

# FedEx® What's New in FedEx Ship Manager® 3950

## Experience the difference

FedEx Ship Manager® offers a wide range of new features to help your everyday operations run more smoothly and achieve smarter shipping processes. This version of the software is bundled with the following enhancements:

- Improved Freight direct return process and added Freight direct delivery special services.
- Enhancements in system settings screen to improve clarity and better accessibility.
- Updated rate quote to include taxes for Intra Canada shipments.
- Removed Collect On Delivery (COD) service options to enhance digital payment methods.
- New Surcharge Descriptions Introduced for Saturday Pickup Service.

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

## FedEx Ship Manager® enhancements

The following **new special services** are included to enable additional shipment capabilities for **LTL Freight** shipments: **Freight Direct Basic, Freight Direct Basic by Appt., Freight Direct Standard, and Freight Direct Premium Economy.**



This version of software **extends** the **shipment process** to **Cyprus (CY), Slovak Republic (SK) and Vietnam (VN)** countries.

To **ease the post-delivery returns** for Freight Direct customers a new checkbox, **“Freight Direct Return”** is added to the **LTL Freight Origin/Destination** screen.

When the **Freight Direct Return checkbox** is **selected**, the **Options/Instructions tab** gets **hidden**, and the **Freight direct pickup options** are displayed in the **Pickup section of Shipment Details** tab. Also, a pop-up window opens which **lists all the outbound shipments delivered** for easy shipment returns.



In this version of software, all the outbound and return **shipments from Mexico** country **does not support Freight direct delivery service** options and **Freight direct return** service.



**Enhanced System Settings** screen by **relocating rating and revenue settings** from FedEx Customer Admin tab to the **new Rating/ Revenue tab**.



In this version of FedEx Ship Manager®, **FedEx SmartPost** verbiage is **replaced** with **FedEx Ground Economy** and **SmartPost logo is removed** from the **View/Edit Return Instructions** pop up window.



**Rate quote** for **Intra Canada** shipments now **includes applicable taxes**. The disclaimer text “Rates do not include applicable taxes” is removed from Transit times, Courtesy rate quote screens, etc.,

FedEx Ship Manager® software **no longer supports Collect On Delivery (COD) service** and so all the references and data fields related to COD are removed from the application.





Now you can create **international outbound** and **return shipment** for **EU Countries – Estonia, Lithuania, Latvia, Ireland.**



Now **Saturday pickup special service** has new surcharge description as **“Saturday Expedited Processing Fee”** and **“Saturday Pickup Surcharge”**.

- **Saturday Expedited Processing Fee** is seen for **Shipments** (return or outbound) **picked up** from **US** (not including **Puerto Rico** or any other **US territory**) or **CA** on **Saturday** with **Saturday pick up** as **special service** with **Express** or **Ground services**.
- **Saturday Pickup Surcharge Fee** is seen for **Shipments** (return or outbound) **picked up** from addresses in **Puerto Rico** or any other **US territory** on **Saturday** with **Saturday pick up** as **special service** with **Express services**.



Now **IDD customers must set up the drop-off locations for FedEx services.** If no drop-off locations are set up, the following documents will be **unchecked and disabled: Cover Sheet, Skid Placards, FedEx Pickup Record, and XML Linehaul.**



Enhancement to the **System/Account Number screen** with the updates – **‘Country field’** has been **repositioned**, **‘Zip Code’** field is **removed** in account information, **‘Product Key’** is now **bolded**, a **‘Security Code’** field has been **added**, and a **help text** has been **included** for the **Product Key**.



In this version, to enhance your shipping experience, FSM will now display a **helpful pop-up window** on processing a **return shipment inbound to Mexico (MX) from U.S. or Canada (CA)**, providing timely **guidance** to ensure **smooth** and **accurate processing** of your **returns**.

# FedEx® Integration Assistant Enhancements

In this version of FedEx Ship Manager® Integration Assistant software the **Collect on Delivery (COD) special service** subgroup and its related services are **removed from the LTL Freight and Parcel profile**.



## Learn More

To access and download the latest support documentation:

For US, visit <https://www.fedex.com/en-us/shipping/ship-manager/software.html> and click “Resources and Support.”

For Canada, visit <https://www.fedex.com/en-ca/shipping-services.html>

Help is also available through the FedEx Ship Manager Technical Support Center at 1.877.FDX Assist 1.877.339.2774. When prompted, say “FedEx Ship Manager Software”.