	LATIN AMERICA	3 days from key business centres	FedEx International Priority®			
	ASIA - MIDDLE EAST - INDIA	1-2 days from key business centres	FedEx International Priority®			
	AFRICA - OCEANIA	1-3 days from key business centres	FedEx International Priority®			
For all your shipments	EUROPE	2-3 days	FedEx International Priority® Freight	At least one item must weigh over 68 kg		
that include items weighing between 68 and 1,000 kg	USA - CANADA	2-3 days	FedEx International Priority® Freight	ernational Priority® Freight or exceed the maximum dimension for		
	LATIN AMERICA	FedEx International Priority® Freight  FedEx International Priority® Freight  FedEx International Priority® service  Dimensional limits per package: length				
	ASIA - MIDDLE EAST - INDIA	2-4 days	FedEx International Priority® Freight	302 cm, width 203 cm and height 178 cm		
	AFRICA - OCEANIA	3-5 days	FedEx International Priority® Freight			
For all your shipments containing packages weighing up to 68 kg	EUROPE	2-5 days	FedEx International Economy®	Maximum 274 cm in length	<ul> <li>Proof of delivery</li> <li>Money-back guarantee<sup>(2)</sup></li> <li>Shipment tracking</li> <li>Customs clearance included<sup>(3)</sup></li> <li>FedEx® Global Returns</li> </ul>	
	USA	4-5 days	FedEx International Economy®	(always longest side)		
	CANADA	4-5 days	FedEx International Economy®	<ul> <li>Maximum 330 cm in length and girth combined</li> </ul>		
	LATIN AMERICA	5-6 days	FedEx International Economy®	$(girth = 2 \times height + 2 \times width)$		
	ASIA - MIDDLE EAST - INDIA  3-4 days		FedEx International Economy®			
	AFRICA - OCEANIA	4-5 days	FedEx International Economy®			
For all your shipments	EUROPE	3-5 days	FedEx International Economy® Freight	<ul> <li>At least one item must weigh over 68 kg or exceed the maximum dimension for FedEx International Economy® service</li> <li>Dimensional limits per package: length</li> </ul>		
that include items weighing between 68 and 1,000 kg	USA - CANADA	4-5 days	FedEx International Economy® Freight			
	LATIN AMERICA	4-6 days	FedEx International Economy® Freight			
	ASIA - MIDDLE EAST - INDIA	4-6 days	FedEx International Economy® Freight	302 cm, width 203 cm and height 178 cm	om	

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

<sup>(2)</sup> Money-back guarantee: please see FedEx Conditions of Carriage for details.

<sup>(3)</sup> Maximum declared value may vary depending on the country of destination, please call our Customer Service.

## Choosing FedEx for your Domestic shipment



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 pick-up serving the whole of the BeNeLux markets, you can always count on FedEx to get your urgent shipments to their destination, on time, every time.

## DOMESTIC (\*\*)

Your shipment	Your transit times	Your FedEx service	Dimensions
For all your shipments containing packages weighing up to 68kg	Next day delivery at noon to key business centres	FedEx Priority Overnight®	<ul> <li>Maximum 274cm in length (always longest side)</li> <li>Maximum 330cm in length and girth combined (girth = 2 x height + 2 x width)</li> </ul>

#### Service features

- Proof of delivery
- Money-back guarantee(1)
- Shipment tracking
- Dangerous Goods accepted
- FedEx® Global Returns



(1) Money-back guarantee: please see FedEx Conditions of Carriage for details.

## Whether exporting, importing or shipping domestic - it's easy with FedEx technology

#### How to get your rates and transit times



#### Online

Visit fedex.com:

Click on 'Get rates and Transit Times' on the roll-over navigation menu under 'Ship'.



## Phone Call our Customer Service on 0800 0222 333 (Netherlands)

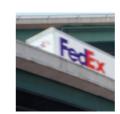
02 752 75 75 (Belgium) 8002 35 55 (Luxembourg)



## Export, Import and Domestic: FedEx, working with you for all your shipments



FedEx provides you with a one-stop, seamless and totally reliable service for all your shipping needs. Once we take delivery of your shipment - whatever it is, wherever its destination, no matter what special shipping requirements you have - you know it will arrive safely, on time, every time.



So whether your shipment is urgent or less-time sensitive, lightweight or heavy, and whether you are exporting, importing or making a domestic delivery, you can rely on FedEx for all your European and worldwide shipping.



We constantly upgrade and expand our services to meet your growing business requirements, and at the same time always ensure that our domestic services are fully integrated into our regional and worldwide delivery network.

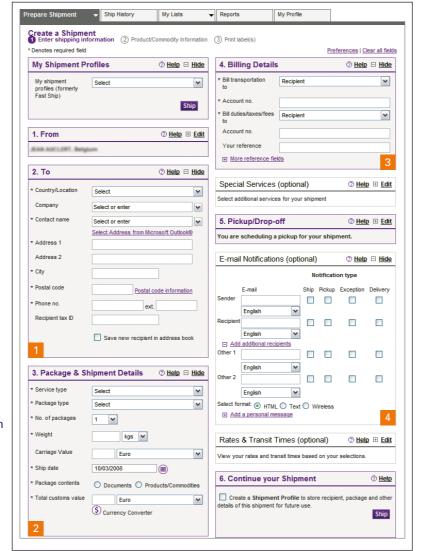
With FedEx you can be sure that we have shipping solutions to meet your every need.

## Completing your Waybill for export, import and domestic shipments



A FedEx Waybill is required for each shipment to ensure that it is delivered quickly and safely. One FedEx 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.

**Example of an international Air Waybill** Available on **fedex.com** under **'Ship'**.





Registration: Go to fedex.com, click on Ship and choose a user ID and password. Enter your personal details in the 'Contact Information' section. You will then receive confirmation by email of your registered user ID.

#### Shipping with FedEx - take it easy with FedEx technology

- Save time with our automated shipping solutions and reduce the risk of error in completing your FedEx Waybill.
- Store shipping information (address, recipient, description of goods) to retrieve and use again for future shipments.
- Get a courtesy rate quote or schedule a pick-up.



#### Information required on your FedEx 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 completed by the system. You can store up to 2,000 recipients in your Address Book.

#### 2 Specifying package details

Select the **type of service and the packaging** you want to use. Select the number of packages in the current shipment. You can process up to 25 packages in a single shipment.

#### 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 products and 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.

You can also 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 ShipAlert.

#### **EXPORT and DOMESTIC**



#### Print your FedEx Waybill

When you have entered all details for your shipment, FedEx Ship Manager® at fedex.com will generate a FedEx Waybill. You can print it onto plain paper.



#### IMPORT



#### Save your shipping documents

To save the international Air Waybill in digital format, select it from the list, click the print button and select a printer to print a digital file (Adobe PDF Writer or Microsoft Office Document Image Printer). Save the Air Waybill in PDF or TIFF format.

### Send the shipping documents to your shipper

Send the international Air Waybill to your shipper so they can print and attach the documents to the shipment.

## Completing your Commercial Invoice for all your international shipments



Customs authorities require an invoice for *all* international shipments. This means a Commercial Invoice if the goods are intended for resale, or a Pro Forma invoice if they are not. If you complete your international Air Waybill online, this also enables you to automatically generate a Commercial Invoice.

#### Information required on your Commercial Invoice:



- A Commercial Invoice is not required for commodities in free circulation shipped within the European Union (EU). It is mandatory for all shipments to countries outside the EU, except for documents that weigh less than 10 kg.
- Entering accurate and detailed information on the Commercial Invoice is a major factor in guaranteeing smooth customs clearance.
- The shipment must be accompanied by one original invoice plus two copy invoices, each with an original signature.
- For Imports : Save and send the Commercial Invoice

To save the Commercial/Pro Forma
Invoice in digital format, select it from the
list, click the print button and select a
printer to print a digital file (Adobe PDF
Writer or Microsoft Office Document
Image Printer). Send the Commercial/Pro
Forma Invoice to your shipper so he can
print and attach the documents to the
shipment

- 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."

Quantities. Show individual and column totals for the number of packages, quantity, unit of measurement, weight, unit value and total value.

5 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 website: www.iso.org and click on 'Customer Services' section.

#### Whether exporting or importing - it's easy with FedEx technology

#### Complete your Commercial Invoice quicker online

• Remove the need to complete paperwork manually by creating a Commercial Invoice automatically when you ship online using FedEx Ship Manager® at fedex.com.

#### Online help with all aspects of customs documentation

- Our online tool, FedEx® Global Trade Manager on fedex.com (click on 'Customs Tools'), can indicate whether or not you require a Commercial Invoice and highlight any additional customs clearance forms that would be required to accompany your shipment.
- FedEx® Global Trade Manager also gives detailed commodity and country information, information on relevant customs regulations, a currency converter and can even estimate **shipping duties and taxes** that would be due on your shipment.



ULTIMATE D United States	ULTIMATE DESTINATION United States			NO. OF PKGS.			ECI	
DATE OF EX 06JAN2012	DATE OF EXPORTATION 06JAN2012		SHIPPING LABEL NO. 7919 6838 1235		CURREN Euro	ICY 5		
SHIPPER/EX	SHIPPER/EXPORTER 1 CONSIGNEE		2		IMPORTER Same as Consignee			
1078 GZ Ame Netherlands Shipper's Ref.	1078 GZ Ameterdam Netherlands Memphia, US TN Shipper's Ref. 81674 United States				United States Importer Customs Tax ID: 12-3456789			
COUNTRY OF MFR.		RIPTION OF GOOD ing type:(FedEx Pa		WEIGHT (KGS)	QTY	UNIT VALUE	COMMODITY VALUE	
Netherlands	Camera-ready A	rtwork (For printing	in USA.)	2.00	1 piece	150.00	150.00	
						FREIGHT	0.00	
	INSURAN					NSURANCE	0.00	
					ADDITIONAL	L CHARGES	0.00	
PURPOSE				<b>TOTAL</b> 2.00			TOTAL CUSTOMS VALUE 150.00	
						erms of Sale: rier(FCA/FOB)		
	TOTAL INVOICE VALUE 150.00						OICE VALUE 150.00	
SIGNATURE	SIGNATURE OF SHIPPER/EXPORTER:							
I declare that all the information contained in this invoice is true and correct.								
Tim (imit	Date: 06JAN2	012		_				

Commercial Invoice

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### Packing your shipment



FedEx provides tough, easy-to-use packaging materials, **at no extra cost**. You can request them from fedex.com or call our Customer Service. Whatever your shipment weighs and whatever distance it is travelling, good packaging will protect it during its journey. **You can also use your own packaging**.

FedEx no longer applies a limit on customs value for regular international shipments. A limit may still apply depending on destination and commodity shipped. Please call Customer Service for information.

#### FedEx® Envelope

Can hold and protect up to sixty A4 pages. Maximum weight 0.5kg



#### FedEx® Pak

Ideal for larger documents and compact products.

Maximum weight 2.5kg



#### FedEx® Tube

For items that travel better when rolled up, e.g. blueprints, sketches and photos.

Maximum weight 9kg



## FedEx® Box Tough card boxes in three sizes.



\* Dimensions are internal ones

### Whether exporting or importing – it's easy with FedEx

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.





#### 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.



- 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 or 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 must be stacked on a pallet, skid or similar, that can be easily fork-lifted. 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, and cover at least the top layer



• FedEx carries products that are defined as dangerous by IATA. These include items such as explosives, flammable gas and liquids, corrosive materials, but also items such as paintings, cosmetics and alcohol (above certain volumes). International regulations are strict and shipping calls for meticulous verification by international specialists in shipping dangerous goods. For more information please call Customer Service on 0800 0222 333 (Netherlands) or 02 752 75 75 (Belgium) or 8002 35 55 (Luxembourg).

Learn more with our "How to pack" video http://www.fedex.com/be/how-to-ship/export-shipping-guide/pack-shipment.html

to give better protection.

### Booking your collection



When your documentation is complete and the shipment is ready to go, you can book your FedEx collection directly online or by calling Customer Service. You can also pre-arrange a pick-up later in the week or the month.



For Imports: While sending the Air Waybill and the Commercial/Pro Forma Invoice images to the shipper, ask him to book a pickup when the shipment is ready by calling FedEx Express Customer Service in his home country.

#### Shipping with FedEx - it's easy with FedEx technology

Book the pick-up of your shipment in just one click on fedex.com

- Just go to fedex.com, 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.
- For imports, shipper can book a pick-up online from his local fedex.com with his account number.
- Confirmation of the pick-up can be sent to up to 4 email addresses.
- You can cancel a previously scheduled pick-up online.

## Tracking your export, import and domestic shipments

To find out exactly where your shipment is at any time, simply go to our website fedex.com, 24 h a day, 7 days a week – thanks to our full suite of visibility solutions, you can always find the location of your shipment and get proof of delivery information, including the time the goods were delivered and the name of the recipient.



#### Online

On fedex.com, enter the 12-digit tracking number shown on your FedEx Waybill and click on 'Track' to follow the progress of your shipment. You can also sign up for exception and delivery notifications. Send an email to track@fedex.com with the tracking number and receive an email back within few minutes.

On the 'History' page of FedEx Ship Manager® at fedex.com, simply select the shipment you wish to track.



Phone at 0800 0222 333 (Netherlands) or 02 752 75 75 (Belgium) or 8002 35 55 (Luxembourg)

Use our convenient touch-button service: Press '3' to check the status of your shipment. Through a FedEx Customer Service agent Press '\*0' to be connected to a Customer Service agent.



Download your FedEx Smartphone tracking application

## Whether exporting, importing or shipping domestic, monitoring your shipping activity is easy with FedEx technology

Each time you log onto FedEx InSight®, you can view the updated status of all your shipments – inbound, outbound, domestic and third party. You can also receive email notification of important events throughout the shipping process. This could be when your shipment has received customs clearance, when delivery is incomplete due to an unknown address or when your shipment has been successfully delivered.

FedEx InSight® can save you valuable time and is available 24-hours-a-day, free of charge, on fedex.com.



### 9 Your FedEx Invoice

All international and domestic shipments will be entered on the same FedEx invoice with the details as indicated below.



Details of how to pay the invoice are on the reverse of the invoice



For Imports, you will receive Duty and Taxes invoice separately.

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 before being loaded onto our aircraft. If the actual weight is different from the declared weight on the FedEx 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. For domestic shipments, FedEx applies a fuel surcharge linked to the diesel fuel index.

5 Service

Type of FedEx Service used.

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 Reference:

Repetition of the internal reference you mentioned on the FedEx Waybill.

8 Payment Due

Standard Payment terms for freight charges are 15 days from date of invoice and Duty and Tax invoices are payable on receipt of invoice.

#### FEDEX: YOUR GLOBAL SHIPPING PARTNER



Import, export, or domestic, heavy or lightweight, urgent or less time-sensitive – FedEx has a comprehensive portfolio of services to meet your exact shipping needs.

And whenever you require highly specialised assistance, our highly experienced staff are ready with all their unrivalled expertise to suggest the ideal shipping solution for you.

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.

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

Speed delivery times for your more complex import and export requirements by using FedEx range of special customs clearance services: **FedEx Customs Brokerage Services**.

Enhance the cost-effectiveness of your Express bulk shipment deliveries: FedEx International Priority DirectDistribution®.

#### **CONTACTING FEDEX**



#### To find out more about FedEx Services

- Visit our web site at fedex.com
- Call our Customer Service on: 0800 0222 333 (Netherlands) 02 752 75 75 (Belgium) 8002 35 55 (Luxembourg)

