



FedEx Ship Manager®

at [fedex.com](https://www.fedex.com)

Quick Guide

Make your day easier
with one-page shipping!

What are the main features and benefits?

You can now process your shipments even faster, with everything you need to see on just one screen. At the same time, fewer pop-ups and predictive typing result in a whole new level of efficiency. You can also enjoy a customized shipping experience by storing shipment details for later use. Special all-in-one shipping features include scheduling a pickup, rate and transit time estimation, e-mail notification, and FedEx service selection.

Prepare Shipment

Sending packages has never been easier now that one-page shipping is available! You can even prepare air waybills and commercial invoices up to 10 calendar days in advance, and store shipment details as a shipment profile for later use.

E-mail Notification – automatically send an e-mail notification to your recipient(s) when a shipment is made, delivered or when a service exception occurs in customs clearance and delivery.

Schedule Pickup* – schedule a courier online and receive an e-mail pickup confirmation number.

* Available in selected countries.

Ship History

Instantly see all your shipments from the last 90 days and store shipment information, saving you from having re-type information.

Address Book

Store up to 2,500 names and addresses to save time completing air waybills to frequent recipients. You can also create and send to recipient groups that reside in the same country.

Preferences

Customize and tailor the system to view shipment details before generating an air waybill, display frequently used shipping information, and more.

Pending Shipments

After entering shipment information, you can save the details for shipping at a later date or time.

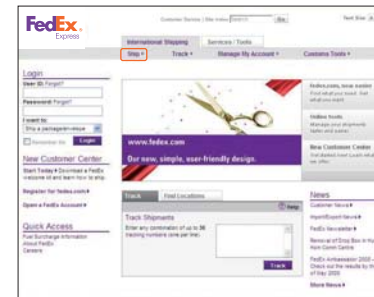
You only need three things to get started!

All you need is Internet access, a laser, inkjet or thermal printer, and a FedEx Account Number.

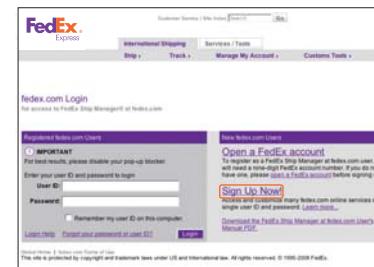
Step 1 ▶ Registration

Start using FedEx Ship Manager by registering with FedEx for a user ID and password.

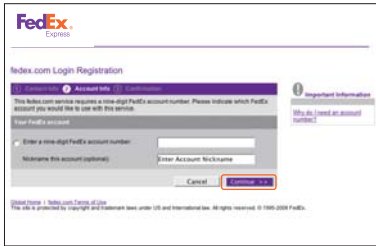
- 1 Go to www.fedex.com, select your country/location to go to the relevant FedEx homepage, and click the **"Ship"** tab.
- 2 Click the **"Sign Up Now!"** link on the login screen.
- 3 Enter a user ID and password, choose a "Secret Question", and enter your contact information. Then click the **"I Accept"** button.



- 2 Click the **"Sign Up Now!"** link on the login screen.



- 4 Enter your FedEx Account Number and click the **“Continue”** button. You have now completed your registration.



- 5 A registration confirmation email with your user ID will be sent to you soon. You can also write down your user ID and email below for future reference.

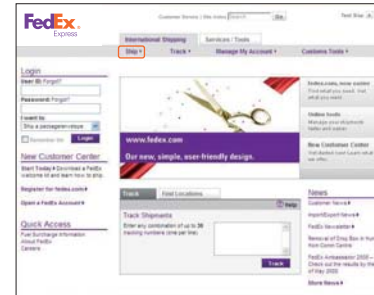
fedex.com user id:

Your e-mail:

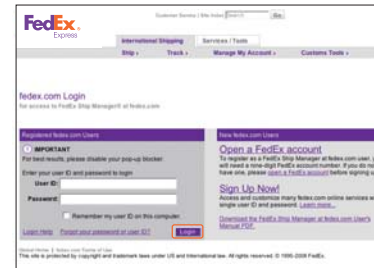
Step 2 ▶ Ship

1 Login

- a. At the fedex.com homepage, click the **“Ship”** tab at the top of the page.

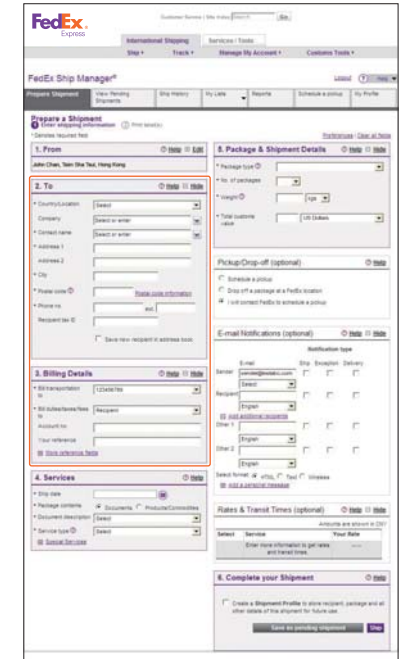


- b. Enter your user ID and password and then click the **“Login”** button..



2 Making a document shipment

- a. Enter the recipient's information, and billing details.



- b. Select **“Ship date”, “Package contents”, “Document description” and “Service Type”**

- d. Select whether you want to **“Schedule a pickup”, “Drop-off a package at a FedEx location”, or “I will contact FedEx to schedule a pickup”**.

- f. Select **“Rates & Transit Times”** to calculate the cost of your shipment and the transit time.

- b. Select **“Ship Date”, “Package contents” and “Service type”**.

3 Making a product or commodity shipment

- a. Enter recipient information and billing details.

- c. Select the **“Package type”, “No. of packages”, “Weight” and “Total customs value”**.

- e. Specify whether you want to send an e-mail notification when shipping, when a shipment is delivered, and/or when a service exception occurs in customs clearance and delivery.

- c. Select the **“Package type”**, **“No. of packages”**, **“Weight”**, **“Total customs value”** and **“Shipment purpose”**.

- e. Select whether you want to **“Schedule a pickup*”**, **“Drop-off a package at a FedEx location”**, or **“I will contact FedEx to schedule a pickup”**.

* Available in selected countries

- d. Select the type of commodity and then fill in **“Commodity description”**, **“Unit of measure”**, **“Quantity”**, **“Commodity weight”**, **“Customs value”**, **“Currency”** and **“Country of manufacture”**.

- f. Specify whether you want to send an e-mail notification when shipping, when a shipment is delivered, and/or when a service exception occurs in customs clearance and delivery.

- g. Select **“Rates & Transit Times”** to calculate the cost of your shipment and the transit time.

- h. Check the relevant box to create a **“Commercial Invoice”** or a **“Pro Forma Invoice”** or other documentation.

4 Complete Shipment

- a. Check the box if you want to create a **“Shipment Profile”** to store details of your shipment for future use.
- b. Click **“Ship”** button.

Step 3 ▶ Schedule a pickup – Optional (go through this step if you have not arranged for a pickup already)

1 On the tool bar at the top of the Ship screen, click the “**Schedule a pickup**” tab.

2 Fill in the required fields and then Click “**Schedule pickup**” button.

Other Key Functions

- Prepare air waybills and commercial invoices up to 10 calendar days in advance.
- See all your shipments from the last 90 days and store shipment information for later use.
- Store up to 2,500 names and addresses, and quickly retrieve the data when shipping in the future.

System Requirements

- A Secure Sockets Layer (SSL) browser, such as Netscape Navigator 7.0 or higher, or Microsoft Internet Explorer 5.5 or higher.
- A laser printer or a quality inkjet printer or a thermal printer.

Technical Support & Customer Service

Country/Location	Technical Support Hotline	Customer Service Hotline
Australia	1300-138-759	13-26-10
China	800-820-1336	800-988-1888 (for landline users) 400-886-1888 (for mobile phone users)
Hong Kong	(852)2193-1455	(852) 2730-3333
Indonesia	(62)21-7590-4549	0800-1-888-8000
Korea	(82)2-324-8555	080-023-8000
Malaysia	1800-88-5363	1800-88-6363
New Zealand	0800-533-339	0800-733-339
Philippines	(63)20900-3054	1800-10-855-8484
Singapore	(65)67498709	1-800-743-2626
Taiwan	(886)2-2536-9038	0800-075-075
Thailand	1800-228822	1782