



FedEx[®] Ship Manager at FedEx.com



REGISTRATION

Before you can start using FedEx Ship Manager to perform shipping operations, you need to register with FedEx for a user ID and password. You can register by completing the on-line **FedEx.com Login Registration** form.

This form can be accessed by selecting the **Ship** tab on the FedEx.com homepage, and then clicking the **Sign Up Now!** link.

Step 1: Registration at FedEx.com: Contact Info

1. Choose a user ID and password and enter these in the *Login Information* section. Make sure that your password is both easy to remember for you, and hard to guess for others.
2. Choose a reminder question from the “secret question” drop-down list and fill in the secret answer. When you forget your password this is the question FedEx Ship Manager will ask you in order to verify your identity. Again, make sure that you enter a question that is easy for you to answer, but difficult for others.
3. Enter your personal details in the *Contact Information* section. Required fields are labeled in bold.
4. Click the **I Accept** button to indicate that you agree with the FedEx.com terms of use.

TIP! Your FedEx.com user ID can also be used for FedEx Global Trade Manager, FedEx InSight and MyFedEx —depending on the services available in your country.

fedex.com Login Registration

1 Contact info 2 Account info 3 Confirmation

* Required fields are in bold.

Your Login Information

* User ID
 • User ID is at least 6 characters.

* Password
 • Password is at least 6 characters.
 • Password must contain at least one letter and one number.

* Retype Password

Your Secret Question

This question is an extra security measure used to access your profile or to confirm your identity in case you forget your password.

* Secret Question

* Secret Answer

Your Contact Information

* First Name Initials

* Last Name

Please enter your company name (if applicable) and address to facilitate package pickup.

Company

* Address 1

Address 2

* City

* State/Province * ZIP/Postal code

* Country

* Email

* Retype Email

* Phone # Fax #

Your Role

* What is your role in shipping decisions?

Review and pay your invoices

Manage day-to-day shipping decisions for the company

Ship Packages

Recipient of Packages

Responsible for contracting shipping services or negotiating rates

Terms and Conditions

I have read, understood and agree to be bound by the following. I also understand how FedEx intends to use my information.

• [fedex.com Terms of Use](#)

• [Privacy Policy](#)

Because your user ID needs to be unique, you will be prompted to pick another user ID if the one you selected is already in use.

Please note that your password cannot be the same as your user ID and must contain at least one letter and one number.

Please make sure your user ID is at least 6 characters. Your password also must be minimum 6 characters long and must contain at least one letter and one number.

FedEx Ship Manager uses the e-mail address specified here to send you the confirmation e-mail of your FedEx.com registration and package delivery notifications. Make sure you provide a valid e-mail address.



REGISTRATION

Step 2: Ship Manager registration: Account info

After your FedEx.com registration, you will need to provide some additional information before you can start using FedEx Ship Manager.

1. Enter your FedEx account number in the designated text box.
2. If you wish to do so, you can enter a nickname for this account.
3. Select the **Continue** button to complete the registration process.

Step 3: Ship Manager registration: Confirmation

1. You'll receive a confirmation e-mail from fedex.com containing your registered user ID. For security reasons it will not contain your password, so make sure to remember the password you provided. Please save the confirmation e-mail of your fedex.com registration for future reference.

TIP! After registration, you can update your profile (user ID, password, address, ...) by clicking the **My Profile** tab in the FedEx Ship Manager main menu, or by clicking on the link at the bottom of this page.

If you do not have a FedEx account yet, open one today at FedEx.com or call FedEx Customer Service.

If you wish to do so, you can start using Fedex Ship Manager right away for all your online shipments.



LOGIN

Before you can start performing shipping operations, you need to log on to FedEx Ship Manager first.

1. Go to the FedEx.com homepage and click the **Ship** tab at the top of the page.
The *Login* page is displayed in your browser window.
2. Enter your FedEx user ID and password in the designated text fields.
If you don't have a user ID yet, you need to complete the registration process first. See page 2 for more information on the registration process.
3. Click the **Login** button.

Click Sign Up Now! if this is the first time you access FedEx Ship Manager and you don't have a user ID and password yet. See page 2 for more information on the registration process.

Registered fedex.com Users	New fedex.com Users
Enter your user ID and password to login	Sign Up Now!
User ID: <input type="text"/>	Access and customize many fedex.com online services with a single user ID and password. Learn more...
Password: <input type="password"/>	
<input checked="" type="checkbox"/> Remember my user ID on this computer.	
Login Help Forgot your password? <input type="button" value="Login"/>	

Click here if you forgot your password. You will be taken to a page where you need to enter your user ID and the e-mail address you provided during registration.
If you forgot your user ID, either retrieve it from the confirmation email of your FedEx.com registration, or contact the FedEx helpdesk (contact details are available on page 21).

Select Remember my User ID on this computer if you want to store your login information on your computer. Selecting this option will save you the hassle of having to log in every time you connect to FedEx Ship Manager, but it will also expose your shipping information to anyone who has access to your computer.



SHIP*

Click the **Ship** tab at the top of the FedEx Ship Manager main window to access the *Shipping* page.

Entering recipient information

The first step in processing a shipment is to enter information about the recipient(s) of your package(s). You can either ship to a single recipient, to a group of recipients, or by using a Fast Ship profile.

To ship to a single recipient, you can either fill out the *Recipient Information* section manually, or you can select a recipient from your FedEx Ship Manager Address Book (see page 23). If you select a recipient from your Address Book, the recipient's details will be automatically filled in by the system.

TIP! If you're shipping to a recipient in the US or Puerto Rico, you can use FedEx's *Check recipient address* service to check the recipient's address.

Select a contact name from your Address Book and let FedEx Ship Manager fill in the recipient's details for you, or, select Add a new contact name and enter the recipient's details manually. If you want to make a shipment you've saved before, select the appropriate Fast Shipping Profile.

Select a company name to limit the Contact Name list to the contacts you entered for the chosen company.

Select this checkbox if you've entered the recipient's details manually, and you want to store them in your Address Book for later use. You can store up to 2000 recipients in your Address Book.

Select this checkbox if you want to store your shipment as a Fast Ship profile for later re-use.

(*) The carriage of shipments by FedEx is subject to the Conditions of Carriage. The Conditions of Carriage EXCLUDE LIABILITY on the part of FedEx and its employees or agents for loss, damage and delay in certain circumstances; LIMIT LIABILITY to stated amounts where liability is accepted and REQUIRE NOTICE OF CLAIMS within strict time limits. Senders should note the Conditions of Carriage carefully and where necessary obtain insurance cover in order to protect their interests. The Conditions of Carriage are available upon request.



SHIP

To ship to a group of recipients:

1. First, make sure that you created one or more recipient groups in your Address Book (see page 24 for more information).
2. In the **Contact Name** drop-down list, select **Ship to a group**.
3. In the Group Shipping popup window, select the recipient group for your shipment and click the **Ship** button.

To re-use a shipment stored in the Fast Ship profile database:

1. First, make sure that you created a Fast Ship profile (see page 25 for more information).
2. In the Contact Name drop-down list, select Use a Fast Ship profile.
3. In the Fast Ship popup window, select a Fast Ship profile for your shipment and click the Ship button.

The screenshot shows the FedEx Ship web application interface. The top navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. The main content area is divided into several sections:

- Recipient information (Required fields in bold):** Includes dropdowns for 'Company name', 'Contact name', and 'Country'. Text input fields for 'Address 1', 'Address 2', and 'City'. A 'Postal code' field with a link to 'Important postal code information'. A 'Telephone' field. Checkboxes for 'Save in/update my address book' and 'Add to my Fast Ship profiles'.
- Billing details:** Includes a 'Bill shipment to' dropdown (set to 'johnsmith'), a 'Recipient/third party account #' field, a 'Bill duties/taxes/fees to' dropdown (set to 'Recipient'), a 'Recipient(optional)/third party account number' field, and a 'Your reference' field.
- Package and shipment details:** Includes dropdowns for 'Service type' (set to 'Select FedEx service'), 'Package type' (set to 'Select packaging'), and 'Number of packages' (set to '1'). Text input for 'Weight' (set to 'kgs'). A 'Dimensions' dropdown (set to 'Choose dimensions'). A 'Declared value' dropdown (set to 'Euro'). A 'Package contains' section with radio buttons for 'Documents only Enter document description.' (selected) and 'Products/commodities'.
- FedEx ShipAlert® - Express:** A table with columns for 'Email address', 'Shipment notification', and 'Delivery notification'. Rows include 'Sender' (john.smith@smith.com), 'Recipient', 'Other 1', and 'Other 2', each with checkboxes for notifications.
- More shipment details:** Includes a 'Ship date' dropdown (set to 'Today') and a 'Go to options' button.

At the bottom, there are buttons for 'Clear fields', 'Change sender address', 'Get courtesy rate', and 'Continue'.



SHIP

Specifying package details

After you have completed the **Recipient Information** section, FedEx Ship Manager requires that you provide some information about your shipment.

TIP! To save yourself a couple of mouse clicks, go to the Preferences page and select the options you would like to use by default. Click the **Save/Update** button to confirm your preferences. You can access the Preferences page by clicking the **Preferences** tab in the FedEx Ship Manager menu.

1. From the **Type of service** drop-down list, select the FedEx service you want to use for your shipment.
2. From the **Type of packaging** drop-down list, select the packaging you want to use for your shipment.
3. Select the **Number of packages** in the current shipment. You can process up to 10 packages in a single shipment.
4. Enter the *weight and value* of your shipment. If there is more than one package in your shipment, you will need to specify the weight and value of every package separately.

TIP! You can store the dimensions of your shipments for later use by selecting Add new dimensions profile from the **dimensions** drop-down list (or by filling in the dimensions details on the Preferences page under the Customize your screen section). You can re-use a dimensions profile by selecting it from the **dimensions** drop-down list.

5. Indicate whether your shipment contains documents, or products and commodities. If you're shipping documents, set the declared value of the shipment to zero, and enter a short description of the documents you're shipping.

You can send up to 10 packages in the same shipment.

Click the Type of packaging link to get more information about the different types of FedEx packaging.

Click the Type of service link to obtain more information about the different FedEx services.

Select the Documents only option if your package contains documents or non-dutiable goods.

Select the Products/commodities option if your package contains goods with a commercial value.

Enter a description of the contents of your shipment if you're sending a document shipment.

Enter the dimensions of your shipment manually or choose a dimensions profile from the drop-down list.



SHIP

Specifying billing details

1. From the drop-down list, select the party that will be paying for the shipment costs.

NOTE! If you choose to bill the recipient or a third party, you also need to enter their FedEx account number.

2. From the drop-down list, select the party that will be paying for the duties, taxes and fees.

NOTE! If you choose to bill a third party, you also need to enter their FedEx account number.

3. Optionally, enter **Your reference** information in the designated text box.

TIP! Select the **Remind me to enter reference** check box on the Setup reference options page if you would like to receive a warning message every time you try to send a shipment without providing reference information.

You can access the Setup reference options page by clicking the **Setup Reference Options** button on the Preferences page. See page 11 for more information about references.

You only need to provide a FedEx account number if you decide to bill the recipient or a third party.

The screenshot shows the FedEx Ship web interface. The 'Recipient information' section includes fields for Company name, Contact name, Country, Address 1, Address 2, City, Postal code, and Telephone. The 'Package and shipment details' section includes Service type, Package type, Number of packages, Weight, Dimensions, Declared value, and Package contains. The 'Billing details' section is highlighted with a callout box and includes a dropdown for 'Bill shipment to', a text box for 'Recipient/third party account #', a dropdown for 'Bill duties, taxes, fees to', a text box for 'Recipient(optional)/third party account number', and a text box for 'Your reference'. The 'FedEx ShipAlert® - Express' section includes a table for email addresses and checkboxes for shipment and delivery notifications. The 'More shipment details' section includes a 'Ship date' dropdown and a 'Go to options' button.

Shipment reference information you enter in this text box will also be printed on the detailed invoices you receive from FedEx. Entering structured reference information can aid you in your internal record keeping, because it allows you to check the actual cost of your shipments.



SHIP

FedEx ShipAlert

ShipAlert can automatically send e-mail notifications when a shipment is made and/or when a shipment is delivered.

1. In the text boxes, enter the e-mail addresses of the people whom you want to receive **ShipAlert** notification messages.
2. For each e-mail address, use the checkboxes to specify whether you want **ShipAlert** to send out notifications upon shipping, upon delivery, or both.
3. Optionally, enter a custom message to be included in the notification emails.

The screenshot shows the FedEx ShipAlert configuration interface. The 'FedEx ShipAlert - Express' section contains the following table:

Email address	Shipment notification	Delivery notification
Sender john.smith@smith.com	<input type="checkbox"/>	<input type="checkbox"/>
Recipient	<input type="checkbox"/>	<input type="checkbox"/>
Other 1	<input type="checkbox"/>	<input type="checkbox"/>
Other 2	<input type="checkbox"/>	<input type="checkbox"/>

Below the table is a text area for 'Add personal message (not to exceed 75 characters)'. At the bottom of the page, there are buttons for 'Clear fields', 'Change sender address', 'Get courtesy rate', and 'Continue'.

Use these input fields to specify which parties should receive which kind of ShipAlert notifications.



SHIP

How to continue?

At this point, you have entered almost all of the information required to process your shipment. To finish up, select the **Ship date** from the drop-down list.

NOTE! The ship date is the date the package will actually be handed over to a FedEx courier, or dropped off at a FedEx location.

The screenshot shows the FedEx 'Schedule Pickup' form. The navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. The form is divided into several sections:

- Recipient information (Required fields in bold):** Includes dropdowns for 'Company name', 'Contact name', and 'Country'. Text input fields for 'Address 1', 'Address 2', 'City', and 'Postal code'. A 'Telephone' field with checkboxes for 'Save in/update my address book' and 'Add to my Fast Ship profiles'.
- Billing details:** Includes a 'Bill shipment to' dropdown (set to 'johnsmith'), 'Recipient/third party account #' field, 'Bill duties/taxes/fees to' dropdown, 'Recipient(optional)/third party account number' field, and 'Your reference' field.
- Package and shipment details:** Includes 'Service type' and 'Package type' dropdowns, 'Number of packages' dropdown (set to 1), 'Weight' field with 'kgs' unit, 'Dimensions' dropdown, and 'Declared value' field with 'Euro' unit. A 'Package contains' section with radio buttons for 'Documents only Enter document description.' and 'Products/commodities'.
- FedEx ShipAlert® - Express:** A table for email addresses and notification preferences.

Email address	Shipment notification	Delivery notification
Sender: john.smith@smith.com	<input type="checkbox"/>	<input type="checkbox"/>
Recipient	<input type="checkbox"/>	<input type="checkbox"/>
Other 1	<input type="checkbox"/>	<input type="checkbox"/>
Other 2	<input type="checkbox"/>	<input type="checkbox"/>
- More shipment details:** A 'Ship date' dropdown (set to 'Today') and a 'Go to options' button.

At the bottom, there are buttons for 'Clear fields', 'Change sender address', 'Get courtesy rate', and 'Continue'.



SHIP

To continue, you have the following options:

- Click the **Go to options** button in the *More shipment details* section to select extra options for your shipment. See page 12 to page 15 for more information.
- Click the **Continue** button at the bottom of the page to continue processing your shipment. If you're shipping only documents, the shipment's air waybills will be displayed in your browser window. If you're shipping products or commodities, you will have to enter additional information (see page 17).
- Click the **Change sender address** button at the bottom of the page if you are shipping from an address that is different from your registration address. You can either manually change the sender's details or choose a different sender profile for this account.

NOTE! The **Sender** field of the **Ship Alert** section will be pre-populated with the e-mail address listed in the chosen sender profile.

- Click the **Get courtesy rate** button at the bottom of the page to get an estimate of the shipping charge. Your estimate is based on rates associated with your FedEx Account Number and will include any applicable discounts.

Keep in mind that the rate you receive may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions and other factors. Consult the applicable FedEx Service Guide for details on how shipping charges are calculated.

The screenshot shows the FedEx ShipAlert web form. At the top, there is a navigation bar with the FedEx logo and several menu items: Ship, Track/History, Address Book, Preferences, Fast Ship, Reports, and My Profile. Below the navigation bar, there are three navigation icons: a left arrow, a double left arrow, and a right arrow. The main form is divided into several sections:

- Recipient information (Required fields in bold):**
 - Company name: Select a company name (dropdown)
 - Contact name: Select a contact name (dropdown)
 - Country: Please Select (dropdown)
 - Address 1: (text input)
 - Address 2: (text input)
 - City: (text input)
 - Postal code: (text input) with a link for "Important postal code information"
 - Telephone: (text input) with a note "Not required for all countries"
- Package and shipment details:**
 - Service type: Select FedEx service (dropdown)
 - Package type: Select packaging (dropdown)
 - Number of packages: 1 (dropdown)
 - Weight: (text input) kgs (dropdown)
 - Dimensions: Choose dimensions (dropdown)
 - Declared value: (text input) Euro (dropdown)
 - Package contains:
 - Documents only Enter document description. (text input)
 - Products/commodities
- Billing details:**
 - Bill shipment to: johnsmith (dropdown)
 - Recipient/third party account #: (text input)
 - Bill duties/taxes/fees to: Recipient (dropdown)
 - Recipient (optional)/third party account number: (text input)
 - Your reference: (text input)
- FedEx ShipAlert® - Express:**

Email address	Shipment notification	Delivery notification
Sender: john.smith@smith.com	<input type="checkbox"/>	<input type="checkbox"/>
Recipient: (text input)	<input type="checkbox"/>	<input type="checkbox"/>
Other 1: (text input)	<input type="checkbox"/>	<input type="checkbox"/>
Other 2: (text input)	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the form, there are several buttons: "Clear fields", "Change sender address", "Get courtesy rate", and "Continue". There is also a "More shipment details" section with a "Ship date" dropdown set to "Today" and a "Go to options" button.



SHIP

Selecting special services

You can access the *Special services* section by selecting the *Go to options* button on the *Ship* page.

In the *Special services* section, you can select extra FedEx services for your shipment. Please note that not all services are available in all countries.

- Use the **Saturday pickup** option to have your shipment picked up on a Saturday.

NOTE! Saturday pickup is not available for all locations. A surcharge will be applied if these services are selected. Please contact your local FedEx Customer Service for details.

- Use the **Hold at FedEx location** option if you want to have your shipment delivered to a FedEx location rather than to the recipient's address.

Select this option to identify the broker to use for this shipment. A broker, or exporter, is the party who has the power and responsibility for determining and controlling the sending of the commodities out of the country.

The screenshot shows the FedEx Ship Manager interface for the 'Special services' section. The top navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. Below the navigation, there are tabs for '<< Log out', 'Home', and 'Schedule Pickup', along with a 'Quick help' link. The main content area is divided into several sections:

- Special services:** Contains checkboxes for 'Saturday pickup', 'Saturday delivery', 'Broker Select' (with an 'Edit' button), and 'Hold at FedEx location' (with an 'Edit' button).
- Shipping options:** Includes a 'Pickup/Drop-off' section with radio buttons for 'Will use scheduled pickup at my location' (selected), 'Will drop off at FedEx location', and 'Will contact FedEx to request a pickup' (with a 'Schedule pickup' button).
- FedEx Express reference information:** Includes input fields for 'Your reference', 'P.O. number', 'Invoice number', and 'Department number'.
- FedEx InSight™:** Includes a checkbox for 'Block shipment data' (with a note: '(will prohibit the recipient and third party payer from viewing information about this shipment)') and a 'Shipment contents' checkbox (with an 'Edit' button and a note: '(shipment level detail for InSight customers only)').

At the bottom of the form, there are buttons for 'Clear fields', 'Get courtesy rate', 'Back', and 'Continue'. A 'Please Note' section at the very bottom states: '- Click the Continue button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicate shipment transaction to occur.' and '- By clicking the Continue button, you agree to the FedEx Ship Manager at fedex.com Terms of Use and the FedEx terms of shipping in the applicable FedEx Service Guide and the Shipper's Terms and Conditions for FedEx Express international shipments.'

Select this checkbox if you don't want the shipment to be delivered directly to the recipient's address. You will be prompted to specify a FedEx location at which the package will be held and where it can be picked up by the recipient.



SHIP

Selecting shipping options

You can access the Shipping options section by selecting the Go to options button on the Ship page.

Use the Shipping options section to specify how you want to get your shipment on the road or in the air.

There are three possible options:

- **Will use scheduled pickup at my location:** select this option if you want to make use of the existing scheduled pickup service at your location.
- **Will drop off at FedEx location:** select this option if you want to deliver the shipment to a FedEx location yourself.
- **Will contact FedEx to request a pickup:** select this option if you want to schedule a FedEx Express courier to come and collect your shipment.

To request a pickup online, click the **Schedule pickup** button and complete the required details. See page 20 for more information.

You can select your default pickup/drop-off option on the Preferences page. Access the Preferences page by clicking the Preferences tab at the top of the main window.

Click the Schedule pickup button to schedule a FedEx Express courier to pick up your packages.



SHIP

Entering reference information

You can access the Reference information section by selecting the Go to options button on the Ship page.

Use the *FedEx Express reference information* section to enter reference information for the shipment you are currently processing.

As explained on page 8, any text you enter in the Your reference field will be printed on the invoices you receive from FedEx.

Other types of reference information will not be printed on your FedEx invoices, but will appear on the *Shipment details* page (accessible from the *Track/History*, see page 21-22) and can also be included in the reports you create with FedEx Ship Manager (see page 25).

TIP! For each of the reference fields, you can select a **Remind me to enter** reference check box on the Setup reference options page. If you do so, a warning message will be displayed every time you try to send a shipment without entering reference information in that particular field. You can access the Setup reference options page by clicking the **Setup Reference Options** button on the Preferences page.

The screenshot shows the FedEx Ship Manager interface for scheduling a pickup. The top navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. The main content area is titled 'Schedule Pickup' and contains several sections:

- Special services:** Includes checkboxes for 'Saturday pickup', 'Saturday delivery', 'Broker Select', and 'Hold at FedEx location', each with an 'Edit' button.
- Shipping options:** Includes a 'Pickup/Drop-off' section with radio buttons for 'Will use scheduled pickup at my location' (selected), 'Will drop off at FedEx location', and 'Will contact FedEx to request a pickup'. A 'Schedule pickup' button is present.
- FedEx Express reference information:** A section with four input fields: 'Your reference', 'P.O. number', 'Invoice number', and 'Department number'.
- FedEx InSight™:** Includes a checkbox for 'Block shipment data' (with a 'Learn more' link) and a checkbox for 'Shipment contents' (with an 'Edit' button).

At the bottom, there are buttons for 'Clear fields', 'Get courtesy rate', 'Back', and 'Continue'. A 'Please Note' section at the bottom provides instructions: '- Click the Continue button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicate shipment transaction to occur.' and '- By clicking the Continue button, you agree to the FedEx Ship Manager at fedex.com Terms of Use and the FedEx terms of shipping in the applicable FedEx Service Guide and the Shipper's Terms and Conditions for FedEx Express international shipments.'



SHIP

FedEx InSight

You can access the FedEx InSight section by selecting the Go to options button on the Ship page.

FedEx InSight allows the recipient of your shipment to view information about the shipment's contents.

Select the Block shipment data checkbox if you don't want the recipient and/or third party payer to view information about the shipment.

If you want to share information about the shipment's contents with the recipient and/or third party payer, select the Shipment contents checkbox and enter the required information in the popup window.

The screenshot shows the 'Schedule Pickup' page in the FedEx Ship Manager interface. The navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. The main content area is divided into several sections:

- Special services:** Includes checkboxes for 'Saturday pickup', 'Saturday delivery', 'Broker Select', and 'Hold at FedEx location', each with an 'Edit' button.
- Shipping options:** Includes a 'Pickup/Drop-off' section with radio buttons for 'Will use scheduled pickup at my location' (selected), 'Will drop off at FedEx location', and 'Will contact FedEx to request a pickup'. A 'Schedule pickup' button is present.
- FedEx Express reference information:** Includes input fields for 'Your reference', 'P.O. number', 'Invoice number', and 'Department number'.
- FedEx InSight™ (a shipment visibility application):** This section is highlighted with a white box. It contains:
 - [Block shipment data](#) (will prohibit the recipient and third party payer from viewing information about this shipment)
 - [Shipment contents](#) [Edit](#) (shipment level detail for InSight customers only)

At the bottom of the page, there are 'Clear fields' and 'Get courtesy rate' buttons, and a 'Please Note' section with instructions: '- Click the Continue button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicate shipment transaction to occur.' and '- By clicking the Continue button, you agree to the FedEx Ship Manager at fedex.com Terms of Use and the FedEx terms of shipping in the applicable FedEx Service Guide and the Shipper's Terms and Conditions for FedEx Express international shipments.'

Make your choices for FedEx InSight here.



SHIP

Entering invoicing information (for non-document shipments only)

In order to create an invoice, you need to provide information about each of the goods you are shipping.

1. Either manually enter the required information about the product or commodity, or select it from the *Product profile* drop-down list.

TIP! The Product profile list contains the same product profiles you maintain in FedEx Global Trade Manager.

2. Click the **Add this product to shipment** button. The product will be listed in the *Product/commodity summary*.
3. Repeat steps 1 and 2 for all the products/commodities in your shipment.
4. Click the **Continue** button at the bottom of the page when you're finished.

Click the Find code button to search for the harmonized code of a product, based on the product's description.

The screenshot shows the FedEx shipping interface. The top navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. The main form is titled 'Define each product to include in your shipment' and contains the following fields:

- Product profile:** Select product (dropdown)
- Product/commodity description (for customs):** Text input
- Number of units:** Text input
- Unit of measure:** Please Select (dropdown)
- Weight and value are both specified:** Radio buttons for 'As totals' and 'Per unit'.
- Weight:** Text input followed by 'kgs'.
- Value for customs:** Text input followed by 'US Dollars'.
- Country of Manufacture:** Please Select (dropdown)
- Harmonized code:** Text input with a 'Find code' button.
- Update this product profile:** Check box.
- Create a new product profile as:** Check box with a text input field.
- Add this product to shipment:** Button.

At the bottom of the form are 'Clear fields' and 'Add this product to shipment' buttons.

The right side of the interface shows the 'Product/commodity summary' table:

Product	Units	Weight	Value

Below the table are 'Edit product' and 'Delete product' buttons. Summary information includes:

- Total declared value for carriage:** 10 US Dollars
- Total weight:** 5 kgs

At the bottom right, there is a section titled 'Before you continue' with a checked checkbox: 'I want to generate a Commercial Invoice or Pro Forma Invoice for this shipment.'

At the very bottom are 'Back' and 'Continue' buttons.

Select Update this product profile if you want to save the changes you made to the selected product profile in your product profile list.

Select Create a new product profile as and enter a profile name if you want to save the current product information as a new product profile in your product profile list



SHIP

Entering customs information (for non-document shipments only)

In order to create an invoice, you need to provide information about each of the goods you are shipping.

1. Optionally, enter the recipient's Employer Identification Number (US) or Tax (VAT) Identification Number in the **Recipient's customs ID/EIN** text box and select a destination country from the Country of ultimate destination drop-down list.
2. Select the **Terms of Sale** for this shipment.
3. Depending on the terms of sale you selected, you may need to enter additional information about freight costs, insurance costs and/or additional charges.

Take a look at the following table to determine which information you need to provide:

Terms of sale	Freight	Insurance	Additional charges
Free carrier(FCA/FOB)			
Carriage Insurance Paid (CIP/CIF)	√	√	
Carriage Paid To (CPT/C&F)			
Ex Works (EXW)			
Delivered Duty Unpaid (DDU)	√		
Delivered Duty Paid (DDP)	√		

More often than not, the importer of record is the recipient of the shipment. If this is not the case, select this checkbox, and complete the required information about the importer of record.

Select Create Pro Forma Invoice instead of Commercial Invoice to generate a Pro Forma Invoice.

Terms of Sale: Free Carrier (FCA) is applicable in most cases.



SHIP

Air Waybill and Commercial Invoice

When you have entered all the details for your shipment; **FedEx Ship Manager** will generate the necessary documents for your shipment.

- *Document Shipments*

FedEx will prepare an air waybill for your shipment.

- *Non document Shipment*

FedEx Ship Manager will prepare a Commercial/Pro Forma Invoice for your shipment. A Commercial invoice is required by Customs officials to clear shipments across international borders.

The Commercial invoice will indicate all the harmonized codes and license codes that have been entered for your shipment. It will also display the comments for the shipment that were entered in the **Commercial/Pro Forma Invoice** section (see page 17).

- *Find Additional International Documents*

You can find additional international documents that might be required for your shipment using FedEx Global Trade Manager from the *Next Steps* screen that you can access at the end of the shipping process.

From: Origin ID: KNOA 3227527925 John Smith SMITH&CO STATIONSTRAAT 1 Melsbroek, 1820 BELGIUM		Ship Date: 17MAY05 Actual Wgt: 5 KG System#: 419/REG/INE 120UG Account#: S ***** REF: DESC-1: apples DESC-2: DESC-3: DESC-4:	Total Weight: 5 KG
SHIP TO: 987654321 Joe Williams CreaTech Region Street 5 London, SW19 UK	BILL SENDER	COUNTRY MFG: 3L CARRIAGE VALUE: 10.00 EUR CUSTOMS VALUE: 50.00 EUR T.C. S: 123456789 D.T. S: 204582149 S.I.N.: John Smith ENAYAT:	ECI
		INTL PRIORITY 10K BOX TRK# 7916 2700 1448 FORM 3430 COS A3 80921 -CO-US XX COSA 	
<small>The website Code you may apply and will generate in messages, on the label of FedEx® Express™ to assist you in identifying your shipment. It is located in the bottom right corner of this label.</small>			
CONSIGNEE COPY - PLEASE PLACE IN POUCH			
Shipping Label: Your shipment is complete This shipping label constitutes the air waybill for this shipment.			
Cancel shipment Edit shipment information			Continue



SHIP

Air Waybill and Commercial Invoice

After printing the necessary documents, you have the following options:

- **Process another shipment:**

Click **Process another shipment** to return to the main shipping screen and begin a new shipment.

- **Repeat last shipment:**

Select **Repeat last shipment** to return to the shipping screen and display the same entries you made for the previous shipment. You can repeat the previous shipment, or make changes for the new shipment if necessary.

- **Go to next steps**

Select **Go to next Steps** to arrange for a pickup, order easy-to-use shipping supplies or find additional international documents that might be required for your shipment.

Commercial Invoice

ULTIMATE DESTINATION United Kingdom		NO. OF PKGS. 1		ECI	
DATE OF EXPORTATION 17MAY05		SHIPPING LABEL NO. 7900 2328 5070		CURRENCY Euro	
SHIPPER/EXPORTER John Smith 32901234567 SMITH&CO STATIONSTRAAT 1 Melsbroek, 1820 Belgium Shipper's Ref.		CONSIGNEE Joe Williams 3301234567 CreaTech Region Street 5 London, SW19 United Kingdom Recipient Customs ID/EIN #:		IMPORTER Same as Consignee United States Importer Customs ID/EIN #:	
COUNTRY OF MFR.	DESCRIPTION OF GOODS Packaging type:(FedEx Box)	WEIGHT (KGS)	QTY	UNIT VALUE	COMMODITY VALUE
GREENLAND	Furniture fittings	0.50	10 pieces	5.00	50.00
				FREIGHT	0.00
				INSURANCE	0.00
				ADDITIONAL CHARGES	0.00
		TOTAL 5.00			TOTAL CUSTOMS VALUE 50.00
				Terms of Sale: Free Carrier(FCA/FOB)	
				TOTAL INVOICE VALUE 50.00	
SIGNATURE OF SHIPPER/EXPORTER:					
I declare that all the information contained in this invoice is true and correct.					
EMMANUEL Cossee de Semeries Date:17MAY05					



SHIP

Scheduling a pickup*

You cannot only use FedEx Ship Manager to prepare the paperwork for your shipments, but also to schedule a FedEx Express courier to pick up your packages.

1. Select the **Schedule Pickup** button at the top of the shipping screen page, click the **Schedule a pickup** link on the *Next Steps* page or click the **Schedule pickup** button on the *Shipping Options* page (see page10).

TIP! The Next Steps page can be accessed by clicking the Go To Next Steps button after you've printed the paperwork for your shipment.2.

2. Check the pickup location address in the popup window, and change it if necessary.

TIP! You can change your default pickup location address on the Preferences page (click the **Preferences** tab in the FedEx Ship Manager main menu).

3. Click the **Confirm pickup** location button to continue.
4. Enter the number and the total weight of the packages that need to be picked up, and select the pickup date.
5. Enter the time by which the packages can be picked up and the time by which they have to be picked up at the latest.

NOTE! Please make sure the packages are available to the FedEx Express courier in the specified time frame.

6. Click the **Confirm packages and pickup time** button. A confirmation number will be displayed in your browser window.

(*) Not available in all countries, ask your Account Executive for more info.

Schedule a pickup

Confirm pickup location

Pickup Type: FedEx Express

Name: John Smith

Company name: Smith & Co

Address: Stationstraat 1

City: Gent

ZIP/Postal Code: 9000

Country: Belgium

Telephone: 003291234567

Cancel pickup Confirm pickup location

You can edit the pickup address here, or you can change the default pickup address by clicking the Change pickup address on the Preferences page. Access the Preferences page by clicking the Preferences tab at the top of the main window.

If necessary, use this text box to provide special instructions for the FedEx courier.

Schedule a FedEx Express pickup

Confirm packages and pickup time

Number of packages:

Total weight: lbs

Pickup Date: May 17 2005

Ready for pickup by: 12:00 PM (Afternoon/Evening)

Latest time for pickup: 12:00 PM (Afternoon/Evening)

Special instructions (maximum 30 characters):

Back Confirm packages and pickup time

Pickup confirmation

Confirmation number: KNOA181

Pickup Date: December 24, 2002

Pickup Type: FedEx Express

Number of packages: 1

Name: Jack White

Company name: Tech2000

Address: Avenue Louise 179b9

ZIP/Postal Code: 1000

City: Brussels

Country: Belgium

Telephone: 3227897458

Send confirmation to To: [white@tech2000.com]

up to four email addresses To:

To:

To:

Cancel pickup Print Back Done



TRACK/HISTORY

The Track/History page can present you with an overview of the shipments you made during the last 45 days.

To track one or more shipments:

1. Select the shipment(s) for which you want to get status information in the shipping history overview.
2. Click the Track shipment button. The status information for the selected shipments is displayed in your browser window.

TIP! Additional tracking options are available at the bottom of the page.

To cancel one or more shipments:

1. Select the shipment(s) you want to cancel in the shipping history overview.
2. Click the **Cancel shipment** button.

To view a shipment's details:

1. Select the shipment for which you would like detailed information.
2. Click the **View shipment details** button. Information about the selected shipment is displayed in your browser window.

To download your shipping history in CSV (comma-separated value) format:

1. Click the **Download** button.
2. Save the CSV file on your hard drive or local network.

Select a sorting criteria and click the Sort button to sort your shipping history. By default, your shipping history is sorted by ship date.

The screenshot shows the FedEx Track/History page. At the top, there are navigation tabs: Ship, Track/History, Address Book, Preferences, Fast Ship, Reports, and My Profile. Below the tabs, there are links for Log out, Home, and Quick help. The main heading is "Shipping history". Below this, there is a text block explaining that the list contains shipments processed using FedEx Ship Manager at fedex.com in the past 45 days. There are controls for "Display shipments for past 5 days" and "Sort history by Please Select" with a "Sort" button. A table of shipping history is displayed with columns for Ship date, Recipient, Destination, and Tracking number. Below the table are buttons for "Copy to Fast Ship profiles", "Cancel shipment", "Download", "Track shipment", and "View shipment details". There is also a "Reprint" button. At the bottom, there are two sections: "Track another shipment" and "Additional tracking options". The "Track another shipment" section has a "Track by" dropdown set to "Tracking Number" and a "Track" button. The "Additional tracking options" section has a "Date range" section with "Start" and "End" dropdowns, checkboxes for "Track by recipient" and "Track exceptions only", and a "Track" button.

	Ship date ▼	Recipient	Destination	Tracking number
<input type="checkbox"/>	Jul 10 2004	Joe Williams	Region Street 5 London, SW19	790257322634
<input type="checkbox"/>	Oct 05 2004	Joe Williams	Region Street 5 London, SW19	790257322673
<input type="checkbox"/>	Jan 15 2005	Joe Williams	Region Street 5 London, SW19	790257322625
<input type="checkbox"/>	Dec 24 2004	Joe Williams	Region Street 5 London, SW19	790257322665
<input type="checkbox"/>	Jan 27 2005	Joe Williams	Region Street 5 London, SW19	790257322605

Use the Track another shipment section to track shipments that haven't been processed with FedEx Ship Manager.



TRACK/HISTORY

To Copy a shipment to a Fast Ship Profiles: (Fast Ship profiles are a quick and easy way to ship the same package repeatedly to the same recipient)

1. Select the shipment which details you want to copy as a Fast Ship profile.
2. Click **Copy to Fast Ship** profiles to store the Shipment's details as a Fast Ship profile.

To reprint a label: (shipping label or Commercial Invoice/Pro Forma Invoice)

1. Select the shipment from the list
2. Click on the **reprint** button to reprint the documents from your shipment.

NOTE! Documents can be reprinted for up to 12 hours from the time that the shipment was processed.

FedEx Ship Track/History Address Book Preferences Fast Ship Reports My Profile

<< Log out Home ? Quick help

Shipping history

The following list contains shipments you have processed using FedEx Ship Manager at fedex.com in the past 45 days. You can sort or modify the results, or you can select a shipment to track, view details, copy to Fast Ship, cancel or reprint.

Display shipments for past 5 days Sort history by Please Select Sort

	Ship date	Recipient	Destination	Tracking number
<input type="checkbox"/>	Jul 10 2004	Joe Williams	Region Street 5 London, SW19	790257322634
<input type="checkbox"/>	Oct 05 2004	Joe Williams	Region Street 5 London, SW19	790257322873
<input type="checkbox"/>	Jan 15 2005	Joe Williams	Region Street 5 London, SW19	790257322625
<input type="checkbox"/>	Dec 24 2004	Joe Williams	Region Street 5 London, SW19	790257322865
<input type="checkbox"/>	Jan 27 2005	Joe Williams	Region Street 5 London, SW19	790257322605

Copy to Fast Ship profiles Cancel shipment Download Track shipment View shipment details

Reprint

Track another shipment

Enter any combination of up to 30 FedEx [tracking numbers](#) (one per line). To track by reference number or RMA number, enter a reference number or an RMA number for shipments processed on your FedEx Ship Manager at fedex.com user ID.

Track by Tracking Number

Track

Additional tracking options

Date range Start Start Date End End Date

Track by recipient Select recipient

Track exceptions only

Track



ADDRESS BOOK

Managing your recipient information

The FedEx Ship Manager Address Book is where you store information about your recipients. You can store up to 2,000 recipient addresses.

The Address Book lets you:

- Add recipients
- Update recipient information
- Remove recipients
- Import recipient information from a number of other FedEx and non-FedEx applications
- Export recipient information to a number of other FedEx and non-FedEx applications
- Store default shipping settings for each recipient
- Access your Group Address Book

Select a recipient from the list and click the Edit button to modify the recipient's details. Make the necessary changes in the Address Information form and click the Save/Update button to modify the recipient's details.

Click here to access your Group Address Book.

By default, your Address Book is sorted by contact name.

Select a sorting criteria and click the Sort button to sort your Address Book.

The screenshot shows the FedEx Address Book Main page. The navigation bar includes 'Ship', 'Track/History', 'Address Book', 'Preferences', 'Fast Ship', 'Reports', and 'My Profile'. The 'Address Book' tab is active. Below the navigation bar, there is a search bar with the text 'Search by keyword' and a dropdown menu for 'Contact name'. The page title is 'Address Book Main' and it says 'Welcome, John Smith'. There are 4 records displayed in a table with columns: Contact name, Recipient ID, Address 1, City, and Country. The records are: Al Perez (Al Tech, 205 S Brundidge St, Troy), Joe Williams (CreaTech, Region Street 5, London), Mary Perez (CyberMary, 111 Geard Str, Boeing), and Tina Perez (TinaComm, 234 Jones Ave., Great City). At the bottom of the page, there are buttons for 'Edit', 'Duplicate', 'Delete', 'Check address', 'Create new address', 'Customize', 'Export', 'Import', and 'Ship'.

Click Create new address to add a new recipient to the Address Book. After you complete the Address Information form, click the Save/Update button to add the recipient.

Click here to import recipient information from another application.

Select a recipient and click the Ship button to process a shipment to the selected recipient.



ADDRESS BOOK

Managing recipient groups

FedEx Ship Manager not only lets you send shipments to a single recipient, but also to a group of recipients, provided they reside in the same country.

To be able to send a shipment to a group of recipients, you first need to create these groups in the *Groups* section of the Address Book. You can create up to 100 recipient groups.

The Group Address Book lets you:

- **Add recipient groups**

Up to 10 recipients can be added to a single group.

- **Update recipient groups**

e.g. add extra recipients to a group

- **Remove recipient groups**

Select a sorting criteria and click the Sort button to sort your Group Address Book. By default, your Group Address Book is sorted by group name.

The screenshot shows the FedEx Address Book interface. At the top, there's a navigation bar with 'Address Book' highlighted. Below it, there's a search bar and a 'Sort by' dropdown menu set to 'Group name'. A table displays two groups: 'Clients' and 'Suppliers'. Below the table, there are buttons for 'Edit', 'Duplicate', 'Delete', 'Create new group', 'Customize', and 'Ship'. A 'Quick help' link is visible in the top right corner.

Click Create new group to add a new recipient group to the Group Address Book. After you complete the Create group form, click the Save/Update button to add the group

Select a recipient group from the list and click the Edit button to modify the selected group. Make the necessary changes in the Edit group form and click the Save/Update button to save the changes.

Select a recipient group and click the Ship button to process a shipment to the selected group.



ADDRESS BOOK

Managing your sender profile

FedEx Ship Manager lets you store, remove or edit up to 20 sender profiles.

On the Ship screen you can select the sender profile for your shipment by clicking on the **Change Sender Address** button at the bottom of the screen and selecting a sender from the dropdown.

Note: The Sender field of the Ship Alert section will be pre-populated with the e-mail address listed in the chosen sender profile.

The *Sender Profile* section in the Address Book lets you:

- **Edit the Sender Address**
- **Add a Sender Address**
- **Delete a Sender Address**
- **Import a Sender Profile**
- **Export a Sender Profile**

Select a sender from the list and click the Edit button to modify the selected sender profile. Make the necessary changes in the Edit sender form and click the Save/Update button to save the changes

Select a sorting criteria and click the Sort button to sort the sender profiles. By default, your Sender Profiles are sorted by contact name.

The screenshot shows the 'Sender Information' page in the FedEx Address Book. At the top, there's a navigation bar with 'Address Book' highlighted. Below it, there's a 'Sort by' dropdown menu set to 'Contact name' and a 'Sort' button. The main content area features a table with the following columns: Contact name, Sender ID, Company, Address 1, and City. Below the table, there are buttons for 'Edit', 'Duplicate', 'Delete', and 'Check address'. At the bottom of the page, there are buttons for 'Create new sender', 'Export', 'Import', and 'Ship'.

Click Create new sender to add a sender profile to the Address Book.

After you complete the Add sender form, click the Save/Update button to add the sender. Select a sender profile and click the Ship button to process a shipment with the selected profile.



REPORTS

Managing your sender profile

The Report Manager lets you create and print a variety of reports featuring information about the shipments you have processed with FedEx Ship Manager in the last 45 days.

To create a report:

1. Select a date range for your report by choosing a beginning date and ending date from the drop-down lists.
2. Indicate which fields you want to include in your report by selecting the corresponding checkboxes in the list.
3. Optionally, specify sort criteria to indicate how you would like your report to be sorted.
4. Click the **Create Report** button. The report is created and presented in your browser window.

TIP! If you want to use the report data in other applications, you can download it in CSV (comma-separated value) format by clicking the **Download** button and saving the CSV file on your hard drive or local network.

FedEx Ship Track/History Address Book Preferences Fast Ship Reports My Profile

<< Log out Home Quick help

Report Manager

You can create and print reports for any shipment that has been processed using FedEx Ship Manager at fedex.com in the past 45 days.

Select the dates for the report that you would like created.

Beginning date Ending date

Select the fields you want to include in the report

<input type="checkbox"/> Ship date	<input type="checkbox"/> Tracking Number	<input type="checkbox"/> Service type
<input type="checkbox"/> Payment Type	<input type="checkbox"/> Bill to account number	<input type="checkbox"/> Recipient information
<input type="checkbox"/> Weight	<input type="checkbox"/> Your Reference	<input type="checkbox"/> P.O. number
<input type="checkbox"/> Invoice number	<input type="checkbox"/> Department number	<input type="checkbox"/> Courtesy Rate Quote
<input type="checkbox"/> List rate	<input type="checkbox"/> Effective net discount	

Select the fields you want to sort by

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

Sort 1 Sort 2 Sort 3

Clear fields Create report



QUICK HELP

For additional information on FedEx Ship Manager, click the **Quick Help** button at the right top of the page.

Tutorial

For step-by-step guidance, consult the tutorial by selecting **Tutorial** on the *Quick Help* page.

Glossary

A glossary with explanations of the terms and phrases used in the FedEx Ship Manager interface is available on the *Quick Help* page.

FAQs

For answers to frequently asked questions, click **Frequently Asked Questions** on the *Quick Help* page.

Contact Information

Contact your local Customer Service or FedEx Ship Manager Hotline by selecting **Contact Information** on the *Quick Help* page.

Note: For the most up to date contact information please go to your local fedex.com site (www.fedex.com) and check the Customer Service page.

The screenshot shows the FedEx Ship Manager interface with the 'Quick Help' button highlighted. The dropdown menu is open, showing the following options:

- Demo (U.S. Only)
- Find Answers Online (U.S. Only)
- Frequently Asked Questions
- Tutorial
- Glossary
- Contact Information
- Passkey Administration (U.S. Only)
- Passkey Administrator Tutorial (U.S. Only)

The 'Processing a Shipment' section is highlighted with an orange header. It contains the following text:

The main shipping screen provides you with all the features needed to complete a basic package shipment. Depending on the selections you make on this screen and the country you are shipping from, you can complete any of the following types of shipments from the main shipping screen:

- FedEx Express (U.S. and Canada Domestic)
- FedEx Ground (U.S. and Canada Only)
- FedEx Home Delivery (U.S. Only)
- Group Shipping
- FedEx Express International Shipping
- FedEx Return Shipping (U.S. Only)

Below the list, there are two links:

- [Click here](#) for instructions on processing a FedEx Express Freight shipment (not available from Asia Pacific origins).
- [Click here](#) for instructions on processing a FedEx Express or FedEx Ground Return shipment (U.S. Only).