FedEx Express

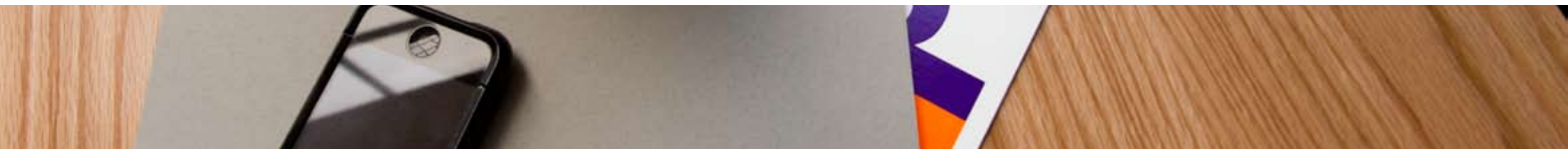# FedEx Ship Manager® at fedex.com

Register

Shipping with FedEx Ship Manager® requires:

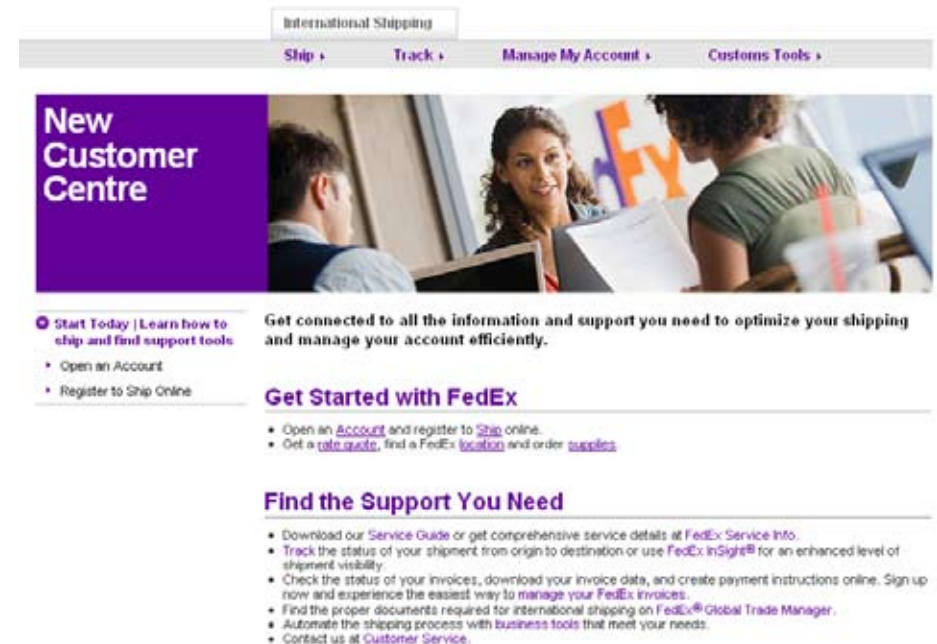1. A 9-digit FedEx account number.
2. A user ID and password.

To register, go to the relevant fedex.com homepage and open the **New Customer** page to complete the necessary steps.

Step 1: Obtain a FedEx account
A FedEx account number can easily be created. For more information, go to the New Customer section on the fedex.com homepage. Click on **Open an Account** to get started.

Step 2: Registration at fedex.com
After obtaining a FedEx account, click on the link **Register to Ship Online** and complete the forms.

2

Register

Contact Information

1 Choose a user ID and password and enter these in the **Login Information** section. The password must be easy to remember, but hard for others to guess.

2 Choose a reminder question from the **Secret Question** drop-down list and fill in the secret answer. If you forget your password this is the question FedEx Ship Manager® will use to verify your identity. Again, enter a question that is easy for you to answer, but difficult for others.

3 Enter your personal details in the **Contact Information** section. Required fields are labeled in bold.

4 Click the **I Accept** button to indicate agreement with the fedex.com terms of use.

Account info

Proceed to Step 2 of the registration and provide your account number.

1 Enter your FedEx account number in the designated text box.

2 If desired, enter a nickname for this account.

3 Click **Continue** to complete the registration process.

If you do not have a FedEx account yet, open one today at fedex.com by clicking the **Open an account** from the New Customer page or call FedEx customer service.

TIP! Your fedex.com user ID can also be used for FedEx® Global Trade Manager, FedEx InSight® and My FedEx® - depending on the services available in your country.

A user ID needs to be unique, so you will be prompted to pick another user ID if the one entered is already in use.

Use the help panel for help creating a password or logging in, or to know the advantages of signing up.
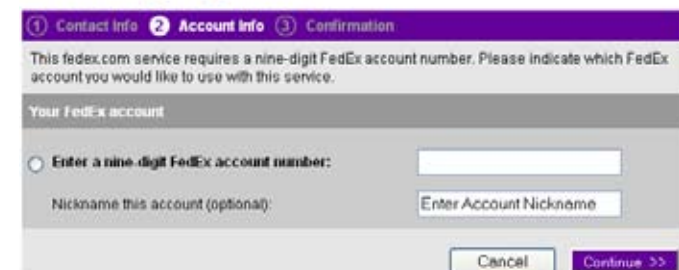
A user ID and password must be at least 6 characters long and must contain at least one letter and one number.

Your password cannot be the same as your user ID!

FedEx Ship Manager® uses the e-mail address specified here to send the confirmation e-mail of your fedex.com registration and package delivery notifications.

A valid e-mail address is necessary.

3

Register

Confirmation

fedex.com Login Registration

① Contact Info ② Account Info ❸ Confirmation

Your Registration is Complete! Thank you for registering for FedEx Ship Manager on fedex.com. You will receive an email confirming your registration shortly. You can use your fedex.com Login to access any of our online services.

This is your fedex.com user ID
johnsmith

Start Using
FedEx Ship Manager

For Your Reference

If in the future you forget your password, click on "Forgot your password?" on the login page. You can access and update your profile at any time by clicking My Profile.

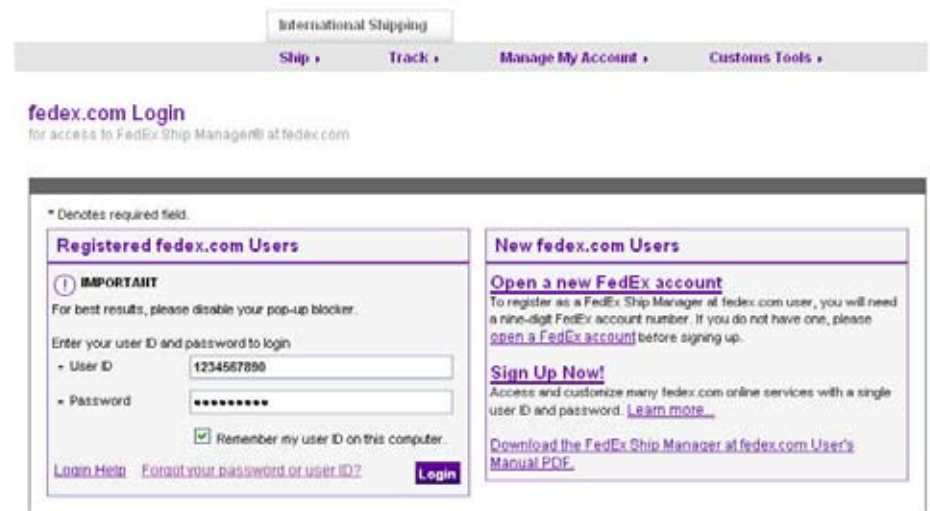**1** Start shipping immediately with FedEx Ship Manager® by clicking on the Start Using button.

2 A confirmation e-mail will be sent from fedex.com containing your registered user ID. For security reasons it will not contain your password, so make sure you remember it. Save the confirmation e-mail for future reference.

TIP! After registration, update your profile (user ID, password, address …) by clicking the **Manage My Account** tab, or by clicking the **My Profile** link at the bottom of the Registration confirmation page.

Start to use FedEx Ship Manager® for all online shipments!

International Shipping

Ship ▸   Track ▸   Manage My Account ▸   Customs Tools ▸

fedex.com Login
for access to FedEx Ship Manager® at fedex.com

* Denotes required field.

Registered fedex.com Users

⚠ **IMPORTANT**
For best results, please disable your pop-up blocker.

Enter your user ID and password to login

▸ User ID   1234567890

▸ Password   •••••••••

☑ Remember my user ID on this computer.

Login Help   Forgot your password or user ID?   **Login**

New fedex.com Users

Open a new FedEx account
To register as a FedEx Ship Manager at fedex.com user, you will need a nine-digit FedEx account number. If you do not have one, please open a FedEx account before signing up.

Sign Up Now!
Access and customize many fedex.com online services with a single user ID and password. Learn more…

Download the FedEx Ship Manager at fedex.com User's Manual PDF.

Click **Open a new FedEx account** to request a new FedEx nine-digit account number to be able to register as a FedEx Ship Manager® user.

Click **Sign Up Now!** if this is the first time you access FedEx Ship Manager® and you do not have a user ID and password yet.

Login

NOTE! Some applications and tools available on fedex.com require a login. Login with User ID and Password is required for all services marked with a lock pad.

There are two ways to login:

1. Go to the fedex.com homepage and click on one of the tabs at the top of the page and select the tool of your choice.

1   Enter your FedEx user ID and password.
If you do not have a user ID yet, complete the registration process first (see page 4).

NOTE! To register, a 9-digit FedEx account number is needed. To open a FedEx account, contact customer service or select **Open an account** on the fedex.com homepage.

2   Click the Login button.

2. Via the welcome center at your FedEx homepage

1   Enter your FedEx user ID and password.
2   Choose the required action from the dropdown box.
3   Click Login.
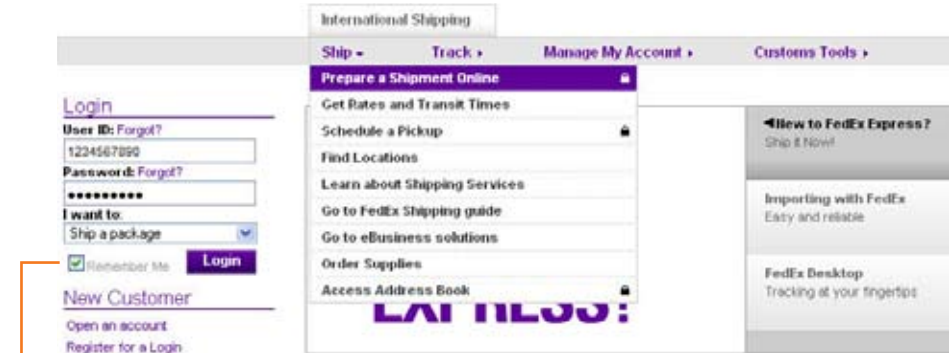
Select **Remember my User ID** to store login information on this computer. Selecting this option will avoid having to log in every time you connect to FedEx Ship Manager® , but will also expose your shipping information to anyone who has access to your computer.
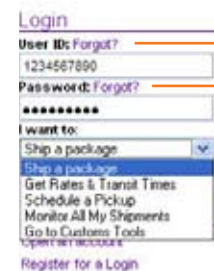
If you have forgotten your user ID, provide the e-mail address associated with your ID and it will be sent to you.

Click here if you have forgotten your User ID or password. To receive your current password, enter your User ID and the email address provided during registration.

Alternatively, retrieve it from the confirmation e-mail received at registration, or contact FedEx customer service helpdesk (see pages 39-41).

# International shipping documentation

FedEx® Global Trade Manager is an online service available 24/7 on fedex.com that shows which documents may be required for an international shipment, estimates the duties and taxes of a future shipment, and finds important regulatory information for the import and export side of a shipment.

To access FedEx® Global Trade Manager, select the Customs Tools tab on the fedex.com homepage and click the Go to FedEx® Global Trade Manager link.

On the FedEx® Global Trade Manager home page, navigate to the following activities by selecting the corresponding link:

- Find the **necessary documents for an international shipment**.
- **Estimate the duties and taxes** that will be levied against the international shipment.
- Get a snapshot of **country information** including demographics, business information and statistics.
- Get important **regulatory information** specific to a shipment.
- Identify individuals, companies and other **parties that have been denied** international business transactions.
- Manage commodity information.
- Utilize a wide range of international tools and reference materials.

NOTE! Global Trade Manager is also available within FedEx Ship Manager® at fedex.com.
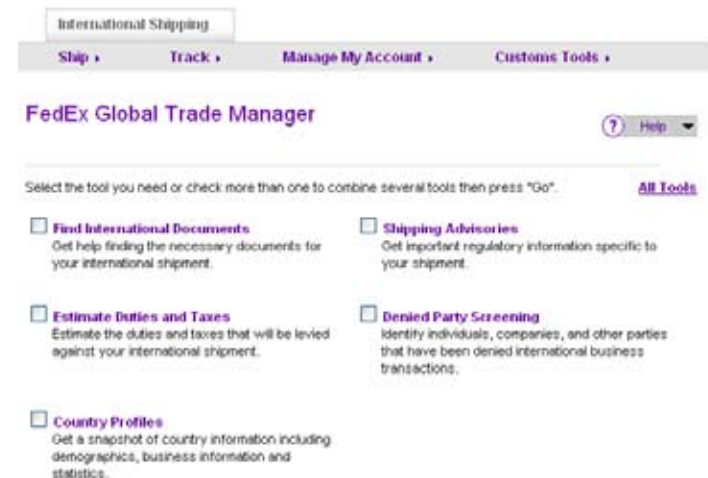
Get a personalized quote

The Rates and Transit Times tool provides a rate quote as well as the expected delivery date and time for a shipment. It is available at fedex.com with or without logging in. Logging in displays the personalized rate quote, VAT, and other features.
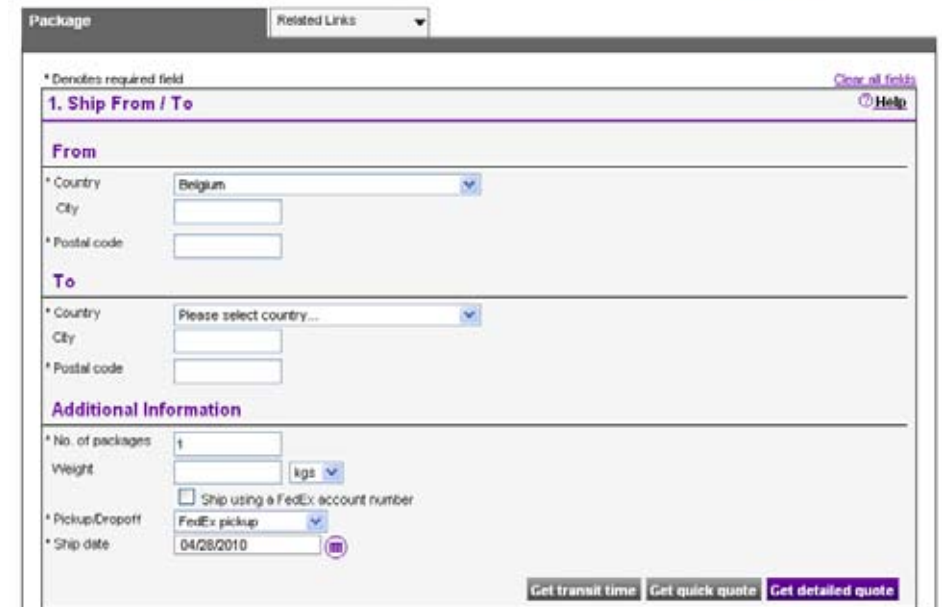
1 To access Rates & Transit Times on fedex.com, go to the fedex.com homepage and select Get Rates and Transit Times from the Ship tab or select Get Rates and Transit Times in the dropdown box in the welcome center.

2 Select the origin and destination countries and cities from the drop-down menus and enter all relevant information for a shipment.

3 Select one of the following options:

- Get Quick Quote: the rate and transit time quote based on the origin, destination and weight of a shipment.
- Get Transit Time Only: the transit time for a shipment.
- Get Detailed Quote: the rate and transit time quote based on detailed package information and additional service options. To get a detailed rate and transit time quote, enter specific information for a shipment such as: number of packages, weight, package type, dimensions, declared value, specific services that might apply to the shipment, etc.

NOTE! Get a detailed quote and transit time while preparing a shipment with FedEx Ship Manager® (see page 17).

Click on the **Ship** tab at the top of the fedex.com homepage or select **Prepare a Shipment Online** from the **Ship** tab to access the main *Shipping* page. Alternatively, go to the shipping page via the welcome center on the fedex.com homepage.

Manage sender information

The first step in processing a shipment is to enter information about the Shipper.

Either manually change the sender's details or select a sender from the **Contact name** drop-down list. By default, the sender information stored as default address will be used for each new shipment.

Click here for context-sensitive help on a particular topic (available throughout the entire application).

Click here to edit or hide detailed sub-menus on a particular topic (available throughout the entire application).

Select this checkbox to save the address that is entered as the default address.

Select this checkbox if the new sender's details have been entered manually and the sender information is to be re-used for future shipments. Select this checkbox to store the sender's details in the Address Book. All addresses in the Address Book can be used for future shipments. Up to 2500 different addresses can be stored.

Enter recipient information

The next step is to enter information about the recipient(s) of the package(s). Shipments can be made to a single recipient, a group of recipients, or by using a Shipment Profile.

To ship to a single recipient, either fill out the *Recipient Information* section manually, or select a recipient from the FedEx Ship Manager® Address Book (see page 30). Select a recipient from the Address Book and the recipient's details will be automatically filled in by the system.

TIP! If shipping to a recipient in the US, Canada or Puerto Rico, use FedEx's **Check recipient address service** to check the recipient's address. Next, enter information about the recipient(s) of the package(s).

To ship to a group of recipients:

1 Create one or more recipient groups in the Address Book (see page 33).

2 In the **Contact Name** drop-down list select **Ship to group**.

3 In the *Group Address Book* window select the recipient group for the shipment and click the **Ship** button.

Select a country/location or a company name to limit the Contact Name list to the contacts entered for the chosen country/location or company.

Select a contact name from the Address Book and let FedEx Ship Manager® fill in the recipient's details, or select **Add a new contact name** and enter the recipient's details manually. To make a shipment that was saved earlier, select the appropriate **Shipment Profile** (see page 34).
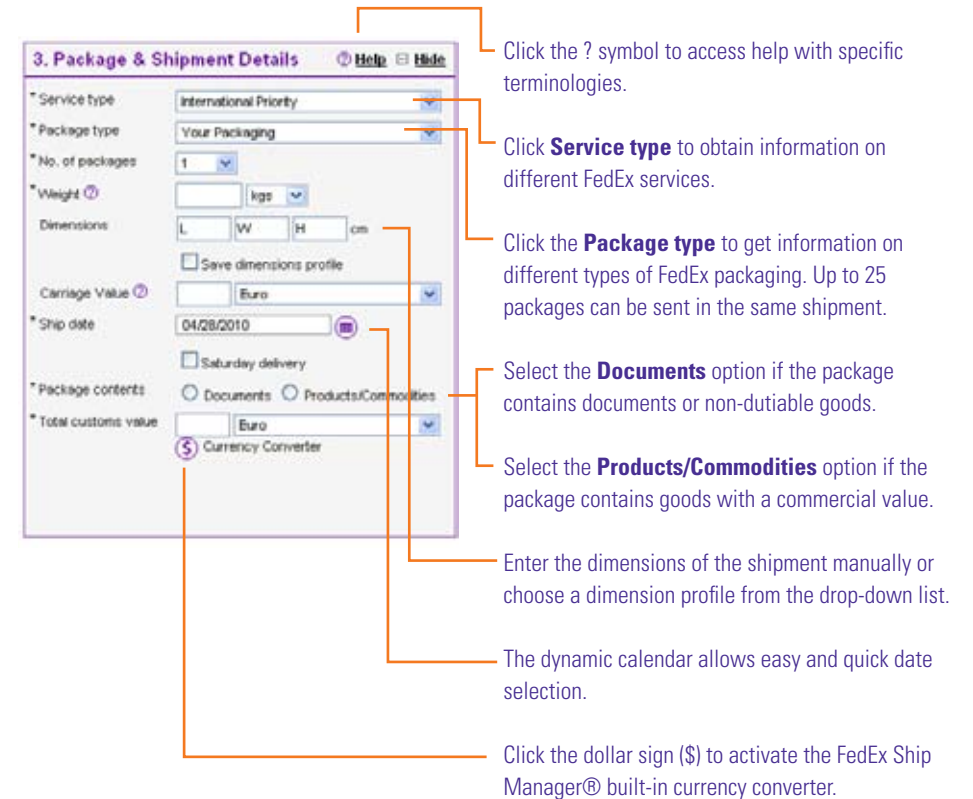
Save new recipient in address book: Select this checkbox if the recipient's details were entered manually and are to be stored in the Address Book for later use. Up to 2500 addresses can be stored in the Address Book.

Process international package and shipment details

After completing the Recipient *Information* section, FedEx Ship Manager® will ask for information relevant to the shipment.

1 From the **Service type** drop-down list select the required FedEx service.

2 From the **Package type** drop-down list select the packaging to be used. Select **Your Packaging** from the drop-down list and enter the dimensions of the package below. Select the **Save dimensions profile** option to store the packaging dimensions for future shipments.

3 Select the **Number of packages** in the current shipment. Up to 25 packages can be processed in a single shipment.

4 Enter the **Weight and Value** of the shipment. If there is more than one package in the shipment, specify the weight and value of every package separately.

5 Select the **Ship date** for the shipment.

6 Indicate whether the shipment contains **Documents or Products/Commodities**.

Products and commodities require a customs value for international clearances. A carriage value (not more than customs value) can be set; this value is the maximum liability connected to the package being sent.
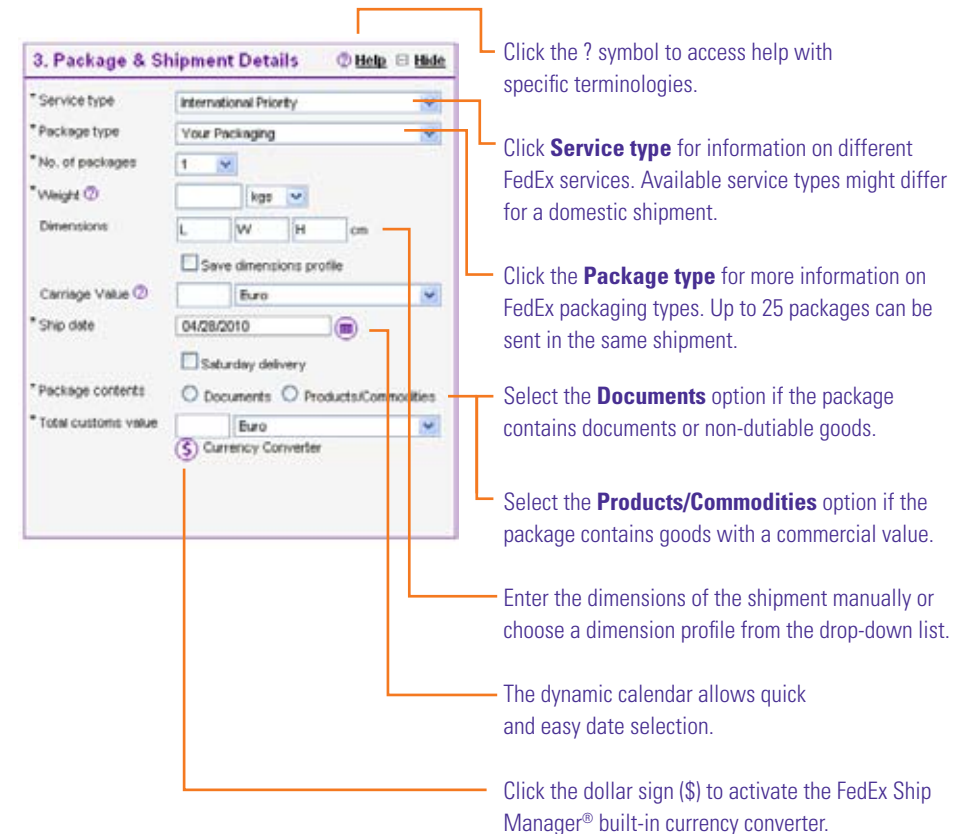
Click the ? symbol to access help with specific terminologies.

Click **Service type** to obtain information on different FedEx services.

Click the **Package type** to get information on different types of FedEx packaging. Up to 25 packages can be sent in the same shipment.

Select the **Documents** option if the package contains documents or non-dutiable goods.

Select the **Products/Commodities** option if the package contains goods with a commercial value.

Enter the dimensions of the shipment manually or choose a dimension profile from the drop-down list.

The dynamic calendar allows easy and quick date selection.

Click the dollar sign ($) to activate the FedEx Ship Manager® built-in currency converter.

Process domestic package and shipment details

After completion of the *Recipient Information* section, FedEx Ship Manager® will ask for information relevant to the shipment.

1   From the **Service type** drop-down list, select the required FedEx service.

2   From the **Package type** drop-down list, select the packaging required. If **Your Packaging** is selected, enter the dimensions of the package below. Select the **Save dimensions profile** option to store the packaging dimensions for future shipments.

3   Select the **Number of packages** in the current shipment. Up to 25 packages can be processed in a single shipment.

4   Enter the **Weight** and **Value** of the shipment. If there is more than one package in your shipment, specify the weight and value of every package separately.

5   Select the **Ship date** for the shipment.

6   Indicate whether the shipment contains **Documents** or **Products/Commodities**.

When shipping correspondence, set the declared value of the shipment to zero (check exceptions by consulting the SRG or by contacting customer service), and enter a short description of the documents being shipped. If shipping Products/Commodities or other documents, provide a carriage value.

Click the ? symbol to access help with specific terminologies.

Click **Service type** for information on different FedEx services. Available service types might differ for a domestic shipment.

Click the **Package type** for more information on FedEx packaging types. Up to 25 packages can be sent in the same shipment.

Select the **Documents** option if the package contains documents or non-dutiable goods.

Select the **Products/Commodities** option if the package contains goods with a commercial value.

Enter the dimensions of the shipment manually or choose a dimension profile from the drop-down list.

The dynamic calendar allows quick and easy date selection.

Click the dollar sign ($) to activate the FedEx Ship Manager® built-in currency converter.

NOTE! Domestic shipments (shipments within the same country) are available with FedEx Ship Manager® in certain countries. The services available for the shipment might differ for a non-international shipment. For example: Domestic shipments in Switzerland can be shipped using the Priority Overnight service option; shipments within the United Arab Emirates can be performed with the Standard Overnight and the FedEx 1Day® Freight service option.

Determine billing information

1 From the **Bill transportation to** drop-down list select the party that will be paying for the shipment costs.
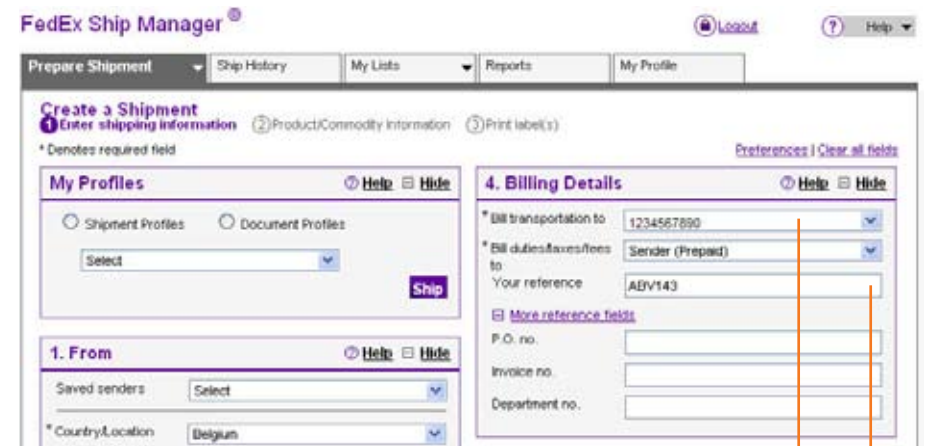
NOTE! If billing the recipient or a third party, enter their FedEx account number.

2 From the **Bill duties/taxes/fees to** drop-down list select the party that will be paying for the duties, taxes and fees.

NOTE! If billing a third party, enter their FedEx account number.

3 Optionally, enter **Your reference** information in the designated text box. Any text entered in the **Your reference** field will be printed on the invoices and the Air Waybill generated by FedEx Ship Manager®.

4 Use the *More Reference Fields* section to enter reference information for the shipment. This information will be printed on the FedEx invoices, will appear on the *Shipment details* page (see page 23) and can be included in the reports created with FedEx Ship Manager® (see page 36).

TIP! For each reference field select a **Remind me to enter reference** checkbox on the Preferences screen. A warning message will then be displayed every time you try to send a shipment without entering reference information in that particular field.

Only provide a FedEx account number if the recipient or a third party is to be billed.

Shipment reference information entered in this text box will also be printed on the FedEx generated invoices. Entering structured reference information can aid internal record keeping, because it keeps a check on the actual cost of shipments.

Assign special services

In the **Special Services** section, select any special FedEx service(s) for the shipment and enter any additional information required. The service displayed depends on the shipment's origin, destination and package & shipment details.

Use the **Saturday delivery** option to have the shipment delivered on a Saturday.

NOTE! Saturday delivery is not available for all locations. A surcharge will be applied if these services are selected. Contact your local FedEx customer service for details.

Hold at FedEx location indicates that the recipient will pick up the shipment at a FedEx location. Contact your local FedEx office to learn which FedEx locations offer this service.

Broker Select identifies the broker to be used for this shipment. A broker, or exporter, is the party to whom you may delegate customs clearance responsibility for your goods.

Some domestic services allow **Dangerous Goods** and **Dry Ice shipments**. Based on the origin and destination selection, the Special Services section will display the appropriate special service options.

In the Special Services screen three options are available: Indicate if the shipment is to be held at a FedEx location or if it includes dry ice or dangerous goods.

Schedule a pickup/drop-off

Select at least one of the following Pickup/Drop-off options:
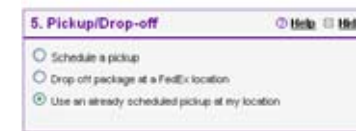
- **Schedule a (new) pickup**.
- **Drop off a package at a FedEx location**: select this option to deliver the shipment to a FedEx location yourself.
- **Use an already scheduled pickup at my location**: select this option if using a pre-existing or regular FedEx pickup service at your location.

1 The default address linked to the account will be used. If necessary, change it by selecting Edit for the Pickup Address.

TIP! Change your preferred pickup location address in Preferences (see page 29).

2 Enter the number and the total weight of the packages, and select the date.

3 Enter the time by which the packages can be picked up and until when they are available. Optionally, enter additional information on the location of the packages to help the courier find the pickup location.

NOTE! Make sure the packages are available to the FedEx express courier in the specified time frame.

Schedule a pickup/drop-off

4   The system will display the pickup confirmation number on the final label page (see page 25).

NOTE! Schedule a FedEx express courier to pick up packages by selecting the Schedule Pickup button after printing the paperwork for the shipment (see page 29).

TIP! Schedule a pickup/drop-off directly from fedex.com. To access the Schedule a Pickup tool on fedex.com, go to the fedex.com homepage and select Schedule a Pickup from the Ship tab*. This online pickup/drop-off service is useful in specific cases such as scheduling a pickup/drop-off for:

(*) Not available in all countries; ask your Account Executive for more info.

- A multiple piece shipment.
- A shipment that may not be ready for shipping at the time the shipment is performed with FedEx Ship Manager®.
- A shipment created with another FedEx shipping application (e.g. FedEx Global Ship Manager).

Provide additional instructions here to help the FedEx courier find the pickup location (floor number, etc).

TIP! Select the default pickup/drop-off option on the *Preferences* page (see page 37).

Request e-mail notification

Use **E-mail Notifications** to automatically send e-mail notifications on the shipment. For each shipment, e-mail notifications can be sent to maximum 4 users.

1 In the text boxes, enter the e-mail addresses of the people to receive e-mail notifications:

Sender
- The e-mail address in the profile is the default recipient for the sender's alerts.
- Select the language in which the e-mail alert will be sent (18 languages available).

Recipient
- Enter the e-mail address of the recipient who will receive the alert.
- Select the language in which the e-mail alert will be sent (18 languages available).

Additional Recipients
Select **Add additional recipients** and enter the details for each recipient.

2 For each e-mail recipient select the **Notification type**: when shipment documentation is created (Ship), when parcel is picked up (pickup), when and if parcel is delayed (exception) or when it is delivered (delivery). Additionally, select the required format: HTML, text or wireless e-mails (short message suitable for PDA and Smart Phones with e-mail functionality).

3 Optionally, **Add a personal message** to the notification e-mails. This feature is available in all formats except wireless.

Estimate costs, transit times & options

Calculate a shipping quote and transit times available for each service option in the Rates & Transit Times section. All estimates are based on the shipment details entered before the shipment process.

NOTE! This estimate is based on rates associated with your FedEx Account Number and will include any applicable discounts. The rate may differ from the actual charges for the shipment. Differences may be based on actual weight, dimensions and other factors. Consult the applicable FedEx Service Guide for details on how shipping charges are calculated.

TIP! FedEx offers another great tool to show the shipping costs, transit times or delivery options for any future shipment: FedEx Ship Manager® Get Rates and Transit Times (see page 7).

The currency converter will automatically display the appropriate local currency.

17
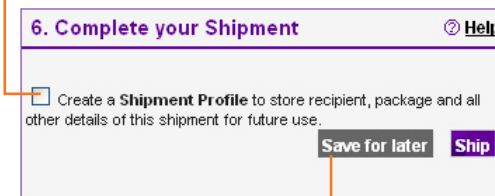
Complete your international shipment

Upon completion of the shipment, store all shipment information for later use by selecting the **Create a Shipment Profile** checkbox. Re-use and store for future shipments all recipient, package and other shipment information (see page 34).

To interrupt the shipment, click the **Save for Later** button to store the shipping details already entered. To resume the shipment at a later stage, select the **View Pending Shipments** in the **Prepare Shipment** tab.

For a non-document international shipment, click on **Continue** to proceed to the shipping process.

Select this checkbox to store the shipment as a Shipment Profile for later re-use.

6. Complete your Shipment   ⑦ **Help**

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

Save for later   **Ship**

Select **Save for Later** to save the current shipping details as a pending shipment that can be completed later.

Complete your domestic shipment
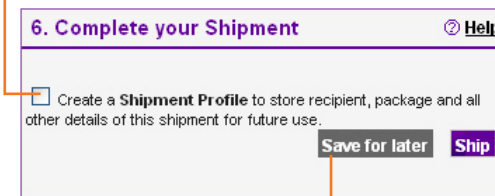
Upon completion of the shipment, store all the shipment information for later use by selecting the **Create a Shipment Profile** checkbox. Re-use and store for future shipments all recipient, package and other shipment information (see page 34).

To interrupt your shipment, click the **Save for Later** button to store the shipping details already entered. To resume the shipment at a later stage select the **View Pending Shipments** in the **Prepare Shipment** tab.

In case of a non-document international shipment, click on **Continue** to proceed to the shipping process.

NOTE! Some domestic shipments in the United Arab Emirates require additional customs documentation. Contact customer service to see if a shipment is impacted.

Select this checkbox to store the shipment as a Shipment Profile for later re-use.
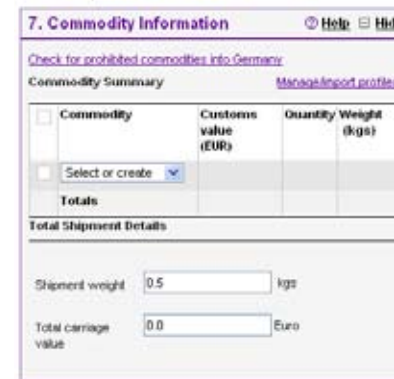
6. Complete your Shipment ⑦ Help

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

Save for later   Ship

Select **Save for Later** to save the current shipping details as a pending shipment that can be completed later.

Send commodities

When sending a non-document shipment, the system will ask for information relevant to your commodities.

Select a pre-saved **Commodity** from the drop-down list.
The Value, Quantity and Weight of the commodity will be automatically filled in.

Or select **Add new commodity** from the drop-down list and fill in all the information about the product or commodity so it can be stored for future shipments.

Click here to access the list of prohibited commodities for this country.

Click the **Get code** button to search for the harmonized code of a product, based on the product's description.

Entering a harmonized code results in more detailed customs information.

Select **Save/update commodity profile** to save the changes made to the selected product profile in the product profile list. The saved/updated commodity profiles will be available in the drop-down list for future shipments.

Click on **Add this commodity** to add it to the table; commodities can be edited, canceled or added afterwards.

Find applicable customs documentation
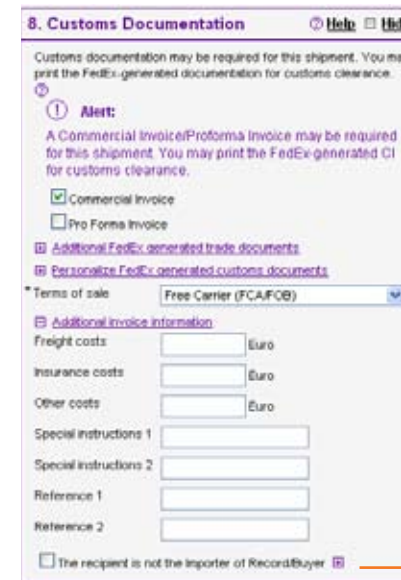
For a non-document shipment, shipping documentation may be required. Based on the commodity information entered, FedEx Ship Manager® will help prepare the necessary documentation.

Check **Create Commercial Invoice for FedEx express online** for FedEx Ship Manager® to generate a Commercial Invoice for the shipment. A Commercial Invoice is required by Customs officials to clear commercial expeditions across international borders outside the European Union.

Check **Create Pro Forma Invoice online** for FedEx Ship Manager® to generate a Pro Forma Invoice for the shipment. A Pro Forma Invoice is required to clear non-business commodities across international borders.

To allow FedEx Ship Manager® to create an invoice automatically, provide information about each of the goods being shipped:

1 Select the **Terms of sale** for this shipment.

2 Depending on the terms of sale selected, enter additional invoice information about freight costs, insurance costs and other costs.

3 Optionally, enter **Special instructions** or **Reference information** in the designated text boxes.

More often than not, the importer of record/buyer is the recipient of the shipment. If this is not the case, select this checkbox, and complete the required information about the importer of record.

Find applicable customs documentation
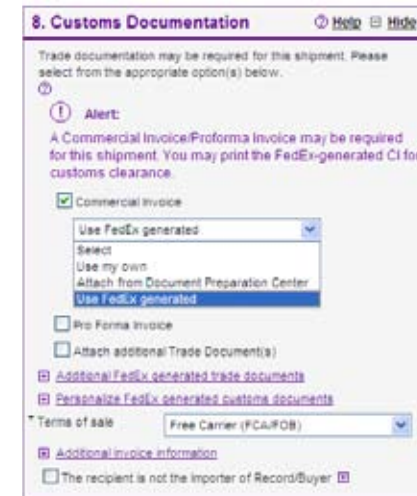
When shipping with FedEx Ship Manager® using FedEx® Electronic Trade Documentation, two more options complete the customs documentation.

Select one of the following options to electronically send the commercial invoice or pro forma invoice to FedEx:

- **Use my own** to electronically attach a commercial/pro forma invoice saved on your computer.
- **Attach from Document Preparation Center** to electronically attach a commercial/pro forma invoice saved earlier in the Document Preparation Center.
- **Use FedEx generated** for FedEx Ship Manager® to create a pre-filled commercial/pro forma Invoice and electronically attach it.

Check **Additional Trade Documents** for electronically attached documents from GTM, from the Document Preparation Center or from your local computer or network.

TIP! See page 28 for information on FedEx® Electronic Trade Documents.

![FedEx Express logo]

Confirm a shipment

Once all shipment information is filled in, click the **Ship** button in the *Complete your Shipment* section to get an overview of the shipment to be made.

Press the **Edit** button to edit the shipment or click the Ship button at the bottom of the *Outbound Shipment* page to continue processing the shipment and to display shipping labels.

Labels, commercial invoices & receipts

After entering all shipment details, FedEx Ship Manager® will generate the necessary documents automatically.

Document Shipments
For document shipments, only an Air Waybill is needed and is prepared by FedEx Ship Manager® at fedex.com.

Non-document Domestic Shipments
For most Domestic shipments, only an Air Waybill is needed and is prepared by FedEx Ship Manager® at fedex.com.
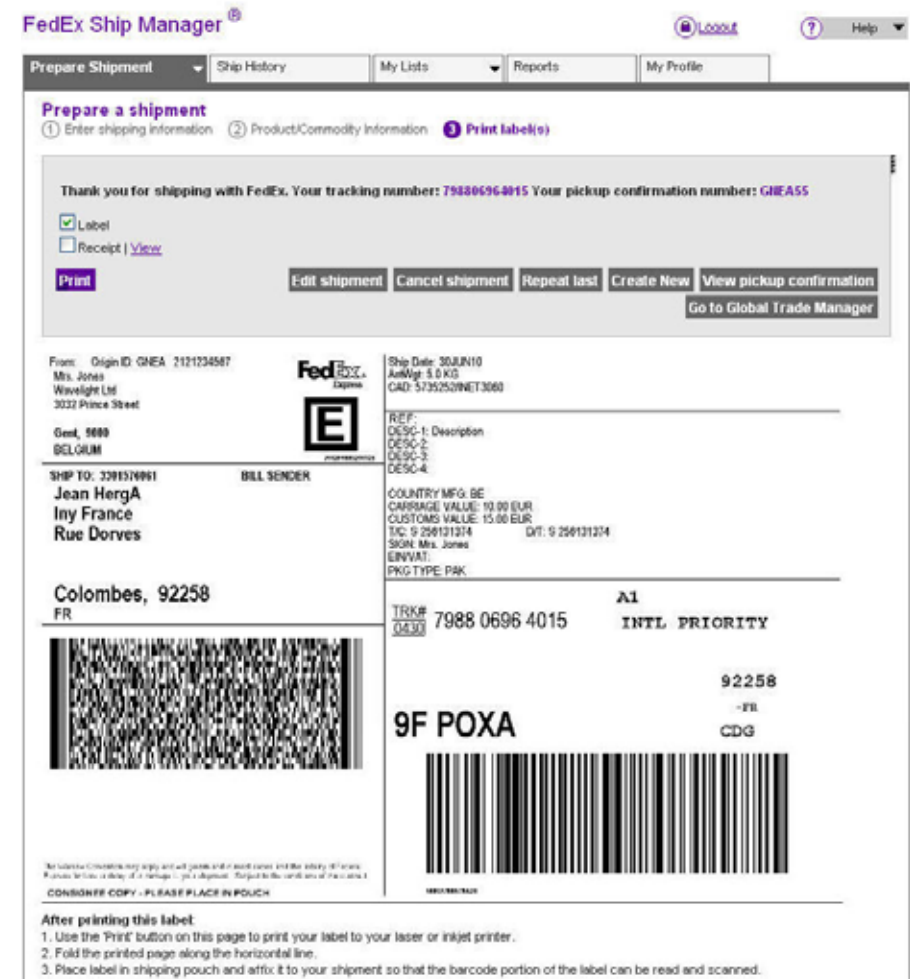
Non-document International Shipment
FedEx Ship Manager® prepares an Air Waybill and a Commercial/Pro Forma Invoice for the shipment. A Commercial Invoice is required by Customs officials to clear shipments across international borders.

The Commercial Invoice indicates all the harmonized codes and license codes entered for the shipment. Available in English or translated where applicable, it also displays the comments for the shipment that were entered in the Commercial/Pro Forma Invoice section (see page 21).

NOTE! FedEx® Electronic Trade Documents allows customs documentation to be submitted electronically (see page 28).

Labels, commercial invoices & receipts

Complete Additional International Documents
At this stage of the shipping process, complete any additional international documents required for the shipment. Find out which documents are needed for your international shipment in the *Advisories* section (page 21) or by using FedEx® Global Trade Manager (via fedex.com).

Receipt
FedEx Ship Manager® prints a receipt of the shipment confirmation. FedEx Ship Manager® selects the documents needed for shipments. Before printing the documents, they can be reviewed.

After printing the necessary documents,
the following options are available:

New shipment: Return via this button to the *Shipping* screen and begin a new shipment.

Repeat last shipment: Select **Repeat last** to return to the *Shipping* screen and display the same entries made for the previous shipment. Repeat the previous shipment or make changes for the new shipment if necessary.

Edit Shipment: Select **Edit Shipment** to return to the *Shipping* screen and change the entries made for the shipment.

Schedule Pickup: Select **Schedule Pickup** to schedule a FedEx express courier to pick-up the packages.

FedEx.   **Shipment Receipt**

Address Information
Ship to: Ship from:
Jean HergA   Mrs. Jones
Iny France   Wavelight Ltd
Rue Dorves   3032 Prince Street

Colombes,   Gent,
92258   9000
FR   BE
3301576061   2121234567

Shipping Information
Tracking number: 798806964015
Ship date: 06/30/2010
Estimated shipping charges: 125.66

Package Information
Service type: International Priority
Package type: FedEx Pak
Number of packages: 1
Total weight: 5KGS
Declared value: 10.00EUR
Special Services:
Pickup/Drop-off: pickup confirmation number:GNEA55 ——— The pickup confirmation number is automatically generated and displayed.

Billing Information
Bill transportation to: Sender
Bill duties/taxes/fees to: Sender
Your reference:
P.O. no.:
Invoice no.:
Department no.:

Track shipments

The *Shipping History* page gives an overview of the shipments made during the last 90 days.

To track one or more shipments:
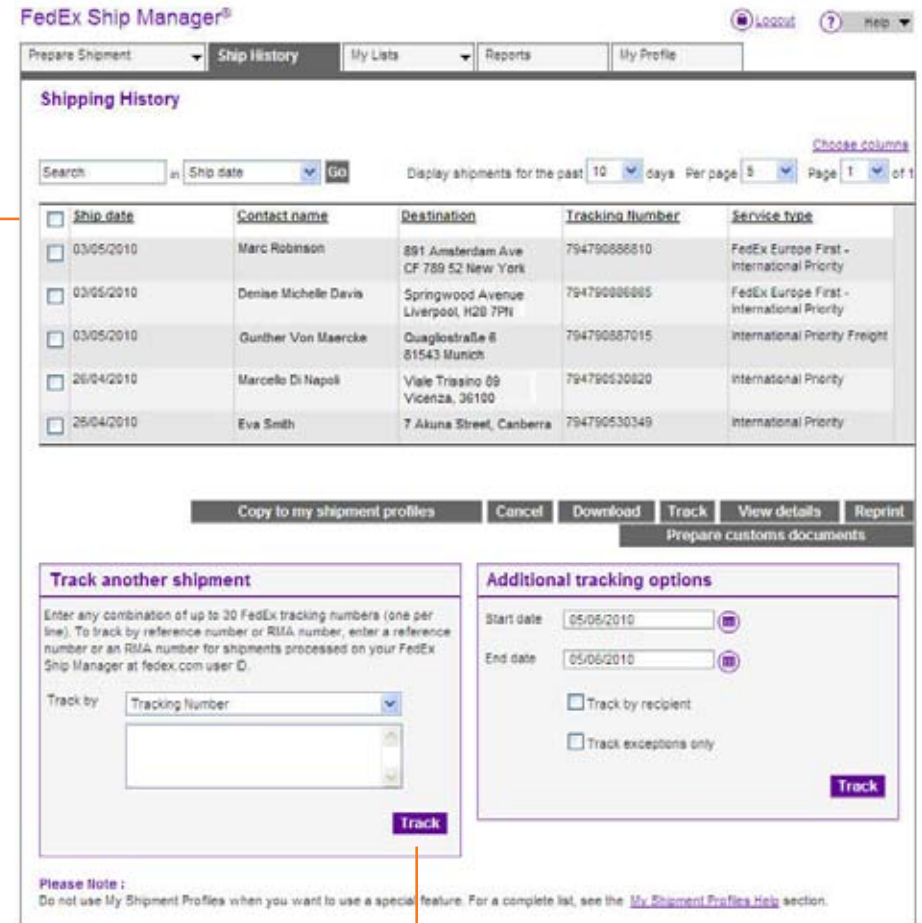
1 Select the shipment(s) in the Shipping History overview for which status information is required. Each shipment in the overview is listed with a unique tracking number, which is also listed on the label or the receipt of the shipment.

2 Click the **Track** button. The status information for the selected shipment(s) is displayed in your browser window.

TIP! Additional tracking options on the *Shipment History* page offer a wider variety of tracking solutions.

In the Shipping History overview window, select one of the following actions:

1 **Copy to my shipment profiles** to store the shipment's details as a Shipment Profile.

2 **Cancel** a shipment. Ongoing shipments cannot be cancelled.

3 **Download** to save a CSV file of the shipment history on your hard drive or local network.

4 **View details** to display information on the selected shipment in your browser window.

5 **Reprint** button to reprint shipment documents.

NOTE! Documents can be reprinted for 12 hours after the shipment is processed.

Sort your Shipping History by clicking on the name of the criteria to sort by. By default, your Shipping History is sorted by ship date.

Use the Track another shipment section to track shipments that have not been processed with FedEx Ship Manager® .

Bills and invoices

The FedEx® Billing Online service on fedex.com gives complete, quick access to invoices and helps save time, money and the environment. It tracks the status of invoices and dispute charges, downloads invoice data, and creates online payment instructions.

To access FedEx® Billing Online, select the **Manage My Account** tab on the fedex.com homepage, and then select the **View / Pay Bills Online** link.

In FedEx® Billing Online, select one of the following options:
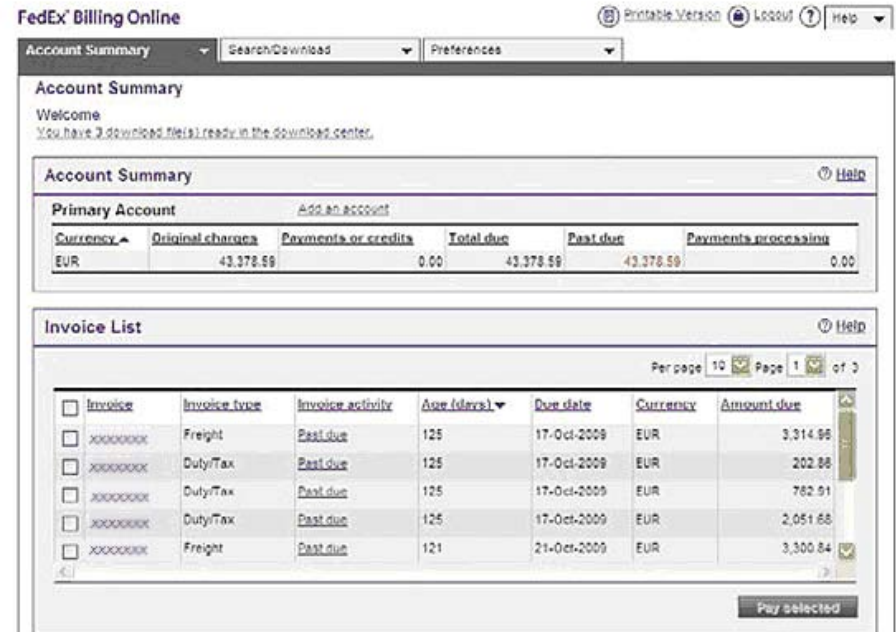
Click on **Custom data downloads** to create a template to integrate with the accounts payable system.

Automatic notifications shows when new invoices and reports are available.

Choose **Automatic downloads** to create electronic data files.

The **Flat File Reporting Tool** produces 32 reports and custom reports with a free desktop application.

Advanced administration invites departments or users to view and pay.

FedEx® Electronic Trade Documents

FedEx® Electronic Trade Documents creates and sends the necessary customs documents for a shipment automatically and electronically, and allows an international shipment to be completed with FedEx Ship Manager® without printing and attaching any documents. Simply choose to electronically submit your own trade documents or use the FedEx generated documents.

For international shipments FedEx® Electronic Trade Documents simplifies and enhances the shipping process, increases operational efficiency, saves paper, and avoids printing costs.

Enable FedEx® Electronic Trade Documentation (ETD) in the **Preferences** section of FedEx Ship Manager® (see page 37).

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Schedule a pickup

If required, schedule a pick-up for the shipment separately from FSM.com, directly on fedex.com. This online service is especially useful to schedule a pickup for:

- A multiple piece shipment.
- A shipment if there is a doubt when it will be ready for shipping when shipment is performed with FedEx Ship Manager®.
- A shipment created with another FedEx shipping application (e.g. FedEx® Global Ship Manager).
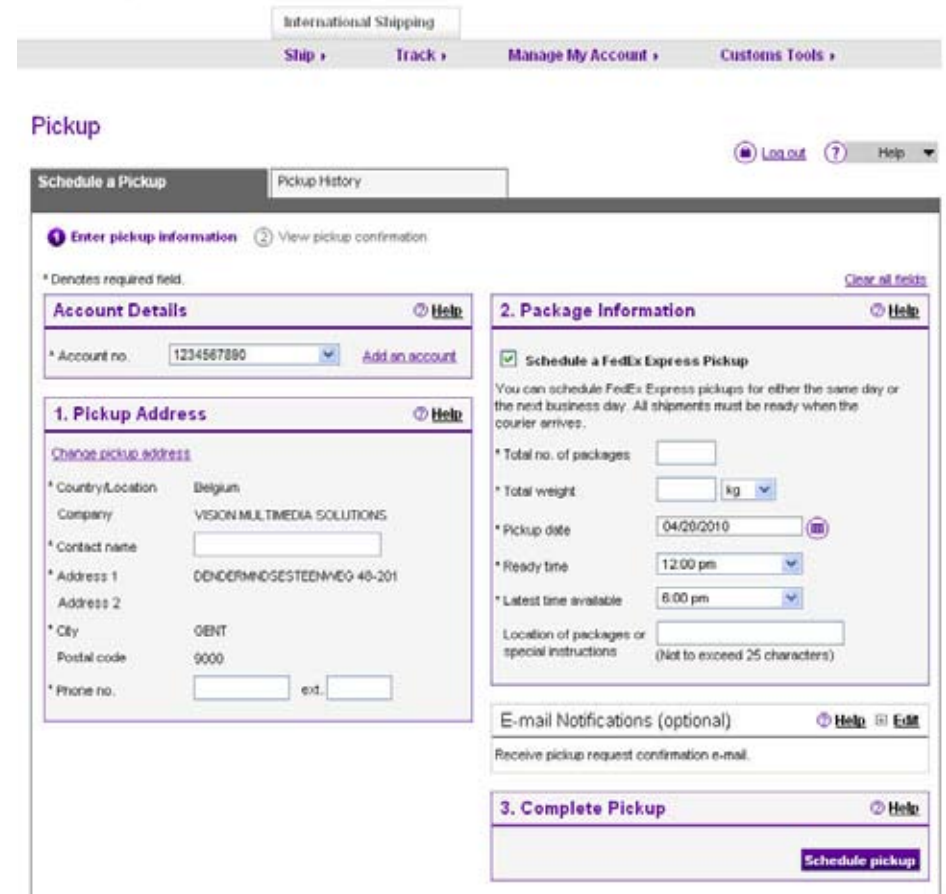
To access the Schedule a Pickup tool on fedex.com, go to the fedex.com homepage and select **Schedule a Pickup** from the **Ship** tab or choose **Schedule a Pickup** in the welcome center.

The Schedule a Pickup screen provides additional information:

1 Click Change pickup address to enter a different pickup location (optional).

2 Provide the package information for a pickup and adjust the:
- **Pickup Date**: schedule a pickup for a future date.
- **Ready time**: time from which the courier can pickup the parcel.
- **Latest time available**: time until the courier can pickup the parcel.

NOTE! the ready time and latest times are validated based on FedEx availability.

3 Enter e-mail addresses to receive a pickup request confirmation e-mail.

4 Click Schedule Pickup to complete scheduling a pickup.

Save my favorites

My address book

Managing your Recipient Information

Access your **Address Book** through the Ship tab or via the welcome center on the fedex.com homepage. When preparing a shipment, the Address Book is available via the **My Lists** tab.

The FedEx Ship Manager® Address Book allows up to 2500 recipient and sender details to be stored and used for shipments. Features include:

- **Add, Edit and Remove recipients**
- **Duplicate addresses / check addresses for their validity**
- **Directly Schedule a pickup on the location of the recipient**
- **Store default shipping settings for each recipient**
- **Access your Group Address Book.**
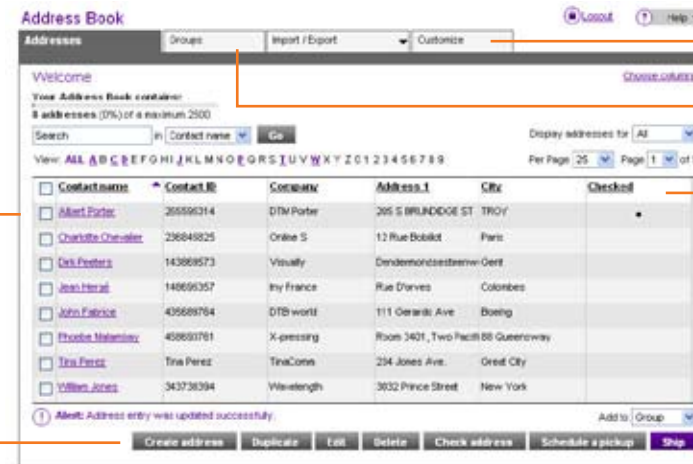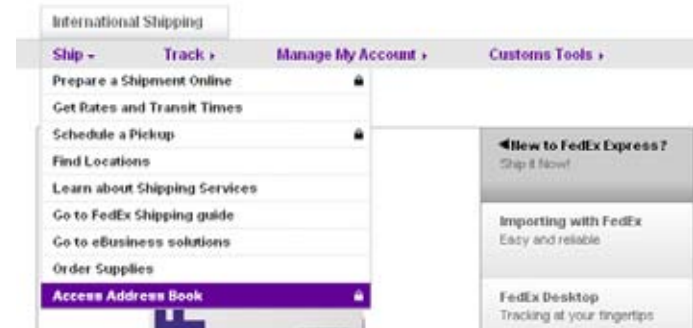
Select a recipient from the list and the available actions appear on the bottom of the screen.

Click on the name of a recipient in your Address Book to see details of this recipient. Edit these details and click Save to store them in your Address Book.

Sort your Address Book by clicking on the criteria. By default, your Address Book is sorted by contact name.

Click here to access your Group Address Book.

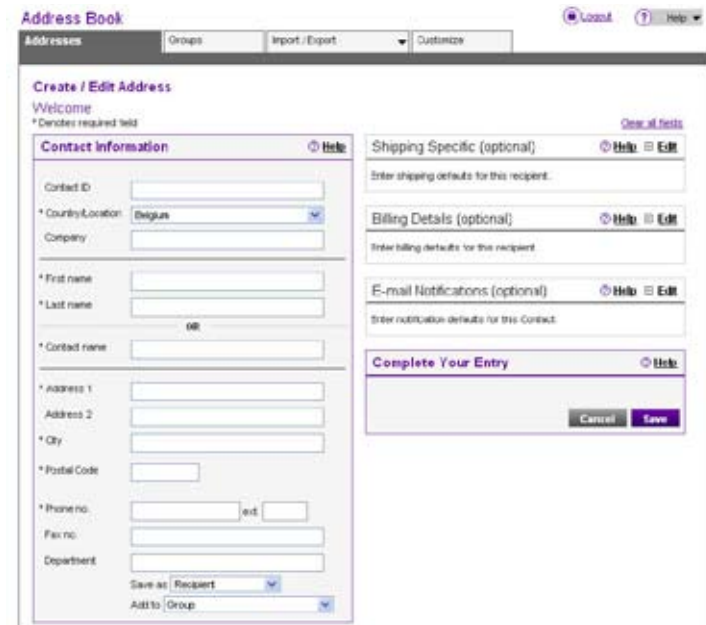Click here to customize your Confirmation messages.

Save my favorites

My address book

Creating / importing recipients

Create new records in your **Address Book** to use the recipients for shipping. Access the Contact Information form via the **Create Address** button at the bottom of the Address Book.

Complete this form to create a new recipient in your Address Book. The form also contains fields to specify **Shipping Specifics, Billing Details** and **E-mail Notifications** for your recipients.

Click **Save** to add the new contact to your Address Book.

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Save my favorites

My address book

Import/Export Addresses

FedEx Ship Manager® allows an external Address Book to be imported. Click the **Import/Export** tab in the Address Book screen. Enter the location and name of your Address Book, or use the **Browse** button to identify its location.

FedEx Ship Manager® supports a maximum of 2500 Address Book entries per user.

Download a template file to import your external Address Book.

Save my favorites

My address book

Manage Recipient Groups

FedEx Ship Manager® ships to a group of recipients provided they reside in the same country. To do so, first create these groups in the *Groups* section of the Address Book.

Customize your Address Book

The *Customize* screen in your Address Book customizes the appearance of your Address Book.

1 Complete the **Confirmation messages** section. Select the appropriate option to turn confirmation messages in your Address Book on or off.

2 Complete the **Customize Address Checker** section and personalize the results of the address checker.

3 Click **Save/Update** to save your Address Book options.

Select a recipient group from the list and click the **Edit** button to modify the selected group.
Make the necessary changes in the Edit group form and click the **Save/Update** button to save the changes.

Select a recipient group and click the **Ship** button to process a shipment to the selected group.

Save my favorites

Shipment profiles

Store all relevant shipment information as a Shipment Profile for future shipments. Access the *Shipment Profiles* page to delete, review, edit or use a Shipment Profile for a shipment by selecting **Shipment Profiles** from the **My Lists** tab. Re-use a Shipment Profile by selecting it from the **Contact Name** drop-down list in the *Ship* to section on the main *Shipping* screen.

Package dimensions

Store the dimensions of packages for later use by selecting **Dimensions** from the **My Lists** tab. Re-use a dimensions profile by selecting it from the **Dimensions** drop-down list in the *Packaging and Shipment Details* section on the main *Shipping* screen.

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Save my favorites

Commodity information

Store all relevant information about the commodities of non-document shipments for later use by selecting **Managed Saved Product Profiles** from the **Custom Tools** tab. Re-use commodities by selecting them from the **Commodity** drop-down list in the *Commodity Information* section on the *Shipping* screen.

Save my favorites
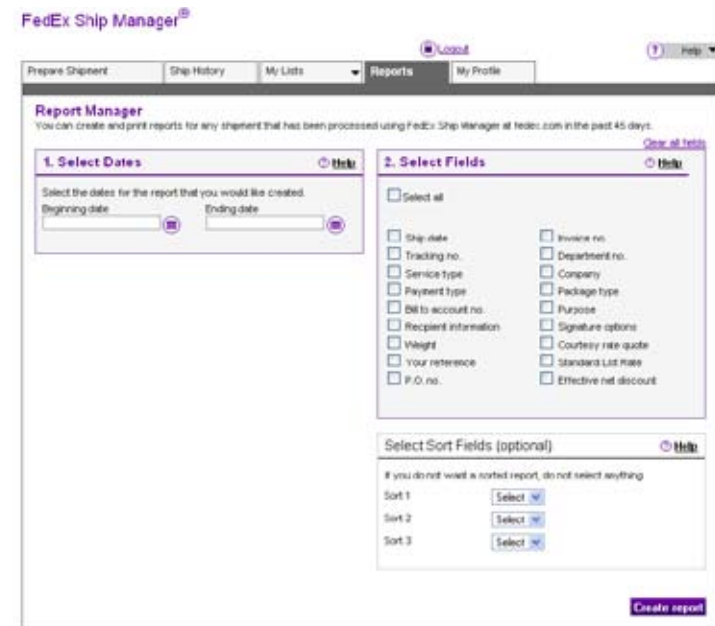
Reports

Use Report Manager to create and print a variety of reports featuring information about the shipments processed with FedEx Ship Manager® in the last 45 days.

To create a report:

1   Select a date range for a report. Choose a beginning date and ending date from the drop-down lists.

2   Indicate which fields to include in the report by selecting the corresponding checkboxes in the list.

3   Optionally, specify sort criteria to indicate how the report is to be sorted.

4   Click the **Create report** button.
The report is created and presented in your browser window.

TIP! To use the report data in other applications, download it in CSV format by clicking the **Download** button and saving the CSV file on your hard drive or local network.
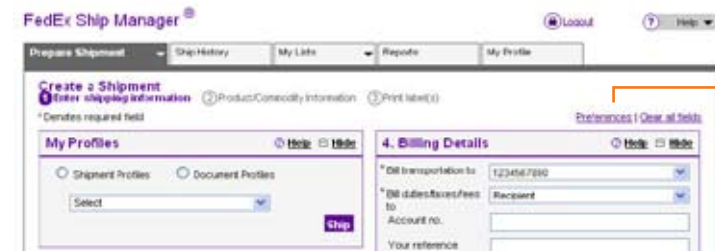
Save my favorites

Customizing FSM

FedEx Ship Manager® customizes the application to specific needs.

Options can be personalized throughout the entire shipping process:

- Show certain sections of the *Shipping* screen automatically expanded for editing and minimize other sections automatically.
- Add all new recipients automatically to your Address Book.
- Select a default Service type and Packaging type for shipments.
- Choose a default Pickup/Drop-off option for shipments.
- Enable FedEx® Electronic Trade Documents (see page 28).
- Select the printer of choice for shipping labels: a Laser/Inkjet Printer or a Thermal Printer (FedEx supports the following thermal printers: LP2844 and ZP500). To find out if your company is eligible for thermal printing, contact your FedEx Account Executive.

NOTE! Overrule all options chosen on the *Preferences* page for any future shipment by selecting the right option for that specific shipment on the main *Shipping* screen.
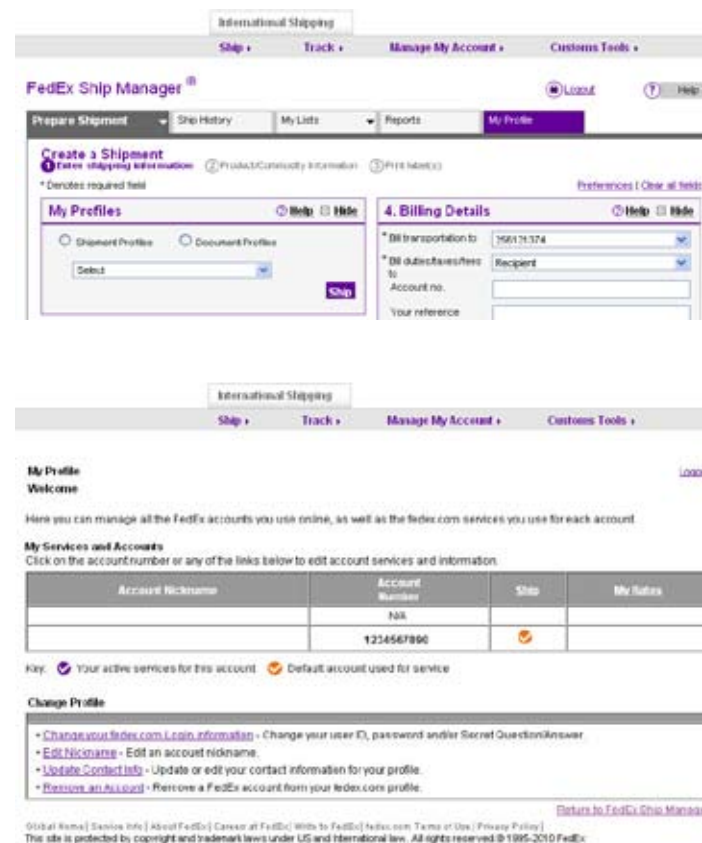
Access the Preferences page by clicking the **Preferences** link in the top right-hand corner of the Shipping screen.

Save my favorites

Update your account

With FedEx Ship Manager®, FedEx accounts and the fedex.com services can be managed for different accounts.

Click on the **Account Number** of the Account to be edited or any of the links below to edit the account services and information.

Help

For additional information on FedEx Ship Manager®, click the **Help** button at the top-right of the page. The following features will appear:

Help with this page - Dedicated to every page throughout the shipping process.

Interactive Help Guide - Displays new tools and features, and the demos explain how to work with FedEx Ship Manager®. Throughout the different pages and sections in FedEx Ship Manager®, more specific help features are also available.

Module-Sensitive Help - More information on any specific module or topic is available by clicking the ? symbol in the heading of the module.

Context-sensitive help - Certain terminologies used throughout the application come with specific context-sensitive help. Click the ? symbol next to the item to access these help files.
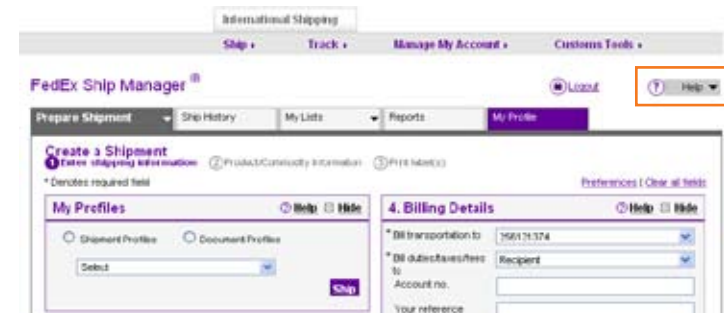
Contact FedEx

Surf to the web pages below to contact your local FedEx customer service. Some countries have websites in their national language in addition to an English version. To switch languages, click on one of the available languages at the top of the page.

Austria
German: http://www.fedex.com/at/contact/
English: http://www.fedex.com/at_english/contact/

Bahrain
http://www.fedex.com/bh/contact/

Belgium
English: http://www.fedex.com/be/contact/
Dutch: http://www.fedex.com/be_nederlands/contact/
French: http://www.fedex.com/be_francais/contact/

Czech Republic
Czech: http://www.fedex.com/cz/contact/
English: http://www.fedex.com/cz_english/contact/
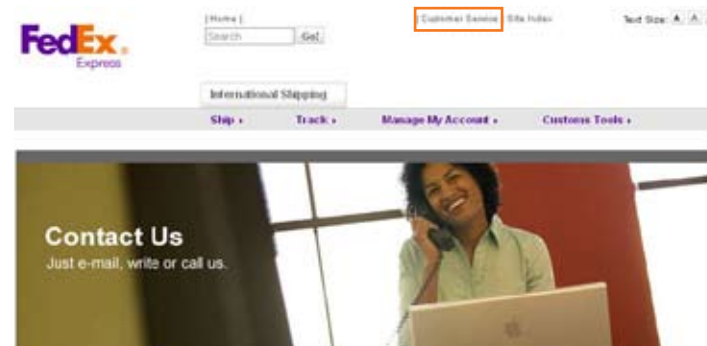
Denmark
Danish: http://www.fedex.com/dk/contact/
English: http://www.fedex.com/dk_english/contact/

Egypt
http://www.fedex.com/eg/contact/

Finland
http://www.fedex.com/fi/contact/

Contact FedEx

France
French: http://www.fedex.com/fr/contact/
English: http://www.fedex.com/fr_english/contact/

Germany
German: http://www.fedex.com/de/contact/
English: http://www.fedex.com/de_english/contact/

Hungary
Magyar: http://www.fedex.com/hu/contact/
English: http://www.fedex.com/hu_english/contact/

India
http://www.fedex.com/in/contact/

Ireland
http://www.fedex.com/ie/contact/

Israel
English: http://www.fedex.com/il/contact/
Hebrew: http://www.fedex.com/il_hebrew/contact/

Italy
Italian: http://www.fedex.com/it/contact/
English: http://www.fedex.com/it_english/contact/

Kuwait
http://www.fedex.com/kw/contact/

Luxembourg
http://www.fedex.com/lu/contact/

Netherlands
Dutch: http://www.fedex.com/nl/contact/
English: http://www.fedex.com/nl_english/contact/

Norway
http://www.fedex.com/no/contact/

Poland
Polish: http://www.fedex.com/pl/contact/
English: http://www.fedex.com/pl_english/contact/

Russia
Russian: http://www.fedex.com/ru/contact/
English: http://www.fedex.com/ru_english/contact/

Saudi Arabia
http://www.fedex.com/sa/contact/

Spain
Spanish: http://www.fedex.com/es/contact/
English: http://www.fedex.com/es_english/contact/

Sri Lanka
http://www.fedex.com/lk/contact/

Sweden
Swedish: http://www.fedex.com/se/contact/
English: http://www.fedex.com/se_english/contact/

Switzerland
English: http://www.fedex.com/ch/contact/
German: http://www.fedex.com/ch_deutsch/contact/
French: http://www.fedex.com/ch_francais/contact/
Italian: http://www.fedex.com/ch_italiano/contact/

Turkey
Turkish: http://www.fedex.com/tr/contact/
English: http://www.fedex.com/tr_english/contact/

United Arab Emirates
English: http://www.fedex.com/ae/contact/
Arabic: http://www.fedex.com/ae_arabic/contact/

United Kingdom
http://www.fedex.com/gb/contact/