



## FedEx Ship Manager® Shipping Administration

What's New With This Release?  
September 2010

# Multi-Account Support for Users

- **We are proud to announce that you can now assign users to more than one account number!**
- **This will allow your users to be able to change which account number to 'Bill Transportation to' and 'Bill Duties/Taxes/Fees to' by selecting the appropriate account from a dropdown in the 'Billing Details' section of the 'Ship' screen.**
- **Benefits**
  - Convenience of not needing multiple user IDs and passwords, as one covers multiple accounts
  - Saves time because users only need to run one report that includes activities for all of their assigned shipping accounts
  - Allows faster shipment processing by eliminating the need to log in and out multiple times to change the account

# Multi-Account Support for Users - *continued*

Assigning users to more than one account number uses the same process as when you add accounts to departments.

- On the users 'Profile' screen, you can select from the 'Available Accounts' section and assign accounts to that user by selecting the accounts and clicking the 'Add' button.

**NOTE:** Available Accounts displayed are based off the account numbers that have been assigned to the Department that you associated the user with.

## 2. Accounts Available Help

You can add an account by selecting an existing FedEx account from the Available Accounts list and clicking the Add button. To remove an account, select the account in the Assigned Accounts list and click on the Remove button.

Available Accounts	Assigned Accounts
000000000 - Atlanta 000000000 - Chicago 000000000 - New York	000000000 - Boston 000000000 - Miami

# Multi-Account Support for Users - *continued*

- If the user has been assigned to more than one account number, they will see the account nicknames in the drop-down menu within the 'Billing Details' section of the shipping screen.
- Users can change the account to be billed for both the 'Bill transportation to' and the 'Bill duties/taxes/fees to' options.
- The default for both these options can be set in the users 'Preferences' as well as when they are adding recipients into their 'Address Book'.

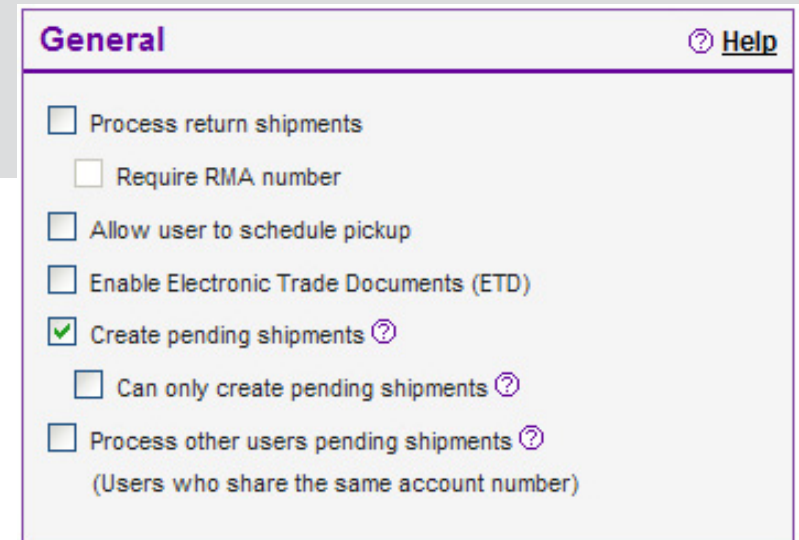
The screenshot shows a web interface titled "4. Billing Details" with "Help" and "Hide" links. It contains two dropdown menus. The first is labeled "\* Bill transportation to" and has "JUNK AC-123" selected. The second is labeled "\* Your reference" and has "JUNK AC-123" selected. Below the second dropdown, there is a link for "More reference field" and a list of options: "Kenny Creed1-720", "Recipient", and "Third Party".

# Mailroom Processing

- **Mailroom Processing is a new feature that will allow one user to initiate a 'Pending' shipment that can then be finalized by another user.**
- **Benefits**
  - Reduces costs because you have greater control of how and what users are shipping
  - Lowers training costs because not all employees need to know every aspect of creating a shipment
  - Reduces errors and prevents unnecessary surcharges through checks and balances that ensures correct shipment information is entered
  - Provides a simplified order fulfillment model that can easily be adapted in a retail or supply chain environment
  - Simplifies the pending shipment process by making shipments easier to find and edit

# Mailroom Processing - *continued*

Administrators can assign the following privileges for creating pending shipments on the 'Privileges' screen:



The screenshot shows a 'General' settings window with a 'Help' link in the top right corner. The window contains several checkboxes for user privileges:

- Process return shipments
  - Require RMA number
- Allow user to schedule pickup
- Enable Electronic Trade Documents (ETD)
- Create pending shipments ?
- Can only create pending shipments ?
- Process other users pending shipments ?  
(Users who share the same account number)

- **Create pending shipments**

*This option allows a User to save a shipment that can be processed later today or on a future date. By default, this is enabled.*

- **Can only create pending shipments**

*This option only allows a User to save a shipment in pending status and not allow the final processing and printing of a shipping label.*

- **Process other users pending shipments**

*This option allow a User to finalize other Users' pending shipments and print the shipping label. This is not available if a User can only create pending shipments.*

# Mailroom Processing - *continued*

- Users will now be able to print out a 'Pending Confirmation Receipt' when they create a pending shipment.
- This receipt can be used to find the shipment for future purposes, or can be handed off with the package so that another user can find that shipment and finalize it for them.

**Pending Shipment Confirmation**

**Outbound Shipment** [Help](#)

<b>From</b>	Justin Brus ABC Company987 4200 Regent 4200 Regent Irving, TX United States 75063 9016740098	<b>Ship date</b>	08/27/2010
		<b>Service type</b>	Priority Overnight
		<b>Package type</b>	Your Packaging
		<b>Number of packages</b>	1
		<b>Total weight</b>	1.0 lbs
		<b>Dimensions</b>	
		<b>Declared value</b>	0.0 USD
		<b>Bill transportation to</b>	JUNK AC-123
		<b>Your reference</b>	PeterRefTest1
		<b>Pickup/Drop-off</b>	Drop off package at FedEx location
<b>To</b>	3Mphasis Fed Mphasis 10 Fedex Pkwy Collierville, TN United States 38017 7896541236	<b>P.O. no.</b>	aaaaaaaaa
		<b>Invoice no.</b>	PeterRefTest10
		<b>Department no.</b>	
		<b>Special Services</b>	
		<b>Pending ID #</b>	PD100081529

[Print](#) [Edit shipment](#) [Cancel shipment](#) [Repeat last](#) [Create New](#)

# Mailroom Processing - *continued*

- To help save time during the processing of a pending shipment, users will be able to edit the Weight and Service type directly from the 'Pending Shipments' history screen.

Prepare Shipment | Ship History | My Lists | Reports | My Profile

### Pending Shipments

Search  in   [Choose columns](#)

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View: [All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

<input type="checkbox"/>	<u>Ship date</u>	<u>Contact name</u>	<u>Weight</u>	<u>Service type</u>	<u>Package contents</u>	<u>Label status</u>	<u>Pending ID</u>
<input type="checkbox"/>	Aug 27 2010	3Mphasis Fed	<input type="text" value="1"/> lbs	<input type="text" value="Priority Overn"/>	Commodities	Incomplete	PID100081530
<input type="checkbox"/>	Aug 27 2010	3Mphasis Fed	<input type="text" value="1"/> lbs	<input type="text" value="Priority Overn"/>	Commodities	Incomplete	PID100081529

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