FedEx Ship Manager™

New Features Guide

Version 3400

Table of Contents

Welcome

Congratulations! You are one of the first customers to take advantage of the newest version of FedEx Ship Manager.

FedEx Ship Manager v.3400 offers enhancements in rate service options, less-than-truckload (LTL) freight shipments, address book, recipient address, auto track feature, additional 13 languages, vague commodity, additional advisories, document or non-document feature and the Harmonized Search Code Lookup field.

Through continuous enhancements, FedEx Ship Manager aims to accommodate all your logistic requirements and facilitate a best-in-class shipping experience.

Enclosed are details about the latest features and enhancements. If you have any questions or comments about the new version or need assistance, refer to the "Before You Begin" section on page 4 to contact the FedEx Help Desk.

Before You Begin

Installing FedEx Ship Manager v.3400

You must be running FedEx Ship Manager v.2807 or higher to upgrade to v.3400. During the installation of FedEx Ship Manager, turn off any virus protection or firewall programs on your PC. These programs may interfere with the installation. Close all other open files and programs before installing the software.

Recommended System and Hardware Requirements

- Intel® i5

- 8 GB RAM and 10 GB disk space

- Desktop versions:

  o Microsoft® Windows® 10
  o Microsoft® Windows® 10 Pro
  o Microsoft® Windows® 10 Enterprise

- Server versions:

  o Microsoft® Windows® Server 2012 (Standard Edition)
  o Microsoft® Windows® Server 2012 R2 (Standard Edition)
  o Microsoft® Windows® Server 2016

- FedEx Ship Manager is compatible with 32-bit and 64-bit operating systems. Microsoft .NET Framework 4.5.2 or later is a prerequisite for software installation

- LAN or DSL internet access required

- TLS 1.2 communication enabled

- Microsoft® Internet Explorer® v 11

- Available port if you are using thermal printer

- Laser and/or inkjet printer for reports and labels

- Screen resolution of 1024 x 768 pixels recommended (screen resolution of 800 x 600 pixels minimum)

- Adobe® Reader 8.1 or higher

Technical Support

In the U.S. and Canada, call 1.877.339.2774.

Help Links

Select Help Topics from the Help drop-down menu or click underlined (hyperlinked) field names.

FedEx Bulletin Board

Select Service Bulletin Board from the Utilities drop-down menu to view messages from FedEx.

FedEx Website

For the latest information about FedEx, click fedex.com at the top of the FedEx Ship Manager screen to go to the FedEx website. Then, click on any link to explore the latest features and news from FedEx.

FedEx Ship Manager v.3400 Highlights

Overview

New and improved FedEx Ship Manager v.3400 is here to assist you with your shipping requirements. The latest enhancements are sure to give you a faster and more convenient shipping experience.

Package Deliveries all 7-Days in the U.S. for FedEx Ground, FedEx International Ground and FedEx Home Delivery

You can now use FedEx Home Delivery service to deliver 7-days a week, with delivery to most locations in the U.S. on Saturday and many on Sunday.

To provide precision shipping experience, FedEx Ground, FedEx International Ground and FedEx Home Delivery shipments display the exact date and day of delivery.

Increased Weight Limit on FedEx Home Delivery in the U.S.

The weight limit on FedEx home delivery packages is increased to 150 lbs. which helps you deliver larger packages with weight greater than 70 lbs.

Validation of Vague Commodity Description

The Software validates the vague commodities entered into Commodity Description field during your commodity shipment. A detailed description of the commodity reduces customs issues created during the clearance process.

If a vague description is entered, an error message or a warning message is displayed based on the description entered for the commodity.

In case an error message is displayed, you will not be allowed to proceed with the shipment. To continue with the shipment, you must provide a more accurate description of the commodity being shipped.

If a warning message is displayed, you can still continue with the shipment.
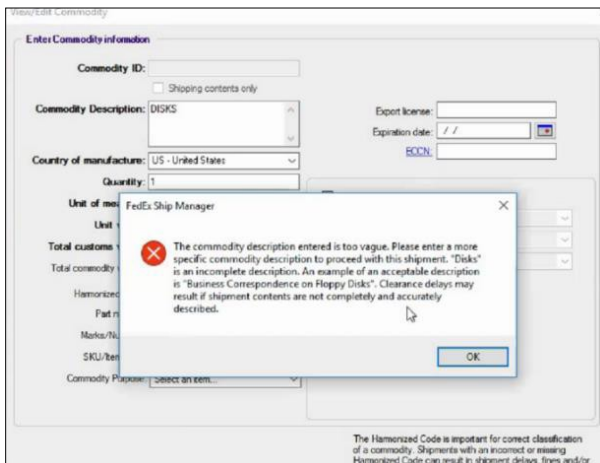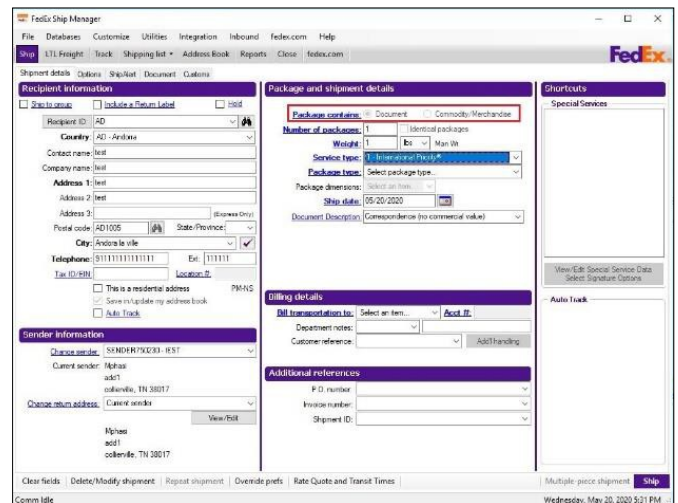
This feature is available on the following screens:

- Ship | Commodity/Merchandise
- LTL Freight | Commodity/Merchandise
- Return Shipment | Return Commodity/Merchandise

Determine shipment types (Doc/Non-Doc) supported for an Origin and Destination pair

This feature provides you the facility to determine when Document and Non-Documents are applicable to the origin and destination countries.

On the Ship | Shipment details tab, select Document or Commodity/Merchandise radio button.

Filter FedEx-staffed Hold Locations

Enhancements to the location search now helps you filter the FedEx-Staffed Hold Locations and relieves you from searching through the long list of location.

On the Customize tab | System Settings option, in System Settings screen, select Show only FedEx-staffed Hold Locations checkbox to enable the filter.

This feature is available in the below screen:

- Lookup FedEx Hold Location window | FedEx -staffed Locations checkbox
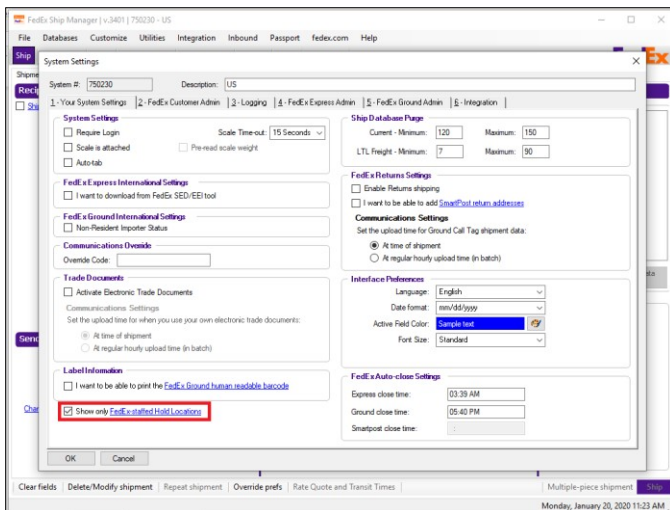
Setting Auto Track Preferences

Auto track preferences feature allows you to view the tracking status and receive notifications for multiple packages in real time.

From the Customize drop-down menu, click Shipping Profiles, and select Domestic or LTL Freight or International shipping profile from the available list. On the selected shipping profile window, from the Field Preferences tab, select Preference Type as Outbound – Shipment and then select Auto Track from the list displayed. Select Field value as Yes, use this option and click OK to save the settings.
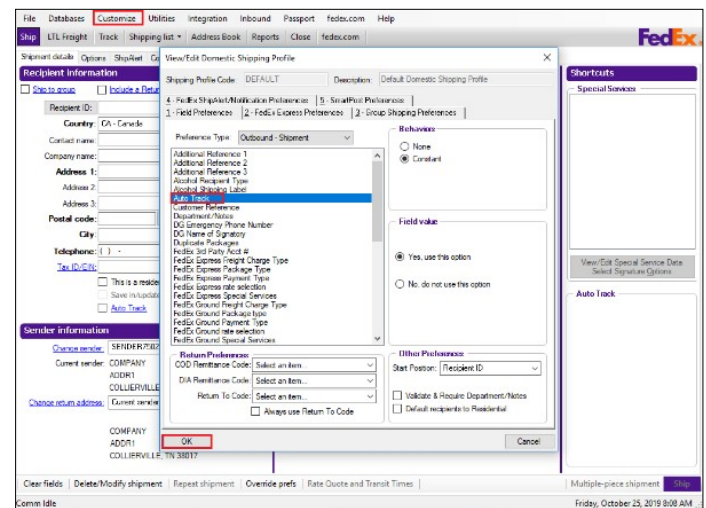
Note: You can only track a maximum of 25 packages at once.

Less-Than-Truckload (LTL) Freight Enhancements

Allows you to automatically populate the state, province and city names for the entered postal code. On selecting **Payment Type** as **Shipper**, in the **Origin/Destination** tab under **LTL Freight**, the **Consignee information** column will be enabled. Specify the necessary fields and Postal Code; the state, province and city names will be populated automatically.

On selecting **Payment Type** as **Consignee**, the **Shipper information** column will be enabled. Specify the necessary fields and Postal Code; the state, province and city names will be populated automatically.

Shipment Notifications in 13 additional languages

This provides you the ability to send out shipment notifications in 13 additional languages.

On the **Ship | ShipAlert** tab, notification languages are displayed in the dropdown list. The additional languages are Indonesian, Bulgarian, English (non-U.S.), Estonian, German, Greek, Latvian, Lithuanian, Romanian, Slovak, Slovenian, Ukrainian and Vietnamese.
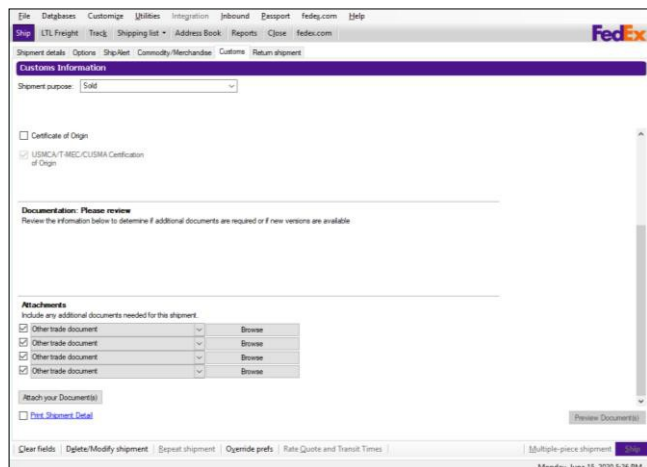This feature is also available in below screen:

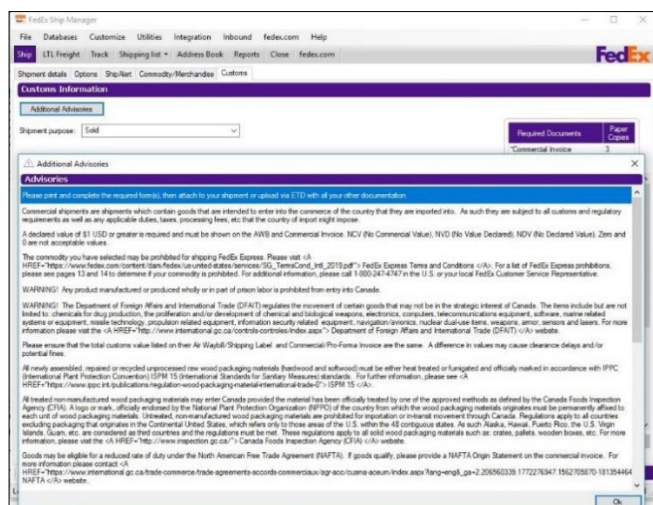- Ship | Return shipment | Return shipment details

Customs Document Attachments

This version of the software allows you to view a list of document attachments uploaded as part of Customs Information. On **Ship | Customs** tab, you can see a list of attached documents under **Attachments** section.

Additional Advisories

The feature shows you the details of Advisories and Prohibited documents. It helps you to determine if additional documents are required. On the **Ship | Customs** tab, the **Additional Advisories** button is displayed.
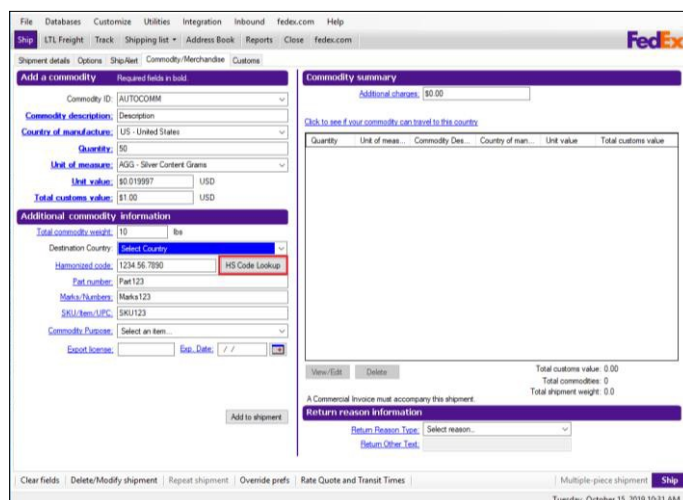

Harmonized System Code Lookup

The Lookup button allows you to retrieve the most appropriate harmonized code for a commodity.

This feature is available in the following screens:

- Ship | Commodity/Merchandise
- Databases | Commodity Database
- Ship | Return Shipment | Return
- Commodity/Merchandise LTL Freight | Commodity/Merchandise
- IPD MPS Shipment Info | Add Commodity Data tab
- Shipment Details | SED Information

Download Additional Documents

The enhancement adds the flexibility to review the information and to determine if additional documents are required for shipping. And also helps to dictate if new versions of optional documents are available to download so that it may be used as an original copy of that document.

On the **Ship | Customs** tab, the **Download** button is displayed.

Attach your Documents

This feature provides you the ability to attach the local files which are needed for the shipment. On **Ship | Customs** tab, click **Attach your Document(s)** button to attach the documents for shipment.

HS Code Lookup tool Disclaimer

Note: When the language of the user interface is not English and Harmonized Search Code results does not support the language of the user interface then it displays the disclaimer message in English, so that you are aware of the information.

On clicking Harmonized Code Search button if the connection to a trade tool cannot be established, an error message "The Harmonized Code lookup is not available at this time. Please try again later." pops-up. Click OK to proceed.

Find International Documents

This enhancement adds the flexibility of accommodating new policies and determines the mandatory and optional international documents to satisfy the regulatory requirements.

Additional Recipient Address Line

This version allows you to provide complete location details for faster delivery of shipments for FedEx Express shipment. It supports maximum 35 characters.

On the **Ship | Shipment** tab, the additional field **Address 3** is displayed.
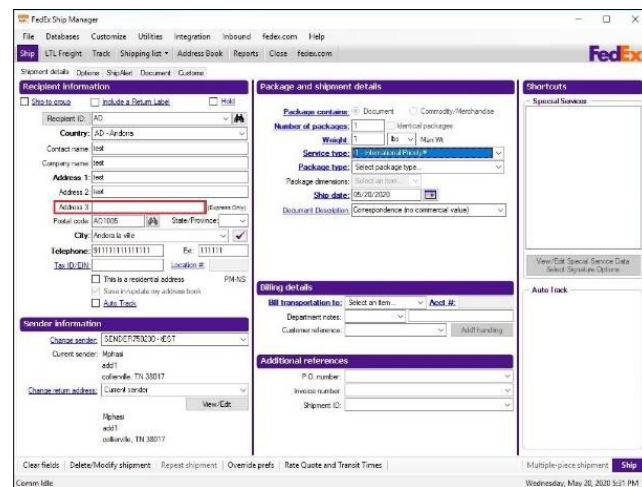
Updated Terms of Sale

This version of the software allows you to access the updated Terms of Sale (INCOTERMS) values. The "7 - Delivered at Terminal (DAT)" value is updated to "7 – Delivered at Place of Unloading (DPU)".

This update is available in the below screen:

- View/Edit International Shipping Profile
- Transborder Distribution Shipping Profile Maintenance
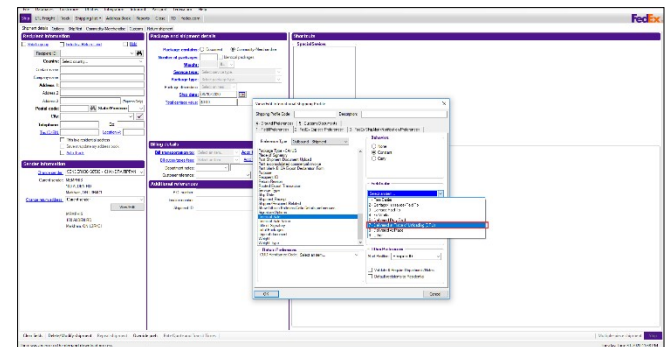
Package Identifier summary in Dangerous Goods

This feature allows you to identify the package which contains dangerous goods in a shipment. On **Shipment details** screen, enter the information and click **Multiple-piece shipment** from the bottom. On the selected **Multiple-Piece Shipment Information** screen, specify the Package information details and click on **Special services** button. Select **Dangerous Goods** checkbox and click **OK** on **Special services information** screen. Click **Ship** on **Multiple-Piece Shipment Information** screen. **Select Dangerous Goods Packages** dialog box is displayed with the package identifier summary.
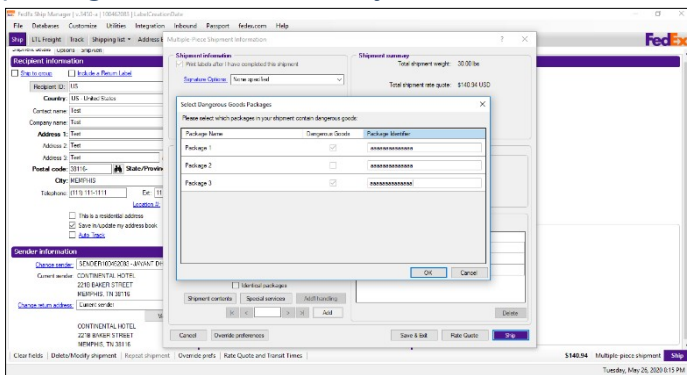

NAFTA renamed to CUSMA/T-MEX/USMCA

All references to NAFTA terms in the application are updated to accommodate the USMCA/T-MEC/CUSMA trade agreement. The respective field names and report names are updated. For Example: In the **Ship** tab **| Commodity/Merchandise** option, the 'Applies to NAFTA Certificate of Origin' checkbox is renamed to "Applies to USMCA/T-MEC/CUSMA Certification of Origin".

The following screens are updated:

- LTL Freight tab | Commodity/Merchandise
- Return Shipmen tab | Commodity/Merchandise
- IPD/MPS | Commodity/Merchandise
- LTL Freight tab | Customs
- Return Shipment tab | Return Customs
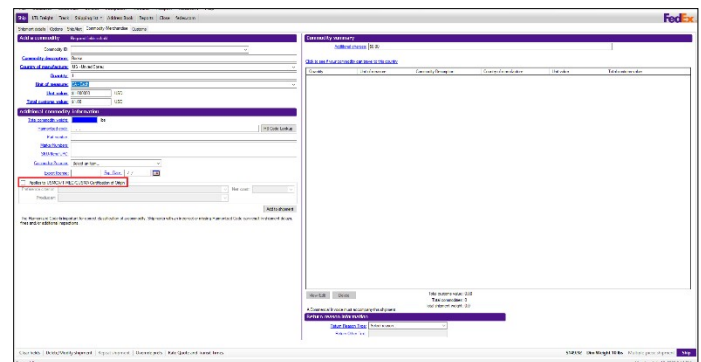
FedEx Integration Assistant Features

Enabled Two New Fields for Write Back

The new Rate Service option allows you to view handling charges and total shipment handling changes. On selecting the **Handling Charge** checkbox under Charges dialog box, you will be able to view the charge/amount for processing a shipment.
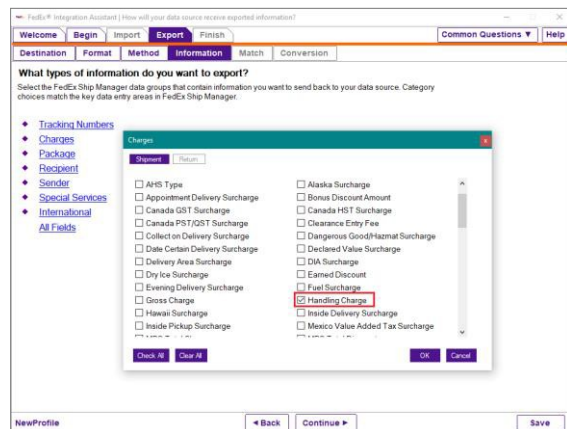
On selecting the **Total Shipment Handling Charge** checkbox under Charges dialog box, you will be able to view the sum of all the rates for a shipment.
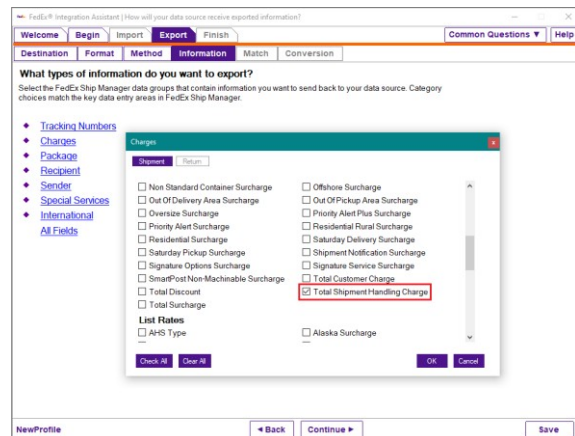
Additional Recipient Address Line

This version allows you to provide complete location details for faster delivery of shipments for FedEx Express shipment. It supports maximum 35 characters. You can add these fields in the following path:

- Export | Information | Recipient | Shipment tab
- Export | Information | Recipient | Return tab