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Air Waybill related

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Pickup related

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Billing related

Q1. [When I don't have the recipient's account number, can I select 'bill the transportation charges to recipient'?](#)

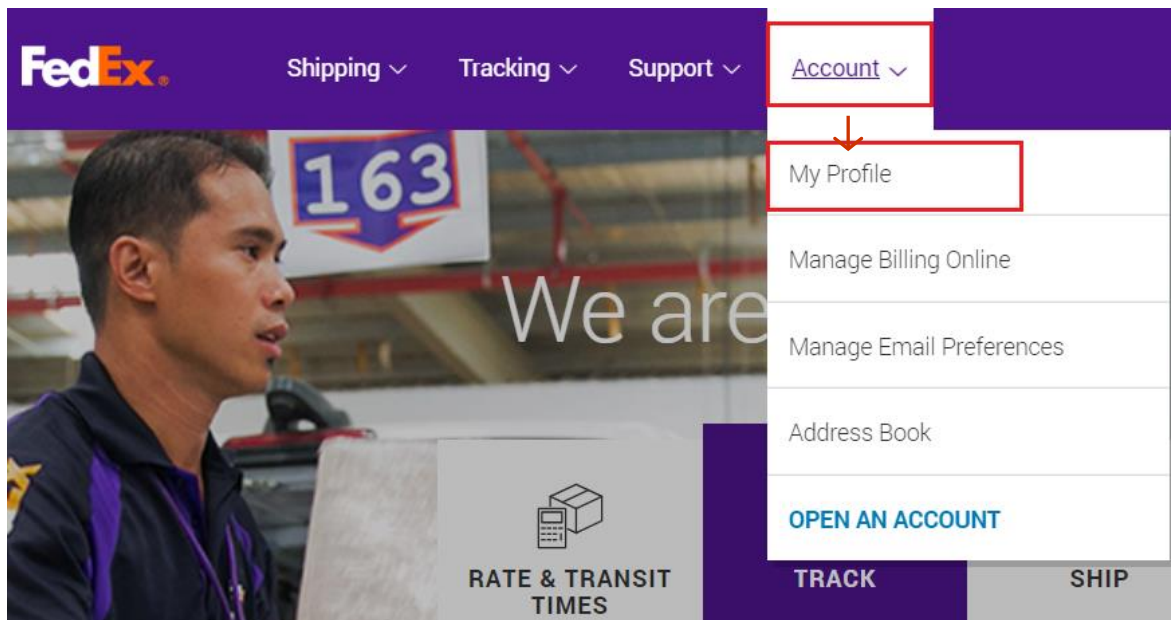
Account related

Q1. How can I find my FedEx account number in FedEx Ship Manager at fedex.com?

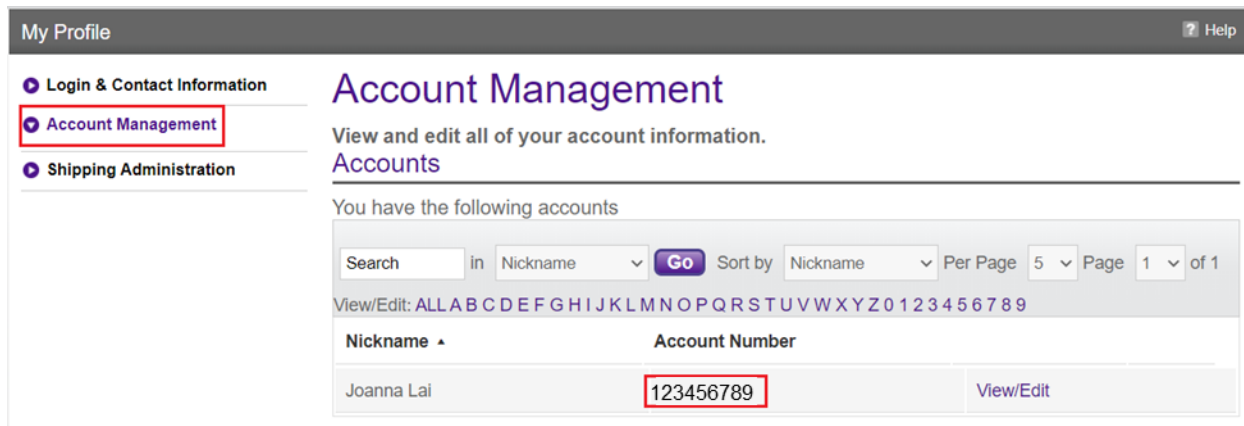
Answer

Step 1: Click *Account*

Step 2: Click *My Profile*



Step 3: Click *Account Management* and account number will show as highlighted in **RED** box.



Air Waybill related

Q1. How do I handle common error messages?

Error - Service not available to destination country/territory, why?

The screenshot shows the 'Prepare a Shipment' interface. At the top, there is a navigation bar with options: Ship, View Pending Shipment, Ship History, My Lists, Reports, Schedule a pickup, My Profile, and Administration. Below this, the 'Prepare a Shipment' section includes a progress indicator with '1 Enter shipping information' and '2 Print label(s)'. A red error message states: 'Service not available to destination country/territory.' To the right, there is a 'Contact your administrator' button and links for 'Preferences' and 'Clear all fields'. The main content area is divided into two panels: 'My Shipment Profiles' and '5. Package & Shipment Details'. The 'My Shipment Profiles' panel shows a dropdown menu for 'My Shipment Profiles' with a 'Ship' button. The '5. Package & Shipment Details' panel includes fields for:

- * Package type: FedEx Envelope
- * No. of packages: 1
- * Weight: 0.5 kgs
- * Total customs value: 10 Hong Kong Dollars

 A 'Currency Converter' link is also visible at the bottom of this panel.

Answer

Please check the destination country/territory or service selected. You may choose a destination country/ territory or service which is not supported.

The screenshot shows the '4. Services' section of the FedEx Ship Manager interface. It includes the following fields:

- * Ship date: 09 Jul 2020
- * Package contents: Radio buttons for Documents and Products/Commodities.
- * Service type: A dropdown menu currently set to 'International First', which is highlighted with a red rectangular box.
- Special Services: A link to expand this section.
- Hold at FedEx location: A checkbox that is currently unchecked.

Air Waybill related

Q2. How can I edit information after I've created an Air Waybill?

Answer

Please note that a new Air Waybill will be generated when you edit the original

Step 1: Click **Ship History**

Step 2: Choose the Air Waybill that you want to edit and then tick the box

FedEx Ship Manager® Logout Help

Ship View Pending Shipment **Ship History** My Lists Reports Schedule a pickup My Profile Administration

Shipping History

Search in Ship date Go Display shipments for the past 10 days Per page 5 Page 5 of 5

Ship date	Company	Contact name	Destination	Tracking number
<input type="checkbox"/> 05/06/2020	Testing Co	ABC	Testing Co Testing Location BARATARIA LA 70036 US	770632085912
<input checked="" type="checkbox"/> 05/06/2020		Matthew leung	1234564878 NEW YORK NY 10012 US	770631423974
<input type="checkbox"/> 05/06/2020	ABC COMPANY	CATHERINE HUI	ABC COMPANY 123456 125DF NEW YORK NY 10018 US	770622133571

Copy to my shipment profiles Cancel Download Track View details Reprint

Create return shipment Prepare customs documents

Step 3: Click **Copy to my shipment profiles** and the following alert will be appear

Alert: FedEx Ship Manager has successfully added the recipient to your Shipment Profiles.

Please Note: Shipment notification information will not be copied to your Shipment Profiles. You may add the shipment notification information during your next Shipment.

Step 4: Choose the shipment from **My Shipment Profiles** and all the information will be transferred

e.g. **20200605** means the shipment was created on Jun 5, 2020.

1 Enter shipping information 2 Print label(s)

* Denotes required field

My Shipment Profiles Help Hide

My Shipment Profiles Select

1. From

Joanna lai, 27/F NAN Y China

Matthew leung-20200605, Matthew leung, null, 1, Your Packaging

Air Waybill related

Q3. How can I reprint the shipping label after I have created the Air Waybill?

Answer

Step 1: Click **Ship History**

Step 2: Choose the Air Waybill that you want to edit and then tick the box

Step 3: Click **Reprint** [see Note]

FedEx Ship Manager® Logout Help

Ship | View Pending Shipment | **Ship History** | My Lists | Reports | Schedule a pickup | My Profile | Administration

Shipping History Choose columns

Search in Display shipments for the past days Per page Page of 5

<input type="checkbox"/>	Ship date	Company	Contact name	Destination	Tracking number
<input type="checkbox"/>	05/06/2020	Testing Co	ABC	Testing Co Testing Location BARATARIA LA 70036 US	770632085912
<input checked="" type="checkbox"/>	05/06/2020		Matthew leung	1234564878 NEW YORK NY 10012 US	770631423974
<input type="checkbox"/>	05/06/2020	ABC COMPANY	CATHERINE HUI	ABC COMPANY 123456 125DF NEW YORK NY 10018 US	770622133571

Note: Reprint function is available only for 12 hours after the Air Waybill is created; otherwise, it will show the following alert.

Alert: Reprint function is no longer available for this shipment.

Air Waybill related

Q4. How can I cancel a shipment?

Answer

Step 1: Click **Ship History**

Step 2: Select the desired shipment and click **Cancel**

An alert will be pop up and ask for confirmation.

Shipping History

Search in Display shipments for the past days Per page Page of 1

<input type="checkbox"/>	Ship date	Company	Contact name	Tracking number	Number of packages
<input type="checkbox"/>	01/08/2019			775888963588	1
<input type="checkbox"/>	01/08/2019	Fedex	I	790975746836	1

Alert: Are you sure you want to cancel the selected shipments above?

Copy to my shipment profiles

Air Waybill related

Q5. Why can't I cancel a shipment?

Answer

Cancel function is available only for 12 hours after you create the Air Waybill.

Q6. What if I need more space than the address fields?

Answer

In the address field, you may input 35 characters in each row. If the address does not fit, try short-form (e.g. Street > ST; Building > BLDG) and don't put country/territory, postal code and city in Address fields.

Q7. How long will FedEx retain the shipping data after I have prepared the Air Waybill?

Answer

FedEx retain shipping data for 90 days.

Pickup related

Q1. How do I schedule next day pickup in FedEx Ship Manager at fedex.com?

Answer

You can simply change **Ship date** on **Part 4 - Services**

Pickup/Drop-off (optional) [Help](#)

Schedule a pickup online
 Drop off a package at a FedEx location
 Already scheduled a pickup or will contact FedEx to schedule a pickup

Pickup Address [Edit](#)

G PLZ, KWUN TONG, Hong Kong SAR, China

Package Information [Hide](#)

Alert:
If your shipment contains any package over 68 kg or if your total shipment weight is over 300 kg, please contact [FedEx Customer Service](#) for pickup and booking arrangements.

Pickup Type **FedEx Express**

* Total no. of packages

* Total weight

* **Pickup date**

* Ready time

* Latest time available

Location of packages or special instructions

4. Services [Help](#)

* **Ship date** [Calendar](#)

* Package contents Documents Products/Commodities

* Service type [Help](#)

[Special Services](#)

Pickup related

Q2. How do I change the pickup address in FedEx Ship Manager at fedex.com?

Answer

Step 1: Under Pickup/Drop-off (optional)
Click **Edit** next to pickup address

Step 2: Modify the pickup address

Pickup/Drop-off (optional) [Help](#)

Schedule a pickup online
 Drop off a package at a FedEx location
 Already scheduled a pickup or will contact FedEx to schedule a pickup

Pickup Address [Edit](#)

IN YANG PLZ, KWUN TONG, Hong Kong SAR,
China

Package Information [Edit](#)

FedEx Express, 15 Jun 2020, 1:00 p.m. - 10:00 p.m., 1packages

Pickup related

Q3. How do I cancel a pickup order?

Answer

Go to [Schedule a pickup screen > Pickup History](#)

Select the order and click **Cancel Pickup**. An alert will pop up and ask for confirmation.

Schedule a Package Pickup

Pickup History

The following list contains the pickups you have requested using Schedule a Pickup at fedex.com. It includes completed and cancelled pickups for up to 30 days, as well as any scheduled pickups that are still pending. It does not include any pickups scheduled through [FedEx Customer Service](#). It also does not include any regularly scheduled pickups at your location.

You can sort and view details on any of the pickups below. If a pickup is still pending and has not been completed, you can also edit or cancel it. [Choose columns](#)

Search in Pickup date ▼ Display pickups for the past days Per page Page of 2

<input type="checkbox"/>	Pickup date	Pickup time	Confirmation no.	Address	Status	Pickup type
<input checked="" type="checkbox"/>	02/08/2019	8:30pm - 10:00pm	KTZA956	26.F NANYANG PLA	Scheduled	FedEx Express
<input type="checkbox"/>	23/07/2019	8:30pm - 10:00pm	KTZA828	26.F NANYANG PLA	Cancelled	FedEx Express
<input type="checkbox"/>	23/07/2019	4:30pm - 6:00pm	KTZA865	26.F NANYANG PLA	Cancelled	FedEx Express
<input type="checkbox"/>	23/07/2019	4:30pm - 6:00pm	KTZA866	26.F NANYANG PLA	Cancelled	FedEx Express
<input type="checkbox"/>	23/07/2019	4:30pm - 6:00pm	KTZA867	26.F NANYANG PLA	Cancelled	FedEx Express

Pickup related

Q4. Why there is no pickup confirmation number provided when the FedEx Ship Manager at fedex.com indicates a pickup has been scheduled? (Applied to Hong Kong only)

Answer

This may happen if you entered **852 / 00000 / 9999** in shipper's postal code field or selected **China** for the shipper's Country/Territory field.

Instead, select **Hong Kong SAR** in shipper's Country/Territory field and then **leave the postal code field blank** in order to allow successful pickup arrangement in FedEx Ship Manager at fedex.com.

1. From [Help](#) [Hide](#)

Saved senders

* Country/Territory

Company

* Contact name

* Address 1

Address 2

Postal code [Postal code information](#) **Leave it blank**

* City

* Phone no. ext.

Save as my default address

Save new sender in address book

Pickup related

Q5. Will the pickup order be placed automatically after I prepare the Air Waybill through FedEx Ship Manager at fedex.com?

Answer

You may schedule a pickup order during the preparation of the air waybill (Ship Tab) or schedule a standalone pickup order (Schedule a pickup Tab).

In **Ship Tap:**

In **Schedule a pickup tab:**

FedEx Ship Manager®

Pickup related

Q6. How many days will the Pickup History display?

Answer

The *Pickup History* displays orders placed within the past 30 days.

Billing related

Q1. When I don't have the recipient's account number, can I select 'bill the transportation charges to recipient'?

Answer

No. The recipient's account number is required in order to bill the consignee.