



## FedEx International MailService®

# Glossary of Terms

**Air Waybill Number** – Documentation number provided on a FedEx air waybill (shipping document) for a consolidated international mail shipment.

**Destination Country** – The country to which an individual package is being mailed.

**Details** – Additional information about your package.

**Download** – Click “Download” on the Shipment Summary screen or Package Summary screen to download the summary information to your computer in CSV (comma separated value) format.

**Duties and Taxes** – These are charges which a country may assess to allow an individual package to enter their country. Typically duties and taxes are only assessed only on items that have a commercial value above a minimum value. Duties and taxes are not levied on printed materials that have no commercial value and are not being sold to the recipient. With FIMS, duties and taxes are always collected from the package recipient on delivery.

**Email** - Click “Email” on the Package Summary screen to send the summary information to an email address.

**FIMS (FedEx International Mail Service)** – A simple, economical solution for mailing items to international destinations. FedEx carries your consolidated mail shipment to a FedEx sort facility, and then the local postal authorities in the destination countries deliver the individual packages to final recipients.

**Package** – An individual mail piece sent to a single address in a destination country.

**Package Summary Screen** – This screen provides information about the individual packages in a single shipment, including the most recent status and date. Clicking on a Postal ID Number on this screen displays additional details, if any, about the movement of that package through the international postal system, including dates when individual scan events occurred.

**Postal Authority** – The government agency in various countries assigned the administration of postal delivery and post offices.

**Postal ID Number** – Documentation number assigned to an individual package so it can be traced to final delivery. Tracing information is available only when the destination postal authority scans and reports postal ID information.

**Shipment** – A consolidation of individual packages sent by the shipper to the FIMS mail processing center using a FedEx air waybill.

**Shipment Summary Screen** – This screen provides information about a sender’s consolidated mail shipments. Clicking on an air waybill number on this screen displays the Package Summary screen, where information about the individual packages in that shipment can be viewed.

**Shipper Reference Number** - This is the number the shipper assigns to a package when it ships (may also be referred to as order number). If the shipper does not assign a shipper reference number to a package, nothing is displayed in the Shipper Reference number column on the Package Summary screen.

### Status Definitions

Received for processing – Consolidated mail shipment has been received at the FIMS mail processing center.

In process awaiting release – Mail is being sorted by country and processed at the FIMS mail processing center.

In transit to destination country – The package has left the FIMS mail processing center and is en route to the destination country.

Received by destination post – The package has been tendered to the destination country postal service.

Destination customs clearance underway – The package is being inspected and cleared by the destination country postal customs authority. (Note: Duties and Taxes may be assessed on the package during this process.)

Released by destination customs - The package has been cleared by the destination country postal customs.

Received at local postal facility – The package has reached the local postal facility and is ready for delivery.



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Unable to deliver – The local postal carrier was unable to deliver the package (Note: The reason for non-delivery should be indicated on package when it is returned to the original sender).

Successful delivery – The package was successfully delivered to the final recipient. (Note: No signature proof of delivery is available with FIMS Mail View.)

At transit post mail acceptance office – The package has been tendered to an intermediary postal authority en route to its final destination. (Note: This only occurs when the destination country/entity is very small and lacks its own autonomous postal service.)

Dispatch transit post acceptance office - The package has left an intermediary postal authority and is en route for delivery to the final recipient.