



# What's New in FedEx Web Services

## Experience the Difference

The 2014 version of FedEx Web Services will enable your day-to-day operations to run smoother and shipping processes to work smarter.

## FedEx Global Returns Email Return Labels

Simplify the returns process for customers with FedEx Global Returns Email Return Labels, a new convenient returns option utilizing the origin/destination pairs that currently exist for print return labels. Create and send return labels electronically to customers, providing them with several options:

- Click the email link, print the return label, apply to the package and then request pickup or drop the package off at the nearest FedEx drop-off location.
- You may also give the return shipper the ability to edit the return label and customs documentation once they access the link in the email notification.

Many of these FedEx® Global Returns enhancements also apply to U. S. domestic email return label shipments. For more information, go to [fedex.com/globalreturns](http://fedex.com/globalreturns).



## Learn More

To take advantage of the new features, contact your FedEx customer integration consultant or contact the FedEx Technical Support Center at 1.877.FDX. Assist 1.877.339.2774 and say "FedEx Web Services" when prompted. You can also go to the newly redesigned FedEx Developer Resource Center, [fedex.com/us/developer](http://fedex.com/us/developer) for interactive self-help tools, software information, documentation and Alert Notification System registration in order to receive email updates.

## Expansion of Global Domestic Services

FedEx global domestic services are now available within the United Kingdom, offering you greater access to customers while providing one solution for domestic and international shipments.

Go to [fedex.com/ukservices](http://fedex.com/ukservices) for more information.

## International Enhancements

FedEx International Priority DirectDistribution® makes it easier to streamline your supply chain – from the manufacturing facility to multiple final destinations. Your packages and freight are consolidated into one air or ocean shipment, allowing individual shipments to be delivered directly to your customer or retailer.

- Ship from Asia, Europe, and select locations in Latin America to multiple destination delivery addresses in the U.S., Canada and Puerto Rico.
- FedEx® Transborder Distribution provides Canadian and Mexican customers with a consolidated, cross-border delivery option to ship to multiple recipients in the U.S. Shippers can use cross-border transit provided by FedEx Express.

FedEx International Priority DirectDistribution services for FedEx Web Services will be supported effective September 29, 2014.

Other international shipping enhancements:

- FedEx will mask all shipping account numbers on labels, providing more protection to our customers. Account numbers will no longer print on international and non-US domestic FedEx Express plain paper shipping labels that are applied to the outside of the shipment, but will continue to print on the secondary FedEx operations/consignee label copy.
- Effective September 29, 2014, FedEx International First® will be expanded to 32 new origin countries. Refer to the FedEx Service Guide for a complete listing of origin and destination pairs for FedEx International First.
- High-volume shippers can now consolidate their international shipments and print the necessary documents for a more simplified and efficient customs clearance process.

## New Specialty Services

- Pharmacy Delivery Special Request (U.S. addresses only) enables you to designate the pharmacy as the requested delivery location for a shipment, bypassing loading docks and receiving areas. You may also specify this special request on a U. S. domestic email label for a return shipment.
- FedEx One Rate<sup>SM</sup> is simple, flat rate shipping with the reliability of FedEx. This pricing option does not require you to weigh or measure shipments under 50 lbs. and gives the option to ship using 12 different sizes of FedEx Express® packaging.

- Mitigate the risks of regulatory enforcement and service disruptions due to compliance issues related to alcohol shipments with new features of service.

For more information about alcohol shipping, go to [fedex.com/us/wine/gettingstarted.html](http://fedex.com/us/wine/gettingstarted.html).

## Address Validation Enhancements

Additional enhancements have been made to the Address Validation service to support the Residential and Business Classification and global shipping.

- Offers multiple flags and indicators that enable users to assess the suitability of an address for their individual applications, instead of an address confidence score.
- Leverages the collective knowledge of FedEx on road resources to provide a consistent business/residential classification for United States and Canadian addresses.
- Provides global address refinement and validation services for over 40 countries, with additional countries supported in the future.

Those countries are:

Argentina	Italy
Aruba	Jamaica
Australia	Malaysia
Austria	Mexico
Bahamas	Netherlands
Barbados	Greece
Belgium	New Zealand
Bermuda	Norway
Brazil	Panama
Cayman Islands	Peru
Colombia	Portugal
Costa Rica	Singapore
Czech Republic	South Africa
Denmark	Spain
Dominican Republic	Sweden
Estonia	Switzerland
Finland	Trinidad and Tobago
Germany	Uruguay
Greece	Venezuela
Guatemala	Virgin Islands
Hong Kong	

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