

URGENT

Express international shipping

With URGENT, the express service from FedEx Express Swiss Post GmbH, you can send documents, small goods and goods anywhere in the world in the shortest possible time. Your urgent consignments reach recipients in over 200 countries on five continents.

The URGENT express ensures your consignments reach their destination in the fastest possible time within the global FedEx network. The service provider and contractual partner is FedEx Express Swiss Post GmbH, a joint venture between Swiss Post and FedEx, a global express service provider. Thanks to this cooperation, business customers in Switzerland can enjoy **many advantages**:

- Posting at all Swiss Post self-operated branches or collection
- Free collection by FedEx (except for peripheral and mountain areas, so-called C and D zones)
- Transport prices according to actual weight, no fuel surcharge
- Transport and delivery within the global FedEx network
- Personal signed-for delivery
- Worldwide track and trace function with notification
- Individual increase of liability possible
- Can be shipped as a Multiple Parcel Shipment (MPS)
- Invoicing with the usual monthly Swiss Post invoice with a 30-day payment deadline

Consignment categories

URGENT consignments are divided into the following categories:

URGENT documents:

- Weight: max. 0.5 kg
- Goods value: USD 100.00
- Mandatory packaging: FedEx Envelope
- Documents include letters, memos, contracts

URGENT small goods:

- Weight: max. 2.5 kg
- Goods value: USD 100.00
- Mandatory packaging: FedEx Pak
- Items with content that fits in a FedEx Pak, do not fall into the documents category (e.g. airline tickets or magazines) and documents that exceed the maximum weight for documents are categorized as small goods

URGENT goods:

- Weight: max. 30 kg (posting)
- Limit of size: 100 x 60 x 60 cm (L x W x H), and circumference plus length max. 266 cm
- Goods are items that have a goods value and URGENT documents and small goods that are not posted in a free FedEx Envelope or FedEx Pak packaging
- Packages up to 68 kg and consignments measuring more than 100 x 60 x 60 cm must be collected directly by FedEx. Please note the surcharges for weight and dimensions in the shipping conditions at www.swisspost.ch/urgent
- The absolute maximum dimensions may not be exceeded: length 274 cm, length plus circumference total 330 cm (circumference = 2x width plus 2x height)

Delivery times

The estimated time of delivery is calculated for each consignment directly when the waybill is created in our online service. You can find the country-specific transport times as a guide at www.swisspost.ch/info-int.

Shipping documents

Create your shipping documents at www.swisspost.ch/online-services using the "Create waybill (on account)" online service. The online service offers you additional features:

- Calculate delivery time
- Book notification from FedEx about the consignment status
- Book collection by FedEx (excluding remote areas)
- Upload your own commercial invoice
- Create shipping papers for an import

Packaging

You **must** use the FedEx free shipping packaging to send your documents and small goods. You can order them at any large Swiss Post branch or via the "Order forms and brochures" online service at www.swisspost.ch/docucenter.



Posting

URGENT consignments weighing up to 30 kg can be posted or handed in for collection at any self-operated Swiss Post branch. You can also have your consignments collected by FedEx Express Swiss Post GmbH.

Heavier consignments weighing up to 68 kg must be collected directly by FedEx Express Swiss Post GmbH.

Prices

The prices for transport are based on the category (documents, small goods or goods) and the destination countries which are further divided into zones. You can find a price calculator and further information at www.swisspost.ch/info-int or directly when creating the waybill in the "Create waybill (on account)" online service.

Other conditions can be contractually agreed for larger consignment volumes. Contact your customer advisor.

Surcharges

If your consignment cannot be sorted automatically by FedEx, for example due to surface quality or dimensions that exceed the above standard, surcharges may apply. For more information, visit www.swisspost.ch/urgent.

Track consignments

Using the "[Track & Trace](#)" online service, you can keep updated about the progress of your URGENT consignment. Simply enter the 12-digit tracking number of your URGENT consignment in the search field.

Liability

Basic liability for the contents of your consignments upon loss or damage is automatically included in the shipping price.

- Basic principle: 22 Special Drawing Rights per kg
- Documents and small goods: max. USD 100.00 per consignment (or equivalent in national currency)
- Goods: max. USD 50,000.00 per consignment (or equivalent in national currency)
- For "unique items" (e.g. precious stones, precious metals, jewellery, unprotected furniture, glass, china, works of art, important documents (including passports), smartphones, tablets, laptops, memory cards, etc.): USD 1,000.00 per consignment

The GTCs of [FedEx Express Swiss Post GmbH](#) apply in conjunction with the service descriptions published at www.swisspost.ch/urgent.

Value-added services**Increase in liability**

Increase the liability per consignment in increments of USD 100.00. The maximum liability is USD 50,000.00 or the equivalent in local currency. Exceptions to this are "unique items". The selection and price are displayed when the waybill is created in the online service.

Midday delivery in 25 countries

Have your consignment delivered by 12 noon in conurbations (in some cases by 10.30 a.m.). The availability, price and delivery time are displayed when the waybill is created.

Assumption of costs (DDP)

Cover any costs for customs duties, VAT and fees in the recipient country. This means that your recipient abroad does not have to pay any fees for the item they receive. This option is available in the last step when creating the waybill.

Import

Request FedEx to collect a consignment abroad at the Swiss recipient's expense. This option can be selected at the start of the waybill creation process. Simply reverse the sender and recipient addresses.

In cooperation with:



You can find more information at www.swisspost.ch/urgent.

