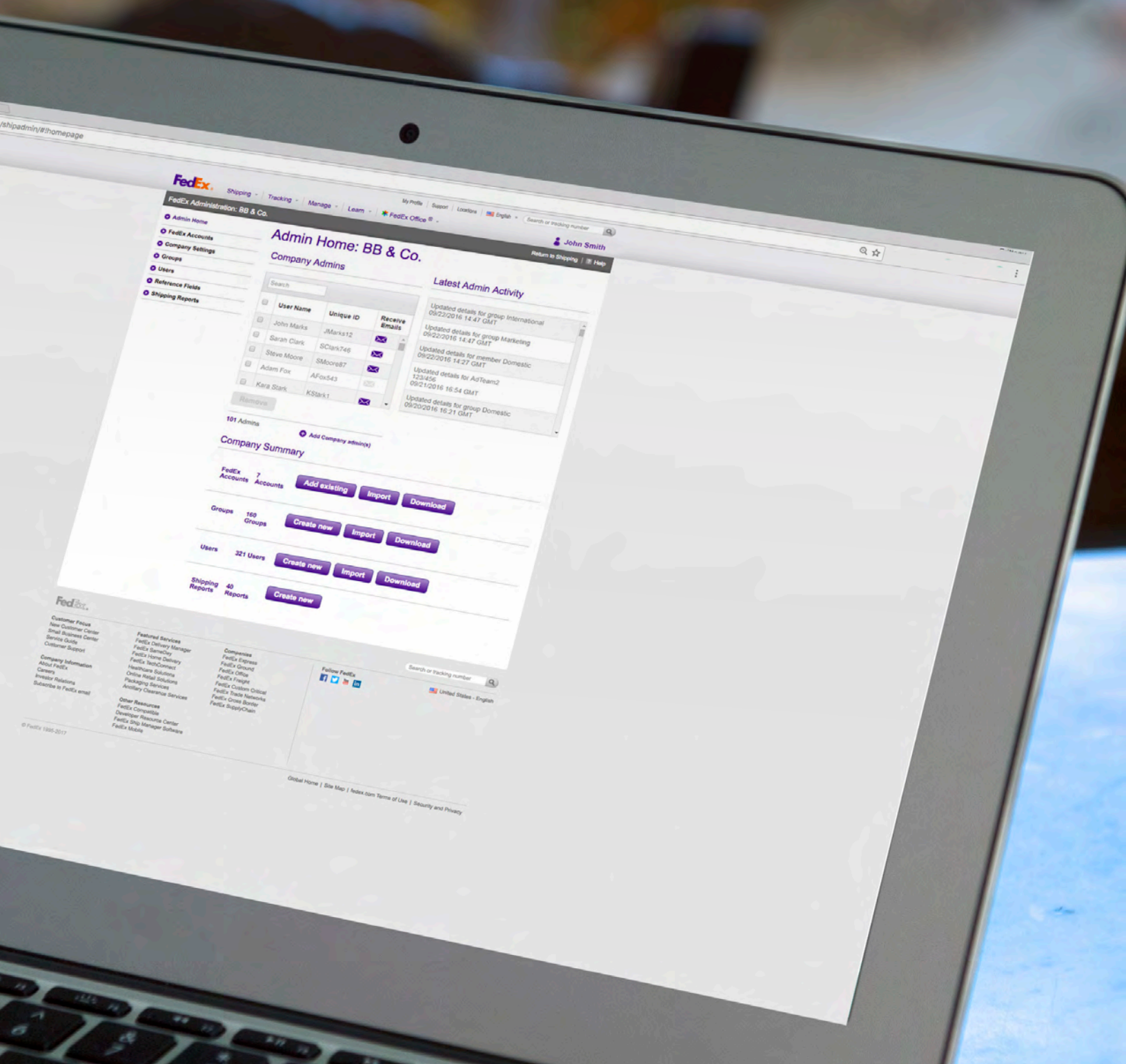




FedEx Administration User Guide



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Introduction

The FedEx Administration feature of FedEx Ship Manager® at fedex.com allows any user assigned administrative permissions to centrally manage and control shipments that are processed by multiple individuals shipping from their desktops. Users can be in the same location or dispersed geographically across multiple locations within a company.

With FedEx Administration, an administrator can configure shipping options or restrict services and account access, customize reference information and run reports on the shipping activity of users across the company. The main features of FedEx Administration allow multiple users to have access to FedEx Ship Manager® and prevent unauthorized users from accessing your account on fedex.com.

Through the convenience of the Internet, the Shipping Administrator can:

- Configure a robust set of permissions and defaults that could be assigned to departments and customized at the user level.
- Assign and set up an unlimited number of FedEx Administration domestic and international users within the groups.
- Allow an administrator to add multiple FedEx accounts to FedEx Administration and assign individual users to these accounts.
- Ability to require up to 4 references and set default values for these references at the department and user level. For added control, administrators can configure reference values that cannot be changed by their users.
- Create customized reports to display the shipping activity of users company-wide. Administrative reports can be viewed online, printed, and downloaded.

Potential benefits of using FedEx Ship Manager at fedex.com and the FedEx Administration functions are:

- Enhanced ability to track and control costs through customization, reporting, and visibility.
- Improved efficiency in administration, reporting and the shipping process throughout the company.
- Reduced workload in a centralized mail room through controlled distribution of shipping tasks.
- All the timesaving features of shipping through FedEx Ship Manager at fedex.com.
- Secure information with password protection and account numbers that are invisible to users.
- Access 24-hours-a-day; 7-days a week — with worldwide reach.

Getting Started

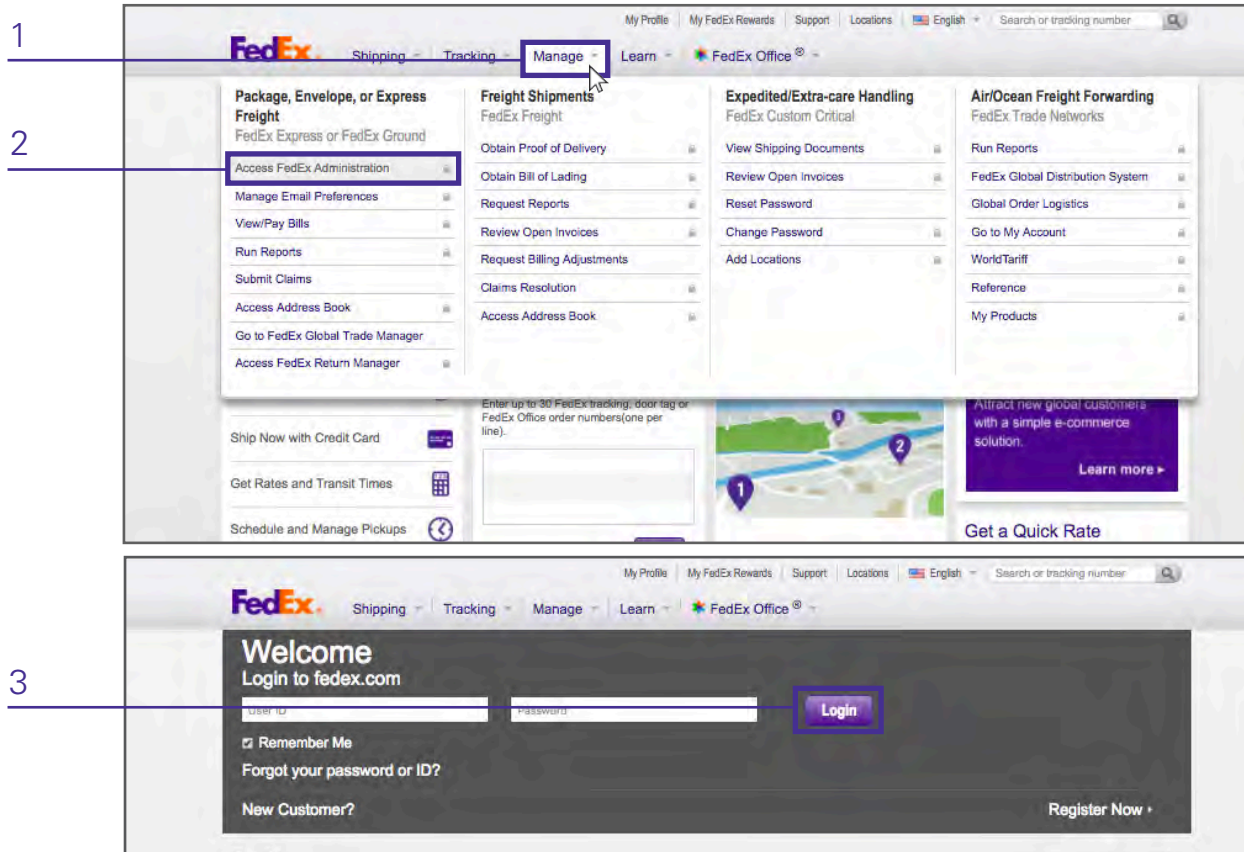
Before you begin the setup process, first determine how you would like to organize and control users who will be using FedEx Administration.

Groups can be set up any way you like. For example, groups can be set up as separate geographical locations or functional groups within your organization that use different FedEx account numbers or cost centers. When users are assigned to a group, they can be assigned to ship from multiple available accounts for that group. In addition, as a member of a group, users by default will inherit the same physical address, permissions, and default settings for that group. These can be customized at the user level for greater flexibility and control. See the [Groups](#) and [Users](#) sections for more information and detailed instructions.

Log in to FedEx Ship Manager as an administrator, the Admin Home screen displays. Follow these steps to start using FedEx Administration:

- Edit your Company Settings for additional configuration options.
- Add users and assign them to FedEx accounts and (optional) groups.
- Add one or more groups and set service and reference options for each group.

Login



To log in to FedEx Administration, follow these steps:

1. Go to fedex.com and click on the *Manage* tab.
2. Under *Package, Envelope, or Express Freight*, click *Access FedEx Administration*.
3. Enter your login information and click *Login*. The Admin Home screen will display.

Register

If you are new to fedex.com, you will need to register as a new user.

To register, simply click *Register* when prompted to log in and fill out your information.

Navigation

- *Admin Home* — View and add admins and access shortcuts to create new, import and download FedEx Accounts, Groups and Users as well as create new Shipping Reports.
- *FedEx Accounts* — View, search, sort, edit, delete and add accounts or import or export FedEx Account lists.
- *Company Settings* — View and manage basic company information, permissions and defaults.
- *Groups* — View a list of existing groups, add groups, edit groups, import groups, and export groups.
- *Users* — View a list of all users, add new users, edit users, import users, and export users.
- *Reference Fields* — View a list of existing references and reference lists, add references and reference lists, edit references and reference lists, import references, and export references.
- *Shipping Reports* — Create, edit and run reports to monitor shipping activity by accounts, groups, and users.

FedEx Accounts

Access the Manage FedEx Accounts screen by clicking *FedEx Accounts* in the navigation.

Search

Search by keyword

To search for an account, enter key information in the text field. The Manage FedEx Accounts screen displays information based on your text entry.

Sort by

You can sort the columns in ascending or descending order by clicking the *Account Number* or *Account Nickname* column headings.

View Groups and Users Assigned to an Account

To view groups and users assigned to an account, follow these steps:

1. From the Manage FedEx Accounts screen, click the account you want more information on.
2. The Edit Account screen will display, showing all groups and users assigned to that account.

Add, Edit or Delete an Account

Add an Existing Account

1

Manage FedEx Accounts

View, search and filter all of your company's accounts here. Click on an account to view or edit the account profile and permissions.

Account Number	Account Nickname
000000000	Account1
000000000	Account2
000000000	Account3
000000000	Account4
000000000	Account5

5 Accounts

[Download](#) [Create new](#) [Add existing](#) [Import](#)

2

Add Account

FedEx Account Details

Account number: 000000000

Account nickname: Account1

Contact first name: John

Contact middle initial: (Optional)

Contact last name: Smith

Country: UNITED STATES

Address 1: 123 Main Street

Address 2: (Optional)

Zip/Postal code: 02115

City: BOSTON

State/Province: Massachusetts

Phone no.: 1234567890

Fax no.: (Optional)

Please note: The address information entered here must match the physical address that was provided to FedEx for this account. It may be different than the address entered in the group profile.

☐ Enable FedEx Freight LTL (US Business Accounts only)

Associate Groups

[+ Add Group\(s\)](#)

There are currently no groups associated to this account number.

Associated Users

[+ Add User\(s\)](#)

There are currently no associated users.

[Cancel](#) [Save](#)

3

To add an existing account, follow these steps:

1. On the Manage FedEx Accounts screen, click *Add existing*.
2. The Add Account screen will display. Enter information for an existing account associated with the company.
3. Click *Save* to save the changes or *Cancel* to discard changes.

Note: The address information entered here must match the billing address that was provided to FedEx for this account.

Edit an Account

1

Manage FedEx Accounts

View, search and filter all of your company's accounts here. Click on an account to view or edit the account profile and permissions.

Search: All Columns: Columns:

Account Number	Account Nickname	
000000000	Account1	<input type="button" value="X"/>
000000000	Account2	
000000000	Account3	
000000000	Account4	
000000000	Account5	

5 Accounts

2

- Admin Home
- FedEx Accounts
- Company Settings
- Groups
- Users
- Reference Fields
- Shipping Reports

3

Edit Account: Account1 (000000000)

FedEx Account Details

Account number

000000000

Account nickname

Account1

Contact first name

Monica

Contact middle initial

(Optional)

Contact last name

Johnson

Country

UNITED STATES

Address 1

123 MAIN ST

Address 2

(Optional)

Zip/Postal code

01234

City

ANYVILLE

State/Province

Massachusetts

Phone no.

9876543210

Fax no.

(Optional)

Cancel

Save

Associate Groups

Search

Group Name	Group ID
Group Number 1	GRPNMBR1
Group Number 2	GRPNMBR2
Group Number 3	GRPNMBR3
Group Number 4	GRPNMBR4
Group Number 5	GRPNMBR5

23 Groups

Add Group(s)

Associated Users

Search

User Name	Unique ID	User Role
Mary Choster	MChoster	Company Admin
Dan Stevens	DanS135	Company Admin
Tony Paterson	TPat852	Standard User
Stephanie Lin	Stanhl in97	Company

71 Users

Add User(s)

4

Shipping Address

Edit

This is the default address from which your shipments are being sent and where a FedEx courier will respond to when you request a Pickup.

KATIE PARKER

123 MAIN ST.

BOSTON, MA 01234

US

9876543210

KPARKER@FEDEX.COM

Cancel

Delete Account

To edit an account, follow these steps:

1. On the Manage FedEx Accounts screen, select an existing account.
2. The Edit Account screen will display, with the options to edit FedEx Account Details or the Shipping Address.
3. Click *Edit*, and change the information as needed.
4. Click *Save* to save the changes or *Cancel* to discard changes.

Note: Users can edit account profile information, shipping address and billing information.

FedEx Administration User Guide | FedEx Accounts

8

Delete an Account

The screenshot shows the 'Manage FedEx Accounts' page. On the left is a sidebar with navigation links: Admin Home, FedEx Accounts (selected), Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main content area has the title 'Manage FedEx Accounts' and a description: 'View, search and filter all of your company's accounts here. Click on an account to view or edit the account profile and permissions.' Below this is a table with columns 'Account Number' and 'Account Nickname'. The table contains five rows of accounts. The first row, 'Account1' with number '000000000', is highlighted. To the right of this row is a small button with an 'X' icon, which is highlighted by a red box and a red arrow. A red line with the number '1' points to the 'Account1' row, and another red line with the number '2' points to the 'X' button. At the bottom of the table, it says '5 Accounts'. Below the table are three buttons: 'Download', 'Add existing', and 'Import'.

Account Number	Account Nickname
000000000	Account1
000000000	Account2
000000000	Account3
000000000	Account4
000000000	Account5

To delete an account, follow these steps:

1. Find the desired account on the Manage FedEx Accounts screen.
2. Hover your pointer to the right of the account to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the account from the system.

Note: An account cannot be deleted until all groups and users have been removed from the account.

Company Settings

Access the Company Settings screen by clicking *Company Settings* in the navigation.

Add or Edit Company Settings

The screenshot shows the 'Company Settings' interface. On the left is a navigation menu with items: Admin Home, FedEx Accounts, Company Settings (highlighted with a box and line 1), Groups, Users, Reference Fields, and Shipping Reports. The main content area has a title 'Company Settings' and a subtitle 'Here you can view and edit your company name and contact information'. Below this are three tabs: Profile (selected), Permissions, and Defaults. The 'Profile' tab contains two sections: 'Company Information' and 'Security Controls'. The 'Company Information' section has fields for Company name (BB & Co.), Country (UNITED STATES), Address1 (123 Main Street), Address2 ((Optional)), Zip/Postal code (38002), City (ANYVILLE), State/Province (Tennessee), Phone no. (1 1234567890), Mobile no. (Please 1 (Optional)), and Fax no. (1 3124567890). The 'Security Controls' section has a checkbox 'Prevent user from changing User ID and Password' (checked) and a sub-note 'Allow Admins to override user ID and Password restrictions'. Below this is the 'Contact Information' section with fields for First name (John), Middle initial ((Optional)), Last name (Marks), Contact alias (JMarks12), Contact phone (1 2134567890), and Contact email (jmarks@fedex.com). At the bottom, there is a checkbox 'Update all users in the company with Profile changes' (checked) and two buttons: 'Cancel' and 'Save' (highlighted with a box and line 6).

1

2

3

4

5

6

To add or update company settings, follow these steps:

1. Click on *Company Settings* in the navigation to display the Company Settings screen.
2. From the *Profile* tab, edit Company Information, Contact Information and Security Controls.
3. Click the *Permissions* tab to edit permissions for FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book.
4. Click the *Defaults* tab to edit shipping defaults for Shipping Information, Pickup/Drop-off and Additional Options.
5. Check, '*Update all users in the company with Profile changes*,' if you would like to make these changes universal. Omitting this means only users created after this will have these permissions, but existing users will retain whatever permissions they previously had.
6. After you've made edits as needed, click *Save* to save and exit to the Company Settings default *Profile* tab.

Groups

Group users by function, geographical area, or some other means that fits the needs of the company. Members of each group share certain default settings and service restrictions. Groups allow the administrator to centrally manage and control shipments for multiple individuals by assigning default options and service restrictions at the group level, and by running reports on the shipping activity of users by group.

Access the Manage Groups screen by clicking *Groups* in the navigation.

Search

Search by keyword

To search for a group, enter key information in the text field. The Manage Groups screen displays information based on your text entry.

Sort by

You can sort the columns in ascending or descending order by clicking on the *Group Name*, *Group ID*, *Contact Name* or *No. of Users* column heading.

View Users and FedEx Accounts in a Group

To view users and accounts in a group:

1. On the Manage Groups screen, click the group you'd like to view.
2. The Edit Group screen will display with FedEx Accounts and users associated with the group.

Add, View, Edit or Delete Groups

Add New Group

1

Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Search: All Columns Columns +

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	8
International	IntlShipping	Sarah Clark	15
Marketing	Marketing	Kara Stark	21
AdTeam1	AdTeam1	Steve Moore	3
AdTeam2	AdTeam2	John Marks	6

147 Groups

[Download](#) [Import](#) [Create new](#)

2	<div><div><div>Admin Home</div><div>FedEx Accounts</div><div>Company Settings</div><div>Groups</div><div>Users</div><div>Reference Fields</div><div>Shipping Reports</div></div><div>Create New Group</div></div>	6
3	<div><div><div>Profile</div><div>Permissions</div><div>Defaults</div></div><div><div>Group Information</div><div>Associate FedEx Accounts</div><div>Associate Users</div></div></div>	7
4	<div><div><div>Group name</div><div>Group ID</div><div><div><div><input checked="" type="radio"/> Use company permissions, references and defaults</div><div><input type="radio"/> Customize permissions, references and defaults</div></div><div>View Settings</div><div><input type="checkbox"/> Prevent user from changing User ID and Password</div></div></div><div><div>+ Add Account(s)</div><div>There are currently no associated accounts.</div></div><div><div>+ Add User(s)</div><div>There are currently no associated users.</div></div></div>	
5	<div><div>Administrators</div><div>+ Add Group Admin(s)</div><div>There are currently no associated group admins.</div><div>Contact Information</div><div><div>The following fields are Optional. However, partial information is not accepted. Please provide complete address information.</div><div><input type="checkbox"/> Update with Company Information</div><div><div>First name</div><div>Middle Initial (Optional)</div><div>Last name</div><div>Country Please Select</div><div>Address1</div><div>Address2 (Optional)</div><div>Zip/Postal code</div><div>City Please Select</div><div>State/Province (Optional)</div><div>Email</div><div>Phone no. Please</div><div>Mobile no. Please (Optional)</div><div>Fax no. Please (Optional)</div></div></div></div>	
	<div><div>Cancel</div><div>Save</div></div>	8

To add a new group, follow these steps:

1. From the Manage Groups screen, click *Create new*.
2. The Create New Group screen displays and defaults to the *Profile* tab. Complete the Group Information and Contact Information sections.
3. Add an account to the group by clicking *Add Account(s)*.
4. Add a user to the group by clicking *Add User(s)*.
5. Add an administrator to the group by clicking *Add Group Admin(s)*.
6. After completing the *Profile* tab, click on the *Permissions* tab to display the Permissions screen which includes FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
7. After completing the Permissions screen, click *Save*. Then click on the *Defaults* tab to display the Defaults screen which includes Shipping Information, Pickup/Drop-off, and Additional Options. See the [Defaults Screen](#) section for more detailed information.
8. Click *Save*. The group information is saved. You will return to the Groups screen.

Edit Group

1

The screenshot shows the 'Manage Groups' interface. On the left is a sidebar with navigation links: Admin Home, FedEx Accounts, Company Settings, Groups (selected), Users, Reference Fields, and Shipping Reports. The main area has a title 'Manage Groups' and a description: 'View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.' Below this is a search bar and a table of groups. The table has columns: Group Name, Group ID, Contact Name, and No. of Users. The 'Domestic' group is highlighted with a red border. At the bottom, it says '169 Groups' and has buttons for 'Download', 'Import', and 'Create new'.

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	10
International	IntlShipping	Sarah Clark	115
Marketing	Marketing	Kara Stark	38
AdTeam1	AdTeam1	Steve Moore	6
AdTeam2	AdTeam2	John Marks	9



To edit group information, complete the following steps:

1. From the Manage Groups screen, click the group you want to edit.
2. The Edit Group screen will display, starting on the *Profile* tab. Add or remove administrators, accounts and users or edit group and contact information.
3. Click the *Permissions* tab to display the Permissions screen. Edit permissions for FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
4. Click the *Defaults* tab to display the Defaults screen. Edit defaults for Shipping Information, Pickup/Drop-off and Additional Options. See the [Defaults Screen](#) section for more detailed information.
5. Click *Save* to save your edited group information and exit to the Manage Groups screen.

Note: If you are updating the group Permissions or Defaults screens, these changes will also apply to existing users in the group that have permissions and defaults selected.

Delete Group

1

2

Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Group Name	Group ID	Contact Name	No. of Users	
Domestic	DomShipping	Sarah Clark	10	X
International	IntlShipping	Sarah Clark	115	
Marketing	Marketing	Kara Stark	38	
AdTeam1	AdTeam1	Steve Moore	6	
AdTeam2	AdTeam2	John Marks	9	

169 Groups

Download Import Create new

Groups cannot be deleted unless all users assigned in that group have been removed, moved to another group, or deleted. If there are no users in the group and the group needs to be deleted, follow these steps:

1. Find the desired group on the Manage Groups screen.
2. Hover your pointer to the right of the group to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the group from the system.

Import and Export Groups

Import Group

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Search:

All Columns

Columns

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	8
International	IntlShipping	Sarah Clark	15
Marketing	Marketing	Kara Stark	21
AdTeam1	AdTeam1	Steve Moore	3
AdTeam2	AdTeam2	John Marks	6

147 Groups

Download

Import

Create new

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Upload Center

Manage multiple users, groups, accounts, or references by preparing a file and sending directly from your desktop to FedEx.

Import

Import History

1. What do you want to do?

Import type

Select an action

2. Download Templates

☒ I already have a template

☐ I need a template

3. Upload file

Enter the location of your file, or click BROWSE to search for it.

Choose File

no file chosen

You can import your files by having them saved as a comma-separated-value (csv) file. Each import file may contain up to 50,000 records.

Import

To import a group, follow these steps:

1. From the Manage Groups screen, click *Import*.
2. Confirm *Groups* is selected from the Import type dropdown, then select an action from the dropdown.
3. Under Download Templates, choose whether or not you already have a template. If you do not have a template, choose your permissions and click *Download* for a blank template.
4. Under Upload File, click *Choose File* and select your file for upload and click *Import*.
5. You will get an email when your file has been processed or you can click the *Import History* tab to check the status of your file. Files with many records may take some time to be processed.

Note: A maximum of 50,000 records can be imported at one time. Therefore, if you need to import more than 50,000 groups or accounts, you will need to create several files before importing them.

Note: The group(s) and account number(s) that you assign to a user must already be set up in FedEx Administration for your company. The user can only be assigned to an account number that has already been added to the group to which they are being assigned.

Export Group

Manage Groups

View, search and filter all of your company's groups here. Click on a group to view or edit the group profile, permissions and defaults.

Group Name	Group ID	Contact Name	No. of Users
Domestic	DomShipping	Sarah Clark	8
International	IntlShipping	Sarah Clark	15
Marketing	Marketing	Kara Stark	21
AdTeam1	AdTeam1	Steve Moore	3
AdTeam2	AdTeam2	John Marks	6

147 Groups

Export Center

Download lists of users, groups, accounts, or references from Shipping Administration to your desktop.

Export **Export History**

Choose the type of data to download

Export type: Groups

The selected export type data will be saved as a comma-separated-value (csv) file. Each export file will contain the total set of data for your company.

Download

1

2

3

To export a group, follow these steps:

1. From the Manage Groups screen, click *Download*.
2. Confirm *Groups* is selected from the Export type from the dropdown and click *Download*.
3. You will get an email when your file is ready to view, print or download or you can click the *Export History* tab to check the status of your file. Export files with many records may take some time to be processed.

Note: When you export files from FedEx Administration, the system defaults to the comma- separated values (csv) format.

Users

A user is an individual in the company that has been set up by an administrator to access FedEx Ship Manager using FedEx Administration.

Access the Manage Users screen by clicking *Users* in the navigation.

Search

Search by keyword

To search for a user, enter key information in the text field. The Manage Users screen displays information based on your text entry.

Sort by

You can sort the columns in ascending or descending order by clicking on the *User Name*, *User ID*, *Group Assigned* or *User Role* column heading.

Add, View, Edit and Delete Users

Create New User

- Admin Home
- FedEx Accounts
- Company Settings
- Groups
- Users**
- Reference Fields
- Shipping Reports

Manage Users

View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.

Columns +

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-Invite

312 Users Download Import Create new

1

2

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Create New User

Profile

Permissions

Defaults

User Information

First name

Middle initial

Last name

Unique ID

Email

☐ Invite user (via email) to set up their own user ID, password and contact information

Group

☒ Use company permissions, references and defaults

☐ Customize permissions, references and defaults

Login Information

User ID

Password

• Password is at least 8 characters.

• Password must contain at least one upper case letter, one lower case letter, and one numeric character.

Password strength indicator

Verify Password

☐ Prevent user from changing User ID and Password

Associate FedEx Accounts

+ Add Account(s)

There are currently no associated accounts.

Administration Access

User role

Standard User

Contact Information

☐ Update with Company information

Country

Address1

Address2

Zip/Postal code

City

State/Province

Phone no.

Mobile no.

Fax no.

Cancel

Save

5

6

3

4

7

To add a new user, follow these steps:

1. From the Manage Users screen, click *Create new*.
2. The Create New User screen displays and defaults to the *Profile* tab. Complete the user details sections, including User Information, Login Information and Contact Information.
3. Add an account to the user profile by clicking *Add Account(s)*.
4. Assign a role to the user by selecting from the options in the drop down. Users can be assigned as a Standard User, meaning they have no administrative permissions; a Group Administrator, in which case you can assign specific groups that this user can administer; or a Company Administrator, meaning the user can see and administer all groups and users created under the company.
5. Click on the *Permissions* tab to display the Permissions screen which includes FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
6. After completing the Permissions screen, click on the *Defaults* tab to display the Defaults screen which includes Shipping Information, Pickup/Drop-off, and Additional Options. See the [Defaults Screen](#) section for more detailed information.
7. Click *Save* to save the user information and exit to the Manage Users screen.

View All Users in Company

To view all users, simply click on the *Users* tab. All users will be displayed on the Manage Users screen. The total number of users will display below the table.

View Users by Group

1

2

The screenshot shows the 'Manage Users' interface. On the left is a sidebar with navigation links: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The 'Users' link is highlighted. The main area has a title 'Manage Users' and a subtitle 'View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.' Below this is a table with columns: User Name, Unique ID, Group Assigned, User Role, and Status. The table lists five users: John Marks, Sarah Clarks, Steve Moore, Adam Fox, and Kara Stark. Kara Stark's status is 'PENDING Re-Invite'. Above the table is a search bar and a 'Group Assigned' dropdown menu. A red box labeled '2' highlights the 'Group Assigned' dropdown. A red line labeled '1' points to the 'Users' link in the sidebar.

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-Invite

312 Users

Download Import Create new

To view users by group, follow these steps:

1. From the Manage Users screen, select *Group Assigned* from the search dropdown.
2. Type the group you're looking for into the search bar.
3. All users within that group will be displayed in the table below. The total number of users within the group will display below the table.

Edit User

1

The screenshot shows the 'Manage Users' interface. On the left is a sidebar with navigation links: Admin Home, FedEx Accounts, Company Settings, Groups, Users (highlighted), Reference Fields, and Shipping Reports. The main area has the title 'Manage Users' and a subtitle: 'View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.' Below this is a search bar with 'Search' and a dropdown menu set to 'Group Assigned'. To the right of the search bar is a 'Columns' button with a plus icon. The main content is a table with the following data:

User Name	Unique ID	Group Assigned	User Role	Status	
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE	
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE	
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE	
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE	
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-invite	

Below the table, it says '312 Users'. At the bottom right are three buttons: 'Download', 'Import', and 'Create new'.

2
3
4

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Edit User: John Marks

ProfilePermissionsDefaults

User Information

First nameJohn

Middle initialH

Last nameMarks

Unique IDJMarks12

EmailMarks.John@fedex.com

User's current groupNo Group Assigned

Use company permissions, references and defaults

Customize permissions, references and defaults

View Settings

Administration Access

User roleCompany Administrator

Enable this administrator to receive emails

Contact Information

Update with Company Information

CountryUNITED STATES

Address1123 Main Street

Address2

Zip/Postal code01234

CityANYVILLE

State/ProvinceTennessee

Phone no.12345678910

Mobile no.12345678910

Fax no.12345678910

Login Information

User IDJMarks12

Password*****

Password is at least 8 characters.

Password must contain at least one upper case letter, one lower case letter, and one numeric character.

Password strength indicator

Verify Password*****

Prevent user from changing User ID and Password

Associated FedEx Accounts

Search

Account Number	Account Nickname
000000000	AdTeam2

1 Accounts

Add Account(s)

Cancel

Delete User

5

To edit a user, follow these steps:

1. From the Manage Users screen, click the user you want to edit.
2. The Edit User screen will display, starting on the *Profile* tab. Add or remove Associated FedEx Accounts, change the user's role, reassign the user's group or edit user details.
3. Click the *Permissions* tab to display the Permissions screen. Edit permissions for FedEx Express and FedEx Ground, FedEx Freight LTL, Rate and Transit Times (All FedEx Services) and Address Book. See the [Permissions Screen](#) section for more detailed information.
4. Click the *Defaults* tab to display the Defaults screen. Edit defaults for Shipping Information, Pickup/Drop-off and Additional Options. See the [Defaults Screen](#) section for more detailed information.
5. Click *Save* to save your edited user information and exit to the Manage Users screen.

Note: If 'Use group permissions, references and defaults' is selected, then the permissions, references and defaults settings for the group will be enforced. Also, if a user is reassigned to another group, past shipping activity for that user will display under the old Group ID.

Delete User

Manage Users

View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.

Search: _____ Group Assigned: _____ Columns +

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-Invite

312 Users

Download Import Create new

To delete a user, follow these steps:

1. Find the desired user on the Manage Users screen.
2. Hover your pointer to the right of the user to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the user from the system.

Import and Export Users

Import User

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Manage Users

View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-Invite

312 Users

Download

Import

Create new

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Upload Center

Manage multiple users, groups, accounts, or references by preparing a file and sending directly from your desktop to FedEx.

Import

Import History

1. What do you want to do?

Import type:

Select an action:

2. Download Templates

☒ I already have a template

☐ I need a template

3. Upload file

Enter the location of your file, or click BROWSE to search for it.

Choose File

No file chosen

You can import your files by having them saved as a comma-separated-value (csv) file. Each import file may contain up to 50,000 records.

Import

To import a user, follow these steps:

1. From the Manage Users screen, click *Import*.
2. Confirm *Users* is selected from the Import type dropdown, then select an action from the dropdown.
3. Under Download Templates, choose whether or not you already have a template. If you do not have a template, choose your permissions and click *Download* for a blank template.
4. Under Upload File, click *Choose File* and select your file for upload and click *Import*.
5. You will get an email when your file has been processed or you can click the *Import History* tab to check the status of your file. Files with many records may take some time to be processed.

Note: A maximum of 50,000 records can be imported at one time. Therefore, if you need to import more than 50,000 users, you will need to create several files before importing them.

Note: The groups (s) and account number(s) that you assign to a user must already be set up in FedEx Administration for your company. The user can only be assigned to an account number that has already been added to the group to which they are being assigned.

Export User

1

Manage Users

View, search and filter all of your company's users here. Click on a user to view or edit the user profile, permissions and defaults.

User Name	Unique ID	Group Assigned	User Role	Status
John Marks	JMarks12	AdTeam2	Company Admin	ACTIVE
Sarah Clarks	SClark746	DomShipping	Company Admin	ACTIVE
Steve Moore	SMoore87	AdTeam1	Company Admin	ACTIVE
Adam Fox	AFox543	IntlMarketing	Standard User	ACTIVE
Kara Stark	KStark1	Marketing	Group Admin	PENDING Re-Invite

312 Users

Download **Import** **Create new**

2

Export Center

Download lists of users, groups, accounts, or references from Shipping Administration to your desktop.

Export **Export History**

Choose the type of data to download

Export type: **Users**

The selected export type data will be saved as a comma-separated-value (csv) file. Each export file will contain the total set of data for your company.

Download

3

To export a user, follow these steps:

1. From the Manage Users screen, click *Download*.
2. Confirm *Users* is selected from the Export type from the drop down and click *Download*.
3. You will get an email when your file is ready to view, print or download or you can click the *Export History* tab to check the status of your file. Export files with many records may take some time to be processed.

Note: When you download files from FedEx Administration, the system defaults to the comma-separated values (csv) format.

Reference Fields

A reference field is an optional number or a description that appears when creating a shipment. Assigning a reference field allows shippers to add additional information to their shipment that can be tracked through invoicing and reporting. You have the option of configuring up to four default reference codes that will auto-populate the corresponding reference fields on the FedEx Ship Manager screens when FedEx Administration users log on. Defaults can be entered for Your reference, Department no., PO no., and Invoice no.

Reference Lists are optional and create an easy organization that allows users to quickly choose a reference from a list of associated references while shipping.

Information entered in the reference fields will display on your FedEx invoice for FedEx Express and FedEx Ground shipments.

Access the Reference Fields screen by clicking *Reference Fields* in the navigation.

Search

Search by keyword

To search for a reference or reference list, enter key information in the text field on the respective tab. The Manage References screen will display information based on your text entry.

Sort by

You can sort any of the columns in ascending or descending order by clicking on the column heading.

Add, View, Edit and Delete References

Add New Reference

1

Manage References

View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

References **Reference Lists**

Search: All Columns +

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing

111 References

Download Import **Create new**

2

Create New Reference

Internal Reference Details

Reference ID:

Reference description: (Optional)

Assign to Reference Fields

FedEx Express and FedEx Ground Shipments	FedEx LTL Freight Shipments
<input type="checkbox"/> Your reference	<input type="checkbox"/> Shipper ID1
<input type="checkbox"/> Department no.	<input type="checkbox"/> Shipper ID2
<input type="checkbox"/> PO no.	<input type="checkbox"/> BOL no.
<input type="checkbox"/> Invoice no.	<input type="checkbox"/> PO no.

Associated Reference List (optional)

Add Reference List(s)

There are currently no associated reference lists.

3

4

5

Cancel Save **Save and add another**

To add a new reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click *Create new*. The Create New Reference screen displays.
2. Enter the appropriate information in the Reference ID and Reference description fields. (The maximum number of characters allowed for the Reference ID field is 24. The maximum number of characters allowed for the Reference description field is 35. These fields are case-sensitive. Do not use special characters.)

(References can contain the following characters special characters: Dash "-"; Period "."; Forward slash "/"; Backslash "\"; Ampersand "&" , Semicolon ";"; Asterisk "*"; Caret symbol "^"; At symbol "@"; Parenthesis "(" or ")"; Equal Sign "="; or Plus Sign "+.")

3. Assign one or more Reference Fields, including Your reference, Department no., PO no. or Invoice no. for FedEx Express and FedEx Ground shipments or Shipper ID1, Shipper ID2, BOL no., or PO no. for FedEx LTL Freight Shipments.
4. Add a reference list to the reference by clicking *Add Reference List(s)*.
5. If you want to save this new reference and add another one, click *Save and Add another*. If you are finished, click *Save* and exit to the Manage References screen.

Note: You do not have to create a reference list to access your references. You can keep your references on the References screen and use them from here.

View References

To view references, simply click on *Reference Fields* in the navigation. All References and Reference Lists will be displayed on the Manage References screen in their respective tabs.

Edit Reference

1

Manage References

View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

References **Reference Lists**

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing

134 References

Download **Import** **Create new**

Edit References

Internal Reference Details

Reference ID:

Reference description:

Assign to Reference Fields

FedEx Express and FedEx Ground Shipments	FedEx LTL Freight Shipments
<input checked="" type="checkbox"/> Your reference	<input checked="" type="checkbox"/> Shipper ID1
<input type="checkbox"/> Department no.	<input type="checkbox"/> Shipper ID2
<input type="checkbox"/> PO no.	<input type="checkbox"/> BOL no.
<input type="checkbox"/> Invoice no.	<input type="checkbox"/> PO no.

Associated Reference List (optional)

[+ Add Reference List\(s\)](#)

There are currently no associated reference lists.

[Cancel](#) [Delete](#) [Save](#) [Save and add another](#)

Annotations:

- 2: Left sidebar navigation menu.
- 3: 'Internal Reference Details' section.
- 4: 'Assign to Reference Fields' section.
- 5: Action buttons at the bottom.

To edit a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click the appropriate reference.
2. The Edit References screen displays. Make your changes to the Reference ID and Reference description entries as needed.
3. Make changes to the Reference Fields by selecting or deselecting them. You must select at least 1 Reference Field.
4. Add or remove Associated Reference Lists. Remove by selecting the appropriate lists and clicking *Remove*. Add by clicking *Add Reference List(s)*.
5. If you want to save this edited reference and add another one, click *Save and Add another*. If you are finished, click *Save* and exit to the Manage References screen.

Delete Reference

Manage References

View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

References **Reference Lists**

Search: All Columns:

Reference ID	Reference Description	
Mrkt1234	Marketing Reference	
IntlAug2016	International August 2016	
Mrkt3425	Marketing Reference	
DomJuly2016	Domestic July 2016	
IntlMrkt2314	International Marketing	

134 References

[Download](#) [Import](#) [Create new](#)

Annotations:

- 1: 'References' tab.
- 2: Edit icon in the table row for 'Mrkt1234'.

To delete a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and find the appropriate reference.
2. Hover your pointer to the right of the reference to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and reference the report from the system.

Import and Export References

Import Reference

1 Manage References

View, search and filter all of your company's references and reference lists. Click on a reference to view or edit the reference details and assign it to a list.

References Reference Lists

Search All Columns +

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing

111 References Download Import Create new

2 Upload Center

Manage multiple users, groups, accounts, or references by preparing a file and sending directly from your desktop to FedEx.

Import Import History

1. What do you want to do?

Import type: References

Select an action: Create New References

3 2. Download Templates

☒ I already have a template

☐ I need a template

4 3. Upload file

Enter the location of your file, or click BROWSE to search for it.

Choose File No file chosen

5 You can import your files by having them saved as a comma-separated-value (csv) file. Each import file may contain up to 50,000 records.

Import

To import a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click *Import*.
2. Confirm *References* is selected from the Import type dropdown, then select an action from the dropdown.
3. Under Download Templates, choose whether or not you already have a template. If you do not have a template, choose your permissions and click *Download* for a blank template.
4. Under Upload File, click *Choose File* and select your file for upload and click *Import*.
5. You will get an email when your file has been processed or you can click the *Import History* tab to check the status of your file. Files with many records may take some time to be processed.

Note: A maximum of 50,000 records can be imported at one time. Therefore, if you need to import more than 50,000 references, you will need to create several files before importing them. The maximum number of references allowed is 250,000.

Export Reference

The image displays two screenshots of a web application interface, with numbered callouts indicating specific steps in the export process.

Top Screenshot: Manage References

- Callout 1:** Points to the **References** tab in the Manage References section.
- Table:** A table with two columns: **Reference ID** and **Reference Description**. The table contains five rows of data:

Reference ID	Reference Description
Mrkt1234	Marketing Reference
IntlAug2016	International August 2016
Mrkt3425	Marketing Reference
DomJuly2016	Domestic July 2016
IntlMrkt2314	International Marketing
- Callout 2:** Points to the **Download** button at the bottom right of the table.
- Text:** Below the table, it says "111 References".
- Buttons:** At the bottom right, there are three buttons: **Download**, **Import**, and **Create new**.

Bottom Screenshot: Export Center

- Callout 2:** Points to the **Export** tab in the Export Center section.
- Callout 3:** Points to the **Export History** tab in the Export Center section.
- Section:** **Choose the type of data to download**
- Form:** A dropdown menu labeled **Export type** with **References** selected.
- Text:** Below the dropdown, it says: "The selected export type data will be saved as a comma-separated-value (csv) file. Each export file will contain the total set of data for your company."
- Callout 2:** Points to the **Download** button at the bottom right of the form.

To export a reference, follow these steps:

1. From the Manage References screen, select the *References* tab and click *Download*.
2. Confirm *References* is selected from the Export type dropdown and click *Download*.
3. You will get an email when your file is ready to view, print or download or you can click the *Export History* tab to check the status of your file. Export files with many records may take some time to be processed.

Add, View, Edit and Delete Reference Lists

Add New Reference List

1

Manage References

Create, view and manage lists of individual references that can be made available for your users to access during shipping activities.

References **Reference Lists**

Search All Columns

Reference List ID	Reference List Name	Reference List Description	
RList1234	Reference List 1234		
MKT234	Marketing 234		
TRK867	Tracking 867		
INTL2435	International 2435		
RList876	Reference List 876		

13 Reference lists

2

Create New Reference List

Reference List Details

Reference list ID

Reference list name

Reference list description (Optional)

Associated Existing References(s)

There are currently no associated references.

3

4

To add a new reference list, follow these steps:

1. From the Manage References screen, select the *Reference Lists* tab and click *Create new*. The Create New Reference List screen displays.
2. Enter a reference list identifier in the Reference list ID field and a reference list name in the Reference list name field. The Reference list description field is optional.
3. Add a reference to the reference list by clicking *Add Reference(s)*.
4. Click *Save* to save the reference list and exit to the Manage References screen.

View Reference List

To view a reference list, simply click *Reference Fields* in the navigation. All References and Reference Lists will be displayed on the Manage References screen in their respective tabs.

Edit Reference List or Add References

Manage References

Create, view and manage lists of individual references that can be made available for your users to access during shipping activities.

References **Reference Lists**

Search: All Columns

Reference List ID	Reference List Name	Reference List Description
RList1234	Reference List 1234	
MKT234	Marketing 234	
TRK867	Tracking 867	
INTL2435	International 2435	
RList876	Reference List 876	

18 Reference lists

Create new

Edit Reference List

Reference List Details

Reference list ID: RList1234
Reference list name: Reference List 1234
Reference list description: (Optional)

Associated Existing References(s)

Search:

Reference ID	Reference Description
DomJuly2016	Domestic July 2016
Mrkt1234	Marketing Reference

2 References

Add Reference(s)

Cancel Delete Save

To edit a reference list or add references, follow these steps:

1. From the Manage References screen, select the *Reference Lists* tab and click the appropriate reference list.
2. The Edit Reference List screen displays. Edit reference list details as needed.
3. Add or remove Associated References. Remove by selecting the appropriate references and clicking *Remove*. Add by clicking *Add Reference(s)*.
4. Click *Save* to save. The References list screen displays with the edited list.

Delete Reference List

The screenshot shows the 'Manage References' interface. On the left is a sidebar with navigation links: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main area has a title 'Manage References' and a subtitle 'Create, view and manage lists of individual references that can be made available for your users to access during shipping activities.' Below this are two tabs: 'References' and 'Reference Lists'. The 'Reference Lists' tab is active. A search bar and a dropdown menu for 'All Columns' are at the top of the table. The table has three columns: 'Reference List ID', 'Reference List Name', and 'Reference List Description'. The first row is highlighted in red and contains 'RList1234', 'Reference List 1234', and a red box with an 'X' icon. Below this row are four other rows: 'MKT234', 'Marketing 234'; 'TRK867', 'Tracking 867'; 'INTL2435', 'International 2435'; and 'RList876', 'Reference List 876'. At the bottom left, it says '18 Reference lists' and at the bottom right is a 'Create new' button. Two red numbers with lines pointing to the interface are present: '1' points to the 'Reference Fields' link in the sidebar, and '2' points to the 'X' icon in the table.

Reference List ID	Reference List Name	Reference List Description
RList1234	Reference List 1234	X
MKT234	Marketing 234	
TRK867	Tracking 867	
INTL2435	International 2435	
RList876	Reference List 876	

To delete a reference list, follow these steps:

1. From the Manage References screen, select the *Reference Lists* tab and find the appropriate reference list.
2. Hover your pointer to the right of the reference list to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the reference list from the system.

Shipping Reports

Reports contain shipping information that you can use to monitor shipping activity for your company. These reports only contain shipment information that has been processed within the last 90 days on FedEx Ship Manager at fedex.com by users within your company.

Access the Shipping Reports screen by clicking *Shipping Reports* in the navigation.

Create Reports

- Admin Home
- FedEx Accounts
- Company Settings
- Groups
- Users
- Reference Fields
- Shipping Reports

Manage Shipping Reports

Create shipping reports to manage pre-invoiced shipping activity for your company

All columns Columns +

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	08/21/2016
April2016	MHanley4	Megan Hanley	08/21/2016
May2016	ASmoot	Alex Smoot	08/22/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

34 Reports Create new

1

- Admin Home
- FedEx Accounts
- Company Settings
- Groups
- Users
- Reference Fields
- Shipping Reports

Create New Shipping Report

1. Enter a report name and date

Create a report for any shipment that has been processed using FedEx Ship Manager at fedex.com in the past 90 days.

Report name

☐ Modify report and save as a new report

Select Period:

☐ Last 7 days ☐ Last 30 days ☒ Last 90 days

Date range
to

2. Select a report filter

Shipping service ☒ All services ☐ FedEx Express/Ground
☐ FedEx LTL Freight

Select whether you would like to display this report by all or a subset of accounts, groups or users. Please note, you will only be able to view data that you currently have access to within FedEx Shipping Administration.

View by

3. Select report columns to display for All FedEx Shipments

Select the specific information you would like to display within the report.

☒ Select all columns

Sender/Recipient Information	Package & Shipment Details	Billing	Returns
<input checked="" type="checkbox"/> Company	<input checked="" type="checkbox"/> Package type	<input checked="" type="checkbox"/> Account number	<input checked="" type="checkbox"/> Return shipment details
<input checked="" type="checkbox"/> Group ID	<input checked="" type="checkbox"/> Service type	<input checked="" type="checkbox"/> Bill duties/taxes/fees to	<input checked="" type="checkbox"/> Return shipment type
<input checked="" type="checkbox"/> Processed by (User alias)	<input checked="" type="checkbox"/> Ship date	<input checked="" type="checkbox"/> Bill transportation to	<input checked="" type="checkbox"/> Return tracking number
<input checked="" type="checkbox"/> Processed by (User name)	<input checked="" type="checkbox"/> Shipment purpose	<input checked="" type="checkbox"/> Payment type	<input checked="" type="checkbox"/> RMA no.
<input checked="" type="checkbox"/> Recipient information	<input checked="" type="checkbox"/> Tracking number	<input checked="" type="checkbox"/> Courtesy rate quote	Freight Specific Items
<input checked="" type="checkbox"/> Sender address	<input checked="" type="checkbox"/> Weight	<input checked="" type="checkbox"/> Published rate	<input checked="" type="checkbox"/> BOL no.
<input checked="" type="checkbox"/> Sender name	Special Services	<input checked="" type="checkbox"/> Effective net discount	<input checked="" type="checkbox"/> PO no.(LTL Freight)
<input checked="" type="checkbox"/> Sender user alias	<input checked="" type="checkbox"/> Alcohol	<input checked="" type="checkbox"/> Pricing option	<input checked="" type="checkbox"/> Shipper ID1
<input checked="" type="checkbox"/> Sender user ID	<input checked="" type="checkbox"/> Alcohol Recipient Type	Reference	<input checked="" type="checkbox"/> Shipper ID2
	<input checked="" type="checkbox"/> COD amount	<input checked="" type="checkbox"/> Department no.	
	<input checked="" type="checkbox"/> Dangerous Goods	<input checked="" type="checkbox"/> Invoice no.	
	<input checked="" type="checkbox"/> Hold at Location	<input checked="" type="checkbox"/> P.O. no.	
	<input checked="" type="checkbox"/> Saturday Delivery	<input checked="" type="checkbox"/> Your reference	
	<input checked="" type="checkbox"/> Signature options		

4. Select sort fields (optional)

If you do not want a sorted report, do not select anything.

Sort 1

Sort 2

Sort 3

Sort 4

Sort 5

If you select the subtotal, your report will be grouped and subtotaled according to the sort options you have selected.

☐ Subtotal report

Cancel

Save Report

Run Report

To create a report, follow these steps:

1. From the Manage Shipping Reports screen, click *Create new*. The Create New Shipping Report screen will display.
2. Enter a Report name and select a period or enter a custom date range.
3. Select *All services*, *FedEx Express/Ground* or *FedEx LTL Freight* as a report filter. To run a report at the account, user or group level, select the desired option from the View by dropdown.
4. Select which columns you would like to display for all FedEx shipments. This will determine the specific information you would like to display in the report.
5. If you would like a sorted report, select which fields you would like to sort by.
6. Click *Save Report* to run at a later date, or click *Run Report* to run the report.
7. Once a report has been generated, you will receive an email with a link where you can view and/or download the report.

Edit or Delete Reports

Edit a Report

1

Manage Shipping Reports
Create shipping reports to manage pre-invoiced shipping activity for your company

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	01/22/2017
April2016	MHanley4	Megan Hanley	10/29/2016
May2016	ASmool	Alex Smool	10/29/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

39 Reports [Create new](#)

2

Select a date range for the report.
You can change this once you have run the report.

Select Period:
☐ Last 7 days ☐ Last 30 days ☐ Last 90 days

OR

Enter Date Range:
[] to []

[Cancel](#) [Edit Report](#) [Run Report](#)

Admin Home

FedEx Accounts

Company Settings

Groups

Users

Reference Fields

Shipping Reports

Edit Report: March2016

1. Enter a report name and date

Create a report for any shipment that has been processed using FedEx Ship Manager at fedex.com in the past 90 days.

Report name

March2016

?

☐ Modify report and save as a new report

Select Period:

☐ Last 7 days

☐ Last 30 days

☒ Last 90 days

Date range

to

2. Select a report filter

Shipping service

☒ All services

☐ FedEx Express/Ground

☐ FedEx LTL Freight

Select whether you would like to display this report by all or a subset of accounts, groups or users. Please note, you will only be able to view data that you currently have access to within FedEx Shipping Administration.

View by

Select

3. Select report columns to display for All FedEx Shipments

Select the specific information you would like to display within the report.

☐ Select all columns

Sender/Recipient Information	Package & Shipment Details	Billing	Returns
<input type="checkbox"/> Company	<input type="checkbox"/> Package type	<input type="checkbox"/> Account number	<input type="checkbox"/> Return shipment details
<input type="checkbox"/> Group ID	<input type="checkbox"/> Service type	<input type="checkbox"/> Bill duties/taxes/fees to	<input type="checkbox"/> Return shipment type
<input type="checkbox"/> Processed by (User alias)	<input type="checkbox"/> Ship date	<input type="checkbox"/> Bill transportation to	<input type="checkbox"/> Return tracking number
<input type="checkbox"/> Processed by (User name)	<input type="checkbox"/> Shipment purpose	<input type="checkbox"/> Payment type	<input type="checkbox"/> RMA no.
<input type="checkbox"/> Recipient information	<input type="checkbox"/> Tracking number	<input checked="" type="checkbox"/> Courtesy rate quote	<input type="checkbox"/> Freight Specific Items
<input type="checkbox"/> Sender address	<input type="checkbox"/> Weight	<input checked="" type="checkbox"/> Published rate	<input type="checkbox"/> BOL no.
<input type="checkbox"/> Sender name	Special Services	<input checked="" type="checkbox"/> Effective net discount	<input type="checkbox"/> PO no.(LTL Freight)
<input type="checkbox"/> Sender user alias	<input type="checkbox"/> Alcohol	<input checked="" type="checkbox"/> Pricing option	<input type="checkbox"/> Shipper ID1
<input type="checkbox"/> Sender user ID	<input type="checkbox"/> Alcohol Recipient Type	Reference	<input type="checkbox"/> Shipper ID2
	<input type="checkbox"/> COD amount	<input type="checkbox"/> Department no.	
	<input type="checkbox"/> Dangerous Goods	<input type="checkbox"/> Invoice no.	
	<input type="checkbox"/> Hold at Location	<input type="checkbox"/> P.O. no.	
	<input type="checkbox"/> Saturday Delivery	<input type="checkbox"/> Your reference	
	<input type="checkbox"/> Signature options		

Sort 1

Select

Sort 2

Select

Sort 3

Select

Sort 4

Select

Sort 5

Select

☐ Subtotal report

Cancel

Save Report

Run Report

To edit a report, follow these steps:

1. From the Manage Shipping Reports screen, click the desired report.
2. Click *Edit Report*. The Edit Report screen will display.
3. Make edits to the Report name, as needed, and select a period or enter a custom date range.
4. If you would like to edit the report filters, select *All services*, *FedEx Express/Ground* or *FedEx LTL Freight*. To edit a report to run at the account, user or group level, select the desired option from the View by dropdown.
5. Deselect or select new columns to display for all FedEx shipments, as needed. This will determine the specific information you would like to display in the report.
6. If you would like to make edits to how the report is sorted, select which fields you would like to sort by. This section is optional.
7. Click *Save Report* to run at a later date, or click *Run Report* to run an edited report.

Delete a Report

The screenshot shows the 'Manage Shipping Reports' interface. On the left is a sidebar with navigation links: Admin Home, FedEx Accounts, Company Settings, Groups, Users, Reference Fields, and Shipping Reports. The main area has a title 'Manage Shipping Reports' and a subtitle 'Create shipping reports to manage pre-invoiced shipping activity for your company'. Below this is a search bar and a 'Columns' dropdown. A table lists reports with columns: Report Name, Admin Alias, Admin Name, and Last Updated. The first row, 'March2016', is highlighted. A red box around the 'X' icon in the rightmost column of this row is pointed to by a red arrow. A red line with the number '1' points to the 'Shipping Reports' link in the sidebar, and a red line with the number '2' points to the 'X' icon. At the bottom, it says '39 Reports' and has a 'Create new' button.

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	01/22/2017
April2016	MHanley4	Megan Hanley	10/29/2016
May2016	ASmoot	Alex Smoot	10/29/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

To delete a report, follow these steps:

1. Find the desired report on the Manage Shipping Reports screen.
2. Hover your pointer to the right of the report to reveal an X. Click on the X.
3. In the popup, click *Delete* to confirm the deletion and remove the report from the system.

Run an Existing Report

1

Report Name	Admin Alias	Admin Name	Last Updated
March2016	JStone345	Jessica Stone	01/22/2017
April2016	MHanley4	Megan Hanley	10/29/2016
May2016	ASmoot	Alex Smoot	10/29/2016
June2016	BHale809	Benjamin Hale	08/21/2016
July2016	CTracker3	Charles Tracker	08/21/2016

39 Reports [Create new](#)

2

Select a date range for the report.

You can change this once you have run the report.

Select Period:

☐ Last 7 days ☐ Last 30 days ☐ Last 90 days

OR

Enter Date Range:

to

[Cancel](#) [Edit Report](#) [Run Report](#)

To run an existing report, follow these steps:

1. From the Manage Shipping Reports screen, click the desired report.
2. Select the data range you would like to cover in this report and then click *Run Report*.
3. Once a Report has been generated, you will receive an email with a link where you can view and/or download the Report.

Permissions Screen

The Permissions screen allows the administrator to give users or groups certain rights and permissions by checking the appropriate boxes. If a box is unchecked, the user or group does not have that permission.

FedEx Express and FedEx Ground

FedEx Domestic Shipping Services — Choose which FedEx Domestic Shipping Services a user or group can access.

FedEx International Shipping Services — Choose which FedEx International Shipping Services a user or group can access.

Special Services — Choose which Special Services a user or group can access.

References — Choose permissions for your selected reference fields.

- *Not required (text field)* — User will view a text entry field on the Ship screen and is not required to enter a reference in order to ship.
- *Not required (view list)* — User will view a popup screen after clicking *Select* on the Ship screen. The user has the option to select any entry and then click *OK* to continue. The selected reference populates the reference field. This option requires the administrator to provide references, which can be done in the [Reference Fields](#) section.
- *Required (text field)* — User will view a text entry field on the Ship screen and must enter an alphanumeric entry in the field in order to continue (ship). No defaults or selections are provided by the administrator.
- *Required (view list)* — User will view a popup screen after clicking *Select* on the Ship screen. The user can select any entry and then click *OK* to continue. The selected reference populates the reference field. This option requires the administrator to provide references, which can be done in the [Reference Fields](#) section.
- *Default and cannot change* — User will view their default reference as text on the Ship screen. The user cannot change the default reference text.
- *Required with validation (text field)* — User will view a text field on the Ship screen and must enter a reference that matches one in the database or a specifically assigned list to continue (ship). This option requires the administrator to provide references to validate against.
- *Required with validation (view list)* — User will view a popup screen after clicking *Select* on the Ship screen. The user can select any entry and then click *OK* to continue. This option requires the administrator to provide references to validate against, which can be done in the [Reference Fields](#) section.

Pickup/Drop-off — Choose pickup and drop-off permissions for a user or group.

Return Shipment Options — Choose return shipment permissions for a user or group.

Pending Shipment Options — Choose pending shipment permissions for a user or group.

FedEx Freight LTL

FedEx Domestic LTL Shipping Services — Choose which FedEx Domestic LTL Shipping Services a user or group can access.

FedEx International LTL Shipping Services — Choose which FedEx International LTL Shipping Services a user or group can access.

Special Services — Choose which Special Services a user or group can access.

Delivery Options — Choose which delivery options a user or group can select.

References — Choose permissions for your selected reference fields. [See details for this section.](#)

Pickup/Drop-off — Choose pickup and drop-off permissions for a user or group.

Rates and Transit Times

Display Rates and Transit Times section on the shipping screen — Select this option to allow a user or group to see the rates and transit time module when preparing a shipment.

Always show this section expanded on the shipping screen — Select this option to show the Rates and Transit Time section expanded each time the user or group creates a shipment.

Do not display rates (display transit times only) — Select this option to hide account specific rates from the user or group while allowing them to see transit times.

Display Standard Rates — Select this option to display the FedEx list rates regardless of whether or not discounts have been applied.

Display discounted rates — Select this option to display all discounts associated with the rate displayed.

Allow user to view Rates and Transit times for all available services — Select this option to show all services that the user or group can access.

Display account based rates sheet — Select this option to show account rate sheets that contain discounts plus pricing.

Address Book

Contacts — Choose which address books a user or group can access.

Defaults Screen

The Defaults screen allows the administrator to set a number of default options that users or groups will see on the FedEx Ship Manager screens. These default configuration options are activated by checking the appropriate boxes. If a box is unchecked, this setting is not automatically enabled. Default settings entered here correspond with the options that are available on the Permissions screen.

FedEx Administration users will be able to edit certain Preference settings if they have been given the appropriate permissions in the Permissions screen.

Shipping Information

Service type — Select the default FedEx shipping service that you want users or groups to use from the drop-down list. For a list of service types available using FedEx Ship Manager, view the Permissions screen. For a full description of these services, go to fedex.com.

Package type — Select the default type of packaging that user or groups will use from the dropdown list. If user or groups are shipping via FedEx Express Freight or FedEx Ground, Your packaging is the default.

Unit of Measure — Select the unit of measure used most often from the drop-down menu.

Currency — Select the default currency. Default currency will be USD if another currency is not selected.

Bill transportation to — Select whether transportation will be billed to *Sender (Prepaid)*, *Collect*, *Recipient*, or a *Third Party FedEx account number*.

Bill duties/taxes/fees to — Select whether duties and taxes will be billed to *Sender (Prepaid)*, *Recipient*, or a *Third Party FedEx account number*.

Additional handling charges — Select whether additional handling charges will be a *Fixed Amount*, *Variable Amount* or *No Additional Fee*.

Pickup/Drop-off

Pickup/Drop-off — Select the default pickup or drop-off option that user or groups will use.

Additional Options

Always remind user to print pending shipments — Select this option to set a reminder to print any pending shipment labels.

Always show shipment confirmation window — Select this option to have the shipment confirmation screen appear after users or groups complete preparations for each shipment.

Display recipient Contact ID Field — Select this option to have the Contact ID field displayed on the main ship screen.

Display pending shipment confirmation — Select this option to display a confirmation window.