



# User Guide

How to ship with FSM online

# Introduction

This guide shows you how to ship with FedEx Ship Manager at [fedex.com](https://fedex.com) (FSM online) and the differences of field locations, user buttons and option selections between FSM online and the legacy FSM software. At the end of this document, you will find a comparison table of the field locations between the two.

# Table of Content

Tap on any number to go directly to the section where you like to learn more how to input the information in FSM online.

The screenshot shows the FedEx Ship Manager Software interface. The top menu bar includes File, Edit, Ship, Track/History, Pickup, Databases, Reports, Setup, Message, and Help. Below the menu is a navigation bar with buttons for Ship, Return, Shipments in Progress, Shipment History, and Upload Data. The main area is divided into several sections: Sender Information, Recipient Information, Shipment Details, Shipment Contents, and Billing Details. Numbered callouts (1-10) point to specific elements: 1. Ship button; 2. Sender Information fields; 3. Recipient Information address fields; 4. Shipment Details packaging and weight fields; 5. Shipment Contents description field; 6. Shipment Details service dropdown; 7. Pickup button; 8. Billing Details dropdowns; 9. Special Handling and ShipAlert buttons; 10. Save, Preview, and Ship buttons.

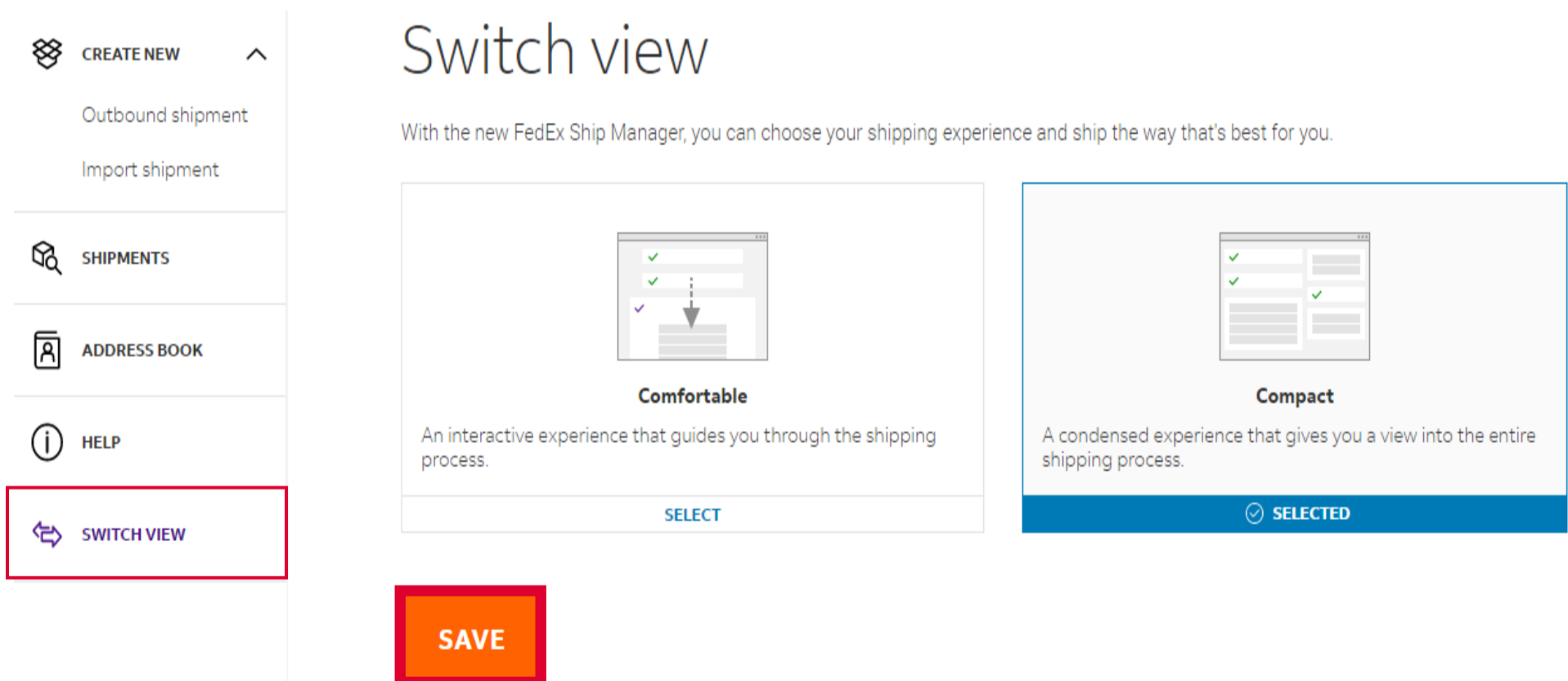
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# 1. Getting started creating a shipment


- Access <https://www.fedex.com/> and log in (Log in is required to proceed).
- Click “SHIP” or “SHIP INTERNATIONAL” button (Pictured below).

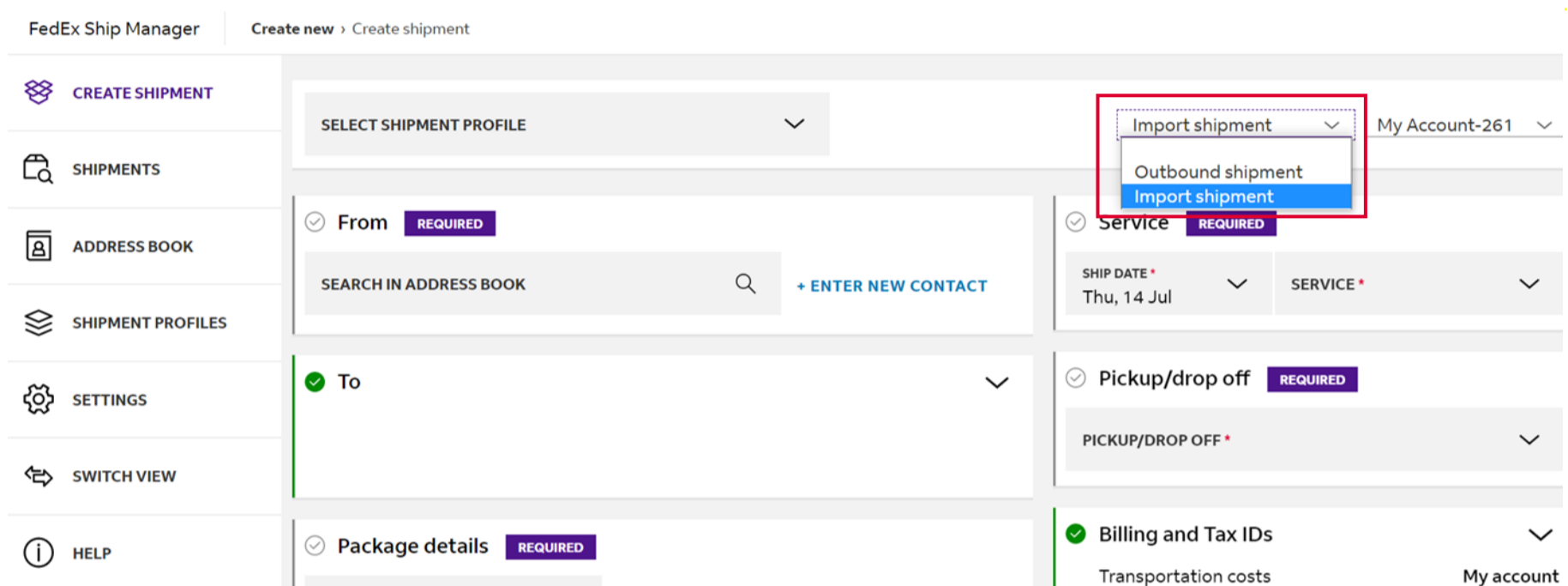


- Click “SWITCH VIEW” on the left navigation menu and select “Compact” view. The screen will display a similar layout to the legacy FSM Software.
- Click “SAVE” to make compact view your default mode.



# 1. Getting started creating a shipment (Continued)

- If you are preparing an import shipment, click on  on the top right-hand side of “Create Shipment” screen, then select “Import shipment” to proceed. The import shipment generation process is similar to the outbound shipment generation, enter all the fields as required.



FedEx Ship Manager | Create new > Create shipment

CREATE SHIPMENT

SHIPMENTS

ADDRESS BOOK

SHIPMENT PROFILES


SETTINGS

SWITCH VIEW

HELP

SELECT SHIPMENT PROFILE

From **REQUIRED**

SEARCH IN ADDRESS BOOK  + ENTER NEW CONTACT

To

Package details **REQUIRED**

Service **REQUIRED**

SHIP DATE \* Thu, 14 Jul

SERVICE \*


Pickup/drop off **REQUIRED**

PICKUP/DROP OFF \*

Billing and Tax IDs

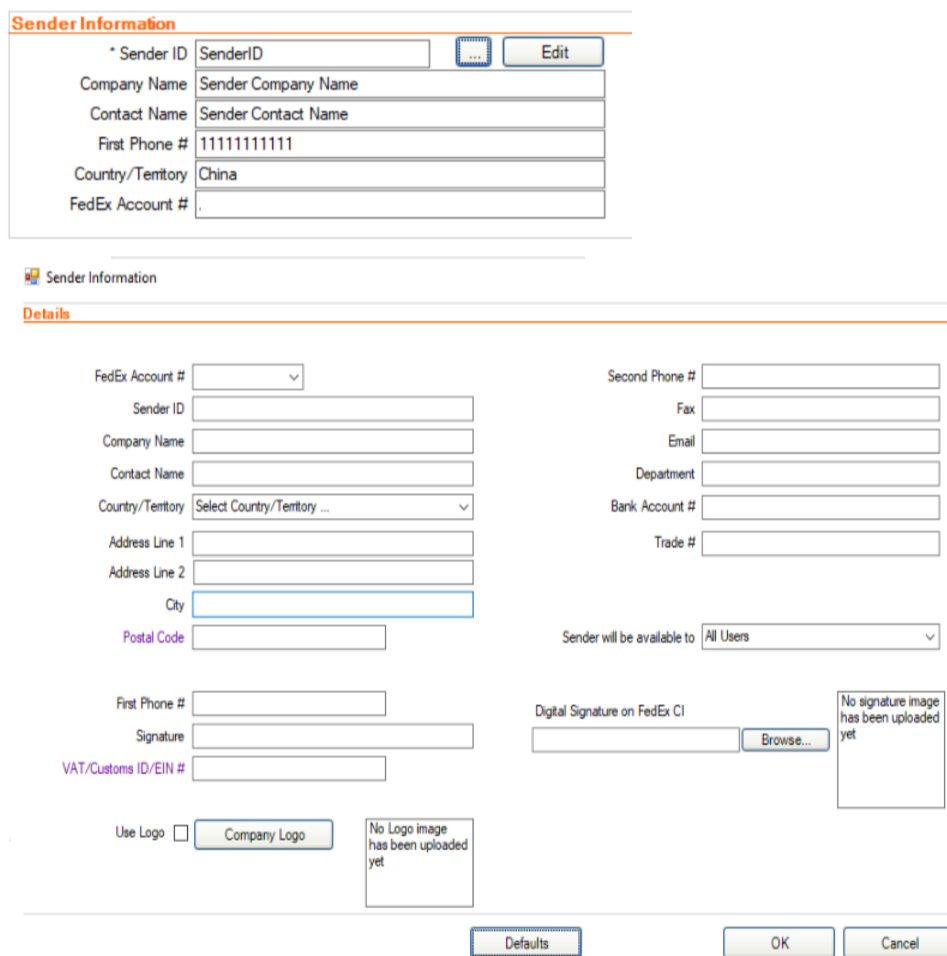
Transportation costs My account

## 2. Sender


- In compact view, click on the  right side of each field to display the available options.
- To locate a Sender in your address book, click in the “SEARCH IN ADDRESS BOOK” field and type at least 3 characters of the saved CONTACT NAME or COMPANY. If there is a match from your address book, saved addresses will appear for selection.

*Note: The following instructions include the legacy software screens in the left column and the new fedex.com screens in the right column for easy comparison.*

### FSM Software



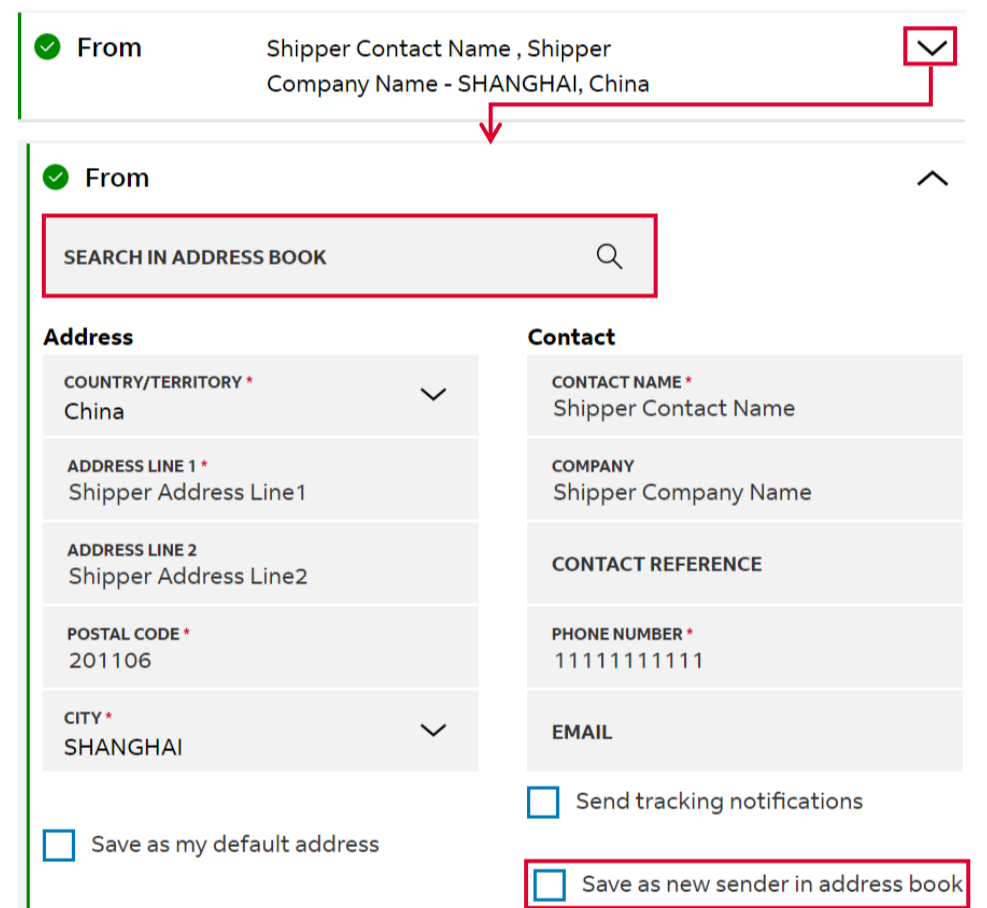
**Sender Information**


* Sender ID	SenderID		Edit
Company Name	Sender Company Name		
Contact Name	Sender Contact Name		
First Phone #	11111111111		
Country/Territory	China		
FedEx Account #	.		


**Details**


FedEx Account #	<input type="text"/>	Second Phone #	<input type="text"/>
Sender ID	<input type="text"/>	Fax	<input type="text"/>
Company Name	<input type="text"/>	Email	<input type="text"/>
Contact Name	<input type="text"/>	Department	<input type="text"/>
Country/Territory	Select Country/Territory ...	Bank Account #	<input type="text"/>
Address Line 1	<input type="text"/>	Trade #	<input type="text"/>
Address Line 2	<input type="text"/>		
City	<input type="text"/>		
Postal Code	<input type="text"/>	Sender will be available to	All Users
First Phone #	<input type="text"/>	Digital Signature on FedEx CI	<input type="text"/>
Signature	<input type="text"/>	<input type="button" value="Browse..."/>	No signature image has been uploaded yet
VAT/Customs ID/EIN #	<input type="text"/>		
Use Logo	<input type="checkbox"/>	<input type="button" value="Company Logo"/>	No Logo image has been uploaded yet

### FSM Online



**From** Shipper Contact Name , Shipper Company Name - SHANGHAI, China 

**From** 

**SEARCH IN ADDRESS BOOK** 

<b>Address</b>	<b>Contact</b>
COUNTRY/TERRITORY * China	CONTACT NAME * Shipper Contact Name
ADDRESS LINE 1 * Shipper Address Line 1	COMPANY Shipper Company Name
ADDRESS LINE 2 Shipper Address Line2	CONTACT REFERENCE
POSTAL CODE * 201106	PHONE NUMBER * 11111111111
CITY * SHANGHAI	EMAIL

Save as my default address

Send tracking notifications

Save as new sender in address book

# 3. Recipient

- Click “+ ENTER NEW CONTACT” to display recipient fields. Type contact details into each field.
- Check the box “Save as new recipient in address book” to save a new recipient.
- To find a recipient in your address book, click in the “SEARCH IN ADDRESS BOOK” field and type at least 3 characters of the saved CONTACT NAME or COMPANY. If there is a match from your address book, saved addresses will appear for selection.

FSMSoftware

**Recipient Information**

Single  Group

Recipient ID  ...

Company Name  ...

Contact Name  ...

\* Country/Territory

\* Address 1

Address 2

Address 3

\* City / Postal code

\* First Phone  Ext

VAT/Customs ID/EIN #

Ship/Alert email to

Save in/Update Address Book

---

Recipient Information

**Details**

Recipient ID  Second Phone #

Company Name  Fax

Contact Name  Email

Country/Territory

Address Line 1

Address Line 2

Address Line 3

City

Postal Code

First Phone #  Ext

VAT/Customs ID/EIN #

Digital Signature   No signature image has been uploaded yet

Use Logo   No Logo image has been uploaded yet

Recipient will be available to

This is a residential address.

FSM Online

To **REQUIRED**

SEARCH IN ADDRESS BOOK

To **REQUIRED**

SEARCH IN ADDRESS BOOK

**Address**

COUNTRY/TERRITORY \*

ADDRESS LINE 1 \*

ADDRESS LINE 2

ADDRESS LINE 3

POSTAL CODE

STATE OR PROVINCE

CITY \*

This is a residential address

Save as new recipient in

**Contact**

CONTACT NAME \*

COMPANY

CONTACT REFERENCE

PHONE NUMBER \*

EMAIL

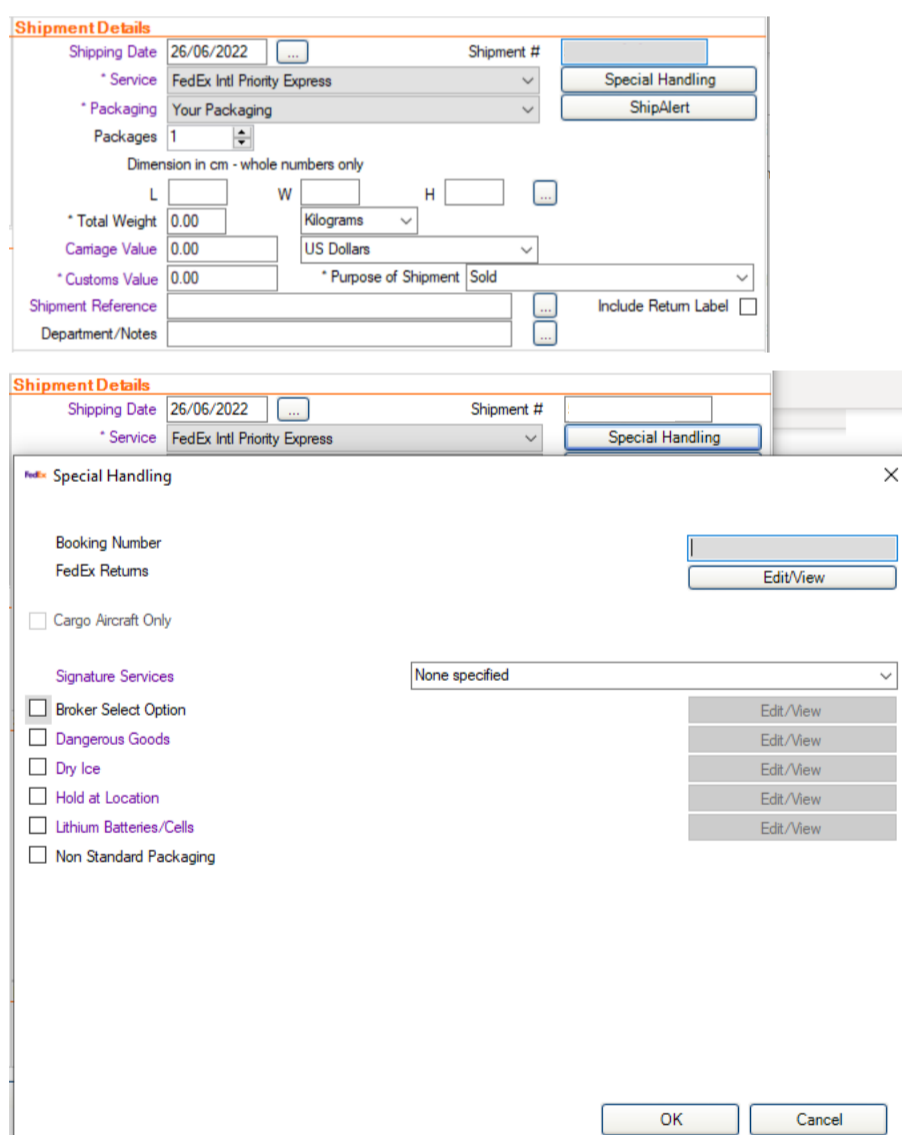
Send tracking notifications



## 4. Package details

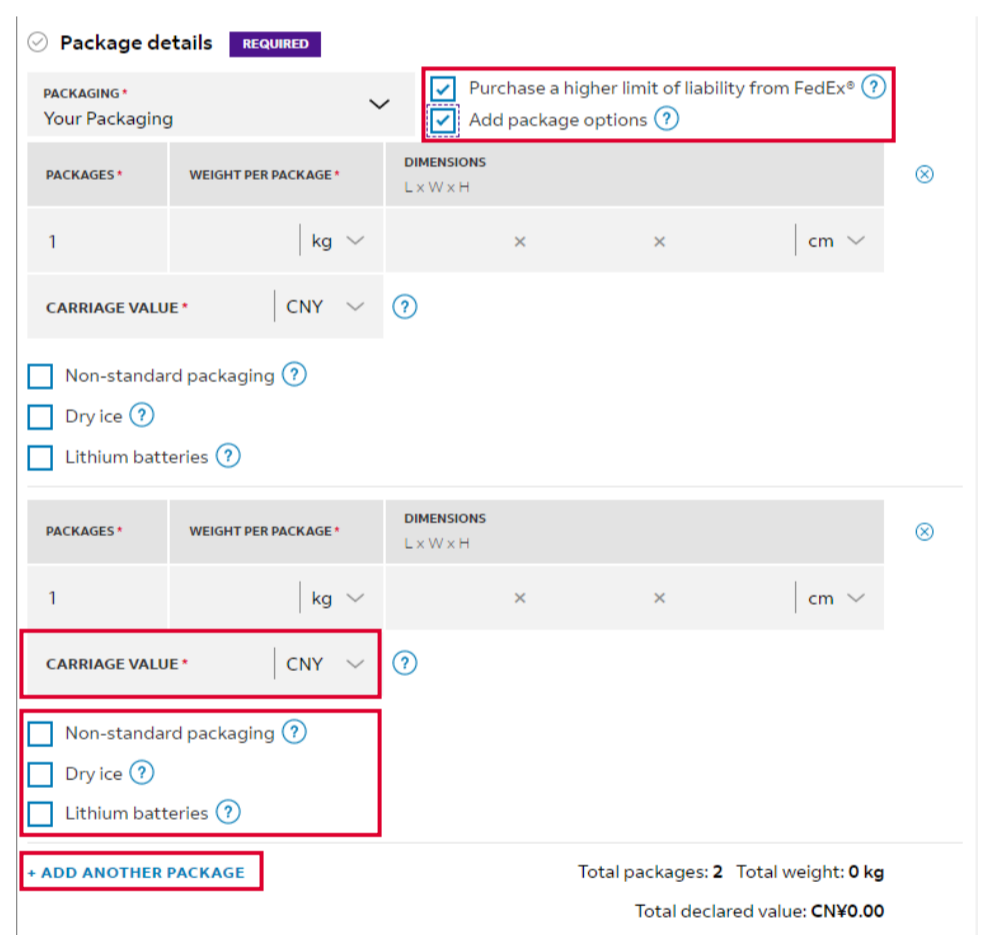
- Additional fields will appear when you check a box for a special feature.
- When you check the box for “Purchase a higher limit of liability from FedEx”, a field will appear for you to type in the carriage value. If you choose to declare a value for carriage, the applicable surcharge will be added to your shipment.
- When you check the box for “Add package options”, you will be able to select “Non-standard packaging”, “Dry ice”, and “Lithium batteries”.
- If you are shipping multiple packages of different weights and dimensions, click “+ADD ANOTHER PACKAGE” to create a separate entry for each unique package size/weight. You will have to designate the number of packages under “PACKAGES” and the weight per package under “WEIGHT PER PACKAGE” (See picture below).

### FSM Software



The screenshot shows the 'Shipment Details' form in FSM Software. It includes fields for Shipping Date (26/06/2022), Shipment #, Service (FedEx Intl Priority Express), Packaging (Your Packaging), and Packages (1). There are also fields for Dimension in cm (L, W, H), Total Weight (0.00), Carriage Value (0.00), and Customs Value (0.00). A 'Special Handling' section is visible, containing a 'Booking Number' field and a list of checkboxes for special services: Cargo Aircraft Only, Signature Services (None specified), Broker Select Option, Dangerous Goods, Dry Ice, Hold at Location, Lithium Batteries/Cells, and Non Standard Packaging. Each checkbox has an 'Edit/View' button next to it. The form ends with 'OK' and 'Cancel' buttons.

### FSM Online



The screenshot shows the 'Package details' form in FSM Online. It includes a 'REQUIRED' label and a 'Purchase a higher limit of liability from FedEx' checkbox, which is checked. Below this is an 'Add package options' checkbox, also checked. The form has a table for package details:

PACKAGES *	WEIGHT PER PACKAGE *	DIMENSIONS L x W x H
1	kg	x x cm

Below the table is a 'CARRIAGE VALUE \*' field set to 'CNY'. There are also checkboxes for 'Non-standard packaging', 'Dry ice', and 'Lithium batteries'. At the bottom, there is a '+ ADD ANOTHER PACKAGE' button and a summary: 'Total packages: 2 Total weight: 0 kg' and 'Total declared value: CNY0.00'.



# 5. What are you shipping?

- Please indicate whether the shipment contains items (commodities) or documents.

FSM Software

**Shipment Contents**

Shipment contains  Documents Only  Commodities  
 Generate Commercial Invoice/Proforma?  Yes  No

Electronic Trade Docs  Post-Shipment

Commercial Invoice Details  
 Add Documents

Return Reason Type (None)  
 Return Other Reason

Shipment Contents Details

Commodity	Description	Ham Code	Org of Manuf	Quantity	Weight	Unit of Measure	Unit of Value
			China	1	0		0

Total Custom Value 0.00 US Dollars Total Weight 0.00 Kilograms

Terms of Sale and Charges  
 \* Terms of Sale (None)

Freight Charges 0.00  
 Insurance Costs 0.00  
 Other Costs 0.00  
 Tax Amount 0.00  
 Grand Total 0.00

Customs documentation to be generated for this  
 Commercial Invoice  Pro Forma Invoice

Commercial Invoice Information  
 Comments  
 Invoice Number  
 Temporary Export   
 Importer ID

Search Harmonized Code OK Cancel

FSM Online

What are you shipping? **REQUIRED**

Items  Documents

SEARCH ITEM PROFILES

What are you shipping?

Items  Documents

SEARCH ITEM PROFILES

ITEM DESCRIPTION \* sample of garment HARMONIZED CODE

COUNTRY/TERRITORY OF MANUFACTURE \* China QUANTITY \* 1 UNIT \* pieces

WEIGHT & VALUE \* Enter as totals WEIGHT \* 1 kg

CUSTOMS VALUE \* 1 USD

Save as new item profile CANCEL SAVE

SHIPMENT PURPOSE \* Commercial INVOICE FOR CUSTOMS \* I want FedEx to help me create a pro-forma inv

TERMS OF SALE ADDITIONAL INVOICE INFO

DECLARATION STATEMENT INSURANCE COSTS USD

FREIGHT COSTS USD PACKING COSTS USD

HANDLING COSTS USD

With respect to eligible outbound shipments from Mainland China, it is recommended to submit necessary export declarations information and/or documents through the [FedEx Online Declaration Tool](#)

Send trade documents to customs electronically

Additional documents

Letterhead & signature

VIEW LETTERHEAD

VIEW SIGNATURE

- Please click “Items” when you ship commodities and click “+ADD NEW ITEM” to declare shipment contents and send trade documents to customs. You can also check for “Save as new item profile” the details of items you ship frequently.
- To find a saved item profile, click in the “SEARCH ITEM PROFILES” field and select from populated items.

*Note: The first time you use the FedEx generated commercial invoice/pro-forma invoice to send trade documents, you are required to upload the letterhead & signature by selecting letterhead file and signature file.*

## 5. What are you shipping? (Continued)

- When you ship documents, please click “Documents” and declare the type of document and customs value accordingly.

FSM Software

**Shipment Contents**

Shipment contains  Documents Only  Commodities

\* Description

Electronic Trade Docs  Post-Shipment

FSM Online

What are you shipping? **REQUIRED**

Items  Documents

TYPE OF DOCUMENT \* Personal document (e.g. letter) CUSTOMS VALUE 1 USD

With respect to eligible outbound shipments from Mainland China, it is recommended to submit necessary export declarations information and/or documents through the [FedEx Online Declaration Tool](#)

# 6. Service

- Select “SHIP DATE” and “SERVICE” type.

FSM Software

**Shipment Details**


Shipping Date	26/06/2022	Shipment #	
* Service	FedEx Intl Priority Express	Special Handling	
* Packaging	Your Packaging	ShipAlert	
Packages	1		
Dimension in cm - whole numbers only			
L		W	
		H	
* Total Weight	0.00	Kilograms	
Carriage Value	0.00	US Dollars	
* Customs Value	0.00	* Purpose of Shipment	Sold
Shipment Reference			Include Return Label <input type="checkbox"/>
Department/Notes			

FSM Online

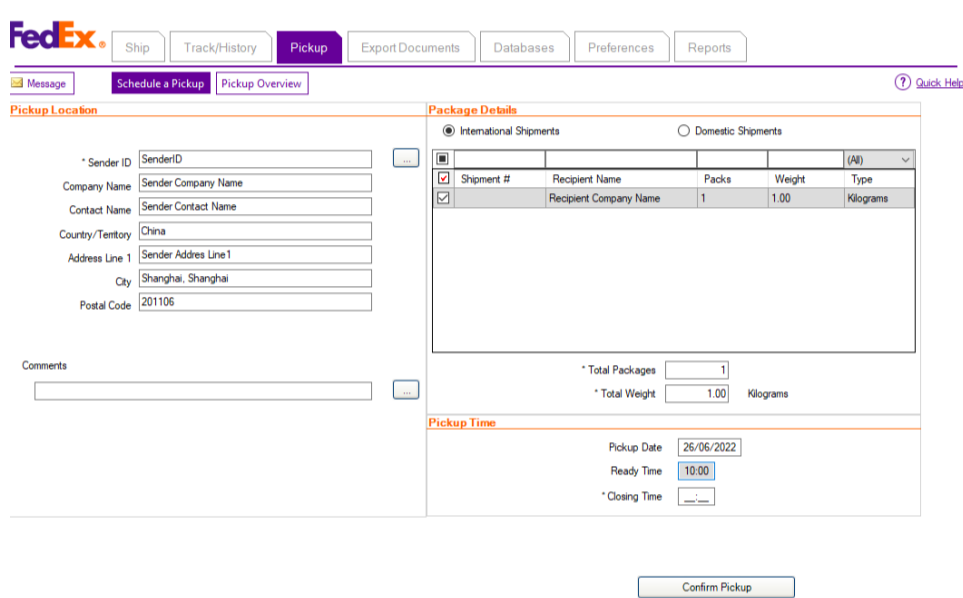
Service **REQUIRED**

SHIP DATE *	Mon, 27 Jun	SERVICE *	
-------------	-------------	-----------	--

# 7. Pickup/drop off

- Click on  beside “PICKUP/DROP OFF” and select the way you would like to tender the shipment to FedEx.
- If you select “Schedule a pickup”, you will have to select a “READY TIME” and a “LATEST” time.
- Click on “PICKUP INSTRUCTIONS” and type additional instructions (within 25 characters) you would like our couriers to know.

FSM Software



Sender ID:

Company Name:

Contact Name:

Country/Territory:

Address Line 1:

City:

Postal Code:

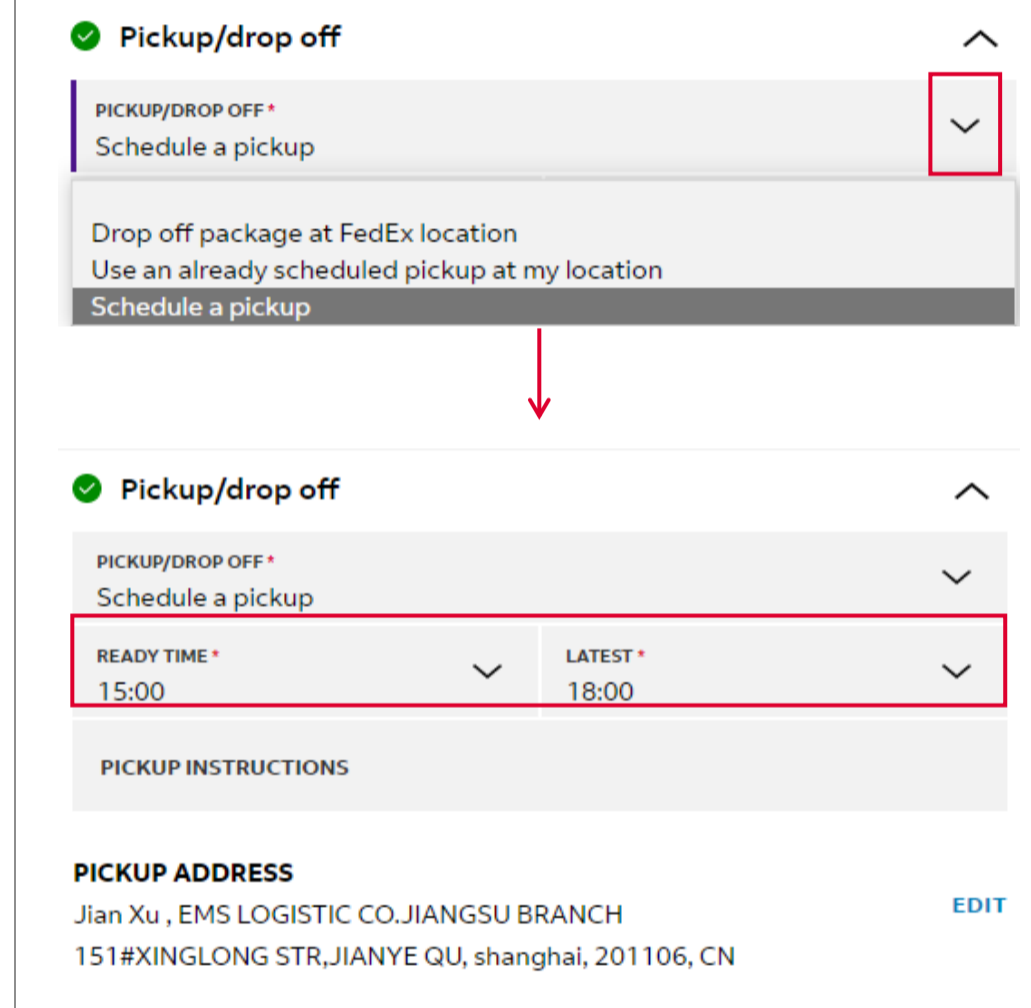
Shipment #	Recipient Name	Packs	Weight	Type
<input checked="" type="checkbox"/>	Recipient Company Name	1	1.00	Kilograms

Pickup Date:

Ready Time:

Closing Time:

FSM Online



**PICKUP/drop off**

PICKUP/DROP OFF \*  
Schedule a pickup

Drop off package at FedEx location  
Use an already scheduled pickup at my location  
Schedule a pickup

**PICKUP/drop off**

PICKUP/DROP OFF \*  
Schedule a pickup


READY TIME \* 15:00      LATEST \* 18:00

PICKUP INSTRUCTIONS

**PICKUP ADDRESS**  
Jian Xu , EMS LOGISTIC CO.JIANGSU BRANCH  
151#XINGLONG STR, JIANYE QU, shanghai, 201106, CN



[EDIT](#)

# 8. Billing details

- Please verify or click  to modify the payor option for “TRANSPORTATION COST” and “DUTIES, TAXES AND FEES” payments, please also ensure to fill in billing account and Tax ID when required.


## FSM Software


### Billing Details

* Bill shipment to	Sender 	Account #	<input type="text"/>
* Bill Duties and Taxes to	Recipient 	Account #	<input type="text"/>

## FSM Online

### Billing and Tax IDs

BILL TRANSPORTATION COST TO \*   
My account

BILL DUTIES, TAXES AND FEES TO \*   
Recipient

FEDEX ACCOUNT NO.

SENDER TAX ID/EORI NO.

RECIPIENT TAX ID/EORI NO.

# 9. Special options

- Additional fields will appear when you check a box for a special option.
- Check the box for “Add Service Options”, then check the boxes next to the options you would like to activate (Signature options, Broker select, Hold at location, and Dangerous goods).

FSM Software

The screenshot shows the 'Special Handling' dialog box in FSM Software. At the top, it displays 'Shipping Date' as 26/06/2022 and 'Service' as FedEx Intl Priority Express. A 'Special Handling' button is visible. Below this, there are fields for 'Booking Number' and 'FedEx Returns', with an 'Edit/View' button. A 'Cargo Aircraft Only' checkbox is present. Under 'Signature Services', a dropdown menu is set to 'None specified'. A list of checkboxes includes 'Broker Select Option', 'Dangerous Goods', 'Dry Ice', 'Hold at Location', 'Lithium Batteries/Cells', and 'Non Standard Packaging'. Each checkbox has an 'Edit/View' button to its right. 'OK' and 'Cancel' buttons are at the bottom.

FSM Online

The screenshot shows the 'Add service options' section in FSM Online. A red box highlights the 'Add service options' checkbox, which is checked. Below it are four unchecked checkboxes: 'Signature options', 'Broker select', 'Hold at location', and 'Dangerous goods', each with a question mark icon. An information icon (i) is to the left of a text block that reads: 'You can find dry ice, lithium batteries and non-standard packaging in the package details section. If you can't find functionalities such as Importer of Record, Advisories and Prohibits, and ITAR (International Traffic in Arms Regulation), please [contact us](#) for assistance.'

# 9. Special options (Continued)

- Check the box for “Add references” and fill in SHIPMENT REFERENCE, P.O. NO., INVOICE NO., DEPARTMENT NO..

FSM Software

The screenshot shows the 'Shipment Details' form in FSM Software. The 'Add references' checkbox is checked. Below it are input fields for SHIPMENT REFERENCE, P.O. NO., INVOICE NO., and DEPARTMENT NO. The form also includes fields for Shipping Date (26/06/2022), Service (FedEx Intl Priority Express), Packaging (Your Packaging), Packages (1), Dimensions (L, W, H), Total Weight (0.00), Carriage Value (0.00), Customs Value (0.00), and Purpose of Shipment (Sold).

FSM Online

The screenshot shows the 'Add references' section in FSM Online. The checkbox is checked. Below it are four input fields: SHIPMENT REFERENCE, P.O. NO., INVOICE NO., and DEPARTMENT NO.

- Check the box for “Additional email tracking notifications” and enter the email for the person you would like notified. Click on “+ ADD ANOTHER EMAIL” to add another email to the tracking notifications list. You may add up to three emails to receive tracking notifications.

FSM Software

The screenshot shows the 'FedEx ShipAlert' dialog box in FSM Software. It has a title bar 'FedEx ShipAlert' and a close button. The main content area is titled 'FedEx ShipAlert' and contains instructions: 'Email notifications can be sent to the sender, the recipient, the broker and two other people. Use the Shipment Notification option to send an email when a shipment has been sent. Use the Delivery Notification option to send an email when a shipment has been delivered. Use the Exception Notification option to send an email when a clearance delay or a delivery exception occurs.' Below this is a table with columns for 'Email Address', 'Notification Language', 'Shipment notification', 'Exception notification', and 'Delivery notification'. There are five rows for 'Sender', 'Recipient', 'Broker', 'Other 1', and 'Other 2'. All 'Notification Language' dropdowns are set to 'English'. At the bottom, there is a text area 'Add your own message' and 'OK' and 'Cancel' buttons.

FSM Online

The screenshot shows the 'Additional email tracking notifications' section in FSM Online. The checkbox is checked. Below it is an 'EMAIL' input field and a 'LANGUAGE' dropdown menu set to 'English'. Under the heading 'SELECT NOTIFICATION EMAILS', there are five checked checkboxes: Created, Estimated delivery, Exception, Picked up, and Delivered. At the bottom, there is a '+ ADD ANOTHER EMAIL' button.



## 9. Special options (Continued)

- Click on “Email shipment label” if you would like to send a shipment label in .pdf format to specified email address. Type in the email address of the recipient.

Package details **REQUIRED**

PACKAGING \*  
Your Packaging

Purchase a higher limit of liability from FedEx ?  
 Add package options ?

PACKAGES *	WEIGHT PER PACKAGE *	DIMENSIONS L x W x H		
1	kg	x	x	cm

+ ADD ANOTHER PACKAGE

**Billing and Tax IDs** My account

Transportation costs

Add service options

Add references

Additional email tracking notifications

Email shipment label

EMAIL \*

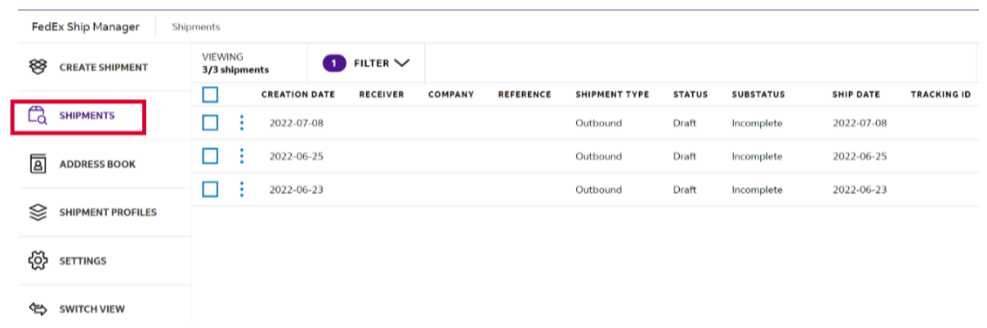
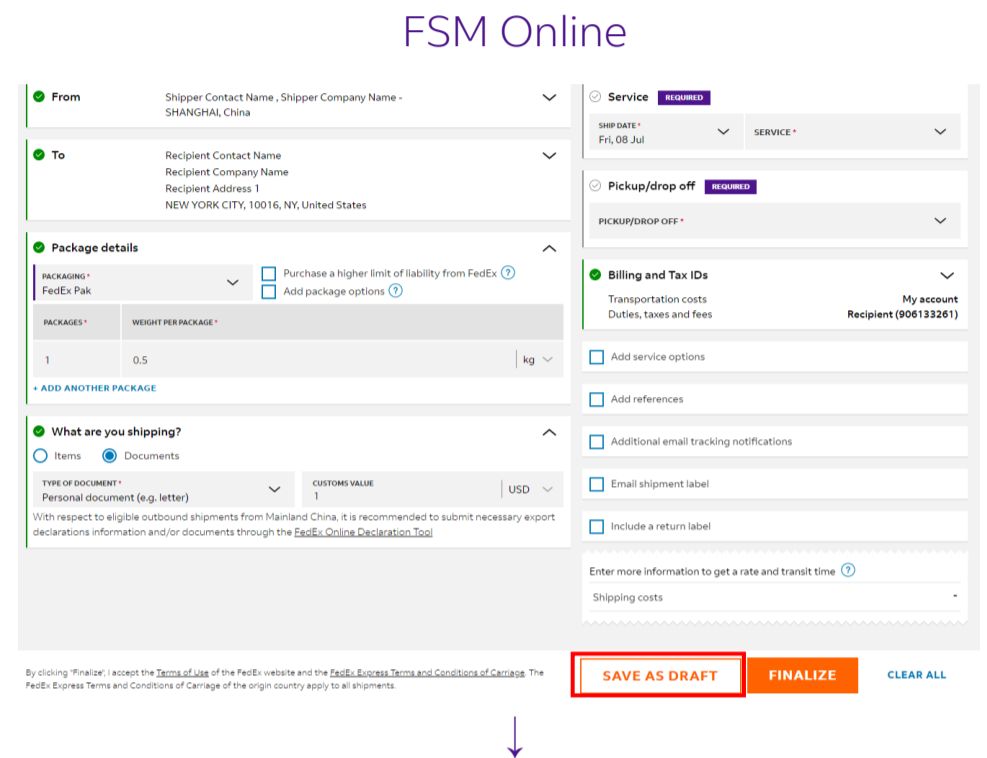
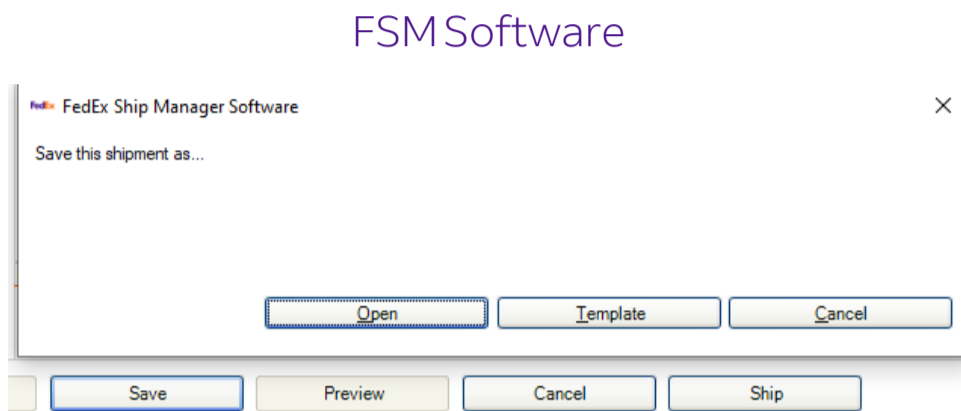
Include a return label

Enter more information to get a rate and transit time ?

Shipping costs -

# 10. Final steps

- If you are not ready to ship, click “SAVE AS DRAFT” to store the shipment data in “SHIPMENTS” in the left navigation menu for later shipping.




# 10. Final steps (Continued)

- Once you confirm the shipment contents and you are ready to ship, click the “FINALIZE” button to submit your shipping order. The display will show expected delivery date/time, estimated shipping charges, tracking number, and pickup confirmation number.
- To print out the shipping label and commercial invoice, please click “DOWNLOAD PDF” to select a printer.


The screenshot shows the FSM Software interface. The 'Shipment Contents' section includes options for 'Shipment contains' (Documents Only or Commodities), 'Generate Commercial Invoice/Profoma?' (Yes or No), and checkboxes for 'Electronic Trade Docs' and 'Post-Shipment'. There are also fields for 'Return Reason Type' and 'Return Other Reason'. The 'Billing Details' section has dropdowns for 'Bill shipment to' and 'Bill Duties and Taxes to', and input fields for 'Account #'. At the bottom, there are buttons for 'Documents', 'Save', 'Preview', 'Cancel', and 'Ship'.

The screenshot shows the FSM Online interface. The top section displays 'Type of document: Personal document (e.g. letter)' and 'Customs value: \$1.00'. There are checkboxes for 'Add references', 'Additional email tracking notifications', 'Email shipment label', and 'Include a return label'. The 'Expected delivery' is 'Monday, July 11, 2022 before 10:30 AM' and 'Shipping costs' are '\$85.55'. At the bottom, there are buttons for 'SAVE AS DRAFT', 'FINALIZE', and 'CLEAR ALL'. A purple arrow points down to a confirmation screen that says 'Thank you for shipping with FedEx'. Below this, there are sections for 'Next step: Download and print your documents', 'Shipment label' (with a 'DOWNLOAD PDF' button), and 'Transaction record' (with a 'DOWNLOAD PDF' button). A large orange button says 'CREATE NEW SHIPMENT' and a blue link says 'EDIT SHIPMENT'. On the right side, there is a summary box with 'Expected delivery: Monday, Jul 11 before 4:30 PM', 'Estimated shipping charges: \$98.45', and 'Tracking number' with a copy icon.

# 11. Useful tip A: Reprint Label/Invoice, View and Repeat shipment after finalizing shipment

- Go to the left navigation menu and select “SHIPMENTS”.
- Click on the  of the shipment you wish to perform. Choose “EDIT”, “PRINT LABEL”, “PRINT INVOICE”, “TRANSACTION RECORD”, “VIEW, REPEAT”
- Please note you may reprint the label only during the 12 hours immediately following the creation of the air waybill.

FedEx Ship Manager | Shipments





VIEWING 3/3 shipments		1 FILTER 								
<input type="checkbox"/>	CREATION DATE	RECEIVER	COMPANY	REFERENCE	SHIPMENT TYPE	STATUS	SUBSTATUS	SHIP DATE	TRACKING ID	
<input type="checkbox"/>	2022-07-08				Outbound	Draft	Incomplete	2022-07-08		
<input type="checkbox"/>	2022-06-25				Outbound	Draft	Incomplete	2022-06-25		
<input type="checkbox"/>	2022-06-23				Outbound	Draft	Incomplete	2022-06-23		

Navigation menu: CREATE SHIPMENT, SHIPMENTS (highlighted), ADDRESS BOOK, SHIPMENT PROFILES

# 12. Useful tip B: Speed up your shipment preparation using Shipment profiles

- In the left navigation menu, click “SHIPMENT PROFILES” and click “CREATE SHIPMENT PROFILE”.

FedEx Ship Manager | Shipment profiles

 CREATE SHIPMENT	<p><b>Ship faster with shipment profiles</b> Set up templates for your recurring shipments.</p> <p><b>CREATE SHIPMENT PROFILE</b></p>
 SHIPMENTS	
 ADDRESS BOOK	
 SHIPMENT PROFILES	

VIEWING  
5/5 shipment profiles

<input type="checkbox"/>	SHIPMENT PROFILE NAME
--------------------------	-----------------------

# 12. Useful tip B: Speed up your shipment preparation using Shipment profiles (Continued)

- Enter your shipment data in the required fields, type a “SHIPMENT PROFILE NAME” then click the “SAVE SHIPMENT PROFILE” button.

FedEx Ship Manager | Shipment profiles > Create shipment profile

**CREATE SHIPMENT**

**SHIPMENTS**

**ADDRESS BOOK**

**SHIPMENT PROFILES**

**SETTINGS**

**SWITCH VIEW**

**HELP**

SHIPMENT PROFILE NAME\*  
shipment profile A

Set as default shipment profile

**From**

SEARCH IN ADDRESS BOOK

**Address**

COUNTRY/TERRITORY  
China

ADDRESS LINE 1  
ADDRESS LINE 1

ADDRESS LINE 2

POSTAL CODE  
201106

**Contact**

CONTACT NAME  
CONTACT NAME

COMPANY  
COMPANY

CONTACT REFERENCE

PHONE NUMBER  
1

**SHIPMENTS**

**ADDRESS BOOK**

**SHIPMENT PROFILES**

**SETTINGS**

**SWITCH VIEW**

**HELP**

**Package details**

PACKAGING  
Your Packaging

Purchase a higher limit of liability from FedEx

Add package options

PACKAGES	WEIGHT PER PACKAGE	DIMENSIONS L x W x H		
1	kg	x	x	cm

+ ADD ANOTHER PACKAGE

Add service options

Add references

Additional email tracking notifications

Email shipment label

Include a return label

**SAVE SHIPMENT PROFILE**

# 12. Useful tip B: Speed up your shipment preparation using Shipment profiles (Continued)

- To retrieve a saved profile when creating a shipment, click on  beside “SELECT SHIPMENT PROFILE” to see a dropdown list of available profiles and select the profile you would like assigned to your shipment.

FedEx Ship Manager | Create new > Create shipment

**CREATE SHIPMENT**

SELECT SHIPMENT PROFILE  
Shipment Profile A

Outbound shipment | My Account-261

Shipment Profile A

From TESTING, FEDEX - SHANGHAI, China

To **REQUIRED**

SEARCH IN ADDRESS BOOK

Address: COUNTRY/TERRITORY \* | Contact: CONTACT NAME \*

Service **REQUIRED**  
SHIP DATE \* Thu, 14 Jul | SERVICE \*

Pickup/drop off **REQUIRED**  
PICKUP/DROP OFF \*

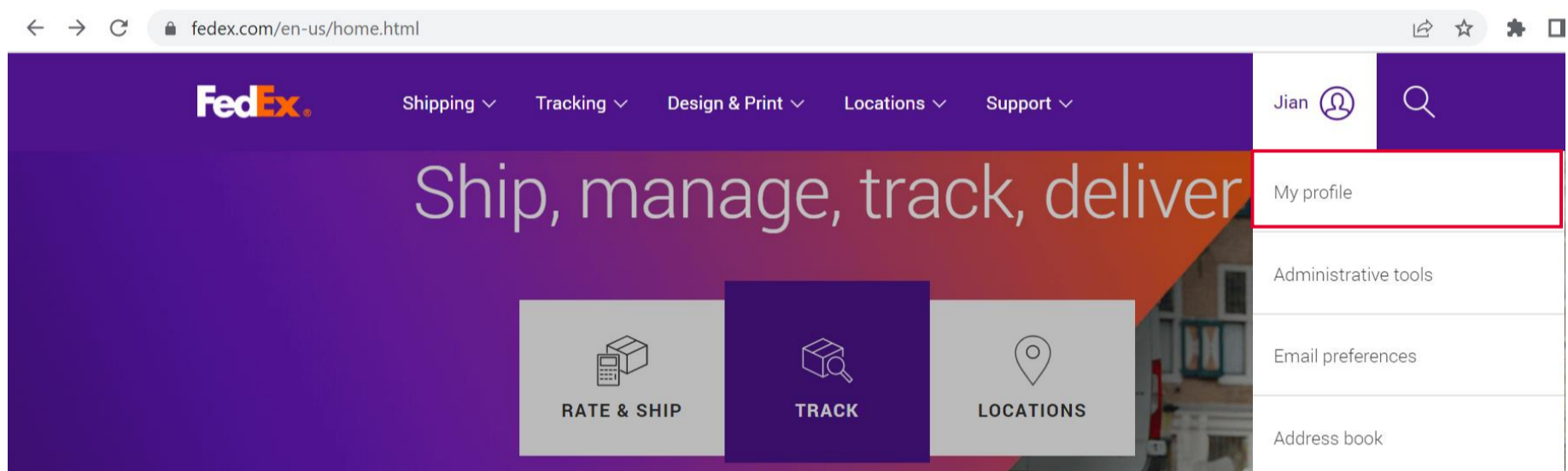


# 13. Useful tip C: Manage your accounts as a Ship Administrator – Add multiple accounts under your fedex.com user ID (only available on the U.S. site)

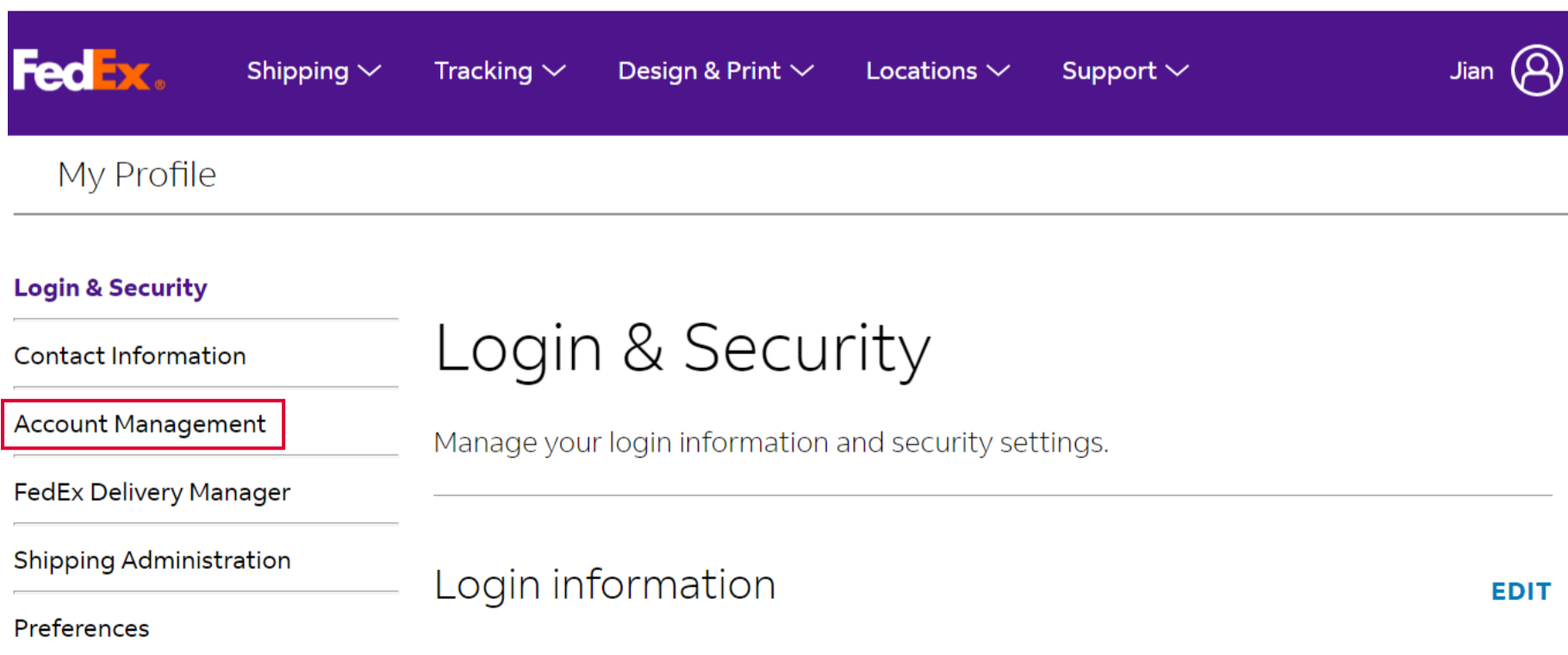
Step 1: Go to [www.fedex.com/en-us](http://www.fedex.com/en-us)

Step 2: Login with your fedex.com user ID

Step 3: Select “My profile” from the “Account” menu

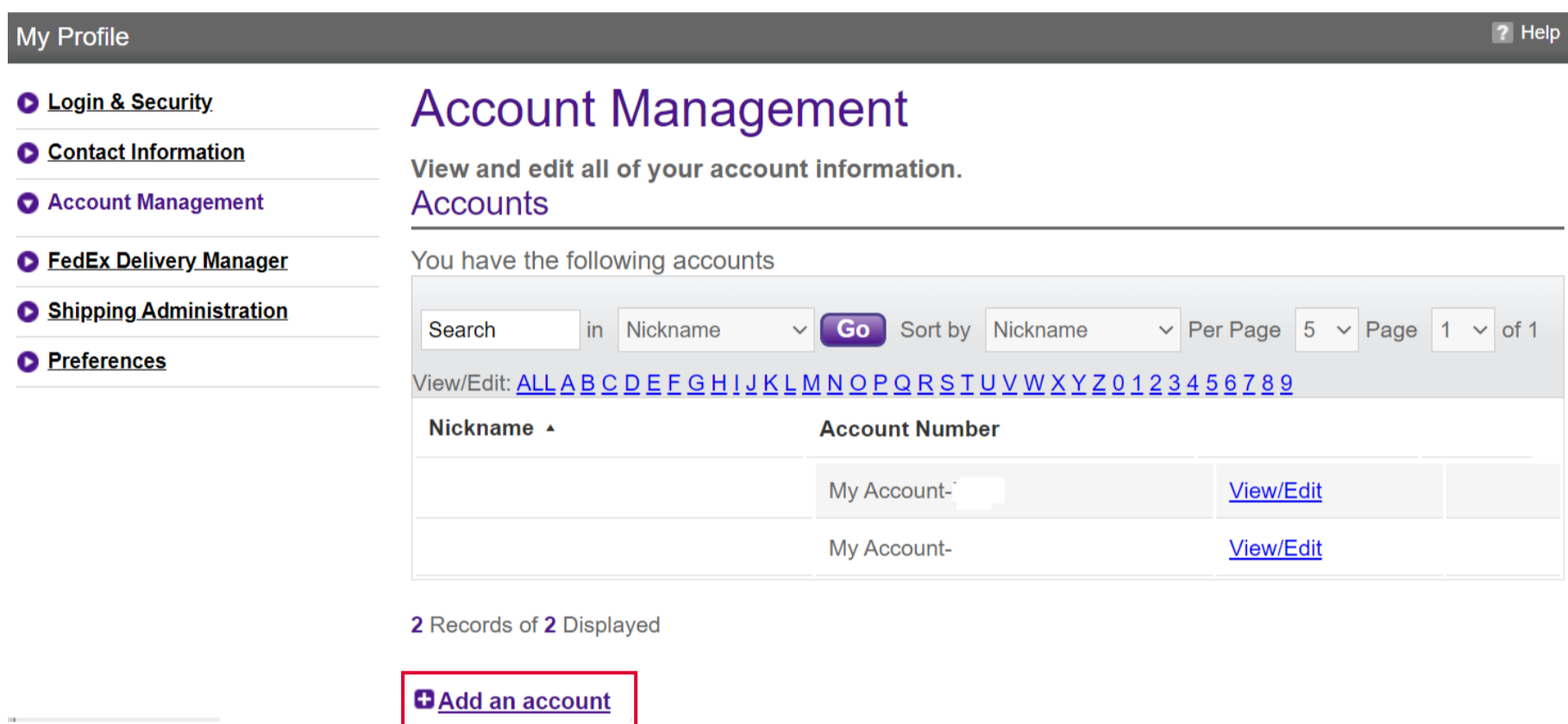


Step 4: Select “Account Management” from the left menu

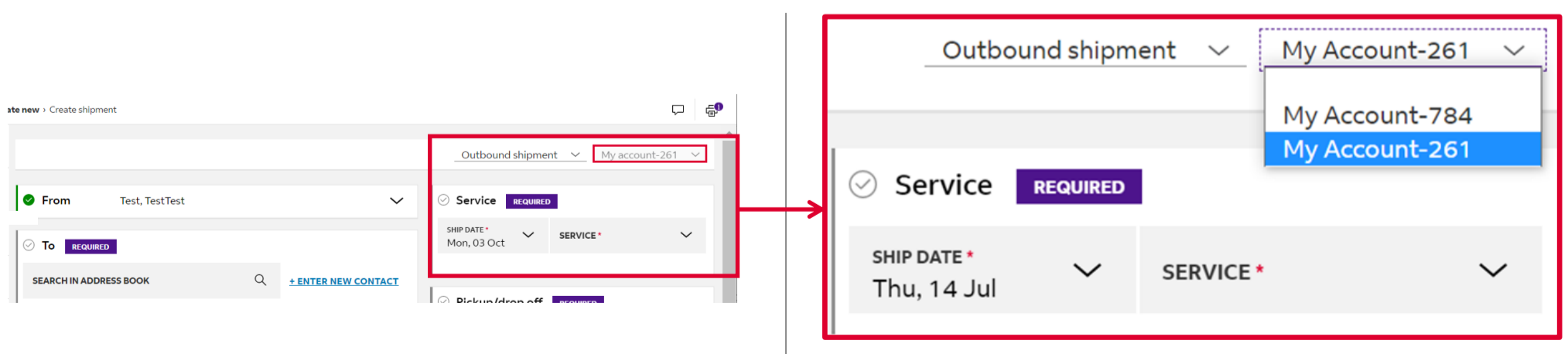


# 13. Useful tip C: Manage your accounts as a Ship Administrator - Add multiple accounts under your fedex.com user ID (only available on the U.S. site) (Continued)

Step 5: Click “Add an account” and fill in required information



- If you would like to create shipment with a different saved account, you can click  from the account list on the top right-hand side of the “Create Shipment” screen, then select the desired account from the list as the sender account.



# 14. Customer Assistance

- Click HELP at the bottom of the left navigation menu to request guidance for navigating the options and pages of FSM.

FedEx Ship Manager | Help > FedEx Ship Manager > Get started

	CREATE SHIPMENT	FedEx Ship Manager
	SHIPMENTS	<b>Get started</b>
	ADDRESS BOOK	Creating shipments
	SHIPMENT PROFILES	Sender and recipient
	SETTINGS	Shipment details and customs
	SWITCH VIEW	Service options
	HELP	Service and pickup
		Billing
		Keyboard shortcuts
		Shipment overview
		Manage shipments

## Get started

### New and improved FedEx Ship Manager®

An upgraded version of FedEx Ship Manager is now available with multiple enhancements and improvements. This 'Help' section guides you through the new features and how to use them.

### Shipment profiles

You can create and use shipment profiles when you need to send the same type of shipment often. All the information in a shipment profile is pre-filled, so you do not need to enter the details each time you ship.

The following are examples of shipment profiles that you can create:

- For your regular outbound business. You can save and reuse the collection address, for
  - For your recurring shipments. You can save the sender and recipient address and
    - For specific requirements. For example, you can save the **\*\*Recipient pays\*\***

# 14. Reference of field positions

FSM software		FSM online (compact view)	
Field	Location	Field	Location
Shipping Date	Shipment Details	Ship Date	Service
Service	Shipment Details	Service	Service
Shipment #	Shipment Details	N/A	*Shipment AWB no. will only be displayed after the shipment is finalized
Packaging	Shipment Details	Packaging	Package Details
Packages	Shipment Details	Packages	Package Details
Dimension	Shipment Details	Dimensions	Package Details
Total Weight	Shipment Details	Weight Per Package	Package Details
Carriage Value	Shipment Details	Carriage Value	Package Details-> Check "Purchase a higher limit of liability from FedEx"
Customs Value	Shipment Details	Customs Value	Declare customs value at package level in What are you shipping?
Shipment Reference	Shipment Details	Shipment Reference	Add Reference
Department/Notes	Shipment Details	DEPARTMENT NO.	Add Reference
N/A		P.O. NO.	Add Reference
N/A		INVOICE NO.	Add Reference
Include Return Label	Shipment Details	Include a Return Label	Include a Return Label
Booking Number	Shipment Details->Special Handling	N/A	
FedEx Return (RMA NO.)	Shipment Details->Special Handling	Return Options (RMA NO.)	Return Details
Return	Return screen	View Return Details	Include a Return Label
Signature Service	Shipment Details->Special Handling	Signature Option	Add Service Option
Broker Select Option	Shipment Details->Special Handling	Broker Select	Add Service Option
Dangerous Goods	Shipment Details->Special Handling	Dangerous Goods	Add Service Option
Dry Ice	Shipment Details->Special Handling	Dry Ice	Package Details-> Add package options
Hold at Location	Shipment Details->Special Handling	Hold at Location	Add Service Option
Lithium batteries/cells	Shipment Details->Special Handling	Lithium batteries	Package Details-> Add package options
Non Standard Packaging	Shipment Details->Special Handling	Non-Standard Packaging	Package Details-> Add package options
ShipAlert	Shipment Details->Special Handling	Additional email tracking notifications	Additional email tracking notifications
SENDER VAT/Customs ID/EIN#	Sender Information	SENDER TAX ID/EORI NO.	Billing and Tax IDs
RECIPIENT VAT/Customs ID/EIN#	Recipient Information	RECIPIENT TAX ID/EORI NO.	Billing and Tax IDs