

FedEx Ship Manager™ at fedex.ca Top-Ten Time-Saving Tips

Follow these tips and take advantage of additional features that will enhance your online shipping experience by making the process even faster and easier.

Time-Saving Tip #1:

Address Book Optimization

Manage your addresses effectively using the following approaches:

Import Addresses from your Microsoft Outlook® Address Book

FedEx Ship Manager™ allows you to ship to contacts from your Outlook address book.

- Click the **Preferences** link on the top right of the page and navigate to the **1. From** or **2. To** modules.
- Check the **Enable link to select addresses from Microsoft Outlook** box to activate this feature.
- Click the **Save changes** button.
- When shipping, click the **Select Address from Microsoft Outlook** link to pull addresses from Outlook.

The screenshot shows the '2. To' shipping form. The 'Contact' field has a dropdown menu with 'Select or enter' and a link that says 'Select Address from Microsoft Outlook®'. A purple arrow points to this link. Other fields include Country/Location (Canada), Company, Address 1, Address 2, City, Province (Select), Postal code, and Phone no. There are also checkboxes for 'Perform detailed address check', 'This is a residence', and 'Save new recipient in address book'.

Import Addresses from Other Sources

If you have addresses stored in software or web applications, you can import them all at once to your **fedex.ca** Address Book.

- Click the arrow on the **My Lists** tab and select the **Address Book** option.
- Click on the **Import/Export** tab to access the import/export screen.
- You now have the option to download a **fedex.ca** import template, import using a supported file type format or use the mapping tool to match fields in your address file to the fields in the **fedex.ca** Address Book.

The screenshot shows the 'Address Book' import/export screen. It has tabs for 'Addresses', 'Groups', 'Import / Export', and 'Customize'. The 'Import / Export' tab is active. The page says 'Welcome, Andrew Galloway' and 'Your Address Book contains: 3 addresses (0% of a maximum 2500)'. There are options to 'Choose action' (Import), 'Replace address book', and 'View last import report'. There is a section for 'Import as' (All addresses) and a link to 'Download a sample FedEx.com CSV file to use as a template'. There is a 'File to import' field with a 'Browse' button. There is a 'Select file type' dropdown menu set to 'FedEx Ship Manager Software (.CSV file)'. There is a note 'I can not find my file type' and a checkbox 'Map my file fields to the FedEx Import template'. There are 'Cancel' and 'Import' buttons at the bottom right.

Time-Saving Tip #2:

Scheduling a Pickup

Take into account the following information when scheduling a pickup:

- The **Ready Time** and **Close Time** selected for your pickup need to be in the future.
- One pickup per day is usually sufficient for most users. There is no need to schedule a pickup for each shipment that you process on a given day. Select the **Use and already scheduled pickup at my location** option for each subsequent shipment after a pickup has been scheduled.
- If you do not see a pickup confirmation number on the top right of the **Print label(s)** screen, no pickup has been scheduled. After you have printed your FedEx® paperwork, click the **Schedule a Pickup** button to arrange your pickup.

5. Pickup/Drop-off ? Help ☐ Hide

Schedule a pickup
 Drop off package at a FedEx location
 Use an already scheduled pickup at my location

Pickup Address ☐ Edit

Andrew Galloway, 455 Main St., Toronto, Ontario, M5V3X9, Canada

Package Information ☐ Hide

Pickup Type FedEx Express

* Total no. of packages

* Total weight

* Pickup date 📅

* Ready time

* Latest time available

Location of packages or special instructions
(Not to exceed 25 characters)

Time-Saving Tip #3:

Customs Documentation for International Shipments

Including the necessary customs documents with your international shipment will help to ensure that your shipments clear customs without delays. Keep the following information in mind when preparing customs documents through FedEx Ship Manager:

- Remember to enter the **harmonized code** for your international commodity shipments so that FedEx Ship Manager recommend customs documents that may be required for your shipment. The harmonized code entered determines which documents are displayed. To find the harmonized code for your commodity, use FedEx Global Trade Manager®, or consult the Statistics Canada Web site.
- Customs documents with names that end in **"online"** will automatically populate with the shipment information that you have entered into FedEx Ship Manager.
- Customs documents without the online designation will display in Adobe PDF format and can be completed separately. Complete these PDF documents by clicking the **Complete customs documentation** button that displays on the **Print label(s)** screen.
- Additional information on customs documents for international shipping can be found at fedex.ca/customs.

7. Commodity Information ? Help ☐ Hide

[Check for prohibited commodities into United States](#)

Commodity Summary

<input checked="" type="checkbox"/> Commodity	Customs value (CAD)	Quantity	Weight (lbs)
<input checked="" type="checkbox"/> Financial Calculator	150.00	6	6.00
<input type="checkbox"/> <input type="text" value="Financial Calculator"/>			
Totals	150 CAD	6	6 lbs

[Edit](#) [Delete](#)

Commodity 1

* Commodity description

+ Unit of measure

+ Quantity

* Commodity weight lbs

* Customs value Canadian Dollars

+ Country of manufacture

Harmonized code 🔍

[Additional commodity information \(optional\)](#)

Save/update commodity profile

[Update this commodity](#)

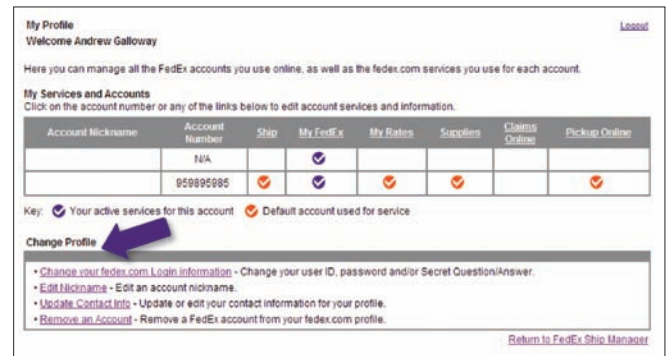
Total Shipment Details

Time-Saving Tip #4:

User Profiles

Your user profile is the information associated with your **fedex.ca** User ID. Update your user profile by completing the following steps:

- Click the **My Profile** tab on the top right of the screen. Here you can complete the following tasks:
 - Change your user ID, password or secret question/answer
 - Update your contact information
 - Remove an account from your user ID
- If you have assumed someone else's user ID over time, make sure that you update the user profile with your contact information and e-mail address.



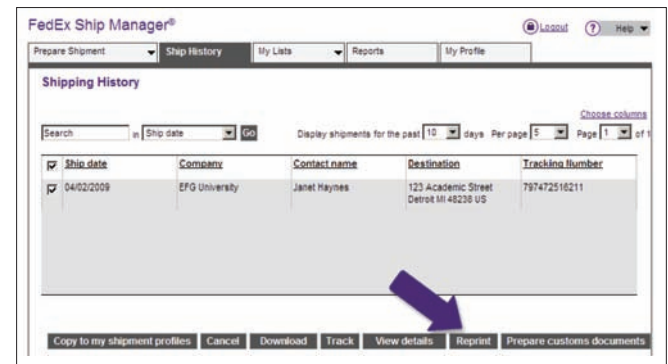
Time-Saving Tip #5:

Reprint Shipping Labels and/or Commercial Invoices

If you lose or damage your labels and/or commercial invoice copies, you can reprint them through the **Ship History** screen.

- Click the **Ship History** tab.
- Select the tracking number for the shipment in question and click the **Reprint** button.
- You will be given the option to reprint labels and/or your commercial invoice.
- Labels and commercial invoices can be reprinted up to 12 hours after they are processed or until midnight local time (whichever comes first).

Note: You cannot reprint labels or commercial invoices for FedEx Ground® shipments.



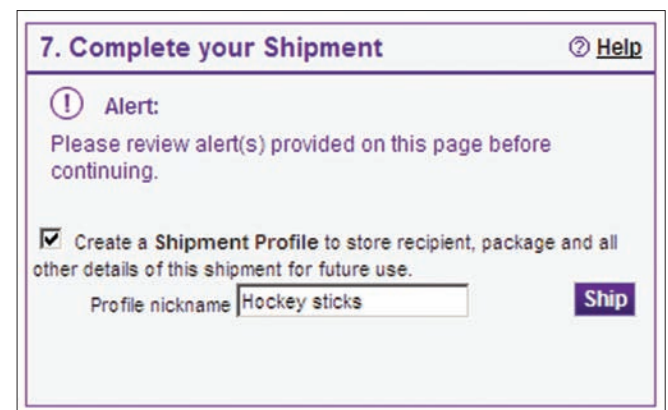
Time-Saving Tip #6:

The Power of Profiles

Create and reuse profiles to save time when processing shipments with the same parameters. You can create profiles for entire shipments, frequently used package dimensions and regularly shipped commodities.

Shipment Profiles

- After entering all the details for a shipment and before you click the **Ship** button, check the **Create Shipment Profile** box.
- Enter a nickname for your profile.
- You can save up to 300 shipment profiles.



Time-Saving Tip #6: **The Power of Profiles** continued on next page ...

Time-Saving Tip #6: **The Power of Profiles** continued from previous page ...

Package Dimensions Profiles

- Enter your package dimensions in the **Package & Shipment Details** module.
- Click the **Save dimensions profile** box.
- Enter a profile name.
- You can save up to 20 dimensions profiles.

Commodity Profiles

- After entering a new commodity in the **Commodity Information** module, click the **Save/update commodity profile** box.
- Enter a **Product name** for the commodity.
- You can save up to 500 commodity profiles.

Time-Saving Tip #7:

Save for Later

Use the Save for Later feature when you are interrupted in the process of shipping or when you do not have all of the necessary information to complete your shipment.

- Click the **Save for later** button on the bottom right of the screen to save your shipment.
- When you are ready to complete your shipment, click the arrow on the **Prepare Shipment** tab and select **View Pending Shipments**.
- Select your pending shipment and click the **Edit** or **Ship** button to continue processing the shipment.

Time-Saving Tip #8:

References

FedEx Ship Manager at fedex.ca offers four references fields in the **Billing Details** module that you can use to identify or differentiate your shipments:

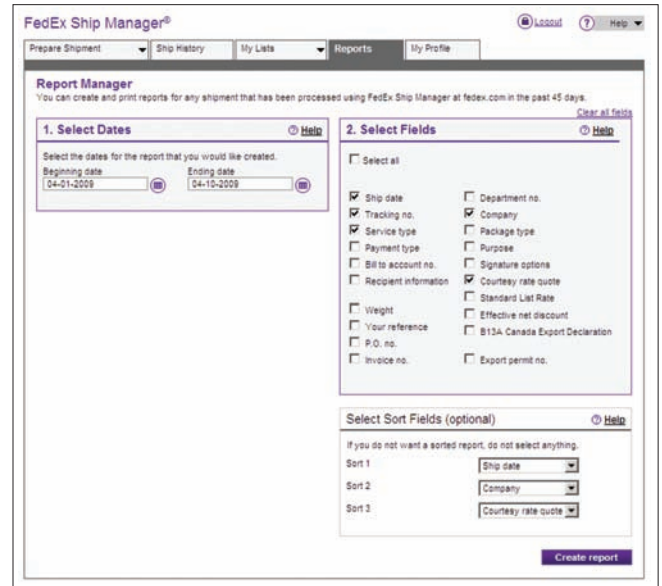
- **Your reference** — appears on your FedEx Express® and/or FedEx Ground® invoice
- **P.O. no.** — appears on your FedEx Express and/or FedEx Ground invoice
- **Invoice no.** — appears on your FedEx Express invoice
- **Department no.** — appears on your FedEx Ground invoice

Time-Saving Tip #9:

Reports

Keep track of your shipping activity by creating customized reports.

- Click the **Reports** tab on the top right of the screen to create reports for shipments processed over the past 45 days.
- Once your report has been created, you have the option to print it or download it in a file format that can be opened by Microsoft Excel.



Time-Saving Tip #10:

Thermal printer setup

FedEx Ship Manager at fedex.ca supports two thermal printer types, the Zebra® ZP 500™ and the Zebra® LP 2844™. To enable a thermal printer, complete the following steps:

- Click the **Preferences** link from the top right of the screen.
- Select the **Thermal Printer** radio button in the **Printer and Scale Options** module. The **Thermal printer setup** instructions window will display. You may be prompted to install and run a FedEx® print applet.
- Select the **printer** model number from the drop-down list.
- Follow the instructions for the printer type selected.
- Download the drivers for the thermal printer that you are installing.
- Once the drivers have installed. A test print prompt will display. If the test message prints, the thermal label printer is ready for use. If the test message does not print, click the **Detailed instructions** button or call the FedEx Technical Support hotline at **1.877.339.2774**.

