



We hold the package. You get the credit.

Your customers want convenient delivery. To give them the flexibility they're looking for, you need to give them options. **Hold at Location** enables you to couple the convenience they want with added security — and cut *your* shipping costs in the process. This option gives customers a great delivery experience and more reasons to shop with you again.

How it works

Hold at Location is simple. During checkout, your customers can select Hold at Location to display a list of the closest eligible locations to choose from. With thousands of locations across the U.S., it's easy for customers to find a convenient place to pick up their package.

Easily integrate this functionality into your checkout process using any of a variety of solutions, including FedEx Web Services, FedEx® Compatible, and FedEx Ship Manager®.

How it helps

Convenience makes customers happy. Hold at Location can help you:

Save money on shipping — By delivering a package to a participating retail location, you can avoid residential delivery fees. This benefit makes it easier to offer free shipping and keep up with your competition. Plus, the package will be stored in a secure facility, helping you lower loss and damage claims.

Provide increased package security — When customers hold a package at a retail location, they don't have to worry about a missed delivery, damage from weather, or a package being left unattended at the door.

Make your customers happy — With our extensive network of locations, your customers can pick up their package near the places they live, work, and shop. The added convenience of Hold at Location is a great way to grow customer loyalty and offer extra incentive for cart conversion.

FedEx. Solutions That Matter.®



More info

- Contact your FedEx account executive to learn more about Hold at Location options
- Go to fedex.com/holdit
- Call **1.800.GoFedEx 1.800.463.3339**



Where can customers pick up packages?

We've expanded Hold at Location to make picking up shipments as easy as possible. Customers can receive packages at FedEx Office®, FedEx Ship Center®, and FedEx Authorized ShipCenter® locations, as well as select locations of these stores:

- Albertsons
- Kroger
- Walgreens

We'll hold their package, even if it's in transit.

If you're looking to give your customer even more convenience, consider Redirect to Hold. Customers have the option to request to redirect shipments to a participating retail location while packages are in transit.