# Installation and User Manual

## FedEx Ship Manager® Software

## Version 2401

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# 1 Introduction

## 1.1 Introducing FedEx Ship Manager® Software

FedEx brings you FedEx Ship Manager® Software, a unique innovative solution in shipping technology for fast, efficient, and cost-effective shipping. It is a stand-alone, user installable, and Windows-based software package that is designed to allow you to quickly ship, track, and report your daily shipping activities. With its rich features and user-friendly interface, it brings a complete shipping solution to your PC. FedEx Ship Manager Software prints the following shipping documents on your printer. Therefore, with less paperwork and no manual forms, your office is more organized and tidier.
Documents within your reach include:

- International and domestic air waybills
- Commercial invoices
- Customs documents

The software also keeps an inventory of your shipments for up to 40 days by default. From this repository, you can:

- Copy and repeat shipments
- Modify and delete shipments
- Track packages

In addition to managing shipment information, you can also maintain sender and recipient information and their document and commodity details, so that you can quickly retrieve the necessary information for your shipments.
Another major feature of the software is the FedEx ShipAlert/ShipDelivery/ShipException function. With this function, the recipient and the sender can be notified when a shipment has started, delivered or if an exception has occurred.

*Note: Since the FedEx Ship Manager® Software can be fully customized, it is possible that some of the software options described in this manual differ from the options that are available on your screen. If you have any questions on access to these options, please contact FedEx Customer Support Representative.*

## 1.2 Using this manual

This manual is explicitly intended for end-users of the FedEx Ship Manager® Software, as opposed to specialist users or users managing large accounts, who have access to advanced administrative functions.
This manual covers the installation of the software, directions on how to use the software to perform certain shipment-related tasks, and an outline of the menus and options available in the software. More specifically, topics in this manual include:

- Installing FedEx Ship Manager® Software
- Setting up default values for shipping, tracking and pickup functions
- Preparing shipments
- Preparing return shipments

- Scheduling pickups
- Tracking shipments
- Generating shipping and export documents
- Modifying items in the Address Book and Commodities databases
- Creating reports

### 1.2.1 Typographic Conventions

To use this manual, you should familiarize yourself with the following typographic conventions:

- Window, menu items, field, tab, button, option, and icon names in the application are represented by **bold** type-face.
- Cross-references are in purple.
- Note notices begin with the word "***Note***."

### 1.2.2 Required Knowledge and Skills

It is assumed that you are familiar with a graphical user interface, and you know how to:

- Navigate from one application to another.
- Access the various application components within an application.

Furthermore, you understand what is meant by selecting (for example, choosing an option), clicking and double-clicking.

# 1.3 Requirements

## 1.3.1 System Requirements

Before installing the FedEx Ship Manager® Software on your PC, ensure (or have your System or Network Administrator verify) that your PC meets the following hardware and software requirements.

### 1.3.1.1 Hardware requirements

| Hardware Requirements | | |
|---|---|---|
| **Specifications** | **Minimum** | **Recommended** |
| Processor | 32-bit (x86) or 64-bit (x64) processor or any processor able to run Microsoft Window 10. | Dual core 1.7Ghz Processor |
| Memory | 2 GB RAM (32-bit) or 4 GB RAM (64-bit) | 8 GB |
| Hard Drive | At least 20 GB | At least 20 GB |
| Display Resolution | 1024x768 | 1920x1080 |
| Internet Connection | Required | |

### 1.3.1.2 Software requirements

| Operating System | Editions |
|---|---|
| Windows® Server 2016 | • Windows® Server 2016 Essentials<br>• Windows® Server 2016 Standard (with option “Desktop Experience”)<br>• Windows® Server 2016 Datacenter (with option “Desktop Experience”) |
| Windows® 10 | • Windows® 10 Home<br>• Windows® 10 Pro<br>• Windows® 10 Enterprise<br>• Windows® 10 Education |
| Windows® 11 | • Windows® 11 |
| Windows® Server 2019 | • Windows® Server 2019 |
| Windows® Server 2022 | • Windows® Server 2022 |
| Windows® Server 2012 R2 | • Windows® Server 2012 R2 Standard<br>• Windows® Server 2012 R2 Datacenter |
| Windows® 8.1 | • Windows® 8.1, 8.1 Pro, 8.1 Enterprise |

***Notes:***

- *Before you start the installation of the FedEx Ship Manager® Software, ensure that you have the product key. Please contact FedEx Customer Support Representative to obtain a product key.*
- *This software is intended to be distributed, installed, and used in the APAC, LAC, Europe and MEISA regions only.*

## 1.3.2 Communication Requirements

For the FedEx Ship Manager® Software to function properly, it must be able to communicate with the FedEx back-end servers. If the connection with FedEx does not work, follow these steps.

1. Contact your System or Network Administrator to set up this connection.
2. Ask your System or Network Administrator to verify that you have the necessary privileges to enable and use this connection once you are logged on to your local machine.

This type of communication requires a secure TCP/IP connection to the FedEx Tunnel Gateway Server. This connection must be set up as follows:
Address: https://wprogip.ts.dmz.fedex.com, **https://ws.fedex.com:443/web- services** and **https://swd.gslb.fedex.com:443**
**Port**: 443
**Port 3000**: It is used by the FedEx Software Distribution Service to communicate to the integration libraries.

3. Contact your local Helpdesk.

*Note: It is important that both the communications connection and your privileges are set up properly before installing the FedEx Ship Manager® Software.*

# 2 Installation

## 2.1 Overview

This chapter includes all the following aspects of installing FedEx Ship Manager Software.

- A reminder of requirements to meet before you start installing.
- Installation steps along with pre-installation aspects.
- The software setup, including:
    - Starting the setup
    - Entering your settings

## 2.2 Installing Software

This section will guide you through the installation of the FedEx Ship Manager® Software and cover pre-installation aspects and the software installation procedure.

*Note: Before you start the installation of the FedEx Ship Manager® Software, ensure that you have complied with the pre-installation requirements as described in the Requirements section.*

### 2.2.1 Pre-installation Steps

This installation is intended for end-users of the FedEx Ship Manager® Software. This implies that when are prompted for the type of installation, you must select the **Typical Install** installation option.
In addition, using the **Typical Install** installation option ensures that the software will run properly as a stand-alone application, on a single computer.

*Note: Before you start the installation of the FedEx Ship Manager Software, ensure that you have the product key. Please contact FedEx Customer Support Representative to obtain a product key.*

*Prior to installation, if the device is unable to communicate with IIS web server, then the installation is aborted with the below error message.*

*"To successfully install or upgrade software, Port 443 must be open, and URL https://swd.gslb.fedex.com must be allowed and accessible from this workstation. For further assistance, please call Customer Service."*

### 2.2.2 Installation of FedEx Ship Manager® Software

To install the FedEx Ship Manager® Software, perform the following steps:

1. Double click the *setup.exe* file.
2. On the **Select the Language** screen, select your preferred language and click **OK**.

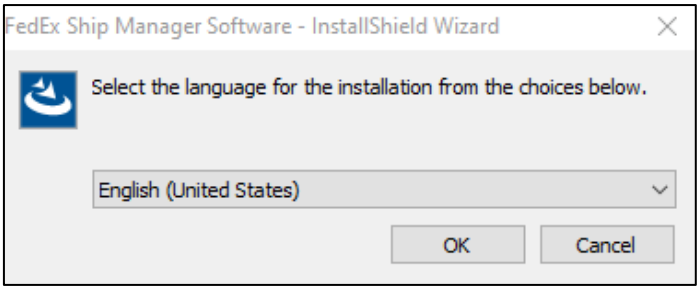


**Figure 1: Language Selection Screen**

*Notes:*

- *The installation outlined here uses English as the installation language. As a result, the illustrations in this manual may differ from what you actually see on your screen.*
- *The available languages are Chinese (Simplified), Chinese (Traditional), Czech, Dutch, English (United States), Finnish, French (Standard), German, Hungarian, Indonesian, Italian, Japanese, Korean, Polish, Portuguese (Brazil), Portuguese (Standard), Russian, Slovak, Spanish, Swedish, Thai, and Turkish.*

3. An **InstallShield Wizard** screen will pop up. It may take several minutes to extract all necessary components for the installation.

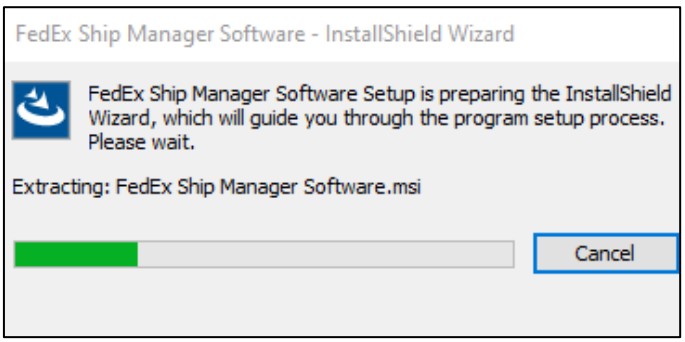


**Figure 2: Extraction Screen**

4. After extracting all the components, the **Welcome** screen appears. Click **Next**.

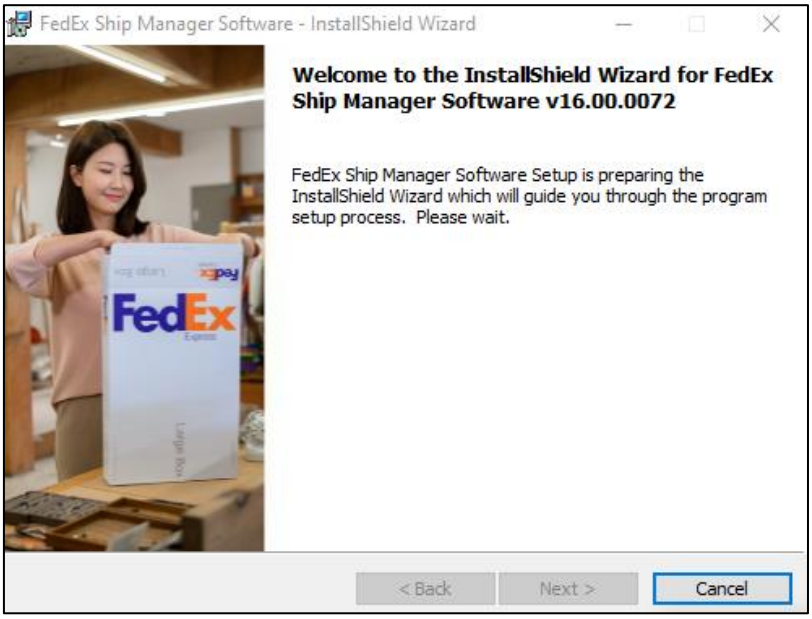


**Figure 3: Welcome Screen**

5. The **Installation Country Selection** screen appears. Select your country and click **Next.**

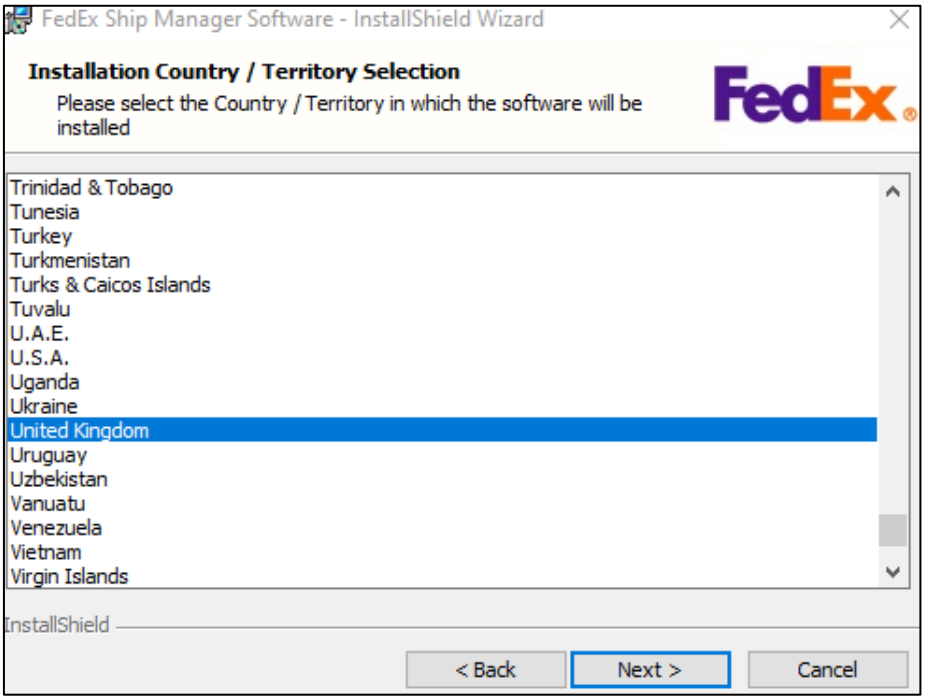


**Figure 4: Country Selection Screen**

6. The **License Agreement** screen appears. Please read and accept the License Agreement and Declaration of Consent. Click **Next**.

**Figure 5: End-User License Agreement Screen**

7. The **Customer Information** screen appears. Enter your information and click **Next**.

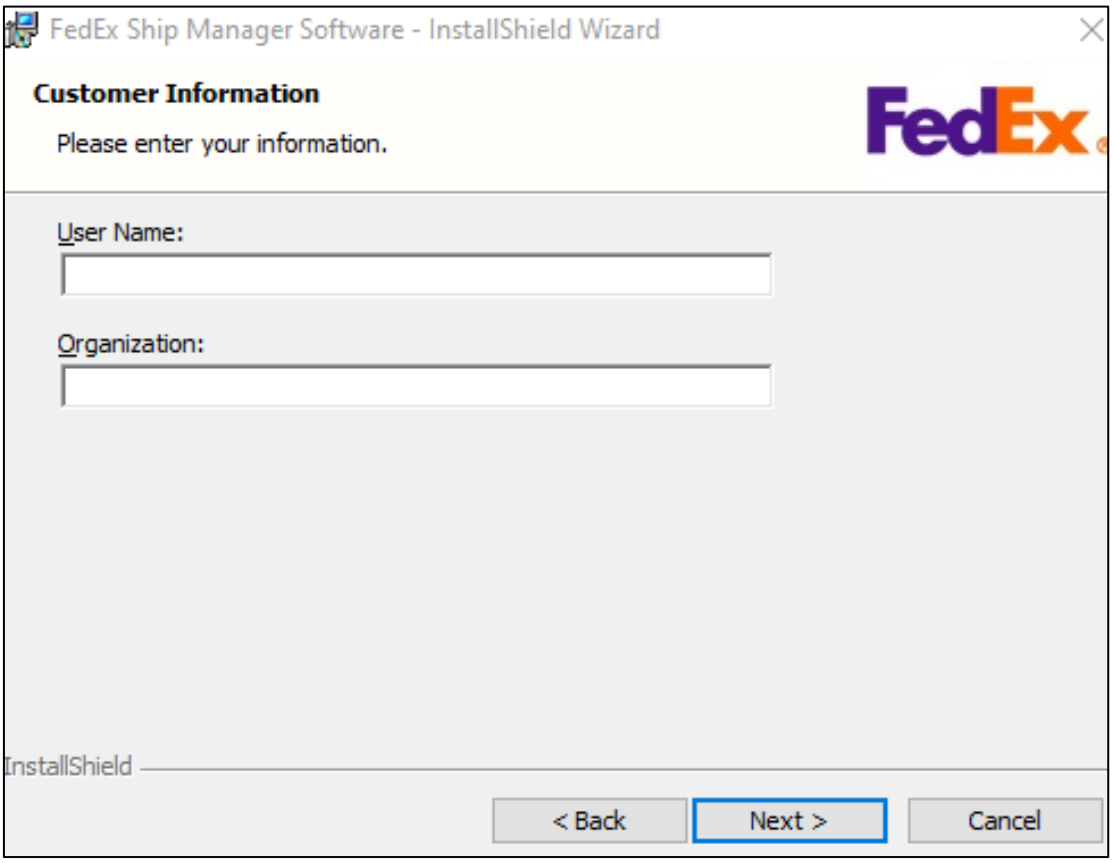


**Figure 6: Customer Information Screen**

8. The **Setup Type** screen appears. If no option is selected, select the **Typical** option and click **Next.**

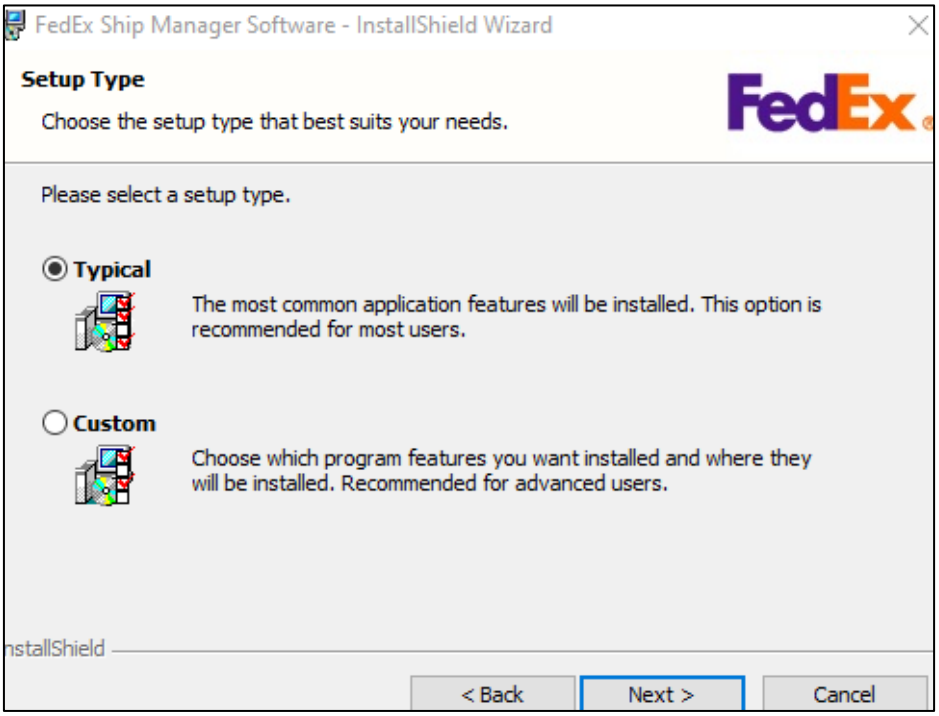


**Figure 7: Setup Type Selection Screen**

9. The **Destination Folder** screen appears. Select a destination and click **Next**.

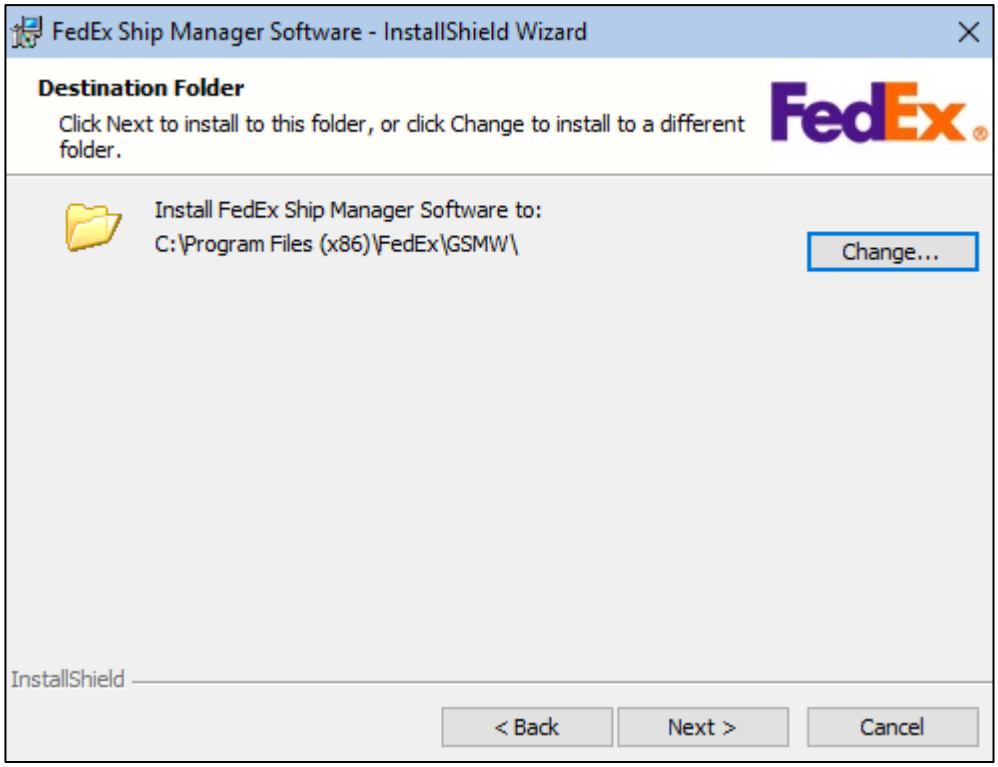


**Figure 8: Destination Folder Screen**

10. The **Start Installation** screen appears. Click **Install**.

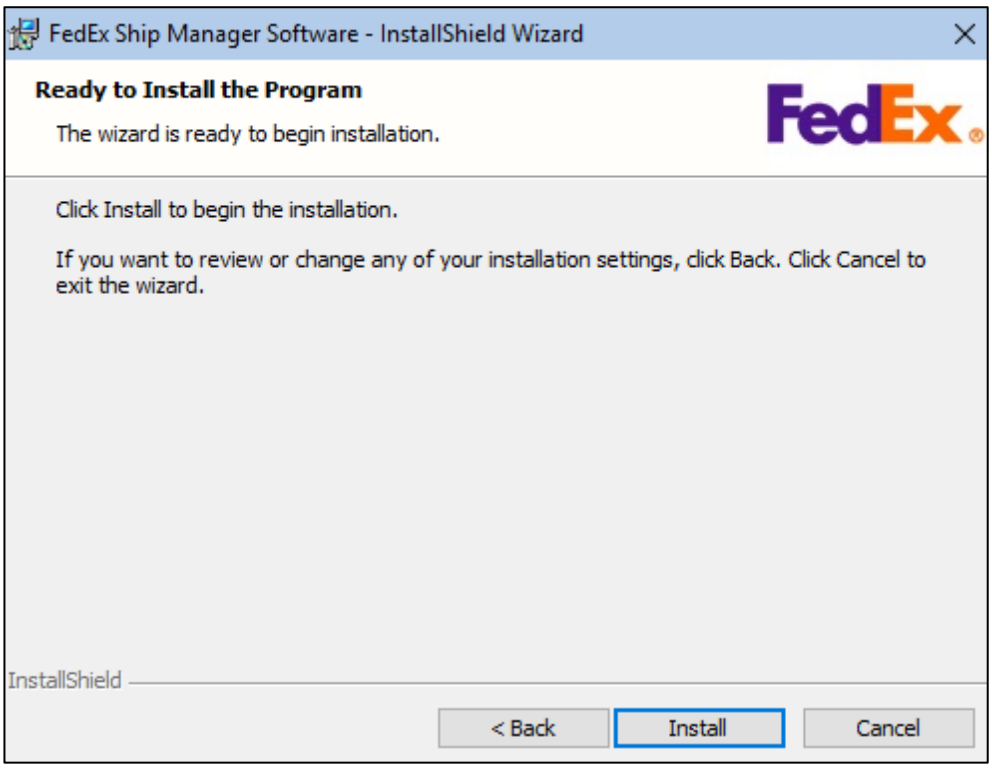


**Figure 9: Start Installation Screen**

11. The Installing screen appears. Click **Next**.

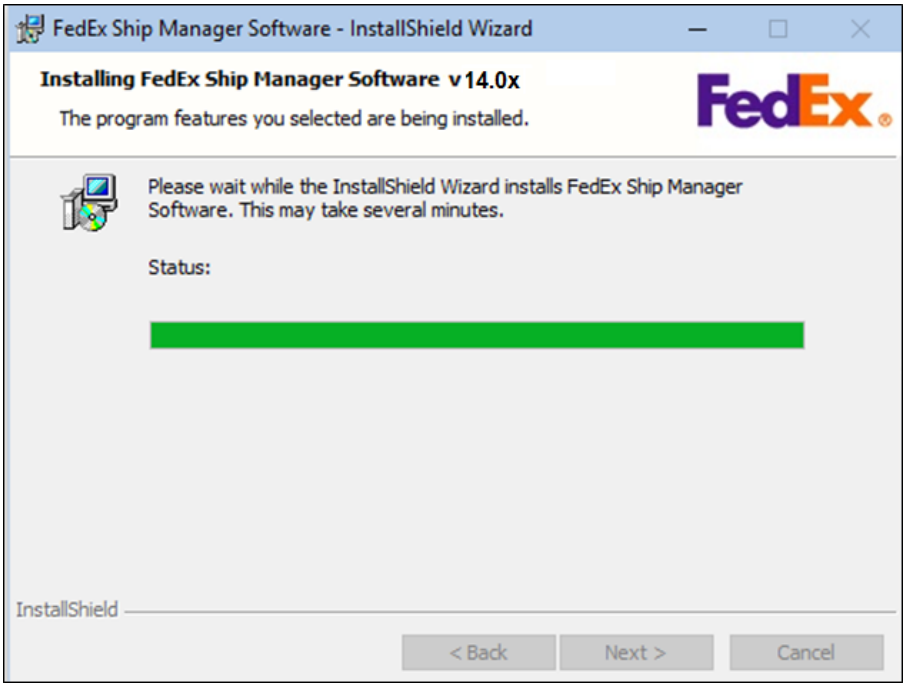


**Figure 10: Installation Progress Screen**

12. At the end of the automatic installation, the **Installation Complete** screen appears. Click **Finish**.

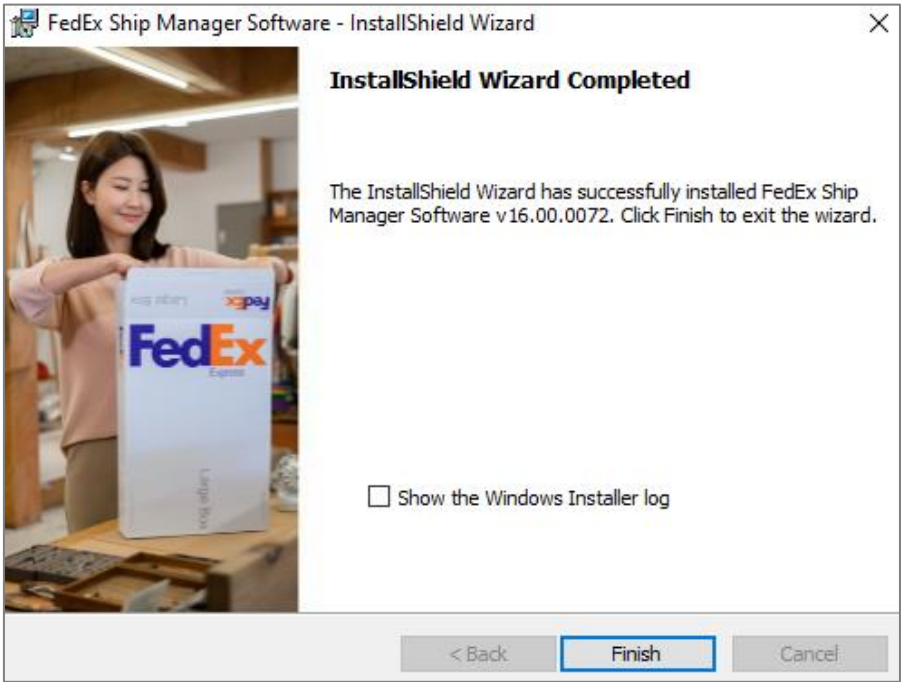


**Figure 11: Installation Complete Screen**

13. After clicking **Finish** you will receive a restart prompt after an upgrade of GSM.

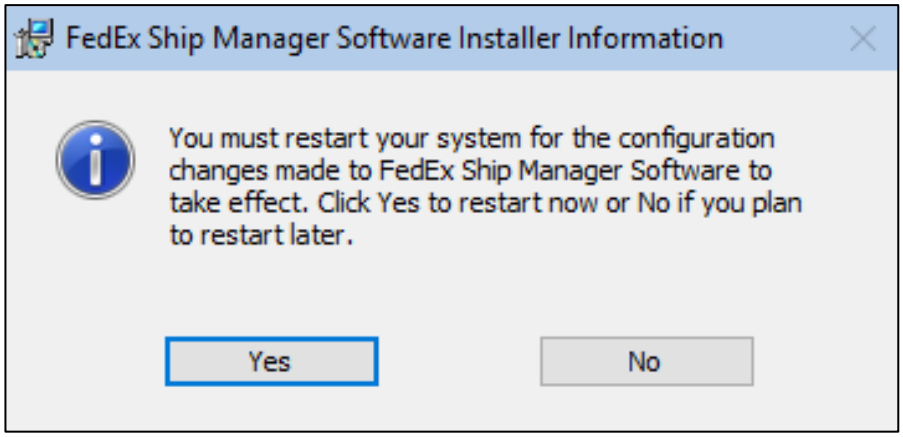


**Figure 12: Restart Prompt Screen**

# 2.3 Setting up the Software

## 2.3.1 Starting Setup

The first time you start up the application, it launches the Setup screen. You must first complete this setup before you can use FedEx Ship Manager Software to process your shipments. The steps in the sections below demonstrate how to launch and setup the FedEx Ship Manager Software. To launch **Setup** screen, proceed as follows:

1. Click Start > Programs > FedEx Ship Manager > FedEx Ship Manager Software to launch the software and display the Setup screen.

*Notes:*

- *You can also launch FedEx Ship Manager Software by double-clicking the FedEx Ship Manager Software icon on your Windows Desktop.*
- *In this manual, all examples use Belgium as the country of installation. Therefore, illustrations and settings may differ from your own.*

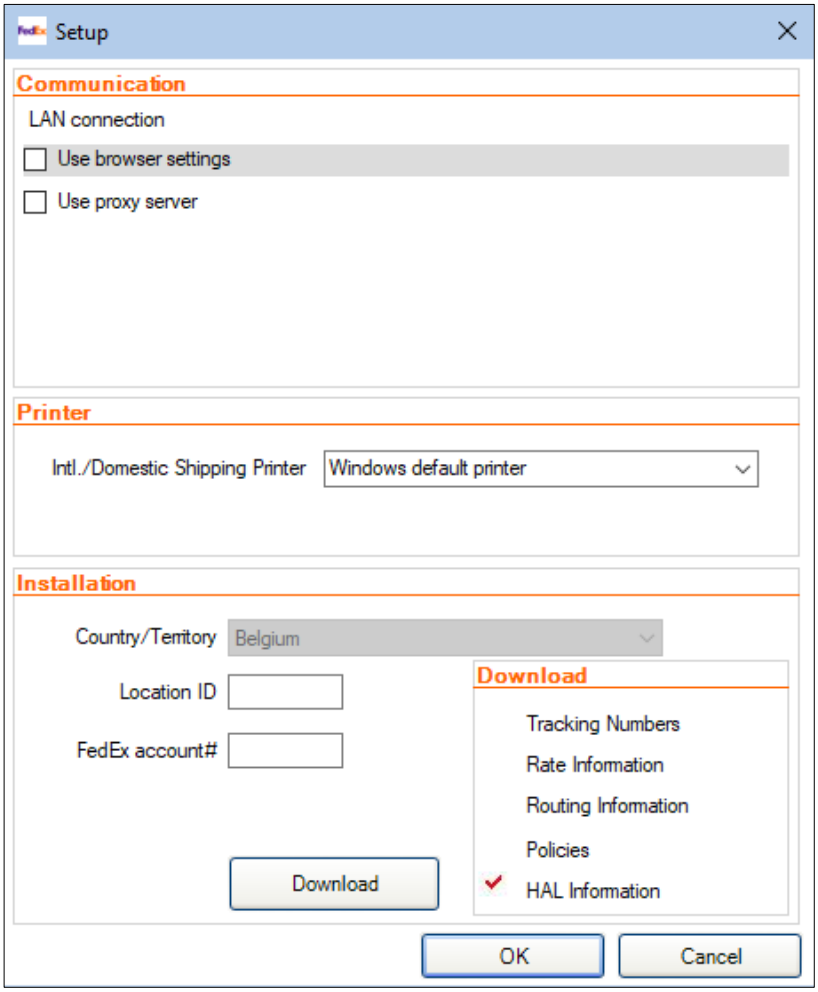


**Figure 13: Communication Setup Screen**

2. Continue with the setup as described in the next section (Communications settings).

## 2.3.2 Communications Settings

This section describes how to set up FedEx Ship Manager Software in case you are using:

- Local Area Network (LAN).

### 2.3.2.1 Communication Settings for a LAN Connection

To enter the communication settings for a LAN connection.

1. Select **Use Browser Settings** option if you wish to use your browser settings to connect to the FedEx system. If your browser uses a proxy server to connect to the Internet, the proxy server's details will be filled automatically, except for the User ID and password.

   ***Note**: If you only wish to specify your proxy server settings, continue with the below steps. If you wish to use neither of the two options, continue with the steps in the **Download Tracking, Service, and Routing details** section.*

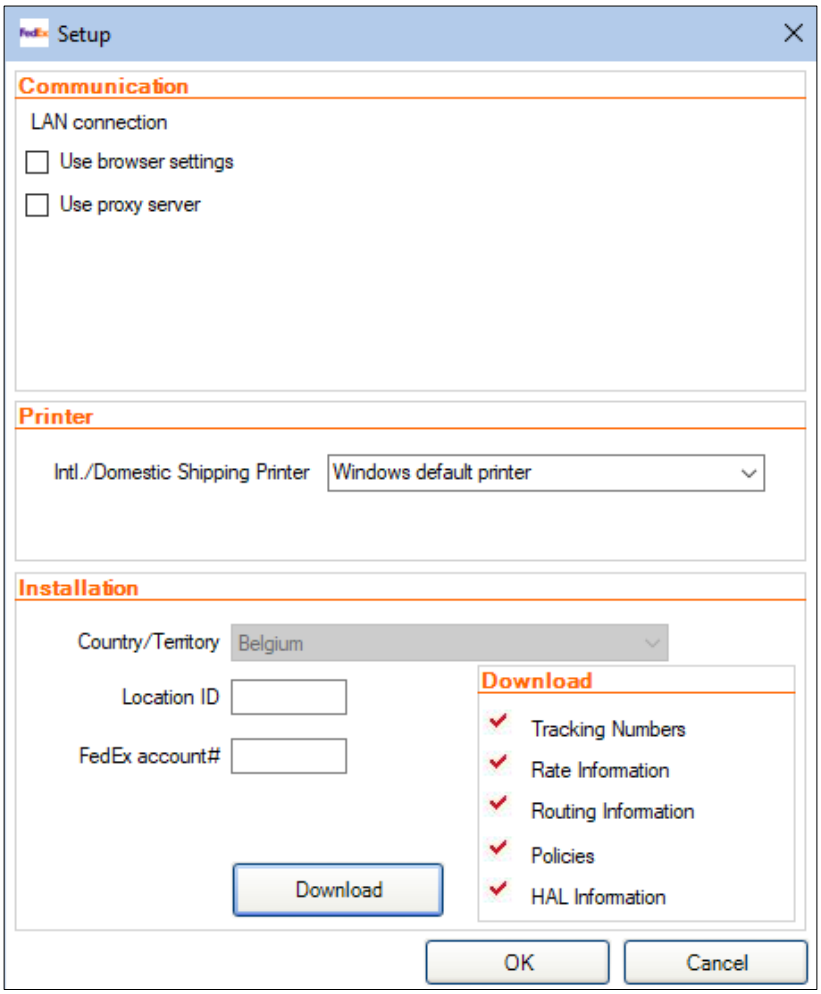


**Figure 14: LAN Connection Settings Screen**

2. If you select **Use Proxy Server** option, then in the **Address** field, enter the proxy server's address and in the **Port** field, specify your port settings.
3. In the **User** field, enter the username with which you log on to your proxy server.
4. In the **Password** field, enter the password for your proxy server.

5. Proceed with the steps outlined in ***Entering your Settings***.

## 2.3.3 Entering your Settings

To enter the installation, identification, and printer settings:

1. In the **Printer** section, select the printer from drop-down list which you wish to use for your international/domestic shipments and for your return shipments. All paperwork generated by the application will be printed on this Printer.

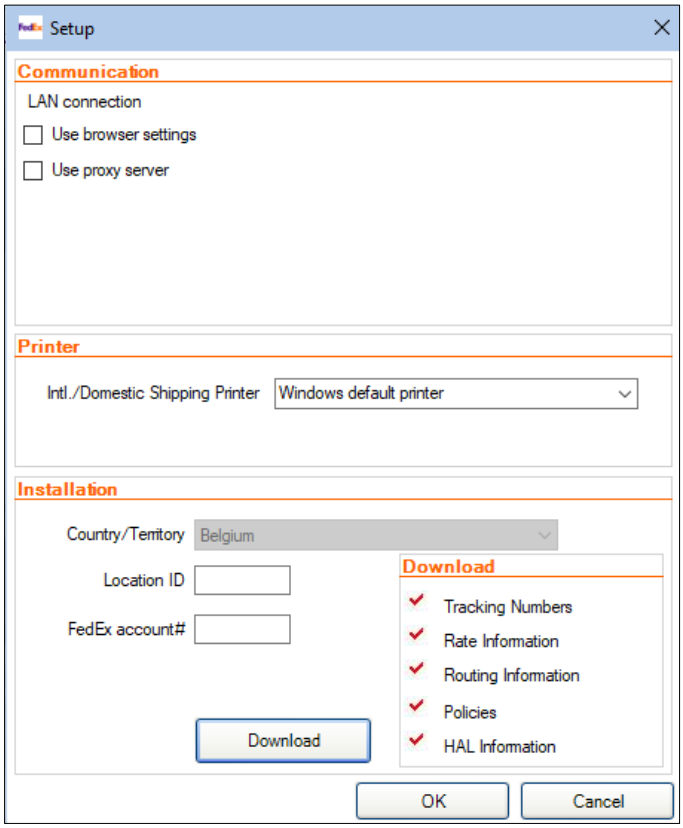


**Figure 15: Printer Settings Screen**

2. In the **FedEx Account #** field, enter your customized, nine-digit FedEx account number.
3. The **Location ID** will be retrieved automatically when completing steps outlined in the **Download Tracking, Services and Routing details** section.

## 2.3.4 Download Tracking, Service and Routing details

1. Verify that all your setup details are correct.

   ***Note:*** *A product key is required to be able to use the software. Please contact FedEx Customer Service to obtain a product key.*

2. Click **Download** and the **Sender information** screen will appear. Provide your data. Information on how to obtain a Product Key is provided in the **Product Key** section.

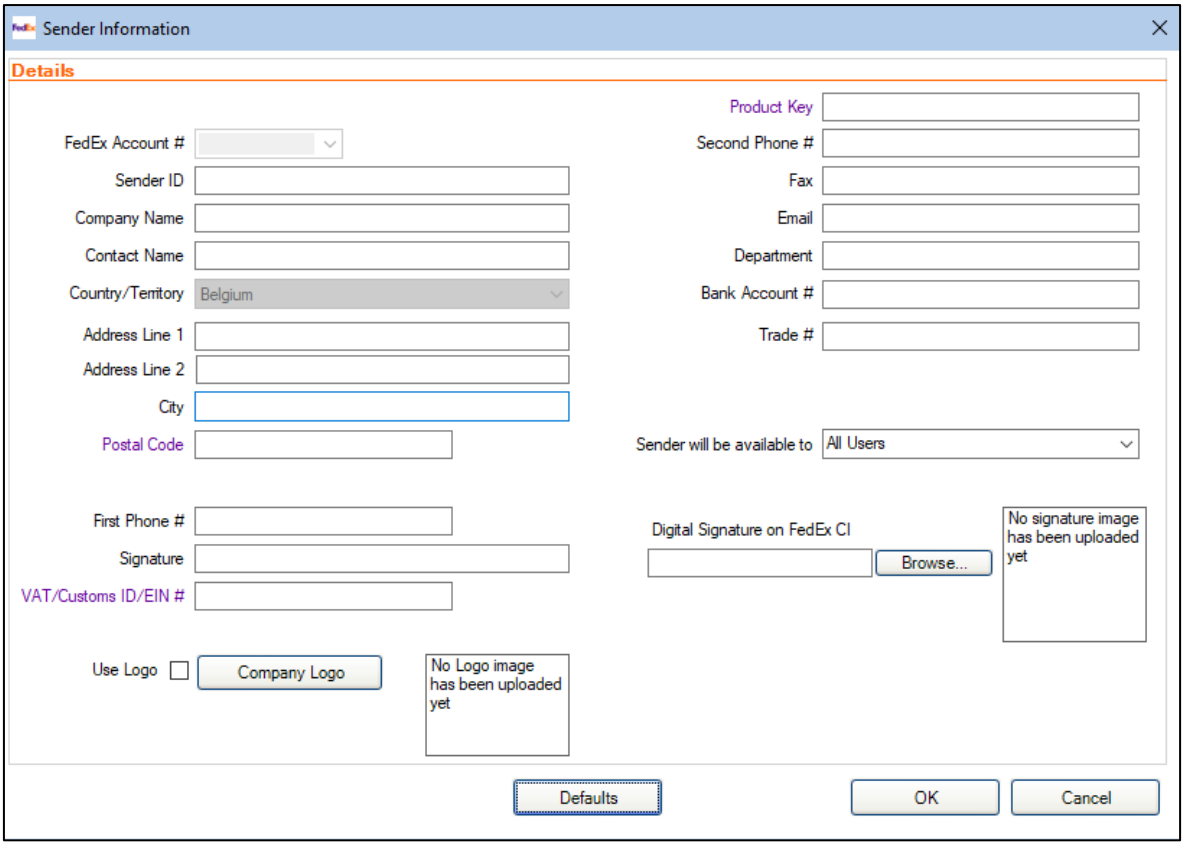


**Figure 16: Sender Information Screen**

3. Press **OK** to start downloading essential shipping data such as tracking numbers, service rates and routing information. This data is required for using the FedEx Ship Manager Software.

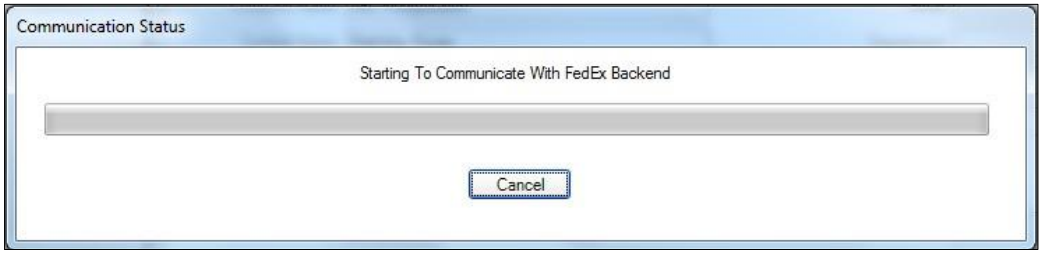


**Figure 17: Starting to Communicate Screen**

4. Once the download is completed the Communication Status window will disappear.

The Setup screen will show a red flag to the left of the data that has been successfully downloaded. To perform a download again (For example, when certain data is missing), you can double-click one of the check marks on the left of the downloaded data. You can download the data in question by clicking **Download**.

5. On the **Setup** screen, click **OK** to complete your setup.

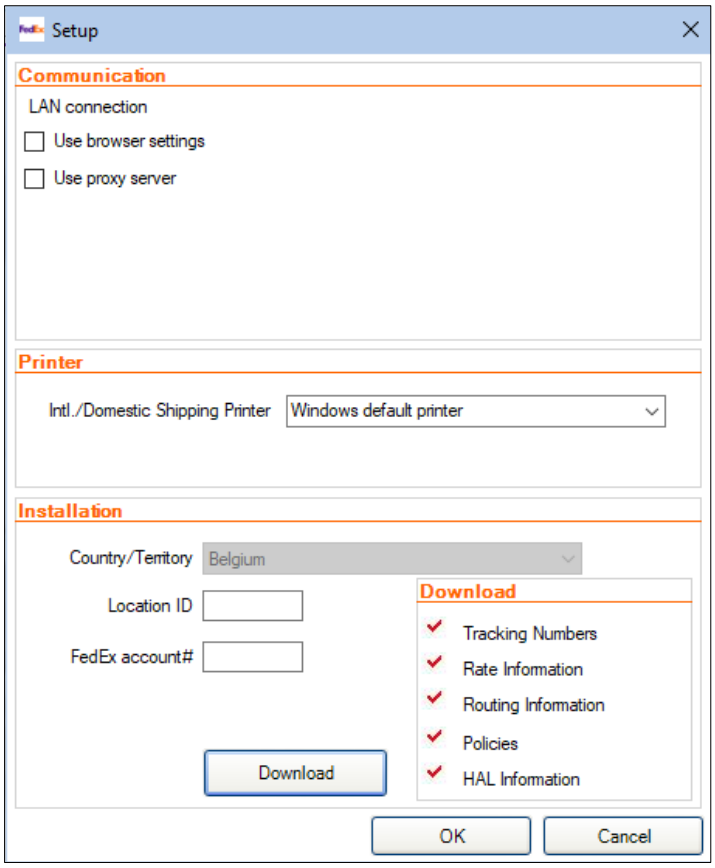


**Figure 18: Setup Screen**

6. A prompt window will show Terms and Conditions screen for FedEx Electronic Trade documents. Please read carefully the Terms of Use. Click **OK** and **I Accept** to continue.
7. **Note**: When Processing a shipment via GUI, the language is set to one of the supported languages and the Terms and Conditions are printed in the language you choose.

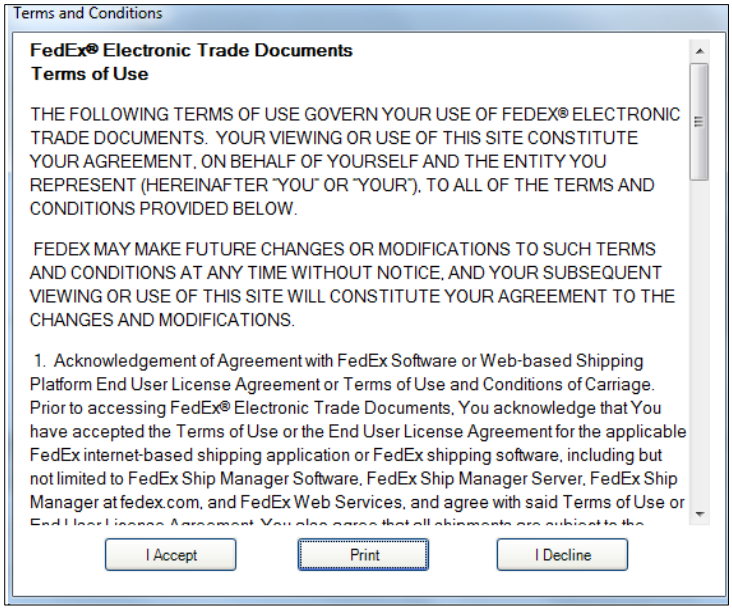


**Figure 19: FedEx Electronic Trade Documents Terms and Conditions Screen**

8. You have successfully completed the installation and setup of the FedEx Ship Manager Software.

### 2.3.4.1 Update Tracking, Service and Routing details

If you need to update tracking, service, and/or routing details (for example, certain data is missing), you can double-click one of the red flags to the left of the downloaded data. This will make the red flag disappear. You can now re-download the data in question by clicking **Download.**

***Notes:***

- *If you wish to update the current service rates, you must re-download the service information.*

*You can easily return to the Setup screen by clicking Setup in the Setup drop- down list.*

### 2.3.4.2 Product Key

In FedEx Ship Manager Software, you will need a Product Key to execute a new install, which is requested in the Sender Information screen. Please contact your Customer Technology Field representative or FedEx Customer Service for assistance.
Once the Product Key is entered, a check is performed and in case the provided key is not valid, the software will remain locked for usage.
The Product key will be prompted for all types of FedEx Ship Manager Software installs (stand-alone, client/server and client/server on same machine).

### 2.3.4.3 Auto Upgrade Options

If a new download is detected and the End User License Agreement check is completed, users will have 14 calendar days to upgrade their FedEx Ship Manager Software to the new version. During the 14 calendar days, since the upgrade was detected, the application will display a pop-up window that enables you to upgrade your software. FedEx Ship Manager Software offers the following options to download and install the software upgrades.

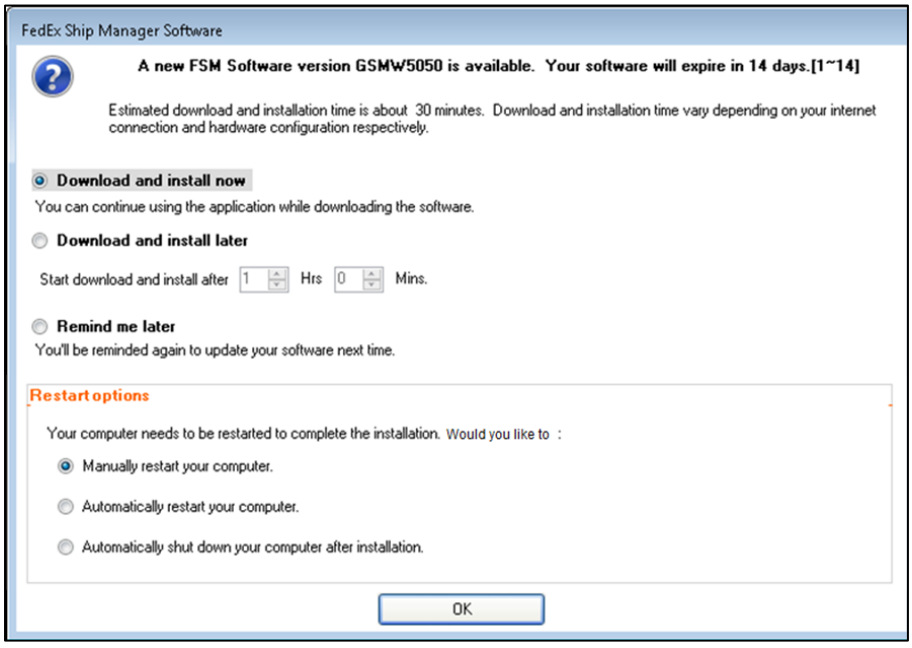


**Figure 20: Auto Upgrade Pop-up Window**

- **Download and Install Now**: This option enables you to download the software upgrades and perform the installation immediately. You can continue using the application while downloading the software.

- **Download and Install Later**: This option enables you to download the software upgrades; however, the installation will take place after XX Hrs. XX Mins.
- **Remind me later**: By selecting this option, you will be reminded again to update your software next time.

Once the installation is completed, you will need to restart your system.
When a new full release of FSM software or a patch is staged for customers who currently have the “stand-alone” version of the software installed:

- An option to schedule this upgrade to happen within a 24 hours timeframe will be presented.
- The End User License Agreement (EULA) belonging to the staged FSM software full release must be approved before the staged release can be downloaded (if different from last approved EULA version). This does not apply for a software patch.
    - They will have the possibility to continue shipping during the download of the staged release.
    - The download and installation will run automatically without any further manual intervention.
- There are 3 different reboot options:
- Manually: You will be prompted to reboot. You could select not to reboot but we advise to not use GSM before you have rebooted
- Automatically: After the upgrade is complete, your system will automatically reboot
- Shutdown: After the upgrade is complete, your system will automatically shutdown.

# 2.4 Launching FedEx Ship Manager Software

FedEx Ship Manager Software will launch automatically after completing the setup, or you can launch it by clicking **Start > Programs > FedEx Ship Manager > FedEx Ship Manager Software**. The sender details entered during Setup will automatically be displayed in the Sender Information screen.

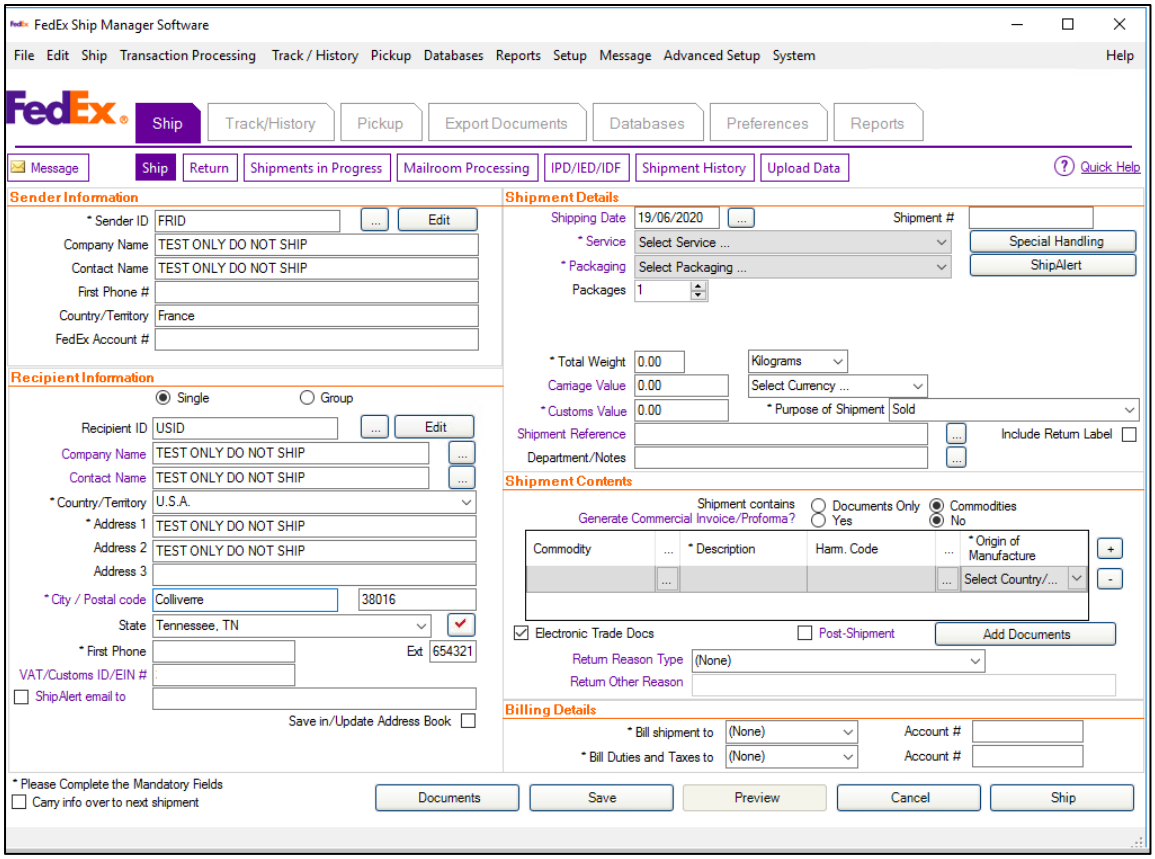


**Figure 21: Sender Information on Ship Screen**

Alternatively, you can click the FedEx Ship Manager Software logo on your desktop.

# 3 Configuration

## 3.1 Overview

This chapter describes the following configuration steps and the data you need to provide before processing shipments with the FedEx Ship Manager Software.

- Setting the system parameters
- Creating a database backup
- Setting your preferences

## 3.2 System Parameters

After installing the application with your specific details, you can set the system parameters. These are required to ensure smooth entering and processing of shipment details and to maintain the information for a specific period.

### 3.2.1 Setting System Parameters

This section outlines the steps to set your system parameters.
To access the System Parameters screen

1. Click Start > Programs > FedEx Ship Manager > FedEx Ship Manager Software to launch the software.
2. From the **Setup** menu, select **System Parameters**.

#### 3.2.1.1 Setup Parameters

1. On the **System Parameters** screen, click the **Setup** tab.

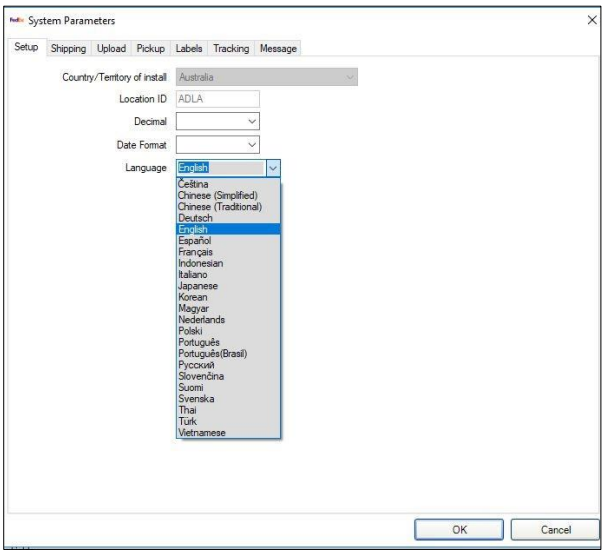


**Figure 22: Setup Parameters Screen**

2. In the **Country/Territory of install** field, select the Country/Territory from the dropdown list.

3. In the **Location ID** field, enter the Location ID to retain your shipping history information.
4. In the **Decimal** field, select the desired decimal from the dropdown list.
5. In the **Date Format** field, select the desired format of the date from the dropdown list.
6. In the **Language** field, select the language from the dropdown list.
7. Click **OK**.

### 3.2.1.2 Shipping Parameters

1. On the **System Parameters** screen, click the **Shipping** tab.

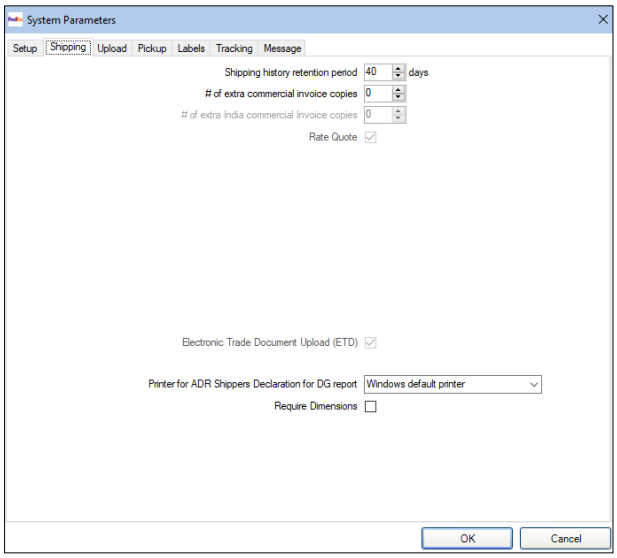


**Figure 23: Shipping Parameters Screen**

2. In the **Shipping history retention period** field, enter the number of days that you wish to retain your shipping history information.

***Note:*** *The default number is 40. This is the recommended value. With this value, you cover at least one month plus nine days, which enables you to generate monthly reports.*

3. In the **# of extra commercial invoice copies (Int./Domestic Shipping)** field, enter the number of copies that you wish to print of each commercial invoice of your International/Domestic shipments.
4. In the **# of extra India commercial Invoice copies** field, enter the number of copies that you wish to print of each commercial invoice of your domestic shipments in India.
5. In the **Printer for ADR Shippers Declaration for DG report** field, select the desired printer from the dropdown list.
6. Select the **Require Dimensions** checkbox.
7. Click **OK**.

### 3.2.1.3 Upload Parameters

1. On the **System Parameters** screen, click the **Upload** tab.

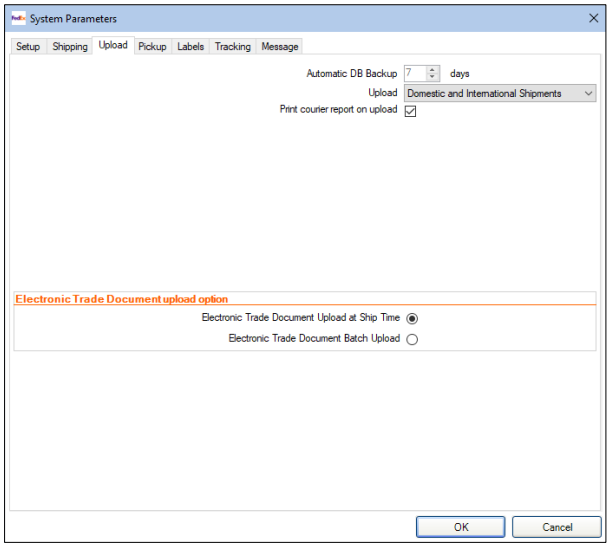


**Figure 24: Upload Parameter Screen**

2. From the **Upload** drop-down list, select the Upload option of your choice.
3. Select the Print courier report on upload checkbox.
4. In Electronic Trade Document upload option, select one of the below options as required.
    - Electronic Trade Document Upload at Ship Time
    - Electronic Trade Document Batch Upload
5. Click **OK**.

### 3.2.1.4 Pickup Parameters

1. On the **System Parameters** screen, click the **Pickup** tab.

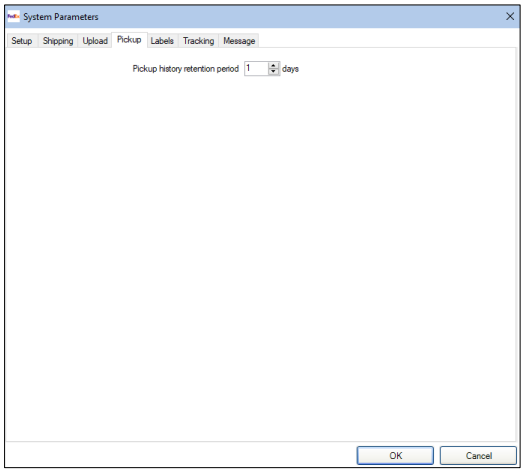


**Figure 25: Pickup Parameters Screen**

2. In the **Pickup History Retention Period** field, enter the number of days that you wish to keep your pickup history information.
3. Click **OK**.

### 3.2.1.5 Labels Parameters

1. On the **System Parameters** screen, click the **Labels** tab**.**

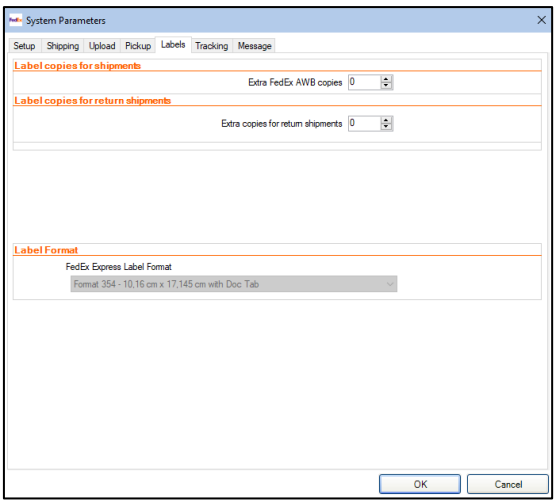


**Figure 26: Labels Parameters Screen**

2. In the **Label copies for shipments** field, enter the number of **Extra FedEx AWB copies** you wish to generate.

   ***Note:*** *The default number is set per country of installation. This default number is the minimum value for your origin country.*

3. In the **Label copies for return shipments** field, enter the required number of **Extra copies for return shipment** you wish to generate.

   ***Note:*** *The default number is set per country of installation. This default number is the minimum value for your origin country.*

4. In the Label Format field, leave the format as default "Format 354 - 10.16 cm x 17.145 cm with Doc Tab".

5. Click **OK**.

### 3.2.1.6 Tracking Parameters

1. On the **System Parameters** screen, click the **Tracking** tab.

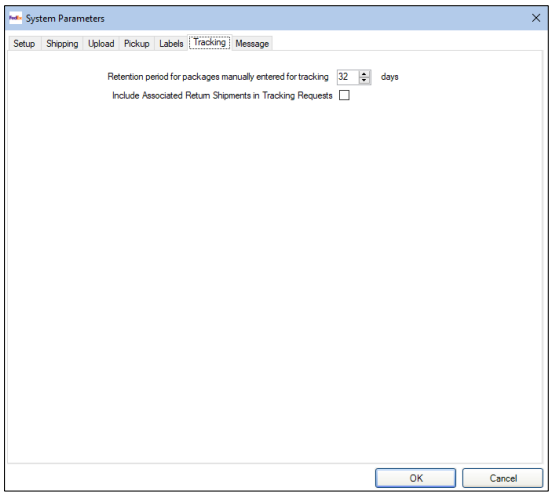


**Figure 27: Tracking Parameters Screen**

2. In the Retention period for packages manually entered for tracking field, enter the required number of days.

***Note**: The default number is 32.*

3. Select the **Include Associated Return Shipments in Tracking Requests** checkbox if you want to include Associated Return Shipments in Tracking Requests.
4. Click **OK**.

### 3.2.1.7 Message Parameters

1. On the **System Parameters** screen, click the **Message** tab.

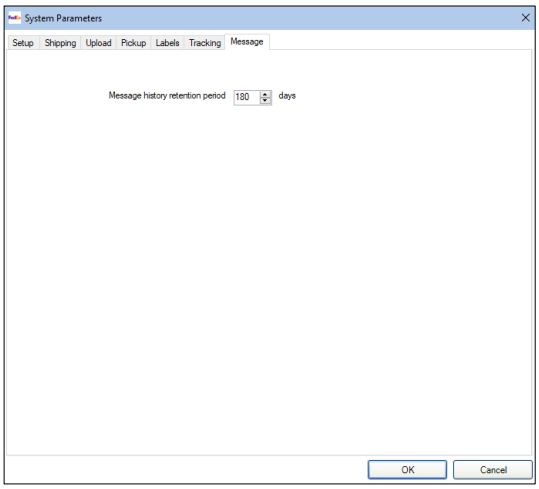


**Figure 28: Message Parameters Screen**

2. In the **Message history retention period** field, enter the required number of days.

# 3.3 Notifications

This menu allows to control the notification message you see in the application when performing an action. For example: When you create a shipment and click on the Ship button, a Rate Quote warning pop-up is displayed to indicate a warning on the rates applied for the shipment. The Rate Quote warning pop-up displays only when the notification message checkbox is enabled in the Notifications screen. If you do not wish to see the message in the application, then you can disable the notification message checkbox any time.

***Note**: In the Notifications screen, by default all the checkboxes are enabled however you can disable them anytime if not required.*

## 3.3.1 Enable/disable the notification message

To access the Notifications screen,

1. Click Start > Programs > FedEx Ship Manager > FedEx Ship Manager Software to launch the software.
2. From the **Setup** menu, select **Notifications**.
3. Mouse hover on the description to view the first 100 characters of the message.
4. Click **Show Message** button to view the complete message.
5. Enable/disable the checkbox for the respective description.
6. Click **OK** to save the settings.

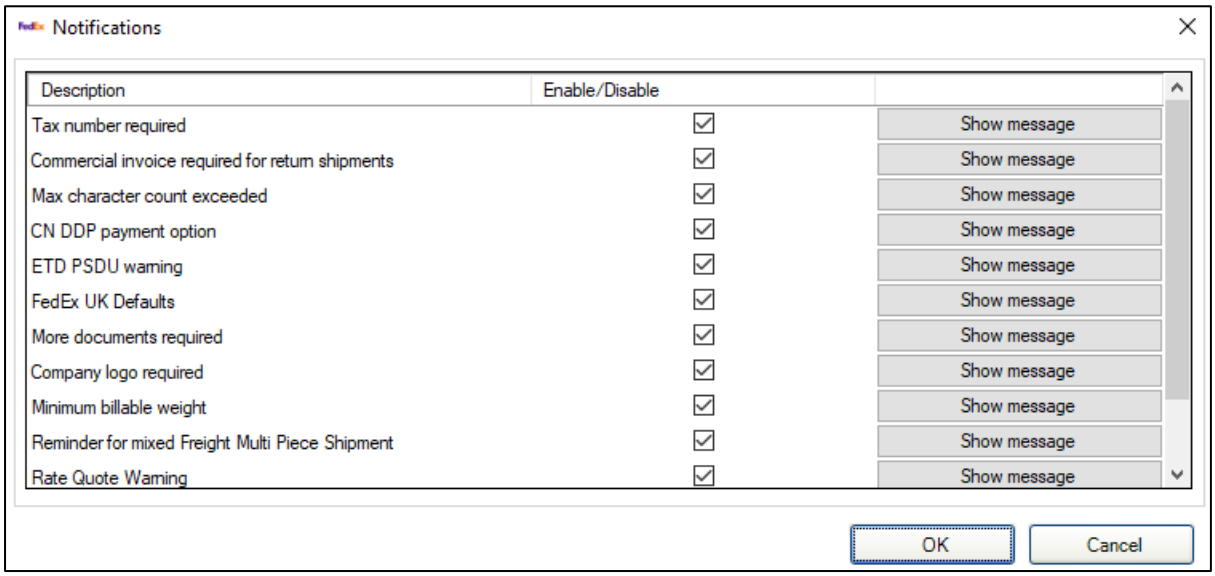


**Figure 29: Notifications screen**

***Note:** You can disable the notification when the message is displayed in the application when an action is performed. For example: If you enable the Rate Quote Warning checkbox in the Notification screen and when the shipment is created, a prompt message displays on the rate quote as shown in Figure 29. If you wish not to receive the warning message on rate quote, select the Do not show this message again checkbox in the pop-up window and you will not receive the message on the rate quote henceforth.*

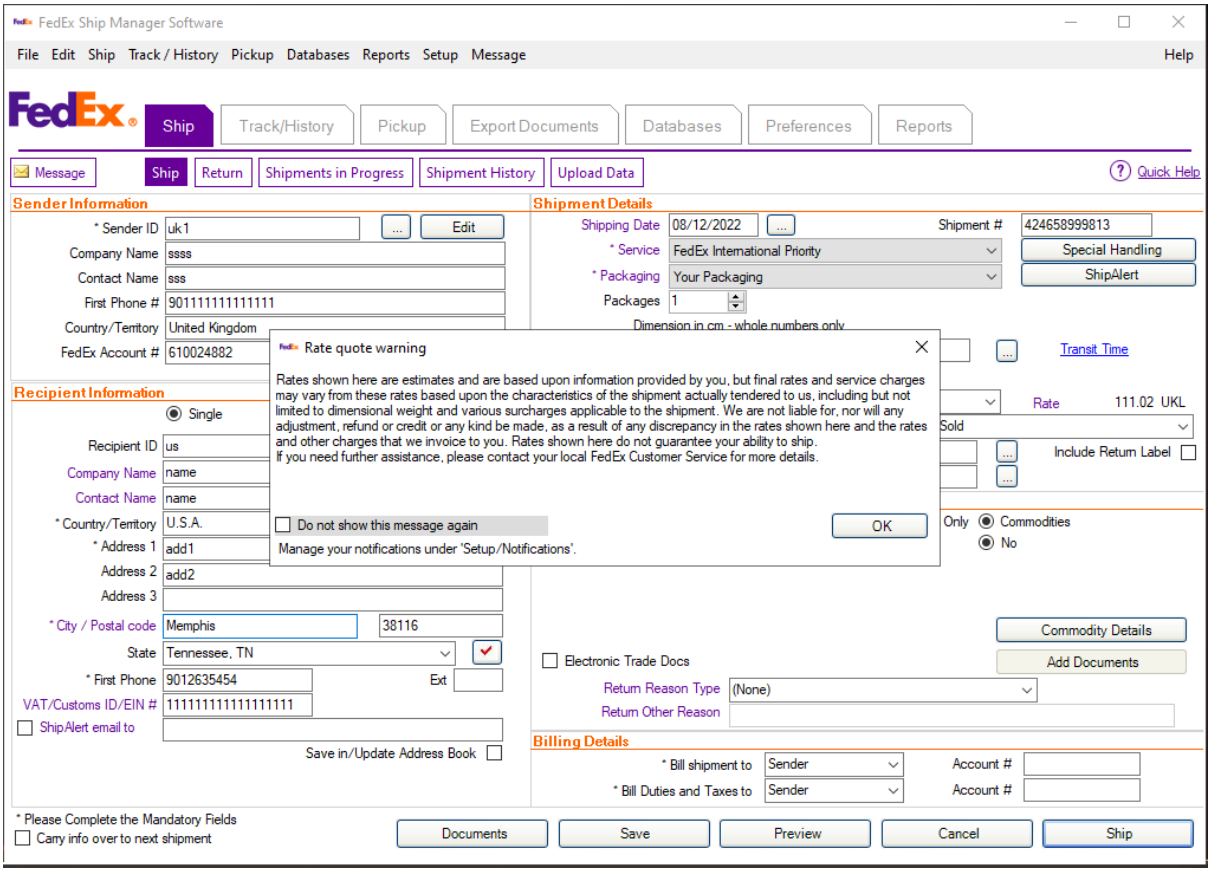


**Figure 30: Rate Quote warning pop-up**

# 3.4 Database Backup

To ensure the integrity of your shipping data, FedEx Ship Manager Software performs a backup. This automatic backup will be performed every 7 days upon upload of data to the FedEx system. A manual backup can be performed whenever needed to ensure that the most recent shipping information is always available.

## 3.4.1 Setting up Database Backup

This section describes the necessary steps to setup a database backup.

1. Click Start > Programs > FedEx Ship Manager > FedEx Ship Manager Software to launch to the software.
2. Select **Database Backup** from the **Setup** menu. The **Database Backup** screen will appear.

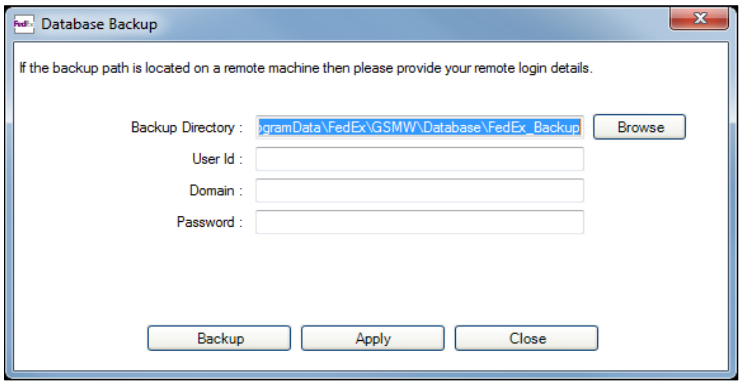


**Figure 31: Database Backup Screen**

3. The default backup location entered in the **Backup Directory** field will be as follows: ***\\ProgramData\FedEx\GSMW\DATABASE\FedEx_Backup***
4. To change the backup location, click the **Browse** button to browse through your computer or your local area network for a location in which to store the backup files.
5. Enter the necessary details in the **User ID, Domain** and **Password** fields if the backup path is located on a remote machine.
6. Select **Backup** to perform a backup of your shipping data to the backup location.
7. Click **Apply** to save the backup location you have entered without performing a backup.
8. Click **Close** to exit the **Database Backup** screen without saving any changes.

***Note*** *It is not possible to use the FedEx Ship Manager Software to perform a shipment while executing a backup.*

# 3.5 Label Printer Selection

FedEx Ship Manager Software enables you to configure the default label and the corresponding Printer type to print your shipment details. Now, you can create thermal label layout in a 4x6 PDF format.

## 3.5.1 Setting up Label Printer Selection

This section describes the necessary steps to configure the default labels and printer settings.

1. Click Start > Programs > FedEx Ship Manager > FedEx Ship Manager Software to launch to the software.
2. From the **Setup** menu, select **Label Printer Selection**. The **Label Printer Selection** screen will appear. It contains the **Intl/Domestic** and the **Return** tabs.

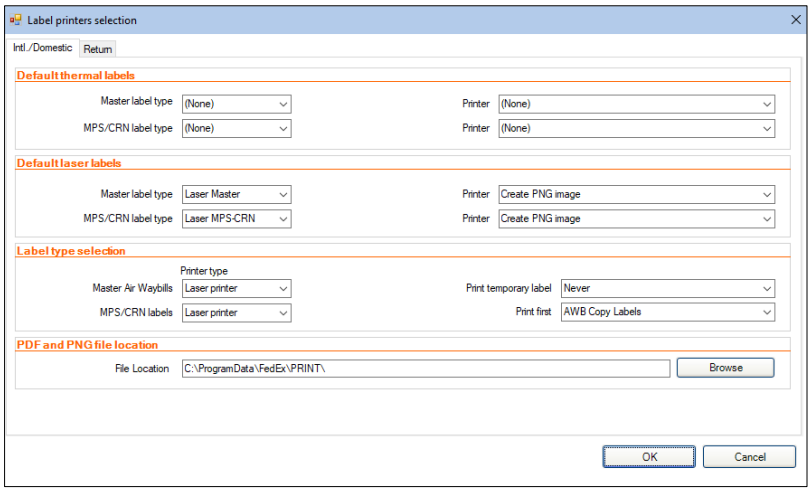


**Figure 32: Label Printer Selection Screen**

3. On the **Intl/Domestic** tab, in the **Default Thermal labels** section, from the drop-down list, select the required label types and the **Printer** options.
4. In the **Default Laser labels** section, from the drop-down list, select the required label types and the **Printer** details.
5. In the **Laser Type Selection** section, from the drop-down list, select the required Printer type for **Master Air Waybills** and **MPS/CRN** labels. Also, select the other necessary settings.
6. In the **PDF and PNG file location** section, in the **File Location** text box, browse and locate the file and click **OK**.

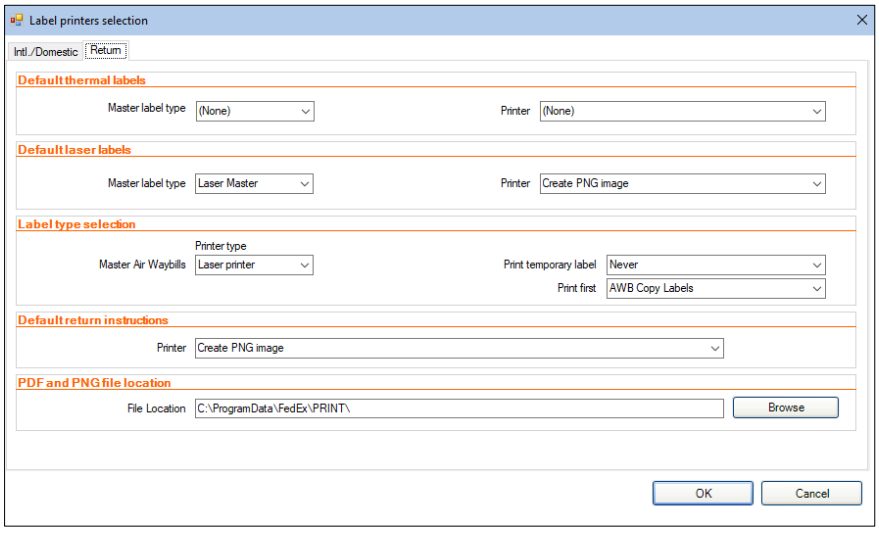


**Figure 33: Return Tab in Label Printer Selection Screen**

7. Similarly, you can provide the details in the **Return** tab and click **OK**.

# 3.6 Preferences

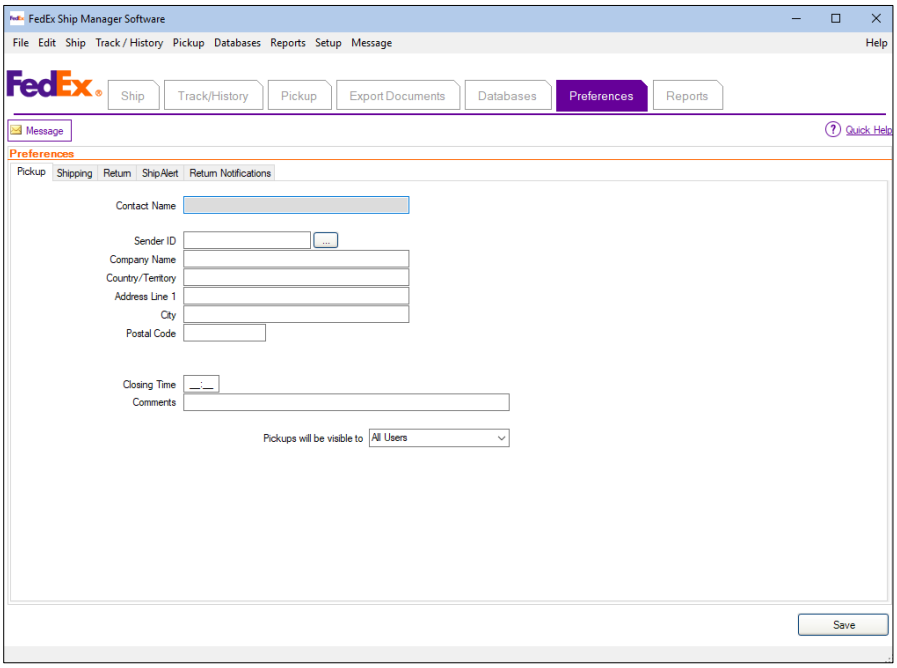


**Figure 34: Preferences Screen**

If you process many shipments with similar characteristics, you can set the default values for your shipments so that you need not provide the same information again.

## 3.6.1 Categories of Preferences

Selecting the main **Preferences** tab in the main screen provides access to the lower-level **Preferences** tabs:

- **Pickup**: Preferences related to scheduling courier pickups for your packages.
- **Shipping**: Preferences related to the processing of your shipments.
- **Return**: Preferences related to return shipments.
- **ShipAlert**: Preferences related to the FedEx Ship Manager Software FedEx ShipAlert email notification feature.
- **Return Notifications:** Preferences related to the management of notifications on return shipments.

## 3.6.2 Levels of Preferences

FedEx Ship Manager Software enables you to set your shipping and FedEx ShipAlert defaults on 3 levels:

- Application-wide defaults that denotes the default values for every shipment made with your installation of FedEx Ship Manager Software. These defaults are discussed in this chapter.

- Defaults for shipments made by a specific sender. For more information about sender defaults, see the sections **To specify defaults for shipments made by a sender - Shipping** and **To specify defaults for shipments made to a recipient - ShipAlert**.
- Defaults for shipments made to a specific recipient. For more information about recipient defaults, see the sections **To specify defaults for shipments made to a recipient - Shipping** and **To specify defaults for shipments made to a recipient - ShipAlert**.

***Note*** *Both sender and recipient defaults override the application-wide defaults. When specifying sender or recipient defaults, the last one specified will override.*

## 3.6.3 Setting Preferences

### 3.6.3.1 To Set the Pickup Preferences

1. Click the lower-level **Pickup** tab.

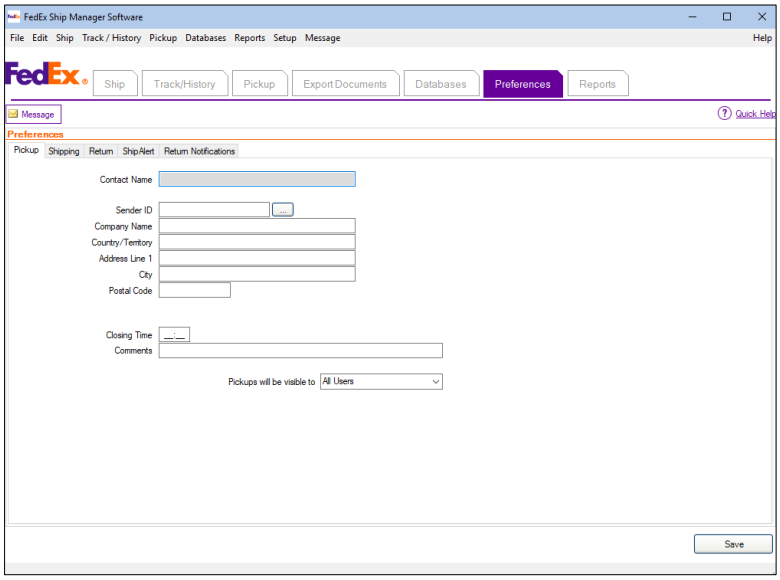


**Figure 35: Pickup Preferences Screen**

2. Enter the pickup location details or from the **Sender ID** list, select a sender.

***Note:*** *Senders have to be added to the address book before you can select them from the Sender ID list. See* ***Managing sender*** *for more information on how to add senders to the address book.*

3. In the **Closing Time** field, enter the latest possible time for pickups.
4. If necessary, use the **Comments** field to enter special instructions for the FedEx Express courier who will pick up your packages.
5. In the **Pickups will be visible to** field, select one of the threefollowing options: **All Users, My Group**, or **Only Myself**.
6. Click **Save**.
7.

### 3.6.3.2 To Set Shipping Preferences

1. Click the lower-level **Shipping** tab. The items in the preferences list correspond to the input fields you need to complete when entering a shipment.

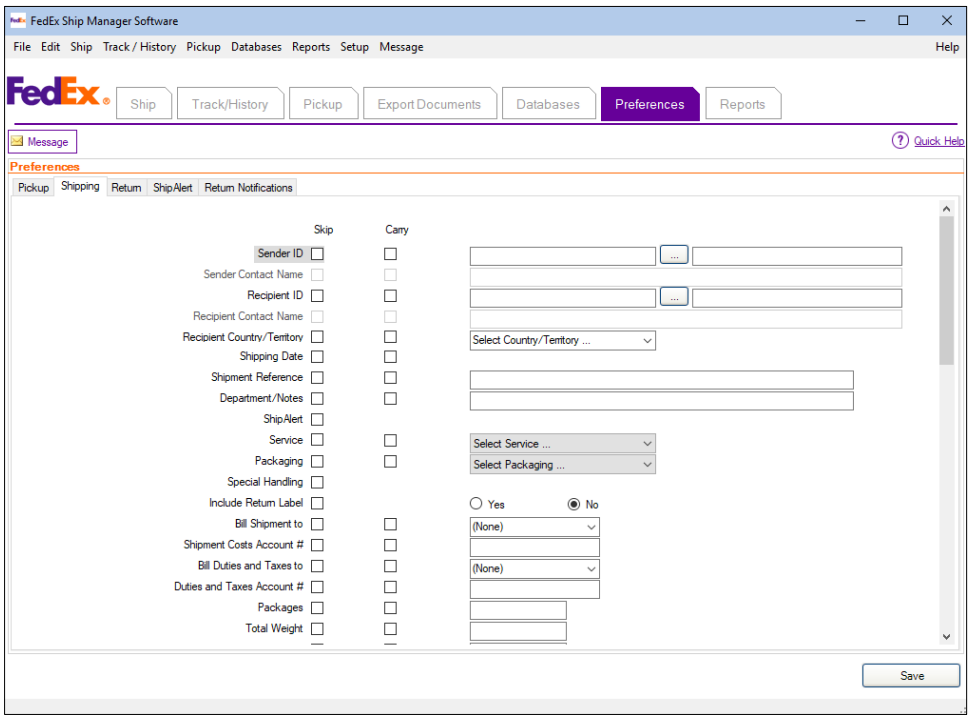


**Figure 36: Shipping Preferences Screen**

2. Scroll down the **Preferences-Shipping** screen and select or enter default values.
3. For every piece of shipping information, you can also select:

- **Skip**: Fields marked with **Skip** will be skipped when you move through the shipment entry form using the **Tab** key.
- **Carry:** When using the shipment entry form to enter a shipment's details, values you enter in fields marked with **Carry** will be carried over to the next shipment.

4. If necessary, enter or select your preferred invoice settings at the bottom of the screen.
5. Click **Save** when you have finished.

***Note**: For UK Domestic shipping only, default the Recipient Country/Territory to United Kingdom, the Weight Unit to Kilos and the Sender Account can be defaulted.*

### 3.6.3.3 To set Return Preferences

1. Click the lower-level **Return** tab. The items in the preferences list correspond to the input fields you need to complete when returning a shipment.

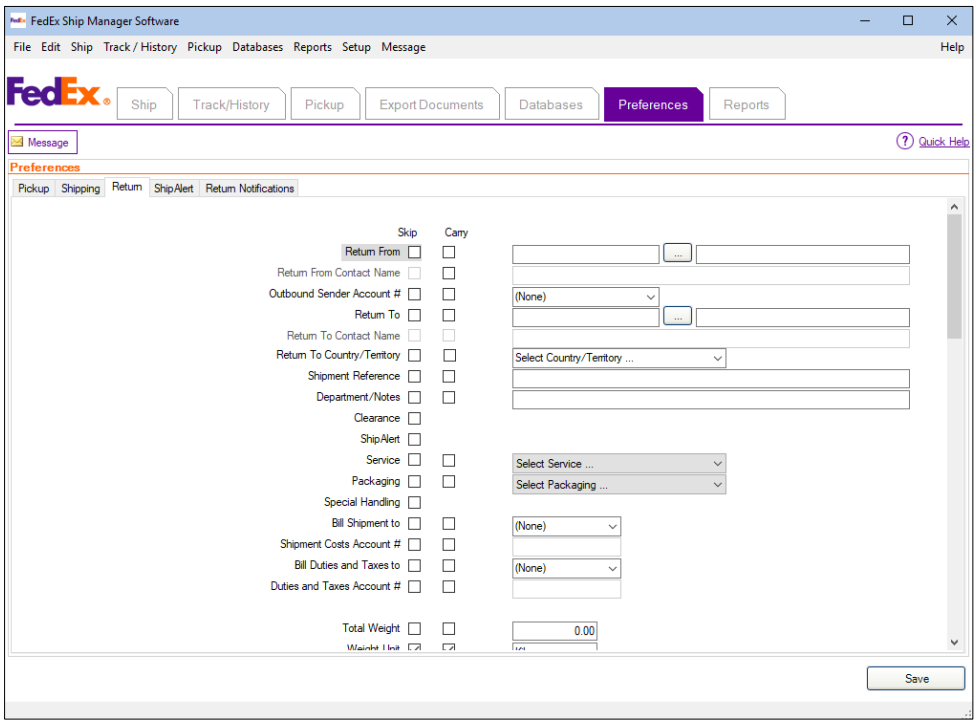


**Figure 37: Return Preferences Screen**

2. Scroll down the **Preferences - Return** screen and select or enter default values.
3. For every piece of return information, you can also select:

- **Skip**: Fields marked with **Skip** will be skipped when you move through the shipment entry form using the **Tab** key.
- **Carry:** When using the shipment entry form to enter a shipment's details, values you enter in fields marked with **Carry** will be carried over to the next shipment.

4. If necessary, enter or select your preferred invoice settings at the bottom of the screen.
5. Click **Save** when you have finished.

***Note**: For UK Domestic shipping only, default the Recipient Country/Territory to United Kingdom, the Weight Unit to Kilos and the Sender Account can be defaulted.*

### 3.6.3.4 To Set the FedEx ShipAlert Preferences

1. Click the lower-level **ShipAlert** tab. The **Preferences - ShipAlert** screen is displayed.

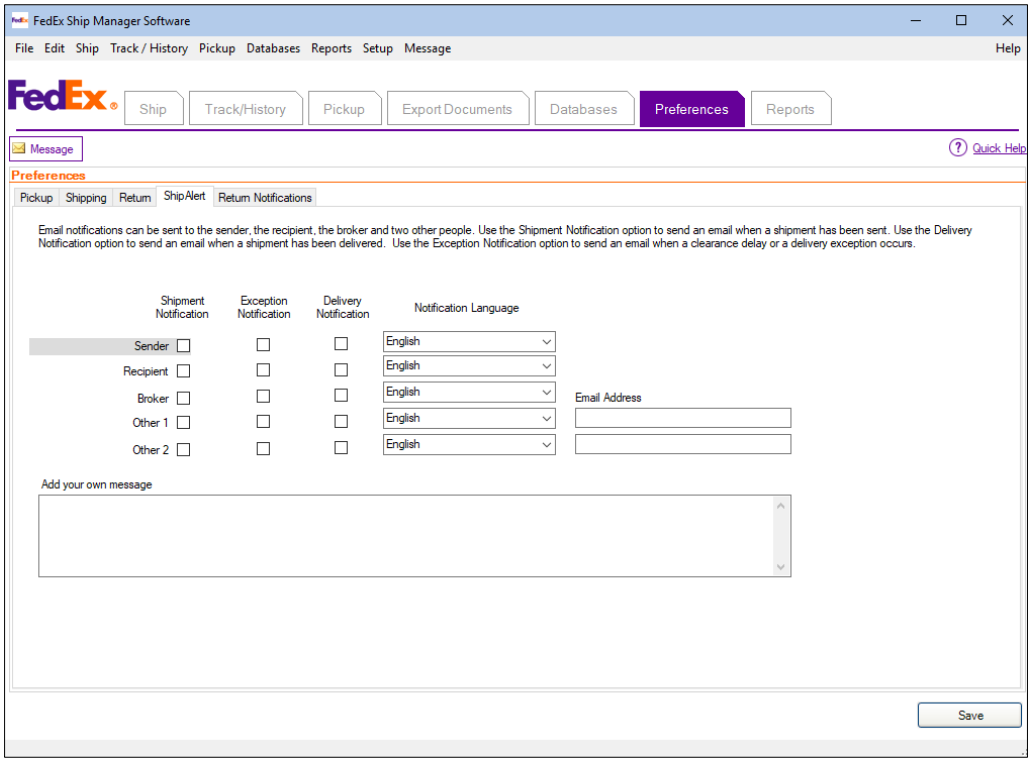


**Figure 38: Ship Alert Preferences Screen**

2. You can send FedEx ShipAlert Shipment Notification, Exception Notification and Delivery Notification emails to five recipients: the sender, the recipient, the broker, and two other people. When the shipment is sent or delivered, or in the case of a clearance delay or delivery exception, these recipients will receive an email informing them of the shipment status.
3. Select a Language from the Notification Language drop-down to get the notifications of your shipment in the selected language.
4. In the **Add Your Own Message** field, you can add a message that will be appended to the shipment notification emails.

***Note:*** *To make this option work properly, the sender's email address must be correctly entered in the* ***Sender Information*** *screen of the Address Book database (see* ***Managing Senders****). This also applies to the Recipient's as well as the Broker's email address.*

5. In the fields **Other 1 and Other 2**, you can enter the email addresses of one or two more people to receive shipment notifications.
6. Click **Save**.

### 3.6.3.5 To Set the Return Notifications

1. Click the **Return Notifications** tab. The Return notifications screen is displayed.

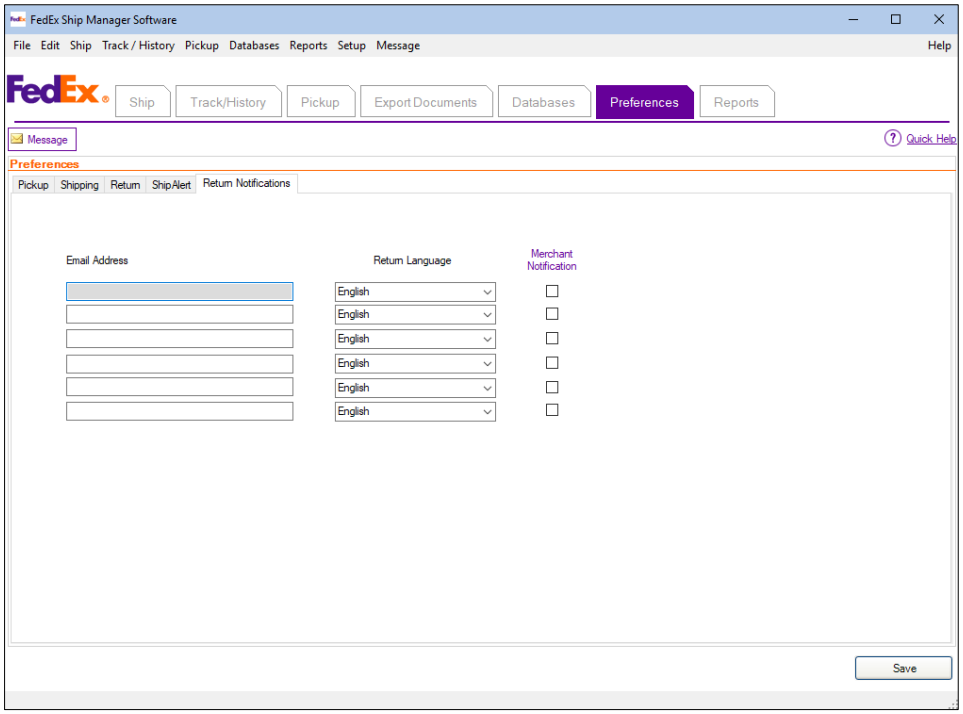


**Figure 39: Return Notifications Preferences Screen**

2. Enter the email address of the recipients who need a Return notification.
3. Choose the return language per recipient.
4. Select **Merchant Notification** checkbox if you want to receive a notification as Merchant.

# 3.7 Messages

FedEx can send messages through the software interface to the user. Any message send by FedEx will be downloaded when the software makes a connection with the FedEx backend services to fetch updates and upload the shipments to the servers.
When the software is started, there will be a check in the background to see if there are new messages available. If so, a popup will appear to inform the user as follows:

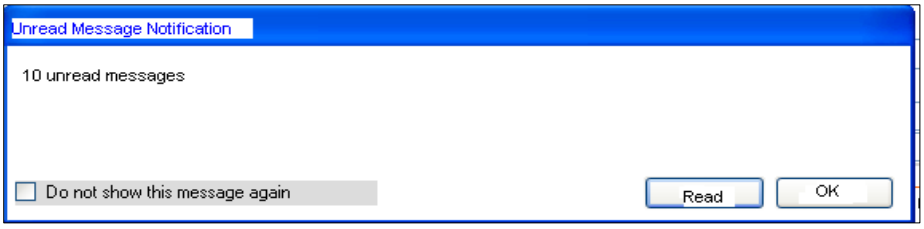


**Figure 40: Unread Message Notification**

In the upper left corner of the software, click the **Message** button to access the message interface.

**Figure 41: Message Button**

The screen is divided into top panel and bottom panel. The top panel contains a list of messages, delete button and print button. The bottom panel is used to display message contents.

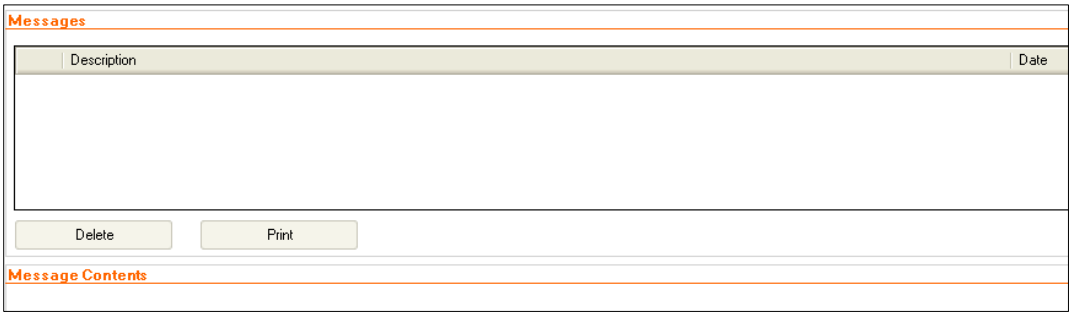


**Figure 42: Email Message Screen**

In **System Parameters** there is a new tab where you can change the amount of days to keep the messages stored in the software (between 1 and 365). Default is 180.

# 4 Shipping

## 4.1 Overview

FedEx Ship Manager® Software enables you to automate the shipping process, making it easier and less time-consuming. Air waybills can be printed on plain paper, and recurring key information, such as addresses and commodities, can be saved and retrieved from a database.
***Note:*** *The database components are discussed in great detail in* ***Databases.***

This chapter covers the following topics:

- Creating a new shipment
- Printing your shipping and other documents
- Maintaining and controlling shipment
- Transferring your shipment information to the FedEx shipping system

## 4.2 Entering Shipments

### 4.2.1 Entering General Information

#### 4.2.1.1 Sender Information

1. On the main screen, click the **Ship** tab.

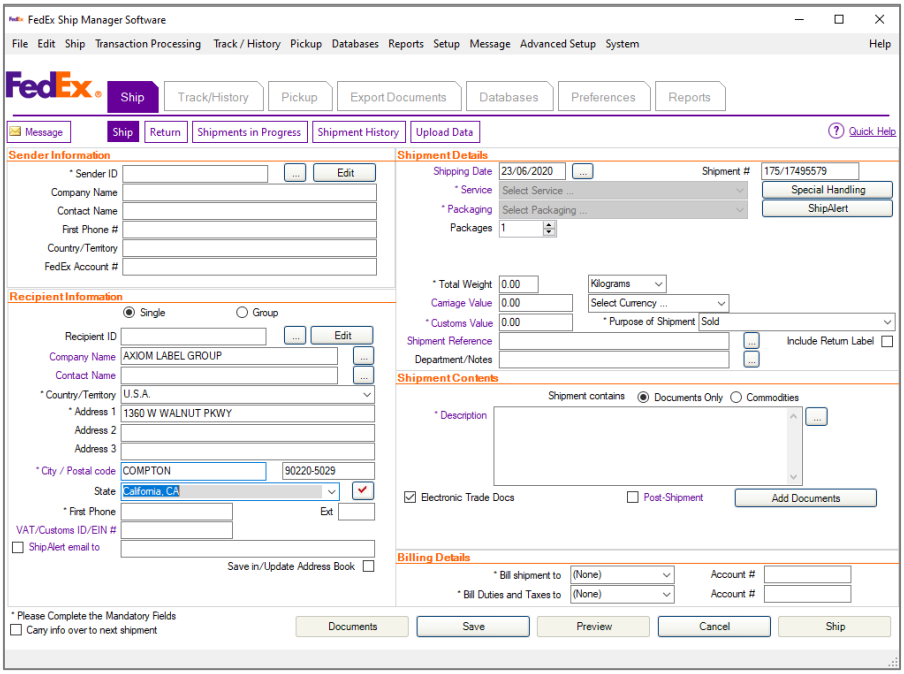


**Figure 43: Ship Tab Details Screen**

2. In the **Sender Information** section, either select a sender from the **Sender ID** list so that the details are filled in automatically by the application or click the **Edit** button to enter the sender's details manually. If there is only one sender in your address book, this will automatically be loaded as a default.

***Note:*** *Senders need to be added to the address book before you can select them from the Sender ID list. See* ***Managing senders*** *for more information on how to add senders to the address book.*

### 4.2.1.2 Recipient Information

1. In the **Recipient Information** section, select **Single** to ship to a single recipient or **Group** to ship to a recipient group.
2. Either select a recipient from the **Recipient ID** list so that the details are filled in automatically by the application or enter the recipient's details manually in the **Recipient Information** section.

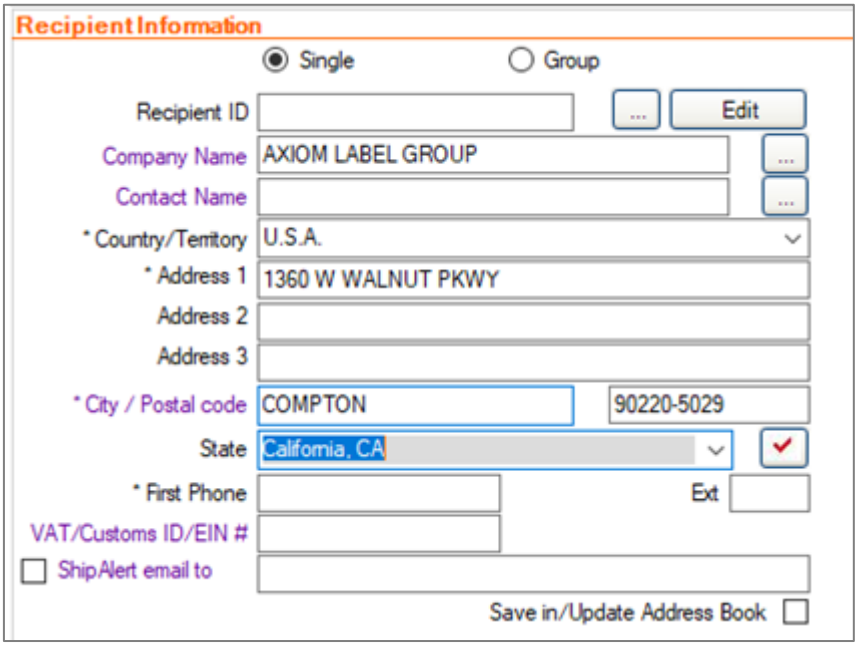


**Figure 44: Recipient Information section**

### 4.2.1.3 Validate Address

The Validate Address button in the Recipient Information screen enables you to validate the recipient addresses.

Perform the below steps to validate an address:

1. Enter the Recipient Address that needs to be validated in the address fields.
2. Click the **Validate Address** button.
   The **Communication Status screen** is displayed indicating the software is validating the address entered.
3. Once the address is validated, the **Address Validator Results** screen is displayed.
4. The Address Validator Results screen displays the address that was entered along with the suggested address.
5. The Address Validator Results screen has the following fields:
   - **You Entered**: Displays the address specified by the users.
   - **Type**: Specifies if the address entered is residential or a business address.

- **Keep Input**: The corresponding checkbox enables the user to select the suggested address component.

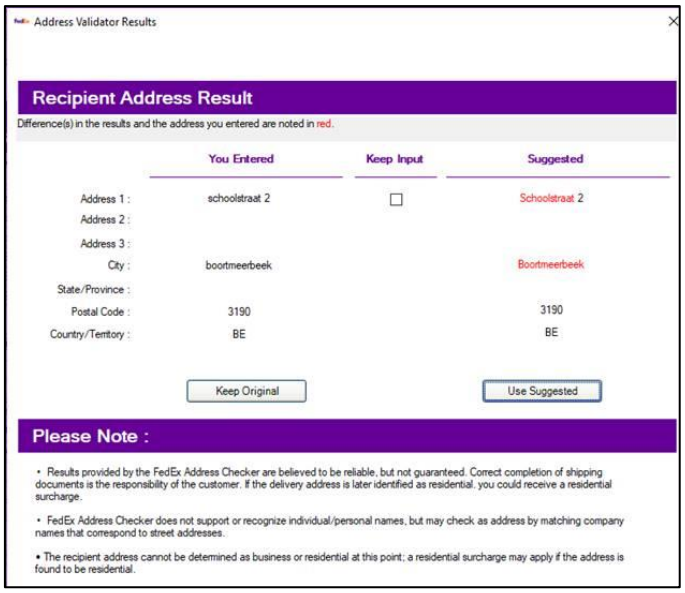


**Figure 45: Shipment Details section**

6. You can choose to keep the original address you entered by clicking the **Keep Original button**. Or you can use the suggested address by clicking the **Use Suggested** button.
7. Once the address is validated, the check mark on the Validate Address button turns green.

*Notes:*

- *The address selected from the Address Search screen, or the Address book is considered as a validated address and the Validate Address button turns green.*
- *If the validated address is edited in the recipient information section and is saved to the address book, then this address is updated in the recipient address book.*

### 4.2.1.4 Domestic UK Shipments

#### Address Search

The Validate address button is not displayed for the domestic U.K. shipments. Instead, Address Search screen is displayed.

For U. K domestic shipments, the U.K. **Address Search** screen displays the picklist section with the address details as shown in figure 47. Actions that can be performed on the **Address Search** screen are as follows:

- **Search** - F2: Click Search or press F2 on the keyboard to initiate an additional search for address details provided.
- **Previous** – F3: Click Previous pr press F3 on the keyboard to navigate to the previous row in the picklist.
- **Next** – F4: Click Next or press F4 on the keyboard to navigate to the next row in the picklist.
- **Cancel** – F9: Click Cancel or press F4 on the keyboard to cancel the search and close the **Address Search** window.

- **Select** – F10: This button is used in the following scenarios:
    - **Case 1**: If the address provided is complete, then upon clicking select or pressing F10 on the keyboard the selected address is considered as the recipient address on ship/return window and the address search widow is closed.
    - **Case 2**: If the address provided is partial, then upon clicking select pressing F10 the selected address is pre-populated in the addition search criteria fields on the address search window.

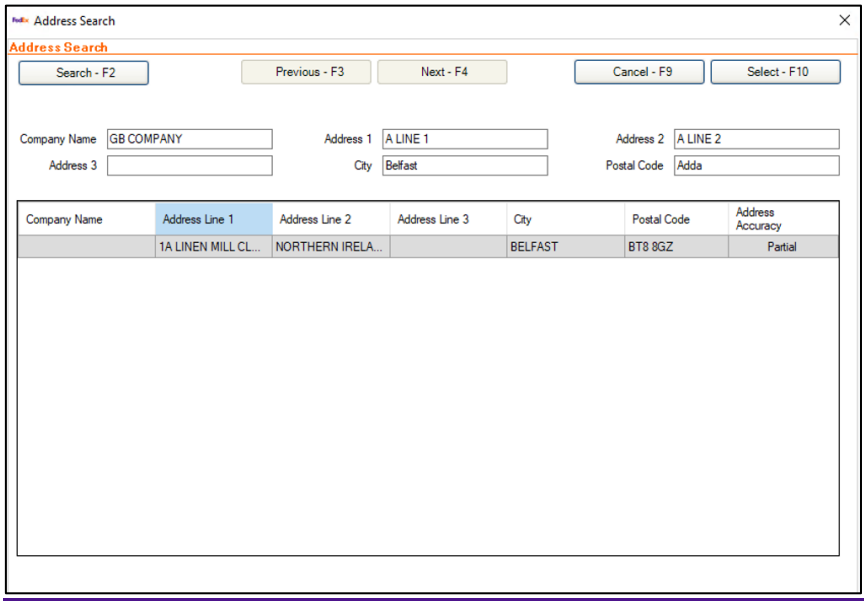


**Figure 46: Address Search**

### 4.2.1.5 Date, Service and Packaging

1. In the **Shipment Details** area, accept today's date which is automatically inserted in the **Shipping Date** field, or enter a later date (this can be up to ten days in the future).

***Note*** *The shipping date is the date a shipment that is actually handed over to a FedEx Express courier or dropped off at a FedEx location.*

2. From the **Service** drop-down list, select the required service.
3. From the **Packaging** drop-down list, select the required packaging.
4. Click **Special Handling** if you wish to select one of the special handling options. You need to enter sender and recipient info, service & packaging and a weight for your shipment before you can select a special handling option.
5. Click **ShipAlert** if you wish to verify or further specify the shipment's FedEx ShipAlert details.

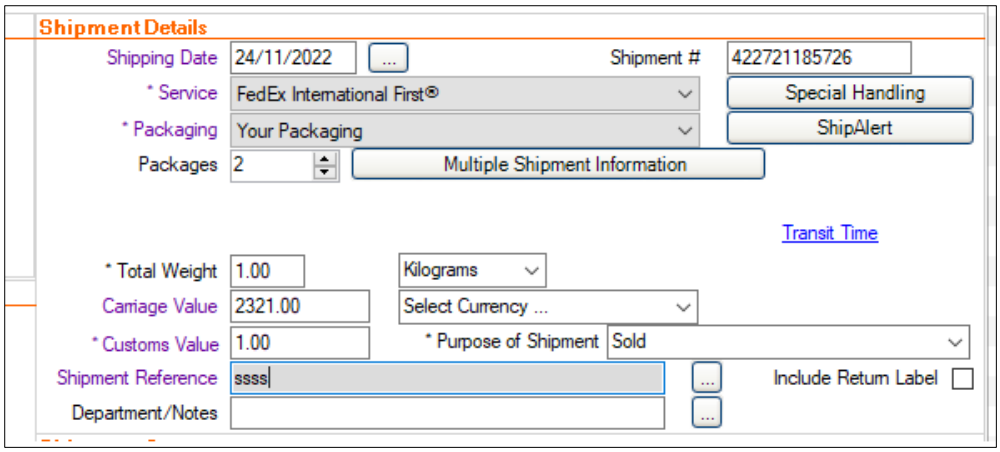


**Figure 47: Shipment Details section**

## 4.2.1.6 Selecting Special Handling Options

On the **Special Handling** screen, you can specify additional options to the service that you select in the **Service** field of the **Shipment Details** area when entering a shipment.

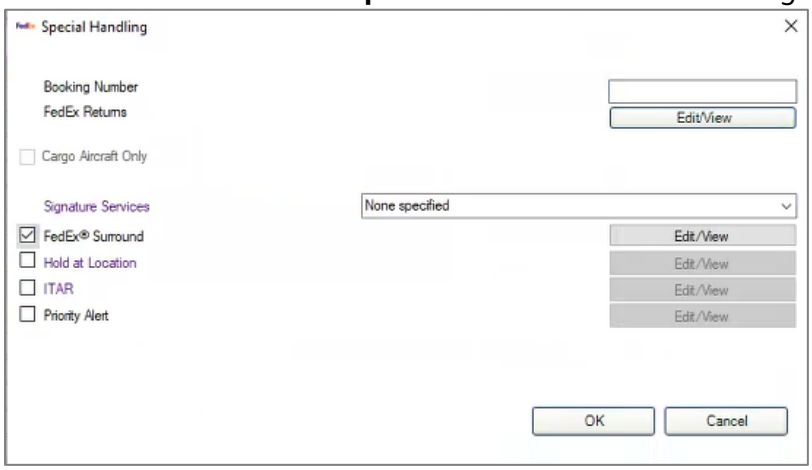


**Figure 48: Special Handing Screen**

***Notes:***

- *The booking number field is not displayed for all non-distribution services.*
- *In case the recipient is selected as the payer for the transport charges, you can select the additional option Freight To Collect (Mexico and India domestic shipping only). The following Reminder window will appear.*

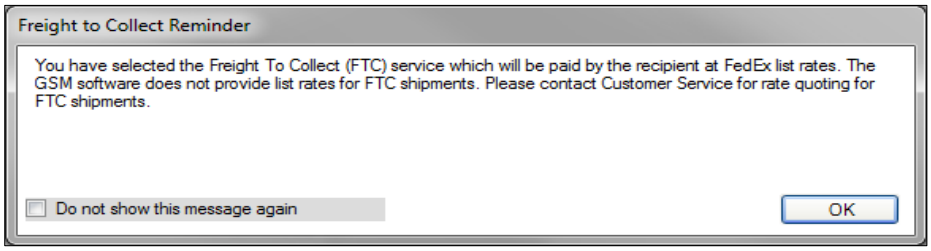


**Figure 49: Freight to Collect Reminder**

- *For Simplified intra EU shipments, the 'Goods not in free circulation' checkbox is disabled.*

You must enter special handling options if:

- Your shipment contains dangerous goods, dry ice, or cut flowers.

***Note**: If your shipment contains dry ice, enter the following formula in the description box: UN1845, Dry Ice, AxBBKG, whereby "A" denotes the number of packages containing dry ice and "BB" denotes the weight of one package. For example: UN 1845, Dry Ice, 3 x 8 KG. FedEx Ship Manager Software enables you to combine packages containing Dry Ice with packages not containing Dry Ice and packages with different Dry Ice weight.*

- Your shipment contains lithium battery items. You can choose appropriate classification type for your lithium battery commodity items.
- You require a booking number for the International Priority Freight Service and the Economy Freight Service. This field only appears when the service requires a booking number. FedEx Ship Manager Software does not allow IPF/IEF shipments that have weight or dimensions below the maximums for IP/IE. Either the weight or the dimensions have to be above the maximums for IP/IE.
- You want to select a broker to handle your shipment.
- You want to use the Saturday pickup and delivery service.
- You do not want to send your shipment to the recipient but want it to be held at a FedEx location.

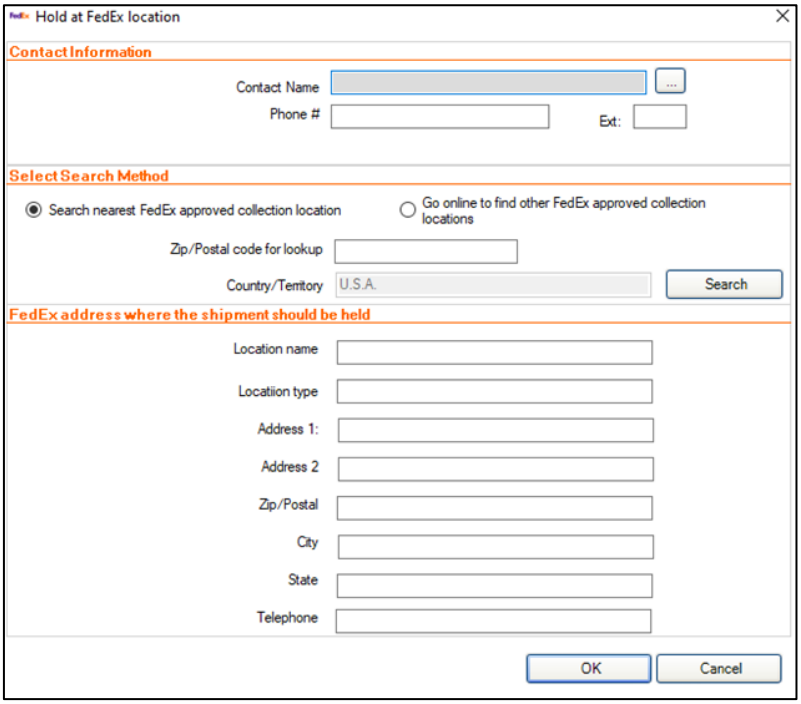


**Figure 50: Hold at FedEx Location**

***Note:** Search nearest FedEx approved collection location and Go online to find other FedEx approved collection locations are available only for non-freight services.*

### 4.2.1.7 Packages and Weight

1. In the **Packages** field of **Shipment Details** area, specify the number of packages in your shipment. For two or more packages, **Multiple Shipment Information** button will be displayed.
2. If you are not using FedEx packaging and only shipping one package, specify the package's weight in the **Total Weight** field and enter the **Carriage Value** and **Customs Value**. Select the **Purpose of shipment** from the drop-down list.
3. If you are not using FedEx packaging and shipping two or more packages, click **Multiple Shipment Information** button and enter the dimensions and the weight of the packages in each package's individual field.

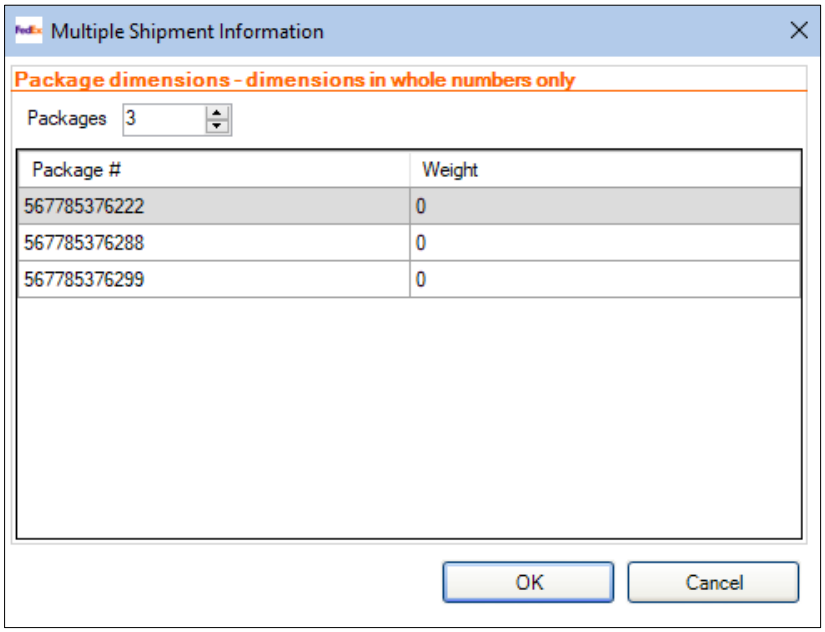


**Figure 51: Multiple Shipment Information Screen**

4. In the second part of the **Total Weight** field, select kg as the metric weight unit or lbs as the Imperial weight unit.

   ***Note**: The weight unit of your choice can be set as default in the shipping preferences list (see **To Set the Shipping Preferences**).*

### 4.2.1.8 Transit Time

Transit Time displays the estimated delivery commitment dates of the package.

In the Transit Time Information dialog box,

- **Arrives On** displays the estimated delivery commitment date based on the shipment details.
- **Delivered By** displays the applicable service types that delivers the package on the estimated date. Under each service type, the estimated delivery time of the package is displayed.
- The current service type selected in the Shipment Details area will be highlighted.
- You can change the service type if required. To change, choose the service type and then click the **Select** button.

***Note**: Once you select the service type in **Transit Time Information** dialog box, the service type will be updated in the **Shipment Details** section in **Ship** screen.*

- Click **View more details** link to view the disclaimer.

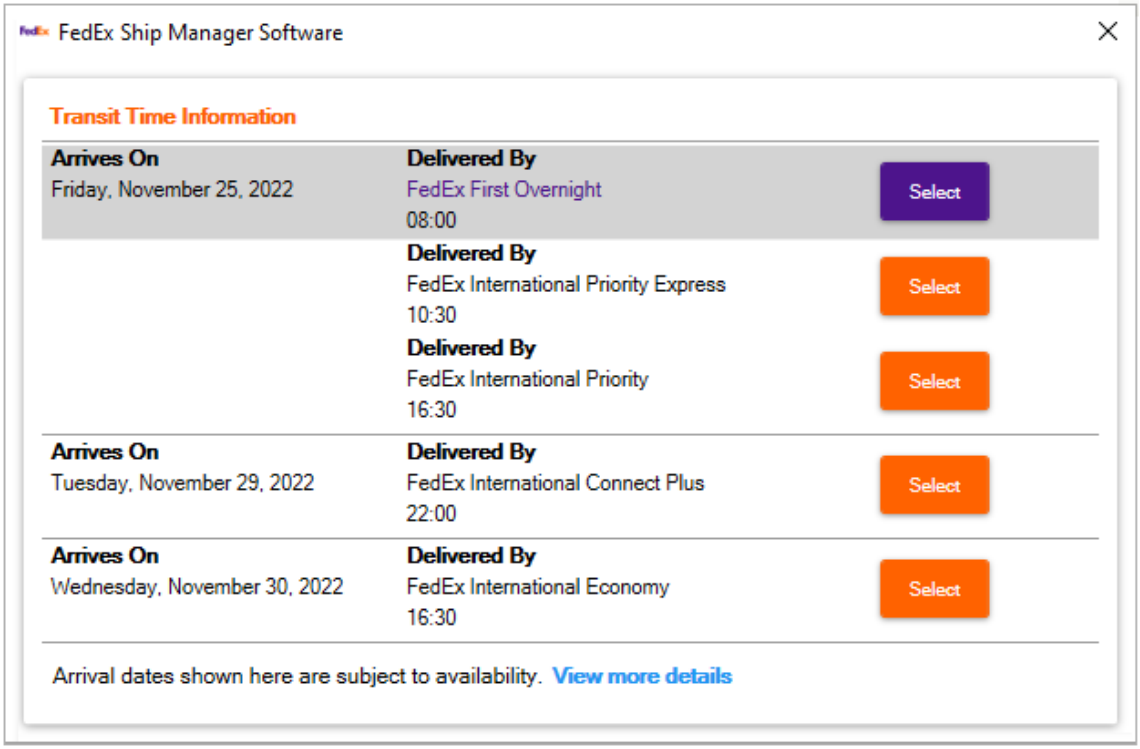


**Figure 52: Transit Time Information dialog box**

***Notes:***

- *The Transit Time link displays on the ship screen only when the Sender, Recipient, and Total Weight information is entered.*
- *If Transit Time information is not available temporarily, a pop-up displays stating 'Transit Time is temporarily unavailable. Please try again later'. Click **Retry** button to try again or else click **OK** to close the pop-up.*
- *If Transit Time information is not available for the entered shipment details, a pop-up displays stating, 'Delivery estimates are not available for this shipment'. Click **OK** to close the pop-up.*

### 4.2.1.9 Entering Values

1. In the **Carriage Value** field, enter the package's declared value for carriage.
2. In the **Customs Value** field, enter the package's declared value for customs and select a currency from the drop-down list.

***Note:** The carriage value can never exceed the customs value.*

*The currency dropdown will be listed in English in the View mode as well as when the software language is in Simplified Chinese, Traditional Chinese, Japanese, Korean, Thai, Vietnamese or Indonesian.*

3. In the **Purpose of Shipment** field, select the one as your purpose from the drop-down list.
4. In the **Shipment Reference** field, you can enter a reference for your shipment. You can also select a Shipment Reference by clicking the button next to the field. The **Shipment**

**Reference** screen appears, in which you can enter or select a shipment reference. Any shipment reference you enter here will also appear on your air waybill and on your commercial invoice if you choose to create one. In general, shipment references can be useful for reports and for tracking.

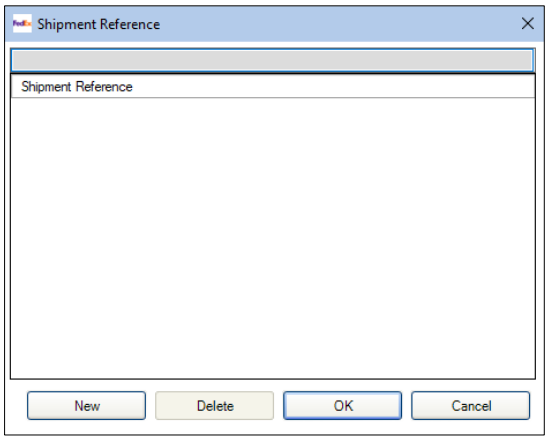


**Figure 53: Shipment Reference Screen**

5. Select **Include Return Label** if you want to include a label for the return shipment. If you select the **Include Return Label** option, you will automatically go to the Return Shipment screen after you process your shipment. For more information, see **Returning Shipments**.
6. In the **Department/Notes** field, you can enter the name of the department or enter additional information about your shipment. You can also select the name of a department or additional information by clicking the button next to the field. The **Departments** screen appears.

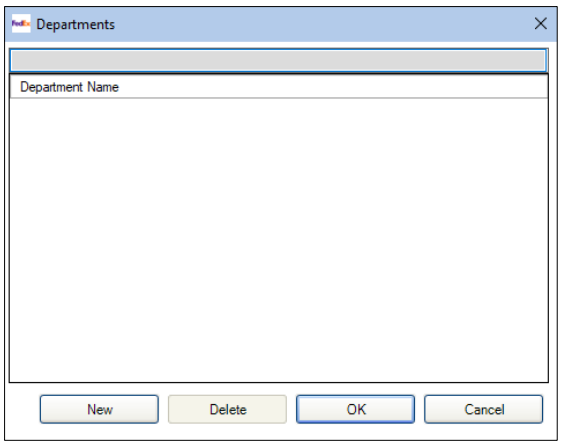


**Figure 54: Department Screen**

7. Select **New** to enter a new department or note or click the arrow to select an existing department or note.
8. Click **OK** to enter your department details and return to the **Ship** screen. This information will not be printed on the shipping labels and can only be used for reporting purposes.

***Note**: Delivery instructions added to this section are not binding on FedEx and it assumes no liability for compliance or non-compliance with any such instructions.*

### 4.2.1.10 Shipment Contents Details

FedEx Ship Manager Software enables you process:

- Document shipments
- Commodity shipments, also known as non-document shipments

***Note:*** *Intra EU shipments do not require detailed commodity information. Adding a description will suffice for intra EU shipments.*

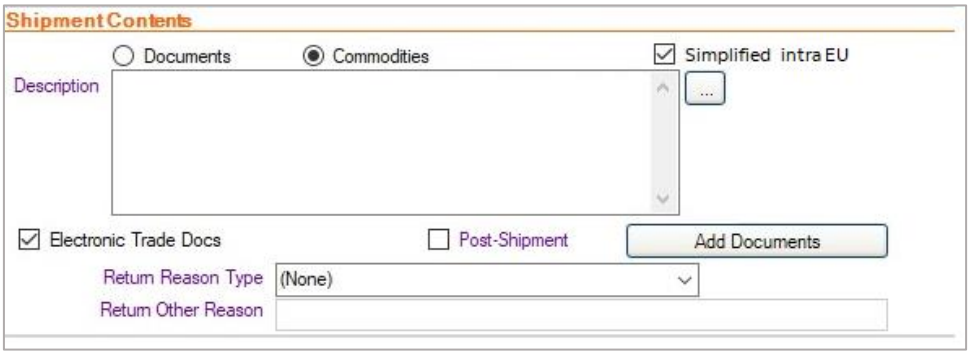


**Figure 55: Shipment Contents**

Proceed as follows to make a shipment that contains documents:

1. Ensure that the **Documents Only** option is selected. You should select the **Documents Only** option when your package contains letters, certificates, or forms.
2. In the **Description** area, enter a description of the documents you are shipping or click the button to select a description from the **Document Types** screen. If a message pops up, warning you that the description you entered is incomplete or inaccurate, you will have to modify the data to be able to print your shipment.

However, if your package(s) consist of commodities, proceed as follows:

3. In the **Shipment Contents Details** area of the **Ship** screen, select the **Commodities** option. The **Shipment Contents Area** of the **Ship** screen changes:

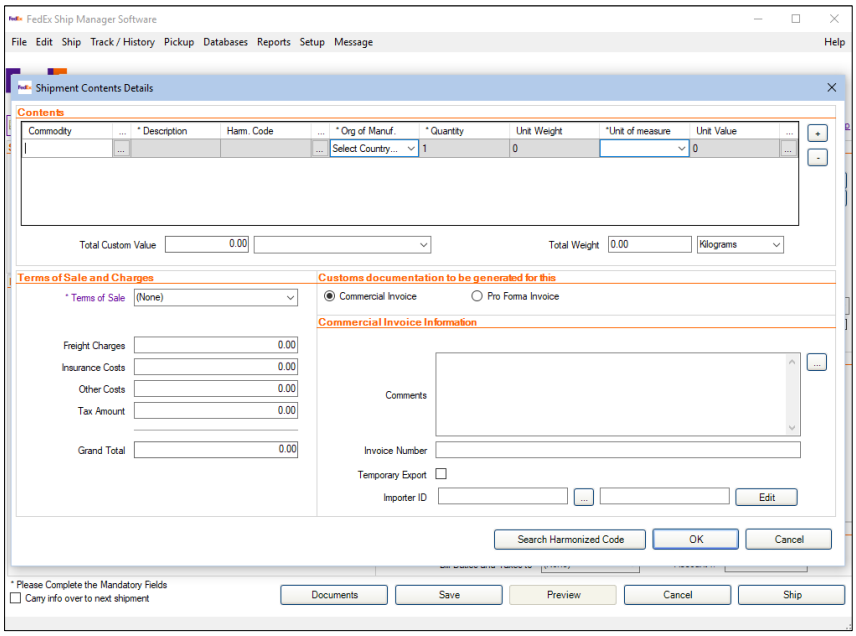


**Figure 56: Shipment Content Details**

4. Depending on the destination of your package, select **Yes** or **No** at the **Print Commercial Invoice** option. If you select **Yes**, you can specify the contents of your shipment on the **Shipment Contents Details** screen. For more information, see **Creating a Commercial Invoice**. If you select **No**, continue with the following step.
5. Either manually enter information about the commodities you are shipping or click the button next to the **Commodity** field to select the commodities from the **Commodities Overview** screen.

***Note**: The description of the shipment contents appears on the FedEx Ship Manager Software shipping documents, including the Commercial Invoice. Therefore, it should be as complete and detailed as possible, including, but not limited to, the name by which each item is known. Click **Shipment Contents** section for more information.*

### 4.2.1.11 Billing Details

The **Ship** screen's billing details are the last pieces of information you need to enter for a new shipment. Entering this information consists of the following steps.

1. In the Bill shipment to drop-down list, select **Sender, Recipient** or **Third Party** as appropriate.
2. In the **Account #** field, enter the recipient's or third-party's FedEx account number. When selecting **Sender**, the account number will automatically be entered.
3. In the Bill Duties and Taxes to drop-down list, select Sender, Recipient or Third Party as appropriate.
4. In the **Account #** field, enter the recipient's or third-party's FedEx account number. When selecting **Sender** or if recipient account number is already provided in Recipient database, the account number will automatically be entered.
5. For China International non commodity shipment, if you select the **Bill Duties and Taxes to** as **Sender** or **Third Party** the below message is displayed:
6. When you select "Bill Duties and Taxes to Sender", you represent and warrant that sender has agreed to pay duties & taxes and applicable surcharges, regardless of whether or not duties & taxes documentation is provided."

***Note**:*

- *The Sender and Recipient Account numbers must not be same. An error message is displayed if the Sender and Recipient Account numbers are same in the billing Details section.*
- *A valid FedEx account number is always required if the sender or a third party is paying for the duties and taxes and is billed by invoice.*

### 4.2.1.12 Document Notification

The **Documents** button is enabled once the origin/destination country information is provided.

When you select the **Document Only** radio button and click on **Documents** button in the bottom, the **Document Notification** screen is displayed. It has following sections:

- **Documentation: Required** — This section lists the required documents for the shipment. Ex: FedEx AWB.
- **Documentation: Might be Required** — This section lists the documents which might be additionally required for the shipment. Ex: Pro Forma Invoice and Commercial Invoice.
- **Advisories** — This section lists the advisories.

- **Prohibited Document(s) messages** — This section lists the prohibited document messages.

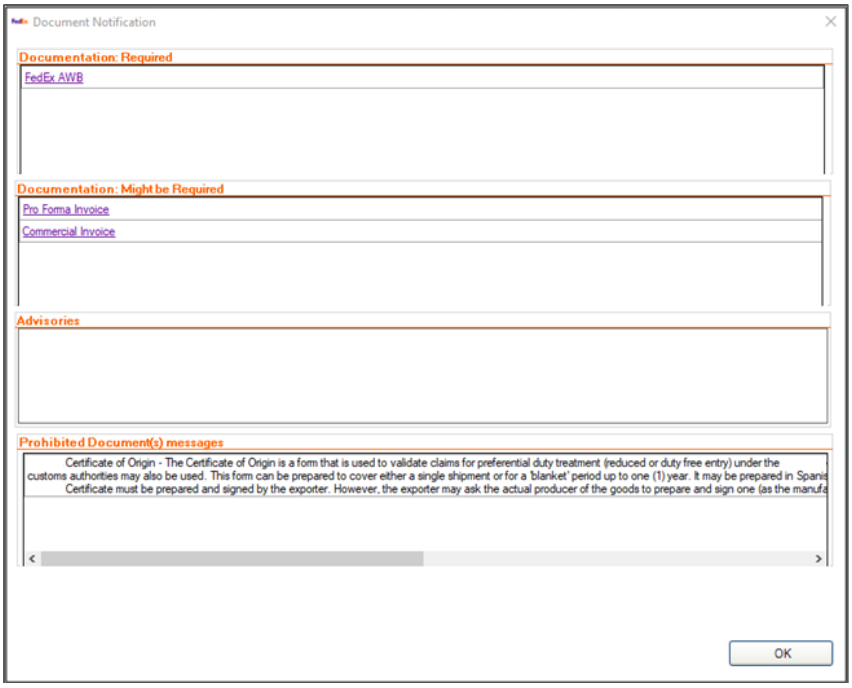


**Figure 57: Document Notification screen**

### Document Information

The document information can be viewed upon clicking the document link under the **Documentation** sections. It provides the additional information on the document such as:

- Document Title
- Document description
- Number of Copies
- Document Type
- FedEx Generated
- Signature Image
- Document Advisory

***Note**: The document information will vary based on the document.*

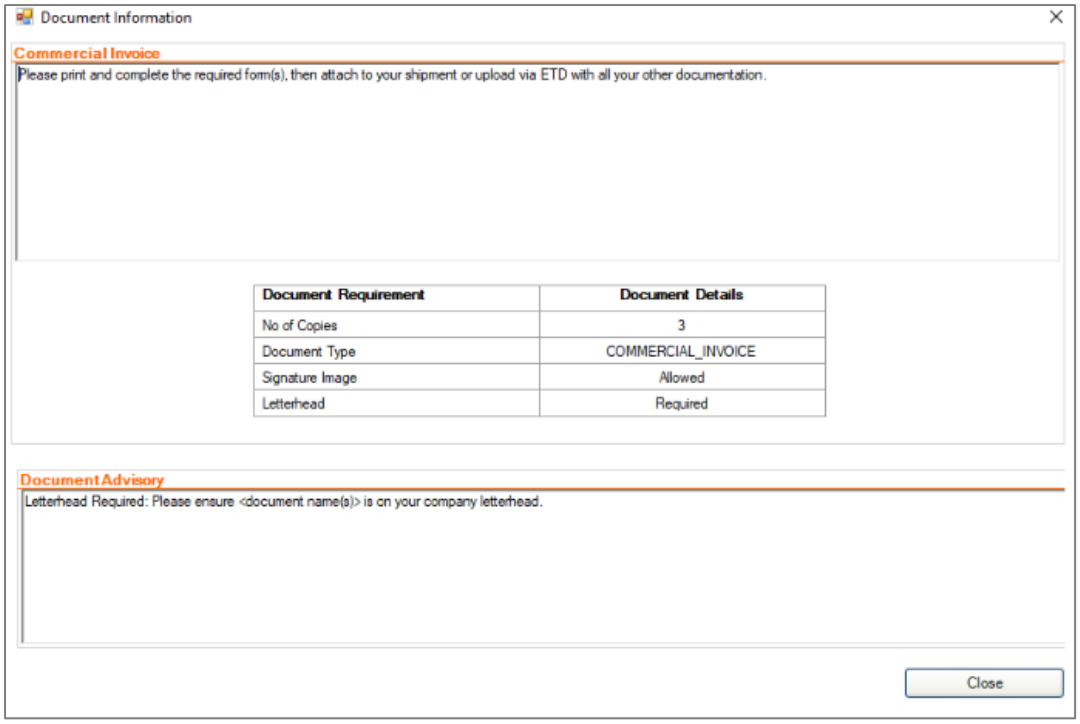


**Figure 58: Document Information of a Commercial Invoice**

### 4.2.1.13 Completion

1. Select **Carry Info Over To Next Shipment** checkbox, if you want to use the information you entered for this shipment as a base for your next shipment. This checkbox is located on the bottom left side of the **Ship** screen.
2. Click **Ship** to continue with the shipping process and print all the needed shipping documents.
3. For China international non group commodity shipment, software will display a reminder pop up Message as "*Please continue to declare China export shipment by using FedEx China Online Declaration Tool*".
4. Click **Save** to save your shipment. You can either save your shipment as an open shipment (if you wish to complete the shipment at a later time) or as a template shipment (if you wish to keep these details for a future, similar shipment). Both open shipments and template shipments are transferred to the **Shipments in progress** overview screen.

## 4.2.2 Entering FedEx ShipAlert® details

These are the FedEx ShipAlert details to enter during the creation of a new shipment. In the Ship tab, when you click on ShipAlert button, the FedEx ShipAlert dialog box is displayed. Sender's default notification language is set to the language of the user currently logged in while the recipient, broker and other's default notification language is set to English.

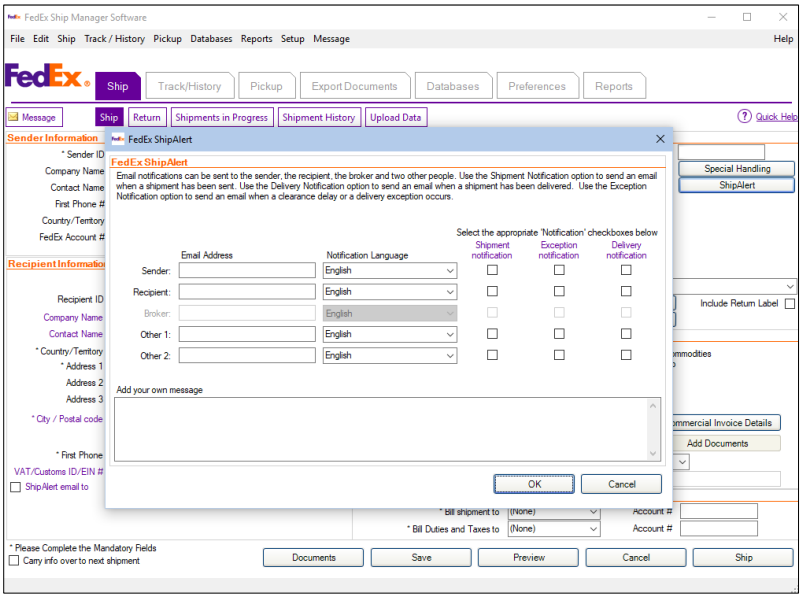


**Figure 59: FedEx ShipAlert® Screen**

Any preferences or data already known are automatically included in the FedEx ShipAlert settings. You can also add two more email addresses, as well as your own message; these will be appended to the FedEx ShipAlert notification emails.

***Note**: The FedEx ShipAlert notification email will be sent to all specified recipients during the Upload Data procedure. (For more information click on the **Upload Data** procedure). The Exception Notification email will be sent to all specified recipients in case of a clearance delay or a delivery exception. When the shipment is sent or delivered, or in the case of a clearance delay or delivery exception, these recipients will receive an email informing them of the shipment status.*

## 4.2.3 Creating a Commercial Invoice

Commercial invoices are invoices that must be printed and sent together with the other shipping documents. A commercial invoice is required for all shipments that are subject to duty because it is used for clearing your shipments through customs. For creating commercial invoices, the **Shipment Contents Details** screen is used.

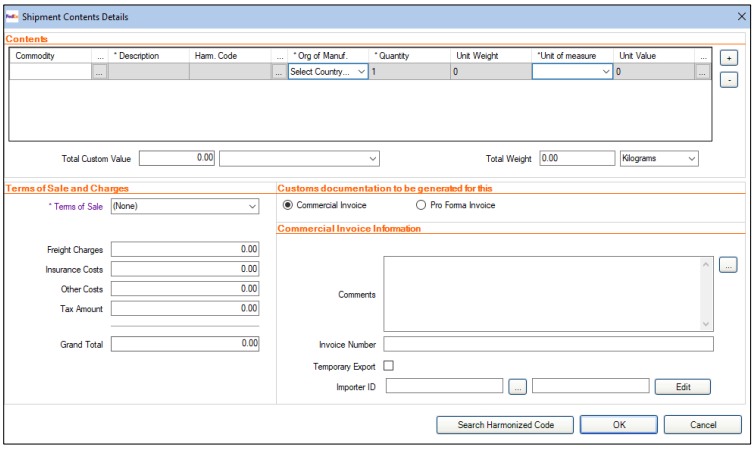


**Figure 60: Shipment Contents Details Screen**

The **Shipment Contents Details** screen consists of the following fields:

- **Commodity**: Either manually enter information about the commodities you are shipping or click the button next to the **Commodity** field to select the commodities from the **Commodities Overview** screen.

***Note**: Commodities have to be added to the commodities database before you can select them from the Commodities Overview screen. See **To Add a Commodity** for more information on how to add commodities to the database.*

- **Description**: This is a description of the commodity.
- **Harm. Code**: This is the commodity's harmonized code. By clicking the button, you can select a commodity's harmonized code from the list.
- **Org of Manuf**: This specifies where the commodity has been manufactured. If the commodity is manufactured in several countries, please select Multiple Countries of Manufacturer.
- **Quantity**: This specifies the number of commodities in the package.
- **Unit Weight**: This is the weight of the commodity. Verify that you have selected the correct unit of weight (kg or lbs).
- **Unit of Measure**: Select the unit of measure of one unit of the commodity (dozen, gallon, pair, pieces, etc.).
- **Unit Value**: Specify the unit value of a single commodity.
- **Total Customs Value, plus a currency selection drop-down list**: Specify the Customs Value, expressed in the currency selected from the drop-down list to the right of the Customs Value field. The total value is calculated automatically.

*Note: The currency dropdown will be listed in English in the View mode as well as when the software language is in Simplified Chinese, Traditional Chinese, Japanese, Korean, Thai, Vietnamese or Indonesian.*

- **Total Weight, plus a unit of weight (kg or lbs) drop-down list:** This field presents a total of all the commodities' weights in the package, expressed in the value selected from the drop-down list to the right of the Total Weight field.
- **Search Harmonized Code:** This button enables you to search and select the harmonized code.

*Note: If same commodity is added multiple times in Shipment content, if you click on "Harmonized code search" button for a different instance of the same commodity then it displays a message stating "A search was already performed on this commodity."*

# 4.3 Returning Shipments

## 4.3.1 Entering General Information

### 4.3.1.1 Link to a Previous Shipment

1. On the main screen, click the **Return** tab.

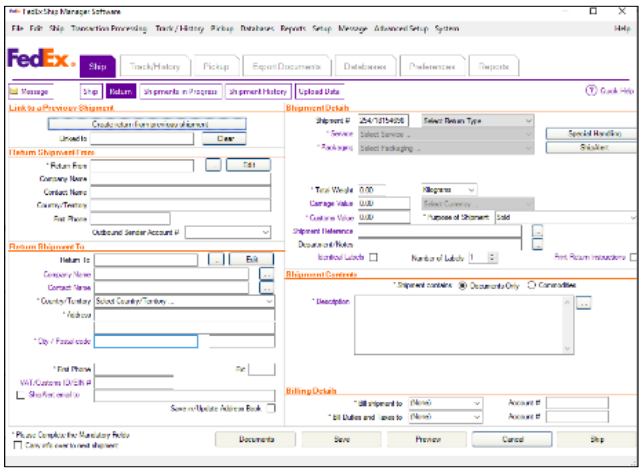

**Figure 61: Return Tab Details Screen**

2. Click the **Create Return From Previous Shipment** button to select a previous shipment in the first tab or manually enter a shipping number in the second tab.

### 4.3.1.2 Return Shipment from information

1. From **Return From** drop-down list, select a return sender so that the details are filled in automatically by the application, or click the **Edit** button to enter the return sender's details manually in the **Return Shipment From** screen.

### 4.3.1.3 Return Shipment To Information

2. Select a recipient from **Return To** drop-down list so that the details are filled in automatically by the application or enter the recipient's details manually in **Return Shipment To** area.
3. Enter all the **Return Shipment To** details of your choice similar to creating a normal shipment with FedEx Ship Manager Software.

### 4.3.1.4 Shipment Details

1. Enter all the return shipment details of your choice similar to creating a normal shipment with FedEx Ship Manager Software.
2. A dropdown box, next to the shipment number for which a return label is being created will be visible all the time. It enables you to choose the Return Type. You can choose any one of the 2 options:
    - Email return label
    - Print return label

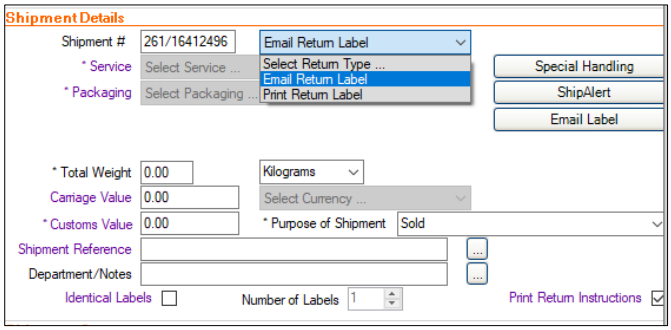


**Figure 62: Shipment Details Section**

The default selection in the dropdown menu is **Select Return Type** and this field is mandatory.

*Note: If you do not select a Return Type and click Ship, a red exclamation mark will be shown next to this field with the error message Return Type is a required field.*

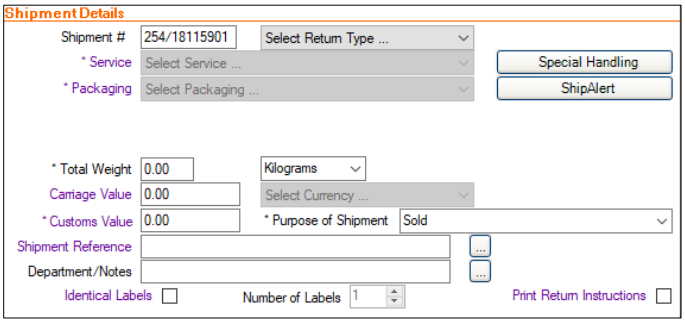


**Figure 63: Shipment Details Section for Return Type**

3. When you select the **ShipAlert** button, the **FedEx ShipAlert** screen is displayed.

*Note: Sender's default notification language is set to the language of the user currently logged in while the recipient, broker and others default notification language is set to English.*

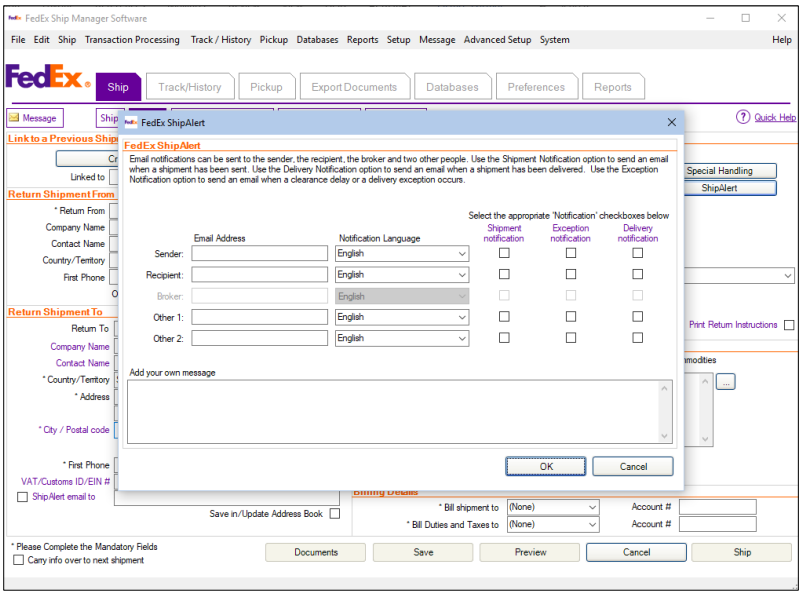


**Figure 64 FedEx ShipAlert for Return**

4. When you select Email return label for Return Type, a button **Email Label** will be shown just below the **ShipAlert** button. The **Email Label** button will only show a red check mark (as shown below) when there is any value set in the "Email Label" screen.

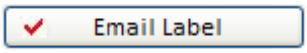


**Figure 65: Email Label Button**

When you click **Email label** button, the Email Label screen will open.

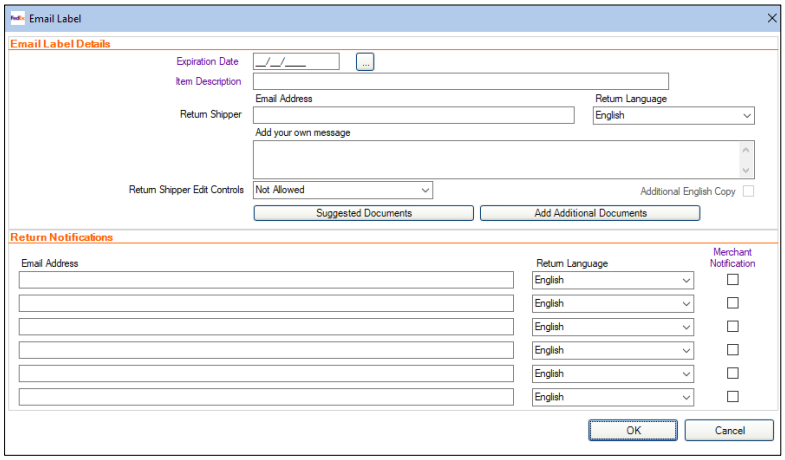


**Figure 66: Shipment Details Section**

This **Email Label** screen displays 2 sections:

- Email Label Details
- Return Notifications

5. Select the **Identical Labels** option if you want to print identical copies of the same return shipment; each shipment will have a different tracking number.
6. Select **Print Return Instructions** option if you want to print returns instructions to be sent along with the shipment.

### 4.3.1.5 Shipment Contents

1. Enter all the return shipment contents details of your choice similar to creating a normal shipment with FedEx Ship Manager Software.
2. **Note:** Intra EU shipments do not require detailed commodity information. Adding a description will suffice for intra EU shipments.
3. In case of a commodity shipment, in the **Return Reason Type** field, select a reason for your return shipment.
4. In the **Return Other Reason** field, you can provide extra information about the reason for the return shipment.

### 4.3.1.6 Billing details

1. Enter all the Billing details of your choice for the return shipment similar to creating a normal shipment with FedEx Ship Manager Software.

*Note: You can only select Sender (Prepaid) Or Third Party in the Bill shipment and the Bill Duties and Taxes drop-down list.*

### 4.3.1.7 Completion

1. Select the **Carry Info Over To Next** Shipment option, if you want to use the information you entered for this return shipment as a base for your next shipment. This option is located on the bottom left side of the **Return Ship** screen.
2. At the bottom of the screen, click **Ship** to continue with the return shipping process and print/email all the needed return shipping documents.

***Note**: The return email will only be generated upon shipment upload.*

3. For China international non group commodity shipment software will display Customs Reminder pop up Message as *Please continue to declare China export shipment by using FedEx China Online Declaration Tool* and followed by a screenshot.

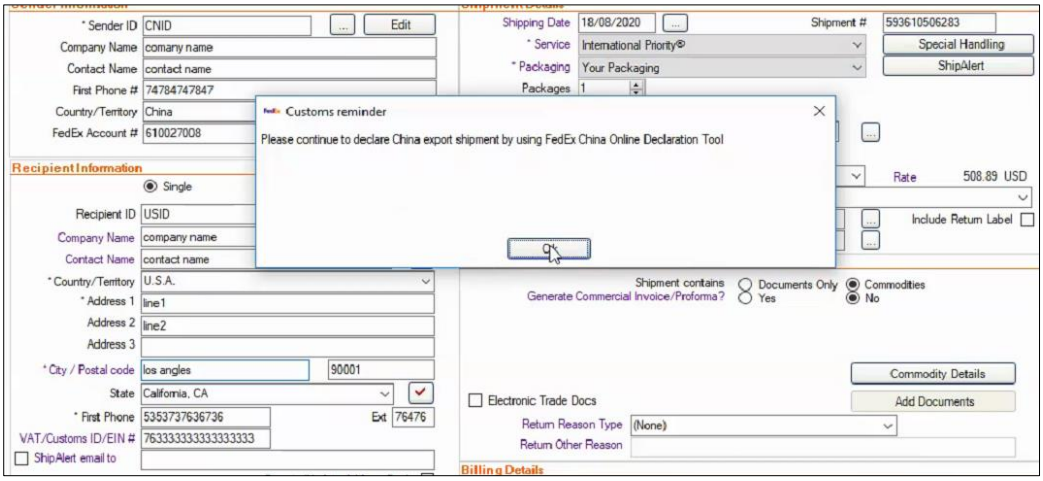


**Figure 67: China international non group commodity**

4. Click **Save** to save your return shipment. You can either save your shipment as an open shipment (if you wish to complete the return shipment at a later time) or as a template shipment (if you wish to keep these details for a future, similar shipment). Both open shipments and template shipments are transferred to the **Shipments in progress** overview screen.

### 4.3.2 Selecting Special Handling Options for Return Shipment

Enter all the **Special Handling** details of your choice for the return shipment on the Special Handling screen similar to creating a normal shipment with FedEx Ship Manager Software.

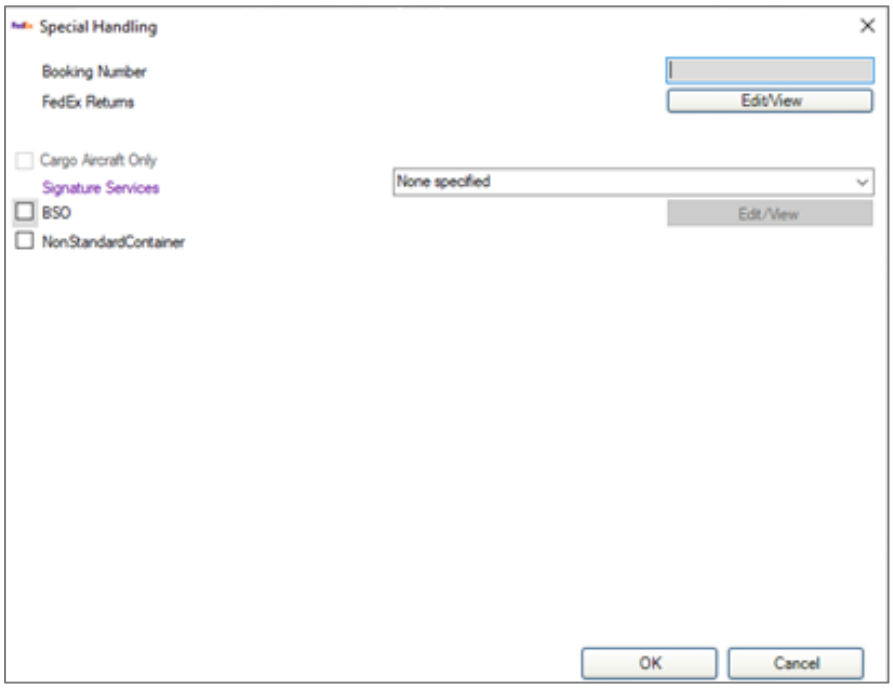


**Figure 68: Special Handling Screen**

***Notes:***

- *The booking number field is not displayed for non-distribution services.*
- *For Simplified intra EU shipments, the 'Goods not in free circulation' checkbox is disabled.*

## 4.3.3 Entering FedEx ShipAlert Details

Enter all the FedEx ShipAlert details of your choice for the return shipment on the FedEx **ShipAlert** screen similar to creating a normal shipment.

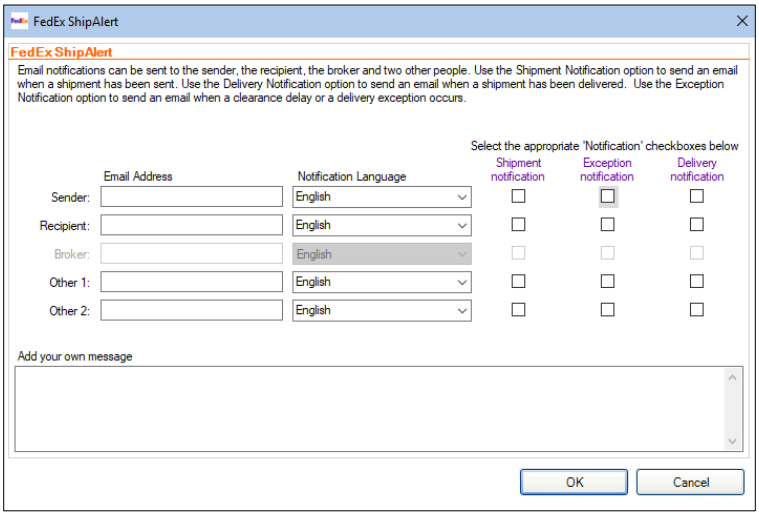


**Figure 69: FedEx ShipAlert Details Screen**

*Note: If you check the 'ShipAlert email to' check box in 'Return Shipment To' section and provide email address there then same email address is pre-populated in recipient of Ship Alert screen.*

## 4.3.4 Creating Commercial Invoice

Fill in all relevant information and details to create a commercial invoice for your return shipment similar to creating a normal shipment.

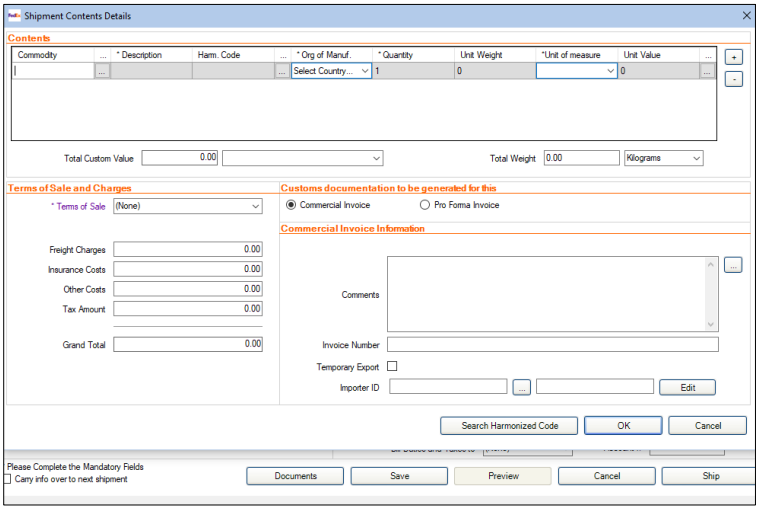


**Figure 70: Shipment Content Details screen**

# 4.4 Printing Shipping Documents

## 4.4.1 General

After you have entered all your shipment details, click the **Ship** button at the bottom of the **Ship** screen to print your documents.
Open shipments and template shipments for which all the details have been entered can also be printed by selecting them and clicking the **Print** button on the **Shipments in Progress** screen.
Shipping documents include:

- Copies of the Air Waybill (AWB)
- VISA Manifest Report
- Commercial Invoice (if previously selected in the **Ship** screen)

*Note: You can configure additional copies of the AWB (Maximum 20) to be printed using the Labels tab of the System Parameters window. For more information on setting the label details, see Label Parameters.*

## 4.4.2 Types of Documents

### 4.4.2.1 Air Waybill

If there is more than one package in a shipment, an additional air waybill is printed for each package. The first air waybill is called the Master Air Waybill. FedEx Ship Manager Software prepares an additional International Air Waybill for each package in the shipment.
If printing is interrupted, the software creates a pending shipment. Try printing again from the **Shipments in Progress** screen.

### 4.4.2.2 Commercial invoice

A commercial invoice is used by customs to clear shipments from one country to another and is required for non-document shipments.

### 4.4.2.3 Visa Manifest Report

The Visa Manifest Report prints automatically when you print shipping documents for each shipment. Provide the Visa Manifest Report to the FedEx courier picking up your shipment.

### 4.4.2.4 Additional shipping documents

Some countries and products require specialized customs documentation or declarations. If you need to print additional export documents, see **Export Documents** for more information.

## 4.4.3 Labelling the Shipment

This section describes the steps to label your shipment after the related shipping documents are printed.

### 4.4.3.1 To Label a Shipment

1. Put the air waybill in a plastic pouch, with the barcode section facing outwards.
2. Fold and place all copies of the Commercial Invoice, if previously selected, in the pouch with the air waybill.

3. The VISA Manifest Report should be kept separate and given to the courier.
4. Remove the backing from the pouch.
5. Attach the pouch to the first package.
6. If there are more packages than one in the shipment, place each additional air waybill in separate pouches.
7. Remove the backing from each additional pouch and attach it to the corresponding package.

***Note*** *When you prepare shipping documents to countries where laser-printed air waybills are not accepted, a message will pop up. If you frequently ship to these countries, please contact your local help desk to find out about other hardware options that will be available to you.*

# 4.5 Maintaining and Controlling Shipments

Shipment maintenance and control is performed via the Shipments in Progress feature of the FedEx Ship Manager Software. This feature enables you to keep track of your shipments. With this feature, you can also enable the option to hide sender's address details on the shipping label for UK domestic shipments.

## 4.5.1 Accessing Shipments in Progress

On the main screen, click **Ship** tab and select the **Shipments In Progress** option to access the Shipments In Progress feature.

## 4.5.2 Using Shipments in Progress

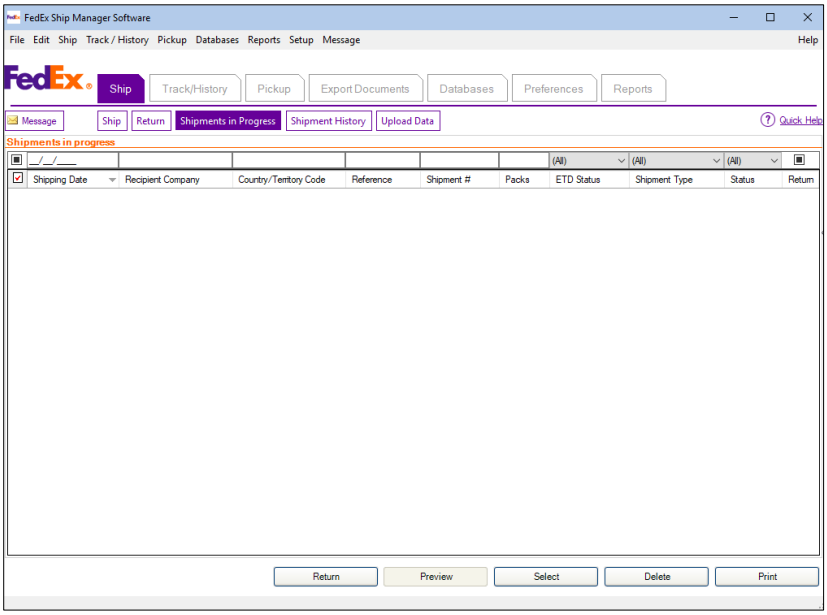


**Figure 71: Shipments in Progress Screen**

From the **Shipments in Progress** screen, you can view, print, change or delete shipments. For every shipment, the **Status** column shows one of the following values:

- **Open**: This is a shipment that does not include printed paperwork. When you ship a package, you can save the details and keep them "open" for later. You can then modify,

copy, or complete the shipment and print the paperwork. You can also delete open shipments.

- **Printed**: This is a shipment that has printed paperwork, but that has not been processed. You can modify, copy, or delete a printed shipment from the **Shipments in Progress** screen. If you modify the information for a printed shipment, it is important to reprint the paperwork and use this new paperwork to label the shipment.
- **Template**: A shipment that has been saved as a template shipment can be sent again by selecting the shipment from the **Shipments in Progress** screen and clicking **Print**. You can also modify, copy, or delete template shipments.
- **Uploaded**: A shipment that has been uploaded to the FedEx system during the hourly upload process. Shipments will only move to the **Shipment History** after the Upload Data process has been run.
- **E-Requested**: This is a return shipment created with the option Email Label that has been created but not processed. You can modify, copy or delete this shipment from the **Shipments in Progress** screen.
- **E-Uploaded**: This a return shipment that has been uploaded to the FedEx system during the hourly upload process. These shipments will only move to the **Shipment History** after the Upload Data process has been run.

On the **Shipments in Progress** screen, you can click one of the following buttons to perform a specific function:

- **Return** to open the return shipment information.
- **Preview** to see a preview of the air waybill.
- **Select** to view or modify a shipment.
- **Delete** to delete one or more selected shipments.
- **Print** to print the shipping documents for one or more selected shipments.

# 4.6 Shipment History

The FedEx Ship Manager Software shipping history presents you with an overview of the shipments you processed in the last 40 days.

*Note: 40 days is the default shipping history retention period. You can change this value in the System Parameters screen. See System Parameters for more information.*

Complete the steps in the following procedure to view your shipment history.

1. Select the **Ship** tab.
2. Click the **Shipment History** option.
3. The **Shipment History** screen displays an overview of the shipments processed with FedEx Ship Manager Software.

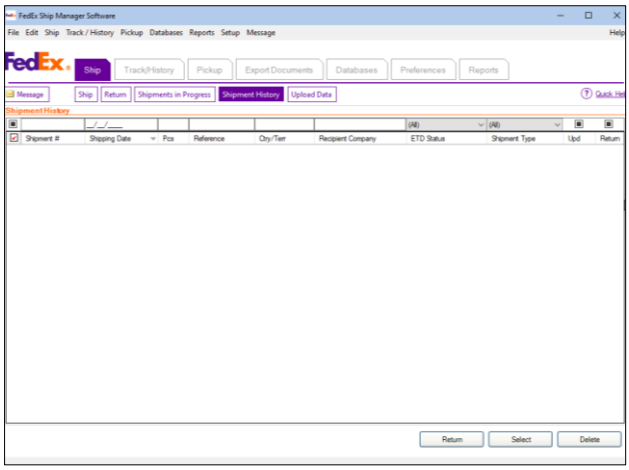

**Figure 72: Shipment History Screen**

4. From the **Shipment History** overview, use the check boxes to select one or more shipments.
5. Click **Delete** to remove the selected shipments from the shipping history.
6. Click **Select** and then:
   - **View** to view the shipment details of the selected shipment. If needed, you can reprint the labels for your shipment from the view screen. This is only available 24 hours after ship date.
   - **Copy** to copy the selected shipments as new shipments.

   **Notes:**
   - The Booking number is not copied when you copy a shipment.
   - See ***Shipping History and Tracking*** for more information about Shipment History.

# 4.7 Transferring Shipments to the FedEx system

After completing the shipment paperwork, you should transfer your shipping information to FedEx. This process can be repeated during the day when you want to transmit shipment information of finalized shipments to FedEx.
Complete the steps in the following procedure to transfer your shipments to the FedEx system.

1. Select the **Ship** tab.
2. Click the **Upload Data** option.
3. The **Upload Data** screen displays the shipment information that will be transferred to the FedEx system.
4. From the **Upload** drop-down list, select the **Upload** option of your choice.
5. At the bottom of the screen, click the **Upload Data** button to start the transfer.
6. If the button is not clicked, the data transfer will start automatically, as soon as the software is closed.

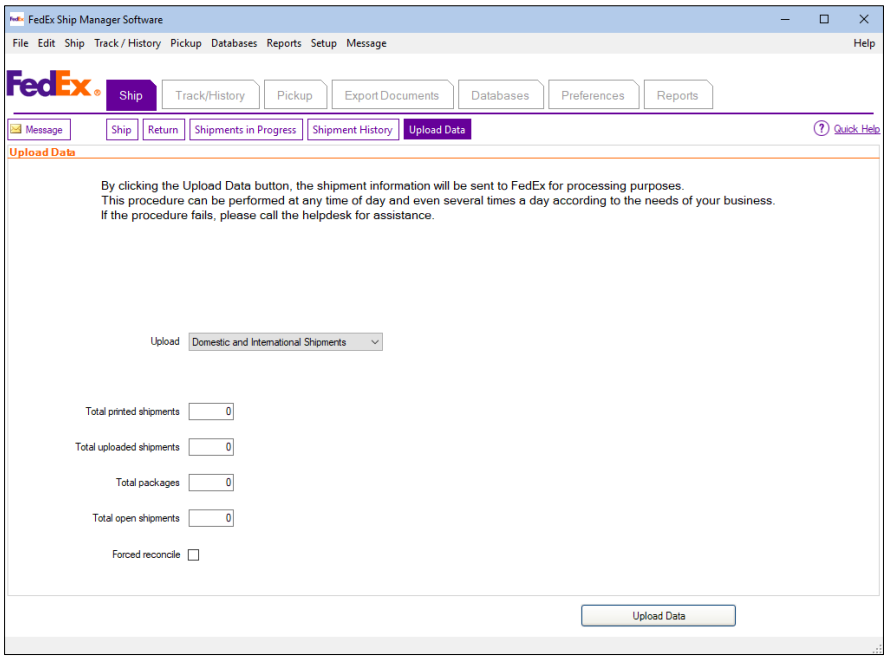


**Figure 73: Upload Data Screen**

See **Auto Upgrade Options** for more information.

## 4.7.1 UK Domestic Shipments

- For UK domestic shipments, once the data transfer to the FedEx systems is complete, the document or commodity shipment information is included in the reports generated.
- The **Detailed Delivery Manifest Report** includes information on the intra UK document or commodity shipments by default.

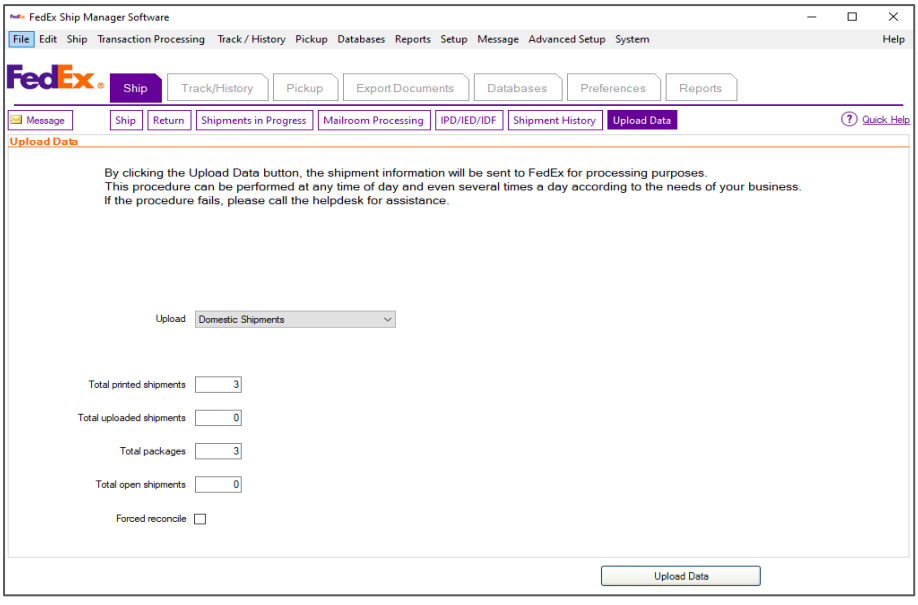


**Figure 74: Intra UK Shipment Data Upload Screen**

# 5 Pickup

## 5.1 Overview

This chapter describes arranging the pickup of the shipment (also referred to as dispatching a shipment) and includes the following topics:

- General pickup information
- Scheduling a pickup
- Pickup overview
- Setting pickup preferences

## 5.2 About Pickup

The pickup feature enables you to request or dispatch a FedEx courier to pick up packages at your location. It is available by clicking the **Pickup** tab on the main screen. This tool can also be used for International shipments that are not created with this software.

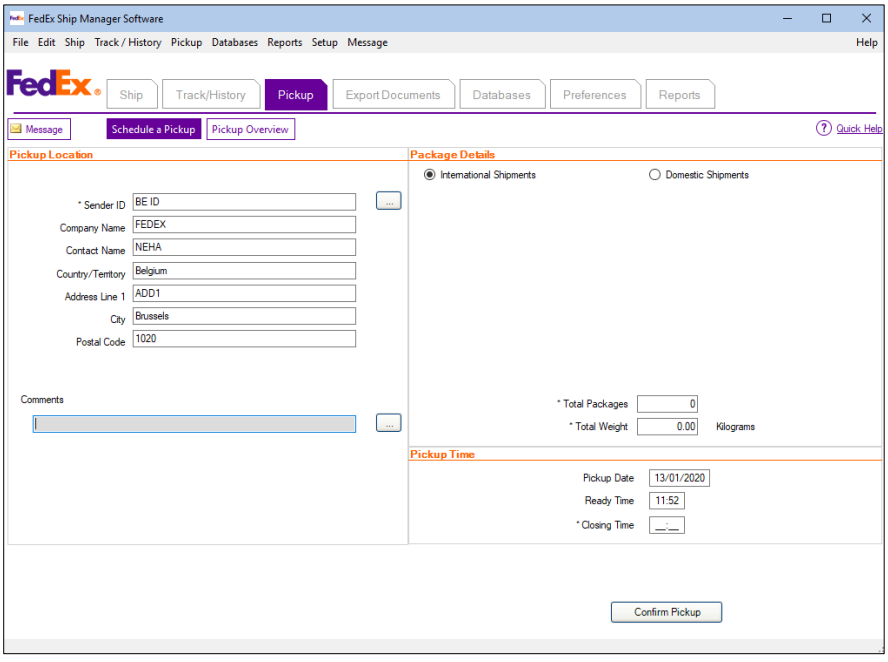


**Figure 75: Schedule a Pickup Screen**

***Notes**:*

- *Check with your local help desk as this feature is not yet available in some countries.*
- *Note that you can only book a domestic pickup when there are domestic shipments in Shipments in Progress.*

## 5.2.1 Scheduling the Pickup of a Shipment

Before you can schedule a pickup, make sure that you complete the shipment (by clicking **Ship** in the Ship screen).

### 5.2.1.1 To schedule a pickup

1. On the main screen, click the **Pickup** tab.
2. In the **Pickup Location** area, verify the pickup location details of your shipment. If necessary, make the required changes.
3. Click **Comments** if you wish to add any comment in the **Dispatch Comments** screen.

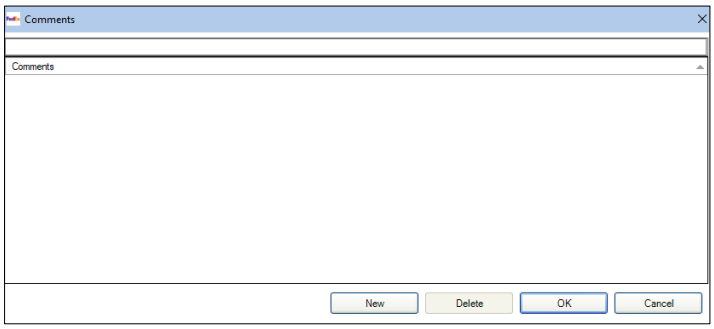


**Figure 76: Comments Screen**

*Note: The Comments screen is intended for including special instructions for the FedEx Express courier who will pick up the shipment.*

4. On the **Package Details** area, select the package(s) you wish to have picked up.
5. Verify (and, if necessary, modify) the pickup date. Please note that you can only book a pick-up maximum one day in advance.
6. In the **Ready Time** field, enter the time by which the packages will be ready for pickup.
7. In the **Closing Time** field of the **Pickup Time** area, enter the time by which the packages need to be picked up at the latest.
8. Press Confirm Pickup.

***Note**: You should receive a reservation confirmation number from the software to confirm your pickup number. If you did not receive a number, your pickup request was not successful. If nobody comes to pick up your package(s), contact Customer Service and mention the number.*

## 5.2.2 Pickup Overview

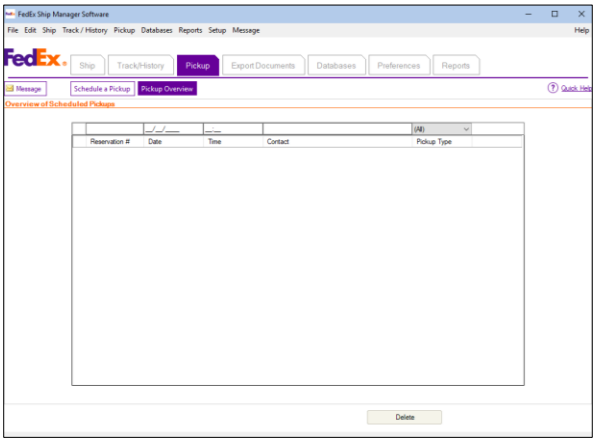


**Figure 77: Pickup Overview Screen**

### 5.2.2.1 To Retrieve Pickup Confirmation Number

1. On the main screen, click the **Pickup** tab.
2. Click Pickup Overview.

***Note*** *You can retrieve pickup confirmation number history from this screen. Please refer to section on system parameters on how to change pickup retention day parameters.*

### 5.2.2.2 To Delete a Pickup Reservation

On the **Pickup Overview** screen, select the desired **Reservation #** checkbox. Next click **Delete**. A delete confirmation request will pop up. Click **Yes** to cancel the pickup reservation.

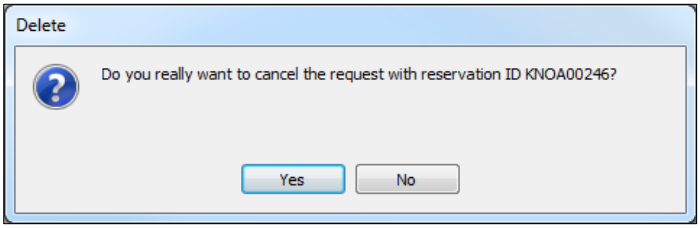


**Figure 78: Delete Confirmation Prompt**

# 6 Shipping History and Tracking

## 6.1 Overview

This chapter covers the shipping history and tracking features of FedEx Ship Manager Software, and includes the following:

- Introduction to shipping history
- Introduction to the tracking feature
- Various ways of tracking shipments
- Setting preferences for the tracking feature

## 6.2 About Shipping History and Tracking

The FedEx Ship Manager Software shipping history presents you with an overview of the shipments you processed in the last 40 days.

***Note**: 40 days is the default shipping history retention period. You can change this value in the System Parameters screen. See Shipping Parameters for more information.*

To provide easy access to the information, the shipping history overview enables you sort and filter your past shipments according to the specified criteria. For every shipment appearing in the overview you can:

- View, save, and print detailed tracking information
- View the shipment's details as they were entered in FedEx Ship Manager Software
- Reuse the shipment's data by copying it as an open shipment to the **Shipments in Progress** screen

Besides the functionality offered by the shipping history overview, it is also possible to obtain tracking and status information about shipments that do not appear in the overview (for example shipments sent to you by someone else).

## 6.2.1 Accessing Track History Overview

You can access the shipping history overview by clicking the **Track/History** tab on the main screen.

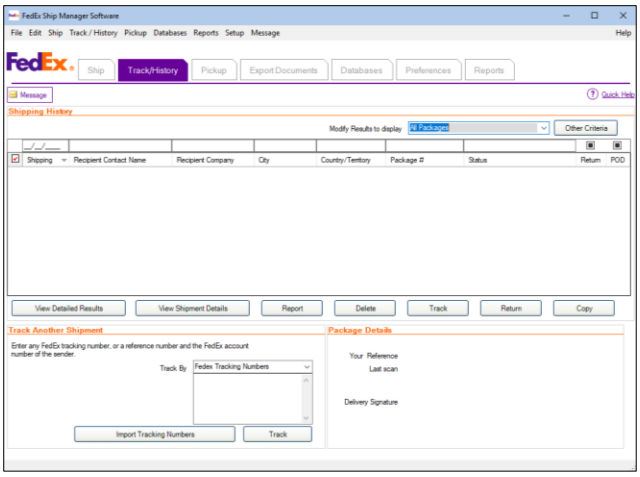


**Figure 79: Track/History Tab Screen**

## 6.2.2 Using Track History Overview

By default, the shipping history overview presents you with a list of the shipments that were processed in the last 40 days. Besides general shipment information, this list also includes:

- The last known status of a shipment (in the Status column)
- An indication whether the shipment is a return shipment (in the Return column)
- An indication whether a proof of delivery has been obtained for a shipment (in the POD column)

### 6.2.2.1 To select shipments to include in the overview

1. In the **Shipping History** area, use the modify results to display drop- down list to indicate which shipments you wish to include in the overview. You can include:
   - All packages
   - Packages with POD
   - Packages without POD
   - Tracked packages
   - Tracking criteria
   - Untracked packages
2. If Tracking criteria is selected, click **Other Criteria** and use the **Package Selection Criteria** screen to specify which shipments you want to include in the overview.

#### 6.2.2.2 To work with track history details

1. Use the check boxes to select one or more shipments from the shipment history overview.
2. Click:
   - **View Detailed Results** to view the tracking information and current status of the selected shipments.
   - **View Shipment Details** to view the shipment details of the selected as well as highlighted shipment.
   - **Report** to print or save a report containing tracking and status information of the selected shipments.
   - **Delete** to remove the selected shipments from the shipping history.
   - **Track** to contact the FedEx system and download updated tracking information for the selected shipments.
   - **Return** to create a return shipment for the selected shipment.
   - **Copy** To Copy the selected shipments as open shipments to the **Shipments in Progress** screen.

***Notes***:

- The Booking number is not copied when you copy a shipment.
- The AWB number will not be copied with the shipping history details. A new AWB number will be assigned.

### 6.2.3 Tracking by Numbers

FedEx Ship Manager Software also makes it possible to obtain tracking information about shipments that do not appear in your shipping history overview (for example shipments sent to you by someone else). You can either track shipments by supplying their tracking numbers, or by supplying a FedEx account number and the shipments' reference numbers.

#### 6.2.3.1 To track shipments by their tracking numbers

1. In the **Track Another Shipment** area, verify or select the FedEx Tracking Numbers option in the **Track By** drop-down list.
2. Below the **FedEx Tracking Numbers** option, enter the tracking numbers of the shipments you wish to track.
3. Click **Track**.

#### 6.2.3.2 To import tracking numbers from a text file

1. In the **Track Another Shipment** area, click **Import Tracking Numbers**. The Import Tracking Numbers from File screen is displayed.

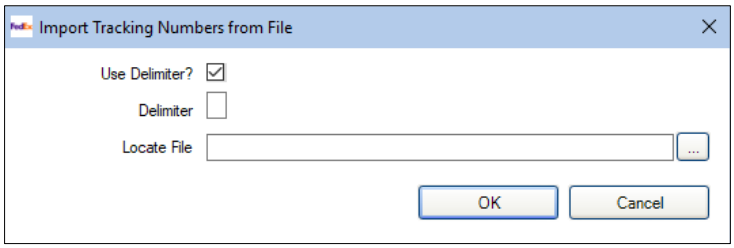


**Figure 80: Import Tracking Number From File Screen**

2. If required, select the **Use Delimiter** option and enter the character that separates the tracking numbers in the **Delimiter** field.
3. Select or enter the name of the file with your tracking numbers in the **Locate File** field.
4. Click **OK**.

### 6.2.3.3 To track shipments by their reference numbers

1. In the **Track Another Shipment** area, verify or select the **Reference Numbers** option in the **Track By** drop-down list. The **FedEx Account #** and **Shipment Date** fields are displayed.

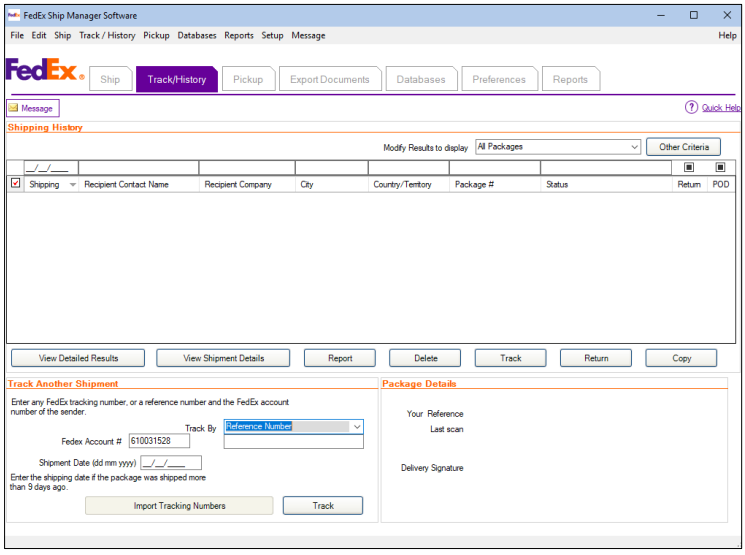


**Figure 81: Track Another Shipment Section**

2. In the **Shipment Date** field, enter the shipment date if the package was shipped more than 9 days ago.
3. Below the **Reference Numbers** option, enter the reference numbers of the shipments you want to track. In case you have an RMA number, enter the RMA number of your shipment in the **Track By** drop-down list.
4. Click **Track**.

# 6.3 Setting Tracking Preferences

Setting preferences for the Tracking feature is part of the configuration of the application. For details, see section **Tracking Parameters**.

# 7 Export Documents

## 7.1 About Export Documents

FedEx Ship Manager Software enables you to generate commonly required export documents.

## 7.2 Export Documents

Some countries or products require specialized customs documentation or declarations. You can print any export document using the **Export Documents** tab. Selecting this tab displays the **Document List** screen with a list of documents that you can print.

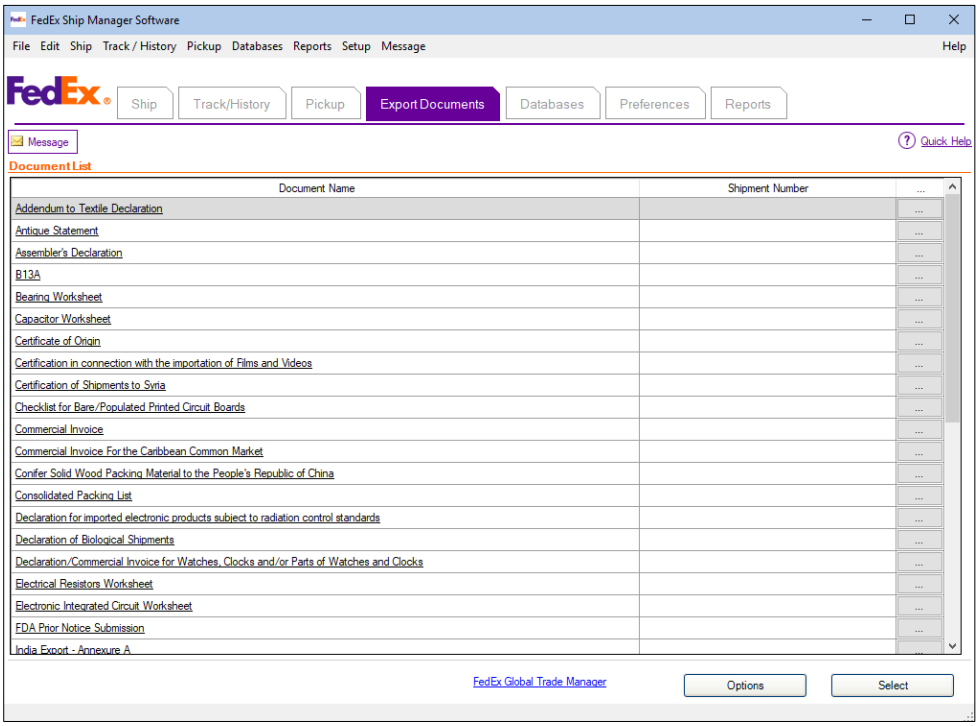


**Figure 82: Export Documents Screen**

To print an export document:

1. In the **Document List** screen, select the export document you want to print.
2. Click the button to the right of your selected document type. The **Shipment Numbers** screen is displayed.
3. Select the shipment for which you wish to print the document and click **Select**.
4. Click **Options** to select the printer and to specify the number of copies.
5. Click **Select**. The document to be printed is displayed in full.

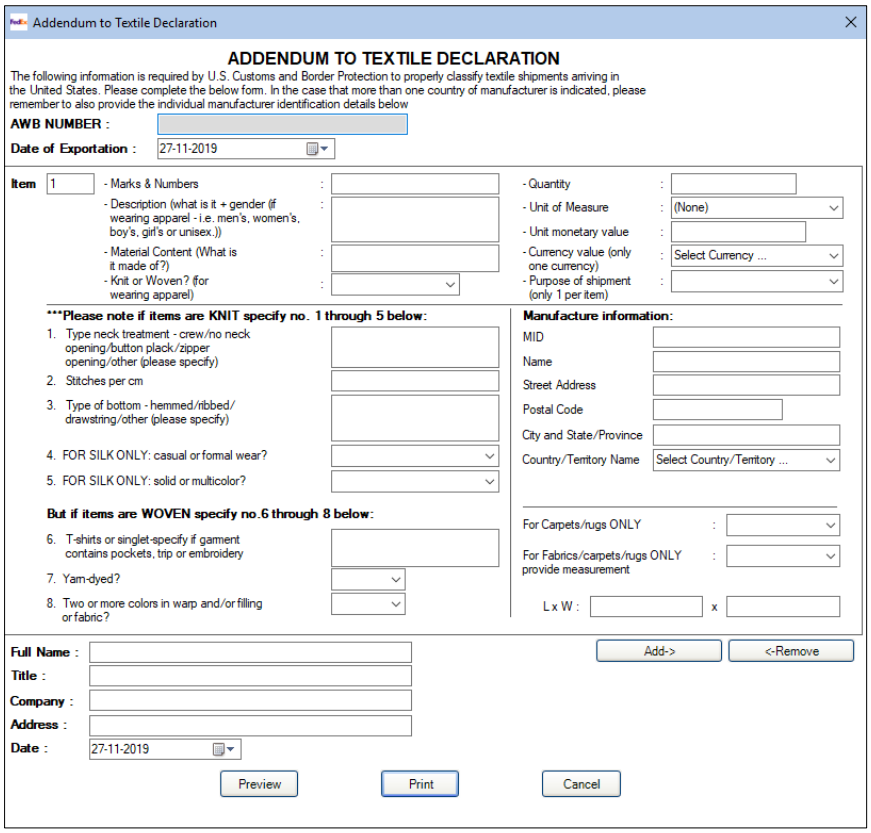


**Figure 83: Export Document to be Printed**

6. Complete the export document as required.

*Note: Even if all the mandatory fields are not completed, the document will be printed. Please make sure you enter all necessary information.*

7. Scroll down to the end of the document and click **Print** to send the document to the printer.

*Notes:*

- *You can look up additional required paperwork by clicking the "FedEx Global Trade Manager" hyperlink.*
- *If you change the 'Printer' of Commercial Invoice on Shipping Document Options screen of Export Document tab, the software will override the 'Printer' of Commercial Invoice in Default Print Destination of Intl./Domestic tab on 'Label Printer Selection' screen.*
- *If you change the 'Returned Printer' of Commercial Invoice on Shipping Document Options screen of Export Document tab, the software will override the 'Printer' of Commercial Invoice in Default Print Destination of Return tab on 'Label Printer Selection' screen.*

# 8 Databases

## 8.1 About Databases

Database management in FedEx Ship Manager Software covers two databases, the **Address Book** database, and the **Commodities** database. All addresses and commodity information can be saved in these databases so that you do not have to enter the same data twice.
In the **Address Book** database, you can add, modify, copy, and delete sender, recipient, recipient group, importer, and broker information. In the **Commodities** database, you can do the same with commodity information.

### 8.1.1 Accessing the Address Book database

On the main screen, click the **Databases** tab. If you do not see the **Address Book** entry screen, you can access it by clicking the **Address Book** option at the top of the screen.

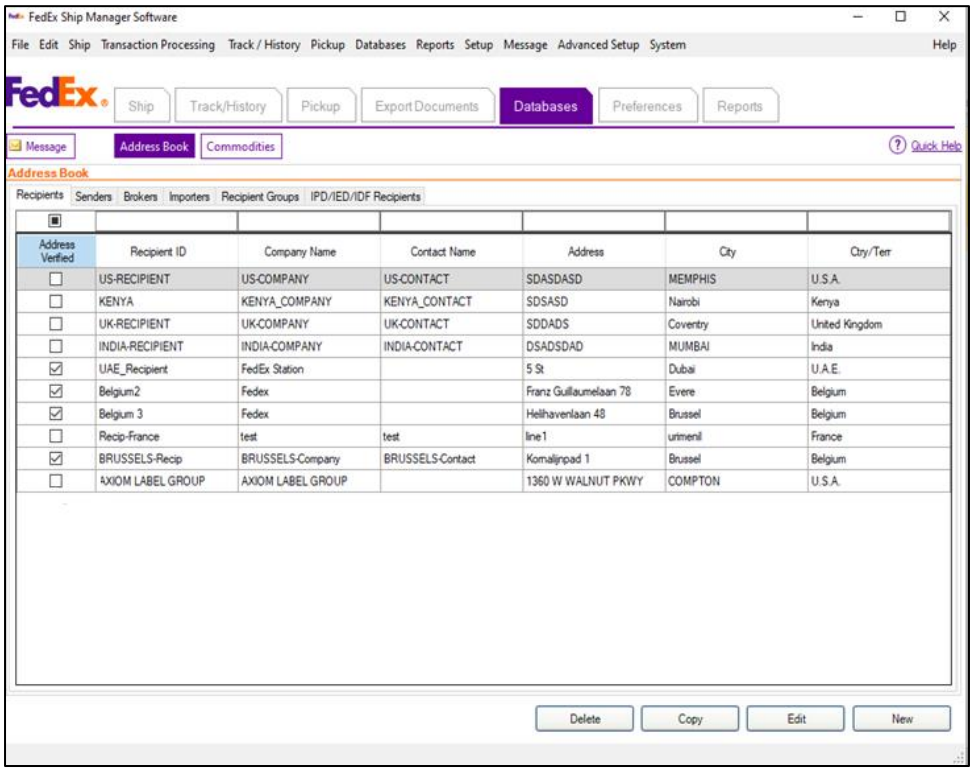


**Figure 84: Address Book Screen of Databases Tab**

## 8.2 Working with the Address Book database

### 8.2.1 Managing Senders

On opening the **Address Book** database and clicking **Senders**, the list shows all senders already entered into the database. If no senders are entered, the list will be empty.

1. On the **Address Book** screen, click **Senders** tab. Click **New**

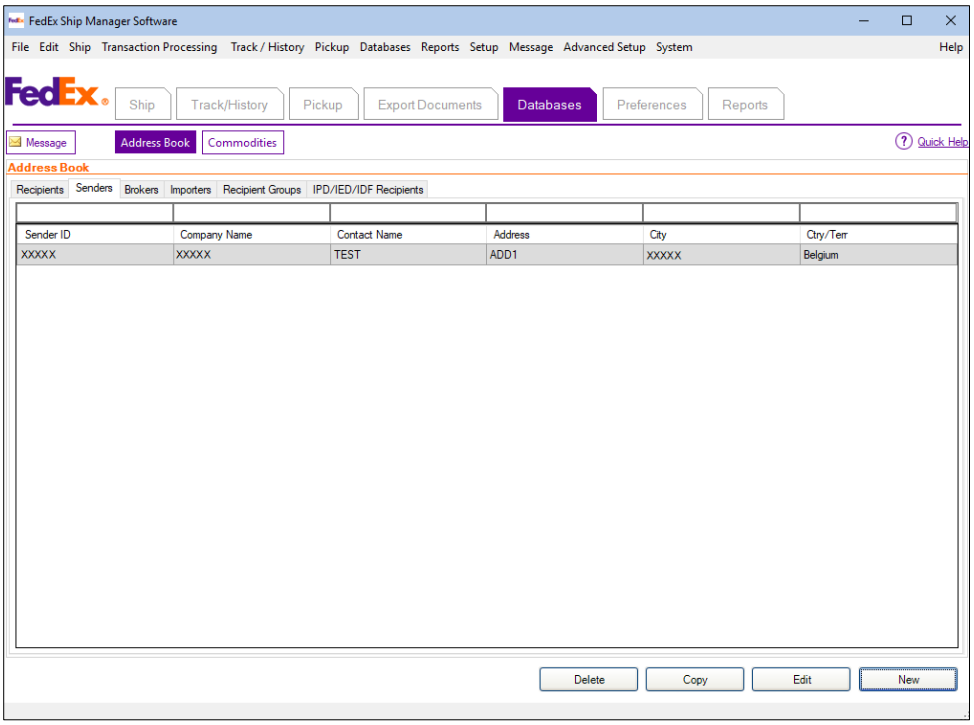


**Figure 85: Senders Tab in Address Book Screen**

2. An empty **Sender Information** screen is opened. Enter the sender information as follows:

   - **FedEx Account#**: Enter the 9-digit account number or choose a FedEx Account # from the drop-down.
   - **Sender ID**: This is a unique combination of letters and digits used to identify a sender (for example ACME0). The Sender ID field supports 25 characters.
   - Company Name, Contact Name, Country/Territory (drop-down list for selection), Address Line 1, Address Line 2, City, Postal Code, and First Phone #: Provide all the details.

***Note**: If you want to ship to countries that do not utilize postal codes, such as Hong Kong SAR China, New Zealand, Taiwan China, or Vietnam, you can select the city instead of the postal code entry option.*

   - **Signature**: Refers to the name of the person who signs off for the invoice.
   - **Digital Signature on FedEx Commercial invoice**: Allows you to upload the digital signature of the sender. The uploaded image is printed on the FedEx generated Commercial Invoice.
   - **Sender will be available to**: Here, you can specify whether the sender that you are creating will be available to anyone in your user group, to yourself only or to all users.
   - **Sender will be available to**: Upload a personalized logo by clicking the upload button and add a logo from a directory on his system. The logo will be printed on the FedEx generated Commercial Invoice.

***Note**: The following fields are optional: Address Line 2, Second Phone #, Fax, Email, Department, Bank Account #, Trade #, and VAT/Customs ID/EIN #. The information in these fields is used for invoicing and FedEx ShipAlert purposes only. In addition, the Address Line 2 field is used only when a second address line is required.*

3. Click **Defaults** if you wish to enter shipping and FedEx ShipAlert defaults for this sender.
4. If you wish to add these sender details as is, click **Ok** to add the sender to the database.

***Note**: When a new FedEx Account # is entered in the sender's database, the FedEx Ship Manager Software will need to download essential shipping data such as tracking numbers, service rates and routing information. This data is required for using the FedEx Ship Manager Software.*

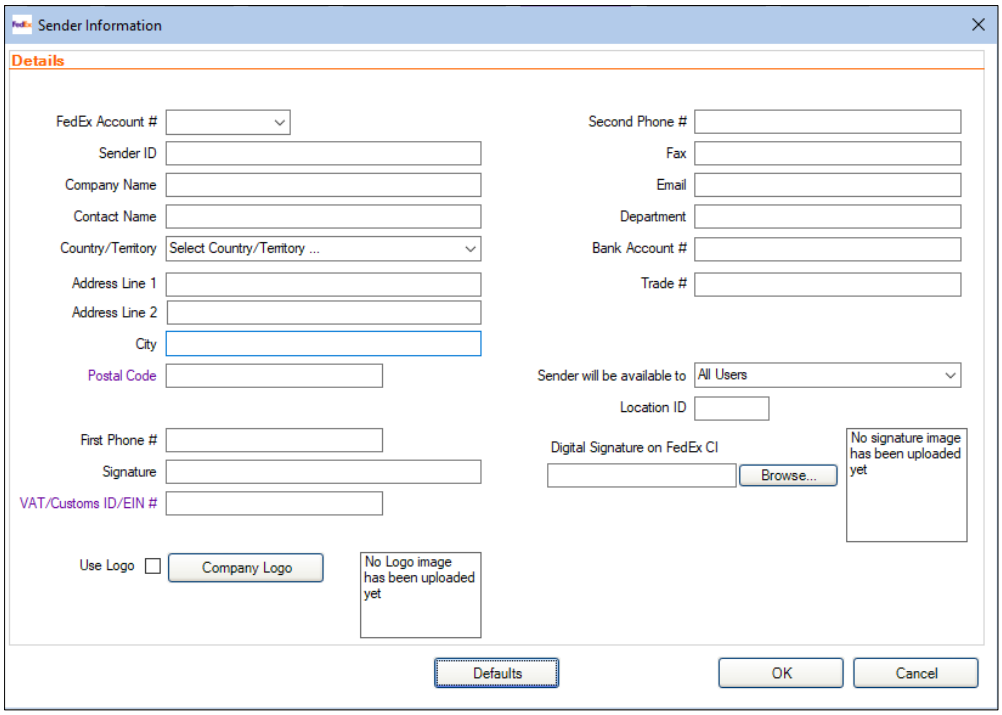


**Figure 86: Sender Information Screen**

## 8.2.1.1 To specify defaults for shipments made by a sender - Shipping

Clicking **Defaults** will display the **Sender Preferences** screen in which you can specify default shipping and FedEx ShipAlert values for shipments made by the sender.

***Notes***

- *These sender default settings have priority over the application-wide default settings discussed in **Preferences**.*
- *A sender's default preferences can be overridden on a per shipment basis.*

1. Click **Defaults** and the **Sender Preferences** screen isdisplayed.

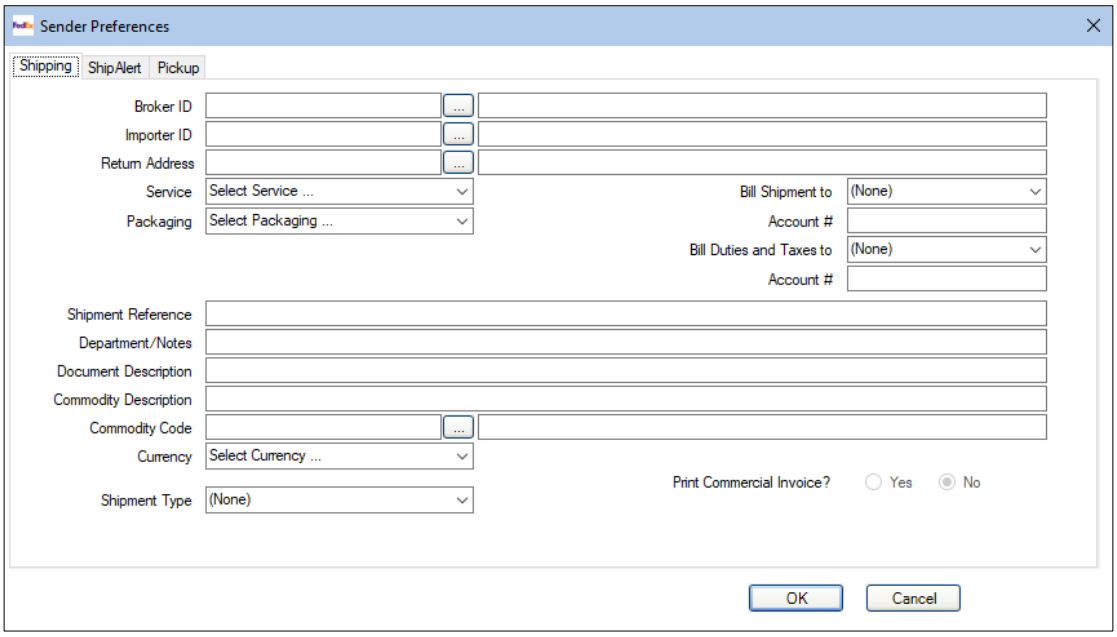


**Figure 87: Sender Preferences Screen**

This screen has 3 tabs, **Shipping** for shipping defaults, and **ShipAlert** for FedEx ShipAlert defaults and **Pickup.**

2. Click the **Shipping** tab (if not already selected).
3. You can select or enter the following default values for shipments made by this sender:
   - **Broker ID**: The broker's ID and company name. For information on entering a new broker, see **To Add a Broker**.
   - **Importer ID**: The importer's ID and company name. For information on entering a new importer, see **To Add an Importer**.
   - **Return Address**: The address for the return shipment.
   - **Service**: The default FedEx service used for shipments. See **Services** for more information about the available FedEx services.
   - **Packaging**: The default packaging type. See **Packaging** for more information about the available types of FedEx packaging.
   - **Bill Shipment to**: The party that will be billed for the shipment costs.
   - **Account #**: The selected party's FedEx account number for automatic payment.
   - **Bill Duties and Taxes to**: The party that will be billed for duties and taxes.
   - **Account #**: The selected party's FedEx account number for automatic payment.
   - **Shipment Reference**: One or more keywords, or a small text used as a reference. Because the shipment references will appear on the invoices you receive from FedEx, making good use of shipment reference information can aid you in your internal bookkeeping.
   - **Department/Notes**: The name of the department or any other additional information.
   - **Document Description**: The default description for document shipments.

- **Commodity Description**: The default description for commodities.
- **Commodity Code**: The default commodity code and description for shipments that contain a commodity. For information on entering a new commodity, see **To Add a Commodity**.
- **Currency**: The default currency. On selection of the currency code, the name of the currency is displayed in the adjacent text box.
- **Shipment Type**: The default shipment type, either documents only, or non- document.
- **Print commercial invoice**: Indicates whether you want to include a commercial invoice.

4. Click **OK** to save the shipping defaults for shipments made by this sender.

### 8.2.1.2 To specify defaults for shipments made by a sender - ShipAlert

1. Click the **ShipAlert** tab (if not already selected).

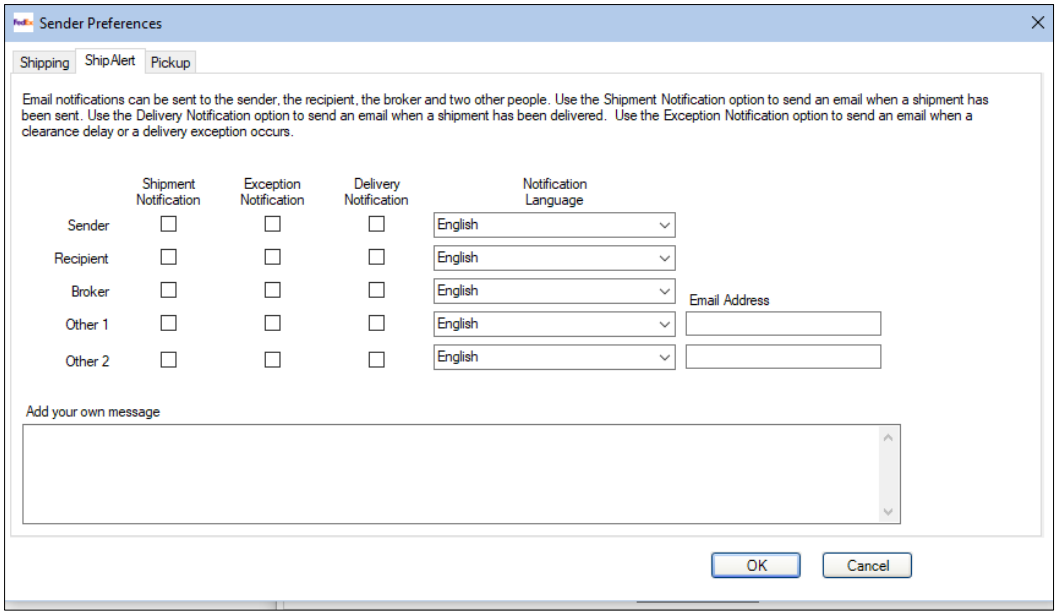


**Figure 88: FedEx ShipAlert Tab in Sender Preferences Screen**

2. You can send FedEx ShipAlert shipment notification emails to up to five recipients: the sender, the recipient, the broker, and two other people. This notification will inform them when the shipment is sent.
3. You can send FedEx ShipAlert Shipment Notification, Exception Notification and Delivery Notification emails to up to five recipients: the sender, the recipient, the broker, and two other people. When the shipment is sent or delivered, or in the case of a clearance delay or delivery exception, these recipients will receive an email informing them of the shipment status.
4. In the **Add Your Own** Message field, you can add a message that will be appended to the shipment notification emails.

***Note**: To make this option work properly, the sender's and the recipient's email address must be correctly entered in the Sender Information screen and the Recipient Information screen of the Address Book database.*

5. In the fields **Other 1** and **Other 2**, you can enter the email addresses of one or two more people to receive shipment notifications.

6. Click **OK.**

### 8.2.1.3 To specify defaults for shipments made by a sender - Pickup

1. Click the **Pickup** tab (if not already selected).
2. From the **Pickup Type** drop-down list, select the Pickup type of your preference.

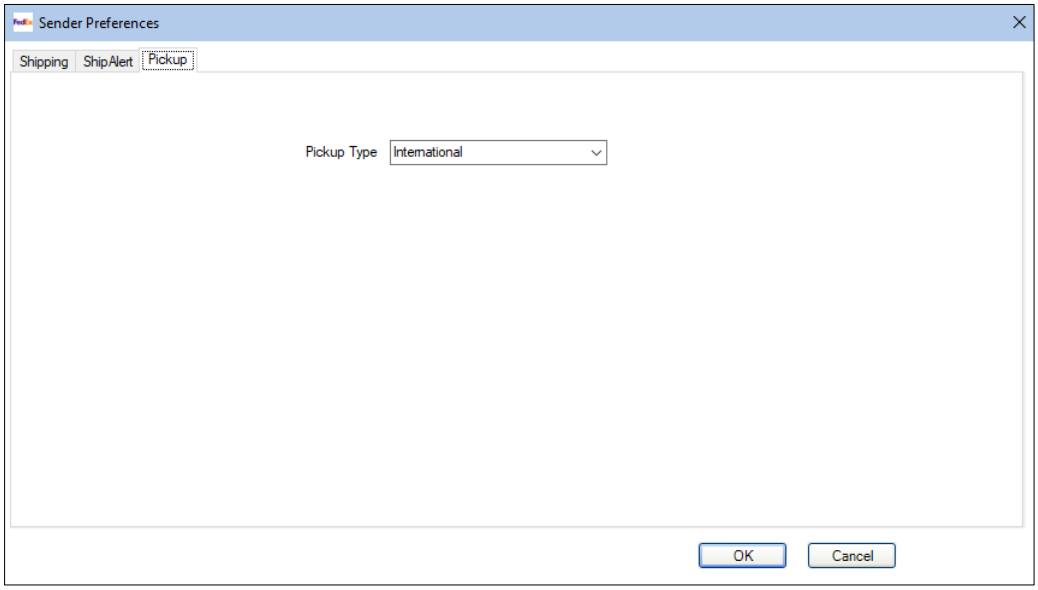


**Figure 89: Pickup Tab in Sender Preferences Screen**

### 8.2.1.4 To modify a sender's details

1. On the **Address Book** screen, click **Senders**.

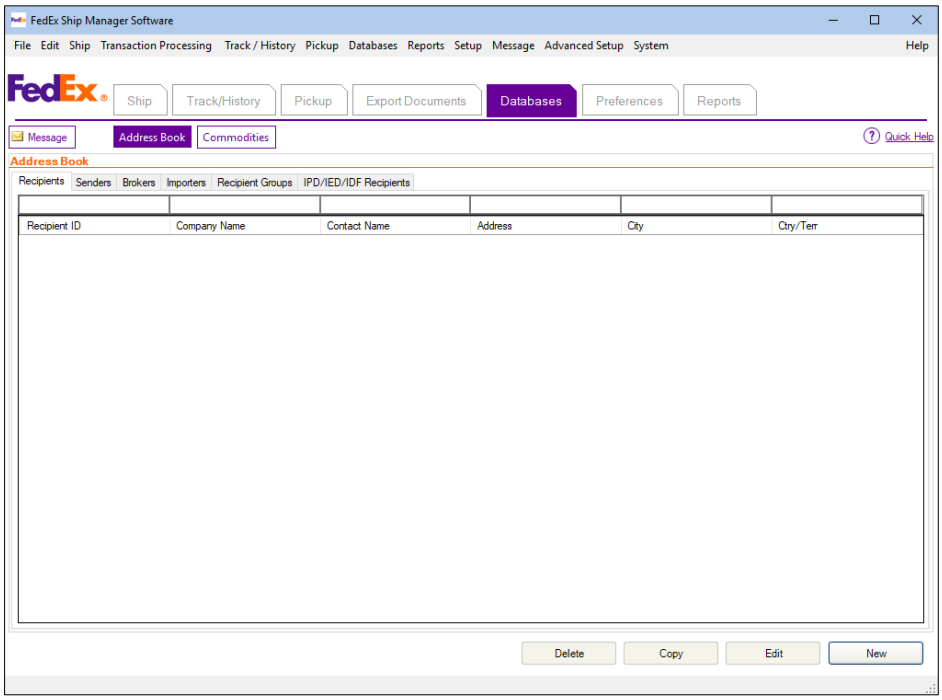


**Figure 90: Senders Tab in Address Book Screen**

2. Select the sender from the list.

3. Click **Edit**.

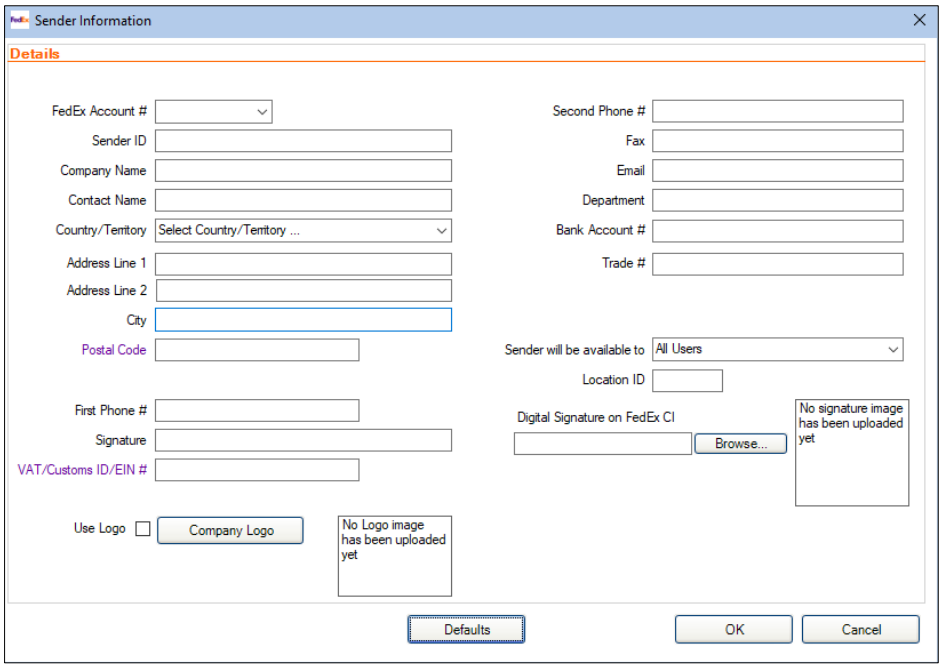


**Figure 91: Update Sender Details Screen**

4. Modify any of the sender's details (including defaults, if so required).
5. Click **OK** to save your changes.

### 8.2.1.5 To copy a sender's details

If you are going to add a sender whose details are almost identical to those of a sender who is already in the database, you can copy the sender's data and adapt it as necessary. To copy a sender, proceed as follows:

1. On the **Address Book** screen, click **Senders**.
2. Click the sender whose details you wish to copy and click **Copy.**
3. The **Sender Information** screen is displayed again, but without any Sender ID details.
4. In the field **Sender ID**, enter a new sender ID.
5. Modify any of the required details or accept the remaining details as they are.
6. Click **OK** to save the new sender's details.

### 8.2.1.6 To delete a sender

1. On the **Address Book** screen, click **Senders**.
2. Select the sender you wish to delete.
3. Click **Delete** and click **Yes** to confirm.

## 8.2.2 Managing Recipients

By opening the **Address Book** database and clicking **Recipients**, the list shows all recipients already entered into the database. If no recipients are entered, the list will be empty.

### 8.2.2.1 To add a recipient

1. On the **Address Book** screen, click **Recipients**.

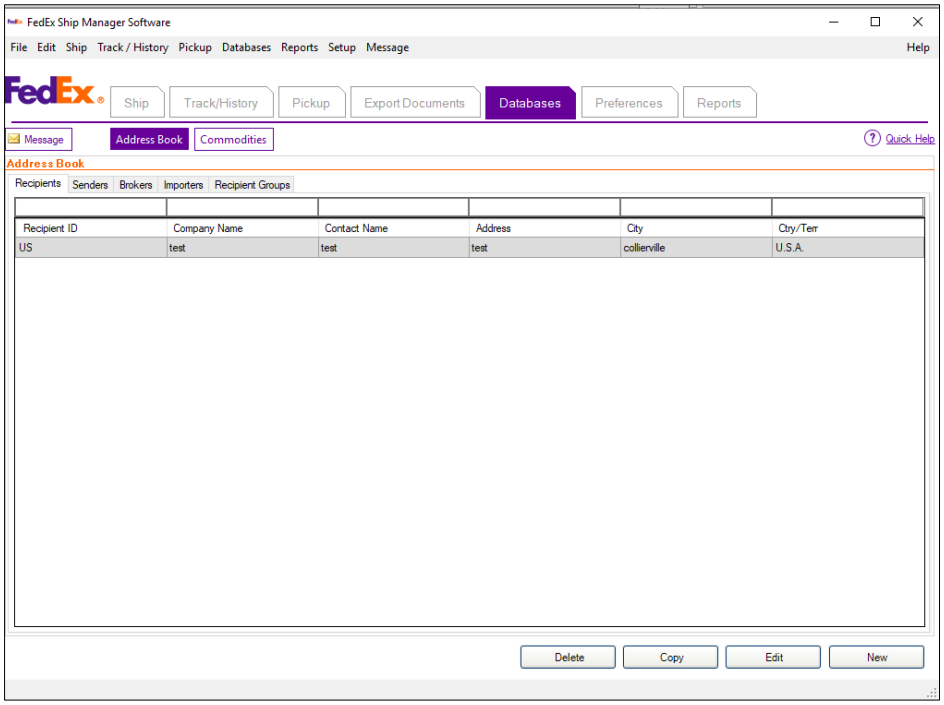


**Figure 92: Recipients Tab in Address Book Screen**

2. Click **New**. An empty **Recipient Information** screen is opened.

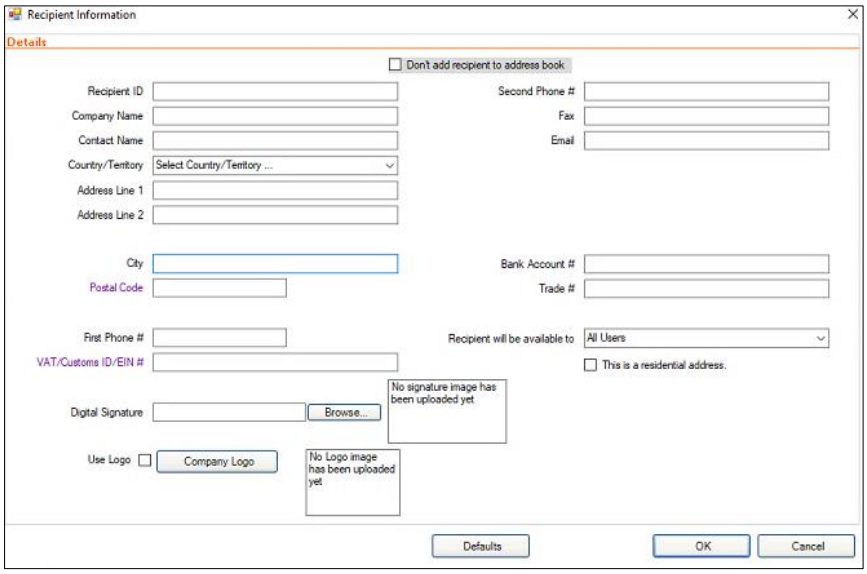


**Figure 93: Update Recipients Details Screen**

3. Enter the recipient information as follows:

- **Recipient ID**: This is a unique combination of letters and digits used to identify a recipient (for example ACME0).
- Company Name, Contact Name, Country/Territory (drop-down list for selection), Address Line 1, Address Line 2, City, Postal Code, and First Phone #
- **FedEx Account #**: Enter the recipient's FedEx account number.

- **Third Party Account #**: Enter a third-party's FedEx account number. This information will be used when shipment costs or duties and taxes are billed to a third party.
- **Recipient will be available to**: Specify whether the recipient that you are creating will be available to anyone in your user group, to yourself only or to all users.
- **Digital Signature**: This field is used to upload a digital signature in the FedEx generated Commercial Invoice attached with the shipment. The limitation for signature is 240x25 pixels and the images can be in GIF, PNG, JPEG formats.
- **Company Logo**: This field is used to upload a personalized logo by clicking the upload button and add a logo from a directory on your system. An error message is displayed if the uploaded image size exceeds 4MB. Images can be in GIF, PNG, JPEG formats. The logo will be printed on the FedEx generated Commercial Invoice.

***Note**: The following fields are optional: Second Phone #, Fax, Email, Bank Account #, Trade # and VAT/Customs ID/EIN #. The information in these fields is used for invoicing, FedEx ShipAlert and for custom clearance purposes only. In addition, the Address Line 2 field is used only when a second address line is required.*

4. Click **Defaults** if you wish to enter defaults for this recipient. See "To specify defaults for shipments made to a recipient - Shipping" below.
5. If you wish to add these recipient details as is, click **OK** to add the recipient to the database.

### 8.2.2.2 To specify defaults for shipments made to a recipient - Shipping

Clicking **Defaults** will display the **Recipient Preferences** screen in which you can specify default shipping and FedEx ShipAlert values for shipments made to the recipient. These recipient default settings have priority over the sender defaults discussed earlier in this chapter, and also over the application-wide default settings discussed in **Preferences**.

1. On clicking **Defaults**, the **Recipient Preferences** screen is displayed.

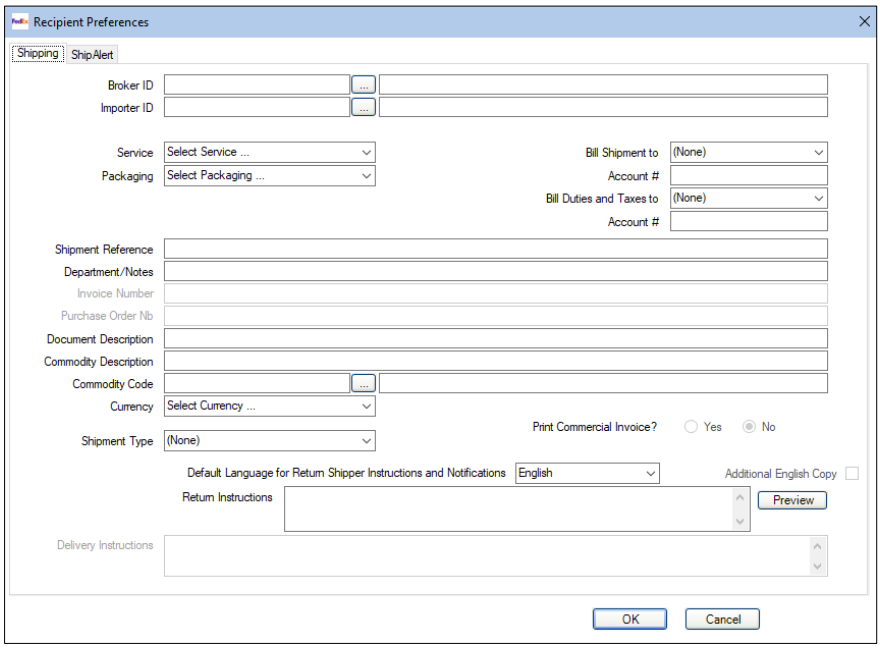


**Figure 94: Recipients Preferences Screen**

This screen has two tabs, **Shipping** for shipping defaults and **ShipAlert** for FedEx ShipAlert

defaults.

2. Click the **Shipping** tab (if not already selected).
3. You can select or enter the following default values for shipments made to this recipient:

- **Broker ID**: The broker's ID and company name. For information on entering a new broker, see **To Add a Broker**.
- **Importer ID**: The importer's ID and company name. For information on entering a new importer, see **To Add an Importer**.
- **Service**: The default FedEx service used for shipments. See **Services** for more information about the available FedEx services.
- **Packaging**: The default packaging type. See **Packaging** for more information about the available types of FedEx packaging.
- **Bill Shipment to**: The party that will be billed for the shipment costs.
- **Account#**: The selected party's FedEx account number for automatic payment.
- **Bill Duties and Taxes to**: The party that will be billed for duties and taxes.
- **Account#:** The selected party's FedEx account number for automatic payment.
- **Shipment Reference**: One or more keywords, or a small text used as a reference. Because the shipment references will appear on the invoices you receive from FedEx, making good use of shipment reference information can aid you in your internal bookkeeping.
- **Department/Notes**: The name of the department or any other additional information.
- **Document Description**: The default description for document shipments.
- **Commodity Description**: The default description for commodities.
- **Commodity Code**: The default commodity code and description for shipments that contain a commodity. For information on entering a new commodity, see **To Add a Commodity**.
- **Currency**: The default currency. On selection of the currency code, the name of the currency is displayed in the adjacent text box.
- **Shipment Type**: The default shipment type, either Documents only or Non- Document.
- **Print commercial invoice**: Indicates whether you want to include a commercial invoice.
- **Default language for return instructions**: Select your default language for the return instructions
- **Return Instructions field**: A field to enter your instructions for the return shipment.

4. Click **OK** to save the shipping defaults for shipments made to this recipient.

### 8.2.2.3 To specify defaults for shipments made to a recipient - ShipAlert

1. Click the **ShipAlert** tab (if not already selected).

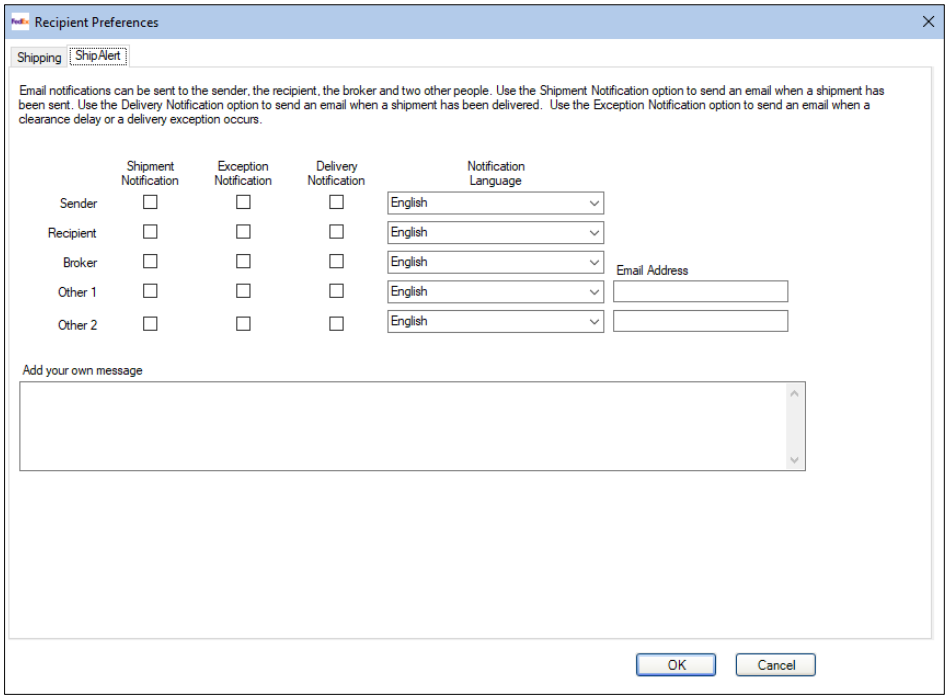


**Figure 95: FedEx ShipAlert Tab of Recipients Preferences Screen**

2. You can send FedEx ShipAlert Shipment Notification emails to up to five recipients: the sender, the recipient, the broker, and two other people. This notification will inform them when the shipment is sent.
3. You can send FedEx ShipAlert Shipment Notification, Exception Notification and Delivery Notification emails to up to five recipients: the sender, the recipient, the broker, and two other people. When the shipment is sent or delivered, or in the case of a clearance delay or delivery exception, these recipients will receive an email informing them of the shipment status.
4. In the **Add Your Own Message** field, you can add a message that will be appended to the shipment notification emails.

***Note**: To make this option work properly, the sender's and recipient's email address must be correctly entered in the Sender Information screen or the Recipient Information screen of the Address Book database.*

5. In the fields **Other 1** and **Other 2** you can enter the email addresses of one or two more people to receive shipment notifications.
6. Click **OK** to save the FedEx ShipAlert defaults for shipments made to this recipient.

### 8.2.2.4 To modify a recipient's details

1. On the **Address Book** screen, click **Recipients**.

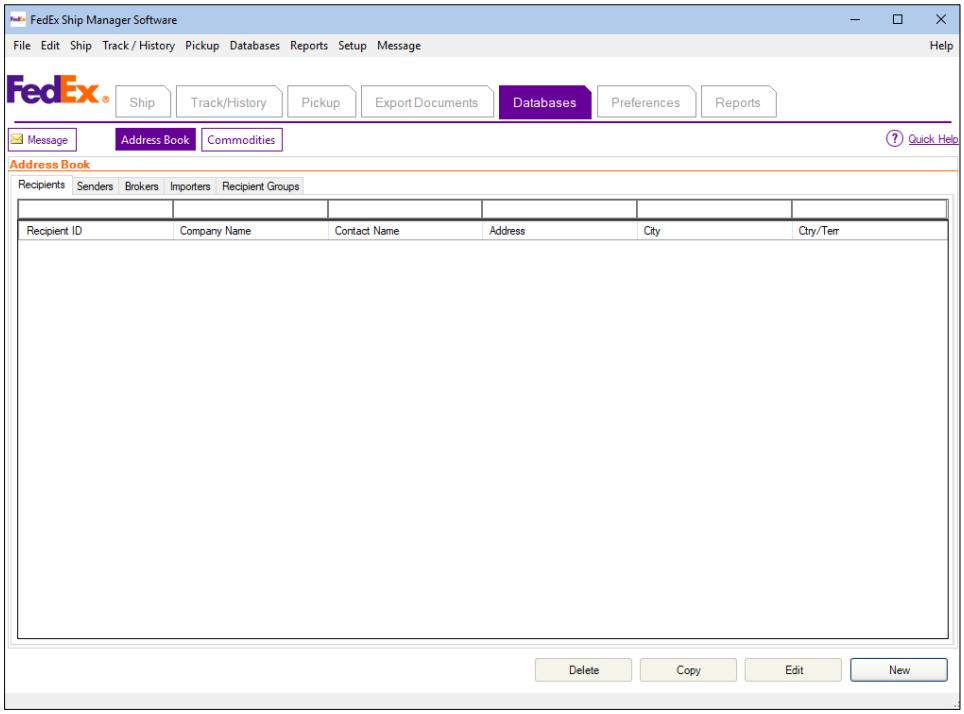


**Figure 96: Recipients Tab in Address Book Screen**

2. Select the recipient from the list.
3. Click **Edit**.

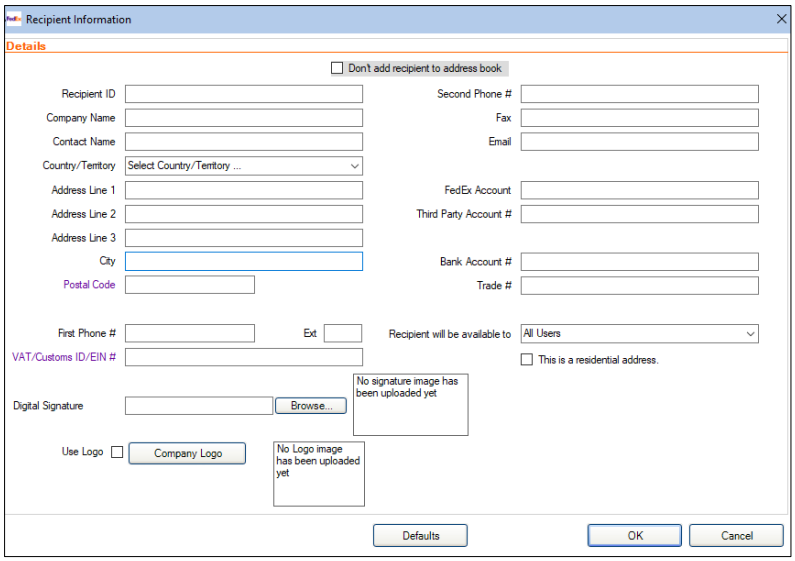


**Figure 97: Update Recipients Details Screen**

4. Modify any of the recipient's details (including defaults, if so required).
5. Click **OK** to save your changes.

### 8.2.2.5 To copy a recipient's details

If you are going to add a recipient whose details are almost identical to those of a recipient who is already in the database, you can copy the recipient's data and adapt it as necessary. To copy a recipient (with a new recipient ID), proceed as follows:

1. On the **Address Book** screen, click **Recipients**.
2. Click the recipient whose details you wish to copy and click **Copy**. The **Recipient Information** screen is displayed again, but without any Recipient ID details.
3. In the field **Recipient ID**, enter a new recipient ID.
4. Modify any of the required details or accept the remaining details as they are.
5. Click **OK** to save the new recipient's details.

### 8.2.2.6 To delete a recipient

1. On the **Address Book** screen, click **Recipients**.
2. Select the recipient you wish to delete.
3. Click **Delete** and click **Yes** to confirm.

## 8.2.3 Managing Recipient Groups

When sending identical packages to several recipients, you can use recipient groups so that you only have to enter the details for one shipment.
By opening the **Address Book** database and clicking **Recipient Groups**, the list shows all recipient groups already entered into the database. If no recipient groups are entered, the list will be empty.

### 8.2.3.1 To add a recipient group

1. On the Address Book screen, click **Recipient Groups**.

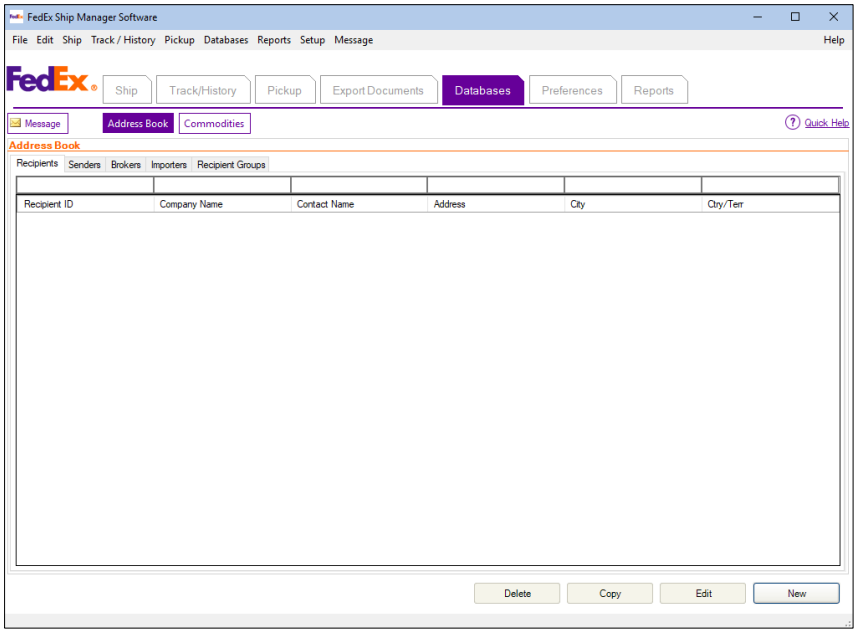


**Figure 98: Recipients Group Tab in Address Book Screen**

2. Click **New**. An empty **Group Information** screen is opened.

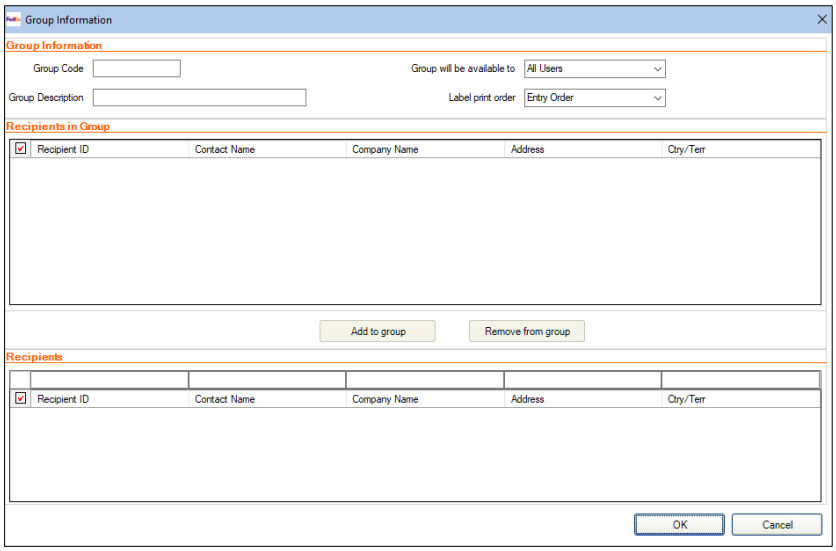


**Figure 99: Group Information Screen**

3. Enter the recipient group information as follows:
   - **Group Code**: Enter a unique combination of letters and digits used to identify a recipient group (for example ACME100).
   - **Group Description**: Enter a brief description of the new recipient group.
   - **Group will be available to**: Specify whether the recipient that you are creating will be available to anyone in your user group, to yourself only or to all users.
4. In the **Recipients** area, use the check boxes to select one or more recipients.
5. Click Add To Group.
6. Click **OK** to save the created recipient group.

### 8.2.3.2 To modify a recipient group's details

1. On the **Address Book - Recipient Groups** screen, select a group.
2. Click **Edit.** The Group Information screen is displayed.
3. Modify your recipient group details.
4. Click **OK** to save your changes.

### 8.2.3.3 To copy a recipient group's details

If you are going to add a recipient group whose details are almost identical to a recipient group that is already in the database, you can copy the recipient group's data and adapt it as necessary. To copy a recipient group, proceed as follows:

1. On the Address Book screen, click Recipient Groups.
2. Click the recipient group whose details you wish to copy and click **Copy**. The **Group Information** screen is displayed again, but without a group code
3. In the field **Group Code**, enter a new group code.
4. If so required, modify the recipient group's composition.
5. Click **OK** to save the new recipient group's details.

### 8.2.3.4 To delete a recipient group

1. On the **Address Book** screen, click **Recipient** Groups.
2. Select the recipient group you wish to delete.
3. Click **Delete** and click **Yes** to confirm.

## 8.2.4 Managing Importers and Brokers

Managing your importer and broker details in the database is very similar to managing your sender, recipient and recipient group information. The **Importer Information** and **Broker Information** screens are almost identical to those for the recipient details.

### 8.2.4.1 To Add an Importer

1. On the **Address Book** screen, click **Importers**.
2. Click **New**.

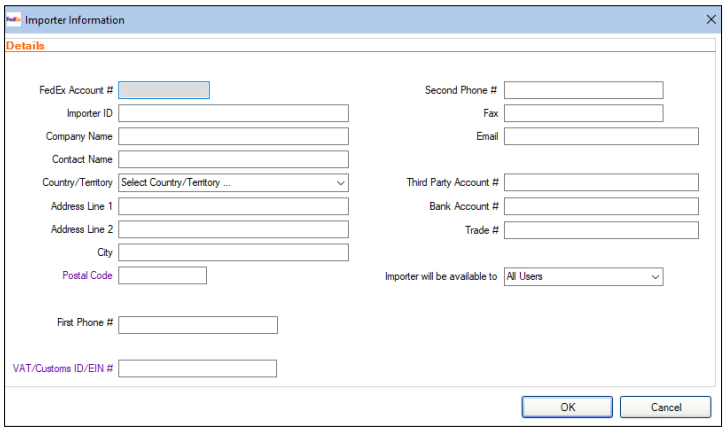


**Figure 100: Importer Information Screen**

3. In the **Importer ID** field, enter a unique combination of letters and digits to identify the importer.
4. Complete the remainder of the details in the same way as when you add a recipient (see **To add a recipient**).
5. Click **OK** to save the details of the new importer.

### 8.2.4.2 To Edit, Copy or Delete an Importer

The procedures for editing, copying or deleting importers are identical to those for recipients. See **To modify a recipient's details**, **To copy a recipient's details** and **To delete a recipient**.

### 8.2.4.3 To Add a Broker

1. On the **Address Book** screen, click **Brokers**.
2. Click **New**.

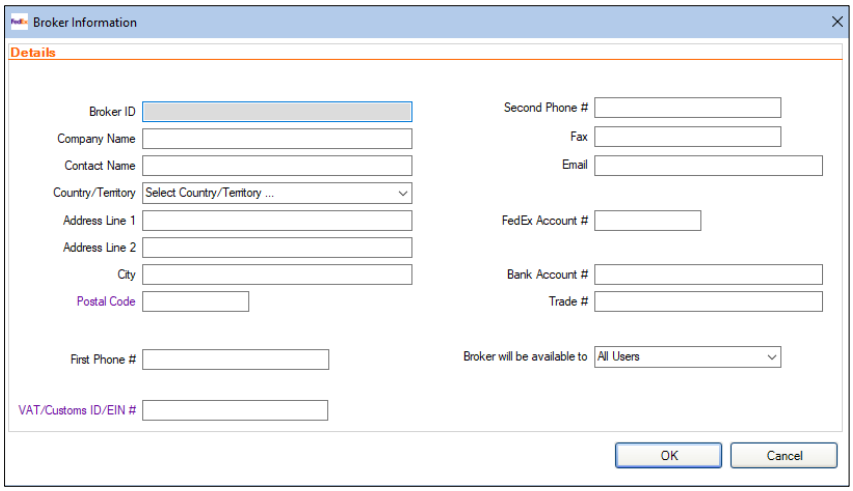


**Figure 101: Broker Information Screen**

3. In the **Broker ID** field, enter a unique combination of letters and digits to identify the broker.
4. Complete the remainder of the details in the same way as when you add a recipient (see **To add a recipient**).
5. Click **OK** to save the details of the new broker.

### 8.2.4.4 To Edit, Copy or Delete a Broker

The procedures for editing, copying or deleting importers are identical to those for recipients. See **To modify a recipient's details**, **To copy a recipient's details** and **To delete a recipient**.

# 8.3 Commodities Database

## 8.3.1 Managing commodities

### 8.3.1.1 To Add a Commodity

1. On the **Commodities Overview** screen, click **New**. The **Commodity Details** screen is displayed.

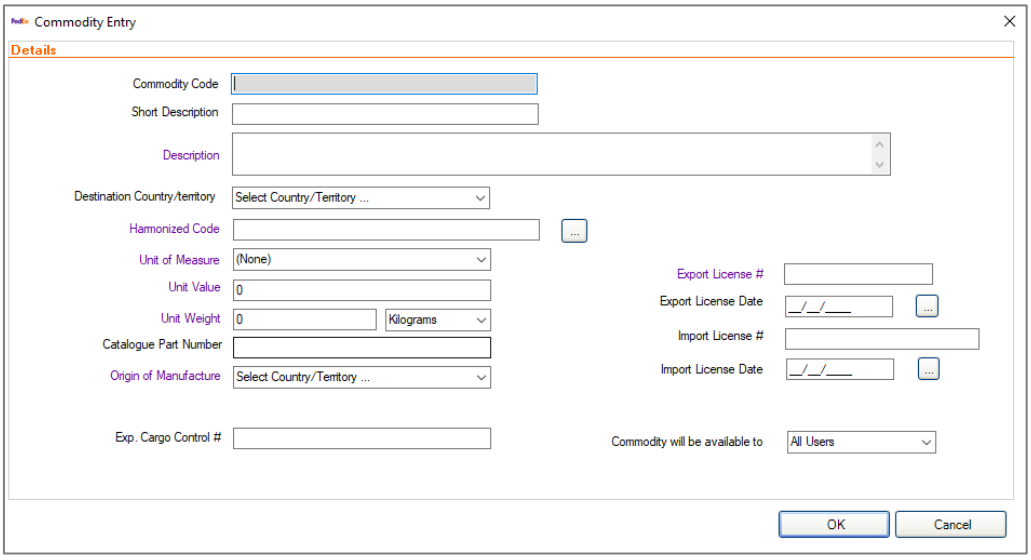


**Figure 102: Commodity Details Screen**

2. Enter the commodity information as follows:

- **Commodity Code**: Enter a unique combination of minimum 3 characters (letters and digits) used to identify the commodity.
- **Short Description and Description**: Enter a short (optional) and a longer description, respectively.
- **Destination Country/territory**: Select the destination country/territory from the dropdown list.
- **Note**: The Destination Country/territory field is populated if the commodity in the shipment content section has destination country/territory.
- **Harmonized Code**: Optionally, enter the official 6- to 10-digit harmonized code in the following format: ####.##.####.
- **Unit of Measure**: Select the correct unit of measure for the commodity.
- **Unit Value and Unit Weight**: Enter the appropriate details here. Do not forget to verify or select the correct weight measurement.
- **Catalogue Part Number**: Optionally, enter a part number.
- **Origin of Manufacture**: Select the country/territory where the commodity is manufactured.
- Export License #, Export License Date, Import License #, and Import License Date: Enter the appropriate license numbers and license dates.

- **Commodity will be available to**: Specify whether the commodity will be available to anyone in your user group, to yourself only or to all users.
- **Exp. Cargo Control #:** Enter the cargo control number.

3. Click **OK** to save the commodity details.

***Note*** *For U.K domestic group shipments, an error message is displayed if the group consists both regulated and non-regulated shipments.*

### 8.3.1.2 Searching Harmonized Code

The Search Harmonized Code button enables you to search for a precise harmonized code for the commodity being shipped. Once you click the button the Search Harmonized Code window is displayed.

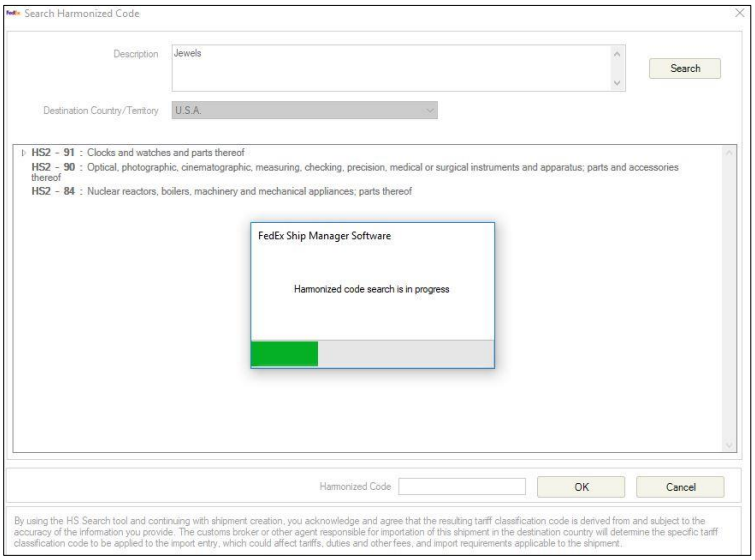


**Figure 103: Search Harmonized Code screen**

Enter the description of the commodity in the Description field and select the destination from the Destination Country/Territory dropdown. Click the Search button to search the Harmonized code.

***Note****: When the application is unable to connect with web services to fetch the harmonized code, the following error message is displayed "The Harmonized Code lookup is not available at this time. Please try again later."*

### Harmonized Code Search for Group Shipments

For Group Shipments, if a Harmonized Code Search is initiated with:

- Blank Destination/Country field, then, a standard six-digit code search (H6) is initiated.
- Same destination country for all the shipments in the group, then the commodity Harmonized Code is displayed along with the destination code.

For multiple commodity shipments,

- The Harmonized Code Search button is disabled if no commodities are selected.

- If same commodity is added multiple times in a shipment content and Harmonized Code Search was done for one instance of the commodity and a description and HS Code was selected, then, the same description and HS code is automatically copied to all other instances of the same commodity.

#### 8.3.1.3 To Copy or Delete a Commodity

The procedure for copying or deleting a commodity is almost identical to those for recipients (see **To copy a recipient's details** and **To delete a recipient**).

# 8.4 Importing and Exporting Databases

## 8.4.1 Import / Export Templates

FedEx Ship Manager Software enables you to import or export sender/recipient/commodities/importers/brokers address information.

### 8.4.1.1 To access the Import / Export templates section

The Import / Export templates screen can be accessed by selecting Import / Export templates from the File menu.

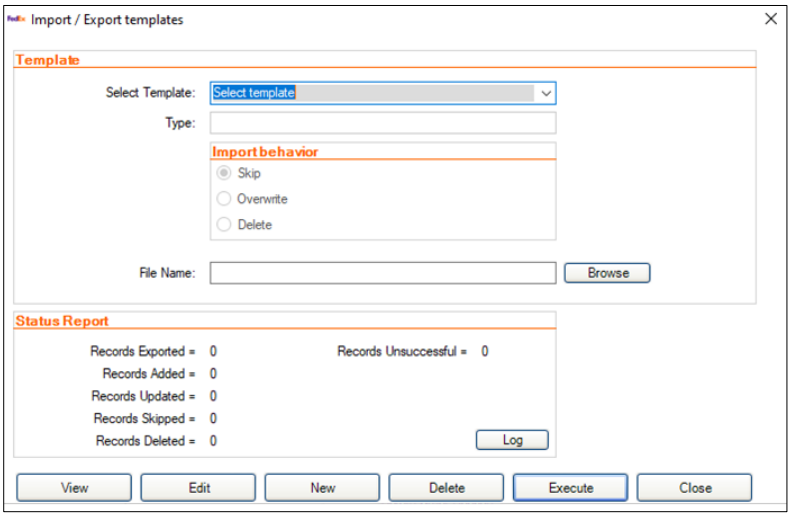


**Figure 104: Import / Export Templates Screen**

### 8.4.1.2 Importing/Exporting templates

The **Import / Export templates** screen enables you to manage all the templates you need to Import / Export your addresses.
Templates can be imported, exported, created, or modified to easily manage your address database.

1. In the **Select Template** drop-down list, select template from the list. The **Type** field will be filled in automatically based on the selected template.

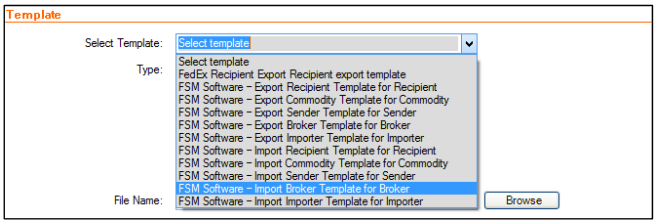


**Figure 105: Readymade Template**

2. In the **Import behavior** section, select any of the below import behavior, as required:
   - **Skip** to skip duplicate records.
   - **Overwrite** to overwrite duplicate records
   - **Delete** to delete duplicate records.

In the **File Name** field, select or enter the name of the template which you want to import or export.

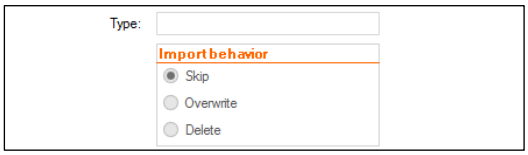


**Figure 106: Type Field**

3. Click one of the six below buttons at the bottom of the screen.
   - **View** to see the available information of your template in the **View/Edit template** screen.
   - **Edit** to modify the selected template in the **View/Edit template** screen.
   - **New** to create a new template in the **View/Edit template** screen. The **View/Edit Template** screen enables you to:
     - Enter template information such as Template ID, Description, Template type (Import or Export) and enables you to select one of the following database tables:
       - Broker
       - Commodity
       - Importer
       - Recipient
       - Sender

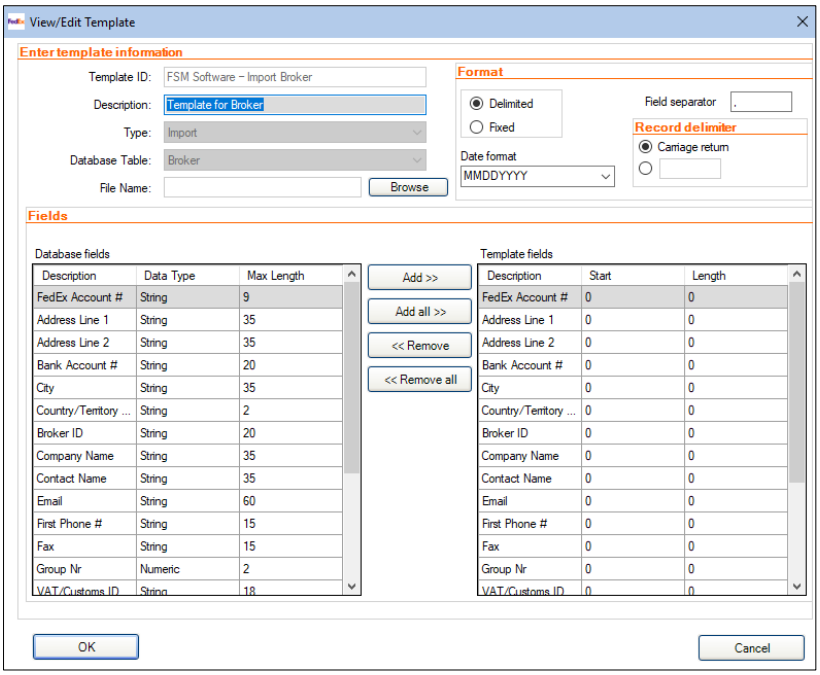


**Figure 107: View/Edit Template Screen**

- Select the database fields which will be available in the new template. For each of the selected database fields, a start position, and a field length have to be entered in case fixed format is selected.
- Select the format (Delimited or Fixed), and Date format (mandatory in case you want to Import / Export commodities) of your choice. In case you select Delimited as format, you will need to enter a Field separator.
- Click **Ok** to save your new template.

4. **Delete** to delete the selected template.
5. **Execute** to import or export the selected template.
6. **Close** to exit the **View/Edit template** screen without saving any changes.

# 9 Reports

## 9.1 About Reporting

FedEx Ship Manager Software provides a set of default reports. If you prefer to create and run your own detailed reports, you can do so in the **Advanced Reports** section.

## 9.2 Standard Reports

### 9.2.1 To access the Standard Reports

The Reports feature can be accessed by clicking the **Reports** tab on the main screen or by selecting **Standard Reports** from the **Reports** menu. The **Standard Reports** screen will appear.

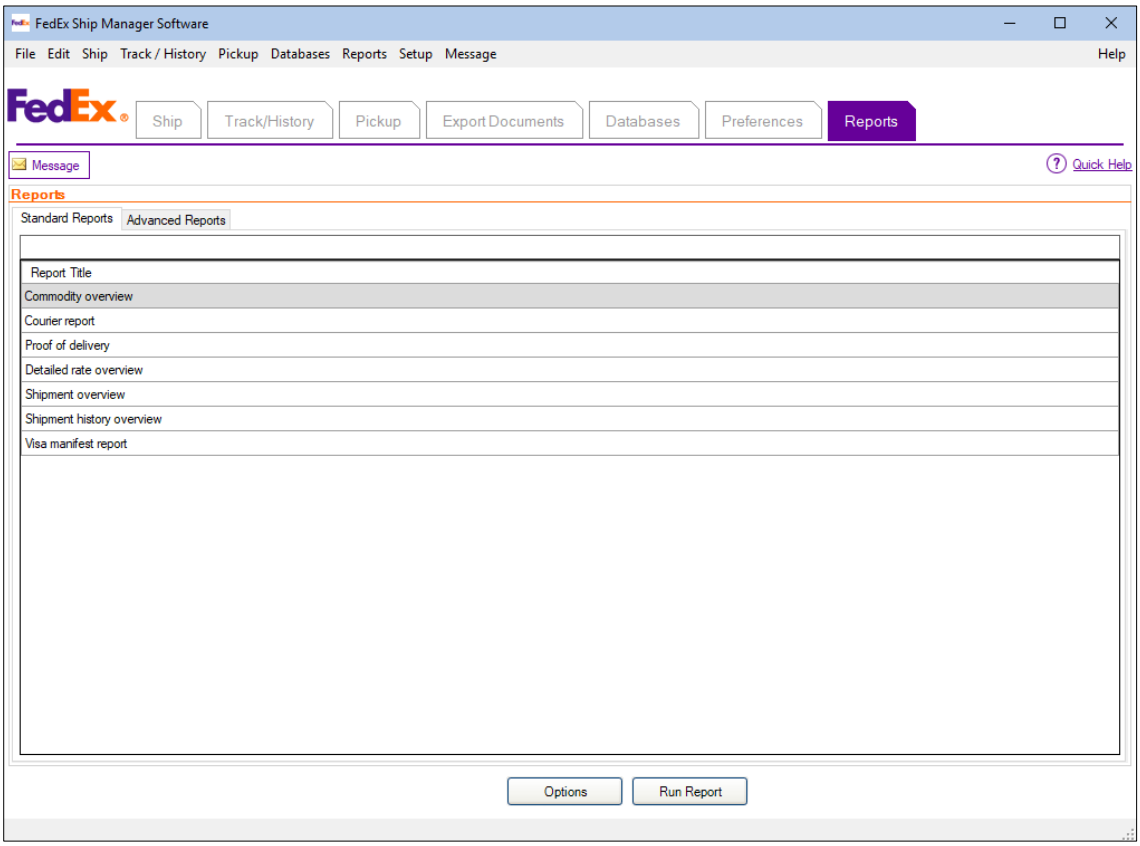


**Figure 108: Reports Screen**

### 9.2.2 Working with Standard Reports

On the **Standard Reports** screen, you can find the seven pre-defined report templates, which you can use for immediate report generation and printing. Reports can be printed, sent to fax, displayed on screen, or saved as a text file. Some reports can also be exported in a delimited file format for processing in another application.
You define your reporting task by clicking one of the two buttons at the bottom of the screen:

- Click **Options** to change some of the settings of the selected report.
- Click **Run Report** to generate and print the selected report type.

# 9.3 Advanced Reports

In case you want to create more advanced reports about your shipments, you can create your own customized reports in the **Advanced Reports** section.

## 9.3.1 To access Advanced Reports

The **Advanced Reports** section can be accessed by clicking the **Reports** tab on the main screen and clicking the lower-level **Advanced Reports** tab or by selecting **Advanced Reports** from the **Reports** menu. The **Advanced Reports** screen will appear.

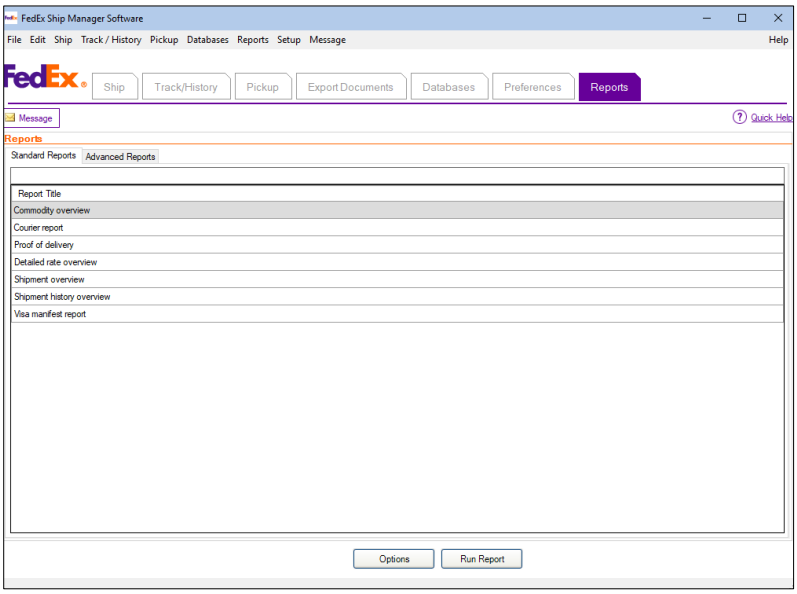


**Figure 109: Advanced Reports Screen**

## 9.3.2 Working with Advanced Reports

On the **Advanced Reports** screen, you can create your own reports and you can find a list of Customized Reports that were previously created and which you can use for report generation and printing. Advanced Reports can be printed, displayed on screen, or saved in text, pdf, Excel or PNG format. Some reports can also be exported in a delimited file format for processing in another application.
If customized reports are created in advance, you can select one of the Advanced Reports from the **Advanced Reports** screen.
Options Functionality in **Advanced Report** Screen:

Click **Options** to view the available options for your Advanced Report. The **Advanced Reports Options** screen enables you to:

- Select a date range (shipment history) for your advanced report.
- Edit the header and/or the footer of your report.
- Display the subtotals and grand totals as multiple lines.
- Select an output format for your advanced report. Available options are: Printer, Screen, PDF file, CSV file, Excel file, PNG image, Other (to specify an output format of your choice) and Fixed length.

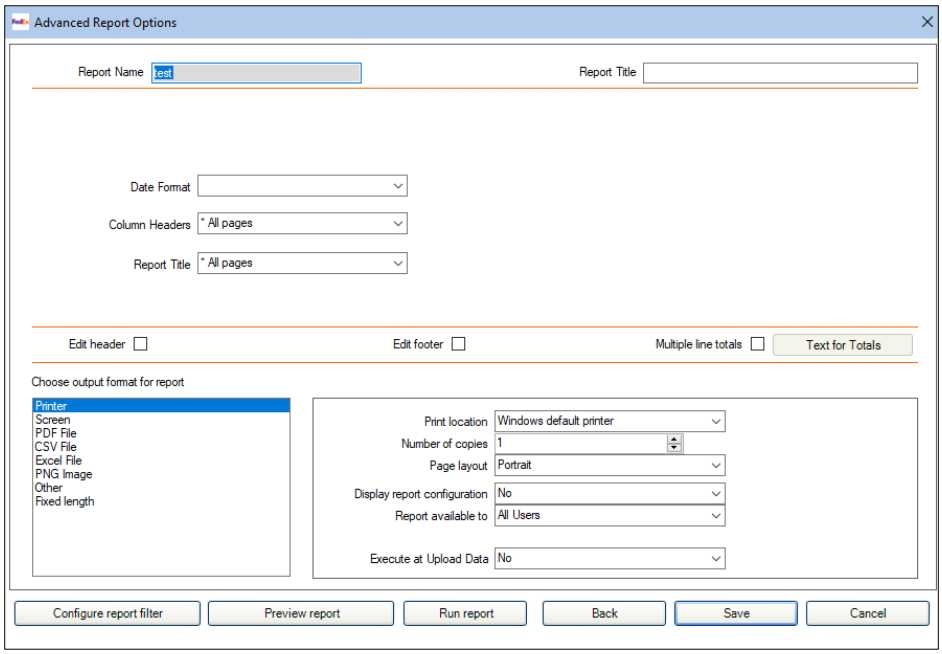


**Figure 110: Advanced Reports Options**

Define your reporting task by clicking one of the five buttons at the bottom of the screen.

- Configure Report Filter to go to the Advanced Reports Data Criteria Popup screen
- **Preview Report** to save the modifications on the **Advanced Report Options** screen and to preview the advanced report on screen.
- **Run Report** to save all modifications and to run the report
- **Save** to save all modifications on the **Advanced Report Options** screen without running the report.
- **Cancel** to close the **Advanced Report Options** screen without saving any changes.

Run Report Functionality in Advanced Report Screen:

1. Click **Run Report** to run the selected advanced report.
2. Add Functionality in Advanced Report Screen:
3. Click **Add** to open the **Advanced Reports Layout** screen to create a new Report. The Advanced Reports Layout screen enables you to:

- Enter a name for the new Advanced Report you are about to create.
- Choose a pre-defined report template from the **Report based on** drop-down list.
- Select the fields and data that will be shown in your Advanced Report and enables you to change the order in which they appear in the report.
- Select a number of options for your **Advanced Report** on the **Advanced Reports Options** screen.

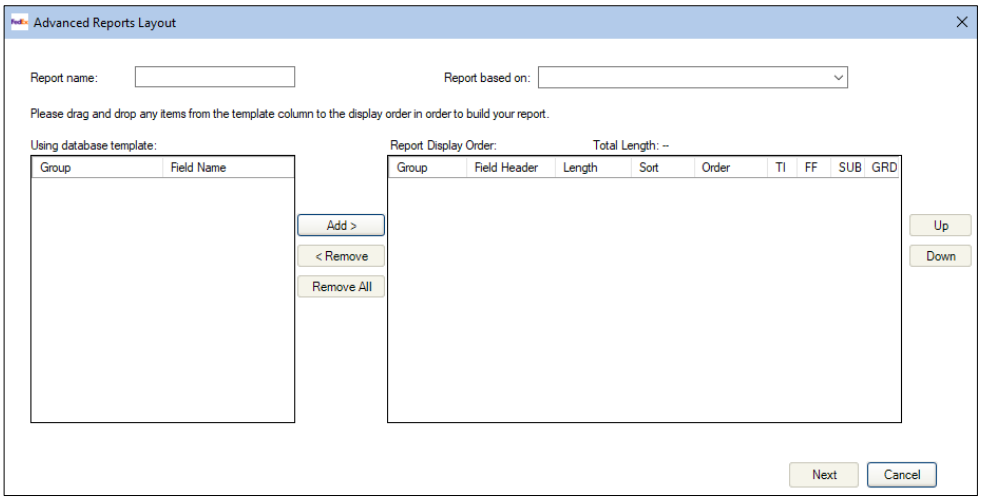


**Figure 111: Advanced Reports Layout Screen**

Modify Functionality in Advanced Report Screen:

Click **Modify** to change the settings of the selected **Advanced Report.**

Delete Functionality in Advanced Report Screen

Click **Delete** to delete the selected **Advanced Report**.

# 10 Delivery Signature Options

You can find more details of FedEx Delivery Signature options on fedex.com.

| Delivery Signature Option | Description |
|---|---|
| No Signature Required (NSR) | FedEx will not require a signature upon delivery. NSR is available for shipments with Customs Value < 100 |
| Indirect Signature Required (ISR) | FedEx will obtain a signature in one of these ways: 1) from someone at the delivery address; or 2) from a neighbor, building manager or other person at a neighboring address. |
| Direct Signature Required (DSR) | FedEx will obtain a signature from someone at the delivery address or reattempt delivery the following business day if no one is at the address. |
| Adult Signature Required (ASR) | FedEx will obtain a signature from any person of legal adult age* at the delivery address. |

The following destination countries will be enabled at FedEx Delivery option release time. Please note however that those may be subject to change in time.

| Region | Destination Country/Territory |
|---|---|
| EUROPE | Austria, Belgium, Czech Republic, Denmark, France, Germany, Great Britain, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Poland, San Marino Switzerland, Vatican City |
| MEISA | United Arab Emirates, Bahrain, India, Kuwait |
| APAC | Australia, SAR China, Japan, South Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan China, Thailand. |
| LAC | Argentina, Aruba, Bahamas, Barbados, Bermuda, Brazil, British Virgin Island, Cayman Island, Chile, Costa Rica, Dominican Republic, Grenada, Guadeloupe, Guatemala, Jamaica, Martinique, Panama, Puerto Rico, St Croix, St. Barthelme, St. Kitts & Nevis, St. Lucia, St. Thomas, St. Vincent, Trinidad & Tobago, Turks & Caicos, Uruguay, Venezuela. |
| NA | Canada, United States of America. |

# 11 More Information

## 11.1 General

FedEx Ship Manager Software includes a Help system. The menu bar has the usual **Help** menu; this option is on the right of the menu bar. This **Help** option is also available through the **Quick Help** button on the right just below the tabs. The Quick Help system has the following components:

- Glossary
- Links
- Info

## 11.2 Glossary

The Glossary contains an alphabetical list of terms used in the software.

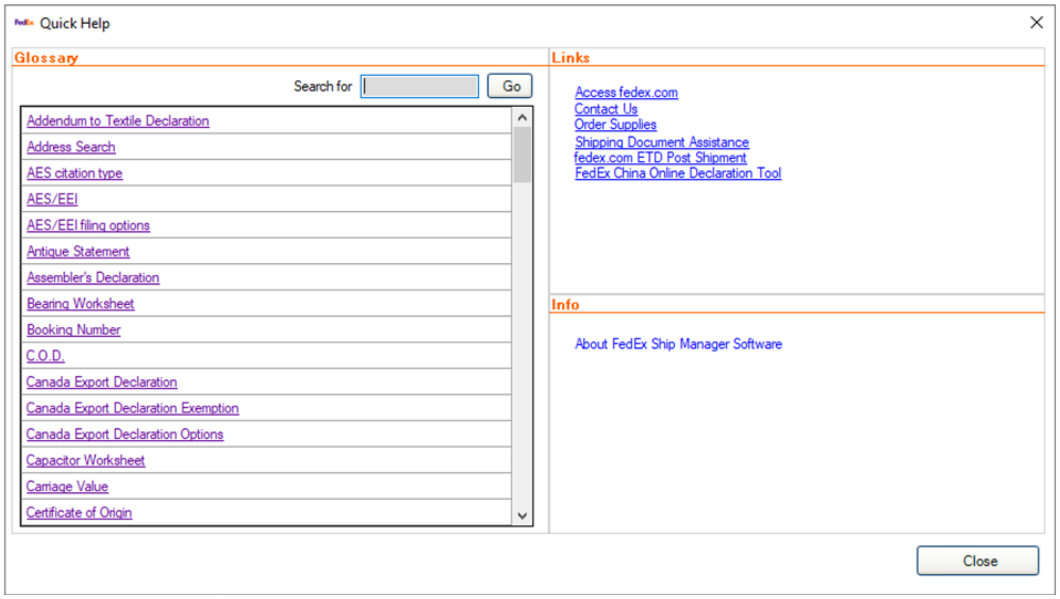


**Figure 112: Glossary Screen**

If you click one of the terms, you get more information in a pop-up screen about this particular item.

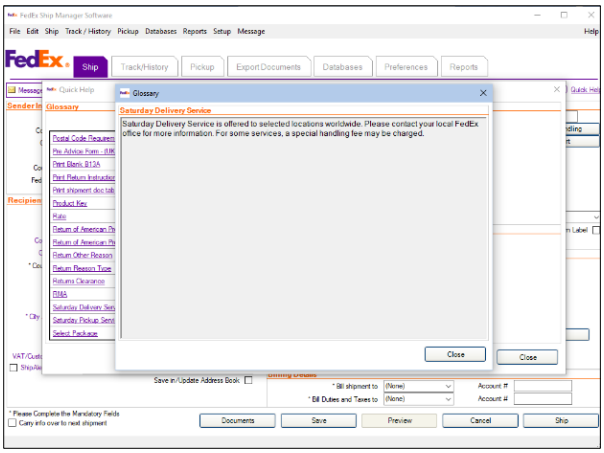


**Figure 113: Glossary Term Screen**

# 11.3 Links

The links of this area are the options through which you can access extra online services and information resources. These options are:

- **Access fedex.com**: This provides access to the main FedEx website.
- **Contact Us**: This option brings you to the Customer Service and contact page on the FedEx website.
- **Order Supplies**: This is a link to the FedEx online service for ordering consumables like FedEx packaging items, pouches, labels, toner cartridges, and ribbons.
- **Shipping Document Assistance**: This is a link to the FedEx web pages with information about international shipping documents as well as other aspects of international shipping.
- **fedex.com ETD Post Shipment**: This is a link to the FedEx.com Login page for ETD Post Shipment.
- **FedEx China Online Declaration Tool**: This is a link to declare China export shipment.

# 11.4 Information

- About FedEx Ship Manager Software

This provides information about the application.

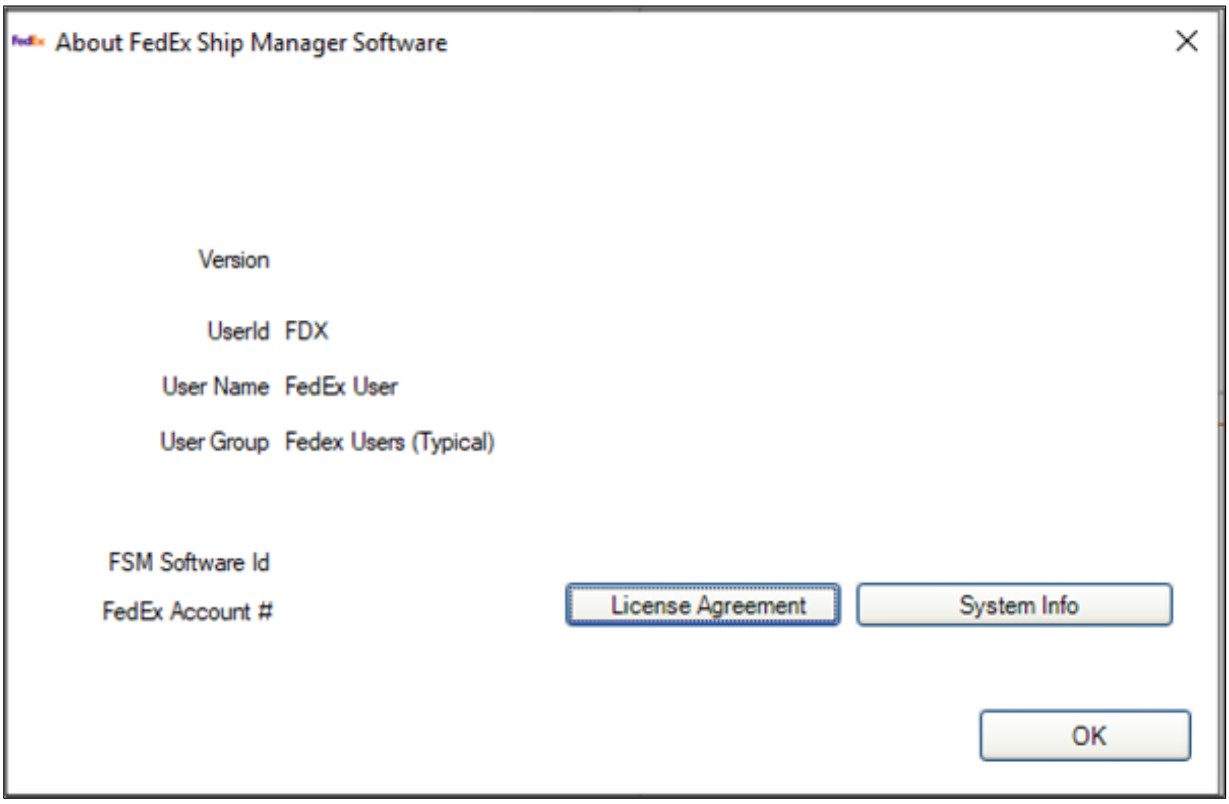


**Figure 114: About FedEx Ship Manager Software Screen**

In addition to information about the software, this screen enables you to re-read the license agreement and to obtain system information.

# 12 FedEx Services and Packaging

## 12.1 Services

To know about services, refer to fedex.com.

## 12.2 Packaging

### 12.2.1 FedEx® Envelope

A special packaging that FedEx offers free of charge. Maximum shipment weight is 0.5 kilogram when using a FedEx Envelope.

### 12.2.2 FedEx® Pak

A special packaging that FedEx offers free of charge. Maximum weight is 2.5kg. A FedEx Pak rate applies up to 2.5kg if the FedEx Pak is used. This Pak is designed for larger documents or other compact items. Otherwise, this service is identical to FedEx International Priority. Choose this option if you use the FedEx Pak packaging for the FedEx International Priority service. Dimensions: Height 30.4 cm, width 39.3 cm.

### 12.2.3 FedEx® Tube

Self-sealing tube that is ideal for drawings, blueprints, charts, photographs, fabric samples and any other items that should be rolled. Internal dimensions: Height 96.5 cm, width 15.2 cm, depth 15.2 cm. Maximum weight is 9kg and the minimum charged weight is 4kg.

***Note*** *FedEx packaging can be obtained from FedEx Customer Service or from your FedEx courier.*

### 12.2.4 Your packaging

If necessary, you can use your own packaging.

### 12.2.5 FedEx 10 kg Box

Convenient, tough, waterproof FedEx packaging that provides fast, reliable, door-to-door, customs-cleared express delivery service for shipments to over 210 countries worldwide. A fixed rate applies up to 10 kilograms with an additional charge for every kilogram above this maximum. Dimensions: Height 41 cm, width 33 cm, depth 25 cm.

### 12.2.6 FedEx 25 kg Box

Convenient, tough, waterproof FedEx packaging that provides fast, reliable, door-to-door, customs-cleared express delivery service for shipments to over 210 countries worldwide. A fixed rate applies up to 25 kilograms with an additional charge for every kilogram above this maximum. Dimensions: Height 51 cm, width 43 cm, depth 33 cm.
**Note**: For UK Domestic Shipping Only.

# 13 Glossary

The following glossary contains the most frequently used FedEx Ship Manager Software FedEx Ground and FedEx Express® Freight terms. Every glossary entry is fully explained, and mentions (enclosed in parentheses) whether it concerns a FedEx Ship Manager Software, FedEx Ground, or FedEx Express Freight term.

## Booking Confirmation Number

A booking confirmation number will be assigned for all shipments that have been reserved space on a plane. This number is proof that a "reservation" has been made for the shipment in the FedEx Key Information Air Cargo System (KIAC System).

## Carriage Value

See Declared Value for Carriage.

## CIP (Carriage Insurance Paid)/CIF (Cost Insurance and Freight)

Carriage Insurance Paid to a named overseas port of disembarkation (i.e. import). Under this term, the seller quotes a price for the goods, including insurance, plus all transportation, and miscellaneous charges to the point of disembarkation from the vessel.

## COD

See Collect On Delivery.

## Collect On Delivery

Special Service in which FedEx will collect the payment type specified by the shipper from the recipient at the time of delivery. The collected amount is then forwarded to the shipper. This service is not available in all locations.
Please check with Customer Services.

## Commercial Invoice

The Commercial Invoice is the official transaction record between an exporter and an importer. Along with the FedEx Ship Manager shipping document, it is the paperwork that customs officials rely on to clear shipments across international borders. Generally, the invoice is required for international shipments of dutiable commodities, but each invoice varies by country, as well as the shipment's size, weight, quantity and value.

## Country of Manufacture

The country where the commodity was originally manufactured or produced.

## Courtesy Rate Quote

By using the Courtesy Rate Quote feature, you can find out how much it will cost to ship your package before you send it. Your quote is based on rates associated with your FedEx account number and will include any applicable discounts. Keep in mind that the rate you receive may be different than the actual charges for your shipment. Differences may occur based on actual

weight, dimensions and other factors. Consult the applicable FedEx Service Guide for details on how shipping charges are calculated.

## CPT (Carriage Paid To)/C&F (Cost & Freight)

Carriage Paid To is the named overseas port of disembarkation (i.e. import). Under this term, the seller quotes a price for the goods that includes the cost of transportation to the named point of import. The cost of insurance is left to the buyer's account.

## Currency

The currency type (examples: US Dollar, Euro) used when declaring the value of the shipment, whether for carriage or Customs purposes.

## Customs ID/EIN

For the United States, the EIN is your Employer Identification Number if you are a corporation, partnership, or sole proprietor, or your Social Security Number if you are shipping as an individual. EIN may also be referred to as an IRS number, an Employer Federal Identification Number or a payroll tax number. For all other countries, this refers to your Tax Identification Number, as appropriate for your local Customs, regulatory agencies, and business.

## Customs Value

See Declared Value for Customs.

## DAP (Delivered At Place)

Delivered at Place means that the seller delivers when the goods are placed at the disposal of the buyer on the arriving means of transport ready for unloading at the named place of destination. This is exactly what the old Incoterm DDU stipulated.

## DAT (Delivered At Terminal)

Delivered at Terminal means that the seller delivers when the goods, once unloaded from the arriving means of transport, are placed at the disposal of the buyer at a named terminal.

## Dangerous Goods

All types can be shipped with FedEx Ship Manager Software. These goods require special packaging and export paperwork. Please check with Customer Services for details.

## DDP (Delivered Duty Paid)

Under this term, the seller fulfills his obligation to deliver when the goods have been made available at the named place in the country of importation. The seller has to bear the risks and cost, including duties, taxes, and other charges of delivering the goods.

## Declared Value

See Declared Value for Carriage.

## Declared Value for Carriage

The Declared Value for Carriage of any shipment represents FedEx maximum liability in

connection with that shipment, including, but not limited to, any loss, damage, delay, misdelivery, non-delivery, misinformation, any failure to provide information, or misdelivery of information relating to the shipment. Exposure to and risk of loss in excess of the declared value is assumed by the shipper. The Warsaw Convention limits FedEx liability for loss of or damage to your international shipment unless you declare and pay the required fees. The interpretation of the Warsaw Convention's liability limits may vary depending on the destination country. If the Warsaw Convention, as amended by Montreal Protocol No. 4 applies to your shipment, FedEx liability is limited to 17 Special Drawing Rights (SDRs) per kilo, unless you declare a higher value. Otherwise and in instances where the Warsaw Convention, as amended, does not apply, FedEx liability is limited, as set forth in the Service Guide, to US $9.07 per pound ($20.38 per kilo) unless you declare a higher value.

## Declared Value for Customs

The Declared Value for Customs is the selling price or replacement cost of an international shipment's contents. This value should be the same on the FedEx Ship Manager Software shipping document and the Commercial Invoice if one is required. The Declared Value for Carriage must not exceed the Total Declared Value for Customs amount. Consult the applicable tariff, the applicable FedEx Service Guide, or applicable Standard Conditions for details and restrictions.

## Delete Printed Shipment

Indicates that the user does not intend to send the shipment. If a Shipping Label has been printed, you must delete it from the Shipments in progress screen. If you decide to cancel a shipment, it must be done prior to tendering the package to FedEx. If the shipment has already been accepted by FedEx, you will need to notify your local FedEx Office to arrange to have the shipment cancelled and arrange the disposition of the shipment.

## Description

Complete and detailed descriptions of the shipment contents, including but not limited to, the name by which each item is known. The description appears on the FedEx Ship Manager Software shipping documents, including the Commercial Invoice.

## Dim Weight

Dimensional Weight is a calculation of the shipment's weight based on its volumetric standard instead of its actual weight. Dimensional Weight is calculated by multiplying the length by width by height of each package in inches or centimeters and dividing by a Dimensional Weight Divisor. The Dimensional Weight Divisor varies by service offering and unit of measure (inches or centimeters). For example, for US domestic shipments measured in inches, the divisor is 194 but for US export shipments measured in inches the divisor is 166. Contact your local FedEx Customer Service for more details.

## EEI (Electronic Export Information)

An EEI (Electronic Export Information) is used for compiling the official U.S. export statistics by the U.S. Bureau of the Census and for export control purposes. It is required for certain export shipments from the U.S., Puerto Rico or the U.S. Virgin Islands. FedEx is an electronic filer with the U.S. Bureau of the Census and will file the SED on your behalf if you so choose, when applicable.

## ETD (FedEx Electronic Trade Documents)

FedEx Electronic Trade Documents enables you to submit your customs documentation

electronically, so you no longer need to print multiple copies, all of your international trade documents are processed electronically. With this shipping solution, you'll gain operational efficiencies, save time and money, and enjoy greater peace of mind.

## Export License Number

The number of the government document authorizing exports of specific goods from a particular origin country in specific quantities to a particular destination.

## EXW (Ex Works)

Under this term, the price quoted applies only at the point of origin and the seller agrees to place the goods at the disposal of the buyer at a specific place on the date or within the period fixed. All other charges are for the account of the buyer.

## FCA/FOB (Free Carrier/Free on Board)

Free Carrier at a named port of export. The seller quotes the buyer a price that covers all costs up to and including delivery of goods aboard an overseas vessel (e.g. airplane).

## FedEx ShipAlert®

FedEx ShipAlert enables your recipients know that their FedEx Express shipment is on its way. You can also be notified that your shipment has reached its destination or be informed in case of a clearance delay or a delivery exception. Email notification can be sent to you, your recipient, your broker and three other people.

## Free Circulation (European Union)

Free Circulation goods are defined as goods imported from a non-European Union country which has complied with all import formalities and all import charges have been paid.
For more information, refer to fedex.com.

## Future Day Shipping

With Future Day Shipping, you can request a shipment up to 10 days in advance. You may only schedule a pickup on the actual day of the shipment. For FedEx Express® US-origin shipments, pickup is available for the current day and the next day only. Pickup for Future-Day shipments beyond next day is not available online through FedEx Ship Manager Software. To schedule a pickup, you must call 1.800.GoFedEx 1.800.463.3339 on the day your shipment is to be picked up. To schedule a FedEx Express Freight pickup, call 1.800.332.0807.

## Harmonized Code

Harmonized Code is a universal classification system that is used to provide duty rates for virtually every item that exists. Every item that is exported is assigned a unique 10-digit identification code. Every 10-digit item is part of a series of progressively broader product categories. For example, the harmonized system number for concentrated frozen apple juice is: 2009.70.0010. For US exports, the required 10 digit code can be either a Harmonized Code number or the Schedule B Commodity Number (for which the format is ####.##.####). The U.S. government states that this data is mandatory for all US export shipments requiring an SED (Shipper's Export Declaration (SED).

## Hold at Location

When a recipient wishes to pick up a FedEx Express package at a designated FedEx location rather than having it delivered, the sender must complete the Hold at Location section with the address of the FedEx location where the package is to be held. Hold at Location is not available at every FedEx location; contact your local FedEx Office for details. Available for FedEx Express and FedEx Express Freight shipments only.

## Saturday Delivery Service

Saturday Delivery Service is offered to selected locations worldwide. Please contact your local FedEx office for more information. For some services, a special handling fee may be charged. Available for FedEx Express shipments only.

## Saturday Pickup Service

Saturday Pickup Service is offered in selected locations worldwide. Saturday drop off is also available at many FedEx locations. Please contact your local FedEx Office for more information. For some services, a special handling fee may be charged. Available for FedEx Express shipments only. (Not available for FedEx Express Freight.)

## Schedule Pickup

Indicates that you do not have regularly scheduled pickups and need to request a FedEx driver be dispatched to your location. You can schedule a pickup online via FedEx Ship Manager Software from the US, Canada, Puerto Rico, and select countries in Europe, Latin America, and Asia. If you are shipping from a location that does not have online pickup, please contact your local customer service representative to schedule a pickup. (FedEx Ground does not offer same day pickups.) For Customer Service information, see FedEx Contact Information.

## SED AES Exemption Legend

This is the specific format of an SED exemption legend for AES filers. The SED exemption legend gives the status of the SED.

## FedEx ShipAlert

FedEx ShipAlert enables your recipients know that their FedEx Express shipment is on its way. You can also be notified that your shipment has reached its destination or in case of a clearance delay or a delivery exception. Email notification can be sent to you, your recipient, your broker and two other people.

## Ship Date

Ship Date represents the actual date that a shipment is tendered to FedEx by the customer. A shipment may be picked up by FedEx or dropped off at a FedEx location. With Future Day Shipping, you can request a ship date up to 10 days in advance (five days for freight shipping). With Future Day Shipping, you can request a shipping date up to 10 days in advance. You may only schedule a courier on the actual day of the shipment. For FedEx Express U.S. origin shipments, courier pickup is available for the current day and the next day only. Courier pickup for Future Day Shipping beyond the next day is not available. To schedule a courier, you must call your local FedEx customer service on the day your shipment is to be picked up. For FedEx Express shipments originating outside the U.S., courier pickup can always be booked for the same day and next day. To schedule a courier, you must contact Customer Service on the day your shipment is to be picked up.

## Shipment Reference

As a convenience to help with your internal record-keeping, space is provided to record any internal billing numbers or codes you wish to assign the shipment. This reference information will be printed on your invoice.

## Tracking/History

Shipping History enables you to review your FedEx Ship Manager Software shipment activity for the previous 40 days. You may sort your history in a number of ways: by Ship Date, Recipient, Tracking Number (see tracking number), or Destination. You may also track the status of a package, view and print your shipment details, and view a Proof of Delivery (POD).

## Signature Required for Express

A signature is required at the time of delivery. Packages will not be driver released or indirectly delivered. A signed delivery notice by the recipient is not considered an acceptable signature. A fee does not apply.

## Terms of Sale

The point at which sellers have fulfilled their obligations so the goods in a legal sense could be said to have been delivered to the buyer. They are shorthand expressions that set out the rights and obligations of each party when it comes to transporting the goods. Following are the different types of Terms of Sale:

## Third Party Consignee (TPC)

Third Party Consignee (TPC) is a service offered to shippers who do not want their recipients to know the commercial value of the shipment. This service enables deliveries of shipments to the end recipients at destinations without a commercial invoice attached.

## Tracking number

The number assigned to a shipment by FedEx.

## Unit of Measure

The unit of measure used to describe one unit of the commodity item. Examples are "piece", "box", "each", "dozen", "pair", etc. (such as "1 pair of shoes").

## Unit Quantity

The number of units (of measure) per commodity item described in the shipment.

## Unit Value

Value for a single unit of the commodity.

## Unit Weight

Weight per unit of measure