



# Simplify your healthcare returns.

Healthcare returns are every bit as sensitive and critical as the original shipments — and they are often more difficult to manage. By ensuring round-trip visibility, quick crossborder returns, and smooth customs clearance, you can **take the hassle out of healthcare returns.**

With **FedEx® Global Returns**, you can easily manage all of your returns with full visibility. From dental kits and surgical sets, to kits for collecting specimens and clinical trials, you can transform your return logistics by providing your customers the control, flexibility, and customs document assistance they need for returns.

And you can get started today with no additional contract. FedEx automation gives you immediate access to FedEx Global Returns.

## More control for you

With FedEx Global Returns, you can create outbound and return labels and any applicable customs documents at the same time. Creating paperwork for returns in advance is convenient for your customers — and it puts you in control.

When you create the return label, you decide if items return to the original location or ship to a third location. You can designate a laboratory or customer service center — whether you're shipping to the country of origin or somewhere else.

And, creating the return label allows you to track its status every step of the way. You'll know when it's coming, and can plan receipt of the shipment or staffing accordingly.



## More than convenience

In addition to tracking returns, healthcare companies are using this service to limit sample exposure and degradation, facilitate faster results, speed up redeployment of devices, and increase customer loyalty.

## More flexibility for your customers

With FedEx Global Returns, you can create return labels and customs documents at the same time as the outbound shipment, or create them just for the return leg. You have three ways to provide the return label and any customs documents to your customer:

- Enclose hard copies in the outbound shipment.
- Email a PDF file.
- Email a link to the editable return label and customs documents. You can allow customers to edit the label and customs documents, helping them facilitate customs clearance and avoid delays when their return contents don't match the original shipment.

## Optimized for easier customs clearance

To save time and effort, FedEx can help you prepare customs documents. FedEx Global Returns will walk you through the key information items that brokers and customs officials need, including documentation for dangerous goods such as blood or dry ice. That way, your shipments can be returned with minimal delay and no surprise costs.

## Linked for better visibility

For a complete view of your logistics, you can link the original outbound shipment with the return using FedEx Global Returns. FedEx® Tracking will show them together, allowing you to track the status of the return shipment — whether it's in transit or has yet to be shipped — and you can access that data for up to two years. Your FedEx invoice will detail the costs for the round trip, showing the outbound and return costs together.

You can also get near real-time visibility of your shipment's status, including temperature and location, with SenseAware® powered by FedEx. For additional information, go to [senseaware.com](http://senseaware.com).



### More info

- Contact your FedEx account executive
- Go to [fedex.com/globalreturns](http://fedex.com/globalreturns) and select your country