



# To sign, or not to sign? You decide.

Enjoy the power to choose from different signature options when you ship beyond borders. Flexible signature options allow you to deliver a positive customer experience with every shipment. **Make customer satisfaction your signature move.**

**With FedEx® Delivery Signature Options,** you can designate specific signature options for shipments in order to give your customers extra peace of mind or to speed up the delivery, whichever you decide.

## How you benefit

Maintain control and provide customer convenience, even when deliveries take place beyond your borders. Depending on which signature option you choose, you and your customer can benefit from either increased security and peace of mind, or an increased success rate on first delivery attempts, which means faster accounts receivable and fewer customer service calls.

## Your signature options\*

### Adult signature required (ASR)

FedEx obtains a signature from someone at the delivery address who is at least the age of majority (no longer a minor) in the destination country or territory. Government-issued photo identification or other identification customarily accepted by local authorities is required. If there is no eligible recipient at the address, FedEx will reattempt the delivery.



### Direct signature required (DSR)

Someone at the recipient's address may sign for the delivery. If no one is at the address, FedEx will reattempt the delivery.

### Indirect signature required (ISR)

FedEx may release the package in one of three ways:

- Obtaining a signature from someone at the delivery address.
- Acquiring a signature from a neighbor, building manager, or other person at a neighboring address.
- Gaining authorization from the recipient to release the package without anyone present.

### No signature required (NSR)

FedEx may release the package without anyone present. This option may not be available for all shipments or to all destinations. See the FedEx Service Guide for more details.

\*Fees may apply. Signature options not available to all destinations. Not all options are available for all shipments.

## Check marks the spot

If you're creating your shipment online, you can select "signature options" under "special services" and if you are using an air waybill you can select between ISR and DSR.



### More info

- Contact your FedEx account executive
- Go to [fedex.com/nz/services/dso](https://fedex.com/nz/services/dso)
- Call 0800-733-339