

World-Class Connections

International Shipping Guide

FASC Network

FedEx®



Put the world in reach for your customers

Shipping internationally is more than just sending a package from one country to another — it's connecting people, businesses and communities across the globe. For a task this big, you need revolutionary shipping services — and we've got you covered.

What does FedEx offer your ship center?

- A simpler way to ship internationally so you can give your customers a great experience.
- The resources and support your store needs to get global shipments where they need to go, intact and on time.
- A range of exceptional options for your customers — from fast, reliable flat-rate shipping to cost-effective ground service to Canada.

Together, we can forge world-class connections with our customers across the globe. Let's get started!





The right documentation makes all the difference

Your customers depend on you to provide excellent service — and that means doing everything you can to get their shipments to their destination on time and intact. For international shipments, that starts with documentation.

It's probably no surprise that the top reason shipments get delayed in customs is problems with the required forms. We know the documentation can seem daunting. That's why we put this guide together — to help you make sense of it all and feel confident shipping internationally.

We'll help you:

- Get set up to handle customs documents electronically.
- Figure out which forms are required for each shipment.
- Know what's needed to prepare accurate documentation.
- Access help and additional info when you need it.



Quick-start guide to shipping electronically

If you've run into questions trying to process international shipments, or find the idea daunting, or don't like the hassle of paper documentation, electronic shipping may be the answer. FedEx offers electronic resources to simplify global shipping — from paperwork preparation to record-keeping. Here's where to start!

Access tools for preparing your shipment

International Shipping on fedex.com

This comprehensive online portal is a great starting point whenever you need to ship across borders.

Learn the basics of international shipping and prepare your next shipment with tools and resources that can help you:

- Get a rate.
- Learn about Commercial Invoices.
- Find Harmonized Codes, customs documents, and duties and taxes.
- Fill out documents online.
- And more!

Go to [International Shipping](#) to get started.

Find the information and documents you need

FedEx International Shipping Assist

Let us help with international shipping preparation! You fill out a simple form and we'll provide:

- Your estimated Harmonized System code
- Estimated shipping cost
- Blank copies of your customs documentation

Plus, explore resources, tutorials, and frequently asked questions to help with international shipping.

Get started with [FedEx International Shipping Assist](#).

Submit “paperwork” online

FedEx® Global Trade Manager

The FedEx Document Preparation Center in this online resource helps you transmit documentation electronically to customs — no more filling out paper forms and stuffing them in a pouch on the package!

Bonus: It makes record-keeping a lot easier in the event of a dispute.

FedEx Global Trade Manager also includes tools to help you:

- Identify the right documents needed for your customer's shipment.
- Check for important regulatory information specific to the destination country.
- Estimate likely additional costs for your customer's shipment, such as duties and taxes.
- Search for Harmonized Codes. Commercial shipments require a code, and our tools help you determine the right one.

Go to [FedEx Global Trade Manager](#) to get started.

Get help from the experts

FedEx Regulatory Consulting Group

If you have questions or issues, get one-on-one help from our team of regulatory experts!

We offer free assistance on international FedEx Express® shipping, including import, export and customs issues.

Get in touch

Email rcg@fedex.com.

Call 1.800.851.3336, option 4 (Monday–Friday 7 a.m.–5:30 p.m. CT).

Learn more about the [FedEx Regulatory Consulting Group](#).



More international shipping resources

FedEx resources

- [International Shipping](#)
Your guide to planning, creating and managing your shipment from documentation to destination.
- [FedEx® Great Rates Hotline](#)
A chance to score deep discounts on last-minute express shipping. Click and fill out the [request form](#) or call 1.877.463.7408. Have the FedEx Express account number, shipment origin and destination countries, weight, and dimensions handy.
- [Customs documents](#)
Learn all about preparing accurate, detailed customs documents to help keep your international shipments on track.
- [FedEx Regulatory News updates](#)
Sign up to get notified about regulatory changes that could affect international shipments.
- [Reach global markets](#)
Access advice and resources that can help you explore new opportunities through exporting.
- [FedEx International Shipping Assist](#)
Based on the information you enter about your shipments, this free tool will estimate Harmonized System codes, project duties and taxes, and recommend customs documents to accompany your shipments.
- [USMCA/T-MEC/CUSMA](#)
Get detailed information about the United States-Mexico-Canada Agreement, download the USMCA/T-MEC/CUSMA Certification of Origin and Commercial Invoice forms, and access additional resources.
- [USMCA webcast](#)
Watch a free on-demand webinar about what the new trade agreement means for the U.S.
- [EU VAT rules](#)
Learn about EU VAT rules, effective July 2021, that may affect commercial shipments to Europe.
- [EU VAT webcast](#)
Watch a free on-demand webinar about the EU VAT changes and how they affect the U.S.

U.S. government resources

- [U.S. government export portal](#)
Brings together resources from across the U.S. government to assist U.S. businesses in planning their international sales strategies and succeeding in today's global marketplace.
- [U.S. Customs and Border Protection](#)
Protects our nation's borders from terrorism, human and drug smuggling, illegal migration, and agricultural pests while simultaneously facilitating the flow of legitimate travel and trade.
- [Office of the U.S. Trade Representative](#)
Negotiates directly with foreign governments to create trade agreements, to resolve disputes and to participate in global trade policy organizations. Meets with governments, business groups, legislators and public interest groups to gather input on trade issues and to discuss the U.S. president's trade policy positions.

Determining the required documentation for FedEx Express® and FedEx International Ground® shipments

For help identifying the required documents for your customer's shipment, and to complete and submit customs documentation online, go to [FedEx® Global Trade Manager](#). Completing paperwork by hand isn't recommended, but if you do choose that method, or simply want to understand which documents are required for a shipment, the chart below and the following pages can help.

Document shipments	Nondocument (commodity) shipments
<p>EXAMPLES</p> <ul style="list-style-type: none"> • Personal documents • Business contracts • Invoices 	<p>EXAMPLES</p> <ul style="list-style-type: none"> • Parts (computer, machine) • Photographs • Clothing
<p>DOCUMENTATION</p> <ul style="list-style-type: none"> • Commercial Invoice (one signed original and two copies)¹ 	<p>DOCUMENTATION</p> <ul style="list-style-type: none"> • Commercial Invoice (three copies)¹ • Certificate of Origin³ • USMCA/T-MEC/CUSMA Certification of Origin⁴ • Electronic Export Information (EEI)⁵
<p>SHIPPING MATERIALS</p> <ul style="list-style-type: none"> • FedEx® International Air Waybill² • FedEx shipping label 	<p>SHIPPING MATERIALS</p> <ul style="list-style-type: none"> • FedEx International Air Waybill • FedEx shipping label

¹A Commercial Invoice is not required for FedEx Express shipments of Personal, Interoffice, and Business (PIB) documents with no commercial value. FedEx International Ground shipments always require a Commercial Invoice, even when the contents have no commercial value. (Some countries — including high-volume destinations such as Japan, Canada, Australia, Philippines, Indonesia, New Zealand, and China — require a minimum \$1.00 value for PIB document shipments.)

²Typically, when the shipment contains only paper documents (written, printed or typed communications with no commercial value), only the FedEx International Air Waybill is needed for FedEx Express shipments.

³Not all shipments require the Certificate of Origin — it depends on the commodity and destination country.

⁴Not all shipments require the USMCA/T-MEC/CUSMA Certification of Origin — it depends on the commodity, value of the goods and destination country. Shipments to Mexico or Canada may qualify for reduced or no duties on North America-origin commodities.

⁵When a shipment of merchandise under the same Schedule B commodity number is valued at more than USD \$2,500 and is sent from the same exporter to the same recipient on the same day, an EEI is required. (Note: Most shipments from the U.S. to Canada are exempt from this requirement.) There are additional situations in which an EEI may be required; please see the EEI pages of this guide for more information.



1 From Please print and press hard

Date: 4/1/16 Sender's FedEx Account Number: 9999-9999-9

Sender's Name: Eva D'Abate Phone: 214-555-1496

Company: Specialties, Inc.

Address: 249 Walnut Lane

City: Dallas State: TX ZIP: 75229

Country: USA

Internal Billing Reference: FO71569

2 To

Recipient's Name: Tim Roth Phone: 293-555-2090

Company: The Fuller Company

Address: 40 Wellington Court

City: Crawley State: West Sussex ZIP: RH119BP

Country: United Kingdom

Internal Billing Reference: VAT.333-4444-22

3 Shipment Information

Commodity Description	Quantity	Weight	Value	Country of Origin	Declared Value
1-man's knitted sweater, 100% cotton	1	15	100	USA	\$100
3-men's knitted sweaters, 100% cashmere	3	12	600	USA	\$600

4 Express Package Service

NOTE: Service order has changed. Please select carefully.

FedEx Intl. First FedEx Intl. Priority FedEx Intl. Economy

5 Packaging

FedEx Envelope FedEx Pak FedEx Box FedEx Tube FedEx 30kg Box FedEx 25kg Box Other box

6 Special Handling and Delivery Signature Options

Hold at FedEx Location SATURDAY Delivery

Direct Signature Indirect Signature

7 Payment

Bill transportation charges to:

Sender Recipient Third Party Credit Card Cash/Check

Bill duties and taxes to:

Sender Recipient Third Party

8 Required Signature

Sender's Signature: Eva D'Abate

How to complete a FedEx® International Air Waybill for FedEx Express

Correctly completing these forms could help avoid delays at customs.

Sender section

Fill out your customer's name, address, city, state and ZIP code (not your store's information).

Shipment Information section

The "Total Value for Customs" box represents the selling price or fair market value (even if not sold) of the contents of your shipment and must be equal to or greater than the "Total Declared Value for Carriage." Total Value for Customs must agree with the value shown on the Commercial Invoice.

Payment section

For the "Bill Transportation Charges to" line, enter your store's account number and check "Bill Third Party." For the "Bill Duties and Taxes to" line, check "Bill Recipient" (if you check "Bill Third Party" for duties and taxes, you need a FedEx account number).¹

¹We will attempt to invoice your customer, not your store, for duties and taxes if the recipient fails to pay.

Shipping e-commerce to the European Union

Due to 2021 changes in EU policy, you should inquire about the VAT payment. If the customer hasn't charged it at the time of sale, the VAT will be collected from the recipient, who might not know that it's owed, incurring delays. FedEx may advance the VAT fee, then invoice them for the fee plus a processing fee.

If they did charge or collect it at the time of sale, you'll need to enter their merchant IOSS number into the online shipping label (if they are using automation to create the labels and documents for the merchant and ensure it's included on the Commercial Invoice) or include it on the paper international air waybill.

Find more info on [EU VAT rules](#).



When you need a Commercial Invoice

The Commercial Invoice is required for all international commodity shipments and serves as the foundation for all other international shipping documents. It's a document between a seller (exporter) and a buyer (importer) with a complete listing and description of goods. FedEx provides separate Commercial Invoice forms for use with FedEx Express® and FedEx International Ground® shipping.

What's required

The following information must appear on the Commercial Invoice:

- The shipper's and recipient's complete information: contact name, company name, complete address and tax identification number.
- Importer of Record. If the shipment will be handled by an importer who is not the recipient — also known as the Importer of Record — add the full name and address to the consignee line. The Importer of Record is the party identified to customs or other regulatory agencies for clearance as the importer of an international shipment. Generally, the Importer of Record is the recipient.
- The buyer's information (the person to whom the goods are sold by the seller), if different from the recipient: contact name, company name, complete address and phone number.
- Harmonized Code. The Harmonized Code identifies the item being shipped. Possible codes are suggested based on the description entered. Go to [FedEx International Shipping Assist](#) to look up the standardized identification number for the type of goods being shipped.
- The shipment tracking number or air waybill number.
- Total number of packages in the shipment and total weight of the shipment.
- Detailed description of each commodity, including, but not limited to:
 - What the product is and what it's made of
 - The product's Schedule B or HTS code (to find, go to the [U.S. Census Bureau website](#))
 - The product's intended use
 - The product's country of manufacture
 - The product's parts or serial numbers
 - The product's quantity, unit of measure and valueIf the list of commodities exceeds one page, there is a Commercial Invoice continuation page template on [FedEx International Shipping Assist](#) website, or a shipper can list the commodities in a typed document and attach it to the invoice.
- Invoice total. For FedEx Express shipments, the invoice total represents the selling price or fair market value (even if not sold) of the contents of your shipment and must agree with the value shown on the FedEx® International Air Waybill.
- Signature. The invoice must be signed and dated.

CERTIFICATE OF ORIGIN

The undersigned _____
_____ declares that the
following mentioned goods shipped via _____ on the date
of _____ consigned to _____
_____ are the
product(s) of _____.

Marks & Numbers (Air Waybill/Tracking #)	No Pkg.	Gross Wgt(kg)	Net Wgt(kg)	Description of Goods

These commodities, technologies or software were exported from the United States of America in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited.

Dated at _____ on _____
_____ Exporter

Sworn to before me on _____
_____ Notary Public

The _____ Chamber of Commerce, a recognized Chamber of Commerce under the laws of the State of _____, has examined the manufacturer's invoice or shipper's affidavit concerning the origin of the merchandise and, according to the best of its knowledge and belief, finds the products named originated in _____.

Secretary _____

Certificate of Origin

The Certificate of Origin verifies the country in which the product was manufactured. The product being exported and its destination country determine if the Certificate of Origin is required.

To determine if the shipment requires a Certificate of Origin:

- Use the Find International Documents tool on [FedEx® Global Trade Manager](#).
- Learn more about and download a blank Certificate of Origin from the [Customs Documents section](#) of our online international shipping guide.
- Call FedEx Customer Service at 1.800.463.3339 and say "international services."

Shipping to Canada or Mexico?

See page 12 for specific information about shipping under the United States-Mexico-Canada Agreement (USMCA).



When you need a Certificate of Origin

If the shipment requires a Certificate of Origin, one original is required. The descriptions and amounts on the Certificate of Origin must be consistent with those entered on the Commercial Invoice. Most countries accept a generic Certificate of Origin form. Customers can obtain and fill out a Certificate of Origin form at [FedEx Global Trade Manager](#), download a blank Certificate of Origin from the [Customs Documents section](#) of our online international shipping guide, or obtain one from their local chamber of commerce.

What's required

The following information must appear on the Certificate of Origin:

- The shipper's name and address.
- The recipient's name and address.
- The product's parts or serial numbers.
- The number of packages, boxes or crates in the shipment.
- The gross and net weight of the shipment.
- A complete and accurate description of the contents of the shipment.
- The country of origin of the contents of the shipment.

The completed Certificate of Origin must be validated and notarized by a local chamber of commerce.

Helpful hints

FedEx can prepare the Certificate of Origin for a fee. For more information, call 1.866.684.6023 and choose option 3.

Electronic Export Information (EEI)

EEI is data that must be filed through the Automated Export System (AES) for goods shipped from the U.S. to a foreign country. It's required only under certain circumstances.

Does your shipment require an EEI filing?

You must file EEI with FedEx Express® shipments from the U.S., Puerto Rico or the U.S. Virgin Islands to foreign destinations; between the U.S. and Puerto Rico; or from the U.S. or Puerto Rico to the U.S. Virgin Islands, if certain conditions apply.

The main reasons EEI is required:

- Items under the same Schedule B or harmonized tariff number valued at more than USD \$2,500 are being sent from the same exporter to the same recipient on the same day.
- The shipment contains merchandise (regardless of value) that requires a U.S. government export license or permit.

How do you file EEI?

If the shipment requires EEI data, there are two main options for filing:

- Self-file EEI directly to the U.S. Census Bureau's AESDirect website, a free internet application supported by the U.S. Census Bureau. For more information, go to the [U.S. Customs and Border Protection](#) website.
- Authorize FedEx to file an EEI on the shipper's behalf using FedEx Export AgentFile.® A filing fee and certain limitations apply. Learn more about [FedEx Export AgentFile](#).

Get more information about EEI, including detailed requirements and exemptions, on the [Electronic Export Information](#) page of [fedex.com](#).

Helpful hints

- Shipments from the U.S. to Canada may be exempt from EEI; see next page for details.
- To determine if your shipment requires an export license, you must first find out if any U.S. government agency has jurisdiction over the shipment and/or its contents. For more information, go to the [Trade.gov page](#) on export licenses.
- EEI is required if the shipment contains rough diamonds, regardless of value (Harmonized Tariff Classification 7102.10, 7102.21 and 7102.31).



Documentation for shipping to Canada or Mexico

The United States-Mexico-Canada Agreement (USMCA), called T-MEC in Mexico and CUSMA in Canada, was established to reduce trade barriers and provide preferential tariff treatment between the three countries. It replaced the previous agreement known as NAFTA. Under this agreement, the Certification of Origin requirement is different from the general Certificate of Origin document shown on page 9.

USMCA Certification of Origin¹

The new USMCA Certification of Origin doesn't have to be a separate form. It's a set of nine mandatory data elements and a statement. This information may be provided on any existing shipping document (e.g., Commercial Invoice) or on a separate stand-alone document, not in any particular order.

Certification is required² for:

- Shipments to Canada valued at greater than CAD \$3,300
- Shipments to Mexico valued at greater than USD \$1,000

EEL

Shipments from the U.S. to Canada are exempt from EEL unless they are subject to the Department of State's International Traffic in Arms Regulations (ITAR), require an export license or permit, include rough diamonds, or are transiting Canada to a different final destination.

Commercial Invoice

The Commercial Invoice is required for most non-document shipments, just like it is for other international shipments. For shipments to Mexico and Canada, it can also be used as the Certification of Origin as long as it contains the nine data elements and the required certification statement.

Go to the [USMCA section](#) of [fedex.com](#) to download forms and get details about the nine required data elements, the certification statement, and other helpful information about shipping to Canada and Mexico.

¹Even though a certification of origin may not be required for the above categories of goods to claim USMCA/T-MEC/CUSMA, it is still an importer's legal responsibility to maintain all valid proof of origin when using free trade agreements. You must ensure that all goods that benefit from the preferential tariff treatment do, in fact, qualify — origin applicability can be requested/required by the applicable customs during a verification. Declaring preferential duty rates without a valid proof of origin at the time of import can expose your company to substantial retroactive duties, interest and penalties. Where CUSMA declarations are made in error, importers are required to file amending entries (corrections) post-clearance. The audit trail (records) for the proof of origin for trade agreements is to be retained for seven years: the year of the import/clearance plus an additional six years.

²The agreement states that the value of the importation does not exceed USD \$1,000 or the equivalent amount in the importing party's currency or any higher amount as the importing party may establish.

FedEx Trade Networks, when serving as Importer of Record (IOR), will require a certification statement on Commercial Invoices for shipments below USD \$1,000.

Helpful hints

To determine if a product qualifies for USMCA/T-MEC/CUSMA preference:

- [U.S. Department of Commerce International Trade Administration](#)
- FedEx Regulatory Consulting: 1.800.851.3336