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.
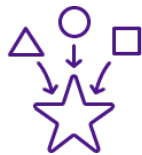
The benefits

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

# Contents

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**.
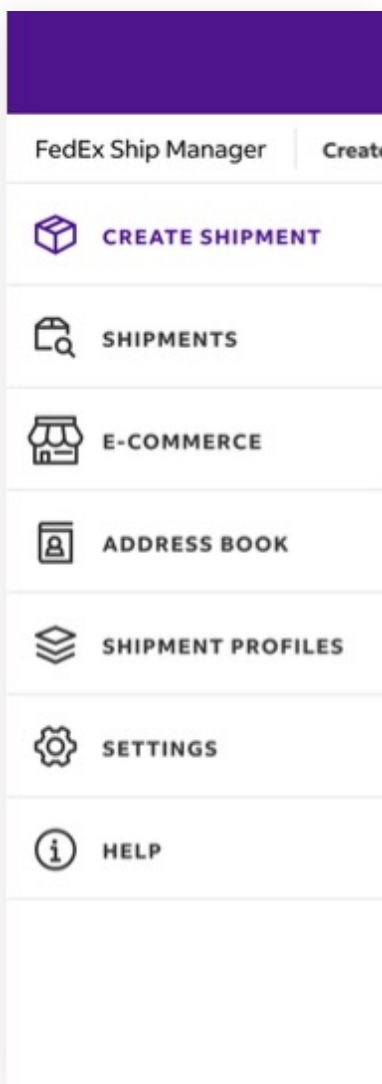

STEP 2

Create user ID

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

STEP 3
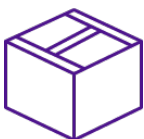
Enter FedEx Ship Manager

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

The menu explained

FedEx Ship Manager | Create

- CREATE SHIPMENT
- SHIPMENTS
- E-COMMERCE
- ADDRESS BOOK
- SHIPMENT PROFILES
- SETTINGS
- HELP

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.
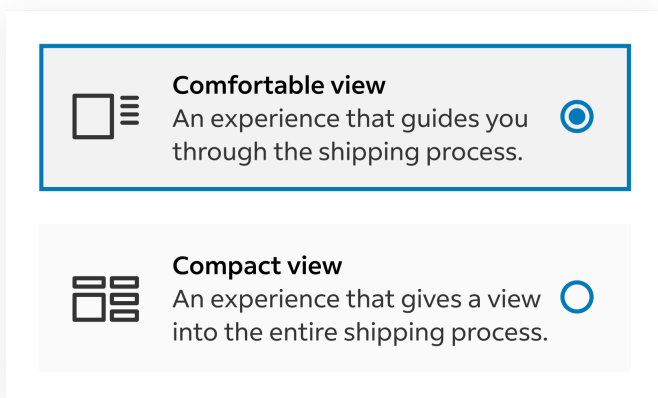
Help

For extra guidance on the tool and new features.

Choose your view

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

Comfortable view
An experience that guides you through the shipping process.

Compact view
An experience that gives a view into the entire shipping process.

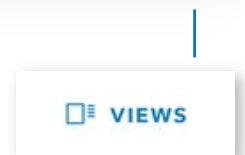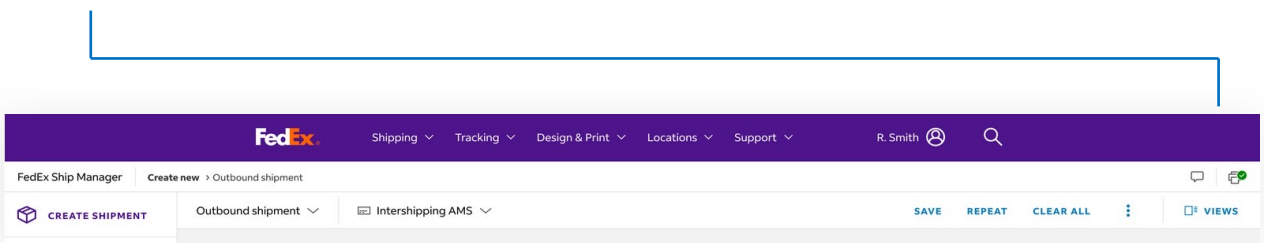There are two options for creating shipments:

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.

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.

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

User guide > create a new shipment > **comfortable view**

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.

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**.

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.

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 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.

Save new details by clicking the checkbox at the bottom.

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 ⌄

BILL DUTIES, TAXES AND FEES TO *
Recipient ⌄

FEDEX ACCOUNT NO.

SENDER TAX ID/EORI NO.

RECIPIENT TAX ID/EORI NO.

ⓘ 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 ⑦

RECIPIENT EMAIL ADDRESS

EMAIL *   LANGUAGE *
English ⌄ ⊗

SELECTED EMAIL NOTIFICATIONS

☐ Created   ☐ Delivered
☐ Estimated delivery   ☐ Picked up
☐ Exception

ADD EMAIL ADDRESS ⌄

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.

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

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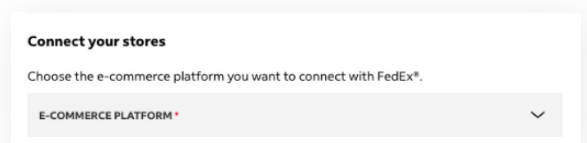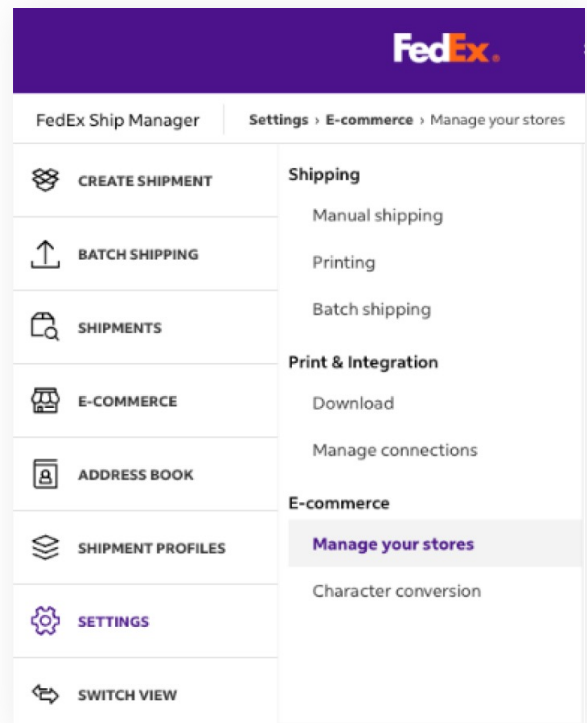
The following steps depend on which platform you're connecting —
but please bear in mind we're adding new platforms all the time.

Shopify
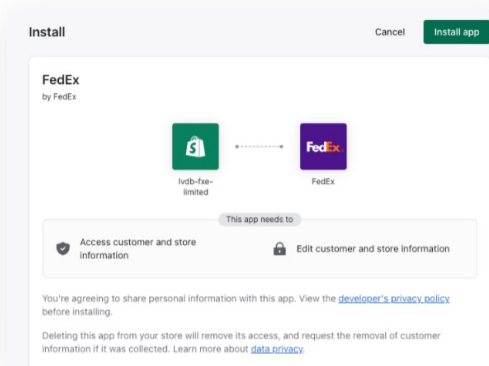
STEP 1

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
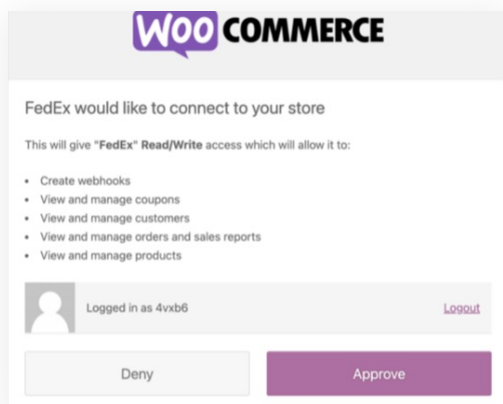
STEP 1

Enter the WooCommerce URL of your
online store.

STEP 2

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

BigCommerce
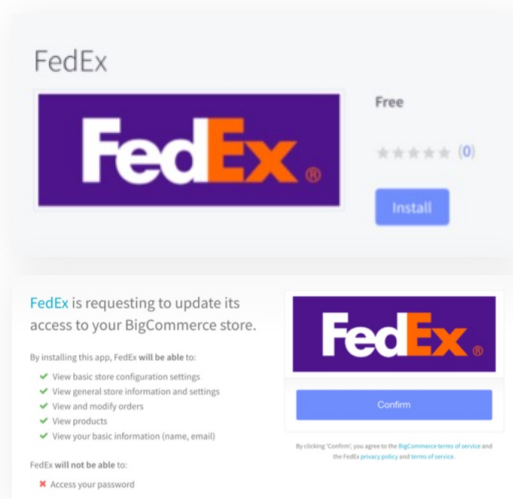
STEP 1

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
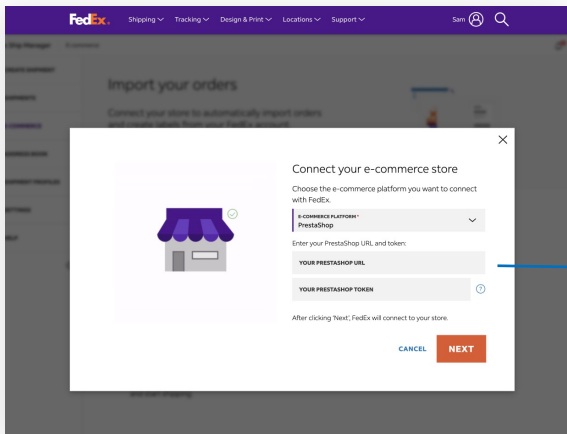
STEP 1

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.
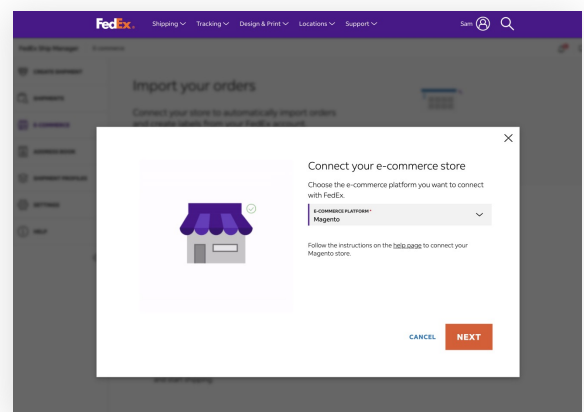
Your shop is now connected.

8.2 How to create a shipment

STEP 1

Go to **E-COMMERCE** — you'll see a list of all your orders.
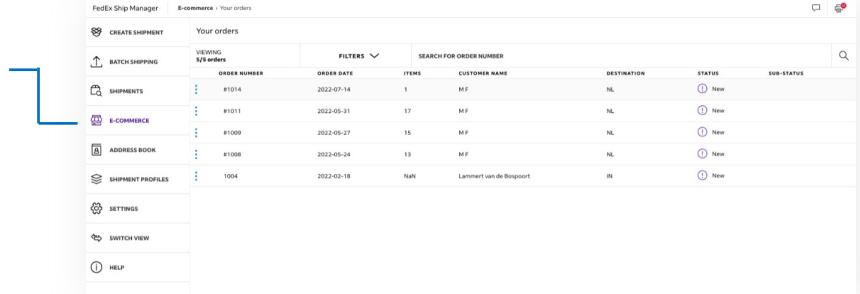
STEP 2

Click an order you want to ship.

STEP 3

Select the items you want to include in the shipment.
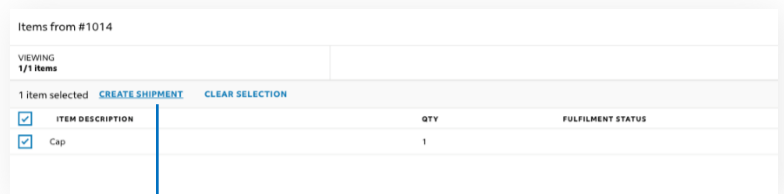
STEP 4

Click **CREATE SHIPMENT.**
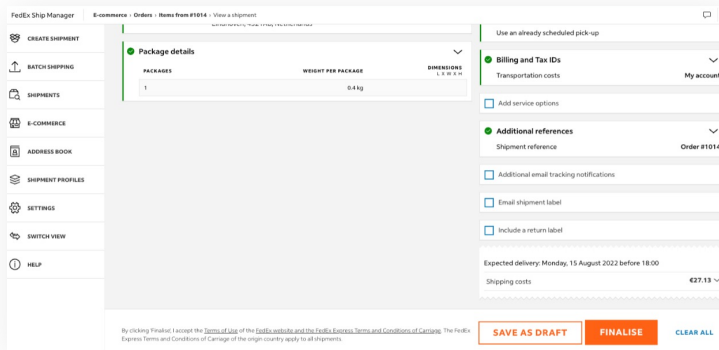
STEP 5

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

STEP 6

Click **DOWNLOAD PDF** to view the label.
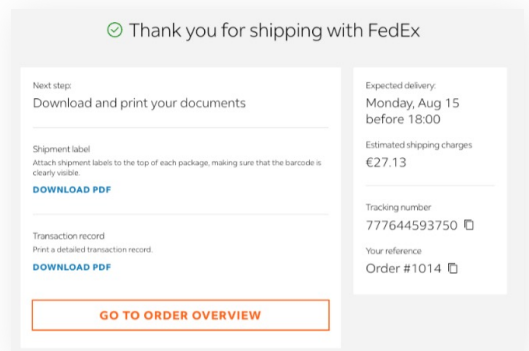
STEP 7

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

User guide > explore e-commerce > **create a shipment profile**

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.**
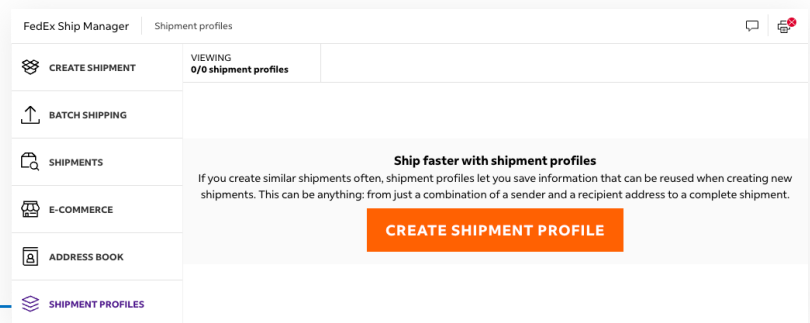
STEP 2

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.**

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.

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.