

FedEx Ship Manager at FedEx.com

REGISTRATION

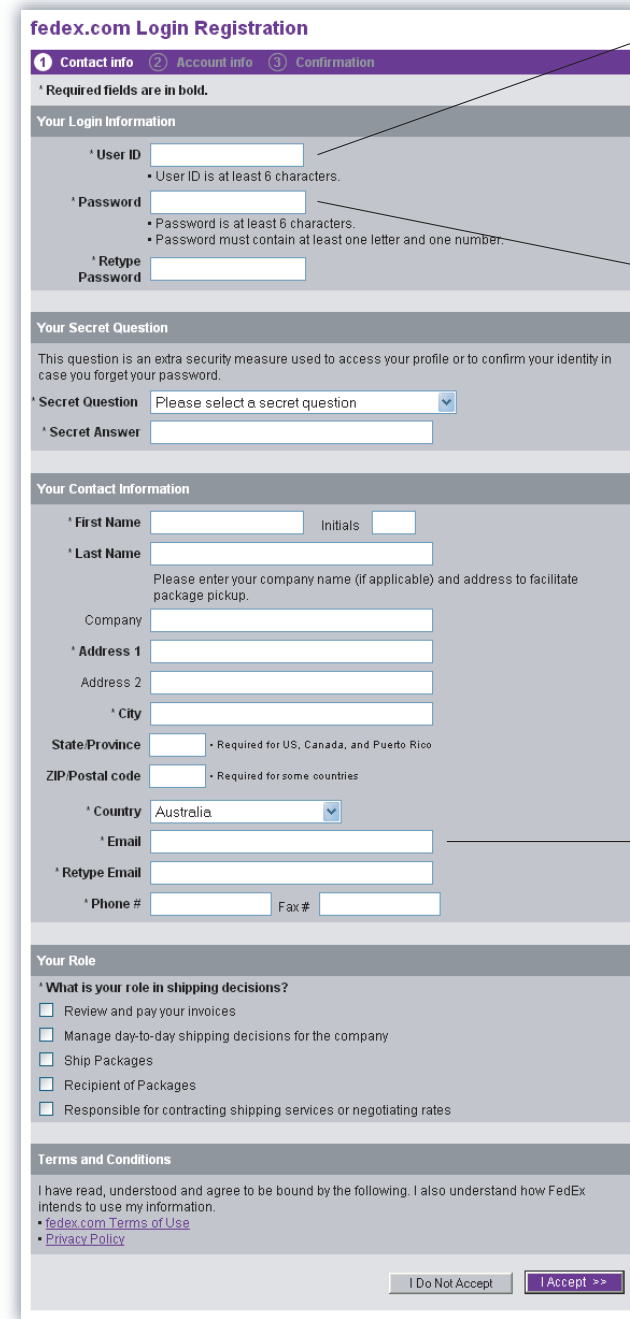
Before you can start using FedEx Ship Manager to perform shipping operations, you need to register with FedEx for a user ID and password. You can register by completing the on-line **FedEx.com Registration** form.

This form can be accessed by selecting the **Ship** tab on the FedEx.com homepage, and then clicking the **Sign Up Now!** link.

Step 1: Registration at FedEx.com : Contact info.

1. Choose a user ID and password and enter these in the *Login Information* section. Make sure that your password is both easy to remember for you, and hard to guess for others.
2. Choose a reminder question from the "Secret Question" drop-down list and fill in the secret answer. When you forget your password, this is the question FedEx Ship Manager will ask you in order to verify your identity. Again, make sure that you enter a question that is easy for you to answer, but difficult for others.
3. Enter your personal details in the *Contact Information* section. Required fields are labeled in bold.
4. Click the **I Accept** button to indicate that you agree with the FedEx.com terms of use.

TIP! Your FedEx.com user ID can also be used for FedEx Global Trade Manager and MyFedEx — depending on the services available in your country.



The screenshot shows the 'fedex.com Login Registration' form, Step 1: Contact info. The form is divided into several sections: 'Your Login Information', 'Your Secret Question', 'Your Contact Information', 'Your Role', and 'Terms and Conditions'. The 'Your Login Information' section includes fields for 'User ID', 'Password', and 'Retype Password', with instructions on character requirements. The 'Your Secret Question' section includes a dropdown for 'Secret Question' and a text field for 'Secret Answer'. The 'Your Contact Information' section includes fields for 'First Name', 'Last Name', 'Company', 'Address 1', 'Address 2', 'City', 'State/Province', 'ZIP/Postal code', 'Country', 'Email', 'Retype Email', 'Phone #', and 'Fax #'. The 'Your Role' section includes a question 'What is your role in shipping decisions?' with several checkboxes. The 'Terms and Conditions' section includes a statement of agreement and links to 'fedex.com Terms of Use' and 'Privacy Policy'. At the bottom, there are two buttons: 'I Do Not Accept' and 'I Accept >>'. The form is titled '1 Contact info 2 Account info 3 Confirmation'.

Because your user ID needs to be unique, you will be prompted to pick another user ID if the one you selected is already in use.

Please note that your password cannot be the same as your user ID.

FedEx Ship Manager uses the e-mail address specified here to send you the confirmation e-mail of your FedEx.com registration and package delivery notifications. Make sure you provide a valid e-mail address.

REGISTRATION

When the information you entered has been validated by FedEx.com, the FedEx Ship Manager License Agreement will be displayed in your browser window. Click **Yes** to accept the FedEx Ship Manager license agreement and continue with the registration.

Step 2: Ship Manager registration : Account info.

After your FedEx.com registration, you will need to provide some additional information before you can start using FedEx Ship Manager.

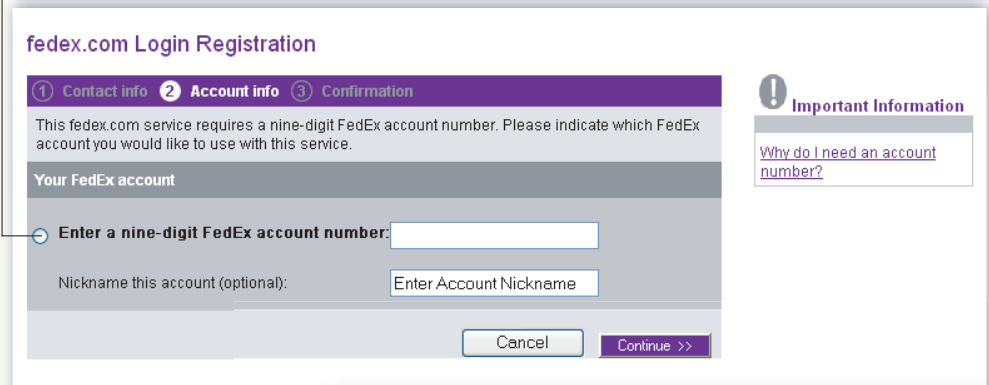
1. Enter your FedEx account number in the designated text box.
2. Click the **Continue** button to complete the registration process.
3. Start using FedEx Ship Manager by clicking "**Start Using FedEx Ship Manager**".

Step 3: Ship Manager registration : Confirmation

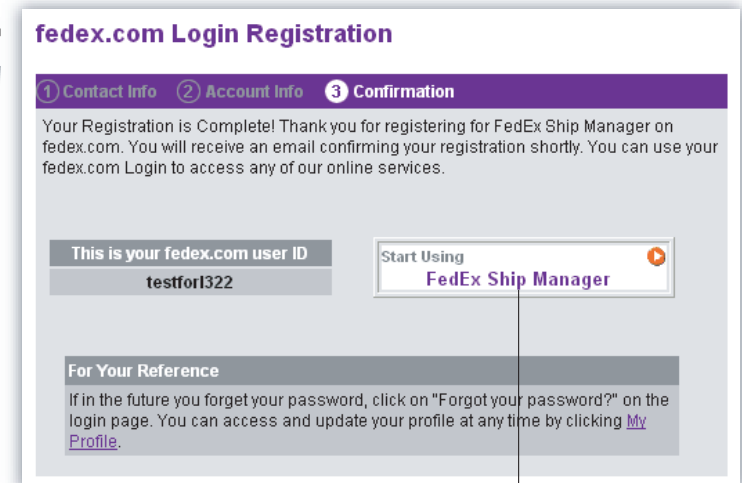
You'll receive a confirmation e-mail from FedEx.com containing your registered user ID. For security reasons it will not contain your password, so make sure to remember the password you provided. Please save the confirmation e-mail of your FedEx.com registration for future reference.

TIP! After registration, you can update your profile (user ID, password, address, ...) by clicking the **My Profile** tab in the FedEx Ship Manager main menu.

Type in your nine-digit FedEx account in this text box. If you have multiple FedEx accounts, please select an account you want to use with Ship Manager.



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Click "Start Using FedEx Ship Manager" to start using.

LOGIN

Before you can start performing shipping operations, you need to log on to FedEx Ship Manager first.

1. Go to the FedEx.com homepage and click the **Ship** tab at the top of the page.
The *Login* page is displayed in your browser window.
2. Enter your FedEx user ID and password in the designated text fields.
If you don't have a user ID yet, you need to complete the registration process first. See page 2 for more information on the registration process.
3. Click the **Login** button.

Click Sign Up Now! if this is the first time you access FedEx Ship Manager and you don't have a user ID and password yet. See page 2 for more information on the registration process.

Click Open a new FedEx account if you are a new FedEx customer.

FedEx Ship Manager® at fedex.com login

Registered fedex.com Users

Enter your user ID and password to login

User ID:

Password:

Remember my user ID on this computer.

[Login Help](#) [Forgot your password or user ID?](#)

New fedex.com Users

[Open a new FedEx account](#)

To register as a FedEx Ship Manager at fedex.com user, you will need a nine-digit FedEx account number. If you do not have one, please [open a FedEx account](#) before signing up.

[Sign Up Now!](#)

Access and customize many fedex.com online services with a single user ID and password. [Learn more...](#)

[Download the FedEx Ship Manager at fedex.com User's Manual PDF.](#)

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Click here if you forgot your password or User ID. You will be taken to a page where you need to enter your user ID and the e-mail address you provided during registration. If you forgot your user ID, retrieve it by entering your email address on this page or from the confirmation email of your FedEx.com registration.

Select Remember my User ID on this computer if you want to store your login information on your computer. Selecting this option will save you the hassle of having to log in every time you connect to FedEx Ship Manager, but it will also expose your shipping information to anyone who has access to your computer.

SHIP*

Click the **Ship** tab at the top of the FedEx Ship Manager main window to access the *Shipping* page.

Entering recipient information

The first step in processing a shipment is to enter information about the recipient(s) of your package(s). You can either ship to a single recipient, to a group of recipients in the same country, or by using a Fast Ship profile.

To ship to a single recipient, you can either fill out the *Recipient Information* section manually, or you can select a recipient from your FedEx Ship Manager Address Book (see page 18).

If you select a recipient from your Address Book, the recipient's details will be automatically filled in by the system.

TIP! If you're shipping to a recipient in the US or Puerto Rico, you can use **Check recipient address** service to check the recipient's address.

To ship to a group of recipients,

1. First, make sure that you created one or more recipient groups in your *Address Book* (see page 19 for more information).
2. In the **Contact Name** drop-down list, select **Ship to a group**.
3. In the **Group Shipping** popup window, select the recipient group for your shipment and click the **Ship** button.

To re-use a shipment stored in the Fast Ship profile database:

1. First, make sure that you created a Fast Ship profile (see page 20 for more information).
2. In the **Contact Name** drop-down list, select **Use a Fast Ship profile**.
3. In the **Fast Ship** popup window, select a Fast Ship profile for your shipment and click the **Ship** button.

(*) The carriage of shipments by FedEx is subject to the Conditions of Carriage. The Conditions of Carriage EXCLUDE LIABILITY on the part of FedEx and its employees or agents for loss, damage and delay in certain circumstances; LIMIT LIABILITY to stated amounts where liability is accepted and REQUIRE NOTICE OF CLAIMS within strict time limits. Senders should note the Conditions of Carriage carefully and where necessary obtain insurance cover in order to protect their interests. The Conditions of Carriage are available upon request.

Select a company name to limit the Contact Name list to the contacts you entered for the chosen company.

Select a contact name from your Address Book and let FedEx Ship Manager fill in the recipient's details for you, or, select Add a new contact name and enter the recipient's details manually. If you want to make a shipment you've saved before, select the appropriate Fast Ship Profile.

Select this checkbox if you've entered the recipient's details manually, and you want to store them in your Address Book for later use. You can store up to 2,000 recipients in your Address Book.

SHIP

Specifying billing details

1. From the drop-down list, select the party that will be paying for the shipment costs.

NOTE: If you choose to bill the recipient or a third party, you also need to enter their FedEx account number

2. From the drop-down list, select the party that will be paying for the duties, taxes and fees.

3. Optionally, enter **Your reference** information in the designated text box.

TIP! Select the **Remind me to enter reference** check box on the *Setup reference options* page if you would like to receive a warning message every time you try to send a shipment without providing reference information. You can access the *Setup reference options* page by clicking the **Setup Reference Options** button on the *Preferences* page. See page 12 for more information about references.

You only need to provide a FedEx account number if you decide to bill the recipient or a third party.

The screenshot shows the FedEx Ship web interface. The 'Billing details' section includes a dropdown for 'Bill transportation to' (set to 'Recipient'), a text box for 'Recipient/third party account #', and a dropdown for 'Bill duties,taxes,fees to' (set to 'Recipient'). A text box for 'Your reference' is also present. The 'Package and shipment details' section includes 'Service type' (International Priority), 'Package type' (Other Packaging), 'Number of packages' (1), 'Weight' (1 kgs), and 'Dimensions'. The 'Package contents' section has 'Documents' selected with a 'Select description' dropdown. The 'Total Customs Value' is set to 'Please Select'. A note states: 'A Commercial Invoice/Proforma Invoice may be required for this shipment. You may print the FedEx-generated CI for Customs Clearance.' Below this is a table for 'FedEx ShipAlert® - Express' with columns for 'Email address', 'Shipment notification', and 'Delivery notification'. The 'Sender' row has 'sender@company.com' and checkboxes for 'Shipment notification' and 'Delivery notification'. Other rows for 'Recipient', 'Other 1', and 'Other 2' have empty text boxes and checkboxes. A 'More shipment details' link is at the bottom.

Shipment reference information you enter in this text box will also be printed on the detailed invoices you receive from FedEx. Entering structured reference information can aid you in your internal record keeping, because it allows you to check the actual cost of your shipments.

SHIP

Specifying package details

After you have completed the Recipient Information section, FedEx Ship Manager requires that you provide some information about your shipment.

TIP! To save yourself a couple of mouse clicks, go to the Preferences page and select the options you would like to use by default. You can access the Preferences page by clicking the **Preferences** tab in the FedEx Ship Manager menu.

1. From the **Type of service** drop-down list, select the FedEx service you want to use for your shipment.

NOTE: Please note that not all services are available in all countries.

2. From the **Type of packaging** drop-down list, select the packaging you want to use for your shipment.

3. Select the **Number of packages** in the current shipment. You can process up to 25 packages in a single shipment.

NOTE: Please note that for some packaging types it is not possible to send multiple packages in one shipment.

4. Enter the weight and value of your shipment. If there is more than one package in your shipment, you will need to specify the weight and value of every package separately.

5. Indicate whether your shipment contains documents, or products and commodities. If you're shipping documents, select document description from drop-down menu and enter its customs value or select *Correspondence / No Customs value*.

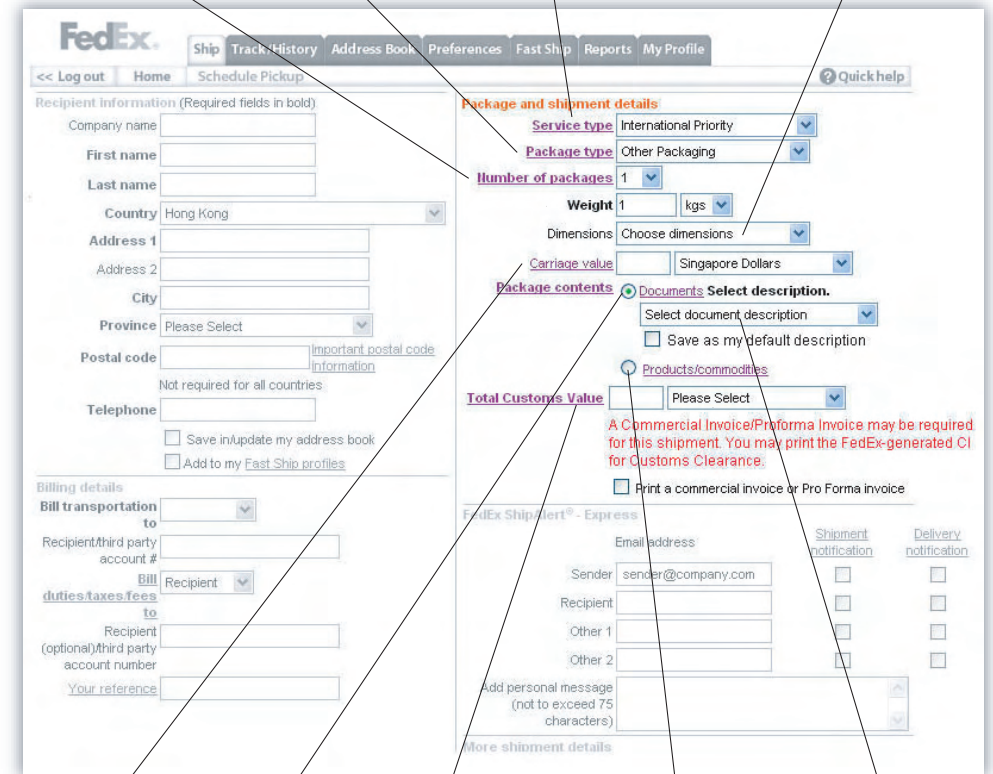
NOTE: Some countries have a limit on acceptable values for documents (eg. Customs value must be at least \$1USD for Armenia, Australia, Azerbaijan, Belarus, Canada, China, Czech Republic, Georgia, Indonesia, Japan, Kyrgyzstan, Moldova, New Zealand, New Caledonia, Papua New Guinea, Philippines, Russia, Slovak Republic, Turkmenistan, Uzbekistan...)

You can send up to 25 packages in the same shipment.

Click the Package type link to get more information about the different types of FedEx packaging.

Click the Service type link to obtain more information about the different FedEx services.

Select the Enter dimensions manually option to enter the dimensions detail manually or select Add new dimensions profile option to add a new dimension profile for your package. You can also create a new profile on Dimensions pages under Preferences.



Click the Carriage value link to obtain more information about the declared value for carriage.

Select the Documents only option if your package contains documents.

Enter Total Customs value if your documents shipment is not 'Correspondence / No Customs value'.

Select the Products/commodities option if your package contains goods with a custom value.

Select documents description from drop-down list.

SHIP

FedEx ShipAlert

FedEx ShipAlert can automatically send e-mail notifications when a shipment is made and/or when a shipment is delivered.

1. In the text boxes, enter the e-mail addresses of the people whom you want to receive ShipAlert notification messages.
2. For each e-mail address, use the checkboxes to specify whether you want notification to be send upon shipping, upon delivery, or both.
3. Optionally, enter a custom message to be included in the notification emails.

How to continue?

At this point, you have entered almost all of the information required to process your shipment. To finish up, select the **Ship date** from the drop-down list.

NOTE: The ship date is the date the package will actually be handed over to a FedEx courier, or dropped off at a FedEx location.

The screenshot shows the FedEx ShipAlert web interface. At the top, there are navigation tabs: Ship, Track/History, Address Book, Preferences, Fast Ship, Reports, and My Profile. Below the tabs is a navigation bar with links: << Log out, Home, Schedule Pickup, and Quick help. The main form is divided into several sections:

- Recipient information (Required fields in bold):** Includes fields for Company name, First name, Last name, Country (set to Hong Kong), Address 1, Address 2, City, Province (Please Select), Postal code (with a note: important postal code information), and Telephone. There are checkboxes for "Save in/update my address book" and "Add to my Fast Ship profiles".
- Billing details:** Includes "Bill transportation to" (a dropdown menu), "Recipient/third party account #", and "Bill duties/taxes/fees to" (with a dropdown menu set to Recipient). There are also fields for "Recipient (optional)/third party account number" and "Your reference".
- Package and shipment details:** Includes "Service type" (International Priority), "Package type" (Your Packaging), "Number of packages" (1), "Weight" (with a unit dropdown set to kgs), "Dimensions" (Choose dimensions), "Carriage value" (with a unit dropdown set to US Dollars), and "Package contents" (Documents, Select description, with a dropdown set to Correspondence/No Customs Value). There is a checkbox for "Save as my default description" and a radio button for "Products/commodities".
- FedEx ShipAlert® - Express:** A table with columns for "Email address", "Shipment notification", and "Delivery notification". It lists "Sender" (sender@company.com) and "Recipient" (with an empty field). There are checkboxes for "Shipment notification" and "Delivery notification" for each row. There are also "Other 1" and "Other 2" rows. Below the table is a text area for "Add personal message (not to exceed 75 characters)".
- More shipment details:** Includes "Ship date" (Today) and a "Go to options" button.

At the bottom of the form, there are several buttons: "Clear fields", "Check recipient address", "Change sender address", "Get courtesy rate", and "Continue".

SHIP

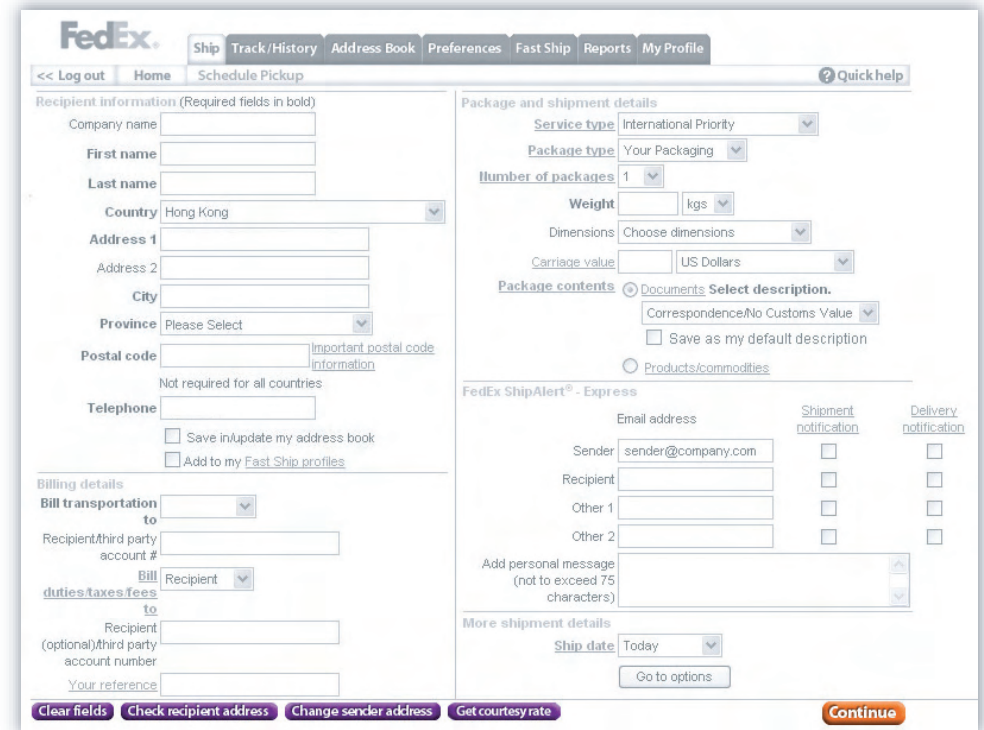
To continue, you have the following options:

- Click the **Go to options** button in the More shipment details section to select extra options for your shipment. See page 10 to page 13 for more information.
- Click the **Continue** button at the bottom of the page to continue processing your shipment. If you're shipping only documents, the shipment's air waybills will be displayed in your browser window. If you're shipping products or commodities, you will have to enter additional information (see page 14).

- Click the **Change sender address** button at the bottom of the page if you are shipping from an address that is different from your registration address.

TIPS! You can store up to 20 sender addresses and information into your sender profile to ease future shipping. You can create a new sender record by clicking the **Change sender address** button and select **Add new sender** option from dropdown list on Sender Information page or clicking the **Create new sender** button on the Sender Information page under **Address Book**.

- Click the **Get courtesy rate** button at the bottom of the page to get an estimate of the shipping charge. Please note that the rate you receive may be different than the actual charges for you shipment. Differences may occur based on actual weight, dimension and other factors. Consult the applicable FedEx Guide for details an how shipper's charges are calculated.



The screenshot shows the FedEx Ship web interface. At the top, there are navigation tabs: Ship, Track/History, Address Book, Preferences, Fast Ship, Reports, and My Profile. Below the tabs, there are buttons for Log out, Home, and Schedule Pickup. The main form is divided into several sections:

- Recipient information (Required fields in bold):** Includes fields for Company name, First name, Last name, Country (set to Hong Kong), Address 1, Address 2, City, Province (Please Select), Postal code (with a note for important postal code information), and Telephone. There are checkboxes for "Save in/update my address book" and "Add to my Fast Ship profiles".
- Billing details:** Includes "Bill transportation to" (dropdown), "Recipient/third party account #" (text field), and "Bill duties/taxes/fees to" (dropdown) with a "Recipient (optional)/third party account number" (text field) and "Your reference" (text field).
- Package and shipment details:** Includes "Service type" (International Priority), "Package type" (Your Packaging), "Number of packages" (1), "Weight" (text field, kgs), "Dimensions" (Choose dimensions), "Carriage value" (text field, US Dollars), and "Package contents" (Documents, Select description, Correspondence/No Customs Value, Save as my default description, Products/commodities).
- FedEx ShipAlert® - Express:** A table with columns for Email address, Shipment notification, and Delivery notification. It lists Sender (sender@company.com), Recipient, Other 1, and Other 2, each with checkboxes for notification.
- More shipment details:** Includes "Ship date" (Today) and a "Go to options" button.

At the bottom of the form, there are buttons for "Clear fields", "Check recipient address", "Change sender address", "Get courtesy rate", and "Continue".

SHIP

Selecting special services

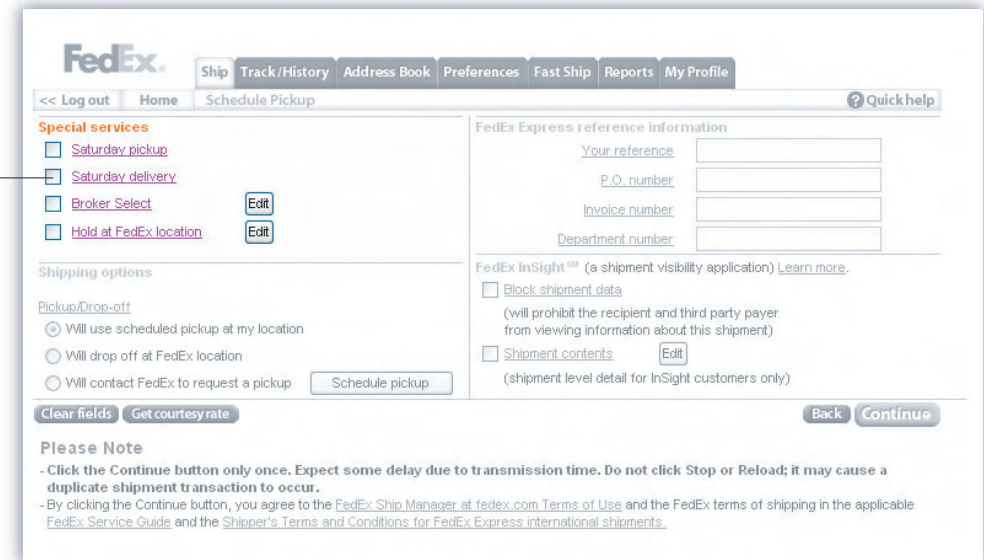
In the *Special services* section, you can select extra FedEx services for your shipment. Please note that not all services are available in all countries.

- Use the **Saturday pickup** and **Saturday delivery** options to have your shipment picked up or delivered on a Saturday.

NOTE: Saturday pickup and Saturday delivery are not available for all locations. A surcharge will be applied if these services are selected. Please contact your local FedEx Customer Service for details.

- Use the **Hold at FedEx location** if you want to hold your shipment at a FedEx location for recipient pickup rather than deliver it to recipient's address.

Select this checkbox if you don't want the shipment to be delivered directly to the recipient's address. You will be prompted to specify a FedEx location at which the package will be held and where it can be picked up by the recipient



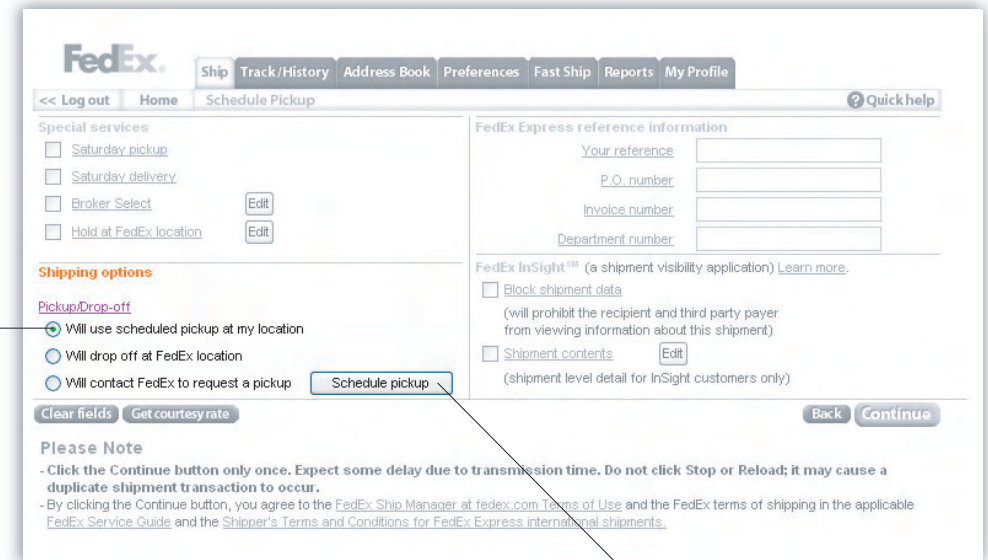
SHIP

Selecting shipping options

Use the *Shipping options* section to specify how you want to pass your shipment to FedEx.

There are three possible options:

- **Will use scheduled pickup at my location:** select this option if you want to make use of the existing scheduled pickup service at your location.
- **Will drop of at FedEx location:** select this option if you want to deliver the shipment to a FedEx location yourself.
- **Will contact FedEx to request a pickup:** select this option if you want to schedule a FedEx Express courier to come and collect your shipment. To request a pickup online, click the **Schedule pickup** button and complete the required details. See page 16 for more information.



You can select your default pickup/drop-off option on the Preferences page. Access the *Preferences* page by clicking the Preferences tab at the top of the main window.

Click the Schedule pickup button to schedule a FedEx Express courier to pick up your packages.

SHIP

Entering reference information

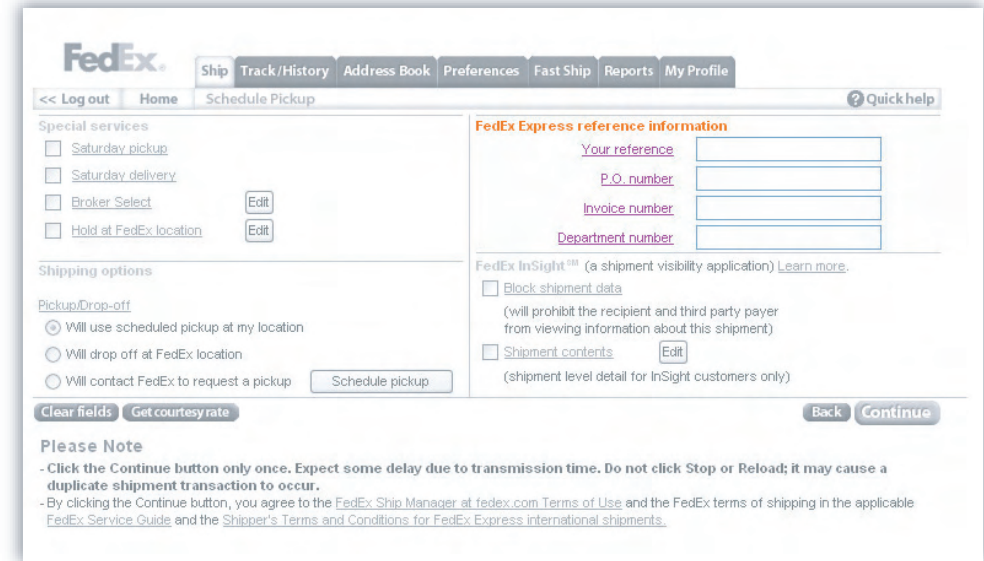
Use the *FedEx Express reference information* section to enter reference information for the shipment you are currently processing.

As explained on page 6, any text you enter in the *Your reference* field will be printed on the invoices you receive from FedEx.

Other types of reference information will not be printed on your FedEx invoices, but will appear on the *Shipment details* page (accessible from the *Shipping history*, see page 17) and can also be included in the reports you create with FedEx Ship Manager (see page 21).

TIP! For each of the reference fields, you can select a **Remind me to enter reference** check box on the *Setup reference options* page. If you do so, a warning message will be displayed every time you try to send a shipment without entering reference information in that particular field.

You can access the *Setup reference options* page by clicking the **Setup Reference Options** button on the *Preferences* page.



SHIP

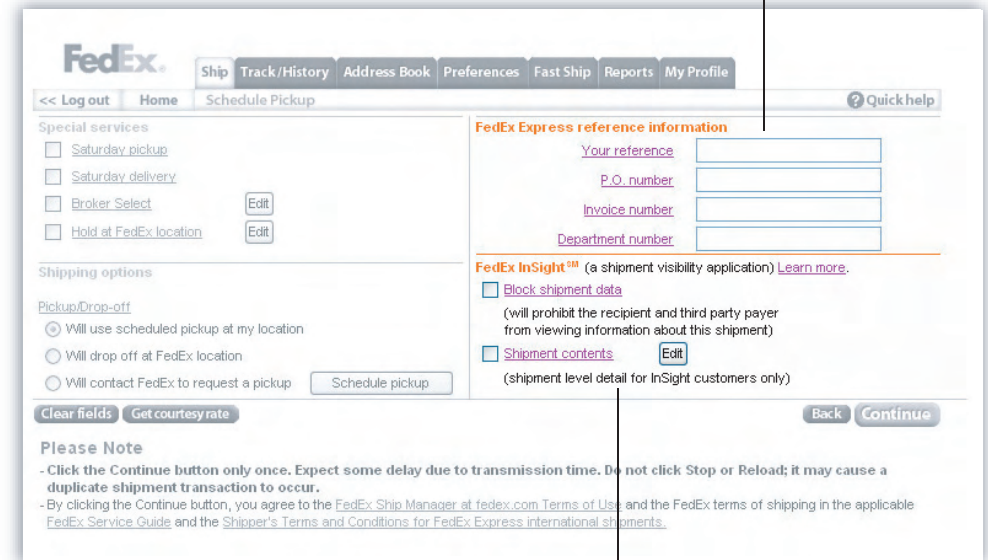
FedEx InSight

FedEx InSight allows the recipient of your shipment to view information about the shipment's contents.

- Select the **Block shipment data** checkbox if you don't want the recipient and/or third party payer to view information about the shipment.
- If you want to share information about the shipment's contents with the recipient and/or third party payer, select the **Shipment contents** checkbox and enter the required information in the popup window.

NOTE: FedEx InSight only for registered customer and not available for all countries.

Use these input fields to specify which parties should receive which kind of ShipAlert notifications.



Make your choices for FedEx InSight here.

SHIP

Entering invoicing information (for non-document shipments only)

In order to create an invoice, you need to provide information about each of the goods you are shipping.

1. Either manually enter the required information about the product or commodity, or select it from the *Product profile* drop-down list.

TIP! The *Product profile* list contains the product profiles you maintain in FedEx Global Trade Manager.

2. Click the **Add this product to shipment** button. The product will be listed in the *Product/commodity summary*.
3. Repeat steps 1 and 2 for all the products/commodities in your shipment.
4. Click the **Continue** button at the bottom of the page when you're finished.

NOTE: Please note that not all destination countries accept the commercial invoice produced from FedEx Ship Manager. FedEx Ship Manager will advise you at the 'Before you continue' section.

Click Here to see a list of prohibited commodities for destination country.

The *Product profile* list contains all the product profiles you keep in FedEx Global Trade Manager.

Click the Find code button to search for the harmonized code of a product, based on the product's description.

Select Save / Update product profile as and enter a profile name if you want to save or update the current product information as a product profile for future use.

Select Print a Commercial Invoice or Pro Forma Invoice if you want FedEx Ship Manager to generate a Commercial Invoice or Pro Forma Invoice based on the entered information. If you want to use your own commercial invoice, you can leave the checkbox blank.

SHIP

Entering customs information (for non-document shipments only)

1. In the *Shipment information* section, optionally, enter the recipient's Employer Identification Number (US) or Tax (VAT) Identification Number in the **Recipient tax ID** text box.
2. Select the **Terms of Sale** for this shipment.
3. Depending on the terms of sale you selected, you may need to enter additional information about freight costs, insurance costs and/or additional charges.

Take a look at the following table to determine which information you need to provide:

Terms of sale	Freight	Insurance	Additional charges
Free carrier (FCA/FOB)			
Carriage Insurance Paid (CIP/CIF)	✓	✓	
Carriage Paid To (CPT/C&F)	✓		
Ex Works (EXW)			
Delivered Duty Unpaid (DDU)	✓	✓	✓
Delivered Duty Paid (DDP)	✓	✓	✓

4. Optionally, select **Purpose** from drop-down list to help customs clearance.

TIP! When FedEx Ship Manager generate the Air Waybill and Commercial invoice, you can use the **'Print'** function from your browser.

Select Create Pro Forma Invoice instead of Commercial Invoice if you want a Pro Forma Invoice for customs clearance.

Allow for additional comments (74 characters each line) to help customs clearance (e.g. shipping purpose, license number).

Terms of Sale: *Free Carrier (FCA)* is applicable in most cases.

More often than not, the importer of record is the recipient of the shipment. If this is not the case, select this checkbox, and complete the required information about the importer of record.

SHIP

Scheduling a pickup*

You cannot only use FedEx Ship Manager to prepare the paperwork for your shipments, but also to schedule a FedEx Express courier to pick up your packages.

1. Select the **Schedule pickup** at the top of the shipping screen, click the **Schedule a pickup** link on the Next Steps page or click the button on the Shipping Options page.

TIP! The Next Steps page can be accessed by clicking the **Go To Next Steps** button after you've printed the paperwork for your shipment.

NOTE: If your shipment contains any package skid over 68kg or if your total shipment weight is over 500kg, please contact your FedEx Customer Service for pickup and looking arrangement.

2. Check the pickup location address in the popup window, and change it if necessary.
3. Click the **Confirm pickup location** button to continue.
4. Enter the number and the total weight of the packages that need to be picked up.

NOTE: Pickup for Express shipment is only available for Today and next business day.

5. Enter the time by which the packages can be picked up and the time by which they have to be picked up at the latest.

NOTE: Please make sure the packages are available to the FedEx Express courier in the specified time frame.

6. Click the **Confirm packages and pickup time** button. A confirmation number will be displayed in your browser window.

Schedule a pickup

Confirm pickup location

Pickup Type: FedEx Express

Name: John Winston

Company name: Tech2000

Address: Sydney Park
215-225 Euston Road

City: Alexandria NSW

ZIP/Postal Code: 2015

Country: Australia

Telephone: 13-26-10

You can edit the pickup address here, or you can change the default pickup address by clicking the Change pickup address on the *Preferences* page. Access the *Preferences* page by clicking the Preferences tab at the top of the main window.

If necessary, use this text box to provide special instructions for the FedEx courier.

Schedule a FedEx Express pickup

Confirm packages and pickup time

Number of packages: 12

Total weight: 16 kgs

One or more shipment contains: Non-document Is going to: United States

One or more shipment contains: Please select Is going to: Please select

One or more shipment contains: Please select Is going to: Please select

One or more shipment contains: Please select Is going to: Please select

Pickup Date: January 18 2003

Ready for pickup by: 12:00 PM (Afternoon/Evening)

Latest time for pickup: 12:00 PM (Afternoon/Evening)

Special instructions (maximum 60 characters):

Pickup confirmation

Confirmation number: SYDA100

Pickup Date: January 18, 2003

Pickup Type: FedEx Express

Number of packages: 1

Name: John Winston

Company name: Tech2000

Address: Sydney Park
215-225 Euston Road

ZIP/Postal Code: 2015

City: Alexandria NSW

Country: Australia

Telephone: 13-26-10

Send confirmation to email address: jwinston@tech2000.com

Provide an email address where the pickup confirmation details can be sent to.

(*) Not available in all countries, ask your Account Executive for more info.
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TRACK/HISTORY

The *Track/History* page can present you with an overview of the shipments you made during the last 45 days.

To copy a shipment to a Fast Ship Profiles (see page 20):

1. Select the shipment you want to copy as a Fast Ship profile.
2. Click **Copy to Fast Ship profiles** to store the shipment details for future use.

To cancel one or more shipments:

1. Select the shipment(s) you want to cancel in the shipping history overview.
2. Click the **Cancel shipment** button.

To download your shipping history in CSV (comma-separated value) format:

1. Click the **Download** button.
2. Save the CSV file on your hard drive or local network.

To track one or more shipments:

1. Select the shipment(s) for which you want to get status information in the shipping history overview.
2. Click the **Track shipment** button. The status information for the selected shipments is displayed in your browser window.

TIP! Additional tracking options are available at the bottom of the page.

To view a shipment's details:

1. Select the shipment for which you would like detailed information.
2. Click the **View shipment details** button. Information about the selected shipment is displayed in your browser window.

To reprint air waybill and/or commercial invoice:

1. Select the shipment(s) from the list.
2. Click on the **Reprint** button to reprint the documents.

Select multiple shipments by holding down the Ctrl key while selecting the checkboxes.

Select a sorting criteria and click the Sort button to sort your shipping history. By default, your shipping history is sorted by ship date.

The screenshot shows the FedEx Track/History interface. At the top, there are navigation tabs: Ship, Track/History, Address Book, Preferences, Fast Ship, Reports, and My Profile. Below the tabs, there's a "Shipping history" section with a sub-header: "The following list contains shipments you have processed using FedEx Ship Manager at fedex.com in the past 45 days. You can sort or modify the results, or you can select a shipment to track, view details, copy to Fast Ship, cancel or reprint."

Below the text, there are controls: "Display shipments for past 5 days" and "Sort history by Please Select" with a "Sort" button. The main content is a table with the following data:

	Ship date	Company	Contact name	Destination	Tracking number
<input type="checkbox"/>	Dec 19 2002	John Green		Tech Plaza 1B	792794978634
<input type="checkbox"/>	Dec 19 2002	Manu Hernandez		Av. Corona 5	792154152713
<input type="checkbox"/>	Dec 18 2002	Ben Dover		541 Haight Street San Francisco, CA	791997638398

Below the table are buttons: "Copy to Fast Ship profiles", "Cancel shipment", "Download", "Track shipment", and "View shipment details". There is also a "Reprint" button.

At the bottom of the page, there is a "Track another shipment" section with a text input field and a "Track" button. To the right, there are "Additional tracking options" including a "Date range" section with "Start" and "End" date pickers, and checkboxes for "Track by recipient" and "Track exceptions only".

NOTE: Documents can be reprinted for up to 12 hours from the time that shipment was processed.

Use the *Track another shipment* section to track shipments that haven't been processed with FedEx Ship Manager.

ADDRESS BOOK

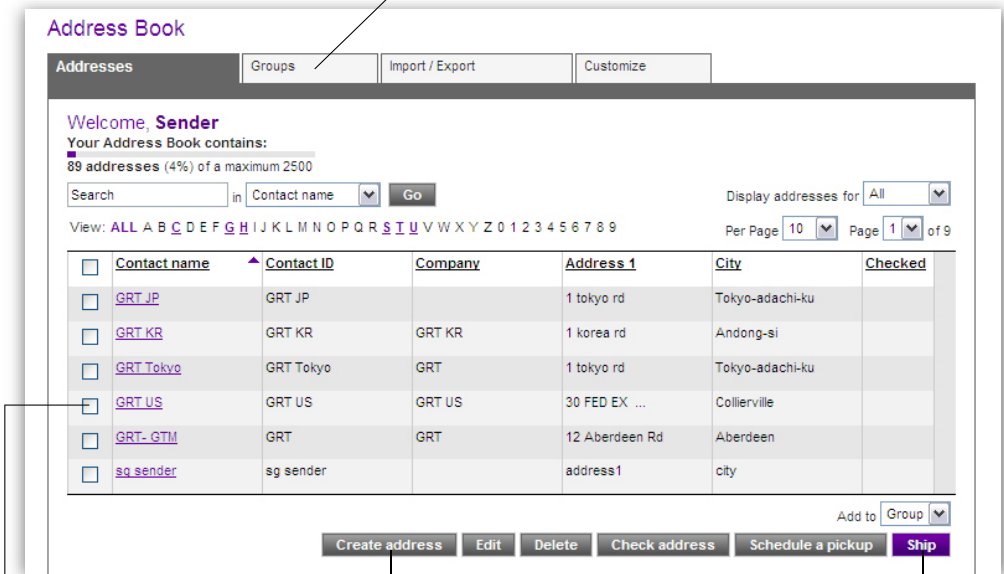
Managing your recipient information

The FedEx Ship Manager Address Book is where you store information about your recipients. You can store up to 2,000 recipient addresses.

The Address Book lets you:

- **Add recipients**
- **Update recipient information**
- **Remove recipients**
- **Import recipient information from a number of other FedEx and non-FedEx applications**
- **Export recipient information to a number of other FedEx and non-FedEx applications**
- **Store default shipping settings for each recipient**
- **Access your Group Address Book**

Click here to access your Group Address Book.



Click **Create address** to add a new recipient to the Address Book. After you complete the Address Information form, click the **Save/Update** button to add the recipient.

Select a recipient from the list and click the **Edit** button to modify the recipient's details. Make the necessary changes in the *Address Information* form and click the **Save/Update** button to modify the recipient's details.

Select a recipient and click the **Ship** button to process a shipment to the selected recipient.

ADDRESS BOOK

Managing recipient groups

FedEx Ship Manager not only lets you send shipments to a single recipient, but also to a group of recipients, provided they reside in the same country.

To be able to send a shipment to a group of recipients, you first need to create these groups in the *Groups* section of the Address Book. You can create up to 100 recipient groups.

The Group Address Book lets you:

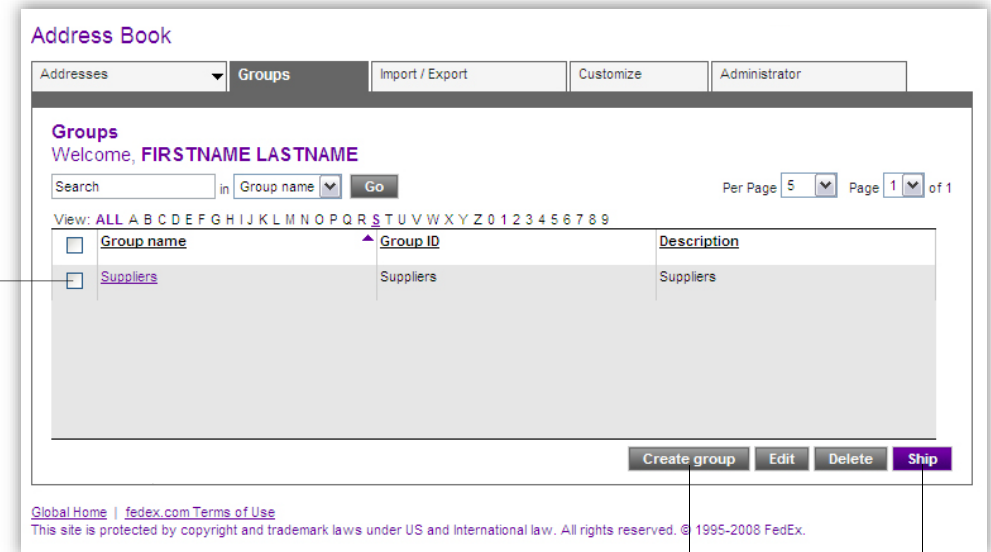
- **Add recipient groups**

Up to 10 recipients can be added to a single group.

- **Update recipient groups**

(e.g. add extra recipients to a group)

- **Remove recipient groups**



Click **Create group** to add a new recipient group to the Group Address Book. After you complete the *Create group* form, click the **Save/Update** button to add the group.

Select a recipient group from the list and click the **Edit** button to modify the selected group. Make the necessary changes in the *Edit group* form and click the **Save/Update** button to save the changes.

Select a recipient group and click the **Ship** button to process a shipment to the selected group.

FAST SHIP

Fast Ship

FedEx Ship Manager makes shipping packages easy and fast with Fast Ship. With Fast Ship, you can save time when you ship the same type of package to the same recipient.

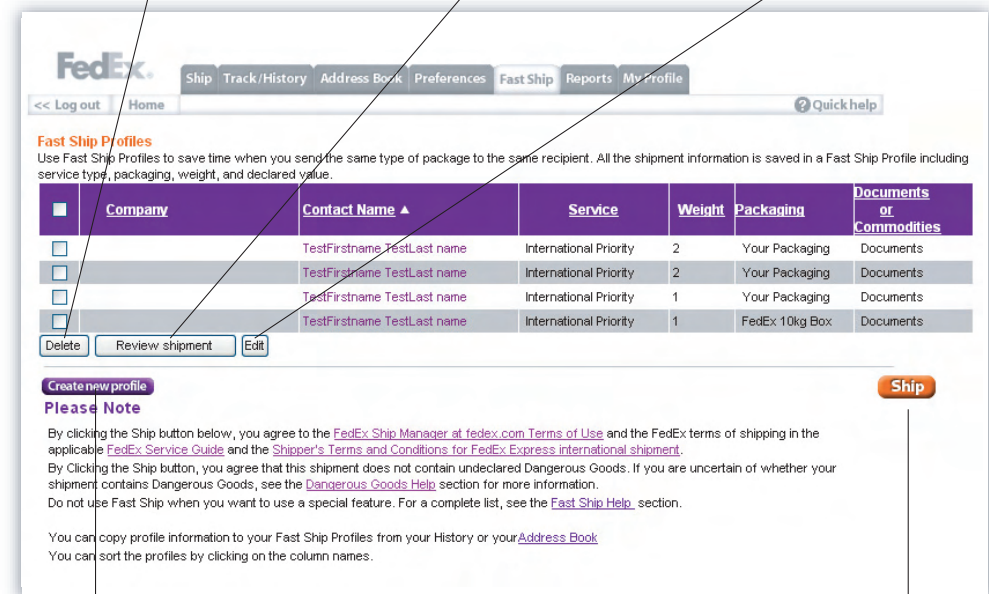
Fast Ship lets you:

- **Create new profiles to simplify future shipments**
- **Edit current profiles**
- **Review shipment information**
- **Remove unwanted profiles**
- **Generate air waybill by using the saved Fast Ship profile**

Select a profile from the list and click Delete to remove the profile from your list.

Select a profile from the list and click Review Shipment to view or verify your shipment information.

Select a profile from the list and click Edit button to modify the profile and shipment information.



Click Create new profile to add recipients to your Fast Ship Profile.

Once you've selected a profile, click Ship and the system will generate an air waybill immediately for document shipment with the saved information. For product / commodities shipment, the saved general information will be reused and you only need to enter the commodity information and then ship.

REPORTS

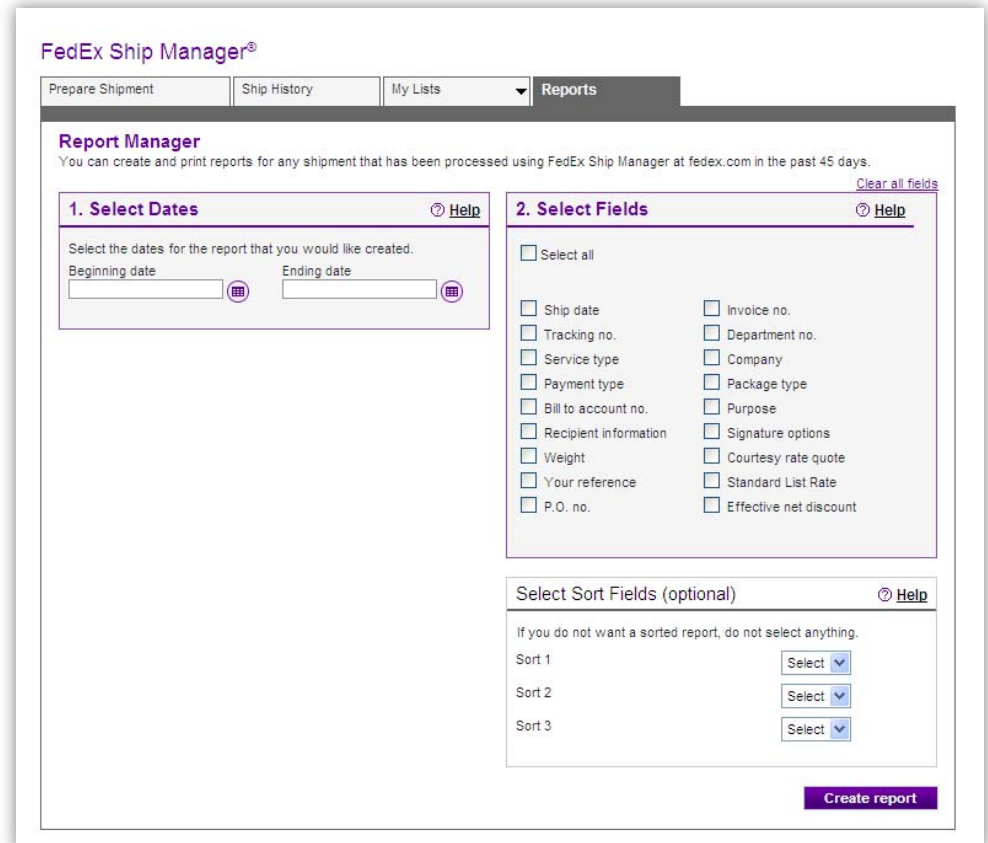
The Report Manager lets you create and print a variety of reports featuring information about the shipments you have processed with FedEx Ship Manager in the last 45 days.

To create a report:

1. Select a date range for your report by choosing a beginning date and ending date from the drop-down lists.
2. Indicate which fields you want to include in your report by selecting the corresponding checkboxes in the list.
3. Optionally, specify sort criteria to indicate how you would like your report to be sorted.
4. Click the **Create Report** button.

The report is created and presented in your browser window.

TIP! If you want to use the report data in other applications, you can download it in CSV (comma-separated value) format by clicking the **Download** button and saving the CSV file on your hard drive or local network.



QUICK HELP

For additional information on FedEx Ship Manager, click the **Quick Help** button at the right top of the page.

Tutorial

For step-by-step guidance, consult the tutorial by selecting **Tutorial** under the *Quick Help* menu.

Glossary

A glossary with explanations of the terms and phrases used in the FedEx Ship Manager interface is available under the *Quick Help* menu.

FAQs

For answers to frequently asked questions, click **Frequently Asked Questions** under the *Quick Help* menu.

Contact Information

Contact your local Customer Service or FedEx Ship Manager Hotline by selecting Contact Information under Quick Help menu.

Quickhelp menu shows as a dropdown

