



FedEx Shipment Booking Procedure

Department: Order Desk

System: FedEx Ship Manager

Audience: New Employees

Training Level: Beginner

Lesson Overview

This lesson explains how to create shipments using FedEx Ship Manager and how to update shipment information in Microsoft Dynamics 365 Business Central.

After completing this lesson, users will be able to:

- ✓ Create FedEx shipments
 - ✓ Select FedEx services
 - ✓ Generate tracking numbers
 - ✓ Print shipping labels
 - ✓ Update shipment information in Business Central
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Before You Begin

Before creating a shipment, verify:

Customer Information

- Customer Name
- Delivery Address
- Contact Information

Shipment Information

- Number of Packages
- Weight
- Dimensions (if required)



Business Central Information

- Released Sales Order
 - Warehouse Shipment Created
 - Shipment Ready for Pickup
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Step 1 – Log In to FedEx Ship Manager

Open:

[FedEx Ship Manager Login](#)

Enter:

- Username
- Password

Select:

Sign In

Screenshot Reference:

[FedEx Ship Manager User Guide PDF](#)

Step 2 – Create a Shipment

Select:

Create Shipment

Screenshot Reference:

[FedEx Create Shipment Guide](#)

Step 3 – Verify Sender Information

Verify:

- FAM Powder Coating Ltd.



- Address
- Postal Code
- Phone Number

Correct any errors before continuing.

Screenshot Reference:

[FedEx Ship Manager User Guide PDF](#)

Step 4 – Enter Recipient Information

Enter:

Company Name

Contact Name

Address

City

Province / State

Postal Code

Country

Phone Number

Verify all information carefully.

Incorrect addresses may result in:

- Delivery delays
- Additional charges
- Returned shipments

Screenshot Reference:

<https://www.fedex.com/en-us/shipping/create-shipping-label.html>



Step 5 – Enter Package Information

Complete:

Number of Packages

Package Weight

Package Dimensions

Examples:

3 Packages
150 KG

Screenshot Reference:

[FedEx Package Details Help](#)

Step 6 – Select Service Type

Choose the appropriate FedEx service.

Common Services:

FedEx Ground

Standard shipments.

FedEx Express Saver

Economical express service.

FedEx 2Day

Two-day delivery.

FedEx Priority Overnight

Urgent shipments.

Select the service approved by the customer.

Screenshot Reference:



FedEx Service Guide

Step 7 – Additional Shipping Options

If required:

Signature Required

Residential Delivery

Saturday Delivery

Reference Numbers

Enter:

- Sales Order Number
- Customer PO Number

Screenshot Reference:

[FedEx Shipping Options Guide](#)

Step 8 – Review Shipment

Verify:

✓ Customer Information

✓ Address

✓ Package Count

✓ Weight

✓ Service Type

✓ Shipping Charges

Screenshot Reference:

[FedEx Ship Manager User Guide PDF](#)



Step 9 – Process Shipment

Select:

Ship

FedEx generates:

- Tracking Number
- Shipment Confirmation
- Shipping Label

Screenshot Reference:

[FedEx Create Label Guide](#)

Step 10 – Record Tracking Number

Example:

61299999999999999999

Open the Sales Order in Business Central.

Enter tracking number in:

Tracking Number

Step 11 – Record Shipping Cost

Enter the FedEx shipping cost into:

Courier Price - FPC

Example:

\$48.75

This field is required for freight cost reporting.



Step 12 – Print Shipping Labels

Print all labels generated by FedEx.

Attach labels securely to:

- Boxes
- Skids
- Pallets

Verify labels are readable.

Screenshot Reference:

[FedEx Label Requirements Guide](#)

Internal FAM Shipping Policy

Warehouse Shipments should be created before:

4:00 PM

Reason:

- Carrier pickups generally occur before 4:00 PM.
- Warehouse prepares the next day's shipping schedule beginning at 8:00 AM.

Late shipment creation may delay delivery by one business day.

Common Errors

Incorrect Address

May cause delivery delays.

Wrong Weight

May cause billing corrections.



Missing Tracking Number

Prevents shipment visibility.

Missing Courier Price - FPC

Causes inaccurate freight reporting.

Incorrect Service Selection

May increase shipping costs.

Best Practices

- ✓ Verify address before shipping
- ✓ Verify package count
- ✓ Verify weight
- ✓ Select correct service
- ✓ Enter Tracking Number immediately
- ✓ Enter Courier Price - FPC immediately
- ✓ Print labels before carrier pickup
- ✓ Complete shipments before 4:00 PM whenever possible

Additional Training Resources

Official FedEx User Guide:

[url?FedEx Ship Manager User Guide PDF?https://www.fedex.com/content/dam/fedex/us-united-states/shipping/images/FedEx-Ship-Manager-User-guide.pdf?](https://www.fedex.com/content/dam/fedex/us-united-states/shipping/images/FedEx-Ship-Manager-User-guide.pdf)

Official FedEx Shipping Services:

[FedEx Shipping Services Overview](#)

Official FedEx Create Shipment Guide:



FedEx Create Shipping Label Guide

Lesson Summary

You can now:

- ✓ Create FedEx shipments
- ✓ Select FedEx services
- ✓ Generate tracking numbers
- ✓ Print shipping labels
- ✓ Update Business Central correctly
- ✓ Follow FAM Powder Coating shipping procedures