



FedEX[®]

FedEx Ship Manager[®] New Features Guide 4000

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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® 4000 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® 4000

You must be running FedEx Ship Manager® 32XX or higher to upgrade to 4000.

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 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

Note: FSM 4000 uses Java 21. FSM includes a Java binary for its own use and does not install Java as a standard Windows application. You can't upgrade, patch, or replace the FSM Java runtime separately. FedEx delivers all Java updates through FSM software releases.

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® 4000 highlights

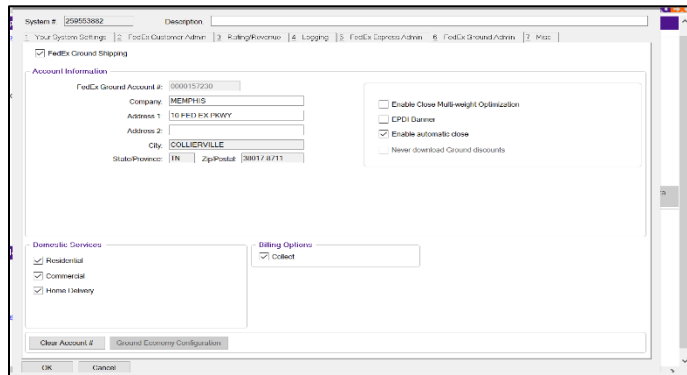
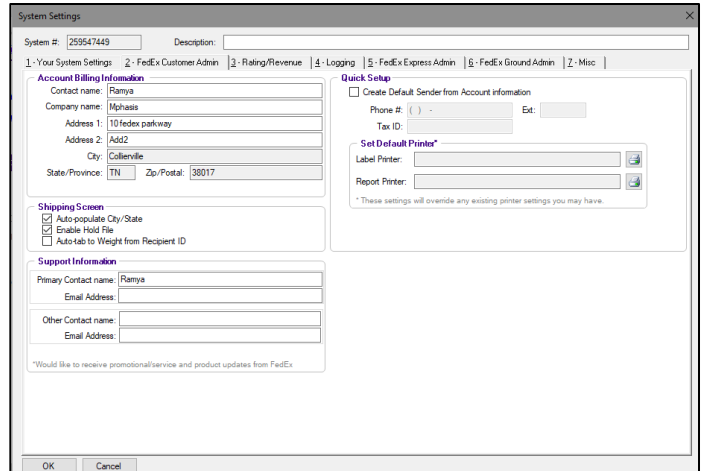
Overview

New and improved FedEx Ship Manager® 4000 is here to assist you with your shipping requirements. The latest enhancements are designed to help provide a faster and more convenient shipping experience.

System/Account number screen updates

For better customer experience, the modifications below are made to System/Account Number screen:

- International Direct Distribution and Enable One Rate are removed from the FedEx Express Admin tab.
- Acknowledgement of Delivery (AOD) and the Special Services box are removed from the FedEx Ground Admin tab.
- Disable Auto Track and Disable Special Service Shortcuts are moved to the FedEx Customer Admin tab.

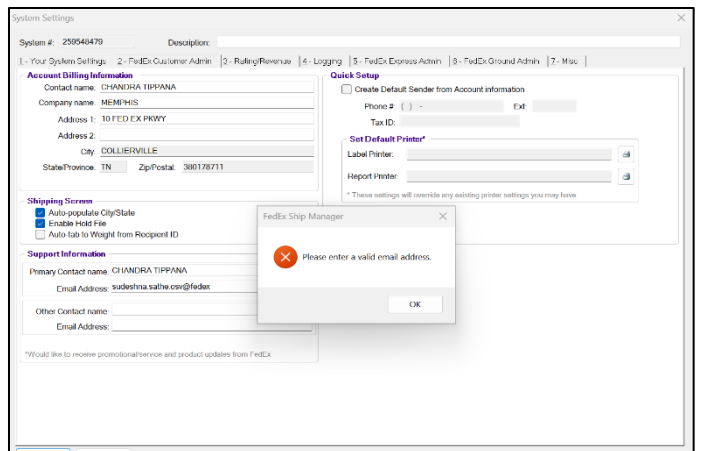


FSM registration primary email mandatory

The FSM installation requires users to enter a valid email address on the Registration screen. The address is validated and saved to the 'Primary Email' field in System Settings for the Master Meter. This field is mandatory under the FedEx Customer Admin Tab. Selecting Next or OK without entering a valid email address displays the error message: 'A valid email address must be entered' appears, prompting them to correct the entry.

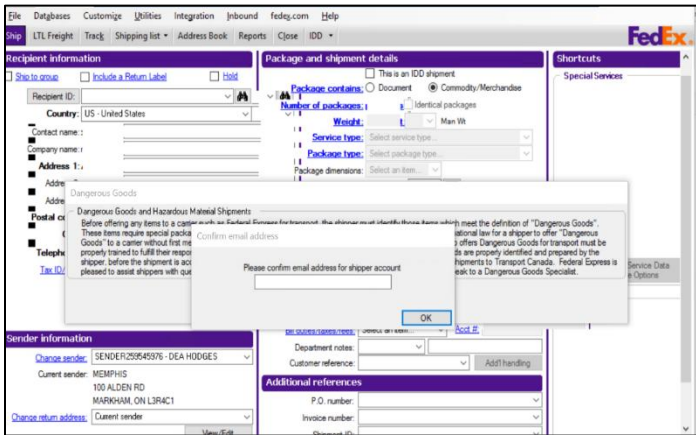
Department of state DCS option update

The 'Department of State DCS' checkbox has been removed from the Customer Information screen. By default, the 'Department of State DCS' option is now available for international shipments when shipment creation starts.



FSM email confirmation alert

Launching the FSM application six months after the last email confirmation, the application will trigger a pop-up prompting you to enter your email address. Selecting Next or OK without entering a valid email address displays the error message: 'A valid email address must be entered.' Once a valid email address is provided, it will be saved in the Master Meter Primary Email field under System Settings.



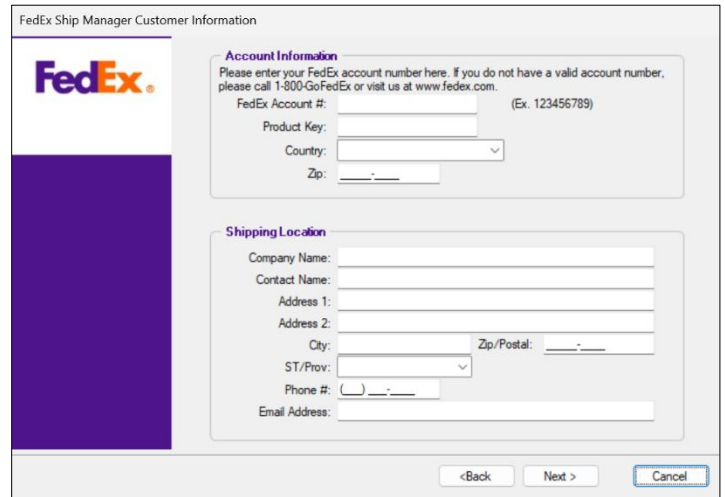
FSM adds Fiji ETD support

FSM enables shipments to Fiji as a recipient country, now you can also process Electronic Trade Documents (ETD) shipments to Fiji, with FJD (Fijian Dollar) as the currency type.



Account screen enhancement

Now System/Account Number screen has been enhanced by removing the promotional message, "Would like to receive promotional/service and product updates from FedEx" displayed below the 'Email Address' field across applicable FSM account registration screens.

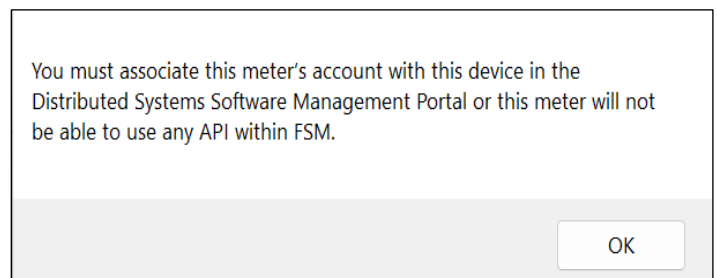


EULA localization enhancement

At the time of FSM application installation or upgrade, the EULA is displayed in the appropriate language based on the country selected: English for the U.S., French for Canada, and Spanish for Mexico. The user must accept the agreement to proceed with the installation or upgrade.

Restoration guidance enhancement

When restoring an account in System Settings, an enhanced message appears to guide customers step by step, making the restoration process smooth, clear, and user-friendly



EULA option removed from utilities

The EULA (End User License Agreement) acceptance detail option has been removed from the utilities menu.

Alternate Tracking ID added to reports

For FXG shipments, the alternate tracking id field is now available in Import/Export shipment reports. This enhancement Enables customers to maintain better shipment references and improve accuracy during import and export processes.

Description	Max Len	Field ID
Additional handling surcharge type	14	4912
AES Citation	32	2415
AES/1341 Exemption Number	32	1358
Alaska Surcharge	7	424
Asia Surcharge Indicator	1	30012
Alcohol Indicator	1	1332
Alcohol Receipt type	1	5100
Alcohol Shipping Label	1	5701
Allow return shipment to be edited	1	10683
Alternate Tracking ID	21	4922
BTSA Export Statement Units	50	1652
D13A filing option	1	1851
Stationary indicator	1	4936
Bill DTT/Free pages	1	79
BILL TO ADDY #	9	1195

COD option removed from IDD profile

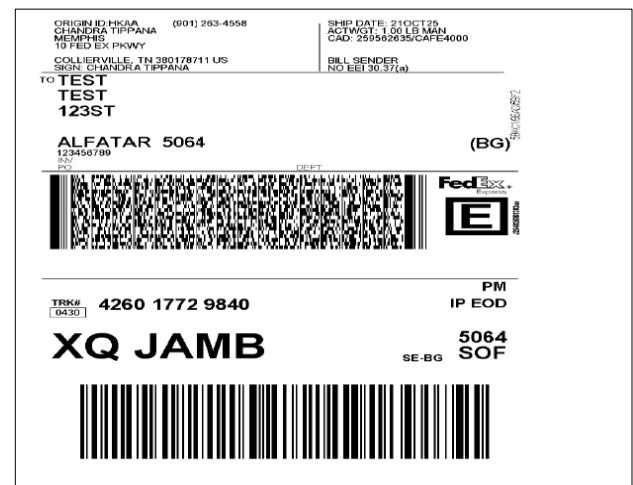
The COD- constant special service option has been removed from the International Direct Distribution Shipping Profile - Field Preference for FedEx Express Special Services and FedEx Ground Special Services.

New EU countries enabled for shipments

Users can now process international outbound and return shipments for the following EU countries:

- Bulgaria (BG)
- Cyprus (CY)
- Ukraine (UA)
- Ireland (IE)

This enhancement extends the FSM application’s international shipping capabilities by enabling new outbound and return shipment creation, along with service availability checks and rate quote generation based on postal codes.



FedEx Express Admin tab update

The “Serial Numbers” section has been removed from the FedEx Express Admin tab in System Settings. This update streamlines the interface, eliminates outdated configuration options, and improves usability for administrators.

Return Shipment enhancement

The system now supports Return Shipment for the newly introduced Express Domestic Return shipments, which are extended to the following countries:

- Turkey (TR)
- Portugal (PT)
- Slovakia (SK)

ORIGIN ID: HKAA (986)098-6098 TEST TEST TEST TEST DEĞIRMENLIK, 99050 TURKEY, TR	Ship Date: 09SEP25 Act/Vol: 12.00 LB MAN CAD: 259558618/CAFE93975 BILL SENDER EIN/VAT:
TO TEST TEST TEST DEĞIRMENLIK, 99050 TURKEY, TR	(986)098-6098 (TR)
REF: Shipment Contents: DESC3: DESC4: DEL: SIGN: TEST CARRIAGE VALUE: 0.00 USD	

Field description updated in template

The description for the following database field in the Shipment Exp View/Edit Template screen has been updated from “USMCA/T-MEC/CUSMA Certification of Origin Exporter Zip/Postal Code” to “USMCA/T-MEC/CUSMA Certification of Origin Producer Zip/Postal Code.”

Template ID: SHIPMENT EXP Description: Default Shipment export Type: Export Database: Shipment Filename: Test	Delimiter: - Field separator: - Date format: MMDDYYYY Date delimiter: None Default country code: US - United States <input checked="" type="checkbox"/> Column headers on 1st line																																																														
<table border="1"> <thead> <tr> <th>Database fields</th> <th>Max Len</th> <th>Field Id</th> </tr> </thead> <tbody> <tr><td>OCUSMA Certification of Origin Exporter Zip/Postal</td><td>15</td><td>2180</td></tr> <tr><td>OCUSMA Certification of Origin Producer</td><td>1</td><td>2158</td></tr> <tr><td>OCUSMA Certification of Origin Producer Address 1</td><td>35</td><td>2161</td></tr> <tr><td>OCUSMA Certification of Origin Producer Address 2</td><td>35</td><td>2162</td></tr> <tr><td>OCUSMA Certification of Origin Producer City</td><td>35</td><td>2163</td></tr> <tr><td>OCUSMA Certification of Origin Producer Company</td><td>35</td><td>2159</td></tr> <tr><td>OCUSMA Certification of Origin Producer Contact Na</td><td>35</td><td>2160</td></tr> <tr><td>OCUSMA Certification of Origin Producer Country</td><td>2</td><td>2166</td></tr> <tr><td>OCUSMA Certification of Origin Producer State/Prov</td><td>2</td><td>2164</td></tr> <tr><td>OCUSMA Certification of Origin Producer Tax Id</td><td>15</td><td>2167</td></tr> <tr><td>OCUSMA Certification of Origin Producer Zip/Postal</td><td>15</td><td>2165</td></tr> <tr><td>bskgs</td><td>3</td><td>75</td></tr> <tr><td></td><td>3</td><td>1092</td></tr> </tbody> </table>	Database fields	Max Len	Field Id	OCUSMA Certification of Origin Exporter Zip/Postal	15	2180	OCUSMA Certification of Origin Producer	1	2158	OCUSMA Certification of Origin Producer Address 1	35	2161	OCUSMA Certification of Origin Producer Address 2	35	2162	OCUSMA Certification of Origin Producer City	35	2163	OCUSMA Certification of Origin Producer Company	35	2159	OCUSMA Certification of Origin Producer Contact Na	35	2160	OCUSMA Certification of Origin Producer Country	2	2166	OCUSMA Certification of Origin Producer State/Prov	2	2164	OCUSMA Certification of Origin Producer Tax Id	15	2167	OCUSMA Certification of Origin Producer Zip/Postal	15	2165	bskgs	3	75		3	1092	Template fields * Fields allow in place editing <table border="1"> <thead> <tr> <th>Description</th> <th>Length</th> </tr> </thead> <tbody> <tr><td>Recipient Code</td><td>12</td></tr> <tr><td>Tracking #</td><td>15</td></tr> <tr><td>USMCA/T-MEC/CUSMA Certification of Origin Exp</td><td>15</td></tr> <tr><td>USMCA/T-MEC/CUSMA Certification of Origin Prod</td><td>15</td></tr> <tr><td>Shipment Date</td><td>10</td></tr> <tr><td>Service Type</td><td>3</td></tr> <tr><td>Payment Type</td><td>1</td></tr> <tr><td>Bundle Number - Obsolete</td><td>5</td></tr> <tr><td>Sender FedEx Account Number</td><td>9</td></tr> </tbody> </table>	Description	Length	Recipient Code	12	Tracking #	15	USMCA/T-MEC/CUSMA Certification of Origin Exp	15	USMCA/T-MEC/CUSMA Certification of Origin Prod	15	Shipment Date	10	Service Type	3	Payment Type	1	Bundle Number - Obsolete	5	Sender FedEx Account Number	9
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Address verification prompt updated

The “You Entered” dialog box that previously appeared in the Address Checker feature has been completely removed.

Now, when an address cannot be verified, the system will display a simple message stating that the address cannot be verified.

Account registration instruction update

When adding an account from the Utilities section, the message displayed at the top left of the screen has been updated to: “To register a new system/account number, please enter your FedEx account details in the fields below. Fields shown in bold are required. To authorize this account, please contact Technical Support.”

FSM Supports Windows 2025

Now FedEx Ship Manager (CAFE) is compatible with the Windows Server 2025 operating system.

New Extra Small Box option

The **Extra Small Box** is now available as a valid FedEx One Rate® packaging option. This enhancement expands the available FedEx One Rate® packaging selections, allowing customers to choose the Extra Small Box when creating FedEx shipments using the FedEx One Rate® pricing option. As with other FedEx One Rate® packages, shipments must use FedEx-provided packaging.

Freight Direct options updated

The Freight Direct Delivery Service Option checkboxes have been changed to radio buttons, so you can now select only One option at a time. A new option, “No Freight Direct,” has been added to the same list, and the FXFD Service Option “Freight Direct Premium Economy” has been renamed to “Freight Direct Premium.”

The screenshot displays the 'Special Services (Optional)' section of the FedEx Ship Manager interface. It is divided into three columns: 'Special Services (Optional)', 'Pickup Options', and 'Delivery Options'. Under 'Special Services (Optional)', there are checkboxes for 'Commodity Options', 'Extreme length', 'Over Length', 'Food', 'Fragile protection', and 'Poison'. The 'Pickup Options' column includes checkboxes for 'Do not stack pallets', 'Unlimited access pickup', 'Tap load only', 'Inside pickup', and 'Unusable at pickup'. The 'Delivery Options' column includes checkboxes for 'Do not break down pallet', 'Call before delivery', 'Unlimited access delivery', 'Inside delivery', 'Unusable at delivery', and 'Custom Delivery'. Below these columns is the 'Freight Direct Delivery Service Options' section, which features radio buttons for 'Freight Direct Basic', 'Freight Direct Basic by Appointment', 'Freight Direct Standard', 'Freight Direct Premium', and 'No Freight Direct'. At the bottom, there is a 'Special Instructions (Optional)' section with fields for 'Pickup Instructions', 'Delivery Instructions', and 'Labels', including a 'Number of Labels (per unit)' dropdown and a 'Print BCL' checkbox.

Upgrade message notification

The upgrade overdue message will now appear for both HW and SW devices, ensuring that the same message is shown on all devices.

