

FedEx Ship Manager[®] Shipping Administration Administrator Manual

Version 24

The screenshot displays the FedEx Ship Manager Shipping Administration web application. At the top left is the FedEx logo. To its right are links for 'Español | Customer Support | FedEx Locations' and a search bar with a 'Go' button. Below this is a navigation bar with buttons for 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar contains 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header area includes the title 'FedEx Ship Manager[®] Shipping Administration', a 'Log out' button, and a 'Help' dropdown. A breadcrumb-style menu shows 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The main content area is titled 'Welcome to Shipping Administration' and includes the company name 'TestCompany'. It features two primary panels: 'Users' and 'Departments'. The 'Users' panel shows 'You have 42 users' and provides options to 'Create user', 'Invite user', 'Update user', and 'View by dept'. The 'Departments' panel shows 'You have registered 89 departments' and provides options to 'Add department' and 'Update dept'. To the right of these panels is a 'Shipping Admin bulletin board' with a welcome message and a list of improvements.

FedEx Español | Customer Support | FedEx Locations

Package/Envelope Freight Expedited Office/Print Services

Ship Track Manage Business Solutions

FedEx Ship Manager[®] Shipping Administration

Admin Home Departments Users References Admin Reports Company Info

Welcome to Shipping Administration TestCompany

Users

You have 42 users

Create new user

Invite new user

Update user

View by dept

Departments

You have registered 89 departments

Add department

Update dept

Shipping Admin bulletin board

Welcome to the new and improved version of FedEx Ship Manager at fedex.com - Shipping Administration!

You'll notice a few improvements to the Shipping Administration feature, including:

- Access to fedex.com applications using one secure common login
- Create simple invitations to employees you'd like to ship through your company accounts
- Quickly import user lists
- Automatic access to Supplies Online
- Store up to 25,000 recipient addresses in the central address book
- Restrict or grant visibility for account-specific rate quotes

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Introduction to Shipping Administration

The Shipping Administration feature of FedEx Ship Manager® at fedex.com allows a single administrator or any user assigned administrative privileges 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 Shipping Administration, an administrator can configure shipping options or restrict services, customize reference information and run reports on the shipping activity of users across the company. The main features of Shipping Administration allow multiple users to have access privileges to FedEx Ship Manager. Through the convenience of the Internet, the Shipping Administrator can

- Maintain Department (or group) profiles including FedEx account numbers, service options, and restrictions for a specific department.
- Configure a robust set of privileges and defaults that could be assigned to departments and customized at the user level.
- Assign and set up an unlimited number of Shipping Administration users within the departments.
- Allow an administrator to add multiple FedEx account numbers to Shipping 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.
- Track shipments from within the shipping reports.
- Set up a Central Address Book that can be accessed by Shipping Administration users across the entire company. In addition, users can set up a Personal Address Book and share their Personal Address Book with other Shipping Administration users in the company.

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

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

Getting Started with Shipping Administration

Overview

Before you begin the setup process, first determine how you would like to organize and control users who will be using Shipping Administration. All users must be assigned to one department in Shipping Administration.

Departments 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 department, they can be assigned to ship from one of the available accounts for that department. In addition, as a member of a department, users by default will inherit the same physical address, privileges, and default settings for that department. These can be customized at the user level for greater flexibility and control. See the Departments and Users sections for more information and detailed instructions.

When you log into FedEx Ship Manager® at fedex.com as an administrator, the Welcome to Shipping Administration screen displays. Follow these steps to start using Shipping Administration:

- Add one or more departments and set service and reference options for each department.
- Update your Company Profile for additional configuration options.
- Add Shipping Administration users to departments and assign users to FedEx account numbers.
- Send an invitation to each user, who then creates a login ID and password to log in for shipping.

Shipping Administration Login

The screenshot shows the FedEx.com login interface. At the top left is the FedEx logo. To its right are links for 'Español', 'Customer Support', and 'FedEx Locations', followed by a search bar with a 'Go' button. Below this is a navigation bar with tabs for 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. Underneath these tabs are links for 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main heading is 'fedex.com Login' with a sub-heading 'for access to FedEx Ship Manager® at fedex.com'. The page is divided into two columns. The left column is for 'Registered fedex.com Users' and contains an 'IMPORTANT' notice about disabling pop-up blockers, a prompt to enter user ID and password, two input fields, and checkboxes for 'Remember my user ID on this computer' and 'Log in to the low bandwidth version'. It also includes links for 'Login Help', 'Forgot your password or user ID?', and a 'Login' button. The right column is for 'New fedex.com Users' and features a 'Sign Up Now!' section with a description and a 'Learn more...' link. Below this is an advertisement for mobile devices with a 'Learn More >>' button and a 'What's new' link. At the bottom of the page is a footer with various site links and copyright information.

- (1) Go to *fedex.com* and click on the **Ship** tab. The FedEx Ship Manager at *fedex.com* login screen displays.
- (2) Enter both the User ID and Password in the blank fields and click **Login**. The FedEx Ship Manager Ship screen displays for most users. However, if a user has been assigned administrative privileges, the Shipping Administrator screens automatically display.

Important! All login information, including the user ID and password, is case-sensitive.

Change Password

If a Shipping Administration user forgets his or her password, they can get assistance via email by clicking on the **Forgot your password?** link on the login page and following the instructions.

Remember my user ID on this computer

When you select this option, your user ID and password are saved, so that you do not have to reenter this information when you return to the FedEx Ship Manager at *fedex.com* login screen.

Welcome to Shipping Administration Screen

The screenshot shows the FedEx Ship Manager Shipping Administration interface. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this are tabs for 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar contains 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager Shipping Administration' with 'Log out' and 'Help' options. A navigation bar below the header includes 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The main content area is titled 'Welcome to Shipping Administration' for 'TestCompany' and is divided into three sections: 'Users' (42 users, with buttons for 'Create user', 'Invite user', and 'Update user'), 'Departments' (89 departments, with buttons for 'Add department' and 'Update dept'), and 'Shipping Admin bulletin board' (welcome message and a list of improvements).

Overview

When you log into FedEx Ship Manager at fedex.com as an administrator, the Welcome to Shipping Administration screen displays and serves as the central point for all Shipping Administration administrative tasks. You can always return to the Welcome to Shipping Administration screen by clicking **Admin Home** on the secondary navigation bar.

As an administrator, you can exit the administrative functions and access the shipping functionality of FedEx Ship Manager at fedex.com. When you access FedEx Ship Manager at fedex.com, you can only manage your own personal shipments and view your own shipping history. To return to your administrative tasks, click on the **Admin** tab.

The key administrative tasks can be accessed using the secondary navigation options under the Admin tab:

- Department Administration (Departments)
- User Administration (Users)
- Reference Administration (References)
- Administrative Reporting (Admin Reports)

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- Company Profile (Company Info)

Please refer to the help outlined on these screens for more details.

From the Welcome to Shipping Administration screen, you can access the following screens:

- **Users**—Invite new user, Update user, and View by department
- **Departments**—Add department and Update department
- **Shipping Administration bulletin board**—Describes general information (e.g., features, important notes) for Shipping Administrators

Welcome to Shipping Administration Navigation

By clicking on the **Quick help** icon in the top right corner, you can access the appropriate section in the Shipping Administrator FAQs. Help is available on all of the Shipping Administration screens. To access Online Help for your current screen, select **Help with This Page** on the Quick help drop-down menu.

Admin Tab on Primary Navigation Bar

When you click on the **Admin** tab on the primary navigation bar, the Welcome to Shipping Administration screen displays with the following secondary navigation bar:

- **Admin Home**—Clicking this link brings you to the Welcome to Shipping Administration screen, where you can administrate departments and users, run reports, etc.
- **Departments**—View a list of existing departments, add departments, update departments, import departments, and export departments.
- **Users**—View a list of all Shipping Administration users, add new users, update users, import users, and export users.
- **References**—View a list of existing references, add references, update references, import references, and export references.
- **Admin Reports**—Create administrative reports to monitor shipping activity by department.
- **Company Info**—Clicking this link displays the Company profile screen, where you can manage basic company information.
- **Home**—Clicking this link returns you to *fedex.com*.
- **Log out**—Clicking this link logs you out of Shipping Administration and returns you to the FedEx Ship Manager at fedex.com login screen.

Other Tabs on Primary Navigation Bar

In addition to being able to perform all administrative functions within Shipping Administration through the Admin tab, you also have access to all of the standard functionality of FedEx Ship Manager at fedex.com through the other primary tabs at the top of the screen:

- **Ship**
- **Track/History**
- **Address Book**

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- Preferences
- Fast Ship
- Reports
- My Profile

While the Admin tab only displays for administrators, the other tabs are available for FedEx Ship Manager at fedex.com users, Shipping Administration users, and Shipping Administrators.

To select a screen or function within FedEx Ship Manager at fedex.com, choose the appropriate option from the tabs across the top of the screen (e.g., Ship, Track/History, Address Book, Fast Ship, Reports).

As you navigate throughout the Shipping Administration administrative screens, shipping options are available at the top of each screen.

Users

Select **Invite new user** to add a new user to Shipping Administration.

To update a user directly, enter the user ID of the user you would like to view or update and click **Go**.

To update a user by selecting from a list of users in the department they belong to, go to the View by dept section and select the department from the drop-down list. A list of users in that department displays. From here you can select the user ID from the list to update.

Departments

Select **Add department** to add a new department to Shipping Administration.

To update an existing department, go to the Update dept section and select the department ID from the drop-down list. The department profile displays, where it can be viewed or updated.

Company Info

The screenshot displays the FedEx Ship Manager Shipping Administration interface. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this are buttons for 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar includes 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager® Shipping Administration' with 'Log out' and 'Help' links. A menu bar contains 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The 'Company Info' section is titled 'Company profile' and 'Test Company'. It includes a 'Company information' form with fields for 'Company name' (Test Company), 'Contact name' (John Winston), 'Phone no.' (901.555.1212), 'E-mail' (john.winston@testcompany.com), and 'Select contact' (John Winston). A 'Help' link is next to the form title. Below the form, there is explanatory text: 'Contact name is the Administrator who is the main company contact. When users select "Contact your administrator", the above Email ID will be used.' At the bottom right of the form are 'Cancel' and 'Save' buttons. The footer contains global links and copyright information: 'Global Home | FedEx Mobile | Service Info | About FedEx | Investor Relations | Careers | fedex.com Terms of Use | Privacy Policy | Site Map. This site is protected by copyright and trademark laws under US and international law. All rights reserved. © 1995-2008 FedEx'.

Overview

You can update all of the company information, except the company ID. The company ID cannot be edited once registration is complete. To update or cancel your changes, click **Save/Update** or **Cancel** at the bottom of the screen.

The Company profile screen contains all of the basic customer company information, which includes the company name, contact name, telephone number, and email ID of the company administrator. By default, the first user created during the Shipping Administration setup process will be the contact name designated in the company profile. The Select contact drop-down menu also contains the names of all of the company administrators. These users are assigned full administrative privileges.

Company information

- **Company name**—The company name provided during the Shipping Administration setup auto-populates the Company name field.

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- **Contact name**—The Contact name is the person that is assigned administrative privileges and will be responsible for managing the administrative functions for a group of users within a particular department or company. There can be multiple users assigned administrative privileges for Shipping Administration, but the contact name entered in the Company profile screen is the administrator chosen during the initial Shipping Administration setup.
- **Email**—The Email ID is the administrator email that was created during the initial Shipping Administration setup. The administrator email address in the Company profile screen is the email ID that users are directed to if they click **Contact your administrator** on designated FedEx Ship Manager at fedex.com screens. This can be updated at any time by selecting another administrator from the Select contact drop-down list. When you select another contact, the contact name, telephone number, and email automatically change.

To save this company information, click **Save/Update**. To cancel this information at any time, click **Cancel**.

Add or Update Company Information

To add or update basic contact information about your company, complete the following these steps:

- (1) Select a contact name from the Select contact drop-down menu. The Contact name, Telephone, and Email fields display information from the contact's user profile. The Contact name is the administrator who is the main company contact. The Email ID is used as the administrator contact when users select **Contact your administrator** on designated FedEx Ship Manager at fedex.com screens.
- (2) In the Company name field, enter the name of the company to which this contact is assigned.
- (3) If the administrator's access is being denied (e.g., user is being removed from Shipping Administration, administrator privileges are being revoked) and his email address is associated with the company profile, you must change the contact name in the company profile before performing this step. The affected administrator receives a message regarding this change.
- (4) To cancel this information at any time, click **Cancel**.
- (5) To save this company information, click **Save/Update**.

Create New Company Profile

To create a new company profile, follow these steps:

- (1) On the FedEx Ship Manager at fedex.com login screen, click **Sign Up Now**. The Contact info screen displays.
- (2) Enter your information into the appropriate sections. (Required fields are in bold.) To create a new company profile, enter a new company name in the Company field in the Your Contact Information section.
- (3) Click **I Accept**. The Account info screen displays.
- (4) Enter the appropriate account number in the Enter a nine-digit FedEx account number field. If you enter a FedEx account number that is already registered with Shipping Administration, you cannot register that account number. Contact your Shipping Administrator for an invitation to use that account number.
- (5) Enter the appropriate account nickname in the Nickname this account (optional) field.
- (6) Click **Continue**. The Confirmation screen displays. In the Need to administer shippers in your Company area, click **register**. The Account info screen displays.

Note: Do not click **Start Using FedEx Ship Manager**. This displays the Ship screen within FedEx Ship Manager at fedex.com and will not allow you to register as a Shipping Administrator.

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- (7) Confirm that the new company name displays in the Enter Company Name field and the account nickname displays in the Nickname this account field.
- (8) Click **Continue**. The Confirmation screen displays.
- (9) Click **Set up New user group**. The Welcome to Shipping Administration screen displays.

Departments

Departments

Test Company

Department ID ▲	Department name
"peterL3	peterL3
001	zzzz
100	IT11
111	111
1111	1111
11111	11111
11112222999	VH23
111222AAA	111DEPTIPAS

View: ALL [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)

1158 Records 1158 Displayed

[Edit](#) [Delete](#) [Add](#) [Import](#) [Export](#) [View users](#)

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Overview

Department is a profile for a group of users that are either grouped by function, geographical area, or some other means that fits the needs of the company. Members of each department share certain default settings and service restrictions. All users in the company must be assigned to a department. Departments allow the administrator to centrally manage and control shipments for multiple individuals by assigning default options and service restrictions at the department level, and by running reports on the shipping activity of users by department.

By creating departments, you can save time when adding new Shipping Administration users. By simply assigning users to a department, the user screens automatically take on the shipping, location, accounts, privileges, and defaults of the department to which they are assigned. Address information, reference information, accounts, and service options are all applicable at the department level. This information can be modified in the user screens, except for accounts. Users can only be assigned to an account that has been made available to that department.

The Department feature contains the following screens and functionality. You can move between the Department Profile, Privileges, References, and Defaults screens by clicking **Previous** or **Next**. You can edit privileges at the user level after adding them to a department.

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- **Departments**—Displays key information about departments, such as the department name and department ID. The administrator can add, update, delete, import, and export departments.
- **Profile**—Displays information in the Department details and Accounts sections. See Profile Screen for more information.
- **Privileges**—Displays selected rights and privileges for the department in the Address book, General, Additional preferences, and FedEx services sections. See Privileges Screen for more information.
- **References**—Displays reference information in the Reference name, Validation, List display, Reference default, and Apply to return shipments sections. See References Screen for more information.
- **Defaults**—Displays information in the Default shipping information, Pickup/Drop-off, and Customize options sections. See Defaults Screen for more information.

When you click on the **Departments** tab, the Departments screen displays. As an administrator, you can perform the following department functions from this screen:

Search

View Users in a Selected Department

Add New Department

View Department

Update Department

Delete Department

Import Department or Account

Export Department

Search

Search by keyword

To search for a department, enter key information in the text field. (This field is case-sensitive.) Select **Department ID** or **Department name** from the drop-down menu. Click **Search**. The Departments screen displays information based on your text entry.

Sort by

You can sort either of the columns by selecting **Department ID** or **Department name** from the drop-down menu. Click **Sort**. The Departments screen sorts the selected column. You can also sort either of the columns by selecting the column heading.

View Users in a Selected Department

You can view users in a department from the Departments screen by selecting the department. Click **View users**. A list of users assigned to that department displays.

Add New Department

To add a new department, follow these steps:

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- (1) Click **Add department** within the Departments section of the Welcome to Shipping Administration screen or click **Add** on the Departments screen. The Add department screen displays and defaults to the Profile screen.
- (2) Complete the Department details section that identifies the department. (Required fields are in bold). See Profile Screen for more information.
- (3) Complete the Accounts section. You can add an account to the department by selecting an existing FedEx account from the Available accounts list **OR** by adding a new FedEx account number. To add additional accounts to a department, update the department profile.

Note: To add an account, the address information must match the shipping account address information that was provided to FedEx. It can be different than the address entered in the department profile.

- (4) Click **Next**. The Privileges screen displays and includes the Address Book, General, Additional preferences, and FedEx services sections. See Privileges Screen for more information.
- (5) After completing the Privileges screen, click **Next**. The References screen displays and includes the Reference name, Validation, List display, Reference default, and Apply to return shipments sections. See References Screen for more information.
- (6) After completing the References screen, click **Next**. The Defaults screen displays and includes the Default shipping information, Pickup/Drop-off, and Customize options sections. See Defaults Screen for more information.
- (7) Click **Save/Update**. The department information is saved. You will return to the Departments screen.

Profile Screen

FedEx Español | Customer Support | FedEx Locations

Package/Envelope | Freight | Expedited | Office/Print Services

Ship | Track | Manage | Business Solutions

FedEx Ship Manager® Shipping Administration

Admin Home | **Departments** | Users | References | Admin Reports | Company Info

Edit Department Test Company

1 Profile 2 Privileges 3 References 4 Defaults

* Denotes required field.

Department Details

* Company name

* Department name

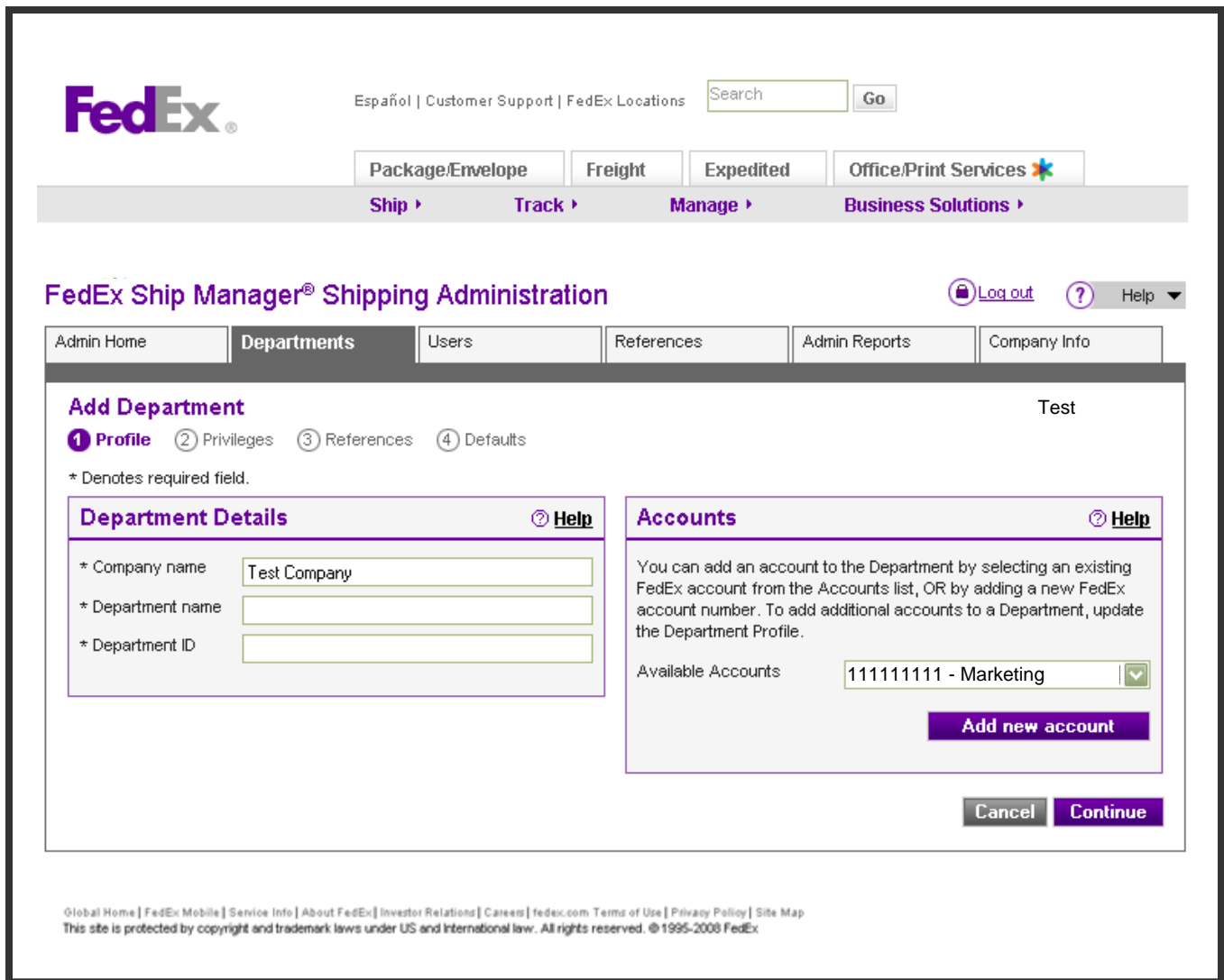
* Department ID

Accounts

You can add an account to the Department by selecting an existing FedEx account from the Accounts list, OR by adding a new FedEx account number. To add additional accounts to a Department, update the Department Profile.

Available Accounts		Assigned Accounts
111111111 - M		111111111 - M
111111112 - Sa		111111112 - Sa
111111121 - Fin		111111121 - Fin
111111113 - Ac		111111113 - Ac

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Department details

Company name—Enter the name of the company in which this department appears.


Department name—Enter the name of this department.

Department ID—The Department ID is the unique ID that is assigned to the department when it is initially created. Departments are identified by Department IDs when searching for or viewing a department profile or when the administrator is running a report. The Department ID is a maximum of 20 characters and is alphanumeric. Department IDs cannot be modified once they are created. Enter a Department ID.

Accounts

In the Available accounts area, select an existing account from the drop-down list. If you need to add a new account for this department, click **Add new account**. Add the account number and enter the address information. The address information entered here must match the shipping/ billing address tied to this account number on FedEx's database. It may be different than the address entered in the department profile.

Privileges Screen



[Español](#) | [Customer Support](#) | [FedEx Locations](#)

Package/Envelope

Freight

Expedited

Office/Print Services

Ship >

Track >

Manage >

Business Solutions >

FedEx Ship Manager® Shipping Administration

Admin Home
Departments
Users
References
Admin Reports
Company Info

Add Department

Maharaja123

1 Profile 2 Privileges 3 References 4 Defaults

* Denotes required field.

Address Book [Help](#)

- Personal address book
- Shared address book
- Central address book
- Sender profile / Add new senders

General [Help](#)

- Process return shipments
- Require RMA number
- Hide rate quotes

Additional Preferences [Help](#)

(Users can change these settings)

- Set up thermal printer
- Set up additional handling charges
- View/Update default shipping information
- View/Update default references

North American Domestic Services [Help](#)

Select all Apply to return shipments

- FedEx First Overnight
- FedEx Priority Overnight
- FedEx Standard Overnight
- FedEx 2Day
- FedEx Express Saver
- FedEx Ground
- FedEx Home Delivery
- FedEx 1Day Freight
- FedEx 2Day Freight
- FedEx 3Day Freight

International Services [Help](#)

Select all

- FedEx Intl.First
- FedEx Intl.Priority
- FedEx Europe First Intl.Priority (Intra Europe only)
- FedEx Intl.Economy
- FedEx Intl.Ground
- FedEx Intl.Priority Freight
- FedEx Intl.Economy Freight

Special Services [Help](#)

Select all Apply to return shipments

- Dangerous goods
- COD
- Inside pickup/delivery (Freight services only)
- Require Broker Select
- Saturday services (pickup/delivery)
- Saturday delivery for freight
- Display only brokers defined by Administrator

Please note:

- Ground service will only be available if account is enabled to ship Ground.

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The Privileges screen allows the administrator to give users in the department certain rights and privileges by checking the appropriate boxes. If a box is unchecked, the user does not have that privilege.

Address book

Personal address book—Provides access to the Personal Address Book, where Shipping Administration users can create and manage up to 2,000 recipients from the Address book screen and select from these addresses on the Ship screen.

Shared address book—Provides access to the Shared Address Book screen where Shipping Administration users can access the shared address books of other Shipping Administration users in the company for one time use. Shipping Administration users cannot add, edit or delete recipients in a shared address book unless they are the owner of the address book.

Central address book—Provides access to recipients in the Central Address Book screen and via the drop-down menu on the Ship screen. Users without Administrative privileges cannot add, edit or delete entries in the Central address book.

Sender profile/Add new senders—Allows users to create up to 20 Sender profiles which can be managed from the Sender information screen in the address book. Additional senders can also be selected from the Ship screen when **Change sender address** is selected.

General

Process return shipments—Allows users access to this option under the Customize features section of their Preferences screen. This enables users to configure return shipping functionality that will display on the Ship screen. When you select this privilege, a popup displays requiring you to enter a telephone number for a returns contact. This section also allows users to require a Return Merchandise Authorization (RMA) number.

Hide rate quote—Restricts users from accessing the courtesy rate quote and hides all rate quote information in FedEx Ship Manager at fedex.com screens.

Additional preferences (Users can change these settings)

Set up thermal printer—Allows users to access additional printer options by displaying this section under the Customize features section of their Preferences screen. From here users can configure a thermal printer for printing shipping labels to a local thermal printer. If this privilege is not selected, users will only be able to print to a laser or inkjet printer (default).

Set up additional handling charges—Allows users access to these options under the Customize features section of their Preferences screen. From here users can set up additional handling charges (fixed or variable) for both FedEx Express and FedEx Ground shipments. These additional charges will display when the user requests a courtesy rate quote and accesses the shipping details for a particular shipment. This capability allows users to charge back additional costs of the shipment to customers.

View/Update default shipping information—Allows users to access and configure Default shipping information (e.g., default service, package type, billing details) on their Preferences screen.

View/Update default references—Allows users to enter or update the reference defaults that the administrator has assigned in the References screen. If this privilege is assigned, the **Set up Reference Options** button and popup will display on their Preferences screen.

FedEx services

This section allows the administrator to select any of the available domestic, intra-Canada, international, and special services for a user. By checking **Select all**, the administrator is giving the user all of the privileges within that section. By checking **Apply to return shipments**, the administrator is giving the user the ability to use the selected services for processing return shipments.

References Screen

The screenshot shows the FedEx Ship Manager Shipping Administration interface. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this are service categories: 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar includes 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager® Shipping Administration' with 'Log out' and 'Help' links. A breadcrumb trail shows 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The 'Add Department' section is active, with sub-tabs for 'Profile', 'Privileges', 'References', and 'Defaults'. The 'References' tab is selected, showing a table with the following structure:

Reference name	Validation	List display	Reference default	Apply to return shipments
Your reference	Required with validation (view lis)	All references	gfhghghg or Select	<input type="checkbox"/>
Department no.	Required with validation (view lis)	All references	gfhghghg or Select	<input type="checkbox"/>
PO no.	Required (view list)	All references	Ref7 or Select	<input type="checkbox"/>
Invoice no.	Default and cannot change	All references	Ref7 or Select	<input type="checkbox"/>

Buttons for 'Cancel', 'Previous', 'Continue', and 'Save' are located at the bottom of the form. The page footer contains global home links and copyright information: 'Global Home | FedEx Mobile | Service Info | About FedEx | Investor Relations | Careers | fedex.com Terms of Use | Privacy Policy | Site Map. This site is protected by copyright and trademark laws under US and International law. All rights reserved. © 1995-2008 FedEx'.

The References screen allows the administrator to configure information for references users will see on the FedEx Ship Manager screens. These reference configuration options are activated by selecting the appropriate options from the drop-down menus (as required).

A reference is an optional number or a description that appears on your FedEx invoice or within the Shipping Administration administrative reports. You have the option of configuring up to 4 default reference codes that will auto-populate the corresponding reference fields on the FedEx Ship Manager screens when Shipping Administration users log on. Defaults can be entered for Your reference, Department number, PO number, and Invoice number. The Your reference field displays on the Ship screen and the other fields display on the secondary screens.

For FedEx Express shipments, the information entered in the Your reference field will display on your company's FedEx Invoice.

For FedEx Ground shipments, the information entered in the Your reference and PO number fields will display on your FedEx invoice.

All reference fields will display on the Report and in the Shipment Confirmation screen, the Shipment Details, Shipment Record, and Reports for Shipping Administration users.

Shipping Administration users will be able to update certain Preference settings if they have been given the appropriate privilege in the Privileges screen.

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Reference name

The reference name options are Your reference, Department number, PO number, and Invoice number.

Validation

Select the appropriate configuration option from the drop-down menu:

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 can select any entry and then click **OK** to continue. The selected reference populates the reference field. The selected references are entered into a reference database or a specific reference list, depending on the administrator's selection. This option requires the administrator to provide references.

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).

Required (view list)—User will view a popup screen after clicking **Select** on the Ship screen. The user must select an entry and then click **OK** to continue. The selected reference populates the reference field. The selected references are entered into a reference database or a specific reference list, depending on the administrator's selection. This option requires the administrator to provide references.

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 must select an entry and then click **OK** to continue. The selected reference populates the reference field. The selected references are entered into a reference database or a specific reference list, depending on the administrator's selection. This option requires the administrator to provide references to validate against.

List display

Select a reference list from the ones displayed on the Ship screen and validated against. As an administrator, you need to select a list only for reference options that require it.

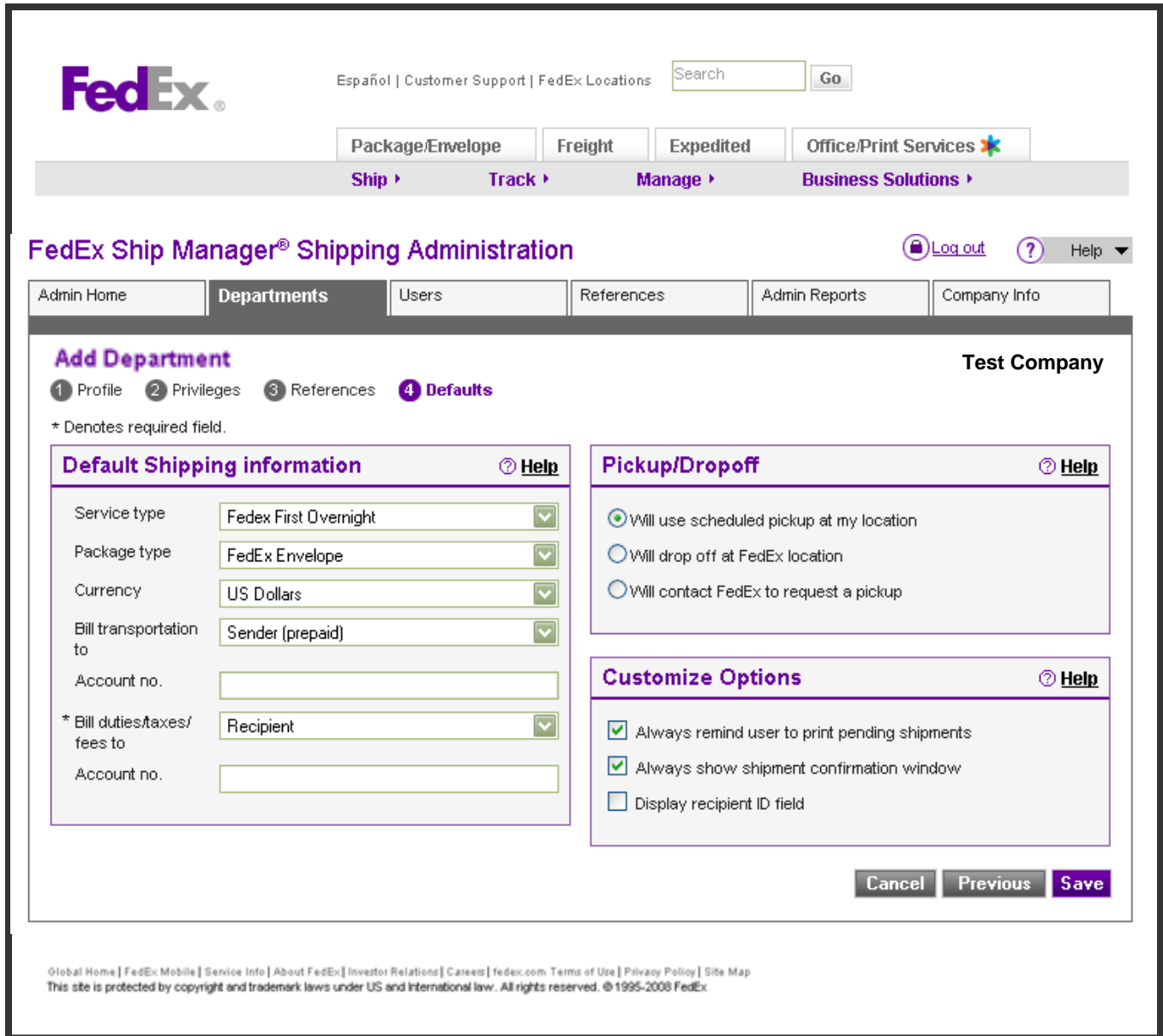
Reference default

Enter a reference or click **Select** to display the References screen to choose a reference.

Apply to return shipments

Check the appropriate box to apply the reference settings to return shipments.

Defaults Screen



The Defaults screen allows the administrator to set a number of default options that will users 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 Preferences screen.

Shipping Administration users will be able to update certain Preference settings if they have been given the appropriate privilege in the Privileges screen.

Default shipping information

Service type—Select the default FedEx shipping service that you want users to use from the drop-down list. Delivery options vary based on the destination, packaging requirements, delivery time, and cost. If users are shipping via FedEx Freight or FedEx Ground, the type of service is preselected. For a list of service types available using FedEx Ship Manager, go to *fedex.com*.

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Package type—Select the default type of packaging that users will use from the drop-down list. If users are shipping via FedEx Express Freight or FedEx Ground, **Your packaging** is the default. For a list of package types available using FedEx Ship Manager, go to *fedex.com*.

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

Bill shipment to—Select the default billing type (whether shipments will be billed to the Sender, Recipient, or Third party as a default).

Bill shipment to account # (shipping charges)—Select the default FedEx account number if shipments are being billed to Recipient or Third Party.

Bill duties/taxes/fees to—Select whether duties and taxes will be billed to Sender, Recipient, or Third Party (for FedEx Express shipments only).

Bill duties/taxes/fees to account # (duties and taxes)—Select the default FedEx account number if duties and taxes are being billed to the Recipient or Third party.

Pickup/Drop-off

Select the default pickup or drop-off option that users will use.

Customize options

Enable processing of pending shipments—If this option is selected, the option to create a pending shipment will display on the Ship screen. This allows a user to enter all shipment information ahead of time and print the labels when their packages are ready to be shipped.

Always remind user to print pending shipments—Sets 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 complete preparations for each shipment.

Always go to additional shipment options page—Select this option to have the additional shipment options screen appear after users complete the main Ship screen for each shipment.

Enable service notification selector (Freight services only)—Select this option to enable the Service Selector for your Freight service screen. The service selector notifies you of the delivery commitment time and any surcharges resulting from the origin and destination of the shipment.

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

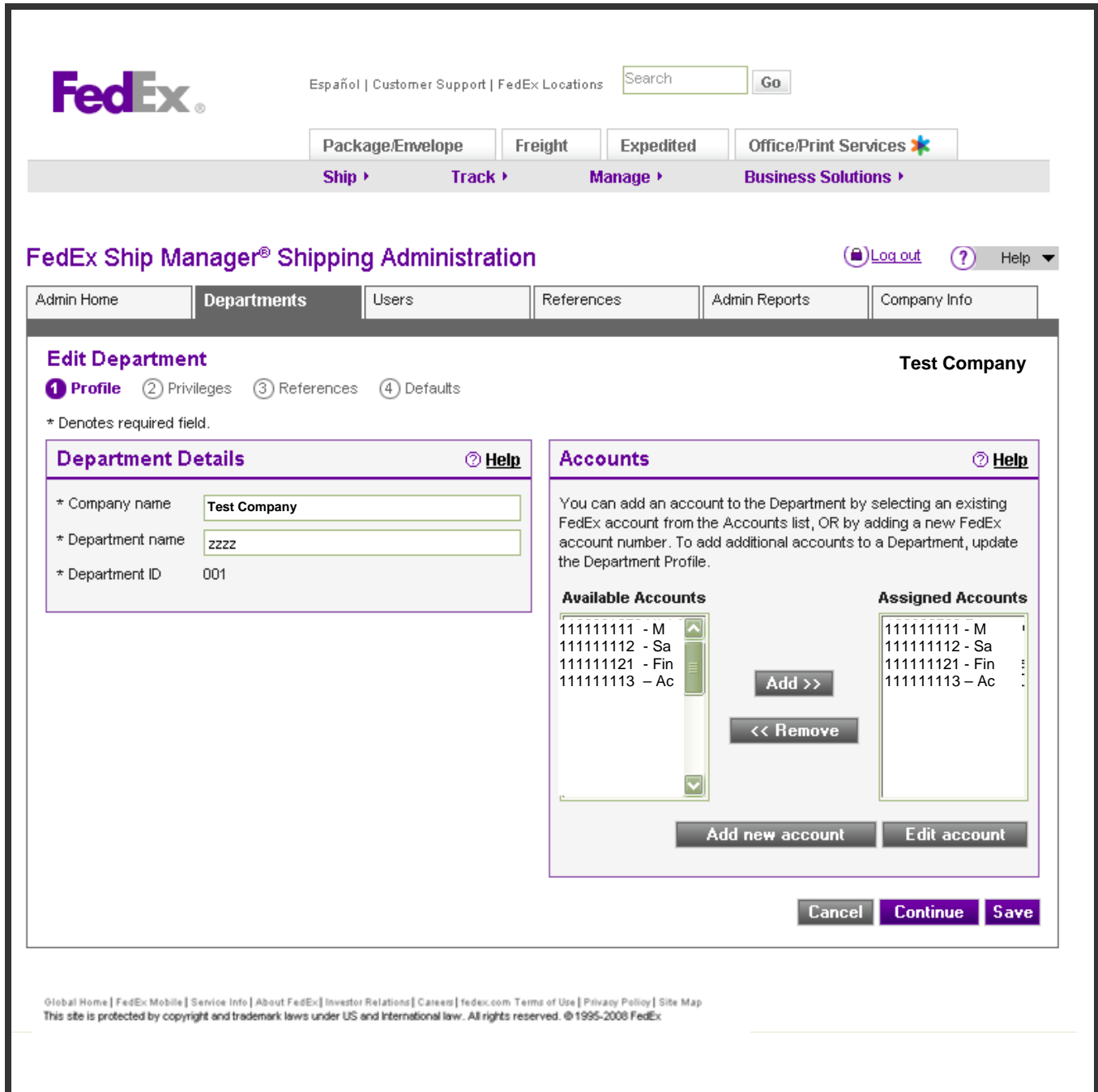
Display list rates—Select this option for users to see the list rate, as well as the rate associated with your FedEx account number, when user selects **Get courtesy rate**.

View Department

You can view all users in a specific department by clicking the **Admin Home** tab on the secondary navigation bar. When the Welcome to Shipping Administration screen displays, select a department from the View by dept drop-down menu in the Users section and click **Go**. A list of users in all departments displays.

To view administrator information for a specific department, click the **Admin Home** tab on the secondary navigation bar. When the Welcome to Shipping Administration screen displays, select a department from the Update dept drop-down menu in the Departments section and click **Go**. The Edit department screen displays for that department.

Update Department



To update department information, complete the following steps:

- (1) Click **Update dept** within the Departments section of the Welcome to Shipping Administration screen or click **Edit** on the Departments screen. The Edit department screen displays and defaults to the Profile screen.
- (2) In the Department details section, the department's name displays in the Company name field. In the Accounts section, the department account(s) displays in the Available accounts area. When updating a department, you can add or remove an account(s) to/from the department by clicking **Add** or **Remove**. You must leave at least 1 account number in the Available accounts area. You can add an account to the department by selecting an existing FedEx account from the Available accounts list or by adding a new FedEx account number. See Profile Screen for more information.

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- (3) To add a new account, click **Add new account**. The Add new account screen displays. Add the account number and enter the address information. (Required fields are in bold.) Click **OK**.

Note: To add an account, the address information must match the shipping account address information that was provided to FedEx. It can be different than the address entered in the department profile.

Note: If an account has been removed from the department and is not assigned to other departments in the company, it will be removed from the Available accounts list.
- (4) To edit an account, select an account in the Available accounts area and click **Edit account**. The edit account screen displays. Make your changes and click **OK**.
- (5) Click **Next**. The Privileges screen displays and includes the Address book, General, Additional preferences, and FedEx services sections. See Privileges Screen for more information.
- (6) After completing the Privileges screen, click **Next**. The References screen displays and includes the Reference name, Validation, List display, Reference default, and Apply to return shipments sections. See References Screen for more information.
- (7) After completing the References screen, click **Next**. The Defaults screen displays and includes the Default shipping information, Pickup/Drop-off, and Customize options sections. See Defaults Screen for more information.
- (8) Click **Save/Update**. The department information is updated. You will return to the Welcome to Shipping Administration screen.

Note: If you are updating the department Privileges, References, or Defaults screens, these changes will also apply to existing users in the department that have **Use department privileges, references and defaults** selected. See Add New User section for more details.

Delete Department

Departments cannot be deleted unless all users assigned to that department have been deleted or reassigned to another department. If there are no users in the department and the department needs to be deleted, you can delete it as follows:

- (1) Select the appropriate department and click **Delete**. A delete confirmation screen displays.
- (2) Click **OK**. The department is removed from the system. You will return to the Departments screen.

Import Department or Account

To import a department or an account, access the Departments screen and follow these steps:

- (1) Before importing a department, ensure that the file is formatted properly. Please refer to the *Shipping Administration Import Guide* for detailed instructions on completing the import templates and for the proper layout and format of the data. The file must be saved to a comma-separated values (csv) format prior to importing into Shipping Administration.

Note: A maximum of 250 records can be imported at one time. Therefore, if you need to import more than 250 departments or accounts, you will need to create several files before importing them.

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

Note: For Canadian users, the Saturday Delivery for Freight and Inside pickup/Inside delivery (Freight only) fields default to **No** because those services are not available in Canada.

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(2) Complete your department import file by entering the required information in the following fields. Although the remaining fields contain FedEx defaults, you can still change them.

- Company ID
- Dept ID
- Dept Name
- Dept Contact Name
- Dept Address 1
- Dept Address 2
- Dept City
- Dept State or Dept Province (Canada)
- Dept Zip or Dept Postal Code (Canada)
- Dept Contact Phone Number
- Dept Contact Email
- Dept Account Number
- Dept Acct Address 1
- Dept Acct Address 2
- Dept Acct City
- Dept Acct State or Dept Acct Province (Canada)
- Dept Acct Zip or Dept Acct Postal Code (Canada)

(3) Before importing an account, ensure that the file is formatted properly by entering information in all of the fields as follows:

- Company ID
- Department ID
- Department Name
- Department Contact Name
- FedEx Account Number
- Account - Address 1
- Account - Address 2
- Account - City

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- Account - State or Account - Province (Canada)
 - Account - Zip code or Account - Postal code (Canada)
 - Department Contact Phone Number
- (4) Click **Import**. The Import departments screen displays.
 - (5) **Enter the location of your file, or click BROWSE to search for it**—Click **Browse** and select the appropriate file to import (e.g., .csv).
 - (6) **Select Import action desired**—Select **Add New Departments, Update Departments, or Add Account numbers to Departments** from the drop-down menu.
 - (7) Click **Import**. The Importing screen displays showing your import status.
 - (8) If your import is successful, the Import successful screen displays.
 - (9) If the imported file exceeds 250 records, the Import error screen displays. Remove some of the records from the file and try to import it again.
 - (10) If the imported file is uploaded outside of the available timeframe, import it again within the specified timeframes.
 - (11) If your import is successful but contains errors, the screen displays those errors. Follow these steps:
 - Print this error screen.
 - Correct the records containing errors and import the file again.
 - For reference, copy and paste the error table into a Microsoft® Excel file or print it.

Export Department

To export a department, access the Departments screen and follow these steps:

- (1) Click **Export**. The Export departments screen displays.
- (2) **Select database to export data from**—Select **Departments** from the drop-down menu.
- (3) Click **Export** to export the data. A confirmation screen displays showing that your data has been successfully exported.

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

Users

The screenshot displays the FedEx Ship Manager interface for user administration. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this is a menu with options like 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. The main navigation bar includes 'Ship', 'Track', 'Manage', and 'Business Solutions'. The current page is titled 'FedEx Ship Manager® Shipping Administration' and has a 'Log out' button and a 'Help' dropdown. The 'Users' section is active, showing a search bar, a 'Sort by' dropdown set to 'User alias', and 'Per page' set to 50. A table lists users with columns for selection, ID, Name, Department, and Status. At the bottom of the table are buttons for 'Edit', 'Delete', 'Invite new user', 'Create new user', 'Import', and 'Export'.

	User ID	User Name	Department	Status
<input type="radio"/>	20Dec	Gundu Kulkarni	MULTI	Active
<input type="radio"/>	2550U239	Justin Brus	DEPT(*5)-2550	Active
<input type="radio"/>	7021DEPT	7021 IPAS	L3IPAS	Active
<input type="radio"/>	7021TEST	7021 TEST	L3IPAS	Active
<input type="radio"/>	7061IRU2	Justin Brus	Dept	Active
<input type="radio"/>	A12345	A12345 A12345	001	Active
<input type="radio"/>	AARCA	AARCA Reddy	Dept	Active
<input type="radio"/>	ABCQC202	Justin Brus	"peterL3	Active
<input type="radio"/>	ABCQC209	Justin Brus	"peterL3	Active

Overview

A user is an individual in the company that has been set up by an administrator to access FedEx Ship Manager using Shipping Administration. Users are individuals who are granted administrative privileges as well as those who are only authorized to use the shipping functionality of FedEx Ship Manager.

The Users feature contains the following screens and functionality. You can move between the Profile, Privileges, References, and Defaults screens by clicking **Previous** or **Next**.

- **Users**—Displays key information about users, such as the User alias, User name, Department ID, and Status. The administrator can add, update, delete, import, and export users.
- **Profile**—Displays user information in the User details, Accounts available, and User settings sections. See Profile Screen for more information.
- **Privileges**—Displays selected rights and privileges for the user in the Address book, General, Additional preferences, and FedEx services sections. See Privileges Screen for more information.

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- **References**—Displays reference information in the Reference name, Validation, List display, Reference default, and Apply to return shipments sections. See References Screen for more information.
- **Defaults**—Displays profile information in the Default shipping information, Pickup/Drop-off, and Customize options sections. See Defaults Screen for more information.

When you click on the **Users** tab, the View all users screen displays. As an administrator, you can perform the following user functions from this screen:

- Search
- Add New User
- View All Users in Company
- View Users by Department
- Update User
- Delete User
- Import User
- Export User

Search

Search by keyword

To search for a user, enter key information in the text field. (This field is case-sensitive.) Select **User alias**, **User name**, **Department ID**, or **Status** from the drop-down menu. Click **Search**. The Users screen displays information based on your text entry.

Sort by

You can sort any of the columns by selecting **User alias**, **User name**, **Department ID**, or **Status** from the drop-down menu. Click **Sort**. The Users screen sorts the selected column.

Add New User

To add/set up a new user, follow these steps:

- (1) Click **Invite new user** within the Users section of the Welcome to Shipping Administration screen or click **Invite new user** on the Users screen. The Invite new user screen displays and defaults to the Profile screen.
- (2) Complete the User details section that identifies the user. (Required fields are in bold). You **must** assign the user to a department before you can proceed. In the Department field, select a department from the drop-down list and click **Assign**.
- (3) Complete the Accounts available section. You can assign the user to a department account by selecting an existing account from the Accounts assigned drop-down menu. See Profile Screen for more information.
- (4) In the User settings section, select the **Use department privileges, references and defaults** checkbox to allow the user to view the Privileges, References, and Defaults screens but not make any changes. You can view these settings by selecting **View settings**. Deselect this checkbox to allow the user to access the Privileges, References, and Defaults screens and make changes. Select **Customize privileges, references and defaults** to allow the user to

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customize the Privileges, References, and Defaults screens. Select **Assign user as an administrator** to allow the user to have administrator privileges.

- (5) If you select **Use department privileges, references and defaults**, click **Invite User**. The Users screen displays showing that the new user has been added.
- (6) If you select **Customize privileges, references and defaults**, click **Next**. The Privileges screen displays and includes the Address book, General, Additional preferences, and FedEx services sections. See Privileges Screen for more information.
- (7) After completing the Privileges screen, click **Next**. The References screen displays and includes the Reference name, Validation, List display, Reference default, and Apply to return shipments sections. See References Screen for more information.
- (8) After completing the References screen, click **Next**. The Defaults screen displays and includes the Default shipping information, Pickup/Drop-off, and Customize options sections. See Defaults Screen for more information.
- (9) Click **Invite user**. The user information is saved. You will return to the Users screen.

Profile Screen

The screenshot displays the FedEx Ship Manager Shipping Administration interface. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this is a menu with options: 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary menu shows 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager® Shipping Administration' with 'Log out' and 'Help' links. A navigation bar includes 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The current page is titled 'Invite new user' for 'Test Company' and shows a progress indicator with steps: 1. Profile (active), 2. Privileges, 3. References, and 4. Defaults. A note states '* Denotes required field.' The '1. User Details' section contains a dropdown menu for '* Department' with the text 'Select dept' and a message: 'You must assign a department before you can proceed.' A 'Cancel' button is located at the bottom right of the form area. The footer contains global links and copyright information: 'Global Home | FedEx Mobile | Service Info | About FedEx | Investor Relations | Careers | fedex.com Terms of Use | Privacy Policy | Site Map. This site is protected by copyright and trademark laws under US and International law. All rights reserved. © 1995-2008 FedEx'.

User details

Department—Select a department from the drop-down list. You must assign the user to a department before you can proceed. The Profile page will refresh.

The screenshot shows the FedEx Ship Manager Shipping Administration interface. At the top, there is a search bar and navigation tabs for Package/Envelope, Freight, Expedited, and Office/Print Services. Below this is a navigation bar with Ship, Track, Manage, and Business Solutions. The main header reads "FedEx Ship Manager® Shipping Administration" with a Log out and Help link. A breadcrumb trail shows Admin Home, Departments, and Users. The "Invite new user" section is active, with a progress indicator showing Profile (1), Privileges (2), References (3), and Defaults (4). The "1. User Details" section includes fields for Department (11111 - 11111), User alias, First name, Last name, and E-mail. The "2. Accounts Available" section provides instructions on assigning a user to a Department Account and shows "123123123 - JUNK AC" as the assigned account. The "3. User Settings" section has radio buttons for "Use department privileges, references, and defaults" (selected) and "Customize privileges, references and defaults". Below this, the "Assign user as" section has radio buttons for "Regular user (non-admin)" (selected), "Department administrator", and "Company administrator". At the bottom right, there are "Cancel" and "Invite user" buttons. The footer contains global home, mobile, service info, and legal links, along with a copyright notice for 1995-2008 FedEx.

User alias—The User alias is the unique name that is assigned to the user when he is initially added. Users are identified by user aliases when searching for or viewing a user profile or when the administrator is running a report. The User alias is a maximum of 10 characters and is alphanumeric. Enter a User alias.

Note: User aliases can be deleted or deactivated, but they cannot be modified.

First name—Enter the first name of this user.

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Last name—Enter the last name of this user.

Email—Enter the email address for this user.

Accounts available

In the Accounts available section, assign a user to a department account by selecting an existing account from the Accounts assigned drop-down menu. This account number is the sender account number for billing purposes when the user is logged in to Shipping Administration to ship with FedEx Ship Manager at fedex.com. The Accounts assigned list displays the FedEx account(s) that are available for the department to which the user has been added. The account number is the sender account number when they are using Shipping Administration to ship with FedEx Ship Manager at fedex.com.

You can reassign a user to another FedEx account number at any time.

User settings

In the User settings section, select the **Use department privileges, references and defaults** checkbox to allow the user to view the Privileges, References, and Defaults screens but not make any changes. Deselect this checkbox to allow the user to access the Privileges, References, and Defaults screens and make changes.

Note: If this option is selected, updates made to the department Privileges, References, and Defaults screens will be enforced for this user. If the user is assigned to another department, the new department settings for privileges and defaults will be applied.

Note: This setting cannot be used for users that will be assigned administrator privileges.

Select **Customize privileges, references and defaults** to allow the user to customize the Privileges, References, and Defaults screens.

Select **Assign user as an administrator** to allow the user to have administrator privileges.

Privileges Screen

Invite new user Test Company

1 Profile 2 **Privileges** 3 References 4 Defaults

* Denotes required field.

Address Book [Help](#)

- Personal address book
- Shared address book
- Central address book
- Sender profile / Add new senders

General [Help](#)

- Process return shipments
 - Require RMA number
- Hide rate quotes

Additional Preferences [Help](#)

(Users can change these settings)

- Set up thermal printer
- Set up additional handling charges
- View/Update default shipping information
- View/Update default references

North American Domestic Services [Help](#)

Select all Apply to return shipments

- FedEx First Overnight
- FedEx Priority Overnight
- FedEx Standard Overnight
- FedEx 2Day
- FedEx Express Saver
- FedEx Ground
- FedEx Home Delivery
- FedEx 1Day Freight
- FedEx 2Day Freight
- FedEx 3Day Freight

International Services [Help](#)

Select all

- FedEx Intl.First
- FedEx Intl.Priority
- FedEx Europe First Intl.Priority (Intra Europe only)
- FedEx Intl.Economy
- FedEx Intl.Ground
- FedEx Intl.Priority Freight
- FedEx Intl.Economy Freight

Special Services [Help](#)

Select all Apply to return shipments

- Dangerous goods
- COD
- Inside pickup/delivery (Freight services only)
- Require Broker Select
- Saturday services (pickup/delivery)
- Saturday delivery for freight
- Display only brokers defined by Administrator

Cancel **Previous** **Continue**

Please note:

- Ground service will only be available if account is enabled to ship Ground.

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The Privileges screen allows the administrator to give users in the department certain rights and privileges by checking the appropriate boxes. If a box is unchecked, the user does not have that privilege.

Address book

Personal address book—Provides access to the Personal Address Book, where Shipping Administration users can create and manage up to 2,000 recipients from the Address book screen and select from these addresses on the Ship screen.

Shared address book—Provides access to the Shared Address Book screen where Shipping Administration users can access the shared address books of other Shipping Administration users in the company for one time use. Shipping Administration users cannot add, edit or delete recipients in a shared address book unless they are the owner of the address book.

Central address book—Provides access to recipients in the Central Address Book screen and via the drop-down menu on the Ship screen. Users without Administrative privileges cannot add, edit or delete entries in the Central address book.

Sender profile/Add new senders—Allows users to create up to 20 Sender profiles which can be managed from the Sender information screen in the address book. Additional senders can also be selected from the Ship screen when **Change sender address** is selected.

General

Process return shipments—Allows users access to this option under the Customize features section of their Preferences screen. This enables users to configure return shipping functionality that will display on the Ship screen. When you select this privilege, a popup displays requiring you to enter a telephone number for a returns contact. This section also allows users to require a Return Merchandise Authorization (RMA) number.

Hide rate quote—Restricts users from accessing the courtesy rate quote and hides all rate quote information in FedEx Ship Manager at fedex.com screens.

Additional preferences (Users can change these settings)

Set up thermal printer—Allows users to access additional printer options by displaying this section under the Customize features section of their Preferences screen. From here users can configure a thermal printer for printing shipping labels to a local thermal printer. If this privilege is not selected, users will only be able to print to a laser or inkjet printer (default).

Set up additional handling charges—Allows users access to these options under the Customize features section of their Preferences screen. From here users can set up additional handling charges (fixed or variable) for both FedEx Express and FedEx Ground shipments. These additional charges will display when the user requests a courtesy rate quote and accesses the shipping details for a particular shipment. This capability allows users to charge back additional costs of the shipment to customers.

View/Update default shipping info—Allows users to access and configure Default shipping information (e.g., default service, package type, billing details) on their Preferences screen.

View/Update default references—Allows users to enter or update the reference defaults that the administrator has assigned in the References screen. If this privilege is assigned, the **Set up Reference Options** button and popup will display on their Preferences screen.

FedEx services

This section allows the administrator to select any of the available domestic, intra-Canada, international, and special services for a user. By checking **Select all**, the administrator is giving the user all of the privileges within that section. By checking **Apply to return shipments**, the administrator is giving the user the ability to use the selected services for processing return shipments.

References Screen

The screenshot shows the FedEx Ship Manager Shipping Administration interface. At the top, there is a navigation bar with the FedEx logo, language options (Español | Customer Support | FedEx Locations), a search bar, and a 'Go' button. Below this are tabs for 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar contains 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager® Shipping Administration' with 'Log out' and 'Help' links. A breadcrumb trail shows 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The 'References' section is titled 'Invite new user' and includes a progress indicator with steps: 1 Profile, 2 Privileges, 3 References (active), and 4 Defaults. The 'Test Company' label is visible in the top right. The main content area is a table with the following structure:

Reference name	Validation	List display	Reference default	Apply to return shipments
Your reference	Select configuration... (dropdown)	All references (dropdown)	[] or Select	<input type="checkbox"/>
Department no.	Select configuration... (dropdown)	All references (dropdown)	[] or Select	<input type="checkbox"/>
PO no.	Select configuration... (dropdown)	All references (dropdown)	[] or Select	<input type="checkbox"/>
Invoice no.	Select configuration... (dropdown)	All references (dropdown)	[] or Select	<input type="checkbox"/>

At the bottom of the table are 'Cancel', 'Previous', and 'Continue' buttons. The footer contains global links and copyright information: 'Global Home | FedEx Mobile | Service Info | About FedEx | Investor Relations | Careers | fedex.com Terms of Use | Privacy Policy | Site Map. This site is protected by copyright and trademark laws under US and International law. All rights reserved. © 1995-2008 FedEx'.

The References screen allows the administrator to configure information for references users will see on the FedEx Ship Manager screens. These reference configuration options are activated by selecting the appropriate options from the drop-down menus (as required).

A reference is an optional number or a description that appears on your FedEx invoice or within the Shipping Administration administrative reports. You have the option of configuring up to 4 default reference codes that will auto-populate the corresponding reference fields on the FedEx Ship Manager screens when Shipping Administration users log on. Defaults can be entered for Your reference, Department number, PO number, and Invoice number. The Your reference field displays on the Ship screen and the other fields display on the secondary screens.

For FedEx Express shipments, the information entered in the Your reference field will display on your company's FedEx Invoice.

For FedEx Ground shipments, the information entered in the Your reference and PO number fields will display on your FedEx invoice.

All reference fields will display on the Report and in the Shipment Confirmation screen, the Shipment Details, Shipment Record, and Reports for Shipping Administration users.

Shipping Administration users will be able to update certain Preference settings if they have been given the appropriate privilege in the Privileges screen.

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Reference name

The reference name options are Your reference, Department number, PO number, and Invoice number.

Validation

Select one of the configuration options from the drop-down menu:

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 can select any entry and then click **OK** to continue. The selected reference populates the reference field. The selected references are entered into a reference database or a specific reference list, depending on the administrator's selection. This option requires the administrator to provide references.

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).

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. The selected references are entered into a reference database or a specific reference list, depending on the administrator's selection. This option requires the administrator to provide references.

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. The selected reference populates the reference field. The selected references are entered into a reference database or a specific reference list, depending on the administrator's selection. This option requires the administrator to provide references to validate against.

List display

Select a reference list from the ones displayed on the Ship screen and validated against. As an administrator, you need to select a list only for reference options that require it.

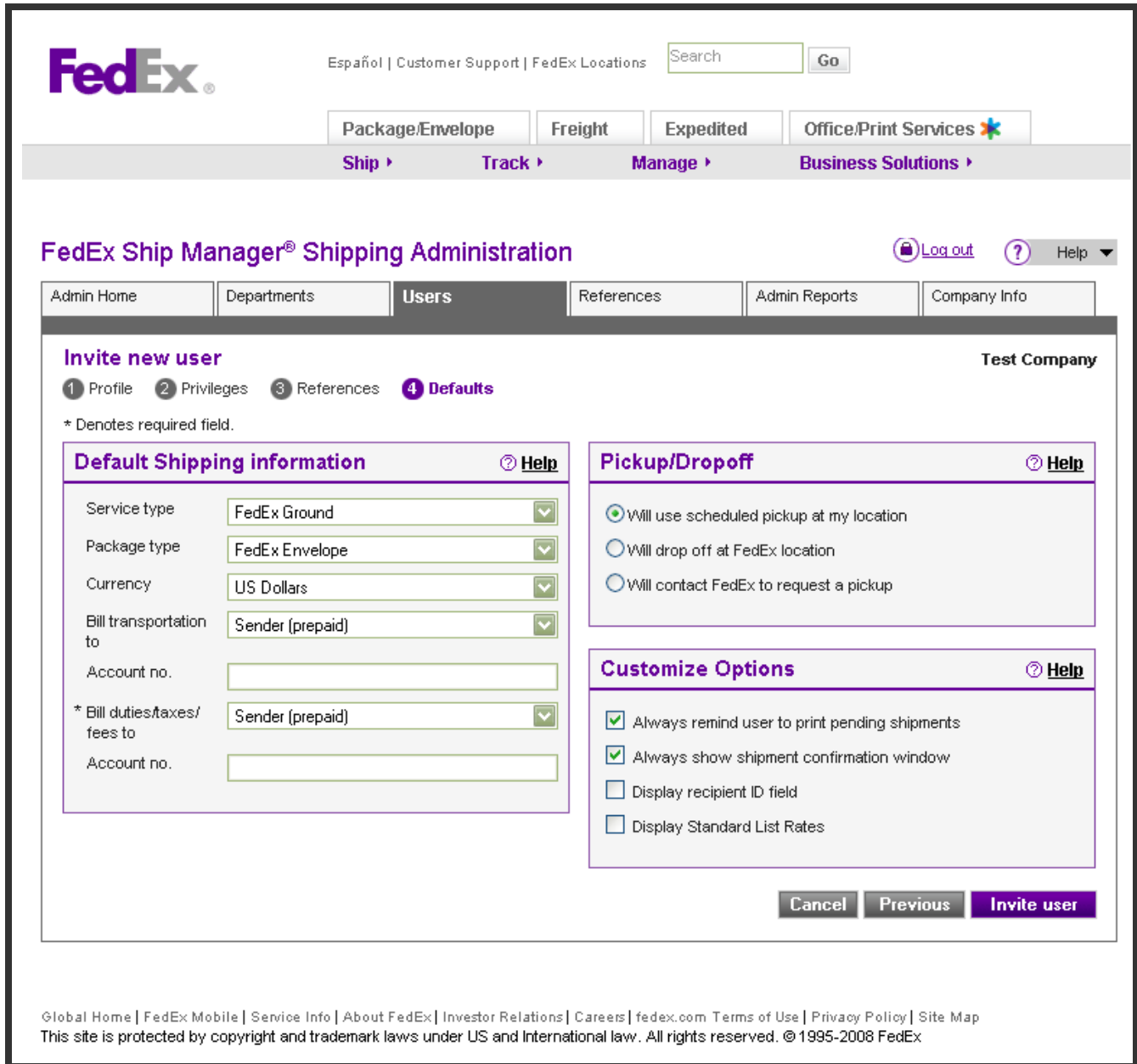
Reference default

Enter a reference or click **Select** to display the References screen to choose a reference.

Apply to return shipments

Check the appropriate box to apply the reference settings to return shipments.

Defaults Screen



The Defaults screen allows the administrator to set a number of default options (e.g., default services, billing options) that users 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 Preferences screen.

Shipping Administration users will be able to update certain Preference settings if they have been given the appropriate privilege in the Privileges screen.

Default shipping information

Service type—Select the default FedEx shipping service that you want users to use from the drop-down list. Delivery options vary based on the destination, packaging requirements, delivery time, and cost. If users are shipping via FedEx

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Freight or FedEx Ground, the type of service is preselected. For a list of service types available using FedEx Ship Manager, go to *fedex.com*.

Package type—Select the default type of packaging that users will use from the drop-down list. If users are shipping via FedEx Express Freight or FedEx Ground, **Your packaging** is the default. For a list of package types available using FedEx Ship Manager, go to *fedex.com*.

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

Bill shipment to—Select the default billing type (whether shipments will be billed to the Sender, Recipient, or Third party as a default).

Bill shipment to account # (shipping charges)—Select the default FedEx account number if shipments are being billed to Recipient or Third Party.

Bill duties/taxes/fees to—Select whether duties and taxes will be billed to Sender, Recipient, or Third Party (for FedEx Express shipments only).

Bill duties/taxes/fees to account # (duties and taxes)—Select the default FedEx account number if duties and taxes are being billed to the Recipient or Third party.

Pickup/Drop-off

Select the default pickup or drop-off option that users will use.

Customize options

Enable processing of pending shipments—If this option is selected, the option to create a pending shipment will display on the Ship screen. This allows a user to enter all shipment information ahead of time and print the labels when their packages are ready to be shipped.

Always remind user to print pending shipments—Sets 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 complete preparations for each shipment.

Always go to additional shipment options page—Select this option to have the additional shipment options screen appear after users complete the main Ship screen for each shipment.

Enable service notification selector (Freight services only)—Select this option to enable the Service Selector for your Freight service screen. The service selector notifies you of the delivery commitment time and any surcharges resulting from the origin and destination of the shipment.

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

Display list rates—Select this option for users to see the list rate, as well as the rate associated with your FedEx account number, when user selects **Get courtesy rate**.

View All Users in Company

As an administrator, you can view a list of Shipping Administration users in the entire company or only those users in a particular department. From this list, select a user to update or view, or delete the user completely from the user database.

To view all users in the company, click the **Users** tab in the secondary navigation bar. The Users screen displays all of the users in the company grouped and sorted by department. Another way to view all of the users is to select **View all users** from the Filter by department drop-down menu. The Users screen displays all of the users in the company grouped and sorted by department.

Expired Status

If **Expired** is displayed beside the user alias in the Status column, that user has not accepted the invitation before it expired. Expired status allows administrators to keep track of who did or did not accept the invitation. Expired users will have to be reinvited or deleted by the administrator. (The system will not remove them automatically.)

View Users by Department

To view users by department, select a department from the Filter by department drop-down menu. The resulting Users screen displays a list of all of the users in that department. This list includes the User alias, User name, Department ID, and Status columns for each user.

You can also view users by a department by clicking the **Admin Home** tab on the secondary navigation bar. When the Welcome to Shipping Administration screen displays, select the appropriate department from the View by dept drop-down menu in the Users section and click **Go**. The resulting Users screen displays a list of all of the users in that department.

Expired Status

If **Expired** is displayed beside the user alias in the Status column, that user has not accepted the invitation before it expired. Expired status allows administrators to keep track of who did or did not accept the invitation. Expired users will have to be reinvited or deleted by the administrator. (The system will not remove them automatically.)

Update User

To update user information, complete the following steps:

- (1) Click **Update user** within the Users section of the Welcome to Shipping Administration screen or click **Edit** on the Users screen. The Edit user screen displays and defaults to the Profile screen.
- (2) In the User details section, the user information displays. In the Accounts available section, the department account displays in the Accounts assigned area. You can assign the user to a different department account by selecting an existing account from the Accounts assigned drop-down menu. See Profile Screen for more information.
- (3) If you select **Use department privileges, references and defaults**, click **Invite User**. The Users screen displays showing that the new user has been added.
- (4) If you select **Customize privileges, references and defaults**, click **Next**. The Privileges screen displays and includes the Address book, General, Additional preferences, and FedEx services sections. See Privileges Screen for more information.
- (5) After completing the Privileges screen, click **Next**. The References screen displays and includes the Reference name, Validation, List display, Reference default, and Apply to return shipments sections. See References Screen for more information.
- (6) After completing the References screen, click **Next**. The Defaults screen displays and includes the Default shipping information, Pickup/Drop-off, and Customize options sections. See Defaults Screen for more information.
- (7) Click **Save/Update**. The user information is updated. You will return to the Users screen.

Reassign User to Another Department

If you want to reassign a user to another department, select the appropriate department from the Filter by department drop-down menu within the Users screen. The resulting Users screen displays a list of all of the users in that department. Update the user profile and reassign the user to an alternate FedEx account number.

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

Delete User

To delete a user profile, access the Users screen and follow these steps:

- (1) Select the appropriate user and click **Delete**. A delete user confirmation screen displays.
- (2) Click **OK**. The user is removed from the system. You will return to the Users screen.

Import User

To import a user profile, access the Users screen and follow these steps:

- (1) Before importing a user file, ensure that the file is formatted properly. Please refer to the *Shipping Administration Import Guide* for detailed instructions on completing the import templates and for the proper layout and format of the data. The file must be saved to a comma-separated values (csv) format prior to importing into Shipping Administration.

Note: A maximum of 250 records can be imported at one time. Therefore, if you need to import more than 250 users, you will need to create several files before importing them.

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

Note: For Canadian users, the Saturday Delivery for Freight and Inside pickup/Inside delivery (Freight only) fields default to No because those services are not available in Canada.

- (2) Complete your import file by entering the required information in the following fields. Although the remaining fields contain FedEx defaults, you can still change them.

- Company ID
- Department ID
- User Name
- User ID
- Password
- Address 1
- Address 2
- City
- State or Province (Canada)
- Zip code or Postal code (Canada)
- Phone number

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- Email
 - FedEx Account Number
 - Inherit Department setting for
 - Deactivate User
 - Admin Privileges
- (3) Click **Import**. The Import users screen displays.
 - (4) **Enter the location of your file, or click BROWSE to search for it**—Click **Browse** and select the appropriate file to import (e.g., .csv).
 - (5) **Select Import action desired**—Select **Invite New Users** from the drop-down menu.
 - (6) Click **Import**. The Importing screen displays showing your import status.
 - (7) If your import is successful, the Import successful screen displays.
 - (8) If the imported file exceeds 250 records, the Import error screen displays. Remove some of the records from the file and try to import it again.
 - (9) If the imported file is uploaded outside of the available timeframe, import it again within the specified timeframes.
 - (10) If your import is successful but contains errors, the screen displays those errors. Follow these steps:
 - Print this error screen.
 - Correct the records containing errors and import the file again.
 - For reference, copy and paste the error table into a Microsoft® Excel file or print it.

Export User

To export a user profile, access the Users screen and follow these steps:

- (1) Click **Export**. The Export users screen displays.
- (2) **Select database to export data from**—Select **Users** from the drop-down menu.
- (3) Click **Export** to export the data. A confirmation screen displays showing that your data has been successfully exported.

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

References

References Test Company

Search in Sort by Per page Page of 100

Add to

View: [ALL](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) 5038 Records 5000 Displayed

<input type="checkbox"/>	25001	25001	Yes	Yes	Yes	No
<input type="checkbox"/>	25002	25002	Yes	Yes	Yes	No
<input type="checkbox"/>	25005	25005	Yes	Yes	Yes	No
<input type="checkbox"/>	25006	25006	Yes	Yes	Yes	No
<input type="checkbox"/>	25007	25007	Yes	Yes	Yes	No
<input type="checkbox"/>	25008	25008	Yes	Yes	Yes	No
<input type="checkbox"/>	25009	25009	Yes	Yes	Yes	No
<input type="checkbox"/>	25010	25010	Yes	Yes	Yes	No

Please note:

- References screen displays a maximum of 5000 references or lists. To find a specific reference, you may need to refine your search so that fewer than 5000 records are displayed.

Overview

A reference is an optional number or a description that appears on your FedEx invoice or within the Shipping Administration administrative reports. You have the option of configuring up to 4 default reference codes that will auto-populate the corresponding reference fields on the FedEx Ship Manager screens when Shipping Administration users log on. Defaults can be entered for Your reference, Department number, PO number, and Invoice number.

For FedEx Express shipments, the information entered in the Your reference field will display on your company's FedEx Invoice.

For FedEx Ground shipments, the information entered in the Your reference and PO number fields will display on your FedEx invoice.

All reference fields will display on the Report and in the Shipment Confirmation screen, the Shipment Details, Shipment Record, and Reports for Shipping Administration users.

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The References feature contains the following screen:

References—Displays key information about references, such as the reference ID and reference description. In addition to adding and updating references, the administrator can also create and edit a reference list and add a reference to a reference list.

Note: References are validated at the user and department levels. See Validation in the Users section and Departments section for more details.

With the References feature, you can perform the following functions:

- Search
- View References
- Add New Reference
- Update Reference
- Delete Reference
- Import Reference
- Export Reference
- View Reference List
- Add New Reference List
- Update Reference List
- Add References to Reference List
- Delete Reference List

Search

Search by keyword

To search for a reference, enter key information in the text field. (This field is case-sensitive.) Select **Reference ID** or **Reference description** from the drop-down menu. Click **Search**. The References screen displays information based on your text entry.

Sort by

You can sort any of the columns by selecting the appropriate column heading from the Sort by drop-down menu (e.g., **Reference ID**). Click **Sort**. The References screen sorts the selected column. You can also sort any of the columns by selecting the underlined column heading.

View References

You can view references in a company by clicking **References** in the secondary navigation bar.

Add New Reference

The screenshot displays the FedEx Ship Manager Shipping Administration interface. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this is a menu with options: 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar includes 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager® Shipping Administration' with 'Log out' and 'Help' links. A breadcrumb trail shows 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The 'References' section is active, showing two panels: 'Reference Details' and 'Reference Specifications'. The 'Reference Details' panel asks for a 'Reference ID' and 'Reference description'. The 'Reference Specifications' panel allows selecting reference fields: 'Your reference' (checked), 'Department no.', 'PO no.', and 'Invoice no.'. At the bottom of the form are 'Cancel', 'Save', and 'Save/Add another reference' buttons. A footer contains global links and copyright information.

To add a new reference, follow these steps:

- (1) Click **Create new reference** on the References screen. The Add 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.)
- (3) Select 1 or more of the reference names (**Your reference**, **Department number**, **PO number**, or **Invoice number**). You must select at least 1 reference name.
- (4) Click **Save/Update**. The reference information is added. You will return to the References screen.
- (5) If you want to save this new reference and add another one, click **Save/Add another reference**. The reference information is saved and you can add another reference.

Note: You can only add 1 reference at a time.

Update Reference

To update reference information, access the References screen and follow these steps:

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- (1) Select the appropriate reference and click **Edit**. The Edit reference screen displays.
- (2) Make your changes to the Reference ID and Reference description entries as needed. Do not use special characters.
- (3) Make changes to the reference names by selecting or deselecting them. You must select at least 1 reference name.
- (4) Click **Save/Update**. The reference information is updated. You will return to the References screen.

Note: You can only edit 1 reference at a time.

Delete Reference

To delete a reference, access the References screen and follow these steps:

- (1) Select the appropriate reference and click **Delete**. A delete confirmation screen displays.
- (2) Click **OK**. The reference is removed from the system. You will return to the References screen.

Import Reference

To import a reference, access the References screen and follow these steps:

- (1) Before importing a reference, ensure that the file is formatted properly. Please refer to the *Shipping Administration Import Guide* for detailed instructions on completing the import templates and for the proper layout and format of the data. The file must be saved to a comma-separated values (csv) format prior to importing into Shipping Administration.

Note: A maximum of 1,000 records can be imported at one time. Therefore, if you need to import more than 1,000 references, you will need to create several files before importing them. The maximum number of references allowed is 5,000. If your company requires more than 5,000 references, contact your Sales representative.

- (2) Complete your reference import file by entering the required information in the appropriate fields. Although the remaining fields contain FedEx defaults, you can still change them.
- (3) Click **Import**. The Import references screen displays.
- (4) **Enter the location of your file, or click BROWSE to search for it**—Click **Browse** and select the appropriate file to import (e.g., .csv).
- (5) Select **Add** or **Replace**.
- (6) Click **Import**. The Importing screen displays showing your import status.

Note: Do not close this screen while importing is in progress, since this will cancel the importing process.

- (7) If your import is successful, the Import successful screen displays.
- (8) If the imported file exceeds 1,000 records, the Import error screen displays. Remove some of the records from the file and try to import it again.
- (9) If the imported file is uploaded outside of the available timeframe, import it again within the specified timeframes.
- (10) If your import is successful but contains errors, the screen displays those errors. Follow these steps:
 - Print this error screen.
 - Correct the records containing errors and import the file (or records with errors) again.

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- For reference, copy and paste the error table into a Microsoft® Excel file or print it.

Export Reference

To export a reference, access the References screen and follow these steps:

- (1) Click **Export**. The Export references screen displays.
- (2) **Select database to export data from**—Select **References** from the drop-down menu.
- (3) Click **Export** to export the data. A confirmation screen displays showing that your data has been successfully exported.

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

View Reference List

To view a reference list, access the References screen and follow these steps:

- (1) Click **Reference lists**. The Reference lists screen displays.

Note: If you have already developed a reference list or you want to create a new reference list, the Reference lists screen will be blank.

- (2) Perform a search by keyword or sort any of the columns in the same manner as explained in the Search section for the References screen.
- (3) To return to the References screen, click **References** at the bottom or on the secondary navigation bar at the top.

Note: If you assign a department or a user to a specific reference list, choose one of the validation options that requires validation against a list, and receive a blank list (no references), the user will not be able to ship.

Add New Reference List

To add a new reference list, access the References screen and follow these steps:

- (1) Click **Reference lists**. The Reference lists screen displays.
- (2) Click **Create new reference list**. The Create reference list screen displays.
- (3) 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.
- (4) In the Select references to add area on the left, choose a reference (or press **Shift** and **Ctrl** to select multiple references) and click **Add**. This moves the selected reference(s) to the References added to list area on the right. You can remove a reference(s) from the References added to list area back to the Select references to add area by clicking **Remove**.
- (5) Click **Save/Update**. The References list screen displays with the new list.

Update Reference List

To edit a reference list, access the References screen and follow these steps:

- (1) Click **Reference lists**. The Reference lists screen displays.

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- (2) Select the appropriate reference list ID and click **Edit**. The Edit reference list screen displays.
- (3) In the Select references to add area on the left, choose a reference(s) and click **Add**. This moves the selected reference(s) to the References added to list area on the right. You can remove a reference(s) from the References added to list area back to the Select references to add area by clicking **Remove**.
- (4) Click **Save/Update**. The References list screen displays with the updated list.

Add References to Reference List

To add 1 or more references to a reference list, access the References screen and follow these steps.

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.

- (1) Select the designated references.
- (2) Choose the appropriate reference list from the Add to Reference list drop-down menu. The chosen reference list now includes the added references.

Delete Reference List

To delete a reference list, access the References screen and follow these steps:

- (1) Click **Reference lists**. The Reference lists screen displays.
- (2) Select the appropriate reference list and click **Delete**. A delete confirmation screen displays.
- (3) Click **OK**. The reference list is removed from the system. You will return to the Reference list screen.

Admin Reports

The screenshot shows the FedEx Ship Manager Admin Reports interface. At the top, there is a search bar and navigation links for 'Español', 'Customer Support', and 'FedEx Locations'. Below this is a menu with options: 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar includes 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header reads 'FedEx Ship Manager® Shipping Administration' with 'Log out' and 'Help' links. A navigation bar contains 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports' (highlighted), and 'Company Info'. The 'Admin Report Manager' section includes instructions on creating reports for shipments processed in the last 45 days. It features two main steps: '1. Select Report' with a dropdown menu and '2. Select Dates' with 'Beginning date' and 'Ending date' fields. At the bottom of this section are buttons for 'Edit', 'Delete', 'Create report', and 'Add new report'. A 'Please note' section states that reports with 'Standard List Rates' selected will be included. The footer contains various site links and copyright information.

Overview

As a Shipping Administrator, you can create, add, edit, and delete reports for any shipment you have processed using FedEx Ship Manager® in the past 45 days. To access the Admin report manager screen, click on the Admin Reports tab on the secondary navigation bar.

With the Admin Reports feature, you can perform the following functions:

- Create Reports
- Add New Reports
- Edit Reports
- Delete Reports
- Access Shipping Administration Report Results

Create Reports

You can create and print reports for any shipment that has been processed using FedEx Ship Manager in the past 45 days. After viewing the report, click on a tracking number to display tracking details. These reports allow you to track the status of shipments generated by Shipping Administration users throughout the company for each individual department.

To create a report from a list of existing saved reports, click on the **Admin Reports** tab on the secondary navigation bar. When the Admin report manager screen displays, follow these steps:

- (1) Select a report from the Select report drop-down menu.
- (2) Select a beginning date and ending date for the report from the Beginning date and Ending date drop-down menus.
- (3) Click **Create report** to generate the report. You can view and print the entire report, or track any shipment from within your report by clicking on the tracking number. You can download the entire report by saving it to a location of your choosing on your hard drive in comma-separated values (.csv) format.

Add New Report

FedEx Ship Manager® Shipping Administration

Admin Home | Departments | Users | References | **Admin Reports** | Company Info

Add Report

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.

[Clear all fields](#)

1. Select Department [Help](#)

Select department:

Select Sort Fields (optional) [Help](#)

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

Sort 1:

Sort 2:

Sort 3:

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

[Subtotal report](#)

2. Select Dates [Help](#)

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

Beginning date:

Ending date:

3. Select Fields [Help](#)

Select all

<input type="checkbox"/> User alias	<input type="checkbox"/> Invoice no.
<input type="checkbox"/> Department ID	<input type="checkbox"/> Department no.
<input type="checkbox"/> Sender information	<input type="checkbox"/> Company
<input type="checkbox"/> Ship date	<input type="checkbox"/> Package type
<input type="checkbox"/> Tracking no.	<input type="checkbox"/> Purpose
<input type="checkbox"/> Service type	<input type="checkbox"/> Signature options
<input type="checkbox"/> Payment type	<input type="checkbox"/> RMA no.
<input type="checkbox"/> Bill to account no.	<input type="checkbox"/> Courtesy rate quote
<input type="checkbox"/> Recipient information	<input type="checkbox"/> Standard List Rate
<input type="checkbox"/> Weight	<input type="checkbox"/> Effective net discount
<input type="checkbox"/> Your reference	<input type="checkbox"/> Return shipment type
<input type="checkbox"/> P.O. no.	<input type="checkbox"/> Return shipment details

Select Report Name (optional) [Help](#)

If you want to save this report, check this option and enter a report name.

Save report

Cancel **Create report**

Please note:

- Dates will not be saved in the report settings.
- Any shipments completed with Standard List Rates selected in Preferences will display on the report.
- Standard List Rates will only display for U.S. domestic shipments.

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You can add a new report for any shipment you have processed using FedEx Ship Manager in the past 45 days. To add a new report, follow these steps:

- (1) From the Admin report manager screen, click **Add new report**. The Add report screen displays.

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- (2) Select a department from the Select department drop-down menu. Reports can be run individually for each department or you can select **All departments** to run reports for all of the departments in your company.
- (3) In the next section, select the fields you want to include in the report.
- (4) If you want to sort the report, select the fields you want to sort by from the Sort 1, Sort 2, and Sort 3 drop-down menus. If you do not want a sorted report, do not select any sort option.
- (5) Select **Subtotal report** to have your report grouped and subtotaled according to the sort options you have selected.
- (6) If you want to save your report, select the **Save report as** option and enter a report name. A maximum of 25 administrative report configurations can be saved.
- (7) Select a beginning date and ending date for the report from the Beginning date and Ending date drop-down menus.
- (8) Click **Create report** to generate the report. You can view and print the entire report, or track any shipment from within your report by clicking on the tracking number. You can download the entire report by saving it to a location of your choosing on your hard drive in comma-separated values (.csv) format.

Note: Dates will not be saved in the report settings. Any shipments completed with list rates selected in Preferences will display on the report.
- (9) Click **Clear fields** to clear all fields. Click **Cancel** to return to the Admin report manager screen.

Edit Reports

You can edit the settings for an existing report and save or update them to create a new report under a new name. To edit a report, follow these steps:

- (1) From the Admin report manager screen, select a report from the Select report drop-down menu.
- (2) Click **Edit report**. The Edit report screen for that department displays.
- (3) Make your changes and click **Create report**. The updated report displays. You can view and print the entire report, or track any shipment from within your report by clicking on the tracking number. You can download the entire report by saving it to a location of your choosing on your hard drive in comma-separated values (.csv) format.

Note: Dates will not be saved in the report settings. Any shipments completed with list rates selected in Preferences will display on the report. Also, list rates will only display for U.S. domestic shipments.

Delete Reports

You can delete a report for any shipment you have processed using FedEx Ship Manager in the past 45 days. To delete a report, follow these steps:

- (1) From the Admin report manager screen, select a report from the Select report drop-down menu.
- (2) Click **Delete**. A delete confirmation screen displays.
- (3) Click **OK**. The report is deleted from the system.

Shipping Administration Report Results

Once the Shipping Administration Shipping Report is generated, you can view, print, or download the report, or track any shipment from within your report.

- (1) To track a shipment in the report, click on the Tracking number. The track details are listed for this shipment.

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- (2) To print this report, click **Print**.
- (3) To download this report to your computer, click **Download**. You are asked to type the location or use the **Browse** button to select the location.
- (4) Select file type **All files** if this is not already selected and add **.csv** extension at the end of the file name.
- (5) If you want to create a new report, click **Return to Reports** to return to the Admin report manager screen.

Central Address Book

Central
Welcome, L3 IPAS
Your Address Book contains:
24820 addresses (99%) of a maximum 25000

Search in **Contact name** Display addresses for **All**

View: **ALL** [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) **[P](#)** [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) 0 1 2 3 4 5 6 7 8 9 Per Page **5** Page **1** of 4964

<input type="checkbox"/>	Contact name	Contact ID	Company	Address 1	City	Checked
<input type="checkbox"/>	Ac Apt missing	Ac_Apt_missing	Ac_Apt_missing	90 fedex Parkway	Collierville	
<input type="checkbox"/>	Ac house	Ac_house	Ac_house	2800 SASKATCHEWAN	MANITOBA	
<input type="checkbox"/>	Ac invalid id1	Ac_invalid_id1	Ac_invalid_id1	Ac_invalid_id1	Ac_invalid_id1	
<input type="checkbox"/>	Ac normal	145 pryor Street South V	Ac_normal	145 PRYOR ST SW	ATLANTA	•
<input type="checkbox"/>	Ac notsupported fname	Ac_notsupported_id	Ac_notsupported_id	Ac_notsupported_add1	Ac_notsupported_city	

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Overview

The FedEx Ship Manager Central Address Book allows you to set up a company-wide address book by selecting recipients from your Personal Address Book. Up to 25,000 recipients can be stored in the Central Address Book, along with all of their shipping defaults. If Shipping Administration users are given the privilege to use the Central Address Book in their user profile, then they are able to access the Central Address Book from their Address Book screen and from the drop-down menu selections on the Ship screen. Shipping Administration users are not able to add, modify, or delete recipients from the Central Address Book.

Central Address Book recipients cannot be customized. Groups cannot be created or accessed in the Central Address Book.

In addition to their Personal Address Book, a Shipping Administration user might also have access to a Central Address Book and a Shared Address Book. The Shipping Administrator determines what address book options are available to Shipping Administration users. To access the Personal Address Book, Shared Address Book, and Central Address Book, click on the **Address Book** tab on the primary navigation bar.

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Personal Address Book—Click **Personal** in the secondary navigation bar to view your own list of recipients. You can add, change, and delete users from your Personal Address Book.

If you would like to share your Personal Address Book addresses with other Shipping Administration users in your company, select 1 or more addresses and click **Share**. When you add a new user or address to your Personal Address Book and want to share that address, click **Create new address**. When the address information screen displays, select the **Add to Shared Address Book** checkbox in the Save information section.

When adding an address, you can also select the **Hide account number if address is shared** checkbox in the Shipping-specific options section to hide the account number.

To move an address to the Central Address Book, select the address and click **Move to central**.

Shared Address Book—If you have the appropriate permission, you can view the Shared Address Book of another Shipping Administration user, but you cannot make any changes to it. To view a Shared Address Book, click **Shared** in the secondary navigation bar. Then enter the Shipping Administration User ID of the person who is sharing their address book and click **View**. You can also select a department and click **View**. When the screen refreshes and displays the user ID list for that department, select the appropriate user ID and click **View**.

If you would like to share your Personal Address Book addresses with other Shipping Administration users in your company, select 1 or more addresses and click **Share**. When you add a new user to your Personal Address Book and want to share that address, click **Create new address**. When the address information screen displays, select the **Add to Shared Address Book** checkbox in the Save information section.

Central Address Book—Click **Central** in the secondary navigation bar to view the list of recipients available to all Shipping Administration users associated with the same Company ID. If a Central Address Book is in use, recipients display with your personal addresses in the drop-down menu selections on the Shipping screen.

To move a Personal Address Book address to the Central Address Book, select the address and click **Move to central**. If you are an administrator and want to move 1 or more addresses from the Central Address Book to the Personal Address Book, select the address(es) and click **Move to personal**.

Only those with Shipping Administrator access can manage and make changes to the Central Address Book.

Display Specific Entries

To access the Central Address Book and display specific entries, follow these steps:

- (1) To access the Central Address Book, click the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) In the Search by keyword section, enter a keyword based on the recipient's first or last name or other criteria (e.g., company, city, state). Select the keyword description (e.g., **Contact name**, **Recipient ID**) from the drop-down menu and click Search. The Central Address Book displays the information based on your selected search features.
- (4) In the Sort by section, select an option (e.g., **Contact name**, **Recipient ID**) from the drop-down menu and click **Sort**. The Central Address Book displays entries based on your selected option. You can also display recipients by selecting a letter of the alphabet starting with the first letter. Results are displayed on a first-name basis.

Add New Central Address Book Entry from Personal Address Book

To add a recipient to the Central Address Book from your Personal Address Book, follow these steps:

- (1) Access the Personal Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.

- (2) Select a recipient and click **Move to central**. The recipient is added to the Central Address Book.

Move Central Address Book Entry to Personal Address Book

To move a recipient from the Central Address Book to your Personal Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Select a recipient and click **Move to personal**. The recipient is moved to your Personal Address Book.

Create Central Address Book Entry

To create a new Central Address Book entry, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Click **Create new address**. Enter all address information and all optional address information.
- (4) Click **Save/Update** to save all of your changes.

Update Central Address Book Entry

To update information for a recipient in the Central Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Select the recipient and click **Edit**. You can also click on the recipient to edit the information.
- (4) After modifying the information, click **Save/Update** to save all of your changes.

Duplicate Central Address Book Entry

To duplicate a Central Address Book entry, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Click **Duplicate**. The recipient information is duplicated in the Central Address Book.

Delete Central Address Book Entry

To delete a recipient from the Central Address Book entry, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.

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- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Select a recipient and click **Delete**. The recipient is deleted from the Central Address Book.

Check Address of Central Address Book Entry

To check a recipient's address in the Central Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Select a recipient and click **Check address**. The software verifies that the recipient's address is valid.

Customize Your Central Address Book

To customize your Central Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Click **Customize**. Use the resulting Customize screen to rearrange columns, control the number of entries per page, and turn confirmation messages on or off.

Import Addresses into Central Address Book

To import addresses in to your Central Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Click **Import**. When the Import Addresses screen displays, click **Browse** in the File to import field and select the appropriate file to import (e.g., **ASCII**). Select the type of import file in the File type drop-down menu.
- (4) Select **Add to Address Book** or **Replace Address Book** in the Import option field.
- (5) Click **Import**.

Export Addresses from Central Address Book

To export addresses from your Central Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Select specific recipients or all of the recipients (records). Click **Export**. When the Export Central Address Book screen displays, you can export all of the records or selected records based on your selection. In the File format field, confirm that the default format (.csv) displays.

- (4) Click **Export**.

Ship to Recipient in Central Address Book

To ship to a recipient in the Central Address Book, follow these steps:

- (1) Access the Central Address Book by clicking the **Address Book** tab on the primary navigation bar. The Personal Address Book screen displays.
- (2) Click **Central** in the secondary navigation bar. The Central Address Book screen displays.
- (3) Select the recipient and click **Ship**. The recipient information auto-populates the Ship screen. Alternatively, select the recipient from the drop-down menu options on the Ship screen.

If there are multiple Shipping Administrators, all of the administrators will be able to edit, delete, or move the recipient back to their Personal Address Book. If the recipient is removed from the Central Address Book by selecting **Move to personal**, the recipient will be moved to the administrator's address book.

Log out

To log out of Shipping Administration, click **Log out** on the secondary navigation bar of any screen. This logs you out of Shipping Administration and returns you to the FedEx Ship Manager® at fedex.com login screen.

The screenshot displays the FedEx Ship Manager Shipping Administration interface. At the top left is the FedEx logo. To its right are links for 'Español | Customer Support | FedEx Locations' and a search bar with a 'Go' button. Below this is a navigation bar with tabs for 'Package/Envelope', 'Freight', 'Expedited', and 'Office/Print Services'. A secondary navigation bar contains 'Ship', 'Track', 'Manage', and 'Business Solutions'. The main header area includes 'FedEx Ship Manager® Shipping Administration' and a 'Log out' button with a red dashed arrow pointing to it. A 'Help' button is also present. Below the header is a sub-navigation bar with 'Admin Home', 'Departments', 'Users', 'References', 'Admin Reports', and 'Company Info'. The main content area is titled 'Welcome to Shipping Administration' and includes a 'TestCompany' label. It features two main sections: 'Users' and 'Shipping Admin bulletin board'. The 'Users' section shows 'You have 42 users' and options to 'Create new user', 'Invite new user', 'Update user', and 'View by dept'. The 'Shipping Admin bulletin board' section contains a welcome message and a list of improvements.

Users [Help](#)

You have 42 users

Create new user

Invite new user

Update user

View by dept

Shipping Admin bulletin board [Help](#)

Welcome to the new and improved version of FedEx Ship Manager at fedex.com - Shipping Administration!

You'll notice a few improvements to the Shipping Administration feature, including:

- Access to fedex.com applications using one secure common login
- Create simple invitations to employees you'd like to ship through your company accounts
- Quickly import user lists
- Automatic access to Supplies Online
- Store up to 25,000 recipient addresses in the central address book
- Restrict or grant visibility for account-specific rate quotes