



FedEX[®]

WHAT DOES FEDEX DELIVER?



OPPORTUNITIES.

Our solutions link 99 percent
of the world's GDP.



Fast



Across Country



In Town



In Boxes



On Pallets

FedEx connects the global economy.



By Truckloads



By Air



By Ground



By Sea



Immediately



On Weekends



Direct to Market



Critical Inventory



Supply Chains



Every Address in the U.S.



400 Cities in China



More Than 220 Countries and Territories



We deliver solutions that matter to you and your business, turning global challenges into opportunities. When we connect people and possibilities, businesses prosper, communities flourish, and lives are improved — everyone benefits.

*Graphic reflects financial reporting segments.



The largest express transportation company in the world.



Cost-effective, small-package shipping.



Priority and economical less-than-truckload freight.



Technology and services customized for your business needs.





FedEx Express covers every U.S. address and more than 220 countries and territories. Our global network provides time-sensitive, air-ground express service through 375 airports worldwide.

>160,000
team members

MOVE

3.9 million packages (avg. daily volume)

11 million pounds of freight (avg. daily volume)

VIA

>47,000 surface vehicles

>36,500 drop boxes

375 airports

>630 aircraft

SERVING

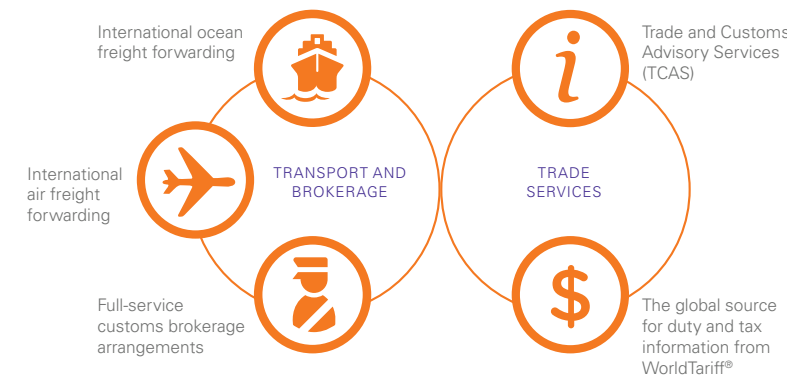
>220
countries and territories



Executes FedEx® integrated solutions to help supply chain management become a competitive advantage for you.



Provides a full suite of integrated air and ocean freight forwarding solutions tailored to your exact needs.





FedEx Ground gives you dependable business-to-business delivery — or convenient residential service through FedEx Home Delivery® and FedEx SmartPost®.



DELIVER



>4 million
commercial and residential packages
(avg. daily volume)



>2 million
FedEx SmartPost packages
(avg. daily volume)

VIA



33
ground hubs

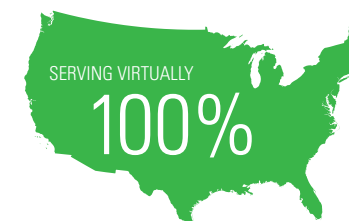


32,000
ground vehicles

SERVING
more locations
faster
than our primary competitor



Offers you day-definite, evening, Saturday, and by-appointment residential delivery. Faster to more residential locations than UPS Ground.



In the evening



On Saturday



By appointment



Gives you low-weight, cost-effective shipping to every residence in the U.S., using the United States Postal Service® for final delivery.





With extensive coverage throughout the U.S. (including Alaska and Hawaii), Canada, Mexico, and Puerto Rico as well as service to the U.S. Virgin Islands, FedEx Freight provides less-than-truckload (LTL) choices based on your shipping needs. And FedEx Freight® Priority has the fastest published transit times of any nationwide LTL service.

MOVE

- >33,000 team members
- >85,000 shipments (avg. daily volume)
- 1,150 pounds (avg. weight per shipment)

USING

- >14,500 trucks
- >355 facilities
- >64,000 tractors, trailers and forklifts

TO

- priority service and
- economy service

U.S., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands

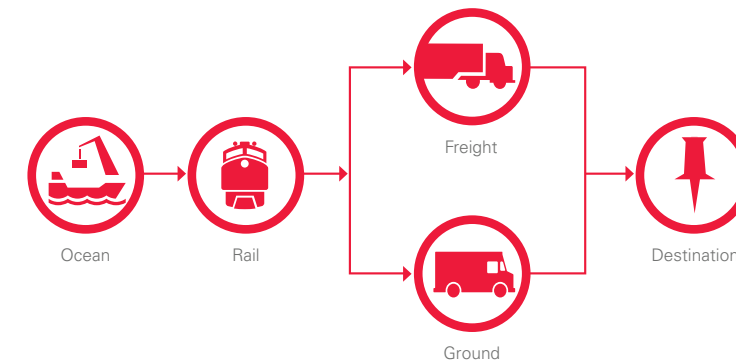


Provides time-specific, door-to-door, same-day, and next-day delivery of critical shipments, including urgent freight, valuable items, and hazardous goods, via air and surface expedite services and truckload brokerage.

- Exclusive use & FTL shipment
- Temperature control
- Secure
- 365 Days a year
- 24 Hours a day
- 7 Days a week



Moves your freight shipments throughout the U.S. via rail, giving you a very cost-effective LTL option.





FedEx Services integrates the technology and services you need, including solutions for global supply chains, e-commerce, or any of today's business challenges.


>31,000
team members

PROVIDE



data management



networking expertise



solutions design



customer support



sales and marketing



information technology



e-commerce services

SERVING

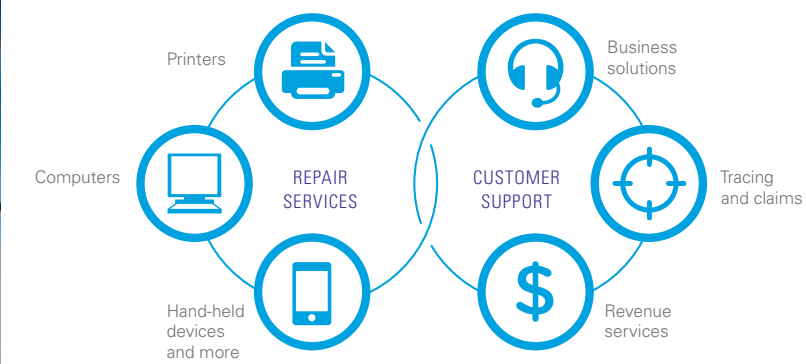
customers
from individuals to global businesses



Provides reliable service and access to printing and shipping. Services include copying and digital printing, professional finishing, signs, computer rental, and corporate print solutions. Offers FedEx Express® and FedEx Ground® shipping, Hold at FedEx Location, and packing services backed by the FedEx Office® Packing Pledge.



Combines the power of our technology with your systems to help provide seamless service to your customers and offers repair services for laptops, hand-held devices, high-end printers, and other electronics.







Need to meet the challenges of global commerce? We're your secret weapon.

Whether you're a garage startup or a global manufacturer, we have a transportation portfolio that's just your size. We'll match your unique supply chain needs to a tailored combination of shipping services, automation tools, and special services. Result: you're instantly more competitive — whether you need to impress in Dallas or Dubai.

Give these new services a try. We think you'll love the fit.

FedEx Delivery ManagerSM allows package recipients to request deliveries tailored to their needs.

FedEx One RateSM is simple flat-rate express shipping with the reliability of FedEx. Predictable pricing makes it easy to forecast shipping expenses because you don't have to weigh and measure boxes.



Grab your share of e-commerce's meteoric growth

Did you know that the largest driving force in the global economy is e-commerce? It's projected to reach \$1 trillion in sales by 2016. One out of ten U.S. retail dollars will be spent shopping online by 2017.



As shopping habits change, consumers' expectations change. Today, customers want a variety of delivery options, plus more say on what they pay for shipping and when packages show up. Our specialized e-commerce services and tools are helping to transform the retail industry.

We can support your online growth with a diverse solutions portfolio ranging from next-day delivery to more economical delivery solutions. We've helped some of the largest e-commerce companies in the world offer their customers more affordable shipping options, including free delivery.

FedEx SmartPost® is one way we can do that. Our regional hubs connect directly to local post offices for final delivery. That way you can connect to virtually every doorstep in the U.S. in a way that makes free shipping promotions possible.

FROM E-COMMERCE TO WE-COMMERCE



SHIPPING AND DELIVERY SERVICES

FedEx helps you offer shipping options to suit every customer's needs. FedEx Home Delivery gives you speed, Saturday delivery, and other convenient options. Have more time? FedEx SmartPost is cost-effective with final delivery by USPS®. Need faster deliveries? FedEx Express is the ideal solution.

ELECTRONIC SHIPPING TOOLS

With free FedEx Web Services, you can manage your shipping from a single e-commerce system. Our FedEx® Compatible Solutions Program integrates FedEx shipping capability into e-commerce and business software. Plus, you can quickly manage a shipment from any computer or device with FedEx Ship Manager® at fedex.com

DELIVERY CONTROL

Recipients can request deliveries tailored to their needs using FedEx Delivery ManagerSM:

- Customize delivery time
- Deliver to another address
- Hold at FedEx location
- Sign for a package
- Provide delivery instructions
- Request vacation hold

USPS is a registered trademark of the United States Postal Service.



ProFlowers grows with fresh ideas

Need fresh-from-the-field flowers for a special occasion? For millions of customers, ProFlowers has become one of the premier online go-to sources in the business. Delivering happiness is a critical part of its growth plan.

When Valentine's Day fell on a Sunday in 2010, ProFlowers didn't want to disappoint its customers, so it teamed up with FedEx. Together we created a customized solution that warmed the hearts of more than one-and-a-half million loved ones who received flowers on cue.

FedEx Ground and FedEx Express combined to open up Sunday delivery to 21,000 ZIP codes in 45 states for ProFlowers. As a result, ProFlowers was able to take online orders until 6 p.m. on Feb. 13, the Saturday night before Valentine's Day. The success was a game-changer for ProFlowers and its customers.

In 2012 ProFlowers turned to FedEx for same-day delivery — a logistical challenge for any online retailer. We suggested FedEx SameDay® City, which can deliver bouquets the very day orders are placed, seven days a week, to residential and commercial recipients. The result? ProFlowers is dramatically reducing the time from order to delivery.

With every bouquet, customers receive a combination of quality, convenience, and value that's out-blooming the competition.

Mother's Day 2013

1,508,693

bouquets delivered

Your complicated supply chain just got a whole lot simpler.

Whether you have a single lifesaving medical shipment that requires special monitoring or an entire warehouse of tablets in need of precision delivery, we have a portfolio of solutions to match.

For one of the world's largest consumer electronics manufacturers, on-time delivery isn't a nice-to-have. It's the difference between a blockbuster product launch and a PR disaster. It's also the kind of situation where FedEx reliability can really shine. During a recent product release, we delivered hundreds of thousands of mobile devices to individual addresses all over the world. And delivery wasn't calibrated to the *day* — it was calibrated to the *hour*.

A complicated shipment like this starts with moving 50,000 units from China to the United States overnight on a 777F, holding them in a specially created sorting location, and then using high-speed automation to sort and prepare individual shipments before sunrise. No sweat, we do it every day in more than 220 countries around the world.

For your business or organization, you might place a premium on ocean-going economy; special package monitoring; or streamlined, no-fuss customer returns. No matter your unique needs, we can engineer a solutions portfolio that's just right for you, weaving together everything from customs clearance, to special security, to highly coordinated mass shipments.

So when your production forecast gets fuzzy — even as your own customers' demands get sharper — you have the assurance of working with a global logistics provider with more than 40 years' experience in flexibility. We have planes, ships, and trucks powered by world-class team members and technology standing by so you'll never have to worry about an empty shelf or missed opportunity again.



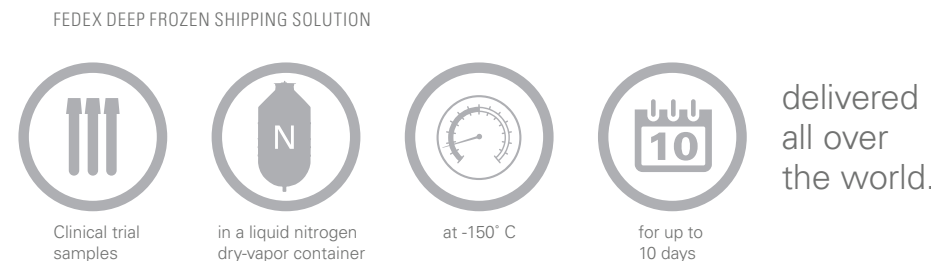
For the most critical goods, precise control.

For decades, we've moved packages around the world. With the FedEx® Deep Frozen Shipping Solution, we can maintain precise temperatures throughout the journey in a way that changes lives.

Cenetron Diagnostics, a premier provider of molecular laboratory services, ships temperature-sensitive clinical trial samples all over the world. Our system brings pre-charged liquid nitrogen dry-vapor

containers to the company for loading, and from the moment the delicate packages enter our care, we provide active monitoring and intervention as needed.

We can hold temperatures at minus-150 degrees Celsius for up to 10 days. Using dry ice requires re-icing every two or three days. For customers involved with clinical trials, diagnostics, biotechnology, or pharmaceuticals manufacturing, such precise temperature control is essential to make sure that life-saving medicines and materials arrive intact.



Need to source and sell globally? We'll shrink the world for you.

In an interconnected global economy, opportunity is everywhere. Today, businesses and consumers can get what they need, when they need it, from anywhere in the world.



Need inventory tomorrow? So does the fast-moving world of upscale retail. Louis Vuitton stores have very little room for inventory, so the French fashion house asked us: How could we ensure that its stores never miss a sale because an item isn't on the shelf?

Let's say a customer buys the only Keepall Monogram bag in a Louis Vuitton store in Las Vegas. It's 9:50 p.m., but our solution can put a new bag on the shelf before the store opens the next morning — in as little as six hours if needed.

Louis Vuitton counts on the combined power of FedEx Express, FedEx Custom Critical, FedEx Ground and FedEx Trade Networks to create solutions that range from decentralizing Louis Vuitton's U.S. warehousing to establishing a delivery

system that gets merchandise out of the warehouse quickly. Restocking is invisible to the design house's upscale customers.

In keeping with Louis Vuitton's effort to minimize its environmental impact, we use hybrid trucks for pickups and deliveries.

CRITICAL INVENTORY BEATS THE CLOCK



9:50 P.M.

Julie from Boston splurges on the Keepall Monogram bag while in Las Vegas with her friends for a bachelorette weekend.



12:00 A.M.

Steve at the Louis Vuitton California distribution center carefully packs a new one into a box, which is sorted by retail location for overnight delivery.



3:00 A.M.

The bag is placed on a FedEx Custom Critical truck destined for a morning delivery in Las Vegas.



9:00 A.M.

The replacement bag arrives and is on the shelf before store employees finish their first cups of coffee.

Chocodate has a date with destiny on the world stage.

Imagine decadent, chocolate-covered, almond-stuffed dates. Local chocolates so delicious that visitors to Dubai craved them after returning home — but couldn't get them delivered to their own country. That is, until FedEx helped Chocodate become the international "delicacy of Dubai."

For years, Chocodate owners were inundated with requests from around the globe for their unique confection. But every time they did the math, shipping costs were more expensive than the actual chocolate. So they called on the local FedEx team for advice. We helped Chocodate develop an e-commerce shipping solution for their website, as well as sort out logistics challenges, allowing them to deliver a downright delicious price-value relationship for customers. Before we started working with Chocodate, they packaged 50 kilos of dates monthly. Today, that number is nearly 50,000 kilos — enough to satisfy the cravings of customers in more than 35 countries.

Go inside the Chocodate factory: Search for "Chocodate" on the FedEx YouTube channel.



We keep your supply chains running and inventory moving with the speed and precision global business requires.

When the world's economy turned down, business tightened up. Today's world is one of rigid inventory controls and streamlined supply chains.



Solutions that turn time into money have never been more important. Consider the auto industry.

Some nights, a leading automaker's parts distribution center ships 3,500 pieces to each of its parts depots around the country. Its customers want service now, and tracking down individual parts wastes time. The closer a part is to the car that needs it, the better.

FedEx air container pricing moves thousands of individual parts in a single container. Before, each part was placed in its own, labeled box and scanned individually. That required numerous boxes, labels, and scans, even though they all went to the same parts depot to be distributed to auto repair centers.

Now, our solution allows distribution centers to put parts for each depot directly into air containers that fit snugly against the interior of our airplanes. One container, one label, and hours of packing and scanning saved.



Darn Good Yarn knits a global network

Deep in the rural woods of Maine, Nicole Snow imports and sells luxurious yarns made by women in northern India and Nepal from unused remnants of silk saris. It's a win-win situation for those impacted by her online business, Darn Good Yarn: Not only does the company provide wages, healthcare, and educational benefits for the otherwise impoverished women who spin the yarn, but thousands of pounds of fabric remnants are also kept out of landfills.

A mix of FedEx® shipping solutions helps Darn Good Yarn import the yarn, then deliver it to retail and wholesale customers around the world. But transportation is just part of it. "When I was starting out, my FedEx rep said, hey, this is what you need

to do to move to the next step," Snow says. She discovered FedEx could help her with efficient organizational systems and value-added online tools to increase productivity. "I've never had anyone take such an interest in a small business!"

In 2013, Snow won the FedEx Small Business Grant Contest. She hired more women in India and Nepal and added more products — continuing to improve the world one skein of yarn at a time.

We connect the world in responsible and resourceful ways.

As global citizens, we use our size, reach, and expertise to solve complex social, environmental, and economic issues.

When FedEx connects people and possibilities around the world, good things happen. Innovation soars. The power of technology, transportation, information, and ideas compounds and multiplies. Businesses prosper and communities are lifted to higher standards of living.

We are reducing our environmental footprint and our dependence on petroleum in many ways: investing in more-efficient aircraft and vehicle fleets; creating more-efficient routes; advocating for more use of electric transportation; and working with organizations to help cities design safe, efficient, and environmentally responsible transportation networks.

In times of disaster, our networks facilitate fast, efficient relief operations that national governments and global relief organizations have come to rely on.

We empower our people to serve our communities and customers by creating a great place to work for more than 300,000 team members. Our efforts have been recognized in 22 countries.

For more detailed information about our citizenship efforts, please go to <http://csr.fedex.com>.



Our mission guides our business.

FedEx Corporation will produce superior financial returns for our shareowners by providing high-value-added logistics, transportation, and related business services through focused operating companies.

Customer requirements will be met in the highest-quality manner appropriate to each market segment served.

FedEx will strive to develop mutually rewarding relationships with our employees, partners, and suppliers.

Safety will be the first consideration in all operations.

Corporate activities will be conducted to the highest ethical and professional standards.

SELECTED AWARDS & RECOGNITIONS



2013 "Top 10 Most Admired Companies," FORTUNE Magazine



2013 "Top 15 (#12) Most Reputable U.S. Companies," Forbes



2013 "100 Best Companies to Work For in America," FORTUNE Magazine



2012 "Top 10 Best Multinational Workplaces – FedEx Express," Great Place to Work Institute



2013 "Top 100 Best Corporate Citizens," Corporate Responsibility Magazine

FedEx Corporation

about.fedex.com

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All the paper used in the production of this book is 10% pulp derived from post-consumer recycled fiber. This paper is also certified by the Forest Stewardship Council,[®] which promotes environmentally appropriate, socially beneficial and economically viable management of the world's forest.

