Quick-Start Guide
fedex.ca/resources
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Intra-Canada

Shipping In Canada? FedEx Has You Covered.

On time. On budget. Whatever your intra-Canada shipping needs are, FedEx has more choices to meet them.

FedEx Next Flight®

For critical shipments up to 2,200 lbs. (997 kg) per piece that require special attention and extra-fast delivery across Canada. Delivery is available 24 hours a day, 365 days a year, including holidays. Delivery times may vary, depending on availability. For dimensional and weight requirements, please call 1.866.2Ship.NF 1.866.274.4763.

Please note:
• Shipments may consist of more than one package.
• Commodity and International Air Transport Association (IATA) restrictions may apply.
• Dangerous goods cannot be shipped via this service.*

FedEx First Overnight®

Choose FedEx First Overnight for next-business-day delivery before 10 a.m. to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg)* — so your recipient can get an early start to the day.

* Some restrictions apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca or call 1.800.GoFedEx 1.800.463.3339.
FedEx Priority Overnight®
Our most popular express service provides next-business-day, morning delivery to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).*

FedEx Standard Overnight™
Choose FedEx Standard Overnight for next-business-day delivery by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).*

FedEx 2Day®
Choose FedEx 2Day for delivery in 1 to 2 business days by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).*

FedEx Ground
Count on FedEx Ground when you need a reliable, cost-effective solution for packages that do not require the speed of express shipping.* You can rely on FedEx Ground to provide day-definite delivery within 1 to 7 business days for packages up to 150 lbs. (68 kg).*

* Some restrictions apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca or call 1.800.GoFedEx 1.800.463.3339.
** FedEx® Box and FedEx® Tube should not be used for FedEx Economy service.
Shipping Services

International

Going Global? Get There With FedEx.

Whether you’re shipping across the border or across the pond, FedEx has the international shipping options your business needs.

FedEx International Next Flight®

The fastest possible customs-cleared delivery of your shipments to major cities in more than 220 countries and territories for shipments up to 2,200 lbs. (997 kg) per piece.* Delivery is available 24 hours a day, 365 days a year, including holidays.** For dimensional and weight requirements, please call 1.866.2Ship.NF 1.866.274.4763.

FedEx International First®

Count on FedEx International First for customs-cleared, door-to-door, early-morning delivery of urgent packages up to 150 lbs. (68 kg) from most major centres in Canada to more than 90 U.S. markets, 11 European countries (Austria, Belgium, Denmark, France, Germany, Italy, Luxembourg, the Netherlands, Spain, Switzerland and the United Kingdom), Latin America, Asia, and Australia. Shipments are delivered by:**

- 8 a.m. the next business day to many locations in the U.S.
- 10 a.m. the next business day to Latin America

* Single pieces of cargo weighing more than 150 lbs. (68 kg) that are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic are subject to inspection, delay and application of a surcharge.

** Some restrictions apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca or call 1.800.GoFedEx 1.800.463.3339.
• 9 a.m. the second business day to select cities in Europe
• 10 a.m. the third business day to select cities in Asia and Australia

Import delivery to select Canadian postal codes from more than 80 countries in typically 1 to 5 business days by 10 a.m.*

**FedEx International Priority®**

Our most popular international service provides customs-cleared, door-to-door delivery to more than 220 countries and territories. Packages up to 150 lbs. (68 kg) are delivered to many locations in the U.S. by 10:30 a.m. the next business day, to major cities in Europe by noon on the second business day, and in 1 to 3 business days to the rest of the world.**

Import delivery to select Canadian postal codes from more than 220 countries and territories in typically 1 to 3 business days by 10:30 a.m., 12 p.m., 1:30 p.m. or 5 p.m.*

**FedEx International Economy**

Trade time for savings. Count on FedEx International Economy service for cost-effective, customs-cleared, door-to-door delivery of packages to more than 220 countries and territories.*** Packages up to 150 lbs. (68 kg) are delivered to many locations in the U.S. by 4:30 p.m. to businesses and by 8 p.m. to residences on the second business day and in 2 to 5 business days to most major world markets.**

Import delivery to select Canadian postal codes from more than 90 countries and territories in typically 2 to 5 business days by 5 p.m.*

***FedEx® 10kg Box and FedEx® 25kg Box should not be used for FedEx International Economy service. FedEx Envelope and FedEx Pak rates are not available for FedEx International Economy service.

† The 1:30 p.m. delivery commitment is only available to select areas.

FedEx International Priority
DirectDistribution®

We clear your consolidated shipment through customs as a single entry then deliver to individual recipients in the destination country. Delivery in typically 2 to 4 business days to more than 50 countries with a single point of clearance available for shipments destined to select European countries.* Same size and weight restrictions as FedEx International Priority apply.*

Delivery is available 24 hours a day, 365 days a year, including holidays.*

* Some restrictions apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca or call 1.800.GoFedEx 1.800.463.3339.
Express Freight (Air)

Big Shipments? We Have Loads of Options.

When it comes to the big stuff, FedEx really delivers. Take a look at our express freight solutions and keep your business booming.*

**FedEx 1Day® Freight**

Count on FedEx 1Day Freight for urgent, next-business-day delivery within Canada by 5 p.m. for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece — supported by the FedEx Money-Back Guarantee.**

**FedEx® International Priority Freight**

FedEx International Priority Freight service provides time-definite, customs-cleared delivery for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Delivered to many locations in the U.S. by 10:30 a.m. next business day and to more than 130 countries and territories in 1 to 3 business days*** — supported by the FedEx Money-Back Guarantee.**

* Single pieces of cargo weighing more than 150 lbs. (68 kg) that are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic may be subject to inspection, delay and application of a surcharge.

** For details on the FedEx Money-Back Guarantee, visit fedex.ca/mbg and see the Terms and Conditions section in the FedEx Service Guide.

*** Some restrictions apply. See the Terms and Conditions section in the FedEx Service Guide and visit fedex.ca for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.
FedEx® International Economy Freight

When you have more time, choose FedEx International Economy Freight service for cost-effective, time-definite, customs-cleared delivery for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Delivered to the U.S. typically by noon on the second business day and to more than 130 countries and territories in 2 to 5 business days† — supported by the FedEx Money-Back Guarantee.**

FedEx International Premium™

Time-definite, high-priority, airport-to-airport delivery in typically 1 to 3 business days to more than 30 countries.† Ship virtually any size or commodity, including customs-controlled items, consolidated shipments and dangerous goods.†

Customs clearance is handled by your own broker. Weight limit of 2,200 lbs. (997 kg) per piece, with unlimited shipment weight. Commodity and IATA restrictions may apply. Call 1.800.GoFedEx 1.800.463.3339 for further details.†

FedEx® International Express Freight

Airport-to-airport delivery in 2 to 3 business days, depending on availability, to Asia, Europe, Australia, the Middle East, Latin America and the U.S. This service is for shipments of virtually any size or weight and can be used in conjunction with a freight forwarder, broker or agent of your choice.†

FedEx® International Priority DirectDistribution Freight

We clear your consolidated freight shipment through customs as a single entry then deliver to individual recipients in the U.S. Delivery typically in 2 to 4 business days.† Same size and weight restrictions as FedEx International Priority Freight.† Piece count verification and appointment delivery options available.***

* Some restrictions apply. See the Terms and Conditions section in the FedEx Service Guide and visit fedex.ca for details. Call 1.800.GoFedEx 1.800.463.3339 for more information.

** For details on the FedEx Money-Back Guarantee, visit fedex.ca/mbg and see the Terms and Conditions section in the FedEx Service Guide.

*** Single pieces of cargo weighing more than 150 lbs. (68 kg) that are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic may be subject to inspection, delay and application of a surcharge.

† Some restrictions apply. See FedEx International Premium and FedEx International Express Freight Terms and Conditions at fedex.ca for details.
Shipping Services

Less-Than-Truckload Freight

Not a Truckload? Not a Problem!

Somewhere between everyday envelopes and full-freight shipments is the perfect fit for your business. Less-than-truckload (LTL)? Urgent? Not-so urgent? We’ve got options for your big shipment.

**FedEx Freight Priority®**

FedEx Freight Priority will take your business farther, faster. You can ship your time-sensitive freight across Canada and crossborder U.S. and Mexico.

**FedEx Freight Economy®**

When you have more time in your schedule and need a cost-effective delivery option for your crossborder U.S. shipping, we’ve got you covered with FedEx Freight Economy.

**FedEx Freight® A.M. Delivery**

Get an early start by having your shipments arrive at the beginning of the business day. Early delivery by 10:30 a.m. on the standard delivery date means:

- Meeting time-sensitive business needs
- Improved inventory management
- Increased productivity and efficiency

* A fee applies. All services are subject to the Terms and Conditions of the FedEx Freight® 100 Series Rules Tariff.
Custom Delivery

Want more control over when your shipments arrive at their destinations? Customize the arrival of your shipments by selecting one of the following options:

- Delivery on a specific date
- Delivery before a specific date
- Delivery between two dates
- Delivery after a specific date
Service Options
Extra Services that Make FedEx Exceptional
Service Options

Ancillary Clearance Services — FedEx Express

Explore Extra Clearance Options — With FedEx Express.

In addition to the customs clearance services that are included at no extra charge with FedEx Express® international services, the following ancillary services have been designed to provide you with customs solutions and processing efficiencies by speeding up the clearance time and reducing delivery time. These services will appear on your duty and tax invoice. For more information, please visit fedex.ca/ancillary or call 1.800.GoFedEx 1.800.463.3339.*

Account Security Processing

You can obtain an account security number from the Canada Border Services Agency (CBSA). This allows you to have a direct billing and payment relationship with the CBSA for duties and taxes and enable them to send a summary, outlining duties and taxes, directly to the importer of record.

* Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/ancillary or call 1.800.GoFedEx 1.800.463.3339.
**Additional Lines of Classification**

FedEx customs clearance is included at no extra charge with FedEx Express® international services for shipments that have up to 5 harmonized tariff classification lines. A fee will be assessed on shipments processed through customs that require more than 5 harmonized tariff classification lines per entry to clear the goods.

**Business Number**

A business number is required in order to import into Canada and is obtained from the CBSA for the purpose of business identification. Upon request, FedEx will obtain a business number on behalf of new importers.

**Government Agency Processing Service**

When FedEx is the designated broker, a fee will be charged for the clearance of regulated and controlled goods that require specific clearance processes.

**Low-Value Document Exceptions**

This will provide the importer with information related to the shipment. A fee will apply to all requests for copies of low-value shipment (LVS) back-up documents.

**Low-Value Entry Exceptions**

Low-value shipments are valued under CAD$2,500. Under CBSA regulations, low-value shipments are provisionally released. However, a formal customs release may be requested for a low-value shipment prior to delivery.
Ancillary Clearance Services — FedEx Ground

Trust FedEx Ground For Your Special Clearance Needs.

If you accept Brokerage-Inclusive Service for your FedEx International Ground™ shipment, in addition to the customs clearance services arranged by FedEx Ground, the following ancillary services are also available. These services will appear on your duty and tax invoice. For more information, please visit fedex.ca/ancillary or call 1.800.GoFedEx 1.800.463.3339.*

**Additional Lines of Classification**

A fee will be assessed on FedEx International Ground shipments processed through customs that require more than 5 harmonized tariff classification lines per entry to clear the goods.

**Government Agency Processing Service**

A fee will be charged for information forwarded in paper format to any government agency other than the CBSA when the Brokerage-Inclusive Service is accepted. This fee will not apply if/when FedEx has internal system outages.

* Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/ancillary or call 1.800.GoFedEx 1.800.463.3339.
Service Options

**Collect-on-Delivery Payment**

**New Business. No Risk.**

Take the financial risk out of doing business with new customers by combining shipping and payment into one simple transaction — with FedEx Ground® Collect on Delivery (C.O.D.).

You can have FedEx Ground collect payment for you when the package is delivered within Canada or to the U.S. The payment is remitted to you in Canadian currency for intra-Canada packages and in U.S. currency for crossborder packages.

When shipping with FedEx Ground C.O.D., you can choose between three customer payment options:

- **Currency C.O.D.** for a cash payment.
- **Guaranteed funds C.O.D.** for payment by certified cheque, money order or cashier’s cheque.
- **Standard C.O.D.** for payment by company or personal cheque, money order, cashier’s cheque or certified cheque.*

* Some restrictions apply. Additional charges may apply. See the Terms and Conditions section in the FedEx Service Guide for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.
Service Options

Pickup and Delivery Options


You already know that FedEx offers a wide variety of shipping choices to meet your needs, but did you know about our other special options? Take a look and customize your shipping experience.

**Pickup**

**Pickup Service**

You can schedule a FedEx Express pickup for the same day* or the next business day. FedEx Ground pickups can be scheduled for the next business day or up to 10 business days in advance. To see whether you qualify for a regular-scheduled pickup, please contact your FedEx account executive.

**FedEx Ground® Alternate Address Pickup**

When you need the flexibility and convenience of scheduling a pickup from a location other than the one associated with your FedEx Ground account.**

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* If you request it before the cut-off time in your area and all the shipments are ready when the courier arrives.
** Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/rates or call 1.800.GoFedEx 1.800.463.3339.
Delivery

FedEx® Delivery Signature Options*

You’ll be able to add an extra layer of security and get peace of mind when you choose one of these delivery signature options for your eligible FedEx Express and FedEx Ground shipments:

**No Signature Required**
FedEx may release the package without anyone present.

**Indirect Signature Required**
FedEx will release the package in one of the following three ways (not available to non-residential addresses):
1. Obtain a signature from someone at the delivery address.
2. Acquire a signature from a neighbour, building manager, or someone at a neighbouring address.
3. Gain authorization from the recipient to release the package without anyone present (where available).

**Direct Signature Required**
FedEx will obtain a signature from someone at the delivery address. If no one is at the delivery address, FedEx may reattempt delivery.

**Adult Signature Required**
FedEx will obtain a signature from someone at the delivery address who is at least the age of majority.
- For deliveries within Canada, FedEx will obtain a signature from someone 19 years or older at the delivery address.
- If an eligible recipient is not available at the address, FedEx may reattempt delivery.
- Government-issued photo identification is required.

**Hold at FedEx Location (FedEx Express)**
Select this option when your recipient needs a FedEx Express shipment earlier than the scheduled delivery time. We’ll hold it at the FedEx Ship Centre destination location at no extra charge.

**FedEx Proof of Delivery**
Get information on your package — including the date and time the shipment was delivered and who signed for it. Included on your invoice at no extra charge.

**Pickup and Delivery**

**Saturday Service (FedEx Express)**
Available in the majority of Canadian cities.**
A special handling fee applies to Saturday pickup and delivery.

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* Fees may apply. All options may not be available for all shipments or destinations. See the FedEx Service Guide for more details.

** Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/rates or call 1.800.GoFedEx 1.800.463.3339.
Service Options

Returns

Return Shipments with Ease.

Returns happen. And the key to keeping customers happy is making sure those returns go smoothly. That’s why FedEx® offers these special services to help — and keep your customers coming back.

**FedEx Global Returns**

We’ll provide you with the control and flexibility to manage your customers’ returns within Canada and internationally. You’ll get complete and continuous visibility of your shipments, so you know what is being returned, where it will be delivered and when it will arrive, or simply if it hasn’t been returned yet. For more information, visit [fedex.ca/globalreturns](http://fedex.ca/globalreturns).

**FedEx Ground® Call Tag (Intra-Canada)**

Use FedEx Ground Call Tags when you have to recall an occasional package delivered by FedEx Ground within Canada.* At your request, a FedEx Ground driver will pick up your return packages at a location that you specify. You can schedule a pickup for the next business day.*

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* Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit [fedex.ca/rates](http://fedex.ca/rates) or call 1.800.GoFedEx 1.800.463.3339.
FedEx Ground® Package
Returns Program

FedEx Ground Package Returns Program (PRP) is a convenient solution for shippers who receive a high volume of returns in Canada and the U.S. FedEx provides you with preprinted FedEx Ground PRP labels containing your return address information. These labels can be included with your original shipment or provided separately to your customers.

When your customers return a package, they can prepare it for shipping, complete the “From” section on the label, affix it to the package, and then schedule a next-business-day pickup or drop off the package at the nearest FedEx shipping location. The complete processing instructions are printed on the back of each label. Please note that international returns require supporting customs documentation.

For PRP packages from the U.S., you are responsible for the freight charges, duties, taxes and brokerage fees.*

* Some restrictions apply. See the Terms and Conditions section in the FedEx Service Guide and visit fedex.ca for details. Brokerage-Inclusive Service is not available for FedEx Ground PRP.
Service Options

Special Handling
Extra Care For Special Shipments.

Some shipments just need a little extra attention — and FedEx® provides it. Trust these services for your special deliveries.

**Dangerous Goods (FedEx Express)**

FedEx is one of the largest carriers of dangerous goods worldwide. Dangerous goods must be tendered to FedEx Express in accordance with current International Air Transport Association (IATA) regulations for transport, all other national and international regulations, and the FedEx Express Terms and Conditions section in the FedEx Service Guide. This is required regardless of how the shipment is routed and whether it is physically moved by our transportation network or in combination with any third party.*

For further information regarding requirements for shipping dangerous goods, please visit fedex.ca/dg or call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 and say “dangerous goods.”

**FedEx International Broker Select® (FedEx Express)**

Combine our speed and reliability with the specialized expertise of your customs broker — just provide your broker’s contact information on your shipping documentation.* Shipments will be routed to a FedEx facility that has been customs-approved for holding in-bond

* Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/rates or call 1.800.GoFedEx 1.800.463.3339.
shipments (we do not advance or bill duties and taxes).

FedEx will tender your shipment to your broker and, at your request, resume delivery to the final destination.* For added flexibility, you may list an unlimited number of commodities per air waybill.**

**FedEx International Ground® Brokerage-Inclusive Service**

FedEx Ground can arrange for customs clearance in respect of FedEx International Ground shipments to the U.S., with delivery supported by the FedEx Money-Back Guarantee.*** FedEx will facilitate the clearance of your FedEx International Ground packages into the U.S. When FedEx Ground arranges customs clearance services, a Clearance Entry Fee may be charged, which will be reflected on the applicable duty and tax invoice.*

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* FedEx (or the broker selected by FedEx) reserves the right to clear the shipment if the broker cannot be determined or will not perform clearance or if complete broker information is not provided (including name, address, phone number and postal code). Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/rates or call 1.800.GoFedEx 1.800.463.3339.

** Some restrictions apply. Additional charges may apply. For details, see the Terms and Conditions section in the FedEx Service Guide, visit fedex.ca/rates or call 1.800.GoFedEx 1.800.463.3339.

*** Some restrictions apply. For details on the FedEx Money-Back Guarantee, visit fedex.ca/mbg, see the FedEx Ground Terms and Conditions section in the FedEx Service Guide or call 1.800.GoFedEx 1.800.463.3339.
Prepare and Pack
Learn To Pack Like an Expert
Prepare and Pack

Best Practices

General Packaging Guidelines.

We want your packages to arrive just as much as you do. Intact. On time. And at the right location. These helpful guidelines can help make that happen.

• Use FedEx Express packaging for FedEx Express package shipments only; any other use is prohibited.

• You may use your own packaging if boxes are sturdy and undamaged with all flaps intact.

• Chipboard boxes, such as gift or shoe boxes, must be packed into a corrugated outer box.

• Use double-wall boxes for heavier items.

• Place small packages inside a larger outer box. For express shipments smaller than 7” x 4” x 2” (18 cm x 10 cm x 5 cm), use a FedEx Express packaging option.

• Double-box fragile items with 3” (8 cm) of cushioning in and around the smaller box.

• Wrap items individually with cushioning material and centre them in cartons away from other items and away from the sides, corners, top, and bottom of the box.
• Position bottles that contain liquids upright. Use an inner seal and perforated breakaway cap. The inner packaging must be able to withstand leaks.

• Place items that might be damaged by normal handling, such as soiling, marking, or application of adhesive labels, in a protective outer box.

• For odd- or irregular-shaped items, at a minimum you should wrap and tape all sharp edges or protrusions.

• Enclose an extra label, business card, or letterhead with the shipper’s address and phone number and the recipient’s address and phone number inside the package before sealing it.

• Remove all old address labels from reused boxes before shipping, and make sure there are no holes, tears, or corner dents in the outer box.
Prepare and Pack

Pack It Right

Ship-Shape Packages.

Pack it. Seal it. Send it. There’s a right way to prepare your FedEx Express packages, and these guidelines will show you how to do it. See your FedEx Express packaging options at fedex.ca/packagingoptions.

Cushion It

How much cushion do your packages need? Should you use paper, packing peanuts or Bubble Wrap? Different shipments have different needs, so follow these instructions to keep your cargo safe.

Learn how to fill the void at fedex.ca/cushionit

Seal It

Tape. It seems so simple. Check out this quick reminder to make sure you’re sealing your packages correctly.

Learn how to keep a lid on it at fedex.ca/sealit

Label It

Don’t let label mistakes keep your package from reaching its destination! We’ll show you the dos and don’ts of prepping your box, placing your label and more.

Learn how to get it there at fedex.ca/labelit
Specialty Shipments
Tackling Tricky Items.

Some items need a little extra care before you send them. Try these tips to keep your special items safe in transit:

**Artwork** — apply masking tape in a criss-cross pattern on the glass surface to prevent glass from splintering.

**Photos and Posterboard** — tape flat items onto a rigid material like plywood, plastic or layers of fibreboard padding. Or place them between pieces of corrugated pad and tape pads together at all the seams.

**Undeveloped Film** — prominently mark packages with undeveloped film.

**Stringed Musical Instruments** — loosen the tension on the strings to remove the stress on the neck of the instrument.

**Printed Matter** — bundle printed material together to prevent shifting. Cushion well before packing into a double-walled corrugated outer box.

**Rolled Goods** — tightly wrap rolled goods using several layers of heavy-duty plastic film and wrap with plastic packing tape. Then wrap the address label completely around the object or use a pouch.

Get more packing tips at fedex.ca/packingtips
Shipping Dangerous Goods

Before shipping, certain dangerous goods must be handled according to strict International Air Transport Association (IATA), national and international regulations. Does your shipment qualify? Check the list and get the details.

Learn how to ship safely at fedex.ca/dg

NOTICE: This packaging information is provided to FedEx customers to help reduce loss or damage due to improper packaging. It is NOT intended to be a comprehensive guide for packaging items we accept for transit. We make no warranties, expressed or implied, regarding this information. Proper packaging is the sole responsibility of the shipper. For more information and additional guidelines, see the packaging tips page at fedex.ca/packaging. Refer to the current FedEx Service Guide for terms, conditions and limitations applicable to FedEx delivery services.
Prepare and Pack

Shipping Labels and Customs

Be a Paperwork Pro.

Cross every T. Dot every I. From shipping labels to customs forms, we’ve got the step-by-step help you’re looking for.

Save Time — Ship Online

**FedEx Ship Manager™ Lite** is the fast, simple way to ship a package in just a few steps.

- Ship from a desktop, laptop, smartphone or tablet.
- Pay with a credit card or a FedEx account.
- No need to create a user ID or login.
- Intuitive step-by-step screens provide pro-active help.
- Quickly get rates and other key shipment details (date, time, service).
- Email copies of shipping labels and Commercial Invoices for international shipments.

Learn more about **FedEx Ship Manager Lite at fedex.ca/lite**

**FedEx Ship Manager™ at fedex.ca** makes it easy to manage your shipping online. All you need is a computer, a laser printer and internet access. It’s fast, easy and gives you more time to focus on what’s important — your business.

- Complete and print shipping labels in as few as two clicks.
- Store up to 2,000 names and addresses in the Address Book.
- Prepare a FedEx Freight LTL Bill of Lading.
- Get a courtesy rate quote.
- Create a return shipment and more.

Explore **FedEx Ship Manager at fedex.ca/shiponline**
International Shipping Essentials

International shipping doesn’t have to be a challenge. The first step is to gather three basic pieces of information:

1) A FedEx account number
2) The shipper’s address and contact information
3) The recipient’s address and contact information

Next is to complete your paperwork as thoroughly and accurately as possible. And we’re here to help — with every detail and every form, so you can be sure your shipments reach their international destinations.

Learn the basics at fedex.ca/basics

Questions About Customs?

It’s easy to be overwhelmed by the many customs documents you have to fill out. Which form? When? Why? How? FedEx has the answers to these questions and more — plus detailed instructions to make filling them out easy.

Understand customs documentation at fedex.ca/customsforms
Ship and Track
Get It There with Confidence
Schedule Pickups

Stress Less With Scheduled Pickups.

Getting your FedEx Express and FedEx Ground shipments out the door is easy when you schedule a pickup online. Just go online and tell us when and where.

- Save time with automated addressing. Your account address is filled in automatically, and you can easily select delivery addresses from your address book.
- Use Pickup History to monitor, edit, cancel pickups and more.
- Schedule pickups through FedEx Ship Manager™ without leaving the shipping screen.

You can even set up regularly scheduled pickups for your repeat pickups — and take the stress out of your daily shipping schedule.

Get the details at fedex.ca/pickuponline
Ship and Track

Drop It Off

We’re in Your Neighbourhood.

Close to home. Near the office. Along your commute. FedEx® offers more than 1,000 convenient package drop-off locations across Canada, making shipping simple, no matter where you are.

**FedEx Ship Centres**

Our specialists will help prepare and ship your intra-Canada and international packages, even dangerous goods. Later drop-off times add to the convenience.

*See locations*

**FedEx Authorized ShipCentres®**

Drop off or ship FedEx Express and FedEx Ground packages at select Home Hardware, Super C or other independent locations in your neighbourhood.

*Find a location*

**FedEx OnSite**

You can pick up your FedEx Express packages and drop off your pre-packaged, pre-labelled FedEx Express and FedEx Ground packages at convenient locations near where you live, shop and work.

*Find a location*

**FedEx Express® Drop Boxes**

With drop boxes in office buildings, shopping malls and other convenient locations, there’s always a place nearby to drop off your FedEx Express packages.

*Find a drop box*
Ship and Track

Track Shipments
Be a 24/7 Track Master.

Want to know where your shipments are? FedEx® Tracking makes it easy. Whether you’re using FedEx Express, FedEx Ground or FedEx Freight, we have the tracking tools you need to make managing it all easy.

- Access tracking information 24/7 — online or by calling 1.800.Go.FedEx 1.800.463.3339
- Track up to 30 shipments at a time
- Search by tracking number or reference number
- Get status updates by email
- Request proof of delivery

Know your tracking options at fedex.ca/track

FedEx InSight®
If you ship multiple packages each day, you could benefit from the added visibility that FedEx Insight provides.

This free management tool helps you track, monitor and more. Inbound. Outbound. Third-party shipments, too. No tracking number required.

Explore FedEx InSight® at fedex.ca/insight

FedEx® Mobile
Need a smart way to stay connected to your shipments? Use your smartphone. FedEx Mobile gives you up-to-date tracking details, rates, notifications and more. At the airport. On the 9th green. Anywhere!

Get the app at fedex.ca/mobile
Ship and Track

Useful Tools

Get the Shipping Info You Need.

Sometimes, searching for the most basic information can really throw off your productivity. These online tools make shipping easy and help you save time, so you can get on with your day.

Get rates and transit times at fedex.ca/getrates
Find FedEx locations at fedex.ca/locations
Save and access customs documents at fedex.ca/doccentre

The Ultimate Shipping Tools:

FedEx Ship Manager™ Lite is the fast, simple way to ship your package in just a few steps. You can ship from a desktop, laptop, smartphone or tablet — with or without a FedEx account.

Explore FedEx Ship Manager Lite at fedex.ca/lite

When you streamline your shipping, you streamline your day. It’s easy with FedEx Ship Manager at fedex.ca. All you need is a computer, internet access, a laser printer and your FedEx account number.

Explore FedEx Ship Manager at fedex.ca/shiponline
Invoices and Billing
Manage Your Bills Your Way
Your FedEx invoice provides you with the information you need in an easy-to-understand format. It is made up of these three sections:

- **Remittance Page** — itemized listing of all charges with a remittance stub
- **Summary Page(s)** — listing of shipment details with summary information only
- **Detail Page(s)** — listing of individual shipments with comprehensive shipment details

If you have questions about your invoice, please contact us at fedex.ca/contact.
FedEx® Electronic Data Interchange (EDI)

Accounts Payable: Integrated.

With EDI, you can integrate your accounts payable process with your electronic FedEx invoice data.

- Your organization can benefit from increased accuracy, faster charge-backs and reduced paperwork.
- By consolidating invoices for multiple FedEx accounts into a single transmission, EDI helps increase your control over costs even when shipments originate from multiple sites.

If you have large volumes of data and would like details about EDI, please contact your FedEx account executive.
FedEx Ground® COLLECT
Take Control of Inbound Ground Shipments.

Stop paying the middle man! If you’re being invoiced for shipping by your vendors, that’s often what you’re doing. With FedEx Ground COLLECT, shipping charges for your inbound shipments are billed directly to you. No added handling fees. No transportation costs. With FedEx Ground COLLECT, you can:

- Save on shipping charges
- Gain better organization and control
- Relax — because it’s 100% vendor-friendly

Learn how it works at fedex.ca/collect
Invoices and Billing

FedEx® Billing Online

Your 24/7 Virtual Office Assistant.

Need help managing your FedEx Express and FedEx Ground invoices? FedEx Billing online can help you with your daily invoicing tasks in a secure, convenient environment, giving you:

**Faster visibility** — get an up-to-date view of all your open FedEx Express and FedEx Ground invoices, as well as closed invoices for 180 days after the payment date

**Greater control** — download, print and save invoices, create customized reports, integrate invoice data and more

**Smaller footprint** — go paperless and reduce your carbon footprint

**Benefits**
- View accounts at the invoice level, shipment-detail level, or both.
- View duty and tax invoices.
- Download, print and save invoices in a variety of formats, create customized reports, and integrate invoice data with your accounts-payable system.
- Receive automatic notifications for new invoices.
- Pay invoices online.
- Assign privileges to multiple account users.
- Dispute shipment charges or request adjustments.

Register for FedEx Billing Online at fedex.ca/invoice