

How to Process FedEx Ground Canada Orders

Channel Gate Portal User



If you have experience shipping with FedEx Ground for Parcel Orders within Canada, please ensure using the following details:

| | |
|----------------------------|--|
| Third Party Account Number | Reach out to Support@channelgate.io |
| Declared Value | No Declared Value |
| Dimensions and Weight | Shipping Carton Dimensions and Weights |
| Service Type | FedEx Ground |
| Your Reference # | SKU# |
| P.O. # | VRC121-XXXXXXX |

Note that failure to utilize details above which results to extra charges to be incurred will be requested back from the vendor via credit memo.

1 EDI Enabled

ISA*00* *00* *12*6046789141 *12*7817942257 *191009*1550*U*00401*000081560*1*P*!~
GS*PO*6046789141*7817942257*20191009*1550*81560*X*004010~
ST*850*0001~
BEG*00*DS*VRC121-18717407**20191009~ → ORDER ID
DTM*004*20191009~
TD5***FEDEX**GROUND SHIPPING~ → CARRIER AND SHIP METHOD
N1*BT*CYMAX STORES INC.~
N2*ATTN: ACCOUNTS PAYABLE~
N3*4170 STILL CREEK DRIVE*SUITE #310~
N4*VANCOUVER*BC*V5C 6C6*CA~
N1*ST*JOHN SMITH~ → CONSIGNEE NAME
N3*1234 EVERETT CT~ → CONSIGNEE ADDRESS
N4*BURNABY*BC*V3N1A8*CA~ → CONSIGNEE ADDRESS
REF*ZZ*VRC121-18717407~
PER*IC*JOHN SMITH*TE*7002711514~ → CONSIGNEE PHONE NUMBER
PO1*1*1*EA*231**VP*158-21003 *BP*158-21003 ~ → SKU OF ITEM ORDERED
PID*F****BRAND1 KING SIZE WALNUT 3-DRAWER STORAGE BED FRAME~ → ITEM ORDERED
PO4**1*EA~ → QUANTITY OF THE ITEM ORDERED
CTT*1*1~
AMT*TT*231~
SE*19*0001~
GE*1*81560~
IEA*1*000081560~

2 Non-EDI Enabled

The screenshot shows the Channel Gate Portal's Order Management interface. On the left is a sidebar with navigation options: Administrator, Dashboard, Order Management, Orders, Returns & Replacements, Invoice Management, Product Management, Muzeboard, Seller Intelligence Platform, Admin Portal, and Settings. The main area displays order fulfillment metrics and filters. A dialog box titled 'Export Orders' is open, asking 'Are you sure you want to Download the Order(s)?' and warning that 'Downloading will change the status of the Order(s)'. The dialog has 'Cancel' and 'Yes, Download' buttons. The background shows a table of orders with columns for Order ID, Order Date, Ship To, and Order Status. The 'Export' button in the top right is highlighted, and the 'Download Order' button in the dialog is also highlighted.

1. Log into your Channel Gate Portal's Order Management Section then find orders that are in Unprocessed Status then click **DOWNLOAD ORDER**.
2. Can bulk export by Selecting **EXPORT** from the top right side of the page to pull your list of orders.
3. This dialog box will appear then click **YES, DOWNLOAD**.
4. The order details will be listed on the Excel document. Note the necessary details for printing any internal label or packing slip -- order id, SKU, qty, ship method, carrier, consignee name, address.

| Order ID | Order Date | SKU | Qty | Product Title | Expected Shipping Date | Shipmethod | Carrier | Company Name | FirstName | LastName | Address1 | Address2 | City | State | Country |
|-------------------|-----------------------|--------------|-----|--|------------------------|------------|---------|--------------|-----------|----------|----------|----------|------|-------|---------|
| VVIC121-200642045 | 12/16/2020 8:37:10 AM | 1707-BL-SOFA | 500 | Faux Leather Living Room Loveseat in Black | 12/29/2020 12:00:00 AM | Ground | FedEx | | | | | | | | |

If you are not an experienced shipper through FedEx Ground within Canada, please ensure you have an account and follow the steps below:

** Note that, Vendors are responsible for Pick Up Fees Charges. **



Start Your Shipment

FedEx Ship Manager™ Lite

For basic one-piece envelope or package shipments, FedEx Ship Manager Lite is the fastest way to create a shipping label with or without a FedEx account.



SHIP LITE

FedEx Ship Manager™ Advanced

If you have multi-piece shipments or need advanced features for freight, alcohol or dangerous goods, login with your FedEx account to complete your shipment.



2

SHIP
ADVANCED

1. Log into your FedEx account.
2. Click **Ship Advanced**.

3. Enter the following details as listed in the order information from the EDI feed or the order details from the vendor portal as shown in step 1D. This includes the Customer's full name, or Business name, Address, Phone Number, and Address Type (Residential or Business)

2. To Help Hide

| | |
|---------------------|-----------------|
| * Country/Territory | United States |
| Company | Select or enter |
| * Contact name | |
| * Address 1 | |
| Address 2 | |
| * ZIP | |
| * City | |
| * State | California |
| * Phone no. | ext. |

[Perform detailed address check](#)

Alert:
[Safety Reminder](#)

FedEx Shippers:

To support distancing as recommended by the WHO we request customers that require a Residential pickup explore dropping off at a FedEx designated/support location. If a Residential pickup is required, please leave package(s) outside the door where possible for pickup. Please update location of packages with comments, e.g. left outside.

Before finalizing your shipment, please confirm with your recipient that they are 'OPEN' for business.

This is a residential address ?

Save new recipient in address book

4. Enter the **Package & Shipment Details** such as the Ship Date, Number of Packages, Package Weight, Declared Value (list \$0), Service Type (pick FedEx Ground), Package type (pick Packaging), Dimensions of each box being shipped.
5. Enter the **Billing Details**: Bill Transportation To: Third Party, Account # xxxxxxxxx, Your reference # would be the SKU# of the carton being shipped and lately, Order Number under the PO No. field (take note of the exact format VRC121-XXXXXX)

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

* Ship date

* Number of packages

* Pricing option FedEx Standard Rate
 FedEx One Rate

* Weight lbs

Declared Value U.S. Dollars

* Service type

* Package type

Dimensions in

Save dimensions profile

Include a return label

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

* Bill transportation to

* Account no.

Alert: Please remember to enter your reference information.

Your reference

[More reference fields](#)

PO no.

Invoice no.

Department no.

6. Enter **Pickup/Drop-off Details**: Pick “Use an already scheduled pick up at my location”

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

Schedule a pickup

Drop off package at a FedEx location

Use an already scheduled pickup at my location

7. Once completed, click “SHIP” located in the bottom right of the page then you will be able to see and **Print** the label. Should you have made a mistake in creating the label, you may click “Cancel Shipment”

Thank you for shipping with FedEx. Your tracking number: **77284044758**

Label
 Receipt [View](#)

Print
[Create return shipment](#) [Edit shipment](#) [Cancel shipment](#) [Repeat last](#) [Create new](#)
[FedEx Ground End of Day Close/Print Manifest](#) [Schedule a Pickup](#)



To process orders ready for shipping, follow the steps below for both EDI and Non-EDI brands:

Dec 16, 2022 (10 hours ago)

VRC121-12345678

Cymax Tester
4621 Burnaby Street
Vancouver BC
604-123-4567

UNSHIPPED

Unshipped

Status
Sent to DC



Cymax Tester Accent Storage Ottoman Blue

Expected Ship Date
Dec 20, 2022

Ship Method/Carrier
Ground By FedEx
Ground

QTY: 1 PID: 123-ABC SKU: 1234567 COST: \$42.95

Actions Mark as Pickup Ready **Add Tracking** Update Est Ship Date Mark Discontinued Mark Backordered BOL

- If you are on EDI and not sending 856s, please make sure to update the tracking #'s of shipped orders in Channel Gate. For EDI users sending 856, no action is required for tracking# updates in Channel Gate
- Go to the **UNSHIPPED (a)** section, select **+Add Tracking(b)** then **enter the tracking number(d)** and **pick the carrier(c)** used to ship the order as shown below. Please note that if you can't locate the order number of an item you recently shipped in the **ALL UNSHIPPED ORDERS** section, this may mean that the tracking numbers were automatically updated (granted that you've entered the proper order ID in the reference fields indicated).

Add Tracking ✕

Order ID: VRC121-23968621

Select a Carrier and Add the tracking number(s):

Select Carrier ▼

Tracking Number 🗑️

+ Add

Submit **Cancel**

Contact Us

| E-mail address | Issues | Can this be done on Vendor Portal? | Escalation if no reply |
|-------------------------|--|------------------------------------|--|
| Cancellations@cymax.com | <ul style="list-style-type: none"> If you need to notify us of a Cancellation due to a discontinued item or other reason. If you need to respond to a Cancellation request and unable to complete it via Vendor Portal | YES | Claire.d@cymax.com CC Dalia.a@cymax.com |
| Orders@cymax.com | This inbox is dedicated to orders processing related questions: Confirm address, color, quantity, confirm if order duplicated or no, wrong SKU or wrong cost | YES | Claire.d@cymax.com CC Dalia.a@cymax.com |
| Tracking@cymax.com | If an order is not shipping on time and you need to add a Backorder or new Estimated shipping date. Or in case you need to update us with tracking. | YES | Claire.d@cymax.com CC Dalia.a@cymax.com |
| Shipping@cymax.com | <ul style="list-style-type: none"> If you have the order ready to ship but you need a BOL or the carrier is not showing up for pickups. If a carrier change is needed. Ex: Item too big to go FedEx. You marked the order ready for pickup on the Vendor Portal but the BOL was never sent. | DEPENDS | muzaffer.b@cymax.com CC. meggie.h@cymax.com |
| Creditmemos@cymax.com | Credit Memos | YES | |
| Returns@cymax.com | Anything Replacements or Returns related. Or if you need help processing a request on the Vendor Portal | YES | Jose.l@cymax.com CC Dalia@cymax.com |