



# FedEx InSight®

FedEx InSight® is a web-based application that enables you to view, anytime and anywhere, the current status of your shipments without needing to enter a tracking number. It can provide you with actionable status information about shipments and automatically notify you and others of critical shipping events. FedEx InSight® is **your powerful online assistant**, working behind the scenes even when you are offline, all free of charge on fedex.com.

## Greater visibility

All information on your shipment is updated in real time. FedEx InSight® provides information from the moment we pick up your package until four days after delivery. All you need to do is go to fedex.com and register.

- A **summary report** gives you high-level, consolidated information, enabling you to view, at a glance, **the status of incoming, outgoing and third-party** shipments.



- You can then select which shipment you would like to see **more detailed information** on. FedEx InSight® immediately displays its status, shipping date and estimated delivery date, as well as the service type, number of packages, weight and the reference entered by the shipper.

InSight Total	Inbound	Outbound	Third Party
Date	Est. Delivery 10/13/2008	Ship (PSJ) Date 10/13/2008	Ship (PSJ) Date 10/13/2008
Pieces	0	13	0
Clearance Delay	0	0	0
Delivery Exception	0	0	0

<b>Status</b>	Delivered: 10/12/2008 10:06 AM Signed for By: LITWACK LONDON, GB	<b>Shipper</b>	FRANCIS CO 4 RIVER ROAD, LONDON, GB W1R 3AL, UNITED KINGDOM
<b>Ship (PSJ) Date</b>	10/11/2008	<b>Recipient</b>	FRANCIS CO 4 RIVER ROAD LONDON, GB W1R 3AL
<b>Est. Delivery Date</b>	10/12/2008	<b>Reference</b>	AD6100235 MOP061011020 62842740

(1) If there is any delay to a shipment, the reason why is clearly shown. FedEx InSight® also suggests actions that might quicken delivery.

### Your FedEx contacts

To find out more, call us on:  
**800 333339 (UAE)**  
**17 334448 (Bahrain)**  
**1802233 (Kuwait)**

Or visit our website on:  
**fedex.com**



## Greater efficiency

### Notification of critical shipping events

FedEx InSight® serves as an advanced warning tool. It sends **automatic email alerts to you**, and others you have specified, with critical information on each shipment.

FedEx InSight® is flexible, and you can choose:

- Which **types of alert** you want ('Clearance Delay,' 'Released for Delivery,' 'Delivery Attempted,' 'Delivery Exception,' or 'Incorrect Address Specified')
- The **email format** you prefer to receive notification in (html or plain text)
- And **when** you receive it

FedEx InSight® updates information and will relay critical shipping events to you even when you're offline. The information allows you and others to see precisely where a shipment is in the delivery process – and take any action that may be required.

### Flexible information management

With FedEx InSight®, you have complete flexibility and control to view only the shipment information that you wish to see.

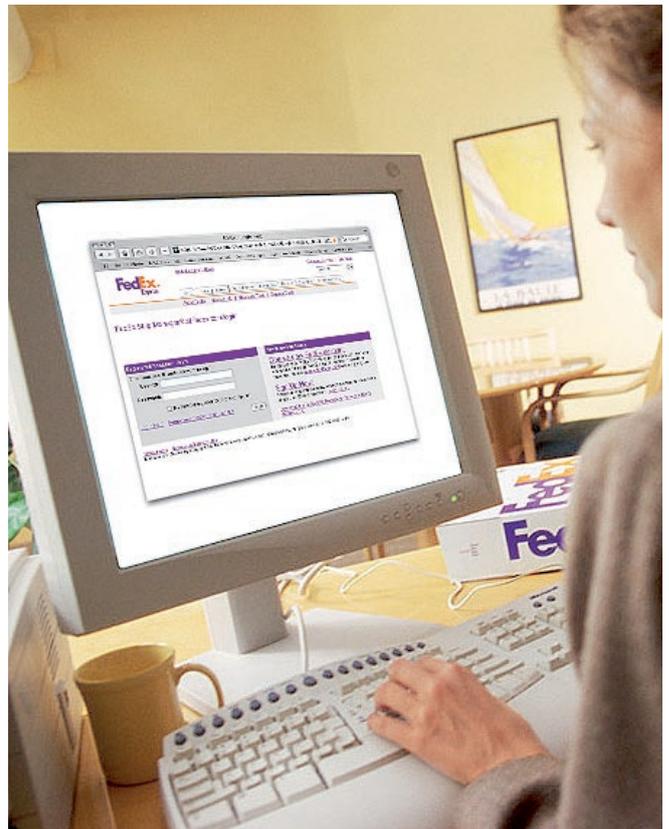
**You can filter information** by shipping status, country, service type and date. You can then easily download your own reports, edit or delete them. **You can also email your tracking results** (including a personal message) to three people who you would like to inform of the shipment's status.

### Inform others

**You can invite an unlimited number of people to share shipment information with.** Select the link 'Invitations' and enter the name and email address of each person you want to give access to the same information that you see yourself. An invitation can also be withdrawn at any time.

### Easy, secure registration

The security of your shipment and shipping information is a top priority for FedEx and you first need to register securely online. Simply visit **fedex.com** and **select the tab 'Track' at the top of the screen, then click on FedEx InSight®**. If you already ship online with FedEx, you can use your existing ID & password. If not, follow the clear instructions on-screen. Registration takes just a couple of minutes. You will then receive an email from FedEx to confirm your access to FedEx InSight®.



## Shipping with FedEx – it's easy

**With FedEx InSight® you can plan and manage your supply chain more effectively:**

- Receive prompt notifications of critical shipping events and actionable status information
- Manage inventories and returned goods more efficiently
- Improve customer satisfaction by keeping customers informed through automatic shipment updates

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