FedEx Ship Manager®

New Features Guide 3950

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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® 3950 offers improved Freight direct return process, added Freight direct delivery special service, enhancements in system settings screen, updated rate quote to include taxes for Intra Canada shipments, and removed Collect On Delivery (COD) service options to enhance digital payment methods.

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® 3950

You must be running FedEx Ship Manager® 32XX or higher to upgrade to 3950.

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

- 64-bit Desktop versions: Windows® 10, Windows® 10 Pro 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.
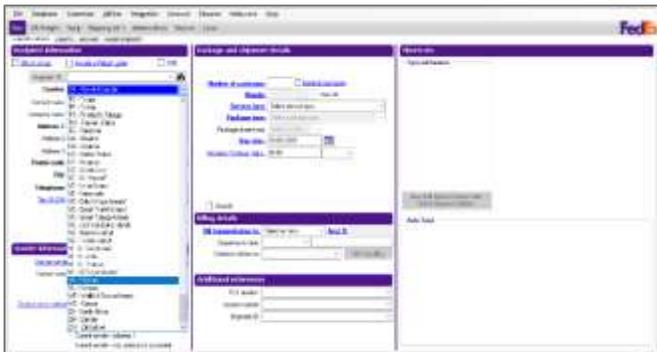
FedEx Ship Manager® 3950 highlights

Overview

New and improved FedEx Ship Manager® 3950 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 other countries

This version of software allows processing shipments to Cyprus (CY), Slovak Republic (SK) and Vietnam (VN) countries. The currency type for Slovakia, Cyprus is Euro (EUR) and Vietnam is Vietnamese Dong (VND).

System settings enhancements

Enhanced System Settings screen by introducing a new Rating/Revenue tab and relocating relevant content from FedEx Customer Admin tab to improve better accessibility and clarity.

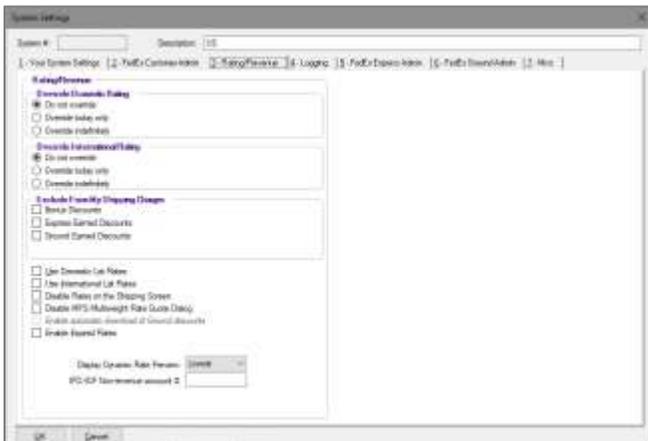## Update return shipment labels of Romania shipments

Enhanced return shipment labels to include the postal service legislative agreement and Express service statement in Romania language for the following services:

- RO International Outbound (Origin RO) shipments
- RO International Outbound returns/email returns (Origin RO)
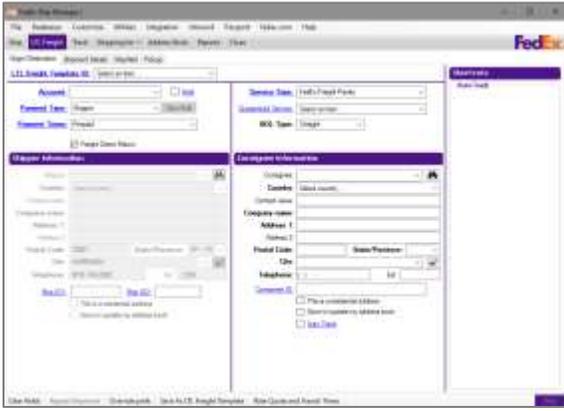- RO Domestic shipments
- RO Domestic returns/email returns

Update T&C for return shipments of European origin countries

Terms and conditions are updated with the legally approved version in the return shipment labels for European origin countries.

Freight direct returns

Improved post-delivery returns by adding a new checkbox "Freight Direct Return" in the LTL Freight | Origin/Destination tab under Payment terms.
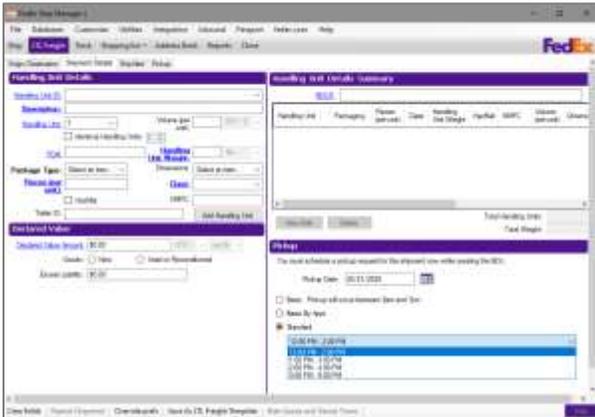
New Freight direct pickup options

On selecting Freight Direct Return checkbox, the Options/Instructions tab gets hidden, and the Freight direct return pickup options gets updated in the Pickup section of the Shipment Details tab.
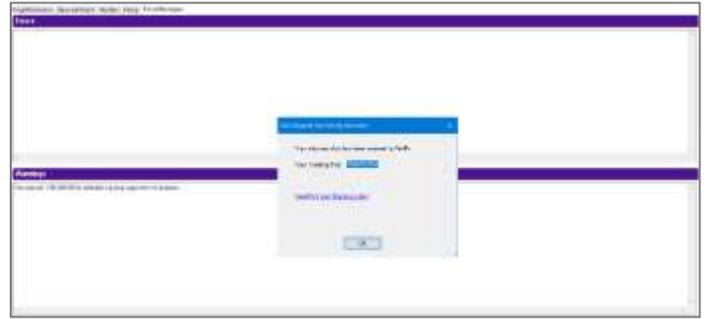
The pickup options include:

- **Basic** - Pickup occurs between 8 a.m. to 7p.m. on the specified pickup date at the front door, back door, or from the garage with no signature.
- **Basic by Appt.** - Pickup occurs within the selected time slot chosen from the drop-down menu on the specified pickup date at the front door, back door, or from the garage with signature.
- **Standard** - Pickup occurs within the selected time slot chosen from the drop-down menu on the specified pickup date from the first ground-level room.

By default, Basic pickup option is selected.
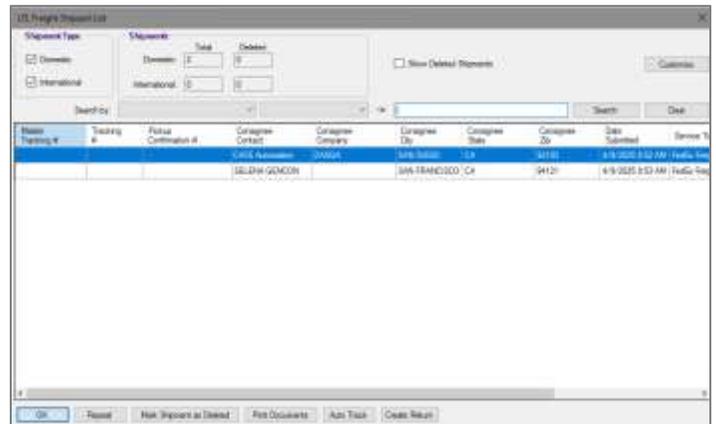

Warning message alert

If you select the pickup date as any previous dates, and when shipment is processed, then a warning message, "You must call 1.866.393.4585 to schedule a pickup request for this shipment" will be displayed under warning section in the Errors/Messages tab.

Enhanced return shipments processing

Once the Freight Direct Return checkbox is selected, LTL Freight Shipped List pop-up window opens which lists all the outbound shipments delivered. To create a return shipment, you can either choose the shipments from the list and click Create Return or close the window and enter details manually.

Note: If you choose a shipment from the list and click Create Return, the shipper/consignee fields in the Origin/Destination tab will be auto populated.
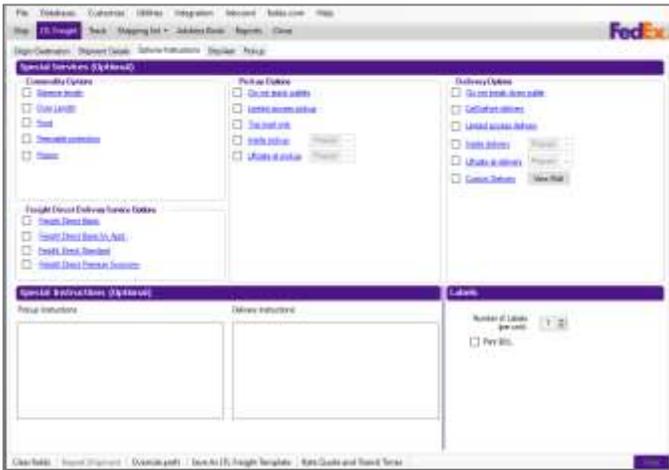

New special service options:

Following special services are added in the LTL Freight | Options/Instructions tab under Freight direct delivery service options to enable additional shipment capabilities for LTL Freight shipments.
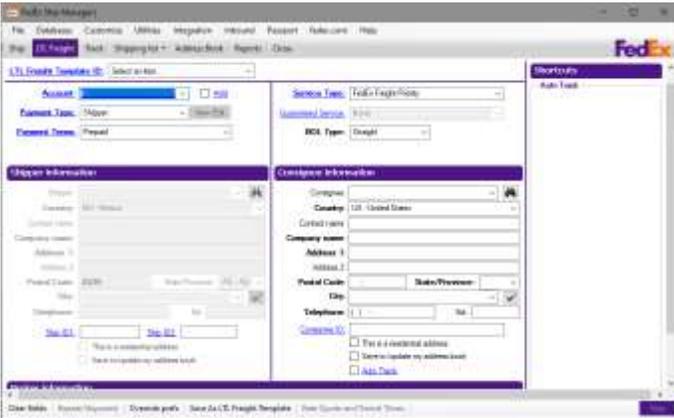
- Freight Direct Basic
- Freight Direct Basic by Appt.
- Freight Direct Standard
- Freight Direct Premium Economy

In the Origin/Destination screen, when FedEx Freight® Priority service type is selected, all the above four service options are displayed, and when FedEx Freight® Economy service type is selected, only Freight Direct Basic and Freight Direct Basic by Appt. service options are displayed.
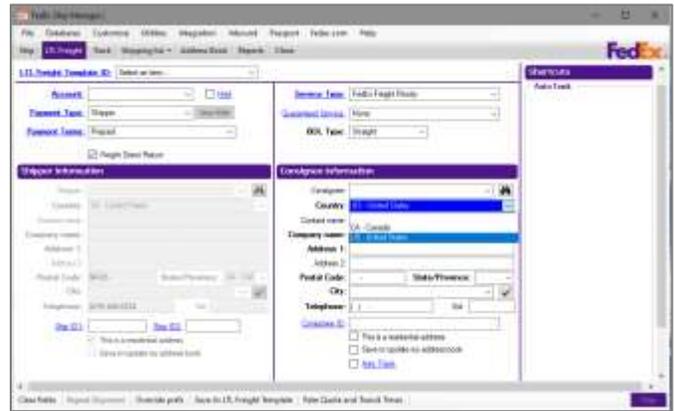
Exclude Freight direct service for Mexico country

In this version of software, Mexico country does not support Freight direct delivery service options and Freight direct return service. If the Mexico country account number is selected in accounts drop-down or if the Mexico country is selected in shipper or consignee address, then Freight Direct Return checkbox and Freight direct delivery service options will be hidden.

Similarly, if the Freight Direct Return checkbox is selected, Mexico country will not be listed in the shipper and consignee country drop-down.

Rebranding of FedEx SmartPost® service

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.
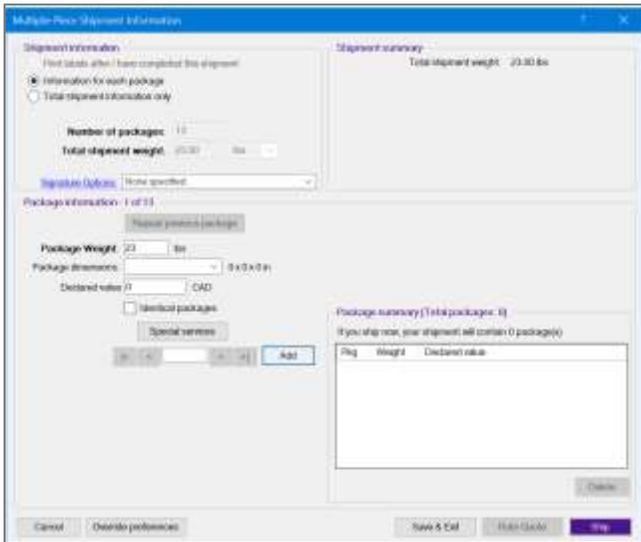

Database purge message update

In this version of software, the database purge message window is updated with more accurate information.

Intra Canada shipment rates update

Intra Canada shipment rates now includes applicable taxes. The following disclaimer text, "Rates do not include applicable taxes" is removed from Transit times, Courtesy rate quote, and Multi-piece shipment information screens. The disclaimer will no more be displayed when application

starts with Canada meter or when the meter is switched to Canada. Additionally, Canada tax warning option is removed from customize user prompt.

COD retirement update

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