



Installation and Configuration Guide



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You must remit payment in accordance with the *FedEx Service Guide*, tariff, service agreement or other terms or instructions provided to you by FedEx from time to time. You may not withhold payment on any shipments because of equipment failure or for the failure of FedEx to repair or replace any equipment.

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If you generate an inaccurate invoice, FedEx may bill or refund to you the difference according to the *FedEx Service Guide*, tariff service agreement or other terms or instructions provided to you by FedEx from time to time. A request for refund on a FedEx shipment must be made in accordance with the applicable Service Guide or terms or instructions provided by FedEx from time to time. A shipment given to FedEx with incorrect information is not eligible for refund under any FedEx money-back guarantee.

FedEx may suspend any applicable money-back guarantee in the event of equipment failure or if it becomes inoperative.

Disclaimer

All Improper Transaction scenarios are for example only. They do not reflect all error condition scenarios.

About This Document

This guide helps you install the FedEx Ship Manager® Server (FSMS) application and perform the required initial configuration, which enables the FSMS application to communicate with the FedEx system so that you can initiate the shipping process. The guide includes the detailed procedures on how to:

- ☒ Install the FSMS application
- ☒ Register a meter
- ☒ Configure the software for initial usage
- ☒ Backup and restore local FedEx data
- ☒ Export and import meter information
- ☒ Troubleshoot

Audience

This guide is intended for users who need to install and configure the FSMS application in their system. A basic understanding of setting a network connectivity and administering Microsoft Windows is essential for this task.

Note: Some tasks in the guide require field level access privileges to the FSMS Configuration Utility. For Field Level access, type the password provided by your FedEx account executive.

Conventions

This guide uses the following conventions in the text.

Indicator	Description
Courier New	Sample transaction code is formatted in Courier New.
<i>Note</i>	Important notices begin with the word “ <i>Note</i> .”
Bold	In task instructions, software user interface elements, or information you need to enter in a field or transaction, are formatted in bold .
<i>Italics</i>	Names of documents and FSMS transactions are shown in italics. For instance, the <i>020/120 Global Ship Request/Reply</i> .
<i>Italics</i> (followed by a definition)	First occurrence of a term is italicized followed by a definition. For instance <i>EEI filing</i> (Electronic Export Information)
purple	Cross-references are in purple

Resources

- ☒ [FedEx Ship Manager® Server Developer Guide](#)
- ☒ [FedEx Ship Manager® Server Installation and Configuration Guide](#)
- ☒ [FedEx Ship Manager® Server Technical What's New Guide](#)
- ☒ [FedEx Ship Manager® Server Service Guide](#)
- ☒ [FedEx Ship Manager® Server Transaction Coding Reference Guide](#)
- ☒ FedEx Ship Manager® Server Installation and Configuration Guide previous versions are at [v13.0.1](#), [v14.0.1](#), [v15.0.1](#), [v16.0.1](#), [v17.0.1](#)
- ☒ [FedEx Electronic Export Information Filing guide](#)

Note: If you are a U.S. shipper and your U.S. export shipments require EEI filing (Electronic Export Information, formerly known as Shipper's Export Declaration, SED) go to <http://www.fedex.com/us/electronic-export-information/filing.html> for more information.

Support

Support Type	Access	Prompt	Support Topics	Hours
Web	FedEx.com	NA	NA	NA
FedEx Technical Support	1.877.339.2774	FedEx Ship Manager Server	fedex.com FedEx Ship Manager FedEx Web Services More options	Monday to Friday CST 7 a.m. – 9 p.m. Saturday CST 9 a.m. – 3 p.m.
FedEx Customer Service	1.800.463.3339	In a few words, please say what you are calling about.	Schedule a pick-up I need shipping rates Track a package Find a FedEx location More options	24 hours a day, 7 days a week
FedEx Dangerous Goods...	1.800.463.3339	Dangerous Goods / 81	Schedule a dangerous goods or HazMat pick-up, ship alcohol or firearms, get rates or order supplies Technical Support International Dangerous Goods questions Speak with a Dangerous Goods Representative	Monday to Friday CST 7 a.m. – 7 p.m. Saturday CST 10 a.m. – 2 p.m.

If you have questions or need technical assistance:

- United States and Canada: call 1.877.339.2774. Support hours are 7 a.m. to 9 p.m. CT Monday through Friday and 9 a.m. to 3 p.m. CT Saturday
- Europe: email techsupport_emea@fedex.com
- The Indian Subcontinent, the Middle East and Africa: email meisatechsupport@fedex.com
- Asia-Pacific: email fdxhelpdesk@fedex.com
- Brazil: email ct-brazil@corp.ds.fedex.com
- The rest of Latin America and the Caribbean: [click here](#) for your country's dedicated support phone number.

Note: FedEx Ship Manager® Server installation is free. Contact a FedEx support representative if you need to expand your current FSMS software installation or know additional information..

1 Installing FedEx Ship Manager Server

The *FedEx Ship Manager*® Server (FSMS) application is a network shipping solution for high-volume customers who want to integrate FedEx® shipping capabilities into their shipping operation.

The FSMS application is developed exclusively for technologically-advanced shippers, who need to process, label and ship large numbers of packages. The FSMS application allows complete integration of the FedEx service modules—tracking, rating and routing — with a company's existing computer systems. The FSMS application provides the following shipping functions:

- ☒ Ship to and from any FedEx service location.
- ☒ Route the shipment by using the *Universal Routing and Sorting Aid* (URSA) for all shipments.
- ☒ Rate the FedEx Express, FedEx Ground, and FedEx SmartPost shipments.

The FSMS application is a transaction-based shipping solution. FedEx provides all the transactions that are required to streamline your shipping operations. You can tailor the interface and customize it to your business needs. Refer to the *FedEx Service Guide* for more information about shipping and the FedEx services.

Note: To integrate the FSMS application with your business information technology solutions, you need dedicated IT resources to program the shipping transactions and establish network connections. For more information, log on to the Developer Resource Center at fedex.com or fedex.com/developer.

1.1 System Requirements

The FedEx Ship Manager uses InstallShield Wizard for the setup process. Before installing the FSMS application, you need to know about System Requirements.

Ensure that you have the following hardware and software configuration in your system and supported printers, servers and scales before you begin to install the FSMS application. Be sure you have reviewed the guidelines that describe the computer system requirements and supported printers, servers and scales.

1.1.1 Minimum Software and Hardware Requirements

Table 1: FedEx Ship Manager Server Minimum Software and Hardware Requirements

Software Requirements	
Operating System	
Supported	Recommended
<p>Windows Server 2016 Standard Windows Server 2012 Standard Windows Server 2012 R2 Standard Windows 10 Enterprise</p> <p><i>This version of FedEx Ship Manager Server is designed to work best on Windows Server 2012 and higher. FedEx recommends that you upgrade to ensure your systems are not at risk. See the Microsoft website:</i></p> <p>https://www.microsoft.com/en-us/windows/enterprise/end-of-support.aspx</p> <p><i>Before installing FSMS, the installer verifies if the applicable .Net Framework version is installed on the system. If the .Net Framework version is not present, the installer aborts the installation of FSMS and a parameterized error message "FedEx Ship Manager® Server requires that your system has the .Net Framework version <Net version> installed," is displayed before the installer is closed. This behavior is the same for new installs or CD upgrades.</i></p>	<p>Windows Server 2016 Standard Windows Server 2012 Standard Windows Server 2012 R2 Standard</p> <p><i>Compatible Hypervisors that FedEx Ship Manager® Server supports (Virtualization lets you replicate multiple servers on a single machine, requiring less hardware):</i></p> <ul style="list-style-type: none"> • VMware ESX 3.5 and greater • VMware VSphere 4 and greater • Hyper-V

Note: FedEx Ship Manager® Server no longer supports the following operating systems:

- ☒ Windows 2003 SP3
- ☒ Windows 2003 R2 Server Enterprise (for Clustering) with iSCSI initiators
- ☒ Windows XP SP2
- ☒ Windows Vista Business
- ☒ Windows 7
- ☒ Windows 8x
- ☒ Windows 2008 R2/Standard

1.1.2 Hardware Requirements

Table 2: Hardware Requirements

Hardware Requirements		
	For Regular Volume and Performance	For High Volume and Performance
Processor	Quad Core Xeon E3 Processor	Dual, modern Xeon (fastest and most cores available)
Memory	8 GB ECC	16 GB ECC
Hard Drive	300 GB Storage	SSD (Solid State) Space not less than 1 TB (determined by shipping needs)

Note: For proper performance, the hard drive should be monitored to ensure there is sufficient free space for the application to operate. It is recommended that at least 25 GB or twice the amount of GB in RAM, whichever is higher, should be available as free space on the hard drive at all times. FedEx does not maintain and support customers' virtual environments.

1.1.3 Supported Servers

Table 3: Supported Servers

HP Server Tower	HP Server Rack	Non HP Servers
HP Proliant ML 310 G5	HP Proliant DL 360 G5	Dell PowerEdge SC 440 (Tower)
HP Proliant ML 310 G6	HP Proliant DL 360 G5	Dell PowerEdge 1950 (Server Rack)
HP Proliant ML 310e Gen8	HP Proliant DL 320e Gen8	
	HP Proliant DL 360 G7	

Note: FedEx does not support any other server models.

1.1.4 Supported Printers

Table 4: Supported Printers

Thermal Printers	Dot Matrix Printers	Laser Printers
EPL Printers	Lexmark 2480	HP LaserJet P 2015
Zebra 2348 Plus	Lexmark 2580	HP LaserJet P 2035
Zebra 2844	Lexmark 2580 Plus	HP LaserJet 1160
ZPL printers		HP LaserJet 1300
ZM 400 Printers		HP LaserJet Pro 400M401n
Zebra Z4 M Plus		
Zebra ZP 500		

Thermal Printers	Dot Matrix Printers	Laser Printers
Zebra ZP 500 Plus		
Zebra ZP 505		
ZT410		

1.1.5 Supported Scales

Table 5: Supported Scales

Serial/USB
Mettler Toledo PS60
Mettler Toledo PS 90
Mettler Toledo BC 60

1.1.6 Network and Internet Connectivity Requirements

The server must have a network connection that provides Internet connectivity. Server running the software application must be configured with the TCP/IP protocol.

Your local network security policies will require you to perform special configurations on the server where you install the FSMS application. For example, if you use a proxy server to access the Internet, you must ensure that the same proxy server settings are also configured on your FSMS server. Proxy settings for user accounts must be configured while FedEx Services are running.

To improve your shipping experience and to ensure your data remains encrypted, the security communication protocol for FSMS must be updated to TLS v1.2. Else, systems will not be able to communicate with FedEx and will not be able to process shipments.

1.2 Before you Begin Installation

1.2.1 Installation Recommendations

- If the installation script displays a message that states a file should be overwritten at the **Read Only File Detected** prompt, select **Yes**.
- Close all the applications including Windows Explorer before you install or uninstall the FSMS application.
- Restart your computer when prompted and follow the instructions.

1.2.2 Pre-Installation Checklist

Complete all the actions specified in the pre-installation checklist in the following table before you begin installing the FSMS application.

Table 6: Pre-Installation Checklist

Action	Who
FedEx Account	
<p>If you are a new FedEx shipper, sign up for a FedEx account at fedex.com or contact a FedEx representative for assistance at 1.800.GoFedEx 1.800.463.3339.</p> <p>You need an account number to register for a FedEx Ship Manager® Server (FSMS) meter number and to use FedEx shipping services.</p>	Windows Admin
Windows Administrator Account	
<p>If your server is currently on a domain, remove it from the domain prior to the installation process. After the installation, you can add it back to the domain.</p> <p>By doing so, you can also eliminate other variables that could cause issues during the installation process.</p>	Windows Admin
Verify that the devices you plan to use to access the FedEx shipping services and print labels meet the FSMS software and hardware requirements.	Windows Admin
Verify that the computer that runs the FSMS application has a local Windows Administrator account for installing and running the FSMS application.	Windows Admin
Verify that the Windows Administrator account that you use to install and run FSMS application has the Log on as a service user right. This enables the User Level- View access level.	Windows Admin
FTP and Network Connections	
<p>If you plan to use the File Transfer Protocol (FTP) to transfer data between FedEx Ship Manager clients and the FSMS application, install an FTP server such as Internet Information Server (IIS) before you install the FSMS application.</p> <p>Contact your FedEx Customer Service representative if you need assistance. Make sure each server is configured with a static IP address. Instructions for setting up an IP address are provided as part of Microsoft Help and Support.</p> <p>If you need additional assistance, access the Microsoft website at microsoft.com.</p>	Windows Admin
FedEx Compatible Installation and Solution Type	
<p>The FedEx® Compatible Program integrates FedEx shipping capability with many popular business software systems. The FedEx Compatible Solution Type code is a three-digit number that corresponds to the specific FedEx Compatible software.</p> <p>This code is required to be entered during installation when the FSMS application is used with the FedEx Compatible software. You must also accept the End User's</p>	Windows Admin

Action	Who
License Agreement (EULA). If you do not have a FedEx Compatible Solutions Type, contact your FedEx Compatible software provider to request the code.	

1.2.3 Pre-Installation Steps

Perform the following mandatory pre-installation steps before you begin installing the FSMS application.

- [Getting Your FedEx Account](#)
- [Creating a Windows Administrator Account](#)
- [Setting Windows Administrator User Rights](#)
- [Managing Password](#)
- [Installing .Net Framework Version 4.5.2](#)

Note: Verify that the devices you plan to use to access the FedEx shipping services and to print labels comply with the recommended FSMS software and hardware requirements.

1.2.3.1 Getting Your FedEx Account

A FedEx account number is required for all the FedEx shipping activities. If you are a new FedEx shipper, it is mandatory to sign up for your FedEx account before you install the FSMS software. After you complete your installation, register for a meter number as part of the installation process, to use the FedEx shipping services immediately.

If you are a new FedEx shipper, sign up for a FedEx account at fedex.com or contact a FedEx representative for assistance at **1.800.463.3339**.

1.2.3.2 Creating a Windows Administrator Account

Create a local Windows Administrator account to install and run the FSMS application. The procedures for creating an account on a Windows system vary slightly between different versions of Windows.

To Create a Windows 2008 Administrator Account

1. Log into your server by using an account that has the administrator privileges.
2. Create a new user account:
 - a) Click **Start > Control Panel**.
 - b) Under the User Accounts section, click the **Add or Remove user accounts** option.
 - c) Click the **Create a new account** link.
 - d) Specify an account name, for example FedEx Admin.
 - e) Select **Administrator**.
 - f) Click **Create Account**.
3. Reboot your computer and log on by using the account you just created. You must use this account credentials to install and to configure the FSMS application.

Note: To create administrator account for the other versions of Windows, contact the local System Administrator.

1.2.3.3 Setting Windows Administrator User Rights

When you create the local Windows Administrator account for the FSMS application, the account will have privileges that is needed to run the FedEx services. If you need any further assistance to create an Administrator account on your server, access the Microsoft Help and Support service at **Start > Help and Support** or log on to microsoft.com.

1.2.3.4 Managing Password

During the installation process, you are prompted to provide a password for your FSMS Services account. Store this login information in a secure location. FedEx support cannot recover this login information for you.

You can use this Administrator account to log into Windows when you configure the FSMS application. The FSMS server process also uses this account to interact with Windows. If the password for this account is changed, the password must be updated on all the FSMS services to continue using the application. Note that if the password is changed and the server is rebooted, the multiple attempts by the services to start will lock out the user account that is running the FedEx services.

1.2.3.5 Installing .Net Framework Version 4.5.2

Ensure **.Net Framework Version 4.5.2** is installed in your system before the FSMS installation. Otherwise, the following error message is displayed.

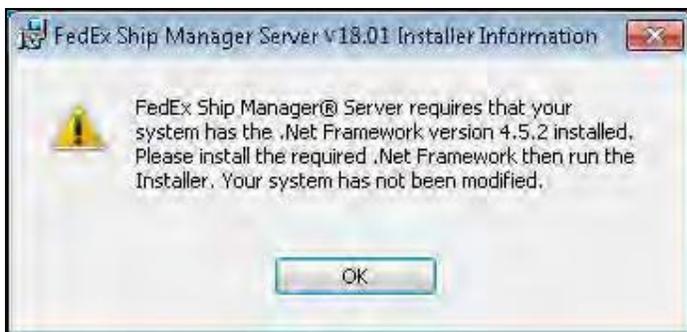


Figure 1: FSMS Installation Without .Net Framework 4.5.2 Error Message

1.2.4 Post-Installation Checklist

Complete the actions specified in the post-installation checklist after you install the FSMS application.

Table 7: Post-Installation Checklist Items

Action	Who
Meter Number Registration	
If you do not choose to launch the Meter Registration Utility (MRU) at the end of your installation, launch it at any time after by using the icon in the FedEx Ship Manager® Server (FSMS) folder on your desktop. You cannot use the FSMS shipping services without a meter number.	FSMS Admin
FedEx Ship Manager Server Application Services	
The FSMS application services start automatically. To verify that these server processes are starting, select Start > Control Panel > Administrative Tools > Services .	FSMS Admin

Action	Who
<i>Note: These steps are Operating System dependent.</i>	
FedEx Ship Manager Server Configuration	
Configure FSMS by specifying options and services specific to your installation, as described in this chapter.	FSMS Admin
Verify that the server that runs the FSMS application is connected to a network and can access the FedEx shipping server over the Internet. Refer to Verifying Communications Using the CommSetup Utility for more information.	Windows Admin

1.3 FedEx Ship Manager Server Installation

This section describes how to install the FSMS application.

1.3.1 FSMS Installation Procedure

Before you begin, complete all the appropriate tasks in the pre-installation checklists.

1. Double-click the **FedExShipManagerServerv18.00.exe** file.
2. The FSMS setup prepares the InstallShield Wizard for the FSMS software installation. If necessary, the Setup program installs the Microsoft Visual C++ Redistributable software. This step requires no intervention.
3. On welcome page, click **Next** to continue.



Figure 2: Installshield Wizard Welcome Page

4. Select the directory location where you want to install FSMS application. To accept the default location, C:\FSMS18.00 click **Next**. To select a new directory location, click **Change**, select the destination directory and click **Next**.

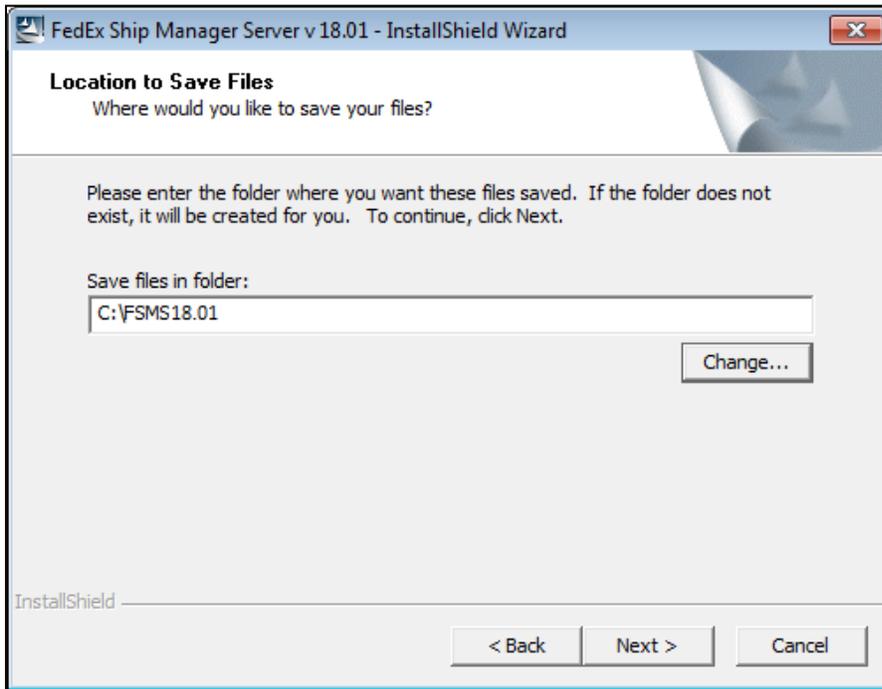


Figure 3: Location to Save Files Page

5. The **Extracting Files** page is displayed. Click **Next** after all the files are extracted.

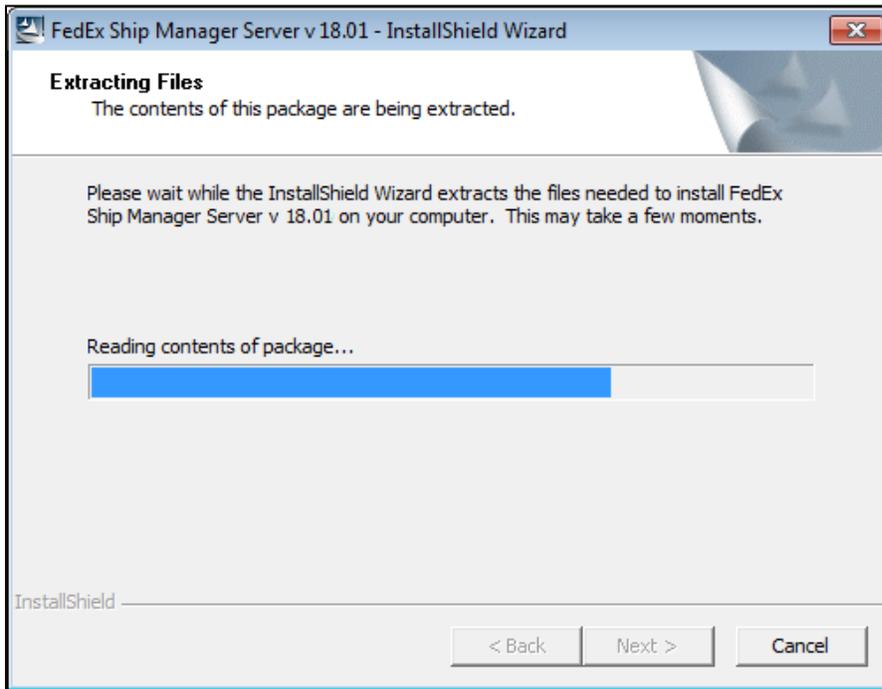


Figure 4: Files Extraction Progress Page

6. Select the language for the installation and then click **OK**.



Figure 5: Language Selection Page

7. On the FSMS Installer Wizard welcome page, click **Next**.



Figure 6: FSMS Welcome Page

8. Enter the product key and click **Next**. For the Product Key, refer to the most recent version of the FedEx Ship Manager® Server Release Notes.



Figure 7: Product Key Page

Note: The product key is valid for three years from general the release date of the FedEx Ship Manager Server 18.00. However, if the software is upgraded via a delta, then the product key is automatically built into the delta. If the product key is used beyond the expiration date, you will not be able to move to the next screen.

9. Select the Installation Type: Proprietary - Hardware, Proprietary - Software Only, or Compatible Solution Provider (CSP) and click Next.
10. **Proprietary_Hardware** option can be selected if the FSMS 18.00 is being installed on FedEx owned hardware and the interface to the FSMS application has been created by the customer. No EULA page will be displayed for this type of installation.
11. **Proprietary_Software Only** option can be selected if the FSMS 18.00 is being installed on the customer supplied hardware and the interface to the FSMS application has been created by the customer.



Figure 8: Installation Type Page with Proprietary-Software Only Option Selected

12. On the **SWO License Agreement** page, select **I accept the terms in the license agreement** and click **Next**.



Figure 9: Software Only End User License Agreement Page

13. **CSP** option can be selected if the FSMS 18.00 is being installed on customer or CSP supplied hardware and the interface to the FSMS application has been created by the CSP.

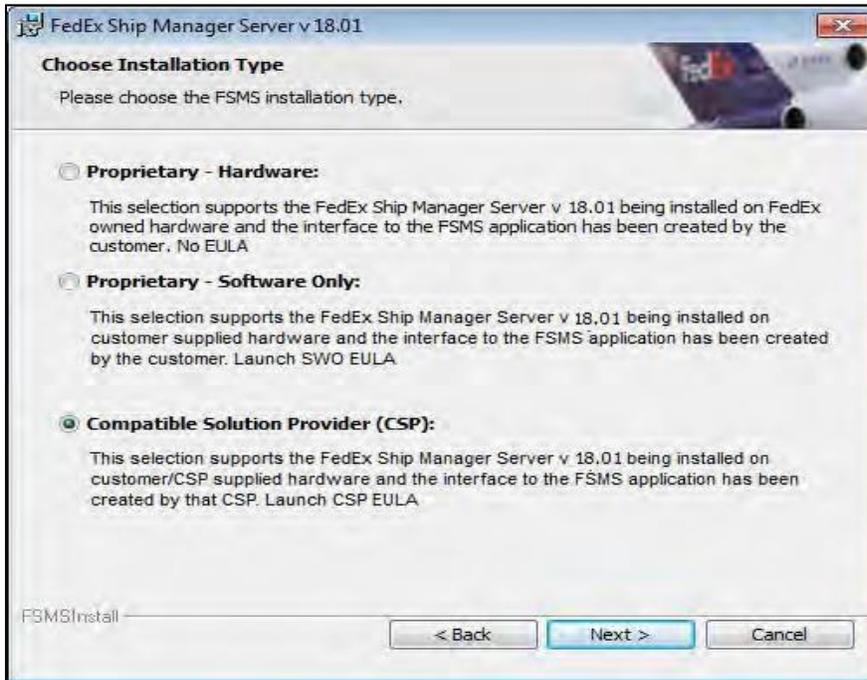


Figure 10: Installation Type Page with CSP Option Selected

14. On the CSP License Agreement page, select **I accept the terms in the license agreement** and click **Next**.



Figure 11: Compatible Solution Provider End User License Agreement Page

15. In the **Compatible Solution Type** field, enter the three digit Compatible Solution type value and click **Next**.

Note:

- ☒ Only 3 digit numeric values are allowed in the Compatible Solution Type field. If non-numeric values are entered, the "Unacceptable character" message gets displayed.
- ☒ Once the 3 digit numeric value is entered, you need to tab out of the box to activate the **Next** button.
- ☒ If more than three digits are entered, then the data is ignored and not displayed in the entry field.

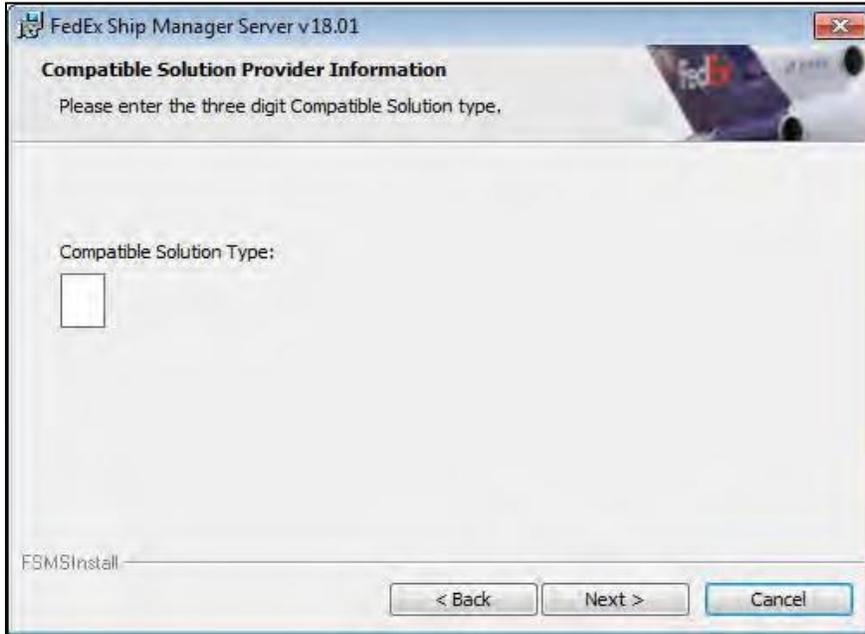


Figure 12: Compatible Solution Provider Information Page

16. Select the directory location where you want to install the FSMS. To accept the default location, C:\FedEx click **Next**. To select a new directory location, click **Change**, then select the destination directory and click **Next**.



Figure 13: Choose Destination Folder Page

17. Before installing the FSMS files the password page is displayed. The information you enter is used to configure the startup permissions for the FSMS server processes. In the **Password** text box, type the password of the user who will be installing the FSMS software and click **Next**.

Note: If someone else logs in with a different password, then the FedEx services will not start after the installation is complete.



Figure 14: User Name and Password Page

18. If the given password is invalid, then the following message is displayed.

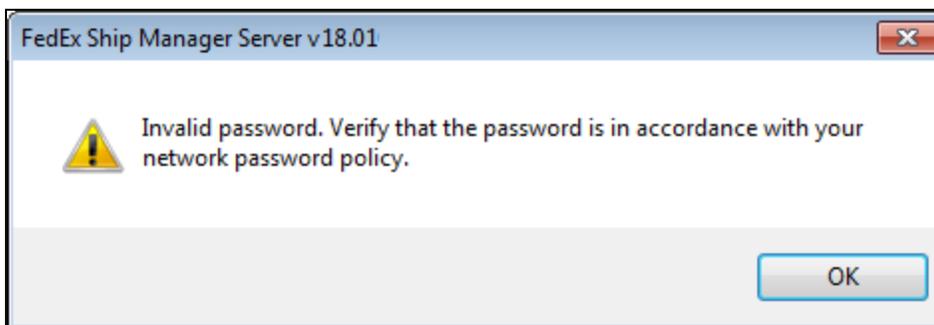


Figure 15: Invalid Password Error Message

19. If you are a new user, then click the New User Information button to provide the necessary details and click **Ok**.

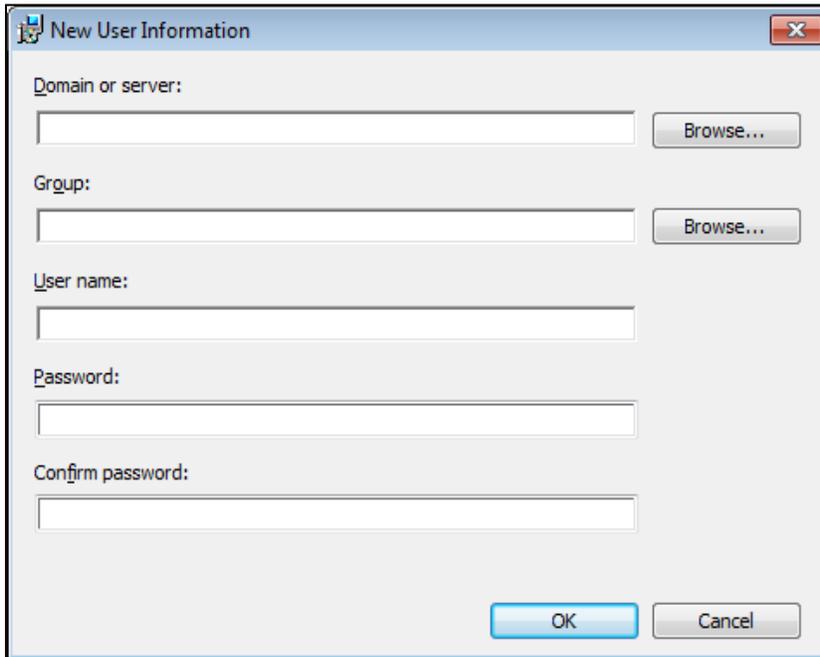
A screenshot of a Windows dialog box titled "New User Information". It contains five text input fields: "Domain or server:", "Group:", "User name:", "Password:", and "Confirm password:". Each of the first two fields has a "Browse..." button to its right. At the bottom of the dialog are "OK" and "Cancel" buttons.

Figure 16: New User Information Screen

20. On the **Ready to Install Program** page, select the desired option and click **Next**.

A screenshot of a Windows dialog box titled "FedEx Ship Manager Server v 18.01" with the subtitle "Ready to Install the Program". The text inside says "The wizard is ready to begin installation." and "Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard." There are three checked checkboxes: "I would like to configure my communication settings not using the standard communication setting (Note: Standard communications setting is local area network without proxy).", "I would like to launch the Meter Registration Utility after reboot.", and "I would like to automatically restart to complete installation." At the bottom are "< Back", "Next >", and "Cancel" buttons.

Figure 17: Ready to Install Program Page

21. The wizard displays the **Start Copying Files** window. After a few moments, the network connection dialog is displayed.
22. Verify that all the information is correct. If you need to change or review any settings, click **Back**. If the settings are correct, click **Next** to continue.
23. The wizard displays the **Setup Status** window and shows the status of the FSMS installation.



Figure 18: Setup Status Page during Installation

24. The network options page lets you specify how the setup program should communicate with FedEx.
 - Select **Network** to connect through your site's existing network (preferred option).
 - Select **Private** to connect through an existing VPN connection to FedEx.

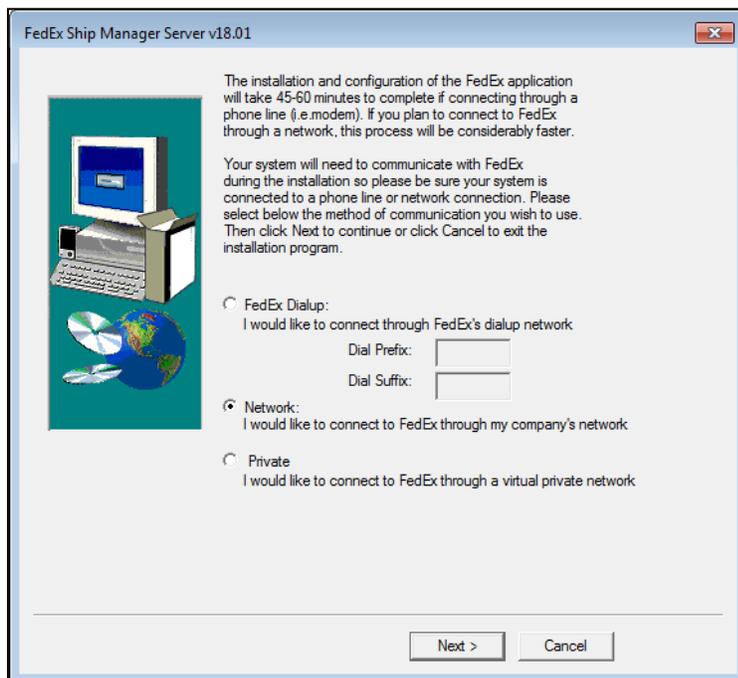


Figure 19: Network Connection Specification Page

25. If you have selected **Network** in the previous dialog box, the next page enables you to configure your local network configuration settings. For more information about details to be provided in the dialog box, contact your local network administrator.
 - a) Select **Connect through a Proxy Server** if you are connecting to FedEx through a proxyserver.
 - b) Be sure to click the **Set Proxy Password** button at the bottom of the window to specify the proxy user and password.
 - c) Specify whether you want to establish the connection manually or automatically by using a proxy configuration script.
26. To set up an automatic connection, select **Set Automatic Proxy Configuration Location (URL) for Tunnel Client** and specify the automatic configuration script URL.
27. To set up a manual connection, select **Set Manual Proxy Settings for Tunnel Client** and specify the address (Port number) for the Tunnel Server.
28. Click **Test Internet Connection to FedEx** to test the round-trip network path from your FSMS application to the FedEx server.

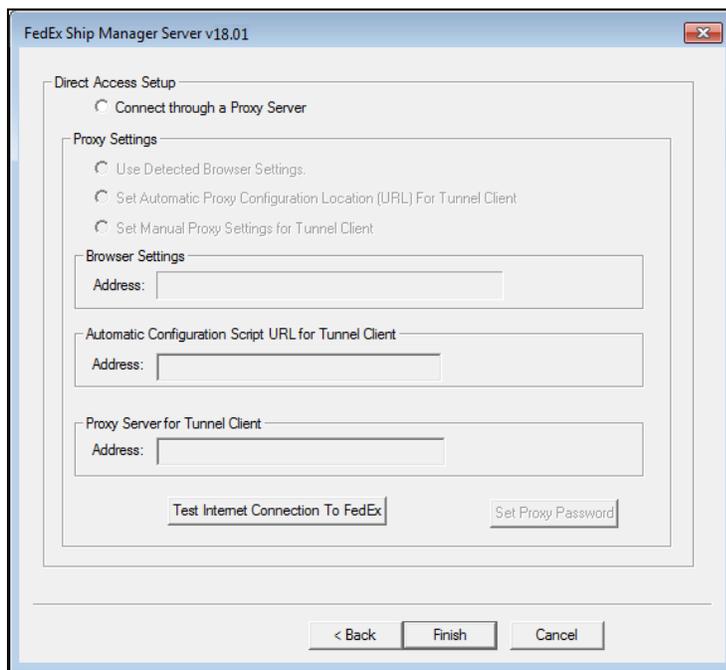


Figure 20: Configure Direct Access Page

29. A message box displays your connection status. Click **OK** to close the message box.



Figure 21: Commsetup Message Box

30. Best Practice: If your connection fails, check your network settings. If proxy is required for tunnel communication in commsetup, contact the system administrator and request for Internet Explorer proxy details to access the FedEx Web Services. Provide the proxy details for successful Tunnel and Web Services connectivity.
31. After configuring your local network configuration settings, click **Finish** to complete the FSMS installation.
32. The Meter Registration Utility is installed as part of the FSMS installation process. Using this utility, acquire a master meter initially and then acquire additional meters (child meters) for your master meter. During the installation, if you have selected **I would like to launch the Meter Registration Utility after reboot** as part of the installation process in step 24, the **Meter Registration Utility** page is displayed.
33. Provide the following information and click **Next**.
 - FedEx Account Number
 - Country
 - Postal Code
 - Meter Number

FedEx Installation FSMS -v18.01

Please enter the required information below:

FedEx Acct. Number:

Country:

Postal Code:

If you have an existing meter number for this device, please enter it below then click Next to continue. If you do not, please click Next to request a new meter from FedEx.

Meter Number: *(Parent Only)*

This meter has also been assigned Child meters:

Next > Cancel

Figure 22: Meter Registration Utility page

Note: The country code 'AN = Netherlands Antilles' is no longer available in the 'Country' drop down list.

34. If you want to add child meters, then in the Meter Registration Utility page, select This meter has also been assigned Child meters checkbox.
35. A new screen is displayed. You can provide the child meter information in the screen and click **Next**.

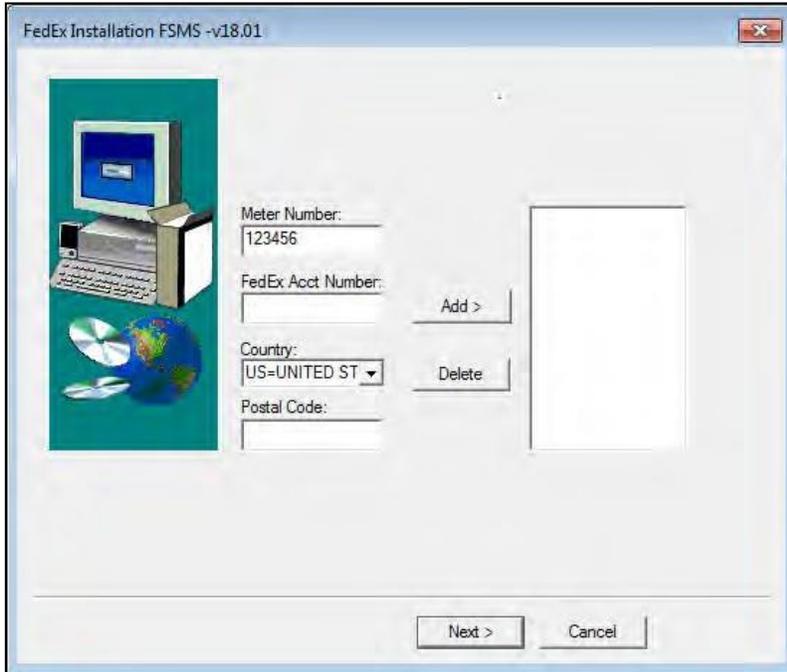


Figure 23: Child Meter Registration Page

36. In the **InstallShield Wizard Completed** page, click **Finish** to exit the installation process.

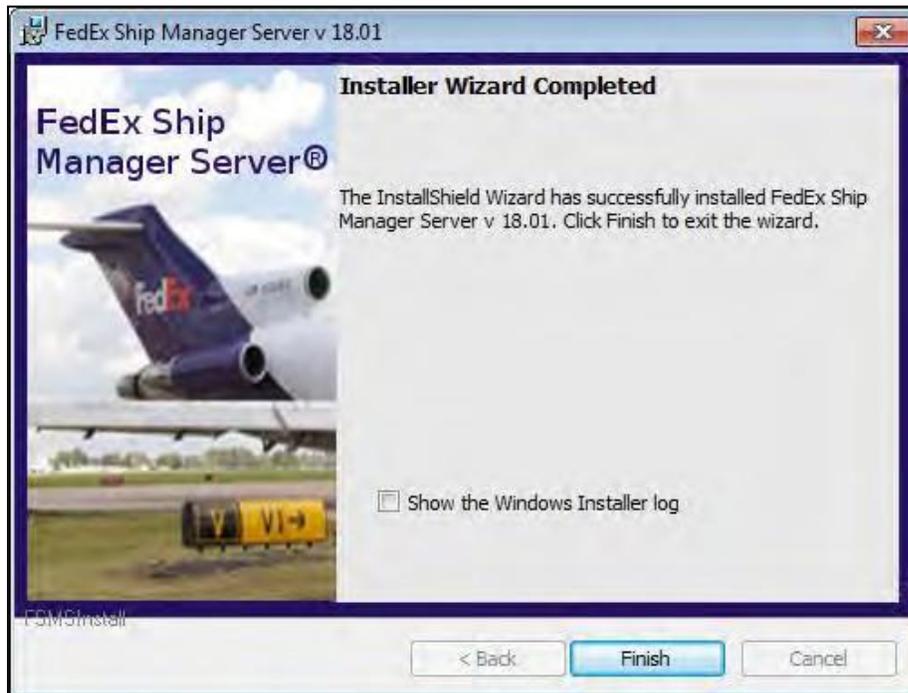


Figure 24: Installation Successful Page

37. If you have not selected the **Meter Registration Utility** checkbox, or if you have just finished using the Meter Registration Utility, then the reboot screen appears. You must reboot your computer before you can begin to use the FSMS application.

38. Click **Yes** to restart your system so that the configuration changes you made will take effect.



Figure 25: Restarting Your System Message

1.4 Uninstalling the FSMS Application

This section describes how to uninstall the previous version of the FSMS application.

1. Click **Start > Control Panel** to open the Windows Control Panel.
2. On the Windows Control Panel, double-click **Add or Remove Programs**.
3. After the **Currently Installed Programs** list is populated, click **FSMS** to highlight it, then click **Uninstall**.
4. In the “Do you want to completely uninstall the selected application?” message, click **Yes**.
5. When the uninstall process finishes, you are prompted to restart your computer. Click **Yes, I want to restart my computer now**.

1.4.1 Hourly Upload File (HUF) Verification

Before uninstalling the application, the installation verifies if any non-uploaded Hourly Upload Files (HUF) are present. If yes, then the process stops and the following message appears.



Figure 26: Hourly Upload File (HUF) Verification Message

Before upgrading the application from a CD or delta:

- ☒ If any non-closed shipments are present in the system/database, during Upgrade, the shipments will be closed.
- ☒ The installation verifies if any non-uploaded Hourly Upload Files (HUF) are present. If such files are present, then the installation process backs up all non-uploaded files, upgrades the application, and restores backed up HUF files.
- ☒ If the utilities are not closed, during CD Upgrade we will get a window which will give an option to close the utilities automatically and continue the installation.

1.4.2 Quick Clean Utility

FSMS users typically install or upgrade FSMS in a test environment and verify various test shipment scenarios to ensure integration success with FSMS. Since test data is created and test shipments do not get uploaded to FedEx systems, the Quick Clean Utility is used to systematically remove the created test data from the FSMS application.

Quick Clean Utility Functional Flow

When the Quick Clean utility is started, the following functional process takes place.

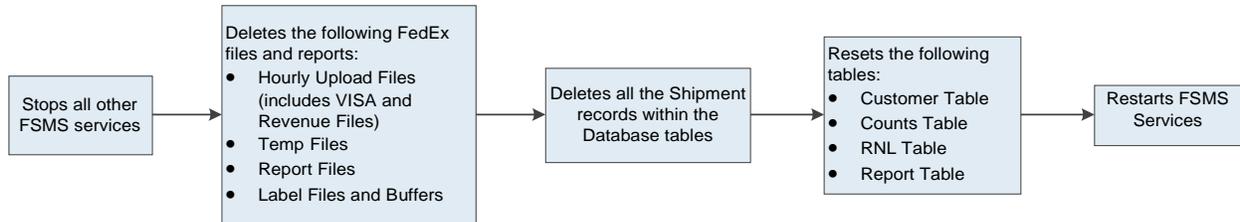


Figure 27: Quick Clean Utility Functional Flow

To clear the test data by using the Quick Clean utility, perform the following steps:

1. Double-click the FSMS System Quick Clean utility to open the FSMS System Quick Clean window.

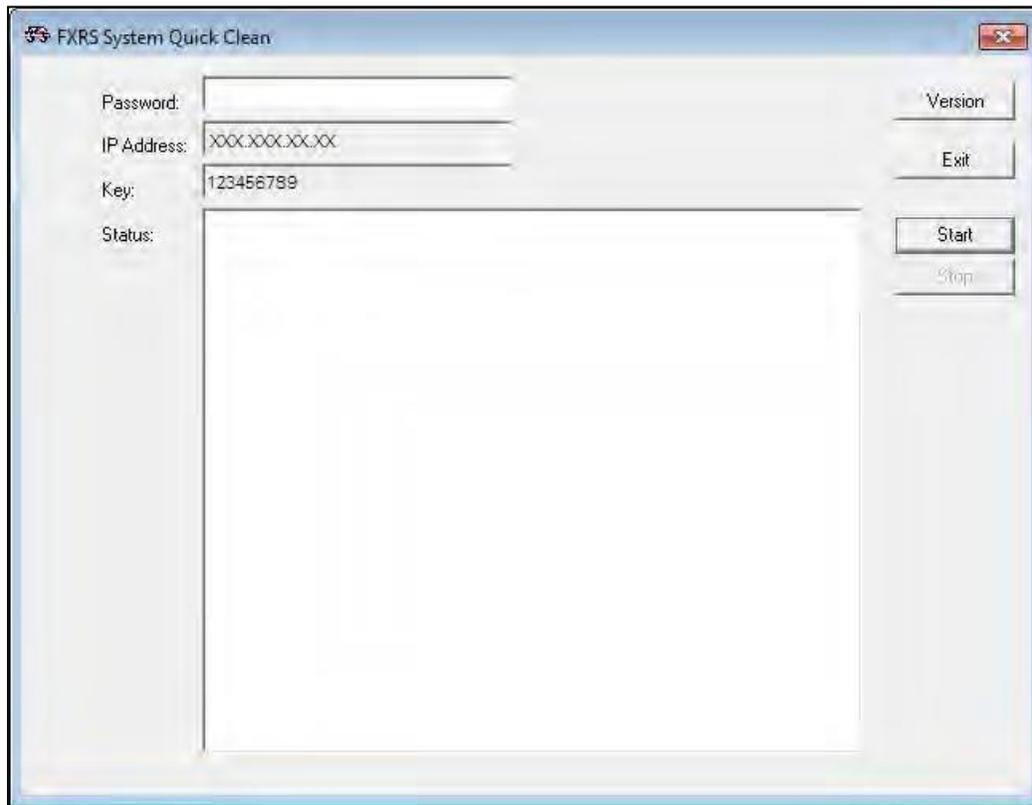


Figure 28: FSMS System Quick Clean screen

2. In the **IP address** field, type the IP Address of the system in which the application is installed.
3. In the **Key** field, type the key.

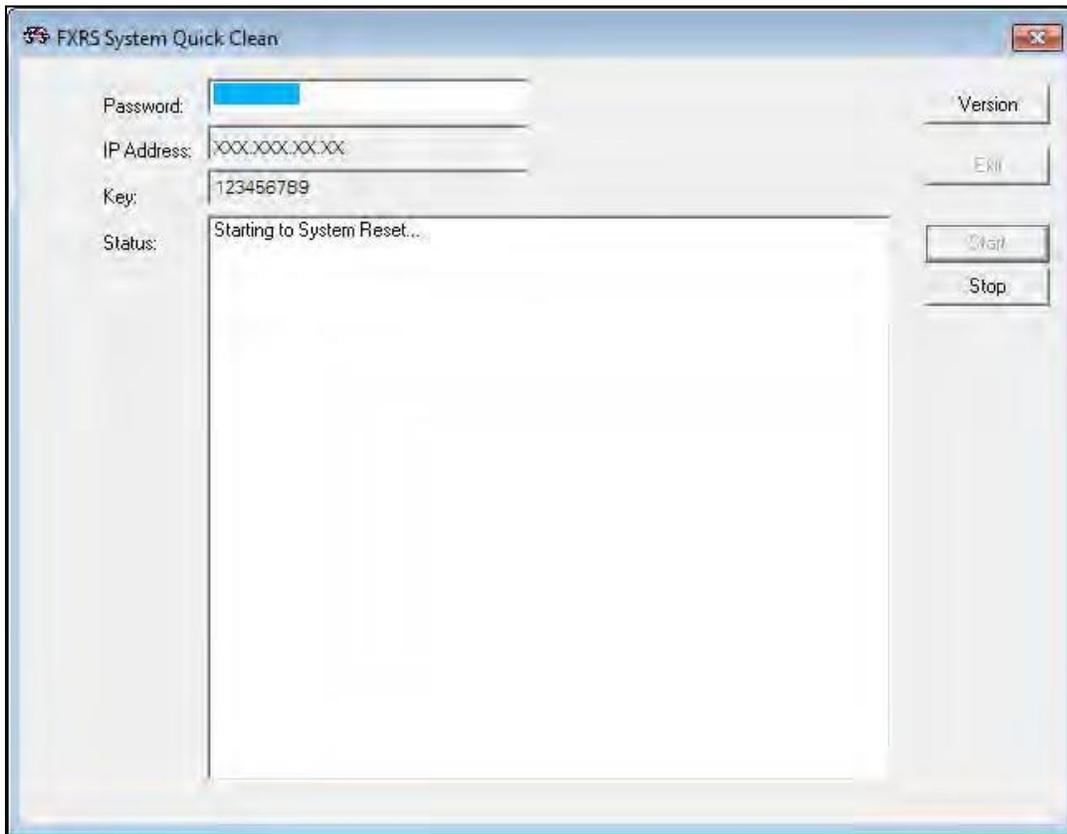


Figure 29: FSMS System Quick Clean Password Screen

4. In the **Password** field, type the password that is generated by using the Password Generator utility (passwordGen.exe). If the password is incorrect, then an error message is displayed.
5. If required, click **Version** to display the version window.

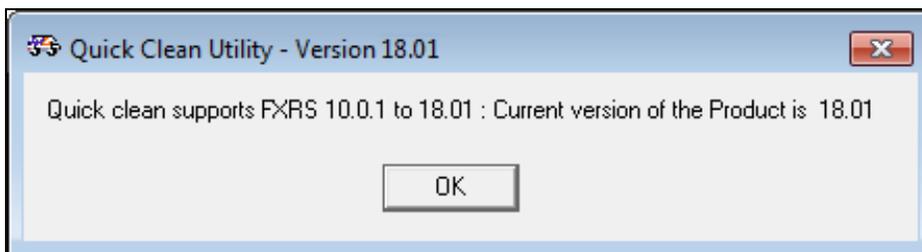


Figure 30: Quick Clean Utility Version Screen

6. Click **Start** to begin the Quick Clean process. During this process, FSMS will send a query to determine if the software is utilizing the Production Environment. If it recognizes that the Production Environment is used, then a warning message is displayed.

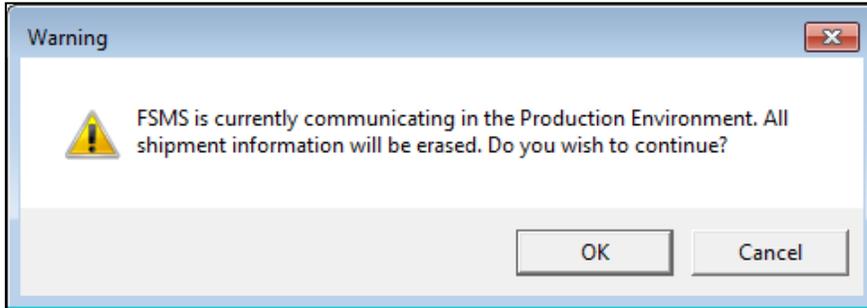


Figure 31: Quick Clean Utility Warning Message

7. In the warning message,
 - a) Click **OK** to start the Quick Clean process.
 - b) Click **Cancel** to stop Quick Clean process.

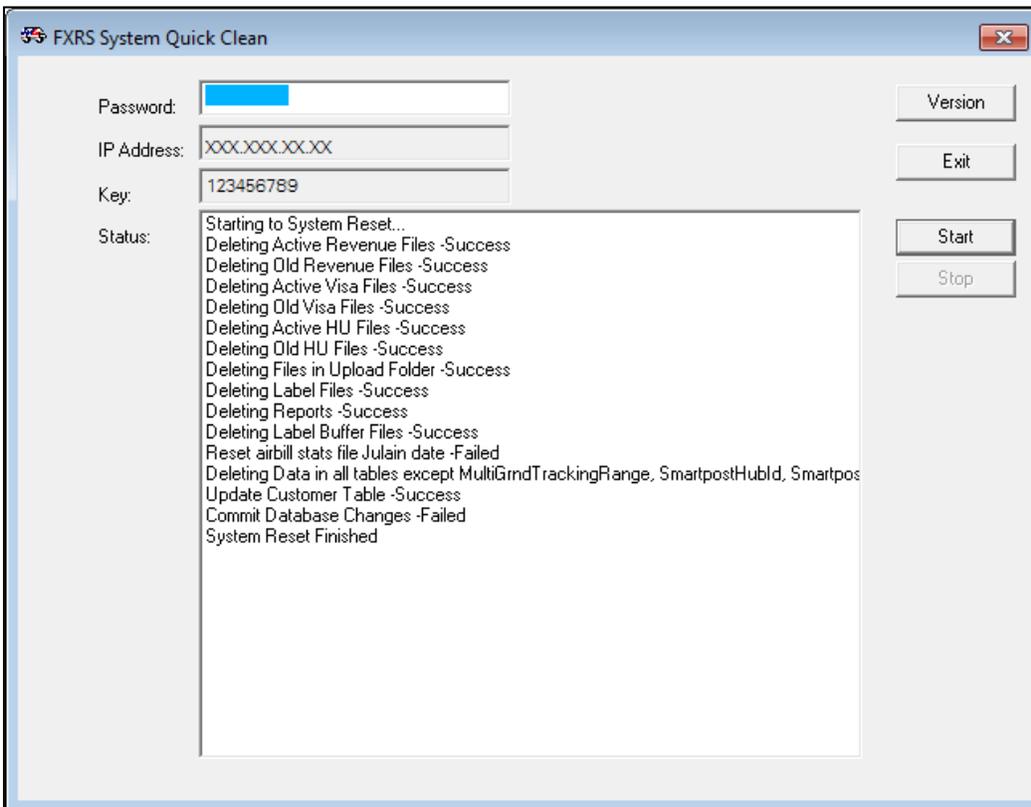


Figure 32: Quick Clean Utility – Completion Status

8. In the **Status** box, the step by step process activities that took place during the Quick Clean process is displayed.
9. Click **Stop** to terminate the Quick Clean process.
10. Click **Clean Status** to display the failed services or process steps.

2 Registering Meter

A meter number is a method of tracking shipping activities for a particular FedEx account number. A meter number is used for many FSMS functions, such as meter level report generation, revenue data upload and tracking number assignment. Meter numbers enable you to manage your shipments and provide accounting and reporting based on:

- ☒ Geographical location of shipping areas
- ☒ Distribution systems
- ☒ Internal setup of departments and invoicing

2.1 Managing Meters

The FSMS application can handle more than one account number, but each meter can be assigned only to a single account number. Each FedEx Ship Manager Server will have a master meter and each master meter can have many child meters.

Meter numbers are unique to FedEx account numbers and cannot be used with any account number other than the one to which it has been assigned.

The **Shipper Settings** tab is used to enter the information about the shipping origin location. Shipper settings should be configured before any other configuration information is added. The first meter added to this configuration will be the master meter; all subsequent meters to be added are child meters that are associated with the master meter. The child meters may have the same or different Express and Ground account numbers as the master meter.

Note: FedEx recommends that Meter numbers should only be on one server at a time. If the same meter is on multiple FSMS servers then a rating, routing, or tracking number outage can occur.

2.1.1 Deciding Number of Meters

Every FSMS installation needs a master meter that is tied to your FedEx account number. You can configure additional meters (child meters of your master meter) to suit your business needs. For example, if your business has many locations, you will have the master meter associated with your primary location, and then use a child meter for each additional location where you perform shipping services.

FedEx Ship Manager Server functions, such as rates, tracking, and reports are tied to the location specified for each meter. Another way to use child meters is to associate a child meter with each department within your organization so that the shipping activities of each department can be accounted for and tracked.

Note: For the best system performance and backup/maintenance, FedEx recommends to use less than 50 meters on a server if possible, depending on the hardware specifications and operating system.

2.2 Master and Child Meter Registration During Installation

The Meter Registration Utility is installed as part of the FSMS installation process. Using this utility, acquire a master meter initially and then acquire additional meters (child meters) for your master meter.

1. During the installation, if you have selected **I would like to launch the Meter Registration Utility** as part of the installation process, then the **Meter Registration Utility** page gets displayed.
2. Provide the following information and click **Next**.
 - FedEx Account Number
 - Country
 - Postal Code
 - Meter Number

FedEx Installation FSMS -v18.01

Please enter the required information below:

FedEx Acct. Number:

Country:

Postal Code:

If you have an existing meter number for this device, please enter it below then click Next to continue. If you do not, please click Next to request a new meter from FedEx.

Meter Number: *(Parent Only)*

This meter has also been assigned Child meters:

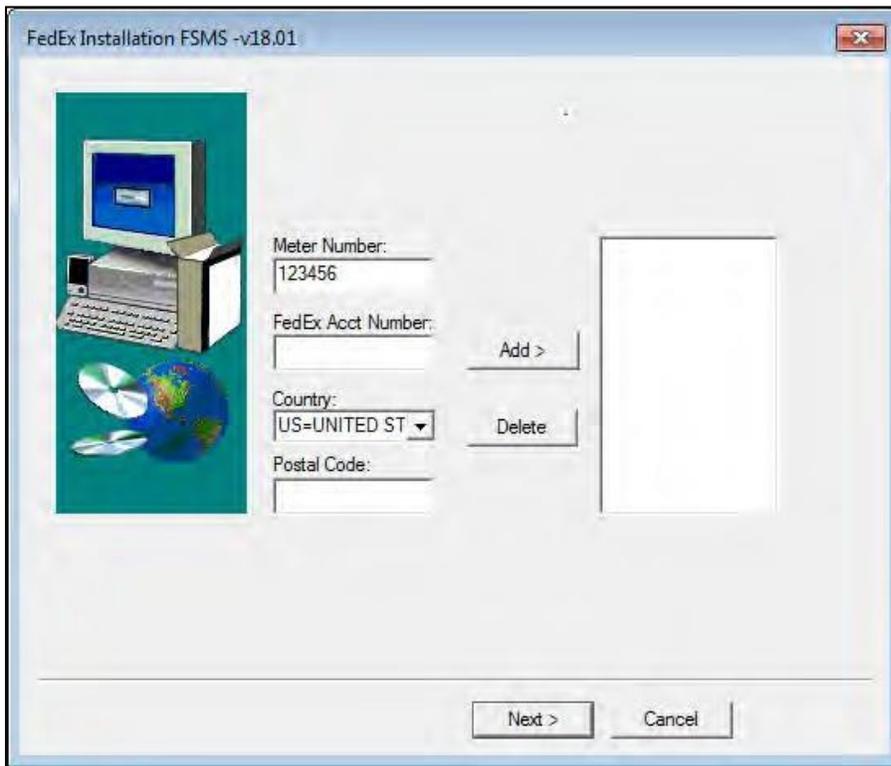
Next > Cancel

Figure 33: Meter Registration Utility Page

Note: The country code 'AN = Netherlands Antilles' is no longer available in the 'Country' drop down list.

3. If you want to add child meters, then in the Meter Registration Utility screen, select This meter has also been assigned Child meters checkbox.

4. Provide the child meter information and then click **Next**.



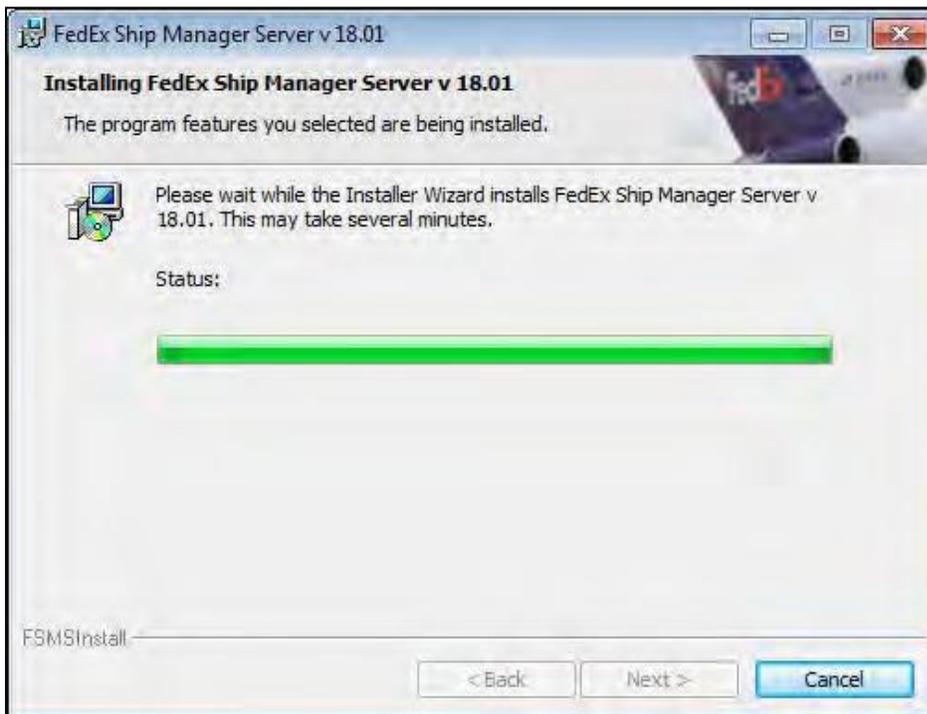
The screenshot shows a window titled "FedEx Installation FSMS -v18.01". On the left is an illustration of a computer monitor, keyboard, mouse, and a globe. The main area contains the following fields and controls:

- Meter Number: 123456
- FedEx Acct Number: [Empty field] with an "Add >" button to its right.
- Country: US=UNITED ST with a "Delete" button to its right.
- Postal Code: [Empty field]

At the bottom of the window are "Next >" and "Cancel" buttons.

Figure 34: Child Meter Registration Page

5. The FSMS Installation progress status is displayed. Click **Next**.



The screenshot shows a window titled "FedEx Ship Manager Server v 18.01". The main heading is "Installing FedEx Ship Manager Server v 18.01" with the subtext "The program features you selected are being installed." Below this is a message: "Please wait while the Installer Wizard installs FedEx Ship Manager Server v 18.01. This may take several minutes." A "Status:" label is positioned above a green progress bar that is approximately 90% full. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 35: FSMS Installation Progress Page

6. If you have just finished using the Meter Registration Utility, then the reboot screen appears. You must reboot your computer before you can begin to use the FSMS application.
7. Click **Yes** to restart your system so that the configuration changes you made will take effect.

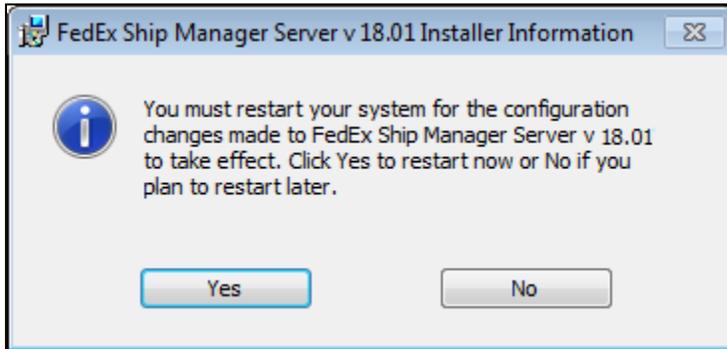


Figure 36: Restart Prompt Page

8. After the reboot, if you have enabled the **Meter Registration Utility** checkbox, then the **Meter Registration Utility** opens and displays an activity window that tracks the downloads received from the FedEx system as part of the meter registration process.

Note: The activity window is dynamic. Markers indicate the status for each component:

- ☒ Yellow dot: A request for a component download is in progress.
- ☒ Checkmark: The component downloaded successfully.
- ☒ Red X: The component download failed.

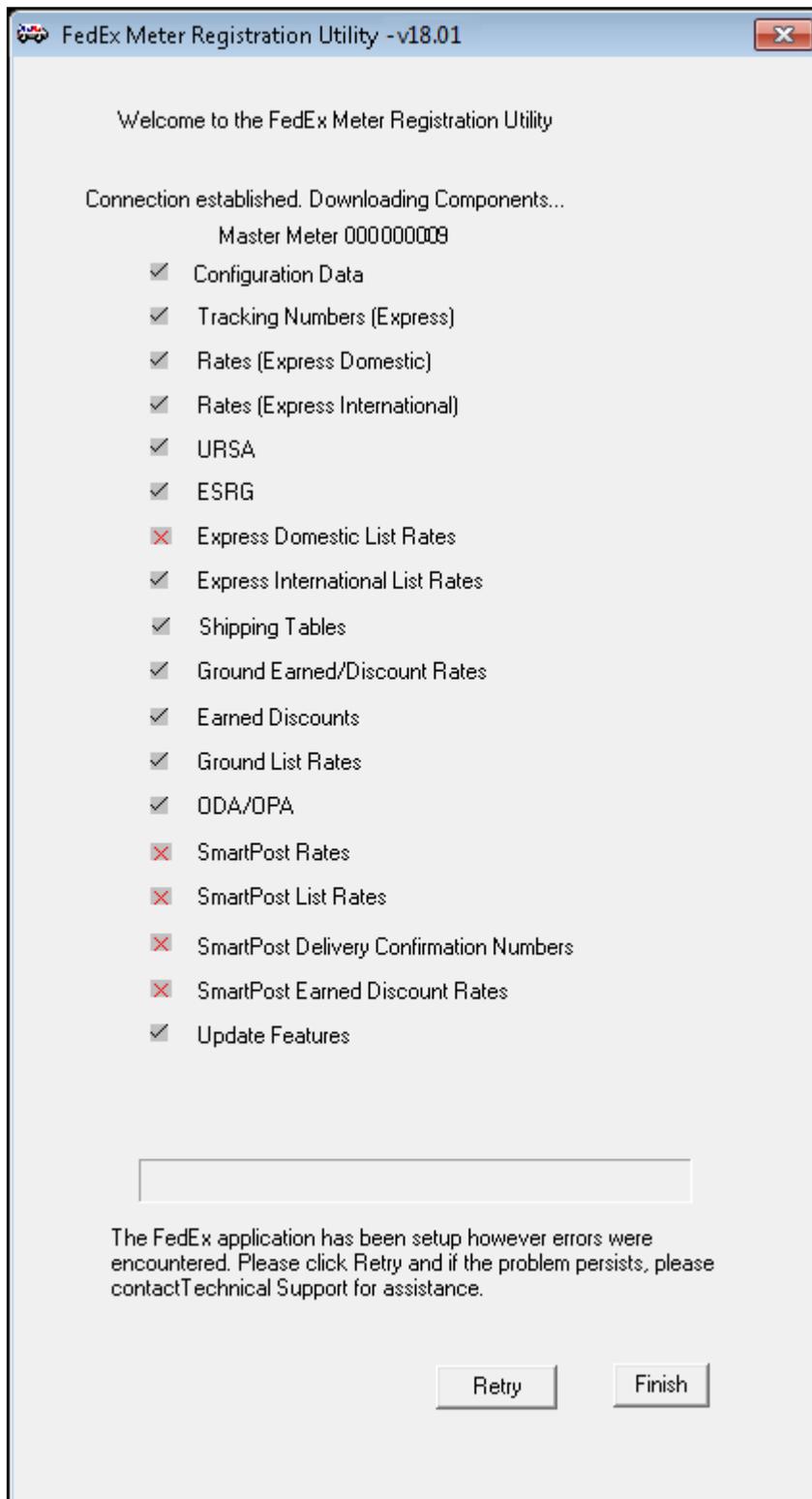


Figure 37: MRU Page Showing Master Meter Components Status

2.3 Child Meter Registration Using Meter Registration Utility

A Meter Number is tied to your shipping location and your account number. You must have a FedEx Express account number and a master meter before you can begin to use the FSMS application. You can start the Meter Registration Utility (MRU) as part of the FSMS installation process if you have an existing meter(s) or you can run it manually at any time to acquire additional meters. When you acquire a meter through the Meter Registration Utility, it appears in the rest of the FedEx programs, such as the FSMS Configuration Utility and the Demand Download Utility.

To register a child meter:

1. On your desktop, in the FedEx Ship Manager folder double-click the **Meter Registration** icon to start the FedEx Meter Registration Utility.



2. In the **Meter Registration Utility** screen, enter the master meter details, select **This meter has also been assigned Child meters** checkbox, and then click **Next**.

FedEx Meter Registration Utility - v18.01

Please enter the required information below:

FedEx Acct. Number:

Country:

Postal Code:

If you have an existing meter number for this device, please enter it below then click Next to continue. If you do not, please click Next to request a new meter from FedEx.

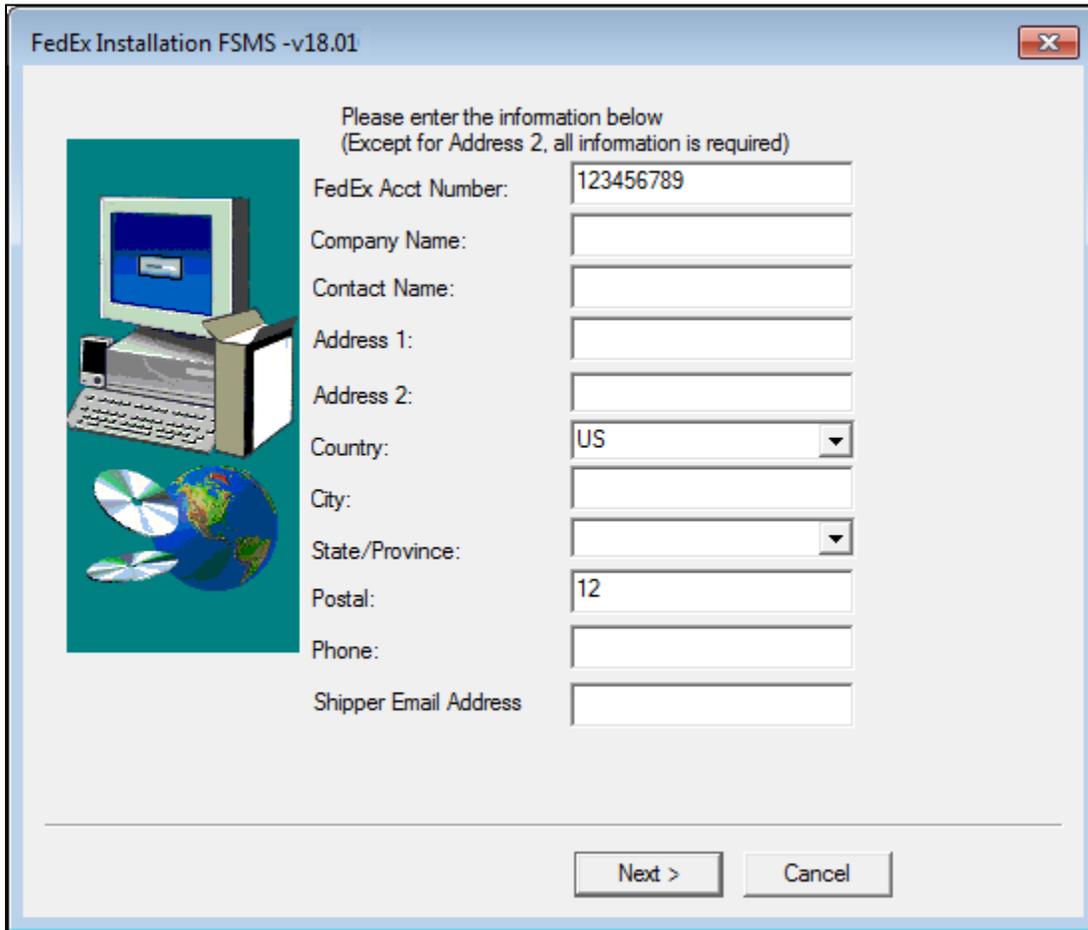
Meter Number: *(Parent Only)*

This meter has also been assigned Child meters:

Next > Cancel

Figure 38: Master Meter Information Screen

3. Provide the details for the new child meter and click **Next**.



The screenshot shows a Windows-style dialog box titled "FedEx Installation FSMS -v18.01". The dialog contains a form for entering shipper location information. On the left side of the form is an illustration of a computer monitor, keyboard, mouse, and a globe. The form fields are as follows:

- FedEx Acct Number: 123456789
- Company Name: (empty)
- Contact Name: (empty)
- Address 1: (empty)
- Address 2: (empty)
- Country: US (dropdown menu)
- City: (empty)
- State/Province: (empty dropdown menu)
- Postal: 12
- Phone: (empty)
- Shipper Email Address: (empty)

At the bottom of the dialog are two buttons: "Next >" and "Cancel".

Figure 39: Shipper Location Information Screen

4. When a new child meter number is successfully created, the new number displays an activity window that tracks downloads; received from FedEx as part of the meter registration progress.

Note: If you are not enabled for ground shipping, you will receive the 5061 error Message-"Your FedEx account is not FedEx Ground enabled. Please call FedEx Customer Support via your normal support channel to request FedEx Ground enablement.

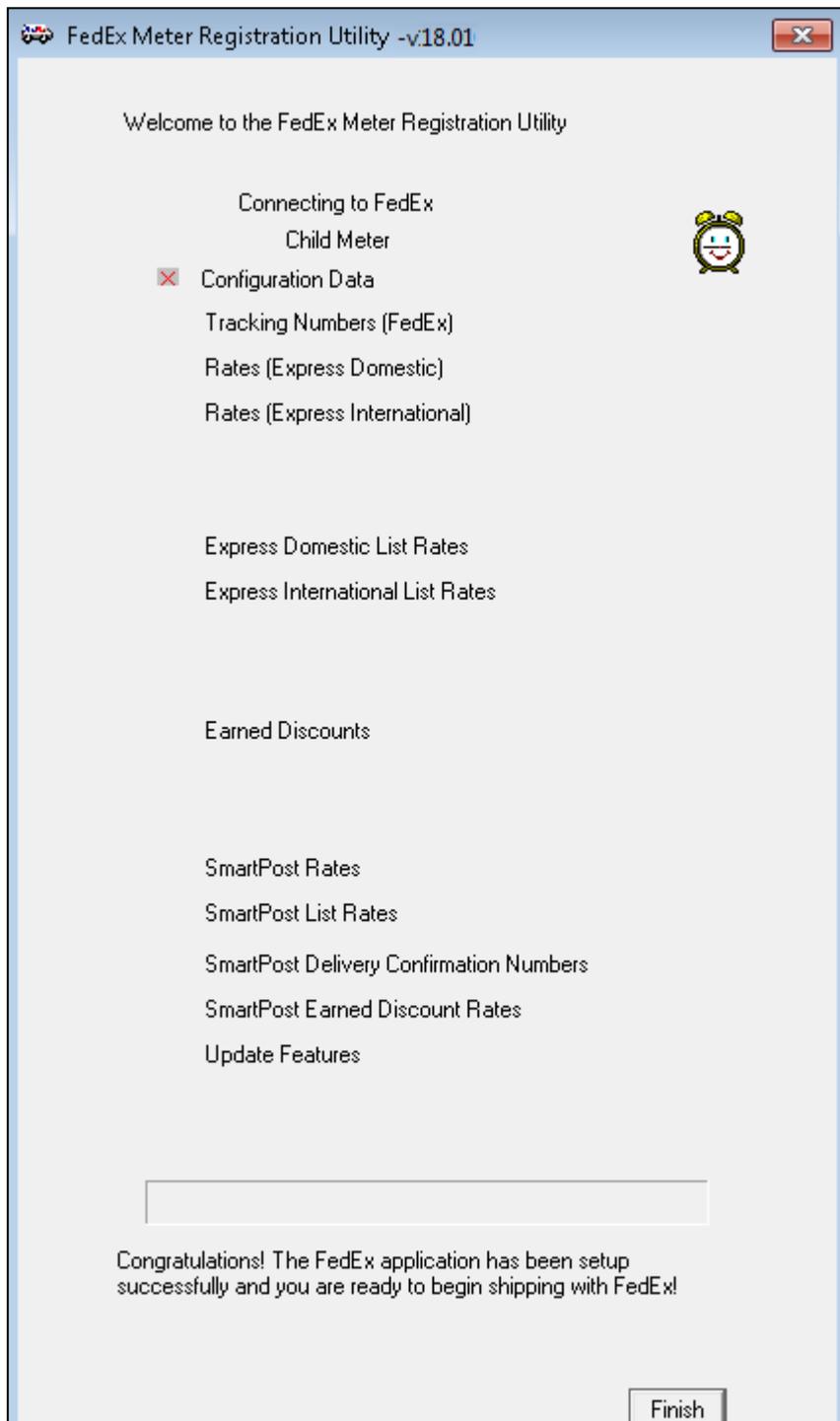


Figure 40: Child Meter Registration Screen

2.4 Adding Child Meter Number from FSMS Configuration Utility

The following procedure assumes that you have already entered your account number and registered a master meter as part of the installation process. If you already have a master meter, then any additional meters will be child meters.

To add an existing FedEx meter number after the initial install:

1. On your desktop, in the FedEx Ship Manager folder double-click the **FSMS Configuration Utility** icon to start the FedEx Configuration Utility.
2. Select Access Privileges.
3. Enter the password and click **OK**.
4. The configuration screen with Shipper Settings page will get displayed. Click **Add New** button.

Figure 41: Add New Meter in Shipper Settings Screen

Note: The Shipper Settings tab in the FSMS Configuration Utility has the Do not allow Multiple Meters per Account Number checkbox. If this checkbox is enabled, then you can have only one meter for your account number. If you

want more than one meter with the same Express account number, then you must first disable this checkbox. You must have Field Level access to edit this setting.

- In the **Add Meter** pop up window provide the Meter Number, Account Number, Country and Postal Code and click **OK**.

Figure 42: Add Meter Screen

- In the Shipping Settings page, provide all the other details and click **Apply and Exit**.

2.5 Configuring Child Meter Using Transaction Request

You can also configure the child meter by initiating a transaction request. The following table provides the details about the child meter transaction request.

Table 8: Transaction Requests for Child Meter Registration

Transaction	Name	Description
035/135	Child meter Registration Request/Reply	Allows the user to configure meters (both Master and child meters)

3 FSMS Configuration Utility

The FedEx Ship Manager® Server Configuration Utility is the interface of the FSMS application. It provides security for critical system settings, such as meter numbers and FedEx service authorizations. If you use the FSMS Configuration Utility while processing a shipment or executing a transaction, an error may be generated by the FSMS application. This is due to the criticality in the FSMS Configuration Utility settings.

Follow these guidelines for entering or saving the configuration data:

- A text field that appears in red contains an invalid field value. Correct the field before exiting the window.
- If you click the **Exit** or the **Close** button (✕) to close the FSMS Configuration Utility, the data you entered will not be saved. Ensure to click **Apply** or **Apply & Exit** to save your entries.

3.1 Privileges and Access

Before you use the FSMS application for shipping, you must configure your initial settings. The FedEx Customer Service representative or FedEx account executive can assist you to properly set up and configure your system.

Levels of assigned-access privileges are as follows:

- **User Level:** Privileges assigned to FedEx customers.
- **User Level-View:** Password-protected privileges assigned to allow a user to view, but not edit, field level settings.
- **Field Level:** Password-protected privileges accessible by FedEx account executives and customer integration consultants (CICs)
- **Support Level:** Password-protected privileges available for the support team to check the configuration and perform the necessary updates if needed.

The following table shows the privileges assigned for each configuration category that is managed by the FSMS Configuration Utility.

Table 9: FedEx Ship Manager Server Access Privileges

Configuration Tab	Description	User Level	User Level-View	Field Level	Support Level
Shipper Settings	FedEx shipper record data, including sender contact and address information.	A	A	A	X
Report Settings	Report set-up data, including selection of report types to print, report document format and printer to use.	A	A	A	X
Label Settings	FedEx shipping label data.	A	A	A	X
Doc-Tab Settings	Information for the doc-tab section of a FedEx label.	A	A	A	X

Configuration Tab	Description	User Level	User Level-View	Field Level	Support Level
System Settings	Critical system data, such as reconcile time periods, connection port numbers, back-up intervals, Future Day service extensions and discount rate authorization.	NA	A	A	X
IPD / IED / IDF	Setup FedEx optional contract services: <ul style="list-style-type: none"> FedEx International Priority DirectDistribution® (IPD) FedEx International Priority DirectDistribution® Freight (IDF) International Economy DirectDistributionSM (IED) Service International Ground Consolidation (IGC) 	NA	NA	A	A
Tracking Numbers	FedEx Express® and FedEx Ground® tracking numbers and management. FedEx SmartPost® delivery confirmation numbers and management. <i>Note: It is not required to get tracking number ranges from the Meter Settings tab. Use the Demand Download Utility instead.</i>	NA	A	A	A
Meter Settings	FedEx account meter number with additional fields for authorizing and configuring FedEx Express and FedEx Ground services.	NA	A	A	A
SmartPost Settings	FedEx SmartPost® Customer ID, Mailer ID, Customer Distribution Center, Pickup Carrier, Hub ID, with additional fields for enabling FedEx SmartPost postal services and Configuring Returns.	NA	NA	A	A
Advanced Settings	Parameters for system management.	NA	A	A	a

Note:

- ☒ A indicates Tab Available
- ☒ NA indicates Tab not Available

3.2 Before You Begin Configuration

Before configuring the FSMS application, you should understand the types of shipping operations you will be performing. For example:

- If you want to ship internationally, then you will need printers to print labels and international reports documents.
- If you want to ship from multiple locations, then you will need a series of meter numbers to properly track and identify the operations at each location.

Work with the FedEx Customer Service representative or FedEx account executive to design a FedEx shipping solution to meet your individual needs. Here are some basic questions to consider before deciding what services you need.

- Where do you ship? Are your shipments interstate or international? Do you ship to local destinations, cross-country, or a combination of these types of destinations? Do your packages need to be there quickly? Do you ship freight or documents?
- Are your shipments identical or different? Do you ship items that have the same weight? Do you ship to fixed locations?
- Do you ship single or multiple packages per shipment? If you ship multiple packages to a single location, then the FedEx can consolidate your shipments.
- What services do you need? For more information about services offered by FedEx, contact your FedEx Customer Service representative or read the FedEx Ship Manager® Server Services and Shipping Guide or log on to fedex.com/us/services.

3.3 Using the FedEx Configuration Utility

Before using the FSMS application, it must be properly configured by using the FSMS Configuration Utility, which allows you to enter and store user-specific and system-specific data.

The FSMS Configuration Utility displays four tabs when set for User Level access:

- Shipper Settings
- Report Settings
- Label Settings
- Doc-Tab Settings

The FSMS Configuration Utility displays additional tabs when the FSMS Configuration Utility is set for Field Level access:

- Meter Settings
- Advanced Settings
- SmartPost Settings
- IPD / IED / IDF/ IGC Settings-This tab is visible only if you have contracted with FedEx for these premium services.
- Tracking Numbers

3.3.1 Opening the Configuration Utility

When the FSMS Configuration Utility screen opens, it displays only the tabs that you are allowed to edit based on your access privilege level. Perform the following steps to open the FSMS Configuration Utility and change the access level if needed.

1. On your desktop, double-click the **FedEx Ship Manager Server** folder to display the FSMSshortcuts.
2. Double-click the FedEx Ship Manager Server Configuration icon.



3. If you need to change the access level, click **AccessPrivileges**.
4. The **Access Privileges** dialog box appears.



Figure 43: Access Privileges Dialog Box

5. Enter the password.
 - a) For **User Level** access, leave the **Password** field blank.
 - b) Then you click **OK**, the Configuration screen displays the default User Level access view and disregards any previous access level you may have used.
 - c) For **User Level-View** and **Field Level** access, type the password provided by your FedEx account executive.
6. Click **OK** to continue to open the window containing various setting tabs.

3.4 Configuring Shipper Settings

Configure shipper settings before entering any other configuration information. The first meter added to this configuration is the master meter. All subsequent meters are child meters associated with the master meter.

To configure the Shipper Settings:

1. Click the **Shipper Settings** tab.

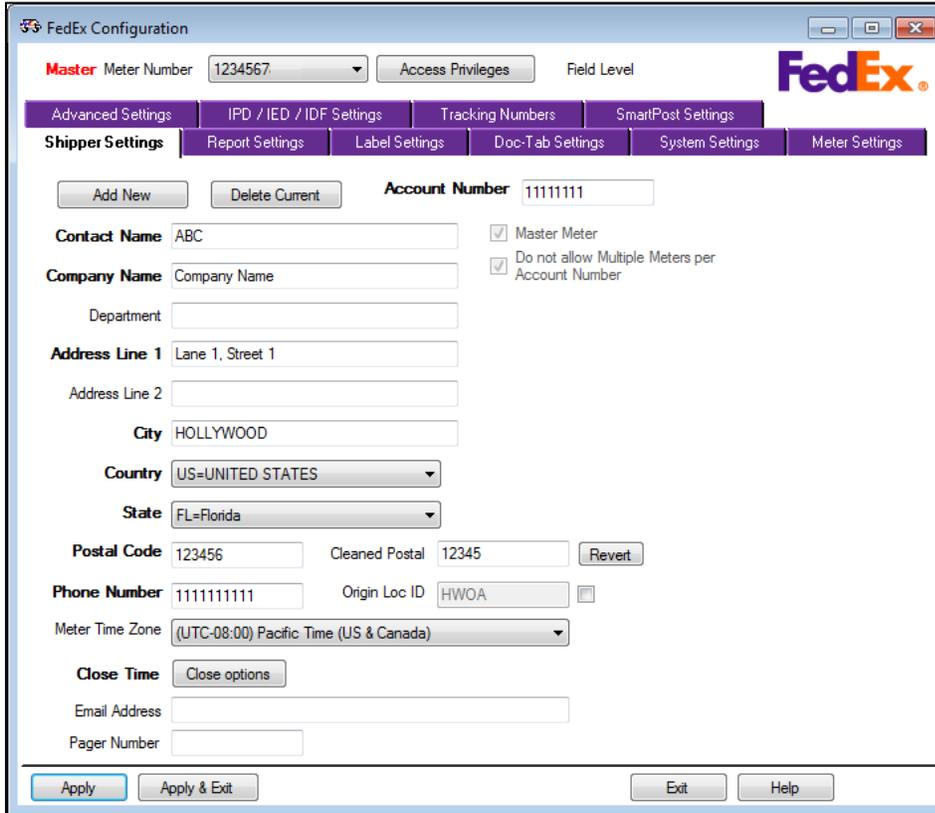


Figure 44: Shipper Settings Tab Screen

2. All **bold** fields on the Shipper Settings tab are required to configure a meter.
3. Items that have an asterisk (*) will be printed on the shipping label. To edit the items that are grayed, you must have **Field Level** access privileges. When you are finished, click **Apply** or **Apply & Exit** to save your selections.

Table 10: Shipper Settings Fields

Field	Description	User Level	User Level View	Field Level	Support Level
Master Meter Number (physical location of	Allows you to select the meter that you want to configure. When a master meter is selected, the label displays the Master Meter Number. When a child meter is	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
hardware)	selected, the label displays the Meter Number with Master being grayed out.				
Account Number	The customer's FedEx account number.	Visible and Read Only	Visible and Read Only	Visible and Editable	Visible and Editable
Master Meter	When this checkbox is enabled, it indicates that this meter number is the master meter. You cannot disable this checkbox after you create a master meter because an FSMS installation must have a master meter. If a meter number is not specified in a transaction, the server defaults to the master meter.	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable
Do Not Allow Multiple Meters per Account Number	Check this box to prevent multiple meters from using the same FedEx account number. This will allow a Close Request transaction by using the account number only.	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable
Contact Name*	Enter the contact name. This can be a company name.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Company Name*	Enter the company name.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Department*	Enter the name of the department shipping from the assigned meter. This entry will print in the Sender section of the label. The Department field value can be overridden by using Field 38 in the shipping transaction.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Address Line 1*	Enter the primary address for your location, typically the street name and number.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Address Line 2*	Enter any secondary address information, such as Suite #, on Address Line 2.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
City*	Enter the city name from which shipping will originate.	Visible and Read Only	Visible and Read Only	Visible and	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
				Editable	
Country*	<p>The FSMS application defaults to U.S. To select another country, click the drop-down menu and highlight the appropriate choice.</p> <p>If your country is postal aware (which means that your address is supported in the FedEx URSA file), you must supply a verifiable postal/ZIP code as part of your shipper record.</p> <p>The verification is supplied by the FSMS application after you select the country from which you are shipping.</p> <p>If shipping from a country that is not postal aware, the postal code you enter is not validated and any routing information supplied on your package label is determined from the FedEx location designated for your country.</p> <p><i>Note: 'AN = Netherlands Antilles' is no longer available in the 'Country' drop down list.</i></p>	Visible and Read Only	Visible and Read Only	Visible and Editable	Visible and Editable
State/Province*	If you are located in U.S., Canada or Puerto Rico, select your state or province from the drop-down menu.	Visible and Read Only	Visible and Read Only	Visible and Editable	Visible and Editable
Postal Code*	Enter the postal code for your shipping origin location.	Visible and Read Only	Visible and Read Only	Visible and Editable	Visible and Editable
Cleaned Postal	<p>When you enter your shipper address, including your postal code, the FSMS checks the URSA file to ensure that the postal code is correct and displays the matched postal code found.</p> <p>If you want to revert to your original entry, click the Revert</p>	Visible and Read Only	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
	button. The FSMS application will change the postal code back to your original entry.				
Phone Number*	Enter your company phone number. No special characters, such as dashes, are allowed.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Origin Loc ID	<p>FedEx location identification (if your shipper address is postal aware, which means that your address is supported in the FedEx URSA file) of your shipping origin location.</p> <p>This information is not entered but comes from the URSA file located on your server. The Origin Loc ID may be overridden with FedEx assistance.</p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Meter Time Zone	The FSMS application lets you select a time zone for each meter (both master and child) configured on your server. This functionality lets you designate Close Times and other elements for each meter by its specific time zone.	Visible and Read Only	Visible and Read Only	Visible and Editable	Visible and Editable
Close Option	<p>This button allows you to configure the Auto Close time for Express, Ground, SmartPost and Freight shipments.</p> <p>When clicked, a pop up window will appear that contains any combination of Express, Ground, SmartPost or Freight based on the origin country of the meter.</p> <p>You can set the time when shipments should be automatically closed.</p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Email Address	Enter the email address for the shipping contact in your company.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
Pager Number	Enter the pager number for the shipping contact in your company.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Note:

- ☒ Visible and Editable implies that the user has the privilege to view and edit the specific field
- ☒ Visible and Read Only implies that the user can only view the field but cannot edit/update the field.
- ☒ Not Visible implies that the specific field is not visible for the user's access level.
- ☒ Tab not available implies that the tab is not visible to the user.

3.4.1 Close Option Dialog

On the Shipper Settings screen, click the **Close Options** button to display the following **Close Option** dialog box. The **Meter** drop-down list contains all meters installed on the box. If the meter selected is the actual Master meter, the word Master displays in red.

- ☒ The OpCo's that are visible are based on the origin country of that meter. This is the existing general behavior within the configuration utility.
 - Using the **Auto Close Time** field and checkbox you can define the time at which the daily shipments should automatically close. This field defaults to 0000, which means Auto Close Time will not start. Enter a valid time for the auto close to occur daily. The close function for the specified carrier will start with the 007 End-of-Day Close Request for the meter.
- ☒ In the event the non-closure shipments are present, the **Age of Shipment** denotes number of days after which these non-closure shipments will be closed.
- ☒ The access privileges are at the "User View" Level.
- ☒ The **OK** and **Cancel** buttons function as they do currently on existing tabs.

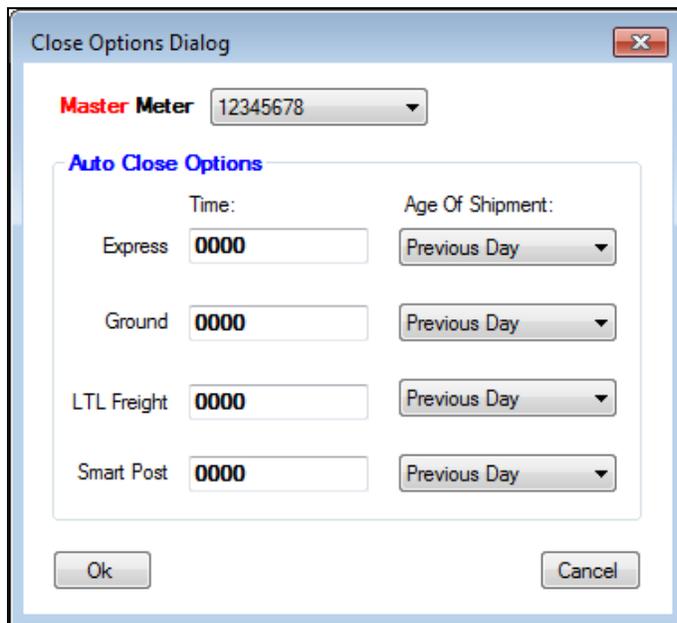


Figure 45: Close Options Dialog Box

The following table provides the access privileges for the LTL Freight and SmartPost Close options, shown in the above figure.

Table 11: LTL Freight and SmartPost Access Privileges

Level	Read Only Access	Write
User Level	x	x
User View Level	☐	☐
Field Level	☐	☐
Support Level	☐	☐

3.5 Configuring Report Settings

The Report Settings tab is used to configure the output settings for the FSMS reports. Reports are categorized by type in the left pane of the tab screen. The administrator account used to install FSMS must have permission to access networked printers.

The below figure shows the Report Settings tab.

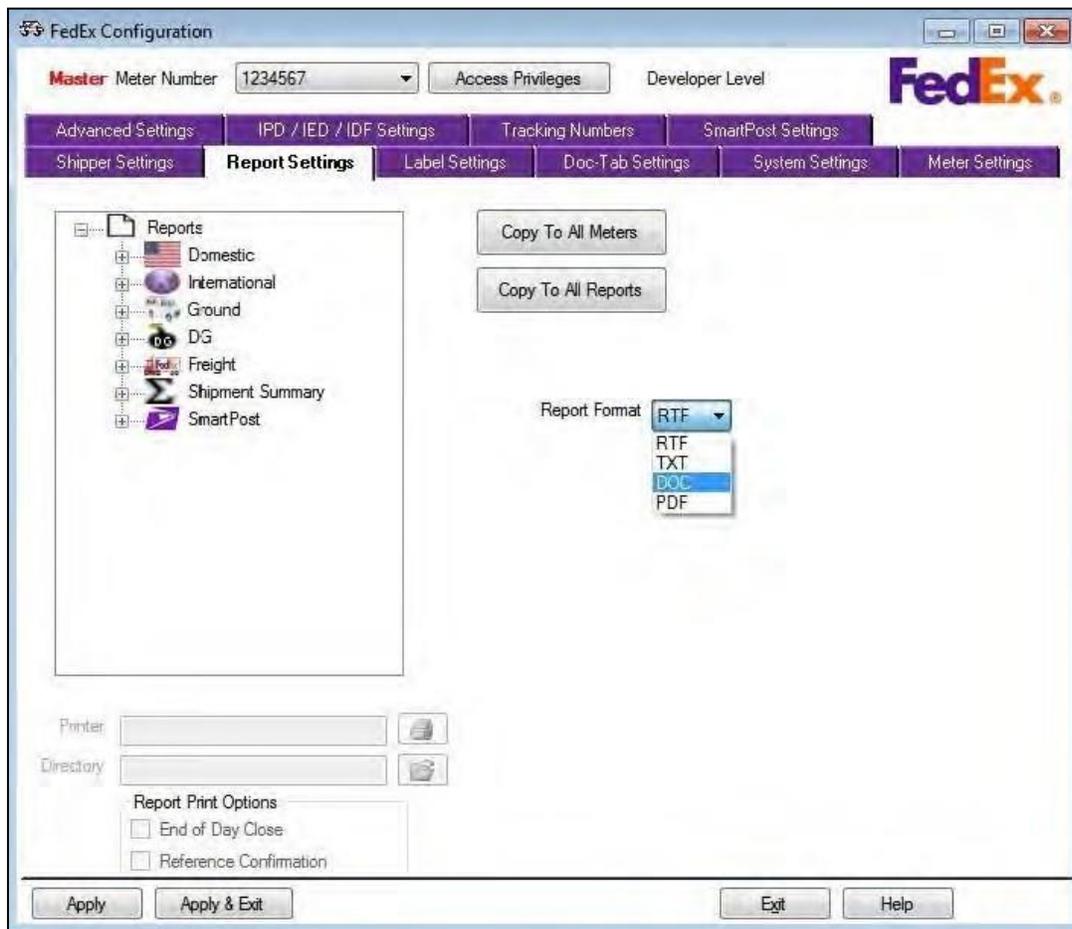


Figure 46: Report Settings Tab Screen

The following describes the various fields of the Report Settings screen.

Table 12: Report Settings Fields

Field	Description	User Level	User Level View	Field Level	Support Level
Report Format	<p>Allows user to select the report format which includes:</p> <p>RTF: Rich Text Format, compatible with all versions of Microsoft® Word</p> <p>TXT: ASCII text format, raw text with no formatting</p> <p>DOC: Microsoft Word format</p> <p>PDF: Portable Document Format, which can be viewed with the free Adobe Reader application</p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Copy to all Reports	Allows the user to copy the printer path, report path to all reports.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Copy to all meters	Allows the user to copy the printer path, report path to all the meters present.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Printer	Allows the user to select the Printer path.	Visible and Read Only	Visible and Editable	Visible and Editable	Visible and Editable
Directory	Allows the user to select the Directory path where the reports has to be saved.	Visible and Read Only	Visible and Editable	Visible and Editable	Visible and Editable
Print report Option	Allows the user to select the option to print the report.	Visible and Read Only	Visible and Editable	Visible and Editable	Visible and Editable
Reports Node	<p>Allows the user to select the different types of reports</p> <p><i>Note:</i></p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
	<ol style="list-style-type: none"> 1. If the user has the Ground OP900 form configured under the DG branch on the Report Settings Tab in the FedEx Configuration Utility, FSMS grays out/disables the 'Form Type' drop down defaulted to 'Laser'. 2. If the Ground OP900LL form is selected, then the Form Type field is defaulted to Laser and disabled. 3. Customs detail report is added under IPD distribution and IDF. 				

To configure Report Settings:

1. Click the **Report Settings** tab.
2. In the **Report** section, select a report you want to configure.
3. From the **Report Format** drop-down list, select the format to apply to reports on all meters.
4. Expand the Reports list and click a report to select it.

The reports that appear in the list depend on the services you have enabled. This table shows samples of available reports.

Table 13: Report List

Report	Sub-report	Type of report	Regions Applicable	Service type applicable
Domestic	Courier	Close	All	Ground/ Express
	Invoice	Close	All	Ground/ Express
	Shipments	Shipment	All	Ground/ Express
	EOD	Close	All	Ground/ Express
	Domestic Returns	Shipment	All	SmartPost/ Ground/Express
International	Courier	Close	All	Ground/ Express
	Invoice	Close	All	Ground/ Express
	Shipments	Shipment	All	Ground/ Express
	Commercial	Shipment	All	Ground/ Express

Report	Sub-report	Type of report	Regions Applicable	Service type applicable
	Invoice			
	Visa	Shipment	All	Ground/ Express
	EOD	Close	All	Ground/ Express
	International Proforma Invoice	Shipment	All	International
	International Certificate of Origin	Shipment	All	International
	International shipment Detail report	Shipment	All	International
	International Returns	Shipment	All	SmartPost/ Ground/Express
Distribution	Consolidated CI	Shipment	All	IPD/ IED/IGD
	CRN	Shipment	All	IPD/ IED
	Packing List	Shipment	All	IPD/ IED
	Visa Manifest	Close	All	IPD/ IED
	Custom Detail Report	Shipment	All	IPD/ IED
IDF	IDF Consolidated CI	Shipment	All	IDF
	IDF CRN Report	Shipment	All	IDF
	IDF Customs Packing List	Shipment	All	IDF
	IDF Visa Manifest Report	Close	All	IDF
Ground	Manifest	Close	All	Ground
	MWGT Delivery Detail	Close	All	Ground Multi Weight
	MWGT Package Detail	Close	All	Ground Multi Weight
	MWGT Shipment Detail/Postal	Close	All	Ground Multi Weight
	MWGT Shipment	Close	All	Ground Multi

Report	Sub-report	Type of report	Regions Applicable	Service type applicable
	Detail/Zone			Weight
	MWGT COD Detail	Close	All	Ground Multi Weight
	MWGT DCV Detail	Close	All	Ground Multi Weight
	Legacy Ground Hazardous materials	Close	All	Ground Hazmat
	Ground Commercial Invoice	Shipment	All	Ground
	Ground COD Report	Shipment	All	Ground
	Ground Shipment Detail Report	Shipment	All	Ground
	Ground Certificate Of Origin	Shipment	All	Ground
	Ground Consolidated Commercial Invoice	Shipment	All	Ground
	Ground NAFTA COO	Shipment	All	Ground
	Ground Domestic EOD Report	Close	All	Ground
	Ground International EOD Report	Close	All	Ground
	International Returns	Shipment	All	SmartPost/ Ground/Express
	Domestic Returns	Shipment	All	SmartPost/ Ground/Express
	Hazardous Materials certification report (OP-950)	Close	All	Ground Hazmat
DG	Express 1421C	Shipment	All	Express
	Ground OP900LL	Shipment	All	Express

Report	Sub-report	Type of report	Regions Applicable	Service type applicable
	Ground OP900LG	Shipment	All	Express
Freight	Bill of Lading	Shipment	US, CA ,MX	Freight
	Commercial Invoice	Shipment	US, CA ,MX	Freight
	Certificate Of Origin	Shipment	US, CA ,MX	Freight
	NAFATA Certificate of Origin	Shipment	US, CA ,MX	Freight
Shipment Summary	Shipment Summary	Close	All	All shipments
SmartPost	Detail	Close	US	SmartPost
	Manifest	Close	US	SmartPost
	Returns	Shipment	US	SmartPost

5. Specify a **Printer** and a **Directory**.
 - a) From the printers list, select the printer that has been configured on your computer.
 - b) *End-of-Day (EOD)* reports cannot be printed and can only be saved to a directory.
6. Some reports have extra configuration selections:
 - a) You can print multiple copies for the selected **International, Shipment Summary** and **Bill of Lading** reports.
 - b) For all **International** reports, choose either 8-1/2" x 11" or A4 paper.
 - c) The FedEx Express Dangerous Goods report, **Express 1421C**, can be printed on multi-ply forms or on plain paper.
 - d) Check the either the **Reference Confirmation** or the **End of Day Close** checkbox under **Report Print Options** to print close by reference reports for domestic and international FedEx Ground and FedEx Express shipments. These options will indicate if the report is to print when processing an *017/117 Reference Confirmation Request*, an *007/107 End-of-Day Request*, or both.
7. For International Commercial Invoice, Pro forma Invoice and International Certificate of Origin reports, you can specify a custom letterhead and a digital signature by choosing graphics files (PNG, TIF, JPEG or JPG).

The following table displays the several fields under each report.

Table 14: Reports and their Controls

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
Domestic	Courier	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Invoice	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Shipments	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	EOD	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Domestic Returns	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
International	Courier	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Invoice	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Shipments	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Commercial Invoice	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available	Not Available	Not Available
	Visa	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
	EOD	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	International Proforma Invoice	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available	Available	Not Available
	International Certificate of Origin	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available	Available	Not Available
	International shipment Detail report	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Not Available
	International Returns	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Not Available
Distribution (IPD/IED)	Consolidated CI	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	CRN	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available
	Packing List	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
	Visa Manifest	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Custom Detail Report	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
IDF	IDF Consolidated CI	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	IDF CRN Report	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available
	IDF Customs Packing List	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	IDF Visa Manifest Report	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	IDF Customs Detail Report	Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Ground	Manifest	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
	MWGT Delivery Detail	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	MWGT Package Detail	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	MWGT Shipment Detail/Postal	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	MWGT Shipment Detail/Zone	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	MWGT COD Detail	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	MWGT DCV Detail	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Legacy Ground Hazardous materials	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Ground Commercial Invoice	Available	Not Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available	Not Available	Not Available
	Ground COD Report	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
	Ground Shipment Detail Report	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Ground Certificate Of Origin	Available	Not Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available	Not Available	Not Available
	Ground Consolidated Commercial Invoice	Available	Not Available	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Ground NAFATA COO	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Ground Domestic EOD Report	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Ground International EOD Report	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	International Returns	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Domestic Returns	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
	Uploaded Data Ground Hazardous Materials certification report	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
DG	Express 1421C	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
	Ground OP900LL	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
	Ground OP900LG	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Freight	Bill of Lading	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Available
	Commercial Invoice	Available	Not Available	Not Available	Not Available	Available	Available	Available	Available	Not Available	Not Available	Not Available	Not Available
	Certificate Of Origin	Available	Not Available	Not Available	Not Available	Available	Available	Available	Available	Not Available	Not Available	Not Available	Not Available
	NAFTA Certificate of Origin	Available	Not Available	Not Available	Not Available	Available	Available	Available	Available	Not Available	Not Available	Not Available	Not Available

Report	Sub-report	Report format	Paper type	Copies	CI Company letter head	Digital Letter head Image path	Default letter head Image	Digital Signature path	Digital Signature Image	# of CRNs required	Form type	Electronic Trade Documents	BOL Format
Shipment Summary	Shipment Summary	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
SmartPost	Detail	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Manifest	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Returns	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

- After you make your graphics selection for one report, enable the **Default Letterhead Image** and **Default Signature Image** checkboxes to make your selections the default for all reports that accept graphics elements.

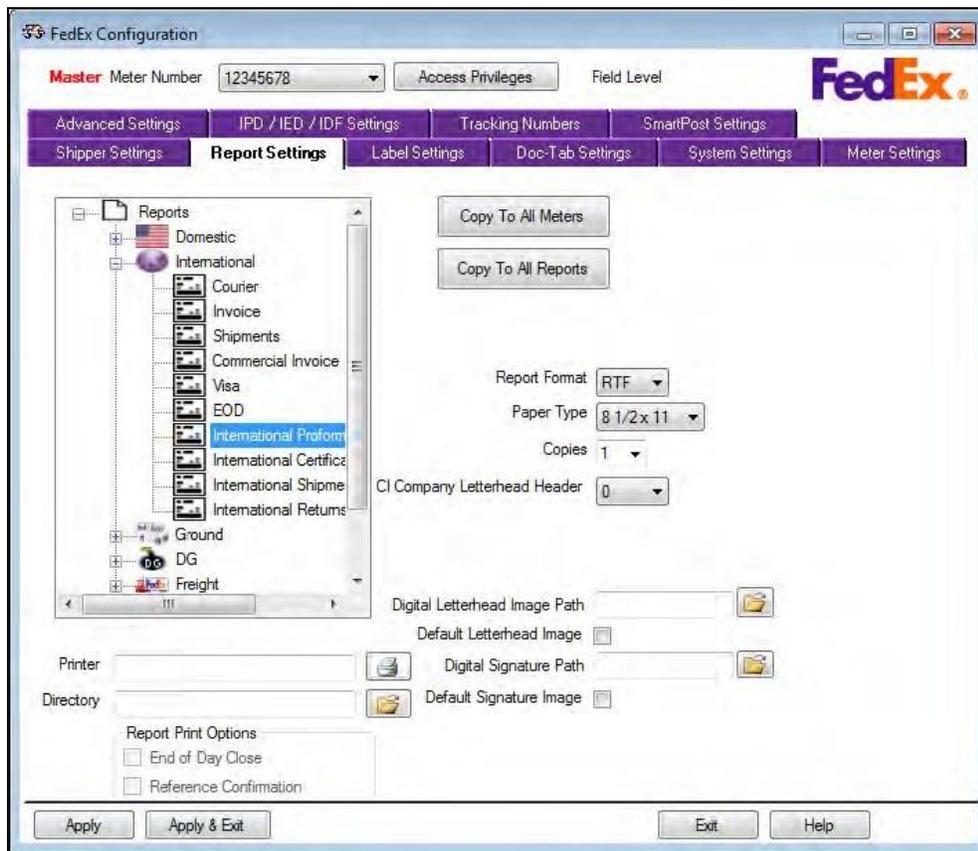


Figure 47: Selecting Default Report Images of US meter

- After selecting a report, you can easily duplicate those settings to all meters or to all reports by clicking **Copy to All Meters** or **Copy to All Reports** button.



Figure 48: Selecting Reports to be Printed – US and CA region

- Once the reports are selected, on the Report Setting screen, click **Apply** or **Apply & Exit** to save your selections.

Note: If the No Shiptime Rates checkbox is selected on the Meter Settings tab, the following reports will get printed without rates:

- Domestic Courier Report Close*
- Domestic EOD TransOut Report*
- Domestic Invoice Report*
- Domestic Shipments Report*
- Freight Bill of Lading*
- Ground C.O.D. Report*
- Ground Domestic EOD*
- Ground Hazardous Material Certification Report*
- Ground Hazardous Material Certification Report*
- Ground Multiweight Delivery Detail*
- Ground Multiweight Shipment C.O.D. Detail*
- Ground Multiweight Shipment Declared Value Detail*
- Ground Multiweight Package Detail*
- Ground Multiweight Shipment Detail by Postal Code*
- Ground Multiweight Shipment Detail by Zone*
- Ground Pickup Manifest*
- Ground Shipment Detail Report*
- International Courier Report*
- International EOD TransOut Report*
- International Invoice Combined Invoice*
- International Invoice Report*
- International Shipment Detail Report*
- International Visa Manifest*
- Shipment Summary*

3.5.1 Configuring FedEx SmartPost Reports

To configure a FedEx SmartPost Detail report and a Manifest report, refer to [FedEx SmartPost Detail Report](#) and [FedEx SmartPost Manifest Report](#) for information on how to print these reports.

1. To configure a FedEx SmartPost Detail or Returns report, perform the following steps.
 - a) From the FedEx Configuration Utility, click **Report Settings**.
 - b) Under the Report > SmartPost list, click the **Detail** option or the **Returns** option, as shown in the following figure.
2. To configure a FedEx SmartPost Manifest Report perform the following steps.
 - a) Click the **Manifest** option as shown in the following figure.
 - b) When the FedEx SmartPost **Detail**, **Manifest** or **Returns** Report option is selected, the following fields get displayed on the FedEx SmartPost Report Settings Screen:
 - Copy To All Meters checkbox
 - Copy To All Reports checkbox
 - Report Format drop down
 - Printer field and icon
 - Directory field and icon

3. Click Apply or Apply & Exit.

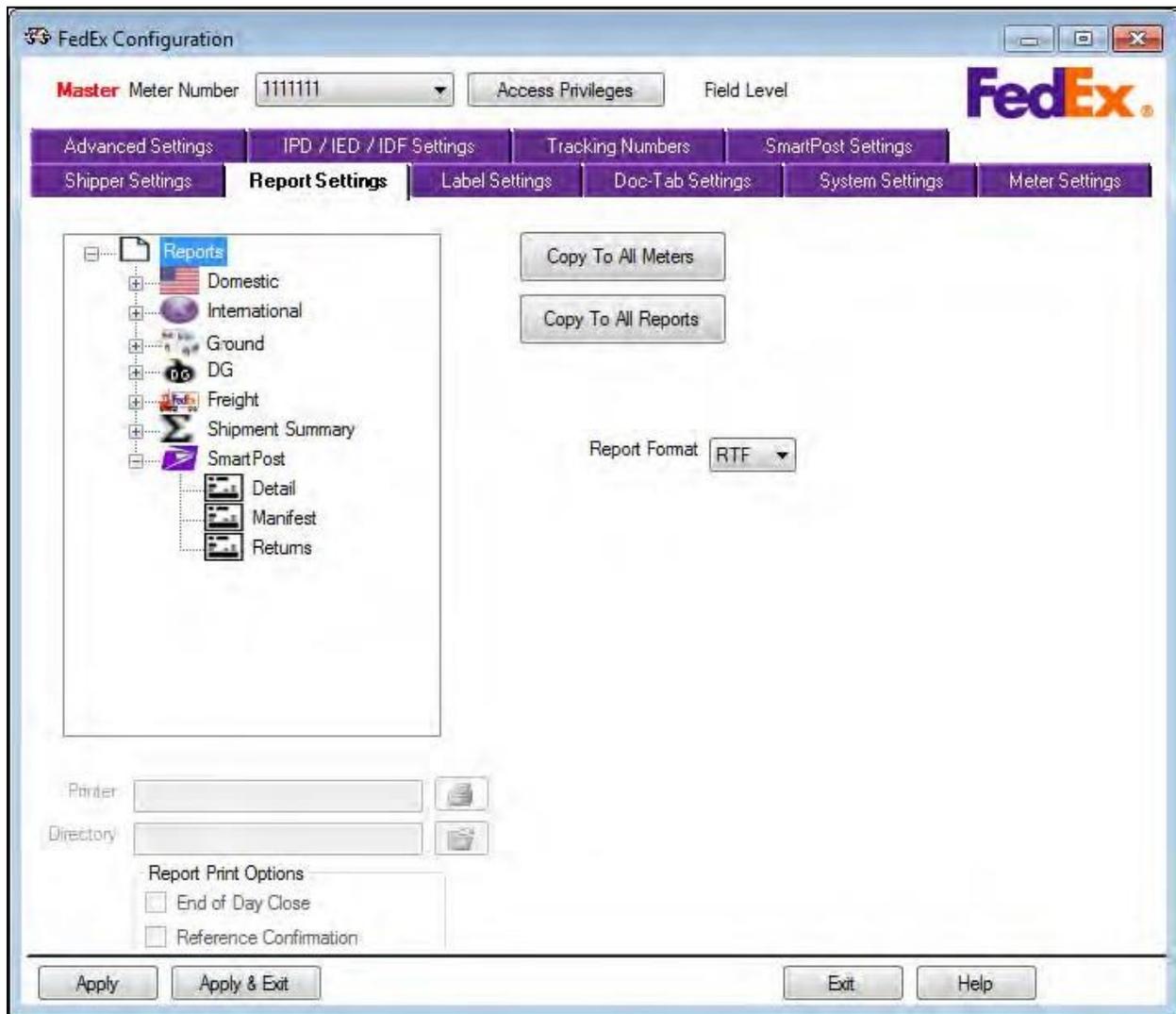


Figure 49: FedEx SmartPost Report Settings Tab Screen

3.5.2 FedEx SmartPost Detail Report

Configure the FedEx SmartPost Detailed Report in an

- ☒ 007/107 End-of-Day Close transaction for SmartPost, and set Field 3025 (Carrier Code) to **FDXS**.
- ☒ 070/170 Meter Query/Configuration transaction, and set Field 1373 (Report Code) to **67**.
- ☒ 095/195 Label Reprint transaction, and set Field 1373 (Report Code) to **67**.

Configure this report in the following formats:

- ☒ Word document (.doc)
- ☒ Rich Text File (.rtf)
- ☒ Text only (.txt)
- ☒ Portable Document Format (.pdf)

3.5.3 FedEx SmartPost Manifest Report

The FedEx SmartPost Manifest Report shows FedEx SmartPost shipments in which FedEx Ground only is the pickup carrier, and it only includes the FedEx SmartPost Delivery Confirmation Numbers.

Configure this report in a:

- ☒ 007/107 End-of-Day Close transaction for SmartPost, and set Field 3025 (Carrier Code) to **FDXS**.
- ☒ 070/170 Meter Query/Configuration transaction, and set Field 1373 (Report Code) to 69.
- ☒ 095/195 Label Reprint transaction, and set Field 1373 (Report Code) to 69.

Configure this report in the following formats:

- ☒ Word document (.doc)
- ☒ Rich Text File (.rtf)
- ☒ Text only (.txt)
- ☒ Portable Document Format (.pdf)

Note: The layout of this report is the same as the FedEx Ground Pickup Manifest.

3.5.4 FedEx SmartPost Returns Report

Configure the **FedEx SmartPost Returns Report**:

- ☒ On demand, use the Report Viewer Utility. For information about the Report Viewer Utility, refer to the FedEx Ship Manager Server Utilities in the [FedEx Ship Manager® Developer Guide](#).
- ☒ In a 070/170 Meter Query/Configuration transaction, and set Field 1373 (Report Code) to 69.
- ☒ In a 095/195 Label Reprint transaction, and set Field 1373 (Report Code) to 69.

Configure this report in the following formats:

- ☒ Microsoft Word document (.doc)
- ☒ U78kii888

3.6 Configuring Label Settings

3.6.1 Configuring Laser and Thermal Label Defaults

Before you configure a laser or thermal printer, make sure you first install the printer and verify that you can connect to it from the server that runs the FSMS application. Then use the Laser and Thermal Label Defaults groupbox, shown in Laser and Thermal Label Default Settings Groupbox and Additional Laser and Thermal Copies Groupbox to configure these settings as shown in the figure below (the whole Label Settings tab is not shown).

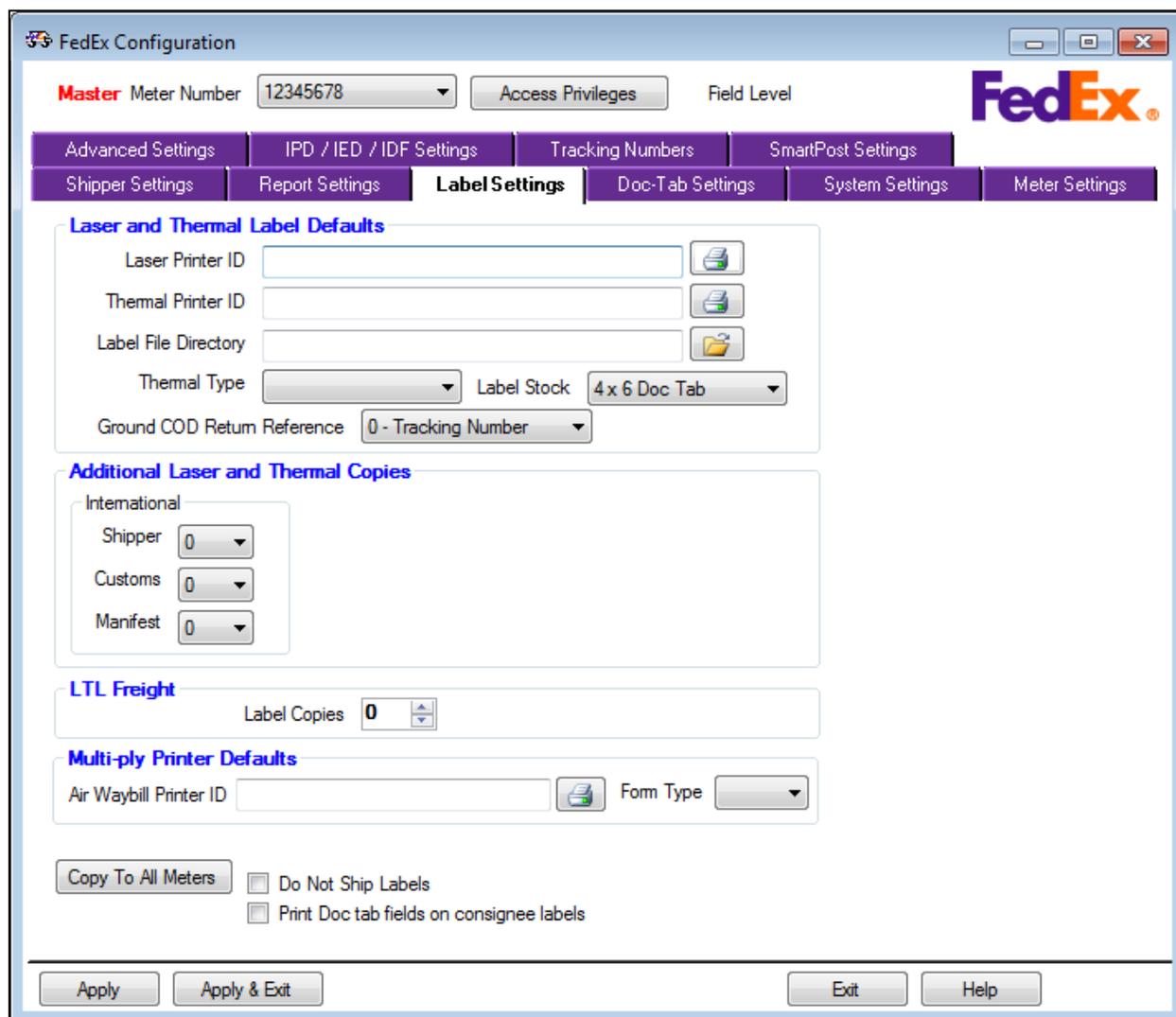


Figure 50: Laser and Thermal Label Default Settings Groupbox Screen

Table 15: Label Settings Fields

Field	Description	User Level	User Level View	Field Level	Support Level
Laser Printer ID	Laser Printer ID contains the valid path to the laser printer printing the labels. Multiple international LAWB allow entry of up to 3 copies of the Shipper, Customs, or Manifest labels.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Thermal Printer ID	Thermal printer ID contains the valid path to the Zebra printer printing the labels. Multiple international TAWB allow entry of up to 3 copies of the Shipper, Customs, or Manifest labels.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
Label File Directory	Specify the directory to save the thermal label buffers.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Thermal Type	The Thermal Type drop down list displays all printer types that are available.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Label Stock	It allows the customer to select a valid Label format (4 X 6 Doc-Tab and Non Doc-Tab, 4 X 6.75 Doc Tab and Non Doc-Tab, 4 X 8 and 4 X 9)	Visible and Read Only			
Ground COD Return Reference	Choose an option from the Ground COD Return Reference. The following describes the options in the drop-down list: <ul style="list-style-type: none"> 0 Tracking number 1 Reference number 2 Purchase order number 3 Invoice number 	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
International: Shipper Customs Manifest	Provide the number of labels to print for FedEx International services. You may print up to three (3) copies per category. <ul style="list-style-type: none"> In Shipper, enter the number of additional labels to print the person or company sending the shipment. In Customs, enter the number of additional labels to print to fulfill international customs regulations. In Manifest, enter the number of additional labels to print with manifest documents. 	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
IPD/IED/IDF Master: Shipper Customs Manifest Recipient	Provide the details for the IPD/IED/IDF Master services. <p>FedEx <i>International Priority DirectDistribution</i>[®] (IPD), FedEx <i>International Priority DirectDistribution</i>[®] Freight (IDF) and FedEx International Economy <i>DirectDistribution</i>SM (IED) are optional contract services offered by FedEx to customers with the specific international shipping requirements. For more information, contact your FedEx Customer Service representative.</p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
Overnight Docs	The IPD/IED/IDF items appear only if one of the optional services is enabled on the IPD / IED/ IDF tab.				
Label Copies	You may print up to nine (9) copies per shipment. Enter zero (0) if you do want to print copies.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Air Waybill Printer ID	MAWB Printer ID should contain a valid path for the International Multiply Airway Bill and the form type allows the customer to select a valid MAWB form type.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Form Type	Form type allows the customer to select a valid MAWB form type (i.e. 306 or 307 or 362)	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Copy to All Meters	User can select the “Copy To All Meters” button to copy the report settings to all meters loaded on the box. If this is selected, the current meter settings will be copied to all other meters.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Do Not Ship Labels	Use this option for batch processing to prevent the disruption of label printing if a shipment transaction fails.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Suppress Consignee Label	Prints in addition to the shipment label, but does not replace the shipment label. This label can be customized by using the Custom Label Editor.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Print Doc tab fields on consignee labels	<p>All entries on this tab are available to all password levels. Use this option if you want to print the Doc tab fields on the consignee labels.</p> <p>The label orientation is available to specify if the thermal/Eltron labels will begin printing at the top or bottom of the label.</p> <p>This allows a customer to use doc tab label stock with the different label format without printing over the removable doc tab portion.</p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

To configure Label settings:

1. Click the **Label Settings** tab to designate printers to print laser and/or thermal air waybills.
2. Under **Laser and Thermal Label Defaults**, click the printer icon next to the label type you want to configure, or click the folder icon and specify the directory to save the thermal label buffers. The **Printer Selection** screen appears and shows the printer you set as the default. Click **OK** to accept the configuration or perform the following steps to change your selection.
 - a) To change the printer selection, click **Properties** to display a list of available printers.
 - b) Select a printer and click **OK**. The printer you selected appears in either the **Laser Printer ID** or **Thermal Printer ID** field, depending on your selection.
3. If you have selected a thermal printer:
 - a) In **Thermal Type**, from the drop-down menu select a thermal type.
 - b) In **Label Stock**, from the drop-down menu select the air waybill label type to use.
4. From the **Ground C.O.D. Return Reference** drop-down list, select an indicator on labels.
5. In the **Label Settings** screen, perform the following steps to designate additional laser and thermal label copies.
 - a) Under **International**, enter the number of labels to print for FedEx International services. You may print up to three (3) copies per category.
 - o In **Shipper**, enter the number of additional labels to print the person or company sending the shipment.
 - o In **Customs**, enter the number of additional labels to print the international customs regulations.
 - o In **Manifest**, enter the number of additional labels to print with manifest documents.

Additional Laser and Thermal Copies

International

Shipper 0

Customs 0

Manifest 0

Figure 51: Additional Laser and Thermal Copies Groupbox

- b) Under **LTL Freight**, enter the number of labels to print as shown in the figure52 below: Setting Number of Freight Label Copies.

LTL Freight

Label Copies 0

Figure 52: Setting Number of Freight Label Copies

6. Click the **Label Settings** tab and perform the following steps to select an air waybill multi-ply pin-feed printer.

- a) Under Multi-Ply Printer Defaults, click the Printer icon () to select the pin-feed printer for multi-ply forms.



Figure 53: Multi-Ply Printer Defaults

- b) In the **Printer Selection** screen, select the printer type.
- c) If you choose to print multi-ply air waybills, from the **Form Type** drop-down menu in select the form that is associated with the label stock. This table describes the form types.

Table 16: Multi-Ply Air Waybill Form Types

Form Type	Description
Form 306	FedEx® International Air Waybill with a preprinted tracking number
Form 307	FedEx® International Air Waybill without a preprinted tracking number
Form 362	French language FedEx® International Air Waybill without a preprinted tracking number

- 7. Select the **Do Not Ship Labels** checkbox to print “Do Not Ship” on package labels when a shipment transaction fails.

Note: Use this feature if you prepare multiple-piece shipments (MPS) where multiple packages and labels are prepared as a single shipment. This feature is not available for single package labels.

- 8. From the **Suppress Consignee Label** drop-down list, select a label.
- 9. Select the **Print Doc tab fields on consignee labels** checkbox to print doc tab fields in the consignee labels.
- 10. To apply and save your label configurations, click **Apply** or **Apply & Exit** to save changes to printer selections and other settings on the **Label Settings** tab.

3.7 Configuring System Settings

System settings enable you to set important system level parameters. These settings are global and apply to all meters on the server.

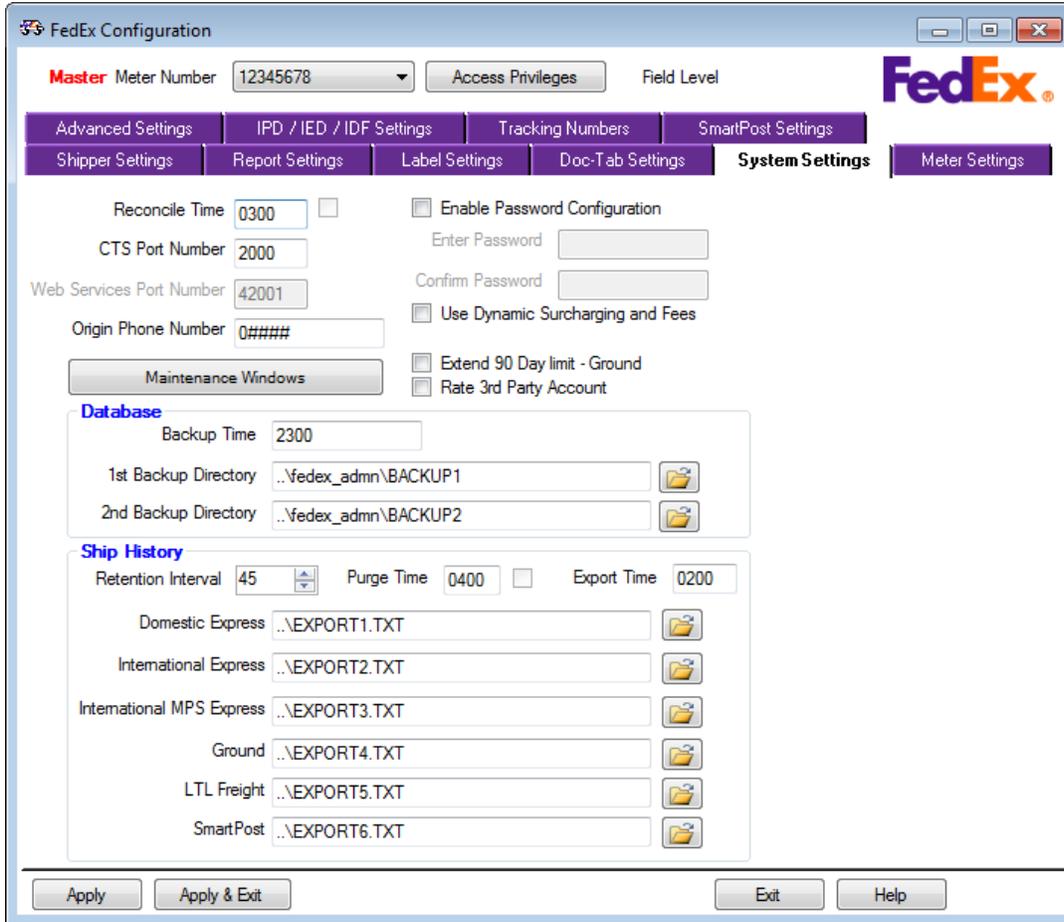


Figure 54: System Settings Screen Table

17: System Settings Tab Fields

Field	Description	User Level	User Level - View	Field Level	Support Level
Reconcile Time	<p>The time at which your server communicates with the FedEx mainframe systems to download any new components (rates, URSA, tracking numbers, and so on).</p> <p>The Reconcile Time defaults to 0300.</p> <p>Recommendation: Configure the reconcile time to a time when no server activity is occurring.</p>	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
	<i>Note: You cannot set Reconcile Time to 0000.</i>				
Enable Password Configuration	Select this checkbox to enable the Enter Password and Confirm Password fields. Enter the same password in both fields.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
CTS Port Number	The port used to send standard FedEx transactions to FedEx Ship Manager® Server (FSMS).	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Web Services Port Number	The port is used to send Web Services transactions to FSMS.	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only
Use Dynamic Surcharging and Fees	Check this box to use the Dynamic Surcharging and Fees feature, which is described in detail in the <i>FedEx Ship Manager® Server Developer Guide</i> .	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Extend 90 Day limit - Ground	Check this box to extend the 90-day limit for FedEx Ground® Future Day shipping transactions processed in advance. The extension applies to FedEx Ground intra-country and international shipping only. When this box is not selected, the standard 90-day limit is used for Future Day shipping.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Receive Rates	Select this box to enable the download of non-U.S, CA or PR origin discount rates. This checkbox is a system-level setting and is only visible and active for FedEx international (non-U.S. or CA) master meters.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Rate 3rd Party Account	Enabling this check box will allow implemented rates for 3rd Party billed shipments to return rate in output transaction.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Table 18: System Settings for Database Backup Fields

Setting Name	Description	User Level	User Level - View	Field Level	Support Level
Backup Time	Time each day that FedEx Ship Manager® Server backs up shipping data to the specified directory. Specify the time in the	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Setting Name	Description	User Level	User Level - View	Field Level	Support Level
	24-hour (hhmm) format (for example, 0100 equals 1 a.m.).				
1 st Backup Directory	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
2 nd Backup Directory	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Table 19: System Settings for Ship History

Settings	Description	User Level	User Level - View	Field Level	Support Level
Retention Interval	<p>The length of time that FSMS application retains your FedEx Express® shipping history information.</p> <p>Retention Interval is the length of time your FedEx Express shipping history information is stored by the FSMS application. You may specify an interval of up to 90 days.</p> <p>Purge Time is the time at which the Ship History files are purged after the retention interval has elapsed.</p> <p>Export Time is the time at which Ship History files are exported after the retention interval has elapsed.</p> <p>Specify the export file names for FedEx Domestic Express, FedEx International Express, FedEx International MPS Express, FedEx Ground®, FedEx Freight®, and FedEx SmartPost®.</p> <p>Specify the time in the 24-hour (hhmm) format (for example, 1300 is 1 p.m.).</p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Purge Time	Specify the time in the 24-hour (hhmm) format (for example, 0100 equals 1 p.m.).	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Settings	Description	User Level	User Level - View	Field Level	Support Level
Export Time	Specify the time in the 24-hour (hhmm) format (for example, 0100 equals 1 p.m.).	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Domestic Express	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
International Express	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
International MPS Express	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Ground	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
LTL Freight	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
SmartPost	Type a directory path or click the Folder icon () to browse and select a directory.	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only

Note: Not Visible implies that this additional tab is not visible to the user.

To configure System settings perform the following steps:

1. If the **System Settings** tab is not displayed, click the **Access Privileges** button and type the password for Field Level access privileges.
2. Click the **System Settings** tab.
3. Configure System Settings as described in the above tables, and then click **Apply** or **Apply & Exit** to save your selections.

3.8 Configuring Meter Settings

The Meter Settings tab lets you configure meters for FedEx Express, FedEx Ground, and international services. (FedEx SmartPost® service is configured on the **SmartPost Settings** tab. Refer to the *Developer Guide* for details.) The **Meter Settings** tab requires Field Level access privileges.

1. If the **Meter Settings** tab is not displayed, click the **Access Privileges** button and type the password of Field Level access privileges.
2. Click the **Meter Settings** tab to open the Meter Settings screen.

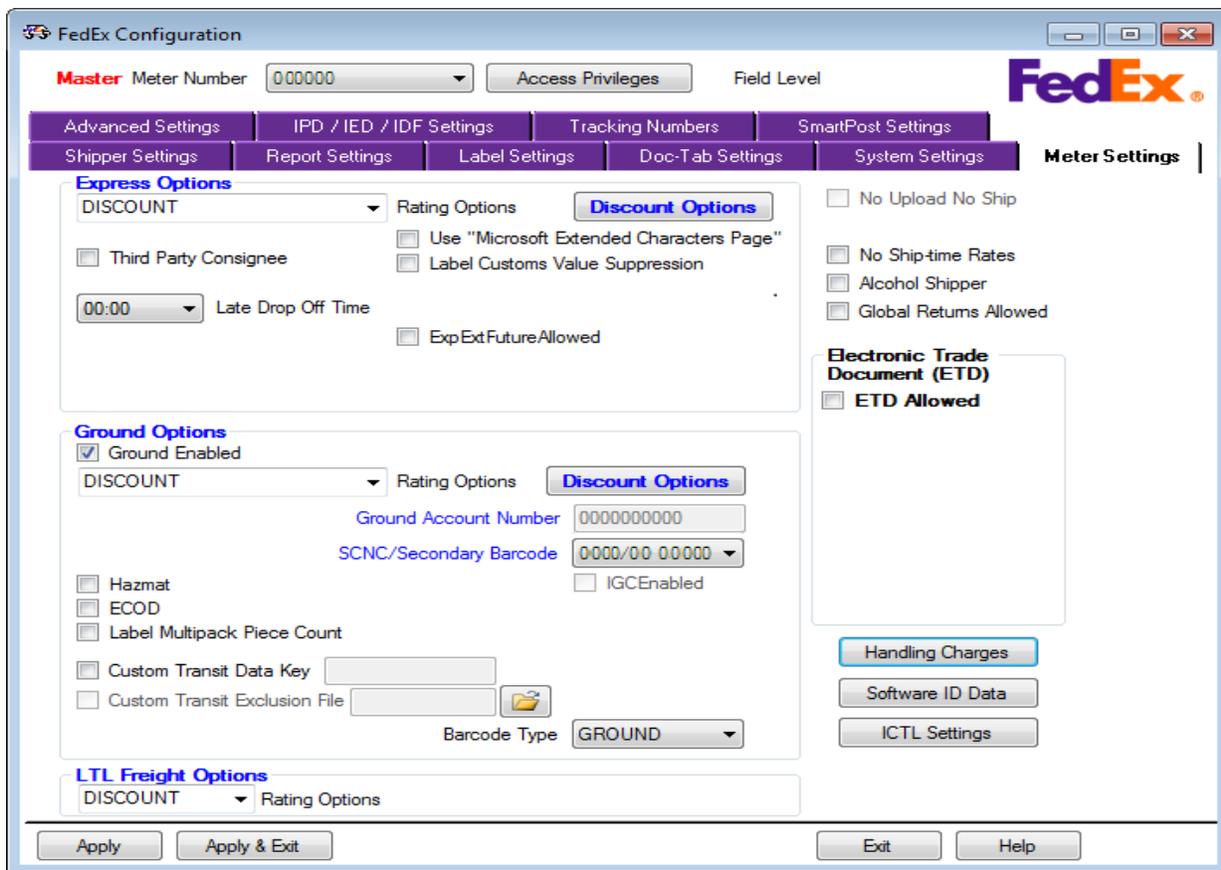


Figure 55: Meter Settings Screen

Note: FedEx® Electronic Trade Documents will default to off when a new meter is added.

3. Configure the following Meter Settings, then click **Apply** or **Apply & Exit** to save your selections.

Note: Refer to the [Configuring FedEx SmartPost](#) and the *FedEx Ship Manager® Server Developer Guide* for instructions on how to configure the settings for the optional FedEx SmartPost service.

Table 20: FedEx Express Options

Field	Description	User Level	User Level - View	Field Level	Support Level
Rating Options	<p>For the meter(s) on your server (U.S. origins only), there are five rating options:</p> <ul style="list-style-type: none"> • None - No rates are returned • Discount - Only discount rates are returned • List & Discount - Both discount and list rates are returned • Discount/List/Alternate 	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
	<ul style="list-style-type: none"> Discount & Alternate <p>Default: Discount</p>				
Rate Reply Content Options	<p>Discount Options include:</p> <ul style="list-style-type: none"> Exclude Earned Discounts Exclude Bonus Discounts Use Discount Options with the Standard Rate Reply tags. Use Discount Options with the Alternate Rate Reply tags. <p>Refer to the Rate Reply Content Options image and in the Discount Options area, select one or more type of discounts that you want to include. You must also select one or more checkboxes to indicate on which fields you would like to exclude the discounts that were selected in the Discount Options area.</p> <p><i>Note: If you do not check at least one checkbox from the top two choices and one from the bottom two choices, then discounts will not be excluded.</i></p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Third Party Consignee	When this option is selected, the Commercial Invoice for international shipments is not to be attached to the shipment.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Use "Microsoft Extended Characters Page"	Select the option if you want to use Microsoft extended characters page / ANSI (Windows-1252).	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Late Drop Off Time	If your shipping site has an extended shipping day agreement with FedEx (for example, you have a late drop-off time of 1:00 a.m.), you may set this parameter to have your shipping labels display the extended day date instead of rolling to the next shipping day.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
Bundle Canada	Bundle Canada checkbox appears if CA origin is defaulted to off/unchecked. If bundle Canada check box is enabled, shipment will process using bundled weight for rates.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Label Customs Value Suppression	This option, if selected, prevents the customs value for a FedEx CA-origin shipment from printing on the shipping label. <i>Note: For CA-origin shipments, this field appears as Label Customs Value Suppression to U.S.</i>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
ExpExtFutureAllowed	Enable this checkbox to allow the Future Day service in FedEx Express® shipments, which can be up to 45 calendar days from the current day depending on the availability of next month's FedEx URSA file. Future Day shipments are uploaded to FedEx when you close your shipping day and retained in a file until the package future ship date equals the current day. This is an operations-approved feature. Contact your FedEx <i>Customer Integration Consultant</i> (CIC) or FedEx Compatible provider for more information.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Special Delivery	Select to perform special delivery	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Editable
Sunday Delivery	Select to perform Sunday delivery	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Editable
Holiday Delivery	Select to perform Holiday delivery	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Editable



Figure 56: Rate Reply Content Options

Table 21: FedEx Ground Options

Field	Description	User Level	User Level - View	Field Level	Support Level
Ground Enabled	<p>If this box is selected, then you are configured for FedEx Ground® and FedEx Home Delivery® shipping. When you enable this checkbox, other fields in the FedEx Ground options box become available.</p> <p>You must enable this checkbox before you can configure the other FedEx Ground options.</p> <p>If you are not ground enabled and attempt to register a U.S. or Canada child meter, you will receive Error Message 5061, "Your FedEx account is not FedEx Ground enabled."</p> <p>Contact FedEx Customer Support via your normal support channel to request FedEx Ground enablement."</p>	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only
Rating Options	<p>For the meter(s) on your server (U.S. origins only), there are five rating options:</p> <ul style="list-style-type: none"> • None - No rates are returned • Discount - Only discount rates are returned 	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
	<ul style="list-style-type: none"> List & Discount - Both discount and list rates are returned Discount/List/Alternate Discount & Alternate <p>Default: Discount</p>				
Rate Reply Content Options	Discount Options include: <ul style="list-style-type: none"> Exclude Earned Discounts Exclude Bonus Discounts Use Discount Options with the Standard Rate Reply tags. Use Discount Options with the Alternate Rate Reply tags. 	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
HazMat	If you have contracted to ship hazardous materials by using FedEx Ground, then this box must be selected to process these shipments on your FSMS client. <p>This flag should automatically be set when you demand download Express domestic rates by using the Demand Download Utility, if your account has already been enabled.</p>	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
ECOD	If you have contracted to ship FedEx Ground® Electronic Collect On Delivery (E.C.O.D.) by using FedEx Ground, then this box must be selected to process these shipments on your FSMS client.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Label Multipack Piece Count	Selecting this option causes the package count to appear on FedEx Ground MPS labels in the 1/X, 2/X format where X	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
	indicates the total package count.				
Custom Transit Data Key	<p>Passes the number of days a package will spend in transit.</p> <p>U.S. or Canada shippers who set up customized FedEx Ground transit times are responsible for meeting all terms and conditions of their agreement with FedEx related to getting the customized transit time.</p> <p>These conditions include any factors external to FSMS including, but not limited to, cut-off times, volume requirements and sorting requirements.</p> <p>FSMS quotes customized transit times when specified but cannot consider these external factors when providing the customized transit time.</p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Custom Transit Exclusion File	Select the checkbox to indicate that a ZIP/postal exclusion file is used when providing customized transit times to the shipper. Click the folder icon to specify the location of the file.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Ground Account Number	Your FedEx Ground account number.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
SCNC/Secondary Barcode	<p>This drop-down menu provides the <i>Serial Container Numeric Code</i> (SCNC) formats for FedEx Ground labels.</p> <p>FedEx Ground Human Readable Barcode on labels is encrypted. SCNC codes "9631/None", "9632/2D Custom", "9632/2D FSMS" and "9633/SSCC 18" encrypts human readable barcode on labels.</p>	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
IGD Enabled	Select this checkbox to enable FedEx International Ground® Distribution shipments.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
IGC Enabled	By default when IGCEnabled checkbox is selected, then FSMS will generate a consolidated commercial invoice report.	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only
IGD Account Number	Your FedEx International Ground Distribution account number.	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only
Barcode Type	To select a specific barcode type.	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only

Table 22: FedEx Freight Options

Field	Description	User Level	User Level - View	Field Level	Support Level
Rating Options	For the meter(s) on your server (U.S. origins only), there are two rating options: <ul style="list-style-type: none"> None - No rates are returned Discount - Only discount rates are returned <p>Default: Discount</p>	Not visible	Visible and Editable	Visible and Editable	Visible and Editable

Table 23: FedEx Electronic Trade Documents Options

Field	Description	User Level	User Level - View	Field Level	Support Level
ETD Allowed	Select this checkbox to activate the functionality for FedEx® Electronic Trade Documents. You must have Field Level Access to configure FedEx Electronic Trade Documents settings.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Use FedEx Electronic Trade Documents	This checkbox allows FedEx Electronic Trade Documents to be used on all FedEx International Express and FedEx Ground®	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
	shipments in countries that allow FedEx Electronic Trade Documents.				
Use Post Shipment Document Upload	Select this checkbox if you want to upload the documents after the shipment is completed. The documents can be uploaded until the courier picks up the shipment. During the Post Shipment Document upload, you can attach a maximum of nine files. The file size of a single document can be up to 5 MB..	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Upload Confirmation	<p>This selection allows the customer to toggle between Not Required and Required. Selecting Required halts the FedEx Electronic Trade Documents processing until a confirmation is received. Selecting Not Required allows all transactions to process without waiting for upload confirmation of each Electronic Trade Document.</p> <p><i>Note: Customers can upload the Commercial Invoice, Certificate of Origin, Pro forma Invoice, and other documents of the following file types: DOC (MS Word), XLS (MS Excel), TXT (plain text), RTF (Rich Text), JPG, GIF, BMP, PNG, TIF and PDF (Adobe Acrobat) (this does not include Microsoft Word 2007 DOCX or Microsoft Excel XLSX) in any local language. During the Electronic Trade Document upload, you can attach a maximum of 20 files. The file size of a single document can be up to 5 MB.</i></p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Table 24: General Options

Field	Description	User Level	User Level - View	Field Level	Support Level
No Upload No Ship	If this option is selected, FedEx Ship Manager® Server does not allow shipping to continue if revenue files have not been uploaded for 72 hours.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
No Ship-time Rates	<p>The No Shiptime Rates checkbox on the Meter Settings tab provides the ability to turn off rating when shipping.</p> <p>This allows customers to improve their performance when rating at the time of shipping is not required.</p> <p>The default position of the No Shiptime Rates checkbox is unchecked (turned off). If a customer upgrades to FSMS 18.00, the No Shiptime Rates checkbox is unchecked and the Rating Options drop-down menu options are set to List and Discount.</p> <p>When No Shiptime Rates is enabled, no rate reply fields are returned in the <i>120 Global Ship Reply</i> and no rates will be stored in the database.</p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Global Returns Allowed	<p>This checkbox lets you configure Global Return shipments. Before creating your first global return shipment, or a non intra-U.S. return shipment, you must acknowledge receipt of the Terms and Conditions. If you do not acknowledge the Terms and Conditions, then you will be prevented from creating the return shipment.</p> <p>When you select this checkbox, the Global Returns - Terms and Conditions Language Selection pop-up window appears. Select the language preference and click OK, This checks the Global Returns Allowed checkbox and returns you to the Meter Settings tab.</p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Alcohol Shipper	The Alcohol Shipper checkbox is added on the Meter Settings tab. This checkbox is downloaded from the FedEx central system based on the customer eligibility to ship alcohol. Alcohol shipping functionality is available for the meter only when this checkbox is enabled.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level - View	Field Level	Support Level
	When an intra-U.S. shipment is identified as containing alcohol using Field 1332 (Alcohol Flag), the shipment will be defaulted with adult signature service; i.e. Field 2339 (Signature Required Type) will be set to 4 (Adult), and a signature service surcharge is added to the shipment. <i>Note: The Customer reference field will also have "\$AW" text added in the beginning.</i>				
Handling Charges	To enable handling charges for ground shipments	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Software ID Data	To enable software ID data.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
ICTL Settings	The FSMS application shall make a web service call to check the initiative control to see if specific feature is enabled or disabled. If that specific feature is enabled, the FSMS application will couple the feature. If feature is disabled, the FSMS will de-couple the feature behavior.	Tab not available	Visible and Read Only	Visible and Read Only	Visible and Read Only

3.8.1 Configuring FedEx Electronic Trade Documents

The **ETD Allowed** checkbox is found on the [Meter Settings Tab](#). The checkbox is visible under Field and Support Privilege Levels for sender countries allowed to use FedEx® Electronic Trade Documents (ETD). User Level access does not have permission to enable Electronic Trade Documents.

1. Select the ETD Allowed checkbox.

Note: This checkbox will only be visible when the sender country allows Electronic Trade Documents for a given meter.

2. The **Electronic Trade Documents - Terms and Conditions Language Selection** pop-up window appears, as shown in FedEx Electronic Trade Documents Terms and Conditions screen.
3. Select the language preference and choose **I accept Terms and Conditions** and select **OK**. If this option not accepted, then **OK** button will disabled and meter settings will be defaulted.

Note: Accepting the terms and conditions must only be done once.

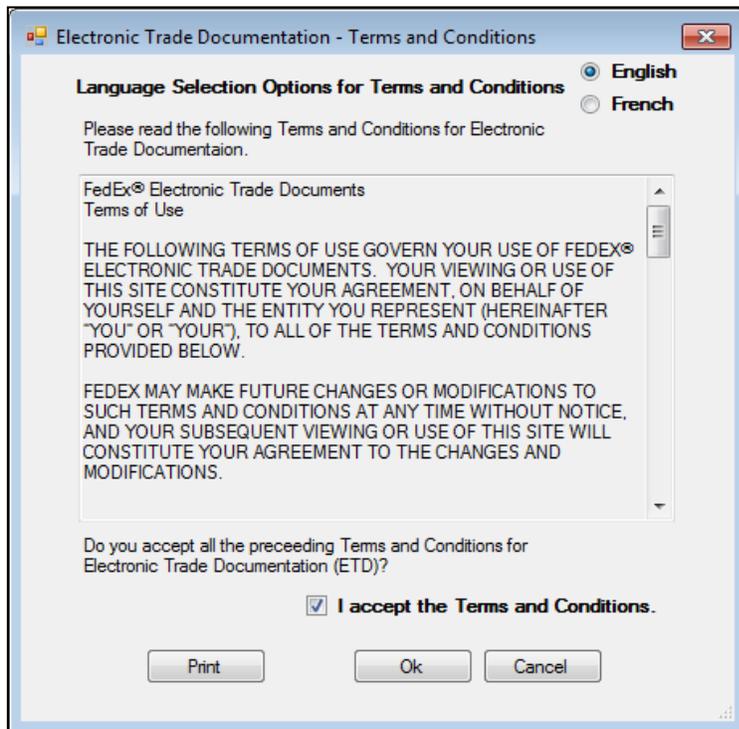


Figure 57: FedEx Electronic Trade Documents Terms and Conditions Screen

Note: The date and meter number will be captured and retained in a log file after the terms and conditions are accepted. The log file is stored in C:\FedEx\FedEx_Cfg.

4. The **Informational Message** for digital letterhead logo and digital signature image appears. Many countries require the letterhead and signature for electronic documents, so it is important to upload them prior to processing shipments.

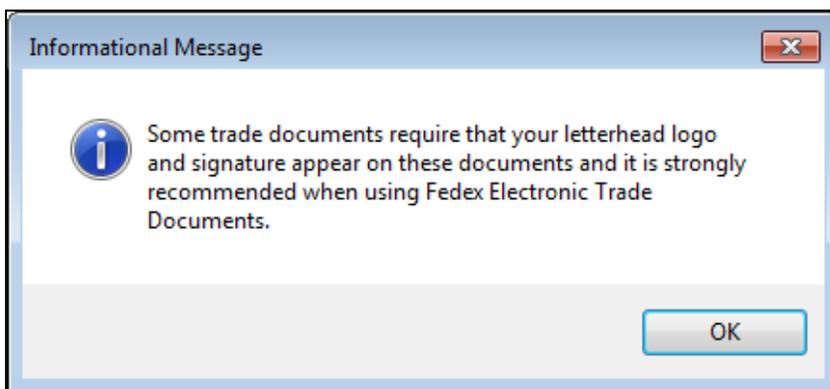


Figure 58: Digital Letterhead Logo and Digital Signature Message

Note: The maximum letterhead image cannot exceed 7.75" x 3" for letter-size paper with a 3" offset. The maximum signature image dimensions cannot exceed 2" x 1".

5. The **Meter Settings** tab reappears with the ETD Default Options.
6. The Electronic Trade Documents feature automatically defaults to **Use ETD**, under **ETD Default Options**. So when the shipping destination allows Electronic Trade Documents, it will automatically be functional. Electronic Trade Documents can be temporarily de-activated on a transaction by

transaction basis. Passing in Field 2805 (ETD Indicator) set to N will not allow Electronic Trade Documents for that particular transaction. Electronic Trade Documents default functionality can be turned off for all transactions by unchecking the **Use ETD** checkbox.

7. By default the **Use Post Shipment Document** Upload checkbox is selected. This option will be visible for use only if the **ETD Allowed** checkbox has been selected.
8. Under Upload Confirmation, select **Not Required** or **Required**, depending upon preferences.
 - **Not Required** allows all additional transaction processing to continue irrelevant of a successful confirmation from FSMS Common Document Upload Service (CDUS).
 - **Required** halts all subsequent transaction processing until a successful confirmation is received back by CDUS. The FSMS application will default to **No Wait for Confirmation**. If you select **Wait for Confirmation Required**, you will NOT be able to process any ETD transactions while you wait for the confirmation.

Note: FedEx Ship Manager® Server times out after two minutes if a successful confirmation is not received. FedEx Ship Manager Server then returns a hard error and the document upload transaction must be re-submitted.

9. In the Upload Confirmation settings, either setting can be temporarily be de-activated on a transactional basis by passing Field 2820 (ETD Wait for Confirmation) set to either Y or N.
10. As a best practice, confirm Document Upload.
 - To confirm your document upload, pass in any customer generated documents in the *049 Pre-Shipment Upload Transaction* with Field 2820 set to Y for Electronic Trade Documents upload confirmation to optimize shipping speed within the *020 Global Ship Transaction*.
11. As a best practice, provide Commodity Level Detail.
 - When processing an Open Ship transaction for multiple-piece shipments (MPS) by using Electronic Trade Documents, ensure you provide commodity level detail for both Master and Child pieces.

Note: If you would like to setup Electronic Trade Document report setting, including your default Digital Letterhead and Digital Signature Image, click the Report Setting tab.

12. Select **Apply & Exit**.

Uploading Electronic Trade Documents Shipping Document

After uploading the Customer Generated shipping documents with the 049/149 Pre-Shipment Document Upload, the 020/120 Global Ship Transaction must process the shipment. The field that links the 049/149 to the 020/120 is Field 2817.

- Ensure that you clearly specify what customs documentation you are uploading, such as a Commercial Invoice. Failure to do so will result in no upload and can potentially lead to delayed shipments.
- Upload Customer and FedEx Generated shipping documents and ship at the same time via the *020/120 Global Ship Transaction*.

3.8.2 Configuring Global Returns

Before creating your first international print return shipment, or a non-U.S. intra-country return shipment, you must acknowledge receipt of the Terms and Conditions. If you do not first acknowledge the Terms and Conditions, you will be prevented from creating the return shipment. This checkbox is available to user view, field, and support access privilege levels.

The default is unchecked, which means that global returns is not available or is off. This must be checked for a global returns shipment or a non-US intra-country returns shipment to be created by the meter. This includes creating a meter manually, or by using the Meter Registration Utility (MRU) or the Auto Configuration Utility (ACU). This value will not be copied from the master meter to any other new meters.

1. On the Meter Settings tab, select the **Global Returns Allowed** checkbox
2. The **Global Returns - Terms and Conditions** pop-up window appears, as shown.

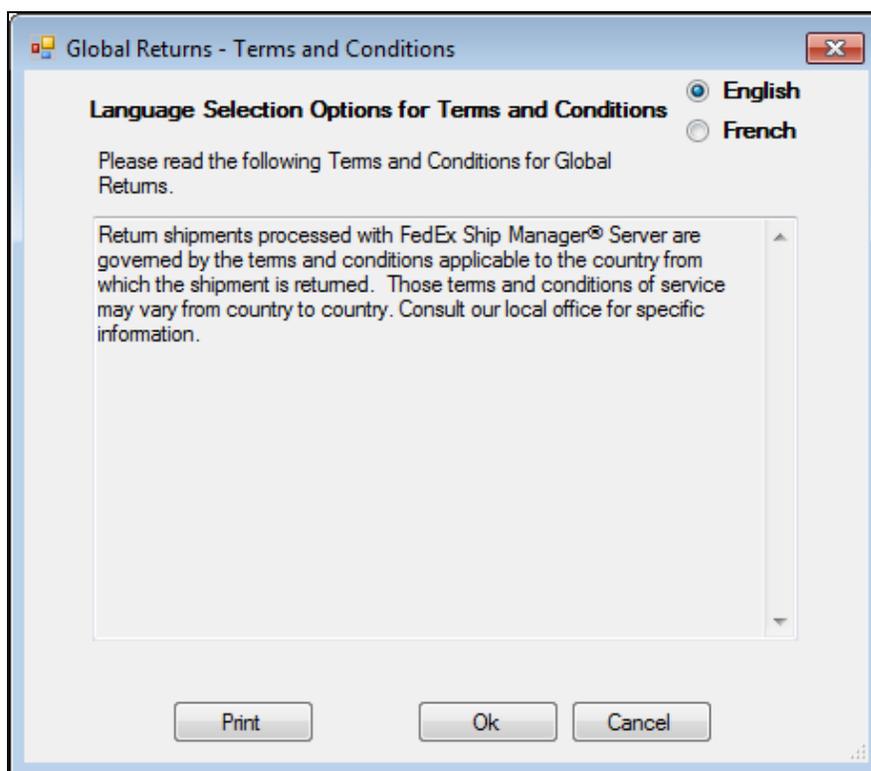


Figure 59: FedEx Global Returns - Terms and Conditions Language Selection Screen

Note: The Terms and Conditions are not displayed at this time.

3. Select the language preference, either **English**, as shown in this figure, or **French**.
4. Select **Print** to print the Terms and Conditions.
5. Select **I accept the terms and conditions** and select **OK**, which then automatically selects the Global Returns Allowed checkbox and returns you to the **Meter Settings** tab. If you select **Cancel**, then the Global Returns - Terms and Conditions Language Selection pop-up window disappears, the system deselects **I accept the terms and conditions** checkbox if checked, the **IR Allowed** checkbox also remains unchecked, and you are returned to the Meter Settings tab. The value of the checkbox, the last date in which the value was changed, and the meter number is saved to a file for legal purposes.

3.8.3 Editing Software ID Data Capture

1. Click the **Software ID Data Capture** button of the Meter Settings tab to display the **Software ID Data Capture** dialog box shown in Software ID Data Capture Dialog Box, which displays further identification information about FedEx Compatible client software that is associated with your FSMS installation.
2. Before editing Software ID information, be sure that you have reviewed the FedEx Compatible Installation and Solution Type information.
3. Software ID Data Capture Fields describes fields used to capture Software ID information.

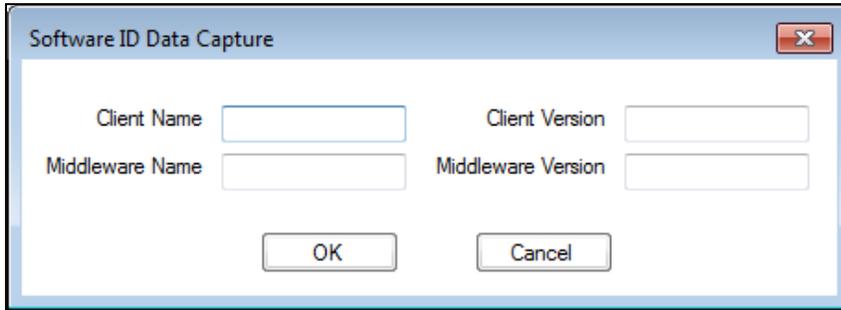


Figure 60: Software ID Data Capture Dialog Box

Table 25: Software ID Data Capture Fields

Field	Description
Client Name	This field is provided for the entry of a FedEx Compatible interface or for customers who use FedEx Ship Manager® Enterprise with the FedEx Ship Manager® Server (FSMS) application.
Client Version	The software version associated with the Client Name is entered in this field.
Middleware Name	If you use a middleware application with the FSMS application, the middleware identification is entered in this field.
Middleware Version	The software version associated with the Middleware Name is entered in this field.

3.8.4 Configuring Handling Charges

If your shipping operation charges handling fees in addition to shipping and insurance charges, the FSMS application allows you to add these handling fees to your total shipment charge. You can configure handling charges in two ways:

- ☒ **Use the Handling Charges Dialog available on the Meter Settings tab.** The Handling Charges Dialog provides options for both FedEx Express and FedEx Ground shipping services.
- ☒ **Include fields to assess handling charges in a FSMS transaction.** Refer to the FedEx Ship Manager® Server Transaction Coding Reference Guide for transaction coding requirements if assessing handling charges in the transaction.

Note: Fees can also be printed on the doc-tab portion of the 4 x 6 shipping label.

1. Click the **Meter Settings** tab to open the Handling Charges dialog.
2. Click Handling Charges.

3. The Handling Charges Dialog screen appears.
4. Use the **Service Type** drop-down menu to select the service for which you want to configure handling charges.

You must configure FedEx Express and FedEx Ground separately. Configure one service, then change the **Service Type** selection to configure another.

Use the FedEx SmartPost Service Type option to configure fixed and variable handling charges for FedEx SmartPost shipments. Refer to the [Configuring Handling Charges for FedEx SmartPost](#) and the *FedEx Ship Manager® Server Developer Guide* for details on setting handling charges for FedEx SmartPost.

Figure 61: Handling Charges Dialog Box with Express as Service Type

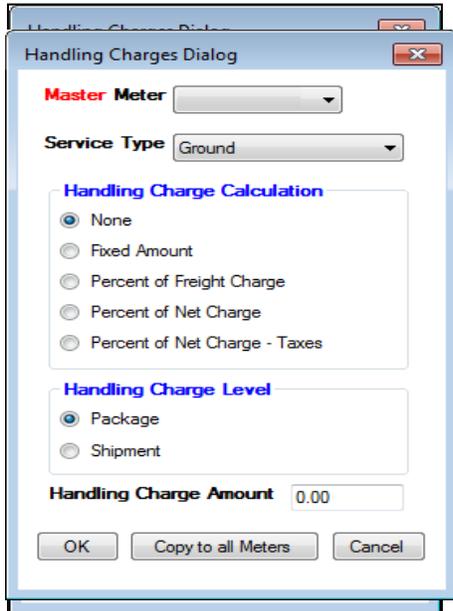


Figure 62: Handling Charges Dialog Box with Ground as Service Type

Handling Charge Calculation

The settings required to designate a handling charge calculation are defined in the following table.

Table 25: Charge Calculations

Field	Description
Fixed Amount	Select this option to add a predetermined handling charge to each package/shipment. For example, select Fixed Amount if you charge a fixed handling fee for all packages regardless of the package value or shipping charge.
Percent of Freight Charge	Select this option if you want the FSMS application to calculate a fixed percentage of the list rate (undiscounted) shipping charge and apply it as a handling fee. For example, if you select this option, you may enter 3.00 (%) of the shipping charge for the package to be assessed as the handling charge for the shipment.
Percent of Net Charge	Select this option if you want FSMS to calculate a fixed percentage of the net freight charges (including discounts) to be applied as a handling fee. For example, if you select this option, you may enter 3.00 (%) of the discounted shipping charges for the package to be assessed as the handling charge for the shipment.
Percent of Net Charge - Taxes	This feature is available for Canadian customers shipping intra-Canada packages only. If you choose this option, you may include Canadian taxes as part of the net charge used to calculate a handling charge. For example, your shipment price is \$100CAD and Canadian taxes are \$5CAD. If you configure 5.00 (%) for your handling fee, the actual handling fee assessed on the shipment is \$5.25CAD.

Handling Charge Level

In addition to the ability to add handling charges via a transaction, FSMS also provides the ability to set up handling charges within the configuration. Any handling charge provided through an FSMS transaction overrides the handling charges configured by using the FSMS Configuration Utility. The Handling Charge Level section of the Variable Handling window allows you to select whether you want the handling charge calculated on the package level or on the shipment level.

Table 26: Charge Level

Field	Description
Package	If you select Package and configure a handling charge, then the FSMS applies this handling charge to each package added to a multiple-package shipment. Therefore, if you have 10 packages in a single multiple-package shipment, the total handling charge is the handling charge multiplied by 10.
Shipment	If you select Shipment and configure a handling charge, then FSMS applies this handling charge to the entire shipment. Therefore, if you have 10 packages in a single multiple-package shipment, then the total handling charge is not changed.

Handling Charge Amount

The Handling Charge Amount field allows you to enter either the actual dollar amount (if you have selected Fixed Amount in the Handling Charge Calculation section) or the percent amount if you choose any Percent option as a Handling Charge Calculation. Field entry requirements are as follows:

- ☒ Dollar amounts are entered in the Handling Charge Amount field as XXXXX.XX. For example, a handling charge of five dollars is entered as 5.00.
- ☒ Percent amounts are entered in the Handling Charge Amount field as XXXXX.XX. For example, a handling charge of ten percent is entered as 10.00.

Handling Charge Entries

The **Variable Handling** window allows you to enter handling charges for both FedEx Express and FedEx Ground shipments for each meter number configured on your server. If you have a master meter and three child meters, you may make up to four FedEx Express and four FedEx Ground Handling Charge configuration settings by selecting the meter you want to configure from the **Master Meter** drop-down menu at the top of the Variable Handling window. If you configure the master meter and want to save that configuration for all meters on your server, then click the **Copy to All Meters** button at the bottom of the **Variable Handling** window.

Rating Option Settings

In the *070 Meter Query or Configuration Request* transaction, Field 3025 (Carrier Code) and Field 3062 (Rate Quote Type) configure the rating option settings for FedEx Express, FedEx Ground, and FedEx SmartPost. The two new additions are:

- ☒ Discount Rate, List Rate, and Alternative Rate
- ☒ Discount Rate and Alternative Rate

These new Rating Options values are added for Express, Ground, and SmartPost on the Meter Settings tab, as shown in the figure below. **Express Options** also includes the **Discount Options**.

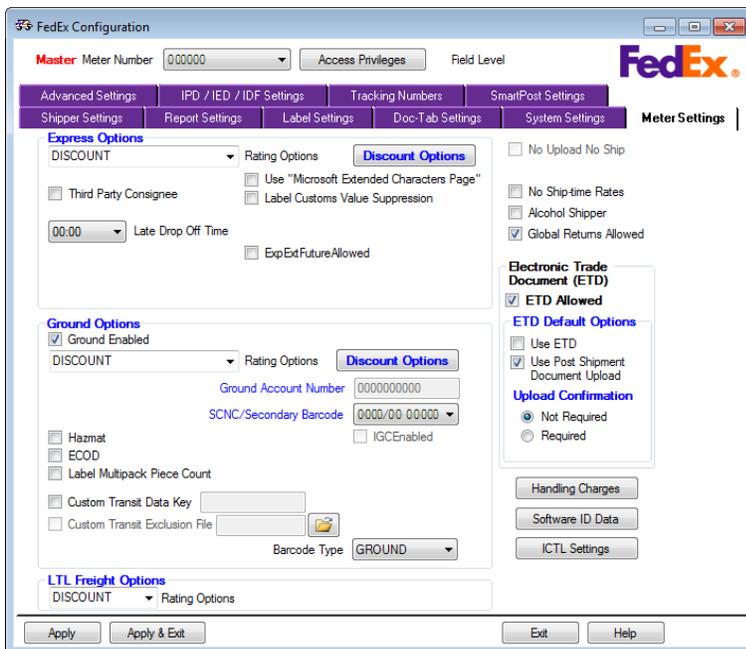


Figure 63: Rating Options on the Meter Settings Tab

When the **Discount** option is selected, a new window opens. This figure shows the Discount Options screen for FedEx Express.

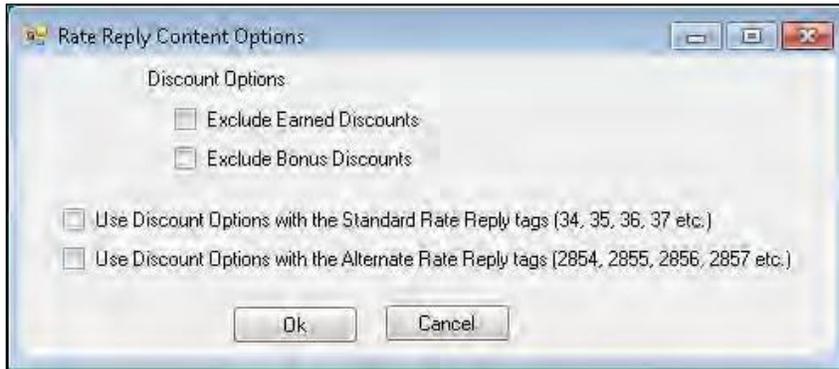


Figure 64: Discount Options Dialog Box

Ground Discount Options will only have an Earned checkbox. This figure shows the Discount option for the SmartPost Setting tab.

Note: In order to exclude Earned or Bonus discounts (or both) you will need to select at least one checkbox in the Discount Options as well as at least one checkbox below, which indicates which fields you want the discounts excluded from. If you do not at least check one checkbox from each, then discounts will not be excluded.

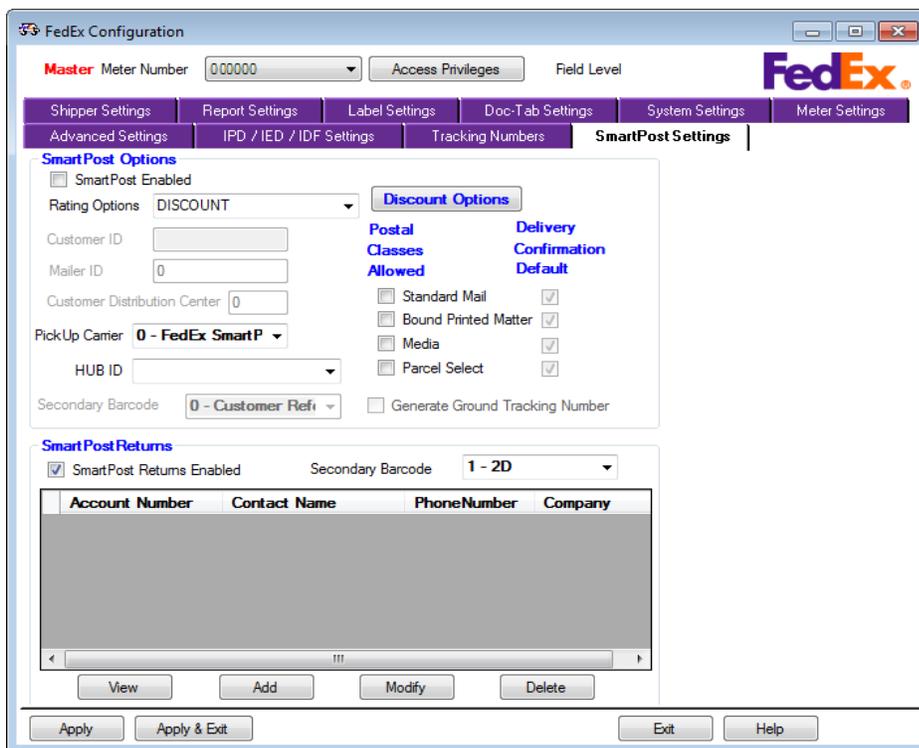


Figure 65: Rating Options on the SmartPost Settings Tab

3.8.5 Initiative Control Settings

These settings can be viewed only by Field, User level -view and support level access.

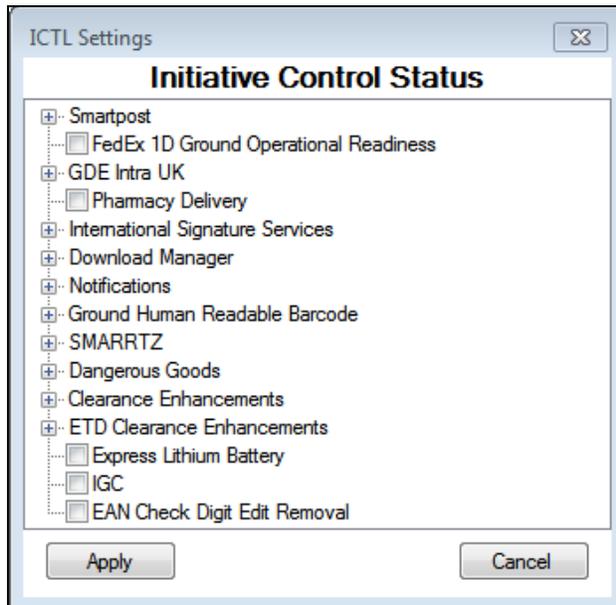


Figure 66: ICTL Settings Screen

3.9 Configuring Tracking Numbers

The Tracking Numbers tab provides information for FedEx (FedEx Express and FedEx Freight) FedEx Ground, and FedEx SmartPost tracking number management. No entries are required in this window. The Tracking Numbers tab requires User-Level View access privileges.

1. To view Tracking Number settings, perform the following steps.
 - a) If the **Tracking Numbers** tab is not displayed, click the **Access Privileges** button.
 - b) In the Password box type **View** then click **OK**.

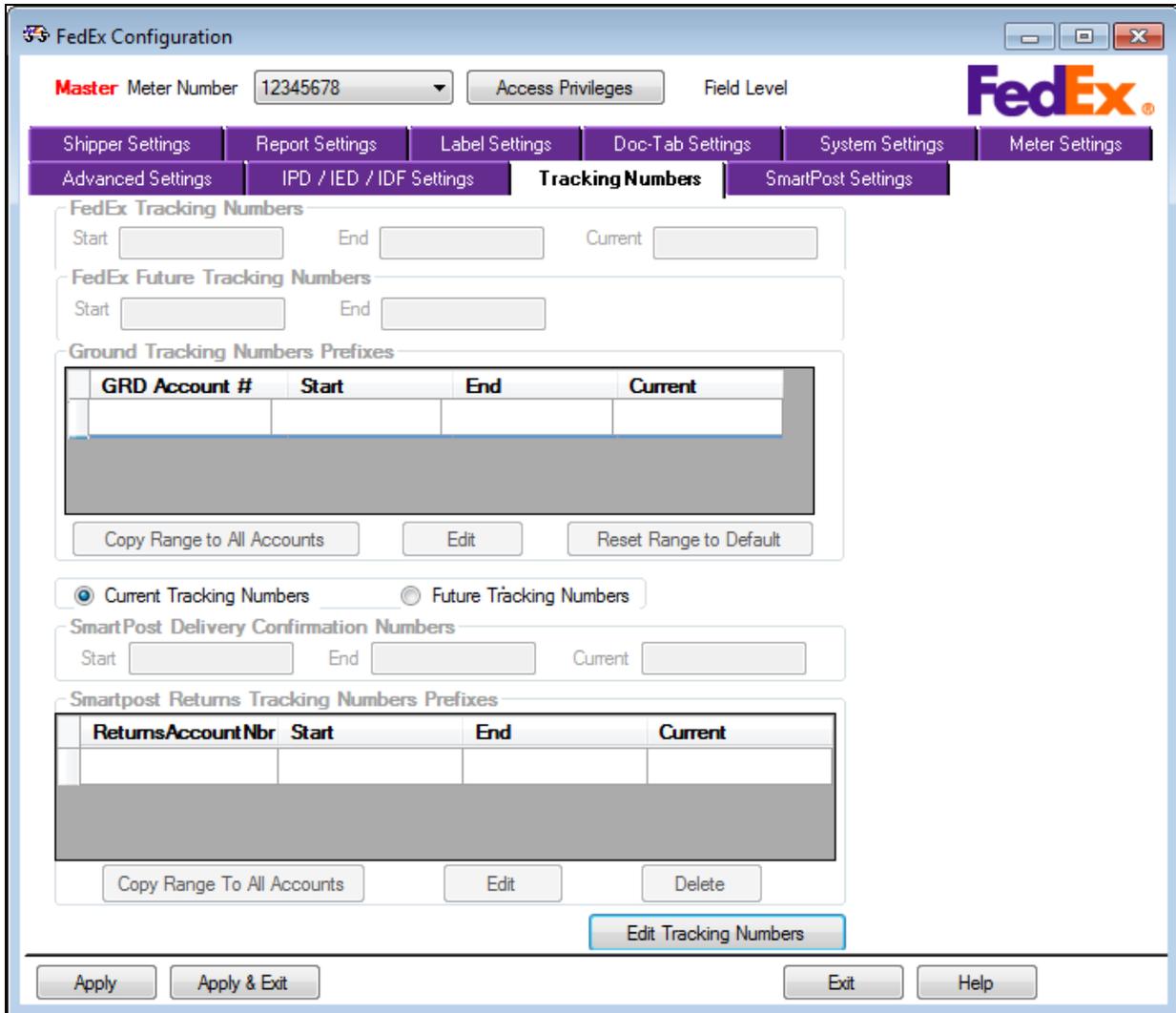


Figure 67: Tracking Numbers Tab

Table 27: Tracking Numbers Settings Fields

Field	Description	User Level	User Level-View	Field Level	Support Level
Express Tracking Numbers	Enter the express tracking numbers. Provide the following information: <ul style="list-style-type: none"> Start: Tracking number at start of range. End: Tracking number at end of range. Current: Last tracking number assigned for the account. 	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Express Future Tracking Numbers	Provide the following information: <ul style="list-style-type: none"> Start: Tracking number at start of range. End: Tracking number at end of range. 	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Edit Tracking Number	Click this button to edit the tracking numbers	Tab not available	Not Visible	Visible and Editable	Visible and Editable

3.9.1 Downloading FedEx Tracking Numbers

For a new installation, you must perform a download to acquire the initial range for the tracking numbers.

For FSMS 1600 and above, future tracking numbers are staged and automatically downloaded. However, for all the earlier versions, future tracking numbers are automatically downloaded only after 80% of the current range has been used. After the current tracking number range has been used, the future range moves from the **FedEx Future Tracking Numbers** area into the **FedEx Current Tracking Numbers** area.

Download FedEx tracking numbers by using the following two utilities.

- ☒ Demand Download Utility, which is available in the FSMS folder on your desktop.
- ☒ Meter Registration Utility during the meter registration process.

3.9.2 Editing FedEx Tracking Numbers

You must have the Field Level access privileges to edit FedEx tracking numbers.

To edit FedEx tracking numbers, perform the following tasks. The system displays a warning message to prompt you to suspend all shipments before you edit tracking numbers.

1. On the **Tracking Numbers** tab, click **Edit Tracking Numbers**. If the check box for tracking numbers cannot be checked, then it implies that the tracking numbers already exist in the database.
2. Make your changes in the FedEx Tracking Numbers section, then click **Apply** and **Apply & Exit**.

If you enter an invalid value, the number turns red.

3.9.3 Enabling and Monitoring FedEx Ground Tracking Numbers

You do not need to download FedEx Ground tracking numbers. The FedEx Ground tracking number range is automatically populated when FSMS is installed. **This is true unless you are using EPIC ground (FDX1D) in which case ground shares the same tracking range with Express.** The range is available when the master meter is properly configured by a FedEx Customer Service representative or field personnel. When the FedEx Ground tracking number range is depleted, the range automatically rolls over and begins again at 7000001.

A FedEx Ground tracking number shown in the following figure is composed of three parts: the customer's 7-digit FedEx Ground account number, the 7-digit tracking number visible in the Tracking Numbers tab, and a check digit. This 15-digit tracking number is used to track FedEx Ground packages.

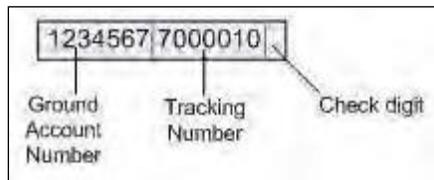


Figure 68: FedEx Ground Tracking Number Composition

FedEx Ship Manager Server does not allow a value of zero (0) or null for the first digit in the FedEx Ground tracking number range fields.

You can view and monitor your tracking numbers if you have a Ground Enabled meter associated with a FedEx Ground account number. The following task must be performed by a FedEx Customer Service representative or field personnel.

To enable FedEx Ground tracking numbers, perform the following steps. If the account is already enabled for FedEx Ground, this should be automatic after adding the meter to the server.

1. Open the FedEx Configuration Utility.
2. Click the **Meter Settings** tab.
3. In the **Ground Options** section, select the **Ground Enabled** box.
4. Click **Apply** to apply your changes or click **Apply & Exit** to apply your changes and close the utility window.
5. To monitor FedEx Ground tracking numbers, perform the following tasks.
6. Open the **FedEx Configuration** Utility.

- Click the **Tracking Numbers** tab. The FedEx Ground Tracking Numbers Prefixes section shows the FedEx Ground accounts and tracking number ranges for the selected meter number. Values for the tracking number range fields (Start, End, and Current) must be specific to each FedEx Ground account on your system. Use the information in this table to guide your entries.

Note: You cannot edit account or tracking numbers.

Table 28: FedEx Ground Tracking Number Prefixes

Field	Range	Description	User Level	User Level-View	Field Level	Support Level
GRD Account #	Displays only account numbers for accounts tied to meters enabled for FedEx Ground®.	Account numbers enabled for FedEx Ground. This field is pre-populated with tracking numbers for each FedEx Ground account number configured on your FSMS system. If the meter you select is not enabled for FedEx Ground, no accounts are displayed.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Start	Valid number for first digit is 1–9. Default: 7000001	Tracking number at start of range.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
End	Valid number for first digit is 1–9. Default: 9999999	Tracking number at end of range.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Current	Valid number for first digit is 1–9.	Last tracking number assigned for the account.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

The **FedEx Ground Tracking Numbers Prefixes** section is password protected. To change your tracking numbers, contact your FedEx customer service representative. Your FedEx customer service representative can use the following tracking number options. This table describes settings for FedEx Ground tracking number options.

Table 29: FedEx Ground Tracking Number Options

Field	Description	User Level	User Level-View	Field Level	Support Level
Copy Range to All Accounts	Copy a specified FedEx Ground tracking number range to all of the FedEx Ground® accounts on the system.	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level-View	Field Level	Support Level
Edit	Edit the FedEx Ground tracking number range for a selected Ground account number. FedEx Ground tracking numbers can be edited per ground account number or continue to use the pool across all ground accounts. <i>Refer to the FedEx Ship Manager® Server Developer Guide for more information about how to manage FedEx Ground tracking numbers.</i>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Reset Range to Default	Reset FedEx Ground tracking number range to the default range for a selected FedEx Ground account number.	Tab not available	Not Visible	Visible and Editable	Visible and Editable

3.9.4 Allocation of FedEx Ground Tracking Numbers

FedEx Ship Manager Server allocates the FedEx Ground tracking number range as follows for each FedEx Ground account number that has multiple meters tied to that account.

Example 1: Shared meter account number

FedEx Ground account number 1234567 with meter 44444

FedEx Ground account number 1234567 with meter 55555

If ten (10) packages are shipped using alternate meters, the tracking number assignment is as follows:

- ☒ 12345677000001
- ☒ 12345677000002
- ☒ 12345677000003
- ☒ 12345677000004
- ☒ 12345677000005
- ☒ 12345677000006
- ☒ 12345677000007
- ☒ 12345677000008
- ☒ 12345677000009
- ☒ 12345677000010

Example 2: Unique meter account numbers

FedEx Ground account number 1234567 with meter 44444.

FedEx Ground account number 9876543 with meter 55555.

The range for each meter is different. The entire allocation range for each meter: 7000001 - 9999999.

If ten (10) packages are shipped using alternating meters, the tracking number assignment is as follows:

- ☒ 12345677000001
- ☒ 98765437000001
- ☒ 98765437000002
- ☒ 98765437000003
- ☒ 12345677000002
- ☒ 98765437000004
- ☒ 12345677000003
- ☒ 12345677000004
- ☒ 98765437000005
- ☒ 98765437000006

Note: In FSMS versions prior to FSMS v 10.0.1, the allocation of numbers in example 2 was follows:

- ☒ 12345677000001
- ☒ 98765437000002
- ☒ 98765437000003
- ☒ 98765437000004
- ☒ 12345677000005
- ☒ 98765437000006
- ☒ 12345677000007
- ☒ 12345677000008
- ☒ 98765437000009
- ☒ 98765437000010

3.9.5 FedEx Ground Tracking Number Prefixes

FedEx Ground tracking numbers can be edited per ground account number or you can continue to use the pool across all ground accounts. Contact a FedEx Representative for more information or *refer to the FedEx Ship Manager® Server Developer Guide*.

3.10 Configuring FedEx SmartPost

FedEx SmartPost® is an optional contract service for shippers of high volume, low weight, and less time-sensitive packages that uses the *U.S. Postal Service* (USPS) for final delivery. FedEx SmartPost configuration settings are made on the FedEx SmartPost Settings and Tracking Numbers tabs. Configuration and rates for the contractual FedEx SmartPost services will be enabled and maintained on the FedEx central system and downloaded to the device. FedEx SmartPost configuration settings can be enabled and disabled with User Level Access. Each physical location shipping SmartPost requires a separate FedEx Express account number and meter.

FedEx SmartPost configuration settings are on the SmartPost Settings tab of the FSMS Configuration Utility. If you have had FedEx SmartPost enabled by your customer account representative, then you will have access to configure the FedEx SmartPost Options on SmartPost Settings tab, as shown in FedEx SmartPost Configuration Settings on SmartPost Settings Tab screen. Both FedEx SmartPost outbound services and FedEx SmartPost Returns® services must be enabled independently. You must have one of the following access privileges to configure FedEx SmartPost settings:

- User Level View
- Field
- Support

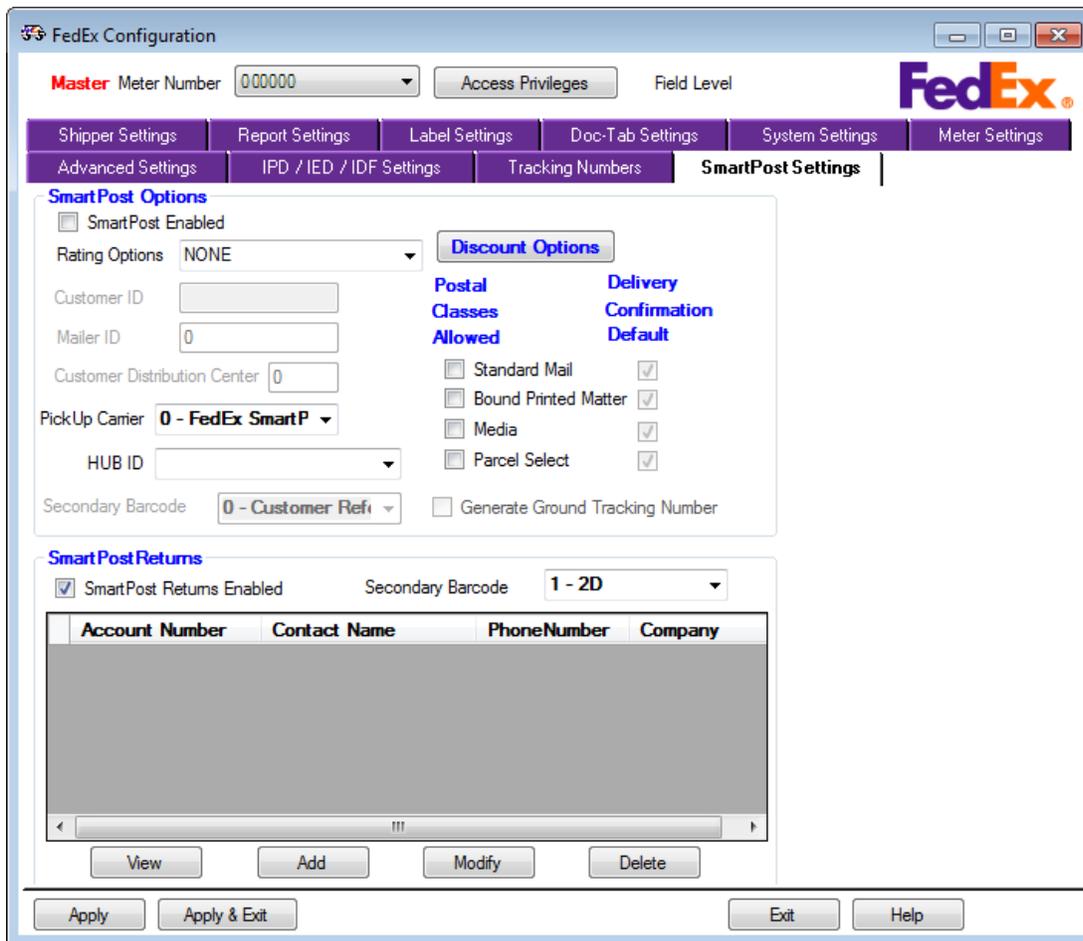


Figure 69: SmartPost Settings Tab with SmartPost Returns Enabled Checkbox

Shipping both FedEx SmartPost outbound and FedEx SmartPost Returns requires 2 separate accounts and meters configured. One account cannot be enabled for both SmartPost outbound and SmartPost Returns.

In releases of FedEx Ship Manager Server prior to v 10.6.1, FedEx Authorized Technical contacts were required to manually configure the devices to setup the pickup carrier, to enable FedEx SmartPost services, and to load the FedEx SmartPost rate and ZIP to zone files. Starting with v 10.6.1 release, all configuration and rate information is maintained on the FedEx central server and information is automatically downloaded to the customer devices.

Note: This is accomplished with the Demand Download Utility. You must download FedEx Express Domestic Rates and SmartPost Rates. This initiates the data download within the SmartPost settings tab. If you do not download FedEx Express Domestic rates, a manual configuration of FedEx SmartPost settings will be required. Another option to download rates is to run the 057 Demand Download Request Transaction.

Table 30: FedEx SmartPost Options

Field	Description	User Level	User Level-View	Field Level	Support Level
SmartPost Enabled	When selected, this checkbox indicates that you have contracted to ship by using the FedEx SmartPost® service.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Rating Options	For the meter(s) on your server (U.S. origins only), there are two rating options: <ul style="list-style-type: none"> • None - No rates are returned • Discount - Only discount rates are returned Default: Discount	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Customer ID	The unique FedEx SmartPost Customer ID. This is an alphanumeric text box with a maximum of 5 characters. The Customer ID is critical for the electronic manifest of FedEx SmartPost shipments.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Mailer ID	A Mailer ID is issued by the U.S. Postal Service to identify mail owners and mailing agents or other service providers, such as consolidators. The Mailer ID can be a 9-digit or a 6-digit number. The Mailer ID is used to identify mail pieces, trays, sacks or containers.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Customer Distribution Center	This two-digit number indicates the distribution center that supports your shipping location according to the Mailer ID. This is entered during	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level-View	Field Level	Support Level
	configuration and is part of the electronic FedEx SmartPost shipping manifest file.				
Pick Up Carrier	Either FedEx Ground® or FedEx SmartPost® can be the pickup carrier. The number of tracking numbers available depends upon the Pickup Carrier. Media will only be available with FedEx Ground pickup.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Hub ID	<p>Select the Hub ID for the FedEx SmartPost Hub city to which you want to send the shipment. A new HUB ID field appears for each meter setting configured on your system. You must associate a Hub ID with each meter number.</p> <p>The Hub ID is a unique four-digit number that identifies a specific city where a FedEx SmartPost hub is located. For example, Hub ID 5531 identifies New Berlin as a FedEx SmartPost hub.</p> <p>If the FedEx SmartPost enabled option is selected, you must choose a Hub ID. If you do not select an ID, then the following error message is returned: “SmartPost Hub ID Field cannot be left blank”.</p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Secondary Barcode (For outbound shipments)	<p>The values of this drop-down list are: Customer Reference, 2D, and Blank and the default value is Customer Reference.</p> <p>For new installations or clean load of software, the Secondary Barcode drop-down list is defaulted to Customer Reference.</p> <p>When upgrading from CD or delta from a version that does not support SmartPost Label changes, the Secondary Barcode drop-down on the SmartPost Settings tab is defaulted to Customer Reference.</p>	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level-View	Field Level	Support Level
	While upgrading from a version that supports SmartPost Label changes, the option of the Secondary Barcode drop-down on the SmartPost Settings tab at the time of upgrade is carried over.				
Generate Ground Tracking Number	<p>For new installations or clean load of software, by default, the 'Generate Ground Tracking Number' checkbox is unchecked.</p> <p>When upgrading from CD or delta from a version that does not support SmartPost Label changes, the 'Generate Ground Tracking Number' checkbox is unchecked.</p> <p>While upgrading from a version that supports SmartPost Label changes, the setting of the 'Generate Ground Tracking Number' checkbox at the time of upgrade is carried over.</p>	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Postal Classes Allowed	There are four main USPS postal classes Based on your FedEx SmartPost contract, your system is enabled for a certain class.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Delivery Confirmation Default	Available if you enabled Ground Enabled in the Ground Options section of the Meter Settings tab and you selected FedEx Ground as the PickUp Carrier in the SmartPost Options section.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Rate Reply Content Options	<p>Discount Options include:</p> <p>Exclude Earned Discounts</p> <p>Use Discount Options with the Standard Rate Reply tags.</p> <p>Use Discount Options with the Alternate Rate Reply tags.</p>	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level-View	Field Level	Support Level
Secondary Barcode	<p>The values of this drop-down list are '2D' and 'Blank' and the default is '2D'.</p> <p>For new installations or clean load of software, the 'Secondary Barcode' drop-down is defaulted to '2D'.</p> <p>When upgrading from CD or delta from a version that does not support SmartPost Label changes, the 'Secondary Barcode' drop-down list is defaulted to '2D'.</p> <p>While upgrading from a version that supports SmartPost Label changes, the option of the 'Secondary Barcode' drop-down list on the SmartPost Settings tab at the time of upgrade is carried over.</p>	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
SmartPost Returns Enabled	The particular meter is SmartPost Returns Enabled	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
View	Allows users to view current accounts.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Add	Allows user to add additional account information.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable
Modify and Delete	Use the Modify and Delete buttons to update the Returns account information.	Tab not available	Visible and Read Only	Visible and Editable	Visible and Editable

Note: For new installations, FedEx SmartPost will be enabled or disabled based on the SmartPost enablement flag that is set in the cust.tbl, which will be downloaded with Domestic Rates. After an upgrade, FedEx SmartPost configurations will be retained.

3.10.1 Configuring FedEx SmartPost Returns Service

To configure FedEx SmartPost Returns Service:

1. Start the FSMS Configuration Utility.
2. Click the **Access Privileges** button.
3. Enter password and click **OK**.

- Click the SmartPost Settings tab.
- Click **Add** and **Add SmartPost Returns** pop-up screen is displayed.

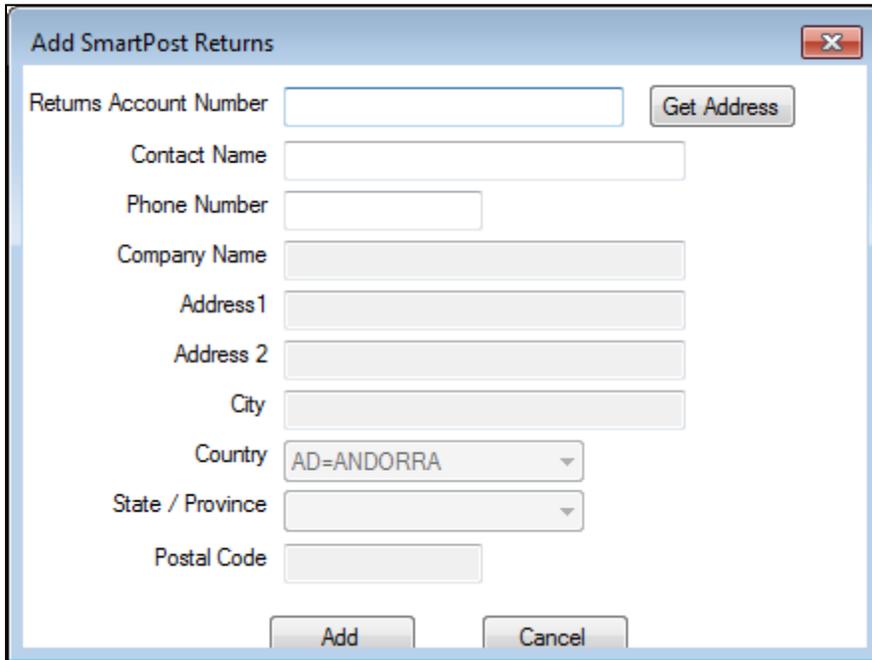


Figure 70: Add SmartPost Returns Dialog Box

- Enter a Returns Account number.
- Click **Get Address** to get the Returns Account information.
- FedEx Ship Manager Server validates that the Returns Account is the part of the sameNational Account and auto-populates the following information:
 - Company Name
 - Contact Name
 - Address Line 1
 - Address Line 2
 - City
 - State
 - ZIP
 - Phone Number

Note: The contact name and phone number fields are the only editable fields.

- Use the **Modify/Delete** buttons to update the returns account information.
- Click **Add** to add the returns account number to the FSMS database.
- Then the account information will display at the bottom of the **SmartPost Settings tab**.
- Click **Apply**.

3.10.2 Obtaining Tracking Numbers

Each returns account must have its own tracking number range. If the Delivery Confirmation ranges need to be deactivated, then the FSMS will deactivate the Delivery Confirmation Numbers (DCN) range at reconcile.

1. Download the DCNs from the **Demand Download Screen** when the FedEx SmartPost **Delivery Confirmation Default** checkbox is selected.
2. Download the “Update Features” from the Demand Download Screen when the FedEx SmartPost **Update Features** checkbox is selected.

Refer to the FedEx SmartPost Settings Fields to guide your selections.

Note: The information entered in the fields in Tracking Numbers Tab is automatically provided according to your account setup for FedEx SmartPost. These fields are for reference only and may not be edited.

3. Click the **Tracking Numbers** tab. The **Tracking Numbers** tab shows the Delivery Confirmation Number (DCN) ranges, as shown in Tracking Numbers Tab.

The Tracking Numbers tab includes:

- ☒ **SmartPost Delivery Confirmation Numbers**— Displays current range of Delivery Confirmation Numbers (DCN) in the **Start**, **End**, and **Current** fields. Refer to the *FedEx Ship Manager Server® Developer Guide* for information on setting the future range of DCN to the current range. Displays when **Current Tracking Numbers** option is selected.
- ☒ **SmartPost Future Delivery Confirmation Numbers**— Contains the Start and End numbers that are received from FSMS for a Future Range of DCNs.

*Note: Displays when **Future Tracking Numbers** option is selected.*

- ☒ **Edit Tracking Number** — Allows a FedEx representative (Field Level access or higher) to edit the FedEx SmartPost Delivery Confirmation Numbers in an emergency situation.
- ☒ **SmartPost Returns Tracking Numbers Prefixes** — Displays the Associated Returns Account tracking numbers. When downloaded, the Associated Returns Account tracking numbers are stored in this section of the Tracking Numbers tab.

Figure 71: Tracking Numbers Tab Screen

4. Locate the SmartPost Delivery Confirmation Numbers section.
 - ☒ The current and future ranges of Delivery Confirmation Numbers can now be downloaded with either Field 1053 (new position 23) or with the Demand Download Utility. Note that if you have just created a meter by using the MRU or just added one to the FSMS Configuration Utility, you must perform a Demand Download of **Update Features** prior to downloading SmartPost Delivery Confirmation Numbers. This will ensure you receive IMPB SmartPost Delivery Confirmation Numbers.
 - ☒ If a customer passes in a request for DCNs and a current range already exists, then the Start and End range text boxes in the FedEx SmartPost Future Delivery Confirmation Numbers area will be populated with the new range of numbers. If there are both a current and future SmartPost Delivery Confirmation range, then the option to perform a Demand Download of SmartPost Delivery Confirmation Numbers will be greyed out.
 - ☒ For SmartPost Returns at reconcile, if more than 80% of the current range is used, then a request will be sent from the FedEx server to FedEx to retrieve a future SmartPost range.
 - ☒ If the current range of DCNs is exhausted and the Future range Start and End text boxes are populated, then the Future range will automatically move over to the Current range.

- ☒ Express tracking numbers and FedEx SmartPost delivery confirmation numbers are grouped under the Tracking Numbers checkbox on the Demand Download Utility and can be selected individually when this checkbox is expanded. [FedEx Demand Download Utility](#) shows the new options for FedEx SmartPost CNs.
- ☒ The seven-digit IMPB delivery confirmation number is embedded in the Delivery Confirmation Bar Code printed on the FedEx SmartPost label. A delivery confirmation number does not repeat within a 12-month period.

3.10.3 FedEx SmartPost Delivery Confirmation Numbers

FedEx SmartPost settings are enabled only if you are enrolled in the FedEx SmartPost program. The Delivery Confirmation checkboxes for each FedEx SmartPost service will display as read only on the **SmartPost Settings** tab for User Level View and Field Access Privileges. For Support level access privileges, the Delivery Confirmation checkboxes will be editable.

Refer to the FedEx Ship Manager® Server Developer Guide for instructions on how to configure settings for optional FedEx SmartPost service.

3.10.4 FedEx SmartPost Returns Tracking Numbers Prefixes

As a result of adding the FedEx SmartPost Returns account information in the **SmartPost Settings** tab, the **Tracking Numbers** tab will auto-populate and display a range of Delivery Confirmation Numbers at the bottom in the **SmartPost Returns Tracking Number Prefixes** section in the **Start**, **End**, and **Current** columns.

Refer to the FedEx Ship Manager® Server Developer Guide for instructions on how to configure settings for optional FedEx SmartPost service.

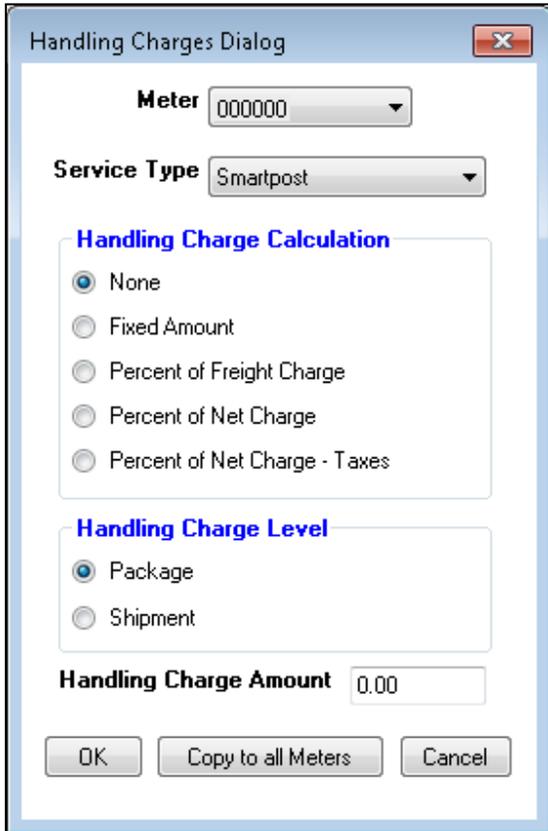
3.10.5 Configuring Handling Charges for FedEx SmartPost

Handling charges are fixed or variable amounts and are a percentage of the shipping charges and/or surcharges. The Meter Settings tab has been updated to include a new drop-down menu for handling charges for FedEx SmartPost shipments.

Configure fixed and variable handling charges for FedEx SmartPost shipments. To

configure Handling Charges, start the FSMS Configuration Utility.

1. Click the **Access Privileges** button.
2. Enter password and click **OK**. (At least User Level-View Access is needed.)
3. Click the **Meter Settings** tab.
4. On the top right of the screen, click the Handling Charges button to display the Handling Charges Dialog, as shown in Handling Charges Dialog for FedEx SmartPost. Select the **Meter**, **Service Type**, **Handling Charge Calculation**, **Handling Charge Level**, and **Handling Charge Amount**.
5. Click the **OK** or the **Copy to all Meters** button.



The image shows a dialog box titled "Handling Charges Dialog" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- Meter:** A dropdown menu showing "000000".
- Service Type:** A dropdown menu showing "Smartpost".
- Handling Charge Calculation:** A group box containing five radio button options:
 - None
 - Fixed Amount
 - Percent of Freight Charge
 - Percent of Net Charge
 - Percent of Net Charge - Taxes
- Handling Charge Level:** A group box containing two radio button options:
 - Package
 - Shipment
- Handling Charge Amount:** A text input field containing "0.00".
- Buttons:** Three buttons at the bottom: "OK", "Copy to all Meters", and "Cancel".

Figure 72: Handling Charges Dialog for FedEx SmartPost

For U.S. outbound shipments, the handling charges will be returned in the *120 Global Ship Reply Transaction*. Use the following fields in the transaction (Refer to the Handling Charges Fields in the TCR guide):

- Request
 - 1588 - Handling Charge Type
 - 1595 - Handling Charge Amount or Percentage
 - 1606 - Handling Charge Application Point
- Reply
 - 1596 - Handling Charge

3.11 Configuring Doc-Tab Settings

A doc-tab is the peel-off strip at the top of a shipping label. Doc-Tabs are used for back-office records and should be removed from actual shipping labels. You can print customizable labels using the 4" x 8" or 4" x 9" thermal label size with and without doc-tabs for FedEx SmartPost shipments.

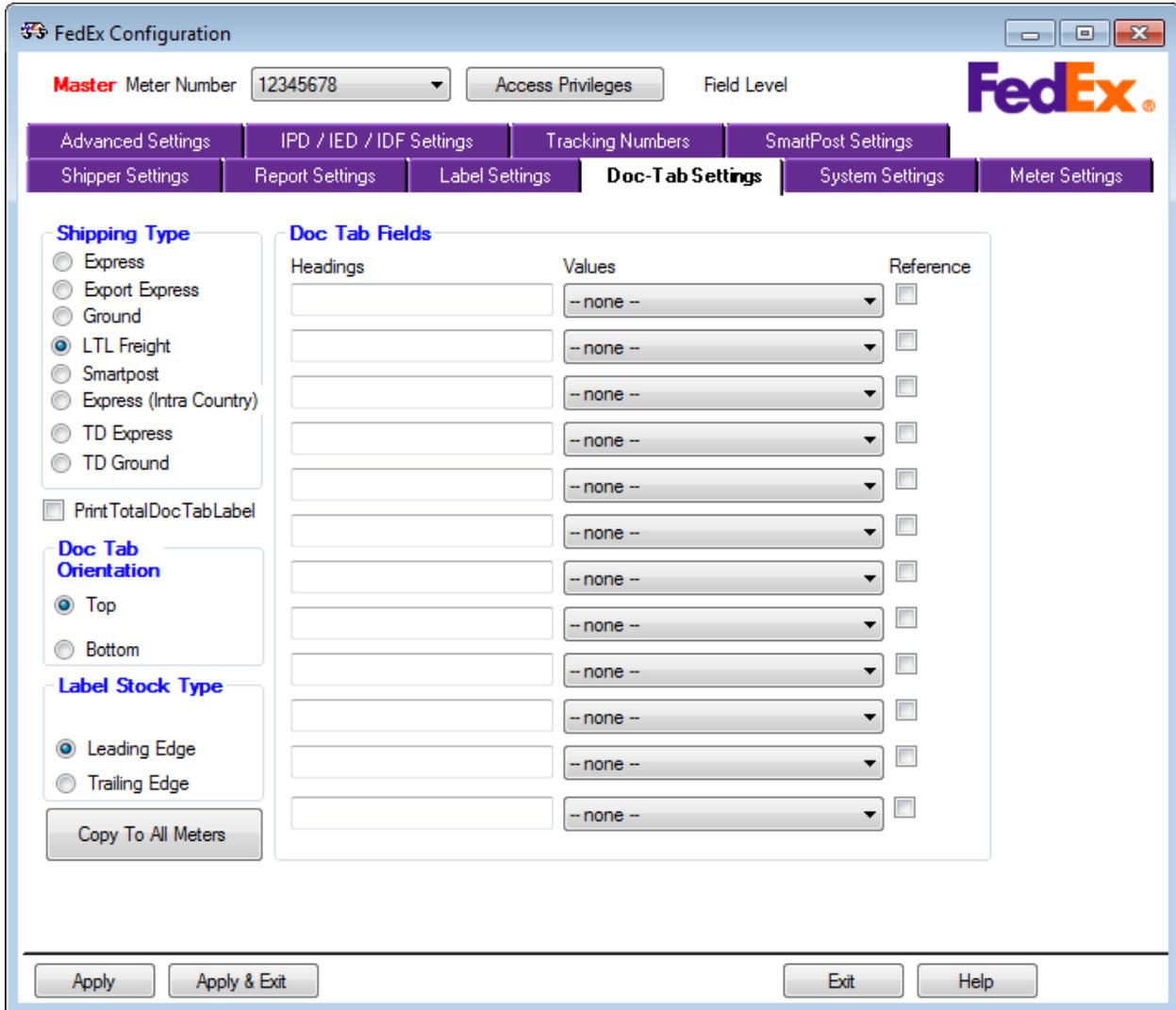


Figure 73: Doc-Tab Settings Tab

Table 31: Doc Tab Settings Fields

Field	Description	User Level	User Level View	Field Level	Support Level
Shipping Type	<p>Allows to choose the shipping type. The option available include:</p> <ul style="list-style-type: none"> • Express • Export Express • Ground • LTL Freight • SmartPost • Express (Intra Country) • TD Express • TD Ground 	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Doc Tab	<p>You can define information to be printed on the doc-tab.</p> <p>Various fields under the Doc Tab section include</p> <ul style="list-style-type: none"> • Heading • Value: • Reference 	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Doc Tab Orientation	<p>Select either Top or Bottom to designate how the doc-tab portion of the label exits the printer. Top means the doc-tab exits the printer last, after the rest of the label has printed; Bottom means that the doc-tab exits the printer first, before the rest of the label.</p>	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Label Stock Type	<p>Select the type of label stock you use. The options include:</p> <ul style="list-style-type: none"> • Leading edge • Trailing edge 	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level View	Field Level	Support Level
Copy to all Meters	Copies the selected settings to all meters	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

3.11.1 Configuring Customizable SmartPost Doc-Tab Labels

When FedEx SmartPost is enabled, you can configure Doc-Tab labels for U.S. outbound shipments.

1. Navigate to the FedEx Configuration Utility and click **Doc-Tab Settings** to configure custom FedEx SmartPost Doc-Tab labels.
2. Under Shipping Type, select SmartPost.
3. In the **Doc-Tab Orientation** section, select either **Top** or **Bottom**.
4. In the **Label Stock Type** section, choose the type of label stock you use.
5. Use the **Doc-Tab Fields** section to define information to be printed on the doc-tab.
6. Click the drop-down menu under the **Values** column and then select an item in the list.
7. You can select the **Reference** checkbox to have this field included on the label when it is printed.
8. Normally, doc-tab fields are printed on the doc-tab section of the label, which is removed before shipping. A Reference field enables you to include any FedEx field on the label itself so that the recipient will be able to see the information.

Note: The Reference fields do not apply to Freight and are disabled. If No Shiptime Rates is enabled on the Meter Settings tab, then the doc-tab reference field rate data will be blank when printed.

9. Optionally, click **Copy to All Meters** to copy the **Doc-Tab Settings** information for the selected meter to all meters in the same origin country.
10. Click **Apply** or **Apply & Exit** to save your selections.

3.11.2 FedEx SmartPost Shipping Label Default Doc-Tab Fields

Set Field 1619 (Doc-Tab Type) to value SP in the *070/170 Meter Query Request/Reply Transaction* to configure a Doc-Tab for SmartPost shipments on the **Doc-Tab Settings** tab. Refer to the 'Doc-Tab Fields' table in the *FedEx Ship Manager® Server Developer Guide* for more description of doc-tab fields for intra-U.S. Outbound shipping labels will be printed in the doc-tab portion of the FedEx SmartPost label.

Table 32: FedEx SmartPost Default Doc-Tab Fields for Shipping Labels

Position 1	Heading	Value
1	Invoice	Invoice Number
2	Customer	Customer Reference
3	Phone	Phone Number
4	Dept	Recipient Department Name

Position 1	Heading	Value
5	Date	Ship Date
6	Weight	Weight
7	Shipping	Net Charge
8	Special	Total Surcharge Amount
9	Handling	Total Customer Handling Charge
10	Total	Total Customer Charge Amount
Tab Portion	FedEx Ground® Tracking Number - 15 characters with no spaces FedEx SmartPost® Tracking Number - 20 characters with additional spaces after every 4 characters	

3.12 Configuring Advanced Settings

Use the Advanced Settings tab to set communications and data retention parameters. You need the Field Level access privileges to configure Advanced Settings.

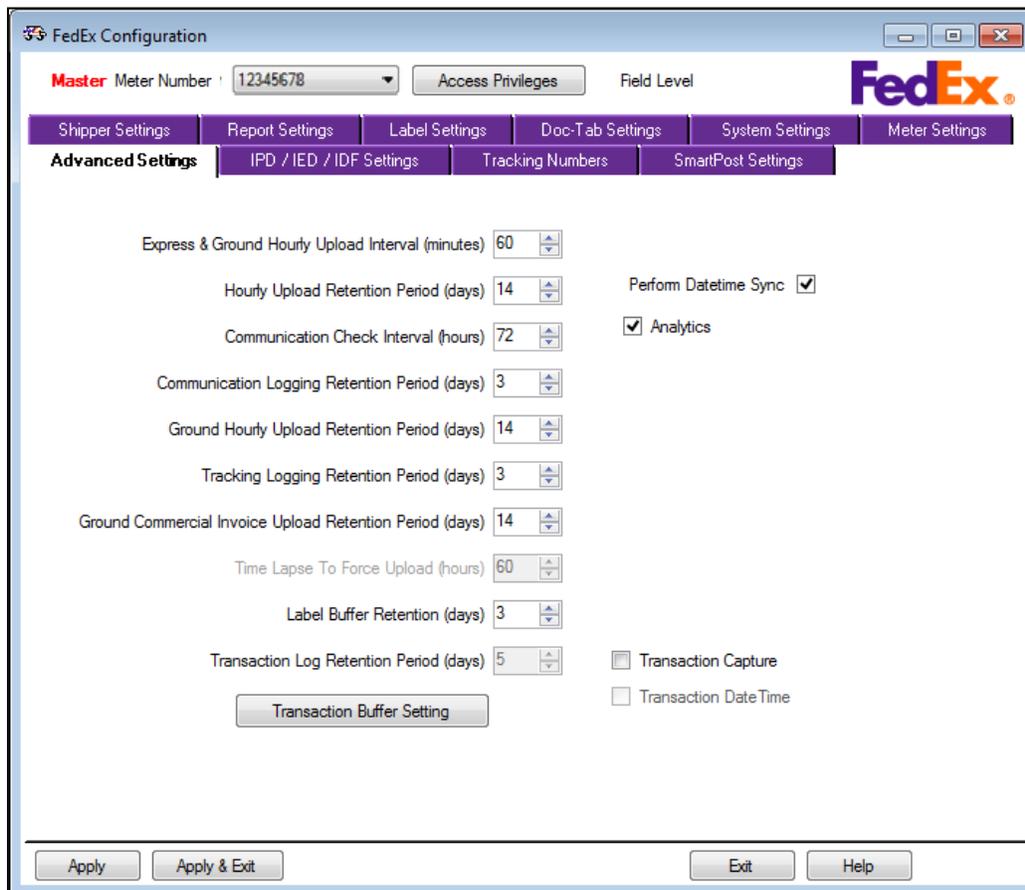


Figure 74: Advanced Settings Tab

Table 33: Advanced Settings Tab Fields

Field	Description	User Level-	User Level-View	Field Level	Support Level
Express & Ground Hourly Upload Interval	Use to set the frequency of the hourly upload of the FedEx Express® package data to FedEx. You can set the upload frequency from 10-120 minutes. This applies to FedEx Express, FedEx Ground® and FedEx SmartPost® files.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Hourly Upload Retention Period	Number of days the FedEx Express Hourly Upload data is retained. You can set the period from 7-14 days.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Communication Check Interval	You can set the interval from 24-72 hours.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Communication Logging Retention Period	Number of days the communication log is retained.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Ground Hourly Upload Retention Period	Number of days you want the FedEx Ground Hourly Upload data retained on your system. You can set the period from 7-14 days.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Tracking Logging Retention Period	Number of days you want tracking results retained on your system.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Ground Commercial Invoice Upload Retention Period	Number of days you want the FedEx <i>Ground Commercial Invoice Upload</i> (GCIU) data to retain on your system.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Time Lapse To Force Upload (Hours)	If Upload No Demand is enabled, then Time Lapse to force Upload will be editable. Value can be set between 1 and 99, but default is 60 hours. It is to set the lapse time for a force upload (without close).	Tab not Available	Not Visible	Visible and Read Only	Visible and Read Only

Field	Description	User Level-	User Level-View	Field Level	Support Level
Label Buffer Retention Period	<p>Number of days to retain the label buffet. The initial default maximum number of days is 3; however, you can decrease that number. The Label Buffer Retention Period option is displayed on the Advanced Settings tab at the User View access level, but it will be grayed out.</p> <p>Upon upgrade from FSMS 18.00 to a greater version, the setting of the Label Buffer Retention Period in place on the Advanced Settings tab at the time of the upgrade is carried over by meter.</p> <p><i>Note: There is a possibility that your hard drive capacity to store the label buffers could max out prior to the 3-day maximum you may have configured on the Advanced Settings tab. There is no way for the FSMS application to know or predict these limitations. Therefore, it is your responsibility to be aware of and manage capacity as it relates to label buffers.</i></p>	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable
Transaction Log Retention Period	<p>Allows the user to specify how many days each transaction log should be saved prior to purging it. The value can be set between 1 through 30 days by clicking the up or down arrows to increase or decrease the number of days.</p> <ul style="list-style-type: none"> A new log file is created every day and the name of every new file contains the current date. Every day, the FSMS application purges the log files that are identified to be on the system beyond the retention period set in the Configuration Utility. Both the .in and .out files are purged during the 'log file' purge process. For any new installation or clean load of FSMS160x, the 	Tab not Available	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level-	User Level-View	Field Level	Support Level
	<p>Transaction Log Retention Period option is set to its default of 5 days.</p> <ul style="list-style-type: none"> Upon upgrade to FSMS160x, the TransactionLog setting on the System Settings tab at the time of the upgrade is carried over to the Transaction Capture setting on the Advanced Settings tab for the master meter. 				
Transaction Capture	<p>Allows the user to specify if the transaction logs should be captured or not.</p> <ul style="list-style-type: none"> When selected, transaction logs are captured and when not selected, transaction logs are not captured. If the Transaction Capture box is not selected, the Transaction Log Retention Period days listbox is grayed out. For any new installation or clean load of FSMS160x, the Transaction Capture option is defaulted to OFF. Upon upgrade to FSMS160x, the number of Days setting on the System Settings tab at the time of the upgrade is carried over to the Transaction Log Retention Period setting on the Advanced Settings tab for the master meter. 	Tab not available	Visible and Editable	Visible and Editable	Visible and Editable
Transaction Date Time	<p>Allows you to indicate that a Date/Time stamp should be included with transaction log or not while capturing the transaction log.</p>	Tab not Available	Visible and Editable	Visible and Editable	Visible and Editable
Analytics	<p>This checkbox allows FSMS to capture and log your data usage</p>	Tab not Available	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level-	User Level-View	Field Level	Support Level
	<p>on any FSMS component or feature, including installation and ther system environment details. FSMS supports a persistent entry that enables and or disables the Analytics feature to capture and upload defined data.</p> <ul style="list-style-type: none"> ○ Enabled = Data shall be captured and uploaded ○ Disabled = Data shall NOT be captured nor uploaded 				
Transaction Buffer Setting	This allows users to configure and optimize the memory usage for processing a transaction based on their usage patterns.	Tab not Available	Visible and Read Only	Visible and Editable	Visible and Editable

To configure Advanced Settings, perform the following steps.

1. If the **Advanced Settings** tab is not displayed, click the **Access Privileges** button and typethe password for Field Level access privileges.
2. Click the **Advanced Settings** tab. Advanced Settings Tab shows the **Advanced Settings** tab when a meter is set up for U.S.-origin shipping.
3. Configure the **Advanced Settings**, and then click **Apply** or **Apply & Exit** to save your selections.

3.12.1 Configure Transaction Buffer Settings

To configure the transaction buffer settings, perform the following steps:

1. On the Advanced Settings screen, click Transaction Buffer Setting to open the Transaction Buffer Size Setting dialog box is displayed.
2. In the dialog box, select an appropriate Transaction buffer size for memory allocation based on the requirement and click **OK** to open the **Transaction Optimization Wizard**.

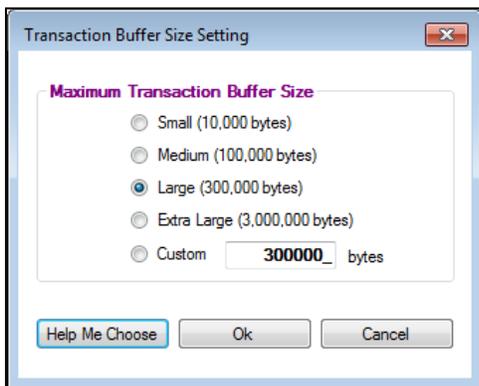


Figure 75: Transaction Buffer Size Setting Dialog Box

3. On the **Transaction Optimization Wizard - Shipping** screen, select the kind of shipments you want to process and click **Next**. You can also select more than one options. However, the subsequent screens will depend on the selected shipments.

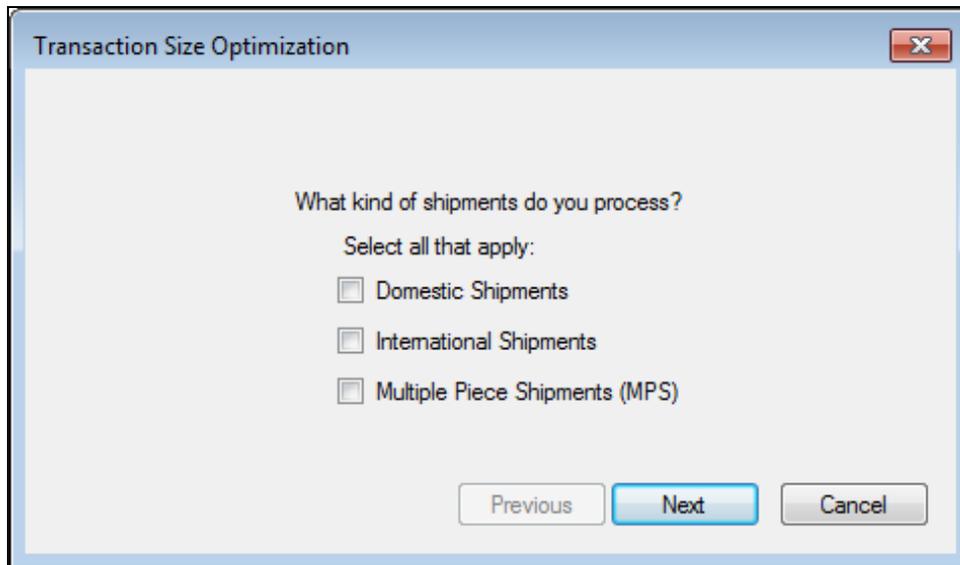


Figure 76: Transaction Optimization Wizard – Shipping Screen

- a) On the **Shipping** screen, if you select **Domestic Shipping and/or International Shipping and Multiple Piece Shipments (MPS)** and click **Next**, the **MPS** screen is displayed. Provide the largest multiple piece shipment and click **Next**.

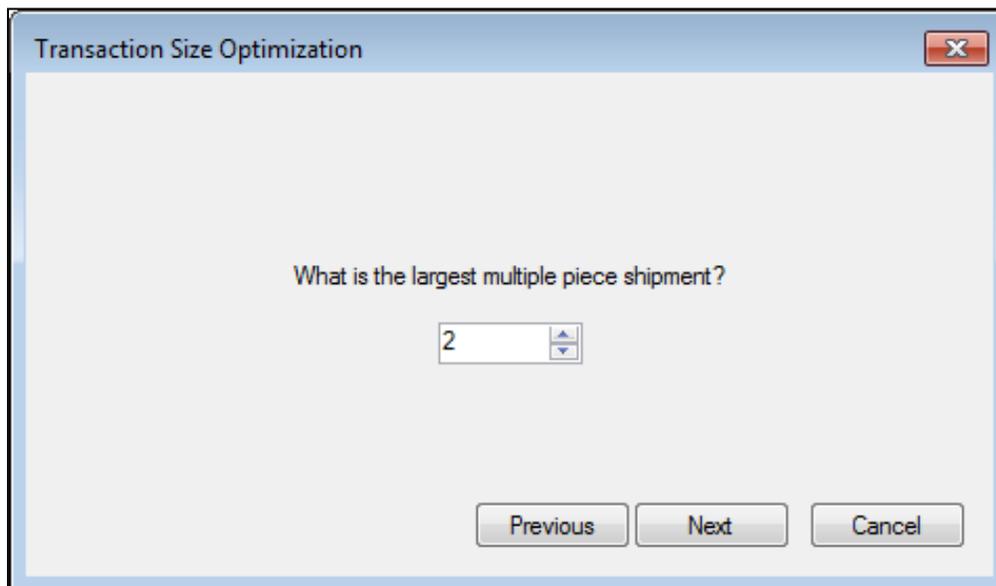
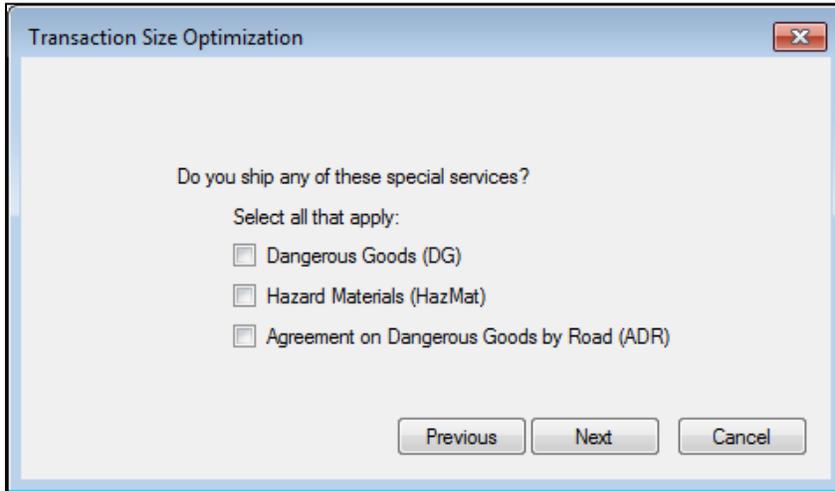


Figure 77: Transaction Optimization Wizard – MPS Screen

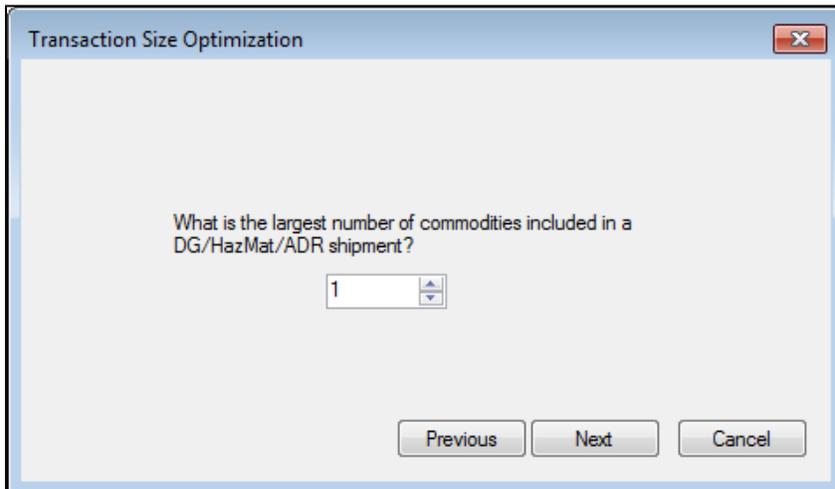
- b) On the **Shipping** screen, if you select **Domestic Shipping and/or International Shipping** and click **Next**, the Special Service screen is displayed. Select any special service and click **Next**.



The screenshot shows a dialog box titled "Transaction Size Optimization". The main text asks, "Do you ship any of these special services?". Below this, it says "Select all that apply:" followed by three checkboxes: "Dangerous Goods (DG)", "Hazard Materials (HazMat)", and "Agreement on Dangerous Goods by Road (ADR)". At the bottom, there are three buttons: "Previous", "Next", and "Cancel".

Figure 78: Transaction Optimization Wizard – Special Service Screen

- c) The **DG/HazMat/ADR Commodity** screen is displayed. Provide the largest number of commodities included in a DG/HazMat/ADR shipment.



The screenshot shows a dialog box titled "Transaction Size Optimization". The main text asks, "What is the largest number of commodities included in a DG/HazMat/ADR shipment?". Below this is a spin box containing the number "1". At the bottom, there are three buttons: "Previous", "Next", and "Cancel".

Figure 79: Transaction Optimization Wizard – DG/HazMat/ADR Commodity Screen

- d) On the **Shipping** screen if you select **International Shipping** and click **Next**, the International Commodities screen is displayed. Provide the largest number of commodities included in an International shipment and click **Next**.

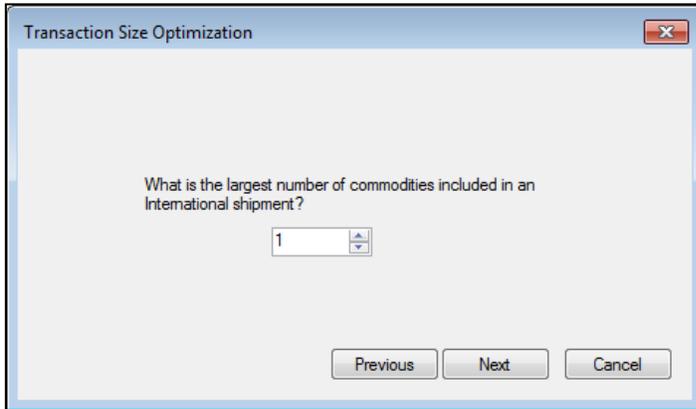


Figure 80: Transaction Optimization Wizard –International Commodities Screen

4. Once all the necessary commodities are provided, the **Number of Clients** screen is displayed. On this screen, provide the maximum number of concurrently connected clients and click **Evaluate**.

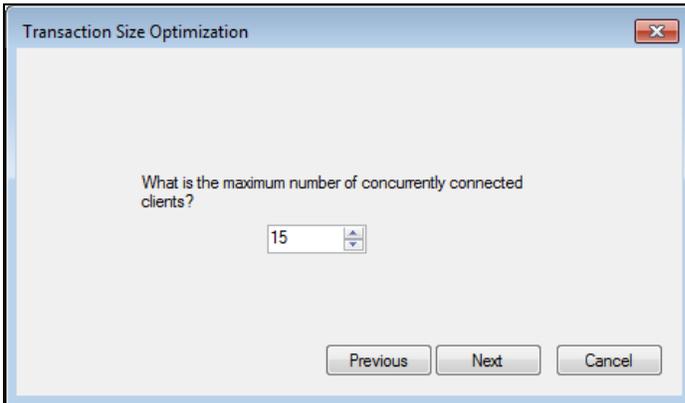


Figure 81: Transaction Optimization Wizard –Number of Clients Screen

5. The **Evaluation** screen is displayed. FSMS utilizes the entries selected within the wizard and the number of logical cores to determine the recommended maximum number of concurrently connected clients.

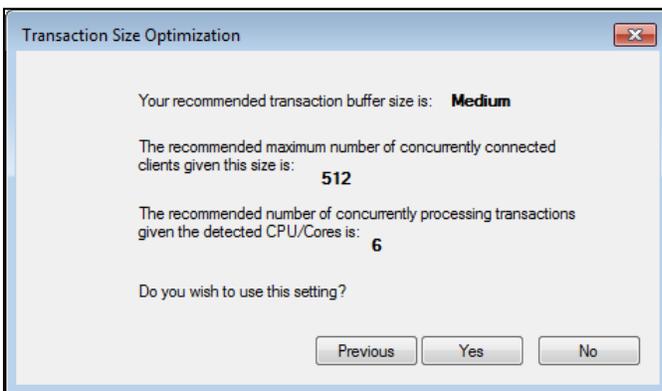


Figure 82: Transaction Optimization Wizard – Evaluation Screen

6. Finally, click **Yes** if you want to set the buffer size. However, if you select **No**, FSMS returns to the **Transaction Buffer Size Setting** screen.

3.13 IPD / IED / IDF Configuration Settings

FedEx International Priority DirectDistribution® (IPD), FedEx International Economy DirectDistribution™ (IED) and FedEx International Priority DirectDistribution® Freight (IDF) are optional contract services that allow you to send a multiple-package shipment from a single origin location to multiple recipients in one destination country by using one international air waybill. The **IPD / IED / IDF Settings** tab appears only if you have contracted for one or more of these services and a FedEx customer consultant or FedEx account executive has configured the FSMS application for IPD, IED or IDF service. This tab requires Field Level access privileges. For more information, refer to the FedEx Ship Manager® Server Developer Guide.

Figure 83: IPD / IED / IDF Settings Tab Screen

Meter Number: 000000 | Access Privileges | Field Level | FedEx

Shipper Settings | Report Settings | Label Settings | Doc-Tab Settings | System Settings | Meter Settings

Advanced Settings | **IPD / IED / IDF Settings** | Tracking Numbers

FedEx Non Revenue Account: IPD
 Verify Non Revenue Account: IED
 IDF
 APD
 PCV

IORCode	Contact Name	Importer ID	Country

View | Add | Modify | Delete

Import Clearance Facilities

Apply | Apply & Exit | Exit | Help

Table 34: IPD / IED / IDF Settings Fields

Field	Description	User Level	User Level View	Field Level	Support Level
FedEx Non Revenue Account	A FedEx Non Revenue Account Number is entered during configuration to support the delivery of the IPD/IDF Overnight Letter functionality.	Tab not available	Tab not available	Visible and editable	Visible and editable
Verify Non Revenue Account	The FedEx Non Revenue Account number supplied for delivery of the IPD/IDF Overnight Letter is entered a second time for account number verification.	Tab not available	Tab not available	Visible and editable	Visible and editable
IPD	This box is checked during configuration if you have contracted to ship using the IPD service.	Tab not available	Tab not available	Visible and editable	Visible and editable
IED	This box is checked during configuration if you have contracted to ship using the IED service.	Tab not available	Tab not available	Visible and editable	Visible and editable
IDF	This box is checked during configuration if you have contracted to ship using the IDF service.	Tab not available	Tab not available	Visible and editable	Visible and editable
APD	If you contract to use IDF Appointment Delivery (APD), you may select to have all packages (on the MAWB or shipment level) delivered by appointment or you may select to have individual packages (but not the whole shipment) delivered by appointment. The checkbox in this field indicates that you have contracted for Appointment Delivery. Implementation of this feature is done with the shipping transaction.	Tab not available	Tab not available	Visible and editable	Visible and editable
PCV	If you contract to use the IDF Piece Count Verification (PCV), you may code your IDF shipping transaction to do a piece count	Tab not available	Tab not available	Visible and editable	Visible and editable

Field	Description	User Level	User Level View	Field Level	Support Level
	<p>verification prior to tendering the package to the FedEx courier. This step protects against theft and shrinkage by reconciling the actual ship count (performed by the FedEx Courier) vs. the piece count that prints on the IDF label.</p> <p>The checkbox in this field indicates that you have contracted for IPD Piece Count Verification. Implementation of this feature is done with the shipping transaction.</p>				
VIEW	Allows you to view configured IOR facility	Tab not available	Tab not available	Visible and editable	Visible and editable
Add	Adds a new IOR facility	Tab not available	Tab not available	Visible and editable	Visible and editable
Modify	Modifies the configured IOR facility	Tab not available	Tab not available	Visible and editable	Visible and editable
Delete	Deletes the configured IOR facility	Tab not available	Tab not available	Visible and editable	Visible and editable
Import Clearance Facilities	Click to import Clearance facilities	Tab not available	Tab not available	Visible and editable	Visible and editable

1. On the IPD / IED / IDF Settings, click the **Add** button.
2. The Add IPD Importer of Record (IOR) screen appears
3. Enter the IOR information and click **Add**.

Note: Do not use the FedEx Clearance Facility as the IOR information.

Add IPD Importer of Record

IOR Code IPD-

Importer ID

Contact Name

Phone Number Default Commodity Purpose

Company Name None ▼

Address1

Address2

City

Country AD=ANDORRA ▼

State / Province

Postal Code Cleaned Postal

FedEx Clearance Facility

Dest_Cle	LocID	SPOC_Y	FEC_Adv	FEC_Adv	City	St_Pv	Zip_Post	
AE	AUHI	N	PO Bo...	CARG...	Dubai		015	8
AF	KBLI	N	KART...	DARU...	KABUL		314	9
AR	EZEI	N	TERM...	Ezeiza	BUEN...		301	5
AT	VIEI	N	TRIES...	GSP: J...	GUNT...		0067	4
AU	SYDI	N	Sydne...	2 Milita...	Matrav...		2215	6
BD	DACI	N	95 MO...	IBRAH...	DHAKA		878	8
BE	KNOI	N	AIRPO...	AIRPO...	MELS...		0003	3

Figure 84: Add Importer of Record Screen

3.14 Verifying Communications Using the CommSetup Utility

If you suspect that your shipping client cannot communicate with the FSMS application, or that FSMS cannot communicate with FedEx, then use the FedEx CommSetup Utility to test the communications path between FedEx and the FSMS application. To launch the CommSetup Utility:

1. Browse to the FedEx Ship Manager Software directory (default is **C:\FedEx**) and double **click** on the **Fedex_Bin** folder.
2. Double-**click** on the icon named *CommSetup.exe*.
3. When the CommSetup Utility opens, configure the connection settings to match your network access requirements, then click **Test Internet Connection to FedEx**.

You can also test the communications path by using the Demand Download Utility to refresh your local files. For details, refer to the [Using the Demand Download Utility](#). Otherwise, you can create a series of transactions to test the “round trip” communications with FedEx. Be sure that your test transactions do not

initiate any revenue or customs actions. For example, you can initiate a tracking operation (transaction code 042) by using a fictitious tracking number.

3.15 Installing a Printer

Your printers must be installed to work with the Windows operating system. If the computer where you have installed the FSMS application can communicate with a supported printer, then you can use that printer for the FSMS printing operations. You can define different default printers and settings for each report and label you print. Setting up printers for the FSMS application includes the following steps:

1. Install and configure the printer you select by following the manufacturer's instructions.
2. Refer to [Supported Thermal Printers](#), [Supported Dot Matrix Printers](#) or [Supported Laser Printers](#) for a list of the printers supported by the FSMS application.
3. Define the printer to be used by each label and report as described in [Labels Default Configuration](#) and [Reports Default Configuration](#).

3.15.1 Printing to a Windows-Based Print Share Network

If your label printer is connected to a Windows-based computer, you can print a label to the printer without adding the printer driver to your FSMS server. To do this, you must add a field to your FSMS transactions. Complete the following steps to use a Windows-based print share network:

1. Connect the label printer to the Windows-based computer.
2. Configure the printer by using the standard Windows steps for printer configuration.
3. Use the printer's **Properties > Security** tab to add the User account that you use to run FSMS.

The User account must be configured on the computer that hosts the printer and the password must be the same as it is on the FSMS server.

3.15.2 Labels Default Configuration

FedEx Ship Manager Server supports a variety of label options, including thermal, plain paper and customized labels. After you have configured a printer on your Windows system, use the **Label Settings** tab and the **Report Settings** tab to define a default printer for each type of label and report.

The following thermal label sizes are supported by the FSMS application:

- 4" x 6"
- 4" x 6.75"
- 4" x 8"
- 4" x 9"

Thermal labels are available with document tabs (doc-tabs) that can be configured with shipment detail. Refer to the [Configuring Laser and Thermal Label Defaults](#) for information on how to define the default printer for different labels.

You can also specify the printer ID and type in a shipping transaction, which overrides the default printer setting. Refer to the *FedEx Ship Manager® Server Developer Guide* for information on setting up shipping transactions.

3.15.3 Reports Default Configuration

You can individually configure each report and save it to any directory and, with the exception of the End-of-Day Report, to print on any printer. Refer to the [Configuring Report Settings](#) for information on how to define the default printer for different reports.

3.15.4 Report Viewer Utility

The Report Viewer Utility enables you to view, print and export Close reports and Shipment Reports. The Report Viewer organizes the reports by meter number.

Note: Use the FedEx SmartPost option on the Close reports area of the Report Viewer Utility to print FedEx SmartPost Detail and Manifest reports. Refer to the FedEx Ship Manager® Server Developer Guide for instructions on how to print FedEx SmartPost reports.

Open the Report Viewer Utility

1. Navigate to the **FedEx Ship Manager Server** folder on your desktop and double-click the **Report Viewer** icon.
2. The Report Viewer appears

4 Downloading FedEx Rate and Data Files

The FSMS application uses reference files that it gets directly from the FedEx server. If you have performed a meter registration, then you should have all of the files you need. The Demand Download Utility enables you to manually update your FSMS system with the most current information from FedEx. FedEx Ship Manager Server also checks for updated files automatically at the reconcile time.

4.1 Download Basics

The FSMS application communicates with FedEx to obtain the updated information required for the shipping operations by using the Demand Download Utility.

A download operation can retrieve some or all of the following types of information.

Table 35: Information in the Demand Download Screen

Components/Rates	Master Meter	Child Meter	SmartPost meter before Express Domestic rates download	SmartPost meter After Express Domestic rates download
Express Domestic Rates/discounts	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Express International Rates/discounts	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
ODA/OPA	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
Express Bonus/Earned Discount	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
EU Postal Surcharge	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Read Only
Express Domestic List rates	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Express International List rates	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Ground Earned/Discount rates	Visible and Editable	Visible and Editable	Visible and Read Only	Visible and Read Only
Ground List rates	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
SmartPost rates	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable

Components/Rates	Master Meter	Child Meter	SmartPost meter before Express Domestic rates download	SmartPost meter After Express Domestic rates download
SmartPost List rates	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable
SmartPost Earned Discount rates	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable
FedEx Tracking Number Available for FedEx (FedEx Express and FedEx Freight), FedEx Ground, and FedEx SmartPost shipping <i>Note: Only for US and MX (Mexico) Meters tracking number will be enabled. For all other meters it will be disabled.</i>	Visible and Editable	Visible and Read Only	Visible and Editable	Visible and Read Only
SmartPost Delivery Confirmation Numbers	Visible and Read Only	Visible and Read Only	Visible and Read Only	Visible and Editable
URSA Table	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
ESRG Data	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
Software	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
Shipping Tables	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
Maintenance	Visible and Editable	Visible and Read Only	Visible and Read Only	Visible and Read Only
Update Features	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

4.1.1 Required Files

The FSMS application requires several data files for routing, rating, and tracking number management. Software updates that must be transmitted as changes are made to these data files. These files are automatically updated and downloaded to your server if they have been staged by FedEx. You can also download these files on demand, for example, if you need a new tracking number range.

4.1.2 Download Frequency

Downloading updated information from FedEx happens automatically each day at the Reconcile Time, a setting on the System Settings tab. Registering a meter through Meter Registration utility also causes a download. Typically, a manual download is not required during normal operations.

4.1.3 Universal Routing and Sorting Aid File

The Universal Routing and Sorting Aid (URSA) for FedEx Express shipments is one of the files that you download from FedEx. A single URSA file is used by all meters. The FSMS application uses the URSA file to validate service offerings and to provide routing codes that direct a shipment through the delivery network. The URSA file is updated at least monthly by FedEx and is downloaded during the normal download operations when new routing information is available.

4.2 Ways to Download FedEx Files

The FSMS application can receive downloads through any of the following methods:

- ☒ During the nightly reconcile process
- ☒ As a transaction request
- ☒ During meter registration
- ☒ Manually through the Demand Download Utility

4.2.1.1 Automatic Downloads During Reconcile Process

When you configure the FSMS server, you specify the **Reconcile Time** on the **System Settings** tab. The Reconcile Time is when your server communicates with FedEx to download any new components, such as rates, URSA information, new tracking numbers and other required information.

The Reconcile Time defaults to 0300 but you can configure it for a time when there is no server activity.

Note: You cannot set the Reconcile Time to 0000.

4.2.2 Download Via Transaction Requests

You can use a FedEx transaction to initiate download operations. For example refer to below table:

Table 36: Transaction Download Example

Transaction	Name	Description
057/157	Demand Download Request/Reply	Provides the same functionality as the Demand Download Utility. The Download Flag field indicates which downloads you want to perform.

For more information about transactions, refer to the FedEx Ship Manager® Transaction Coding Reference Guide and the FedEx Ship Manager® Server Developer Guide.

4.2.3 Download During Meter Registration

FedEx Files will be downloaded as part of meter registration. To run this utility, perform the following steps:

1. On your desktop, in the FedEx Ship Manager folder double-click the **Meter Registration** icon to start the FedEx Meter Registration Utility.
2. In the **Meter Registration Utility** window, enter the details about your shipper location and then click **Next**.
3. When a new meter number is successfully created, the new number displays an activity window that tracks downloads received from FedEx as part of the meter registration progress.

4.2.4 Download Using Demand Download Utility

If you need to have the data files updated prior to system Reconcile (for example, if you need a new tracking number range), use the Demand Download Utility to initiate the request. With the help of the Demand Download utility, you can download the system data, meter data and perform reconciliation.

4.2.4.1 Downloading System Data

To download the system components by using the Demand Download Utility, perform the following steps.

1. Navigate to the **FedEx Ship Manager Server** folder on your desktop and double-click the **FSMS Demand Download** icon.
2. The **FedEx Demand Download** dialog box appears.
3. On the **Demand System Data** tab, in the **System Wide Data** section, select the checkbox next to each of the items you want to download and click **Download**. If an item is not available for the selected meter, it is disabled. The URSA Table, Software, Shipping Tables, and Maintenance items are loaded for the master meter only.



Figure 85: Demand System Data Tab in FedEx Demand Download Screen

- The screen that displays the download status of the System Component download is displayed. The country will be selected based on the region the shipment is being initiated.

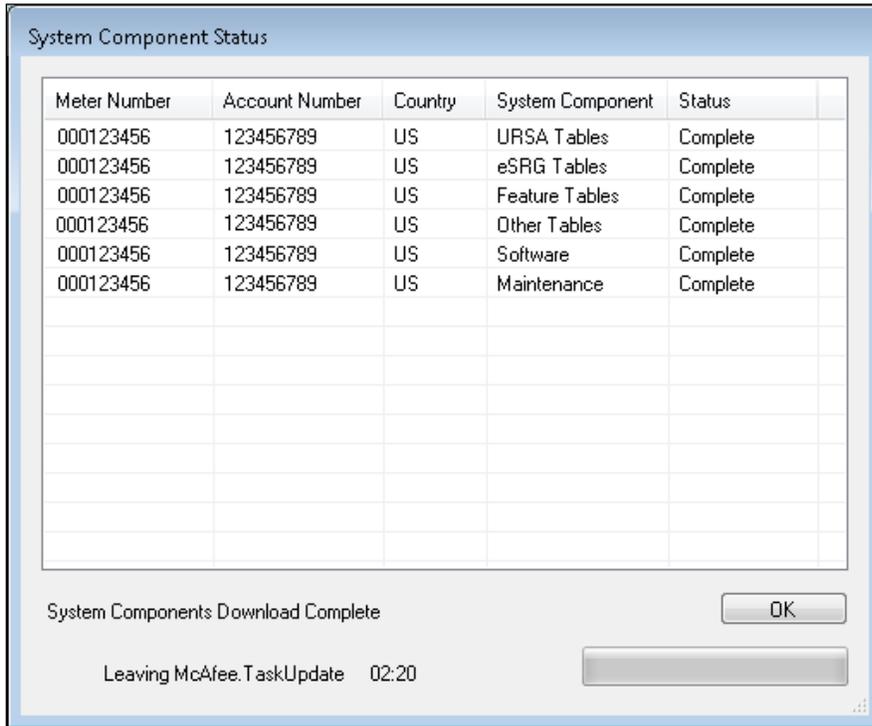


Figure 86: System Component Status Screen

4.2.4.2 Downloading Meter Data

To download the meter specific information by using the Demand Download Utility, perform the following steps.

- Navigate to the **FedEx Ship Manager Server** folder on your desktop and double-click the **FSMS Demand Download** icon.
- The **FedEx Demand Download** dialog box appears.
- Click the Demand Meter Data tab.
- Click the meter for which you want to perform a download and in the **Meter Specific Data** section, select the data you want to download and click **Download**. You can download FedEx Express rates and tracking numbers, if necessary, for each individual meter in your list (both master and child).

Note: Files available only for the master meter are system level components and are not meter-specific.

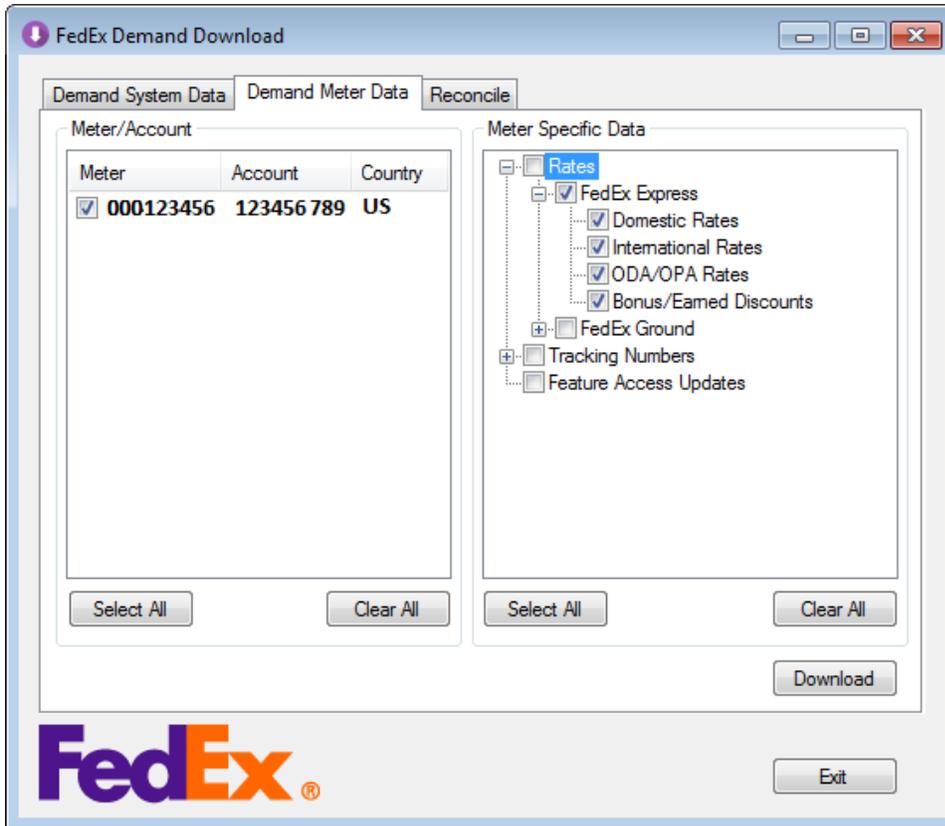


Figure 87: Demand Meter Data Tab in FedEx Demand Download Screen

5. The screen that displays the Meter Specific status of the download is displayed.
6. You can download the following rates for each individual meter in your list (both master and child). FedEx Ship Manager Server downloads the Bonus Discounts via DLL (Downline Load) at reconcile time.
 - Express Domestic Rates/Discounts
 - Express International Rates/Discounts
 - ODA/OPA
 - Express Earned Discounts
 - EU Postal Surcharge
 - Express Domestic List Rates
 - Express International List Rates
 - Ground Earned/Discount Rates
 - Ground List Rates
 - SmartPost Rates
 - SmartPost List Rates
 - SmartPost Earned Discount Rates

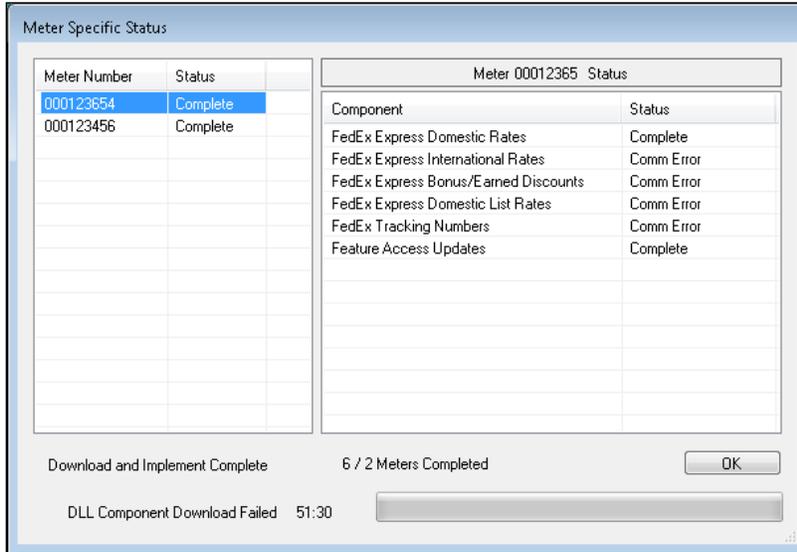


Figure 88: Meter Specific Status Screen

Download SmartPost Meter Rate and Tracking Number

- Once the domestic rates or the international rates are downloaded, the SmartPost checkbox appears in the Rate and in the Tracking Numbers section. To download the SmartPost rates and the tracking numbers, select the SmartPost checkboxes and click **Download**.

4.2.4.3 Reconciling Manually

To manually reconcile by using the Demand Download Utility, perform the following steps.

- Navigate to the **FedEx Ship Manager Server** folder on your desktop and double-click the **FSMS Demand Download** icon.
- The **FedEx Demand Download** dialog box appears.
- Click the **Reconcile** tab. Select the meter for which you want to reconcile and click **Reconcile**.

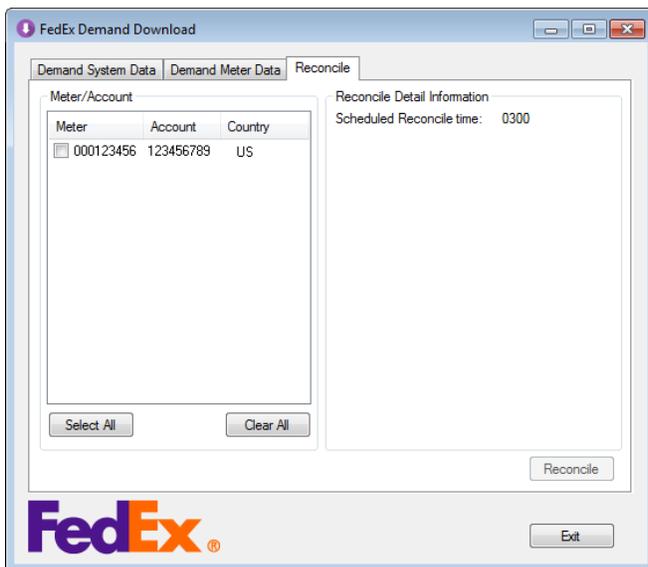


Figure 89: Reconcile Tab in FedEx Demand Download Screen

5 Backing Up and Restoring Local FedEx Data

Maintaining the current backup files of your database is essential. Using the FSMS configuration settings, you can define the time and location to backup your files.

Guidelines to Backup and Restore Files Using FSMS Application:

- ☒ Ensure that your backup file locations are on a different computer, which is other than the one that is hosting the FSMS application. For increased reliability, also copy the backup files to a remote location. Monitor and plan the temp file size based on your purging schedule. This is to ensure that the storage needed for temp files is large enough to accommodate the history being tracked.
- ☒ You can backup from any version from 12x and above families and restore only in the same version in which the data was backed up earlier. For example, if the data is backed up using the 1205 version, you can only restore it in 1205 and not by using any other version. The utility detects the version of the current FSMS being used. In the scenario where you attempt to run the utility on a system that does not have a supported version of FSMS installed, the following message will be returned. "The supported FSMS version could not be found." As a result, the utility stops its functionality and a message will be displayed. You can exit the utility by clicking **OK**.
- ☒ Restore only on a clean database which does not contain other data. If you are generating custom labels or saving label buffer files or 2D barcode files to a folder such as FedEx Temp, include cleaning up that folder in your maintenance schedule to avoid performance issues.

5.1 Backup and Restore Functionality

5.1.1 Backup Functionality

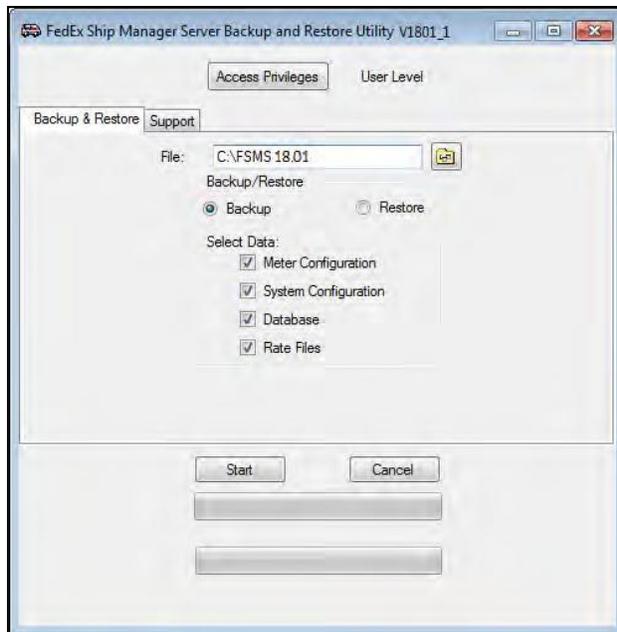


Figure 91: Backup Functionality Screen

Table 37: Backup & Restore Tab Fields

Field	Description	User Level	Field Level	Support Level
File	Select the destination folder to backup or restore the data.	Visible and Editable	Visible and Editable	Visible and Editable
Backup	Select this option if you want to perform the backup activity.	Visible and Editable	Visible and Editable	Visible and Editable
Restore	Select this option if you want to perform the restore activity.	Visible and Editable	Visible and Editable	Visible and Editable
Select Data	<p>You can then select the data components you wish to back up or restore. If the directory is modified it will reset all check boxes to checked under the Select Data section.</p> <ul style="list-style-type: none"> • Meter Configuration • System Configuration • Rate Files • Database <p>The Meter Configuration checkbox can be used only to restore Meter Configuration Information.</p> <p>The System Configuration checkbox cannot be used unless the Meter Configuration checkbox information is selected.</p> <p>If the System Configuration checkbox is selected, the Meter Configuration checkbox will be auto-selected.</p> <p>If the Meter Configuration and the System Configuration are checked and you de-select the Meter Configuration checkbox then the System Configuration checkbox will be de-selected automatically.</p>	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	Field Level	Support Level
Start	You can click this button to start the backup/restore process.	Visible and Editable	Visible and Editable	Visible and Editable

To backup data by using the FedEx Ship Manager Server Backup and Restore Utility:

1. Double-click the FedEx Ship Manager Server Backup and Restore Utility icon.
2. On the FedEx Ship Manager Server Backup and Restore Utility window, in the Backup & Restore screen, click the **Backup** radio button.
3. The **File** and **Select Data** selection will become active.
4. In the **File** field, browse and navigate to the folder where the data needs to be stored. The default file entry will be set to %APPDATA%\FedEx\Backup.
5. All the checkboxes under **Select Data** will be defaulted to checked. If required, select the specific data for which you want the backup.
6. Click the **Start** and button the utility will back up the selected data to the designated file.

5.1.2 Restore Functionality

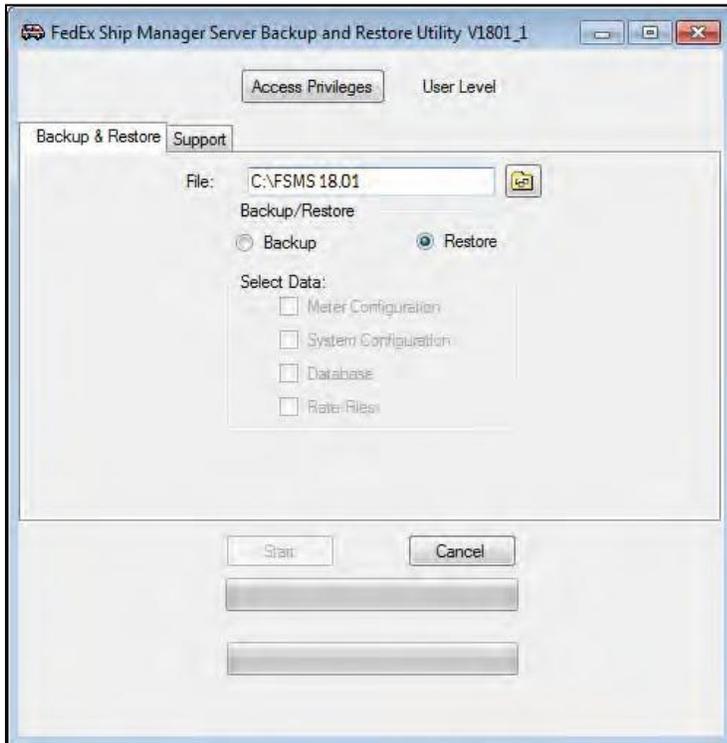


Figure 92: Restore Functionality Screen

The restore functionality of this utility will only support the version that is backed up.

1. Double-click the FedEx Ship Manager Server Backup and Restore Utility icon.

2. On the **FedEx Ship Manager Server Backup and Restore Utility** window, in the Backup & Restore screen, click the **Restore** radio button.
3. The **File** and **Select Data** selection will become active.
4. In the **File** field, browse and navigate to the folder where the data needs to be restored.
5. Under **Select Data**, when a file is selected via the File Picker, the utility will check the file and make active those checkboxes that have data backed up and deselected and deactivate those checkboxes that do not have data. It will be defaulted to checked.
6. Click the **Start** and button the utility will stop all appropriate services and restore the selected data information to the applicable directories and then it will restart the services.
 - If you attempt to restore backed up information on a different version, the utility compares the backed up version to the version installed and the following window text will be returned. "The version you are restoring does not match the backed up version", and the restoration will be aborted and **OK** information window will be displayed.
 - If you attempt to restore the backed up information and you are unable to do so, then the following window text will be returned. "The selected data cannot be restored!", and the restoration will be aborted and any information restored until that instance will be reversed and **OK** information window will be displayed
7. Once files are restored the **Files Restored** window will be displayed. On clicking **OK**, the following information window will be displayed. "It is recommended that a demand download be executed for all support files to ensure most up to date data is available for shipping. If **OK** button is clicked the window will close and will be returned to the Utility window.

5.1.3 Support Functionality

The utility has the ability to gather critical files needed, for troubleshooting purposes, and compress them to facilitate file transfer. This is supported by an additional tab called **Support**. This tab will be visible to all access levels.

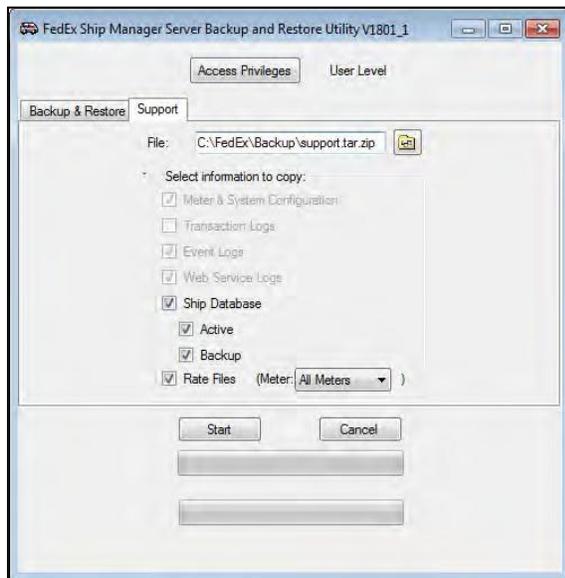


Figure 93: Support Functionality Screen

Table 38: Support Tab Fields

Field	Description	User Level	User Level-View	Field Level	Support Level
File	Select the destination folder to store the support information.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable
Select Information to Copy - Always selected and cannot be de-selected:	<ul style="list-style-type: none"> • Meter & System Configuration: FedEx_Comm, FedEx_Tc, & FedEx_Cfg Folders • Transaction Logs: trans.in & trans.out • Event Logs: FedEx Event Logs, Application Event Logs, & System Event Logs • Web Services Logs: %APPDATA%\FedExWebSvcs Log folder. 	Visible and Read Only			
Select Information to Copy - Always selected and can be de-selected at the User Level	<ul style="list-style-type: none"> • Ship Database (ship.db, ship.log, and FedEx_Scripts folder): By default Ship Database is selected with the sub checkboxes Active and Backup enabled and selected. Active and Backup checkboxes can be checked and unchecked independently of each other. If neither the Active nor the Backup checkboxes are selected then the Ship Database will be de- selected and no database information will be captured upon clicking the Start button <ul style="list-style-type: none"> ○ Active = Live shipping data ○ Backup = Backup shipping data based on settings found in System Settings Tab in FSMS Configuration. 	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

Field	Description	User Level	User Level-View	Field Level	Support Level
	<ul style="list-style-type: none"> Rate Files: Configured rate data files location (example: install drive\FedEx\dotnetrating) 				
Start	You can click this button to start the support process.	Visible and Editable	Visible and Editable	Visible and Editable	Visible and Editable

To gather the data using the Support Functionality:

1. Double-click the **FedEx Ship Manager Server Backup and Restore Utility** icon.
2. On the **FedEx Ship Manager Server Backup and Restore Utility** window, click the **Support** tab.
3. In the **File** field, the file default entry is set to **%APPDATA%\FedEx\Backup**. You will have the ability to enter or select a different file.
4. If the support data file is present in the defined location and the **Start** button is clicked, the utility will overwrite the current information.
5. The Support functionality will gather the data when selected.



Figure 94: Support Information Message

6. When the selected files are copied and compressed an information window will display the following information: The following file(s) have been successfully copied and compressed from FSMSXXXX version as listed: **<List all selected files>**

Note: 'XXXX' represents the software version detected by the utility.

5.2 Configuring Database Settings

Use the FedEx Ship Manager® Server Configuration Utility **System Settings** tab to define backup and file retention settings.

1. Under **Database**, in the **Backup Time** field, specify the time each day for the FedEx Ship Manager® Server to back up shipping data to the specified directory. Specify the time in the 24-hour (hhmm) format (for example, 0100 equals 1 a.m.).
2. In the **1st Backup Directory** field, type a directory path or click the **Folder** icon () to browse and select a directory.
3. In the **2nd Backup Directory** field, type a directory path or click the **Folder** icon () to browse and select a directory.

*Note: If **No Shiptime Rates** are selected on the Meter Settings tab, then no rates will be stored in the database.*

5.3 Configuring Ship History Settings

Use the FedEx Ship Manager® Server Configuration Utility **System Settings** tab to define file retention settings.

1. In the **Retention Interval** field, specify the length of time your FedEx Express® shipping history information is stored by FedEx Ship Manager® Server.
2. In the **Purge Time** field, specify the time at which the Ship History files are purged after the retention interval has elapsed. Specify the time in the 24-hour (hhmm) format; for example, 1600 equals 4 p.m.
3. In the **Export Time** field, specify the time at which Ship History files are exported after the retention interval has elapsed. Specify the time in the 24-hour (hhmm) format; for example, 1700 equals 5 p.m.
4. In the **Domestic Express** field, type a directory path or click the **Folder** icon () to browse and select a directory.
5. In the **International Express** field, type a directory path or click the **Folder** icon () to browse and select a directory.
6. In the **International MPS Express** field, type a directory path or click the **Folder** icon () to browse and select a directory.
7. In the **Ground** field, type a directory path or click the **Folder** icon () to browse and select a directory.
8. In the **LTL Freight** field, type a directory path or click the **Folder** icon () to browse and select a directory.
9. In the **SmartPost** field, type a directory path or click the **Folder** icon () to browse and select a directory.

6 Exporting and Importing Meter Information

The FSMS Meter Migrator utility provides the ability to export and import the meter and account information and configuration. This utility helps set up a new system faster than a manual configuration. It allows you register and configure account and meter information automatically.

The FSMS Meter Migrator utility can be used in FSMS 1650 and higher versions. It contains the Import and Export functionalities. The Import functionality allows you to automatically download rates, tracking numbers, and shipping tables. The Export functionality copies and exports the Account and Meter configuration information and then imports into a new system.

Using the Export and Import functionalities, you can also export additional meter configuration information, which can be imported via the 070 Meter Query/Configuration Update transaction. The automatic download and inclusion of additional meter configuration can be disabled prior to the Export or Import process.



Figure 95: FSMS Meter Migrator Utility Screen

6.1 Export Functionality

To export meter account information and other configuration details by using the Meter Migration Utility, perform the following steps:

1. Double-click the **FedEx Meter Migrator** utility icon to display the **FSMS Meter Migrator** window.
2. Click **Export**. Navigate to the file to which all the meter information need to be exported and then click **Save**. You can also export additional meter configuration by selecting the **Export Additional Meter Configuration** checkbox.

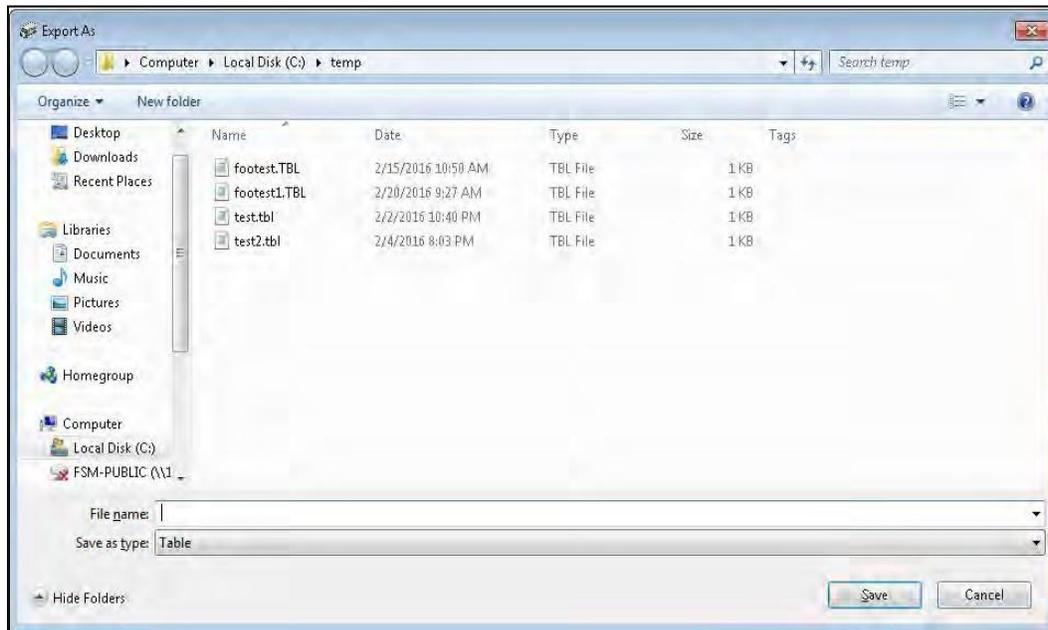


Figure 96: Exporting Meter Information in File

3. During the Export process, the utility returns the **Confirmation Save As** message, which states if the selected file already exists. Click **Yes** if you want to replace the file and the **Export** process will begin.

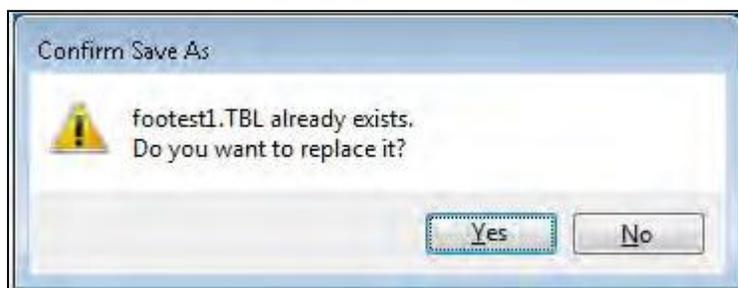


Figure 97: Confirmation Save As Message

4. Once the export is completed, the Export Complete status is displayed on the FSMS Meter Migrator screen.



Figure 98 Export Complete Status

6.2 Import Functionality

To import meter account information and other configuration details by using the Meter Migration Utility, perform the following steps:

1. Double-click the **FedEx Meter Migrator** utility icon to display the **FSMS Meter Migrator** window.
2. Click **Import**. Navigate and select the file that need to be imported, and then click **Open**. If the file selected is in an unacceptable format, then a warning message is displayed. You can also import additional meter configuration by selecting **Import Additional Meter Configuration** checkbox.



Figure 99: Importing Meter Information in a File

3. Once the import process is completed, the **Import Complete** status is displayed on the FSMS Meter Utility screen.



Figure 100: Import Complete Status

4. After importing the configuration, if required, select the **Automatic Demand Download** checkbox and click **Import** to download the following components.
 - Express - Discount, International, Other Delivery Area/ Other Pickup Area (ODA/OPA), Bonus/Earned, Domestic List, International List and EU Postal
 - Ground - Discount & List
 - SmartPost - Discount & Earned Discount
 - Tracking Numbers - FedEx & SmartPost
 - Shipping Tables - Universal Routing and Sorting Aid (URSA), Electronic Service Reference Guide (eSRG), Other Delivery Area/ Other Pickup Area (ODA/OPA) feature tables and other features such as:
 - FedEx Tracking Numbers
 - Express Domestic Rates
 - Express International Rates
 - Express List Rates
 - Express International List Rates
 - Intra Canada List Rates
 - Express DAT Files Table
 - Ground Discounted Rates
 - Ground List Rates
 - Earned Discounts
 - SmartPost Rates



Figure 101: Components Downloaded Using Meter Migrator Utility

7 Troubleshooting

In case you encounter an issue with the FSMS application, then it is essential to know whom to approach and fix the issue. This is very critical to execute effective shipping operation by using the FSMS application.

7.1 Troubleshooting Via HelpMe FedEx

To help resolve problems, FedEx Help Desk representatives can initiate remote access to your FSMS system by using the GoToAssist tool. When you establish a GoToAssist session, the FedEx Help Desk representatives can perform the following services:

- ☒ Communicate with you via a chat window.
- ☒ View your desktop and optionally enable you to view the Help Desk representative's desktop.
- ☒ Use the draw, highlight, and laser pointer tools on the shared desktop.
- ☒ Share control of the mouse and keyboard.
- ☒ Use a whiteboard feature for real-time collaboration.
- ☒ Push Web pages.
- ☒ Send and receive files.
- ☒ Reboot and reconnect to your computer.
- ☒ Transfer a session to an escalation desk.
- ☒ Use diagnostic tools to retrieve key information on the status of your computer.

7.1.1 Initiate GoToAssist Session

In the FedEx Ship Manager folder on your desktop, double-click the **HelpMe FedEx** icon to initiate the GoToAssist Session.

7.2 Setting Troubleshooting Permissions

The FSMS application relies on Windows for basic services. You must create a Windows User Account that has administrative permissions, including the permission to log on as a service, to successfully run the FSMS application.

The following procedure describes how to verify the status of the FSMS services.

Note: The steps in this troubleshooting procedure focus on the FedEx Admin service because that service must be started before the other FedEx services can run. If you find and fix a problem with how the FedEx Admin service is configured, then you must make sure that all the FedEx services are configured the same way.

1. To verify the status of FedEx Ship Manager Server services, click **Start > Settings > ControlPanel**.
2. The Windows Control Panel appears.
3. Double-click **Administrative Tools** to display the administrative tools, and then double-click **Services**.

4. The Services interface appears. On some computers, you need to switch to **Classic View** in the Control Panel to show the **Administrative Tools** program.
5. The right pane of the Services interface shows the server process on the computer.
6. Scroll down the list to display the FedEx services.
7. Check the **Status** column for each FedEx service to make sure it shows as **Started**.
8. If the **Status** does not show as **Started**, right-click the FedEx Admin service to display the pop-up menu, and then click **Start**.

However, the FedEx services are set to start when your system is started so it is likely that attempting to manually start a service will fail. In this case, continue to the next step.

9. Right-click the FedEx Admin service to display the pop-up menu and then click **Properties**.
10. The **Properties** dialog box appears.
11. On the **General** tab, make sure that **Startup Type** is set to **Automatic**.
12. On the **Log On** tab, make sure that the specified account is the same one that you used to log into the system.
13. If you logged into the system by using a different user name and password, then log out and then log in again using the account that is specified to start the FedEx services.
14. If you logged into the system by using the correct account, then check the following settings:
 - a) In the **Log On** tab of the properties dialog box, make sure that you have the correct password configured by retyping it in the **Password** and the **Confirm Password** fields.
 - b) Make sure that account has administrator privileges.
 - c) You can check this in **Control Panel > User Accounts**.
15. When you have verified all of your settings, restart the computer, login by using the FedEx administrator account that you configured for the FedEx services, and then click **Control Panel > Administrative Tools > Services** to verify that the FedEx services are running.

7.3 Troubleshooting Printer Problems

If you are having trouble printing labels or reports from the FSMS application:

1. Verify that Windows can communicate with your printers, such as creating a short document in Windows Notepad, then printing it from Notepad. If your printer is properly configured, then you will be able to select the printer in the Print dialog box.
2. If you cannot see the printer, then reinstall the printer according to the printer manufacturer's documentation.
3. Do not create a "Print to File" printer and set it for any EOD reports. When anything is printed to this type of printer, a dialogue box pops up asking for the file name. This dialogue box does not appear when the FSMS application tries to print to this type of printer. Therefore, the CLOSE process never finishes, even after a restart of services.