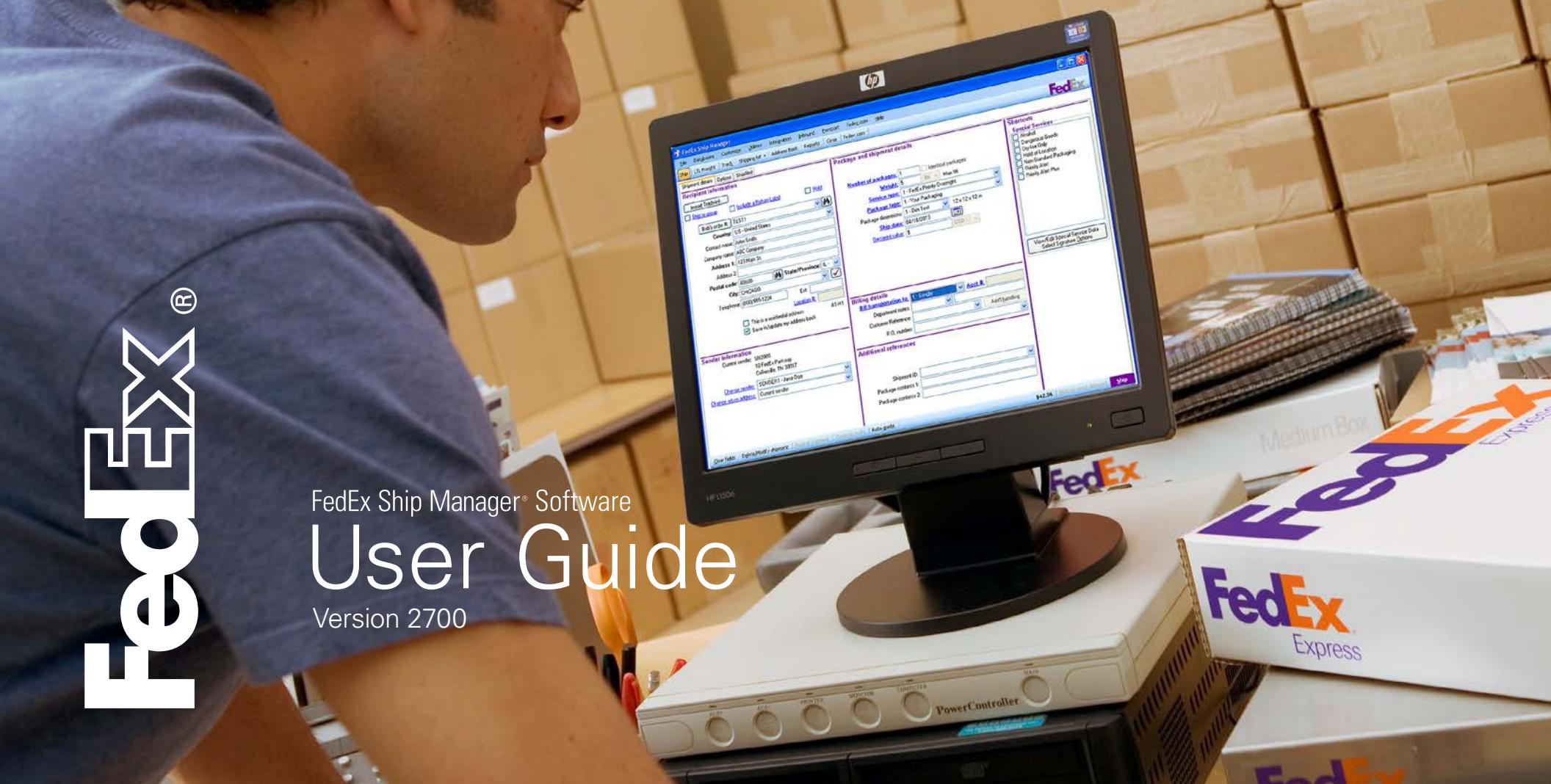




FedEx Ship Manager® Software User Guide

Version 2700



Welcome!

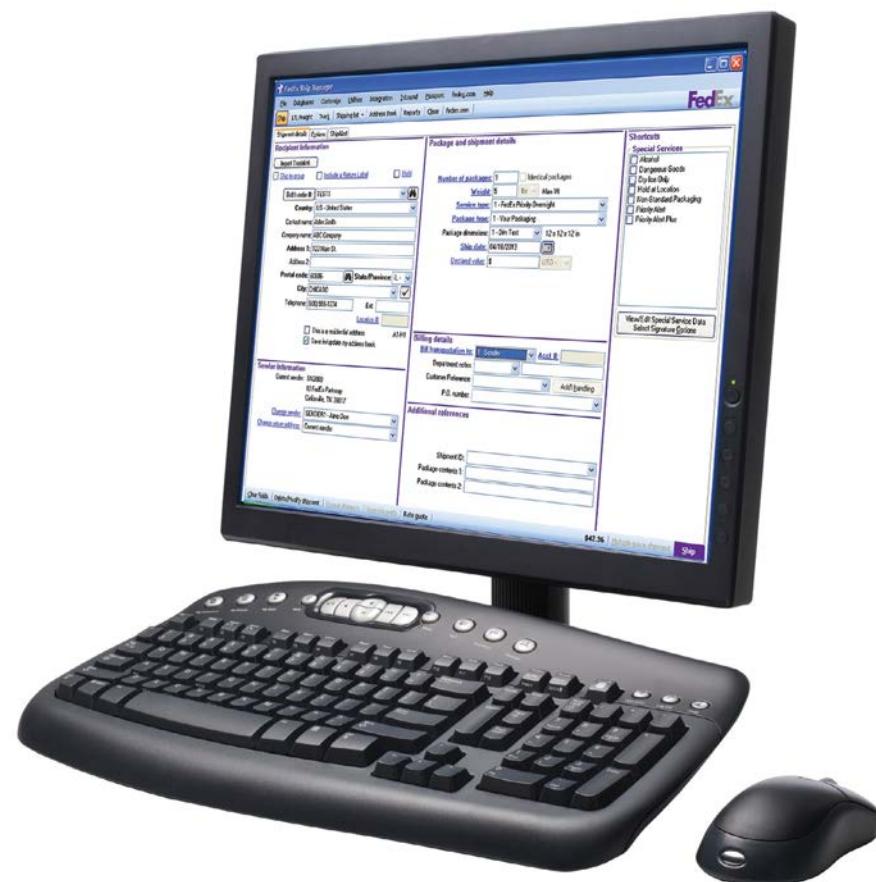
Whether you are new to FedEx Ship Manager® Software or have been using it for years, you'll appreciate that this latest version has been designed to help you process shipments more easily, quickly and conveniently.

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, you can reference this guide, consult the Help tab in the program, go to the Help section at fedex.com 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.



Before You Begin

Minimum System Requirements

- Intel® Pentium® 4, 2.4 GHz recommended (Intel® Pentium 4, 1.7 GHz minimum).
- 1 GB RAM recommended (512 MB RAM minimum).
- 1 GB disk space recommended (500MB disk space minimum).
- Microsoft® Windows® XP with Service Pack 2, Microsoft® Windows® XP with Service Pack 8, Microsoft® Windows® Server 2003 with Service Pack 1, Microsoft Windows Server 2008, Microsoft® Windows 7 or Microsoft® Windows® Vista® (all editions). FedEx Ship Manager Software is compatible with 64-bit operating systems.
- LAN or DSL Internet access recommended (dial-up telephone line access minimum).
- 4X CD-ROM or higher.
- Microsoft® Internet Explorer® v. 6.0.
- Adobe® Reader®.
- Available port if you are using a 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)

Note: A screen magnification of 100% is recommended for optimum viewing

Technical Support

In the U.S. and Canada, dial 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

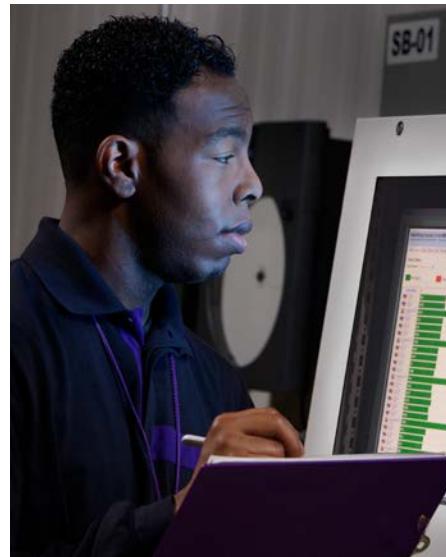
For the latest information about FedEx, click **fedex.com** at the top of the FedEx Ship Manager Software screen to go on to the FedEx website. Then click on any link to explore the latest features and news from FedEx.

Benefits That Fit Your Daily Needs



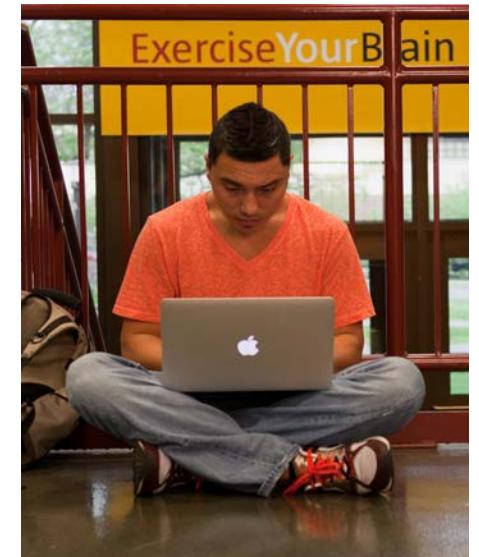
On the Shipping Dock

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[Ship Internationally](#)
[Meet International Requirements](#)
[Send Multiple Items in One Shipment](#)
[Store and Reuse Shipping Data](#)
[Reprint Labels](#)



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Or in Accounting

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[Customize Reports](#)
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[Bill Customers](#)
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Click on any of the links above to learn more about individual features.

Contents

Click on any of the links below and throughout this guide to learn more about individual features.

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For most FedEx Ship Manager Software users

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Essentials

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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](#)

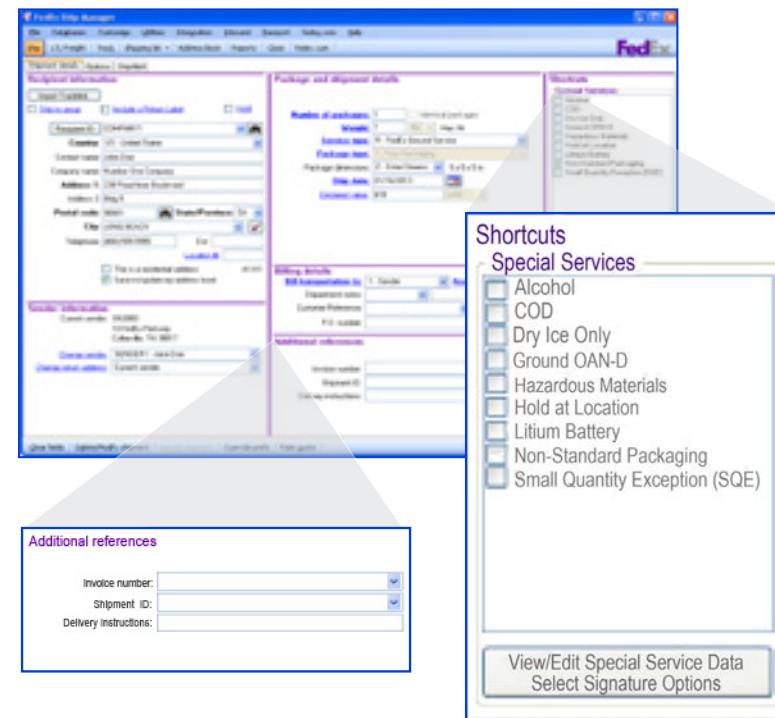
In addition, these key features make shipping easier and more accurate:

- [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, images, barcode promotional message and more to your shipping labels.

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 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.



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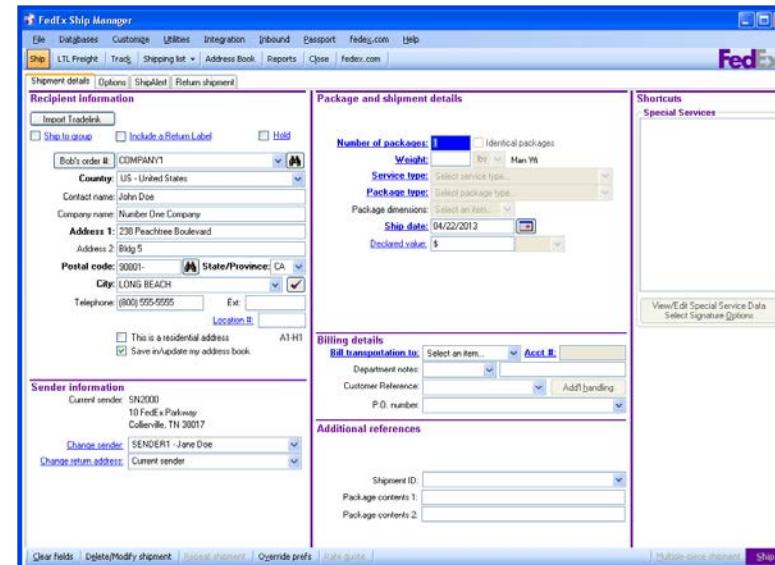
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Save Time Before You Ship

FedEx Ship Manager Software can do more of the work — saving you time and keystrokes — when you 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 selected in [Shipping Profiles](#) for the same field.



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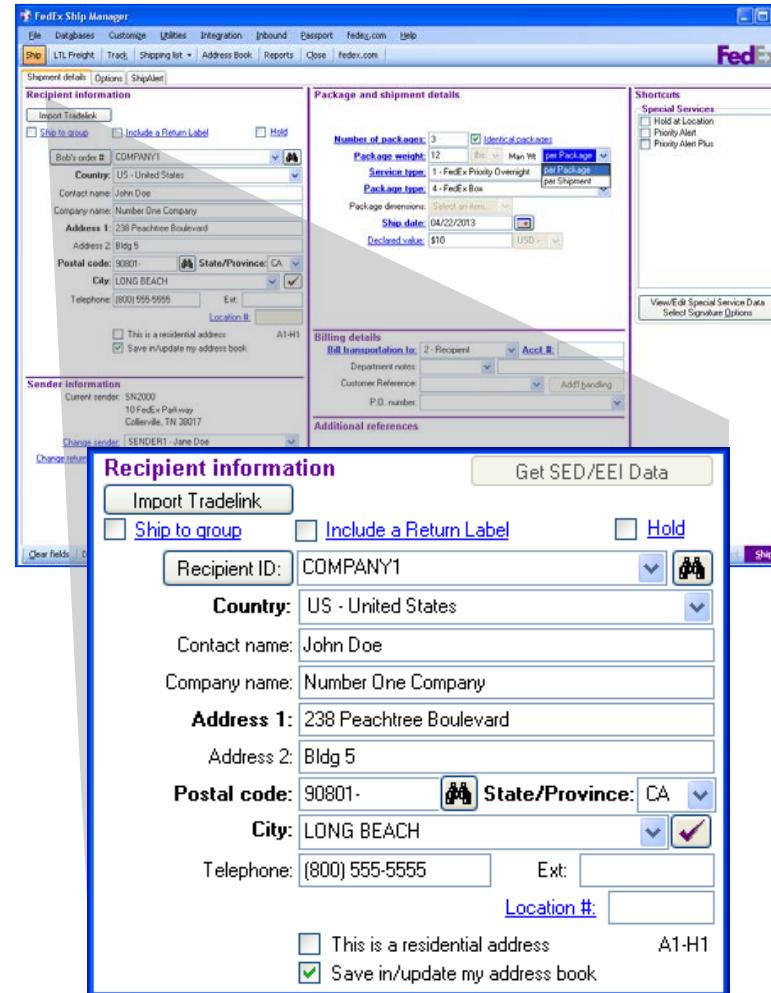
Recipient Information

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](#)
- [Hold](#)
- [Recipient ID](#)
- [Country](#)
- [Contact name](#) | [Company name](#)
- [Address 1](#) | [Address 2](#)
- [Postal code](#)
- [State/Province](#)
- [City](#)
- [Telephone](#) | [Ext](#)
- [Tax ID/EIN \(International only\)](#)
- [Location #](#)
- [This is a residential address](#)
- [Save in/update my address book](#)



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Recipient Information, continued

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.

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 **Hold file lookup** to switch to Recipient ID*

The screenshot shows the 'Recipient information' dialog box. At the top right are buttons for 'Get SED/EEI Data', 'Import Tradelink', 'Include a Return Label', and 'Hold'. The main area contains fields for Recipient ID (set to 'COMPANY1'), Country ('US - United States'), Contact name ('John Doe'), Company name ('Number One Company'), Address 1 ('238 Peachtree Boulevard'), Address 2 ('Bldg 5'), Postal code ('90801-'), State/Province ('CA'), City ('LONG BEACH'), Telephone ('(800) 555-5555'), Ext., and Location #. At the bottom left are two checkboxes: 'This is a residential address' (unchecked) and 'Save in/update my address book' (checked). There is also a note 'A1-H1' to the right of the checkboxes.

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Recipient Information, continued

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 the binoculars . Refer to the [Address Book Search](#) instructions.

To create a new recipient, 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.

Recipient information [Get SED/EEI Data](#)

Recipient ID:

Country:

Contact name:

Company name:

Address 1:

Address 2:

Postal code: State/Province:

City:

Telephone: Ext:

Location #:

This is a residential address Save in/update my address book

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Recipient Information, continued

Address 1 | Address 2

1. Enter the recipient's primary **street address** on line 1, up to 35 characters. This field is required for all shipments.

Note: 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.

2. Enter additional address information (e.g., suite number) on line 2, up to 35 characters. 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 the **binoculars icon**  next to the Postal code field on the Shipment details screen. The Valid Postal Code List screen displays.
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 displays.

- 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.



The screenshot shows the 'Recipient information' dialog box. At the top right is a 'Get SED/EEI Data' button. Below it are several checkboxes: 'Import Tradelink', 'Ship to group', 'Include a Return Label', and 'Hold'. The 'Recipient ID' field contains 'COMPANY1'. The 'Country' dropdown is set to 'US - United States'. The 'Contact name' field has 'John Doe'. The 'Company name' field has 'Number One Company'. The 'Address 1' field contains '238 Peachtree Boulevard'. The 'Address 2' field contains 'Bldg 5'. The 'Postal code' field contains '90801' with a binoculars icon to its left, and the 'State/Province' dropdown is set to 'CA'. The 'City' dropdown is set to 'LONG BEACH'. The 'Telephone' field contains '(800) 555-5555'. There are two checkboxes at the bottom: 'This is a residential address' (unchecked) and 'Save in/update my address book' (checked). The 'Ext' field contains 'A1-H1' and the 'Location #' field is empty.

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Recipient Information, continued

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.

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, such as COD and 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.

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Recipient Information, continued

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** check box 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.

Recipient information

[Get SED/EEI Data](#)

Recipient ID: CAN1

Country: CA - Canada

Contact name: Frank Smith

Company name: Number One Company

Address 1: Number One Company Lane

Address 2:

Postal code: L1J 2L7 State/Province: ON

City: OSHAWA

Telephone: (800) 555-5555 Ext:

Tax ID/EIN: Location #:

This is a residential address PM-H2
 Save in/update my address book

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Recipient Information, continued

Postal Code Formats

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

N = Numeric characters

A = Alphabetic characters

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
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	6	NNNNNN (NNN-NNN)
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	ANAA
GB	United Kingdom	6	ANNAA
GB	United Kingdom	6	ANANAA
GB	United Kingdom	6	AANANAA
GB	United Kingdom	7	AANANAA
GB	United Kingdom	7	AANNAAA

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Recipient Information, continued

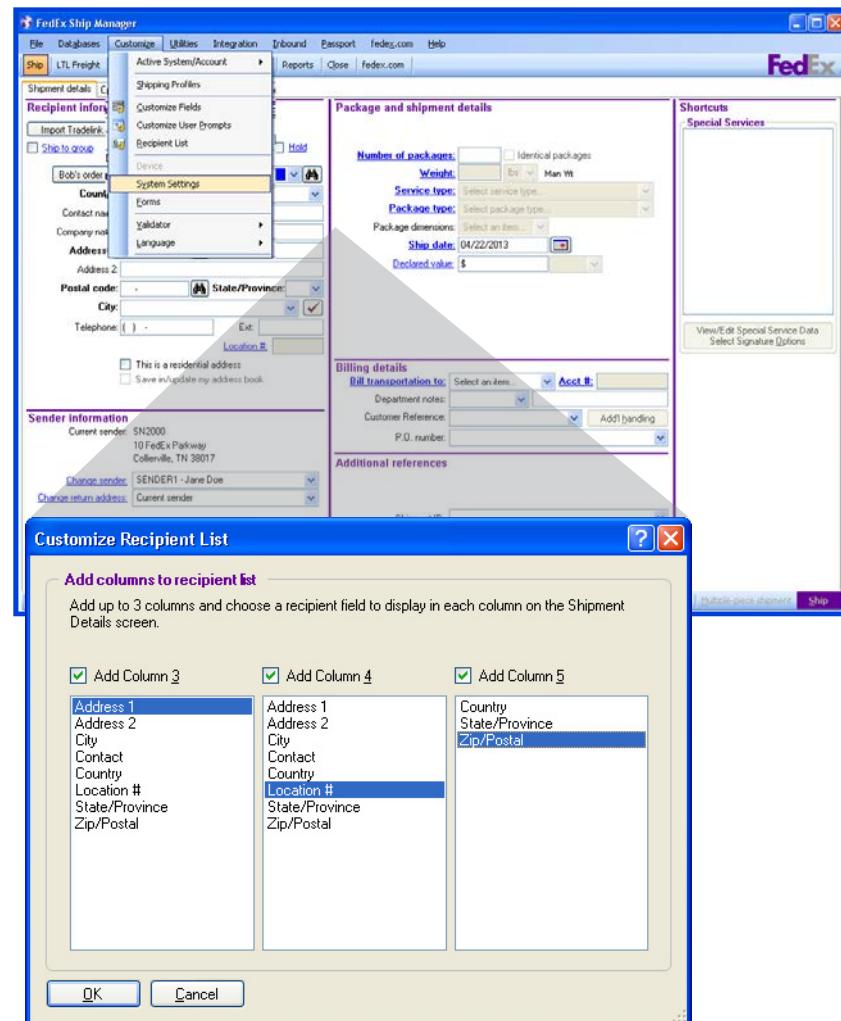
Customize Recipient ID List

You can customize the fields that display in the Recipient ID list. For example, you may want to select **Location # and State/Province** to better identify chain stores within a state.

If you do not select additional fields to display, only the Recipient ID and Company fields display.

To designate additional fields to display:

1. Select **Recipient list** from the Customize menu.
2. Select **Add Column 3** and select the field to display in the third column.
3. Repeat these steps for columns 4 and 5 to display additional fields.
4. Click **OK** when you have finished selecting additional fields.



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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.

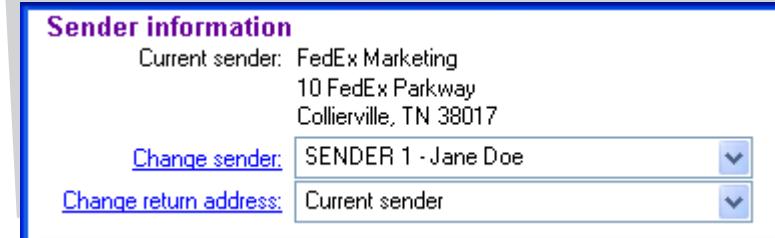
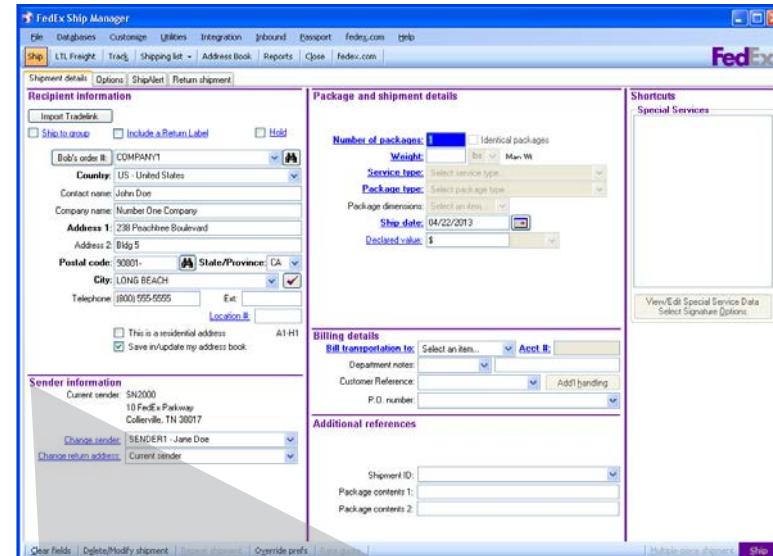
The following fields display in the Sender information section:

- 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.



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Sender Information, continued

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:

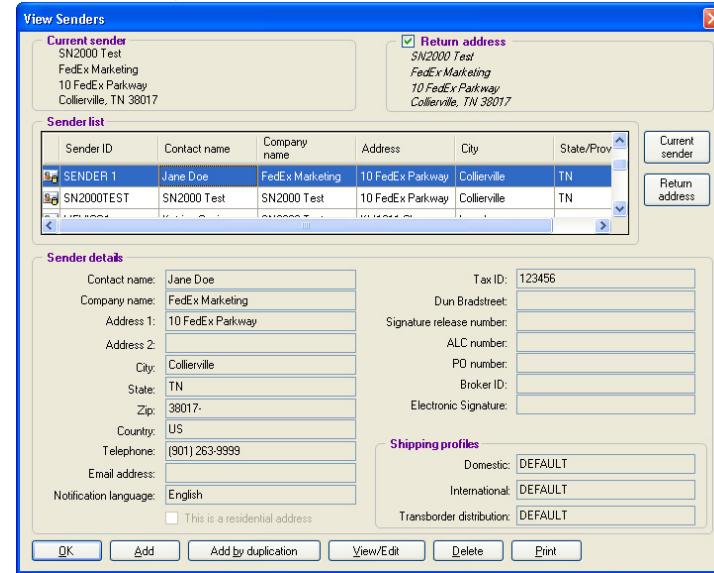
1. Select **Sender** from the Databases menu. The View Senders screen displays.
2. Select the sender you want as the default sender then click the **Current sender** button to the right of the list.
3. Click **OK**.

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 displays.
2. Select the **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**.

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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.

Save time and keystrokes by setting preferences such as package type, dimensions and service type. Refer to the [Recipient Preferences](#) instructions and [Shipping Profiles](#).

The screenshot shows the FedEx Ship Manager software interface. The main window is titled "Package and shipment details". It contains several sections:

- Number of packages:** 3 Identical packages
- Weight:** 12 lbs Man Wt
- Service type:** 3 - FedEx 2Day
- Package type:** 1 - Your Packaging
- Package dimensions:** Z - Enter Dimension 1 x 1 x 1 in
- Ship date:** 05/15/2008
- Declared value:** 0.00 USD

On the left side of the main window, there is a "Recipient information" panel with fields for recipient details like name, address, and contact information. Below it is a "Sender information" panel with fields for sender details. On the right side, there is a "Shortcuts" and "Special Services" panel with a note: "Please select Special Services on the Multiple piece Shipment dialog". At the bottom of the main window, there is a "Package and shipment details" section with fields for Shipment ID, Package contents 1, and Package contents 2.

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Package and Shipment Details, continued

Package and shipment details

<u>Number of packages:</u>	3	<input type="checkbox"/> Identical packages
<u>Weight:</u>	12	lbs <input type="button" value="▼"/> Man Wt
<u>Service type:</u>	3 - FedEx 2Day	
<u>Package type:</u>	1 - Your Packaging	
Package dimensions:	Z - Enter Dimension <input type="button" value="▼"/>	1 x 1 x 1 in
<u>Ship date:</u>	05/15/2008	<input type="button" value="▼"/>
<u>Declared value:</u>	0.00	USD <input type="button" value="▼"/>

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](#)

Package and shipment details

<u>Package contains:</u>	<input checked="" type="radio"/> Document	<input type="radio"/> Commodity/Merchandise
<u>Number of packages:</u>	1	<input type="checkbox"/> Identical Packages
<u>Weight:</u>	.5	lbs <input type="button" value="▼"/> Man Wt
<u>Service type:</u>	1 - FedEx International Priority	
<u>Package type:</u>	2 - FedEx Envelope	
Package dimensions:	Select an item... <input type="button" value="▼"/>	
<u>Ship date:</u>	08/10/2012	<input type="button" value="▼"/>
<u>Document Description:</u>	Business Correspondence	
<u>Total carriage value:</u>	\$0.00	USD <input type="button" value="▼"/>
<u>Total Customs Value:</u>	\$0.00	USD <input type="button" value="▼"/>
<input type="checkbox"/> Print FedEx generated Commercial Invoice		

Additional fields are available for international shipments:

- [Package contains](#)
- [Document Description](#)
- [Currency type](#)
- [Total carriage value](#)
- [Total Customs Value](#)

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Package and Shipment Details, continued

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.

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.

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).

Package and shipment details

Package contains:	<input type="radio"/> Document	<input checked="" type="radio"/> Commodity/Merchandise
Number of packages:	3	<input type="checkbox"/> Identical Packages
Weight:	12	lbs <input type="button" value="Man Wt"/>
Service type:	1 - FedEx International Priority	
Package type:	Box	
Package dimensions:	X2 - Med Box	10 x 10 x 10 in
Ship date:	08/10/2012 <input type="button" value=""/>	
Total carriage value:	\$0.00	USD <input type="button" value=""/>

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Package and Shipment Details, continued

Service type

Select a FedEx® service from the Service type menu. In the Service type drop-down menu on the Shipment details screen, the U.S. services display in sequence with the fastest service listed first (e.g., FedEx First Overnight®). 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.

Package and shipment details

Number of packages:	3	<input type="checkbox"/> Identical packages
Weight:	12	lbs <input type="button" value=""/>
Service type:	3 - FedEx 2Day	
Package type:	1 - Your Packaging	
Package dimensions:	Z - Enter Dimension <input type="button" value=""/>	1 x 1 x 1 in
Ship date:	05/15/2008 <input type="button" value=""/>	
Declared value:	0.00	USD <input type="button" value=""/>

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Package and Shipment Details, continued

Ship date

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

To change the ship date:

1. Click the  **calendar** to select a future ship date. The View/Edit Ship Date screen displays.
2. Select a future **ship date** and click **OK**. You can ship FedEx Express up to 10 days from today and FedEx Ground any number of days in the future.
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.

Package and shipment details

Package contains:	<input checked="" type="radio"/> Document	<input type="radio"/> Commodity/Merchandise
Number of packages:	1	<input type="checkbox"/> Identical Packages
Weight:	.5	lbs <input type="button" value="▼"/>
Service type:	1 - FedEx International Priority <input type="button" value="▼"/>	
Package type:	2 - FedEx Envelope <input type="button" value="▼"/>	
Package dimensions:	<input type="button" value="Select an item..."/>	
Ship date:	08/10/2012	<input type="button" value="▼"/>
Document Description:	Business Correspondence <input type="button" value="▼"/>	
Total carriage value:	\$0.00	USD <input type="button" value="▼"/>
Total Customs Value:	\$0.00	USD <input type="button" value="▼"/>
<input type="checkbox"/> Print FedEx generated Commercial Invoice		

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.

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Package and Shipment Details, continued

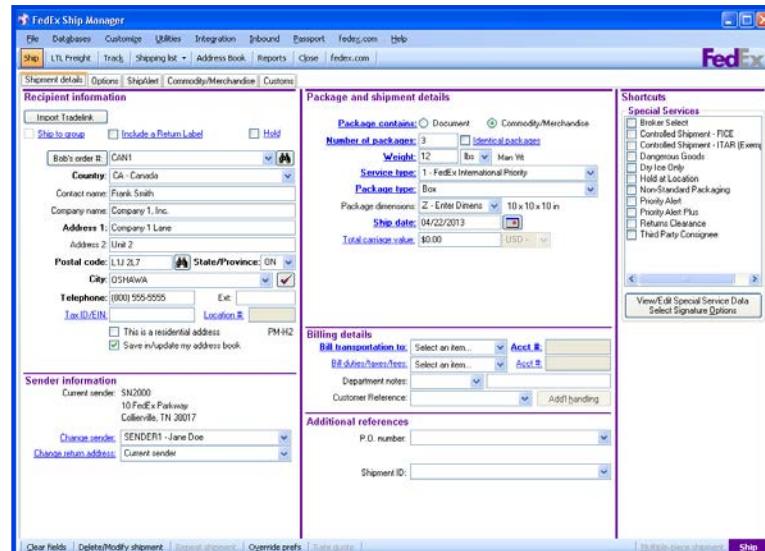
Currency type

Select the currency type for the carriage value.

For FedEx Express shipments, the menu displays all currency types allowed by the destination country.

To enable the currency selection for FedEx Express international shipments (U.S. only):

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 **I want to select my shipping currency** check box.
5. Click **OK**.



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Package and Shipment Details, continued

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.

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**.

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Accessing Special Services Options

Overview

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 services and additional reference fields all from the Shipment details screen.

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

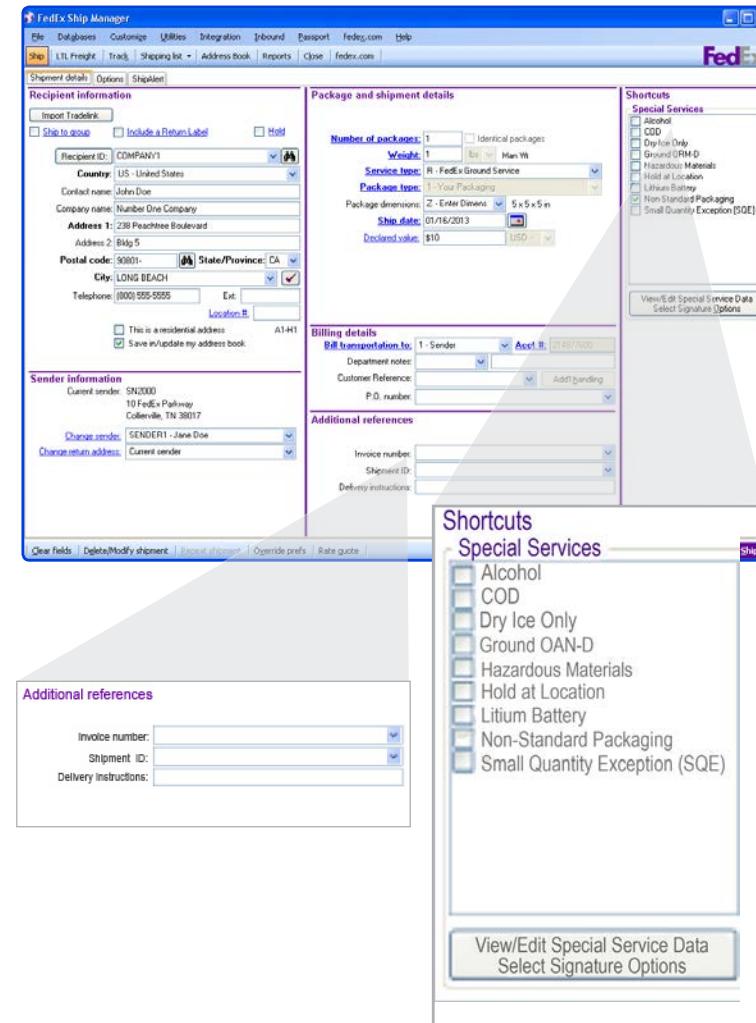
Note: The secondary special services grid that displays on the Options screen or Return options screen specifically for FedEx Ground shipments is not reflected on the Shipment details screen or the Return shipment details screen. All other screens and dialogue boxes are expanded and fields are spaced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

You can access the Options screen from the

Shipment details screen in two ways:

1. Click the **Options** tab.
2. Click **View/Edit Special Service Data Select Signature Options.**

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



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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.

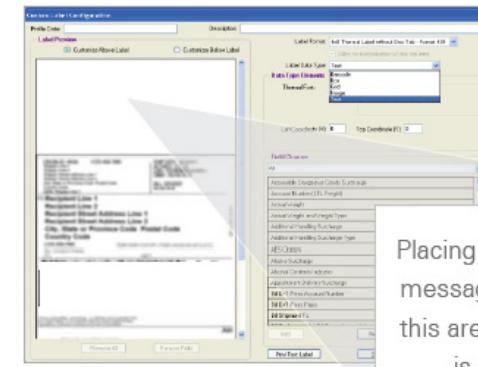
Instructions and Process:

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 imageapproval@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 displays.
2. Click Add and select **Column Label**. The Custom Label Configuration screen displays.
3. Enter the **required information** and customize your label by adding text, barcodes and images. Click **OK**.
4. Click **Print Test Label**. If the test label prints correctly, click **OK**.
5. Before you create a custom shipping label for your shipment, select **Sender** from the Data bases drop-down menu. The View Senders screen displays.
6. Click **View/Edit**. The View/Edit Sender screen displays.
7. In the Custom label profiles section, select **your custom label profile** from the Custom label drop-down menu.
8. Click **OK**.



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Customized Shipping Labels, continued

Applying Custom Labels to Senders in Your Address Book

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

Selecting a Custom Label Profile During Shipment Preparation

1. Complete **shipping information** on the shipment details tab.
2. Click on the **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.

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 displays.
2. Select your **custom label profile** code and click **View/Edit**. The custom Label Configuration screen displays.
3. Enter your changes and click **OK**.

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Updating Shipping Profiles for Custom Label

4x8 or 4x9 Label Stock

To customize shipping profiles, follow these steps:

1. Select **Shipping Profiles** from the Customize menu.
The Shipping Profiles screen displays.
 - 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 SmartPost 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

- Transborder Distribution Shipping Profile - 2 - FedEx Express Preferences tab
- Transborder Distribution Shipping Profile - 4 - FedEx Ground Preferences tab
3. Select the **appropriate service/tab** and update/select the 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
4. Once selections are made click **OK** back to the shipping screen

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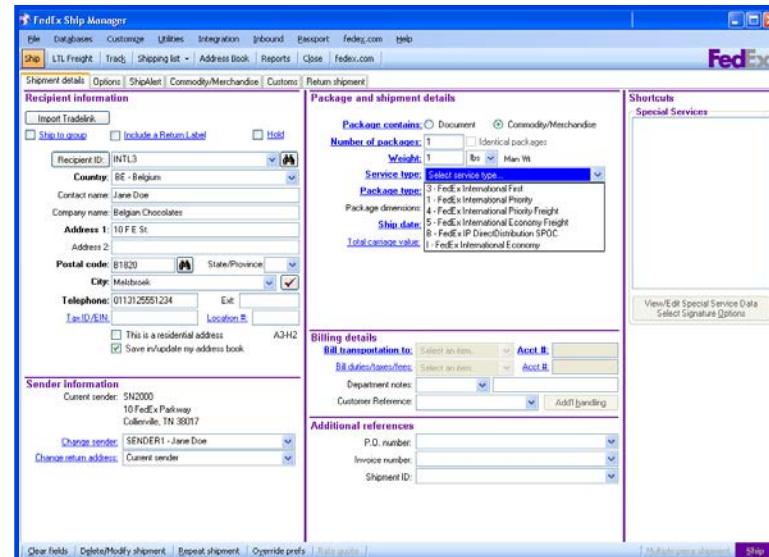
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Changing the Order of FedEx Services

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.



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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

- [Information Security Standards — Masking Account Numbers on Shipping Labels](#)
- [Bill transportation to | Acct #](#)
- [Bill duties/taxes/fees | Acct # \(International only\)](#)
- [Department notes](#)
- [Customer reference](#)
- [Add'l handling](#)
- [Visibility of Earned Discounts](#)

This screenshot shows the FedEx Ship Manager software interface. The main window is titled "Shipment details". It has several tabs at the top: File, Databases, Customize, Utilities, Integration, Inbound, Export, fedex.com, Help, and a "Ship" tab which is currently selected. The "Ship" tab has sub-options: LTL Freight, Track, Shipping list, Address Book, Reports, Close, and fedex.com. The main content area is divided into sections: "Recipient information", "Package and shipment details", and "Billing details". The "Recipient information" section contains fields for company name ("COMPANY1"), address ("238 Peachtree Boulevard, Bldg 5, LONG BEACH, CA 90801"), and contact information ("John Doe"). The "Package and shipment details" section includes fields for package dimensions ("Select an item..."), weight ("Weight: 10 lbs, Unit: lbs, Max Wt: 100 lbs"), service type ("Select service type..."), and declared value ("Declared value: \$"). The "Billing details" section contains fields for bill transportation to ("Bill transportation to: Select an item... Acct #: []"), department notes ("Department notes: []"), customer reference ("Customer reference: []"), P.O. number ("P.O. number: []"), and additional references ("Additional references: []"). A "Shortcuts" sidebar on the right contains links for "Special Services" and "View/Edit Special Service Data".

This is a zoomed-in view of the "Billing details" section from the previous screenshot. The section is titled "Billing details" and contains the following fields:

- Bill transportation to:** A dropdown menu labeled "Select an item..." and an "Acct #: []" input field.
- Department notes:** A dropdown menu.
- Customer reference:** A dropdown menu.
- Add'l handling:** A button.
- P.O. number:** An input field.

The "Acct #" input field is highlighted with a yellow background.

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Billing Details, continued

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 (fedex.com/us/security/) 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.

[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.

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Billing Details, continued

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 the **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](#).*

Note: To customize the reference field names, refer to [Customize Fields](#).

Additional handling

1. Click **Add'l 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.



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Billing Details, continued

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.

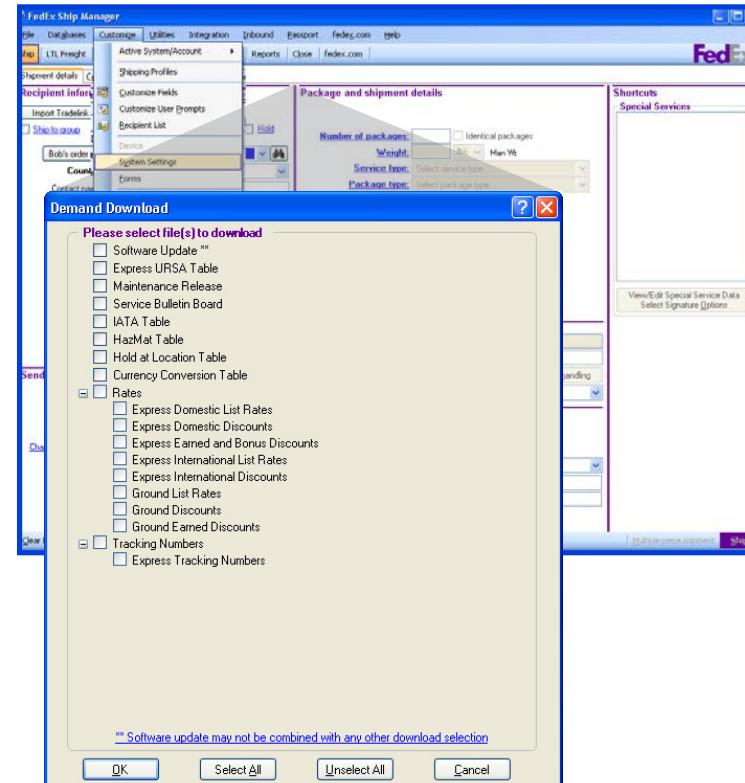
For new earned discount customers, FedEx Ship Manager Software even lists earned discounts separately from the grace discounts you receive until your exact earned discount rate has been computed.

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 displays.
2. Click the **plus symbols (+)** to expand the **Rates** section and the Tracking Numbers section, as needed.

3. Select the **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.



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Applying List Rates to FedEx® Collect on Delivery (C.O.D.)

FedEx Ship Manager Software enables you to apply list rates for FedEx Collect on Delivery (C.O.D.) amounts for FedEx Express and FedEx Ground shipments. This feature applies to single-piece shipments and multiple-piece shipments (MPS), but does not apply for shipments to Mexico.

Note: The FedEx Collect on Delivery (C.O.D.) option is not available for FedEx Express service in Canada.

To enable and apply list rates for FedEx Collect on Delivery (C.O.D.), 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 the **2 – FedEx Customer Admin** tab.
4. Select the **Use Domestic List Rates** and **Use International List Rates** check boxes. When the resulting popup displays, click **Yes**.
5. Click **OK** to close the System Settings screen.
6. Enter the required **information** for your shipment on the Shipment details screen.
7. Click the **Options** tab. The Options screen displays.

8. Select the **C.O.D.** check box. The C.O.D. (Collect on Delivery) Information screen displays.
9. Enter an amount (**e.g., \$1.00**) in the Amount field.
10. Select the appropriate option in the **"Freight charges to add to C.O.D. amount"** drop-down menu.
11. Click **OK**. If you have entered all shipping information, click **Ship** to process your shipment.

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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® Transborder 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.

Canada-origin shippers can also download list rates for FedEx Collect on Delivery (C.O.D.) amounts for FedEx Ground shipments.

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 the **2 – FedEx Customer Admin tab**.
4. In the Exclude From My Shipping Charges section, select the appropriate **check boxes**.
5. Select the **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.

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

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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.

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Additional Copies of Shipping Labels

FedEx Ship Manager Software allows you to 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 SmartPost® 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

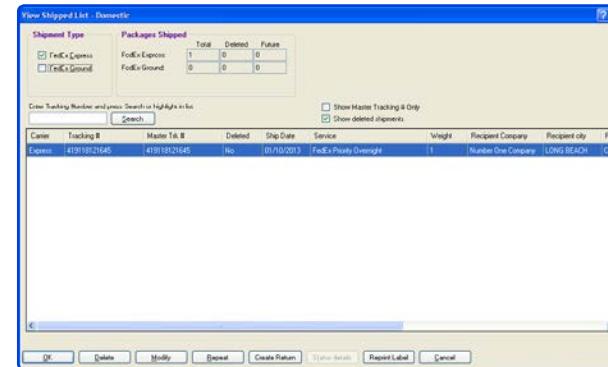
To reprint the shipping label from the Shipping list, follow these steps:

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 displays.
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 the **Reports** tab in the top navigation bar. The 1—Shipment screen displays.
2. Click the **6 — Document Reprint** tab. The Document reprint screen displays.
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 the **Shipping label (Available for print only)** checkbox in the Documents available for reprint section. In the Output section, select the **number of copies** from the Number of Copies drop-down or Number of Shipping Label Copies drop-menu and click **Print**.



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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](#)

The screenshot shows the 'View Address Book' window. At the top, there's a 'Recipient list' grid with columns: AC Status, Recipient ID, Company name, Contact Name, Address 1, City, and State. Three rows are visible: '212 KIDS' (Address 1: 230 East 83rd St., City: New York, State: NY), '3000 TOYS' (Address 1: 4521 Reinnmiller R..., City: Joplin, State: PR), and '4 KIDS BOOKS ...' (Address 1: 2902 West 86th..., City: Indianapolis, State: IN). Below the grid are two radio buttons: 'Checked' (selected) and 'Pending'. The main area is titled 'Recipient details' and contains fields for: Country (US), Contact name (Santa Claus), Company name (4 Kids Books and Toys), Address 1 (2902 West 86th Street), Address 2 (), Location # (), City (Indianapolis), State (IN), Zip (46268), Telephone ((317) 334-0563), Ext (), Email Address (), Notification Language (), Fax number (), Account number (), and two checkboxes ('This is a residential address' and 'This is a Brazilian resident'). To the right are sections for 'Third party billing account numbers' (Bill shipment account number and Bill duties/taxes/fees account number), 'International information' (State Tax ID, Tax ID, Broker ID, and a checkbox for 'The shipper and recipient are related parties'), and 'FedEx ShipAlert®' (Email address and Notification Language for Other 1 and Other 2). At the bottom are buttons for OK, Skip to, Return from, Add, Add by duplication, View/Edit, Delete, and Print, along with a note: 'Number of items: DOMESTIC: 1252 INTERNATIONAL: 81'.

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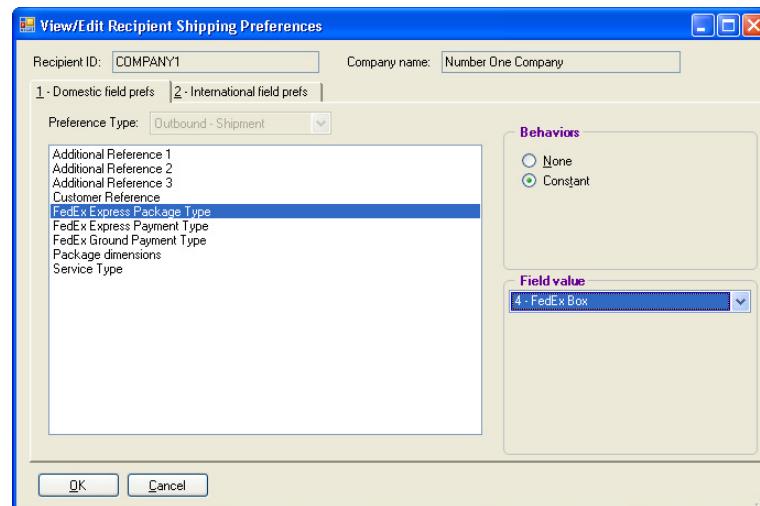
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Address Book, continued

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.



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Address Book, continued

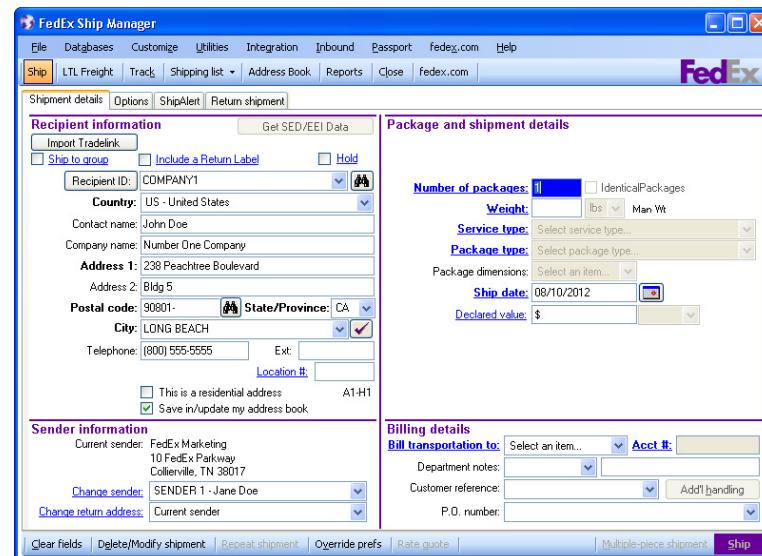
Add a Recipient when Shipping

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.



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Address Book, continued

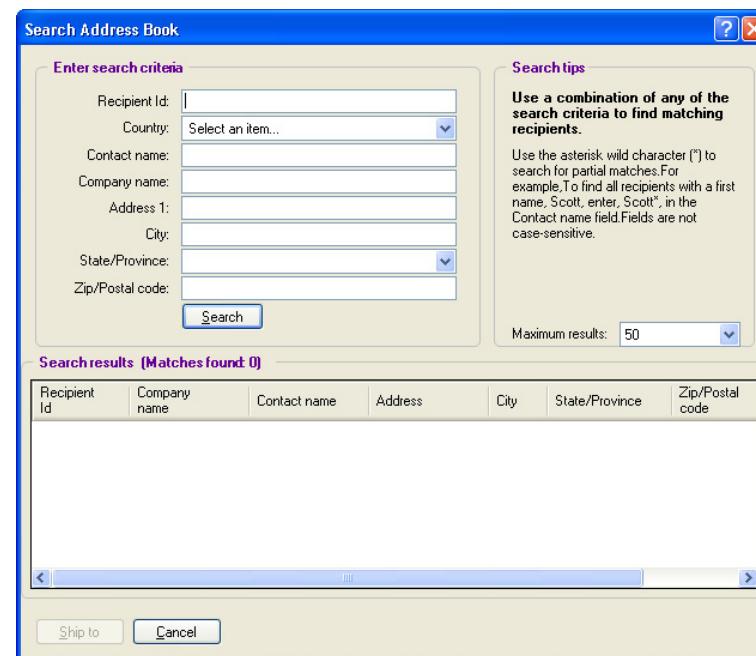
Address Book Search

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 the **binoculars**  next to the Recipient ID field. The Search Address Book screen displays.
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.



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Address Book, continued

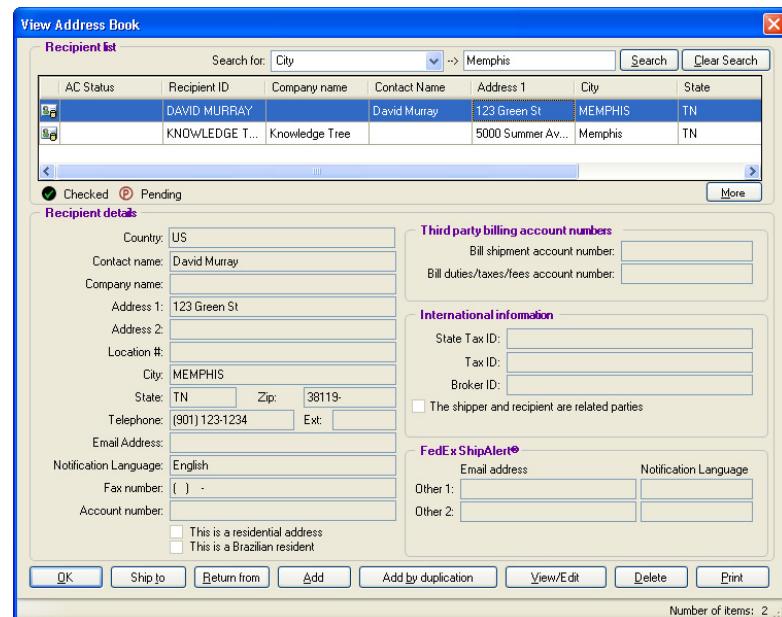
Search the Address Book

1. Click the 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.



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Address Book, continued

Setting Recipient Preferences

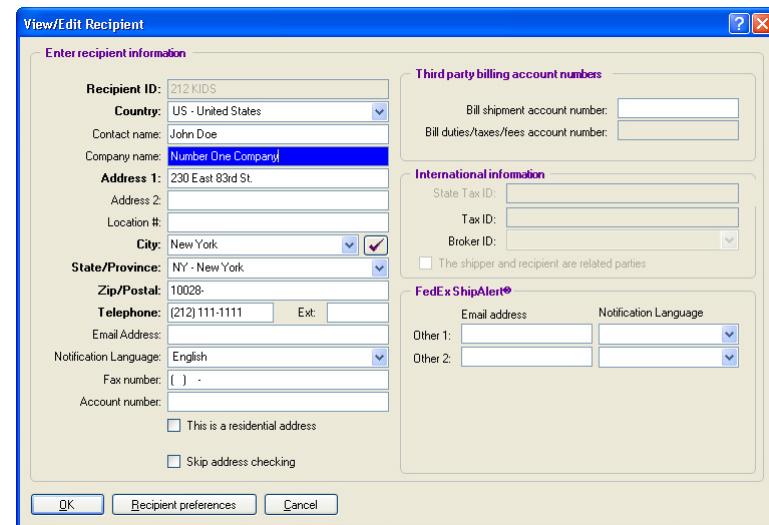
You can customize recipient preferences in your Address Book and set shipping preferences for details such as service type, package type and payment type.

To set recipient shipping preferences:

1. Click the 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 displays.



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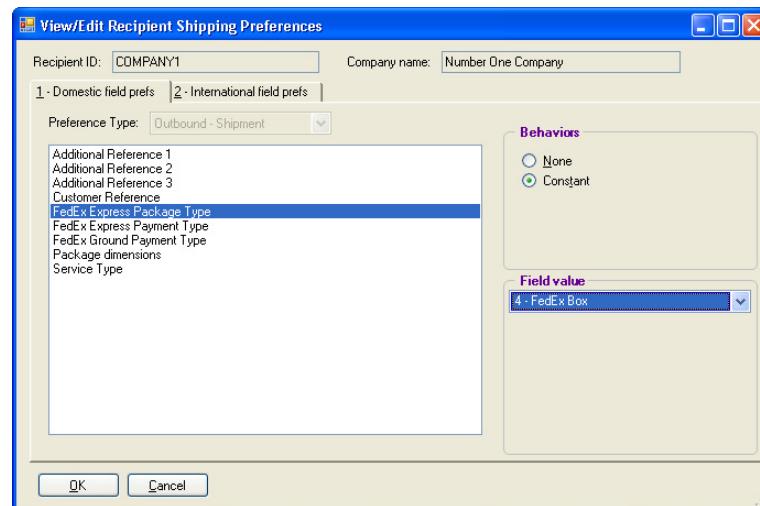
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Address Book, continued

Setting Recipient Preferences continued

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.



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FedEx Ground and FedEx Home Delivery Enhancements

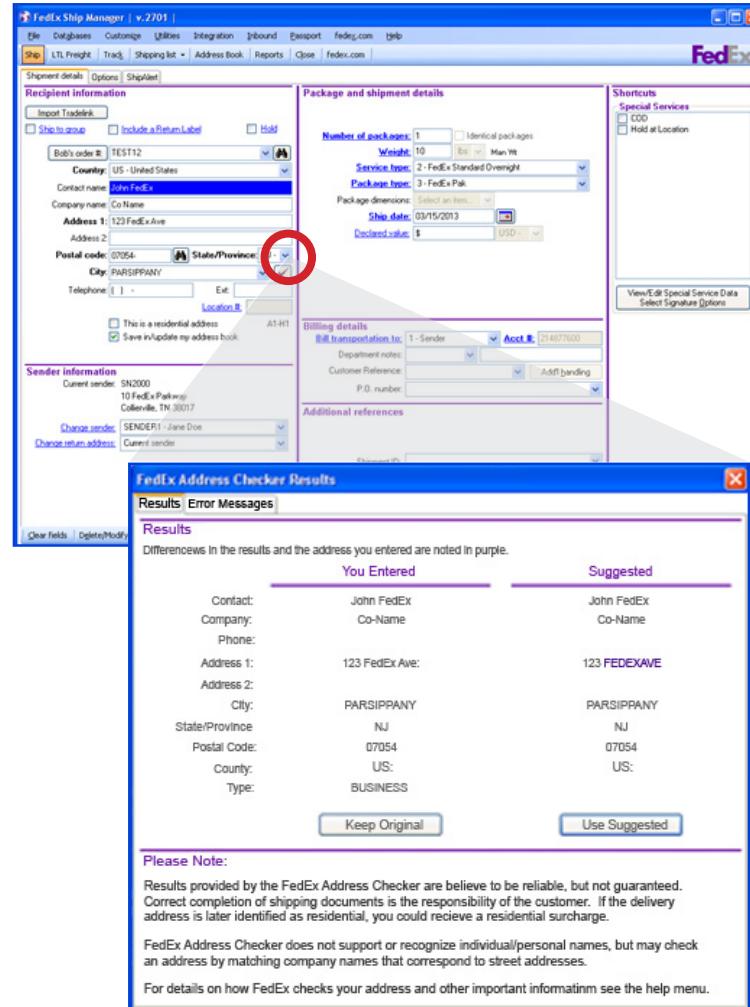
Overview (U.S. Addresses Only)

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.
- FedEx® Collect on Delivery (C.O.D), 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).
- Easy to use. When you select the appropriate service type based on package weight and residential delivery (on the Shipment details screen) and special services (on the Options screen), FedEx Ship Manager Software creates your shipping label quickly and easily.

Click on the  symbol to access the address checker screen..



Address Checker Results Screen

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Address Book Conversion Solution

FedEx Ship Manager® Software-version 2700 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.

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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 version-2700. 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 displays.
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**.

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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 version 2700. 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 displays.
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**.

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Converting UPS WorldShip Address Book to FedEx Ship Manager Software

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 version 2700.
- 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 displays.

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**.

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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 version 2600. Follow the instructions below to perform the conversion.

Importing UPS WorldShip 2011 Address Book into FedExShip 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 displays.
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**.

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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 version 2700 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 displays.
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.40
1. Go to **[fedex.com](#)**.

2. Select **Create Shipment** from the Ship drop-down menu and login to FedEx Ship Manager at [fedex.com](#). The Ship screen displays.
3. Select **Address Book** from the My Lists drop-down menu. The Address Book main screen displays.
4. Select **Import/Export** from the Import/Export drop-down menu. The resulting Address Book screen displays.
5. In the Choose action section, select the **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.
6. In the Import as section, select **Recipient** as the import type.
7. 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.
8. Select **FedEx Ship Manager Software (.CSV file)** from the Select file type drop-down menu.
9. 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®*

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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.

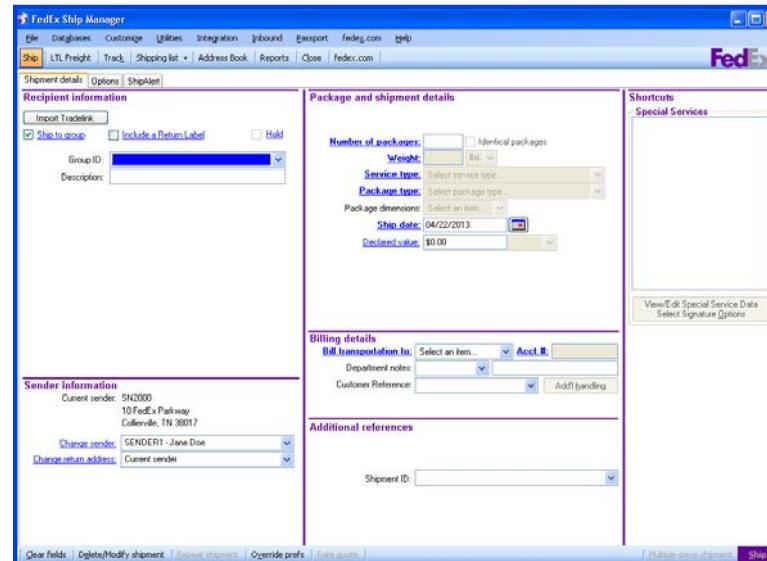
The Service type, Package type and Ship date must be the same for each recipient in a group. All recipients must already be saved in the Address Book.

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](#).*



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Group Shipments, continued

Ship to an Existing Group

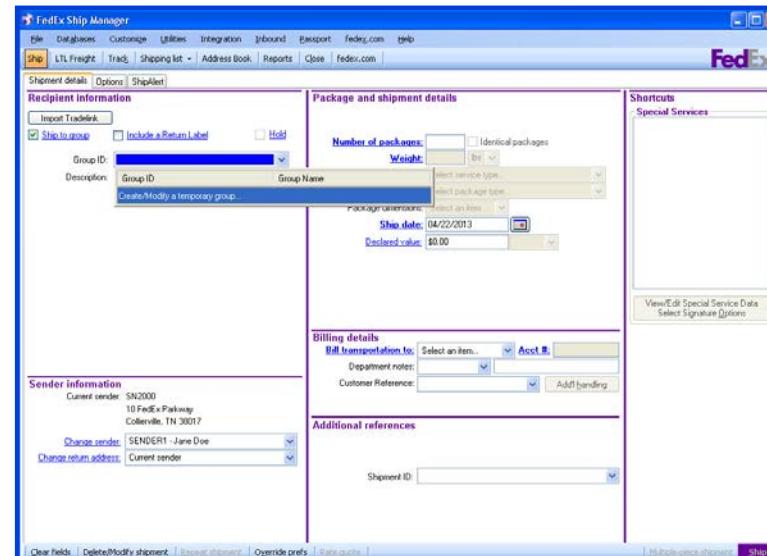
1. Select the **Ship to group** check box on the Shipment details screen.
2. Select the **group** from the Group ID menu.
3. Enter the remaining **required information** to complete the shipment.
4. Click **Ship** to process the group shipment.

Ship to a Temporary Group

1. Select the **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 displays.
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.



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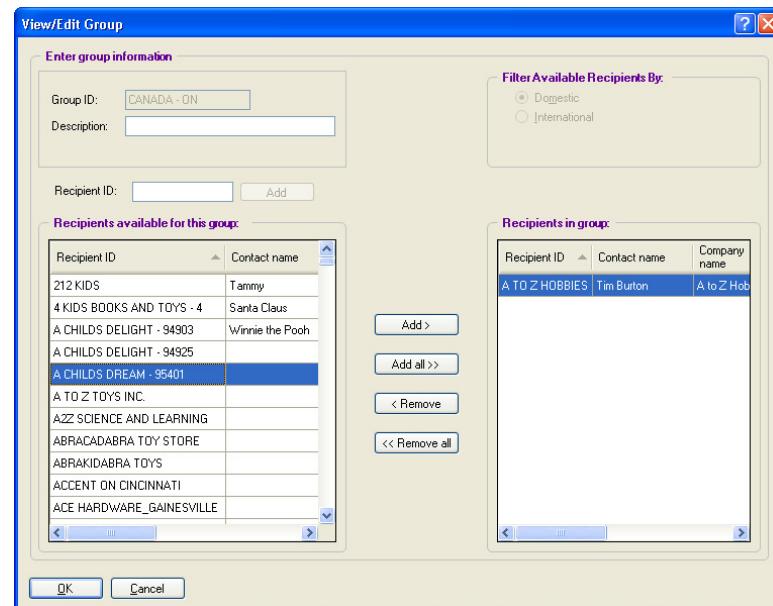
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Group Shipments, continued

Add a Group when Shipping

1. Select the **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 displays.
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.



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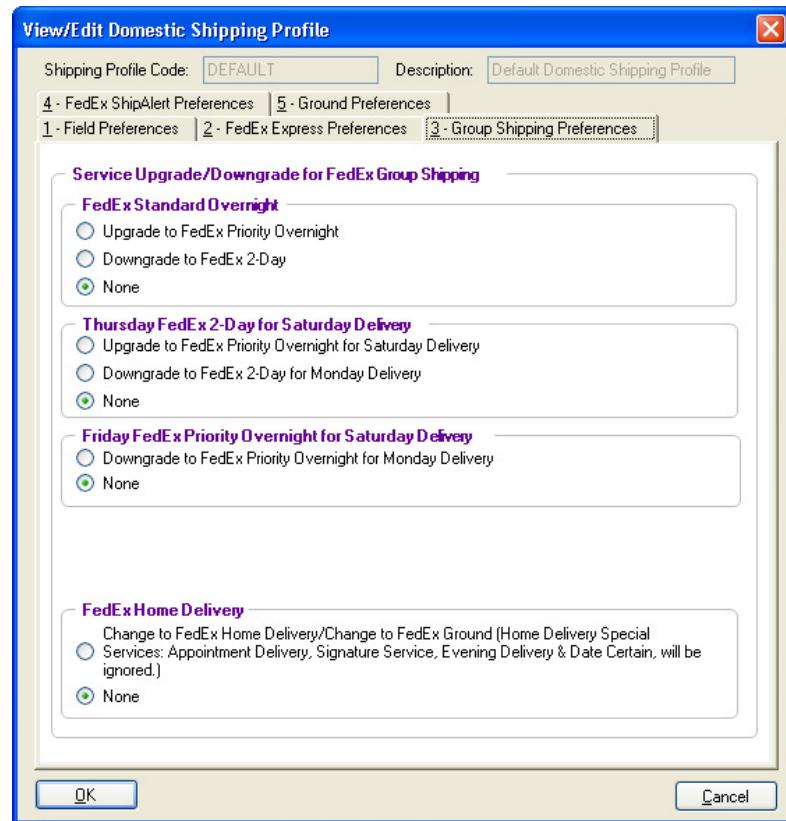
Group Shipments, continued

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 the **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.



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FedEx Address Checker

FedEx Address Checker verifies the accuracy of recipient address information.

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.

Note: This feature does not apply to group shipments or return shipments.

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

- [Set Preferences](#)
- [Check Individual Recipients](#)

The screenshot shows the FedEx Ship Manager Software interface. The main window is titled 'Shipment details' and displays various shipping parameters. In the 'Recipient information' section, fields include 'Bob's order #', 'Country' (US - United States), 'Contact name' (John FedEx), 'Company name' (Co Name), 'Address 1' (123 FedEx Ave), 'Address 2', 'Postal code' (07054), 'City' (PARSIPPANY), 'State/Province' (NJ), and 'Phone'. The 'Sender information' section shows 'Current sender' (SN2000) with address 10 FedEx Parkway, Collierville, TN 38017, and dropdowns for 'Change sender' (SENDER1 - Jane Doe) and 'Change return address' (Current sender). The 'Package and shipment details' section includes 'Number of packages' (1), 'Service type' (2 - FedEx Standard Overnight), 'Package type' (3 - FedEx Pak), 'Ship date' (03/15/2013), and 'Declared value' (\$100 USD). The 'Shortcuts' panel on the right lists 'Special Services' (COO, Hold at Location) and 'View/Edit Special Service Data' and 'Select Signature Options' buttons. The bottom right corner shows a total cost of \$31.79.

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FedEx Address Checker, continued

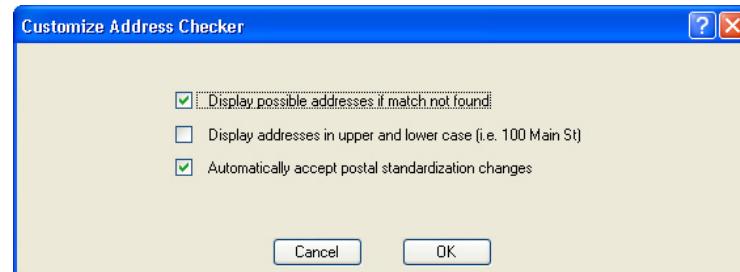
Set Preferences

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 displays.
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.



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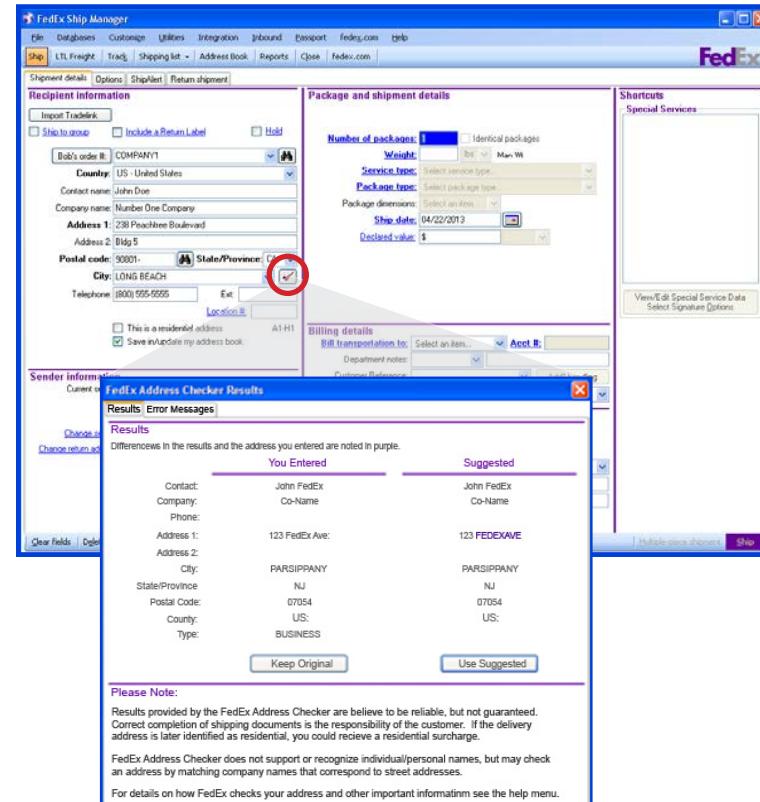
FedEx Address Checker, continued

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 the 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**.



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FedEx 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, one Bill of Lading, 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 Bills of Lading and 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 Ship Manager Software offers the ability to create labels for FedEx Freight shipments — plus the ability to rate, track, schedule pickups and process Bills of Lading for LTL services — 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 fedex.com/us/ship-manager/software/resources/support/user-guide.html.

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FedEx® Global Returns

Overview

FedEx Global Returns service facilitates returns between all regions as well as intra-country domestic shipments in the U.S., Brazil, Canada, Colombia, Mexico, Switzerland and United Arab Emirates.

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

The enhanced FedEx Global Returns service provides:

- Ability to create FedEx Print Return Labels for domestic and international returns shipments. You can create FedEx Email Return Labels for U.S. domestic returns shipments only.
- Ability to provide a default "Return To" address when creating the FedEx Print Return Label request.
- Ability to set a preference indicating whether or not a blank B13A form should be generated for FedEx Print Return Label shipments originating in Canada (if printing a blank B13A is supported for outbound shipments).
- Ability to turn off the printing of a blank B13A form when creating an outbound shipment with a Canadian origin or a FedEx Print Return Label shipment with a Canadian origin.

- 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 supported for all countries that support FedEx International Priority® service.
- FedEx Print Return Labels for domestic returns are supported for the following countries: U.S., Brazil, Colombia, Canada, Mexico, Switzerland and United Arab Emirates.
- 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

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FedEx Global Returns, continued

and return 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.

- Include the return documentation and labels inside the package for your customer documentation and labels go inside 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. outbound 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. In 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.

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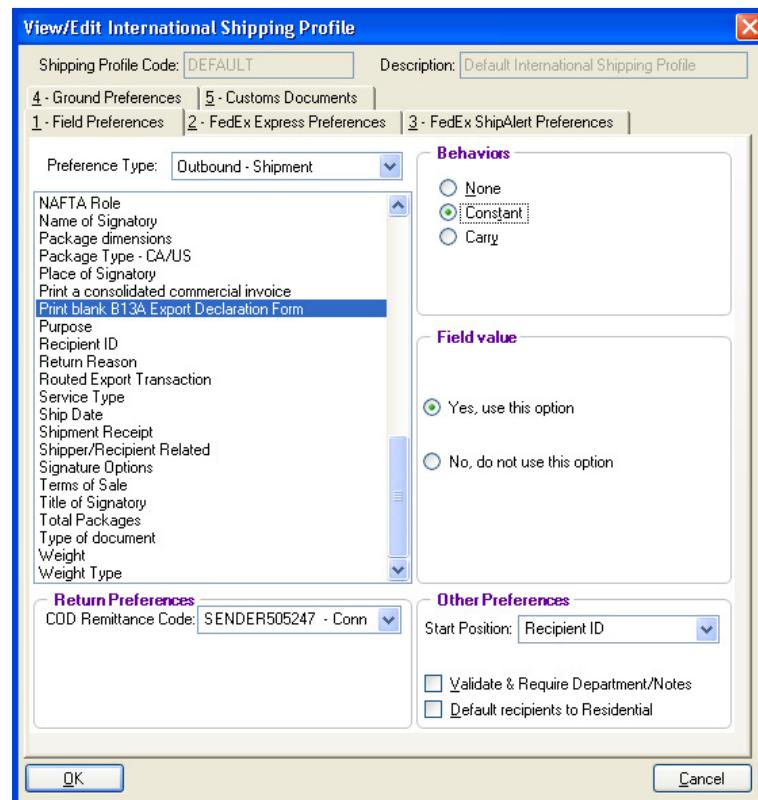
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FedEx Global Returns Enhancements continued

Setting Preferences for Printing Blank B13A Export Declaration Form (Canada)

To add and configure preferences for the printing a blank B13A Export Declaration Form for Canada origin shipments, follow these steps:

1. Select **Shipping Profiles** from the Customize drop-down menu. The Shipping Profiles screen displays.
2. Select the **Default International Shipping Profile** and click **View/Edit**. The View/Edit International Shipping Profile screen displays.
3. Click the **1-Field Preferences** tab.
4. Select **Return - Shipment** from the Preference Type drop-down menu.
5. Scroll down and select **Print blank B13A Export Declaration Form** from the field list.
6. Click the **Constant** radio button in the Behaviors section.
7. Select **Yes**, use this option in the Field value section.
8. Click **OK**.



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FedEx Global Returns Enhancements continued

[Setting Preferences for Printing Blank B13A Export Declaration Form \(Canada\)](#) continued.

On the Customs screen, the option to print a blank B13A Export Declaration Form is only available when “Manual B13A attached (FedEx to Stamp)” is selected from the B13A filling options. The options can be set constant in “Default International Shipping Profile”

[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 displays.
2. Select the **Default Domestic Shipping Profile** and click **View/Edit**. The View/Edit Domestic Shipping Profile screen displays.
3. Click the **1-Field** Preferences tab.
4. Select a shipment type (e.g., Outbound—Shipment) from the Preference Type drop-down menu.

5. In the Return Preferences section, select a **default “Return To”** address from the Return To Code drop-down menu.
6. Select the **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**.

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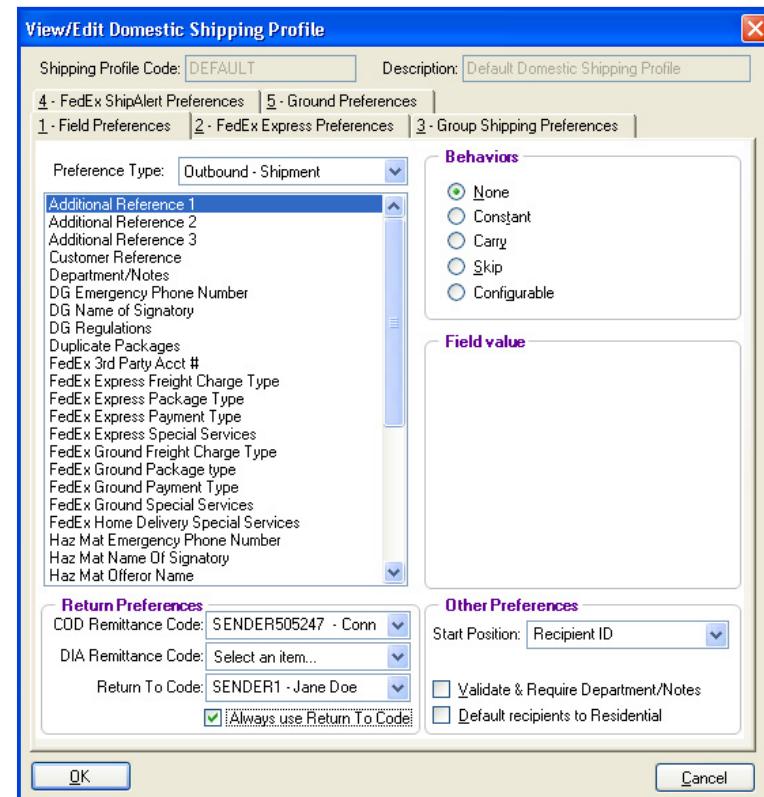
FedEx Global Returns Enhancements continued

Setting Preferences for Default “Return to” Address (Canada) Continued.

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

Note: 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 B13A Export Declaration Form (Canada), please contact your technical field consultant or call us at **1.877.FDX Assist (1.877.339.2774)**.



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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** – Display a list of choices for the field.
- **F5 Tracking** – Track 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.

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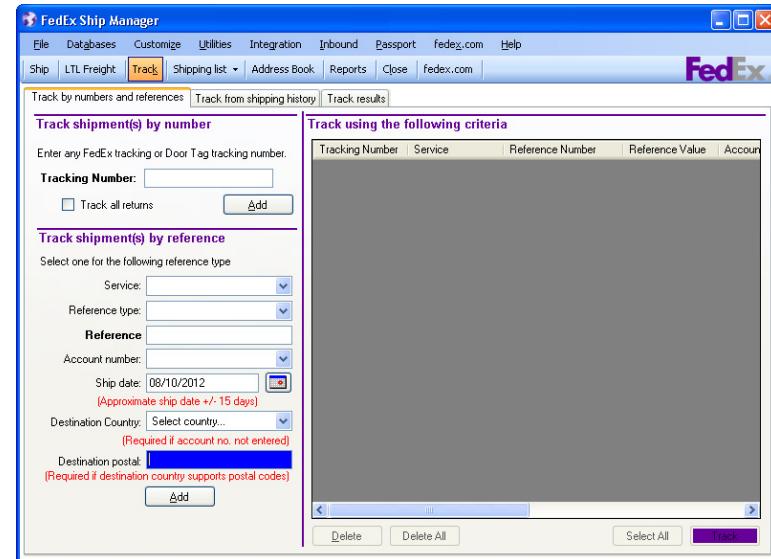
Track

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](#)



FedEx Ship Manager® Software

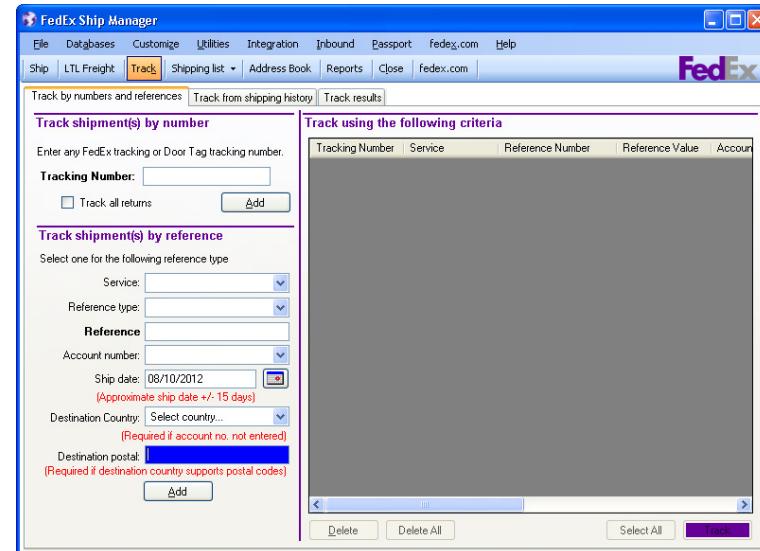
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Track by Numbers and References

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

1. Click the **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 the **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.



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Track by Numbers and References, continued

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

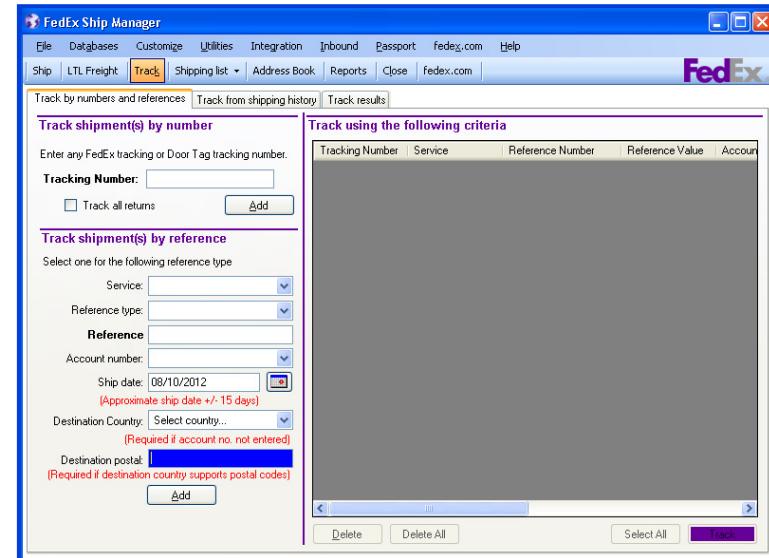
1. Click the **Track** tab at the top of the screen. Then, click the **Track by numbers and references** tab.
2. Select or enter one or more of the following references:

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 the **calendar**  to select the approximate ship date. The tracking search feature searches 15 days before and after the selected date.



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Track by Numbers and References, continued

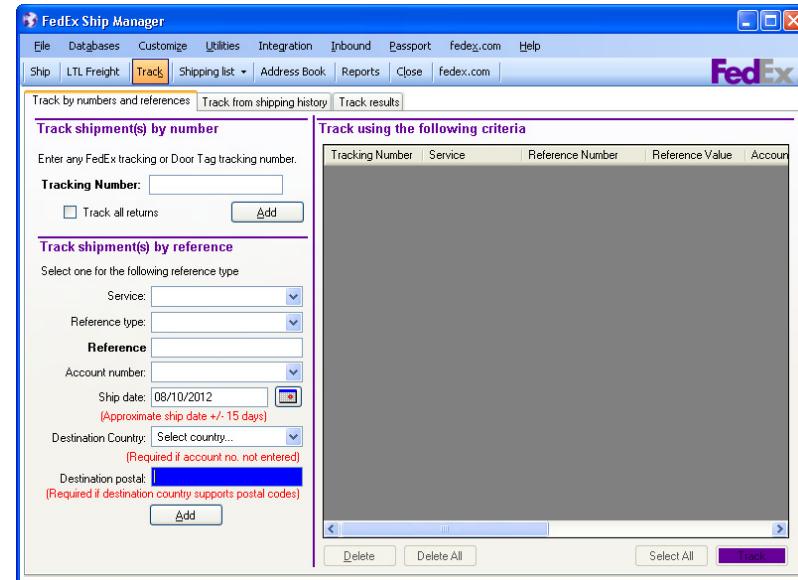
Destination Country – **Select the destination country.**

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 the **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.



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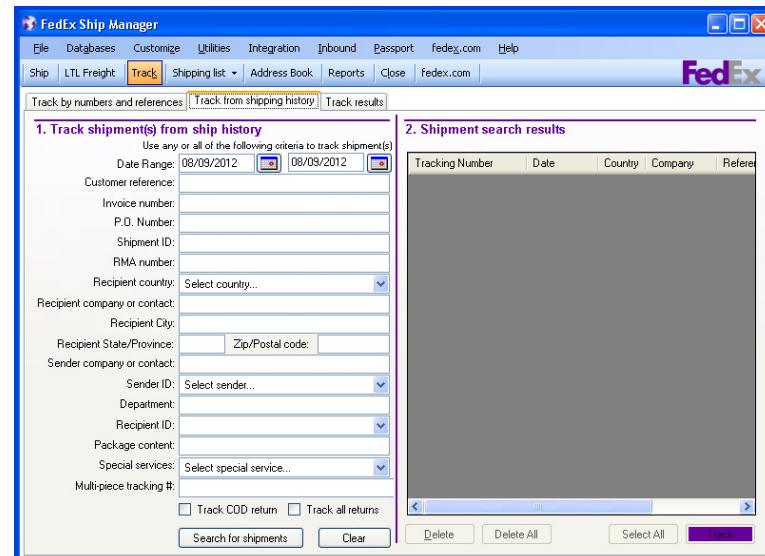
Ship | **Track** | Meet International Requirements | Manage Returns | Generate Reports | Close at End-of-Day

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 the **Track** tab. Then click the **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
 - Multi-piece tracking #
 - COD return
3. Click **Search for shipments**. The shipments found display 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 displays when your track results are available.
6. Click the **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.



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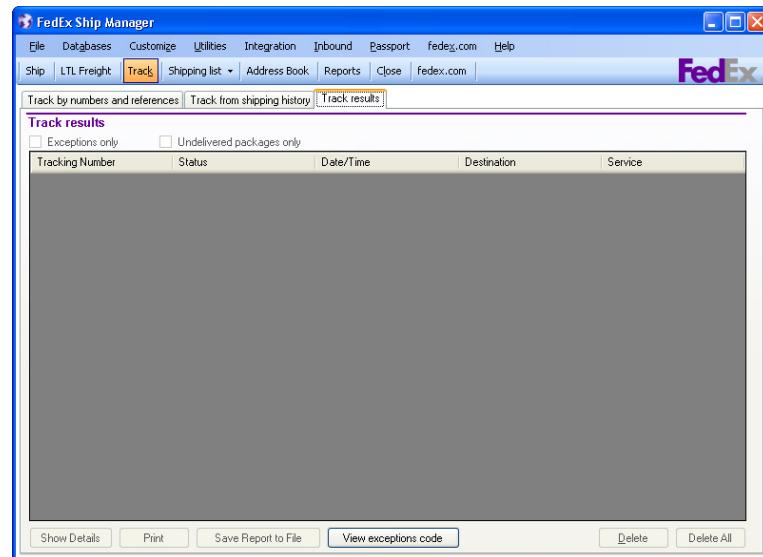
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Track Results

View your tracking search results on the Track results screen.

1. Click the **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.



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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 than 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.

For more information, go to fedex.com/barcodeupdates.

Learn more about new customizable label options that enable you to add a logo, text message, and more by clicking on [Customize Your Shipping Labels](#).



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Meet International Requirements

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

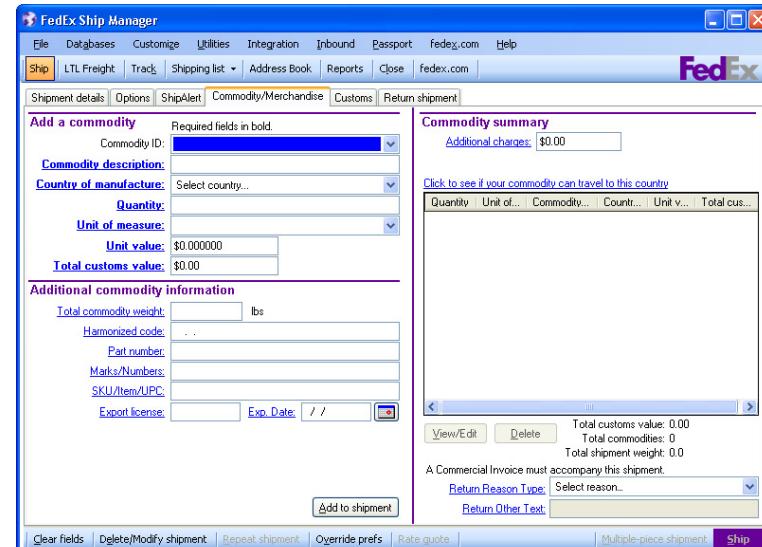
International requirements for shipments outside of the U.S. and Canada may require detailed commodity information, customs documentation, Electronic Export Information (EEI) filing, B13A Canada Export Declaration filing and other information.

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 NAFTA 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.



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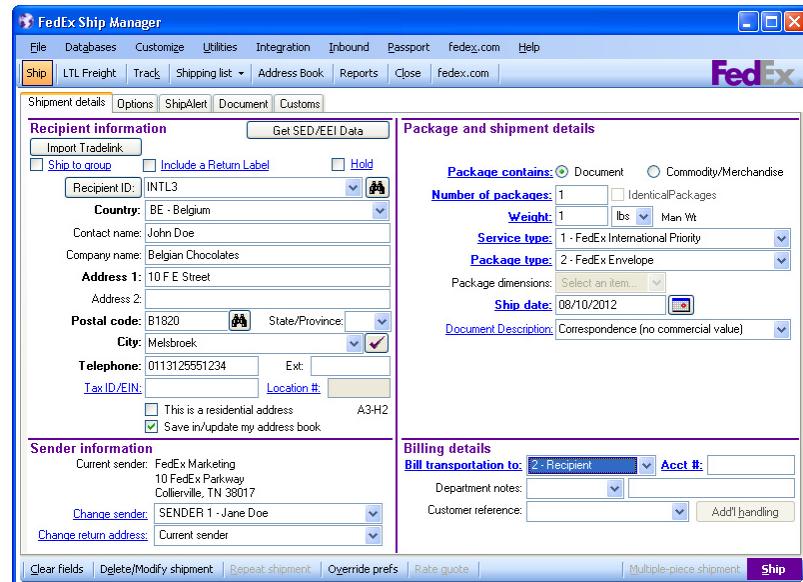
Document Shipments

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.



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Document Shipments, continued

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 the **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 the **Total carriage value** for your document.
6. Select the **carriage value currency type** allowed by the destination country for FedEx Express® shipments.

7. Enter the **Total Customs Value** for your documents, if required.
8. Complete the **Billing details** section.
9. Click the **Options** tab to select additional shipping options and special service options.
10. Click the **ShipAlert** tab to send shipment notifications to your customer, yourself and others. For more information, refer to page [60](#).
11. Click **Ship** to process the shipment and print the shipping label.

Package and shipment details

Package contains:	<input checked="" type="radio"/> Document	<input type="radio"/> Commodity/Merchandise
Number of packages:	1	<input type="checkbox"/> Identical Packages
Weight:	1	lbs <input type="button" value="Man Wt"/>
Service type:	1 - FedEx International Priority	
Package type:	1 - Your Packaging	
Package dimensions:	X1 - Sm Box	5 x 5 x 5 in
Ship date:	08/10/2012	<input type="button" value=""/>
Document Description:	Accounting Documents	
Total carriage value:	\$10.00	USD <input type="button" value=""/>
Total Customs Value:	\$10.00	USD <input type="button" value=""/>

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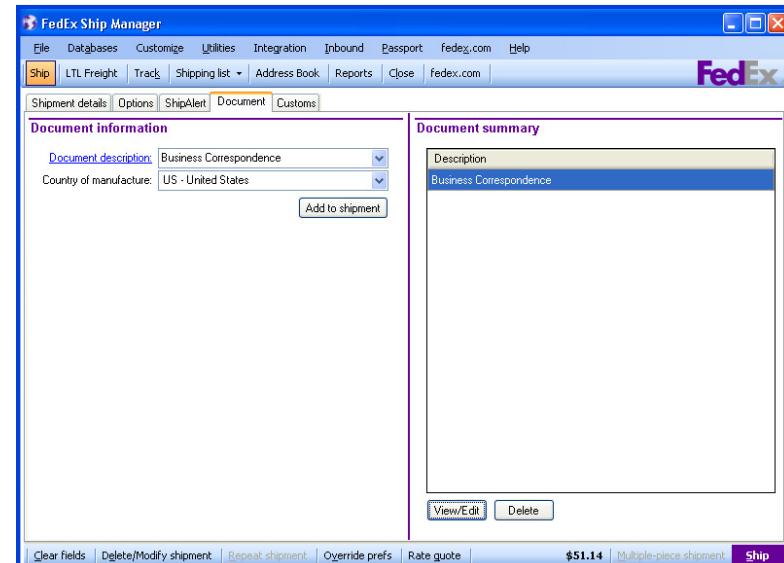
Ship | Track | **Meet International Requirements** | Manage Returns | Generate Reports | Close at End-of-Day

Document Shipments, continued

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 the **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 the **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.



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Commodity/Merchandise Shipments

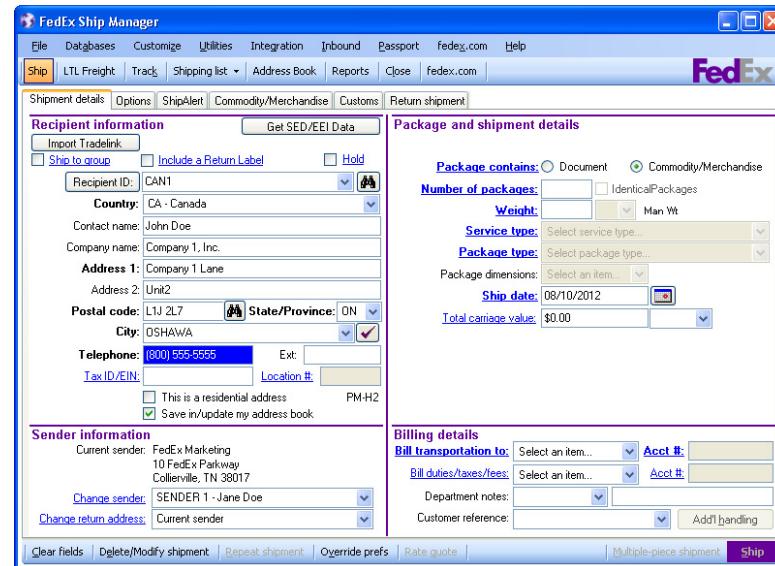
To prepare a commodity/merchandise shipment:

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 the **Options** tab to select additional shipping options or special service options.
4. Click the **ShipAlert** tab to send shipment notifications to your customer, yourself and others.
5. After you complete the screens noted above, click the **Commodity/Merchandise** tab. The Commodity/Merchandise screen displays.

Continue with [Add a Commodity](#) on the next page.



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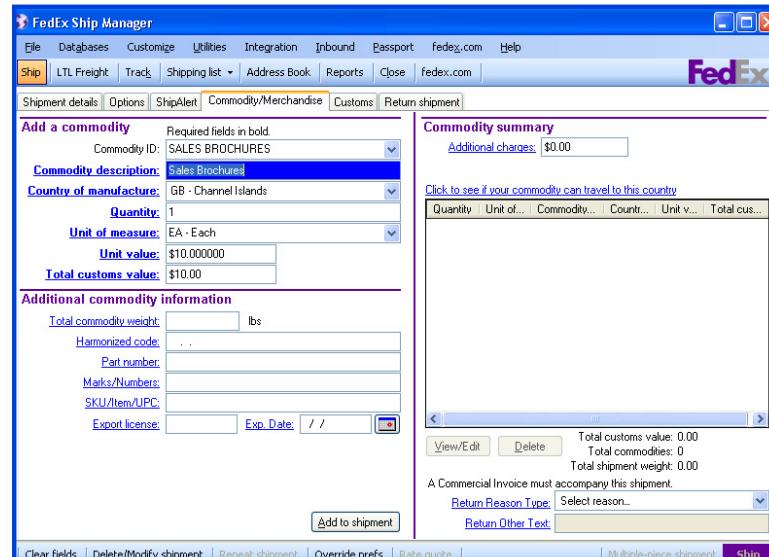
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Commodity/Merchandise Shipments, continued

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](#).*



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Commodity/Merchandise Shipments, continued

2. Enter a **commodity description**, up to 450 characters.

This description prints on the following customs documents and eliminates manual air waybills:

- Certificate of Origin (U.S. only)
- NAFTA Certificate of Origin
- Shipment Detail
- Proforma Invoice

Note: A warning message displays 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 the **Country of manufacture** for the commodity.

FedEx Ship Manager Software does not create customs documents if XX-Multiple Countries is selected. You can select this option if you are creating your own customs documents.

The XX-Multiple Countries option is available for FedEx Express and FedEx Ground® international shipments, with the exception of FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight and FedEx Transborder Distribution.

4. Enter the **Quantity** of the commodity you are shipping.
5. Select the **Unit of measure** and enter the **Unit value**.
6. The Total customs value calculates 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.

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Commodity/Merchandise Shipments, continued

1. You may enter the following optional commodity information:
 - Total commodity weight
 - Harmonized code
 - 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
 - Export license number and expiration date
2. If your shipment applies for NAFTA (North American Free Trade Agreement), you may select the **Applies for NAFTA Certificate of Origin** check box. Follow the [NAFTA Certificate of Origin](#) instructions on the next page.
3. If NAFTA does not apply, click **Add to shipment**.
4. Repeat these steps for each commodity in the shipment.

The screenshot shows the FedEx Ship Manager software window. The menu bar includes File, Databases, Customize, Utilities, Integration, Inbound, Passport, fedex.com, and Help. The top navigation bar has tabs for Ship, LTL Freight, Track, Shipping list, Address Book, Reports, Close, and fedex.com. The current tab is 'Ship'. Below the tabs are buttons for Shipment details, Options, ShipAlert, Commodity/Merchandise (which is highlighted in yellow), Customs, and Return shipment. The main left panel is titled 'Add a commodity' and contains fields for Commodity ID (COMM1), Commodity description (Tape 1), Country of manufacture (US - United States), Quantity (1), Unit of measure (KGS - Kilograms), Unit value (\$1.000000), and Total customs value (\$1.00). Below this is a section for Additional commodity information with fields for Total commodity weight (lbs), Harmonized code, Part number, Marks/Numbers, SKU/Item/UPC, and Export license. A checkbox for 'Applies for NAFTA Certificate of Origin' is checked. At the bottom of this panel are buttons for View/Edit, Delete, and Add to shipment. The right panel is titled 'Commodity summary' and shows a table with columns for Quantity, Unit of..., Commodity..., Country..., Unit v..., and Total cus... There are also buttons for View/Edit, Delete, and Add to shipment. At the bottom of the right panel are buttons for Clear fields, Delete/Modify shipment, Repeat shipment, Override prefs, Rate quote, Multiple-piece shipment, and Ship.

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Commodity/Merchandise Shipments, continued

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.
- To see a list of prohibited commodities for the destination country, click the **Click to see if your commodity can travel to this country** link and select the country from the menu.

NAFTA Certificate of Origin

A NAFTA Certificate 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 the **Applies for NAFTA Certificate of Origin** check box in the Additional commodity information section on the Commodity/Merchandise screen.
2. Select a **Preference** for each commodity in the shipment.

A – The good was obtained or produced entirely in a NAFTA country.

B – The good was produced entirely in a NAFTA country and satisfies the specific origin that applies to its tariff classification.

C – The good was produced entirely in a NAFTA country from originating materials.

D1 – The goods were produced in a NAFTA country but do not meet the rule of origin because the goods were imported into the territory of a NAFTA country in an unassembled or disassembled form, but were classified as assembled goods.

D2 – The goods were produced in a NAFTA country but do not meet the rule of origin because the goods incorporated one or more non-originating materials provided for as parts.

E – Certain data processing goods and their parts that did not originate in a NAFTA 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 NAFTA countries.

F – The good is an origination agricultural good under preference criterion A, B or C and is not subject to quantitative restriction in the importing NAFTA country because it is a qualifying good.

The screenshot shows a software interface for managing commodity preferences. At the top, there's a checked checkbox labeled "Applies for NAFTA Certificate of Origin". Below it, there are several dropdown menus and input fields. One dropdown is set to "A" under "Preference criterion". Another dropdown next to it is set to "Net cost: NC plus date rang". Below these are two date inputs: "08/10/201" and "08/17/201", each accompanied by a small calendar icon.

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Commodity/Merchandise Shipments, continued

NAFTA Certificate of Origin, continued

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.

The screenshot shows a configuration window for the NAFTA Certificate of Origin. It includes a checked checkbox for 'Applies for NAFTA Certificate of Origin'. Below it are dropdown menus for 'Preference criterion' (set to 'A') and 'Net cost' (set to 'NC plus date range'). There are also dropdown menus for 'Producer' (set to 'No (1)') and two date selection fields showing '08/10/201' and '08/17/201' respectively, each accompanied by a calendar icon.

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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."

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

Enable the Destination Control Statement (DCS)

1. Select **System Settings** from the Customize menu. The System Settings-System/Account screen displays.
2. Select the appropriate System number and click **Modify**. The System Settings screen displays.
3. Click the **1-Your System Settings** tab.
4. In the Label Information section, select the **I want to be able to select the type of Destination Control Statement** check box.
5. Click **OK**. The DCS is now enabled.

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:
 - U.S. Department of Commerce (DOC)
 - U.S. Department of State (DOS)
 - Both-DOS and DOC

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 displays.
4. **Confirm** these field entries or change them as needed.
5. **Continue** with processing your shipment.

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International Traffic in Arms Regulations (ITAR) Enhancements

Overview

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.

FedEx International First® Expansion to Asia

FedEx Ship Manager Software now 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):

- DAT (Delivered at Terminal).
- DAP (Delivered at Place).

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International Traffic in Arms Regulations (ITAR) Enhancements continued

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

1. Enter the required **information** for your international shipment and click the **Customs** tab. The Customs screen displays.
2. Click **Add optional info** to provide additional information to display on FedEx-generated documents. The Commercial Invoice/Pro Forma Invoice information screen displays.
3. **Select a value** from the Terms of sales drop-down menu.
4. Enter **any additional charges** or information as required, including a NAFTA statement.
5. Click **View/Edit Importer** to change the importer information, as needed. The View/Edit Importer screen displays.
6. Enter your changes and click **OK**. The Commercial Invoice/Pro Forma Invoice information screen displays again.
7. Click **OK** to save your changes.

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 DirectDistributionSM 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.

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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:

- Commercial Invoice/Proforma Invoice
- NAFTA Certificate of Origin
- Electronic Export Information (EEI) (U.S. only)
- B13A Canada Export Declaration (Canada only)

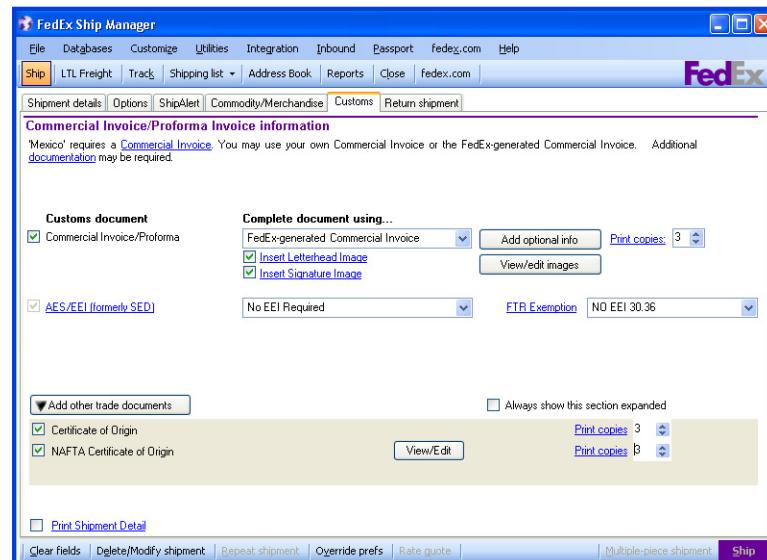
The Customs screen includes the following sections:

- [Tracking number bar code](#)
- [Setting Customs Document Preferences](#)
- [Updated Customs Screen](#)
- [Commercial Invoice/Proforma Invoice information](#)
- [Importer information](#)
- [Electronic Export Information \(EEI\) \(U.S. only\)](#)
- [Canadian Customs Export Declaration Information \(Canada only\)](#)
- [Customs documentation](#)
- [FedEx® Electronic Trade Documents](#)
- [FedEx TradeLink DocCenter™](#)

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.



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Customs Information, continued

Setting Customs Document Preferences

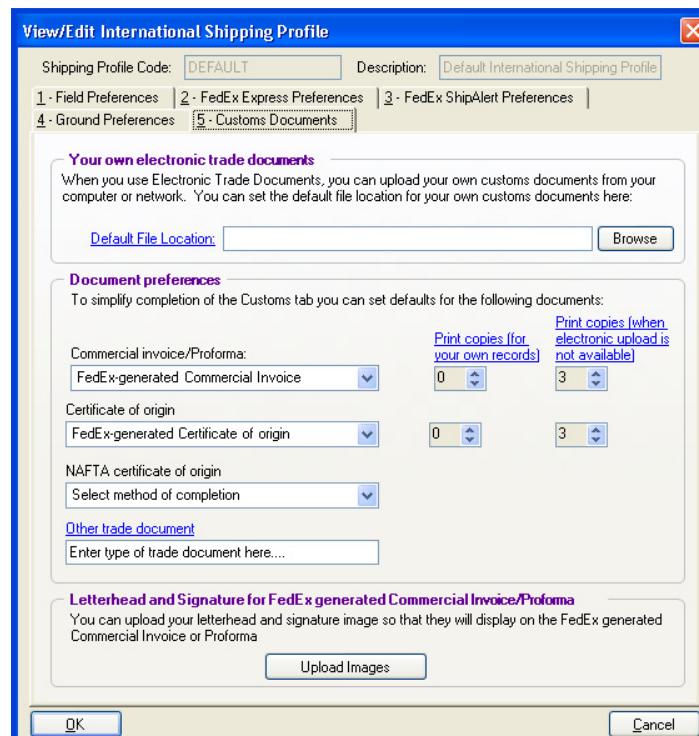
To help simplify completion of the Customs screen, your international shipping profile provides a new Customs Documents tab for document and image preferences.

1. Select **Shipping Profiles** from the Customize menu. The Shipping Profiles screen displays.
2. Select the **Default International Shipping Profile** and click View/Edit. The View/Edit International Shipping Profile screen displays.
3. Click the **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 the **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 displays.

Note: Before uploading your letterhead and signature images to display on the FedEx-generated Commercial Invoice or Proforma Invoice, save your images (as GIF, JPG or PNG) on your system before you set preferences.

1. 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.

Note: Images larger than these dimensions are automatically resized to fit and could be distorted.



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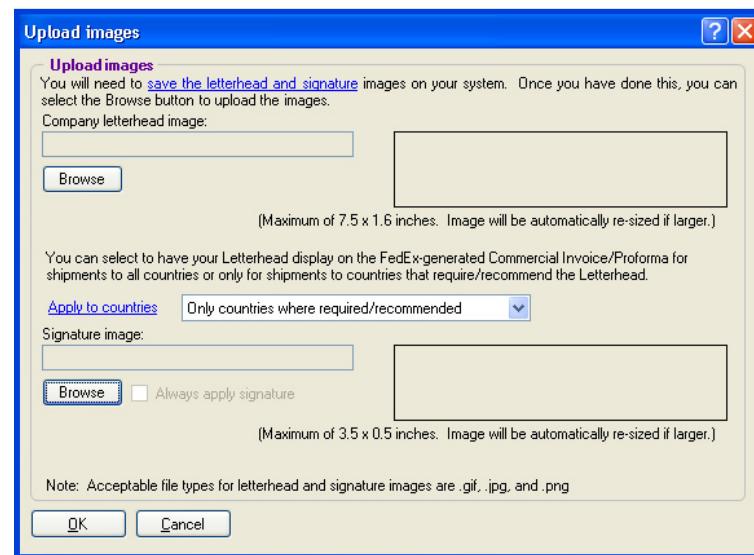
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Customs Information, continued

7. In the Company letterhead image section, click **Browse** to select the appropriate letterhead image file.
8. For your letterhead, select **how to apply the image** from the Apply to countries drop-down menu. Apply only to countries where a letterhead is required or recommended, or apply to all shipments.
9. In the Signature image section, click **Browse** to select the appropriate signature image file.
10. Select the **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.

*Note: If you are currently printing the FedEx-generated Commercial Invoice on your letterhead by placing your stationery in the printer, you need to revise this setting. Select Forms from the Customize drop-down menu. When the Form Settings screen displays, select **Reports** in the Form settings section. In the Commercial Invoice letterhead settings Paper type section, click the **Plain paper** radio button. Click **OK**.*

12. To save your preferences, click **OK** on this screen and all subsequent Shipping Profile screens.



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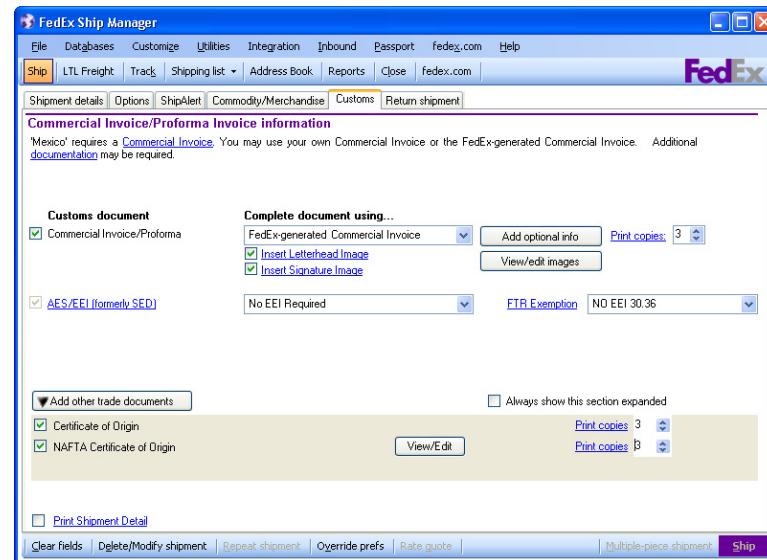
Customs Information, continued

Updated Customs Screen

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

1. Select the **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 NAFTA statement. Click **View/Edit importer** to change the importer information.
3. If you set preferences for your images, the Insert Letterhead Image and Insert Signature Image check boxes are selected automatically. If they are not selected, select these check boxes as applicable. Click **View/edit images** to select or change the image.
4. 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.

5. 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.



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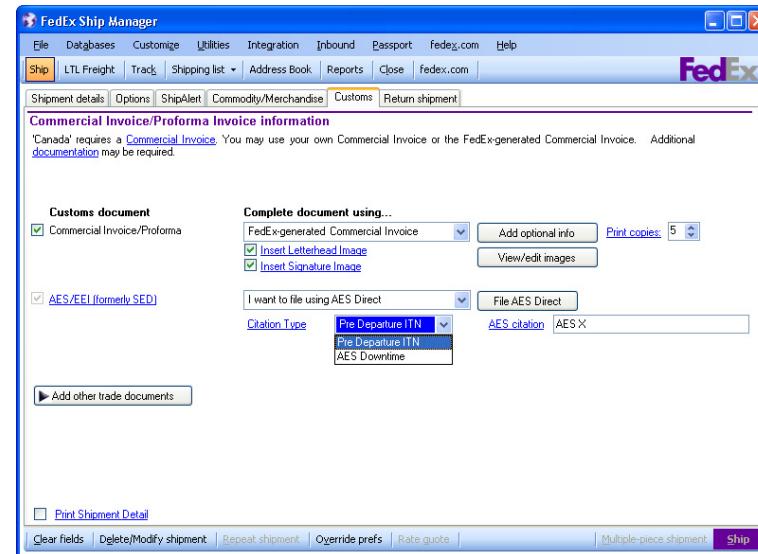
Customs Information, continued

Updated Customs Screen, continued

1. Enter the **AES citation number** in the AES citation field. Refer to [AES Citation Types](#) for more information.
2. 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 B13A options display instead of AES/EEI (formerly SED). Provide the required information for these options, if applicable.

3. 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 the NAFTA Certificate of Origin check box, click **View/Edit** and provide the required information.
4. Select the **Print Shipment Detail** check box to print the shipment details.
5. When you have completed the Customs screen, click **Ship** to process your shipment.



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Customs Information, continued

Commercial Invoice/Proforma Invoice information

FedEx Ship Manager Software prompts you when a Commercial Invoice is required for your FedEx International Priority, FedEx International Economy and FedEx International Ground® shipments.

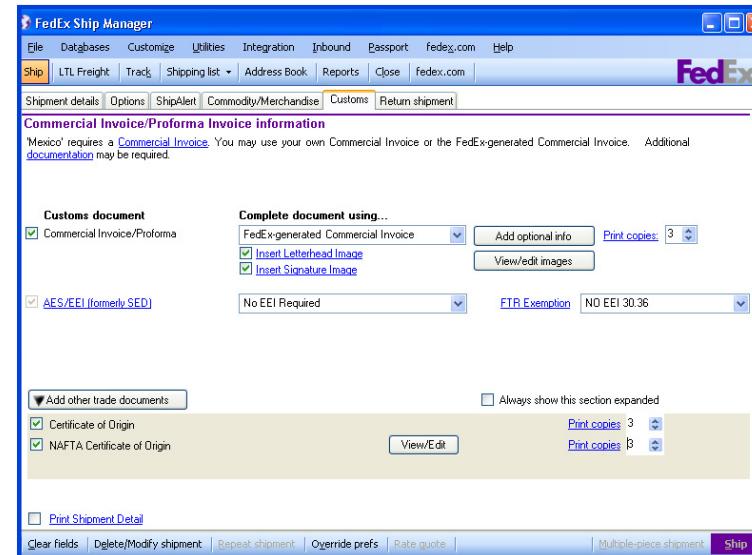
You can use your own Commercial Invoice, or create and print a Commercial Invoice using the information you enter into FedEx Ship Manager Software.

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

1. Complete the **Shipment details**, Options and Commodity/Merchandise screens.
2. Click the **Customs** tab.
3. Select the **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.



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Customs Information, continued

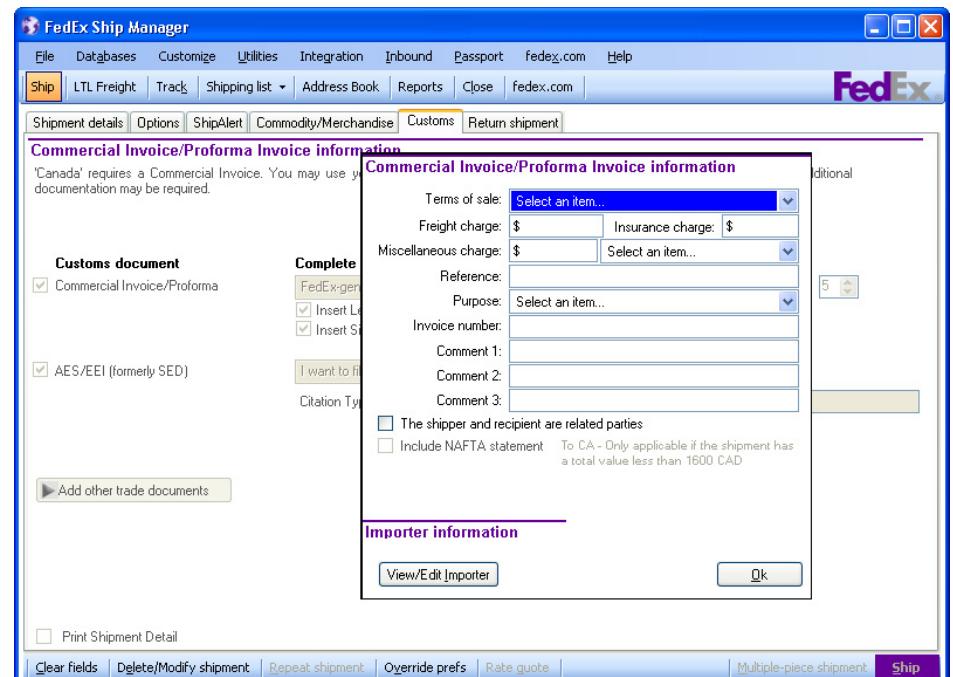
To create a Commercial Invoice/Proforma Invoice:

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

*Note: 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](#).*

Note: 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.

5. Select the **number of Print copies**.
6. Click **Add optional info**. The Commercial Invoice/Proforma Invoice information screen displays.



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Customs Information, continued

6. Select the **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 **The shipper and recipient** are related parties check box if the shipper and recipient are related (e.g., subsidiaries).

- ### 11. Select the **Include NAFTA 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

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Customs Information, continued

Importer information

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

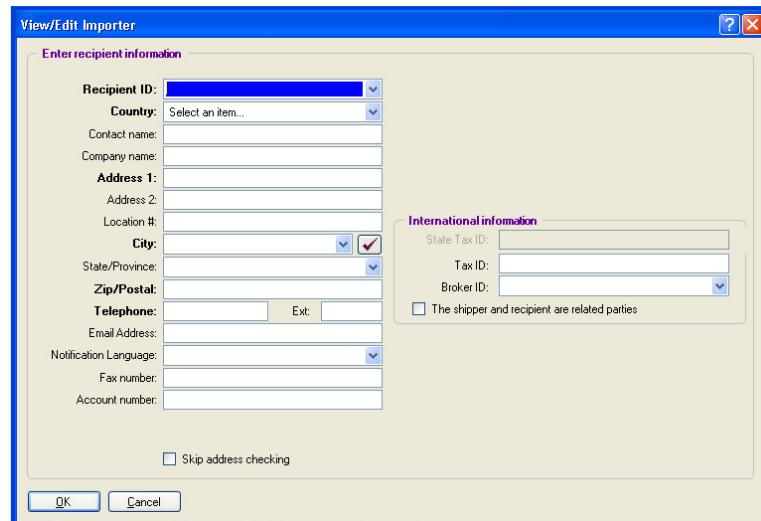
Export information

Electronic Export Information (EEI)

- If you are shipping from the U.S. and your shipment requires Electronic Export Information (EEI) filing, formerly known as Shipper's Export Declaration (SED) filing, refer to [Electronic Export Information \(EEI\)](#) in this section.

Canadian Customs Export Declaration information

- If you are shipping from Canada and your shipment requires an Export permit number or B13A Canada Export Declaration, refer to [Canadian Customs Export Declaration Information](#) in this section.



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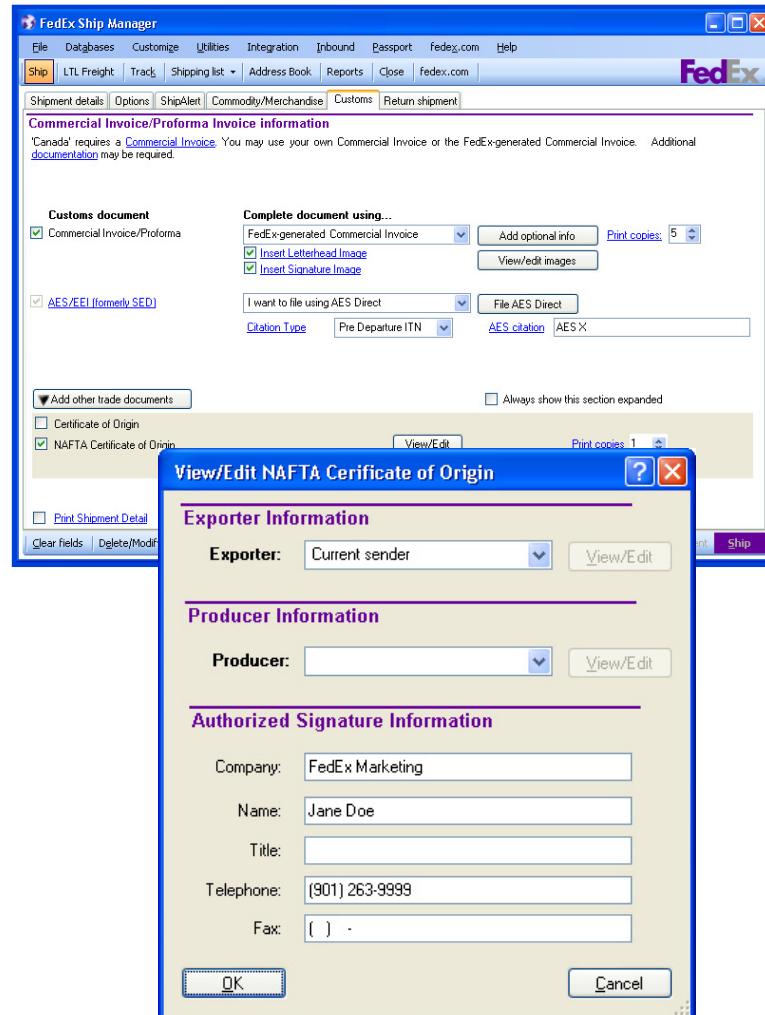
Customs Information, continued

Customs documentation

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

To print a NAFTA Certificate of Origin:

1. Select **Print NAFTA Certificate of Origin**.
2. Click **View/Edit** to make any changes needed.
The View/Edit NAFTA Certificate of Origin screen displays.
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 Producer, select one of the following:
 - Same
 - Unknown
 - Available to customs on request
 - Attached producers list
 - Other
5. For authorized signature information, enter your company name, sender name and telephone number.
6. Click **OK**.
7. Click **Ship** to process your shipment and print customs documents.



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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.

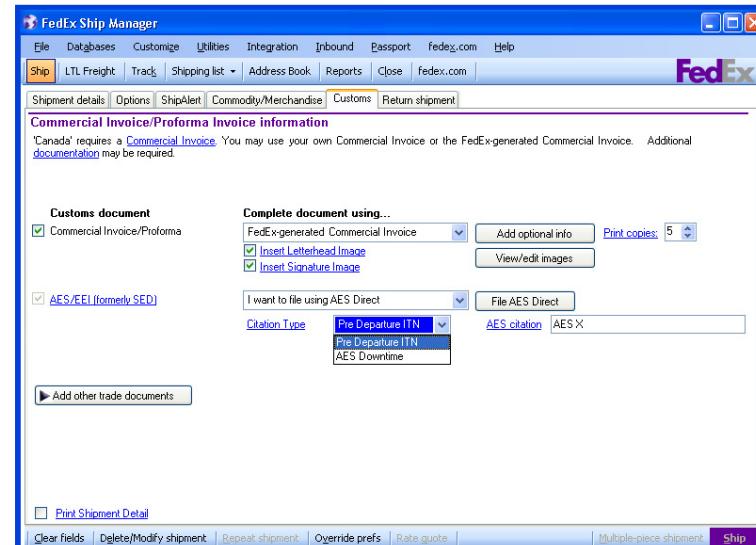
For detailed steps to self-file or agent-file an EEI, please refer to the *FedEx EEI Filing Options Guide*. To download a PDF copy, go to: fedex.com/us/ship-manager/software/resources/support/customs.html.

Since the AES/EEI (formerly SED) check box is always checked, refer to [Updated 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.



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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.

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Foreign Trade Regulations (FTR) Exemption Codes, continued

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
4	NO EEI 30.37(e)	For Carrier Use Only when inbond shipments are being exported with no entry into a warehouse or FTZ.	<p>Exemption for shipments transported inbond 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.</p> <p>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.</p>
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.	<p>Exemption for export of technology and software as defined in EAR 15 CFR 772 that does not require an export license.</p> <p>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.</p>
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.

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Foreign Trade Regulations (FTR) Exemption Codes, continued

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
9	NO EEI 30.37(j)	Human remains and accompanying receptacles and flowers.	Exemption for human remains and accompanying receptacles and flowers.
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 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.

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Foreign Trade Regulations (FTR) Exemption Codes, continued

	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.	<p>Exemption for banknotes and securities, and coins in circulation exported as evidence of financial claims.</p> <p>NOTE: EEI must be filed for unissued bank notes and securities and coins not in circulation.</p> <p>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.</p>
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.	<p>Special exemptions for shipments consigned to the U.S. Armed Services for their exclusive use, including shipments to armed services exchange systems.</p> <p>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.</p>
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.

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Foreign Trade Regulations (FTR) Exemption Codes, continued

	FTR Exemption	FTR Exemption "Short" Description	FTR Exemption "Long" Description
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.
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.

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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.

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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.

The screenshot shows a software interface with a dropdown menu labeled "Citation Type". The menu options are "Pre Departure ITN", "Pre Departure ITN", and "AES Downtime". The first option is highlighted with a blue border. Other UI elements include a "File AES Direct" button and tabs for "AES citation" and "AES X".

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.

This screenshot is identical to the one above, showing the "Citation Type" dropdown menu with "Pre Departure ITN" selected. It also includes the "File AES Direct" button and "AES citation/AES X" tabs.

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.

This screenshot is identical to the ones above, showing the "Citation Type" dropdown menu with "Pre Departure ITN" selected. It includes the "File AES Direct" button and "AES citation/AES X" tabs.

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Canadian Customs Export Declaration Information

If your shipment requires an Export Permit Number or B13A 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. B13A Canada Export Declaration

Canadian shippers are required to submit a B13A Canada Export Declaration for document and nondocument international shipments that contain:

- Commodities or documents worth \$2,000 CAD or more.
- Commodities that are controlled, regulated or prohibited.

A B13A Canada Export Declaration is not needed for:

- Shipments to the U.S., Puerto Rico or the U.S. Virgin Islands.
- FedEx Transborder Distribution, FedEx International Priority DirectDistribution or FedEx International Priority DirectDistribution Freight shipments.

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Customs Information, continued

Canadian Customs Export Declaration
Information, continued

3. B13A Filing Options

Select **a B13A option** and complete the required information.

- **1-No B13A required** – Provide the B13A Exemption Number application for your shipment.
- **2-Manual B13A attached** – Enter the 21 alphanumeric B13A Transaction Number assigned by Canada customs.
- **3-CAED Electronic B13A** – Enter the 17 or 23 alphanumeric authorization code for your B13A.
- **4-B13A summary reporting** – This option requires prior written authorization from Canada Customs.

4. Click **Ship** to process your shipment.

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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 the **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 the **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 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.

Removing Shipping Value from Third Party Consignee Shipping Label

By removing Shipping Value from the 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®, Freight, FedEx International Priority® Freight and FedEx International Economy® Freight shipping labels for FedEx® Third Party Consignee service.

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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 solution 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).
- 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.

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Customs Information, continued

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® Transborder 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.

FedEx TradeLink DocCenter

The all-new FedEx TradeLink DocCenter enables document preparers to create their own Commercial Invoice electronically, and save it as a special file.

This solution produces trade documents in a file format that can be imported into FedEx Ship Manager Software to populate shipping data — saving time and reducing errors by eliminating the need to re-enter data. This feature is most beneficial where the shipper and document preparer are two separate roles and is available with FedEx Express international services or FedEx International Ground.

The Commercial Invoice is the first of several FedEx TradeLink DocCenter documents we are introducing to enhance your international shipping experience.

The FedEx TradeLink DocCenter also allows you to generate and personalize your Commercial Invoice using images of your company letterhead and signature. To use the FedEx TradeLink DocCenter, you must download the FedEx TradeLink DocCenter application. This application is a Commercial Invoice form application that allows you to enter and save your Commercial Invoice to use later within FedEx Ship Manager Software.

For detailed international shipping instructions using FedEx TradeLink DocCenter, 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.

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Shipping Enhancements for FedEx Express Service in Mexico

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

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

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 DirectDistributionSM 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 new 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). This service is available to all ZIP codes where FedEx Priority Overnight® shipments are delivered by 10:30 a.m. or noon and the commitment time matches the FedEx Priority Overnight commitment time.

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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 new 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 airbills 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.

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Customs Information, continued

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 new 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.

Based on your recipient's destination location, the FedEx First Overnight Saturday Delivery commitment is 90 minutes later than the FedEx First Overnight weekday commitment.

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.

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Customs Information, continued

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 airbills and the Shipper's Declaration for Dangerous Goods (M-1421C).

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 Colombia. These expanded services:

- Support the launch of FedEx Economy, a new 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.
- 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.

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Manage Returns

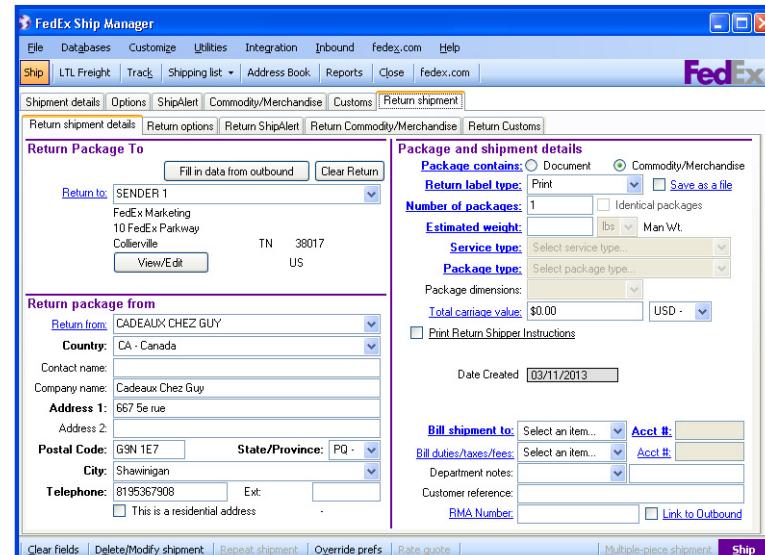
Convenient return shipping helps to improve customer service and satisfaction. FedEx Ship Manager® Software offers flexible return options and shipment processing solutions.

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.



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Process Return Only

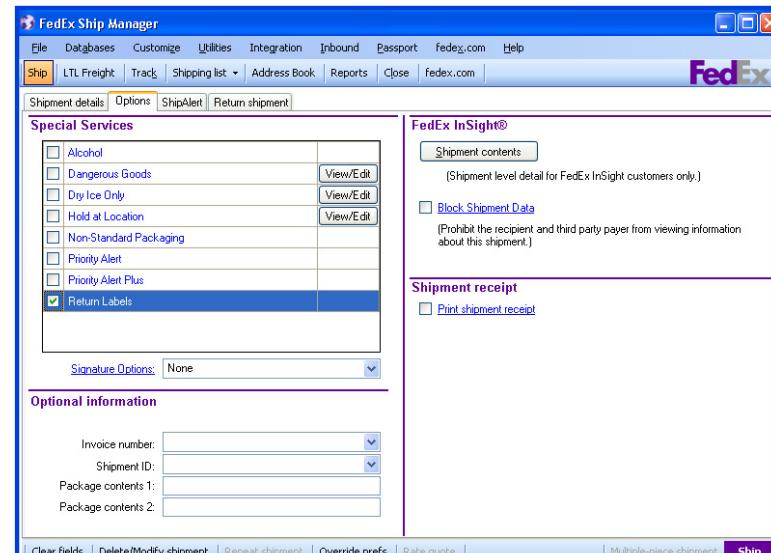
To process a return shipment without sending an outbound package, click the **Return shipment** tab.

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 the **Shipment details** screen for the outbound shipment and select the **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 the **Return shipment** tab and continue with the following [Return Information](#) section for instructions on preparing the return.



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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 the **This is a residential address** check box if the package is being returned from a residence.
3. Continue with the [Package and Shipment Details](#) section on the next page.

The screenshot shows the FedEx Ship Manager application window. The menu bar includes File, Databases, Customize, Utilities, Integration, Inbound, fedex.com, and Help. The toolbar has buttons for Ship, LTL Freight, Track, Shipping list, Address Book, Reports, Close, and fedex.com. The main menu is "Ship". The sub-menu "Shipment details" is selected. The "Return shipment" tab is active. The "Return Package To" section is displayed, showing a dropdown for "Return to" set to "SENDER 1" which lists "FedEx Marketing" with address "10 FedEx Parkway, Collierville, TN 38017, US". Below this is the "Return package from" section with fields for "Return from" (set to "CADEAUX CHEZ GUY"), "Country" (set to "CA - Canada"), "Contact name", "Company name" (set to "Cadeaux Chez Guy"), "Address 1" (set to "667 Se rue"), "Address 2", "Postal Code" (set to "G9N 1E7"), "State/Province" (set to "PQ"), "City" (set to "Shawinigan"), "Telephone" (set to "8195367908"), and "Ext.". A checkbox "This is a residential address" is checked. The right side of the screen contains sections for "Package and shipment details" (with tabs for "Document" and "Commodity/Merchandise" selected), "Bill shipment to", "Bill duties/taxes/fees", "Department notes", "Customer reference", and "RMA Number". Buttons at the bottom include Clear fields, Delete/Modify shipment, Repeat shipment, Override prefs, Rate quote, Multiple-piece shipment, and Ship.

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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.

Email Return Label (U. S. Domestic Return only)

An email return label sends an online return label to a designated email address.

To send an email return label:

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.

Note: For multiple-piece return shipments, refer to [Multiple-Piece Shipments \(MPS\)](#) for detailed instructions on entering MPS information.

Package and shipment details

Return label type:	<input type="button" value="Email Label"/>
Number of packages:	1 <input type="checkbox"/> Identical packages
Estimated weight:	<input type="text"/> lbs <input type="button" value="Man Wt."/>
Service type:	<input type="button" value="Select service type..."/>
Package type:	<input type="button" value="Select package type..."/>
Package dimensions:	
Declared value:	<input type="text"/> USD - <input type="button" value=""/>
Item description:	<input type="text"/>
Email label to:	<input type="text"/>
Expiration date:	/ / <input type="button" value=""/>
Email return message:	

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Package and Shipment Details, continued

Email Return Label, continued

4. Select the **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 the Service type for the return. For FedEx service commitments, refer to the FedEx Service Guide at fedex.com.
7. Select the **Package type**.
If you select **Your Packaging**, enter the Package dimensions manually or select from your preset dimensions.
8. Enter the **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 to text field.

11. Enter the **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.

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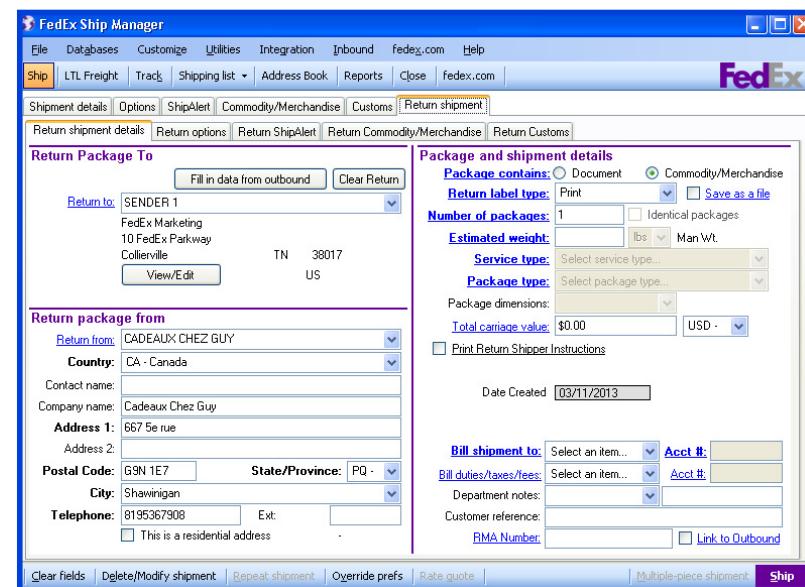
Package and Shipment Details, continued

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 the **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 the **Service type** for the return. For FedEx service commitments, refer to the FedEx Service Guide at fedex.com.
6. Select the **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.
14. Enter the **Declared value** for your return shipment. Refer to the FedEx Service Guide at fedex.com for maximum declared value amounts.
15. If you want to print return shipping instructions for your customer, **select the 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.
16. You may **save** this as a PDF file.
17. **Continue** with the [Billing Details](#) section.



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Package and Shipment Details, continued

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 the **Identical packages** check box if the return shipment includes more than one package with the same weight, service type and packaging.
4. Enter the **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 the **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 the **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.

Package and shipment details

Return label type:	Ground Call Tag
Number of packages:	1 <input checked="" type="checkbox"/> Identical packages
Declared value:	45 USD
Item description:	Computer Game
Pickup Date:	08/13/2012 <input type="button" value="Calendar"/>
Pickup instructions:	Pick up at back door
Ready Time:	03:00 PM
Close Time:	06:00 PM

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Package and Shipment Details, continued

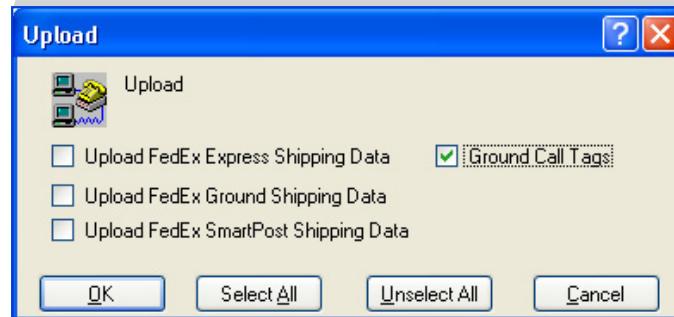
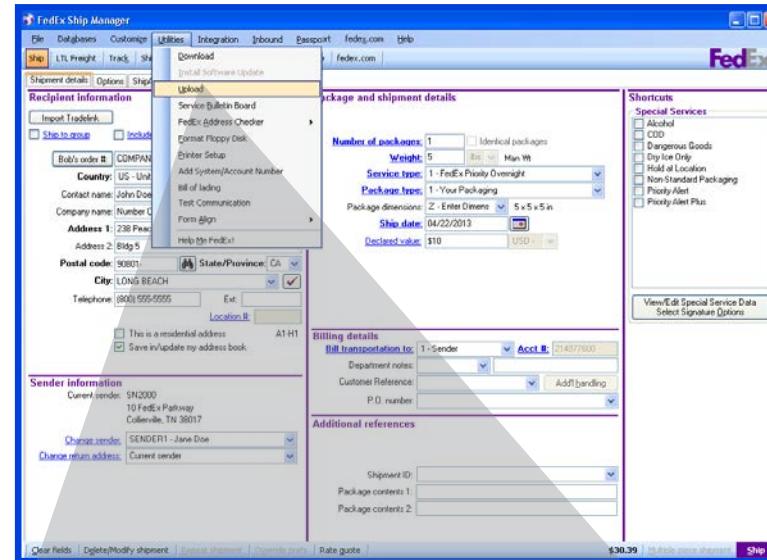
Ground Call Tag Uploads

FedEx Ship Manager Software automatically sends Ground Call Tags to FedEx Ground every hour.

To notify FedEx Ground about the pickup right away, upload Ground Call Tags from the Utilities menu.

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

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



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Billing Details

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

1. Select the **account to bill** for the shipment from the Bill shipment to menu. Enter the **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.

*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](#).*

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.

Billing details

Bill shipment to:	3 - Bill Third Part	Acct #:	123456789
Department notes:			
Customer reference:			
RMA Number:	12345		

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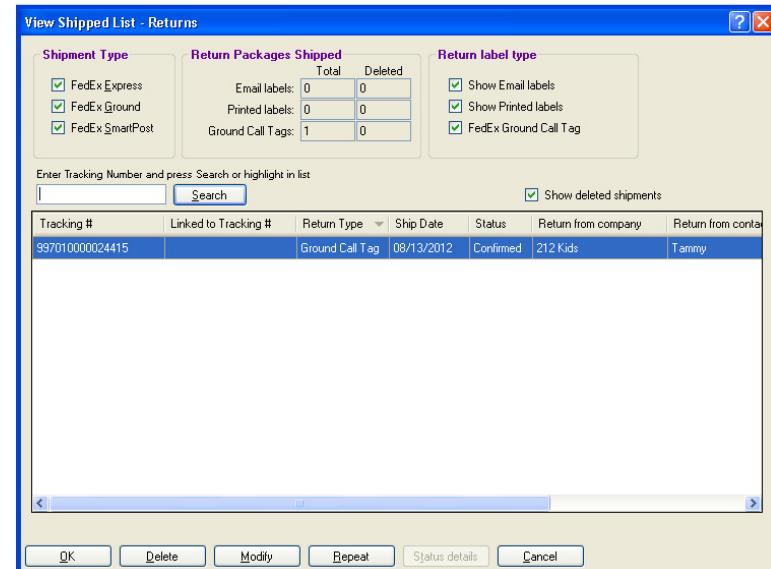
Ship | Track | Meet International Requirements | **Manage Returns** | Generate Reports | Close at End-of-Day

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 the 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.



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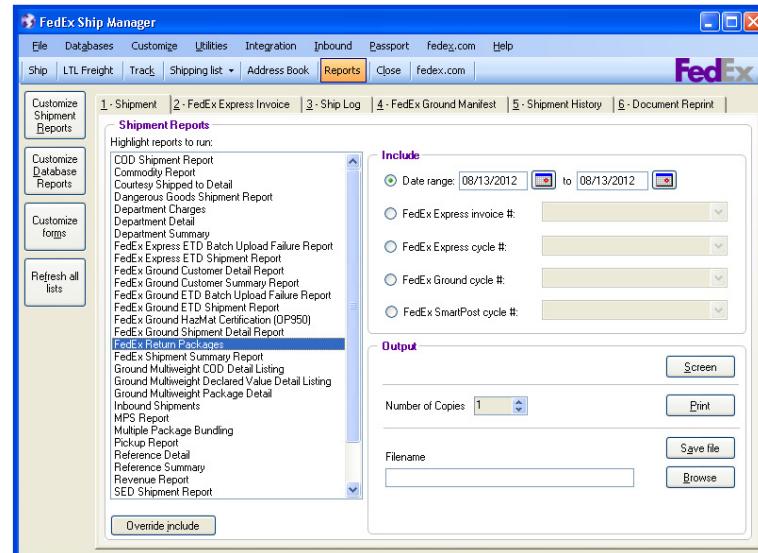
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Return Packages Report

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

1. Click the **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 to **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](#).



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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

Two system settings determine when shipments are moved to your history database and when they 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.
 - The Current setting moves current shipments to your history file within a certain number of days.
 - The History setting purges shipments in your history file after a certain number of days. Once they are purged, they are removed from your system.

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Shipment and History Reports

To generate shipment reports using recent or historical shipment activity:

1. Click the **Reports** tab.
2. To generate reports with recent shipping activity, click the **1-Shipment** tab and highlight one or more reports.

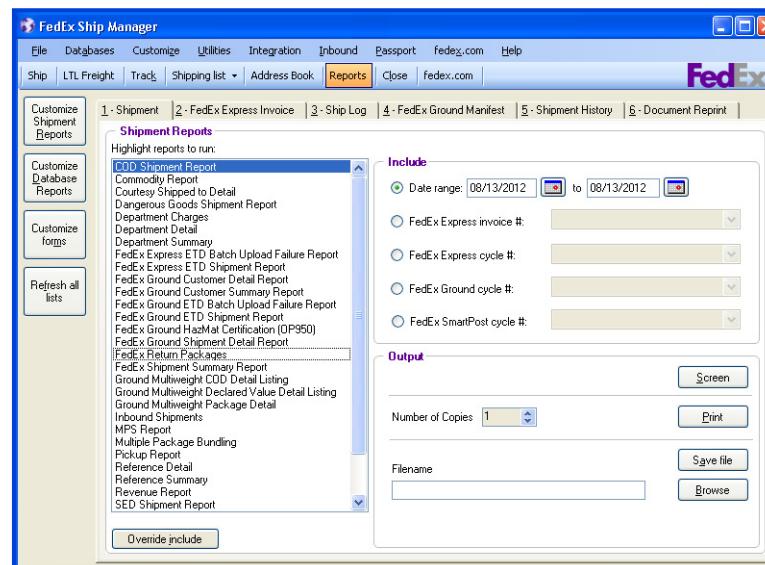
To generate reports using shipment history, click the **5-Shipment History** tab and highlight one or more reports.

3. To generate reports for a particular ship date or range of dates, enter the **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.



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FedEx Express Invoice

To generate FedEx Express invoices:

1. Click the **Reports** tab.
2. Click the **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 the **Reports** tab.
2. Click the **3-SHIP LOG** tab.
3. Enter the **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**.

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FedEx Ground Manifest

To generate FedEx Ground manifests:

1. Click the **ftab**.
2. Click the **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 and Certificate of Origin, can be displayed for successful shipments on screen or saved and retrieved to view or reprint.

To reprint or view customs documents:

1. Click the **Reports** tab.
2. Click the **6-Document Reprint** tab.
3. Enter the date range or other **Search criteria** and click Search.
4. Select the **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.

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Document Reprint, continued

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 the **Reports** tab.
2. Click the **6-Document Reprint** tab.
3. Enter the date range or other Search criteria and click **Search**.
4. Select the **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 DirectDistributionSM Service and FedEx International Priority DirectDistribution® Freight shipments.

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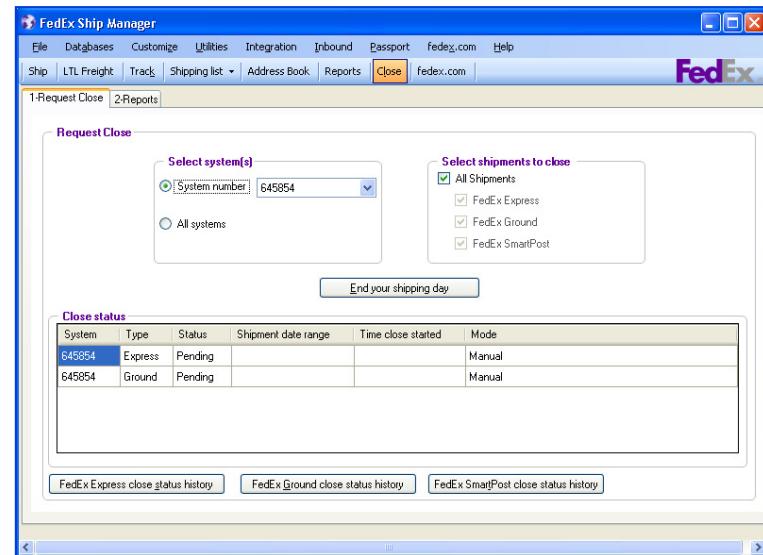
Ship | Track | Meet International Requirements | Manage Returns | Generate Reports | **Close at End-of-Day**

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](#)



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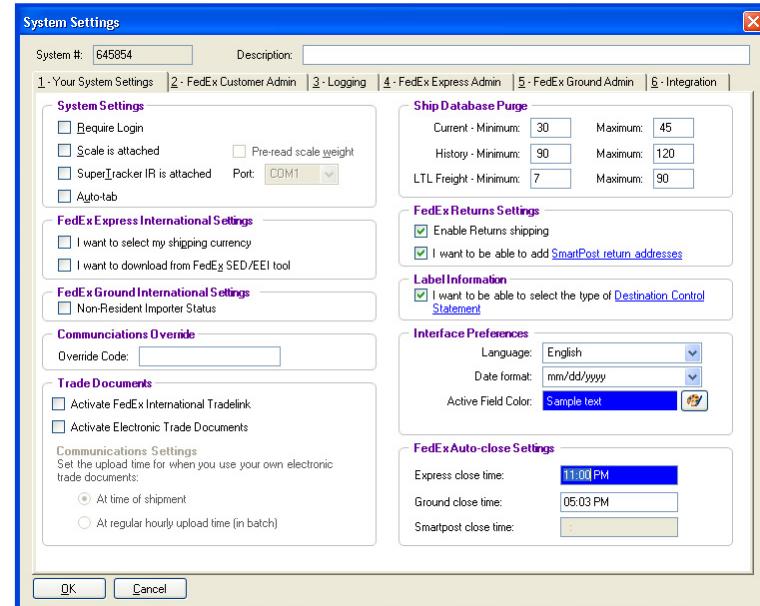
Auto-close

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 the **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**.



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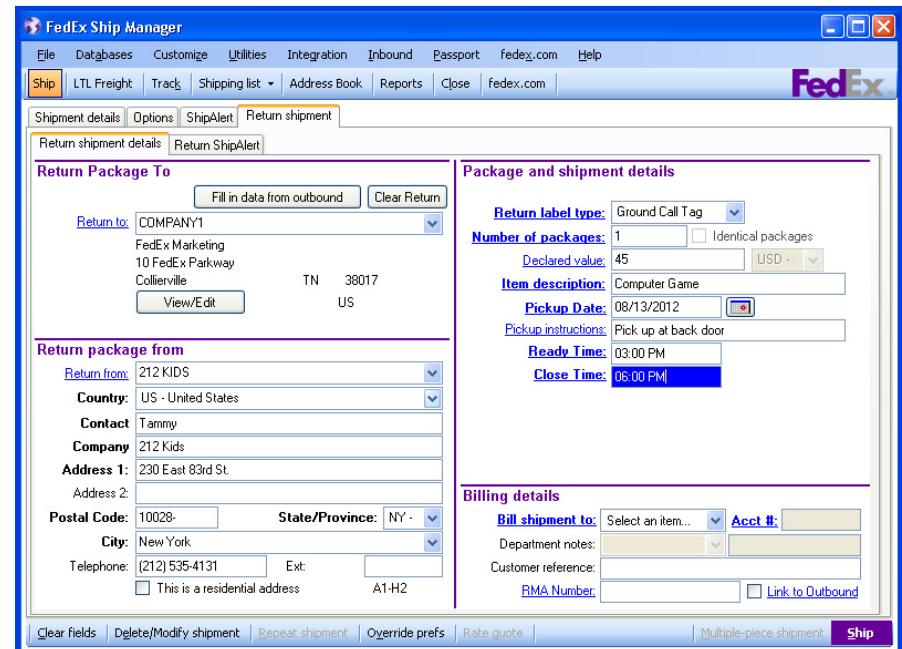
Ship | Track | Meet International Requirements | Manage Returns | Generate Reports | **Close at End-of-Day**

Request Close (Manual)

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

1. Click the **Close** tab.
2. Click the **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.*



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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 the **Close** tab.
2. Click the **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

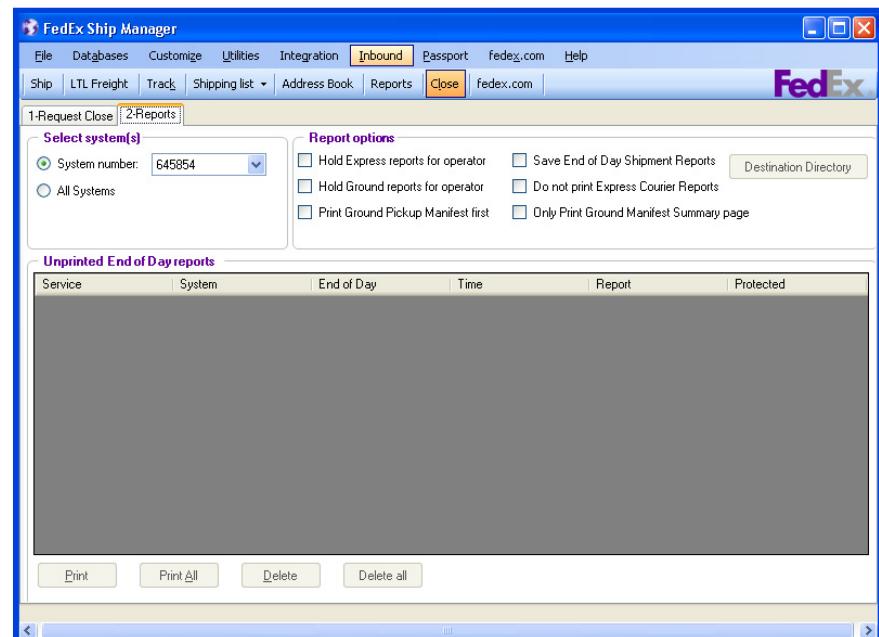
Choose and select the shipment and courier reports to print in the Report options section.

- 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.



2

Advanced

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[Customize Your Shipping Profiles](#) | Select Special Service Options | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

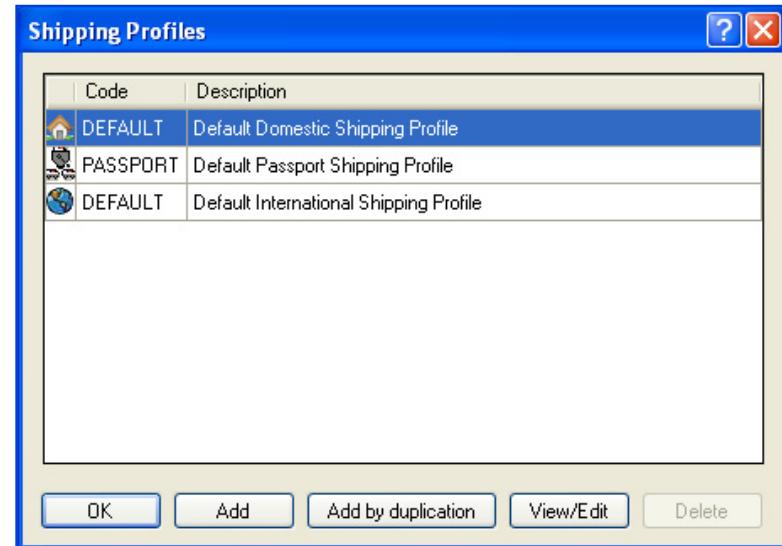
Customize Your Shipping Profiles

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](#)



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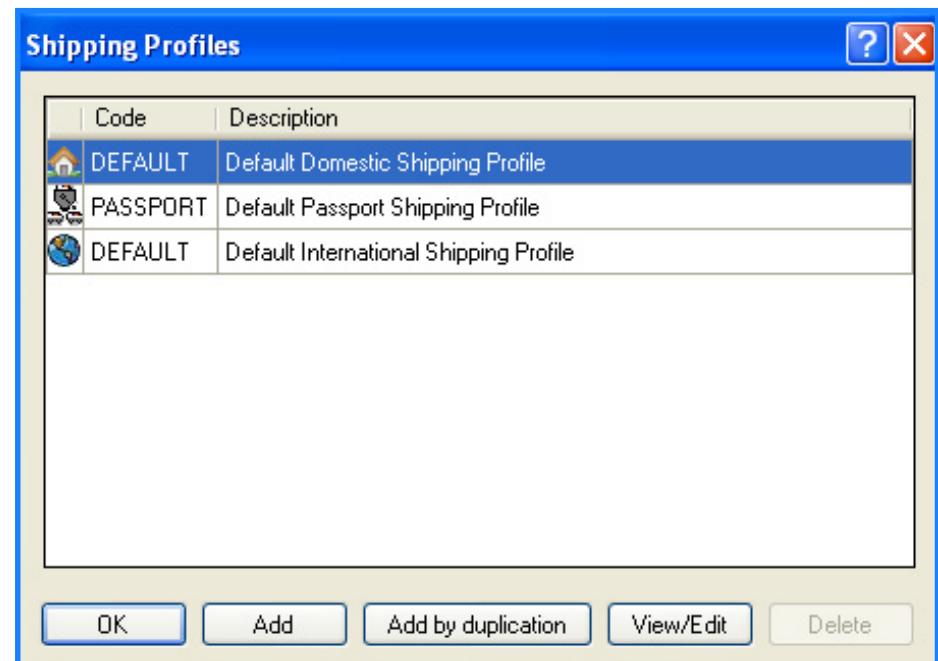
Shipping Profiles

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 displays.
 - 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.



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Shipping Profiles, continued

Field Preferences

1. Click the **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:

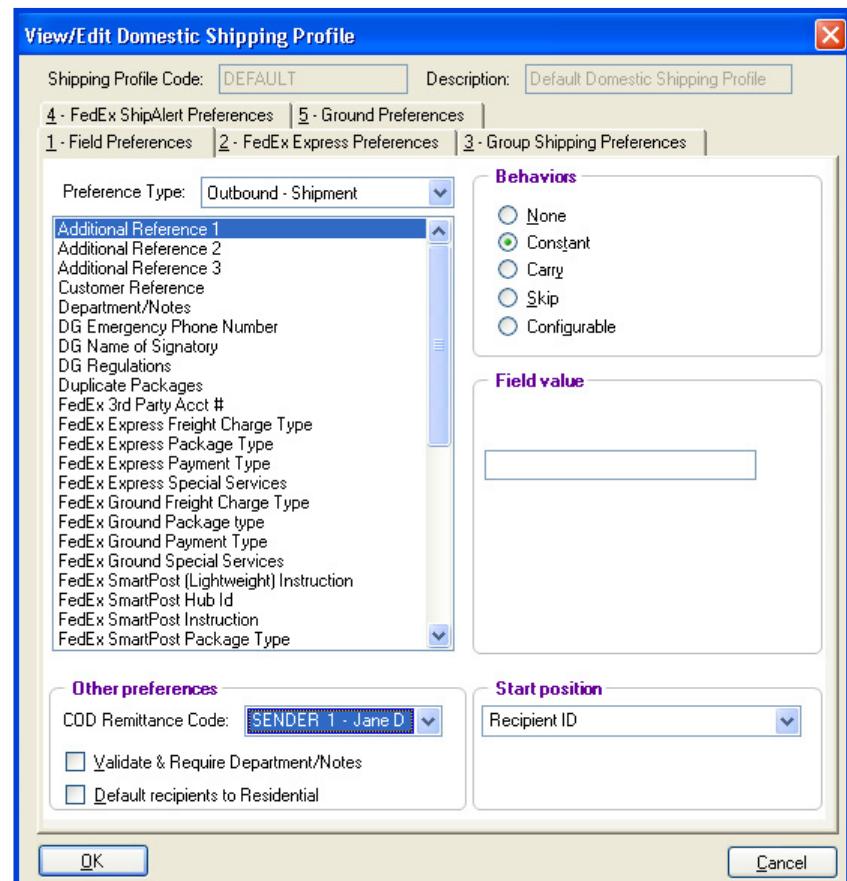
None

- 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.



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Shipping Profiles, continued

Field Preferences, continued

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.

C.O.D. Remittance Code

- Select the Sender ID to print on the C.O.D. return label from the C.O.D. Remittance Code menu.

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 the **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.

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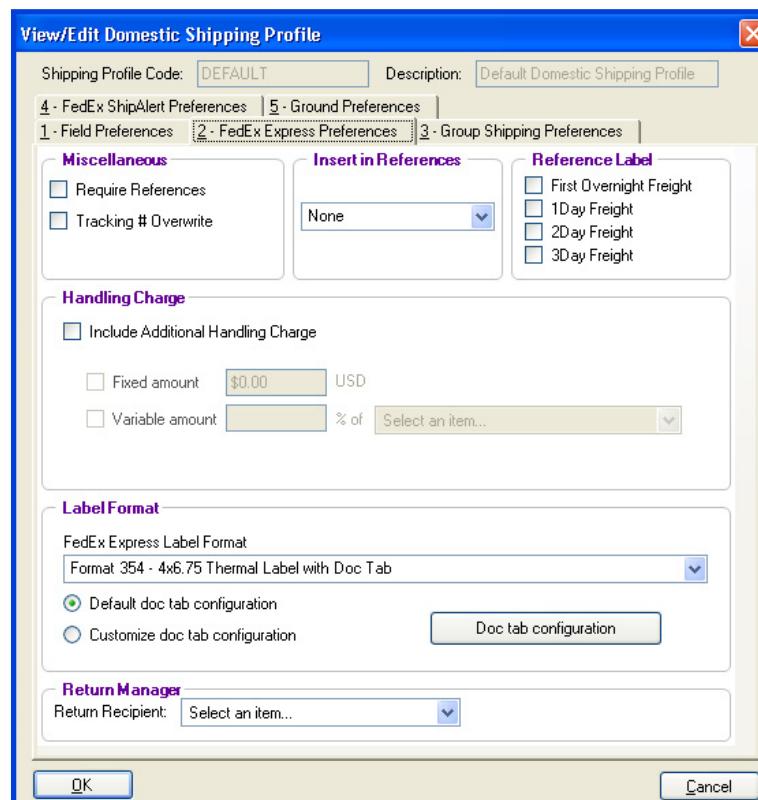
Shipping Profiles, continued

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 the **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 airbills 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.*



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Shipping Profiles, continued

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 the **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 the **Fixed amount** check box and include a dash/minus sign (-) before the dollar amount.
- To subtract your variable amount, select the **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 the **label format** option to identify the label stock you use. The label format is printed at the bottom of your labels.

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](#).

Note: To configure doc-tabs, refer to [Customize Doc-Tabs](#).

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.

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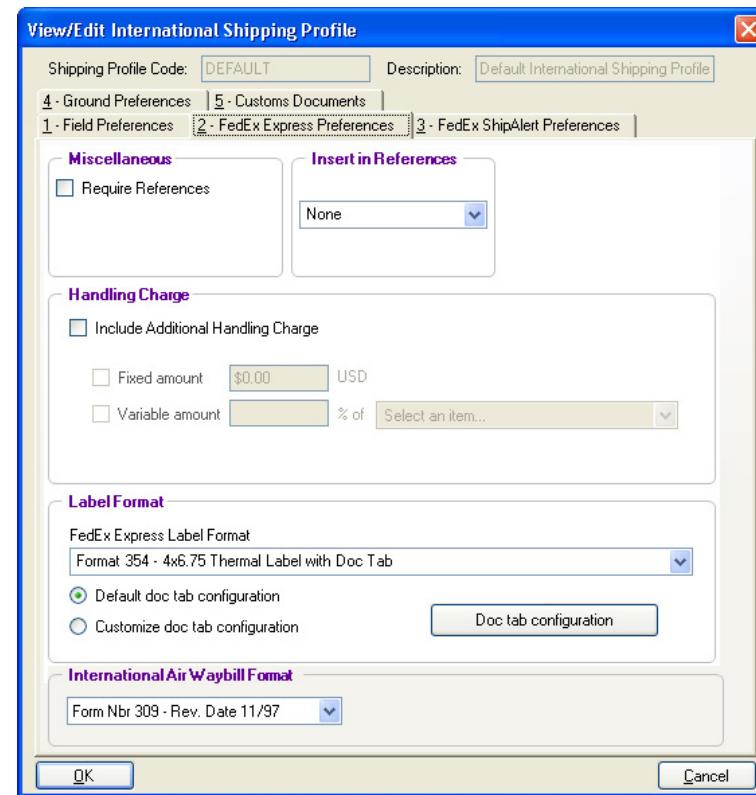
Customize Your Shipping Profiles | Select Special Service Options | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Shipping Profiles, continued

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.



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Shipping Profiles, continued

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 the **5-Ground Preferences** tab.
4. Miscellaneous

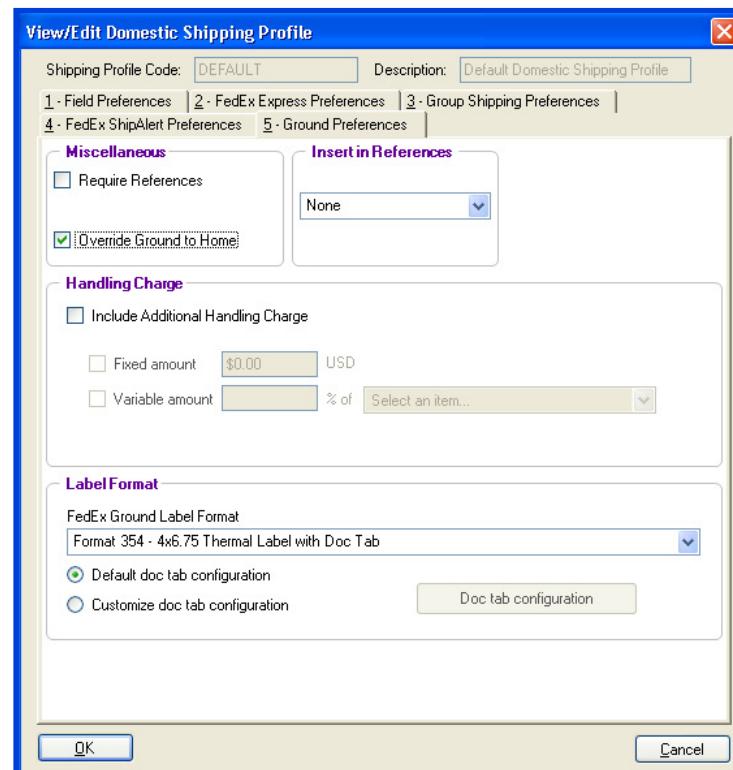
Select the **Require References** check box if you require references for FedEx Ground shipments.

5. Insert in References

Use this option to select a reference to print in the Reference field on thermal 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.*

Note: 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.



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Shipping Profiles, continued

6. Handling Charge

Select the **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 the **Fixed amount** check box and include a dash/minus sign (-) before the dollar amount.
- To subtract your variable amount, select the **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 the label format option to identify the label stock you use. The label format is printed at the bottom of your labels.

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](#).

Note: To configure doc-tabs, refer to [Customize Doc-Tabs](#).

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.

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Shipping Profiles, continued

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 displays.
2. Select the **sender** in the Sender list and click **View/Edit**. The View/Edit Sender screen displays.
3. In the Shipping profiles section, select the appropriate Domestic, International or Transborder 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.

Sender ID	Contact name	Company name	Address	City	State/Prov
SENDER 1	Jane Doe	FedEx Marketing	10 FedEx Parkway	Collierville	TN
SN2000TEST	SN2000 Test	SN2000 Test	10 FedEx Parkway	Collierville	TN

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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.*

Note: To change these reference field names, refer to [Customize Fields](#).

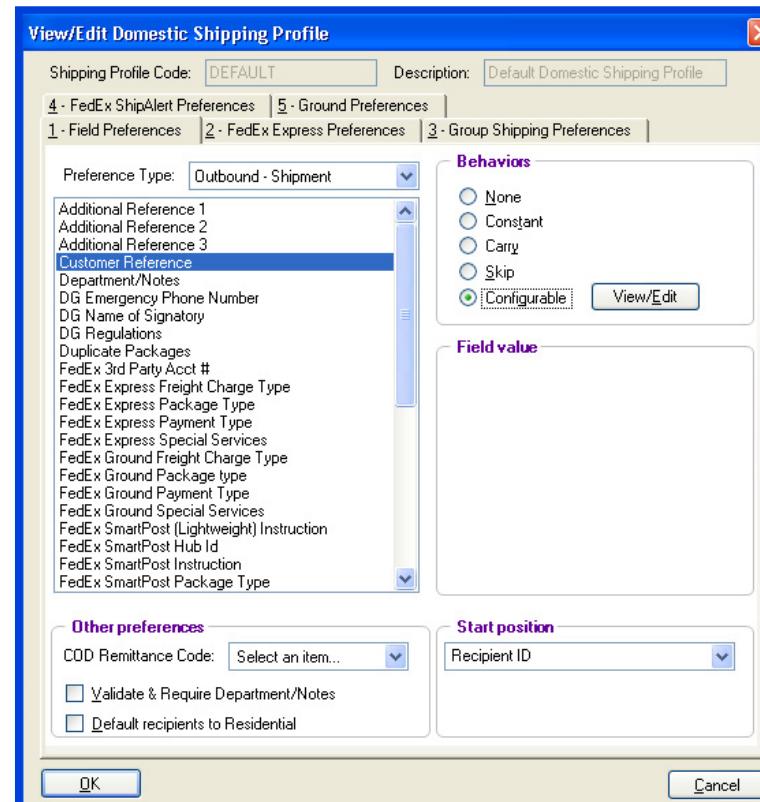
Follow these steps to create prompts for reference fields and select whether each prompt is required.

1. Select **Shipping Profiles** from the Customize menu.
2. Select the shipping profile to update and click **View/Edit**.
3. On the 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 displays.



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Configurable References, continued

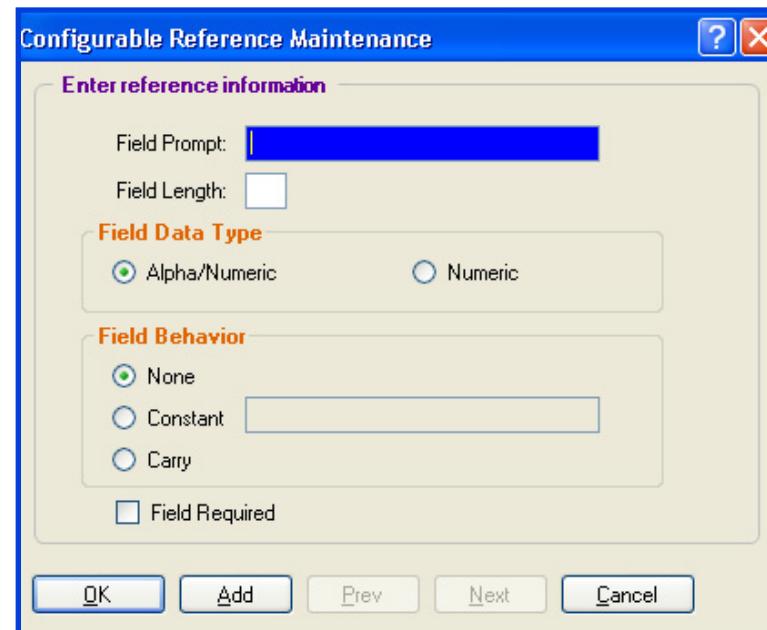
5. Click **Add** to add a new prompt, or click **Update** to update an existing prompt. For either function, the Configurable Reference Maintenance screen displays.
6. Field Prompt – Enter the **text** you want to display that prompts you to enter the reference information.
7. Field Length – Enter the 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 the **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.

*Important: 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.*

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.



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Configurable References, continued

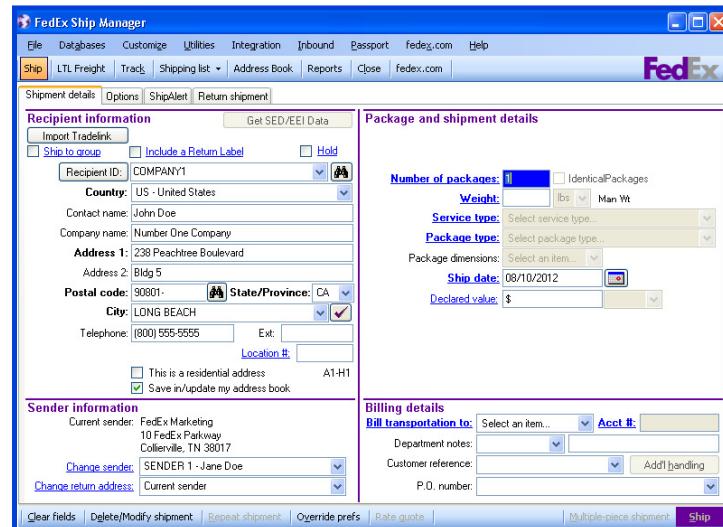
13. To see how the prompt(s) appear when you click the field during shipping, select the prompt on the View Configurable References screen and click **Show Screen**.
14. Click **OK** on all Shipping Profile screens to save your reference information.

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.



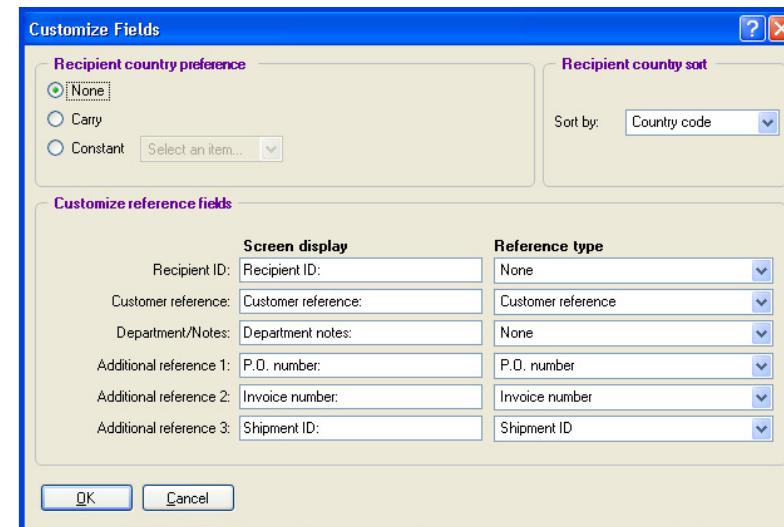
2. Recipient country preference

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.



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Customize Fields, continued

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

- Recipient ID
- Customer reference
- Department/Notes
- Additional reference 1
- Additional reference 2
- Additional reference 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](#).

Note: 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 the **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).

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Customize User Prompts

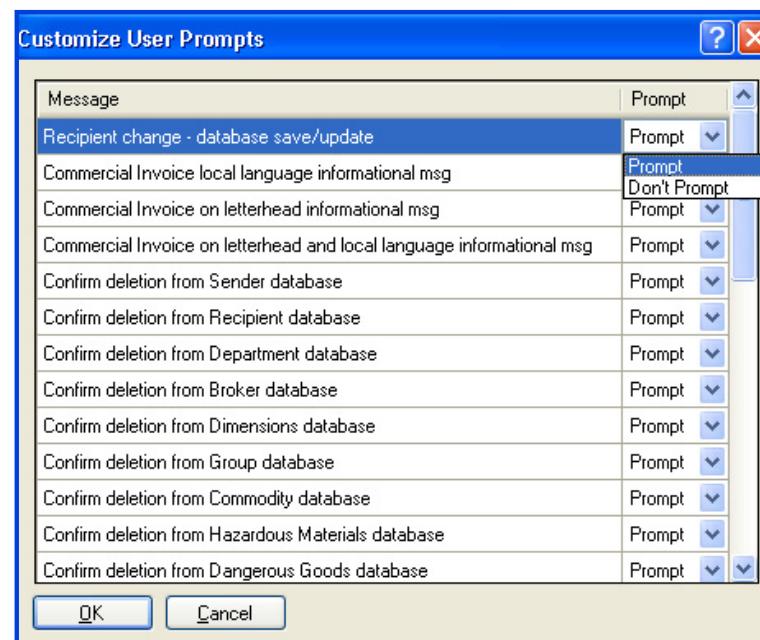
You can remove or display confirmation prompts and warning messages that appear when you prepare and process shipments, such as:

- 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.



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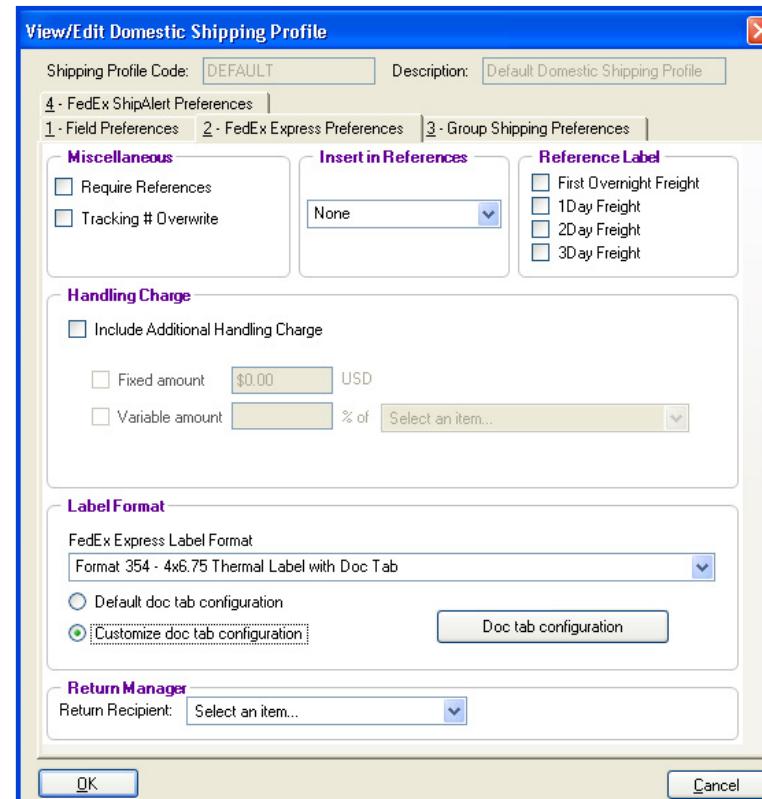
Customize Doc-Tabs

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 the **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](#)



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Customize Doc-Tabs, continued

Package doc tab configuration

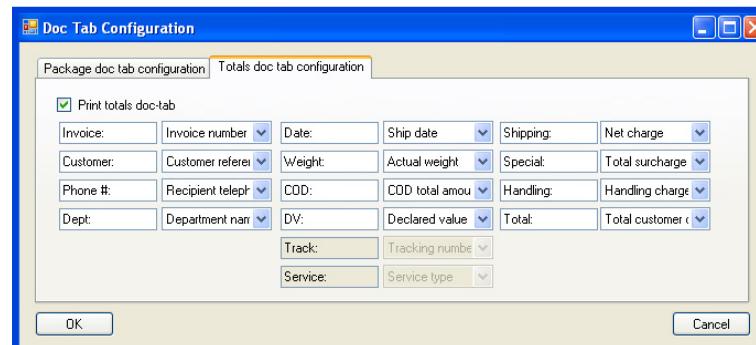
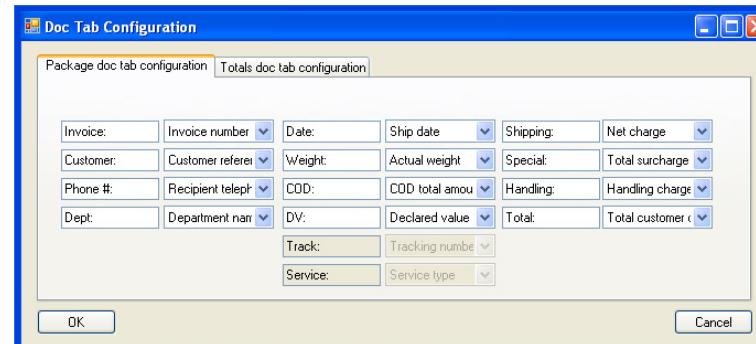
1. To change the field names that print on the doc-tab, click the **Package doc tab configuration** tab on the Doc Tab Configuration screen. The field names are shown in columns 1, 3 and 5. To change the field names, enter the new text in the appropriate text box.
2. The information associated with the 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 the **Totals doc tab configuration** tab on the Doc Tab Configuration screen.
2. Select the **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.



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New Fields for Doc-Tab, Validator Label and Reporting

To improve your shipping capabilities, FedEx Ship Manager Software has added additional fields to the customize doc-tabs, validator labels and reporting functions. Whether you are shipping from the U.S., Canada or Latin America and the Caribbean, you can now print the following fields on the doc-tab label:

- Package dimensions
- Meter number
- Net Charge No Taxes

For doc-tabs only, the Net Charge (Shipping) amount does not include surcharges.

Print Net Freight Charges on Validator 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 **Validator** from the Customize drop-down menu to display the following screens containing the new Net Charge No Taxes field:

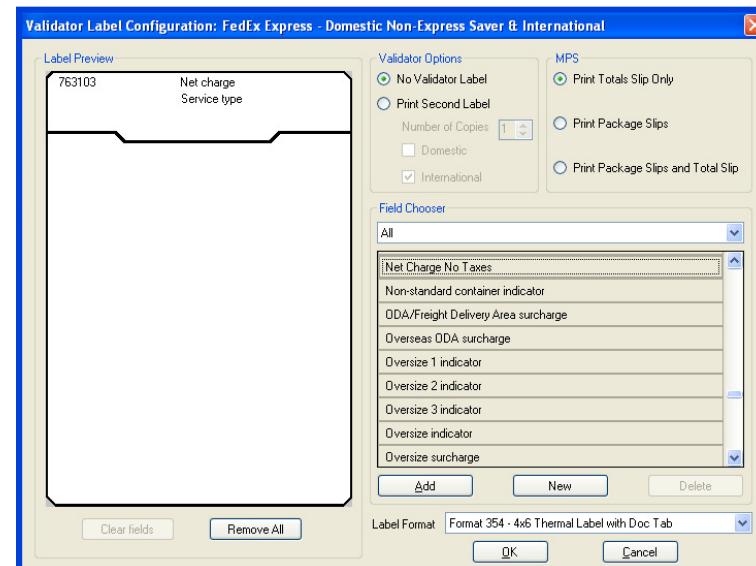
- **FedEx Express** – Domestic Non-Express Saver and International

- **FedEx Express** – Domestic Express Saver

- **FedEx Ground** – Domestic and International

1. Within these resulting screens, select **Net Charge No Taxes** in the Field Chooser section.
2. Click **Add**.
3. 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.



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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:

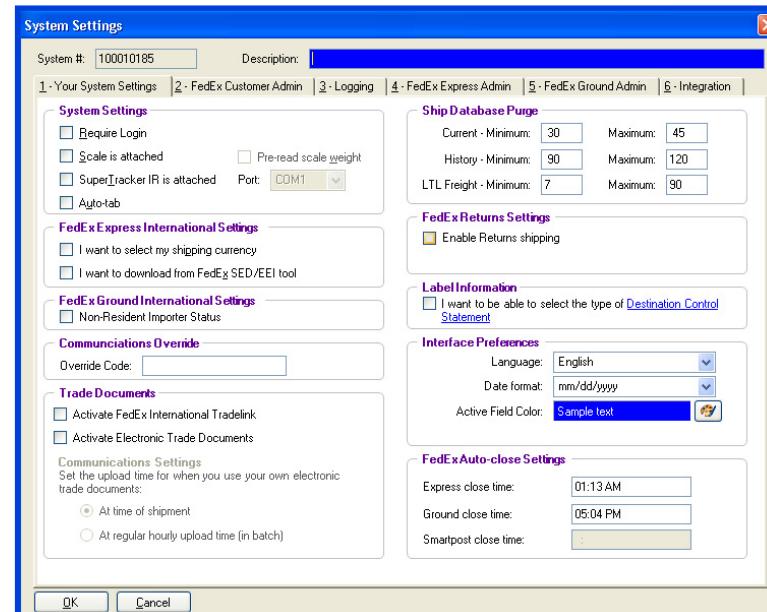
- [Your System Settings](#)
- [FedEx Customer Administration](#)
- [Other System Settings Options](#)

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 the **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
5. Click **OK** to accept your selection(s).



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System Settings, continued

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 the **2-FedEx Customer Admin** tab.
4. Make your **selections** in the following sections on this screen:
 - Account Billing Information
 - Shipping Screen
 - Rating/Revenue
 - Quick Setup

Other System Settings Options

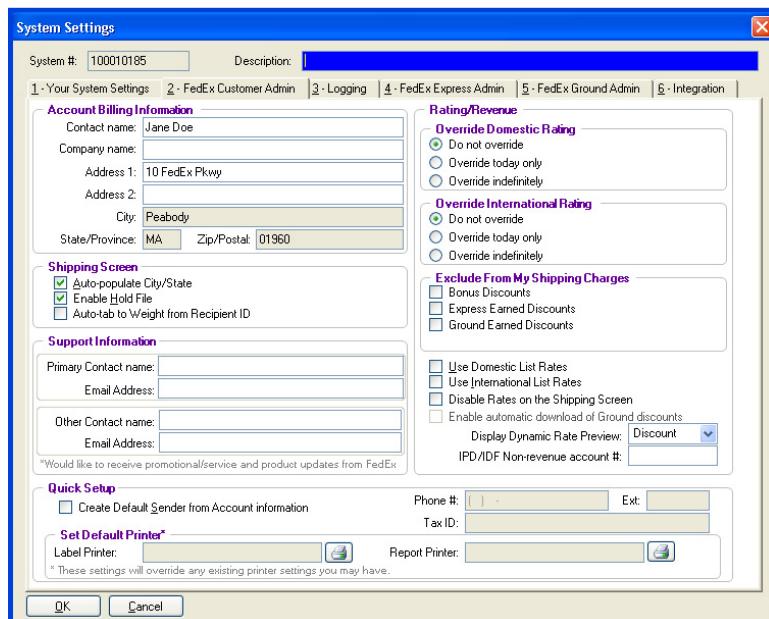
Access to the following System Settings tabs requires login with the administrator password:

- 3-Logging
- 4-FedEx Express Admin
- 5-FedEx Ground Admin
- 6-Integration

Contact your FedEx Ship Manager Software Account Representative for more information on these administrative settings.

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**.



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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Select Special Service Options

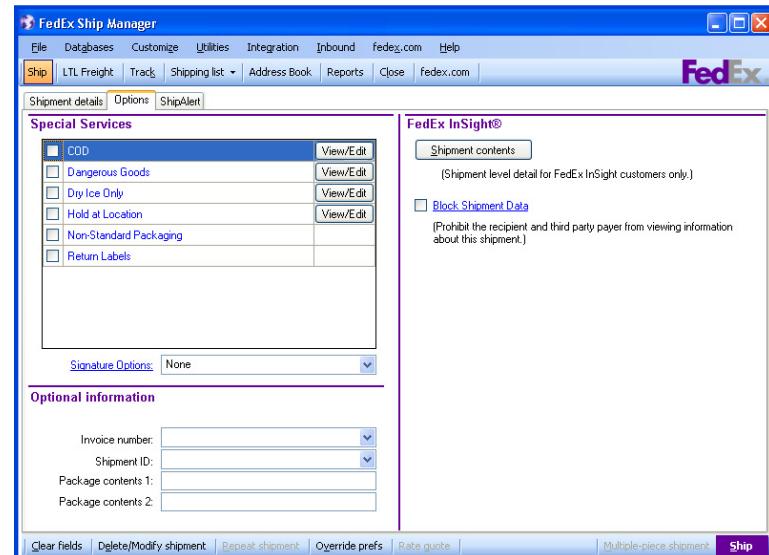
The Options screen conveniently groups additional shipping options, special service options and additional reference fields.

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.



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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options

The special service options available for your shipment vary depending on the origin and destination countries and package detail

Shipping Method	Special Service Options Available	Shipping Method	Special Service Options Available
FedEx Economy™ (Canada only)	Hold at Location Return Labels	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 Economy (Mexico only)	Delivery on Invoice Acceptance Return Labels	FedEx International Priority® FedEx International Economy®	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
FedEx Express Saver® (U.S. only)	COD (Collect on Delivery) Hold at Location Return Labels		
FedEx Express Saver - Your packaging (U.S. only)	Alcohol COD (Collect on Delivery) 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		

Note: FedEx International Economy dangerous goods service is available to/from the U.S. only.

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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options, continued

Shipping Method	Special Service Options Available	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 Standard Overnight® (U.S. and Mexico only)	COD (Collect on Delivery) (U.S. only) Hold at Location Return Labels
FedEx Priority Overnight®	COD (Collect on Delivery) (U.S. only) Hold at Location Priority Alert Priority Alert Plus Return Labels Saturday Delivery	FedEx Standard Overnight - Your packaging (U.S. and Mexico only)	Alcohol (U.S. only) COD (Collect on Delivery) (U.S. only) Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging Return Labels
FedEx Priority Overnight - Your packaging	Alcohol (U.S. only) COD (Collect on Delivery) (U.S. only) Dangerous Goods Dry Ice Only Hold at Location Non-Standard Packaging Priority Alert Priority Alert Plus Return Labels Saturday Delivery	FedEx 1Day® Freight FedEx 2Day® Freight (U.S. and Mexico only)	Alcohol (U.S. only) COD (Collect on Delivery) (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 COD (Collect on Delivery) Dangerous Goods Drop Off Dry Ice Only Hold at Location Inside Delivery Inside Pickup Return Labels

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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options, continued

Shipping Method	Special Service Options Available	Shipping Method	Special Service Options Available
FedEx Ground®	Alcohol (U.S. only) COD (Collect on Delivery) 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 2Day®	Alcohol (U.S. only) COD (Collect on Delivery) (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 Ground®	Broker Select COD (Collect on Delivery) Non-Standard Packaging Return Labels	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 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)	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

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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options, continued

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 enters the required \$AW text in the reference field.

*This feature is only available for those FedEx account holders enrolled in the FedEx alcoholic beverage shipping program.

This new alcohol feature:

- Simplifies compliance.
- Saves time by eliminating clicks and key strokes.
- Minimizes training.

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 the **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. Click the **Options** tab. The Options screen displays.
4. Select the **Alcohol** check box. The Signature Options field automatically selects Adult signature required.
5. Click **Ship**. In addition to any other reference information you entered, the entry "\$AW" displays in the reference field on the shipping label.

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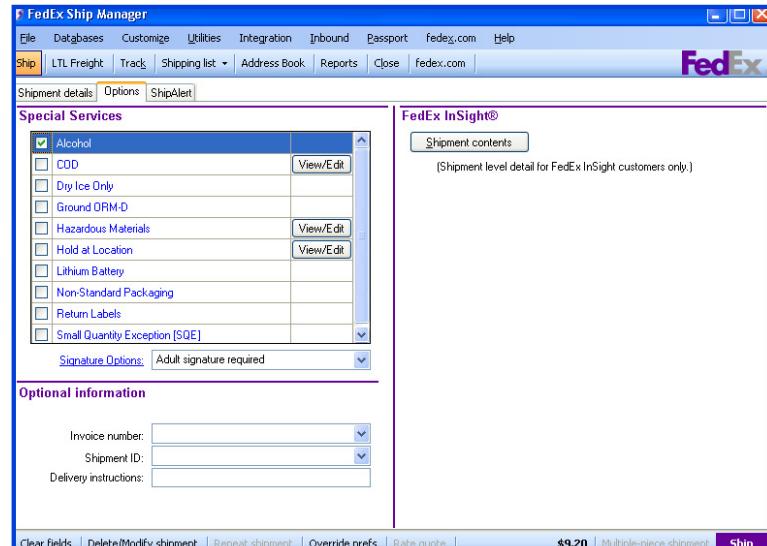
Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options, continued

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 the **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. Click the **Options** tab. The Options screen displays.
4. Select the **Alcohol** check box. The Signature Options field automatically selects **Adult signature required**.
5. Click **Ship**. In addition to any other reference information you entered, the entry "\$AW" displays in the reference field on the shipping label.



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Customize Your Shipping Profiles | [Select Special Service Options](#) | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options, continued

Broker Select

FedEx International Broker Select® allows you to select a customs broker other than FedEx.

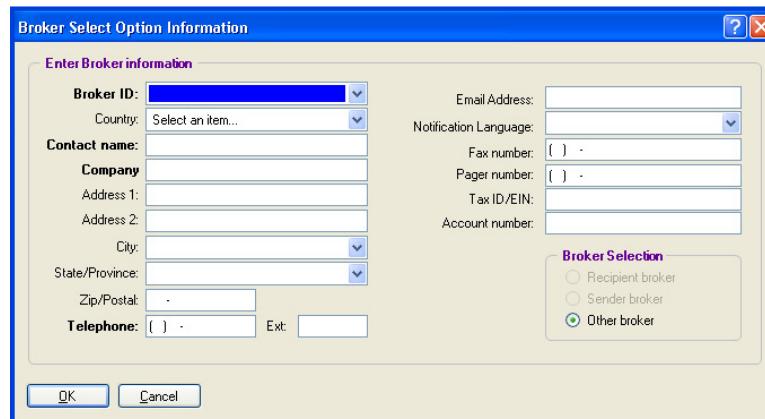
1. Select **Broker Select** under the Special Services section of the Options tab. The Broker Select Option Information screen displays.
2. Select an existing **broker** from the Broker ID menu or enter a new Broker ID and all required information.
3. Click **OK** to save the broker and return to the 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](#).*

Note: If you do not have a designated broker, please contact FedEx Trade Networks at 1.800.388.9479, then press 363 (extension).

FedEx Ground® COLLECT Billing Option

For shippers in the U.S. and Canada, the FedEx Ground COLLECT billing option is now available for all FedEx International Ground® services. If you select the Broker Select Option (BSO) and bill collect option, the transportation charges are billed to the consignee. And if you select the bill collect option but do not select the Broker Select Option (BSO), the transportation charges are still billed to the consignee.



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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Special Service Options, continued

C.O.D. (Collect on Delivery)

Follow these steps when shipping FedEx® Collect on Delivery (C.O.D.) for a single package.

1. Click **C.O.D.** under the Special Services section of the Options tab. The C.O.D. (Collect on Delivery) Information screen displays.
2. Enter the **total C.O.D. amount** to collect, excluding additional shipping charges. You receive one C.O.D. label for the shipment.

Note: The C.O.D. Amount applies to the entire shipment check box displays above the Amount field for the first package in a U.S. domestic FedEx Ground® multiple-piece shipment (MPS). Select this option if it applies to your FedEx Ground shipment.

3. Select a Collection type:

FedEx Ground

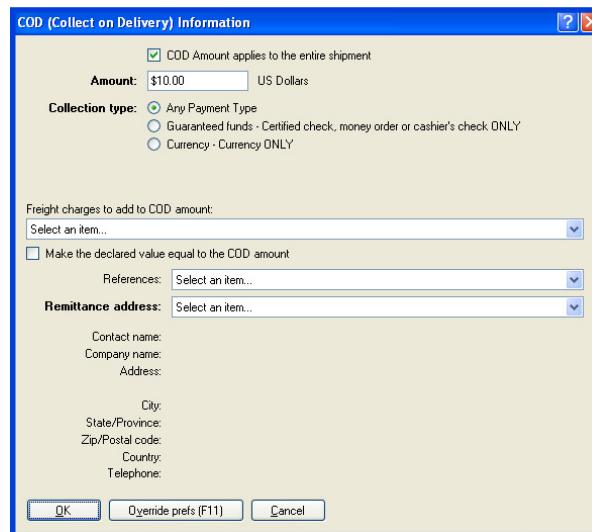
- Any payment type
- Guaranteed funds – Certified check, money order or cashier's check ONLY
- Currency – Currency ONLY

FedEx Express® (U.S. only)

- Secured check (if you require a cashier's check or money order)
- Non-secured check

4. Select an **option** from the Freight charges to add to C.O.D. amount menu.
5. If applicable, select the **Make the declared value equal to the C.O.D. amount** check box.
6. For FedEx Ground shipments only, select a **reference** from the References menu to print on the C.O.D. label.
7. Select the **Sender ID** from the Remittance address menu to print the remittance address on the C.O.D. return label. The remittance address may differ from the current sender's address.
8. Click **OK**.

Note: For multiple-piece FedEx Ground shipments, you can select C.O.D. for all packages or for individual packages.



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Special Service Options, continued

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 (M-1421C) (#146491).

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** the Dangerous Goods Shipment Report.
5. **Load** dangerous goods forms in the printer(s).
6. **Process** dangerous goods shipments.
7. **Print** the Dangerous Goods Shipment Report from the Report screen.
8. **Print** Dangerous Goods database reports from the Dangerous Goods database screen.

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Dangerous Goods continued

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 the **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 the **Options tab**. The Options screen displays.

4. Click **View/Edit** next to the Dangerous Goods option. The View/Edit Dangerous Goods screen displays and defaults to the Other 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. **Title of Signatory** – Enter the job title of the individual authorized to sign dangerous goods documents.
3. **Name of Signatory** – Enter the name of the individual authorized to sign dangerous goods documents.
4. **Place of signatory** – Enter the city where the dangerous goods document is signed.
5. **Emergency telephone** – Enter the 24-hour

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Dangerous Goods continued

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.

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Dangerous Goods continued

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).

The screenshot shows the 'View/Edit Dangerous Goods' dialog box. It has tabs for '1 - Other' and '2 - Dangerous goods entry'. The '2 - Dangerous goods entry' tab is selected. The main area is divided into two main sections: 'Dangerous goods details' and 'Radioactive information'. The 'Dangerous goods details' section includes fields for Dangerous goods ID (UN), UN# / ID, # of packages, Packing instruction, Net quantity / Gross mass, Technical name, Type of packing, Aircraft type (Passenger and cargo, Cargo aircraft only), and Authorization. The 'Radioactive information' section includes fields for Radionuclide, Activity, Packaging type, Transport index, Surface reading (0.0 mrem/h), Package dimensions, Physical form, Chemical form, and Critically safety index. Below these sections is a table titled 'Dangerous goods in shipment' with columns for Proper shipping name, UN Number, Class, Sub risk, PG, 1 pkg inst, Number of Packages, Type of Pkg, Net Quantity, and Measurement. At the bottom are buttons for OK, Override preferences, and Cancel.

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Dangerous Goods, continued

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 your UN#/ID# entry, FedEx Ship Manager 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.

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.

4. Aircraft type – Select the **Passenger and cargo** check box.

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 displays.
*Note: If you are shipping a multiple-piece shipment (MPS), click **Multiple-piece shipment**. When the Multiple-piece Shipment Information screen displays, complete the required sections 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.

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Customize Your Shipping Profiles | **Select Special Service Options** | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Dangerous Goods, continued

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 the **Options** tab. The Options screen displays
3. Select the **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 the **1 – Other and 2 – Dangerous goods** entry screens and complete your shipment.

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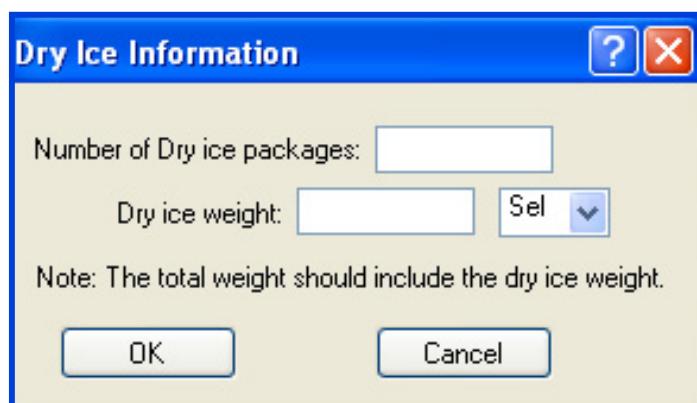
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Customize Your Shipping Profiles | [Select Special Service Options](#) | Access Your Shipping Databases | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Dangerous Goods, continued

Dry Ice Only

1. Select **Dry Ice Only** on the Options screen. The Dry Ice Information screen displays.
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 (M-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.).

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Dangerous Goods, continued

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.

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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.

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Hold at FedEx Location for FedEx Ground Option (U.S. Only)

Overview

Hold at FedEx Location for FedEx Ground is now available. We're expanding our Hold at FedEx Location option, so now whether you choose FedEx Express or FedEx Ground we can hold those packages for free convenient pickup at more than 1 800 FedEx Office locations in the U.S. And with added functionality-eligible locations displaying automatically when you select Hold at FedEx Location, it is easier to use than ever.

When you're shipping or receiving a shipment, and no one will be available to accept it, our Hold at FedEx Location option is easy, convenient and free. For more information, go to fedex.com/us/services/hold.html.

Advantages include:

- **Improved Customer Satisfaction.** You can pick up your packages at a convenient time and location.
- **Fewer Returns.** You can expect fewer returns from customers who weren't available to accept their shipments.
- **No Extra Cost.** You can avoid residential delivery fees, indirect and direct signature fees plus there's no extra charge for the service.

This service also offers the convenience of combining package pickup with other business services at FedEx Office locations in the U.S.

Hold at FedEx Location for FedEx Ground option is available in the 50 U.S. states, including Alaska, Hawaii and the District of Columbia, but may not be available in all U.S. destination ZIP codes. Hold at FedEx Location for FedEx Ground packages are day-definite and available by end of business day at the FedEx Office location.

Hold at FedEx Location for FedEx Ground is not available for FedEx Home Delivery shipments. If you are shipping a FedEx Home Delivery package and select the **Hold at Location check box** or **View/Edit** associated with the check box on the Options screen, the system automatically changes your service option to FedEx Ground for you to create a shipping label.

For urgent shipments, FedEx Express packages may often be picked up before the scheduled delivery time at a FedEx Office or FedEx World Service Center® location. For all shipments, the service is convenient, secure and offered at no extra charge.

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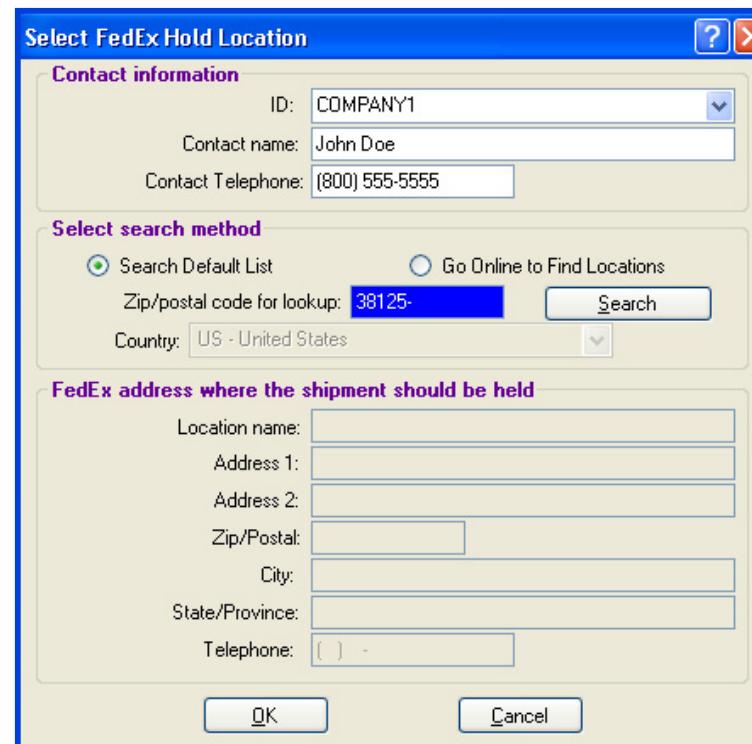
Updating Hold at Location Table

To update your Hold at Location table, follow these steps:

1. Select **Download** from the Utilities menu. The Demand Download screen displays.
2. Select the **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 the **Options** tab. The Options screen displays.
4. Select the **Hold at Location** check box or **View/Edit** associated with the check box. The Select FedEx Hold Location screen displays.
5. **Confirm the contact name and contact telephone number** associated with the selected recipient in the Contact information section.



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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 the **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 the **Go Online to Find Locations** radio button and click **Search**. The Lookup FedEx Hold Location screen displays several alternate FedEx Office locations in the U.S.
10. Select the appropriate **location** and click **OK**. The Select FedEx Hold Location screen displays.

11. Confirm your FedEx Office location and click **OK**. The Options screen displays.
12. If you need to make any changes, click **View/Edit** next to the Hold at Location option. The Select FedEx Hold Location screen displays.
13. Enter your changes and click **OK**. The Options screen displays.
14. Click **Ship** to create a shipping label.



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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 precustoms 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 displays.
2. Select a **FICE License Type**.
3. If the license type is DEA 236, DEA 36 or DEA 486, enter **the 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 the **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 the **I accept the Terms and Conditions** check box.
7. Click **OK** to save the FICE information and return to the Options screen.
8. To view or edit your information, click **View/Edit** next to International Controlled Export. Make any changes and click **OK**.



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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.

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.

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).

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Return Labels

Available for U.S. only

1. Select the **Return Labels** check box to print a return label. The Return shipment tab becomes active.
2. Click the **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 from a Canadian origin

Select the appropriate FedEx Delivery **Signature Option** from the Signature Options menu.

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](#).

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FedEx InSight®

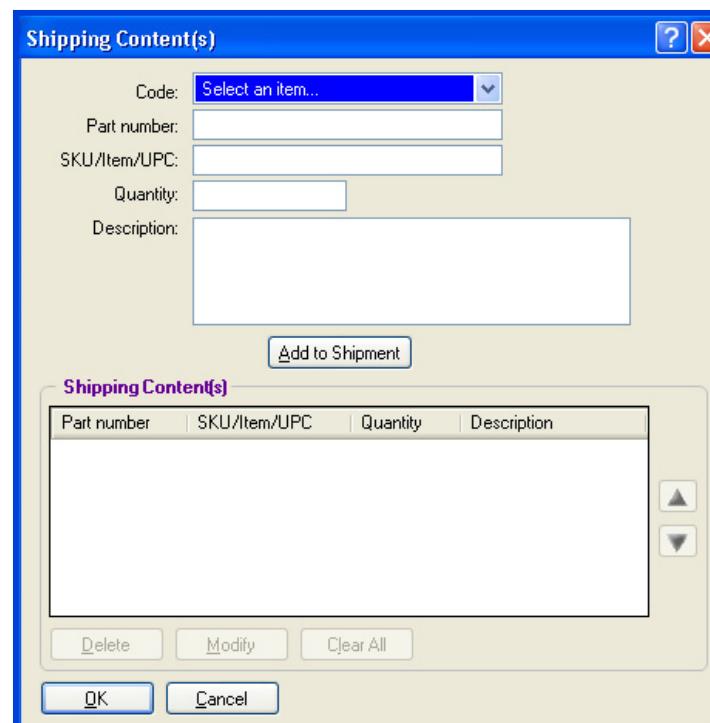
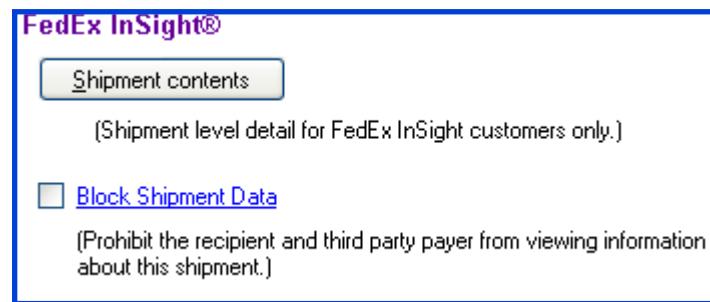
If you are enrolled in the FedEx InSight program, you can enter specific contents for your shipment.

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 the **Block Shipment Data** check box.

Note: For more information about FedEx InSight, go to fedex.com/us/pckgenlp/fcl/track/insight/.



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Shipment Receipt

Select the **Print shipment receipt** check box in the Shipment receipt section on the Options screen to print this 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.

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FedEx ShipAlert®

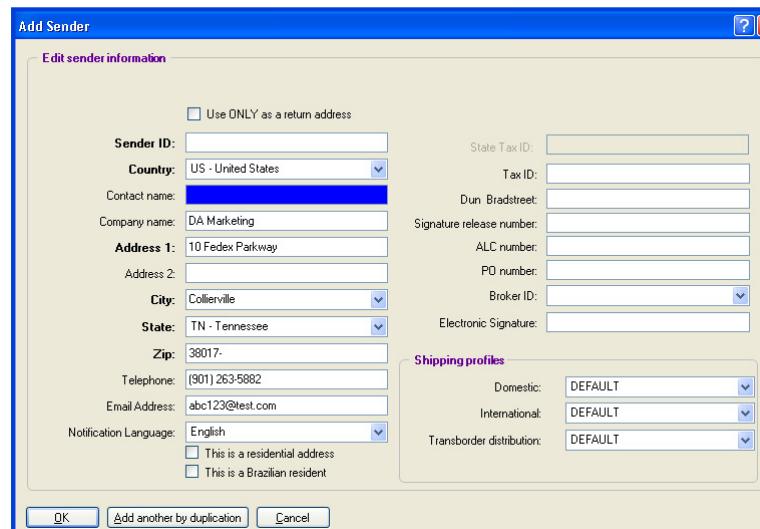
With FedEx ShipAlert®, you can send shipping notifications for all shipments to yourself and others. All notifications include shipper information provided during the shipping process (name and email address). This information indicates who requested the notification(s) to be sent.

To set up shipping notifications:

1. Click the **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.

5. Click **HTML, Text or Wireless** format for your email notifications.
6. Add a personal message to your notification(s). This option is not available for Wireless format or 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.



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FedEx ShipAlert, continued

Preferences

Save time and keystrokes by setting FedEx ShipAlert preferences that fill in automatically when you prepare your shipment.

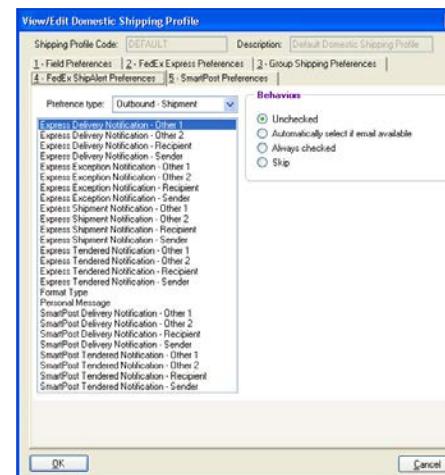
1. Select **Shipping Profiles** from the Customize menu. The Shipping Profiles screen displays.
2. Select an existing profile and click **View/Edit**, or add a new profile.
3. Click the **4-FedEx ShipAlert Preferences** tab.
4. Select **Outbound - Shipment** as the Preference type.

*Note: To set FedEx ShipAlert preferences for return shipments, select **Return** as the Preference Type.*

5. Select the **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.



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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](#)
- [Templates](#)
- [Backup](#)
- [Restore](#)
- [Import](#)
- [Export](#)

*Note: To customize database reports, select **Customize Database Reports** from the Databases menu or from the Reports screen.*

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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.

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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.

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.

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.

Add

To add a new record to a database:

1. Select the **database** from the Databases menu. The View screen displays.
2. Click **Add**. The Add screen displays.
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.

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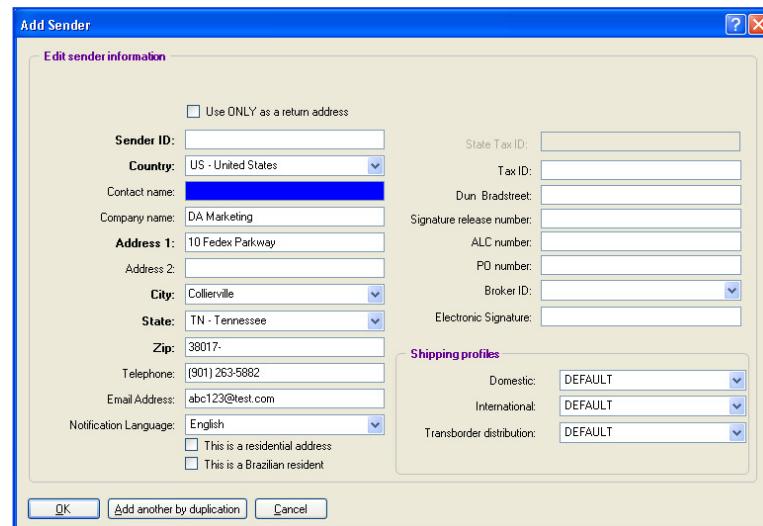
Customize Your Shipping Profiles | Select Special Service Options | **Access Your Shipping Databases** | Send a Multiple-Piece Shipment | Use the Hold File | FedEx SmartPost® (U.S. Only)

Database Functions, continued

Add by duplication

To add a new record to a database by using information from an existing record:

1. Select the **database** from the Databases menu.
The View screen displays.
2. Select the record and click **Add by duplication**.
The Add screen displays.
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.



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Database Functions, continued

View/Edit

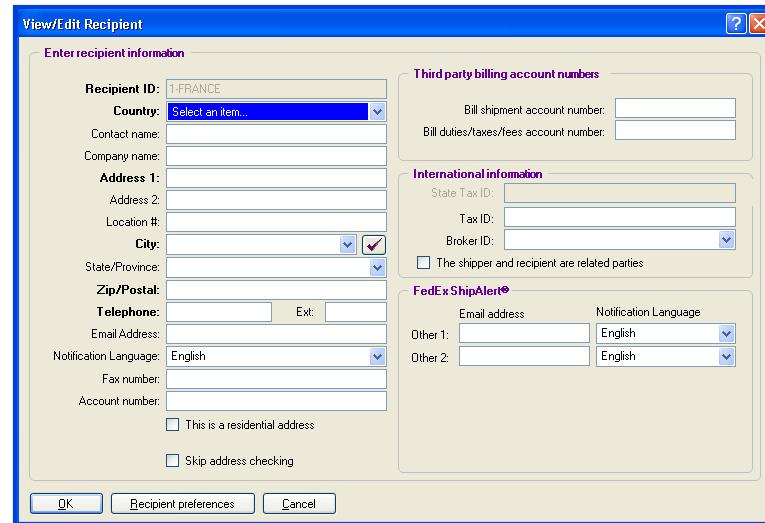
To view or edit a database record:

1. Select the **database** from the Databases menu.
The View screen displays.
2. Select the record and click **View/Edit Recipient**.
The View/Edit screen displays.
3. Make any **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 the **database** from the Databases menu.
The View screen displays.
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.



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Database Functions, continued

Print

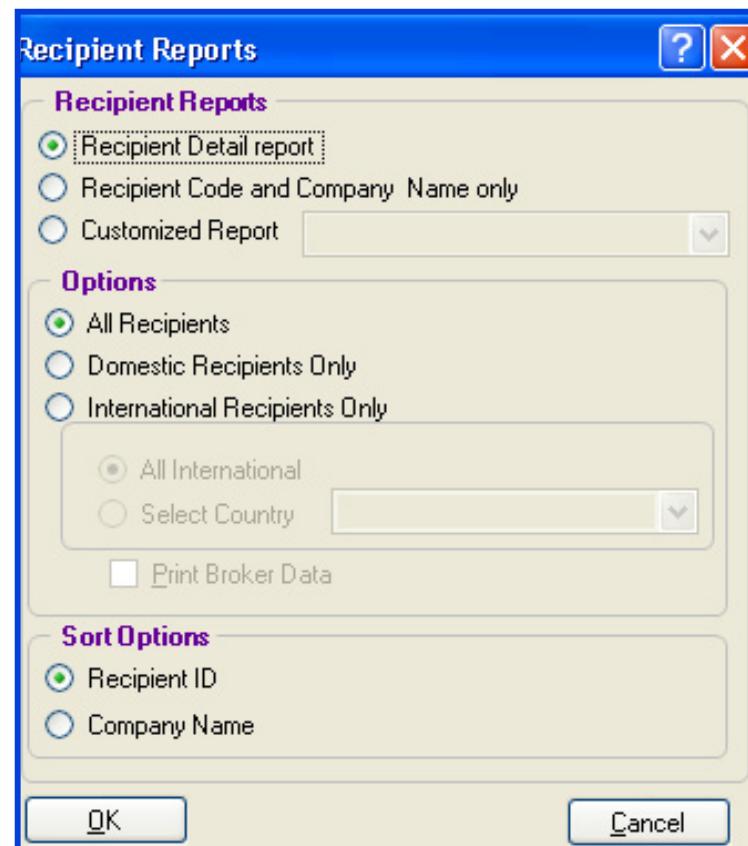
FedEx Ship Manager Software includes detailed reports for each database.

To print database reports:

1. Select the **database** from the Databases menu.
The View screen displays.
2. Click **Print**. The Reports screen displays.
3. Click the **default or customized database** 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 screen.



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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.

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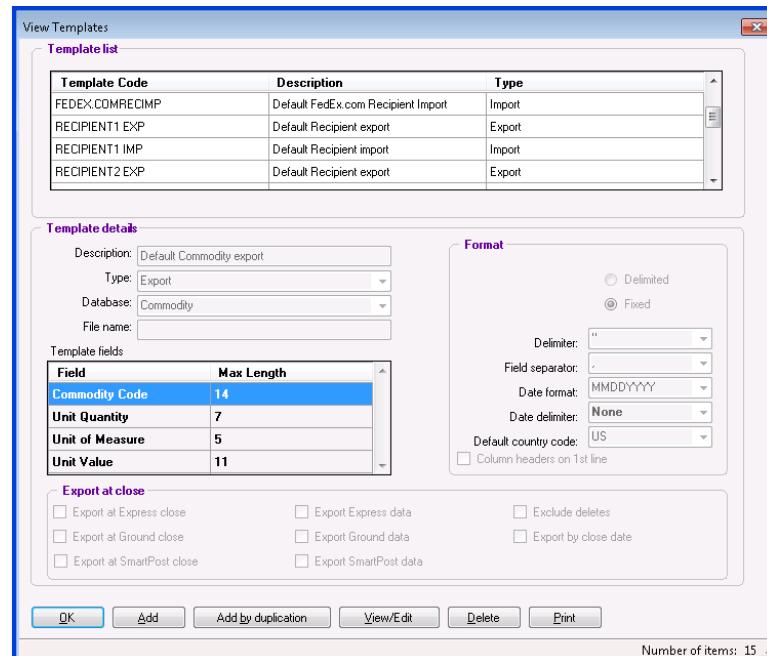
Templates, continued

Select a Template

1. Select **Templates** from the Databases menu. The View Templates screen displays.
2. To use or modify an existing template, select the template and click **View/Edit**. The View/Edit Template screen displays.

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.



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Templates, continued

Select a Format

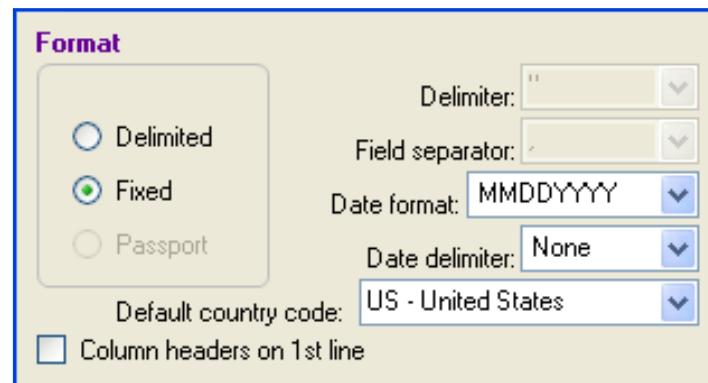
The file format determines how fields are identified and separated in the source file.

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 the **Delimiter**. The delimiter surrounds the data and is usually single quotes or double quotes.
3. If the file format is delimited, select the **Field separator**. The field separator separates fields within the file.

4. Select the **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 the **Column headers on 1st line check box**.



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Templates, continued

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.

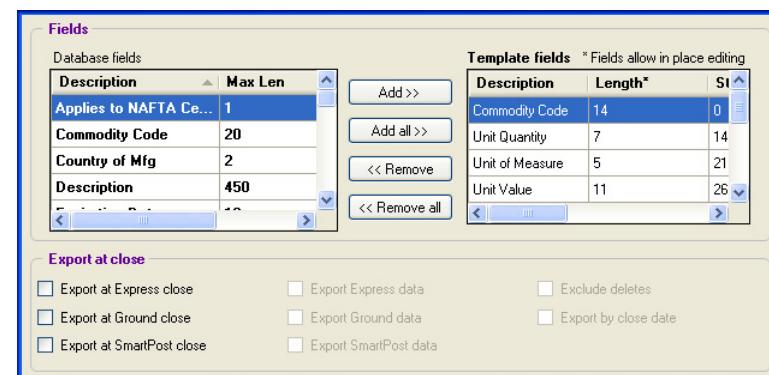
Add database fields

- 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.
- 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

- To remove a field from the template, select the field in the Template fields section and click **Remove**.
- To remove all fields from the template, click **Remove all**.



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Templates, continued

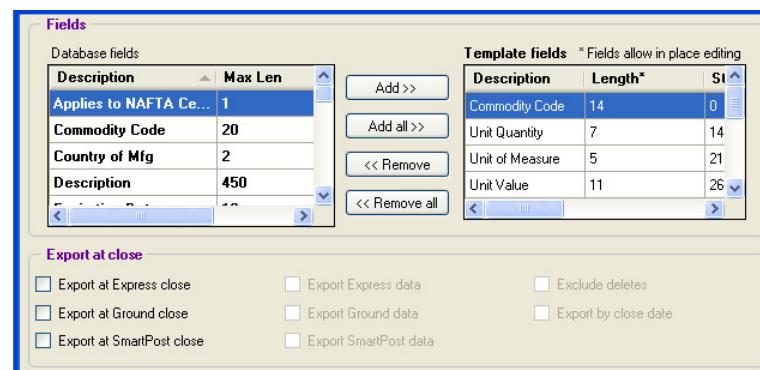
Modify Template Fields

1. Select the **field** in the Template fields section.
2. In the Length box, enter the **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 the **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 the **data** to export.
3. Click **OK** to complete the template.



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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:

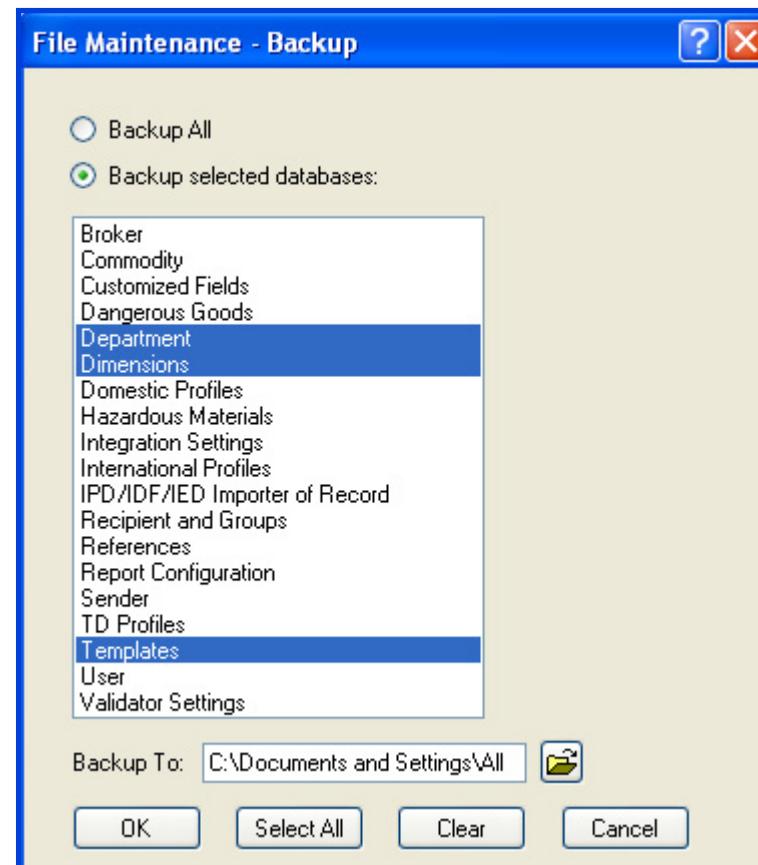
1. Select **File Maintenance** from the Databases menu.
2. Select **Backup** from the secondary menu.
3. To back up one or more databases, click **Backup selected databases** and select each database to back up.

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.

If using disks, FedEx Ship Manager Software tells you how many disks you need and prompts you when to insert each one.

5. Click **OK**, to proceed with the backup procedure.



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Restore

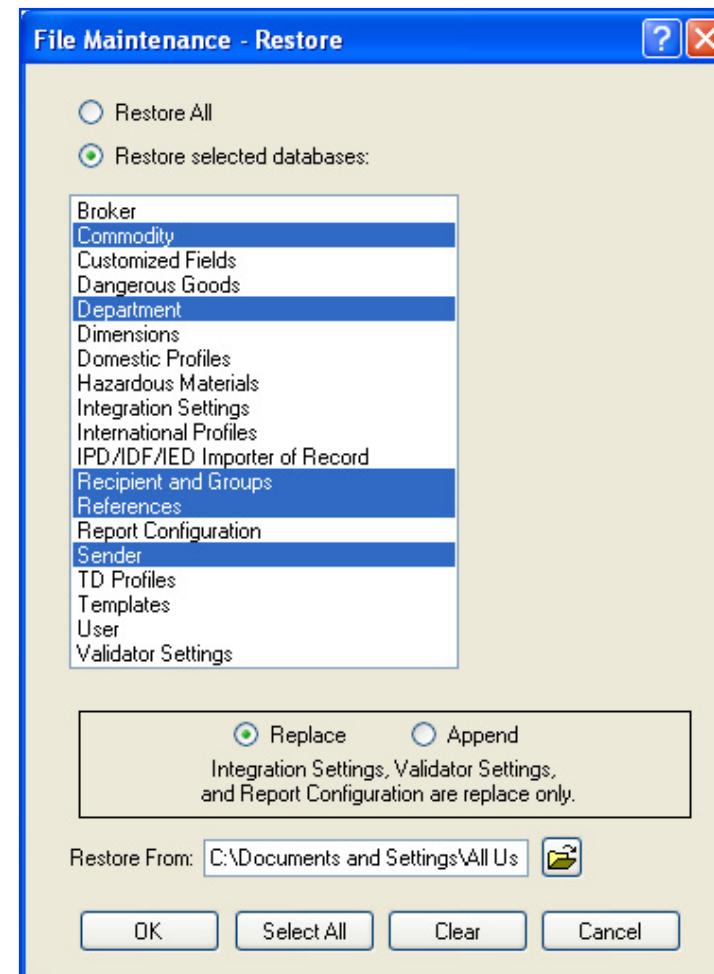
By keeping backups of your databases, you can restore damaged or lost data on your FedEx Ship Manager Software system.

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 the Restore From location.
6. Click **OK** and follow the restore instructions on your screen.



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Import

You can append, replace or merge data into the following databases:

- Sender
- Recipient
- Department
- Groups
- Commodity
- Dangerous Goods
- Hazardous Materials
- Brokers

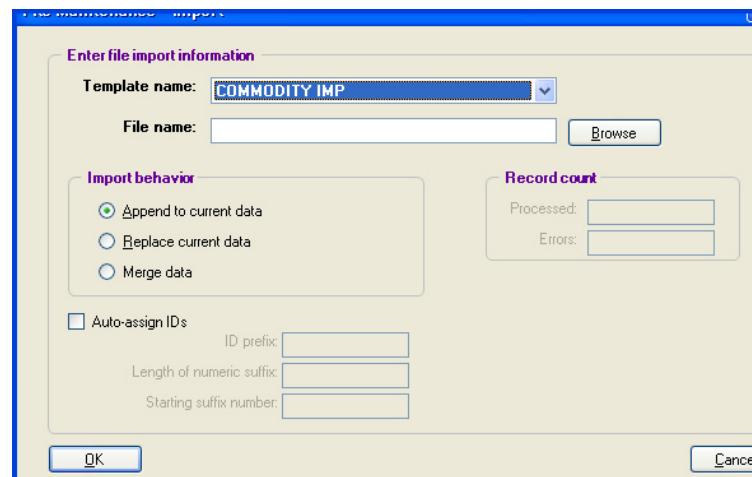
Note: Always back up an existing FedEx Ship Manager Software database before and after you import information into the database. Refer to [Backup](#) in this section.

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 displays.
3. Select the **Template name**.
4. Enter the **Input filename**, including the directory path, or click **Browse** to select the directory and file name.



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Import, continued

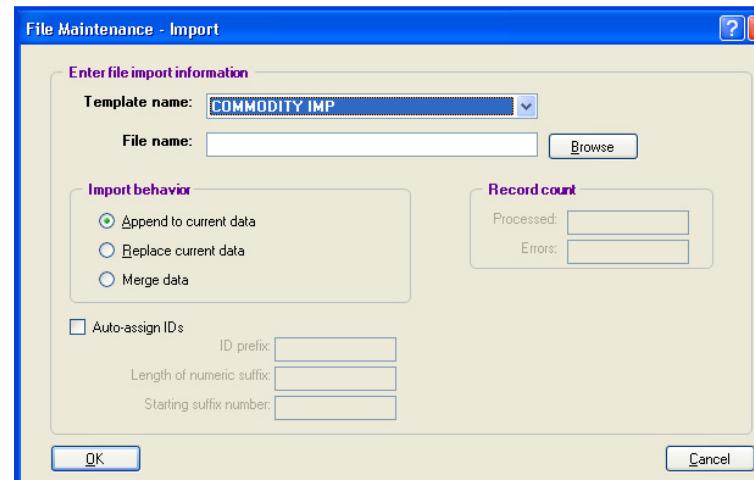
5. **Click one of the following options** for Import behavior:

- **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 the **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 the **database** from the Databases menu.



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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:

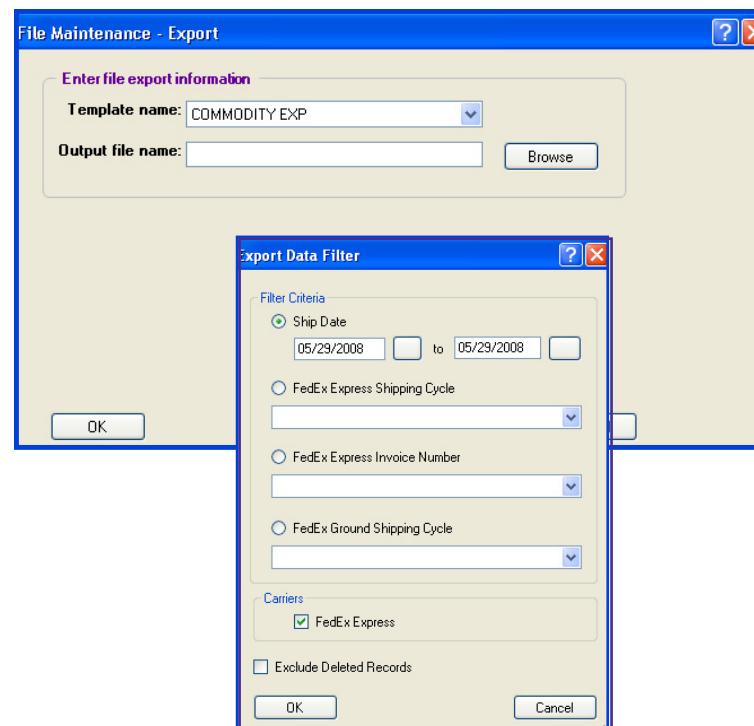
1. Select **File Maintenance** from the Databases menu.
2. Select **Export** from the secondary menu. The File Maintenance - Export screen displays.
3. Select the **Template name**.
4. Enter the **Output file name**, including the directory path, or click **Browse** to select the directory and file name.

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 displays showing the number of records exported



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Export, continued

Export Data with Deleted Entries

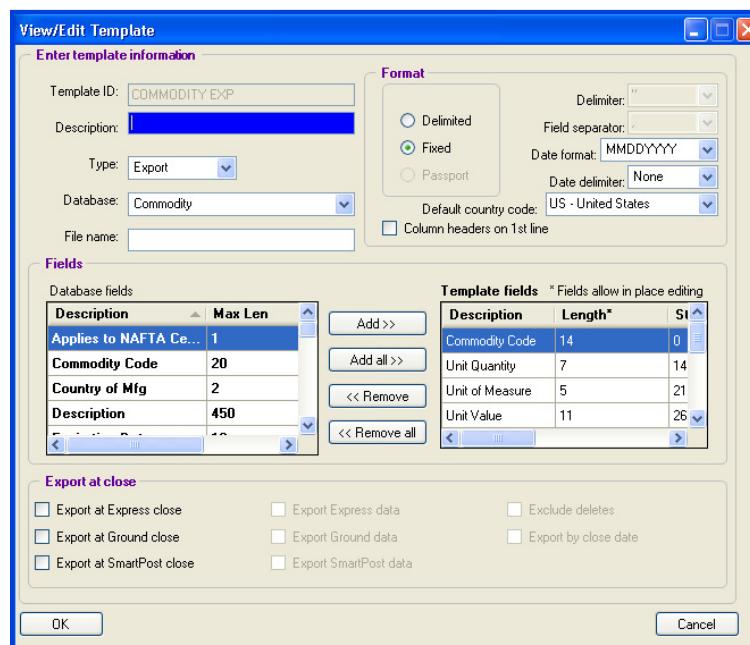
When exporting shipment data that includes deleted entries, you can display a Y next to package tracking numbers that were deleted and an N next to package tracking numbers that were not deleted.

To enable this feature, follow these steps:

1. Select **Templates** from the Databases menu.
The View Templates screen displays.
2. Select **SHIPMENT EXP** from the Template list and click **View/Edit**. The View/Edit Template screen displays.
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 displays.
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).



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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](#)

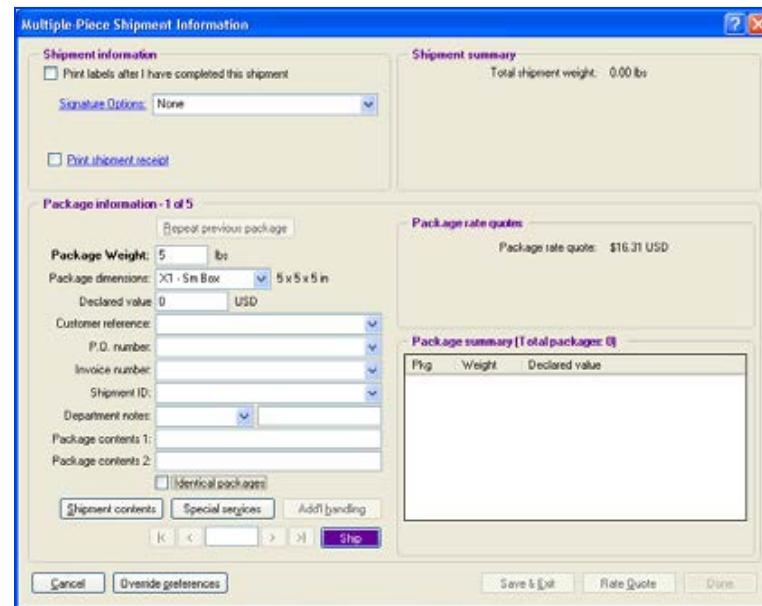
Save time and keystrokes when preparing your multiple-piece shipments by setting shipping preferences for references, package weight and dimensions, service type and more. The associated fields populate automatically based on the recipient and sender selected for the shipment. Refer to [Recipient Preferences](#) 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 \(Canada Domestic and International Shipments\)](#).



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Preparing an MPS

Shipment details | Return shipment details (U.S. only)

1. Complete the **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 the **Identical packages** check box and ship the packages using only the Shipment details screen.
 - If only certain packages in your MPS have the same weight, service type and package type, continue with these instructions.

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.

FedEx ShipAlert®

- If you want to send shipment notifications to your customer, yourself and others, click the **ShipAlert** tab and make your selection(s).

Documents (International only)

- To prepare an international document MPS, complete the Document screen.

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Customize Your Shipping Profiles | Select Special Service Options | Access Your Shipping Databases | **Send a Multiple-Piece Shipment** | Use the Hold File | FedEx SmartPost® (U.S. Only)

Preparing an MPS, continued

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 B13A 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 displays.
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**.

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FedEx Express MPS

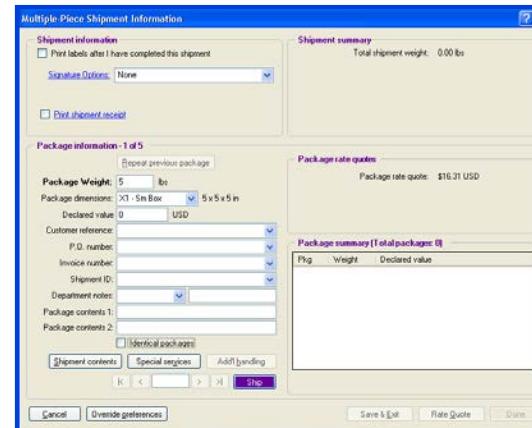
Multiple-Piece Shipment Information

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.

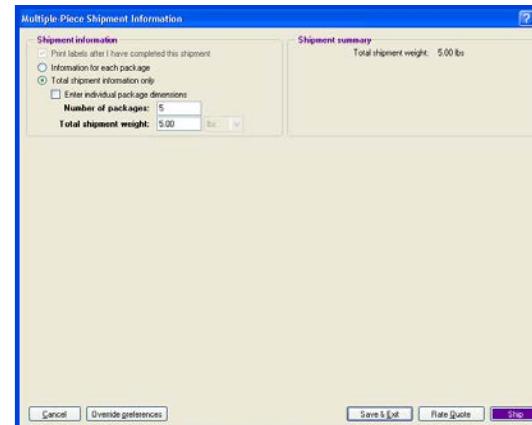
Note: To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages, refer to [Per Package/Per Shipment Option \(U.S. Only\)](#).

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 the **Print labels after I have completed this shipment** check box so you can modify the shipment without starting over. All of the labels print when you process the shipment.
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

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FedEx Express MPS, continued

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.

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.

Note: To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment.

[Per Package/Per Shipment Option \(U.S. Only\).](#)

2. Change the Package Weight for the first package, if needed. The weight populates from the Weight entered on the Shipment details screen.

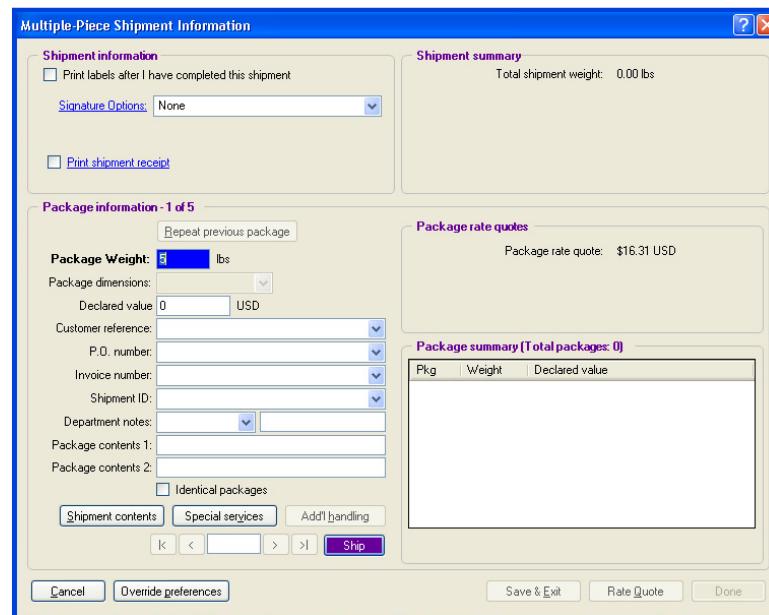
Note: For a return MPS, enter the Estimated weight and an Item description.

3. For a U.S. or return MPS, 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**.

All of the identical packages are listed individually in the Package summary section.

Shipment contents (U.S. only)

Click **Shipment contents** to enter information specific to the package, such as part number, SKU and description.



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FedEx Express MPS, continued

Special Service Options

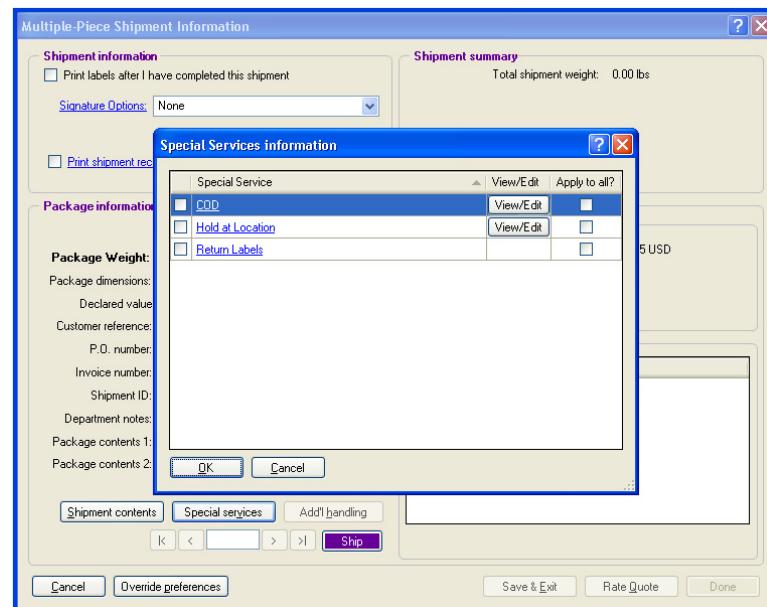
- U.S. or Return MPS – FedEx Ship Manager Software allows you to apply the service to individual packages, if applicable, or to all packages in the MPS. Click **Special services** and make your selection(s).

To apply the service to all packages in the MPS, select the **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.



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FedEx Express MPS, continued

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.*

Note: 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. 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 COD and 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.

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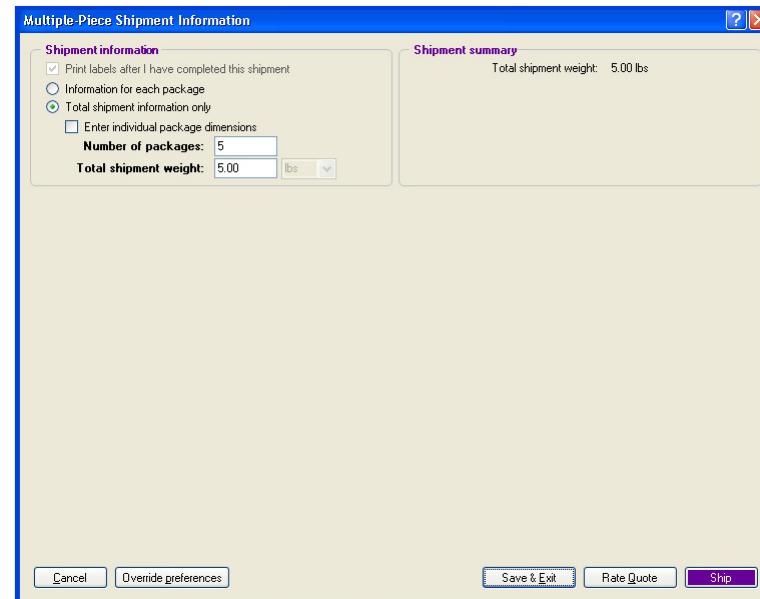
FedEx Express MPS, continued

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 the **Enter individual package dimensions** check box. The screen refreshes to display the Package information section.
3. Enter the total **Number of packages** in the shipment.
4. Enter the 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 the **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.



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FedEx Express MPS, continued

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 COD and additional handling.
 - Ship – Process your completed MPS.

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FedEx Ground MPS

Multiple-Piece Shipment Information

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.

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 \(U.S. Only\)](#).

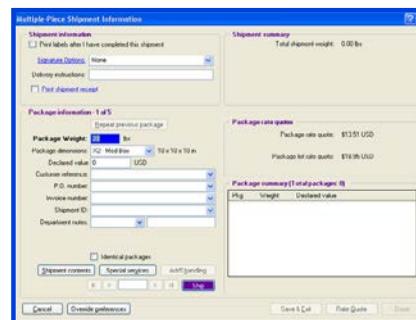
Note: To ship a commercial or residential intra-Canada FedEx Ground multiple-piece shipment or a FedEx International Ground multiple-piece shipment (MPS) by entering a total shipment weight and dividing it across all of the packages in the shipment, refer to [Parse Pak \(Canada Domestic and International Shipments\)](#).

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 the **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.
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.

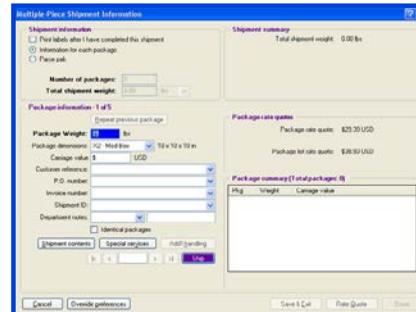
4. Canada domestic or International MPS – Select one of the following options:

- 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

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FedEx Ground MPS, continued

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**.

All of the identical packages are listed individually in the Packages summary section.

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 or COD, 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.

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FedEx Ground MPS, continued

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.*

Note: 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. 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 COD and 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.

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FedEx Ground MPS, continued

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.

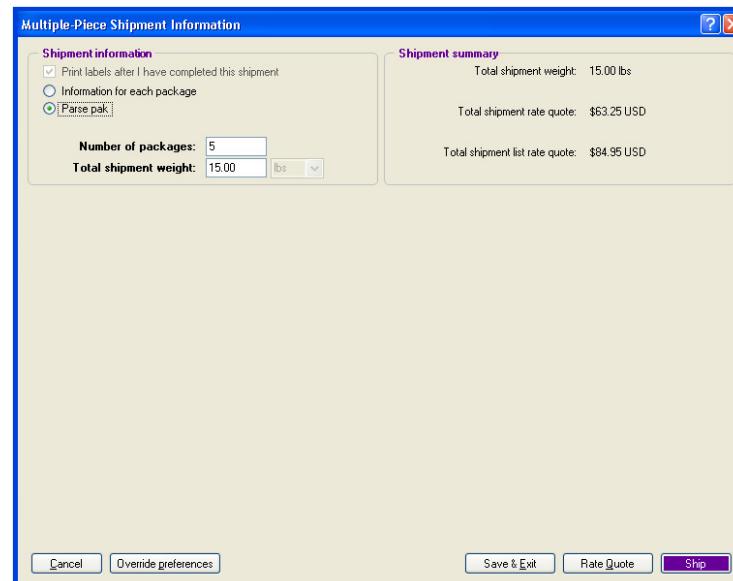
Note: To ship a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages, refer to [Per Package/Per Shipment Option \(U.S. Only\)](#).

Note: 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](#).

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 \(U.S. Only\)](#).

1. Click **Parse pak** in the Shipment information section.

2. Enter the total **Number of packages** in the shipment.
3. Enter the Total **shipment** weight.
4. To add or modify special service options, such as COD, click **Save & Exit** then click the **Options** tab.
Note: When you ship Parse pak COD, you enter one COD amount for the shipment and receive one COD label.
5. To return to the Multiple-Piece Shipment Information screen, click **Multiple-piece shipment** at the bottom of the screen.
6. Click **Ship** to process your MPS and print labels.



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FedEx Ground MPS, continued

Per Package/Per Shipment Option (U.S. Only)

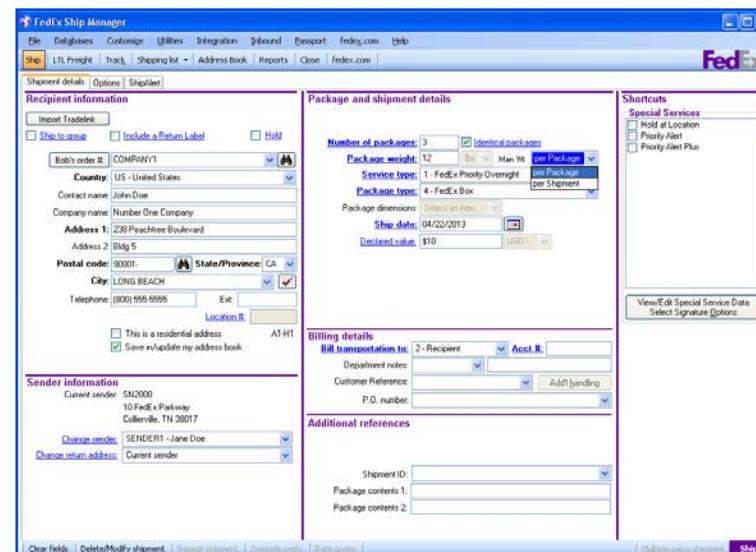
The per Package/per Shipment option on the Shipment details screen is available for a U.S. domestic FedEx Express or FedEx Ground multiple-piece shipment (MPS) containing identical packages. This option is not available for shipments to Puerto Rico.

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 \(International Shipments\)](#).

1. Enter the total **weight** and total number of packages for a FedEx Express or FedEx Ground multiple-piece shipment (MPS).
2. Select the **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 the **Options** tab and select the special service options.
6. For C.O.D., enter one **C.O.D. amount** per package for the entire shipment.
7. If you want to display the courtesy rate quote, click **Rate quote** at the bottom of the screen.
8. Click **Ship**.



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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.

Access the Hold File in the following ways:

1. Select **Hold File** from the Shipping list menu. The Hold File List displays.
2. Click **Recipient ID** on the Shipment details screen. The button name changes to Hold file lookup. Click the binoculars  to display the Hold File List.

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](#)

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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 the **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 the **Hold check box** in the Recipient information section on the Shipment details screen.
Note that Ship changes to Hold at the bottom of the screen.
2. Select a **Recipient ID** or enter a new Recipient ID and all required recipient information.
3. Enter remaining required **package and billing information**.
4. Click the **Options** tab to select additional shipping options and special service options.
5. 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.

Note: To delete, edit, duplicate or process a shipment in the Hold File, refer to the following [Hold File Functions](#) section.

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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.

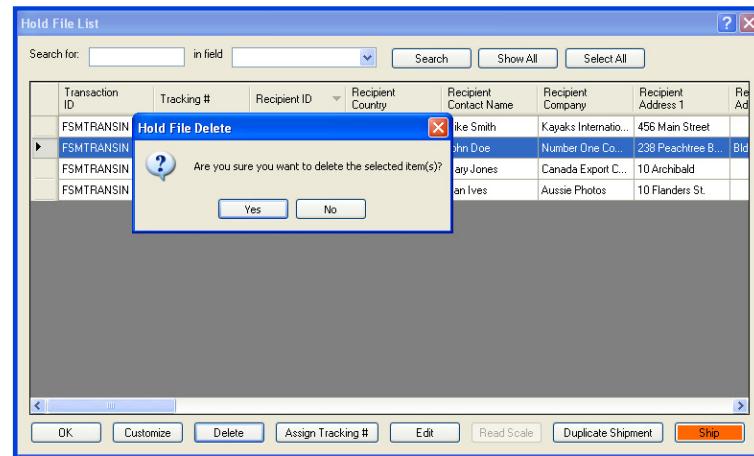
Delete

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.



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Hold File Functions, continued

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 the **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 the **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.

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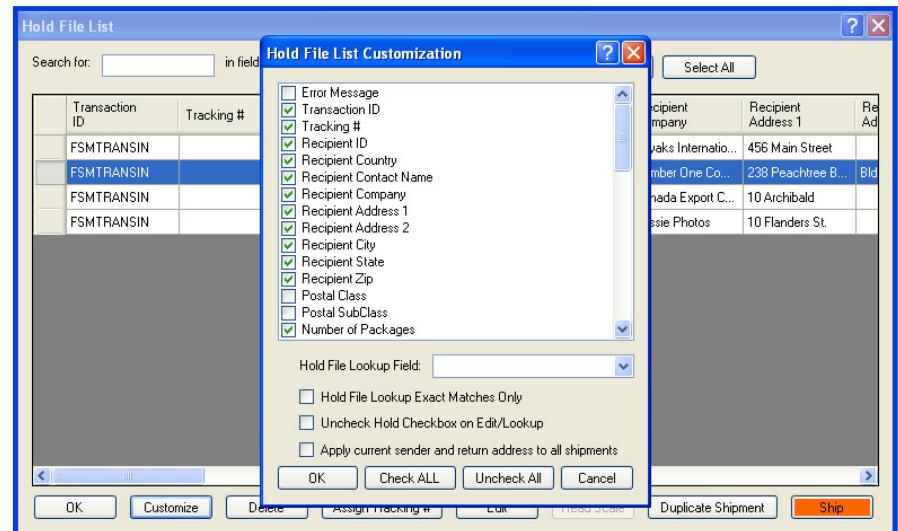
Customize Your Shipping Profiles | Select Special Service Options | Access Your Shipping Databases | Send a Multiple-Piece Shipment | **Use the Hold File** | FedEx SmartPost® (U.S. Only)

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.



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Customize Your Shipping Profiles | Select Special Service Options | Access Your Shipping Databases | Send a Multiple-Piece Shipment | **Use the Hold File** | FedEx SmartPost® (U.S. Only)

Customize the Hold File, continued

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:

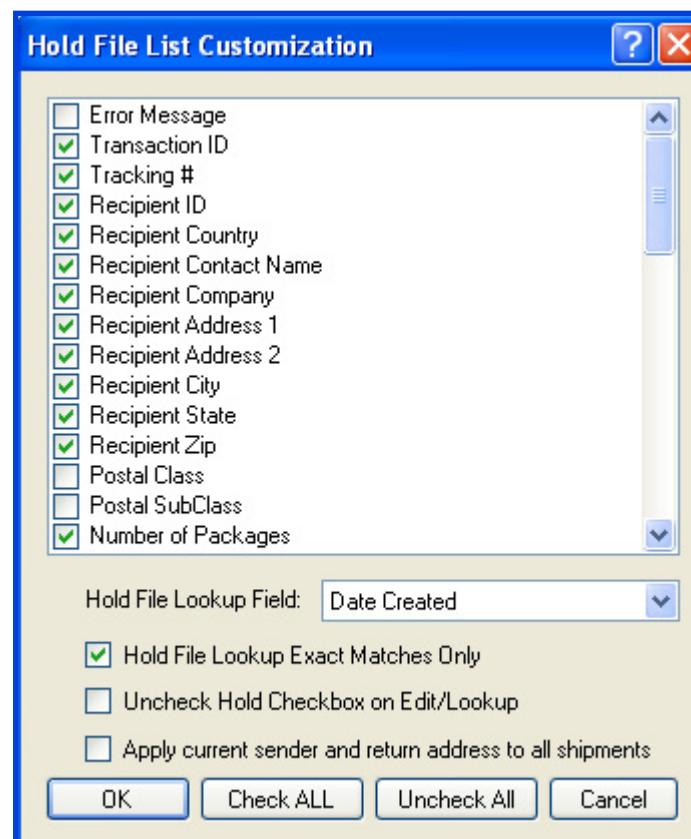
- Date Created
- Department Notes
- Invoice number
- P.O. number
- Recipient ID
- Reference
- Shipment ID
- Transaction ID

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 SmartPost® and FedEx SmartPost® Returns* (U.S. Only)

FedEx SmartPost is a U.S. residential service with last mile delivery by the U.S. Postal Service (USPS). FedEx SmartPost 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 SmartPost, go to fedex.com/us/smart-post/index.html.

This is a contract service. Once enabled on your system by FedEx, FedEx SmartPost displays as a service option on the Shipment details screen.

FedEx SmartPost and FedEx SmartPost® Returns services are available for FedEx account holders that have signed an agreement for FedEx SmartPost services.

For more information about FedEx SmartPost 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 SmartPost services.*

Using the FedEx Ground integrated label for driver pickup, FedEx SmartPost shippers can:

- Use the FedEx SmartPost shipping screen to generate one label at a time for variable package size and contents for different shipping destinations.

FedEx Ship Manager® Software

Simply enter the final U.S. destination, select the appropriate contracted FedEx SmartPost 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 SmartPost template following standard FedEx Ship Manager Software instructions used for other shipping services. FedEx SmartPost-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 SmartPost customers: large-volume shippers and small-volume shippers.

Large-volume Shippers

FedEx SmartPost 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 SmartPost small-volume shippers:

- Generally ship less than 500 packages per day.
- Have a regular scheduled FedEx Ground pickup.

Visibility of Earned Discounts for FedEx SmartPost® (U.S. Only)

Based on your shipping volume and the terms of your FedEx pricing agreement, your FedEx SmartPost 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 SmartPost customer, you also now have the ability to earn discounts from your aggregated FedEx Express, FedEx Ground, FedEx Home Delivery®, FedEx SmartPost 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 displays.
2. Click the **plus symbol (+)** to expand the Rates section.
3. Select the **SmartPost Rates** check box and the **SmartPost Earned Discounts** check box (as applicable).
4. Click **OK** to download your rates and earned discounts.

Intelligent Mail® Package Barcode (IMpb) (U.S. Only)

Overview

FedEx SmartPost users can now 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 SmartPost 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 barcode:

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 SmartPost 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.

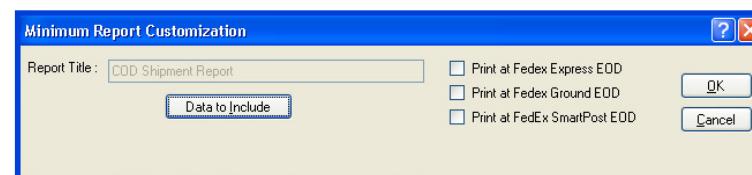
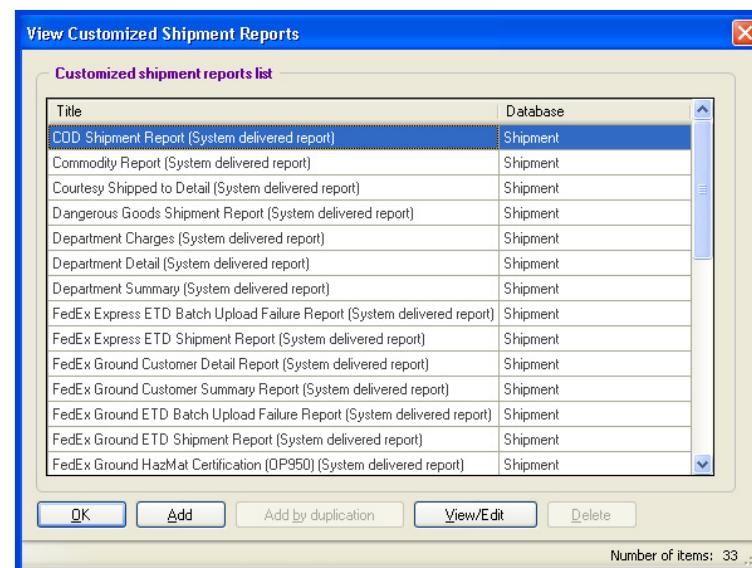
3

Expert

Customize Reports

Follow these steps to customize or create shipment and database reports.

1. Click the **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 Report Customization screen displays, select when to print the report and click **Data to Include** to select the shipments to include for FedEx Express®, FedEx Ground® and returns.
If the View/Edit Customized Shipment Report screen displays, continue with step 5.
4. Click **Add** to create a new report, or select an existing report and click **Add by duplication**, if available.
5. On the View/Edit or Add screen, enter a new Report Title or modify the existing name, if needed.



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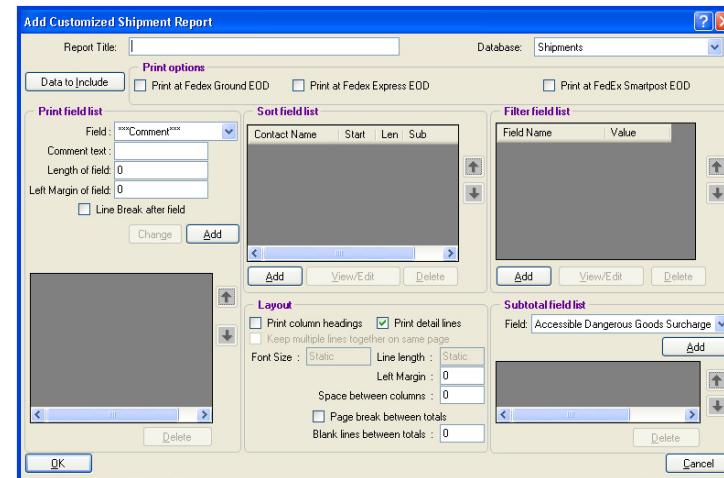
Customize Reports | Integrate Your Systems

6. 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 Multiweight options.
 - For database reports, select the appropriate database, such as **Recipient or Sender**.
7. 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.*

8. 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.



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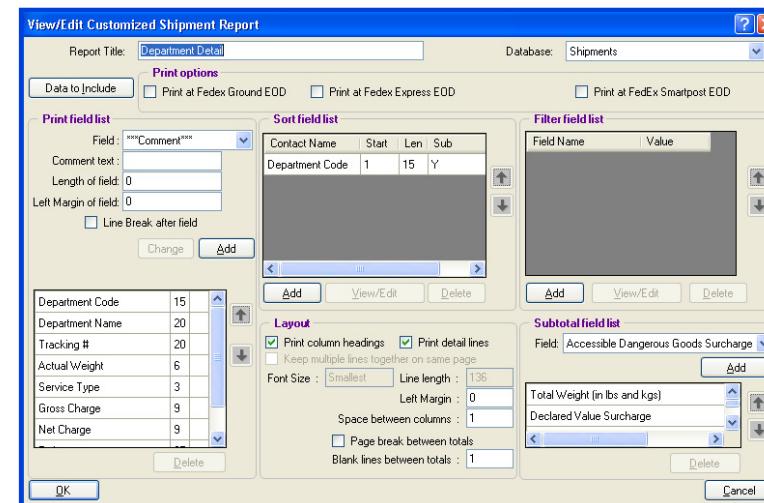
Customize Reports | Integrate Your Systems

9. 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 the **Length of field** if you do not need to use the maximum number of characters.
- Enter the **number of spaces** to indent in Left margin of field to add a left margin.
- Select the **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.



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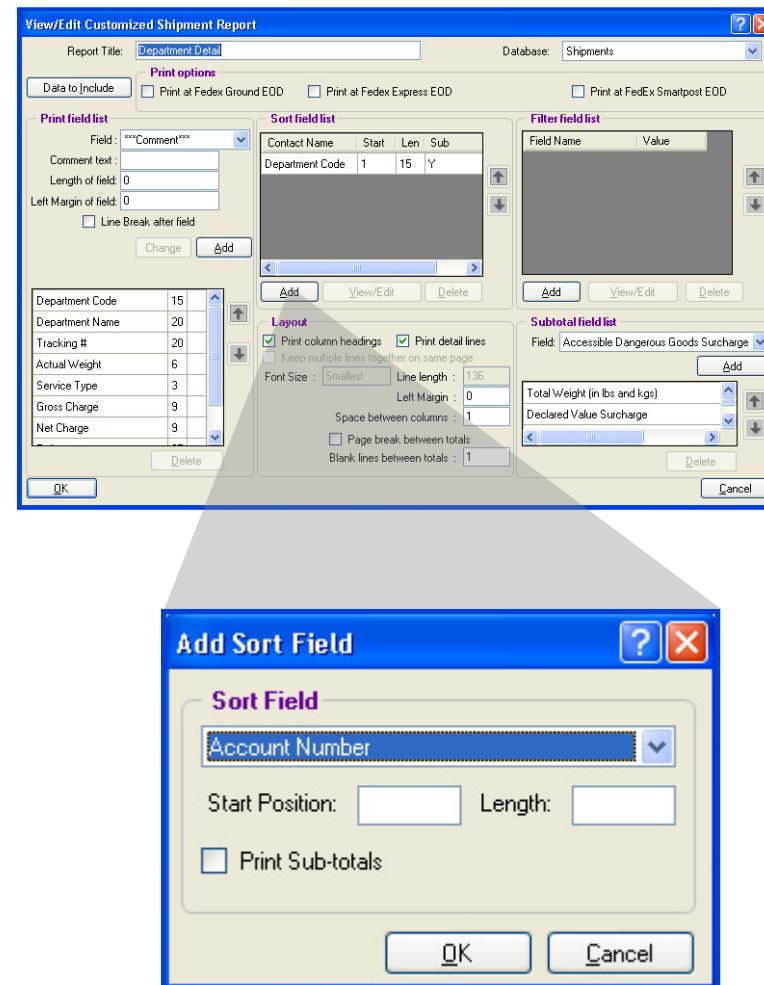
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Customize Reports | Integrate Your Systems

10. 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 the **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.



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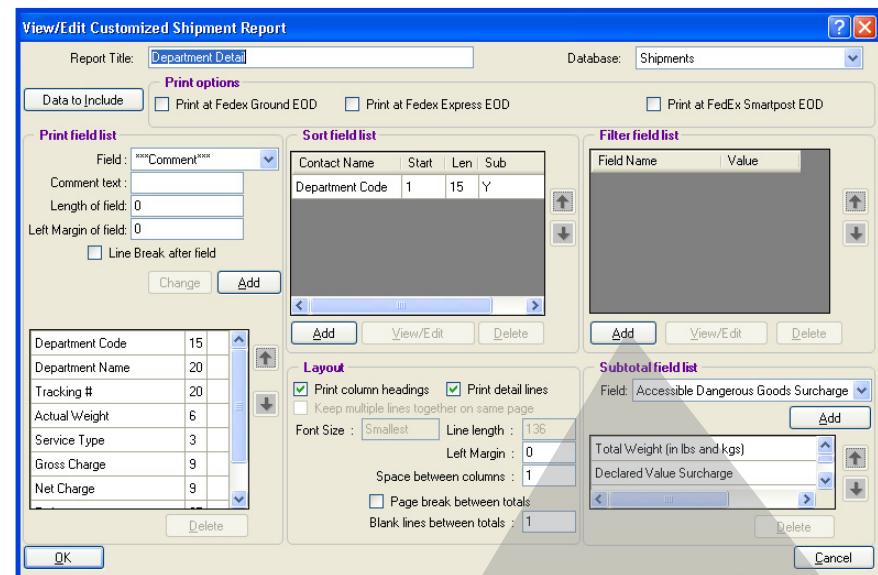
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Customize Reports | Integrate Your Systems

11. 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**.



12. Layout

- To print field names or abbreviations as column headings, select the **Print column headings** check box in the Layout section.
- To display information for individual packages, select the **Print detail lines** check box.
- Select the **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 the **number to indent** in Left Margin, or enter zero (0) for no left margin.

- To add blank spaces between each column, enter the **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 the **Page break between totals** check box.
- To add a blank line between totals, enter the **number of blank lines** in Blank lines between totals.

13. 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**.

14. 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
- COD Freight Charges to add to COD amount
- 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]).

Report Field Definitions, continued

- Fixed amount and Variable amount check boxes are both selected.
- Calculate Fixed Amount Charge (FAC) by using Fixed Amount entered.
Formula: $FAC = + \text{ or } - \text{ Fixed Amount}$.
- Calculate Variable Amount Charge (VAC) by multiplying Base Charge * Variable Amount percentage.
Formula: $VAC = (\text{Base Charge} * + \text{ or } - \text{ Variable Amount percentage})$.
- 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.

C.O.D. Freight Charges to add to C.O.D. amount

Select one of the options below to calculate C.O.D. Freight charges in the Freight charges to add to C.O.D. amount field.

- 0 – None: C.O.D. amount = C.O.D. amount.
- 1 – C.O.D. charge: C.O.D. amount = C.O.D. amount + C.O.D. Surcharge (for the package).
- 2 – Shipping charge: C.O.D. amount = C.O.D. amount + courtesy discounted net charge for the package (excluding all surcharges).
- 3 – Total charge: C.O.D. amount = C.O.D. amount + courtesy discounted net charge for the package (including this package and shipment level surcharges and handling charge).
- 4 – Order charge total: C.O.D. amount = C.O.D. amount + courtesy discounted net charge for all packages in the shipment (including all package and shipment level surcharges and handling charge).
- 5 – Order charge net: C.O.D. amount = C.O.D. amount + courtesy discounted charge for all packages in the shipment (excluding all package and shipment level surcharges and handling charge).

Customize Reports | Integrate Your Systems

Report Field Definitions, continued

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).

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Report Field Definitions, continued

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 displays.
2. To change the printer/device, select the report or label and click **Change**. The Printer Settings screen displays.
3. Select the appropriate printer or device from the Available devices list and click **OK**.
4. 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.

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.

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Integrate Your Systems

Integration enables speedy information transfer between your existing applications, such as accounting and order management systems and FedEx Ship Manager® Software.

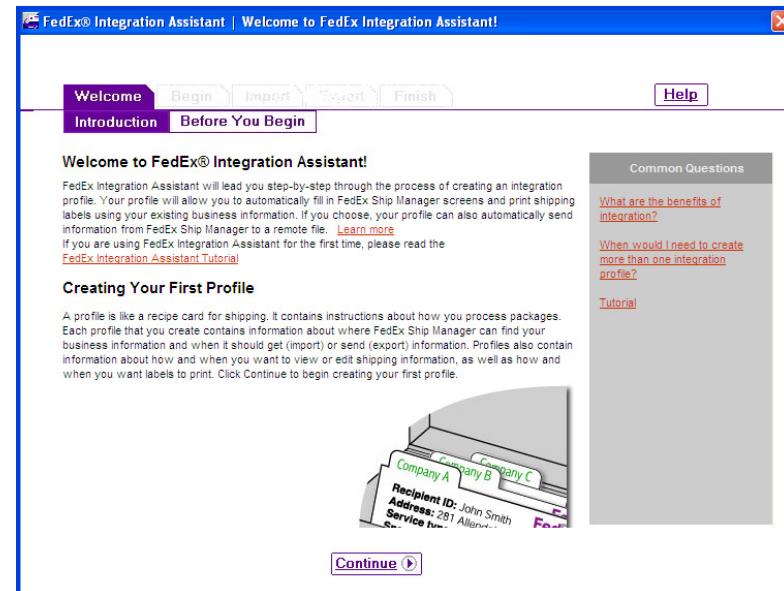
For example, when you enter information such as customer address and shipping instructions into your order management or accounting system (referred to hereafter as “business application”), integration makes it immediately available to FedEx Ship Manager Software for package processing.

Note: FedEx® Integration Assistant is available in English, Spanish and Portuguese.

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](#)
- [Using Your Integration Profiles](#)



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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. Your customer service department can perform information-verification activities to ensure the accuracy of shipping information. You can print shipping labels automatically in batches, or one at a time.

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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?

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Preparing for Integration, continued

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 and 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?

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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
- How and when you want to view or edit shipping information
- When you want labels to print

You can create and save 17 integration profiles.

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**.

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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.

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Planning Your Profiles, continued

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.

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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.

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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

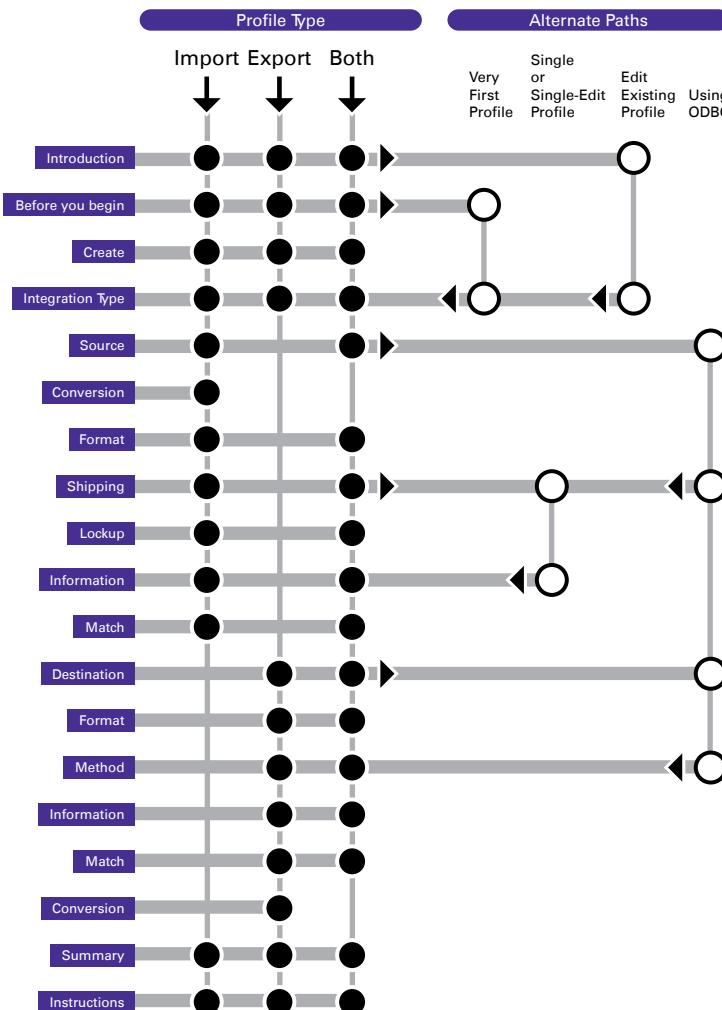
Note: You may also update your data source to reflect deleted shipments.

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.



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Using FedEx Integration Assistant

System Requirements

- Microsoft Windows® Internet Explorer® 6.0 or later
- Adobe® Acrobat Reader® 4.0 or later
- FedEx Ship Manager Software version 2246 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.

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Locating Your Shipping Information

Acess 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.

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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.

Text files must be mapped to a network drive in order for FedEx Integration Assistant to find them.

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.

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Example Integration Profiles, continued

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.

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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.

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Accessorial Charges: FedEx Ground and FedEx Home Delivery services charge extra for certain value-added delivery services. These value-added services include: COD, 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 Multiweight 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.

COD: Collect on Delivery

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.

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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.

DEA: Drug Enforcement Agency

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.

ECOD: Electronic Collect on Delivery

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

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

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IE: FedEx International Economy®

IEFS: 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®

IPFS: 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

Multiweight 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 Multiweight purposes only. Each package in a Multiweight 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 Multiweight Shipment.

NAFTA: North American Free Trade 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

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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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Note: In this index to the User Guide for FedEx Ship Manager® Software, page numbers for the first three sections are preceded by the section number. Thus, page 7 in section 1 will be written as 1:7; page 7 in section 2 will be written 2:7, and so forth.

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