



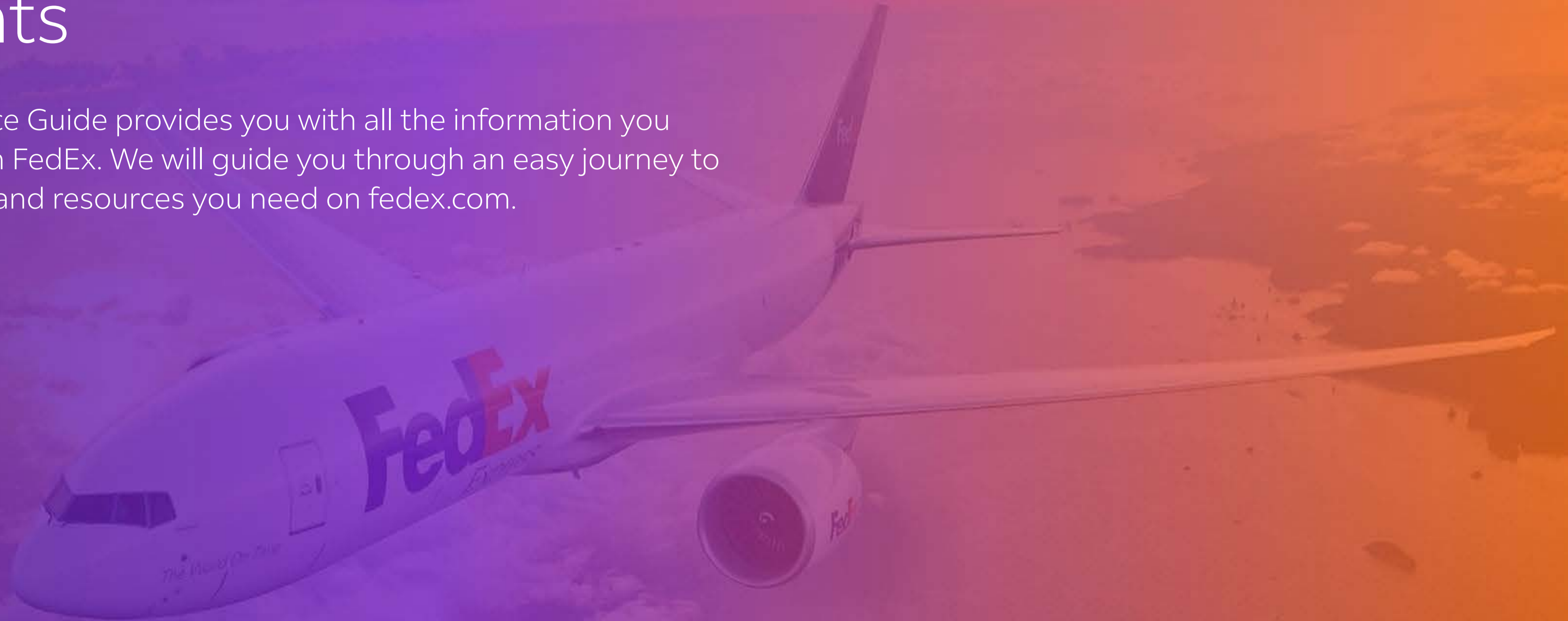
July 2024

# Service Guide



# Contents

Our FedEx Service Guide provides you with all the information you need to ship with FedEx. We will guide you through an easy journey to get the support and resources you need on [fedex.com](https://www.fedex.com).



# About FedEx

FedEx

living 3F  
clothes 2F  
jewelry 1F

stage + select shop : LaRetro

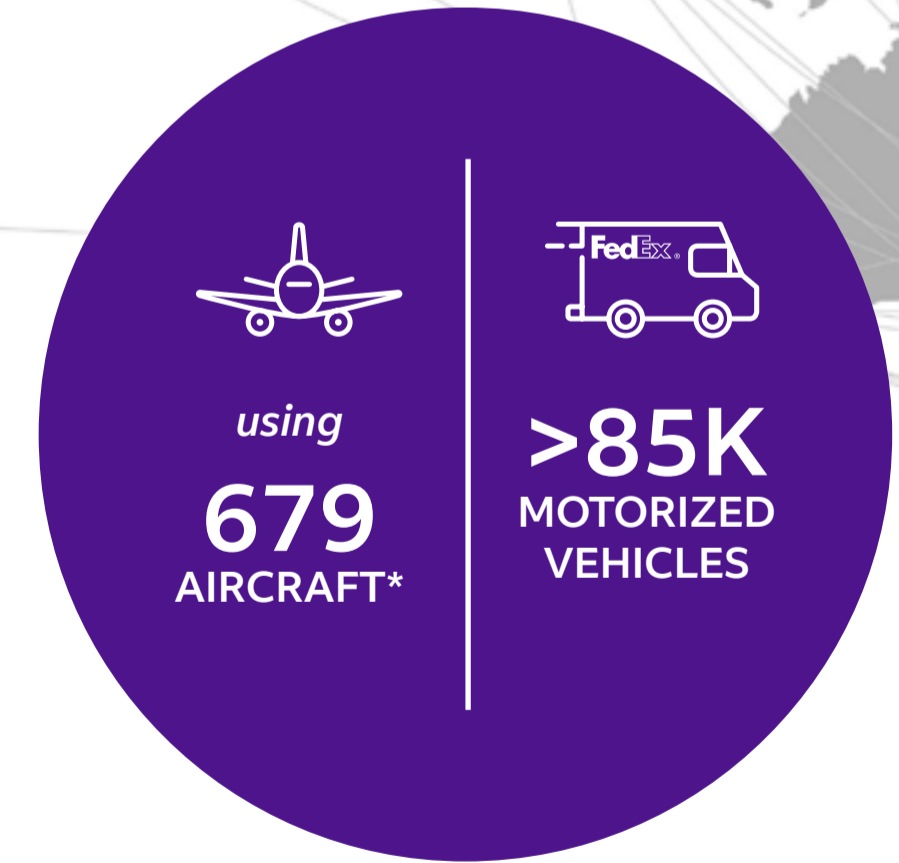
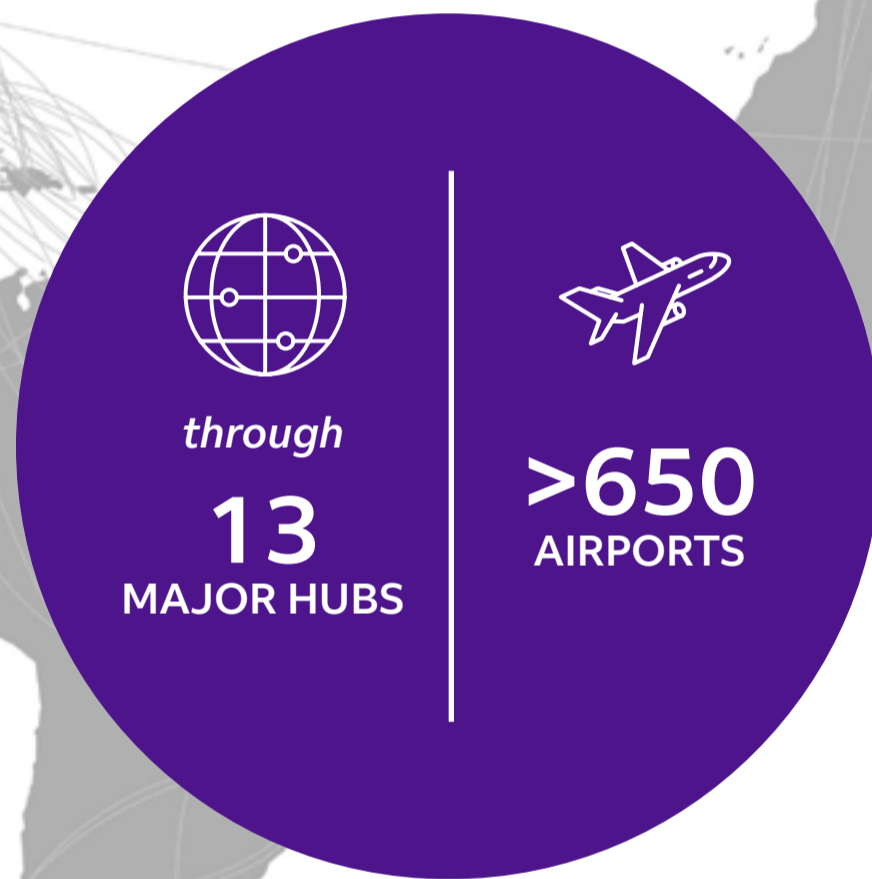
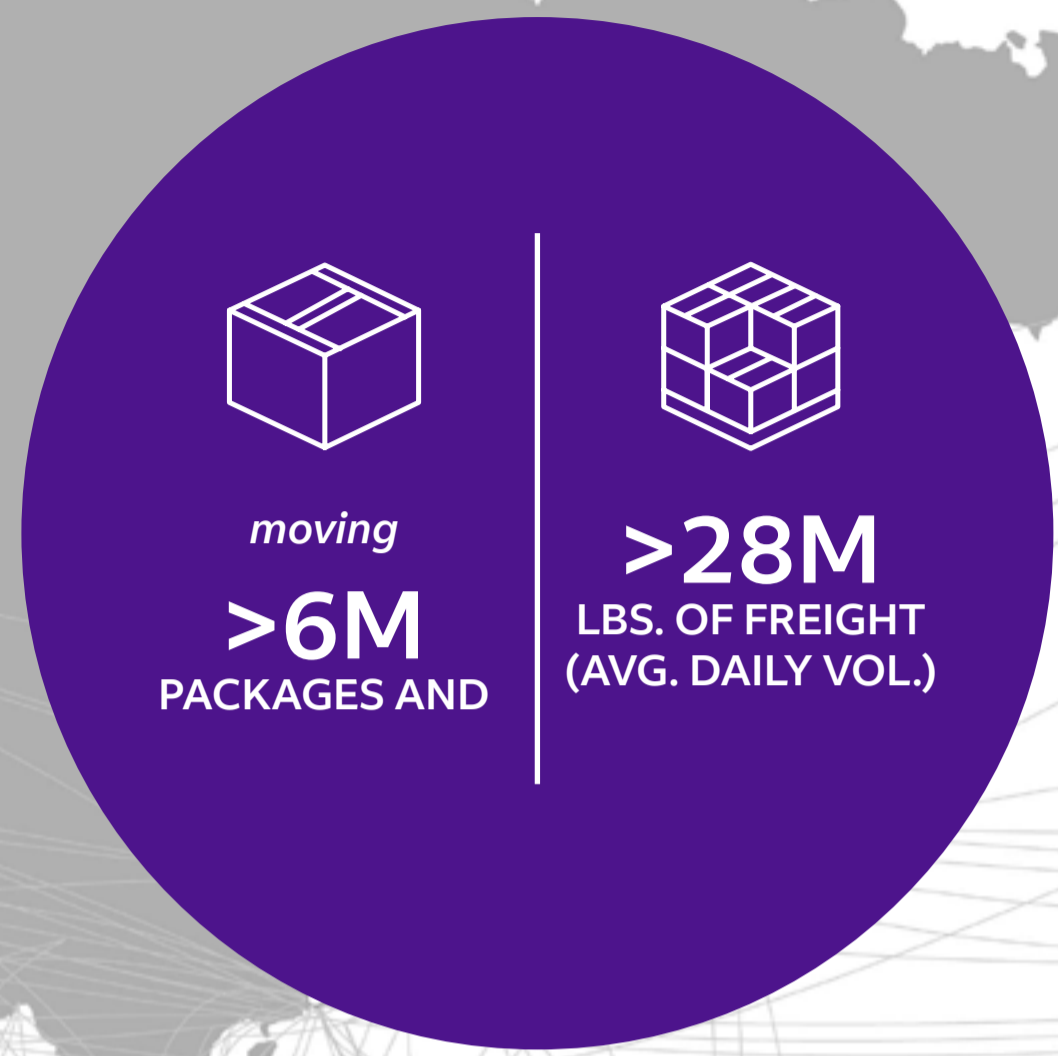
# FedEx connects the world

Thank you for choosing FedEx, the world's largest express transportation company. We provide fast and reliable delivery to more than 220 countries and territories.

We connect people with goods, services, ideas and technologies in order to create opportunities that fuel innovation, energize businesses and lift communities to higher standards of living.

At FedEx, we believe that a connected world is a better world, and that belief guides everything we do.

Learn more about FedEx at [fedex.com/en-kh/about.html](https://fedex.com/en-kh/about.html)



## FEDEX EXPRESS BY THE NUMBERS

\*Gross available aircraft; includes parked.

# How to Get Started



# Get started by signing up for FedEx shipping account

Sign up for a FedEx shipping account now and take advantage of our services and solutions to meet all your shipping needs.



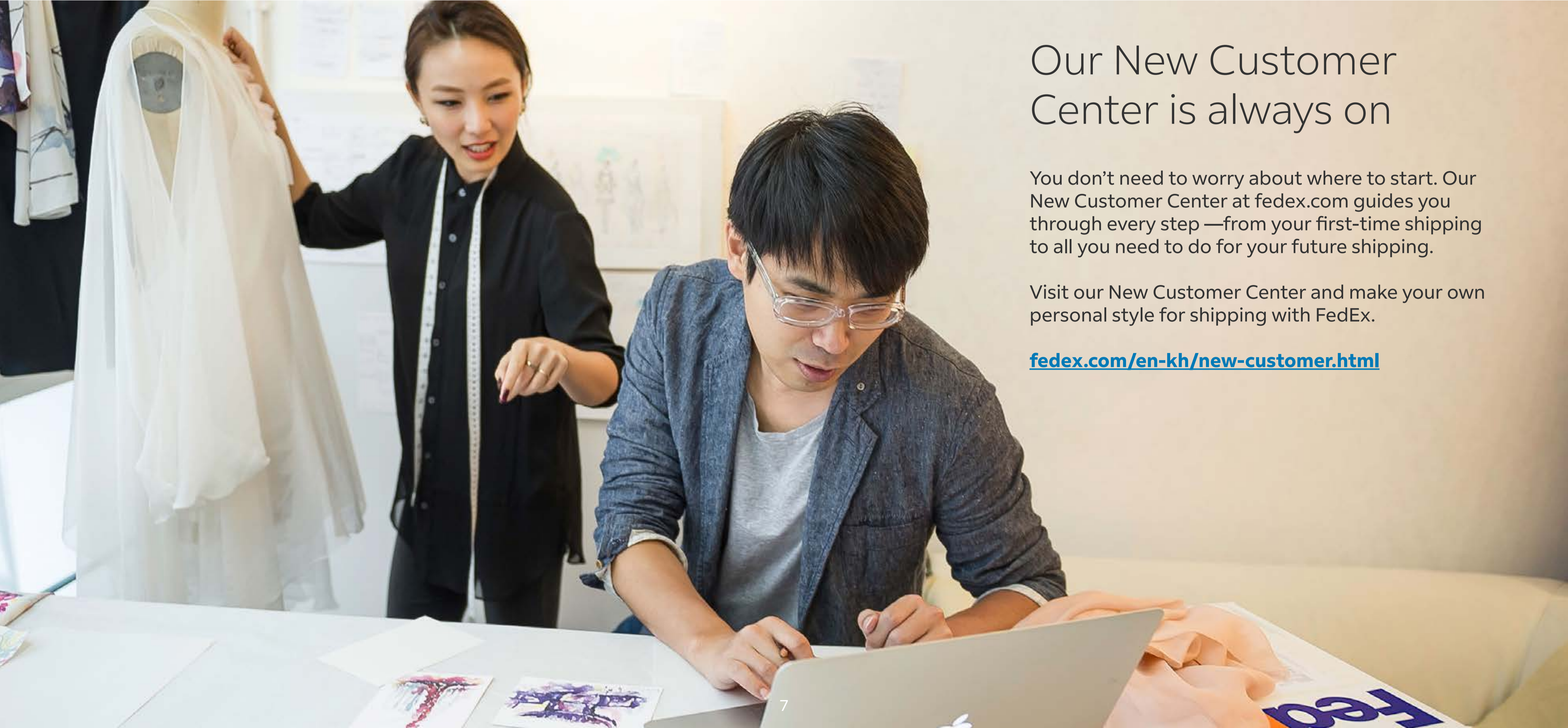
## Step 1: Open a Corporate Account

### Corporate Account

Choose between a corporate account with a standard 30-day credit term or payment through a valid credit card.

## Step 2: Create a fedex.com User ID

Once you register for a new account, remember to create a fedex.com User ID so you can manage your shipments online and get instant support from us.



## Our New Customer Center is always on

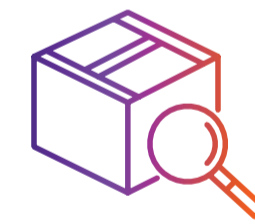
You don't need to worry about where to start. Our New Customer Center at [fedex.com](#) guides you through every step—from your first-time shipping to all you need to do for your future shipping.

Visit our New Customer Center and make your own personal style for shipping with FedEx.

[fedex.com/en-kh/new-customer.html](https://fedex.com/en-kh/new-customer.html)

# Get immediate shipping resources at fedex.com

An absolute way to make your shipping easier is visiting fedex.com. Self serve with our advanced online tools and get in-depth information and useful tips to assist you with your business and shipping needs.





# Shipping with FedEx



# Send your shipments to 220 countries and territories using our wide range of services

Choose the best shipping service based on your top priority, whether it's speed, budget or even a customized solution.

[VIEW ALL SERVICES](#)

Weight per package

I'm after speed first

I'm after value for budget

< 68kg

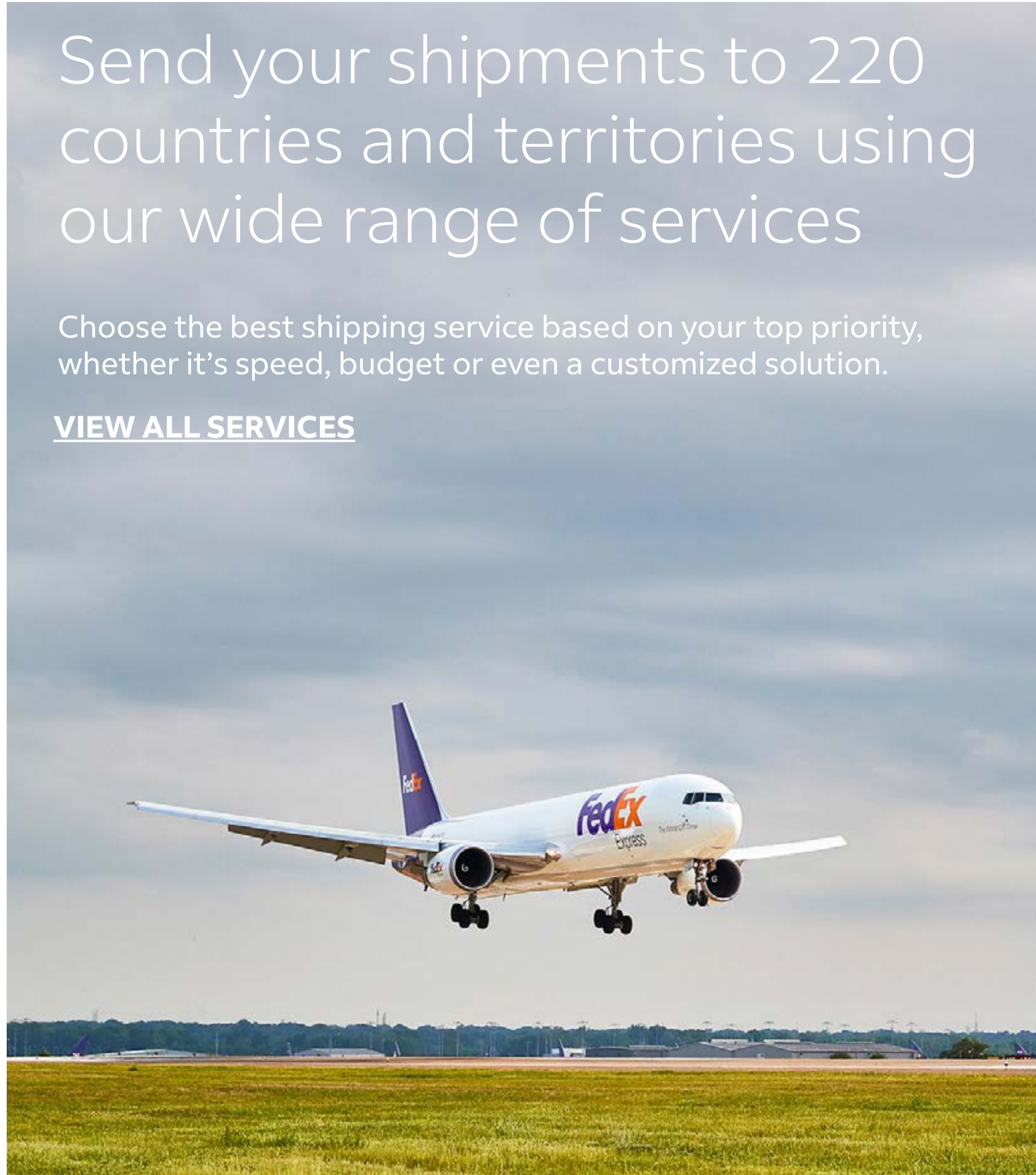
> 68kg

>300kg

Our Customer Service Team can assist you to get the exact transit time of shipments from/to different origins/destinations and for booking any shipment >300kg.

**Contact us at [fedex.com/en-kh/customer-support.html](https://fedex.com/en-kh/customer-support.html)**

View the Standard Conditions of Carriage to refer to complete terms and conditions governing FedEx services at [fedex.com/en-kh/conditions-of-carriage.html](https://fedex.com/en-kh/conditions-of-carriage.html)



# FedEx International Priority<sup>®</sup> Services

## **FedEx International First<sup>®</sup>**

Time-definite early-day delivery with customs-cleared, door-to-door to/from North America (1 to 3 business days)

## **FedEx International Priority<sup>®</sup>**

Door-to-door and next business day delivery by end of day (1 to 3 business days)

## **FedEx International Priority<sup>®</sup> Freight**

Fast and reliable premium airfreight service for minimum 68kg in weight (1 to 3 business days)

View details of service features at [fedex.com/en-kh/shipping.html#priorityservices](https://fedex.com/en-kh/shipping.html#priorityservices)

# Need a quote and transit time right now?

Enter some basic information about your shipment in our online rating tool at [fedex.com](https://fedex.com), and you will get a quote and transit time instantly.

## Here are 3 steps to use online rating tool:

- 1 Enter the origin and destination
- 2 Select the package type and number of packages
- 3 Select the weight, dimension, ship date and submit



Get rate and transit time at [fedex.com/en-kh/online/rating.html](https://fedex.com/en-kh/online/rating.html)

\* Login to your account to see your account-specific rates.

\*\* Rates shown may be different than the actual charges.

## FedEx Shipping Rates

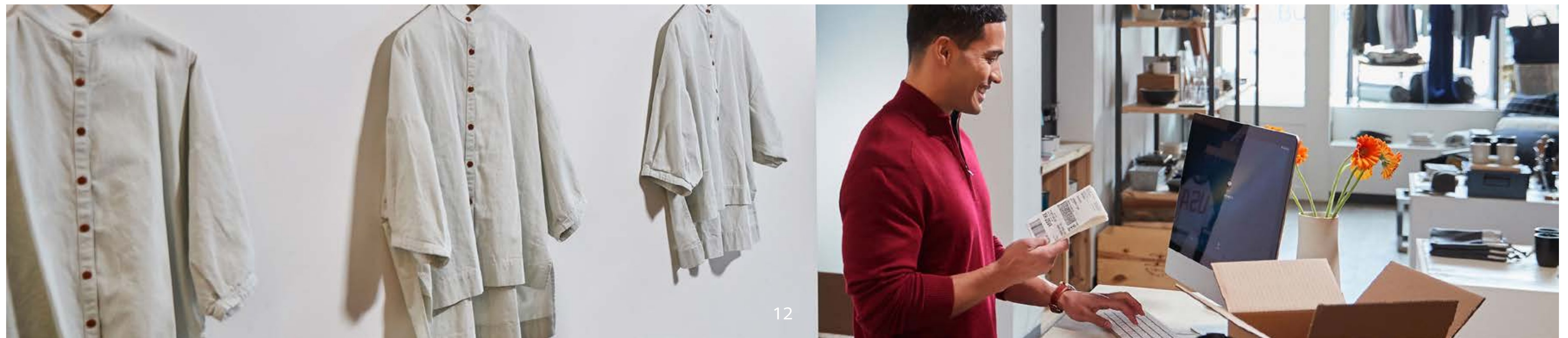
View and download PDF file of FedEx shipping rates at [fedex.com/en-kh/shipping/rates.html](https://fedex.com/en-kh/shipping/rates.html)

## International Fuel Surcharge

Check the latest adjustment of the fuel surcharge percentage for FedEx Express® services at [fedex.com/en-kh/shipping/surcharges.html](https://fedex.com/en-kh/shipping/surcharges.html)

## Other Surcharge

For payers, download the 'FedEx Surcharge and Other information' at [fedex.com/en-kh/shipping/surcharges/other-surcharges.html](https://fedex.com/en-kh/shipping/surcharges/other-surcharges.html)



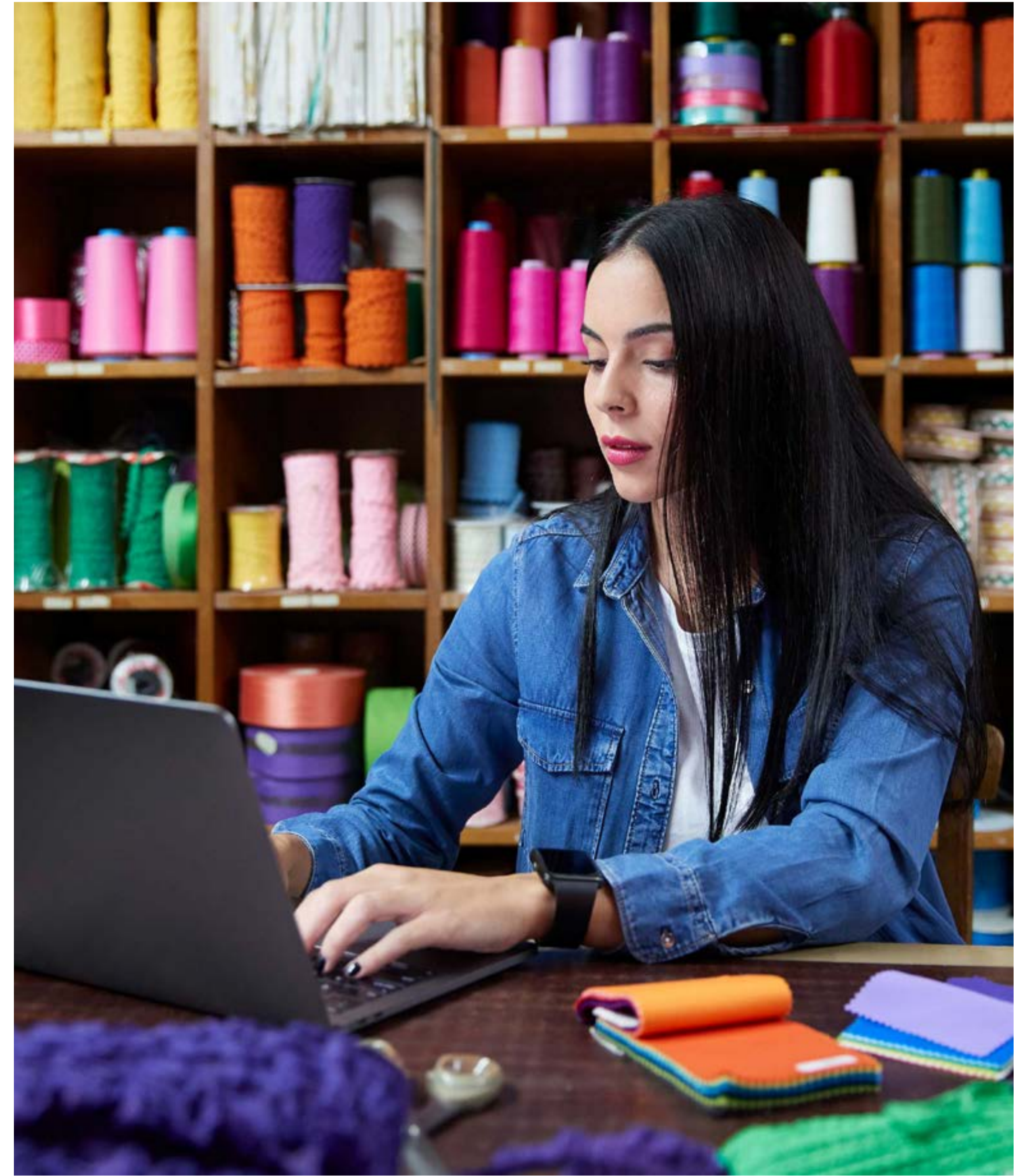
# Ship online at fedex.com – the fastest way to create your shipment

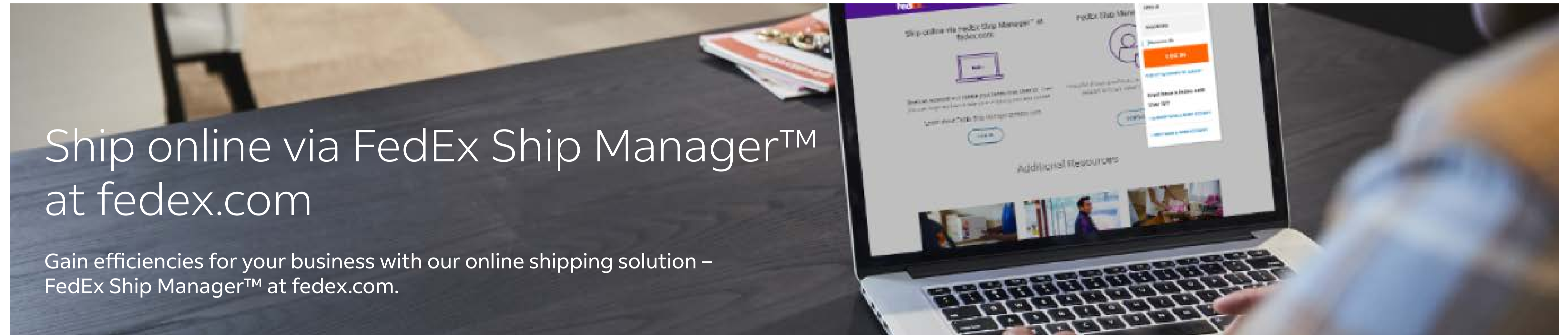
You can create a shipment, schedule a pickup, print an air waybill and more at fedex.com. Go to [fedex.com/en-kh/online/shipping.html](https://fedex.com/en-kh/online/shipping.html) and enter the recipient and package information and choose the service type and billing options.

**Get started online shipping by following these simple steps:**

-  **1** [Open a FedEx Account](#) >
-  **2** [Create your fedex.com User ID](#) >
-  **3** [Login and click Ship Now!](#)

 **Help Guide is available at [fedex.com/en-kh/online/shipping/help.html](https://fedex.com/en-kh/online/shipping/help.html)**





# Ship online via FedEx Ship Manager™ at fedex.com

Gain efficiencies for your business with our online shipping solution – FedEx Ship Manager™ at fedex.com.

## Enjoy the following benefits:

Get rate and transit time quickly and easily

Schedule pickups without making a phone call

Get full visibility of your shipment status

Save time preparing shipments

Generate customs clearance documents easily



Learn how to create a shipment online. [WATCH VIDEO](#)

# Preparing customs clearance documentation made easy

No more hassle for your customs clearance paperwork preparation!

Global Trade Manager is a one-stop resource for international shipping information and customs clearance documentation requirements. You can simply provide your shipping profiles and see what forms and information you need to fill out or submit.

## Global Trade Manager provides as follows and more.

Estimate Duties and Taxes

Get help finding the necessary documents

Get important regulatory information specific to your shipment

View details of customs tools at [fedex.com/en-kh/customs-tools.html](https://fedex.com/en-kh/customs-tools.html)

View Global Trade Manager at [fedex.com/GTM?cntry\\_code=kh](https://fedex.com/GTM?cntry_code=kh)



## Send your trade document online and enjoy peace of mind

You can upload and submit your trade documents electronically via FedEx® Electronic Trade Documents. This simple, efficient and reliable solution helps you minimize customs delays and ensures timely delivery of your international packages.

**Get started to enable electronic uploads via one of following tools.**

[FedEx Ship Manager™ at fedex.com](#)  
[FedEx Ship Manager™ Software](#)  
[FedEx Web Services](#)



### Three ways to upload trade documents through FedEx Electronic Trade Documents\*:



Move your cursor over service names to see the description.

\*Available options may vary depending on destination.



# Find the perfect package for your shipment

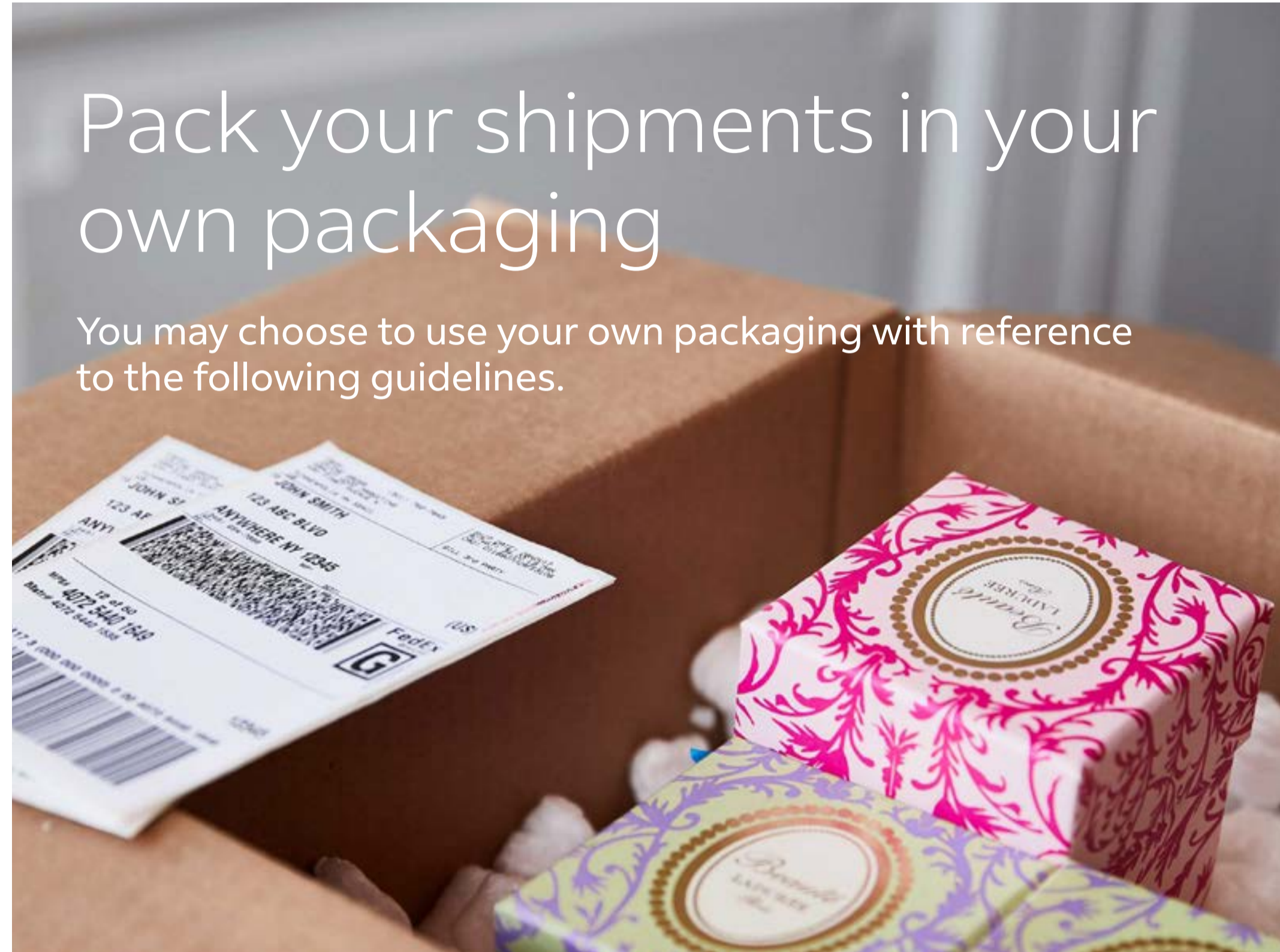
Proper packing ensures that your shipment can arrive safely in the condition it was sent. We have developed a range of ready-to-use, self-sealing packaging in a variety of shapes and sizes. Each design has been proven many millions of times.

Choose from a range of FedEx supplies and order it at [fedex.com/en-kh/shipping/packaging/supplies.html](https://fedex.com/en-kh/shipping/packaging/supplies.html)

 Move your cursor over the image of supply to view the example of shippable items.

ENVELOPE	PAKS		BOXES		TUBES	10KG/25KG BOXES
<p>Letter-size and legal-size documents</p>	<p>Tear-resistant and water-resistant packaging</p>		<p>Sturdy boxes in a variety of sizes</p>		<p>Triangular box for plans, posters, fabric rolls, charts and blueprints</p>	<p>More solid boxes for larger and heavier shipments</p>
<p>9.252" x 13.189" (23.5cm x 33.5cm)</p>	<p>12" x 15.5" (30.48 cm x 39.37 cm)</p>	<p>17.5" x 20.75" (44.45 cm x 52.71 cm)</p>	<p>12.25" x 10.9" x 1.5" (31.12 cm x 27.69 cm x 3.81 cm)</p>	<p>13.25" x 11.5" x 2.38" (33.66 cm x 29.21 cm x 6.03 cm)</p>	<p>38" x 6" x 6" x 6" (96.52 cm x 15.24 cm x 15.24 cm x 15.24 cm)</p>	<p>15.81" x 12.94" x 10.19" (40.16 cm x 32.86 cm x 25.88 cm)</p>
			<p>17.88" x 12.38" x 3" (45.40 cm x 31.43 cm x 7.62 cm)</p>			<p>21.56" x 16.56" x 13.19" (54.8 cm x 42.1 cm x 33.5 cm)</p>





## Pack your shipments in your own packaging

You may choose to use your own packaging with reference to the following guidelines.

## Packing Tips

Weight per package  
 $\leq$   
 68kg/150lb\*

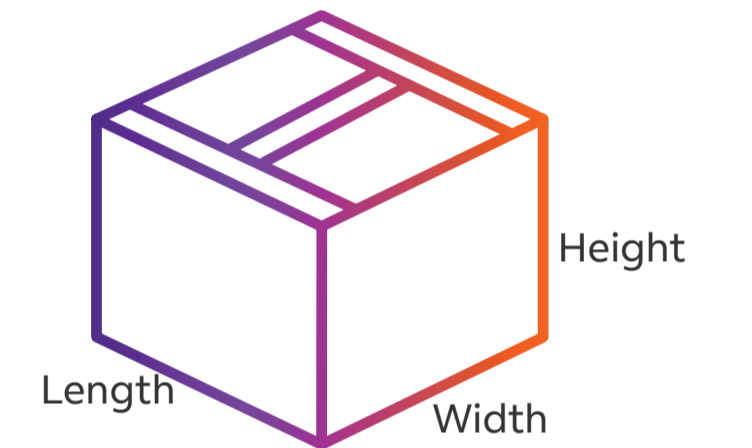
Length per package  
 $\leq$   
 274cm\*

Length + Girth  
 $\leq$   
 330cm\*

\*May vary by destination  
 \*\*Conditions apply

Maximum Declared Value  
 $\leq$   
 US\$ 50,000

## Calculation (formula) of dimensional weight



### Centimetres (cm)

$$\frac{\text{Length} \times \text{Width} \times \text{Height}}{5000}$$

### Inches (in)

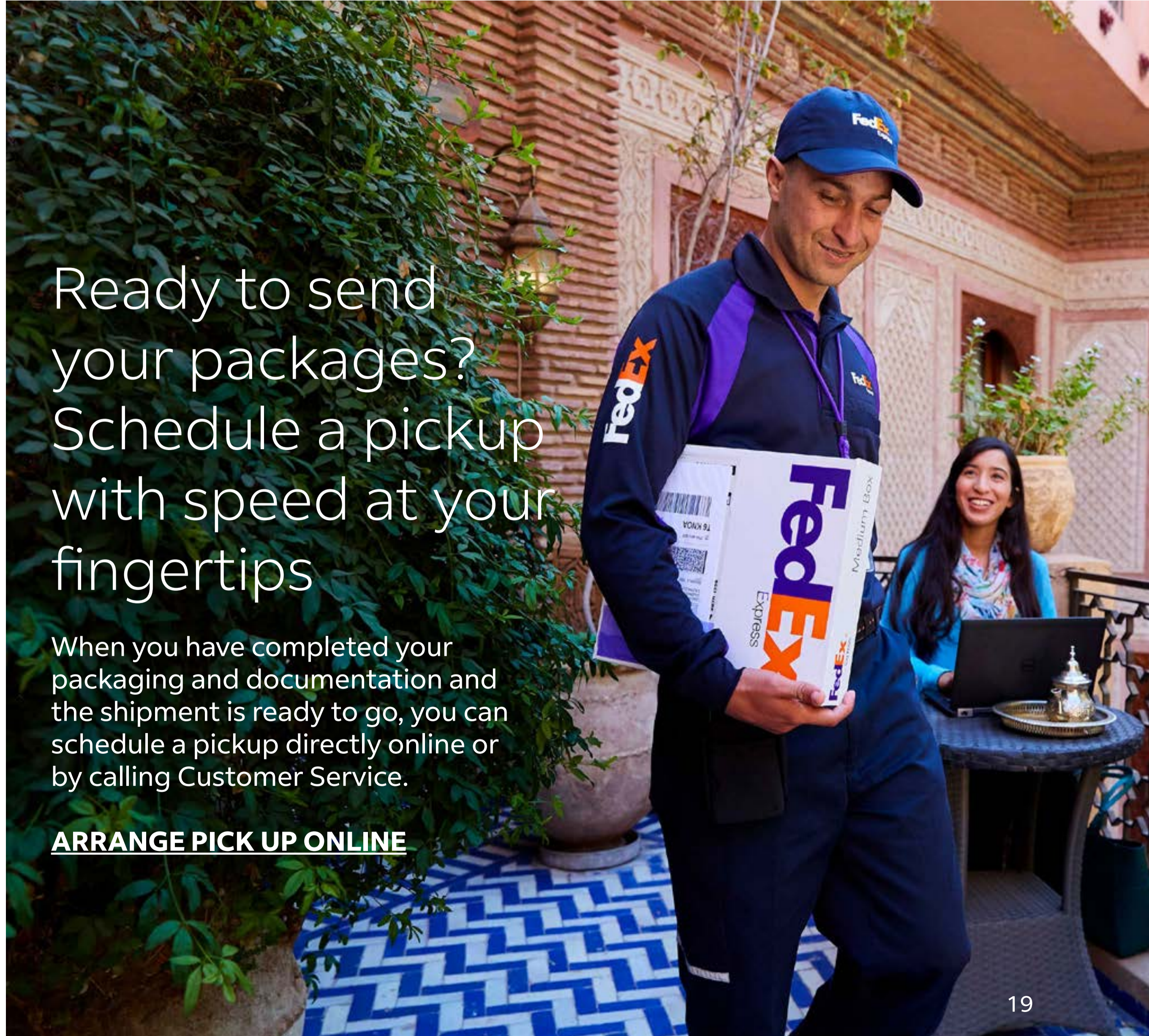
$$\frac{\text{Length} \times \text{Width} \times \text{Height}}{305}$$

Length : The longest side  
 Girth : (Height + width) \* 2

For large-sized lightweight shipments, the greater of either the dimensional weight (volumetric weight) or actual weight will be charged.

Dimensional-weight pricing is applicable on a per package basis to all shipments in customer's own packaging and FedEx Pak shipments exceeding 940 cubic inches or 15,403 cubic centimeters.

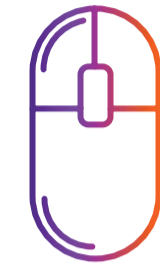
Contact [Customer Support](#) to get a quote and packing tip for over-sized shipment.



Ready to send your packages? Schedule a pickup with speed at your fingertips

When you have completed your packaging and documentation and the shipment is ready to go, you can schedule a pickup directly online or by calling Customer Service.

**ARRANGE PICK UP ONLINE**



### Schedule a pickup online

You can schedule, view, edit or cancel your online pickup request with just a few clicks.



### FedEx Ship Manager™ at fedex.com

Add new pickup locations directly into your FedEx Ship Manager™ Address Book.



### Schedule a pickup by phone

Call our [Customer Service hotline](#) to arrange a pickup.

# Track the way you want

Our 24/7 online tracking tool gives you control over your shipments. Whether it's one or multiple packages, or whether you use a desktop or mobile phone, you can view the status of your shipments or get a proof of delivery for up to 30 packages.

## Do you have tracking numbers or need a proof of delivery for your shipment?

You can simply enter one of information above with any of following devices and tools.

Learn more about tracking at [fedex.com/en-kh/tracking.html](https://fedex.com/en-kh/tracking.html)



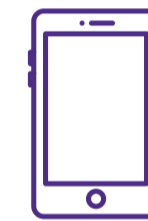
### Track Shipment Without Login

Enter the tracking or reference number to get your shipment status and obtain a proof of delivery at fedex.com.



### Track Shipment With Login

For those shipments shipped via FedEx Ship Manager™ at fedex.com, the tracking results and details will automatically be shown after you log in.



### FedEx Mobile Tracking

FedEx Tracking for mobile is our most convenient tracking tool, giving you updates while you're on the go so you can stay on top of your shipments 24/7 and from any location.



# Make deliveries more convenient for your customers with FedEx® Delivery Manager

With FedEx® Delivery Manager, you can offer your customers the ability to customize their delivery date and location at no extra cost. Simply enable the notification option when using any FedEx online tool, such as FedEx Ship Manager™, and your customers can enjoy a variety of delivery options.

## Available delivery options\*

- Deliver as planned
- Deliver as planned to a safe place
- Deliver to my address on a future date
- Deliver to neighbor
- Deliver to another address
- Deliver to a pickup point

\*Available options may vary depending on destination country/territory



Learn about the benefits for both your customers and your business at [fedex.com/en-kh/shipping-tools/deliverymanager.html](https://fedex.com/en-kh/shipping-tools/deliverymanager.html)

## The easiest way to manage your invoice

Now you can choose to receive your invoices electronically via FedEx® Billing Online and enjoy an array of billing options given to your business. You can view, download and print all the invoices or customs documentation and pay them online with just one click.



Discover your electronic business advantages at [fedex.com/en-kh/billing.html](https://fedex.com/en-kh/billing.html)



## Choose the most suitable payment method

For your convenience, there are a number of ways for you to settle your bill. To get instructions about each way to handle your payment, visit [fedex.com/en-kh/billing.html](https://fedex.com/en-kh/billing.html) and choose the best way for your situation.



### Fund Transfer

It's the perfect option if you want to simplify payment processing.

#### Your options:

- Fund Transfer
- Cash Payment
- Check Payment

#### Learn more at

[fedex.com/en-kh/billing.html](https://fedex.com/en-kh/billing.html)



### Credit Card & Credit Note

A more convenient way of making payment is through credit card.

#### Your options:

- FedEx® Billing Online
- Credit Note

Contact Us





## Our professional Customer Support team is here for you

We are open to hear about your needs for shipping with us. Our Customer Support team can give you a full support on your request via chat, e-mail, messenger or hotline.

**To find out how to get a technical support, FAQs or how to file a claim, visit our Customer Service at [fedex.com/en-kh/customer-support.html](https://www.fedex.com/en-kh/customer-support.html)**

### General Enquiries



#### OUR PHONE NUMBERS



### Technical Support



#### FedEx automation products and applications:

PLDT Toll Free **1800.1441.0830**

Globe Toll Free **1800.8908.6579**

#### Service Hours:

Mon-Fri: 0800 to 1800

(English language support)

