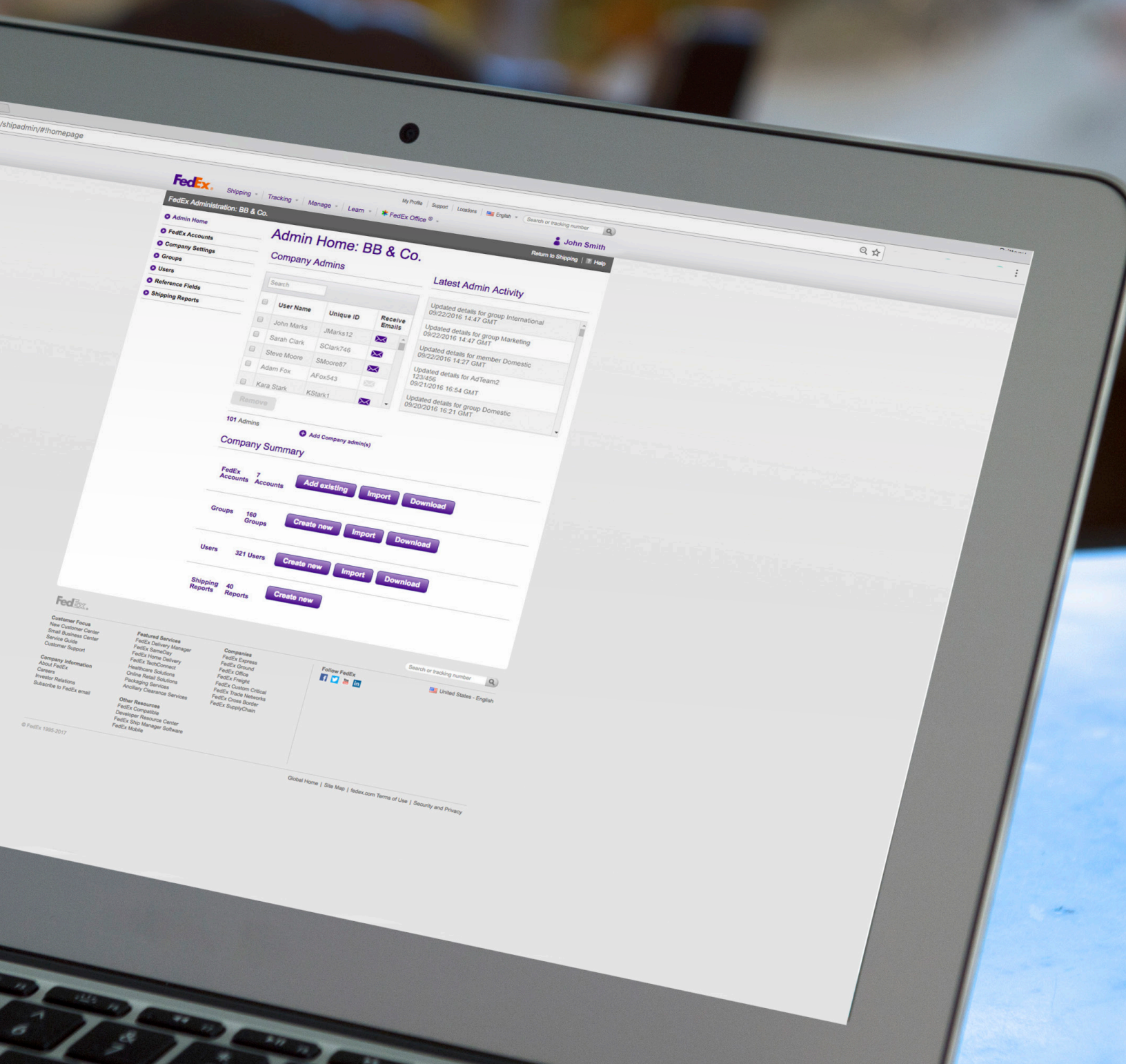




FedEx Administration User Guide



FedEx Administration: BB & Co. My Profile Support Locations English Search or tracking number

- Admin Home
- FedEx Accounts
- Company Settings
- Groups
- Users
- Reference Fields
- Shipping Reports

Admin Home: BB & Co.

John Smith
Return to Shipping Help

Company Admins

User Name	Unique ID	Receive Emails
<input type="checkbox"/> John Marks	JMarks12	<input type="checkbox"/>
<input type="checkbox"/> Sarah Clark	SClark746	<input type="checkbox"/>
<input type="checkbox"/> Steve Moore	SMoore87	<input type="checkbox"/>
<input type="checkbox"/> Adam Fox	AFox543	<input type="checkbox"/>
<input type="checkbox"/> Kara Stark	KStark1	<input type="checkbox"/>

Latest Admin Activity

- Updated details for group International 09/22/2016 14:47 GMT
- Updated details for group Marketing 09/22/2016 14:47 GMT
- Updated details for member Domestic 09/22/2016 14:27 GMT
- Updated details for AdTeam2 12/3/2015 09/21/2016 16:54 GMT
- Updated details for group Domestic 09/20/2016 16:21 GMT

101 Admins

[Add Company admin\(s\)](#)

Company Summary

FedEx Accounts	7	Add existing	Import	Download
Groups	180	Create new	Import	Download
Users	321	Create new	Import	Download
Shipping Reports	40	Create new		

- Customer Focus
 - New Customer Center
 - Small Business Center
 - Service Guide
 - Customer Support
- Company Information
 - About FedEx
 - Careers
 - Investor Relations
 - Subscribe to FedEx email
- Featured Services
 - FedEx Delivery Manager
 - FedEx SameDay
 - FedEx TechConnect
 - Healthcare Solutions
 - Online Retail Solutions
 - Packaging Services
 - Auxiliary Clearance Services
- Other Resources
 - FedEx Connect
 - Developer Resource Center
 - FedEx Ship Manager Software
 - FedEx Mobile
- Companies
 - FedEx Express
 - FedEx Ground
 - FedEx Office
 - Franchise
 - FedEx Custom Critical
 - FedEx Trade Network
 - FedEx Cross Border
 - FedEx SupplyChain

Follow FedEx

Search or tracking number
United States - English

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Introduction

The FedEx Administration feature of FedEx Ship Manager® at fedex.com allows any user assigned administrative permissions to centrally manage and control shipments that are processed by multiple individuals shipping from their desktops. Users can be in the same location or dispersed geographically across multiple locations within a company.

With FedEx Administration, an administrator can configure shipping options or restrict services and account access, customize reference information and run reports on the shipping activity of users across the company. The main features of FedEx Administration allow multiple users to have access to FedEx Ship Manager® and prevent unauthorized users from accessing your account on fedex.com.

Through the convenience of the Internet, the Shipping Administrator can:

- Configure a robust set of permissions and defaults that could be assigned to departments and customized at the user level.
- Assign and set up an unlimited number of FedEx Administration domestic and international users within the groups.
- Allow an administrator to add multiple FedEx accounts to FedEx Administration and assign individual users to these accounts.
- Ability to require up to 4 references and set default values for these references at the department and user level. For added control, administrators can configure reference values that cannot be changed by their users.
- Create customized reports to display the shipping activity of users company-wide. Administrative reports can be viewed online, printed, and downloaded.

Potential benefits of using FedEx Ship Manager at fedex.com and the FedEx Administration functions are:

- Enhanced ability to track and control costs through customization, reporting, and visibility.
- Improved efficiency in administration, reporting and the shipping process throughout the company.
- Reduced workload in a centralized mail room through controlled distribution of shipping tasks.
- All the timesaving features of shipping through FedEx Ship Manager at fedex.com.
- Secure information with password protection and account numbers that are invisible to users.
- Access 24-hours-a-day; 7-days a week — with worldwide reach.

Getting Started

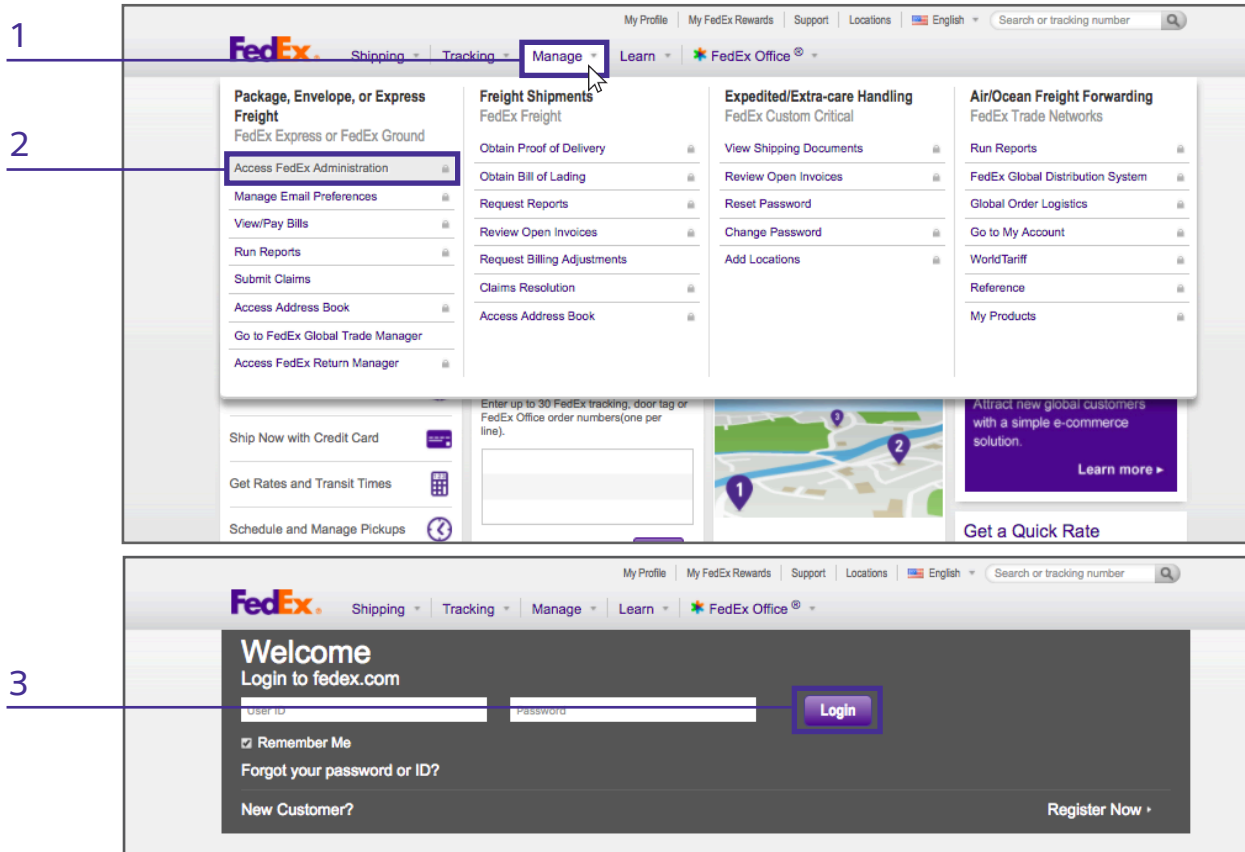
Before you begin the setup process, first determine how you would like to organize and control users who will be using FedEx Administration.

Groups can be set up any way you like. For example, groups can be set up as separate geographical locations or functional groups within your organization that use different FedEx account numbers or cost centers. When users are assigned to a group, they can be assigned to ship from multiple available accounts for that group. In addition, as a member of a group, users by default will inherit the same physical address, permissions, and default settings for that group. These can be customized at the user level for greater flexibility and control. See the [Groups](#) and [Users](#) sections for more information and detailed instructions.

Log in to FedEx Ship Manager as an administrator, the Admin Home screen displays. Follow these steps to start using FedEx Administration:

- Edit your Company Settings for additional configuration options.
- Add users and assign them to FedEx accounts and (optional) groups.
- Add one or more groups and set service and reference options for each group.

Login



To log in to FedEx Administration, follow these steps:

1. Go to fedex.com and click on the *Manage* tab.
2. Under Package, Envelope, or Express Freight, click *Access FedEx Administration*.
3. Enter your login information and click *Login*. The Admin Home screen will display.

Register

If you are new to fedex.com, you will need to register as a new user.

To register, simply click *Register* when prompted to log in and fill out your information.

Navigation

- *Admin Home* — View and add admins and access shortcuts to create new, import and download FedEx Accounts, Groups and Users as well as create new Shipping Reports.
- *FedEx Accounts* — View, search, sort, edit, delete and add accounts or import or export FedEx Account lists.
- *Company Settings* — View and manage basic company information, permissions and defaults.
- *Groups* — View a list of existing groups, add groups, edit groups, import groups, and export groups.
- *Users* — View a list of all users, add new users, edit users, import users, and export users.
- *Reference Fields* — View a list of existing references and reference lists, add references and reference lists, edit references and reference lists, import references, and export references.
- *Shipping Reports* — Create, edit and run reports to monitor shipping activity by accounts, groups, and users.

FedEx Accounts

Access the Manage FedEx Accounts screen by clicking *FedEx Accounts* in the navigation.

Search

Search by keyword

To search for an account, enter key information in the text field. The Manage FedEx Accounts screen displays information based on your text entry.

Sort by

You can sort the columns in ascending or descending order by clicking the *Account Number* or *Account Nickname* column headings.

View Groups and Users Assigned to an Account

To view groups and users assigned to an account, follow these steps:

1. From the Manage FedEx Accounts screen, click the account you want more information on.
2. The Edit Account screen will display, showing all groups and users assigned to that account.

Add, Edit or Delete an Account

Add an Existing Account

1

Manage FedEx Accounts

View, search and filter all of your company's accounts here. Click on an account to view or edit the account profile and permissions.

Search [] All Columns [v] Columns [+

Account Number	Account Nickname
000000000	Account1
000000000	Account2
000000000	Account3
000000000	Account4
000000000	Account5

5 Accounts

Download Create new **Add existing** Import

2

Add Account

FedEx Account Details

Account number: 000000000

Account nickname: Account1

Contact first name: John

Contact middle initial: (Optional)

Contact last name: Smith

Country: UNITED STATES

Address 1: 123 Main Street

Address 2: (Optional)

Zip/Postal code: 02115

City: BOSTON

State/Province: Massachusetts

Phone no.: 1234567890

Fax no.: (Optional)

Please note: The address information entered here must match the physical address that was provided to FedEx for this account. It may be different than the address entered in the group profile.

Enable FedEx Freight LTL (US Business Accounts only)

Associate Groups

+ Add Group(s)

There are currently no groups associated to this account number.

Associated Users

+ Add User(s)

There are currently no associated users.

Cancel Save

3

To add an existing account, follow these steps:

1. On the Manage FedEx Accounts screen, click *Add existing*.
2. The Add Account screen will display. Enter information for an existing account associated with the company.
3. Click *Save* to save the changes or *Cancel* to discard changes.

Note: The address information entered here must match the billing address that was provided to FedEx for this account.

Edit an Account

1

The screenshot shows the 'Manage FedEx Accounts' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main content area has the title 'Manage FedEx Accounts' and a subtitle: 'View, search and filter all of your company's accounts here. Click on an account to view or edit the account profile and permissions.' Below this is a search bar and a table with columns 'Account Number' and 'Account Nickname'. The first row is highlighted in blue and contains '000000000' and 'Account1'. Below the table, it says '5 Accounts' and there are three buttons: 'Download', 'Add existing', and 'Import'.

Account Number	Account Nickname
000000000	Account1
000000000	Account2
000000000	Account3
000000000	Account4
000000000	Account5

2

3

4

Edit Account: Account1 (00000000)

FedEx Account Details Hide

Account number: 000000000
 Account nickname: Account1
 Contact first name: Monica
 Contact middle initial: (Optional)
 Contact last name: Johnson
 Country: UNITED STATES
 Address 1: 123 MAIN ST
 Address 2: (Optional)
 Zip/Postal code: 01234
 City: ANYVILLE
 State/Province: Massachusetts
 Phone no.: 9876543210
 Fax no.: (Optional)

Associate Groups

Search

	Group Name	Group ID
<input type="radio"/>	Group Number 1	GRPNMBR1
<input type="radio"/>	Group Number 2	GRPNMBR2
<input type="radio"/>	Group Number 3	GRPNMBR3
<input type="radio"/>	Group Number 4	GRPNMBR4
<input type="radio"/>	Group Number 5	GRPNMBR5

Move Remove

23 Groups + Add Group(s)

Associated Users

Search

	User Name	Unique ID	User Role
<input type="radio"/>	Mary Choster	MChoster	Company Admin
<input type="radio"/>	Dan Stevens	DanS135	Company Admin
<input type="radio"/>	Tony Paterson	TPat852	Standard User
<input type="radio"/>	Stephanie Lin	StephLin97	Company

Move Remove

71 Users + Add User(s)

Shipping Address Edit

This is the default address from which your shipments are being sent and where a FedEx courier will respond to when you request a Pickup.

KATIE PARKER
 123 MAIN ST,
 BOSTON, MA 01234
 US
 9876543210
 KPARKER@FEDEX.COM

Cancel Save

Cancel Delete Account Save

To edit an account, follow these steps:

1. On the Manage FedEx Accounts screen, select an existing account.
2. The Edit Account screen will display, with the options to edit FedEx Account Details or the Shipping Address.
3. Click *Edit*, and change the information as needed.
4. Click *Save* to save the changes or *Cancel* to discard changes.

Note: Users can edit account profile information, shipping address and billing information.

The screenshot shows the 'Manage FedEx Accounts' page. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main content area has the title 'Manage FedEx Accounts' and a subtitle: 'View, search and filter all of your company's accounts here. Click on an account to view or edit the account profile and permissions.' Below this is a table with columns 'Account Number' and 'Account Nickname'. The first row is highlighted in blue and has a small 'X' icon in the right margin. A mouse cursor is pointing at this 'X'. Below the table, it says '5 Accounts' and there are three buttons: 'Download', 'Add existing', and 'Import'. On the left side of the screenshot, there are two blue numbers: '1' pointing to the first row of the table, and '2' pointing to the 'X' icon.

Account Number	Account Nickname
000000000	Account1
000000000	Account2
000000000	Account3
000000000	Account4
000000000	Account5

Delete an Account

To delete an account, follow these steps:

1. Find the desired account on the Manage FedEx Accounts screen.
2. Hover your pointer to the right of the account to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the account from the system.

Note: An account cannot be deleted until all groups and users have been removed from the account.

Company Settings

Access the Company Settings screen by clicking *Company Settings* in the navigation.

Add or Edit Company Settings

The screenshot shows the 'Company Settings' page with a navigation menu on the left and a main content area. The navigation menu includes: Admin Home, FedEx Accounts, Company Settings (highlighted with callout 1), Groups, Users, Reference Fields, and Shipping Reports. The main content area has a title 'Company Settings' and a subtitle 'Here you can view and edit your company name and contact information.' Below this are three tabs: Profile (highlighted with callout 2), Permissions, and Defaults. The 'Profile' tab is active, showing 'Company Information' and 'Security Controls' sections. The 'Company Information' section contains fields for: Company name (BB & Co.), Country (UNITED STATES), Address1 (123 Main Street), Address2 ((Optional)), Zip/Postal code (38002), City (ANYVILLE), State/Province (Tennessee), Phone no. (1 1234567890), Mobile no. (Please (Optional)), and Fax no. (1 3124567890). The 'Security Controls' section has two checkboxes: 'Prevent user from changing User ID and Password' (unchecked) and 'Allow Admins to override user ID and Password restrictions' (unchecked). Below the 'Company Information' section is the 'Contact Information' section with fields for: First name (John), Middle initial ((Optional)), Last name (Marks), Contact alias (JMarks12), Contact phone (1 2134567890), and Contact email (jmarks@fedex.com). At the bottom of the page, there is a checkbox 'Update all users in the company with Profile changes' (highlighted with callout 5) and two buttons: 'Cancel' and 'Save' (highlighted with callout 6).

To add or update company settings, follow these steps:

1. Click on *Company Settings* in the navigation to display the Company Settings screen.
2. From the *Profile* tab, edit Company Information, Contact Information and Security Controls.
3. Click the *Permissions* tab to edit permissions for FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book.
4. Click the *Defaults* tab to edit shipping defaults for Shipping Information, Pickup/Drop-off and Additional Options.
5. Check, '*Update all users in the company with Profile changes*,' if you would like to make these changes universal. Omitting this means only users created after this will have these permissions, but existing users will retain whatever permissions they previously had.
6. After you've made edits as needed, click *Save* to save and exit to the Company Settings default *Profile* tab.

Groups

Group users by function, geographical area, or some other means that fits the needs of the company. Members of each group share certain default settings and service restrictions. Groups allow the administrator to centrally manage and control shipments for multiple individuals by assigning default options and service restrictions at the group level, and by running reports on the shipping activity of users by group.

Access the Manage Groups screen by clicking *Groups* in the navigation.

Search

Search by keyword

To search for a group, enter key information in the text field. The Manage Groups screen displays information based on your text entry.

Sort by

You can sort the columns in ascending or descending order by clicking on the *Group Name*, *Group ID*, *Contact Name* or *No. of Users* column heading.

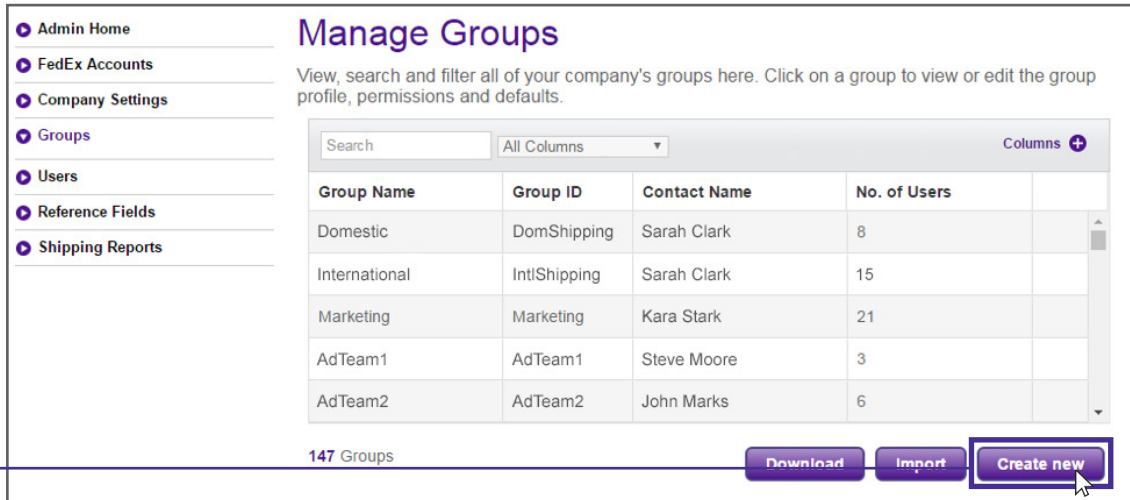
View Users and FedEx Accounts in a Group

To view users and accounts in a group:

1. On the Manage Groups screen, click the group you'd like to view.
2. The Edit Group screen will display with FedEx Accounts and users associated with the group.

Add, View, Edit or Delete Groups

Add New Group



Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Search All Columns Columns +

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	8
International	IntlShipping	Sarah Clark	15
Marketing	Marketing	Kara Stark	21
AdTeam1	AdTeam1	Steve Moore	3
AdTeam2	AdTeam2	John Marks	6

147 Groups

[Download](#) [Import](#) [Create new](#)

1

Create New Group

2 **Admin Home** **FedEx Accounts** **Company Settings** **Groups** **Users** **Reference Fields** **Shipping Reports**

3 **Profile** **Permissions** **Defaults**

4 **Group Information** **Associate FedEx Accounts** **Associate Users**

5 **Administrators** **Contact Information**

6 **Cancel** **Save**

7 **8**

Group name

Group ID

Use company permissions, references and defaults

Customize permissions, references and defaults

View Settings

Prevent user from changing User ID and Password

Administrators

Update with Company Information

First name

Middle initial (Optional)

Last name

Country Please Select

Address1

Address2 (Optional)

Zip/Postal code

City Please Select

State/Province (Optional)

Email

Phone no. Please

Mobile no. Please (Optional)

Fax no. Please (Optional)

To add a new group, follow these steps:

1. From the Manage Groups screen, click *Create new*.
2. The Create New Group screen displays and defaults to the *Profile* tab. Complete the Group Information and Contact Information sections.
3. Add an account to the group by clicking *Add Account(s)*.
4. Add a user to the group by clicking *Add User(s)*.
5. Add an administrator to the group by clicking *Add Group Admin(s)*.
6. After completing the *Profile* tab, click on the *Permissions* tab to display the Permissions screen which includes FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
7. After completing the Permissions screen, click *Save*. Then click on the *Defaults* tab to display the Defaults screen which includes Shipping Information, Pickup/Drop-off, and Additional Options. See the [Defaults Screen](#) section for more detailed information.
8. Click *Save*. The group information is saved. You will return to the Groups screen.

Edit Group

1

The screenshot shows the 'Manage Groups' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups (highlighted), Users, Reference Fields, and Shipping Reports. The main content area has the title 'Manage Groups' and a subtitle: 'View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.' Below this is a search bar and a 'Columns' dropdown menu. A table lists groups with columns: Group Name, Group ID, Contact Name, and No. of Users. The 'Domestic' group is highlighted in blue. At the bottom, it shows '169 Groups' and buttons for 'Download', 'Import', and 'Create new'.

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	10
International	IntlShipping	Sarah Clark	115
Marketing	Marketing	Kara Stark	38
AdTeam1	AdTeam1	Steve Moore	6
AdTeam2	AdTeam2	John Marks	9

Edit Group: Domestic

Admin Home | FedEx Accounts | Company Settings | **Profile** | Permissions | Defaults

Groups | Users | Reference Fields | Shipping Reports

Group Information

Group name: Domestic

Group ID: DomShipping

Use company permissions, references and defaults
 Customize permissions, references and defaults

View Settings

Prevent user from changing User ID and Password

Administrators

35 Admins [+ Add Group Admin\(s\)](#)

User Name	Unique ID	Receive Emails
John Marks	JMarks12	
Adam Fox	AFox543	
Kara Stark	KStark1	

Remove

Contact Information

The following fields are Optional. However, partial information is not accepted. Please provide complete address information.

Update with Company Information

First name: Michael
 Middle initial: (Optional)
 Last name: Scarn
 Country: UNITED STATES
 Address1: 123 Main Street
 Address2:
 Zip/Postal code: 01234
 City: ANYVILLE
 State/Province: Tennessee
 Email: MScarn@fedex.com
 Phone no.: 1 2345678910
 Mobile no.: 1 7894561230
 Fax no.: 1 6543219780

Update all users in the group with Profile changes

Cancel **Delete Group** **Save**

2

3

4

5

To edit group information, complete the following steps:

1. From the Manage Groups screen, click the group you want to edit.
2. The Edit Group screen will display, starting on the *Profile* tab. Add or remove administrators, accounts and users or edit group and contact information.
3. Click the *Permissions* tab to display the Permissions screen. Edit permissions for FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
4. Click the *Defaults* tab to display the Defaults screen. Edit defaults for Shipping Information, Pickup/Drop-off and Additional Options. See the [Defaults Screen](#) section for more detailed information.
5. Click Save to save your edited group information and exit to the Manage Groups screen.

Note: If you are updating the group Permissions or Defaults screens, these changes will also apply to existing users in the group that have permissions and defaults selected.

Delete Group

The screenshot shows the 'Manage Groups' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main area has a search bar and a table of groups. The table has columns: Group Name, Group ID, Contact Name, and No. of Users. The first row is highlighted in red and contains 'Domestic', 'DomShipping', 'Sarah Clark', and '10'. A red 'X' icon is in the rightmost column of this row. Below the table, it says '169 Groups' and there are buttons for 'Download', 'Import', and 'Create new'.

Group Name	Group ID	Contact Name	No. of Users	
Domestic	DomShipping	Sarah Clark	10	X
International	IntlShipping	Sarah Clark	115	
Marketing	Marketing	Kara Stark	38	
AdTeam1	AdTeam1	Steve Moore	6	
AdTeam2	AdTeam2	John Marks	9	

Groups cannot be deleted unless all users assigned in that group have been removed, moved to another group, or deleted. If there are no users in the group and the group needs to be deleted, follow these steps:

1. Find the desired group on the Manage Groups screen.
2. Hover your pointer to the right of the group to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the group from the system.

Import and Export Groups

Import Group

1

Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Search [] All Columns [v] Columns [+

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	8
International	IntlShipping	Sarah Clark	15
Marketing	Marketing	Kara Stark	21
AdTeam1	AdTeam1	Steve Moore	3
AdTeam2	AdTeam2	John Marks	6

147 Groups [Download] [Import] [Create new]

2

Upload Center

Manage multiple users, groups, accounts, or references by preparing a file and sending directly from your desktop to FedEx.

Import [Import History]

1. What do you want to do?

Import type: [Groups]

Select an action: [Create New Groups]

2. Download Templates

I already have a template
 I need a template

3. Upload file

Enter the location of your file, or click BROWSE to search for it.

[Choose File] no file chosen

You can import your files by having them saved as a comma-separated-value (csv) file. Each import file may contain up to 50,000 records.

[Import]

3

4

5

To import a group, follow these steps:

1. From the Manage Groups screen, click *Import*.
2. Confirm *Groups* is selected from the Import type dropdown, then select an action from the dropdown.
3. Under Download Templates, choose whether or not you already have a template. If you do not have a template, choose your permissions and click *Download* for a blank template.
4. Under Upload File, click *Choose File* and select your file for upload and click *Import*.
5. You will get an email when your file has been processed or you can click the *Import History* tab to check the status of your file. Files with many records may take some time to be processed.

Note: A maximum of 50,000 records can be imported at one time. Therefore, if you need to import more than 50,000 groups or accounts, you will need to create several files before importing them.

Note: The group(s) and account number(s) that you assign to a user must already be set up in FedEx Administration for your company. The user can only be assigned to an account number that has already been added to the group to which they are being assigned.

Export Group

1

2

3

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Search All Columns

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	8
International	IntlShipping	Sarah Clark	15
Marketing	Marketing	Kara Stark	21
AdTeam1	AdTeam1	Steve Moore	3
AdTeam2	AdTeam2	John Marks	6

147 Groups

Export Center

Download lists of users, groups, accounts, or references from Shipping Administration to your desktop.

Choose the type of data to download

Export type

The selected export type data will be saved as a comma-separated-value (csv) file. Each export file will contain the total set of data for your company.

To export a group, follow these steps:

1. From the Manage Groups screen, click *Download*.
2. Confirm *Groups* is selected from the Export type from the dropdown and click *Download*.
3. You will get an email when your file is ready to view, print or download or you can click the *Export History* tab to check the status of your file. Export files with many records may take some time to be processed.

Note: When you export files from FedEx Administration, the system defaults to the comma-separated values (csv) format.

Users

A user is an individual in the company that has been set up by an administrator to access FedEx Ship Manager using FedEx Administration.

Access the Manage Users screen by clicking *Users* in the navigation.

Search

Search by keyword

To search for a user, enter key information in the text field. The Manage Users screen displays information based on your text entry.

Sort by

You can sort the columns in ascending or descending order by clicking on the *User Name*, *User ID*, *Group Assigned* or *User Role* column heading.

Add, View, Edit and Delete Users

Create New User

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main area has a title 'Manage Users' and a subtitle 'View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.' Below this is a search bar with a 'Search' input field and a 'Group Assigned' dropdown menu. To the right of the search bar is a 'Columns +' button. The main content is a table with the following data:

User Name	Unique ID	Group Assigned	User Role	Status	
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE	
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE	
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE	
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE	
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite	

At the bottom of the table, there is a '312 Users' count. Below the table are three buttons: 'Download', 'Import', and 'Create new'. The 'Create new' button is highlighted with a red box and the number '1' next to it.

2

- Admin Home
- FedEx Accounts
- Company Settings
- Groups
- Users
- Reference Fields
- Shipping Reports

Create New User

5

- Profile
- Permissions
- Defaults

6

User Information

First name

Middle initial (Optional)

Last name

Unique ID ?

Email

Invite user (via email) to set up their own user ID, password and contact information

Group

Use company permissions, references and defaults

Customize permissions, references and defaults

Login Information

User ID

Password

- Password is at least 8 characters.
- Password must contain at least one upper case letter, one lower case letter, and one numeric character.

Password strength indicator

Verify Password

Prevent user from changing User ID and Password

3

[View Settings](#)

Associate FedEx Accounts

[+ Add Account\(s\)](#)

There are currently no associated accounts.

4

Administration Access

User role

Contact Information

Update with Company Information

Country

Address1

Address2 (Optional)

Zip/Postal code

City

State/Province (Optional)

Phone no.

Mobile no. (Optional)

Fax no. (Optional)

Cancel

Save

7

To add a new user, follow these steps:

1. From the Manage Users screen, click *Create new*.
2. The Create New User screen displays and defaults to the *Profile* tab. Complete the user details sections, including User Information, Login Information and Contact Information.
3. Add an account to the user profile by clicking *Add Account(s)*.
4. Assign a role to the user by selecting from the options in the drop down. Users can be assigned as a Standard User, meaning they have no administrative permissions; a Group Administrator, in which case you can assign specific groups that this user can administer; or a Company Administrator, meaning the user can see and administer all groups and users created under the company.
5. Click on the *Permissions* tab to display the Permissions screen which includes FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
6. After completing the Permissions screen, click on the *Defaults* tab to display the Defaults screen which includes Shipping Information, Pickup/Drop-off, and Additional Options. See the [Defaults Screen](#) section for more detailed information.
7. Click *Save* to save the user information and exit to the Manage Users screen.

View All Users in Company

To view all users, simply click on the *Users* tab. All users will be displayed on the Manage Users screen. The total number of users will display below the table.

View Users by Group

The screenshot shows the 'Manage Users' interface. On the left, a sidebar contains navigation links: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The 'Users' link is highlighted with a blue bar and the number '2'. The main content area is titled 'Manage Users' and includes a sub-header: 'View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.' Below this is a search bar and a dropdown menu for 'Group Assigned'. A table lists users with columns for User Name, Unique ID, Group Assigned, User Role, and Status. The table contains five rows of user data. At the bottom left, it says '312 Users'. At the bottom right, there are three buttons: 'Download', 'Import', and 'Create new'.

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite

To view users by group, follow these steps:

1. From the Manage Users screen, select *Group Assigned* from the search dropdown.
2. Type the group you're looking for into the search bar.
3. All users within that group will be displayed in the table below. The total number of users within the group will display below the table.

Edit User

1

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The 'Users' item is selected. The main content area is titled 'Manage Users' and includes a search bar with 'Group Assigned' selected in the dropdown. Below the search bar is a table of users. The first row, 'John Marks', is highlighted in blue. Below the table, it says '312 Users' and there are buttons for 'Download', 'Import', and 'Create new'.

User Name	Unique ID	Group Assigned	User Role	Status	
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE	
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE	
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE	
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE	
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite	

Edit User: John Marks

Admin Home | FedEx Accounts | Company Settings | **Profile** | Permissions | Defaults

Groups | Users | Reference Fields | Shipping Reports

User Information

First name: John
 Middle initial: H
 Last name: Marks
 Unique ID: JMarks12
 Email: Marks.John@fedex.com
 User's current group: No Group Assigned

Use company permissions, references and defaults
 Customize permissions, references and defaults

[View Settings](#)

Administration Access

User role: Company Administrator

Enable this administrator to receive emails

Contact Information

Update with Company Information

Country: UNITED STATES
 Address1: 123 Main Street
 Address2:
 Zip/Postal code: 01234
 City: ANYVILLE
 State/Province: Tennessee
 Phone no.: 1 2345678910
 Mobile no.: 1 7894561230
 Fax no.: 1 6543219780

Login Information

User ID: JMarks12
 Password: [masked]
 Password strength indicator: [Progress bar]

Verify Password: [masked]

Prevent user from changing User ID and Password

- Password is at least 8 characters.
- Password must contain at least one upper case letter, one lower case letter, and one numeric character.

Associated FedEx Accounts

Search: [input]

<input type="checkbox"/>	Account Number	Account Nickname
<input type="checkbox"/>	000000000	AdTeam2

[Remove](#)

1 Accounts [+ Add Account\(s\)](#)

[Cancel](#) [Delete User](#) [Save](#)

2
3
4

5

To edit a user, follow these steps:

1. From the Manage Users screen, click the user you want to edit.
2. The Edit User screen will display, starting on the *Profile* tab. Add or remove Associated FedEx Accounts, change the user's role, reassign the user's group or edit user details.
3. Click the *Permissions* tab to display the Permissions screen. Edit permissions for FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
4. Click the *Defaults* tab to display the Defaults screen. Edit defaults for Shipping Information, Pickup/Drop-off and Additional Options. See the [Defaults Screen](#) section for more detailed information.
5. Click *Save* to save your edited user information and exit to the Manage Users screen.

Note: If 'Use group permissions, references and defaults' is selected, then the permissions, references and defaults settings for the group will be enforced. Also, if a user is reassigned to another group, past shipping activity for that user will display under the old Group ID.

Delete User

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main content area has the title 'Manage Users' and a subtitle 'View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.' Below this is a search bar and a 'Group Assigned' dropdown. A table lists users with columns: User Name, Unique ID, Group Assigned, User Role, and Status. The first row, 'John Marks', is highlighted in red. A red box is drawn around the 'X' icon in the action column of this row. A red arrow points from the number '2' on the left to this 'X' icon. Below the table, it says '312 Users' and there are buttons for 'Download', 'Import', and 'Create new'.

User Name	Unique ID	Group Assigned	User Role	Status	
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE	X
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE	
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE	
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE	
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite	

To delete a user, follow these steps:

1. Find the desired user on the Manage Users screen.
2. Hover your pointer to the right of the user to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the user from the system.

Import and Export Users

Import User

Manage Users

View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite

312 Users

[Download](#) [Import](#) [Create new](#)

Upload Center

Manage multiple users, groups, accounts, or references by preparing a file and sending directly from your desktop to FedEx.

[Import](#) [Import History](#)

1. What do you want to do?

Import type:

Select an action:

2. Download Templates

I already have a template
 I need a template

3. Upload file

Enter the location of your file, or click BROWSE to search for it.

No file chosen

You can import your files by having them saved as a comma-separated-value (csv) file. Each import file may contain up to 50,000 records.

[Import](#)

To import a user, follow these steps:

1. From the Manage Users screen, click *Import*.
2. Confirm *Users* is selected from the Import type dropdown, then select an action from the dropdown.
3. Under Download Templates, choose whether or not you already have a template. If you do not have a template, choose your permissions and click *Download* for a blank template.
4. Under Upload File, click *Choose File* and select your file for upload and click *Import*.
5. You will get an email when your file has been processed or you can click the *Import History* tab to check the status of your file. Files with many records may take some time to be processed.

Note: A maximum of 50,000 records can be imported at one time. Therefore, if you need to import more than 50,000 users, you will need to create several files before importing them.

Note: The groups (s) and account number(s) that you assign to a user must already be set up in FedEx Administration for your company. The user can only be assigned to an account number that has already been added to the group to which they are being assigned.

Export User

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with options: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main content area is titled 'Manage Users' and includes a search bar, a 'Group Assigned' dropdown, and a 'Columns' button. Below this is a table with the following data:

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite

At the bottom of the table, there are three buttons: 'Download', 'Import', and 'Create new'. A red box highlights the 'Download' button, and a red line labeled '1' points to it.

The screenshot shows the 'Export Center' interface. On the left is the same navigation menu as in the previous screenshot. The main content area is titled 'Export Center' and includes a description: 'Download lists of users, groups, accounts, or references from Shipping Administration to your desktop.' Below this are two tabs: 'Export' and 'Export History'. The 'Export History' tab is selected. Below the tabs is a section titled 'Choose the type of data to download' with an 'Export type' dropdown menu set to 'Users'. Below the dropdown is a 'Download' button. A red box highlights the 'Download' button, and a red line labeled '2' points to it.

This screenshot is identical to the previous one, showing the 'Export Center' interface with the 'Export History' tab selected and the 'Download' button highlighted. A red line labeled '3' points to the 'Export History' tab.

To export a user, follow these steps:

1. From the Manage Users screen, click *Download*.
2. Confirm *Users* is selected from the Export type from the drop down and click *Download*.
3. You will get an email when your file is ready to view, print or download or you can click the *Export History* tab to check the status of your file. Export files with many records may take some time to be processed.

Note: When you download files from FedEx Administration, the system defaults to the comma-separated values (csv) format.

Reference Fields

A reference field is an optional number or a description that appears when creating a shipment. Assigning a reference field allows shippers to add additional information to their shipment that can be tracked through invoicing and reporting. You have the option of configuring up to four default reference codes that will auto-populate the corresponding reference fields on the FedEx Ship Manager screens when FedEx Administration users log on. Defaults can be entered for Your reference, Department no., PO no., and Invoice no.

Reference Lists are optional and create an easy organization that allows users to quickly choose a reference from a list of associated references while shipping.

Information entered in the reference fields will display on your FedEx invoice for FedEx Express and FedEx Ground shipments.

Access the Reference Fields screen by clicking *Reference Fields* in the navigation.

Search

Search by keyword

To search for a reference or reference list, enter key information in the text field on the respective tab. The Manage References screen will display information based on your text entry.

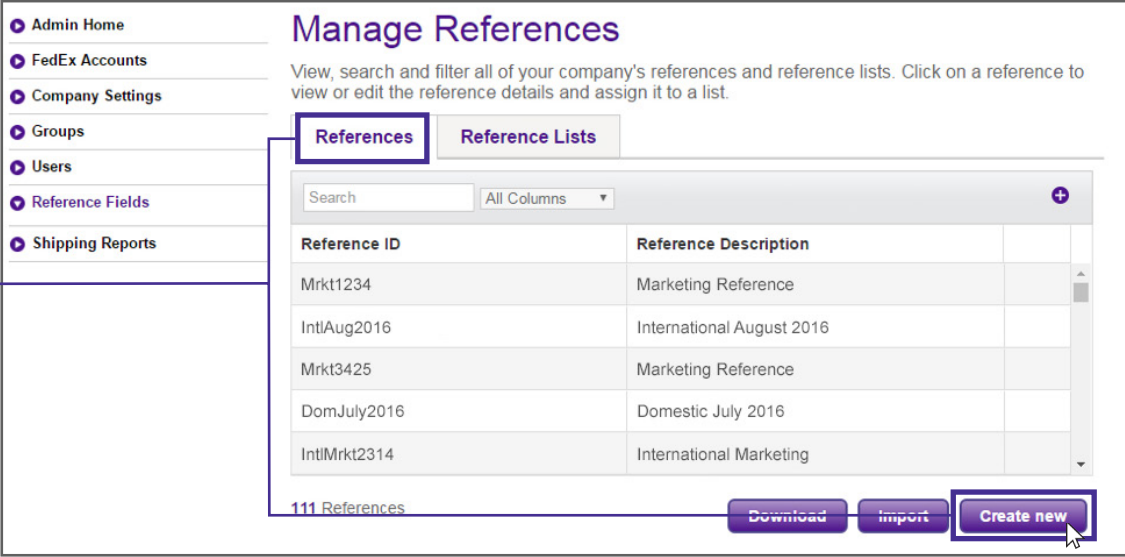
Sort by

You can sort any of the columns in ascending or descending order by clicking on the column heading.

Add, View, Edit and Delete References

Add New Reference

1



Manage References
View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

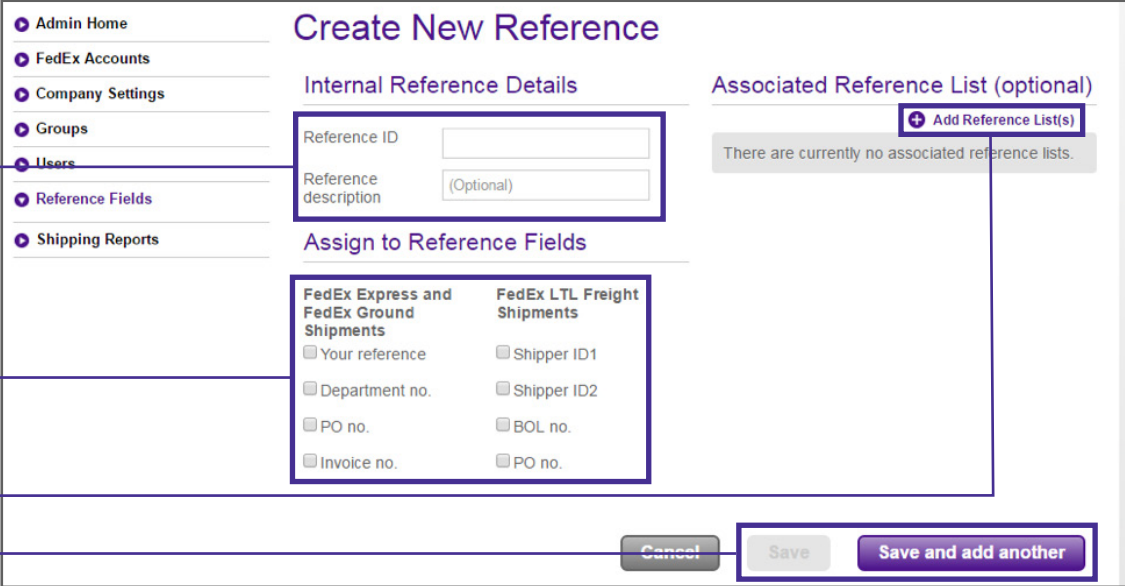
References | Reference Lists

Search: All Columns +

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing

111 References Download Import Create new

2



Create New Reference

Internal Reference Details

Reference ID:

Reference description: (Optional)

Associated Reference List (optional)

+ Add Reference List(s)

There are currently no associated reference lists.

3

Assign to Reference Fields

FedEx Express and FedEx Ground Shipments	FedEx LTL Freight Shipments
<input type="checkbox"/> Your reference	<input type="checkbox"/> Shipper ID1
<input type="checkbox"/> Department no.	<input type="checkbox"/> Shipper ID2
<input type="checkbox"/> PO no.	<input type="checkbox"/> BOL no.
<input type="checkbox"/> Invoice no.	<input type="checkbox"/> PO no.

4

5

Cancel Save Save and add another

To add a new reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click *Create new*. The Create New Reference screen displays.
2. Enter the appropriate information in the Reference ID and Reference description fields. (The maximum number of characters allowed for the Reference ID field is 24. The maximum number of characters allowed for the Reference description field is 35. These fields are case-sensitive. Do not use special characters.)

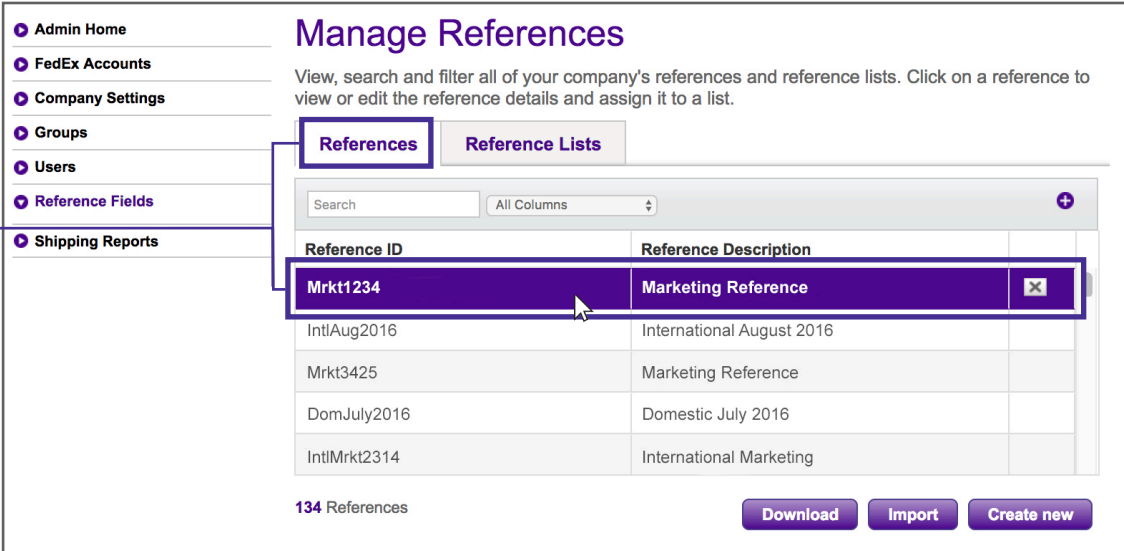
(References can contain the following characters special characters: Dash “-”, Period “.”, Forward slash “/”, Backslash “\”, Ampersand “&”, Semicolon “;”, Asterisk “*”, Caret symbol “^”, At symbol “@”, Parenthesis “(“or “)”, Equal Sign “=”, or Plus Sign “+”.)
3. Assign one or more Reference Fields, including Your reference, Department no., PO no. or Invoice no. for FedEx Express and FedEx Ground shipments or Shipper ID1, Shipper ID2, BOL no., or PO no. for FedEx LTL Freight Shipments.
4. Add a reference list to the reference by clicking *Add Reference List(s)*.
5. If you want to save this new reference and add another one, click *Save and Add another*. If you are finished, click *Save* and exit to the Manage References screen.

Note: You do not have to create a reference list to access your references. You can keep your references on the References screen and use them from here.

View References

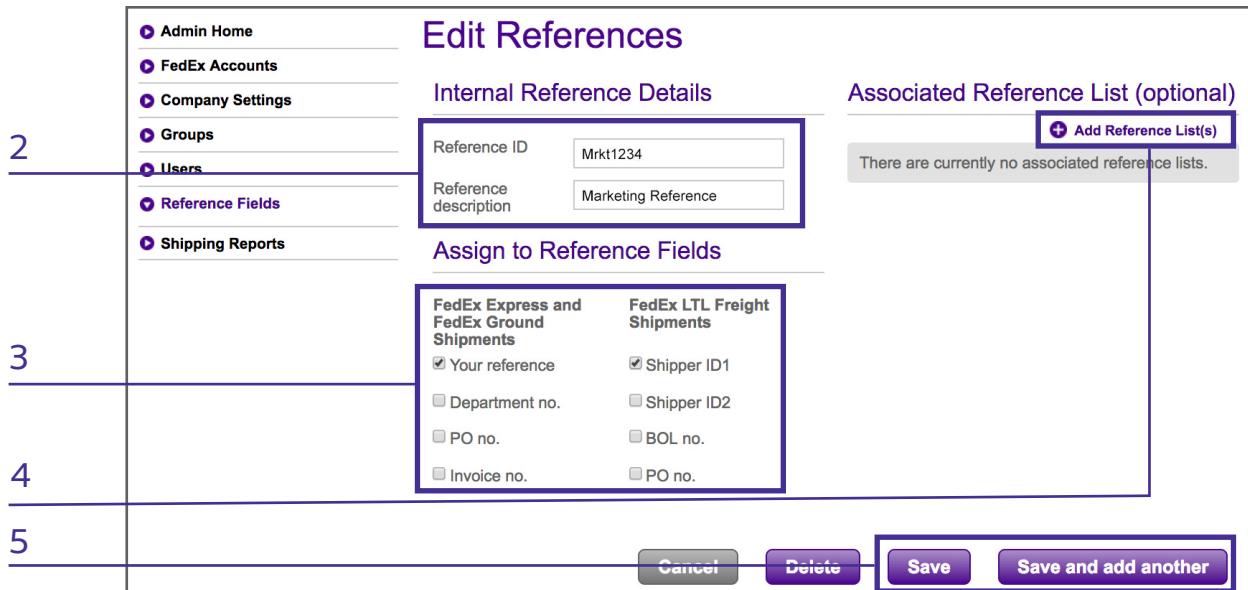
To view references, simply click on *Reference Fields* in the navigation. All References and Reference Lists will be displayed on the Manage References screen in their respective tabs.

Edit Reference



The screenshot shows the 'Manage References' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The 'Reference Fields' item is highlighted with a blue line. The main content area has a title 'Manage References' and a subtitle 'View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.' Below this are two tabs: 'References' (selected) and 'Reference Lists'. A search bar and a dropdown menu for 'All Columns' are present. A table displays a list of references. The first row, 'Mrkt1234 Marketing Reference', is highlighted with a blue border and a mouse cursor. Below the table, it says '134 References' and there are three buttons: 'Download', 'Import', and 'Create new'.

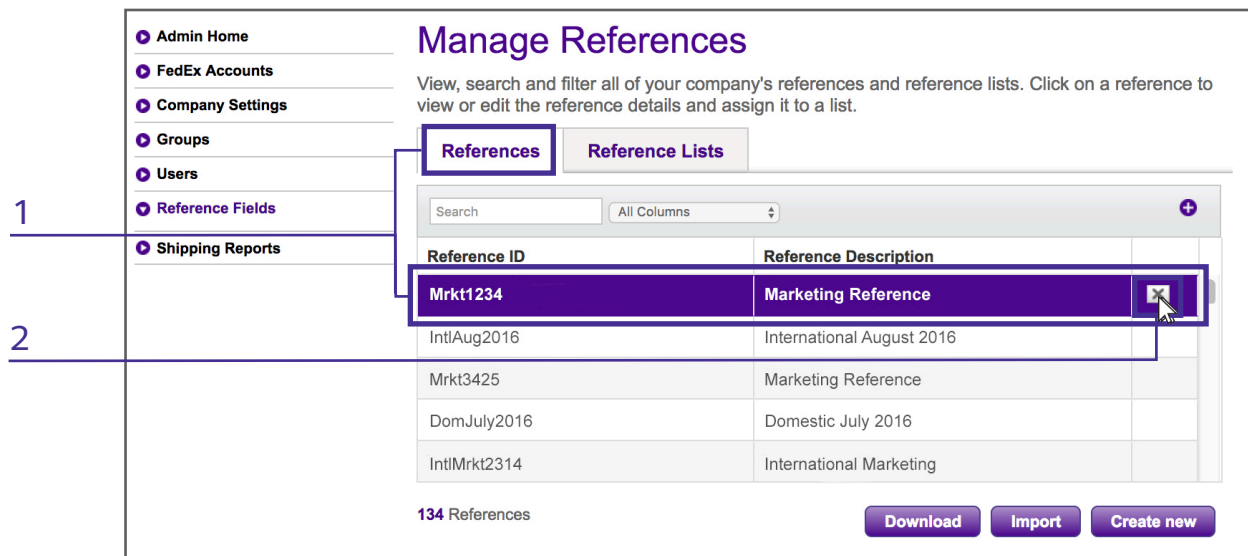
Reference ID	Reference Description	
Mrkt1234	Marketing Reference	✕
IntlAug2016	International August 2016	
Mrkt3425	Marketing Reference	
DomJuly2016	Domestic July 2016	
IntlMrkt2314	International Marketing	



To edit a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click the appropriate reference.
2. The Edit References screen displays. Make your changes to the Reference ID and Reference description entries as needed.
3. Make changes to the Reference Fields by selecting or deselecting them. You must select at least 1 Reference Field.
4. Add or remove Associated Reference Lists. Remove by selecting the appropriate lists and clicking *Remove*. Add by clicking *Add Reference List(s)*.
5. If you want to save this edited reference and add another one, click *Save and Add another*. If you are finished, click *Save* and exit to the Manage References screen.

Delete Reference



To delete a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and find the appropriate reference.
2. Hover your pointer to the right of the reference to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and reference the report from the system.

Import and Export References

Import Reference

1

Manage References
View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

References | Reference Lists

Search [] All Columns [v] +

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing

111 References

Download | **Import** | Create new

2

3

4

5

Upload Center
Manage multiple users, groups, accounts, or references by preparing a file and sending directly from your desktop to FedEx.

Import | Import History

1. What do you want to do?

Import type: **References**

Select an action: **Create New References** ?

2. Download Templates

I already have a template
 I need a template

3. Upload file

Enter the location of your file, or click BROWSE to search for it.

Choose File to file chosen

You can import your files by having them saved as a comma-separated-value (csv) file. Each import file may contain up to 50,000 records.

Import

To import a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click *Import*.
2. Confirm *References* is selected from the Import type dropdown, then select an action from the dropdown.
3. Under Download Templates, choose whether or not you already have a template. If you do not have a template, choose your permissions and click *Download* for a blank template.
4. Under Upload File, click *Choose File* and select your file for upload and click *Import*.
5. You will get an email when your file has been processed or you can click the *Import History* tab to check the status of your file. Files with many records may take some time to be processed.

Note: A maximum of 50,000 records can be imported at one time. Therefore, if you need to import more than 50,000 references, you will need to create several files before importing them. The maximum number of references allowed is 250,000.

1

2

3

Manage References

View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

References Reference Lists

Search All Columns +

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing

111 References

Download Import Create new

Export Center

Download lists of users, groups, accounts, or references from Shipping Administration to your desktop.

Export Export History

Choose the type of data to download

Export type: References

The selected export type data will be saved as a comma-separated-value (csv) file. Each export file will contain the total set of data for your company.

Download

Export Reference

To export a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click *Download*.
2. Confirm *References* is selected from the Export type dropdown and click *Download*.
3. You will get an email when your file is ready to view, print or download or you can click the *Export History* tab to check the status of your file. Export files with many records may take some time to be processed.

Add, View, Edit and Delete Reference

1

Manage References
Create, view and manage lists of individual references that can be made available for your users to access during shipping activities.

References | **Reference Lists**

Search All Columns +

Reference List ID	Reference List Name	Reference List Description
RList1234	Reference List 1234	
MKT234	Marketing 234	
TRK867	Tracking 867	
INTL2435	International 2435	
RList876	Reference List 876	

13 Reference lists Create new

2

3

4

Create New Reference List

Reference List Details

Reference list ID

Reference list name

Reference list description (Optional)

Associated Existing References(s)

+ Add Reference(s)

There are currently no associated references.

Cancel Save

Lists

Add New Reference List

To add a new reference list, follow these steps:

1. From the Manage References screen, select the *Reference Lists* tab and click *Create new*. The Create New Reference List screen displays.
2. Enter a reference list identifier in the Reference list ID field and a reference list name in the Reference list name field. The Reference list description field is optional.
3. Add a reference to the reference list by clicking *Add Reference(s)*.
4. Click *Save* to save the reference list and exit to the Manage References screen.

View Reference List

Manage References
Create, view and manage lists of individual references that can be made available for your users to access during shipping activities.

References | **Reference Lists**

Search [] All Columns [v] +

Reference List ID	Reference List Name	Reference List Description
RList1234	Reference List 1234	
MKT234	Marketing 234	
TRK867	Tracking 867	
INTL2435	International 2435	
RList876	Reference List 876	

18 Reference lists Create new

1

Edit Reference List

Reference List Details

Reference list ID: RList1234
Reference list name: Reference List 1234
Reference list description: (Optional)

Associated Existing References(s)

Reference ID	Reference Description
<input type="checkbox"/> DomJuly2016	Domestic July 2016
<input type="checkbox"/> Mrkt1234	Marketing Reference

Remove

2 References + Add Reference(s)

Cancel Delete **Save**

2

3

4

To view a reference list, simply click *Reference Fields* in the navigation. All References and Reference Lists will be displayed on the Manage References screen in their respective tabs.

Edit Reference List or Add References

To edit a reference list or add references, follow these steps:

1. From the Manage References screen, select the *Reference Lists* tab and click the appropriate reference list.
2. The Edit Reference List screen displays. Edit reference list details as needed.
3. Add or remove Associated References. Remove by selecting the appropriate references and clicking *Remove*. Add by clicking *Add Reference(s)*.

The screenshot shows the 'Manage References' interface. On the left is a navigation menu with items like 'Admin Home', 'FedEx Accounts', 'Company Settings', 'Groups', 'Users', 'Reference Fields', and 'Shipping Reports'. The main area has a 'References' tab and a 'Reference Lists' sub-tab. Below the tabs is a search bar and a table with columns: 'Reference List ID', 'Reference List Name', and 'Reference List Description'. The table contains five rows of data. The first row, 'RList1234', is highlighted in blue. A mouse cursor is clicking an 'X' icon in the rightmost column of this row. At the bottom, it says '18 Reference lists' and has a 'Create new' button.

Reference List ID	Reference List Name	Reference List Description
RList1234	Reference List 1234	
MKT234	Marketing 234	
TRK867	Tracking 867	
INTL2435	International 2435	
RList876	Reference List 876	

4. Click *Save* to save. The References list screen displays with the edited list.

Delete Reference List

To delete a reference list, follow these steps:

1. From the Manage References screen, select the *Reference Lists* tab and find the appropriate reference list.
2. Hover your pointer to the right of the reference list to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the reference list from the system.

Shipping Reports

Reports contain shipping information that you can use to monitor shipping activity for your company. These reports only contain shipment information that has been processed within the last 90 days on FedEx Ship Manager at fedex.com by users within your company.

Access the Shipping Reports screen by clicking *Shipping Reports* in the navigation.

Create Reports

Manage Shipping Reports
Create shipping reports to manage pre-invoiced shipping activity for your company

Search All columns Columns

Report Name	Admin Alias	Admin Name	Last Updated		
March2016	JStone345	Jessica Stone	08/21/2016		
April2016	MHanley4	Megan Hanley	08/21/2016		
May2016	ASmoot	Alex Smoot	08/22/2016		
June2016	BHale809	Benjamin Hale	08/21/2016		
July2016	CTracker3	Charles Tracker	08/21/2016		

34 Reports

- [Admin Home](#)
- [FedEx Accounts](#)
- [Company Settings](#)
- [Groups](#)
- [Users](#)
- [Reference Fields](#)
- [Shipping Reports](#)

Create New Shipping Report

1. Enter a report name and date

Create a report for any shipment that has been processed using FedEx Ship Manager at fedex.com in the past 90 days.

Report name ?

Modify report and save as a new report

Select Period:

Last 7 days
 Last 30 days
 Last 90 days

Date range

to

2. Select a report filter

Shipping service

All services
 FedEx Express/Ground

FedEx LTL Freight

Select whether you would like to display this report by all or a subset of accounts, groups or users. Please note, you will only be able to view data that you currently have access to within FedEx Shipping Administration.

View by

3. Select report columns to display for All FedEx Shipments

Select the specific information you would like to display within the report.

Select all columns

Sender/Recipient Information	Package & Shipment Details	Billing	Returns
<input checked="" type="checkbox"/> Company	<input checked="" type="checkbox"/> Package type	<input checked="" type="checkbox"/> Account number	<input checked="" type="checkbox"/> Return shipment details
<input checked="" type="checkbox"/> Group ID	<input checked="" type="checkbox"/> Service type	<input checked="" type="checkbox"/> Bill duties/taxes/fees to	<input checked="" type="checkbox"/> Return shipment type
<input checked="" type="checkbox"/> Processed by (User alias)	<input checked="" type="checkbox"/> Ship date	<input checked="" type="checkbox"/> Bill transportation to	<input checked="" type="checkbox"/> Return tracking number
<input checked="" type="checkbox"/> Processed by (User name)	<input checked="" type="checkbox"/> Shipment purpose	<input checked="" type="checkbox"/> Payment type	<input checked="" type="checkbox"/> RMA no.
<input checked="" type="checkbox"/> Recipient information	<input checked="" type="checkbox"/> Tracking number	<input checked="" type="checkbox"/> Courtesy rate quote	Freight Specific Items
<input checked="" type="checkbox"/> Sender address	<input checked="" type="checkbox"/> Weight	<input checked="" type="checkbox"/> Published rate	<input checked="" type="checkbox"/> BOL no.
<input checked="" type="checkbox"/> Sender name	Special Services	<input checked="" type="checkbox"/> Effective net discount	<input checked="" type="checkbox"/> PO no.(LTL Freight)
<input checked="" type="checkbox"/> Sender user alias	<input checked="" type="checkbox"/> Alcohol	<input checked="" type="checkbox"/> Pricing option	<input checked="" type="checkbox"/> Shipper ID1
<input checked="" type="checkbox"/> Sender user ID	<input checked="" type="checkbox"/> Alcohol Recipient Type	Reference	<input checked="" type="checkbox"/> Shipper ID2
	<input checked="" type="checkbox"/> COD amount	<input checked="" type="checkbox"/> Department no.	
	<input checked="" type="checkbox"/> Dangerous Goods	<input checked="" type="checkbox"/> Invoice no.	
	<input checked="" type="checkbox"/> Hold at Location	<input checked="" type="checkbox"/> P.O. no.	
	<input checked="" type="checkbox"/> Saturday Delivery	<input checked="" type="checkbox"/> Your reference	
	<input checked="" type="checkbox"/> Signature options		

4. Select sort fields (optional)

If you do not want a sorted report, do not select anything.

Sort 1	<input type="text" value="Select"/>
Sort 2	<input type="text" value="Select"/>
Sort 3	<input type="text" value="Select"/>
Sort 4	<input type="text" value="Select"/>
Sort 5	<input type="text" value="Select"/>

If you select the subtotal, your report will be grouped and subtotaled according to the sort options you have selected.

Subtotal report

To create a report, follow these steps:

1. From the Manage Shipping Reports screen, click *Create new*. The Create New Shipping Report screen will display.
2. Enter a Report name and select a period or enter a custom date range.
3. Select *All services*, *FedEx Express/Ground* or *FedEx LTL Freight* as a report filter. To run a report at the account, user or group level, select the desired option from the View by dropdown.
4. Select which columns you would like to display for all FedEx shipments. This will determine the specific information you would like to display in the report.
5. If you would like a sorted report, select which fields you would like to sort by.
6. Click *Save Report* to run at a later date, or click *Run Report* to run the report.
7. Once a report has been generated, you will receive an email with a link where you can view and/or download the report.

Edit or Delete Reports

Edit a Report

1

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	01/22/2017
April2016	MHanley4	Megan Hanley	10/29/2016
May2016	ASmoot	Alex Smoot	10/29/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

39 Reports Create new

2

Select a date range for the report.

You can change this once you have run the report.

Select Period:

Last 7 days Last 30 days Last 90 days

OR

Enter Date Range:

to

Cancel Edit Report Run Report

- [Admin Home](#)
- [FedEx Accounts](#)
- [Company Settings](#)
- [Groups](#)
- [Users](#)
- [Reference Fields](#)
- [Shipping Reports](#)

Edit Report: March2016

1. Enter a report name and date

Create a report for any shipment that has been processed using FedEx Ship Manager at fedex.com in the past 90 days.

Report name ?

Modify report and save as a new report

Select Period:

Last 7 days
 Last 30 days
 Last 90 days

Date range

to

2. Select a report filter

Shipping service

All services
 FedEx Express/Ground
 FedEx LTL Freight

Select whether you would like to display this report by all or a subset of accounts, groups or users. Please note, you will only be able to view data that you currently have access to within FedEx Shipping Administration.

View by

3. Select report columns to display for All FedEx Shipments

Select the specific information you would like to display within the report.

Select all columns

Sender/Recipient Information	Package & Shipment Details	Billing	Returns
<input type="checkbox"/> Company	<input type="checkbox"/> Package type	<input type="checkbox"/> Account number	<input type="checkbox"/> Return shipment details
<input type="checkbox"/> Group ID	<input type="checkbox"/> Service type	<input type="checkbox"/> Bill duties/taxes/fees to	<input type="checkbox"/> Return shipment type
<input type="checkbox"/> Processed by (User alias)	<input type="checkbox"/> Ship date	<input type="checkbox"/> Bill transportation to	<input type="checkbox"/> Return tracking number
<input type="checkbox"/> Processed by (User name)	<input type="checkbox"/> Shipment purpose	<input type="checkbox"/> Payment type	<input type="checkbox"/> RMA no.
<input type="checkbox"/> Recipient information	<input type="checkbox"/> Tracking number	<input checked="" type="checkbox"/> Courtesy rate quote	Freight Specific Items
<input type="checkbox"/> Sender address	<input type="checkbox"/> Weight	<input checked="" type="checkbox"/> Published rate	<input type="checkbox"/> BOL no.
<input type="checkbox"/> Sender name	Special Services	<input checked="" type="checkbox"/> Effective net discount	<input type="checkbox"/> PO no.(LTL Freight)
<input type="checkbox"/> Sender user alias	<input type="checkbox"/> Alcohol	<input checked="" type="checkbox"/> Pricing option	<input type="checkbox"/> Shipper ID1
<input type="checkbox"/> Sender user ID	<input type="checkbox"/> Alcohol Recipient Type	Reference	<input type="checkbox"/> Shipper ID2
	<input type="checkbox"/> COD amount	<input type="checkbox"/> Department no.	
	<input type="checkbox"/> Dangerous Goods	<input type="checkbox"/> Invoice no.	
	<input type="checkbox"/> Hold at Location	<input type="checkbox"/> P.O. no.	
	<input type="checkbox"/> Saturday Delivery	<input type="checkbox"/> Your reference	
	<input type="checkbox"/> Signature options		

4. Select sort fields (optional)

If you do not want a sorted report, do not select anything.

Sort 1

Sort 2

Sort 3

Sort 4

Sort 5

If you select the subtotal, your report will be grouped and subtotaled according to the sort options you have selected.

Subtotal report

Cancel
Save Report
Run Report

3

4

5

6

7

To edit a report, follow these steps:

1. From the Manage Shipping Reports screen, click the desired report.
2. Click *Edit Report*. The Edit Report screen will display.
3. Make edits to the Report name, as needed, and select a period or enter a custom date range.
4. If you would like to edit the report filters, select *All services*, *FedEx Express/Ground* or *FedEx LTL Freight*. To edit a report to run at the account, user or group level, select the desired option from the View by dropdown.
5. Deselect or select new columns to display for all FedEx shipments, as needed. This will determine the specific information you would like to display in the report.
6. If you would like to make edits to how the report is sorted, select which fields you would like to sort by. This section is optional.
7. Click *Save Report* to run at a later date, or click *Run Report* to run an edited report.

Delete a Report

The screenshot shows the 'Manage Shipping Reports' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main area has a title 'Manage Shipping Reports' and a subtitle 'Create shipping reports to manage pre-invoiced shipping activity for your company'. Below this is a search bar, a dropdown for 'All columns', and a 'Columns +' button. A table lists reports with columns: Report Name, Admin Alias, Admin Name, and Last Updated. The first row is highlighted in red and contains 'March2016', 'JStone345', 'Jessica Stone', and '01/22/2017'. A red box highlights the right side of this row, containing an 'X' icon. A red arrow points from this icon to the 'Shipping Reports' menu item. Below the table, it says '39 Reports' and there is a 'Create new' button.

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	01/22/2017
April2016	MHanley4	Megan Hanley	10/29/2016
May2016	ASmoot	Alex Smoot	10/29/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

To delete a report, follow these steps:

1. Find the desired report on the Manage Shipping Reports screen.
2. Hover your pointer to the right of the report to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the report from the system.

Manage Shipping Reports
Create shipping reports to manage pre-invoiced shipping activity for your company

Search All columns

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	01/22/2017
April2016	MHanley4	Megan Hanley	10/29/2016
May2016	ASmoot	Alex Smoot	10/29/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

39 Reports

1

Select a date range for the report.
You can change this once you have run the report.

Select Period:
 Last 7 days Last 30 days Last 90 days

OR

Enter Date Range:
 to

2

Run an Existing Report

To run an existing report, follow these steps:

1. From the Manage Shipping Reports screen, click the desired report.
2. Select the data range you would like to cover in this report and then click *Run Report*.
3. Once a Report has been generated, you will receive an email with a link where you can view and/or download the Report.

Permissions Screen

The Permissions screen allows the administrator to give users or groups certain rights and permissions by checking the appropriate boxes. If a box is unchecked, the user or group does not have that permission.

FedEx Express and FedEx Ground

FedEx Domestic Shipping Services — Choose which FedEx Domestic Shipping Services a user or group can access.

FedEx International Shipping Services — Choose which FedEx International Shipping Services a user or group can access.

Special Services — Choose which Special Services a user or group can access.

References — Choose permissions for your selected reference fields.

- *Not required (text field)* — User will view a text entry field on the Ship screen and is not required to enter a reference in order to ship.
- *Not required (view list)* — User will view a popup screen after clicking *Select* on the Ship screen. The user has the option to select any entry and then click *OK* to continue. The selected reference populates the reference field. This option requires the administrator to provide references, which can be done in the [Reference Fields](#) section.
- *Required (text field)* — User will view a text entry field on the Ship screen and must enter an alphanumeric entry in the field in order to continue (ship). No defaults or selections are provided by the administrator.
- *Required (view list)* — User will view a popup screen after clicking *Select* on the Ship screen. The user can select any entry and then click *OK* to continue. The selected reference populates the reference field. This option requires the administrator to provide references, which can be done in the [Reference Fields](#) section.
- *Default and cannot change* — User will view their default reference as text on the Ship screen. The user cannot change the default reference text.
- *Required with validation (text field)* — User will view a text field on the Ship screen and must enter a reference that matches one in the database or a specifically assigned list to continue (ship). This option requires the administrator to provide references to validate against.
- *Required with validation (view list)* — User will view a popup screen after clicking *Select* on the Ship screen. The user can select any entry and then click *OK* to continue. This option requires the administrator to provide references to validate against, which can be done in the [Reference Fields](#) section.

Pickup/Drop-off — Choose pickup and drop-off permissions for a user or group.

Return Shipment Options — Choose return shipment permissions for a user or group.

Pending Shipment Options — Choose pending shipment permissions for a user or group.

FedEx Freight LTL

FedEx Domestic LTL Shipping Services — Choose which FedEx Domestic LTL Shipping Services a user or group can access.

FedEx International LTL Shipping Services — Choose which FedEx International LTL Shipping Services a user or group can access.

Special Services — Choose which Special Services a user or group can access.

Delivery Options — Choose which delivery options a user or group can select.

References — Choose permissions for your selected reference fields. [See details for this section.](#)

Pickup/Drop-off — Choose pickup and drop-off permissions for a user or group.

Rates and Transit Times

Display Rates and Transit Times section on the shipping screen — Select this option to allow a user or group to see the rates and transit time module when preparing a shipment.

Always show this section expanded on the shipping screen — Select this option to show the Rates and Transit Time section expanded each time the user or group creates a shipment.

Do not display rates (display transit times only) — Select this option to hide account specific rates from the user or group while allowing them to see transit times.

Display Standard Rates — Select this option to display the FedEx list rates regardless of whether or not discounts have been applied.

Display discounted rates — Select this option to display all discounts associated with the rate displayed.

Allow user to view Rates and Transit times for all available services — Select this option to show all services that the user or group can access.

Display account based rates sheet — Select this option to show account rate sheets that contain discounts plus pricing.

Address Book

Contacts — Choose which address books a user or group can access.

Defaults Screen

The Defaults screen allows the administrator to set a number of default options that users or groups will see on the FedEx Ship Manager screens. These default configuration options are activated by checking the appropriate boxes. If a box is unchecked, this setting is not automatically enabled. Default settings entered here correspond with the options that are available on the Permissions screen.

FedEx Administration users will be able to edit certain Preference settings if they have been given the appropriate permissions in the Permissions screen.

Shipping Information

Service type — Select the default FedEx shipping service that you want users or groups to use from the drop-down list. For a list of service types available using FedEx Ship Manager, view the Permissions screen. For a full description of these services, go to fedex.com.

Package type — Select the default type of packaging that user or groups will use from the dropdown list. If user or groups are shipping via FedEx Express Freight or FedEx Ground, Your packaging is the default.

Unit of Measure — Select the unit of measure used most often from the drop-down menu.

Currency — Select the default currency. Default currency will be USD if another currency is not selected.

Bill transportation to — Select whether transportation will be billed to *Sender (Prepaid)*, *Collect*, *Recipient*, or a *Third Party FedEx account number*.

Bill duties/taxes/fees to — Select whether duties and taxes will be billed to *Sender (Prepaid)*, *Recipient*, or a *Third Party FedEx account number*.

Additional handling charges — Select whether additional handling charges will be a *Fixed Amount*, *Variable Amount* or *No Additional Fee*.

Pickup/Drop-off

Pickup/Drop-off — Select the default pickup or drop-off option that user or groups will use.

Additional Options

Always remind user to print pending shipments — Select this option to set a reminder to print any pending shipment labels.

Always show shipment confirmation window — Select this option to have the shipment confirmation screen appear after users or groups complete preparations for each shipment.

Display recipient Contact ID Field — Select this option to have the Contact ID field displayed on the main ship screen.

Display pending shipment confirmation — Select this option to display a confirmation window.