

International Shipment Resources

International shipping can be a detail oriented and sometimes frustrating process. But Case Western Reserve University has partnered with FedEx to provide several resources to help you with your international shipping needs.

Creating an International Shipment

You can create shipments and any necessary documentation through the University's FedEx Ship Manager portal at:

<https://www.fedex.com/shipping/shipEntryAction.do?origincountry=us&locallang=us&urlparams=us>

Ask your department administrator about access or contact the **University's Mailroom at mailroom@case.edu or 216-368-2565**. They can also help point you in the right direction for other questions.

Additional Resources

Start by visiting FedEx's International Shipping FAQ Page.

<http://www.fedex.com/us/international-resource-center/internationalfaq.html>

There you'll find answers to the most common questions related to international shipping such as what documentation and labelling is needed, glossaries of terms and a list of locations and services that FedEx offers.

FedEx International Customer Service - 1-800-247-4747

FedEx International Freight Customer Service – 1-866-393-4685

Customs Broker

If you're having trouble getting a shipment imported or exported, you might need to engage the services of a FedEx Trade Networks Customs Broker. Customs Brokers are experts in the regulations and documentation required for international shipments and can often help with difficult situations. If you cannot find the help you need using the above resources or have a critical shipment stuck in transit, reach out below. For more information or a list of available service go to <http://ftn.fedex.com>. Please note that fees may apply to some services. Reference **Account Number 000203758**.

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