



# FedEx SameDay® Services User Guide

## **FedEx SameDay Services**

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# FedEx®



# FEDEX SAMEDAY® SERVICES

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## FedEx SameDay Services at a Glance

When you need a shipment delivered today, count on FedEx SameDay services. There's a FedEx SameDay service for cross-country delivery, crosstown delivery and freight shipments.

### FedEx SameDay® City

Crosstown delivery within several major U.S. metro areas, delivered in just hours, depending on availability, among select ZIP codes around the city's center.

### FedEx SameDay

Cross-country delivery in just hours, depending on flight availability. For documents and packages up to 150 lbs.

### FedEx SameDay® Freight

Delivery in just hours for shipments of 151 lbs. or more, composed of multiple packages or palletized freight.

*Note: Because FedEx SameDay shipments require special attention, they cannot be dropped off at a FedEx location or be added to regularly scheduled pickups without notice.*

*Note: Shipments weighing less than 151 lbs. that contain at least one palletized piece are priced at the 151-lb. FedEx SameDay Freight rate.*

# CREATE A USER ID



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## How to create your FedEx SameDay user ID

Before shipping with FedEx SameDay® services, you first need to create a user ID that's specific to FedEx SameDay. You may set up the same user ID and password that you use to log in to **fedex.com**. However, without registering for FedEx SameDay services, your current **fedex.com** ID will not automatically work.

**Note:** To get FedEx SameDay rates, as well as to access the FedEx SameDay ship, track, and manage functions, you'll be required to use your FedEx SameDay user ID, since these functions will not be visible under your **fedex.com** user ID.

**1.** Go to **fedex.com/sameday**.

The screenshot shows the FedEx website's SameDay services page. At the top, there's a navigation bar with links for Rate, Ship, Track, and Manage. Below the navigation is a login section for 'FedEx SameDay Login' with fields for User ID and Password, both with 'Forgot?' links. There's also a dropdown for 'I want to' with options like 'Get Rates/Transit Times'. A 'Remember Me' checkbox and a 'Login' button are present. To the right of the login form is a photograph of a FedEx employee working at a desk. Below the photo is a purple banner with the text 'FedEx SameDay® Cross-country delivery within hours'. Further down, there's a 'Track' section with a 'Track Shipments' heading and a text input field for a tracking number, followed by a 'Track' button. On the left side of the main content area, there's a sidebar with sections for 'Register' (linking to 'New Customer Center' and 'Register for fedexsameday.com'), 'Explore FedEx' (with links to 'FedEx SameDay® City', 'FedEx SameDay®', and 'FedEx SameDay® Freight'), and 'Contact FedEx SameDay' (with a phone number).

**2.** Click "Register for fedexsameday.com."

A close-up view of the 'Register' link from the previous screenshot. The link is highlighted in blue and underlined. Below it, there's a sub-link 'New Customer Center' and another 'Register for fedexsameday.com' link.

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Register for fedexsameday.com

Enter your FedEx 9-digit account information that you would like to associate with your fedexsameday.com login

\* Denotes required field

**Enter Your Registration Information**

**Contact Information**

Enter the shipping address you want associated with your login.

\* Account

\* First name

\* Last name

\* Company Name

\* Address 1

Address 2

\* City

\* State

\* Zip Code

\* Country

Phone no.

Fax no.

\* Email

\* Re-enter email

Default Time Zone

**Login Information**

\* Create a user ID   
Use at least 6 characters.

\* Create a password   
Use at least 6 characters and use at least one letter and one number.

\* Re-enter password

**Terms and Conditions**

I have read, understood and agree to be bound by the [fedex.com Terms of Use](#). I also understand how FedEx intends to use my information. [Privacy Policy](#)

**Cancel** **Continue**

the Terms and Conditions. Click **Continue**.

4. You will receive an email with a link to the confirmation page. The subject heading is "FedEx SameDay® Online - New User Registration".

Be sure to log in with your FedEx SameDay user ID and password in order to get a rate, ship, track or manage your FedEx SameDay account.

\*If you don't have a FedEx® account number, go to [fedex.com](#) to sign up.

# GET RATES



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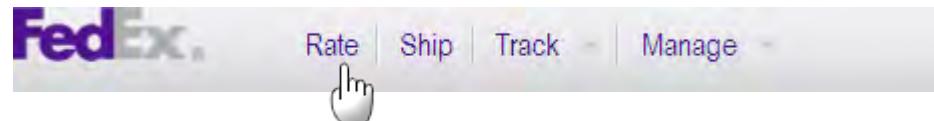
Custom Data Download

Customer Service

## Get Rates

You can receive rate estimates by simply entering the ZIP codes of origin and destination.

1. Click the *Rate* tab.



2. Enter the required information.

*Note: Remember to choose AM or PM.*

### Get Rates & Transit Times

Use this simple tool to obtain a rate quote and determine the expected delivery date and time for your shipment.

Customer Account #

[Clear all fields](#)

Welcome, John Doe  
\* Denotes required field

**1. Ship From / To** [Help](#)

**From**

\* Country  \* Pickup ZIP

**To**

\* Country  \* Delivery ZIP

**Additional Information**

\* Pieces  Dim Len :  Dim Wid :  Dim Ht :  Act Wt :  Dim Wt :   
Total Act Weight:  Total Dim Weight:   
lbs.  lbs.

\* Ready Date & Time   Hour:

# GET RATES



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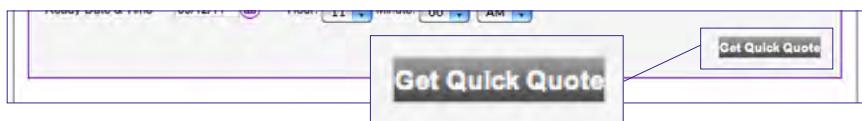
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3. Click **Get Quick Quote**.



4. Scroll to the bottom of the page for rates and transit times.

3. Rates and Transit Times		
Service Type	Service and Transit Time	Your Rate
Fedex SameDay City Priority	Fedex SameDay City Priority 16 Sep 2011 17:00 PM	<u>42.50</u>
FedEx SameDay City Standard	FedEx SameDay City Standard 16 Sep 2011 17:00 PM	<u>28.75</u>
<small>Roll over your rate quote for a breakdown of costs</small>		
<small>Transit Times: (no Air options found)</small>		<small>Amounts are shown in USD</small>

5. Place your cursor over the rate for more details.

*Note: Any fuel surcharge will adjust monthly.*

Fedex SameDay	
Transportation charges	
Base rate	25.00
Fuel surcharge	3.75
<b>Your rate</b>	<b>28.75</b>

6. Click **Ship**.

# SHIP

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## Ship

Shipping with FedEx SameDay® services is simple. Complete your shipping form online and then print a label.

### Create a Shipment

1. Click the *Ship* tab.



2. Enter required information in Sections 1 through 5.

Section 3: Remember to choose AM or PM.

Section 4: "Your Reference" will be merged with your shipment information; e.g., invoice details.

<b>3. Package &amp; Shipment Details</b>	<b>4. Billing Details</b>
Shipment Ready Date <input type="text" value="09/12/11"/> <input type="button" value="..."/>	Bill transportation to <input type="text" value="DOE, JOHN - #123456789"/>
Time Hour: <input type="text" value="1"/> Minute: <input type="text" value="4"/> <input type="button" value="AM"/> <input type="button" value="PM"/>	Your Reference <input type="text"/>
Packaging Type <input type="text" value="Your Packaging"/>	
* No. of Packages <input type="text" value="1"/>	
* All Dimensions and Actual Wt are required	
L: <input type="text"/> W: <input type="text"/> H: <input type="text"/> Act Wt: <input type="text"/> Rate Wt: <input type="text"/>	Total <input type="text" value="10"/> Act Wt: <input type="text" value="10"/> Rate Wt: <input type="text"/>
Declared value <input type="text" value="0.00"/> USD	

# SHIP

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3. Choose optional email notifications.

Email Notifications (optional)

AUTO NOTIFY - SHIPPER ?

Enter multiple addresses separated by a semi colon ( ; )

Shipper Email

Order received	<input checked="" type="checkbox"/>	Pickup	<input checked="" type="checkbox"/>
All Drop	<input type="checkbox"/>	QDT Change	<input checked="" type="checkbox"/>
Recover	<input type="checkbox"/>	Exceptions	<input type="checkbox"/>
Delivered	<input checked="" type="checkbox"/>		

AUTO NOTIFY - RECIPIENT ?

Enter multiple addresses separated by a semi colon ( ; )

Recipient Email

Order received	<input checked="" type="checkbox"/>	Pickup	<input checked="" type="checkbox"/>
All Drop	<input type="checkbox"/>	QDT Change	<input checked="" type="checkbox"/>
Recover	<input type="checkbox"/>	Exception	<input type="checkbox"/>
Delivered	<input checked="" type="checkbox"/>		

4. Click **Ship**.

8. Complete your Shipment

**Ship**

**Ship**

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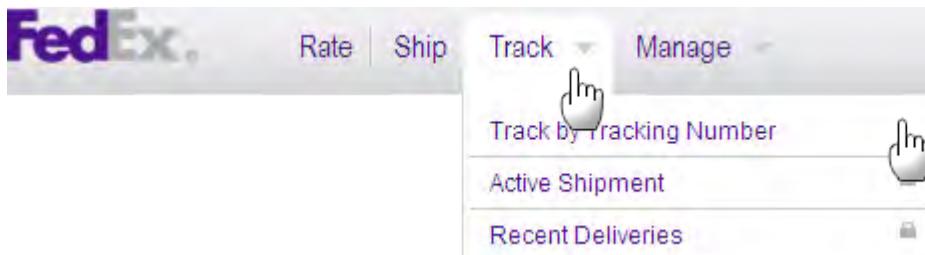
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## Track

FedEx enables you to closely track the status of each of your FedEx SameDay® shipments. You also have the option to customize your tracking.

### Track by Tracking Number

1. Log in with your FedEx SameDay user ID at [fedex.com/sameday](http://fedex.com/sameday) and click "Track by Tracking Number" in the drop-down menu under the *Track* tab.



2. Check the box next to "Save your tracking numbers" to automatically retain entered tracking numbers for the next 48 hours. Check the box again on the next visit to display tracking numbers again for another 48 hours.

The screenshot shows a form titled "Track by Tracking Number". It has a text input field labeled "Enter your tracking number" and a "Track" button. Below the input field is a checkbox labeled "Save your tracking numbers" with a question mark icon. There is also a link "Clear your saved tracking numbers" with a question mark icon.

# TRACK



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3. The results screen displays all completed and anticipated actions and has the ability to send the web page via email.

[Logout](#) [Help ▾](#)

## FedEx SameDay® Tracking Results

STATUS: Order Received

**Tracking #:** 111111121711

Ship Date: 8/30/2011 9:25:00 AM (MDT)  
Est. Delivery Date 8/30/2011 12:25:00 PM (MDT)

Planned Itinerary Times displayed in Local Time.

Description	Completed
Order Received	8/30/2011 9:25:00 AM (PT)
Picked up	
Shipment In Transit	
Delivered	

**PICKUP AT:**  
OUTBACK STEAKHOUSE  
9329 SHERIDAN BLVD.  
WESTMINSTER CO 80031

**DELIVER TO:**  
RANGER MOTEL  
11220 E. COLIFAX AVE.  
SUITE 24A  
AURORA CO 80010

Pieces: 1 Weight: 5

Package Tracking No.	L	W	H	Act Wt
111111121711	5	5	5	5

Send a link to this page via email to  [Send](#)  
(Note: Separate multiple email addresses with semicolons)

# MANAGE



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## Manage

Manage your FedEx SameDay® shipments online with invoice, address book and custom data tools.

### Print Your Invoice

1. Click "Print Invoice" in the drop-down menu under the *Manage* tab.



2. Enter your invoice number.

The screenshot shows the "Invoice Reprint" form. It has a text input field labeled "Invoice Number" containing "123". Below it is a note: "Enter your invoice number and email address, then press the Send button." There are three input fields: "Invoice Number" (containing "123"), "Email Address" (empty), and "Reprint Desc" (containing "REPRINT"). A checked checkbox says "will print the invoice on a FedEx invoice form. (logo will not be included)".

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3. Enter your email address and other selection criteria.

**Invoice Reprint**

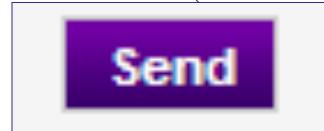
Enter your invoice number and email address, then press the *Send* button.

Invoice Number  Email Address

Reprint Desc

will print the invoice on a FedEx invoice form. (logo will not be included)  
 Print long version of invoice.

4. Click **Send**.



The invoice will be emailed as a PDF file attachment to the address you specified. You will need Adobe Acrobat installed on your computer in order to view/print the invoice.

*Tip: Don't know the invoice number for reprint? Review the "Customize Data Download" section to determine the appropriate invoice number.*

*Note: You can reprint only FedEx SameDay invoices. To reprint an invoice from another FedEx® service, please contact FedEx Customer Service at **1.800.GoFedEx 1.800.463.3339**.*

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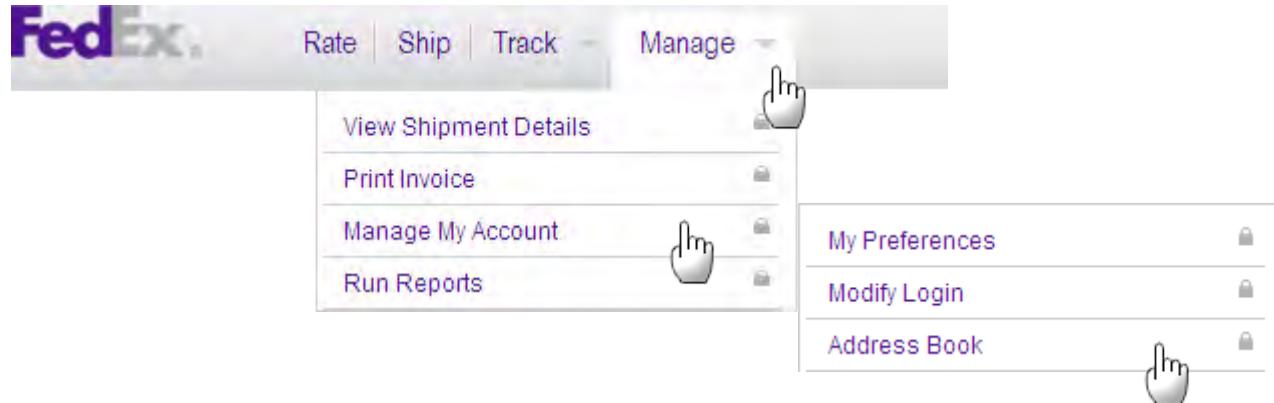
Custom Data Download

Customer Service

## Manage

### Manage Your Address Book

In the drop-down menu under the *Manage* tab, scroll over “Manage My Account” and then click “Address Book.” You can choose to create an address on a one-at-a-time basis or import/export multiple addresses.



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*Single entries*

1. Choose the *Addresses* tab.

a. Click **Create address**.

b. Click "Edit" to update an existing address.

### Address Book

The screenshot shows the FedEx Address Book interface. At the top, it says "Welcome, John Doe" and has buttons for "Search", "Print", and "Manage Address". Below that is a "Sort Order:" dropdown set to "Company" and a "Letters" navigation bar from A to Z. The main area is titled "Addresses" and shows a table with one row of data:

	Company: ABC Co.	Attention: Bill Smith
<a href="#">Edit</a>	<a href="#">Address 1: 40 Heights Rd</a>	<a href="#">Instruction:</a>
<a href="#">Delete</a>	<a href="#">Address 2:</a>	<a href="#">Quick Code: 123</a>
	<a href="#">City/State: Arlington, VA</a>	<a href="#">Fax #:</a>
	<a href="#">ZIP Code: 22203</a>	<a href="#">Email:</a>
	<a href="#">Phone #: 202-555-1212</a>	<a href="#">Auto Load: Yes</a>

Below the table, there is a page number "1". A callout box labeled "Edit" points to the "Edit" link in the first column of the table. Another callout box labeled "Create address" points to the "Create address" button at the top right of the page.

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*Bulk entries*

1. Choose the *Import/Export* tab.

Address Book

The screenshot shows the FedEx Address Book software interface with the 'Import / Export' tab selected. The window title is 'Address Book'. It displays four steps for importing address data:

- Step 1 - Select and establish order of address fields in your text file:** A 'CURRENT FIELD LIST' contains fields: Company, Address 1, Address 2, City, State, Zip Code, Phone #, Fax #, Email, Attn, Instruction. An 'AVAILABLE FIELD LIST' is empty. Buttons: Add, Remove, Down, Up.
- Step 2 - Choose the delimiter type used in your text file:** A dropdown menu shows 'Comma'.
- Step 3 - Browse for the path of the text file you want to import:** A 'Browse...' button is present.
- Step 4 - Choose whether or not to have all Addresses cleared upon import:** A dropdown menu shows 'No, don't clear old addresses'.

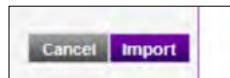
Please Note:  
• Importing a large address book may take several minutes depending upon your connection speed.  
• Please click the Import button only once and do not click any other buttons in your browser while the import is being processed.

Buttons at the bottom: Cancel, Import.

2. Follow the on-screen instructions.

- Select and establish the order of address fields in your text file.
- Choose the delimiter type used in your text file.
- Browse for the path of your text file.
- Choose whether or not to have all old addresses cleared upon import.

3. Click **Import**.



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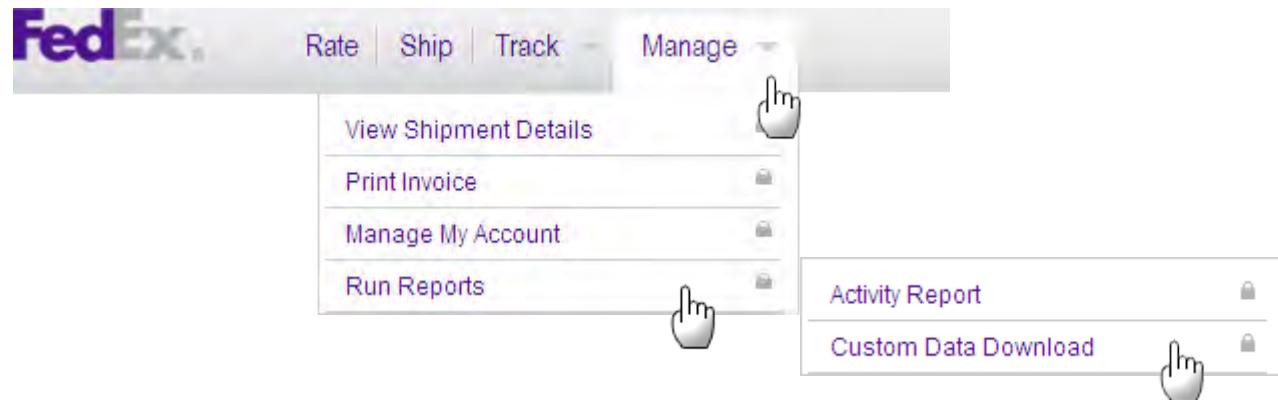
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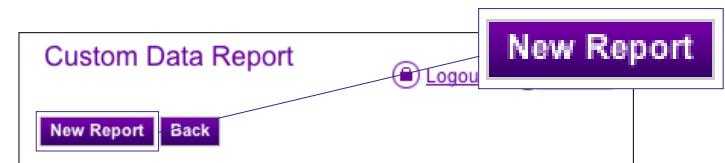
### Custom Data Download

You can generate data reports of your FedEx SameDay® shipments.

1. In the drop-down menu under the *Manage* tab, scroll over "Run Reports" and then click "Custom Data Download."



2. Click **New Report**.



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3. Name the report.

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Report Name Example Report 123 Save as New

Report Name Example Report 123 Save as New

Show Sum Calculations

PU Date mm/dd/yyyy to mm/dd/yyyy

4. Select the date range.

Report Name Example Report 123 Save as New

Show Sum Calculations

PU Date mm/dd/yyyy to mm/dd/yyyy

Account (123456789) XYZ CO. ACCOUNT//FEDEX

PU Date mm/dd/yyyy to mm/dd/yyyy

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**5.** Add/Remove your preferred fields for customization.

<input type="text" value="Add Custom Field"/> <input type="button" value="Add"/>		
<b>Available Fields</b> <div style="border: 1px solid #ccc; padding: 5px; height: 150px; overflow-y: scroll;"><p>Account # Caller Charged Weight Customer ID DEL Addr 1 DEL Addr 2 DEL Airport DEL Attempt Count DEL City DEL Company DEL Country DEL Instruction DEL Mileage DEL State DEL Wait Time DEL Z</p></div>	<b>Requested Fields</b> <div style="border: 1px solid #ccc; padding: 5px; height: 150px; overflow-y: scroll;"><p>Invoice Amount Invoice Date Invoice Number Consignee AWB</p></div>	
<input type="button" value="&gt;&gt;"/>	<input type="button" value="&lt;&lt;"/>	<input type="button" value="UP"/> <input type="button" value="DOWN"/>

**6.** Click **Generate**.

<input type="button" value="Generate"/>	<input type="button" value="Back"/>
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*Note: FedEx SameDay data is available for download for 30 days from the invoice date.*



# CUSTOMER SERVICE

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**Customer Service**

## **Customer Service**

You can ship with peace of mind, knowing that FedEx SameDay® services are covered by the same reliable customer service you've come to expect from FedEx.

### **FedEx Money-Back Guarantee\***

If your shipment misses its final quoted delivery time by 60 seconds or more, you may request a refund or credit of your shipping charges.

### **Contact Us**

For any questions about **fedex.com/sameday**, call **1.800.GoFedEx 1.800.463.3339** (say "SameDay").

\*For details on the FedEx Money-Back Guarantee, see Our Services at [fedex.com](http://fedex.com).

For additional information, view [Terms and Conditions](#).