User Guide

How to ship with FSM online

Introduction

This guide shows you how to ship with FedEx Ship Manager at 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.

1. Getting started creating a shipment

- Access https://www.fedex.com/ and log in (Log in is required to proceed).

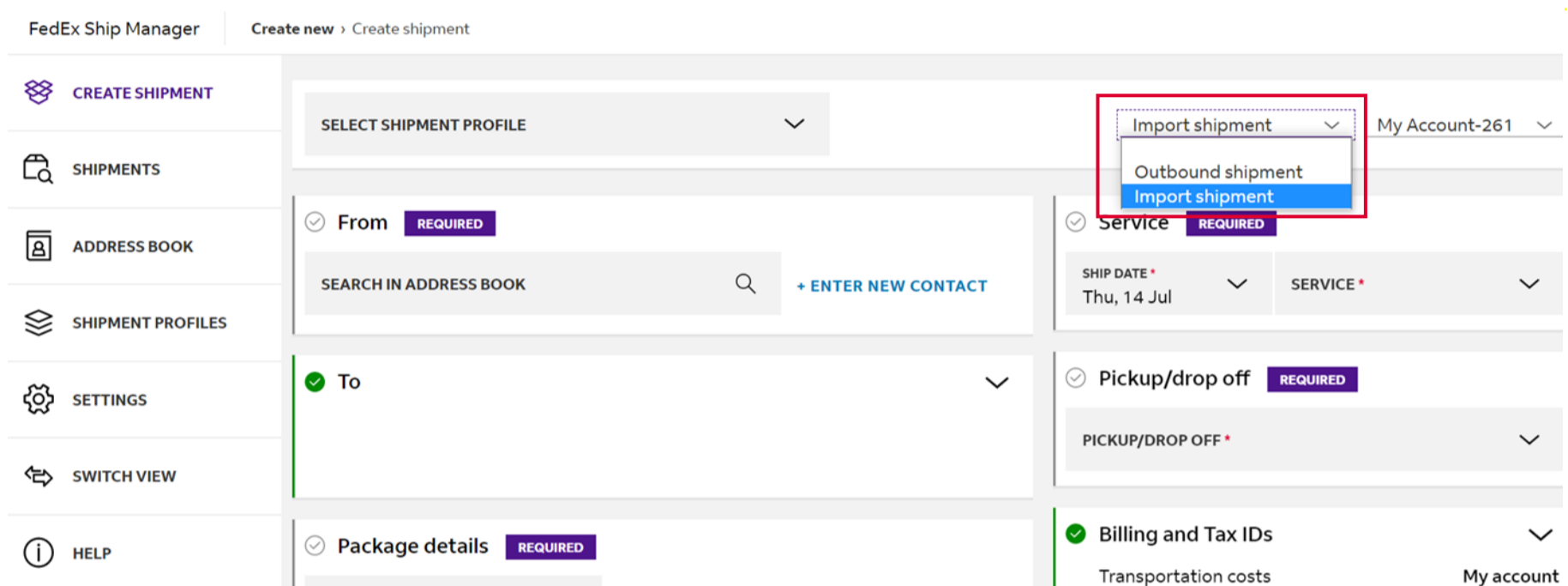- Click "SHIP" or "SHIP INTERNATIONAL" button (Pictured below).

- 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.
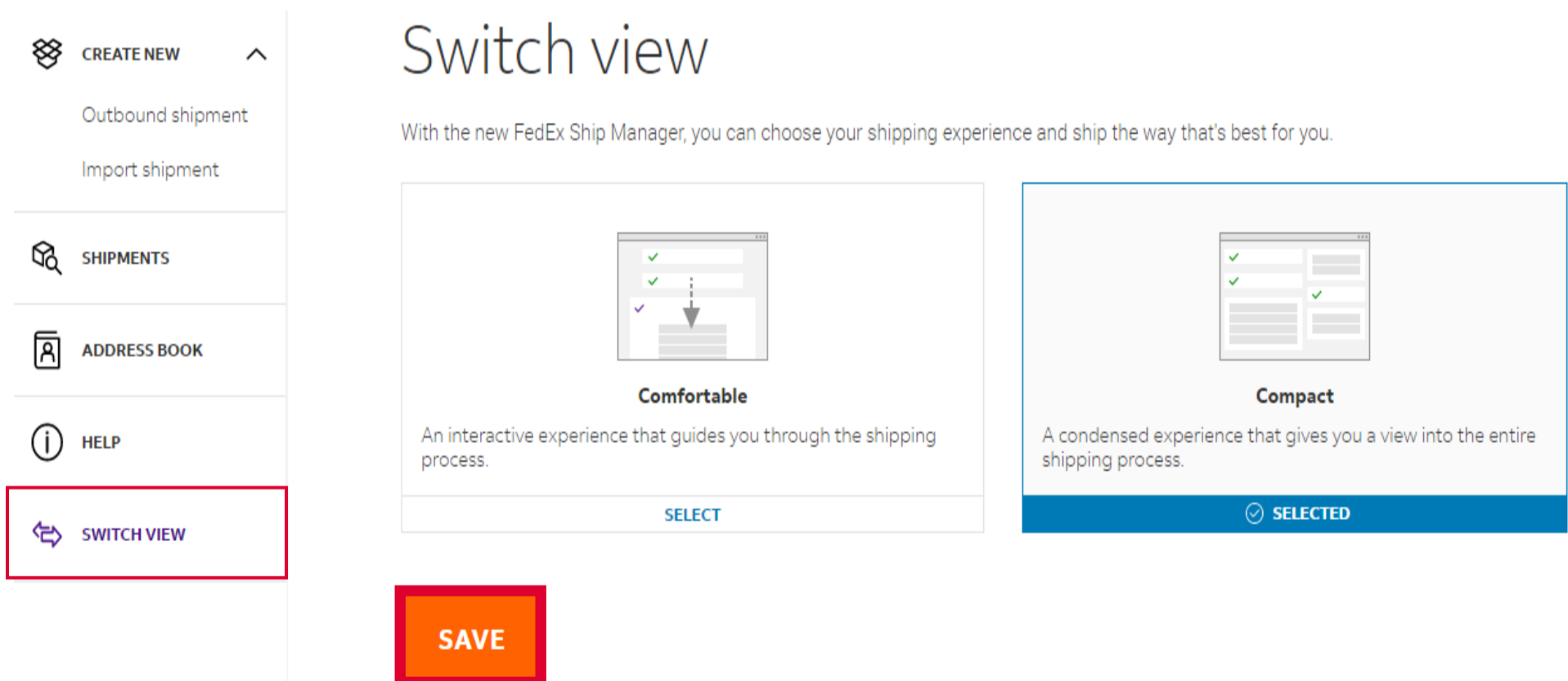
1. Getting started creating a shipment (Continued)

- 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.

2.   Sender

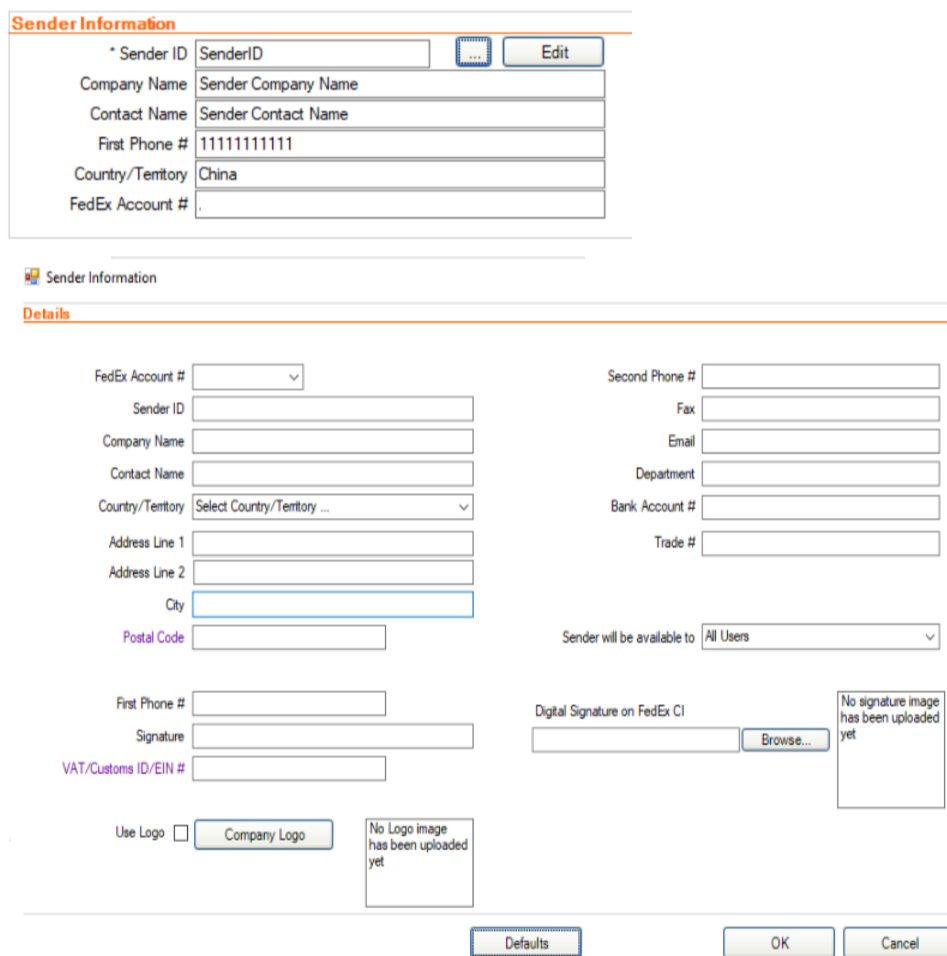- In compact view, click on the ⌄ right side of each field to display the available options.
- To locate a Sender in your address book, click in the "SEARCH IN ADDRESS BOOK" field and type at least 3 characters of the saved CONTACT NAME or COMPANY. If there is a match from your address book, saved addresses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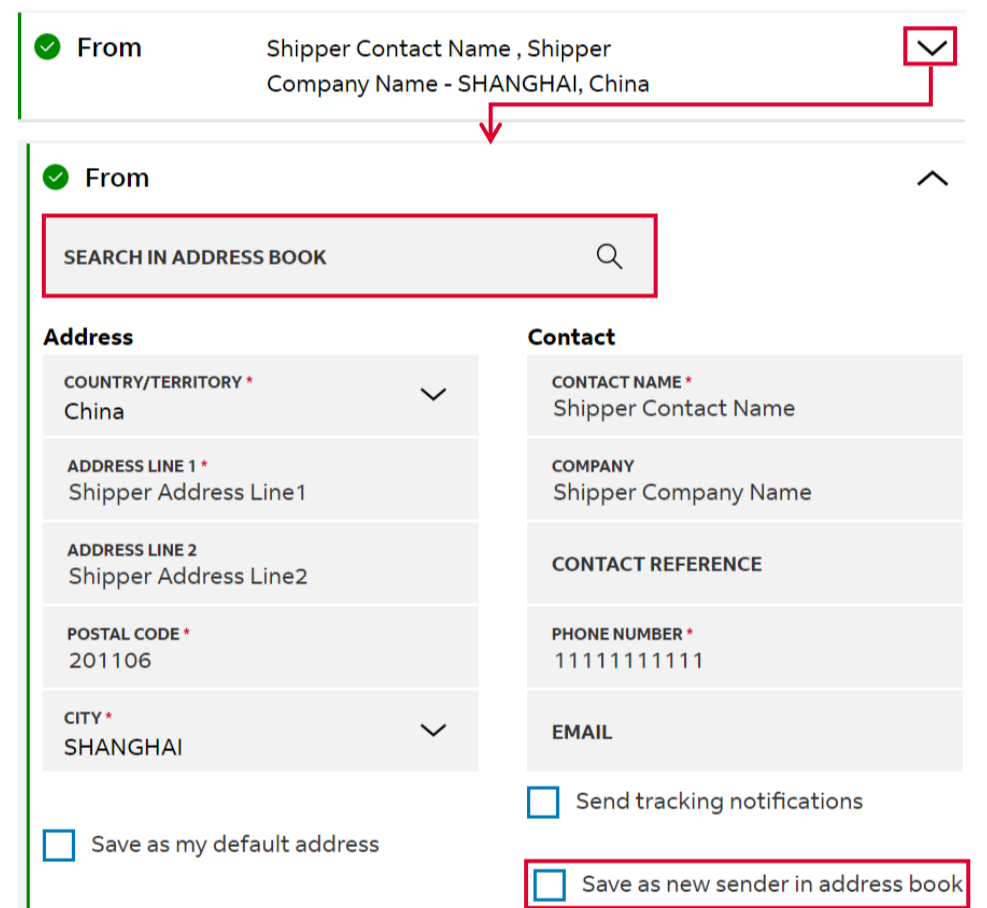
FSM Software	FSM Online

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.

FSM Software   FSM Online
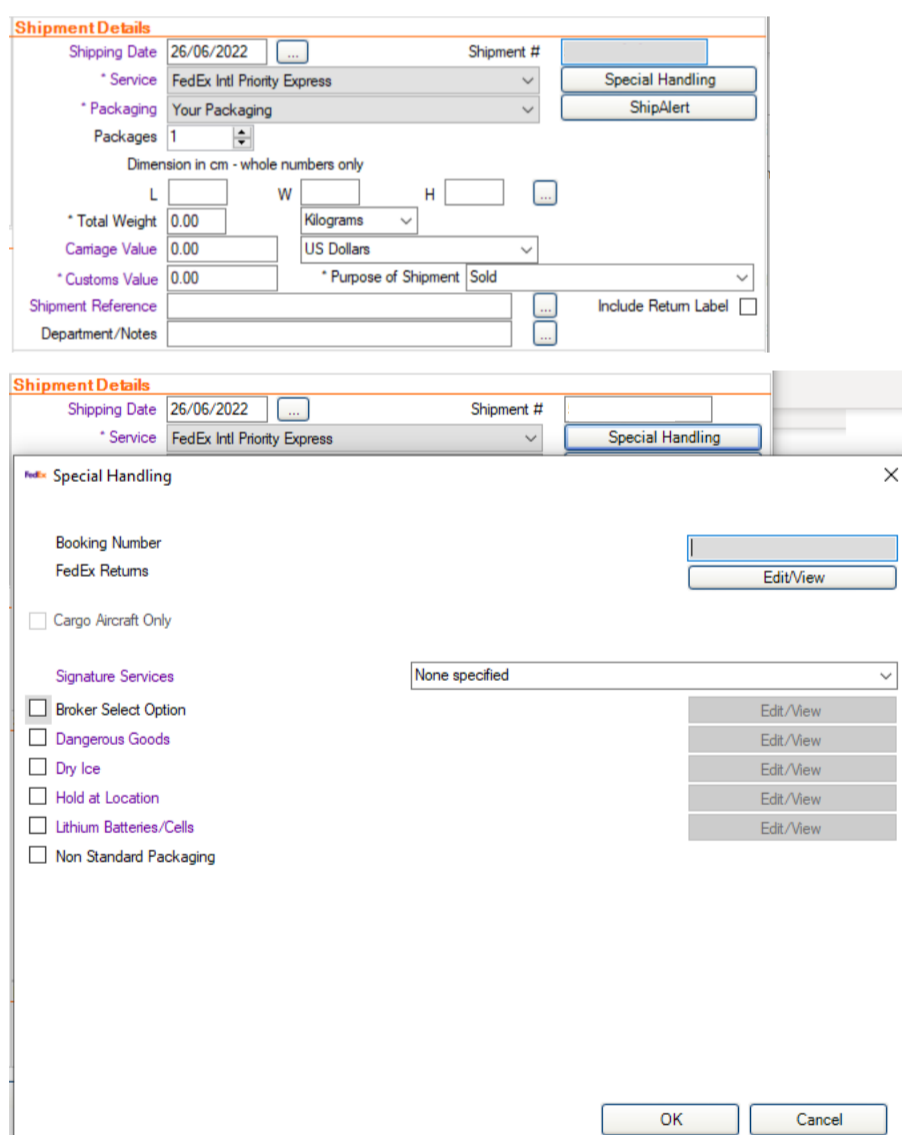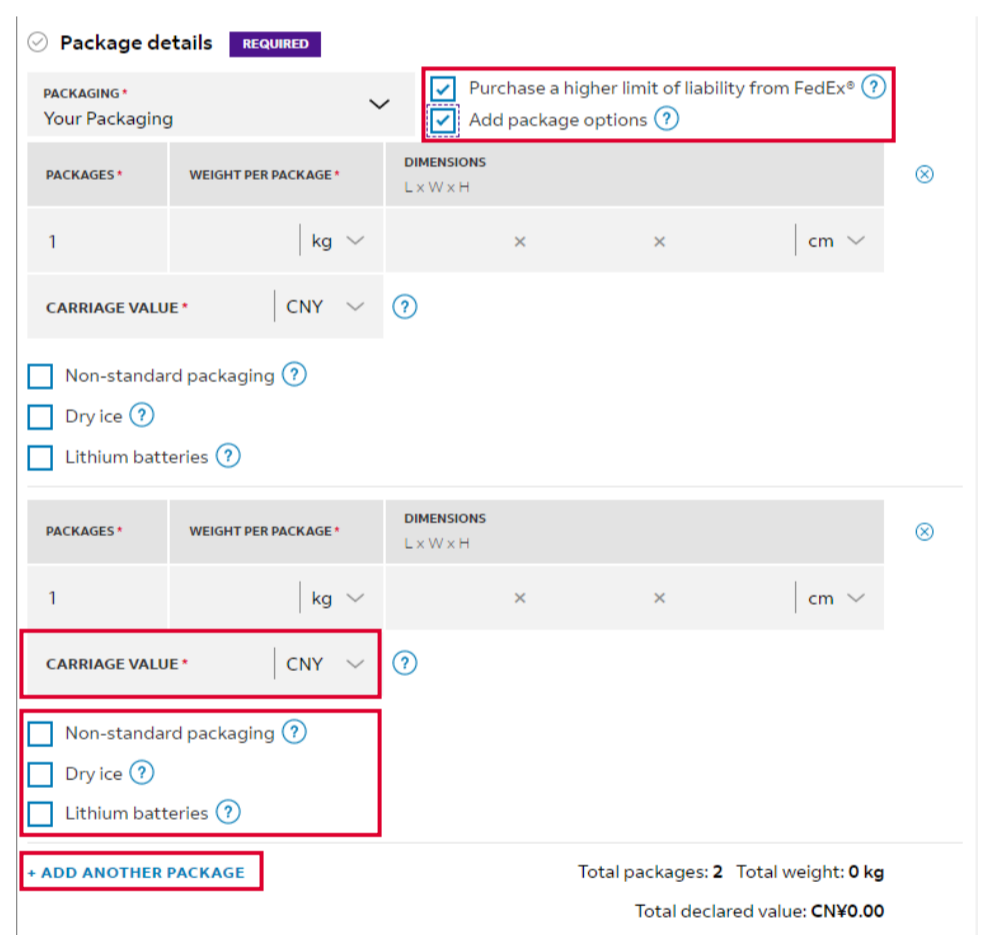
4. Package details

- 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   FSM Online

5.   What are you shipping?

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

FSM Software	FSM Online

- 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

FSM Online

6. Service

- Select "SHIP DATE" and "SERVICE" type.
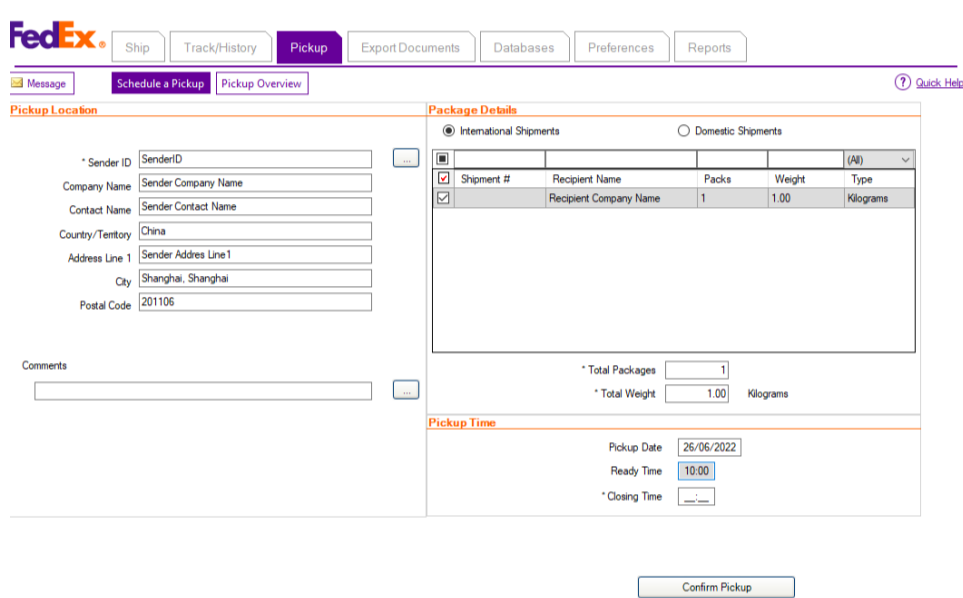
FSM Software	FSM Online

7.   Pickup/drop off

- Click on $\vee$ 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

FSM Online

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	FSM Online

FSM Software

Billing Details

* Bill shipment to	Sender ⌄	Account #
* Bill Duties and Taxes to	Recipient ⌄	Account #

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

FSM Online

9. Special options (Continued)

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

FSM Online

- 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

FSM Online

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.

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.

FSM Software

FSM Online
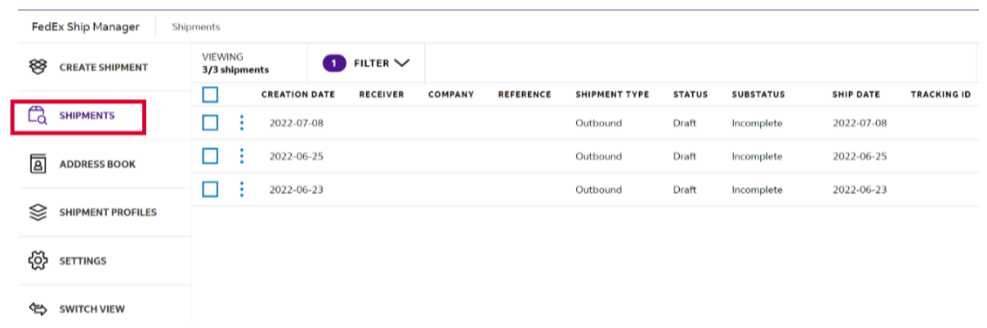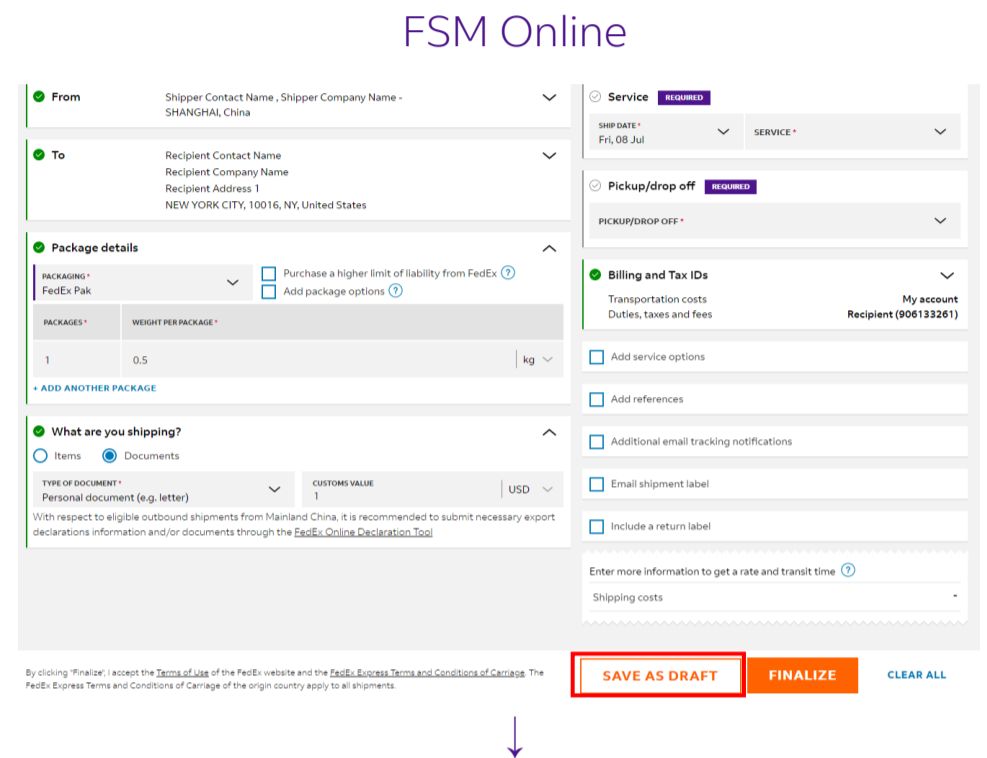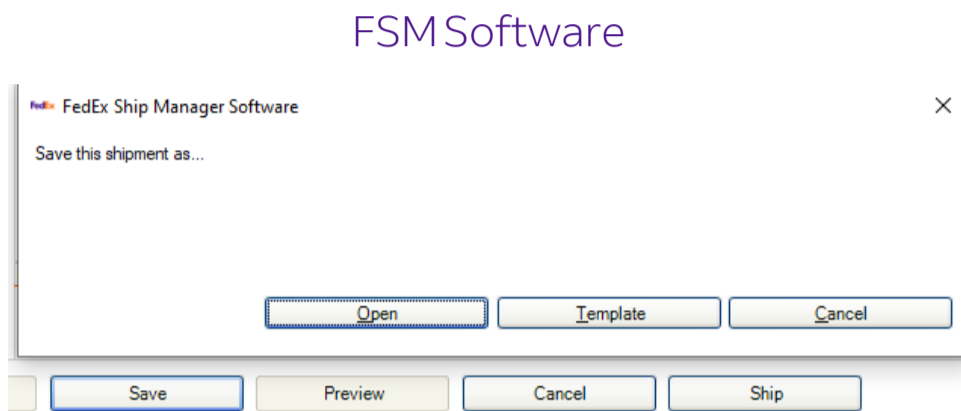
10.   Final steps (Continued)

- 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.

FSM Software

FSM Online

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.

		CREATION DATE	RECEIVER	COMPANY	REFERENCE	SHIPMENT TYPE	STATUS	SUBSTATUS	SHIP DATE	TRACKING ID
☐	⋮	2022-07-08				Outbound	Draft	Incomplete	2022-07-08	
☐	⋮	2022-06-25				Outbound	Draft	Incomplete	2022-06-25	
☐	⋮	2022-06-23				Outbound	Draft	Incomplete	2022-06-23	

FedEx Ship Manager — Shipments

CREATE SHIPMENT
SHIPMENTS
ADDRESS BOOK
SHIPMENT PROFILES

VIEWING
3/3 shipments

1 FILTER ⌄

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".

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.

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.

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

Step 2: Login with your fedex.com user ID

Step 3: Select "My profile" from the "Account" menu
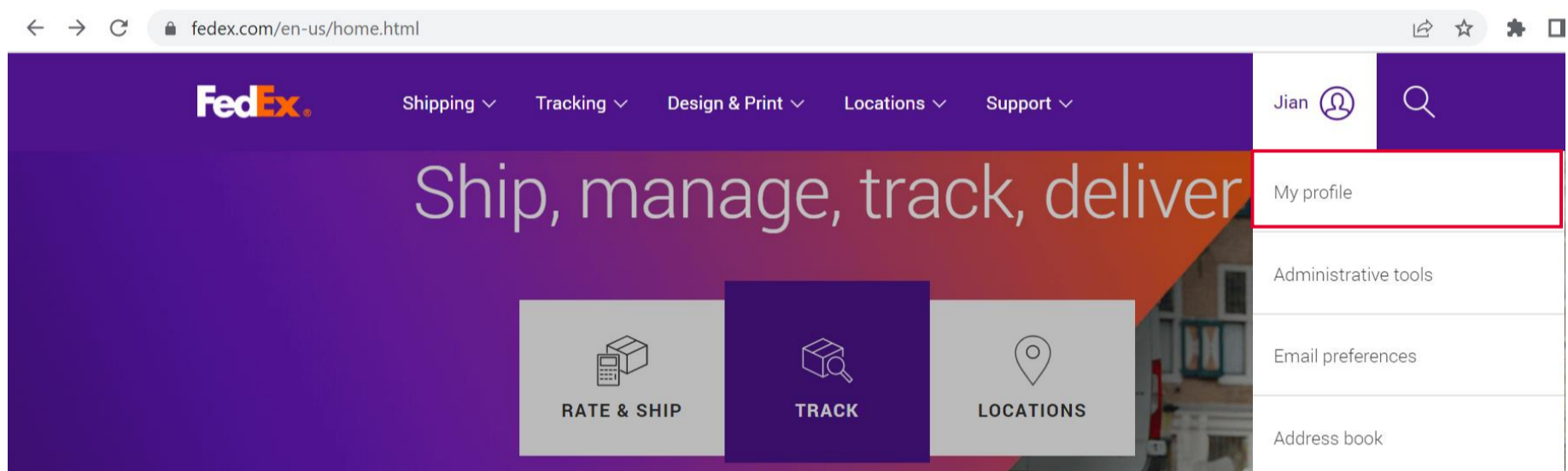
Step 4: Select "Account Management" from the left menu
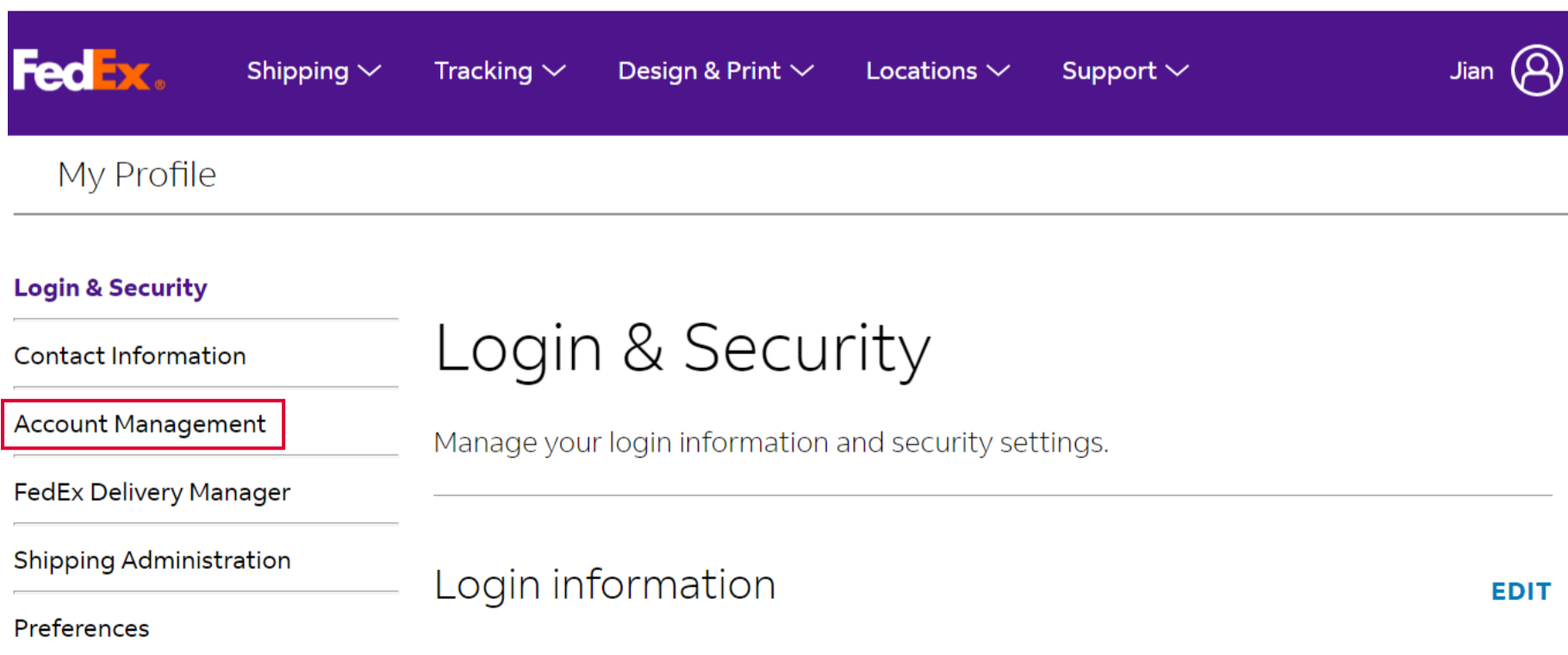
13.   Useful tip C: Manage your accounts as a Ship Administrator - Add multiple accounts under your fedex.com user ID (only available on the U.S. site) (Continued)

Step 5: Click "Add an account" and fill in required information
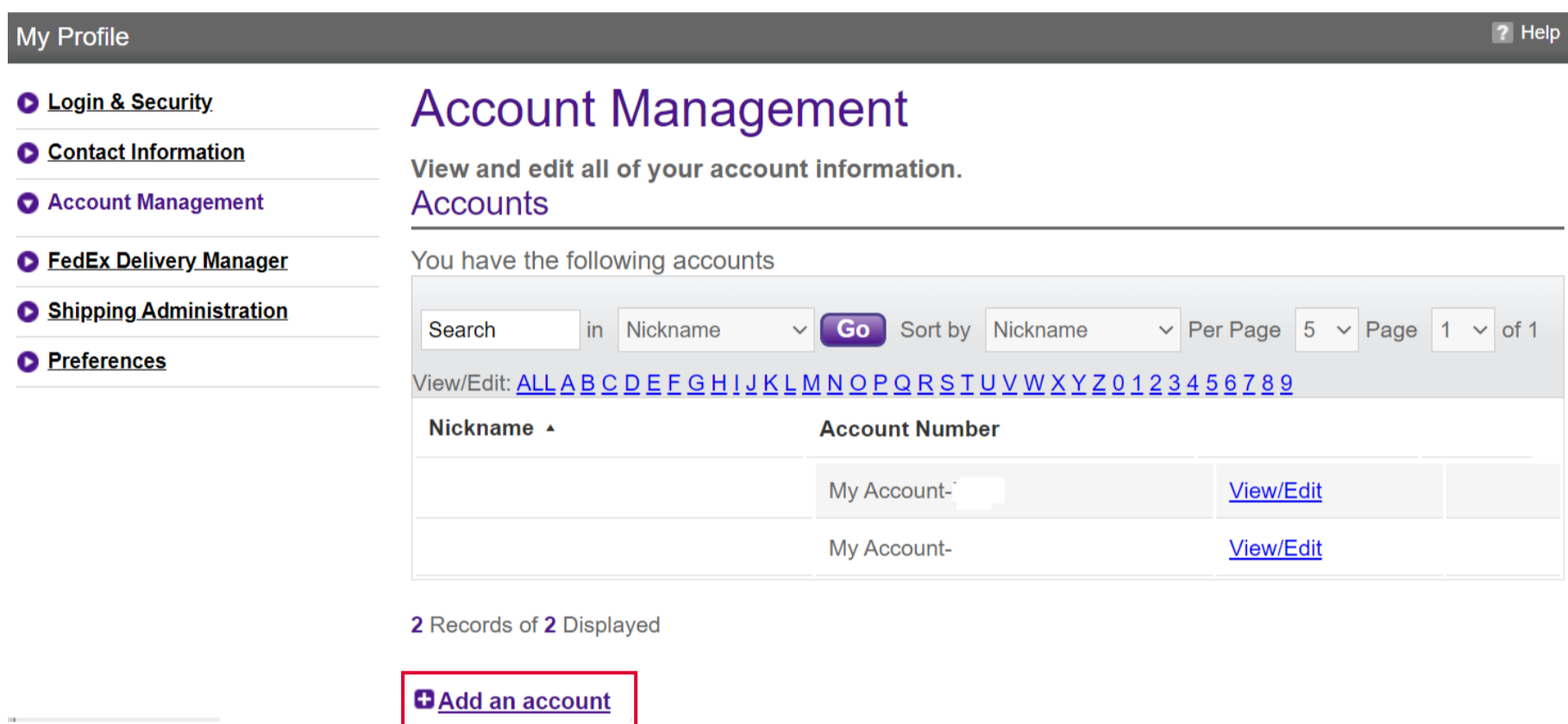
- If you would like to create shipment with a different saved account, you can click ⌄   from the account list on the top right-hand side of the "Create Shipment" screen, then select the desired account from the list as the sender account.
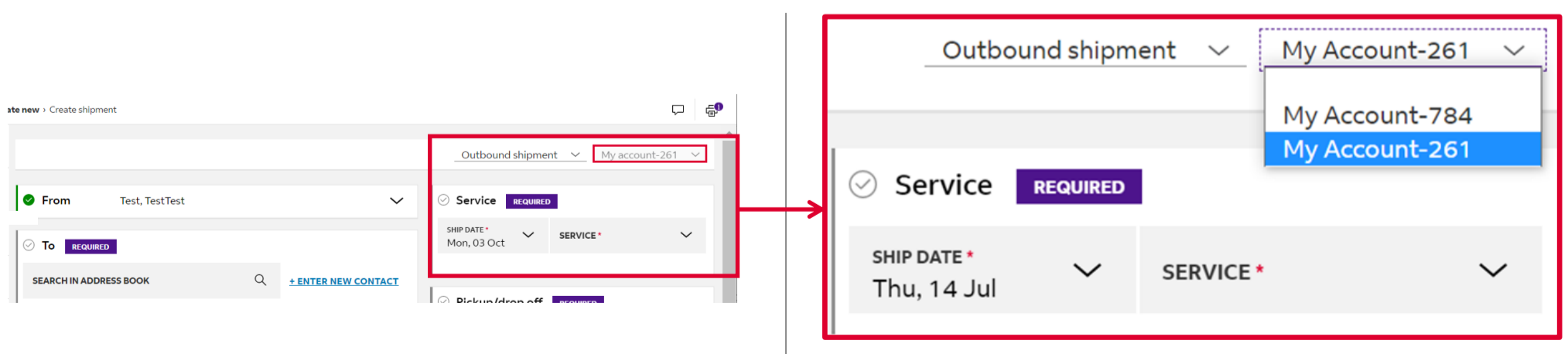
14.   Customer Assistance

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

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