

## FedEx® and The Pampered Chef®

After careful consideration, we've decided to change our shipping vendor to provide you and your customers with the best service, price and convenience. Effective Jan. 15, 2007, FedEx will be shipping Pampered Chef® orders.

Here are the key benefits you and your customers will enjoy because of this change:

- **Convenient delivery:** FedEx Home Delivery® delivers Tuesday through Saturday, and delivery times extend to 8 p.m. — even on Saturdays.
- **Easy tracking:** Tracking orders through FedEx is extremely simple. Plus, you can choose to automatically receive shipping status notification e-mails, which will keep you informed and save you time.
- **Convenient FedEx returns program:** Now you can choose to return items by either having them picked up at your location, or by dropping them off at a FedEx Kinko's location — whichever is more convenient.
- **FedEx Kinko's Mobile Professional Program:** Because of our relationship with FedEx, you'll enjoy discounts on color copies, printing, personal shipping and other services at any FedEx Kinko's location.

Over the next few weeks, we'll continue to work closely with FedEx to ensure a seamless transition for you and your customers. How you access tracking information will not change. As you do today, log on to Consultant's Corner and click on Managing Your Business > My Shows > Serving Your Customers > Shipment Status. From there, you'll be taken to the FedEx tracking system.

Click on the tabs below for more information.



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## FedEx® and The Pampered Chef®

### Tracking Your Packages

With FedEx, tracking packages is simple. Just go to [www.fedex.com](http://www.fedex.com), enter the tracking number and click “Track.”

Or, register for FedEx InSight® to track shipments without entering individual tracking or reference numbers. This free service provides proactive shipment notifications, including attempted deliveries, proofs of delivery, transit delays and more — via e-mail, Internet or wireless.

The screenshot shows the FedEx InSight web application. At the top, there's a navigation bar with 'FedEx InSight' and tabs for 'Welcome', 'My Options', 'Inbound View', 'Outbound View', 'Third Party View', and 'Customized Views'. Below this, the 'FedEx InSight®' logo is displayed. A 'Summary' section contains a table titled 'Current Visibility My InSight Summary Table'. The table has columns for 'InSight Total', 'Inbound', 'Outbound', and 'Third Party', with sub-columns for 'Date', 'Est. Delvry', and 'Ship (P/U) Date'. The data shows zero pieces, clearance delays, or delivery exceptions. A 'Did You Know...' sidebar on the right provides additional information about the service. The footer includes copyright and terms of use information.

Summary				
Current Visibility My InSight				
Summary Table				
Hide your summary table				
InSight Total	Inbound	Outbound	Third Party	
Date	Est. Delvry	Ship (P/U) Date	Ship (P/U) Date	
	10/18/2006	10/17/2006	10/17/2006	
Pieces	0	0	0	
Clearance Delay	0	0	0	
Delivery Exception	0	0	0	

**Did You Know...**

\* You can see the details of any shipment from your InSight that was shipped within the last 90 days. [Click here](#) for additional details.

See the details of your shipments and be in the know.

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## FedEx® and The Pampered Chef®

### Returns

Effective Jan. 15, 2007, all Pampered Chef returns should be shipped via FedEx, *even if the order was delivered by UPS prior to the change going into effect.*

To process a return, call The Pampered Chef® Solution Center at 1-888-OUR-CHEF and request a Return Management Authorization (RMA) number.

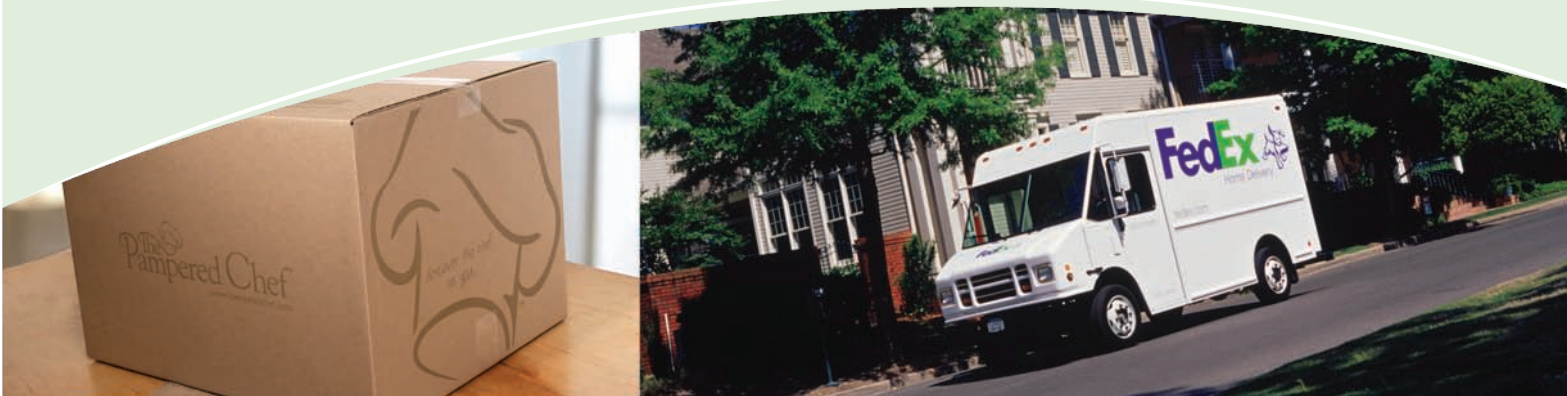
After receiving an RMA number, you can:

- 1) Drop off the package at a FedEx Kinko's location, where it can be processed and returned to The Pampered Chef. To find the nearest FedEx Kinko's location, go to [www.fedex.com](http://www.fedex.com).

OR

- 2) Request a FedEx Ground® Call Tag, and a FedEx Ground® representative will pick up the package. To request a Call Tag, go to [www.fedex.com](http://www.fedex.com).

FedEx®



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## FedEx® and The Pampered Chef®

### Questions & Answers

#### Basic Information

**What is the toll-free number for FedEx customer service?**

1-800-GoFedEx  
(1-800-463-3339)

**What is the FedEx Web site address?**

[www.fedex.com](http://www.fedex.com)

**Will FedEx provide a dedicated support team for The Pampered Chef®?**

Yes. Their hours of operation will be 6:30 a.m. to 8:30 p.m. CT.

#### Services

**Can I choose the FedEx service option I want to use, or do I have to use standard FedEx home delivery?**

All Pampered Chef shipments will be sent via standard home delivery. It's very similar to the service provided by UPS.

**What is the difference between home and ground delivery?**

Home delivery refers to residential customers, and ground delivery refers to commercial customers. The difference is that FedEx delivers to residential customers Tuesday through Saturday, up to 8 p.m. FedEx Ground delivers to commercial customers Monday through Friday, up to 5 p.m.

**Is a signature required for all FedEx home deliveries?**

No. The driver will make the final determination, just like UPS does.

**Does FedEx offer a C.O.D. option?**

No. There isn't a C.O.D. option for home delivery.

**If I (or my customers) live in areas where there are no FedEx Kinko's, how will the Home Office arrange a shipment or pickup within the 30-day rule?**

FedEx has an extensive network of convenient, authorized shipping centers. The list of locations is available on their Web site. If you or your customers live in an area where there is no shipping center, or you prefer to use the call tag method, we can use the same pick-up method with FedEx as we currently do with UPS.

#### Deliveries

**What are the FedEx zones/delivery schedules?**

FedEx zones are similar to UPS. You can view transit time schedules on [www.fedex.com](http://www.fedex.com).

**Will Canadian orders be shipped using FedEx?**

No, Canadian orders will continue to be shipped by UPS, as they offer the most competitive rates in Canada.

#### Tracking orders

**How do I open a FedEx Express® or FedEx Ground® online account so that I may track returns?**

1. Sign up for a single [fedex.com](http://fedex.com) login, or log in with your existing user ID and password.
2. Complete the brief online account registration form. A credit card is required.
3. Start shipping! The confirmation page contains a link to FedEx Ship Manager® at [fedex.com](http://fedex.com).

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## FedEx® and The Pampered Chef®

### Questions & Answers *(continued)*

**If the recipient of a shipment has the tracking numbers, can they work with FedEx to set up a delivery schedule?**

No.

**Is FedEx/Kinko's able to look up lost or forgotten reference numbers for a customer?**

No. The person returning the package needs to call The Pampered Chef Solution Center and obtain an authorization number; and then take that authorization number to FedEx/Kinko's.

**How quickly does a shipment appear in the FedEx tracking system after it's shipped?**

Shipments appear in the FedEx tracking system the same day they're shipped.

**How do I check the status of a FedEx Express or FedEx package/shipment without the tracking number?**

You can use the Alternate Reference Tracking application at [www.fedex.com](http://www.fedex.com). FedEx Express shipments can be tracked by reference number. FedEx home shipments can be tracked by reference, purchase order or invoice number.

**When will the package arrive?**

You can expect it to arrive by the scheduled delivery commitment for the service chosen, but FedEx cannot predict the exact delivery time for a particular package on a specific driver's route.

### FedEx Kinko's

**What services does FedEx Kinko's offer?**

They offer a broad range of business services, including:

- Ground and express shipping, including international express shipping
- Copying and digital printing
- Signs and graphics
- Photo services

**How many FedEx Kinko's locations are there?**

Currently, there are 1,500 locations worldwide. More than 400 locations are open 24 hours a day, seven days a week.

**How will FedEx Kinko's know I'm a Pampered Chef Consultant and eligible for discounts?**

We'll provide you with more information between now and Jan. 15 on how to sign up for a FedEx Kinko's/Pampered Chef discount card. With this card, you can receive discounts on FedEx Kinko's services and shipping.

### Returns

**How should I return a package that was delivered by UPS prior to Jan. 15, 2007?**

Use FedEx for all shipping on or after Jan. 15, regardless of how it was originally shipped.

**Can I, or my customers, choose to use a different shipping method to return products to the Home Office, because we're paying for it?**

Yes, but we strongly advise using FedEx.

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## FedEx® and The Pampered Chef®

### Questions & Answers *(continued)*

**When making returns, do my customers or I need to package the products at FedEx Kinko's, or can the products be prepackaged before arriving at FedEx Kinko's?**

Returns can be prepackaged. In addition, FedEx Kinko's will provide packaging materials, if needed, for a nominal charge.

### APO/FPO shipments and returns

**How are orders shipped to an APO/FPO? Can I track those packages?**

Government regulations require that APO/FPO orders be shipped only through the United States Postal Service, regardless of our designated provider. No, those orders cannot be tracked.

**How are orders shipped to Alaska, Hawaii and Puerto Rico? Can I track those packages?**

Orders will be shipped via FedEx to Alaska, Hawaii and Puerto Rico. Yes, those orders can be tracked, just like orders shipped to the contiguous 48 states.

**Are returns from APO/FPO, Alaska, Hawaii and Puerto Rico traceable?**

Returns from Alaska and Hawaii can be traced. Returns from APO/ FPO and Puerto Rico cannot. However, if a return is shipped Express from Puerto Rico (there is no FedEx Home Delivery service from Puerto Rico), it can be traced.

### Claims

**What is the claims process for shipments and returns that are not received?**

The FedEx process is similar to that of UPS.

**Are the FedEx money back guarantees similar to the UPS claims process?**

Yes, you should continue to report issues as you do currently.

### Shipping services at Conferences

**Will there be a FedEx shipping station at Leadership Summit and National Conference?**

There will not be a shipping station at Leadership Summit. We'll determine the need for shipping at National Conference in the first quarter of the year.