

What's New Page

The instructions on our What's New page will help you understand the new online shipping features available through the new FedEx Ship Manager™ at fedex.com (Comfortable Mode).

Select "START SHIPPING" if you would like to prepare a shipment

Shipping just got easier



We've created a brand new version of this shipping tool. It's the fastest way to create shipping labels for shipments using your FedEx account.

WHAT'S NEW?

[START SHIPPING](#)

What's new?

1/3

More flexible

Create shipments on any device from anywhere at any time.



NEXT

What's new?

2/3

Picking a rate is easier

You'll get one clear overview of all available FedEx service types to compare transit times and rates.



NEXT

[BACK](#)

What's new?

3/3

It's a work in progress

We're adding new features all the time. But if you're missing something you need, you can return to the old version at any time.

START SHIPPING

[BACK](#)

Section 1 – Create a Shipment

CREATE NEW ^

- Outbound shipment
- Import shipment

SHIPMENTS

ADDRESS BOOK

HELP

RETURN TO OLD VERSION

From

Tinker Bell
ABC Company
111 Fairy Road
CENTRAL
Hong Kong SAR, China
+85298765432

Pickup address and contact same as above

EDIT

TIP
Create import shipment and access more key features quickly from the left navigation bar

STEP 1
Verify the sender's address. Click "Edit" to modify.

From HELP

Your details

CONTACT NAME Tinkerbell ADDRESS BOOK

COMPANY (OPTIONAL) ABC Company

COUNTRY/TERRITORY Hong Kong SAR, China ▼

ADDRESS LINE 1 111 Fairy Road

ADDRESS LINE 2 (OPTIONAL)

POSTAL CODE (OPTIONAL)

CITY CENTRAL

PHONE NUMBER 98765432

EMAIL (OPTIONAL) test@fedex.com

Save as default shipper address

UPDATE

CANCEL

TIP
Check the box for "Save as default shipper address" then click "Update" if you will change the shipper address and will reuse it in future.

Section 1 – Create a Shipment (Continued)

✓ To

Who are you shipping to?

CONTACT NAME Peter Pan		ADDRESS BOOK
COMPANY (OPTIONAL)		
COUNTRY/TERRITORY United States		
ADDRESS LINE 1 111 Happy Valley Circle		
ADDRESS LINE 2 (OPTIONAL)		
ZIP CODE 30263	STATE Georgia	
CITY Newnan		
PHONE NUMBER 2025550184		

This is a residential address

Save as new recipient in address book

Shipment notifications

EMAIL (OPTIONAL) peterpan@theneverlands.com	LANGUAGE English
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+ ADD EMAIL ADDRESS

CONTINUE

▶ STEP 1A

Enter the recipient's information.

💡 TIP

Alternatively, you can open your "Address Book" to select a recipient.

💡 TIP

Click to check "Save as new recipient in address book" to store the address for future use.

▶ STEP 1B

Enter an email address to receive status for this shipment and select your preferred language for the email notification.

💡 TIP

If other people need shipment status updates, add their email address.

Section 2 – Shipment Details

✓ Shipment details

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 ?

NO. OF PACKAGES Max. 40	WEIGHT PER PACKAGE Max. weight 1000 kg.	DIMENSIONS PER PACKAGE L x W x H (Optional)
1	1 kg	30 x 30 x 30 cm

[+ ADD ANOTHER PACKAGE](#)

[SAVE DIMENSION PROFILE](#)

CONTINUE

▶ STEP 2
Select the "Package Type"

▶ STEP 2A
Select "Yes" if you want to purchase a higher limit of liability for this shipment (Surcharges may apply)

TIP
Enter dimensions of your packaging to obtain a more accurate rate, then store the dimensions for future shipments

DIMENSIONS PER PACKAGE
L x W x H (Optional)

30 x 30 x 30 cm

30 x 30 x 30 CM - 30cm Cube

Section 2 – Shipment Details (Continued)

✓
Shipment details

Your Packaging EDIT

QUANTITY	WEIGHT	DIMENSIONS	DECLARED VALUE FOR CARRIAGE
1	1 kg	6 x 6 x 6 cm	HK\$0

TOTALS

Quantity: 1 Packages Declared value for carriage: HK\$0
 Weight: 1 kg

What are you shipping?

Documents

Items

SHIPMENT PURPOSE

Commercial ▼

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) ?

ITEM DESCRIPTION (IN ENGLISH)

Toy car ?

HARMONIZED CODE (RECOMMENDED) ?

COUNTRY/TERRITORY OF MANUFACTURE

China ▼ ?

QUANTITY	UNIT
1	pieces ▼

Total
Per item

WEIGHT	WEIGHT UNIT OF MEASURE
1	KG
CUSTOMS VALUE	CURRENCY
1	HKD ▼

SAVE AS NEW ITEM

ADD ANOTHER ITEM

TOTAL WEIGHT:
1 KG

TOTAL CUSTOMS VALUE:
HK\$1

CONTINUE

► STEP 2B

Verify information. Click "Edit" to modify, if needed.

► STEP 2C

Select shipment type.

► STEP 2D

Enter Item description

💡 TIP

You can choose to provide the total weight and customs value instead of per item by selecting "Total"

💡 TIP

Store frequent items for future use

💡 TIP

If you are shipping more than one item, please click "Add Another Item" and provide details to avoid delay at customs

Section 2 – Shipment Details – Electronic Trade Documents

► STEP 2D

Choose the relevant option to create “Customs documentation”

► STEP 2E

Select “Yes, I want to send my invoice electronically” to enable FedEx Electronic Trade Documents (ETD)

Customs documentation

Documentation is required for your shipment to clear customs. It must be printed on company letterhead.

HOW WOULD YOU LIKE TO PROVIDE THIS DOCUMENT?

I want FedEx to help me create a Commercial Invoice. ?

I want FedEx to help me create a Commercial Invoice.

I want FedEx to help me create a Pro Forma Invoice.

I will create my own invoice.

Should FedEx send the invoice to customs for you? ?

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

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

Invoice Details

Letterhead (Optional) [UPDATE](#)

SAMPLE COMPANY

Signature (Optional) [UPDATE](#)

Tinkerbell

TERMS OF SALE (OPTIONAL) ▼

ADDITIONAL INVOICE INFO 1 (OPTIONAL)

ADDITIONAL INVOICE INFO 2 (OPTIONAL)

Additional documents

[+ ADD ADDITIONAL DOCUMENT](#)

TIP

Upload the letter head and Signature for future shipments. For image requirements, please refer to [FAQ Q8 in this guide](#).

TIP

Upload more trade document for clearance if needed

Section 3 – Service

Service
HELP

Rate and delivery options

SHIP DATE
Thursday, 11 March 2021

View signature options ?

- None specified
- No signature required
- Direct signature required
- Adult signature required

I'm shipping non-standard packages ?

Amounts are shown in HKD

ARRIVES ON 12 Mar 2021	DELIVERED BY 8:00 am FedEx International First®	213.74	<p>Your rate</p> <table style="width: 100%; font-size: x-small;"> <tr><td>Base charge</td><td style="text-align: right;">178.12</td></tr> <tr><td>Direct signature required</td><td style="text-align: right;">2.38</td></tr> <tr><td>Fuel Surcharge</td><td style="text-align: right;">32.06</td></tr> <tr><td>Peak Surcharge</td><td style="text-align: right;">1.18</td></tr> <tr><td>Shipment total</td><td style="text-align: right;">213.74</td></tr> </table>	Base charge	178.12	Direct signature required	2.38	Fuel Surcharge	32.06	Peak Surcharge	1.18	Shipment total	213.74
Base charge	178.12												
Direct signature required	2.38												
Fuel Surcharge	32.06												
Peak Surcharge	1.18												
Shipment total	213.74												
	DELIVERED BY 10:30 am International Priority®	243.81											
ARRIVES ON 16 Mar 2021	DELIVERED BY 4:30 pm FedEx International Economy®	155.15											

Your final rate is determined by the actual weight and dimensions of your shipment, as measured by FedEx.

STEP 3A

Change the “Ship date” if you need to create a future shipment

TIP

If you need additional signature option for your shipment, please check the box and select from the available options (Surcharges may apply)

STEP 3B

Select your desired service by clicking on the price

TIP

Click on the arrow if you would like to get the detailed rate breakdown

STEP 3C

Select the way you would like to tender the shipment to FedEx:

“Schedule a pickup”,
 “Use an already scheduled pickup at my location”, or
 “Drop off package at 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
Thursday, 11 March 2021

READY TIME 10:30 am	LATEST TIME AVAILABLE 3:30 pm
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PICKUP INSTRUCTIONS
No Instructions

Section 4 – Billing & Emailing

✓ Billing
HELP

Transportation costs

BILL TO
 My account ▼

REFERENCE (OPTIONAL) ?

P.O. NO. (OPTIONAL)

INVOICE NO. (OPTIONAL)

DEPARTMENT NO. (OPTIONAL)

Duties, taxes and fees ?

BILL TO
 My account ▼

Tax ID

RECIPIENT TAX ID NO. (OPTIONAL)

SENDER TAX ID NO. (OPTIONAL)

CONTINUE

► STEP 4A

You can change the payor option for both “Transportation” and “Duties, taxes, and fees” payments



Rate breakdown (HKD)

Transportation	Base rate	178.12
Bill To: My account	Direct signature required	2.38
	Fuel Surcharge	32.06
	Peak Surcharge	1.18
	Estimated total	213.74

Duties, taxes and fees

Bill To: My account

Shipping Labels

Email a copy of the shipping label (PDF) ←

EMAIL
 tinkerbelle@theneverlands.com ←

Print labels on my:

Laser/Inkjet printer

Thermal printer

CONTINUE TO SUMMARY

► STEP 4B

Check the box if you would like the shipping label sent to your email inbox or sent to another party (This option is only available if you are shipping less than 25 pieces. If you are shipping more than 25 pieces, please refer to [FAQ #10 \(P.13\)](#))

► STEP 4C

Enter the email address where you would like the shipping label sent

Section 5 – Summary

► STEP 5

Review the information on the summary page and click “Finalize Shipment”

✕

Summary

<p>From and To</p> <p>Tiner Bell ABC Company Pickup on Thursday, 11 March 2021 between 10:30 am and 3:30 pm</p> <p>Peter Pan Delivery on Monday, 15 March 2021 before 8:30 am</p>	<p>Shipment details</p> <p>Your Packaging 1 package - 1 kg 30x30 x30 cm</p> <p>Items Toy box</p>	<p>Your Service FedEx International First®</p> <p>Transportation \$237.23 Bill To My account</p> <p>Duties, taxes and fees Bill To My account</p> <p>Reference P.O. no. Invoice no. Department no.</p>
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By clicking “Finalize Shipment”, I accept the [Terms of Use](#) of the FedEx website and the [FedEx Express Terms and Conditions of Carriage](#). The FedEx Express Terms and Conditions of Carriage of the origin country apply to all shipments.

FINALIZE SHIPMENT

[MAKE CHANGES](#)

Section 6 – Label Page

Thank you for shipping with FedEx.

► STEP 6A

You can select the document type to print

► STEP 6B

Click on “Print Documents”

💡 TIP

You can create a Shipment Profile to store the recipient, package, and all other details of this shipment for future use

Next step

Print your documents

- Label**
Place 1 copy of the shipment label in the shipping pouch and affix it to your package, making sure the barcode is clearly visible.
[DOWNLOAD PDF](#)
- Commercial/pro forma invoice**
You may print a copy for your records.
[DOWNLOAD PDF](#)

PRINT DOCUMENTS

i FedEx will send your invoice to customs for you, along with any other uploaded documents.

We'll pickup your shipment soon.
Your FedEx driver will pick up your package in TAIPEI CITY on Tuesday, 2 Mar 2021 between 12:00 pm and 6:00 pm.

Shipment Profile

- Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

Tracking number
773023749716
You can use this number to track your shipment.

Pickup confirmation number
TPEA-22

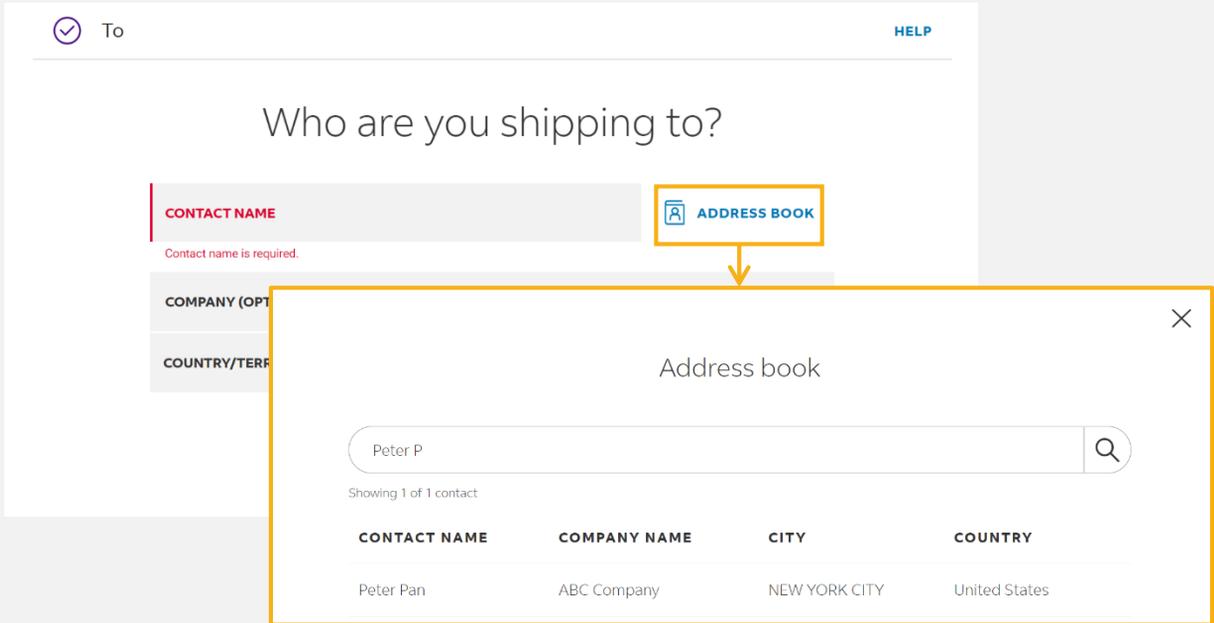
💡 TIP

Note the tracking number and pickup confirmation number

Frequently Asked Questions

Q1: What should I do to retrieve my contact list of recipients?

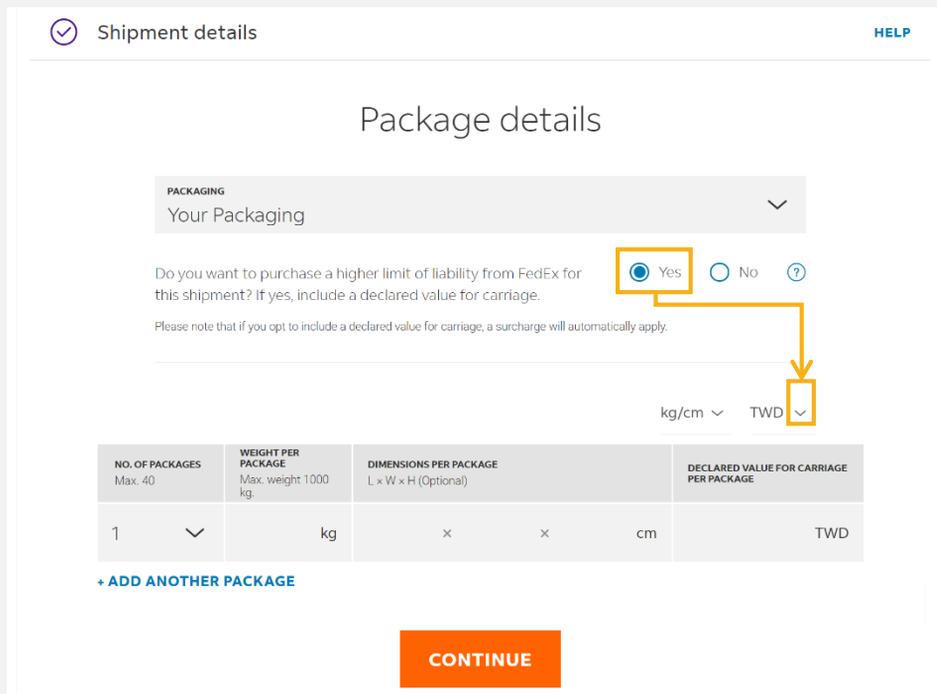
Your address book will appear once you click the “ADDRESS BOOK” button



Q2: What should I do to change the currency for the shipment's carriage value?

Follow these steps to change the currency:

1. Access the “Package details” section
2. Click “Yes” to expand “Do you want to purchase a higher limit of liability...”
3. Click on the Currency drop-down menu to change the currency type



Frequently Asked Questions (Continued)

Q3: Can I create a Multiple Piece Shipment (MPS)?

You can create up to 40 packages in a single shipment if you are using FedEx Box, FedEx Pak, FedEx Tube, or your own packaging.

You will not be able to create a multiple piece shipment if you are using FedEx 10kg Box, FedEx 25kg Box, or FedEx Envelope.

NO. OF PACKAGES Max. 40	WEIGHT PER PACKAGE Max. weight 18 kg.
40	kg

Q4: Where can I find the Harmonized Code (HS Code) information?

The functionality of Harmonized Code lookup is not yet ready. You may search the HS Code via the FedEx Global Trade Manager tool. (<https://www.fedex.com/GTM>)

Q5: Why can't I find the special services?

Some special services are not yet available in the new FedEx Ship Manager™ at [fedex.com](https://www.fedex.com). (For example, shipping lithium batteries/cell, Broker selection, and Hold at FedEx location)

For now, please click “RETURN TO OLD VERSION” on the left navigation bar.

Q6: Where can I request Email notification for this shipment?

You can request the shipment notification by entering your email(s) to the Email notifications field located in the “To” section ([STEP 1B of this guide](#)).

Shipment notifications

<small>EMAIL (OPTIONAL)</small> peterpan@theneverlands.com	<small>LANGUAGE</small> English
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[+ ADD EMAIL ADDRESS](#)

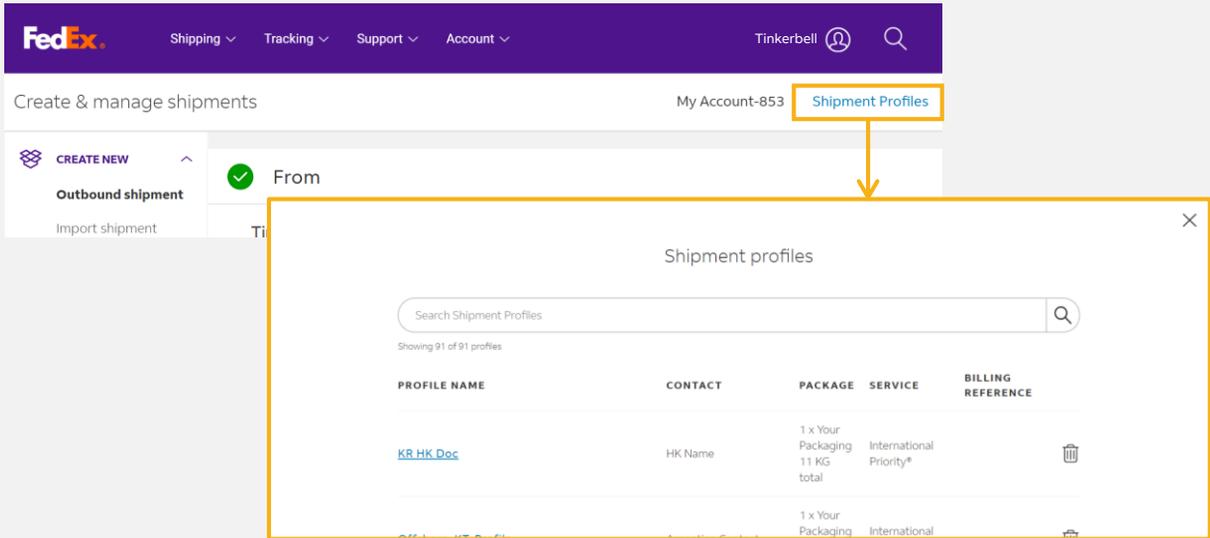
It covers the following types of Email notifications by default:

- Send the current status
- FedEx has received the package
- A delivery exception has occurred
- Estimated delivery updates
- Delivery has been made

Frequently Asked Questions (Continued)

Q7: I saved a Shipment Profile that I would like to use again. How can I retrieve it?

When you create a new shipment, click “Shipment Profiles” on the top right corner to see the list of saved shipment profiles, then click a profile to load into your new shipment request



Q8: What are the requirements of letterhead and signature image for the Electronic Trade Document?

Letterhead images:

Less than 700 pixels wide by 50 pixels high

Signature images:

Less than 336 pixels wide by 48 pixels high

Please watch [the tutorial video](#) on how to resize an image to fit the requirements

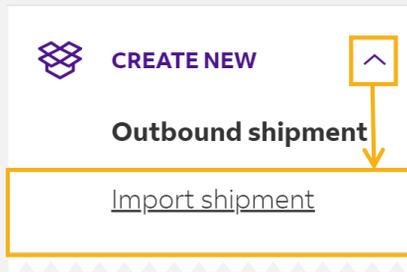
When you have created your Electronic Trade Document successfully ([Step 2D to 2E of this guide](#)), your Commercial invoice or Pro-Forma invoice will be generated like the image on the right ▶

No. of Packages		Total Weight (kg)	Total Volume (CBM)	Total Gross Weight (kg)	Total Net Weight (kg)	Form of Sale	Subtotal	Insurance	Freight	Packing	Handling	Other
1	10.00	0.10	PCS	Paper Box for Shoes			1,600.00	0.00	0.00	0.00	0.00	0.00
TOTAL Total Packages: 10.00 Total Weight: 0.10 KG Total Volume: 1.00 CBM Total Gross Weight: 1.00 KG Total Net Weight: 1.00 KG Form of Sale:							Subtotal: 1,600.00	Insurance: 0.00	Freight: 0.00	Packing: 0.00	Handling: 0.00	Other: 0.00

Frequently Asked Questions (Continued)

Q9: How can I create an import shipment?

On the left navigation bar, make sure you have the “CREATE NEW” options expanded, and choose “Import Shipment”.



Q10: How can my shipper receive shipping documentation of the import shipment?

[For 1-25 pieces of package]

After completing the billing section, you will see a checkbox for “Email a copy of the shipping label (PDF). Please check the box and enter the shipper’s email address ([STEP 4C of this guide](#)). Once you finalize the shipment, the shipping label and commercial invoice will be sent to your shipper in 5 minutes.

[For 25 or more packages]

Please download the shipping label and commercial invoice from the label confirmation page, then send to the shipper by email.

Thank you for shipping with FedEx.

Next step

Print your documents

Label
Place 1 copy of the shipment label in the shipping pouch and affix it to your package, making sure the barcode is clearly visible.

[DOWNLOAD PDF](#)

Commercial/pro forma invoice
You may print a copy for your records.

[DOWNLOAD PDF](#)

[PRINT DOCUMENTS](#)

FedEx will send your invoice to customs for you, along with any other uploaded documents.

Tracking number

773023749716

You can use this number to track your shipment.

Pickup confirmation number

TPEA-22

Frequently Asked Questions (Continued)

Q11: Can my import shipment’s shipper change the shipment details such as weight or commodity?

No. The edit function for import shipment’s shipper is not available at this time. If you anticipate your shipper will need to use the edit function to modify the shipment details such as shipment weight or dimension, please go to the “Old Version” to prepare your import shipment.

Q12: Can I reprint my air waybill?

Yes, you can reprint your air waybill up to 12 hours after the air waybill was created. Please go to “Your Shipment History” page (by clicking “SHIPMENTS” from the left navigation bar), click on the three vertical dots menu icon of the shipment you wish to reprint and select *Reprint*.

The screenshot shows the FedEx Ship Manager interface. On the left, a navigation menu has a 'SHIPMENTS' item highlighted with a yellow box. An arrow points from this menu item to a dropdown menu for a specific shipment. The dropdown menu contains the following options: 'Track', 'Reprint' (highlighted with a yellow box), 'View Details', 'Repeat Shipment', and 'Cancel Shipment'. The background shows the 'Your Shipment History' page with a table of shipments.

SHIP DATE	CONTACT NAME	DESTINATION
2 Mar 2021	Peter Pan	1351 Northwest 12th Street Miami, FL, 33125, US
	Peter Pan	1351 Northwest 12th Street Miami, FL, 33125, US
	Peter Pan	1351 Northwest 12th Street Miami, FL, 33125, US
		1351 Northwest 12th Street