

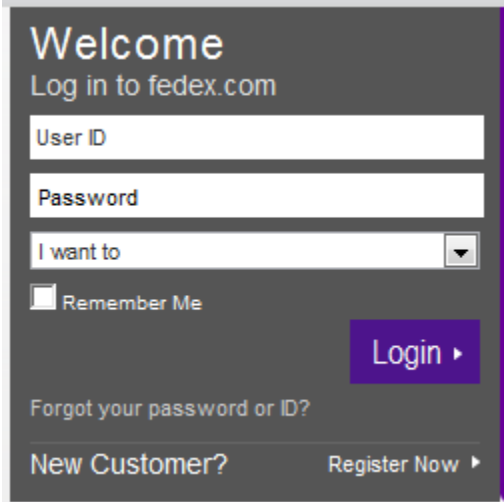


**FEDEX SHIP MANAGER
AT FEDEX.COM
DOMESTIC SHIPPING
HUB TRAINING MANUAL**

Created by Jim Moll

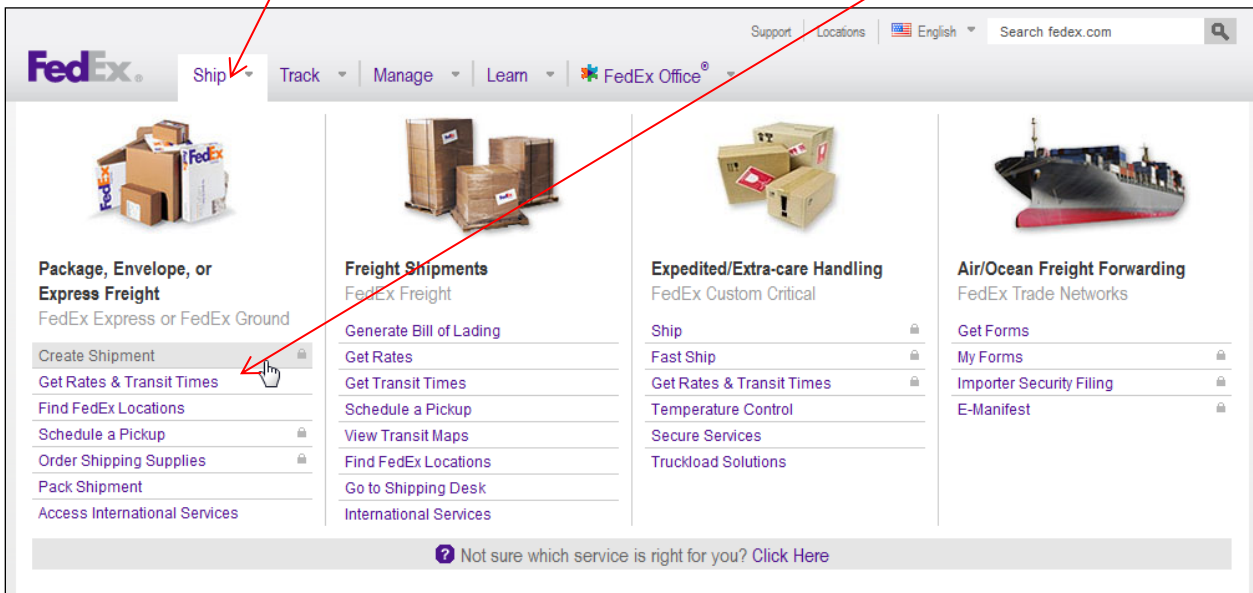
FedEx.com Log In

Log in using the PVH specific User ID & Password. Please note that both the User ID & Password are case sensitive.



The login form is titled "Welcome Log in to fedex.com". It features a "User ID" input field, a "Password" input field, and a dropdown menu labeled "I want to". Below these is a "Remember Me" checkbox. A prominent purple "Login" button is positioned to the right. At the bottom, there are links for "Forgot your password or ID?", "New Customer?", and "Register Now".

The FedEx Ship Manager page should automatically display (next page). If not, move the cursor over the **Ship** tab in the global navigation bar; then click **Create Shipment** in the menu that appears.



The screenshot shows the FedEx Ship Manager interface. The top navigation bar includes the FedEx logo, a "Ship" dropdown menu (highlighted with a red arrow), and other tabs like "Track", "Manage", and "Learn". A search bar is located on the right. Below the navigation bar, there are four main service categories: "Package, Envelope, or Express Freight", "Freight Shipments", "Expedited/Extra-care Handling", and "Air/Ocean Freight Forwarding". Each category has a list of sub-services. A red arrow points to the "Create Shipment" link under the "Package, Envelope, or Express Freight" category. A footer message reads: "Not sure which service is right for you? Click Here".

FedEx Ship Manager (FSM) Screen

After logging in to FSM at fedex.com, the first shipping screen displays.

FedEx Ship Manager My Profile Logout Help

Ship | LTL Freight | Ship History | My Lists | Reports | Integration Manager | Administration

Create a Shipment

1 Enter shipping information 2 Print label(s)

[Contact your administrator](#)
[Preferences](#) | [Clear all fields](#)

* Denotes required field.

1. From [Help](#) [Edit](#)

Hub Example, 123 Main Street, Reading, Pennsylvania, 19605, United States

2. To [Help](#) [Hide](#)

* Country/Location: United States
 Company: Select or enter
 * Contact name: Select or enter
 * Address 1:
 Address 2:
 * ZIP:
 * City: Select or enter
 * State: Select
 * Phone no.: ext.

[Perform detailed address check](#)

This is a residential address
 Save new recipient in address book

3. Package & Shipment Details [Help](#) [Hide](#)

* Ship date: 11/02/2016
 * No. of packages: 1
 * Weight: lbs
 Declared Value: U.S. Dollars
 * Service type: FedEx Ground
 * Package type: Your Packaging
 Dimensions: Select

4. Billing Details [Help](#) [Hide](#)

* Bill transportation to: Collect (Authorized Ground Accounts)
 Your reference:
[More reference fields](#)

Special Services (optional) [Help](#) [Edit](#)

Select additional services for your shipment

Pickup/Drop-off (optional) [Help](#) [Hide](#)

Schedule a pickup

Alert:
If the pickup address displayed below does not match the address tied to your account, alternate address charges may apply.

Drop off package at a FedEx location
 Use an already scheduled pickup at my location

Pickup Address [Edit](#)
 Hub Example, 123 Main Street, Reading, Pennsylvania, 19605, United States

Package Information [Edit](#)
 FedEx Ground, 11/03/2016, 8:00 a.m. - 6:00 p.m.

Shipment Notifications (optional) [Help](#) [Edit](#)

Send an email to yourself, the recipient or others indicating the status of your shipment.

Transit Times [Help](#) [Hide](#)

Select	Service and Transit Time
	Enter more information to get transit times.

5. Complete your Shipment [Help](#)

Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

Ship

1. From

The **From** module is for entering sender information. This module is collapsed by default and should already be populated with the address information based on the PVH log in. See below for an example:

1. From Help Edit
Hub Example, 123 Main Street, Reading, Pennsylvania, 19605, United States

2. To

The **To** module is for entering recipient information. This module is expanded by default. Below are two examples for shipments to Jonesville as well as Calvin Klein store #036. This is how the **To** module should be entered. Everything marked with an asterisk (*) needs to be filled in.

Return to Jonesville

2. To Help Hide		
* Country/Location	United States	▼
Company	PVH Corp	▼
* Contact name	Returns	▼
* Address 1	1000 PVH Quality Way	
Address 2		
* ZIP	28642	
* City	Jonesville	▼
* State	North Carolina	▼
* Phone no.	336-526-7843	ext. <input type="text"/>
Perform detailed address check		
<input type="checkbox"/> This is a residential address ?		
<input type="checkbox"/> Save new recipient in address book		

Shipment to a Store

2. To [? Help](#) [Hide](#)

* Country/Location	United States	▼
Company	PVH Corp	▼
* Contact name	Calvin Klein #036	▼
* Address 1	1814 MILITARY RD	
Address 2	Space #300	
* ZIP	14304	
* City	Niagara Falls	▼
* State	New York	
* Phone no.	716-297-7258	ext. <input type="text"/>
+ Perform detailed address check ←		
<input type="checkbox"/> This is a residential address ?		
<input type="checkbox"/> Save new recipient in address book		

The address checker automatically checks addresses for errors. Results are displayed under the expanded **Perform detailed address check** link.

The **Address Checker Expanded Module** will check the address entered for errors and to avoid shipment delays and address correction charges. In this case, the last 4 digits of the zip code were suggested. The zip code provided can be chosen or the original zip code that was entered can be selected.

2. To ? [Help](#) [Hide](#)

* Country/Location ▼

Company ▼

* Contact name ▼

* Address 1

Address 2

* ZIP

* City ▼

* State ▼

* Phone no. ext.

[Perform detailed address check](#)

Address was modified to achieve a match. Please confirm the address with the recipient prior to shipping.

Select	Address Result (s)
<input type="radio"/>	NIAGARA FALLS NY 14304-1772 Commercial
<input type="radio"/>	Use address as entered ?

This is a residential address ?

Save new recipient in address book

The address checker will advise if the address entered is valid or invalid so that any necessary changes can be made.

3. Package and Shipment Details

The **Package and Shipment Details** module is for entering information concerning the package and the shipment. This module is expanded by default.

The screenshot shows a web form titled "3. Package & Shipment Details" with a "Help" icon and a "Hide" button. The form contains the following fields:

- * Ship date: 11/02/2016 (with a calendar icon)
- * No. of packages: 1 (dropdown menu)
- * Weight: [] lbs
- Declared Value: [] U.S. Dollars
- * Service type: FedEx Ground (dropdown menu)
- * Package type: Your Packaging (dropdown menu)
- Dimensions: Select (dropdown menu)

Red arrows point from the text box on the right to the "No. of packages", "Service type", "Package type", and "Dimensions" fields.

Select the desired number of packages (up to 25).

FedEx Ground is the default Service type as it is the PVH preferred service level.

Your Package is the default Package type.

There should be **no** Declared Value entered.

NOTE: The dimensions field will display when using packaging not supplied by FedEx. It is **not** a required field in order to ship a package.

4. Billing Details

The **Billing Details** module is for entering bill-to details for the shipment. **Select “Collect”**.

- Please note: when shipping to any PVH location (Jonesville or Store), shipping “Collect” will automatically invoice PVH and no account number will be needed.

4. Billing Details [Help](#) [Hide](#)

* Bill transportation to

Your reference

[More reference fields](#)

The reference field will allow up to 24 characters of information, such as carton numbers, that will appear on PVH's billing invoice. This field can be expanded to enter more reference information.

If there is additional reference information the expanded **reference field** module will allow additional reference options.

4. Billing Details [Help](#) [Hide](#)

* Bill transportation to

Your reference

[More reference fields](#)

P.O. no.

Invoice no.

Department no.

Pickup/Drop-off

The **Pickup/Drop-off** module is utilized to schedule a pickup or find the nearest drop-off location. There will be no pick up fees assessed.

Pickup/Drop-off (optional) ? [Help](#) - [Hide](#)

Schedule a pickup

Alert:
If the pickup address displayed below does not match the address tied to your account, alternate address charges may apply.

Drop off package at a FedEx location

Use an already scheduled pickup at my location

Pickup Address + [Edit](#)

Hub Example, 123 Main Street, Reading, Pennsylvania, 19605, United States

Package Information + [Edit](#)

FedEx Ground, 11/03/2016, 8:00 a.m. - 6:00 p.m., 1 packages

There are 3 options for shipping the package:

Schedule a pickup – Scheduling a pickup for your shipment.

Drop off package at a FedEx location - Dropping off a package at a FedEx location.

Use an already scheduled pickup at my location - Using an already scheduled pickup at the location.

Note: An Alert message stating the account/pickup address information does not match may populate. If the correct pick up address is displayed disregard this message. If the incorrect pickup information is displayed it can be edited.

Drop Off a Package at a FedEx Location

Selecting this option displays the nearest FedEx location, the location with the latest Express drop-off time, and links for viewing additional locations.

Pickup/Drop-off (optional) ? [Help](#) - [Hide](#)

Schedule a pickup

Drop off package at a FedEx location

Use an already scheduled pickup at my location

Nearest location	Open latest location
FedEx ShipSite OfficeMax 3215 N 5th St Hwy Reading, PA, 19605, US Ground,FedEx Returns System Mon-Fri 08:00 AM-9:00 PM Sat 09:00 AM-9:00 PM Sun 10:00 AM-6:00 PM	FedEx Ship Center FedEx Ship Center 13500 Eds Dr Herndon, VA, 20171, US Express(Hold at location),Saturday Hold at location),Dangerous goods,Ground,Location accepts cash,Package supplies available,FedEx Returns System Mon-Fri 08:30 AM-9:45 PM Sat 09:00 AM-5:00 PM

[View more locations](#)

5. Complete/Continue Your Shipment

The **Complete Your Shipment** module will complete the shipment.

5. Complete your Shipment [Help](#)

Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

[Send a Mobile Shipping Label](#)

Save for later **Ship**

Create a Shipment Profile

Select this checkbox to create a new shipment profile from the current shipment information. Create a Shipment Profile to store recipient, package and other details of this shipment for future use.

There is an option to save your shipment information to complete later or ship now.

When the **Ship** button is clicked, the following events occur:

1. Each screen on the screen is validated. This includes the following fields:
Fields that were displayed when the user completed the shipment request.
Fields that were hidden because they were part of a screen that was collapsed (using the Edit/Hide link) when the request was submitted.
2. If each value passes validation, the program continues processing the shipment. If any values fail validation:
 - Secondary field-level error messages are displayed for the invalid values, and the shipping process is ended.
 - Screens with error messages are automatically expanded so that the screen and error message are visible. See *example below of an Alert message*:

5. Complete your Shipment [Help](#)

Alert: The following recipients encountered an error and were not able to be processed as part of the group:

Contact name	Error description
Candace Chong	Zip code required
Carlo Woodling	Zip code not valid

To process all labels, go to Address Book, and correct the errors shown above. To process shipping labels for the remaining recipients select the Ship button. To cancel the entire group shipment select the Cancel button.

Cancel **Ship**

NOTE:

The Alert is displayed if any of the shipments in the group fail. If an Alert is already shown, the alert is not displayed again.

3. If the “Perform detail address checking” checkbox is selected, the program interfaces with the Enterprise Address Service (EAS) and displays the applicable Verification Results screen.
4. If there are no errors, a screen with a picture of the label will display. This label will need to be printed and adhered to the carton for shipping. **Please ensure all existing labels are covered to avoid misrouting of the cartons.**

PVH Support

For assistance with FedEx issues, please contact both of the following:

FreightPayment@pvh.com

Traffic@pvh.com

FedEx Online Support

Issues with any FedEx online tool, registration, or function:

- Contact Technical Support 877-339-2774

Support hours Monday-Friday, 7am to 9pm; and Saturday 9am to 3pm (Central time)