



## **Why are you splitting the shipping program into two separate benefits?**

To better serve your members and create a clear distinction between the shipping services that are available to them, we felt it would be more effective to provide two separate member benefits.

The FedEx discounts have always worked differently than the freight savings that were a part of your shipping program. While PartnerShip acts as a third party for quoting and managing shipments with multiple carriers for freight, we don't serve the same type of role for FedEx small package shipments. We provide the discounts but then members set up shipments through FedEx and are billed by FedEx.

This change to your shipping program not only enables us to clarify the benefit offering, but it also allows us to use the FedEx brand more prominently - a brand that carries a great deal of trust and has wide-spread recognition.

## **Are our discounts changing?**

No! Your discounts for FedEx small package shipments remain the same. And your members will continue to receive competitive pricing for their freight shipments through PartnerShip.

## **Is the enrollment process changing?**

We have a brand-new landing page that includes the enrollment form. While the look is different, the enrollment form remains the same and the enrollment process is not changing.

## **Will our members have to re-enroll in the program?**

No! Any members currently enrolled will continue to see the FedEx discounts on their account and can ship the same way they currently do.

## **Will members be required to enroll separately for each service?**

Members only need to enroll for the FedEx discounts. To take advantage of their reduced freight rates, they simply need to request a quote or create a PartnerShip.com account to run quotes on their own. This is no different from how it has worked in the past.

## **Who can our association members contact if they have questions about their FedEx shipments?**

Call our FedEx Advantage team at 440-517-7275 or email [fedex@PartnerShip.com](mailto:fedex@PartnerShip.com).

## **Will our royalty or reporting be changing?**

No! You'll still enjoy the same reporting and royalties as before.

## **Will anything change with my contact at PartnerShip? Will I now have to work with FedEx regarding the member benefit?**

No! PartnerShip will still be managing the FedEx program fully, and your Program Manager will remain your primary contact regarding both member benefits. You will still receive the same quarterly reports and check-ins with your Program Manager.