

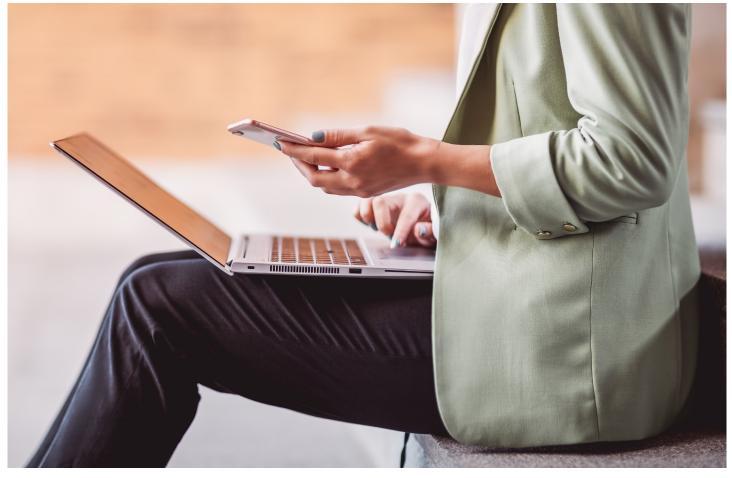
How to set up FedEx® Electronic Trade Documents on FedEx Ship Manager™ at fedex.com With Electronic Trade Documents (ETD), you can upload and submit your customs documentation electronically. This means you save time and money when preparing your shipments. And that's not all, you reduce the risk of customs delays.

You benefit from an early submission of customs documentation electronically and automatically - our representatives will be able to operate the customs clearance quickly and efficiently for you.

In accordance with local regulatory requirements, it is required to attach printed copies of your customs documentation to your shipment in addition to submitting it electronically. That's when **Electronic with Originals (EWO)** comes in - your shipping label will indicate "EWO".

The customs documentation will be transmitted electronically directly to the clearance stations in the destination country and to FedEx systems in Israel.

Usually, **the number of copies will be reduced** compared to what is required without ETD.



Terms of the service apply -please visit <u>fedex.com</u>.

The information provided in this document does not constitute legal, tax, finance, accounting, or trade advice, but is designed to provide general information. The document's content, information, and services are not a substitute for obtaining the advice of a competent professional, for example a licensed attorney, law firm, accountant, or financial adviser.

Follow the instructions to activate and create shipments with ETD on FedEx Ship Manager™ at fedex.com.

# Enable FedEx® Electronic Trade Documents

- Enter to <u>fedex.com</u>. The website is available in English and Hebrew.
- Login with your username and password
- Press SHIP and you will get to the first page of FSM



# How to activate FedEx<sup>®</sup> Electronic Trade Documents on FedEx Ship Manager<sup>™</sup> at fedex.com

### ) Select '**Preferences**'

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edEx Ship Manager <sup>®</sup>		My Profile 🔒 Log	out (?) Help 🗸	
hip 🗸 Ship His	story My Lists 🗸	Reports Administration		
Create a Shipment Enter shipping information Denotes required field.			Preferences   Clear all fields	Preference
My Profiles	② <u>Help</u> ⊟ <u>Hide</u>	4. Billing Details	<u> </u>	
Shipment Profiles Select	Document Profiles	* Bill transportation to Recipient     * Account no.     Your reference		
			Add an account	

Within the Customs Clearance Preferences section, check the **'Enable Electronic Trade Documents (ETD)**' box.

Customs Clearance Preferences	② <u>Help</u>
Always Create Commercial Invoice	~
Always print Commercial Invoice/Pro Forma Invoice on uploaded company letterhead Upload	
Always include uploaded signature on the applicable of documents <u>Upload</u>	ustoms
Always print 0 v additional reference copy(ies) of	label
Always print 0 v additional copy(ies) of customs d	ocuments
Enable Electronic Trade Documents (ETD) Note: does to Return shipments	not apply
Always display additional customs documentation ( Re proper Harmonized code )	quires
Always provide a duty and tax estimate ( Requires prop Harmonized code )	ber
Enable Document Profile Selection	
Always display advisories	
Document description Your document description	~
* Enter description	
For Intra European Union shipments only :	
I don't want to create a Commercial Invoice or Pro fo invoice with FedEx Ship Manager at fedex.com	orma
( Not available for FedEx Express Freight Shipments	5)

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Review the FedEx<sup>®</sup> Electronic Trade Documents Terms of Use (you can print them by clicking the **'Print'** button) and if something is not clear please contact your FedEx contact. As a condition of using this application, the terms of use must be approved by clicking on **'I accept**' button. This is a one-time approval process.

FedEx® Electronic Trade Documents	Close window	
Terms of Use		
THE FOLLOWING TERMS OF USE GOVERN YOUR USE OF FEDEX® ELECTRONIC TRADE DOCUMENTS SITE CONSTITUTE YOUR AGREEMENT, ON BEHALF OF YOURSELF AND THE ENTITY YOU REPRESENT TO ALL OF THE TRANS AND CONDITIONS PROVIDED BELOW.		
FEDEX MAY MAKE FUTURE CHANGES OR MODIFICATIONS TO SUCH TERMS AND CONDITIONS AT ANY SUBSEQUENT VIEWING OR USE OF THIS SITE WILL CONSTITUTE YOUR AGREEMENT TO THE CHANG		
1. Acknowledgment of Agreement with FedEx Software or Web-based Shipping Plattom End User Leane Agr of Cartiage. Prior to accessing FedEX® Electronic Trade Documents. You acknowledge that You have accepted License Agreement for the applicable FedEx intermet-based shipping application or FedEx shipping software. In Manager Software, FedEx Ship Manager Server, FedEx Ship Manager at fedex.com, and FedEx Web Services End User License Agreement. You also agree that all shipments are subject to the Conditions of Cartiage as pu- Service Guide or Standard Conditions of Cartiage on www.fedex.com or elsewhere and set out on the Air Way	I the Terms of Use or the End User cluding but not limited to FedEx Ship , and agree with said Terms of Use or blished by FedEx in the applicable	
<ol> <li>Agreement to Use Electronic Trade Documents Instead of Printed Documents. By utilizing FedEx® Electronic FedEx to ship Your international shipments using electronic documents instead of printed documents, including commercial invoice, pro forma invoice, and expan certificate of origin.</li> </ol>		
3. Agreement to Provide Information, Letterhead and Signature Image. By utilizing FedEx® Electronic Trade Dc with all information necessary to ship Your international packages, including but not limited to package level det etterhead and a signature image for You or an authorized representative of Your company.		
4. Accuracy of Information. You represent, warrant and covenant that any information provided by You to FedEx	shall be true, accurate and complete.	
5. Validity of Letterhead. You represent, warrant and covenant that the letterhead provided by You to FedEx for documents on Your behalf shall be a valid letterhead and that You possess the necessary right, title and interes use the letterhead to execute dectronic trade documents on Your behalf.		
6. Validity of Signature image. You represent, warrant and covenant that any signature image provided by You t trade documents on Your behalf shall be of a valid signature by a person authorized by You of Your ornigany to related documents on Your company's behalf, and shall be sufficient to constitute Your signature.		
7. Authorization for FedEx to Use Information. For any electronic trade documents completed by FedEx on behauthorize FedEx to use the information provided by You to ship Your international packages, including but not linformation. Your company relethered and Your signature image or a signature image of an authorized represent.	mited to package level detail	
8. Original Documentation May Be Required for Some Shipments. You acknowledge that applicable customs la additional documentation for certain commodities, values or quantities and/or require that original hardcopy condicatarions, forware certains experiment. You are that its 'Your resp documentation (including, without limitation, original hardcopy documentation) with any shipment You send usin	nmercial invoices, licenses, permits, onsibility to include all required	
9. Indeemlification: You will, at Your sole cost and expense, detend, indemmity and hold harmless FedEx, its part companies and their respective offices; directors, emproves, agents, successors, and assigns from all claims; expenses, fines and judgments, including reasonable attorneys' fees (interinative collectively 'Claims'), arsing provided by You, including but not limited to package level detail information. Your company letterhead and You for an authorized representative of Your company. FedEx may interview and summe its defense in any such claimscrutum to the pitor written conststeries.	demands, suits, damages, costs, out of FedExts use of the information r signature image or a signature image ims, at its expense and in its sole	
	Print	

Although not required, FedEx highly recommends selecting the following options to help avoid regulatory or customs delays with your shipment.

- a. Select 'Always Create Commercial Invoice' to make it a default option.
- b. Select 'Always print Commercial Invoice/Pro Forma Invoice on uploaded company letterhead' as a default option.
- c. Click **'Upload**' to upload a letterhead image. Letterhead image files must be in either GIF or PNG format and no larger than 700 pixels wide by 50 pixels high.
- d. Select 'Always include uploaded signature on the applicable customs documents' as a default option.

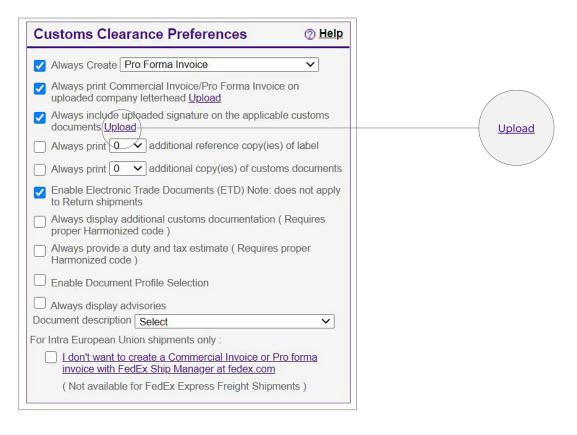
			Customs Clearance Preferences	) <u>Help</u>
4. Billing Details		⑦ <u>Help</u> 4	Always Create Pro Forma Invoice	1
* Bill transportation to * Account no.	Recipient			
* Bill duties/taxes/fees to	Recipient	4	Always include uploaded signature on the applicable cust documents Upload	oms
* Account no.			Always print • additional reference copy(ies) of lab	
			Always print 0 v additional copy(ies) of customs docu	
Special Services	5	⑦ <u>Help</u>	to Return shipments	res

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If you have your digital signature file ready and saved on your computer, you can click 'Upload' next to 'Always include uploaded signature on the applicable customs documents' and go directly to step 7.

If you don't, go to step 6 and follow the instructions to create one.

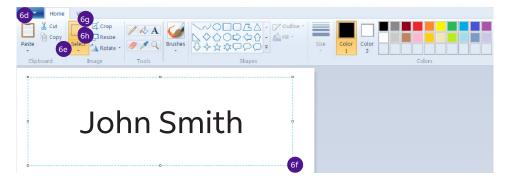
**Note:** Signature image must be in either the GIF or PNG format and no larger than 240 pixels wide by 25 pixels high.



6) If you need to create your digital signature file, you will first need to scan, size, and upload your signature.

a. To begin, sign your name on a blank piece of paper. It is suggested that you use a marker.

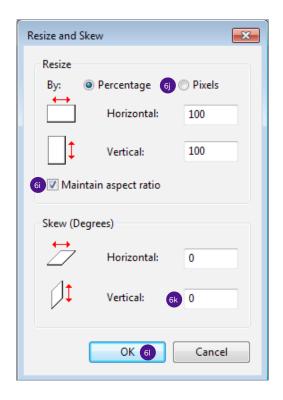
- b. Next, use a scanner to capture your signature and save it to your computer.
- c. To correctly size the image, use a tool such as Microsoft Paint.
- d. Open the scanned signature file in Microsoft Paint. If necessary, rotate the image so that it is correctly oriented on the screen.
- e. Under the **Home** tab, click the '**Select**' icon.
- f. Using your mouse, draw a rectangle around the image, leaving limited white space around the signature.
- g. Click the 'Crop' icon.
- h. Next, click the '**Resize**' icon.



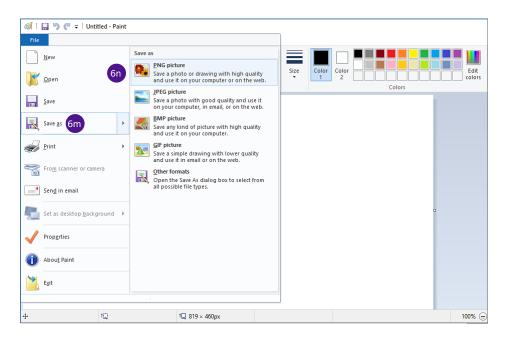
- i. Ensure that the 'Maintain aspect ratio' box is selected.
- j. Select 'Pixels'.
- k. Enter 25 pixels in the '**Vertical**' input field. Check the updated horizontal pixel number. If it is under 240, no further changes are required. If the image is larger than 240 pixels wide, then enter 240 in the horizontal field.

**Note:** It is required for a signature to be no larger than 240 pixels wide by 25 pixels high and for a logo to be no larger than 700 pixels wide by 50 pixels high.

I. Click '**OK**.'



m. Under the **Utility** tab, click '**Save as**'. n. Select '**PNG picture**'.



o. You can now upload the digital signature to fedex.com by clicking '**Upload**' next to the 'Always include uploaded signature on the applicable customs documents' option.

	1.2.2.2.1	Customs Clearance Preferences	⑦ Help
4. Billing Details	() <u>Help</u>	Always Create Pro Forma Invoice	~
* Bill transportation to * Account no.	Recipient ~	Always print Commercial Invoice/Pro Forma Invoice uploaded company letterhead <u>Upload</u>	e on
* Bill duties/taxes/fees to	Recipient ~	Always include uploaded signature on the applicable documents Upload 60	le customs
* Account no.		Always print • additional reference copy(ies)	) of label
Reference options		Always print 0 v additional copy(ies) of custom	ns documents
Special Services	() <u>Help</u>	Enable Electronic Trade Documents (ETD) Note: do to Return shipments	oes not apply
	1000 C 1100 C		
Show FedEx InSight	® options	<ul> <li>Always display additional customs documentation ( proper Harmonized code )</li> </ul>	Requires
<ul> <li>Show FedEx InSight</li> <li>Always use Broker S</li> </ul>			
_	elect option 🗄	proper Harmonized code )	
Always use Broker S	elect option	<ul> <li>proper Harmonized code )</li> <li>Always provide a duty and tax estimate ( Requires ) Harmonized code )</li> </ul>	
Always use Broker S Always show this see Always select Return Display Reason for r	elect option	proper Harmonized code )     Always provide a duty and tax estimate ( Requires )     Harmonized code )     Enable Document Profile Selection	
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Always use Broker S Always show this see Always select Return Display Reason for r	elect option  E  ction expanded  is clearance etum for International outbound commodity	proper Harmonized code )     Always provide a duty and tax estimate ( Requires p     Harmonized code )     Enable Document Profile Selection     Always display advisories     Document description Select	proper

In the Signature section click 'Choose file'.

f you select the Print Signature	Image Option in FedEx Ship Manager at fedex.com and FedEx Global Trade Manager, the following image will
	ne on each document that is completed online (where signature images are allowed):
	(No image has been uploaded.)
Io update the image, specify th	e image's path and file name below and click Upload.
File name Choose File 7	chosen Upload

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Select the saved image file from your computer and then click the '**Open**' button.

Choose File to Upload			( <u>x</u>
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Organize 🔻 New folder			0
<ul> <li>▶ ★ Favorites</li> <li>&gt; □ Libraries</li> <li>&gt; □ ■ Computer</li> <li>&gt; ■ Network</li> </ul>	John Smith		
File nan	All Files (* 8 Oper		▼ el

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### (9) Click '**Upload**' to upload your file.

Signature
If you select the Print Signature Image Option in FedEx Ship Manager at fedex.com and FedEx Global Trade Manager, the following image will be printed on the "Signature" line on each document that is completed online (where signature images are allowed):
John Smith
To update the image, specify the image's path and file name below and click Upload.
File name     Choose File     No file chosen     Upload     9
①Alert: Your image must be in either the GIF or PNG format and no larger than 240 pixels wide by 25 pixels tall.

Scroll to the top of the Preferences page and click the '**Save changes**' button. Your account is now set up to submit customs documents using FedEx® Electronic Trade Documents.

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references						
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Address 1	Avenue du Bo	urget 40	Schedule a p	lickup		
Address 2			Drop off pack	age at a FedEx loo	cation	
City, Province	Brussels		O Use an alrea	dy scheduled picku	p/Schedule a pickup la	ater
Postal code	1130		Always show	this section expan	ded	
Country/Territory	Belgium			•		
Phone no.	+32 123 45 67	89	Chinmont N	atificationa		⑦ Help
Ext.			Shipment N	otifications		() Helb
Sender Tax ID/EORI			Notify Sender v	ia:	Notification type	
Display Contact ID	field		Email (HTI	ML)	Ship	
- Biopidy Contdot iB	lioid		Email (Pla	in Text)	Tendered	

**Please notice!** This is a one-time process in which you can activate **ETD** and upload your letterhead and digital signature.

Exit the 'preferences' page by clicking **Save** to '**back to shipping**' and start producing the shipping label as usual.

# How to create a Shipment with FedEx® Electronic Trade Documents on FedEx Ship Manager™ at fedex.com

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Enter the recipient and shipping information, or select a saved recipient from 'My Shipment Profiles'.

l(s)		Pi	references   Clear all fie
② <u>Help</u> ⊟ <u>Hide</u>	4. Billing Details	3	② <u>Help</u> ⊟ Hide
ent Profiles	* Bill transportation to	MyAccount-378	~
1 Ship	* Bill duties/taxes/fees to Account no. Your reference	Recipient	<b>~</b>
⊘ <u>Help</u> ⊞ Edit	<u> </u>	lds	Add an accourt
	ent Profiles	③ Help □ Hide       4. Billing Details         nent Profiles       * Bill transportation to         1       Ship         Ship       * Bill dutes/taxes/fees to Account no.         Your reference       More reference field	② Help □ Hide       4. Billing Details         ■ ent Profiles       * Bill transportation to       MyAccount-378         ■ 1       Ship       * Bill duties/taxes/tees       Recipient         ③ Help □ Edit       • More reference fields       • More reference fields

Scroll down the page and click the '**Continue**' button.

	② <u>Help</u> ⊞ <u>Edit</u>	More reference fields     Add a	n accour
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2. To	② <u>Help</u> ⊟ <u>Hide</u>	Select additional services for your shipment	
* Country/Territory	United States	5. Pickup/Drop-off ② Help	⊟ <u>Hide</u>
Contact ID	Denezza Brown	O Schedule a pickup	
Company		Origonia a pickap     Origon off package at a FedEx location	
* Contact name	Denezza Brown	O Use an already scheduled pickup/Schedule a pickup la	ter
* Address 1	1447 Bridge Drive		
Address 2		Shipment Notifications (optional) © Help	🖽 Edi
* ZIP	38107	Send an email to yourself, the recipient or others indicating t	
* City	MEMPHIS	of your shipment.	no otata
* State	Tennessee V		-
* Phone no.	305 876 12 34 ext.	Rates & Transit Times (optional) @ Help	
Recipient tax ID		View your rates and transit times based on your selections	
2 Deekers 9	Save changes in address book	Please review alert(s) provided on this page before continuing.	
* Ship date * Number of package	Shipment Details ② <u>Help</u> □ <u>Hide</u>	<ul> <li>continuing.</li> <li>Please note: <ul> <li>Click the Ship button only once. Expect some delay transmission time. Do not click Stop or Reload, it may duplicate shipment transaction to occur.</li> <li>By clicking the Ship/Continue button, you agree to th Ship Manager at fedex com Terms of Use and the Fed of shippeng in the applicable FedEx Service Guide Shippers Terms and Conditions for FedEx Express inte shipments.</li> <li>By clicking the Ship/Continue button, you agree to shipment does not contain undeclared Dangerous Good are uncertain of whether your shipment contains Do</li> </ul> </li> </ul>	cause a e <u>FedEx</u> Ex terms and the mationa that this Is. If you
* Ship date * Number of package * Weight @ Declared Value @ * Service type	Shipment Details       ⑦ Help □ Hide         20/11/2020       III         25       1         10       kgs ∨         1000       Euro	<ul> <li>continuing.</li> <li>Please note:         <ul> <li>Click the Ship button only once. Expect some delay transmission time. Do not click Stop or Reload, it may duplicate shipment transaction to occur.</li> <li>By clicking the Ship/Continue button, you agree to th Ship Manager at fedex.com Terms of Use and the Fed of shipping in the applicable FedEx Service Guide Shipper's Terms and Conditions for FedEx Express inte shipments.</li> <li>By clicking the Ship/Continue button, you agree to the shipment does not contain undeclared Dangerous Good are uncertain of whether your shipment contains Di Goods, see the Hell for more information.</li> <li>Results provided by FedEx Address Checker are believ reliable, but are not guaranteed.</li> </ul> </li> </ul>	cause a e <u>FedE</u> : Ex terms and the mationa that this ds. If you angerous red to be
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* Ship date * Number of package * Weight @ Declared Value @ * Service type	Shipment Details © Help □ Hide 20/11/2020	<ul> <li>continuing.</li> <li>Please note:         <ul> <li>Click the Ship button only once. Expect some delay transmission time. Do not click Stop or Reload, it may duplicate shipment transaction to occur.</li> <li>By clicking the Ship/Continue button, you agree to th Ship/Manager at fedex.com Terms of Use and the Fed of shipping in the applicable FedEx Service Guide Shipper's Terms and Conditions for FedEx Express inte shipment does not contain undeclared Dangerous Good are uncertain of whether your shipment contains Da Goods, see the <u>Help</u> for more information.</li> <li>Results provided by FedEx Address Checker are believ reliable, but are not guaranteed.</li> <li>FedEx makes no warranties, express or implied, r Address Checker information.</li> <li>Correct completion of shipping documents is the respon the customer.</li> </ul> </li> </ul>	cause a e <u>FedE</u> : Ex terms and the mationa that this is. If you angerous red to be regarding sibility o
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(3) You can electronically submit a Commercial Invoice, Pro Forma Invoice, or Certificate of Origin with your shipment in the Customs Documentation section. You can also select 'Attach additional Trade Document(s)' to attach documents not listed.

Note: Up to five documents can be electronically submitted with your shipment.

edEx Ship Mana	ager®			My Profile		? Help
nip 👻	Ship History	My Lists	✓ Reports	Adminis	tration	
Create a Shipmen ① Enter shipping inform * Denotes required field.		oduct/commodity	r information ③ Pr	int label(s) ar	nd documents << Back   Pre	eferences   <u>Clear all fiel</u> e
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Commodity Select or create Totals	*Customs value (EUR)	*Qty *Weig (kgs)	shipme ) Cor Se		bice	
Total Shipment Detail	S				I Trade Document(s) enerated trade docum	<u>ents</u>
weight	0.00	kgs Euro	The r	on <mark>al invoice ir</mark> ecipient is no	Select nformation t the Importer of Reco	

4) Click 'Commercial Invoice' to submit your Commercial Invoice using one of two different options:

#### Option 1: Use my Own

This option allows you to submit a Commercial Invoice using customs documents you have already created and saved on your computer.

- a. Select 'Use my own'.
- b. Click 'Choose File'.

7. Commod	lity Inforn	nation	Ø	<u>Help</u> ⊟ <u>Hide</u>	8. Customs Documentation ② Help		
Check for prohit Commodity Su				mport profiles	Alert:     A Commercial Invoice/Pro Forma Invoice is required for this		
*Commod	lity	*Customs value (EUR)	*Qty	*Weight (kgs)	shipment. 4 ☑ Commercial Invoice		
Totals	commoc 🗸				4b Choose File No file chosen		
Commodity 1					Pro Forma Invoice		
*Commodity description				1	Attach additional Trade Document(s)  Additional FedEx generated trade documents		
Unit of measure	pieces		~				
*Quantity 100					Terms of sale Select V		
*Commodity 10 As totals V kgs			s 🗸	kgs	Additional invoice information     The recipient is not the Importer of Record/Buyer		
*Customs value 1000 As totals V EUR				EUR	The originator is different from the shipper		
	J				9. Pickup/Drop-off ② Help 🗄 Edit		
*Country of Belgium				~	You are dropping off your package at a FedEx location.		

c. Select the Commercial Invoice document you would like to use and click 'Open' to attach it.

**Note:** The document should not exceed 5MB and must be in one of the following formats: .doc, .docx, .xls, .xlsx, .txt, .rtf, .jpg, .gif, .bmp, .tif, .png, or .pdf. The file name size is limited to 244 characters on Internet Explorer and 255 characters for all other browsers.

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d. Your document has uploaded successfully.

Check for prohibite	ed commod	ities into United	d States		① Alert:	
Commodity Sum	mary		Manage/ii	mport profiles	A Commercial Invoice/Pro Forma Invoic	e is required for this
Add new co		*Customs value (EUR)	*Qty	*Weight (kgs)	shipment. Commercial Invoice Commercial Invoice.docx Attach additional Commercial Invoice	
					Pro Forma Invoice	
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*Country of Belgium V		×	You are dropping off your package at a Fede	Ex location.		
manufacture			]		Rates & Transit Times (optional)	⊘ <u>Help</u> ⊞ <u>Edi</u>
Harmonized code 2			Get cod	10	View your rates and transit times based on yo	us calestions

#### Option 2: Use FedEx generated

This option allows you to submit a FedEx generated Commercial Invoice with your company logo and signature.

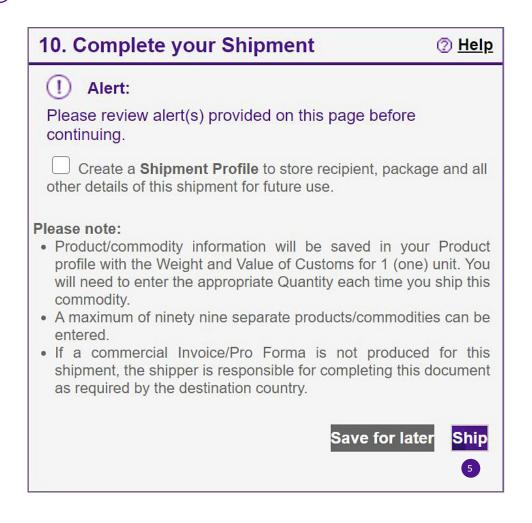
# Note: In order the invoice to be acceptable for use, you must add a company logo and invoice number.

#### g. Select 'Use FedEx generated'.

- h. To attach your company logo and signature, first click '**Personalize FedEx generated customs documents**'.
- i. Next, select 'Use company letterhead on file' and 'Use company signature on file'.

7. Commodit	y Informat	ion	2 E	Help 🗆 Hide	8. Customs Documentation ② Help
Check for prohibite Commodity Sumr				mport profiles	Alert:     A Commercial Invoice/Pro Forma Invoice is required for this
*Commodity	va (E	Customs alue SUR)	*Qty	*Weight (kgs)	Shipment. Commercial Invoice Use FedEx generated
Totals					Pro Forma Invoice     Attach additional Trade Document(s)
Commodity 1					Additional FedEx generated trade documents
*Commodity description				Personalize FedEx generated customs documents     Use company letterhead on file Edit	
*Unit of measure	pieces		~		Use company signature on file Edit

(5) Click the 'Ship' button at the bottom of the page.





# 7) Click the '**Ship**' button.

From	Nathalia Valencia	Ship date	20/11/2020
	fedex	Number of packages	1
		Total weight	10.00 kgs
	Avenue du Bourget 40	Declared/Carriage Value	1000.0 EUR
	BRUSSELS	Pricing option	
		Service type	International Priority
	Belgium	Package type	Your Packaging
	1130	Dimensions	
	7868767868768	Bill transportation to	MyAccount-378
		Bill duties/taxes/fees to	Recipient
ō	Denezza Brown	Your reference	
	1447 Bridge Drive	Pickup/Drop-off	Drop off package at FedEx location
	MEMPHIS, TN	P.O. no.	
		Invoice no.	
	United States	Department no.	
	38107	Special Services	Direct signature required
	305 876 12 34		
edEx teri	g the Ship/Continue button, you agree to ms of shipping in the applicable FedEx S iternational shipments.	the FedEx Ship Manager at fedex.com Terms ervice Guide and the <u>Shipper's Terms and Conc</u>	t of Use and the ditions for FedEx Edit Ship

Note: Printed documentation must also be attached to the shipment. As a result, your shipping label will indicate "EWO" which stands for Electronic with Originals.

Example of EWO label:

ORIGIN ID-OPFA (123) 456-7890 JOHN SMITH 123 STREET MEMPHIS, TN, 38103 US SIGN JOHN SMITH	SHIP DATE: 27APR 18 ACTWGT: 2:00 LB CAD: 111361681/INET3980 BILL SEENDER
	NO EEI 30.37(s)
™ JANE SMITH 123 STREET BRUXELLES 1000	500
1234567890 EL	(BO)
PO DEF	
TRK# 7720 9972 2567	PM INTL ECONOMY EWO
	135
S5 SRZA	BO MIA
	-BO WITA

# FedEx. Where now meets next.



For more info, contact your FedEx Representative.