



Developer guide supplement

FedEx Ship Manager® Server 26.00 family



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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 a 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 a 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.

About This Document

The *FedEx Ship Manager® Server Developer Guide Supplement* provides technical information about features in this release. It contains descriptions of new features, transactions and transaction fields that make up the new functionality and enhancements included in the software since the v 20.0.1 release.

This document is *not* intended for use as a coding reference or as a detailed technical specification of the new features. Details for all the features described in this document are included in the *FedEx Ship Manager® Server Transaction Coding Reference Guide* and the *FedEx Ship Manager® Server Developer Guide*.

Note: This document lists the data elements for this release of the FedEx Ship Manager® Server.

Audience

This document is intended for the following audiences.

- Shipper managers, users, or developers interested in obtaining FedEx Ship Manager® Server.
- Customer managers, users, or developers using FedEx Ship Manager® Server for the first time.
- Customer managers, users, and developers already using FedEx Ship Manager® Server wanting to learn about the new and enhanced features in this release.
- Managers, users, or developers of third-party development organizations.

Resources

- FedEx Service Guide: [FedEx.com/en-us/service-guide](https://www.fedex.com/en-us/service-guide)
- FedEx Developer Resource Center: [FedEx.com/en-us/developer](https://www.fedex.com/en-us/developer)

Support

Support Type	Access	Prompt	Support Topics	Hours
Web	FedEx.com	NA	NA	NA
FedEx Technical Support	1.877.339.2774	FedEx Ship Manager® Server	- FedEx.com - FedEx Ship Manager - FedEx Web Services - 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 pickup - 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 support number 1.800.463.3339	- Schedule Dangerous Goods or HazMat pickup, ship alcohol or firearms, get rates or order supplies. - Technical Support - International Dangerous Goods questions - Speak with a Dangerous Goods representative	Monday to Friday CT 7 a.m. - 7 p.m. Saturday CT 10 a.m.- 2 p.m.

FedEx Ship Manager® Server software is free. Contact a FedEx support representative if you wish to expand your current FSMS installation or want additional information.

If you have questions or need technical assistance:

- United States and Canada: call **1.877.339.2774**.
- Europe: Submit a support request via link: fedexeuropa.my.salesforce-sites.com/premiumCT/
- The Indian Subcontinent, the Middle East and Africa: email meisatechsupport@FedEx.com
- Asia-Pacific: email fdxhelpdesk@FedEx.com
- Brazil: email ct-brazil@corp.ds.FedEx.com
- The rest of Latin America and the Caribbean: [click here](#) for your country's dedicated support phone number.

FedEx Service Guide

Within this document, you may be asked to refer to the *FedEx Service Guide* for details about FedEx services, packaging, and other information. To view or download the U.S. guide, go to [FedEx.com/en-us/service-guide](https://www.fedex.com/en-us/service-guide) and click the **'View the FedEx Service Guide PDF'** option in the orange box on the left.

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Version 26.01

This release includes updates that improve shipping flexibility, expand service support, and enhance customer visibility into package processing. New capabilities support FedEx Home Delivery shipments, provide additional controls for service upgrade and downgrade processing, and enhance Hold at Location (HAL) functionality. The release also includes new transaction tags and country query capabilities, along with several user experience improvements designed to simplify configuration, troubleshooting, and system administration.

Service and Shipping Enhancements

FedEx Home Delivery

For FedEx Home Delivery shipments, the system returns the sum of applicable package-level surcharges for the selected Home Delivery option.

Package-level surcharges:

You will be charged package-level surcharges when the following are true:

- You use FedEx Home Delivery as a rate quote, rate/route, or shipment transaction.
- The shipment is single-piece or multi-piece.
- Each transaction is for a unique delivery option.

FedEx Home Delivery options:

- Date Certain Home Delivery
- Evening Home Delivery
- Appointment Home Delivery

FedEx Authenticated Delivery (FAD)

FedEx Authenticated Delivery (FAD) provides simplified, more secure proof of delivery for eligible FedEx shipments. Available to residential and commercial shippers, FAD uses a QR code to authenticate delivery of high-value shipments. FedEx Ship Manager® Server supports FAD through shipping and rating transactions using the FedEx Authenticated Delivery special service option.

Key features

- Supports the new **AD** service option code in **Tag 5400** (add service option).
- Supports rating and rate-shopping transactions.
- Supports recipient notifications used during the delivery authentication process.
- Requires a valid recipient email address when FAD is requested.
- Sends supported recipient notifications in HTML format only to support QR codes and embedded links used for delivery authentication.

FedEx One Rate Extra small box

FedEx One Rate supports an extra small box packaging option for rating and shipping, including returns. Shipping labels, tracking, and related documents display this packaging type where applicable. **FedEx One Rate®** adds the **extra small box** packaging type for rating and shipping (including returns) in supported automation platforms. Tracking and key shipping documents display extra small box where applicable.

Upgrade/Downgrade

The Upgrade/Downgrade Service option on the meter tab supports automatic service substitution when the selected service is unavailable or when a package exceeds small-package weight or dimension limits. If Standard Overnight is unavailable, another eligible service can be selected, such as Priority Overnight, 2 Day, Express Saver, or First Overnight. When a package exceeds small-package limits, the system switches the shipment to Express Freight when applicable.

Check service eligibility before applying Upgrade/Downgrade, especially for shipments using FedEx Time Critical options or temperature-controlled delivery.

Hold at Location (HAL) enhancements

Hold at Location (HAL) capabilities include enhanced location query and validation functionality. The 050/150 Service Types and Special Services transaction support requests for HAL information and HAL attributes.

- Use Tag 1989 = 11 to return one or more HAL location line items.
- Use Tag 1989 = 12 to return HAL attributes, including maximum values and station limits.

These updates help verify HAL eligibility and retrieve location-specific details before shipment processing.

Tag updates and sample transactions

Tag 744 - Disable Shipping History Export Flag

FSMS now supports configuring shipment history export through the Disable Export option on the System Settings tab. Like the Disable Backup setting, this option helps manage disk space by allowing shipment history exports to be enabled or disabled.

The 070 meter update transaction supports updates to Tag 744. When Tag 556 (Process Request Code) is set to Update Vendor/SSP Data Capture, the system performs the following actions for a parent meter:

- Updates and saves the Tag 744 value.
- Returns the updated tag and value in the 170 reply.
- Displays the updated value in the FSMS configuration screen's Disable Export setting.

For a child meter, the system:

- Ignores any new value provided in the update transaction.
- Returns the existing saved value.

Note: If Tag 498 — Meter Number is included in the update transaction, it is used only to identify the meter and is not updated.

Tag 183 - Sender phone number

Tag 183 supports alphanumeric values in addition to numeric phone numbers for the 020 Shipment Transaction and 070 Meter Update Transaction.

When Tag 183 is used, the value is saved to the shipping repository with non-alphanumeric characters removed, including plus signs, spaces, parentheses, and hyphens.

Tag 541 - OpenShip Flags

Purpose

- Use Tag 541 to manage open shipments for multi-piece shipments (≥ 2 packages) and distributive shipment types (for example, IPD).
- When Tag 541 is present in a transaction, interpret each flag position to perform the corresponding open-shipment action.

Flag positions (key)

- Position 1 = Y: create an open shipment and assign a tracking number.
- Position 8 = Y: delete shipment (delete flag).
- Position 9 = Y: confirm shipment (close the open shipment).

Recommended guidance

- Best practice: use Tag 541 to coordinate multi-piece shipments and to keep open shipments clear and consistent.
- Caution: combinations that create and immediately delete or confirm a shipment assign a tracking number, commit the shipment to the database, and then remove or close it. Use those combinations only when intended because they can produce transient records.

Tag 3198 - Domestic Regulatory Reference Number

When entering the Domestic Regulatory Reference Number, Tag 3198, use the country-specific maximum length for the destination country:

- Colombia: 30-alphanumeric characters
- Brazil: 17-alphanumeric characters
- 070 Meter Query transaction
- When you run a 070 Meter Query transaction using the List Meter information value for Tag 556 (Process Request Code), the system returns the following tags and values in the 170 reply:

Tag #	Tag name	Description
744	Disable Shipping History Export Flag	Added to the 170 reply in addition to all previously returned tags.
498	Meter number	Ensures all returned fields accurately reflect the configuration for the specified meter.

- This enhancement provides visibility into the current Disable Shipping History Export setting through meter query responses.

Tag 5400 - Add Service Option

A new service option code, **AD (FedEx Authenticated Delivery)**, is supported in Tag 5400. When AD is specified, FedEx Ship Manager Server requests FedEx Authenticated Delivery for eligible shipments.

The following recipient notification options are supported for FAD shipments:

- Tag 5601: Recipient Tendered Notification Flag
- Tag 1556: Recipient Delivery Notification Flag
- Tag 7214: Recipient Estimated Delivery Notification Flag

Recipient notifications are sent in HTML format only and require a valid recipient email address.

070 Meter Query transaction

When you run a 070 Meter Query transaction using the List Meter information value for Tag 556 (Process Request Code), the system returns the following tags and values in the 170 reply:

Tag #	Tag name	Description
744	Disable Shipping History Export Flag	Added to the 170 reply in addition to all previously returned tags.
498	Meter number	Ensures all returned fields accurately reflect the configuration for the specified meter.

This enhancement provides visibility into the current Disable Shipping History Export setting through meter query responses.

085/185 Country Query Request/Reply transaction

What it does:

This transaction helps you check important shipping details about the destination country before you create a shipment. It tells you if the country accepts FedEx-generated Commercial or Proforma Invoices and whether intra-country shipping is supported. Using this check can help avoid shipment delays caused by trade documentation issues.

Intra-country shipping flag (Tag 735):

The 185 reply includes a flag (Tag 735) that indicates if the destination country supports shipping within its own borders using FedEx services. This means you can confirm whether intra-country shipments are allowed before you process your order.

What you will find in the 185 reply:

- Whether the country does not accept FedEx Commercial or Proforma Invoices.
- Whether the country accepts these invoices, either as hard-copy documents or electronically.
- Whether the country supports intra-country shipping (Tag 735).
- Additional country-specific shipping characteristics relevant to your shipment.

Why use this transaction?

Running the 085/185 query before your 020/120 shipping transactions helps ensure your shipment meets trade documentation requirements. This reduces the risk of delays or rejections at customs.

User Experience Enhancements

IPD/IED/IDF Settings

The FSMS configuration screen supports creation of IPD, IED, and IDF entries that link shipments to the corresponding FedEx Clearance Facility and generate the Importer of Record (IOR) Facility ID required for distributive shipments.

- FedEx International Priority DirectDistribution®(IPD)
- FedEx International Economy DirectDistributionSM (IED) Service
- FedEx International Priority DirectDistribution® Freight (IDF)

Select the FedEx Clearance Facility before entering any other information. This automatically populates the IOR Code prefix with the facility's LOC ID. Complete the remaining portion of the IOR Code according to the customer's naming convention. The resulting IOR Facility ID is required in Tag 1355 of the shipment create transaction.

Label Logging Capability

The Enable Label Logging Capability option collects label-generation logs for troubleshooting. In the FSMS configuration utility, open the Advanced Settings tab and select Enable Label Logging Capability to start logging. Clear the option to stop logging.

You do not need to stop or restart FSMS services when enabling or disabling label logging. Turn off logging after collecting the required troubleshooting details.

FedEx Ship Manager® Server console

Installing FSMS adds a FedEx Ship Manager® Server folder to the desktop, which contains shortcuts to software utilities, including FSMS Version Console.

The console includes four tabs:

- **Version information:** Displays installed version details, build information, product key details, EULA acceptance details, and a link to download the software.
- **Component information:** Lists existing FSMS services and support modules, including version, build, and revision information.
- **Services:** Displays the device or computer name and active FSMS services, including service name, status, startup type, and installation user ID.
- **Broadcast events:** Displays existing broadcast events. For details about viewing, adding, editing, or deleting events, refer to the Developer Guide.

System and configuration updates

- The platform now uses **Java 21**, improving performance, efficiency, memory utilization, and security through the latest Java platform enhancements.
- During installation of version 26.01, you must review and accept the updated End User License Agreement (EULA); the installer will not proceed until you accept.

Country, routing, and address improvements

- **Postal enablement** – Estonia (EE), Latvia (LV), Lithuania (LT), Ireland (IE), and Slovenia (SI). Postal awareness is now enabled for these countries. When creating a shipment to a postal-aware country, a valid postal code is required to support accurate routing and TNT-to-FedEx migration efforts.
- **City Lookup for Non-Postal Aware Countries** Use the 085/185 Country Query Transaction with the new Tag 759 (Country Query Function Type) to request a city list for non-postal-aware countries and postal-aware countries that provide city data. Using the correct FedEx city name spelling ensures accurate routing on shipping labels.
- **Domestic's country type – Estonia and Latvia** have migrated to the domestic's country type. Customers can now ship within Estonia and Latvia using expedited domestic services (FedEx First, Priority Express, Priority, Priority Express Freight, Priority Freight), enabling a smooth migration from TNT to FedEx enterprise systems and expanded domestic service options.
- **Global Service Participant (GSP) to Direct Serve** — Fiji and Bulgaria have been added as direct serve countries. Customers can configure either country as a sender or recipient, download rates, and receive courtesy rate quotes in the local currency: Fijian Dollars (FJD) and Bulgarian Lev (BGN). Shipments to and from both countries include Electronic Trade Documentation (ETD).
- **Updated domestic Terms & Conditions** for shipments within Mexico. Revised T&C text will print on thermal and non-thermal AWB (air waybill) labels. Content is provided in Spanish only.
- New capability enables **Intra-Canada domestic residential shipments** to be delivered on weekends (Saturday, optional Sunday). Customers can choose Hold at Location (HAL) to designate a pickup location for recipients, providing greater flexibility and improved service.

Rating and surcharge updates

- **Unauthorized surcharge** is designed to improve operational efficiency. The surcharge is applied to international and intra-country parcel and freight shipments that exceed maximum allowed dimensions or weight. The new surcharge codes are:
 - DQG (Unauthorized Package Charge) for parcel shipments
 - DQH (Unauthorized Freight Charge) for freight shipments
- **Dynamic Pricing** enables demand charges on FedEx ground Economy (FGE) shipments. Charges are calculated from the customer threshold, peaking factor, or rate band, and apply to all FGE shipments that use Dynamic Pricing.
- **Ground Rating Modernization** adds an updated CRSV, a new FedEx Ground (FXG) rating instance, expanded barcode support (REBS), and the Reverse Invoice Option (RIO) to enhance rate quotes for FedEx Ground and Home Delivery, including single-piece and multi-weight shipments.

Label and compliance updates

Germany weight label requirements (§73 PostG)

For shipments within Germany, including domestic and international return labels, shipment weight must appear on the label. Weight icons are also required for packages weighing 10 kg or 20 kg.

Dangerous Goods report Emergency telephone number update.

The emergency telephone number has been reformatted to comply with international requirements. The updated layout displays the 24-hour emergency telephone number on the left and the telephone number right-justified.

Error handling improvements

Error messages in shipment responses provide clearer, field-specific validation details, making it easier to identify and resolve missing or invalid data.

Updated Validation Messages for Postal-Aware Countries

Messages returned in 150 replies for shipments involving postal aware countries are now more explicit and identify the specific missing field. For example:

- 0550: "Recipient country cannot be left blank" (replacing 0713 error code)
- 0551: "Recipient postal code cannot be left blank" (replacing 0427 error code and updated wording from "zip code")

This helps you identify and fix required fields more easily.