



See What's New in FedEx Web Services 2020

Experience the Difference

The FedEx Web Services 2020 expands to global markets and increases its operational efficiency by offering its customers fast, reliable, and more efficient delivery experiences.

- Communication in many languages
- Enhanced International Shipping and Clearance process.
- Uninterrupted deliveries throughout the week.

Here Are the Highlights

Get **flexible residential delivery** with FedEx Home Delivery®. Now available to all U.S. locations, Monday to Friday and most on Saturday and Sunday.

Gain added benefit with **expanded weight limit** for FedEx Home Delivery® packages. Now ship packages up to **150 lbs.**



Accurate deliveries are now guaranteed with FedEx Ground® and FedEx Home Delivery®. These services return the **estimated delivery date as a calendar date**, that provides you the accuracy in **delivery time**.

Enjoy **late pickup** and **faster delivery** options with **FedEx Extra Hours™ service**¹. With this service, the ordering window for customers can be extended without hampering local next-day delivery. FedEx Extra Hours™ service is available in 114 major U.S. metro areas.

FedEx Express assures a cost-effective service, **guaranteed End-of-Day delivery** commitment with FedEx International Connect Plus™.



*Service subject to specific terms and conditions. Extension to order cutoff times dependent on merchant's current order-fulfillment process times. Service commitment times follow standard FedEx Express®, FedEx First Overnight® Extra Hours, FedEx Priority Overnight® Extra Hours, and FedEx Standard Overnight® Extra Hours delivery. Package must be scanned prior by 2:59 a.m. to qualify for nextday delivery.

Additional recipient address line improves accuracy of your delivery location for a **quick and precise doorstep delivery** of shipments



Implementation of Prohibits enhances Shipment, customs clearance process and helps avoids shipment caging. You can validate **vague commodities**, determines type of a shipment allowed (**Document or Non-Document**), flexibility for accommodating new policies and determines mandatory as well as optional **International Documents** to satisfy regulatory requirements.

Learn More

To take advantage of all the new features, contact your FedEx customer integration consultant or contact the FedEx Technical Support Center.

- United States and Canada: call 1.877.339.2774.
Support hours are 7 a.m. to 9 p.m. CT Monday through Friday and 9 a.m. to 3 p.m. CT Saturday.
- For Europe, send an email to emeawebservices@fedex.com
- For the Indian Subcontinent, the Middle East and Africa (MEISA), send an email to meisawebservices@fedex.com
- For Asia-Pacific (APAC), send an email to apacwebservices@fedex.com
- For Latin America and the Caribbean (LAC), send an email to ct-brazil@corp.ds.fedex.com (Brazil), For Rest of LAC, [Click here](#) for your country's dedicated support phone number.

Refer to fedex.com/us/web-services to learn how FedEx Web Services helps to effectively automate your shipping process.

You can go to the newly redesigned FedEx Developer Resource Center at fedex.com/us/developer for interactive self-help tools, software information, documentation, and access Alert Notification System registration to receive email updates.

Language expansion provides you the ability to communicate in **13 more languages for shipment notification**. The additional languages are Indonesian, Bulgarian, English (non-U.S.), Estonian, German, Greek, Latvian, Lithuanian, Romanian, Slovak, Slovenian, Ukrainian and Vietnamese.

Improved Interactive Voice Response (IVR) system acts as virtual agent, allows you to **book pickups and track shipments automatically**.



Now achieve faster international shipping with **enhanced Harmonized Search feature**, that enables you to estimate a precise Harmonized System code for your package.