



A Specialised Service for your most time-sensitive shipments. FedEx Priority Alert™

Every minute counts when you've got to deliver urgently-needed health care products, high tech electronic and aerospace equipment, industrial machinery and confidential financial documents to the other side of the world, on time and in perfect condition.

FedEx Priority Alert gives you a personalised service for products that demand a high degree of visibility and delivery compliance. By combining special boarding, enhanced shipment-status tracking and operational recovery procedures, FedEx Priority Alert provides a totally reliable solution for your shipment.

What is FedEx Priority Alert?

FedEx Priority Alert is a specialised contract-based service designed to meet the needs of industries that require high degrees of shipping visibility and delivery compliance at every stage of their journey.⁽¹⁾

FedEx Priority Alert service features

- The basic **Priority Alert** service provides pro-active management of your shipments and any necessary recovery expedite procedures.⁽²⁾
- Our **Priority Alert Plus** service provides additional intervention capabilities including re-icing, gel-pack replenishments and cold storage facilities.



(1) A per-shipment fee applies for this service. Additional terms and conditions governing the use of FedEx Priority Alert apply and can be found in the contract. Contact your FedEx Account Executive for more information.

(2) The FedEx Priority Alert sticker is supplied to customers by dedicated FPA agents as part of the contractual process.



The benefits of using FedEx Priority Alert

When it comes to high-value, time-sensitive goods like **Health Care Products** (including scientific and medical samples and equipment), confidential **Financial and Payroll Documents**, **Industrial Machinery and Spare Parts** or **Electronic and High Tech products**, you need high shipping visibility plus instant responsiveness to meet your special business needs.

FedEx Priority Alert provides you with:

Priority Boarding. We organise express boarding for your critical consignments.

Personalised Support. With FedEx Priority Alert, you receive one-on-one attention from a dedicated specialist who understands your business and operational needs and monitors your critical shipment activities 24 hours a day, 7 days a week.

Peace of Mind. You can ship with added confidence knowing that you and your supply chain partners will receive advanced shipment monitoring, pro-active and personalised notifications – you get even better visibility and control.

Reassurance. Should any risks or delays arise, our global service team will immediately initiate recovery procedures – including expediting delivery and arranging dry ice replenishment (where available) – to ensure your shipment arrives on time and in perfect condition.

Coverage & Service availability

When you use FedEx Priority Alert with the following services you directly reach every important market in the world, ranging from the EU, the Middle East and Israel to the US, India, Japan and China:

- **FedEx International Priority®** (for shipments up to 68kg per package)
- **FedEx International Priority® Freight** (for shipments between 68kg and 1,000kg per item)
- **FedEx International Priority DirectDistribution®** (for goods to be cleared as a single unit for onward delivery to multiple destinations).
- **FedEx Standard Overnight®** (for shipments up to 68kg per package)
- **FedEx 1Day® Freight** (for shipments between 68kg and 1,000kg per item)

Contracted customers can use the following options to create FedEx Priority Alert shipping documentation:

- FedEx Ship Manager® Server
- FedEx Ship Manager® Software
- FedEx Web Services

Need more information?

To find out how FedEx Priority Alert can support your own special shipping needs, please contact your FedEx Account Executive.

To find out more, go to fedex.com/ae or call **800 33339**