

## Account related

Q1 [How can I find my FedEx account number in FedEx Ship Manager at \[fedex.com\]\(http://fedex.com\)?](#)

## Air Waybill related

Q1. How do I handle error messages?

[Error - Service not available to destination country/territory, why?](#)

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Q3. [How can I reprint the shipping label after I have created the Air Waybill?](#)

Q4. [How can I cancel a shipment?](#)

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## Pickup related

Q1. [How do I schedule next day pick up in FedEx Ship Manager at \[fedex.com\]\(http://fedex.com\)?](#)

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Q5. [Will my pickup order placed automatically after I prepare the Air Waybill through FedEx Ship Manager at \[fedex.com\]\(http://fedex.com\)?](#)

Q6. [How many days will the Pickup History display?](#)

## Billing related

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

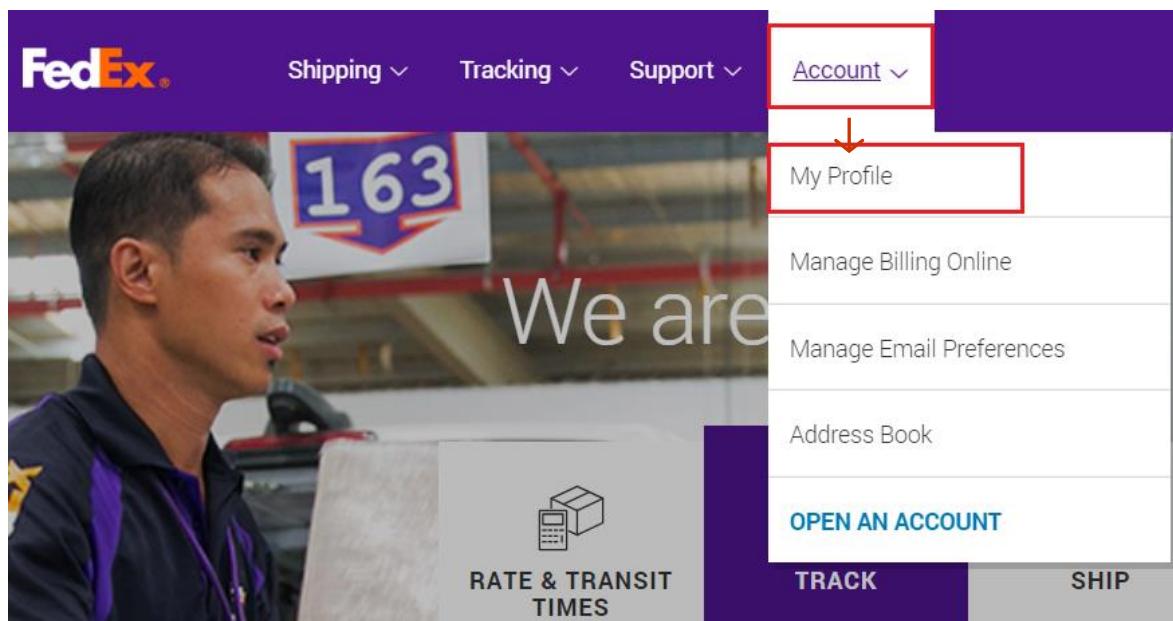
## Account related

Q1. How can I find my FedEx account number in FedEx Ship Manager at [fedex.com](http://fedex.com)?

### Answer

**Step 1:** Click *Account*

**Step 2:** Click *My Profile*



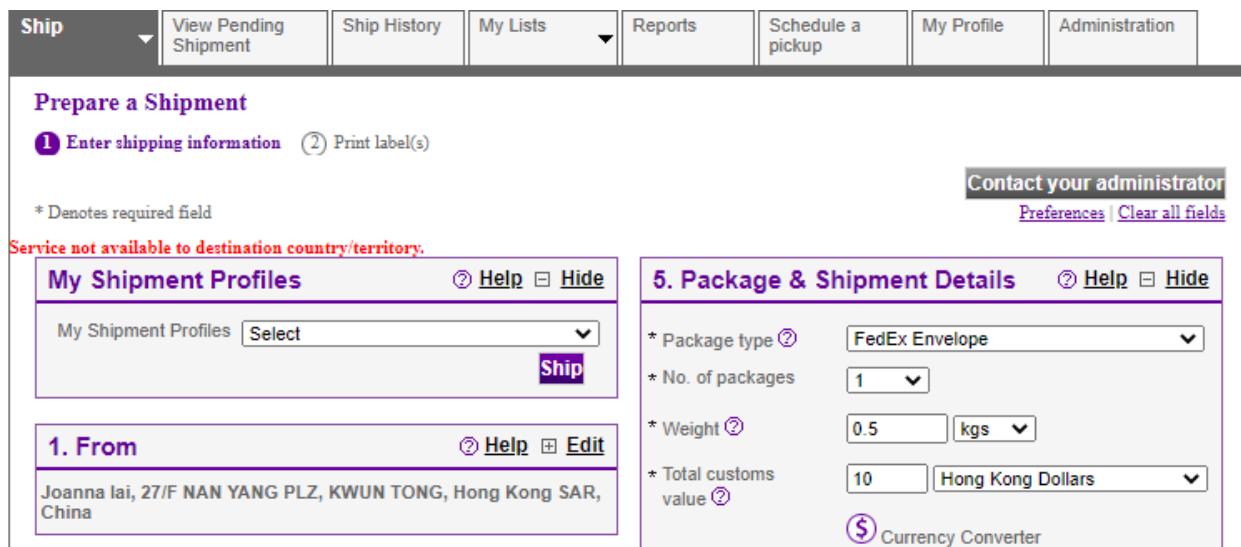
**Step 3:** Click *Account Management* and account number will show as highlighted in **RED** box.

A screenshot of the 'Account Management' page. The left sidebar has options for Login &amp; Contact Information, Account Management (which is highlighted with a red box), and Shipping Administration. The main content area is titled 'Account Management' and says 'View and edit all of your account information.' Below that is a section for 'Accounts' with the sub-headline 'You have the following accounts'. A search bar and sorting options are at the top of the account list. The account list table has columns for 'Nickname' and 'Account Number'. A row for 'Joanna Lai' shows the account number '123456789' in a red box. At the bottom right of the table is a 'View/Edit' button.

## Air Waybill related

### Q1. How do I handle common error messages?

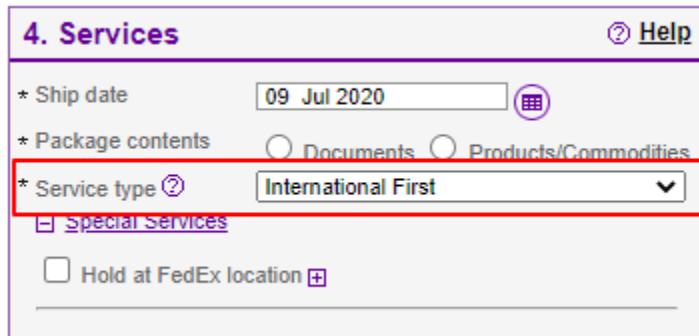
Error - Service not available to destination country/territory, why?



The screenshot shows the FedEx Ship Manager interface. At the top, there is a navigation bar with links: 'View Pending Shipment', 'Ship History', 'My Lists', 'Reports', 'Schedule a pickup', 'My Profile', and 'Administration'. Below the navigation bar, there is a section titled 'Prepare a Shipment' with two buttons: '(1) Enter shipping information' and '(2) Print label(s)'. A note below the buttons says '\* Denotes required field'. A red error message 'Service not available to destination country/territory.' is displayed. To the right of the error message is a 'Contact your administrator' button and links to 'Preferences' and 'Clear all fields'. The main form area is divided into two sections: 'My Shipment Profiles' and '5. Package & Shipment Details'. The 'My Shipment Profiles' section shows a dropdown menu 'Select' and a 'Ship' button. The '1. From' section shows the address 'Joanna Iai, 27/F NAN YANG PLZ, KWUN TONG, Hong Kong SAR, China'. The '5. Package & Shipment Details' section shows fields for 'Package type' (selected 'FedEx Envelope'), 'No. of packages' (selected '1'), 'Weight' (selected '0.5 kgs'), and 'Total customs value' (selected '10 Hong Kong Dollars'). A 'Currency Converter' link is also present.

## 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 fields for 'Ship date' (09 Jul 2020), 'Package contents' (Documents, Products/Commodities), 'Service type' (selected 'International First'), and 'Special Services' (Hold at FedEx location). The 'Service type' field is highlighted with a red border.

## Air Waybill related

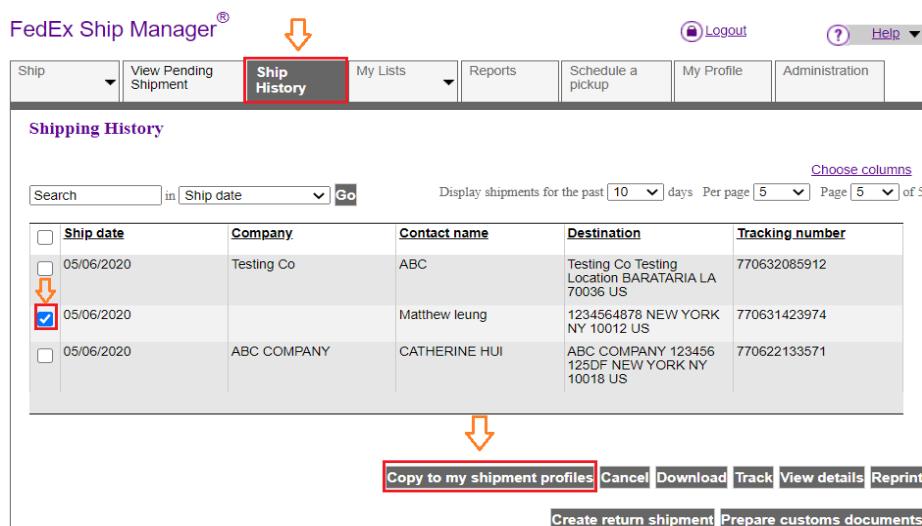
Q2. How can I edit information after I've created an Air Waybill?

### 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®

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

Logout Help

Shipping History

Choose columns

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
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

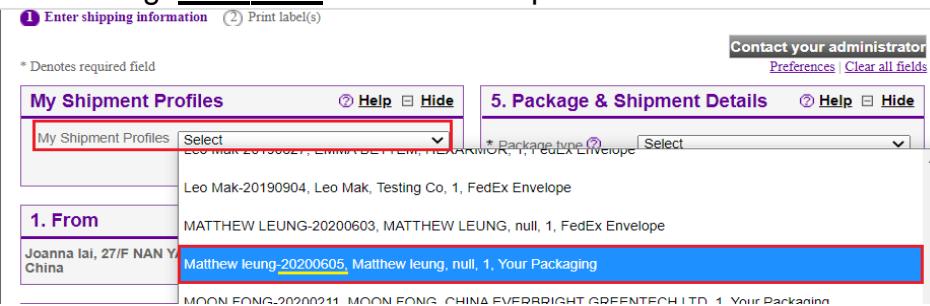
Step 3: Click **Copy to my shipment profiles** and the following alert will be appear

**!** 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.



Enter shipping information Print label(s)

Denotes required field

**My Shipment Profiles** Help Hide

My Shipment Profiles Select

Leo Mak-20190904, Leo Mak, Testing Co, 1, FedEx Envelope

**1. From**

Joanna Iai, 27/F NAN Y China

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

**5. Package & Shipment Details** Help Hide

\* Package type Select

MOON FONG-20200621 MOON FONG CHINA EVERRIGHT GREENTECH LTD 1, Your Packaging

## Air Waybill related

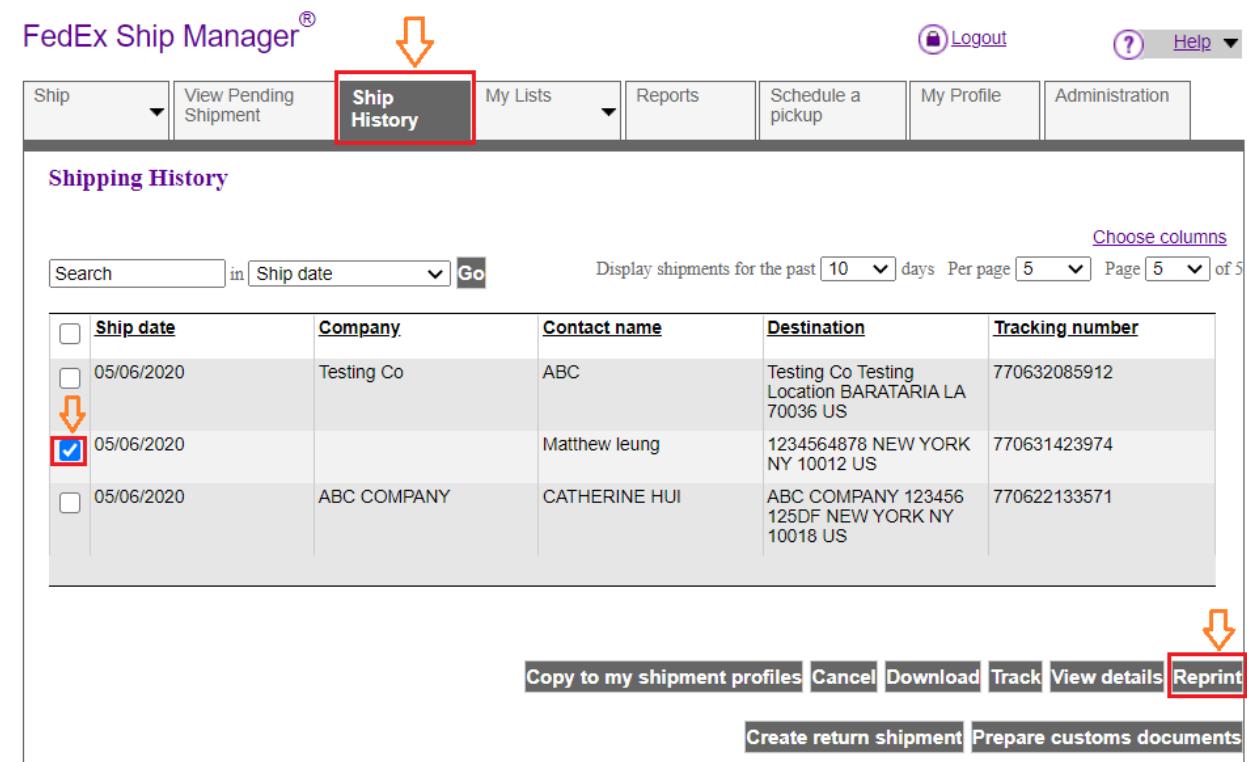
Q3. How can I reprint the shipping label after I have created the Air Waybill?

### 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]**



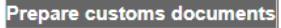
**FedEx Ship Manager®**  

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

**Shipping History** 

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

     **Reprint**  

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



## 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.

The screenshot shows the FedEx Ship Manager interface. At the top, there is a navigation bar with links: 'Ship', 'View Pending Shipment', 'Ship History' (which is highlighted in blue), 'My Lists', 'Reports', 'Schedule a pickup', 'My Profile', and 'Administration'. Below the navigation bar, the title 'Shipping History' is displayed. On the left, there is a search bar with 'Search' and 'in Ship date' dropdown, and a 'Go' button. To the right of the search bar, there are filters: 'Display shipments for the past 10 days' and 'Per page 5'. A 'Choose columns' link is also present. The main content area is a table showing two shipments:

Ship date	Company	Contact name	Tracking number	Number of packages
01/08/2019			775888963588	1
01/08/2019	Fedex	I	790975746836	1

Below the table, there is a red-bordered alert box containing the text: '(!) Alert: Are you sure you want to cancel the selected shipments above? **Yes** **No**'. At the bottom of the page, there are several buttons: 'Copy to my shipment profiles', 'Cancel' (which is highlighted with a red box), 'Download', 'Track', 'View details', 'Reprint', 'Create return shipment', and 'Prepare customs documents'.

## **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](http://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](#)

China G PLZ, KWUN TONG, Hong Kong SAR,

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  kgs

\* 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 [Special Services](#)

## Pickup related

Q2. How do I change the pickup address in FedEx Ship Manager at [fedex.com](http://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., 1 packages

## 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](http://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.

Search

in
Pickup date
▼
Go
Display pickups for the past
30
days
Per page
5
▼
Choose columns

Search

in
Pickup date
▼
Go

Display pickups for the past
30
days
Per page
5
▼
Choose columns

Page
1
▼
of 2

Select	Pickup date	▲ Pickup time	Confirmation no.	Address	Status	Pickup type
<input 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

Cancel pickup
Edit pickup
View/print pickup details

## 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	Select
* Country/Territory	Hong Kong SAR, China
Company	Fedex
* Contact name	Select or enter
* Address 1	
Address 2	
Postal code	<span>Leave it blank</span> Postal code information
* City	Select or enter
* Phone no.	ext.
<input type="checkbox"/> Save as my default address	
<input type="checkbox"/> 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](http://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 Tab:

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](#)

anyang Plaza, 57 Hung To Road, KWUN TONG, 180, Hong Kong [Hide](#)

**Package Information** [Edit](#)

**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  kgs

\* Pickup date 02 Aug 2019

\* Ready time 3:00 p.m.

\* Latest time available Select

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

[Add more details](#)

#### In Schedule a pickup tab:

FedEx Ship Manager®

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

Prepare a Shipment

① Enter shipping information ② Print label(s)

\* Denotes required field

Contact your administrator [Preferences](#) [Clear all fields](#)

**My Shipment/Document Profiles** [Help](#) [Edit](#)

Shipment Profile  Document Profile  **Ship**

**5. Package & Shipment Details** [Help](#) [Edit](#)

\* Package type

\* No. of packages

\* Weight  kgs

Dimensions  Select

## **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.