



# HOW TO TRANSFER ADDRESS BOOK FROM SOFTWARE TO FEDEX.COM

Follow the instructions below to transfer shipment addresses from  
FedEx Ship Manager™ Software to FedEx Ship Manager™ at [fedex.com](https://fedex.com)

## STEP 1. Launch FedEx Ship Manager™ Software

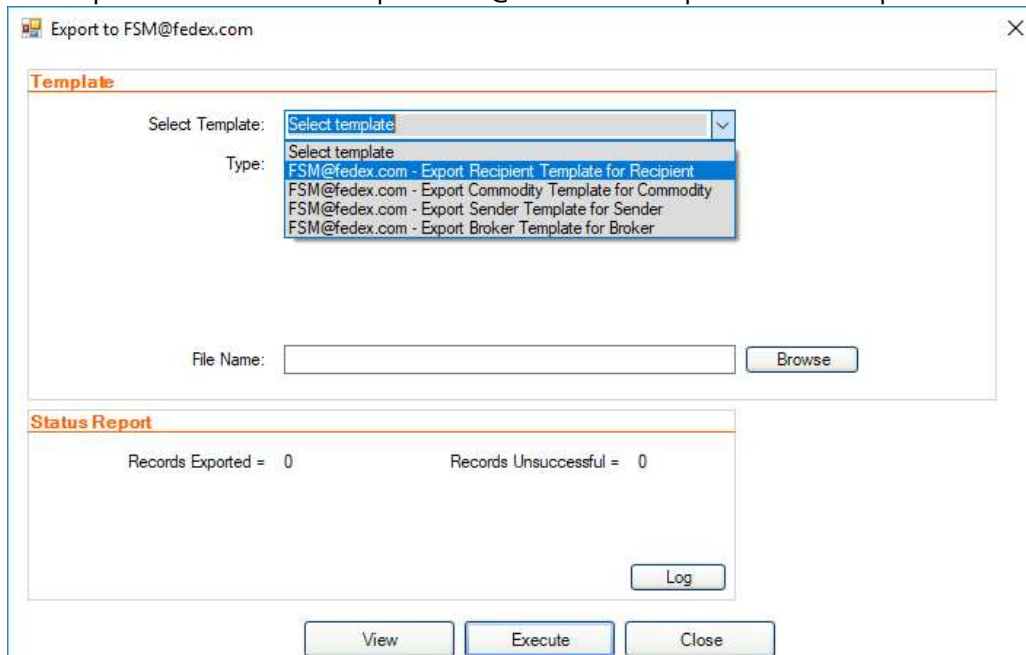
The screenshot shows the FedEx Ship Manager Software interface. The 'File' menu is open, and the 'Export to FSM@fedex.com' option is highlighted. The 'Ship' tab is selected in the top navigation bar. The main form is divided into several sections: Sender Information, Recipient Information, Shipment Details, Shipment Contents, and Billing Details. The Sender Information section includes fields for Sender ID, Company Name, Contact Name, First Phone #, Country/Territory, and FedEx Account #. The Recipient Information section includes fields for Recipient ID, Company Name, Contact Name, Country/Territory, Address 1, Address 2, Address 3, City / Postal code, First Phone, Ext, VAT/Customs ID/EIN #, and ShipAlert email to. The Shipment Details section includes fields for Shipping Date, Shipment #, Service, Packaging, Packages, Total Weight, Carriage Value, Customs Value, Purpose of Shipment, Shipment Reference, and Department/Notes. The Shipment Contents section includes a Description field and checkboxes for Electronic Trade Docs and Post-Shipment. The Billing Details section includes fields for Bill shipment to, Bill Duties and Taxes to, and Account #. The bottom of the form has buttons for Documents, Save, Preview, Cancel, and Ship.

## STEP 2. Select File tab in Top Menu and Select “Export to [FSM@fedex.com](mailto:FSM@fedex.com)”

This screenshot is identical to the one above, showing the FedEx Ship Manager Software interface with the 'File' menu open and 'Export to FSM@fedex.com' selected. The form fields and layout are the same as in the previous image.

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**STEP 3.** Click on the arrow next to the Select Template field and choose a category from the drop-down menu. For example: “FSM@fedex.com - Export Sender Template for Sender”



Export to FSM@fedex.com

**Template**

Select Template: Select template ▼

Type: Select template

- FSM@fedex.com - Export Recipient Template for Recipient
- FSM@fedex.com - Export Commodity Template for Commodity
- FSM@fedex.com - Export Sender Template for Sender
- FSM@fedex.com - Export Broker Template for Broker

File Name:  Browse

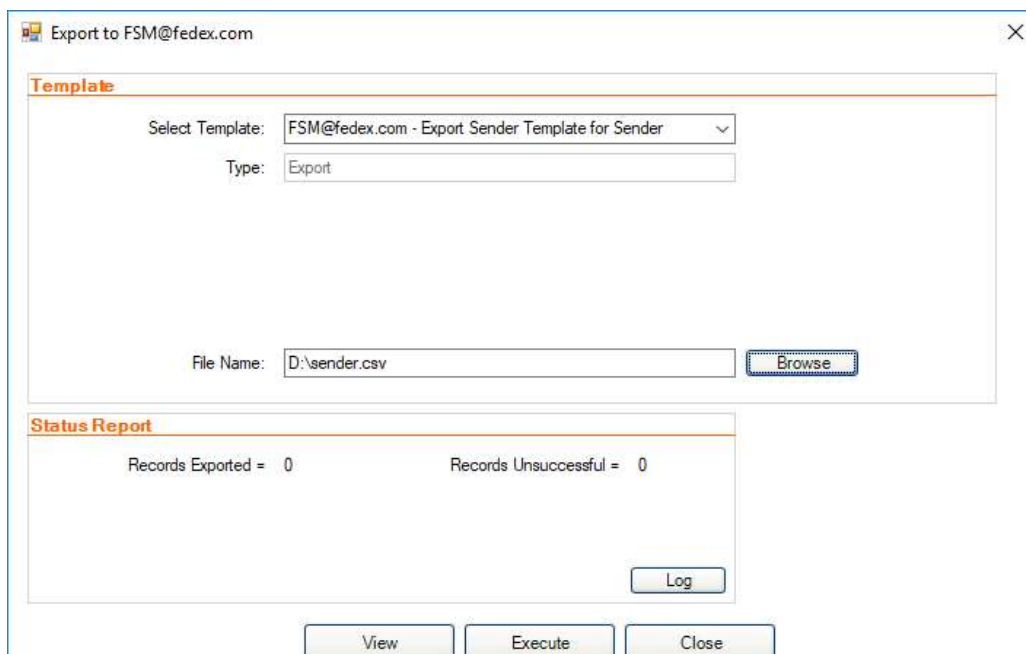
**Status Report**

Records Exported = 0      Records Unsuccessful = 0

Log

View Execute Close

**STEP 4.** Click Browse and Enter a new file name for exporting sender information.



Export to FSM@fedex.com

**Template**

Select Template: FSM@fedex.com - Export Sender Template for Sender ▼

Type: Export

File Name: D:\sender.csv Browse

**Status Report**

Records Exported = 0      Records Unsuccessful = 0

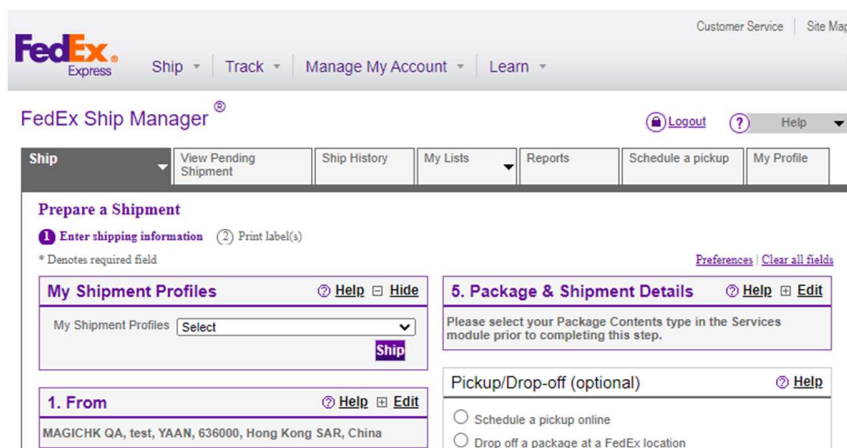
Log

View Execute Close

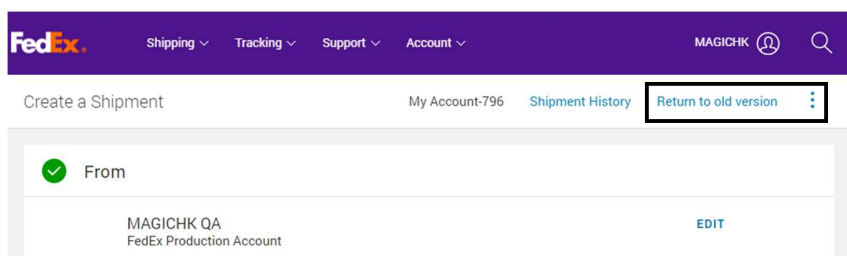
**STEP 5.** Once all data is exported, a pop-up message indicated “Records exported”. Click OK.



**STEP 6.** Login to FedEx Ship Manager™ at fedex.com



Remarks – If you login to new version of FedEx Ship Manager™ at fedex.com, please click “Return to old version” on top menu bar.



**STEP 7.** Select “My Lists > Address Book” from main tab to enter Address Book page

**STEP 8.** Select “Import/Export -> Import/Export” from main tab

The screenshot shows the FedEx Address Book interface. The 'Import / Export' tab is selected in the top navigation bar. Below the navigation bar, there's a search bar and a table of addresses. The table has columns: Contact name, Contact ID, Company, Address 1, City, and Checked. The table lists several addresses, including 'Full Name', 'Macau', 'US Recipient 100', 'US Recipient', '20200207 US Name', '3216', 'AU 20200724', 'AU Name 20200227', 'AU Recipient 20191105', and 'Carol Kriss'.

**STEP 9.** Enter or Select the data below

- “Import as” – use the drop-down arrow to choose a type (example: Sender)
- “File to import” – Select a file you exported previously (i.e.: sender.csv)
- Click “Import” button at the bottom right corner

The screenshot shows the FedEx Address Book interface with the 'Import / Export' tab selected. The 'Import' form is open, showing options for 'Choose action' (Import), 'Import as' (Sender), 'File to import' (Choose File), and 'Select file type' (fedex.com Address Book (.CSV file)). The 'Import' button is highlighted with a red box. Below the form, there's an alert message: 'Alert: If you have imported addresses with errors within the last 90 days, this import will overwrite your previous import report of addresses with errors if they have not been corrected.'

**STEP 10.** The alert message appears on screen while the software is transferring your address files

Address Book Logout ? Help

Addresses Groups **Import / Export** Customize Administration

Welcome, **MAGICHK QA**  
Your Address Book contains:  
96 addresses (1% of a maximum 10000)  
\* Denotes required field [Clear all fields](#)

\* Choose action **Import** ☐ Replace address book  
[View last import report](#)

Import as **Recipient**  
[Download a sample FedEx.com CSV file](#) to use as a template

\* File to import **Choose File** No file chosen

\* Select file type **fedex.com Address Book (.CSV file)**

I can not find my file type  
☐ Map my file fields to the FedEx Import template

**Cancel Import**

**Alert:** Your import request is being processed.

**Alert:** If you have imported addresses with errors within the last 90 days, this import will overwrite your previous import report of addresses with errors if they have not been corrected.

**Please Note:**

- Importing a large address book may take several minutes depending upon your connection speed.
- Please click the Import button only once and do not click any other buttons in your browser while the import is being processed.

**STEP 11.** When your address files have transferred successfully to FedEx Ship Manager at fedex.com, , the alert message indicates “Your last import process is complete”

Address Book Logout ? Help

Addresses Groups **Import / Export** Customize Administration

Welcome, **MAGICHK QA**  
Your Address Book contains:  
98 addresses (1% of a maximum 10000)  
\* Denotes required field [Clear all fields](#)

\* Choose action **Import** ☐ Replace address book  
[View last import report](#)

Import as **Recipient**  
[Download a sample FedEx.com CSV file](#) to use as a template

\* File to import **Choose File** No file chosen

\* Select file type **fedex.com Address Book (.CSV file)**

I can not find my file type  
☐ Map my file fields to the FedEx Import template

**Cancel Import**

**Alert:** Your last import process is complete.

**Alert:** If you have imported addresses with errors within the last 90 days, this import will overwrite your previous import report of addresses with errors if they have not been corrected.

Remarks – If you have imported address with errors, please click on View last import report link and follow on screen instructions

**Address Book** [Logout](#) [Help](#)

Addresses Groups **Import / Export** Customize Administration

**Import Report**  
Your Address Book contains:  
2 addresses (0%) of a maximum 10000

The following entries were imported on 18-04-2020 with invalid or missing information. You must correct these address entries before use. They will be stored for 90 days from the above date for your convenience. They will be deleted after 90 days or upon your next import of addresses containing errors.

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<input type="checkbox"/>	Row	Contact name	Address 1	Reason	Sender/Recipient/Broker
<input type="checkbox"/>	1	<a href="#">Sample User</a>	Room B, 123 Main Street	Invalid/Missing Telephone Number Duplicate Address ID - MODIFIED	Recipient
<input type="checkbox"/>	2	<a href="#">Sample User</a>	Room B, 123 Main Street	Duplicate Address ID - MODIFIED	Recipient

**Rejected Reason**

**Edit the record immediately** [Edit](#) [Delete](#) [Save to file](#)

Please note:

- Contacts that you have imported with errors appear in this Import Report but not in the Address Book. It is strongly recommended that you correct the errors in this Import Report so that the contacts can be displayed in your Address Book.
- If your address book contains the maximum number of entries, you will not be able to correct an address from the import report until addresses are deleted from your address book.

Total addresses successfully imported: 0  
Total addresses accepted with errors: 2  
Total addresses rejected: 0

- Customer can also amend the data in the csv and perform import process again.
- Possible reject reason
  - Invalid/Missing State (required for US, CA, BR, IN and AE)
  - Invalid/Missing Telephone Number (US telephone number must be 10 digits)
  - Invalid/Missing Zip/Postal
  - Duplicate Address ID – MODIFIED (can be ignored)

**Step 12.** Repeat the steps to complete transfer of saved addresses for recipients and broker.