



## FedEx Ground® Services

Make the most of your time and money

# Why FedEx Ground

- **At FedEx Ground, our goal is to provide reliable ground delivery, competitive rates, a full suite of services, and accessibility to every type and size of customer — from the large shipper who needs daily pickups to the small customer who drops off packages at our FedEx locations**
- **As an industry leader in on-time performance, FedEx Ground can help you improve efficiencies, control costs and satisfy your customers**

# U.S. Services

## ■ FedEx Ground® for business deliveries

- Day-definite delivery to every U.S. business address in 1 to 5 business days in the contiguous U.S. and in 3 to 7 business days to Alaska and Hawaii
- Monday-through-Friday operation with deliveries by end of business day
- FedEx Ground overnight service is available throughout most of the country within 400 miles of the shipping origin
- During the past three years, we've reduced ground transit times by an entire day in more than 51 percent of our total shipping lanes
- Service is supported by a money-back guarantee\*

\*The FedEx Ground money-back guarantee applies to deliveries within the U.S. For details see the FedEx Ground Tariff.

# U.S. Services

- **FedEx Home Delivery<sup>®</sup> for residential deliveries**
  - Day-definite delivery to every U.S. residential address in 1 to 5 business days in the contiguous U.S. and in 3 to 7 business days to Alaska and Hawaii
  - Tuesday-through-Saturday operation from 9 a.m. to 8 p.m.
  - Three premium service upgrades that fit the lifestyles of your busy customers
    - unique upgrades not offered by anyone else in today's market
      - FedEx Date Certain Home Delivery<sup>®</sup>
      - FedEx Evening Home Delivery<sup>®</sup>
      - FedEx Appointment Home Delivery<sup>®</sup>

# U.S. Services

## ■ **FedEx SmartPost® for residential deliveries**

- A cost-effective means of shipping high volumes of low-weight, business-to-consumer packages to all residential addresses in the U.S., including P.O. boxes, and military APO and FPO destinations
- Monday-through-Friday operation with deliveries by end of business day
- Because FedEx SmartPost delivers packages directly to USPS entry points, you benefit from a streamlined process; less handling of your packages; and faster, more reliable deliveries

# FedEx International Ground<sup>®</sup> Service

- **Day-definite ground delivery to every address in Canada and Puerto Rico in 3 to 7 business days, based on the distance to the destination**
- **Only U.S. carrier that provides ground service to every business and residential address in all 10 Canadian provinces, as well as Yukon, Northwest Territories and Nunavut**
- **Easy to enroll in the Non-Resident Importer program for shipments to Canada**

# FedEx International Ground Distribution<sup>®</sup> Service

- **Helps you move your consolidated shipment from the U.S. to multiple recipients in Canada with the ease of a single shipment**
- **This consolidation service can help you:**
  - Reduce inventory
  - Control costs
  - Simplify billing
  - Accelerate order fulfillment
  - Better satisfy distributors and customers
  - Eliminate multiple distribution channels and centers

# Service Options to Meet Your Unique Needs

- **FedEx Ground<sup>®</sup> Shipping with Multiweight<sup>®</sup> pricing**
- **Proof-of-delivery options**
- **FedEx<sup>®</sup> Delivery Signature Options**
- **Collect-on-delivery options**
- **Billing options**
- **Return solutions**

# FedEx Ground Shipping With Multiweight<sup>®</sup> Pricing

- **Cost-effective pricing option when you have multiple packages going to the same destination on the same day**
  - Total shipment weight must be 200 lbs. or more with a minimum average package weight of 15 lbs.
  - Pricing is based on the *combined* weight of your packages
  - No need to palletize, shrinkwrap, segregate or separate shipments
  - FedEx Ground Shipment Integrity Program helps ensure complete shipment delivery

# Proof-of-Delivery Options

- **Obtain delivery confirmation details with one of our easy-to-use proof-of-delivery (P.O.D.) options**
  - **FedEx Signature Proof of Delivery.** At your request, we can provide an image of the recipient's signature free of charge
  - **FedEx Ground Automatic Proof of Delivery.** Gain instant access to all of your FedEx Ground® shipment P.O.D.s without having to contact FedEx; available only in conjunction with FedEx® Delivery Signature Options
  - **FedEx Ground P.O.D. Advantage.** Receive proof-of-delivery signatures on CD or FTP for easy storage

# FedEx<sup>®</sup> Delivery Signature Options

- **Choose from three convenient options when you need a signature upon delivery**
  - Indirect Signature Required
  - Direct Signature Required
  - Adult Signature Required

# Collect-on-Delivery (C.O.D.) Options

- **Extend payment options to your customer and improve your cash flow**
  - FedEx Ground® C.O.D.
    - Provides C.O.D. options for ground shipments in the U.S., Canada and Puerto Rico\*
  - FedEx Ground® Electronic C.O.D.
    - Provides electronic transfer of money to bank account for ground C.O.D. shipments in the U.S. and Puerto Rico

\*For Canada-bound shipments, funds must be drawn in Canadian dollars.

# Billing Options

- **Gain better control over costs**

- Bill shipper (prepaid)
- Bill recipient or bill third party
- FedEx Ground® COLLECT
- FedEx Ground Puerto Rico Excise Tax Program

# FedEx® Returns

- **Provide exceptional customer service, reduce cycle times, lower operating costs and improve control of the return process**
  - FedEx Return Labels
    - FedEx Print Return Label
    - FedEx E-Mail Return Label
    - FedEx Ground® Package Returns Program
  - FedEx Return Tags
    - FedEx Ground® Call Tag
  - FedEx Return System

# Value-Added Benefits

- **Like other FedEx services, FedEx Ground delivers essential shipping tools and information that can heighten your efficiency and help control expenses**
  - Package-status tracking
  - Package drop-off and pickup service options
  - Tools and resources on [fedex.com](http://fedex.com)

# Package-Status Tracking Options

- **Stay updated on the status of your delivery, 24 hours a day**
  - At **fedex.com**
  - By phone: Call 1.800.GoFedEx 1.800.463.3339
  - By e-mail
- **FedEx InSight<sup>®</sup> provides timely and accurate status of your inbound, outbound and third-party shipments, free of charge**

# Drop-Off and Pickup Service Options

- **Drop off your packages at one of the thousands of locations that accept FedEx Ground® packages**
- **On-call pickup service is available for the next business day**
  - Go to [fedex.com](http://fedex.com) and click on the Ship tab
  - Call 1.800.GoFedEx 1.800.463.3339 (say “schedule a pickup”)
- **You can qualify for regular ground pickup service if you have sufficient package volume on a regular basis**

# Do It All at fedex.com

- **You can take advantage of tools and resources on fedex.com to get everything done in one place:**
  - Process shipments fast and easy with FedEx Ship Manager® at fedex.com
  - Simplify international shipping with FedEx® Global Trade Manager
  - Save time and manage invoices more efficiently with FedEx® Billing Online
  - Stay organized with FedEx® Reporting Online
  - Get the help you need with FedEx Customer Support

# Why FedEx Ground

- **Helping you improve efficiencies, reduce costs and satisfy your customers**
- **For more information about our services, go to [fedex.com](http://fedex.com) or contact me**