

**From:** Lesley Groff <[REDACTED]>  
**To:** merwin dela cruz <[REDACTED]>  
**Subject:** Re: FedEx Shipment 779172758591 Delivery Exception  
**Date:** Mon, 22 May 2017 15:37:38 +0000

let me know tracking number once you get this figured out...thanks

On May 22, 2017, at 11:23 AM, Merwin Dela cruz <[REDACTED]> wrote:

Hi Les,  
Do I fill out an International form for this?

Thanks

On May 22, 2017, at 9:39 AM, Lesley Groff <[REDACTED]> wrote:

Can you please try and get this delivered to the house today?! or you may have to go and pick it up? They probably left a tag on the door...

Begin forwarded message:

**From:** [TrackingUpdates@fedex.com](mailto:TrackingUpdates@fedex.com)  
**Subject:** FedEx Shipment [REDACTED] Delivery Exception  
**Date:** May 22, 2017 at 9:38:26 AM EDT  
**To:** [REDACTED]  
**Reply-To:** [trackingmail@fedex.com](mailto:trackingmail@fedex.com)



## We were unable to complete delivery of your package

See "Resolving Delivery Issues" for recommended actions

See "Preparing for Delivery" for helpful tips

Tracking # 779172758591

Ship date: Thu, 5/18/2017	Delivery progress bar	Scheduled delivery: Mon, 5/22/2017 by 3:00 pm
Delivery exception		

### Shipment Facts

FedEx attempted, but was unable to complete delivery of the following shipment:

<b>Tracking number:</b>	[REDACTED]
<b>Status:</b>	Delivery exception
<b>Reference:</b>	SAMPLE PANEL
<b>Service type:</b>	FedEx International Priority
<b>Packaging type:</b>	Your Packaging
<b>Number of pieces:</b>	1

<b>Weight:</b>	1.00 lb.
<b>Special handling/Services:</b>	Deliver Weekday
<b>Standard transit:</b>	5/19/2017 by 10:30 am

## Resolving Delivery Issues

The reason delivery was not completed is outlined below. Where applicable, resolution recommendations are also provided.

Exception Reason	Recommended Action
1. Customer not Available or Business Closed	Door tag will provide the time and address of the FedEx location where you may pick up your shipment, and also indicate if another delivery attempt will be made.

## Preparing for Delivery

To help ensure successful delivery of your shipment, please review the below.

### Won't be in?

You may be able to hold your delivery at a convenient FedEx World Service Center or FedEx Office location for pick up. Track your shipment to determine Hold at FedEx location availability.

Please do not respond to this message. This email was sent from an unattended mailbox. This report was generated at approximately 8:38 AM CDT on 05/22/2017.

All weights are estimated.

The shipment is scheduled for delivery on or before the scheduled delivery displayed above. FedEx does not determine money-back guarantee or delay claim requests based on the scheduled delivery. Please see the FedEx Service Guide for terms and conditions of service, including the FedEx Money-Back Guarantee, or contact your FedEx customer support representative.

To track the latest status of your shipment, click on the tracking number above.

Standard transit is the date and time the package is scheduled to be delivered by, based on the selected service, destination and ship date. Limitations and exceptions may apply. Please see the FedEx Service Guide for terms and conditions of service, including the FedEx Money-Back Guarantee, or contact your FedEx Customer Support representative.

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Thank you for your business.