How to change the delivery to a retail location:

Please follow the below steps:

At FedEx site - enter your Tracking ID

- Example: 121898872117

Select Manage Delivery. Then select Hold at Location.

| DELIVERY EXC     | EPTION               |
|------------------|----------------------|
| TWINSBUF         | RG, OH               |
| GET STATUS       | IPDATES              |
| Direct signature | required 🕥           |
| FROM             | то                   |
| Cleveland, OH US | EASTLAKE, OH US      |
|                  | HOLD AT LOCATION     |
|                  | DELIVERY INSTRUCTION |
|                  |                      |

Within the New FedEx Delivery Manager customer section – select Continue as Guest.



On the next screen, submit the original shipping address which should be on the consultant's original FedEx notification emails. Insert a phone number where FedEx can reach out to the consultant if needed.

| Ente                 | er original delivery information  |
|----------------------|---|
| To ensure the        | security of your package, please enter the original<br>elivery address and ZIP/Postal Code. |
| ADDRESS 1            | I   |
| ADDRESS 2 (OPTIONAL) |   |
| ZIP/POETAL CODE      |   |

## Please be aware that the Address 2 line could be PROGRESSIVE CASUALTY INSURANCE COMP - Address 2: PROGRESSIVE CASUALTY INSURANCE COMP

Insert a phone number and email, click Continue.

| Enter contact information  |
|--|
| Please provide a phone number where you can be reached when<br>your package is available for pickup. |
| PHONE  |
| EMAIL (OPTIONAL)   |
|  |

After the continue button is selected, the below screen should be come up. The consultant can then select a location for the delivery to be picked up.

|               |           |              |                                 |                        | Keenda   |   |
|---------------|-----------|--------------|---------------------------------|------------------------|--|---|
| Map Satellite | Satellite |              | 1<br>No. 1                      | Nearest 1<br>EASTLAKI  | 0 locations to<br>E, OH 44095                        |   |
|               |           | Farp<br>Harb | North Perry<br>ort Perry<br>ter | 0.24 miles             | Walgreens - FedEx OnSite<br>35279 Vine St            | > |
|               |           | Meet alloy   | K.                              | <b>2</b><br>1.13 miles | FedEx Office Print & Ship Center<br>34400 Euclid Ave | > |
|               |           |              | Hambden                         | 3                      | Walgreens - FedEx OnSite                             | 5 |

The consultant should receive a FedEx email confirming this change. Package will be held at FedEx for 5 days.