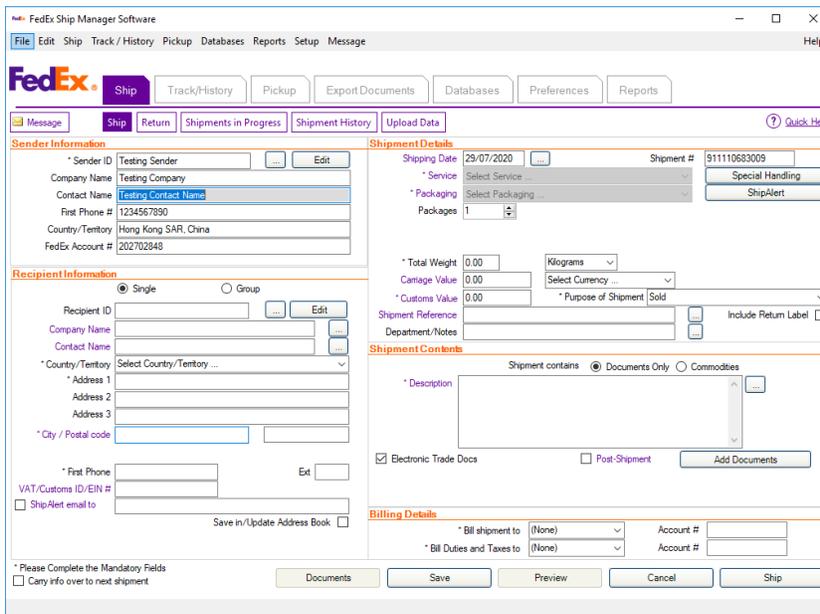


Follow the instructions below to transfer shipment addresses from FedEx Ship Manager™ Software to FedEx Ship Manager™ at fedex.com

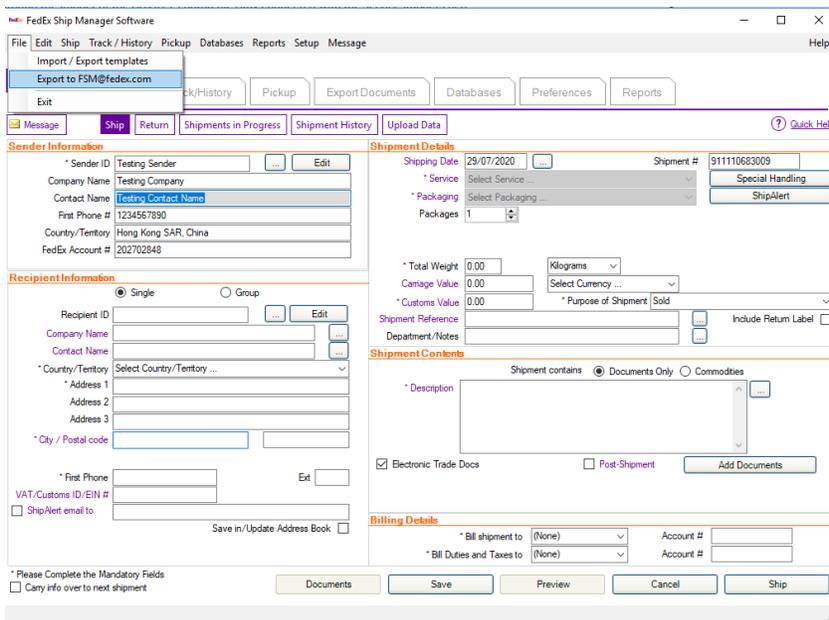
Note: Below instructions only apply to FedEx Ship Manager™ Software Version 10 and above. For version 9 and below, please contact technical hotline for migration support.

STEP 1. Launch FedEx Ship Manager™ Software

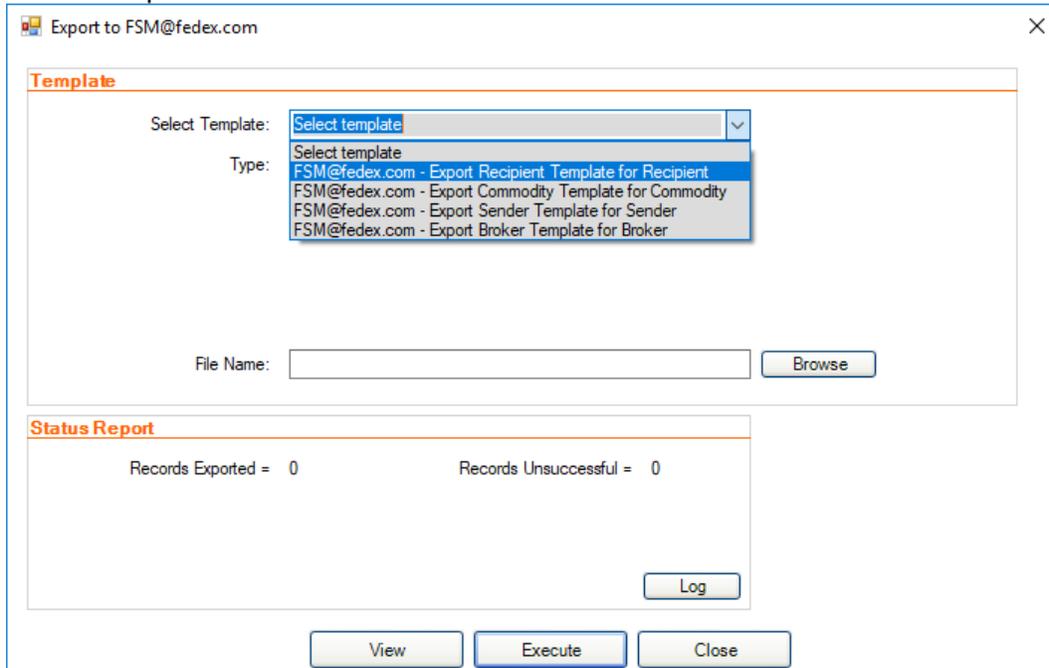


STEP 2. [Version 12 and above] Select File tab in Top Menu and Select “Export to FSM@fedex.com”

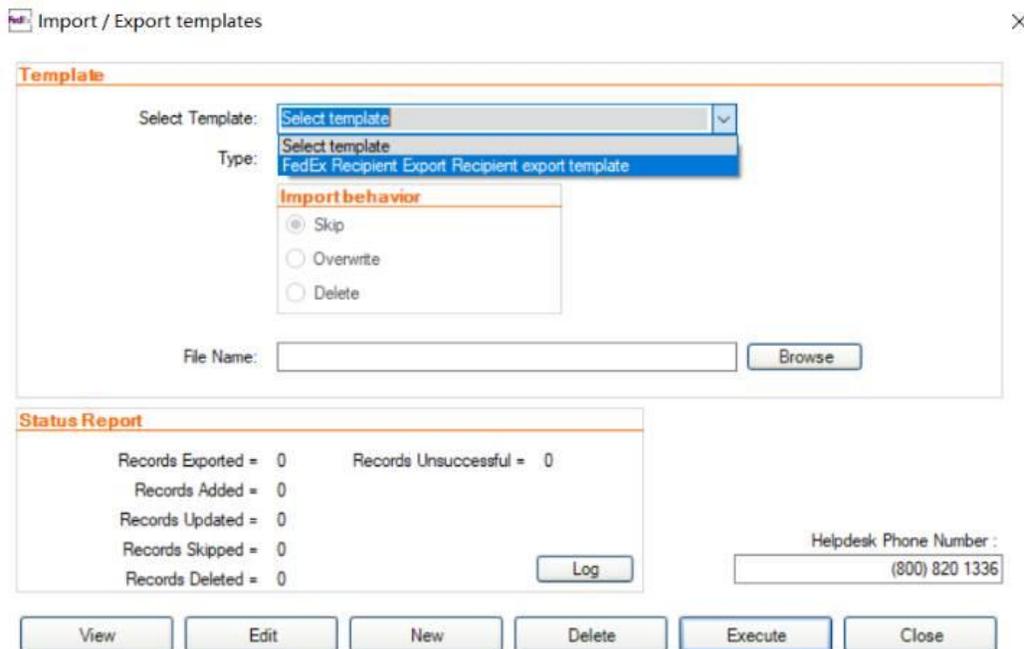
[Version 10 and 11] Select File tab in Top Menu and Select “Import/ Export template”



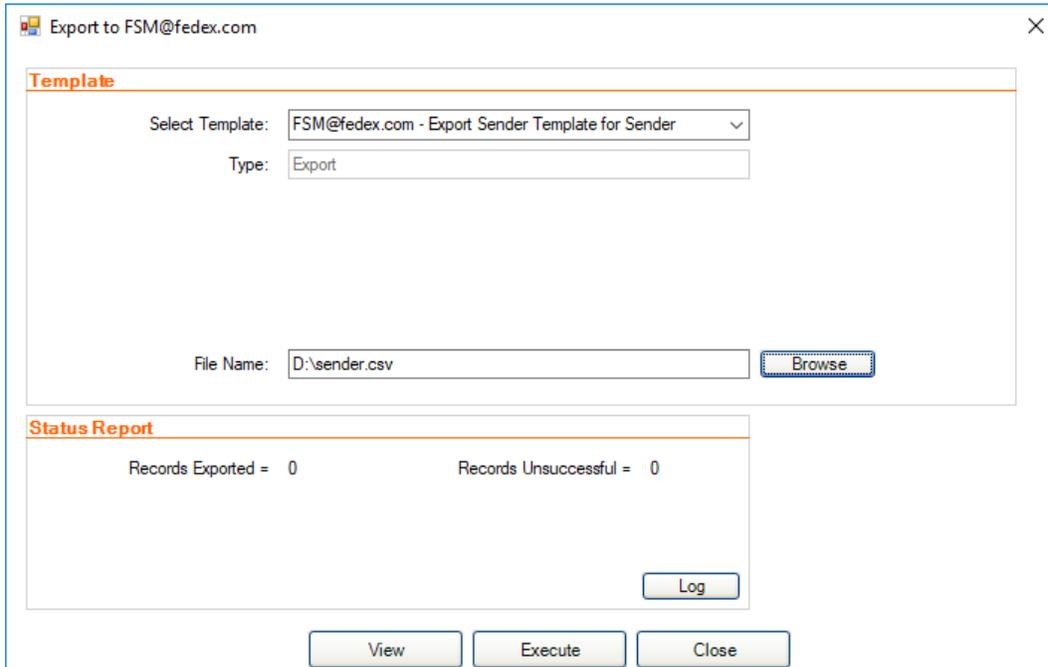
STEP 3. [Version 12 and above] Click on the arrow next to the Select Template field and choose a category from the drop-down menu. For example: “FSM@fedex.com - Export Sender Template for Sender” **[Version 13 and above]** 3rd address line is not able to export in the template



[Version 10 and 11] Click on the arrow next to the Select Template field and choose “FedEx Recipient Export Recipient export template”



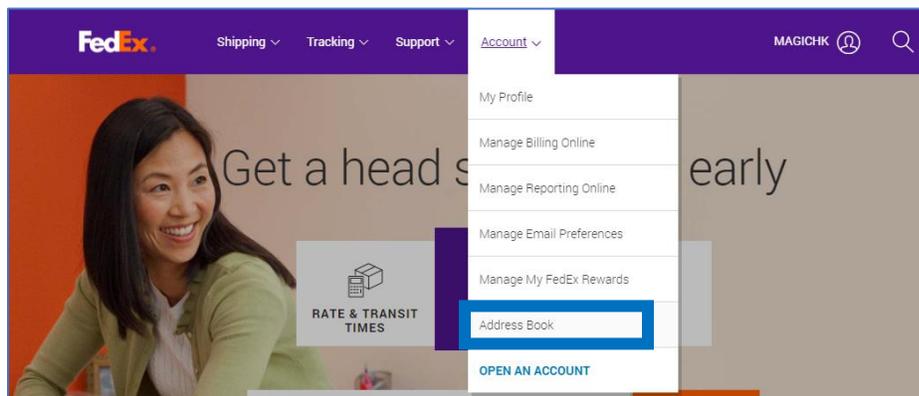
STEP 4. Click Browse and Enter a new file name for exporting sender information.



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



STEP 6. Login to fedex.com and select “Account -> Address Book” from main tab to enter Address Book page



STEP 7. Select “Import/Export -> Import/Export” from main tab

The screenshot shows the FedEx Address Book interface. At the top, there is a navigation bar with 'Ship', 'Track', 'Manage My Account', and 'Learn' options. Below this, the 'Address Book' title is visible. A secondary navigation bar contains 'Addresses', 'Groups', 'Import / Export', 'Customize', and 'Administration'. The 'Import / Export' tab is highlighted with a blue box. Below the navigation, there is a search bar and a table of addresses. The table has columns for Contact name, Contact ID, Company, Address 1, City, and Checked. At the bottom of the table, there are buttons for 'Create address', 'Duplicate', 'Edit', 'Delete', 'Check address', and 'Select'.

STEP 8. 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' form. The 'Import / Export' tab is selected in the top navigation bar. Below the navigation, there is a search bar and a table of addresses. The table has columns for Contact name, Contact ID, Company, Address 1, City, and Checked. At the bottom of the table, there are buttons for 'Create address', 'Duplicate', 'Edit', 'Delete', 'Check address', and 'Select'. Below the table, there is a form for importing addresses. The form has a 'Choose action' dropdown set to 'Import', a 'Replace address book' checkbox, and a 'View last import report' link. There is also a 'Clear all fields' link. Below this, there is a section for 'Import as' with a dropdown set to 'Sender', a link to 'Download a sample FedEx.com .CSV file', a 'File to import' section with a 'Choose File' button and 'sender.csv' text, and a 'Select file type' dropdown set to 'fedex.com Address Book (.CSV file)'. There is also a checkbox for 'Map my file fields to the FedEx Import template'. At the bottom right of the form, there are 'Cancel' and 'Import' buttons. Below the form, there is 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.' Below the alert, there is a 'Please Note' section with two bullet points: 'Importing a large address book may take several minutes depending upon your connection speed.' and 'Please click the Import button only once and do not click any other buttons in your browser while the import is being processed.'

STEP 9. 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 10. 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 QA 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.

Per Page 100 Page 1 of 1

Row	Contact name	Address 1	Reason	Sender/Recipient/Broker
1	Sample User	Room B, 123 Main Street	Invalid/Missing Telephone Number Duplicate Address ID - MODIFIED	Recipient
2	Sample User	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 11. Repeat the steps to complete transfer of saved addresses for recipients and broker.