



FedEx Ship Manager®

New Features Guide 3900

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Welcome

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

FedEx Ship Manager® 3900 offers enhancements in HCI special service options and modifications in system settings.

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

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



Before you begin

Installing FedEx Ship Manager® 3900

You must be running FedEx Ship Manager® 32XX or higher to upgrade to 3900.

Before starting the installation of FedEx Ship Manager®:

- Turn off any virus protection or firewall programs on your PC, these programs may interfere with the installation.
- Close all other open files and programs.

System and hardware recommendations and requirements

Recommendations:

- Intel® i5
- 8 GB RAM and 10 GB disk space
- 32-bit or 64-bit Desktop versions: Windows® 10, Windows® 10 Pro o Windows®, 10 Enterprise, Windows® 11, Windows® Server 2016
- Available port if you are using thermal printer
- Laser and/or inkjet printer for reports and labels

Requirements to Install and Use FSM

- Microsoft .NET Framework 4.8 or later
- Internet access
- TLS 1.3 communication
- One of these supported browsers
- Edge
- Google Chrome 41 or higher
- Mozilla Firefox 38 or higher
- Screen resolution of 1024 x 768 pixels or higher
- Adobe® Reader 8.1 or higher

Technical Support

In the US and Canada, call 1.877.339.2774

Help links

Select Help Topics from the Help Drop-down or click underlined (hyperlinked) field names

FedEx Bulletin Board

Select Service Bulletin Board from utilities drop-down to view messages from FedEx.

FedEx website

For the latest information about the FedEx Ship Manager software, go to <https://www.fedex.com/en-us/shipping/ship-manager/software.html> and click on any link to explore the latest FSM features and news from FedEx.

FedEx Ship Manager® 3900 highlights

Overview

New and improved FedEx Ship Manager® 3900 is here to assist you with your shipping requirements. The latest enhancements are designed to help provide a faster and more convenient shipping experience.

Extending Shipping services to Portugal (PT)

This version of software allows to process shipments to Portugal (PT) and the currency type for Portugal is 'Euro (EUR)'.

Third Party Billing

Third Party Billing is now supported for domestic return shipments in Chile (CL) country.

Express Domestic Return shipments

Express Domestic Return shipments are extended to additional two countries/territories: Chile (CL) and South Africa (ZA) countries/ territories.

Enhancements in Track shipments

Enhanced Track Shipments screen by modifying the delivery location format as City, Country code format under Detailed results.

Healthcare Identifiers (HCI) Preferences

For HCI enabled accounts, in View/Edit Domestic Shipping Profile screen and View/Edit International Shipping Profile screen, for outbound and return shipments, a new field name “Healthcare Identifier Options Displayed” is added under Field Preferences section and all the HCI special service options are moved from FedEx Express Special services Field value to Healthcare Identifier Options Displayed Field Value.

To set the default HCI special services options in the ship screen, go to Shipping profile| Healthcare Identifier Options Displayed| Select Constant behavior| Choose the special services from the Field value list.

View/Edit Domestic Shipping Profile

Shipping Profile Code: DEFAULT Description: Default Domestic Shipping Profile

5 - Ground Preferences | 6 - Ground Economy Preferences | 1 - Field Preferences | 2 - FedEx Express Preferences | 3 - Group Shipping Preferences | 4 - FedEx ShipAlert/Notification Preferences

Preference Type: Outbound - Shipment

Behaviors

☐ None
☒ Constant

Field value

30 to 40C
-30 to -50C
-40C to -60C
-60 to -80C
API-Active Pharma Ingredient
Category B Specimen - UN3373
Cell and Gene Therapy Product
Clinical Trial
Clinical Trials IMP
Clinical Trials Kit
Critical Healthcare Other

Return Preferences

COD Remittance Code: Select an item...
DIA Remittance Code: Select an item...
Return To Code: Select an item...
☐ Always use Return To Code

OK Cancel

Healthcare Identifiers (HCI) Special Service Options

As an enhancement for HCI enabled accounts, Special Services section is split into two groups, “Healthcare Identifier Options” group which contains only the HCI special service options, and “General Special Services” group which contains all the other special services. This change is made in the following screens:

Shipment details: Under Shortcuts section of Shipment details screen.

Ship|Options: In Shipment details Options screen, under FedEx Express Special Services.

MPS Special Service: In Special Services information window, under FedEx Express Special Services.

Special Service	View/Edit	Apply to all?
General Special Services		
<input type="checkbox"/> Alcoholic Beverage	View/Edit	<input type="checkbox"/>
<input type="checkbox"/> Dangerous Goods	View/Edit	<input type="checkbox"/>
<input type="checkbox"/> Dry Ice	View/Edit	<input type="checkbox"/>
<input type="checkbox"/> Hold at Location	View/Edit	<input type="checkbox"/>
<input type="checkbox"/> Lithium Batteries/Cells	View/Edit	<input type="checkbox"/>
<input type="checkbox"/> Non Standard Packaging		<input type="checkbox"/>
<input type="checkbox"/> Pharmacy Delivery		<input type="checkbox"/>
<input type="checkbox"/> Return		<input type="checkbox"/>
Healthcare Identifier Options		
<input type="checkbox"/> Clinical Trial		<input type="checkbox"/>
<input type="checkbox"/> Clinical Trials Kit		<input type="checkbox"/>
<input type="checkbox"/> Clinical Trials IMP		<input type="checkbox"/>
<input type="checkbox"/> Lab Specimen		<input type="checkbox"/>
<input type="checkbox"/> Exempt Specimen		<input type="checkbox"/>
<input type="checkbox"/> Category B Specimen - UN3373		<input type="checkbox"/>
<input type="checkbox"/> Temperature Controlled		<input type="checkbox"/>
<input type="checkbox"/> Uncontrolled / Ambient		<input type="checkbox"/>
<input type="checkbox"/> 30 to 40C		<input type="checkbox"/>

OK Cancel

Return Shipment Details: Under Shortcuts section of Return shipment details screen.

Return options: In Return options screen, under FedEx Express Special Services.

Shipper's Declaration Report Update

In the Shipper's Declaration report, the word "Optional" is added below Airport of Departure and Airport of Destination, and the word "Subsidiary risk" is modified as "Subsidiary hazard" to match the request from Dangerous Goods Safety.

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Title and Place of Signatory

To maintain regulatory compliance, "Title of Signatory" and "Place of Signatory" are removed from below screens:

View/Edit Dangerous Goods Screen: "Title of Signatory" and "Place of Signatory" text fields are removed from View/Edit Dangerous Goods Screen.

1421c Shippers Declaration Report: "Title of Signatory" and "Place of Signatory" fields are removed from 1421c Shippers Declaration Report.

Field preferences: "Title of Signatory" and "Place of Signatory" fields are removed from the field preferences of View/Edit International shipping profile, View/Edit Domestic shipping profile, and International Direct Distribution shipping profile maintenance screens.

For all the international shipments entering US, a new surcharge “US Inbound Processing Fee” is added to the Courtesy Rate Quote window.

Mandatory commodity fields

For IPD/IED/IDF shipments, commodity and commodity description are made as mandatory field, and the system performs the commodity validation.

Title bar enhancements

FSM title bar is updated to show the revision number along with the version number.

FedEx Standard Overnight® service updates

FedEx Standard Overnight® service type now supports Saturday delivery special service for all outbound and return shipments processed on Friday across all package types.

File
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[Close](#)

Shipment details
Options
Ship Next

Recipient information

☐ Ship to group
☐ Include a Return Label
☐ Hold

Recipient ID: AUTOUS
Country: US - United States
Contact name: CAFE Automation
Company name:
Address 1:
Address 2:
Address 3:
Postal code: 92103
State/Province: CA
City:
Telephone: (901) 263-9433
Location #: 555

☐ This is a residential address
☐ Save in update my address book
☐ Auto Track

Sender information

Change sender: SENDER
Current sender:

Change return address: Current sender
View/Edit

Package and shipment details

Number of packages: 1
Identical packages:
World:
Service type: 2 - FedEx Standard Overnight®
Package type: 1 - Your Packaging
Package dimensions: Select an item...
Ship date: 04/11/2005
Declared value: \$
USD
Saturday Delivery:

Shortcuts

Special Services
General Special Services
Dangerous Goods
Dry Ice
Hold at Location
Lithium Batteries/Cells
Non Standard Packaging
Pharmacy Delivery
Hazardous Materials Options
Clinical Trial
Clinical Trials Kit
Clinical Trials (IMP)
Lab Specimen
View/Edit Special Service Data
Select Signature Options

Billing details

Bill transportation to: Select an item...
Acct.#:
Department notes:
Customer reference:
Add handling
P.O. number:

Additional references

Invoice number:
Shipment ID:
Package contents 1:
Package contents 2: