

# 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.



# What is FedEx Delivery Manager?



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



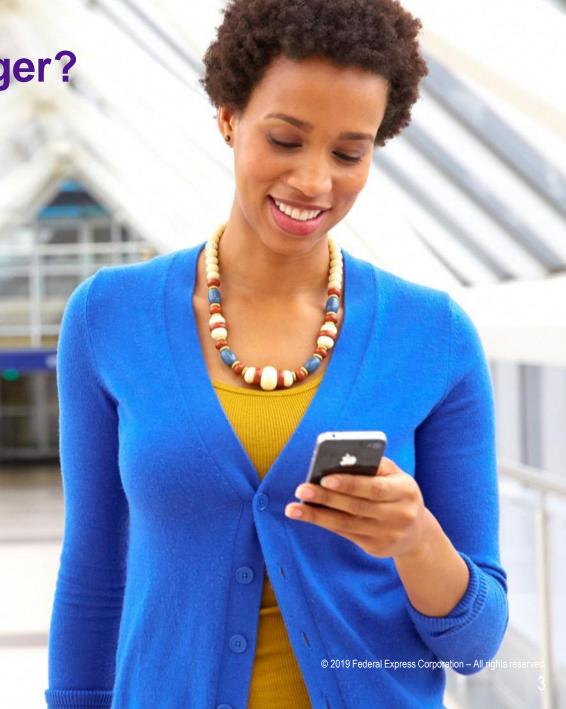
Provide alternative delivery options to customers via a secure website



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.





## 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<sup>(1)</sup>.

## **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.





# 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<sup>(1)</sup>

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<sup>(2)</sup>

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



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

<sup>(2)</sup> This delivery option is not available for UK domestic shipments.

<sup>(3)</sup> 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.



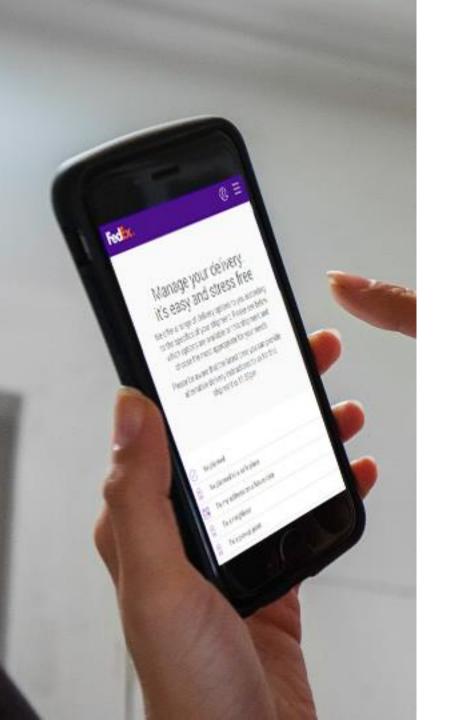
### **Delivery**

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.



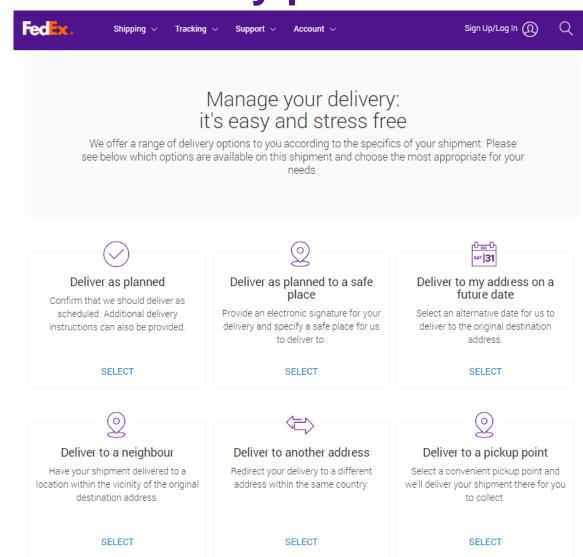
# **Security**

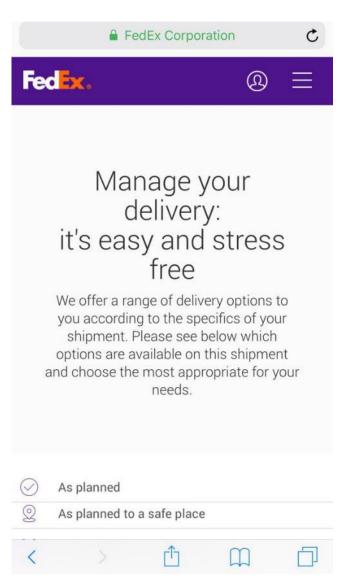
Your customer will only be able to change the planned delivery through a verification process where the following will be requested <sup>(1)</sup>:

- 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**

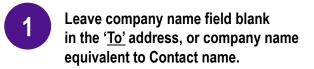


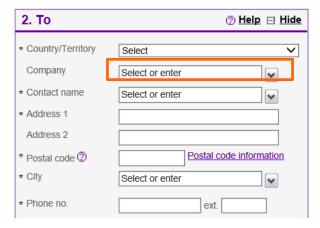


# How can you activate this service for your customers?

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

Old version of FedEx Ship Manager at fedex.com





New version of FedEx Ship Manager at fedex.com OR
Who are you shipping to?

CONTACT NAME

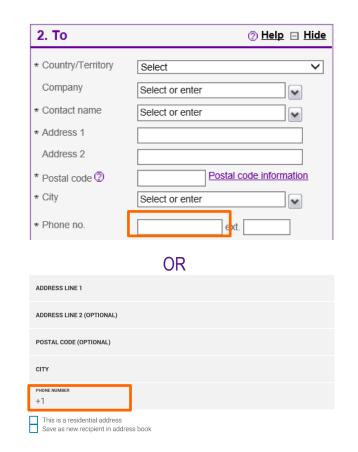
ADDRESS BOOK

COMPANY (OPTIONAL)

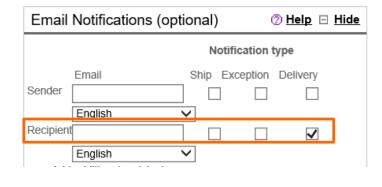
COUNTRY/TERRITORY

Input your customer's mobile phone number.

Landline number is not applicable for notification.



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



OR

Shipment notifications



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# How can you activate this service for your customers?

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

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

Recipient Information

Recipient ID

Company Name
Contact Name

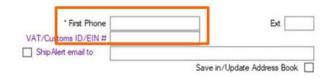
\* Country/Territory | Select Country/Territory |

\* Address

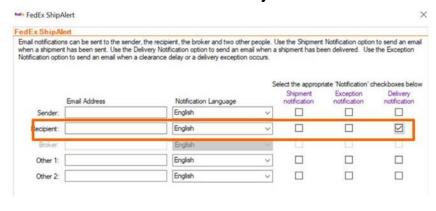
\* City / Postal code

Input your customer's mobile phone number.

Landline number is not applicable for notification.



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



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<sup>(1)</sup>:

Armenia Egypt Netherlands Ecuador New Zealand Argentina Nigeria Aruba El Salvador Norway Estonia Australia Oman Finland Austria Azerbaijan Pakistan France Panama Bahamas Georgia Bahrain Germany Peru Philippines Bangladesh Greece Poland Guatemala Barbados Puerto Rico Belarus Honduras Qatar Belgium Hungary Romania Iceland Bermuda Saudi Arabia India Bulgaria Singapore Brazil Ireland Italy Slovakia Brunei South Korea Cambodia Jamaica Spain Japan Canada Sri Lanka Cayman Islands Jordan Sweden Chile Kuwait Switzerland Latvia China Taiwan, China Lithuania Colombia Costa Rica Luxembourg Thailand

Trinidad & Tobago Malaysia Croatia

Cyprus Malta Turkey Ukraine Czech Republic Mauritius

**United Arab Emirates** Denmark Mexico United Kingdom Dominican Republic Moldova

United States of America\*

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# **Coverage in Europe**

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

Armenia

Greece

Austria

Hungary

Azerbaijan

Iceland

Belarus

Italy

Belgium

Ireland

Bulgaria

Latvia

Croatia

Lithuania

Czech Republic

Luxemburg

Cyprus

Malta

Denmark

Moldova

Estonia

Netherlands

Finland

Norway

France

Poland

Georgia

Romania

Germany

Slovakia

Spain

Switzerland

Sweden

Turkey

Ukraine

United Kingdom

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# **Coverage in North America**

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

Canada Mexico United States of America

# **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<sup>(1)</sup>:

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

# **Coverage in the Asia Pacific**

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

Australia Malaysia

Brunei New Zealand

Cambodia Philippines

China Singapore

Japan South Korea

Taiwan, China

Thailand

# 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<sup>(1)</sup>:

Bahrain Nigeria

Bangladesh Oman

Egypt Pakistan

India Qatar

Jordan Saudi Arabia

Kuwait Sri Lanka

Mauritius United Arab Emirates

# 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
- Let 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