



# FedEx Ship Manager® Server version 10.6.1

What's New August 2010

## Total Shipping Integration

FedEx Ship Manager Server is a flexible, high-performance platform designed to meet your critical need for custom FedEx shipping integration into your business application systems. A solution for the most technologically advanced shippers, FedEx Ship Manager Server is designed to process, label and ship large volumes of packages.

In this latest release we're adding to the already long list of features in FedEx Ship Manager Server. Here's what you'll find in version 10.6.1:

- FedEx® Electronic Trade Documents
- FedEx SmartPost® enhancements including a new returns service
- Expanded international options
- Clustering and virtualization
- Hazardous materials and dangerous goods shipping enhancements
- Support for new operating systems

## Submit Trade Documents Electronically

FedEx Ship Manager Server provides this new, international shipping solution to simplify your international shipping needs. FedEx Electronic Trade Documents enables you to submit your trade documents electronically. Capturing and sharing critical trade information as early as possible optimizes the customs clearance process. You no longer have to print and attach trade documents to your shipments when using the following FedEx services:

- FedEx International First®
- FedEx International Priority®
- FedEx International Economy®
- FedEx International Priority® Freight
- FedEx International Economy® Freight
- FedEx International Ground®

Upload customs documents generated by FedEx, or upload your own international trade documents as files or images created on your own systems in your preferred software format (e.g., Adobe® PDF, Microsoft® Word, Microsoft® Excel).



Submission of customs documents to FedEx for future-day shipments is now supported in FedEx Ship Manager Server. You can set the shipment date for any date from today's date to 10 days in the future.

Version 10.6.1 enables you to add multiple customer invoices and Pro Forma Invoices to existing FedEx Electronic Trade Documents shipments. You can customize these invoices with images of your company's letterhead and signature — which can speed up customs clearance. And we've even added support for printing an offline FedEx Ground Batch Failure System Delivery Shipment report and identifying shipments in which the electronic document upload failed when batch uploading.

## Ship Smarter and Save

Because of the fast-growing residential package delivery market, FedEx Ship Manager Server version 10.6.1 has been enhanced to include FedEx SmartPost® Returns and a number of FedEx SmartPost features. FedEx SmartPost, which utilizes the U.S. Postal Service® (USPS), is an efficient, cost-effective way to ship and return low-weight residential packages.

FedEx SmartPost Returns is an ideal service for online and catalog retailers, fulfillment houses, direct sellers and manufacturers who recycle or recall goods. And it's convenient for return shippers. All your customer has to do is give the package to their USPS carrier, place it in their mailbox, drop it off at any U.S. Post Office or request a free USPS pickup for the next day.

Additional benefits include improving customer retention, minimizing the impact of returns on profits and maximizing the value of goods sold. FedEx SmartPost Returns is a contract-only service for shippers with more than 100 returns a day.

You can now use FedEx SmartPost to ship to and from Army Post Office (APO), Fleet Post Office (FPO) and Diplomatic Post Office (DPO) addresses.

In previous versions of FedEx Ship Manager Server, FedEx Authorized Technical Contacts were required to manually configure devices to set up the pickup carrier, enable FedEx SmartPost services and load the FedEx SmartPost rate and ZIP-to-zone files. With version 10.6.1, all configuration and rate information is maintained on FedEx central systems and is automatically downloaded to your devices.

Earn discounts on every dollar spent with FedEx Express<sup>®</sup>, FedEx Ground<sup>®</sup>, FedEx Home Delivery<sup>®</sup>, FedEx Freight<sup>®</sup> and FedEx SmartPost. FedEx Ship Manager Server will display them automatically and include them in your courtesy rate quotes. Apply these discounts to future FedEx Ground or FedEx SmartPost shipments.

The latest FedEx Ship Manager Server release also enables you to generate FedEx SmartPost shipping labels using both the FedEx Ship Manager Server “open ship” and “print-as-you-go” features. Print-as-you-go allows you to print FedEx SmartPost labels as packages are processed for multi-piece shipments.

Future-day shipping is also available for all FedEx SmartPost shipments when FedEx Ground is the pickup carrier.

## Expand Your International Options

Previously available only in the U.S., FedEx Express services are now available for domestic use in Mexico. Services include FedEx First Overnight<sup>®</sup>, FedEx Priority Overnight<sup>®</sup> and FedEx Standard Overnight<sup>®</sup>.

If you're a Mexico-origin shipper, you can take advantage of:

- Only Saturday Pickup and Hold at Location services.
- Bill to Sender, Bill to Recipient and Bill to Third Party account billing options.
- Multiple-piece shipments (can include up to 9,999 pieces).
- Future-day shipments (limited to 10 days in advance unless the “extended future-day” feature is enabled).
- Email notifications.

And the IVA (sales) tax charge in your detailed shipment quote now matches the total quote for Mexico inbound shippers.

What's more, we've updated the Valid Postal Code List screen to include current postal code requirements for postal-aware destination countries. Plus, the new release features harmonized sales tax for Canada-origin shippers in Ontario and British Columbia.

## Prevent Interruptions and Improve Reliability

FedEx Ship Manager Server now has cluster compatibility, which means you can run multiple redundant servers so a single point of failure won't bring your operations to a halt.

With virtualization, you can replicate multiple servers on a single machine, requiring less hardware.

## Ship Safely

The newest version of FedEx Ship Manager Server gives you multiple hazardous materials and dangerous goods shipping enhancements. Improve your shipping experience and stay compliant with the latest Department of Transportation (DOT) regulations.

### Hazardous Materials Shipping Enhancements

The DOT is requiring that you include basic identifying information (offeror name) on hazardous materials shipping documentation effective **Oct. 1, 2010**. In FedEx Ship Manager Server version 10.6.1 we've introduced new OP-900 forms to support the printing of the offeror information on these forms.

When shipping hazardous materials and other regulated materials — domestic (ORM-D), you can now include dry ice in any hazardous materials or nonhazardous materials shipment within the contiguous 48 U.S. states. FedEx Ground requires that you identify all shipments containing dry ice so you can comply with federal regulations. Dry ice weight is limited to the maximum weight of the service selected.

Plus, you can classify many shipments of lithium batteries less than 5 kilowatts as nonhazardous within the 50 U.S. states. If your shipment does not require hazardous materials shipping documentation, you still must identify it as containing lithium batteries.

Now you can use a small-quantity exception (SQE) for an inner container with less than 30 mL or 1 oz. of a hazardous material. The total package maximum weight cannot exceed 64 lbs. (29.02 kg). Your package must also have specific outside markings to identify the box as a shipment packed according to the DOT 173.4 Small Quantity Exception. You don't need hazardous materials shipping documentation when shipping small quantities within the contiguous 48 U.S. states.

We've updated the weight limits for hazardous materials, too.

Package contents	Maximum weight
Hazardous materials	70 lbs (31.75 kg)
ORM-D	66 lbs (29.93 kg)
Small quantity hazardous materials	64 lbs (29.02 kg)

FedEx Ship Manager Server now supports hazardous materials laser forms OP-900LL and OP-950. You can also include hazardous materials certification report OP-950 numbering (e.g., 1 of 4, 2 of 4), and the required OP-950 regulatory data. In addition, version 10.6.1 supports selecting up to three commodities from the hazardous materials table for printing on the OP-900LG, OP-900LL and Hazardous Materials Certification Report (OP-950).

### **Dangerous Goods Shipping Enhancements**

The 1421C form now allows the offeror information to be printed in the "Additional Handling Information" section.

## New Hardware and Operating Systems Supported

FedEx Ship Manager Server will now support:

- Microsoft Windows XP with Service Pack 2
- Microsoft Windows 7 Business
- Microsoft Windows Vista Business
- Microsoft Windows 2008 Server operating systems
- Zebra ZM400 barcode printer

## Customer Support

FedEx strives to provide excellent support to help you process, ship and track the status of all shipments. You can expect the following customer assistance.

**Documentation.** Whether it's a simple reminder of how to use a feature or specific information about FedEx Ship Manager Server, the following documentation is your first source for information:

- FedEx Ship Manager Server Technical What's New
- FedEx Ship Manager Server Shipping and Service Guide
- FedEx Ship Manager Server Installation and Configuration Guide
- FedEx Ship Manager Server Developer Guide
- FedEx Ship Manager Server Technical Coding Reference Guide

**Customer Service.** Call **1.800.GoFedEx 1.800.463.3339** for assistance or information about FedEx accounts.

**Technical Support.** To reach technical support for FedEx Ship Manager Server, contact FedEx Customer Technology Services at **1.877.FDX Assist 1.877.339.2774**, Monday through Friday, 7 a.m. to 9 p.m. CST; and Saturday, 9 a.m. to 3 p.m. CST.

For more information about FedEx Ship Manager Server, contact your FedEx customer integration consultant, Technical Support or go to **fedex.com/us/developer**. Log in to the Developer Resource Center to get in-depth information and register for the Alert Notification System to receive email updates.