



FedEx Ship Manager® Server v17.0.9 Release Notes

Description

A hardware and software solution for high-volume shippers, giving customers the speed and convenience of a dedicated shipping solution from FedEx.

Version 17.0.9 is an incremental release for the FedEx Ship Manager Server 17.0.0 family and brings additional enhancements for you.

Upgrade Paths

FedEx Ship Manager Server v17.0.9 will upgrade over the following software versions:

FedEx Ship Manager Server v17.0.9 Upgrade Paths						
17.0.1	17.0.2	17.0.3	17.0.4	17.0.5	17.0.6	17.0.7
17.0.8						

Customer Support

If you have questions or need assistance, please contact the FedEx Technical Support Center at **1.877.FDX.Assist 1.877.339.2774**, Monday through Friday, 7 a.m. to 9 p.m. CT; and Saturday, 9 a.m. to 3 p.m. CT.



Additional Resources

Go to [fedex.com/server](https://www.fedex.com/server) to learn more about FedEx Ship Manager Server and how integration with your existing business systems can make shipping around the world faster and easier.

This business site will provide you with online developer resources along with feature and service information.

FedEx Ship Manager Server v17.0.9 brings the following shipping rates, fees and surcharge updates:

2020 Rate Changes for FedEx® Shipping Services

Effective January 6, 2020, FedEx Express, FedEx Ground and FedEx Freight, all subsidiaries of FedEx Corp., have increased shipping rates and surcharges.

Rate changes are made available to all users of FedEx Ship Manager Server, FedEx Ship Manager® and FedEx Web Services solutions on Jan 6, 2020.

- FedEx Express shipping rates increased by an average of 4.9% for U.S. domestic, U.S. export and U.S. import services.
- FedEx Ground and FedEx Home Delivery® shipping rates increased by an average of 4.9%. FedEx SmartPost® shipping rates are also increased.
- FedEx Freight shipping rates increased by an average of 5.9% for shipments within the U.S. (including Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands) and between the contiguous U.S. and Canada. FedEx Freight® shipping rates also increased for shipments within Canada, within Mexico and between the contiguous U.S. and Mexico.

2020 Surcharge Rate Changes for FedEx Shipping Services

Effective January 20, 2020, surcharges for FedEx Express®, FedEx Ground® and FedEx Freight® services are revised.

- Applicable services, criteria and pricing for FedEx Express and FedEx Ground packages that require additional handling or are oversized are changed.
- Surcharges applicable for FedEx Express and FedEx Ground fuel surcharge assessment are changed.
- Applicable criteria for the FedEx Freight Capacity Load minimum charge is changed.

Where do I find the newest updates?

Go to fedex.com/us/2020rates for details of all changes to rates and surcharges. You may also:

- Learn how to use FedEx rate tools.
- Get answers to frequently asked questions.

Version 17.0.9 of FedEx Ship Manager Server also offers enhancements to the FedEx Ground delivery experience:

- Beginning January 19, 2020, enhancements to FedEx Home Delivery allow residential deliveries to be 7 days a week, with delivery to most locations on Saturday and many on Sunday.
- To provide a precise shipping experience, FedEx Ground, FedEx International Ground® and FedEx Home Delivery shipments return the estimated delivery date along with delivery time as "End of Day."
- As of February 2020, the weight limit for FedEx Home Delivery packages has increased from 70 lbs. to 150 lbs.

Note: For more details, use FedEx Ship Manager Server v17.0.9 Leave Behind document.

FedEx Extra Hours Service

Provides services for customers seeking next-day delivery in local areas with late pickup and larger zone delivery options. Fast overnight local delivery.

Note: For more details, use FedEx Ship Manager Server v17.0.9 Leave Behind document.