

FedEx SameDay[®] Services User Guide

FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

FedEx[®]



FedEx SameDay® SERVICES

FedEx SameDay Services

[Create a user ID](#)

[Get Rates](#)

[Ship](#)

[Track](#)

[Manage](#)

[Print Invoice](#)

[Manage Your Address Book](#)

[Custom Data Download](#)

[Customer Service](#)

FedEx SameDay Services at a Glance

When you need a shipment delivered today, count on FedEx SameDay services. There's a FedEx SameDay service for cross-country delivery, crosstown delivery and freight shipments.

FedEx SameDay® City

Crosstown delivery within several major U.S. metro areas, delivered in just hours, depending on availability, among select ZIP codes around the city's center.

FedEx SameDay

Cross-country delivery in just hours, depending on flight availability. For documents and packages up to 150 lbs.

FedEx SameDay® Freight

Delivery in just hours for shipments of 151 lbs. or more, composed of multiple packages or palletized freight.

Note: Because FedEx SameDay shipments require special attention, they cannot be dropped off at a FedEx location or be added to regularly scheduled pickups without notice.

Note: Shipments weighing less than 151 lbs. that contain at least one palletized piece are priced at the 151-lb. FedEx SameDay Freight rate.

CREATE A USER ID



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

How to create your FedEx SameDay user ID

Before shipping with FedEx SameDay® services, you first need to create a user ID that's specific to FedEx SameDay. You may set up the same user ID and password that you use to log in to **fedex.com**. However, without registering for FedEx SameDay services, your current **fedex.com** ID will not automatically work.

Note: To get FedEx SameDay rates, as well as to access the FedEx SameDay ship, track, and manage functions, you'll be required to use your FedEx SameDay user ID, since these functions will not be visible under your **fedex.com** user ID.

1. Go to **fedex.com/sameday**.

The screenshot shows the FedEx SameDay website interface. At the top, there are navigation links for Rate, Ship, Track, and Manage. Below this is the 'FedEx SameDay Login' section with fields for 'User ID: Forgot?' and 'Password: Forgot?'. There is a dropdown menu for 'I want to:' with 'Get Rates/Transit Times' selected, and a 'Remember Me' checkbox and 'Login' button. Below the login section is the 'Register' section with a link to 'New Customer Center' and 'Register for fedexsameday.com'. To the right of the login section is a 'Track' section with a 'Track Shipments' form and a 'Track' button. The background of the page features a photo of a person in a blue shirt working at a desk.

2. Click "Register for fedexsameday.com."

Register
New Customer Center ›
[Register for fedexsameday.com](https://www.fedex.com/sameday)

CREATE A USER ID



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

Register for fedexsameday.com

Enter your FedEx 9-digit account information that you would like to associate with your fedexsameday.com login

* Denotes required field

Enter Your Registration Information [Help](#)

Contact Information	Login Information
Enter the shipping address you want associated with your login.	* Create a user ID <input type="text"/>
* Account <input type="text"/>	Use at least 6 characters.
* First name <input type="text"/>	* Create a password <input type="text"/>
* Last name <input type="text"/>	Use at least 6 characters and use at least one letter and one number.
* Company Name <input type="text"/>	* Re-enter password <input type="text"/>
* Address 1 <input type="text"/>	
Address 2 <input type="text"/>	
* City <input type="text"/>	
* State <input type="text" value="AA"/>	
* Zip Code <input type="text"/>	
* Country <input type="text" value="United States"/>	
Phone no. <input type="text"/>	
Fax no. <input type="text"/>	
* Email <input type="text"/>	
* Re-enter email <input type="text"/>	
Default Time Zone <input type="text" value="Eastern"/>	

I have read, understood and agree to be bound by the [fedex.com Terms of Use](#). I also understand how FedEx intends to use my information. [Privacy Policy](#)

Cancel Continue

to the Terms and Conditions. Click **Continue**.

4. You will receive an email with a link to the confirmation page. The subject heading is "FedEx SameDay® Online - New User Registration".

Be sure to log in with your FedEx SameDay user ID and password in order to get a rate, ship, track or manage your FedEx SameDay account.

*If you don't have a FedEx® account number, go to fedex.com to sign up.

fedex.com/sameday

GET RATES

FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

Get Rates

You can receive rate estimates by simply entering the ZIP codes of origin and destination.

1. Click the *Rate* tab.



2. Enter the required information.

Note: Remember to choose AM or PM.

Get Rates & Transit Times

Use this simple tool to obtain a rate quote and determine the expected delivery date and time for your shipment.

Customer Account #

Welcome, John Doe [Clear all fields](#)
* Denotes required field

1. Ship From / To [Help](#)

From

* Country:

* Pickup ZIP:

To

* Country:

* Delivery ZIP:

Additional Information

* Pieces:

Dim Len: Dim Wid: Dim Ht: Act Wt: Dim Wt:

Total Act Weight: lbs. Total Dim Weight: lbs.

* Ready Date & Time: Hour: Minute:

[Get Quick Quote](#)

GET RATES



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

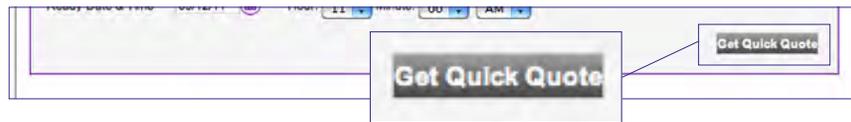
Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

3. Click **Get Quick Quote**.



4. Scroll to the bottom of the page for rates and transit times.

3. Rates and Transit Times		
Service type	Service and Transit Time	Your Rate
FedEx SameDay City Priority	FedEx SameDay City Priority 16 Sep 2011 17:00 PM	42.50
FedEx SameDay City Standard	FedEx SameDay City Standard 16 Sep 2011 17:00 PM	28.75

Roll over your rate quote for a breakdown of costs

Transit Times:
(no Air options found)

Amounts are shown in USD

5. Place your cursor over the rate for more details.

Note: Any fuel surcharge will adjust monthly.

FedEx SameDay	
Transportation charges	
Base rate	25.00
Fuel surcharge	3.75
Your rate	28.75

6. Click **Ship**.

SHIP



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

Ship

Shipping with FedEx SameDay® services is simple. Complete your shipping form online and then print a label.

Create a Shipment

1. Click the *Ship* tab.



2. Enter required information in Sections 1 through 5.

Section 3: Remember to choose AM or PM.

Section 4: "Your Reference" will be merged with your shipment information; e.g., invoice details.

3. Package & Shipment Details	4. Billing Details
Shipment Ready Date: 09/12/11	Bill transportation to: DOE, JOHN - #123456789
Time: Hour: 1 Minute: 4 AM	Your Reference: <input type="text"/>
Packaging Type: Your Packaging	
* No. of Packages: 1	
* All Dimensions and Actual Wt are required L: <input type="text"/> W: <input type="text"/> H: <input type="text"/> Act Wt: <input type="text"/> Rate Wt: 0	
Total Act Wt: 10 Rate Wt: <input type="text"/>	
Declared value: 0.00 USD	

SHIP



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

3. Choose optional email notifications.

Email Notifications (optional)

AUTO NOTIFY - SHIPPER ⓘ

Enter multiple addresses separated by a semi colon (;)

Shipper Email

Order received	<input checked="" type="checkbox"/>	Pickup	<input checked="" type="checkbox"/>
Alt. Drop	<input type="checkbox"/>	QDT Change	<input checked="" type="checkbox"/>
Recover	<input type="checkbox"/>	Exceptions	<input type="checkbox"/>
Delivered	<input checked="" type="checkbox"/>		

AUTO NOTIFY - RECIPIENT ⓘ

Enter multiple addresses separated by a semi colon (;)

Recipient Email

Order received	<input checked="" type="checkbox"/>	Pickup	<input checked="" type="checkbox"/>
Alt. Drop	<input type="checkbox"/>	QDT Change	<input checked="" type="checkbox"/>
Recover	<input type="checkbox"/>	Exception	<input type="checkbox"/>
Delivered	<input checked="" type="checkbox"/>		

4. Click **Ship**.

8. Complete your Shipment

TRACK

FedEx SameDay Services

[Create a user ID](#)

[Get Rates](#)

[Ship](#)

Track

[Manage](#)

[Print Invoice](#)

[Manage Your Address Book](#)

[Custom Data Download](#)

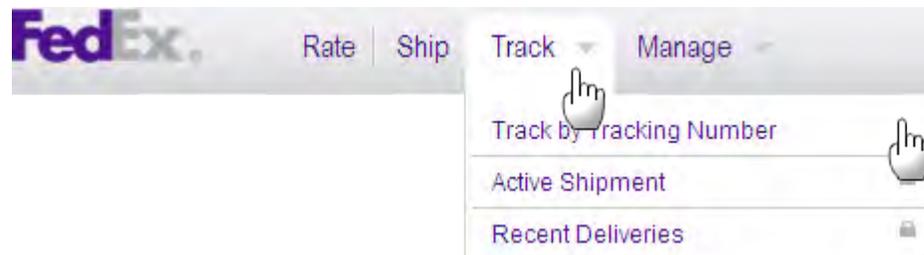
[Customer Service](#)

Track

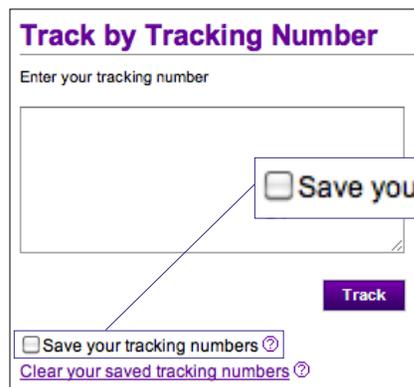
FedEx enables you to closely track the status of each of your FedEx SameDay® shipments. You also have the option to customize your tracking.

Track by Tracking Number

1. Log in with your FedEx SameDay user ID at fedex.com/sameday and click "Track by Tracking Number" in the drop-down menu under the *Track* tab.



2. Check the box next to "Save your tracking numbers" to automatically retain entered tracking numbers for the next 48 hours. Check the box again on the next visit to display tracking numbers again for another 48 hours.

A screenshot of the 'Track by Tracking Number' form. The form has a title 'Track by Tracking Number' and a label 'Enter your tracking number' above a text input field. Below the input field is a checkbox labeled 'Save your tracking numbers' with a help icon. A purple 'Track' button is located below the checkbox. At the bottom of the form, there is another 'Save your tracking numbers' checkbox and a link 'Clear your saved tracking numbers' with a help icon. Two callout boxes with arrows point to the checkboxes: one points to the checkbox above the 'Track' button, and the other points to the checkbox at the bottom of the form.

TRACK

FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

3. The results screen displays all completed and anticipated actions and has the ability to send the web page via email.

[Logout](#) [Help](#)

FedEx SameDay® Tracking Results

STATUS: Order Received

Tracking #: 111111121711

Ship Date: 8/30/2011 9:25:00 AM (MDT)
Est. Delivery Date: 8/30/2011 12:25:00 PM (MDT)

Planned Itinerary Times displayed in Time.

Description	Completed
Order Received	8/30/2011 9:25:00 AM (PT)
Picked up	
Shipment In Transit	
Delivered	

PICKUP AT:
OUTBACK STEAKHOUSE
9329 SHERIDAN BLVD.
WESTMINSTER CO 80031

DELIVER TO:
RANGER MOTEL
11220 E. COLIFAX AVE.
SUITE 24A
AURORA CO 80010

Pieces: 1 Weight: 5

Package Tracking No.	L	W	H	Act Wt
111111121711	5	5	5	5

Send a link to this page via email to

(Note: Separate multiple email addresses with semicolons)

MANAGE



[FedEx SameDay Services](#)

[Create a user ID](#)

[Get Rates](#)

[Ship](#)

[Track](#)

Manage

Print Invoice

[Manage Your Address Book](#)
[Custom Data Download](#)

[Customer Service](#)

Manage

Manage your FedEx SameDay® shipments online with invoice, address book and custom data tools.

Print Your Invoice

1. Click "Print Invoice" in the drop-down menu under the *Manage* tab.



2. Enter your invoice number.

Invoice Reprint

Enter your invoice number and email address, then press the Send button

Invoice Number

Email Address

Reprint Desc

will print the invoice on a FedEx invoice form. (Logo will not be included)

MANAGE



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

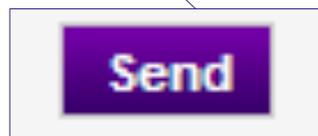
Print Invoice

Manage Your Address Book
Custom Data Download

Customer Service

3. Enter your email address and other selection criteria.

4. Click **Send**.



The invoice will be emailed as a PDF file attachment to the address you specified. You will need Adobe Acrobat installed on your computer in order to view/print the invoice.

Tip: Don't know the invoice number for reprint? Review the "Customize Data Download" section to determine the appropriate invoice number.

*Note: You can reprint only FedEx SameDay invoices. To reprint an invoice from another FedEx® service, please contact FedEx Customer Service at **1.800.GoFedEx 1.800.463.3339**.*

MANAGE



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

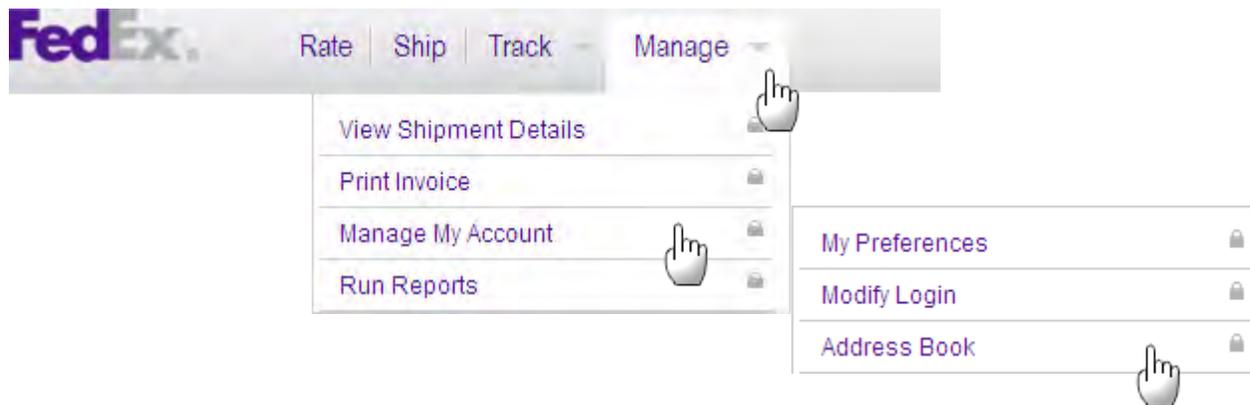
Custom Data Download

Customer Service

Manage

Manage Your Address Book

In the drop-down menu under the *Manage* tab, scroll over "Manage My Account" and then click "Address Book." You can choose to create an address on a one-at-a-time basis or import/export multiple addresses.



MANAGE



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

Single entries

1. Choose the *Addresses* tab.
 - a. Click **Create address**.
 - b. Click "Edit" to update an existing address.

Address Book

Addresses Import / Export

Welcome, **John Doe** Search Print Manage Address

Sort Order: ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Addresses		
Edit	Company: ABC Co. Address 1: 40 Heights Rd Address 2: City/State: Arlington, VA ZIP Code: 22203 Phone #: 202-555-1212	Attention: Bill Smith Instruction: Quick Code: 123 Fax #: Email: Auto Load: Yes

1

Create address

Edit

MANAGE



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

Bulk entries

1. Choose the *Import/Export* tab.

Address Book

Addresses Import / Export

Welcome, **John Doe** [Clear all fields](#)

* Denotes required field

Step 1 - Select and establish order of address fields in your text file.

CURRENT FIELD LIST	AVAILABLE FIELD LIST
Company	
Address 1	
Address 2	
City	
State	
Zip Code	
Phone #	
Fax #	
Email	
Attr	
Instruction	

[Add](#) [Remove](#) [Down](#) [Up](#)

Step 2 - Choose the delimiter type used in your text file.

Step 3 - Browse for the path of the text file you wish to import. [Browse](#)

Step 4 - Choose whether or not to have all addresses cleared upon import.

[Cancel](#) [Import](#)

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.

2. Follow the on-screen instructions.

- Select and establish the order of address fields in your text file.
- Choose the delimiter type used in your text file.
- Browse for the path of your text file.
- Choose whether or not to have all old addresses cleared upon import.

3. Click **Import**.

[Cancel](#) [Import](#)

MANAGE



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

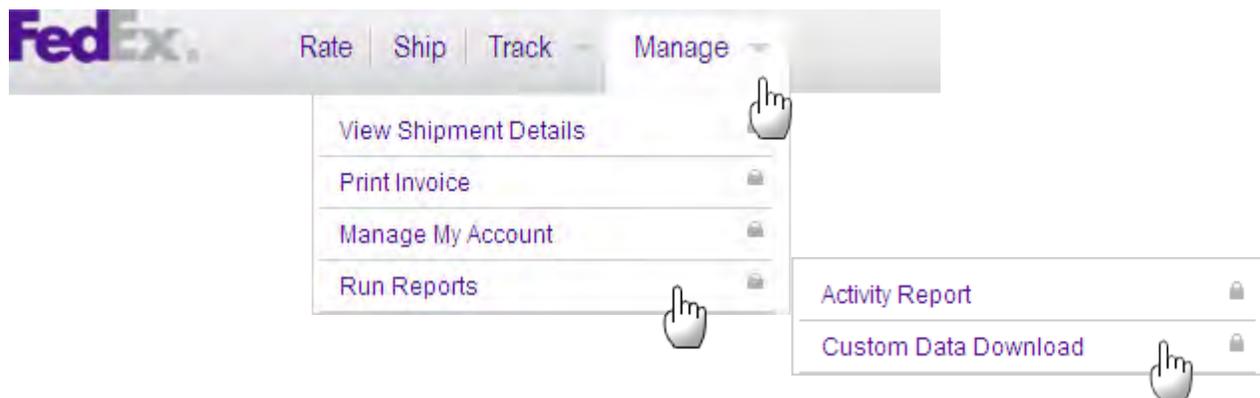
Customer Service

Manage

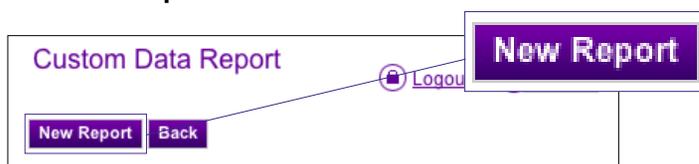
Custom Data Download

You can generate data reports of your FedEx SameDay® shipments.

1. In the drop-down menu under the *Manage* tab, scroll over "Run Reports" and then click "Custom Data Download."



2. Click **New Report**.



MANAGE



FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

3. Name the report.

Custom Data Download

Generate Back

Report Name Example Report 123 Save as New

Report Name Example Report 123 Save as New

Show Sum Calculations

PU Date mm/dd/yyyy to mm/dd/yyyy

4. Select the date range.

Report Name Example Report 123 Save as New

Show Sum Calculations

PU Date mm/dd/yyyy to mm/dd/yyyy

Account (123456789) XYZ CO. ACCOUNT//FEDEX

PU Date mm/dd/yyyy to mm/dd/yyyy

MANAGE



[FedEx SameDay Services](#)

[Create a user ID](#)

[Get Rates](#)

[Ship](#)

[Track](#)

Manage

[Print Invoice](#)

[Manage Your Address Book](#)

Custom Data Download

[Customer Service](#)

5. Add/Remove your preferred fields for customization.

Available Fields	Requested Fields
Account #	Invoice Amount
Caller	Invoice Date
Charged Weight	Invoice Number
Customer ID	Consignee
DEL Addr 1	AWB
DEL Addr 2	
DEL Airport	
DEL Attempt Count	
DEL City	
DEL Company	
DEL Country	
DEL Instruction	
DEL Mileage	
DEL State	
DEL Wait Time	

Buttons: Add, >>, <<, UP, DOWN

6. Click **Generate**.

Buttons: Generate, Back

Note: FedEx SameDay data is available for download for 30 days from the invoice date.

CUSTOMER SERVICE

FedEx SameDay Services

Create a user ID

Get Rates

Ship

Track

Manage

Print Invoice

Manage Your Address Book

Custom Data Download

Customer Service

Customer Service

You can ship with peace of mind, knowing that FedEx SameDay® services are covered by the same reliable customer service you've come to expect from FedEx.

FedEx Money-Back Guarantee*

If your shipment misses its final quoted delivery time by 60 seconds or more, you may request a refund or credit of your shipping charges.

Contact Us

For any questions about [fedex.com/sameday](https://www.fedex.com/sameday), call **1.800.GoFedEx 1.800.463.3339** (say "SameDay").

**For details on the FedEx Money-Back Guarantee, see Our Services at [fedex.com](https://www.fedex.com).*

For additional information, view [Terms and Conditions](#).