



**Customer Frequently Asked Questions – Waybill Supplement**  
**(In Spanish: “Complemento de la Carta Porte”)**

**1. What is the Waybill Supplement?**

The Waybill supplement is an additional section of the electronic invoice file issued by the carrier, (whether air, land, marine or railroad); it contains ample information related to the shipment, about its shipper, consignee, contents, value, weight, description, amounts, vehicle used for carriage, driver, porter, etc., including time stamps and other cross-referencing data. The Waybill Supplement is submitted to, and stamped by, the Tax Administration Service prior to carriage. In the case of international shipments, it may also serve the purpose of proving the carried goods have been legally imported into the country.

**2. Who is responsible for issuing the Waybill Supplement?**

Individuals and legal entities wanting to transport goods within the country, whether by land, federal highways, rail, or water, either because they perform transportation services or because they need to have their own goods moved from one place to another.

**3. What is an Electronic Invoice (CFDI de tipo Ingreso or “CFDI-I”) with a Waybill Supplement?**

The invoice to be issued by general freight carriers and specialized freight forwarders transporting goods using any form of transportation, as well as parcel delivery and express companies, among others, to charge for the service of transporting their customers’ goods or merchandise.

**4. What is a Digital Transportation Voucher (CFDI de tipo Traslado or “CFDI-T”) with a Waybill Supplement?**

It is the carriage document to be issued before the merchandise is transported; this document serves as evidence of the rightful custody or possession of such merchandise during its transportation.

**5. Is the compliance of this new SAT regulation mandatory for FedEx?**

Yes, although there are some specific provisions applicable to parcel delivery and express services rendered within national territory including the first and last mile portions of the transportation service, as well as the domestic legs of international shipping services for exports and imports, accordingly.

**6. What is the effective date of this new requirement?**

January 1<sup>st</sup>, 2022, with a grace trial period without the application of fines and penalties, ending on **January 1<sup>st</sup>, 2024.**

**7. What type of CFDI must FedEx issue?**

To its paying customers, FedEx must issue a CFDI-I, also known as Electronic Invoice. The CFDI-I must be issued when the customer is charged for the service.

**8. Does a transportation CFDI with a Waybill Complement have to be issued for each package or envelope?**

Data related to each, and every transported shipment must be documented in at least one CFDI.

**9. What would happen in case the CFDI-I with a Waybill Supplement was not issued as of January 1<sup>st</sup>. 2022?**

The Electronic Invoice missing a due Waybill Supplement may not be tax deductible. In addition, as of January\*1<sup>st</sup>, 2024, penalties (e.g., fines) may be applicable as per the current Tax and Transportation Laws. In addition, the shipment may be subject to a service disruption from its origin.

**10. What is the information that must be provided to FedEx to issue the CFDI with a Waybill Supplement?**

For domestic and international shipments in Mexico, you must provide the information requested in the domestic waybill, in addition to the information requested through the several applications FedEx has made available to you. The additional information must comply with the SAT's requirements, and it has to be consistent with the pertinent catalogues the Tax Authority has published for that purpose.

**11. Are all FedEx customers required to provide the information necessary to issue the CFDI with a Waybill Supplement?**

All customers hiring FedEx services, whether they are frequent/occasional customers, or individuals/legal entities with or without a FedEx account, must provide the requested information. Otherwise, FedEx may not be able to accept their packages for carriage.

**12. Can the information, requested by FedEx for the issuance of the CFDI with a Waybill Supplement, vary depending on my line of business?**

No, the information FedEx requires to issue a CFDI with a Waybill Complement is the same for all lines of business.

**13. What are the available options to provide FedEx the information needed for issuing the CFDI with a Waybill Supplement?**

FedEx offers 4 solutions to help you provide us with the necessary information:

If you are integrated with existing FedEx systems:

- API – this service is available to transmit the information you provide in a transactional way and automatically generate the CFDI with a Waybill Supplement.

If you are already using FedEx ShipFast WeCARE plugin (Mexico only) or wish to send your information through a single document:

- You'll be able to enter the information for the generation of the CFDI with a Waybill supplement on the same shipment<sup>1</sup> section of the software. Available for our account customers and to those who ship through any of our FedEx® Ship Centers or authorized access points. It will not be necessary to register a FedEx account to send your Waybill Supplement information through this tool.

If you drop off your packages at any of the available FedEx Ship Centers:

- Please use our online form, [Carta Porte | FedEx Mexico](#) to fill it in with the necessary information.

<sup>1</sup>In order to be able to create your shipment label, a FedEx account is needed.

**14. What is FedEx ShipFast WeCARE plugin?**

It is a shipment application, with the WeCARE plugin allowing customers to send the necessary information needed for the Waybill Supplement, through an Excel spreadsheet.

**15. Is the previous WeCARE version still valid or will it be substituted by ShipFast WeCARE plugin?**

WeCARE previous version will be substituted, and customers who currently use it will be notified to download FedEx WeCARE plugin instead.

**16. Is FedEx ShipFast WeCARE plugin available for all customers?**

Yes

**17. Is FedEx ShipFast WeCARE plugin available?**

Yes. Available for Mexico in English and Spanish. Users have the option to choose the language upon installation. You can download it here:

<http://content.van.fedex.com/ShipFast/v8/FxShipFastSetup.exe>

**18. Where in FedEx ShipFast WeCARE plugin can I enter the information to issue the CFDI with a Waybill Supplement (only Mexico)?**

The FedEx ShipFast WeCARE plugin was updated on December 25<sup>th</sup> 2021, to include the fields that must be filled in to issue the CFDI with a Waybill Supplement. Please select the Waybill Supplement option in the corresponding section, to enter the relevant information of the shipment to be transported.

**19. Can I also provide the information from FedEx Ship Manager® at fedex.com?**

No, in Ship Manager at fedex.com you may continue preparing your standalone FedEx waybills. Please visit <https://www.fedex.com/es-mx/shipping/carta-porte/form.html>, to fill in the form with the information necessary to generate the Waybill Complement.

**20. What would happen if the information provided for the issuance of the CFDI with a Waybill Supplement is incomplete or inaccurate?**

If the information you provide is not complete or accurate, your package may not be accepted for carriage, or it may not be carried or delivered until such information is completed or corrected. The information may be cross-checked by the governmental authorities with the catalogs published by the SAT, therefore, we encourage you to review them in advance.

**18. International customers don't have a Tax ID and it looks like it's a mandatory field. What should they fill-in in the waybill supplement form?**

International customers should contact their counterparts in Mexico (and vice-versa) to obtain their respective RFC/TaxID information. FedEx may not issue advice nor accept liability stemming from the information provided.

**19. What would happen if I don't provide the information requested?**

If you don't provide the necessary information, your package may not be accepted for carriage, neither may it be collected, carried, delivered nor received at any of our FedEx Ship Centers.

**20. Is there any fine applicable for not providing the information necessary to generate the CFDI with a Waybill Supplement?**

All the parties involved in the transportation of goods or merchandise, including not only FedEx, but also the owners and recipients of the same are legally responsible for providing the correct information for the generation of the CFDI with a Waybill Complement.

**21. Can FedEx advise me on the generation of the CFDI with a Waybill Supplement?**

FedEx is only able to guide their customers through the use of the several platforms available to provide the information necessary for the generation of the CFDI with a Waybill Supplement. FedEx may not issue further advice nor accept liability stemming from the information provided.

**22. Should I fail to provide a piece of information required for the generation of the CFDI with a Waybill Supplement, could FedEx provide it on my behalf?**

No, the customer is the sole party responsible for providing the information.

**23. Will there be changes regarding the delivery times and the FedEx invoice format issued to charge for its services?**

There won't be changes regarding the delivery times of the invoice for the customer. As for the format, the CFDI will include a list with the tracking ID numbers of all the packages covered by such CFDI.

**24. Will this new process impact the shipment's delivery times?**

No, for the moment, our delivery times shall remain the same.

**25. Will FedEx continue to offer a money-back guarantee in spite of this new process?**

Yes, as long as you provide us with all the information and documents required for the transportation of your packages. The money-back guarantee terms and conditions remain the same and are available for consultation at [fedex.com/es-mx/shipping/additional-options.html](https://fedex.com/es-mx/shipping/additional-options.html)

### Information Technology-related questions

**26. Is it possible to execute tests for the generation of the CFDI with a Waybill Supplement on the system developed by FedEx?**

Yes, there is a test environment available to send information through the API and WeCARE solutions.

**27. Is it possible to upload the requested information by bulk on FedEx ShipFast?**

Yes, through the WeCARE plugin you can upload the information for the generation of the CFDI with a Waybill Supplement by bulk using an Excel file. Another option is using our API for bulk upload of the information to be provided.

**28. Do I need to create a tracking ID number before entering the information on FedEx ShipFast WeCARE plugin?**

Yes, you must first create a tracking ID number through one of the FedEx shipping platforms since you need to enter this number in the WeCARE plugin.

**29. Can I upload a CSV file instead of using Windows in case I'm making several shipments?**

No, information can only be submitted via Excel (\*.xls or \*.xlsx) files.

**30. Can the format to generate the CFDI with a Waybill Supplement be completed manually?**

The format cannot be completed manually. The information must be submitted electronically. If you can't use any of the solutions FedEx offers to provide the information, you may want to visit a FedEx Ship Center where one of our customer service agents will be happy to help you.

**31. Does FedEx ShipFast WeCARE plugin have a cost, in order to generate a CFDI with a Waybill Supplement?**

The solutions we offer for submitting the information necessary to generate a CFDI with a Waybill Complement are free for all FedEx customers.