



FedEx Ship Manager™ at fedex.com

User Guide

Version 2.0



PART 1

What is the FedEx Ship Manager™ at fedex.com?

It's a new shipping tool designed around what you, the customer, said you need. Essentially it's a fresh, simplified way to ship — no clutter, no fuss, just an easy experience with features built to help.

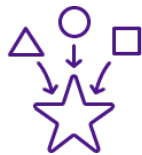
The benefits



Easily accessible from any desktop by multiple users



Sleek, polished design



High-performing shipping features and brand-new ones



Automatic updates so you get the latest features as soon as they're released

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PART 2

Let's get started

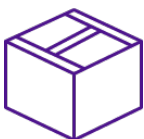
First things first, you'll need to access the tool. The good news is if you already have an account and user ID, you can skip this and head straight to the next section. If you don't, just follow the super quick steps below — then we can take a look around.

STEP 1**Open an account**

If you haven't signed up yet, head over to our homepage and click **SIGN UP/LOG IN**.

STEP 2**Create user ID**

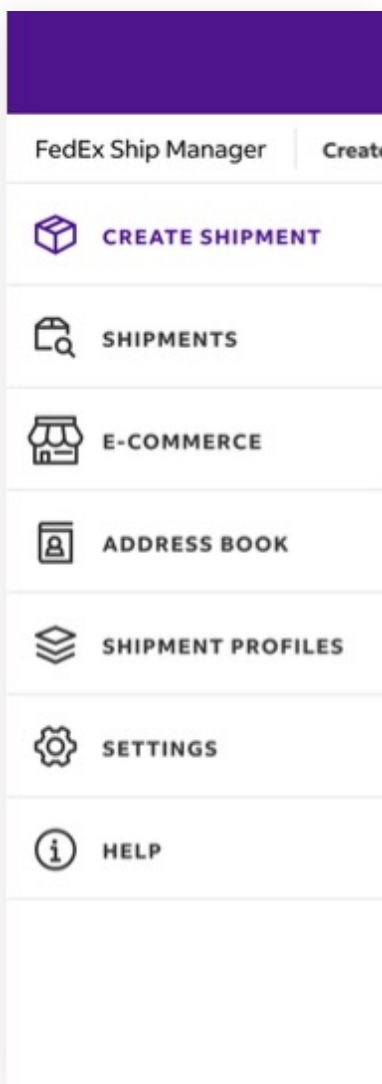
Once you're in, create your user ID and password.

STEP 3**Enter FedEx Ship Manager**

Go to fedex.com and click **SHIP**.

PART 3

The menu explained



Create shipment

This is where you can start shipping.

Shipments

All the shipments you create are listed here. You can also keep an eye on the status, cancel a shipment, or reprint labels in this section.

E-commerce

Run an online business? This is the place to connect your store and manage all your shipments.

Address book

View and edit your contacts here.

Shipment profiles

Send the same type of shipment often? Set up a shipment profile with all the information saved and ready to go. Just select one and all the details will automatically be filled in when you need to ship.

Settings

If you need to change shipping or printing preferences (e.g. label print settings) adjust them here.

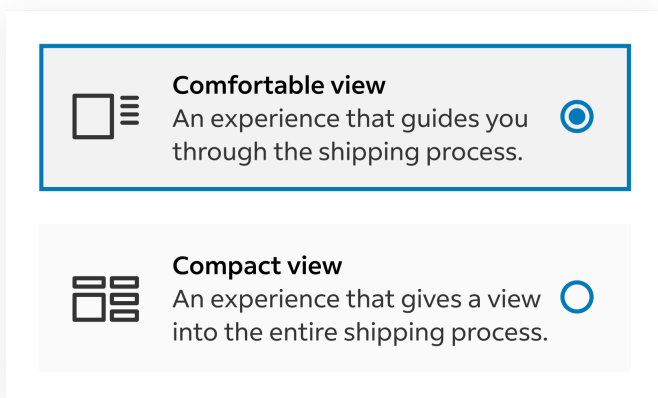
Help

For extra guidance on the tool and new features.

PART 4

Choose your view

Once you're in, you'll get to choose what type of view you'd like.



There are two options for creating shipments:

Comfortable view

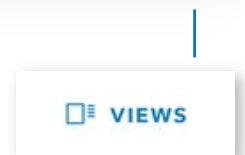
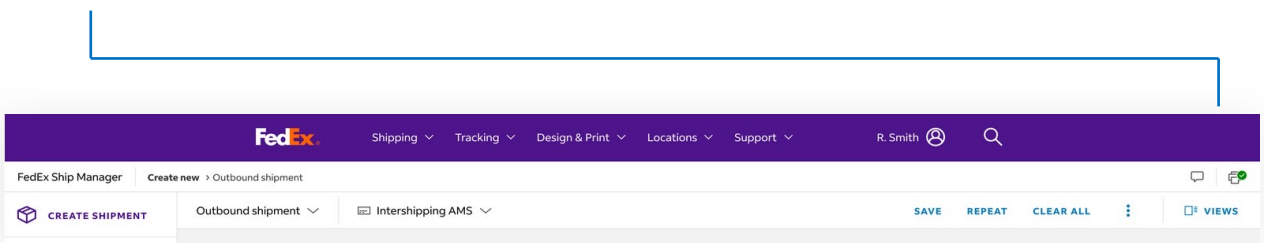
For shippers who like to click through step-by-step.

Compact view

For shippers who want a clear overview of everything on one page.

How to switch

You'll instantly log in to one of the two views, but you can easily switch by clicking on **VIEWS** in the navigation bar.



PART 5

Create a new shipment

Comfortable view

Now for the main event — shipping. Here's how to create a shipment from the comfortable view.

STEP 1

Start creating a shipment

Begin by clicking **CREATE SHIPMENT** in the menu. From the drop-down menu, select one of the following shipment types: outbound or import.

The sender details are filled in by default based on your profile. You can edit the sender details and save the new address as the default shipper address.

STEP 2

Enter the recipient's details

Fill in a new address or select one from your address book.

If it's a residential address, click this checkbox.

STEP 3**Specify the package details**

First select the type of packaging and then fill in the weight and dimensions, which are needed to calculate the estimated shipping costs.

Package details

What type of packaging will be used?

PACKAGING
Your Packaging

Purchase a higher limit of liability from FedEx

Add non-standard packaging, dry ice or lithium batteries

NO. OF PACKAGE	WEIGHT PER PACKAGE	DIMENSIONS L X W X H		
1	2 kg	x	x	x cm

+ ADD ANOTHER PACKAGE

UPDATE

STEP 4**Select a service**

Select a shipping date, time and service. Bear in mind the availability of a service depends on where you're shipping to and from. The rates shown depend on your account.

Service

Select delivery date and time

SHIP DATE
Monday, October 30, 2023

Delivered by Friday, November 3, 2023

5:00 PM
FedEx International Priority*

Delivered by Friday, November 10, 2023

6:00 PM
FedEx International Economy*

UPDATE

Shipment details

What are you shipping?

Items Documents

SEARCH SAVED ITEMS + ADD NEW ITEM

Pro tip
Reduce the risk of customs delays with the right harmonized code and a detailed item description (e.g. men's cotton shirts).

ITEM DESCRIPTION (IN ENGLISH)
ITEM 1

HARMONIZED CODE

COUNTRY/TERRITORY OF MANUFACTURE Japan	QUANTITY 1	UNIT pieces
WEIGHT AND VALUE Enter as totals	NET WEIGHT 2	kg

CUSTOMS VALUE
44 EUR

Save as new item

CANCEL SAVE

SHIPMENT PURPOSE
Personal Use

INVOICE FOR CUSTOMS
I will create my own invoice.

Send trade documents to customs electronically (recommended)

VIEW SUMMARY

STEP 5**Add more details**

Enter a more detailed description of what exactly you're shipping to make sure it gets the right care, for example 'men's cotton shirts'.

To add multiple items, click **ADD NEW ITEM** and fill in the information

For shipments passing through customs, you'll need to provide more information in the **Customs** section.

First, you'll need to provide the Harmonized System (HS code) of what you're shipping — you can quickly find it by entering the item you're shipping in the HS code search bar.

Select the main purpose of the shipment from the drop-down list and upload or generate a commercial invoice.

A great way to speed up clearance is by sending your trade documents to customs electronically. Just select this checkbox and **upload any additional documents**.

STEP 6

Select the pickup time and date

Choose either saved pickup details or select a new time and date. You can also drop off your shipment at a FedEx location — if there's one close by.

STEP 7

Stay updated

Keep an eye on your shipment's journey with notifications. Fill in the recipient's information so they can stay informed too.

STEP 8

Choose who should pay

You can select who pays for the duties, taxes and fees (if applicable). Please note that if these fees aren't paid, we'll charge the shipper.

Billing

Transportation costs

BILL TRANSPORTATION COST TO -
My account

Duties, taxes and fees

BILL DUTIES, TAXES AND FEES TO -
My account

Tax IDs

SENDER TAX ID/EORI NO.

RECIPIENT TAX ID/EORI NO.

① You can find the shipment references in the service options section.

UPDATE

[CANCEL](#)

to 'Notifications'

STEP 9

View the shipment summary

Take a look at all the details and make any changes if necessary. If everything is ok, hit **FINALIZE**.

Let's review your shipment ✕

<ul style="list-style-type: none"> Ship from EDIT Vijay Vijayan Alok Srinath 10 FedEx Parkway, Japan Deliver to EDIT AU Sender/Recipient 101 FedEx Parkway, AC, Australia Package details EDIT Total packages: 1 Total weight: 0.5 kg Service EDIT Ship date: Monday, October 30, 2023 Service: FedEx International Economy™ Service options EDIT Option(s): - Reference(s): - Shipment details EDIT Shipping documents: Other: - Customs value: ¥1 Pickup/drop-off EDIT Pickup Notifications EDIT Email: maartentest@test.com Billing EDIT Transportation costs: My account Duties, taxes and fees: My account 	<p>Expected delivery: Friday, November 10, 2023 by 6:00 PM</p> <p><small>① Rates are not available for this shipment</small></p> <p><small>By clicking 'Finalize', I accept the Terms of Use of the FedEx website and the FedEx Service Guide. The FedEx Express Terms and Conditions of Carriage of the origin country apply to all shipments.</small></p> <p>FINALIZE</p> <p>SAVE</p> <p>FINALIZE</p>
--	--

STEP 10

Print labels and documents

And lastly, make sure to print off the necessary shipping labels and documents, and attach them to your shipment. If a pickup was scheduled, you should also be able to see the pickup number.

Thank you for shipping with FedEx

<p>Next step: Download and print your documents</p> <p>Shipment label Attach shipment labels to the top of each package, making sure the barcode is clearly visible. DOWNLOAD PDF</p> <p>Transaction record <small>①</small> Print a detailed transaction record. DOWNLOAD PDF</p> <p>CREATE NEW SHIPMENT</p> <p>EDIT SHIPMENT</p>	<p>Expected delivery: Tuesday, October 31, 2023 by 12:00 PM</p> <p>Estimated shipping charges \$53.07</p> <p>Tracking number 773904514895 <small>①</small></p>
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PART 6

Create a new shipment

Compact view

Let's go through the compact view — where everything you need to ship is on one screen.

STEP 2

Enter the recipient's details

Fill in a new address or select one from your address book.

Save new details by clicking the checkbox at the bottom.

STEP 1

Start creating a shipment

Begin by clicking **CREATE SHIPMENT** in the menu. From the drop-down menu, select one of the following shipment types: outbound or import.

The sender details are filled in by default based on your profile. You can edit the sender details and save the new address as the default shipper address.

NO. OF PACKAGES *	WEIGHT PER PACKAGE *	DIMENSIONS L x W x H		
1	kg	x	x	cm

+ ADD ANOTHER PACKAGE

STEP 3

Specify the package details

First select the type of packaging and then fill in the weight and dimensions, which are needed to calculate the estimated shipping costs.

STEP 4

For shipments passing through customs, you'll need to provide more information in the **Customs** section.

First, you'll need to provide the Harmonized System (HS code) of what you're shipping — you can quickly find it by entering the item you're shipping in the HS code search bar.

Select the main purpose of the shipment from the drop-down list and upload or generate a commercial invoice.

A great way to speed up clearance is by sending your trade documents to customs electronically. Just select this checkbox and **upload any additional documents**.

Select a service

Select a shipping date, time and service. Bear in mind the availability of a service depends on where you're shipping to and from. The rates shown depend on your account.

STEP 5**Choose service add-ons**

If you check any of the boxes, a drop-down list will show you all the extras. And if you have a shipment reference, fill it in here.

STEP 6**Arrange a pickup or drop off**

Choose a time slot for a pickup or drop off your shipment at the nearest FedEx location.

STEP 7**Choose who should pay**

You can select who pays for the duties, taxes and fees (if applicable). Please note if these fees aren't paid, we'll charge the shipper.

✔ **Billing and Tax IDs** ^

BILL TRANSPORTATION COST TO *
My account v

BILL DUTIES, TAXES AND FEES TO *
Recipient v

FEDEX ACCOUNT NO.

SENDER TAX ID/EORI NO.

RECIPIENT TAX ID/EORI NO.

i You can find the shipment references in the service options section.

STEP 8**Stay updated**

Keep an eye on your shipment's journey with notifications. Fill in the recipient's information so they can stay informed too.

Add shipment notifications ?

RECIPIENT EMAIL ADDRESS

EMAIL *	LANGUAGE * English v	x
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SELECTED EMAIL NOTIFICATIONS

<input type="checkbox"/> Created	<input type="checkbox"/> Delivered
<input type="checkbox"/> Estimated delivery	<input type="checkbox"/> Picked up
<input type="checkbox"/> Exception	

[ADD EMAIL ADDRESS](#) v

STEP 9**Check the costs**

Once you've filled in all the information, you'll see an overview of the costs.

Expected delivery: Monday, Dec 20 before 12:00	
Shipping costs	PLN463.99 ^
+ Base rate	PLN312.12
+ FUEL SURCHARGE	PLN60.87
+ Peak Surcharge	PLN4.24
+ Poland VAT	PLN86.76
Total	PLN463.99

STEP 10**Finalize or save for later**

If you're ready to ship, hit **FINALIZE**. Alternatively, you can come back to it later by clicking **SAVE AS DRAFT**. If it's finalized, the label will be ready to print.

SAVE AS DRAFT

FINALIZE

By clicking "Finalize", I accept the [Terms of Use](#) of the FedEx website and the [FedEx Express Terms and Conditions of Carriage](#). The FedEx Express Terms and Conditions of Carriage of the origin country apply to all shipments.

PART 7

Manage your shipments

After you've shipped, it's nice to keep an eye on things — you can do this in **SHIPMENTS**. There's a complete list of your shipments, status details, and other key details.

VIEWING 8/14 shipments	CREATION DATE	RECIPIENT	REFERENCE	SHIPMENT TYPE	STATUS	SUBSTATUS	SHIP DATE	TRACKING ID	PICKUP ID
<input type="checkbox"/>	2023-01-18	dsasdasd	Shipment reference	Outbound	Finalized	Printed	2023-01-18	771054557255	
<input type="checkbox"/>	2022-11-07	Juan GT		Outbound	Finalized	Printed	2022-11-07	770422050407	
<input type="checkbox"/>	2022-10-28	ABC Inc, Juan US		Outbound	Finalized	Not printed	2022-10-28	770339054048	
<input type="checkbox"/>	2022-10-26	Juan CO3		Outbound	Finalized	Printed	2022-10-26	770319014178	
<input type="checkbox"/>	2022-05-31	Testtest		Outbound	Finalized	Not printed	2022-05-31	776994553032	
<input type="checkbox"/>	2022-05-04	ABC Inc, Juan US		Outbound	Finalized	Not printed	2022-05-04	776766282035	
<input type="checkbox"/>	2022-04-27	ABC Inc, Juan US		Outbound	Finalized	Not printed	2022-04-27	776702381	
<input type="checkbox"/>	2022-02-24	DOE, JOHN		Outbound	Finalized	Not printed	2022-02-24	77612960	

You can customize the shipment view and columns to suit how you ship and if you want to switch back to the original view, click 'Default'.

A few shipment status examples are:

Draft

Incomplete: Additional information needed

Expired: The shipping date has expired and a new date needs to be picked

Ready to finalize: Shipment complete and needs to be finalized

Failed to finalize: An error occurred and couldn't be finalized

Finalized: Shipment is complete

Not printed: Shipment is complete, but documents need to be printed

PART 8

Connect your e-commerce store

If you're running an online shop, this section is totally tailored for you. It's all about connecting your store to FedEx with your orders automatically synced — cutting back on the workload and saving you time.

Please note that this feature isn't available everywhere yet — it'll be gradually rolled out worldwide.

Here's how to get started:

1. Connect your store
2. Create a shipment for an order

8.1 Connect your store

STEP 1

Log in to **FEDEX SHIP MANAGER™** at **fedex.com**.

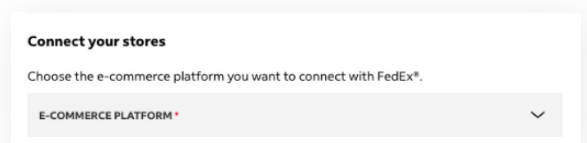
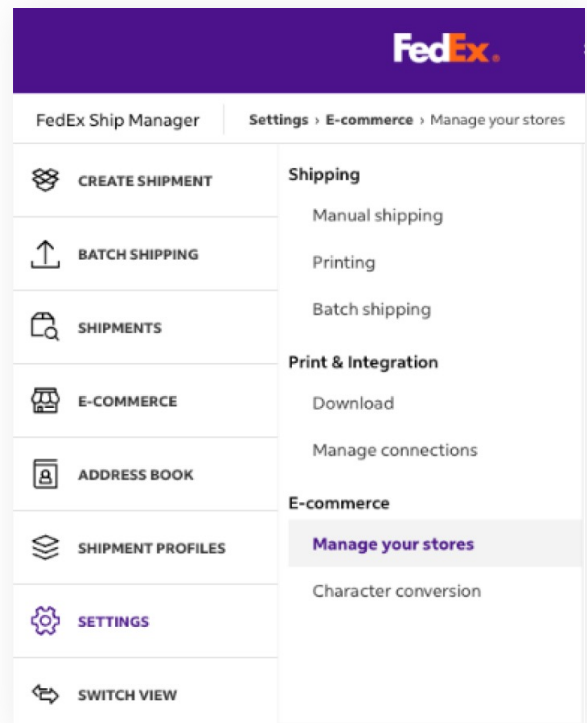
STEP 2

Go to **SETTINGS**, select **E-COMMERCE** and click **MANAGE YOUR STORE**.

You can also go to E-COMMERCE, click CONNECT and then follow the steps.

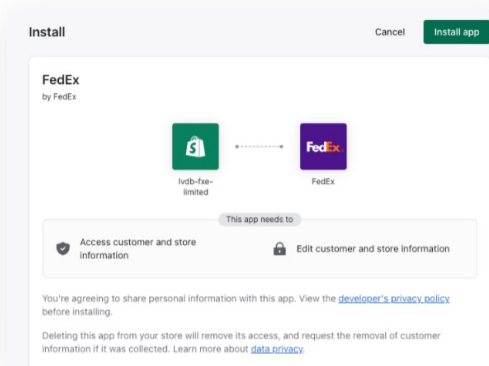
STEP 3

Choose your e-commerce platform from the drop-down list.



The following steps depend on which platform you're connecting —
but please bear in mind we're adding new platforms all the time.

Shopify



STEP 1

Enter the Shopify URL of your online store
e.g. [shop name].myshopify.com.

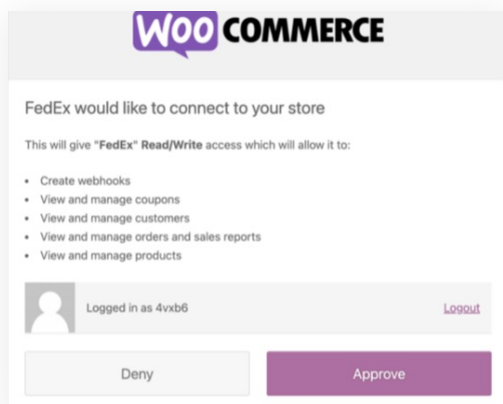
STEP 2

Click **NEXT** to be redirected to Shopify.

STEP 3

In Shopify, click **INSTALL APP**.

WooCommerce



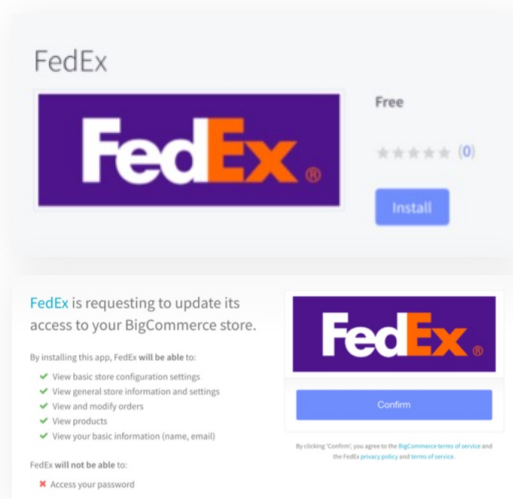
STEP 1

Enter the WooCommerce URL of your
online store.

STEP 2

Log in to your store and click **APPROVE**.

BigCommerce



STEP 1

Log in to your store and install the app.

STEP 2

Click **CONFIRM** to give FedEx access to
your store.

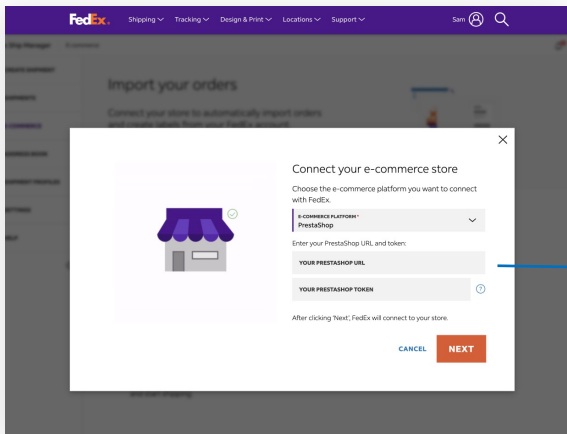
STEP 3

Click **CONTINUE** to go back to FedEx.

Your shop is now connected.

The following steps depend on which platform you're connecting — but please bear in mind we're adding new platforms all the time.

PrestaShop



STEP 1

Before you connect your online store, you must create an API key in PrestaShop to use as a token in FedEx Ship Manager.

STEP 2

Enter your store URL and paste the saved webservice key in the **YOUR PRESTASHOP TOKEN** field.

STEP 3

Click **NEXT**.

Magento

STEP 1

Log in to your Magento store administrator page.

STEP 2

Go to **SYSTEM-> INTEGRATIONS**.

STEP 3

To create an integration, click **ADD NEW INTEGRATION**.

STEP 4

Enter the name of the integration, for example "Fedex.com".

STEP 5

Enter the following link: <https://magicplus-magicplus.apps.az.fxei.fedex.com/ecommerce/stores/magento/auth>

STEP 6

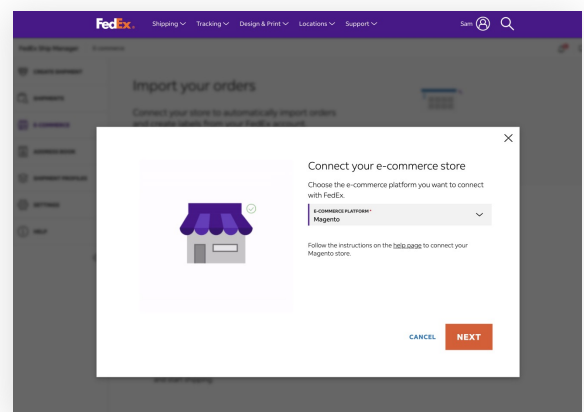
Click **API** and, in the **RESOURCE ACCESS** dropdown, select **ALL**, and then click **SAVE**.

STEP 7

In the table, search for "Fedex.com", click **ACTIVATE**, and click **ALLOW**. A popup window opens.

STEP 8

Click **CONTINUE** to complete the connection.

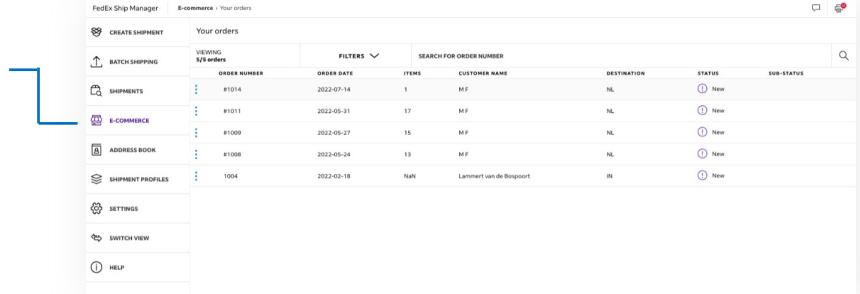


Your shop is now connected.

8.2 How to create a shipment

STEP 1

Go to **E-COMMERCE** — you'll see a list of all your orders.

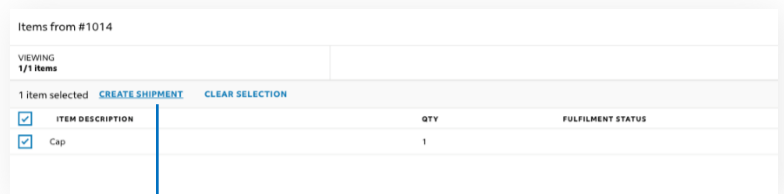


STEP 2

Click an order you want to ship.

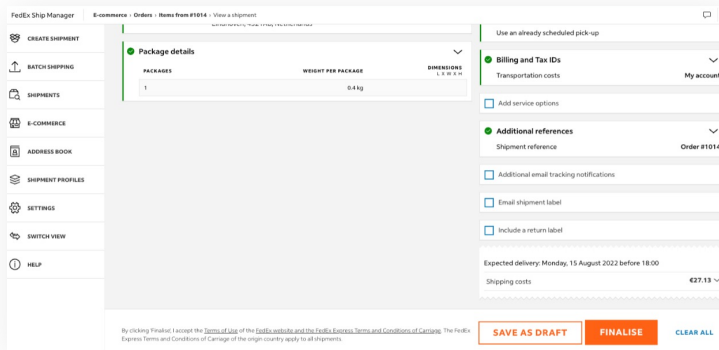
STEP 3

Select the items you want to include in the shipment.



STEP 4

Click **CREATE SHIPMENT**.

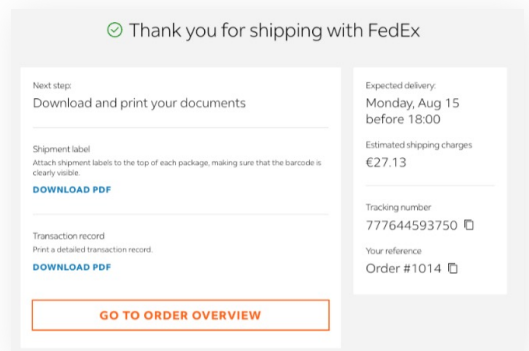


STEP 5

Check all the prefilled information is correct and click **FINALIZE**.

STEP 6

Click **DOWNLOAD PDF** to view the label.



STEP 7

Click **GO TO ORDER OVERVIEW** to process your next order.

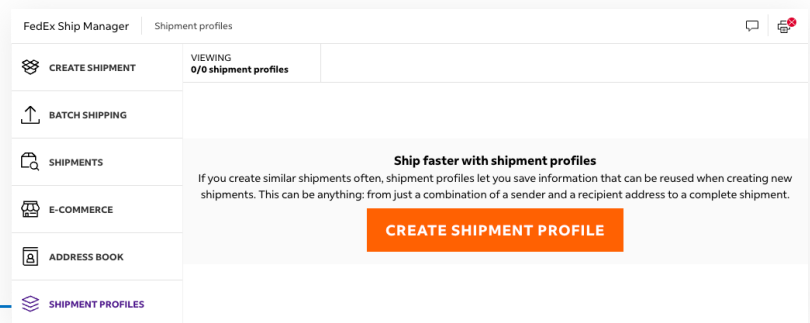
PART 9

Create a shipment profile

If you send the same type of shipments often, a handy trick is to set up shipment profiles — all the information is saved in pre-filled fields, so you don't have to fill in the same details every time you ship.

STEP 1

Go to the menu on the left, click **SHIPMENT PROFILES** and select **CREATE SHIPMENT PROFILE**.



STEP 2

Fill in each section — the shipper and recipient details, package details, service, billing and notifications. Bear in mind, these sections aren't mandatory and you can always add more details once you create your shipment.

STEP 3

Give the profile a name in **SHIPMENT PROFILE NAME** make sure it's recognizable and distinctive.

STEP 4

Click **SAVE SHIPMENT PROFILE**.

PART 10

Setup one-click printing

Once you've finalized your shipment, you can print documents immediately with one click.

STEP 1

Go to the menu on the left and click **SETTINGS**.

STEP 2

Under **PRINT & INTEGRATION**, click **DOWNLOAD**.

STEP 3

Once it's downloaded, click **INSTALL**.

The screenshot shows the FedEx Ship Manager interface. The top navigation bar includes the FedEx logo and menu items: Shipping, Tracking, Design & Print, Locations, and Support. There are also links for Sign Up or Log In and a search icon. The breadcrumb trail reads: FedEx Ship Manager > Settings > Print & Integration > Download. The left sidebar contains a menu with items: CREATE SHIPMENT, BATCH SHIPPING, SHIPMENTS, E-COMMERCE, ADDRESS BOOK, SHIPMENT PROFILES, **SETTINGS** (highlighted), and HELP. The main content area is titled 'Download the Print & Integration app'. It features a sub-header 'Upgrade your shipping experience' with a description: 'With the Print & Integration app you unlock one-click printing, the fastest way to print labels and other shipping documents.' Below this is a 'DOWNLOAD FOR MAC' button and a link 'Not on a Mac? Download for Windows'. The 'Installation Instructions' section contains four numbered steps: 1. Download the latest version of the app. There is an installer for Windows and for Mac. Once downloaded, double click on the Print & Integration Installer to start the installation. 2. During installation, a token is required to pair the Print & Integration app to FedEx Ship Manager. Use the following token and follow the on-screen instructions. A token is displayed in a text box: eyJ0eXAI0iJKV1QilCJhbGciOiJIUzUxMiJ9.eyJidSI6Imh0d... with a 'COPY' button. 3. After the token is authenticated, the installer will try to set up a connection between the app and FedEx Ship Manager. Depending on your computer and your connection, this can take up until 2 minutes. Once successfully connected, follow the on-screen instructions and finish the installation by closing the installer. 4. Next, to setup one-click printing, open FedEx Ship Manager and go to the left menu and click 'Settings' and select 'Printing'. In one-click printing settings, select the printer you want to set as default to print shipping labels to. Make sure you can also change the label size to be compatible with your printer. Click save once you're done. A final message states: 'You're done! One-click printing is now available for everyone using your FedEx Ship Manager.'

STEP 4

Use the pairing token provided by FedEx Ship Manager™ at fedex.com.

STEP 5

Follow the on-screen instructions to complete the installation and final steps in setting up Print & Integration — go to **HELP** for more detailed instructions.

PART 11

Need more help?

Sometimes you need a bit more guidance. That's when you head to **HELP** to clear things up.

HELP also contains a 'What's new' section, providing details of just released features.

The screenshot shows the FedEx Ship Manager interface. The top navigation bar includes the FedEx logo, menu items for Shipping, Tracking, Support, and Account, and a user profile for Steven. The main content area is titled 'Help' and features a sidebar with navigation options: CREATE SHIPMENT, BATCH SHIPPING, SHIPMENTS, E-COMMERCE, ADDRESS BOOK, SHIPMENT PROFILES, SETTINGS, SWITCH VIEW, and HELP (highlighted with a blue circle). The main content area is titled 'Get started' and contains the following sections:

- FedEx Ship Manager**
 - Get started
- FedEx Ground network services**
- What's new**
 - Changes added as of 12 January 2023
- Creating shipments**
 - Sender and recipient
 - Shipment details and customs
 - Service options
 - Service options only for US shipments
 - Service and pickup
 - Billing
 - Create an import shipment
 - Keyboard shortcuts
- Shipment overview**
 - Manage shipments
 - Shipment statuses
 - Download an Excel shipment report file
- Profiles**
 - Shipment profiles

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 example, from your warehouse or your office, and the default service type.
- For your recurring shipments. You can save the sender and recipient address and also the shipment weight and dimensions.
- For specific requirements. For example, you can save the **Recipient pays** option or you can enable notifications.

For more information on how to set up a shipment profile, see [Shipment profiles](#).

Print & Integration app

For installation instructions, see [Get started with the Print & Integration app](#).

The Print & Integration app connects your printer directly to FedEx Ship Manager and allows you to send labels and other documents directly to your printer. You can use the Print & Integration app instead of manually downloading the labels and sending them to the printer. You can also finalize shipments in batches and send them to the printer.

After you connect to Print & Integration, go to the **Settings** menu, and in **Printing**, configure your printers. Make sure you select the correct paper size for your documents.

You can now book a shipment faster in FedEx Ship Manager with your created shipment profiles and configured printing options.