Create a New User ID

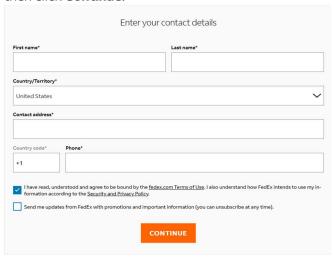1. Go to **office.fedex.com/ondemand/tandem2026** and select **Create a New User ID**.

2. **Click box next to Create a custom user ID to login** , then provide your email address, a unique User ID you will only use for this site, and create a password. Then click **Create Login**

3. Enter your information – Name, Address, Phone Number and Email. **Check the box** to accept the standard fedex.com terms of use. then click **Continue**.
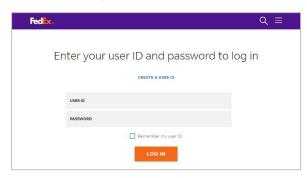
4. **You will receive an email from no-reply@fedex.com to verify your email address.** Follow the link in the email to verify your email.

   NOTE: The verification link will expire in 30 minutes.

5. Enter your recently created user ID and password to log in.

6. Get started by selecting **Browse Print Products** and following the instructions in the Tandem 2026 Upload to Quote quick reference guide.

Troubleshooting

1. If you receive an error screen after clicking Continue to create your User ID, close your browser, then reopen your browser and go back to **office.fedex.com/ondemand/tandem2026**. You should received the Verify Email Address email shortly after.

2. After attempting to log in, if you are redirected to Print On Demand Retail (Public) home page (office.fedex.com/default/) or, Shipping homepage (fedex.com), follow step 1 & 2 under the **Login** section above. **If you have already created a unique User ID for your company site then you must log out and try logging in to your company's site again**.

3. If you receive an error message, please clear your browse cache and try again, or contact Erica Triplett, erica.triplett@fedex.com , for support.