The new FedEx Ship Manager™ at fedex.com

User guide

Introduction
- What is FedEx Ship Manager?
- Benefits of FedEx Ship Manager
- Get Started
Page 3

Comfortable View
Page 4

Left Navigation Menu
Page 5

Create a shipment
Page 8

Manage shipments
Page 9

Support Section
Page 11

Compact View

Left Navigation Menu
Page 10

Create a shipment
Page 11

Manage shipments
Page 15

Support Section
Page 16

What is FedEx Ship Manager at fedex.com?

The new FedEx Ship Manager at fedex.com offers a tailored solution for your shipping process. It is an easy to follow and accessible tool, designed with customer needs in mind, to ensure a pleasant shipping experience.

Benefits of FedEx Ship Manager at fedex.com

- Accessible from any desktop and by multiple users
- Intuitive and user-friendly interface based on customer feedback
- All the standard features, plus advanced ones to make shipping easier
- Automatic updates, so you get new features and services as soon as they're released

Get started

1 Open an Account

If you don't have an account number yet, sign up from our homepage.

2 Create user ID and password

Go to fedex.com and click "Sign up/Login" on the top right-hand side of the page. On the next screen, create user ID and password.

3 Go to fedex.com And click "SHIP"

Prepare shipping labels anytime, anywhere over the internet.
Just go to fedex.com and click "SHIP".

There are two views for FedEx Ship manager TM at fedex.com
Comfortable View & Compact View

Comfortable View

Follow the step-by-step screens – from air waybill creation to pickup reseveration

Compact View

Find everything on a single screen – from air waybill creation to pickup reservation

Left Navigation Menu of Comfortable View

Comfortable View was especially designed for those shippers who would like a step-by-step approach. You'll be walked through every step of the shipping process, to ensure you will not miss anything.

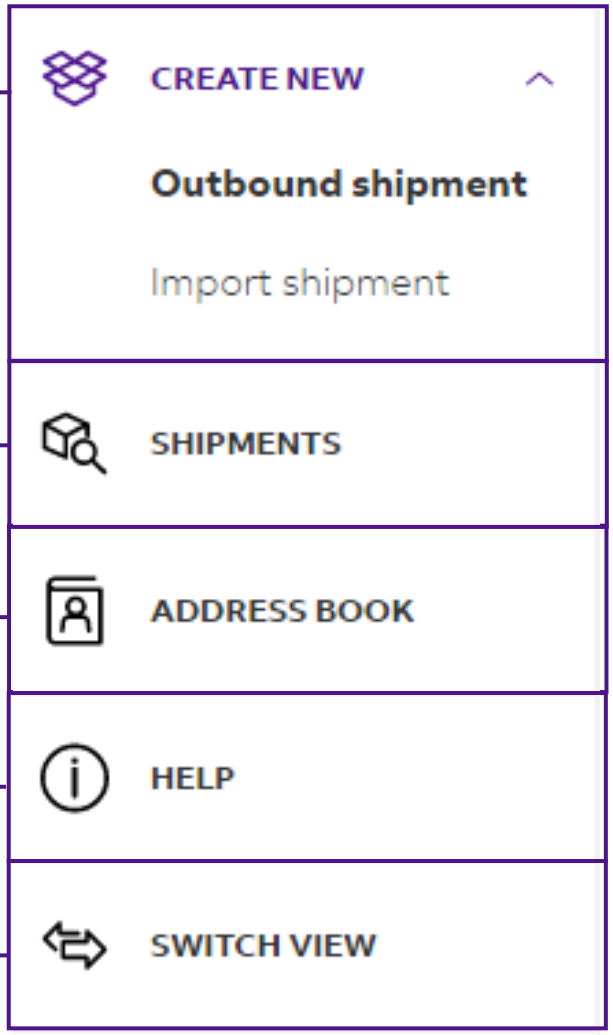
Use this section to create a new shipment. You can choose for an outbound shipment or an import shipment. Fill in the address details, package weight and dimensions, select a FedEx service for your shipment, and other required shipment information.

View a list of all the shipments you created. In this section, you can see the shipping status of your shipments and check for any updates. It also allows you to cancel shipments or reprint the labels.

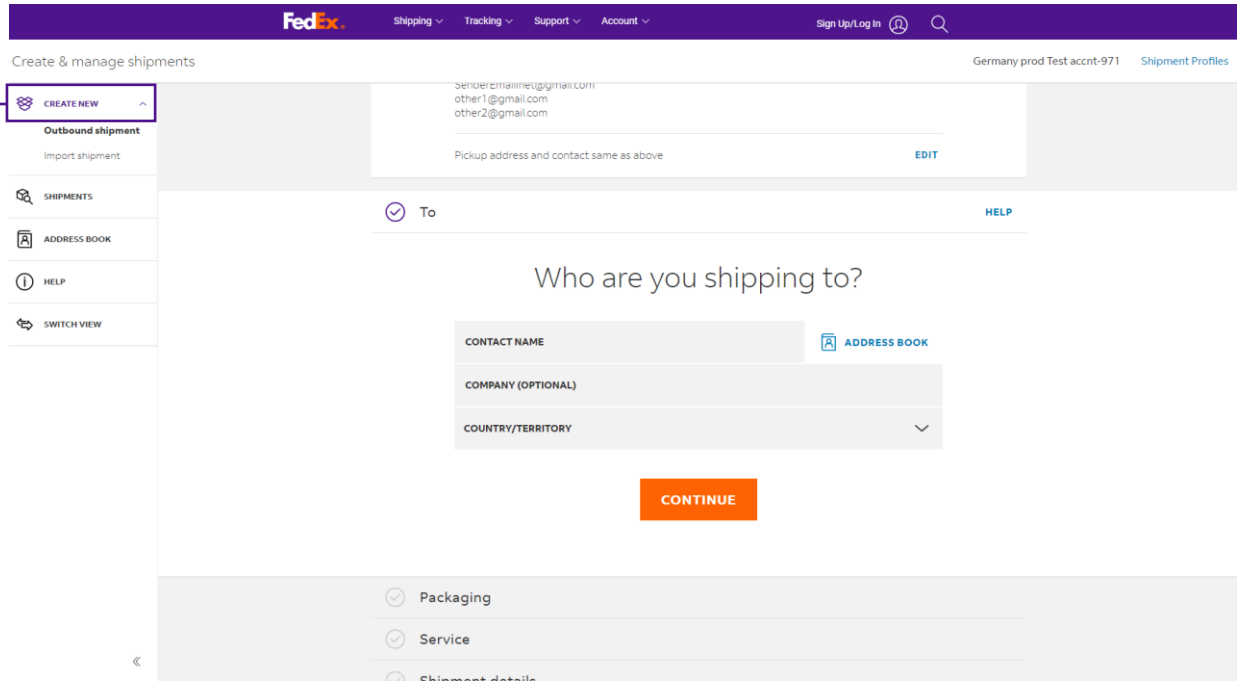
View and edit your FedEx address book.

Click the Help section to find out more information about FedEx Ship Manager and its features.

Select which FedEx Ship Manager View you want to use. You can switch between the Comfortable View and the Compact View.



Create a new shipment with Comfortable View

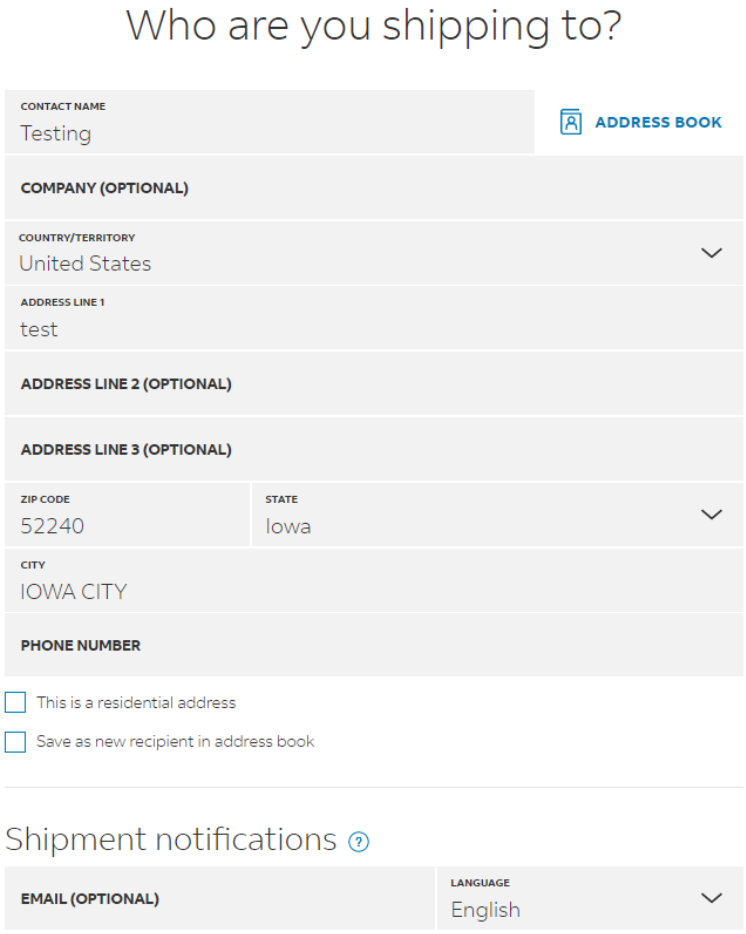


1. Click "CREATE NEW" to open the shipment form.

2. Provide the address details of the recipient.

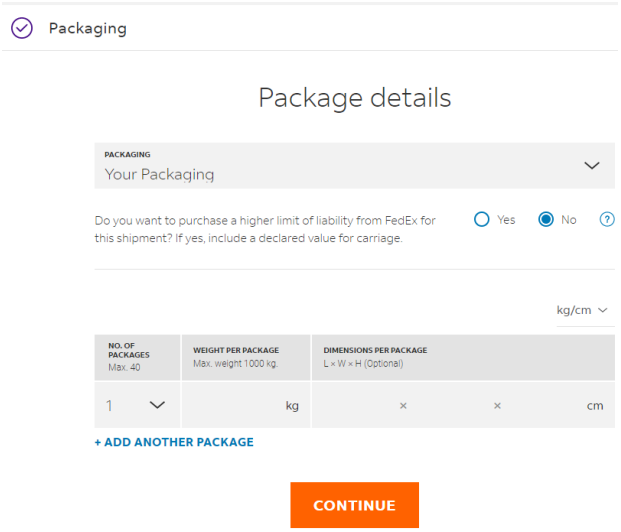
You can select the address from your address book or add a new address. To save the new address in your address book, click the checkbox at the bottom.

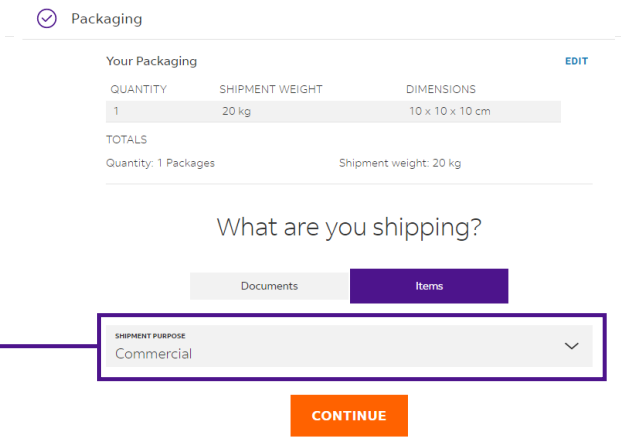
You can also choose to receive Shipment Notifications.



3. Provide the package details.

Specify the package weight and dimensions of your shipment. This information is required to calculate the correct cost for your shipment. Once you have filled in your dimensions, you can select whether you ship a document or items and provide the item description.

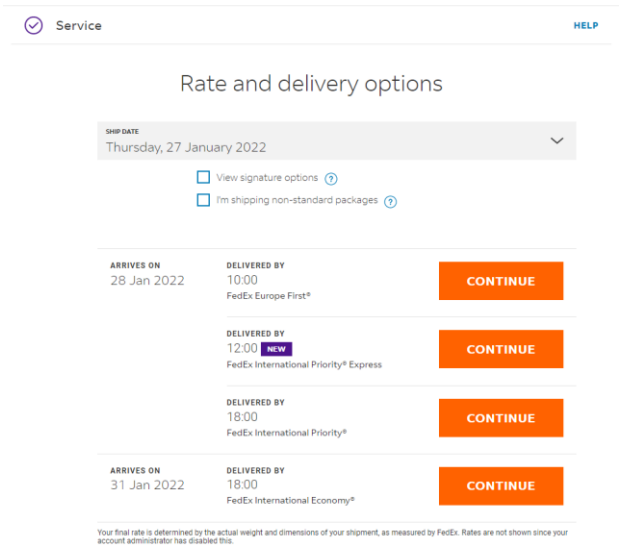




Shipment purpose only needs to be filled in if this is a customs-controlled shipment. For shipments that are not customs controlled, the goods description is enough.

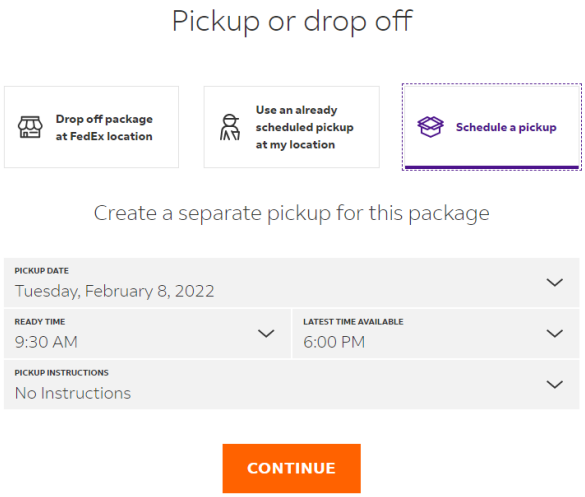
4. Select a service for your shipping.

Choose a service for shipping. The service availability depends on the origin and destination of the shipment. The rates shown are linked to your account setup.



5. Select the pickup time and date.

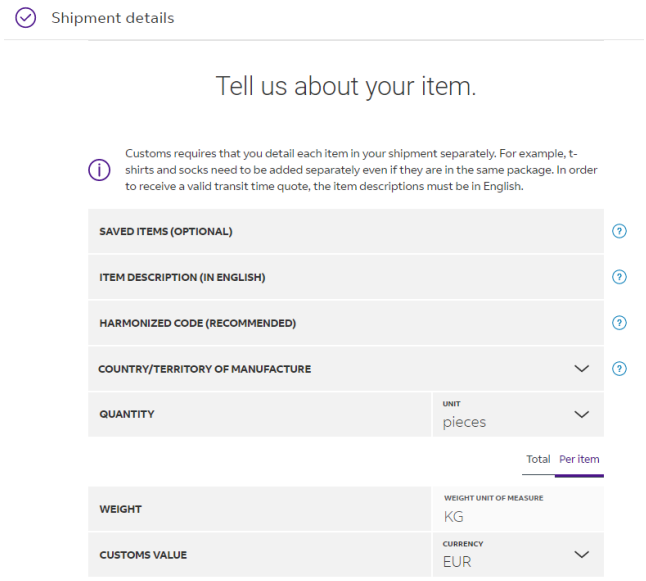
Here you can select the pickup time and date. You can use an existing pickup, or create a new time and date. Depending on your location, you can also choose to drop off your shipment at a FedEx location.



6. Additional item information*

If you are sending a customs-controlled shipment, we need to know additional information about your shipment, which you can fill in here.

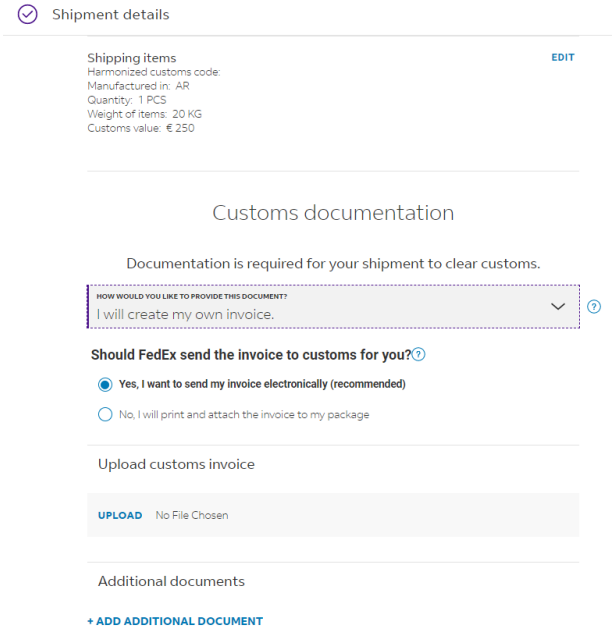
*Only applies to customs-controlled shipments



7. Customs Documentation*

If you are sending a customs-controlled shipment, you can upload your commercial invoice here. If you do not have a commercial invoice, FedEx can help you with creating one.

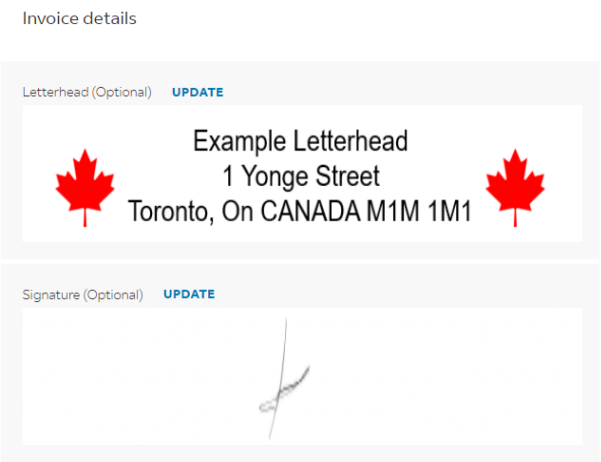
*Only applies to customs-controlled shipments



8. Creating an invoice*

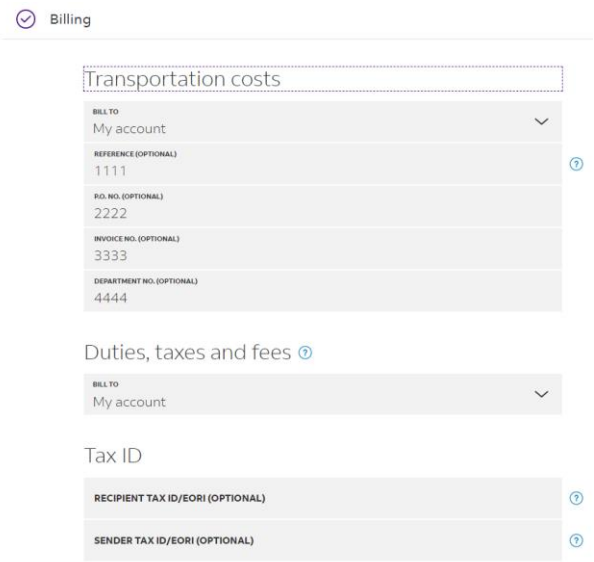
If you want FedEx to assist you with creating a commercial invoice, you can fill in the details here.

*Only applies to customs-controlled shipments



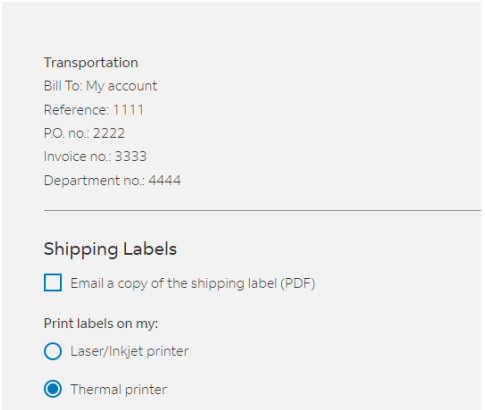
9. Specify the billing information.

You can also select who you would like FedEx to bill for duties, taxes and fees (when applicable.) Note that if the requested party does not pay FedEx, we will charge these costs to the shipper.



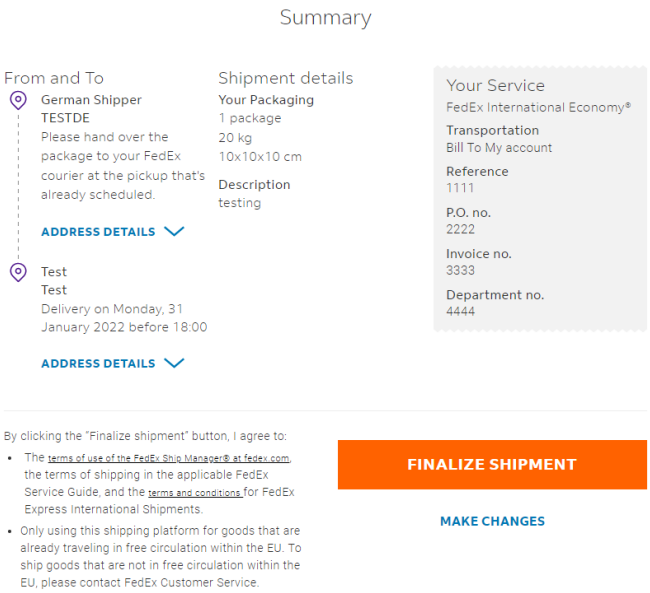
10. Printing

Once you have filled in the billing information, you can choose how to print the labels.

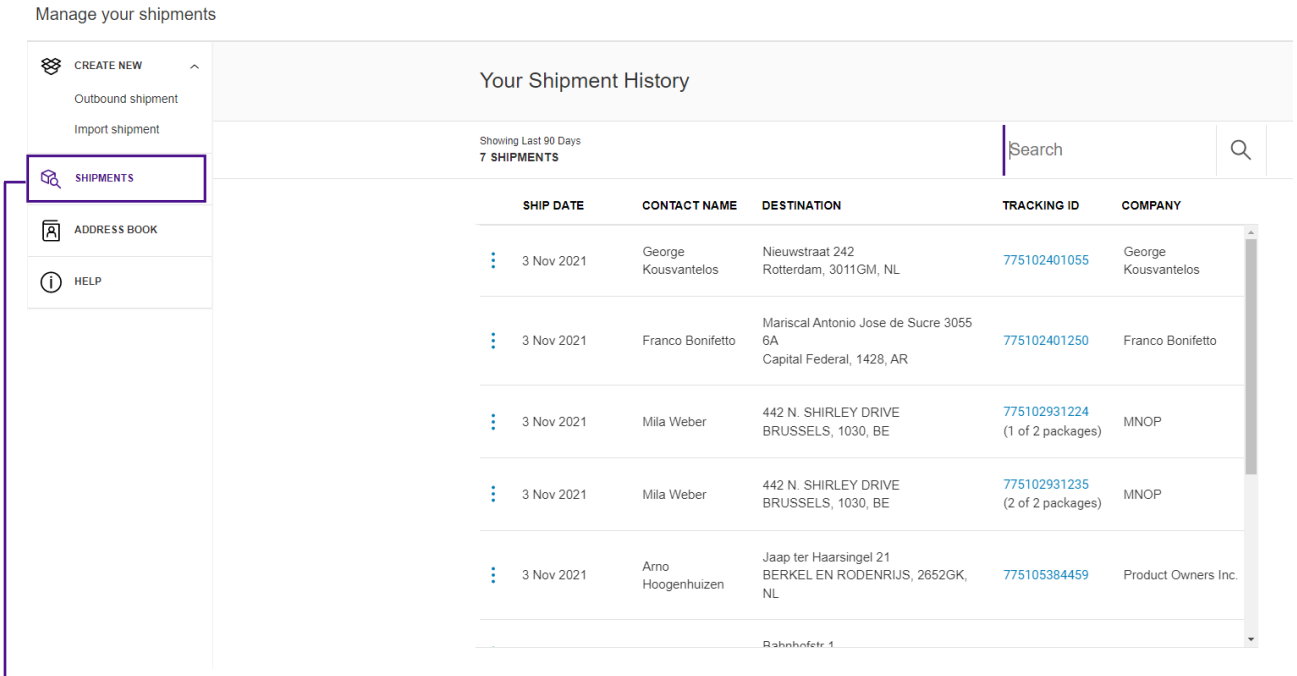


11. Summary

Lastly you will see a summary of your shipment. You can make any changes if necessary. If the shipment is exactly how you like it, you can agree to the terms and conditions and finalize it.



Manage shipments Comfortable View



To view a list of all your shipments and shipment information, click SHIPMENTS.

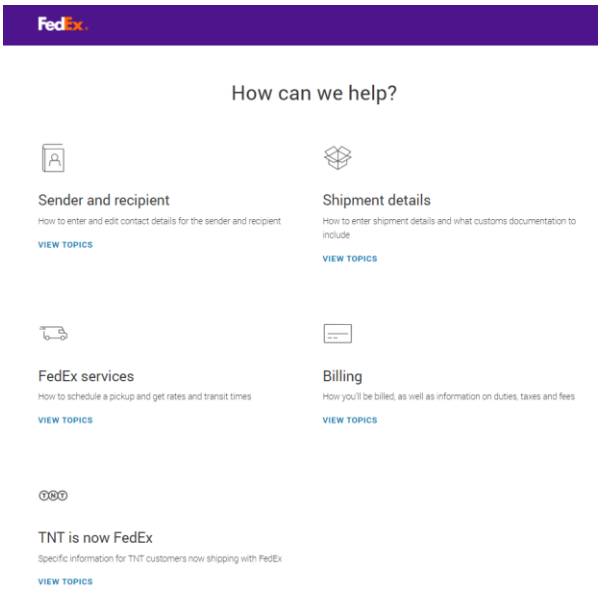
You can click individual shipments to check their details and shipping status. It also allows you to repeat the shipment if you need to send it again.

If you click on the Tracking ID number, you can see the current status of the shipment.

Support Section

There is an extensive “help” section which can be accessed via the application from the left navigation menu.

For an overview, key benefits and the FAQ of the New FedEx Ship Manager, please visit the “Shipping Tools” page on fedex.com.



You can always contact your local FedEx support via customer service if you have any further questions. The number for your local customer service can be found on your local fedex.com website.

Left Navigation Menu of Compact View

Compact View was designed for those shippers who would like a clear overview in one page. Everything regarding your shipment is located in one screen.

Use this section to create a new shipment. Fill in the address details, package weight and dimensions, select a FedEx service for your shipment, and other required shipment information.

View a list of all the shipments you created. In this section, you can see the shipping status of your shipments and check for any updates. It also allows you to cancel shipments or reprint the labels.

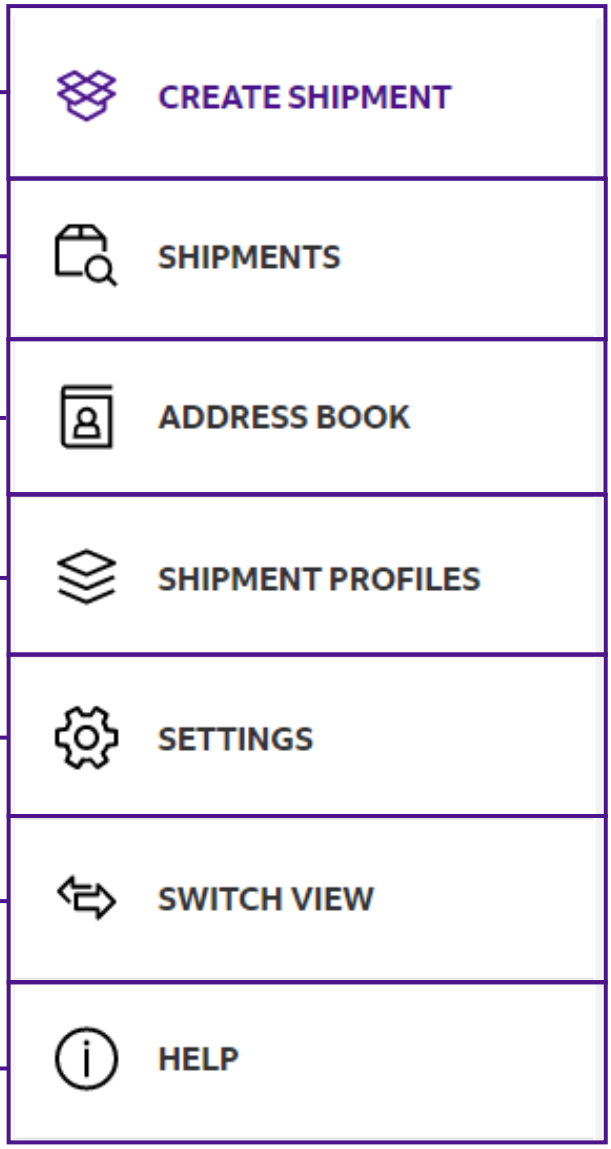
View and edit your FedEx address book.

Create shipment profiles to save information that can be reused when creating new shipments. Select the shipment profile when you create a new shipment and the information will be filled in automatically.

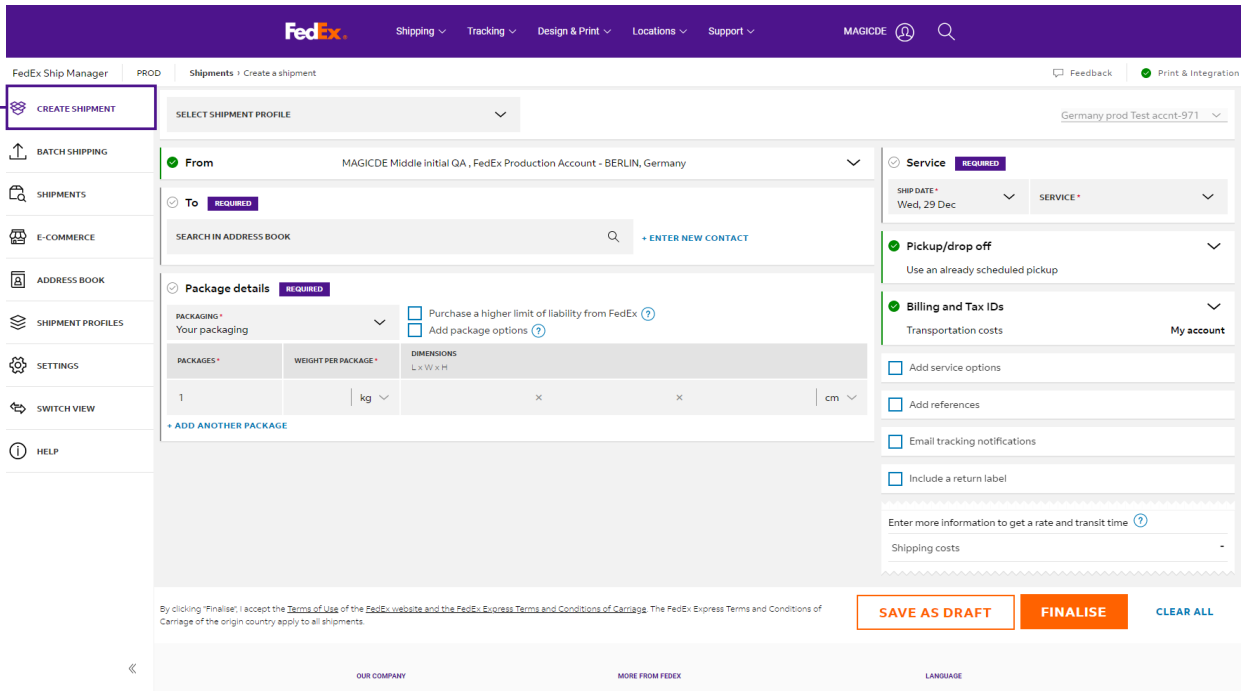
Change the default settings for shipping and printing

Select which FedEx Ship Manager View you want to use. You can switch between the Comfortable View and the Compact View.

Click the Help section to find out more information about FedEx Ship Manager and its features.



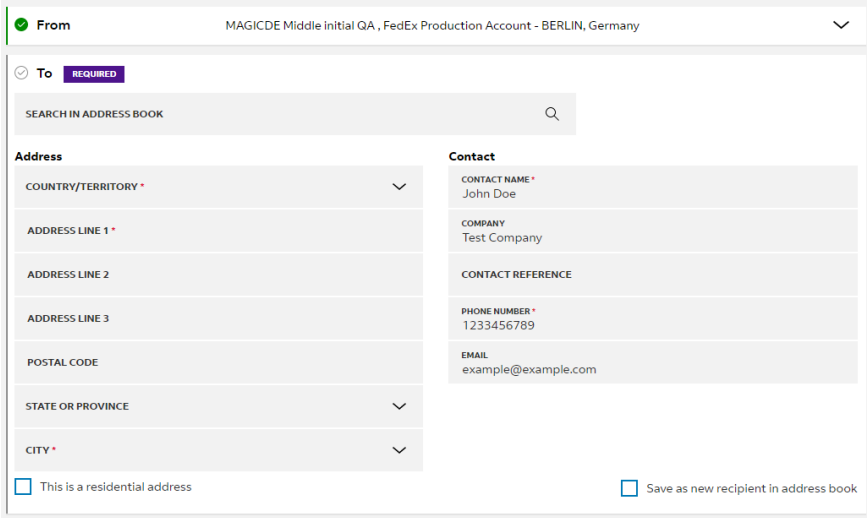
Create a new shipment with Compact View



1. Click "CREATE SHIPMENT" to open the shipment form.

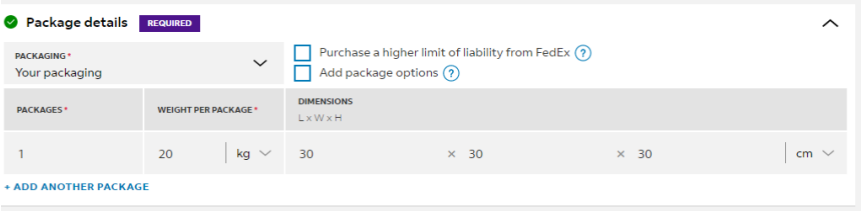
2. Provide the address details of the recipient.

You can select the address from your address book or add a new address. To save the new address in your address book, click the checkbox on the right.



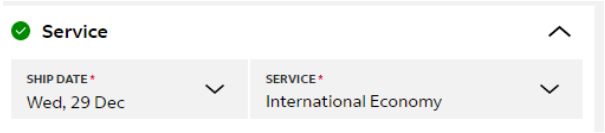
3. Provide the package details.

Specify the package weight and dimensions of your shipment. This information is required to calculate the correct cost for your shipment.



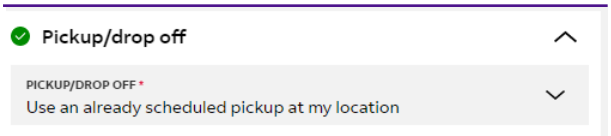
4. Select a service for your shipping.

Choose a service for shipping. These are adjusted to your FedEx account and may vary between accounts.



5. Select the pickup time and date.

Here you can select the pickup time and date. You can use an existing pickup, or create a new time and date.

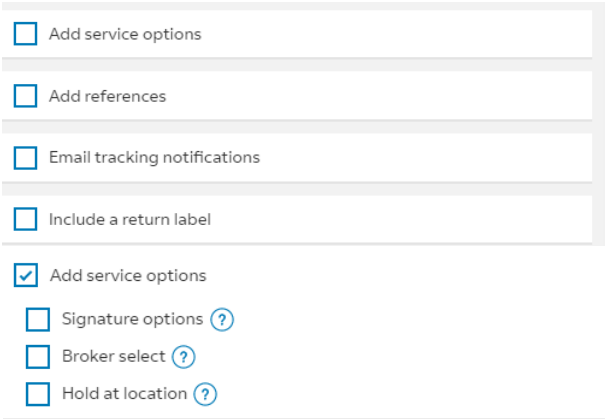


6. Specify the billing information.

You can also select who you would like FedEx to bill for duties, taxes and fees (when applicable.) Note that if the requested party does not pay FedEx, we will charge these costs to the shipper.

7. Select extra service options.

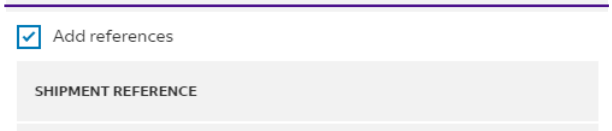
This section allows for extra options for shipping. If you check any of the boxes, the menu will drop down and show you all available extras.



Signature options allow you to let us know if a shipment needs to be signed for.

If you or the importer want to use your own broker for clearance, you can let us know here.

Rather have the recipient pickup your shipment from a FedEx location? Here you can select this option.



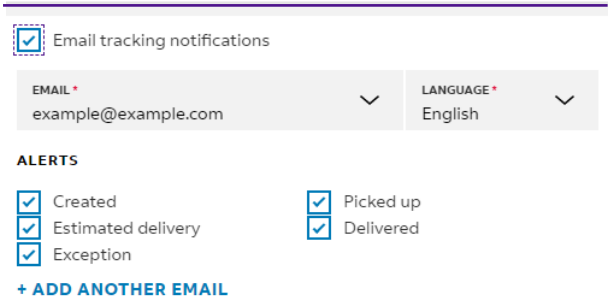
If you have a special reference for your shipment, fill it in here.

SHIPMENT REFERENCE

P.O. NO.

INVOICE NO.

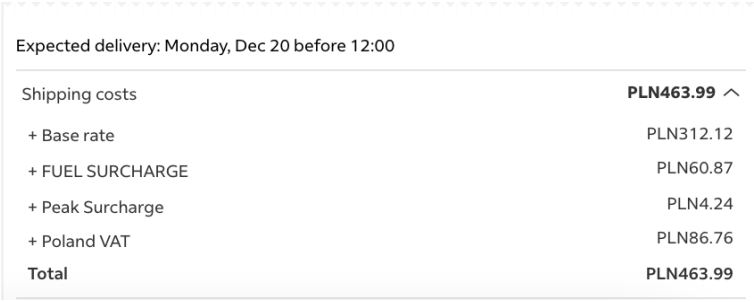
DEPARTMENT NO.



Do you want to receive emails with up-to-date tracking information? Check this box and we will let you know what is happening with your shipment. You can also fill in the recipient's email address to keep them up to date.

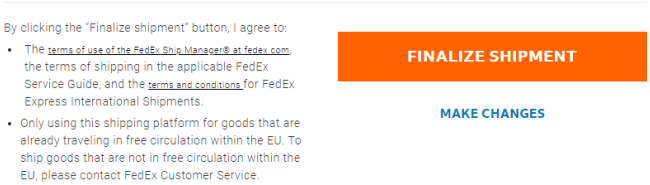
8. Shipping rate

Once you filled in all information, a detailed shipping rate will appear.

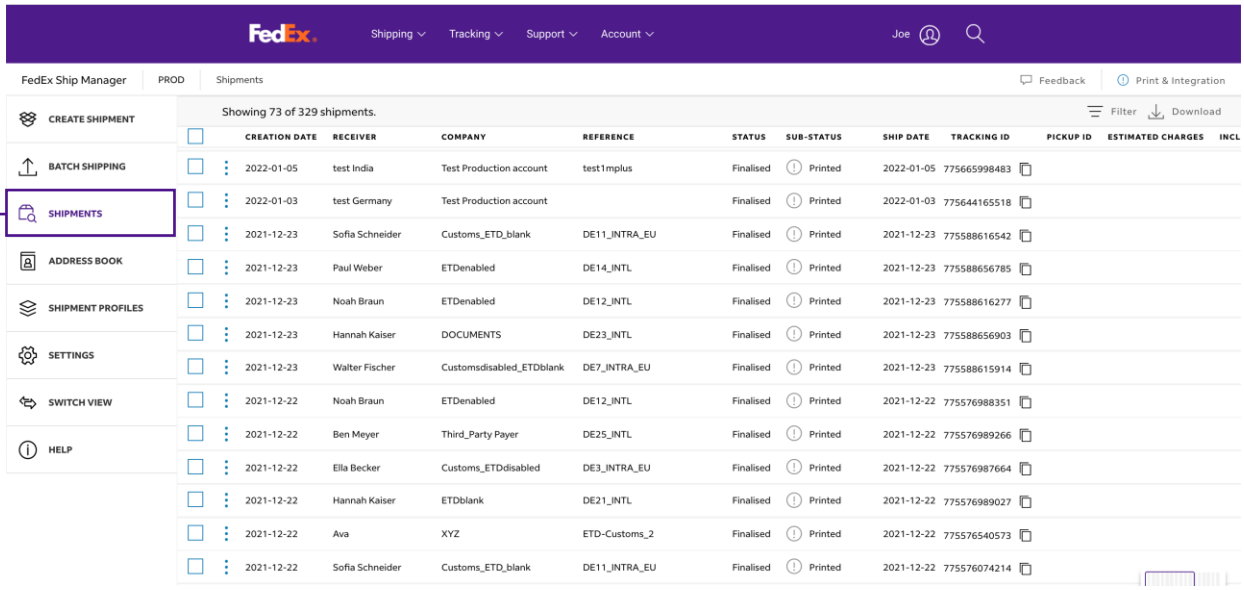


9. You can either click SAVE AS DRAFT or click FINALISE and print the label.

Once you are done with filling in all information about your shipment, you can choose to save it as a draft or to finalize it. When you finalize a shipment, the label will be created, and the pickup order will be forwarded to FedEx.
You can agree to the terms and conditions and finalize it.



Manage shipments Compact View



To view a list of all your shipments, the shipping status, and other shipment information, click SHIPMENTS.

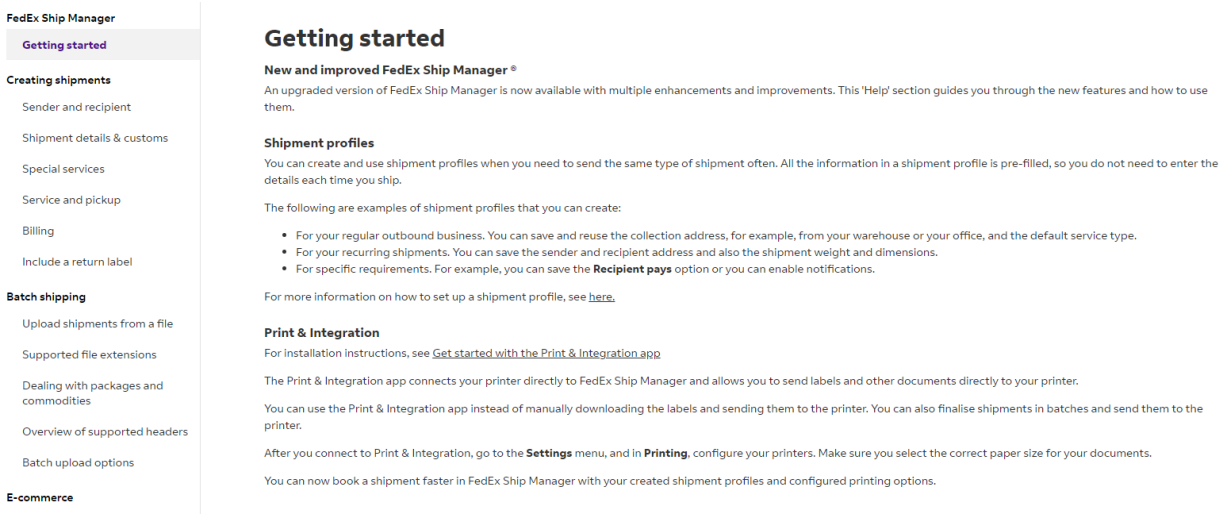
You can click individual shipments to check their details and shipping status.

Shipping status definitions:
Draft
- Incomplete; this needs additional information to be completed.
- Expired; this shipment was created too long ago and needs to be recreated.
- Ready to finalize; This shipment is complete, just not finalized yet.
- Failed to finalize; an error occurred during finalizing, please try again.

Finalized
- Not printed; the shipment is complete; the label has not been printed yet.
- Partially printed; part of the label has been printed (can occur with multipiece shipments)
- Printed; the label has been printed fully

Shipments that have not been finalized need to be completed in order to come through

Support Section



FedEx Ship Manager
- Getting started

Creating shipments
- Sender and recipient
- Shipment details & customs
- Special services
- Service and pickup
- Billing
- Include a return label

Batch shipping
- Upload shipments from a file
- Supported file extensions
- Dealing with packages and commodities
- Overview of supported headers
- Batch upload options

E-commerce

Getting started

New and improved FedEx Ship Manager ®

An upgraded version of FedEx Ship Manager is now available with multiple enhancements and improvements. This 'Help' section guides you through the new features and how to use them.

Shipment profiles

You can create and use shipment profiles when you need to send the same type of shipment often. All the information in a shipment profile is pre-filled, so you do not need to enter the details each time you ship.

The following are examples of shipment profiles that you can create:

- For your regular outbound business. You can save and reuse the collection address, for example, from your warehouse or your office, and the default service type.
- For your recurring shipments. You can save the sender and recipient address and also the shipment weight and dimensions.
- For specific requirements. For example, you can save the **Recipient pays** option or you can enable notifications.

For more information on how to set up a shipment profile, see here.

Print & Integration

For installation instructions, see Get started with the Print & Integration app

The Print & Integration app connects your printer directly to FedEx Ship Manager and allows you to send labels and other documents directly to your printer.

You can use the Print & Integration app instead of manually downloading the labels and sending them to the printer. You can also finalise shipments in batches and send them to the printer.

After you connect to Print & Integration, go to the **Settings** menu, and in **Printing**, configure your printers. Make sure you select the correct paper size for your documents.

You can now book a shipment faster in FedEx Ship Manager with your created shipment profiles and configured printing options.

There is an extensive “help” section which can be accessed via the application from the left navigation menu.

For an overview, key benefits and the FAQ of the New FedEx Ship Manager, please visit the “Shipping Tools” page on fedex.com.

You can always contact your local FedEx support via customer service if you have any further questions. The number for your local customer service can be found on your local fedex.com website.