FedEx Ship Manager® Software

New Features Guide

Version 2700

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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 your participation 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 2700 that will help you process shipping more easily, quickly and conveniently. From enhancements to common tasks to regulatory updates to clearer reporting, version 2700 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 2700, as well as directions for how to perform tasks using these new features.

If you have any questions or comments about this new version, 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 2700

You must be running FedEx Ship Manager Software v. 2340 or higher to upgrade to v. 2700. 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® 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).

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

FedEx Ship Manager Software version 2700

Overview

FedEx Ship Manager Software version 2700 takes expedience to a whole new level — with continued time-saving advancements and difference-making details. With the ease of use and speed of version 2700, you'll feel even more efficient, confident and empowered when you ship.

- Increased screen resolution includes a shortcut area, featuring available special services for the service selected.

- Reprinting shipping labels enables a shipper to reprint a shipping label to replace a current damaged or lost label, or to produce a shipping label for verification purposes associated with customer records.

- Creating custom shipping labels within FedEx Ship Manager® now gives you the ability to add images, barcodes, text, promotional messages and more to your shipping labels without altering the common portion of the shipping label.

- FedEx Ground® and FedEx Home Delivery® enhancements and Address Validation improvements (US addresses only) offer you more accurate business and residential classification for all your shipments, and provides visibility specifically into FedEx Ground special service options available for your designated delivery addresses.

- FedEx Global Returns international service enhancements enables you to create shipping labels and customs documentation for returns shipments between countries and within countries.

- Rearranging the order of FedEx services in the Service type drop-down menu reflects current U.S. and Canada outbound international services and intra-Canada services by speed of service (transit time).

- Filter for Sender Database provides enhanced search functionality for locating key sender information, including a sender ID, contact name and company name and address.

- Removing Shipping Value from Third Party Consignee Shipping Label enables you to mask customs and carriage values on FedEx International First®, FedEx International Priority®, FedEx International Economy®, FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight, FedEx International Priority® Freight and FedEx International Economy® Freight shipping labels for FedEx® Third Party Consignee service.

Increased Screen Resolution

Overview

FedEx Ship Manager Software increased screen resolution from 800 x 600 pixels to 1024 x 768 pixels to accomodate 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. 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.

New special services short cut is now laccessible from the Ship Details tab.

Additional references is now accessible from the Ship Details tab.

Reprinting Shipping Labels

Overview

FedEx Ship Manager Software allows you to request an additrional copy of a shipping label if the current label is damaged, lost or a copy is needed for verification purposes as part of your customer records.You can now reprint a shipping label (domestic or international) for FedEx Express, FedEx Ground a 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 Shipping Label from 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.

2. Select the appropriate shipment from the **results** section.

3. Click **Reprint Label** at the bottom of the screen.

Reprinting Shipping Label from 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 if needed 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.

6. In the Output section, select the number of copies from the Number of Copies drop-menu or Number of Shipping Label Copies drop-menu and click **Print.**

Custom Label Enhancements

Overview

Increase the visibility of your brand, maximize your sales efforts and more with our easy-to-use, customizable shipping label options.

Creating custom shipping labels within FedEx Ship Manager now gives you the ability to apply your logo, images, barcodes, text, promotional messaging and more to your shipping labels without altering the common portion of the shipping label.

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:

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.

Custom Label Enhancements continued

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 Custom 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. (Optional) Click Print Test Label. If the test label prints correctly, click OK.

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.**

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 - Ground Preferences tab
    - Domestic Shipping Profile - 6 - SmartPost Preferences tab
    - International Shipping Profile - 2 - FedEx Express Preferences tab
    - International Shipping Profile - 4 - 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 - Ground Preferences tab

Custom Label Enhancements continued

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

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 for 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.   Find section titled 'Custom Labels' and **click** the drop down menu beside Custom label profile.
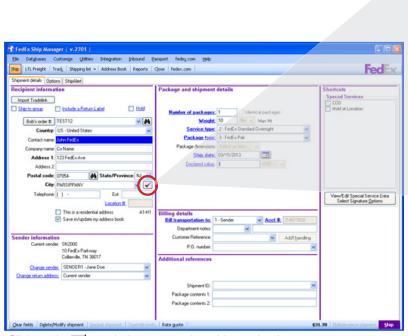
4.   **Continue** with shipment processing as normal.

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 more accurate business and residential classification for all your shipments, and provide visibility specifically into FedEx Ground special service options available for your designated delivery addresses.

Key enhancements include:

- Address Checker enhancements.

- Increased business/residential classification accuracy.

- 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.

Address Checker Results Screen

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

Rearranging the Order of FedEx Services

Overview

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.

FedEx Global Returns Enhancements

Overview

The enhanced FedEx Global Returns service enables you to create shipping labels and customs documentation for returns shipments between countries and within countries.

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.

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 Acceptance (DIA) special service was selected for the 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.

FedEx Global Returns Enhancements

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 PreferenceType drop-down menu.
    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**.

FedEx Global Returns Enhancements

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** checkbox (optional) to enable the software to use the "Return To Code" for each return shipment
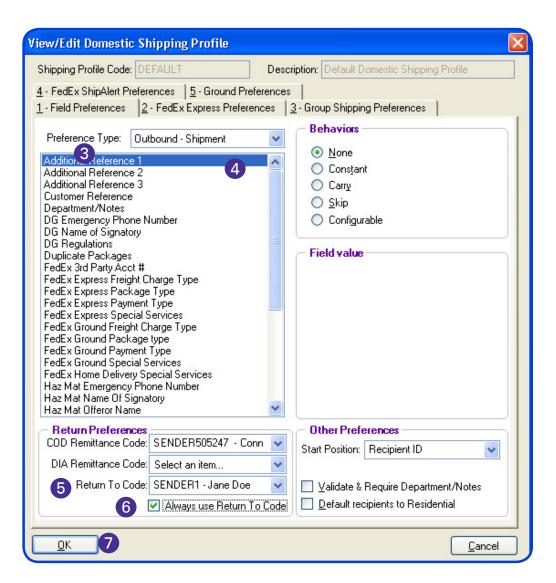
7. Click **OK**.

FedEx Global Returns Enhancements

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

Additional Service Enhancements

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.

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, FedEx International Priority DirectDistribution Freight, FedEx International Priority Freight and FedEx International Economy Freight shipping labels for Third Party Consignee service.

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 FedEx Global Returns features, including Printing Blank B13A Export Declaration Forms.

- Netherlands Antilles and Serbia and Montenegro changes comply with customs regulations, there is no longer only one country code for shipments to/from Netherlands Antilles. Several new country codes and names have been added.

- New language options for Print Return Instructions.

- Full automation support for intra-United Arab Emirates (UAE) returns processing.

- Regulatory change for dangerous goods shipping, making the Other Regulated Materials – Domestic (ORM-D) option obsolete when using FedEx Express® service. Customers must now use the International Air Transport Association (IATA) option.

Additional Service Enhancements

- Ability to indicate custom label profiles

- Ability to specify a NAFTA Statement role for shipments between NAFTA countries.

- Support for QuickBooks® versions 2011 through 2013, as of FedEx Integration Assistant version 0700 (FedEx Ship Manager Software version 2700). Any versions including Quick Books 2010 and earlier are not supported.