



FedEX[®]

FedEx Ship Manager[®]

New Features Guide

Version 3800

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Welcome

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

FedEx Ship Manager® v.3800 offers enhancements in Monitoring and Intervention (M&I) and Healthcare Identifier (HCI) 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.3800

You must be running FedEx Ship Manager® v.32XX or higher to upgrade to v.3800.

Before starting the installation of FedEx Ship Manager®:

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

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
- Available port if you are using thermal printer
- Laser and/or inkjet printer for reports and labels
- Supported browsers are Edge, Google Chrome 41 or higher, and Mozilla Firefox 38 or higher
- Screen resolution of 1024 x 768 pixels minimum.
- Adobe® Reader 8.1 or higher

Technical Support

In the US and Canada, call 1.877.339.2774

Help links

Select Help Topics from the Help Drop-down or click underlined (hyperlinked) field names

FedEx Bulletin Board

Select Service Bulletin Board from utilities drop-down to view messages from FedEx.

FedEx website

For the latest information about FedEx, go to <https://www.fedex.com/en-us/shipping/ship-manager/software.html> and click on any link to explore the latest features and news from FedEx.

FedEx Ship Manager® v.3800 highlights

Overview

New and improved FedEx Ship Manager® v.3800 is here to assist you with your shipping requirements. The latest enhancements are designed to help provide a faster and more convenient shipping experience.

‘AHS’ on shipment and/ or package labels

Shipments with ‘Non-Standard Packaging as special service’ display ‘AHS’ on the shipment and/ or package labels for better identification.



Express Domestic Return shipments

Express Domestic Return shipments are available for additional countries/territories: Czech Republic (CZ), Hungary (HU), Romania (RO), Malaysia (MY), France (FR), Sweden (SE), Denmark (DK), Thailand (TH), and Switzerland (CH).

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Rate quotes at package level

International multi-piece shipment (MPS) functionality is enhanced by displaying the rate quote details on package level instead of shipment level.

Surcharges will be displayed on applicable international shipments as ‘per package’ instead of ‘per shipment’. These surcharges include:

- Additional Handling Surcharge-Dimension (AHS Dims)
- Additional Handling Surcharge-Weight (AHS Weight)
- Additional Handling Surcharge-Packaging (Non-Standard Packaging)
- Oversize Surcharge
- Additional Handling Surcharge Freight

Courtesy Rate Quote

Courtesy rate quote (rates are in USD)

From Collville: 38017 US to TORONTO M1M1M1 CA Package 3 of 3
Service Type: FedEx International Ground

Details	Your Rate
Shipping Charges	\$220.79
Residential Surcharge	\$5.55
Fuel Surcharge	\$28.66
Oversize Surcharge	\$175.00
Peak - Oversize Charge	\$39.50
Total rate	\$469.50

*The courtesy rate quote shown here may differ from the actual charges or your contracted rate for your shipment. Differences may occur

FedEx International Priority DirectDistribution® (IPD) updates

Now the IPD primary shipment’s ‘Controlled Shipment – FICE details’ such as FICE License Type, License#/Permit#, Foreign Trade Zone, and Entry Number will be copied to its additional pieces by default.

International Multi-piece shipment (MPS) update

For international express multi-piece shipment (MPS), you can select ‘Non-standard packaging’ option for individual packages. This is applicable for the following service types:

- International express parcel
- International express freight
- International priority distribution
- International direct distribution freight
- Intra-Canada and Intra-Mexico express parcel and freight

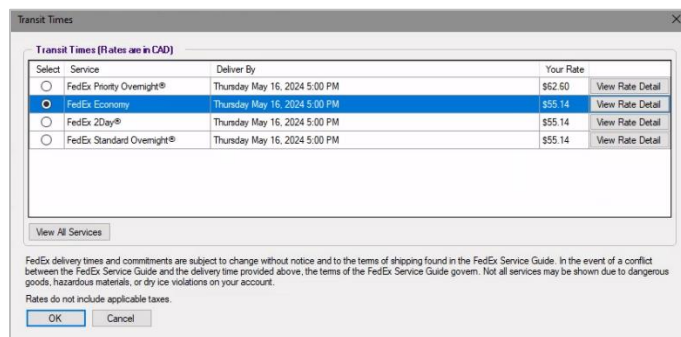
Intra Canada shipment updates

Intra Canada shipment rates no longer includes applicable taxes.

The below disclaimer is added in Transit times, Courtesy rate quote, and Multi-piece shipment screens. The disclaimer is also displayed when application starts with Canada meter or when the meter is switched to Canada.

Disclaimer: ‘Rates do not include applicable taxes’.

Additionally, ‘Canada Tax warning’ option is added under Customize user prompt. By default, the option is turned On.



Postal code required for Chile country

Shipments to or from Chile need to have a valid four- seven digit postal code.

If the provided postal code is incorrect, you will receive an error message requesting that a valid postal code to be entered. Validation of postal code is available for pickup, sender/recipient addresses, broker addresses, and importer of record addresses.

COD retirement update

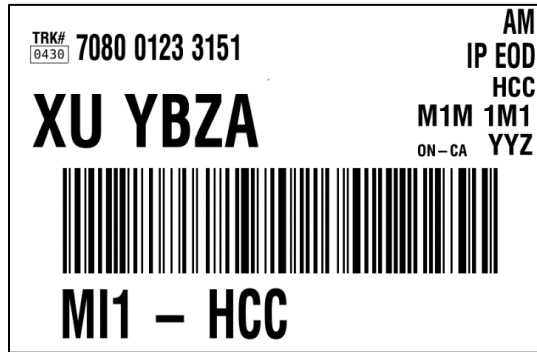
COD and ECOD options are not available for the FedEx Express® (FXE) and FedEx Ground® (FXG) services with the mentioned Origins and Destinations to enhance the digital payment methods.

Service type	Origin	Destination	Type	Allowed
FXE	US	US	COD	No
FXE	CA	US	COD	No
FXE	ROW	US	COD	No
FXG	US	US	COD	No
FXG	CA	US	COD	No
FXG	US	US	ECOD	No

Monitoring and intervention (MI) and Healthcare Identifier (HCI) services updates

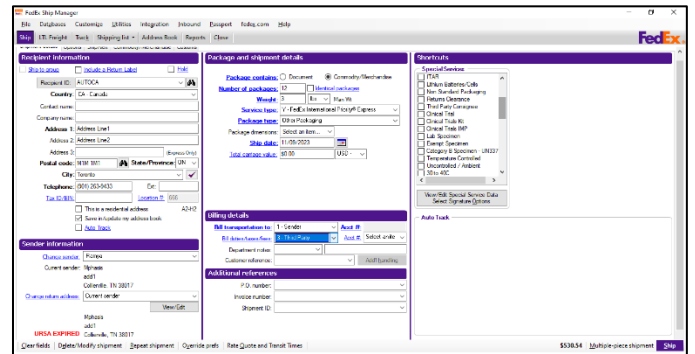
MI and HCI special service codes in labels

Better identification of healthcare shipments by printing the MI code along with HCI code (ex: MI1-HCC) at the bottom of the label in larger font by customizing the labels.



Special service options in logical order

Monitoring and Intervention (MI) and Healthcare Identifiers (HCI) Special Services options now display in a logical order to make it easier for you to select the required options.



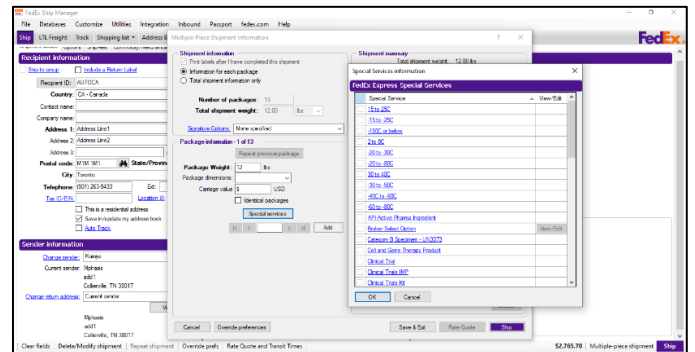
Addition of new label format

A new label format named '4 X 6.75 Thermal Label without Doc Tab' is added to both Domestic and International profiles (FedEx Express and FedEx Ground preferences) for the shipper to be able to select that label format for their shipments.



Special service options for individual packages

You can now select Special Services options for individual packages when you select 'Information for each package' radio button.



Introduced new identifiers

New identifiers are available for other industries.

- Consumable Perishable Critical MI
- Aerospace Critical MI
- Automotive Critical MI
- Financial Critical MI
- High Tech Critical MI
- Industrial Critical MI

New surcharges

Enhanced MI and HCI feature as following surcharges are added:

- FedEx Surround® Elite (MI1) - FedEx Surround Elite
- FedEx Surround® Premium (MI2) - FedEx Surround Premium
- FedEx Surround® Preferred (MI3) - FedEx Surround Preferred

Courtesy rate quote (rates are in USD)

From COLLIERVILLE 380178711 US to MEMPHIS 38116 US

Service Type: FedEx Priority Overnight

Details	Your Rate
Shipping Charges	\$67.46
Fuel Surcharge	\$3.37
FedEx Surround Elite	\$50.00
Total rate	\$120.83