



FedEx® Information Security — *Steering a Safe Course in Online Shipping*

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[Introduction](#)

FedEx® Information Security

Steering a Safe Course in Online Shipping

No doubt you have seen the headlines: hackers, cyber attacks, viruses. As information technology has matured – particularly in terms of online transactions – new and threatening risks have evolved with it.

At FedEx, we are committed to delivering your packages and documents reliably and we are equally committed to securing the information about your shipments and protecting your privacy using one of the most powerful and integrated information networks in the world.

FedEx helps protect your shipping experience and its entire network by means of:

- **Application Security:** FedEx conducts application assessments to address the ever increasing threats against enterprise software systems. The software development cycle is subjected to rigorous security policies and standards so that all FedEx software systems and the data the software operates on, whether proprietary or customer related, are secure.
- **Physical Security.** The servers with which your shipping solution communicates are hosted in highly secured data centers at FedEx. Physical access to the data centers and servers is extremely restricted with access monitored and logged.
- **Host Security.** The servers communicating with your shipping solution have been "hardened" and verified prior to service placement. This "hardening" process addresses the remediation of major known vulnerabilities on the host system. Systems are re-tested for vulnerabilities on a regularly scheduled basis. Activity is logged and audited for suspicious activity.
- **Network and Perimeter Security.** FedEx deploys a defense-in-depth strategy to help protect the corporate network and our Internet-facing perimeter. A series of firewalls, managed by our Information Security team, helps protect the Internet-facing systems. Additionally, we monitor a string of network probes and sensors to identify abhorrent behavior.
- **Encryption.** We use 128-bit SSL (Secure Socket Layer) encryption to protect the transmission of your shipping data into, and out of, the FedEx network.
- **Client Security.** FedEx equipment at customer locations is secured by "hardening" the operating system to minimize services available. Anti-virus software and anti-spyware software are provided an additional layer of protection.

Join the Defense

In addition to FedEx information security protection, you should provide and maintain security safeguards for your shipping through:

- **The Customer Protection Center.** Review the Customer Protection Center (CPC) on FedEx.com (<http://fedex.com/us/security>). The CPC provides information about how FedEx works to help protect you and how you can protect yourself.

- **A Strong Password.** A strong password contains a mix of letters, numbers, and special characters and provides the best protection against hackers and password thieves.

- **Securing Access.** Limit the physical access of your shipping solution to people who use it for business purposes only.

- **Staying Alert.** Report any fraudulent activities to FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339.

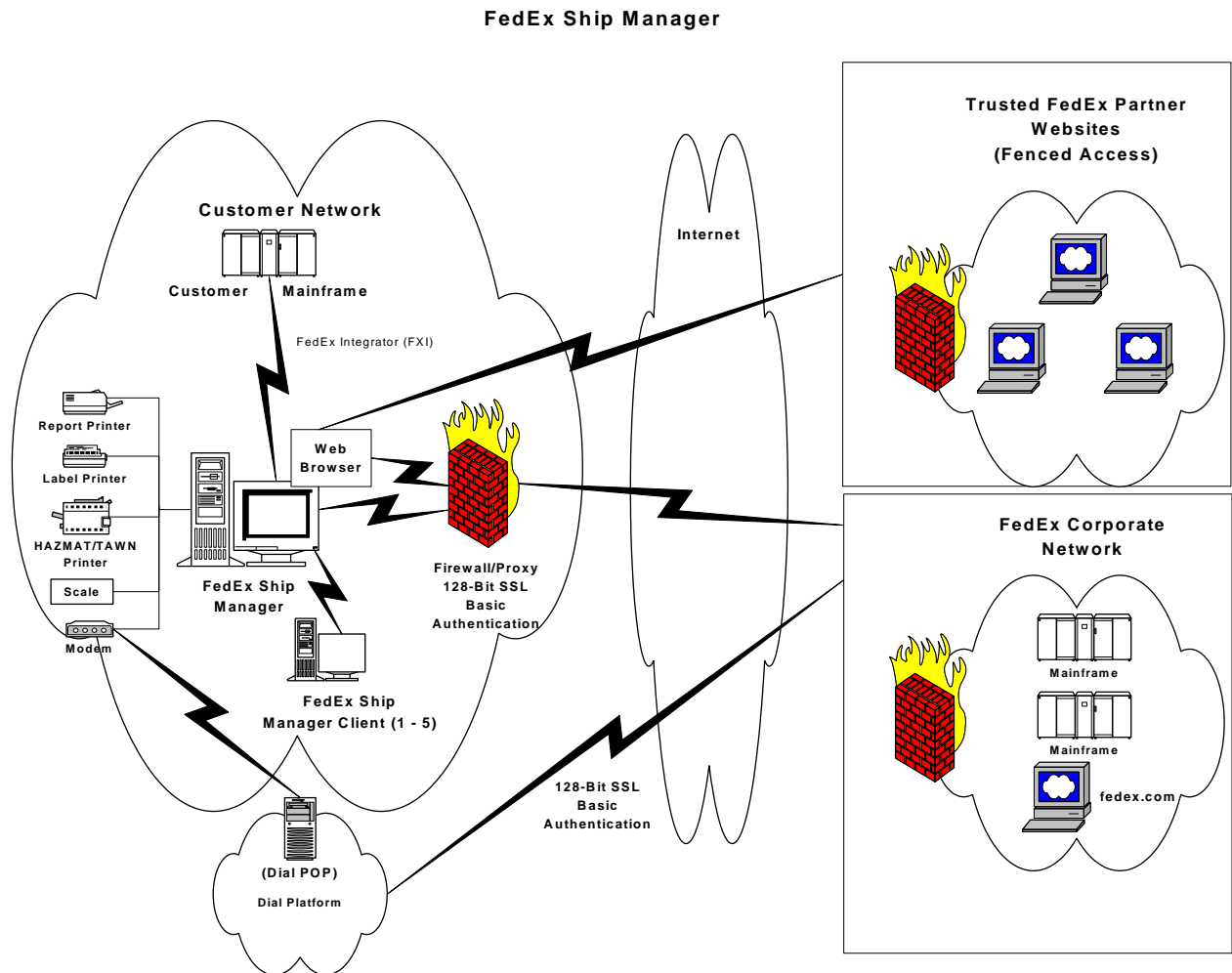
-**Block or Delete Unsolicited Emails.** Unwanted spam and scam e-mails, which feature the use of well known brands to cause them to appear legitimate, circulate via the Internet. In many cases, the communications request payment or personal information as a condition of receiving goods allegedly in transit. Please be advised that FedEx does not request via unsolicited mail or e-mail payment or personal information in return for goods in transit or in FedEx custody.

- **Do Not Share Account Information.** Do not share or make available passwords or other FedEx shipping information such as your account number or fedex.com user id.

For more fraud prevention information and tips, please go to http://www.fedex.com/us/security/prevent_fraud.html

To learn more or to request a FedEx Information Security speaker for your company or organization to discuss our security practices, send an e-mail to speaker@infosec.fedex.com. The following series of FAQs will help answer many questions regarding FedEx products.

Network and System Interface Diagram for FedEx Ship Manager



What is the overall functionality of the software?

FedEx Ship Manager is a stand-alone hardware and software solution that speeds up and controls the entire shipping process. FedEx Ship Manager allows customers to process shipments within Canada and the U.S. and to more than 200 countries worldwide. FedEx Ship Manager is targeted for customers shipping 10 to 100 packages a day.

What is required at the customer site?

Specific requirements at the customer site include:
Dedicated telephone line or network connection (preferred connection) and a Mapped Drive (network configuration) if the software is configured in client/server mode.

Communications

What network connections or protocols are required?

FedEx Ship Manager requires the following network connection/protocol:

TCP/IP Protocol

An IP address is required

What communication methods are used in the software?

FedEx Ship Manager offers the ability to communicate with FedEx mainframe systems via dialup or network connection (preferred) to the Internet. Communications are encrypted by 128-bit SSL (Secure Socket Layer).

FedEx Integrator is a utility within FedEx Ship Manager that allows customers to integrate FedEx Ship Manager with customer servers or mainframes. Authorized FedEx personnel perform development of FedEx Integrator scripts or programs. Credentials to retrieve or update data on customer servers must be entered in the scripts to establish a FedEx Integrator session with customer servers.

Can the software communicate via a network connection, Firewall or Proxy Server?

When utilizing a network, Firewall or Proxy Server, FedEx Ship Manager communicates via TCP port 443, the standard port for SSL (Secure Socket Layer) on most firewalls.

A proxy server is not required, but if one is utilized, an optional user ID and password may need to be entered. The communication module for FedEx Ship Manager currently supports both the Basic and NTLM authentication schemes. This information is stored locally within the software configuration files.

Can the software be configured in a Client/Server mode?

Yes. It is possible to configure one of the FSM hardware devices as the Server and have 1 – 5 Clients available for communication and processing to and from the Server. The Clients communicate with the server via TCP ports 2010-2020. A mapped drive is only used to store the binary files. All communication takes place via the Server with the exception of data passing between a shared mapped drive between Client and Server.

How and when does data flow between the software and backend FedEx Servers?

During the initial setup of the FedEx Ship Manager device, personalized rates as set forth in the sales agreement, along with an URSA file (a monthly file used by the server for routing packages) will be downloaded from the FedEx mainframe. The software communicates to FedEx every 24 hours (if running) to check for software, rate, or URSA updates. The information is downloaded as necessary, as no customer intervention is required, under normal circumstances. If a problem does occur and a forced download is needed, the customer is instructed to contact their FedEx representative.

During the course of a shipping day, numerous FedEx shipping request and reply transactions will take place to backend FedEx servers. A number of revenue files are uploaded during the day, as well as during the normal end-of-day shipping “close”

procedures. All transactions to backend FedEx servers that are not properly processed will result in an error message being displayed or a reattempt at a programmatically determined time.

Can others gain remote access to FedEx Web Services?

The customer must enable a remote user to connect in to the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

Software releases, which include new features and functionality, are automatically downloaded during off-peak shipping hours, providing minimal downtime of current systems. Software downloads occur during the nightly reconcile, when the device programmatically requests downloads. Software upgrades are downloaded based on the communication method configured in the software. Network connections greatly reduce download times.

Data Storage and Recovery

Where does the software store my data?

Shipment and customer data, as well as configuration items, are stored locally on the FedEx Ship Manager device. As transactions are performed and packages are shipped, data is uploaded to the FedEx network for revenue processing.

Are backups taken of the software and my data?

FedEx Ship Manager can be configured to prompt the user to backup selected database files and shipment history. After configuring when you would like your backups to take place, the system will automatically remind you to perform a backup when the backup date criteria have been met. Files will be backed up to local hard drives, floppy disks, CDs or network drives.

How can I recover my software and data in the event of a catastrophe?

If your shipment information or databases become damaged or lost, you can restore information from a backup copy, provided backup copies of the data were taken.

After a shipment has been flagged as being 45 days or older, shipments that are older than 30 days will be purged and moved to the history database for reporting via Shipping History Reports.

Are special Access Rights required to store or recover data?

No.

Does antivirus software come bundled with FedEx Ship Manager Hardware?

McAfee antivirus software and anti-spyware software have been incorporated into FedEx Ship Manager and updates for new virus definition files are downloaded via the FedEx Servers to protect the FedEx Ship Manager device from virus attacks.

Privacy

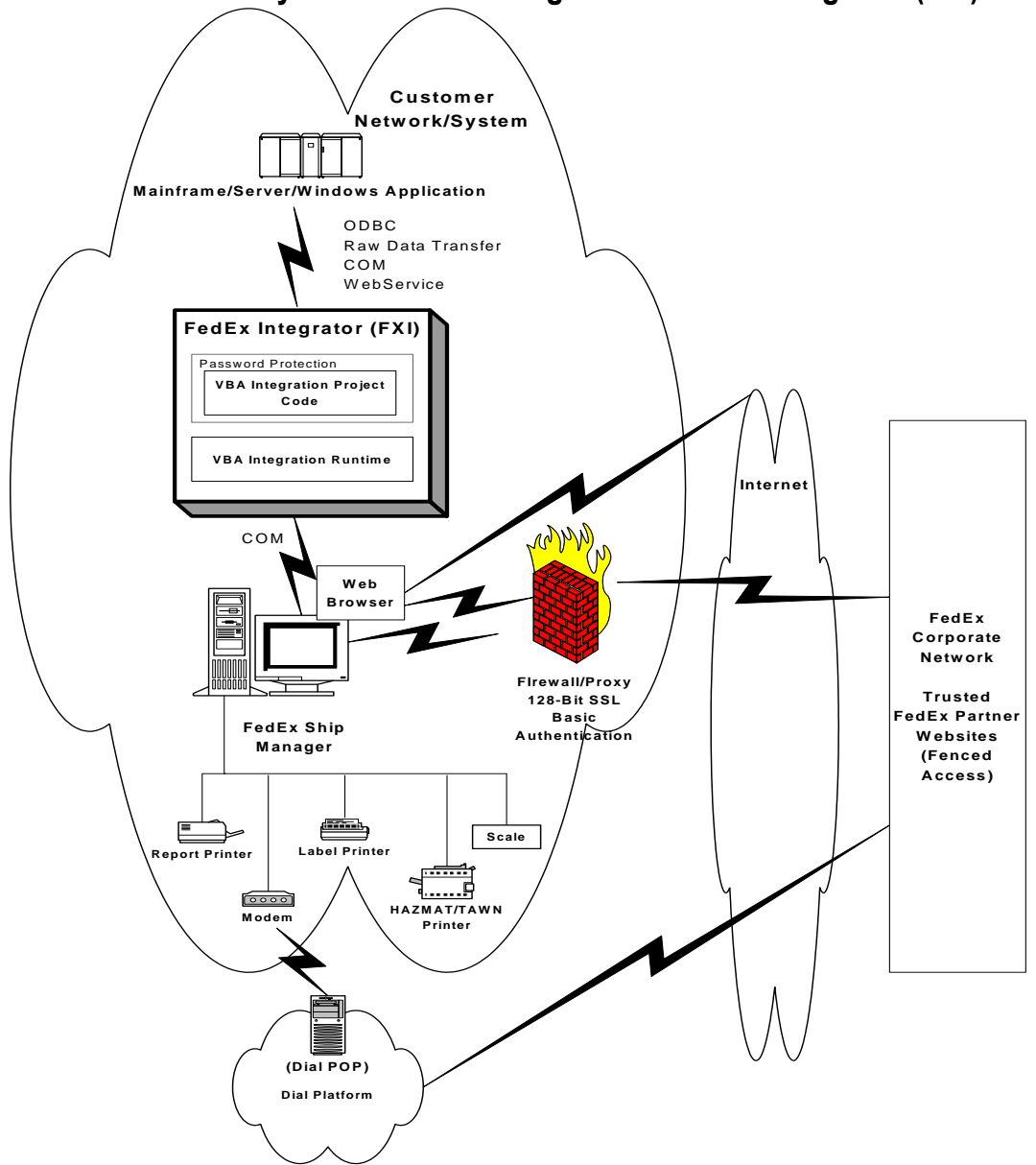
How does the software protect my customer base and address books?

Customer data and address books are stored in a SQL database that is password protected.

What local information is captured and uploaded to FedEx?

The software uploads a file periodically to ensure that FedEx is aware of the hardware, browser version, and operating system information.

Network and System Interface Diagram for FedEx Integrator (FXI)



What is the overall functionality of the software?

FedEx Integrator (FXI) is a stand-alone application that provides FedEx automation users a fully configurable interface for shipping activities and information transmissions between their internal operating data environments and FedEx provided automation products. With FedEx Integrator, FedEx customer integration consultants utilize the Microsoft VBA programming environment to establish the customer interface using ODBC and terminal emulation. The FedEx Integrator tool then extends the generic FedEx defined business shipping rules for each FedEx product into a common set of classes and objects defined by

FedEx. FedEx Ship Manager has a COM interface with the FedEx Integrator application using a FedEx defined translation that is invisible to the integrator and end-user.

The software is selectively installed on shipper's FedEx owned on-site hardware by FedEx field personnel when automated information transfer procedures are needed.

What is required at the customer site?

Specific requirements at the customer site include:

- FedEx Ship Manager

Communications

What network connections or protocols are required?

Authorized FedEx personnel perform development of FXI projects and programs. Credentials to retrieve or update data on corporate servers must be entered in the project scripts to perform FXI data transfers with corporate servers.

FedEx Integrator requires network connectivity between corporate servers and FXI.

What communication methods are used in the software?

COM, DCOM, and ODBC communication is supported and is enabled through VBA project code.

Can the software communicate via a network connection, Firewall or Proxy Server?

VBA project code can be used to communicate through a network connection, Firewall or Proxy Server.

What kind of Internet access takes place within the software?

Internet access occurs only when specified by VBA project code.

Are browser configuration changes necessary to use the software?

No.

How and when does data flow between the software and backend FedEx Servers?

There is no direct data flow between FXI and backend FedEx servers. All data transmission is performed by FedEx Ship Manager.

Can others gain remote access to FedEx Ship Manager?

The customer must enable a remote user to connect to the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

Software releases, which include new features and functionality, can be automatically downloaded during off-peak shipping hours, providing minimal downtime of current systems. Software upgrades are downloaded based on the communication method configured in the software.

Data Storage and Recovery

Where does the software store my data?

FXI/VBA project code and configuration items are stored locally on the FedEx Ship Manager device. As shipment and customer data transactions are performed and packages are shipped, data is handed off to FedEx Ship Manager or to the customer corporate data system.

Are backups taken of the software and my data?

FedEx field personnel are responsible for copying FXI project source code to a portable storage device and archiving it with FedEx on the CICL database.

How can I recover my software and data in the event of a catastrophe?

After FSM hardware/software and FXI software is restored by FedEx field hardware support and the customer restores shipment information and related databases, FedEx Technical Integrated Systems (TIS) will remotely log into the system to restore the current FXI/VBA project and re-activate it.

Are special Access Rights required to store or recover data?

FXI/VBA project code is password protected. Only authorized FedEx personnel are permitted to alter and activate integration script and configuration information.

Privacy

Does FedEx access my customer base and address books?

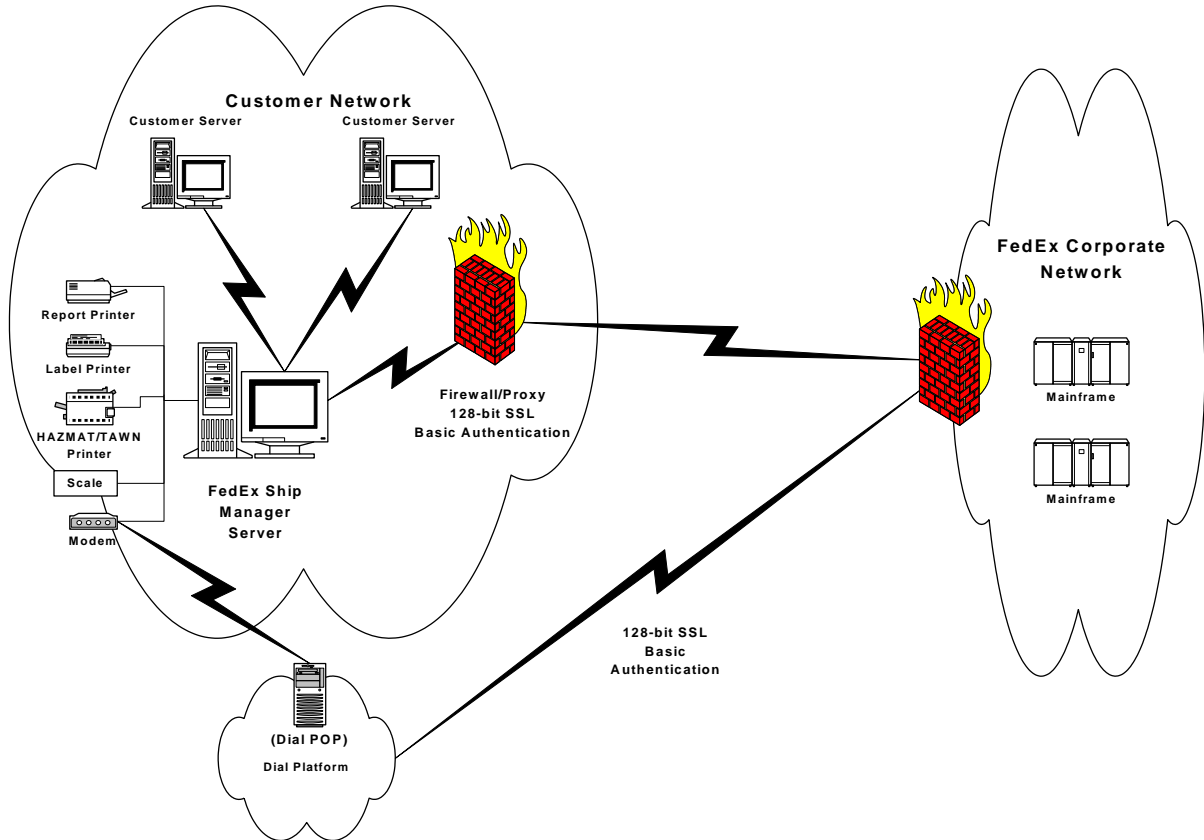
FXI does not update customer address information.

What local information is captured and uploaded to FedEx?

The software uploads a file periodically to ensure that FedEx is aware of the hardware, version of FXI, install date, and integration activation status.

Network and System Interface Diagram for FedEx Ship Manager® Server

FedEx Ship Manager Server



What is the overall functionality of the software?

FedEx Ship Manager Server is a network shipping solution for high volume customers who want to integrate FedEx Express and FedEx Ground shipping capabilities into their own systems. FedEx Ship Manager Server is a *transaction* based shipping solution that relies on a customer-supplied interface for interaction rather than a FedEx supplied interface. With automatic software downloads, reliable, and fast transaction processing, this product can be easily integrated with any warehouse management system or act as a stand-alone shipping server.

What is required at the customer site?

Specific requirements for the FedEx Ship Manager Server include:

- The server running the software application must be configured to use TCP/IP protocol
- The server must have a network connection
- A dedicated IP address is required

Communications

What communication methods are used in the software?

FedEx Ship Manager Server offers the ability to communicate with FedEx mainframe systems via modem or directly through the Internet. Internet communications are encrypted by 128-bit SSL (Secure Socket Layer). The FedEx Ship Manager Server utilizes modem communication in the event of a network communication failure.

Can the software communicate via a network connection, Firewall or Proxy Server?

When utilizing a network connection, Firewall or Proxy Server, FedEx Ship Manager communicates via port 443, the standard port for SSL (Secure Socket Layer) on most firewalls.

A Proxy Server is not required, but if one is utilized, an optional user id and password may need to be entered. The communication module for FedEx Ship Manager Server currently supports both the Basic and NTLM authentication schemes. This information is stored locally within the software configuration files.

What kind of Internet access takes place within the software?

Transactions from FedEx Ship Manager Server to the FedEx Corporate Network take place over the Internet via IP protocol.

Are browser configuration changes necessary to use the software?

No.

How and when does data flow between the software and backend FedEx Servers?

During the initial setup of the FedEx Ship Manager Server device, personalized rates as set forth in the sales agreement, along with an URSA file (a monthly file used by the server for routing packages) are downloaded from the FedEx mainframe. Every Monday prior to the first day of the next month, the server automatically communicates with the FedEx mainframe to download the current URSA file. FedEx Express Rates and FedEx Express tracking numbers also trigger their own automatic download as certain flags or dates are hit. These downloads should not require customer intervention under normal circumstances. If a problem does occur and a forced download is needed, you can contact your FedEx representative.

During the course of a shipping day, numerous FedEx shipping request and reply transactions will take place to backend FedEx servers. A number of revenue files will be uploaded over the course of the day, as well as during the normal end-of-day shipping "close" procedures. All transactions that are not properly processed will result in an error message being displayed.

Can others gain remote access to the FedEx Ship Manager Server?

No one can access the FedEx Ship Manager Server without customer knowledge and approval, because the customer must enable a remote user to connect to the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

Software releases, which include new features and functionality, can be automatically downloaded during off-peak shipping hours, providing minimal downtime of current systems. Software upgrades are downloaded based on the communication method configured in the software. This is done daily at device reconcile time only.

Installation and Configuration:

Why does the FedEx service run under the local admin account rather than a local account or an account that does not have admin access?

FEDEXUSER is used for the FUNCTION calls in the software. FEDEXUSER can be used as a local admin to stop/start services, install software, install services, modify registry settings, write reports to file systems/structure and printing labels, and/or network drives/printers. Once the software is installed and running, rights can be removed except to log on as a service. To upgrade, the user must go back and give the original permissions.

Why does a user log onto the FedEx server console to run the FedEx applications such as Demand Download or Label Reprint?

In FedEx Ship Manager Server, a transaction will be used to perform a Demand Download.

Data Storage and Recovery

Where does the software store my data?

Shipment and customer data, as well as configuration items, are stored locally on the FedEx Ship Manager Server device. As transactions are performed and packages are shipped, data is uploaded to the FedEx network for Revenue processing.

Are backups taken of the software and my data?

No. Backups are not taken of the software or data. FedEx Ship Manager Server databases primarily contain a customer's shipping history. Shipping data is sent back in every transaction to the customer's system. It's the customer's responsibility to insure they store this information in their databases. FedEx Ship Manager Server is configured with a hard drive mirror setup designed as a failover in the event of a hard drive failure.

How can I recover my software and data in the event of a catastrophe?

FedEx field personnel can be dispatched in the event of a catastrophe to reload the software and setup the configuration.

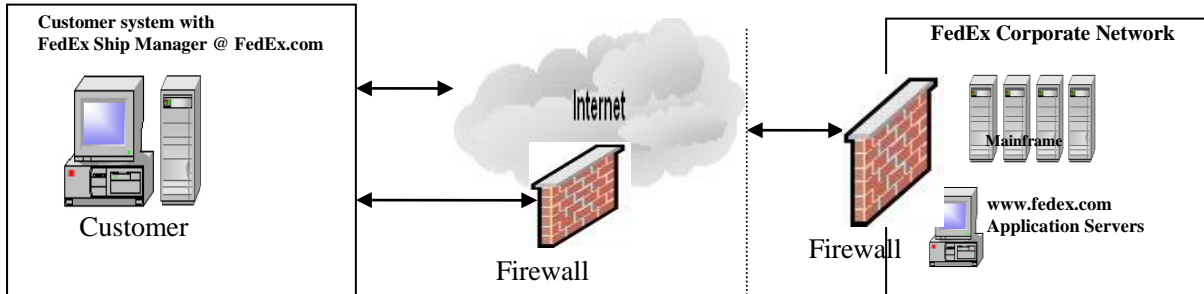
When is data purged?

The purging of data can be configured and can be set up for any time and any interval.

Does Antivirus software come bundled with FedEx Ship Manager Hardware?

McAfee antivirus can be provided but Internet access is required to download these updates via FTP or HTTP.

Network and System Interface Diagram for FedEx Ship Manager @fedex.com



What is the overall functionality of FSM@fedex.com?

[FSM@fedex.com](#) is an Internet-based shipping system that offers high-speed shipping via the Internet. This application allows customers to ship packages from more than 90 countries to almost 240 countries using only the customer's PC, Internet and a printer.

The Shipping Administration feature of FedEx Ship Manager at fedex.com allows a single administrator or group of users who are assigned administrative privileges to centrally manage and control shipments that are processed by multiple individuals from different locations within a company. With Shipping Administration, an administrator can configure shipping options, restrict services, customize reference information and run department reports on the shipping activity of users throughout the company.

There are essentially five areas of security that are covered in this document. Together they form the security framework for the FedEx online shipping application on fedex.com.

1. Internet traffic security:

[FSM@fedex.com](#) takes advantage of SSL (Secure Socket Layer), with full 128-bit encryption available with Microsoft Internet Explorer® 6.0 (or higher) browsers. This is an industry standard mechanism for securing data passed via the Internet and is designed to eliminate snooping the net for packets that may contain the account, meter, credit card number, or other sensitive customer data.

2. Physical server security:

[FSM@fedex.com](#) stores application data on internal FedEx database servers. These servers reside behind several firewalls to help prevent external attacks. The data on these machines are backed up with SAN disk array – based on FedEx Standards for data storage with off-site storage for all mission critical data with full failover capability in the event of hardware failure.

3. Data privacy:

This area addresses FedEx personnel who have necessary privileges to view customer data in the databases. This type of security is necessary for upkeep and maintenance of the site. Very few personnel have this type of access.

4. Application security:

The application is protected by a login/password authentication. Companies that use the Shipping Administration feature of the product can assign an administrator to further control a group of users. This administrator has the privileges to restrict/enable certain capabilities in the software, run reports, and assign users to departments and more. This gives additional security to companies who want to further control how their employees ship.

5. Client level security:

Several components may exist on the client's machine as part of doing business with FedEx online. These components are distributed to the client on an as needed basis depending on the portions of the application that a customer chooses to use. If users choose the quick login function where FSM will remember their user name, a cookie is set on the client machine to house this information. For customers electing to use thermal labels and scales, applets and ActiveX controls will be downloaded to the client machine to control these peripheral devices. Anytime a component is downloaded, the customer is notified and has the capability to refuse the download. Since customer information may be stored in a cookie on the client machine, it's up to the client to protect this information physically and electronically.

What is required at the customer site?

An Internet connection and a browser capable of secure HTTP/HTTPS are required. FSM@fedex.com is tested and is supported fully by Microsoft® Internet Explorer 6.0 (or higher). Customers must have JavaScript enabled to use the site as the new look and feel in the application's redesign rely heavily on JavaScript. Some error and informational messages are presented as JavaScript pop-ups. It is recommended that pop-up blockers be turned off.

Communications

What network connections or protocols are required?

FSM@fedex.com is hosted on fedex.com and requires:
HTTP and HTTPS access
Microsoft® Internet Explorer 6.0 (or higher),
Browser set to "Enable JavaScript"

What communication methods are used in the software?

Communication between FSM@fedex.com and the user are through the user's Internet connection to the client machine. Internet communications are 128-bit SSL (Secure Socket Layer),

Can the software communicate via a network connection, Firewall or Proxy Server?

Yes, all communication is through the Internet.

What kind of Internet access takes place within the software?

FSM@fedex.com is an Internet/browser based application only.

Are browser configuration changes necessary to use the software?

FSM@fedex.com requires the client browser to be cookie and JavaScript enabled. The browser must also support 128-bit SSL (Secure Socket Layer) encryption. Customers must have JavaScript enabled to use the site as the new look and feel in the application's redesign rely heavily on JavaScript. Customers must allow for Applets and ActiveX controls to be enabled, for the ability to select addresses from Microsoft Outlook® and to use thermal printing and scale functionality. Customers are recommended to turn off JavaScript pop-up blockers to permit error and informational message pop-ups.

How and when does data flow between the software and backend FedEx Servers?

FSM@fedex.com data flows between the web server applications and the FSM@fedex.com database through back-end services via proprietary developed communications protocols, APIs utilizing a combination of XML interfaces, and proprietary mechanisms.

Can others gain remote access to FedEx Ship Manager?

The FSM@fedex.com GUI can only be accessed through an Internet connection with a user id and password.

Do any unsolicited communications or transactions occur?

No.

Data Storage and Recovery

Where does the software store my data?

Data is stored on several FedEx database servers.

Are backups taken of the software and my data?

Yes. FSM@fedex.com stores shipping history data for 90 days. Customer profiles or shipping profiles are stored for customer convenience. A full complement of redundancy, fail over, and disaster recovery mechanisms are in place to support any type of hardware failures.

When is data purged?

Shipping history data is purged after 45 days from the date of shipment. Customers can download this information from the application Shipping History screen if needed.

Privacy

How does the software protect my customer base and address books?

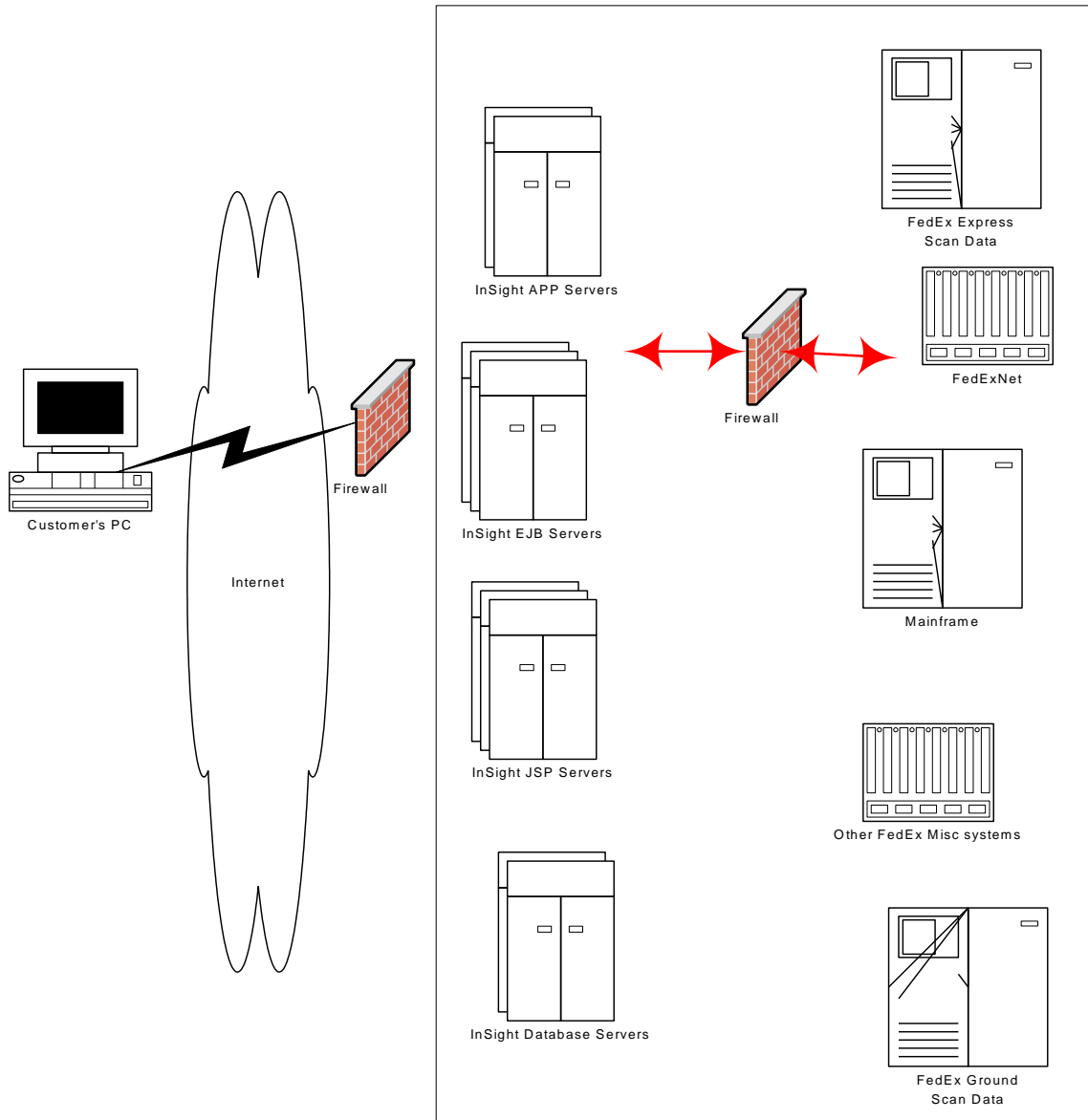
See the data privacy section for detailed information.

What local information is captured and uploaded to FedEx?

For marketing purposes customer behavior through fedex.com is tracked and analyzed. These metrics include information such as browser/version, visiting frequency, geographic origin, speed and language preferences. Although tracked, this information is not associated with specific customers.

Network and System Interface Diagram for FedEx InSight®

FedEx InSight Overview System Diagram



What is the overall functionality of the software?

FedEx InSight enables FedEx Express, FedEx Ground and FedEx Freight customers to view the status of their inbound, outbound and third party payer shipments without a tracking number. By matching customer shipments on account number and/or company name and address, the shipper and consignee gain visibility of shipments. FedEx InSight also sends

proactive notifications via e-mail for such events as clearance delay, released for delivery, proof of delivery, and inbound pre-alert. FedEx InSight provides customers actionable status information about their shipments. Customers can integrate FedEx InSight status and recommended action information with their own processes and information technology environments to improve internal operations.

What is required at the customer site?

FedEx InSight works online with Microsoft Internet Explorer® 5.0 (or higher). Customers must have Java scripting enabled and resolution set to 800 x 600 or better to effectively use FedEx InSight.

Communications

What network connections or protocols are required?

FedEx InSight requires HTTP and HTTPS access.

What communication methods are used in this software?

HTTP and HTTPS.

Can the software communicate via network connection, Firewall or Proxy Server?

Users can configure their internal firewall and proxy server to allow website access.

What kind of Internet access takes place within the software?

FedEx InSight is a web-based application. All FedEx InSight users are required to have a fedex.com login id. FedEx InSight does not access data or screens outside the fedex.com domain.

Are browser configuration changes necessary to use the software?

No.

How and when does data flow between the software and backend FedEx Servers?

Database pulls are initiated by customer request, and results displayed on a web page. Customers can click tracking numbers for additional detail.

Can others gain remote access to your application?

Registered users can access data on the site that they are authorized to see. Users cannot access data for account numbers they do not own, or an address that is not associated to their account.

Do any unsolicited communications or transactions occur?

No. Users must sign up for notifications and downloads. Customers will receive information on major FedEx InSight releases via standard marketing communications channels.

Is Electronic Software Distribution supported?

No software required.

Data Storage and Recovery

Where does the software store my data?

Customer profiles and shipment data are stored on several FedEx Servers in the InSight database.

Are backups taken of the software and my data?

Yes. A full complement of redundancy, fail over, and disaster recovery mechanisms are in place.

When is data purged?

Scan data generally is purged 4 days after Proof of Delivery, or 15 days after the last scan. Customers who have been in inactive status greater than 90 days are periodically purged.

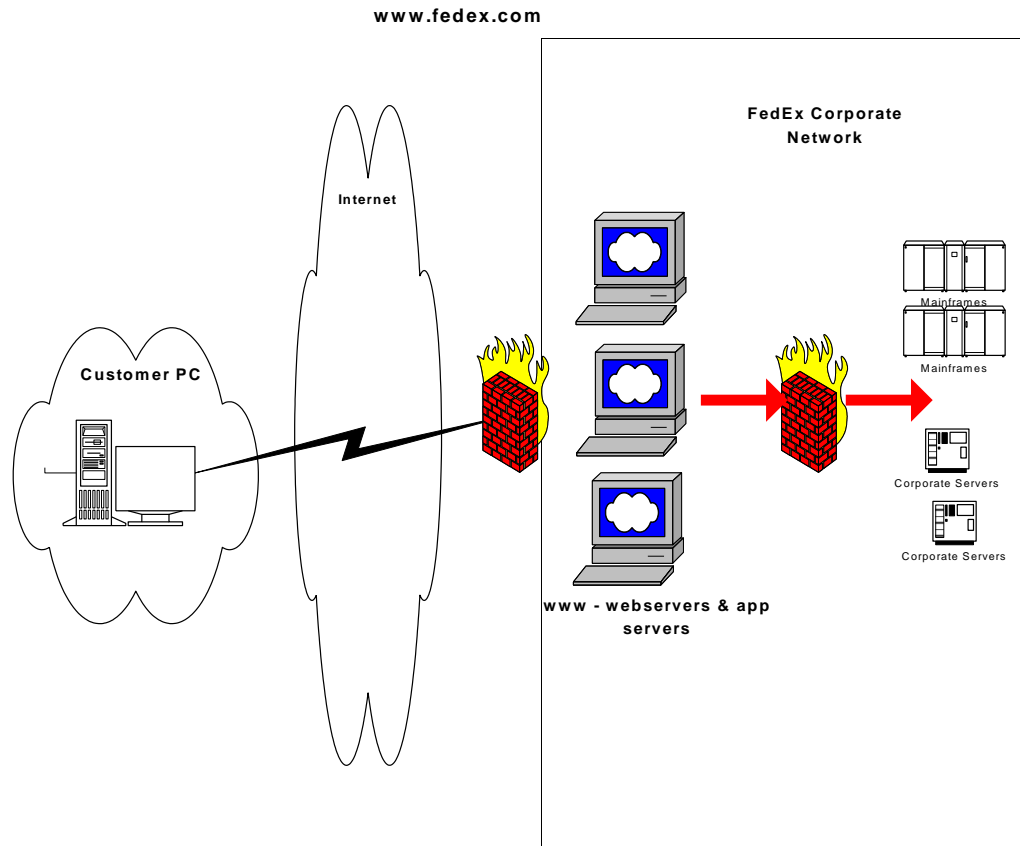
How does the software protect my customer base and address books?

To enroll, a customer must enter their address and account information, which is matched against our customer database. Customer PINs are only sent to the account contact listed in the master account record and must be forwarded by that contact to the requestor. This allows the customer's designated representative to control access to potentially sensitive data.

What local information is captured and uploaded to FedEx?

No data about the customer's configuration or hardware is captured.

Network and System Interface Diagram for Global Trade Manager



What is the overall functionality of the software?

FedEx Global Trade Manager (GTM) is a suite of tools and information to provide international customs clearance forms, documents, advisories, and information for international shipping.

- Find International Documents provides a list of required and recommended customs documents and advisories for 40 countries.
- Estimate Duties and Taxes provide an estimate of applicable duties and taxes to 44 countries.
- The International Resource Center hosts a wealth of international customs clearance and regulatory information.

What is required at the customer site?

An Internet connection, Internet browser and Adobe Acrobat Reader for viewing and printing customs documents. GTM supports browsers Microsoft Internet Explorer® 5.0 (or higher).

Communications

What network connections or protocols are required?

GTM is hosted on fedex.com. Requires HTTP and HTTPS access

What communication methods are used in the software?

Communication between GTM applications and the user are through the user's Internet connection to his client machine. Internet communications are 128-bit SSL (Secure Socket Layer).

Can the software communicate via a network connection, Firewall or Proxy Server?

Yes, however communication is dependent on configurations set at the client's Internet connection to allow website access.

What kind of Internet access takes place within the software?

GTM is an Internet application only.

Are browser configuration changes necessary to use the software?

GTM requires the client browser to be cookie and JavaScript enabled. The browser must also support 128-bit SSL encryption.

How and when does data flow between the software and backend FedEx Servers?

GTM data flows between the web server applications and the GTM database through GTM back-end services API utilizing proprietary and XML interfaces.

Can others gain remote access to Global Trade Manager?

GTM GUI can only be accessed through Internet connection. Most functionality requires a user id and password, with the exception of the International Resource Center and International Document Assistance.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

No, not directly. However, links are provided for Adobe Acrobat Reader.

Data Storage and Recovery

Where does the software store my data?

Data is stored on several FedEx Database Servers.

Are backups taken of the software and my data?

Yes. A database support group provides database maintenance. GTM at the present maintains user product profiles for customer convenience.

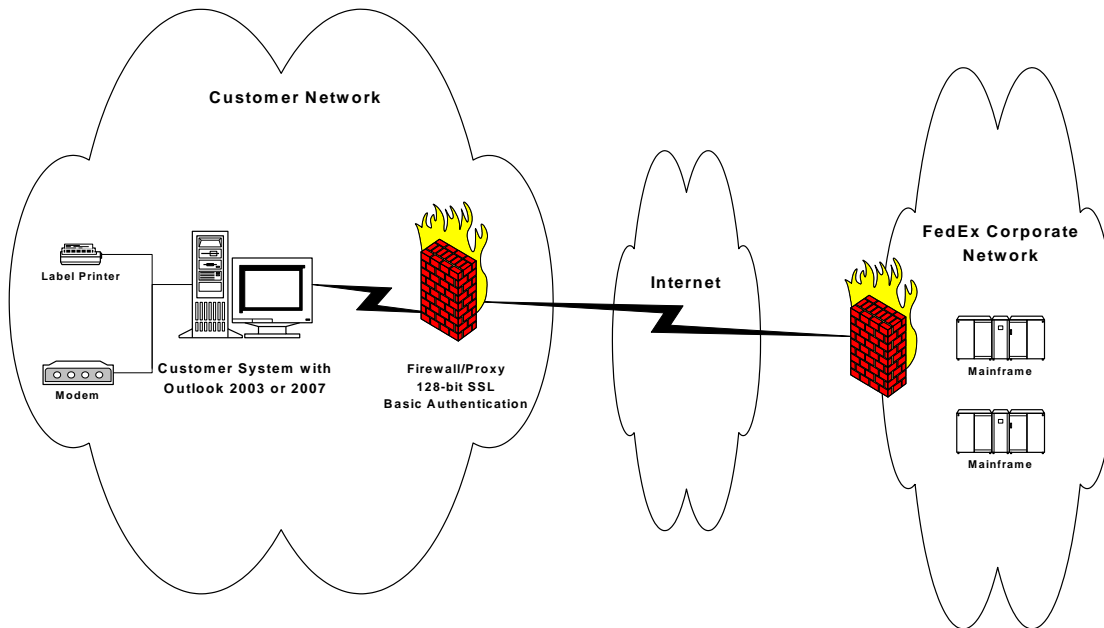
Privacy

What local information is captured and uploaded to FedEx?

No data about the customer's configuration or hardware is captured.

Network and System Interface Diagram for FedEx® QuickShip

FedEx QuickShip



What is the overall functionality of the software?

FedEx QuickShip is an add-in that utilizes web services to provide fast and easy access to FedEx shipping functions. It is available immediately for download at fedex.com/quickship.

With FedEx QuickShip, you can create and track the status of U.S. shipments, get rates, schedule pickups, and find the nearest staffed FedEx location. FedEx QuickShip even interfaces with your Microsoft® Office Outlook® address book, making shipping faster and easier. Best of all, FedEx QuickShip is easy to use. As soon as you install the application, you'll notice a small FedEx shipping toolbar right underneath the standard Microsoft® Office Outlook® toolbar.

What is required at the customer site?

There are specific requirements for the site at which the FedEx QuickShip application is located. These include:

- Internet access via network or Internet Service Provider (ISP)
- Microsoft Outlook 2003 or 2007
- Microsoft XP or VISTA Operating system

Support for 128-bit SSL encryption is utilized in FSM QuickShip.

Communications

What network connections or protocols are required?

FedEx QuickShip requires the following network connection/protocol:
TCP/IP Protocol

What communication methods are used in the software?

FedEx QuickShip Communicate with FedEx Web services through HTTPS protocol. Internet communications are encrypted by 128-bit SSL (Secure Socket Layer).

Can the software communicate via a network connection, Firewall or Proxy Server?

When utilizing a network, Firewall or Proxy Server (without Authentication), FedEx QuickShip communicates via port 443, the standard port for SSL (Secure Socket Layer) on most firewalls.

What kind of Internet access takes place within the software?

Transactions from FedEx QuickShip to the FedEx Corporate network take place over the Internet via HTTPS protocol.

Are browser configuration changes necessary to use the software?

No. As long as user can access the Internet, FedEx QuickShip can process transactions.

How and when does data flow between the software and backend FedEx Servers?

During the initial setup of the FedEx QuickShip software, end user Authentication Keys are downloaded and encrypted on to the local machine. If a problem does occur the customer can contact FedEx Technical support.

During the course of a shipping day, numerous FedEx shipping request and reply transactions will take place to backend FedEx servers All transactions that are not properly processed will result in an error message being displayed.

Can others gain remote access to the FedEx QuickShip?

No one can access the FedEx QuickShip without customer knowledge and approval, because the customer must enable a remote user to connect into the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools. Because FedEx QuickShip stores customer information on the client machine, it's up to the client to protect this information physically and electronically.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

Software releases, which include new features and functionality, can be triggered and automatically downloaded. Software upgrades are downloaded based on the communication method configured in the software.

Data Storage and Recovery

Where does the software store my data?

Shipment and customer data, as well as configuration items, are stored locally on the customer's PC and within FedEx QuickShip. As transactions are performed and packages are shipped, data is uploaded to the FedEx network for Revenue processing.

Are backups taken of the software and my data?

No. Backups are not taken of the software or data. FedEx Ship Manager QuickShip databases primarily contain a customer's shipping history. Shipping data is sent back in every transaction to the customer system. It is up to the customer to backup their Outlook mail files.

How can I recover my software and data in the event of a catastrophe?

In the event of failure, user can reinstall the application from fedex.com/quickship. Installation process will create necessary files onto the local system that are required to process transactions or the user can contact FedEx Technical support.

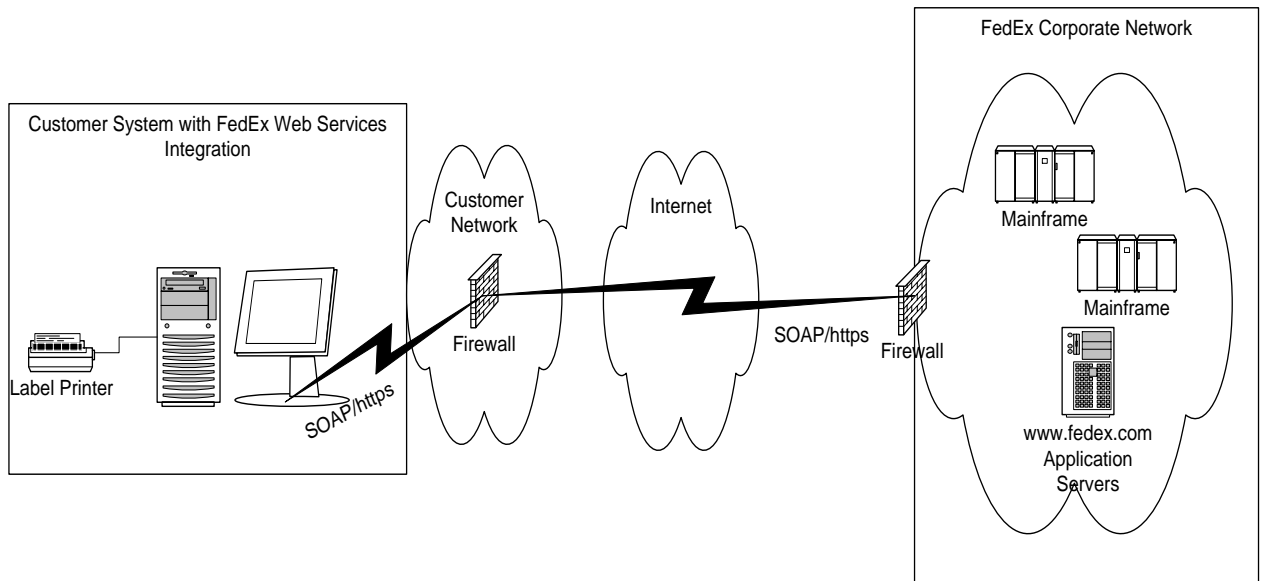
When is data purged?

Data (Ship Label) is purged once every 24 hours when Outlook is started.

Does Antivirus software come bundled with FedEx QuickShip?

No.

Network and System Interface Diagram for FedEx Web Services



What is the overall functionality of the software?

FedEx Web Services provides a platform to enable the customers to build applications that access FedEx features such as shipping, tracking or rating. For a full list of features and related documentation, please go to the FedEx Developer Resource Center at: fedex.com/developer

What is required at the customer site?

There are specific FedEx Web Services requirements that include:

- Internet access via network or Internet Service Provider (ISP)
- Any Software Development Kit with SSL support. e.g.: Java, Microsoft VB.NET, C# etc.
- For development using Java, typically a web service framework library such as Apache Axis is used. Microsoft VB.NET and C# have built in web service framework libraries. Web Services can be called without using any framework libraries, but it will require a working knowledge of HTTP, SSL (Secure Socket Layer) and socket programming.

Communications

What network connections or protocols are required?

The FedEx Web Services requires the TCP/IP protocol.

What communication methods are used in the software?

FedEx Web Services utilizes a customer's existing network or ISP for IP access to the Internet. Communications are encrypted using Chained SSL (Secure Socket Layer).

Can the software communicate via a network connection, Firewall or Proxy Server?

When utilizing a network connection, Firewall or Proxy Server, the client software developed by the customer communicates with FedEx Web Services via port 443.

What kind of Internet access takes place within the software?

Transactions from the software (developed by customer) to the FedEx Corporate network take place over the Internet via SOAP using HTTPS protocol.

Are browser configuration changes necessary to use the software?

No.

How and when does data flow between the software and back-end FedEx servers?

All transactions are sent via a HTTPS request to FedEx frontline web servers which route to backend FedEx servers. All transactions are SSL (Secure Socket Layer), encrypted.

Can others gain remote access to FedEx Web Services?

No.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

No.

Data Storage and Recovery

Where does the software store my data?

Customer configuration items such as DNS/host information are stored locally on the customer hard drive. As transactions are performed and as packages are shipped, data is uploaded to the FedEx network for processing.

Are backups taken of the software and my data?

FedEx provides no backups of the software or data files. It is up to the customer to back up their data files.

How can I recover my software and data in the event of a catastrophe?

Access to FedEx Web Services can easily be restored by using the backup of the customer software/data which is in customer's control.

When is data purged?

No data purging occurs within FedEx Web Services.

Are special access rights required to store or recover data?

No.

Privacy

How does the software protect my customer base and address books?

The customer is responsible for the repository of all customer-sensitive information such as the address book and list of consignees. FedEx Web Services does not store this type of customer information. It simply encrypts the transaction data formatted by the customer and sends it on to FedEx backend servers for processing.

What local information is captured and uploaded to FedEx?

The only local customer information that is sent to FedEx is:

- The customer's IP address.
- The transaction sent by the customer for the chosen FedEx Web Service. The transaction is sent in a HTTPS request using SSL (Secure Socket Layer) encryption.

Customer Service and Support

For more information, go to **fedex.com**.