FedEx Ship Manager®
New Features Guide 3900

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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® 3900 offers enhancements in HCI special service options and modifications in system settings.

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® 3900

You must be running FedEx Ship Manager® 32XX or higher to upgrade to 3900.

Before starting the installation of FedEx Ship Manager®:

- Turn off any virus protection or firewall programs on your PC, these programs may interfere with the installation.

- Close all other open files and programs.

System and hardware recommendations and requirements

Recommendations:

- Intel® i5

- 8 GB RAM and 10 GB disk space

- 32-bit or 64-bit Desktop versions: Windows® 10, Windows® 10 Pro o Windows®, 10 Enterprise, Windows® 11, Windows® Server 2016

- Available port if you are using thermal printer

- Laser and/or inkjet printer for reports and labels

Requirements to Install and Use FSM

- Microsoft .NET Framework 4.8 or later

- Internet access

- TLS 1.3 communication

- One of these supported browsers

- Edge

- Google Chrome 41 or higher

- Mozilla Firefox 38 or higher

- Screen resolution of 1024 x 768 pixels or higher

- Adobe® Reader 8.1 or higher

Technical Support
In the US and Canada, call 1.877.339.2774

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

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

FedEx website

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

FedEx Ship Manager® 3900 highlights

Overview

New and improved FedEx Ship Manager® 3900 is here to assist you with your shipping requirements. The latest enhancements are designed to help provide a faster and more convenient shipping experience.
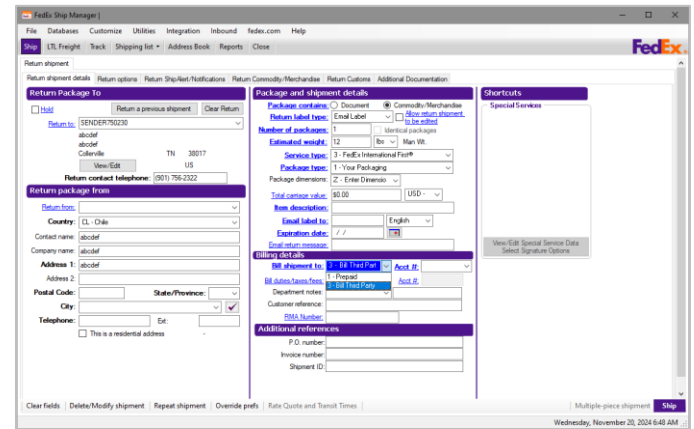
Extending Shipping services to Portugal (PT)

This version of software allows to process shipments to Portugal (PT) and the currency type for Portugal is 'Euro (EUR)'.
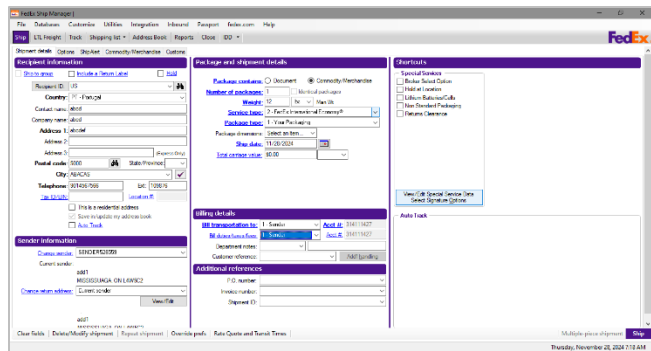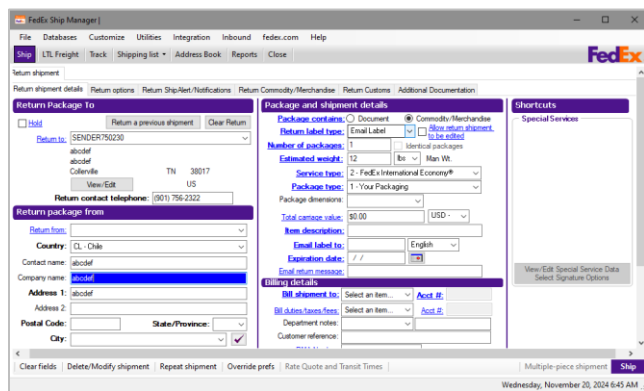

Third Party Billing

Third Party Billing is now supported for domestic return shipments in Chile (CL) country.

Express Domestic Return shipments

Express Domestic Return shipments are extended to additional two countries/territories: Chile (CL) and South Africa (ZA) countries/ territories.

Enhancements in Track shipments

Enhanced Track Shipments screen by modifying the delivery location format as City, Country code format under Detailed results.
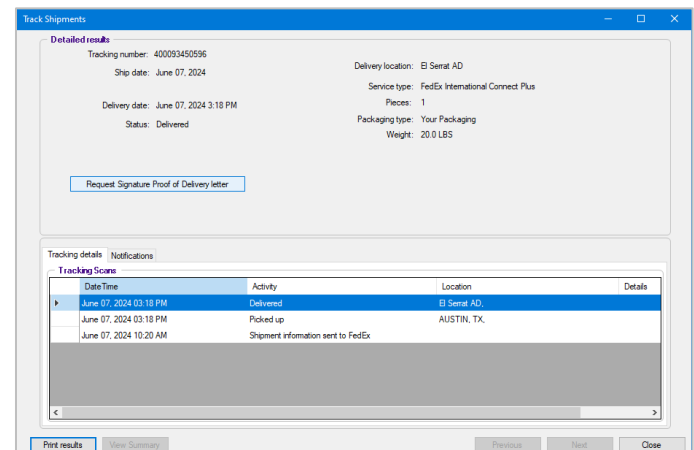
Healthcare Identifiers (HCI) Preferences

For HCI enabled accounts, in View/Edit Domestic Shipping Profile screen and View/Edit International Shipping Profile screen, for outbound and return shipments, a new field name "Healthcare Identifier Options Displayed" is added under Field Preferences section and all the HCI special service options are moved from FedEx Express Special services Field value to Healthcare Identifier Options Displayed Field Value.

To set the default HCI special services options in the ship screen, go to Shipping profile| Healthcare Identifier Options Displayed| Select Constant behavior| Choose the special services from the Field value list.
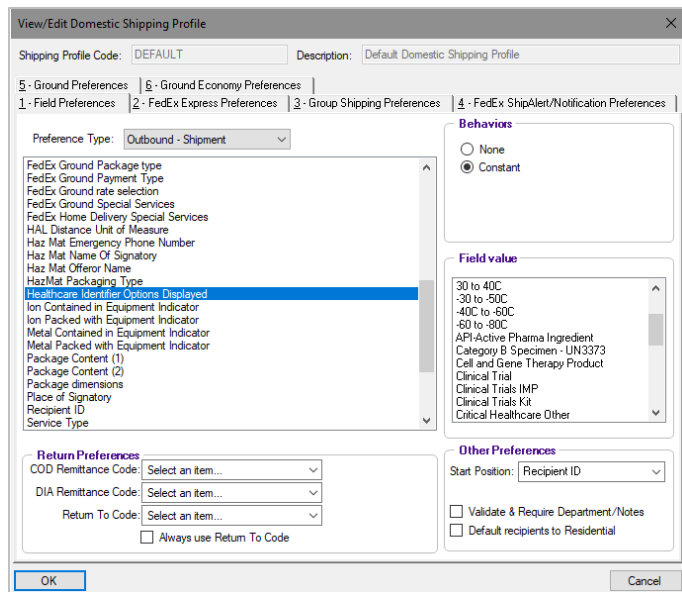
Healthcare Identifiers (HCI) Special Service Options

As an enhancement 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. This change is made in the following screens:

Shipment details: Under Shortcuts section of Shipment details screen.
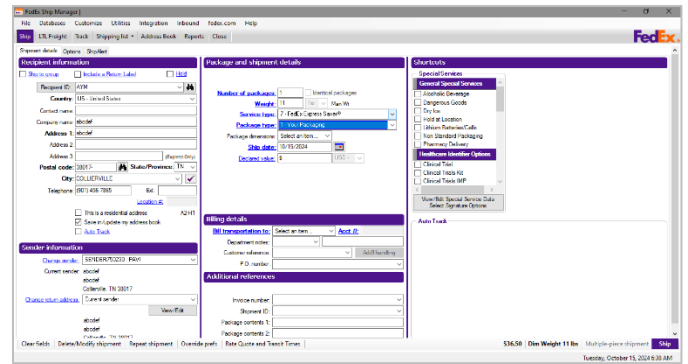
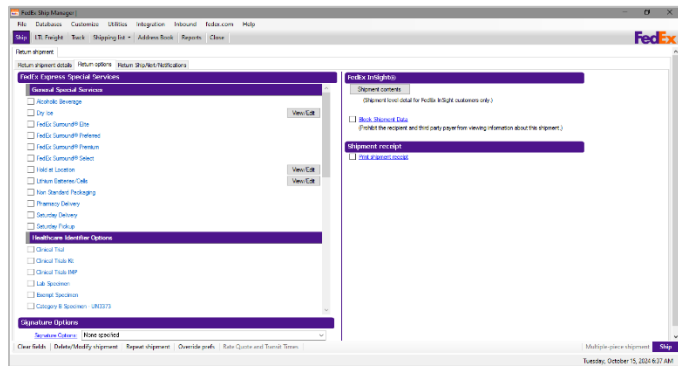Ship|Options: In Shipment details Options screen, under FedEx Express Special Services.
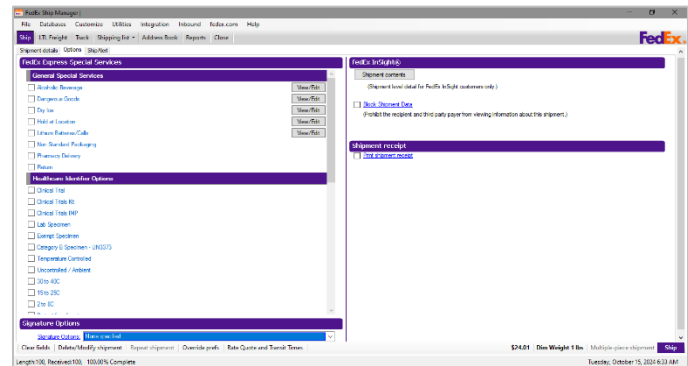
MPS Special Service: In Special Services information window, under FedEx Express Special Services.
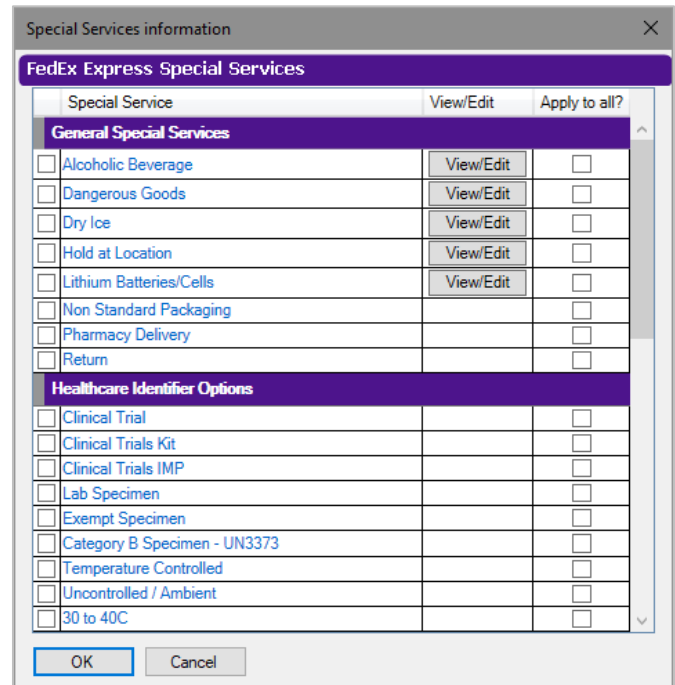
Return Shipment Details: Under Shortcuts section of Return shipment details screen.
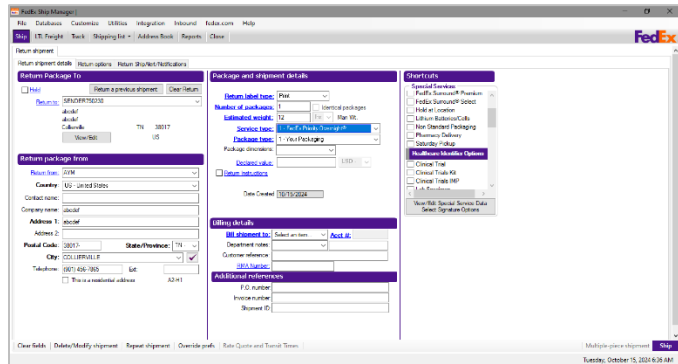
Return options: In Return options screen, under FedEx Express Special Services.

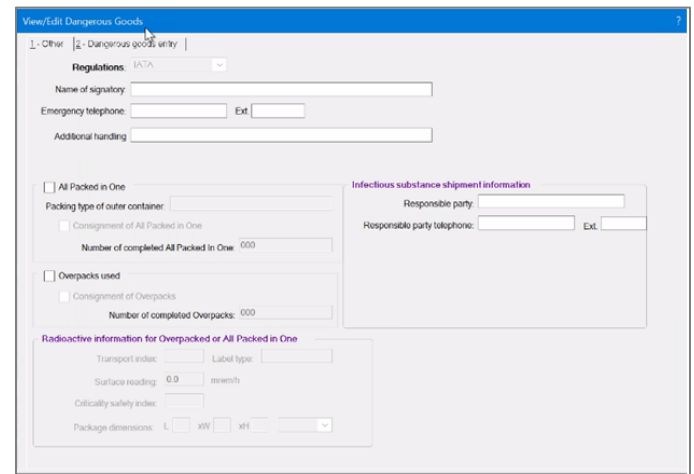

Shipper's Declaration Report Update

In the Shipper's Declaration report, the word "Optional" is added below Airport of Departure and Airport of Destination, and the word "Subsidiary risk" is modified as "Subsidiary hazard" to match the request from Dangerous Goods Safety.

Title and Place of Signatory

To maintain regulatory compliance, "Title of Signatory" and "Place of Signatory" are removed from below screens:

View/Edit Dangerous Goods Screen: "Title of Signatory" and "Place of Signatory" text fields are removed from View/Edit Dangerous Goods Screen.

1421c Shippers Declaration Report: "Title of Signatory" and "Place of Signatory" fields are removed from 1421c Shippers Declaration Report.

Field preferences: "Title of Signatory" and "Place of Signatory" fields are removed from the field preferences of View/Edit International shipping profile, View/Edit Domestic shipping profile, and International Direct Distribution shipping profile maintenance screens.
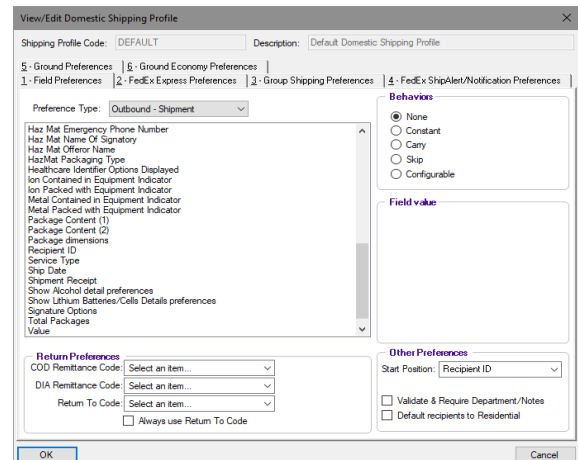
US Inbound Processing Fee

For all the international shipments entering US, a new surcharge "US Inbound Processing Fee" is added to the Courtesy Rate Quote window.

Title bar enhancements

FSM title bar is updated to show the revision number along with the version number.

Mandatory commodity fields

For IPD/IED/IDF shipments, commodity and commodity description are made as mandatory field, and the system performs the commodity validation.