

MOMENTUM WITHIN US

GLOBALIZED SOLUTIONS FOR A GLOBAL MARKETPLACE

When customers choose FedEx Express®, FedEx Ground®, FedEx Freight®, and other services such as FedEx Trade Networks®, FedEx Custom Critical® and FedEx Office®, they're choosing FedEx — one brand, many solutions. Whether customers are shipping between Paris and Hong Kong or between Dubai and Detroit, our network solutions allow them to choose where, when and how they do business. Coming or going. Near or far.

During FY11, we strengthened our position in each transportation service segment — express, ground and freight. Our momentum is helping customers of every size more easily access world markets, ultimately creating prosperity and improving the quality of life for people, businesses and nations.



FedEx Express: Growing Globally

> Several new nonstop 777F routes between key global markets depart later in the day than the competition, giving customers more time. U.S. customers can receive FedEx® shipments by 10:30 a.m. the next business day from more international cities than any other transportation company.

> We completed strategic acquisitions in India and Mexico that augment our global network. AFL, Pvt. Ltd. of India serves 144 cities, which in turn funnel shipments into our global network. Our acquisition

of Multipack enhances our domestic and international solutions in Mexico.

> We've opened 38 FedEx Trade Networks freight forwarding offices worldwide since 2008. That's in addition to more than 70 locations in the U.S. and Canada, providing customers with international ocean, air and freight solutions.

> Cologne is home to the new FedEx Express Central and Eastern European hub. It features one of the largest FedEx solar-electric installations worldwide.



FedEx Ground: Gaining Speed

> With faster transit times in more U.S. traffic lanes than our competition, FedEx Ground is also faster to more residential locations via FedEx Home Delivery® service. More transit-time improvements are on the way.

> FedEx Home Delivery provides convenient delivery options that are designed to fit the lifestyle of busy customers. Many of these services aren't offered by anyone else in today's market.

> The growing e-commerce economy is driving increased residential deliveries via FedEx Home Delivery and FedEx SmartPost®, which had 31 percent revenue growth in FY11. FedEx SmartPost is an economical way for e-tailers to ship low-weight packages to customers. By using the United States Postal Service® for final delivery, we can reach every U.S. address, a competitive advantage for FedEx.



FedEx Freight: Reinventing LTL

> "Simple" describes the new FedEx Freight — one company, two choices (priority or economy). Not only does FedEx Freight give customers the options they've been seeking, we've streamlined our network and are reshaping the LTL (less-than-truckload) industry. No other LTL competitor provides the same level of convenience backed by a money-back guarantee. This strategy, along with improved revenue per shipment, helped return FedEx Freight to profitability by the end of FY11.

> *CIO* magazine named FedEx Freight as a recipient of the 2011 CIO 100 award for integrating its businesses and improving the customer experience. The award recognizes FedEx Freight for operational and strategic excellence in information technology and for creating genuine business value for customers.

OUR NO. 1 FOCUS
IS DELIVERING
SUPERIOR SOLUTIONS
FOR CUSTOMERS.



FedEx Services: Enhancing Solutions and Revenues

> Revenues from packages tendered at FedEx Office locations hit record levels during December 2010. The new FedEx Office® Print & Go feature enables anyone to conveniently print from a smartphone or USB flash drive.

> Newly combined package and freight sales teams focus on selling an unmatched portfolio of express, ground and LTL solutions.

> Technology solutions recently designed for the healthcare industry include SenseAwareSM. Placed into a shipment, the small monitoring device gauges and transmits temperature, light exposure, location and other information for quality assurance.

> FedEx® Deep Frozen Shipping Solution uses nonhazardous technology to maintain a temperature as low as -150 degrees C. for up to 10 days. It's designed for temperature-sensitive healthcare products.



FedEx HealthCare® Solutions Are On Call

IMAGINE

A field engineer receives an emergency call to replace a vital part on a cancer-treating medical device in a small Canadian town. Instead of stocking parts at its central warehouse, the company relies on FedEx Critical Inventory Logistics® forward stocking centers worldwide. A FedEx center in Toronto delivers the part the same day. The medical device is back on line and saving lives.

IMAGINE

As a patient waits for a spinal implant, a Kansas City surgical team and a spinal implant company collaboratively monitor the implant shipment's temperature, light exposure and location all the way to the operating room. A SenseAwareSM device placed in the implant shipment is a first-of-its-kind sensor information sharing service.

IMAGINE

With no time to spare, a pharmaceutical company must send a shipment of sensitive therapeutics from Paris to Hong Kong for clinical trials. FedEx® Deep Frozen Shipping Solution is a secure end-to-end service that relies on nonhazardous technology to maintain extremely low temperatures for days.