



Dedicated support from us. Peace of mind for you.

When you're shipping critical, temperature-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®**, global service analysts are assigned to you and provide advanced monitoring and proactive notifications for your shipments — around-the-clock, seven days a week.¹ These analysts make every attempt to expedite the delivery of any shipment that's at risk of being delayed.

FedEx Priority Alert Plus™, part of the FedEx Temp-Assure® portfolio that supports temperature-controlled shipments, includes all the features of FedEx Priority Alert, with additional recovery options such as dry-ice replenishment, gel-pack exchange and cold storage.¹

Attention. Assurance.

Global service analysts will closely monitor the status of your package and freight shipments, notify you of any delays and execute 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 more processing than your other FedEx® shipments.



More attention. Less worry.

Proactive monitoring support with FedEx Priority Alert®

¹ Additional surcharges apply.

Service specifics

FedEx Priority Alert is available with the following transportation services:

- FedEx International First®
- FedEx International Priority®
- FedEx International Priority DirectDistribution®
- 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



Special shipments. Special solution.

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

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