FedEx Ship Manager® Software User Guide

Version 4000



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Payment

You must remit payment in accordance with the FedEx Service Guide, tariff, service agreement or other terms or instructions provided to you by FedEx from time to time. You may not withhold payment on any shipments because of equipment failure or for the failure of FedEx to repair or replace any equipment.

Inaccurate Invoices

If you generate an inaccurate invoice, FedEx may bill or refund to you the difference according to the FedEx Service Guide, tariff service agreement or other terms or instructions provided to you by FedEx from time to time. A request for refund on a FedEx shipment must be made in accordance with the applicable Service Guide or terms or instructions provided by FedEx from time to time. A shipment given to FedEx with incorrect information is not eligible for refund under any FedEx money-back guarantee. FedEx may suspend any applicable money-back guarantee in the event of equipment failure or if it becomes inoperative.

Disclaimer

All Improper Transaction scenarios are for example only. They do not reflect all error condition scenarios.

Welcome!

Whether you are new to FedEx Ship Manager® Software or have been using it for years, you'll appreciate that this latest version has been designed to help you process shipments more easily, quickly, and conveniently.

This User Guide is a complete reference to the features and benefits of FedEx Ship Manager® Software, and guides you through everything it has to offer — from common tasks such as shipping, tracking and reporting to more involved operations, such as integrating your existing customer database or shipping dangerous goods.

Simply follow the clickable navigation within this PDF for quick and easy access to comprehensive information on how to use FedEx Ship Manager® Software to accomplish your business shipping goals.

For support throughout your FedEx Ship Manager® Software experience, use the Help menu in the application, click the fedex.com link available within the application or contact your FedEx representative for additional assistance.

Thank you for choosing FedEx Ship Manager® Software. Now, enjoy the experience of easier, faster, more efficient shipping!



Support

Support Type	Access	Prompt	Support topics	Hours
FedEx Technical Support	1.877.339.2774	FedEx Ship Manager®	• fedex.com • FedEx Ship Manager® • More options	Monday to Friday CT 7 a.m. – 9 p.m. Saturday CT 7 a.m. – 3 p.m.
FedEx Customer Service	1.800.463.3339	In a few words, please say what you are calling about.	• Schedule a pick-up • I need shipping rates • Track a package • Find a FedEx location • More options	24 hours a day, 7 days a week
FedEx Dangerous Goods	1.800.463.3339	Say Dangerous Goods or type 81 on phone keypad. *Note: 81 is the IVR option for Dangerous Goods for the support number 1.800.463.3339*	• Regulatory assistance with IATA regulations for air and 49CFR for ground hazmat. • International and Domestic DG or Hazmat inquiries. • Ordering DG/Hazmat supplies • Assistance with DG/Hazmat shipping on the ship manager software	Monday to Friday CT 7 a.m. – 8.30 p.m. Saturday CT 10 a.m. – 2 p.m.

FedEx Ship Manager® installation is free.
Contact FedEx Support Representative on call 1.800.463.3339 if you wish to expand your current FedEx Ship Manager® (FSM) installation or want additional information.



FedEx Service Guide

FedEx Service Guide provides more details about FedEx services, packaging, and other information. You can view or download the U.S. guide, go to fedex.com/us/service-guide.

Before you begin

Installing FedEx Ship Manager® 4000

You must be running FedEx Ship Manager® (FSM) 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.
- Reset User Access Control (UAC) to the lowest level to help prevent permissions issues with installation.
- Close all other open files and programs.

Minimum system recommendations

- Intel® i5
- 8 GB RAM
- 10 GB disk space
- Desktop versions:
    - Windows® 10 (minimum)
    - Windows® 10 Pro
    - Windows® 10 Enterprise
    - Windows® 11
    - Windows® 11 Enterprise
- Windows® Server 2016 and 2025
- FedEx Ship Manager® is compatible with 64-bit operating system.
- Microsoft .NET Framework 4.8 or later is a prerequisite for software installation.
- LAN or DSL internet access required.
- Available port if you are using thermal printer.
- Laser and/or inkjet printer for reports and labels.
- Supported browsers are Edge, Google Chrome, and Mozilla Firefox.
- Minimum screen resolution is 1024 x 768 pixels.

  Note: A screen resolution of 100% is recommended.

- Adobe® Reader 8.1 or higher.
- TLS 1.3 communication enabled.

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.



Help links

Select Help Topics from the Help drop-down menu or click underlined (hyperlinked) field names.

FedEx Bulletin Board

Select Service Bulletin Board from the Utilities drop-down menu to view messages from FedEx.

FedEx website

For the latest information about FedEx, go to www.FedEx.com/en-us/shipping/shipmanager/software.html to explore more features and news.

Infrastructure requirements

All connections between FSM and FedEx are encrypted and initiated by the software. All connections are TCP via DNS using ports 443 and 80. If either port is blocked, communications will fail. If whitelisting is required for your company's firewall, please use the following DNS names to allow FSM to communicate with FedEx.

Software and component distribution:

https://sdx.prod.fedex.com

Tunnel production DNS names:

If you are using a gateway, proxy server, or other high-level access mechanism to reach the internet based on dynamic DNS entries, please use the following address:

cafegip.ts.dmz.fedex.com:443/tcp

Note: SSL/TLS inspection should be bypassed for the Tunnel Server address **cafegip.ts.dmz.fedex.com,** and this DNS name is an alias for tunnel.g.fedex.com.

Web Services production addresses / DNS names:

WS – Web Services site VIP address information

Site	VIP Names
ws.fedex.com	ws-atl-vip1.dmz.fedex.com
	ws-atl-vip2.dmz.fedex.com
	ws-atl-vip3.dmz.fedex.com
	ws-las-vip1.dmz.fedex.com
	ws-las-vip2.dmz.fedex.com
	ws-las-vip3.dmz.fedex.com

Gateway – Web Services site VIP address information

Site	VIP Names
gateway.fedex.com	gateway-atl-vip1.dmz.fedex.com
	gateway-atl-vip2.dmz.fedex.com
	gateway-atl-vip3.dmz.fedex.com
	gateway-las-vip1.dmz.fedex.com
	gateway-las-vip2.dmz.fedex.com
	gateway-las-vip3.dmz.fedex.com

NOTE: Gateway is the legacy site for WAPI, it can be used to access web-services, but the preferred site is ws.fedex.com.

Benefits that fit your daily needs



On the Shipping Dock

- Ship within U.S. and Canada
- Ship Internationally
- Meet International Requirements
- Send Multiple Items in One Shipment
- Store and Reuse Shipping Data
- Reprint Labels
- FedEx Global Returns Email Return Labels



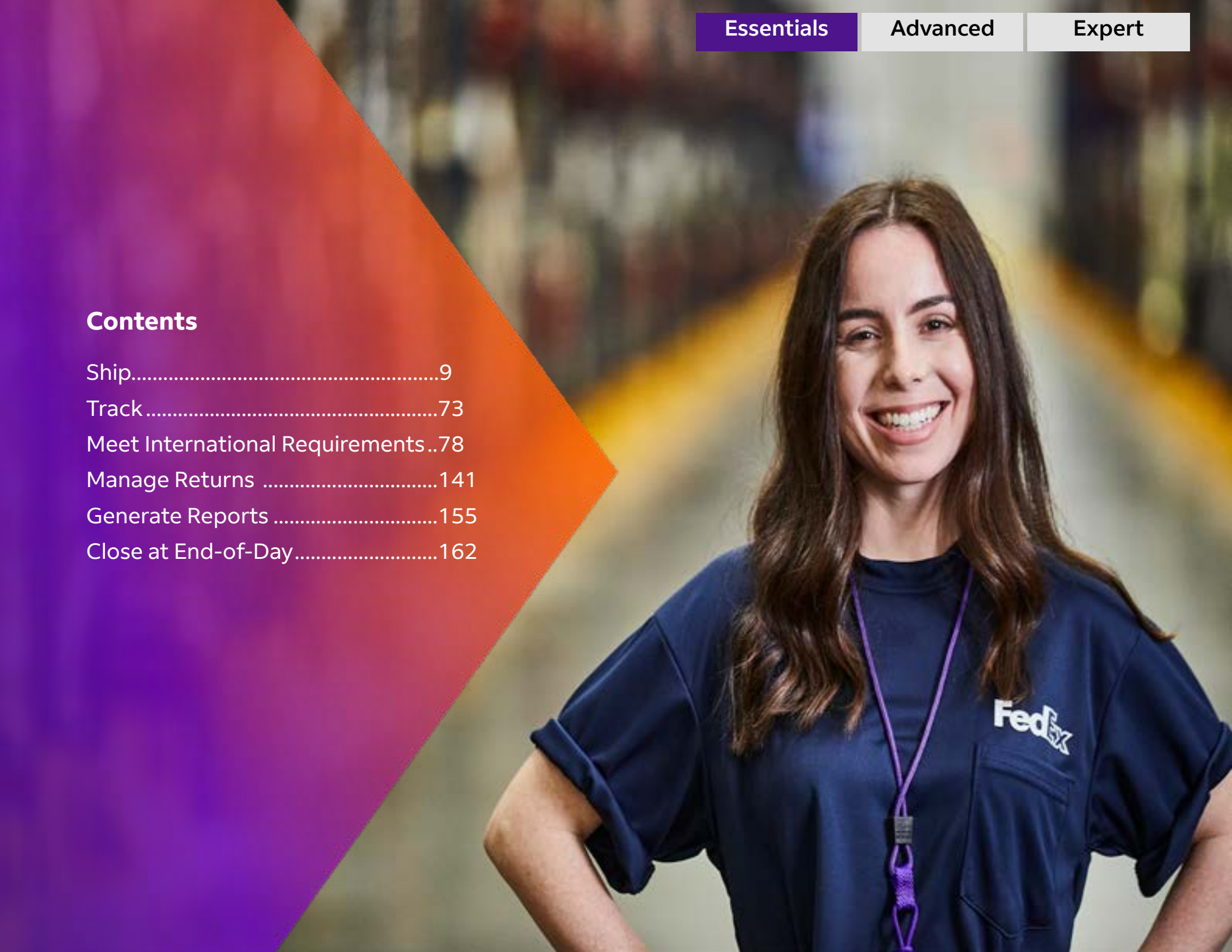
In the Office

- Ship within U.S. and Canada
- Ship Internationally
- Track
- Check Addresses
- Send Email Notifications
- Manage Returns
- Access to Shipping History
- Customized Shipping Lists
- View Transit Times



In Accounting

- Print Reports
- Customize Reports
- Bill Customers
- Print Shipment Receipts
- Courtesy Rate Quotes



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Manage Returns 141
Generate Reports 155
Close at End-of-Day.....162

Ship

Every shipment's journey starts here. To ship within the U.S. and Canada, or to an international destination, begin with Shipment details. The following pages guide you through the four main sections of the Shipment details screen:

- Recipient information
- Sender information
- Package and shipment details
- Billing details

In addition, these key features make shipping easier and more accurate:

- Address Book – Populates recipient information automatically to save time and keystrokes.
- Group Shipments – Speeds the shipping process when you send the same type of package to multiple recipients.
- FedEx® Address Checker – Verifies street level recipient address information.
- Special Service Options – Convenient access to the special services shortcut menu panel right from the Shipment details page.
- Custom Label Enhancements – Easily apply a logo, image, barcode, promotional message, and more, to your shipping labels.
- View Transit Times – Look up the transit time when creating a shipment to obtain the best shipping method for your needs.
- Customized Shipping Lists – Select what shipping information you want to include on the final shipping list.
- LTL Freight Shipment Templates – Create, save, or modify an entire or partially populated shipment template for future use.
- To prepare a return shipment, refer to the Manage Returns section.
- To create FedEx Freight shipping labels and the Bill of Lading for FedEx Freight less–than–truckload (LTL) shipments, refer to FedEx Freight®.
- To use keyboard shortcuts for a variety of FedEx Ship Manager® Software functions, refer to Function Keys at the end of this section.

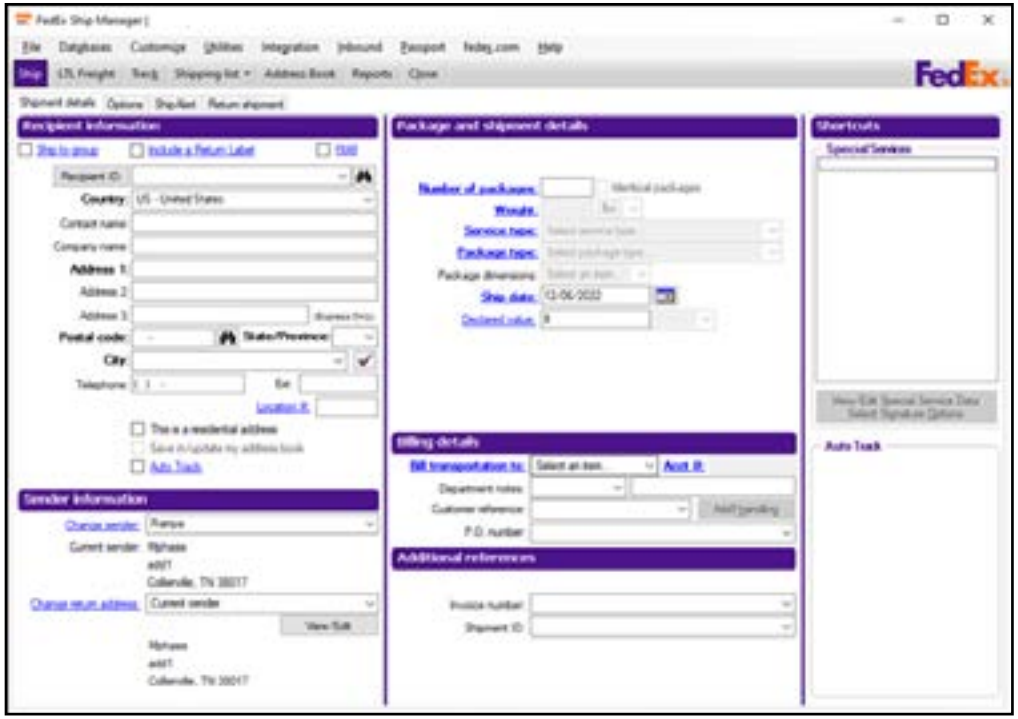
Recipient information

Start your shipment in the Recipient information section on the Shipment details screen.

Required fields appear in bold type on the screen and may vary depending upon your shipment details.

The following fields and options display in the Recipient information section:

- Ship to group
- Include a Return Label
- Hold
- Recipient ID
- Country
- Contact name | Company name
- Address 1 | Address 2 | Address 3
- Postal code
- State/Province
- City
- Telephone | Ext
- Tax ID/ EIN (International only)
- Location #
- This is a residential address
- Save in/update my address book
- Auto Track



Ship to group

Select the Ship to group check box when you ship the same type of package to more than one recipient.

Refer to Group Shipments to prepare group shipments and set group preferences.

Include a Return Label

Enable the checkbox to create the return shipment with outbound.

Hold

Select the Hold check box to save a shipment in the Hold File and ship it later. Refer to Hold File for detailed instructions on using this feature.

Recipient ID

The Recipient ID is a unique identifier, such as a nickname or customer number, assigned to a recipient, and saved in your Address Book. When you select a Recipient ID, the information from your address book automatically populates the recipient fields.

Note: If Hold file lookup displays instead of Recipient ID, click the Hold file lookup button to switch to Recipient ID.

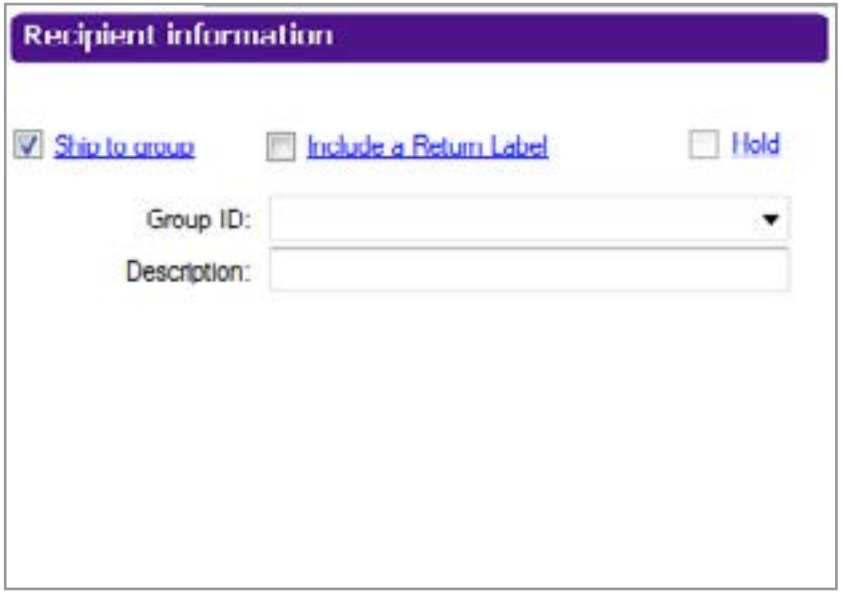
To use a Recipient ID

1. Select an existing recipient from the Recipient ID menu. A globe icon identifies international recipients. Refer to Customize Recipient ID List to select the fields that display in the Recipient ID menu.
2. To search for an existing recipient, click .
3. Refer to the Address Book Search instructions.

To create a new recipient,

1. Enter a new ID in the Recipient ID field, up to 25 characters, or make changes to an existing recipient.
   Refer to Add a Recipient when Shipping.

   Note: The Save in/update my address book check box is selected automatically when you use a Recipient ID. Deselect this option if you do not want to save updated information to the Address Book.



Country

Select the destination country. This field is required for all shipments.

Contact name | Company name

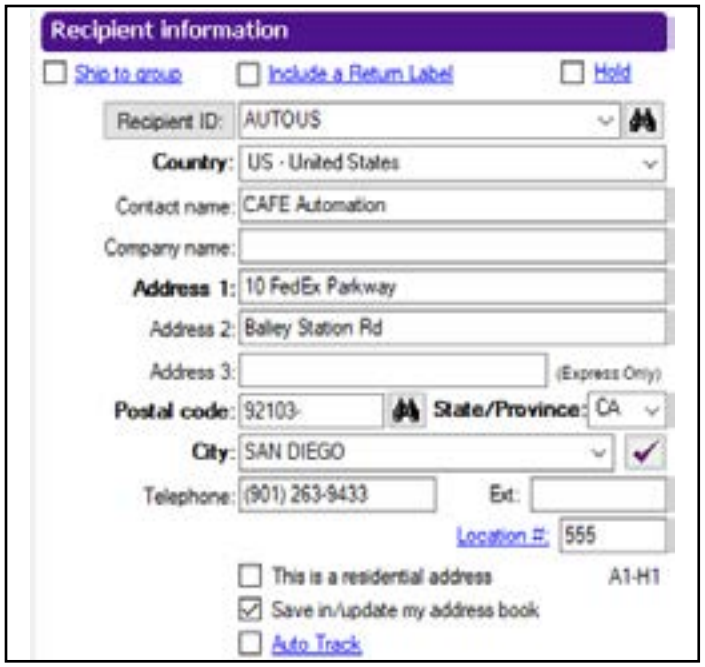
Enter the recipient's contact or company name, up to 35 characters. All shipments require at least one of these fields.

Address 1 | Address 2 | Address 3

1. Enter the recipient's primary street on address line 1. This field is required for all shipments.
2. Enter the information (e.g., suite number) on address line 2. This field is optional.

   Note: Each address line contains up to 35 characters. Once you provide the required recipient information, you can click the FedEx Address Checker check mark beside the Address 1 field to verify the accuracy of the recipient's address. Refer to the FedEx Address Checker section for more information.

   A message is displayed for shipments containing "PO Box" in the Address Line. The message prompts for addresses if it includes or excludes spaces or punctuation.
3. Enter additional address details on address line 3. This field is optional.



Postal code requirement for postal aware countries

The postal code is required for international shipments if the destination country supports postal codes. To access the current postal code for your shipment's destination country, follow these steps:

1. Click binoculars icon  next to the Postal code field on the Shipment details screen. The Valid Postal Code List screen is displayed.
2. Select your shipment's destination and click OK. The current postal code for the selected destination populates the Postal code field.
3. Enter the remaining required information to complete your shipment. You can also manually enter the recipient's postal code, up to 15 characters. The destination country you choose determines which field name is displayed.
    - A postal code is required for all U.S. and Canadian recipients.
    - A postal code is required for international shipments if the destination country supports postal codes.

If you do not enter a postal code for a postal aware country, a warning displays that the recipient country is postal aware and entry of a postal code is highly recommended. Refer to the Postal Code Formats for a list of postal aware countries and their postal code formats.

Auto-populate City and State/Province

To set your system to auto-populate the City and State/Province fields for U.S. and Canadian recipients when you enter a postal code, refer to System Settings.

The Auto Populate City/State option appears on the System Settings screen under the 2-FedEx Customer Admin tab in the Shipping Screen section. You can select this option at any time during your shipping process without having to restart the software.

State/Province

Select the recipient's state or province, or enter the 2-character abbreviation.

- State is required for all U.S. destinations and optional for international destinations.
- Province is required for all Canadian destinations and optional for international destinations.

City

Select the recipient's city, or enter manually, up to 35 characters. This field is required for all shipments.For all international destinations, a telephone number is required.

Telephone | Ext

Enter the recipient's telephone number, up to 15 characters. You can include an optional extension number, up to 6 characters.

- For U.S. destinations, a telephone number may be required for return shipments and certain special service options like Hold at Location.
- For all international destinations, a telephone number is required.

Tax ID/EIN (International only)

Enter the recipient's Tax ID number, when required, up to 15 characters. This field is required for Brazilian destinations and is optional for all other destinations.

Tax ID requirements for Brazil

Shipments to Brazil require a valid Brazilian Tax ID number for customs clearance. Missing or incorrect information stops your shipment before clearance. If correct information is not provided within 5 working days after your shipment arrives in Brazil, the shipment is returned at the shipper's expense.

Commercial shipments require a 14-digit Brazilian Tax ID number. Residential shipments require an 11-digit Brazilian Tax ID number.

FedEx Ship Manager® Software provides a Tax ID validation routine to determine if the number entered is in the correct format.

Location

Enter a store location number, up to 10 characters, for FedEx Ground® shipments.

Although this field is available for all service types, it is only used for FedEx Ground® to help FedEx deliver packages to the correct address when businesses have multiple locations and a similar address.

Note: This field is called Recipient Location # in the menus on the Doc Tab Configuration screen. To configure doc-tabs, refer to Customize Doc-Tabs.

This is a residential address

Select the This is a residential address check box if you are shipping to a residential address.

Save in/update my address book

Select the save in/update my address book checkbox to save or update recipient information in your Address Book.

This check box is only available when using a Recipient ID and is checked automatically by default.

Postal code formats

FedEx recommends using the appropriate postal code formats for the countries listed to the right.

N = Numeric characters
A = Alphabetic characters

Note: Colombia has been supported as a postal aware country in FedEx Ship Manager® since September 29, 2014. The proper 6 digit postal code should be entered for any recipients with a Colombia address.

Non-postal aware countries

When a non -postal country is selected in the following screens, then City field displays a list of cities in the dropdown.

Note: This feature is not applicable for the non-postal country UAE.

- Shipment detail tab/recipient information
- Recipient view/edit
- Brokers view/edit
- Returns
- IPD/IDF/IED IOR view/edit
- Sender Entry

If the dropdown list is not available, you can enter city name manually in the City field text box.

Code	Country	# Characters	Format
AU	Australia	4	NNNN
AT	Austria	4	NNNN
BE	Belgium	4	NNNN
BR	Brazil	8	NNNNNNNN
CA	Canada	6	ANA NAN
CN	China	6	NNNNNN
CO	Colombia	6	NNNNNN
DK	Denmark	4	NNNN
FI	Finland	5	NNNNN
FR	France	5	NNNNN
DE	Germany	5	NNNNN
GR	Greece	5	NNNNN
ID	Indonesia	5	NNNNN
IN	India	6	NNNNNN
IT	Italy	5	NNNNN
JP	Japan	7	NNNNNNN
LU	Luxembourg	4	NNNN
MY	Malaysia	5	NNNNN
MX	Mexico	5	NNNNN
NL	Netherlands	4	NNNN
NO	Norway	4	NNNN
PH	Philippines	4	NNNN
PR	Puerto Rico	5	NNNNN
PT	Portugal	5	NNNN
RU	Russia	6	NNNNNN
SG	Singapore	6	NNNNNN
ZA	South Africa	4	NNNN
KR	South Korea	5	NNNNN
ES	Spain	5	NNNNN
SE	Sweden	5	NNNNN
CH	Switzerland	4	NNNN
TH	Thailand	5	NNNNN
TR	Turkey	5	NNNNN
US	United States	5	NNNNN
GB	United Kingdom	5	ANNAA
GB	United Kingdom	6	ANNNAA
GB	United Kingdom	6	ANNNAA
GB	United Kingdom	6	ANNNAA
GB	United Kingdom	7	AANNNAA

Automatic tracking (Auto Track)

This feature gives you the ability to request automatic tracking updates be sent directly to your Shipment Details screen. With the ability to Auto Track up to 25 shipments at a time, keeping up with the status of your shipments has never been easier.

1. Click Ship | Shipment details tab.
2. Select Auto-Track checkbox. Shipments will then be displayed at the bottom of the Shortcuts panel, below the Special Services groupbox.



Sender information

The Sender information section on the Shipment details screen displays the current sender and allows you to change the sender and return address.

Save time and keystrokes when preparing your shipments by assigning Shipping Profiles to individual senders.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field.
Refer to Recipient Preferences for more information.

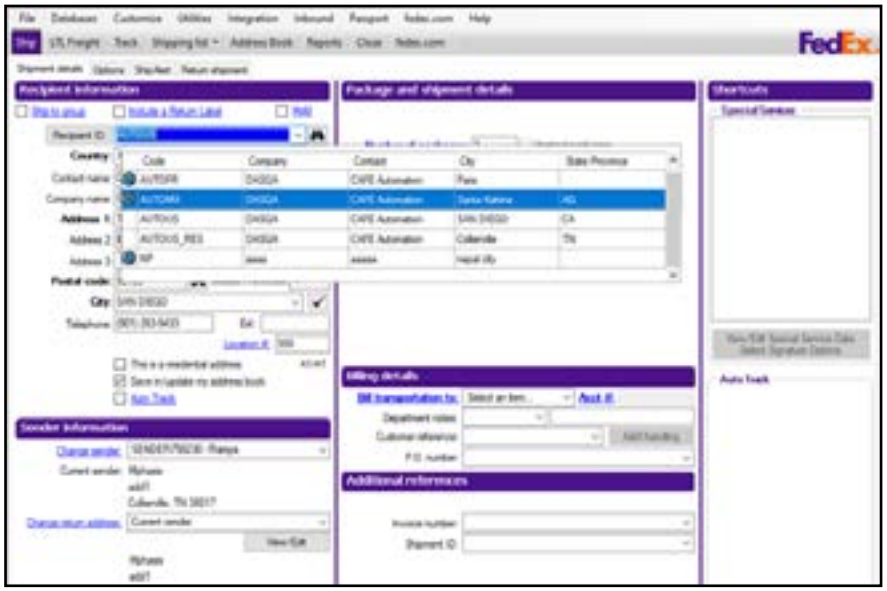
The following fields display in the Sender information section:

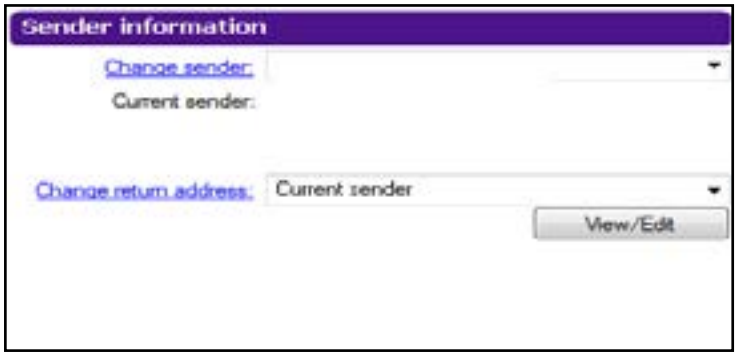
- Current sender
- Change sender
- Change return address

Note: You can add, view, edit, and delete senders in the Sender database. You can also print sender reports. To access the database, select Sender from the Databases menu and refer to Database Functions.

For detailed instructions on importing and exporting senders, refer to Databases.

To learn more about the enhanced search capabilities of the data filters within the sender database refer to the information on the Filter for Sender Database page.





Current sender

The Current sender serves as the default sender in the Sender database.

If the sender has a shipping profile, the profile preferences are applied. Refer to Customize for information on setting preferences and creating shipping profiles.

To assign the Current sender:

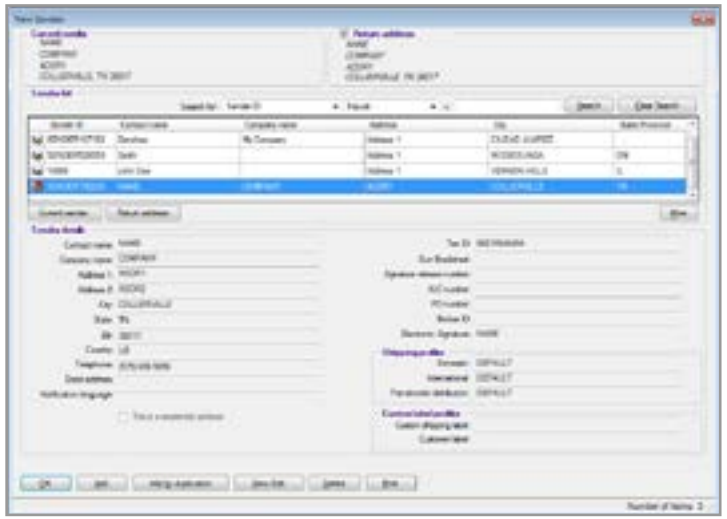
1. Select Sender from the Databases menu. The View Senders screen is displayed.
2. Select the sender you want as the default sender then click Current sender button to the right of the list.
3. Click OK.

Change sender

If the current sender shown on the Shipment details screen is not the actual sender, select the correct sender from the Change sender menu.

Change return address

To print the return address information on the shipping label, leave the default as Current sender or select a different return address from the Change return address menu.



To assign the default for Return address:

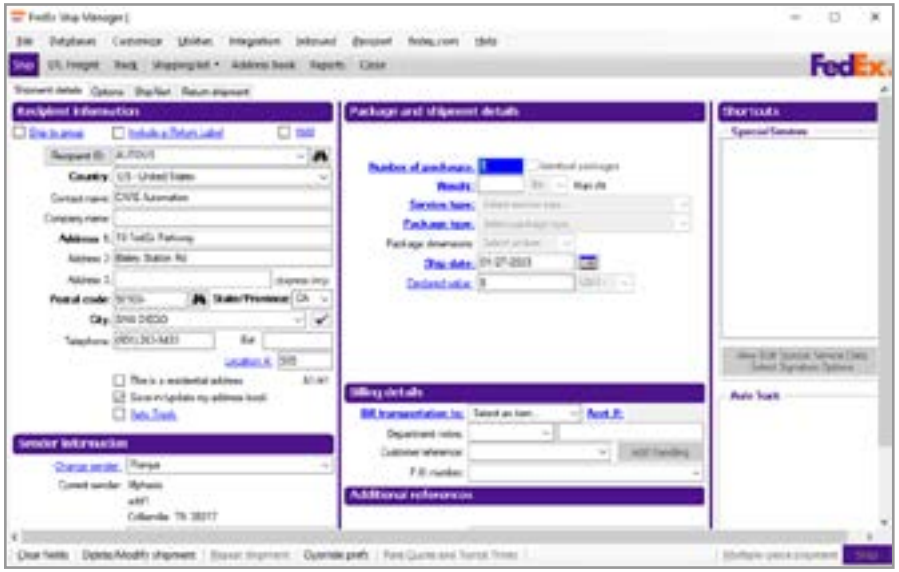
1. Select Sender from the Databases menu. The View Senders screen is displayed.
2. Select Return address check box at the top right of the screen.
3. Select the sender you want as the default sender for the return address then click Return address to the right of the list.
4. Click OK.

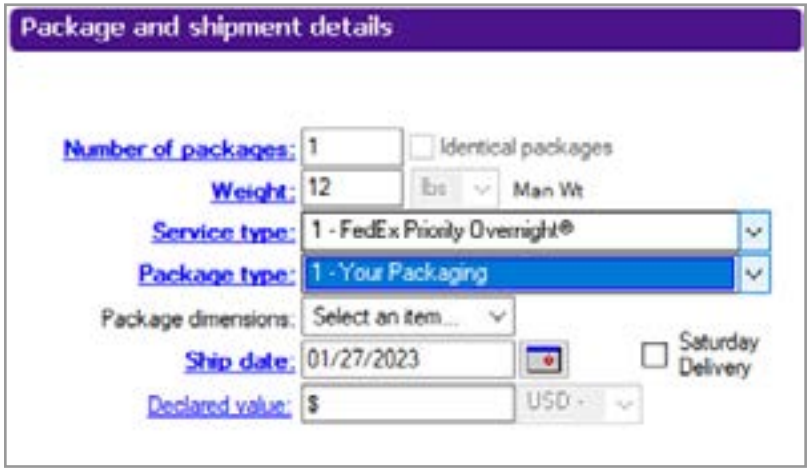
Package and shipment details

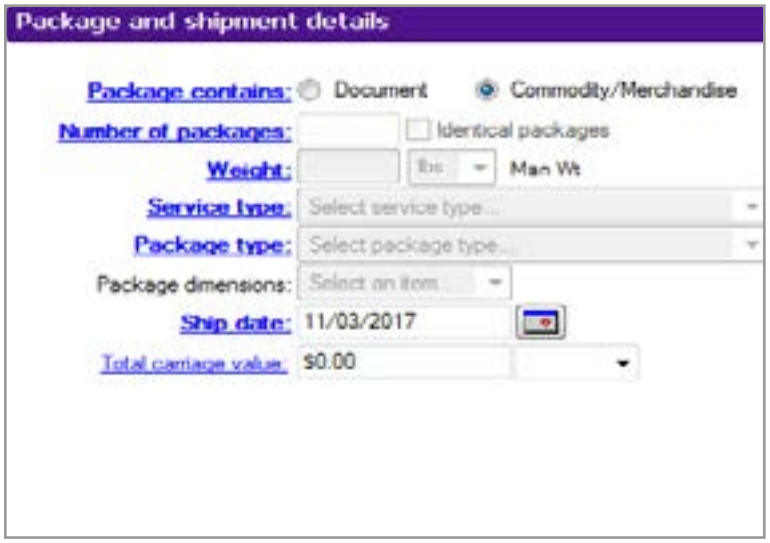
Enter specific package and shipment information — such as service type, package type, dimensions and more — in the Package and shipment details section.

Required fields appear in bold type on the screen and may vary depending on your origin, destination and other shipment details.

To save time by setting preferences such as package type, dimensions and service type, refer Recipient Preferences and Shipping Profiles.

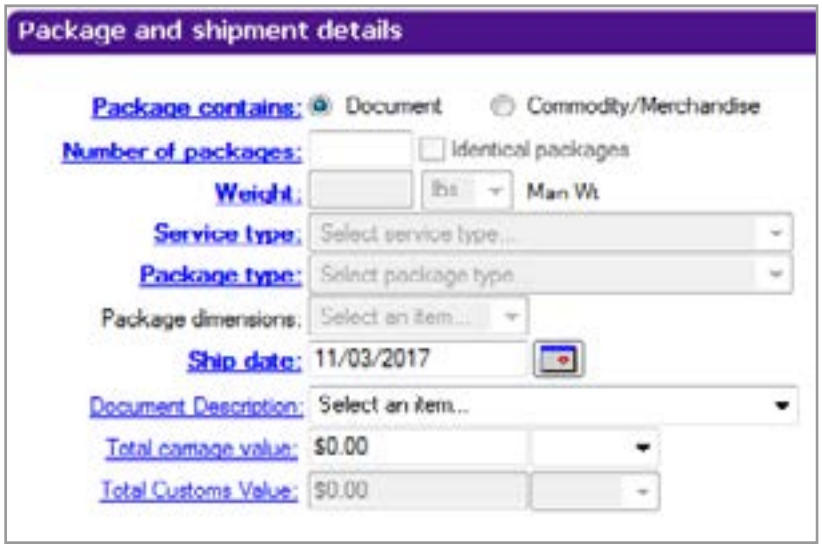






The following fields and options display in the Package and shipment details section:

- Number of packages
- Identical packages
- Weight
- Service type
- Package type
- Package dimensions
- Ship date
- Saturday Delivery
- Declared value



Additional fields are available for international shipments:

- Package contains
- Document Description
- Currency type
- Total carriage value
- Total Customs Value

Number of packages

1. Enter 1 or more. If you are shipping multiple packages, refer to Multiple-Piece Shipments (MPS) for instructions.
2. If you are shipping more than one package and all packages have the same weight, service type, and package type, select the Identical packages check box. You do not have to use the Multiple-Piece Shipment Information screen for identical packages.

Package contains (International only)

This field displays two options for international shipments.

- Click Document when shipping documents (e.g., reports, financial records, correspondence).
- Click Commodity/Merchandise when shipping commodities or merchandise. Commodities may be assessed duties and taxes, as well as require a Commercial Invoice.

Refer to Meet International Requirements for detailed instructions on shipping documents and commodities/ merchandise and preparing customs documents.

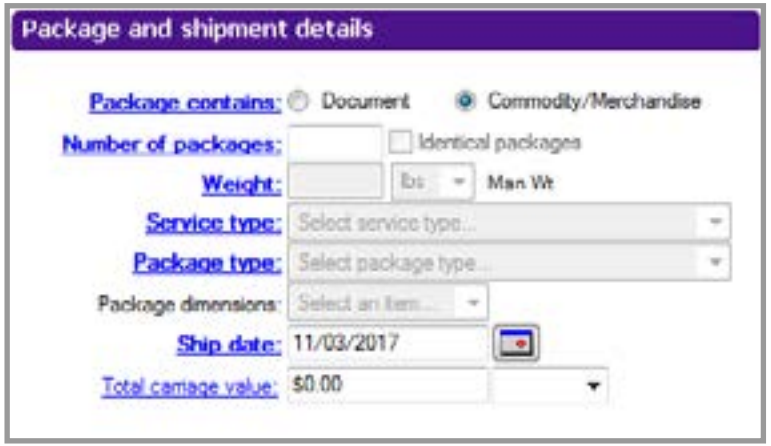
Identical packages

Identical packages in an international shipment must also have the same carriage value.

Weight

1. Enter the weight of the package.
2. If there is more than one package in the shipment, enter the weight of the first package or the total shipment weight.
3. If you are preparing an international shipment or an intra-Canada shipment, select the weight type (lbs or kgs).

The weight limit on FedEx Home Delivery® packages has been increased to 150 lbs which helps you deliver larger packages with weight greater than 70 lbs.



Service type

Select a FedEx service from the Service type menu. In the Service type drop-down menu on the Package and shipment details screen, the U.S. services are displayed alphabetically in ascending order. The available U.S. services listed depend on the shipment's destination ZIP code.

For FedEx service definitions and commitments, refer to the FedEx Service Guide at fedex.com.

Package type

1. Select a FedEx package type or select 1-Your Packaging.
2. The Package type menu includes multiple package types to meet clearance requirements for the following shipments:
   - between the U.S. and Canada
   - from the U.S. to Puerto Rico
   - from Puerto Rico to Canada

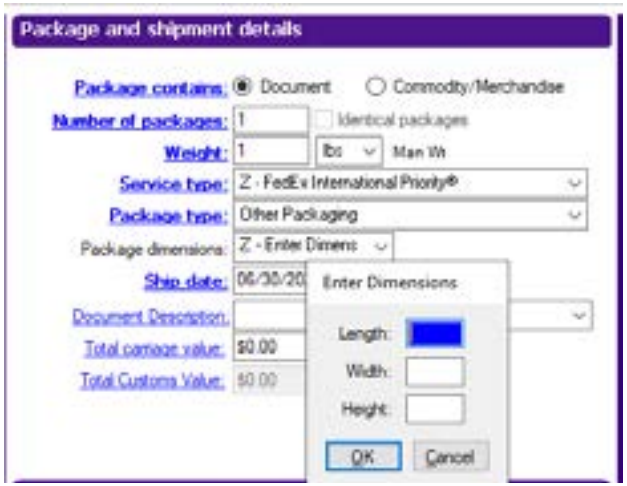
Package dimensions

The Package dimensions field activates when you select 1-Your Packaging as the Package type. You can select preset dimensions or enter dimensions manually.

Note: To save preset dimensions in your Dimensions database, refer to Database Functions.

- The minimum package dimensions are 1"x1"x1" for FedEx Express® shipments.
- The order of the package dimensions is automatically corrected before you receive a courtesy rate quote. FedEx Ship Manager® Software automatically assigns the largest dimension to Length, the second largest to Width, and the third largest to Height.
- Based on the dimensions provided, the dimensional weight for the shipment is determined. If the dimensional weight is more than the actual shipment weight, the dimensional weight is displayed at the bottom of the ship screen next to the rate quote amount.

Note: Shipping dimensions are no longer required for all international shipments.



Ship date

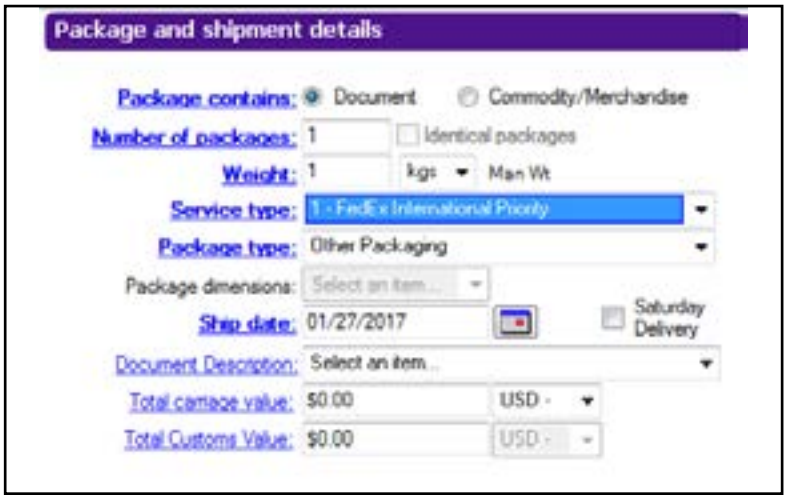
The Ship date is the date you give your package to FedEx.

To change the ship date:

1. Click calendar to select a future ship date. The View/Edit Ship Date screen is displayed.
2. Select a future ship date and click OK. You can ship FedEx Express® up to 10 days and FedEx Ground® up to 45 days from current date. FedEx Ground® allows any number of days in the future as ship date. FedEx Home Delivery® operates 7 days a week with deliveries to most residences on Saturday and many on Sunday.
3. If you are shipping only one package with the future ship date, select Apply to this package only. The ship date automatically returns to the current date when you complete the future shipment.
4. If you are shipping more than one package with a future ship date, change the ship date back to the current date after you ship each package with the future date.

Saturday Delivery

Select Saturday Delivery to deliver your FedEx Express® shipment on Saturday, if applicable. This option displays when available for your ship date, service type, and destination.



Document Description (International only)

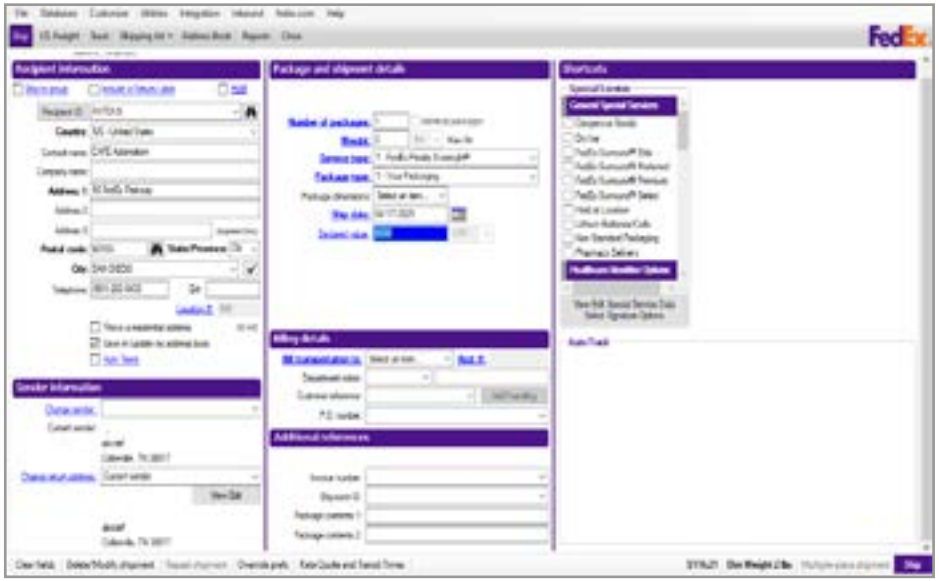
If you are shipping documents such as letters, statements, or reports to an international destination, select a customs-approved Document Description that best applies to your document. If the appropriate description for your document is not listed, enter your own description in the free-form field, up to 135 characters.

The complete description prints on the Commercial Invoice or the Proforma Invoice, and the first 60 characters print on the shipping label.

Refer to Meet International Requirements for more information on shipping single and multiple documents.

Currency type

Select the currency type for the carriage value.
For FedEx Express® shipments, the menu displays all currency types allowed by the destination country.



Declared value

The FedEx limits of liability stated in the FedEx Service Guide applies unless you enter a higher amount. There is an additional fee to declare a higher value. Enter the declared value for packages within the U.S. and Canada or the carriage value for international shipments. If a FedEx Express® or FedEx Ground® domestic shipment or a FedEx International Ground® shipment contains more than one package and all packages are identical, the declared value entered in this field is the declared value for each individual package. If a FedEx Express international shipment contains more than one package and all packages are identical, the declared value entered in this field is the total declared value for all of the packages.

Increased maximum declared value amount for FedEx Ground® and FedEx Home Delivery®

FedEx Ground® and FedEx Home Delivery® return shipments of fragile or extraordinarily valuable items may now request increased declared value of up to $1,000 for print, email and manual PRP labels, and up to $50,000 for FedEx Ground® Call Tag shipments.

Note: Currency type for Latvia (LV) and Lithuania (LT) is updated to the Euro (EUR).

Total carriage value

Enter the Total carriage value for your shipment. The carriage value is the maximum liability of FedEx for loss, delay or damage to the shipment.

For information about maximum carriage values, applicable fees and terms governing FedEx liability, refer to the FedEx Service Guide at fedex.com.

Total customs value (International only)

Enter the Total Customs Value for international document shipments.

The minimum customs value is US/CAN $1 for shipments to Armenia, Australia, Azerbaijan, Belarus, Canada, China, Czech Republic, Georgia, Indonesia, Japan, Kyrgyzstan, Moldova, New Caledonia, New Zealand, Papua New Guinea, Philippines, Russia, Slovak Republic, Turkmenistan, and Uzbekistan.

FedEx Ship Manager® Software expands the FedEx® Third Party Consignee chargeable special service to Vietnam allowing you to mask the carriage and customs values on the air waybill and have the Commercial Invoice detached from the shipments.

FedEx Ship Manager® Software expands the FedEx® Third Party Consignee service option globally to include Canada and the Europe, Middle East and Africa region. The software also enhances the FedEx® Third Party Consignee features of service by matching them to the international express services Features of Service.

For more information about customs value, refer to the FedEx Service Guide at fedex.com.

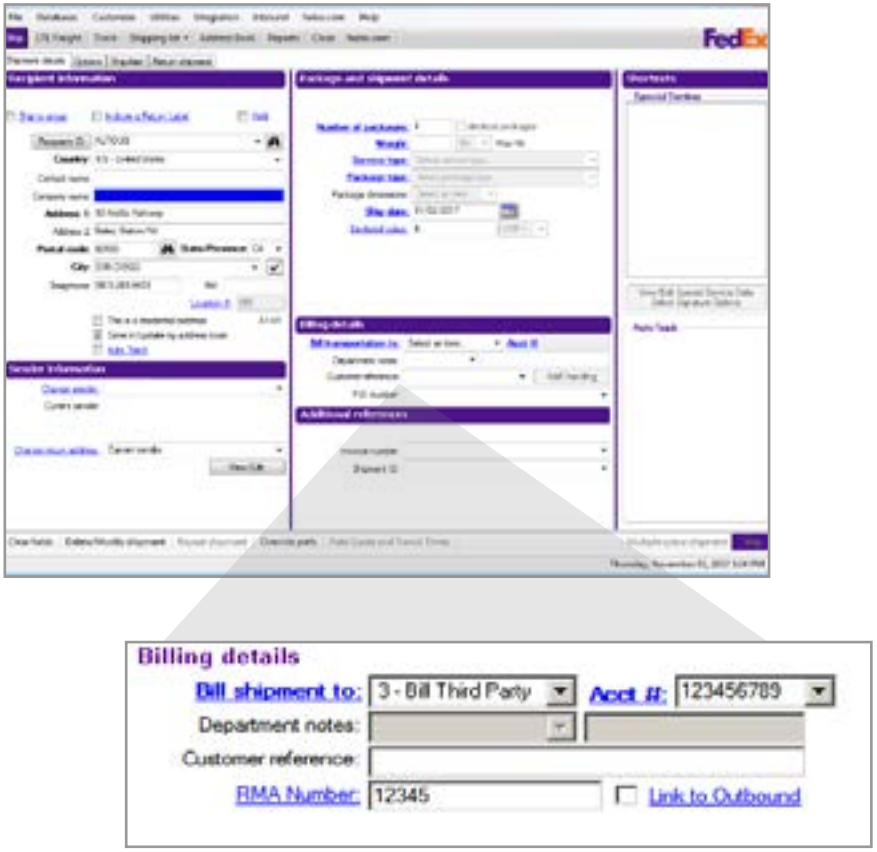
Billing details

The Billing details section of the Shipment details screen offers comprehensive and flexible features to facilitate easier billing.

Required fields appear in bold type on the screen. Save time and keystrokes by setting your billing preferences. Refer to Recipient Preferences and Shipping Profiles for detailed instructions.

The following fields display in the Billing details section

- Bill transportation to | Acct #
- Bill duties/taxes/fees | Acct # (International only)
- Department notes
- Customer reference
- Add'l handling



Bill transportation to | Acct

Select the account to bill for the shipment. Enter the FedEx billing account number if the Acct # field does not populate automatically.

Note: For multiple-piece shipments, complete the required billing information before you enter information on the Multiple-Piece Shipment Information screen.

Bill duties/taxes/fees | Acct # (International only)

Select the account to bill for the shipment's duties, taxes and fees for international commodity shipments. Enter the FedEx billing account number if the Acct # field does not populate automatically.

Department notes

FedEx Ship Manager® Software allows you to assign billing for your shipments to a specific department of your company.

To assign a department:

1. Enter or select a Department ID from the Department notes menu.
   Note: You can add, view, edit, and delete departments in the Department database. You can also print department reports. To access the database, select Department/Notes from the Databases menu and refer to Database Functions.
2. If you enter a new Department ID in the text field, the View/Edit Department screen displays.
3. Enter Department Name.
4. Click OK to save the new department in the database.
   Note: To change the Department notes field name, refer to Customize Fields.

Reference fields

Enter or select reference information, such as Customer reference and P.O. number, to print on the shipping label. This information can also be used to track packages.

- For U.S. shipments – Customer reference and one additional reference field are available. Additional reference fields are available on the Options screen.
- For international shipments and intra-Canada shipments – Customer reference is available. Additional reference fields are available on the Options screen.

Note: You can add, view, edit and delete references in the Reference database. You can also print reference reports. To access the database, select Reference from the Databases menu and refer to Database Functions. To customize the reference field names, refer to Customize Fields.

Additional handling

1. Click Additional handling to override your handling charge defaults. The Additional handling charges screen displays.
   Note: This option activates only if you have set handling charge defaults in your shipping profiles. Refer to Shipping Profiles.
2. Make changes to the fixed and variable amounts as necessary for your shipment.
3. Click OK to save your changes.



Address book

Save time and automate shipping by creating a unique Recipient ID for each recipient in the Address Book.

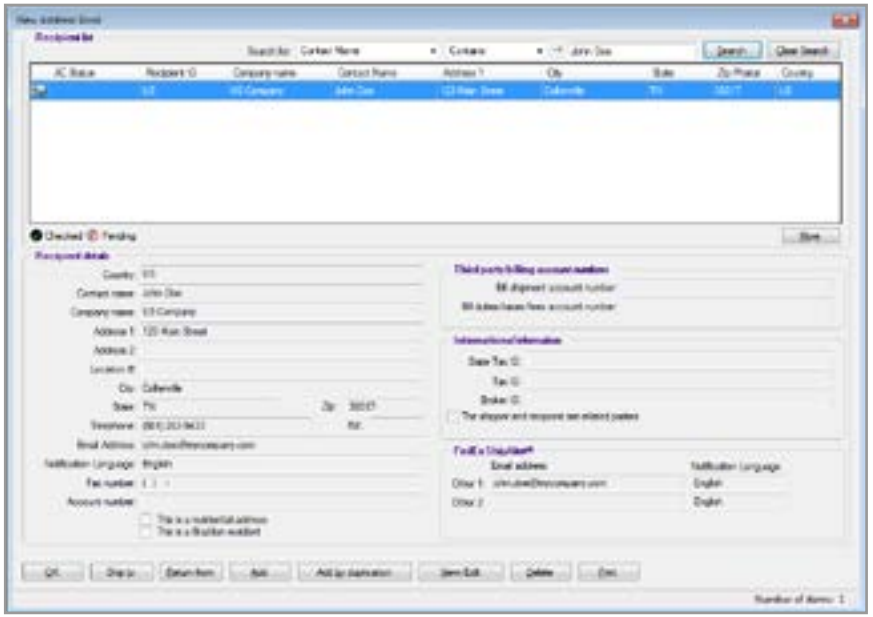
You can add, view, edit, and delete recipients in the Address Book. You can also print recipient reports.

To access the Address Book, click the Address Book tab or select Recipient from the Databases menu.

For detailed instructions on importing and exporting recipients, refer to Databases.

Refer to the following information in this section to:

- Add a Recipient when Shipping
- Address Book Search
- Setting Recipient Preferences
- Address Checker



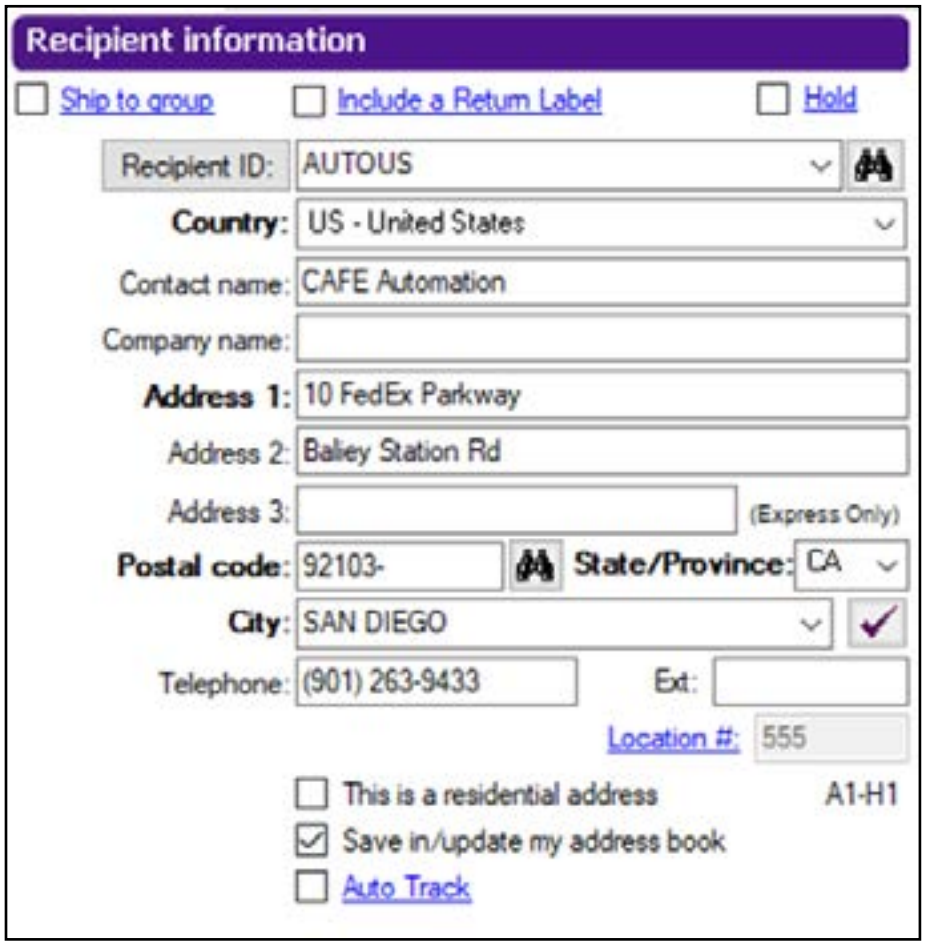
Add a recipient when shipping

You can save a new recipient to the Address Book on the Shipment details screen.

1. Enter a new Recipient ID in the text field in the Recipient information section on the Shipment details screen.

   Note: The Save in/update my address book option is checked automatically when you enter a new Recipient ID.

2. Enter the required recipient information.
3. Enter the remaining required information for your shipment.
4. The new recipient is saved in your Address Book when you process the shipment.



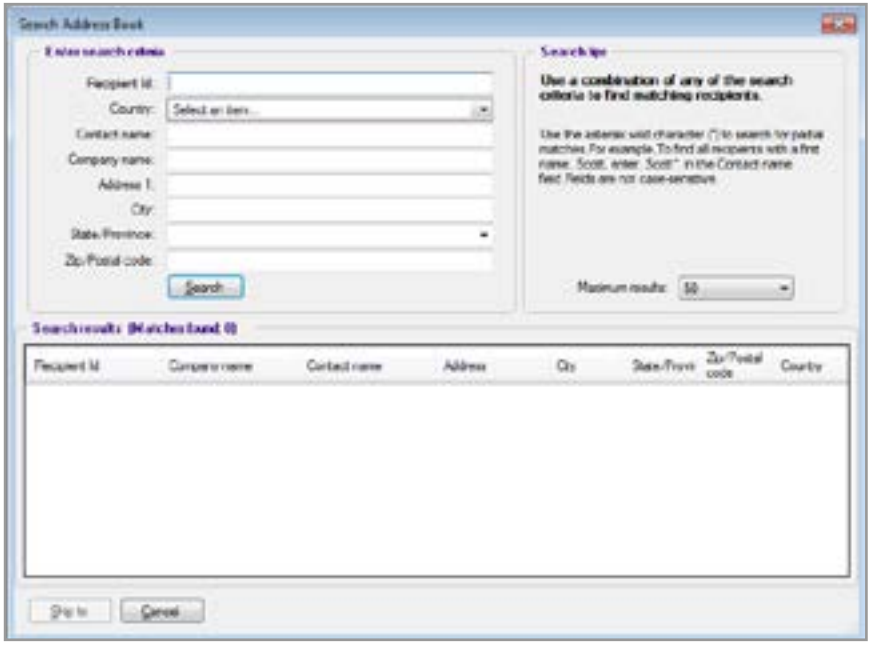
Address book search

Search for your recipient in one of two ways:

- Search when Shipping
- Search the Address Book

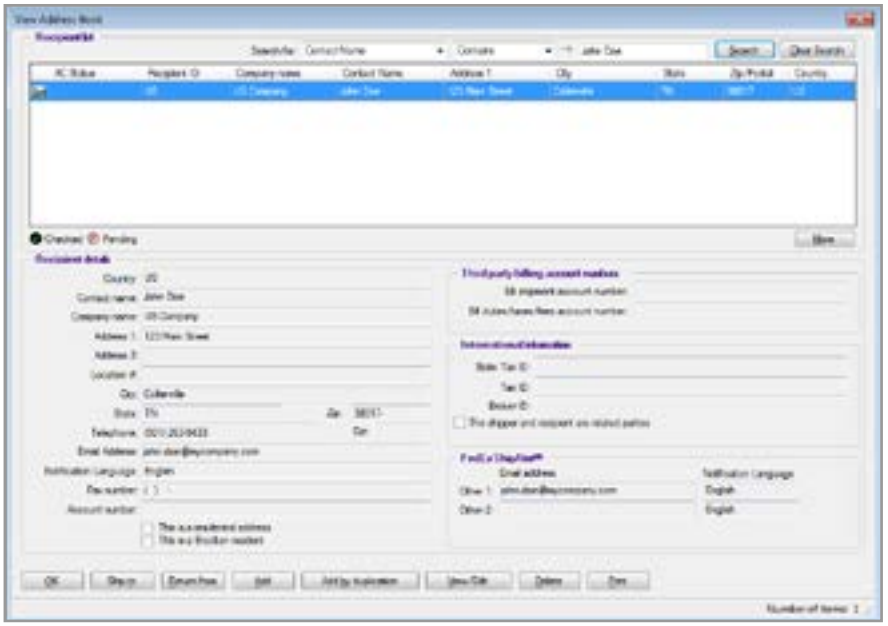
Search when shipping

1. On the Shipment details screen, click binoculars next to the Recipient ID field. The Search Address Book screen is displayed.
2. Enter your search criteria in any field or select from the Country and State/Province menus.
3. Select the maximum results you want displayed and click Search. The search results and number of matches display.
4. To ship to a recipient from the search, select the recipient and click Ship to. The Shipment details screen automatically populates with the recipient information.
5. Enter the remaining required information to complete your shipment.



Search the address book

1. Click Address Book tab or select Recipient from the Databases menu. The View Address Book screen displays.
2. Select a field from the Search for menu (e.g., City) and enter the search criteria in the text box (e.g., Memphis).
3. Click Search. The first occurrence of a recipient that meets your search criteria appears on the Recipient list.
4. To ship to a recipient from the search, select the recipient and click Ship to. The Shipment details screen automatically populates with the recipient information.
5. Enter the remaining required information to complete your shipment.



Using wild card characters

For more powerful search capabilities, enter wild card characters (such as an asterisk*) in any text field(s) on the Search Address Book screen.

- Searches are not case-sensitive. For example, if you enter M* in the City field, all recipient cities that begin with either M or m are returned by the search.
- Any field left blank or unselected is not included in the search criteria.

Setting recipient preferences

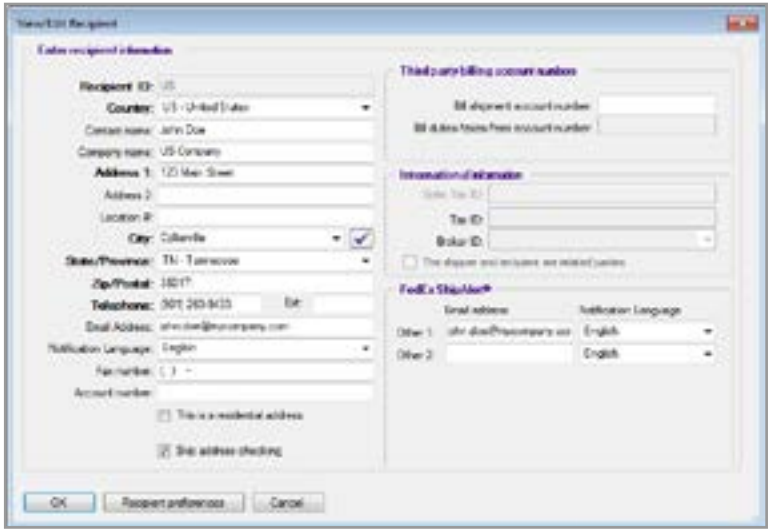
You can customize recipient preferences in your Address Book and set shipping preferences for details such as service type, package type, and payment type.

To set recipient shipping preferences:

1. Click Address Book tab or select Recipient from the Databases menu. The View Address Book screen displays.
2. For an existing recipient, select the recipient, and click View/Edit. The View/Edit Recipient screen displays.

   For a new recipient, click Add. The Add Recipient screen displays.
3. On either screen, click Recipient preferences. The View/Edit Recipient Shipping Preferences screen is displayed
4. Click 1-Domestic field prefs for U.S. and Canada domestic recipients or 2-International field prefs for international recipients.
5. Select the field to set a preference, such as FedEx Express® Package Type.
6. Click Constant as the Behavior and select a field value, such as 4-FedEx Box. This value automatically populates this field on the Shipment details screen when you select this recipient. You can press F11 to override this value
7. Click OK to save your recipient preferences.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field.



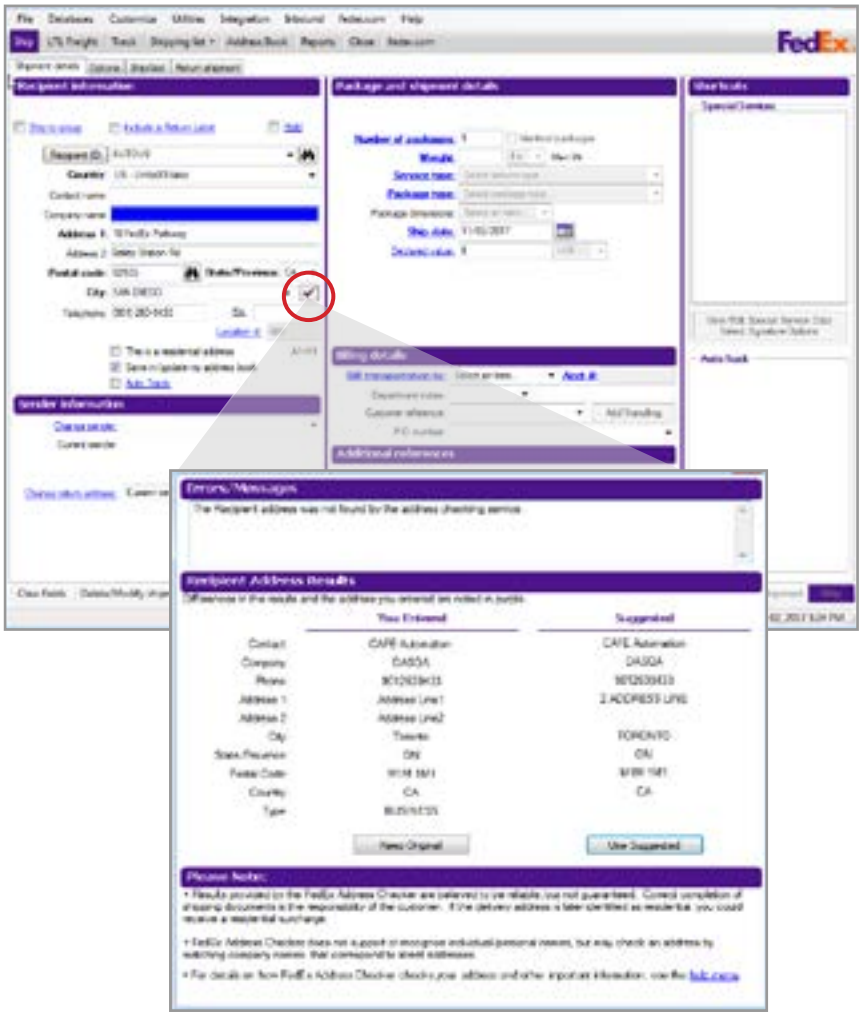
FedEx Ground® and FedEx Home Delivery® enhancements (U.S. Addresses Only)

FedEx Ground® and FedEx Home Delivery® enhancements and address validation improvements (U.S. addresses only) offer you business and residential classification for your shipments, and provide visibility specifically into FedEx Ground® special service options available for your designated delivery addresses.

Key enhancements include:

- Address Checker enhancements.
- Business/residential classification based on our available records.
- Visibility to applicable special service options for both FedEx Ground® and FedEx Home Delivery®.
- Hold at FedEx Location and hazardous materials shipments are allowed via FedEx Ground® residential service. (Hazardous material shipments are not for Canada domestic/international or international direct distribution).
- These services return the estimated delivery date as a calendar date.
- The weight limit on FedEx Home Delivery® packages has been increased to 150 lbs., which helps you deliver larger packages that weigh more than 70 lbs.
- FedEx home delivery operates 7 days a week with deliveries to most residences on Saturday and many on Sunday.

Click on the  symbol to access the address checker screen.



Address book conversion solution

FedEx Ship Manager® Software provides a simple and seamless solution for you to convert, import, and share address book information between FedEx Ship Manager® Software and FedEx Ship Manager® at fedex.com applications, and from competitors' shipping applications.

When importing and exporting address book databases, you must use a template to define the file layout of the source file. Before you import or export a database, select a template, and carefully view the contents.

FedEx Ship Manager® Software contains the following templates:

- Import templates from FedEx Ship Manager® at fedex.com, UPS.com and UPS WorldShip® into FedEx Ship Manager® Software.
- Export template from FedEx Ship Manager® Software into a FedEx Ship Manager® at fedex.com format.

Note: FedEx Ship Manager® Software requires each address record to have a unique identifier and phone number. If this information is missing from the address book file being imported, the import templates create a unique record identifier and default the missing phone number to ten 1s. You must update the address records with the correct phone number.

Key considerations

Some important aspects of the Address Book Conversion Solution are:

- Export a UPS.com or UPS WorldShip address book database using the .csv file format.
- Do not open any exported address book file before importing it into FedEx Ship Manager® Software.
- Note the location of your exported address book file (e.g., desktop) before you import it into FedEx Ship Manager® Software.

Converting FedEx Ship Manager® at fedex.com address book to FedEx Ship Manager® software

To convert your recipient address book from FedEx Ship Manager® at fedex.com :

- Export your address book from FedEx Ship Manager® at fedex.com.
- Import the FedEx Ship Manager® at fedex.com address book into FedEx Ship Manager® Software. Follow the instructions below to perform the conversion.

Importing FedEx Ship Manager® at fedex.com address book into FedEx Ship Manager® software

1. Export your FedEx Ship Manager® at fedex.com address book to your computer. Note the location where this file is saved on your system.
2. To import the FedEx Ship Manager® at fedex.com address book into FedEx Ship Manager® Software, launch FedEx Ship Manager® Software.
3. Select File Maintenance | Import from the Databases drop-down menu. The File Maintenance – Import screen is displayed.
4. Select the appropriate template from the Templates drop-down menu.
5. Click Browse and locate the file you saved on your computer.
6. Change the Import files (*.sfc) selection to Import files (*.csv) by selecting Import files (*.csv) from the File name drop-down menu.
7. Click Open and then click OK.

Converting UPS.com address book to FedEx Ship Manager® software

To convert your recipient address book from UPS.com:

- Export your address book from UPS.com.
- Import the UPS.com address book into FedEx Ship Manager® Software. Follow the instructions below to perform the conversion.

Importing UPS.com address book into FedEx Ship Manager® software

1. Export your UPS.com address book to your computer. Note the location where this file is saved on your system.
2. To import the UPS.com address book into FedEx Ship Manager® Software, launch FedEx Ship Manager® Software.
3. Select File Maintenance | Import from the Databases drop-down menu. The File Maintenance – Import screen is displayed.
4. Select the appropriate template from the Templates drop-down menu.
5. Click Browse and locate the file you saved on your computer.
6. Change the Import files (*.sfc) selection to Import files (*.csv) by selecting Import files (*.csv) from the File name drop-down menu.
7. Click Open and then click OK.

To convert your recipient address book from UPS WorldShip:

- Export your address book from UPS WorldShip.
- Import the UPS WorldShip address book into FedEx Ship Manager® Software. Follow the instructions below to perform the conversion.

Importing UPS WorldShip address book into FedEx Ship Manager® software

1. Export your UPS WorldShip address book to your computer. Note the location where this file is saved on your system.
2. To import the UPS WorldShip address book into FedEx Ship Manager® Software, launch FedEx Ship Manager® Software.
3. Select File Maintenance | Import from the Databases drop-down menu. The File Maintenance – Import screen is displayed.
4. Select the appropriate template from the Templates drop-down menu.
5. Click Browse and locate the file you saved on your computer.
6. Change the Import files (*.sfc) selection to Import files (*.csv) by selecting Import files (*.csv) from the File name drop-down menu.
7. Click Open and then click OK.

Converting UPS WorldShip 2011 address book to FedEx Ship Manager® software

To convert your recipient address book from UPS WorldShip 2011:

- Export your address book from UPS WorldShip 2011.
- Import the UPS WorldShip 2011 address book into FedEx Ship Manager® Software. Follow the instructions below to perform the conversion.

Importing UPS WorldShip 2011 address book into FedEx Ship Manager® software

1. Export your UPS WorldShip 2011 address book to your computer. Note the location where this file is saved on your system.
2. To import the UPS WorldShip 2011 address book into FedEx Ship Manager® Software, launch FedEx Ship Manager® Software.
3. Select File Maintenance > Import from the Databases drop-down menu. The File Maintenance – Import screen is displayed.
4. Select the appropriate template from the Templates drop-down menu.
5. Click Browse and locate the file you saved on your computer.
6. Change the Import files (*.sfc) selection to Import files (*.csv) by selecting Import files (*.csv) from the File name drop-down menu.
7. Click Open and then click OK.

Converting FedEx Ship Manager® software address book to FedEx Ship Manager® at fedex.com

To convert your recipient address book from FedEx Ship Manager® Software to FedEx Ship Manager® at fedex.com:

- Export your address book from FedEx Ship Manager® Software.
- Import the FedEx Ship Manager® Software address book into FedEx Ship Manager® at fedex.com. Follow the instructions below to perform the conversion.

Exporting address book from FedEx Ship Manager® software

1. Launch FedEx Ship Manager® Software.
2. Select File Maintenance > Export from the Databases drop-down menu. The File Maintenance – Export screen is displayed.
3. Select FEDEX.COMRECEXP from the Templates drop-down menu.
4. Click Browse and determine the location where you want to save your file. Note the location of the exported file.
5. In the Output file field, name your file.
6. Click Open. Your file is saved with the default extension *.csv.
7. Go to fedex.com.
8. Select Create Shipment from the Ship drop-down menu and login to FedEx Ship Manager® at fedex.com. The Ship screen is displayed.
9. Select Address Book from the My Lists drop-down menu. The Address Book main screen is displayed.
10. Select Import/Export from the Import/Export drop-down menu. The resulting Address Book screen is displayed.
11. In the Choose action section, select Replace address book check box for your import option if you want to replace an existing address book. Otherwise, accept the default, which is Add to existing address book.
12. In the Import as section, select Recipient as the import type.
13. In the File to import section, click Browse to find the filename of the address book you exported in the Exporting Address Book from FedEx Ship Manager® Software section described above.
14. Select FedEx Ship Manager® Software (.CSV file) from the Select file type drop-down menu.
15. Click Import at the bottom of the screen.

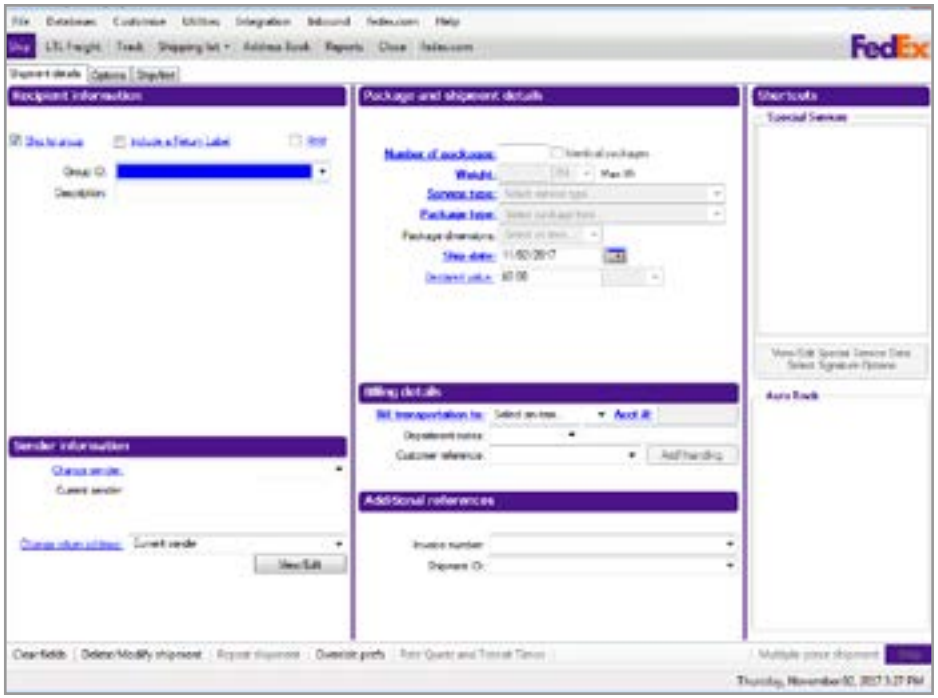
Note: If you have any questions about these solutions or need assistance using FedEx Ship Manager® Software, please call the FedEx Ship Manager® Technical Support Center at 1.877.FDX Assist 1.877.339.2774. Since this system is voice-activated, say “FedEx Ship Manager® Software” when prompted. Use of this new software version is subject to the terms of the FedEx Automation Agreement you executed to receive FedEx Ship Manager®.

Group shipments

When you ship to a group of recipients, enter shipping information once and FedEx Ship Manager® Software automatically prints shipping labels for each recipient.

The Service type, Package type, and Ship date must be the same for each recipient in a group. All recipients must already be saved in the Address Book.

Note: When you send a multiple-piece shipment to a group, you receive multiple shipping labels for each recipient. Refer to Multiple-Piece Shipments (MPS) for details.



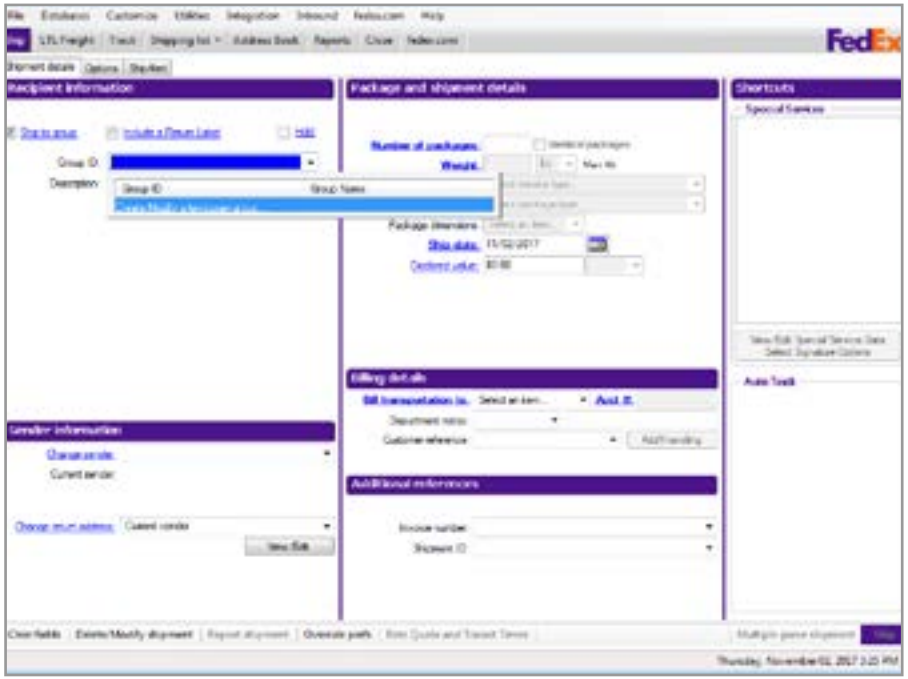
Refer to the following information in this section to:

- Ship to an Existing Group
- Ship to a Temporary Group
- Add a Group when Shipping
- Setting Group Preferences

Note: You can add, view, edit, and delete groups in the Groups database. You can also print group reports. To access the database, select Groups from the Databases menu or refer to Database Functions.

Ship to an existing group

1. Select Ship to group check box on the Shipment details screen.
2. Select the group from the Group ID menu.
3. Enter the remaining required information to complete the shipment.
4. Click Ship to process the group shipment.



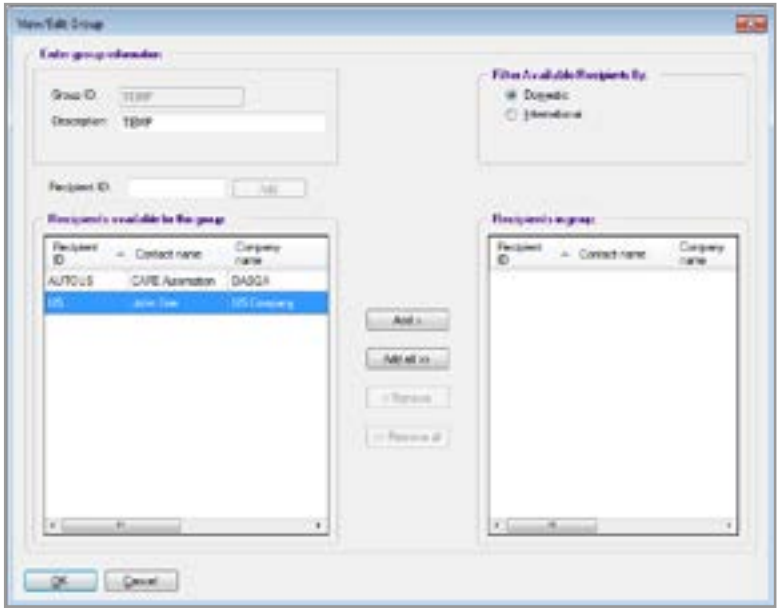
Ship to a temporary group

1. Select Ship to group check box on the Shipment details screen.
2. Select Create/Modify a temporary group from the Group ID menu. The View/Edit Group screen is displayed.
3. Click the group filter: Domestic or International.
4. Select the recipients from the Recipients available for this group list and click Add, or click Add all to add all recipients to the group.
5. Click OK after you select all recipients for the group. The Shipment details screen displays with the temporary group information.
6. Enter the remaining required information to complete the shipment.
7. Click Ship to process the group shipment.

Note: Temporary groups are not saved in the Group database.

Add a group when shipping

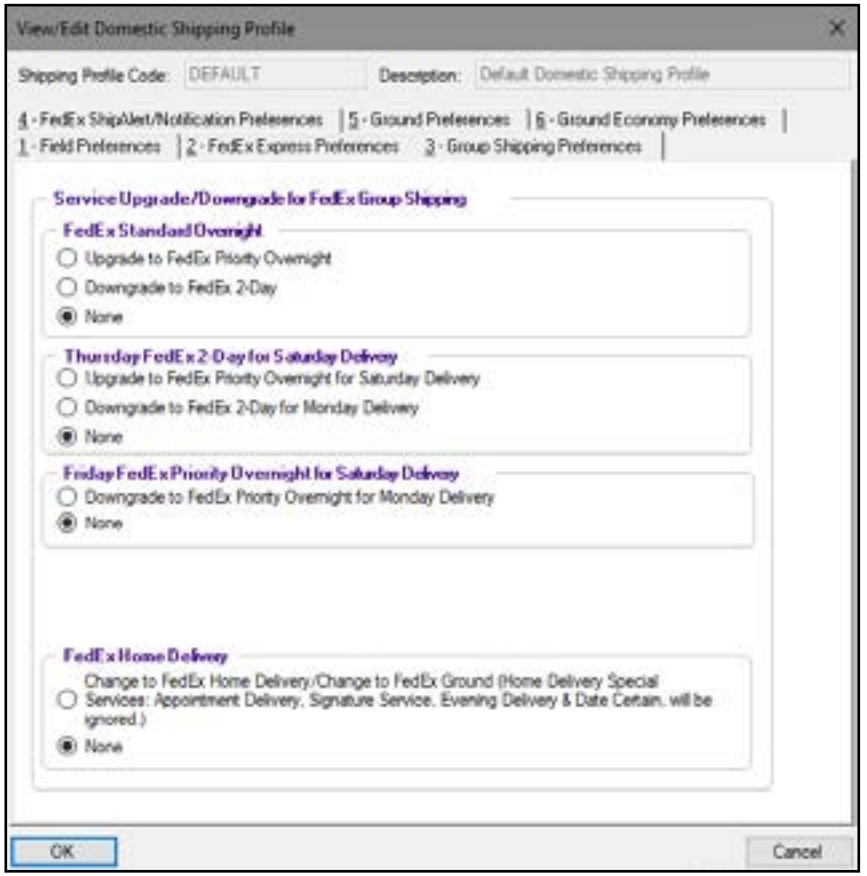
1. Select Ship to group check box on the Shipment details screen.
2. Enter a new Group ID in the Recipient ID field and press Tab. The View/Edit Group screen is displayed.
3. Enter a description for your group.
4. Click the group filter: Domestic or International.
5. Select the recipients from the Recipients available for this group list and click Add, or click Add all to add all recipients to the group.
6. Click OK after you select all recipients in the group. The Shipment details screen displays with the group information.
7. Enter the remaining required information to complete the shipment.
8. Click Ship to process the group shipment.



Setting group preferences

If a standard or special service option is not available for a recipient in a group shipment, an error label prints for that recipient. To prevent this error, set group preferences in your shipping profiles.

1. Select Shipping Profiles from the Customize menu.
2. Select the shipping profile you want to modify and click View/Edit.
3. Click 3-Group Shipping Preferences tab.
4. Select to upgrade or downgrade services automatically for an individual recipient in a group shipment.
    - Upgrade – If a service is not available for a recipient, click Upgrade to assist in getting the package to arrive on time. In most cases, an upgrade costs more than the service selected for the group shipment.
    - Downgrade – If a service is not available for a recipient, click Downgrade to avoid incurring an additional fee to upgrade the service. In most cases, the package is delivered one or two days after the service selected for the group shipment.
    - None – Click None if you do not want to upgrade or downgrade a service.
5. Click OK to save your group preferences.

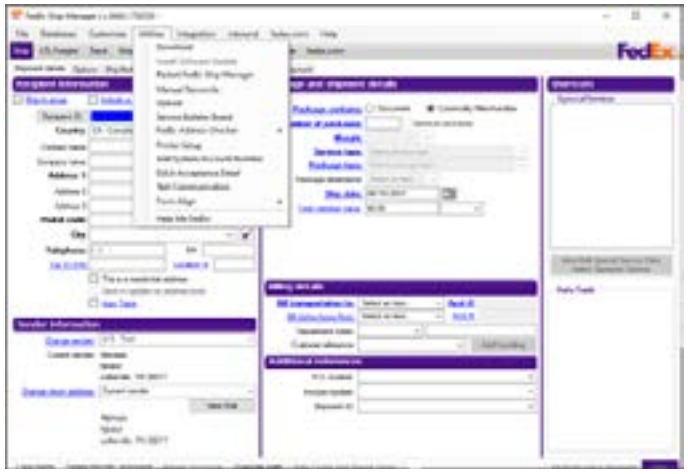


Manual reconcile

The Manual Reconcile feature allows you to perform a system reconcile on the FedEx Ship Manager® at your convenience.

To perform manual reconcile:

1. Click Utilities and select Manual Reconcile.
2. The software now starts the reconcile process and gives you the updated information once the process is completed.

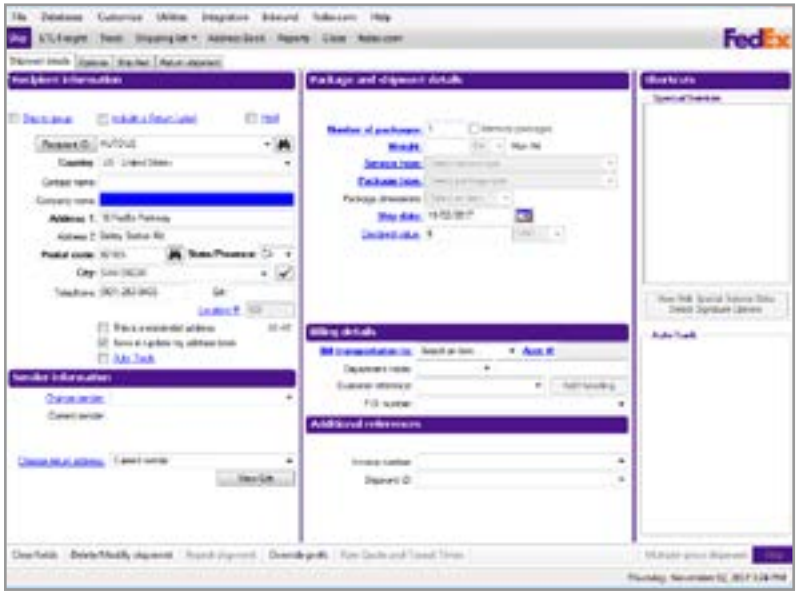


FedEx® Address checker

FedEx® Address checker enables you to validate the accuracy of recipient address information for all FedEx services.

With FedEx® Address checker you can:

- Check recipient addresses and provide alternatives for incorrect addresses.
- Determine whether our records indicate a U.S. address is commercial or residential.
- Check U.S., Canadian, and Puerto Rican addresses.



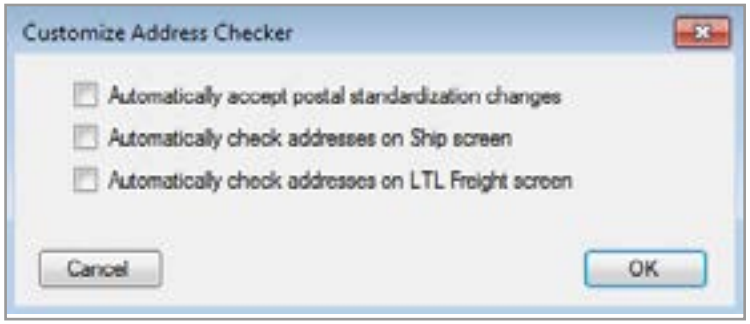
Refer to the following instructions to use the FedEx® Address Checker:

- Set Preferences
- Check Individual Recipients

Set preferences

To select FedEx® Address Checker preferences:

1. Select FedEx® Address Checker from the Utilities menu.
2. Select Preferences from the secondary menu. The Customize Address Checker screen is displayed.
3. Select one of the following options to validate your address selection:
    - Display possible addresses if a match is not found A maximum of 3 address results display at one time on the FedEx® Address Checker Results screen. Choose to keep the original address, use the new address data, or cancel the results and return to the origination screen.
    - Display addresses in upper and lower case (e.g., 100 Main St.).
    - Automatically accept postal standardization changes — This option allows you to check addresses with little impact to your shipping process. For example, if the street name is misspelled, you do not have to accept the change. FedEx automatically corrects the spelling.

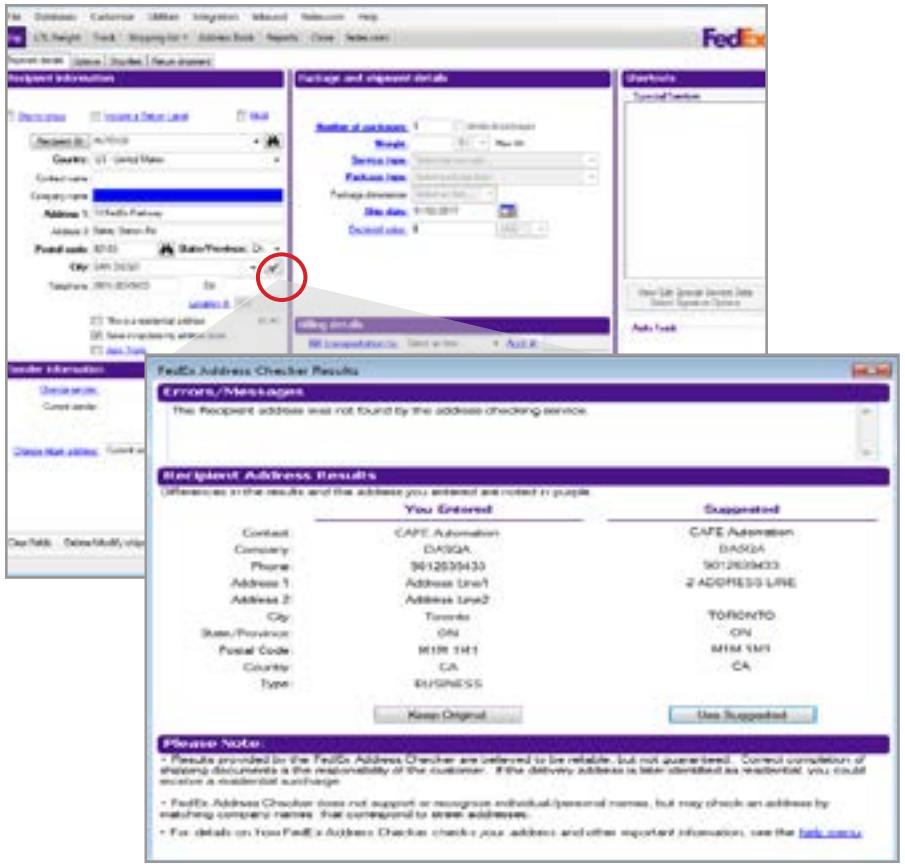


Note: FedEx® Address Checker does not support or recognize individual or personal names, but may check an address by matching business names that correspond to street addresses.

Check individual recipients

FedEx® Address Checker allows you to check individual recipient addresses. Look for the FedEx® Address Checker check mark to the right of the Address 1 field on the Shipment details screen and on the Add Recipient and View/Edit Recipient screens in the Address Book.

1. Select a recipient in one of the following ways:
   - Select an existing Recipient ID or enter new recipient information on the Shipment details screen.
   - Select an existing recipient in the Address Book and click View/Edit, or click Add to enter new recipient information.
2. Click Address Checker check mark.
3. FedEx Ship Manager® Software checks the address and returns results based on the preferences you have selected to validate your address selection.
4. Select one of the options on the Results screen:
   - To keep the original recipient information, click Keep Original.
   - To use a result returned by the FedEx® Address Checker, click the button next to the address you want to use and click Use Selection. The data automatically populates the recipient fields on the origination screen.
   - To cancel the results and return to the origination screen, click Cancel.

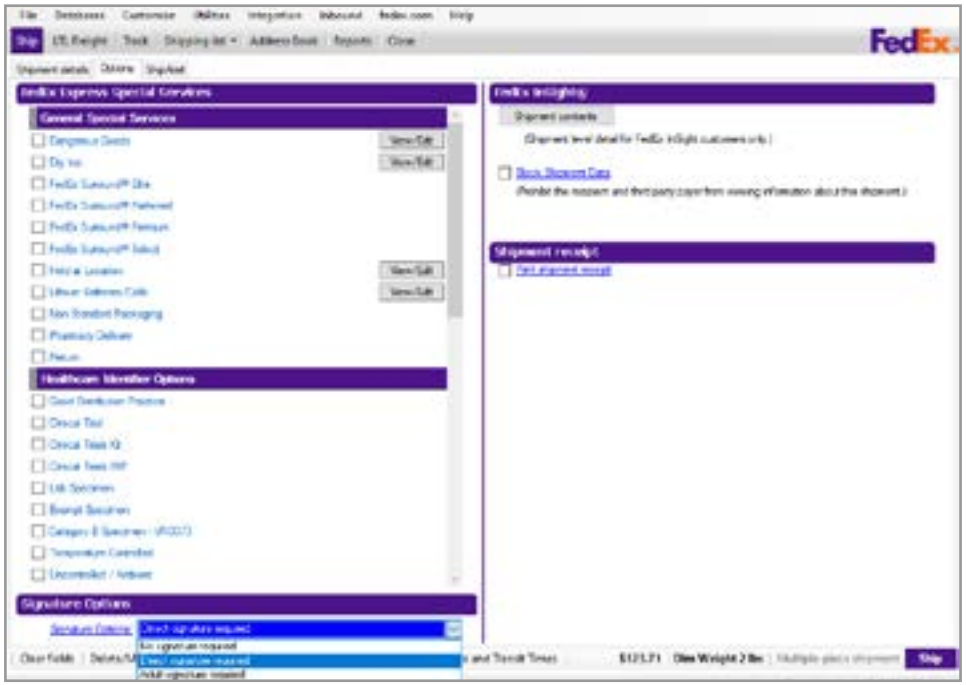


Accessing special options

FedEx Ship Manager® Software increased screen resolution from 800 x 600 pixels to 1024 x 768 pixels to accommodate additional shipping features. The increased screen size allows you to easily select special options and additional reference fields all from the Shipment details screen.

The special options are displayed on the Shipment details screen or Return shipment details screen reflect the available special options for the service you select.

Note: The secondary special options grid that displays on the Options screen or Return options screen specifically for FedEx Ground® shipments is not reflected on the Shipment details screen or the Return shipment details screen. All other screens and dialog boxes are expanded and fields are spaced according to the available new space.



You can access the Options screen from the Shipment details screen in two ways:

- Click Options tab or
- Click View/Edit Special Service Data Select Signature Options.

The resulting Options screen reflects the available special options for the service you selected on the Shipment details screen.

Customized shipping labels

Increase the visibility of your brand, maximize your sales efforts and more with our easy-to-use, customizable label options. Now, FedEx Ship Manager® Software offers custom label options that include adding a barcode, logo, images, and text.

This feature allows the common label to remain unaltered and provides you with a 2” area at the top of the label that is customizable with text and/or graphics.

Additional benefits of this feature include new barcode types, supported for the custom portion of thermal shipping labels as well as the larger thermal label stock (8” and 9”) supported by FedEx Ship Manager® Software.

Instructions and process

Any image intended for printing on the shipping label as part of the FedEx Custom Label program must be approved by FedEx.

Proposed logos, meter number and contact information must be submitted to image approval@fedex.com for review.

If approved, you will receive a password via email allowing you to upload the approved logo. The password must be used within the same business day that it was received.

Review typically occurs within 48 hours of submission. Any images that are uploaded or used without approval may result in your shipping privileges being revoked. FedEx reserves the right to remove any logo at any time for any reason. You are solely responsible for the content of your logo and your use of any logo constitutes your agreement to indemnify and hold harmless FedEx for any claims resulting from such use.

Adding a Custom Label Profile

To add a custom label profile, follow these steps:

1. Select Custom Label Profiles from the Customize drop-down menu. The Custom Labels screen is displayed.
2. Click Add and select Custom shipping label profile or Customer label profile. The selected label configuration screen will be displayed.
3. Enter the required information and customize your label by adding a barcode, box, grid, image, text and/or message. Click OK.
4. Click Print Test Label. If the test label prints correctly, click OK.

Editing a Custom Label Profile

To edit a custom label profile, follow these steps:

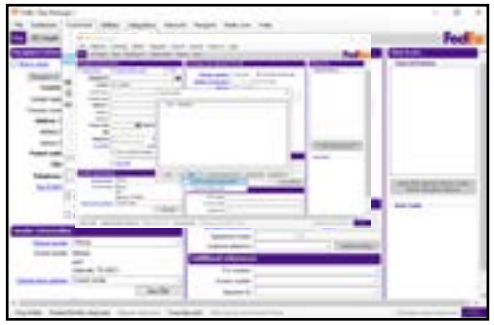
1. Select Custom Label Profiles from the Customize drop-down menu. The custom Labels screen is displayed.
2. Select your custom label profile code and click View/Edit. The custom Label Configuration screen is displayed.
3. Enter your changes and click OK.

Custom shipping label profile





Custom label profile





Selecting a custom label profile during shipment preparation

1. Complete shipping information on the shipment details tab.
2. Click Options tab.
3. Select which customs label profile you would like to apply to this shipment.

Note: This field will be defaulted to what is set in the sender database and can also be edited at ship time.

Updating shipping profiles for custom labels

To customize shipping profiles:

1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen is displayed.
   - To customize an existing or default profile, select the profile, and click View/Edit.
   - To create a new profile, click Add.
   - To duplicate an existing or default profile, select the profile, and click Add by duplication.
2. The Label Format / Label Stock selection appears in the following Shipping Profile Tabs under the Label Format group box:
   - Domestic Shipping Profile - 2 - FedEx Express Preferences tab
   - Domestic Shipping Profile - 5 - FedEx Ground Preferences tab
   - Domestic Shipping Profile - 6 - FedEx Ground® Economy Preferences tab
   - International Shipping Profile - 2 - FedEx Express Preferences tab
   - International Shipping Profile - 4 - FedEx Ground Preferences tab
   - LTL Freight Shipping Profile - 2 - FedEx LTL Freight Preferences tab
   - International Direct Distribution Shipping Profile - 2 - FedEx Express Preferences tab
   - International Direct Distribution Shipping Profile - 4 - FedEx Ground Preferences tab
3. Select the appropriate service/tab and update/select Label Format according to the labels being used for Custom Labels. Available options are:
   - 4x8 Thermal Label without Doc Tab – Format 434
   - 4x9 Thermal Label with Doc Tab – Format 434
   - 4x8.5 Thermal Tire with Doc Tab
   - 4x10.5 Thermal Tire with Doc Tab
4. Once selections are made, click OK to go back to the shipping screen.

Applying custom labels to senders in your address book

1. Before you create a custom shipping label for your shipment, select Sender from the Databases drop-down menu. The View Senders screen is displayed.
2. Select a contact that you would like to include custom labels for and click View/Edit. The View/Edit Sender screen is displayed.
3. In the Custom label profiles section, select your custom label profile from the Custom label drop-down menu.
4. Click OK.

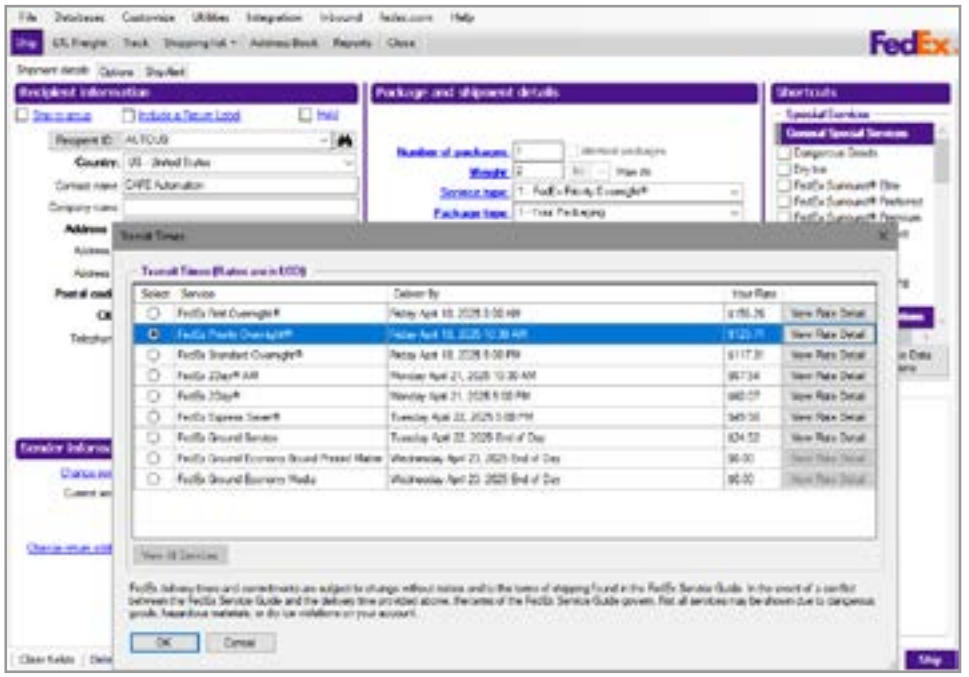
View Transit Times

Research a transit time for your shipments quickly and easily. View and compare shipping rates to obtain the best price and most expedient service for your needs to ensure that all of your packages get to their destination on time.

To generate a transit time, follow these steps:

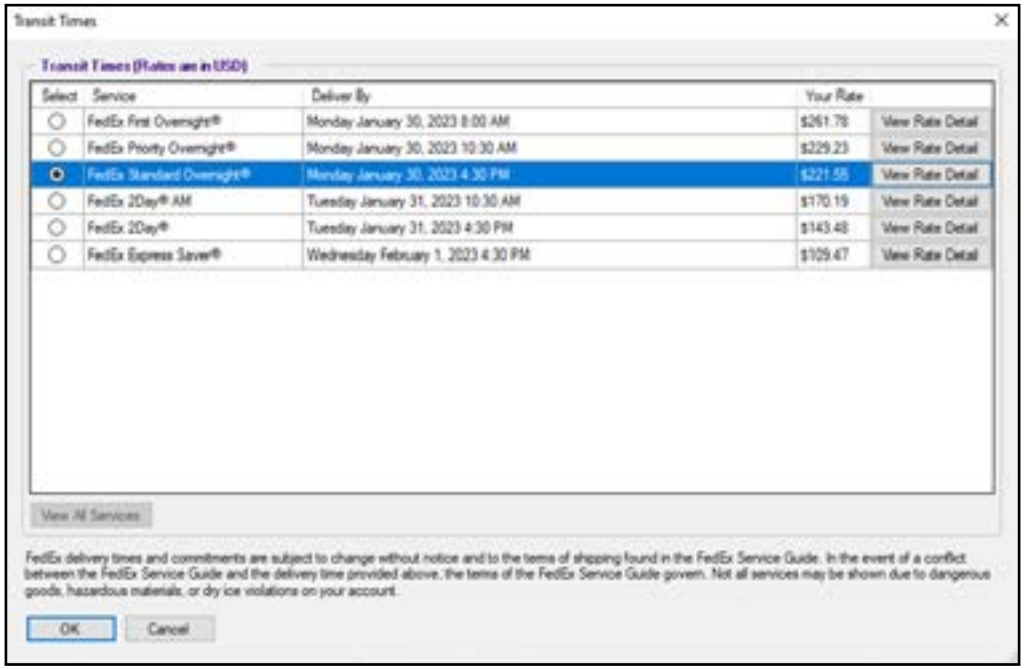
1. Click Ship tab.
2. Click Shipment details tab.
3. Complete Recipient Information fields.
4. Complete Sender Information fields
5. In Package and Shipment Details enter number of packages, weight, select service and package type from the drop down menu, and enter ship date.
6. To get rate quotes and transit times select 1-Sender in the “Bill transportation to” field located on the drop down menu in the Billing details section of the screen.
7. Click Rate Quote and Transit Times button at the bottom of the Shipment Details page.
8. After a successful completion of the web service call, the Transit Times dialog box displays, featuring a group box with available options.
9. Click View All Services button to display additional options.

Notes: The maximum transit time is used when calculating the transit time for FedEx Ground® Economy shipments. Transit times for FedEx Express® Freight shipments will only be available for display if a valid weight of 151 lbs. or more is entered and the number of packages is equal to 1 or more. Transit Time option is available for all the payment types even when rate quotes are not requested or not available for your shipment. if delivery date is not valid nor available for the postal code selected, an error message “Delivery date unavailable” is displayed.



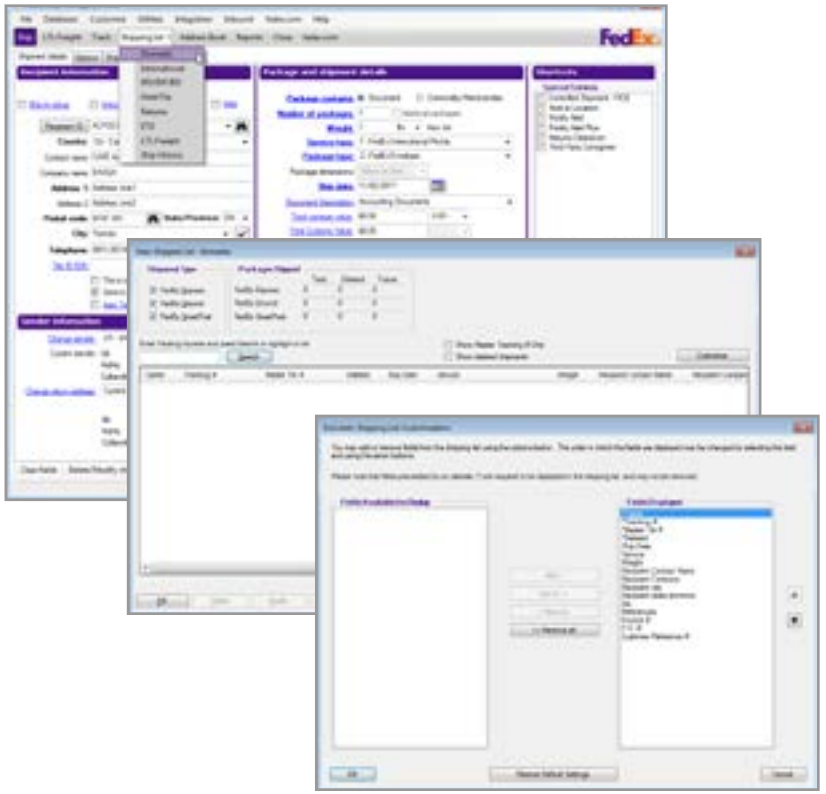
Note: The rate quote detail will not display all rate quotes for selected options if the service type is filled in. In case of 0.0 rates, FedEx Ship Manager® will not process the shipment and will prompt to download the rates manually. This message will be displayed only if you have configured to display the message on Customize User Prompt screen.

When the One Rate rate is the lowest among the rates displayed, an asterisk is displayed to the right of the One Rate rate.



Customized Shipping lists

Provide your customers with the vital information that they need such as tracking numbers, shipping dates, recipient company, city, and more as part of the shipping list customization functionality that is available with FedEx Ship Manager®. Select from a list of shipping attributes that you would like to see as part of your final shipping list. Then simply drag and drop columns, from left to right, in the order that you want the information displayed in.



To customize a shipping list, follow these steps:

1. Click Shipping List on the ship tab.
2. Click International or Domestic.
3. Click Customize to reveal the customization screen.
4. Select the information fields that you would like to be displayed in your final shipping list from the “Fields Available for Display” listing on the left side, and click “Add>”, or you may click on the “Add all>>” button to move all of the available information fields to the “Fields Displayed” column on the right.
5. You may also use the “<Remove” or “<<Remove all” button to revise your selections.
6. Click OK.

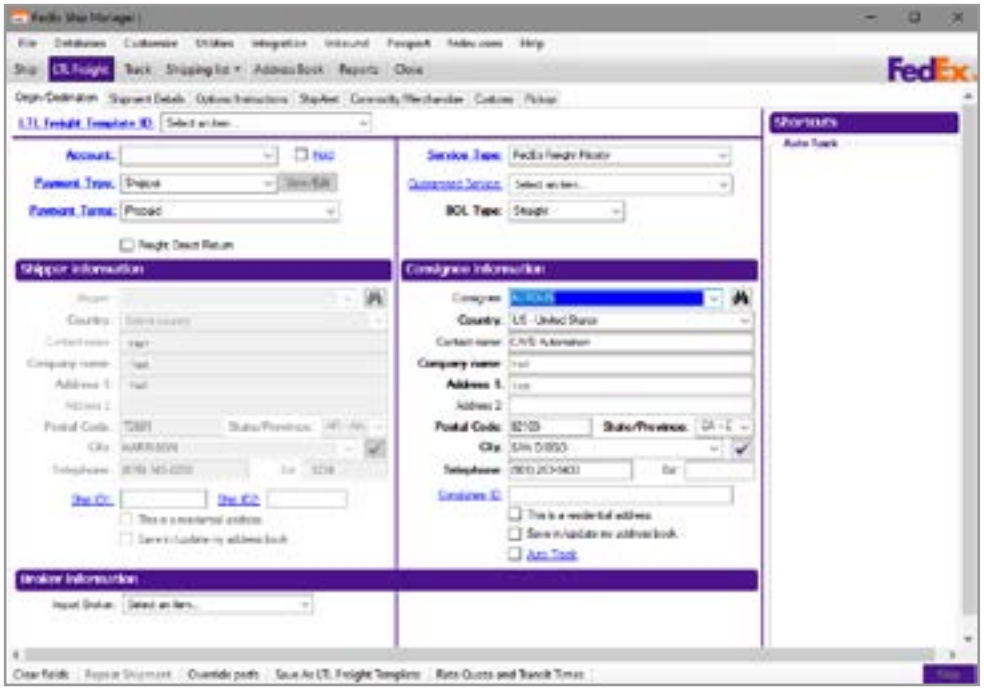
Note: Recipient Contact Name field can now be added in the Domestic Shipping List.

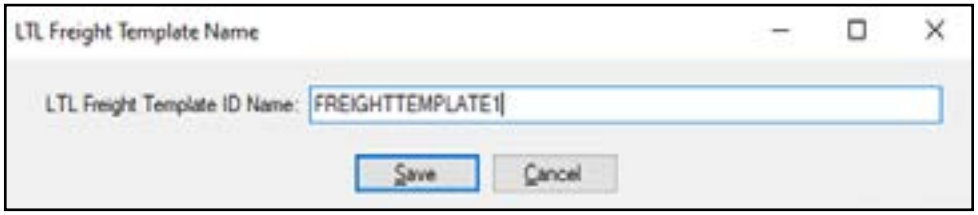
LTL Freight shipment templates

To create an LTL Freight Shipment Template, follow these easy to use steps:

1. Click LTL Freight tab.
2. Fill out Origin/Destination, Shipment Details, Options/ Instructions, Ship Alert and Pickup information.
3. Click Save As LTL Freight Template button at the bottom of the LTL Freight details page.
4. Create LTL Freight Template ID for future use.
5. You can use your LTL Freight Template by accessing the LTL Freight Template ID drop down menu from the Origin/Destination page for LTL Freight.

Note: This feature is located using the bottom navigation tabs under the LTL Freight tab. But once saved, you can easily select a saved template from the Origin/Destination tab to quickly auto-populate all fields saved in the template.

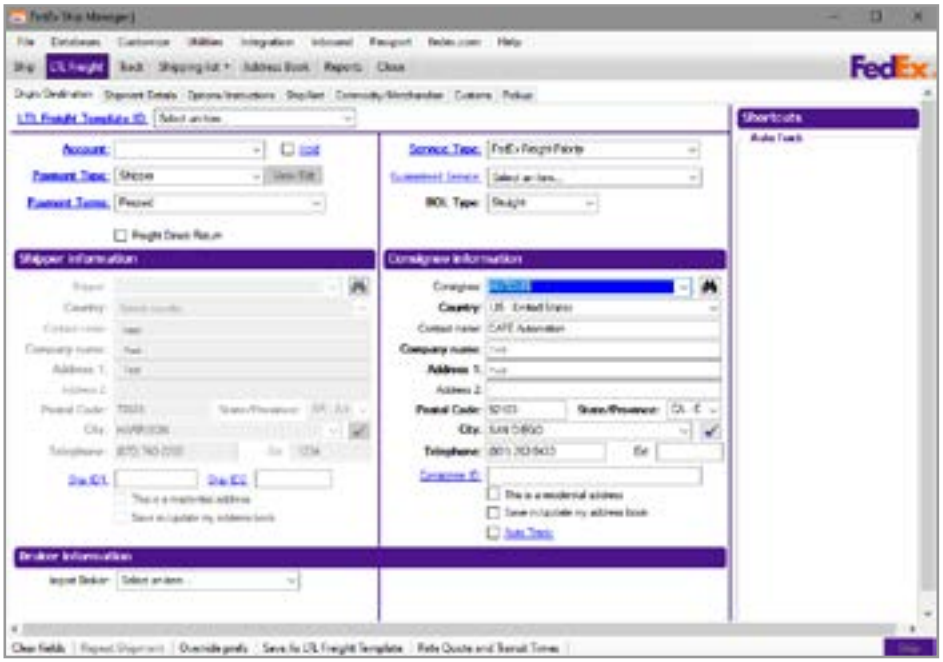




Consignee information

To create Consignee information in LTL Freight Shipment Template, follow the below steps:

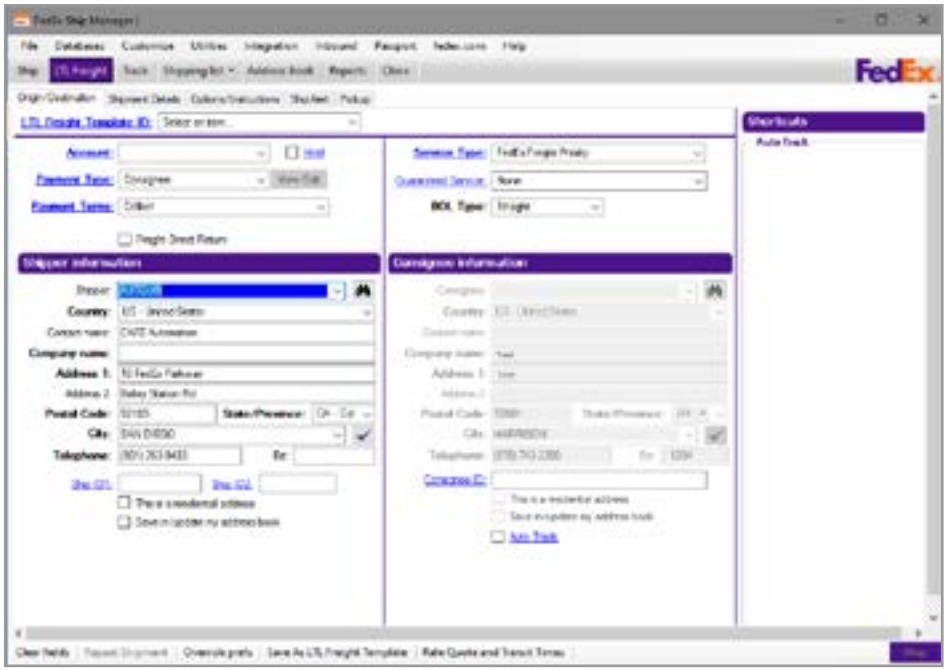
1. Select Payment Type as Shipper. The Consignee information column is enabled.
2. Specify the Consignee, Country, Contact name, Company name, Address 1, Address 2, and Postal code.
3. On entering postal code, you can choose the state and city names from the dropdown list.



Shipper information

To create Shipper information in LTL Freight Shipment Template, follow the below steps:

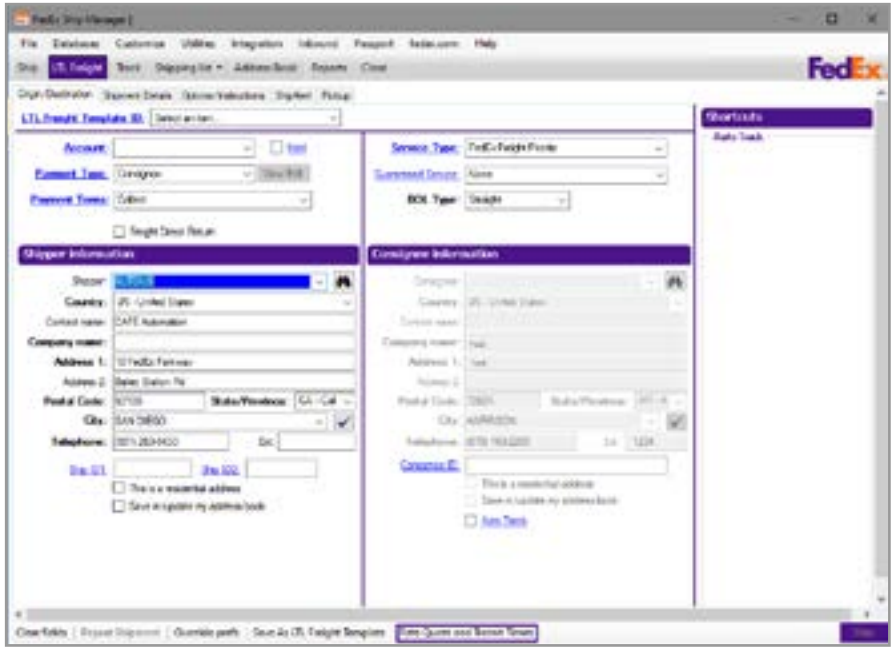
1. Select Payment Type as Consignee. The Shipper information column is enabled.
2. Specify the Shipper, Country, Contact name, Company name, Address 1, Address 2, and Postal code.
3. On entering postal code, you can choose the state and city names from the dropdown list.



Rate Quote and Transit Times

To view rate quotes and transit times, follow the below steps:

1. Click LTL Freight tab.
2. Enter Shipper and Consignee details, Shipment Details, Options/Instructions, Ship Alert and Pickup information.
3. Add Commodity details for International LTL Freight shipments.



4. Click Rate Quote and Transit Times at the bottom of the LTL Freight details page, the Courtesy Rate Quote window is displayed.
5. The Courtesy Rate Quote window shows Rate Quote, Service Type, Transit Time, and breakdown of charges.
6. To switch between USD and CAD rates, click the radio button at the bottom of the window.
7. To print rate quote details, Click Print option at the bottom of the window.



LTL Freight

FedEx Freight® is changing the less-than-truckload (LTL) industry by making it easy to ship fast-transit and economical freight within one streamlined LTL network. With all-points coverage, individual-handling unit tracking numbers, one invoice statement and one pickup and delivery, FedEx Freight® is creating a whole new future for LTL. You can rely on FedEx Freight® Priority when speed is critical to meet your supply chain needs or FedEx Freight® Economy when you can trade time for savings. FedEx Freight® is committed to delivering an easier way to ship LTL.

Now you can create FedEx Freight® enterprise shipping labels for international, intra-U.S., intra-Canada, and intra-Mexico shipments. And to simplify the total shipping experience even more, you can prepare and manage FedEx Freight® shipments with the same solutions used for FedEx Express® and FedEx Ground® shipments.

FedEx Freight® now allocates unique tracking numbers and provides FedEx enterprise shipping labels for each of the shipment units, such as pallets, crates and barrels— plus the ability to rate, track, and schedule pickups — and gives you electronic efficiency for larger, heavier shipments.

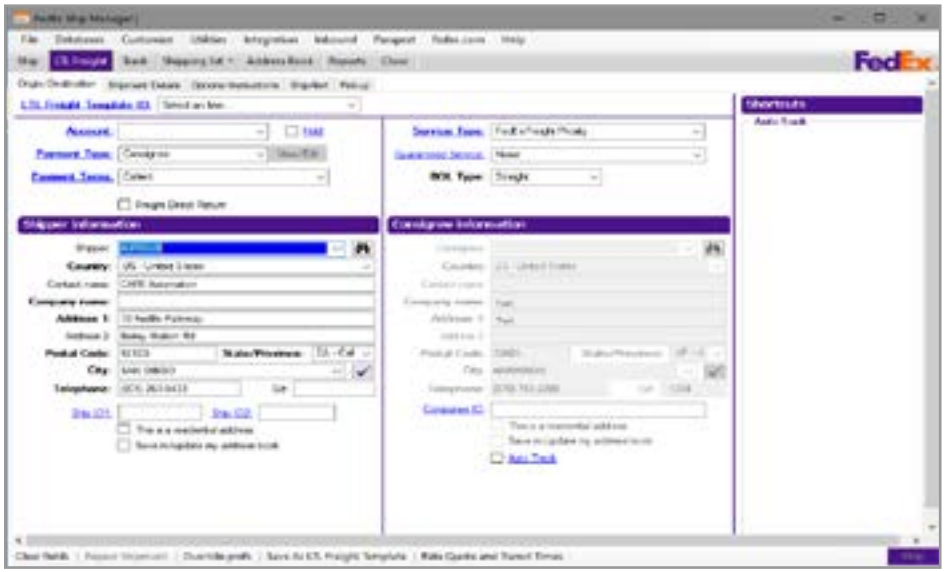
When speed is critical to meet your supply chain needs, count on FedEx Freight® Priority for your fast transit needs with the reliability you expect from FedEx.

For economical shipping to meet your budget, count on FedEx Freight® Economy for your basic shipping needs with the reliability you expect from FedEx.

For detailed FedEx Freight® shipping information, please refer to the FedEx Freight® Guide. To download a PDF copy, go to https://www.fedex.com/us/developer/downloads/pdf/FedEx_Freight_Guide.pdf

For LTL Freight shipment, perform the following steps:

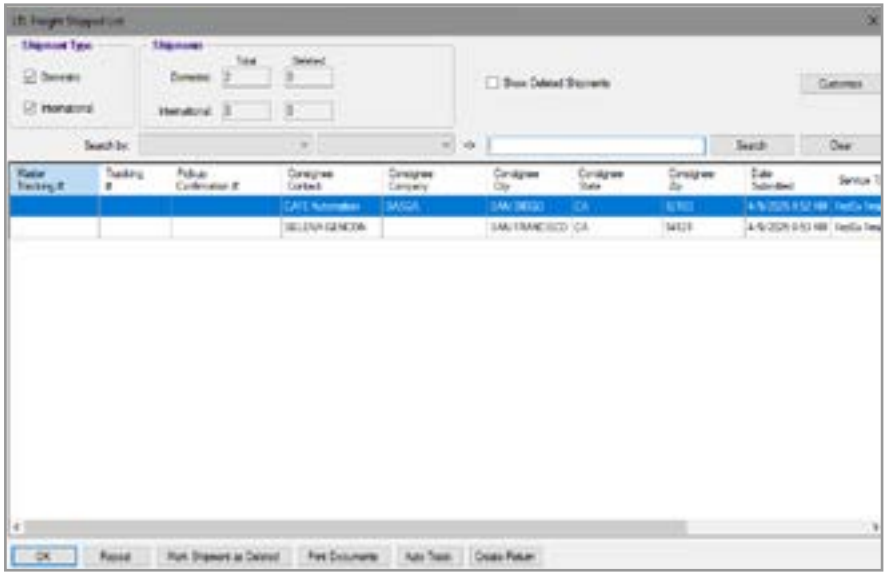
1. Click LTL Freight.
2. Add Shipper, consignee, Handling Unit Details.
3. Select/enter Special Services/Options, Notification, Pick up details, if needed.
4. Click Ship.



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

Note:

- Freight Direct Return service is not supported in Mexico.
- 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.

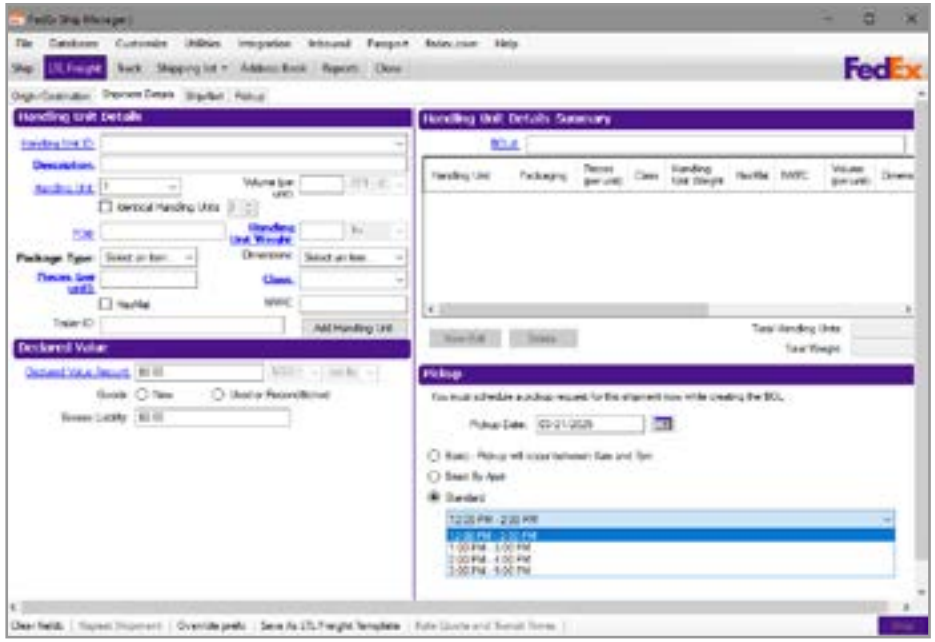


Once the Freight Direct Return checkbox is selected, the Options/Instructions tab gets hidden, and the Freight Direct Return Pickup options gets updated in the Pickup section of the Shipment Details tab.

The pickup options include:

- Basic - Pickup occurs between 8 a.m. to 7 p.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. 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.



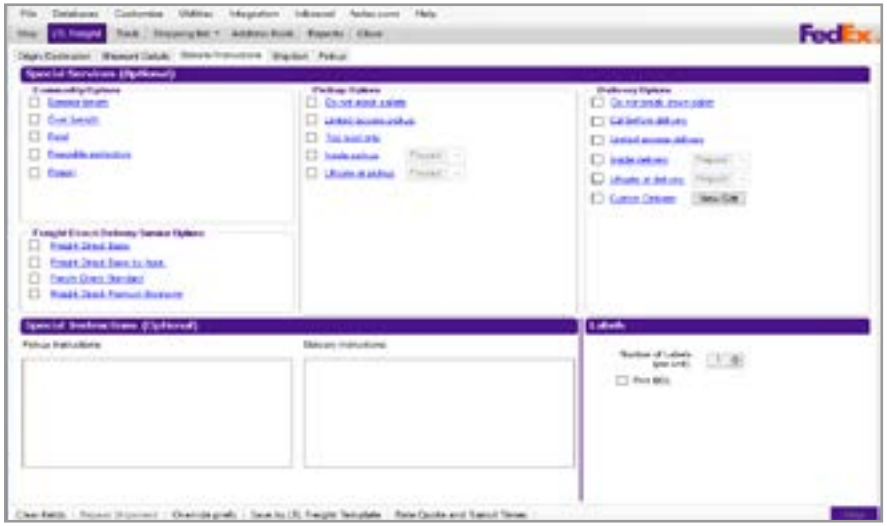
FedEx Ship Manager® supports Over Length value special service for FedEx Freight® shipments.

Over Length service applies to shipments containing any shipping unit with a dimension equal to or greater than 8 feet in length and less than 12 feet in length.

Freight Direct Delivery Service Options has four special services: Freight Direct Basic, Freight Direct Basic by Appt., Freight Direct Standard, and Freight Direct Premium Economy.

In the Origin/Destination screen, when FedEx Freight® Priority service type is selected, all the above five 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.

Note: Freight Direct Delivery Service Options is not supported in Mexico.

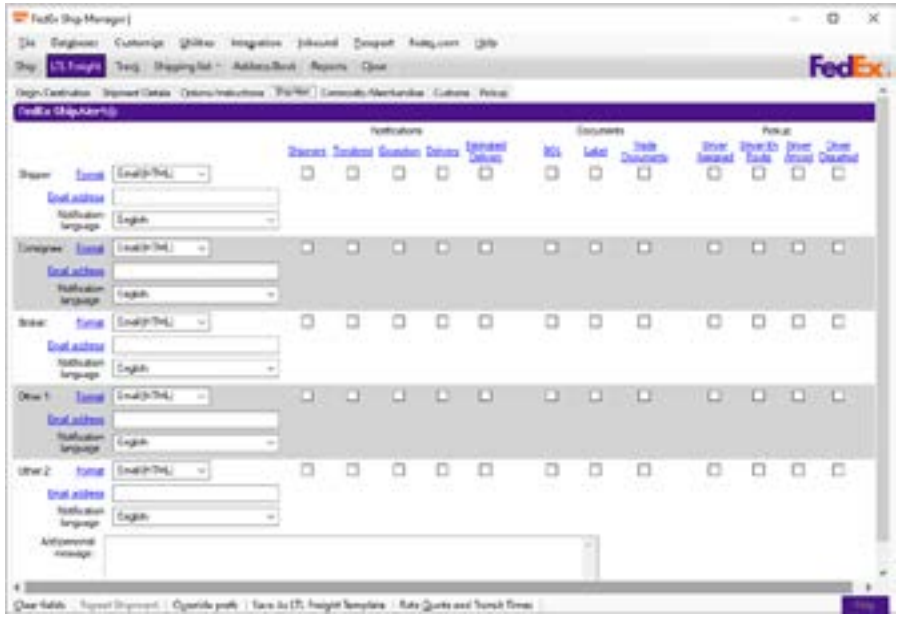


FedEx Freight® now utilizes the FedEx enterprise label and tracking numbers. You can now assign a tracking number, customer service notifications and invoice formatting to each unit in your shipment.

This new, fully electronic FedEx Freight® functionality is provided via FedEx Web Services. For information about new FedEx Freight® transactions, see the Developer Resource Center at fedex.com/developer.

FedEx offers email notifications for shipment creation, estimated delivery, and when shipment is tendered to FedEx. You can use any or all of these notification types. Recipient emails can be specified within the shipment request. The Sender and Recipient email address field supports up to 250 characters.

When the thermal printer is set as the label printer in the printer setup screen, the BOL and label column checkboxes are disabled.



To obtain unique tracking number for individual handling unit in LTL Freight shipment, you have to perform the following steps.

1. Click LTL Freight | Shipment Details.
2. Add Handling Unit Details.

Note: When you add the commodity to a handling unit, the Hazmat checkbox is checked automatically if the previously added commodity is Hazmat. The Hazmat checkbox is unchecked if the added commodity is non-Hazmat.

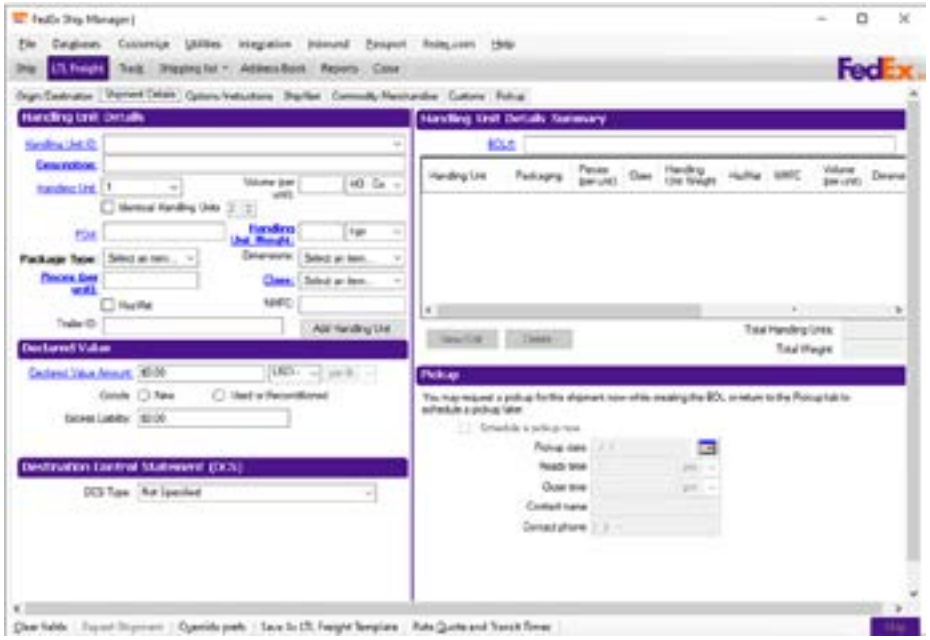
When you add a commodity to a handling unit, the package type dropdown is not disabled. Click Ship after entering Origin/Destination details. A popup window appears providing the tracking number for the handling unit.

If a shipment has more than 50 handling units, an error message stating "You have exceeded the maximum number of handling units per shipment."

When a shipment has more than 25 handling units, a message stating "You will not receive an emailed copy of your Bill of Lading, label or trade documents because your shipment has over 25 handling units. These documents will still be printed for your use." is displayed.

The Print BOL checkbox is disabled by default and the Bill of Lading is not automatically printed. To set your preference to always print the Bill of Lading, you must enable the Print BOL checkbox manually.

If one or more packages are designated as HazMat, the Print BOL checkbox is enabled automatically and the Bill of Lading is printed.



To obtain unique tracking number for individual handling unit in LTL Freight shipment, you have to perform the following steps.

1. Click LTL Freight | Shipment Details.
2. Add Handling Unit Details.
3. Click Ship after entering Origin/Destination details. A pop-up window appears providing the tracking number for the handling unit.

International LTL Freight shipment

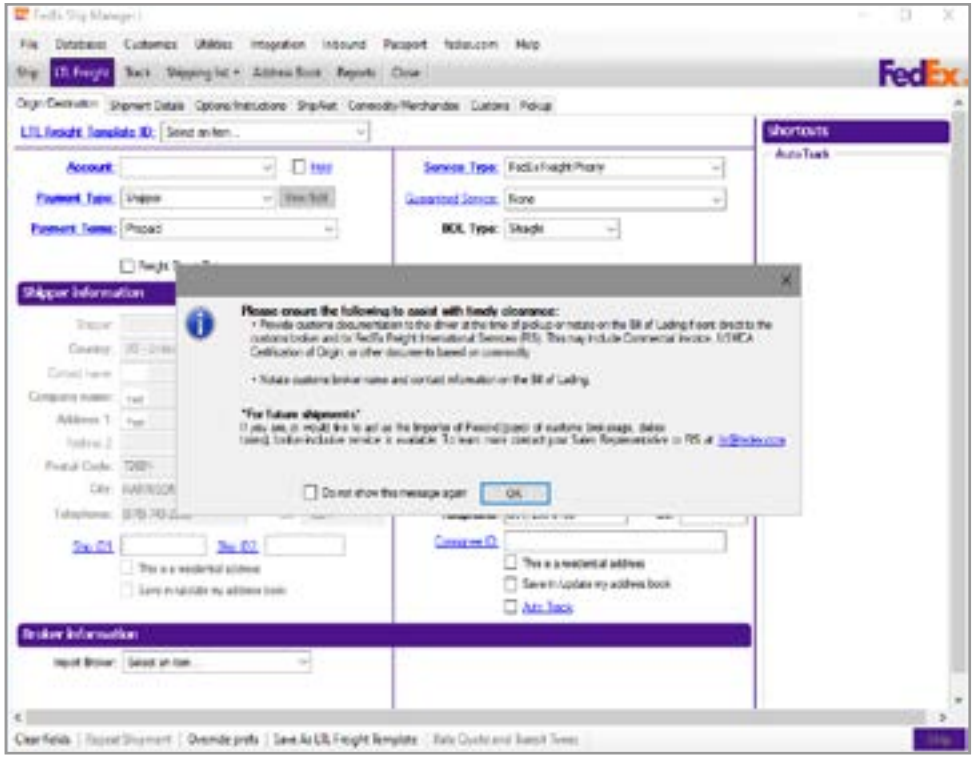
During an International LTL Freight Shipment, a broker inclusive dialog box is displayed with the following message: “Please ensure the following to assist with timely clearance:

Provide customs documentation to the driver at the time of pickup or notate on the Bill of Lading if sent direct to the customs broker and/or FedEx Freight International Services (FIS). This may include Commercial Invoice, USMCA Certification of Origin, or other documents based on commodity.

Notate customs broker name and contact information on the Bill of Lading.

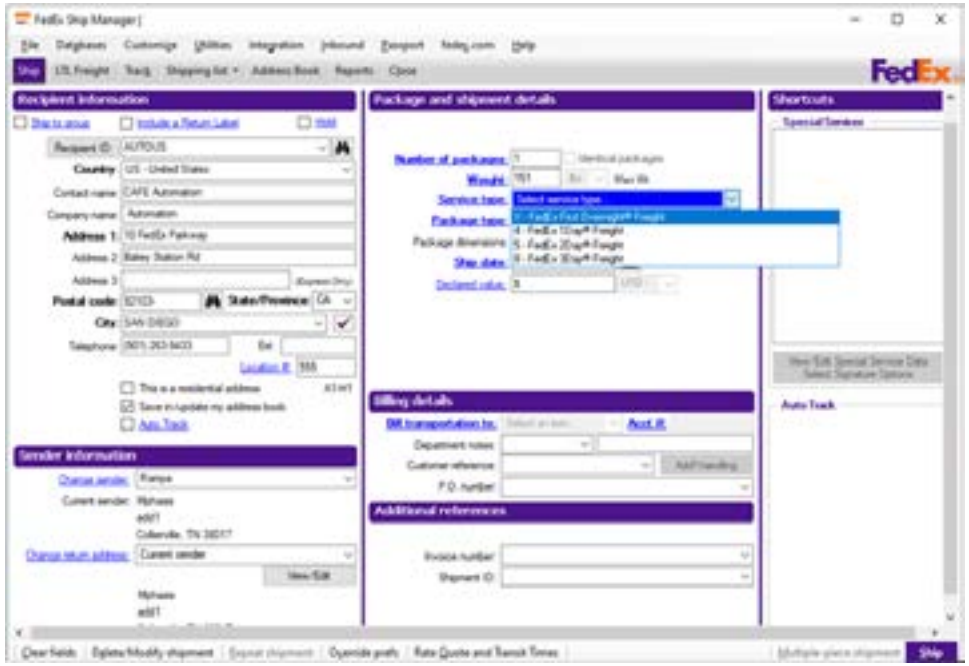
For future shipments

If you are or would like to act as the Importer of Record (payor of customs brokerage, duties & taxes), broker-inclusive service is available. To learn more contact your Sales Representative or FIS at fis@fedex.com (mailto:fis@fedex.com).”



FedEx Freight®

Any shipment over 150 lbs. is considered freight. Freight shipping is the transportation of goods, commodities and cargo in bulk by ship, aircraft, truck or intermodal via train and road. It can be transported domestically or internationally by land, air or sea.



FedEx Freight® - Domestic

FedEx Express® Freight services offer time-definite delivery. You can choose a freight service based on your delivery requirements. FedEx Freight® offers 1, 2 or 3 business days delivery to most U.S. locations.

To create a domestic Freight Shipment, you have to perform the following steps.

1. Click Ship.
2. Add Recipient & Sender Details.
3. In Package & Shipment details section, add the following details: Number of Packages, weight > 151 lbs. .
4. Select the Freight service from the Service Type drop down.
5. Select the packaging type from the Package Type dropdown.
6. Enter the Freight Package dimensions.
7. Enter Declared value.
8. In Billing details section , Select the Bill Transportation To.
9. Click Ship.

FedEx Freight® - International

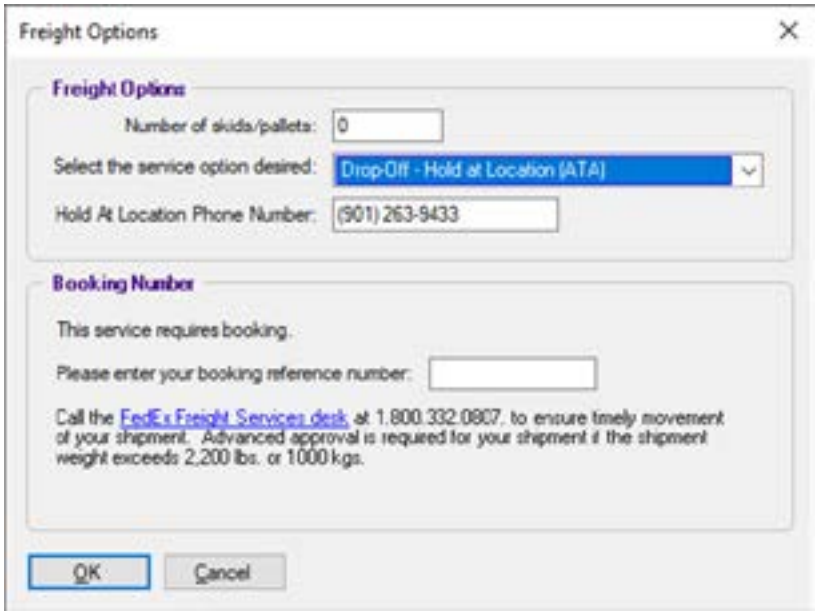
For international shipments, FedEx Freight® offers you two easy service options: FedEx Freight® Priority for speed, and FedEx Freight® Economy for savings. The change in services allows FedEx to offer you two levels of service, priority or economy freight, in one fully integrated, nationwide pickup and delivery network.

Choose fast-transit FedEx Freight® Priority to meet your supply chain needs. Our all-points coverage and on-time reliability make FedEx Freight® Priority the perfect choice for your time-sensitive shipments. FedEx Freight® Priority focuses on regional next-day and second-day services that provide the benefit of fast-cycle logistics. Delivery is typically in 1 or 2 business days by 5 p.m. for U.S. shipments. Use this service when speed is critical to meet your supply chain needs.

With FedEx Freight® Economy, you get reliable, economical delivery to meet your freight shipping needs and budget. All-points coverage and on-time reliability make FedEx Freight® Economy the ideal service when you can trade time for savings. FedEx Freight® Economy provides long-haul service for planned inventory replenishment, with multiple service options to meet your needs. Delivery is typically in 3–5 business days for U.S. shipments. Use this service when you have the option to trade time for savings.

To create an international Freight Shipment, you have to perform the following steps.

1. Click Ship.
2. Add Recipient & Sender Details.
3. In Package & Shipment details section, add the following details: Number of Packages, weight > 151 lbs. .
4. Select the Freight service from the Service Type drop down. Freight Options window is displayed.

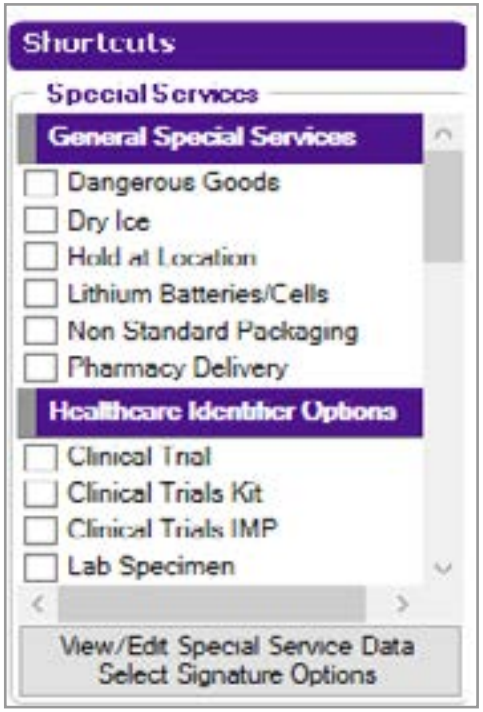


5. Enter the number of skids/pallets.
6. In the Select the service option desired dropdown, select the service required.
7. Based on the selection made in this dropdown, the Special Services are checked in the special services section.
8. Select the packaging type from the Package Type dropdown.
9. Enter the Freight Package dimensions.
10. Enter Declared value.
11. In Billing details section, select the Bill Transportation To
12. Add a Commodity.
13. Click Ship.

The below table gives information on the special services selected for each selection made in the Select the service option desired dropdown.

Service Option selected	Special Services
Drop off- Hold at Location (ATA)	Drop off and Hold at Location
Hold at Location (DTA)	Hold at Location
Drop off (ATD)	Drop off
Door-to-Door	None

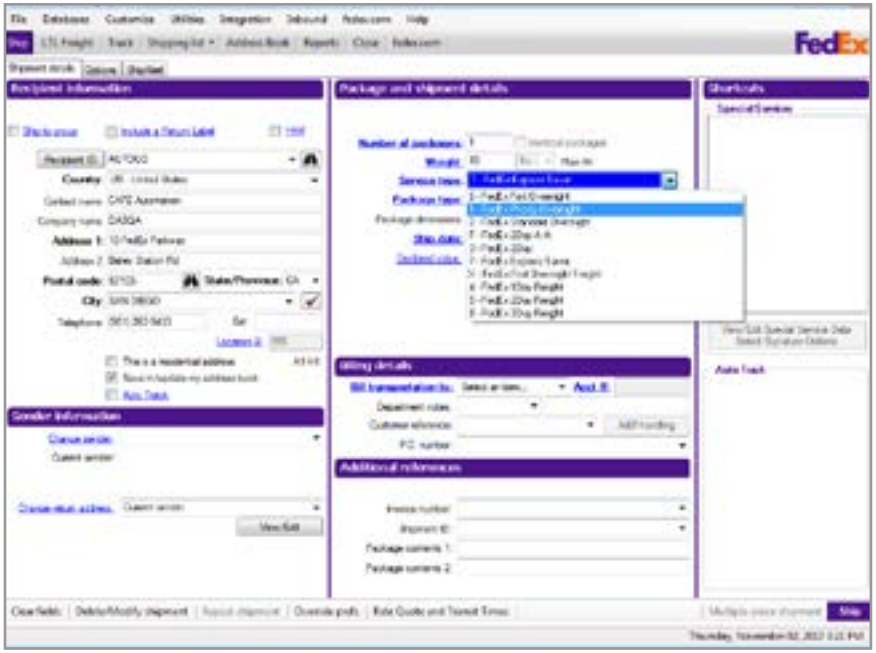
Note: For Drop-off -Hold at Location (ATA) and Hold at Location (DTA), a phone number is required. Recipient number is auto-filled and can be modified.



Changing the order of FedEx services

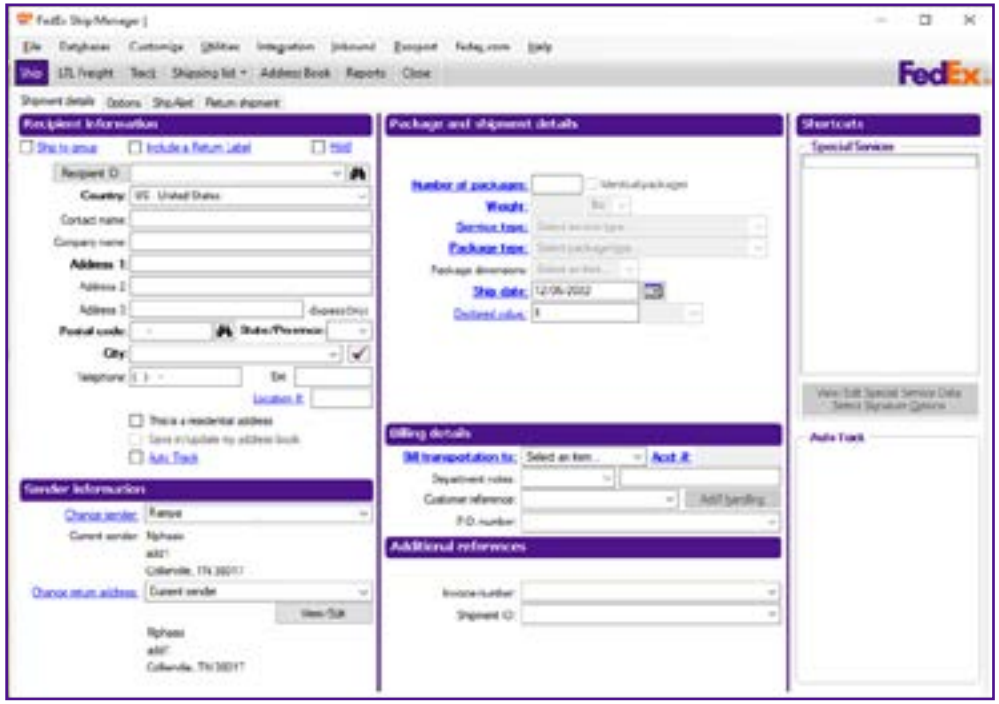
FedEx Ship Manager® Software has rearranged the order of FedEx services in the Service type drop-down menu on the Shipment details screen, to enable you to select the appropriate service for international and intra-Canada shipments by speed of service (transit time).

While this feature applies to U.S. and Canada outbound international shipments and intra-Canada shipments, the sort order for FedEx services within the FedEx®
Integration Assistant screens has not changed.



Save time before you ship

FedEx Ship Manager® Software can do more of the work saving you time and keystrokes as well as making the information on the screen easier to read.



Setting shipping preferences

You may set shipping preferences for references, package type, package weight and dimensions, service type and more. FedEx Ship Manager® Software automatically populates the associated fields, based on the recipient and sender selected for the shipment.

Refer to the Recipient Preferences instructions under Address Book or Shipping Profiles for detailed instructions.

Note: Recipient preferences override sender preferences.

Remove Scale Time-out

To further streamline your shipping experience, you have the option to configure the length of time you need to process a shipment before an error is displayed. There are 5 options that you may choose from.

To access scale time out functionality, follow these steps:

1. Click Customize.
2. Click System Setting.
3. Click Modify.
4. On the Scale Time-out, choose from the following options:
    - 15 seconds
    - 30 seconds
    - 60 seconds
    - 5 minutes
    - Never

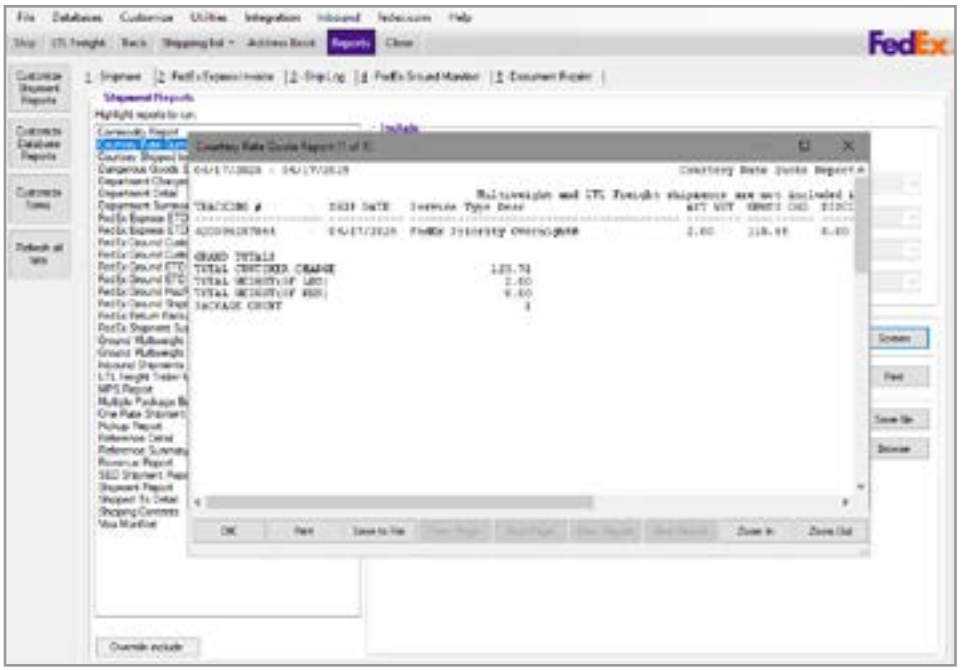
Courtesy Rate Quote report

Generate a report of past shipments that includes the courtesy rate. This feature will allow you to obtain a breakout of charges (including surcharges, any special service charges, shipping rate, discount etc.)

To generate a courtesy rate quote report, follow these steps:

1. Click Reports tab.
2. Select Courtesy Rate Quote Report.
3. Select Screen or Print to generate the report. A Courtesy Rate Quote Report displays outlining the details of your quote.

Note: Courtesy Rates are displayed to correspond with the currency of the country of the origin meter. The List Rate column shall only display if either Domestic and/or International List Rates are enabled within System Settings.



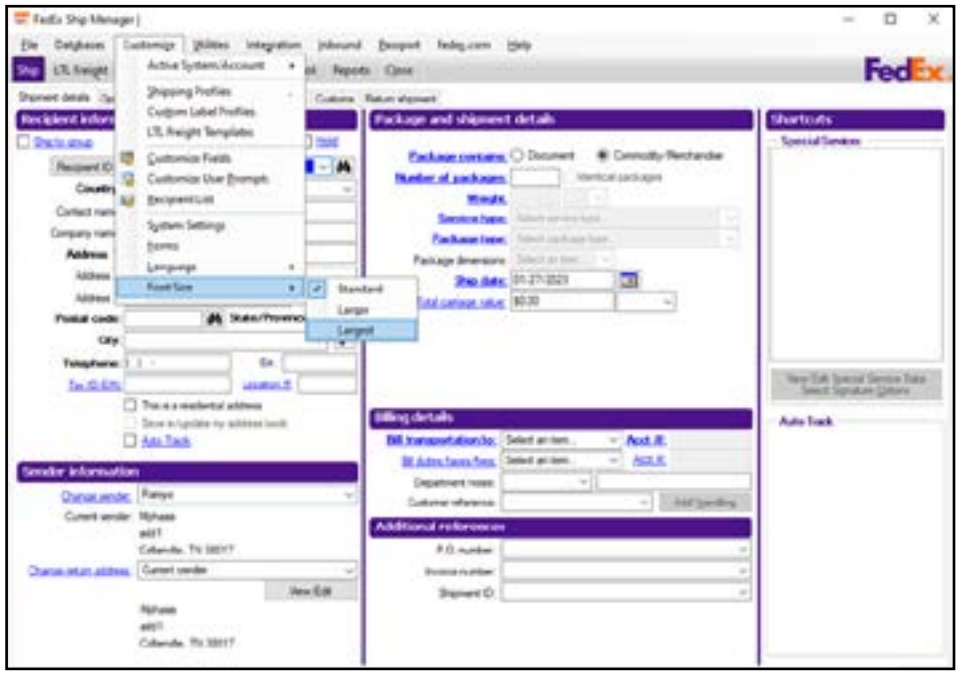
Increase the screen font size

You have the option of increasing the standard screen font size to two additional magnifications: large or larger allowing you to read screens with more ease.

To increase the screen font size, follow these steps:

1. Click Customize on the Ship tab menu bar.
2. Scroll down to System Settings on the pull-down menu and click modify.
3. Click Font Size in the Interface Preferences menu and select your preferred size from the Standard, Larger or Largest font size options on the pull-down menu and click OK.

FedEx Ship Manager® will now restart and the font size shall be applied to all screens.



Note: The selected font size will be saved across all backups, restarts and upgrades. When applied to a network client configuration, the setting shall be saved independently for each client server.

If larger font sizes are selected, you will have the ability to scroll up and down the screen.

While the font size will impact all screens, some items such as check boxes, radio buttons, and calendar controls will not be impacted by the change.

Access to Shipping History

Save time and operate more efficiently when researching the details of previously processed shipments with the new settings options in FedEx Ship Manager® Software. You may now search and retrieve shipping history for closed shipments, based on the time frame you set up to keep past shipment information, without having to create an additional report. For example, if you set your shipment database to purge after 120 days, then shipments will only be available to view up to 120 days. This functionality only applies to data collected after you have installed FedEx Ship Manager® 2900 or later software.

To access shipping history, follow these steps:

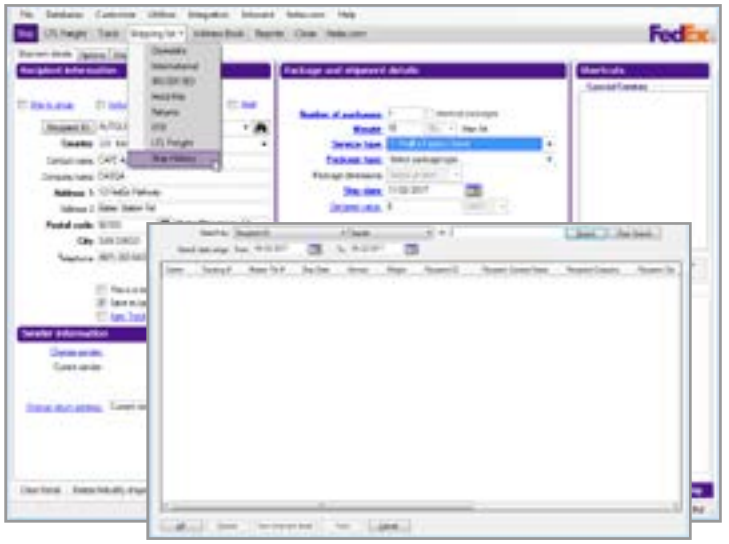
1. Click Shipping List on Ship tab.
2. Scroll down to Ship History on the Shipping List drop down menu.
3. A new dialogue box will display the following values: Search by any of the following criteria and click OK:
    - Recipient ID
    - Recipient Contact Name
    - Recipient Company
    - Recipient City
    - Tracking #
    - Customer Reference 3
    - Invoice #
    - P.O. #
    - Shipment ID
    - Equals
    - Begins with
    - Ends with
    - Contains

Note: FedEx Ship Manager® will search for all closed shipments within the database that match the selected field, search condition, field value (case insensitive), and optional ship date range. Previous ship results shall not be saved or displayed.

Wildcard functionality is not supported in the search field.

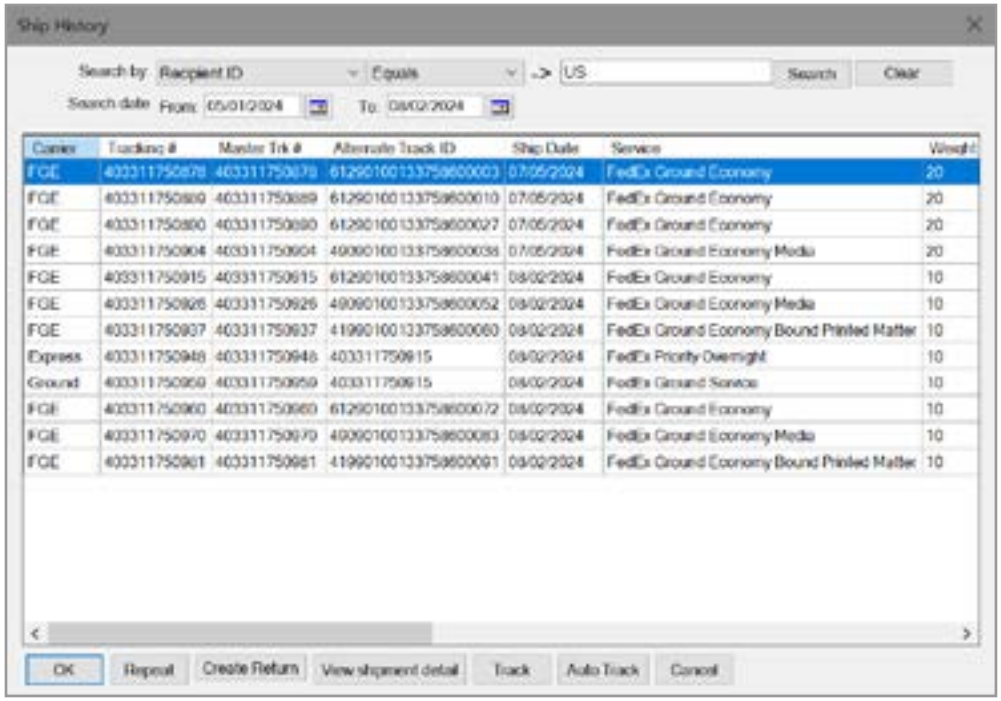
You can now track shipments by clicking on Track button from Ship History screen which provides a faster and convenient option to track your shipments.

Your deleted shipments will not be displayed in the shipping history, by default.



Create Return shipment from Shipping History

- Click Shipping List on Ship tab.
- Scroll down to Ship History on the Shipping List drop down menu.
- Search for the shipment using Search by and Search date parameters.
- Select the required shipment and then click the Create Return button to enter the return shipment details.



Visibility of earned discounts

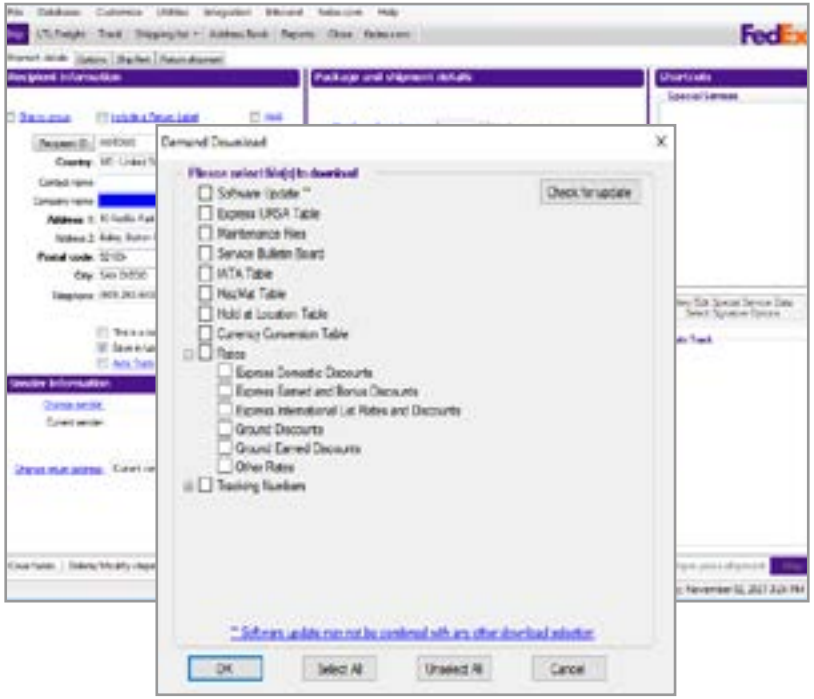
Based on your shipping volume and the terms of your FedEx contract, you may benefit from earned discounts. FedEx Ship Manager® Software clearly displays your bundled and earned discount rates automatically and includes them in your courtesy rate quotes. This feature also provides the option to display your earned discounts on your doc-tabs (thermal labels) and reports and enables export integration capabilities. In addition, you can group accounts the way you choose: by nine-digit number, by subgroup or by nationality.

For new earned discount customers, FedEx Ship Manager® Software even lists earned discounts separately from the grace discounts you receive until your exact earned discount rate has been computed. Discounts are automatically downloaded to your system.

To download your earned discounts manually, follow these steps:

1. Select Download from the Utilities menu. The Demand Download screen is displayed.
2. Click plus symbols (+) to expand the Rates section and the Tracking Numbers section, as needed.
3. Select Express Earned and Bonus Discounts check box and the Ground Earned Discounts check box, as applicable.
4. Click OK to download your earned discounts.

Note: You can also select the appropriate check boxes for software updates and tables (as applicable) in the first section.



Downloading International List rates

FedEx Ship Manager® Software now allows you to download FedEx Express® international list rates, FedEx Express® U.S. list rates, FedEx Ground® list rates and FedEx® International Direct Distribution list rates.

You can display/return these rates via the courtesy rate quote, doc-tabs, validator labels and reporting functions. And you can add fields to customize reports and doc-tabs. FedEx Express® international list rates are available for Canada and Latin America and the Caribbean.

To download international list rates, follow these steps:

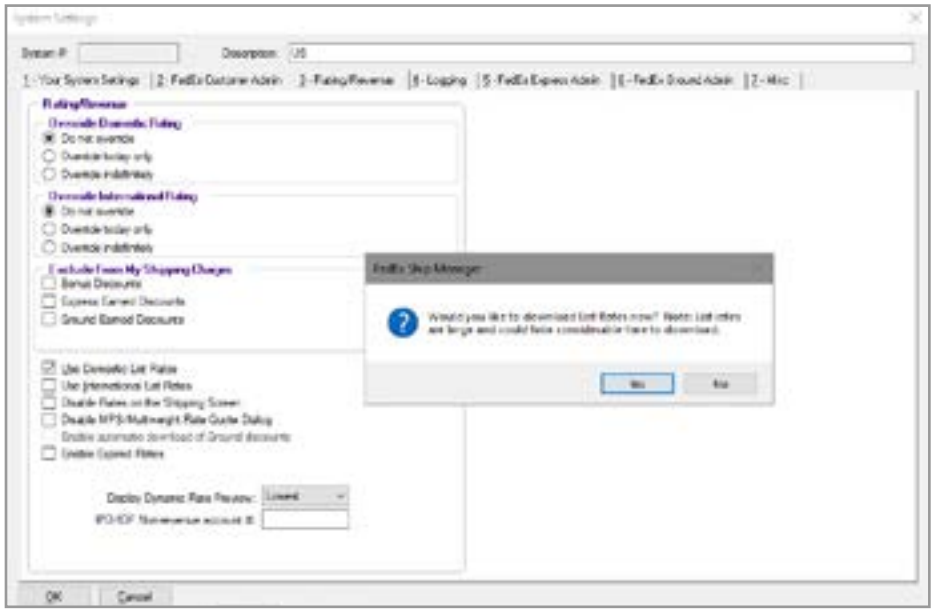
1. Select System Settings from the Customize menu. The System Settings – System/Account screen displays.
2. Select the appropriate System # and click Modify. The System Settings screen displays.
3. Click 3 – Rating/Revenue tab.
4. In the Exclude From My Shipping Charges section, select the appropriate check boxes.
5. Select Use Domestic List Rates or Use International List Rates check box. When the resulting popup displays, click Yes.
6. Select Never, Discount or List from the Display Dynamic Rate Preview drop-down menu.

Note: The List option displays when you select the Use Domestic List Rates or Use International List Rates check box. You can select both check boxes, as needed.

Dynamic Rate Quote Improvements for FedEx Ground Multiweight® enhancement allows FedEx Ship Manager® to display FedEx Ground Multiweight® rate in the dynamic rate preview when multiweight is the lowest rate.

You can set the default setting of the Dynamic Rate Preview dropdown to 'Lowest' in System Settings.

7. Click OK to save your changes.
8. Select Download from the Utilities drop-down menu.
9. Click plus symbol (+) to expand the Rates section.
10. Select Express Domestic List Rates, Express International List Rates and Ground List Rates check boxes.
11. Click OK to download your selected rates.



FedEx International Ground®

FedEx understands that your time is valuable and you need easy, accessible services that will streamline the often complicated international shipping process.

For shipments between the U.S. and Canada, FedEx International Ground® service includes:

- Brokerage-inclusive service – This service gives you one point of contact, and initiates regulatory clearance while packages are en route to speed up the entire process.
- Broker select option (BSO) – If you prefer to use your own broker, you can add, and store your broker information for subsequent shipments. Select Brokers from the Databases menu and refer to Database Functions.
- Flexible billing solutions – You have the option to bill duties, taxes, and ancillary fees to the sender, recipient or third party.
  - Resolution of customs delays – FedEx Customer Service has full visibility into customs-clearance cases, allowing improved shipment status.
  - Money-back guarantee – FedEx will credit or refund your transportation charges if we fail to deliver your Brokerage-Inclusive shipments on the scheduled delivery day.
  - Door-to-door service – FedEx Ground® is the only U.S. carrier that provides door-to-door ground service to every business and residential address in all 10 Canadian provinces, plus the Yukon, Northwest Territories, and Nunavut.

Function keys

You can use the following function keys within FedEx Ship Manager® Software:

- F2 Shipping – Ship domestic and international packages.
- F3 Receive – Enter inbound packages and print Inbound and Receiving reports.
- F4 Choice List – Displays a list of choices for the field.
- F5 Tracking – Track the status of your FedEx packages.
- F6 Reports – Print or view reports.
- F7 FedEx Express Close – Close FedEx Express® shipments at the end of the day.
- F10 Ship Package – Process a shipment and print shipping labels.
- F11 Override Preferences – Override (ignore) shipping preferences for your current shipment.
- F12 Delete/Modify a Package – Cancel or modify one of today's shipments.

Information security standards — masking account numbers on shipping labels

FedEx is committed to promoting a safe and secure environment in which to conduct business and deliver superior service to our customers. To that end, the company has implemented specific information security standards to prevent incidents which could affect a company's ability to do business or undermine its reputation.

The scope of the information security standards is to reduce risk for FedEx and FedEx customers by protecting confidential information that is entrusted to FedEx, and its direct or indirect subsidiaries.

FedEx is extending these standards to further protect customer account numbers from unauthorized use. As part of this effort, FedEx is limiting the exposure of shipper account numbers on shipping labels. The safeguards outlined in this document provide direction to help customers avoid the inadvertent release of confidential account information and minimize risks to FedEx and our customers.

Go to the Customer Protection Center website to learn more about how FedEx works to help protect you and how you can protect yourself.

FedEx Ship Manager® Software and hardware now hide or mask your account number on the shipping labels. For international shipments, duties/taxes/fees print on the shipping label.

For international shipments, FedEx Ship Manager® Software removes customer account numbers from the air waybill copy. Customer account numbers are embedded in the 2D barcode for data retrieval activities via scan.

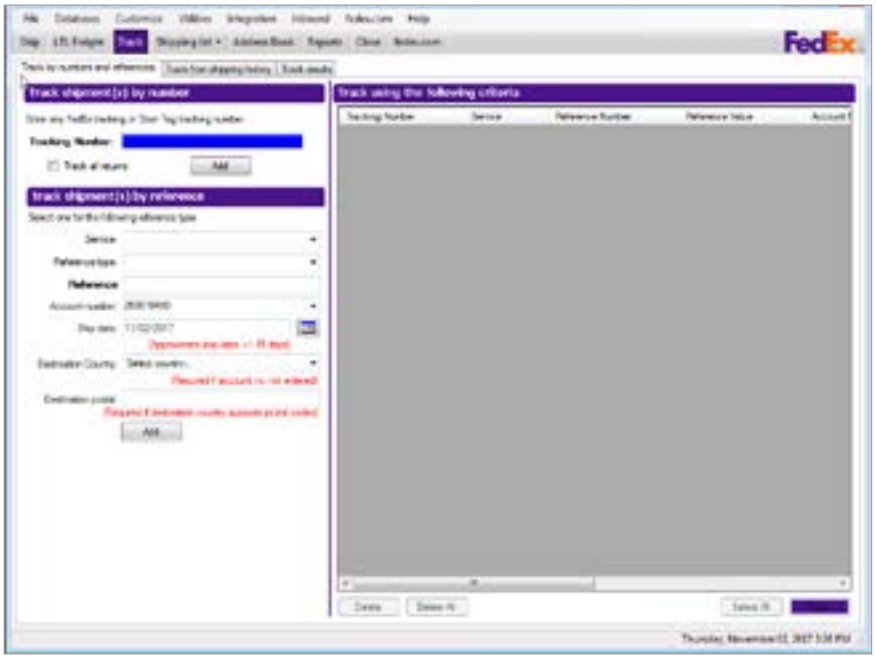
Track

FedEx Ship Manager® Software can track your package online and provide the current status on U.S., Canadian, international, and return shipments.

You can continue using FedEx Ship Manager® Software while tracking the status of a package. A message displays when the tracking results are available.

Refer to the information in this section to track your shipments:

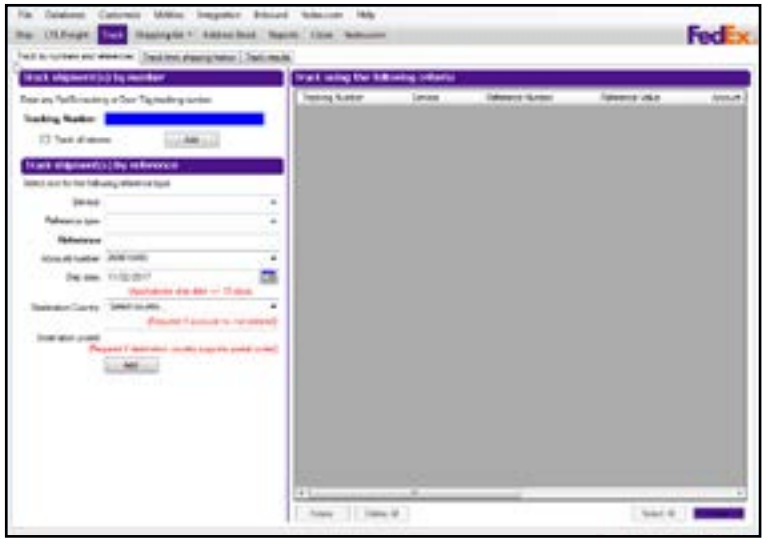
- Track by numbers and references
- Track from shipping history
- Track results

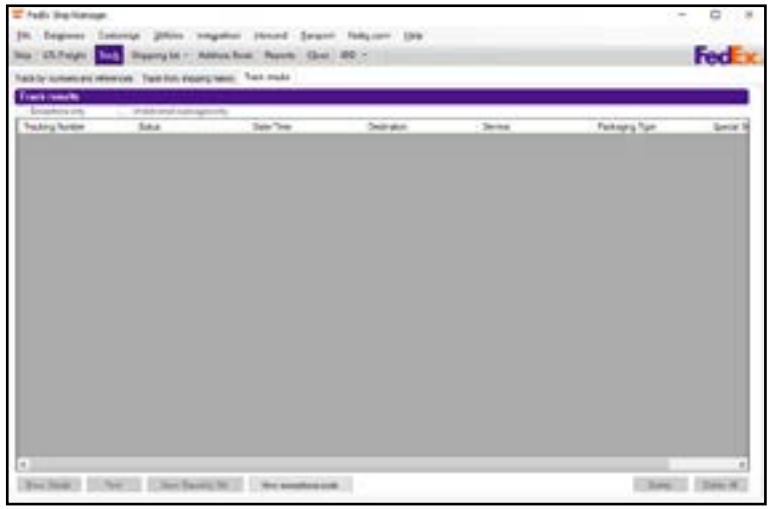


Track by numbers and references

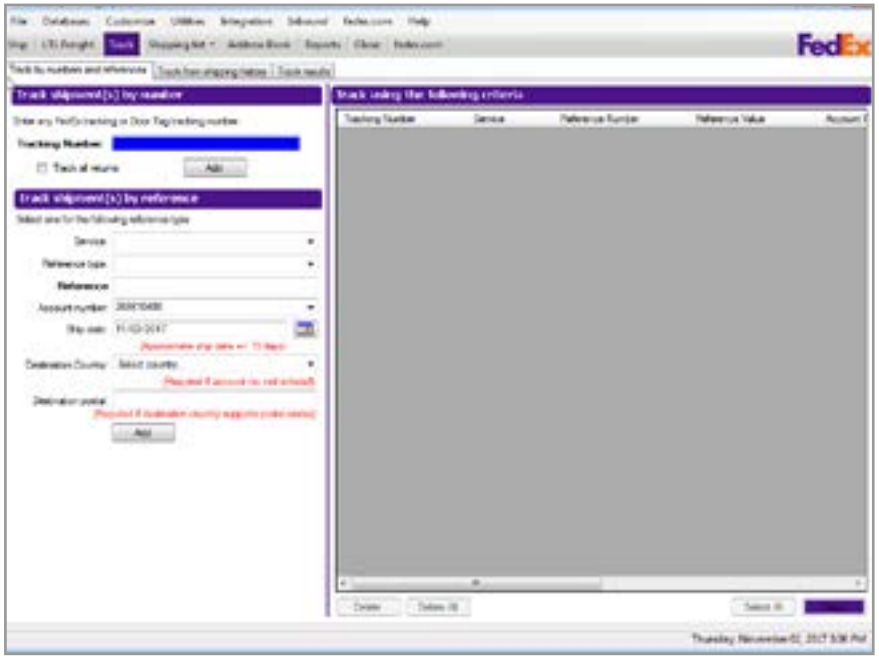
Use the following fields to track outbound and return shipments with either the tracking or Door Tag number.

1. Click Track tab at the top of the screen. Then, click the Track by numbers and references tab.
2. Enter the tracking, Door Tag or shipping reference number in the Tracking Number field.
    - To track an outbound shipment processed along with a return shipment, enter the outbound tracking number.
    - For multiple-piece shipments, enter the master tracking number or the tracking number for an individual package in the MPS.
3. Click Add after entering each tracking number.
4. Click Track at the bottom of the screen to begin. When tracking is complete, a message displays that your tracking information is available for viewing
5. Click Track results tab to view the results on your screen, print or save the results to a file. Refer to the Track Results section for more information.
6. Right-click and copy the tracking number with the computer mouse and paste it as required.





Follow these steps to track the status of outbound and return shipments by using shipment references.



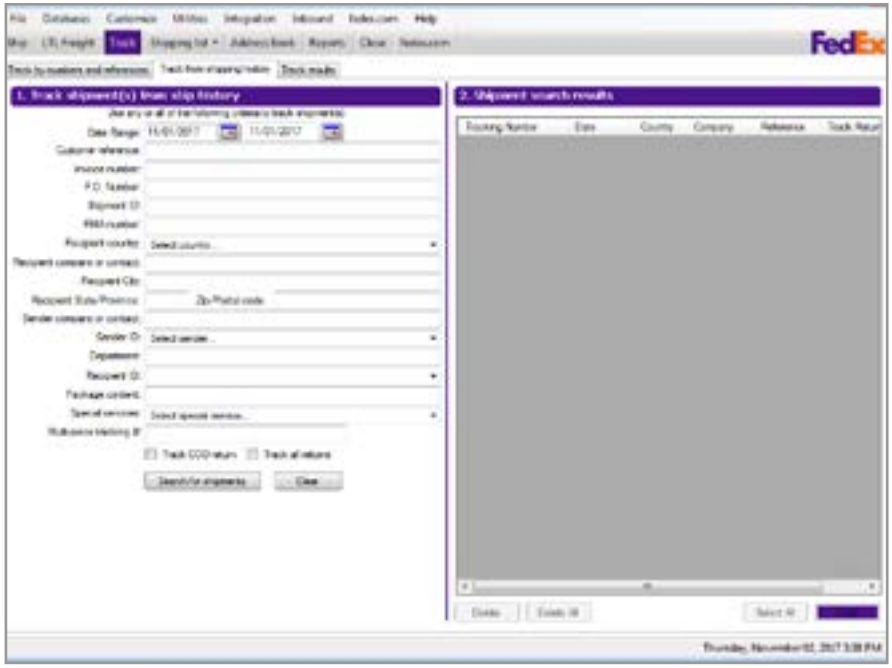
1. Click Track tab at the top of the screen. Then, click Track by numbers and references tab.
2. Select or enter one or more of the following references:
   - Service – Select All Services or a specific service type.
   - Reference type | Reference – If you assigned unique references when you created your shipment, select the Reference type. Enter the exact reference information in the Reference field.
   - Account number – Enter or select the FedEx account number you want to track.
   - Ship date – Click calendar to select the approximate ship date. The tracking search feature searches 15 days before and after the selected date.
   - Destination Country – Select the destination country. This field is required if you did not enter an account number.
   - Destination postal – Enter the destination postal code. This field is required if the destination country supports postal codes.
3. Click Add after you have entered all shipment references.
4. Click Track at the bottom of the screen. When tracking completes, a message displays that your tracking information is available.
5. Click Track results tab to view the results on your screen, print or save the results to a file. Refer to the Track Results section for more information.

Track from Shipping History

Enter shipping history criteria to single out the package(s) you want to track.

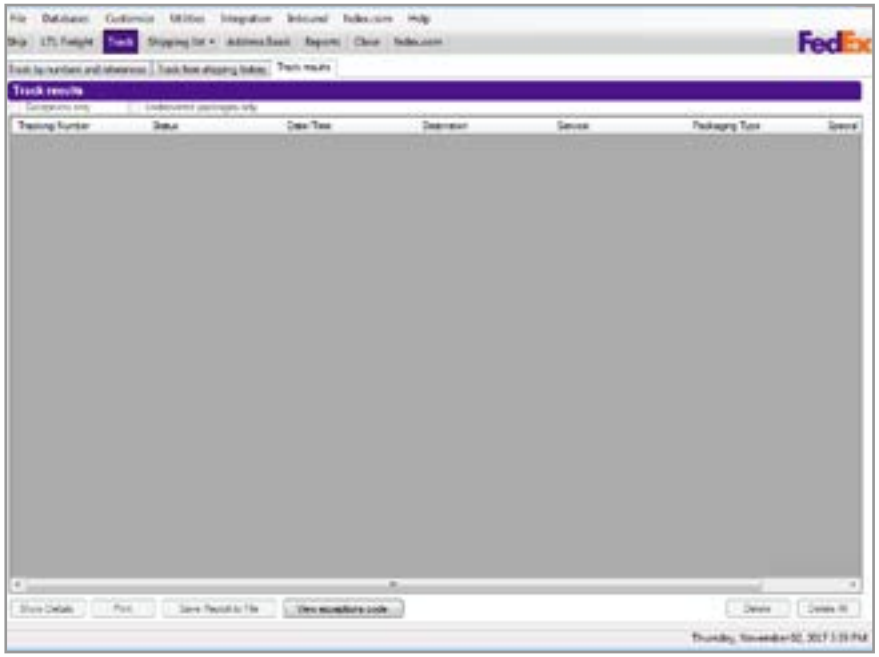
Follow these steps to track from shipment history:

1. Click Track tab. Then click Track from shipping history tab.
2. Include as many search criteria as possible to narrow your search:
   - Date Range
   - References
   - Recipient information
   - Sender information
   - Package content
   - Special service options
   - Multiple-piece tracking #
3. Click Search for shipments. The shipments found will be displayed in the Shipment search results table.
4. Select the shipments you want to track in one of the following ways:
   - Click only one result.
   - Ctrl+click to select more than one result.
   - Click Select All to select all results.
5. Click Track to submit the selected records. A message is displayed when your track results are available.
6. Click Track results tab to view the results on your screen, print or save the results to a file. Refer to the Track Results section for more information.



Track results

View your tracking search results on the Track results screen.



1. Click Track results tab at the top of the Track screen.
2. If desired, select the check box to display Exceptions only or Undelivered packages only.
3. To show the track result details such as shipment activity and location, select a tracking number and click Show Details.
4. To print the tracking results, select one or more tracking numbers and click Print.
5. To save the track results, select one or more tracking numbers and click Save Report to File. Then enter the file destination and name and click OK.
6. To view a list of FedEx Express® and FedEx Ground® exception codes, click View exceptions code.
7. To delete one or more tracking numbers from the Track results list, select the number(s) and click Delete, or click Delete All to delete all tracking numbers listed. This only deletes the number(s) from the list. It does not delete the shipment(s) from your system.

Meet international requirements

FedEx provides reliable, customs-cleared shipping to more than 220 countries and territories. FedEx Ship Manager® Software makes shipping to these international destinations easy and efficient.

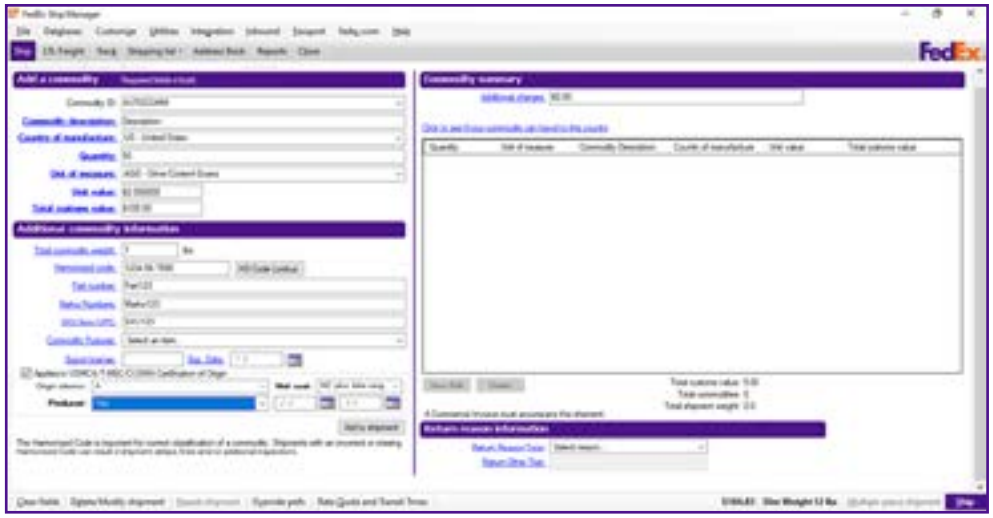
International requirements for shipments outside of the U.S. and Canada may require detailed commodity information, customs documentation, Electronic Export Information (EEI) filing, Canada Export Declaration filing, and other information.

This section guides you through the steps to meet international shipping requirements:

- Document Shipments
- Commodity/Merchandise Shipments
- Destination Control Statement (DCS) (U.S. only)
- Customs Information

Save time and keystrokes when preparing your international shipments by setting shipping preferences for USMCA/T-MEC/CUSMA statements, terms of sale, shipment purpose and more. The associated fields populate automatically based on the recipient and sender selected for the shipment.

Refer to Recipient Preferences or Shipping Profiles for detailed instructions.



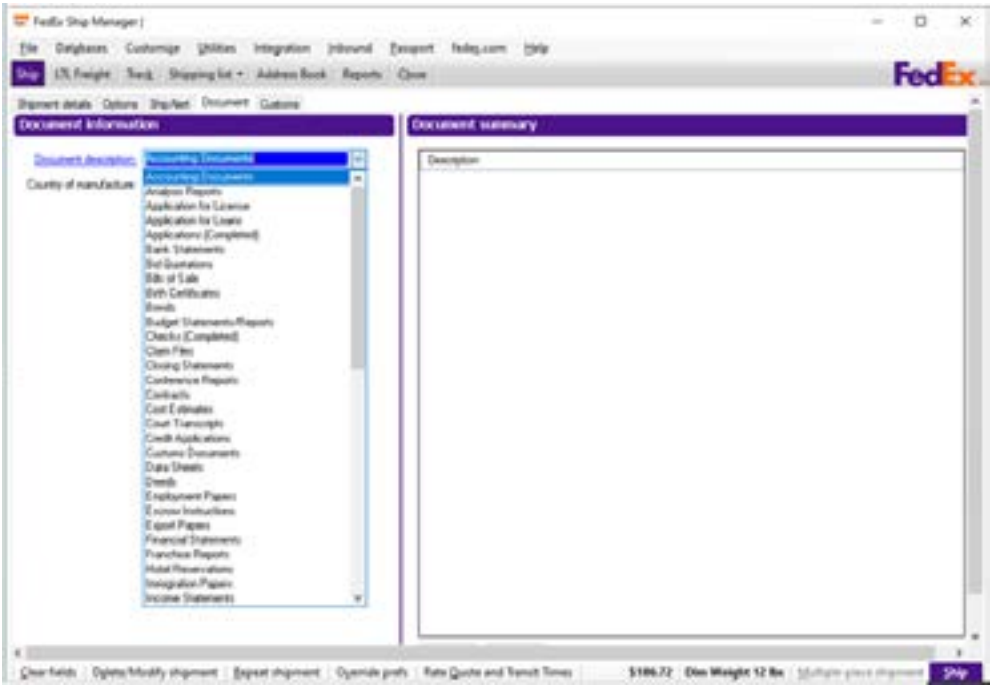
Document shipments

A document shipment includes letters, statements, applications, and other types of correspondence.

If your shipment contains only one type of document, refer to the Single Document section.

If your shipment contains more than one type of document, follow steps 1 through 9 in the Single Document section, then refer to the Multiple Documents section.

Note: If your shipment contains more than one package, refer to Multiple-Piece Shipments (MPS) for detailed instructions on preparing multiple-piece shipments.



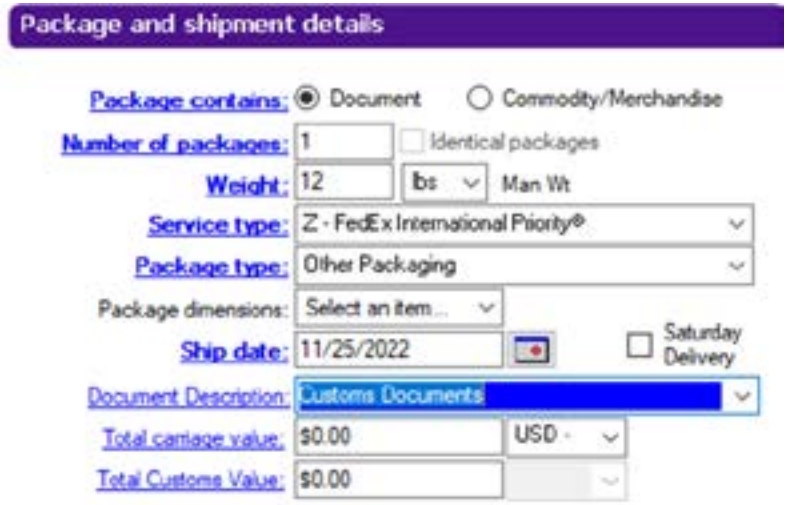
Single document

1. Complete the Shipment details screen.
2. Click Document as the Package contains option in the Package and shipment details section. When Document is clicked, the Document Description field displays.
3. Select a customs-approved document description or enter your own description, up to 135 characters.

Note: The document description you select or enter on this screen automatically populates the Document description on the Document screen. Any change made to the description on the Document screen automatically updates the Document description field on the Shipment details screen.

4. Select Print FedEx generated Commercial Invoice check box if your document requires a declared customs value or if the destination country requires a Commercial Invoice.

   The Commercial Invoice is the official transaction record between an exporter and an importer. Along with the FedEx Ship Manager® Software shipping document, customs officials rely on this paperwork to clear shipments across international borders.
5. Enter Total carriage value for your document.
6. Select the carriage value currency type allowed by the destination country for FedEx Express® shipments.
7. Enter Total Customs Value for your documents, if required.
8. Complete Billing details section.
9. Click Options tab to select additional shipping options and special service options.
10. Click ShipAlert tab to send shipment notifications to your customer, yourself, and others. For more information, refer to page FedEx ShipAlert®
11. Click Ship to process the shipment and print the shipping label.

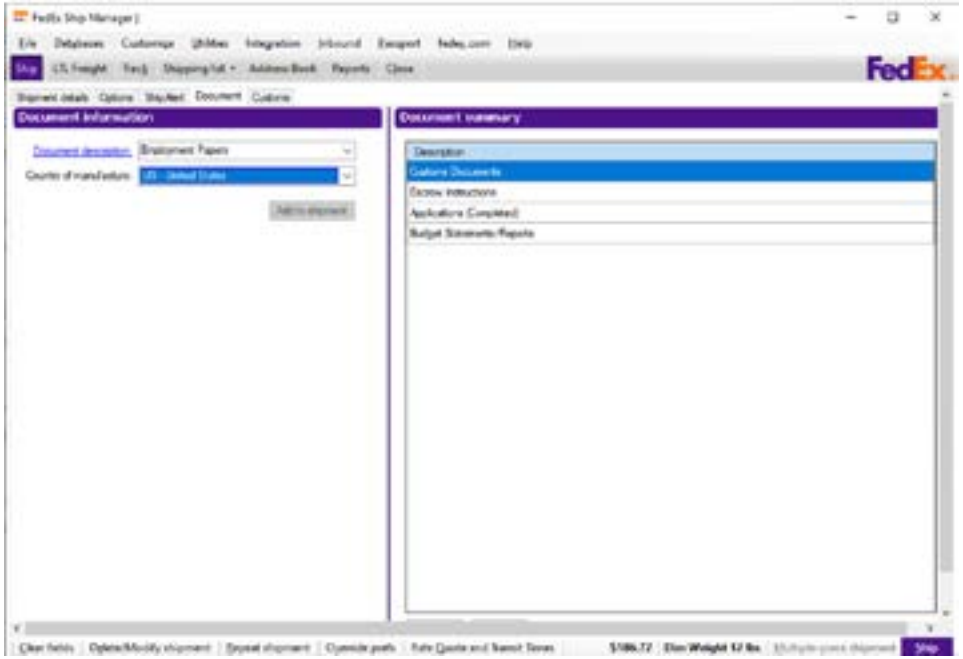


Multiple documents

If your shipment contains more than one type of document, complete steps 1 through 9 of the Single document instructions then continue below.

1. Click Document tab.
2. Select a customs-approved Document description or enter your own description, up to 135 characters. This field is populated automatically if you entered a document description on the Shipment details screen.

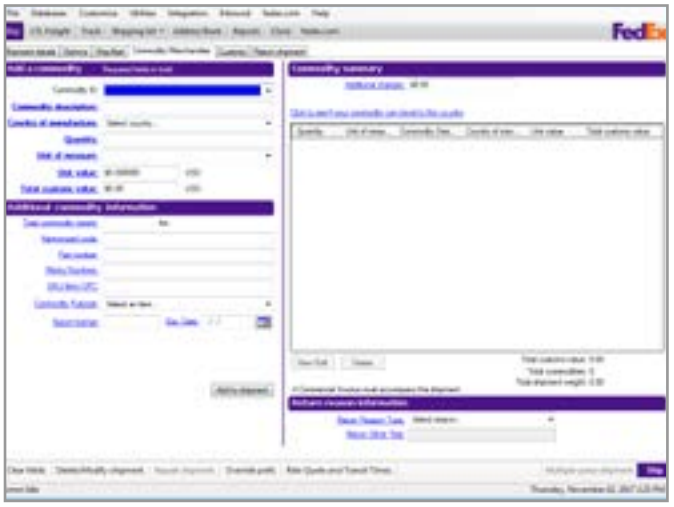
   Any change made to this field automatically updates the Document description field on the Shipment details screen.
3. Select Country of manufacture where the document was produced.
4. Click Add to shipment.
5. Repeat steps 2 through 4 for each document type in your shipment.
6. To view, edit or delete a document description, select the description from the Document summary and click the appropriate function.
7. When you have added all document types, click Ship to process the shipment and print the shipping label.

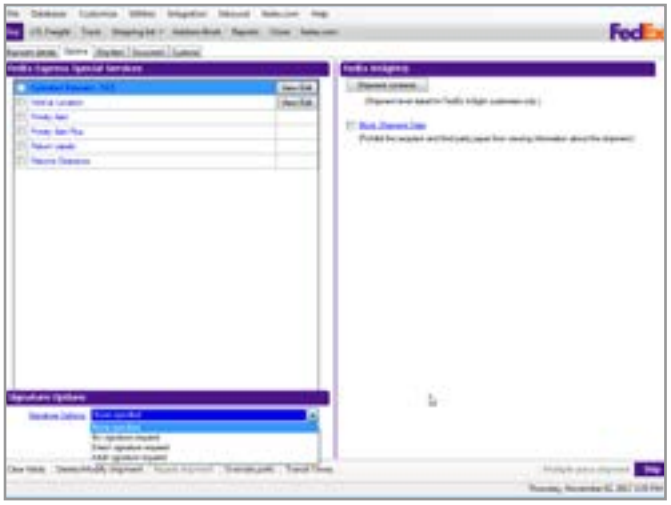


Commodity/merchandise shipments

To prepare a commodity/merchandise shipment:

1. Complete the Shipment details screen.
2. Click Commodity/Merchandise as the Package contains option in the Package and shipment details section.
   Note: If your shipment contains more than one package, refer to Multiple-Piece Shipments (MPS) for detailed instructions.
3. Click Options tab to select additional shipping options or special service options.
4. Click ShipAlert tab to send shipment notifications to your customer, yourself, and others.
5. After you complete the screens noted above, click Commodity/Merchandise tab. The Commodity/Merchandise screen displays.



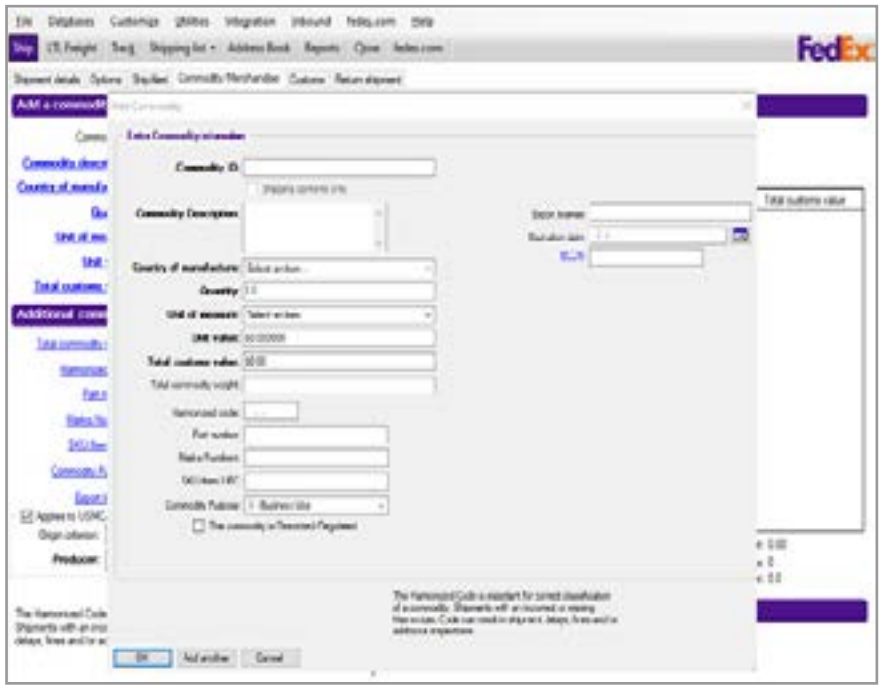


Continue with Add a Commodity on the next page.

Add a commodity

1. Use one of the following options to add a commodity:
   - Select an existing Commodity ID and continue with Additional Commodity Information in this section.
   - Enter a new Commodity ID to add and save a new commodity then press the Tab key. The Add Commodity screen displays. Continue with step 2 on the next page to enter required commodity information. Once you have entered the required information, click OK to save the commodity to the Commodity database, and return to the Commodity/Merchandise screen.
   - Skip the Commodity ID field and continue with step 2 on the next page.

Note: You can add, view, edit, and delete commodities in the Commodity database. You can also print commodity reports. To access the database, select Commodity from the Databases menu and refer to Database Functions.



2. Enter a commodity description, up to 450 characters. This description is printed on the following customs documents and eliminates manual air waybills:
    - Certificate of Origin (U.S. only)
    - USMCA/T-MEC/CUSMA Certification of Origin
    - Shipment Detail
    - Proforma Invoice

Note: A warning message is displayed for all FedEx Express® international shipments when you enter a commodity description that is considered vague. Enter a more distinct description to help reduce customs issues during the clearance process and to provide you with more accurate information when preparing your commodity shipment.

To access this warning, select Customize User Prompts from the Customize menu and click Prompt for Vague Commodity Warning message. Then select Prompt or Don't prompt and click OK to save your selection.

3. Select Country of manufacture for the commodity. If more than one country is used to manufacture your goods, you will need to select Country of manufacture which represents the majority of goods manufactured.
4. Enter Quantity of the commodity you are shipping.
5. Select Unit of measure and enter the Unit value.
6. The Total customs value is calculated automatically based on the Quantity and Unit value.
7. If you want to enter optional commodity information, continue with the Additional Commodity Information instructions on the next page.
8. If you do not want to enter optional commodity information, click OK to save the commodity to the Commodity database and return to the Commodity/Merchandise screen, or click Add and continue with the Commodity Summary instructions.
9. To update the USMCA details, select the Applies to USMCA/T-MEC/CUSMA Certificate of Origin checkbox in the USMCA/T-MEC/CUSMA Information section. The Origin Criterion, Producer and Net Cost of the commodity can be updated here.

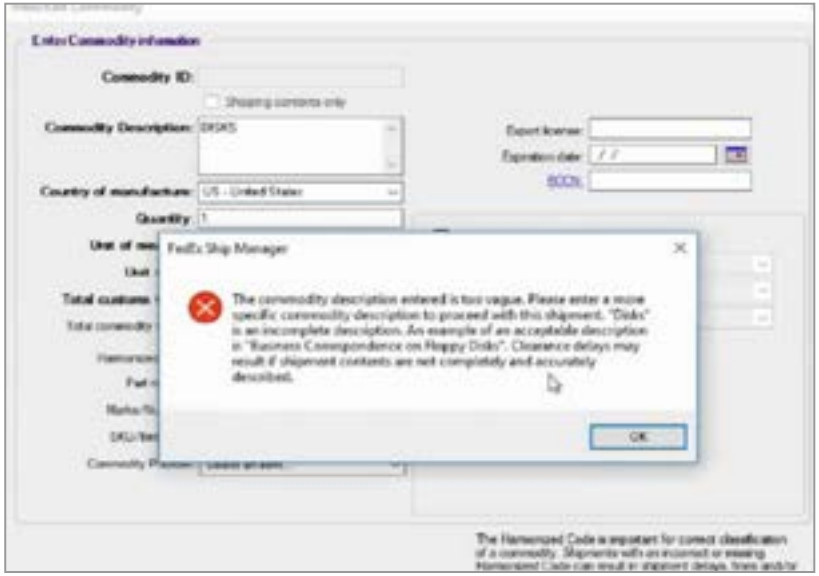
Commodity description validation

The Software now validates the description of the commodity provided in the Commodity Description field during your commodity shipment. A detailed description of the commodity reduces customs issues created during the clearance process.

If a vague description is entered, an error message or a warning message is displayed based on the description entered for the commodity.

In case an error message is displayed, you will not be allowed to proceed with the shipment. To continue with the shipment, you must provide a more accurate description of the commodity being shipped.

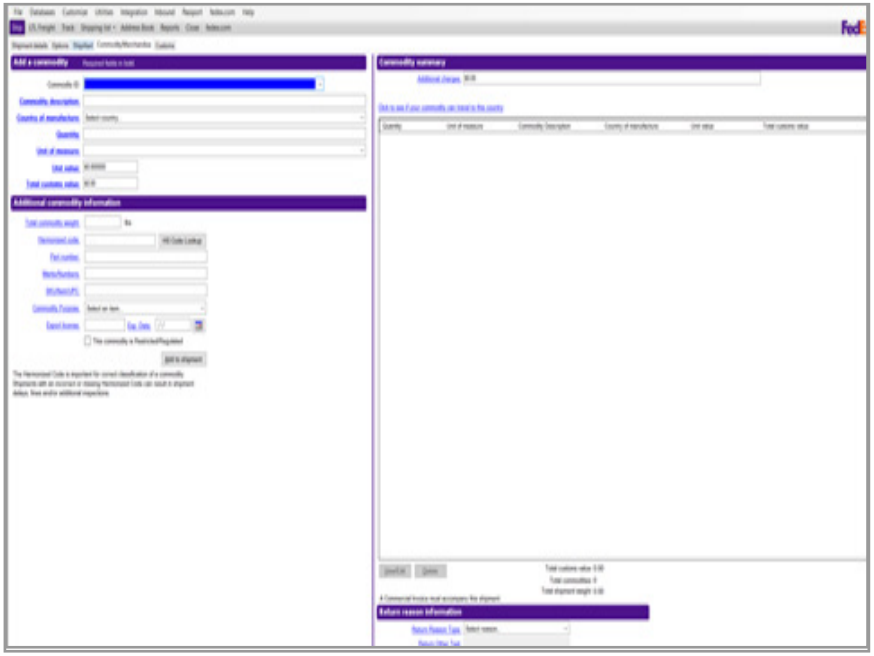
If a warning message is displayed, you can still continue with the shipment.



Additional commodity information

1. You may enter the following optional commodity information:
   - Total commodity weight
   - Harmonized code
   - HS Code Lookup
   - Part number or manufacturer number
   - Distinguishing marks/numbers on the outside of the package Unique SKU, item number or UPC used to identify the commodity
   - Commodity Purpose
   - Export license number and expiration date
   - This Commodity is Restricted/Regulated checkbox allows you to classify a commodity as a restricted or a regulated commodity in the commodity database.

     Note: Export License field uses a minimum of 7 characters using the format ANNNNNN and a maximum of 12 characters using the format ANNNNNNXXXXX.
2. If your shipment applies for USMCA/T-MEC/CUSMA (North American Free Trade Agreement), you may select the Applies for USMCA/T-MEC/CUSMA Certification of Origin check box. Follow the USMCA/T-MEC/CUSMA Certification of Origin instructions on the next page.
3. If USMCA/T-MEC/CUSMA does not apply, click Add to shipment.
4. Repeat these steps for each commodity in the shipment.

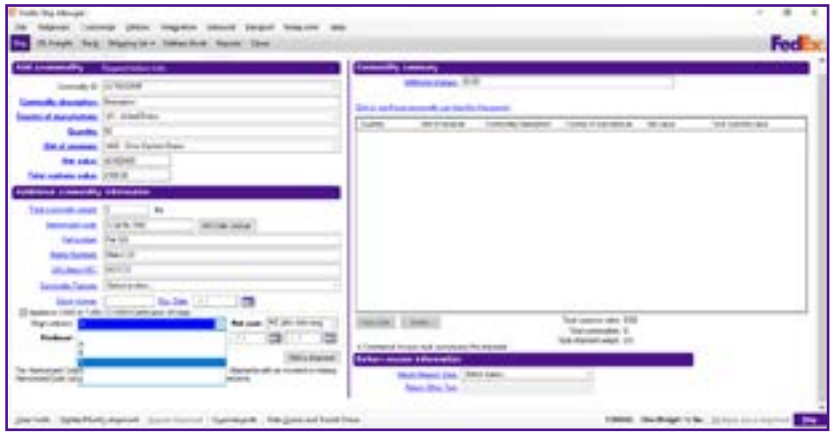


Note: Once you click the Harmonized Code Search button, if the connection to trade tool cannot be established, an error message “The Harmonized Code lookup is not available at this time. Please try again later.” is displayed.

Commodity summary

Each commodity added appears in the Commodity summary section. You can view, edit or delete each commodity in your shipment.

- To add additional charges to the shipment, enter the amount in the Additional charges field.



USMCA/T-MEC/CUSMA Certification of Origin

A USMCA/T-MEC/CUSMA Certification of Origin may apply if the shipper and recipient are located in the U.S., Canada or Mexico, and at least one commodity was produced in one of these countries.

1. Select Applies for USMCA/T-MEC/CUSMA Certification of Origin check box in the Additional commodity information section on the Commodity/Merchandise screen.
2. Select the following Origin Criterion option for each commodity in the shipment.
    - A – The good was obtained or produced entirely in a USMCA/T-MEC/CUSMA country.
    - B – The good was produced entirely in a USMCA/T-MEC/CUSMA country and satisfies the specific origin that applies to its tariff classification.
    - C – The good was produced entirely in a USMCA/T-MEC/CUSMA country from originating materials.
    - D– The goods were produced in a USMCA/T-MEC/CUSMA country but do not meet the rule of origin because the goods were imported into the territory of a USMCA/T-MEC/CUSMA country in an unassembled or disassembled form, but were classified as assembled goods.
    - E – Certain data processing goods and their parts that did not originate in a USMCA/T-MEC/CUSMA country are considered originating upon importation when the Most-Favored-Nation tariff rate of the good conforms to the rate and is common to all USMCA/T-MEC/CUSMA countries.

3. Select Yes if you are the producer of the commodity.

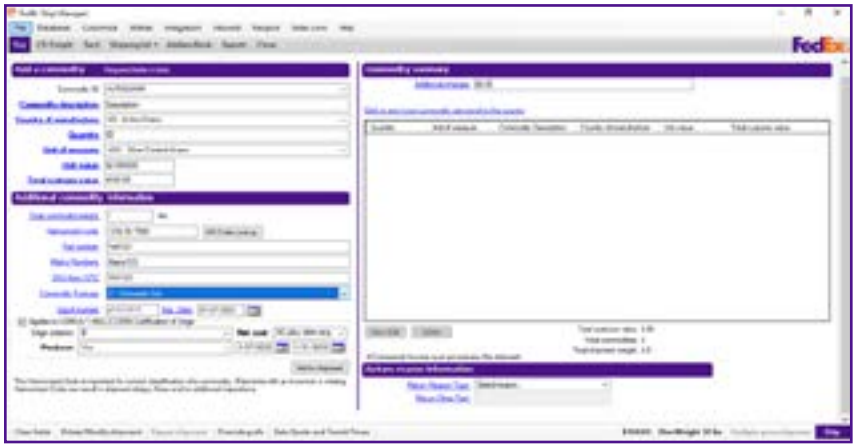
   Select No if you are not the producer of the commodity. Indicate whether the certificate is based upon:

   - No (1) – Your knowledge of the commodity
   - No (2) – Written statement from producer
   - No (3) – Signed certificate from producer

4. The Net cost (NC) method calculates regional value content (RVC) as a percentage of the net cost to produce the good.

   Net cost represents all costs incurred by the producer minus promotions, royalties, shipping, and non-allowable interest costs.

   - No – Select No if the RVC is not calculated according to the net cost method.
   - NC – Select NC if the RVC is calculated according to the net cost method.
   - NC plus date range – Select NC plus date range if RVC is calculated according to the net cost method over a period of time. Enter the beginning and ending dates of the time period in a MM/DD/YYYY format or select from the calendar icons.



Destination Control Statement (DCS) (U.S. only)

The Destination Control Statement (DCS) is available with FedEx International First®, FedEx International Priority®, FedEx International Economy®, FedEx International Priority® Freight and FedEx International Economy® Freight services.

The DCS must be entered on the invoice and on the Bill of Lading, air waybill or other export control document (e.g., Commercial Invoice, label, packing slip, Certificate of Origin) that accompanies the shipment from its point of origin in the United States to the ultimate consignee or end-user abroad. This also applies to all export shipments sent from any country where the exporter is a U.S. company. The person responsible for preparing those documents is also responsible for entering the DCS. FedEx provides the DCS for the Commercial Invoice and the label.

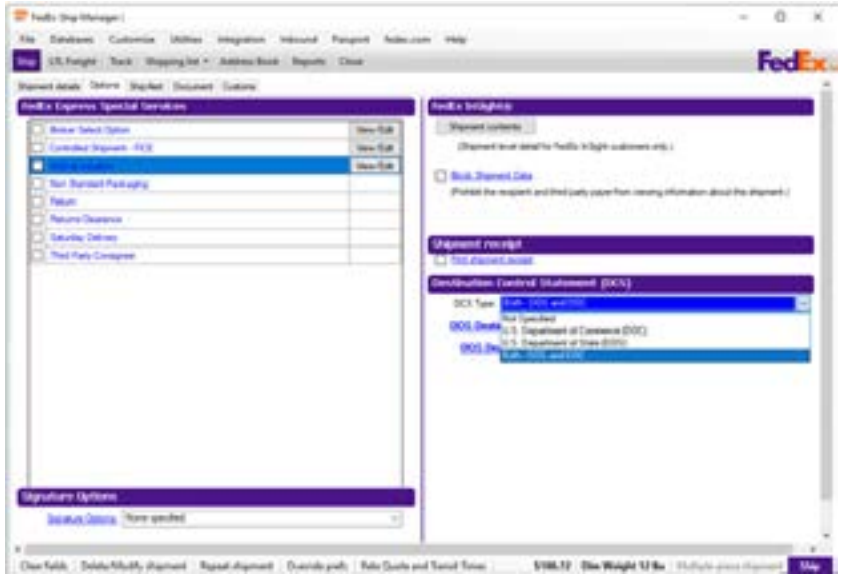
The shipper is responsible for placing the DCS on the packing slip and the Certificate of Origin.

Based on the type of export shipment that you are processing, the current statements you must use are as follows:

- DCS required for most U.S. exports: “These commodities, technology or software were exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to United States law is prohibited.”
- DCS for U.S. exports controlled by the U.S. Department of State: “These commodities are authorized by the U.S. government for export only to [country of ultimate destination] for use by [end-user]. They may not be transferred, trans-shipped on a noncontinuous voyage, or otherwise be disposed of in any other country, either in their original form or after being incorporated into other end-items, without the prior written approval of the U.S. Department of State.”

Enter the Destination Control Statement (DCS)

1. Complete the required sections on the Shipment details screen then click the Options tab.
2. In the Destination Control Statement (DCS) section, select one of the following options in the DCS Type drop-down menu:
   - Not Specified
   - U.S. Department of Commerce (DOC)
   - U.S. Department of State (DOS)
   - Both — DOS and DOC
   - The default value is set as 'Not Specified'.
3. If you select U.S. Department of State (DOS) or Both-DOS and DOC, the following fields display with entries related to your shipment:
   - DOS Destination Country(ies) – This is the destination country code.
   - DOS Destination Recipient – This is the recipient's company name. If the recipient's company name is blank, the recipient's contact name is displayed.
4. Confirm these field entries or change them as needed.
5. Continue with processing your shipment.



FedEx International First® Expansion

FedEx Ship Manager® Software enables you to ship packages using FedEx International First® service via the following lanes:

- From the U.S., Canada, Europe, Middle East and Africa, Latin America and the Caribbean, Hong Kong, Taiwan, and Japan to Southern and Eastern China.
- From the U.S., Canada and Latin America, and the Caribbean to Singapore.

2010 INCOTERMS update

The International Chamber of Commerce issued a revision to the internationally recognized trade terms, INCOTERMS 2010, effective Jan. 1, 2011. To accommodate this revision, FedEx Ship Manager® Software includes the following new terms in the Terms of sale drop-down menu and prints these values on applicable shipping documentation (e.g., Universal Commercial Invoice):

- DPU (Delivered at Place of Unloading).
- DAP (Delivered at Place).

Setting return address for cross-reference numbers for international shipments (U.S. only)

FedEx Ship Manager® Software allows you to set a return address at the cross-reference number level for FedEx International Priority DirectDistribution®, FedEx International Economy DirectDistribution℠ Service and FedEx International Priority DirectDistribution® Freight shipments.

After you create cross-reference number labels, place a label on each package. Each cross-reference number in the shipment can have a different alternate return address.

For skidded shipments, place one cross-reference number label on each skid within the shipment. All packages on any one banded or shrink-wrapped skid can be shipped to one destination. Never place the master air waybill or tracking number on a package. Instead, place it inside an overnight letter containing the regulatory documentation.

This feature also applies to FedEx International Priority DirectDistribution® single point of clearance (SPOC) countries, since they may have different return addresses for each cross-reference number. Each cross-reference number in the shipment can have a different alternate return address. An alternate return address automatically prints in lieu of the Sender address on the cross-reference number labels.

Customs information

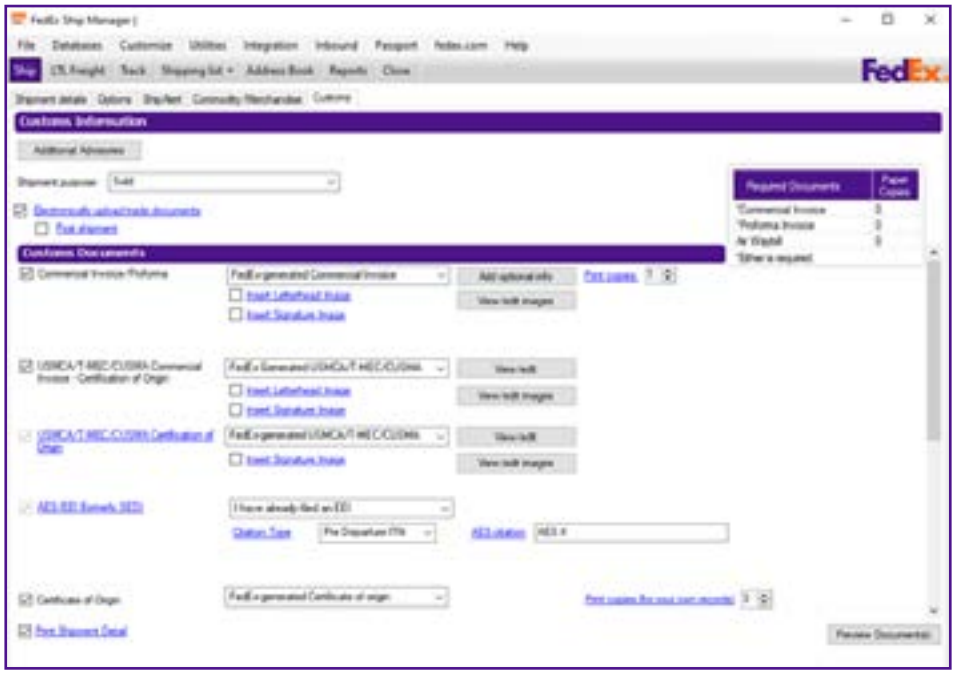
FedEx Ship Manager® Software introduces a new design for the Customs screen and new preference settings for your customs documents. This new design simplifies international shipping by printing shipping labels and the following customs and regulatory documents:

- Tracking number bar code
- Setting customs document preferences
- Customs screen
- Commercial Invoice/Proforma Invoice information
- Importer information
- Electronic Export Information (EEI) (US only)
- Canadian Customs Export Declaration Information (Canada only)
- Customs documentation
- FedEx® Electronic Trade Documents

Tracking number bar code

To allow FedEx Customs Clearance personnel to scan customs documentation and match tracking numbers with air waybill data for faster document handling, the tracking number bar code prints on the first page of all customs documents.

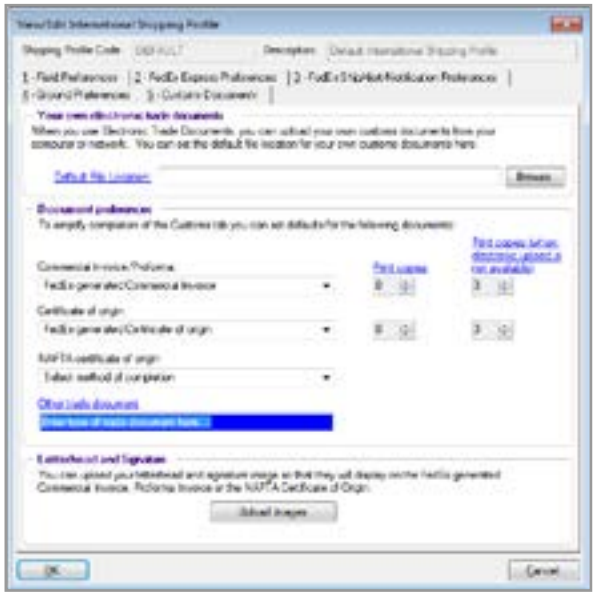
The bar code is not included on customs documents printed on a dot-matrix printer.



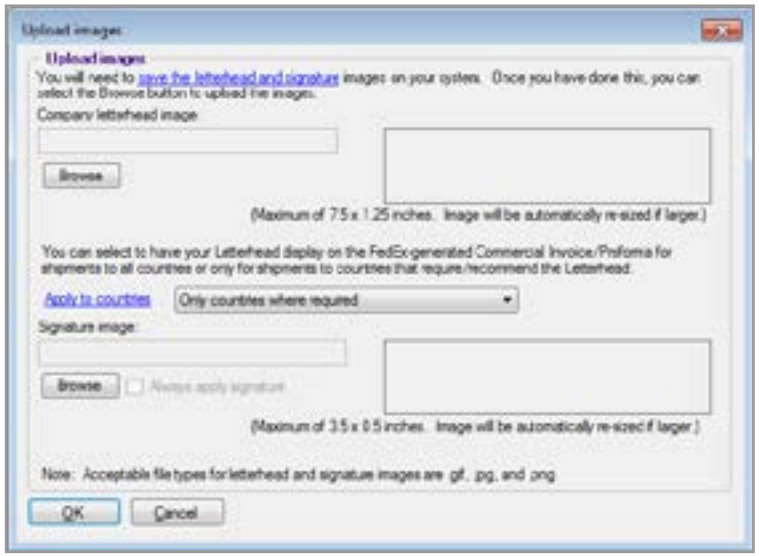
Setting customs document preferences

To help simplify completion of the Customs screen, your international shipping profile provides a new Customs Documents tab for document and image preferences.

1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen is displayed.
2. Select the Default International Shipping Profile and click View/Edit. The View/Edit International Shipping Profile screen is displayed.
3. Click 5-Customs Documents tab.
4. In the Document preferences section, select preferences for your Commercial Invoice or Proforma Invoice. When you select a FedEx generated document, select number of copies required for your shipment from the Print Copies drop-down menu.
5. To upload letterhead and signature images to display on the FedEx generated Commercial Invoice or Proforma Invoice, click Upload Images in the Letterhead and Signature for FedEx generated Commercial Invoice/ Proforma section. The Upload images screen is displayed.
6. Use a digital image of your letterhead/signature or scan these images. If you scan the images, crop them to the appropriate sizes:
   - Letterhead image – Maximum of 7.5 x 1.6 inches.
   - Signature image – Maximum of 3.5 x 0.5 inches.
7. In the Company letterhead image section, click Browse to select the appropriate letterhead image file.
8. For your letterhead, from Apply to countries drop-down menu, select Only countries to where required, or All to apply to all shipments.
9. In the Signature image section, click Browse to select the appropriate signature image file.



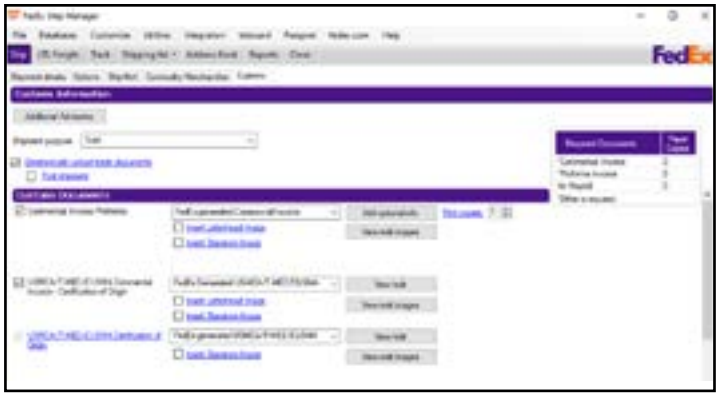
10. Select Always apply signature check box to apply the signature to all shipments.
11. If you want to remove the image, click Remove. If you want to replace the image, click Remove and then click Browse to select a new image.
12. To save your preferences, click OK on this screen and all subsequent Shipping Profile screens.



Customs screen

To process an international shipment using the updated Customs screen, follow these steps:

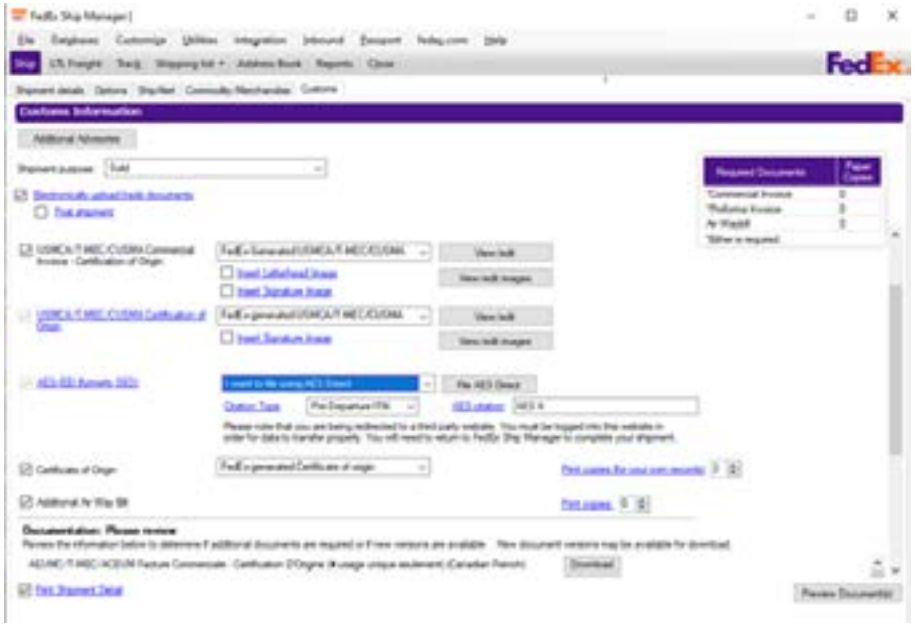
1. Select Commercial Invoice/Proforma check box (if applicable) and select a document from the Complete document using drop-down menu. If you select a FedEx generated document, select the required number of copies to print for the shipment from the Print copies drop-down menu.
2. Click Add optional info to provide additional information to display on FedEx generated documents. You can perform several actions, including selecting terms of sale, entering additional charges, including a USMCA/T-MEC/CUSMA statement. Click View/Edit importer to change the importer information.
3. Select USMCA/T-MEC/CUSMA Commercial Invoice – Certification of Origin checkbox to select between FedEx generated and your own commercial invoice. If FedEx Generated USMC/T-MEC/CUSMA Commercial Invoice is selected, the View/Edit button is displayed.
4. Once you click the View/Edit button, USMCA/T-MEC/CUSMA Commercial Invoice - Certification of Origin window is displayed.





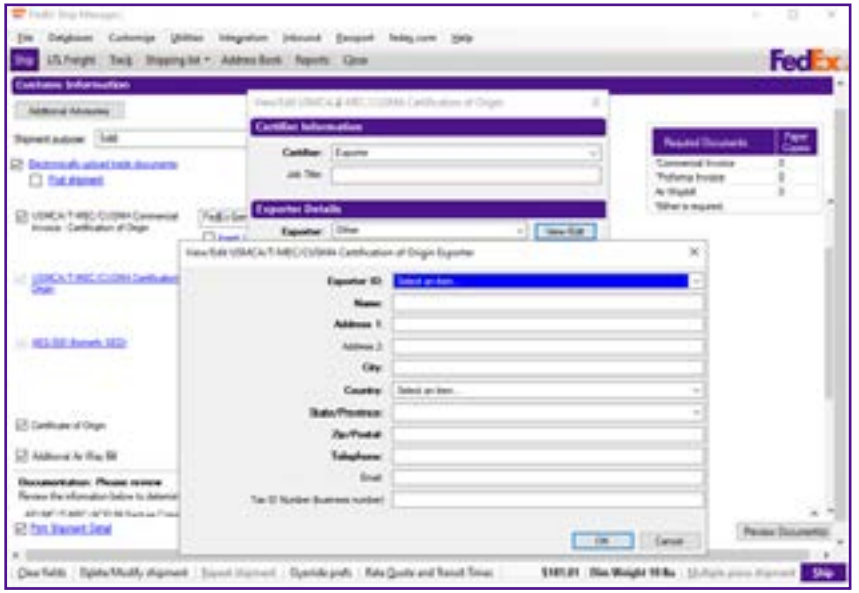
5. Update the Certifier, Exporter, Producer, Consignee & SoldTo information from the dropdown. Select Other option from the dropdown to update other details. The view/Edit Button is enabled & on clicking this - View/Edit of that screen will be displayed for entering the details respectively (Certifier, Exporter, Producer, Consignee, and SoldTo).
6. Add the Additional Information – as Terms of Sale from the dropdown & other necessary information & click OK button.
7. Since the AES/EEI (formerly SED) check box is always checked for U.S.-origin shipments, process your shipment as follows. EEI is Electronic Export Information and SED is Shipper's Export Declaration.
8. If your shipment requires EEI filing and you are using the Automated Export System (AES), select the appropriate filing option from the drop-down menu and select the citation type from the Citation Type drop-down menu. No EEI Required is the default option.
    - I have already filed an EEI.
    - I want to file using AESDirect (self-file).
    - I want FedEx to file as my agent (agent-file).
    - I will file an EEI Post-Departure.

Note: The custom data is transferred to ACE portal via AES Direct when you select I want to file using AESDirect.



9. Enter the AES citation number in the AES citation field. Refer to AES Citation Types for more information.
10. If your shipment does not require EEI filing, select No EEI Required (default option) from the drop-down menu and then select the appropriate FTR exemption number from the FTR Exemption drop-down menu. Refer to the FTR Exemption Codes table for the current FTR exemption codes.

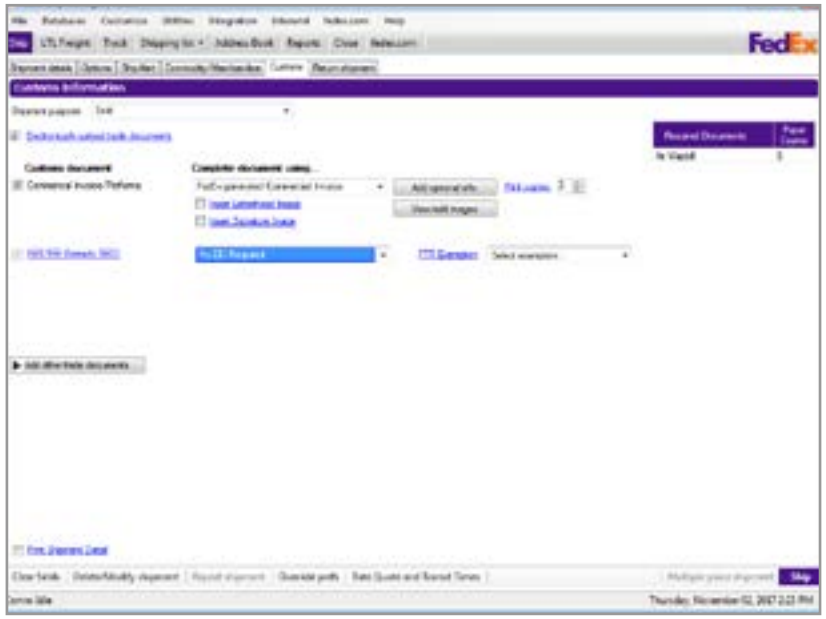
    Note: For Canada-origin shipments, Export Permit # and Canada export declaration options display instead of AES/EEI (formerly SED). Provide the required information for these options, if applicable.
11. If your shipment requires EEI filing and if you choose "I want to file using AES Direct" option, the "File AES Direct" button is displayed. When this button is clicked, FedEx Ship Manager® submits the shipment data to the AES Direct (ACE secure data portal) via the Weblink interface.
12. Click Add other trade documents. Select any of these other trade documents for your shipment (e.g., Certificate of Origin). For FedEx generated documents, you can select the number of copies to print. If you select USMCA/T-MEC/CUSMA Certification of Origin check box, click View/Edit, and provide the required information.
13. Select Print Shipment Detail check box to print the shipment details.
14. When you have completed the Customs screen, click Ship to process your shipment.



Commercial Invoice/Proforma Invoice information

FedEx Ship Manager® Software prompts you when a Commercial Invoice is required for all International, Outbound (non-Distribution) shipments (FedEx International Priority® Express, FedEx International Priority®, FedEx International Economy®, and FedEx International Ground® shipments).

You can use your own Commercial Invoice, or create, and print a Commercial Invoice using the information you enter into FedEx Ship Manager® Software.



To use your own Commercial Invoice/Proforma Invoice for customs clearance:

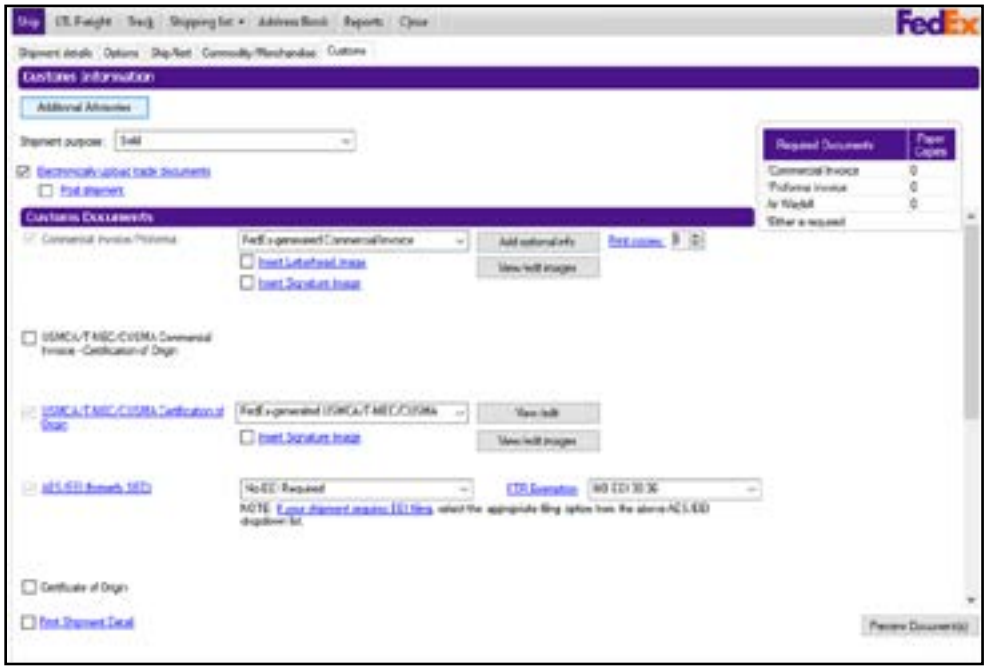
1. Complete Shipment details, Options and Commodity/ Merchandise screens.
2. Click Customs tab.
3. Select Commercial Invoice/Proforma check box on the left side of the screen.

   Note: Since this is the default setting, you do not need to return to the Customs screen to complete your shipment if no other information is required on this screen.
4. Complete any additional fields on this screen or any documentation required for your shipment.
5. Include the required number of copies of the Commercial Invoice/Proforma Invoice with your shipment.

To create a Commercial Invoice/Proforma Invoice:

1. Complete the Shipment details, Options, and Commodity/Merchandise screens.
2. Click Customs tab.
3. Select Commercial Invoice/Proforma checkbox on the left side of the screen.

   Notes:
   - If you want this option to be checked automatically, select FedEx generated Commercial Invoice or FedEx generated Proforma as a preference in the International Shipping Profile.
     Refer to Shipping Profiles.
   - You can set the top margin to print the Commercial Invoice on company letterhead, which is a requirement for some countries.
     Refer to Customize Forms to select this option.
4. Select number of Print copies.
5. Click Add optional info. The Commercial Invoice/ Proforma Invoice information screen displays.
6. Select Terms of sale.



Free Carrier (FCA/FOB)
- Seller is responsible for all costs of delivering goods to destination.

Carriage Insurance Paid (CIP/CIF)
- Seller is responsible for freight, insurance, and miscellaneous charges to destination.

Carriage Paid To (CPT/C&F)
- Seller is responsible for cost of freight to destination. Buyer is responsible for insurance.

Ex Works (EXW)
- Seller makes goods available to buyer. Buyer is responsible for delivering goods to destination.

Delivered Duty Unpaid (DDU)
- Seller is responsible for delivering goods to destination. Buyer is responsible for clearing goods through customs.

Delivery Duty Paid (DDP)
- Seller is responsible for delivering goods to destination, including duties, taxes, and miscellaneous fees.

7. Enter additional freight, insurance and miscellaneous charges to print only on the Commercial Invoice.
8. Enter optional information, such as reference, purpose and invoice number.

The Purpose field prints on the Commercial Invoice and helps customs correctly assess duties, taxes and fees for shipments.

The Purpose menu contains the following correct text options for purpose assessments:

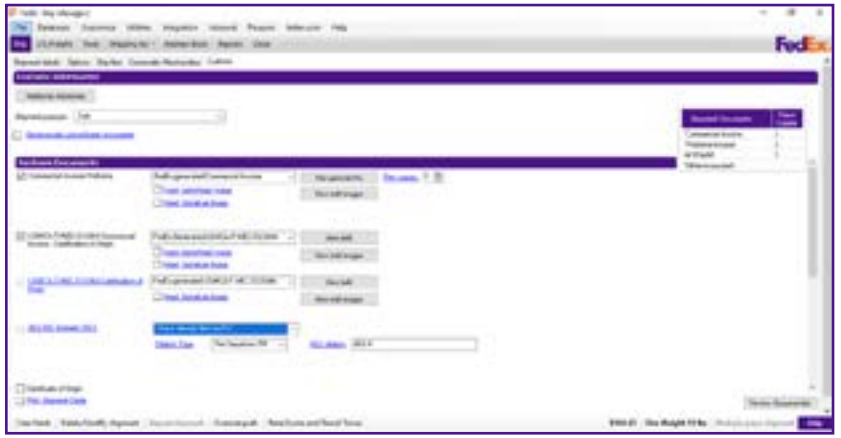
- Gift
- Not Sold
- Personal Effects
- Repair and Return
- Sample
- Sold

9. Enter up to 3 optional comment lines to print on the Commercial Invoice.
10. Select The shipper and recipient are related parties check box if the shipper and recipient are related (e.g., subsidiaries).
11. Select Include USMCA/T-MEC/CUSMA statement check box if the shipper and recipient are located in the U.S., Canada or Mexico, and at least one commodity in the shipment was produced in one of these countries and the total value of the goods shipped is considered to be of a lower value:
    $2,500 USD or less for shipments to the U.S.
    $1,600 CAD or less for shipments to Canada
    $1,000 USD or less for shipments to Mexico

Terms of Sale

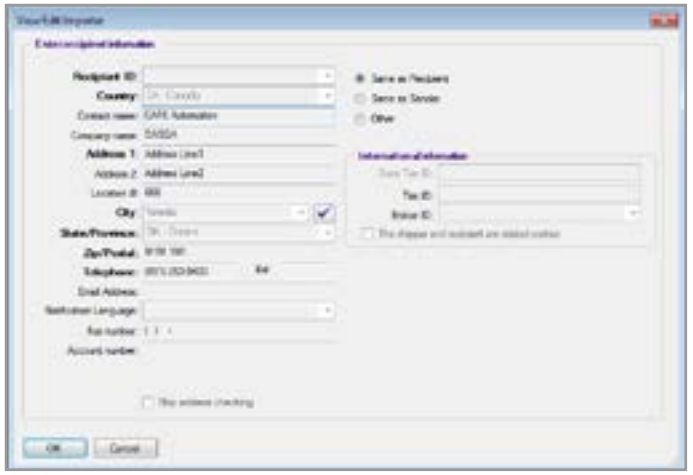
To select a terms of sale value, follow these steps:

1. Enter the required information for your international shipment and click Customs tab. The Customs screen is displayed.
2. Click Add optional info to provide additional information to display on FedEx generated documents. The Commercial Invoice/Pro Forma Invoice information screen is displayed.
3. Select a value from the Terms of sales drop-down menu.
4. Enter any additional charges or information as required, including a USMCA/T-MEC/CUSMA statement.
5. Click View/Edit Importer to change the importer information, as needed. The View/Edit Importer screen is displayed.
6. Enter your changes and click OK. The Commercial Invoice/Pro Forma Invoice information screen displays again.
7. Click OK to save your changes.
8. Click Document Preview to preview the document before shipment. The selected document will be displayed with the tracking number as “XXXXXXXXXXX” and contain the DRAFT watermark in the background.



Importer information

If the recipient is not the importer of record, click View/Edit Importer to enter and save the Importer of Record information.

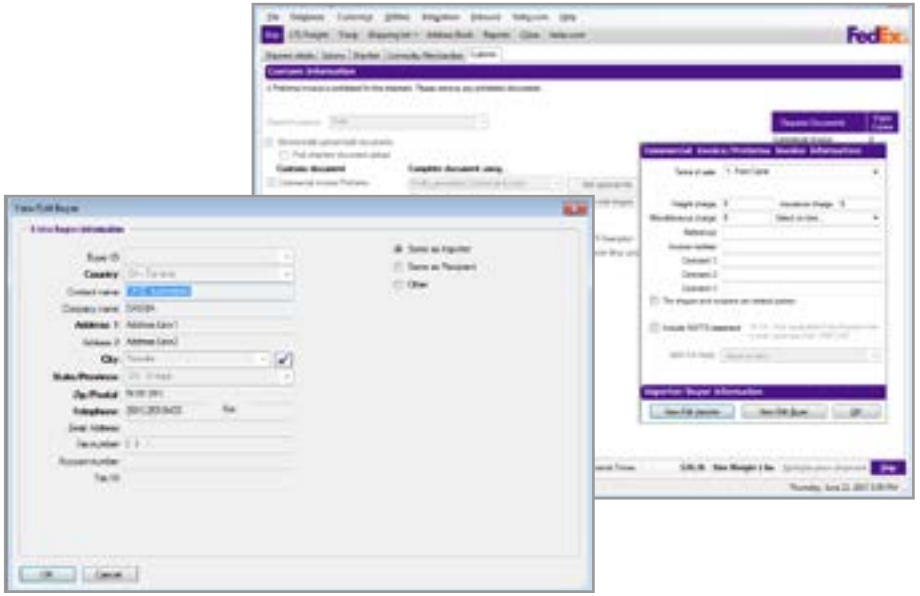


View/Edit Buyer Information

To provide 3rd party transportation payer visibility for FedEx International Ground® service shipments, click View/Edit Buyer to enter and save the Buyer information.

During IDD Ground and Express shipment, the buyer is allowed to add additional information to the shipment details.

If the Sold to Party is not set in IDD master shipment, then the address details are displayed same as specified recipient address in View/Edit Buyer screen.



Customs documentation

To print shipment details and/or Certificate of Origin/ Additional Air Waybill, select the appropriate check box in the Customs documentation section. These customs documents are not generated automatically.

Additional Air Waybill

The Additional Air Waybill checkbox allows you to print the required number of air waybill copies for an international shipment. It can be printed using the following formats:

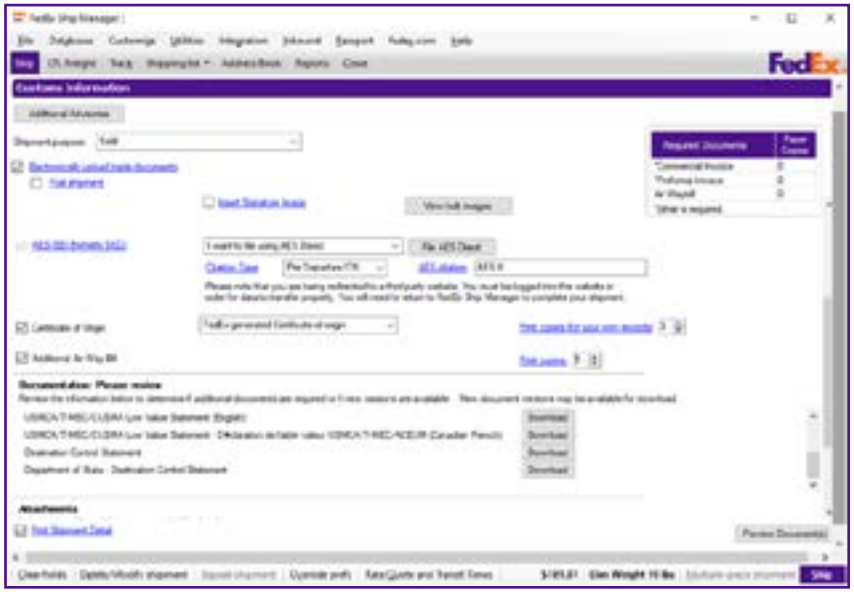
- Thermal Label
- PDF
- PNG
- DIB

To print the additional copies of an Air waybill ,

- Select the Additional Air Waybill checkbox and the number of copies.

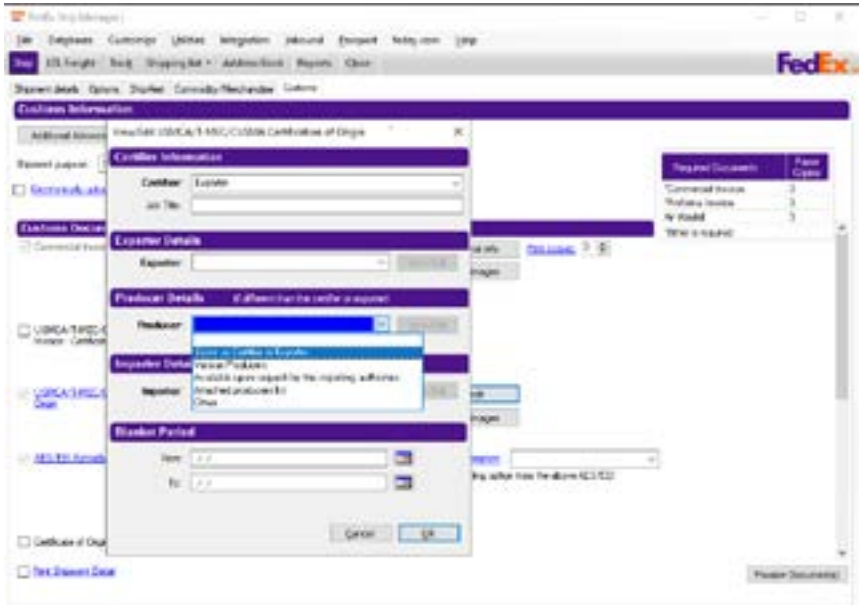
To print a USMCA/T-MEC/CUSMA Certification of Origin:

1. Select USMCA/T-MEC/CUSMA Certification of Origin.
2. Click View/Edit to make any changes needed. The View/ Edit USMCA/T-MEC/CUSMA Certification of Origin screen is displayed.
3. For Exporter, select a sender to fill in the exporter name and address on the certificate. The current sender is usually the exporter.
4. For Exporter, select a sender to fill in the exporter name and address on the certificate. The current sender is usually the exporter.



4. For Producer, select one of the following:
   - Same as Certifier or Exporter
   - Various Producers
   - Available upon request by the importing authorities
   - Attached producers list
   - Other
5. Click OK
6. Select the Importer details, enter the Blanket period and click OK.
7. Click View/edit images to view or edit the image of your signature. Click on Browse button to fetch the signature image and click OK.
8. Click on Attach your Document(s) button to attach the required documents/local files for the shipment. Select the document and click OK.

   Note: You can see a list of attached documents under “Attachments” section.
9. Click Ship to process your shipment and print customs documents.



Export information

- Electronic Export Information (EEI)
- Canadian Customs Export Declaration information

Electronic Export Information (EEI)

If you are shipping from the U.S. and your shipment requires EEI filing, complete the Electronic Export Information (EEI) information on the Customs screen.

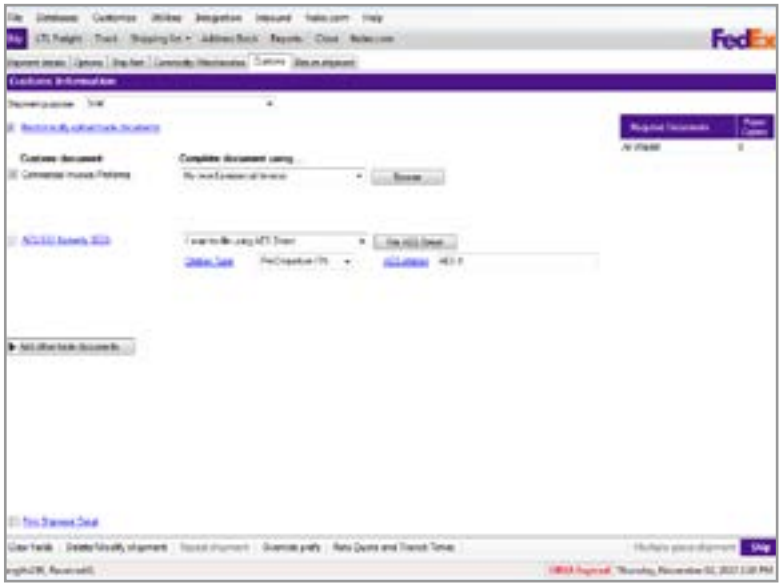
To help you determine if your shipment requires EEI filing, go to the FedEx® Global Trade Manager website at fedex.com. Select the SED/EEI Tools and Information link then select SED/EEI quick check. FedEx recommends that you register as a user on fedex.com to access a variety of international tools online to assist you in your shipping.

For detailed steps to self-file or agent-file an EEI, please refer to the FedEx EEI Filing Options Guide. To download a PDF copy, go to: fedex.com/us/ship-manager/software/resources/support/customs.html.

Since the AES/EEI (formerly SED) check box is always checked, refer to Customs Screen for current international shipping and EEI filing information. EEI is Electronic Export Information and SED is Shipper's Export Declaration.

FedEx Ship Manager® Software removes the ability for FedEx electronic shipping solution customers to select post-departure or downtime citations of EEI filing for the following shipments: State Department Agreements, DSP-5 License, DSP-61 License, DSP-73 License, DSP-85 License, DSP-94 License, 36 DEA Permit, 236 DEA Permit and 486 DEA Permit.

FedEx Ship Manager® Software does not allow group shipping with a Shipper's Export Declaration (SED) if an SED/EEI filing is required.



Canadian Customs Export Declaration Information

If you are shipping from Canada and your shipment requires an Export permit number or Canada Export Declaration follow these steps:

1. If required, enter an Export Permit # for your shipment. An Export Permit # is required for international shipments containing controlled or regulated goods.

   For more information, refer to Export Permit Number in the online help.

2. Canada Export Declaration (CAD)

   Canadian shippers are required to submit a Canada Export Declaration for document and non document international shipments that contain:

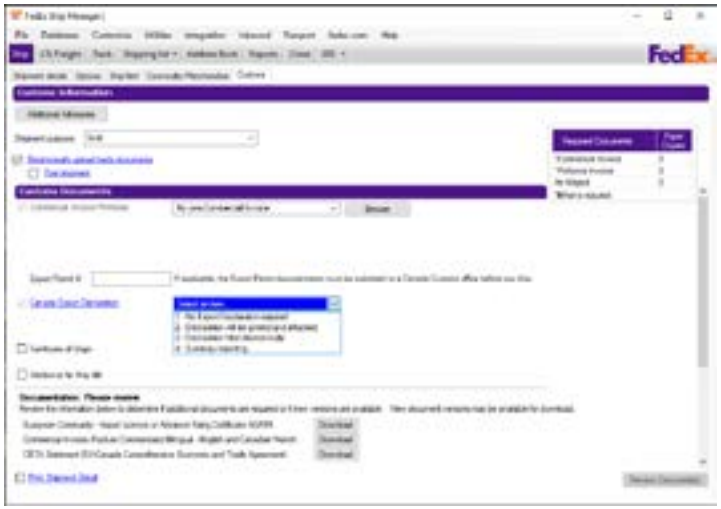
   - Commodities or documents worth $2,000 CAD or more that are destined to rest of the world.
   - Commodities that are controlled, regulated or prohibited that are destined to rest of the world.
   - A Canada Export Declaration is not needed for shipments to the U.S., Puerto Rico or the U.S. Virgin Islands.

3. Canada Export Declaration Filing Options

   Select a Canada Export Declaration option and complete the required information.

- 1-No Canada Export Declaration required – Select the Canada Export Declaration Exemption Number applicable for your shipment from the dropdown list.
- 2-Declaration will be printed and attached –Print and provide three copies of the Electronic Export Declaration form with your shipment paperwork.
- 3-Declaration filed electronically – Enter the 15-32 alphanumeric Proof of Report (POR) # for your Canada Export Declaration.
- 4-Summary reporting – Enter the 7-32 alphanumeric Summary Proof of Report#.

4. Click Ship to process your shipment.



Export declaration for German shipments

When you process a German Outbound international shipment, an option is available to provide the 'Movement Reference Number' or exemption declaration for clearance. This includes Returns, FedEx International Priority DirectDistribution® (IPD), and FedEx International Priority DirectDistribution® Freight (IDF) shipments.

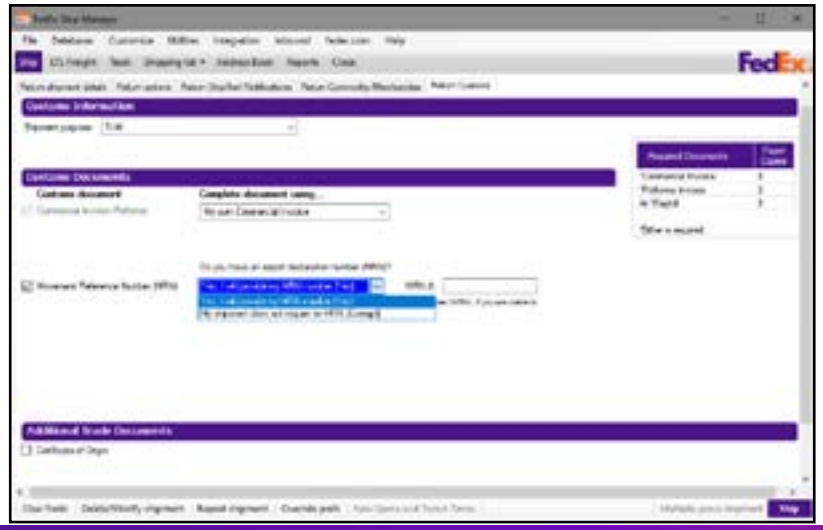
Note: This is not applicable to the destinations within the European Union (EU).

'Germany MRN' field is added to International shipping profile for 'Return-shipment' preference type.

Under Customs Documents section, select the 'Movement Reference Number (MRN)' check box.

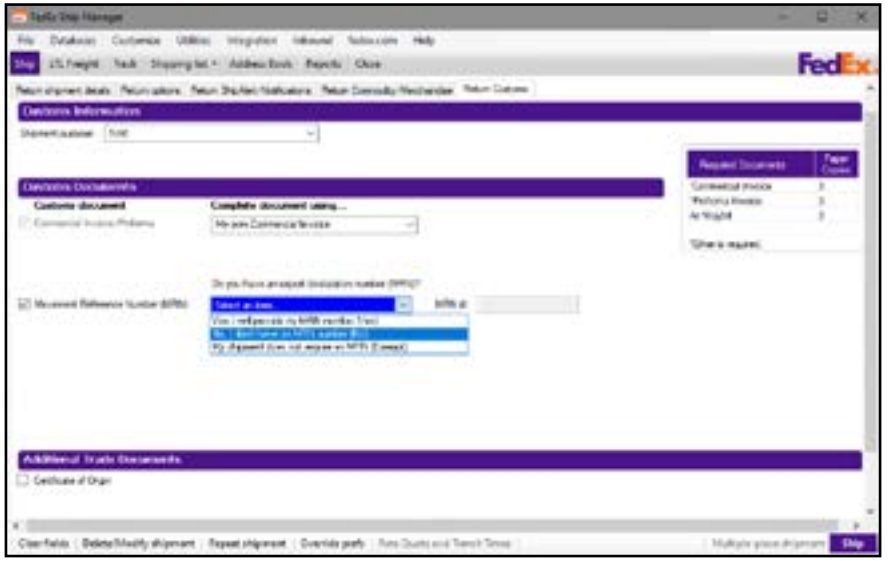
For shipments greater than 1000€:

- To provide the MRN, select 'Yes, I will provide my MRN number (Yes)' from the drop down, and enter the MRN in the textbox (allows up to 18 alphanumeric characters).
  Note: You cannot process the shipment without the MRN after you select 'Yes' to provide MRN.
- To exempt the declaration, select 'My shipment does not require an MRN (Exempt)' and process the shipment.



For shipments lesser than 1000€:

- To provide the MRN, select 'Yes, I will provide my MRN number (yes)' from the drop down, and enter the MRN in the textbox (allows up to 18 alphanumeric characters).
  Note: : Entering the MRN is optional for outbound shipments. You can process the shipment without the MRN also. But for return shipments, MRN is mandatory to proceed.
- To exempt the declaration, select 'My shipment does not require an MRN (Exempt)' and process the shipment.
- If you do not have the MRN, select 'No, I don't have the MRN number (No)' and process the shipment.



Foreign Trade Regulations (FTR) Exemption codes

This table lists the FTR codes and explanations that replace the FTSR (Foreign Trade Statistics Regulations) codes.

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
1	NO EEI 30.2(d)(2)	Shipments destined from U.S., Puerto Rico, or U.S. Virgin Islands to other U.S. Territories (American Samoa, Guam, and Northern Mariana Islands); and U.S. Virgin Islands to U.S. or Puerto Rico.	Exemption for shipments outbound from U.S. or U.S. Virgin Islands or Puerto Rico, to the following U.S. territories: American Samoa/AS, Guam/GU, and Northern Mariana Islands/MP. Also applies to shipments from U.S. Virgin Islands to Puerto Rico or U.S.
2	NO EEI 30.36	Shipments originating in the U.S. (including Puerto Rico when country code = US) destined to Canada; does not apply if shipment requires export license/permit, subject to ITAR, rough diamonds, or sent for storage in Canada, but ultimately destined for third countries.	Exemption for shipments originating in the U.S. (including Puerto Rico when country code is US) destined to Canada. NOTE: Exemption DOES NOT apply to: (1) shipments requiring an export license/permit; (2) shipments sent for storage in Canada, but ultimately destined for third countries; or (3) shipments of rough diamonds or commodities controlled by USML of ITAR.
3	NO EEI 30.37(a)	Shipments valued at USD $2,500 or less per Schedule B classification for commodities shipped from one USPPI to one consignee on a single export carrier; does not apply if shipment requires export license/permit, subject to ITAR, rough diamonds, or to proscribed Country Group E (EAR 15 CFR 740).	Exemption for shipments valued at USD $2,500 or less per Schedule B/HTSUSA classification for commodities shipped from one USPPI to one consignee on a single export carrier. NOTE: Exemption DOES NOT apply to: (1) shipments requiring an export license/permit; (2) shipments of rough diamonds or commodities controlled by USML of ITAR; or (3) shipments to proscribed countries listed in Country Group E (EAR 15 CFR 740). Currently FedEx does not service any proscribed country from the U.S.

	FTR Exemption	FTR Exemption “Short” Description	FTR Exemption “Long” Description
4	NO EEI 30.37(e)	For Carrier Use Only when inbound shipments are being exported with no entry into a warehouse or FTZ.	Exemption for shipments transported inbound through the U.S. for export to a third country and exported from another U.S. port or transshipped and exported directly from the port of arrival never having made entry into the U.S. NOTE: If entry for consumption or warehousing in the U.S. is made, then an EEI is required if goods are then exported to a third country from the U.S.
5	NO EEI 30.37(f)	Export of technology and software as defined in EAR 15 CFR 772 that does not require an export license.	Exemption for export of technology and software as defined in EAR 15 CFR 772 that does not require an export license. NOTE: EEI is required for mass-market software, which is defined as software that is generally available to the public by being sold at retail selling points, or directly from the software developer or supplier, by various means (i.e., over-the-counter, mail-order, telephone, electronic) and designed for installation by the user without further substantial technical support by the developer or supplier.
6	NO EEI 30.37(g)	Shipments to foreign libraries, government establishments, or similar institutions, as provided in FTR Subpart D 30.40(d).	Exemption for shipments to foreign libraries, government establishments, or similar institutions, as provided in FTR Subpart D 30.40(d).
7	NO EEI 30.37(h)	Shipments authorized under License Exception GFT for gift parcels/ humanitarian donations (EAR 15 CFR 740.12).	Exemption for shipments authorized under License Exception GFT for gift parcels and humanitarian donations (EAR 15 CFR 740.12).
8	NO EEI 30.37(i)	Diplomatic pouches and their contents.	Exemption for diplomatic pouches and their contents.
9	NO EEI 30.37(j)	Human remains and accompanying receptacles and flowers.	Exemption for human remains and accompanying receptacles and flowers.

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
10	NO EEI 30.37(k)	Company business records (e.g., interplant correspondence, executed invoices) from a U.S. firm to its subsidiary or affiliate.	Exemption for shipments of interplant correspondence, executed invoices and other documents of company business records from a U.S. firm to its subsidiary or affiliate. (This excludes highly technical plans, correspondence, etc. that could be licensed).
11	NO EEI 30.37(o)	Aircraft parts, equipment, provisions, and supplies for use on aircraft by a U.S. airline to its own aircraft.	Exemption of shipments of aircraft parts, equipment, provisions and supplies for use on aircraft by a U.S. airline to its own installation and aircraft. [EAR license exception (AVS) for aircraft and vessels 15 CFR 740.15(c).]
12	NO EEI 30.37(q)	Temporary exports that are exported from and returned to the U.S. within 12 months from date of export.	Exemption of temporary exports, whether shipped or hand carried that are exported from and returned to the U.S. within one year (12 months) from date of export.
13	NO EEI 30.37(r)	Goods previously imported under Temporary Import Bond for return in the same condition as when imported.	Exemption of goods previously imported under Temporary Import Bond for return in the same condition as when imported, including: (1) goods for testing, experimentation, or demonstration; (2) goods imported for exhibition; (3) samples and models imported for review or taking orders; (4) goods for imported for participation in races or contests; and (5) animals imported for breeding or exhibition and imported for use by representatives or foreign government or international organizations or by members of the armed forces of a foreign country. NOTE: Goods that were imported under bond for processing and re-exportation are not covered by this exemption.

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
14	NO EEI 30.37(s)	Issued banknotes, securities, and coins in circulation exported as evidence of financial claims.	Exemption for banknotes and securities, and coins in circulation exported as evidence of financial claims. NOTE: EEI must be filed for unissued bank notes and securities and coins not in circulation. ALERT: FedEx can only transport these commodities as an exception shipment with Legal approval until such time as they are removed from the Prohibited Items List.
15	NO EEI 30.37(t)	Documents moving out of the U.S. to facilitate international transactions (airline tickets, internal revenue stamps, liquor stamps, and advertising literature).	Exemption of documents used in international transactions, documents moving out of the U.S. to facilitate international transactions including airline tickets, internal revenue stamps, liquor stamps, and advertising literature.
16	NO EEI 30.39	Shipments consigned to the U.S. Armed Services for their exclusive use; does not apply to commodities subject to ITAR.	Special exemptions for shipments consigned to the U.S. Armed Services for their exclusive use, including shipments to armed services exchange systems. NOTE: Exemption DOES NOT apply to articles that are on the USML or controlled by ITAR or shipments not consigned to the U.S. Armed Services, regardless of whether they may be for their ultimate use.
17	NO EEI 30.40(a)	Office furniture/equipment/supplies shipped to U.S. government offices for their exclusive use.	Special exemption for office furniture, office equipment, and office supplies shipped to and for the exclusive use of U.S. government offices.
18	NO EEI 30.40(b)	Household goods and personal property shipped to U.S. government employees for their exclusive and personal use.	Special exemption for household goods and personal property shipped to and for the exclusive and personal use of U.S. government employees.

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
19	NO EEI 30.40(c)	Food, medicines, and other related items, shipped to U.S. government offices/ employees for their exclusive use.	Special exemption for food, medicines, and related items and other commissary supplies shipped to U.S. government offices or employees for the exclusive use of such employees, or to U.S. government employee cooperatives or other associates for subsequent sale or other distribution to such employees.
20	NO EEI 30.40(d)	Books, maps, charts, pamphlets, and similar articles shipped by U.S. government offices to U.S. or foreign libraries, government establishment, or similar institutions.	Special exemption for books, maps, charts, pamphlets and similar articles shipped by U.S. government offices to U.S. or foreign libraries, government establishment, or similar institutions.

AES Citation types

When entering an AES (Automated Export System) citation number, select the AES citation type and enter the corresponding AES citation number. You must enter the correct format based on the citation type selected.

The internal Transaction Number (ITN) is issued as a Proof of Filing (POF) statement when AES has received the data and has approved the shipment for export. The ITN is generally returned by email to the registered user of AESDirect and not on the AES screen.

To enter the ITN on the Customs screen, select the filing option I have already filed an EEI, I want to file using AESDirect or I want FedEx to file as my agent from the drop-down menu. Select Pre-Departure ITN from the Citation Type drop-down menu and enter the ITN in the AES citation field. An ITN begins with AES and is followed by X plus 14 numeric digits.

Pre-Departure ITN

If you have an AES Pre-Departure Proof of Filing citation, an internal transaction number (ITN) is included, which is the AES issued approval number that allows you to export the shipment out of the U.S. The valid format must be AES XYYYYMMDDnnnnnn.

- “AES X” is static and upper case.
- “YYYYMMDD” is the valid date.
- “nnnnnn” is the 6-digit random number issued by AES when you file your SED/EEI and the record is accepted by AES.



Post-Departure Citation

If you have a Post-Departure Proof of Filing citation, the valid format must be AESPOST #########00 mm/dd/yyyy or AESPOST #########aa mm/dd/yyyy.

- “AESPOST” is static and upper case.
- “#########00” or “#########aa” represents the first 9 characters, which is the numeric EIN number specific to the shipper, and the last 2 characters are an alphanumeric EIN suffix.



AES Downtime Citation

If AES is down for an extended period of time when you attempt to file your SED/EEI, the Proof of Filing citation format must be AESDOWN #########00 mm/dd/yyyy or AESDOWN #########aa mm/dd/yyyy.

- “AESDOWN” is static and upper case.
- “#########00” or ”#########aa” represents the first 9 characters, which is the numeric EIN number specific to the shipper, and the last 2 characters are an alphanumeric EIN suffix.



Reprint custom labels and documents

FedEx Ship Manager® Software prints one shipping label and one consignee label for FedEx Express® international shipments from the U.S.

One shipping label and two consignee labels are printed for FedEx Express® international shipments from Canada.

To reprint customs documents:

1. Click Document Reprint tab on the Reports screen.
2. Enter or select information in the Search criteria section and click Search.
3. Select the appropriate shipment from the Search results section.
4. Select documents to reprint in the International documents available for reprint section.
5. Select an Output option for printing or viewing the report.
    - Screen – Click Screen to view the report on screen.
    - Print – Enter number of copies and click Print.
    - Save file – Click Save file. Select the appropriate directory, enter the file name, and click OK.
    - Documents saved as .txt or .rtf files can be emailed.

Removing shipping value from third party consignee shipping label

By removing Shipping Value from the FedEx® Third Party Consignee shipping label, FedEx Ship Manager® Software enables you to mask customs and carriage values on FedEx International First®, FedEx International Priority®, FedEx International Economy®, FedEx International Priority DirectDistribution®, FedEx Freight®, FedEx International Priority® Freight and FedEx International Economy® Freight shipping labels for FedEx® Third Party Consignee service.

General Agency Agreement

The General Agency Agreement (GAA) is a document that is printed along with the shipment label and is shipped with the commercial invoice. A General Agency Agreement confirmation dialog box is displayed when you click the Ship button on the shipment details screen.

Note: The General Agency Agreement (GAA) is applicable only to FedEx International Ground® shipments (U.S to Canada).



FedEx® Electronic Trade Documents

Welcome to the world of FedEx® Electronic Trade Documents. FedEx Ship Manager® Software provides this new, paperless international shipping solution to simplify your international shipping needs. Submit your international trade documentation electronically and you no longer have to print and attach trade documents to a shipment.

Capturing and sharing critical trade information as early as possible optimizes the customs clearance process. You can upload your Commercial Invoice and associated trade documents (e.g., other ancillary documents) for data entry and archiving.

The FedEx® Electronic Trade Documents allows you to:

- Upload customs documents generated by FedEx, or upload your own international trade documents as files or images created on your own systems in your preferred software format (e.g., PDF, Microsoft® Word, Microsoft® Excel). You can upload a document up to 5 MB file size.
- Process trade documents without printing paper copies and placing them in the pouch attached to your shipment.
- Add a company letterhead and signature image to the Commercial Invoice/or Proforma Invoice.
- Gain additional time to resolve any difficulties with trade documents before shipment arrival.
- Set preferences to simplify completion of the Customs screen.
- Set defaults for the customs documents you upload.
- Use the feature as needed (can be turned on and off).
- Before you begin, a FedEx account executive must turn on the feature's functionality via a utility.

Shipping enhancements for FedEx® Electronic Trade Documents

- To simplify your international shipping needs even more, FedEx Ship Manager® Software has enhanced FedEx® Electronic Trade Documents with several new features:
- Electronic submission of FedEx International Ground® customs documents gives you more new ways to streamline efforts and increase speed-to-market.
- Submitting customs documents to FedEx for future day shipments as well as current day shipments is quick and easy. You can now set the shipment date for any date from today's date to 10 days in the future.
- Ability to produce end-of-day and ad-hoc reports for FedEx® Electronic Trade Documents shipments, including the FedEx Ground® Batch Upload Failure Report, FedEx Express® Batch Upload Failure Report, FedEx Express® ETD Shipment Report and FedEx Ground® ETD Shipment Report.

Since FedEx® Electronic Trade Documents allows you to submit your international trade documentation electronically, you no longer have to print and attach trade documents to your shipments using FedEx Express® International services or FedEx International Ground®.

Please note that the FedEx® Electronic Trade Documents option is not available at this time for group shipping, dangerous goods, dry ice, FedEx International Priority DirectDistribution® or FedEx International Direct Distribution® shipments.

Reducing number of FedEx® Electronic Trade Documents shipping Labels

To save you time and money, FedEx Ship Manager® Software reduces the number of printed shipping labels by one label when you use the FedEx® Electronic Trade Documents feature to create shipping labels for U.S.-origin or Canada-origin international shipments.

For detailed international shipping instructions using FedEx® Electronic Trade Documents, please refer to the FedEx® Electronic Trade Documents Guide. To download a PDF copy, go to fedex.com/us/ship-manager/software/resources/support/customs.html.

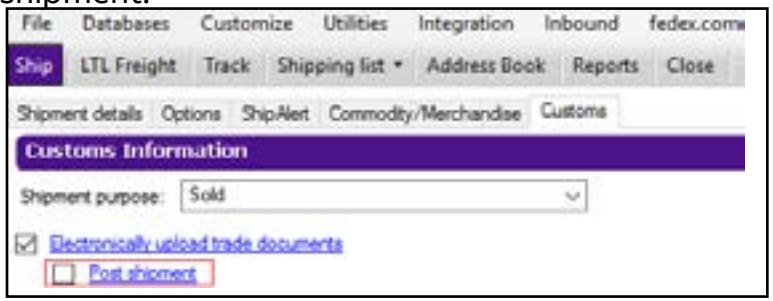
Note: Your destination country may require printed copies of your trade documents. Electronic Documents with Originals (EWO) option enables you to upload your trade documents electronically and printed copies are presented at customs if the destination country requires printed copies of your trade documents.

Post shipment document upload enhancement

With FedEx® Electronic Trade Documents, you now have the option to upload your trade documents after you finish your shipment, giving you more flexibility, and control. You can complete shipments, receive labels, and complete the documentation later as per your convenience. After indicating a shipment as a Post Shipment Document Upload Shipment, you can click “Complete Post Shipment Document Upload” link which will open the Global Trade Manager tool for attaching documents after your shipment is processed.

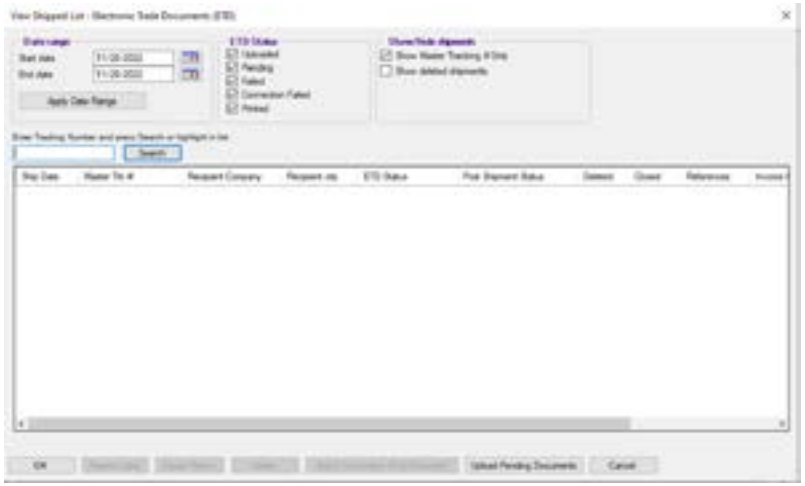
To enable Post Shipment Document Upload and to view Electronic Trade Documents (ETD) status, perform the following steps.

1. Click Ship | Customs tab to view Post Shipment checkbox.
2. Select Post Shipment checkbox to enable post shipment.



Perform the following steps to view ETD shipped list

1. Click Shipping List dropdown and select ETD option to display View Shipped List-Electronic Trade Documents (ETD).
2. Click OK.



You can electronically submit Post Shipment documents in the following ways:

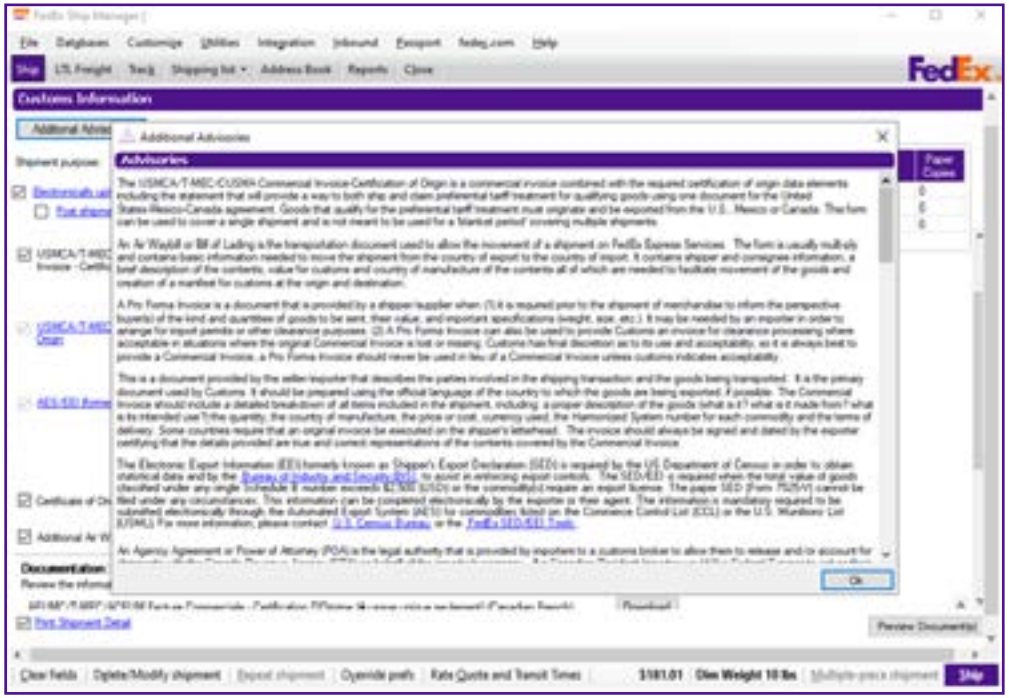
- Upload trade documents electronically at shipment time.
- Upload trade documents electronically after shipment creation.

For pre, with, and post shipment uploads, the file size has been increased from 1 MB to 5 MB. In addition, you can now use FedEx® Electronic Trade Documents to upload your trade documents regardless of whether or not the destination country accepts trade documents electronically. This will aid in clearance. If the destination country requires printed trade documents, you will also be able to print them.

Additional Advisories

Once you click the additional advisories button, the Advisories and Prohibits section is displayed.

The advisories section displays the documents need for the shipment. The prohibits section displays information of the prohibited commodities and documents.



Shipping enhancements for FedEx Express® in Mexico

FedEx Ship Manager® Software allows users in Mexico to see the IVA (Sales) Tax charge in the detailed shipment quote that matches the total quote. Mexican customers can ship to another city within Mexico and the terms and conditions display in Spanish.

FedEx Ship Manager® will disable the automatic printing feature of select FedEx International Direct Distribution close reports from Canada to Mexico to the United States.

FedEx Ship Manager® Software also allows users in Mexico to process shipments using FedEx First Overnight® , FedEx Priority Overnight®, and FedEx Standard Overnight® services. Affected provinces and their codes include:

Aguascalientes (AG)
Baja California (BC)
Baja California Sur (BS)
Chihuahua (CH)
Colima (CL)
Campeche (CM)
Coahuila (CO)
Chiapas (CS)
Distrito (DF)
Durango (DG)
Guerrero (GR)
Guanajuato (GT)
Hidalgo (HG)
Jalisco (JL)
Michoacan (MI)
Morelos (MO)
Mexico (MX)
Nayarit (NA)
Nuevo Leon (NL)
Oaxaca (OA)
Puebla (PU)
Quintana Roo (QR)
Queretaro (QT)
Sinaloa (SI)
San Luis Potosi (SL)
Sonora (SO)
Tabasco (TB)
Tlaxcala (TL)
Tamaulipas (TM)
Veracruz (VE)
Yucatan (YU)
Zacatecas (ZA)

Expansion of economy options for international shipments

FedEx Express® international services have expanded to include new origin and destination lanes for shippers in the U.S., Canada, Latin America and the Caribbean, Europe, Middle East and Africa, and Asia Pacific regions.

FedEx International Economy® and FedEx International Economy® Freight services impact all regions for both origin/destination country pairs. Also, FedEx International Economy® Freight service from Canada to all regions is a new service offering.

FedEx International Economy DirectDistribution℠ Service is available for contract customers only and applies to origins in the Europe, Middle East and Africa, and Asia Pacific regions.

Service enhancements for FedEx Express®, FedEx Express® Freight Services, Dangerous Goods, and Dry Ice

FedEx Express® and FedEx Express® Freight Services have expanded to include the following new services:

FedEx 2Day® A.M. (U.S. only)

The FedEx 2Day® A.M. service provides a morning delivery commitment time for planned shipments that can be delivered in 2 days, rather than using overnight service. FedEx 2Day® A.M. is delivered by 10:30 a.m. to most areas (noon to some ZIP codes).

FedEx 2Day® A.M. is also available for return shipments using FedEx Print Return Labels, FedEx Email Return Labels, FedEx® Return System (using a Return Material Authorization [RMA] number), and FedEx Express® Billable Stamps.

This new service provides unique benefits for:

Customers with planned supply chain operations who would like to turn around the shipment the same day (e.g., receive in the morning, utilize the contents, and ship out the same day).

Shipments to facilities that are often closed in the afternoons, and therefore need a morning delivery (e.g., pharmacies, doctors' offices).

Shippers that would like to ensure the morning delivery time.

FedEx First Overnight® Freight (U.S. only)

This early morning freight delivery service provides time-definite early delivery for FedEx Express® Freight Services shippers who have critical delivery needs to meet business needs.

For freight shippers, FedEx First Overnight® Freight offers nationwide, early morning delivery of critical shipments — tailored for urgent manufacturing, distribution or replenishment needs.

FedEx First Overnight® and FedEx International First® Dangerous Goods Service

The expansion of FedEx Express® dangerous goods shipping with FedEx First Overnight® and FedEx International First® services provides customers with a FedEx option to speed up their dangerous goods shipments. Dangerous goods shipments need to be delivered as soon as possible — batteries, machine parts, special equipment or test samples that are needed for airplane repairs, assembly lines or laboratory treatments. And some shipments need to move quickly to ensure the contents do not expire, such as flammable liquids packed in dry ice.

Key benefits include:

- Using FedEx First Overnight® to ship FedEx Express® dangerous goods to expedite shipments that would typically be sent overnight.
- Using FedEx International First® to ship FedEx Express® dangerous goods inbound to the U.S. from origins currently offering FedEx International First® and FedEx International Priority® dangerous goods service in Canada, Latin America and the Caribbean and Europe, Middle East and Africa.
- Using current forms to create shipping labels for FedEx First Overnight® and FedEx International First® dangerous goods shipments. These forms include air bills and the Shipper's Declaration for Dangerous Goods (M-1421C).

  Note: You cannot use FedEx First Overnight® and FedEx International First® to ship radioactive materials.

FedEx Express® Freight Saturday Pickup (U.S. only)

FedEx Express® Freight Services for U.S. domestic and U.S. outbound international express freight has a Saturday pickup option available. For heavyweight shipments that cannot wait until Monday for pickup, FedEx Express® Freight Saturday Pickup will pick them up earlier at shipping docks to accelerate transit times.

FedEx Express® Freight Saturday Pickup is available for all services, including FedEx 1Day® Freight, FedEx 2Day® Freight, FedEx 3Day® Freight, FedEx International Priority® Freight, and FedEx International Economy® Freight. Every ZIP code offering FedEx Express Freight Saturday Delivery supports FedEx Express® Freight Saturday Pickup.

FedEx First Overnight® Saturday Delivery (U.S. only)

This service extends the Saturday Delivery special handling option within U.S. domestic locations (and from Puerto Rico) to FedEx First Overnight®. Shippers with time-critical needs that can't wait until Monday can benefit from the earliest possible option on Saturday. Every ZIP code that supports Saturday Delivery for FedEx Priority Overnight® and FedEx First Overnight® weekday service can receive FedEx First Overnight® Saturday Delivery shipments.

FedEx International First®

FedEx International First® has been expanded to 32 new origin countries, effective September 29th, 2014.

FedEx International First® Saturday Delivery (U.S. only) FedEx International Economy® and FedEx International Economy Freight® Dangerous Goods, and Dry Ice Service (U.S. only)

FedEx International Economy® and FedEx International Economy® Freight now accept dangerous goods and dry ice shipments from the U.S. to all locations that accept these commodities using FedEx International Priority® and FedEx International Priority® Freight services. For your less time-critical shipments containing dangerous goods and dry ice, you now have the choice of a more cost-effective shipping solution, and still benefit from FedEx service reliability and expert handling.

Key benefits include:

- Shipping dangerous goods to more international destinations with FedEx than with any other express carrier. FedEx International Economy® and FedEx International Economy® Freight accept dangerous goods for shipping to more than 60 countries and dry ice to more than 70 countries.
- Using current forms to create shipping labels for FedEx First Overnight® and FedEx International First® dangerous goods shipments. These forms include air bills and the Shipper's Declaration for Dangerous Goods (DG-1421C).

Expansion of Express Domestic Return Shipments

Now, Express Domestic Return shipments are extended for the following countries/territories.

- Austria (AT)
- Belgium (BE)
- Czech Republic (CZ)
- Chile (CL)
- Denmark (DK)
- Finland (FI)
- France (FR)
- Germany (DE)
- Greece (GR)
- Hungary (HU)
- Italy (IT)
- Luxembourg (LU)
- Malaysia (MY)
- Netherlands (NL)
- Norway (NO)
- Romania (RO)
- Spain (ES)
- Sweden (SE)
- Switzerland (CH)
- South Africa (ZA)
- Thailand (TH)

Express Domestic Return shipments can be created for the following services in the listed countries/territories.

Service	Delivery commitments
FedEx® First	Next day 09:00 a.m. / 09:30 a.m./10.00 a.m.
FedEx® Priority Express	Next day 12:00 p.m./ Midday
FedEx® Priority	Next day end of the day
FedEx® Economy	Next day end of the day +=> 1 day
FedEx® Priority Express Freight	Next day 12:00 p.m./ Midday
FedEx® Priority Freight	Next day end of the day
FedEx® Economy Freight	Next day end of the day +=> 1 day

The below image shows the special service options available for the given service types

Special Services	CZ/ES/DK/SE/CH/AT/FI/IT	HU	RO/GR/NO	BE/LU/NL	DE	MY	FR	TH	CL	ZA
Dry Ice	✓	✓	✓	✓	✓		✓			
Declared Value	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hold at Location (HAL) - weekday only	✓	✓	✓	✓	✓		✓		✓	✓
Holiday Delivery								✓	✓	✓
Lithium Battery	✓	✓	✓	✓	✓		✓			
Residential delivery	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Signature: Adult	✓	✓	✓	✓	✓		✓			
Signature: Direct	✓	✓	✓	✓	✓		✓	✓		✓
Signature: Indirect	✓	✓	✓	✓	✓		✓			
Signature: No Signature Required	✓	✓	✓	✓	✓		✓			
Priority Alert (PA)	✓	✓		✓	✓		✓			
Priority Alert (PA) Plus	✓	✓		✓	✓		✓			
Dangerous Goods (DG) accessible and inaccessible				✓						
Saturday Delivery		✓			✓	✓	✓	✓	✓	✓
Saturday Pickup					✓				✓	✓

Non-U.S. Domestic expansion and new domestic expansion enhancements

FedEx Express® and FedEx Express® Freight Services have expanded to include domestic services for Canada, Mexico, Switzerland, United Arab Emirates, Brazil, and Columbia. These expanded services:

- Support the launch of FedEx Economy, an Intra-Canada FedEx Express® service that provides door-to-door delivery by 5 p.m. in 1 to 3 business days to most metropolitan areas, and FedEx Express® Standard offering a delivery by 5 p.m. the next business day, or by 8 p.m. for residential shipments.
- Add support for FedEx Express Saver®, FedEx 1Day® Freight, and FedEx 2Day® Freight for intra-Mexico shipping.
- Add domestic services support for Switzerland, United Arab Emirates, Brazil, and Colombia, including FedEx First Overnight® (Brazil, Colombia), FedEx Priority Overnight® (Switzerland, Brazil, Colombia), FedEx Standard Overnight® (United Arab Emirates, Brazil, Colombia), FedEx Express Saver® (Brazil, Colombia), FedEx 1Day® Freight (United Arab Emirates, Brazil, Colombia), and FedEx 2Day® Freight (Brazil, Colombia).

Harmonized Sales Tax in Ontario and British Columbia (Intra-Canada)

The new Harmonized Sales Tax (HST) affects all rate quote, duty/tax, billing systems and FedEx electronic shipping solution devices (online and offline). It also affects all payers for shipments to/from/within Ontario and British Columbia.

FedEx® International Deferred Freight (FDF)

FedEx® International Deferred Freight (FDF) service type allows to ship international air freight shipments. This service type is to leverage a deferred economical option with excellent shipping services at lower cost.

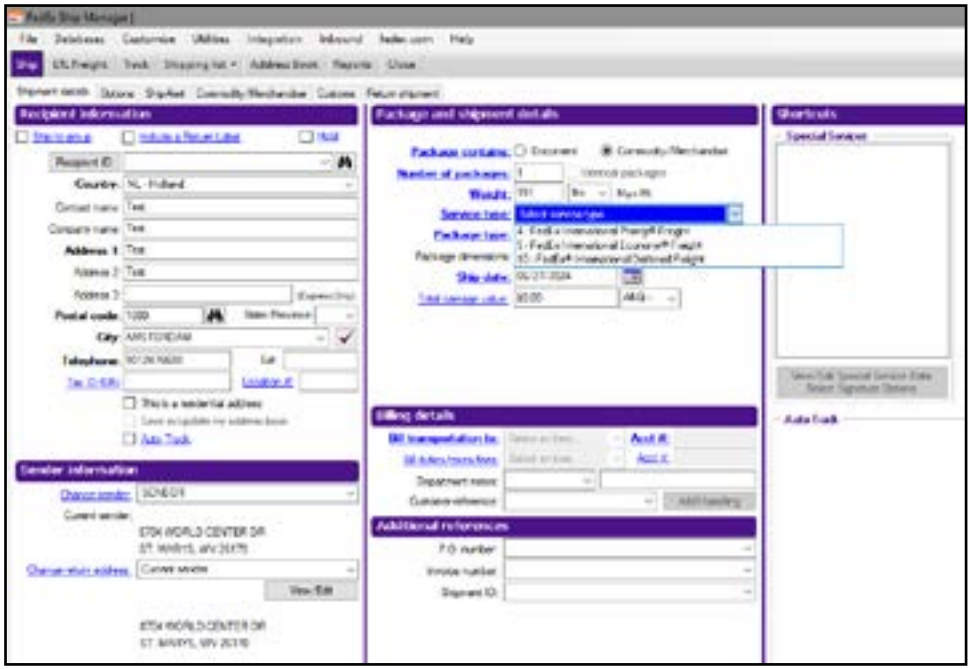
FedEx® International Deferred Freight (FDF) accepts the shipments which exceeds more than 68kgs.

All four freight flavors are supported:

- Airport to Airport
- Door to Airport
- Airport to Door
- Door to Door

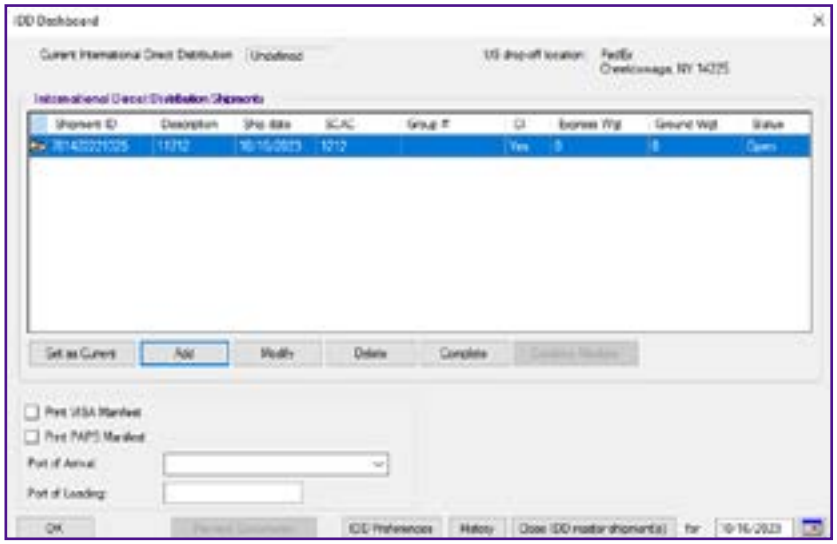
FedEx® International Deferred Freight (FDF) supports all the Regions/Countries where FedEx International Economy® Freight (IEF) is currently supported.

Note: Dangerous goods shipments are not allowed with FDF service type.



International Direct Distribution (IDD) Dashboard

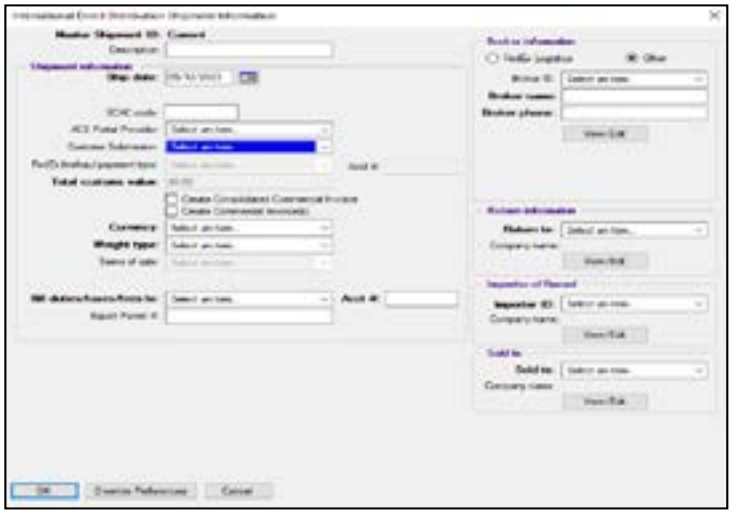
The International Direct Distribution (IDD) Dashboard provides a summary list of your IDD master shipments and the option to Add, Modify or Delete an IDD master shipment. When ready to ship, you must select the IDD master and then set it as current.



International Direct Distribution Master Shipment information

The following fields are displayed in the shipment information section:

- Ship Date: Select the date on which the package is handed over to FedEx for shipping.
- SCAC Code: Enter the four-digit Standard Carrier Alpha Code.
- ACE Portal Provider: If one of the listed ACE Portal Providers is used by your line-haul carrier or broker, select the appropriate ACE portal provider from the dropdown to create the associated XML file at Close.
- Customs Submission: Select the customs submission option from the drop-down menu.
- Create Consolidated Commercial Invoice and Create Commercial Invoice(s): Select both the check boxes to generate IDD reports.



Notes:

- You can modify ACE Portal Provider field until you close the IDD master shipment. All other fields in your IDD master must be finalized before you select to complete your IDD master shipment.
- You can also set the default value of SCAC code, ACE Portal Provider, and Customs Submission for IDD shipments from International Direct Distribution Shipping Profile.
- In the International Direct Distribution Shipment Information screen, if Create Consolidated Commercial Invoice and Create Commercial Invoice checkboxes are not selected, none of the IDD reports will be generated when closing the master shipment regardless of the IDD preferences set in Document Settings tab.

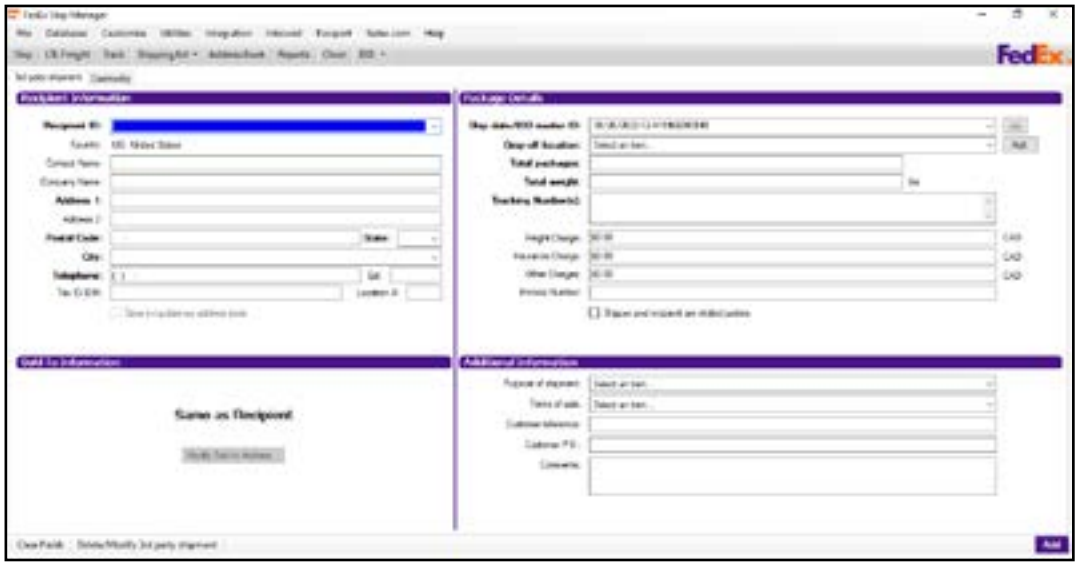
Add 3rd party packages to International Direct Distribution (IDD) shipment

To add 3rd party packages to IDD consolidation reports,

- Click downward arrow available in the IDD tab.
- Click Add 3rd party packages.

Notes:

- From the IDD Master Shipment Information screen, select to Create Consolidated Commercial Invoice and Create Commercial Invoice(s).
- To add a 3rd party package at least one FedEx Express® or FedEx Ground® package must already be shipped and added to the IDD consolidation.



3rd party shipment information

In the 3rd party shipment tab, the fields displayed in bold are required fields where you must enter a value in order to add a 3rd party package.

The following sections allows you to enter the 3rd party shipment details.

- Recipient Information
- Sold To Information
- Package Details
- Additional Information

Recipient Information

- Select the unique Recipient ID from dropdown.
- By default, the country is displayed as United States and it cannot be edited.
- Enter the recipient's contact or company name, up to 35 characters.
- Enter the recipient's primary street on address line 1.
- Enter the information (e.g., suite number) on address line 2. This field is optional.
- Enter the postal code in the text box. State and City are auto populated based on the entered postal code.
- Enter the recipient's telephone number, extension number, Tax ID number, and store location number in the respective fields.
- Select the Save in/update my address book checkbox to save or update recipient information against the recipient ID in your address book.

Sold To Information

- By default, the Sold To address is considered same as recipient address.
- To modify the address, click Modify Sold To Address button.
- Enable Specify Address button.
- Enter the details and click OK.

Package Details

- Select the Ship date/ IDD master ID from the dropdown.
- Select either the existing drop off location from the dropdown or click Add button to add a new drop off location and then select from the dropdown. A 3rd party package cannot be dropped off at FedEx Express® or FedEx Ground® location. An alternative drop off location must be added and selected.
- Enter the total number, total weight of the package and tracking number(s) in the respective fields. The weight type is auto populated based on the value selected in master shipment.
- Enter the freight, insurance, and other charges in the text box, if required.
- Enter the Invoice number.
- Select Shipper and recipient are related parties check box if the shipper and recipient are related.

Additional Information

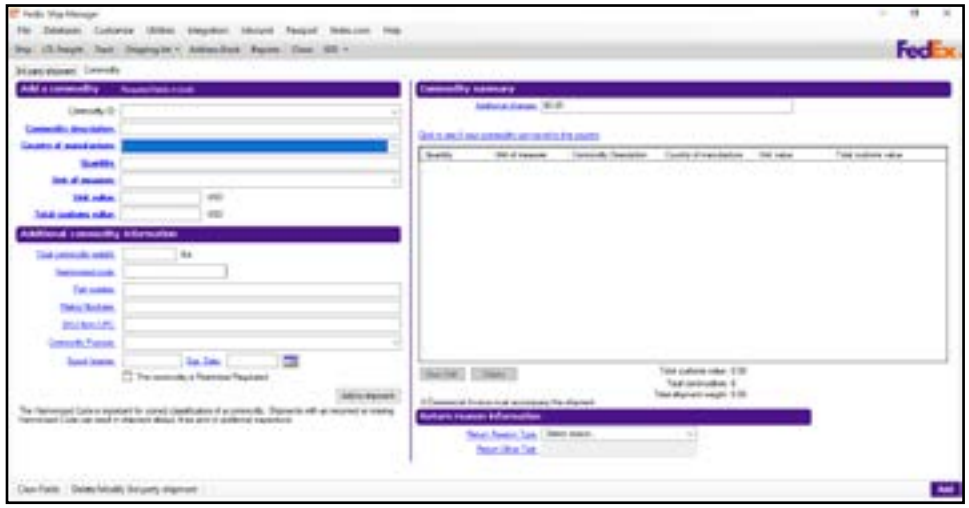
- Select the purpose of shipment and terms of sale from the respective dropdown
- Enter the reference information such as customer reference and P.O number in the text box.
- Enter any additional information required in comments text box.

Commodity Information

To add the commodity to 3rd party package, click Commodity tab next to 3rd party shipment tab.

In the Commodity tab, the fields displayed in bold are required fields and you must enter the value for such fields to add the 3rd party package.

Note: You should at least add one commodity to add 3rd party package to the IDD consolidation.



The following sections allows you to enter the commodity details.

- Add a commodity
- Additional commodity information
- Commodity summary
- Return reason information

Add a commodity

- Select the commodity ID from dropdown and commodity description displays based on the selected commodity ID.
- Select country of manufacture for the commodity.
- Enter quantity of the commodity you are shipping.
- Select unit of measure and enter the unit value.
- The Total customs value is calculated automatically based on the Quantity and Unit value.

Additional commodity information

- Enter the following optional additional commodity information.
- Total commodity weight
- Harmonized code
- Part Number
- Marks/Numbers
- SKU/Item/UPC
- Commodity purpose
- Export license and expiration date
- The Commodity is Restricted/Regulated checkbox allows you to classify a commodity as a restricted or a regulated commodity in the commodity database.

Repeat the same process to add multiple commodities. Each commodity added to the shipment reflects in the commodity summary section. You can view, edit, or delete each commodity from your shipment.

Commodity summary

- To add additional charges to the shipment, enter the amount in the Additional charges field.

Return reason information

- Select the return reason type from dropdown.
- Enter additional information in the Comments text box.

Post entering the commodity details, click Add button.

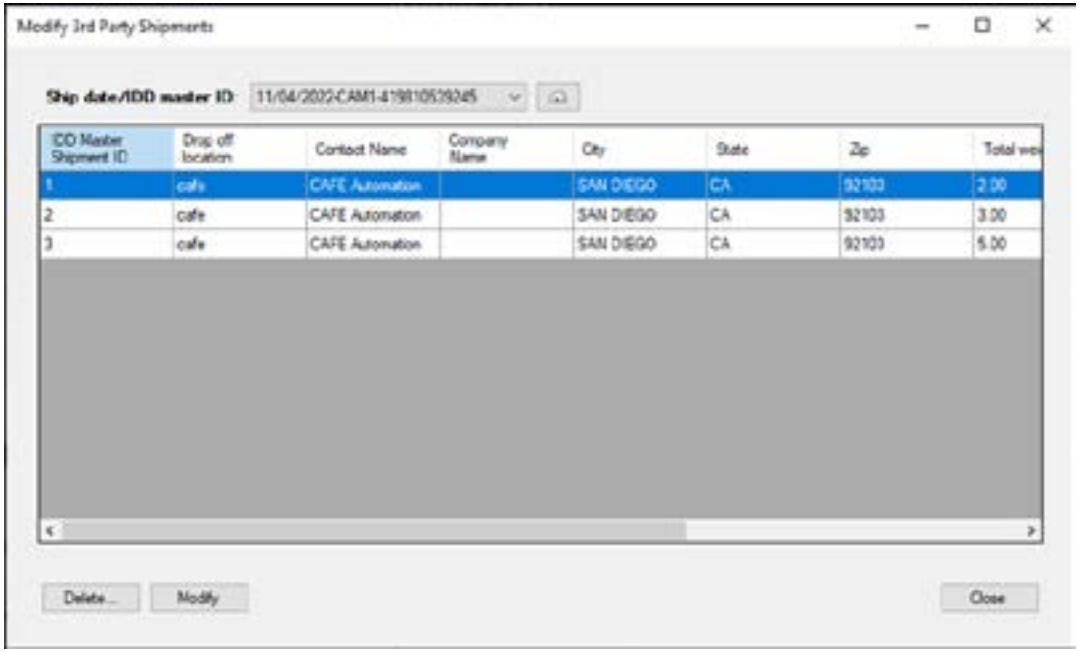
Clear Fields: Click the button to clear values entered for the currently opened 3rd party package if required Delete/

Modify 3rd party shipment: Click the button to modify/ delete the existing 3rd party package from shipment if required.

Modify 3rd Party packages

To modify 3rd party packages,

- Click downward arrow available in the IDD tab.
- Click Modify 3rd Party packages.
- Select the Ship date/IDD master ID from the Ship date/IDD Master dropdown.
- All the 3rd party packages are displayed in the grid, select the specific shipment which needs to be modified.
- Click Modify button and change the required details.
- Click OK.



Delete 3rd Party packages

To delete 3rd party package from IDD shipment,

- Click downward arrow available in the IDD tab.
- Click Modify 3rd Party packages.
- Select the Ship date/IDD master ID from the Ship date/IDD Master dropdown.
- All the 3rd party packages are displayed in the grid, select the specific shipment which needs to be deleted.
- Click Delete button.

International Direct Distribution Preferences

Allows you to view and add IDD preferences to the International Direct Distribution shipment preference menu. You can select the list of documents to be created/saved or the documents to be printed at International Direct Distribution end of day close.

Notes:

- To generate IDD reports, you must select both Create Consoldated Commercial Invoice and Create Commercial invoice(s) from the IDD Shipment Information screen.
- To print a document, you should first select the document to create/ save. The checkbox will be disabled to print until you select the respective document to create/save.
- Restore and Backup options are available for IDD preferences.
- When using the Drop Off Locations tab, the system now ensures that each FedEx service - FedEx Express, FedEx Ground, and FedEx Express Freight an assigned drop-off location.
- If any FedEx service does not have a specified drop-off location, the system will uncheck and disable the following related document options: Cover Sheet, Skid Placards, FedEx Pickup Record, and XML Linehaul.

Document settings



The following reports can be included with the shipment:

- Coversheet: This report is generated while closing an International Direct Distribution master shipment. The Coversheet report contains information of the number of shipments going to the specified drop off locations, that is provided to the line haul carrier that is responsible for transportation of the shipment.
- Consolidated Commercial Invoice (CCI): This report is generated while closing an International Direct Distribution master shipment, with shipment information grouped by Buyers who require a Customs Entry. The Customs Broker can refer this report for rating purposes.
- CI Section 321: This report is generated while closing an International Direct Distribution master shipment, with the recipient details of shipments whose Buyers in the IDD consolidation are eligible for Section 321 Entry.
- CI Customs Entry: This report is generated while closing an International Direct Distribution master shipment with recipient details of shipments whose Buyers require a Customs Entry for clearance
- XML – Linehaul: If the checkbox is selected, the IDD XML report is generated while closing an International Direct Distribution master shipment.
- Consignee Listing: This report is generated while closing an International Direct Distribution master shipment and provides consignee(s) information wth associated tracking numbers.
- List (Section 321): This report is generated while closing an International Direct Distribution master shipment and provides the list of Recipients/Buyers whose shipments are eligible for Section 321 entry with associated tracking numbers.

- Skid placards: This report is generated while closing an International Direct Distribution Master shipment and provides the skid placards with drop off location name and address details. If the drop off location address is not entered, only the FedEx Express® or FedEx Ground® location name will display as the destination.
- FedEx Pick-up Record: For FedEx Express® contracted line-haul. This report is generated while closing an International DirecDistribution Master shipment. The report provides a record of the number of pallets, pieces, and weight of the packages to be picked up and allows the driver and receiver's signature to confirm receipt.

  Note: The Broker name is displayed as FTN in the report, when the Broker value is selected as FedEx Logistics.
- ACE Manifest Report: This report is generated in .CSV format while closing an International Direct Distribution Master shipment which includes the shipments eligible for Section 321 and Customs entry reports.

  Notes:

  - Cover Sheet, Consolidated Commercial Invoice (CCI), Commercial Invoice (CI), and Commercial invoice section 321 reports includes 3rd party package information including tracking numbers.
  - In the CCI report, the 3rd party package commodity details will be included only when the commodity value exceeds $800.
  - Importer of Record value is not required to create the master shipment when both Create Consolidated Commercial Invoice and Create Commercial Invoice check boxes are not selected in the IDD Shipment Information screen.

Drop Off locations

The Drop off locations tab allows you to add, edit or remove drop off locations for International Direct Distribution shipments.

The following actions can be performed on this screen.

1. Click Add to enable all the fields and checkboxes in the Location Details section.
2. Click Edit to modify the fields that are auto populated based on the selection from the Drop off location list.
3. Click Remove to delete the selected Drop off location. The associated fields in Location Details also gets cleared.
4. Click Save to save the entries associated with the selected Drop off location.

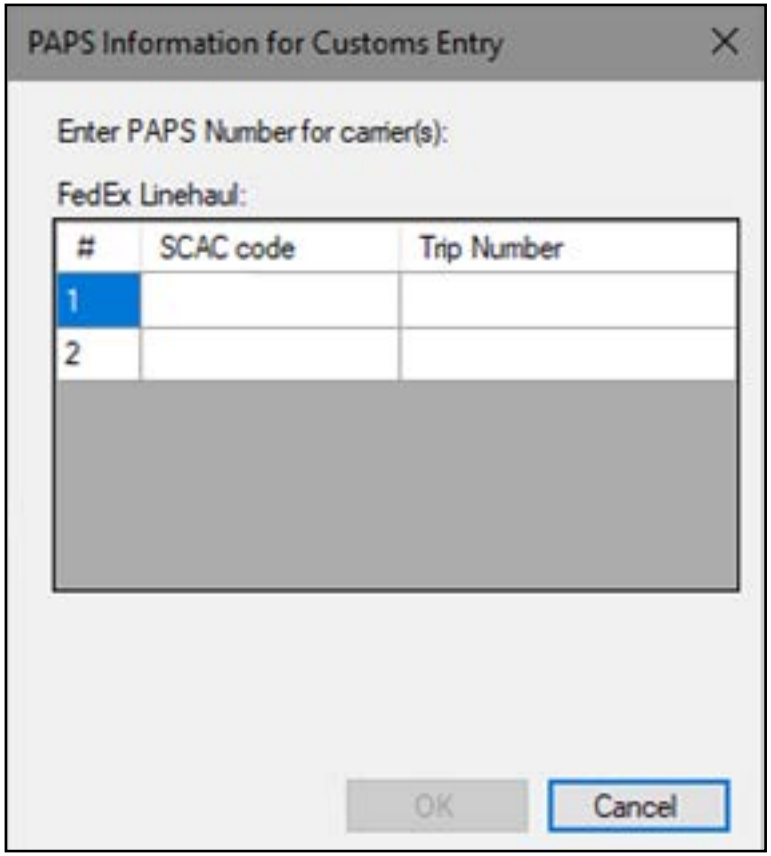
Pre-arrival processing system (PAPS) Number

The Pre-arrival processing system Entry for Customs Information dialog box is displayed on clicking complete on the IDD dashboard screen.

The Pre-arrival processing system Entry for Customs Information dialog box displays only when the following conditions or selections apply:

- Both the Create Consolidated Commercial Invoice and Create Commercial Invoice(s) are selected in the IDD Shipment Information screen.
- From the IDD Preferences Document Settings list, the Cover Sheet report is selected to be created/saved.
- IDD consolidation includes shipments that require a Customs Entry.
- The four-digit SCAC code entered in the IDD master shipment displays in the SCAC code column. Enter the trip number for each row. The PAPS Number (SCAC and Trip Number) will be displayed in the Cover Sheet report next to each associated drop off location.

Note: When prompted, a minimum entry in the PAPS Information for Customs Entry screen is required to continue.



Combine Masters

Combine Masters allows you to consolidate the IDD Master shipments which helps to ease the report generation process. The Combine Masters button is enabled when more than one master shipment is created.

How to combine Master shipments?

Prerequisite: Ensure more than one master shipment is created to combine master shipments.

1. Click Combine Masters button.
2. In the Combine Masters screen, select the Shipment date using the calendar icon.

   Notes:

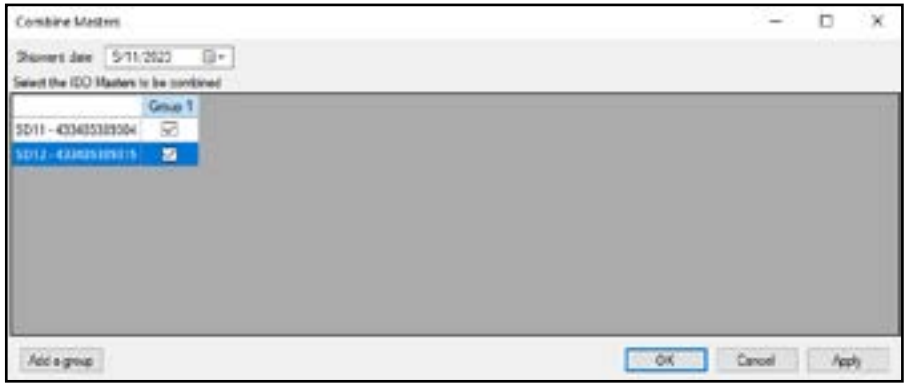
   - All the completed master shipments whose shipment date matches with selected shipment date will be displayed in the grid.
   - The master shipments will be listed in the grid when the IDD custom reports i.e. Create Consolidated Commercial Invoice and Create Commercial Invoice(s) are selected, or any equivalent selection is applied to create FedEx generated Commercial Invoice(s).



3. Click Add a group button at the bottom left corner of the screen. A new column- Group 1 displays next to the master shipment column.



4. Select the check boxes corresponding to the master shipment number to group the master shipments.

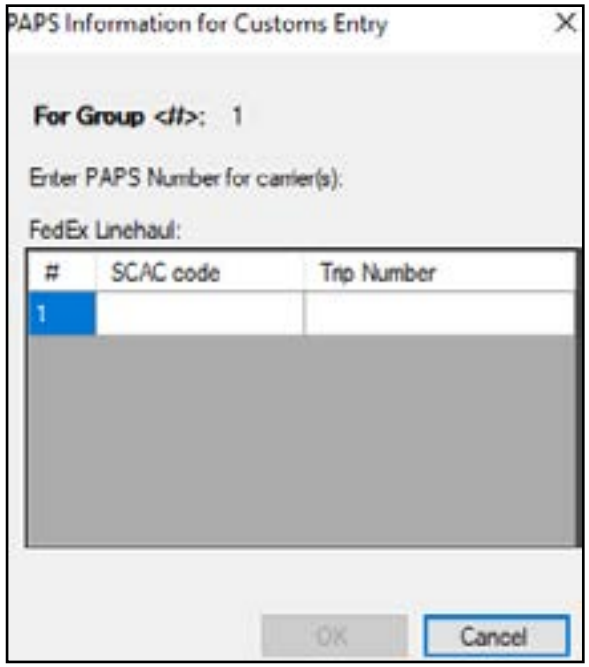


Notes:

- If you want to switch to a new Group i.e. Group 2, click Add a group button, and select the respective master shipment check boxes.
- You can group the master shipments only when:
    - The master shipments are in Completed status.
    - Ensure the master shipments' details such as SCAC, Weight type, Importer of Record information, and Currency type are same. If the details are not the same, then a pop-up message will list all the mismatched details.
- You cannot assign a single IDD master shipment to more than one group.

5. Click OK or Apply button.

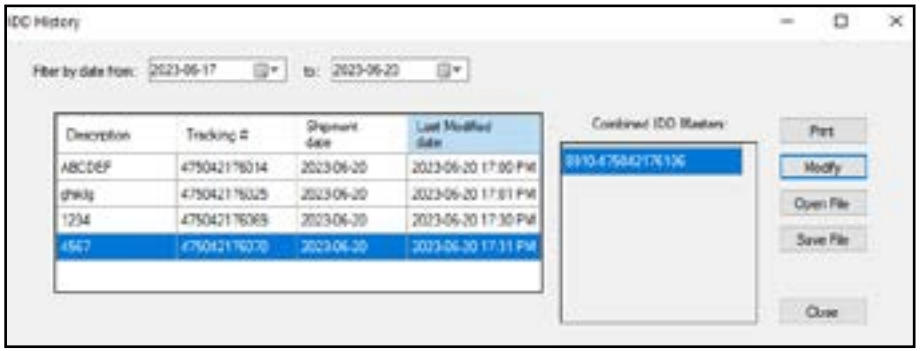
Note: For each group, if the Total Customs Value of the buyer is greater than $800 or if it has a restricted commodity, then the PAPS Information for Customs Entry screen will be displayed. In such cases, enter the PAPS number for the group number and click OK.



Preview Documents/Close IDD master shipment(s) creates the report for each group. The first master shipment ID of the group is displayed as a default master shipment ID in the reports.

IDD Shipment History

You can search and retrieve IDD shipping history for closed shipments, based on the time frame you set.



- Filter by date from: Set the from and to date to extract the shipment history for the set duration.
- Grid details:
  - Description: Displays the description of the IDD Master shipment. If description is blank, IDD Master creation date <YYYY-MM-DD> prepended by the word 'IDD' will be displayed.
  - Tracking number: Displays the master shipment tracking number
  - Shipment date: Displays the master shipment's shipment date.
  - Last modified date: Displays the last updated date and time of the master shipment.
- Combined IDD Masters: Displays the combined master shipments for the selected master shipment.
- Print: Displays the Preview Documents screen for the selected master shipment..
- Modify: To modify the reports for the closed shipments.
- Open File: Opens the path where the reports are located for the selected master shipment.
- Save File: Creates a zip file with all reports associated with the master shipment and a Save file window opens to save the reports.

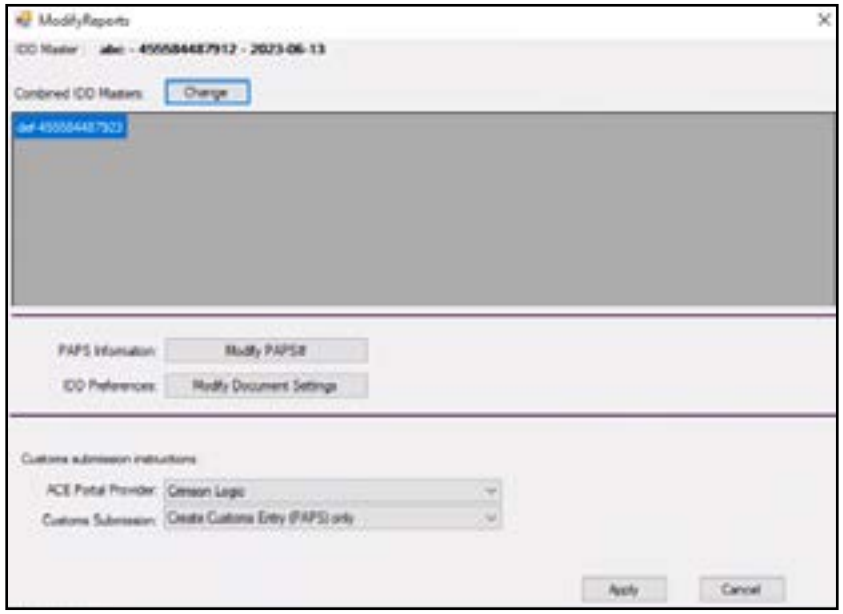
Note: When the selected shipment has no reports generated, then Open File and Save File button will be disabled until you generate the reports.

Modify closed IDD Master shipment reports

An option to modify the closed IDD Master shipments is available to update the data in the reports.

To modify the reports,

- In the IDD History screen, click Modify button.
- In the Modify Reports screen, all the combined master shipments for the selected master shipment displays in the grid.
- Click Change button to navigate to Combine Masters screen.
    - All the eligible IDD Master shipments which have the same shipment date displays in the grid. You can select the required IDD Master shipment check box.
- Click Modify PAPS# button to navigate to PAPS information for Customs Entry screen.
    - You can update Document Settings and Drop off locations. The modified reports will replace the saved reports.
- Click Modify Document settings button to navigate to IDD Preferences screen.
- To change the ACE Portal Provider and Customs Submission value, click the respective dropdown and choose the required option.
- Click Apply to save the changes.



Set reminder to close IDD Master shipments

An option is provided to remind you to close the shipments based on their designated ship date. This helps to close the shipments on time and avoid modifying the ship date, which would require generating new shipping labels.

How to set reminder?

There are two actions you need to perform to display the close reminder pop-up.

1. Set the reminder time to display the warning message.
2. Enable the warning message to display at the desired time.

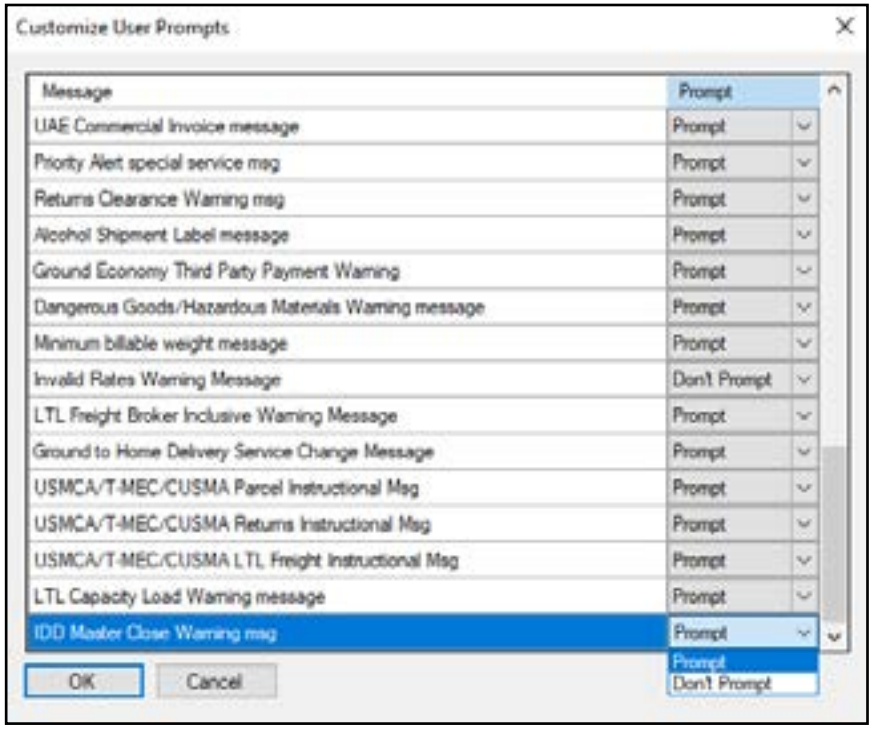
To set the reminder time,

1. Click IDD Preferences button.
2. Click System Settings tab.
3. Enter the time in the IDD Close Time text box.



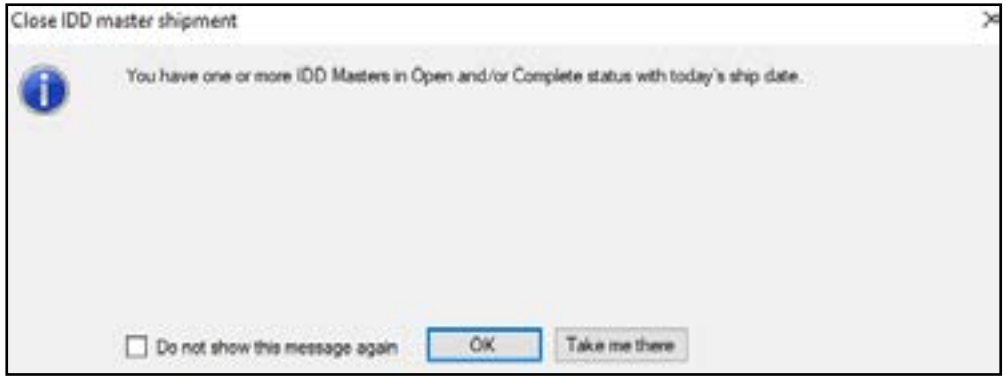
To enable the warning message,

1. Click Customize and then, click Customize User Prompts options.
2. Select Prompt option for the IDD Master Close Warning message.



The warning message displays if the IDD Master shipment's shipment date is current date with Open and/ or Completed status. In the Close IDD master shipment msg pop-up:

- Click 'Do not show this message again' check box to opt out of warning message. You will not see the warning message henceforth.
- Click 'OK' button to close the warning message.
- Click 'Take me there' button to navigate to IDD dashboard screen.



Multiple Piece Shipment (MPS)

Multi-Piece shipments (MPS) can be processed for an International Direct Distribution shipment as well. The Multi-Piece shipments screen can be accessed if the number of packages is greater than one and all the prerequisites for a Multi-Piece shipment is fulfilled. You can enter all of the package information before you create your labels, or create your labels as you enter the details for each package.

Click the IDD checkbox to access the Multi-Piece shipments information screen.

The functionality of this screen is same as that of a domestic Multi-Piece shipments. For more information, see Send a Multipiece Shipment.

Manage Returns

Convenient return shipping helps to improve customer service and satisfaction. FedEx Ship Manager® Software offers flexible return options and shipment processing solutions.

Refer to the following to prepare your return shipments and reports:

- Process Return Only
- Process Return with Outbound Shipment
- Return Information
- Package and Shipment Details
- Billing Details
- Returns Shipping List
- Return Packages Report

Save time and keystrokes when preparing your return shipments by setting shipping preferences for references, package type, package weight and dimensions, service type and more. The associated fields populate automatically based on the recipient and sender selected for the shipment.

In addition, FedEx Global Returns service enhancements enable you to create shipping labels and customs documentation for domestic and international return shipments.

Process Return Only

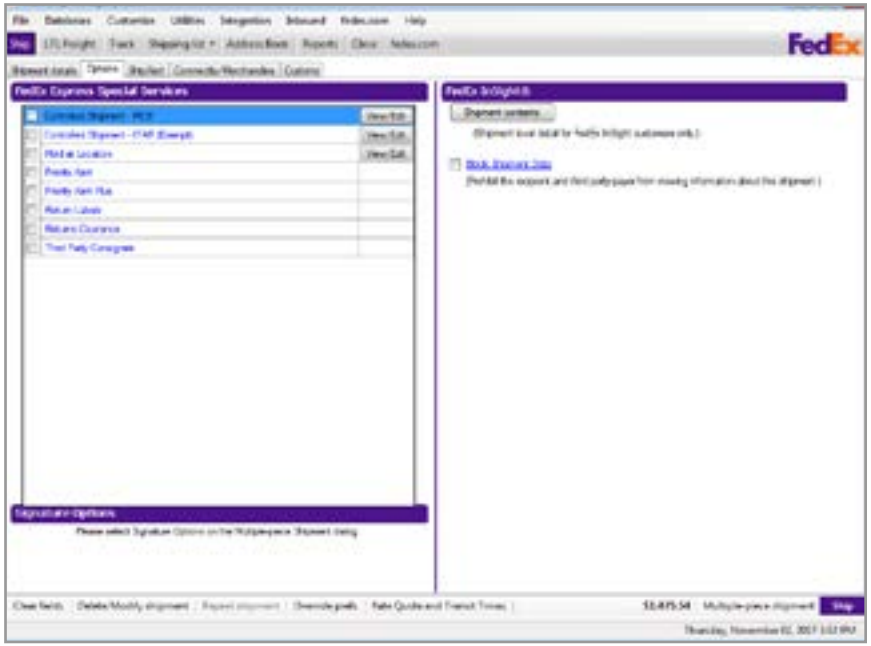
To process a return shipment without sending an outbound package, click the Return shipment tab.

Continue with the Return Information section for instructions on preparing the return.

Process Return with Outbound Shipment

To process a return along with an outbound shipment:

1. Complete Shipment details screen for the outbound shipment and select Return Labels check box and any additional special service options and options you want for your shipment. The Return shipment tab becomes active.
2. Click Return shipment tab and continue with the following Return Information section for instructions on preparing the return.



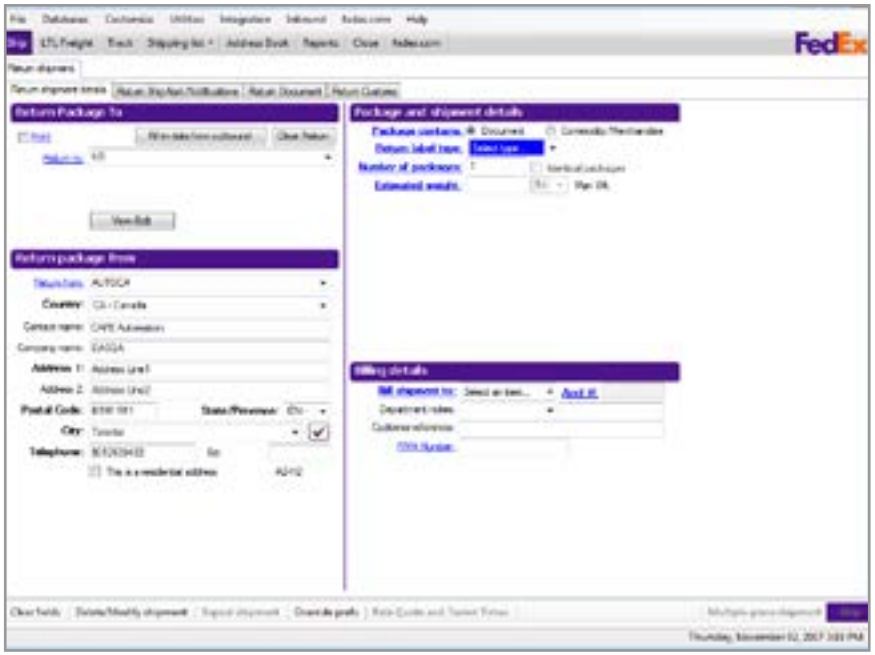
Return information

Return Package To

1. Select the appropriate sender to receive the return shipment from the Return to menu.
2. To view or edit the sender information, click View/Edit. Make any changes on the View/Edit Sender screen and click OK. These changes are automatically saved for that sender in the Sender database.

Return Package From

1. Select a recipient ID from the Return from menu or manually enter the required information.
2. Select This is a residential address check box if the package is being returned from a residence.
3. Continue with Package and Shipment Details section on the next page.



Package and Shipment Details

Select a Return label type in the Package and shipment details section on the Return shipment screen. The label type selected determines the fields that display.

- Email return labels require an internet connection.
- Print return labels can be printed on a laser printer and applied to the package.
- Ground call tags (courier pickups) dispatch a FedEx Ground® courier to pick up a return shipment at your customer's home or office address.

FedEx® Global Returns Email Return Labels

Create and send return labels electronically to customers internationally as well as within domestically serviced locations using FedEx Express® and FedEx Ground® networks.

To utilize this feature, follow these steps:

1. On Ship tab, click Return Shipment | Return Shipment Details tab and fill in the information fields.
2. Fill in the information fields in the Package and Shipment details area and select Email Label from the Return label type pull-down menu.
3. Select Return | Shipment | FedEx ShipAlert® | Notifications and fill in the information fields.
4. Select Additional Documentation tab to select and upload additional documentation.
5. Click Ship.

Note: FedEx® Global Returns solution shipments are governed by the respective terms and conditions applicable to the country from which the shipment is returned. The terms and conditions of service may vary from country to country.

Regardless of any payment instructions to the contrary that are given to FedEx, the party that initiates a return shipment transaction with FedEx using FedEx® Global Returns services is ultimately liable for, will be billed for, and agrees to pay, all charges and fees, including any special handling fees and any duties or taxes which we have advanced, if the sender or third party fails or refuses to pay.

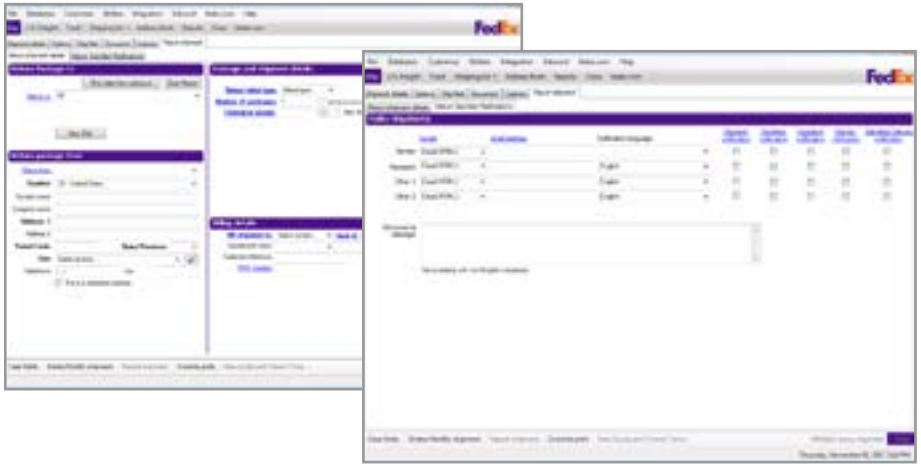
For multiple-piece return shipments, refer to Multiple-Piece Shipments (MPS) for detailed instructions on entering MPS information.

Note: When the Return shipment is created for Greece destination, the below EETT statement prints in the return label.

GENERAL LICENSE OF POST SERVICES, E.E.T.T., AM: 99-110

What happens after a Return Email is processed through FedEx Ship Manager®

- The return shipper receives the email with the link to the online label system.
- The return shipper decides to return the shipment, selects the link to the online system, and fills in the appropriate information to generate a shipment.
- The online system generates a return label and customs documentation.
- The online system screen from which the labels can be printed displays suggested and uploaded documents from the original shipper.
- The return shipper prints the label(s), any selected documents, and customs documents indicated by the original shipper such as Commercial Invoices, Proforma Invoices, and Certificates of Origin.



FedEx® Global Returns

FedEx® Global Returns service facilitates returns between all regions as well as intra-country domestic shipments.

The enhanced FedEx® Global Returns service provides:

- Ability to create FedEx Print Return Labels for domestic and international returns shipments. Click here for more information on creating FedEx® Global Returns Email Return Labels.
- Ability to provide a default “Return To” address when creating the FedEx Print Return Label request.
- Ability to select a Remittance Code preference for the Delivery on Invoice Acceptance (DIA) special service.
- Ability to download the currency conversion table using the Demand Download screen.

Some important aspects of this service are:

- FedEx® Global Returns are accepted for any country that accepts an outbound automated label.
- New fields for the Sender database are added to the Customized Database reports.
- Multiple-piece shipping is not supported for domestic or international return shipments. If the returns shipment requires more than one package, each package must be processed as a single-piece shipment. You must provide all of the information for each package, including commodity data, Commercial Invoice data and any other information required to process an international shipment.
- The Link to Outbound check box only displays on the Return shipment details screen if you are also creating an outbound shipment at the same time. If this check box is enabled for the shipment, you must enter the RMA number. However, outbound shipments can now be linked to one another without using an RMA number. The Link to Outbound check box does not have to be enabled for the linkage to occur.
- Any FedEx® Returns service shipments that are forwarded to a third country must also comply with the export control requirements of the original merchant country.

- Include the return documentation and labels inside the package for your customer documentation and labels go insider the pouch on the outside of the box.
- If you delete an outbound shipment, the return shipment is not automatically deleted. You must manually delete a return shipment.
- Although a U.S. out bound shipment requires an Internal Revenue Service Employer Identification Number (EIN), an EIN is not required when you ship an international FedEx Print Return Label originating in the U.S. or Puerto Rico.
- Shipping lists now include returns.
- The delivery on Invoice Acceptance (DIA) special service is available only for intra-Mexico shipments. Although a DIA return shipment can be created on a FedEx Print Return Label, it is generated automatically by the system, and shall not require you to select the “Include a return label” or Return Labels” option. Yet you still have the option of creating a return shipment in conjunction with the DIA outbound shipment. Fields to support DIA are included in the shipment templates for export.

Latin America and the Caribbean Return Receipt

Some important aspects of the Latin America and the Caribbean return receipt are:

- If the FedEx 1D barcode is generated for the shipment, the shipping label for the outbound package contains a scannable indication that the Delivery on Invoice shipment. The DIA special handling code is included in both the FedEx 1D and FedEx 2D barcodes.
- The return receipt is created if you select the Latin America and the Caribbean DIA special service for the shipment.
- If the FedEx 1D barcode is not generated for the shipment, the shipment is allowed to process with the 32-digit barcode. This situation, the DIA special handling code is included in only the FedEx 2D barcode.
- When you create the Latin America and the Caribbean DIA shipment, the merchant shipper is able to change the return address for the receipt.
- The merchant shipper is able to provide a default “Return To” address to be used exclusively for the Latin America and the Caribbean DIA Return Receipt shipment.

Setting preferences for default “Return To” address (Canada)

To add and configure preferences for the default “Return To” address for return shipments, follow these steps:

1. Select Shipping Profiles from the Customize drop-down menu. The Shipping Profiles screen is displayed.
2. Select Default Domestic Shipping Profile and click View/Edit. The View/Edit Domestic Shipping Profile screen is displayed.
3. Click 1-Field Preferences tab.
4. Select a shipment type (e.g., Outbound—Shipment) from the Preference Type drop-down menu.
5. In Return Preferences section, select a default “Return To” address from the Return To Code drop-down menu.

Note:

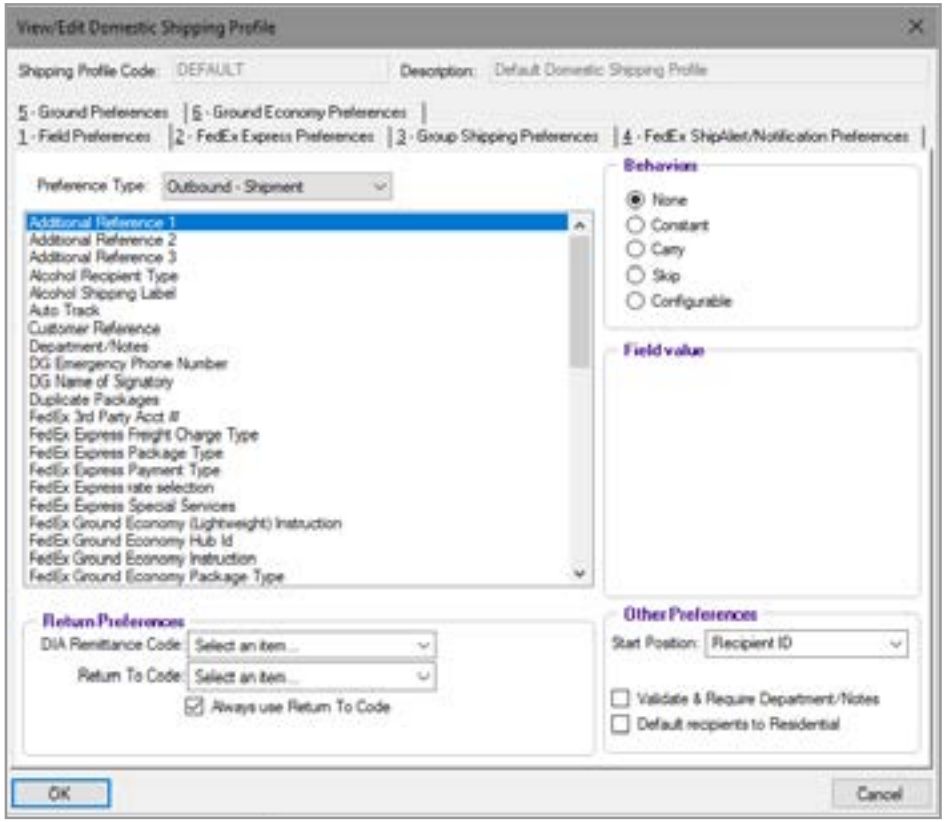
Although this preference is in the View/Edit Domestic Shipping Profile, it applies to both domestic and international return shipments.

For a Latin America and the Caribbean DIA return shipment, select an entry from the DIA Reference Code drop-down menu to set a default “Return To” address for a DIA Return Receipt shipment. If the country selected for the DIA Remittance Code does not support DIA, the preference is not applied.

If you have any additional questions regarding this Canada Export Declaration Form, please contact your technical field consultant or call us at 1.877.FDX Assist (1.877.339.2774).

6. Select Always use the Return to Code check box (optional) to enable the software to use the “Return To Code” for each return shipment.

7. Click OK.



Email Return label (U.S. domestic return only)

1. Select Email Label as the Return label type. The screen refreshes with the associated email label fields.
2. Enter the Return contact telephone number in the Return package to section, a required field for email return labels.
3. Enter the total Number of packages in the return shipment.
4. Select Identical packages check box if there is more than one package with the same weight, service type and packaging in the return shipment.
5. Enter an Estimated weight. FedEx scans the actual weight.
6. Select Service type for the return. For FedEx service commitments, refer to the FedEx Service Guide at fedex.com.
7. Select Package type. If you select Your Packaging, enter the Package dimensions manually or select from your preset dimensions.
8. Enter Declared value for your return shipment. Refer to the FedEx Service Guide at fedex.com for maximum declared value amounts.
9. Enter the Item description of the return item, up to 80 characters.
10. Enter the complete email address of the person you are sending the return label to in the Email label text field. Enter the complete email address of the person you are sending the return label to in the Email label text field.
11. Enter expiration date or click the calendar and select a date, up to 10 working days, when the email label expires.
12. Enter an optional message in the Email return message text box, up to 200 characters.
13. Continue with the Billing Details section.
14. Select Identical packages check box if there is more than one package with the same weight, service type, and packaging in the return shipment.

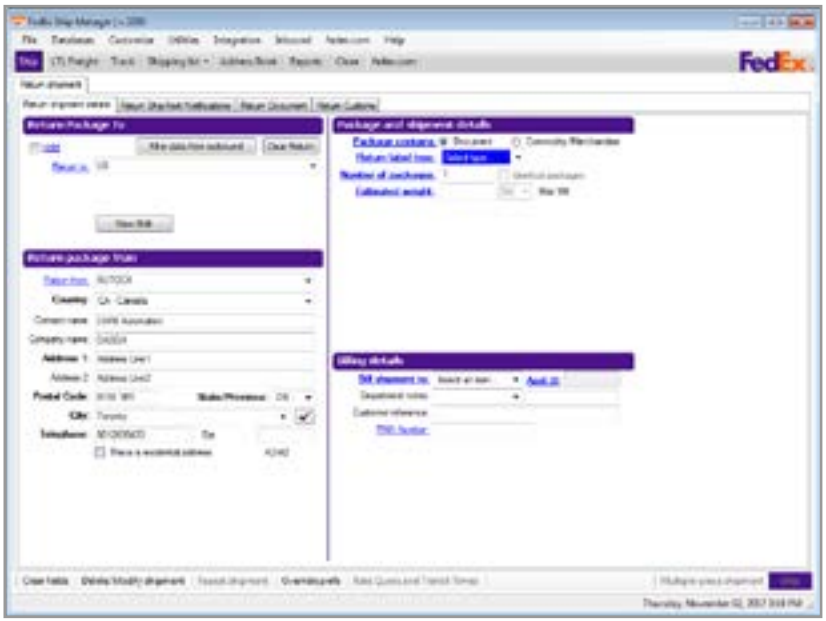


Print Return label

You can print a return label and return shipper instructions on your label or laser printer to include with an outbound shipment or to send directly to your customer.

To print a return label:

1. Select Print as the Return label type. The screen refreshes with the associated print label fields.
2. Enter the total Number of packages in the return shipment.
3. Select Identical packages check box if the return shipment includes multiple packages with the same weight, service type and package type.
4. Enter an Estimated weight. FedEx scans the actual weight.
5. Select Service type for the return. For FedEx service commitments, refer to the FedEx Service Guide at fedex.com.
6. Select Package type.
7. The Package dimensions field activates when you select any package type other than FedEx packaging. You can select from preset dimensions or enter the dimensions manually.
8. Enter Declared value for your return shipment. Refer to the FedEx Service Guide at fedex.com for maximum declared value amounts.
9. If you want to print return shipping instructions for your customer, select Print Return Shipper Instructions check box. The instructions are printed on your report printer or laser printer. The current date automatically fills in as the Date Created for the return.
10. You may save this as a PDF file.
11. Continue with the Billing Details section.



Ground call tag

A Ground call tag dispatches a FedEx Ground® courier to pick up a return shipment at the customer's location. The courier also prints the return label and places it on the return package.

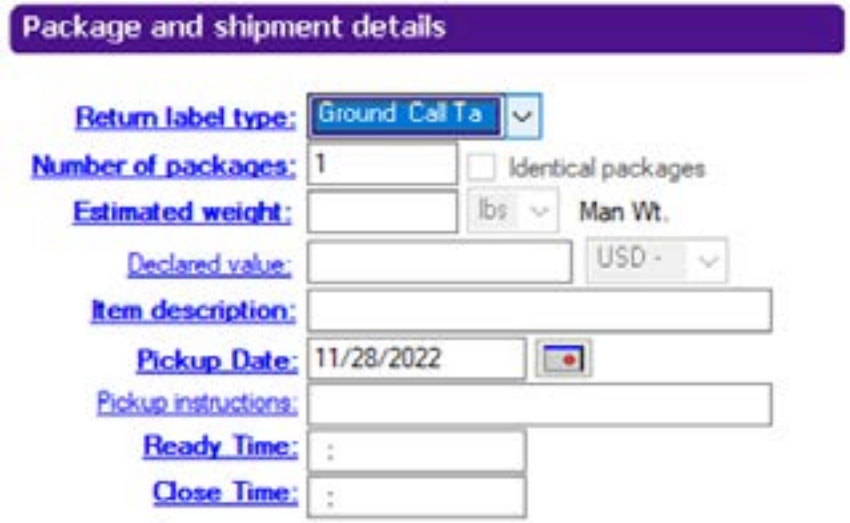
Process a Ground call tag only after you have confirmed that a return shipment will be ready for pickup on a certain date. The courier makes up to three pickup attempts.

To send a Ground call tag:

1. Select Ground Call Tag as the Return label type. The screen refreshes with the associated Ground call tag fields.
2. Enter the total Number of packages in the return shipment.
3. Select Identical packages check box if the return shipment includes more than one package with the same weight, service type and packaging.
4. Enter Declared value for your return shipment. Refer to the FedEx Service Guide at fedex.com for maximum declared value amounts.
5. Enter the Item description of the return item, up to 80 characters.
6. Enter or select Pickup Date on the calendar. The pickup date must be 1 to 10 business days from the current date.

Request a pickup date at a residence between Tuesday and Saturday. Request a pickup date at a business between Monday and Friday.

7. Enter additional Pickup instructions.
8. Enter Ready Time for the return shipment or pickup between 8:00 A.M. and 6:00 P.M.
9. Enter the latest Close Time the package can be picked up, no later than 6:00 P.M.
10. Continue with the Billing Details section.



Ground call tag uploads

FedEx Ship Manager® Software automatically sends Ground call tags to FedEx Ground® every hour.

To notify FedEx Ground® about the pickup right away,

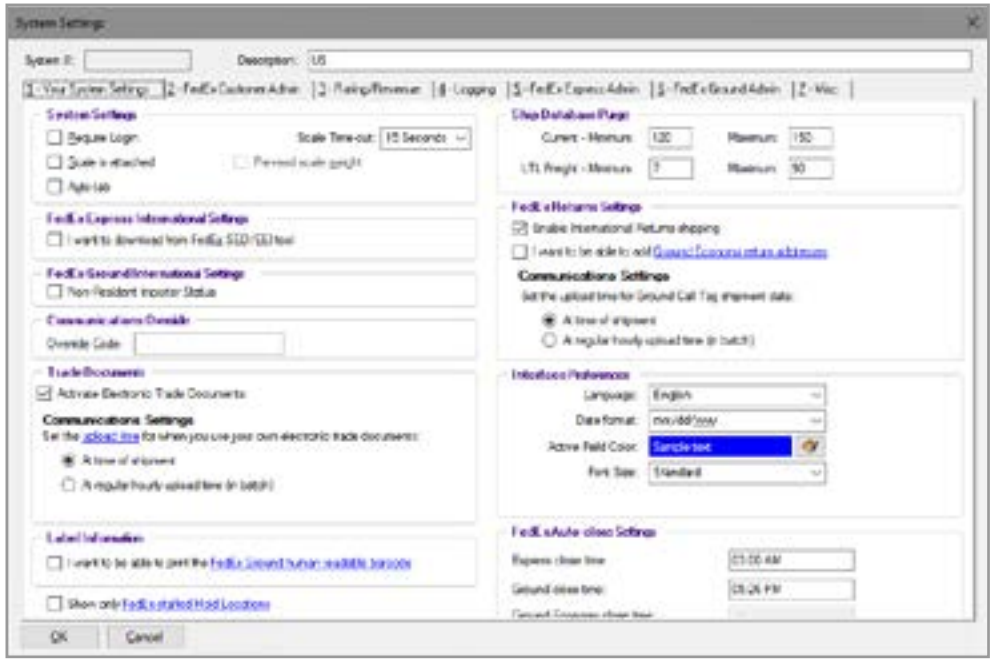
1. Select System Settings from the Customize menu.
2. Select the appropriate System # and click Modify.
3. Click 1-Your System Settings.
4. Select the At time of shipment radio button under Set the upload time for Ground call tag shipment data: heading.
5. Click OK.

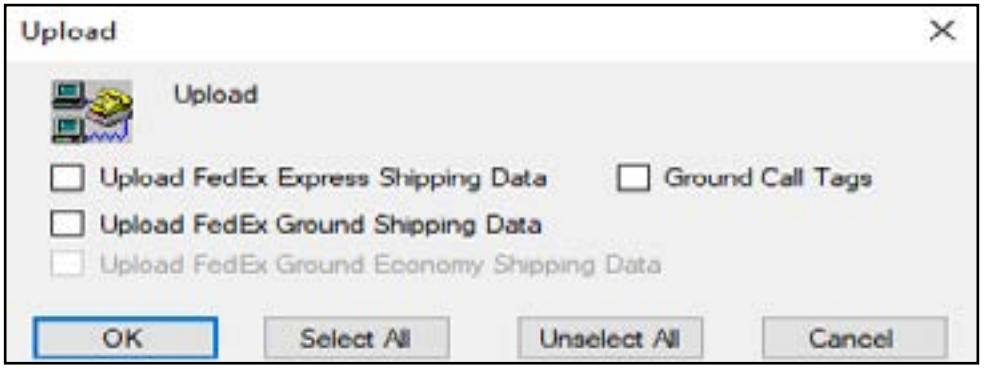
OR

Enable Ground Call Tags from the Utilities menu:

1. Select Upload from the Utilities menu.
2. Select Ground Call Tags check box.
3. Click OK.

Note: The tracking number for a confirmed Ground call tag pickup displays in the Shipping List.





Billing details

Enter or select the following information in the Billing details section:

1. Select account to bill for the shipment from the Bill shipment to menu. Enter FedEx billing account number if the Acct # field is not populated automatically.
2. Select a department ID from the Department notes menu or tab to the text field to enter a department description.
3. Enter or select a Customer reference to include in shipping reports and to use while tracking packages.
4. Enter a unique RMA (Return Materials Authorization) Number to monitor the return shipment.
5. To select additional options and special service options for the return shipment, click the Return options tab.
6. Click Ship to process the return shipment.

Note: You can add, view, edit and delete references in the Reference database. You can also print reference reports. To access the database, select Reference from the Databases menu and refer to Database Functions.

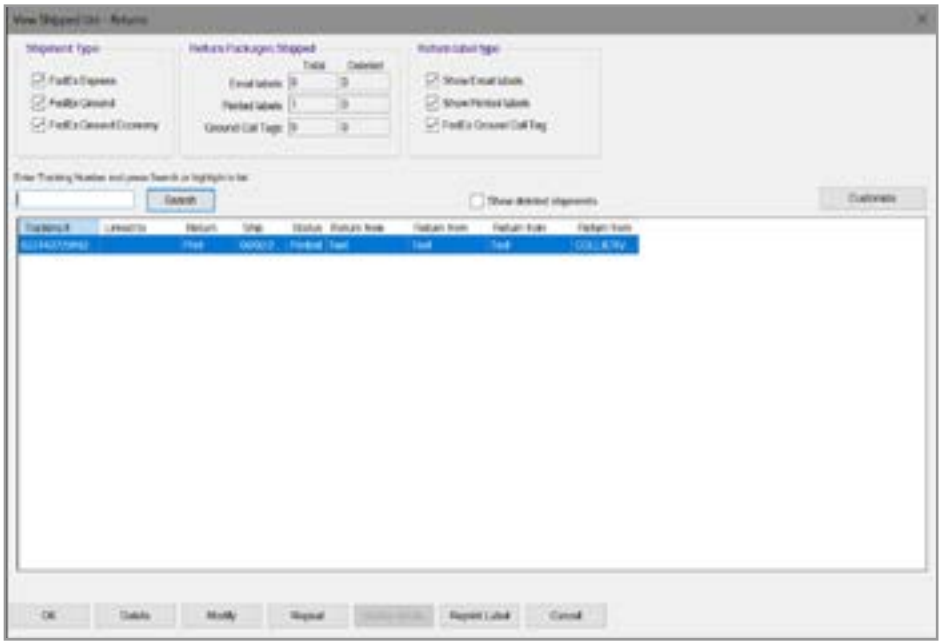


Returns shipping list

As you process return shipments, they are saved in the daily Returns Shipping List. You can view, modify and delete return shipments before you close the day.

1. To access return shipments, select Returns from the Shipping list menu.
2. To delete, modify or repeat a return shipment, select the shipment and click appropriate option at the bottom of the screen.
3. For more information about a return shipment, select the shipment and click Status details, if active.

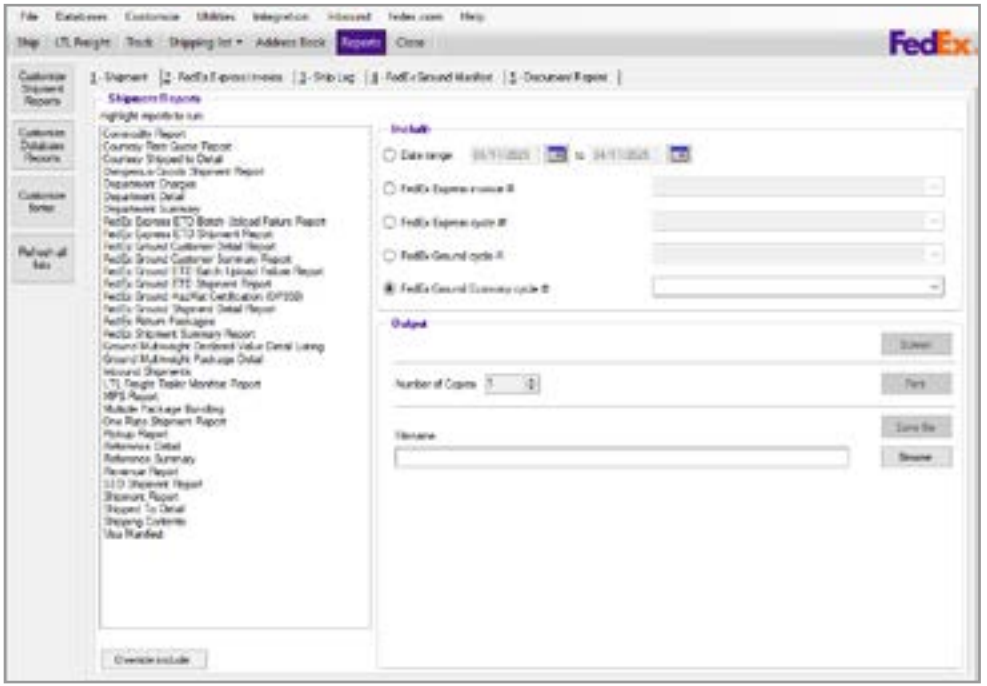
   Note: The tracking number for a confirmed Ground Call Tag pickup also displays in the Shipping List.



Return packages report

The FedEx Return Packages report lists information for return shipments processed on a certain date or date range.

1. Click Reports tab at the top of the screen.
2. Select FedEx Return Packages on the 1-Shipment screen.
3. In the Include section, enter the date range, invoice number or cycle number with which the return shipments were processed.
4. In the Output section, click output the report to the screen, print the report or save the report to a file.
5. To customize the report (e.g., add the RMA number) refer to Customize Reports.



Generate reports

FedEx Ship Manager® Software offers a portfolio of reports including detailed shipping activities, historical data, and database reports. All reports can be saved to your hard drive or to external memory, such as a CD or a USB drive.

Refer to the following to access, generate, print, and save your reports:

- Shipment and History Reports
- FedEx Express Invoice
- Ship Log
- FedEx Ground Manifest
- Document Reprint

Refer to the following to customize your reports and forms:

- Customize Reports
- Report Field Definitions
- Customize Forms

Ship database purge

The system settings determine when shipments are purged from your system.

To customize these settings:

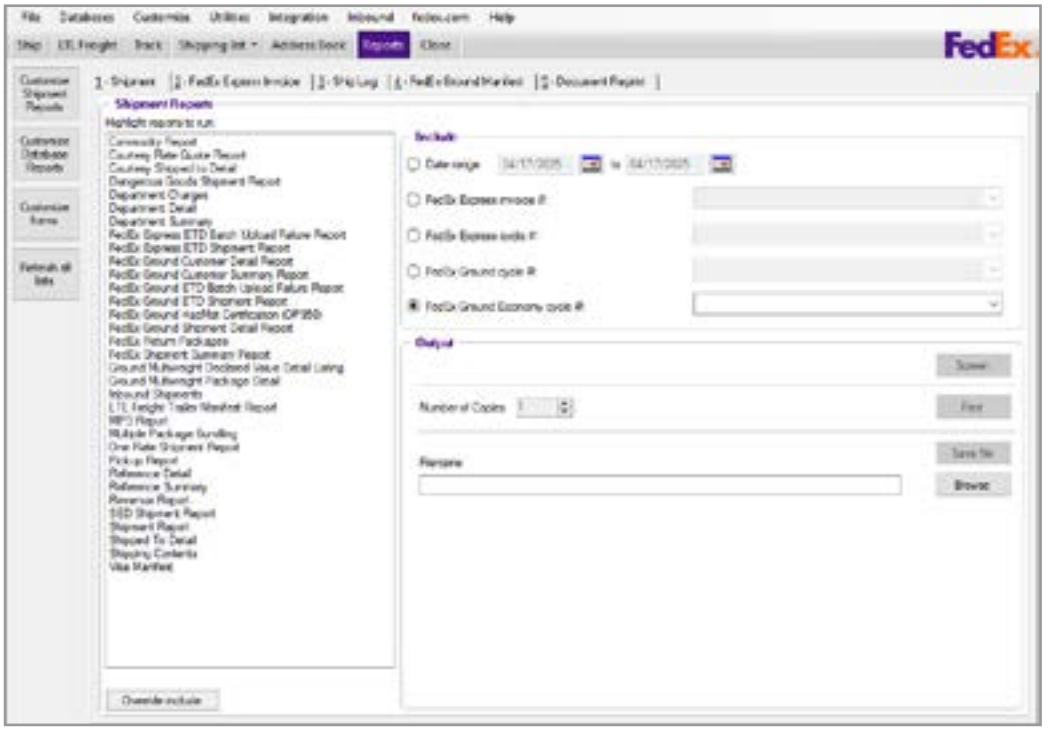
1. Select System Settings from the Customize menu.
2. Select the appropriate System # and click Modify.
3. On the 1-Your System Settings screen, enter the minimum, and maximum number of days in the Ship Database Purge section.
    - When shipments exceed the maximum purge days, the system prompts you to purge. During the purge, shipments exceeding the minimum purge days will be removed.

Shipment and reports

To generate shipment reports using recent or historical shipment activity:

1. Click Reports tab.
2. To generate reports with recent shipping activity, click 1-Shipment tab, and highlight one or more reports.
3. To generate reports for a particular ship date or range of dates, enter dates in the Date range fields in the Include section.

   To generate reports for a particular invoice or cycle number, select one of the FedEx Ground® or FedEx Express® options, and select the number from the associated menu.
4. Select an Output option for printing or viewing the report.
   - Screen – Click Screen to view the report on your screen.
   - Print – Enter the number of copies and click Print.
   - Save File – Click Save file. Select the appropriate directory, enter the file name, and click OK.
5. To select the types of shipping data to include in the report, click Override include, and select the shipments to include for FedEx Express®, FedEx Ground®, and returns.



Note: Any guidance provided by FedEx Express® is based on the information provided by the shipper to the DG Hotline. **Be advised:** A Safety Data Sheet (SDS) may contain incorrect information or be outdated, and it is the shipper's responsibility to accurately classify a commodity for the purpose of shipping. FedEx cannot verify the accuracy of any SDS

FedEx Express invoice

To generate FedEx Express invoices:

1. Click Reports tab.
2. Click 2-FedEx Express Invoice tab.
3. Highlight the invoices to run.
4. Select an Output option for printing or viewing the invoice(s).
    - Screen – Click Screen to view the report on your screen.
    - Print – Enter the number of copies and click Print.
    - Save File – Click Save file. Select the appropriate directory, enter the file name, and click OK.

Ship log

The Ship Log displays package information for the shipment date or range of dates you indicate. You can include U.S. and Canada domestic shipments and international shipments in your listing.

To generate the Ship Log:

1. Click Reports tab.
2. Click 3-Ship Log tab.
3. Enter date or date range of the packages to include in the Shipment Log in the Include section.
4. Select the check box(es) for types of shipments to include in the Include section.
5. Select an Output option for printing or viewing the Ship Log.
    - Screen – Click Screen to view the report on your screen.
    - Print – Enter the number of copies and click Print.
    - Save file – Click Save file. Select the appropriate directory, enter the file name, and click OK.

FedEx Ground manifest

To generate FedEx Ground manifests:

1. Click tab.
2. Click 4-FedEx Ground Manifest tab.
3. Highlight the manifest(s) to run.
4. Select an Output option for the manifest(s).
    - Screen – Click Screen to view the report on your screen.
    - Print – Enter the number of copies and click Print.
    - Save File – Click Save file. Select the appropriate directory, enter the file name, and click OK.

Document reprint

Customs documents, such as the Commercial Invoice, Certificate of Origin, and FedEx AWB copy can be displayed for successful shipments on screen or saved and retrieved to view or reprint.

To reprint or view customs documents:

1. Click Reports tab.
2. Click 5-Document Reprint tab.
3. Enter the date range or other Search criteria and click Search.
4. Select shipment from the Search results.
5. Select the check box for the appropriate documents from the International documents available for reprint section.
6. Choose an Output option for the document(s).
    - Screen – Click Screen to view the report on your screen.
    - Print – Enter the number of copies and click Print.
    - Save file – Click Save file. Select the appropriate directory, enter the file name, and click OK. Documents saved as .txt or .rtf files can be emailed.

Note: Shipping labels are not available for reprint after 48 hours, even though they may appear in the International documents available for reprint section.

Reprinting FedEx AWB copy

You can reprint the FedEx AWB copy for international shipments to release the shipments out of a Duty Free Zone as required to ship the merchandise.

To reprint FedEx AWB copy, follow these steps:

1. Click Reports tab.
2. Click 5-Document Reprint tab.
3. Enter the date range or other Search criteria and click Search button.
4. Select an international shipment from the search results.
5. In Documents available for reprint section, select the FedEx AWB copy (Available for Print only) checkbox.
6. In Output section, select the number of copies required to print.
7. Click Print button.

Reprinting Shipper AWB copy

Only the shippers in Latin America and the Caribbean (LAC) regions can reprint the Shipper AWB copy for international shipments.

To reprint, the steps are same as reprinting FedEx AWB copy.

Additional copies of shipping labels

You may request an additional copy of a shipping label if the current label is damaged, lost or a copy is needed for your customer records. You can now reprint a shipping label (domestic or international) for FedEx Express®, FedEx Ground®, and FedEx Ground® Economy shipments without creating a new tracking number.

You can reprint the shipping label from the Shipping list or the Document Reprint Screen. You can also reprint a shipping label up to two times. You must reprint it within 24 hours of the date the shipping label was originally created.

Reprinting a Shipping Label from the Shipping List

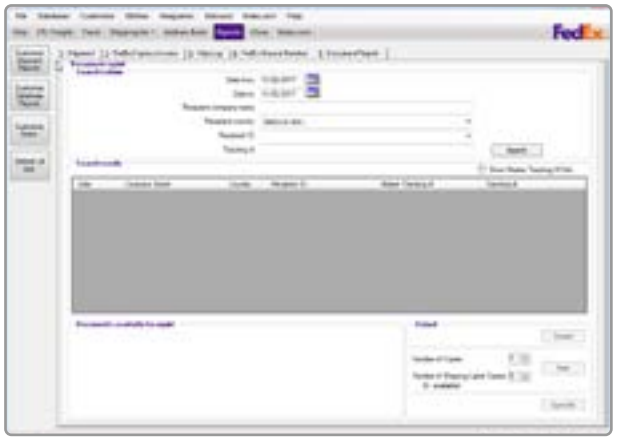
To reprint the shipping label from the Shipping list, follow these steps:

1. Select the appropriate shipment type from the Shipping list drop-down menu. If you selected Domestic from the drop-down menu. The View Shipped List – Domestic screen is displayed.
2. Select the appropriate checkbox in the Shipment Type section.
3. Enter your shipping label's tracking number in the Enter Tracking Number field and click Search. The search results for your tracking number display in the results section.
4. Select the appropriate shipment from the results section.
5. Click Reprint Label at the bottom of the screen.

Reprinting a shipping label from the Document Reprint screen

To reprint the shipping label from the Document reprint screen, follow these steps:

1. Click Reports tab in the top navigation bar. The 1—Shipment screen is displayed.
2. Click 5 — Document Reprint tab. The Document reprint screen is displayed.
3. Enter or select information in the Search criteria section and click Search.
4. Select the appropriate shipment from the Search results section.
5. Select Shipping label (Available for print only) checkbox in the Documents available for reprint section. In the Output section, select number of copies from the Number of Copies drop-down or Number of Shipping Label Copies drop-menu and click Print.



Reprinting FedEx Ship Manager® software labels

Shippers in Latin America and the Caribbean can now reprint a FedEx Ship Manager® Software label in case the original shipping label is unusable (e.g., when damaged or did not print). You can also reprint a duplicate thermal printer or laser air waybill label designated as a Sender Copy to keep for your records.

To reprint a label, follow these steps:

1. Click Reports tab.
2. Click 5-Document Reprint tab.
3. Enter the date range or other Search criteria and click Search.
4. Select shipment from the Search results.
5. Select the check box for the appropriate documents from the International documents available for reprint section.
6. Choose an Output option for the document(s).
    - Screen – Click Screen to review the report on your screen.
    - Print – Enter the number of copies and click Print.
    - Save file – Click Save file. Select the appropriate directory, enter the file name, and click OK. Documents saved as .txt or .rtf files can be emailed.

Note: Shipping labels are not available for reprint after 48 hours, even though they may appear in the International documents available for reprint section.

To facilitate customs clearance for certain services, you can also reprint the piece commodity description in the reference fields for each multiple-piece shipment (MPS) child label (e.g., consignee copy, shipper copy, customs copy, manifest copy).

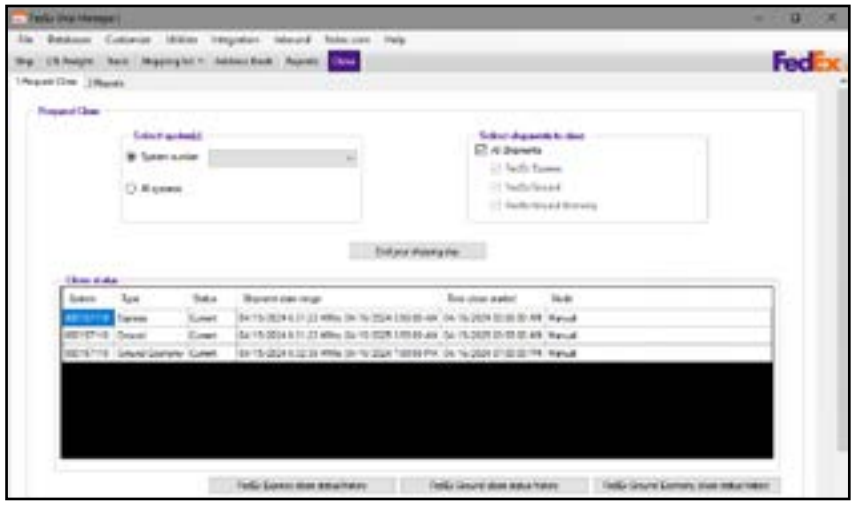
Note: This commodity description feature does not apply to FedEx International Priority DirectDistribution®, FedEx International Economy DirectDistribution℠ Service, and FedEx International Priority DirectDistribution® Freight shipments.

Close at End-of-Day

Close shipments when you finish shipping for the day to prepare for your daily pickup and to send shipment information to FedEx.

Refer to the following information in this section to automatically or manually close your shipments:

- Auto-close
- Request Close (Manual)
- Reports



Auto-close

FedEx Ship Manager® Software automatically closes FedEx Express® and FedEx Ground® shipments at a certain time each day. If you have multiple systems and accounts, each system has its own auto-close time.

Fifteen minutes before the auto-close time for each service, you receive a message which allows you to continue with the auto-close or continue shipping until you are finished for the day.

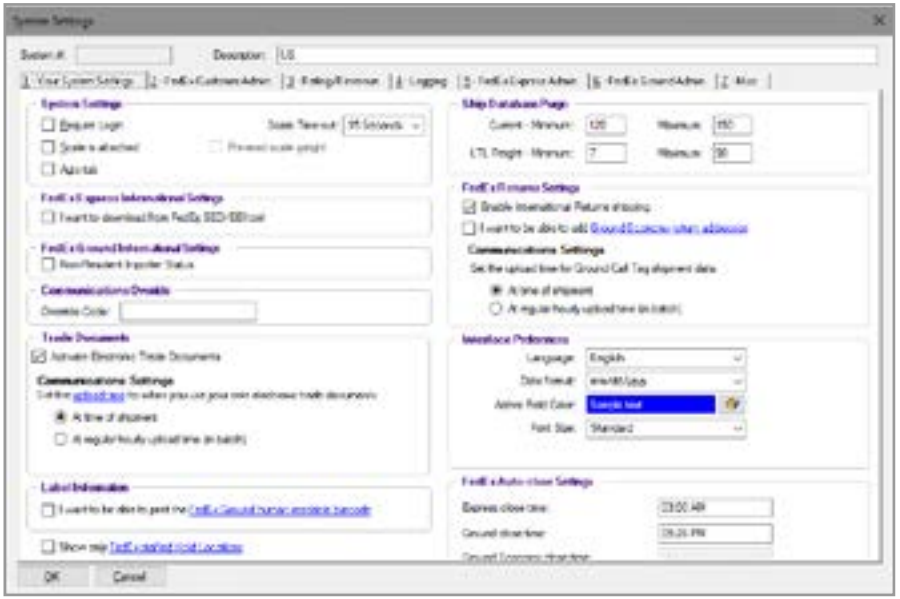
To change the auto-close time for FedEx Ground® shipments:

1. Select System Settings from the Customize menu.
2. Select the appropriate System # and click Modify.
3. Enter new times to auto-close your FedEx Express® and FedEx Ground® shipments in the FedEx Auto-close Settings section at the bottom of the 1-Your System Settings screen.
4. Click OK.

Note: FedEx Ship Manager® sends notification when meter stops communicating for 72 hours in case of Auto End of Day Close, similar to the Manual Close. You will be prompted to copy the revenue files to a CD and a label will be printed.

Disable printing of international direct distribution close reports

FedEx Ship Manager® will disable the automatic printing feature of select FedEx® International DirectDistribution close reports from Canada and Mexico to the United States.

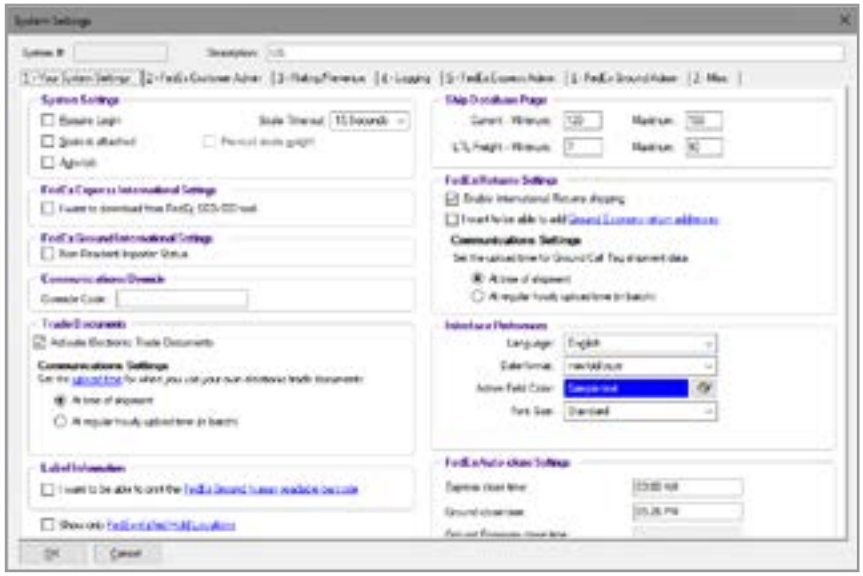


Request close (manual)

To request to close shipments manually for FedEx Express® and FedEx Ground®, follow these steps:

1. Click Close tab.
2. Click 1-Request Close tab.
3. In the Select system(s) section, select the appropriate System number if the one displayed is not the system you want to close.
4. If you want to close more than one system, click All systems.
5. If FedEx Express appears as the only option in the Select shipments to close section, skip to step 6. Otherwise, make your selection(s) of shipments to close.
6. Click End your shipping day. A message for FedEx Express or FedEx Ground displays when the close finishes for each system.

Note: To check the close status, click FedEx Express close status history or FedEx Ground close status history at the bottom of the screen.



Reports

You need to run shipment and courier reports when you close your shipping day. If you have more than one system and account, choose report options for each system.

1. Click Close tab.
2. Click 2-Reports tab.
3. A system number is displayed. If this is not the system you want to close, select the appropriate system.
4. If you want to close more than one system, click All Systems.

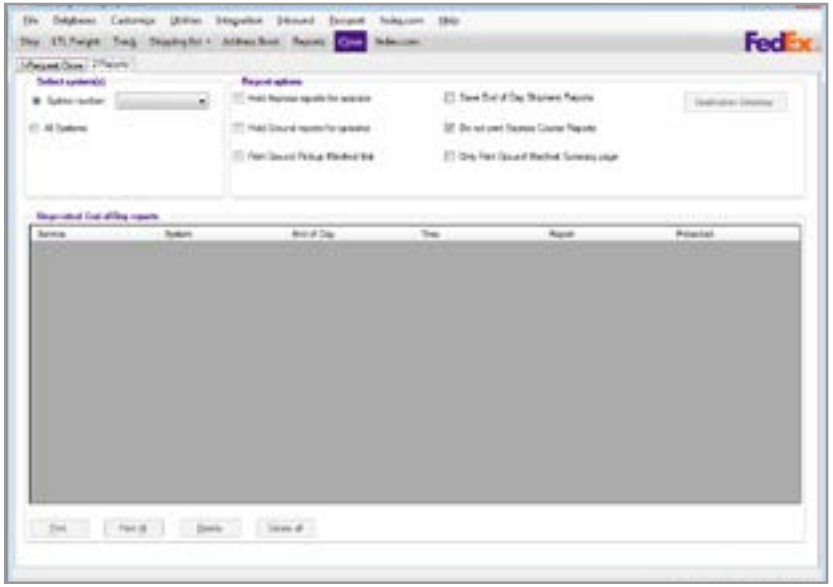
Report options

Choose and select the shipment and courier reports to print in the Report options section.

- If you ship FedEx Ground®, select Only Print Ground Manifest Summary page to prepare for your pickup. You receive two copies. Give one copy to your FedEx Ground® courier and keep a copy for yourself.
- To save all End-of-Day reports to a hard drive, select Save End of Day Shipment Reports, then click Destination Directory to select a directory for your reports.
- To generate EPDI (Electronic Package Detail Information) reports, click EPDI reports. Select the report(s) to run and select the Output option for the report(s).

Unprinted reports

When you have finished making your report selection(s), click to Print or Delete reports shown in the Unprinted End of Day reports sections for FedEx Express® and FedEx Ground®.



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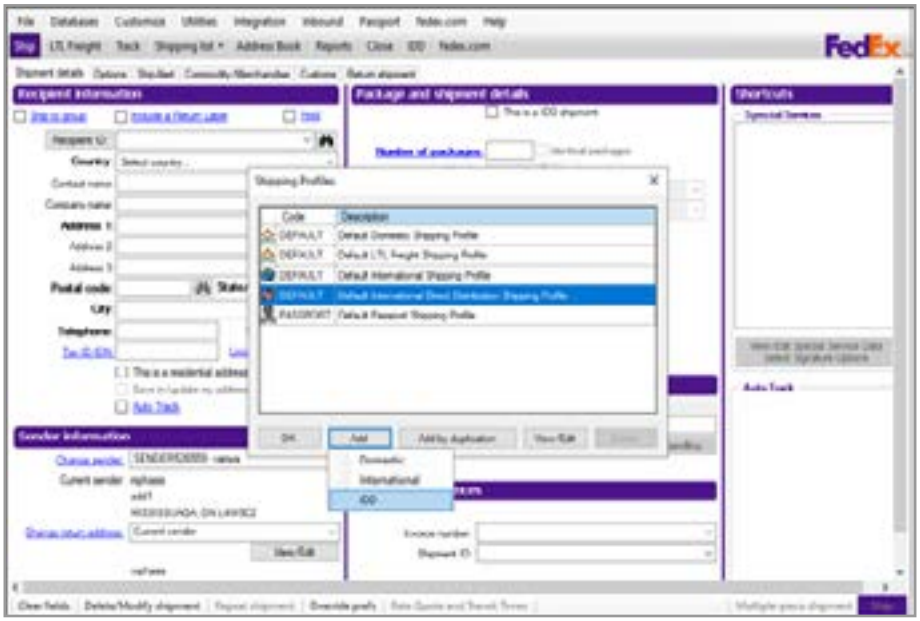
Customize your shipping profiles

Customize your shipping profiles to save time as you create shipments. You can customize shipping profiles for individual senders by setting preferences for required and optional fields, FedEx Express® and FedEx Ground® services, group shipping and FedEx ShipAlert® notifications.

Refer to the Assign Shipping Profiles to Senders instructions in the Shipping Profiles section.

Refer to the following information in this section to customize your system:

- Shipping Profiles
- Configurable References
- Customize Fields
- Customize User Prompts
- Customize Doc-Tabs
- System Settings



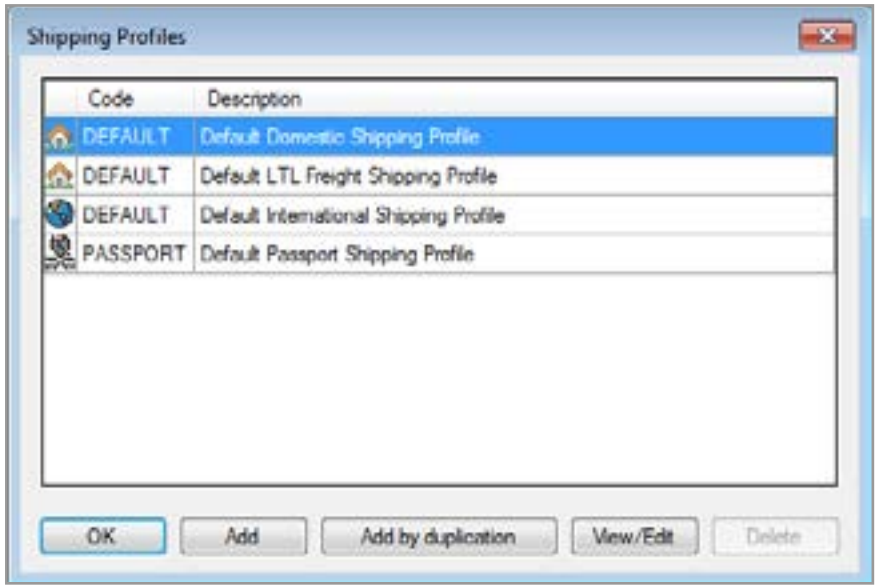
Shipping profiles

You can customize existing or default shipping profiles or create new ones before you assign them to individual senders.

For example, create a unique shipping profile for FedEx Ground® senders, then assign that profile to your FedEx Ground® senders using the Sender database. Refer to the Assign Shipping Profiles to Senders instructions in this section.

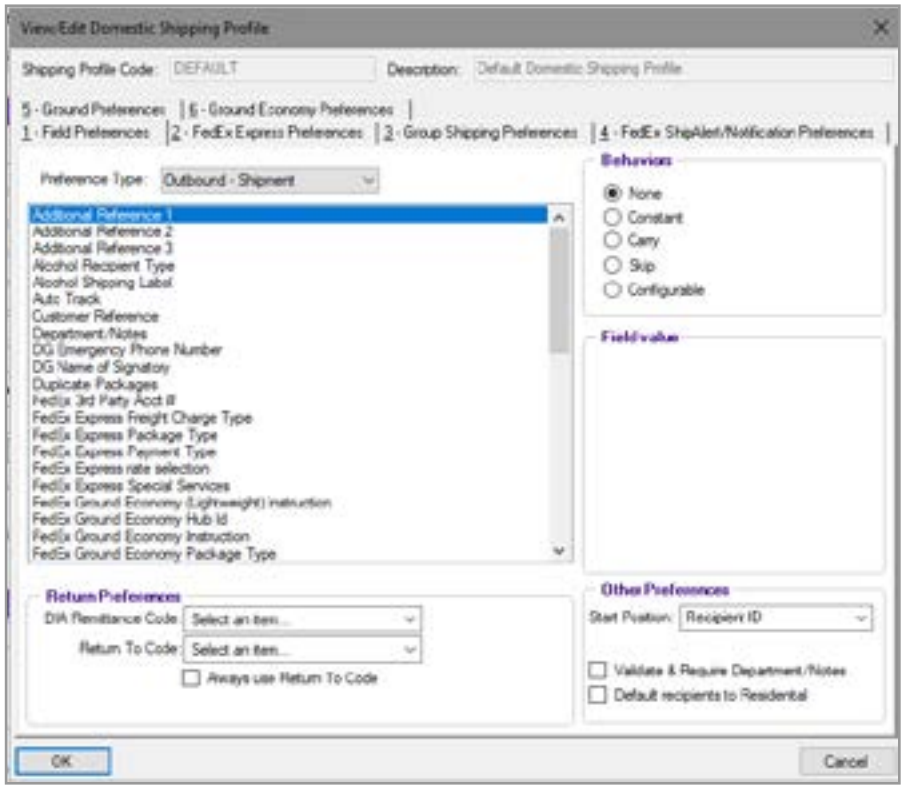
To customize shipping profiles:

1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen is displayed.
   - To customize an existing or default profile, select the profile and click View/Edit.
   - To create a new profile, click Add. Select Domestic or International as the profile type.
   - To duplicate an existing or default profile, select the profile and click Add by duplication.
2. Enter the profile information on the screen selected.



Field preferences

1. Click 1-Field Preferences tab.
2. Select a shipment type from the Preference Type menu.



3. Select a field from the field list.
4. Select one of the following options from the Behaviors field:

None
- Do not assign a default for the field.

Constant
- Click Constant then select or enter a value in the Field value section. This automatically populates this field with the same information for all shipments.
- For example, if you use nonstandard packaging for FedEx Ground® shipments, select FedEx Ground Special Services, click Constant as the behavior, then select Non-Standard Packaging from the Field value menu.

  Note: For the Package Size field, the field value menu lists your preset dimensions.

Carry
- Carry over or repeat information from the previous shipment.

Skip
- Skip a field on the Shipment details screen when using the Tab key. This option is available for optional fields.

Configurable
- This option is available for reference fields. Refer to Configurable References in this section to add and edit these configurable references.

Note: To override field preferences for an individual shipment, press F11 on the associated shipping screens.

5. Other preferences: Select additional preferences, if needed.
6. Start position: Select where to start the cursor on the Shipment details screen.
7. If you have finished setting field preferences for one preference type and want to continue with another, select type from the Preference Type menu and follow the same steps.

When you have finished setting preferences for the shipping profile, click OK to save your settings. Click OK again on the View Shipping Profiles screen.

FedEx Express preferences

Save time on your FedEx Express® shipping by setting defaults for references, handling charges and label formats.

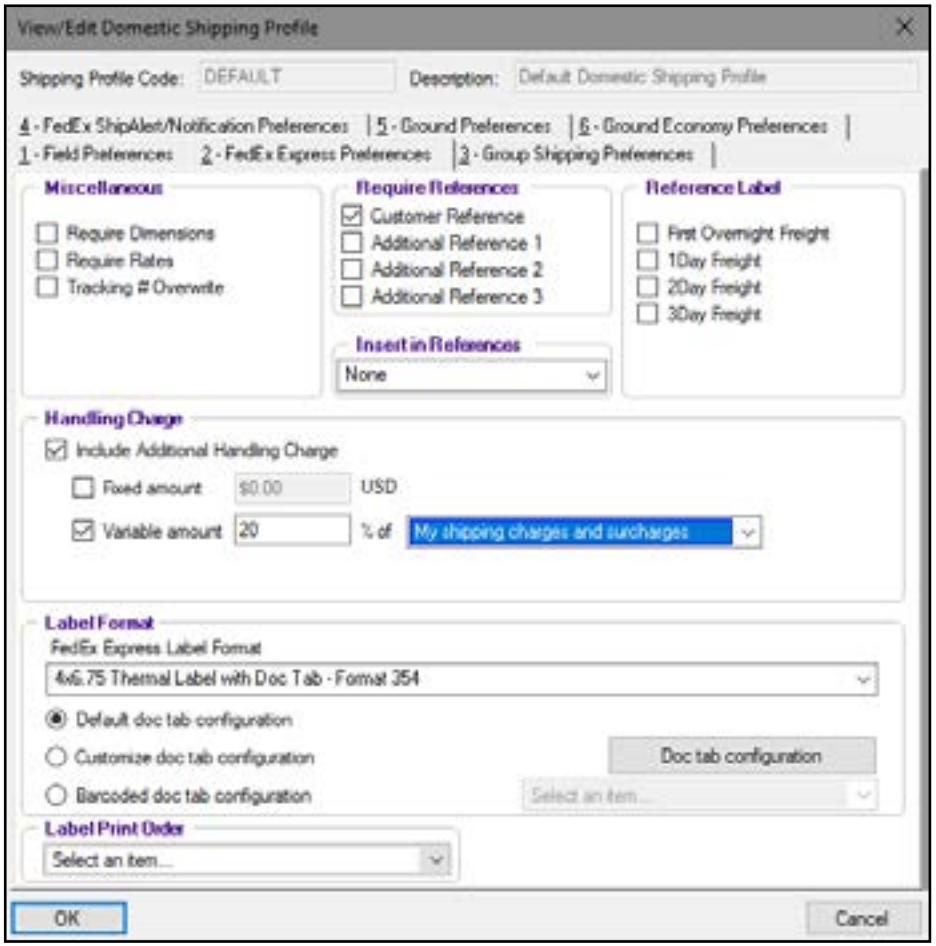
1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen displays.
2. Select an existing profile and click View/Edit or click Add or Add by duplication to add a new profile.
3. Click 2-FedEx Express Preferences tab.
4. Miscellaneous
   - Require References

     Select the check box if you require references for FedEx Express® shipments.
   - Tracking # Overwrite (U.S. and Canada Domestic profiles only)

     If you have preassigned tracking numbers or print standard air bills for U.S. and Canada domestic shipments, select the check box to enter tracking numbers manually.
5. Insert in References

   Use this option to select a reference to print in the Reference field on shipping labels.

Note: The Dept/Notes field prints automatically on the shipping label. To avoid duplicating this field, select None or a different reference field to print on the shipping label.



6. Reference Label (U.S. and Canada Domestic profiles only)

   For FedEx Express Freight shipments, select the check box of the corresponding freight service to print an optional label with additional delivery information. The Reference label screen displays when you ship using the selected freight service.

7. Handling Charge

   Select Include Additional Handling Charge check box and enter your fixed and/or variable amounts.

   - Combine your fixed handling charge and your percentage handling charge for all shipment types.
   - Subtract your handling charge to pass along a shipping discount to your customers.
   - To subtract your fixed handling charge, select Fixed amount check box and include a dash/minus sign (-) before the dollar amount.
   - To subtract your variable amount, select Variable amount check box and include a dash/minus sign (-) before the amount. Then select where to apply the variable amount from the menu.

Once you have set handling charge defaults, Add'l handling activates in the Billing details section on the Shipment details screen. To override handling charge defaults for a shipment, click Add'l handling and enter new values.

8. Label Format

   Select label format option to identify the label stock you use. The label format is printed at the bottom of your labels.

9. Return Manager (U.S. profile only)

   If you print return shipping labels, select a Sender ID from the Return Recipient menu. The sender's name and address print in the return recipient section of your return shipping labels.

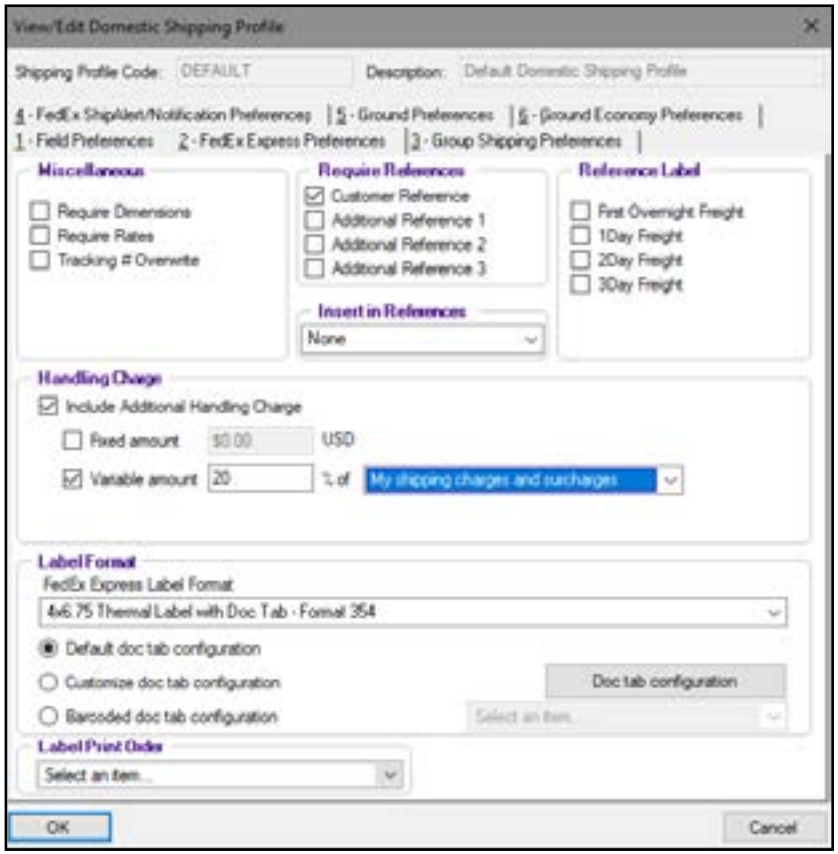
   All U.S. and Canada domestic shipping profiles use the same return recipient. When you select a return recipient in one shipping profile, the same Sender ID is automatically selected in all shipping profiles.

   Note: To order the 6" non-doc-tab shipping labels (Format 435 - 4x6 Thermal Label without Doc Tab), call 1.800.GoFedEx 1.800.463.3339 or go to fedex.com. To configure doc-tabs, refer to Customize Doc-Tabs.

10. International Air Waybill Format (International profiles only)

    For international shipments, you can print the standard multi-ply air waybill on your report printer. If you use standard air waybills for any of your international shipments, select the label format from the menu.

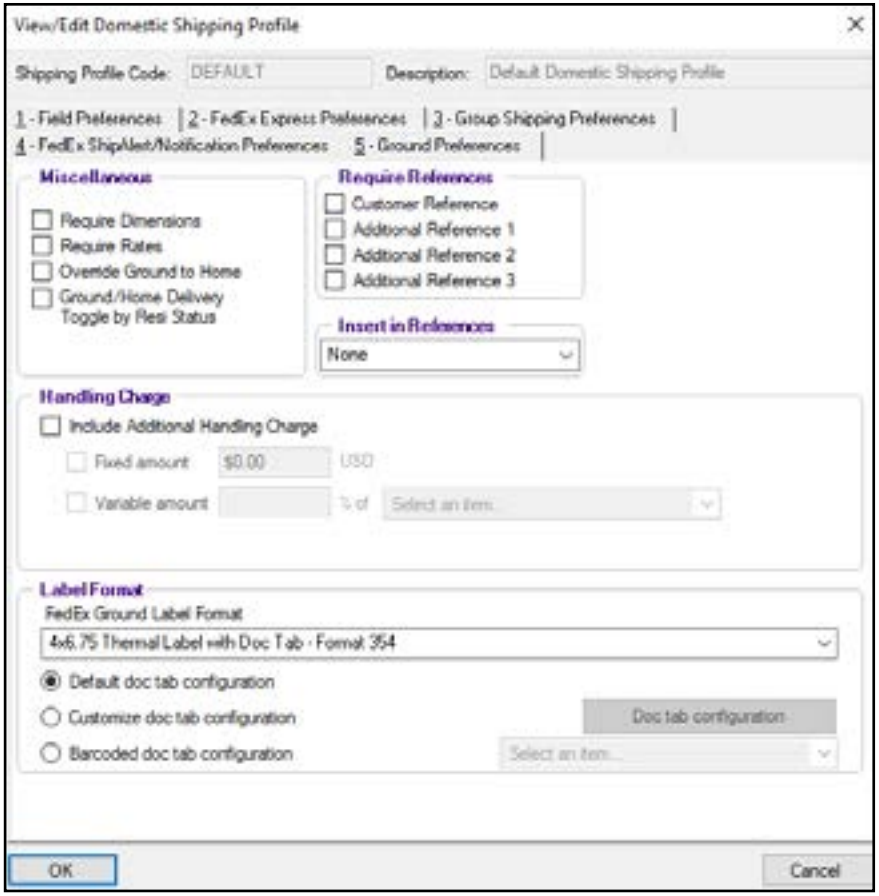
11. When you finish selecting preferences for the shipping profile(s), assign the profile(s) to individual senders. Refer to the Assign Shipping Profiles to Senders instructions at the end of this section.



FedEx Ground preferences

Optimize your FedEx Ground® shipping by setting defaults for references, handling charges and label formats.

1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen displays.
2. Select an existing profile and click View/Edit, or click Add or Add by duplication to add a new profile.
3. Click 5-Ground Preferences tab and following section will be displayed
    - Miscellaneous:
        - Require Dimensions: Select this check box if you want the package dimension field to be mandatory for all the shipments
        - Require Dates: Select this check box if you want the rates to be required for all the shipments.
        - Ground/Home Delivery Toggle by Resi Status: Select the check box when you want the system to display the Ground Delivery/ Home Delivery service based on the Recipient address type. For example: If the recipient address type is business address, then service– Ground Delivery displays in the dropdown. If the recipient address type is Residential address, the service type- Home Delivery displays in the dropdown.
    - Require References: Select Require References check box if you require references for FedEx Ground® shipments.
    - Insert in References: Use this option to select a reference to print in the Reference field on thermal shipping labels.



Notes:

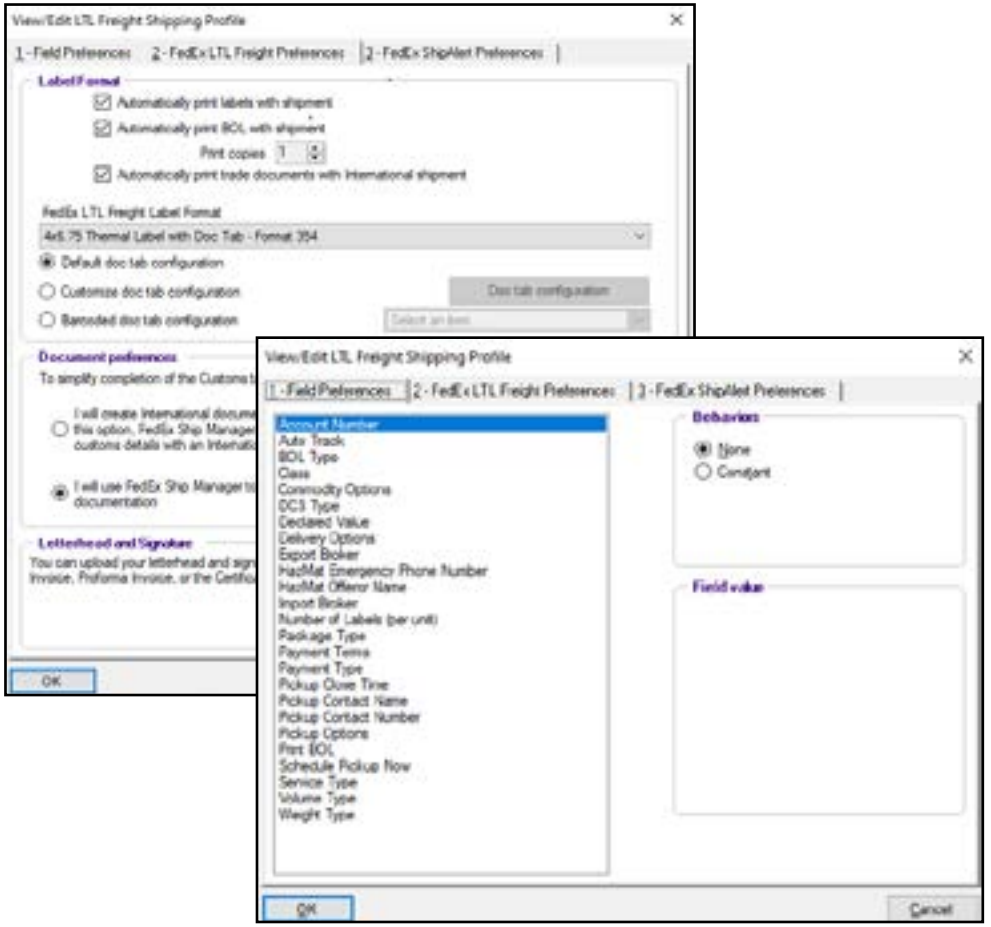
The Dept/Notes field prints automatically on the shipping label. To avoid duplicating this field, select None or a different reference field to print on the shipping label.

The Location # is automatically embedded in the shipping label bar code. If you select it for the Reference field, it also prints on the shipping label in human-readable form.

FedEx LTL Freight preferences

You can configure LTL Freight reference field as a required field. Fields that are set as required are “Ship ID1”, “Ship ID2”, “Consignee ID” and “Handling Unit Details PO#”.

1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen displays.
2. Select an existing LTL Freight profile and click View/ Edit to view or edit the profile.
3. Click Field Preferences tab.
4. Click 2 - FedEx LTL Freight Preferences tab.
5. You can see the Require Reference fields (Ship ID1, Ship ID2, Consignee ID and Handling Unit Details PO#).



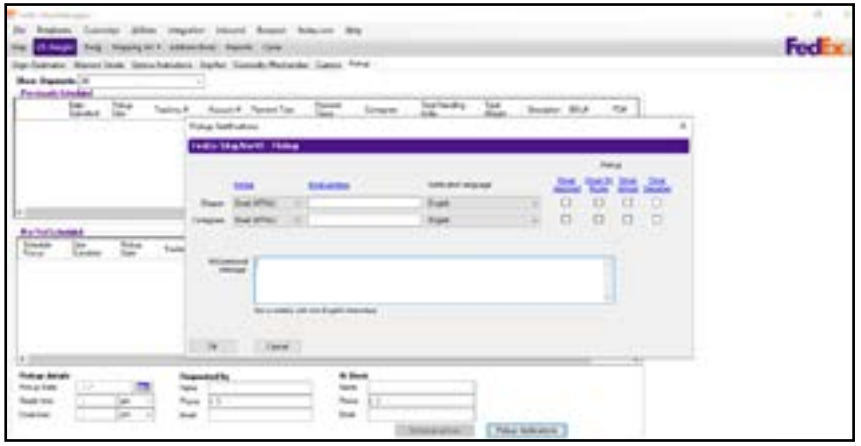
FedEx Ship Manager® Software offers a new Pickup Notifications option that allows you to receive updates of the shipment, such as when a driver is assigned or is en-route or has arrived or departed for shipment pickups.

You can configure Pickup Alert Notification under the FedEx ShipAlert Preferences tab.

5. Click 3- FedEx ShipAlert Preferences tab, select notification types and then select the respective behavior. By default, the option selected under Behavior section is Unchecked.



Note: The Unchecked option allows you to select the notification checkboxes. The Automatically select if email available automatically selects the checkboxes when an Email Address is provided. The Always checked option displays the checkboxes by default. The Skip option disables the checkboxes on the ShipAlert tab.



6. Handling Charge

   Select Include Additional Handling Charge check box and enter your fixed and/or variable amounts.

   - Combine your fixed handling charge and your percentage handling charge for all shipment types.
   - Subtract your handling charge to pass along a shipping discount to your customers.
   - To subtract your fixed handling charge, select Fixed amount check box and include a dash/minus sign (-) before the dollar amount.
   - To subtract your variable amount, select Variable amount check box and include a dash/minus sign (-) before the amount. Then select where to apply the variable amount from the menu.

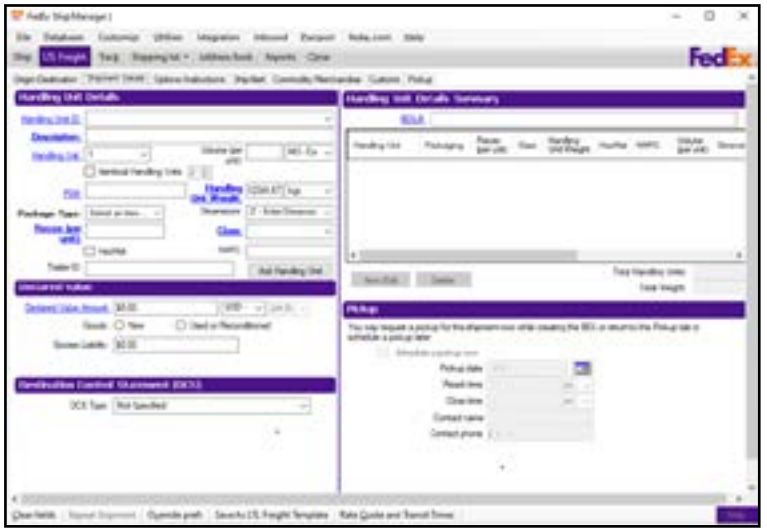
   Once you have set handling charge defaults, Add'l handling is activated in the Billing details section on the Shipment details screen. To override handling charge defaults for a shipment, click Add'l handling and enter new values.

7. Label Format

   Select label format option to identify the label stock you use. The label format is printed at the bottom of your labels.

8. When you finish selecting preferences for the shipping profile(s), assign the profile(s) to individual senders. Refer to the Assign Shipping Profiles to Senders instructions at the end of this section.

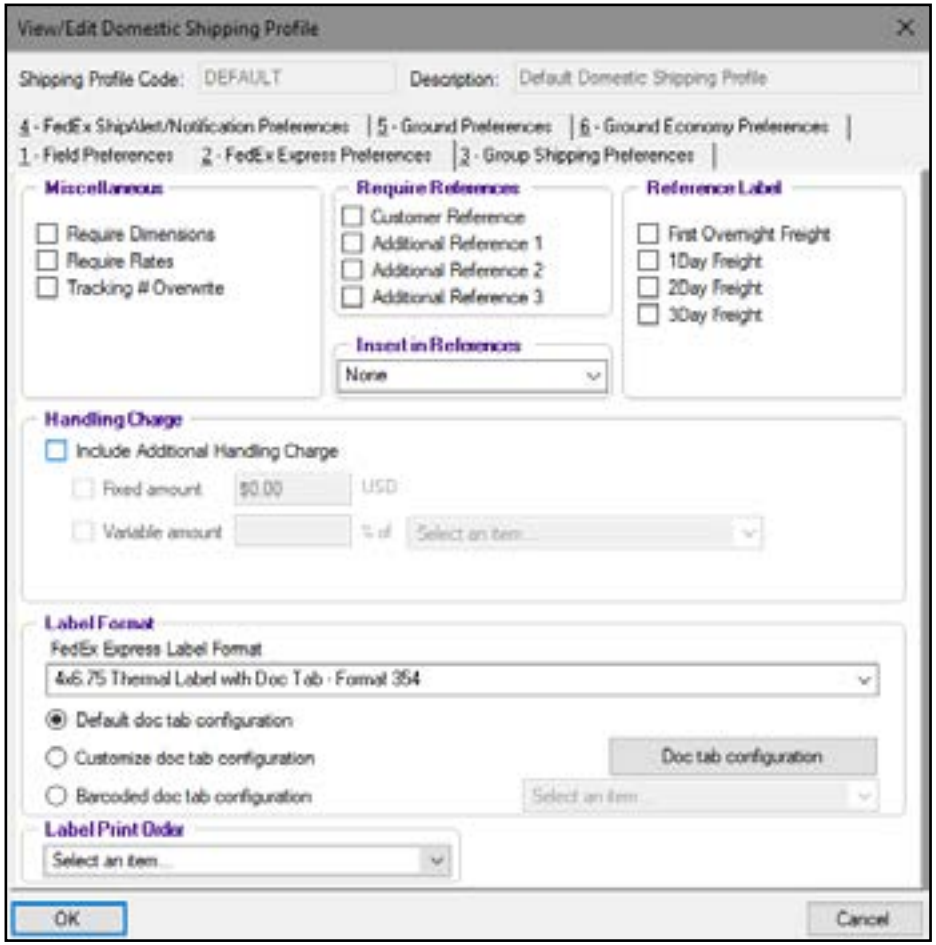
Note: To order the 6" non-doc-tab shipping labels (Format 435 - 4x6 Thermal Label without Doc Tab), call 1.800.GoFedEx 1.800.463.3339 or go to fedex.com. To configure doc-tabs, refer to Customize Doc-Tabs.



FedEx Ground® Economy Label standardization

FedEx Ground® Economy (FXSP) offers effective label design options and lets you choose what to print (customer reference, 2D or blank space) in the secondary barcode space on the label. You can also request ground tracking number by enabling the 'Generate Ground Tracking Number' check box.

Note: The ground tracking number, if enabled, will be included in your shipment transactions, but will not be included in the FedEx Ground® Economy shipping label.



To customize your FedEx Ground® Economy Label, begin here:

1. Access your shipping profiles from the Customize drop down menu.
2. Select which profile you would like to customize a FedEx Ground® Economy Label and click View/Edit.
3. The next screen will display several tabs for customization. Select Tab 6 - FedEx Ground® Economy Preferences.
4. Tab 6 - FedEx Ground® Economy Preferences will allow you to customized your FedEx Ground® Economy label to inlclude Doc tab preferences with information that is important for you and your customer.

Assign shipping profiles to senders

To save time and keystrokes during the shipping process, assign shipping profiles to each sender.

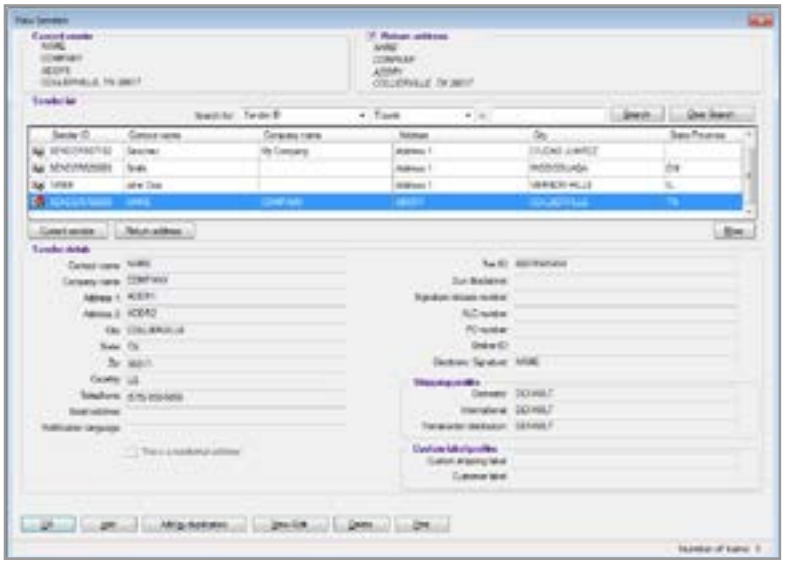
For example, if you have one sender who ships only FedEx Ground® and another who ships only FedEx Priority Overnight®, create separate shipping profiles and assign them to the associated senders. For the first sender, select FedEx Ground® as a constant service type, and select FedEx Priority Overnight® for the other sender. When each sender starts shipping for the day, they select their Sender ID as the current sender in order to activate their preferences.

Note: Recipient preferences override sender preferences that have been selected in Shipping Profiles for the same field.
Refer to the Recipient Preferences instructions.

To assign shipping profiles to a sender:

1. Select Sender from the Databases menu. The View Senders screen is displayed.
2. Select the sender in the Sender list and click View/Edit. The View/Edit Sender screen is displayed.
3. In the Shipping profiles section, select the appropriate Domestic, International or International Direct Distribution shipping profile.
4. Click OK to save the changes and return to the View Senders screen. Click OK again to return to the shipping screen.
5. The preferences set in the assigned shipping profiles automatically populate the associated fields for that sender.

   To override preferences for an individual shipment, press F11 on the associated shipping screens.



Configurable references

The following reference fields are used to record your reference information:

- Additional Reference 1
- Additional Reference 2
- Additional Reference 3
- Customer Reference

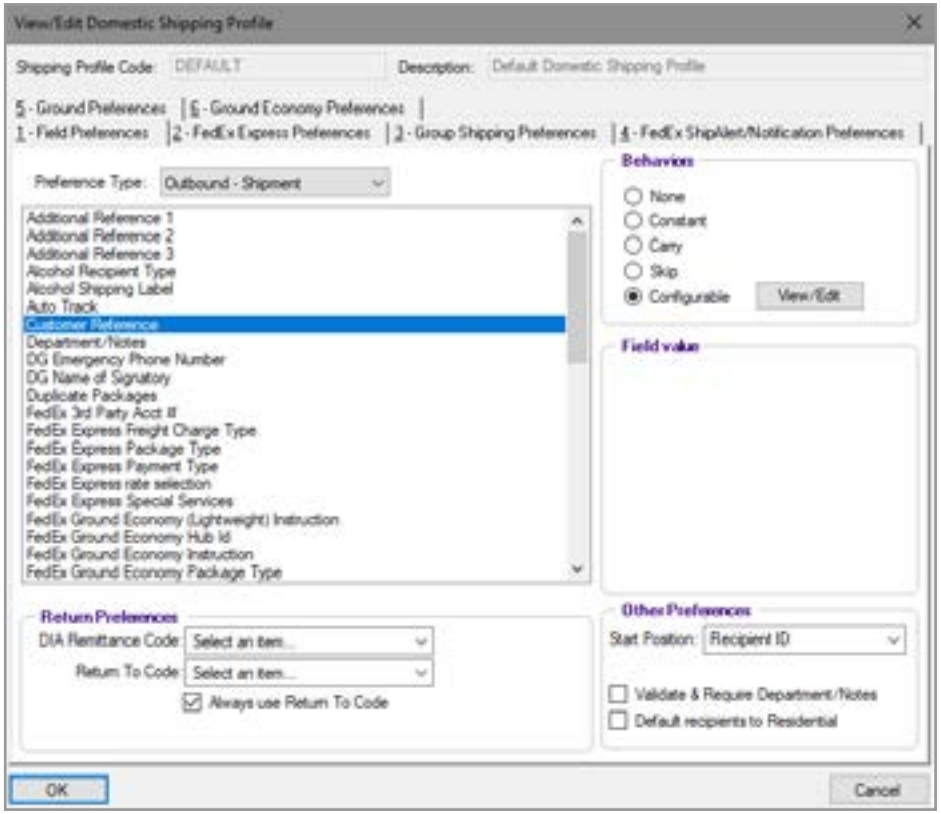
Note: You can add, view, edit and delete references in the Reference database. You can also print reference reports. To access the database, select Reference from the Databases menu. To change these reference field names, refer to Customize Fields.

Follow these steps to create prompts for reference fields and select whether each prompt is required.

1. Select Shipping Profiles from the Customize menu.
2. Select the shipping profile to update and click View/Edit.
3. On 1-Field Preferences tab, select the reference field from the field list.

   For U.S. domestic shipments – Customer reference and one additional reference field appear in the Billing details section on the Shipment details screen. Additional reference fields appear on the Options screen.

   For Canada domestic and international shipments – Customer reference appears in the Billing details section on the Shipment details screen. Additional reference fields appear on the Options screen.
4. Click Configurable as the Behavior. The View Configurable References screen is displayed.



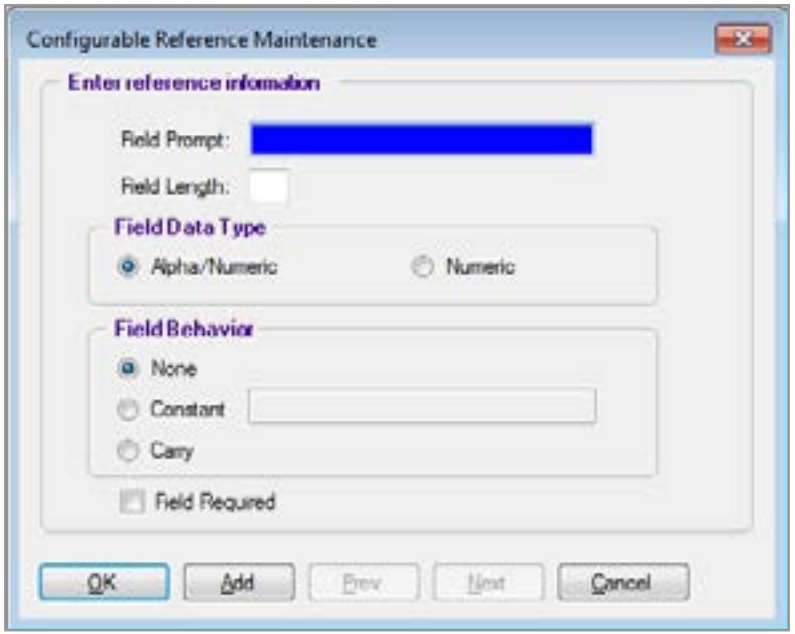
5. Click Add to add a new prompt, or click Update to update an existing prompt. For either function, the Configurable Reference Maintenance screen is displayed.
6. Field Prompt – Enter the text you want to display that prompts you to enter the reference information.
7. Field Length – Enter the maximum number of characters allowed for this information.

Note: The total number of characters allowed for all prompts combined is 30.

8. Field Data Type – Select the type of characters to allow for this reference information.
9. Field Behavior
   - To allow any reference information in the field, click None.
   - To automatically populate the field with constant reference information, click Constant and enter the field information.
   - To carry over reference information from the last shipment, click Carry.
10. Select Field Required check box if you require reference information for this prompt. This option allows you to require reference information for some prompts and not others.
11. Click Add to add additional prompts for this field.
12. Click OK to save your information and return to the View Configurable References screen.

Note: If you require references for each shipment, you must also select Require References on the 2-FedEx Express Preferences and the 5-Ground Preferences screens, as applicable.

13. To see how the prompt(s) appear when you click the field during shipping, select the prompt on the View Configurable References screen, and click Show Screen.
14. Click OK on all Shipping Profile screens to save your reference information.

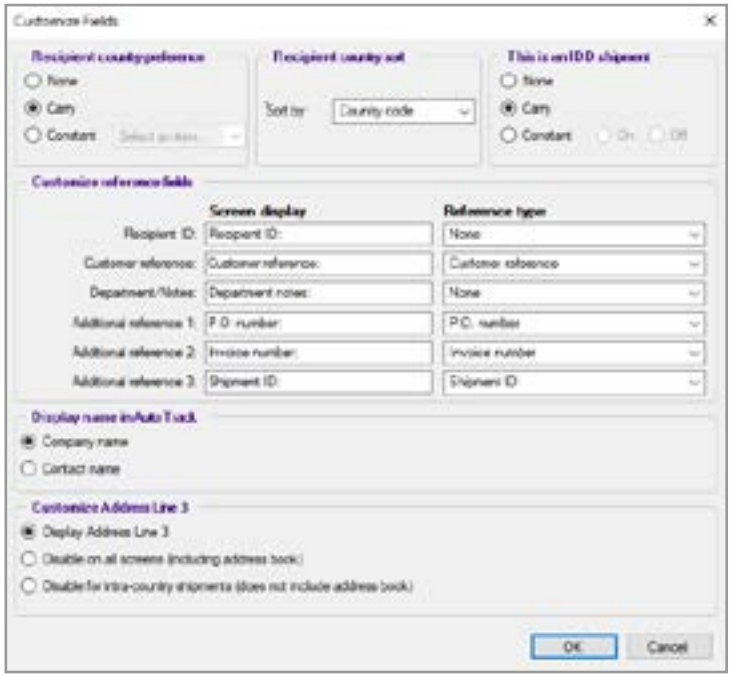


Customize fields

Set Recipient Country Defaults

To set defaults for the recipient Country field on the Shipment details screen:

1. Select Customize Fields from the Customize menu.
2. Recipient country preference: Click one of the following options:
   - None – Defaults to the country of the master meter
   - Carry – Defaults to the country selected in your last shipment
   - Constant – Defaults to the country selected from the Constant menu
3. Recipient country sort
   - Select to sort the Country menu on the Shipment details screen by Country name or Country code.



You can customize the names of the fields listed below. However, they are referred by their default names throughout this User Guide.

- Recipient ID
- Customer reference
- Department/Notes
- Additional reference 1
- Additional reference 2
- Additional reference 3
- Address Line 3

Note: The information entered for these fields, except for Recipient ID, prints on thermal shipping labels by default. To print the Recipient ID on thermal labels, you must select it in the Insert in references section on the FedEx Express and FedEx Ground preference screens. Refer to the FedEx Express Preferences or FedEx Ground Preferences instructions in Shipping Profiles. Contents entered in Additional reference 1 and Additional reference 2 display on your FedEx Express invoice.

To customize field names:

1. Select Customize Fields from the Customize menu.
2. In the Customize reference fields section, change the field names that display on screen to best suit your shipping needs.
3. Select Reference type for the reference field(s).

Note: For FedEx Ship Manager® Software Reports, these fields may be configured to display in any of the four Reference type options: Customer reference, P.O. number, Invoice number or Shipment ID.

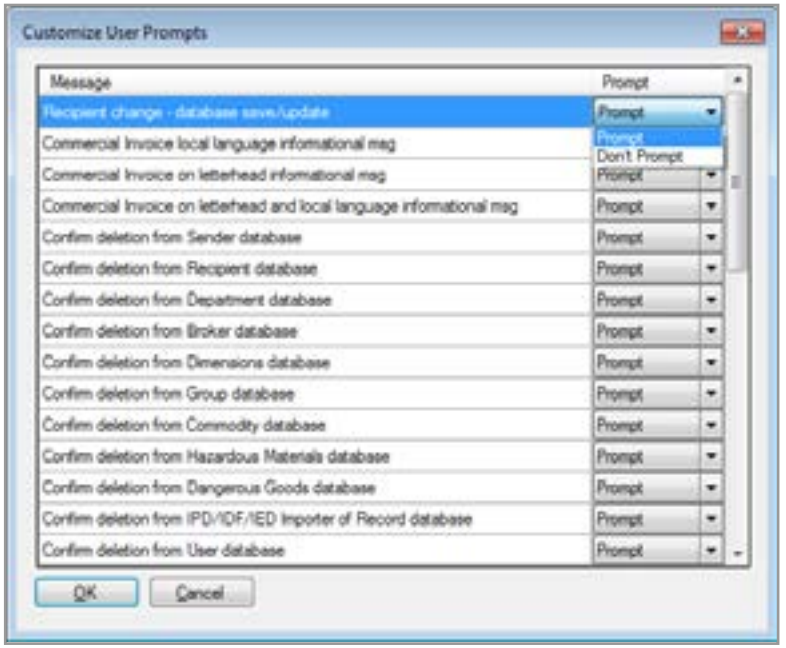
4. Click OK to save your changes. The names are automatically updated on the screen(s).

Customize user prompts

You can remove or display confirmation prompts and warning messages that appear when you prepare and process shipments, such as:

- Confirmations to save updated recipient information or delete database records.
- Message prompts when a Commercial Invoice is required in a local language and/or on letterhead stationery.

Note: By default, all user prompts are set to Prompt.



To remove or display user prompts:

1. Select Customize User Prompts from the Customize menu.
2. Select Prompt or Don't Prompt from the Prompt menu, and repeat this procedure as needed for other prompts.
3. Click OK to save your selections. You do not have to restart FedEx Ship Manager® Software for your prompt changes to take effect.

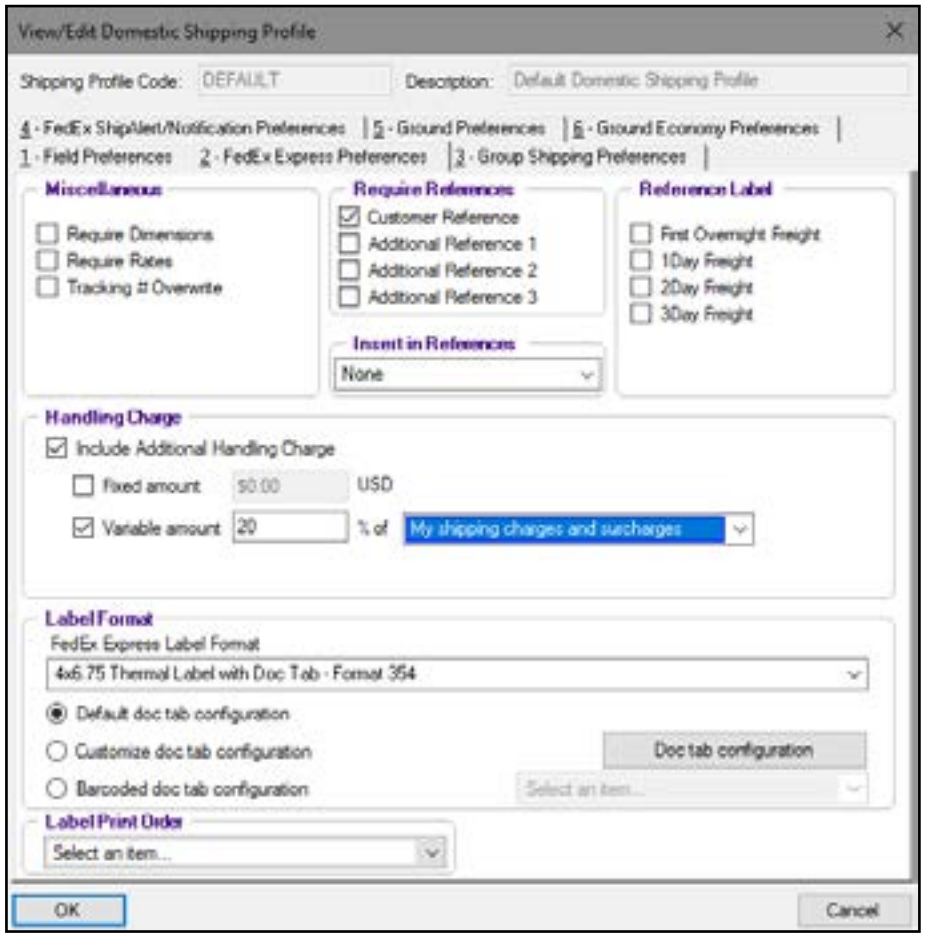
Customize Doc-tabs

The doc-tab is the peel-off strip at the top of shipping label Format 354 - Thermal Label with Doc Tab.

Doc-tabs are used for back-office records and should be removed from actual shipping labels.

To customize the information printed on doc-tabs for FedEx Express® and FedEx Ground® U.S. and Canada domestic shipments and international shipments:

1. Select Shipping Profiles from the Customize menu.
2. Select the appropriate shipping profile and click View/Edit.
3. Click 2-FedEx Express Preferences or 5-Ground Preferences tab.
4. Select Format 354 - 4x6.75 Thermal Label with Doc Tab as the Label Format.
5. Click Customize doc tab configuration.
6. Click Doc tab configuration and continue with the following instructions for the configuration options:
   - Package doc tab configuration
   - Totals doc tab configuration



Package doc tab configuration

1. To change the field names that print on the doc-tab, click Package doc tab configuration tab on the Doc Tab Configuration screen. The field names are shown in columns 1, 3 and 5. To change the field names, enter the new text in the appropriate text box.
2. The information associated with the field name that prints on the doc-tab is shown in columns 2, 4 and 6. To change the information, select the associated field you want displayed with the field name.
3. Click OK to save your changes.



Totals doc tab configuration

1. To print doc-tab totals for multiple-piece shipments, click Totals doc tab configuration tab on the Doc Tab Configuration screen.
2. Select Print totals doc-tab check box.
3. The field names that print on the doc-tab are shown in columns 1, 3 and 5. To change the field names, enter the new text in the appropriate text box.
4. The information associated with the field name that prints on the doc-tab is shown in columns 2, 4 and 6. To change the information, select the associated field you want displayed with the field name.
5. Click OK to save your changes.



Print Net Freight Charges on custom label

To simplify your freight charges, FedEx Ship Manager® Software allows you to print a Net Charge No Taxes field on doc-tabs and validator labels.

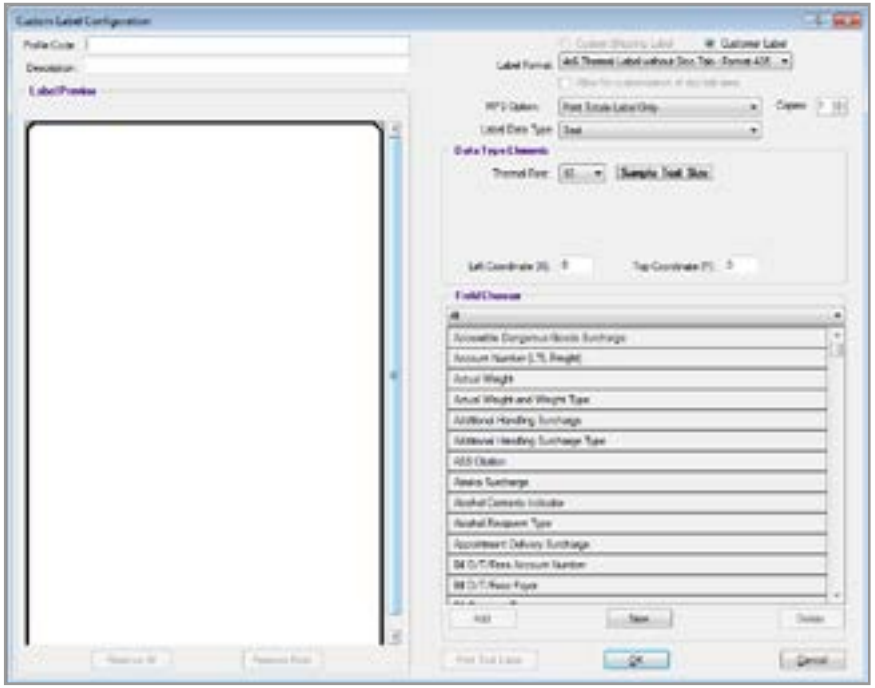
The Net Charge No Taxes is the base rate minus discounts and the total surcharges (excluding taxes). This is expressed as: Net Charge No Taxes = Base Rate - Discounts + Total Surcharges (excluding taxes).

To assign the Net Charge No Taxes field to your doc-tabs and validator labels, follow these steps:

1. Select Custom Label Profiles from the Customize drop-down menu. The Customs Label screen is displayed.
2. Click Add and select Customer Label Profile. The Custom Label Configuration screen is displayed.
3. Select Net Charge No Taxes in the Field Chooser section.
4. Drag and drop the field in Label Preview section or Click Add.
5. Click OK to complete the process.

If you select Shipping Profiles from the Customize drop-down-menu, the Doc-tab configuration option for FedEx Express® and FedEx Ground® shipments includes a Net Charge No Taxes field.

Note: You are now able to select new service options that are supported and add them in the Custom/Validator label.

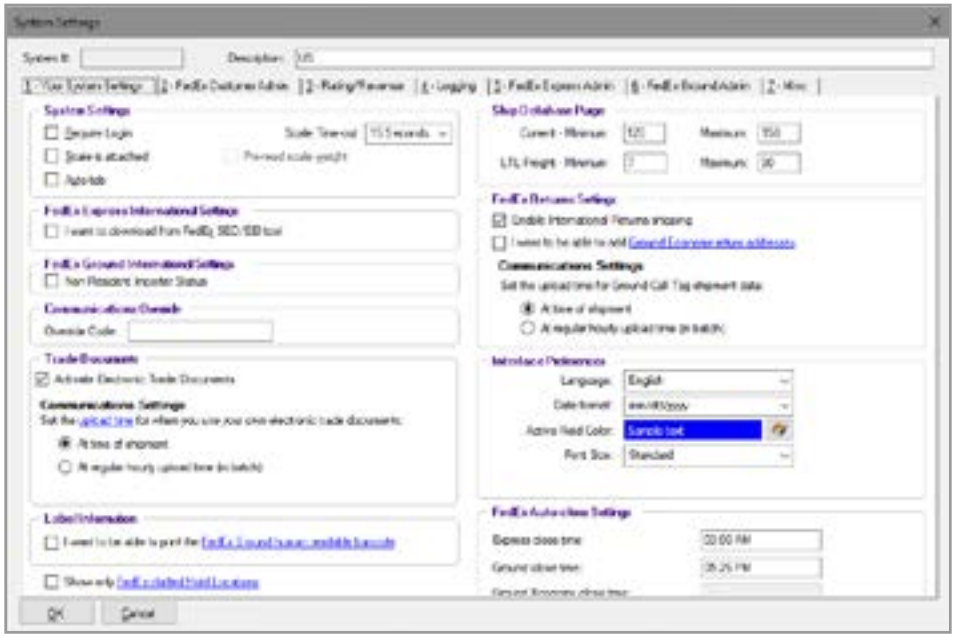


System settings

Customize your FedEx Ship Manager® Software system to set defaults for communications, international shipping, language preference, label information, customer administration and more.

Refer to the following information for details:

- Your System Settings
- FedEx Customer Administration
- Other System Settings Options



Your System Settings

To customize your system settings:

1. Select System Settings from the Customize menu.
2. Select the appropriate System # and click Modify.
3. Click 1-Your System Settings tab to set general application defaults.
4. Make your selections in the following sections on this screen:
    - System Settings
    - FedEx Express International Settings
    - Communications Override
    - FedEx Auto-close Settings
    - Ship Database Purge
    - Label Information
    - Interface Preferences
    - FedEx Ground International Settings
    - Trade Documents
    - FedEx Return Settings
5. Click OK to accept your selection(s).

FedEx Ground barcode

As of FSM 3000, upon upgrade or new installs, the FedEx Ground barcode is encrypted. If you need to have the FedEx Ground barcode in a human readable format, the same can be enabled by checking the FedEx 1D Barcode enabled checkbox on the 1-Your System Settings dialog under System Settings.

FedEx 1D barcode

Every day FedEx delivers millions of packages around the world. Somehow these packages travel from origin to destination quite effortlessly — at least so it seems on the surface. Yet underneath it all is an innovative and complex system designed to provide the most reliable service possible. One of the primary drivers of this system is the FedEx barcode. FedEx handling systems and manual sort assist technologies rely on the FedEx barcode in order to make high-speed sort decisions and direct your packages through the FedEx network.

FedEx Express® supports a linear (1D) barcode. This barcode has the capacity to include more detail then its predecessors about each shipment and will provide improved read rates and improved legibility of label content which translates into improved service reliability.

The changed elements of the barcode that make these improvements possible is due to the increased character capability from 32 characters to 34 characters.



FedEx Customer administration

To customize your customer administration information:

1. Select System Settings from the Customize menu.
2. Select the appropriate System # and click Modify.
3. Click 2-FedEx Customer Admin tab.
4. Make your selections in the following sections on this screen:
    - Account Billing Information
    - Shipping Screen
    - Support Information
    - Quick Setup

Note: Select Enable Expired Rates checkbox to use the expired rates for shipments when the latest rates are unavailable due to any reason for FedEx Express®/ FedEx Ground®/ FedEx Ground® Economy.

Other System Settings options

Access to the following System Settings tabs requires login with the administrator password:

- 3-Rating/Revenue
- 4-Logging
- 5-FedEx Express Admin
- 6-FedEx Ground Admin
- 7-Misc

Note: By default, detailed logging rate information will be generated. To generate the standard error logs, check and clear the Enable Detailed Rate Logging checkbox.

Contact your FedEx Ship Manager® Software Account Representative for more information on these administrative settings.

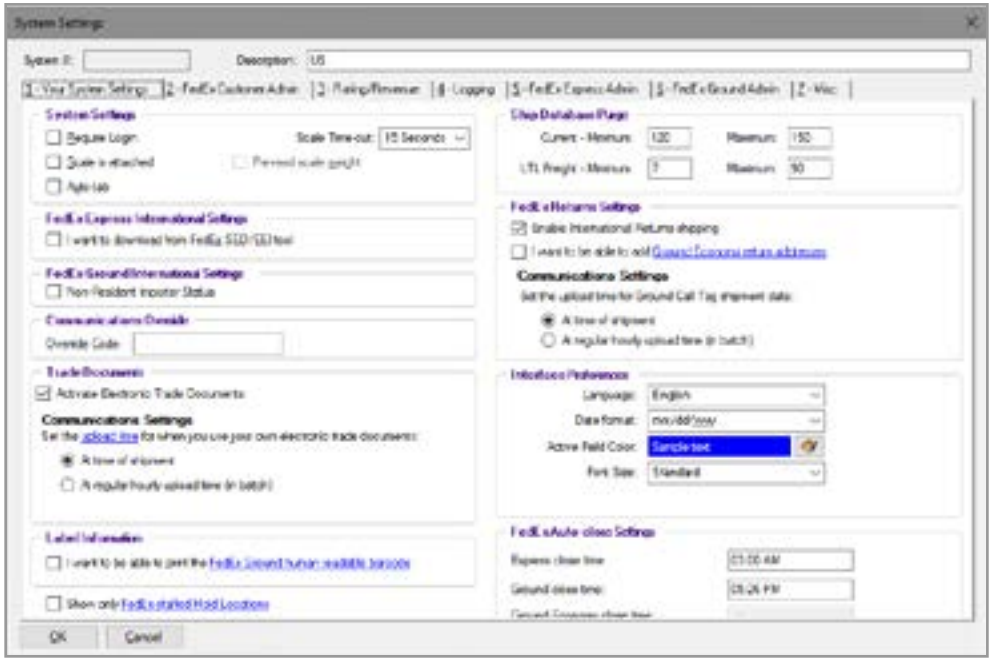
Note: By default, One Rate is enabled for all the new accounts which is enabled with OneRate. For the existing accounts, before upgrading to latest version, Enable FedEx One Rate checkbox should be selected in the FedEx Express Admin tab in System Setting screen so that one rate will be enabled by default in the latest version. To enable it, contact your FedEx Ship Manager® Software Account Representative.

Automatic notification to download rates for child meters

FedEx Ship Manager® Software will send a notification to download rates and tracking numbers after a child meter is restored for systems that operate with a parent and a child meter configuration.

Removing a child meter

To delete a FedEx Ship Manager® Software child meter without uninstalling and reinstalling the software, contact your FedEx customer technology consultant or call the FedEx Ship Manager® Technical Support Center at 1.877.FDX Assist 1.877.339.2774.



Select special service options

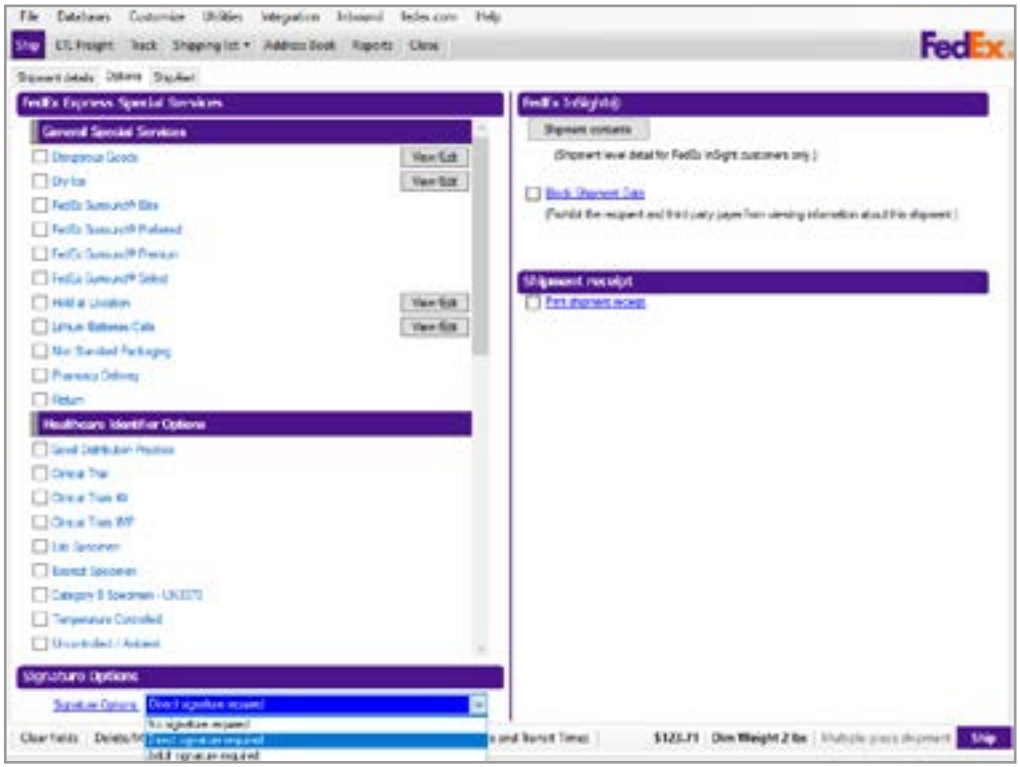
The Options screen conveniently groups additional shipping options, special service options and additional reference fields.

This section guides you through the special service options and additional shipping options available within FedEx Ship Manager® Software.

- Special Service options
- Optional Information
- FedEx InSight®
- Shipment Receipt
- FedEx ShipAlert®

Save time and keystrokes when preparing your shipments by setting shipping preferences for references, package type, package weight and dimensions, service type, and more. The associated fields populate automatically based on the recipient and sender selected for the shipment.

Refer to Recipient Preferences or Assign Shipping Profiles to Senders for detailed instructions.



Special Service Options

The special service options available for your shipment vary depending on the origin and destination countries and package detail.

Note: Edits have been made to allow for the use of the drop off special service for express freight shipments, regardless of what shipments are in the country of origin.

Shipping Method	Special Service Options Available
FedEx Economy (Canada only)	Hold at Location Return Labels
FedEx Economy (Mexico only)	Delivery on Invoice Acceptance Return Labels
FedEx Express Saver® (U.S. only)	Hold at Location Return Labels
FedEx Express Saver – Your packaging (U.S. only)	Alcohol Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging Return Labels
FedEx First Overnight®	Alcohol (U.S. only) Dangerous Goods (U.S. only) Dry Ice Only Priority Alert Priority Alert Plus Return Labels Saturday Delivery

Shipping Method	Special Service Options Available
FedEx First Overnight - Your packaging	Alcohol (U.S. only) Dangerous Goods (U.S. only) Dry Ice Only Non-Standard Packaging Priority Alert Priority Alert Plus Return Labels Saturday Delivery
FedEx International Priority® FedEx International Economy® Note: FedEx International Economy dangerous goods service is available to/ from the U.S. only.	Broker Select Controlled Shipment - FICE Controlled Shipment - ITAR (Exempt) Cut Flowers (Mexico only) Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging Priority Alert Priority Alert Plus Return Labels Saturday Delivery Temporary Export (Mexico only) Third Party Consignee

Shipping Method	Special Service Options Available
FedEx International Priority® Freight	Broker Select Controlled Shipment - FICE Controlled Shipment - ITAR (Exempt) Dangerous Goods Drop Off Dry Ice Only Hold at Location Priority Alert Priority Alert Plus Return Labels Third Party Consignee
FedEx Priority Overnight®	Hold at Location Priority Alert Priority Alert Plus Return Labels Saturday Delivery
FedEx Priority Overnight - Your packaging	Alcohol (U.S. only) Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging Priority Alert Priority Alert Plus Return Labels Saturday Delivery
FedEx Standard Overnight® (U.S., Mexico, and Intra-Canada only)	Hold at Location Return Labels Saturday Delivery

Shipping Method	Special Service Options Available
FedEx Standard Overnight - Your packaging (U.S., Mexico, and Intra-Canada only)	Alcohol (U.S. only) Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging Return Labels Saturday Delivery
FedEx 1Day® Freight FedEx 2Day® Freight (U.S. and Mexico only)	Alcohol (U.S. only) Dangerous Goods Drop Off Dry Ice Only Hold at Location Inside Delivery (U.S. only) Inside Pickup (U.S. only) Priority Alert Priority Alert Plus Return Labels
FedEx 3Day® Freight (U.S. only	Alcohol Dangerous Goods Drop Off Dry Ice Only Hold at Location Inside Delivery Inside Pickup Return Labels

Shipping Method	Special Service Options Available
FedEx Ground®	Dry Ice Only (U.S. only) Ground ORM-D (U.S. only) Hazardous Materials (U.S. only) Hold at Location (U.S. only) Lithium Battery (U.S. only) Non-Standard Packaging Return Labels (U.S. only) Small Quantity Exception (SQE) (U.S. only)
FedEx International Ground®	Broker Select Exclude from Consolidation Non-Standard Packaging Return Labels
FedEx Home Delivery® (U.S. only)	Alcohol Appointment Delivery Date Certain Delivery Dry Ice Only Evening Delivery Ground ORM-D Hazardous Materials Hold at Location Lithium Battery Non-Standard Packaging Return Labels Small Quantity Exception (SQE)

Shipping Method	Special Service Options Available
FedEx 2Day®	Alcohol (U.S. only) Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging (U.S. only) Return Labels (U.S. only) Saturday Service
FedEx International First®	Controlled Shipment - FICE Controlled Shipment - ITAR (Exempt) Dangerous Goods (to/from the U.S.) Dry Ice Only Non-Standard Packaging (U.S. only) Priority Alert Priority Alert Plus Return Labels Temporary Export (Mexico only)
FedEx International Economy® Freight	Broker Select Controlled Shipment - FICE Controlled Shipment - ITAR (Exempt) Dangerous Goods (U.S. only) Drop Off Dry Ice Only (U.S. only) Hold at Location Return Labels

FedEx Surround® Monitoring and Intervention (MI) and Healthcare Identifiers (HCI) special service options

Monitoring and intervention special service options help proactively monitor shipments, mitigate risk, and provide intervention support to protect healthcare shipments.

The healthcare identifiers special service options help improve the visibility and facilitate prioritization in network.

Note: HCI special service options are available only for HCI enabled accounts.

MI and HCI services are available for:

- FedEx Express® shipments
- US domestic shipments
- Intra CA, MX, and PR shipments
- Global international (including US, CA, MX) shipments (from anywhere to anywhere that FedEx operates)

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. Special Services sections are available in Shipment details, Options, MPS special service, Return shipment details, and Return options screen.

You can also set the default special services to display in the ship screen. To do that, go to Shipping profile| FedEx Express Special Services| Select Constant behavior| Choose the special services from the Field value list.

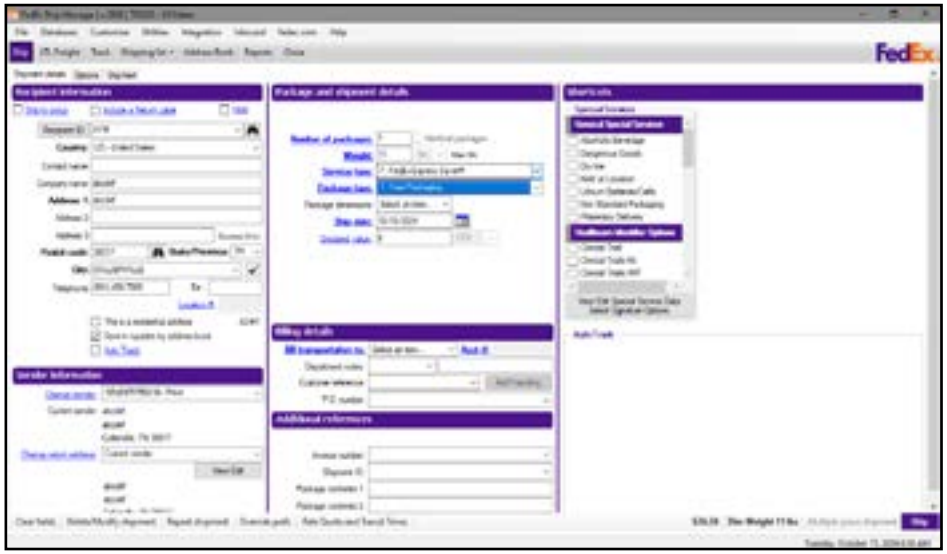
To set the default HCI special services options, go to Shipping profile| Healthcare Identifier Options Displayed| Select Constant behavior| Choose the special services from the Field value list.

Monitoring and Intervention (MI) Surcharges

Following are new surcharges added to MI1, MI2, and MI3.

- FedEx Surround Elite
- FedEx Surround Premium
- FedEx Surround Preferred

Click here to view the list of MI and HCI options with their respective service codes.



Usage rules

- To select MI and HCI special service options for the shipments, an account must be enabled with MI and healthcare feature.
- The HCI special service options can only be used with an MI service option.
- Only one MI special service option can be selected for a shipment, but multiple HCI special service options are allowed.
- HCI and MI special service options are applicable for outbound and return shipments.
- Priority Alert (PA)/ Priority Alert plus(PA+) are included for FedEx Surround® Elite (MI1) and FedEx Surround® Premium (MI2). The PA solution conflicts with the solution offered in FedEx Surround® Preferred (MI3). Therefore, do not select PA/PA+ on a shipment where you are selecting MI1, MI2 or MI3.
- All the MI and HCI special service options are listed in the Special Services section. MI special service options are available to select for individual shipments, HCI special service options are available to select for individual packages in a shipment.
- HCI special service options help identify healthcare commodity to assist in MI and do not replace dangerous goods (DG) declaration requirements that are required elsewhere in the order entry process – shippers must still declare dangerous goods.

Shipping Labels

- The HCI code displays in the shipping labels in the area where other special service options are currently printed.
- To print the MI code along with the HCI code (ex: MI2-HCC) in the customizable area (at the bottom of the label) in a larger font, you have to configure it manually.
- To configure, go to Customize menu| Custom Label Profiles| Choose the label type and Field Chooser from the respective dropdown menu.

  Note: To see the MI and HCI code in a larger font, you need a longer label to print. Hence, upgrading to new labels is necessary but you should not lose the existing label functionality.
- MI-HCI special service code will be printed on the following stock/paper-sizes.
  - 4X6.75 PDF Thermal Label
  - 4X6.75 Thermal Label with/ without Doc Tab
  - 4X8 PDF Thermal Label
  - 4X8 Thermal Label without Doc Tab
  - 4X9 PDF Thermal Label
  - 4X9 Thermal Label with Doc Tab
- MI special service options code are embedded in the 2D barcode for label retrievals via scan. MI and HCID special service options code are embedded in shipment tracking data and in the 3D barcode.

Service code	Special service name	Description
Monitoring and Intervention (MI): These options help monitor shipments, mitigate risk, and provide intervention support to protect healthcare shipments		
MI1	FedEx Surround® Elite	Note: Currently not available for all the customers or all regions.
MI2	FedEx Surround® Premium	Proactively monitor and expedite package recovery which includes the highest portfolio priority of shipment handling and recovery in the FedEx network.
MI3	FedEx Surround® Preferred	Provides you with a new level of insight and help you proactively monitor and manage at-risk shipments.
MI4	FedEx Surround® Select	Provides a new level of insight and visibility until the moment your shipments arrive, with access to predictive delay status, helping you to manage risks
Healthcare Identifier: These options help to identify the package as a healthcare shipment, improve visibility, facilitate prioritization in the network, and enhance intervention support.		
HCC	Clinical Trial	Consumable medicine/drug which is supposed to undergo some tests before it is commercially launched. All the activities related to testing of medicines before they hit the pharmacist shelves is categorized as Clinical Trial.
HIM	Clinical Trials IMP	Medicine/drug which is being studied in a clinical trial.
HKT	Clinical Trials Kit	Any clinical trial kits.
HCP	Pharmaceuticals	Pharmaceuticals products like Ointments, creams, pastes etc.
HCT	Temperature Controlled	This is a catch-all identifier to denote that the product in your package is temperature sensitive and requires temperature control of any kind.
HTU	Uncontrolled / Ambient	Use these identifiers to denote what temperature range is optimal for the items being shipped.
HTH	30 to 40C	
HTA	15 to 25C	
HTR	2 to 8C	
HTP	Protect from freezing	
HTF	-15 to -25C	

HTD	-20 to -30C	
HTW	-30 to -50C	
HTX	-40C to -60C	
HTY	-20 to -80C	
HTZ	-60 to -80C	
HTC	-150C or below	
HCV	Vaccines	Vaccines used for various disease and infection.
HCL	Lab Specimen	Laboratory specimens used for study and other medical purposes.
HES	Exempt Specimen	Exempt specimens like blood and its components, tissue and tissue fluids etc.
HEB	Category B Specimen - UN3373	Biological substance, Category B specimen (UN 3373).
HRS	Radioactive Substance	Radioactive substances like uranium and radium.
HGT	Cell and Gene Therapy Product	Therapeutic genetic materials used for cell and gene therapy.
HCD	Medical Device Critical	Medical devices like surgical and laboratory instruments.
HHO	Critical Healthcare Other	Other critical healthcare requirement products.
HCS	Surgery Kit	Surgery kits like Surgical scalpel, probe, forceps etc.
HMA	Medical Device Accessory	Medical device accessories.
HCR	Raw Materials Other	Any other raw materials used for healthcare.
HPI	API-active Pharma Ingredient	Biological active component of a drug product like tablet, capsule, cream, etc.
HCE	Healthcare PPE	Personal protective Equipment (PPE) which contains protective clothing, helmets, gloves, face shields, goggles, facemasks and/or respirators etc.

HCG	Medical Device General	General medical devices.
HCK	Other Kits	Healthcare kit other than clinical trial or surgical kit.
HCH	Healthcare Home Health	Home health products like medical containers and caregiver products.
HDD	Hospital Departmental Delivery	Package that requires to be delivered/collected from hospital departments.
HVM	Veterinary Medicine	Veterinary related medicine items such as antimicrobials, antibiotics, etc.
HCO	Healthcare Other	Other healthcare products.
HPL	Packing List Return	This option is specifically for EU shipment's regulatory requirement.
Other industry-specific identifier options: These options help to identify the package as critical and further improve visibility, facilitate prioritization in the network, and enhance intervention support specific to their needs.		
PER	Consumable Perishable Critical MI	Critical short-lived consumable goods like meal kits, specialty food, pet food/medicine, etc.
ASC	Aerospace Critical MI	Aerospace manufacturing goods like aircraft engine's parts, propulsion units and other parts.
AUT	Automotive Critical MI	Critical inventory and replacement parts
FIN	Financial Critical MI	Critical financial/legal documents ensuring the information security.
TEC	High Tech Critical MI	High value finished goods and components.
DAN	Industrial Critical MI	Critical major equipment, operating supplies, etc.

Alcohol shipping enhancements* (U.S. only)

FedEx makes alcoholic beverage shipping easier, faster, and more convenient than ever before for approved shippers using FedEx Express® and FedEx Ground® services within the U.S.

Simply select Alcohol as a shipment option and FedEx automatically selects Adult signature required and you will now be able to print the SEL-169 alcohol sticker with the shipping label.

*This feature is only available for those FedEx account holders enrolled in the FedEx alcoholic beverage shipping program.

This new alcohol feature:

- Simplifies compliance.
- Save times by eliminating clicks and key strokes.
- Minimizes training.

Alcohol shipments now require an Alcohol Recipient Type. If you have a profile for alcohol shipments, the Recipient Type will need to be included on import in order to prevent edits or errors at ship time.

Creating shipping label for FedEx Express® alcohol shipment

To create a shipping label for a FedEx Express® or FedEx Express® Freight Services alcohol shipment, follow these steps:

1. Complete Shipment details screen for a FedEx Express® shipment.
2. In the Package and shipment details section, select the appropriate service from the Service type drop-down menu. The Package type field defaults to Your Packaging. Complete the Package dimensions field.
3. Select Alcohol check box in the Special Options section in the Shortcuts section or in the Options tab.
4. Select Alcohol Recipient Type (required) and Alcohol Shipment Label if you would like to print the SEL-169 alcohol sticker with the shipping label. The Signature Options field automatically selects Adult signature required.
5. Click Ship. The term ALCOHOL will appear on the label and a new alcohol code will go in the barcode for shipment identification.

Creating shipping label for FedEx Ground® alcohol shipment

To create a shipping label for a FedEx Ground® or FedEx Home Delivery® alcohol shipment, follow these steps:

1. Complete Shipment details screen for a FedEx Ground® or FedEx Home Delivery® shipment.
2. In the Package and shipment details section, select the appropriate service from the Service type drop-down menu. The Package type field defaults to Your Packaging. Complete the Package dimensions field.
3. Select Alcohol check box in the Special Services section in the Shortcuts section or in the Options tab.
4. Select Alcohol Recipient Type (required) and Alcohol Shipment Label if you would like to print the SEL-169 alcohol sticker with the shipping label. The Signature Options field automatically selects Adult signature required.
5. Click Ship. The term ALCOHOL will appear on the label and a new alcohol code will go in the barcode for shipment identification.

Note: For FedEx Ground® service type, if the address line 3 information is added, an error message is displayed when you click Ship button as address line 3 is only valid for FedEx Express® Shipment.

Broker select

FedEx International Broker Select® allows you to select a customs broker other than FedEx.

1. Select Broker Select under the Special Services section of the Options tab. The Broker Select Option Information screen displays.
2. Select an existing broker from the Broker ID menu or enter a new Broker ID and all required information.
3. Click OK to save the broker and return to the Options screen.
4. To view or edit your brokers, click View/Edit next to Broker Select. The Broker Select Option Information screen displays. Make any changes and click OK.

Note: You can add, view, edit and delete brokers in the Brokers database. You can also select print settings for broker reports. To access the Brokers database, select Brokers from the Databases menu and refer to Database Functions. If you do not have a designated broker, please contact FedEx Logistics at 1.800.388.9479, then press 363 (extension).

FedEx Ground® - Dangerous Goods (Returns Only)

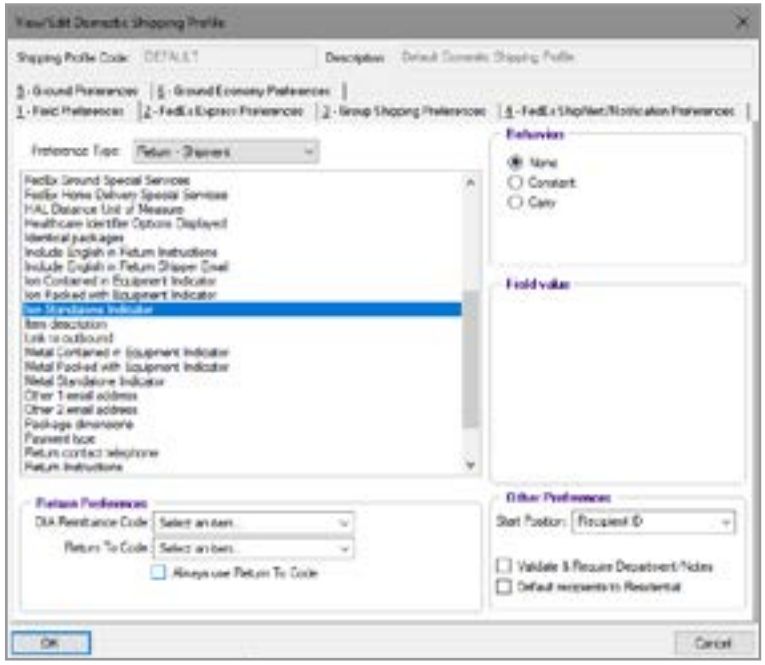
FedEx Ground® services has a package level special service option, Dangerous Goods (DG) by road to facilitate the shipment of dangerous goods via road.

The option to ship Dry Ice, Lithium Batteries, Limited Quantity Dangerous Goods, etc., for intra-country shipping through FedEx Regional Economy, FedEx Express Domestics, etc. will be available to the DG by road service for return shipments within European Union (EU), Switzerland, and Norway countries/territories.

Shipment preferences

International and Domestic shipping profiles includes two new options for 'Return-Shipment Preference' type to ship DG by road.

- Ion standalone Indicator
- Metal standalone Indicator



Service types

Following services are available to ship DG by road.

- FedEx Regional Economy
- FedEx Regional Economy Freight
- Express Domestics Services:
  - FedEx® First
  - FedEx® Priority Express
  - FedEx® Priority
  - FedEx® Economy
  - FedEx® Priority Freight
  - FedEx® Priority Express Freight
  - FedEx® Economy Freight

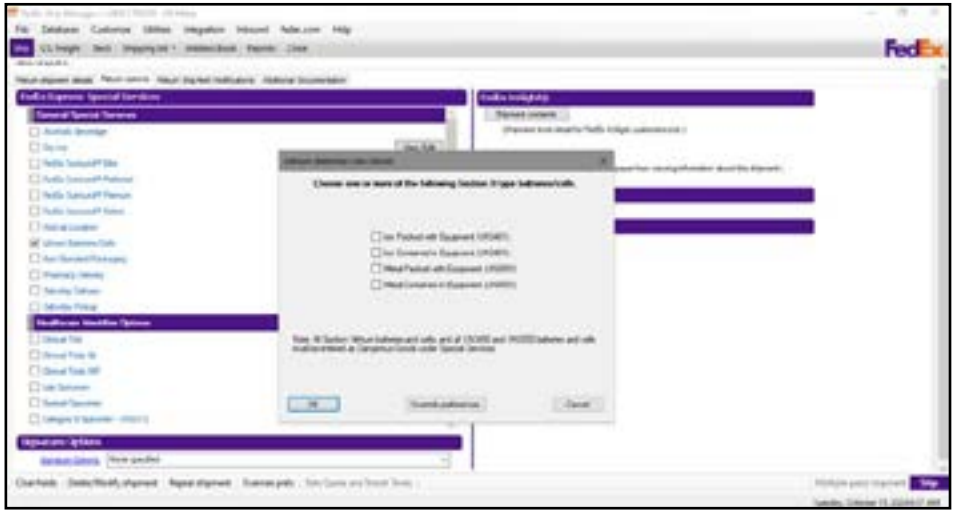


New special service options

- Biological Substances Category B
- Dangerous Goods in Excepted Quantities
- Genetically Modified Organisms and Microorganisms
- Limited Quantities Dangerous Goods
- Radioactive Material, Excepted Package
- Fully Regulated Dangerous Goods
- Standalone Lithium Batteries

  Below battery options are displayed in a new screen when standalone batteries is selected in special service section.
  - Ion Standalone (UN3480)
  - Metal Standalone (UN3090)
- Lithium Batteries/Cells

  Below battery options displays in a new screen when Lithium Batteries/Cells are selected in special service section.
  - Ion Packed with Equipment (UN3481)
  - Ion Contained in Equipment (UN3481)
  - Metal Packed with Equipment (UN3091)
  - Metal Contained in Equipment (UN3091)



International Traffic in Arms Regulations (ITAR) Enhancements

ITAR is a set of U.S. government regulations that control the export and import of defense related articles and services on the U.S. munitions list in FedEx International Priority® and FedEx International Priority® Freight shipments. Under ITAR, controlled commodities cannot transit China.

Current ITAR enhancements:

- Provide you with the ability to mark your shipments as ITAR by selecting the Controlled Shipment – ITAR (Exempt) check box in the Special Services section of the Options screen to help ensure proper processing and delivery.
- Allow you to access markets for your ITAR commodities that are not available with the competition due to carrier initiated embargoes.
- Offer a consistent, easy-to-use and fast international shipping experience for your ITAR shipments.
- Reduce customs issues, shipment delays and associated fines/penalties.

Pharmacy delivery special request (U.S. addresses only)

Designate the pharmacy as the requested delivery location for a shipment, bypassing loading docks and receiving areas. You may also make a request for a return shipment using the U.S. domestic email label.

To utilize this feature, follow these steps:

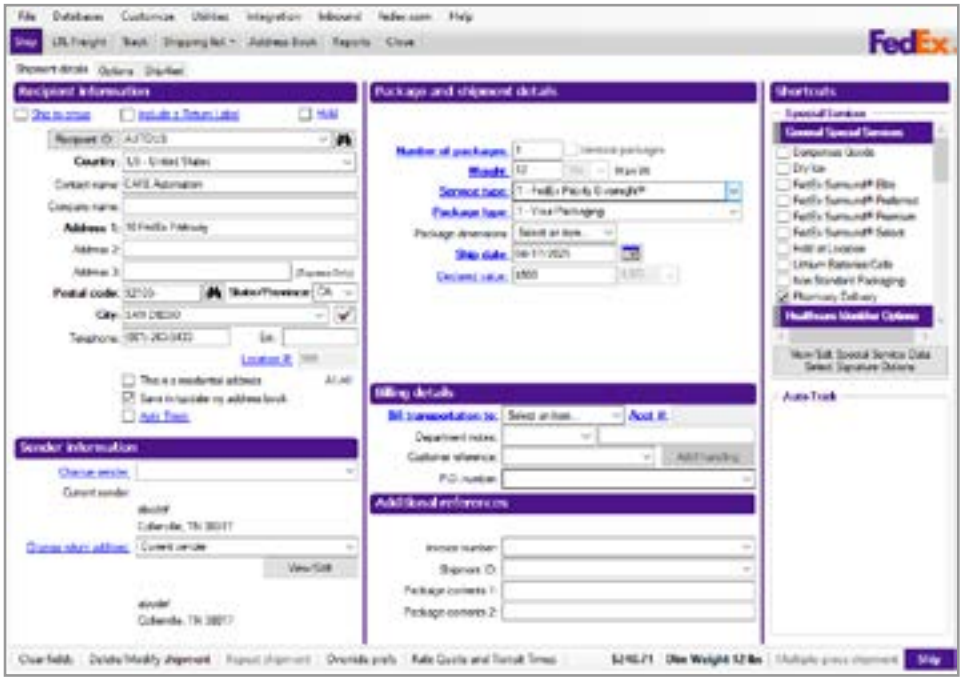
1. Select Ship tab.
2. Select a Recipient.
3. Enter Number of packages, Enter Weight, Select Service type, Select Package type.
4. Select Pharmacy Delivery from the Shortcuts window of special options.
5. Click Ship.

Note: Signature service fees may apply.

The pharmacy delivery option is not available to residential addresses.

This special request is only available for U.S. domestic FedEx Express® package (non-freight) shipments, including the delivery portion of a FedEx® International Direct Distribution shipment within the U.S.

The Pharmacy Delivery option will only be visible for eligible shipments.



Dangerous goods

You can ship domestic and international dangerous goods (DG) from Canada and the U.S. In the U.S., you can also ship domestic and U.S. Territories (e.g., Puerto Rico) ORM-D commodities.

Note: For detailed dangerous goods shipping information, go to fedex.com.

International Air Transport Association (IATA)

When you ship dangerous goods, FedEx Ship Manager® Software checks that the information complies with International Air Transport Association (IATA) Dangerous Goods regulations. With built-in IATA tables, the Dangerous Goods database saves you time, and provides accurate information.

Title 49 Code of Federal Regulations (CFR)

For ORM-D hazard class, FedEx Ship Manager® Software checks a built-in 49 CFR as prepared for air using the transport table.

Documents

When you ship dangerous goods, the system prints the Shipper's Declaration for Dangerous Goods (DG-1421C) (#146491). The Canadian 1421 Dangerous Goods Form now requires that Emergency telephone number provided is accessible 24 hours.

Dangerous goods checklist

FedEx Ship Manager® Software helps you provide the proper paperwork and information required for dangerous goods shipments. Requirements and other important steps for shipping dangerous goods are as follows:

1. Assign printers for forms.
2. Add and update dangerous goods in the Dangerous Goods database.
3. Import dangerous goods from another FedEx Shipping Solution.
4. Customize Dangerous Goods Shipment Report.
5. Load dangerous goods forms in the printer(s).
6. Process dangerous goods shipments.
7. Print Dangerous Goods Shipment Report from the Report screen.
8. Print Dangerous Goods database reports from the Dangerous Goods database screen.

New regulations for shipping dangerous goods

FedEx Ship Manager® Software now incorporates recent regulations governing dangerous goods shipping. These updates include the following regulatory changes:

A new regulation that requires users to enter a package type field entry for any FedEx Express dangerous goods shipment identified as Other Regulated Materials – Domestic (ORM-D) and to include a print of the package type on the Shipper's Declaration for Dangerous Goods (M-1421C). FedEx Ship Manager® Software now accommodates these requirements.

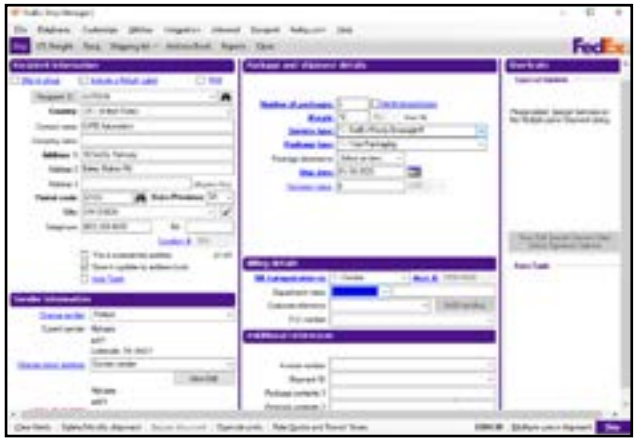
Shipping information

To ship dangerous goods using FedEx Express:

1. Complete Shipment details screen for a FedEx Express® shipment.
2. In the Package and shipment details section, select the appropriate FedEx Express® service (e.g., FedEx Priority Overnight®) from the Service type menu. Select Your Packaging from the Package type menu and then complete the Package dimensions field.
3. Click Options tab. The Options screen is displayed.
4. Click View/Edit next to the Dangerous Goods option. The View/Edit Dangerous Goods screen displays and defaults to the Other screen.

Multiple-piece shipment information

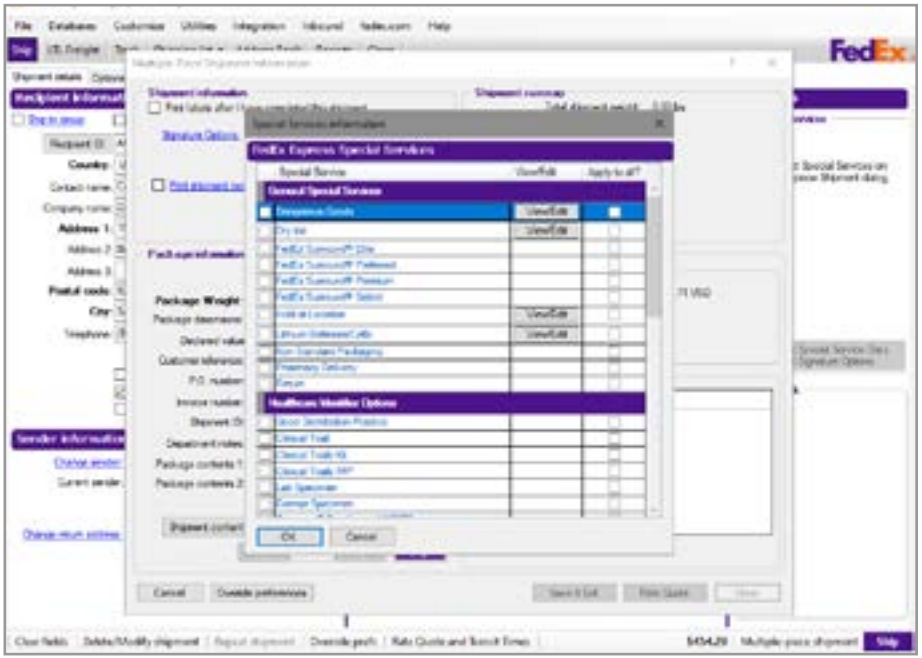
1. On Shipment details screen, enter the information and click on Multiple-piece shipment from the bottom.



2. In Multiple-Piece Shipment Information screen, specify the Package information details and click Special services button.



3. In Special services information screen, select Dangerous Goods checkbox, and click OK.



4. In Special services information screen, select Dangerous Goods checkbox, and Enter the DG details in View/Edit Dangerous Goods Screen.

Signatory information

Complete this section by entering all of the required information.

1. Regulations – Although the Regulations field defaults to IATA, you can select ORM-D from the menu based on your shipment. ORM-D commodities may be shipped from the U.S. to a recipient in the U.S. or a U.S. Territory (e.g., Puerto Rico) only.
2. Name of Signatory – Enter the name of the individual authorized to sign dangerous goods documents.
3. Emergency telephone – Enter the 24-hour emergency number required by U.S. and Canadian law. Refer to the Emergency Phone Number UN#/ID# Exceptions table for exceptions to this requirement.
4. Additional handling info – Enter any information relevant to handling and shipping the dangerous goods substance.

All packed in one

Select All Packed in One if you are shipping more than one dangerous goods commodity in the same combination package prepared as an All Packed in One under IATA.

1. Packing type of outer container – Enter packing type of outer container used.
2. Consignment of All Packed in One – Select this check box to activate the Number of completed All Packed in One field for packages in the consignment.
3. Number of completed All Packed in One – Enter the number of completed All Packed in One packages in the consignment. If you select Consignment of All Packed in One for international shipments, an entry in the Number of completed All Packed in One field is required. The Number of completed All Packed in One prints in the Quantity and Type of Packing section followed by the times sign (e.g., All Packed in One x 2).

Overpacks used

Select Overpacks Used when shipping one or more packages in the same enclosure, forming one handling unit when prepared as an Overpack in IATA. You must properly pack, mark, and label each package in the overpack.

1. Consignment of Overpacks – Select this check box to activate the Number of completed Overpacks (in the consignment) field.
2. Number of completed Overpacks – Enter the number of completed Overpacks in the consignment. If you select Consignment of Overpacks for international packages, the Number of completed Overpacks is required. The Number of completed Overpacks prints in the Quantity and Type of Packing section followed by the times sign (e.g., Overpack Used x 2).

Note: Click both All Packed in One and Overpacks used if the shipment meets both criteria.

FedEx Ship Manager® Software has implemented changes to accommodate the shipment of multiple radionuclides in both an All Packed In One or an Overpack. Both Transport Index (TI) and Criticality Safety Index (CSI) are package-level fields on Tab 1 for customers shipping these more complex Radioactive Material, Class 7 shipments.

Also, a typed signature prints for ORM-D (49CFR as prepared by Air) shipments. FedEx Express® does accept a typed, computer-generated signature for U.S. shipments.

Infectious substance shipment information

1. If the shipment contains an infectious substance, enter the name and phone number of the person responsible for the shipment.
2. Click OK. The message “There must be at least one dangerous good in the shipment” displays. Click OK. The Dangerous goods entry screen displays.

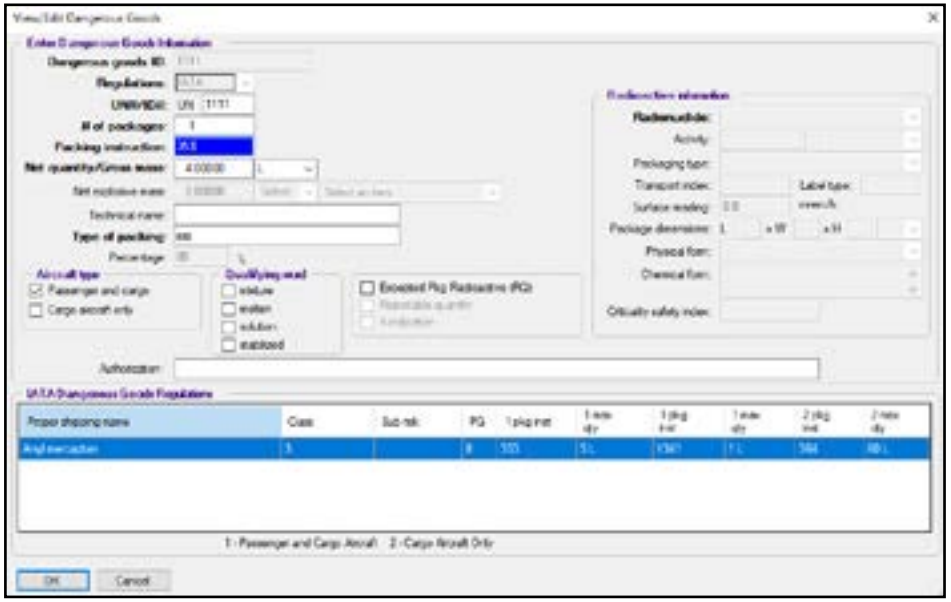
Dangerous goods details

Enter the required information in the Dangerous goods details section. Required fields are in bold on the screen.

1. Dangerous goods ID – Enter the dangerous goods code or select the code from the Dangerous Goods database that represents the substance you are shipping. If you enter a new code, the View/Edit Dangerous Goods screen displays for you to add the dangerous goods commodity to your database.

Note: If you have the dangerous goods ID stored in your Dangerous Goods database, select it from the Dangerous goods ID menu. The required information displays in the Dangerous goods details section and the Radioactive information section (if required).

2. UN#/ID# – Enter the appropriate UN# or ID# of the item that corresponds to the dangerous goods you are shipping (e.g., UN1090 for acetone). Based on Software displays the corresponding items listed in the IATA table. Packing instructions in maximum quantity appear in the same order as found in IATA 4.2 columns G through L.
3. # of packages, Net quantity/Gross mass and Type of packing – If they are not already populated, complete these required and optional fields as required.
4. Aircraft type – Select Passenger and cargo check box.



Note: If you entered multiple packages (e.g., 3) in the Number of packages field on the Shipment details screen and all of them contain the same dangerous goods item, the # of packages field on the Dangerous goods entry screen defaults to 1. Delete 1 and enter 3.

Radioactive information

Complete the Radioactive information section, if required. You can save this information to your Dangerous Goods database as needed.

Note: If you are shipping radioactive and nonradioactive articles in Canada, you must process the articles in separate shipments.

1. Click Add to shipment to add the dangerous goods information to the Dangerous goods in shipment section.
2. Verify the dangerous goods in the shipment. Make any necessary changes.
3. Click OK. The Options screen is displayed.

   Note: If you are shipping a multiple-piece shipment (MPS), click Multiple-piece shipment. When the Multiple-piece Shipment Information screen is displayed. You can specify the exact package that consists dangerous goods from the Select Dangerous Goods Packages screen. Complete the required sections in the Multiple-piece Shipment Information screen and click Ship. The Options screen displays again.
4. Click Ship to process the shipment and print the shipping label and Shipper's Declaration for Dangerous Goods (M-1421C) (#146491).
5. Verify the shipping label and Shipper's Declaration for Dangerous Goods for completeness and accuracy.
6. Sign the Signature section (if applicable).

Note: If you amend or alter the printed Shipper's Declaration for Dangerous Goods, you must sign each amendment or alteration, using your full signature, not initials. This must be the same individual's signature whose signature appears in the signature section.

Limitations

FedEx Ship Manager® Software cannot support the items described below at this time.

Multiple radio nuclides in a radioactive shipment including:

- Those in an All Packed in One.
- Those in an Overpack.
- Those in a combined All Packed in One Overpack.
- Those in solutions/mixtures.

For international multiple-piece shipments (MPS), the business rules are shipment level not package level. Therefore, the dangerous goods cannot vary in any detail in packages within the same MPS when processed on FedEx Ship Manager® Software. The dangerous goods in each package must be identical.

Discontinuing Acceptance of Specific Other Regulated Materials – Domestic (ORM-D) for FedEx Express® Shipments

In accordance with federal regulations, FedEx is no longer accepting certain Other Regulated Materials – Domestic (ORM-D) proper shipping names under Title 49 Code of Federal Regulations (49 CFR) for FedEx Express® shipments.

To accommodate this change, you must prepare these shipments in compliance with current International Air Transportation Association (IATA) regulations that do not allow for the ORM-D designation.

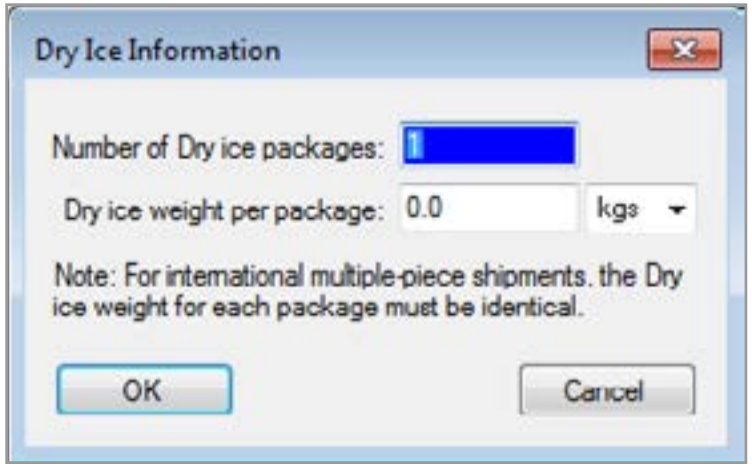
To ship a designated FedEx Express ORM-D shipment under IATA regulations, follow these steps:

1. Enter the required information for your FedEx Express ORM-D shipment on the Shipment details screen.
2. Click Options tab. The Options screen is displayed.

3. Select Dangerous Goods check box. The View/Edit Dangerous screen displays and defaults to the 1 – Other screen.
4. Select IATA from the Regulations drop-down menu.
5. Complete 1 – Other and 2 – Dangerous goods entry screens and complete your shipment.

Dry ice only

1. Select Dry Ice Only on the Options screen. The Dry Ice Information screen is displayed.
2. Enter the weight of the dry ice.
   - U.S. shippers enter the weight of the dry ice in pounds.
   - Canadian shippers may enter the weight of the dry ice in kilograms or pounds. Regardless, the total dry ice weight is automatically converted to kilograms and prints in kilograms on the label.



Dangerous goods and dry ice enhancements

To allow you to process dangerous goods and dry ice shipments more effectively, FedEx Ship Manager® Software is adding the following capabilities:

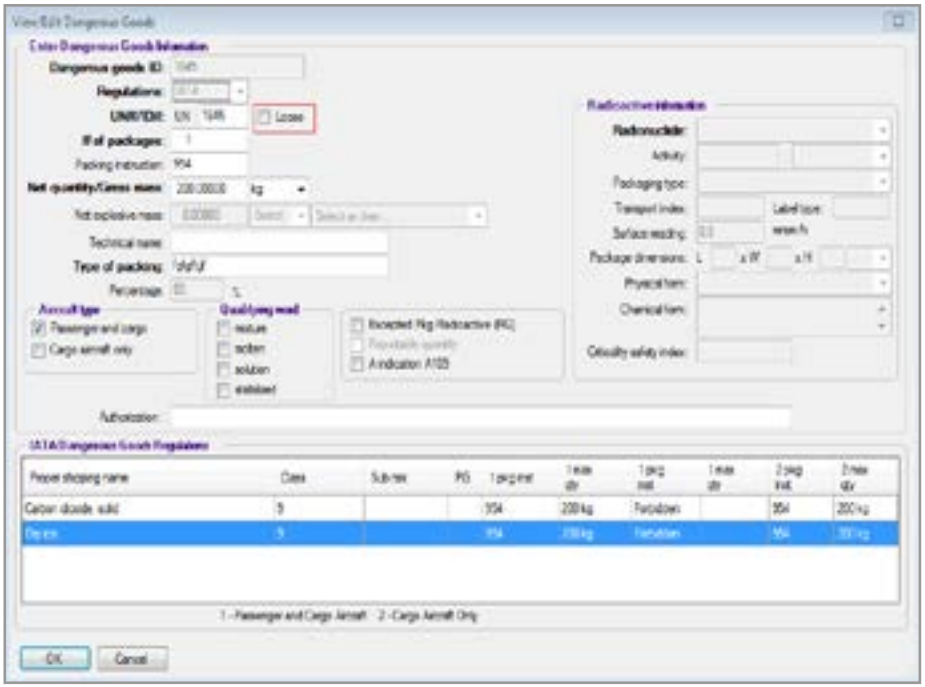
- Allow Canada-origin shippers to create a FedEx Express dangerous goods shipment containing up to 5 dangerous goods commodities and print those commodities on the Shipper's Declaration for Dangerous Goods (DG-1421C). U.S.-origin shippers already have these capabilities.
- Allow U.S.- and Canada-origin shippers to print the Shipper's Declaration for Dangerous Goods (M-1421C) using a laser or inkjet printer.
- Allow U.S.- and Canada-origin shippers to enter dry ice weights (lbs. or kg) to one decimal place and not the whole number (e.g., 5.5 lbs.).

Loose dry ice

You can use loose dry ice as a coolant in an overpack. When Dangerous Goods (DG) shipments with UN ID 1845 (Dry Ice) are surrounded with loose dry ice in an overpack or All Packed In One (APIO), it is accurately reflected in the DG Shipper's Declaration.

Perform the following steps to select Loose Dry Ice.

1. Click Databases | Dangerous Goods.
2. Click View/Edit Dangerous Goods dialog screen. Loose checkbox is displayed which is located directly to the right of the UN#/ID# UN text box.
3. Select Loose checkbox.
4. Click OK.



Hazardous materials available for FedEx Ground (U.S. only)

Note: For detailed hazardous materials shipping information, go to fedex.com.

Shipping enhancements for hazardous materials (U.S. only)

FedEx Ship Manager® Software provides FedEx Ground hazardous materials shipping enhancements to improve your shipping experience and help facilitate Department of Transportation (DOT) compliance. Shipping of dry ice, small-quantity exceptions, and nonhazardous lithium batteries is now available, so you have more ways to take advantage of legendary FedEx reliability.

These improved hazardous materials features are designed to:

- Enhance compliance with DOT rules and regulations. The DOT is requiring that all shippers include basic identifying information (offeror name) on hazardous materials shipping documentation effective Oct. 1, 2010.
- Increase your shipping capability for FedEx Ground hazardous materials and Other Regulated Materials — Domestic (ORM-D) shipping through electronic shipping solution support.
- Support hazardous materials laser forms OP-900LL and OP-950 on all FedEx® electronic shipping solutions.
- Enable the addition of UN or NA identification numbers (table) that only allow users to create shipping labels for valid FedEx hazardous materials commodities. Enable you to select up to three commodities per package from the hazardous materials table for printing on the OP-900LG, OP-900LL, and Hazardous Materials Certification Report (OP-950).
- Allow dry ice shipments to the contiguous 48 U.S. states but not to Alaska or Hawaii.
- Allow small-quantity hazardous materials shipments to the contiguous 48 U.S. states but not to Alaska or Hawaii.
- Allow shipments of lithium batteries to be processed as a nonhazardous material shipment to all 50 U.S. states.

Note: Dangerous Goods shipments will allow you to choose an appropriate classification type for your Lithium Battery commodity items, improving compliance with dangerous goods regulations. All Section I lithium batteries and cells and all UN3480 and UN3090 batteries and cells must be entered as Dangerous Goods under Special Services.

New Regulations for Shipping Hazardous Materials

FedEx Ship Manager® Software now incorporates recent regulations governing hazardous materials shipping. These updates include the following regulatory changes:

- All Other Regulated Materials – Domestic (ORM-D) shipments must be identified when processing any FedEx Ground hazardous materials shipment. To select this special service option, click the Options tab, and then select the Ground ORM-D check box in the Special Services section.
- A requirement to enter the number and type of a package before or after the basic shipment details for any FedEx Ground hazardous materials shipment (e.g., 1 fiberboard box, 1 cylinder). In this version of FedEx Ship Manager® Software, these fields print before the Proper Shipping Name on the OP-900 Hazardous Materials form but can be after the packaging group on the OP-900LL Hazardous Materials form.

Requirements to include the following information when you process a FedEx Ground hazardous materials shipment:

- Emergency contact number
- DOT shipping name of material
- Hazard class or division number
- Identification number
- Packing group
- Weight
- HazMat Package Qty and Type

Shipping information

If you are shipping a multiple-piece shipment (MPS), complete the Shipment details screen and click Multiple-piece shipment. When the Multiple-Piece Shipment Information screen displays, complete the required sections and click Ship.

For detailed FedEx Ground hazardous materials shipping information, please refer to the FedEx Ground Hazardous Materials Guide. To download a PDF copy, go to fedex.com/us/ship-manager/software/resources/support/user-guide.html

Hold at location for FedEx options (U.S. only)

Whether you're shipping or waiting for a FedEx® package, you can quickly and easily request to have it delivered to one of up to 2,400 FedEx locations for pickup. This option is available with FedEx Express®, FedEx Ground®, and FedEx Home Delivery® services — and it's free.

You may request Hold at Location when initiating a shipment — or even after the shipment is on its way.

Signature required at time of delivery?

We also accept and hold signature-required shipments. For security, the recipient must show a government issued photo ID at the time of pickup.

We offer these value-added options free of charge at retail locations nationwide — many open extended hours.

For more detailed information, go to fedex.com/us/services/hold_at_location_overview.html

FedEx Ground®

Our Hold at Location options for FedEx Ground® shipping allow you to designate delivery to any of more than 1,700 FedEx Office locations nationwide for convenient pickup. FedEx Ground® packages will be available within the scheduled delivery time of 1 to 5 business days (Monday–Friday) at most FedEx Office locations.

International shipments

Hold at Location options are also available for certain international shipments. Services include FedEx International Priority®, FedEx International Economy®, FedEx International Priority® Freight and FedEx International Economy® Freight.

You can call 1.800.GoFedEx 1.800.463.3339 and say "international services" to confirm pickup date and time.

Notes:

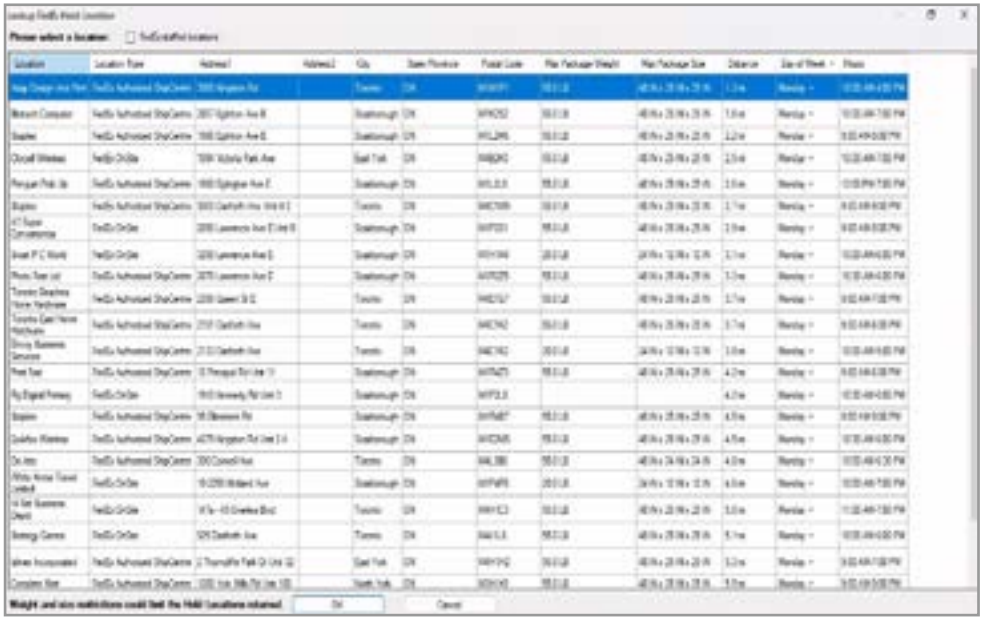
- FedEx World Service Center® locations accept only FedEx Express® shipments for Hold at Location.
- Shipments containing hazardous materials are not eligible for Hold at Location options.

FedEx OnSite

FedEx OnSite is the collaboration of FedEx with other retailers to have locations that are not owned by FedEx, act as access points for Hold at Location (HAL) and Redirect to Hold (RTH) shipments, as well as drop-off locations for pre-labeled packages. This provides you more options to either drop-off a pre-labeled package or pick-up a HAL/RTH shipment beyond just the FedEx Office location.

To enable and view different Hold at Locations, perform the following steps.

1. Select Hold at Location Special Service to view Select FedEx Hold Location screen.
2. Select Go Online to Find Locations.
3. Click OK.



Note: The Lookup FedEx Hold Location screen displays the Maximum Package Weight and Maximum Package Size details.

Updating Hold at location table

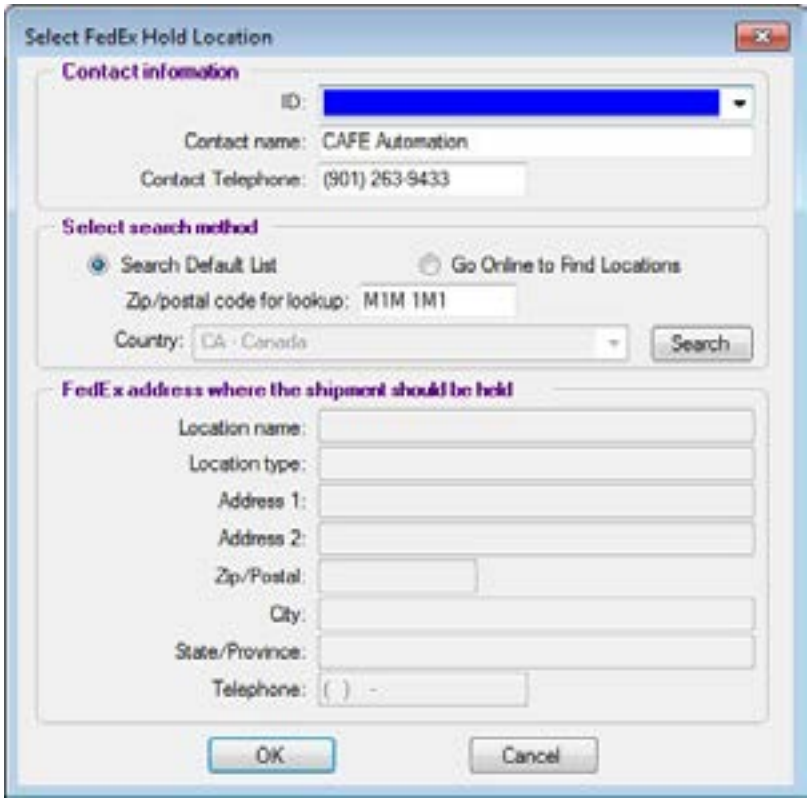
To update your Hold at Location table, follow these steps:

1. Select Download from the Utilities menu. The Demand Download screen is displayed.
2. Select Hold at Location Table check box.
3. Click OK to download your Hold at Location table.

To create a shipping label for a FedEx Ground Hold at FedEx Location package, follow these steps:

1. Complete the Shipment details screen for a FedEx Ground® shipment.
2. In the Package and shipment details section, select FedEx Ground Service from the Service type drop-down menu. The Package type field defaults to Your Packaging. Complete the Package dimensions field.
3. Click Options tab. The Options screen is displayed.
4. Select Hold at Location check box or View/Edit associated with the check box. The Select FedEx Hold Location screen is displayed.
5. Confirm the contact name and contact telephone number associated with the selected recipient in the Contact information section.
6. To change the current contact name or contact telephone number, enter the new contact name in the Contact name field or the new telephone number in the Contact Telephone field.

   Note: When you enter a new contact name or contact telephone number in these fields, the information is not automatically saved in the Recipient database (Address Book). After you click Ship to create a shipping label, select Yes in the resulting popup screen to save these new entries in the Recipient database.



7. In the Select search method section, click Search Default. List radio button (default option) to search for a default FedEx Office location associated with the listed ZIP code. The ZIP code in the ZIP/postal code for lookup field defaults to the selected recipient's ZIP code.
8. Click Search to locate the designated FedEx Office location for the current ZIP code.
9. To locate another FedEx Office location, click Go Online to Find Locations radio button, and click Search. The Lookup FedEx Hold Location screen is displayed with several alternate FedEx Office locations.
10. Select the appropriate location and click OK. The Select FedEx Hold Location screen is displayed.
11. Confirm your FedEx Office location and click OK. The Options screen is displayed.
12. If you need to make any changes, click View/Edit next to the Hold at Location option. The Select FedEx Hold Location screen is displayed.
13. Enter your changes and click OK. The Options screen is displayed.
14. Click Ship to create a shipping label.

Note: You can now select a specific HAL location ID instead of accepting the default Location ID associated with the HAL ZIP code.



Inside pickup

Available for FedEx Express Freight (U.S. only)

Select Inside Pickup to pick up freight shipments inside the sender's building.

Inside delivery

Available for FedEx Express Freight (U.S. only)

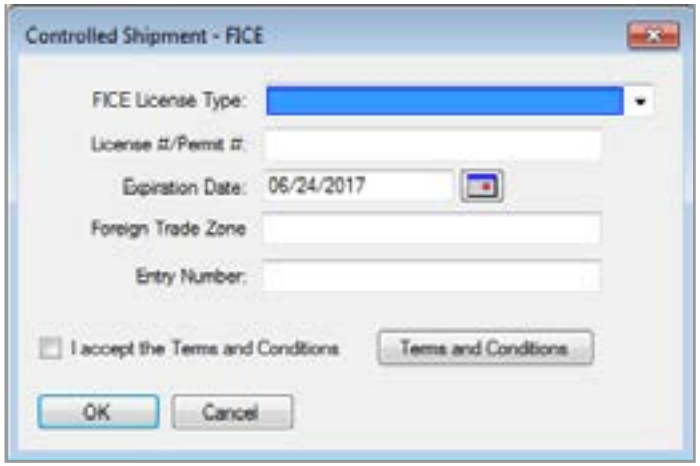
Select Inside Delivery to deliver freight shipments inside the recipient's building.

International controlled export

FedEx provides pre customs clearance and door-to-door delivery of international controlled exports from the U.S., including:

- Items moving under a U.S. State Department License
- Items moving under DEA export permits 36, 236 and 486
- In-bond shipments moving under a transportation and exportation customs form (CF7512) from a foreign trade zone or a bonded warehouse

1. Select International Controlled Export on the Options screen. The FedEx International Controlled Export (FICE) screen is displayed.
2. Select a FICE License Type.
3. If the license type is DEA 236, DEA 36 or DEA 486, enter License Number/Permit Number for the item. Then enter the expiration date in MMDDYYYY format, or click the calendar icon and select the date. If you omit this field, tomorrow's date fills in automatically.
4. If the license type is T&E or Warehouse Withdrawal for T&E, enter Foreign Trade Zone (FTZ) code, up to 5 characters.
5. To view the Terms and Conditions, click Terms and Conditions.
6. To accept the Terms and Conditions, select I accept the Terms and Conditions check box.
7. Click OK to save the FICE information and return to the Options screen.
8. view or edit your information, click View/Edit next to International Controlled Export. Make any changes and click OK.



Non-standard packaging

Select this option if your package:

- Measures greater than 60 inches in length but equal to or less than 108 inches in length
- Is not fully encased in an outer shipping container
- Is encased in an outer shipping container made of metal or wood

For multiple-piece shipments, you can select Non-Standard Packaging for all packages or for individual packages within the shipment.

FedEx Priority Alert®

FedEx Priority Alert® is a specialized contract-only fee based service that combines 24x7 support, advanced shipment monitoring, proactive notification and customized package recovery for critical and time-sensitive shipments. In addition, FedEx Priority Alert® shipments receive boarding priority and clearance priority over like services.

FedEx Priority Alert Plus™ includes all of the features of FedEx Priority Alert listed above, plus additional options such as dry-ice replenishment, gel-packs exchange and cold storage.

FedEx Priority Alert Expansion

FedEx Priority Alert is undergoing global expansion (73+ countries) and will be available in the following two tiers, with rollout currently planned for October 2012:

Service availability includes FedEx First Overnight®; FedEx Priority Overnight®; FedEx 1Day® Freight; FedEx First Overnight® Freight; FedEx International First®; FedEx International Priority®; FedEx International Priority® Freight; FedEx International Priority DirectDistribution®.

FedEx Priority Alert® provides proactive management of shipments with priority boarding and clearance – a real benefit for customers whose shipments are time-critical, environmentally sensitive or high value.

Peace of Mind. You can ship your packages with added confidence because FedEx Priority Alert® proactively monitors and can intervene to resolve problems that may increase your shipment's risk of delay.

Dedicated Support. Each FedEx Priority Alert® account is assigned a dedicated analyst who monitors the account's FedEx Priority Alert® shipment activities.

Global Reach. FedEx Priority Alert® and FedEx Priority Alert Plus™ will be available internationally in 73+ countries and will be available domestically in 6 countries (U.S., Mexico, United Arab Emirates, Switzerland, India and Canada).

Return labels

Available for U.S. only

1. Select Return Labels check box to print a return label. The Return shipment tab becomes active.
2. Click Return shipment tab and complete the Return shipment details screen.

Saturday delivery

Available for FedEx Express®

Select the Saturday Delivery check box to deliver your shipment on Saturday. This option displays when available for the ship date, service type and destination.

Saturday pickup

Available for FedEx Express®

Select Saturday Pickup to pick up your shipment on Saturday. This option displays if it is available for the ship date, service type and pickup location.

Signature options

Available for U.S. destinations and select international locations as well as from a Canadian origin.

Select the appropriate FedEx Delivery Signature Option from the Signature Options menu.

No Signature Required (NSR):

FedEx may release the package without anyone present

Indirect Signature Required (ISR):

FedEx will obtain a signature in one of three ways:

1. From someone at the delivery address.
2. From a neighbor, building manager or other person at a neighboring address.
3. The recipient can authorize release of the package without anyone present.

Direct Signature Required (DSR):

FedEx will obtain a signature from someone at the delivery address before releasing the shipment.

Adult Signature Required (ASR):

FedEx will obtain a signature from someone at the delivery address who is at least the age of majority in the destination country.

Note: The signature options can be found in the bottom left section of the Options tab.

For detailed information about signature options, refer to the FedEx Service Guide at fedex.com.

Optional information

You can enter additional references in the Optional information section on the Options screen. This information prints on shipping label doc-tabs and shipping reports.

Note: To customize the reference field names, refer to Customize Fields.

Shipment receipt

Select Print shipment receipt check box in the Shipment receipt section on the Options screen to print the one-page summary which includes detailed information about the shipment, such as sender and recipient information, package details and billing information.

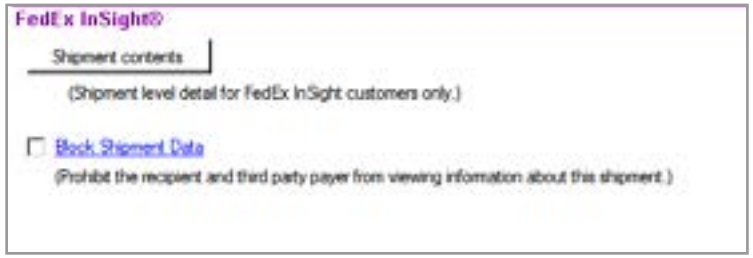
The Shipment receipt prints on your report printer or laser printer.

FedEx InSight®

If you are enrolled in the FedEx InSight® program, you can enter specific contents for your shipment.

1. Click Shipment contents in the FedEx InSight section on the Options screen to enter the following shipment information:
   - Code
   - Part number
   - SKU/Item/UPC
   - Quantity
   - Description
2. If you do not want the recipient or a third party to view the shipment information, select Block Shipment Data check box.

Note: For more information about FedEx InSight®, go to fedex.com/us/pckgenvlp/fcl/track/insight/.



FedEx ShipAlert®

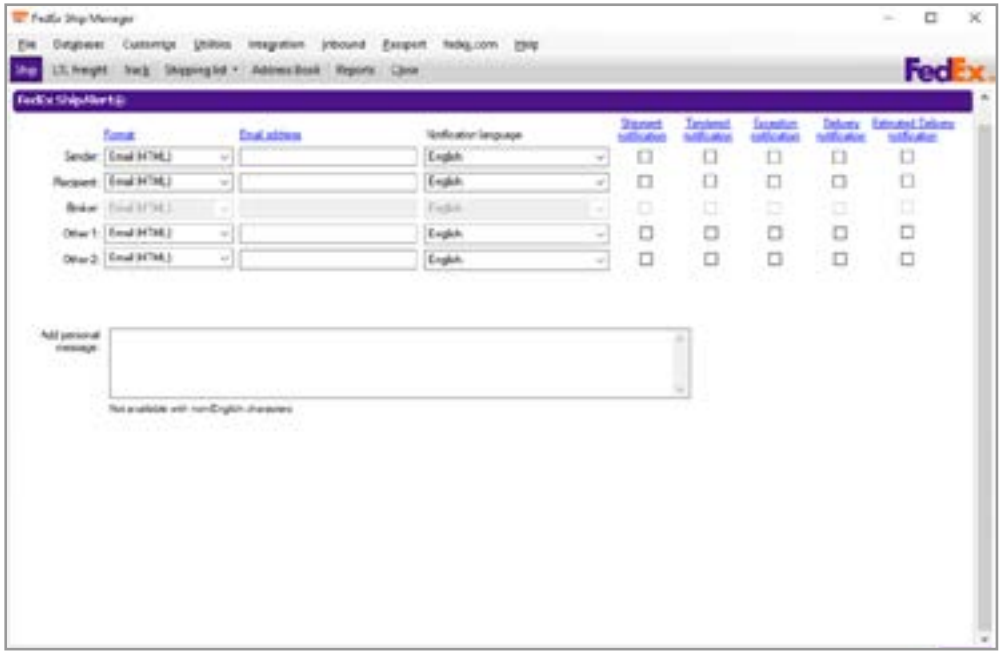
With FedEx ShipAlert®, you can send shipping notifications for all shipments to yourself and others.

All notifications include shipper information provided during the shipping process (name and email address). This information indicates who requested the notification(s) to be sent.

To set up shipping notifications:

1. Click ShipAlert tab.
2. Enter up to four email addresses for notifications.
3. Select a Notification language.
4. Choose one or more Notification types, by selecting the appropriate check box, for each email recipient.
    - Shipment notification indicates when a package has been shipped.
    - Exception notification identifies any exception scans that may cause a delivery delay, such as customer not available. For multiple-piece shipments (MPS), this feature allows you to see if a customer received partial delivery or full delivery.
    - Delivery notification indicates when a package has been delivered.
    - Estimated Delivery Notification allows you to receive estimated delivery details (date and time) for all shipments.
5. Click HTML or Plain Text format for your email notifications.
6. Add a personal message to your notification(s). This option is not available for non-English characters.

Note: Save time and keystrokes when preparing your shipments by setting FedEx ShipAlert preferences. Refer to the Preferences instructions on the next page.
The Sender and Recipient email address field is expanded up to 250 characters.

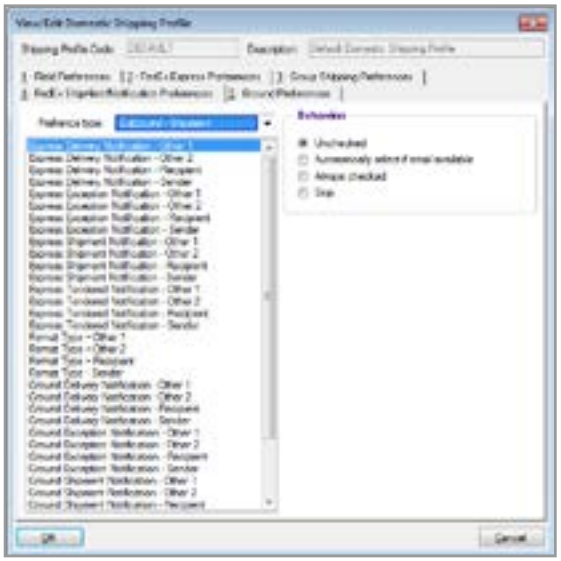


Preferences

Save time and keystrokes by setting FedEx ShipAlert preferences that fill in automatically when you prepare your shipment.

1. Select Shipping Profiles from the Customize menu. The Shipping Profiles screen is displayed.
2. Select an existing profile and click View/Edit, or add a new profile.
3. Click 4-FedEx ShipAlert Preferences tab.
4. Select Outbound - Shipment as the Preference type.

   Note: To set FedEx ShipAlert preferences for return shipments, select Return as the Preference Type.
5. Select field and a Behavior option from the list and click one of the following Behavior options (for all fields except Format Type and Personal Message):
   - Unchecked – Leave this field unchecked.
   - Automatically select if email available – Automatically check this field if an email ID is shown on the FedEx ShipAlert screen.
   - Always checked – Always check this field.
   - Skip – Skip this field.
6. If you select the Format Type or Personal Message field, select one of the following Behavior options:
   - None – Do not assign a default for the field.
   - Constant – Click Constant then select or enter a value in the Field Values field to automatically populate this field with the same information for all shipments.
   - To override field preferences for an individual shipment, press F11 on the associated shipping screens.
   - Carry – Carry over or repeat information from the previous shipment.
   - Skip – Skip this field.
7. Click OK on this screen and subsequent Shipping Profile screens to save your preferences.



Access your shipping databases

FedEx Ship Manager® Software makes it easy to access its extensive databases. To start, click the Databases tab at the top of the screen, and select one of the following:

- Sender
- Recipient
- Department/Notes
- Dimensions
- Reference
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials (optional)
- Brokers
- IPD/IDF/IED Importer of Record (optional)
- Templates
- Customized Database Reports
- User Setup

Refer to the following information for detailed instructions on using and maintaining your databases.

- Database Functions
- Enterprise Access Controls & Integration — Account Masking
- Templates
- Backup
- Restore
- Import
- Export

Note: To customize database reports, select Customize Database Reports from the Databases menu or from the Reports screen.

Filter for sender database

FedEx Ship Manager® Software added a filter for the Sender database to provide enhanced search functionality for locating key sender information, including a sender ID, contact name and company name and address.

Key enhancements include:

- Search functionality added to the View Sender dialog.
- Ability to search for sender ID, contact name, company name, address, city, and state/province.
- Addition of search entry box.
- Wildcards are supported in the search functionality.
- Addition of toggle button (More/Less) to view search results.

3rd party account database

FedEx Ship Manager® gives you the ability to add a 3rd party account number in the database that stores 9-digit account numbers and descriptions. The 9-digit accounts will display in both the parcel and freight Account # dropdown in the Billing Details section for a parcel shipment and in the Bill LTL Freight Charges to screen for a LTL shipment when billing a Third Party.

Note: To help distinguish between a LTL freight and parcel account number, when nicknaming the account, prefix the nickname with FXE for parcel and FXF for LTL Freight i.e. FXE-ABC Inc or FXF-XYZ Inc. Freight LTL 8-digit accounts are not supported in this database.

To use this feature:

1. Click Databases at the top of the tool bar.
2. Scroll down and select Third Party Accounts.
3. Click Add button.
4. Enter the 9-digit Account and the nickname in the Description field, click OK.
5. Lists Third Party Accounts with option to search when list gets too long to display on screen.
6. Accounts will appear in the dropdown when Third Party is selected for Bill Transportation charges.

Enterprise access controls & integration — account masking

Account numbers will no longer print on international and non-U.S. domestic express plain paper shipping labels, but will continue to print on the FedEx label copy.

Two options will print

- Consignee Shipping Label – without account number.
- FedEx Copy Only label (AWB) – with the account number.

Database functions

Every FedEx Ship Manager® Software database offers the following functions on the View screen:

- Add
- Add by duplication
- View/Edit
- Delete
- Print

The Recipient database (Address Book) is used as an example for the following instructions. However, the fields and options that appear on the database screens vary depending on the database selected.

You can also begin shipping to a recipient from the Recipient database. Select the recipient and click Ship to. The recipient information automatically populates the associated fields on the Shipment details screen.

Note: When using the Recipient database, you can sort the Recipient list by column heading on the View Address Book screen. Click the column heading once for ascending order, then click again for descending order.

Add

To add a new record to a database:

1. Select database from the Databases menu. The View screen is displayed.
2. Click Add. The Add screen is displayed.
3. Enter a new ID and the remaining information you want to save. Required fields appear in bold on the screen.
4. Click OK to save the record and return to the View screen.
5. Click Add another to save the record and continue adding other records.
6. Click Cancel to cancel your entries and return to the View screen.

Add by duplication

To add a new record to a database by using information from an existing record:

1. Select database from the Databases menu. The View screen is displayed.
2. Select the record and click Add by duplication. The Add screen is displayed.
3. Enter a new ID and the make any changes to the existing information. Required fields appear in bold on the screen.
4. Click OK to save the record and return to the View screen or click Add another by duplication to save the record and add another record.

View/Edit

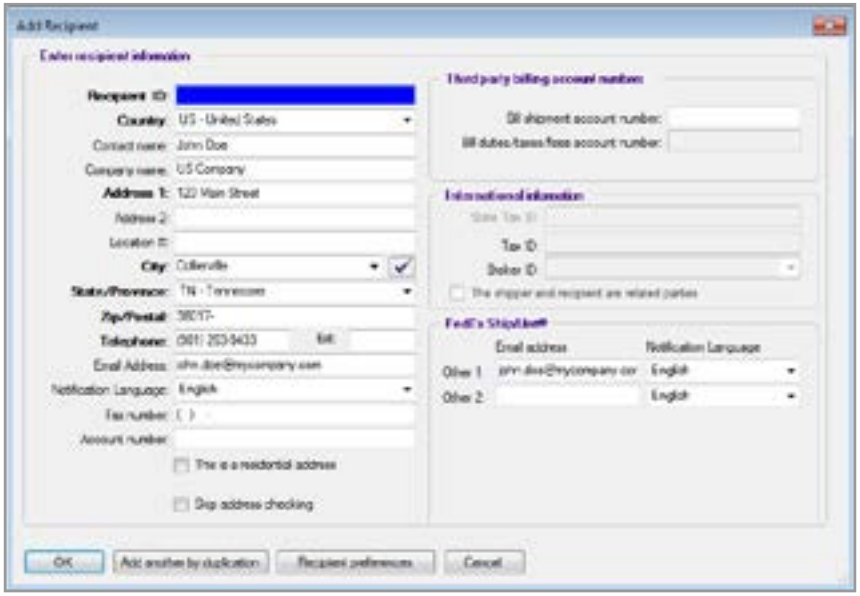
To view or edit a database record:

1. Select database from the Databases menu. The View screen is displayed.
2. Select the record and click View/Edit. The View/Edit screen is displayed.
3. Make the desired changes to the information.
4. Click OK to save the changes and return to the View screen.

Delete

To delete a record from a database:

1. Select database from the Databases menu. The View screen is displayed.
2. Select the record and click Delete.
3. Click Yes when prompted to delete the record.
4. Click No to retain the record and return to the View screen.



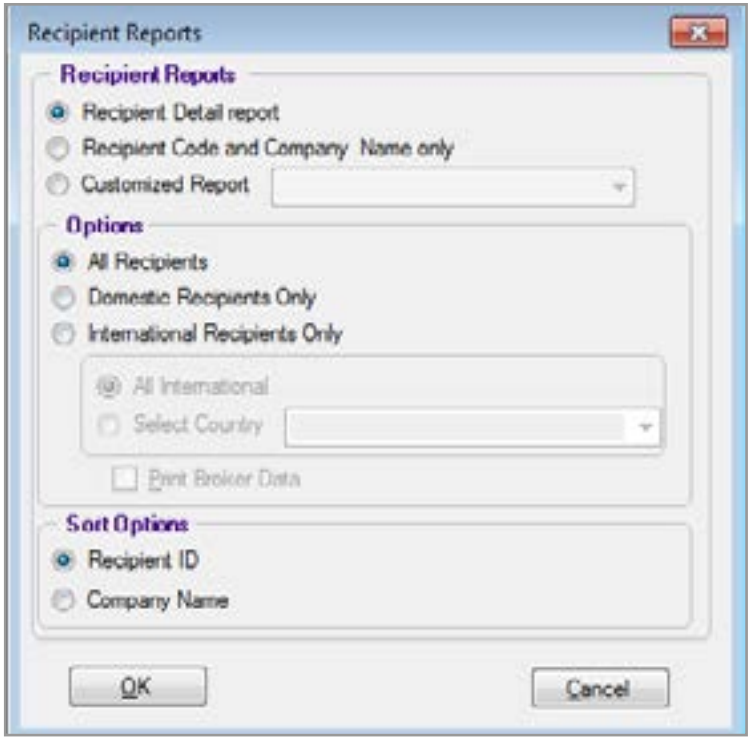
Print

FedEx Ship Manager® Software includes detailed reports for each database.

To print database reports:

1. Select Recipient from the Databases menu. The View Address Book screen is displayed.
2. Click Print. The Recipient Reports screen is displayed.
3. Choose default or Customized Report.

   Note: To customize database reports and create new reports, refer to the Customize Reports section.
4. You may select other options for your report, if available.
5. Click OK to print the report.
6. Click Cancel to cancel your selections and return to the View Address Book screen.



Templates

When importing and exporting databases and shipment information, you must use a template to define the file layout of the source file. You can use and modify FedEx Ship Manager® Software templates and create your own templates.

Before you import or export a database, select a template and carefully view the contents.

Types of templates

1. When you import a database to FedEx Ship Manager® Software, use an Import template. The file extension is .imp.
2. When you export a database from FedEx Ship Manager® Software, use an Export template. The file extension is .exp.

Types of databases

You can create templates to import and export these databases:

- Sender
- Recipient
- Department
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials (U.S. only)
- Hold File
- IPD/IDF Importer of Record
- Shipment (Export only)

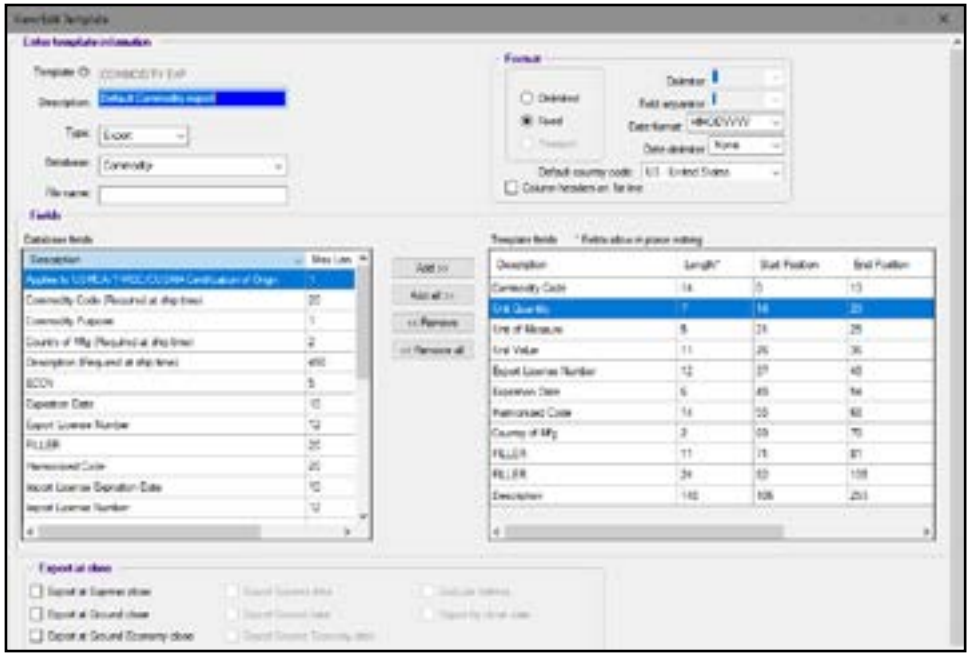
Note: You can export shipment information from FedEx Ship Manager® Software, but you cannot import shipment information to FedEx Ship Manager® Software.

You can now back up and restore as well as import/export the additional reference section of the Address Book.

Select a template

1. Select Import/Export Database Templates from the Databases menu. The View Templates screen is displayed.
2. To use or modify an existing template, select the template and click View/Edit. The View/Edit Template screen is displayed.

   To add a new template, click Add. The Add Template screen displays. Enter a new Template ID.
3. Enter template information.
   - Modify or enter a Description for the template.
   - Select the template Type.
   - Select the Database you are importing or exporting.
   - Enter a File name, such as sender.csv.



Select a format

The file format determines how fields are identified and separated in the source file.



1. Click Delimited *or* Fixed as the file format.
   - Delimited – Fields are usually surrounded by single or double quotation marks and separated by commas or spaces, as in the following example:

     “SENDER1”, ”Jane Doe”, ”PetsRus”, ”1 Front Street”, ”Fairfield”, ”Ohio”
   - Fixed – Each field has a fixed number of characters. Delimiters and field separators are not used, as in the following example:

     SENDER1 Jane Doe PetsRus 1 Front Street Fairfield Ohio
2. If the file format is delimited, select Delimiter. The delimiter surrounds the data and is usually single quotes or double quotes.
3. If the file format is delimited, select Field separator. The field separator separates fields within the file.
4. Select Date format and Date delimiter used in the source file.
5. Select your Default country code. The country code is used primarily for importing senders and recipients.
6. If you want the field names to appear as column headers, select Column headers on 1st line check box.

Add or remove database fields

When you add fields to a template from the source file, add them in the same order that they appear in the source file. Also enter the maximum number of characters allowed for the field length.

Start and end positions

When using fixed file formats, the Start and End numbers indicate where each field is located in the file. These numbers must be correct to import or export the correct data.

Start and End numbers are not used in delimited file formats. You do not see these columns in delimited format templates.

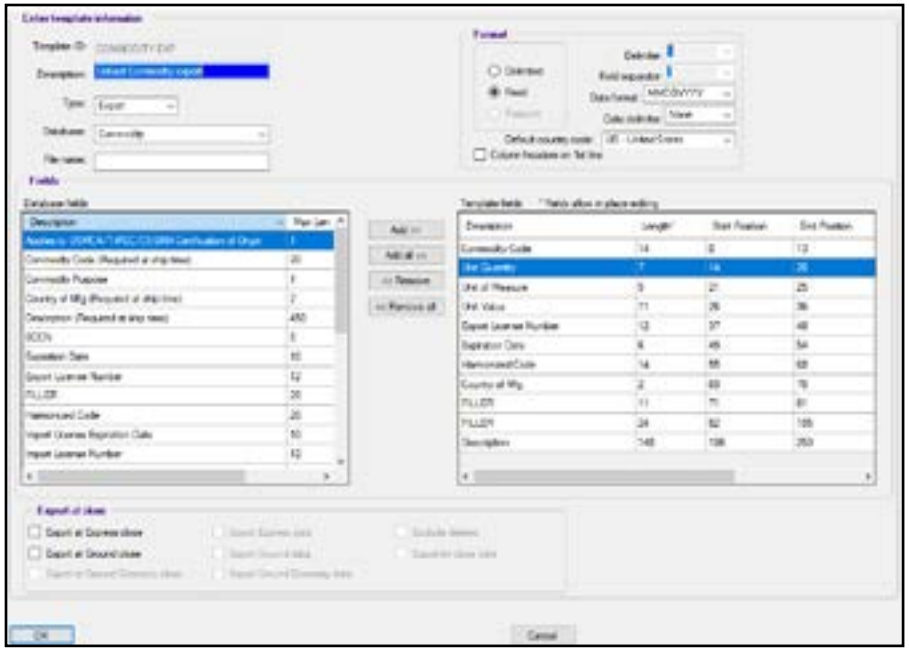
To identify the correct location of fields:

- The fields in the Template fields section must be in the same order as the source file.
- The Length of each field must equal the maximum number of characters allowed for each field or the maximum number of characters to import or export from a field.
- When using fixed file formats, the order and the length of the fields determine the Start and End positions.

Add database fields

1. If this is a new template, select the first field in the source file from the Database fields section. Click Add. The field is added to the Template fields section. Repeat this procedure for each field you want to add to the template.
2. To add all fields to the template, click Add all.

Note: If there are spaces between two fields where you do not want to collect data, select Filler to insert a filler between the fields. Enter the length needed to adjust the Start position of the next field.



Remove database fields

1. To remove a field from the template, select the field in the Template fields section, and click Remove.
2. To remove all fields from the template, click Remove all.

Modify template fields

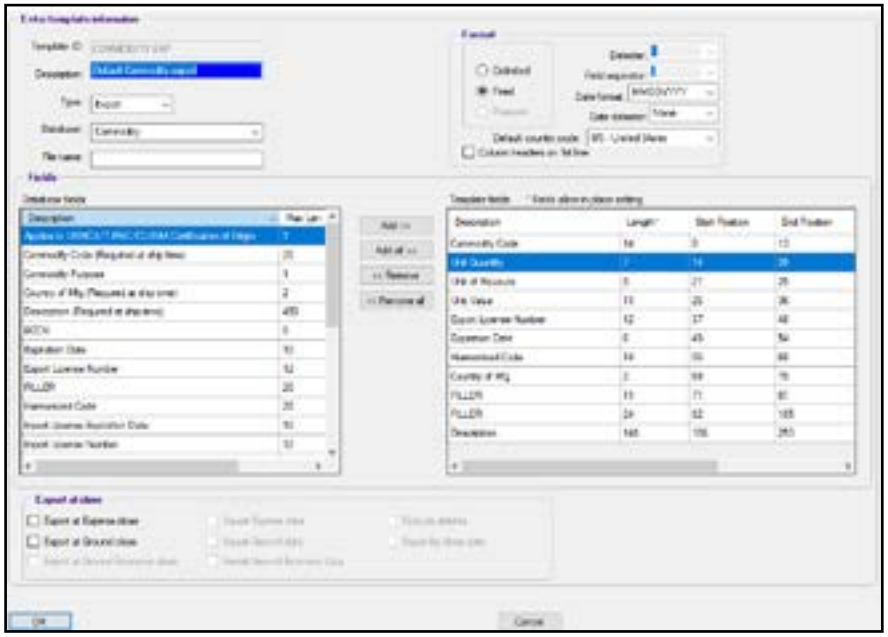
1. Select the field in the Template fields section.
2. In the Length box, enter maximum number of characters the field allows.

   The length and the order of the fields in the Template fields section determine where the field is located in the source file.
3. In the Spec. Fmt. box, select a special format for the field to identify special characters or formatting allowed for the field.
4. In the Deflt. Value box, enter default value information you want to import (e.g., a Customs ID/ EIN for each sender in the Sender database).

Export at close

You can automatically export a database when you close shipments for the day.

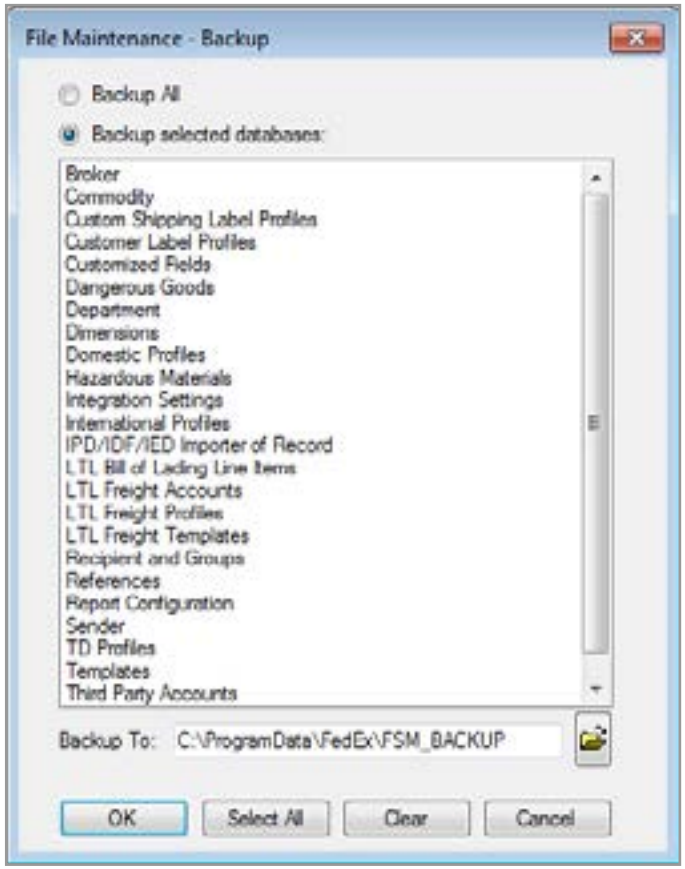
1. To export, select the check box for one or both options:
   - Export at Express close
   - Export at Ground close
2. Select data to export.
3. Click OK to complete the template.



Backup

Maintain current backup files of your databases.

- Schedule weekly or monthly backups.
- Always back up an existing FedEx Ship Manager® Software database before and after you import information into the database.
- Back up databases after you enter several changes.



Follow these steps to back up databases:

1. Select File Maintenance from the Databases menu.
2. Select Backup from the secondary menu.
3. To back up one or more databases, click Backup selected databases, and select each database to back up.

   To back up all of your databases, click Backup All or Select All.
4. Click  to select the location where you want to back up the database(s). You can save to your hard drive or external memory, such as a CD or a USB drive.
5. If using disks, FedEx Ship Manager® Software tells you how many disks you need and prompts you when to insert each one.
6. Click OK, to proceed with the backup procedure.

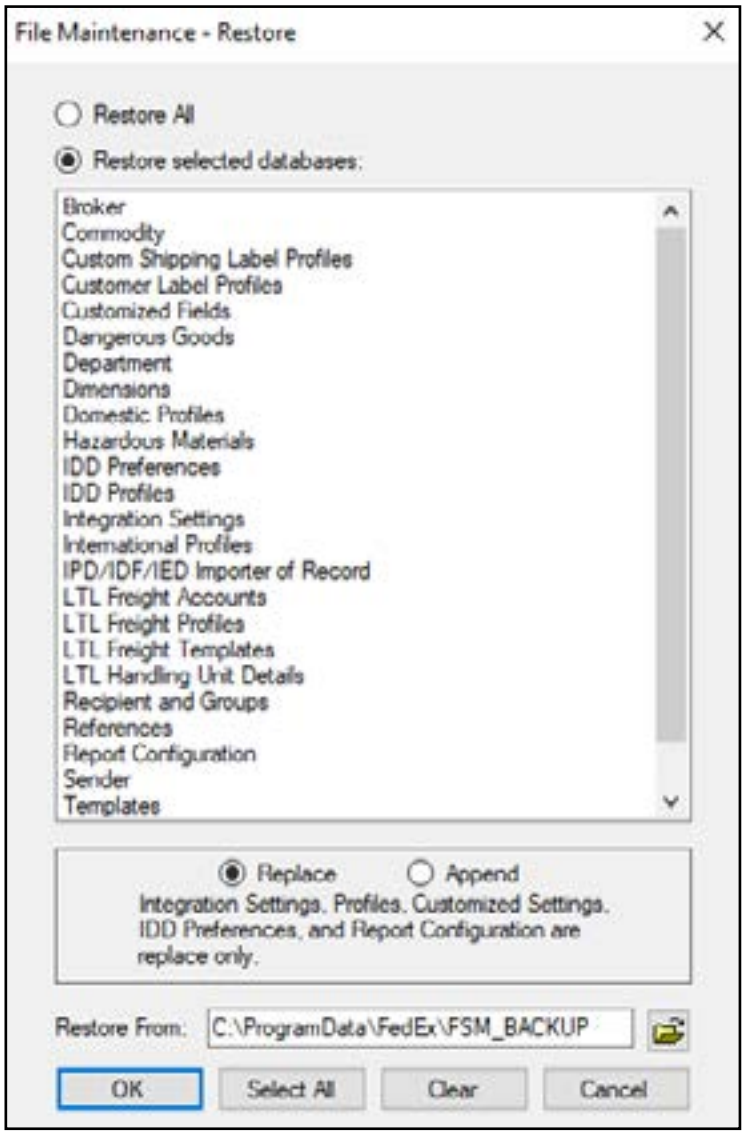
Restore

By keeping backups of your databases, you can restore damaged or lost data on your FedEx Ship Manager® Software system.

Follow these steps to restore databases:

1. Select File Maintenance from the Databases menu.
2. Select Restore from the secondary menu.
3. To restore one or more databases, click Restore selected databases, and select each database to restore.

   To restore all of your databases, click Restore All or Select All.
4. Click Replace or Append.
   - Replace – Data on the drive replaces all of the data in your current FedEx Ship Manager® Software database. All data in your current database is removed.
   - Append – Data on the drive is added to your current FedEx Ship Manager® Software database. None of the data in your current database is removed.
5. Click  to select Restore From location.
6. Click OK and follow the restore instructions on your screen.



Import

You can append, replace or merge data into the following databases:

- Sender
- Recipient
- Department
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials
- Brokers

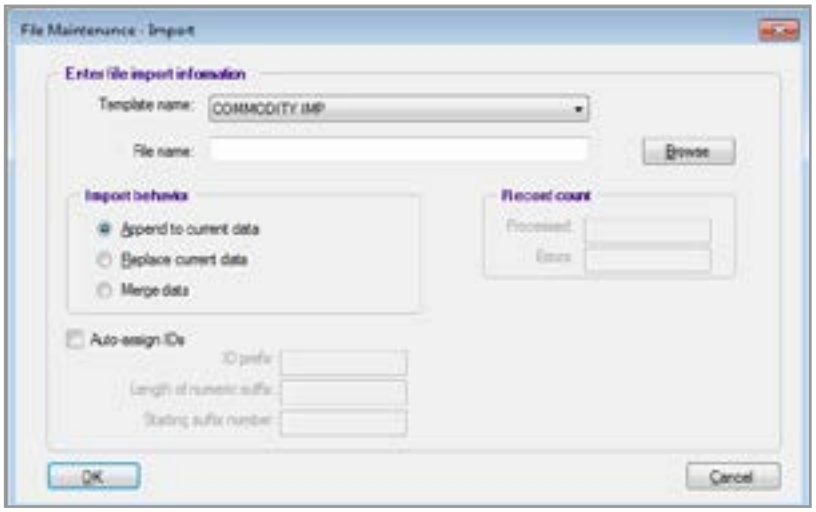
Note: Always back up an existing FedEx Ship Manager® Software database before and after you import information into the database. Refer to Backup in this section. Refer to Templates in this section for viewing, modifying, and creating database templates before importing databases.

If applicable, insert the disk which contains the import file into the proper drive.

Follow these steps to import databases:

1. Select File Maintenance from the Databases menu.
2. Select Import from the secondary menu. The File Maintenance-Import screen is displayed.
3. Select Template name.
4. Enter Input filename, including the directory path, or click Browse to select the directory and file name.
5. Click one of the following options for Import behavior:
   - Append to current data – Data from the import file is added to your current FedEx Ship Manager® Software database. None of the data in your current database is removed.
   - Replace current data – Data from the import file replaces all of the data in your current FedEx Ship Manager® Software database. All data in your current database is removed. (Make sure you have a current backup!)
   - Merge data – Use this Address Book Merge data feature to import one or more recipient records without importing an entire database. This feature compares the import file with your current database.

     If a record in the import file is different from an existing record in the database, the imported record overrides the current record. If a record is not found in the existing database, it is added to the database.
6. Select Auto-assign IDs check box to enter an ID prefix, the length of a numeric suffix and a starting suffix number.
7. Click OK to proceed with the import. FedEx Ship Manager® Software notifies you when the import is complete.
8. To view the imported data, select database from the Databases menu.



Export

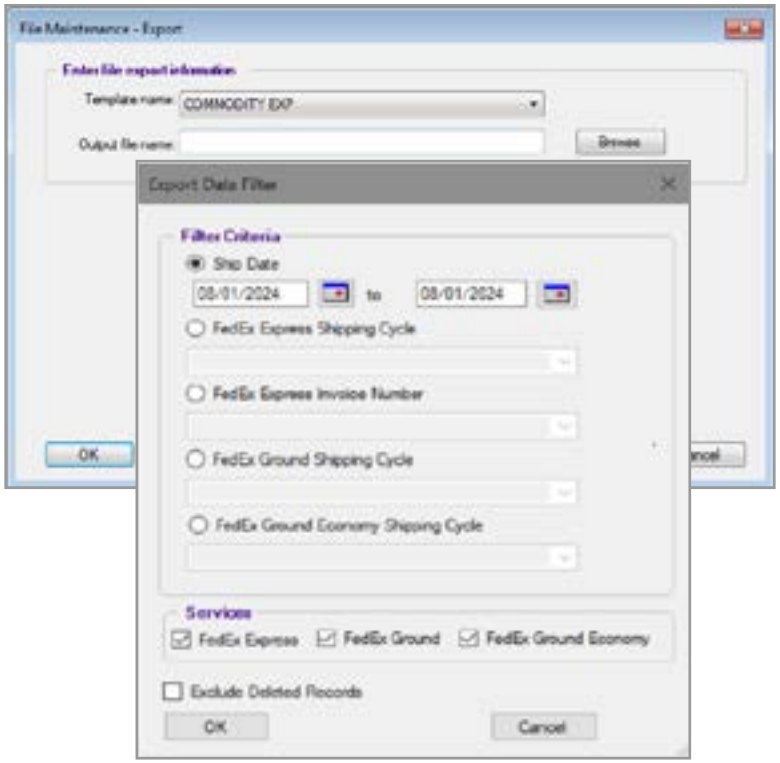
FedEx Ship Manager® Software exports all of the data listed in Import, along with shipment information, in ASCII format using the template you specify.

Refer to Templates in this section for viewing, modifying, and creating database templates before exporting databases.

After defining your template, follow these steps to export databases:

1. Select File Maintenance from the Databases menu.
2. Select Export from the secondary menu. The File Maintenance - Export screen is displayed.
3. Select Template name.
4. Enter Output file name, including the directory path, or click Browse to select the directory and file name. If applicable, insert a disk if exporting to an external drive.
5. Click OK to proceed with the export and continue on the next page.
6. If you are exporting shipment data, the Export Data Filter screen displays. Select filter criteria and other information then click OK.

   Refer to the following Export Data with Deleted Entries instructions for more information about exporting shipment data.
7. The system exports the database file and saves it to the designated drive. A screen is displayed showing the number of records exported.



Export data with deleted entries

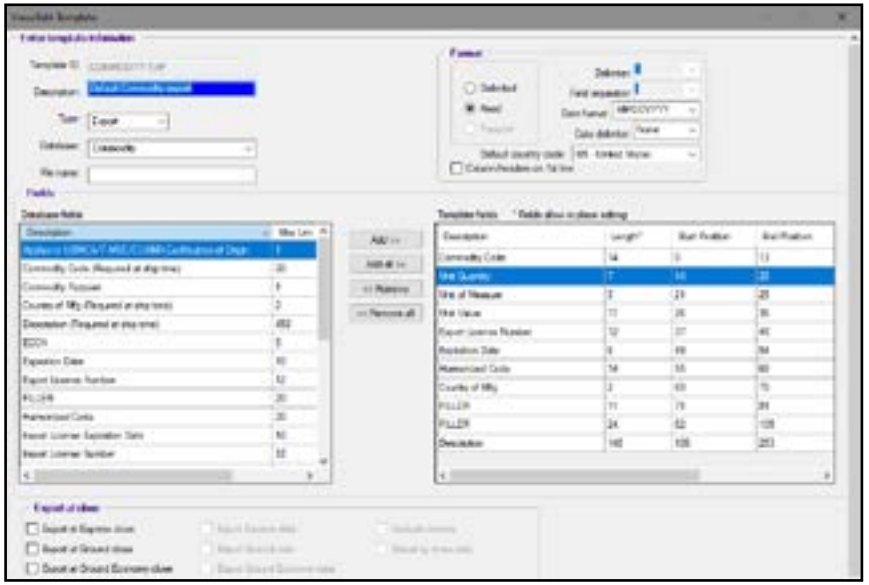
When exporting shipment data that includes deleted entries, you can display a Y next to package tracking numbers that were deleted and an N next to package tracking numbers that were not deleted.

To enable this feature, follow these steps:

1. Select Templates from the Databases menu. The View Templates screen is displayed.
2. Select SHIPMENT EXP from the Template list and click View/Edit. The View/Edit Template screen is displayed.
3. Select Shipment from the Database menu in the Enter template information section.
4. Select Deleted indicator in the Fields section and click Add. The Deleted indicator field moves to the Template fields section on the right.
5. Click OK. The View Templates screen is displayed.
6. Click OK. This feature is now enabled.

Importing and exporting records in dimensions database

FedEx Ship Manager® Software enables you to import and export records in the Dimensions database using a template. When choosing an option on the View Dimensions screen, you can select the primary identifier from the Description column (box description) or the Dimension ID column (2-character code).

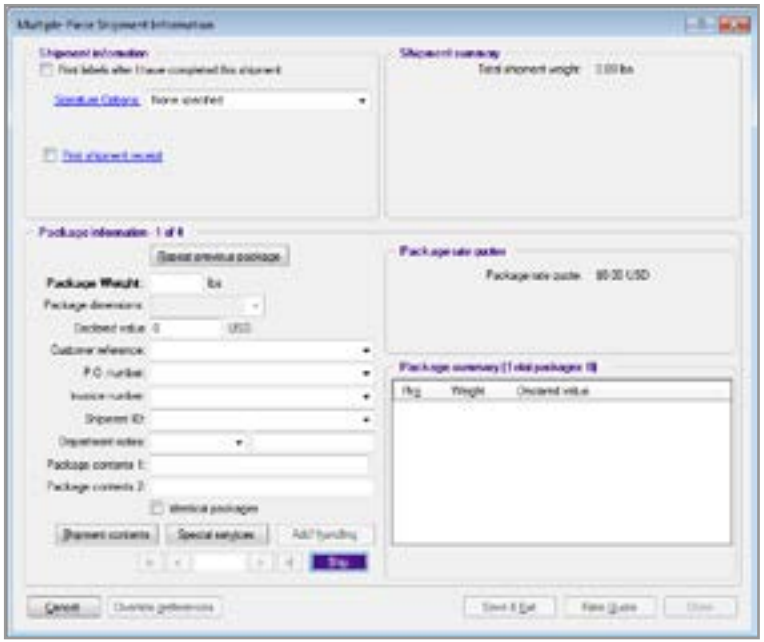


Send a Multiple-Piece Shipment

FedEx Ship Manager® Software offers flexibility for multiple-piece shipments (MPS). You can enter individual package information or total shipment information.

Refer to the following information to prepare and process your MPS:

- Preparing an MPS
- FedEx Express MPS
- FedEx Ground MPS



Save time and keystrokes when preparing your multiple-piece shipments by setting shipping preferences for references, package weight and dimensions, service type and more. The associated fields populate automatically based on the recipient and sender selected for the shipment. Refer to Recipient Preferences and Shipping Profiles.

To ship a U.S. domestic FedEx Express or a U.S. domestic FedEx Ground multiple-piece shipment (MPS) containing identical packages, refer to Per Package/Per Shipment Option (U.S. Only).

If you are shipping a U.S. or Canada FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing nonidentical packages, refer to FedEx Express MPS and FedEx Ground MPS.

To ship a commercial or residential intra-Canada FedEx Ground multiple-piece shipment or a FedEx International Ground multiple-piece shipment (MPS) by entering a total shipment weight and dividing it across all of the packages in the shipment, refer to Parse Pak (Canada Domestic and International Shipments).

Preparing an Multiple-Piece Shipment (MPS)

Shipment details | Return shipment details (U.S. only)

1. Complete Shipment details screen for U.S., Canada domestic, or international shipments.
2. In the Billing details section, select the account to bill for the shipment and for the duties/taxes/fees, if applicable. Enter the FedEx billing account number if the Acct # field is not populated automatically.
3. Complete the Return shipment details screen for a return MPS (U.S. only).
    - In the Package and shipment details section, enter the total number of packages in the shipment and the weight of the first package.
    - If all of the packages in your shipment have the same weight, service type and package type, select Identical packages check box and ship the packages using only the Shipment details screen.
    - If only certain packages in your multiple piece shipment have the same weight, service type and package type, continue with these instructions.
    - You can specify which package contains dangerous goods from the Select Dangerous Goods Packages Screen while updating the Multiple-Piece Shipment Information screen.

Options and special service options

Click the Options tab or Return options tab (U.S. only) to select additional shipping options and special service options.

- Special service options for regular shipments must be selected from the Multiple-Piece Shipment Information screen.
- Special service options for return shipments can be selected from the Options screen.
- Special services options can be selected for individual packages from the Multiple-Piece Shipment Information screen.

FedEx ShipAlert®

If you want to send shipment notifications to your customer, yourself and others, click ShipAlert tab and make your selection(s).

Documents (International only)

To prepare an international document multiple piece shipment complete the Document screen.

Commodity/Merchandise (International only)

To prepare an international commodity/merchandise MPS, complete the Commodity/Merchandise screen.

Customs (International only)

After completing the Commodity/Merchandise screen or Document screens, complete the Customs screen, including required EEI or Canada Export Declaration filing information when appropriate.

Multiple-Piece Shipment Information

1. Once you have completed the previous steps, click Multiple-piece shipment at the bottom of the screen. The Multiple-Piece Shipment Information screen is displayed.
2. Refer to the following instructions applicable to your MPS:
   - FedEx Express MPS
   - FedEx Ground MPS

Warning

If you click Cancel when adding items on the Multiple-Piece Shipment Information screen, a warning displays to inform you that this will cancel your entire shipment.

- If you want to save your information and return to the Multiple-Piece Shipment Information screen, click No, then click Save & Exit.

  Save & Exit is only available when you select the Print labels after I have completed this shipment check box.
- If you want to cancel the entire shipment and return to a blank Shipment details screen, click Yes.

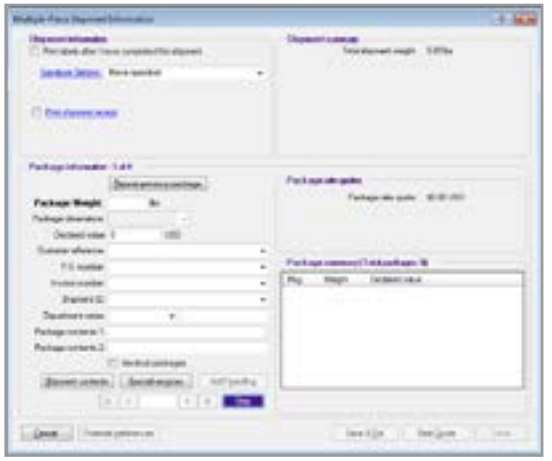
FedEx Express Multi-Piece Shipment (MPS)

If you are shipping a U.S. domestic, Canada domestic or international FedEx Express multiple-piece shipment (MPS) containing nonidentical packages, proceed with this procedure.

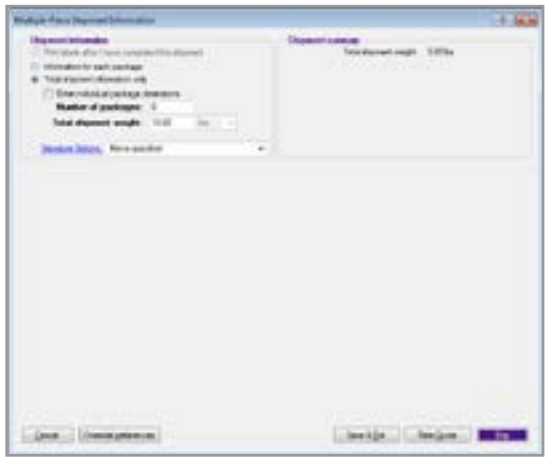
Note: To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages, refer to Per Package/Per Shipment Option (U.S. Only).

1. To ship a FedEx Express MPS, follow the steps in the previous Preparing an MPS section. Then continue with step 2 below to complete the Multiple-Piece Shipment Information screen.
2. Select Print labels after I have completed this shipment check box to modify the shipment without starting over. All of the labels print when you process the shipment.
   Note: For International Direct Distribution (IDD) Multiple-Piece shipments (MPS), the 'Print labels after I have completed this shipment' check box is enabled by default, however you can still uncheck the check box.
3. U.S. domestic or Return MPS – Enter information for each package. For instructions, start with step 2 in the Information for each package section on the following page.
4. Canada domestic or International MPS – Select one of the following MPS options and follow the associated instructions on the following pages.
   - Information for each package – Click this option to enter individual package weight, dimensions and value.
   - Total shipment information – Click this option to automatically divide the total weight of the shipment equally among all packages in the MPS. You can also enter individual package dimensions.

U.S. domestic or Return MPS



Canada domestic or International MPS



Information for each package

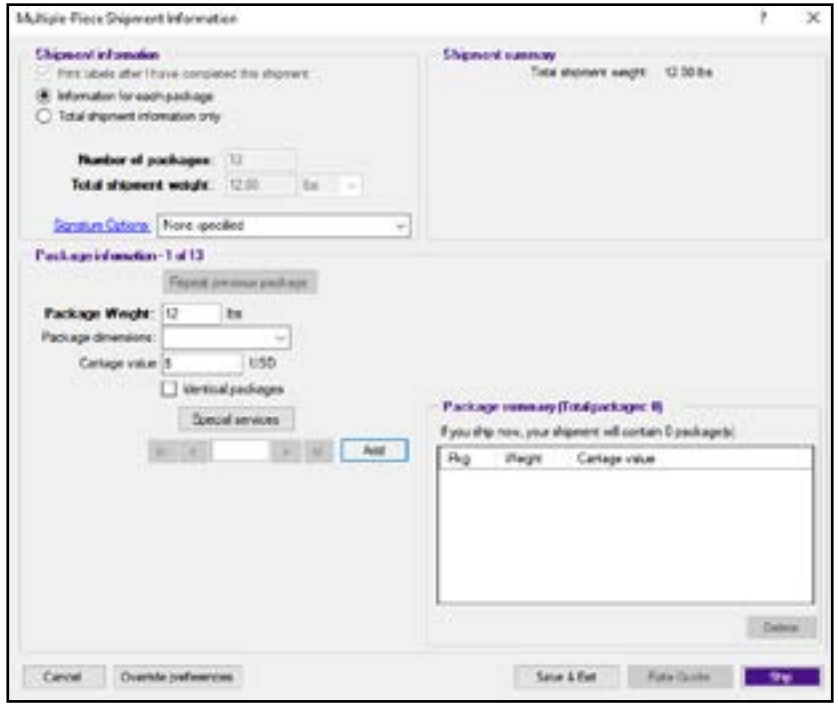
1. Select Information for each package in the Shipment information section to enter individual weights, dimensions and value for each package in the shipment.
2. Click the Special services button to select the specific Special services option for each individual package.
   Note: This option displays for a Canada domestic or international MPS. For a U.S. MPS, the Multiple-Piece Shipment Information screen defaults to this layout. To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment. Per Package/Per Shipment Option (U.S. Only).
3. You can specify which package contains Dangerous Goods from the Select Dangerous Goods Packages screen after adding the Multiple-Piece Shipment Information.
4. Change the Package Weight for the first package, if needed. The weight populates from the Weight entered on the Shipment details screen.
   Note: For a return MPS, enter the Estimated weight and an Item description.
5. For a U.S. or return MPS, enter or select package dimensions and other optional information such as declared or carriage value and references.
6. If there are identical packages in your MPS, select the Identical packages check box after you have entered all package information. Then enter the number of identical packages and click Add.

   All of the identical packages are listed individually in the Package summary section.

   Note: During the course of recording the shipment information if the total number of MPS shipments changes from 50 MPS to 49 MPS (as an example), then you can still continue processing the shipment. It is not required to start the shipment process all over again even when there is a change in the number of total packages. The add text will dynamically increase as you add additional packages. You can view the Package Summary text “If you ship now, your

Shipment contents (U.S. only)

Click Shipment contents to enter information specific to the package, such as part number, SKU and description.



Special service options

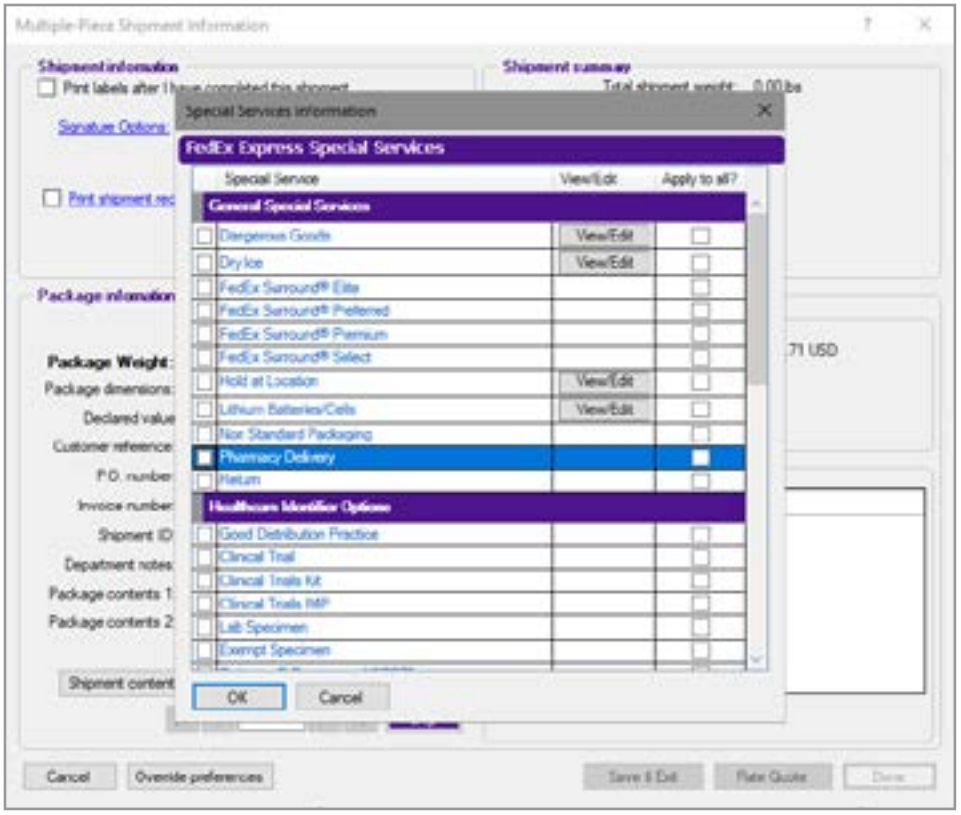
- U.S. or Return MPS – FedEx Ship Manager® Software allows you to apply the service to individual packages, if applicable, or to all packages in the MPS. Click Special services and make your selection(s).

  To apply the service to all packages in the MPS, select Apply to all? check box. Click OK to return to the Multiple-Piece Shipment Information screen.

  To apply the service to this package only, leave the Apply to all? check box unchecked.

  Note: If the Apply to all? option is not available for a service, the service applies to all packages in the shipment and cannot be selected for individual packages.

- Canada domestic or International MPS – Special service options apply to all packages in an international MPS. If you want to view, modify or add special service options, click Save & Exit, then click the Options tab.



Additional handling (U.S. only)

1. To add or modify handling charges for U.S. MPS packages, click Add'l handling and enter a fixed or variable amount. Handling charges carry over from one package to the next.
   Note: Additional handling is activated only if you have set handling charge defaults in your Shipping Profiles.
2. Once you have entered all package information, click Add to add the package to the shipment.
   Note:
   - If you did not select the Print labels after I have completed the shipment check box, then Ship displays instead of Add. Each time you enter package information and click Ship, the package is immediately processed and a label is printed.
   - As you add each package, the Shipment summary and Package summary sections are updated.
3. Enter package information for the next package in your MPS.
   - To repeat the information entered on the previous package, click Repeat previous package. Make any changes and click Add.
   - If you are shipping alcohol or dry ice in a U.S. MPS, click Special services to edit the alcohol contents or weight of the dry ice for each package as needed.
4. You can specify which package contains Dangerous Goods from the Select Dangerous Goods Packages screen after adding the Multiple-Piece Shipment Information.

The following functions are available at the bottom of the Multiple-Piece Shipment Information screen:

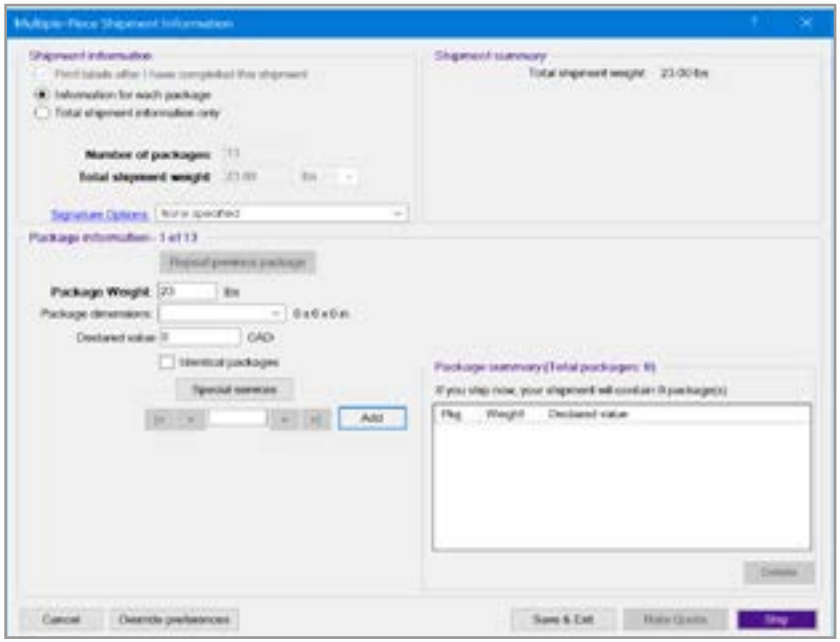
- Cancel – Cancel your MPS and all associated shipment details and options.
- Override preferences – Override any MPS preferences set in your shipping profiles.
- Save & Exit – Save MPS information and return to previous shipping screen.
- Rate quote – View a courtesy rate quote detailing shipment charges for each package including additional handling.
- Ship – Process your completed MPS.
- Done – If you did not select Print labels after I have completed this shipment check box in the Shipment information section, Done displays at the bottom right instead of Ship. When you have shipped all packages in the MPS, click Done to exit the screen and return to the Shipment details screen.

Total shipment information (Canada Domestic and International only)

1. For a Canada domestic or international MPS, you have the option to divide the total weight of the shipment equally amongst all packages in the shipment. To use this option, click Total shipment information in the Shipment information section.
2. If you are entering individual package dimensions, select Enter individual package dimensions check box. The screen refreshes to display the Package information section.
3. Enter total Number of packages in the shipment.
4. Enter Total shipment weight.
5. If you are not entering individual package dimensions, skip to step 8.
6. If you are entering individual package dimensions, select dimensions of the first package or enter dimensions manually.
7. If this is the only package this size, click Add, then repeat these steps for the remaining packages.

   If there are identical packages in your MPS, select the Identical packages check box after you have entered all package information. Then enter the number of identical packages and click Add.

   Note: As you add each package, the Shipment summary and Package summary sections are updated.
8. To view or edit shipment information on the other shipping screens before you complete your shipment, click Save & Exit. Make changes as needed and click Multiple-piece shipment to return to the Multiple-Piece Shipment Information screen.
9. The following functions are available at the bottom of the Multiple-Piece Shipment Information screen:
   - Cancel – Cancel your MPS and all associated shipment details and options.
   - Override preferences – Override any MPS preferences set in your shipping profiles.
   - Save & Exit – Save MPS information and return to other shipping screens.
   - Rate quote – View a courtesy rate quote detailing shipment charges for each package including additional handling.
   - Ship – Process your completed MPS.



FedEx Ground Multiple-Piece Shipment (MPS)

If you are shipping a U.S. domestic, Canada domestic or international FedEx Ground multiple-piece shipment (MPS) containing nonidentical packages, proceed with this procedure.

Notes:

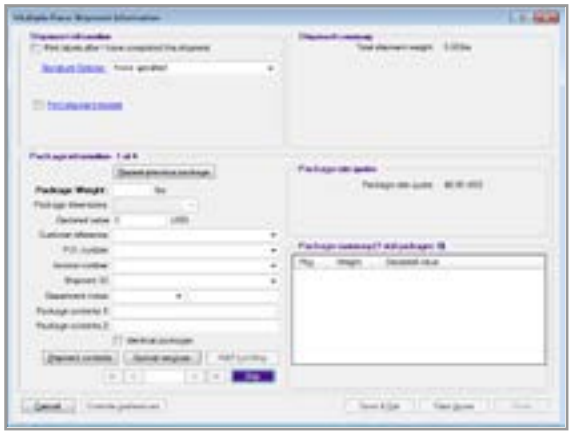
- To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages, refer to Per Package/Per Shipment Option (U.S. Only).
- To ship a commercial or residential intra-Canada FedEx Ground multiple-piece shipment or a FedEx International Ground multiple-piece shipment (MPS) by entering a total shipment weight and dividing it across all of the packages in the shipment, refer to Parse Pak (Canada Domestic and International Shipments).

1. To ship a FedEx Ground MPS, follow the steps in the previous Preparing an MPS section. Then continue with step 2 below to complete the Multiple-Piece Shipment Information screen.
2. Select Print labels after I have completed this shipment check box so you can modify the shipment without starting over. All labels are printed when you finish the shipment.
   Note: For International Direct Distribution (IDD) Multiple-Piece shipments (MPS), the 'Print labels after I have completed this shipment' check box is enabled by default, however you can still uncheck the check box.
3. U.S., Canada or Return MPS – Enter information for each package. For instructions, start with step 2 in the Information for each package section on the following page.
4. Canada domestic or International MPS – Select one of the following options:

- Information for each page – Click this option to enter individual package weight, dimensions and value.
- Parse pak – Click this option to automatically divide the total weight of the shipment among all packages in the MPS.

Note: For U.S. FedEx Ground MPS, select the Identical packages check box on the Shipment details screen to automatically divide the total weight of the shipment among all packages in the MPS. Refer to Per Package/Per Shipment Option (U.S. Only).

U.S. domestic or Return MPS



Canada domestic or International MPS



Information for each package

1. Select Information for each package in the Shipment information section to enter individual weights, dimensions and value for each package in the shipment. (This step applies to Canada domestic or international MPS.)
2. Change the Package weight for the first package, if needed. The weight fills in from the Weight entered on the Shipment details screen.

   Note: For a return MPS, enter the Estimated weight and an Item description.
3. Enter or select package dimensions and other optional information such as declared or carriage value and references.
4. If there are identical packages in your MPS, select the Identical packages check box after you have entered all package information. Then enter the number of identical packages and click Add.
5. All of the identical packages are listed individually in the Packages summary section.
6. You can specify which package contains Dangerous Goods from the Select Dangerous Goods Packages screen after adding the Multiple-Piece Shipment Information.

Shipment contents (U.S. and Canada domestic only)

Click Shipment contents to enter information specific to the package, such as part number, SKU, description, etc.

Special service options

U.S., Canada or Return MPS – If you want to view, modify or add special service options that you selected on the Options screen, such as non-standard packaging for individual packages, click Special services and then click View/Edit next to the service. The Special Services information screen displays. View or make any changes, then click OK.

If you cannot access a service on this screen, then the service applies to the entire shipment and cannot be modified for individual packages. Click Save & Exit then click the Options tab.

Additional handling

1. To add or modify handling charges for this package, click Add'l handling and enter a fixed or variable amount. Handling charges carry over from one package to the next.

   Note: Additional handling is activated only if you have set handling charge defaults in your Shipping Profiles.

2. Once you have entered all package information, including contents and special service options, click Add to add the package to the shipment.

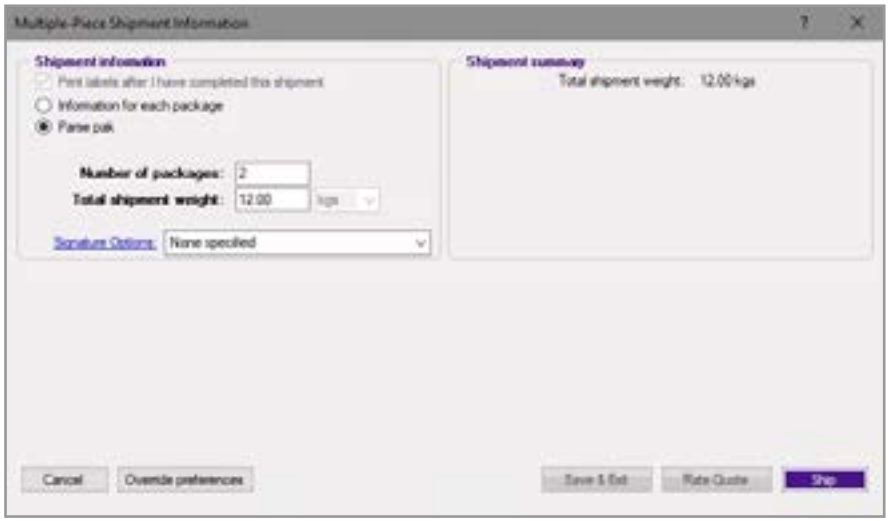
   Note: If you did not select the Print labels after I have completed this shipment check box, then Ship displays instead of Add. Each time you enter package information and click Ship, the package is immediately processed and a label is printed. As you add each package, the Shipment summary and Package summary sections are updated.

3. Enter package information for the next package in your MPS.
   - To repeat the information entered on the previous package, click Repeat previous package. Make any changes and click Add.
   - If you have selected a special service option, such as non-standard packaging, click Special services to edit the information as needed.
4. You can specify which package contains Dangerous Goods from the Select Dangerous Goods Packages screen after adding the Multiple-Piece Shipment Information.
5. The following functions are available at the bottom of the Multiple-Piece Shipment Information screen:
   - Cancel – Cancel your MPS and all associated shipment details and options.
   - Override preferences – Override any MPS preferences set in your shipping profiles.
   - Save & Exit – Save MPS information and return to previous shipping screen.
   - Rate quote – View a courtesy rate quote detailing shipment charges for each package, including additional handling.
   - Ship – Process your completed MPS.
   - Done – If you did not select the Print labels after I have completed this shipment check box in the Shipment information section, Done displays at the bottom right instead of Ship. When you have shipped all packages in the MPS, click Done to exit the screen and return to the Shipment details screen.

Parse Pak (Canada Domestic and International Shipments)

Parse pak is faster than entering information for each package. With Parse pak, just enter the total number of packages and the total weight of the shipment to automatically divide the weight equally among all packages.

To ship a commercial or residential intra-Canada FedEx Ground multiple-piece shipment or a FedEx International Ground multiple-piece shipment (MPS), proceed with this procedure.



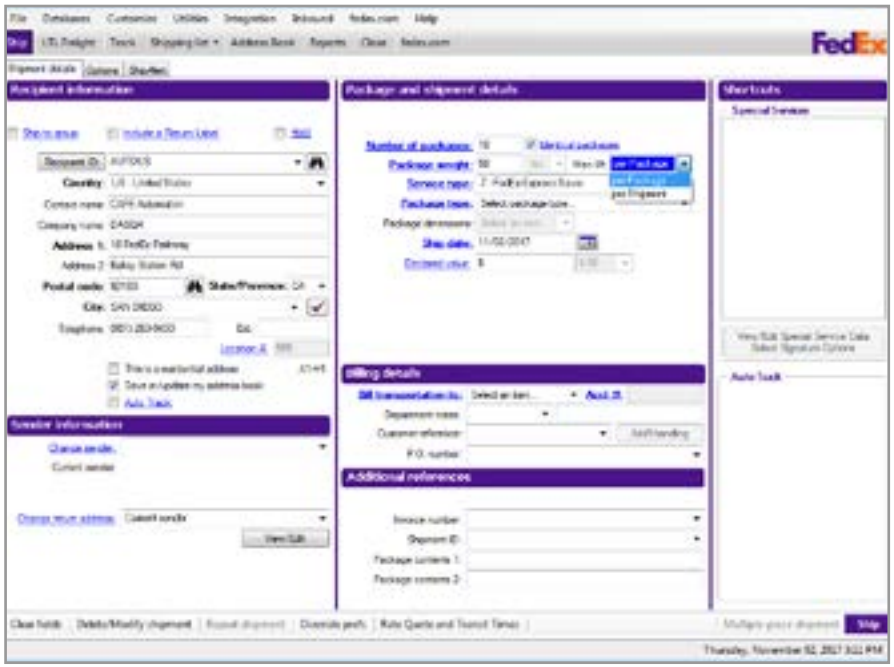
1. Click Parse pak in the Shipment information section.
2. Enter total Number of packages in the shipment.
3. Enter Total shipment weight.
4. To return to the Multiple-Piece Shipment Information screen,click Multiple-piece shipment at the bottom of the screen.
5. Click Ship to process your MPS and print labels.

Notes:

- To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages, refer to Per Package/Per Shipment Option (U.S. Only).
- If you are shipping a U.S. domestic or Canada FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing nonidentical packages, refer to FedEx Express MPS and FedEx Ground MPS.
- For U.S. FedEx Ground MPS, select the Identical packages check box on the Shipment details screen to automatically divide the total weight of the shipment among all packages in the MPS.Refer to Per Package/Per Shipment Option (U.S. Only).

Per Package/Per Shipment Option (U.S. Only)

The per Package/per Shipment option on the Shipment details screen is available for a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages. This option is not available for shipments to Puerto Rico.



1. Enter the total weight and total number of packages for a FedEx Express or FedEx Ground multiple-piece shipment (MPS).
2. Select Identical packages check box. The Per Package/Per Shipment drop-down menu displays.
3. If you select Per Package from the drop-down menu, FedEx Ship Manager® Software processes the packages as a multiple-piece shipment (MPS). The Per Package option is the default setting.
4. If you select Per Shipment from the drop-down menu, FedEx Ship Manager® Software automatically divides the total weight by the total number of packages in the shipment.
5. Click Options tab and select the special service options.
6. If you want to display the courtesy rate quote, click Rate quote at the bottom of the screen.
7. Click Ship.

Note: If you are shipping a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing nonidentical packages, refer to FedEx Express MPS and FedEx Ground MPS.

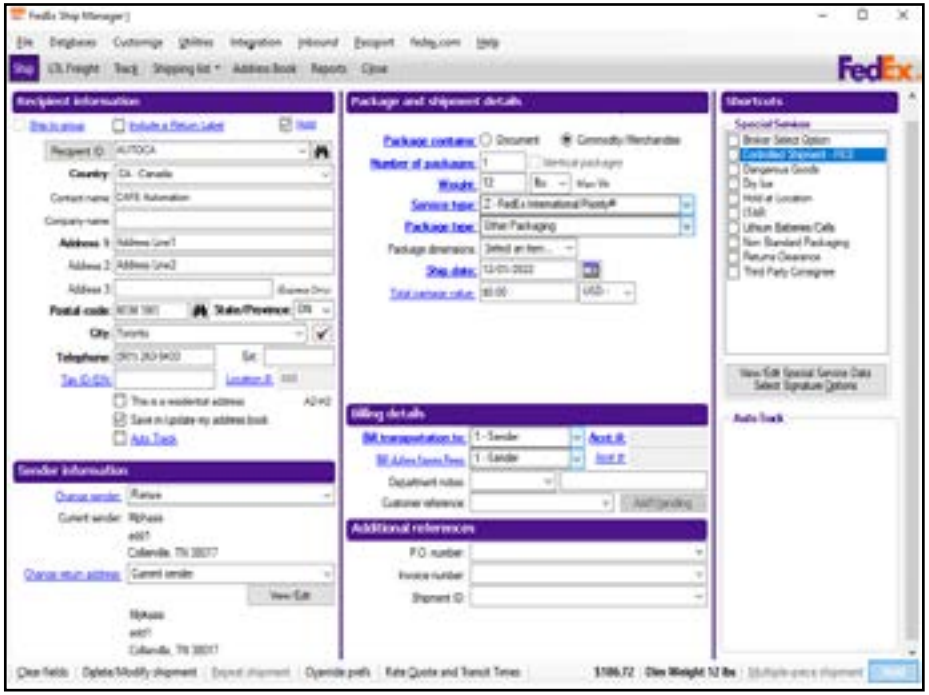
Note: To ship a commercial or residential FedEx International Ground multiple-piece shipment (MPS), refer to Parse Pak (International Shipments).

The Hold File

Use the Hold File as a central holding place to save shipment information for as long as you like. Once you save a shipment to the Hold File, you can delete, edit, duplicate or ship it at any time. The Hold File is perfect for pending and repeat shipments.

Refer to the following information in this section to use and customize the Hold File:

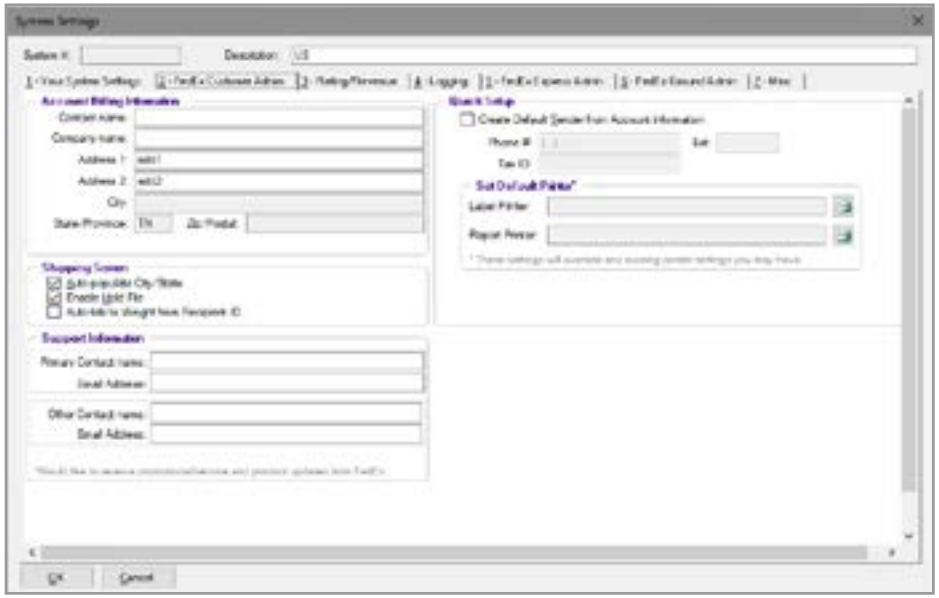
- Enable the Hold File
- Save Shipments to the Hold File
- Hold File Functions
- Customize the Hold File



Enable the Hold File

To display the Hold check box on the Shipment details screen:

1. Select System Settings from the Customize menu.
2. Select the appropriate System # and click Modify.
3. Click 2-FedEx Customer Admin tab.
4. Select the Enable Hold File check box in the Shipping Screen section and click OK.

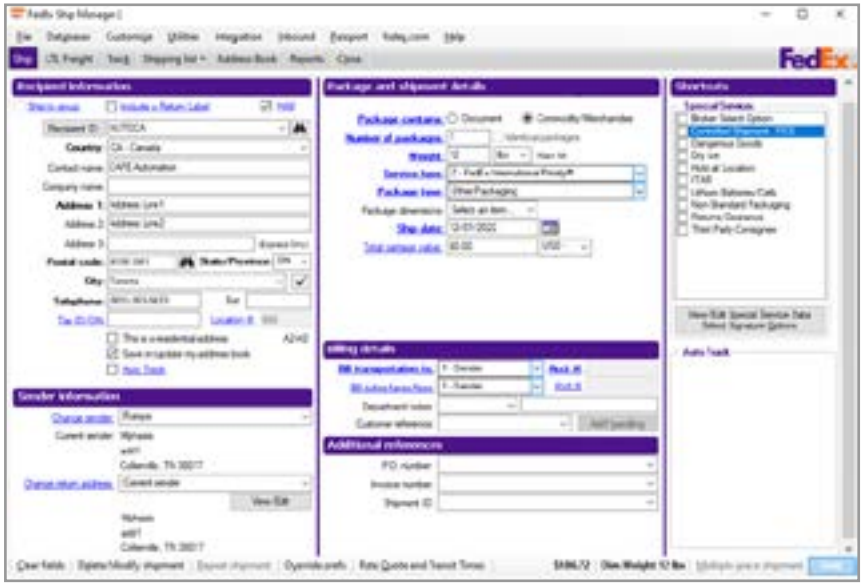


Save shipments to the Hold File

You can save shipments to the Hold File for as long as you like.

1. Select Hold check box in the Recipient information section on the Shipment details screen.
2. Note that Ship changes to Hold at the bottom of the screen.
3. Select a Recipient ID or enter a new Recipient ID and all required recipient information.
4. Enter remaining required package and billing information.
5. Click Options tab to select additional shipping options and special service options.
6. Click Hold at the bottom of the screen to save the shipment to the Hold File.

Note: All commodities listed in an international Hold File shipment are saved, but only the first commodity displays on the Hold File List. To delete, edit, duplicate or process a shipment in the Hold File, refer to the following Hold File Functions section.



Hold file functions

Delete, edit, duplicate or ship a Hold File shipment at any time. Refer to the following instructions for each Hold File function.

Delete

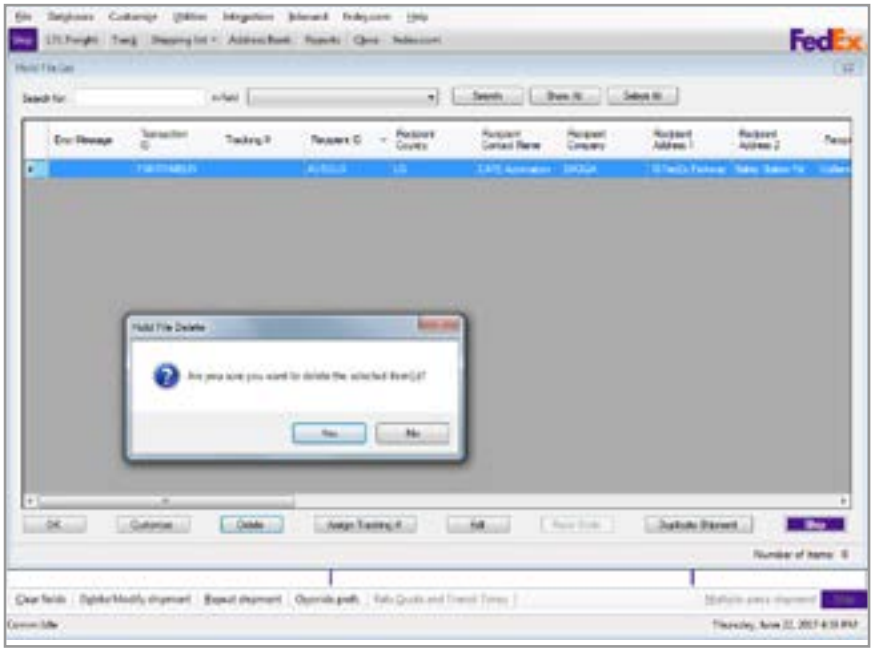
1. Select the shipment on the Hold File List and click Delete.
2. Click Yes to delete the shipment.

Assign tracking

Select the shipment on the Hold File List and click Assign Tracking #. A tracking number is automatically assigned to the shipment.

Note: If Tracking # is not displayed on the Hold File List, refer to the Customize the Hold File later in this section to select fields to display.

A message to download new tracking numbers is displayed If the total shipments in the Hold File batch for each carrier exceeds the number of tracking numbers allocated for that carrier.



Edit

1. To edit a shipment directly in the Hold File List, click the appropriate field and update the information, then press Enter to accept the change.
2. To edit the shipment information on the Shipment details screen, select shipment on the Hold File List and click Edit. The Shipment details screen displays.
3. Make any changes on the Shipment details screen.
4. Click Options tab to add or edit options and special service options.
5. To save the shipment, make sure the Hold check box is checked, then click Hold at the bottom of the screen. The shipment remains in the Hold File.
6. Click Ship to process the shipment. The shipment is removed from the Hold File.

Read scale

If a scale is attached to your shipping system, select the shipment on the Hold File List and click Read Scale to read the package weight.

Duplicate shipment

Select the shipment on the Hold File List and click Duplicate Shipment. Unless there is an error, the shipment is processed and you receive a shipping label immediately. The original shipment stays in the Hold File.

Note: For regular distributions, like payrolls or monthly reports, enter the shipment information and save the shipment in the Hold File. Then duplicate the shipment from the Hold File when it is time to ship.

Ship

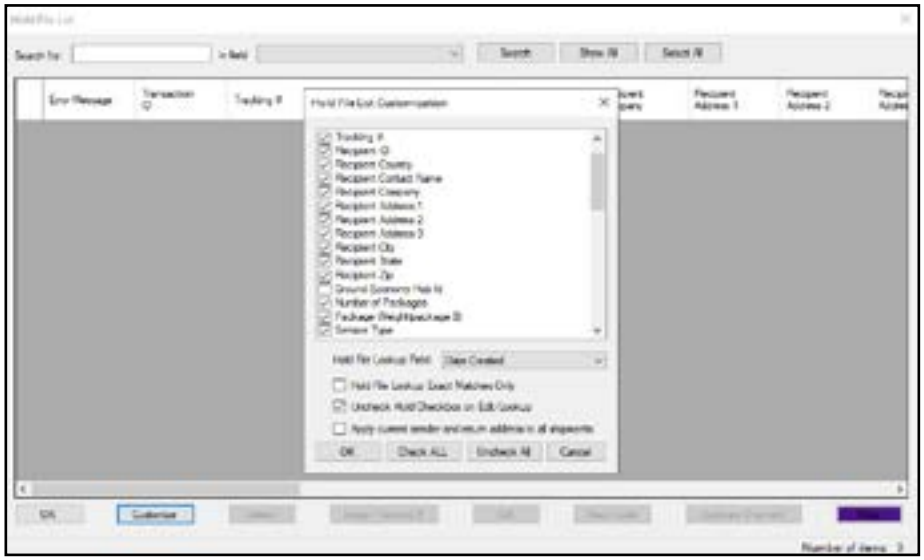
Select the shipment on the Hold File List and click Ship. The shipment is processed immediately and removed from the Hold File.

Hold file list customization

The Hold File List can be customized to display the fields you select.

1. Select Hold File from the Shipping list menu. The Hold File List displays.
2. Click Customize.
3. Select the check boxes for fields you want displayed on the Hold File List.
4. Click OK.

Note: The field selections and column sort order you select in the Hold File List are maintained during software reboots, software closes and End-of-Day close.



Hold file list lookup options

Choose from a variety of ways to customize lookups on the Hold File List.

1. Hold File Lookup Exact Matches Only

   Select this option then select a field from the Hold File Lookup Field menu to match during a Hold File search.

   Field options include:

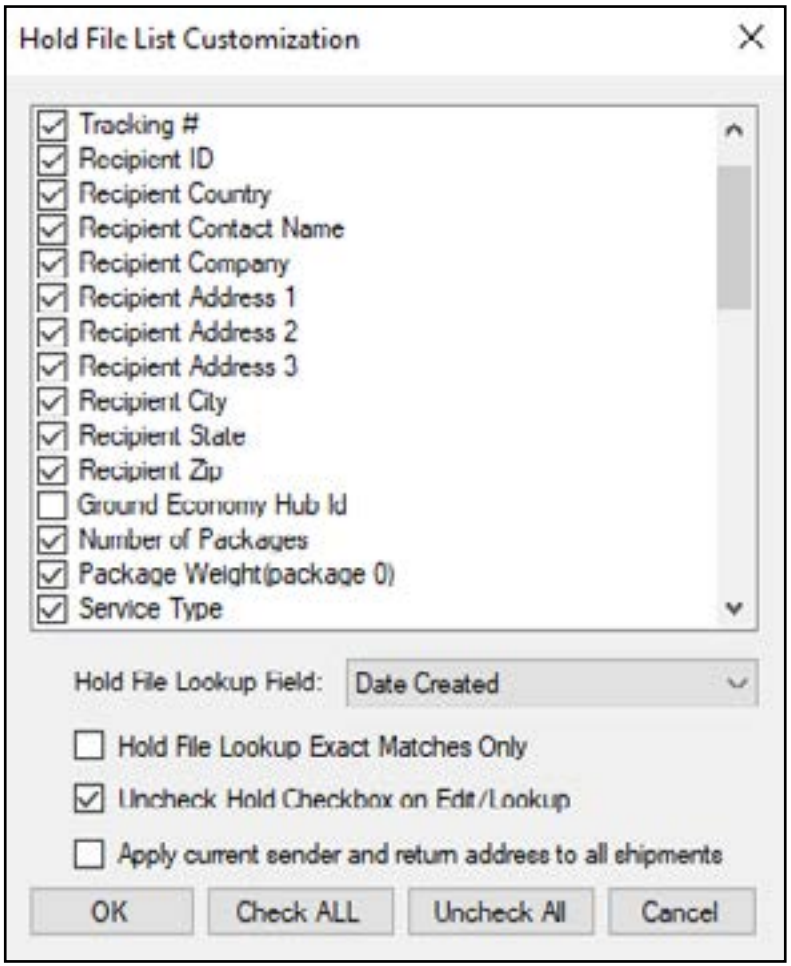
   - Date Created
   - Department Notes
   - Invoice number
   - P.O. number
   - Recipient ID
   - Reference
   - Shipment ID
   - Transaction ID

2. Uncheck Hold Checkbox on Edit/Lookup

   Select this option if you usually ship packages after you retrieve or edit them from the Hold File. If this option is selected, the Hold check box is deselected when you return to the Shipment details screen.

3. Apply current sender and return address to all shipments

   Select this option when shipping multiple packages from the Hold File at the same time.



FedEx Ground® Economy and FedEx Ground® Economy Returns* (U.S. Only)

FedEx Ground® Economy is a U.S. residential service with last mile delivery by the U.S. Postal Service (USPS). FedEx Ground® Economy is offered on a contractual basis and is a cost-effective, less time-sensitive, low-weight, and less feature-rich alternative to FedEx Home Delivery®. To learn more about FedEx Ground® Economy, go to https://www.fedex.com/en-us/shipping/ground/economy.html

This is a contract service. Once enabled on your system by FedEx, FedEx Ground® Economy displays as a service option on the Shipment details screen.

FedEx Ground® Economy and FedEx Ground® Economy Returns services are available for FedEx account holders that have signed an agreement for FedEx Ground® Economy services.

For more information about FedEx Ground® Economy or to get started using this contract-only service, contact your FedEx account executive or call 1.800.GoFedEx 1.800.463.3339.

*Applies to FedEx account holders that have signed an agreement for FedEx Ground® Economy services.

Using the FedEx Ground integrated label for driver pickup, FedEx Ground® Economy shippers can:

Note: You can select the future date up to 21 days from current date.

Use the FedEx Ground® Economy shipping screen to generate one label at a time for variable package size and contents for different shipping destinations. Simply enter the final U.S. destination, select the appropriate contracted FedEx Ground® Economy service in the Package and shipment details section, select any additional special services, and click Ship.

Use the Import/Batch/Hold process to generate multiple package labels for multiple U.S.-customer destinations. First build a FedEx Ground® Economy template following standard FedEx Ship Manager® Software instructions used for other shipping services. FedEx Ground® Economy specific data fields are built into the Hold File Database.

Customers supported by a FedEx customer technology consultant can use the FedEx® Integrator process to automate data entry for specific shipping data by integrating it into a database(s) and/or text files. There are two types of FedEx Ground® Economy customers: large-volume shippers and small-volume shippers.

Large-volume shippers

FedEx Ground® Economy large-volume shippers:

- Generally ship 500 or more packages per day.
- Typically maintain a trailer at their site until that trailer is filled to capacity.

Small-volume shippers

FedEx Ground® Economy small-volume shippers:

- Generally ship less than 500 packages per day.
- Have a regular scheduled FedEx Ground pickup.

FedEx Ground tracking number

The FedEx Ground Tracking Number is assigned to all the FedEx Outbound Ground® Economy shipment s for accurate information on the shipment status.

The following are few benefits of the FedEx Ground Tracking Number

- FedEx Outbound Ground® Economy shipment allows you to auto track and displays the filtered results based on the ground tracking number provided.
- The ground tracking number, if enabled is populated for FedEx Outbound Ground® Economy Returns shipments and is included in the tracking number section.
- You can search and retrieve information on FedEx Outbound Ground® Economy from the shipping history screen using a ground tracking number.

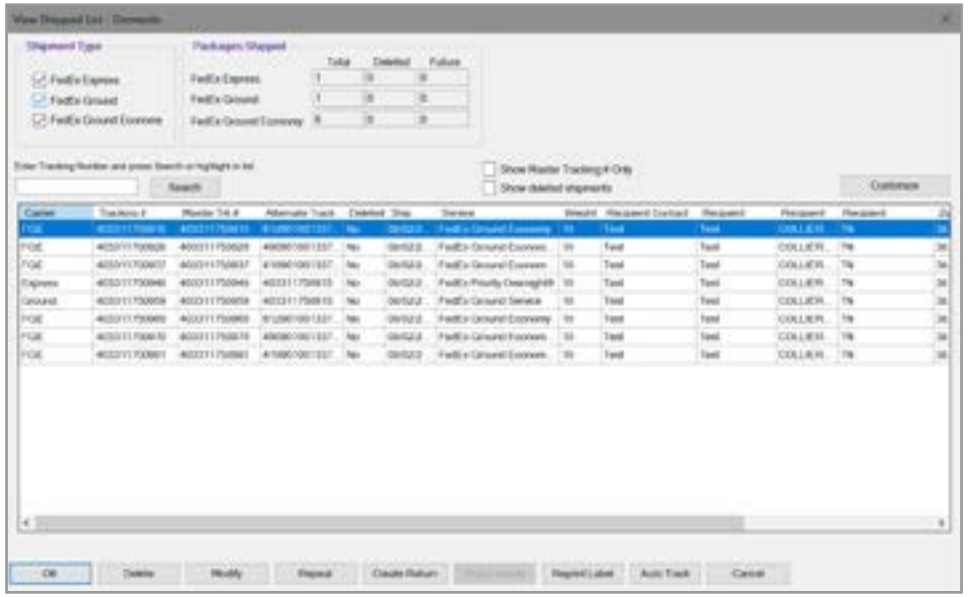
Shipping list

FedEx Ground® Economy shipments are available in the Domestic Shipping List when FedEx Ground® Economy has been enabled on your system. FedEx Ground® Economy Returns shipments are available in the Returns Shipped List.

To access the shipping list:

1. Click the Shipping list tab.
2. Select Domestic from the drop-down menu. The View Shipped List – Domestic screen displays the list of all domestic shipments.
3. The carrier codes of your domestic shipments are shown in the shipments table.

   Note: The carrier code for FedEx Ground® Economy is designated as FGE.



Note: The domestic shipping list customization screen displays the alternate track ID field, which is also known as the Delivery Confirmation tracking number.

Visibility of earned discounts for FedEx Ground® Economy (U.S. Only)

Based on your shipping volume and the terms of your FedEx pricing agreement, your FedEx Ground® Economy shipments may benefit from earned discounts. You can now stay on top of these discounts — and the resulting net rates — without having to do a thing. FedEx Ship Manager® Software clearly displays your bundled and earned discount rates automatically, and includes them in your courtesy rate quotes. This new feature also provides the option to display your earned discounts on your doc-tabs (thermal labels) and reports, and enables export integration capabilities.

As a FedEx Ground® Economy customer, you also now have the ability to earn discounts from your aggregated FedEx Express®, FedEx Ground®, FedEx Home Delivery®, FedEx Ground® Economy and FedEx Freight® shipments. The more you spend on shipping with FedEx, the greater the discount you receive. You must sign a Portfolio Pricing earned discount pricing agreement to be eligible to receive earned discounts.

Discounts are automatically downloaded to your system. To download your earned discounts manually, follow these steps:

1. Select Download from the Utilities menu. The Demand Download screen is displayed.
2. Click plus symbol (+) to expand the Rates section.
3. Select Ground® Economy Rates check box and the Ground® Economy Earned Discounts check box (as applicable).
4. Click OK to download your rates and earned discounts.

Intelligent Mail® Package Barcode (IMpb) (U.S. Only)

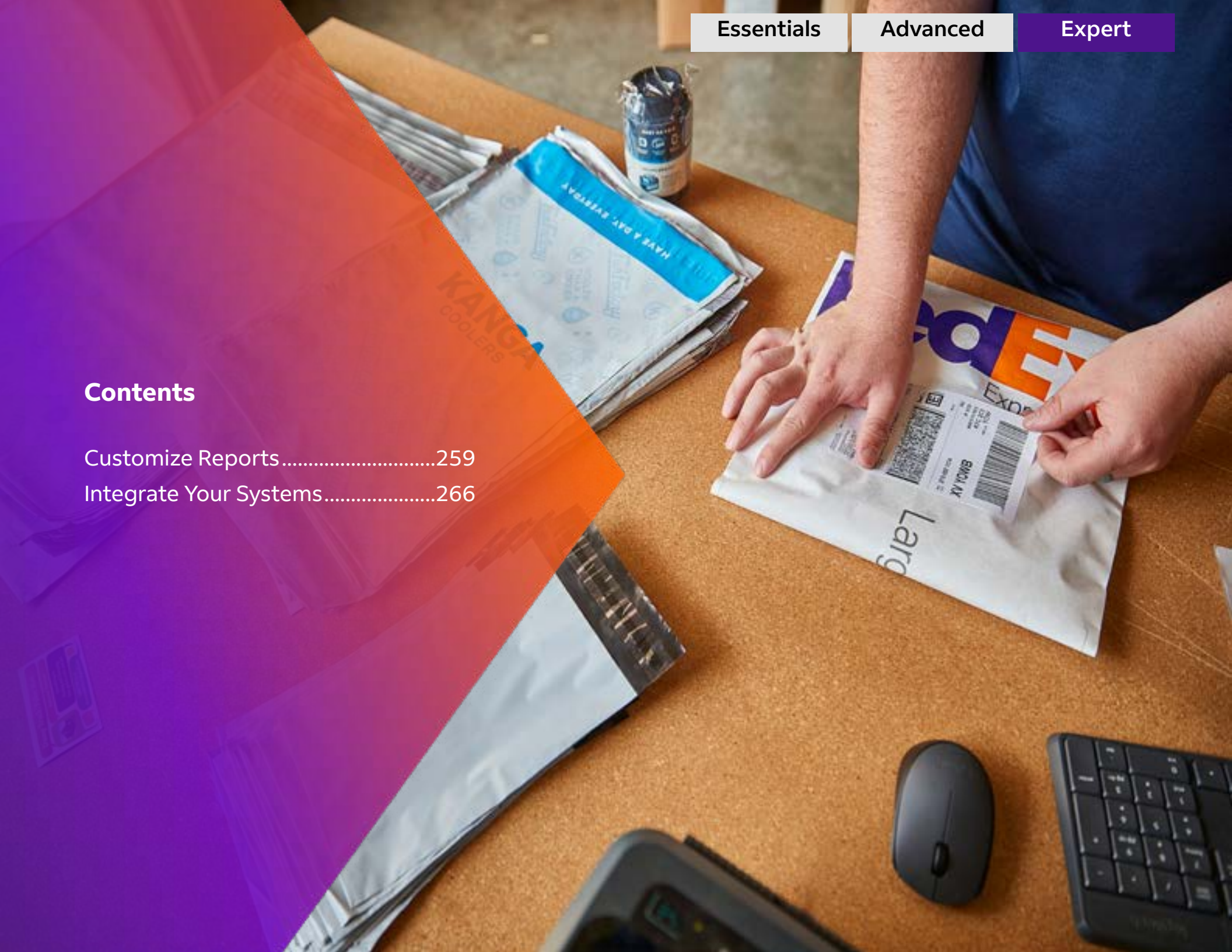
FedEx Ground® Economy users can enjoy better end-to-end visibility and enhanced performance of the new U.S. Postal Service (USPS) Intelligent Mail package barcode (IMpb).

The IMpb is a new barcode format designed by the USPS for all commercial and online consumers. The IMpb is a regulatory requirement, meaning all FedEx Ground® Economy packages must adhere to the IMpb specifications.

While the new format will have the same symbology as the current one, it will have new data elements that define mail class, subclass, and extra services within the barcode.

There are three main differences in the IMpb from the current barcodes:

1. Application Identifier change.
   - Current barcode has an application identifier of 91.
   - IMpb has a channel-specific application identifier of 92.
2. Moving from a 2-digit USPS service type code to a 3-digit USPS service type code.
   - A 3-digit service type code provides more intelligence within the barcode as to mail class, sub-class, and special services.
   - A list of service type codes FedEx Ground® Economy will accept is provided with the IMpb label specification.
3. Moving from an 8-digit unique serial number to a 7-digit unique serial number.



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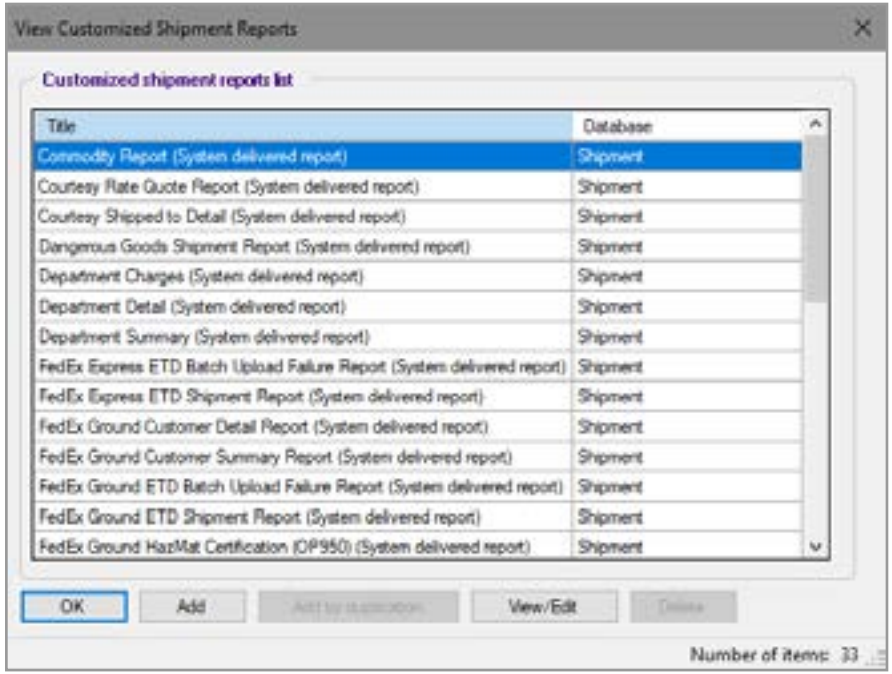
Customize reports

Follow these steps to customize or create shipment and database reports.

1. Click Reports tab.
2. For shipment reports, click Customize Shipment Reports to the left. For database reports, click Customize Database Reports to the left. To modify an existing report, select the report from the reports list, and click View/Edit.
3. If the Minimum Report Customization screen is displayed, then select when to print the report, and click Data to Include to select the shipments to include and Return Manager. Click OK to continue with the selected options.
4. If the View/Edit Customized Shipment Report screen is not displayed, continue with step 5.
5. Click Add to create a new custom report, or create a new from an existing report by clicking Add by duplication, if available.
6. On the View/Edit or Add screen, enter a new Report Title or modify the existing name, if needed.
7. Select the type of data to include in the report from the Database menu.
    - For shipment reports, select Shipments, Receive for inbound shipments, or select one of the Multi weight options.
    - For database reports, select the appropriate database, such as Recipient or Sender.
8. For shipment reports only, click Data to Include to select the types of shipments you want to include in the report for FedEx Express®, FedEx Ground®, and returns.

    Note: You can also select the data to include by clicking Override include on the Shipment and Shipment history report screens.



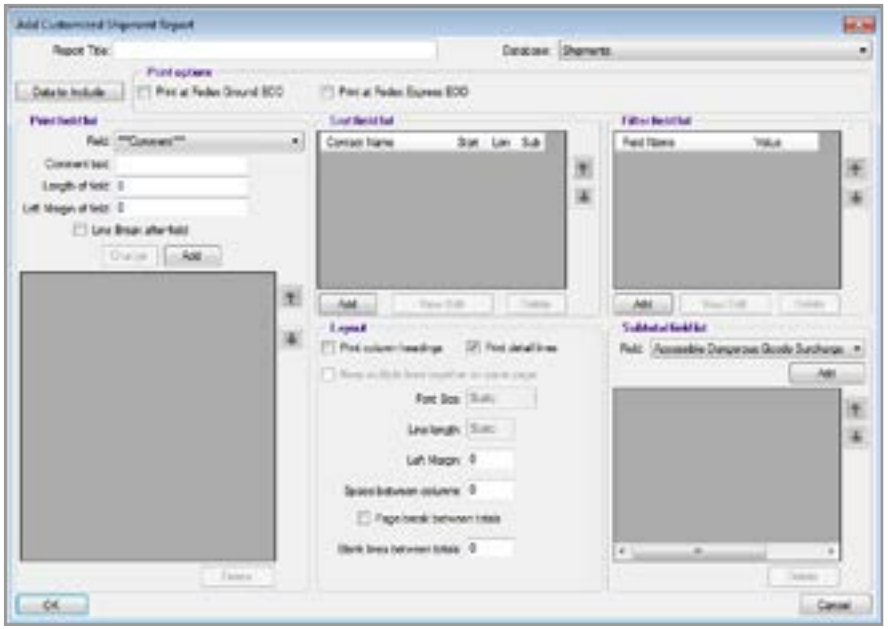


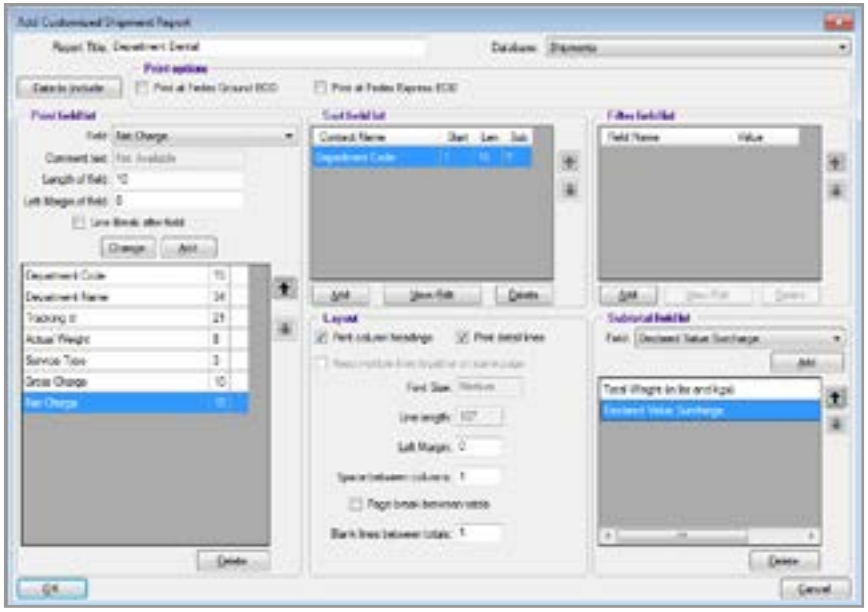
9. For shipment reports only, select one of the Print options for FedEx Express, and FedEx Ground if you want to print the report automatically at the end of the day. If not, do not select any print options.
   Note: When you close shipments from the Close screen, you can select the Hold reports operator options on 2-Reports tab if you do not want to print reports automatically.

10. Print field list

    The fields included in the report display in the list box. For field definitions, refer to the Report Field Definitions at the end of this section.

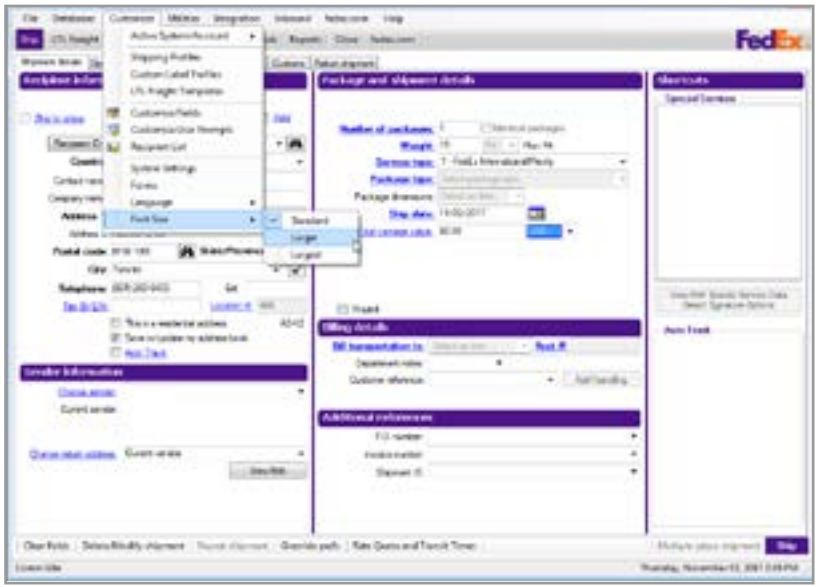
    - To add a field to the report, select the field from the Field menu in the Print field list section.
    - To add comments to the report, select ***Comment*** from the Field menu, and enter the Comment text.
    - Enter Length of field if you do not need to use the maximum number of characters.
    - Enter number of spaces to indent in Left margin of field to add a left margin.
    - Select Line Break after field check box if you want the next field to begin on the next line.
    - To add a field to the report once you have entered the associated information, click Add.
    - To replace a selected field with another field, select the field from the list box, then select the replacement field from the Field menu, and click Change.
    - To delete a field from the report, select the field, and click Delete.
    - To change the order in which a field appears on the report, select the field, and click the up or down arrow until the field is in the order you want.





11. Sort field list

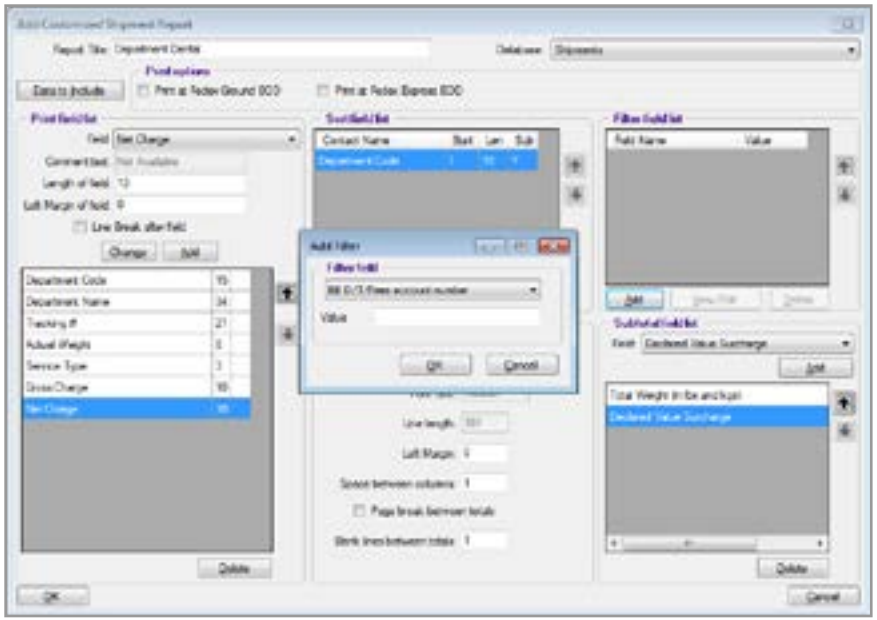
- To add a sort field, click Add in the Sort field list then select the field from the menu on the Add Sort Field screen.
- Enter 1 as the Start Position to sort the field using the first character. To sort with another character, such as the third character, enter 3.
- Enter the number of characters to sort the field by in Length. For example, sort the first 5 characters for department notes: ABC111, ABC122, ABC133.
- If you want to print subtotals, select Print Sub-totals check box.
- When you have finished entering the information, click OK. The field is added to the Sort field list.
- To modify sort field information, select the field, and click View/Edit. Make changes as needed then click OK.
- To delete a sort field, select the field, and click Delete.
- To change the order in which fields are sorted, select the field, and click the up or down arrow until the field is in the sort order you want.



12. Filter field list

Customize your reports to run with one or more specific report filters. Only shipments that match your filter field value(s) appear on the report.

- To add a filter field, click Add in the Filter field list section and select the field from the menu on the Add Filter screen, then enter the Value. For example, select Recipient Company and enter Number One Company. To add another filter, click Add.
- To modify filter field information, select the field in the Filter field list section and click View/Edit. Make changes as needed, then click OK.
- To delete a filter field, select the field in the Filter field list section and click Delete.



13.Layout

- To print field names or abbreviations as column headings, select Print column headings check box in the Layout section.
- To display information for individual packages, select the Print detail lines check box.
- Select Keep multiple lines in together on same page check box, if desired.
- FedEx Ship Manager® Software automatically adjusts the Font Size on your reports based on the number of fields you include. You can not make manual adjustments to the font size.
- If your report fonts are too small, customize the report to remove unnecessary fields, and the report adjusts automatically to a larger font size.
- The Line length displays the actual number of characters in the report and includes field lengths, spaces and margins.
- This number updates automatically as you modify fields in the report. If the number exceeds the maximum Line length amount, you are prompted to modify the length of the report.
- To indent for a left margin, enter number to indent in Left Margin, or enter zero (0) for no left margin.
- To add blank spaces between each column, enter number of blank spaces to add in the Space between columns field, or enter zero (0) for no additional spaces.
- To advance to a new page after printing totals, select Page break between totals check box.
- To add a blank line between totals, enter number of blank lines in Blank lines between totals.

14.Subtotal field list

- To print subtotals for a certain field, select the Field in the Subtotal field list section and click Add.
- To change the order of the subtotal fields, select the field, and click the up or down arrow until the field is in the order you want.
- To delete a subtotal field, select the field, and click Delete.

15.Finalize

- When finished modifying or adding information to the report, click OK to save your changes.

Report field definitions

The definitions of specific fields on customized reports appear below. Please note that these definitions apply to doc-tabs, reports, export shipment data, and PassPort shipments, unless otherwise indicated.

- Additional Handling Charge
- Freight
- Gross Charge
- Net Charge
- Courtesy Net Freight Charge
- Courtesy Effective Discount
- List Gross Charge
- List Net Charge
- List Total Surcharge
- List Total Customer Charge
- Total Customer Charge
- Total Discount
- Total Surcharge Amount

Additional handling charge

Select from many options to include additional handling charges. Below are the various options based on your Handling Charge selection.

- Fixed Amount
- Handling Charge = the fixed amount specified.
- Variable amount of my shipping charges
- Handling charge = (Variable % / 100) * net charge (not including surcharges or Canadian taxes).
- Variable amount of FedEx® list shipping
- Handling charge = (Variable % / 100) * list net charge (not including surcharges or Canadian taxes).
- Variable amount of FedEx list shipping charges and surcharges
- Handling charge = (Variable % / 100) * list net charge (including surcharges but not Canadian taxes).
- Variable amount of my shipping charges, surcharges and Canadian taxes
- Handling charge = (Variable % / 100) * Net Charge (including surcharges and Canadian taxes [HST/GST/PST]).
- Fixed amount and Variable amount check boxes are both selected.
- Calculate Fixed Amount Charge (FAC) by using Fixed Amount entered.
  Formula: FAC = + or - Fixed Amount.
- Calculate Variable Amount Charge (VAC) by multiplying Base Charge * Variable Amount percentage.
  Formula: VAC = (Base Charge * + or - Variable Amount percentage).
- Calculate Total Handling Charge by adding Fixed Amount Charge and Variable Amount Charge.
  Formula: Total Handling Charge = + or - FAC +/- VAC.
- Percent of List Shipping Charges or Percent of List Shipping and Surcharges is selected and Use List Rates is not selected or current list rates are not available. Additional handling calculated at ship time = zero.

Freight

The Freight field on the Commercial Invoice has to be manually entered by the shipper on the Customs screen. The amount entered by the shipper in the Freight Charges field is populated for any import/export templates.

Note: The Freight field is not available for doc-tabs.

The freight charge is added to the total value of the shipment and also prints as a break-out of charges on the Commercial Invoice.

Gross charge

Gross charge = Base rate.
This is the base shipping rate without surcharges or taxes added.

Net charge

Net charge = Base charge - Discount + Total Surcharges (doc-tabs do not include Total Surcharges).

Note: For doc-tabs only, the Net Charge (Shipping) amount does not include surcharges.

Courtesy Net Freight Charge

Net Freight Charge = Base rate - Discount + Total Surcharges (not including taxes).

Note: The only difference between Courtesy Net Freight Charge and Net Charge is that this calculation excludes any taxes and the Net Charge calculation includes them.

Courtesy Effective Discount

Courtesy Effective Discount = List Net Rate - Net Charge.

Note: This calculation applies to reports only.

List Gross Charge

List Gross Charge = List Rate.

Note: This is the list shipping rate without discounts, surcharges or taxes added.

List Net Charge

List Net Charge = List Charge + List Surcharges.

Note: Use List Rates must be turned on to calculate List Net Charge.

List Total Surcharge

List Total Surcharge = Sum of all List Surcharge fields.

List Total Customer Charge

List Total Customer Charge = List Net Charge + Handling Charge.

Total Customer Charge

Total Customer Charge = Net Charge + Handling Charge.

Total Discount

Total Discount = amount discounted off Base Rate (not the discount off List).

Total Surcharge Amount

Total Surcharge Amount = Sum of the list of Surcharge fields.

- Total Surcharge Amount is the sum of all of the individual courtesy surcharges (not list surcharges). Additional details are described below.
- Total Surcharge Amount field is reflected in the Net Charge and Total Charge amount (for reporting only).

- Delivery area surcharge amount is added to the total surcharge amount for reporting and upload purposes.
- Since both Fuel and Declared value are separate line items on the report outside of Total Surcharge Amount (labeled Special Fees), they do not appear in the Total Surcharge Amount in the reports. However, for export, doc-tabs and PassPort, the Total Surcharge Amount contains items such as fuel, declared value, and Canadian taxes.

Customize forms

To assign printer settings for FedEx Ship Manager® Software reports and labels and to print Commercial Invoices on letterhead:

1. Select Customize forms from the Reports screen or Forms from the Customize drop-down menu. The Form Settings screen is displayed.
2. To change the printer/device, select the report or label and click Change. The Printer Settings screen is displayed.
3. Select the appropriate printer or device from the Available devices list.
4. Choose the resolution between 203dpi or 300dpi for thermal label printers and click OK.

   Note:

   - By default, '203dpi' is set for thermal label printers and 'None' for non-thermal label printers.
   - The option to choose the resolution for thermal label printers is disabled for LTL Freight labels.
5. To print your Commercial Invoices on company letterhead, select the paper type in the Paper type area of the Commercial invoice letterhead settings section. Then enter the top margin amount and select the measurement type in inches or centimeters in the Letterhead top margin fields.
6. Click OK to accept the changes and exit the screen.

Network client configuration enhancements

To enhance an administrator's ability to monitor clients using FedEx Ship Manager® Software on their server, FedEx Ship Manager® Software has added a Network Client Configuration Utility application and a Network Client Administration tab within the System Settings dialogue. This tab is password-protected on FedEx compatible hardware systems, but not on FedEx Ship Manager® Software systems.

Using these network client enhancements, administrators can:

- Determine how many clients are connected to the server and their identities.
- Remotely close network clients from the server console to ensure a clean shutdown when restarting the server.

Administrators and FedEx customer technology consultants can also configure the network client by setting up a default sender and an attached scale configuration. This utility can be used to initially configure a network client on initial install or to reconfigure a network client.

Integrate your systems

Integration enables speedy information transfer between your existing applications, such as accounting and order management systems and FedEx Ship Manager® Software.

For example, when you enter information such as customer address and shipping instructions into your order management or accounting system (referred to hereafter as “business application”), integration makes it immediately available to FedEx Ship Manager® Software for package processing.



Refer to the following information in this section to learn more about using FedEx® Integration Assistant:

- Benefits of Integration
- Preparing for Integration
- Understanding Your Shipping Process
- How Integration Works
- Planning Your Profiles
- The Integration Process
- Using FedEx Integration Assistant
- Locating Your Shipping Information
- Example Integration Profiles
- Activate Your Profile

Note: FedEx® Integration Assistant is available in English and Spanish.

Benefits of integration

FedEx® Integration Assistant allows you to process your FedEx shipments more efficiently by providing the ability to exchange shipping data, such as customer address information, between your business application and FedEx Ship Manager® Software.

This transfer of information saves time, reduces data entry errors, and can potentially eliminate the need to maintain shipping-related information in both your application and in the FedEx Ship Manager® Software Address Book.

This table illustrates how integration can improve the efficiency and accuracy of your shipping activities.

Your Shipping Activity	Without Integration	With Integration
Maintaining customer shipping information	You enter information twice, once in your application and again in FedEx Ship Manager® Software. Information in the Address Book may be missing, out-of-date, or may not match the information maintained by your system.	You no longer need the FedEx Ship Manager® Software Address Book. Your application maintains your customer information and transfers it to FedEx Ship Manager® Software at the time you process a shipment. This ensures that the most up-to-date information is available to FedEx Ship Manager® Software.
Receiving and handling paper bills of lading	Paperwork is handled twice, once by the originator and once by your shipping department. This can lead to information being entered incorrectly or not at all, and may result in returned shipments.	Because you transfer shipping information from your system directly into FedEx Ship Manager® Software, you no longer need to use bills of lading as the source of this information.
Entering customer-specific shipping information based on customer needs, package contents and so on	You may forget customer-specific shipping details, or apply them incorrectly.	Store variations in shipping methods and required shipping information in integration profiles that you create and save. Select a profile to automatically control what, where and how information is used to process shipments.
Communicating tracking numbers and shipping charges to customer service or accounting after a package ships	Customer service or accounting does not receive tracking and billing information in a timely manner, or at all.	You can choose to automatically export tracking and shipping charge information to your application.
Reviewing FedEx Ship Manager® Software screens before printing each label	Reviewing shipping information and printing each label is time-consuming.	There is no need to recheck the shipping information. You can print shipping labels automatically in batches, or one at a time.

Recent enhancements to FedEx® Integration Assistant

LTL Batch Dialog Defaults

LTL Batch Dialog Defaults feature includes the account number with a drop down of configured LTL accounts, Payment type, Payment terms, Service Type and Guaranteed Service. These additions allow for inbound, outbound, and third party shipments, without having to create different profiles for each with complex mapping in each profile.

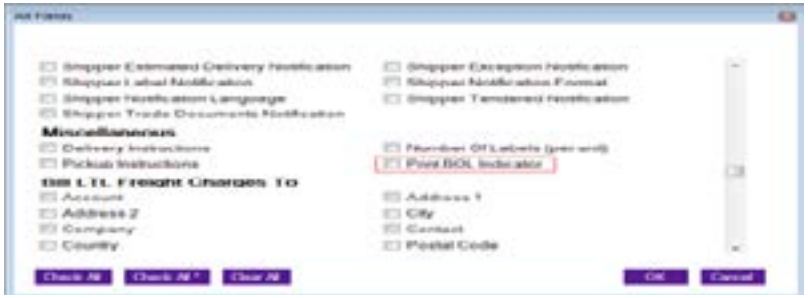
Progress Bar and Timer Control

Progress Bar and Timer Control will keep you updated regarding the data loading status. FedEx Integration Assistant has added prompts to make it easier to select the data you wish to use.

Print BOL Indicator

Print BOL Indicator allows you to print the BOL for your shipment.

Click Import | Information tabs. You can see Print BOL Indicator in Special Services dialog.



FedEx OnSite

To select FedEx OnSite, follow these steps:

1. Click Import | Information tabs. The Special Services dialog is displayed.
2. Click Hold at Location sub-group. This displays the Company Name and Location ID fields.

On the Import | Match tabs, when Company Name or Location ID fields is selected on the Information tab, then the corresponding fields are available for mapping in the FedEx Ship Manager® Fields section.

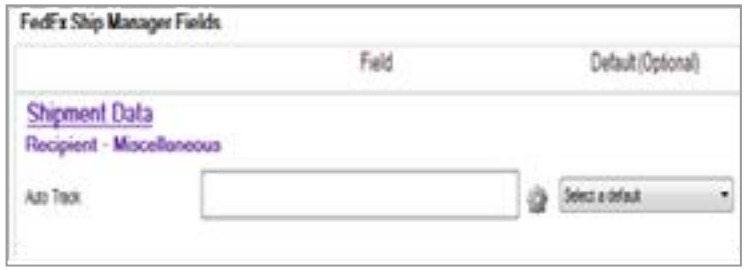




Automatic tracking

Click Import | Information tabs. Auto Track is displayed under Recipient information.

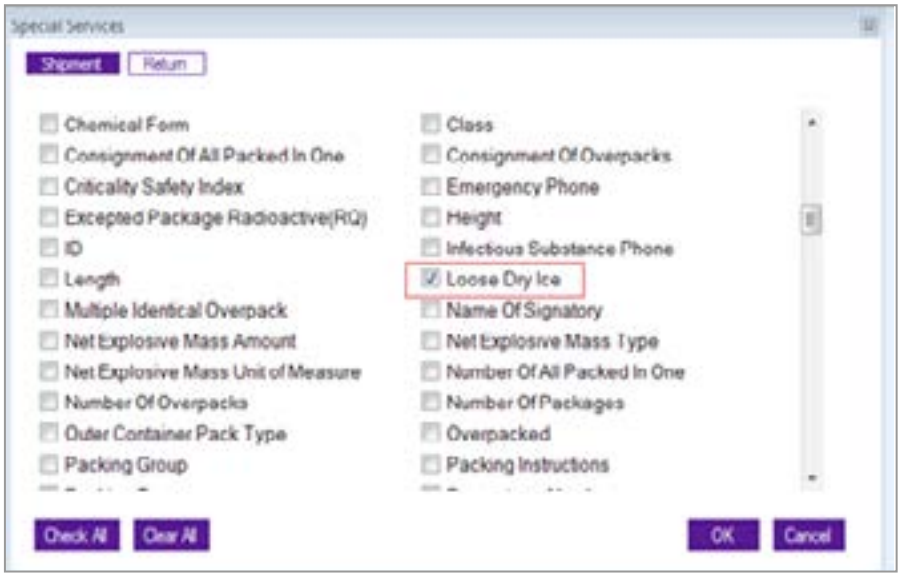




Loose Dry Ice

To select Loose Dry Ice, follow these steps:

- Click Import | Information tabs. The Special Services field Loose Dry Ice is displayed. You can select the Loose Dry Ice checkbox.
- On the Import | Match tabs, when Loose Dry Ice field is selected on the Information tab, then this field is available for mapping in the FedEx Ship Manager® Field section.





Integration considerations after upgrade

If an integration profile utilizes the features below, please review the profile after upgrade. Changes may be necessary to prevent errors at ship time. If profiles require edits, refer to the What's New section in the FedEx® Integration Assistant Help for details on the new fields.

FTR exemption

Some FTR Exemption options were removed. If you have an integration profile that uses a default FTR Exemption, it may be invalid after upgrade.

Alcohol Shipments

Alcohol shipments now require an Alcohol Recipient Type. If you have a profile for alcohol shipments, the Recipient Type will need to be included on import in order to prevent edits or errors at ship time.

Preparing for integration

Integration allows FedEx Ship Manager® Software to communicate directly with your business application. At a time that you choose, pre-selected shipping information in your application imports into FedEx Ship Manager® Software. Likewise, at a time that you choose, pre-selected information in FedEx Ship Manager® Software, such as tracking number, exports to your application.

For example, if your order department enters a customer's name into an electronic order form under a "Name" field, you can set up integration to copy the name information from your application and place it into the Recipient ID field in FedEx Ship Manager® Software. When you set up integration, you match information from your application on a one-to-one basis with the information fields in FedEx Ship Manager® Software.

Key questions

The key to a successful integration is a thorough understanding of your business application and careful planning. Before you continue, ensure that you can answer the following questions. If you need assistance, discuss these questions with your IT, and shipping departments.

- Do you know if your order/shipping application is ODBC-compliant (Open Database Connectivity), if it uses a text file, or if you are using QuickBooks® Financial Software to store shipping information?
- If your application is ODBC-compliant, do you know its Data Source Name (DSN)?

Note: The DSN is the logical name assigned to a data repository or database. The DSN contains lookup attributes that the driver uses to access the data.

If you use a text file to store your information, is all the shipping information stored in a single file?

- If you use a text file to store shipping information, do you know the name, and location of the file?
- Do you know the names of the tables and the fields within your data source where order/shipping information is stored?
- Are you familiar with the flow of information, from receipt of an order to the printing of the package label?
- Do you use a unique alphanumeric code, or field index, to identify packages/orders or recipients?
- Do you have access rights to the information that is stored in your application?

Your experience level

FedEx® Integration Assistant walks you through the integration process. However, to ensure that your integration goes smoothly, you should have familiarity with:

- Basic database concepts
- Applications used at your company to enter, manage customer and shipping information
- Using FedEx Ship Manager® Software
- Shipping activities used at your company

If you don't have database experience or are unfamiliar with your company's applications or shipping activities, familiarize yourself with the integration concepts described in the FedEx® Integration Assistant Tutorial, which is available when you select FedEx® Integration Assistant from the Integration menu. Then discuss your needs with knowledgeable individuals within your company.

Understanding your shipping Process

In most cases, integration can be set up to support your current shipping process. You may find, however, that integration allows you to adopt a more efficient shipping method, which may require you to make changes to the way you manage your customer and shipping information.

Review your current shipping process and consider the following questions. This assists you in creating an integration profile that best matches your business processes, workflow, etc.

- Do you process packages in batches, the number, and order of which is established by your remote application?
- Do you need to print labels one at a time, or is it okay to print multiple labels?
- Do you need to view shipping information for a specific package before printing the shipping label?
- Do you need to edit or add information on the FedEx Ship Manager® Software screen before you print the label?
- Do you process multiple-piece shipments?
- Do you maintain an address book outside of FedEx Ship Manager® Software?
- Do you use a paper Bill of Lading as the source of shipping information?
- Do you need to check the information presented in FedEx Ship Manager® Software against a Bill of Lading?
- Do you record tracking numbers and shipping charges?
- Do you need to use Alternate Return Addresses?
- Will you need to temporarily disable integration so that you can manually process a rush shipping job?

Creating a new profile

An integration profile resembles a recipe card for shipping a package. It contains instructions about how you process packages. Each profile that you create contains information about:

Where FedEx Ship Manager® Software can find your business information

When it should get (import) or send (export) information

Is this an LTL Freight Profile

How and when you want to view or edit shipping information

When you want labels to print

Creating LTL specific profiles

This feature gives you the ability to integrate data for LTL freight shipments using FedEx® Integration Assistant.

- In FedEx® Integration Assistant, you can create a profile specifically for LTL freight shipments.
- When selecting a Lookup for Single and Single Edit profiles, users have the option to populate a new Order ID field on the Freight screen in FedEx Ship Manager® or use the Lookup dialog. The Information, Match, and Conversion screens are similar to those for Parcel profiles with fields specific for LTL freight.
- You can map your data to fields on the Import Information screen to pass data through from import to export. This is data that never goes to the FedEx Ship Manager® screen. When these fields are selected for import, they are automatically selected for export.

Editing an existing profile

You can create a new profile by modifying an existing profile and saving it under a new name.

FedEx® Integration Assistant keeps track of completed and incomplete profiles. You can open FedEx® Integration Assistant at any time to edit an existing profile or complete an unfinished profile.

Whenever you are in the editing mode, Editing Profile appears in the lower left corner of the screen.

Saving profiles

FedEx® Integration Assistant prompts you to save your profile when you click:

- Save
- Windows close button (x)
- Finish

Always save your profile before clicking Back.

Note: Profile names are limited to 64 characters in length and cannot contain spaces.

Deleting Profiles

To delete integration profiles:

1. Select Begin on the Create tab.
2. Select the profile from the list and click Remove.

Renaming profiles

CAUTION: Do not use Microsoft® Windows Explorer to rename a profile. Renaming profiles outside of FedEx® Integration Assistant corrupts the profile.

To rename an existing profile:

1. Select Begin on the Create tab.
2. Select Edit an existing profile.
3. Make any necessary changes as you move through the tabs and click Finish. You are prompted to save the profile, at which point you can rename it.

Note: To remove a profile from the system, you must manually delete it from FedEx® Integration Assistant. Renaming a profile does not delete the existing or original profile.

Default profile selection

The profile you select for use remains selected after you close FedEx Ship Manager® Software at the end of the day. When you re-open FedEx Ship Manager® Software, your last selected profile remains active.

To select an alternate profile, click None to de-select the active profile then choose a different profile.

Planning Your Profiles

Required Shipping Information

FedEx Ship Manager® Software requires that you provide certain shipping information before a package can ship. However, FedEx® Integration Assistant does not check if your profile provides required shipping information. Therefore, you must provide required shipping information using any combination of the following:

- FedEx Ship Manager® Software preferences
- Importing from your data source
- FedEx Ship Manager® Software defaults
- Manually entering data onto the shipping screen

Appendix B in the FedEx® Integration Assistant Tutorial contains a complete listing of FedEx Ship Manager® Software data fields. An asterisk indicates required fields.

You gain the most benefit from integration by importing as much of the shipping information as possible.

Note: One of the key benefits of integration is the ability to automatically batch-process shipments. To avoid shipping errors and ensure smooth batch processing, it is critical that you provide all required shipping information.

Field index

To use several of the key features provided by integration, records in your data source must be retrievable using a unique alphanumeric identifier, or field index. During the integration process, you may be required to provide a field index to complete your profile.

A field index may be a general reference, such as an order or package number, or a field index may take the form of recipient information, such as a phone number. In most cases, you select a column header (e.g., Account Number) as your field index.

The field index is particularly important when using an ODBC-compliant data source that stores shipping information in more than one table. In this case, the field index is the common thread that allows integration to locate your shipping information in the tables.

Alternate return address information

To use alternate return address information with integration, the address information must already exist in FedEx Ship Manager® Software. If it does not exist, you have to manually add this information for each shipment.

FedEx Ship Manager® software preferences

Integration supports the use of FedEx Ship Manager® Software preferences. However, data that you import through integration or that you manually enter using the Batch-Edit or Single-Edit shipping method overwrites default information that you set up in preferences. Refer to Part 5 - Using Integration in the FedEx® Integration Assistant Tutorial for information about using the Batch-Edit and Single-Edit shipping methods.

Rush shipping jobs

Consider whether or not people interrupt your normal shipping workflow to process “rush” shipments. If you need to maintain the ability to process rush shipments, you have the option of assigning a shipping method that allows you to temporarily interrupt integration.

About multiple-piece shipments

Integration supports fully automated multiple-piece shipping. However, you can set up your profile so that you can either import or manually enter the number of packages, in which case FedEx Ship Manager® Software prompts you for information about each package.

International Shipping

FedEx® Integration Assistant provides support for multiple commodities. Refer to the Special Instructions section on the Import > Match page in the FedEx® Integration Assistant Tutorial.

Data conversion

When planning an import profile, consider whether your data is in a format that is acceptable to FedEx Ship Manager® Software. Appendix B in the FedEx® Integration Assistant Tutorial indicates which FedEx Ship Manager® Software fields are format-specific and require conversion.

Likewise, if you are planning an export profile, consider whether the data that you want to export from FedEx Ship Manager® Software is in a format that is acceptable to your application.

During the integration process, you have the option of using Conversion to assign FedEx Ship Manager® Software data formats to values in your data source, or assign your formats to FedEx Ship Manager® Software values.

Updating the data source after a package ships

Integration provides the capability to update records in your data source after each package ships. To use the update function, your data source must contain a value that you can associate with one of the following FedEx Ship Manager® Software fields:

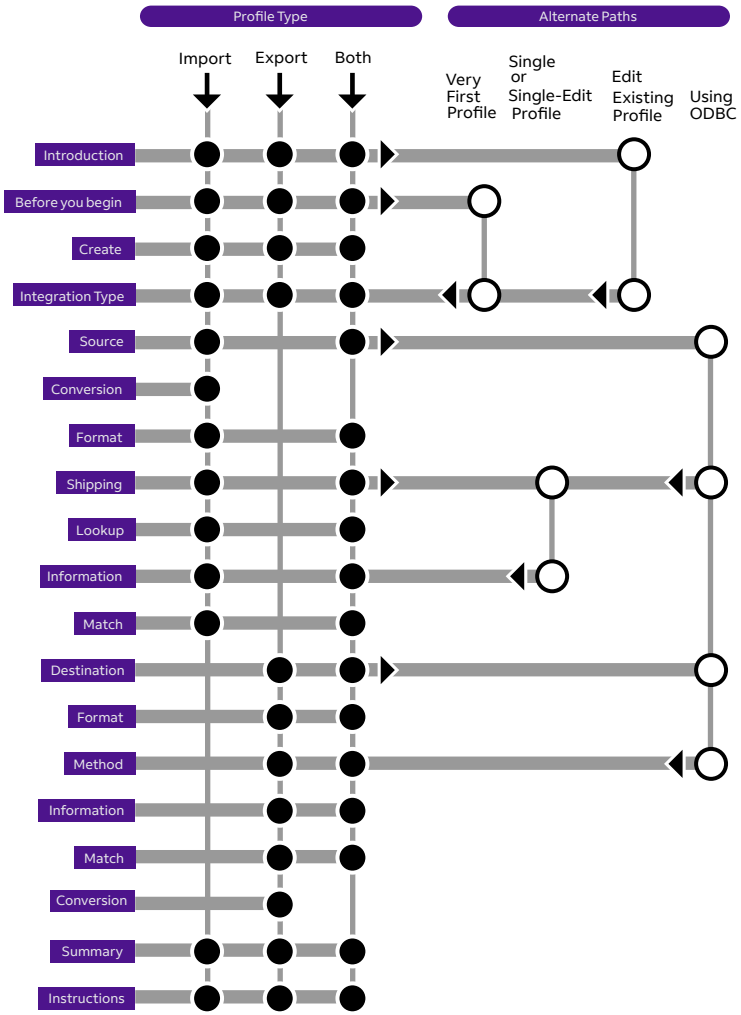
- Purchase Order
- Customer Reference
- Recipient Code

The integration process

FedEx® Integration Assistant uses a series of selectable tabs. Each tab presents you with questions to respond to or selections to make. FedEx® Integration Assistant uses your responses to create your integration profile.

The availability of each tab and the sequence that you move through the tabs vary depending on the responses that you provide. After you complete each tab and click Continue, the next required tab appears.

The figure on the right illustrates the tab sequence that you follow for each type of integration profile. If one of the conditions listed under Alternate Paths exists, your path changes as shown.



®

Using FedEx® Integration Assistant

System Requirements

- Microsoft Edge
- Adobe® Acrobat Reader® 8.1 or later
- FedEx Ship Manager® Software version 32xx or later

Installing and removing FedEx® Integration Assistant

FedEx® Integration Assistant automatically installs with FedEx Ship Manager® Software and cannot be uninstalled without removing FedEx Ship Manager® Software. If you need to uninstall FedEx Ship Manager® Software, you have the option of saving integration profiles that you created with FedEx® Integration Assistant.

Starting FedEx® Integration Assistant

Select FedEx® Integration Assistant or the profile that you want to activate from the Integration menu.

Getting help

The following tools are available to you at each step in the integration process when you select FedEx® Integration Assistant from the Integration menu.

Help link on each tab

Common Questions links on each tab

Learn More… links for additional information about key concepts

Tutorial link that opens a comprehensive FedEx® Integration Assistant Tutorial

Navigating

You can move freely between all active tabs within FedEx® Integration Assistant.

- Purple – Active and selected
- White – Active, but not selected
- Gray – Inactive, non-selectable

Which tabs are active depends on the type and the configuration of the profile you are creating or editing.

Back and continue

Click Back to move to previously completed tabs. Continue is available after you complete the current tab or attempt to move ahead from a completed tab.

Save

Click Save to name and save your profile. You can create and save 17 integration profiles. Always save your profile before clicking Back.

Finish

Click Finish, available on the Finish > Instructions tab, to confirm your profile and make it available in the Integration menu in FedEx Ship Manager® Software.

Locating your shipping information

Access to your shipping information, also called your data source. FedEx® Integration Assistant can access three types of data sources: ODBC-compliant applications, ODBC-compliant text files and QuickBooks® Financial Software.

ODBC-compliant applications

Typically, customer and shipping information is entered into and stored in ODBC-compliant applications.

If you select an ODBC-compliant application as your data source, FedEx® Integration Assistant scans your Windows® directories and locates ODBC-compliant data sources by their Data Source Name (DSN). FedEx® Integration Assistant provides you with a list of all DSNs that it locates on your system.

Note: FedEx® Integration Assistant offers support for USB scales.

ODBC (Open Database Connectivity)

ODBC is a way for a client application, such as Microsoft® Office Access, to interact with an ODBC-compliant server. It identifies the capabilities of the server and allows the application to work within the functions of the server.

ODBC drivers

Not all ODBC DSNs require a driver. Refer to the documentation provided with your application to determine if a driver is required.

If an ODBC DSN is required, ensure that it is current.

Data Source Name (DSN)

The DSN is the logical name assigned to a data repository or database. The DSN contains lookup attributes that the driver uses to access the data.

ODBC-compliant text files

If your company uses an application that is not ODBC-compliant, or there are technical obstacles to real-time communication with your application, your application may still be capable of producing ODBC-compliant text files that FedEx® Integration Assistant can read. FedEx® Integration Assistant can integrate text files even though they do not have a DSN or a database driver associated with them.

You can identify text files by their .csv or .txt file extension. Text files are either Delimited or Fixed Width.

Note: FedEx® Integration Assistant can import an unlimited number of text file records.

FedEx® Integration Assistant set conditions

FedEx® Integration Assistant Set Conditions helps you to create conditions in FedEx® Integration Assistant profiles so you can enter your own business rules that determine how and what data is imported. This is currently available for import only.

This functionality is available by clicking the Set Conditions button on the Match screen. There is no limit to the number of conditions you can create in a profile.

The conditions evaluate your imported data using comparisons like equal to, greater than, less than, etc., and set a value in FedEx Ship Manager® through integration.

For example, you can create a condition if weight is greater than 5 pounds, set Service Type as FedEx Express Saver®.

Example integration profiles

The following are examples of how two unique integration profiles support two unique shipping situations.

Shipping situation 1

Every morning, your shipping department processes packages for orders received from your drop-ship customers after 5:00 p.m. on the previous business day. These customers require overnight shipping for all packages, and a shipping confirmation email sent to each recipient.

Profile 1

Name: Drop_Ship

This name appears in the Integration menu and clearly describes the function of the profile.

Note: You can name the profile anything you like.

Type: Import and Export

This profile can import shipping information from your data source and export instructions for the email confirmation.

Shipping Method: Batch

"Batch" describes the ability of the profile to automatically import shipping information for each package (when the profile is activated) and print the shipping labels without further action by the shipper.

Shipping situation 2

During normal business hours, your shipping department processes packages associated with regular orders that you receive by phone and through your website. Packages are processed one at a time, in the order received by your customer service department. The shipping label must contain a customer reference number.

Profile 2

Name: Standard

This name appears in the Integration menu and clearly describes the function of the profile.

Note: You can name the profile anything you like.

Type: Import

This profile can import shipping information from your order entry data source.

Shipping Method: Single-Edit

"Single" describes the ability of the profile to look up shipping information for each order, using the recipient's name, and to print shipping labels one at a time.

"Edit" means that the profile allows you to type the customer's reference number on the shipping screen before the shipping label prints.

Activating your profile

The names you create for your integration profiles appear on the FedEx Ship Manager® Software menu bar under the Integration menu.

From the Integration menu, select the profile that you want to activate. A check mark indicates that the profile is active. Each profile has a unique color associated with it. The color appears in the FedEx Ship Manager® Software field that is associated with the profile. The name of the active profile appears in the window title bar.

If you select a batch profile, an activation approval prompt appears. The profile runs immediately after you approve it.

Testing your profile

Confirm that your integration profile behaves as expected by integrating shipping information for a single shipment. If this test is successful, try a small batch of two or three shipments to confirm that FedEx Ship Manager® Software and your data source are communicating correctly.

If you encounter a problem and need to re-open FedEx® Integration Assistant to make changes, first click None on the Integration menu to disable the profile, then reopen, and edit the profile.

Deactivating an integration profile

Select None on the Integration menu to temporarily turn off Integration.

Glossary

Accessorial Charges: FedEx Ground® and FedEx Home Delivery® services charge extra for certain value-added delivery services. These value-added services include: Call Tags, Hazardous Material (HazMat), Signature Service, and many others. Most of these accessorial charges are per package. Accessorial charges are not discounted and are added to the final package charge after any discounts and/or to the final Multi weight charge.

AES: Automated Export System – See also AESDirect.

AES Direct: AESDirect is the U.S. Census Bureau's free, Internet- based system for filing Shipper's Export Declaration (SED)/Electronic Export Information (EEI) to the Automated Export System (AES). It is the electronic alternative to filing a paper SED, and can be used by U.S. Principal Parties in Interest (USPPIs), forwarders, or anyone else responsible for export reporting. (www.aesdirect.gov)

BSO: Broker Select Option

CBP: Customs & Border Protection

CCI: Canada Customs Invoice

CFR (Cost and Freight): (Destination port – paid to arrival at destination port) Title, risk, and insurance cost pass to buyer when delivered on board the ship by seller who pays the transportation costs to the destination port. Used for sea or inland waterway transportation.

CI: Commercial Invoice. The official transaction record between an exporter and an importer. Customs officials rely on this paperwork to clear shipments across international borders. Generally, the Commercial Invoice is required for international shipments of dutiable commodities but varies by country, size, weight, quantity, and value. A Proforma Invoice is often used as an offer to sell or is used to apply for a letter of credit or import permit. A Commercial Invoice supersedes a Proforma Invoice.

CIF (Cost, Insurance and Freight): (Destination port – same as CFR, but includes insurance) Title and risk pass to buyer when delivered on board the ship by seller who pays transportation and insurance cost to destination port. Used for sea or inland waterway transportation.

CIP (Cost and Insurance Paid To): (Place at destination – CPT, but includes insurance) Title and risk pass to buyer when delivered by seller who pays transportation and insurance cost to destination. Used for any mode of transportation.

Country of Ultimate Destination: Enter the final country of destination as known to the exporter at the time of shipment.

CPT (Carriage Paid To): (Place at destination – includes all destination port charges) Title, risk, and insurance cost pass to buyer when delivered to carrier by seller who pays transportation and insurance cost to destination. Used for any mode of transportation.

DDP (Delivery Duty Paid): (Consignee door – includes all charges origin to destination) Title and risk pass to buyer when seller delivers goods to named destination point cleared for import. Used for any mode of transportation.

DDU (Delivery Duty Unpaid): (Consignee door – excluding duties and taxes) Title, risk, and responsibility for vessel discharge and import clearance pass to buyer when seller delivers goods on board the ship to destination port. Used for sea or inland waterway transportation.

DSN (Data Source Name): The logical name assigned to a data repository or database. The DSN contains look-up attributes that the driver uses to access the data.

DT (Door Tag): The first two characters of a door tag number, followed by 12 numbers.

EEI: Electronic Export Information

EIN: Employer Identification Number

EPDI: Electronic Package Detail Information

ETN: Express Tracking Numbers

EXW (Ex Works): (Factory, mill, warehouse: your door) Title and risk pass to buyer including payment of all transportation and insurance costs from the seller's door. Used for any mode of transportation.

FAS: Free Alongside Ship

FDF: FedEx® International Deferred Freight

FCA (Free Carrier): (Pick a place after your origin to start) Title and risk pass to buyer including transportation and insurance cost when the seller delivers goods cleared for export to the carrier. Seller is obligated to load the goods on the buyer's collecting vehicle. It is the buyer's obligation to receive the seller's arriving vehicle unloaded.

FHD: FedEx Home Delivery®

FICE (FedEx International Controlled Export): Select whether this shipment is a FedEx International Controlled Export (FICE) shipment or not. A FICE shipment requires additional/special handling by U.S. Customs & Border Protection (CBP) in order to process the shipment (e.g., Department of State licenses, DEA Permits, in-bond shipments, etc.).

FOB (Free On Board): (Port – same as FAS) Risk passes to buyer including payment of all transportation and insurance cost once delivered on board the ship by the seller. Used for sea and inland waterway transportation.

FTR: Foreign Trade Regulations

FTSR: Foreign Trade Statistics Regulations

Girth: The sum of the four smallest dimensions of a package. Girth = (2* width + 2* height)

IATA: International Air Transport Association

IDF: FedEx International Priority DirectDistribution® Freight

IDD: FedEx International DirectDistribution®

IE: FedEx International Economy®

IEF: FedEx International Economy® Freight

Intermediate Consignee: A party in a foreign country makes delivery of the merchandise to the ultimate consignee or the party so named on the export license.

IP: FedEx International Priority®

IPBSO: FedEx International Priority Broker Select Option

IPD: FedEx International Priority DirectDistribution®

IPF: FedEx International Priority® Freight

IRS: Internal Revenue Service

ITAR: International Traffic In Arms Regulations

ITN: Internal Transaction Number

MAWB: Master Air Waybill

MPS: Multiple-Piece Shipment

Multi-weight Shipment (Ground): A group of packages

shipped on the same day from the same location to the same destination. These packages are considered a “shipment” for Multi-weight purposes only. Each package in a Multi-weight Shipment has its own unique tracking number and is not guaranteed to be picked up or delivered at the same time as the other packages in the Multi-weight Shipment.

USMCA/T-MEC/CUSMA : U.S. – Mexico – Canada Agreement

NC: Net Cost

ODBC (Open Database Connectivity): ODBC is a way for a client application, like Microsoft Access, to interact with an ODBC-compliant server. It identifies the capabilities of the server and allows the application to work within the functions of the server.

Oversize Packages (Ground): A package whose Length plus Girth is greater than 84 inches is considered Oversize. Oversize packages are considered to have a minimum weight of 30 lbs. (or 50 lbs. if the Length plus the Girth is greater than 108 inches) for U.S. shipments and 50 lbs. for Canadian shipments. There is also a maximum allowable size of “Length plus Girth less than or equal to 130 inches,” as well as a maximum allowable single dimension of 108 inches.

Package (Ground): The simplest and smallest item that can be shipped via FedEx Ground.

Parse Pak: Divides the total weight of a commercial or residential FedEx International Ground® multiple-piece shipment (MPS) equally among all packages in the shipment. For a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages, this feature is the “per Shipment” option in the Per Package/Per Shipment drop-down menu.

POD: Proof of Delivery

Proforma Invoice: Often used as an offer to sell or is used to apply for a letter of credit or import permit. A Commercial Invoice supersedes a Proforma Invoice.

RMA: Return Materials Authorization

RVC: Regional Value Content

SED: Shipper’s Export Declaration

State of Origin: The state in which the merchandise actually starts its journey to the port of export, or the state of the commodity of the greatest value, or the state of consolidation.

Tax ID/EIN: The 9-digit (plus 2 alphanumeric characters, if applicable) Internal Revenue Service Employer Identification Number (EIN) for the U.S. Principal Party in Interest (USPPI).

Tax ID/EIN type: The ID Type for the U.S. Principal Party in Interest (USPPI). Select the Internal Revenue Service Employer Identification Number (EIN).

Ultimate Consignee: The foreign party actually receiving the shipment for the designated end-user, or the party so designated on the export license.

URSA: Universal Routing and Sorting Aid

USPPI (U.S. Principal Party in Interest): The person in the U.S. that receives the primary benefit, monetary or otherwise, of the export transaction. Generally, that person is the U.S. seller, manufacturer, order party or foreign entity. Provide the USPPI complete information.

XTN: External Transaction Number

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