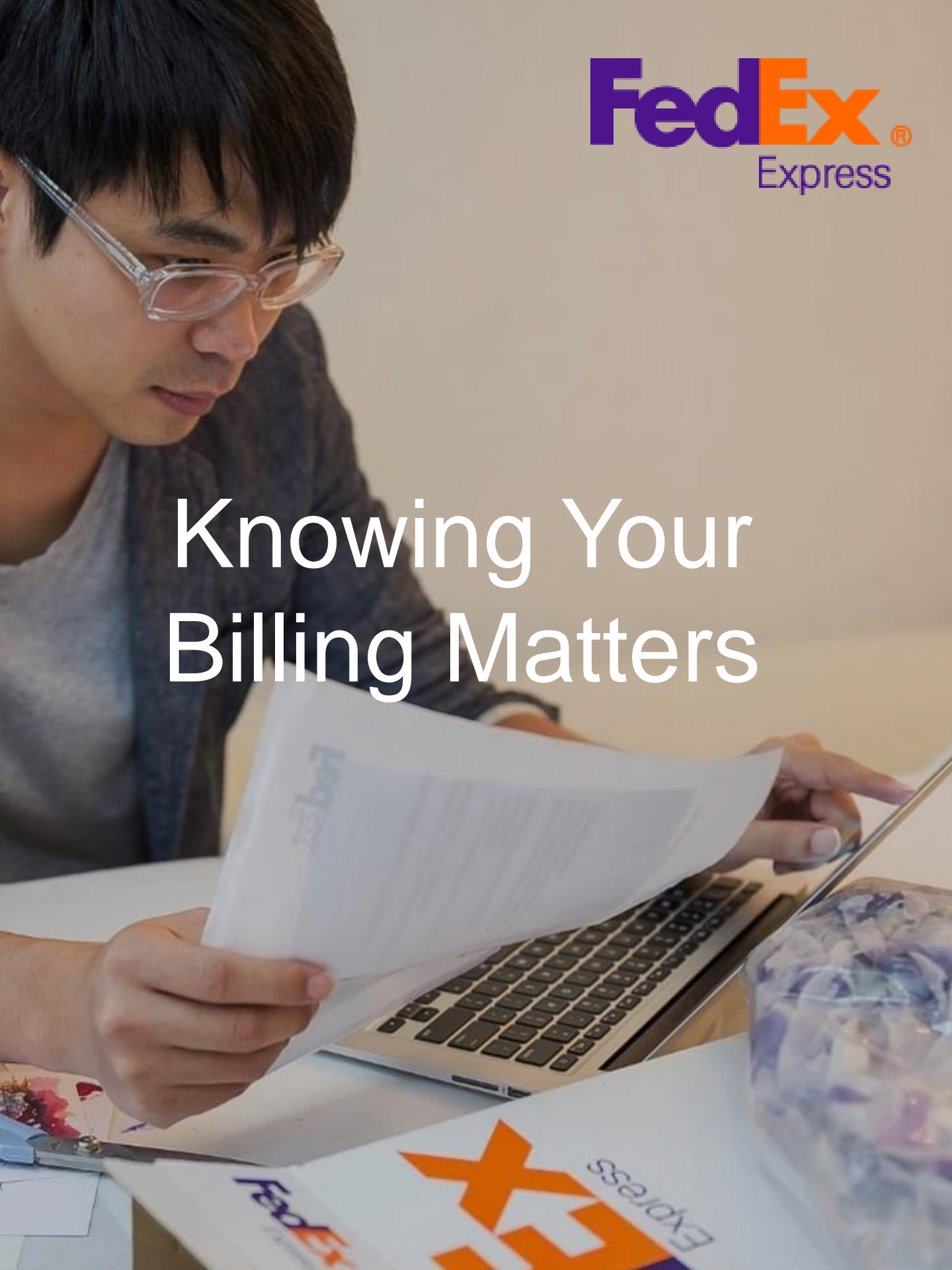




Knowing Your Billing Matters





Welcome to a world of possibilities

Thank you for your business with FedEx.

We are pleased to serve your growing international shipping needs.

In this handbook, we will share the essential points about FedEx invoices or statements you may receive. This will help you easily understand the freight or duties charges billed, shipment information, payment terms and the invoice layout.

You can learn more about FedEx Billing Online, an invaluable and powerful online tool that can help you save time and effort, improve productivity, simplify and easily manage your billing process.

Should you require assistance on your invoices, please contact us at idcs@fedex.com.

We wish you a pleasant shipping experience.

FedEx Express

Freight or Duties & Taxes Invoice Summary

Once your international shipments had been delivered, we will send you the following invoices:

- The Freight invoice details the transportation charges, surcharges, discount and any additional charges per Air Waybill.
- The Duty & Tax invoice details the import clearance charges and any additional charges incurred in the destination Country.



INVOICE

3 (FREIGHT)

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2 **Invoice Number:** <Invoice #>
Invoice Date: 07 Jul 2021
Account Number: <Account #>

PT. FedEx Express International
South Quarter, 12th Floor, Tower C,
Jl. R.A. Kartini Kav 8, Cilandak Barat,
Cilandak, Jakarta Selatan 12430

For Invoice Inquiries/Questions:
Phone: 1500342
Email: fscid@fedex.com

- Your billing contact person, company name and mailing address
- Invoice reference number and FedEx shipping account
- Invoice title – either Freight charges or Duties & Taxes.
- Electronic Fund Transfer information for payment to FedEx via your bank.
- Summary of charges for outbound (export) or inbound (import) shipments.
- Due date for full payment.
- QR Pay for credit card payment via your mobile app.
- Promotional news or Service update messages

1 **Contact Person**
Company Name
Address 1
Address 2
Postal Code

5	Total Biaya (Total Charge) IDR
Layanan Pengiriman Internasional (International Services)	2,464,000
Lain-lain (Other Charges)	1,342,000
Sub Total	3,806,000
PPN (VAT) 1%	0
Grand Total (IDR)	3,806,000

4 **Pembayaran Melalui
(Payment to)**

Pembayaran dapat ditransfer ke rekening berikut.
(Please transfer your payment to the Account Number below):

Citibank Account (IDR): 8868+FedEx Account No.

8 **Go Paperless with FedEx Billing Online**
Effective 1 July, 2021, customers who continue receiving paper invoices will be charged an IDR50,000 Paper Invoice Fee per invoice.

Sign up for FedEx Billing Online (FBO) at www.fedex.com/en-id/billing.html today, to enjoy a seamless e-billing experience.

FedEx Incoming Call for Payment Reconciliation

Starting July 1, 2021 you might receive incoming calls directly to your number from our team through the number +32 2 752 75 75.

This number is the one we will use to call you (if necessary) in getting your confirmation upon the payment we received and complete your payment process.

Pembayaran Anda jatuh tempo sebelum 06 Aug 2021
Your payment is due by 06 Aug 2021

Jika ada pertanyaan / perselisihan terkait tagihan mohon diajukan dalam waktu 30 hari sejak tanggal invoice.
Please make all enquiries/disputes within 30 days from the date of the invoice.

Portal Pembayaran Online FedEx.



7 **Bayar kapan saja, di mana saja.**
Cukup pindai kode ini melalui smartphone Anda untuk membayar tagihan menggunakan kartu kredit dengan aman dan cepat.
<https://www.fedex.com/payment>

FedEx Online Payment Portal. Pay anytime, anywhere.
Simply scan the code with your smartphone to pay bill securely and quickly via credit cards.

<https://www.fedex.com/payment>

Statement of Account

We can prepare and send you a statement of account for your internal billing records. It will list all the outstanding invoices and credit balance pertaining to your account.



STATEMENT OF ACCOUNT LAPORAN TOTAL TAGIHAN

PT. FedEx Express International
9120003110824
South Quarter, 12th Floor, Tower C,
Jl. R.A. Kartini Kav 8, Cilandak Barat,
Cilandak, Jakarta Selatan 12430

DATE: 14-JUL-2021

1 Contact Person
Company Name
Address 1
Address 2
Postal Code

<Invoice #>

Account No. / Nomor Akun : <Account #>

Page 1 of 2

Credit Terms / Jangka Waktu Kredit : **FREIGHT / MISCELLANEOUS - 30 DAYS
DUTY & TAX - 7 DAYS** 2

Invoice No.	Invoice Type	Invoice Date	Age	Currency	Invoice Amount	Amount Due
3 8-867-40140	Freight	07 Jul 21	7	IDR	3,806,000	3,806,000
Total :						IDR 3.806.000

4 FREIGHT / MISCELLANEOUS (30 DAYS)	IDR	0
DUTY & TAX (7 DAYS)	IDR	0
Past Due / Tagihan Terhutang	IDR	0

Invoices marked with @ have been disputed and are currently under review.
Tagihan dengan tanda @ telah diperselisihkan dan sedang dalam peninjauan.

5 PAYMENT METHODS / CARA PEMBAYARAN

Fund Transfer

Bank Account Name: P.T. FedEx Express International
Bank Name: Citibank, N.A. Indonesia
Bank Address: South Quarter Building Tower B, 9th Floor,
Jl. RA Kartini Kav.8, Cilandak,
Jakarta 12430

Bank Account Number: 8868+FedEx Account No.
Bank Code: 031-0305
Swift Code: CITIIDJX

Important / Catatan penting
Please e-mail your payment advice (invoice number and amount) to fscid@fedex.com, once you have instructed your bank to make the payment.
Mohon kirim bukti pembayaran Anda melalui email ke fscid@fedex.com.

Credit Card

FedEx Online Payment Portal.

Pay anytime, anywhere.
Simply scan the code with your smartphone to pay bill securely and quickly via credit cards.
<https://www.fedex.com/payment>

Portal Pembayaran Online FedEx. Bayar kapan saja, di mana saja.
Cukup pindai kode ini melalui smartphone Anda untuk membayar tagihan menggunakan kartu kredit dengan aman dan cepat. <https://www.fedex.com/payment>

Alternatively, you may also contact our Customer Service Hotline 1500342 for credit card payment.
Anda juga dapat menghubungi nomor Hotline Layanan Pelanggan di 1500342 untuk pembayaran dengan kartu kredit.

For other payment methods, please visit www.fedex.com/en-id/billing/offline-payment.html
Untuk metode pembayaran lainnya, silakan kunjungi www.fedex.com/en-id/billing/offline-payment.html

1. Your current billing contact information
2. Credit terms – days from date of invoice to make the payment
3. Outstanding Invoices
 - a. Invoice number/Type: denotes the invoice reference number and nature of charge.
 - b. Age: number of days the invoice is pending payment from the date of invoice.
 - c. Invoice Amount: original total charges to be paid.
 - d. Amount Due: outstanding unpaid amount in each invoice.
4. Total unpaid overdue amount past the credit terms period.
5. Payment Methods – you can pay outstanding charges via fund transfer, online with credit card or other options at www.fedex.com/en-id/billing/offline-payment.html



Paying your invoices

We always strive to provide the most convenient and fastest payment solutions to our customers. You can choose to make your payment in any of the following methods.



1. Funds Transfer

- Instruct your bank to transfer funds to the account below, and then notify us by sending an e-mail with the completed remittance advice to fscid@fedex.com. Please remember always to include your account number, invoice number, and the payment amount in your e-mail.
 - Bank Acct Name: PT. FedEx Express International
 - Bank Name: Citibank, N.A. Indonesia
 - Bank Address: South Quarter Building Tower B, 9th Floor, Jl. RA Kartini Kav.8, Cilandak, Jakarta 12430
 - Bank Acct Number: 8868+FedEx Account No.
 - Bank Code: 031-0305
 - Swift Code: CITIIDJX

2. Online Payment Portal

- Please scan the QR code in your invoice with your smartphone or visit <https://www.fedex.com/payment> to pay via credit card.

3. Pay by Phone

- You can also call our Customer Service Hotline at 1500342 (local call) or 62.21.1500342 (overseas) to request to pay by credit card.



Manage your invoices online

FedEx gives your business an array of billing options, no matter what your account payable process may be. Now you can choose to receive your invoices electronically via [FedEx Billing Online](#) and never receive a paper version again.

These digitally-signed invoices are exactly the same as paper invoices and will benefit you to:

Save Time and Money

- Receive your invoices in your email inbox as a PDF file.
- Download invoices in PDF, CVS, XML and XLS.
- Bill the shipping charges to your end-customers faster.
- Reduce the time needed to process payments.
- Cut the cost of processing paper invoices.

Improve Productivity

- Enjoy quick and easy access to invoice and shipment information.
- Quickly find details on specific invoices and shipments.

Enjoy Convenience

- Pay your invoices directly via PayPal or credit card
- Choose multiple invoices to pay.
- Download invoices to your computer in a variety of formats.
- Get daily updates on your payment status.
- Query shipment charges before making payment.

Simplify Account Management

- Manage all of your accounts under the same login
- Access information whenever and wherever you need it, 24 hours a day.
- Have multiple users for your account.

Sign up [now](#) and experience the easiest way to manage your FedEx invoices.

*** please note that you would need to register for a fedex.com login access before you can use the FedEx Billing Online application.*

Frequently Asked Questions

Q1. When do I need to make the payment for your invoices?

Invoices for freight charges are payable within thirty (30) calendar days of the invoice date. Duties and taxes are payable within seven (7) days upon receipt.

Q2. What does 'Bill to Sender, Recipient or Third Party' mean?

"Bill sender" means that the charges will be billed to the FedEx account holder who exported the shipment. "Bill Recipient" means that the charges will be billed to the person which the shipment was meant for. "Bill third party" means that the charges will be billed to someone other than the sender or recipient.

Q3. What if the recipient or third party refuses to pay for the freight charges or duties and taxes?

The transportation charges and duties and taxes, processing and clearance fees will be billed to the sender.

Q4. Can the third-party payor obtain my shipment information?

By entering the third party's account number as a payor in the Air Waybill, the shipper authorizes FedEx to disclose information regarding the shipment including the Air Waybill information, shipment status, personal data, personal information, and charges to a third party.

Q5. What if the shipper's account number is invalid?

Your shipment may be delayed or returned if it is billed to an invalid FedEx account number.

Q6. How are duties and taxes determined and billed?

Duties and taxes may be assessed on the shipment contents by the local customs authority. Processing and clearance fees may also be incurred and billed to the recipient. Options to bill the sender or a third party are available in most countries.

Q7. Will I have to pay additional fees if FedEx pays my duties and taxes in advance to the customs authority?

If we advance the payment on your behalf, you will be assessed a duty & tax advancement fee.

Q8. Why is the billed shipment weight different from what I had submitted in the air waybill?

All shipments lodged with FedEx will be assessed on their dimensional weight. If it exceeds the actual weight, the freight charges will be assessed on the dimensional weight according to FedEx Standard Conditions of Carriage.

Q9. Are there other circumstances that my shipment may be billed differently than what was declared in the air waybill?

We may make appropriate adjustments to the shipment charges if the package shape and dimensions change during transit, which may affect the package's dimensional weight and surcharge eligibility.

Q10. How can I request for an amendment on the charges billed?

You may request an invoice adjustment in the following ways:

- a. Use our online application FedEx Billing Online at fedex.com if you are a registered user.
- b. Contact our Customer Service team to request your adjustment or refund.

