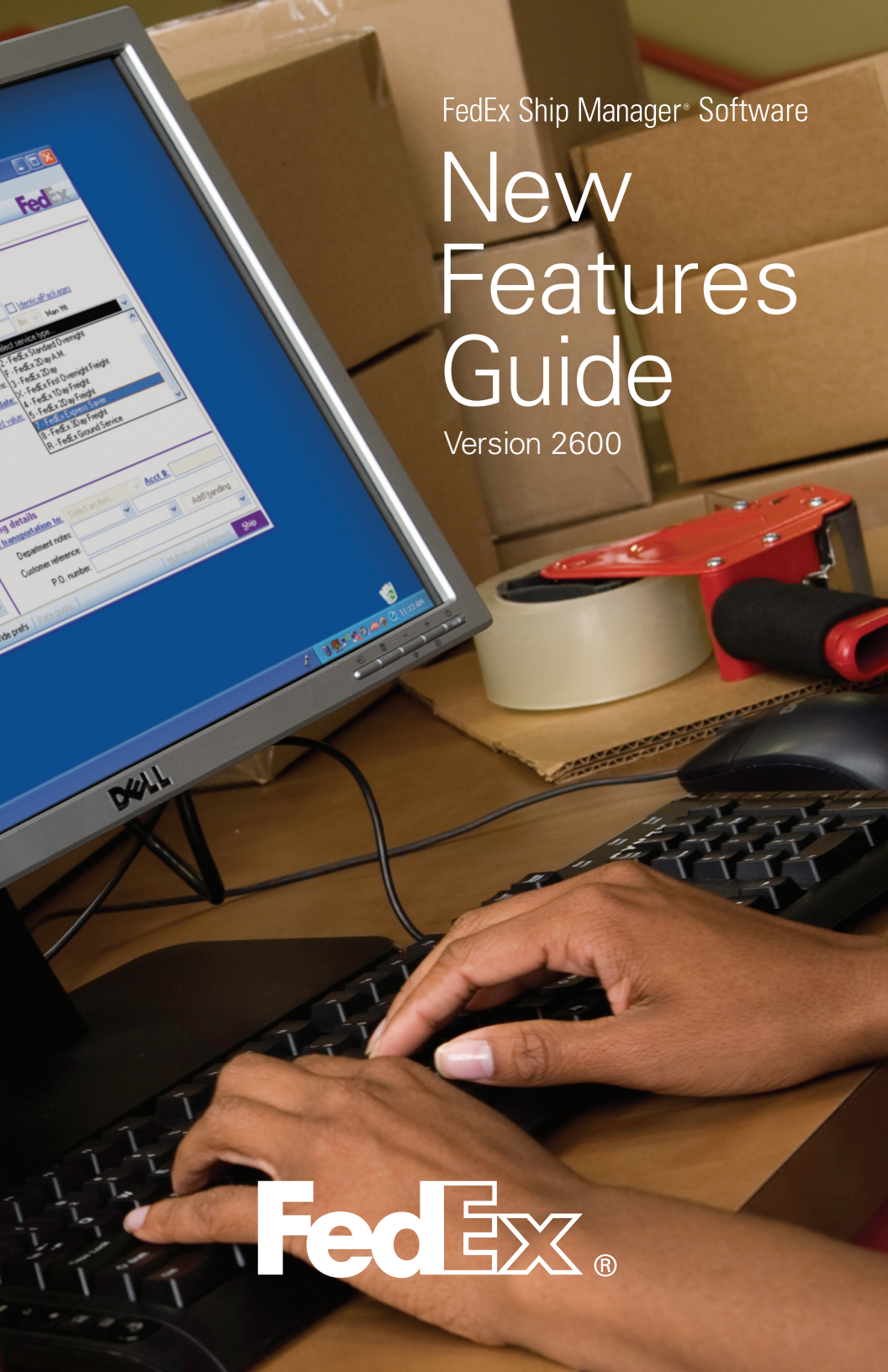

FedEx Ship Manager® Software

New Features Guide

Version 2600

FedEx®

FedEx Ship Manager® Software

New Features Guide

Version 2600

The information contained in this *New Features* guide is confidential and proprietary to FedEx. No part of this *New Features* guide may be distributed or disclosed in any form to any third party without the written permission of FedEx.

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Welcome

Congratulations! You are one of the first customers to take advantage of the newest version of FedEx Ship Manager® Software. Thank you for participating in the testing process.

As a current user, you are already experienced in the ways FedEx Ship Manager Software makes shipping, tracking and billing efficient — whether you are on the shipping dock, in the administration office or in the accounting department. But no matter how you and your business use FedEx Ship Manager Software, you'll notice improvements in version 2600 that will help you process shipping more easily, more quickly and more conveniently. From enhancements to common tasks to regulatory updates to clearer reporting, version 2600 will improve your day-to-day experience with FedEx Ship Manager Software and will start you on your way to better shipping.

This document will give you a summary of the new features of FedEx Ship Manager Software version 2600, as well as directions for how to perform tasks using these new features.

If you have any questions or comments about this new version during the testing process, go to the FedEx Ship Manager Software Beta Program screen **fedex.com/us/ship-manager/beta-program/index.html** (U.S. only) and complete the FedEx Ship Manager Software Beta Feedback Form (2600), or consult the *Before you begin* section on page 3 for ways to contact FedEx for help.

Before You Begin

Installing FedEx Ship Manager Software Version 2600

You must be running FedEx Ship Manager Software v. 2340 or higher to upgrade to v. 2600. During the installation of FedEx Ship Manager Software, turn off any virus protection or firewall programs on your PC. These programs may interfere with the installation. Close all other open files and programs and then install the software.

Minimum System and Hardware 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 (500 MB disk space minimum).
- Microsoft® Windows® XP with Service Pack 2, 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. FedEx Ship Manager Software version 2600 does not support Microsoft® Windows® 2000.
- 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).

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 to the FedEx website. Then click on any link to explore the latest features and news from FedEx.

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Highlights

Highlights of FedEx Ship Manager Software version 2600

Overview

FedEx Ship Manager Software version 2600 takes expedience to a whole new level — with continued timesaving advancements and difference-making details. With version 2600, you'll feel even more efficient, more confident and more empowered when you ship.

- FedEx Freight shipping enhancements allow you to use a single shipping device for all modes of shipping and initiate the clearance process by emailing trade documents to your broker during shipment preparation.
- FedEx Global Returns provides new international and intra-country returns services that address international documentation facilitation, increase the ease of use, provide a range of transit, pickup, delivery and ancillary service options, give visibility to movement and costs and ensure customer information security.
- Intelligent Mail Package Barcode (IMpb) is a new U.S. Postal Service (USPS) requirement for the FedEx SmartPost® barcode. You must upgrade to an IMpb-compliant software version by January 2013.
- FedEx Priority Alert provides global priority alert service to all direct-served countries, selected Global Service Participant-served countries and selected countries with domestic service.
- International Traffic in Arms (ITAR) enhancements offer a consistent, easy-to-use and fast international shipping processing experience for ITAR shipments. This feature also provides ITAR customers the ability to mark their shipments as ITAR to ensure proper processing and delivery of shipments.
- Removing a Child Meter enables you to delete a child meter with the assistance of your FedEx customer technology consultant or the FedEx Ship Manager Technical Support Center.
- 2010 INCOTERMS Update includes two new terms of sale: DAT (Delivered at Terminal) and DAP (Delivered at Place).

Highlights

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**.

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 **COD** check box. The COD (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 COD amount" drop-down menu.
11. Click **OK**. If you have entered all shipping information, click **Ship** to process your shipment.

Highlights

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.

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).

Highlights

Integration Updates

This version of FedEx Ship Manager Software includes a number of improvements to FedEx® Integration Assistant and FedEx® Integrator.

FedEx Integration Assistant and FedEx Integrator now include:

- Expanded international list rates, including new surcharge fields.
- ITAR routing that includes new special handling option to provide alternate routing solution to ensure ITAR-controlled goods do not transit China.
- FedEx Priority Alert expansion, including new fields.
- Changes to International Chamber of Commerce internationally recognized trade terms, INCOTERMS 2010, including the addition of two new terms for terms of sale.
- Capability for processing FedEx Global Returns.
- List rate options for FedEx Collect on Delivery (C.O.D.) shipments in addition to discount rates.
- Ability to send the shipping charge with the tracking number when exporting (writing back) to QuickBooks® (U.S. only).
- Ability to add QuickBooks Line Item when you export to QuickBooks for the first time (U.S. only).

Shipping Enhancements

FedEx Freight Shipping Enhancements

Overview

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.

Impacted lanes are:

- U.S. Domestic — U.S. to U.S.
- U.S. Outbound — U.S. to Canada, U.S. to Mexico
- U.S. Inbound — Canada to U.S., Mexico to U.S.
- Canada Domestic — Canada to Canada
- Canada Outbound — Canada to U.S.
- Canada Inbound — U.S. to Canada
- Mexico Domestic — Mexico to Mexico
- Mexico Outbound — Mexico to U.S.
- Mexico Inbound — U.S. to Mexico
- Offshore — U.S. to Alaska, U.S. to Hawaii, U.S. to Puerto Rico, Puerto Rico to U.S.

FedEx Freight shipping enhancements provide:

- Overall ease of use for both domestic and International freight shipping.
- New freight Bill of Lading line item database to streamline Bill of Lading creation.
- Ability to create customs documents for FedEx Freight LTL shipments (e.g., Commercial Invoice).
- New Options/Instructions tab.
- Ability to print up to 500 thermal labels and labels with a four-quadrant label print and starting quadrant option.
- Ability to create freight shipping profiles.
- Hold File and batch shipping capability.
- English, French and Spanish language support.
- Supports multiple currencies as well as imperial and metric units of measure.
- Local Bills of Lading available (e.g., Canadian Bills of Lading, Mexican Bills of Lading, Mexican Service Order).
- 20+ FedEx Freight LTL field preference settings and FedEx ShipAlert® preference settings.

Shipping Enhancements

- Rate quote printing functionality.
- Use of the same address book and databases for FedEx Express, FedEx Ground and FedEx Freight shipments (e.g., Sender, Recipient, Brokers, Commodity).
- 50 line items and 10 special services allowed per Bill of Lading.
- Doc-tab functionality.
- Expanded hazardous materials functionality to support HazMat Emergency Contact Name and HazMat Offeror Name.

Enabling FedEx Freight LTL Accounts

Before you set up a FedEx Freight LTL account, have your FedEx Freight account number(s) and your account addresses at hand. For Bill to third party accounts, remember to mark them as Bill to in the database during setup.

To enable your FedEx Freight LTL (less-than-truckload) account, you must know if your FedEx Freight account number is configured as a "Shipper Account" or "Bill to" account.

For reference, a "Shipper Account" and "Bill to" account are defined as:

Shipper Account. The shipper or the consignee is billed for the transportation charges.

Bill to Account. The shipper does not pay for the transportation charges but bills a third-party company's FedEx account number for the transportation charges.

When enabling your account or entering addresses into the FedEx Freight LTL account database, the address entered in the billing address section must match the invoice billing address used when the account was created.

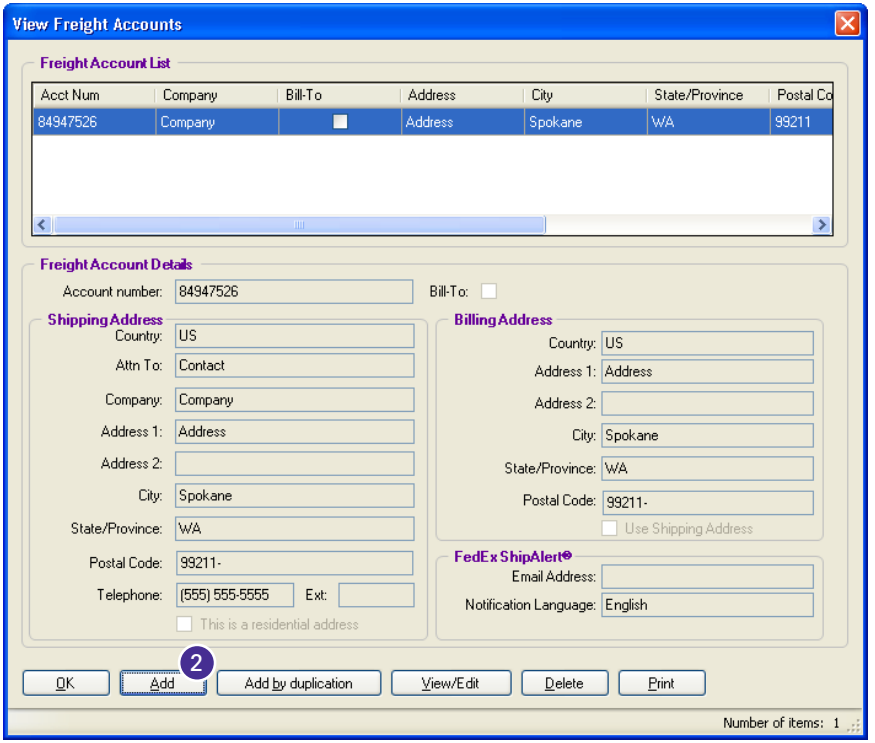
On the Options/Instructions screen within the LTL Freight tab, enter special delivery instructions in the Special Services (Optional) and Special Instructions (Optional) sections and do **not** enter or check more than a combination of 50 line items and 10 special services per Bill of Lading.

Shipping Enhancements

Enabling FedEx Freight LTL Accounts, continued

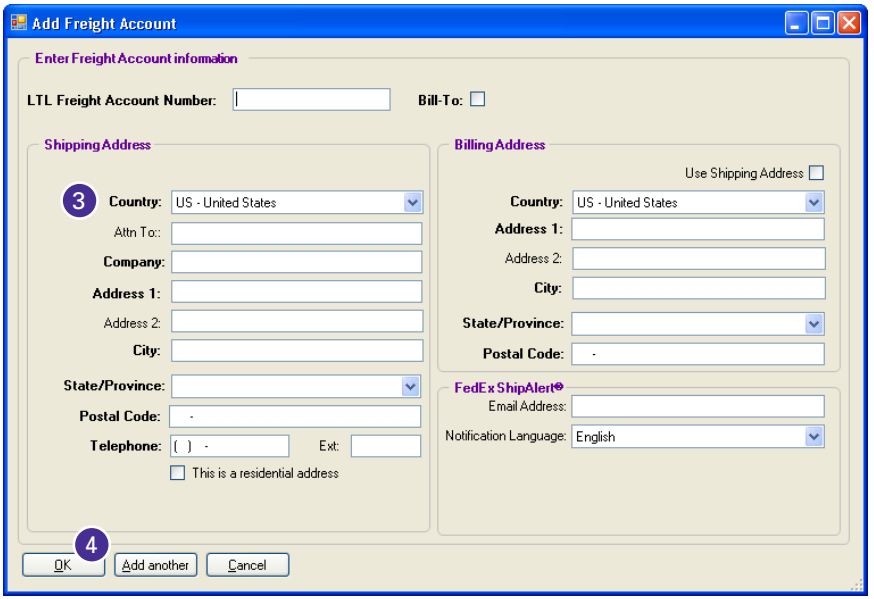
To ship using FedEx Freight functionality, you must set up at least one LTL Freight account as follows:

1. Select **LTL Freight Accounts** from the Databases drop-down menu. The View Freight Accounts screen displays.
2. Click **Add**. The Add Freight Account screen displays.



Shipping Enhancements

3. Enter the required information to add an account. Required fields appear in bold type on the screen. Some new field options include:
   - Country drop-down menu in the Shipping Address section includes options for U.S., Canada and Mexico.
   - Postal Code replaces ZIP/Postal.
   - Email Address field in the FedEx ShipAlert section auto-populates after you enter an email address once.
4. Click **OK**.
5. Close FedEx Ship Manager Software and relaunch it. Your LTL Freight account is now enabled.



Using Databases for FedEx Freight LTL Shipments

You can use your current databases for FedEx Freight LTL shipments. The Recipient database (address book) contains entries for parcel and FedEx Freight LTL recipients.

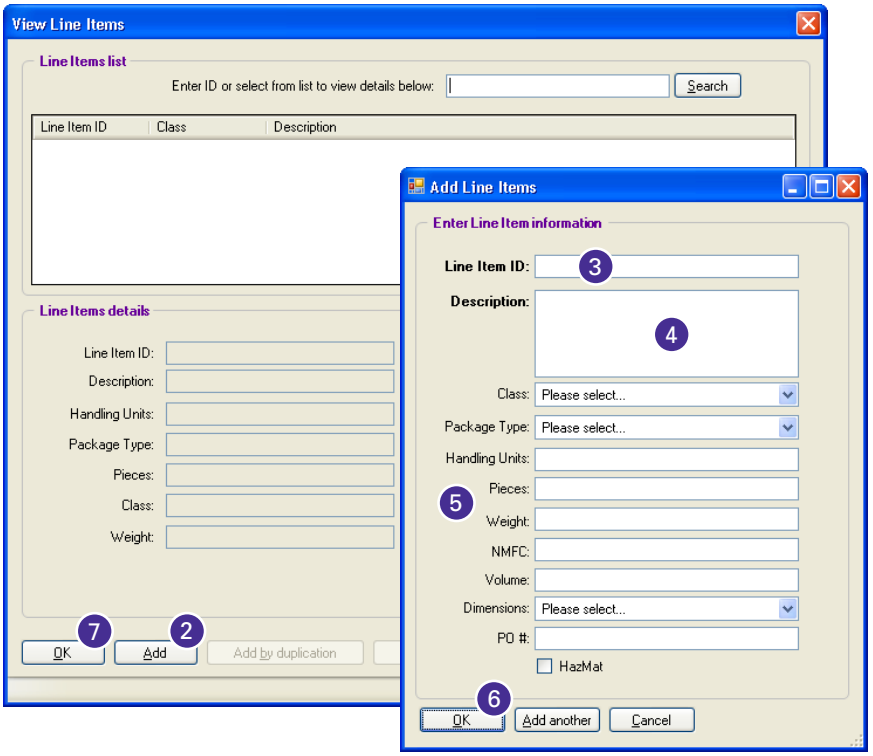
For international shipments, you can use the Commodity, Dimensions and Brokers databases for parcel and FedEx Freight LTL shipments. You can add new commodities and brokers to the Commodity and Brokers databases to support FedEx Freight LTL shipping.

Shipping Enhancements

Using Databases for FedEx Freight LTL Shipments, continued

To access the Bill of Lading line items, follow these steps:

1. Select **LTL Bill of Lading Line Items** from the Databases drop-down menu. The View Line Items screen displays.
2. Click **Add**. The Add Line Items screen displays.
3. Enter the appropriate line item ID in the Line Item ID field.
4. Enter a description of that line item in the Description field.
5. In the remaining fields within the Enter Line Item information section, enter as much or as little information per line item, as needed. The more information provided the more time saved when preparing a shipment. You can also edit these line items from the Shipment Details screen within the LTL Freight tab.
6. Click **OK**. The View Line Items screen displays.
7. Click **OK** to save your changes.

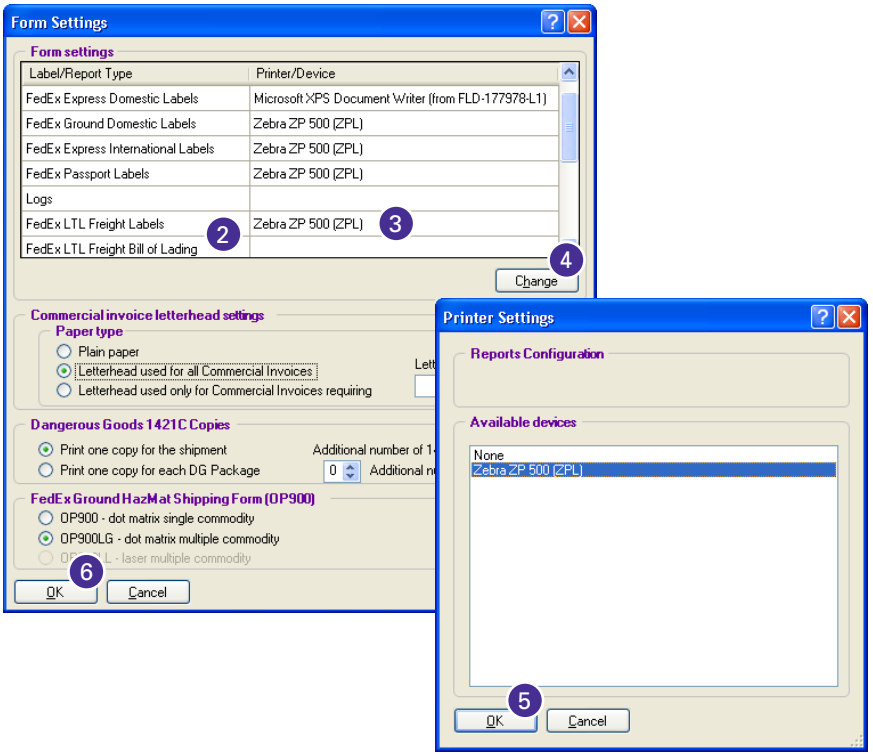


Shipping Enhancements

Setting up Printers for FedEx Freight LTL Shipments

To set up printers for FedEx Freight LTL shipments, follow these steps:

1. Select **Forms** from the Customize drop-down menu. The Form Settings screen displays.
2. Select one of the following printer options in the Form settings section:
   - Select **FedEx LTL Freight Labels** to print on a thermal printer or a laser printer if you are using the 4-quadrant print label stock.
   - Select **FedEx LTL Freight Bill of Lading** to print on a laser printer.
3. In the Printer/Device column, select a laser printer (not a thermal printer) for the Bill of Lading.
4. To select a printer, highlight the printer and click **Change**. The Printer Settings screen displays.
5. Select the appropriate printer and click **OK**. The Form Settings screen displays.
6. Click **OK** to save your changes.

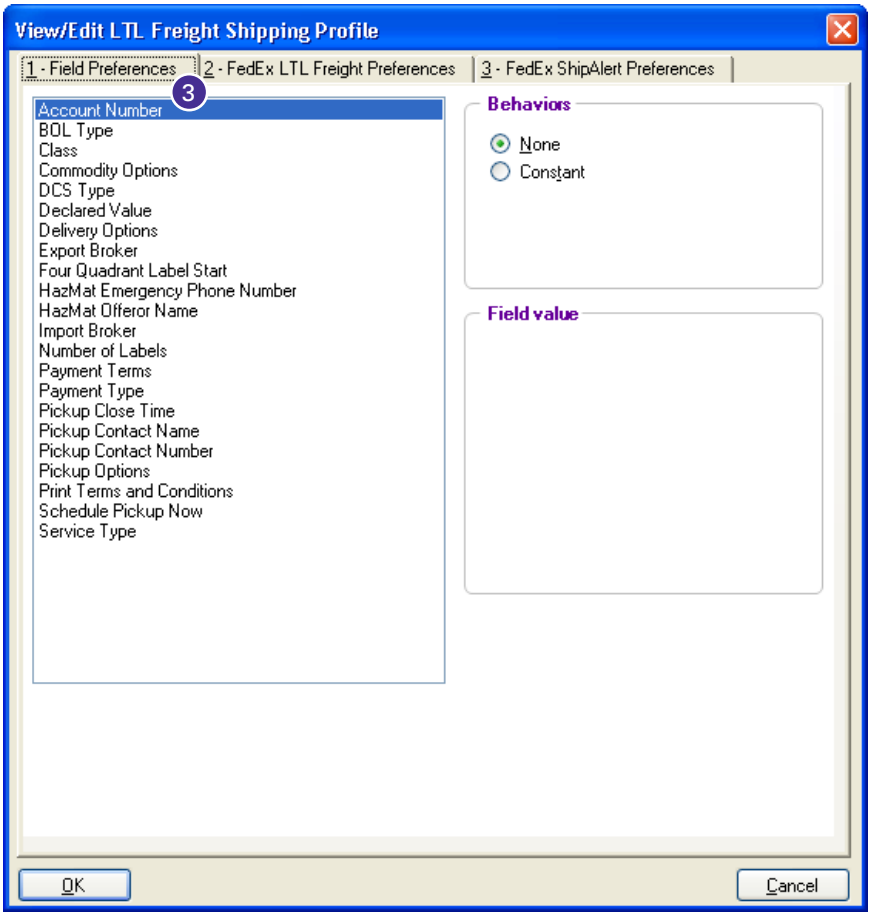


Shipping Enhancements

Setting Preferences for FedEx Freight LTL Shipments

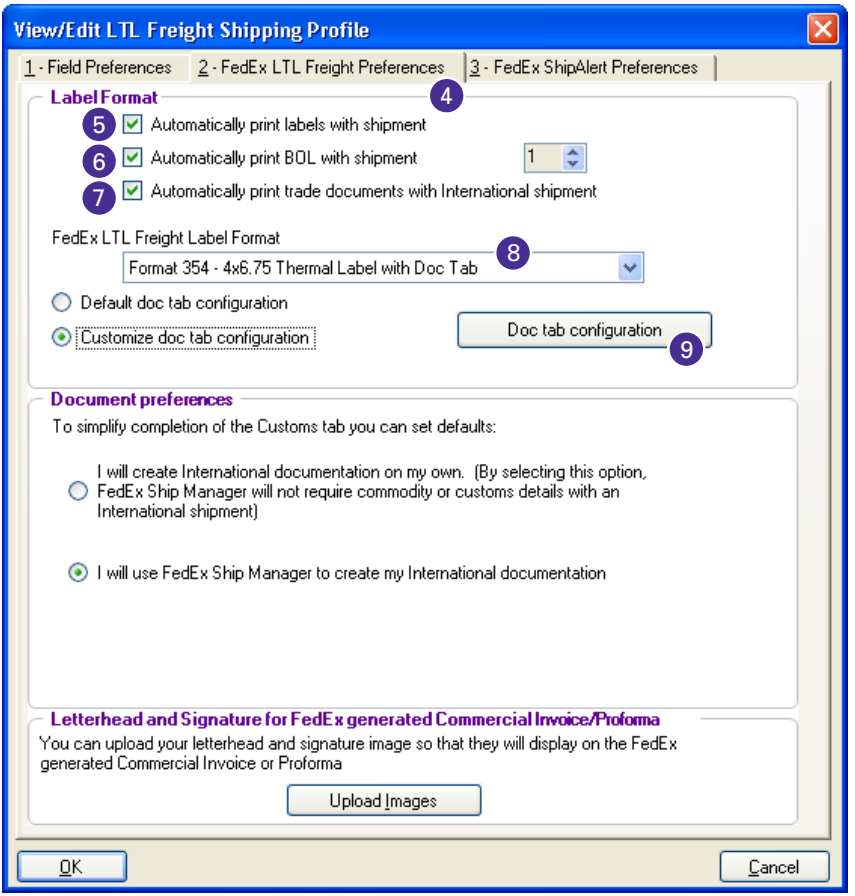
To add and configure preferences for FedEx Freight LTL shipments, follow these steps:

1. Select **Shipping Profiles** from the Customize drop-down menu. The Shipping Profiles screen displays.
2. Select the **Default LTL Freight Shipping Profile** and click **View/Edit**. The View/Edit LTL Freight Shipping Profile screen displays.
3. On the 1 – Field Preferences screen (default), select over 20 default preference setting options to save time and eliminate errors.



Shipping Enhancements

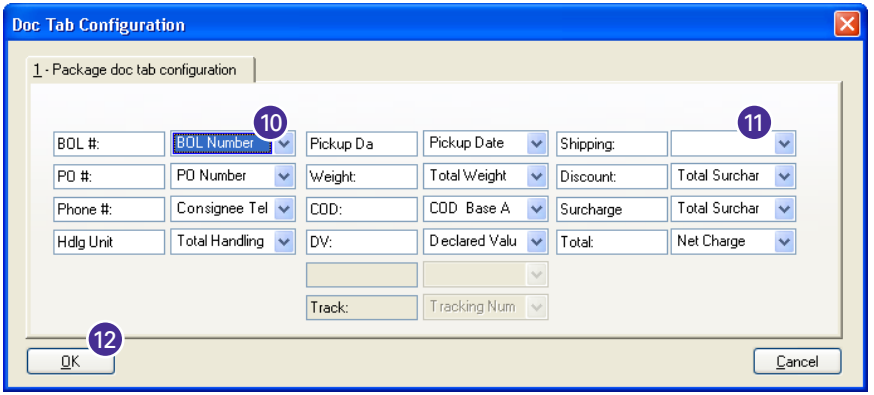
4. Click the **2 – FedEx LTL Freight Preferences** screen. This screen allows you to select printing options and doc-tab functionality and create international documents.
5. Select the **Automatically print labels with shipment** check box, as needed.
6. Select the **Automatically print BOL with shipment** check box and select the number of Bills of Lading to automatically print in the drop-down menu.
7. Select the **Automatically print trade documents with International shipment** check box to automatically print trade documents.
8. In the FedEx LTL Freight Label Format section, select the appropriate entry from the four options. The Plain Paper/Laser – 4 Quadrant option is new.



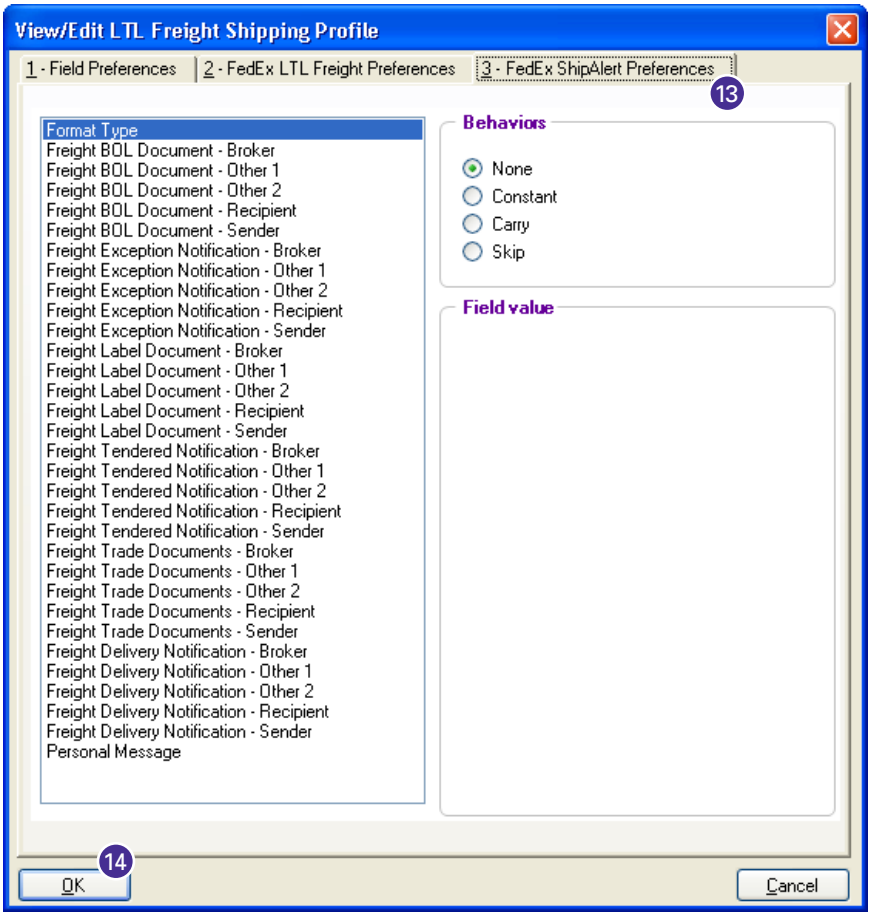
Shipping Enhancements

Setting Preferences for FedEx Freight LTL Shipments, continued

9. Click the **Customize doc tab configuration** radio button and then click **Doc tab configuration**. The Doc Tab Configuration screen displays. To use this feature you must:
   - Have a thermal printer with doc-tab labels.
   - Select the **Format 354 – 4x6.75 Thermal Label with Doc Tab** label format.
   - Set up the FedEx Freight LTL Label to print on the thermal printer.
10. Select what fields to display and the order the fields should display by selecting from the drop-down menus for each field. Left is first and right is next. You can enter over 20 default preference setting options to save time and eliminate errors.
11. To delete a field entry, select the entry and then select the blank option at the top of the field's drop-down menu.
12. Click **OK**. The View/Edit LTL Freight Shipping Profile screen displays.
13. Click the **3 – FedEx ShipAlert Preferences** screen. This screen allows you to send notifications, Bills of Lading, labels, and trade documents to the shipper, consignee, broker and other recipients via email for every shipment.
14. Click **OK** to save your changes. The Shipping Profiles screen displays.
15. Click **OK**.



Shipping Enhancements



Shipping Enhancements

Creating Bill of Lading and FedEx Freight Shipping Label

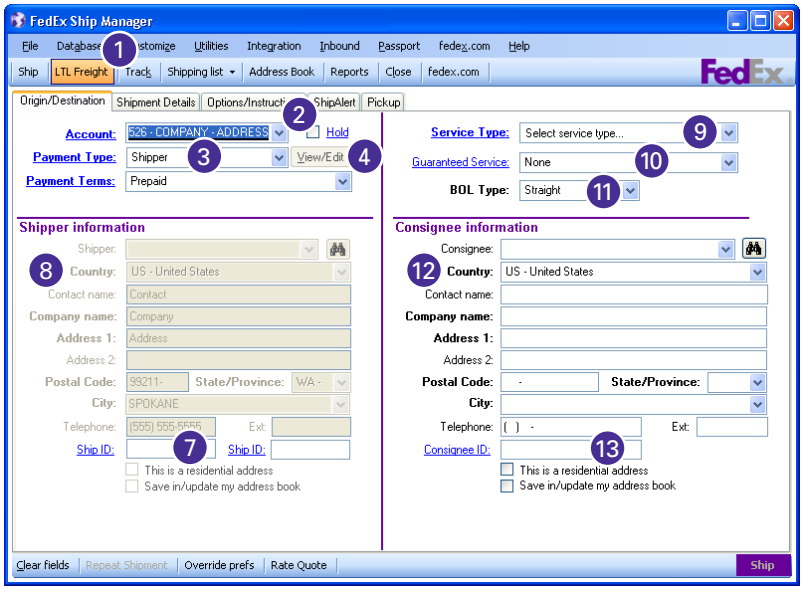
To create a Bill of Lading for FedEx Freight shipments, you must complete the Origin/Destination, Shipment Details and Options/Instructions screens within the LTL Freight tab. Although the Options/Instructions and FedEx ShipAlert screens are optional, click **Ship** on the Origin/Destination, Shipment Details, Options/Instructions and FedEx ShipAlert screens to create a Bill of Lading for your shipment. The Pickup screen is an optional screen designed for scheduling pickups only. You can schedule pickups while you are creating a Bill of Lading and after you complete a Bill of Lading.

To create a Bill of Lading for your FedEx Freight shipments, follow these steps:

1. Click the **LTL Freight** tab. The Origin/Destination screen (default) displays.
2. Select the appropriate account number from the Account drop-down menu.
3. To bill the shipment to a third party, select the shipper's account from the Account drop-down menu and select **Third Party** from the Payment Type drop-down menu.
4. Click **View/Edit** next to the Payment Type drop-down menu. The Bill LTL Freight Charges To screen displays.
5. Select the appropriate third party from the Bill To drop-down menu and enter the account number (if known) in the Account field. The account number is not required when a shipper bills a third party.
6. Click **OK** to return to the Origin/Destination screen.
   Note: If you are the third party shipping on behalf of someone else, select your Bill to account from the Account drop-down menu. Notice that Third Party automatically displays in the Payment Type field. Enter the required shipper and consignee information in the Shipper information and Consignee information sections.
7. In the Shipper information section, enter up to 25 alphanumeric characters (no special characters) for internal identification/tracking information in either of the two Ship ID fields. Up to 25 characters print in the Shipper Number fields on the Bill of Lading.
8. Enter the required information for your shipment. Required fields appear in bold type on the screen.
9. Select the appropriate service (**FedEx Freight® Priority** or **FedEx Freight® Economy**) from the Service Type drop-down menu.
   *Note: If you have a service type set as a constant in your preference settings, you can override and change the service type by clicking **Override prefs** at the bottom of the screen.*
10. Select the appropriate guaranteed service (**None**, **A.M. Delivery** or **Close of Business Delivery**) from the Guaranteed Service drop-down menu.
11. Select the appropriate Bill of Lading type (**Straight** or **VICS**) from the BOL Type drop-down menu.

Shipping Enhancements

12. Enter the required consignee information in the Consignee information section. Required fields appear in bold type on the screen.
13. In the Consignee information section, enter up to 16 alphanumeric characters (no special characters) for internal identification/tracking information in the Consignee ID field. Up to 16 characters print in the Special Instructions section on the Bill of Lading.
14. For U.S.-origin and Canada-origin international shipments, the Broker information section displays at the bottom of the Origin/Destination screen. For U.S.-origin and Canada-origin international shipments, select one option from the Import Broker drop-down menu. For Mexico-origin international shipments, select one option from the Import Broker drop-down menu and one option from the Export Broker drop-down menu.



15. Click the **Shipment Details** tab. The resulting Shipment Details screen displays.
16. Enter the required information for your shipment in the Bill of Lading Line Items section. Required fields appear in bold type on the screen.
17. Select an LTL Bill of Lading line item from the Line Item ID drop-down menu if you have stored a line item ID. Also select the appropriate option from the Dimensions drop-down menu if the options are set up. If you select **Enter Dimensions Manually**, enter the dimensions in the resulting Enter Dimensions popup and click **OK**.

Shipping Enhancements

Creating Bill of Lading and FedEx Freight Shipping Label, continued

18. Click **Add Line Item**. The line item information you entered displays in the Bill of Lading Summary section. If you have assigned a line item ID to a line item, you can also add this line item to the LTL Bill of Lading Line Items database.

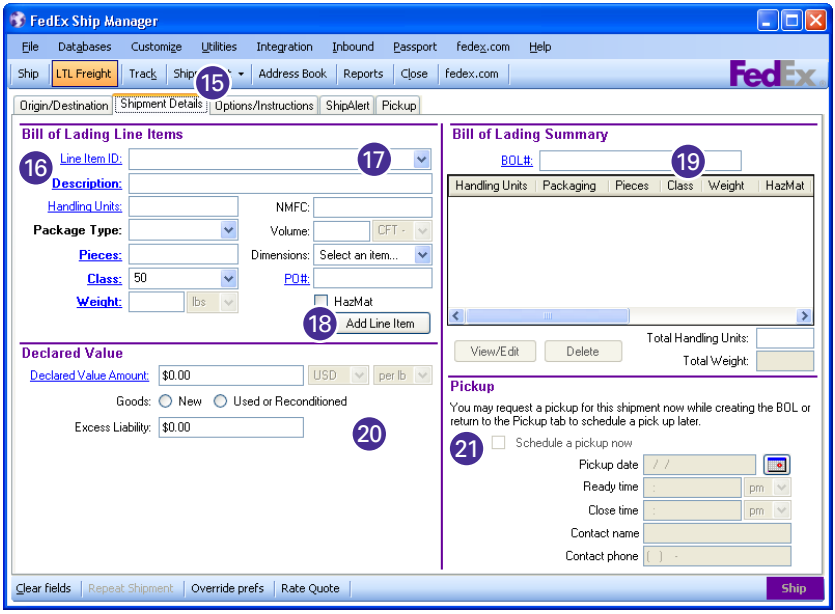
    Note: Although the Ship button is active at all times, you must enter all required fields in bold text to complete a Bill of Lading. To schedule a pickup along with a Bill of Lading, complete the pickup information in the Pickup section of the Shipment Details screen.

19. In the Bill of Lading Summary section, enter the Bill of Lading number in the BOL# field. This field is optional and operates at the shipment level.

    Note: While you can only have one BOL number for each Bill of Lading, you can have multiple PO numbers for one Bill of Lading. Also, one Bill of Lading can contain 50 line items and 10 special service options.

20. Select the appropriate information in the Declared Value and Pickup sections, as needed.

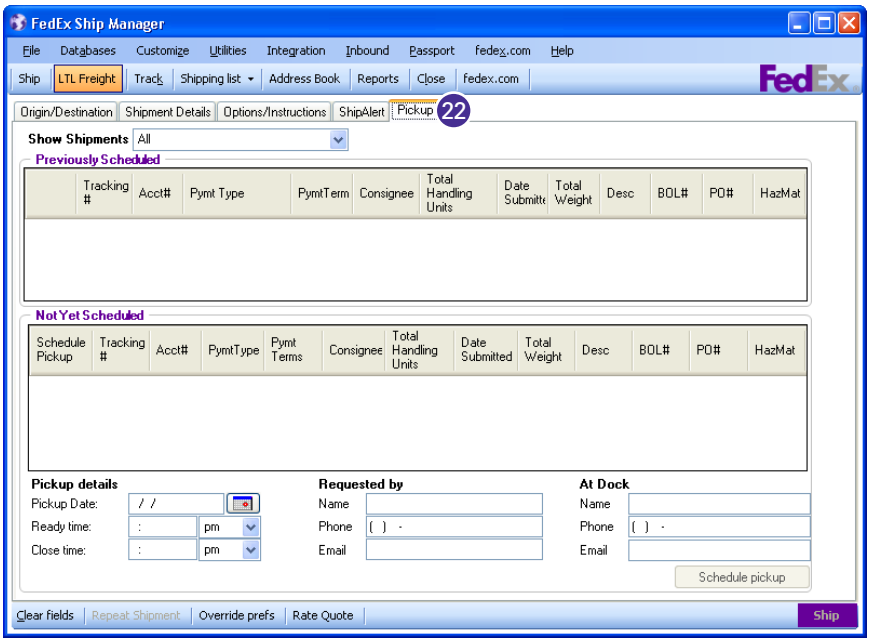
21. To schedule a pickup for a single Bill of Lading, follow these steps:
    - Select the **Schedule a pickup now** check box in the Pickup section of the Shipment Details screen.
    - Complete all of the fields in this section, including the Pickup date, Ready time and Close time. The pickup is scheduled with the current Bill of Lading and the pickup information displays in the Previously Scheduled section of the Pickup screen.



Shipping Enhancements

22. To schedule a pickup for multiple Bills of Lading, follow these steps:
    - Leave the Schedule a pickup now button unchecked while creating the Bill of Lading. The information displays in the Not Yet Scheduled section of the Pickup screen.
    - To schedule a pickup for these Bills of Lading, click the **Pickup** tab and select the appropriate Schedule Pickup check boxes in the Not Yet Scheduled section.
    - Provide the Pickup Date, Ready time and Close time.
    - Click **Schedule pickup**. A message displays confirming that the pickups are scheduled.

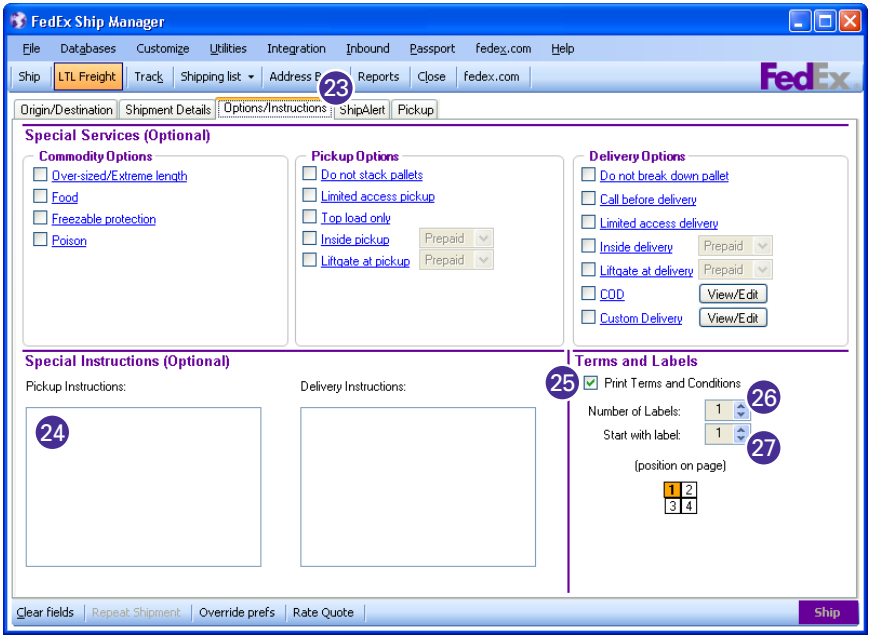
      Note: Any time you want to cancel a scheduled pickup, you must call to notify FedEx Freight. You cannot cancel a shipment through the software at this time.



Shipping Enhancements

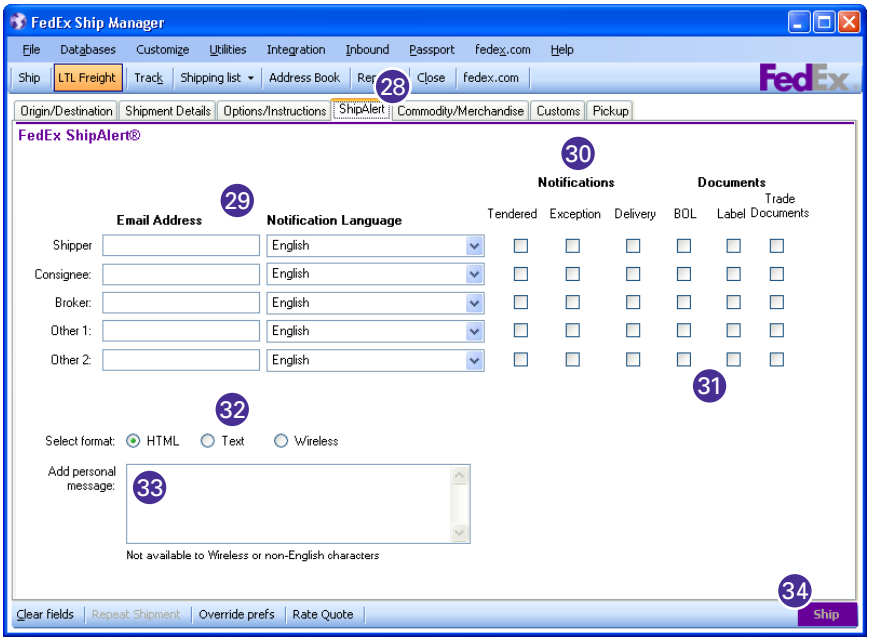
Creating Bill of Lading and FedEx Freight Shipping Label, continued

23. Click the **Options/Instructions** tab to enter optional special services and special instructions.
24. Enter freeform text in the Pickup Instructions and Delivery Instructions areas within the Special Instructions (Optional) section.
25. If you do not want to print the Terms and Conditions section, do not select the Print Terms and Conditions check box in the Terms and Labels section.
26. Select up to 500 labels in the Number of Labels drop-down menu.
27. If you selected the Plain Paper/Laser – 4 Quadrant option on the 2 – FedEx LTL Freight Preferences screen, select the appropriate page number in the Start with label drop-down menu to start printing on the label.



Shipping Enhancements

28. Click the **ShipAlert** tab (optional) to send shipment notifications to your customer, yourself and others. The FedEx ShipAlert screen displays.
29. For email notifications, enter up to five email addresses for international shipments or four email addresses for domestic shipments and select a Notification Language. For international shipments, Broker fields display.
30. Choose one or more Notifications types by selecting the appropriate check box for each email recipient.
31. Select the **BOL**, **Label** and **Trade Documents** check boxes to email the Bill of Lading, label and customs documents to your customer or another location.
32. Click **HTML**, **Text** or **Wireless** format for your email notifications.
33. 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.
34. Click **Ship** to create a Bill of Lading for your shipment.



Shipping Enhancements

FedEx Global Returns

Overview

The new 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 new FedEx Global Returns service provides:

- Ability to create shipping labels and customs documentation for both outbound and return shipments.
- Ability to download the currency conversion table using the Demand Download screen.

Some important aspects of this new 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.

Shipping Enhancements

- 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 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. Only the outbound 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.

Shipping Enhancements

Shipping Profile Preference Enhancements

Shipping profile preferences contain both outbound and return shipment preference settings. The profile that is applied to the Return shipment detail screen is based on the current "active" sender on the system, which is determined by the most recently used sender for an outbound (non-return) shipment.

Though the Return to field on the Return shipment details screen uses information from the Sender database, this value is not used to determine the active sender. Changing the value of the Return to field does not cause a new shipping profile to be applied to the Return shipment details screen.

FedEx Ship Manager Software contains the following shipping profiles preference options for FedEx Global Returns:

- FedEx ShipAlert (domestic and international shipping profiles).
- Field preferences (international shipping profiles).

FedEx Ship Manager Software contains the following database field options for FedEx Global Returns:

- Sender
- Templates
- Recipient (address book)

Return Shipment Details Screen

The Return shipment details screen contains the following new options:

- Hold check box (if you enable the Hold File on the System Settings screen).
- Clear Return button.
- Change Link button.
- Return a previous shipment button.
- Fill in data from outbound button.
- "Create/Modify a temporary return to address" option in the Return to drop-down menu.
- Package contains radio buttons.
- View/Edit button.
- Total carriage value.
- Total Customs Value (displays when you select FedEx International Ground® service).

Shipping Enhancements

Return ShipAlert Screen

The FedEx ShipAlert screen for return shipments includes the Tendered notification column for the following check boxes:

- Sender
- Recipient
- Broker
- Other 1
- Other 2

Return Commodity/Merchandise Screen

The Commodity/Merchandise screen for return shipments includes the following check boxes:

- Return Reason Type
- Return other text

Options Screen

If the DIA special service is available for an intra-Mexico outbound shipment, the Delivery on Invoice Acceptance check box displays in the Special Services section. When you select this check box, the View/Edit DIA Return To Address Information screen displays.

Shipping Enhancements

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.

The USPS has previously stated they require an Intelligent Mail package barcode for all parcels that include tracking or extra services and all parcels claiming presort and destination entry pricing, effective January, 2013. FedEx SmartPost is working with the USPS to ensure our customers have enough time to become IMpb compliant.

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.

Shipping Enhancements

FedEx Priority Alert Expansion

Overview

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:

- **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.
- **FedEx 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.

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).

Shipping Enhancements

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.

U.S. and International Shipping Enhancements

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.

Shipping Enhancements

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).

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.

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.

Shipping Enhancements

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.

Shipping Enhancements

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 DirectDistribution℠ 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.

Shipping Enhancements

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