FedEx InSight®

Providing an enhanced level of shipment visibility to help you work more efficiently.

FedEx InSight is a management tool on fedex.com that allows you to monitor the status of your shipments and automatically alerts you and others of critical shipping events that affect your shipments. Because it provides real-time package-status information, it can help you save time, avoid delays, manage your customer relationships better and increase your supply-chain efficiencies. All at no cost to you!

What FedEx InSight Can Do
FedEx InSight gives you the shipping information you need to plan your operations more efficiently, saving you and your customers time and money. FedEx InSight provides the following benefits:

**Advanced Tracking.** Displays tracking information for your U.S. and international inbound, outbound and third-party-payer shipments for FedEx Express®, FedEx Ground® and FedEx Freight® You can use account number(s), customer data (company name, address), or both, to provide status information — no tracking numbers required. You can get information about shipments going back 90 days.

**Delivery Status.** Provides real-time status information about your inbound, outbound and third-party-payer shipments. It even provides shipment-status information prior to pickup by FedEx. You’ll also see, as part of the status, the location of the shipment: state and country for a U.S. shipment, and country for an international shipment.

**Proactive Notification.** Automatically notifies you by e-mail, Internet or wireless device of critical shipping events — such as clearance delays, delivery attempts, consolidated proof of delivery and delivery prenotification — so you can take appropriate action.

**Shipment Information.** Offers precise and consolidated status summaries of U.S. and international (including multiple-package) shipments in one report, which you can view or download online or receive via e-mail.

Problem Resolution. Helps pinpoint shipment and delivery exceptions, such as incomplete paperwork, weather delays and incorrect addresses, then suggests recommended actions to expedite delivery.

Customizable Options. The My Options screen allows you to link to and customize various features on FedEx InSight, including:

- **Notifications.** Allows you to receive proactive notifications about critical shipment events via e-mail or wireless device. You have the ability to select as many notifications and recipients as you wish.

- **Invitations.** Allows you to invite unlimited number of people to view your shipment information. You can withdraw an invitation at any time if needed.

- **Shipments.** Allows you to add, delete and edit accounts and addresses on your profile for precise shipment visibility.
FedEx InSight Up Close

The Inbound View screen provides an up-to-the-minute listing of shipments in transit to your location and includes such important details as:

- Status of the shipment
- Estimated delivery date
- Type of service
- Number of pieces shipped
- Ship (Pick-Up) date
- Tracking number
- Company name

For more detailed information about a particular shipment, click on its tracking number. This will bring up the Shipment Detail screen, which includes all the critical information from Inbound View, plus:

- Full recipient and shipper information
- Reference information
- Shipment contents (quantity, description, part number, SKU)
- Associated shipment information
- Shipment dimensions
- Special handling
- Commodity information
- Tracking details

Occasionally, something occurs that interferes with the completion of a delivery, such as an incorrect address, incorrect or incomplete documentation, or no one available to accept a delivery. Whatever the reason, via the Shipment Detail screen, FedEx InSight provides you with the details you need to stay informed and to take corrective action.

- **Shipment Exception**: incomplete paperwork, unable to locate recipient, and more

- **Delivery Exception**: delivery attempted, damaged shipment, returned to sender, weather delay, incorrect address, and more
My Options serves as a table of contents for linking to and customizing various features, including Notifications. With Notifications, you can set FedEx InSight to automatically keep you and others informed about critical shipping events so that you can take appropriate action quickly. You choose which notifications to receive, when and in what format. FedEx InSight will notify you regarding the status of all future shipments based on your preferences, which can be updated at any time.

Getting Started

Before you can start using FedEx InSight, you must complete the following steps:

- Go to fedex.com and click on the Track tab, then on the FedEx InSight link.

- If you are not already registered as a fedex.com user, you will need to sign up for a fedex.com user ID and password. If you are a registered fedex.com user, enter the log-in information you use for accessing other fedex.com online services, such as FedEx Ship Manager® at fedex.com. You will be prompted to answer a few questions specific to the use of FedEx InSight.

To ensure the correct use of account information, FedEx InSight will send your request to your FedEx account executive for approval. You will be notified via an automatic e-mail when your account executive has approved your request.

For more information about FedEx InSight, contact your FedEx account executive or go to fedex.com to view the online demo and read the FAQs.