# FedEx SameDay® Services
# User Guide


**FedEx SameDay Services**

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## FedEx SameDay Services at a Glance

When you need a shipment delivered today, count on FedEx SameDay services. There's a FedEx SameDay service for cross-country delivery, crosstown delivery and freight shipments.

**FedEx SameDay® City**
Crosstown delivery within several major U.S. metro areas, delivered in just hours, depending on availability, among select ZIP codes around the city's center.

**FedEx SameDay**
Cross-country delivery in just hours, depending on flight availability. For documents and packages up to 150 lbs.

**FedEx SameDay® Freight**
Delivery in just hours for shipments of 151 lbs. or more, composed of multiple packages or palletized freight.

*Note: Because FedEx SameDay shipments require special attention, they cannot be dropped off at a FedEx location or be added to regularly scheduled pickups without notice.*

*Note: Shipments weighing less than 151 lbs. that contain at least one palletized piece are priced at the 151-lb. FedEx SameDay Freight rate.*


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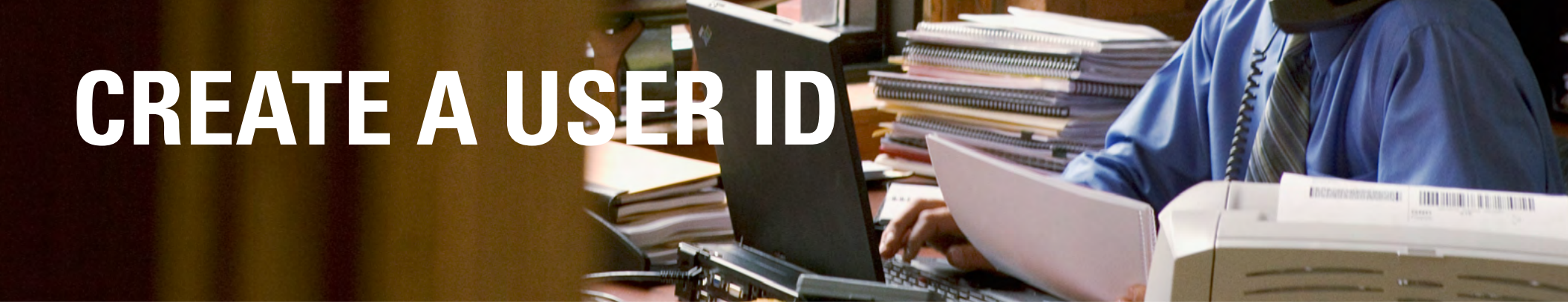

# CREATE A USER ID


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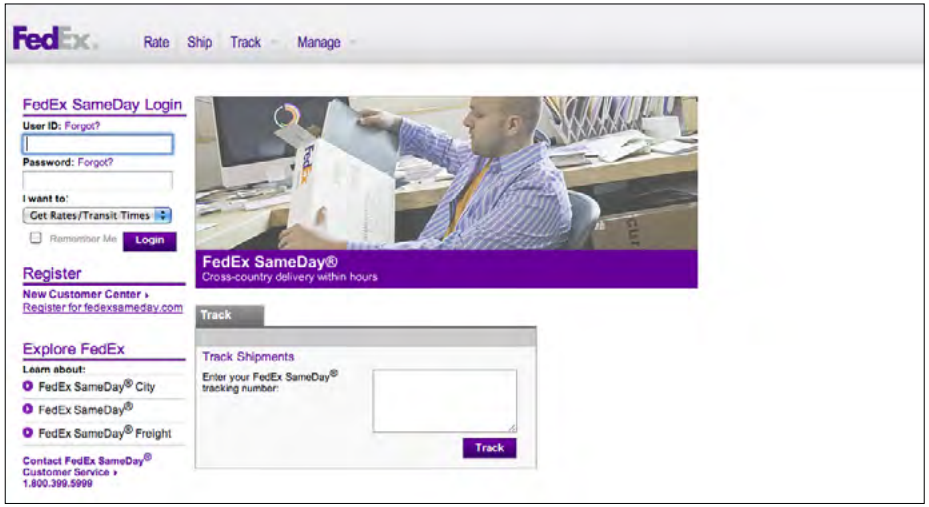
## How to create your FedEx SameDay user ID

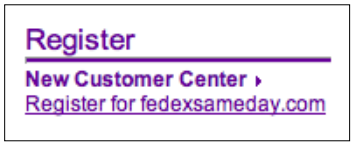
Before shipping with FedEx SameDay® services, you first need to create a user ID that's specific to FedEx SameDay. You may set up the same user ID and password that you use to log in to **fedex.com**. However, without registering for FedEx SameDay services, your current **fedex.com** ID will not automatically work.

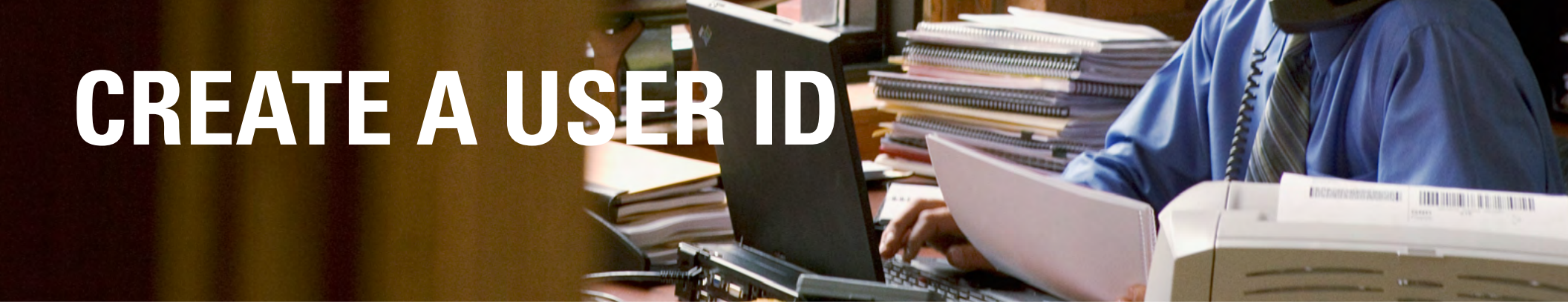
**Note:** To get FedEx SameDay rates, as well as to access the FedEx SameDay ship, track, and manage functions, you'll be required to use your FedEx SameDay user ID, since these functions will not be visible under your **fedex.com** user ID.

**1.** Go to **fedex.com/sameday**.




**2.** Click "Register for fedexsameday.com."





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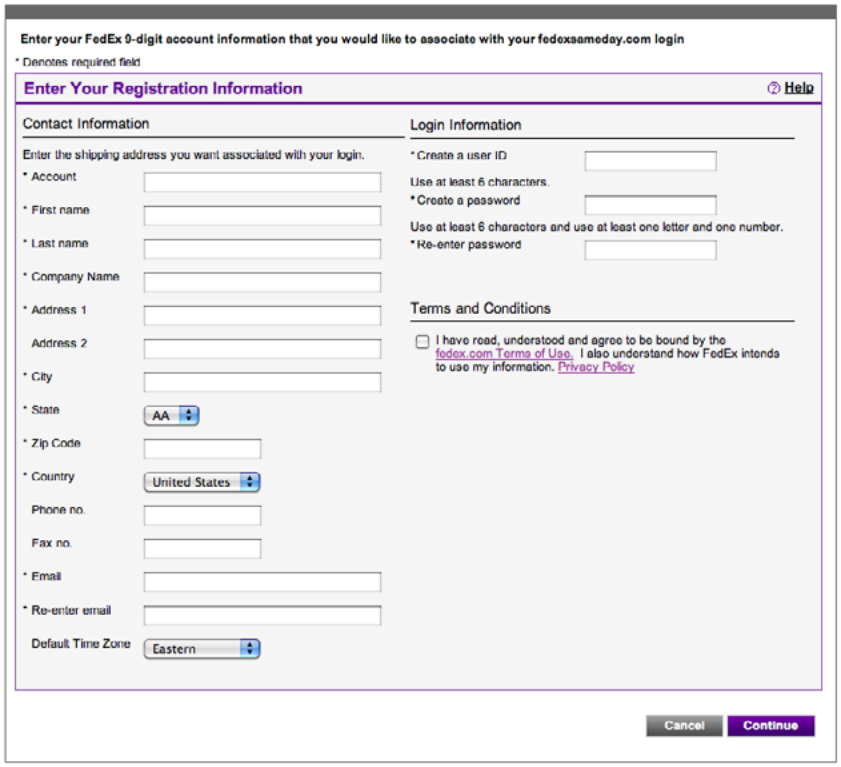
Register for fedexsameday.com

) the Terms and Conditions. Click **Continue**.




**4.** You will receive an email with a link to the confirmation page. The subject heading is "FedEx SameDay® Online - New User Registration".

Be sure to log in with your FedEx SameDay user ID and password in order to get a rate, ship, track or manage your FedEx SameDay account.

**If you don't have a FedEx® account number, go to **fedex.com** to sign up.*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# GET RATES

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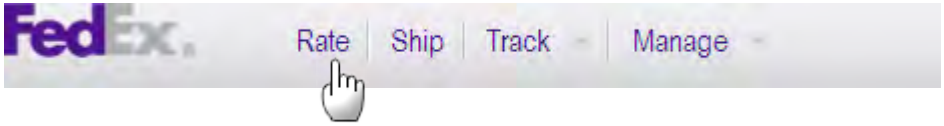
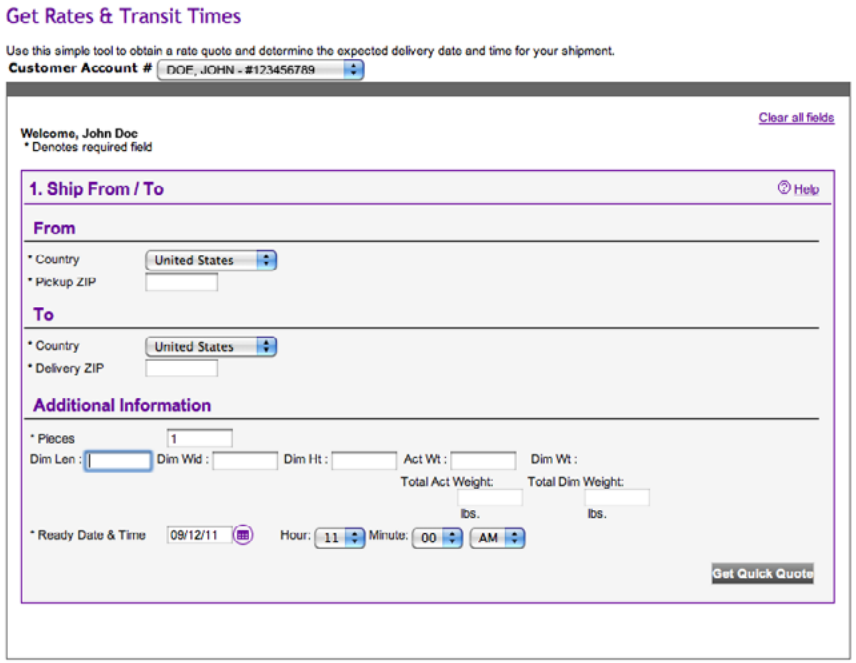
## Get Rates

You can receive rate estimates by simply entering the ZIP codes of origin and destination.

**1.** Click the *Rate* tab.




**2.** Enter the required information.
*Note: Remember to choose AM or PM.*



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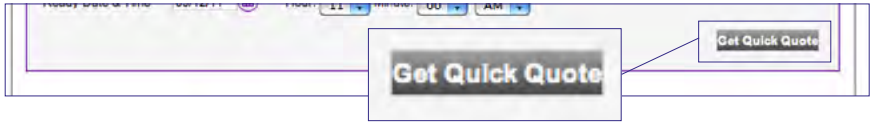
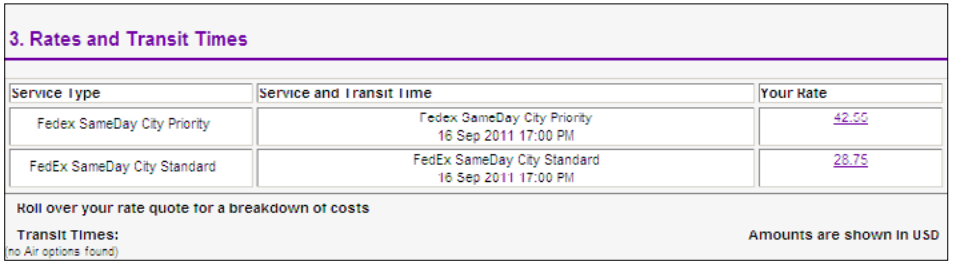
**3.** Click **Get Quick Quote**.




**4.** Scroll to the bottom of the page for rates and transit times.



**3. Rates and Transit Times**

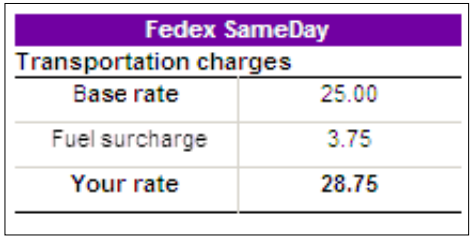
| Service Type | Service and Transit Time | Your Rate |
|---|---|---|
| Fedex SameDay City Priority | Fedex SameDay City Priority<br>16 Sep 2011 17:00 PM | 42.50 |
| FedEx SameDay City Standard | FedEx SameDay City Standard<br>16 Sep 2011 17:00 PM | 28.75 |

Roll over your rate quote for a breakdown of costs

Transit Times:
(no Air options found)

Amounts are shown in USD

**5.** Place your cursor over the rate for more details.
*Note: Any fuel surcharge will adjust monthly.*



| Fedex SameDay | |
|---|---|
| Transportation charges | |
| Base rate | 25.00 |
| Fuel surcharge | 3.75 |
| Your rate | 28.75 |

**6.** Click **Ship**.

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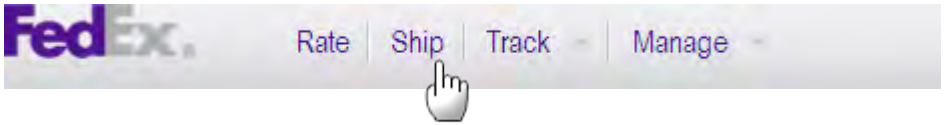
## Ship

Shipping with FedEx SameDay® services is simple. Complete your shipping form online and then print a label.

### Create a Shipment

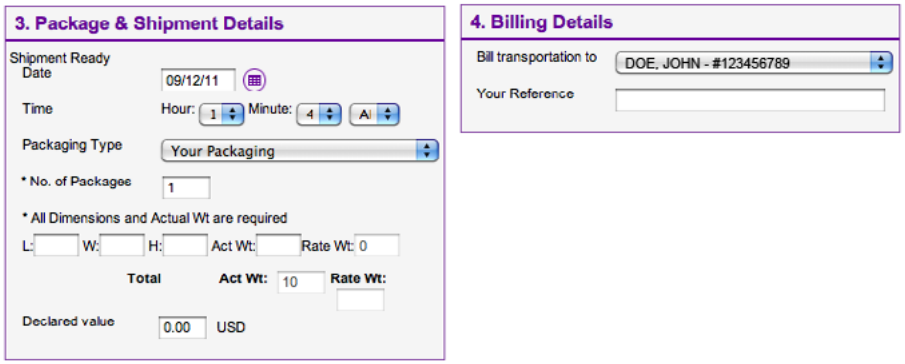
**1.** Click the *Ship* tab.




**2.** Enter required information in Sections 1 through 5.

Section 3: Remember to choose AM or PM.

Section 4: "Your Reference" will be merged with your shipment information; e.g., invoice details.



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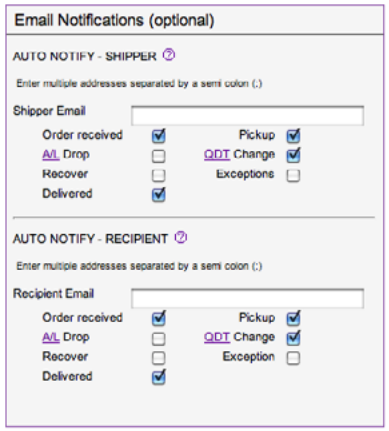
**3.** Choose optional email notifications.




**4.** Click **Ship**.

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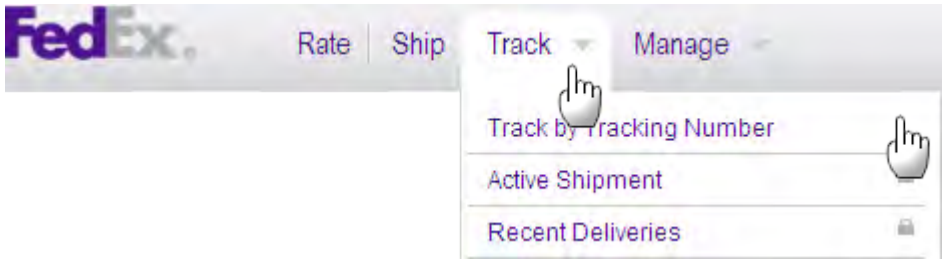
## Track

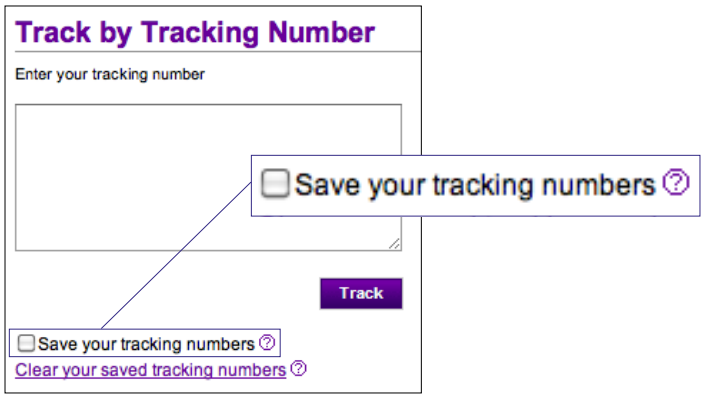
FedEx enables you to closely track the status of each of your FedEx SameDay® shipments. You also have the option to customize your tracking.

### Track by Tracking Number

**1.** Log in with your FedEx SameDay user ID at **fedex.com/sameday** and click "Track by Tracking Number" in the drop-down menu under the *Track* tab.




**2.** Check the box next to "Save your tracking numbers" to automatically retain entered tracking numbers for the next 48 hours. Check the box again on the next visit to display tracking numbers again for another 48 hours.



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**3.** The results screen displays all completed and anticipated actions and has the ability to send the web page via email.

Logout Help

## FedEx SameDay® Tracking Results

STATUS: Order Received

| | |
|---|---|
| **Tracking #:** | **111111121711** |
| Ship Date: | 8/30/2011 9:25:00 AM (MDT) |
| Est. Delivery Date | 8/30/2011 12:25:00 PM (MDT) |

**Planned Itinerary** Times displayed in Local Time.

| Description | Completed |
|---|---|
| Order Received | 8/30/2011 9:25:00 AM (PT) |
| Picked up | |
| Shipment In Transit | |
| Delivered | |

PICKUP AT:
OUTBACK STEAKHOUSE
9329 SHERIDAN BLVD.
WESTMINSTER CO 80031

DELIVER TO:
RANGER MOTEL
11220 E. COLIFAX AVE.
SUITE 24A
AURORA CO 80010

Pieces: 1 Weight: 5

| Package Tracking No. | L | W | H | Act Wt |
|---|---|---|---|---|
| 111111121711 | 5 | 5 | 5 | 5 |

Send a link to this page via email to Send
(Note: Separate multiple email addresses with semicolons)

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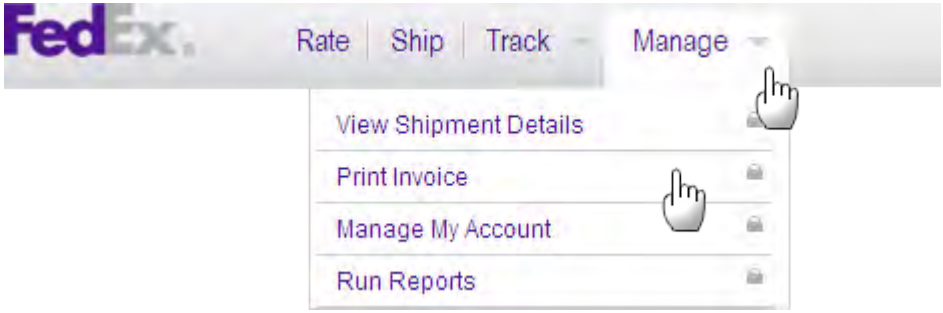
## Manage

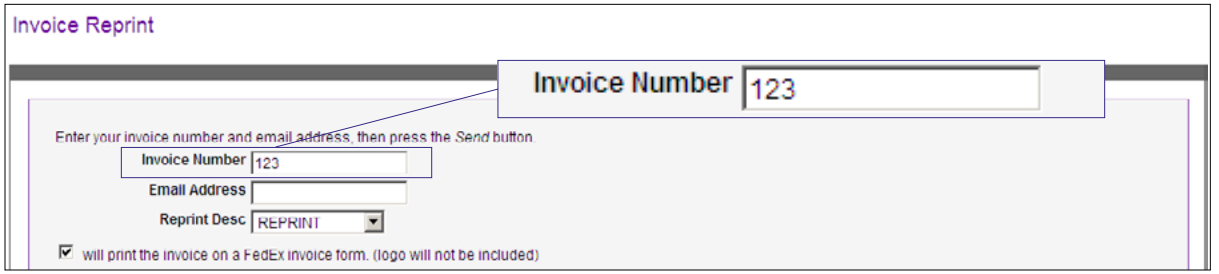
Manage your FedEx SameDay® shipments online with invoice, address book and custom data tools.

### Print Your Invoice

**1.** Click "Print Invoice" in the drop-down menu under the *Manage* tab.




**2.** Enter your invoice number.



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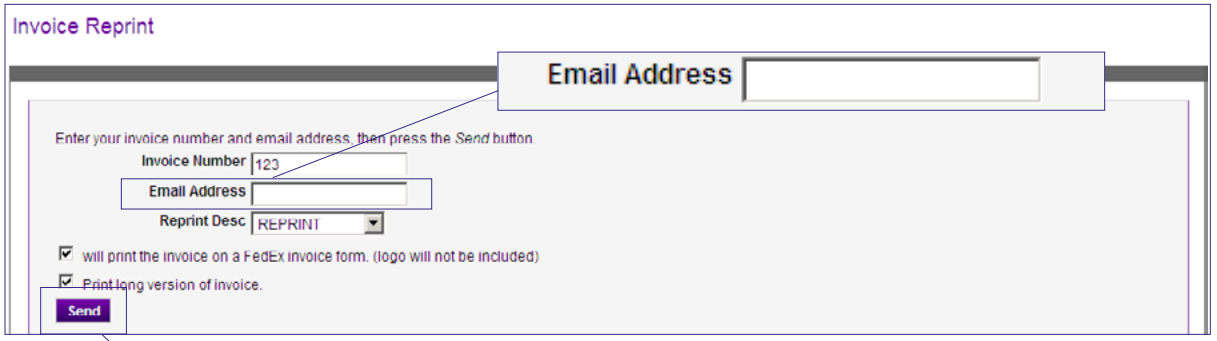
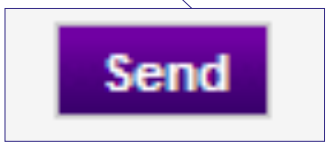
**3.** Enter your email address and other selection criteria.




**4.** Click **Send**.




The invoice will be emailed as a PDF file attachment to the address you specified. You will need Adobe Acrobat installed on your computer in order to view/print the invoice.

*Tip: Don't know the invoice number for reprint? Review the "Customize Data Download" section to determine the appropriate invoice number.*

*Note: You can reprint only FedEx SameDay invoices. To reprint an invoice from another FedEx® service, please contact FedEx Customer Service at* ***1.800.GoFedEx 1.800.463.3339****.*

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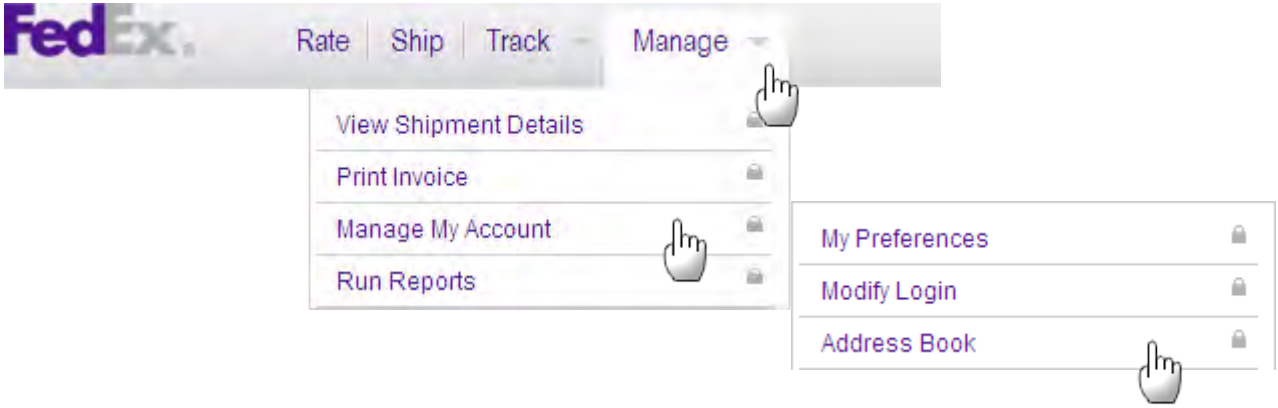
## Manage

### Manage Your Address Book

In the drop-down menu under the *Manage* tab, scroll over "Manage My Account" and then click "Address Book." You can choose to create an address on a one-at-a-time basis or import/export multiple addresses.



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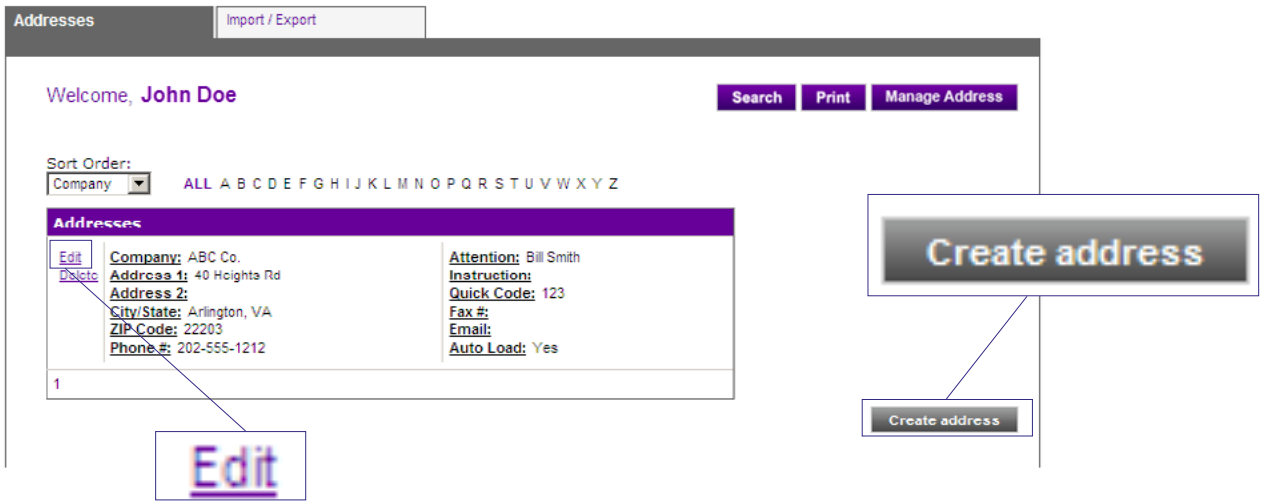
*Single entries*

**1.** Choose the *Addresses* tab.

a. Click **Create address**.

b. Click "Edit" to update an existing address.

Address Book



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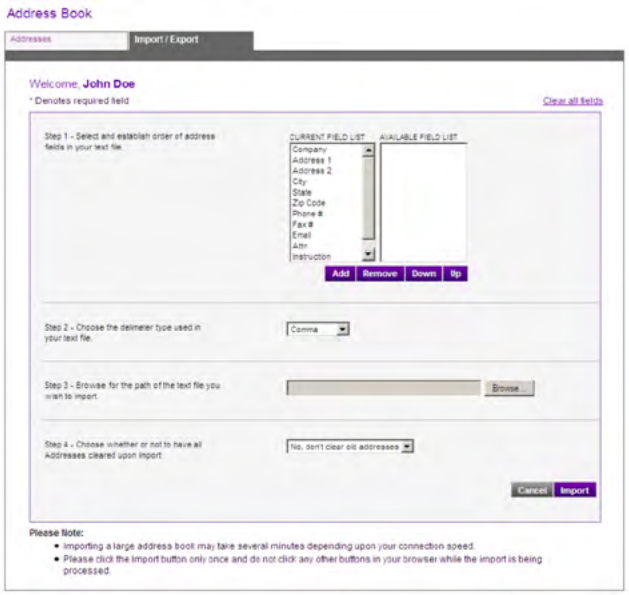
*Bulk entries*

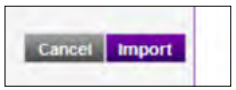
**1.** Choose the *Import/Export* tab.




**2.** Follow the on-screen instructions.

a. Select and establish the order of address fields in your text file.
b. Choose the delimiter type used in your text file.
c. Browse for the path of your text file.
d. Choose whether or not to have all old addresses cleared upon import.

**3.** Click **Import**.



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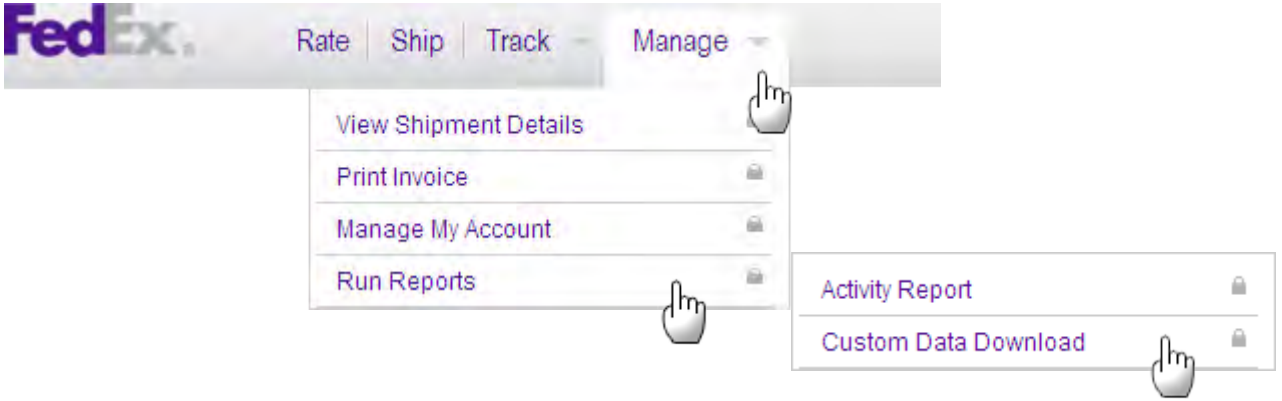
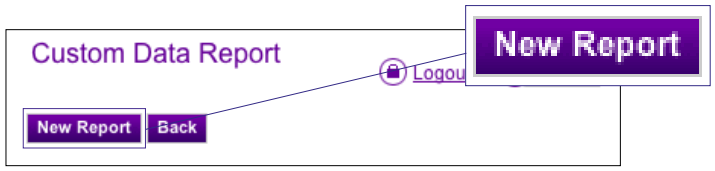
### Custom Data Download

You can generate data reports of your FedEx SameDay® shipments.

**1.** In the drop-down menu under the *Manage* tab, scroll over "Run Reports" and then click "Custom Data Download."




**2.** Click **New Report**.



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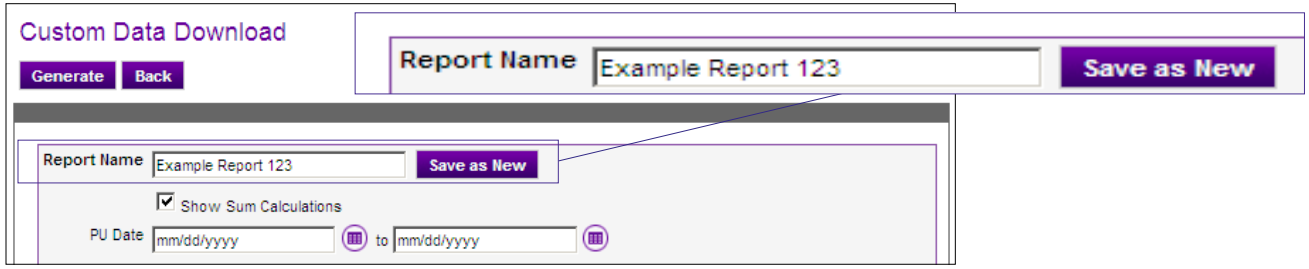
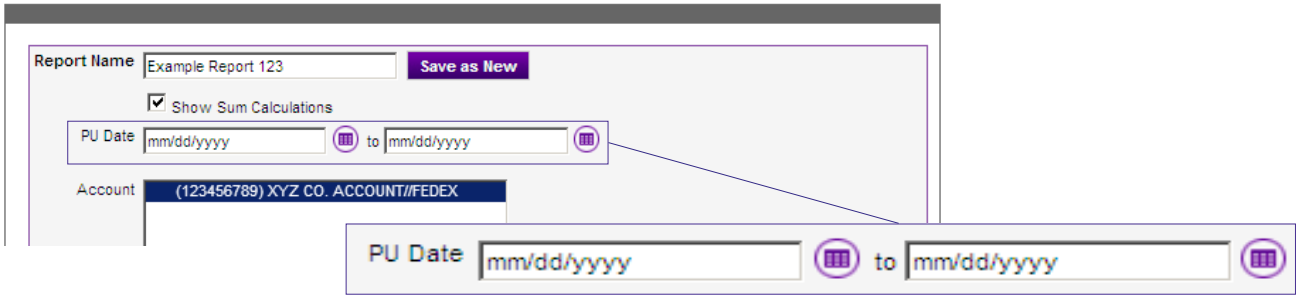
**3.** Name the report.




**4.** Select the date range.



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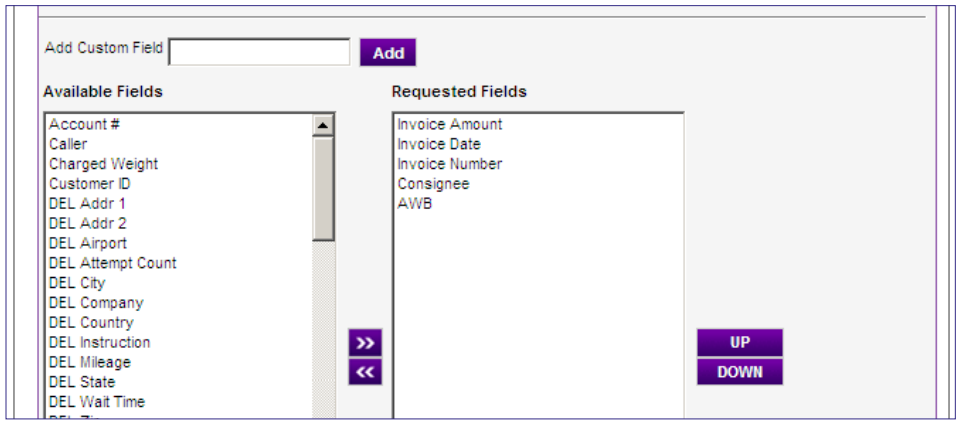
**5.** Add/Remove your preferred fields for customization.




**6.** Click **Generate**.

*Note: FedEx SameDay data is available for download for 30 days from the invoice date.*

# CUSTOMER SERVICE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### Customer Service

You can ship with peace of mind, knowing that FedEx SameDay® services are covered by the same reliable customer service you've come to expect from FedEx.

### FedEx Money-Back Guarantee*

If your shipment misses its final quoted delivery time by 60 seconds or more, you may request a refund or credit of your shipping charges.

### Contact Us

For any questions about **fedex.com/sameday**, call **1.800.GoFedEx 1.800.463.3339** (say "SameDay").

**For details on the FedEx Money-Back Guarantee, see Our Services at **fedex.com**.*

*For additional information, view **Terms and Conditions**.*


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