Stellar Shipping Guide

To avoid any shipping delays or errors, shipping labels must be created using FedEx Ship Manager® at fedex.com.

FedEx help is available at fedex.com or call FedEx Customer Service at 1.800.GoFedEx (1.800.463.3339). The following screen shots are samples created using fedex.com and are designed to assist you.

To ship with FedEx Ship Manager at fedex.com, you will need Internet access, an inkjet or laser printer.

Go to fedex.com.

Enter your user ID and password Stellar created and provided to you...

Click “Login”

You will have the ability to change the password – refer to page 5 & 6 for instructions.

Section “From”

• This will default to your shipping location. Verify information is correct.
Stellar Shipping Guide (cont’d)

Section “To”

• Select appropriate receiving location from the drop down menu and information will automatically populate with one of Stellar’s designated addresses.

Section “Package & Shipment Details”

• Ship date: The ship date defaults to today’s date. A future date can be entered.

• No. of packages: Enter the total number of packages in your shipment, or choose the number using the drop down.

• Weight: Enter the total weight of the package.

If multiple packages in your shipment, you must enter the weight for each package (refer to the yellow insert).

• Declared Value:

**DO NOT ENTER A DECLARED VALUE**

*If a declared value is entered, you will be charged back the cost of coverage.*

• Service type: Default is “FedEx Ground”

• Package type: Your Packaging
Section “Billing Details”
• Bill Transportation to: Defaults to “
• Your reference: Defaults to “
• If you have more than one shipping location, select the appropriate VENDOR ID from the drop down in the P.O. no. field.

Please do not ship multiple POs in a single carton.

Section “Complete your Shipment”
• Click “Ship”

Print label and attach to package
Changing your password

1. Log in to FedEx Shipping Administration
2. From the shipping window, click My Profile near the top of the screen.

3. At the Login & Contact Information screen, click Edit.
4. Enter your current password, your new password and confirm the new password by entering it a second time. Finally enter your answer to the secret question (the first time around, your entry is recorded for future use) and click Save.

And that’s all there is to it!
## Overview of Customer Support Options

### Useful Resources for Vendors Using FedEx

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FedEx Activation Desk</strong></td>
<td>Dedicated support for vendors shipping via FedEx. When contacting the FedEx Activation Desk, please provide the name of the company that specified the use of FedEx for their inbound shipments. 1.866.xxx.xxx (toll-free) Monday through Friday, 8 a.m. - 5 p.m. CST</td>
</tr>
<tr>
<td><strong>FedEx Freight Customer Support</strong></td>
<td>Pickup scheduling, truckload, LTL, volume/backhaul and freight forwarding services information. 1.866.393.4585 (toll-free) <a href="http://www.fedexfreight.com">www.fedexfreight.com</a></td>
</tr>
<tr>
<td><strong>FedEx LTL International (Canada)</strong></td>
<td>1.866.393.4685 (toll-free)</td>
</tr>
<tr>
<td><strong>FedEx International Customer Service</strong></td>
<td>Rates, tracking, pickup scheduling, Harmonized Codes, general shipping information. 1.800.GoFedEx 1.800.463.3339 (say “international services”)</td>
</tr>
<tr>
<td><strong>FedEx Billing Online Support</strong></td>
<td>Assistance with accessing or navigating FedEx Billing Online 1.800.GoFedEx 1.800.463.3339 (say “billing”)</td>
</tr>
<tr>
<td><strong>FedEx Customer Technical Support</strong></td>
<td>Assistance with FedEx shipping solutions, including FedEx Ship Manager® at fedex.com, FedEx Ship Manager hardware or software and FedEx Ship Manager Enterprise. 1.877.339.2774</td>
</tr>
<tr>
<td><strong>FedEx Customer Claims and Revenue Services</strong></td>
<td>Assistance with claims, credits and refunds, invoice copies, billing inquiries, and duty and tax inquiries. 1.800.GoFedEx 1.800.463.3339 (say “claims”)</td>
</tr>
<tr>
<td><strong>FedEx Dangerous Goods - Hazardous Materials</strong></td>
<td>Information on shipping dangerous goods (Express service) or hazardous materials (Ground service), including regulatory requirements and shipping forms. 1.901.434.3200 (Hotline) or 1.800.463.3339 (say “dangerous goods”)</td>
</tr>
<tr>
<td><strong>FedEx Regulatory Consulting</strong></td>
<td>U.S. export documentation and customs requirements worldwide. 1.800.851.3336</td>
</tr>
</tbody>
</table>