



Solutions for e-commerce: FedEx® Delivery Manager

FedEx Delivery Manager offers the flexibility shoppers want.

30% of shoppers made changes to their delivery after it was shipped.

48% of shoppers say they would've made changes if they knew they had the option.

61% of shoppers say a positive delivery experience incentivizes them to shop with the retailer again.

Source: 2018 State of eCommerce Delivery, Metapack Consumer Research Report



What is FedEx Delivery Manager?



Interactive service that advises your customers via SMS and/or email when their shipments will arrive



Provide alternative delivery options to customers via a secure website



Give customer peace of mind and service flexibility and more successful first delivery attempt



Available in major markets in Europe, Middle East, Asia, Latin America, Canada ⁽¹⁾, U.S.

⁽¹⁾ Please contact Customer Service to check exact coverage.



How does it work?



Your customer will be notified via email and/or SMS of the planned delivery day shortly after shipment collection.



If the proposed date is not convenient, your customer can visit the FedEx Delivery Manager portal, log in with secure credentials, and choose alternative delivery options.



Any change of delivery is confirmed via text and/or email to your customer.



On the day of delivery, your customer will be reminded that the shipment is on its way.



Your customer will be pre-alerted about any delivery delays as soon as they occur and will be informed of new delivery time/date.

Please note:

This solution does not provide an hour delivery window. FedEx Delivery Manager is also being offered for domestic shipments in certain countries. Please contact Customer Service to check exact domestic coverage within the destination country. This service will apply to those shipments that meet the entry criteria, which includes, the company name field in the Waybill should appear blank and an email address and/or a mobile phone number of the recipient should be entered.

Key benefits for you

Free-of-charge

There are no extra costs incurred for changing delivery details or receiving notifications⁽¹⁾.

Seamless registration

You only need to follow 3 simple steps while creating the shipment.

Enhanced customer loyalty

By offering your customers control and convenience, you boost customer satisfaction and encourage repeat business.

⁽¹⁾ Residential shipments destined to U.S., surcharge is applied for address correction and rescheduling to be paid by recipients.





Key benefits for your customers

Peace of mind

Customers don't have to worry about missing a delivery

Flexibility

Customers can make changes to the planned delivery up to the delivery date

Free

No extra costs for changing delivery details and receiving notifications

Full visibility

Notifications are sent – via SMS and/or email – each step of the way

Convenience

There are many delivery options for the customer to choose from

A wide range of delivery options⁽¹⁾

Your customer can choose from the following options:



Deliver as planned

Confirm planned delivery and share any additional delivery instructions



Deliver as planned and sign for your package

Sign for delivery in advance and let us know where you would like us to leave your package



Deliver to my address on a future date

Delay your delivery to a more convenient date, up to 5 days from the original planned delivery date



Deliver to my neighbour

Provide the name of the neighbour to whom your shipment can be delivered



Deliver to another address⁽²⁾

Change the address of delivery to an address which suits you best (office address for example)



Deliver to a pickup point⁽³⁾

Select a pickup point close to your home where you can pick-up your package from during business hours

⁽¹⁾ Delivery options may vary depending on destination postal code, shipment value and availability.
Please contact Customer Service to check exact coverage.

⁽²⁾ This delivery option is not available for UK domestic shipments.

⁽³⁾ Please contact Customer Service to check pickup point availability in your country.



Customer notifications each step of the way

Your customer will be notified of the following events:



Pick-up

Notification that the shipment was picked-up, the estimated delivery date, and the option to make delivery changes on the FedEx Delivery manager portal.



Changes on the Delivery Portal

Confirmation of any delivery changes made on the Delivery Portal. It will also include the updated planned delivery day.



Delivery

A reminder will be sent on the delivery day, confirming that the shipment will be delivered that day.



Notification of Delivery Delay

If a delay in delivery expected, a pre-notification will be sent indicating the updated delivery date.




Security

Your customer will only be able to change the planned delivery through a verification process where the following will be requested ⁽¹⁾:



- **Unique access code (token):**
Received via SMS or email
- **Email address or mobile phone number:**
Depending on how the message was sent
- **Destination postal code**

With the unique access code, customers can make as many changes the planned delivery date until they receive a shipment confirmation notification.

User-friendly portal




Shipping ▾Tracking ▾Support ▾Account ▾

Sign Up/Log In  


Manage your delivery:
it's easy and stress free

We offer a range of delivery options to you according to the specifics of your shipment. Please see below which options are available on this shipment and choose the most appropriate for your needs.




Deliver as planned
Confirm that we should deliver as scheduled. Additional delivery instructions can also be provided.

SELECT




Deliver as planned to a safe place
Provide an electronic signature for your delivery and specify a safe place for us to deliver to.

SELECT




Deliver to my address on a future date
Select an alternative date for us to deliver to the original destination address.

SELECT




Deliver to a neighbour
Have your shipment delivered to a location within the vicinity of the original destination address.

SELECT



Deliver to another address
Redirect your delivery to a different address within the same country.


SELECT






Deliver to a pickup point
Select a convenient pickup point and we'll deliver your shipment there for you to collect.

SELECT

Available options depend on destination postal code.


FedEx Corporation 






Manage your delivery:
it's easy and stress free






We offer a range of delivery options to you according to the specifics of your shipment. Please see below which options are available on this shipment and choose the most appropriate for your needs.



As planned



As planned to a safe place



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How can you activate this service for your customers?

When creating your shipment with FedEx Ship Manager™ at fedex.com, follow these 3 simple steps:

Old version of
FedEx Ship
Manager at
fedex.com

- 1** Leave company name field blank in the 'To' address, or company name equivalent to Contact name.

2. To [Help](#) [Hide](#)

* Country/Territory

Company

* Contact name

* Address 1

Address 2

* Postal code [Postal code information](#)

* City

* Phone no. ext.

OR

- 2** Input your customer's mobile phone number. Landline number is not applicable for notification.

2. To [Help](#) [Hide](#)

* Country/Territory

Company

* Contact name

* Address 1

Address 2

* Postal code [Postal code information](#)

* City

* Phone no. ext.

OR

Who are you shipping to?

CONTACT NAME [ADDRESS BOOK](#)

COMPANY (OPTIONAL)

COUNTRY/TERRITORY

ADDRESS LINE 1

ADDRESS LINE 2 (OPTIONAL)

POSTAL CODE (OPTIONAL)

CITY

PHONE NUMBER

☐ This is a residential address
☐ Save as new recipient in address book

- 3** And/or provide your customer's email address and select 'Delivery' to enable notifications on delivery.

Email Notifications (optional) [Help](#) [Hide](#)

	Notification type	Ship	Exception	Delivery
Sender	<input type="text" value="English"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recipient	<input type="text" value="English"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OR

Shipment notifications

EMAIL (OPTIONAL) LANGUAGE

[+ ADD EMAIL ADDRESS](#)

New version of
FedEx Ship
Manager at
fedex.com

Who are you shipping to?

CONTACT NAME [ADDRESS BOOK](#)

COMPANY (OPTIONAL)

COUNTRY/TERRITORY

For other automated tools please contact your Customer Technology representative.

How can you activate this service for your customers?

When creating your shipment with FedEx Ship Manager™ Software, follow these 3 simple steps:

- 1 Leave company name field blank in the 'To' address, or company name equivalent to Contact name.

Recipient Information

☒ Single ☐ Group Edit

Recipient ID ...

Company Name ...

Contact Name ...

* Country/Territory Select Country/Territory ...

* Address ...

* City / Postal code ...

- 2 Input your customer's mobile phone number. Landline number is not applicable for notification.

* First Phone Ext.

VAT/Customs ID/EIN # ...

☐ ShipAlert email to ...

Save in/Update Address Book ☐

- 3 And/or provide your customer's email address and select 'Delivery' to enable notifications on delivery.

FedEx ShipAlert

Email notifications can be sent to the sender, the recipient, the broker and two other people. Use the Shipment Notification option to send an email when a shipment has been sent. Use the Delivery Notification option to send an email when a shipment has been delivered. Use the Exception Notification option to send an email when a clearance delay or a delivery exception occurs.

Select the appropriate 'Notification' checkboxes below

	Email Address	Notification Language	Shipment notification	Exception notification	Delivery notification
Sender:	<input type="text"/>	English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recipient:	<input type="text"/>	English	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Broker:	<input type="text"/>	English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 1:	<input type="text"/>	English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 2:	<input type="text"/>	English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For other automated tools please contact your Customer Technology representative.

Global coverage

FedEx Delivery Manager is available to any origin inbound to 85 international countries⁽¹⁾:

Armenia	Egypt	Netherlands
Argentina	Ecuador	New Zealand
Aruba	El Salvador	Nigeria
Australia	Estonia	Norway
Austria	Finland	Oman
Azerbaijan	France	Pakistan
Bahamas	Georgia	Panama
Bahrain	Germany	Peru
Bangladesh	Greece	Philippines
Barbados	Guatemala	Poland
Belarus	Honduras	Puerto Rico
Belgium	Hungary	Qatar
Bermuda	Iceland	Romania
Bulgaria	India	Saudi Arabia
Brazil	Ireland	Singapore
Brunei	Italy	Slovakia
Cambodia	Jamaica	South Korea
Canada	Japan	Spain
Cayman Islands	Jordan	Sri Lanka
Chile	Kuwait	Sweden
China	Latvia	Switzerland
Colombia	Lithuania	Taiwan, China
Costa Rica	Luxembourg	Thailand
Croatia	Malaysia	Trinidad & Tobago
Cyprus	Malta	Turkey
Czech Republic	Mauritius	Ukraine
Denmark	Mexico	United Arab Emirates
Dominican Republic	Moldova	United Kingdom
		United States of America*

(1) Not entire country always covered, it depends on destination postal code.

Coverage in Europe

FedEx Delivery Manager is available to any origin inbound to 36 European countries⁽¹⁾:

Armenia	Greece	Spain
Austria	Hungary	Switzerland
Azerbaijan	Iceland	Sweden
Belarus	Italy	Turkey
Belgium	Ireland	Ukraine
Bulgaria	Latvia	United Kingdom
Croatia	Lithuania	
Czech Republic	Luxemburg	
Cyprus	Malta	
Denmark	Moldova	
Estonia	Netherlands	
Finland	Norway	
France	Poland	
Georgia	Romania	
Germany	Slovakia	

(1) Not entire country always covered, it depends on destination postal code.

Coverage in North America

FedEx Delivery Manager is available to any origin inbound to 3 countries in North America⁽¹⁾:

Canada

Mexico

United States of America

⁽¹⁾ Not entire country always covered, it depends on destination postal code.

Coverage in Latin America and the Caribbean

FedEx Delivery Manager is available to any origin inbound to 21 countries in Latin America and the Caribbean⁽¹⁾:

Argentina	Dominican Republic
Aruba	Ecuador
Bahamas	El Salvador
Barbados	Guatemala
Bermuda	Honduras
Brazil	Jamaica
Cayman Islands	Mexico
Chile	Panama
Colombia	Peru
Costa Rica	Puerto Rico
	Trinidad & Tobago

(1) Not entire country always covered, it depends on destination postal code.

Coverage in the Asia Pacific

FedEx Delivery Manager is available to any origin inbound to 12 countries/territories in the Asia Pacific⁽¹⁾:

Australia	Malaysia
Brunei	New Zealand
Cambodia	Philippines
China	Singapore
Japan	South Korea
	Taiwan, China
	Thailand

⁽¹⁾ Not entire country always covered, it depends on destination postal code.

Coverage in the Middle East, Indian Subcontinent and Africa

FedEx Delivery Manager is available to any origin inbound to 14 countries in the Middle East, Indian Subcontinent and Africa⁽¹⁾:

Bahrain	Nigeria
Bangladesh	Oman
Egypt	Pakistan
India	Qatar
Jordan	Saudi Arabia
Kuwait	Sri Lanka
Mauritius	United Arab Emirates

(1) Not entire country always covered, it depends on destination postal code.

They recommend FedEx Delivery Manager

“ My customer service team tells me that we are receiving positive feedback from our customers. ”

– **online retailer**

“ I like the delivery notifications you sent, they are very clear. Please continue with this service. ”

– **FedEx Delivery Manager recipient**

“ It's fantastic that you add the planned delivery day so I can arrange myself to get the shipment delivered. ”

– **FedEx Delivery Manager recipient**



Try FedEx Delivery Manager now ...

You can:

- ✓ attract and retain your customers,
- ✓ unlock your business potential.

Reach out to your dedicated representative for more information and assistance.



Thank you