



FedEx Ship Manager[®]
New Features Guide
Version 3750

Table of contents

- Welcome3**
- Before you begin4**
 - Installing FedEx Ship Manager® v.3750 4
 - Recommended system and hardware requirements 4
- FedEx Ship Manager® v.3750 highlights.....5**
 - Overview..... 5
 - Express Domestic Return shipments 5
 - FedEx International Priority DirectDistribution® (IPD) updates 5
 - Monitoring and intervention (MI) and Healthcare Identifier services 5
 - Intra-Country Canada shipment updates 5
 - Preview FedEx Generated Reports 5
 - ‘Peak’ is rebranded to ‘Demand’ in surcharges 6
 - Demand Download Updates..... 6
 - Expansion of FedEx First Overnight® service to Hawaii (HI)..... 6
 - Recipient Address Type automation 6
 - Additional International Direct Distribution (IDD) reports 7
 - Introduced IDD shipment History 7
 - Combine IDD master shipments..... 7
 - Set reminder to close IDD master shipments 7
- FedEx® Integration Assistant features.....8**
 - Export > Method update..... 8

Welcome

Congratulations! You are one of the first customers to take advantage of the newest version of FedEx Ship Manager.

FedEx Ship Manager® v.3750 offers enhancements in FedEx® International DirectDistribution shipments, introduced Monitoring and Intervention (MI) and Healthcare Identifier special services, extending Express Domestic return shipments to additional countries.

FedEx Ship Manager® aims to help accommodate all your logistic requirements and facilitate a best-in-class shipping experience.

Enclosed are details about the latest features and enhancements. If you have any questions or comments about the new version or need assistance, refer to the “Before You Begin” section on page 4 or contact the FedEx Help Desk.



Before you begin

Installing FedEx Ship Manager® v.3750

You must be running FedEx Ship Manager® v.32XX or higher to upgrade to v.3750. During the installation of FedEx Ship Manager®:

- Turn off any virus protection or firewall programs on your PC, these programs may interfere with the installation.
- Close all other open files and programs before installing the software.

Recommended system and hardware requirements

- Intel® i5
- 8 GB RAM and 10 GB disk space
- Desktop versions:
 - Windows® 10
 - Windows® 10 Pro
 - Windows® 10 Enterprise
 - Windows® 11
- Server versions:
 - Windows® Server 2016
- FedEx Ship Manager is compatible with 32-bit and 64-bit operating systems.
- Microsoft .NET Framework 4.8 or later is a prerequisite for software installation
- LAN or DSL internet access required
- TLS 1.3 communication enabled
- Microsoft® Edge
- Available port if you are using thermal printer
- Laser and/or inkjet printer for reports and labels
- Screen resolution of 1024 x 768 pixels recommended (screen resolution of 800 x 600 pixels minimum)
- Adobe® Reader 8.1 or higher

Technical Support

In the U.S. and Canada, call 1.877.339.2774.

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, click fedex.com at the top of the FedEx Ship Manager screen to go to the FedEx website. Then, click on any link to explore the latest features and news from FedEx.

FedEx Ship Manager® v.3750 highlights

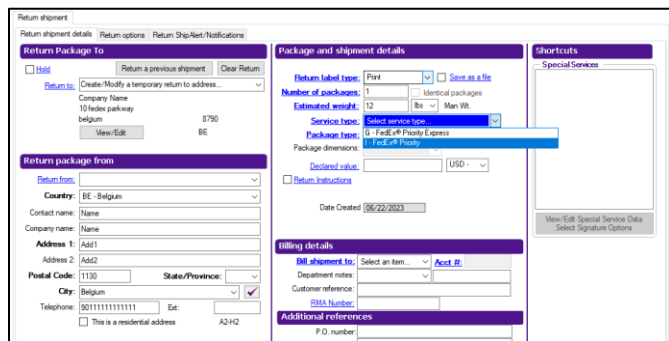
Overview

New and improved FedEx Ship Manager® v.3750 is here to assist you with your shipping requirements. The latest enhancements are designed to help provide a faster and more convenient shipping experience.

Express Domestic Return shipments

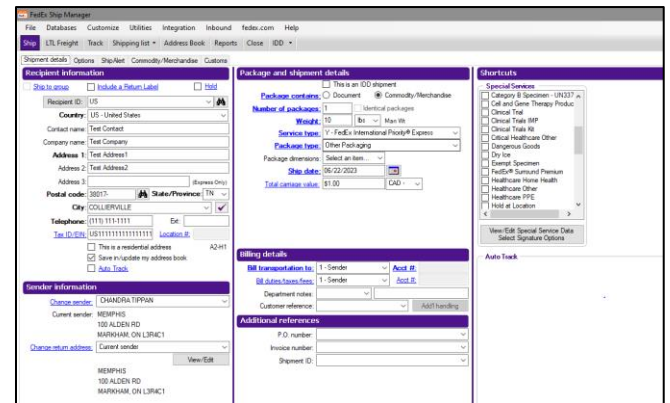
Express Domestic Return shipments are extended for Belgium (BE), Luxembourg (LU), Netherlands (NL), Spain (ES), and Germany (DE) countries. The following service types are available for return shipments.

- FedEx® First
- FedEx® Priority Express
- FedEx® Priority
- FedEx® Economy
- FedEx® Priority Express Freight
- FedEx® Priority Freight
- FedEx® Economy Freight



Monitoring and intervention (MI) and Healthcare Identifier services

Introducing additional special service options - Monitoring and Intervention (MI) and Healthcare Identifiers (HCI) to enhance the shipping experience. These help proactively monitor the 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.



FedEx International Priority DirectDistribution® (IPD) updates

Improved FedEx International Priority DirectDistribution® (IPD) shipping experience as the following two new clearance locations are available for IPD shippers.

- Australia – MELI
- New Zealand – CHCI

Intra-Country Canada shipment updates

Now, Intra-country Canada shipments allows Standard Overnight service type with Saturday delivery services (Saturday delivery or Saturday Hold at Location).

Preview FedEx Generated Reports

Now, you have an option to preview the FedEx Generated USMCA CI/COO and the USMCA COO reports for international outbound and return shipments.

‘Peak’ is rebranded to ‘Demand’ in surcharges

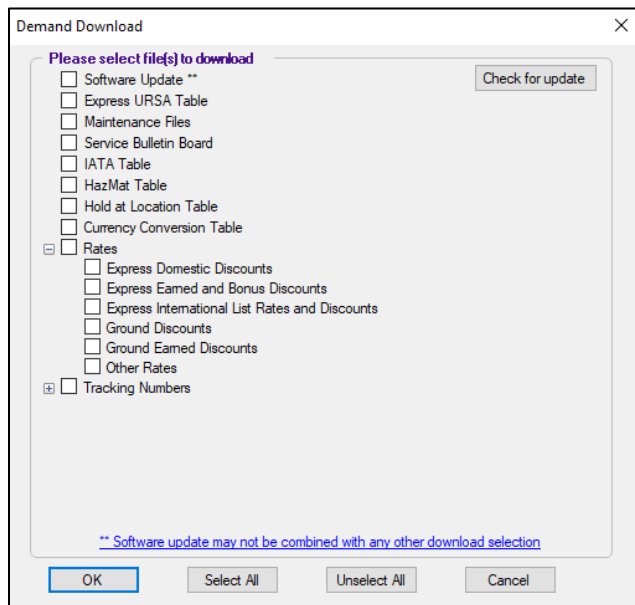
In this version of FedEx Ship Manager®, the term ‘Peak’ in surcharges is rebranded to ‘Demand’ to enhance the shipping experience.

Following are the rebranded surcharges:

Old surcharge	Rebranded surcharge
Peak AHS	Demand AHS
Peak oversized	Demand oversized
Peak Grnd unauthorized	Demand Ground Unauthorized
Peak Resi Surcharge	Demand Resi
Peak Surcharge (FXG Economy)	Demand Resi (GRN Economy)
Item 380 – Peak Surcharge Tier 1 thru Tier 4	Item 380 – Demand Surcharge Tier 1 thru Tier 4
Peak Surcharge (Global Peak)	Demand Surcharge

Demand Download Updates

To ease downloading the international rates, International List rates and discounts options are combined into one. Now with just a click both the International List rates and discounts are downloaded.

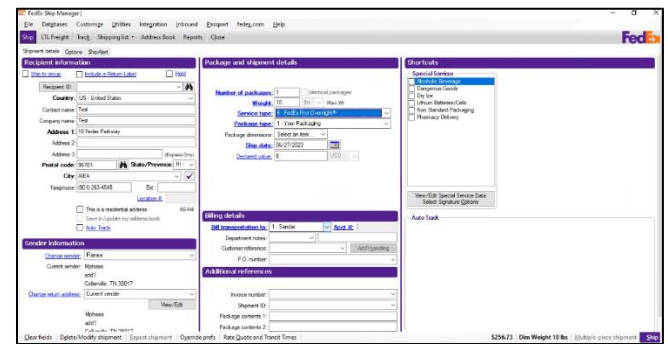


Expansion of FedEx First Overnight® service to Hawaii (HI)

Extending FedEx First Overnight® service to Hawaii (HI) for the following postal codes. FedEx First Overnight® is our fastest service to Hawaii with delivery time of 12:00pm (Monday-Friday) and 1:30pm (Saturday.)

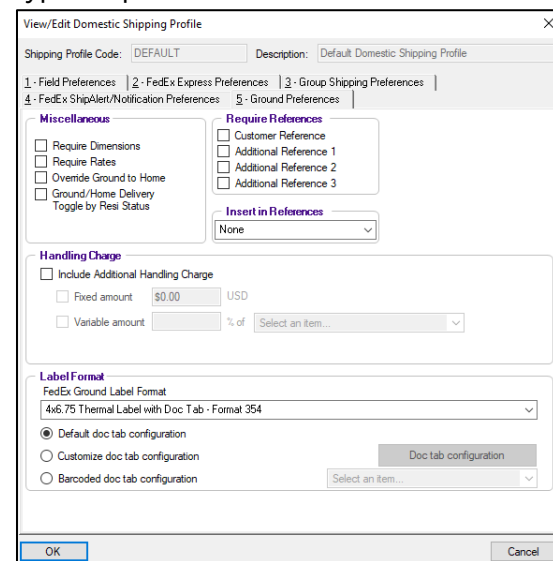
Supported HI Postal codes: 96701, 96782, 96813, 96814, 96815, 96816, 96817, 96818, 96819, 96822, 96826

Note: Saturday delivery commitment for 96818 postal code is not supported for now.



Receipt Address Type automation

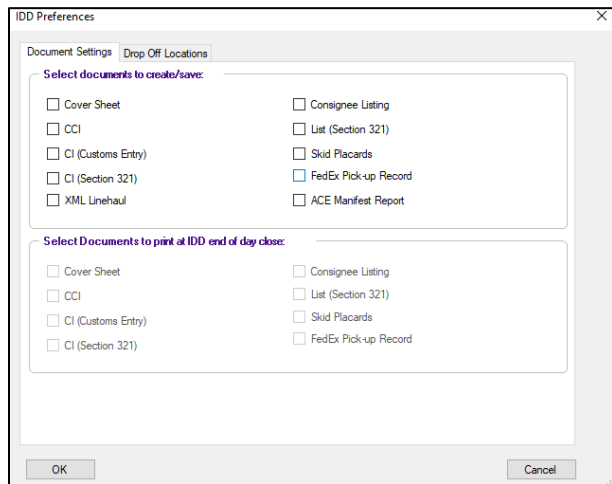
Improved shipment creation to automate the service type based on the Recipient address type for both Domestic and International shipping profiles. If the address type is residential, then the service type displays as Home Delivery and for Business address type, Ground Delivery service displays in the service type dropdown.



Additional International Direct Distribution (IDD) reports

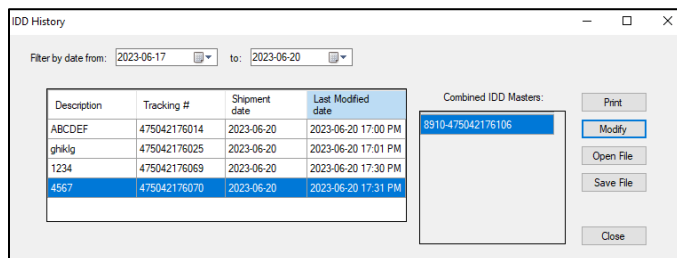
To help provide a more seamless International Direct Distribution (IDD) shipping experience, the following two new reports are introduced to generate while closing the International Direct Distribution Master shipment.

- FedEx Pick-up Record - provides the pick-up record information with associated tracking numbers to have a manifest of shipments being picked up, in PDF format.
- ACE Manifest Report – includes the shipments eligible for Section 321 and Customs entry reports in .CSV format.



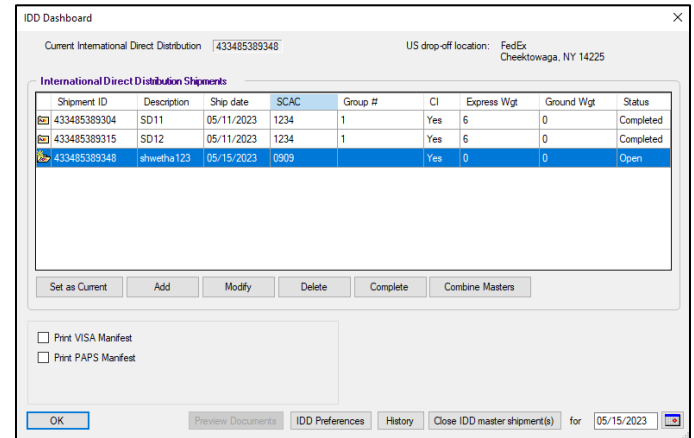
Introduced IDD shipment History

A new feature, International Direct Distribution (IDD) History is introduced for you to retrieve shipment history for closed shipments and allows you to modify, save, delete, reprint, or send documents even after closing the IDD.



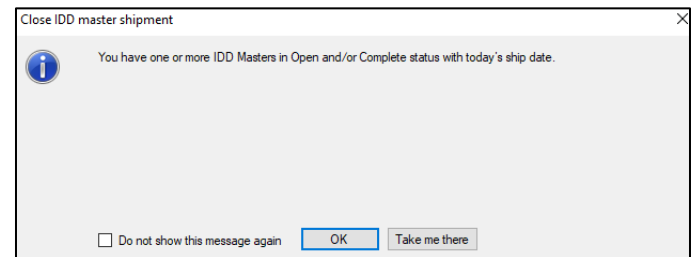
Combine IDD master shipments

From this version of FedEx Ship Manager® software, you can now consolidate the International Direct Distribution (IDD) Master shipments using Combine Masters option to ease the report generation.



Set reminder to close IDD master shipments

Enhanced International Direct Distribution shipping experience, in order to remind you to close the shipments, a reminder option is introduced to set time. Based on the time set, a warning message displays to remind you to close the IDD Master shipments.



FedEx® Integration Assistant features

Export > Method update

A new check box is introduced in Export > Method to enter the default value for the processed shipments. You can select the Set Flag to indicate a package is shipped check box and enter the default value in the text box. When a shipment export is processed, the default value will be exported to the database.

The screenshot shows a web application window titled "FedEx® Integration Assistant | How will your data source receive exported information?". The interface includes a navigation bar with tabs for "Welcome", "Begin", "Import", "Export", and "Finish", with "Export" currently selected. Below this is a sub-navigation bar with tabs for "Destination", "Format", "Method", "Information", "Match", and "Conversion", with "Method" selected. The main content area is titled "How will your data source receive exported information?" and contains the following text: "Select the event that will trigger the export and the method for writing information to the destination data source. NOTE: To avoid unintentionally corrupting the data source, the export method that you choose here must be compatible with the structure of your data source. Contact your IT department if you are unsure of which option to use." The form is divided into two sections: "When do you want to export to your data source?" and "How do you want to update your data source?". Under the "When" section, there are three radio button options: "Each time a shipment is completed" (selected), "At the end of day", and "On demand". The "Each time a shipment is completed" option has two sub-options: "Set Flag to Indicate a package is shipped" (checkbox) and "Also export each time a package is deleted." (checkbox). A text input field is positioned to the right of these sub-options. Under the "How" section, there are two radio button options: "Insert a new record" and "Update an existing record" (selected). Below these is a text prompt: "Select the shipping list field that you want to use to lookup the record:", followed by a dropdown menu currently showing "Customer Reference". At the bottom of the form, there is a checked checkbox labeled "Include manual shipments". The footer of the window contains a "NewProfile" link on the left, and "Back", "Continue", and "Save" buttons on the right.