



FedEx Ship Manager™ at fedex.com

User Guide

Version 1.0



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PART 1

What is the FedEx Ship Manager™ at fedex.com?

It's a new shipping tool designed around what you, the customer, said you need. Essentially it's a fresh, simplified way to ship — no clutter, no fuss, just an easy experience with features built to help.

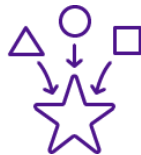
The benefits



Easily accessible from any desktop by multiple users



Sleek, polished design



High-performing shipping features and brand-new ones



Automatic updates so you get the latest features as soon as they're released

PART 2

Let's get started

First things first, you'll need to access the tool. The good news is if you already have an account, you can skip this and head straight to the next section. If you don't, just follow the super quick steps below — then we can take a look around.

STEP 1

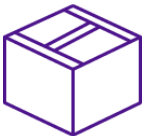
Open an account

If you haven't signed up yet, head over to our homepage and click **SIGN UP/LOG IN**.

STEP 2

Create user ID

Once you're in, create your user ID and password.

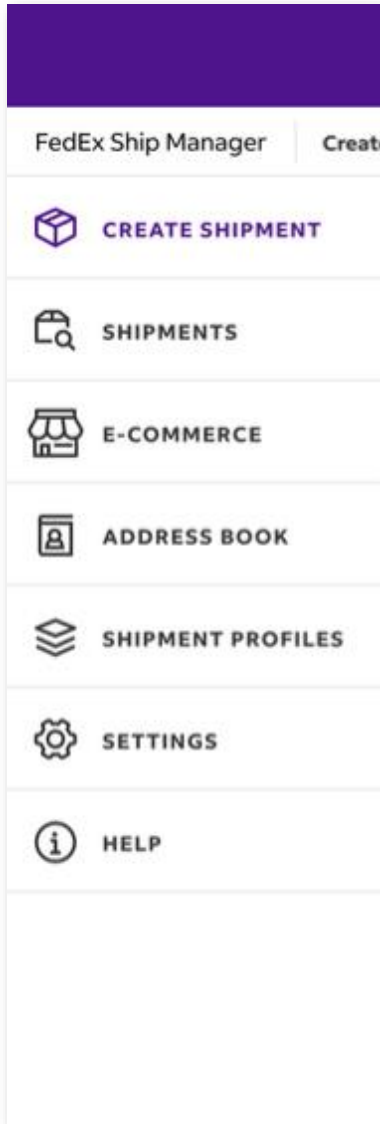
STEP 3

Enter the FedEx Ship Manager

Go to fedex.com and click **SHIP**.

PART 3

The menu explained

**Create shipment**

This is where you can start shipping.

Shipments

All the shipments you create are listed here. You can also keep an eye on the status, cancel a shipment or reprint labels in this section.

E-commerce

Run an online business? This is the place to connect your store and manage all your shipments.

Address book

View and edit your contacts here.

Shipment profiles

Send the same type of shipment often? Set up a shipment profile with all the information saved and ready to go. Just select one and all the details will automatically be filled in when you need to ship.

Settings

If you need to change shipping or printing preferences (e.g. label print settings) adjust them here.

Help

For extra guidance on the tool and new features.

PART 4

Choose your view

Once you're in, you'll get to choose what type of view you'd like.

There are two options for creating shipments:

Comfortable view

For shippers who like to click through step-by-step.

Compact view

For shippers who want a clear overview of everything on one page.

How to switch

You'll instantly log in to one of the two views, but you can easily switch by clicking on **VIEWS** in the navigation bar.

Comfortable view

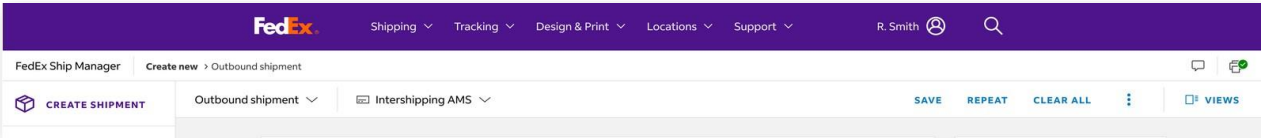
An experience that guides you through the shipping process.

☒

Compact view

An experience that gives a view into the entire shipping process.

☐



PART 5

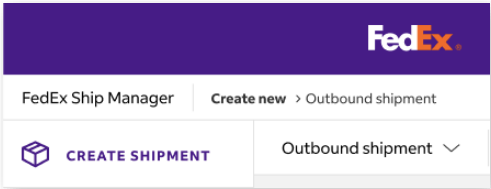
Create a new shipment
Comfortable view

Now for the main event — shipping. Here’s how to create a shipment from the comfortable viewpoint:

STEP 1

Start creating a shipment

Begin by clicking **CREATE SHIPMENT** in the menu.

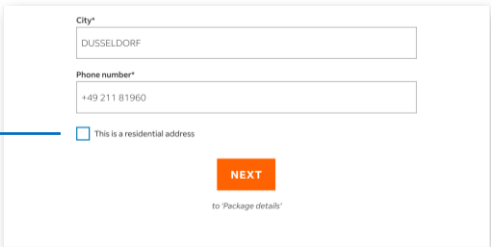
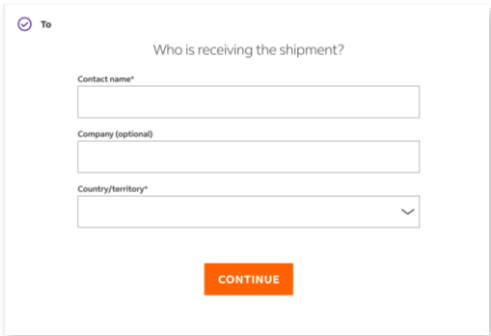


STEP 2

Enter the recipient’s details

Fill in a new address or select one from your address book.

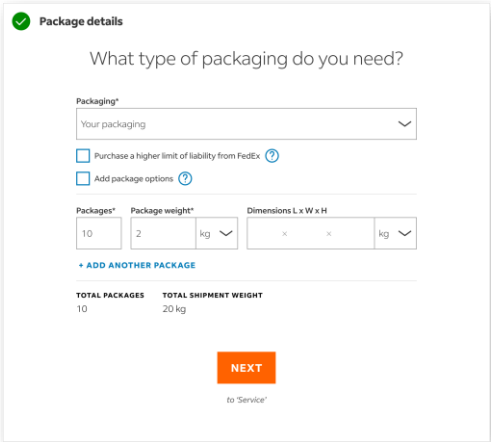
If it's a residential address, click this checkbox .



STEP 3

Specify the package details

First select the type of packaging and then fill in the weight and dimensions, which are needed to calculate the shipping costs.



STEP 4

Select a service

Bear in mind the availability of a service depends on where you're shipping to and from. The rates shown depend on your account.

Ship date*

Wednesday, 15 February 2023

Thursday, 16 February

10:00	FedEx Europe First*	€ 254,77
12:00	FedEx International Priority® Express	€ 223,20
18:00	FedEx International Priority®	€ 213,50

Friday, 16 February

10:00	FedEx International Economy™	€ 106,25
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STEP 5

Add more details

Enter more details about what exactly you're shipping to make sure it gets the right care.

To add multiple items, click **ADD ITEM** and fill in the information

Shipment details

What are you shipping?

☒ Items ☐ Documents

DESCRIPTION	QUANTATY	TOTAL WEIGHT	TOTAL VALUE
Uni Socks - Size 46	100 items	15 kg	€ 1000
+ ADD ITEM	200 items	90 kg	€ 2275

For shipments passing through customs

You'll need to provide more information in the *Customs* section. Just mention the main purpose of the shipment and upload or generate a commercial invoice. It's also a good idea to look up and provide the Harmonized System (HS) code of what you're shipping.

If you need an invoice for customs, create one by clicking **PROVIDE DETAILS**.

Customs

Shipment purpose*

Commercial

Invoice for customs*

I want FedEx to help me create a commercial invoice

Invoice details

PROVIDE DETAILS

☐ Send trade documents to customs electronically (recommended)

NEXT

to 'Pickup / drop off'

STEP 6

Select the pickup time and date

Choose either saved pickup details or select a new time and date. You can also drop off your shipment at a FedEx location — if there's one close by.

Pickup / drop off

Pickup / drop off

Schedule a new pickup

Ready time*

Latest time*


Pickup instructions

Pickup address

Robin Smith
Intershipping BV
SCHIPHOL RIJK, Netherlands

NEXT


to 'Billing'

☒ Add shipment notifications 

RECIPIENT EMAIL ADDRESS

EMAIL *

LANGUAGE *
English



SELECTED EMAIL NOTIFICATIONS

☐ Created


☐ Estimated delivery


☐ Exception

☐ Delivered

☐ Picked up

ADD EMAIL ADDRESS




 Billing

Transportation costs

Bill to


My account



Duties, taxes and fees

Bill to

Recipient




FedEx account no.

Tax IDs

Sender Tax ID/EORI no.


Recipient




Recipient Tax ID/EORI no.


REVIEW SHIPMENT

Let's review your shipment



 From

Robin Smith
Intershipping BV
SCHIPHOL RIJK, Netherlands

 To

Christina M Weisz
Siemens AG
DUSSELDORF, Germany

Package details

Your packaging
1 x 4.5 kg - 8 x 23 x 33 cm
Description: Legal documents

Service

Ship date: Today
Service: FedEx International Economy®

Pickup/drop-off

Schedule new pickup
Today, 12:00-18:00
No instructions

Billing

Transportation costs to My account
Duties, taxes and fees to My account

Expected delivery

Thursday, 16 February, before 10:00

Shipping costs

Transportation	€ 55,10
Basic charge	€ 13,64
VAT (21%)	€ 18,46
Fuel surcharge	€ 5,90
Estimated total	€ 93,10

By clicking "Finalize", I accept the [Terms of Use](#) of the FedEx website and the [FedEx Express Terms and Conditions of Carriage](#). The FedEx Express Terms and Conditions of Carriage of the origin country apply to all shipments.

FINALIZE

Next step:
Download and print your documents

Shipment label

Attach shipment labels to the top of each package, making sure the barcode is clearly visible.

DOWNLOAD PDF

Transaction record

Print a detailed transaction record.

DOWNLOAD PDF

CREATE NEW SHIPMENT


Expected delivery

Thursday, Feb 16 before 10:00 AM

Estimated shipping charges

€413.03

Tracking number

770861533060 

EDIT SHIPMENT

STEP 7

Stay updated

Keep an eye on your shipment’s journey with notifications. Fill in the recipient’s information so they can stay informed too.

STEP 8

Choose how you’d like to pay

You also select who pays for the duties, taxes and fees (if applicable). Please note that if these fees aren’t paid, we’ll charge the shipper.

STEP 9

View the shipment summary

Take a look at all the details and make any changes if necessary. If everything is ok, hit **FINALIZE**.

STEP 10

Print labels and documents

And lastly, make sure to print off the necessary shipping labels and documents.

Feb 2023

8

PART 6

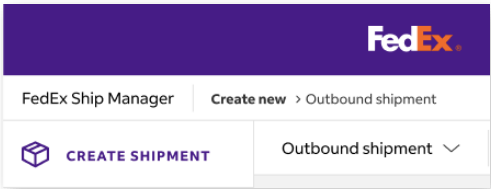
Create a new shipment
Compact view

Let’s go through the second view — it’s similar to the previous steps, but from one screen.

STEP 1

Start creating a shipment

Begin by clicking **CREATE SHIPMENT** in the menu.



STEP 2

Enter the recipient’s details

Fill in a new address or select one from your address book.

Save new details by clicking the checkbox at the bottom.

A screenshot of the 'To' address form in FedEx Ship Manager. The form is titled 'To' with a 'REQUIRED' label. It has a search bar 'SEARCH IN ADDRESS BOOK' with a magnifying glass icon. Below the search bar are two columns: 'Address' and 'Contact'. The 'Address' column has fields for 'COUNTRY/TERRITORY', 'ADDRESS LINE 1', 'ADDRESS LINE 2', 'ADDRESS LINE 3', 'POSTAL CODE', 'STATE OR PROVINCE', and 'CITY'. The 'Contact' column has fields for 'CONTACT NAME', 'COMPANY', 'CONTACT REFERENCE', 'PHONE NUMBER', and 'EMAIL'. At the bottom left is a checkbox 'This is a residential address'. At the bottom right is a checkbox 'Save as new recipient in address book'.

STEP 3

Specify the package details

First select the type of packaging and then fill in the weight and dimensions, which are needed to calculate the shipping costs.

A screenshot of the 'Package details' form in FedEx Ship Manager. The form is titled 'Package details' with a 'REQUIRED' label. It has a dropdown menu 'PACKAGING' with the value 'Your packaging'. To the right of the dropdown are two checkboxes: 'Purchase a higher limit of liability from FedEx' and 'Add package options'. Below the dropdown is a table with columns 'PACKAGES', 'WEIGHT PER PACKAGE', and 'DIMENSIONS'. The table has one row with values: '1', '20 kg', and '30 x 30 x 30 cm'. At the bottom left is a link '+ ADD ANOTHER PACKAGE'.

STEP 4

Select a service

Bear in mind the availability of a service depends on where you're shipping to and from. The rates shown depend on your account.

STEP 5

Choose service add-ons

If you check any of the boxes, a drop-down list will show you all the extras. And if you have a shipment reference, fill it in here.

Service

SHIP DATE *
Fri, 20 Jan

SERVICE *
International Economy

> Service options

Additional options

Email shipment label

Include a return label

Add references

SHIPMENT REFERENCE

P.O. NO.

INVOICE NO.

DEPARTMENT NO.

Pickup/drop off

REQUIRED

PICKUP/DROP OFF *
Schedule a pickup

READY TIME *
08:00

LATEST TIME AVAILABLE *
13:30

PICKUP INSTRUCTIONS

ADD YOUR PICKUP ADDRESS

Billing and Tax IDs

BILL TRANSPORTATION COST TO *
My account

BILL DUTIES, TAXES AND FEES TO *
Recipient

FEDEX ACCOUNT NO.

SENDER TAX ID/EORI NO.

RECIPIENT TAX ID/EORI NO.

STEP 6


Arrange a pickup or drop

Choose a time slot for a pickup or drop off your shipment at the nearest FedEx location.

STEP 7


Choose how you'd like to pay


You also select who pays for the duties, taxes and fees (if applicable). Please note if these fees aren't paid, we'll charge the shipper.

☒ Add shipment notifications 

RECIPIENT EMAIL ADDRESS

EMAIL *

LANGUAGE *
English 



SELECTED EMAIL NOTIFICATIONS


☐ Created


☐ Estimated delivery

☐ Exception

☐ Delivered

☐ Picked up

ADD EMAIL ADDRESS 

Expected delivery: Monday, Dec 20 before 12:00	
Shipping costs	PLN463.99 
+ Base rate	PLN312.12
+ FUEL SURCHARGE	PLN60.87
+ Peak Surcharge	PLN4.24
+ Poland VAT	PLN86.76
Total	PLN463.99

SAVE AS DRAFT

FINALIZE

By clicking "Finalize", I accept the [Terms of Use](#) of the FedEx website and the [FedEx Express Terms and Conditions of Carriage](#). The FedEx Express Terms and Conditions of Carriage of the origin country apply to all shipments.

STEP 8

Stay updated

Keep an eye on your shipment’s journey with notifications. Fill in the recipient’s information so they can stay informed too.

STEP 9

Check the costs

Once you’ve filled in all the information, you’ll see an overview of the costs.

STEP 10

Finalize or save for later

If you’re ready to ship, hit **FINALIZE**. Alternatively, you can come back to it later by clicking **SAVE AS DRAFT**. If it’s finalized, the label will be ready to print.

PART 7

Manage your shipments

After you’ve shipped, it’s nice to keep an eye on things — you can do this in **SHIPMENTS**. There’s a complete list of your shipments, status details and other bits of information.

FedEx Ship Manager

Shipments

CREATE SHIPMENT

SHIPMENTS

E-COMMERCE

ADDRESS BOOK

SHIPMENT PROFILES

SETTINGS

HELP

VIEWING

8/14 shipments

	CREATION DATE	RECIPIENT	REFERENCE	SHIPMENT TYPE	STATUS	SUBSTATUS	SHIP DATE	TRACKING ID	PICKUP ID
<input type="checkbox"/>	2023-01-18	dsasdasd	Shipment reference	Outbound	Finalized	<div><div></div>Printed</div>	2023-01-18	771054557255	<div><div></div></div>
<input type="checkbox"/>	2022-11-07	Juan GT		Outbound	Finalized	<div><div></div>Printed</div>	2022-11-07	770422050407	<div><div></div></div>
<input type="checkbox"/>	2022-10-28	ABC Inc, Juan US		Outbound	Finalized	<div><div></div>Not printed</div>	2022-10-28	770339054048	<div><div></div></div>
<input type="checkbox"/>	2022-10-26	Juan CO3		Outbound	Finalized	<div><div></div>Printed</div>	2022-10-26	770319014178	<div><div></div></div>
<input type="checkbox"/>	2022-05-31	Testtest		Outbound	Finalized	<div><div></div>Not printed</div>	2022-05-31	776994553032	<div><div></div></div>
<input type="checkbox"/>	2022-05-04	ABC Inc, Juan US		Outbound	Finalized	<div><div></div>Not printed</div>	2022-05-04	776766282035	<div><div></div></div>
<input type="checkbox"/>	2022-04-27	ABC Inc, Juan US		Outbound	Finalized	<div><div></div>Not printed</div>	2022-04-27	776702381	<div><div></div></div>
<input type="checkbox"/>	2022-02-24	DOE, JOHN		Outbound	Finalized	<div><div></div>Not printed</div>	2022-02-24	77612960	<div><div></div></div>

FILTER

DOWNLOAD

A few shipment status examples are::

Draft

Incomplete	Additional information needed
Expired	Shipment created too long ago and needs to be redone
Ready to finalize	Shipment complete and needs to be finalized
Failed to finalize	An error occurred and couldn't be finalized

Finalized

Finalized	Shipment is complete
Not printed	Shipment is complete, but documents need to be printed

PART 8

Connect your e-commerce store

For those running online shops, this section is totally tailored for you. It's all about connecting your store to FedEx with your orders automatically synced — cutting back on the workload and saving you time.

Please note that this feature isn't available everywhere yet — it'll be gradually rolled out worldwide.

Here's how to get started:

- 1. Connect your store
- 2. Create a shipment for an order

8.1 Connect your store

STEP 1

Log in to FedEx Ship Manager™ at fedex.com.

STEP 2

Go to **SETTINGS**, select **E-COMMERCE** and click **MANAGE YOUR STORE**.

STEP 3

Choose your e-commerce platform from the drop-down list.

Connect your stores

Choose the e-commerce platform you want to connect with FedEx®.

E-COMMERCE PLATFORM *

▼

FedEx

FedEx Ship Manager

Settings > E-commerce > Manage your stores

CREATE SHIPMENT

BATCH SHIPPING

SHIPMENTS

E-COMMERCE

ADDRESS BOOK

SHIPMENT PROFILES

SETTINGS

SWITCH VIEW

Shipping

Manual shipping

Printing

Batch shipping

Print & Integration

Download

Manage connections

E-commerce

Manage your stores

Character conversion

*The following steps depend on which platform you're connecting —
but please bear in mind we're adding new platforms all the time.*

Shopify

STEP 1

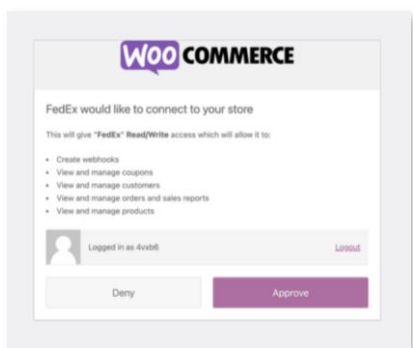
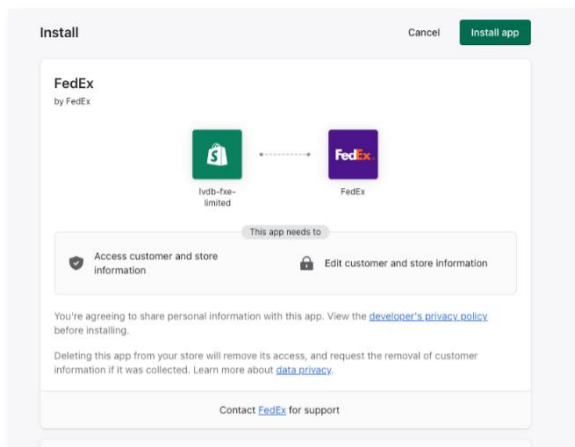
Enter the Shopify URL of your online store e.g. [shop name].myshopify.com.

STEP 2

Click **NEXT** to be redirected to Shopify.

STEP 3

In Shopify, click **INSTALL APP**.



WooCommerce

STEP 1

Enter the WooCommerce URL of your online store.

STEP 2

Log in to your store and click **APPROVE**.

BigCommerce

STEP 1

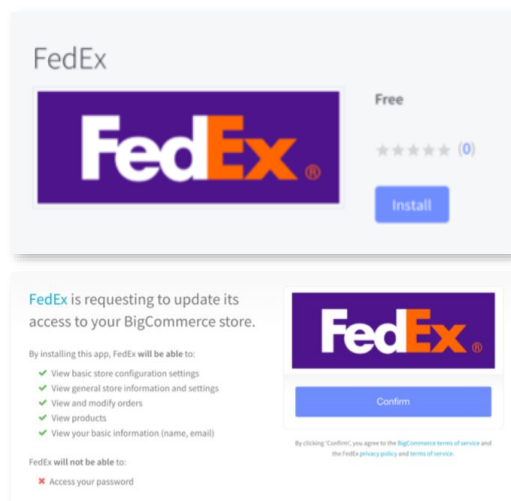
Log in to your store and install the app.

STEP 2

Click **CONFIRM** to give FedEx access to your store.

STEP 3

Click **CONTINUE** to go back to FedEx.



**Your shop is now
connected.**

8.2 How to create a shipment

STEP 1

Go to **E-COMMERCE**—you'll see a list of all your orders.

ORDER NUMBER	ORDER DATE	ITEMS	CUSTOMER NAME	DESTINATION	STATUS	SUB-STATUS
#1014	2022-07-14	1	M.F.	NL	New	
#1011	2022-05-31	17	M.F.	NL	New	
#1009	2022-05-27	15	M.F.	NL	New	
#1008	2022-05-24	13	M.F.	NL	New	

STEP 2

Click an order you want to ship.

STEP 3

Select the items you want to include in the shipment.

ITEM DESCRIPTION	QTY	FULFILLMENT STATUS
<input checked="" type="checkbox"/> Cap	1	

STEP 4

Click **CREATE SHIPMENT**.

STEP 5

Check all the prefilled information is correct and click **FINALISE**.

Package details: 1 package, 0.4 kg

Billing and Tax IDs: Transportation costs

Additional references: Shipment reference: Order #1014

Expected delivery: Monday, 15 August 2022 before 18:00

Shipping costs: €27.13

Buttons: SAVE AS DRAFT, FINALISE, CLEAR ALL

STEP 6

Click **DOWNLOAD PDF** to view the label.

STEP 7

Click **GO TO ORDER OVERVIEW** to process your next order.

Thank you for shipping with FedEx

Next step: Download and print your documents

Shipment label: Attach shipment labels to the top of each package, making sure that the barcode is clearly visible.

Transaction record: Print a detailed transaction record.

Expected delivery: Monday, Aug 15 before 18:00

Estimated shipping charges: €27.13

Tracking number: 777644593750

Your reference: Order #1014

Buttons: DOWNLOAD PDF, GO TO ORDER OVERVIEW

PART 9

Create a shipment profile

If you send the same type of shipments often, a handy trick is to set up shipment profiles—all the information is saved in pre-filled fields, so you don't have to fill in the same details every time you ship.

STEP 1

Go to the menu on the left, click **SHIPMENT PROFILES** and select **CREATE SHIPMENT PROFILE**.

STEP 2

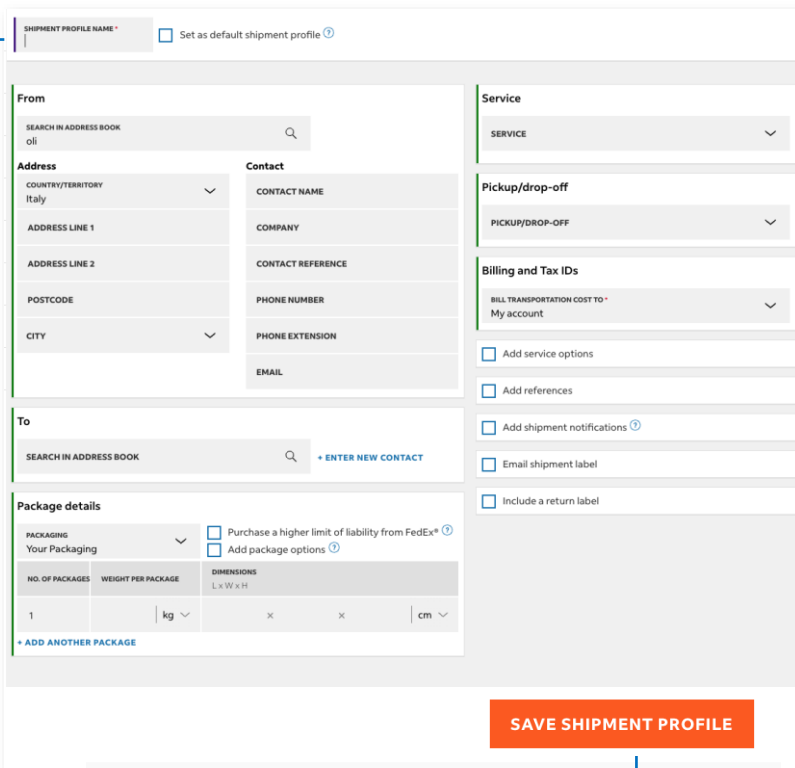
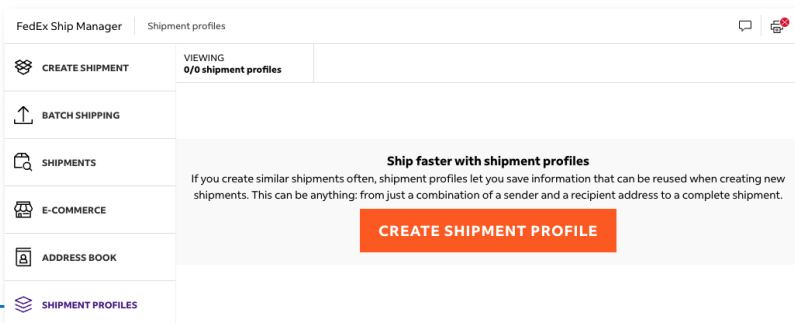
Fill in each section—the shipper and recipient details, package details, service, billing and notifications. Bear in mind, these sections aren't mandatory and you can always add more details once you create your shipment.

STEP 3

Give the profile a name in **SHIPMENT PROFILE NAME** make sure it's recognizable and distinctive.

STEP 4

Click **SAVE SHIPMENT PROFILE**.



PART 10

Setup one-click printing

Once you've finalized your shipment, you can print documents with one click — saving you time.

STEP 1

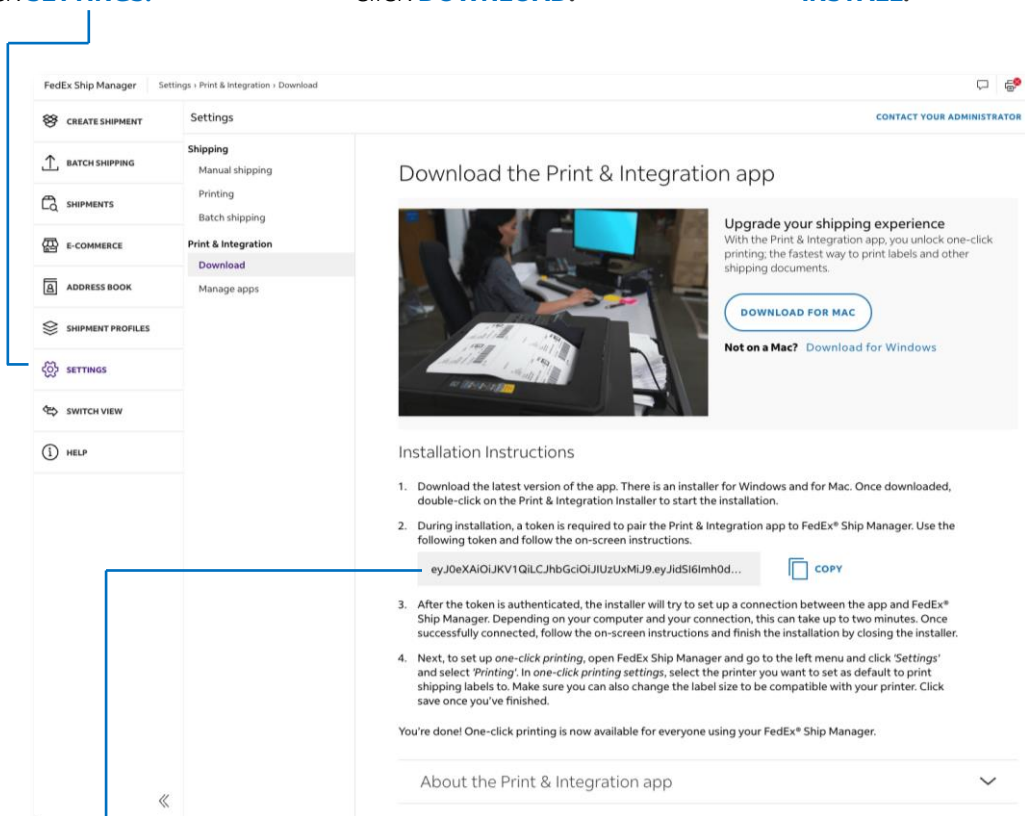
Go to the menu on the left and click **SETTINGS**.

STEP 2

Under **PRINT & INTEGRATION**, click **DOWNLOAD**.

STEP 3

Once it's downloaded, click **INSTALL**.

**STEP 4**

Use the pairing token provided by FedEx Ship Manager™ at fedex.com.

STEP 5

Follow the on-screen instructions to complete the installation and final steps in setting up Print & Integration — go to **HELP** for more detailed instructions.

PART 11

Need more help?

Sometimes you need a bit more guidance. That’s when you head to **HELP** to clear things up.

HELP also contains a 'What's new' section, providing details of just released features.

