



# European Service Guide

Whatever the next move  
for your business, trust FedEx  
to get you there.

**FedEx. Where now meets next.**

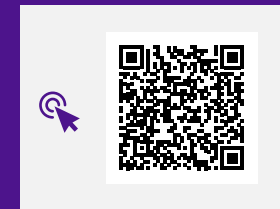
Updated January 2024




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**You can find QR codes and links to more information throughout this guide.**

Look out for this icon  and scan or click the code to learn more.

You'll always find the most up-to-date details on all our services and solutions at [fedex.com](https://www.fedex.com).



# Network and services

Discover how our powerful global network combines with our extensive range of services, helping you to achieve your ambitions and connect your business to the world.

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**“Even after  
decades of  
changing the  
world, we are just  
getting started.”**

- Raj Subramaniam,  
President and CEO

### MEET FEDEX EXPRESS

## Delivering for you and your customers

When you choose FedEx, you're choosing a provider that can take your business further.

As a FedEx customer, you aren't just able to ship packages quickly across Europe and the world with a choice of services. You can also offer your customers more connected, flexible deliveries that boost sales and inspire loyalty.

With the economic situation across Europe ever-changing, we have the expertise to help you adapt and keep your supply chains moving.

We're taking important steps that drive big change – to help you make the next move for your business now.

- **Get there fast** with next-day deliveries across Europe and selected destinations worldwide
- **Get there reliably** with 24/7 near-real time tracking and visibility
- **Get there seamlessly** with smooth global shipping and fast e-commerce deliveries
- **Get there more sustainably** with new reusable, recyclable packaging and thousands of retail pick-up points across Europe



**OUR NETWORK: INTERNATIONAL**

# Open doors to the world

Ready to take your business global? Wherever you want to go next, we can get you there.

Reach more customers with fast, reliable shipping worldwide, get the expertise to import and export with confidence, and explore a wide range of delivery options.

## More ways to deliver

Choose from a range of next-day delivery times with options for early morning, mid-day and end-of-day, available in selected postcodes in Europe, the U.S. and other destinations worldwide.<sup>1</sup>

## Fast, flexible shipping to Asia Pacific

Ship to Asia in 2-5 days with our express services, and 4-7 days with our economy services.<sup>1</sup>

## Clear customs quickly

Take advantage of our decades of global trade experience, and our customs clearance services and tools.

## Full visibility and control

Book, ship and track in near-real time with intuitive shipping tools.

<sup>1</sup> Availability of services and transit times may vary depending on origin and destination. Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.

## Connect to the U.S. fast

- **Early morning** – next-day to selected destinations<sup>1</sup>
- **10.30 a.m.** – to selected destinations with **FedEx International Priority® Express**<sup>1</sup>
- **5.00 p.m.** – next-day from many European countries to key U.S. destinations on the East Coast<sup>1</sup>
- **Equal pricing** – more choice for the same cost (for 10.30 a.m. and 5.00 p.m. deliveries)<sup>1</sup>

See international  
services and  
transit times







69

European airports served



28

European road hubs



45

countries & territories

OUR NETWORK: EUROPE

# More ways to deliver in Europe

Offer your customers in Europe a wider choice of shipping options and deliver quickly by road or air with our range of time and day-definite services.

With an unparalleled European road network and a superior air network from the world's largest cargo airline, you can benefit from our combined strengths and capabilities – all through a single sales representative.<sup>1</sup>

### Fast shipping by road

Our European Road Network is one of the fastest in Europe, reaching most destinations in 48 hours or less.

### Fast shipping by air

Our combined air express network gives you powerful connections and a quick service to destinations across Europe, with our main European air hubs in Paris and Liège.

See European shipping services and transit times



<sup>1</sup> FedEx and TNT services are coming together. For now, TNT services must be booked via TNT and FedEx Express services must be booked via FedEx.



**OUR NETWORK: DOMESTIC**

# Offer outstanding deliveries in Luxembourg

Enjoy a broad new portfolio of domestic services for smoother, easier shipping. A wide variety of options for parcels and freight includes time-definite and next-day delivery. With one account and one invoice, we're your one-stop partner for any shipment, domestic or international.

## More choice, more control

Choose the time you want your goods to arrive. From guaranteed early-morning and noon deliveries to the end of the next business day, we have all the options you need.<sup>1</sup>

## Easy freight shipping

Send larger shipments up to 1,000 kg as easily as you ship parcels – from preparing your shipment to scheduling a pick-up.

## Convenient domestic deliveries

Enjoy smooth, simple delivery and returns with a wide range of service options for domestic shipments.

## Grow your e-commerce business

Discover our e-commerce solutions to ship online orders at attractive prices. With more than 14 FedEx locations across Luxembourg, you can pick up and drop off packages easily.

<sup>1</sup> Availability of services and transit times may vary depending on origin and destination. Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.



See domestic  
and dedicated  
value-added  
shipping services



**OUR NETWORK: DOMESTIC**

# Our new domestic services

On-the-ground knowledge and a solid network mean we've got your local deliveries covered. Explore our new portfolio of services for all your domestic shipping needs.



## Facts and Figures

 **21** stations

 **1,100** vans

 **500** trucks

 **6** hubs and gateways  
(Brussels, Liege, Amsterdam, Arnhem and Venlo)

 **181** weekly flights from and to Benelux  
(Liege 172, Amsterdam, 9)

### FedEx® First

Go to sleep safe in the knowledge that your package will reach its destination by 10:00 a.m. – backed by our money-back guarantee.<sup>1</sup>

### FedEx® Priority Express

If you need your package delivered before noon the next business day, FedEx Priority Express guarantees it.

### FedEx® Priority

Reach your customer by the end of the next business day in virtually every corner of Luxembourg.

### FedEx® Priority Freight

Have a few hours to spare? Choose delivery by the end of the next business day.

<sup>1</sup> Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.



# Your international services at a glance

Benefit from a large portfolio you can access through one Sales representative.\*

Shipping Services For packages up to 68kg unless noted	
Urgent	Less urgent
<p><b>FedEx International First®</b> Our fastest international services with early-morning package delivery to selected destinations</p> <p><b>FedEx International Priority® Express<sup>1</sup></b> Next-day delivery by mid-day to selected destinations – and as early as 10:30 a.m. for some shipments</p> <p><b>FedEx International Priority®</b> Our most popular service for package delivery in 220+ countries by end of business day</p> <p><b>FedEx International Priority® Freight</b> Our fastest global freight service, with delivery in 1-3 days for packages and pallets over 68kg and up to 1,000kg</p> <p><b>FedEx® International Connect Plus<sup>1</sup></b> Benefit from our international e-commerce service that balances speed with attractive pricing. Day-definite deliveries within Europe in 1-4 days, to the U.S. in 4 days, and Asia Pacific in 3-5 days</p>	<p><b>FedEx International Economy®</b> A cost-effective service for day-definite, customs-cleared, door-to-door deliveries in 2-5 days across the world. For less urgent shipments up to 68kg</p> <p><b>FedEx® Regional Economy<sup>2</sup></b> A day-definite, customs-cleared, door-to-door, cost-effective service for less urgent Intra-European shipments up to 68kg</p> <p><b>FedEx International Economy® Freight</b> A cost-effective service for day-definite, customs-cleared delivery in 3-6 days across the world. Choose door to door, airport to airport, door to airport, or airport to door – for less urgent shipments between 68kg and 1,000kg</p> <p><b>FedEx® Regional Economy Freight<sup>2</sup></b> A day-definite, customs-cleared, door-to-door, cost-effective service for less urgent Intra-European shipments above 68kg</p>

Value-Added Service Options
<p><b>Our FedEx services may be combined with:</b></p> <p><b>FedEx® Global Returns</b> Positive returns experiences for your customers and suppliers. Schedule pick-ups or use drop-off points</p> <p><b>Dangerous Goods Services<sup>3</sup></b> Peace of mind for your sensitive shipments</p> <p><b>FedEx® Priority Alert™</b> <b>FedEx® Priority Alert™ Plus</b> Advanced monitoring for high-value goods</p> <p><b>SenseAware™</b> Near real-time data on temperature-controlled shipments</p> <p><b>FedEx® Delivery Signature Options</b> Choose how your packages are signed for</p> <p><b>FedEx Supply Chain Services</b> Improve the efficiency of your logistics</p> <p><b>Electronic Trade Documents</b> Enjoy a smooth customs clearance process</p>

TNT Special Services <sup>4</sup>
<p><b>Customised solutions for unique requirements</b></p> <p><b>Dedicated Vehicle Air Charter</b>      <b>Next Flight Out Special Express</b> <b>TNT On Board Courier</b></p> <p>What's your challenge? <b><a href="#">We're on hand 24/7</a></b></p>

## Benefits included with our FedEx services:

- FedEx money-back guarantee<sup>5</sup>
- Customs clearance
- Reusable packaging for FedEx account holders
- Expertise across a range of sectors such as automotive, healthcare and e-commerce
- The latest digital tools to manage and simplify your shipments

Find rates and surcharges for your FedEx shipments online at [fedex.com](https://www.fedex.com)



\* FedEx and TNT services are coming together. For now, TNT services must be booked via TNT and FedEx Express services must be booked via FedEx.

<sup>1</sup> Availability of service and transit times may vary depending on origin and destination. Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services. <sup>2</sup> FedEx Regional Economy and FedEx Regional Economy Freight services are available to new and selected existing customers between 24 European countries. <sup>3</sup> Dangerous Goods services not available with all shipping services. Visit [fedex.com](https://www.fedex.com) for more information. <sup>4</sup> FedEx customers will need to create a TNT account prior to being able to access Special Services. TNT Terms and Conditions apply – please visit [tnt.com](https://www.tnt.com) for full details. <sup>5</sup> Terms and conditions apply – visit [fedex.com](https://www.fedex.com) for full details of our services.

**CUSTOMS CLEARANCE**

# How we work with you to clear goods through customs

Ship across borders with confidence by relying on our expertise to deliver an efficient clearance process.

Did you know that FedEx provides clearance services for all international shipments? Clearance can be complex but, thanks to our local specialists with long-standing customs experience, we can ensure that customs entries are accurate and compliant with regulations. We can also help with the completion of customs documentation, and calculate the payment of duties and taxes.

If the paperwork you've provided is accurate and the goods comply with regulations, then the package is cleared by the customs authorities and FedEx can usually act as the customs broker/agent.

If the goods are not compliant – or if further information is needed – our brokers and specialists will work closely with you to ensure your shipment clears customs as quickly as possible.



Discover more information,  
tools and knowledge to  
clear customs smoothly  
and efficiently







## How we deliver fast, reliable e-commerce

### Speedy deliveries worldwide

Impress your customers with a wide choice of premium, express and standard economy services across Europe and the world – including **FedEx® International Connect Plus**, our day-definite e-commerce delivery service.

### Convenient deliveries for your customers

**FedEx Delivery Manager®** sends your customers notifications by SMS or email – and they can customise their delivery date and location at no extra cost. They can also choose to pick up their package from one of 260,000 convenient FedEx locations worldwide.<sup>1</sup> We now provide picture proof of delivery for residential shipments released without a signature in Europe, U.S. and Canada. With visual confirmation of delivery, you know exactly where your package was left.

### Simplified returns

Our automated returns process gets goods back fast for refunds and restocking. **FedEx® Global Returns** lets your customer schedule pick-ups or drop-offs at a convenient location – with Reusable Paks helping them make simple returns.

### Easy connectivity

Our range of e-commerce software and solutions enables fast, seamless access to FedEx shipping services. Connect your Shopify, BigCommerce or WooCommerce store to automatically pull order details and create shipments with **FedEx Ship Manager®**, use **FedEx APIs** to integrate FedEx solutions into your own software, or use third-party **FedEx® Compatible** solutions from leading software providers to enable FedEx services on your web shop.

### Customs expertise

Cross borders seamlessly with our customs-cleared products, simple-to-use **documentation tools**, and experienced personnel around the world.

<sup>1</sup> Some FedEx locations are operated by independent third parties in cooperation with FedEx.

## E-COMMERCE

# Boost your e-commerce sales

From offering flexible delivery options to reaching more customers across the globe, we can help you get e-commerce right.

We understand how important it is to exceed your customers' expectations with every delivery. Our aim is to convert clicks into customers and returns into loyalty.

See how FedEx  
can help you grow  
your e-commerce  
business



# Online solutions

From submitting paperwork to tracking shipments, managing invoices and offering a better service to your customers – discover how our digital tools and solutions can simplify the shipping process.

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## TOOLS AND SOLUTIONS

# Make your supply chain smarter

Want to cross borders seamlessly and offer next-level deliveries to your customers? Manage and simplify your shipments with our comprehensive suite of digital tools and solutions.

## FedEx Ship Manager™ at fedex.com

From creating a shipment to printing the labels – this online tool speeds up the entire process:

- Accessible from any desktop and by multiple users
- Intuitive and user-friendly interface based on customer feedback
- Advanced features to make shipping easier, such as paperless customs and integration with e-commerce platforms
- Get new features and services as soon as they're released
- Choose between two views to create your shipments: Comfortable, for less frequent shippers, or Compact, for more regular shippers

Visit our Help Center for information and FAQs to help you prepare, send and receive your shipments



### Comfortable view

### Compact view

**TOOLS AND SOLUTIONS****FedEx® Electronic Trade Documents**

Save time, money and paper, and minimise your risk of customs delays. This free solution allows you to upload and submit customs documents electronically so it's ready for review in 5-8 hours or less.

**FedEx® Global Trade Manager**

Find detailed information on commodities, countries and customs regulations.

**Document Preparation Center**

Save the documents you use most, so you have them available anytime.

**International Shipping Assist**

Find Harmonised System (HS) codes for accurate calculation of duties and taxes.

**FedEx® API**

Integrate FedEx shipping directly into your web shop or application.

**FedEx® Compatible solutions**

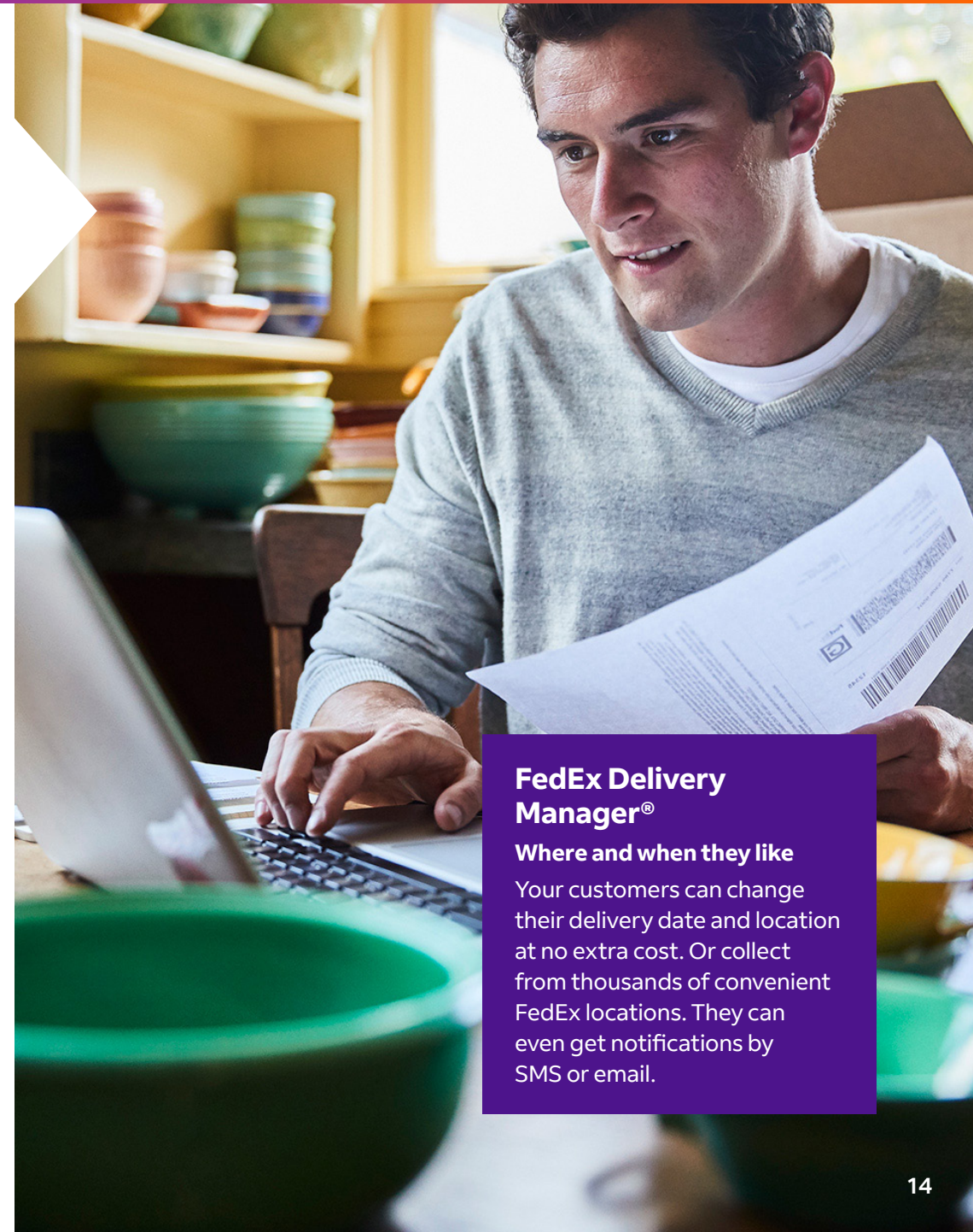
Certified third-party solutions give you fast, seamless access to FedEx services.

**fedex.com and FedEx Mobile app**

Create shipments, schedule pick-ups, manage documents, and more.



Google Play and the Google Play logo are trademarks of Google LLC.

**FedEx Delivery Manager®****Where and when they like**

Your customers can change their delivery date and location at no extra cost. Or collect from thousands of convenient FedEx locations. They can even get notifications by SMS or email.



TRACKING

# 24/7 visibility for all your deliveries

From looking up the location of a shipment to getting notified of its arrival, get peace of mind at every stage of delivery.

## Tracking

Our free online service gives you round-the-clock access to the latest status of all shipments on your account – without the need for a tracking number. You can also receive instant updates on any delays, attempted deliveries, proofs of delivery, and more, by email or online. Log in for enhanced visibility over your deliveries, access to additional features, and in-depth tracking information through your own customised reports.

## Mobile apps

Want tracking features, including 24/7 updates? Check out our mobile apps for iOS and Android to get automatic alerts on the status of your shipments.

## Estimated delivery time window

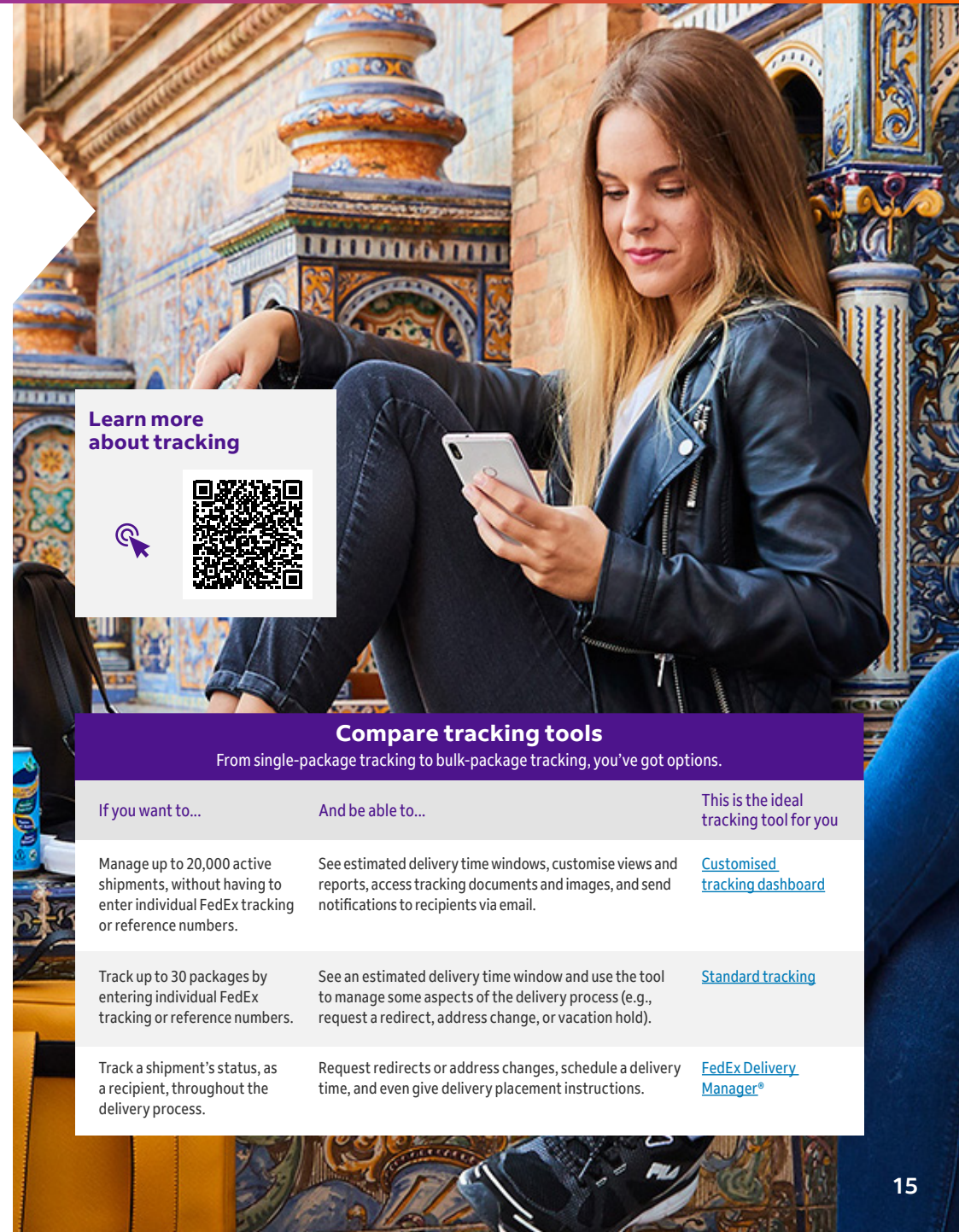
Our new four-hour (or less) delivery time window puts you in control of your international and domestic shipments. To avoid a missed delivery you can simply choose a new delivery date or location.

### Stay up to date

Visit our Service News page for the latest shipping and regulatory updates, or follow us on our social channels.



@FedExEurope



Learn more about tracking



### Compare tracking tools

From single-package tracking to bulk-package tracking, you've got options.

If you want to...	And be able to...	This is the ideal tracking tool for you
Manage up to 20,000 active shipments, without having to enter individual FedEx tracking or reference numbers.	See estimated delivery time windows, customise views and reports, access tracking documents and images, and send notifications to recipients via email.	<a href="#">Customised tracking dashboard</a>
Track up to 30 packages by entering individual FedEx tracking or reference numbers.	See an estimated delivery time window and use the tool to manage some aspects of the delivery process (e.g., request a redirect, address change, or vacation hold).	<a href="#">Standard tracking</a>
Track a shipment's status, as a recipient, throughout the delivery process.	Request redirects or address changes, schedule a delivery time, and even give delivery placement instructions.	<a href="#">FedEx Delivery Manager®</a>





## BILLING ONLINE

# Easy invoicing for efficient business

### FedEx® Billing Online

Now you can choose to receive, review and pay invoices in one secure online location. And you'll get a copy by email, too.

Our eInvoices use a digital signature to confirm their origin, authenticity and integrity to both yourself and your local tax authority. They are exactly the same as paper versions with added benefits, including:

**View and manage** all your invoices and credit notes online with notifications as soon as new ones are ready.

**Download, save and print** your invoices in PDF, XML, XLS or CSV format for up to 180 days after payment.

**Manage multiple accounts** under a single user ID.

### FedEx® Reporting

FedEx® Reporting gives you access to up to two years' worth of shipping information to make better-informed business decisions.

Enjoy an instant dashboard view on your shipment trends and charges, set up standard and customised reports, and personalise to your needs using preferences and report frequency options.

### Flexible payment options

Paying your FedEx invoices has never been simpler.

Options available in most locations include:


**Direct debit**

**Credit card**


**Electronic bank transfer**

Learn more



Billing Online 



Reporting 



# Packaging

From documents to auto parts, textiles to sensitive healthcare goods – we can help you pack like a pro and get your shipment safely to its destination.

---

Packing your shipment

18

A smiling woman with her hands clasped under her chin, wearing a purple long-sleeved shirt and a grey apron, leans on a stack of FedEx Medium Boxes. The background shows a shop with shelves of colorful items like vases and candles. A large purple and orange diagonal graphic is overlaid on the left side of the page.

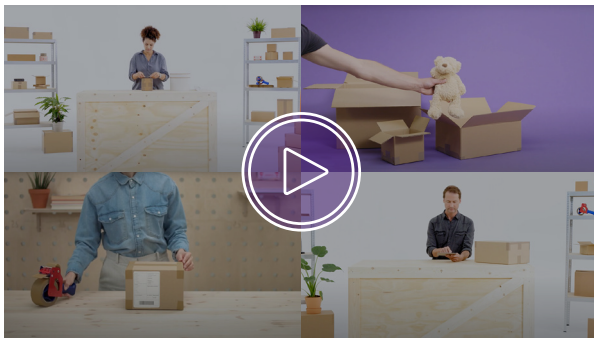
FedEx.

Medium Box

## PACKING YOUR SHIPMENT

# Discover our wide range of packaging solutions

Whatever you're shipping, you need the perfect packaging for the job. Explore our comprehensive options and order your supplies — free of charge with your shipments as a FedEx account holder.\*



## Preparing your shipment

Check out our videos on Shipping Channel, your go-to resource to help you learn more about shipping.

\* FedEx packaging is not available for shipments made using the FedEx International Economy, FedEx Regional Economy, and TNT Economy Express services within Europe. You will need to use your own packaging for these shipments.

## Standard packaging

Regular supplies for shipments.



**FedEx Envelope** (*Domestic and International*)  
Holds up to 60 A4 pages (flat rate up to 500g)  
24.1 x 31.8cm



**FedEx Small Box** (*International*)  
Up to 9kg (minimum charge 1kg)  
27.6 x 31.1 x 3.8cm



**FedEx Medium Box** (*International*)  
Up to 9kg (minimum charge 1kg)  
29.2 x 33.0 x 6.0cm



**FedEx A4 Box** (*International*)  
Up to 9kg (minimum charge 1kg)  
34.9 x 46.2 x 7.6cm



**FedEx Large Box** (*International*)  
Up to 13kg (minimum charge 1kg)  
31.4 x 45.4 x 7.6cm



**FedEx Tube** (*International*)  
Up to 9kg (minimum charge 4kg)  
96.5 x 15.2 x 15.2cm



**FedEx Pouches** (*International*)  
Convenient FedEx Air Waybill pouches



## Reusable packaging

Recyclable, reusable, tear-resistant and water-resistant.  
For goods up to 2.5kg.



### FedEx Reusable Poly Pak

Small (26.4 x 32.4cm) *(International)*  
Large (30.5 x 39.4cm) *(Domestic and International)*  
Extra Large (42.5 x 52.7cm) *(International)*



### FedEx Reusable Padded Pak *(International)*

Padded-bubble construction 29.5 x 37.5cm

## Clinical packaging

Overwrap for exempt clinical-sample shipments.



### FedEx Clinical Pak *(International)*

Recommended for use with sturdy outer packaging for extra containment and protection when outer packaging is smaller than 17.78cm x 10.16cm x 5.08cm



### UN 3373 Pak *(International)*

Recommended for use with sturdy outer packaging for extra containment and protection when outer packaging is smaller than 17.78cm x 10.16cm x 5.08cm

<sup>1</sup> Box rates are not discountable. If you have customised rates please ensure this product is optimal for you.

<sup>2</sup> FedEx packaging is not available for shipments made using the FedEx International Economy, FedEx Regional Economy, and TNT Economy Express services within Europe. You will need to use your own packaging for these shipments.

## Flat-rate packs<sup>1</sup>

For one-piece shipments via FedEx International Priority® and FedEx International Priority® Express Services only.



### FedEx 10 kg Box

40.16 x 32.86 x 25.8cm



### FedEx 25 kg Box

54.76 x 42.06 x 33.49cm

To check our packaging guidelines and order supplies, scan or click here<sup>2</sup>



Our packaging is getting a new look and feel. Rest assured, it's still complimentary with your shipments as a FedEx account holder.



# Sustainability and innovation

We're committed to delivering a more sustainable future through innovative technologies and a goal of carbon-neutral operations by 2040.

Our sustainability goal **21**

Innovation in action **22**



We are updating our pick-up, delivery and last-mile fleets with the newest innovative technologies, including readying six facilities to support widespread use of electric vehicles.



“Our ambitious sustainability goals demonstrate how a company of our size and scale can shape a low-carbon economy, one that drives prosperity and future growth for all. At all levels of FedEx, our team is actively engaged in this transformation and working to realize our vision of a more sustainable logistics industry.”

- Raj Subramaniam, President and CEO

OUR SUSTAINABILITY GOAL

# How we're helping to deliver positive change

As a company that connects 99% of the world's GDP, we're taking bold steps to help the only home – and place of business – we've got.



We're heading towards a more sustainable future with a goal of carbon neutral operations by 2040. Priority Earth is our initiative to get there.

Our Reduce, Replace, Revolutionise approach continues to guide our strategy to reduce the environmental impact across our aviation and vehicle fleet, and in our facilities and materials.

We're also designating more than \$2 billion of initial investment in vehicle electrification, sustainable practices, and carbon sequestration.

See more about sustainability



## INNOVATION IN ACTION

# Discover some of our sustainability initiatives in Europe – and around the world



## In the air

We've modernised our air network in Europe, adding six ATR turboprops - the most fuel efficient regional aircraft - to our fleet.



## On the ground

We're piloting new last-mile solutions for greener deliveries, with 105 electric cargo bikes on the roads in 21 cities in eight European countries.



## In our facilities

All new FedEx facilities in Europe receive LEED/ BREEAM sustainability certification. Paris Charles de Gaulle (CDG) airport, our main European hub, became the first site to receive ISO 14001:2015 certification. Here over 97% of standard waste is recovered, over 80% of ground vehicles run on liquefied petroleum gas (LPG) or electricity, and 300m<sup>2</sup> of green roofing helps purify the air.

## Helping you to understand and report on your emissions

You can access information on the emissions from the transport of your packages, enabling you to make smarter decisions regarding service selection, track progress towards emissions reduction goals, and more.

Track your carbon footprint 





# Ready for what's next?

We're happy to answer any questions you may have about how we can take your business further. With our wide range of services, extensive global knowledge and dedicated team, we can help you grow – every step of the way.

**Follow us:**

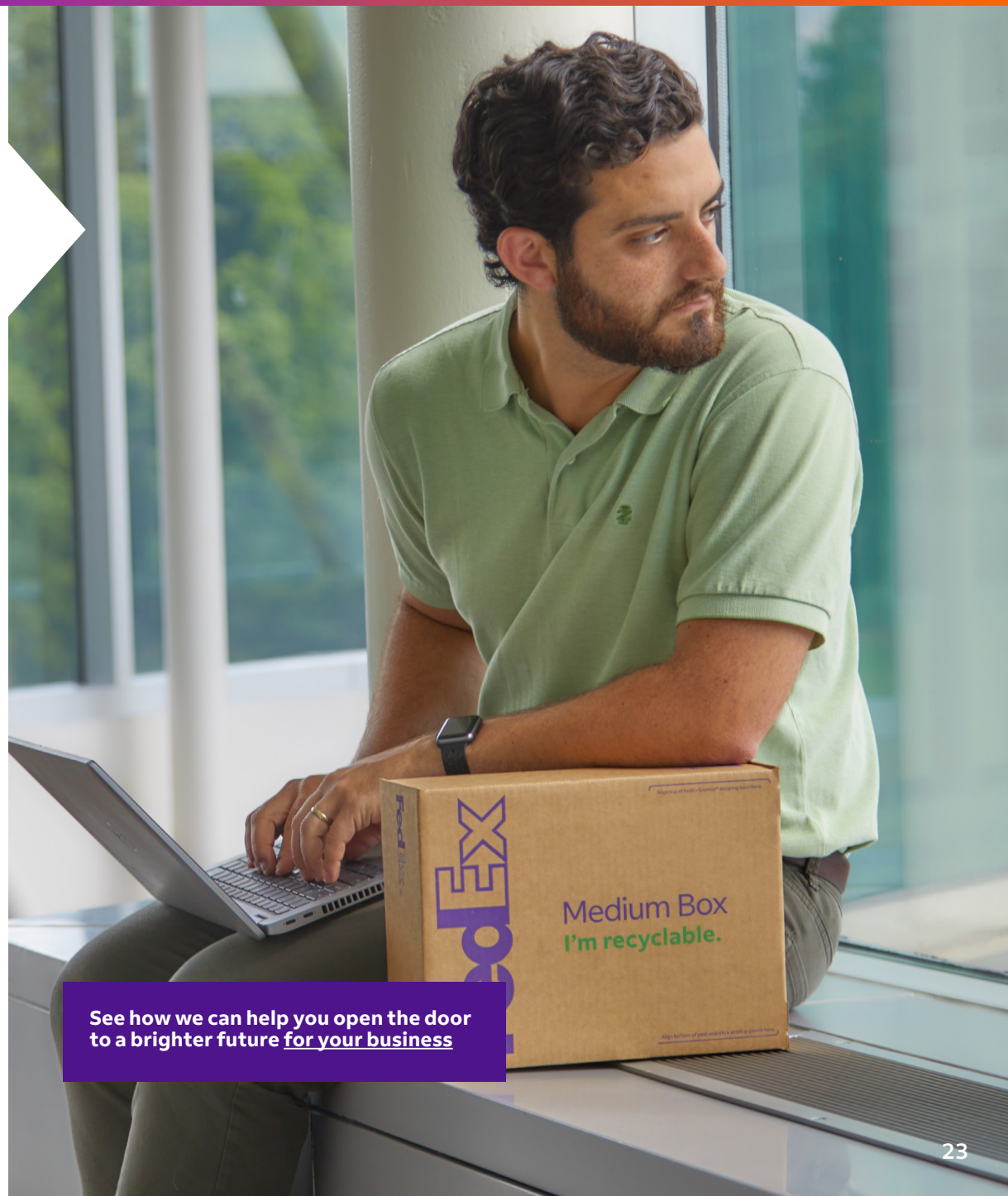
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-  [linkedin.com/company/fedex](https://linkedin.com/company/fedex)

**Contact FedEx Express**

For online customer support, live chat and more, [contact us](#) online



All FedEx shipments are subject to the [FedEx Express Terms and Conditions of Carriage for Europe](#).  
 All TNT shipments are subject to the [TNT Terms and Conditions of Carriage for Europe](#).  
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See how we can help you open the door to a brighter future for your business