Import Shipping
with fedex.com

Import Shipping with fedex.com

With FedEx, inbound shipping has just become as straightforward as arranging an outbound shipment. Through the online application - FedEx Ship Manager® at fedex.com - you can now organize an inbound shipment quickly and easily.

With FedEx Ship Manager® at fedex.com you can prepare the Air Waybill and Commercial Invoice for your inbound shipment not only from the comfort of your own office, but also from every computer with an internet connection and from the familiar surroundings of your fedex.com account.

To help you further arrange your inbound shipment, you can also find four supporting applications on fedex.com:

- Rates and Transit Times (to get a quote and transit times for your inbound shipment)
- FedEx® Global Trade Manager (to find out which clearance documents you need for your inbound shipment and estimate the Duties and Taxes)
- Pickup (to schedule a pickup in a foreign country)
- FedEx InSight® (to monitor shipments without the need of an Air Waybill number)

All these applications also work **independently** from each other in case you only want to take a specific step in the shipping process.

With just **one account number** (your regular fedex.com account number works for both export shipment and import shipments) you can now use all tools to arrange your inbound shipments throughout the world. The entire flow is visible online and in real time (quote, documents, ship, pick-up, track, insight).

To perform your international import shipment, we suggest you log on to the English version of your fedex.com country homepage by selecting English in the Header of the Homepage. This way all your printing documents for your international shipment will be available in English.

This step-by-step manual explains clearly how to use these tools so that you can organize your inbound shipments – wherever you or the sender are in the world – very easily.

If you don't have a FedEx account number, log on to fedex.com and follow the steps in 'Open an Account' or call FedEx Customer Service.

2

Ship

FedEx Ship Manager® at fedex.com is our web-based shipping application that allows you to handle the entire inbound shipping process online. To perform your inbound shipment, you need to log on to FedEx Ship Manager® at fedex.com first.

1 Go to the fedex.com homepage of your country and click the **Ship** tab at the top of the page or select **Prepare an International Shipment** from the Ship tab to access the main *Login* page.
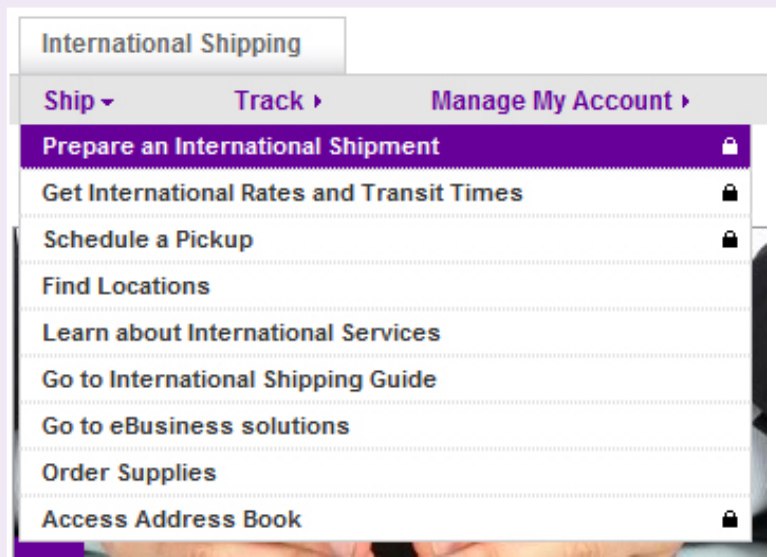
2 Enter your fedex.com user ID and password in the designated text fields and click the Login button.

If you don't yet have a fedex.com user ID and a password, you can register by completing the online fedex.com Login Registration Form.

3 The first step in processing an inbound shipment is to enter information about the Shipper. You can either manually change the sender's details or select a sender from the Contact name drop-down list.

Please ensure that the Shipper is aware of and agrees to you preparing the Air Waybill and shipping information on his behalf.

Save new sender in address book: Select this checkbox if you want to store the sender's details that you have entered, in your Address Book. All addresses in your Address Book can be used for future shipments. You can store up to 2000 different addresses in your Address Book.

3

4 The next step is to enter information about the recipient(s) of your package(s). You can either fill out the Recipient Information section manually, or you can select a recipient from your FedEx Ship Manager® at fedex.com Address Book. If you select a recipient from your Address Book, the recipient's details will be automatically filled in by the system. In case you are performing an inbound ship¬ment to yourself, fill in your details manually or select your contact name from the Address Book.

2. To   ⑦ Help ☐ Hide

* Country/Location	Select ▼
Company	Select or enter ▼
* Contact name	Select or enter ▼
* Address 1	
Address 2	
* City	
* State	Select ▼
* ZIP	
* Phone no.	ext.
Recipient tax ID	

☐ Perform detailed address check
☐ Save new recipient in address book

Save new recipient in address book: Select this checkbox if you have entered the recipient's details manually, and you want to store them in your Address Book for later use. You can store up to 2000 addresses in your Address Book.

5 After you have completed the Recipient Information section, FedEx Ship Manager® at fedex.com requires that you provide some information about your shipment. In the Package & Shipment Details section, enter all required information regarding the service type, packaging, number of packages, weight, dimensions, value and shipment date for your shipment.

3. Package & Shipment Details   ⑦ Help ☐ Hide

* Service type	International Priority ▼
* Package type	Your Packaging ▼
* No. of packages	1 ▼
* Weight ⑦	kgs ▼
Dimensions	L W H
	☐ Save dimensions profile
Carriage Value ⑦	Euro ▼
* Ship date	15/05/2009 📅
	☐ Saturday delivery
* Package contents	○ Documents ◉ Products/Commodities
* Total customs value ⑦	Euro ▼
	($) Currency Converter

Indicate whether you are shipping Documents or Products/Commodities.

Select the Documents option if your package contains documents or non-dutiable goods.

Select the Products/Commodities option if your package contains goods with a commercial value.

The dynamic calendar allows you to select the date easily and quickly.

Your FedEx Air Waybill is valid for 8 days after you create it, so you do not need to create another one if the shipment is not ready and cannot leave on the same day. You can even prepare Air Waybills 1 week in advance in case you need to schedule ahead.

4

6 Select the parties that will be paying for the transportation and the duties and taxes in the Billing Details section. You can enter reference information in the designated text box. Any text you enter in the Your reference field will be printed on the invoices and the Air Waybill generated by FedEx Ship Manager® at fedex.com.

Your account number will appear by default in the 'Bill transportation to' field. If you're also paying for the duties and taxes, please select "Recipient" from the drop-down menu but do not enter your account number again (leave blank).

7 Please do not book a pickup at this stage by selecting **Schedule a Pickup**. Instead use one of the other two options **Drop Off Package at a FedEx location** or **Use an already scheduled pickup at my location** and book a pickup after you have prepared the shipment. More info about organizing a pickup/drop-off for your inbound shipments can be found in the *Pickup* section of this manual.

8 In case your shipment contains only documents, click on **Ship** to proceed.

9 In case of a non-document shipment, click on **Continue** to proceed to the inbound shipping process.

10 If you are sending a non-document (commodity) shipment, you need to select the commodities you are shipping to create a Commercial or Pro Forma Invoice.

*Select a **Commodity** from the drop-down list (the Value, Quantity and Weight details of your commodity will be automatically filled in) or select **Add new commodity** from the drop-down list and fill in all the information about the product or commodity so it can be stored for future shipments.*

5

11 11. In the case of a non-document shipment, shipping documentation may be required for your shipment. Check Create Commercial Invoice for FedEx Express online if you want FedEx Ship Manager® at fedex.com to generate a Commercial Invoice for your shipment.

Check Create Pro Forma Invoice online if you want FedEx Ship Manager® at fedex.com **to generate a Pro Forma Invoice for your shipment.**

12 Once all shipment information is filled in, click the **Ship** button in the Complete your Shipment section to get an overview of the shipment you are about to make. Press the **Ship** button at the bottom of the page to continue processing your shipment and to display your shipping labels.

6

When you have entered all the details for your shipment, FedEx Ship Manager® at fedex.com will generate the necessary documents for your shipment. It is important to print these documents in a digital format (Adobe PDF or TIFF format) and send them via email to the Shipper so they can be printed and attached to the shipment.


For Document Shipments, only an Air Waybill is needed and is prepared by FedEx Ship Manager® at fedex.com. For Non-document Shipments, FedEx Ship Manager® at fedex.com will prepare an Air Waybill and a Commercial/Pro Forma Invoice for your shipment.

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

To save the Commercial Invoice in digital format, first click on the View Commercial Invoice link to preview the Commercial Invoice. Next, select the Commercial Invoice from the list and click the print button. Select a printer to print a digital file of the Commercial Invoice (Adobe PDFWriter or Microsoft Office Document Image Printer). Save the Commercial Invoice in PDF or TIFF format.
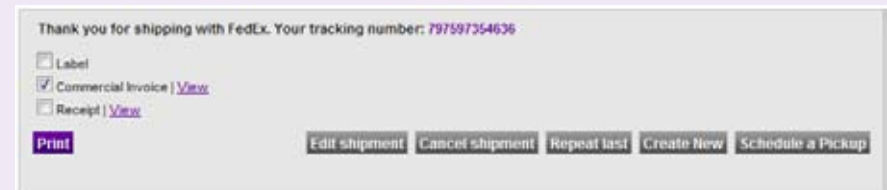
Finally, send the Air Waybill and the Commercial/Pro Forma Invoice to your Shipper via email, so they can be printed and attached to the shipment.

Rates & Transit Times

Rates & Transit Times is a free tool available on fedex.com to determine the shipping costs, transit times and delivery options for your FedEx Express® or FedEx Express® Freight shipment.

Please note that import and export rates may be different. Please contact your FedEx representative for more information on your import rates.

1 To find your personalized rates and transit times, go to the fedex.com homepage of your country and select **Get International Rates and Transit Times** from the **Ship** tab.
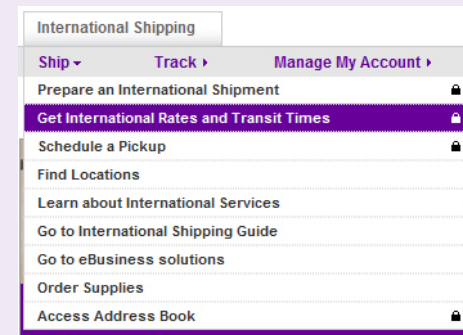
2 Select the origin and destination countries and cities from the drop-down menus and enter all relevant information for your shipment.

3 Once you have entered the required information, choose one of the following three options:

Get Detailed Quote: Select this option if you want a rate and transit time quote based on more detailed package information and additional service options. When you select this option, the Ship From/To section collapses and displays a summary of your origin and destination information, and the Package Information section.

Get Quick Quote: Select this option if you want a rate and transit time quote based only on the origin, destination and weight entered.

Get Transit Time Only: Select this option if you only want to view the transit time for your shipment.

Customs Documentation

FedEx® Global Trade Manager is a service available on fedex.com that assists you to find the right documents for your shipment, estimate the duties and taxes of your shipment, give you important regulatory information for the import and export side of your transaction, etc.

FedEx® Global Trade Manager is currently only available in English.

1 To access FedEx® Global Trade Manager, go to the fedex.com homepage of your country and select Go to FedEx Global Trade Manager from the Customs Tools tab.

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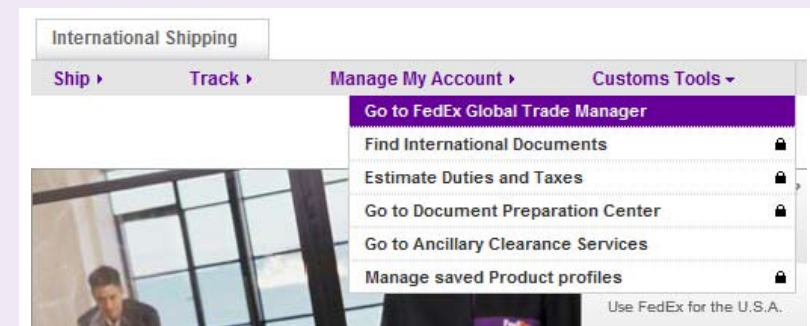
2 In FedEx® Global Trade Manager, select one of the following options:

Find International Documents to find the necessary documents for your international shipment.

Shipping Advisories to get important regulatory information specific to your shipment.

Country Profiles to get a snapshot of country information including demographics, business information and statistics.

Denied Party Screening to identify individuals, companies, and other parties that have been denied international business transactions.

Product Profiles to manage your commodity information.

International Resource Center to utilise a wide range of international tools and reference materials.
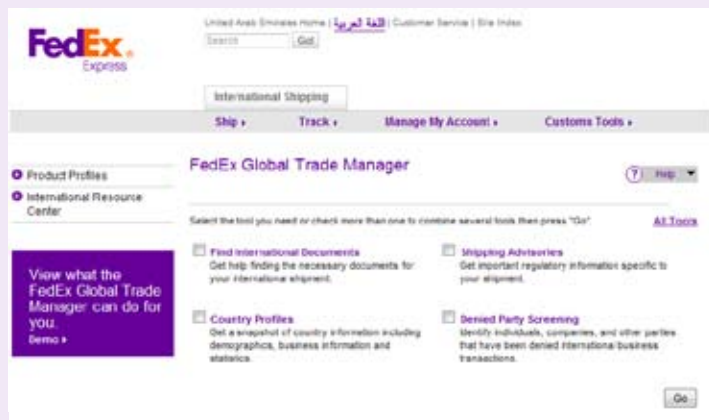
Pickup

Once the shipment is ready (with necessary paperwork), please ask the Shipper to schedule a pickup by calling Customer Service directly in his home country. If he has a FedEx account number, he can connect to his local fedex.com website to book the pickup online as well (see availability on fedex.com).

Alternatively, for most countries in Europe, North and Latin America, you can book a remote pickup online.

1 To schedule a pickup for your inbound shipment, go to the fedex.com homepage of your country and select **Schedule a pickup** from the **Ship** tab.
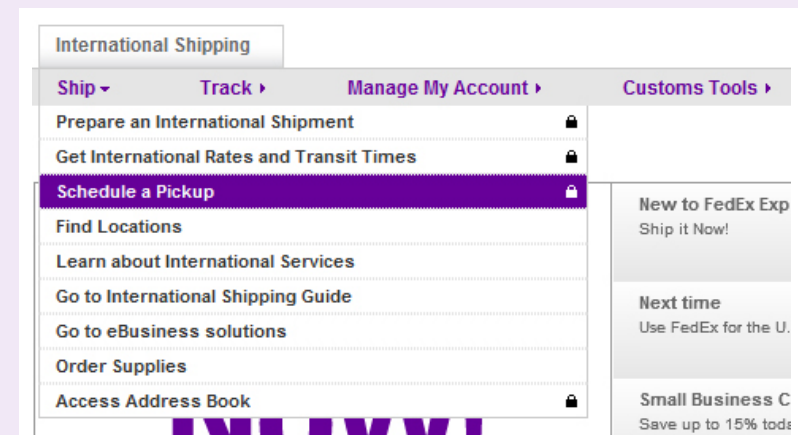
2 Select the **Change Pickup Address** option and complete the remote pickup details of your shipment.

Note: If this pickup request is scheduled on behalf of another Shipper, please ensure that the Shipper is aware of and agrees to you preparing the Air Waybill and shipping information on his behalf and notify him that the request for a pickup has been submitted.

Note: If the country of your pickup address is not listed in the Countries drop-down list, please ask your Shipper to book it directly by calling FedEx in his home country. Send him the FedEx Customer Service number together with the Air Waybill and the Commercial/Pro Forma Invoice.

3 Enter the number and the total weight of the packages that need to be picked up, select the pickup date and the time by which the packages can be picked up and the time by which they have to be picked up at the latest.

Keep in mind that the times are the local times of the origin country.

4 Click **Schedule pickup** to complete the scheduling of your pickup. The pickup details will be displayed on the FedEx Pickup Confirmation screen.

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Track

FedEx InSight® is an online shipment visibility application that proactively notifies you by email of critical shipment events with actionable information. FedEx InSight® helps you to better plan your manufacturing or distribution resources, manage your inventories and returned goods and increase your customer satisfaction - all of which positively affect the bottom line.

When you login to FedEx InSight® for the first time, FedEx will provide you with a temporary login. Please register for a permanent login.

1 To access FedEx InSight®, go to the fedex.com homepage of your country and select Go to FedEx InSight® from the Track tab.
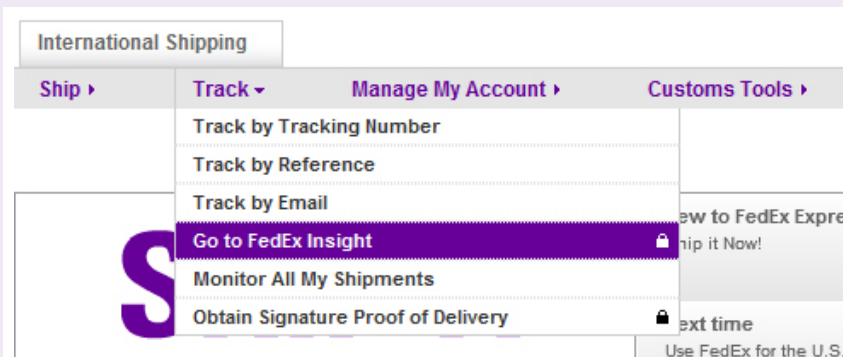
2 The FedEx InSight® screen gives you an overview of all your Inbound, Outbound and Third Party Shipments, allowing you to track all your (inbound) shipments without a tracking number.

In case you have any questions, please contact your Local Customer Service. Contact details can be found at the top right of your Country Homepage.