FedEx

FedEx Ship Manager™ at fedex.com

User Guide

Version 1.0

Contents

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.
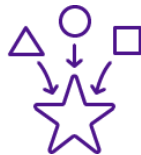
The benefits

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.
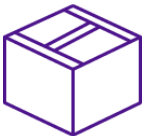

STEP 1

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

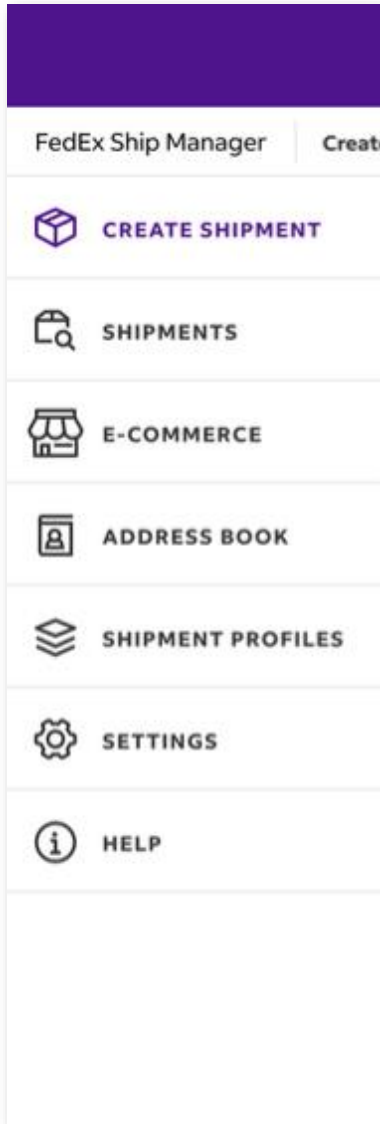Once you're in, create your user ID and password.

STEP 3

Enter the FedEx Ship Manager

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

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.

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.
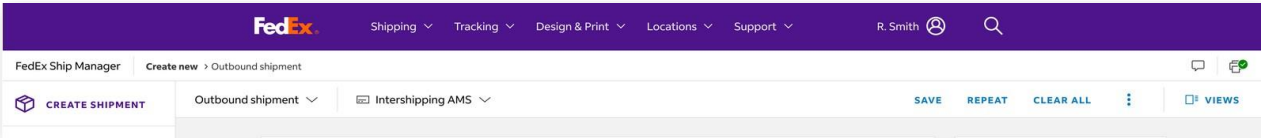
Create a new shipment
Comfortable view

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

Start creating a shipment

Begin by clicking **CREATE SHIPMENT** in the menu.
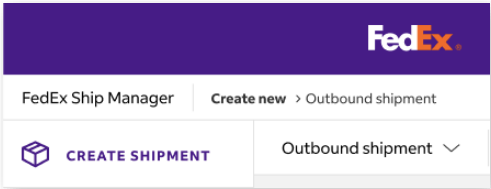
Enter the recipient's details

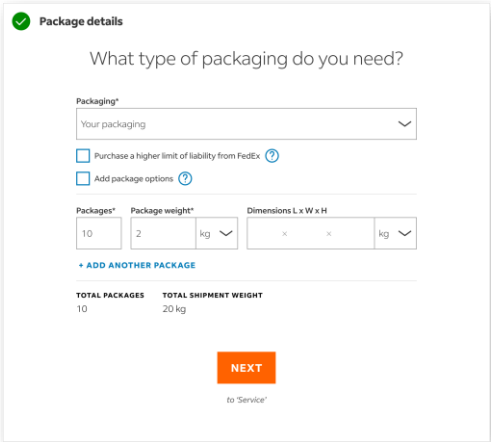Fill in a new address or select one from your address book.

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

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.

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

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.**

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.

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.

PART 6

Create a new shipment
Compact view

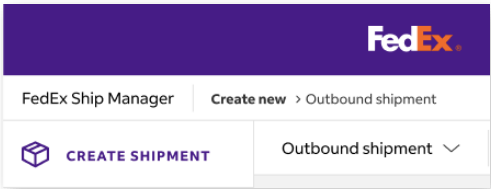Let's go through the second view — it's similar to the previous steps, but from one screen.

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.

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.

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
- [x] 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

STEP 6

Arrange a pickup or drop

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

✔ 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 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.

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.

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.

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

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PART 8

Connect your e-commerce store

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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

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8.1 Connect your store

</div>

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.

User guide > explore e-commerce > **connect your store**

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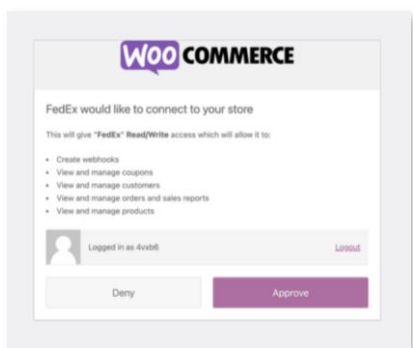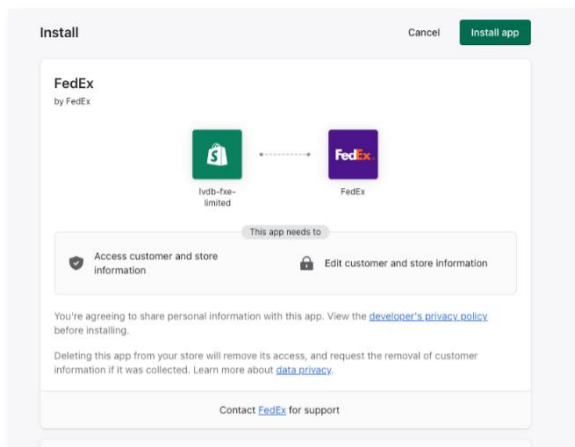
Shopify

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**.
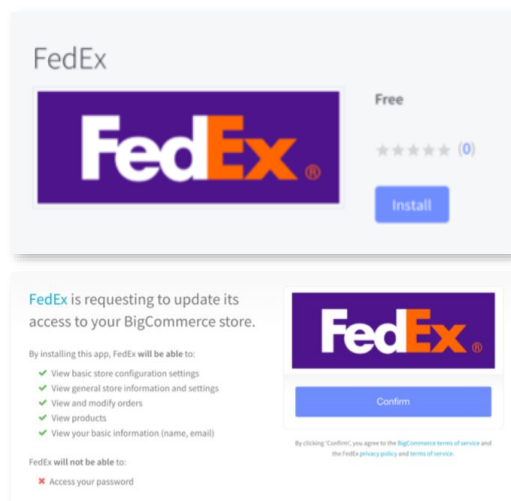

BigCommerce

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.

STEP 2

Click an order you want to ship.

STEP 3

Select the items you want to include in the shipment.

STEP 4

Click **CREATE SHIPMENT.**

STEP 5

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

STEP 6

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

STEP 7

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

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.**
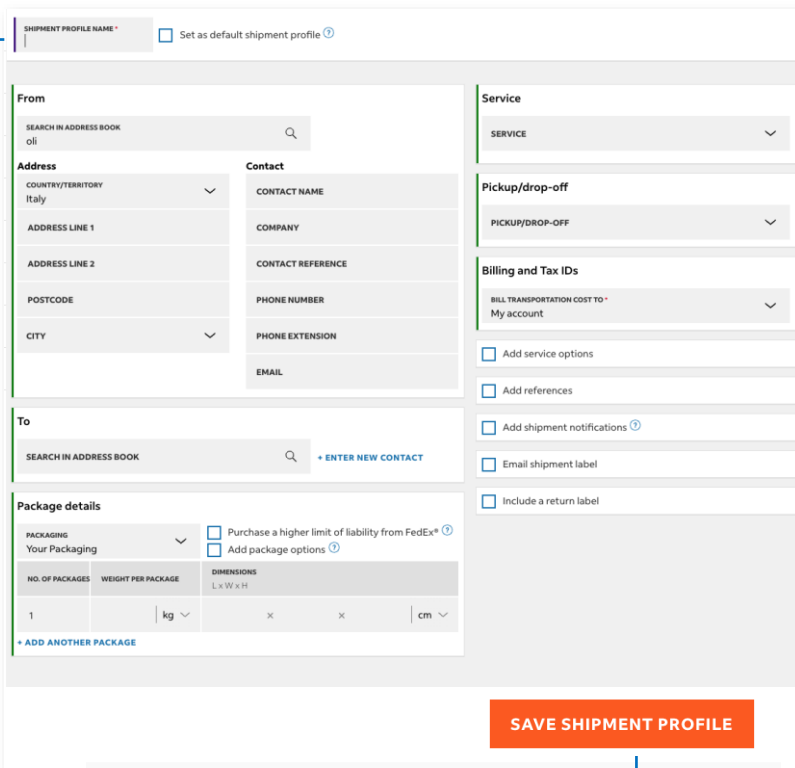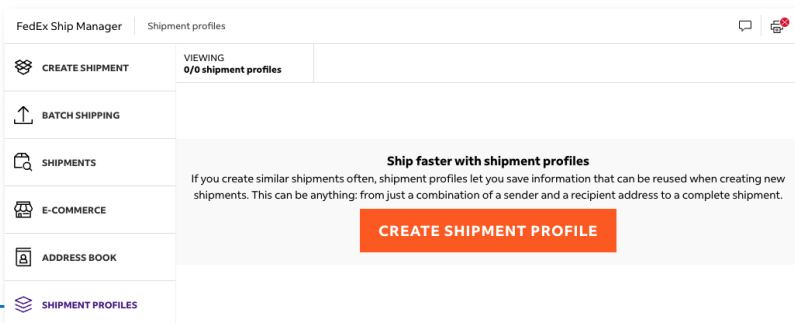

STEP 2

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.**

Setup one-click printing

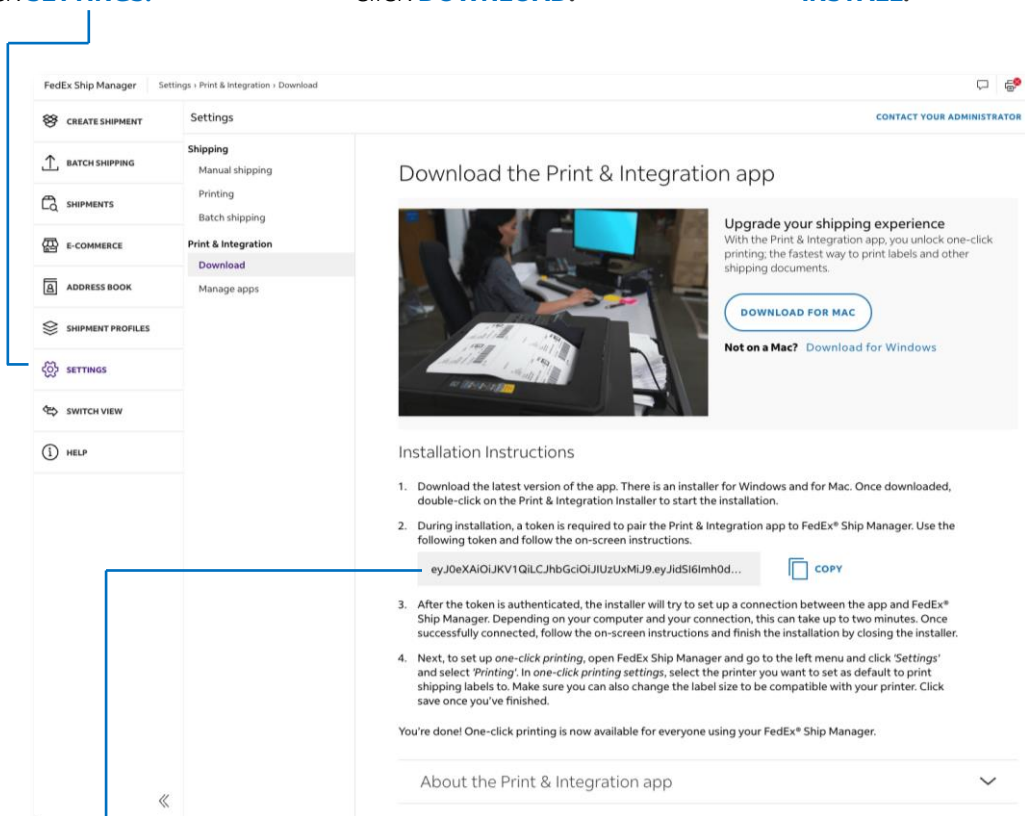Once you've finalized your shipment, you can print documents with one click — saving you time.

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.

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.