



FedEx Ship Manager® Server (FSMS) 20.09 release notes

The new FSMS 20.09 updated version is available for implementation, featuring enhancements and fixes.

New features

- FedEx Date Certain Home Delivery®, FedEx Evening Home Delivery®, and FedEx Appointment Home Delivery® surcharges now apply to per package rather than per shipment. See the [FedEx Service Guide](#) for details.
- New assessment criteria: Additional Handling Surcharge – Dimension now includes a cubic-volume threshold and Oversize Charge includes both cubic-volume and weight thresholds. Existing criteria still apply.
 - Dimension applies to any package with a cubic volume greater than 10,368 cubic inches (cubic volume = length x width x height).
 - Oversize Charge applies to any package with a cubic volume greater than 17,280 cubic inches (cubic volume = length x width x height) or an actual weight over 110 lbs.

Implementation methods and important upgrade notes

- The new updated FSMS **20.09.637.03** version supports direct upgrades from older FSMS 20.07 and 20.08 versions.
 - This updated version can also be installed clean on virtual systems.
- If you already run any FSMS 20.09 version, no action is needed; the new update will be rolled out to your systems in 20–30 days.
- **Do not attempt to upgrade from other versions.**

Before you begin

- Restart your system before starting the upgrade or clean install, and again after completion; then verify connectivity.
- Check your version: open the FedEx Ship Manager® Console from the FSMS folder on your desktop, then select **FSMS Version Console** from the shortcut list to view your current version.
- If you are unsure which path applies to your environment, follow the uninstall-and-clean-install approach or contact FedEx Technical Support for guidance.

Version

Latest release: version number **20.09.697.03**.

Clean install product key

Enter this product key during clean installation: **WQ7FS32MKY54Z4F3** (expires May 31, 2029).



Network access and whitelist URL

Whitelist this URL to allow your FedEx Ship Manager® Server device to access it over the internet:
<https://sdx.prod.fedex.com>.

To test connectivity, open a web browser (for example, Edge, Google Chrome).

- Open <https://sdx.prod.fedex.com>
 - If the page displays the word **Healthy**, connectivity is successful.
 - If not, refresh or try a different browser or device.
 - Contact FedEx Technical Support if the problem persists.

20.09 fixes

- The system now stores the standard 2-character state code instead of the full state name. For example, Mexico (MX).
- Added the sender country code to CA Origin report filters to match the three format specifiers and prevent the exception.
- Resolved Windows auto-repair rollbacks that occurred during installation.
- Corrected a condition check so error messages now appear in the reply as expected.
- Corrected label printing DPI mismatch and crash issues related to shipment data logging.
- Corrected extra airway bill generation for EU domestic shipments.
- Fixed the no-reply branch to explicitly mark the transaction as a processing failure so the UI and status remain consistent.

Need help?

Contact FedEx Technical Support based on your region:

- United States and Canada: call **1.877.339.2774**.
- Europe: Visit fedexeurope.my.salesforce-sites.com/premiumCT/
- 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.

You can also go to the redesigned FedEx Developer Resource Center at fedex.com/us/developer for interactive self-help tools, software information, documentation, and Alert Notification System registration to receive email updates.