

FedEx Ship Manager[®]

User Guide

Version 2350

FedEx Ship Manager Installation

During the FedEx Ship Manager installation, turn off any virus protection or firewall programs on your PC. These programs may interfere with the FedEx Ship Manager installation. Close all other open files and programs and then install the software.

System Requirements

- Intel® Pentium® IV 2.0 GHz recommended (Intel® Pentium IV 1.7 GHz minimum)
- 512 MB RAM recommended (256 MB RAM minimum)
- 200 MB disk space
- Microsoft® Windows® XP with Service Pack 2, Microsoft® Windows® 2000 with Service Pack 4, or Microsoft® Windows® Server 2003 with Service Pack 1
- LAN or DSL Internet access recommended (dial-up telephone line access minimum)
- 4X CD-ROM or higher
- 3 1/2" floppy drive
- Microsoft® Internet Explorer® v. 6.0
- Available port if using a thermal printer
- Laser and/or inkjet printer for reports and labels
- Screen resolution of 1024 x 768 pixels recommended (screen resolution of 800 x 600 pixels minimum)

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About this User Guide

To help you use FedEx Ship Manager to make your shipping, tracking, rating, and reporting operations more efficient, the following sections and chapters are provided in this *User Guide*:

Quick Start

This section presents the basic steps to prepare and process a single package for a U.S. and Canada domestic shipment, an international shipment, and a return shipment.

What's New

This section highlights the new features for this version of FedEx Ship Manager.

Chapter 1: Shipment Details

This chapter defines the fields and requirements for information entered on the Shipment details screen, where you begin your shipments in FedEx Ship Manager.

Learn how to save time by using the Address Book and setting shipping preferences for recipients and groups. Also learn how to use FedEx Address Checker.

Chapter 2: Options and Special Services

This chapter defines the additional shipping options, special services, and references available on the Options and ShipAlert screens.

Chapter 3: International Requirements

This chapter explains the additional steps and information required for international document and commodity/merchandise shipments and customs documentation.

Chapter 4: Return Shipments (U.S. Only)

This chapter shows you how to prepare and process a return shipment only or a return shipment included with an outbound shipment. Return options include e-mail return labels, printed return labels, and Ground Call Tags. Return shipments are available for U.S. only.

Chapter 5: Multiple-Piece Shipments (MPS)

This chapter explains the different options for FedEx Express® and FedEx Ground® multiple-piece shipments.

Send multiple-piece shipments using information for each package, total shipment information only, or parse pak.

Chapter 6: Hold File

This chapter shows you how to use the Hold File to save, edit, duplicate, and delete shipments.

Learn how to customize the Hold File List to display only the fields you want to view and to select Hold File lookup and sender address options.

About this User Guide

Chapter 7: Close

This chapter explains how to change the auto-close time for FedEx Ground shipments and how to request a manual close for FedEx Express and FedEx Ground shipments.

Chapter 8: Track

This chapter describes how to track your shipments using tracking and Door Tag numbers, references, and shipping history.

Chapter 9: Customize

This chapter guides you through the steps to customize FedEx Ship Manager, which saves time and keystrokes during the shipping process.

Customize your shipping preferences to automatically populate fields and options for package and shipment details, special services, billing and signature options, shipping notifications, and more.

Also learn how to customize reference fields, field names, and user prompts.

Chapter 10: Reports

This chapter shows you how to generate, print, and save the large portfolio of FedEx Ship Manager reports available for shipping activities, historical data, and databases.

Learn how to customize reports and forms and create new reports to best suit your reporting needs.

Chapter 11: Databases

This chapter lists the databases available with FedEx Ship Manager and explains database functions, import and export processes, and procedures to backup and restore your databases.

Also learn how to use, add, and customize database templates.

Chapter 12: Integration

This chapter highlights the benefits of FedEx® Integration Assistant. General information is offered on how it works with your current business applications and shipping processes.

Chapter 13: FedEx SmartPost (U.S. Only)

This chapter guides you through the steps for preparing and processing FedEx SmartPost shipments.

Glossary

This section defines the terms and acronyms used throughout this *User Guide*.

Support Information

Technical Support

In the U.S. and Canada, call 1.877.339.2774.

Online Help

Select **Help Topics** from the Help menu, click underlined (hyperlinked) field names, or place your cursor in a field and press **F1**.

FedEx® Bulletin Board

Select **Service Bulletin Board** from the Utilities menu to view messages from FedEx.

FedEx Web site

For the latest information about FedEx, click **fedex.com** at the top of the FedEx Ship Manager screen to go to the FedEx Web site, then click on any link to explore the latest features and news from FedEx.

FedEx Service Guide

Within this *User Guide*, you may be asked to refer to the *FedEx Service Guide* at **fedex.com** for details about FedEx services, packaging, and other information.

Click **fedex.com** at the top of the FedEx Ship Manager screen to go to the FedEx Web site. Enter **FedEx Service Guide** in the Search box to locate the PDF version of this publication to view or download.

When you open the *FedEx Service Guide*, you can use your browser's Find feature (usually **Ctrl+F**) to search for a word or short phrase. For example, search for the word "package" to find specific information about FedEx packaging.

FedEx SED/EEI Filing Options (U.S. only)

If you are a U.S. shipper and your international shipments require SED/EEI filing, go to FedEx® Global Trade Manager at **fedex.com** or refer to the *FedEx SED/EEI Filing Options Guide* (#311033088). To order a printed copy, call 1.800.GoFedEx 1.800.463.3339. To download a PDF copy, go to www.fedex.com/us/software and click the **Support** link.

At a Glance

Quick Start guides you through the basic steps to prepare and process a single package with FedEx Ship Manager for the following shipments:

- U.S. and Canada Domestic Shipment
- International Shipment
- Return Shipment (U.S. Only)

For more detailed information on preparing single and multiple-piece shipments, please refer to the following chapters in this *User Guide*:

- Chapter 1: Shipment Details
- Chapter 2: Options and Special Services
- Chapter 3: International Requirements
- Chapter 4: Return Shipments (U.S. Only)
- Chapter 5: Multiple-Piece Shipments (MPS)

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager" and the menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The main interface is divided into several sections:

- Recipient information:** Includes fields for Recipient ID (with a dropdown), Country (set to "BE - BELGIUM"), Contact name, Company, Address 1 (checked), Address 2, Postal code, State/Province, City, Telephone (with Ext. field), Tax ID, and Location #. There are checkboxes for "Ship to group", "Hold", and "This is a residential address", along with a "Save in/Update my address book" option.
- Sender information:** Shows "Current sender: SN2000" with address "10 FEDEX PKWY, Collierville, TN 38017". It includes links for "Change sender" (set to "SENDER101 - John Doe") and "Change return address" (set to "Current sender").
- Package and shipment details:** Features "Package contains" (Document/Commodity/Merchandise), "Number of packages" (0), "Weight" (dropdown), "Service type" (dropdown), "Package type" (dropdown), "Package dimensions" (dropdown), and "Ship date" (04/05/2007). A "Total carriage value" of \$0.00 is displayed.
- Billing details:** Includes "Bill transportation to:" (dropdown), "Acct #:" (text field), "Bill duties/taxes/fees:" (dropdown), "Acct #:" (text field), "Department:" (text field), and "Customer reference:" (dropdown) with an "Add'l handling" button.

At the bottom, a status bar shows "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate quote", "\$0.00", "Multiple-piece shipment", and a "Ship" button.

U.S. and Canada Domestic Shipment

Step 1: Recipient Information

- 1 Start your U.S. or Canada domestic shipment on the Shipment details screen in the Recipient information section.
- 2 Select a Recipient ID to automatically populate this section or enter the required recipient information:
 - Country
 - Contact name or Company name
 - Address 1
 - Zip
 - City
 - State
- 3 Enter any optional recipient information.
- 4 Select **This is a residential address** if shipping to a residence.

- 5 Select **Save in/Update my address book** to save a new recipient or updated information in the Address Book.

Step 2: Sender Information

- 1 The Current sender displayed is the default sender selected in the Sender database.
- 2 If the current sender shown on the screen is not the actual sender, select the correct sender from the Change sender menu.
- 3 If the current sender is not the appropriate return address for the shipping label, select a return sender from the Change return address menu.

The screenshot displays the FedEx Ship Manager application window. The title bar reads 'FedEx Ship Manager'. The menu bar includes 'File', 'Databases', 'Customize', 'Utilities', 'Integration', 'Inbound', 'Passport', 'fedex.com', and 'Help'. The main toolbar contains buttons for 'Ship#2', 'Track#2', 'Shipping list', 'Address Book', 'Report', 'Close#7', and 'fedex.com'. Below the toolbar, there are tabs for 'Shipment details', 'Options', 'ShipAlert', 'Return shipment', 'Document', 'Commodity/Merchandise', and 'Customs'. The 'Shipment details' tab is active, showing two main sections: 'Recipient information' and 'Package and shipment details'.
Recipient information section:
 - 'Ship to group' and 'Hold' checkboxes are present.
 - 'Recipient ID' is a dropdown menu with 'Select recipient...' as the current selection.
 - 'Country' is a dropdown menu set to 'US - UNITED STATES'.
 - 'Contact name' and 'Company' are text input fields.
 - 'Address 1' is a text input field with a checkmark icon to its right.
 - 'Address 2' is a text input field.
 - 'Zip' and 'State' are dropdown menus.
 - 'City' is a dropdown menu.
 - 'Telephone' and 'Ext' are text input fields.
 - 'Location #' is a text input field.
 - There are two checkboxes: 'This is a residential address' (unchecked) and 'Save in/Update my address book' (checked).
Package and shipment details section:
 - 'Number of packages' is a text input field with an 'Identical packages' checkbox.
 - 'Weight' is a text input field set to 'lbs'.
 - 'Service type' is a dropdown menu with 'Select service type...' as the current selection.
 - 'Package type' is a dropdown menu with 'Select package type...' as the current selection.
 - 'Package dimensions' is a dropdown menu.
 - 'Ship date' is a text input field set to '04/05/2007' with a calendar icon.
 - 'Declared value' is a text input field followed by 'USD'.
Sender information section:
 - 'Current sender' is displayed as 'SN2000', '10 FEDEX PKWY', 'Collierville, TN 38017'.
 - 'Change sender' is a dropdown menu with 'SENDER101 - John Doe' as the current selection.
 - 'Change return address' is a dropdown menu with 'Current sender' as the current selection.
Billing details section:
 - 'Bill transportation to' is a dropdown menu with 'Acct #' to its right.
 - 'Department' is a dropdown menu.
 - 'Customer reference' is a dropdown menu with an 'Add'l handling' button to its right.
 - 'Additional reference 1' is a dropdown menu.
Bottom status bar:
 - Buttons: 'Clear fields', 'Delete/Modify shipment', 'Repeat shipment', 'Override pref#11', 'Rate quote', '\$0.00', 'Multiple-piece shipment', and 'Ship #2'.

U.S. and Canada Domestic Shipment

Step 3: Package and Shipment Details

- 1 Enter the following required package and shipment details:
 - Number of packages (enter 1)
 - Weight
 - Service type
 - Package type
 - Ship date (defaults to current date)
- 2 Enter any optional package and shipment details.

Step 4: Billing Details

- 1 Select the account to bill for the shipment from the Bill transportation to menu and enter the FedEx billing account number if the Acct # field is not automatically populated.
- 2 Enter or select optional billing information, such as a customer reference.

Step 5: Options and Special Services

- 1 To select special services or additional shipping options, click the **Options** tab and make your selection(s).
- 2 To send shipment notifications, click the **ShipAlert** tab and make your selection(s).
- 3 To return to the main shipping screen, click the **Shipment details** tab.

Step 6: Process Shipment

To process your shipment, click **Ship (F10)**.

International Shipment

Step 1: Recipient Information

- 1 Start your international shipment on the Shipment details screen in the Recipient information section.
- 2 Select a Recipient ID to automatically populate this section or enter the required recipient information:
 - Country
 - Contact name or Company name
 - Address 1
 - City
 - Telephone
- 3 Enter any optional recipient information.
- 4 Select **This is a residential address** if shipping to a residence.
- 5 Select **Save in/Update my address book** to save a new recipient or updated information in the Address Book.

Step 2: Sender Information

- 1 The Current sender displayed is the default sender selected in the Sender database.
- 2 If the current sender shown on the screen is not the actual sender, select the correct sender from the Change sender menu.
- 3 If the current sender is not the appropriate return address for the shipping label, select a return sender from the Change return address menu.

The screenshot displays the FedEx Ship Manager application window. The title bar reads 'FedEx Ship Manager'. The menu bar includes 'File', 'Databases', 'Customize', 'Utilities', 'Integration', 'Inbound', 'Passport', 'fedex.com', and 'Help'. The main window is divided into several sections:

- Recipient information:** Includes a 'Ship to group' checkbox, a 'Hold' checkbox, a 'Recipient ID' dropdown, a 'Country' dropdown (set to 'BE - BELGIUM'), 'Contact name', 'Company', 'Address 1' (with a checkmark), 'Address 2', 'Postal code', 'State/Province' dropdown, 'City' dropdown, 'Telephone' (with 'Ext.'), 'Tax ID', and 'Location #'.
- Package and shipment details:** Includes 'Package contains' (Document selected), 'Number of packages' (0), 'Weight' dropdown, 'Service type' dropdown, 'Package type' dropdown, 'Package dimensions' dropdown, 'Ship date' (04/05/2007), and 'Total carriage value' (\$0.00).
- Sender information:** Shows 'Current sender: SN2000, 10 FEDEX PKWY, Collierville, TN 38017'. It includes 'Change sender' (set to 'SENDER101 - John Doe') and 'Change return address' (set to 'Current sender') dropdowns.
- Billing details:** Includes 'Bill transportation to', 'Bill duties/taxes/fees', 'Department', and 'Customer reference' dropdowns, along with an 'Add handling' button.

The bottom status bar shows 'Clear fields', 'Delete/Modify shipment', 'Repeat shipment', 'Override prefs', 'Rate quote \$0.00', 'Multiple piece shipment', and a 'Ship' button.

International Shipment

Step 3: Package and Shipment Details

- 1 Enter the following required package and shipment details:
 - Package contains (Document or Commodity/Merchandise)
 - Number of packages (enter 1)
 - Weight and weight type
 - Service type
 - Package type
 - Ship date (defaults to current date)
 - Document description (if shipping a document)
- 2 Enter any optional package and shipment details.

Step 4: Billing Details

- 1 Select the account to bill for the shipment from the Bill transportation to menu and enter the FedEx billing account number if the Acct # field is not automatically populated.
- 2 When shipping merchandise/commodities for international shipments, select the account to bill for the shipment's duties, taxes, and fees from the Bill duties/taxes/fees menu and enter the FedEx billing account number if the Acct # field is not automatically populated.
- 3 Enter or select optional billing information, such as a customer reference.

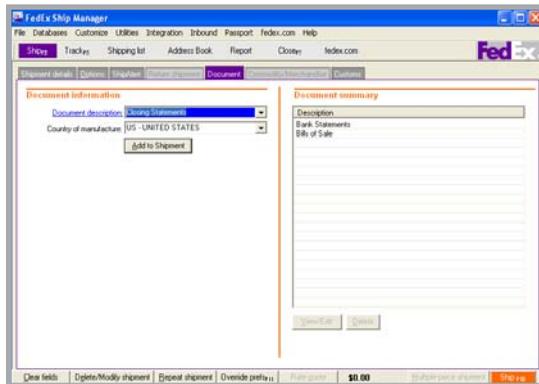
Step 5: Options and Special Services

- 1 To select special services or additional shipping options, click the **Options** tab and make your selection(s).
- 2 To send shipment notifications, click the **ShipAlert** tab and make your selection(s).
- 3 To return to the main shipping screen, click the **Shipment details** tab.
- 4 Continue with Step 6: Document or Step 7: Commodity/Merchandise on the following pages to complete your international shipment.

International Shipment

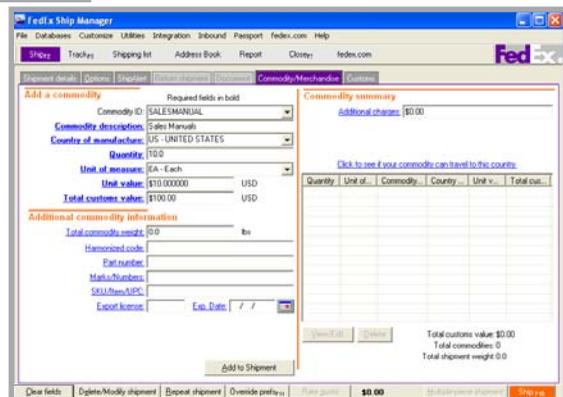
Step 6: Document

- 1 Complete the previous Steps 1 through 5. When entering package and shipment details, select **Document** as the Package contains option.
- 2 Select a Document description or enter your own description in the free-form field, up to 135 characters.
- 3 To ship multiple documents in one package, click the **Document** tab and enter information for each document type.
- 4 To process your document shipment, click **Ship (F10)**.

**Step 7: Commodity/Merchandise**

- 1 Complete the previous Steps 1 through 5. When entering package and shipment details, select **Commodity/Merchandise** as the Package contains option.
- 2 Click the **Commodity/Merchandise** tab.
- 3 Enter the required commodity information and any additional information for a commodity then click **Add to Shipment**. Repeat this step for each commodity.

All commodities added to the shipment appear in the Commodity summary table. Select the commodity to view, edit, or delete it from the shipment.



International Shipment

Step 8: Customs

- 1 When you have completed all commodity information, click the **Customs** tab.
- 2 In the Commercial Invoice/Proforma Invoice information section, select from the following options based on your shipment needs:
 - Select **Print Commercial Invoice/Proforma Invoice** and enter the number of copies to print.
 - Select **Commercial Invoice** or **Proforma Invoice**.
 - Select **Terms of sale** and additional information to print on the Commercial Invoice.
 - Select **The shipper and recipient are related parties** if the shipper and recipient are related (e.g., subsidiaries).
 - Select **Include NAFTA statement** if the shipper and recipient are located in the U.S., Canada, or Mexico and at least one commodity in the shipment was produced in one of these countries.
- 3 If the recipient is not the importer of record, click **View/Edit Importer** in the Importer information section to make any changes.
- 4 In the Electronic Export Information (EEI) section, select an option to file your SED/EEI or enter a filing exemption or proof of filing citation.
- 5 If you are shipping from Canada and your shipment requires an Export permit number or B13A Canada Export Declaration, enter the permit number and select a B13A filing option in the Canadian Customs Export Declaration information section.
- 6 In the Customs documentation section, select customs documents to print for your shipment. These documents are not generated automatically.

Step 9: Process Shipment

To process your shipment, click **Ship (F10)**.

The screenshot shows the FedEx Ship Manager application window. The 'Customs' tab is active. The 'Commercial Invoice/Proforma Invoice Information' section includes a dropdown for 'Print Commercial Invoice/Proforma Invoice' (set to 3), a 'Terms of sale' dropdown (set to '1 - Free Carrier (FCA/FDB)'), and fields for 'Freight charge' (\$0.00) and 'Insurance charge' (\$0.00). There is also a 'Miscellaneous charge' field (\$0.00) and a 'Reference' dropdown (set to 'Match Photo'). The 'Purpose' dropdown is set to 'Not Sold'. Below this are fields for 'Invoice number', 'Comment 1', 'Comment 2', and 'Comment 3'. There are checkboxes for 'The shipper and recipient are related parties' and 'Include NAFTA statement'. The 'Importer information' section has a 'View/Edit Importer' button. The 'Electronic Export Information (EEI)' section has a 'File SED/EEI' section with a 'Submit SED/EEI to AES WebLink' button and a 'Go to FedEx SED/EEI agent filing tool' button. Below that is an 'Enter SED/EEI Exemption or Proof of Filing Citation' section with a dropdown for 'FTR exemption (NO EEI 30.37a)' and a 'Citation Type' dropdown. The 'Customs documentation' section has checkboxes for 'Print Shipment Detail' and 'Print Certificate of Origin'. At the bottom, there are buttons for 'Ship (F10)', 'Print', and 'Cancel'.

Return Shipment (U.S. Only)

Step 1: Return Package To

- 1 Start your return shipment on the Return shipment details screen.
- 2 Select the appropriate sender to receive the return shipment from the Return to menu.

Step 2: Return Package From

- 1 Select who is returning the package from the Return from menu or manually enter required information.
- 2 Select **This is a residential address** if the package is being returned from a residence instead of a commercial address.

Step 3: Package and Shipment Details

Select one of the following return label types:

- E-mail label
- Print
- Ground Call Tag

E-mail label

- 1 Enter the following required information for an e-mail return label:
 - Number of packages (enter 1)
 - Estimated weight
 - Service type
 - Package type
 - Item description
 - Email label to
 - Expiration date
- 2 Enter any optional information, such as a return message.
- 3 Continue with Step 4: Billing Details.

Return Shipment (U.S. Only)

Step 3: Package and Shipment Details

Print

- 1 Enter the following required information for a printed return label:
 - Number of packages (enter 1)
 - Estimated weight
 - Service type
 - Package type
- 2 Enter any optional information and select **Print Return Shipper Instructions**, if needed.
- 3 Continue with Step 4: Billing Details.

Ground Call Tag

- 1 Enter the following required information for a Ground Call Tag:
 - Number of packages (enter 1)
 - Item description
 - Pickup Date
 - Ready Time
 - Close Time
- 2 Enter any optional information, such as pickup instructions.
- 3 Continue with Step 4: Billing Details.

Step 4: Billing Details

- 1 Select the account to bill for the shipment from the Bill transportation to menu and enter the FedEx billing account number if the Acct # field is not automatically populated.
- 2 Enter or select optional billing information, such as a customer reference or RMA number (Return Materials Authorization number).
- 3 If you are preparing a return shipment along with and outbound shipment and have selected **Return Labels** on the Options screen, click **Link to outbound**.

Step 5: Options and Special Services

- 1 To select special services or additional shipping options, click the **Return options** tab and make your selection(s).
- 2 To send shipment notifications, click the **ShipAlert** tab and make your selection(s).
- 3 To return to the main shipping screen, click the **Return shipment details** tab.

Step 6: Process Shipment

To process your shipment, click **Ship (F10)**.

FedEx® Address Checker

The new FedEx Address Checker helps to check your recipient information, therefore minimizing the downstream impacts of an incorrect address.

FedEx Address Checker provides the ability to

- Check recipient addresses by providing street matching, descriptive error details, and corrected options if a recipient address is incorrect
- Determine if a U.S. address is commercial or residential to increase the accuracy of courtesy rate quotes and to optimize the FedEx Ground® and FedEx Home Delivery® networks
- Check U.S., Canadian, and Puerto Rican addresses.

For detailed instructions on using FedEx Address Checker, refer to the new FedEx Address Checker section at the end of *Chapter 1: Shipment Details*.

Note: This feature does not apply to group shipments or return shipments.

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The toolbar contains "Ship_{v2}", "Track_{F5}", "Shipping list", "Address Book", "Report", "Close_{F7}", and "fedex.com". The main interface is divided into several sections:

- Recipient information:** Includes checkboxes for "Ship to group" and "Hold". Fields for "Recipient ID" (a dropdown menu), "Country" (set to "US - UNITED STATES"), "Contact name", "Company", "Address 1" (with a checkmark), "Address 2", "Zip", "State" (dropdown), "City" (dropdown), "Telephone" (with area code and extension fields), and "Location #". There are also checkboxes for "This is a residential address" and "Save in/Update my address book".
- Package and shipment details:** Includes "Number of packages" (input field), "Identical packages" (checkbox), "Weight" (input field, unit "lbs"), "Service type" (dropdown menu), "Package type" (dropdown menu), "Package dimensions" (input field), "Ship date" (set to "04/05/2007"), and "Declared value" (input field, unit "USD").
- Sender information:** Shows "Current sender" as "SN2000, 10 FEDEX PKWY, Collierville, TN 38017". It includes "Change sender" (dropdown menu) and "Change return address" (dropdown menu).
- Billing details:** Includes "Bill transportation to" (dropdown menu), "Acct #:" (input field), "Department" (dropdown menu), "Customer reference" (input field), and "Additional reference 1" (input field). There is an "Add'l handling" button.

At the bottom of the window, there is a status bar with buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override pref_{F11}", "Rate quote", "\$0.00", "Multiple-piece shipment", and "Ship_{v2}".

FedEx SmartPost® (U.S. Only)

FedEx SmartPost specializes in the consolidation and delivery of high volumes of low-weight, less time-sensitive, business-to-consumer packages using the United States Postal Service (USPS) for last-mile delivery.

This is a contract service and can only be enabled by a FedEx representative. Once enabled on your system, the SmartPost tab displays on the FedEx Ship Manager screen.

For detailed instructions on using FedEx SmartPost, refer to *Chapter 13: FedEx SmartPost (U.S. Only)*.

Outbound Service

FedEx SmartPost is available to U.S. origins in the 48 contiguous United States.

Alaska, Hawaii, Puerto Rico and the U.S. Territories are not included as origin points for FedEx SmartPost.

Inbound Service

FedEx SmartPost is available for commercial and residential destinations in the 50 United States, Puerto Rico, and the U.S. Territories, including P.O. Boxes and military APO and FPO destinations.

The following U.S. Territories and Puerto Rico, while currently considered international destinations by FedEx, are treated as U.S. domestic locations for FedEx SmartPost. No customs paperwork is required.

- American Samoa (AS)
- Guam (GU)
- Marshall Islands (MH)
- Micronesia (FM)
- Northern Mariana Islands (MP)
- Puerto Rico (PR)
- Republic of Palau (PW)
- U.S. Virgin Islands (VI)

FedEx Ship Manager

File Databases Customize Utilities Integration Inbound Passport fedex.com Help

Ship₂ Track₁₅ Shipping list Address Book Report Close₇₇ fedex.com **SmartPost**

Recipient Information

Recipient ID:

Country:

Contact name:

Company name:

Address 1:

Address 2:

Zip: State:

City:

Telephone: () Ext:

Package and shipment details

Number of packages:

Weight: lbs L x W x H

Package dimensions: Enter dimension x x in

Postal Class:

Postal Sub-class:

Endorsement:

Delivery Confirmation

Sender information

Current sender: ABCD
10 Main St.
Memphis, TN 38103

Change sender:

Change return address:

Billing details

Bill transportation to: Acct #:

Customer reference:

Clear fields Rate Quote Ship

U.S. and Canada Domestic and International Shipping Enhancements

Reference Database

A new Reference database for customer references has been added for all origins and is included as a selection when performing a database backup or restore.

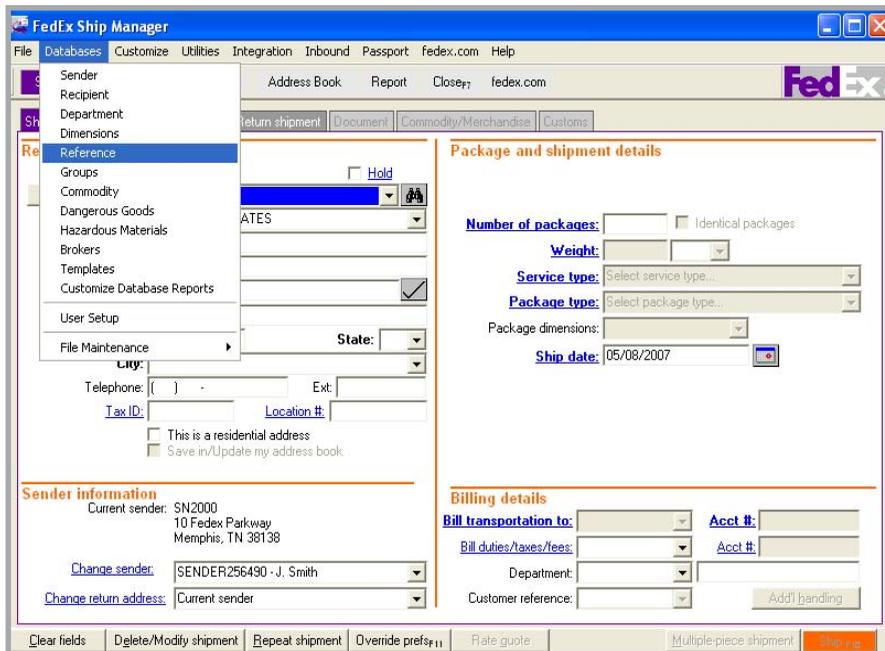
You can add, view, edit, and delete references in the Reference database. You can also print reference reports. To access the database, select **Reference** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

Reference Database User Prompt

A new Confirm deletion from Reference database user prompt has been added to the list of customizable user prompts.

To access this confirmation prompt

- 1 Select **Customize User Prompts** from the Customize menu.
- 2 In the Prompt column, click **Prompt** for **Confirm deletion from Reference database**. A prompt menu displays.
- 3 Select **Prompt** or **Don't Prompt** from the menu. The default selection is set to **Prompt**.
- 4 Click **OK** to save your selection.



U.S. and Canada Domestic and International Shipping Enhancements

Notifications Enhancement

All shipping, exception, delivery, and tracking notifications now include shipper information provided during the shipping process (name and e-mail address).

This information indicates who requested the notification(s) to be sent.

Integration Enhancements

The following integration enhancements have been made to FedEx® Integration Assistant:

- **Conversion Catch All**

The first drop-down option on the Conversion screen allows you to set a default for conversion. This allows you to convert any field that has not been assigned a conversion value.

- **Export Deleted QuickBooks® Shipments**

This enhancement adds the ability to export deleted QuickBooks shipments as you do today for exports to Open Database Connectivity (ODBC) databases.

- **Add Prefix to QuickBooks Integrations**

This enhancement adds a customizable prefix to QuickBooks exports. You can now export the default field name (e.g., FedEx Tracking number) or change the prefix as desired.

- **Portuguese Support**

FedEx Integration Assistant supports the new Portuguese language addition to FedEx Ship Manager.

Vague Commodities Warning

FedEx Ship Manager now provides a warning message for FedEx Express international shipments when you enter a commodity description that is considered vague. Entering a more distinct description helps reduce customs issues during the clearance process and provides you with more accurate information when preparing your commodity shipment.

To access this user prompt warning

- 1 Select **Customize User Prompts** from the Customize menu.
- 2 In the Prompt column, click **Prompt for Vague Commodity Warning message**. A prompt menu displays.
- 3 Select **Prompt** or **Don't Prompt** from the menu. The default selection is set to **Prompt**.
- 4 Click **OK** to save your selection.

U.S. and Canada Domestic and International Shipping Enhancements

Package Type Order for Customs

For international FedEx Express shipments from the U.S. to Canada and Canada to the U.S., the Other Packaging option now appears at the end of the Package type menu.

FedEx International Priority DirectDistribution® (IPD) Expansion

The IPD service has been expanded to the following European countries: Bulgaria, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovak Republic, and Slovenia.

Commercial Invoice Reminder

FedEx Ship Manager now prompts you when a Commercial Invoice (CI) is required for your FedEx International GroundSM shipment. This prompt displays when you are entering information on the Shipment details screen.

Return Address Allowed

FedEx Ship Manager now allows a return address to be the same as the country of destination for the following FedEx International Ground shipments:

- U.S. to Canada
- Canada to U.S.
- U.S. to Puerto Rico

Nonresident Importer Designation

You can now select to designate nonresident importer (NRI) status for FedEx International Ground shipments from the U.S. to Canada and Canada to the U.S.

To select this option

- 1** Select **System Settings** from the Customize menu. The System Settings – System/Account screen displays.
- 2** Select the appropriate System # and click **Modify**. The System Settings screen displays.
- 3** Click the **1-Your System Settings** tab.
- 4** Check **Non-Resident Importer Status** in the FedEx Ground International Settings section.
- 5** Click **OK** to save your selection.

FedEx Express® Freight Services Expansion

FedEx Express Freight Services have expanded to include new service areas with support for scheduled pickups, surcharges, measurement systems, and the FedEx Express money-back guarantee.

This expansion also includes the ability to ship FedEx 1Day® Freight and FedEx International Priority® Freight to and from Hawaii (Oahu only).

For more detailed information about FedEx Express Freight Services and commitments, refer to the *FedEx Service Guide* at [fedex.com](https://www.fedex.com).

FedEx Ship Manager for Latin America and the Caribbean

FedEx Ship Manager now allows shipping from any country in Latin America and the Caribbean.

These countries include

Anguilla	Haiti
Antigua and Barbuda	Honduras
Argentina	Jamaica
Aruba	Martinique
Bahamas	Mexico
Barbados	Montserrat
Belize	Netherlands Antilles
Bermuda	Nicaragua
Bolivia	Panama
Bonaire	Paraguay
Brazil	Peru
British Virgin Islands	Puerto Rico
Cayman Islands	Saba
Chile	St. Barthelemy
Colombia	St. Eustatius
Costa Rica	St. Kitts and Nevis
Curacao	St. Lucia
Dominica	St. Maarten/St. Martin
Dominican Republic	St. Vincent
Ecuador	Suriname
El Salvador	Trinidad and Tobago
French Guiana	Turks and Caicos Islands
Grenada	U.S. Virgin Islands
Guadeloupe	Uruguay
Guatemala	Venezuela
Guyana	

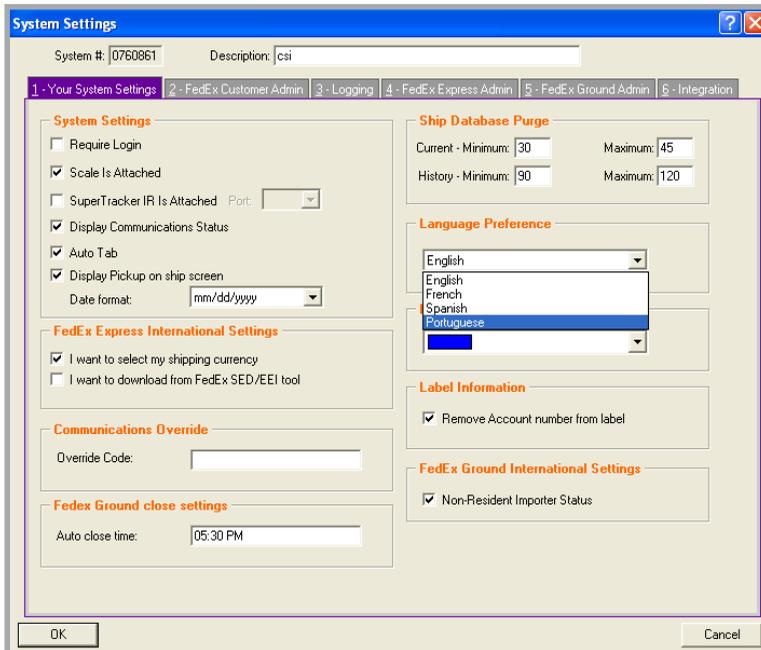
FedEx Ship Manager for Latin America and the Caribbean

Portuguese Language Support

FedEx Ship Manager now includes a Portuguese language version. You can choose this option during installation or as follows:

- 1 Select **System Settings** from the Customize menu. The System Settings – System/Account screen displays.
- 2 Select the appropriate System # to display in Portuguese and click **Modify**. The System Settings screen displays.
- 3 Click the **1-Your System Settings** tab.

- 4 Select **Portuguese** from the Language Preference drop-down menu.
- 5 Click **OK**. FedEx Ship Manager restarts automatically to display in Portuguese.
- 6 Follow these same instructions to select English, French, or Spanish as the language version.



Chapter 1: Shipment Details

At a Glance

All U.S. and Canada domestic shipments and all international shipments begin on the Shipment details screen.

Refer to the following information in this chapter for each section included on the Shipment details screen:

- Recipient information
- Sender information
- Package and shipment details
- Billing details

For detailed information on managing recipient information, refer to the following sections in this chapter:

- Address Book
- Group Shipments
- FedEx Address Checker

To create a Bill of Lading for FedEx Freight® LTL shipments, refer to the FedEx Freight LTL section at the end of this chapter.

To prepare a return shipment, refer to *Chapter 4: Return Shipments (U.S. Only)*.



Save time and keystrokes when preparing your shipments by setting shipping preferences for references, package type, package weight and dimensions, service type, and more. The associated fields are then automatically populated based on the recipient and sender selected for the shipment. Refer to the Recipient Preferences instructions in the Address Book section in this chapter and the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field.

The screenshot displays the FedEx Ship Manager interface. The main window is titled "FedEx Ship Manager" and has a menu bar with "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". Below the menu bar is a navigation bar with "Ship" (selected), "Track", "Shipping list", "Address Book", "Report", and "Close". The main content area is divided into four sections: "Recipient information", "Package and shipment details", "Sender information", and "Billing details". The "Recipient information" section includes fields for "Recipient ID", "Country" (BE - BELGIUM), "Contact name", "Company", "Address 1", "Address 2", "Postal code", "State/Province", "City", "Telephone", and "Ext". The "Package and shipment details" section includes fields for "Package contains" (Document/Commodity/Merchandise), "Number of packages", "Weight", "Service type", "Package type", "Package dimensions", "Ship date" (04/05/2007), and "Total carriage value" (\$0.00). The "Sender information" section includes fields for "Current sender" (SN2000, 10 FEDEX PKWY, Collierville, TN 38017) and "Change sender" (SENDER101 - John Doe). The "Billing details" section includes fields for "Bill transportation to", "Bill duties/taxes/fees", "Department", and "Customer reference". The bottom of the screen shows a status bar with buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override preferences", "Rate quote" (\$0.00), "Multiple-piece shipment", and "Ship".

Recipient Information

The Recipient information section on the Shipment details screen is where you start your shipments in FedEx Ship Manager.

Required fields appear in bold type on the screen and may vary depending on your shipment details. Certain field names, such as ZIP and Postal code, are determined by the destination country.



Save time and keystrokes by setting recipient preferences for references, package type and size, payment type, and service type. Refer to the Recipient Preferences instructions in the Address Book section in this chapter.

The following fields and checkboxes are included in the Recipient information section:

- Ship to group
- Hold
- Recipient ID
- Country
- Contact name | Company
- Address 1 | Address 2
- Zip | Postal code
- State | Province
- City
- Telephone | Ext
- Tax ID
- Location #
- This is a residential address
- Save in/Update my address book

The screenshot shows the 'Recipient information' section of the FedEx Ship Manager interface. It includes the following fields and options:

- Ship to group
- Hold
- Recipient ID: Select recipient... (dropdown menu)
- Country:** US - UNITED STATES (dropdown menu)
- Contact name: (text field)
- Company: (text field)
- Address 1:** (text field)
- Address 2: (text field)
- Zip:** (text field) **State:** (dropdown menu)
- City:** (text field)
- Telephone: () - (text field) Ext: (text field)
- [Tax ID:](#) (text field) [Location #:](#) (text field)
- This is a residential address
- Save in/Update my address book

Recipient Information

Ship to group

Check **Ship to group** to ship the same type of package to more than one recipient at a time. Refer to the Group Shipments section later in this chapter for more information on shipping to groups.

Hold

Check **Hold** if you want to save a shipment in the Hold File and ship it later. Refer to *Chapter 6: Hold File* for enable and use the Hold File.

Recipient ID

The Recipient ID is a unique identifier, such as a nickname or customer number, assigned to a recipient saved in your Address Book. When you select a Recipient ID, the recipient information and selected preferences automatically populate for you.

Note: If **Hold file lookup** displays instead of **Recipient ID**, click the button to switch to **Recipient ID**.

To use a Recipient ID

- 1 Select an existing recipient from the Recipient ID menu. A globe icon identifies international recipients.

Refer to Customize Recipient ID List later in this section to select the fields that display in the Recipient ID menu.

- 2 To search for an existing recipient, click the binoculars . Refer to the Address Book Search instructions in the Address Book section later in this chapter.

- 3 To create a new recipient, enter a new ID in the Recipient ID field, up to 25 characters.

- 4 Enter new recipient information or make any changes to existing information.

Note: The **Save in/Update my address book** checkbox is checked by default when using a Recipient ID. If you do not want to save updated information to the Address Book, click the checkbox to deselect this option.

Country

Select the destination country. This field is required for all shipments.

Contact name | Company

Enter the recipient contact or company name, up to 35 characters. At least one of these fields is required for all shipments.

Address 1 | Address 2

- 1 Enter the recipient's primary street address on line 1, up to 35 characters. This field is required for all shipments.

Note: Once you have provided the required recipient information, you can click the **Address Checker** checkmark beside the Address 1 field to have FedEx Ship Manager check the recipient's address.

Refer to the FedEx Address Checker section later in this chapter for more information.

- 2 Enter additional recipient address information such as a suite number on line 2, up to 35 characters. This field is optional.

Recipient Information

ZIP | Postal code

Enter the recipient ZIP or postal code, up to 15 characters. The field name displayed is determined by the destination country.

- A ZIP code is required for all U.S. recipients.
- A postal code is recommended if the recipient country is a postal aware country.

If you do not enter a postal code for a postal aware country, you receive a warning that the recipient country is postal aware and entry of a postal code is highly recommended. Refer to the Postal Code Formats information later in this section for a list of postal aware countries and their postal code formats.

Auto-populate City and State/Province

To set your system to auto-populate the City and State/Province fields for U.S. and Canadian recipients when you enter a ZIP or postal code, refer to the System Settings section in *Chapter 9: Customize*.

The Auto Populate City/State option appears on the System Settings screen under tab 2-FedEx Customer Admin in the Shipping Screen section. You can select this option at any time during your shipping process without having to restart the software.

State | Province

Select the recipient state or province, if available, or enter the 2-character abbreviation.

- State is required for all U.S. destinations and optional for international destinations.
- Province is required for all Canadian destinations and optional for international destinations.

City

Select the recipient city, if available, or enter manually, up to 35 characters. This field is required for all shipments.

Telephone | Ext

Enter the recipient telephone number, up to 15 characters and an optional extension number, up to 6 characters.

- For U.S. destinations, a telephone number may be required for return shipments and certain special services, such as COD and Hold at Location.
- For all international destinations, a telephone number is required.

Recipient Information

Tax ID (International only)

Enter the recipient Tax ID number if applicable, up to 15 characters.

This field is required for Brazilian destinations and is optional for all other destinations.

Tax ID requirements for Brazil

Shipments to Brazil require a valid Brazilian Tax ID number for customs clearance purposes. Missing or incorrect information stops the movement of your shipment before clearance. If correct information is not provided within 5 working days after your shipment arrives in Brazil, the shipment is returned at the shipper's expense.

Commercial shipments require a 14-digit Brazilian Tax ID number. Residential shipments require an 11-digit Brazilian Tax ID number.

FedEx Ship Manager provides a Tax ID validation routine to determine if the number entered is in the correct format.

Location #

Also referred to as store location number, this is an optional, 10-character field for FedEx Ground shipments.

Though this field is available for all service types, it is only used for FedEx Ground to help FedEx deliver packages to the correct address when businesses have multiple locations and a similar address.

This is a residential address

If you are shipping to a residential address, check **This is a residential address**.

Save in/Update my address book

To save or update recipient information in your Address Book, check **Save in/Update my address book**.

This checkbox is only available when using a Recipient ID and is checked automatically by default.

Recipient Information

Postal Code Formats

FedEx recommends using the appropriate postal code formats for the countries listed below.

N Numeric characters
A Alphabetic characters

Code	Country	# Characters	Format
AU	Australia	4	NNNN
AT	Austria	4	NNNN
BE	Belgium	4	NNNN
BR	Brazil	8	NNNNNNNN
CA	Canada	6	ANA NAN
CN	China	6	NNNNNN
DK	Denmark	4	NNNN
FI	Finland	5	NNNNN
FR	France	5	NNNNN
DE	Germany	5	NNNNN
GR	Greece	5	NNNNN
ID	Indonesia	5	NNNNN
IN	India	6	NNNNNN
IT	Italy	5	NNNNN
JP	Japan	7	NNNNNNN
LU	Luxembourg	4	NNNN
MY	Malaysia	5	NNNNN
MX	Mexico	5	NNNNN
NL	Netherlands	4	NNNN
NO	Norway	4	NNNN
PH	Philippines	4	NNNN
PR	Puerto Rico	5	NNNNN
PT	Portugal	5	NNNN
SG	Singapore	6	NNNNNN
ES	Spain	5	NNNNN
SE	Sweden	5	NNNNN
CH	Switzerland	4	NNNN
TH	Thailand	5	NNNNN
US	United States	5	NNNNN
GB	United Kingdom	5	ANNAA
GB	United Kingdom	6	ANNNAA
GB	United Kingdom	6	ANANAA
GB	United Kingdom	6	AANNAA
GB	United Kingdom	7	AANANAA
GB	United Kingdom	7	AANNAA

Recipient Information

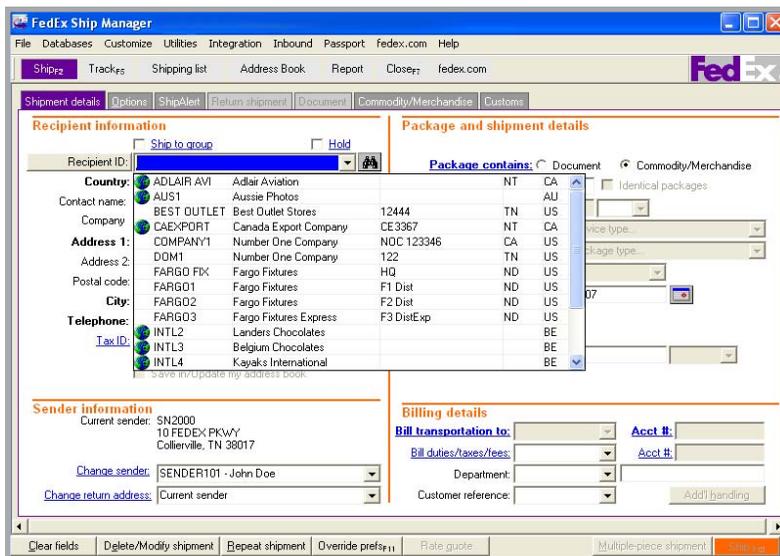
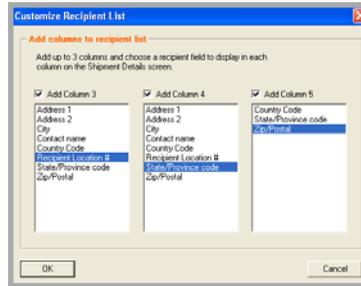
Customize Recipient ID List

For convenience in identifying recipients saved in your Address Book, you may select additional recipient fields you want displayed in the Recipient ID menu on the Shipment details screen. For example, you may want to select **Recipient Location #** and **State/Province code** to better identify chain stores within a state.

If you do not select additional fields to display, only the Recipient ID and Company fields are displayed.

To designate additional fields to display

- 1 Select **Recipient List** from the Customize menu.
- 2 Check **Add Column 3** and select the field to display in the third column.
- 3 To display additional fields, repeat these steps for Columns 4 and 5.
- 4 Click **OK** when you have finished selecting additional fields.



Sender Information

The Sender information section on the Shipment details screen shows the current sender and allows you to change the sender and the sender's return address.



Save time and keystrokes when preparing your shipments by assigning Shipping Profiles to individual senders. Refer to the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field. Refer to the Recipient Preferences instructions in the Address Book section in this chapter.

The following fields are included in the Sender information section:

- Current sender
- Change sender
- Change return address

Note: You can add, view, edit, and delete senders in the Sender database. You can also print sender reports. To access the database, select **Sender** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

For detailed instructions on importing and exporting senders, refer to *Chapter 11: Databases*.

Sender information

Current sender: SN2000
10 FEDEX PARKWAY
COLLIERVILLE, TN 38017

[Change sender:](#) SENDER101 - John Doe

[Change return address:](#) Current sender

Sender Information

Current Sender

The Current sender shown is the default sender assigned in the Sender database.

If the sender has been assigned a specific shipping profile, the preferences for that profile are used to ship packages. Refer to *Chapter 9: Customize* for information on setting preferences and creating shipping profiles.

To assign the default for Current sender

- 1 Select **Sender** from the Databases menu. The View Senders screen displays.
- 2 Click the sender you want as the default sender then click **Current sender** to the right of the list.
- 3 Click **OK**.

Change Sender

If the current sender shown on the Shipment details screen is not the actual sender, select the correct sender from the Change sender menu.

Change Return Address

To print the return address information on the shipping label, leave the default as Current sender or a select a different return address from the Change return address menu.

To assign the default for Return address

- 1 Select **Sender** from the Databases menu. The View Senders screen displays.
- 2 Click the sender you want as the default sender for the return address and click **Return address** to the right of the list.
- 3 Click **OK**.

The screenshot shows the 'View Senders' application window. At the top, it displays 'Sender count: 6'. The 'Current sender' section shows details for 'John Doe' with company 'SN2000' and address '10 FEDEX PARKWAY, COLLIERVILLE, TN 38017'. The 'Return address' section is checked and shows the same details. Below is a 'Sender list' table with columns for Sender ID, Contact name, Company name, Address, City, State, and buttons for 'Current sender' and 'Return address'. The table lists four senders, with 'SENDER101' selected. The 'Sender details' section contains various fields for contact information, including name, company, address, city, state, zip, country, telephone, email, and notification language. It also includes fields for tax ID, social security number, Dun Bradstreet, signature release number, ALC number, PO number, and broker ID. A 'Shipping profiles' section has dropdown menus for Domestic, International, and Transborder distribution, all set to 'DEFAULT'. At the bottom, there are buttons for 'OK', 'Add', 'Add by duplication', 'View/Edit', 'Delete', and 'Print'.

Sender ID	Contact name	Company name	Address	City	State	
INTL9	Jane Smith	Belgium Imports	23 Flanders ST.	Brussels		Current sender
SENDER101	John Doe	SN2000	10 FEDEX PARKWAY	COLLIERVILLE	TN	
SENDER102	Jane Smith	ABCO	10 Main St.	Memphis	TN	
SENDER141345	C. Johns	SN2000	10 FEDEX PARKWAY	COLLIERVILLE	TN	Return address

Package and Shipment Details

The Package and shipment details section on the Shipment details screen is where you enter specific package and shipment information.

Required fields appear in bold type on the screen and may vary depending on your origin, destination, and other shipment details.



Save time and keystrokes by setting preferences such as package type, dimensions and service type. Refer to the Recipient Preferences instructions in the Address Book section in this chapter and the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

The following fields and options are included in the Package and shipment details section:

- Package contains
- Number of packages
- Identical packages
- Weight
- Service type
- Package type
- Package dimensions
- Ship date
- Document description
- I want to print a Commercial Invoice
- Total carriage value
- Currency type
- Total customs value

Package and shipment details

Package contains: Document Commodity/Merchandise

Number of packages: 0 Identical packages

Weight:

Service type: Select service type...

Package type: Select package type...

Package dimensions:

Ship date: 01/25/2007

Document description: Accounting Documents

I want to print a Commercial Invoice

Total carriage value: \$0.00

Total customs value: \$0.00

Package and Shipment Details

Package contains (International only)

The Package contains field displays for international shipments.

- Select **Document** when shipping documents (e.g., reports, financial records, correspondence).
- Select **Commodity/Merchandise** when shipping commodities or merchandise. Commodities may be assessed duties and taxes, as well as require a Commercial Invoice.

Refer to *Chapter 3: International Requirements* for detailed instructions on shipping documents and commodities/merchandise and preparing customs documents.

Number of Packages

- 1** Enter the total Number of packages in the shipment.
- 2** If you are shipping more than one package, enter the total number of packages in your shipment. Refer to *Chapter 5: Multiple-Piece Shipments (MPS)* for instructions on preparing an MPS.
- 3** If you are shipping more than one package and all packages have the same weight, service type, and package type, check **Identical packages** and use only the Shipment details screen.

For international shipments, identical packages must also have the same carriage value.

Weight

- 1** Enter the Weight of the package.
- 2** If there is more than one package in the shipment, enter the weight of the first package or the total shipment weight.
- 3** If you are preparing an international shipment, select the weight type (lbs. or kgs.).

Service type

Select a FedEx service from the Service type menu.

For FedEx service definitions and commitments, refer to the *FedEx Service Guide* at **fedex.com**.

Package type

- 1** When using FedEx packaging, select the appropriate FedEx package type from the Package type menu.
- 2** When using non-FedEx packaging, select **Your Packaging**.
- 3** To meet clearance requirements, the Package type menu includes multiple customer package types for the following shipments:
 - between the U.S. and Canada
 - from the U.S. to Puerto Rico
 - from Puerto Rico to Canada

Package and Shipment Details

Package dimensions

The Package dimensions field becomes active when you select any package type other than FedEx packaging. You can select one of your preset dimensions or select to enter the dimensions manually.

- The minimum package dimensions are 1"x1"x1" for FedEx Express shipments.
- The order of the package dimensions is automatically corrected before you receive a courtesy rate quote to provide more accurate rate estimates. FedEx Ship Manager automatically assigns the largest dimension to Length, the second largest to Width, and the third largest to Height.

Note: To save preset dimensions in your Dimensions database, select **Dimensions** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases* for instructions.

Ship date

The Ship date is the date you give FedEx your package. To change the ship date

- 1 Click the calendar  to select a future ship date. The View/Edit Ship Date screen displays.
- 2 Select the future ship date and click **OK**. You can ship FedEx Express up to 10 days from today and FedEx Ground any number of days in the future.

- 3 If you are only shipping one package with the future ship date, select **Apply to this package only**. The ship date automatically changes to the current date when you complete the future shipment.
- 4 If you are shipping more than one package with a future ship date, change the ship date back to the current date after you ship each package with the future date.

Declared value

The declared value stated in the *FedEx Service Guide* applies unless you enter a higher amount. There is an additional fee to increase the declared value.

Document description (International only)

If you are shipping documents such as letters, statements, or reports to an international destination, select a customs-approved Document description that best applies to your document shipment.

If the appropriate description for your document is not listed, enter your own description in the free-form field, up to 135 characters.

The complete description prints on the Commercial Invoice or the Proforma Invoice, and the first 60 characters print on the shipping label.

Refer to *Chapter 3: International Requirements* for more information on shipping single and multiple documents.

Package and Shipment Details

I want to print a Commercial Invoice

(International only)

Check **I want to print a Commercial Invoice** if your document requires a declared customs value or if the destination country requires a Commercial Invoice.

The Commercial Invoice is the official transaction record between an exporter and an importer. Along with the FedEx Ship Manager shipping document, customs officials rely on this paperwork to clear shipments across international borders.

Refer to *Chapter 3: International Requirements* for more information about printing a Commercial Invoice.

Note: To set the top margin to print the Commercial Invoice on company letterhead, which is a requirement for some countries, refer to the Customize Forms section in *Chapter 10: Reports*.

Total carriage value

Enter the Total carriage value for your shipment. The carriage value is the maximum liability of FedEx for loss, delay or damage to the shipment.

For FedEx Express shipments, this field allows for any currency type allowed by the country to which you are shipping. To enable the currency selection, refer to the following Currency type information.

For information about maximum carriage values, applicable fees, and terms governing FedEx liability, refer to the *FedEx Service Guide* at **fedex.com**.

Currency type

Select the currency type for the carriage value from the menu.

To enable the currency selection for FedEx Express international shipments (U.S. only)

- 1 Select **System Settings** from the Customize menu.
- 2 Select the appropriate System # and click **Modify**.
- 3 Check **I want to select my shipping currency**.
- 4 Click **OK**.

Total customs value (International only)

Enter the Total customs value for international document shipments.

The minimum customs value is US/CAN \$1 for Armenia, Australia, Azerbaijan, Belarus, Canada, China, Czech Republic, Georgia, Indonesia, Japan, Kyrgyzstan, Moldova, New Caledonia, New Zealand, Papua New Guinea, Philippines, Russia, Slovak Republic, Turkmenistan, and Uzbekistan.

For more information about customs value, refer to the *FedEx Service Guide* at **fedex.com**.

Billing Details

The Billing details section on the Shipment details screen is where you enter or select specific billing and reference information.

Required fields appear in bold type on the screen.



Save time and keystrokes by setting your billing preferences. Refer to the Recipient Preferences instructions in the Address Book section in this chapter and the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

The following fields are included in the Billing details section:

- Bill transportation to | Acct #
- Bill duties/taxes/fees | Acct #
- Department
- Reference fields
- Additional handling

Bill transportation to | Acct

Select the account to bill for the shipment from the Bill transportation to menu and enter the FedEx billing account number if the Acct # field is not automatically populated.

Note: For multiple-piece shipments, you must complete the required billing information before you can enter information on the Multiple-piece Shipment Information screen.

Bill duties/taxes/fees | Acct

(International only)

When shipping commodities for international shipments, select the account to bill for the shipment's duties, taxes, and fees from the Bill duties/taxes/fees menu and enter the FedEx billing account number if the Acct # field is not automatically populated.

Department

1 You can enter or select a Department ID from the Department menu.

Note: You can add, view, edit, and delete departments in the Department database. You can also print department reports. To access the database, select **Department** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

2 If you enter a new Department ID in the text field, the View/Edit Department screen displays.

3 Enter the Department Name.

4 Click **OK** to save the new department in the database.

Note: To change the Department field name, refer to the Customize Fields section in *Chapter 9: Customize*.

The screenshot shows a form titled "Billing details" with the following fields and values:

Bill transportation to:	1 - Sender	Acct #:	285150779
Bill duties/taxes/fees:	2 - Recipient	Acct #:	
Department:	DEPT	Sales:	
Customer reference:	Sales Brochures	Add'l handling:	

Billing Details

Reference fields

You can enter or select reference information, such as Customer reference and P.O. number, to print on the shipping label. This information can also be used to track packages.

- For U.S. and Canada domestic shipments, Customer reference and 1 additional reference field is available. Additional reference fields are available on the Options screen.
- For international shipments, Customer reference is available. Additional reference fields are available on the Options screen.

Note: You can add, view, edit, and delete references in the Reference database. You can also print reference reports. To access the database, select **Reference** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

Note: To customize the reference field names, refer to the Customize Fields section in *Chapter 9: Customize*.

Additional handling

- 1 Click **Add'l handling** to override your handling charge defaults. The Additional Handling Charges screen displays.



- Note:** This option is activated only if you have set handling charge defaults in your shipping profiles. Refer to the Shipping Profiles section in *Chapter 9: Customize*.
- 2 Make changes to the fixed and variable amounts as necessary for your shipment.
 - 3 Click **OK** to save your changes for that shipment.

Address Book

Use the Address Book to save time and reduce keystrokes by creating a unique Recipient ID for each recipient.

You can add, view, edit, and delete recipients in the Address Book. You can also print recipient reports. To access the Address Book, click the **Address Book** tab or select **Recipient** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

For detailed instructions on importing and exporting recipients, refer to *Chapter 11: Databases*.

Refer to the following information in this section to add a recipient to the Address Book when shipping, to search for recipients, and to set recipient shipping preferences:

- Add a Recipient when Shipping
- Address Book Search
- Recipient Preferences

The screenshot shows the 'View Address Book' window. At the top, it displays 'Domestic count: 9' and 'International count: 7'. Below this is a search bar with 'Recipient ID' selected and a search button. The main area contains a table with the following data:

Recipient ID	Company name	Contact Name	Address 1	City	St...	Zip/Post...	C...
ADLAIR AVI	Adlair Aviation	Jerry	10 Archib...	Yellowknife	NT	X1A2R3	CA
AUS1	Aussie Photos	Dan Ives	10 Fland...	Sydney		2000	AU
BEST OU...	Best Outlet Stores	Manager	3001 Mai...	Memphis	TN	38103	US
CAEXPORT	Canada Export ...	Mary Jones	10 Archib...	Yellowknife	NT	X1A2R3	CA
COMPANY1	Number One Co...	John Doe	238 Peac...	LONG B...	CA	90801	US

Below the table is the 'Recipient details' section, which includes fields for Country, Contact name, Company name, Address 1, Address 2, Location #, City, State, Zip, Telephone, Ext, Email address, Notification Language, Fax number, and Account number. There are also checkboxes for 'This is a residential address' and 'This is a Brazilian resident'. To the right of these fields are sections for 'Third party billing account numbers' (Bill shipment account number, Bill duties/taxes/fees account number), 'International information' (Tax ID, Broker ID, and a checkbox for 'The shipper and recipient are related parties'), and 'FedEx ShipAlert' (Email address, Notification Language, Other 1, Other 2).

At the bottom of the window are buttons for 'OK', 'Ship to', 'Add', 'Add by duplication', 'View/Edit', 'Delete', and 'Print'.

Address Book

Add a Recipient when Shipping

You can save a new recipient to the Address Book on the Shipment details screen.

- 1 On the Shipment details screen, enter a new Recipient ID in the text field.

Note: The **Save in/Update my address book** option is checked automatically when you enter a new Recipient ID.

- 2 Enter the required recipient information.
- 3 Enter the required information for your shipment.
- 4 When you process the shipment, the new recipient is saved in your Address Book.

Recipient information

Ship to group Hold

Recipient ID: NEW RECT

Country: US - UNITED STATES

Contact name: J. Doe

Company: Doe Enterprises

Address 1: 111 Doe St

Address 2:

Zip: 38104 State: TN

City: MEMPHIS

Telephone: (555) 555-5555 Ext:

Location #:

This is a residential address A1 - H1

Save in/Update my address book

Package and shipment details

Number of packages: 1 Identical packages

Weight: lbs

Service type: Select service type...

Package type: Select package type...

Package dimensions:

Ship date: 04/05/2007

Declared value: USD

Sender information

Current sender: SN2000
10 FEDEX PKWY
Collierville, TN 38017

Change sender: SENDER101 - John Doe

Change return address: Current sender

Billing details

Bill transportation to: Acct #:

Department:

Customer reference: Add'l handling

Additional reference 1:

Clear fields Delete/Modify shipment Repeat shipment Override preferences Rate quote: \$25.45 Multiple-piece shipment Ship now

Address Book

Address Book Search

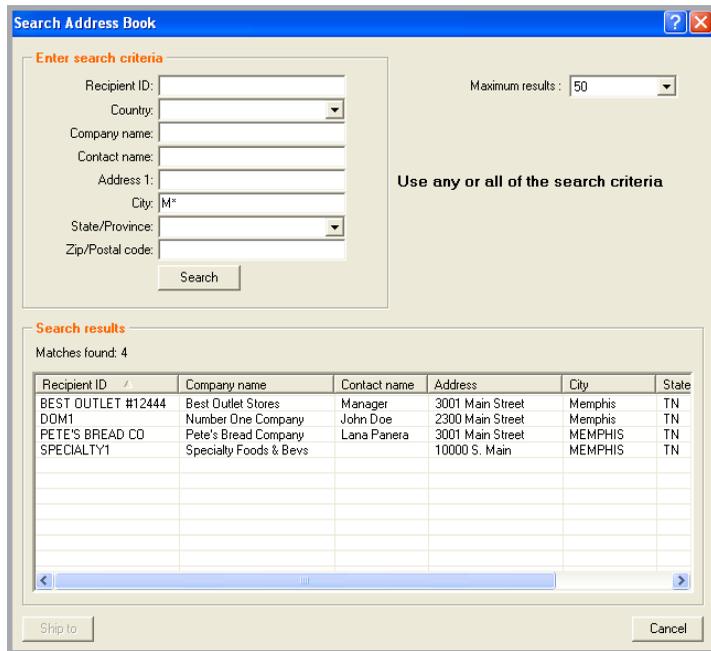
You can search for a recipient in 2 ways:

- Search when Shipping
- Search the Address Book

Search when Shipping

- 1 When preparing your shipment on the Shipment details screen, click the binoculars  next to the Recipient ID field. The Search Address Book screen displays.
- 2 Enter your search criteria in any field or select from the Country and State/Province menus.

- 3 Select the maximum results you want displayed and click **Search**. The search results and number of matches display.
- 4 To ship to a recipient from the search, select the recipient and click **Ship to**. The Shipment details screen automatically populates with the recipient information.
- 5 Enter the remaining package and shipment details and billing information to complete your shipment.



Enter search criteria

Recipient ID:

Country:

Company name:

Contact name:

Address 1:

City:

State/Province:

Zip/Postal code:

Search

Maximum results:

Use any or all of the search criteria

Search results

Matches found: 4

Recipient ID	Company name	Contact name	Address	City	State
BEST OUTLET #12444	Best Outlet Stores	Manager	3001 Main Street	Memphis	TN
DOM1	Number One Company	John Doe	2300 Main Street	Memphis	TN
PETE'S BREAD CO	Pete's Bread Company	Lana Panera	3001 Main Street	MEMPHIS	TN
SPECIALTY1	Specialty Foods & Bevs		10000 S. Main	MEMPHIS	TN

Ship to Cancel

Address Book

Address Book Search

Search the Address Book

- 1 Click the **Address Book** tab or select **Recipient** from the Databases menu. The View Address Book screen displays.
- 2 Select a field from the Search for menu (e.g., City) and enter the search criteria in the text box (e.g., Memphis).
- 3 Click **Search**. The first occurrence of a recipient meeting your search criteria is highlighted on the Recipient list.
- 4 To ship to a recipient from the search, select the recipient and click **Ship to**. The Shipment details screen automatically populates with the recipient information.
- 5 Enter the remaining package and shipment details and billing information to complete your shipment.

Using Wild Card Characters

For more powerful searching capabilities, enter wild card characters (such as an asterisk *) in any field(s) in the search criteria selection, except for Country and State/Province.

- All searches are non-case-sensitive. For example, if you enter *M** in the City field, all recipient cities that begin with either *M* or *m* are returned by the search.
- Any field left blank or not selected is not included in the search criteria.

Domestic count: 9 International count: 7

Recipient list

Search for: Recipient ID Search

Recipient ID	Company name	Contact Name	Address 1	City	St...	Zip/Post...	C...
ADLAIR AVI	Adlair Aviation	Jerry	10 Archib...	Yellowknife	NT	X1A2R3	CA
AUS1	Aussie Photos	Dan Ives	10 Fland...	Sydney		2000	AU
BEST OU...	Best Outlet Stores	Manager	3001 Mai...	Memphis	TN	38103	US
CAEXPORT	Canada Export ...	Mary Jones	10 Archib...	Yellowknife	NT	X1A2R3	CA
COMPANY1	Number One Co...	John Doe	238 Peac...	LONG B...	CA	90801	US

Recipient details

Country:
 Contact name:
 Company name:
 Address 1:
 Address 2:
 Location #:
 City:
 State: Zip:
 Telephone: Ext:
 Email address:
 Notification Language:
 Fax number:
 Account number:
 This is a residential address
 This is a Brazilian resident

Third party billing account numbers

Bill shipment account number:
 Bill duties/taxes/fees account number:

International information

Tax ID:
 Broker ID:
 The shipper and recipient are related parties

FedEx ShipAlert®

Email address: Notification Language:
 Other 1:
 Other 2:

OK Ship to Add Add by duplication View/Edit Delete Print

Address Book

Recipient Preferences

For added convenience when shipping to recipients saved in your Address Book, set shipping preferences for details such as service type, package size, and payment type.

To set recipient shipping preferences

1 Click the **Address Book** tab or select **Recipient** from the Databases menu. The View Address Book screen displays.

2 For an existing recipient, select the recipient and click **View/Edit**. The View/Edit Recipient screen displays.

For a new recipient, click **Add**. The Add Recipient screen displays.

3 On either screen, click **Recipient Preferences**. The View/Edit Recipient screen for setting preferences displays.

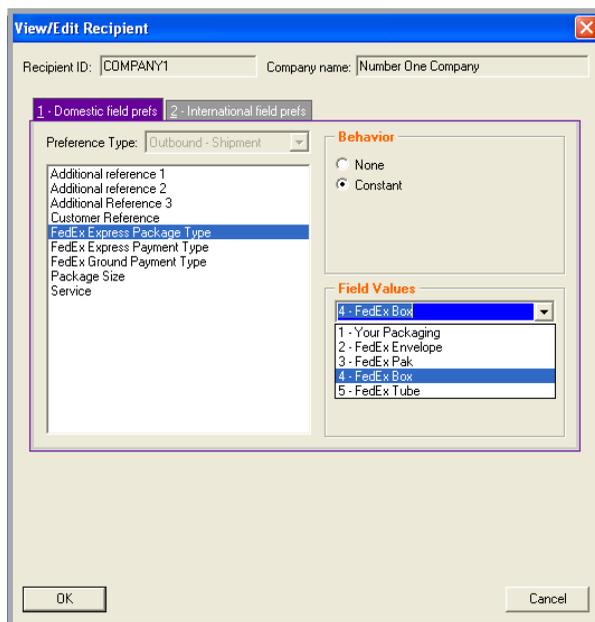
4 Click **1-Domestic field prefs** for U.S. and Canada domestic recipients or **2-International field prefs** for international recipients.

5 Select the field to set a preference, such as FedEx Express Package Type.

6 Select **Constant** as the Behavior and enter a field value, such as FedEx Box. This value automatically populates on the Shipment details screen when you select this recipient, but can be overridden by pressing **F11**.

7 When you have finished setting your recipient preferences, click **OK**.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field.



Group Shipments

When shipping the same type of package to more than one recipient at a time, enter shipping information once to a group of recipients to automatically print shipping labels for each recipient in the group.

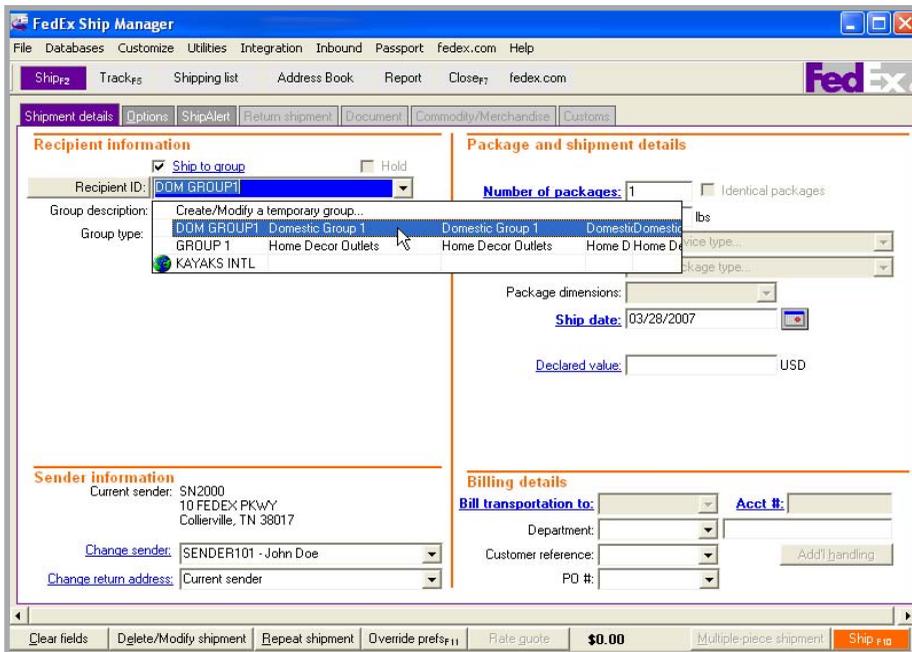
The Service type, Package type, and Ship date must be the same for each recipient, and each recipient must already be saved in the Address Book.

Note: When you send a multiple-piece shipment to a group, you receive multiple shipping labels for each recipient. Refer to *Chapter 5: Multiple-Piece Shipments (MPS)* for details on preparing multiple-piece shipments.

Refer to the following information in this section to prepare group shipments and set group preferences:

- Ship to an Existing Group
- Ship to a Temporary Group
- Add a Group when Shipping
- Group Preferences

Note: You can add, view, edit, and delete groups in the Groups database. You can also print group reports. To access the database, select **Groups** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.



Group Shipments

Ship to an Existing Group

- 1 On the Shipment details screen, check **Ship to group**.

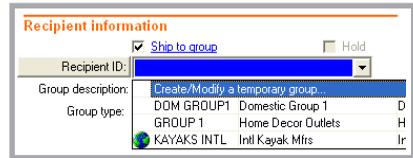


The screenshot shows a form titled "Recipient information". At the top, there are two checkboxes: "Ship to group" (checked) and "Hold" (unchecked). Below this is a "Recipient ID:" field with a dropdown menu showing "Select a group...". Underneath are "Group description:" and "Group type:" fields.

- 2 Select the group from the Recipient ID list.
- 3 Enter the remaining required shipment information on the Shipment details screen.
- 4 To process the group shipment, click **Ship (F10)**.

Ship to a Temporary Group

- 1 On the Shipment details screen, check **Ship to group**.



The screenshot shows the same "Recipient information" form. The "Ship to group" checkbox is checked. The "Recipient ID:" dropdown menu is open, displaying a list of groups with columns for "Group description:", "Group type:", and a letter. The groups listed are: "Create/Modify a temporary group..." (D), "DOM GROUP1 Domestic Group 1" (D), "GRDUP 1 Home Decor Outlets" (H), and "KAYAKS INTL Intl Kayak Mfrs" (Ir).

- 2 Select **Create/Modify a temporary group** from the Recipient ID menu. The View/Edit Group screen displays.
- 3 Select the Group type: Domestic or International.
- 4 Select each recipient you want to include from the Recipients available for this group list and click **Add**. To include all recipients listed, click **Add all**.
- 5 Once you have selected the recipients to include in the temporary group, click **OK**. The Shipment details screen displays with the associated group information.
- 6 Enter the remaining required shipment information.
- 7 To process the temporary group shipment, click **Ship (F10)**.

Note: Temporary groups are not saved in the Groups database.

Group Shipments

Group Preferences

If a standard or special service is not available for a recipient in a group shipment, you receive an error label for the recipient. You can prevent errors like this by selecting group preferences in your Shipping Profiles.

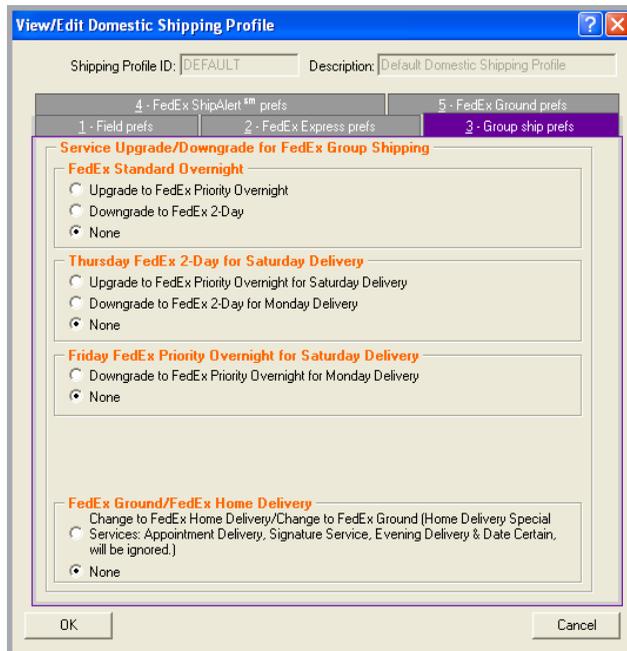
- 1 Select **Shipping Profiles** from the Customize menu.
- 2 Select the shipping profile you want to modify and click **View/Edit**.
- 3 Click the **3-Group ship prefs** tab.
- 4 For each service listed on the screen, select to automatically upgrade or downgrade services that are not available for an individual recipient in a group shipment.

Upgrade: If a service is not available for a recipient, select **Upgrade** to assist in getting the package to arrive on time. In most cases, an upgrade costs more than the service selected for the group shipment.

Downgrade: If a service is not available for a recipient, select **Downgrade** to avoid incurring an additional fee to upgrade the service. In most cases, the package is delivered one or two days after the service selected for the group shipment.

None: Select **None** if you do not want to upgrade or downgrade a service.

- 5 To save your group preferences, click **OK** on this screen and all subsequent Shipping Profile screens.



FedEx Address Checker

FedEx Address Checker checks your recipient information, therefore minimizing the downstream impacts of an incorrect address.

FedEx Address Checker provides the ability to

- Check recipient addresses by providing street matching, descriptive error details, and corrected options if a recipient address is incorrect
- Determine if a U.S. address is commercial or residential to increase the accuracy of courtesy rate quotes and to optimize the FedEx Ground® and FedEx Home Delivery® networks
- Check U.S., Canadian, and Puerto Rican addresses.

Note: This feature does not apply to group shipments or return shipments.

Refer to the following instructions to use the FedEx Address Checker:

- Select Preferences
- Check Individual Recipient

Recipient information

Ship to group Hold

Recipient ID: Select recipient...

Country: US - UNITED STATES

Contact name:

Company:

Address 1:

Address 2:

Zip: - State:

City:

Telephone: () - Ext:

Location #:

This is a residential address
 Save in/Update my address book

Package and shipment details

Number of packages: Identical packages

Weight: lbs

Service type: Select service type...

Package type: Select package type...

Package dimensions:

Ship date: 04/05/2007

Declared value: USD

Sender information

Current sender: SN2000
10 FEDEX PKWY
Collierville, TN 38017

Change sender: SENDER101 - John Doe

Change return address: Current sender

Billing details

Bill transportation to: Acct #:

Department:

Customer reference: Add'l handling

Additional reference 1:

Clear fields Delete/Modify shipment Repeat shipment Override pref \$11 Rate quote \$0.00 Multiple-piece shipment Ship now

FedEx Address Checker

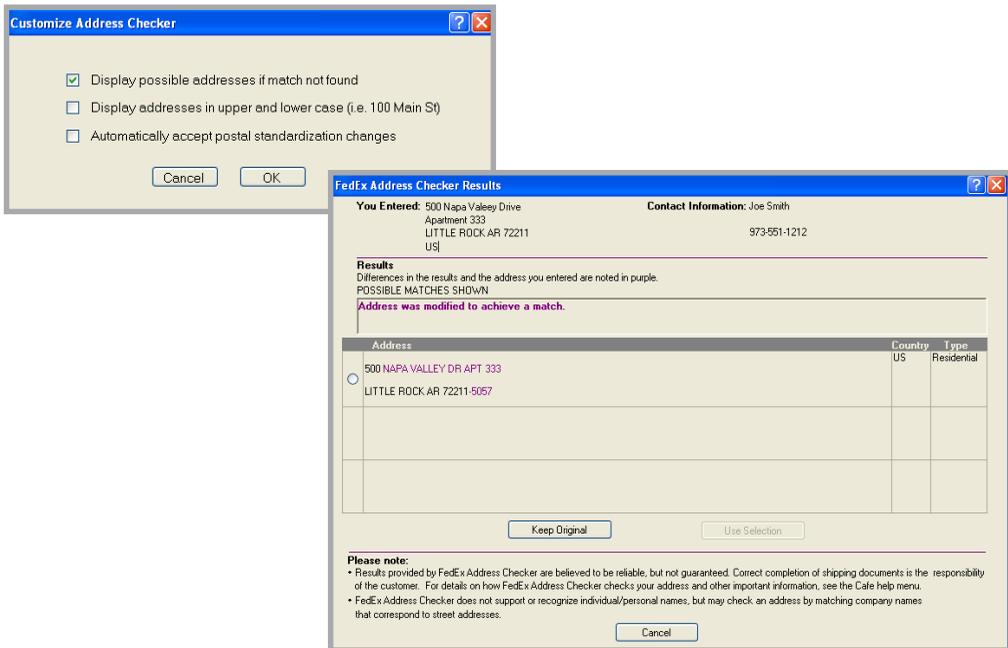
Set Preferences

To select FedEx Address Checker preferences

- 1 Select **FedEx Address Checker** from the Utilities menu.
- 2 Select **Preferences** from the secondary menu. The Customize Address Checker screen displays.
- 3 Select one of the following options to use to validate your address selection:
 - **Display possible addresses if match not found** – A maximum of 3 address results displays at one time on the FedEx Address Checker Results screen. Choose to keep the original address, use the new address data, or cancel the results and return to the origination screen.

- **Display addresses in upper and lower case** (e.g., 100 Main St.)
- **Automatically accept postal standardization changes** – This option allows you to check addresses with little impact to your shipping process. For example, if the street name is misspelled, you do not have to accept the change. FedEx automatically corrects the spelling.

Note: FedEx Address Checker does not support or recognize individual or personal names, but may check an address by matching business names that correspond to street addresses.



FedEx Address Checker

Check Individual Recipients

A new Address Checker checkmark has been added to the right of the Address 1 field on the Shipment details screen and on the Add Recipient and View/Edit Recipient screens in the Address Book.

- 1 On the Shipment details screen, select an existing Recipient ID or enter new recipient information.

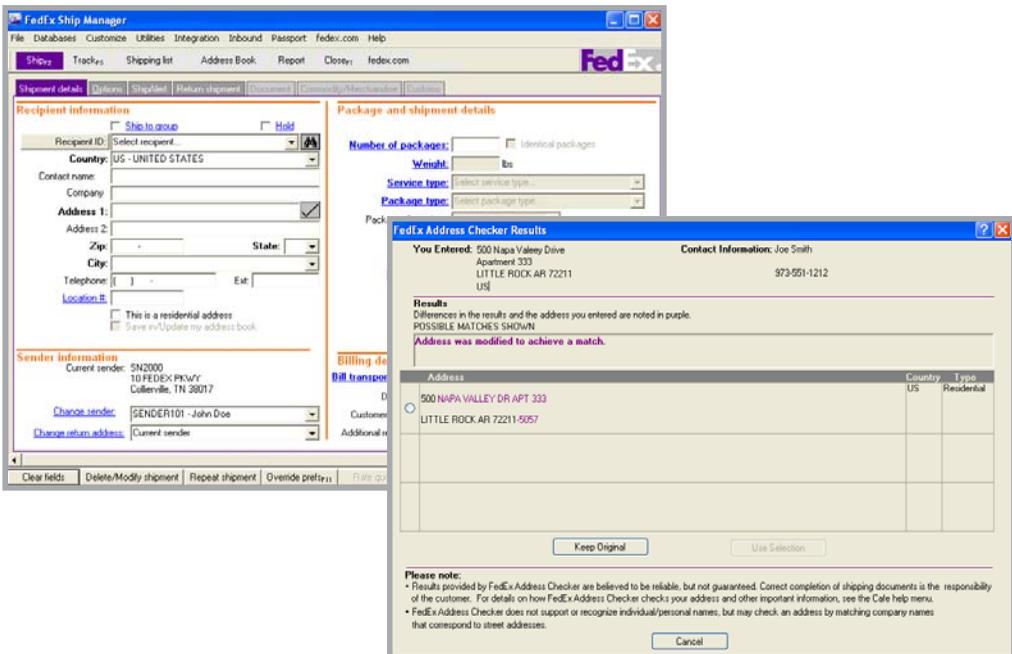
In the Address Book, select an existing recipient and click **View/Edit** or click **Add** and enter new recipient information.

- 2 Click the **Address Checker** checkmark.

- 3 FedEx Ship Manager checks the address and returns results based on the preferences you have selected to validate your address selection.

- 4 Select one of the options on the Results screen:

- To keep the original recipient information, click **Keep Original**.
- To use a result returned by the Address Checker, click the radio button next to the address you want to use and click **Use Selection**. The data automatically populates the recipient fields on the origination screen.
- To cancel the results and return to the origination screen, click **Cancel**.



FedEx Freight LTL

Bill of Lading Preparation

FedEx Ship Manager includes the ability to prepare a Bill of Lading needed to process FedEx Freight LTL (less-than-truckload) shipments. This feature allows you to process FedEx Freight shipment information, but does not currently handle the creation of a FedEx Freight shipping label.

To prepare a Bill of Lading

- 1 Select **Prepare Bill of Lading** from the Utilities menu.
- 2 Enter information in all of the fields on the screen. An existing customer database can be referenced for address information.

- 3 Once you have completed the screen, the fields translate to a Bill of Lading form. Since the Description section of the Bill of Lading is not populated and must be completed manually, all fields on this form are editable.
- 4 Use Adobe® Acrobat® to access the form; otherwise, Prepare Bill of Lading does not display in the Utilities menu.

The screenshot shows the 'FedEx Ship Manager' application window. The title bar includes standard window controls and the text 'FedEx Ship Manager'. The menu bar contains 'File', 'Databases', 'Customize', 'Utilities', 'Integration', 'Inbound', 'Passport', 'fedex.com', and 'Help'. The toolbar has icons for 'ShipP2', 'TrackF5', 'Shipping list', 'Address Book', 'Report', 'CloseF7', and 'fedex.com'. The main form area is titled 'Prepare Bill of Lading' and contains the following sections:

- Date:** 04/11/2006
- Shipper Bill of Lading #:** [Text Field]
- Purchase Order #:** [Text Field]
- Shipper #:** [Text Field]
- Shipper(from):**
 - Sender code: [Dropdown]
 - Country: [Dropdown]
 - Contact name: [Text Field]
 - Address 1: [Text Field]
 - Address 2: [Text Field]
 - Postal code: [Text Field] St/Prov: [Dropdown]
 - City: [Dropdown]
 - Telephone: [Text Field]
- Other:**
 - Special Instructions 1: [Text Field]
 - Special Instructions 2: [Text Field]
- Consignee(to):**
 - Recipient code: [Dropdown]
 - Country: [Dropdown]
 - Contact name: [Text Field]
 - Address 1: [Text Field]
 - Address 2: [Text Field]
 - Postal code: [Text Field] St/Prov: [Dropdown]
 - City: [Dropdown]
 - Telephone: [Text Field]
- Bill Freight Charges to: (if different from above):**
 - Code: CODE: [Dropdown]
 - Contact name: [Text Field]
 - Address 1: [Text Field]
 - Postal code: [Text Field] St/Prov: [Dropdown]
 - City: [Dropdown]
- Additional Service Options:**
 - Call before delivery
 - Freezable protection
 - Guaranteed Plus(SM)
 - Residential delivery
 - Residential pickup
 - Liftgate required
 - Limited access delivery
 - Limited access pickup
 - Over-sized/Extreme length
 - Poison
 - Food
 - Do not stack pallets
- COD Information:**
 - Collect
 - COD Amount: \$0.00

Buttons: Submit, Clear

Chapter 2: Options and Special Services

At a Glance

The Options screen is where you select shipping options and special services and enter additional references.

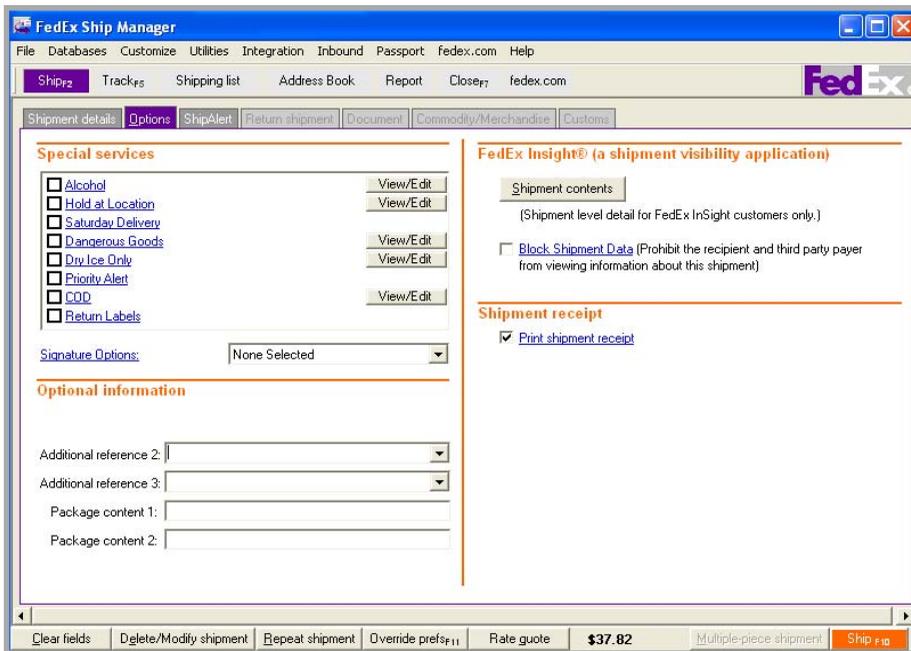
Refer to the following information in this chapter to select special services and shipping options:

- Special Services
- Optional Information
- FedEx InSight®
- Shipment Receipt
- FedEx ShipAlert®



Save time and keystrokes when preparing your shipments by setting shipping preferences for references, package type, package weight and dimensions, service type, and more. The associated fields are then automatically populated based on the recipient and sender selected for the shipment.

Refer to the Recipient Preferences instructions in the Recipient Information section in *Chapter 1: Shipment Details* or the Assign Shipping Profiles to Senders instructions in the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.



Chapter 2: Options and Special Services

Special Services

This section describes the following special services included in the Special services section on the Options screen. The services available for your shipment vary depending on the origin and destination countries and package details.

- Alcohol
- Appointment Home Delivery
- BSO (Broker Select Option)
- COD (Collect on Delivery)
- Dangerous Goods (DG)
- Date Certain Delivery
- Dry Ice Only
- Evening Delivery
- Hazardous Materials
- Hold at Location
- Inside Delivery
- Inside Pickup
- International Controlled Export
- Non-Standard Packaging
- Priority Alert
- Return labels
- Saturday Delivery
- Saturday Pickup
- Signature Options

Special services

<input type="checkbox"/> Alcohol	View/Edit
<input type="checkbox"/> Hold at Location	View/Edit
<input type="checkbox"/> Dangerous Goods	View/Edit
<input type="checkbox"/> Dry Ice Only	View/Edit
<input type="checkbox"/> Inside Pickup	
<input type="checkbox"/> Inside Delivery	
<input type="checkbox"/> COD	View/Edit
<input type="checkbox"/> Return Labels	

[Signature Options:](#) Direct signature required

Special Services

Alcohol

Available for FedEx Express (U.S. only)

- 1 Select **Alcohol** on the Options screen. The Alcohol Contents screen displays.
- 2 Select the alcohol type from the Contents menu.
- 3 Select the package type from the Packaging menu.
- 4 Enter the quantity of units (e.g. the number of bottles of wine per package).
- 5 Enter the volume per packaging unit in liters.
- 6 Click **OK** to save your information and return to the Options screen.
- 7 Click **Cancel** to cancel the Alcohol selection and return to the Options screen.
- 8 To view or edit your alcohol information, click **View/Edit** next to Alcohol. The Alcohol Contents screen redisplay. Make any changes and click **OK**.



The screenshot shows a dialog box titled "Alcohol Contents". It has a blue header bar with a question mark icon and a close button. The main area is light beige and contains four input fields: "Contents:" with a dropdown arrow, "Packaging:" with a dropdown arrow, "Quantity:" with a text box containing "0", and "Volume:" with a text box containing "0.000". At the bottom, there are two buttons: "OK" and "Cancel".

Appointment Home Delivery

Available for FedEx Home Delivery (U.S. only)

Use FedEx Appointment Home Delivery® to schedule delivery on the date and time that the recipient indicates.

- 1 On the Shipment details screen, select **This is a residential address** in the Recipient information section.
- 2 Select **FedEx Home Delivery** as the Service type.
- 3 On the Options screen, select **Appointment Home Delivery**. The Appointment Delivery Information screen displays.
- 4 Enter the recipient's primary telephone number and an alternate telephone number, if available.
- 5 Click **OK**.

Chapter 2: Options and Special Services

Special Services

BSO (Broker Select Option)

Available for international FedEx Express and FedEx Ground

FedEx International Broker Select® allows you to select a customs broker other than FedEx.

- 1 Select **BSO** on the Options screen. The Broker Select Option Information screen displays.
- 2 Select an existing broker from the Broker ID menu or enter a new Broker ID and all required information.
- 3 Click **OK** to save the broker and return to the Options screen.

- 4 To view or edit your brokers, click **View/Edit** next to BSO. The Broker Select Option Information screen displays. Make any changes and click **OK**.

Note: You can add, view, edit, and delete broker in the Brokers database. You can also select print settings for broker reports. To access the Brokers database, select **Brokers** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

Note: If you do not have a designated broker, please contact FedEx Trade Networks at **1.800.388.9479**, then press **363** (extension).

Broker Select Option Information

Enter broker information

Broker ID: [dropdown]
Country: [dropdown]
Contact name: [text]
Company name: [text]
Address 1: [text]
Address 2: [text]
City: [dropdown]
State: [dropdown]
Zip: [text]
Telephone: [text] **Ext.:** [text]

Email address: [text]
Notification Language: [dropdown: English]
Fax number: [text]
Pager number: [text]
Tax ID: [text]
Account number: [text]

Broker selection

Recipient broker ID
 Sender broker ID
 Other broker ID

OK **Cancel**

Chapter 2: Options and Special Services

Special Services

COD (Collect on Delivery)

Available for FedEx Express and FedEx Ground (FedEx Express COD not available in Canada)

Follow these steps when shipping Use FedEx® Collect on Delivery (C.O.D.) for a single package.

- 1 Select **COD** on the Options screen. The COD (Collect on Delivery) Information screen displays.
- 2 Enter the total COD amount to collect, excluding additional shipping charges. You receive one COD label for the shipment.
- 3 Select a collection type:

FedEx Ground

- Any payment type
- Guaranteed funds
- Currency

FedEx Express (U.S. only)

- Secured check (if you require a cashier's check or money order)
- Non-Secured check

- 4 Select an option from the Freight charges to add to COD amount menu.
- 5 If applicable, check **Make the declared value equal to the COD amount**.
- 6 For FedEx Ground shipments, select one reference field from the References menu to print on the COD label.
- 7 Select the Sender ID from the Remittance address menu to print the remittance address on the COD return label. The remittance address may differ from the current sender's address.
- 8 Click **OK**.

Note: For multiple-piece FedEx Ground shipments, you can select COD for all packages or for individual packages. Refer to *Chapter 5: Multiple-Piece Shipments (MPS)*.

COD (Collect on Delivery) Information

Amount: \$5.00 US Dollars

Collection type: Any Payment Type
 Guaranteed funds - Certified check, money order or cashier's check ONLY
 Currency - Currency ONLY

Freight charges to add to COD amount:
2 - Shipping charge (COD amount + shipping charge)

Make the declared value equal to the COD amount

References: Customer reference number

Remittance address: SENDER102 - Jane Smith

Contact name: Jane Smith
Company name: ABCO
Address: 10 Main St.
City: Memphis
State/Province: TN
Zip/Postal: 38103
Country: US
Telephone: 5555555555

Buttons: OK, Override Prefs (F11), Cancel

Special Services

Dangerous Goods

Available for FedEx Express

You can ship domestic and international dangerous goods (DG) from Canada and the U.S. In the U.S., you can also ship domestic and U.S. Territories (e.g., Puerto Rico) ORM-D commodities.

Note: For detailed dangerous-goods shipping information, go to **fedex.com**.

International Air Transport Association (IATA)

When you ship dangerous goods, FedEx Ship Manager checks whether the information complies with International Air Transport Association (IATA) Dangerous Goods regulations. With built-in IATA tables, the Dangerous Goods database saves you time and provides accurate information.

Title 49 Code of Federal Regulations (CFR)

For ORM-D hazard class, FedEx Ship Manager checks a built-in 49 CFR as prepared for air using the transport table.

Documents

When you ship dangerous goods, the system prints the Shipper's Declaration for Dangerous Goods (M-1421C) (#146491).

Dangerous Goods Checklist

FedEx Ship Manager helps you provide the proper paperwork and information required for dangerous-goods shipments. Requirements and other important steps for shipping dangerous goods are as follows:

- 1 Assign printers for forms.
- 2 Add and update dangerous goods in the Dangerous Goods database.
- 3 Import dangerous goods from another FedEx Shipping Solution.
- 4 Customize the Dangerous Goods Shipment Report.
- 5 Load dangerous-goods forms in the printer(s).
- 6 Process dangerous-goods shipments.
- 7 Print the Dangerous Goods Shipment Report from the Report screen.
- 8 Print Dangerous Goods database reports from the Dangerous Goods database screen.

Special Services

Dangerous Goods

Shipping Dangerous Goods

To ship dangerous goods using FedEx Express

- 1 Complete the Shipment details screen for a FedEx Express shipment.

In the Package and shipment details section, select the appropriate FedEx Express service (e.g., FedEx Priority Overnight) from the Service type menu. Select **Your Packaging** from the Package type menu and then complete the Package dimensions field.

- 2 Click the **Options** tab. The Options screen displays.
- 3 Check the **Dangerous Goods** checkbox or **View/Edit** associated with the checkbox. The View/Edit Dangerous Information Goods Information screen displays and defaults to the 1-Other screen.

Signatory Information

Complete this section by entering all of the required information.

- 1 **Regulations:** Although the Regulations field defaults to IATA, you can select ORM-D from the menu based on your shipment. ORM-D commodities may be shipped from the U.S. to a recipient in the U.S. or a U.S. Territory (e.g., Puerto Rico) only.
- 2 **Title of Signatory:** Enter the job title of the individual authorized to sign dangerous-goods documents.
- 3 **Name of Signatory:** Enter the name of the individual authorized to sign dangerous-goods documents.
- 4 **Place of signatory:** Enter the city where the dangerous-goods document is signed.

View/Edit Dangerous Goods Information

1 - Other | 2 - Dangerous goods entry

Regulations: IATA

Title of signatory: _____

Name of signatory: _____

Place of signatory: _____

Emergency telephone: () - Ext. _____

Additional handling info: _____

All Packed In One

Packing type of outer container: _____

Consignment of All Packed In One

Number of completed All Packed In One: 0

Overpacks used

Consignment of Overpacks

Number of completed Overpacks: 0

Infectious substance shipment information

Responsible party: _____

Responsible party telephone: () - Ext. _____

Infectious Substance may exceed the quantity limits for passenger aircraft provided the item(s) shipped are blood, blood products in primary receptacles, not exceeding 1000 mL outer package not to exceed 4L.

Quantity limits do not apply to passenger or cargo aircraft for body parts, organs etc. However the applicable packing instruction still applies. *A81* must be indicated in the Authorization column.

OK | Override Preferences (F11) | Cancel

Special Services

Dangerous Goods

Signatory Information

- 5 Emergency telephone:** Enter the 24-hour emergency number required by U.S. and Canadian law. Refer to the Emergency Phone Number UN#/ID# Exceptions table for exceptions to this requirement.
- 6 Additional handling info:** Enter any information relevant to handling and shipping the dangerous-goods substance.

All Packed in One

Select **All Packed in One** if you are shipping more than 1 dangerous-goods commodity in the same combination package prepared as an All Packed in One under IATA.

- 1 Packing type of outer container:** Enter packing type of outer container used.
- 2 Consignment of All Packed in One:** Check this box to activate the Number of completed All Packed in One field for packages in the consignment.
- 3 Number of completed All Packed in One:** Enter the number of completed All Packed in One packages in the consignment. If you select **Consignment of All Packed in One** for international shipments, an entry in the Number of completed All Packed in One field is required. The Number of completed All Packed in One prints in the Quantity and Type of Packing section followed by the times sign (e.g., All Packed in One x 2).

Overpacks Used

Select **Overpacks Used** when shipping 1 or more packages in the same enclosure, forming one handling unit when prepared as an Overpack in IATA. You must properly pack, mark, and label each package in the overpack.

- 1 Consignment of Overpacks:** Check this box to activate the Number of completed Overpacks (in the consignment) field.
- 2 Number of completed Overpacks:** Enter the number of completed Overpacks in the consignment. If you select **Consignment of Overpacks** for international packages, the Number of completed Overpacks is required. The Number of completed Overpacks prints in the Quantity and Type of Packing section followed by the times sign (e.g., Overpack Used x 2).

Note: Select both **All Packed in One** and **Overpacks used** if the shipment meets both criteria.

Chapter 2: Options and Special Services

Special Services

Dangerous Goods

Infectious substance shipment information

- 1 If the shipment contains an infectious substance, enter the name and telephone number of the person responsible for the shipment.
- 2 Click **OK**. The message “There must be at least one dangerous good in the shipment.” displays. Click **OK**. The Dangerous goods entry screen displays.

Dangerous Goods Details

Enter the required information in the Dangerous goods details section. Required fields are in bold on the screen.

- 1 **Dangerous goods ID:** Enter the dangerous-goods code or select the code from the Dangerous Goods database that represents the substance you are shipping. If you enter a new code, the View/Edit Dangerous Goods screen displays for you to add the dangerous-goods commodity to your database.

For more information on setting up your Dangerous Goods database, refer to the Database Functions section in *Chapter 11: Databases*.

Dangerous goods details

Dangerous goods ID: [Dropdown]
UN#/ID#: UN [Text]
of Packages: [Text]
Packing instruction: [Text]
Net quantity/Gross mass: [Text]
Technical name: [Text]
Type of packing: [Text]
Percentage: [Text] %

Radioactive information

Radionuclide: [Dropdown]
Activity: [Text]
Packaging type: [Dropdown]
Transport index: [Text] **Label type:** [Dropdown]
Surface reading: [Text] mrem/h
Package dimensions: [Text] x [Text] x [Text]
Physical form: [Dropdown]
Chemical form: [Text]

Aircraft type

Passenger and cargo Reportable quantity
 Cargo aircraft only A indication
Authorization: [Text]

Proper shipping name	Class	Sub risk	PG	Pkg Inst	1 max qty	1 pkg inst	1 max qty	2 pkg inst	2 max qty

1 - Passenger and cargo aircraft data 2 - Cargo aircraft only data Add to Shipment

Dangerous goods in shipment

Proper shipping name	UN Number	Class	Pkg Inst	# Pkgs	Type of Packing	Net quantity/Gross mass	Measurement

Delete Update Clear All

OK Override Preferences (F11) Cancel

Special Services

Dangerous Goods

Dangerous Goods Details

Note: If you have the dangerous-goods ID stored in your Dangerous Goods database, select it from the Dangerous goods ID menu. The required information displays in the Dangerous goods details section and the Radioactive information section (if required).

2 UN#/ID#: Enter the appropriate UN# or ID# of the item that corresponds to the dangerous goods you are shipping (e.g., 1845 for dry ice). Based on your UN#/ID# entry, FedEx Ship Manager displays the corresponding items listed in the IATA table. Packing instructions in maximum quantity appear in the same order as found in IATA 4.2 columns G through L.

3 # of Packages, Net quantity/Gross mass, and Type of packing: If they are not already populated, complete these required and optional fields as required.

Note: If you entered multiple packages (e.g., 3) in the Number of packages field on the Shipment details screen and all of them contain the same dangerous-goods item, the # of Packages field on the Dangerous goods entry screen defaults to **1**. Delete **1** and enter **3**.

4 Aircraft type: Check **Passenger and cargo**.

Radioactive Information

Complete the Radioactive information section (if required). You can save this information to your Dangerous Goods database as needed.

Note: If you are shipping radioactive and nonradioactive articles in Canada, you must process the articles in separate shipments.

1 Click **Add to Shipment** to add the dangerous-goods information to the Dangerous goods in shipment section.

2 Verify the dangerous goods in the shipment. Make any necessary changes.

3 Click **OK**. The Options screen displays.

Note: If you are shipping a multiple-package shipment (MPS), click **Multiple-piece shipment**. When the Multiple-piece Shipment Information screen displays, complete the required sections and click **Ship**. The Options screen displays again.

4 Click **Ship** to process the shipment and print the shipping label and Shipper's Declaration for Dangerous Goods (M-1421C) (#146491).

5 Verify the shipping label and Shipper's Declaration for Dangerous Goods for completeness and accuracy.

6 Sign the Signature section (if applicable).

Note: If you amend or alter the printed Shipper's Declaration for Dangerous Goods, you must sign each amendment or alteration.

Special Services

Date Certain Home Delivery

Available for FedEx Home Delivery (U.S. only)

Use FedEx Date Certain Home Delivery® to schedule delivery on a certain date Tuesday through Saturday.

- 1 On the Shipment details screen, select **This is a residential address** in the Recipient information section.
- 2 Select **FedEx Home Delivery** as the Service type.
- 3 On the Options screen, select **Date Certain Delivery**. The View/Edit Date Certain Delivery Information screen displays.
- 4 Select the Delivery date.
- 5 Enter the recipient's primary telephone number and an alternate telephone number, if available.
- 6 Click **OK**.

Dry Ice Only

Available for FedEx Express (U.S. only)

- 1 Select **Dry Ice Only** on the Options screen. The Dry Ice Information screen displays.
- 2 Enter the weight of the dry ice.
 - U.S. shippers enter the weight of the dry ice in pounds.
 - Canadian shippers enter the weight of the dry ice in kilograms. For Canadian shipments, the total dry ice weight prints in kilograms on the label.

- 3 Click **OK** to save the dry ice weight and return to the Options screen.

- 4 To view or edit your dry ice weight, click **View/Edit** next to Dry Ice Only. Make any changes and click **OK**.

Evening Delivery

Available for FedEx Home Delivery (U.S. only)

Use FedEx Evening Home Delivery® to schedule delivery between 5:00 P.M. and 8:00 P.M.

- 1 Select **This is a residential address** in the Recipient information section on the Shipment details screen.
- 2 Select **FedEx Home Delivery** as the Service type.
- 3 On the Options screen, select **Evening Delivery**.

Chapter 2: Options and Special Services

Special Services

Hazardous Materials

Available for FedEx Ground (U.S. only)

Note: For detailed hazardous-materials shipping information, go to **fedex.com**.

Shipping Information

To ship hazardous materials using FedEx Ground, follow these steps:

- 1 Complete the Shipment details screen for a FedEx Ground shipment.

In the Package and shipment details section, select **FedEx Ground Service** from the Service type menu. The Package type field defaults to **Your Packaging**. Complete the Package dimensions field.

- 2 Click the **Options** tab. The Options screen displays.
- 3 Check the **Hazardous Materials** checkbox or **View/Edit** associated with the checkbox. The View/Edit Hazardous Materials screen displays.

View/Edit Hazardous Materials

Enter hazardous materials information

Hazardous materials ID: GLO-PAINT

Emergency contact number: (888) 555-1212 Ext.

DOT shipping name of material: Paint

Hazard class or division number: 3

Identification number: UN1263

Packing group: II

Weight: 2 kgs

Type DOT label(s) required, ltd. qty., or exemption number: limited quantity

OK Cancel

Special Services

Hazardous Materials

View/Edit Hazardous Materials Screen

Complete the View/Edit Hazardous Materials screen by entering all of the required information.

- 1 Hazardous materials ID** Enter the hazardous-materials code or select the code from the Hazardous Materials database that corresponds to the hazardous materials you are shipping (e.g., UN2015 for hydrogen peroxide). If you enter a new code on the View/Edit Hazardous Materials screen, complete the required fields to add the hazardous-materials commodity to your database.

For more information on setting up your Hazardous Materials database, refer to the Database Functions section in *Chapter 11: Databases*.

Note: If you have the hazardous-materials ID stored in your Hazardous Materials database, select it from the Hazardous materials ID menu. The required information displays on the screen.

- 2** If the remaining fields are not already populated, enter the required information to complete this screen. You can save this information to your Hazardous Materials database as needed.
- 3** Click **OK**. The Options screen displays.
Note: If you are shipping a multiple-package shipment (MPS), click **Multiple-piece shipment**. When the Multiple-piece Shipment Information screen displays, complete the required sections and click **Ship**. The Options screen displays again.
- 4** Click **Ship** to process the shipment and print the shipping label.

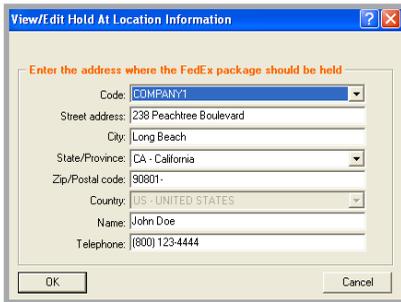
Special Services

Hold at Location

Available for FedEx Express

- 1 Select **Hold at Location** on the Options screen. The View/Edit Hold at Location Information screen displays.
- 2 Select a Code or enter the FedEx station address where you want the package held. FedEx contacts the recipient when the package arrives.

Note: For international shipments, only a telephone number field displays on this screen.



The screenshot shows a dialog box titled "View/Edit Hold At Location Information". It contains a form with the following fields:

- Code: COMPANY1 (dropdown menu)
- Street address: 238 Peachtree Boulevard
- City: Long Beach
- State/Province: CA - California (dropdown menu)
- Zip/Postal code: 90801
- Country: US - UNITED STATES (dropdown menu)
- Name: John Doe
- Telephone: (800) 123-4444

At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

Inside Pickup

Available for FedEx Express Freight (U.S. only)

Select **Inside Pickup** to pick up freight shipments inside the sender's building.

Inside Delivery

Available for FedEx Express Freight (U.S. only)

Select **Inside Delivery** to deliver freight shipments inside the recipient's building.

Special Services

International Controlled Exports

Available for FedEx Express and FedEx Ground international shipments (U.S. Exports only)

FedEx provides precustoms clearance and door-to-door delivery of international controlled exports from the U.S., including

- Items moving under a U.S. State Department License
- Items moving under DEA export permits 36, 236, and 486
- In-bond shipments moving under a transportation and exportation customs form (CF7512) from a foreign trade zone or a bonded warehouse



To ship an International Controlled Export

- 1** Select **International Controlled Export** on the Options screen. The FedEx International Controlled Export (FICE) screen displays.
- 2** Select a FICE License Type.
- 3** If the license type is DEA 236, DEA 36, or DEA 486, enter the License Number/Permit Number for the item. Then enter the expiration date in this format: MMDDCCYY or click the calendar icon and select the date. If you omit this field, tomorrow's date fills in automatically.
- 4** If the license type is T&E or Warehouse Withdrawal for T&E, enter the Foreign Trade Zone (FTZ) code. The code may contain up to 5 characters.
- 5** To view the Terms and Conditions, click **Terms and Conditions**.
- 6** To accept the Terms and Conditions, check **I accept the Terms and Conditions**.
- 7** Click **OK** to save the FICE information and return to the Options screen.
- 8** To view or edit your information, click **View/Edit** next to International Controlled Export. Make any changes and click **OK**.

Special Services

Non-Standard Packaging

Available for FedEx Ground

Select this option if your package

- Measures greater than 60 inches in length but equal to or less than 108 inches in length
- Is not fully encased in an outer shipping container
- Is encased in an outer shipping container made of metal or wood

For multiple-piece shipments, you can select non-standard packaging for all packages or for individual packages within the shipment. Refer to *Chapter 5: Multiple-Piece Shipments (MPS)* for detailed instructions.

Priority Alert

Available for FedEx Express (U.S. only)

Select **Priority Alert** for additional tracking and monitoring of your shipment. You can view these details through FedEx InSight®. This option requires an additional contract.

Return Labels

Available for U.S. only

- 1 Select **Return Labels** to print a return label. The Return shipment tab becomes active.
- 2 Click the **Return shipment** tab and complete the Return shipment details screen.
- 3 Refer to *Chapter 4: Return Shipments (U.S. Only)* for more information on preparing a return label with an outbound shipment.

Saturday Delivery

Available for FedEx Express

Select **Saturday Delivery** to deliver your shipment on Saturday. This option displays if it is available for the ship date, service type, and destination.

Saturday Pickup

Available for FedEx Express

Select **Saturday Pickup** to pick up your shipment on Saturday. This option displays if it is available for the ship date, service type, and pickup location.

Signature Options

Available for U.S. destinations and from a Canadian origin

Select the appropriate FedEx® Delivery Signature Option from the Signature Options menu.

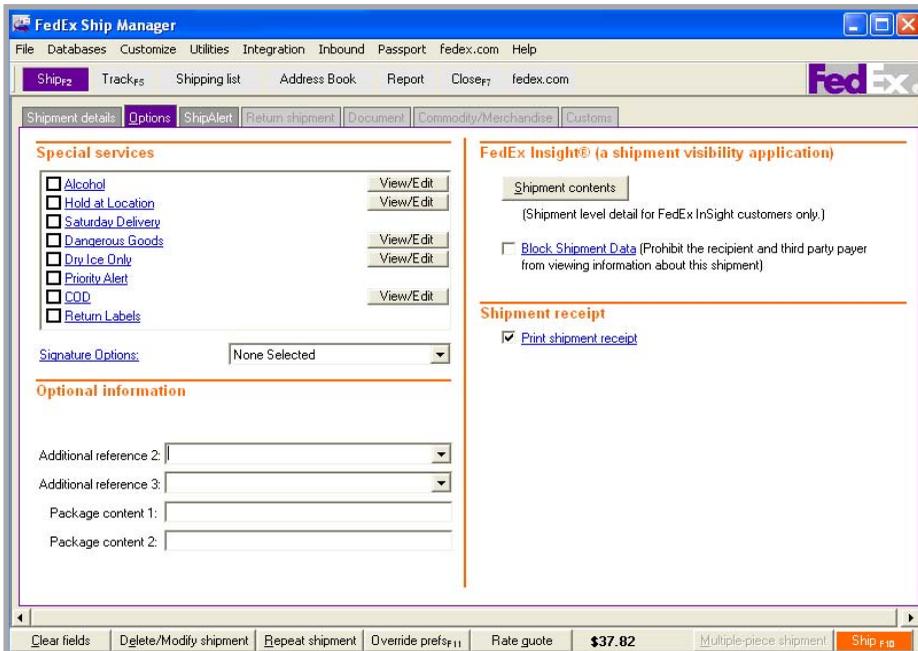
For detailed information about signature options, refer to the *FedEx Service Guide* at **fedex.com**.

Chapter 2: Options and Special Services

Optional Information

You can enter additional references in the Optional information section on the Options screen. This information prints on shipping label doc-tabs and shipping reports.

Refer to the Customize Fields section in *Chapter 9: Customize* to change these reference field names.



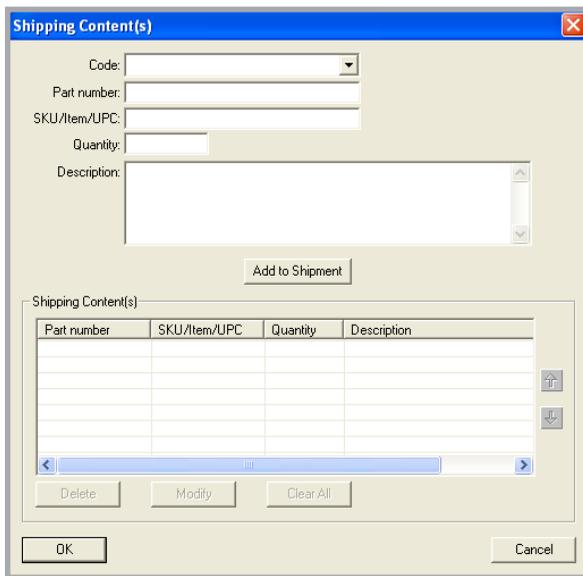
Chapter 2: Options and Special Services

FedEx Insight®

If you are enrolled in the FedEx InSight program, you can enter specific contents for your shipment.

Note: For more information about FedEx InSight, visit <http://www.fedex.com/us/solutions/insight.html>.

- 1 Click **Shipment contents** in the FedEx InSight section on the Options screen to enter the following shipment information:
 - Code
 - Part number
 - SKU/Item/UPC
 - Quantity
 - Description
- 2 If you do not want the recipient or a third party to view the shipment information, select **Block Shipment Data**.

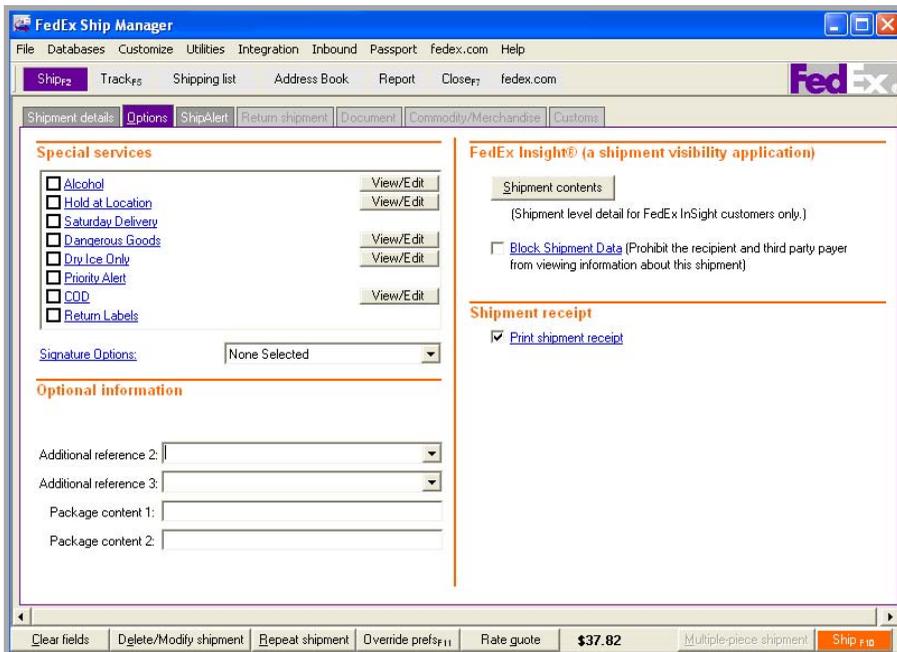


Chapter 2: Options and Special Services

ShipmentReceipt

Select **Print shipment receipt** in the Shipment receipt section on the Options screen to print this one-page summary which includes detailed information about the shipment, such as sender and recipient information, package details, and billing information.

The Shipment receipt prints on your report printer or laser printer.



Chapter 2: Options and Special Services

FedEx ShipAlert®

With FedEx ShipAlert, select to send shipping notifications for all shipments to yourself and others.

All notifications include shipper information provided during the shipping process (name and e-mail address). This information indicates who requested the notification(s) to be sent.

To set up shipping notifications

- 1 Click the **ShipAlert** tab.
- 2 Enter up to 4 e-mail addresses for notifications.
- 3 Select a Notification language.
- 4 Select one or more Notification types for each e-mail recipient.
 - **Shipment notification** indicates when a package has been shipped.

- **Exception notification** identifies any exception scans that may cause a delivery delay, such as customer not available.

- **Delivery notification** indicates when a package has been delivered.

- 5 Select from HTML, Text, or Wireless format for your e-mail notifications.

- 6 Add a personal message to your notification(s). This option is not available for Wireless format or for non-English characters.

Note: Save time and keystrokes when preparing your shipments by setting FedEx ShipAlert preferences. Refer to the FedEx ShipAlert Preferences instructions on the next page for instructions.

Email address	Notification language	Shipment notification	Exception notification	Delivery notification
Sender: sender@samplecompany.com	English	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Recipient: recipient@testcompany.com	English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other 1: salesadmin@samplecompany.com	English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other 2:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select format: HTML Text Wireless

Add personal message: Thank you for your order. Visit our website at www.samplecompany.com for current promotions.

Clear fields Delete/Modify shipment Repeat shipment Override pref#11 Rate quote \$14.83 Multiple-piece shipment Ship #2

Chapter 2: Options and Special Services

FedEx ShipAlert®

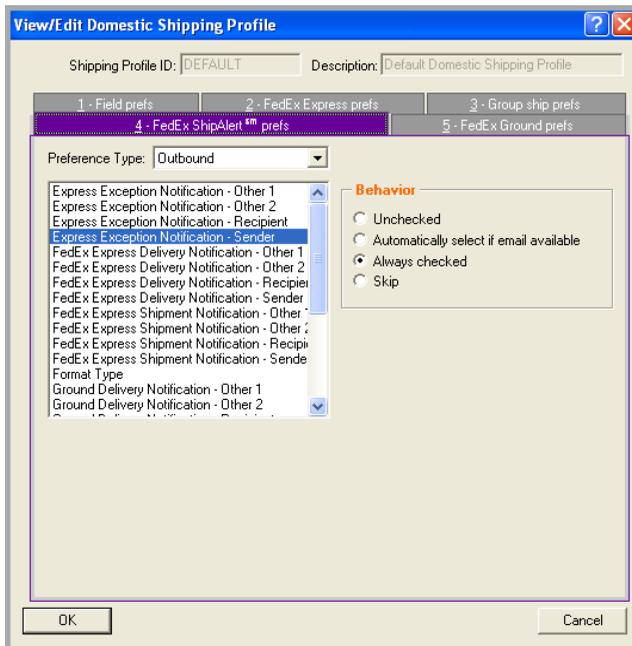
Preferences

Save time and keystrokes by setting ShipAlert preferences that fill in automatically when you are preparing your shipment.

- 1 Select **Shipping Profiles** from the Customize menu. The View Shipping Profiles screen displays.
- 2 Select an existing profile or add a new profile.
- 3 Click the **4-FedEx ShipAlert® prefs** tab.
- 4 Select **Outbound** as the Preference Type.

Note: To set FedEx ShipAlert preferences for return shipments, select **Return** as the Preference Type.

- 5 Select the field from the list and one of the following Behavior options (for all fields except Format Type and Personal Message):
 - **Unchecked** – Leave this field unchecked.
 - **Automatically select if email available** – Automatically check this field if an e-mail ID is shown on the FedEx ShipAlert screen.
 - **Always checked** – Always check this field.
 - **Skip** – Skip this field.



FedEx ShipAlert®

FedEx ShipAlert Preferences

- 6** If you select the Format Type or Personal Message field, select one of the following Behavior options:
 - **None** – Do not assign a default for the field.
 - **Constant** – Select Constant then select or enter a value in the Field Values field to automatically populate this field with the same information for all shipments. To override field preferences for an individual shipment, press **F11** on the associated shipping screens.
 - **Carry** – Carry over or repeat information from the previous shipment.
 - **Skip** – Skip this field
- 7** To save your ShipAlert preferences, click **OK** on this screen and all subsequent Shipping Profile screens.

Chapter 3: International Requirements

At a Glance

FedEx provides reliable, customs-cleared shipping to over 220 countries around the world.

International requirements for shipments outside of the U.S. may require detailed commodity information, customs documentation, Electronic Export Information (EEI) filing, etc.

Refer to the following information in this chapter for international shipping requirements:

- Document Shipments
- Commodity/Merchandise Shipments
- Customs



Save time and keystrokes when preparing your international shipments by setting shipping preferences for NAFTA statements, Terms of Sale, shipment purpose, and more. The associated fields are then automatically populated based on the recipient and sender selected for the shipment.

Refer to the Recipient Preferences instructions in the Address Book section in *Chapter 1: Shipment Details* or the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

The screenshot displays the FedEx Ship Manager application window. The main area is titled 'Add a commodity' and contains several input fields and sections:

- Required fields in bold:**
 - Commodity ID: SALESMANUAL (dropdown)
 - Commodity description: Sales Manuals
 - Country of manufacture: US - UNITED STATES (dropdown)
 - Quantity: 10.0
 - Unit of measure: EA - Each (dropdown)
 - Unit value: \$10.000000 USD
 - Total customs value: \$100.00 USD
- Additional commodity information:**
 - Total commodity weight: 0.0 lbs
 - Harmonized code: (empty)
 - Part number: (empty)
 - Marks/Numbers: (empty)
 - SKU/Item/UJC: (empty)
 - Export license: (empty) Exp. Date: / /
- Applies for NAFTA Certificate of Origin
 - Preference: A (dropdown)
 - Net cost: NC plus date range (dropdown)
 - Producer: No (1) (dropdown)
 - 10/24/2006 (calendar icon)
 - 10/31/2006 (calendar icon)

Buttons: 'Add to Shipment', 'View/Edit', 'Delete'.

Commodity summary

Additional charges: \$0.00

[Click to see if your commodity can travel to this country](#)

Quantity	Unit of...	Commodity...	Country ...	Unit v...	Total cus...

Total customs value: \$0.00
Total commodities: 0
Total shipment weight: 0.0

Bottom status bar: Clear fields | Delete/Modify shipment | Repeat shipment | Override pref_{F11} | Rate quote | **\$0.00** | Multiple-piece shipment | Ship F10

Chapter 3: International Requirements

Document Shipments

Documents include letters, statements, applications, and other types of correspondence.

If your shipment contains only one type of document, refer to the Single Document section.

If your shipment contains more than one type of document, follow steps 1 through 9 in the Single Document section, then refer to the Multiple Documents section.

Note: If your shipment contains more than one package, refer to *Chapter 5: Multiple-Piece Shipments (MPS)* for detailed instructions on preparing multiple-piece shipments.

Note: The document description you select or enter is automatically added to the Document summary under the Document tab. You can view, edit, or delete the description on the Document screen. Any change made to the description on the Document screen is automatically updated on the Shipment details screen.

The screenshot displays the FedEx Ship Manager web application. The main content area is divided into several sections:

- Recipient information:** Recipient ID: CAEXPOR1, Country: CA - CANADA, Contact name: Mary Jones, Company: Canada Export Company, Address 1: 10 Archibald, Postal code: X1A 2R3, City: Yellowknife, Province: NT, Telephone: (800) 555-5555, Tax ID: 1111111111, Location #: [blank].
- Sender information:** Current sender: SN2000, 10 FedEx Parkway, Memphis, TN 38138. Change sender: SENDER256490 - J. Smith. Change return address: Current sender.
- Package and shipment details:** Package contains: Document, Number of packages: 1, Weight: 3.0 lbs, Service type: 1 - FedEx International Priority, Package type: 3 - FedEx Pak, Ship date: 04/16/2007, Document description: Select description... (checked: I want to print a Commercial Invoice), Total carriage value: \$1.00, Total customs value: \$1.00.
- Billing details:** Bill transportation to: 1 - Sender, Acct #: 285492750, Department: DEPT, Sales, Customer reference: [blank], Add'l handling: [button].

At the bottom, a status bar shows: Clear fields, Delete/Modify shipment, Repeat shipment, Override prefs, Rate quote: \$70.40, Multiple-piece shipment, Ship.

Chapter 3: International Requirements

Document Shipments

Single Document

To prepare a single document shipment

- 1 Complete the Shipment details screen.

In the Package and shipment details section, select **Document** as the Package contains option.

- 2 **Document description**

Select a customs-approved document description that best applies to your document.

If the appropriate description for your document is not listed, enter your own description in the free-form field, up to 135 characters.

- 3 Select **I want to Print a Commercial Invoice** if your document requires a declared customs value or if the destination country requires a Commercial Invoice.

- 4 Enter the Total carriage value for your document.
- 5 Select the carriage value currency type for FedEx Express shipments for any currency type allowed by the country to which you are shipping.
- 6 If required, enter the Total customs value for your documents.
- 7 Complete the Billing details section.
- 8 If you want to select additional shipping options or special services, click the **Options** tab and make your selection(s).
- 9 If you want to send shipment notifications, click the **ShipAlert** tab and make your selection(s).
- 10 When you have completed all information for your document, click **Ship (F10)** to process the shipment and print the shipping label.

Package and shipment details

Package contains: Document Commodity/Merchandise

Number of packages: 1 Identical packages

Weight: 3.0 lbs

Service type: 1 - FedEx International Priority

Package type: 3 - FedEx Pak

Package dimensions:

Ship date: / /

Document description: Applications (Completed)

I want to print a Commercial Invoice

Total carriage value: \$1.00 USD - US

Total customs value: \$1.00 USD - US

Chapter 3: International Requirements

Document Shipments

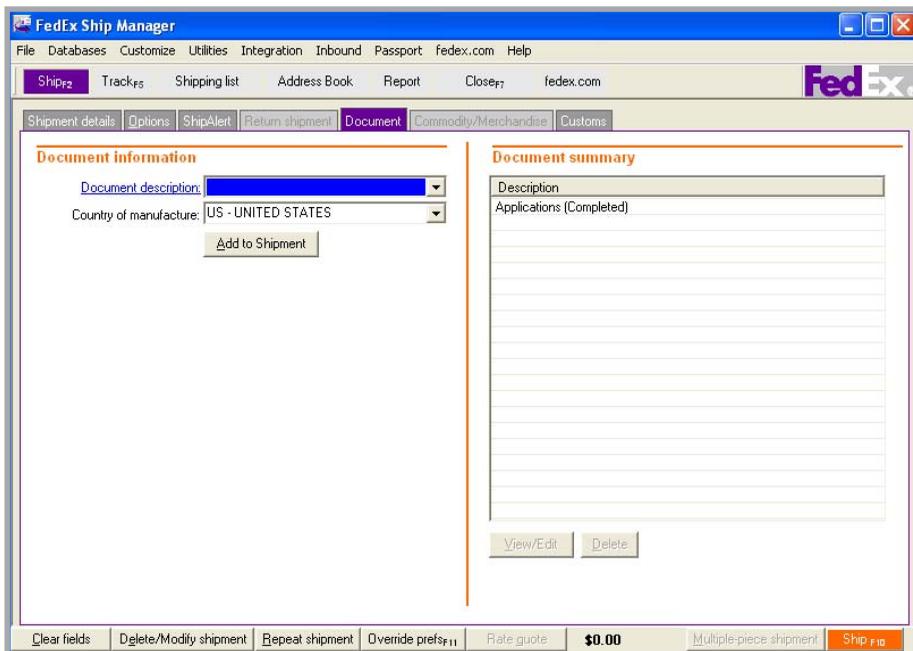
Multiple Documents

If your shipment contains more than one type of document, complete steps 1 through 9 of the Single Document instructions then continue below.

- 1 Click the **Document** tab.
- 2 Select a Document description for a document in the shipment. If you entered a description on the Shipment details screen, the description automatically appears in the Document summary section.

If the appropriate description for your document is not listed, enter your own description in the free-form field, up to 135 characters.

- 3 Select the Country of manufacture where the document was produced.
- 4 Click **Add to Shipment**.
- 5 Repeat steps 2 through 4 for each document type in your shipment.
- 6 To view, edit, or delete a document description, select the description from the Document summary and click the appropriate function.
- 7 When you have added all document types, click **Ship (F10)** to process the shipment and print the shipping label.



Chapter 3: International Requirements

Commodity/Merchandise Shipments

To prepare a commodity/merchandise shipment

- 1 Complete the Shipment details screen.

In the Package and shipment details section, select **Commodity/Merchandise** as the Package contains option.

Note: If your shipment contains more than one package, refer to *Chapter 5: Multiple-Piece Shipments (MPS)* for detailed instructions on sending multiple-piece shipments.

- 2 If you want to select additional shipping options or special services, click the **Options** tab and make your selection(s).

- 3 If you want to send shipment notifications, click the **ShipAlert** tab and make your selection(s).

- 4 After you complete the screens noted above, click the **Commodity/Merchandise** tab. The Commodity/Merchandise screen displays.

Continue with the Add a Commodity instructions on the next page.

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The main menu contains "Ship#2", "Track#5", "Shipping list", "Address Book", "Report", "Close#7", and "fedex.com". The "FedEx" logo is visible in the top right corner.

The interface is divided into several sections:

- Recipient information:** Includes fields for Recipient ID (CAEXPORT), Country (CA - CANADA), Contact name (Mary Jones), Company (Canada Export Company), Address 1 (10 Archibald), Address 2, Postal code (X1A 2R3), Province (NT), City (Yellowknife), Telephone ((500) 555-5555), Ext., Tax ID, and Location # (CE3367). There are checkboxes for "Ship to group", "Hold", "This is a residential address", and "Save in/Update my address book".
- Package and shipment details:** Includes "Package contains" (Document, Commodity/Merchandise), "Number of packages" (1), "Weight" (3.0 lbs), "Service type" (1 - FedEx International Priority), "Package type" (4 - FedEx Box), "Package dimensions", "Ship date" (04/05/2007), and "Total carriage value" (\$0.00 USD - US).
- Sender information:** Includes "Current sender" (SN2000, 10 FEDEX PKWY, Collierville, TN 38017), "Change sender" (SENDER101 - John Doe), and "Change return address" (Current sender).
- Billing details:** Includes "Bill transportation to" (1 - Sender, Acct #: 285150779), "Bill duties/taxes/fees" (2 - Recipient, Acct #), "Department" (DEPT), "Sales", and "Customer reference" (Sales Manuals, Add'l handling).

At the bottom, there are buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate quote", "\$69.81", "Multiple-piece shipment", and "Ship #10".

Commodity/Merchandise Shipments

Add a Commodity

- 1 Add a commodity to your shipment in one of the following ways:
 - To add an existing commodity to your shipment, select a Commodity ID from the menu and continue with Additional Commodity Information in this section.
 - To add and save a new commodity, enter a new Commodity ID. The View/Edit Commodity screen displays. Continue with step 2 on the next page to enter required commodity information. Once you have entered the required information, click **OK** to save the commodity to the Commodity database and return to the Commodity/Merchandise screen.

- If you do not want to use a Commodity ID, skip this field and continue with step 2 on the next page.

Note: You can add, view, edit, and delete commodities in the Commodity database. You can also print commodity reports. To access the database, select **Commodity** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

Add a commodity Required fields in bold

Commodity ID: SALESMANUAL
Commodity description: Sales Manuals
Country of manufacture: US - UNITED STATES
Quantity: 10.0
Unit of measure: EA - Each
Unit value: \$10.000000 USD
Total customs value: \$100.00 USD

Additional commodity information

Total commodity weight: 0.0 lbs
Harmonized code:
Part number:
Marks/Numbers:
SKU/Item/UPC:
Export license: Exp. Date: / /

Applies for NAFTA Certificate of Origin
Preference: A Net cost: NC plus date range
Producer: No (1) 10/24/2006 10/31/2006

Commodity summary

Additional charges: \$0.00

[Click to see if your commodity can travel to this country.](#)

Quantity	Unit of...	Commodity...	Country ...	Unit v...	Total cus...
----------	------------	--------------	-------------	-----------	--------------

View/Edit Delete

Total customs value: \$0.00
Total commodities: 0
Total shipment weight: 0.0

Clear fields Delete/Modify shipment Repeat shipment Override prefs Rate quote \$0.00 Multiple-piece shipment Ship Pr10

Commodity/Merchandise Shipments

Add a Commodity

- 2** Enter a Commodity description of the commodity, up to 450 characters.

This description eliminates the need to use manual air waybills and prints on the following customs documents:

- Certificate of Origin (U.S. only)
- NAFTA Certificate of Origin
- Shipment Detail
- Proforma Invoice

Note: FedEx Ship Manager provides a warning message for all FedEx Express international shipments when you enter a commodity description that is considered vague. Entering a more distinct description helps reduce customs issues during the clearance process and provides you with more accurate information when preparing your commodity shipment.

- 3** Select the Country of manufacture for the commodity.

FedEx Ship Manager does not create customs documents if **XX-Multiple Countries** is selected. You can select this option if you are creating your own customs documents.

The XX-Multiple Countries option is available for FedEx Express and FedEx Ground international shipments, with the exception of FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight, and FedEx Transborder Distribution.

- 4** Enter the Quantity of the commodity you are shipping.

- 5** Select the Unit of measure and enter the Unit value.

- 6** The Total customs value is calculated automatically based on the Quantity and Unit value.

- 7** If you want to enter optional commodity information, continue with the Additional Commodity Information instructions on the next page.

- 8** If you do not want to enter optional commodity information, click **Add to shipment** and continue with the Commodity Summary instructions on the next page.

Chapter 3: International Requirements

Commodity/Merchandise Shipments

Additional Commodity Information

- 1 You may enter the following optional commodity information:
 - Total commodity weight
 - Harmonized code
 - Part number or manufacturer number
 - Distinguishing marks/numbers on the outside of the package
 - Unique SKU, item number, or UPC used to identify the commodity
 - Export license number and expiration date
- 2 If your shipment applies for NAFTA (North American Free Trade Agreement), you may select **Applies for NAFTA Certificate of Origin**. Follow the NAFTA Certificate of Origin instructions on the next page.
- 3 If NAFTA does not apply, click **Add to shipment**.
- 4 Repeat these steps for each commodity in the shipment.

Required fields in bold

Commodity ID: SALESMANUAL
Commodity description: Sales Manuals
Country of manufacture: US - UNITED STATES
Quantity: 10.0
Unit of measure: EA - Each
Unit value: \$10.000000 USD
Total customs value: \$100.00 USD

Additional commodity information

Total commodity weight: 0.0 lbs
Harmonized code:
Part number:
Marks/Numbers:
SKU/Item/UPC:
Export license: Exp. Date: / /

Applies for NAFTA Certificate of Origin
Preference: A Net cost: NC plus date range
Producer: No (1) 10/24/2006 10/31/2006

Commodity summary

Additional charges: \$0.00

[Click to see if your commodity can travel to this country.](#)

Quantity	Unit of...	Commodity...	Country ...	Unit v...	Total cus...

View/Edit Delete

Total customs value: \$0.00
Total commodities: 0
Total shipment weight: 0.0

Clear fields Delete/Modify shipment Repeat shipment Override prefs₁₁ Rate quote: **\$0.00** Multiple-piece shipment Ship ₁₀

Chapter 3: International Requirements

Commodity/Merchandise Shipments

Commodity Summary

Each commodity added appears in the Commodity summary section. You can view, edit, or delete each commodity in your shipment.

- To add additional charges to the shipment, enter the amount in the Additional charges field.
- To see a list of prohibited commodities for the destination country, click the **Click to see if your commodity can travel to this country** link and select the country from the menu.

NAFTA Certificate of Origin

NAFTA Certificate of Origin may apply if the shipper and recipient are located in the U.S., Canada, or Mexico and at least one commodity was produced in one of these countries.

- 1 Select **Applies for NAFTA Certificate of Origin** in the Additional commodity information section on the Commodity/Merchandise screen.
- 2 Select a Preference for each commodity in the shipment.
 - A** – The good was obtained or produced entirely in a NAFTA country.
 - B** – The good was produced entirely in a NAFTA country and satisfies the specific origin that applies to its tariff classification.

C – The good was produced entirely in a NAFTA country from originating materials.

D – The goods were produced in a NAFTA country but do not meet the rule of origin because certain non-originating materials did not undergo the tariff reclassification.

E – Certain data processing goods and their parts that did not originate in a NAFTA country are considered originating upon importation when the Most-Favored-Nation tariff rate of the good conforms to the rate and is common to all NAFTA countries.

F – The good is an origination agricultural good under preference criterion A, B, or C and is not subject to quantitative restriction in the importing NAFTA country because it is a qualifying good.

- 3 If you are the Producer of the commodity, select **Yes**.

If you are not the producer of the commodity, select **No** and indicate whether the certificate is based upon

- **No (1)** – Your knowledge of the commodity
- **No (2)** – Written statement from producer
- **No (3)** – Signed certificate from producer

Applies for NAFTA Certificate of Origin

Preference: A **Net cost:** NC plus date range

Producer: No (1) 10/24/2006 10/31/2006

Commodity/Merchandise Shipments

NAFTA Certificate of Origin

- 4** The **Net cost** (NC) method calculates regional value content (RVC) as a percentage of the net cost to produce the good.

Net cost represents all costs incurred by the producer minus promotions, royalties, shipping, and non-allowable interest costs.

- **No** – Select **No** if the RVC is not calculated according to the net cost method.
- **NC** – Select **NC** if the RVC is calculated according to the net cost method.
- **NC plus date range** – Select **NC plus date range** if RVC is calculated according to the net cost method over a period of time. Enter the beginning and ending dates of the time period in a MM/DD/CCYY format or select from the calendar icons.

Chapter 3: International Requirements

Customs

FedEx Ship Manager simplifies international shipping by printing shipping labels and the following customs and regulatory paperwork:

- Commercial Invoice/Proforma Invoice
- NAFTA Certificate of Origin
- Electronic Export Information (EEI)
- B13A Canada Export Declaration

The Customs screen includes the following sections:

- Commercial Invoice/Proforma Invoice information
- Importer information
- Electronic Export Information (EEI) *or* Canadian Customs Export Declaration information
- Customs documentation

Tracking number bar code

To allow FedEx Customs Clearance personnel to scan customs documentation and match tracking numbers with air waybill data for faster document handling, the tracking number bar code prints on the first page of all customs documents.

The bar code is not included on customs documents printed on a dot-matrix printer.

Commercial Invoice/Proforma Invoice information

Print Commercial Invoice/Proforma Invoice Number of copies: 5

'CANADA' requires a Commercial Invoice. You may print the FedEx-generated CI for customs purposes.

Commercial Invoice Proforma Invoice

Terms of sale: [Dropdown]

Freight charge: \$0.00 Insurance charge: \$0.00

Miscellaneous charge: \$0.00 [Dropdown]

Reference: Sales Manuals

Purpose: [Dropdown]

Invoice number: [Text]

Comment 1: [Text]

Comment 2: [Text]

Comment 3: [Text]

The shipper and recipient are related parties

Include NAFTA statement

Importer information

Electronic Export Information (EEI)

An AES Proof of Filing Citation or an SED/EEI Exemption legend is required for your shipment.

File SED/EEI

Select an option to file your SED/EEI:

AESDirect

FedEx

Enter SED/EEI Exemption or Proof of Filing Citation

FTR exemption NO EEI 30.36 [Dropdown]

Citation Type [Dropdown: Select AES citation type...]

AES citation: [Text]

Customs documentation

Print NAFTA Certificate of Origin

Print Shipment Detail

Print Certificate of Origin

Clear fields Delete/Modify shipment Repeat shipment Override prefs Rate quote: **\$0.00** Multiple-piece shipment Ship #10

Customs

Commercial Invoice/Proforma Invoice information

FedEx Ship Manager prompts you when a Commercial Invoice (CI) is required for your FedEx International GroundSM shipment. This prompt displays when you are entering information on the Shipment details screen.

To print a Commercial Invoice/Proforma Invoice

- 1 Complete the Shipment details, Options, and Commodity/Merchandise screens.
- 2 Click the **Customs** tab.
- 3 Check **Print Commercial Invoice/Proforma Invoice**.

Note: If you want this option to be checked automatically, select **Print Commercial Invoice/Proforma** as a preference in the

International Shipping Profile. Refer to the Shipping Profiles section in *Chapter 9: Customize* to set preferences.

Note: You can set the top margin to print the Commercial Invoice on company letterhead, which is a requirement for some countries. Refer to *Customize Forms in Chapter 10: Reports* to select this option.

- 4 Select the Number of copies to print.
- 5 Select **Commercial Invoice** or **Proforma Invoice**.

The screenshot shows the FedEx Ship Manager interface with the Customs tab selected. The main content area is divided into two columns. The left column, titled "Commercial Invoice/Proforma Invoice information", contains a checked checkbox for "Print Commercial Invoice/Proforma Invoice" with a "Number of copies" dropdown set to 5. Below this are radio buttons for "Commercial Invoice" (selected) and "Proforma Invoice". There are input fields for "Terms of sale", "Freight charge" (\$0.00), "Insurance charge" (\$0.00), "Miscellaneous charge" (\$0.00), "Reference" (Sales Manuals), "Purpose", "Invoice number", and three "Comment" fields. At the bottom of this section are checkboxes for "The shipper and recipient are related parties" and "Include NAFTA statement". The right column, titled "Electronic Export Information (EEI)", includes a note about AES Proof of Filing Citation and a "File SED/EEI" section with a dropdown for "AESDirect" and a "Submit SED/EEI to AESWebLink" button. Below that is a "Go to FedEx SED/EEI agent filing tool" button. The "Enter SED/EEI Exemption or Proof of Filing Citation" section has a selected "FTB exemption" with a value of "NO EEI 30.36" and a "Citation Type" dropdown. The "Customs documentation" section at the bottom has checkboxes for "Print NAFTA Certificate of Origin", "Print Shipment Detail", and "Print Certificate of Origin", with a "View/Edit" button next to the first checkbox. The bottom status bar shows "Rate quote" as \$0.00 and a "Ship F10" button.

Customs

Commercial Invoice/Proforma Invoice information

6 Select the **Terms of sale**.

1 - Free Carrier (FCA/FOB)

Seller is responsible for all costs of delivering goods to destination.

2 - Carriage Insurance Paid (CIP/CIF)

Seller is responsible for freight, insurance, and miscellaneous charges to destination.

3 - Carriage Paid To (CPT/C&F)

Seller is responsible for cost of freight to destination; buyer is responsible for insurance.

4 - Ex Works (EXW)

Seller makes goods available to buyer. Buyer is responsible for delivering goods to destination.

5 - Delivered Duty Unpaid (DDU)

Seller is responsible for delivering goods to destination. Buyer is responsible for clearing goods through customs.

6 - Delivery Duty Paid (DDP)

Seller is responsible for delivering goods to destination, including duties, taxes, and miscellaneous fees.

7 Enter additional freight, insurance, and miscellaneous charges to print only on the Commercial Invoice.

8 Enter optional information, such as reference, purpose, and invoice number.

The Purpose field prints on the Commercial Invoice and helps customs correctly assess duties, taxes, and fees for shipments.

The Purpose menu contains the following correct text options for purpose assessments:

- Gift
- Not Sold
- Personal Effects
- Repair and Return
- Sample
- Sold

9 Enter up to 3 optional comment lines to print on the Commercial Invoice.

10 Select **Shipper and recipient are related parties** if the shipper and recipient are related (e.g., subsidiaries).

11 If the shipper and recipient are located in the U.S., Canada, or Mexico and at least one commodity in the shipment was produced in one of these countries, select **Include NAFTA statement**.

Importer information

If the recipient is not the importer of record, click **View/Edit Importer** to enter and save the Importer of Record information.

Customs

Export Information

- **Electronic Export Information (EEI)**

If you are shipping from the U.S. and your shipment requires SED/EEI filing, refer to Electronic Export Information (EEI) in this section.

- **Canadian Customs Export Declaration information**

If you are shipping from Canada and your shipment requires an Export permit number or B13A Canada Export Declaration, refer to Canadian Customs Export Declaration information in this section.

Commercial Invoice/Proforma Invoice information

Print Commercial Invoice/Proforma Invoice Number of copies: 5

'CANADA' requires a Commercial Invoice. You may print the FedEx-generated CI for customs purposes.

Commercial Invoice Proforma Invoice

Terms of sale:

Freight charge: \$0.00 Insurance charge: \$0.00

Miscellaneous charge: \$0.00

Reference: Sales Manuals

Purpose:

Invoice number:

Comment 1:

Comment 2:

Comment 3:

The shipper and recipient are related parties

Include NAFTA statement

Electronic Export Information (EEI)

An AES Proof of Filing Citation or an [SED/EEI](#) Exemption legend is required for your shipment.

File SED/EEI

Select an option to file your SED/EEI:

AESDirect Submit SED/EEI to [AESWebLink](#)

FedEx Go to FedEx SED/EEI agent filing tool

Enter SED/EEI Exemption or Proof of Filing Citation

FTR exemption ND EEI 30.36

Citation Type Select AES citation type...

AES citation

Customs documentation

Print NAFTA Certificate of Origin [View/Edit](#)

Print Shipment Detail

Print Certificate of Origin

[View/Edit Importer](#)

Clear fields Delete/Modify shipment Repeat shipment Override prefs_{F11} Rate quote **\$0.00** Multiple-piece shipment [Ship F10](#)

Chapter 3: International Requirements

Customs

Customs documentation

To print shipment details and/or Certificate of Origin, check the appropriate checkbox in the Customs documentation section. These customs documents are not generated automatically.

To print a NAFTA Certificate of Origin

- 1 Select **Print NAFTA Certificate of Origin**.
- 2 Click **View/Edit** to make any changes needed. The View/Edit NAFTA Certificate of Origin screen displays.
- 3 For Exporter, select a sender to fill in the exporter name and address on the certificate. Usually the current sender is the exporter.

- 4 For Producer, select one of the following:

- Same
- Unknown
- Available to customs on request
- Attached producers list
- Other

- 5 For Authorized signature information, enter your company name, sender name, and telephone number.

- 6 Click **OK**.

- 7 Click **Ship (F10)** to process your shipment and print customs documents.

The screenshot shows a dialog box titled "View/Edit NAFTA Certificate of Origin". It contains three sections:

- Exporter Information:** A dropdown menu for "Exporter" with "Current sender" selected.
- Producer Information:** A dropdown menu for "Producer" with "Same" selected.
- Authorized signature information:** Text input fields for "Company" (Number One Company), "Name" (John Doe), "Title" (President), "Telephone" ((555) 111-2222), and "Fax" ([] -).

At the bottom, there are "OK" and "Cancel" buttons.

Customs

Electronic Export Information (EEI)

If you are shipping from the U.S. and your shipment requires EEI filing, complete the Electronic Export Information (EEI) section on the Customs screen.

To help you determine if your shipment requires EEI filing, visit FedEx® Global Trade Manager at fedex.com. Select the **SED/EEI Tools and Information** link then select **SED/EEI quick check**. It is recommended that you register as a user on fedex.com to access a variety of international tools online to assist you in your shipping.

For detailed steps to self-file or agent-file an EEI, please refer to the *FedEx SED/EEI Filing Options Guide* (#311033088). To order a printed copy, call 1.800.GoFedEx 1.800.463.3339. To download a PDF copy, go to www.fedex.com/us/software and click the **Support** link.

Follow these steps to file an SED/EEI:

1 File SED/EEI

Select an option to file your SED/EEI:

- *AESDirect* (self-file)
- FedEx Export AgentFile® (agent-file)

2 Enter SED/EEI Exemption or Proof of Filing Citation

- When using an FTR exemption, select a valid FTR (Foreign Trade Regulations) code. Refer to the following FTR Codes table.
- When using an AES citation number, select the Citation Type and enter the corresponding AES Citation number. Refer to the AES Citation Types information in this section.

The screenshot shows the FedEx Ship Manager interface. The 'Customs' tab is selected, displaying the 'Electronic Export Information (EEI)' section. The 'File SED/EEI' section offers two options: 'AESDirect' (self-file) and 'Go to FedEx SED/EEI agent filing tool' (agent-file). The 'Enter SED/EEI Exemption or Proof of Filing Citation' section has two radio buttons: 'FTR exemption' (selected) with a dropdown menu showing 'NO EEI 3036', and 'Citation Type' with a dropdown menu showing 'Select AES citation type...'. Below this is an 'AES citation' input field. The 'Customs documentation' section has three checkboxes: 'Print NAFTA Certificate of Origin', 'Print Shipment Detail', and 'Print Certificate of Origin'. The 'Commercial Invoice/Proforma Invoice information' section on the left includes fields for 'Print Commercial Invoice/Proforma Invoice' (checked), 'Number of copies' (5), 'Terms of sale', 'Freight charge' (\$0.00), 'Insurance charge' (\$0.00), 'Miscellaneous charge' (\$0.00), 'Reference' (Sales Manuals), 'Purpose', 'Invoice number', and 'Comments'. The 'Importer information' section at the bottom has a 'View/Edit Importer' button. The status bar at the bottom shows 'Rate quote: \$0.00' and 'Ship #10'.

Chapter 3: International Requirements

Customs

FTR Codes

This table lists the FTR codes and explanations that replace the FTSR (Foreign Trade Statistics Regulations) codes.

	New FTR	Old FTSR	Explanation
1	NO EEI 30.36	30.58	Shipments destined to Canada originating only from the U.S. or Puerto Rico. Does not apply to shipments requiring an export license/permit, sent for storage in Canada but ultimately destined for a third country, of rough diamonds or commodities controlled by USML of ITAR or shipments not originating in the U.S. or Puerto Rico.
2	NO EEI 30.37(a)	30.55(h)	Commodities from one USPPI to one consignee on a single export carrier, classified under an individual Schedule B/HTS commodity classification code is less than \$2500. Does not apply to shipments requiring an export license/permit, commodities controlled by USML of ITAR or rough diamonds or to countries under OFAC regulations (as of 8-17-05 these are Cuba, Iran, Iraq, Libya, North Korea, Serbia and Montenegro, Sudan and Syria).
3	NO EEI 30.37(b)	30.56(b)	Tools of trade and their containers.
4	NO EEI 30.37(f)	30.55(n)	Export of technology and software as defined in 15CFR part 772 of the EAR that do not require an export license.
5	NO EEI 30.37(g)	30.55(o)	Intangible export of software and technology and mass-market software.
6	NO EEI 30.37(h)	30.55(f)	Shipments to foreign libraries, government establishments or similar institutions of books, maps, charts, pamphlets and similar articles for their exclusive use.
7	NO EEI 30.37(i)	30.55(g)	Shipments authorized under License Exception GFT for gift parcels and humanitarian donations (15 CFR 740.12 of EAR).
8	NO EEI 30.37(j)	30.55(a)	Diplomatic pouches and their contents.
9	NO EEI 30.37(k)	30.55(b)	Human remains and accompanying receptacles and flowers.
10	NO EEI 30.37(l)	30.55(i)	Shipments of interplant correspondence, executed invoices and other documents of company business records from a U.S. firm to its subsidiary/affiliate. (Does not apply to highly technical plans, correspondence, etc. that could require license.)
11	NO EEI 30.37(p)	30.55(l)	Shipments of aircraft parts and equipment for use on aircraft by a U.S. airline to its own installations, aircraft and agent abroad under License Exception AVS of 15 CFR 740.15(c) of the EAR.
12	NO EEI 30.39	30.52	Special exemptions for shipment to the U.S. armed services for their exclusive use. Does not apply to articles that are on the USML or controlled by ITAR or shipments not consigned to the U.S. armed services but are for their ultimate use.
13	NO EEI 30.40(a)	30.53(a)	Special exemptions for certain shipments to U.S. Government agencies and employees of office furniture, office equipment or office supplies for their exclusive use.
14	NO EEI 30.40(b)	30.53(b)	Special exemptions for certain shipments to U.S. Government agencies and employees of household goods and personal property for their exclusive use.
15	NO EEI 30.40(c)	30.53(c)	Special exemptions for certain shipments to U.S. Government agencies and employees of food, medicines and related items for their exclusive use.
16	NO EEI 30.40(d)	30.53(d)	Special exemptions for certain shipments to U.S. Government agencies and employees of books, maps, charts, pamphlets and similar articles for their exclusive use.
17	NO EEI 30.02(d)	New Exemption	Shipments outbound from U.S. or U.S. V.I. or PR to the following U.S. possessions: Guam, American Samoa, Wake Island, Midway Island, Northern Mariana Islands, Canton and Enderbury Islands. Also applies to shipments from U.S. V.I. to PR or U.S.

Customs

AES Citation Types

When entering an AES (Automated Export System) citation number, select the AES Citation Type and enter the corresponding AES citation number. You must enter the correct format based on the citation type selected.

- The Internal Transaction Number (ITN) is issued as a Proof of Filing (POF) statement when AES has received the data and has approved the shipment for export. The ITN is generally returned by e-mail to the registered user of *AESDirect* and not on the AES screen.

To enter the ITN on the Customs screen, click **Citation Type** and select **Pre-Departure ITN** from the menu. Enter the ITN in the AES citation field. An ITN begins with AES and is followed by X plus 14 numeric digits.

If both ITN and XTN are provided in the same e-mail, use ITN. The ITN always takes precedence.

- Currently, the External Transaction Number (XTN) format may be allowed to be used as an AES proof of filing citation for certain commodities. You can obtain details about AES Exemption requirements from www.AESDirect.gov. If the XTN is allowed to be used as the AES proof of filing citation, you can copy the XTN from the AES screen before completing your shipment.

To enter the XTN on the Customs screen, click **Citation Type** and select **Pre-Departure ITN** from the menu. Enter the XTN in the AES citation field. An XTN begins with AES and is followed by the filer's EIN number (9 digits), an option suffix (2 alphanumeric characters), a dash, and the unique shipment reference number on that shipment that you gave to AES (1 to 17 characters).

If both ITN and XTN are provided in the same e-mail, use ITN. The ITN always takes precedence.

Customs

AES Citation Types

Pre-Departure ITN

If you have an AES Pre-Departure Proof of Filing citation, an internal transaction number (ITN) is included, which is the AES issued approval number that allows you to export the shipment out of the U.S. The valid format must be **AES YYYYMMDDnnnnnn**.

- “AES X” is static and upper case.
- “YYYYMMDD” is the valid date.
- “nnnnnn” is the 6-digit random number issued by AES when you file your SED/EEI and the record is accepted by AES.

Enter SED/EEI Exemption or Proof of Filing Citation

FTR exemption Select exemption...

Citation Type Pre Departure ITN

AES citation AES X

Post Departure Citation

If you have a Post Departure Proof of Filing citation, the valid format must be **AESPOST #####00 mm/dd/yyyy** or **AESPOST #####aa mm/dd/yyyy**.

- “AESPOST” is static and upper case.
- “#####00” or “#####aa” represents the first 9 characters, which is the numeric EIN number specific to the shipper, and the last 2 characters are an alphanumeric EIN suffix.

Enter SED/EEI Exemption or Proof of Filing Citation

FTR exemption Select exemption...

Citation Type Post Departure

AES citation AESPOST

AES Downtime Citation

If AES is down for an extended period of time when you attempt to file your SED/EEI, the Proof of Filing citation format must be **AESDOWN #####00 mm/dd/yyyy** or **AESDOWN #####aa mm/dd/yyyy**.

- “AESDOWN” is static and upper case.
- “#####00” or “#####aa” represents the first 9 characters, which is the numeric EIN number specific to the shipper, and the last 2 characters are an alphanumeric EIN suffix.

Enter SED/EEI Exemption or Proof of Filing Citation

FTR exemption Select exemption...

Citation Type AES Downtime

AES citation AESDOWN

Customs

Canadian Customs Export Declaration Information

If your shipment requires an Export Permit Number or B13A Canada Export Declaration, follow these steps:

- 1 Enter the Export Permit #, if required for your shipment. This number is required when shipping controlled or regulated goods, destined to various countries, from Canada.

For more information, refer to Export Permit Number in the online help.

- 2 **B13A Canada Export Declaration**

Canadian shippers are required to submit a B13A Canada Export Declaration for document and nondocument international shipments that contain

- Commodities or documents valued at CAN \$2,000 or greater; or
- Commodities that are controlled, regulated, or prohibited

A B13A Canada Export Declaration is not needed for

- Shipments to the U.S., Puerto Rico, or the U.S. Virgin Islands; or
- FedEx Transborder Distribution, FedEx International Priority DirectDistribution, or FedEx International Priority Direct-Distribution Freight shipments

Commercial Invoice/Proforma Invoice information

Print Commercial Invoice/Proforma Invoice Number of copies: 3

'UNITED KINGDOM' requires a Commercial Invoice. You may print the FedEx-generated CI for customs purposes. [Additional documentation](#) may be required.

Commercial Invoice Proforma Invoice

Terms of sale: 1 - Free Carrier (FCA/FOB)

Freight charge: \$0.00 Insurance charge: \$0.00

Miscellaneous charge: \$0.00

Reference: Order # 12345

Purpose: Repair and Return

Invoice number: 010506-12345

Comment 1:
Comment 2:
Comment 3:

The shipper and recipient are related parties
 Include NAFTA statement To US - Only applicable if the shipment has a total value of 2500 USD or less

Importer information

View/Edit Importer

Canadian Customs Export Declaration information

Export Permit #: _____

If applicable, the Export Permit documentation must be submitted to a Canada Customs office before you ship.

Based on the information entered, your shipment may require a B13A Canada Export Declaration. Shipments without the required documents may experience delays and/or assessed fines or penalties by Canada Customs. Please select the appropriate option for your shipment.

More information on B13A

B13A filing option: 1 - No B13A required

Exemption #: 12

Note: In order to help avoid delays by Canada Customs, provide the associated B13A Exemption # that is applicable to your shipment. Click the 'More B13A Information' button to view the list provided on fedex.ca, identify the B13A Exemption # and then enter it in the field provided.

Customs documentation

Print Shipment Detail
 Print Certificate of Origin

Clear fields Delete/Modify shipment Repeat shipment Override pref#11 Rate quote \$175.20 Multiple-piece shipment Ship

Customs

Canadian Customs Export Declaration Information

3 B13A Filing Options

Select a B13A option and complete the required information.

- **1-No B13A required**

When you select this option, provide the B13A Exemption Number application for your shipment.

- **2-Manual B13A attached**

Enter the 21 alphanumeric B13A Transaction Number assigned by Canada customs.

- **3-B13A filing electronically**

Enter the 17 or 23 alphanumeric authorization code for your B13A.

- **4-B13A summary reporting**

This option requires prior written authorization from Canada Customs.

4 To process your shipment, click **Ship (F10)**.

The screenshot shows the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager" and the menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The main window has a toolbar with buttons for "Ship#2", "Track#6", "Shipping list", "Address Book", "Report", "Close#7", "Close TD", and "fedex.com". Below the toolbar is a tabbed interface with "Shipment details", "Options", "ShipAlert", "Document", "Commodity/Merchandise", and "Customs" (selected). The "Customs" tab is active, displaying the "Canadian Customs Export Declaration information" form. The form is divided into two main sections: "Commercial Invoice/Proforma Invoice information" and "Canadian Customs Export Declaration information".

Commercial Invoice/Proforma Invoice information

- Print Commercial Invoice/Proforma Invoice
- Number of copies: 3
- 'UNITED KINGDOM' requires a Commercial Invoice. You may print the FedEx-generated CI for customs purposes. [Additional documentation](#) may be required.
- Commercial Invoice Proforma Invoice
- Terms of sale: 1 - Free Carrier (FCA/FOB)
- Freight charge: \$0.00 Insurance charge: \$0.00
- Miscellaneous charge: \$0.00
- Reference: Order # 12345
- Purpose: Repair and Return
- Invoice number: 010506-123.45
- Comment 1:
- Comment 2:
- Comment 3:
- The shipper and recipient are related parties
- Include NAFTA statement To US - Only applicable if the shipment has a total value of 2500 USD or less

Canadian Customs Export Declaration information

- Export Permit #:
- If applicable, the Export Permit documentation must be submitted to a Canada Customs office before you ship.
- Based on the information entered, your shipment may require a B13A Canada Export Declaration. Shipments without the required documents may experience delays and/or assessed fines or penalties by Canada Customs. Please select the appropriate option for your shipment.
-
- B13A filing option: 1 - No B13A required
- Exemption #: 12
- Note: In order to help avoid delays by Canada Customs, provide the associated B13A Exemption # that is applicable to your shipment. Click the 'More B13A Information' button to view the list provided on fedex.ca, identify the B13A Exemption # and then enter it in the field provided.

Customs documentation

- Print Shipment Detail
- Print Certificate of Origin

Importer information

At the bottom of the window, there is a status bar with buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs#11", "Rate quote", "\$175.20", "Multiple-piece shipment", and "Ship #10".

Chapter 3: International Requirements

Customs

Labels and Documents

One shipping label and one consignee label is printed for FedEx Express international shipments from the U.S.

One shipping label and two consignee labels are printed for FedEx Express international shipments from Canada.

To reprint customs documents

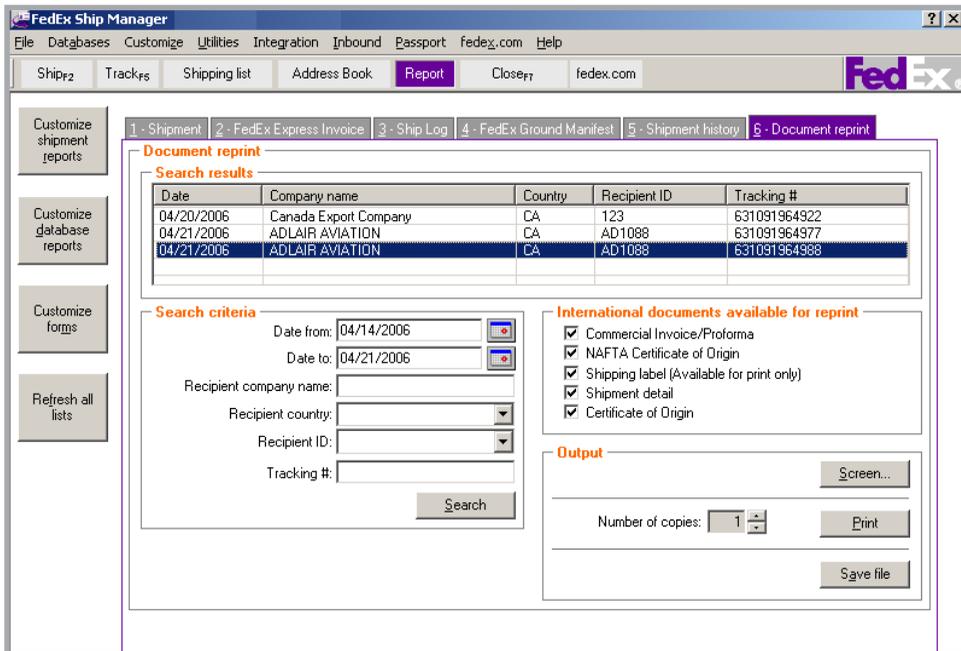
- 1 Click **Document reprint** on the Report screen.
- 2 Enter or select information in the Search criteria section and click **Search**.
- 3 Select the appropriate shipment from the Search results section.

- 4 Select the documents to reprint in the International documents available for reprint section.

- 5 Select an Output option for printing or viewing the report.

- **Screen** – View the report on your screen.
- **Print** – Print the report on your report printer and enter the number of copies to print.
- **Save File** – Save the report. Enter a directory and file name, then click **Save file**.

Documents saved as .txt or .rtf files can be e-mailed.



Chapter 4: Return Shipments (U.S. Only)

At a Glance

Convenient return shipping is essential to customer service and satisfaction. That's why FedEx Ship Manager offers flexible return options and shipment processing solutions. You can also track return shipments. Refer to *Chapter 8: Track* for detailed tracking instructions.

Refer to the following information in this chapter to prepare your return shipments and reports:

- Process Return Only
- Process Return with Outbound Shipment
- Return Information
- Package and Shipment Details
- Billing Details
- Returns Shipping List
- Returns Packages Report



Save time and keystrokes when preparing your return shipments by setting shipping preferences for references, package type, package weight and dimensions, service type, and more. The associated fields are then automatically populated based on the recipient and sender selected for the shipment.

Refer to the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

Return package to:
Return to: ABC COMPANY - Jane Smith
ABC0
10 Main St.
Memphis, TN 38103
View/Edit

Return package from:
Return from: COMPANY1
Contact name: John Doe
Company name: Number One Company
Address 1: 238 Peachtree Boulevard
Address 2: Bldg 5
Zip: 90801- State: CA -
City: Long Beach
Telephone: (800) 123-4444 Ext:
 This is a residential address A3 - H1

Package and shipment details
Return label type:
Number of packages: 1 Identical packages

Billing details
Bill transportation to: Acct #:
Department:
Customer reference:
RMA number

Clear fields Delete/Modify shipment Repeat shipment Override prefF11 Multiple-piece shipment Ship

Chapter 4: Return Shipments (U.S. Only)

Process Return Only

To process a return shipment only without sending an outbound package, click the **Return shipment** tab.

Then continue with the Return Information section for instructions on preparing the return.

Process Return with Outbound

To process a return along with an outbound shipment

- 1 Complete the Shipment details screen for the outbound shipment.
- 2 Click the **Options** tab. Select **Return Labels** and any additional special services and options you want for your shipment. The Return shipment tab becomes active.
- 3 Click the **Return shipment** tab and continue with the following Return Information section for instructions on preparing the return.

Note: When you process a return with an outbound shipment, the Link to outbound option becomes available in the Billing details section.

The screenshot shows the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The toolbar contains "Ship", "Track", "Shipping list", "Address Book", "Report", "Close", and "fedex.com". The main content area has a tabbed interface with "Return shipment" selected. The "Return shipment" tab is active, showing the following sections:

- Return package to:** Includes a dropdown for "Return to:" (SENDER101 - John Doe), address fields (SN2000, 10 FEDEX PARKWAY, COLLIERVILLE, TN 38017), and a "View/Edit" button.
- Return package from:** Includes a dropdown for "Return from:" (COMPANY1), contact name (John Doe), company name (Number One Company), address fields (238 Peachtree Boulevard, Bldg 5), zip (90801), state (CA), city (Long Beach), telephone ((800) 123-4444), and extension (Ext:). There is a checkbox for "This is a residential address" and a code "A3 - H1".
- Package and shipment details:** Includes a dropdown for "Return label type:" (Select type...), a field for "Number of packages:" (1), and a checkbox for "Identical packages".
- Billing details:** Includes a dropdown for "Bill transportation to:", a field for "Acct #:", a dropdown for "Department:", a field for "Customer reference:", a field for "RMA number", and a checked checkbox for "Link to outbound".

At the bottom of the window, there is a toolbar with "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Multiple-piece shipment", and "Ship" buttons.

Chapter 4: Return Shipments (U.S. Only)

Return Information

Return Package To

- 1 Select the appropriate sender to receive the return shipment from the Return to menu.
- 2 To view or edit the sender information, click **View/Edit**. Make any changes and click **OK**. These changes are automatically saved for that sender in the Sender database.

Return Package From

- 1 Select who is returning the package from the Return from menu or manually enter required information.
- 2 Check **This is a residential address** if the package is being returned from a residence instead of a commercial address.

Continue with the Package and Shipment Details section on the next page.

Return package to:

Return to: ABC COMPANY - Jane Smith
ABCO
10 Main St.
Memphis, TN 38103
[View/Edit](#)

Return package from:

Return from: COMPANY1
Contact name: John Doe
Company name: Number One Company
Address 1: 238 Peachtree Boulevard
Address 2: Bldg 5
Zip: 90801- State: CA -
City: Long Beach
Telephone: (800) 123-4444 Ext:
 This is a residential address A3 - H1

Package and shipment details

Return label type:
Number of packages: 1 Identical packages

Billing details

Bill transportation to: Acct #:
Department:
Customer reference:
RMA number

Clear fields Delete/Modify shipment Repeat shipment Override prefs Multiple-piece shipment

Chapter 4: Return Shipments (U.S. Only)

Package and Shipment Details

The fields displayed in the Package and shipment details section on the Return shipment details screen depend on the Return label type selected.

- E-mail return labels are great for customers with desktop computers or easy access to the Internet.
- Print return labels are easy for customers to apply to return shipments.
- Ground Call Tags (Courier Pickups) dispatch a FedEx Ground courier to pick up a return shipment at your customer's home or office address.

E-mail Return Label

An e-mail return label sends an online return label to a designated e-mail address. E-mail labels require an e-mail address, description of the item or merchandise, and an expiration date for when the e-mail label expires.

To send an e-mail return label

- 1** Select **Email label** as the Return label type and press **Tab**. The screen refreshes with the associated e-mail label fields.
- 2** Enter the Return contact telephone number in the Return package to section. This is a required field for e-mail return labels.
- 3** Enter the total Number of packages in the return shipment.

Note: If this is a multiple-piece return shipment, refer to *Chapter 5: Multiple-Piece Shipments (MPS)* for detailed instructions on entering MPS information.

Package and shipment details

Return label type: Email label

Number of packages: 1 Identical packages

Estimated weight: lbs Man. Wt.

Service type: Select service type...

Package type: Select package type...

Package dimensions:

Declared value: USD

Item description:

Email label to:

Expiration date: / /

Email return message:

Package and Shipment Details

E-mail Return Label

- 4** Select **Identical packages** if the return shipment includes more than one package with the same weight, service type, and packaging.
- 5** Enter an Estimated weight. FedEx scans the actual weight.
- 6** Select the Service type for the return. For FedEx service commitments, refer to the *FedEx Service Guide* at **fedex.com**.
- 7** Select the Package type.
If you select **Your Packaging**, enter the Package dimensions manually or select from your preset dimensions.
- 8** Enter the Declared value for your return shipment. Refer to the *FedEx Service Guide* at **fedex.com** for maximum declared value amounts.
- 9** Enter the Item description of the return item, up to 80 characters.
- 10** Enter the complete e-mail address of the person you are sending the return label to in the Email label to text field.
- 11** Enter the Expiration date or click the calendar and select a date, up to 10 working days, when the e-mail label expires.
- 12** Enter an optional message in the Email return message text box, up to 200 characters.
- 13** Continue with the Billing Details section in this chapter.

Chapter 4: Return Shipments (U.S. Only)

Package and Shipment Details

Print Return Label

You can print a return label and return shipper instructions on your label or laser printer to include with an outbound shipment or to send directly to your customer.

To print a return label

- 1 Select **Print** as the Return label type and press **Tab**. The screen refreshes with the associated print label fields.
- 2 Enter the total Number of packages in the return shipment.
Note: If this is a multiple-piece return shipment, refer to *Chapter 5: Multiple-Piece Shipments (MP)* for detailed instructions on entering MPS information.
- 3 Select **Identical packages** if the return shipment includes more than one package with the same weight, service type, and packaging.
- 4 Enter an Estimated weight. FedEx scans the actual weight.
- 5 Select the Service type for the return. For FedEx service commitments, refer to the *FedEx Service Guide* at **fedex.com**.

- 6 Select the Package type.
If you select **Your Packaging**, enter the Package dimensions manually or select from your preset dimensions.
- 7 Enter the **Declared value** for your return shipment. Refer to the *FedEx Service Guide* at **fedex.com** for maximum declared value amounts.
- 8 Select **Print Return Shipper Instructions** if you want to print return shipping instructions for your customer. The instructions are printed on your report printer or laser printer.
- 9 The current date automatically fills in as the Date Created for the return.
- 10 Continue with the Billing Details section in this chapter.

Package and shipment details

Return label type: Print

Number of packages: 1 Identical packages

Estimated weight: .0 lbs

Service type: Select service type...

Package type: Select package type...

Package dimensions: [Dropdown]

Declared value: [Text] USD

[Print Return Shipper Instructions](#)

Date Created 11/11/2006

Chapter 4: Return Shipments (U.S. Only)

Package and Shipment Details

Ground Call Tag

A Ground Call Tag dispatches a FedEx Ground courier to pick up a return shipment at the customer's location. The courier also prints the return label and places it on the return package.

Process a Ground Call Tag only when you have confirmed that a return shipment will be ready for pickup on a certain date. The courier makes up to three pickup attempts.

To send a Ground Call Tag

- 1 Select **Ground Call Tag** as the Return label type and press **Tab**. The screen refreshes with the associated Ground Call Tag fields.
- 2 Enter the total Number of packages in the return shipment.
Note: If this is a multiple-piece return shipment, refer to *Chapter 5: Multiple-Piece Shipments (MP)* for detailed instructions on entering MPS information.
- 3 Select **Identical packages** if the return shipment includes more than one package with the same weight, service type, and packaging.

- 4 Enter the Declared value for your return shipment. Refer to the *FedEx Service Guide* at **fedex.com** for maximum declared value amounts.
- 5 Enter the Item description of the return item, up to 80 characters.
- 6 Enter or select the Pickup Date on the calendar. The pickup date must be 1 to 10 business days from the current date.
Request a pickup date at a residence between Tuesday and Saturday. Request a pickup date at a business between Monday and Friday.
- 7 Enter additional Pickup instructions.
- 8 Enter the Ready Time for the return shipment will be ready for pickup between 8:00 A.M. and 6:00 P.M.
- 9 Enter the latest Close Time the package can be picked up, no later than 6:00 P.M.
- 10 Continue with the Billing Details section in this chapter.

Package and shipment details

Return label type: Ground Call Tag

Number of packages: 1 Identical packages

Declared value: USD

Item description:

Pickup Date: 11/12/2006

Pickup instructions:

Ready Time: :

Close Time: :

Chapter 4: Return Shipments (U.S. Only)

Package and Shipment Details

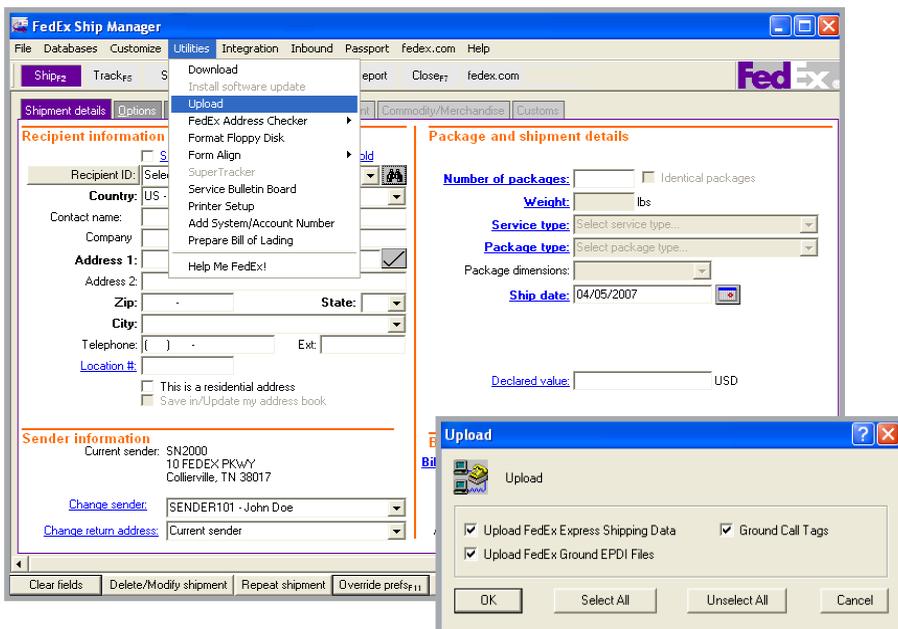
Ground Call Tag Uploads

FedEx Ship Manager automatically sends Ground Call Tags to FedEx Ground every hour.

If you need to notify FedEx Ground about the pickup right away, upload Ground Call Tags from the Utilities menu.

- 1 Select **Upload** from the Utilities menu.
- 2 Select **Ground Call Tag**.
- 3 Click **OK**.

Note: The tracking number for a confirmed Ground Call Tag pickup displays in the Shipping List.



Chapter 4: Return Shipments (U.S. Only)

Billing Details

Enter or select the following information in the Billing details section.

- 1 Select the payment type from the Bill transportation to menu and enter the FedEx billing account number if the Acct # field is not automatically populated.
- 2 Select a department ID from the Department menu or tab to the text field to enter a department description.
- 3 Enter or select a Customer reference to include in shipping reports and to use while tracking packages.

Note: You can add, view, edit, and delete references in the Reference database. You can also print reference reports. To access the database, select **Reference** from the Databases menu and refer to the Database Functions section in *Chapter 11: Databases*.

- 4 Enter a unique RMA number (Return Materials Authorization number) to monitor the return shipment.
- 5 If you are processing a return label with an outbound shipment, select **Link to outbound** to track the outbound and return shipments at the same time.
- 6 If you want to select additional options and special services for the return shipment, click **Return options**. Refer to *Chapter 2: Options and Special Services* for detailed information on the options and services offered on this screen.
- 7 When you have completed all of the return shipment information, click **Ship (F10)** to process the return.

The screenshot shows a form titled "Billing details" with the following fields and options:

- Bill transportation to:** A dropdown menu.
- Acct #:** A text input field.
- Department:** A dropdown menu and a text input field.
- Customer reference:** A text input field.
- RMA number:** A text input field.
- Link to outbound**

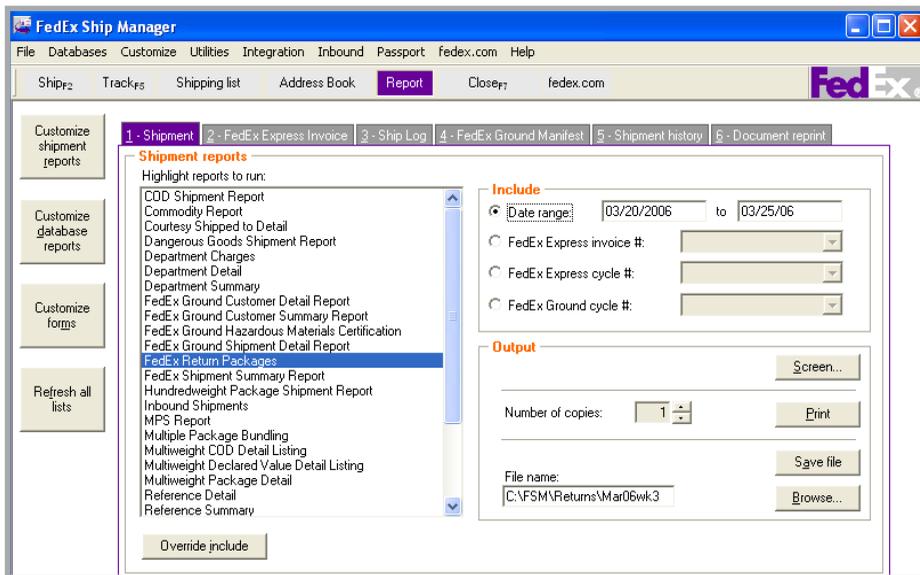
Chapter 4: Return Shipments (U.S. Only)

Return Packages Report

The FedEx Return Packages report lists information for return shipments processed on a certain date or date range.

- 1 Click the **Report** tab at the top of the screen.
- 2 On the 1-Shipment screen, select **FedEx Return Packages** report.
- 3 In the Include section, enter the date range, invoice number, or cycle number the return shipments were processed.

- 4 In the Output section, select to output the report to the screen, print the report, or save the report to a file.
- 5 To customize the report (e.g., add the RMA number) refer to the Customize Reports section in *Chapter 10: Reports*.



TRACKING #	SVC	FK	SENDER CONTACT	SENDER COMPANY	SENDER ADDRESS 1	CITY	ST	ZIP	RECIPIENT COMPANY
925228029966	PO	C	Iana Panera	Pete's Bread Com	3001 Main St.	Memphis	TN	38103	SN2000
925228029977	PO	F	Manager	Best Outlet Stor	3001 Main Street	Memphis	TN	38103	SN2000

GRAND TOTALS
PACKAGE COUNT 2

Chapter 4: Return Shipments (U.S. Only)

Chapter 5: Multiple-Piece Shipments (MPS)

At a Glance

FedEx Ship Manager offers enhanced flexibility for multiple-piece shipments. You can select to enter individual package information, enter total shipment information, or ship parse pak.

Refer to the following information in this chapter to prepare and process your MPS:

- Preparing an MPS
- FedEx Express MPS
- FedEx Ground MPS



Save time and keystrokes when preparing your multiple-piece shipments by setting shipping preferences for references, package weight and dimensions, service type, and more. The associated fields are then automatically populated based on the recipient and sender selected for the shipment.

Refer to the Recipient Preferences instructions in the Address Book section in *Chapter 1: Shipment Details* and the Shipping Profiles section in *Chapter 9: Customize* for detailed instructions.

The screenshot shows a software window titled "Multiple-piece Shipment Information". It is divided into several sections:

- Shipment information:** Includes a checked checkbox "Print labels after I have completed this shipment", radio buttons for "Information for each package" (selected) and "Total shipment information only", and input fields for "Number of packages: 0" and "Total shipment weight: 0.0 lbs".
- Shipment summary:** Displays "Total shipment weight: 0.0 lbs".
- Package information:** Features an "Add new" button, "Package 1 of 3", a "Repeat previous package" button, "Package weight:" input, "Package dimensions:" dropdown (0 x 0 x 0 in), "Carriage value: \$0.00 USD", and an "Identical packages" checkbox. Navigation buttons include "< < > > Add".
- Packages summary:** A table with columns "Pkg", "Weight", and "Carriage value". Below the table is a "Delete" button and "Total Packages: 0".

At the bottom of the window are buttons for "Cancel", "Override preferences", "Save & Exit", "Rate quote", and "Ship #10".

Chapter 5: Multiple-Piece Shipments (MPS)

Preparing an MPS

1 Shipment details | Return shipment details

Complete the Shipment details screen for your U.S. and Canada domestic MPS or your international MPS. Refer to *Chapter 1: Shipment Details* for detailed instructions.

Complete the Return shipment details screen for your return MPS. Refer to *Chapter 4: Return Shipments (U.S. Only)* for detailed instructions.

- In the Package and shipment details section, enter the total number of packages in the shipment and the weight of the first package.
- If all of the packages in your shipment have the same weight, service type, and package type, select **Identical packages** and ship the packages using only the Shipment details screen.
- If only certain packages in your MPS have the same weight, service type, and package type, continue with these instructions.

2 Options and Special Services

To select additional shipping options and special services, click the **Options** tab, or the **Return options** tab if preparing a return shipment, and make your selection(s).

Refer to *Chapter 2: Options and Special Services* for detailed information on the options and services offered on this screen.

- Some special services, such as alcohol or dry ice, can be applied to individual packages in the shipment. Select the service(s) on the Options screen then select **Special services** on the Multiple-Piece Shipment Information screen to view or edit the service(s) for individual or identical packages.
- Some special services, such as Hold at Location and COD, apply to the entire shipment and cannot be applied to individual packages. These services are available from the Options screen only.

3 FedEx ShipAlert

If you want to send shipment notifications to your customer, yourself, and others, click the **ShipAlert** tab and make your selection(s). Refer to the FedEx ShipAlert section in *Chapter 2: Options and Special Services* for detailed information on this feature.

4 Documents (International only)

If you are preparing an international document MPS, complete the Document screen.

Refer to the Document Shipments section in *Chapter 3: International Requirements* for more information.

Chapter 5: Multiple-Piece Shipments (MPS)

Preparing an MPS

5 **Commodity/Merchandise** (International only)

If you are preparing an international commodity/merchandise MPS, complete the Commodity/Merchandise screen.

Refer to the Commodity/Merchandise Shipments section in *Chapter 3: International Requirements* for detailed instructions.

6 **Customs** (International only)

After completing the Commodity/Merchandise screen, complete the Customs screen, including required EEI or B13A filing information.

Refer to the Customs section in *Chapter 3: International Requirements* for detailed instructions.

7

Once you have completed the previous steps, click **Multiple-piece shipment** at the bottom of the screen. The Multiple-piece Shipment Information screen displays.

8

Refer to the following instructions applicable to your MPS:

- FedEx Express MPS
- FedEx Ground MPS

Warning

If you click **Cancel** when adding items on the Multiple-piece Shipment Information screen, a warning displays to warn you that this will cancel your entire shipment.

- If you want to save your information and return to the Multiple-piece Shipment Information screen, click **No**, then click **Save & Exit**.

Save & Exit is only available when you select **Print labels after I have completed the shipment**.

- If you want to cancel the entire shipment and return to a blank Shipment details screen, click **Yes**.

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Express MPS

Multiple-Piece Shipment Information

- 1 If you are shipping a FedEx Express MPS, follow the steps in the previous Preparing an MPS section then continue below with entering information on the Multiple-piece Shipment Information screen.
- 2 Select **Print labels after I have completed the shipment** so you can modify the shipment without starting over. All of the labels print when you process the shipment.

- 3 **U.S. and Canada Domestic MPS or Return MPS:** Enter information for each package. For instructions, start with step 2 in the following Information for each package instructions.

International MPS: Select one of the following MPS options and follow the associated instructions on the following pages.

- **Information for each package**

Select this option to enter individual weights, dimensions, and value for each package in the shipment.

- **Total shipment information only**

Select this option to automatically divide the total weight of the shipment equally among all packages in the shipment. You can also enter individual package dimensions.

U.S. and Canada Domestic MPS

The screenshot shows the 'Multiple-piece Shipment Information' window for U.S. and Canada Domestic MPS. The 'Shipment information' section has the checkbox 'Print labels after I have completed this shipment' checked. The 'Shipment summary' shows a total shipment weight of 0.0 lbs and a total COD amount of \$5.00 USD. The 'Package information' section is for 'Package 1 of 3' with a package weight of 4.0 lbs and dimensions of 0 x 0 x 0 in. The 'Package rate quotes' section shows a rate quote of \$32.59 USD. The 'Packages summary' table is empty. The 'Shipment contents' section has 'Special services' and 'Additional handling' options.

International MPS

The screenshot shows the 'Multiple-piece Shipment Information' window for International MPS. The 'Shipment information' section has the checkbox 'Print labels after I have completed this shipment' checked. The 'Shipment summary' shows a total shipment weight of 0.0 lbs. The 'Package information' section is for 'Package 1 of 3' with a package weight of 4.0 lbs and dimensions of 0 x 0 x 0 in. The 'Carriage value' is set to \$0.00 USD. The 'Packages summary' table is empty. The 'Shipment information' section has radio buttons for 'Information for each package' (selected) and 'Total shipment information only'.

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Express MPS

Information for each package

6 Special services

- **U.S. and Canada Domestic MPS or Return MPS:** If you want to view, modify, or add special services that you selected on the Options screen, such as alcohol or dry ice, for individual packages, click **Special services** then click **View/Edit** next to the service. The Special Services Information screen displays. View or make any changes, then click **OK**.

If you can not access a service on this screen, such as COD, then the service applies to the entire shipment and cannot be modified for individual packages. Click **Save & Exit** then click the **Options** tab to make any changes.

- **International MPS:** Special services apply to all packages in an international MPS. If you want to view, modify, or add special services, click **Save & Exit**, then click the **Options** tab.

Note: For detailed information on special services, refer to *Chapter 2: Options and Special Services*.

7 Additional handling (U.S. and Canada domestic only)

To add or modify handling charges for U.S. and Canada domestic MPS packages, click **Additional handling** and enter a fixed or variable amount. Handling charges carry over from one package to the next.

Note: Additional handling is activated only if you have set handling charge defaults in your shipping profiles. Refer to the Shipping Profiles section in *Chapter 9: Customize*.

Multiple-piece Shipment Information

Shipment information

Print labels after I have completed this shipment

Number of packages: 0

Total shipment weight: 0.0 lbs

Shipment summary

Total shipment weight: 0.0 lbs

Total COD Amount: \$5.00 USD

Package information

Add new Package 1 of 3

Repeat previous package

Package weight: 4.0 lbs

Package dimensions: 0 x 0 x 0 in

Declared value: USD

Customer reference:

Additional reference 1:

Additional reference 2:

Additional reference 3:

Department:

Identical packages

Shipment contents Special services Additional handling

Package rate quotes

Package rate quote: \$32.59 USD

Packages summary

Pkg	Weight	Declared value

Delete Total Packages: 0

Cancel Override preferences Save & Exit Rate quote Ship #10

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Express MPS

Information for each package

- 8** Once you have entered all package information, click **Add** to add the package to the shipment.

Note: If you did not select **Print labels after I have completed the shipment**, then **Ship (F10)** displays instead of **Add**. Each time you enter package information and click **Ship (F10)**, the package is immediately processed and a label is printed.

Note: As you add each package, the Shipment summary and Packages summary sections are updated.

- 9** Enter package information for the next package in your MPS.
- To repeat the information entered on the previous package, click **Repeat previous package**. Make any changes and click **Add**.
 - If you are shipping alcohol or dry ice in a U.S. or Canada domestic MPS, click **Special services** to edit the alcohol contents or weight of the dry ice for each package as needed.

- 10** The following functions are available at the bottom of the Multiple-piece Shipment Information screen:

- **Cancel** – Cancel your MPS and all associated shipment details and options.
- **Override preferences** – Override any MPS preferences set in shipping profiles.
- **Save & Exit** – Save MPS information and return to previous shipping screen.
- **Rate quote** – View a courtesy rate quote detailing shipment charges for each package, including COD and additional handling.
- **Ship (F10)** – Process your completed MPS.
- **Done** – If you did not select **Print labels after I have completed the shipment** in the Shipment information section, Done displays at the bottom right instead of Ship (F10). When you have shipped all packages in the MPS, click **Done** to exit the screen and return to the Shipment details screen.

FedEx Express MPS

Total shipment information only

(International only)

- 8** To view or edit shipment information on the other shipping screens before you complete your shipment, click **Save & Exit**. Make changes as needed and click **Multiple-piece shipment** to return to the Multiple-piece Shipment Information screen.
- 9** The following functions are available at the bottom of the Multiple-piece Shipment Information screen:
 - **Cancel** – Cancel your MPS and all associated shipment details and options.
 - **Override preferences** – Override any MPS preferences set in shipping profiles.
 - **Save & Exit** – Save MPS information and return to other shipping screens.
 - **Rate quote** – View a courtesy rate quote detailing shipment charges for each package, including COD and additional handling.
 - **Ship (F10)** – Process your completed MPS.

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Ground MPS

Multiple-Piece Shipment Information

- 1 If you are shipping a FedEx Ground MPS, follow the steps in the Preparing an MPS section at the beginning of this chapter, then continue below with entering information on the Multiple-piece Shipment Information screen.
- 2 Select **Print labels after I have completed the shipment** so you can modify the shipment without starting over. All labels are printed when you finish the shipment.
- 3 Select one of the following MPS options and follow the associated instructions on the following pages.
 - **Information for each package**
Select this option to enter individual weights, dimensions, and value for each package in the shipment.
Note: For a return MPS, the Multiple-piece Shipment Information screen defaults to this screen layout.
 - **Parse pak**
Select this option to automatically divide the total weight of the shipment equally among all packages in the shipment.

Multiple-piece Shipment Information

Shipment information

Print labels after I have completed this shipment
 Information for each package
 Parse pak

Number of packages:
Total shipment weight: lbs

Shipment summary

Total shipment weight: 0.0 lbs

Package information

Package 1 of 3

Package weight: lbs
Package dimensions: x x in
Declared value: USD
Customer reference:
Additional reference 1:
Additional reference 2:
Additional reference 3:
Department:
 Identical packages

Package rate quotes

Package rate quote: \$4.41 USD

Packages summary

Pkg	Weight	Declared value

Total Packages: 0

Buttons: Cancel, Override preferences, Save & Exit, Rate quote, Ship F10

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Ground MPS

Information for each package

- 1 Select **Information for each package** in the Shipment information section to enter individual weights, dimensions and value for each package in the shipment.
- 2 Change the Package weight for the first package, if needed. The weight fills in from the Weight entered on the Shipment details screen.
- 3 Enter or select package dimensions and other optional information such as declared or carriage value and references.
- 4 If there are identical packages in your MPS, click **Identical packages** after you have entered all package information. Then enter the number of identical packages and click **Add**.
All of the identical packages are listed individually in the Packages summary section.
- 5 **Shipment contents** (U.S. and Canada domestic only)
Click **Shipment contents** to enter information specific to the package, such as part number, SKU, description, etc.

The screenshot shows the 'Multiple-piece Shipment Information' dialog box. It is divided into several sections:

- Shipment information:** Includes radio buttons for 'Print labels after I have completed this shipment' (checked), 'Information for each package' (selected), and 'Parse pak'. Below are input fields for 'Number of packages' (0) and 'Total shipment weight' (0.0 lbs).
- Shipment summary:** Displays 'Total shipment weight: 0.0 lbs'.
- Package information:** Shows 'Package 1 of 3'. Includes buttons for 'Add new' and 'Repeat previous package'. Fields for 'Package weight' (4.0 lbs), 'Package dimensions' (0 x 0 x 0 in), 'Declared value' (USD), and 'Customer reference'. There are also fields for 'Additional reference 1', 'Additional reference 2', 'Additional reference 3', and 'Department'. A checkbox for 'Identical packages' is present.
- Package rate quotes:** Shows 'Package rate quote: \$4.41 USD'.
- Packages summary:** A table with columns 'Pkg', 'Weight', and 'Declared value'. Below the table is a 'Delete' button and 'Total Packages: 0'.
- Buttons:** 'Shipment contents', 'Special services', 'Additional handling', 'Add', 'Cancel', 'Override preferences', 'Save & Exit', 'Rate quote', and 'Ship #10'.

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Ground MPS

Information for each package

6 Special services

- **U.S. and Canada Domestic MPS or Return MPS:** If you want to view, modify, or add special services that you selected on the Options screen, such as non-standard packaging or COD, for individual packages, click **Special services** then click **View/Edit** next to the service. The Special Services Information screen displays. View or make any changes, then click **OK**.

If you can not access a service on this screen, then the service applies to the entire shipment and cannot be modified for individual packages. Click **Save & Exit** then click the **Options** tab.

- **International MPS:** Special services apply to all packages in an international MPS. If you want to view, modify, or add special services, click **Save & Exit**, then click the **Options** tab.

Note: For detailed information on special services, refer to *Chapter 2: Options and Special Services*.

7 Additional handling

To add or modify handling charges for this package, click **Additional handling** and enter a fixed or variable amount. Handling charges carry over from one package to the next.

Note: Additional handling is activated only if you have set handling charge defaults in your shipping profiles. Refer to the Shipping Profiles section in *Chapter 9: Customize*.

Multiple-piece Shipment Information

Shipment information

Print labels after I have completed this shipment
 Information for each package
 Parse pak

Number of packages: 0
Total shipment weight: 0.0 lbs

Shipment summary

Total shipment weight: 0.0 lbs

Package information

Package 1 of 3

Package weight: 4.0 lbs
Package dimensions: 0 x 0 x 0 in
Declared value: USD
Customer reference:
Additional reference 1:
Additional reference 2:
Additional reference 3:
Department:
 Identical packages

Package rate quotes

Package rate quote: \$4.41 USD

Packages summary

Pkg	Weight	Declared value

Total Packages: 0

Buttons: Cancel, Override preferences, Save & Exit, Rate quote, Ship #10

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Ground MPS

Information for each package

- 8** Once you have entered all package information, including contents and special services, click **Add** to add the package to the shipment.

Note: If you did not select **Print labels after I have completed the shipment**, then **Ship (F10)** displays instead of **Add**. Each time you enter package information and click **Ship (F10)**, the package is immediately processed and a label is printed.

Note: As you add each package, the Shipment summary and Packages summary sections are updated.

- 9** Enter package information for the next package in your MPS.
- To repeat the information entered on the previous package, click **Repeat previous package**. Make any changes and click **Add**.
 - If you have selected a special service, such as non-standard packaging, click **Special services** to edit the information as needed.

- 10** The following functions are available at the bottom of the Multiple-piece Shipment Information screen:

- **Cancel** – Cancel your MPS and all associated shipment details and options.
- **Override preferences** – Override any MPS preferences set in shipping profiles.
- **Save & Exit** – Save MPS information and return to previous shipping screen.
- **Rate quote** – View a courtesy rate quote detailing shipment charges for each package, including COD and additional handling.
- **Ship (F10)** – Process your completed MPS.
- **Done** – If you did not select **Print labels after I have completed the shipment** in the Shipment information section, Done displays at the bottom right instead of Ship (F10). When you have shipped all packages in the MPS, click **Done** to exit the screen and return to the Shipment details screen.

Chapter 5: Multiple-Piece Shipments (MPS)

FedEx Ground MPS

Parse Pak

Parse pak is faster than entering information for each package. With Parse pak, just enter the total number of packages and the total weight of the shipment to divide the weight equally among all packages.

- 1 Select **Parse pak** in the Shipment information section.
- 2 Enter the total Number of packages in the shipment.
- 3 Enter the Total shipment weight.

- 4 To add or modify special services, such as COD, click **Save & Exit** then click the **Options** tab. Refer to *Chapter 2: Options and Special Services* for more information on special services.

To return to the Multiple-piece Shipment Information screen, click **Multiple-piece shipment** at the bottom of the screen.

Note: When you ship Parse pak COD, you enter one COD amount for the shipment and receive one COD label.

- 5 To process your shipment and print labels, click **Ship (F10)**.

At a Glance

The Hold File is a central holding place where you can save shipment information for as long as you like. Once you save a shipment to the Hold File, you can delete it, edit it, duplicate it, or ship it at any time. The Hold File is perfect for pending and repeat shipments.

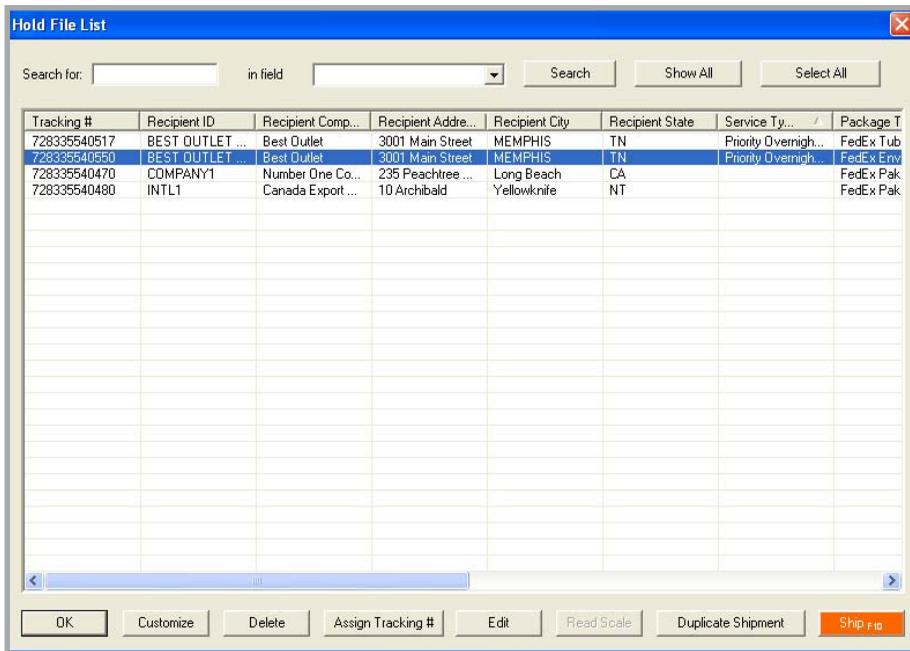
You can access the Hold File in the following ways:

- 1 Select **Hold File** from the Shipping list menu. The Hold File List displays.
- 2 On the Shipment details screen, click **Recipient ID**. The name switches to Hold File Lookup. Click the binoculars . The Hold File List displays.

Refer to the following information in this chapter to use and customize the Hold File:

- Enable the Hold File
- Save Shipments in the Hold File
- Hold File Functions
- Customize the Hold File

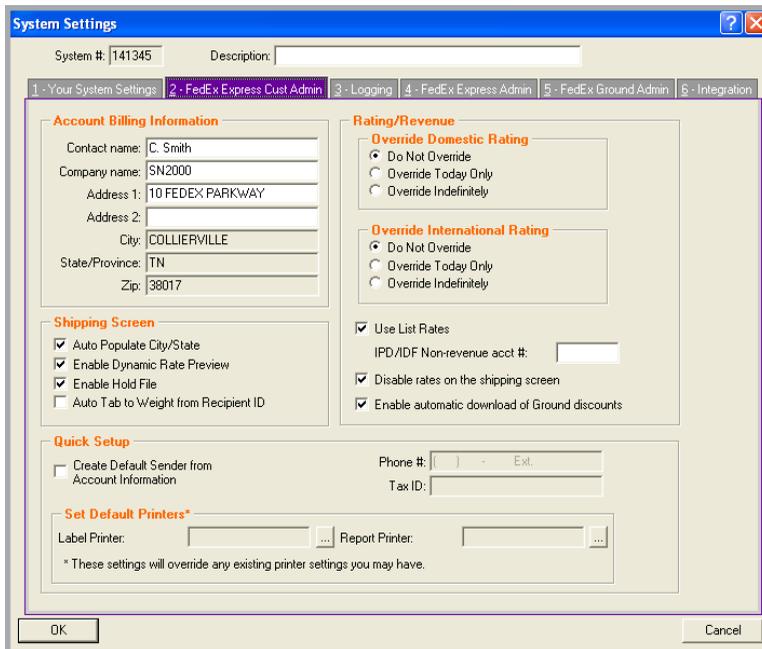
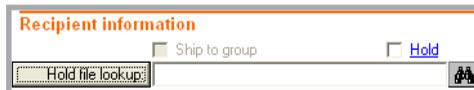
Note: To import shipment information to the Hold File from a spreadsheet or database file, refer to the Import section in *Chapter 11: Databases*. To identify imported shipments, look for Import in the Transaction ID column on the Hold File List.



Enable the Hold File

To enable the Hold File to display the **Hold** checkbox on the Shipment details screen

- 1 Select **System Settings** from the Customize menu.
- 2 Select the appropriate System # and click **Modify**.
- 3 Click the **2-FedEx Customer Admin** tab.
- 4 In the Shipping Screen section, select **Enable Hold File** and click **OK**.



Save Shipments to the Hold File

You can save shipments to the Hold File for as long as you like.

- 1 Check **Hold** in the Recipient information section on the Shipment details screen.

Note that **Ship (F10)** changes to **Hold (F10)** at the bottom of the screen.

- 2 Select a Recipient ID or enter a new Recipient ID and all required recipient information.

Make sure the **Save in/Update my address book** checkbox is checked.

- 3 Enter remaining required package and billing information.

- 4 To select additional shipping options and special services, click the **Options** tab and make your selection(s).

- 5 When you have entered all information, click **Hold (F10)** at the bottom of the screen to save the shipment in the Hold File.

Note: All commodities listed in an international Hold File shipment are saved, but only the first commodity displays on the Hold File List.

Note: To delete, edit, duplicate, or process a shipment in the Hold File, refer to the following Hold File Functions section.

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The main window is divided into several sections:

- Recipient information:** Includes fields for Recipient ID (COMPANY1), Country (US - UNITED STATES), Contact name (John Doe), Company (Number One Company), Address 1 (238 Peachtree Boulevard), Address 2 (Bldg 5), Zip (90801), State (CA), City (Long Beach), Telephone ((800) 123-4444), and Location # (NOC 123346). A checkbox for "Ship to group" is checked, and the "Hold" checkbox is also checked. There is a "Save in/Update my address book" checkbox which is checked.
- Package and shipment details:** Includes "Number of packages" (1), "Weight" (3.0 lbs), "Service type" (1 - FedEx Priority Overnight), "Package type" (4 - FedEx Box), "Package dimensions", and "Ship date" (04/05/2007). A "Declared value" field is set to USD.
- Sender information:** Shows "Current sender" as SN2000, 10 FEDEX PARKWAY, COLLIERVILLE, TN 38017. There are options to "Change sender" (to SENDER101 - John Doe) and "Change return address" (to Current sender).
- Billing details:** Includes "Bill transportation to:" (1 - Sender), "Acct #:" (385150779), "Department:", "Customer reference:", and "Additional reference 1:".

At the bottom of the window, there is a status bar with buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate quote" (\$51.90), "Multiple-piece shipment", and "Hold F10".

Hold File Functions

You can delete, edit, duplicate, or ship a Hold File shipment at any time. Refer to the following instructions for each Hold File function.

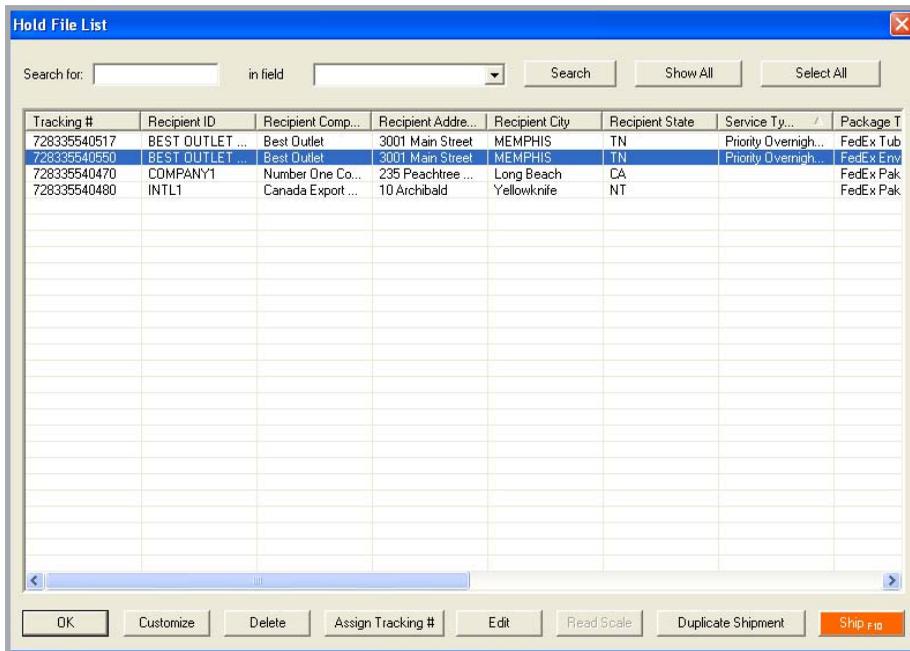
Delete

- 1 Select the shipment on the Hold File List and click **Delete**.
- 2 When prompted, click **Yes** to delete the shipment.

Assign Tracking

Select the shipment on the Hold File List and click **Assign Tracking #**. A tracking number is automatically assigned to the shipment.

Note: If Tracking # is not displayed on the Hold File List, refer to the Customize the Hold File section later in this chapter to select fields to display.



Hold File Functions

Edit

- 1** To edit a shipment directly in the Hold File List, click the appropriate field and update the information, then press **Enter** to accept the change.
- 2** To edit the shipment information on the Shipment details screen, select the shipment on the Hold File List and click **Edit**. The Shipment details screen displays.
- 3** Make any changes on the Shipment details screen. To add or edit options or special services, click the **Options** tab and update the information as needed.
- 4** To save the shipment, make sure the **Hold** checkbox is checked, then click **Hold (F10)** at the bottom of the screen. The shipment remains in the Hold File.

To process the shipment, click **Ship (F10)**. The shipment is processed and removed from the Hold File.

Read Scale

If a scale is attached to your shipping system, select the shipment on the Hold File List and click **Read Scale** to read the package weight.

Duplicate Shipment

Select the shipment on the Hold File List and click **Duplicate Shipment**. Unless there is an error, the shipment is processed and you receive a shipping label immediately. The original shipment stays in the Hold File.

Note: For regular distributions, like payrolls or monthly reports, enter the shipment information and save the shipment in the Hold File. Then duplicate the shipment from the Hold File when it is time to ship.

Ship

Select the shipment on the Hold File List and click **Ship (F10)**. The shipment is processed immediately and removed from the Hold File.

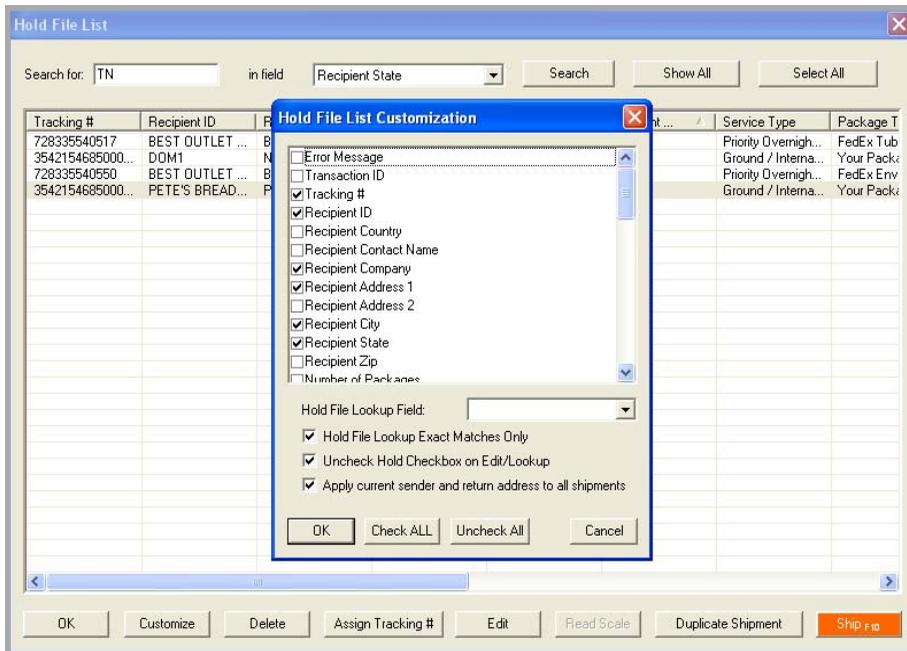
Customize the Hold File

Hold File List Fields

The Hold File List can be customized to display the fields you select.

- 1 Select **Hold File** from the Shipping list menu. The Hold File List displays.
- 2 Click **Customize**.
- 3 Check the fields you want displayed on the Hold File List.
- 4 Click **OK**.

Note: The field selections and column sort order you select in the Hold File List are maintained during software reboots, software closes, and End of Day close.



Customize the Hold File

Hold File List Lookup Options

Choose from a variety of ways to customize lookups on the Hold File List.

1 Hold File Lookup Exact Matches Only

Check this option then select a field from the Hold File Lookup Field menu to match during a Hold File search. Field options include

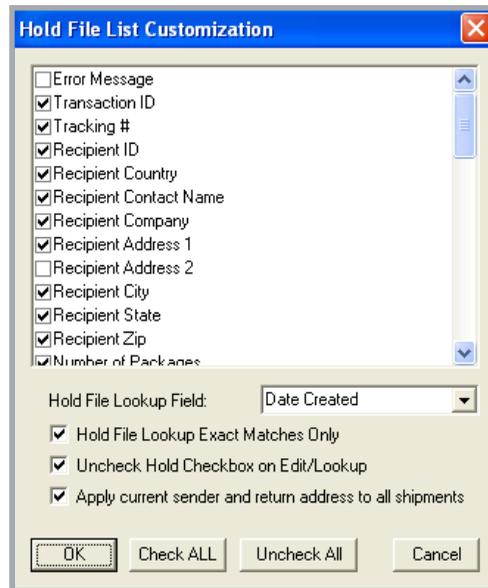
- Date Created
- Department Notes
- Invoice number
- P.O. number
- Recipient ID
- Reference
- Shipment ID
- Transaction ID

2 Uncheck Hold Checkbox on Edit/Lookup

Select this option if you usually ship packages after you retrieve or edit them from the Hold File. If this option is checked, the Hold checkbox is deselected when you return to the Shipment details screen.

3 Apply current sender and return address to all shipments

Select this option when shipping multiple packages from the Hold File at the same time.

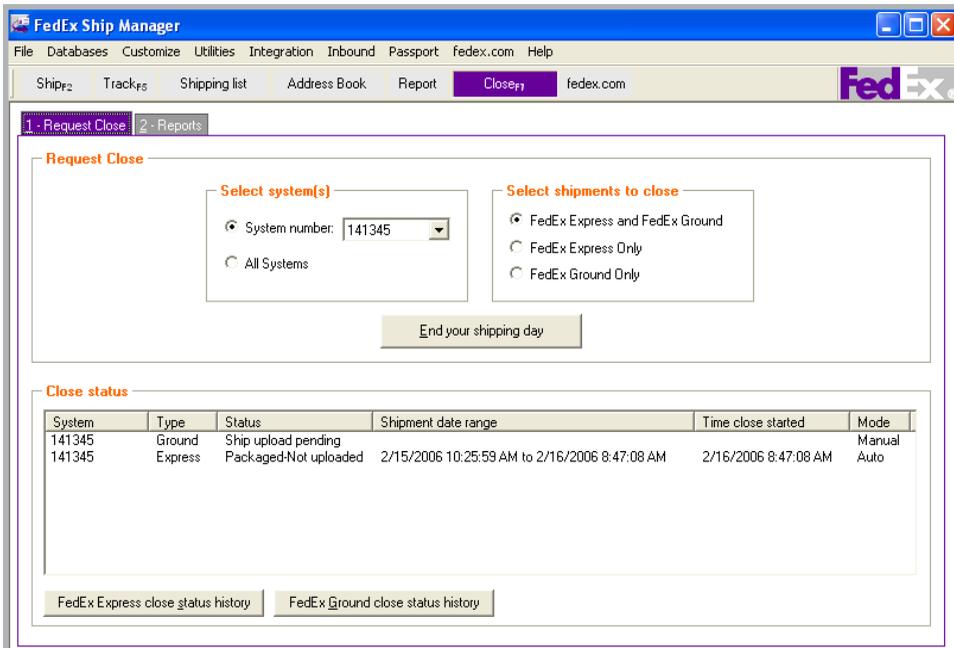


At a Glance

It is important to close shipments when you finish shipping for the day to prepare for your daily pickup and to send shipment information to FedEx.

Refer to the following information in this chapter to automatically or manually close your shipments.

- Auto-close
- Request Close (Manual)
- Reports



Auto-close

FedEx Ship Manager automatically closes FedEx Express and FedEx Ground shipments at a certain time each day. If you have multiple systems and accounts, each system has its own auto-close time.

Fifteen minutes before the auto-close time for each service, you receive a message which allows you to continue with the auto-close or continue shipping until you are finished for the day.

To change the auto-close time for FedEx Ground shipments

- 1 Select **System Settings** from the Customize menu.
- 2 Select the appropriate System # and click **Modify**.

The auto-close time for FedEx Ground shipments displays at the bottom of the 1-Your Systems Settings tab.

- 3 Enter the new time to automatically close your FedEx Ground shipping for the day.
- 4 Click **OK**.

The screenshot shows the 'System Settings' dialog box with the following details:

- System #:** 236567
- Description:** [Empty field]
- Tabs:** 1 - Your System Settings (selected), 2 - FedEx Customer Admin, 3 - Logging, 4 - FedEx Express Admin, 5 - FedEx Ground Admin, 6 - Integration
- System Settings:**
 - Require Login
 - Scale Is Attached
 - SuperTracker IR Is Attached (Port: [Dropdown])
 - Display Communications Status
 - Auto Tab
 - Date format: [mm/dd/yyyy]
- FedEx Express International Settings:**
 - I want to select my shipping currency
 - I want to download from FedEx SED/EEI tool
- Communications Override:**
 - Override Code: [Empty field]
- FedEx Ground close settings:**
 - Auto close time: 06:00 PM
- Ship Database Purge:**
 - Current - Minimum: 30, Maximum: 45
 - History - Minimum: 90, Maximum: 120
- Language Preference:**
 - English
- Field Color:**
 - [Blue]
- Label Information:**
 - Remove Account number from label
- FedEx Ground International Settings:**
 - Non-Resident Importer Status

Buttons: OK, Cancel

Request Close (Manual)

To request to close shipments manually for FedEx Express and FedEx Ground, follow these steps:

- 1 Click the **Close** tab.
- 2 Click the **1-Request Close** tab.
- 3 In the Select system(s) section, select the appropriate System number if the one displayed is not the system you want to close.

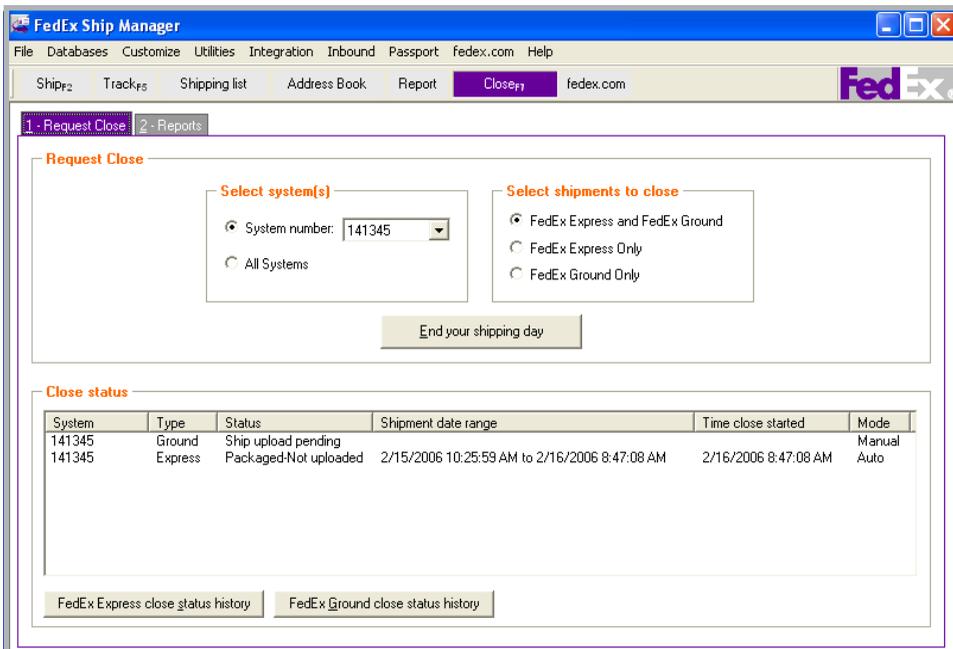
If you have more than one system and want to close all systems, select **All Systems**.

- 4 If FedEx Express is the only option in the Select shipments to close section, skip to step 5.

If you have both FedEx and FedEx Ground options, select to close all shipments at the same time or to close FedEx Express or FedEx Ground only.

- 5 Click **End your shipping day**. You receive a separate message for FedEx Express and FedEx Ground when the close is finished for each system.

Note: To check the close status, click **FedEx Express close status history** or **FedEx Ground close status history** at the bottom of the screen.



Reports

Select to run shipment and courier reports when you close your shipping day. If you have more than one system and account, select report options for each system.

- 1 Click the **Close** tab.
- 2 Click the **2-Reports** tab.
- 3 Select the appropriate System number if the one displayed is not the system you want to close.

If you have more than one system and want to close all systems, select **All Systems**.

4 Report options

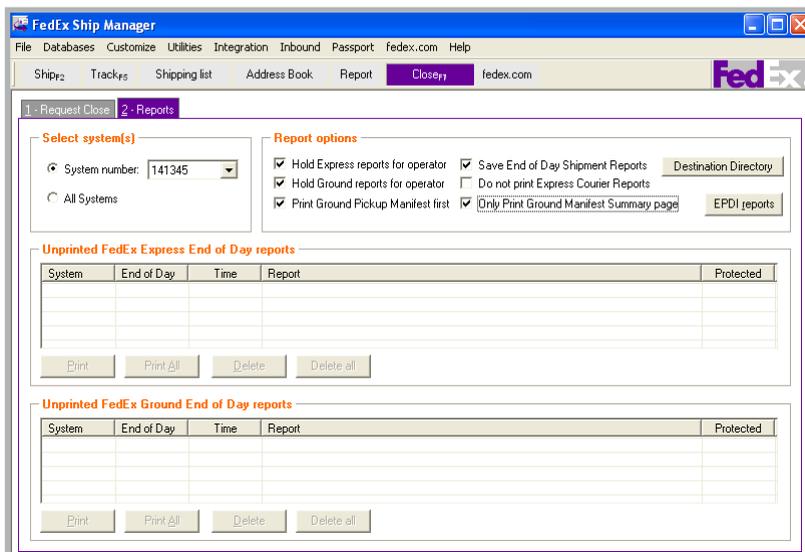
Select the shipment and courier reports to print in the Report options section.

- If you ship FedEx Ground, select **Only Print Ground Manifest Summary page** to prepare for your pickup. You receive two copies. Give one copy to your FedEx Ground courier and keep a copy for yourself.

- To save all End of Day reports to a hard or floppy drive, check **Save End of Day Shipment Reports**, then click **Destination Directory** to select a directory for your reports.
- To generate EPDI (Electronic Package Detail Information) reports, click **EPDI reports**. Select the report(s) to run and select the Output option for the report(s).

5 Unprinted reports

When you have finished making your report selection(s), select to print or delete reports shown in the Unprinted End of Day reports sections for FedEx Express and FedEx Ground.



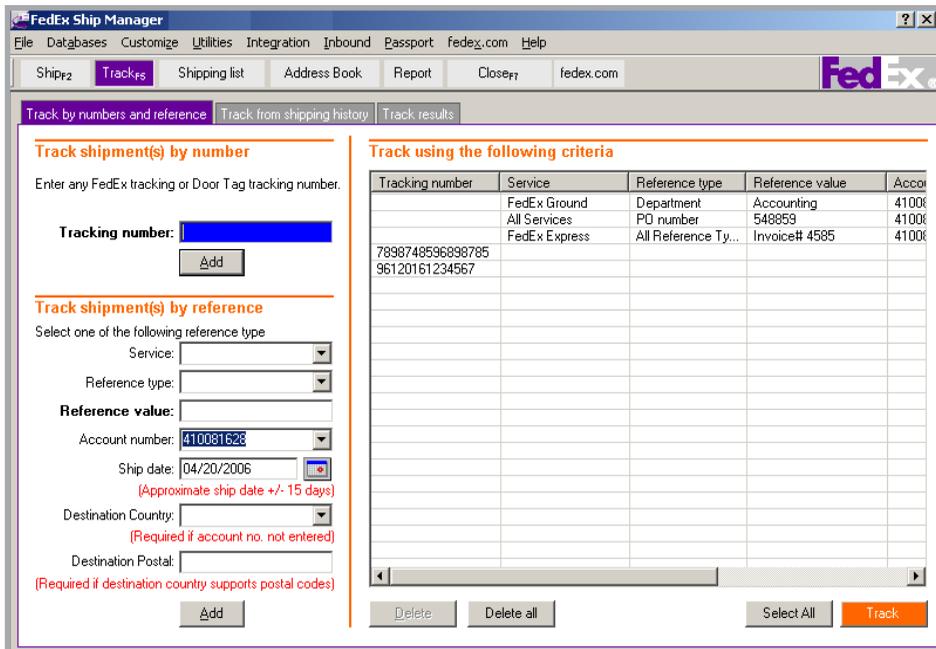
At a Glance

Track your packages online for the latest status on U.S. and Canada domestic shipments, international shipments, and return shipments.

You can continue using FedEx Ship Manager while it receives the tracking information from FedEx. You receive a message when the tracking results are available.

Refer to the following information in this chapter to track your shipments:

- Track by Numbers and Reference
- Track from Shipping History
- Track Results



Track by Numbers and Reference

Track by Numbers

Follow these steps to track outbound and return shipments by tracking number or Door Tag number. A door tag number begins with the letters “DT” and is followed by 12 numbers.

- 1 Click the **Track** tab at the top of the screen.
- 2 Click the **Track by numbers and reference** tab.
- 3 Enter the tracking number or Door Tag number you want to track in the Tracking number field.
 - To track an outbound shipment processed along with a return shipment, enter the outbound tracking number.
 - For multiple-piece shipments, enter any tracking number in the shipment.

- 4 Click **Add** after entering each tracking number.
- 5 Click **Track** at the bottom of the screen to begin tracking. When tracking is complete, you receive a message that your tracking information is available for viewing.
- 6 Click the **Track results** tab to view the results on your screen, print, or save the results to a file. Refer to the Track Results section for more information.

Track shipment(s) by number

Enter any FedEx tracking or Door Tag tracking number.

Tracking number:

Track shipment(s) by reference

Select one of the following reference type

Service:

Reference type:

Reference value:

Account number:

Ship date:

(Approximate ship date +/- 15 days)

Destination Country:

(Required if account no. not entered)

Destination Postal:

(Required if destination country supports postal codes)

Track using the following criteria

Tracking number	Service	Reference type	Reference value	Account number
	FedEx Ground	Department	Accounting	410081628
	All Services	PO number	548859	410081628
	FedEx Express	All Reference Ty...	Invoice# 4585	410081628
789874859698785				
96120161234567				

Track by Numbers and Reference

Track by Reference

Follow these steps to track outbound and return shipments by using shipment references.

- 1 Click the **Track** tab at the top of the screen.
- 2 Click the **Track by numbers and reference** tab.
- 3 Select or enter one of more of the following references:

- **Service**

You may select **All Services** or a specific service type from the menu. In addition to FedEx Express and FedEx Ground, you can also track FedEx Custom Critical®, FedEx Freight, and FedEx Cargo shipments by reference.

- **Reference type | Reference value**

If you entered unique references for the shipment, select the Reference type used and enter the exact reference information in the Reference value field that was entered when the package was shipped. Reference value is a required field.

- **Account number**

Enter or select a FedEx account number.

- **Ship date**

Click the calendar to select the approximate ship date. The tracking search feature searches 15 days before and after the selected date.

The screenshot shows the FedEx Ship Manager application window. The 'Track' tab is active, and the 'Track by numbers and reference' sub-tab is selected. The interface is divided into two main sections: 'Track shipment(s) by number' and 'Track using the following criteria'.

Track shipment(s) by number: This section prompts the user to enter any FedEx tracking or Door Tag tracking number. It features a text input field labeled 'Tracking number:' with a blue highlight, an 'Add' button, and a search icon.

Track using the following criteria: This section allows tracking by reference type. It includes dropdown menus for 'Service' and 'Reference type', a text input for 'Reference value', a dropdown for 'Account number' (with '410081628' selected), a date input for 'Ship date' (with '04/20/2006' and a calendar icon), and a dropdown for 'Destination Country'. Below these are fields for 'Destination Postal:' and a note: '(Required if destination country supports postal codes)'. There is an 'Add' button at the bottom of this section.

Table: Track using the following criteria

Tracking number	Service	Reference type	Reference value	Account number
	FedEx Ground	Department	Accounting	41008
	All Services	PO number	548859	41008
	FedEx Express	All Reference Ty...	Invoice# 4585	41008
7898748596898785				
96120161234567				

At the bottom of the table, there are buttons for 'Delete', 'Delete all', 'Select All', and 'Track'.

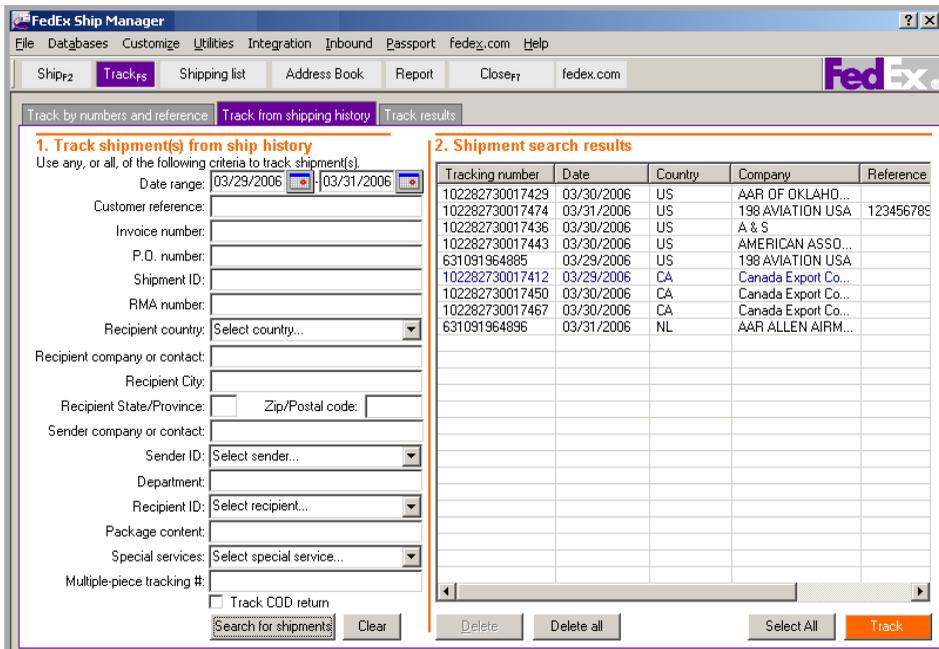
Track from Shipping History

Include as much search criteria as possible from the shipping history to single out only the package(s) you want to track.

Follow these steps to track from shipment history

- 1 Click the **Track** tab.
- 2 Click the **Track from shipping history** tab.
- 3 Include as much search criteria as possible from the shipping history to single out only the package(s) you want to track, such as
 - Date range
 - References
 - Recipient information
 - Sender information
 - Package content
 - Special services
 - Multiple-piece tracking #
 - COD return

- 4 Click **Search for shipments**. The shipments found display in the Shipment search results table.
- 5 Select the shipments you want to track in one of the following ways:
 - Click only one result
 - Ctrl+click to select more than one result
 - Click **Select All** to select all results
- 6 Click **Track** to submit only the records you selected for tracking. When tracking is complete, you receive a message that your tracking information is available for viewing.
- 7 Click the **Track results** tab to view the results on your screen, print, or save the results to a file. Refer to the Track Results section for more information.



At a Glance

FedEx Ship Manager is designed to make shipping faster and more efficient by offering the ability to customize your system settings and detailed shipping information.

You can customize shipping profiles for individual senders by setting preferences for required and optional fields, FedEx Express and FedEx Ground services, group shipping, and FedEx ShipAlert notifications.

Once you have customized the shipping profiles, assign them to your senders. The preferences apply automatically based on the Sender ID used when preparing shipments. Refer to the Assign Shipping Profiles to Senders instructions in the Shipping Profiles section.

Refer to the following information in this chapter to customize your system:

- Shipping Profiles
- Configurable References
- Customize Fields
- Customize User Prompts
- Customize Doc-Tabs
- System Settings

Note: To customize your reports and forms, refer to *Chapter 10: Reports*.



Shipping Profiles

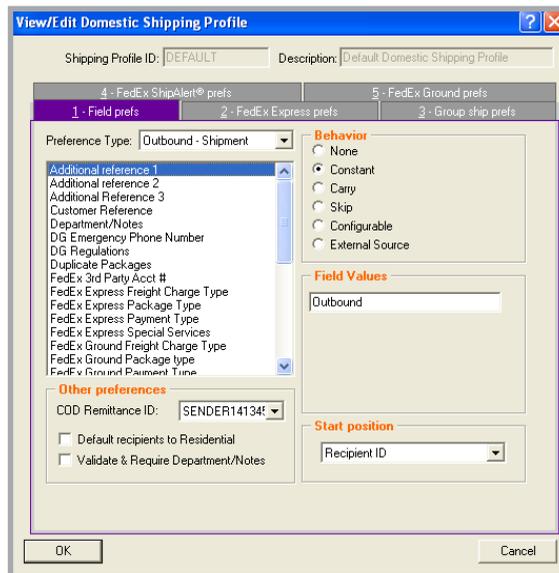
You can customize existing or default shipping profiles or create new ones before you assign them to individual senders.

For example, create a unique shipping profile for FedEx Ground senders, then assign that profile to your FedEx Ground senders using the Sender database. Refer to the Assign Shipping Profiles to Senders instructions in this section.

To customize shipping profiles

- 1 Select **Shipping Profiles** from the Customize menu. The View Shipping Profiles screen displays.
- 2 To customize an existing or default profile, select the profile and click **View/Edit**.
- 3 To create a new profile, click **Add**. Select **Domestic** or **International** as the profile type then enter a new Shipping Profile ID and a Description on the Add screen.

- 4 To duplicate an existing or default profile, select the profile and click **Add by duplication**, then enter a new Shipping Profile ID and a Description on the Add screen.
- 5 Refer to the following sections in this chapter to set
 - Field Preferences
 - FedEx Express Preferences
 - FedEx Ground Preferences
- 6 To set group preferences, refer to the Group Preferences instructions in the Groups Shipments section in *Chapter 1: Shipment Details*.
- 7 To set FedEx ShipAlert preferences, refer to the FedEx ShipAlert section in *Chapter 2: Options and Special Services*.



Shipping Profiles

Field Preferences

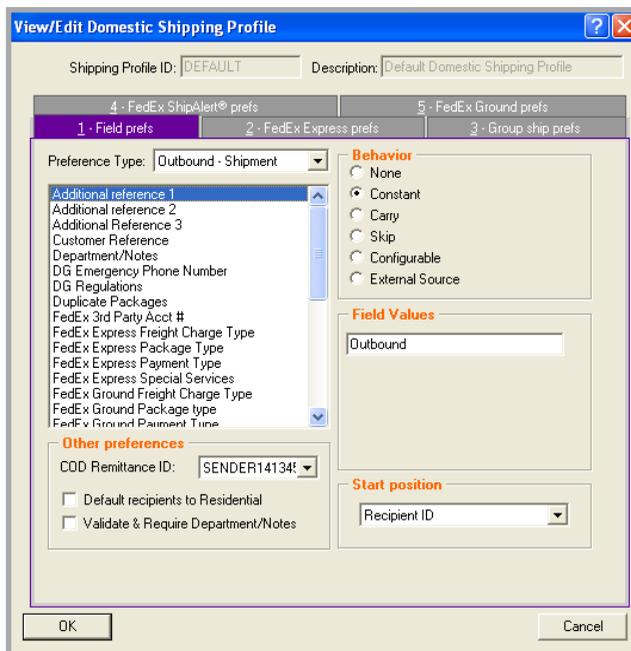
- 1 Click the **1-Field prefs** tab.
- 2 Select one of the following shipment types from the Preference Type menu.
 - Outbound - Shipment
 - Outbound - MPS
 - Return - Shipment
 - Return - MPS
- 3 Select the field from the field list.
- 4 Select one of the following options for the field **Behavior**:
 - **None**
Do not assign a default for the field.

- **Constant**

Select **Constant** then select or enter a value in Field Values to automatically populate this field with the same information for all shipments.

For example, if you use nonstandard packaging for FedEx Ground shipments, select **FedEx Ground Special Services**, select **Constant** as the behavior, then select **Non-Standard Packaging** from the Field Values menu.

Note: For the Package Size field, the Field Values menu lists your pre-set dimensions. Refer to *Chapter 11: Databases* to set up your Dimensions database.



Shipping Profiles

Field Preferences

- **Carry**
Carry over or repeat information from the previous shipment.
- **Skip**
Skip a field on the Shipment details screen when using the **Tab** key. This option is available for optional fields.
- **Configurable**
This option is available for reference fields. Refer to the Configurable References section in this chapter to add and edit these configurable references.
- **External source**
Use data from an external script file (extension .txe). This option is available for the reference fields and the Recipient ID field.

Note: To override field preferences for an individual shipment, press **F11** on the associated shipping screens.

4 Other preferences

Select additional preferences, if needed.

- **COD Remittance ID**
Select the Sender ID to print on the COD return label from the COD Remittance ID menu. Create a new sender in the Sender database if necessary.

- **Default recipients to Residential**

If you ship all packages to residential addresses, select this option to automatically check the **This is a residential address** checkbox on the Shipment details screen.

- **Validate & Require Department/Notes**

This option requires you to select a department from the **Department** menu in the Billing details section on the Shipment details screen. You can create and update departments in the Department database.

Note: This option cannot be selected if there is a Constant default for Department/Notes.

5 Start position

Select where to start the cursor on the Shipment details screen.

- #### 6
- If you have finished setting field preferences for one preference type and want to continue with another, select the type from the Preference Type menu and follow the same steps.

When you have finished setting preferences for the shipping profile, click **OK** to save your settings. Click **OK** again on the View Shipping Profiles screen.

Shipping Profiles

FedEx Express Preferences

Optimize your FedEx Express shipping by setting defaults for references, handling charges, and label formats.

- 1 Select **Shipping Profiles** from the Customize menu. The View Shipping Profiles screen displays.
- 2 Select an existing profile and click **View/Edit** or click **Add** or **Add by duplication** to add a new profile.
- 3 Click the **2-FedEx Express prefs** tab.
- 4 **Miscellaneous**

- **Tracking number overwrite** (U.S. and Canada Domestic profiles only)

If you have preassigned tracking numbers or print standard airbills for U.S. and Canada domestic shipments, select this option to enter tracking numbers manually.

- **Require References**

Select this option if you require references for FedEx Express shipments.

- 5 **Insert in References**

Use this option to select a reference to print in the Reference field on shipping labels.

Note: The Dept/Notes field prints automatically on the shipping label. To avoid duplicating this field, select **None** or a different reference field to print on the shipping label.

The screenshot shows the 'View/Edit Domestic Shipping Profile' dialog box. At the top, it displays 'Shipping Profile ID: DEFAULT' and 'Description: Default Domestic Shipping Profile'. Below this are three tabs: '1 - Field prefs', '2 - FedEx Express prefs' (which is selected), and '3 - Group ship prefs'. The '2 - FedEx Express prefs' tab contains several sections:

- Miscellaneous:** Includes checkboxes for 'Tracking number overwrite' and 'Require References'.
- Insert in References:** A dropdown menu currently set to 'None'.
- Reference label:** Includes checkboxes for '1Day Freight', '2Day Freight', and '3Day Freight'.
- Handling charge:** Includes a checked 'Include additional handling charge' option. Underneath, there are two checked options: 'Fixed amount' set to '\$5.00' and 'Variable amount' set to '2.00 % of' with a dropdown menu set to '1 - my shipping charges'. A 'Combine fixed and variable handling charges' checkbox is also present.
- Label Format:** Shows 'FedEx Express Domestic Label Format:' with a dropdown menu set to 'Format 435 - 4x6 Thermal Label without Doc Tab'. Below this are radio buttons for 'Default doc tab configuration' (selected) and 'Customize doc tab configuration', with a 'Doc tab configuration' button next to the latter.
- Return Manager:** A dropdown menu for 'Return recipient ID:'.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Shipping Profiles

FedEx Express Preferences

6 Reference label (U.S. and Canada Domestic profiles only)

For FedEx Express Freight shipments, check the corresponding freight service to print an optional label with additional delivery information. The Reference label screen displays when you ship using the selected freight service.

The screenshot shows a dialog box titled "Reference label" with a blue header and a close button. It contains three sections, each with a checked checkbox and two input fields (Name and Phone):

- For carrier convenience, call before delivery
- Call if undeliverable
- Packing List Enclosed

At the bottom, there are "OK" and "Cancel" buttons.

7 Handling charge

To include an additional handling charge, check **Include additional handling charge** and enter your fixed and/or variable amounts.

- Combine your fixed handling charge and your percentage handling charge for all shipment types.
- Subtract your handling charge to pass along a shipping discount to your customers.

To subtract your fixed handling charge, select **Fixed amount** and include a dash/minus sign (-) before the dollar amount.

To subtract your variable amount, select **Variable amount** and include a dash/minus sign (-) before the amount. Then select where to apply the variable amount from the menu.

Once you have set handling charge defaults, **Add'l handling** is activated in the Billing details section on the Shipment details screen. To override handling charge defaults for a shipment, click **Add'l handling** and enter new values.

8 Label Format

Select the label format number to identify the label stock you use. The label format is printed at the bottom of your labels.

Note: To order the 6" non-doc-tab shipping labels (Format 435 - 4x6 Thermal Label without Doc Tab), call 1.800.GoFedEx 1.800.463.3339 or go to **fedex.com**.

Note: To configure doc-tabs, refer to the Customize Doc-Tabs section in this chapter.

9 Return Manager (U.S. and Canada Domestic profiles only)

If you print return shipping labels, select a Sender ID from the Return recipient ID menu. The sender's name and address print in the return recipient section of your return shipping labels.

All U.S. and Canada domestic shipping profiles use the same return recipient. When you select a return recipient in one shipping profile, the same Sender ID is automatically selected in all shipping profiles.

Shipping Profiles

FedEx Express Preferences**10 International air waybill format**

(International profiles only)

For international shipments, you can print the standard multi-ply air waybill on your report printer. If you use standard air waybills for any of your international shipments, select the label format from the menu.

- 11** When you finish selecting preferences for the shipping profile(s), assign the profile(s) to individual senders. Refer to the Assign Shipping Profiles to Senders instructions at the end of this section for instructions.

View/Edit International Shipping Profile

Shipping Profile ID: Description:

1 - Field prefs | **2 - FedEx Express prefs** | 3 - FedEx ShipAlert® prefs | 4 - FedEx Ground prefs

Miscellaneous

Require References

Insert in References

Handling charge

Include additional handling charge

Fixed amount

Variable amount % of

Combine fixed and variable handling charges

Label Format

FedEx Express International Label Format:

Default doc tab configuration

Customize doc tab configuration

Int'l Air Waybill Format:

Shipping Profiles

FedEx Ground Preferences

Optimize your FedEx Ground shipping by setting defaults for references, handling charges, and label formats.

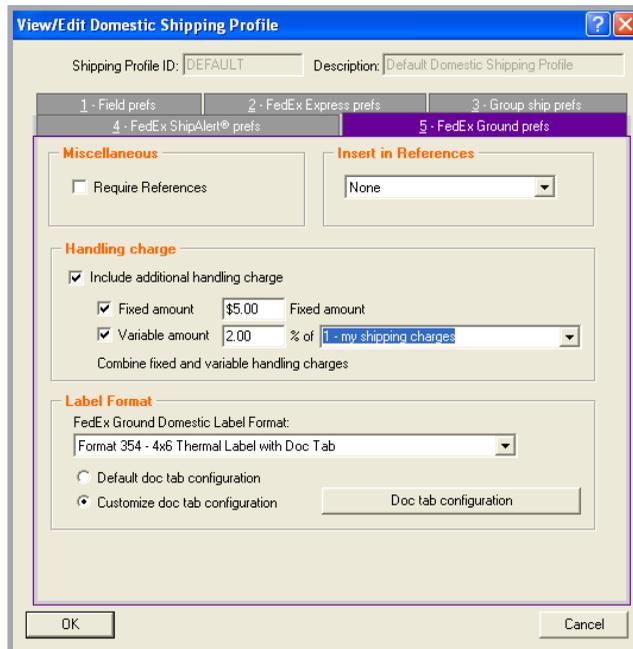
- 1 Select **Shipping Profiles** from the Customize menu. The View Shipping Profiles screen displays.
- 2 Select an existing profile and click **View/Edit** or click **Add** or **Add by duplication** to add a new profile.
- 3 Click the **5-FedEx Ground prefs** tab.
- 4 **Miscellaneous**
Select **Require References** if you require references for FedEx Ground shipments.

5 Insert in References

Use this option to select a reference to print in the Reference field on thermal shipping labels.

Note: The Dept/Notes field prints automatically on the shipping label. To avoid duplicating this field, select **None** or a different reference field to print on the shipping label.

Note: The Location # is automatically embedded in the shipping label bar code. If you select it for the Reference field, it also prints on the shipping label in human-readable form.



Shipping Profiles

FedEx Ground Preferences

6 Handling charge

To include an additional handling charge, check **Include additional handling charge** and enter your fixed and/or variable amounts.

- Combine your fixed handling charge and your percentage handling charge for all shipment types.
- Subtract your handling charge to pass along a shipping discount to your customers.

To subtract your fixed handling charge, select **Fixed amount** and include a dash/minus sign (-) before the dollar amount.

To subtract your variable amount, select **Variable amount** and include a dash/minus sign (-) before the amount. Then select where to apply the variable amount from the menu.

Once you have set handling charge defaults, **Add'l handling** is activated in the Billing details section on the Shipment details screen. To override handling charge defaults for a shipment, click **Add'l handling** and enter new values.

7 Label Format

Select the label format number to identify the label stock you use. The label format is printed at the bottom of your labels.

Note: To order the 6" non-doc-tab shipping labels (Format 435 - 4x6 Thermal Label without Doc Tab), call 1.800.GoFedEx 1.800.463.3339 or go to **fedex.com**.

Note: To configure doc-tabs, refer to the Customize Doc-Tabs section in this chapter.

- 8 When you finish selecting preferences for the shipping profile(s), assign the profile(s) to individual senders. Refer to the Assign Shipping Profiles to Senders instructions at the end of this section for instructions.

Shipping Profiles

Assign Shipping Profiles to Senders

To save time and keystrokes during the shipping process, assign shipping profiles to each sender.

For example, if you have one sender who only ships FedEx Ground and another who only ships FedEx Priority Overnight®, create separate shipping profiles and assign them to the associated senders. For the first sender, select FedEx Ground as a constant service type, and select FedEx Priority Overnight for the other sender. When each sender starts shipping for the day, they select their Sender ID as the current sender in order to activate their preferences.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field. Refer to the Recipient Preferences instructions in the Recipient Information section in *Chapter 1: Shipment Details*.

To assign shipping profiles to a sender

- 1 Select **Sender** from the Databases menu. The View Senders screen displays.
- 2 Select the sender in the Sender list and click **View/Edit**. The View/Edit Sender screen displays.
- 3 In the Shipping profiles section, select the appropriate Domestic, International, or Transborder distribution shipping profile from the associated menus.
- 4 Click **OK** to save the changes and return to the View Senders screen. Click **OK** again to return to the shipping screen.

The preferences set in the assigned shipping profiles automatically populate the associated fields for that sender.

To override preferences for an individual shipment, press **F11** on the associated shipping screens.

View/Edit Sender

Enter sender information

Sender ID: ABC COMPANY
 Country: US - UNITED STATES
 Contact name: Jane Smith
 Company name: ABCD
 Address 1: 10 Main St.
 Address 2:
 City: Memphis
 State: TN - Tennessee
 Zip: 38103
 Telephone: (901) 555-5555
 Email address:
 Notification language: English
 This is a residential address

Tax ID: 1111111111
 Social security number: 111-11-1111
 Dun Bradstreet: 111111111
 Signature release number:
 ALC number:
 PO number:
 Broker ID:

Shipping profiles

Domestic: SHIPPER 1 DOM
 International: SHIPPER 1 INTL
 Transborder distribution: DEFAULT

OK Cancel

Configurable References

The following reference fields are used to record your reference information:

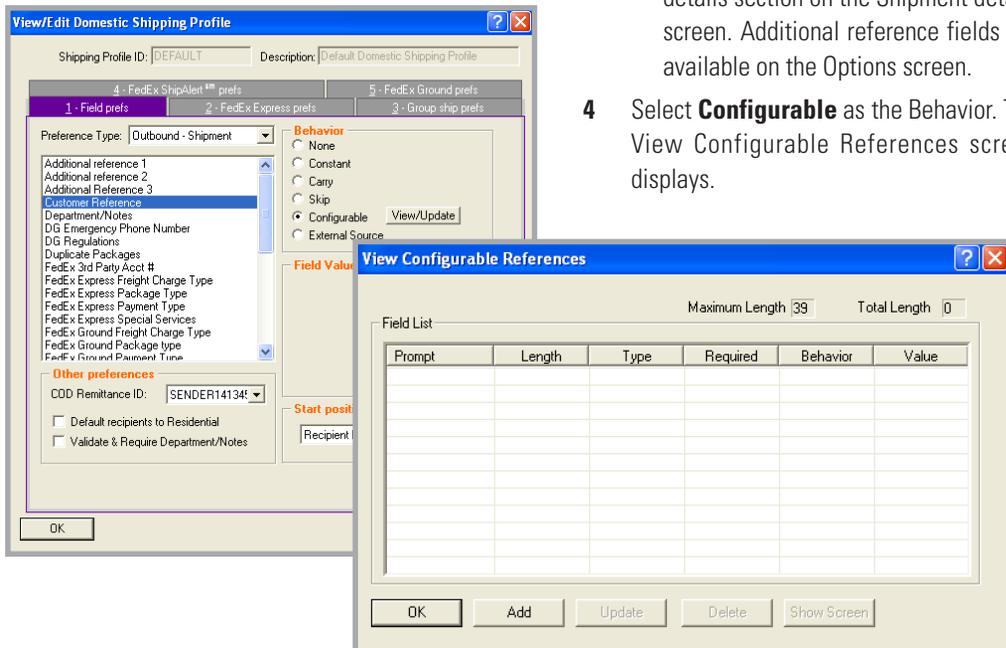
- Additional Reference 1
- Additional Reference 2
- Additional Reference 3
- Customer Reference

Note: You can add, view, edit, and delete references in the Reference database. You can also print reference reports. To access the database, select **Reference** from the Databases menu and refer to the Database Functions sections in *Chapter 11: Databases*.

Note: To change these reference field names, refer to the Customize Fields section in this chapter.

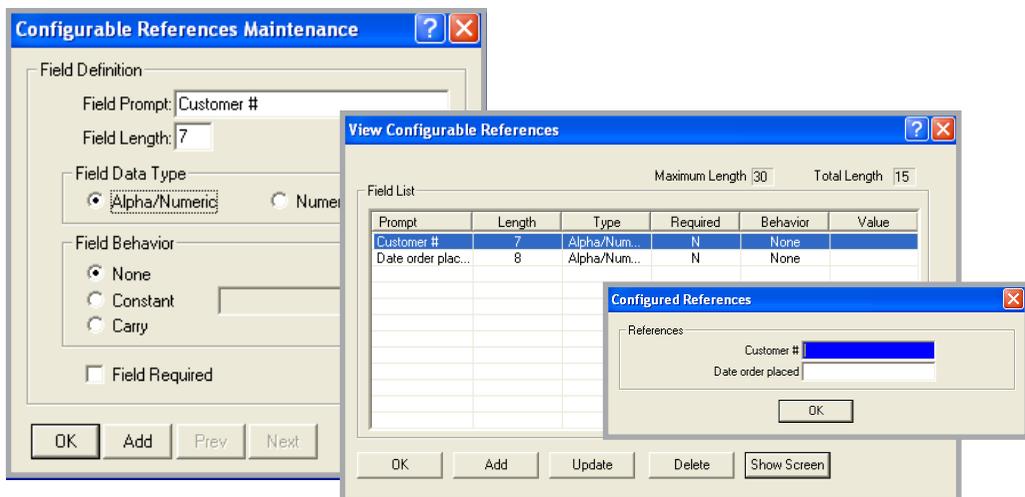
Follow these steps to create prompts for reference fields and select whether each prompt is required.

- 1 Select **Shipping Profiles** from the Customize menu.
- 2 Select the shipping profile to update and click **View/Edit**.
- 3 On the 1-Field prefs tab, select the reference field from the field list.
 - For U.S. and Canada domestic shipments, Customer reference and 1 additional reference field is available in the Billing details section on the Shipment details screen. Additional reference fields are available on the Options screen.
 - For international shipments, Customer reference is available in the Billing details section on the Shipment details screen. Additional reference fields are available on the Options screen.
- 4 Select **Configurable** as the Behavior. The View Configurable References screen displays.



Configurable References

- 5 Click **Add** to add a new prompt, or click **Update** to update an existing prompt. For either function, the Configurable References Maintenance screen displays.
- 6 **Field Prompt** – Enter the text you want to display that prompts you to enter the reference information.
- 7 **Field Length** – Enter the maximum number of characters allowed for this information.
Note: The total number of characters allowed for all prompts combined is 30.
- 8 **Field Data Type** – Select the type of characters to allow for this reference information.
- 9 **Field Behavior**
 - To allow any reference information in the field, select **None**.
 - To automatically populate the field with constant reference information, select **Constant** and enter the field information.
 - To carry over reference information from the last shipment, select **Carry**.
- 10 Select **Field Required** if you require reference information for this prompt. This option allows you to require reference information for some prompts and not others.
Important: If you require references for each shipment, you must also select **Require References** on the 2-FedEx Express prefs and the 5-FedEx Ground prefs screens, as applicable.
- 11 To add additional prompts for this field, click **Add**.
- 12 To return to the View Configurable References screen, click **OK**.
- 13 To see how the prompt(s) appear when you click the field during shipping, select the prompt on the View Configurable References screen and click **Show Screen**.
- 14 To save your selections and entries, click **OK** on all Shipping Profile screens.



Customize Fields

Set Recipient Country Defaults

To set defaults for the recipient **Country** field on the Shipment details screen

1 Select **Customize Fields** from the Customize menu.

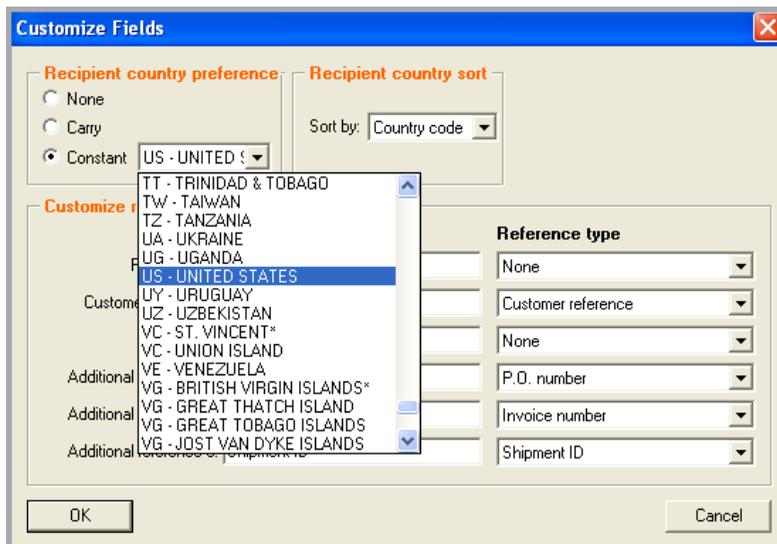
2 Recipient country preference

Select one of the following options:

- **None** – Defaults to the country of the master meter
- **Carry** – Defaults to the country selected in your last shipment
- **Constant** – Defaults to the country selected from the **Constant** menu

3 Recipient country sort

In the section, select to display the Country menu on the Shipment details screen by sorted by Country name or Country code.



Customize Fields

Customize Field Names

You can customize the names of the fields listed below. However, they are referred to by their default names throughout this *User Guide*.

- Recipient ID
- Customer reference
- Department
- Additional reference 1
- Additional reference 2
- Additional reference 3

Note: The information entered for these fields, except for Recipient ID, prints on thermal shipping labels by default. To print the Recipient ID on thermal labels, you must select it in the Insert in references section on the FedEx Express and FedEx Ground preference screens. Refer to the FedEx Express Preferences or FedEx Ground Preferences instructions in the Shipping Profiles section in this chapter.

Note: Contents entered in Additional reference 1 and Additional reference 2 display on your FedEx Express invoice.

To customize field names

- 1** Select **Customize Fields** from the Customize menu.
- 2** In the Customize reference fields section, change the field names that display on screen to best suit your shipping needs.
- 3** Select the Reference type for the reference field(s).

Note: For FedEx Ship Manager Reports, these fields may be configured to display in any of the four Reference type options: Customer reference, P.O. number, Invoice number, or Shipment ID.

- 4** When you have finished making changes, click **OK**. The field names are automatically updated on the screen(s).

Recipient country preference		Recipient country sort	
<input type="radio"/> None		Sort by:	Country code
<input checked="" type="radio"/> Carry			
<input type="radio"/> Constant			

Customize reference fields			
	Screen Display		Reference type
Recipient ID:	Recipient ID:		None
Customer reference:	Customer reference		Customer reference
Department:	Department notes		None
Additional reference 1:	P.O. number		P.O. number
Additional reference 2:	Invoice number		Invoice number
Additional reference 3:	Shipment ID		Shipment ID

Customize User Prompts

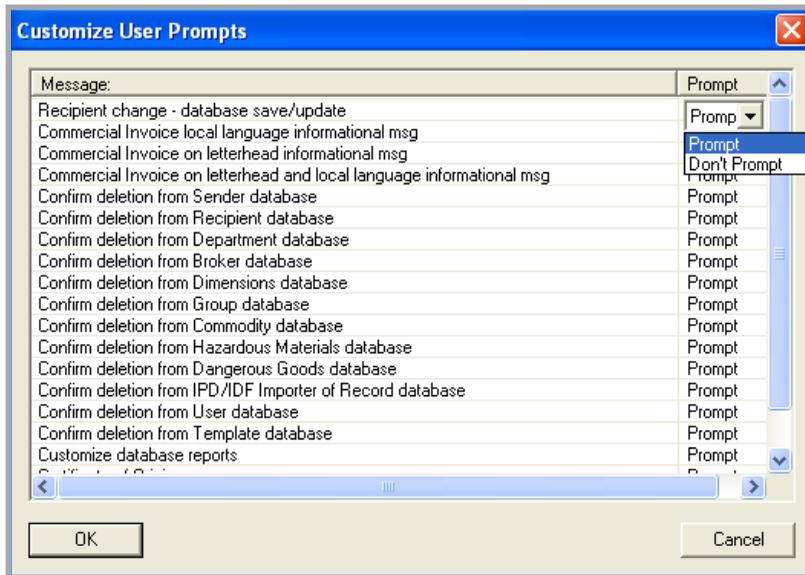
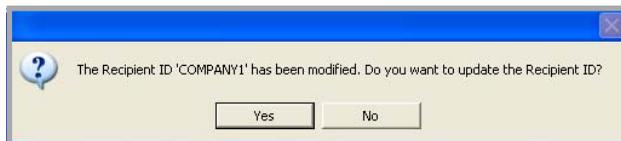
You can select to remove or display confirmation prompts and warning messages that appear as you prepare and process shipments, such as

- Confirmations to save updated recipient information or delete database records
- Message prompts when a Commercial Invoice is required in a local language, on letterhead stationery, or both

Note: By default, all user prompts are set to **Prompt**.

To remove or display user prompts

- 1 Select **Customize User Prompts** from the Customize menu.
- 2 Click in the Prompt field for the prompt you want to change.
- 3 Select **Prompt** or **Don't Prompt** from the Prompt menu, and repeat this procedure as needed for other prompts.
- 4 Click **OK** to save your selections. You do not have to restart FedEx Ship Manager for your prompt changes to take effect.



Customize Doc-Tabs

A doc-tab is the peel-off strip at the top of shipping label Format 354 - Thermal Label with Doc Tab.

Doc-tabs are used for back-office records and should be removed from actual shipping labels.

To customize the information printed on doc-tabs for FedEx Express and FedEx Ground U.S. and Canada domestic shipments and international shipments

- 1 Select **Shipping Profiles** from the Customize menu.
- 2 Select the appropriate shipping profile and click **View/Edit**.

- 3 Click the **2-FedEx Express prefs** or **5-FedEx Ground prefs** tab.
- 4 Select **Format 354 - 4x6 Thermal Label with Doc Tab** as the Label Format.
- 5 Click **Customize doc tab configuration**.
- 6 Click **Doc tab configuration** and continue with the following instructions for the configuration options:
 - Package doc tab configuration
 - Total doc tab configuration

The screenshot shows the 'View/Edit Domestic Shipping Profile' dialog box. At the top, the 'Shipping Profile ID' is 'DEFAULT' and the 'Description' is 'Default Domestic Shipping Profile'. Below this are three tabs: '4 - FedEx ShipAlert® prefs', '5 - FedEx Ground prefs', and '2 - FedEx Express prefs' (which is selected). Under the '2 - FedEx Express prefs' tab, there are three sub-sections: '1 - Field prefs', '2 - FedEx Express prefs', and '3 - Group ship prefs'. The main content area is divided into several sections:

- Miscellaneous:** Includes checkboxes for 'Tracking number overwrite' and 'Require References'.
- Insert in References:** A dropdown menu currently set to 'None'.
- Reference label:** Includes checkboxes for '1D ay Freight', '2D ay Freight', and '3D ay Freight', all of which are checked.
- Handling charge:** Includes a checked box for 'Include additional handling charge'. Below this are options for 'Fixed amount' (set to '\$5.00') and 'Variable amount' (set to '2.00 % of 1 - my shipping charges').
- Label Format:** Shows 'FedEx Express Domestic Label Format' with a dropdown menu set to 'Format 354 - 4x6 Thermal Label with Doc Tab'. Below this are radio buttons for 'Default doc tab configuration' (selected) and 'Customize doc tab configuration'. A 'Doc tab configuration' button is located to the right.
- Return Manager:** Includes a 'Return recipient ID' dropdown menu.

 At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Customize Doc-Tabs

Package doc tab configuration

- 1 To change the field names that print on the doc-tab, click the **1-Package doc tab configuration** tab on the Doc Tab Configuration screen. The field names are shown in columns 1, 3, and 5. To change the field names, enter the new text in the appropriate text box.
- 2 The information associated with the field name that prints on the doc-tab is shown in columns 2, 4, and 6. To change the information, select the associated field you want displayed with the field name.
- 3 Click **OK** to save your changes.

Total doc tab configuration

- 1 To print doc-tab totals for multiple-piece shipments, click the **2-Total doc tab configuration** tab on the Doc Tab Configuration screen.
- 2 Check **Print total doc tab**.
- 3 The field names that print on the doc-tab are shown in columns 1, 3, and 5. To change the field names, enter the new text in the appropriate text box.
- 4 The information associated with the field name that prints on the doc-tab is shown in columns 2, 4, and 6. To change the information, select the associated field you want displayed with the field name.
- 5 Click **OK** to save your changes.

The screenshot shows the 'Doc Tab Configuration' dialog box with the '1 - Package doc tab configuration' tab selected. The dialog contains a grid of field names and their associated data fields. The 'Invoice' field is selected in the first column. The grid is as follows:

Invoice:	Invoice number	Date:	Ship date	Shipping:	Net charge
Customer:	Customer reference	Weight:	Actual weight	Special:	Total surcharge amc
Phone #:	Recipient telephone	COD:	COD total amount	Handling:	Handling charge
Dept:	Department name	DV:	Declared value amo	Total:	Total customer char
	Service:		Service type		
	Track:		Tracking number		

Buttons for 'OK' and 'Cancel' are visible at the bottom of the dialog.

The screenshot shows the 'Doc Tab Configuration' dialog box with the '2 - Total doc tab configuration' tab selected. The dialog contains a grid of field names and their associated data fields. The 'Print total doc tab' checkbox is checked. The grid is as follows:

<input checked="" type="checkbox"/> Print total doc tab					
Invoice:	Invoice number	Date:	Ship date	Shipping:	Net charge
Customer:	Customer reference	Weight:	Actual weight	Special:	Total surcharge amc
Phone #:	Recipient telephone	COD:	COD total amount	Handling:	Handling charge
Dept:	Department name	DV:	Declared value amo	Total:	Total customer char
	Service:		Service type		
	Track:		Tracking number		

Buttons for 'OK' and 'Cancel' are visible at the bottom of the dialog.

System Settings

Customize your FedEx Ship Manager system to set defaults for communications, international shipping, language preference, label information, customer administration, and more.

Refer to the following information for details:

- Your System Settings
- FedEx Customer Administration
- Other System Settings Options

Your System Settings

To customize your system settings

- 1 Select **System Settings** from the Customize menu.
- 2 Select the appropriate System # and click **Modify**.

- 3 Click the **1-Your System Settings** tab to set general application defaults.
- 4 Make your selections in the following sections on this screen:
 - System Settings
 - FedEx Express International Settings
 - Communications Override
 - FedEx Ground close settings
 - Ship Database Purge
 - Language Preference
 - Field Color
 - Label Information
- 5 Click **OK** to accept your selection(s).

The screenshot shows the 'System Settings' dialog box with the following details:

- System #:** 236567
- Description:** [Empty]
- Tabs:** 1 - Your System Settings (selected), 2 - FedEx Customer Admin, 3 - Logging, 4 - FedEx Express Admin, 5 - FedEx Ground Admin, 6 - Integration
- System Settings:**
 - Require Login
 - Scale Is Attached
 - SuperTracker IR Is Attached (Port: [Dropdown])
 - Display Communications Status
 - Auto Tab
 - Date format: mm/dd/yyyy
- FedEx Express International Settings:**
 - I want to select my shipping currency
 - I want to download from FedEx SED/EEI tool
- Communications Override:**
 - Override Code: [Empty]
- FedEx Ground close settings:**
 - Auto close time: 06:00 PM
- Ship Database Purge:**
 - Current - Minimum: 30, Maximum: 45
 - History - Minimum: 90, Maximum: 120
- Language Preference:**
 - English
- Field Color:**
 - Blue
- Label Information:**
 - Remove Account number from label
- FedEx Ground International Settings:**
 - Non-Resident Importer Status

System Settings

FedEx Customer Administration

To customize your customer administration information

- 1 Select **System Settings** from the Customize menu.
- 2 Select the appropriate System # and click **Modify**.
- 3 Click the **2-FedEx Cust Admin** tab.
- 4 Make your selections in the following sections on this screen:
 - Account Billing Information
 - Shipping Screen
 - Rating/Revenue
 - Quick Setup

Other System Settings Options

Access to the following System Settings options requires login with the administrator password:

- 3 - Logging
- 4 - FedEx Express Admin
- 5 - FedEx Ground Admin
- 6 - Integration

Contact your FedEx Ship Manager Account Representative for more information on these administrative settings.

The screenshot shows the 'System Settings' dialog box with the '2 - FedEx Customer Admin' tab selected. The 'System #' is 236567. The dialog is divided into several sections:

- Account Billing Information:** Fields for Contact name (C. Smith), Company name (\$N2000), Address 1 (10 FedEx Parkway), Address 2, City (Collierville), State/Province (TN), and Zip (38017).
- Shipping Screen:** Checkboxes for 'Auto Populate City/State', 'Enable Dynamic Rate Preview', 'Enable Hold File', and 'Auto Tab to Weight from Recipient ID'.
- Rating/Revenue:**
 - Override Domestic Rating:** Radio buttons for 'Do Not Override' (selected), 'Override Today Only', and 'Override Indefinitely'.
 - Override International Rating:** Radio buttons for 'Do Not Override' (selected), 'Override Today Only', and 'Override Indefinitely'.
 - Use List Rates
 - IPD/IDF Non-revenue acct #: []
 - Disable rates on the shipping screen
 - Enable automatic download of Ground discounts
- Quick Setup:**
 - Create Default Sender from Account Information
 - Phone #: [] - [] Ext. []
 - Tax ID: []
- Set Default Printers*:**
 - Label Printer: [] ...
 - Report Printer: [] ...

* These settings will override any existing printer settings you may have.

Buttons for 'OK' and 'Cancel' are at the bottom.

At a Glance

FedEx Ship Manager offers a large portfolio of reports which include detailed shipping activities, historical data, and database reports. All reports can be saved to your hard drive or an external drive, such as a CD or a USB drive.

Refer to the following information to access, generate, print, and save your reports:

- Shipment and History Reports
- FedEx Express Invoice
- Ship Log
- FedEx Ground Manifest
- Document Reprint

Refer to the following sections to customize your reports and forms:

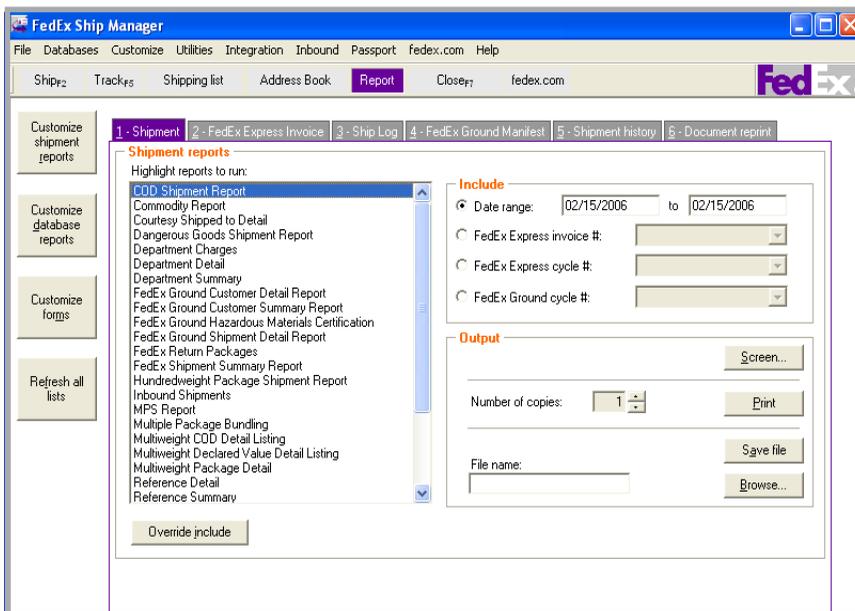
- Customize Reports
- Report Field Definitions
- Customize Forms

Ship Database Purge

There are two system settings that determine when shipments are moved to your history database and when they are purged from your system.

To customize these settings

- 1 Select **System Settings** from the Customize menu.
- 2 On the 1-Your System Settings screen, enter the minimum and maximum number of days in the Ship Database Purge section.
 - The Current setting moves current shipments to your history file within a certain number of days.
 - The History setting purges shipments in your history file after a certain number of days. Once they are purged, they are removed from your system.



Shipment and History Reports

To generate shipment reports using recent or historical shipment activity

- 1 Click the **Report** tab.
- 2 To generate reports with recent shipping activity, click the **1-Shipment** tab and highlight one or more reports.

To generate reports using shipment history, click the **5-Shipment history** tab and highlight one or more reports.

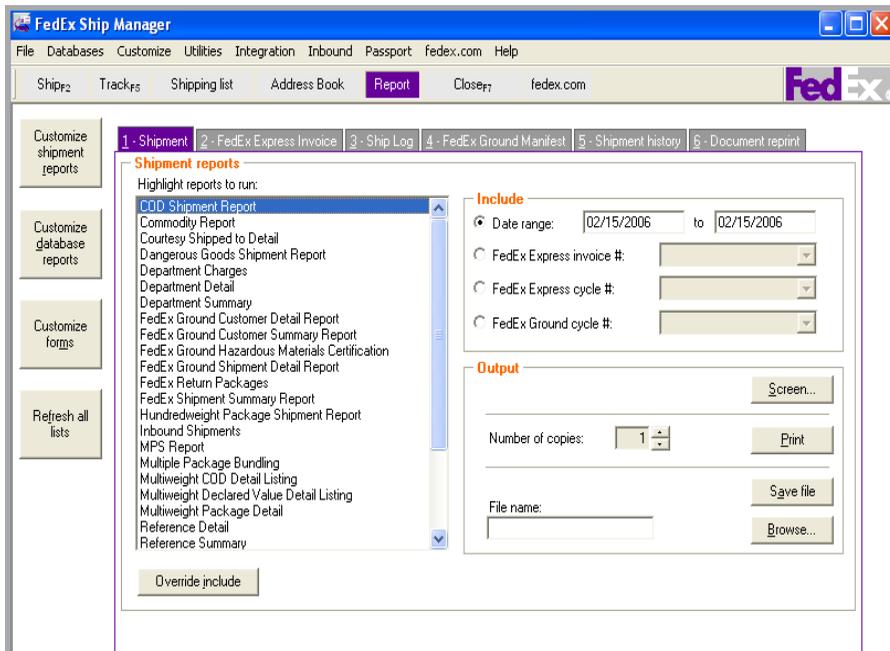
- 3 To generate reports for a particular ship date or range of dates, enter the dates in the Date range fields in the Include section.

To generate reports for a particular invoice or cycle number, select one of the FedEx Ground or FedEx Express options and select the number from the associated menu.

- 4 Select an Output option for printing or viewing the report.

- **Screen** – Click **Screen** to view the report on your screen. You can also print or save the report shown on screen.
- **Print** – Enter the number of copies and click **Print**.
- **Save File** – Enter a directory and file name, or click **Browse** to select the directory and file name, then click **Save file**.

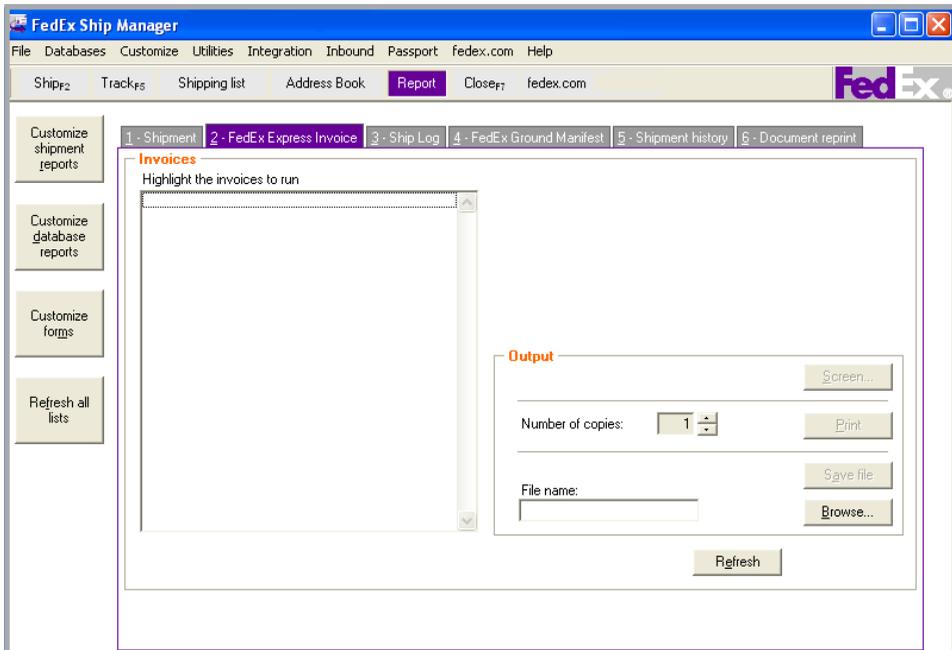
- 5 To select the types of shipping data to include in the report, click **Override include** and select the shipments to include for FedEx Express, FedEx Ground, and returns.



FedEx Express Invoice

To generate FedEx Express invoices

- 1 Click the **Report** tab.
- 2 Click the **2-FedEx Express Invoice** tab.
- 3 Highlight the invoices to run.
- 4 Select an Output option for printing or viewing the invoice(s).
 - **Screen** – Click **Screen** to view the report on your screen. You can also print or save the report shown on screen.
 - **Print** – Enter the number of copies and click **Print**.
 - **Save File** – Enter a directory and file name, or click **Browse** to select the directory and file name, then click **Save file**.



Ship Log

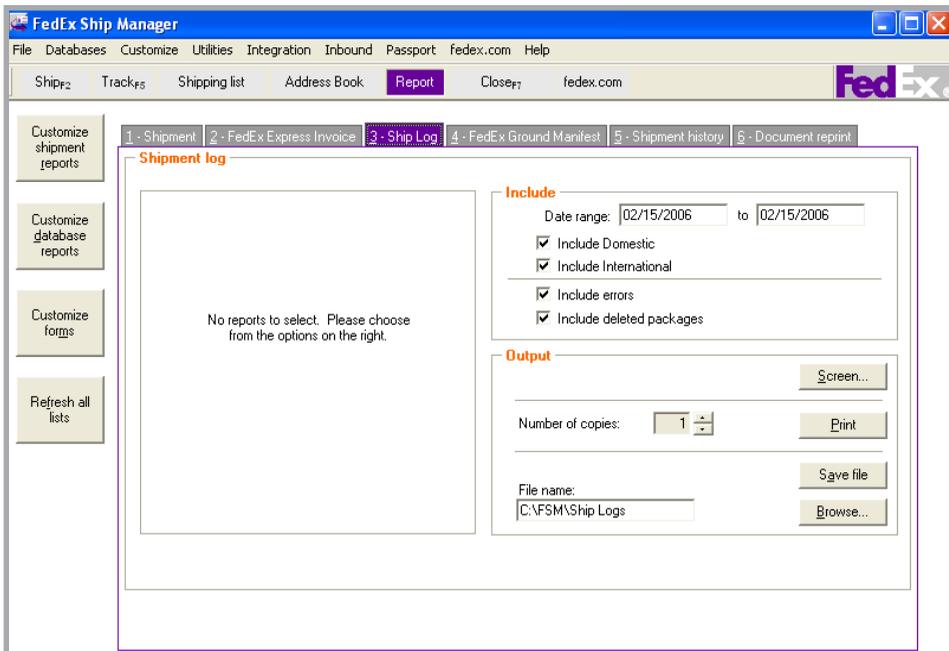
The Ship Log displays package information for the shipment date or range of dates you indicate. You can include U.S. and Canada domestic shipments and international shipments in your listing.

To generate the Ship Log

- 1 Click the **Report** tab.
- 2 Click the **3-Ship Log** tab.
- 3 Enter the date or date range of the packages to include in the Ship Log in the Include section.
- 4 Select the types of shipments to include in the Include section.

- 5 Select an Output option for printing or viewing the Ship Log.

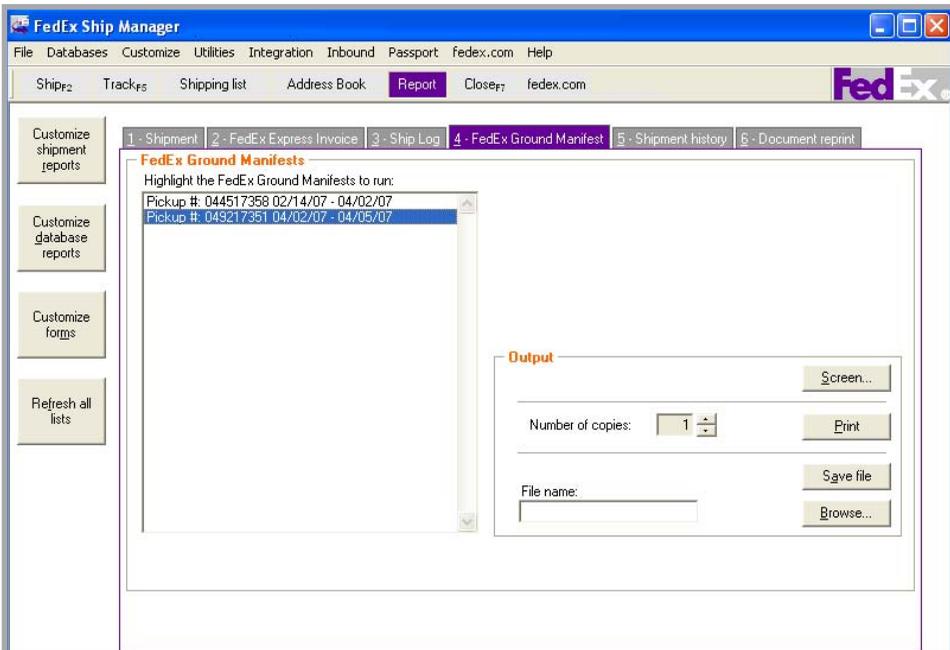
- **Screen** – Click **Screen** to view the report on your screen. You can also print or save the report shown on screen.
- **Print** – Enter the number of copies and click **Print**.
- **Save File** – Enter a directory and file name, or click **Browse** to select the directory and file name, then click **Save file**.



FedEx Ground Manifest

To generate FedEx Ground manifests

- 1 Click the **Report** tab.
- 2 Click the **4-FedEx Ground Manifest** tab.
- 3 Highlight the manifest(s) to run.
- 4 Select an Output option for the manifest(s).
 - **Screen** – Click **Screen** to view the report on your screen. You can also print or save the report shown on screen.
 - **Print** – Enter the number of copies and click **Print**.
 - **Save File** – Enter a directory and file name, or click **Browse** to select the directory and file name, then click **Save file**.



Document Reprint

Customs documents, such as the Commercial Invoice and Certificate of Origin, can be displayed for successful shipments on screen or saved and retrieved to view or reprint.

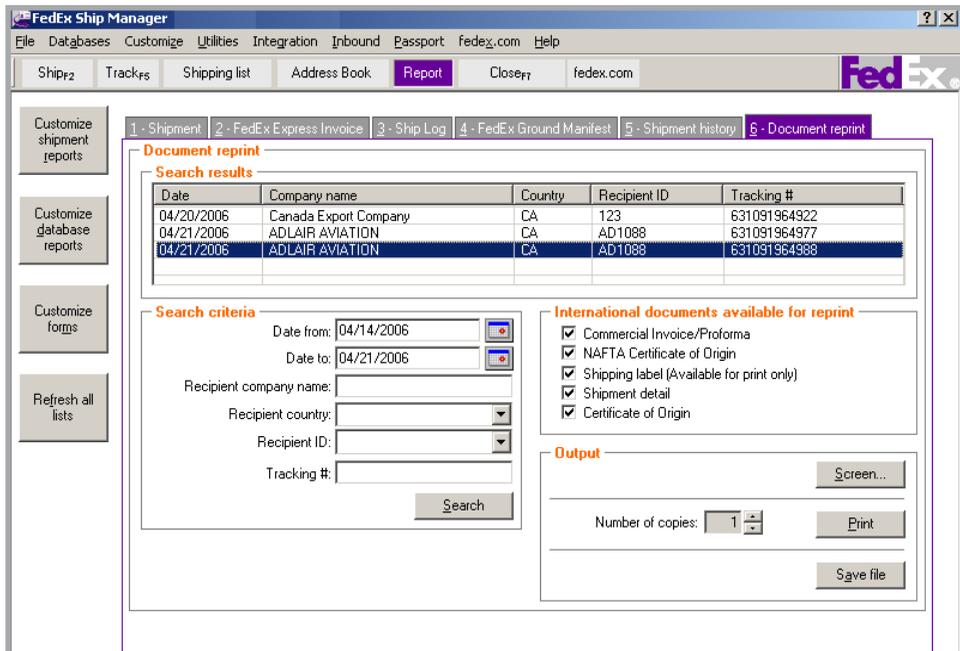
To reprint or view customs documents

- 1 Click the **Report** tab.
- 2 Click the **6-Document reprint** tab.
- 3 Enter the date range or other Search criteria and click **Search**.
- 4 Select the shipment from the Search results.
- 5 Select the appropriate documents from the International documents available for reprint section.

- 6 Select an Output option for the document(s).
 - **Screen** – View the report on your screen.
 - **Print** – Print the report on your report printer and enter the number of copies to print.
 - **Save File** – Click **Save file**, then select the appropriate directory, enter the file name, and click **OK**.

Documents saved as .txt or .rtf files can be e-mailed.

Note: Shipping labels are not available for reprint after 48 hours, even though they may appear in the International documents available for reprint section.



Customize Reports

Follow these steps to customize or create shipment and database reports.

- 1 Click the **Report** tab.
- 2 For shipment reports, click **Customize shipment reports** to the left on the Report screen.

For database reports, click **Customize database reports** to the left on the Report screen.

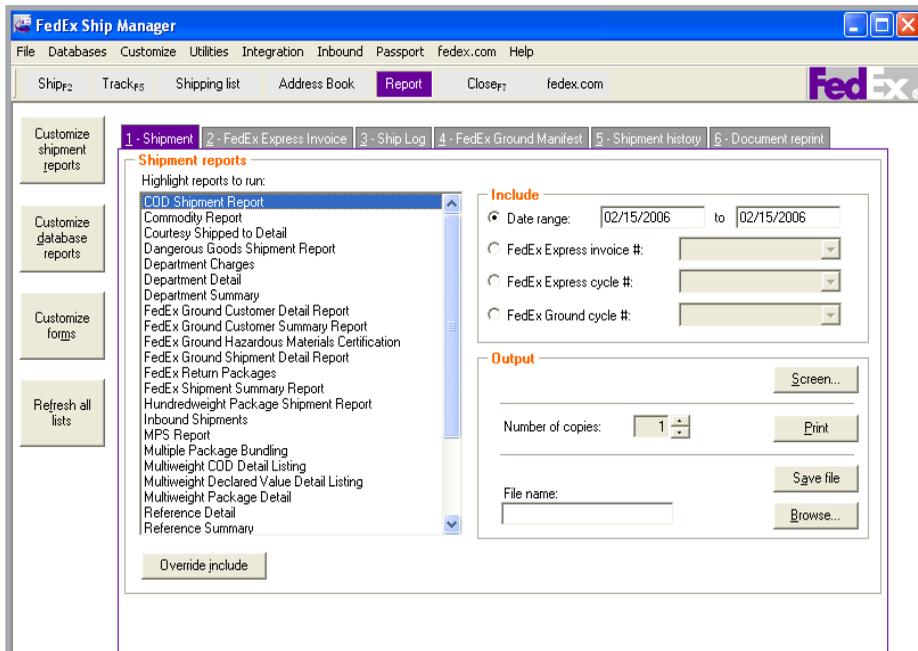
Note: To print database reports, refer to the Database Functions section in *Chapter 11: Databases*.

- 3 To modify an existing report, select the report from the reports list and click **View/Edit**.

If the Report Customization screen displays, select when to print the report and click **Data to Include** to select the shipments to include for FedEx Express, FedEx Ground, and returns.

If the View/Edit Customized Report screen displays, continue with step 5.

- 4 To create a new report, click **Add**, or select an existing report and click **Add by duplication**, when available.



Customize Reports

- 5 On the **View/Edit** or **Add** screen, enter a new Report Title or modify the existing name, if needed.
- 6 From the Database menu, select the type of data to include in the report.
 - For shipment reports, select **Shipments, Receive** (for inbound shipments), or one of the **Multiweight** options.
 - For database reports, select the appropriate database, such as **Recipient** or **Sender**.
- 7 For shipment reports only, click **Data to Include** to select the types of shipments you want to include in the report for FedEx Express, FedEx Ground, and returns.

Note: You can also select the data to include by clicking **Override include** on the Shipment and Shipment history report screens.

- 8 For shipment reports only, select one of the Print options for FedEx Express and FedEx Ground if you want to print the report automatically at the end of the day. If not, do not select any print options.

Note: When you close shipments from the Close screen, you can select the Hold reports operator options on 2-Reports tab if you do not want to print reports automatically.

View/Edit Customized Shipment Report

Report title: FedEx Ground Customer Detail Report Database: Shipments

Data to Include: **Print options**
 Print at FedEx Express Invoice Print at FedEx Ground EDD Print at FedEx Express Invoice

Print field list
 Field: **** Comment ****
 Comment text:
 Length of field: 0
 Left margin of field: 0
 Line break after field
 Change Add

Sort field list

Contact Name	Start	Len
Recipient Code	1	12
Tracking #	1	16

Add View/Edit Delete

Layout
 Print column headings Print detail lines
 Keep multiple lines together on same page
 Font Size: Medium Line length: 102
 Left Margin: 0
 Space between columns: 1
 Page break between totals
 Blank lines between totals: 1

Subtotal field list
 Field: Accessible Dangerous Goods Su
 Add
 **** Start of Fields ****
 Total Weight (in lbs and kgs)
 Courtesy Declared Value Surch
 Courtesy Discount
 Delete

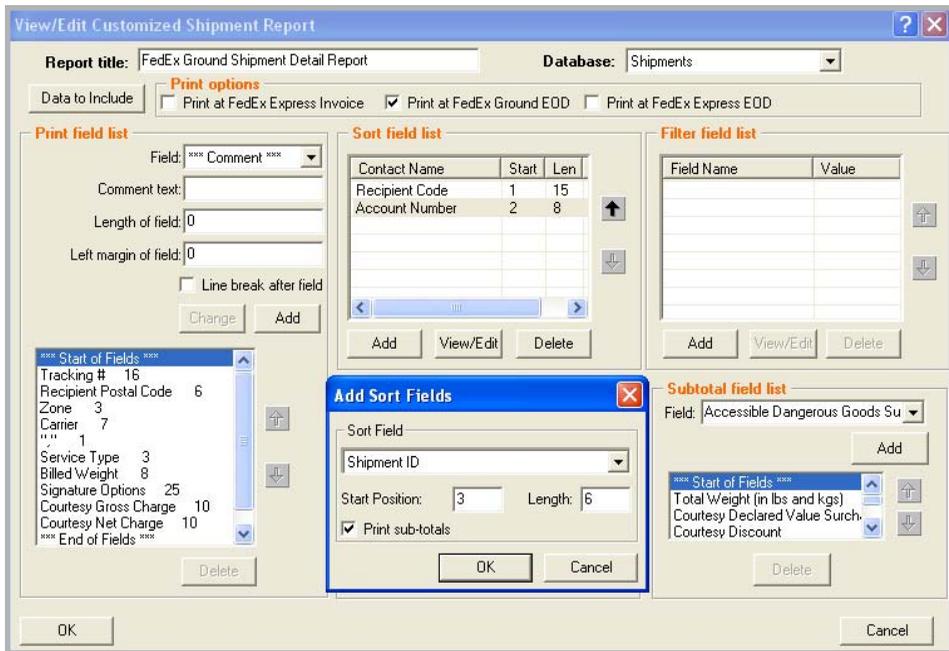
**** Start of Fields ****
 Recipient Code 15
 Tracking # 16
 Recipient Postal Code 6
 Zone 3
 Service Type 3
 Actual Weight 8
 Billed Weight 8
 ADD Indicator 3
 CDD Total Amount 10
 Carriage Declared Value 10
 Courtesy Net Charge 10
 Delete

OK Cancel

Customize Reports

10 Sort field list

- To add a sort field, click **Add** in the Sort field list then select the field from the menu on the Add Sort Fields screen.
- Enter **1** as the Start Position to sort the field using the first character. To sort with another character, such as the third character, enter **3**.
- Enter the number of characters to sort the field by in Length. For example, sort only 5 characters for department notes: ABC111, ABC122, ABC133.
- If you want to print subtotals, check Print sub-totals.
- When you have finished entering the information, click **OK**. The field is added to the Sort field list.
- To modify sort field information, select the field and click **View/Edit**. Make changes as needed then click **OK**.
- To delete a sort field, select the field and click **Delete**.
- To change the order in which fields are sorted, select the field and click the up or down arrow until the field is in the sort order you want.



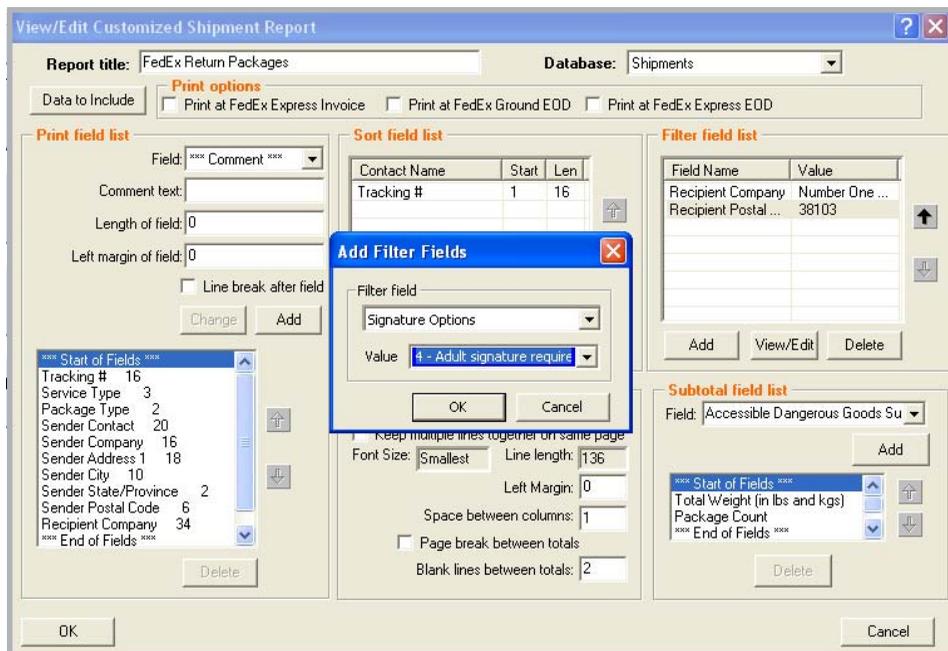
Customize Reports

11 Filter field list

You can customize your reports to run with one or more specific report filters. Only shipments that match your filter field value(s) appear on the report.

- To add a filter field, click **Add** in the Filter field list section and select the field from the menu on the Add Filter Fields screen, then enter the Value. For example, select Recipient Company and enter Number One Company. To add another filter, click **Add**.

- To modify filter field information, select the field in the **Filter field list** section and click **View/Edit**. Make changes as needed, then click **OK**.
- To delete a filter field, select the field in the Filter field list section and click **Delete**.



Customize Reports

12 Layout

- To print field names or abbreviations as column headings, check **Print column headings** in the Layout section.
- To display information for individual packages, check **Print detail lines**.
- Check **Keep multiple lines together on same page** if desired.
- FedEx Ship Manager automatically adjusts the Font Size on your reports based on the number of fields you include. You can not make manual adjustments to the font size.

If your report fonts are too small, customize the report to remove unnecessary fields, and the report is adjusted automatically with a larger font size.

- The Line length displays the actual number of characters in the report and includes field lengths, spaces, and margins.

This number updates automatically as you modify fields in the report. If the number exceeds the maximum Line length amount, you are prompted to modify the length of the report.

- To indent for a left margin, enter the number to indent in Left Margin, or enter zero (0) for no left margin.

- To add blank spaces between each column, enter the number of blank spaces to add in the Space between columns field, or enter zero (0) for no additional spaces.
- To advance to a new page after printing totals, check **Page break between totals**.
- To add a blank line between totals, enter the number of blank lines in Blank lines between totals.

13 Subtotal field list

- To print subtotals for a certain field, select the Field in the Subtotal field list section and click **Add**.
- To change the order of the subtotal fields, select the field and click the up or down arrow until the field is in the order you want.
- To delete a subtotal field, select the field and click **Delete**.

- 14** When finished modifying or adding information to the report, click **OK** to save your changes.

Report Field Definitions

The definitions of specific fields that appear on customized reports are listed below. Please note that these definitions apply to doc-tabs, reports, export shipment data, and PassPort shipments, unless otherwise indicated.

- Additional Handling Charge
- COD Freight Charges to add to COD amount
- Courtesy Net Freight Charge
- Freight
- Gross Charge
- Net Charge
- Net Freight Charge
- Courtesy Effective Discount
- List Gross Charge
- List Net Charge
- List Total Surcharge
- List Total Customer Charge
- Total Customer Charge
- Total Discount
- Total Surcharge Amount

Additional Handling Charge

There are many options from which you can select to include additional handling charges. Below are the various options based on your Handling Charge selection.

- **Fixed Amount**
Handling Charge = the fixed amount specified.
- **Variable amount of my shipping charges**
Handling charge = (Variable % / 100) * net charge (not including surcharges or Canadian taxes).
- **Variable amount of FedEx list shipping**
Handling charge = (Variable % /100) * list net charge (not including surcharges or Canadian taxes).

- **Variable amount of FedEx list shipping charges and surcharges**

Handling charge = (Variable % / 100) * list net charge (including surcharges but not Canadian taxes).

- **Variable amount of my shipping charges, surcharges and Canadian taxes**

Handling charge = (Variable % / 100) * Net Charge (including surcharges and Canadian taxes [HST/GST/PST]).

- **Fixed amount and Variable amount checkboxes are both selected**

- Calculate Fixed Amount Charge (FAC) by using Fixed Amount entered.

Formula: $FAC = + \text{ or } - \text{ Fixed Amount}$.

- Calculate Variable Amount Charge (VAC) by multiplying Base Charge * Variable Amount percentage.

Formula: $VAC = (\text{Base Charge} * + \text{ or } - \text{ Variable Amount percentage})$.

- Calculate Total Handling Charge by adding Fixed Amount Charge and Variable Amount Charge.

Formula: $\text{Total Handling Charge} = + \text{ or } - \text{ FAC} +/- \text{ VAC}$.

- **Percent of List shipping Charges or Percent of List Shipping and Surcharges is selected and Use List Rates is not selected or current list rates are not available**

Additional handling calculated at ship time = zero.

Report Field Definitions

COD Freight Charges to add to COD amount

Below are 6 options from which you can select to calculate COD Freight charges in the Freight charges to add to COD amount field.

- 0 – None: COD amount = COD amount.
- 1 – COD charge: COD amount = COD amount + COD Surcharge (for the package).
- 2 – Shipping charge: COD amount = COD amount + courtesy discounted net charge for the package (excluding all surcharges).
- 3 – Total charge: COD amount = COD amount + courtesy discounted net charge for the package (including this package and shipment level surcharges and handling charge).
- 4 – Order charge total: COD amount = COD amount + courtesy discounted net charge for all packages in the shipment (including all package and shipment level surcharges and handling charge).
- 5 – Order charge net: COD amount = COD amount + courtesy discounted charge for all packages in the shipment (excluding all package and shipment level surcharges and handling charge).

Courtesy Net Freight Charge

Courtesy Net Freight Charge = Base rate – discount + total surcharges (excluding taxes).

Freight

The Freight field is not a charge field calculated by FedEx. It is a field used on the Commercial Invoice that has to be manually entered by the shipper on the Customs screen. The amount entered by the shipper in the Freight Charges field is populated for any import/export templates.

Note: The Freight field is not available for doc-tabs.

The freight charge is added to the total value of the shipment and also prints as a break-out of charges on the Commercial Invoice.

Gross Charge

Gross Charge = Base rate.

This is the base shipping rate without surcharges or taxes added.

Net Charge

Net Charge = Base charge – Discount + Total Surcharges (doc-tabs do **not** include Total Surcharges).

Note: For doc-tabs only, the Net Charge (Shipping) amount does not include surcharges.

Net Freight Charge

Net Freight Charge = Base rate – Discount + Total surcharges (not including taxes).

Note: The only difference between Net Freight Charge and Net Charge is that this calculation excludes any taxes and the Net Charge calculation includes them.

Report Field Definitions

Courtesy Effective Discount

Courtesy Effective Discount = List Net Rate – Net Charge.

Note: This calculation applies to reports only.

List Gross Charge

List Gross Charge = List Rate.

Note: This is the list shipping rate without discounts, surcharges or taxes added.

List Net Charge

List Net Charge = List Charge + List Surcharges.

Note: Use List Rates must be turned on to calculate List Net Charge.

List Total Surcharge

List Total Surcharge = Sum of all List Surcharge fields.

List Total Customer Charge

List Total Customer Charge = List Net Charge + Handling Charge.

Total Customer Charge

Total Customer Charge = Net Charge + Handling Charge.

Total Discount

Total Discount = amount discounted off Base Rate (not the discount off List).

Total Surcharge Amount

Total Surcharge Amount = Sum of the list of Surcharge fields.

Total Surcharge Amount is the sum of all of the individual courtesy surcharges (not list surcharges). Additional details are described below.

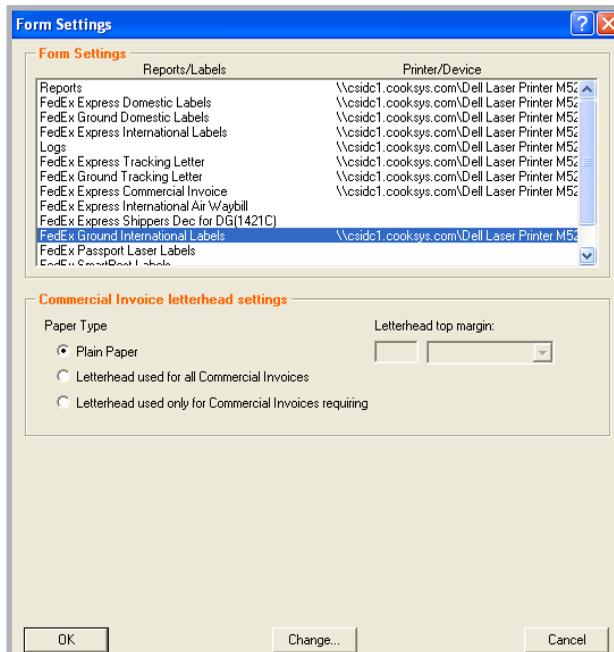
- Total Surcharge Amount field is reflected in the Net Charge and Total Charge amount (for reporting only).
- Delivery area surcharge amount is added to the total surcharge amount for reporting and upload purposes.
- Since both Fuel and Declared value are separate line items on the report outside of Total Surcharge Amount (labeled Special Fees), they are not included in the Total Surcharge Amount in the reports. However, for export, doc-tabs and PassPort, the Total Surcharge Amount contains items such as fuel, declared value and Canadian taxes.

Customize Forms

To assign printer settings for FedEx Ship Manager reports and labels and to print Commercial Invoices on letterhead

- 1 Select **Customize forms** from the Report screen or from the Customize menu. The Form Settings screen displays.
- 2 The designated printer displays in the Printer/Device column next to the Reports/Labels column.
- 3 To change the printer/device, select the report or label and click **Change**. The Printer Settings screen displays.

- 4 Click the appropriate printer or device from the Available Devices list and click **OK**.
- 5 To print your Commercial Invoices on company letterhead, select the Paper Type in the Commercial Invoice letterhead settings section, then enter the top margin amount and select the measurement type in inches or centimeters.



At a Glance

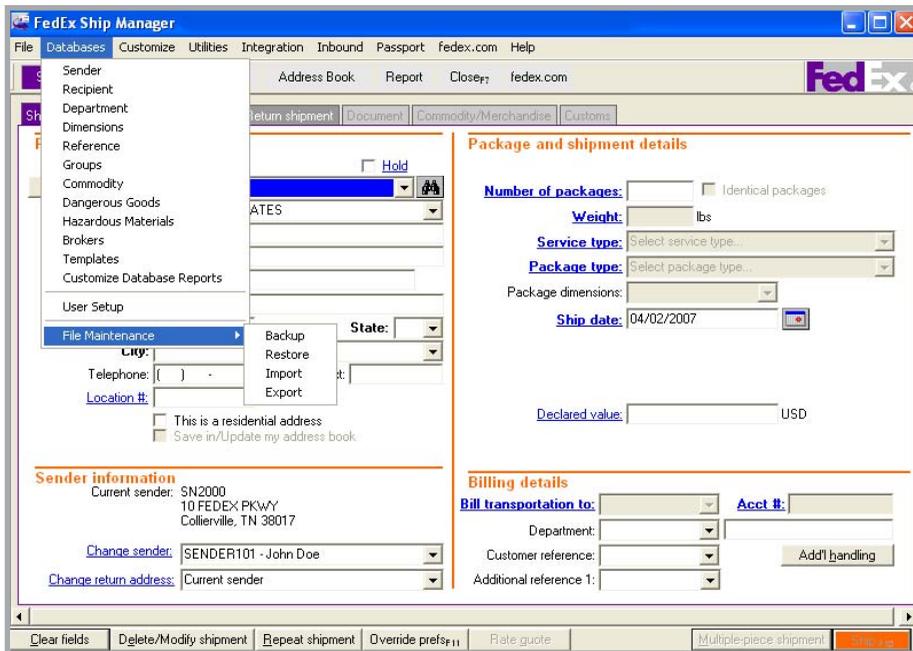
To access FedEx Ship Manager databases, click the **Databases** tab at the top of the screen and select one of the following databases:

- Sender
- Recipient
- Department
- Dimensions
- Reference
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials
- Brokers
- Templates
- Users (User Setup)

Refer to the following information for detailed instructions on using and maintaining your databases.

- Database Functions
- Templates
- Backup
- Restore
- Import
- Export

Note: To customize database reports, select **Customize Database Reports** from the Databases menu or from the Report screen and refer to the Customize Reports section in *Chapter 10: Reports*.



Database Functions

Every FedEx Ship Manager database offers the following functions on the View screen:

- Add
- Add by duplication
- View/Edit
- Delete
- Print

The Recipient database (Address Book) is used as an example for the following instructions. However, the fields and options that appear on the database screens vary depending on the database selected.

Note: When using the Recipient database, you can sort the Recipient list by column heading on the View Address Book screen. Click the column heading once for ascending order, then click again for descending order.

You can also begin shipping to a recipient from the Recipient database. Select the recipient and click **Ship to**. The recipient information automatically populates the associated fields on the Shipment details screen.

View Address Book

Domestic count: 9 International count: 7

Recipient list

Search for: Recipient ID Search

Recipient ID	Company name	Contact Name	Address 1	City	St..	Zip/Post...	C...
ADLAIR AVI	Adlair Aviation	Jerry	10 Archib...	Yellowknife	NT	X1A2R3	CA
AUS1	Aussie Photos	Dan Ives	10 Fland...	Sydney		2000	AU
BEST OU...	Best Outlet Stores	Manager	3001 Mai...	Memphis	TN	38103	US
CAEXPORT	Canada Export...	Mary Jones	10 Archib...	Yellowknife	NT	X1A2R3	CA
COMPANY1	Number One Co...	John Doe	238 Peac...	LONG B...	CA	90801	US

Recipient details

Country:

Contact name:

Company name:

Address 1:

Address 2:

Location #:

City:

State: Zip:

Telephone: Ext:

Email address:

Notification Language:

Fax number:

Account number:

This is a residential address
 This is a Brazilian resident

Third party billing account numbers

Bill shipment account number:

Bill duties/taxes/fees account number:

International information

Tax ID:

Broker ID:

The shipper and recipient are related parties

FedEx ShipAlert®

Email address: Notification Language:

Other 1:

Other 2:

OK Ship to Add Add by duplication View/Edit Delete Print

Database Functions

Add

To add a new record to a database:

- 1 Select the database from the Databases menu. The View screen displays.
- 2 Click **Add**. The Add screen displays.
- 3 Enter a new ID and the remaining information you want to save. Required fields appear in bold on the screen.
- 4 Click **OK** to save the record and return to the View screen.
- 5 Click **Add another** to save the record and continue adding other records.
- 6 Click **Cancel** to cancel your entries and return to the View screen.

Add by duplication

To add a new record to a database by using information from an existing record:

- 1 Select the database from the Databases menu. The View screen displays.
- 2 Select the record and click **Add by duplication**. The Add screen displays.
- 3 Enter a new ID and the make any changes to the existing information. Required fields appear in bold on the screen.
- 4 Click **OK** to save the record and return to the View screen or click **Add another by duplication** to save the record and add another record.

Add Recipient

Enter recipient information

Recipient ID: []

Country: US - UNITED STATES

Contact name: []

Company name: []

Address 1: [] ✓

Address 2: []

Location #: []

City: []

State: []

Zip: []

Telephone: () - Ext: []

Email address: []

Notification language: English

Fax number: () -

Account number: []

This is a residential address

Skip address checking

Third party billing account numbers

Bill shipment account number: []

Bill duties/taxes/fees account number: []

International information

Tax ID: []

Broker ID: []

The shipper and recipient are related parties

FedEx ShipAlert®

Email address: [] Notification language: English

Other 1: [] English

Other 2: [] English

Recipient Preferences

OK Add another Cancel

Database Functions

View/Edit

To view or edit a database record:

- 1 Select the database from the Databases menu. The View screen displays.
- 2 Select the record to view or edit and click **View/Edit**. The View/Edit screen displays.
- 3 Make any changes to the information.
- 4 Click **OK** to save the changes and return to the View screen.

Delete

To delete a record from a database:

- 1 Select the database from the Databases menu. The View screen displays.
- 2 Select the record and click **Delete**.
- 3 Click **Yes** when prompted to delete the record.
- 4 Click **No** to retain the record and return to the View screen.

View/Edit Recipient

Enter recipient information

Recipient ID: COMPANY1
Country: US - UNITED STATES
Contact name: John Doe
Company name: Number One Company
Address 1: 238 Peachtree Boulevard
Address 2: Bldg 5
Location #:
City: LONG BEACH
State: CA - CALIFORNIA
Zip: 90801
Telephone: (800) 123-4444 Ext:
Email address:
Notification language: English
Fax number: () -
Account number:
 This is a residential address
 Skip address checking

Third party billing account numbers

Bill shipment account number:
Bill duties/taxes/fees account number:

International information

Tax ID:
Broker ID:
 The shipper and recipient are related parties

FedEx ShipAlert®

Email address Notification language
Other 1: English
Other 2: English

Recipient Preferences

OK Cancel

Database Functions

Print

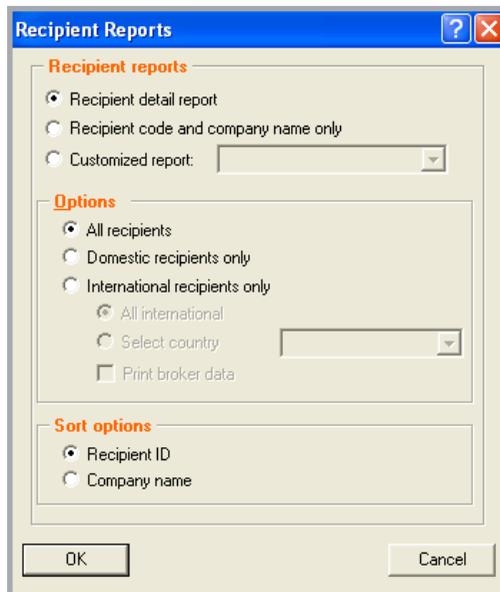
FedEx Ship Manager includes detailed reports for each database.

To print database reports

- 1 Select the database from the Databases menu. The View screen displays.
- 2 Click **Print**. The Reports screen displays.
- 3 Select the default or customized database report.

Note: To customize database reports and create new reports, refer to the Customize Reports section in *Chapter 10: Reports*.

- 4 You may select other options, if available, for your report.
- 5 Click **OK** to print the report.
- 6 Click **Cancel** to cancel your selections and return to the View screen.



Templates

To import and export databases and shipment information, you must use a template to define the file layout of the source file. You can use and modify FedEx Ship Manager templates and create your own templates.

Before you import or export a database, select a template and carefully view the contents.

Types of Templates

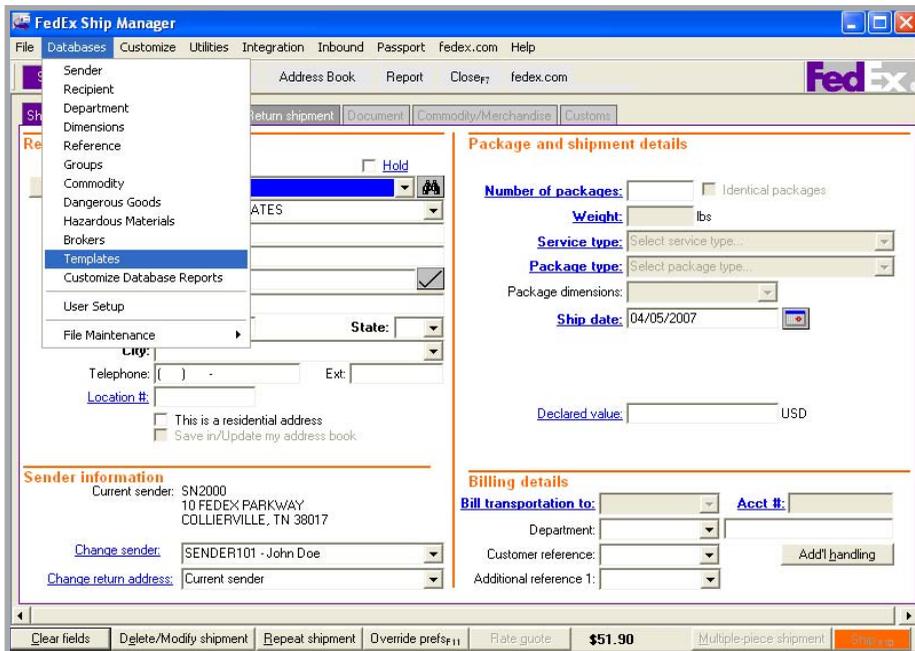
- When you import a database to FedEx Ship Manager, use an Import template. The file extension is .IMP.
- When you export a database from FedEx Ship Manager, use an Export template. The file extension is .EXP.

Types of Databases

You can create templates to import and export these databases:

- Sender
- Recipient
- Departments
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials
- Brokers
- Shipment Information (Export only)

Note: You can export shipment information from FedEx Ship Manager, but you cannot import shipment information to FedEx Ship Manager.



Templates

Select a Template

- 1 Select **Templates** from the Databases menu. The View Templates screen displays.
- 2 To use or modify an existing template, select the template and click **View/Edit**. The View/Edit Template screen displays.

To add a new template, click **Add**. The **Add Template** screen displays. Enter a new Template ID and enter the following template information.

3 Enter template information

- Modify or enter a Description for the template.
- Select the template Type.
- Select the Database you are importing or exporting.
- Enter a File name, such as sender.csv.

View/Edit Template

Enter template information

Template ID: RECIPIENT1 EXP

Description: Default Recipient export

Type: Export

Database: Recipient

File name: IPD/DF Importer of Record

Format

Delimited

Fixed

Passport

Delimiter: "

Field separator: ,

Date format: MMDDYYYY

Date delimiter: None

Default country code: US - UNITED STATES

Column headers on 1st line

Fields

Database fields

Description	Max Len
Address 1:	35
Address 2:	35
City:	35
Company:	35
Contact:	35
Country Code	2
FedEx 3rd Party Acct #	9
FedEx Acct #:	9

Template fields * Fields allow In place editing

Description	Length*	Start
Recipient Code	10	0
Company	35	10
Contact	35	45
Address 1	35	80
Address 2	35	115
City	24	150
State/Province	14	174
Country Code	2	188

Export at close

Export at Express close

Export at Ground close

Export Express data

Export Ground data

Exclude deletes

Export by close date

OK Cancel

Templates

Select a Format

The file format determines how fields are identified and separated in the source file.

1 Select **Delimited** or **Fixed** as the file format.

- **Delimited** – Fields are usually surrounded by single or double quotation marks and separated by commas or spaces, as in the following example.

```
"SENDER1","Jane Doe","PetsRus","1  
Front Street","Fairfield","Ohio"
```

- **Fixed** – Each field has a fixed number of characters. Delimiters and field separators are not used, as in the following example.

```
SENDER1 Jane Doe PetsRus 1 Front  
Street Fairfield Ohio
```

2 If the file format is delimited, select the **Delimiter**. The delimiter surrounds the data and is usually single quotes or double quotes.

3 If the file format is delimited, select the Field separator. The field separator separates fields within the file.

4 Select the Date format and Date delimiter used in the source file.

5 Select your Default country code. The country code is used primarily for importing senders and recipients.

6 If you want the field names to appear as column headers, check **Column headers on 1st line**.

Format

Delimited
 Fixed
 Passport

Delimiter: " ▾
Field separator: , ▾
Date format: MMDDYYYY ▾
Date delimiter: / ▾
Default country code: US - UNITED STATES ▾

Column headers on 1st line

Templates

Add or Remove Database Fields

When you add fields to a template from the source file, add them in the same order that they appear in the source file. Also enter the maximum number of characters allowed for the field length.

Start and End Positions

When using fixed file formats, the Start and End numbers indicate where each field is located in the file. These numbers must be correct to import or export the correct data.

Start and **End** numbers are not used in delimited file formats. You do not see these columns in delimited format templates.

To identify the correct location of fields

- The fields in the Template fields section must be in the same order as the source file.
- The Length of each field must equal the maximum number of characters allowed for each field or the maximum number of characters to import or export from a field.
- When using fixed file formats, the order and the length of the fields determine the Start and End positions.

Add database fields

1 If this is a new template, select the first field in the source file from the Database fields section. Click **Add**. The field is added to the Template fields section. Repeat this procedure for each field you want to add to the template.

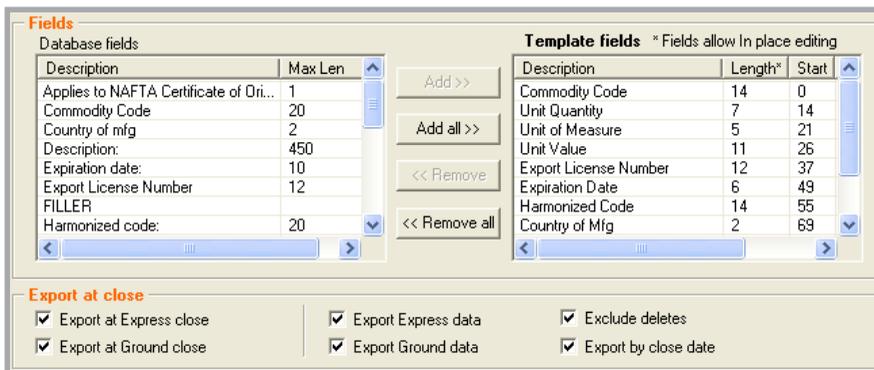
2 To add all fields to the template, click **Add all**.

Note: If there are spaces between two fields where you do not want to collect data, select **Filler** to insert a filler between the fields. Enter the length needed to adjust the Start position of the next field.

Remove database fields

1 To remove a field from the template, select the field in the Template fields section and click **Remove**.

2 To remove all fields from the template, click **Remove all**.



Templates

Modify Template Fields

- 1 Select the field in the Template fields section.
- 2 In the Length box, enter the maximum number of characters the field allows.
The length and the order of the fields in the Template fields section determine where the field is located in the source file.
- 3 In the Spec.Fmt. box, select a special format for the field to identify special characters or formatting allowed for the field.
- 4 In the Deflt. Value box, enter the default value information you want to import (e.g., a Customs ID/EIN for each sender in the Sender database).

Export at Close

You can automatically export a database when you close shipments for the day.

- 1 To export, select one or both options:
 - Export at Express close
 - Export at Ground close
- 2 Select the data to export.
- 3 Click **OK** to complete the template.

Fields

Database fields	Max Len
Applies to NAFTA Certificate of Ori...	1
Commodity Code	20
Country of mfg	2
Description:	450
Expiration date:	10
Export License Number	12
FILLER	
Harmonized code:	20

Template fields * Fields allow In place editing

Description	Length*	Start
Commodity Code	14	0
Unit Quantity	7	14
Unit of Measure	5	21
Unit Value	11	26
Export License Number	12	37
Expiration Date	6	49
Harmonized Code	14	55
Country of Mfg	2	69

Add >> Add all >> << Remove << Remove all

Export at close

<input checked="" type="checkbox"/> Export at Express close	<input checked="" type="checkbox"/> Export Express data	<input checked="" type="checkbox"/> Exclude deletes
<input checked="" type="checkbox"/> Export at Ground close	<input checked="" type="checkbox"/> Export Ground data	<input checked="" type="checkbox"/> Export by close date

Backup

It is important to maintain current backup files of your databases.

- Schedule weekly or monthly backups.
- Always back up an existing FedEx Ship Manager database before and after you import information into the database.
- Back up databases after you enter several changes.

Follow these steps to back up databases:

- 1 Select **File Maintenance** from the Databases menu.
- 2 Select **Backup** from the secondary menu.

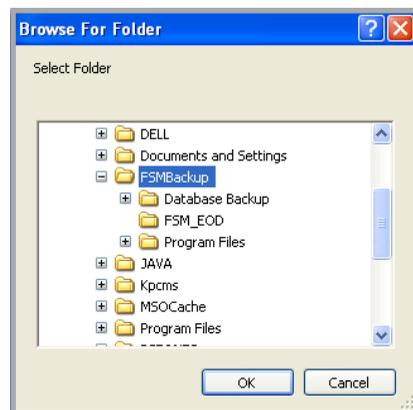
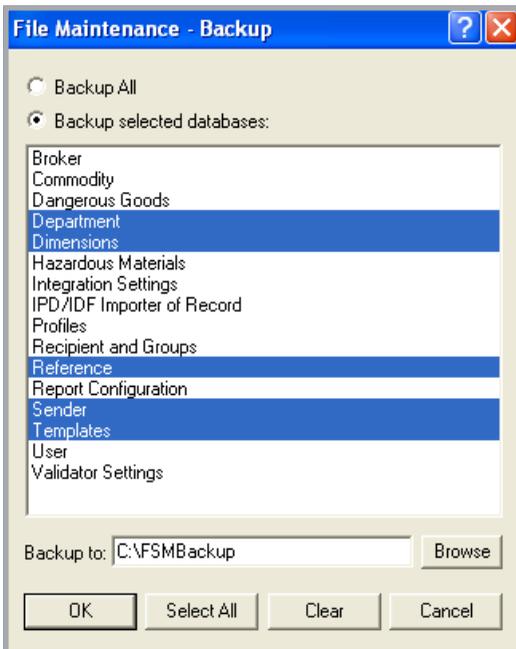
- 3 To back up one or more databases, click **Backup selected databases** and select each database to back up.

To back up all of your databases, click **Backup All** or **Select All**.

- 4 Click **Browse** to select the location where you want to back up the database(s). You can save to your hard drive or an external drive, such as a CD or a USB drive.

If using disks, FedEx Ship Manager tells you how many disks you need and prompts you when to enter each one.

- 5 To proceed with the backup procedure, click **OK**.



Restore

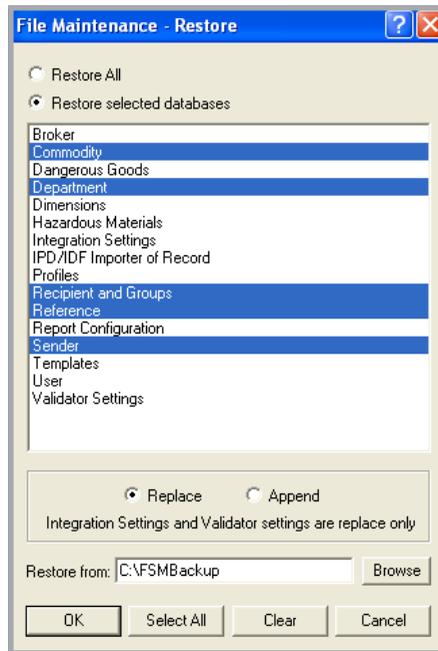
By keeping backups of your databases, you can restore a database from a hard or floppy drive if a database is damaged or lost on your FedEx Ship Manager system.

Follow these steps to restore databases:

- 1 Select **File Maintenance** from the Databases menu.
- 2 Select **Restore** from the secondary menu.
- 3 To restore one or more databases, click **Restore selected databases** and select each database to restore.

To restore all of your databases, click **Restore All** or **Select All**.

- 4 Select **Replace** or **Append**.
 - **Replace** – Data on the drive replaces all of the data in your current FedEx Ship Manager database. All data in your current database is removed.
 - **Append** – Data on the drive is added to your current FedEx Ship Manager database. None of the data in your current database is removed.
- 5 Click **Browse** to select the **Restore from** location.
- 6 Click **OK** and follow the restore instructions on your screen.



Import

You can append, replace, or merge data into the following databases:

- Sender
- Recipient
- Department
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials
- Brokers

Note: Always back up an existing FedEx Ship Manager database before and after you import information into the database. Refer to the Backup section in this chapter.

Refer to the Templates section in this chapter for viewing, modifying and creating database templates before importing databases.

Follow these steps to import databases:

- 1** Select **File Maintenance** from the Databases menu.
- 2** Select **Import** from the secondary menu. The File Maintenance-Import screen displays.
- 3** Select the Template name.
- 4** Enter the Input filename, including the directory path, or click **Browse** to select the directory and file name.

If applicable, insert the disk which contains the import file into the proper drive.

File Maintenance - Import

Enter file import information

Template name: [dropdown]

Input filename: [text box] **Browse**

Import behavior

- Append to current data
- Replace current data
- Merge data

Record count

Processed: [text box]

Errors: [text box]

Auto-assign IDs

ID prefix: [text box]

Length of numeric suffix: [text box]

Starting suffix number: [text box]

OK **Cancel**

Import

- 5 Select one of the following options for Import behavior:

Append to current data – Data from the import file is added to your current FedEx Ship Manager database. None of the data in your current database is removed.

Replace current data – Data from the import file replaces all of the data in your current FedEx Ship Manager database. All data in your current database is removed. (Make sure you have a current backup!)

Merge data – Use this Address Book Merge data feature to import one or more recipient records without importing an entire database. This feature compares the import file with your current database.

If a record in the import file is different from an existing record in the database, the imported record overrides the current record. If a record is not found in the existing database, it is added to the database.

- 6 Click **Auto-assign ID** to enter an ID prefix, the length of a numeric suffix, and a starting suffix number.
- 7 Click **OK** to proceed with the import. FedEx Ship Manager notifies you when the import is complete.
- 8 To view the imported data, select the database from the Databases menu.

The screenshot shows the 'File Maintenance - Import' dialog box. It features a blue title bar with a help icon and a close button. The main area is divided into several sections: 'Enter file import information' containing a 'Template name' dropdown menu and an 'Input filename' text field with a 'Browse' button; 'Import behavior' containing three radio button options: 'Append to current data' (which is selected), 'Replace current data', and 'Merge data'; 'Record count' containing two text boxes labeled 'Processed' and 'Errors'; and 'Auto-assign IDs' containing a checked checkbox and three text boxes for 'ID prefix', 'Length of numeric suffix', and 'Starting suffix number'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Export

FedEx Ship Manager exports all of the data listed in Import, along with shipment information, in ASCII format using the template you specify.

Refer to the Templates section in this chapter for viewing, modifying and creating database templates before exporting databases.

After defining your template, follow these steps to export databases:

- 1 Select **File Maintenance** from the Databases menu.
- 2 Select **Export** from the secondary menu. The File Maintenance-Export screen displays.
- 3 Select the Template name.

- 4 Enter the Output filename, including the directory path, or click **Browse** to select the directory and file name.

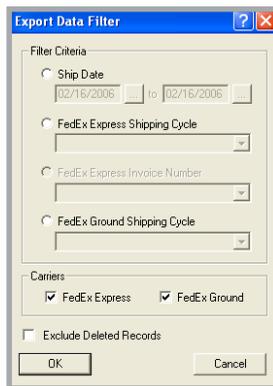
If applicable, insert a disk if exporting to an external drive.

- 5 Click **OK** to proceed with the export, and continue on the next page.

- 6 If you are exporting shipment data, the Export Data Filter screen displays. Select filter criteria and other information then click **OK**. Refer to the following Export Shipment Data with Deleted Entries instructions for more information about exporting shipment data.

- 7 The system exports the database file and saves it to the designated drive.

A screen displays showing the number of records exported.



Export

Export Data with Deleted Entries

When exporting shipment data that includes deleted entries, you can display a **Y** next to package tracking numbers that were deleted and an **N** next to package tracking numbers that were not deleted.

To enable this feature, follow these steps:

- 1 Select **Templates** from the Databases menu. The View Templates screen displays.
- 2 Select **SHIPMENT EXP** from the Template list and click **View/Edit**. The View/Edit Template screen displays.
- 3 Select **Shipment** from the Database menu in the Enter template information section.
- 4 Select **Deleted indicator** in the Fields section and click **Add**. The Deleted indicator field moves to the Template fields section on the right.
- 5 Click **OK**. The View Templates screen displays.
- 6 Click **OK**. This feature is now enabled.

View/Edit Template

Enter template information

Template ID: SHIPMENT EXP

Description: Default Shipment export

Type: Export

Database: Shipment

File name:

Format

Delimited
 Fixed
 Passport

Delimiter: ''
 Field separator:
 Date format: MMDDYYYY
 Date delimiter: None
 Default country code: US - UNITED STATES

Column headers on 1st line

Fields

Database fields

Description	Max Len
Date Certain Delivery Indicator	1
Date Certain Delivery Surcharge	7
Declared value surcharge	7
Declared value:	6
Deleted indicator	1
Deliver By Date	10
Delivery Area Indicator	1
Delivery area surcharge	7

Template fields * Fields allow In place editing

Description	Length*	Start
Recipient Code	12	0
Tracking #	15	12
Shipment Date	10	27
Service Type	3	37
Payment Type	1	40
Bundle Number	5	41
Sender FedEx Account Num...	9	46
Sender Contact Name	30	55

Export at close

Export at Express close
 Export at Ground close
 Export Express data
 Export Ground data
 Exclude deletes
 Export by close date

OK Cancel

At a Glance

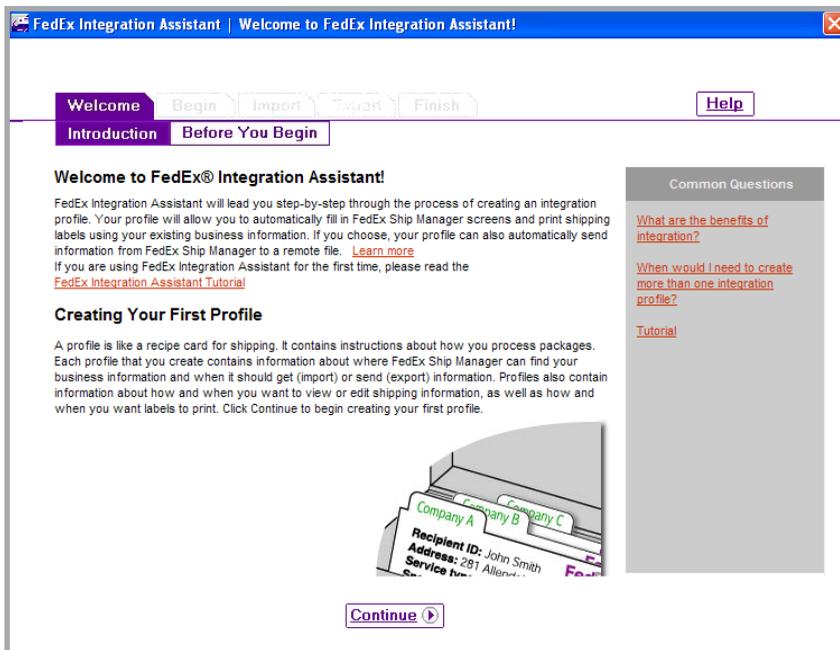
Integration provides speedy information transfer capability between your existing applications, such as accounting and order management systems, and FedEx Ship Manager. When you enter information such as the customer address and shipping instructions into your order management or accounting system (referred to hereafter as “business application”), it is immediately available to FedEx Ship Manager for package processing.

This transfer of information saves time, reduces data entry errors, and can potentially eliminate the need to maintain shipping-related information in both your application and in FedEx Ship Manager’s Address Book.

Note: FedEx Integration Assistant is available in English, Spanish, and Portuguese.

Refer to the following information in this chapter to learn more about using FedEx Integration Assistant:

- Benefits of Integration
- Preparing for Integration
- Understanding Your Shipping Process
- How Integration Works
- Planning Your Profiles
- The Integration Process
- Using FedEx Integration Assistant
- Locating Your Shipping Information
- Example Integration Profiles
- Using Your Integration Profiles



Benefits of Integration

FedEx Integration Assistant allows you to process your FedEx shipments more efficiently by providing the ability to exchange data, such as customer address information, between your order management or accounting system and FedEx Ship Manager.

The following table illustrates how Integration can improve the efficiency and accuracy of your shipping activities.

Your Shipping Activity	Without Integration	With Integration
Maintaining customer shipping information	You enter information twice, once in your application and again in FedEx Ship Manager. Information in the Address Book may be missing, out-of-date, or may not match the information maintained by your system.	You no longer need the FedEx Ship Manager Software Address Book. Your application maintains your customer information and transfers it to FedEx Ship Manager at the time you process a shipment. This ensures that the most up-to-date information is available to FedEx Ship Manager Software.
Receiving and handling paper bills of lading	Paperwork is handled twice, once by the originator and once by your shipping department. This can lead to information being entered incorrectly or not at all, and may result in returned shipments.	Because you transfer shipping information from your system directly into FedEx Ship Manager Software, you no longer need to use bills of lading as the source of this information.
Entering customer-specific shipping information based on customer needs, package contents, and so on	You may forget customer-specific shipping details, or apply them incorrectly.	Store variations in shipping methods and required shipping information in integration profiles that you create and save. Select a profile to automatically control what, where and how information is used to process shipments.
Communicating tracking numbers and shipping charges to customer service or accounting after a package ships	Customer service or accounting does not receive tracking and billing information in a timely manner, or not at all.	You can choose to automatically export tracking and shipping charge information to your application.
Reviewing FedEx Ship Manager screens before printing each label	Reviewing shipping information and printing each label is time-consuming.	There is no need to recheck the shipping information. Your customer service department can perform information-verification activities to ensure the accuracy of shipping information. You can print shipping labels automatically in batches, or one at a time.

Preparing for Integration

Integration allows FedEx Ship Manager to communicate directly with your business application. At a time that you choose, pre-selected shipping information in your application imports into FedEx Ship Manager. Likewise, at a time that you choose, pre-selected information in FedEx Ship Manager, such as tracking number, exports to your application.

For example, if your order department enters a customer's name into an electronic order form under a "Name" field, you can set up integration to copy the name information from your application and place it into the Recipient ID field in FedEx Ship Manager. When you set up integration, you match, on a one-to-one basis, the information that you select from your application with the information fields in FedEx Ship Manager.

Key Questions

The key to a successful integration is a thorough understanding of your order management or shipping process and careful planning. Before you continue, ensure that you can answer the following questions. If you need assistance, discuss these questions with your IT department and your shipping department.

- Do you know if your order/shipping application is ODBC-compliant (Open Database Connectivity), if it uses a text file, or if you are using QuickBooks® small business financial software to store shipping information?
- If your application is ODBC-compliant, do you know its Data Source Name (DSN)?
Note: The DSN is the logical name assigned to a data repository or database. The DSN contains look up attributes that the driver uses to access the data.
- If you use a text file to store your information, is all the shipping information stored in a single file?
- If you use a text file to store shipping information, do you know the name and location of the file?
- Do you know the names of the tables and the fields within your data source where order/shipping information is stored?
- Are you familiar with the flow of information, from receipt of an order to the printing of the package label?
- Do you use a unique alphanumeric code, or field index, to identify packages/orders or recipients?
- Do you have access rights to the information that is stored in your application?

Preparing for Integration

Your Experience Level

FedEx Integration Assistant steps you through the integration process. However, to ensure that your integration proceeds smoothly, you should have familiarity with

- Basic database concepts
- Applications used at your company to enter and manage customer/shipping information
- Using FedEx Ship Manager
- Shipping activities used at your company

If you don't have database experience or are unfamiliar with your company's applications or shipping activities, familiarize yourself with the integration concepts described in the FedEx Integration Assistant Tutorial, which is available when you select **FedEx Integration Assistant** from the Integration menu. Then discuss your needs with knowledgeable individuals within your company.

Understanding Your Shipping Process

In most cases, integration can be set up to support your current shipping process. You may find, however, that integration allows you to adopt a more efficient shipping method, which may require you to make changes to the way you manage your customer/shipping information.

Review your current shipping process and think about the following questions. This assists you in creating an integration profile that best matches your business processes, workflow, etc.

- Do you process packages in batches, the number and order of which is established by your remote application?
 - Do you need to print labels one at a time, or is it okay for multiple labels to print out?
 - Do you need to view shipping information for a specific package before printing the shipping label?
 - Do you need to edit or add information on the FedEx Ship Manager Screen before you print the label?
 - Do you process multiple piece shipments?
 - Do you maintain an address book outside of FedEx Ship Manager?
 - Do you use a paper bill of lading as the source of shipping information?
 - Do you need to check the information presented in FedEx Ship Manager against a bill of lading?
- Do you record tracking numbers and shipping charges?
 - Do you need to use Alternate Return Addresses?
 - Will you need to temporarily disable integration so that you can manually process a rush shipping job?

How Integration Works

Creating a New Profile

A profile is like a recipe card for shipping a package. It contains instructions about how you process packages. Each profile that you create contains information about

- Where FedEx Ship Manager can find your business information
- When it should get (import) or send (export) information
- How and when you want to view or edit shipping information
- When you want labels to print

You can create and save 17 integration profiles.

Editing an Existing Profile

You can create a new profile by modifying an existing profile and saving it under a new name.

FedEx Integration Assistant keeps track of completed and incomplete profiles. You can open FedEx Integration Assistant at any time to edit an existing profile or complete an unfinished profile.

Whenever you are in the editing mode, Editing Profile appears in the lower left corner of the screen.

Saving Profiles

FedEx Integration Assistant prompts you to save your profile when you click:

- Save
- Windows close button (x)
- Finish

Always save your profile before clicking **Back**.

Note: Profile names are limited to 64 characters in length and cannot contain spaces.

Deleting Profiles

To delete integration profiles

- 1 Select **Begin** on the Create tab.
- 2 Select the profile from the list and click **Remove**.

Renaming Profiles

CAUTION: Do not use Microsoft Windows Explorer to rename a profile. Renaming profiles outside of FedEx Integration Assistant corrupts the profile.

To rename an existing profile

- 1 Select **Begin** on the Create tab.
- 2 Select **Edit an existing profile**.
- 3 Make any necessary changes as you move through the tabs and click **Finish**. You are prompted to save the profile, at which point you can rename it.

Note: To remove a profile from the system, you must manually delete it from FedEx Integration Assistant. Renaming a profile does not delete the existing or original profile.

Default Profile Selection

The profile you select for use remains selected after you close FedEx Ship Manager at the end of the day. When you re-open FedEx Ship Manager, your last selected profile remains active.

To select an alternate profile, click **None** to de-select the active profile then choose a different profile.

Planning Your Profiles

Required Shipping Information

FedEx Ship Manager requires that you provide certain shipping information before a package can ship. However, FedEx Integration Assistant does not check if your profile provides required shipping information. Therefore, you must provide required shipping information using any combination of the following:

- FedEx Ship Manager preferences
- Importing from your data source
- FedEx Ship Manager defaults
- Manually entering data onto the shipping screen

Appendix B in the FedEx Integration Assistant Tutorial contains a complete listing of FedEx Ship Manager data fields. An asterisk indicates required fields.

You gain the most benefit from integration by importing as much of the shipping information as possible.

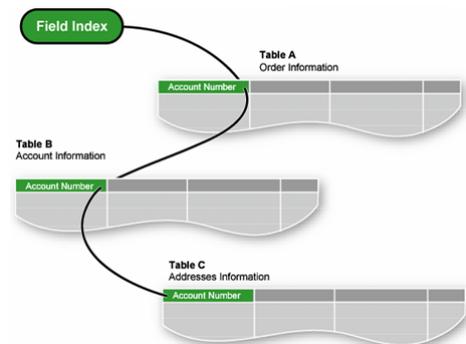
Note: One of the key benefits of integration is the ability to automatically batch-process shipments. To avoid shipping errors and ensure smooth batch processing, it is critical that you provide all required shipping information.

Field Index

To use several of the key features provided by integration, records in your data source must be retrievable using a unique alphanumeric identifier, or field index. During the integration process, you may be required to provide a field index to complete your profile.

A field index may be a general reference, such as an order or package number, or a field index may take the form of recipient information, such as a phone number. In most cases, you select a column header (e.g., Account Number) as your field index.

The field index is particularly important when using an ODBC-compliant data source that stores shipping information in more than one table. In this case, the field index is the common thread that allows integration to locate your shipping information in the tables.



Planning Your Profiles

Alternate Return Address Information

To use alternate return address information with integration, the address information must already exist in FedEx Ship Manager. If it does not, you have to manually add this information for each shipment.

FedEx Ship Manager Preferences

Integration supports the use of FedEx Ship Manager preferences. However, data that you import through integration or that you manually enter using the Batch-Edit or Single-Edit shipping method overwrites default information that you set up in preferences. Refer to **Part 5 - Using Integration** in the FedEx Integration Assistant Tutorial for information about using the Batch-Edit and Single-Edit shipping methods.

Rush Shipping Jobs

Consider whether or not people interrupt your normal shipping workflow to process “rush” shipments. If you need to maintain the ability to process rush shipments, you have the option of assigning a shipping method that allows you to temporarily interrupt integration.

About Multiple Piece Shipments

Integration supports fully automated multiple piece shipping. However, you can set up your profile so that you can either import or manually enter the number of packages, in which case, FedEx Ship Manager prompts you for information about each package.

International Shipping

FedEx Integration Assistant provides support for multiple commodities. Refer to the Special Instructions section on the Import > Match page in the FedEx Integration Assistant Tutorial.

Data Conversion

When planning an import profile, consider whether your data is in a format that is acceptable to FedEx Ship Manager. Appendix B in the FedEx Integration Assistant Tutorial indicates which FedEx Ship Manager fields are format-specific and require conversion.

Likewise, if you are planning an export profile, consider whether the data that you want to export from FedEx Ship Manager is in a format that is acceptable to your application.

During the integration process, you have the option of using Conversion to assign FedEx Ship Manager data formats to values in your data source, or assign your formats to FedEx Ship Manager values.

Updating the Data Source After a Package Ships

Integration provides the capability to update records in your data source after each package ships. To use the update function, your data source must contain a value that you can associate with one of the following FedEx Ship Manager fields:

- Purchase Order
- Customer Reference
- Recipient Code

Note: You may also update your data source to reflect deleted shipments.

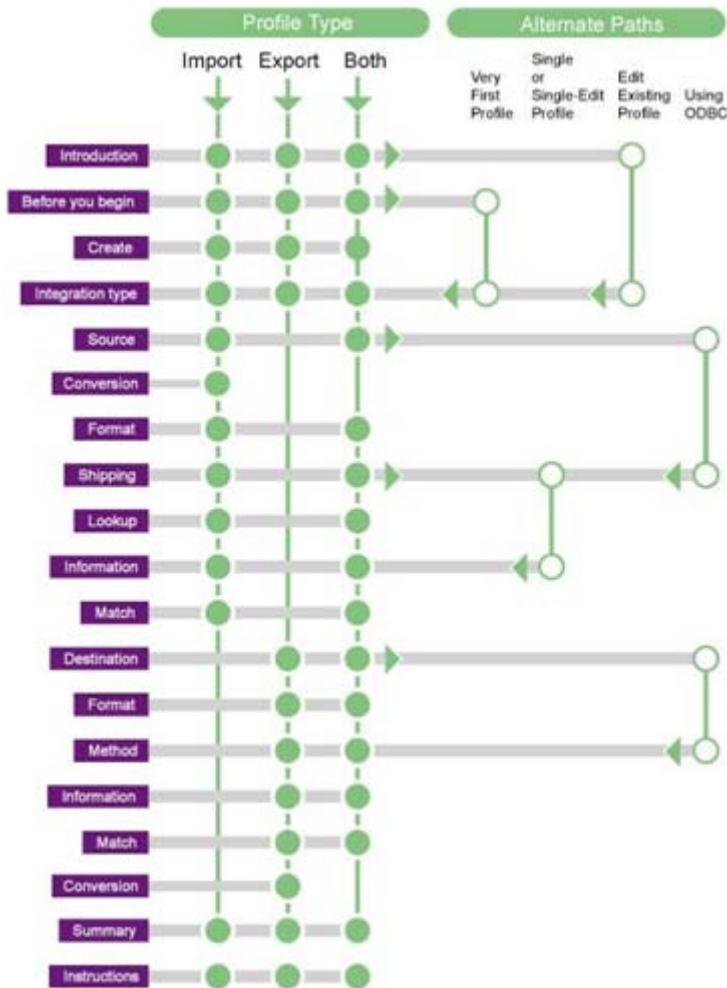
The Integration Process

FedEx Integration Assistant uses a series of selectable tabs. Each tab presents you with questions to respond to or selections to make. FedEx Integration Assistant uses your responses to create your integration profile.

The availability of each tab and the sequence that you move through the tabs vary depending on the responses that you provide. After you

complete each tab and click **Continue**, the next required tab appears.

The following figure illustrates the tab sequence that you follow for each type of integration profile. If one of the conditions listed under Alternate Paths exists, your path changes as shown.



Using FedEx Integration Assistant

System Requirements

- Microsoft Internet Explorer 6.0 or later
- Adobe Acrobat Reader® 4.0 or later
- FedEx Ship Manager version 2246 or later

Installing and Removing FedEx Integration Assistant

FedEx Integration Assistant automatically installs with FedEx Ship Manager and cannot be uninstalled without removing FedEx Ship Manager. If you need to uninstall FedEx Ship Manager, you have the option of saving integration profiles that you created with FedEx Integration Assistant.

Starting FedEx Integration Assistant

Select **FedEx Integration Assistant** or the profile that you want to activate from the Integration menu.

Getting Help

The following tools are available to you at each step in the integration process when you select **FedEx Integration Assistant** from the Integration menu.

- **Help** link on each tab
- **Common Questions** links on each tab
- **Learn More...** links for additional information about key concepts
- **Tutorial** link that opens a comprehensive FedEx Integration Assistant Tutorial

Navigating

You can move freely between all active tabs within FedEx Integration Assistant.

- **Purple** – Active and selected
- **White** – Active, but not selected
- **Gray** – Inactive, non-selectable

Which tabs are active depends on the type and the configuration of the profile you are creating or editing.

Back and Continue

Click **Back** to move to previously completed tabs. **Continue** is available after you complete the current tab or attempt to move ahead from a completed tab.

Save

Click **Save** to name and save your profile. You can create and save 17 integration profiles.

Always save your profile before clicking **Back**.

Finish

Finish is available on the Finish > Instructions tab. Click **Finish** to confirm your profile and make it available in the Integration menu in FedEx Ship Manager.



Locating Your Shipping Information

FedEx Integration Assistant must have access to your shipping information, also called your data source. FedEx Integration Assistant can access three types of data sources: ODBC-compliant applications, ODBC-compliant text files, and QuickBooks small business financial software.

ODBC-Compliant Applications

Typically, customer/shipping information is entered into and stored in ODBC-compliant applications.

If you select an ODBC-compliant application as your data source, FedEx Integration Assistant scans your Windows directories and locate ODBC-compliant data sources by their Data Source Name (DSN). FedEx Integration Assistant provides you with a list of all DSNs that it locates on your system.

Note: FedEx Integration Assistant offers support for USB scales.

ODBC (Open Database Connectivity)

ODBC is a way for a client application, like Microsoft Access, to interact with an ODBC-compliant server. It identifies the capabilities of the server and allows the application to work within the functions of the server.

ODBC Drivers

Not all ODBC DSN require a driver. Refer to the documentation provided with your application to determine if a driver is required.

If an ODBC DSN is required, ensure that it is current.

Data Source Name (DSN)

The DSN is the logical name assigned to a data repository or database. The DSN contains lookup attributes that the driver uses to access the data.

ODBC-Compliant Text Files

If your company uses an application that is *not* ODBC-compliant, or there are technical obstacles to real-time communication with your application, your application may still be capable of producing ODBC-compliant text files that FedEx Integration Assistant can read. FedEx Integration Assistant can integrate text files even though they do not have a DSN or a database driver associated with them.

You can identify text files by their .csv or .txt file extension. Text files are either Delimited or Fixed Width.

Note: FedEx Integration Assistant can import an unlimited number of text file records.

Text files must be mapped to a network drive in order for FedEx Integration Assistant to find them.

Example Integration Profiles

The following are examples of how two unique integration profiles support two unique shipping situations.

Shipping Situation 1

Every morning, your shipping department processes packages for orders received from your drop-ship customers after 5:00 p.m. on the previous business day. These customers require overnight shipping for all packages, and that a shipping confirmation e-mail is sent to each recipient.

Profile 1

Name: *Drop_Ship*

This name appears in the Integration menu and clearly describes the function of the profile.

Note: You can name the profile anything you like.

Type: *Import and Export*

This profile has the capability to import shipping information from your data source and export instructions for the e-mail confirmation.

Shipping Method: *Batch*

“Batch” describes the ability of the profile to automatically import (when the profile is activated) shipping information for each package and print the shipping labels without further action by the shipper.

Shipping Situation 2

During normal business hours, your shipping department processes packages associated with regular orders that you receive by phone and through your web site. Packages are processed one at a time, in the order received by your customer service department. The shipping label must contain a customer reference number.

Profile 2

Name: *Standard*

This name appears in the Integration menu and clearly describes the function of the profile.

Note: You can name the profile anything you like.

Type: *Import*

This profile has the capability to import shipping information from your order entry data source.

Shipping Method: *Single-Edit*

“Single” describes the ability of the profile to look up shipping information for each order, using the recipient’s name, and to print shipping labels one at a time.

“Edit” means that the profile allows you to type the customer’s reference number on the shipping screen before the shipping label prints.

Using Your Integration Profiles

Activating Your Profile

The names of integration profiles that you create appear on the FedEx Ship Manager menu bar under the Integration menu.

From the Integration menu, select the profile that you want to activate. A checkmark indicates that the profile is active. Each profile has a unique color associated with it. The color appears in the FedEx Ship Manager field that is associated with the profile. The name of the active profile appears in the window title bar.

If you select a batch profile, an activation approval prompt appears. The profile runs *immediately* after you approve it.

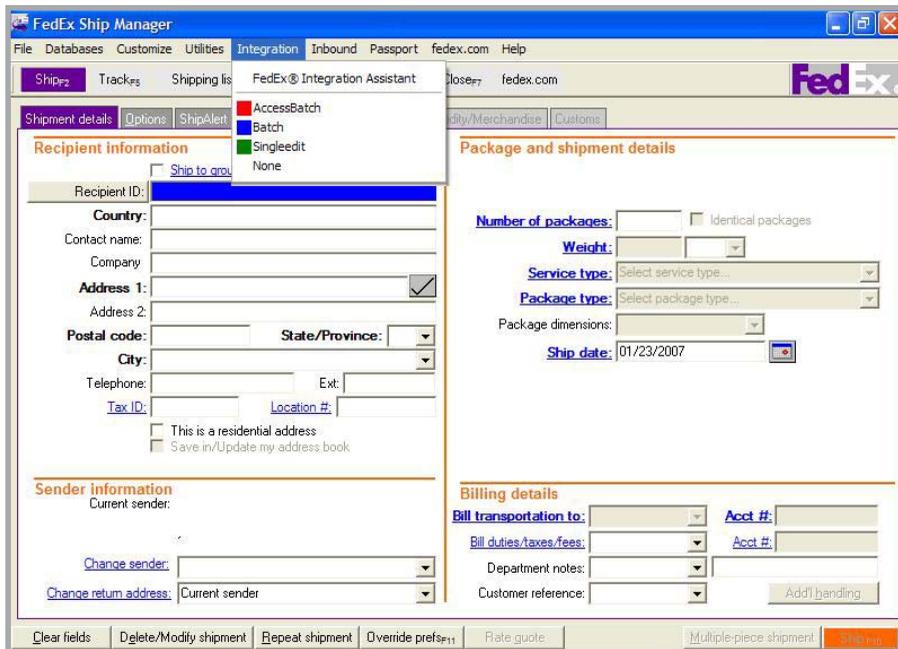
Testing Your Profile

Confirm that your integration profile behaves as you expect by integrating shipping information for a single shipment. If this test is successful, then try a small batch, two or three shipments, to confirm that FedEx Ship Manager and your data source are communicating correctly.

If you encounter a problem and need to re-open FedEx Integration Assistant to make changes, first click **None** on the Integration menu to disable the profile then reopen and edit the profile.

Deactivating an Integration Profile

Select **None** on the Integration menu to temporarily turn off Integration.



Service Areas

Outbound Service

FedEx SmartPost is available to U.S. origins in the 48 contiguous United States.

Alaska, Hawaii, Puerto Rico, and the U.S. Territories are not included as origin points for FedEx SmartPost.

Inbound Service

FedEx SmartPost is available for commercial and residential destinations in the 50 United States, Puerto Rico, and the U.S. Territories, including P.O. boxes and military APO and FPO destinations.

The following U.S. Territories and Puerto Rico, while currently considered international destinations by FedEx, are treated as U.S. domestic locations for FedEx SmartPost. No customs paperwork is required.

- American Samoa (AS)
- Guam (GU)
- Marshall Islands (MH)
- Micronesia (FM)
- Northern Mariana Islands (MP)
- Puerto Rico (PR)
- Republic of Palau (PW)
- U.S. Virgin Islands (VI)

Preparing a Shipment

- 4** In the Package and shipment details section, select or enter the following information. Required fields appear bold on the screen.

Note: The Number of packages defaults to 1 and cannot be edited. SmartPost does not allow multiple-piece shipments.

- Weight
- Package dimensions
- Postal class
- Postal subclass (If Postal class is Standard B, this field is required.)
- Endorsement (If no endorsements are configured in System Settings, this field is disabled.)
- Delivery confirmation (If Postal class is Standard B or Priority Mail, this field is automatically selected.)

- 5** In the Billing details section, enter an optional customer reference if desired.

Note: The Bill transportation to field is automatically defaulted to Bill Sender. The Acct # field is automatically populated with the 5-digit, SmartPost Customer ID number.

- 6** To view a courtesy rate quote for your shipment, click **Rate quote** at the bottom of the screen.

- 7** To process your SmartPost shipment, click **Ship (F10)**.

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The toolbar contains "Ship_{F2}", "Track_{F5}", "Shipping list", "Address Book", "Report", "Close_{F7}", "fedex.com", and "SmartPost".

The main content area is divided into four sections:

- Recipient Information:** Includes fields for Recipient ID (dropdown), Country (dropdown), Contact name, Company name, Address 1, Address 2, Zip, State (dropdown), City (dropdown), and Telephone (with area and extension sub-fields).
- Package and shipment details:** Includes Number of packages (input, default 1), Weight (input, lbs), Package dimensions (input, L x W x H in), Postal Class (dropdown), Postal Sub-class (dropdown), Endorsement (dropdown), and a checkbox for Delivery Confirmation.
- Sender information:** Shows current sender details: ABCO, 10 Main St., Memphis, TN 38103. Includes "Change sender" (dropdown) and "Change return address" (dropdown) options.
- Billing details:** Includes "Bill transportation to" (dropdown, default Bill Sender) and "Acct #" (input, default 11111). Includes a "Customer reference" input field.

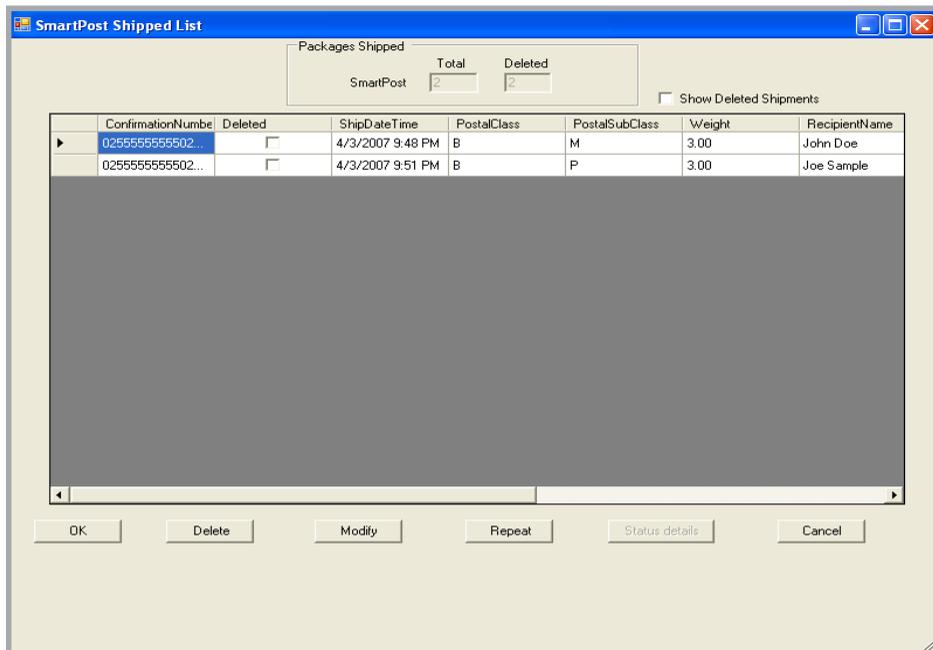
At the bottom of the window, there are three buttons: "Clear fields", "Rate Quote", and "Ship".

Shipping List

A SmartPost Shipping List is available when SmartPost has been enabled on your system.

To access this list

- 1 Click the **Shipping list** tab.
- 2 Select **SmartPost** from the menu. The View Shipped List-SmartPost screen displays.

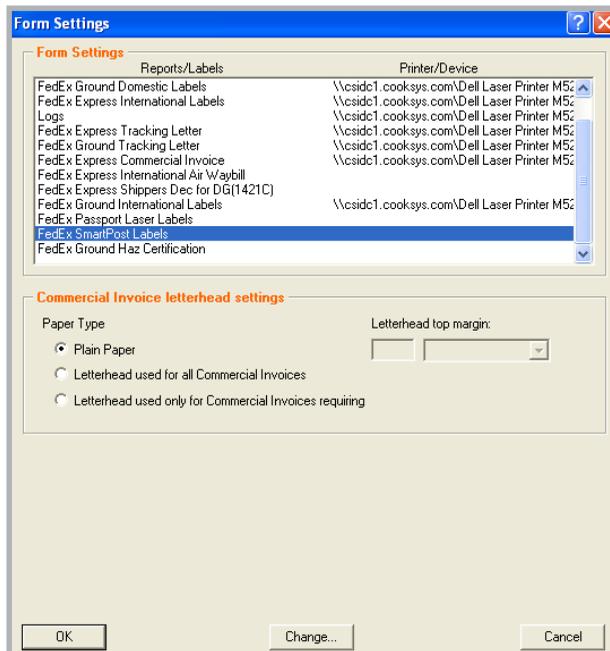


Labels

A FedEx SmartPost Labels option is available on the Reports/Labels list on the Form Settings screen when SmartPost has been enabled on your system.

To access this option

- 1 Click the **Report** tab.
- 2 Click the **Customize forms** tab.
- 3 Select **FedEx SmartPost Labels** from the Form Settings list.



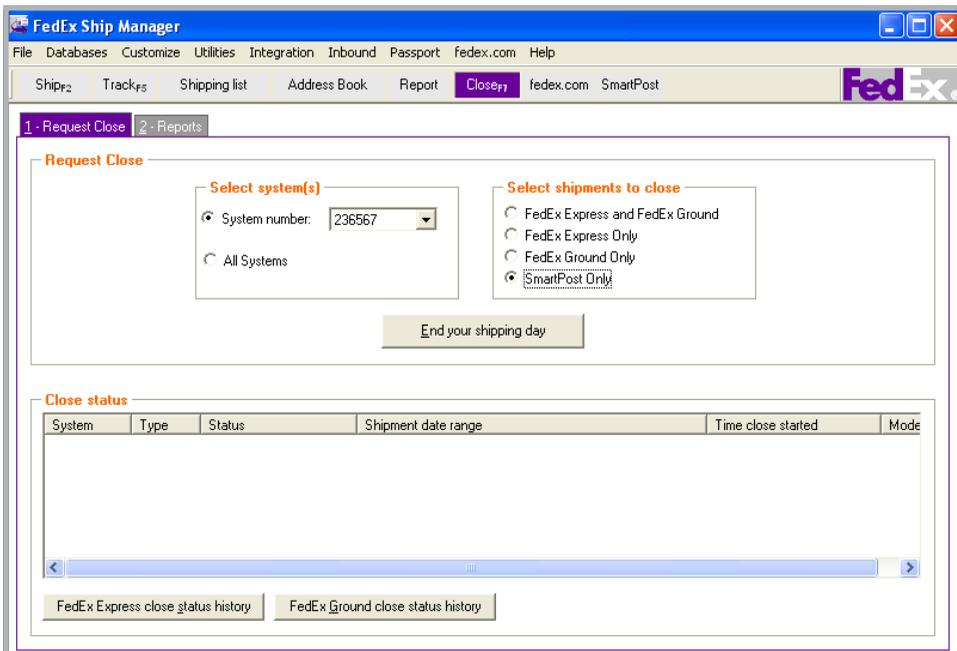
Close

A SmartPost Only option is available for the Close process when SmartPost has been enabled on your system.

To access this option

- 1 Click the **1-Request Close** tab on the Close screen.
- 2 Select the **SmartPost Only** option in the Select shipments to close section.

Note: There is no auto-close option for SmartPost.



Accessorial Charges: FedEx Ground and FedEx Home Delivery services charge extra for certain value-added delivery services. These value-added services include: COD, Call Tags, Hazardous Material (HazMat), Signature Service, and many others. Most of these accessorial charges are per package. Accessorial charges are not discounted and are added to the final package charge after any discounts and/or to the final Multiweight charge.

AES: Automated Export System – See also *AESDirect*.

AESDirect: *AESDirect* is the U.S. Census Bureau's free, internet based system for filing Shipper's Export Declaration (SED)/Electronic Export Information (EEI) to the Automated Export System (AES). It is the electronic alternative to filing a paper SED, and can be used by U.S. Principal Parties in Interest (USPPIs), forwarders, or anyone else responsible for export reporting. (www.aesdirect.gov)

BSO: Broker Select Option

CBP: Customs & Border Protection

CCI: Canada Customs Invoice

CFR (Cost and Freight): (Destination port-paid to arrival at destination port) Title, risk and insurance cost pass to buyer when delivered on board the ship by seller who pays the transportation costs to the destination port. Used for sea or inland waterway transportation.

CI: Commercial Invoice. The official transaction record between an exporter and an importer. Customs officials rely on this paperwork to clear shipments across international borders. Generally, the Commercial Invoice is required for international shipments of dutiable commodities but varies by country, size, weight, quantity, and value. A Proforma Invoice is often used as an offer to sell or is used to apply for a letter of credit or import permit. A Commercial Invoice supersedes a Proforma Invoice.

CIF (Cost, Insurance and Freight): (Destination port - same as CFR, but includes insurance) Title and risk pass to buyer when delivered on board the ship by seller who pays transportation and insurance cost to destination port. Used for sea or inland waterway transportation.

CIP (Cost and Insurance Paid To): (Place at destination - CPT, but includes insurance) Title and risk pass to buyer when delivered by seller who pays transportation and insurance cost to destination. Used for any mode of transportation.

COD: Collect on Delivery

Country of ultimate destination: Enter the final country of destination as known to the exporter at the time of shipment.

CPT (Carriage Paid To): (Place at destination – includes all destination port charges) Title, risk, and insurance cost pass to buyer when delivered to carrier by seller who pays transportation and insurance cost to destination. Used for any mode of transportation.

DDP (Delivery Duty Paid): (Consignee door – includes all charges origin to destination) Title and risk pass to buyer when seller delivers goods to named destination point cleared for import. Used for any mode of transportation.

DDU (Delivery Duty Unpaid): (Consignee door – excluding duties and taxes) Title, risk and responsibility for vessel discharge and import clearance pass to buyer when seller delivers goods on board the ship to destination port. Used for sea or inland waterway transportation.

DEA: Drug Enforcement Agency

DSN (Data Source Name): The logical name assigned to a data repository or database. The DSN contains look up attributes that the driver uses to access the data.

DT (Door Tag): The first two characters of a door tag number, followed by 12 numbers.

ECOD: Electronic Collect on Delivery

E EI: Electronic Export Information

EIN: Employer Identification Number

EPDI: Electronic Package Detail Information

ETN: Express Tracking Numbers

EXW (Ex Works): (Factory, mill, warehouse: your door) Title and risk pass to buyer including payment of all transportation and insurance costs from the seller's door. Used for any mode of transportation.

FAS: Free Alongside Ship

FCA (Free Carrier): (Pick a place after your origin to start) Title and risk pass to buyer including transportation and insurance cost when the seller delivers goods cleared for export to the carrier. Seller is obligated to load the goods on the buyer's collecting vehicle. It is the buyer's obligation to receive the seller's arriving vehicle unloaded.

FHD: FedEx Home Delivery

FICE (FedEx International Controlled Export): Select whether this shipment is a FedEx International Controlled Export (FICE) shipment or not. A FICE shipment requires additional/special handling by U.S. Customs & Border Protection (CBP) in order to process the shipment (e.g., Department of State licenses, DEA Permits, in-bond shipments, etc.).

FOB (Free On Board): (Port – same as FAS) Risk pass to buyer including payment of all transportation and insurance cost once delivered on board the ship by the seller. Used for sea and inland waterway transportation.

FTR: Foreign Trade Regulations

FTSR: Foreign Trade Statistics Regulations

Girth: The sum of the four smallest dimensions of a package. $Girth = (2 * width + 2 * height)$

IATA: International Air Transport Association

IDF: FedEx International Priority DirectDistribution® Freight

IE: FedEx International Economy®

IEFS: FedEx International Economy® Freight

Intermediate consignee: A party in a foreign country makes delivery of the merchandise to the ultimate consignee or the party so named on the export license.

IP: FedEx International Priority®

IPBSO: FedEx International Priority Broker Select Option

IPD: FedEx International Priority DirectDistribution®

IPFS: FedEx International Priority® Freight

IRS: Internal Revenue Service

ITAR: International Traffic In Arms

ITN: Internal Transaction Number

MAWB: Master Air Waybill

MPS: Multiple-Piece Shipment

Multiweight Shipment (Ground): A group of packages shipped on the same day from the same location to the same destination. These packages are considered a “shipment” for Multiweight purposes only. Each package in a Multiweight Shipment has its own unique tracking number and is not guaranteed to be picked up or delivered at the same time as the other packages in the Multiweight Shipment.

NAFTA: North America Free Trade Agreement

NC: Net Cost

ODBC (Open Database Connectivity): ODBC is a way for a client application, like Microsoft Access, to interact with an ODBC-compliant server. It identifies the capabilities of the server and allows the application to work within the functions of the server.

Oversize Packages (Ground): A package whose Length plus Girth is greater than 84 inches is considered Oversize. Oversize packages are considered to have a minimum weight of 30 lbs. (or 50 lbs. if the Length plus the Girth is greater than 108 inches) for U.S. shipments and 50 lbs. for Canadian shipments. There is also a maximum allowable size of “Length plus Girth less than or equal to 130 inches,” as well as a maximum allowable single dimension of 108 inches.

Package (Ground): The simplest and smallest item that can be shipped via FedEx Ground.

Parse Pak: Divides the total weight of the shipment equally among all packages in the shipment.

POD: Proof of Delivery

Proforma Invoice: Often used as an offer to sell or is used to apply for a letter of credit or import permit. A Commercial Invoice supersedes a Proforma Invoice.

RMA: Return Materials Authorization

RVC: Regional Value Content

SED: Shipper's Export Declaration

SSN: Social Security Number

State of origin: The state in which the merchandise actually starts its journey to the port of export, or the state of the commodity of the greatest value, or the state of consolidation.

Tax ID/EIN: The 9 digit (plus 2 alphanumeric characters, if applicable) Internal Revenue Service Employer Identification Number (EIN) for the U.S. Principal Party in Interest (USPPI). Enter the Social Security Number (SSN) if no EIN has been assigned.

Tax ID/EIN type: The ID Type for the U.S. Principal Party in Interest (USPPI). Select the Internal Revenue Service Employer Identification Number (EIN) or the Social Security Number (SSN) if no EIN has been assigned.

Ultimate consignee: The foreign party actually receiving the shipment for the designated end-user, or the party so designated on the export license.

URSA: Universal Routing and Sorting Aid

USPPI (U.S. Principal Party In Interest): The person in the U.S. that receives the primary benefit, monetary or otherwise, of the export transaction. Generally that person is the U.S. seller, manufacturer, order party or foreign entity. Provide the USPPI complete information.

XTN: External Transaction Number

ZIP (code): Zone Improvement Plan code

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