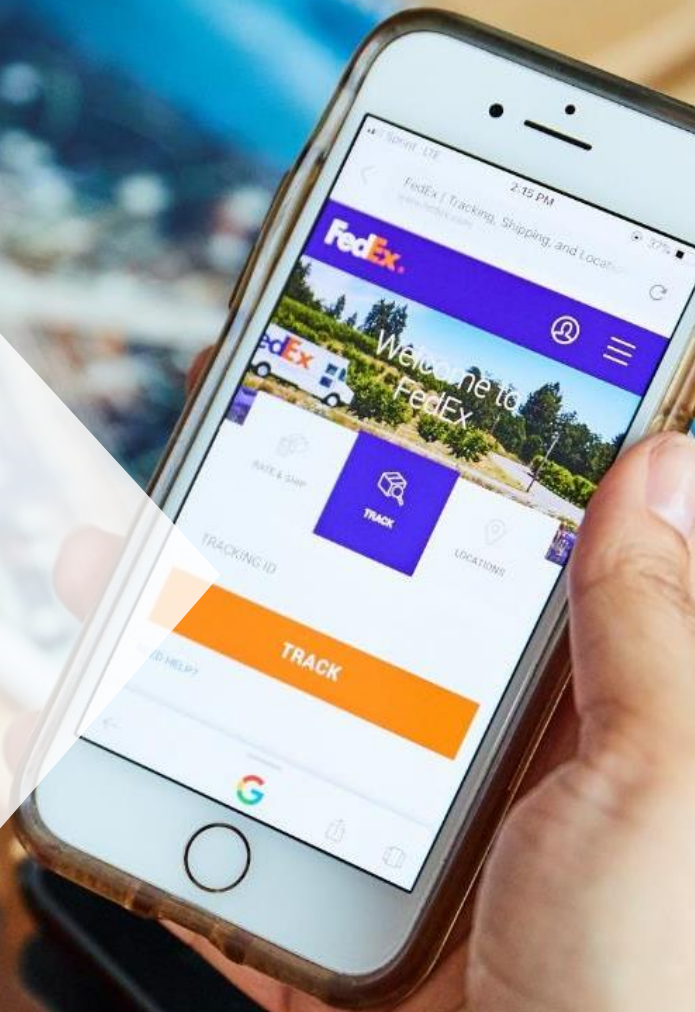




**The new FedEx Ship  
Manager™ at fedex.com**

User guide



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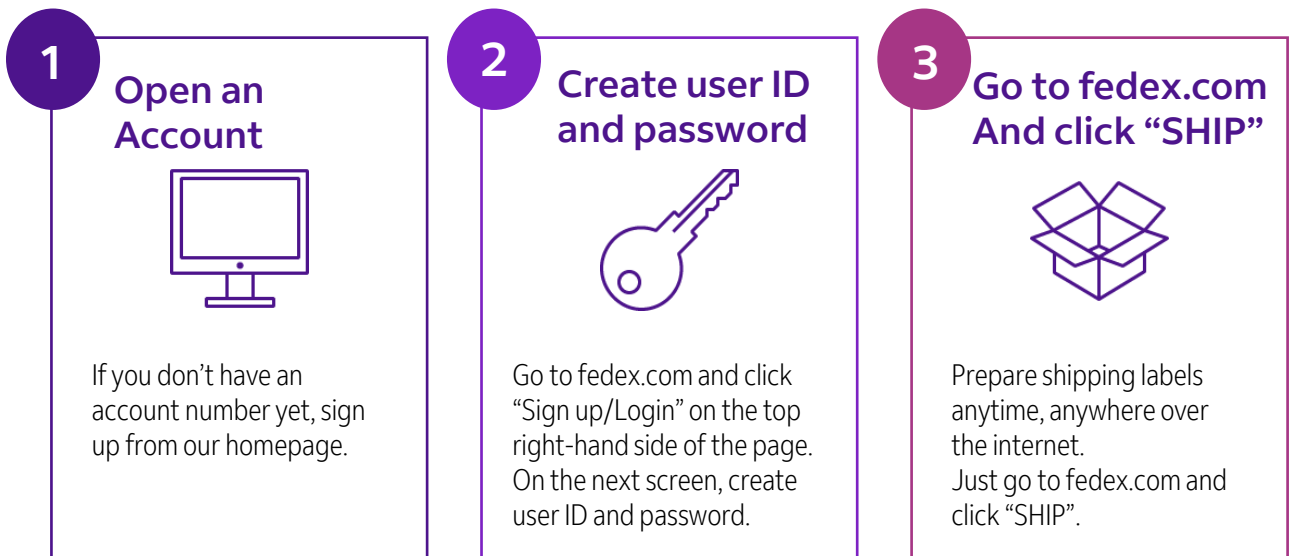
## What is FedEx Ship Manager at fedex.com?

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



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 reservation

### 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.

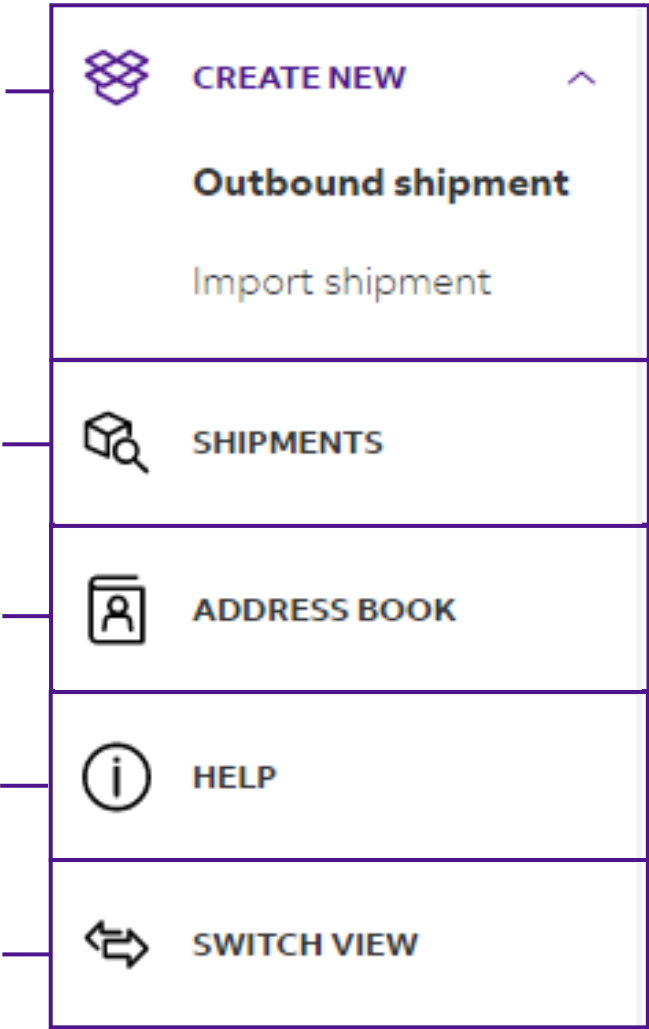
Use this section to create a new shipment. You can choose for an outbound shipment or an import shipment. Fill in the address details, package weight and dimensions, select a FedEx service for your shipment, and other required shipment information.

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.

Who are you shipping to?

|                                    |               |              |
|------------------------------------|---------------|--------------|
| CONTACT NAME<br>Testing            |               | ADDRESS BOOK |
| COMPANY (OPTIONAL)                 |               |              |
| COUNTRY/TERRITORY<br>United States |               |              |
| ADDRESS LINE 1<br>test             |               |              |
| ADDRESS LINE 2 (OPTIONAL)          |               |              |
| ADDRESS LINE 3 (OPTIONAL)          |               |              |
| ZIP CODE<br>52240                  | STATE<br>Iowa |              |
| CITY<br>IOWA CITY                  |               |              |
| PHONE NUMBER                       |               |              |

- ☐ This is a residential address
- ☐ Save as new recipient in address book

Shipment notifications

|                  |                     |
|------------------|---------------------|
| EMAIL (OPTIONAL) | LANGUAGE<br>English |
|------------------|---------------------|

### 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.

Packaging

---

## Package details

PACKAGING

Your Packaging

Do you want to purchase a higher limit of liability from FedEx for this shipment? If yes, include a declared value for carriage.

☐

 Yes

☒

 No

---

kg/cm

| NO. OF PACKAGES<br>Max. 40 | WEIGHT PER PACKAGE<br>Max. weight 1000 kg. | DIMENSIONS PER PACKAGE<br>L x W x H (Optional) |
|----------------------------|--------------------------------------------|------------------------------------------------|
| 1 <div></div>              | kg                                         | x x cm                                         |

+ ADD ANOTHER PACKAGE

CONTINUE

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.

Packaging

EDIT

| QUANTITY | SHIPMENT WEIGHT | DIMENSIONS      |
|----------|-----------------|-----------------|
| 1        | 20 kg           | 10 x 10 x 10 cm |

TOTALS

Quantity: 1 Packages

Shipment weight: 20 kg

What are you shipping?

Documents

Items

SHIPMENT PURPOSE

Commercial

CONTINUE

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.

 Service

HELP

## Rate and delivery options

SHIP DATE

Thursday, 27 January 2022

▼

☐

View signature options 

☐

I'm shipping non-standard packages 

|             |                                                                                            |          |
|-------------|--------------------------------------------------------------------------------------------|----------|
| ARRIVES ON  | DELIVERED BY                                                                               |          |
| 28 Jan 2022 | 10:00                                                                                      | CONTINUE |
|             | FedEx Europe First®                                                                        |          |
|             | DELIVERED BY                                                                               |          |
|             | 12:00  | CONTINUE |
|             | FedEx International Priority® Express                                                      |          |
|             | DELIVERED BY                                                                               |          |
|             | 18:00                                                                                      | CONTINUE |
|             | FedEx International Priority®                                                              |          |
| ARRIVES ON  | DELIVERED BY                                                                               |          |
| 31 Jan 2022 | 18:00                                                                                      | CONTINUE |
|             | FedEx International Economy®                                                               |          |

Your final rate is determined by the actual weight and dimensions of your shipment, as measured by FedEx. Rates are not shown since your account administrator has disabled this.

### 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.

### Pickup or drop off

Drop off package at FedEx location

Use an already scheduled pickup at my location

Schedule a pickup

Create a separate pickup for this package

|                           |   |                       |
|---------------------------|---|-----------------------|
| PICKUP DATE               |   | ▼                     |
| Tuesday, February 8, 2022 |   |                       |
| READY TIME                | ▼ | LATEST TIME AVAILABLE |
| 9:30 AM                   |   | 6:00 PM               |
| PICKUP INSTRUCTIONS       |   | ▼                     |
| No Instructions           |   |                       |

CONTINUE

Shipment details

### 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

Tell us about your item.

① Customs requires that you detail each item in your shipment separately. For example, t-shirts and socks need to be added separately even if they are in the same package. In order to receive a valid transit time quote, the item descriptions must be in English.

|                                  |        |   |
|----------------------------------|--------|---|
| SAVED ITEMS (OPTIONAL)           |        | ① |
| ITEM DESCRIPTION (IN ENGLISH)    |        | ② |
| HARMONIZED CODE (RECOMMENDED)    |        | ② |
| COUNTRY/TERRITORY OF MANUFACTURE |        | ② |
| QUANTITY                         | UNIT   | ▼ |
|                                  | pieces |   |

| Total         |                        | Per item |
|---------------|------------------------|----------|
| WEIGHT        | WEIGHT UNIT OF MEASURE |          |
|               | KG                     |          |
| CUSTOMS VALUE | CURRENCY               | ▼        |
|               | EUR                    |          |

Shipment details

Shipping items
 EDIT

Harmonized customs code:  
 Manufactured in: AR  
 Quantity: 1 PCS  
 Weight of items: 20 KG  
 Customs value: € 250

### Customs documentation

Documentation is required for your shipment to clear customs.

HOW WOULD YOU LIKE TO PROVIDE THIS DOCUMENT?
 ▼
①

I will create my own invoice.

Should FedEx send the invoice to customs for you?②

☒ Yes, I want to send my invoice electronically (recommended)

☐ No, I will print and attach the invoice to my package

Upload customs invoice

UPLOAD No File Chosen

Additional documents

+ ADD ADDITIONAL DOCUMENT

### 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.

#### Invoice details

Letterhead (Optional)
 [UPDATE](#)



**Example Letterhead**  
 1 Yonge Street  
 Toronto, On CANADA M1M 1M1



Signature (Optional)
 [UPDATE](#)



TERMS OF SALE (OPTIONAL)
 [Delivered Duty Paid](#)

ADDITIONAL INVOICE INFO 1 (OPTIONAL)

#### Billing

Transportation costs

BILL TO  
 My account

REFERENCE (OPTIONAL)  
 1111

P.O. NO. (OPTIONAL)  
 2222

INVOICE NO. (OPTIONAL)  
 3333

DEPARTMENT NO. (OPTIONAL)  
 4444

Duties, taxes and fees

BILL TO  
 My account

Tax ID

RECIPIENT TAX ID/EORI (OPTIONAL)

SENDER TAX ID/EORI (OPTIONAL)

Transportation  
 Bill To: My account  
 Reference: 1111  
 P.O. no.: 2222  
 Invoice no.: 3333  
 Department no.: 4444

Shipping Labels

☐ Email a copy of the shipping label (PDF)

Print labels on my:

☐ Laser/Inkjet printer

☒ Thermal printer





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.

Summary

From and To

German Shipper  
TESTDE  
Please hand over the package to your FedEx courier at the pickup that's already scheduled.

ADDRESS DETAILS

Shipment details

Your Packaging  
1 package  
20 kg  
10x10x10 cm

Description  
testing

Your Service  
FedEx International Economy®

Transportation  
Bill To My account

Reference  
1111

P.O. no.  
2222

Invoice no.  
3333

Department no.  
4444

By clicking the "Finalize shipment" button, I agree to:

- The [terms of use of the FedEx Ship Manager® at fedex.com](#), the terms of shipping in the applicable FedEx Service Guide, and the [terms and conditions](#) for FedEx Express International Shipments.
- Only using this shipping platform for goods that are already traveling in free circulation within the EU. To ship goods that are not in free circulation within the EU, please contact FedEx Customer Service.

**FINALIZE SHIPMENT**

**MAKE CHANGES**

# Manage shipments Comfortable View

Manage your shipments

CREATE NEW
 

Outbound shipment
 Import shipment

SHIPMENTS

ADDRESS BOOK

HELP

Your Shipment History
 

Showing Last 90 Days
 7 SHIPMENTS
 Search

| SHIP DATE  | CONTACT NAME        | DESTINATION                                                            | TRACKING ID                       | COMPANY             |
|------------|---------------------|------------------------------------------------------------------------|-----------------------------------|---------------------|
| 3 Nov 2021 | George Kousvantelos | Nieuwstraat 242<br>Rotterdam, 3011GM, NL                               | 775102401055                      | George Kousvantelos |
| 3 Nov 2021 | Franco Bonifetto    | Mariscal Antonio Jose de Sucre 3055<br>6A<br>Capital Federal, 1428, AR | 775102401250                      | Franco Bonifetto    |
| 3 Nov 2021 | Mila Weber          | 442 N. SHIRLEY DRIVE<br>BRUSSELS, 1030, BE                             | 775102931224<br>(1 of 2 packages) | MNOP                |
| 3 Nov 2021 | Mila Weber          | 442 N. SHIRLEY DRIVE<br>BRUSSELS, 1030, BE                             | 775102931235<br>(2 of 2 packages) | MNOP                |
| 3 Nov 2021 | Arno Hoogenhuizen   | Jaap ter Haarsingel 21<br>BERKEL EN RODENRIJS, 2652GK, NL              | 775105384459                      | Product Owners Inc. |

**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.



How can we help?



**Sender and recipient**  
 How to enter and edit contact details for the sender and recipient  
[VIEW TOPICS](#)



**Shipment details**  
 How to enter shipment details and what customs documentation to include  
[VIEW TOPICS](#)



**FedEx services**  
 How to schedule a pickup and get rates and transit times  
[VIEW TOPICS](#)



**Billing**  
 How you'll be billed, as well as information on duties, taxes and fees  
[VIEW TOPICS](#)



**TNT is now FedEx**  
 Specific information for TNT customers now shipping with FedEx  
[VIEW TOPICS](#)

## 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.

|  |                          |
|--|--------------------------|
|  | <b>CREATE SHIPMENT</b>   |
|  | <b>SHIPMENTS</b>         |
|  | <b>ADDRESS BOOK</b>      |
|  | <b>SHIPMENT PROFILES</b> |
|  | <b>SETTINGS</b>          |
|  | <b>SWITCH VIEW</b>       |
|  | <b>HELP</b>              |

## 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.

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.

✓ Service

SHIP DATE \*  
Wed, 29 Dec

SERVICE \*  
International Economy

✓ Pickup/drop off

PICKUP/DROP OFF \*  
Use an already scheduled pickup at my 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.

☐ Add service options

☐ Add references

☐ Email tracking notifications

☐ Include a return label

☒ Add service options

☐ Signature options ?

☐ Broker select ?

☐ Hold at location ?

☒ Add references

SHIPMENT REFERENCE

P.O. NO.

INVOICE NO.

DEPARTMENT NO.

☒ Email tracking notifications

EMAIL \*  
example@example.com

LANGUAGE \*  
English

#### ALERTS

- ☒ Created
- ☒ Estimated delivery
- ☒ Exception
- ☒ Picked up
- ☒ Delivered

+ ADD ANOTHER EMAIL

### 8. Shipping rate

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

Expected delivery: Monday, Dec 20 before 12:00

|                  |                  |
|------------------|------------------|
| Shipping costs   | PLN463.99 ^      |
| + Base rate      | PLN312.12        |
| + FUEL SURCHARGE | PLN60.87         |
| + Peak Surcharge | PLN4.24          |
| + Poland VAT     | PLN86.76         |
| <b>Total</b>     | <b>PLN463.99</b> |

### 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.

By clicking the "Finalize shipment" button, I agree to:

- The [terms of use of the FedEx Ship Manager® at fedex.com](#), the terms of shipping in the applicable FedEx Service Guide, and the [terms and conditions](#) for FedEx Express International Shipments.
- Only using this shipping platform for goods that are already traveling in free circulation within the EU. To ship goods that are not in free circulation within the EU, please contact FedEx Customer Service.

**FINALIZE SHIPMENT**

[MAKE CHANGES](#)





## 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.