



Dedicated support from us. Peace of mind for you.

When you're shipping high-value, high-demand or highly sensitive healthcare products, you want their progress followed by someone inside the operation so you'll know they've reached their destinations on time and intact. **Gain an added layer of awareness when it matters most.**

With **FedEx Priority Alert™**, a dedicated specialist who knows your business will manage your shipment activity and work directly with you to provide accurate, detailed tracking and monitoring information — plus around-the-clock support to help ensure that your critical products arrive as promised.¹

FedEx Priority Alert Plus™ includes all the features of FedEx Priority Alert, plus additional options such as dry-ice replenishment, gel-pack exchange and cold storage.¹

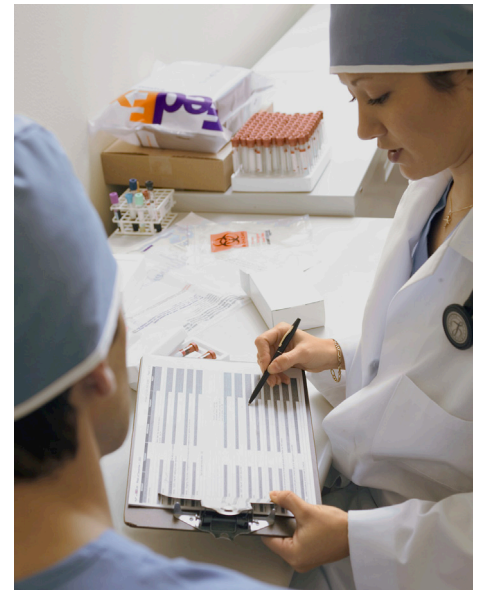
Attention. Assurance.

Your FedEx Priority Alert account is assigned to a dedicated global service analyst who understands your operational needs. Your specialist closely monitors the status of your package and freight shipments, notifies you of any shipment risks or delays and determines and executes customized recovery procedures.

Priority placement. Your FedEx Priority Alert shipments receive priority boarding on our aircraft and, where available, priority clearance handling to ensure maximum time for clearance issue resolution.

Global connectivity. FedEx Priority Alert is available in more than 70 countries. Thanks to our extensive global distribution network, your shipments stay with us — from start to finish.

Convenience. Your FedEx Priority Alert shipments don't require any further processing than your other FedEx® shipments.



When it matters most.

The FedEx Priority Alert™ department is available 24 hours a day, 7 days a week:

1.800.257.0085 (US)

¹ A surcharge applies for this service.

Service specifics

FedEx Priority Alert is available with the following package shipments up to 150 lbs.²:

- FedEx International First[®]
- FedEx International Priority[®]
- FedEx International Priority DirectDistribution[®]

FedEx Priority Alert is also available with the following freight services²:

- FedEx International Priority[®] Freight

Documentation

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
- An approved third-party shipping platform
- FedEx Priority Alert airbills



Special shipments. Special service.

FedEx Priority Alert[™] and FedEx Priority Alert Plus[™] are specialized services for the healthcare industry — where every minute counts for the delivery of high-value, time-sensitive and often temperature-controlled products.

² For details on each service, go to [fedex.com/jp_english/priorityalert](https://www.fedex.com/jp_english/priorityalert).

Additional terms and conditions governing the use of FedEx Priority Alert apply and can be found in the FedEx Priority Alert Agreement. Contact your FedEx account executive for more information.



More info

- Contact your FedEx account executive
- Go to [fedex.com/healthcare](https://www.fedex.com/healthcare)
- Go to [fedex.com/us/service-guide](https://www.fedex.com/us/service-guide)