

# SERVICES SOLUTIONS





## Welcome to FedEx Express!

Glad you chose us. This **Service Guide** provides information and features to help you efficiently manage your FedEx shipments.

You can also visit our **Welcome Center** at [fedex.com/br](https://fedex.com/br) to get all the information you need to use our services.

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# FedEx Express

## QUICK START

### Welcome to the Welcome Center!

Visit the **Welcome Center** at [fedex.com/br/newcustomer](https://fedex.com/br/newcustomer) to learn how to efficiently manage your FedEx Express shipments and learn more about our tools and services.

### Login

Create a user ID and password on our website ([fedex.com/br](https://fedex.com/br)) and get instant access to a range of online services:

- Prepare your shipments in an automated way.
- With the address book, you will save time filling out the International Air Waybill.
- View your entire shipping history and track it at any stage of shipping in the “Rastrear” [Track] field on [fedex.com/br](https://fedex.com/br).



## Find information on [fedex.com/br](https://fedex.com/br)

|   |   |
|---|---|
| <p><b>FedEx Home Page</b><br/>Create a login on <a href="https://fedex.com/br">fedex.com/br</a></p>                             | <p><a href="https://fedex.com/br">fedex.com/br</a></p>  |
| <p><b>To get started</b><br/>Welcome Center</p>   | <p><a href="https://fedex.com/br/newcustomer">fedex.com/br/newcustomer</a></p>  |
| <p><b>Our services</b><br/>Shipment of packages and cargo worldwide</p>   | <p>Go to the “<i>Serviços de remessa</i>” [Shipment Services] link on the home page of our website. (<a href="https://goo.gl/1q5xpx">goo.gl/1q5xpx</a>)</p>   |
| <p><b>Shipping rates and transit times</b><br/>Download FedEx Express rates and get a rate and transit time comparison tool</p> | <p>Go to the “<i>Envio</i>” [Shipping] field on the home page of our website and then click on “<i>Obter tarifas e tempo de trânsito</i>” [Get rates and transit time].<br/>(<a href="https://goo.gl/xjo64h">goo.gl/xjo64h</a>)<br/>(<a href="https://goo.gl/HhxHjK">goo.gl/HhxHjK</a>)</p> |
| <p><b>Packaging</b><br/>Discover our packaging and get information and guidance on shipments</p>                                | <p>Go to the “<i>Envio</i>” link on the home page of our website and click on “<i>Materiais de embalagem e envio</i>” [Packaging materials and shipping].<br/>(<a href="https://goo.gl/W1xBZ2">goo.gl/W1xBZ2</a>)</p>   |
| <p><b>Shipments</b><br/>Learn how to use the online shipment, tags, delivery and pickup tool</p>                                | <p>Go to the “<i>Serviços de remessa</i>” link on the home page of our website.<br/>(<a href="https://goo.gl/1q5xpx">goo.gl/1q5xpx</a>)</p>   |
| <p><b>Tracking</b><br/>Track and monitor the status of your shipments</p>   | <p>Use the “<i>Rastrear</i>” [Track] field on FedEx home page. (<a href="https://goo.gl/GMRLlR">goo.gl/GMRLlR</a>)</p>  |
| <p><b>Payment</b><br/>Control your invoices</p>   | <p>Access the “<i>Conta</i>” [Account] link on the home page of our website and click on “<i>Ver e pagar faturas</i>” [View and pay invoices]. (<a href="https://goo.gl/qfBbnm">goo.gl/qfBbnm</a>)</p>  |

# Services

## YOU ALSO HAVE MULTIPLE SHIPPING OPTIONS WORLDWIDE

| Weight                            | Our services <sup>1 2</sup>           | Choose the services according to your need   |
|-----------------------------------|---------------------------------------|--|
| Up to 68kg                        | FedEx International First®            | Defined delivery time, customs clearance and door-to-door delivery early in the morning.   |
|                                   | FedEx International Priority®         | Great option for urgent shipments. Defined delivery time, customs clearance and door-to-door delivery in over 220 countries and territories.   |
|                                   | FedEx International Economy®          | Save time on urgent shipments without sacrificing reliability. Service with defined transit time, customs clearance and door-to-door delivery in over 200 countries and territories.   |
| Over 68kg                         | FedEx International Priority® Freight | Premium service for palletized shipments over 68 kg, for handling with a forklift. Delivery time set for over 130 countries and territories. Advance reservation of space is required.   |
|                                   | FedEx International Economy® Freight  | A cost-efficient option for less urgent shipments of palletized cargo. Delivery time set for more than 80 countries and territories. Advance reservation of space is required.   |
| <b>Rates/Terms and Conditions</b> |                                       | <p>Access the “<i>Obtenha tarifas e tempos de trânsito</i>” field on the home page of our website.</p> <p><a href="http://goo.gl/xjo64h">goo.gl/xjo64h</a></p> <p>Please also contact our Customer Service for more information.</p> |

<sup>1</sup> International Services: Go to “Serviços de remessa” at [fedex.com/br](http://fedex.com/br) or contact FedEx Customer Service for detailed information.

<sup>2</sup> Check shipping rates and transit times.



# Shipment

## SHIPPING RATES AND TRANSIT TIMES

**Calculate rates and estimated transit time on [fedex.com/br](https://www.fedex.com/br)**

To get rates and transit times for a shipment, use the “*Obtenha tarifas e tempos de trânsito*” tool available on our website home page ([goo.gl/495Tb6](https://www.fedex.com/br)).

Follow the steps indicated below:

- 1.** Enter information about your shipment, such as origin, destination, and scheduled shipment date.
- 2.** Enter packaging details and, if applicable, select additional shipping options.
- 3.** Done!









## PACKAGING

### Use FedEx Express packaging



We provide robust, easy-to-use packaging free of charge. For more information, go to the “*Envio*” link on the home page of our website and click on “*Materiais de embalagem e envio*” ([goo.gl/W1xBZ2](https://goo.gl/W1xBZ2)).

### Three ways to get free packaging for your FedEx Express shipments:

1. Pick up the packaging at the nearest FedEx Express store: you can locate them on our website by clicking on the “*Envio*” option on the home page, then “*Localidades*” [Locations].
2. Request to FedEx Express couriers.
3. Contact Customer Service at [fedex.com/br/contact](https://fedex.com/br/contact) or by Calling 3003.3339 (capital cities and metropolitan areas) and 0800.703.3339 (other locations).

| Your shipment needs                             | Our solution   | Details  |
|---|--|--|
| Packaging for standard and legal size documents | <p>FedEx® Envelope</p>          | <ul style="list-style-type: none"> <li>• Holds up to 60 unfolded pages (approximately).</li> <li>• Total weight (with the envelope) cannot exceed 500 g.</li> </ul>  |
| Waterproof and tear-resistant packaging         | <p>FedEx® Pak</p>               | <ul style="list-style-type: none"> <li>• Designed for larger documents or other compact items.</li> <li>• Total weight (with envelope) must not exceed 2.5 kg.</li> </ul>  |
|   | <p>FedEx® Padded Pak</p>        | <ul style="list-style-type: none"> <li>• Oversized envelope intended for transporting heavier documents that need additional protection.</li> <li>• Total weight (including envelope) cannot exceed 2.5 kg.</li> </ul> |
| Boxes of different sizes                        | <p>FedEx® Box<sup>1</sup></p>  | <ul style="list-style-type: none"> <li>• Robust cardboard boxes, available in three sizes.</li> <li>• Total weight cannot exceed 9 kg.</li> </ul>  |



| Your shipment needs                                   | Our solution  | Details   |
|---|---|---|
| Packaging for posters, fabric rolls, blueprints, etc. | <p>FedEx® Tube<sup>2</sup></p>   | <ul style="list-style-type: none"> <li>• Sticker triangle pack for graphic plans, posters, fabric rolls, graphics, blueprints etc.</li> <li>• Total weight cannot exceed 9 kg.</li> </ul>                           |
| Boxes for low-cost international shipment             | <p>FedEx® 10kg and 25kg Box</p>  | <ul style="list-style-type: none"> <li>• It is large enough for most bulky items.</li> <li>• Available for a flat rate.</li> <li>• Weight cannot exceed that established per packaging (10 kg or 25 kg).</li> </ul> |

<sup>1</sup> As of January 21, 2013, the minimum weight charged for small, medium and large FedEx boxes is 1kg per packaging. Actual packaging weight will only apply if it is greater than the minimum weight charged.

<sup>2</sup> As of January 21, 2013, the minimum weight charged for FedEx Tube is 4kg per packaging. Actual packaging weight will only apply if it is greater than the minimum weight charged.

## Use your own packaging

You can use your own packaging, observing the following points:

- Weight per packaging: up to 68 kg/150 lb<sup>3</sup>
- Length per packaging: up to 274 cm<sup>3</sup>
- Length + circumference: up to 330 cm<sup>3</sup> (circumference = twice the height + twice the width)
- Maximum declared amount for transport: up to US\$50,000<sup>4</sup>

<sup>3</sup> May vary depending on the destination    <sup>4</sup> Conditions apply.

For tips and guidelines on packaging, stickers and labeling, access the “Envio” link on the home page of our website and click on “*Materiais de embalagem e envio*” ([goo.gl/W1xBZ2](http://goo.gl/W1xBZ2)).

## Dimensional weight (volumetric weight)

For light and large shipments, whichever is greater will be charged, i.e. dimensional (volumetric) or actual weight.

Dimensional weight is applied when a package is relatively light in weight compared to the space it occupies. If dimensional weight exceeds actual weight, there will be an additional charge.

## How to calculate dimensional weight

1. Measure the length<sup>1</sup>, height and width of the packaging and multiply them.
2. Divide the number obtained by 5,000.
3. If the dimensional weight exceeds the reported weight, use the dimensional weight to calculate your shipping rate.

$$\text{Dimensional weight} = \frac{\text{Length} \times \text{Width} \times \text{Height}}{5,000} = \text{kg}$$



Dimensional weight can be applied to all customer-owned packaging and FedEx Box boxes.

<sup>1</sup> Measurements in centimeters. The length is the longest side of the packaging. The circumference is calculated by adding twice the width plus twice the height of the box or packaging.



# ONLINE SHIPPING WITH FEDEX EXPRESS®

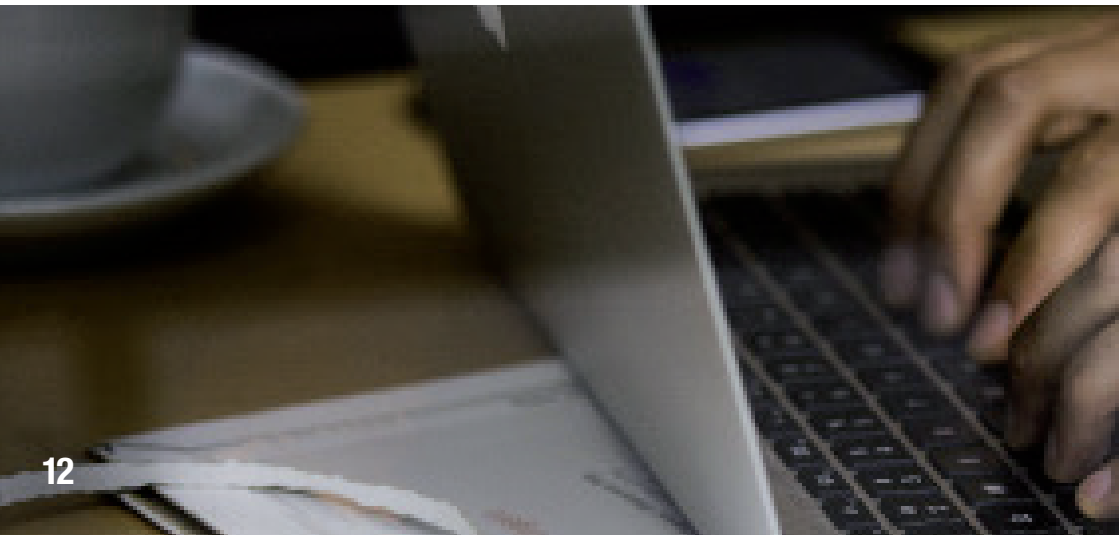
## Shipment with FedEx Ship Manager™ at [fedex.com/br](https://fedex.com/br)

All of your shipping documentation, including the International Air Waybill and commercial invoice, can be completed online with FedEx Ship Manager™, available at [fedex.com/br](https://fedex.com/br).

With this tool you will be able to:

- Create an International Air Waybill and a commercial invoice.
- Maintain a list of recipients and frequently shipped products.
- Get estimates of shipping, fees and taxes.
- Schedule a pickup.
- Send notifications about shipment's transit, delivery, or exception situations via FedEx shipment notification.
- Track your shipments.
- Create standard or custom reports of your shipments.

Go to [fedex.com/br](https://fedex.com/br) to create a login or type [goo.gl/5rVA1q](https://goo.gl/5rVA1q).



## Shipment with FedEx Ship Manager™ Lite

FedEx Ship Manager™ Lite is the perfect tool for new or infrequent customers who are looking for convenience.

With just four simple steps, with no need to log in, the shipment preparation process is complete.

You can also get rates and transit times, schedule a pickup, and receive automatic status notifications.

- No login required.
- You only need your FedEx account number to get started.
- Shipments of up to 68 kg (in Brazil, up to 30 kg).

**Technical support:** Technical support: For queries about FedEx Express automation products and applications, call 3003.3339 (capital cities and metropolitan regions) or 0800.703.3339 (other regions). Access the FedEx Ship Manager™ Lite at this link: [goo.gl/jQbqro](http://goo.gl/jQbqro).



# DOCUMENTS REQUIRED FOR INTERNATIONAL SHIPMENTS

## International Air Waybill

An International Air Waybill is required for each shipment, regardless of the number of packages it contains. This document is also essential for each destination address.

You can prepare the FedEx Express International Air Waybill using our online tools or manually.

Contact Customer Service to request a manually filled form. When filling it out, write clearly and in block letters, pressing the ballpoint pen well. Data must be in English.

The screenshot shows the 'Preparar remessa' (Prepare Shipment) online form. It is divided into several sections:

- 1. Perfil da Minha Remessa**: Includes fields for 'Mostrar perfil de remessa' and 'Enviar'.
- 2. Para**: Fields for 'País/Território', 'Empresa', 'Nome do contato', 'Endereço 1', 'Endereço 2', 'Código postal', 'Cidade', 'Nº de telefone', and 'Nº do CEP/CNPJ no Destinatário'. There are checkboxes for 'Este endereço é residencial?' and 'Salvar novo endereço na agenda de endereços'.
- 3. Detalhes do Pacote e da Remessa**: Fields for 'Data de remessa', 'Nº de pacotes', 'Peso', 'Valor declarado', 'Tipo de serviço', 'Tipo de pacote', 'Conteúdo do pacote', 'Proibição de remessa', and 'Valor total para a Afiliada'. There is a checkbox for 'Incluir uma etiqueta de remessa'.
- 4. Detalhes da Cobrança**: Fields for 'Faturar e honorários para', 'Cobrar', 'Local/Imposto/tributação', 'Nº da conta', 'Código remessa', and 'Mais serviços de cobrança'.
- 5. Coleta/Entrega**: Includes 'Notificações de remessa (opcional)' and 'Tarifas e Horários de Trânsito (opcional)'.
- 6. Concluir sua Remessa**: Includes a checkbox for 'Criar um Perfil de Remessa' and a 'Salvar para mais tarde' button.

Access the Air Waybill manual completion instructions at [goo.gl/pLquML](http://goo.gl/pLquML).

The screenshot shows the 'FedEx International Air Waybill' manual form. It includes sections for:

- 1. Expediente**: Sender and recipient information.
- 2. Embalagem**: Package details.
- 3. Seguro**: Insurance options.
- 4. Pagamento**: Billing information.
- 5. Declaração de Valor**: Value declaration.
- 6. Declaração de Responsabilidade**: Liability declaration.
- 7. Declaração de Conformidade**: Compliance declaration.
- 8. Declaração de Conformidade**: Compliance declaration.
- 9. Declaração de Conformidade**: Compliance declaration.

The form includes a 'Sender's Copy' section and a 'Ship and track packages on FedEx.com' button. A phone number '8613 7856 4224' is visible at the bottom.







**COMMERCIAL INVOICE (Factura Comercial)**

|   |  |  |  |
|---|--|--|--|
| SHIPPER (Envio de)                                |  | Date (Fecha)   |  |
| Tax ID/VAT No. (No de Identificación)             |  | Air Waybill No. (Comprobante de Embarque)  |  |
| Contact Name (Nombre)                             |  | Invoice No. (No de la Factura)   |  |
| Telephone No. (Teléfono)                          |  | Purchase Order No. (No de Orden de Compra)   |  |
| E-Mail (E-Mail)                                   |  | Payment Terms (Terminos de Pago)   |  |
| Company Name/Address (Compañía/Dirección)         |  | Incoterms (Incoterms)  |  |
| Country (País)                                    |  | Reason for Export (Motivo de Exportación)  |  |
| Parties to Transaction (Partes en la Transacción) |  | <input type="checkbox"/> Retail (Minorista) <input checked="" type="checkbox"/> Not Retail (No Es Minorista) <input type="checkbox"/> Other (Otro) |  |
| SHIP TO (Destinatario)                            |  | BOLTO (Destinatario): Same as SHIP TO (Igual que el Destinatario)  |  |
| Tax ID/VAT No. (No de Identificación)             |  | Tax ID/VAT No. (No de Identificación)  |  |
| Contact Name (Nombre)                             |  | Contact Name (Nombre)  |  |
| Telephone No. (Teléfono)                          |  | Telephone No. (Teléfono)   |  |
| E-Mail (E-Mail)                                   |  | E-Mail (E-Mail)  |  |
| Company Name/Address (Compañía/Dirección)         |  | Company Name/Address (Compañía/Dirección)  |  |
| Country (País)                                    |  | Country (País)   |  |

| No. of Packages (No de Paquetes) | No. of Units (No de Unidades) | Unit of Measure (Unidad de Medida) | Description of Goods (Including Harmonized Tariff No.) (Descripción de la Mercadería (Incl. No. de Clasificación Arancelaria)) | Country of Origin (País de Origen) | Value (Price) (Precio (Libras)) | Total Value (Amount Total) |
|----------------------------------|-------------------------------|------------------------------------|--|------------------------------------|---------------------------------|----------------------------|
|                                  |                               |                                    |  |                                    | 0.00                            | 0.00                       |
|                                  |                               |                                    |  |                                    | 0.00                            | 0.00                       |
|                                  |                               |                                    |  |                                    | 0.00                            | 0.00                       |

|   |   |
|---|---|
| Total No. of Packages (Total de Paquetes): 0                              | Special Charges (Cargos Especiales): 0.00     |
| Total Weight (Includes LBS or KGS) (Peso Total (Incl. Libras o Kg)): 0.00 | Additional Charges (Cargos Adicionales): 0.00 |
| Special Instructions (Instrucciones Especiales):                          | Insurance (Seguro): 0.00                      |
|   | Freight (Flete): 0.00                         |
|   | Packing (Empaque): 0.00                       |
|   | Handling (Manejo): 0.00                       |
|   | Consular Fees (Gastos Consulares): 0.00       |
| Declaration Statements (Declaraciones):                                   | Other (Otro): 0.00                            |
|   | Invoice Total (Total): 0.00                   |
|   | Currency Code (Tipo de Moneda):               |

## Commercial invoice

The **commercial invoice** is required by customs authorities for the clearance of packages other than documents.

Requirements vary by country and depend on the type of item, amount and quantity. You can download a blank form from our website ([goo.gl/wU2PpF](http://goo.gl/wU2PpF)) or complete it online while preparing a shipment. Data must be completed in English.

Below is an example of a complete description of a product, which states what it is, what it is made of and what it is used for. It is important to complete the International Air Waybill and the commercial invoice with a consistent and clear description.

Find instructions for completing a commercial invoice on our website or visit [goo.gl/tAmgUW](http://goo.gl/tAmgUW).

## Air Waybill

## Commercial invoice

| Commodity Description REQUIRED                                      | Harmonized Code | Type of packaging | Full description HS code of goods  | HS code |
|---|-----------------|-------------------|--|---------|
| ALUMINUM steel plate for use in semiconductor manufacturing machine |                 |                   | What is it? What is it made of? What is it used for? What is it a component of? e.g.) Ladies' 100% Silk Knitted Blouse |         |
|   |                 |                   | ALUMINUM steel plate for use in semiconductor manufacturing machine  |         |

## Documentation for the Customs Declaration

For shipments to some destinations, it will be necessary to complete additional documentation, required by the legislation of the country of destination. Completing the documentation correctly will help customs authorities process your shipment more efficiently.

**FedEx® Global Trade Manager**, on [fedex.com](http://fedex.com), provides access to detailed product and destination information, local customs laws and even a currency converter.

The tool even estimates rates and taxes, indicating whether the commercial invoice is required or not.

**Access the FedEx® Global Trade Manager page on our website ([goo.gl/MTqwp2](http://goo.gl/MTqwp2))** and enjoy the benefits:

- Find the documents required for international shipments with FedEx Express.
- Complete required documentation.
- Find guidance regarding your shipments.
- Calculate fees and tax estimates.
- Search information about different countries.
- Query the prohibited products database.
- Prepare, store and reuse customs documents at **FedEx Document Preparation Center** ([goo.gl/MTqwp2](http://goo.gl/MTqwp2)).



## SCHEDULE A PICKUP

After packing your shipment and preparing shipping documentation, schedule a pickup online or contact Customer Service at [www.fedex.com/br/contact](http://www.fedex.com/br/contact). You can also schedule a pickup for a future date.

- **Schedule a pickup with FedEx Ship Manager™ at [fedex.com/br](http://fedex.com/br) ([goo.gl/nN9UVJ](http://goo.gl/nN9UVJ)).**
- **Schedule a pickup by phone.** Contact Customer Service at 3003.3339 (capital cities and metropolitan areas) or 0800.703.3339 (other locations).

# Tracking

## THERE ARE MULTIPLE OPTIONS TO TRACK YOUR SHIPMENTS

### Quickly find information about your shipments

- **Tracking on [fedex.com/br](https://fedex.com/br)**

Get information about your shipments 24 hours a day, every day of the week. Go to “*Rastrear*” on our website home page to track up to 30 FedEx Express shipments at the same time.
- **Tracking on FedEx Mobile**

Access up-to-date tracking on your mobile devices. Learn more at [fedex.com/br/mobile](https://fedex.com/br/mobile).
- **Tracking on FedEx Ship Manager™ at [fedex.com/br](https://fedex.com/br)**

When you schedule a pickup on FedEx Ship Manager™ at [fedex.com/br](https://fedex.com/br), your shipment will automatically be registered on the FedEx Express system. Track the status of your shipments worldwide in real time, step by step, until delivery.
- **Tracking by phone**

Contact Customer Service to track a package by phone. Call 3003.3339 (capital cities and metropolitan regions) or 0800.703.3339 (other locations).







# Payment

## **MANAGE YOUR ACCOUNT WITH BILLING AND PAYMENT FEATURES**

### **FedEx Billing Online**

With FedEx Billing Online you can manage, track status, download your invoice data and create payment instructions over the internet. All in a quick and easy way.

Go to the “Conta” link on the home page of our website, then click on “*Ver e pagar faturas*” ([goo.gl/mcVqKG](http://goo.gl/mcVqKG)). Find out more about the benefits:

- Access your invoice and shipment details.
- Create payment slips for offline payments.
- Download invoices in PDF, XML, XLS or CSV format.
- Manage your account flexibly.

# Features

## FIND THE ANSWERS

The information and features to help with all your FedEx shipment and business needs.

|  |  |
|--|--|
| <b>Contact Customer Service</b>  | <a href="https://fedex.com/br/contact">fedex.com/br/contact</a> or call 3003.3339 (capital cities and metropolitan regions) and 0800.703.3339 (other locations). |
| <b>Find a FedEx Express store</b>  | Click on “ <i>Envio</i> ” on our website homepage, then on “ <i>Localidades</i> ”. ( <a href="https://goo.gl/KppGJ3">goo.gl/KppGJ3</a> ).                        |
| <b>To learn about FedEx Express rates and transit times</b>  | Go to “ <i>Obtenha tarifas e tempos de trânsito</i> ” on our website home page.  |
| <b>To read the FedEx Express Terms and Conditions</b>  | Type <a href="https://goo.gl/6u5vZR">goo.gl/6u5vZR</a> .   |
| <b>Learn more about the procedures for international shipments with Nelson Ludovico, a Professor at Fundação Getúlio Vargas and FedEx Express consultant</b> | Watch the “ <i>Como Exportar</i> ” [How to Export] series at <a href="https://goo.gl/iqUPs6">goo.gl/iqUPs6</a> .   |







## Global reach

The purpose of FedEx Express is to support our customers' businesses and enable them have global reach. In addition to having solutions aimed at the most varied shipping needs, we offer support with customs procedures.

### Why export?

- Diversify markets and the local economy.
- Acquire experience and alliances with foreign companies.
- Search for higher sales volume.
- Make strategic alliances to reduce costs, improve efficiency and diversify products.
- Decrease the risks of being in a single market.
- Use the company's production capacity and make economies of scale.
- Take advantage of preferred agreements in expanded markets.
- Engage in the world market due to globalization and economy.





## Clearance Methods

**Declaration of Express Shipment (DRE):** in the same declaration it is possible to include several shipments, from different exporters. There is less documentation required compared to the DU-E and a customs limitation of US\$1,000.00 regarding declared amount for export. The clearance is not registered on the Single Portal/SISCOMEX.

**Formal Export Single Clearance (DU-E):** it is more complete in terms of information, as it offers broader clearance possibilities, with no value limit. Customs clearance is more bureaucratic because it requires some processes, such as the presence of cargo and (sic)

|                                     | Clearance Methods                            |   |
|-------------------------------------|--|---|
|                                     | Express (DRE)                                | Formal (DU-E)   |
| Product - description               | Documents and samples                        | Any product   |
| Commercial destination              | Yes  | Yes   |
| Maximum declared amount for customs | US\$1,000.00                                 | No limit  |
| Fees and taxes                      | Free   | Free  |
| Clearance location                  | FedEx Warehouse                              | FedEx Warehouse or ABV Warehouse (Brazil Viracopos Airports)  |
| Responsible for clearance           | FedEx  | FedEx or selected forwarding agent  |
| Time for clearance                  | 98% of shipments are cleared on the same day | 98% of shipments are cleared on the same day, with the exception of the red channel (selected for physical inspection by the Federal Revenue Service) |
| When retained by customs            | 1 to 5 business days                         | 1 to 5 business days  |
| When retained by ANVISA             | 1 to 5 business days                         | 1 to 5 business days  |



## Documents required

The list of documents may vary according to the type of goods shipped.

### **Air Waybill (AWB)**

Main means of tracking and identifying the shipment. In the "Reference" field, the exporter can define the desired clearance mode: Express (DRE) or Formal (DU-E). It is the only requirement for exclusive shipping of documents.

### **Commercial Invoice**

It describes the negotiation carried out between the exporter and the importer, identifying the products, amounts, currency, incoterm (responsibility for payment) etc. Information about drawback, temporary export and agent commission are important details for the preparation of the Invoice.

### **Tax invoice**

It is essential for clearance in Brazil, mainly in cases of DU-E.

### **Packing list**

Generally used in case of contact with customs to detail the physical information of the goods, mainly when there is more than one volume.

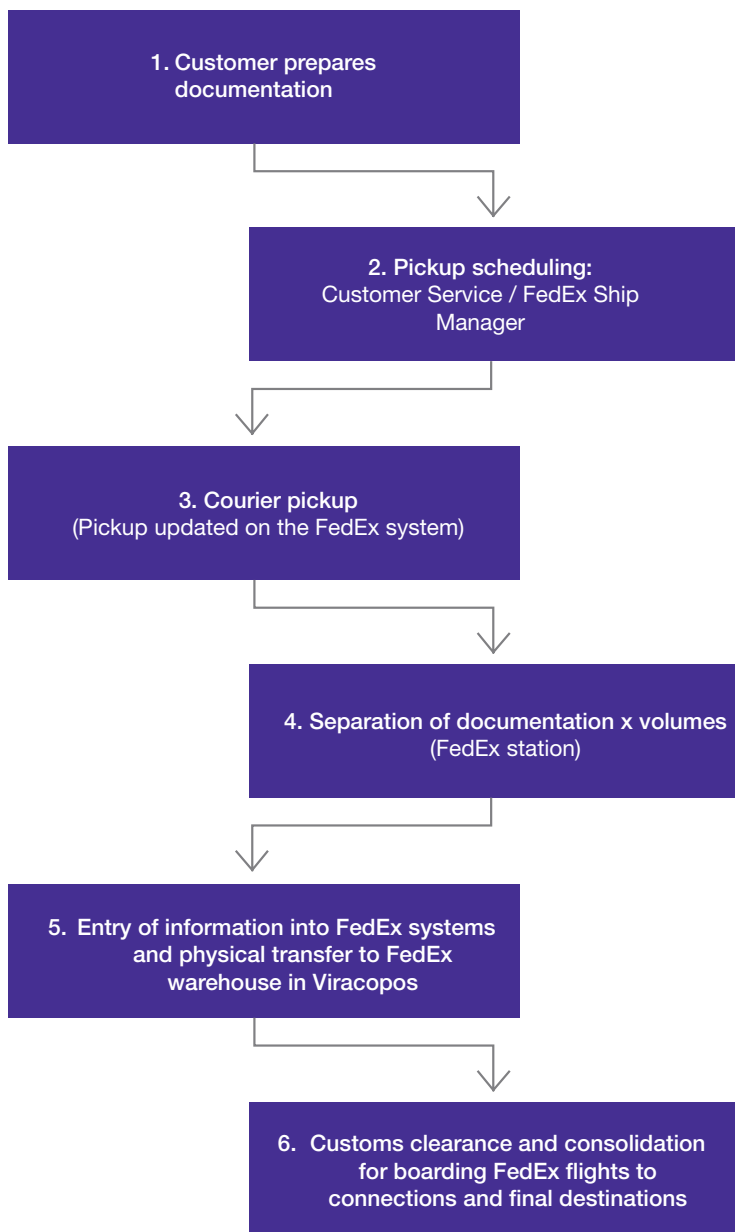
### **Others**

In addition to the export clearance itself, which can be issued by the customer's forwarding agent, there may still be other specific documents, according to the type of goods (e.g. IPHAN, CITES, drawback, etc.)

*Material updated in 02/2019. Information may be updated frequently. Please consult Customer Service at [fedex.com/br](http://fedex.com/br) or by calling 3003.3339 (capital cities and metropolitan regions) and 0800.703.3339 (other locations).*







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