

## FedEx Expands E-Commerce Portfolio with FedEx Extra Hours' Delivery Options for Retail Customers

17-12-2018

FedEx (NYSE: FDX) is expanding e-commerce delivery options for retailers with FedEx Extra Hours, a service that enables participating retailers to fulfill e-commerce orders into the evening and receive late pickups by FedEx Express, with next-day local delivery and two-day shipping to any address in the continental United States. Retailers can extend evening order cutoff times by 5-8 hours, with some as late as midnight, depending on their current order fulfillment process. FedEx Extra Hours recently launched with customers including AutoZone and Best Buy in multiple markets across the United States.

“Demand trends and consumer expectations in e-commerce are shifting, and the size, scale, reliability and flexibility of the FedEx networks uniquely position us to offer this new service that answers a clear consumer need: evening shopping with next-day local delivery and two-day shipping within the continental United States,” said Brie Carere, Senior Vice President and incoming chief marketing officer for FedEx. “The majority of online orders are placed after 4 p.m., and 64 percent of online shoppers expect orders placed by 5 p.m. to qualify for next-day shipping. FedEx Extra Hours aligns with the needs of online shoppers, while offering retailers a way to balance inventory and reduce transportation costs.”

FedEx Extra Hours is the latest in a line of e-commerce and retail offerings that FedEx has launched to meet the evolving needs of retailers and online shoppers who want fast and convenient shipping options, especially during the busy holiday shopping season.

“The scale and flexibility of the FedEx networks align perfectly with the ‘always-on’ mentality and expectations of shoppers,” said Carere. “We can flex our networks to provide new e-commerce offerings with fast, reliable

service even during the busiest weeks of the year.”

### **Order Online, Pick up In Store**

As part of the ongoing commitment to make online shopping easier, FedEx continues to work with major retailers to offer consumers convenient and secure e-commerce shipping solutions.

FedEx Onsite is a U.S. network of 10,000 alternate delivery locations including select Albertsons and Kroger grocery stores, and more than 8,900 Walgreens stores across the country. FedEx also offers hold at location services at all 1,900 FedEx Office locations across the country. Shoppers can choose to have their packages delivered to any of these locations and pick them up within five business days.

Walgreens recently announced an expansion of its relationship with FedEx with Walgreens Express, a pharmacy delivery program that offers prescriptions to Walgreens customers as early as the next day. Sprint, Walgreens and FedEx also recently teamed up to offer an option in which Sprint merchandise ordered online could be delivered via FedEx to participating Walgreens stores across the

country, as part of the FedEx hold at location offering. FedEx Office is also working with Walmart to roll out an anticipated 500 in-store pick up and drop off locations in the next two years.

“Eighty percent of the U.S. population lives

within five miles of a FedEx hold location,” said Carere. “FedEx is committed to working with retailers to offer their customers a portfolio of options that make sense for the ways they are shopping and shipping.”

Source: [FedEx](#)

