

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.

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.



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”.