

Features of Service



FedEx
Express

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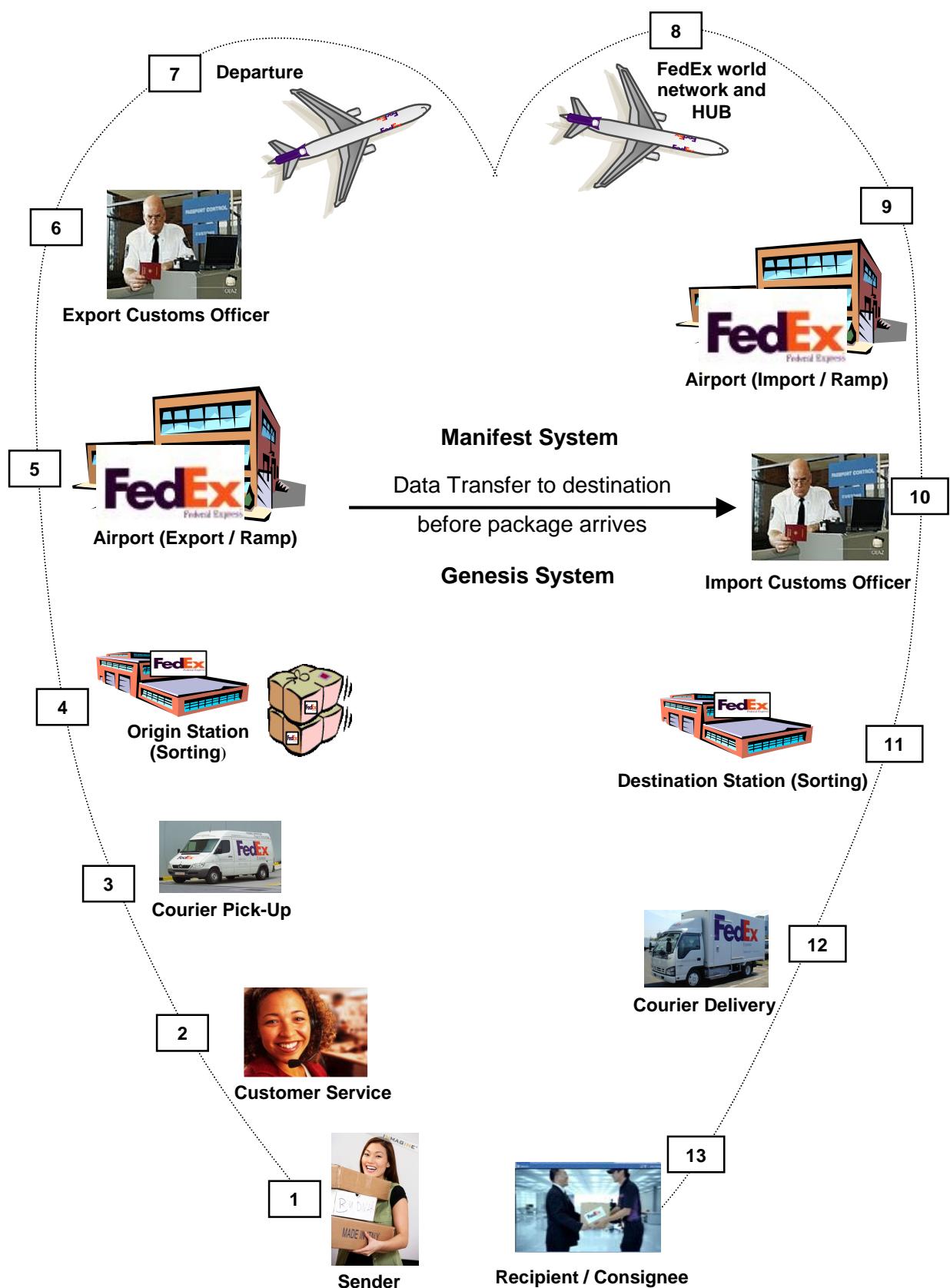
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Objectives

At the end of this module, you will be able to:

- identify the general features of FedEx services.
- identify the specific features of each International Priority services.
- identify the correct International Air Waybill to use for each service.
- explain the differences between International Priority (IP) and Air Cargo services.

Package Flowchart



General Features

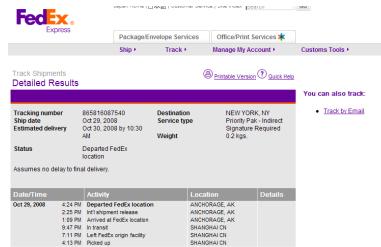
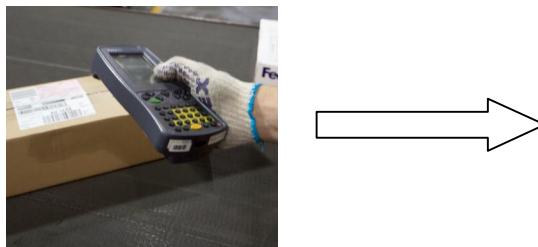
Note: Not all features are available to and from every destination (Check the SRG).

Pick-Up and Delivery

FedEx International Express Services are available from Monday to Friday for all packages. Saturday delivery is available in US, Canada and selected locations.

Package Tracking

It is FedEx policy to track every package in the system. The scanning system (PowerPad, SuperTracker) reads the barcodes on all packages to allow the exact location of the package to be tracked. Customers can track their packages from the FedEx website.



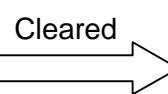
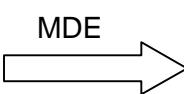
Dated/Time	Action	Location	Details
Oct 29, 2008 4:34 PM	Scanned FedEx location	ANCHORAGE, AK	
2:35 PM	Int'l shipment release	ANCHORAGE, AK	
4:34 PM	Scanned FedEx location	ANCHORAGE, AK	
9:47 AM	In transit	SHANGHAI, CN	
7:11 AM	Left FedEx origin facility	SHANGHAI, CN	
4:13 PM	Picked up	SHANGHAI, CN	

ExpressClear Electronic Customs Clearance



Data Entry

Clearance



Proof of Delivery (POD)

FedEx offers both verbal and written confirmation of delivery on all International Air Express shipments. The proof of delivery includes information like the delivery date, time and name of the person that signed for the shipment.

Power Pad



Capturing customer's signature



Money Back Guarantee

Where permitted by law, FedEx will either refund or credit the transportation charges when a shipment is delivered after the published delivery time or the shipment is damaged or lost by FedEx. The FedEx Refund Policy also applies to shipments held for pick-up. The refund policy does not apply to duties and taxes paid on any shipment (unless they are lost or damaged). The refund policy also does not apply to the following situations:

- Delayed by Customs
- Customs cleared by a Broker other than FedEx
- Marked with an incorrect address
- Refused by the Consignee
- Delayed by weather or other 'Acts of God' e.g. weather, flood, earthquake
- Incorrect / incomplete Air Waybill information or customs documentation
- Delayed by civil disorder. e.g. war or strike
- Action or inaction by government authorities
- Declared value for carriage surcharge

Discounts (Local restrictions may apply)

- Drop box or station drop off discounts of \$..... per shipment
- Volume discounts based on customer's total shipping volume
- Hotline discounts (Refer to your local procedure)
- Interline discounts – for approved airline employees

The local Account Executive will provide customers with more information on their eligibility for volume discounts.

Dangerous Goods

FedEx accepts shipments defined as Dangerous Goods by IATA (International Air Transport Association). This service is available in the United States, selected countries and cities ('D' designated locations in the SRG). A special handling fee of USD80 will be applied on all Dangerous Goods shipments.



Hold-At-Location (HAL)

A shipment can be held for customer collection at most FedEx locations.

6 Special Handling

HOLD at FedEx Location

SATURDAY Delivery

Available to select locations

Available for FedEx Intl. Priority only

Free Packaging

All FedEx packaging (FedEx Envelope, FedEx Pak, FedEx Box, FedEx Tube, FedEx 10KG Box and FedEx 25KG Box) are supplied to the customers free of charge.

Post Office Box Shipments

The recipient's phone number is required. If a valid phone number is not available on the Air Waybill, the shipment may be delayed and an address correction surcharge may be charged to the payer's bill (Please refer to your local procedure). P.O. Box address is not acceptable for shipments to the US, Australia and selected countries. Refer to the SRG for more information.



Prohibited Items

A standard list of prohibited items for FedEx International Air Express Services is found in Section A of the SRG (Refer to the latest SRG). Additions to the standard list are identified in the Country Information, Section B of the SRG.

Items of Extraordinary Value

Extraordinary value items are limited to a maximum declared value for carriage of USD1000 per shipment or USD20 per kg / USD9.07 per lbs, whichever is greater. Refer to the latest SRG, Section A.

FedEx eShipping Tools

FedEx provides several eShipping Tools free of charge to customers. The types of eShipping Tools provided will depend on customers' package volume. All systems automate the generation of paperwork and allow customers to track their packages. Refer to 'Automation Products' module.

<p>FedEx Ship Manager FSM at fedex.com gives customers the ability to ship and track packages from any computer with internet access, without the need of additional software.</p>	<p>FedEx Ship Manager Software FSMS is a self-installable shipping software designed for customers with more frequent shipping activities. It has a user-friendly interface and supports multiple Asian languages such as Simplified Chinese, Japanese and Korean.</p>
<p>FedEx Ship Manager Server This automated interactive network shipping solution is a Transaction Base Server that is placed on the customer's network and is designed for high volume customers.</p>	<p>FedEx Billing Online FBO at fedex.com allows customers to view invoices and shipment detail online. Customer can also dispute charges, make payments and download invoices for printing or analysis.</p>
<p>FedEx Global Trade Manager GTM at fedex.com is a free, online assistant designed to assist customers with the process of international shipping. GTM can help customers to:</p> <ul style="list-style-type: none">• find the proper documents required for international shipping.• Calculate pre-shipment duty and tax cost estimates.• view advisories concerning shipment.• research country profiles.• search an up-to-date international denied party screening database.	<p>FedEx Insight A web-based application that allows customers to:</p> <ul style="list-style-type: none">• track inbound, outbound and third-party shipments without a tracking number.• receive actionable status information on shipments.• receive proactive shipment notifications.

Prohibited Items

Refer to latest SRG. A standard list of prohibited items for IP Service is found in the SRG (Section A) .Additions to the standard list are identified in the Country Information section of the SRG (Section B)

1. APO / FPO addresses (army or naval post offices)
2. C.O.D. Shipments (for payment of the goods)
3. Human corpses, human organs or body parts; cremated or disinterred remains
4. Explosives
5. Firearms, weaponry and their parts
6. Perishable foodstuffs and foods / beverages requiring refrigeration or other environmental control
7. Live animals
8. Plants and plant material, including cut flowers
9. Lottery tickets and gambling devices where prohibited by local, state, provincial or national law
10. Money (coins, cash currency, paper money and negotiable instruments equivalent to cash such as endorsed stocks, bonds, and cash letters)
11. Collectable coins and stamps
12. Pornography
13. Shipments being processed under:
 - Duty drawback claims (unless advanced arrangements are made)
 - Temporary Import Bonds (unless tendered under FedEx IPBSO)
 - U.S. State department licenses (SDL)
 - Carnets (Imported temporary for display, etc, without duties)
 - U.S. Drug Enforcement Administration export permit (DEA)
 - Shipments destined to or being withdrawn from a Foreign Trade Zone (FTZ)
 - Letters of Credit (Shipments covered by a Letter of Credit calling for a Courier Receipt as defined by Article 29 of UCP 500 may move via FedEx International Priority)
 - Certificate of Registration Shipments (CF4455)
14. Hazardous waste, used hypodermic needles and / or syringes, or medical waste
15. Shipments that may cause damage to, or delay of, equipment, personnel or other shipments

16. Shipments requiring FedEx to obtain any special license or permit for transportation, importation or exportation
17. Shipments for carriage, importation or exportation that is prohibited by any law, statute or regulation
18. Shipments with a declared value for Customs that is in excess of that permitted for a specific destination
19. Dangerous Goods except for those permitted under the 'Dangerous Goods' section in the Terms and conditions of the FedEx Service Guide
20. Dead animals or animals that have been mounted
21. Package that are wet, leaking or emit an odour of any kind
22. Wildlife products that require US Fish and Wildlife Service export clearance by FedEx prior to exportation from the US

Items of Extraordinary Value

Extraordinary value items are limited to a maximum declared value for carriage of USD1000 per shipment or USD9.07 per lb, whichever is greater. Refer to the latest SRG, Section A.

Artwork

Includes any works created or developed by the application of skill, taste or creative talent of sale, display or collection. This includes, but is not limited to, items (and their parts) such as paintings, drawings, vases, tapestries, limited-customized or personalized musical instruments.

Film, photographic images

Includes photographic negatives, photographic chromes and photographic slides.

Any commodity

That is by its inherent nature, particularly susceptible to damage, or the market value of which is particularly variable or difficult to ascertain.

Antiques

Any commodity that exhibits the style or fashion of a past era and whose history, age or rarity contributes to its value. These items include, but are not limited to, furniture, table ware, glassware, and collectible items such as coins, stamps, sport card, souvenirs and memorabilia.

Glassware

Included, but not limited to signs, mirrors, ceramics, porcelains, china, crystal, glass, framed glass, and any other commodity with similar fragile qualities.

Plasma Screens

Jewellery

Includes, but not limited to costume jewellery, watches and their parts, mount gems or stones (precious or semiprecious), industrial diamonds and jewellery made of precious metal.

Furs

Includes, but not limited to fur-clothing, fur-trimmed clothing and fur pelts.

Precious metals

Includes, but not limited to gold and silver bullion or dust, precipitates or platinum (except as an integral part of electronic machinery).

Stocks, bonds, cash letters or cash equivalents. Included, but not limited to food stamps, postage stamps (not collectible), traveler's checks, lottery tickets, money orders, gift cards, gift certificates and prepaid calling cards (excludes those that require a code of activation), bond coupons and bearer bonds.

Liquor stamps, tax stamps

Collectible items

Such as sports cards, souvenirs and memorabilia. Collectible coins and stamps may not be shipped. See 'Prohibited items'.

Guitars and other customized or personalized musical instruments that are more than 20 years old.

Value for Customs and Declared Value for Carriage

What is Value for Customs?

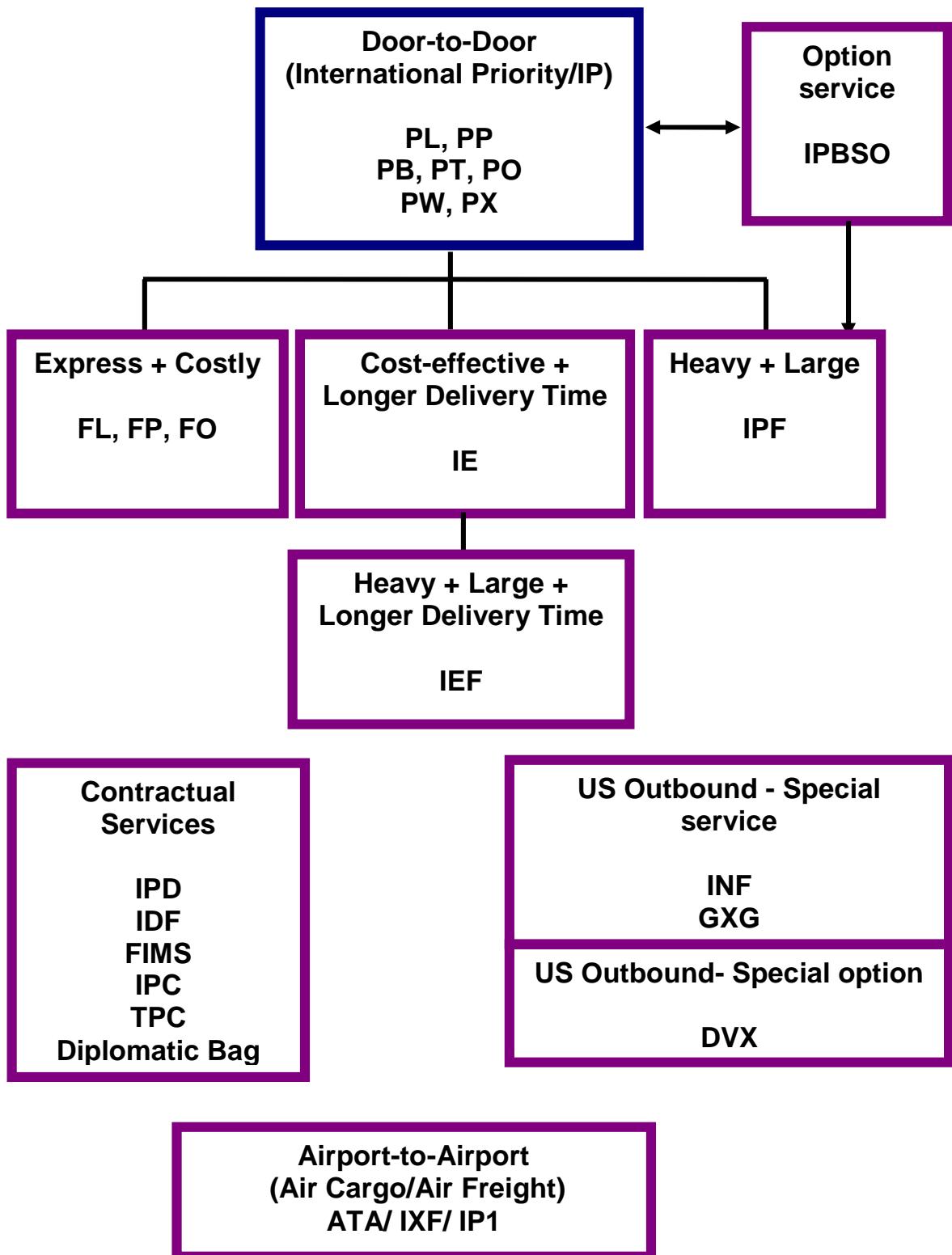
- Value for customs is the selling price, fair market value (even if not sold or a resale) or replacement cost of the contents of a shipment.

What is Declared Value for Carriage?

- The declared value for carriage is the liability of FedEx for loss or damage of the shipment.
- If there is no carriage value declared on the AWB, the automatic liability of FedEx is USD100 or USD20 per kg / USD9.07 per lb, whichever is greater.
- If a carriage value is declared on the AWB, the maximum liability of FedEx for loss or damage of the shipment is based on the amount declared.
- By paying a surcharge, customers may increase the coverage of liability for loss or damage of their shipments. The surcharge amount will be relative to the shipment weight and is limited to the destination's maximum declared value for carriage.

FedEx Services Comparison Chart

Boarding Priority: IP→IPD→IE→IED→IPF/IP1→IEF→IPC→IXF→ATA



International Priority Services

International Priority is a fast, customs-cleared, door-to-door delivery of shipments to international destinations (including post office boxes in most non-U.S. locations). International Priority (IP) service is available for shipments that cross the international borders.

Service Code	IP
Pricing	FedEx International Priority rate.
Money Back Guarantee	MBG is applicable.
Size Restrictions	Maximum length : 274 cm Maximum combined length plus girth* : 330 cm (May vary by destination. Check the SRG)
Weight Restriction	Maximum 68kg (150lbs) per package. May vary by destination. Check the SRG.
Max. Declared Value for Customs	No Limitation.
Max. Declared Value for Carriage	Up to USD50,000. May vary by destination. Refer to SRG.

*Refer to page 25

FedEx Envelope

	
	33.5 x 23.5 cm
Service Code	PL
Weight Restriction	500 grams / 0.5kg (1 lb)
Pricing	FedEx Envelope receives a special price if it is below the weight limit. The weight limit is shown on the origin countries price list.
Max. Declared Value for Customs	USD100
Max. Declared Value for Carriage	USD100
Money Back Guarantee	MBG is applicable.
Commodity Restrictions	This service cannot be used for Dangerous Goods shipments.
Notes	Holds up to 30 unfolded pages of correspondence. This package may be used for flat items (refer to your local procedure). Multiple Piece Shipments (MPS) is not acceptable. Use one Air Waybill per one FedEx Envelope.

FedEx Pak

		
	39.3 x 30.4 cm	37.5 x 29.8 cm
	54 x 44 cm	
Service Code	PP	
Types of Pak	<ul style="list-style-type: none"> • FedEx Pak • FedEx Padded Pak • FedEx Extra Large Pak (XL Pak) → Official launch in APAC markets: August 2011 	
Weight Restriction	Up to 2.5kg for Pak rate.	
Pricing	FedEx Pak receives a special price if it is below the weight limit. The weight limit is shown on the origin countries price list. When a FedEx Pak is part of a MPS shipment, the FedEx Pak will be charged based on the International Priority rate.	
Max. Declared Value for Customs	USD100	
Max. Declared Value for Carriage	USD100	
Money Back Guarantee	MBG is applicable.	
Commodity Restrictions	This service cannot be used for Dangerous Goods shipments.	
Notes	Multiple Piece Shipments (MPS) are acceptable but will be charged based on IP rate.	

FedEx Box

	 <p>45.4 x 31.4 x 7.6 cm 33.7 x 29.2 x 6 cm 31.1 x 27.2 x 3.8 cm</p>
Service Code	PB
Types of Pak	FedEx Small Box FedEx Medium Box FedEx Large Box
Weight Restriction	Recommended for shipments under 10kg.
Pricing	Same as IP. Dimensional weight pricing does not apply to single shipment in a FedEx Box.
Max. Declared Value for Customs	No limitation.
Max. Declared Value for Carriage	Up to USD50,000. May vary by destination (Refer to SRG).
Money Back Guarantee	MBG is applicable.
Commodity Restrictions	This service cannot be used for Dangerous Goods shipments.

FedEx Tube

	 <p>96.5 x 15.2 x 15.2 x 15.2 cm</p>
Service Code	PT
Weight Restriction	Recommended for shipments under 10kg.
Pricing	Same as IP. Dimensional weight pricing does not apply to single shipment in a FedEx Tube.
Max. Declared Value for Customs	No limitation.
Max. Declared Value for Carriage	Up to USD50,000. May vary by destination (Refer to SRG).
Money Back Guarantee	MBG is applicable.
Commodity Restrictions	This service cannot be used for Dangerous Goods shipments.
Notes	FedEx Tube is designed to protect anything that needs to be rolled instead of folded. This includes blueprints, maps, drawings, charts, photos, fabric samples, etc.

FedEx 10KG Box / 25KG Box

	
Service Code	10KG Box / PW 25KG Box / PX
Size	10KG Box : 42x34x27 cm (Outer size) 40.2x32.9x25.9 cm (Inner size) 25KG Box : 56x44x35cm (Outer size) 54.8x42.1x33.5 cm (Inner size)
Weight Restriction	Recommended for shipments below 25kg.
Pricing	Each country has a special flat rate for the first 10kg for 10KG Box and the first 25kg for 25KG Box. If the weight exceeds 10kg or 25kg, each country has a per kilo rates for the excess weight.
Max. Declared Value for Customs	No limitation.
Max. Declared Value for Carriage	Up to USD50,000. May vary by destination (Refer to SRG).
Money Back Guarantee	MBG is applicable.
Commodity Restrictions	This service cannot be used for Dangerous Goods shipments.
Notes	<ul style="list-style-type: none"> • Only FedEx 10KG & 25KG Box imprinted with the FedEx logo can be used for this service. • No MPS shipments. One Air Waybill per 10KG Box or 25KG Box shipment. • Volume discount rates are not available. Drop-off discount may apply. • Is not available for International Economy Service.

Customer's Packaging

	
Service Code	IP / PO
Size	Maximum length : 274 cm Maximum combined length plus girth* : 330 cm (May vary by destination. Refer to SRG).
Weight Restriction	Maximum 68kg (150 lbs) per package. May vary by destination (Refer to SRG).
Pricing	Same as IP.
Max. Declared Value for Customs	No limitation.
Max. Declared Value for Carriage	Up to USD50,000. May vary by destination (Refer to SRG).
Money Back Guarantee	MBG is applicable.
Commodity Restrictions	For Dangerous Goods shipment, DG unique packaging is required and it must be complied with the IATA Dangerous Goods regulation.
Notes	<ul style="list-style-type: none"> • Large volume customers who require specialized packing solutions should contact their FedEx Account Executive for assistance. • Other than single FedEx Packaging, FedEx will apply freight charges based on actual weight or dimensional weight, depending on whichever is greater.

*Refer to Page 25

Packaging Acceptability

Length and Girth

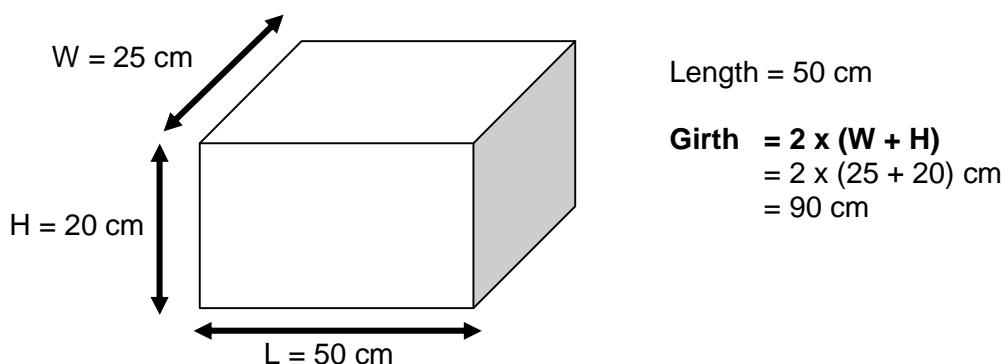
Definition of Length : the longest side of a package

Definition of Girth : the circumference

i.e. width + width + height + height

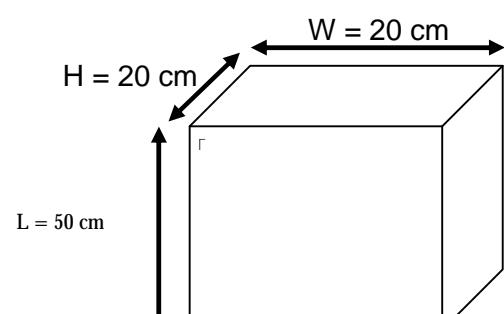
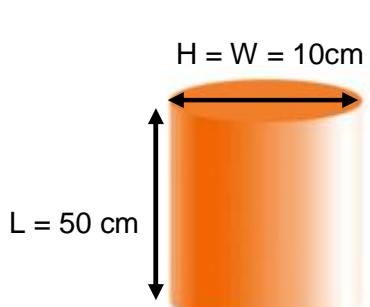
Conventional Packaging

Most of the express packages are rectangular in shape. The example below shows how to calculate the length and girth.



Cylinders / Odd-shaped

For cylinders / odd-shaped packages, measure it as if the package is placed in the smallest rectangular box that can accommodate it.



Dimensional Weight

Dimensional weight (also referred to as dim weight) is used when packages are large in size, but do not weigh much. The shipment is billed for the weight that is greater — the dimensional weight or the actual weight.

How is dim weight calculated?

Dim weight is calculated using either of the following formulae:

- $$\frac{L \times W \times H \text{ (cm}^3\text{)}}{5000 \text{ (cm}^3/\text{kg)}} = \text{Dim weight (kg)}$$
- $$\frac{L \times W \times H \text{ (inch}^3\text{)}}{305 \text{ (inch}^3/\text{kg)}} = \text{Dim weight (kg)}$$
- $$\frac{L \times W \times H \text{ (inch}^3\text{)}}{139 \text{ (inch}^3/\text{lb)}} = \text{Dim weight (lb)}$$
- If the fractional value of L, W or H is equal to or greater than $\frac{1}{2}$ cm (inch), the measurement is rounded up to the next cm (inch), for example, 30.5 – 30.9 cm (or inch) is rounded up to 31 cm (or inch).
- If the fractional value of L, W or H is less than $\frac{1}{2}$ cm (inch), the measurement is rounded down, for example, 30.1 – 30.4 cm (or inch) is rounded down to 30 cm (or inch).

Example on how to calculate dim weight:

L = 100.5 cm, W = 79.3 cm, H = 44.7 cm

$$\text{Dim weight} = \frac{101 \times 79 \times 45 \text{ (cm}^3\text{)}}{5000 \text{ (cm}^3/\text{kg)}} = 71.8 \text{ kg}$$

What shipments are subject to dim weight pricing?

Basically Dim weight pricing does not apply to single shipments when the shipment is a single piece in FedEx Packaging (e.g. PL, PP, PB, PT, PW, and PX). (* See note)

Other than single FedEx Packaging, actual weight or dim weight will be applied depending on whichever is greater.

Single FedEx Package

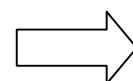


✓ Actual Weight
✗ DIM Weight

Customers' Single Package



Multiple FedEx Packages



Actual Weight
VS
DIM Weight

To calculate the dim weight charges of multiple package shipments, compare the total actual weight against the total dim weight of the packages. The greater will be the chargeable weight. E.g.

Box	Dimension	Actual Weight	Dim Weight
1	60×50×45 cm	5kg	$\frac{60 \times 50 \times 45}{5000} = 27 \text{ kg}$
2	65×55×50 cm	8 kg	$\frac{65 \times 55 \times 50}{5000} = 35.8 \text{ kg}$
Total		13 kg	62.8 kg

Note: Basically DIM weight pricing does not apply to single shipments when the shipment is a single piece in FedEx Packaging However, FedEx Packaging also have a dimension limit. There is a dimension limit of 940 cubic inches (15,403 cubic centimeters) for each single PL, PP, PB, PW and PX. And PT has another dimension limit of 1,404 cubic inches (23,007 cubic centimeters). Even though FedEx official packaging is used, it may be subject to DIM charge if the dimensional limit is exceeded. E.g.

- a) PB Large 45x31x8 cm (11,160 cubic cm) → less than the limit of 15,403 cubic cm → No DIM,
- b) PT 97x15x15 cm (21,825 cubic cm) → less than the limit of 23,007 cubic cm → No DIM]
- c) XL Pak 54x44 cm & no height → as long as the dimension of XL Pak is within 15,403 cubic cm, DIM will not be applied

Packaging Summary and Comparison Chart

FedEx provides free packaging to customers. Customers can either call the Customer Service Hotline to order the supplies or pick up the supplies from the WSC or Station. Customers may also use their own packaging if it meets FedEx standards. The table below provides a comparison on the different packaging.

	Size	Weight Limit	Max Declared Value for Custom	Max Declared Value for Carriage	Rate Category	Restrictions
FedEx Envelop PL	Approx. 34X25cm (A4 size)	0.5kgs	USD100	USD100	FedEx Envelop Rate	No MPS.
FedEx Pak PP	Approx. 39X36cm (B4 size)	2.5kgs- Pak rates (Up to 10kgs- IP rate)	USD100	USD100	FedEx Pak Rate (up to 2.5kgs) IP rate (between 3 and 10kgs)	MPS available but charged at IP rate.
Extra Large Pak XL-PP	Approx. 54x44 cm	2.5kgs- Pak rates (Up to 10kgs- IP rate)				
FedEx Box PB	Approx. S:31x28x4cm M:34x29x6cm L:45x31x8cm	Up to 10kgs.	No limit. Refer to SRG.	Up to USD50000 See SRG.	FedEx Int'l Priority/Economy	MPS available.
FedEx Tube PT	Approx. 97x15x15x15cm	Up to 10kgs.	No limit. Refer to SRG.	Up to USD50000 See SRG.	FedEx Int'l Priority/Economy	MPS available.
FedEx 10KG Box PW	Approx. Outer: 42x34x27 cm Inner: 40x33x26 cm	Up to 25kgs.	No limit. Refer to SRG.	Up to USD50000 See SRG.	FedEx 10KG Rate	No MPS. Volume discount not available.
FedEx 25KG Box PX	Approx. Outer: 56x44x35cm Inner: 55x42x34cm	Up to 50kgs. Refer to local procedure.	No limit. Refer to SRG.	Up to USD50000 See SRG.	FedEx 25KG Rate	No MPS. Volume discount not available.
Customer's Own Packaging PO/IP	Length: 274cm L+G: 330cm	Up to 68kgs.	No limit. Refer to SRG.	Up to USD50000 See SRG.	FedEx Int'l Priority/Economy	MPS available.

Other FedEx Services – Expanded Services

FedEx International First (FIF)

FedEx International First (FIF) is an express, time-definite service with faster delivery time than the regular time delivery on the same day of delivery commitment from selected origin countries to the selected zip codes in US, Singapore & China. Check the SRG / Rating / ISQS for service availability

Service Code	FedEx Envelope (FL) FedEx Pak (FP) FedEx Box, Tube , Customer's Own Packaging (FO)
Size	Same as IP.
Weight Restriction	Same as IP.
Pricing	FedEx International First rate.
Max. Declared Value for Customs	FL, FP : USD100 FO : No limitation.
Max. Declared Value for Carriage	FL, FP : Up to USD100. FO : Up to USD50,000. May vary by destination (Refer to SRG).
Money Back Guarantee	MBG is applicable.
Commodity Restrictions	This service is not available for Dangerous Goods shipments.
Notes	Is not available for: <ul style="list-style-type: none">• Hold at location• Saturday delivery• Volume discount. (Drop-off discount can apply)• Broker Selection Option (BSO)

FedEx International Economy Service (IE)

International Economy is a time-definite, customs cleared and door-to-door delivery. Delivery commitment is IP+1 to 4 days.

Service Code	IE
Coverage	For countries served, refer to Rating / ISQS / SRG for the latest information.
Pricing	No special pricing for PL, PP, 10KG and 25KG Box.
Money Back Guarantee	MBG is applicable. However, it does not apply to delivery that is requested earlier than commitment.
Size Restrictions	Same as IP.
Weight Restriction	Same as IP.
Pricing	<p>FedEx International Economy rate No special IE rate for PL, PP, PW and PX.</p> <ul style="list-style-type: none"> • IE + PW / PX → Ship as IP and bill as IP. • IE + PL → Bill as regular IE shipment. • IE + PP → Bill as regular IE shipment. • IE + PB / PT → Bill as regular IE shipment.
Max. Declared Value for Customs	Same as IP. No limit.
Max. Declared Value for Carriage	Same as IP. Up to USD50,000. May vary by destination (Refer to SRG).
Commodity Restrictions	This service is not available for Dangerous Goods shipments.
Notes	<ul style="list-style-type: none"> • Space booking is required for shipments more than 300kg. • Saturday pickup and / or delivery is not available unless Saturday is a regular work day in the origin country. • Broker Selection Option (IPBSO) is available for some countries only (Refer to Rating / ISQS for details).

FedEx International Priority Freight (IPF)

IPF is a time-definite, premium airfreight service for international shipments that contain unitized forkliftable single piece or skid that weighs above 150lbs / 68kg or has length above 274cm / length + girth above 330cm.

Service Code	F1
Coverage	Selected countries / cities only (Refer to Rating / ISQS / SRG).
Pricing	Same as IP.
Money Back Guarantee	MBG is applicable.
Size Restrictions	Per skid : L 48in/120cm, W 48in/120cm, H 70in/175cm Per piece : L 119in/302cm, H 70in/178cm, L+G300in/767cm
Weight Restriction	>68kg (150 lb) and up to 1000kg (2200 lb) per single handling units (a skid or a piece). Shipment weight is unlimited.
Max. Declared Value for Customs	No limit.
Max. Declared Value for Carriage	Up to USD100,000.
Commodity Restrictions	For Dangerous Goods shipment, DG unique packaging is required and must be complied with the IATA Dangerous Goods regulation.
Packaging	<p>All IPF pieces have to be palletized, skidded, stackable and either banded and /or shrink-wrapped.</p>   <p>Each skid is billed at a minimum billable weight of 68kg. The weight per skid for any shipment is calculated by averaging the total shipment weight. Examples: (a) 100kg + 50kg => average 75kg => 75kg x 2 = 150kg (b) 80kg + 50kg => average 65kg => minimum billable weight of 68kg each => 68kg x 2 = 136kg</p> <p>An 'Oversize IP' is possible to be moved as IPF without skid but the average 150lbs / 68kg minimum billable weight per piece will be applied.</p>
Notes	Booking of flight space is required.

FedEx International Economy Freight (IEF)

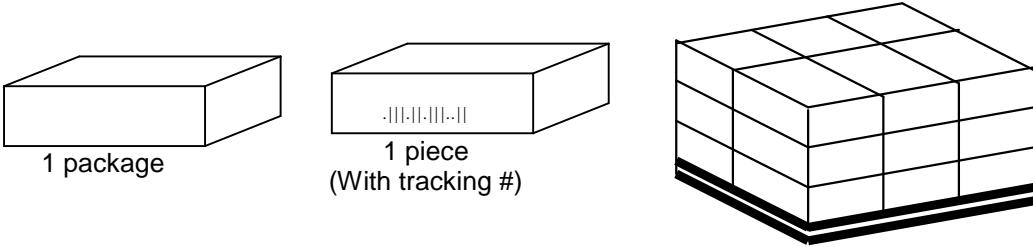
International Economy Freight is a time-definite, deferred airfreight service for international shipments that contain shrink-wrapped, banded skid or single piece that is above 150lbs / 68kg. The minimum shipment weight is 100kg. There is no maximum shipment weight. Delivery commitment is IPF + 1 to 3 days.

Service Code	IF
Coverage	<p>Same as IE. Selected countries / cities only. Refer to Rating / ISQS / SRG.</p> <ul style="list-style-type: none"> • From selected APAC countries to US. • From US to all APAC countries. • Intra-Asia / Coverage of countries will be expanded.
Pricing	Same as IE
Money Back Guarantee	MBG is applicable.
Size Restrictions	Same as IPF.
Weight Restriction	Same as IPF.
Max. Declared Value for Customs	No limit.
Max. Declared Value for Carriage	USD100,000
Commodity Restrictions	For Dangerous Goods shipment, DG unique packaging is required and must be complied with the IATA Dangerous Goods regulation.
Packaging	All pieces must be skidded on a four-way forklitable base. No loose pieces will be accepted. Each skid may contain multiple pieces if it is shrink-wrapped or banded. A shipment may consist of multiple skids. Multiple skids shipped on a single Air Waybill constitute a multiple piece shipment.
Delivery options	Same as IPF.
Notes	<ul style="list-style-type: none"> • Booking of flight space is required. • IP Broker Selection Option is not applicable.

International Priority Direct Distribution (IPD)

International Priority Direct Distribution (IPD) is a contractual service that allows shippers to send **multiple pieces** from a single location in an origin country to multiple recipients in a single destination country or to a Single Point of Clearance to recipients in multiple countries.

Service Code	IPD = ID
Coverage	Selected countries / cities only. Refer to Rating / ISQS / SRG.
Size Restriction per package	Same as IP.
Weight Restriction per package	Same as IP. Total shipment weight is unlimited.
Manifest	0.5kg–68kg /package : Shipment (Master AWB) is manifested as IPD.
Min. Billable Weight	0.5kg (2lb)
Max. Declared Value for Customs	Same as IP.
Max. Declared Value for Carriage	Same as IP.
Pricing	Pre-approved rate by Account Executives.
Money Back Guarantee	MBG is calculated on a pro-rata basis.
Commit Date	0.5kg – 68kg : IP+1 day 69kg – 1,000kg : IPF + 1 day
Dry Ice	Acceptable
Commodity Restrictions	For Dangerous Goods shipment, DG unique packaging is required and must be complied with the IATA Dangerous Goods regulation.

Delivery of Appointment (APD)	No
Piece Count Verification (PCV)	No
Definition of Piece / Package	<p>Definition of Package: A loose unit or parcel weighing less than 150lbs. If a package is assigned a tracking number, then it becomes a piece. Multiple packages can be bounded together and shipped to a single address under a single tracking number. The bounded shipment is one piece, but the individual units are packages.</p> <p>Definition of a Piece: Piece = CRN = Handling Unit: Any unit (or collection of units) with a single tracking number and is shipped to the same address. A piece can be a single box or a <i>skid</i>. A skid is always a piece, but a piece is not always a skid. Below is an illustration of one skid = one piece = one handling unit.</p>
	
Notes	<ul style="list-style-type: none"> • Booking of flight space is required. • Saturday pickup and delivery are not available unless it is a normal working day in that respective country. <p>There must be one 'Importer of Record' listed on the Air Waybill regardless of the number of consignee.</p>

International Priority Direct Distribution Freight (IDF)

International Priority Direct Distribution Freight (IDF) is similar to IPD except that it weighs over 68kg (150lb) and all pieces must be skidded. If a package is assigned a tracking number, then it is considered as 'one' piece.

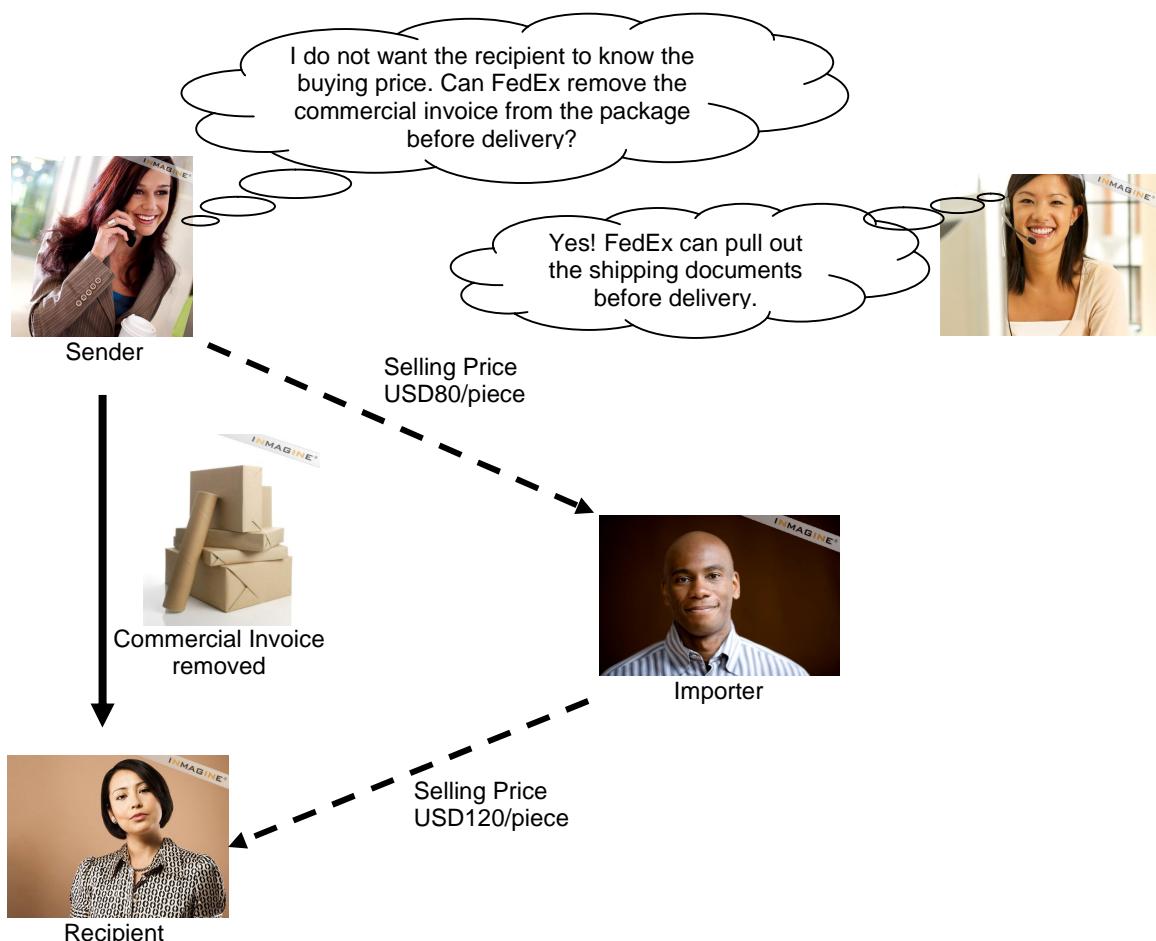
Service Code	IDF = DF
Coverage	Selected countries / cities only. Refer to Rating / ISQS / SRG.
Size Restriction per piece (CRN)	Same as IPF.
Min. / Max. Weight per piece (CRN)	Min. 69kg (151lb) Max. 1,000kg (2,200lb) Total shipment weight is unlimited.
Manifest	All shipments manifested as IDF.
Min. Billable Weight	138kg (302 lb)
Max. Declared Value for Customs	Same as IPF.
Max. Declared Value for Carriage	Same as IPF.
Pricing	Pre-approved rate by Account Executives.
Money Back Guarantee	MBG is calculated on a pro-rata basis (not for the whole shipment).
Commit Date	IPF + 1 day
Dry Ice	No
Commodity Restrictions	For Dangerous Goods shipment, DG unique packaging is required and must be complied with the IATA Dangerous Goods regulation.

Notes	<ul style="list-style-type: none"> • Booking of flight space is required. • Saturday pickup and delivery are not available unless it is a normal working day in that respective country. • There must be one 'Importer of Record' listed on the Air Waybill regardless of the number of consignee.
Delivery of Appointment (APD)	Yes. Destination ramp agent arranges for delivery time with consignee.
Piece Count Verification (PCV)	Yes. FedEx verifies the number of the packages on a skid both at the origin and the destination.

Third Party Consignee Shipment (TPC)

Third Party Consignee Shipment (TPC) is a contractual service offered to shippers who do not want their recipients to know the commercial value of the shipment. Shippers sell to an importer but ship the goods to their third party consignees at the importer's request. This service enables shipments to be delivered to end recipients at the destinations, without a commercial invoice attached.

This service follows the same Features of Service as regular IP service except that the commercial invoice will not be attached to the physical packages upon delivery to the final recipients.



Remarks:

The declared value for customs should not be disclosed to the party who is not Shipper nor Importer.

Handling Code	19 / COSMOS-ISQS
Pricing	IP / IPF pricing with an additional surcharge of USD10 per shipment. Account Executive can waive or give discounts for the surcharge.
Money Back Guarantee	MBG is applicable.
Size and Weight Restriction	Same as IP / IPF. This service is not available for Dangerous Goods shipments.
Max. D/V for Customs / Carriage	Same as IP / IPF.
Notes	<ul style="list-style-type: none"> • Unique TPC Air Waybill must be used. The Customs and Carriage value fields on the Consignee's copy are blacked out. • Bill Shipper and Bill 3rd Party are the only available payment option for both transportation charge and duties and taxes. • The payer for duties and taxes should be the same as 'Sold to Party' on the Commercial Invoice. • Requires the pre-setting for Importer of Record (IOR).

International Priority Consolidation Service (IPC)

IPC is a special deferred service offered to both retail and wholesale customers. Customers can enjoy a special freight rate for pickup, delivery and customs clearance. This product allows FedEx the flexibility to co-load different density shipments to better utilize the container. IPC enjoys a higher boarding priority at the origin when compared to Airport-To-Airport (ATA) service but has a lower boarding priority when compared to IPF. Once uplifted, it assumes IP status.

Coverage	Check with your local Account Executives.
Pricing	Pre-approved rate by Account Executives.
Money Back Guarantee	MBG is not applicable.
Size and Weight Restriction	Same as IP / IPF. Minimum 100kg per one consolidation. Refer to your local procedure.
Max. Declared Value for Customs	Same as IP / IPF.
Max. Declared Value for Carriage	Same as IP / IPF.
Commodity Restrictions	This service is not available for Dangerous Goods shipments.
Notes	<ul style="list-style-type: none">• Uplift date is subject to flight space allocation.• One Air Waybill must be used for one shipment only. Consolidation of several shipments into one Air Waybill is not acceptable.

Global Express Guaranteed (GXG)

US Outbound Only Service

GXG is a co-branded, money back guaranteed and day definite international service offered by FedEx and the United States Postal Office (USPS). It offers US Post Office-to-door, custom cleared international service. USPS collects the packages and shipping charges and tenders the packages to FedEx. FedEx is responsible for the line haul, sort, custom-clearance and delivery. The packages move as FedEx IP.

**GLOBAL EXPRESS
GUARANTEED**
UNITED STATES POSTAL SERVICE®

International Air Waybill

**FedEx®
Express**

1 From Please print and press hard
Date _____
Sender's Name _____ Phone _____
Company _____
Address _____
Address _____
City _____ State _____
Country _____ ZIP Code™ _____

2 To
Recipient's Name _____ Phone _____
Company _____ Fax _____
Address _____
Address _____
City _____ State _____
Country _____ ZIP Code™
Postal Code _____
Recipient's Tax ID number for Customs purposes (if applicable)
e.g. 1234567890

3 Shipment Information
 Documents Indicate if documents or printed matter
 Non-Documents Indicate if documents, files, or specimens may be required to inspect this shipment. This shipment may be subject to inspection.
Description (and International code if known) _____
(Country of Manufacture) _____ Value for Customs _____
WARNING: These commodities, technology, or software were imported from the United States in accordance with Export Administration Regulations. Unlawful contrary to U.S. law is prohibited.
Total Value for Customs _____
NET \$0

4 Required Signature
I/We agree that the USPS terms and conditions (on the back of the Sender's copy of this Air Waybill and in the Global Express Guaranteed Service Guide) and certain international treaties, including the Warsaw Convention, where applicable, apply and limit the liability of USPS and FedEx for loss and damage. I/We understand that USPS and FedEx DO NOT TRANSPORT CASH. I/We certify that this package does not contain any hazardous or restricted materials prohibited by postal regulations and does not require a Shipper's Export Declaration (SED) or air waybill filing of export data, and that the procedures given in the Document Information section are as declared. Submission of false information may result in civil or criminal penalties (19 USC, 1601, 31 USC, 3805).

Sender's Signature: _____

Postage Due _____ Date In _____ Time In _____ AM _____ PM _____
Delivery Instructions: If Del If Ret If Pay _____
Domestic or Foreign Non-Domestic Shipment _____ Weight _____
Packing: USPS-GPS Envelope or Pak Customer Pak _____
FD-35 Label Code _____ Insurance _____
Total Postage & Fees _____
8982 5422 0070

For tracking visit the USPS Web site at
www.usps.com/shipping/trackandconfirm.htm
or call 1.800.222.1811.

USPS Tracking Number **8254220074** Sender's Copy

Printed on 100% Recycled Paper
Version 21.1.2008

Coverage	US Outbound ONLY. Coverage destination is available on USPS website www.usps.com .
Pricing	Shippers use USPS pricing. USPS collects the packages and shipping charges at the tendered point. FedEx account number is not necessary.
Money Back Guarantee	All claims must be initiated by Shipper within 30 days of the mailing date by contacting USPS customer service at 1-800-222-1811. Recipients should contact shipper for claims details.
Size and Weight Restriction	L 115cm x W 87cm x H 115cm 32kg
Max. Declared Value for Customs	USD2,499
Max. Declared Value for Carriage	Shipper who purchases insurance does not need to declare carriage value (DV) on the package.
Commodity Restrictions	Refer to USPS website www.usps.com .
Notes	<ul style="list-style-type: none"> • Allows only FedEx / USPS co-branded GXG Envelope, Pak or Shipper's own packaging. • A USPS / FedEx co-banded AWB is required. • Service Change Request is allowed EXCEPT for re-route. • FedEx collects duties and taxes from the recipient or shipper by cash or bill it to a valid FedEx account#. FedEx is NOT required to complete the delivery for any GXG shipment where the duty and tax is not paid. • GXG tracking # will be converted to FedEx tracking # for tracking purposes.

International Next Flight Service (INF)

US Outbound Only Service

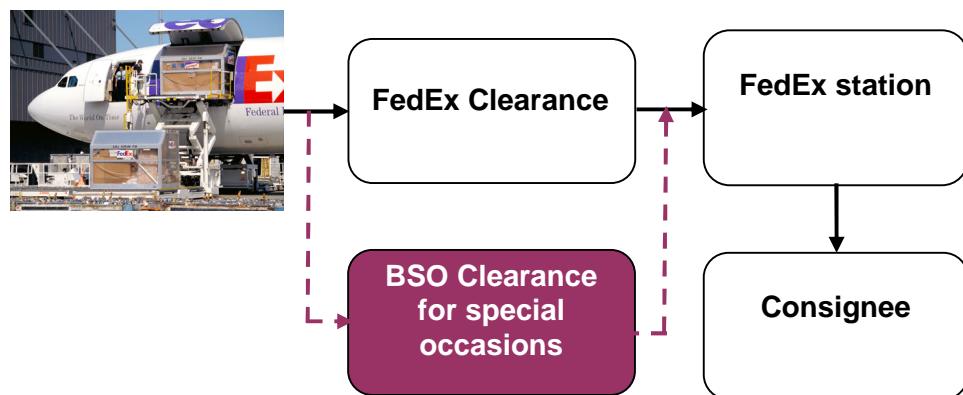
International Next Flight Service is a US (including Puerto Rico) outbound only service to more than 220 countries. Through our agent, *World Courier*, shipments move on a first available flight basis from origin to destination.

Coverage	US Outbound ONLY.
Pricing	Shipper should contact FedEx Customer Service in US for the rates.
Money Back Guarantee	MBG is applicable only on service failure.
Size and Weight Restriction	L 175cm x W120 cm x H120 1,000 kg FedEx packaging or Customer's own packaging.
Max. Declared Value for Customs	USD50,000
Max. Declared Value for Carriage	USD50,000
Commodity Restrictions	This service is not available for Dangerous Goods shipments.
Notes	<ul style="list-style-type: none">• A special Air Waybill will be provided by World Courier at the time of pickup.• For package tracking, contact US Customer Service at 1-800-974-7333.
Local World Courier Contact	Refer to local practice.

FedEx International Priority Broker Selection Option (IPBSO)

FedEx International Priority Broker Selection Option is for customers who need International Priority Service, but prefer to handle clearance through their own Broker.

Shipments are delivered to a FedEx bonded customs facility and the customer-selected broker will be notified when the shipment arrives and the customs paperwork can be picked up and processed. When customs clearance is received from the selected broker, FedEx will deliver the shipment to its destination (If customer prefers the delivery to be handled by their Broker, the shipment will be delivered to the Broker).



Coverage	Refer to Rating / ISQS / SRG. IPBSO is available for PB, PT, PO, and IPF.
Pricing	<ul style="list-style-type: none">• BSO surcharge may apply if the broker city is not in the same city as the consignee.• IP rate will be applied for 10KG/25KG Boxes.
Notes	Shipper must indicate clearly on the Air Waybill when using this service. Broker's information must also be provided on the Air Waybill. The Air Waybill will be routed to the Broker's postal code.

International Priority Diplomatic Bag Service

Official diplomatic bags are accepted for delivery between embassies (consulates) of the same country as IP service to FedEx direct-served locations or an authorized GSP served country. These shipments will be in a special bag or pouch supplied by the embassy. Diplomatic bags containing official documents are protected by the 1961 Vienna Convention and are given diplomatic immunity from inspection or delay by carrier or regulatory agency.



Coverage	Refer to the Global SRG Companion.
Notes	<ul style="list-style-type: none">Shipper and recipient sections of the AWB MUST indicate only the embassy (consulate) names. Individual names MUST NOT be listed.Shipper and recipient phone numbers MUST be listed.Description MUST be indicated as 'Official Diplomatic Shipment'.A diplomatic bag label or tag MUST be attached to each bag or pouch.Diplomatic bags must not be opened or delayed unless specific procedures are followed under the close supervision by an authorized representative of the recipient embassy.The embassy will attach a Diplomatic Bag seal to identify and secure each diplomatic bag.Contact the Account Executive or OPS specialists on the activation of this service. Refer to your local procedure.

FedEx Declared Value Exception (DVX) Service

US Outbound Only Service

DVX service is offered to customers who need to ship high-value items from US. This service allows customers to declare value for carriage up to USD50,000. High-value items such as jewellery, gemstones and precious metals normally have declared value of carriage limited to USD1000 or USD20/kg, whichever is greater.

There are a few customers that are given outbound waiver for high-value items from selected countries to the US. Below are countries listed as DVX available destinations. US customer interested in DVX should contact their Account Executive for assistance in using this service.

Coverage	Aruba Bahamas Bahrain Barbados Belgium British Virgin Islands Canada Guam Hong Kong Japan Liechtenstein	Luxembourg Macau Netherlands New Zealand Puerto Rico St. Lucia St. Martin Switzerland Taiwan U.S. Virgin Islands Vatican City
Notes	HK and TH have DVX program for locally selected shippers. Contact Sales team for details if necessary.	

Air Cargo Services

Air Cargo Services (023 AWB shipments)

Air Cargo service is available to virtually any airport in the world. Freight is booked on either a confirmed basis or on a space available basis as specified by the customer.

International Premium (IP1)

International Premium (IP1) is designed for wholesale or commercial customers, who wish to use 023 IATA Air Waybill at a higher boarding priority than IXF and same transit time as IPF. IP1 service covers 35 countries, which is the same as IXF coverage. Transit time from origin airport to destination airport is 1 to 2 business days. Money Back Guarantee is applicable.

International Express Freight Service (IXF)

FedEx offers flexible, time-definite delivery of any size and weight international shipment, with a range of pick-up, delivery, and customs clearance options. IXF shipments are confirmed space on the aircraft and receive boarding priority over all other air cargo services. IXF moves on a 023-series Air Waybill and shipments must be booked in advance. Transit time from origin airport to destination airport is 2 to 3 business days. Money Back Guarantee is not applicable.

International Airport-To-Airport (ATA)

Airport-To-Airport (ATA) is available to virtually any airport in the world. Freight is booked on either a confirmed basis (ATAC) or on a space available basis (ATAS), as specified by the customer. Transit time from origin airport to destination airport is 3 to 5 business days. Money Back Guarantee is not applicable.

Size and Weight	While shipments are subject to certain restrictions and advance notice, any size and weight is acceptable.
Declared Value for Customs	No limit.
Declared Value for Carriage	Up to USD100,000 per shipment. However, if prior approval is given for the shipment, the declared value for carriage can go up to USD1,000,000.
Notes	Services are provided through Freight Forwarders to the customer. Space booking is required.

International Priority and Air Cargo Services

	International Priority / IP	Air Cargo / ATA
Definition	Door-To-Door services providing Pick-Up, Delivery and Customs Clearance	Airport-To-Airport services offering the options of Pick-Up, Delivery and Customs Clearance
AWB	FedEx Standard or Expanded Service Air Waybill	IATA 023-Prefix Air Waybill
System	1Source / COSMOS	CargoRes / KIAC
Size / Weight	Defined Size and Weight Limits	Unlimited Size and Weight
Packaging	FedEx Packaging and Customer own Packaging	Customer own packaging only
Customer	Services are provided to the customer directly by FedEx	Services are provided through Freight Forwarders to the customer
Pick Up / Delivery	Included	Not included
Customs Clearance	Included	Not included
Money Back Guarantee	Yes	Only for IP1
Commodity Restrictions	Refer to SRG	Refer to SRG
Pricing	Fixed IP rate or discount rates are provided by IP Account Executive	Pricing is provided by Freight Account Executive