



# FedEx Ship Manager® New Features Guide

Version 3200



# Welcome

Congratulations! You are one of the first customers to take advantage of the newest version of FedEx Ship Manager® v.3200.

FedEx Ship Manager version 3200 offers enhancements in Dangerous Goods, FedEx® Electronic Trade Documents, FedEx Freight®, Shipment tracking, Rating and Surcharges, Dynamic Rate Quotes, Label print options, Multiple-piece shipments and Hold At Location service.

These enhancements provide an improved customer shipping experience with accuracy, better tracking and regulations.

From completing common tasks more efficiently to improving operating efficiencies, FedEx Ship Manager v.3200 will improve your day-to-day shipping experience.

Enclosed are details about the latest new features and enhancements. If you have any questions or comments about the new version or need assistance, refer to the "Before You Begin" section on page 3 to contact the FedEx Help Desk.



# Before You Begin

## Installing FedEx Ship Manager v.3200

You must be running FedEx Ship Manager v.2916 or higher to upgrade to v.3200. During the installation of FedEx Ship Manager, turn off any virus protection or firewall programs on your PC. These programs may interfere with the installation. Close all other open files and programs before installing the software.

## Recommended System and Hardware Requirements

- Intel® i5 recommended
- 4 GB RAM and 5 GB disk space recommended
- Desktop Versions:
  - Microsoft® Windows® 7 (Service Pack 1)
  - Microsoft® Windows® 8
  - Microsoft® Windows® 8 Pro
  - Microsoft® Windows® 8 Enterprise
  - Microsoft® Windows® 8.1
  - Microsoft® Windows® 8.1 Pro
  - Microsoft® Windows® 8.1 Enterprise
  - Microsoft® Windows® 10
  - Microsoft® Windows® 10 Pro
  - Microsoft® Windows® 10 Enterprise
- Server Versions:
  - Microsoft® Windows® Server 2008 (Service Pack 2)
  - Microsoft® Windows® Server 2008 R2 (Service Pack 1)
  - Microsoft® Windows® Server 2012 (Standard Edition)
  - Microsoft® Windows® Server 2012 R2 (Standard Edition)
  - Microsoft® Windows® Server 2016
- FedEx Ship Manager is compatible with 32-bit and 64-bit operating systems. Microsoft .NET Framework 4.5.2 or later is a prerequisite for software installation.
- LAN or DSL internet access required
- 4XCD-ROM or higher (CD-Writer recommended for Backup/Restore)
- Microsoft® Internet Explorer® v 11
- Available port if you are using thermal printer
- Laser and/or inkjet printer for reports and labels
- Screen resolution of 1024 x 768 pixels recommended (screen resolution of 800x600 pixels minimum)
- Adobe® Reader 8.1 or higher

## Technical Support

In the U.S. and Canada, call 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](http://fedex.com) at the top of the FedEx Ship Manager screen to go to the FedEx website. Then, click on any link to explore the latest features and news from FedEx.

# Table of Contents

Welcome..... 2

Before You Begin..... 3

    Installing FedEx Ship Manager v.3200 ..... 3

    Recommended System and Hardware Requirements..... 3

FedEx Ship Manager® Highlights ..... 5

    Overview..... 5

    Automatic Tracking ..... 5

    Address Book Verification Enhancement..... 5

    Post Shipment Document Upload..... 6

    FedEx OnSite..... 6

    Shipment Export Template ..... 7

    Thermal Label Print Option ..... 7

    Export License Field ..... 7

    Dynamic Rate Quote Improvements for FedEx Ground Multiweight® ..... 7

    Dangerous Goods Enhancements..... 7

    Less-Than-Truckload (LTL) Freight Enhancements ..... 8

FedEx® Integration Assistant Features..... 9

    Loose Dry Ice..... 9

    FedEx OnSite..... 9

    Rating and Surcharge..... 9

    Automatic Tracking ..... 9

    Less-Than-Truckload (LTL) Freight ..... 10

    LTL Batch Dialog Defaults ..... 10



# FedEx Ship Manager® Highlights

## Overview

New and improved FedEx Ship Manager v.3200 is here to assist you with your shipping requirements. The latest enhancements are sure to give you a faster and more convenient shipping experience.

## Automatic Tracking

gives you the ability to request automatic tracking updates be sent directly to your Shipment Details screen. With the ability to Auto Track up to 25 shipments at a time, keeping up with the status of your shipments has never been easier.

On the **Ship | Shipment details** dialog, the ability to select Auto Track is added directly below the 'Save in/update my address book' checkbox in the Recipient information groupbox.

On the **Ship | Shipment details** dialog, view the details and statuses of your automatically tracked shipments at the bottom of the Shortcuts panel, below the Special Services groupbox.

## Address Book Verification Enhancement

allows you to run address checker on your entire address book with just a few clicks. Proactively completing verification on your address book will help to resolve address issues prior to shipping, providing faster speed, fewer address corrections and fewer late deliveries.

On the **Address Book | View Address Book** dialog, the AC Status column is renamed to **Address Verified**.

On the **View Address Book** dialog, to the right of the Print button, a new button 'Verify Addresses' is added. On click of the **Verify Addresses** button, **Verify Address** dialog is displayed.

## Post Shipment Document Upload

enhancement to the FedEx® Electronic Trade Documents service allows you to postpone uploading your trade documents until after you finish your shipment, giving you more flexibility and control. There are two options available for uploading your documents.

Option 1: Upload documentation from the Shipping list.

Option 2: Upload documentation on FedEx Global Trade Manager at <https://www.fedex.com/GTM>.

On the **Ship | Customs** tab, "Post Shipment" checkbox is displayed. Check this selection if you wish to upload your trade documents at a later time.

The screenshot shows the 'Customs Information' tab in the FedEx Ship Manager. Under the 'Electronically upload trade documents' section, the 'Post shipment' checkbox is checked. The 'Shipment purpose' is set to 'Sold'.

The screenshot shows the 'View Shipped List - Electronic Trade Documents (ETD)' window. The 'Post Shipment Status' column is highlighted in the table. The table has columns: Ship Date, Master Trk #, Recipient Company, Recipient city, ETD Status, Post Shipment Status, Deleted, Closed, References, and Invoice #.

On **Shipping List** dropdown with **ETD** option the below information is displayed.

The screenshot shows the 'View Shipped List - Electronic Trade Documents (ETD)' window. The table displays shipment details including Ship Date, Master Trk #, Recipient Company, Recipient city, ETD Status, Post Shipment Status, Deleted, Closed, References, and Invoice #.

## FedEx OnSite

FedEx OnSite is the collaboration of FedEx with other retailers to have locations that are not owned by FedEx, act as access points for Hold at Location (HAL) and Redirect to Hold (RTH) shipments, as well as drop-off locations for pre-labeled packages. This provides you more options to either drop-off a pre-labeled package or pick-up a HAL/RTH shipment beyond just the FedEx Office.

The screenshot shows the 'Select FedEx Hold Location' dialog box. The 'Go Online to Find Locations' option is selected. The 'Search' button is visible. The dialog box includes fields for Contact information (ID, Contact name, Contact Telephone), Select search method (Search Default List, Go Online to Find Locations), Zip/postal code for lookup, Distance in, Country, and FedEx address where the shipment should be held (Location name, Location type, Address 1, Address 2, Zip/Postal, City, State/Province, Telephone).

Lookup FedEx Hold Location

Please select a location:

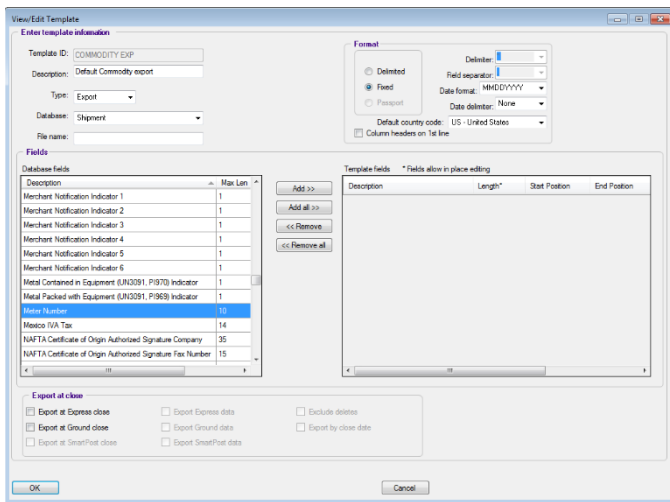
Location	Location Type	Address1	Address2	City	State/Province	Postal Code	Distance	Day of Week	Hours
FedEx Ship Centre	FedEx Express Ship Center	4000 Highway 101		Don Mills	ON	M3B2S9	8.1 mi	Monday	9:00 AM-9:00 PM
FedEx Ship Centre	FedEx Express Ship Center	55 Steelcase Rd W		Markham	ON	L3R1B2	10.4 mi	Monday	9:00 AM-9:00 PM
Health Choice Pharmacy	FedEx OnSite	449 Queen St W		Toronto	ON	M5Y2A9	11.3 mi	Monday	9:00 AM-8:00 PM
FedEx Ship Centre	FedEx Express Ship Center	1450 Caterpillar Rd		Mississauga	ON	L4X2Y1	24.0 mi	Monday	9:00 AM-9:00 PM
FedEx Ship Centre	FedEx Express Ship Center	6895 Bramalea Rd		Mississauga	ON	L5S8A1	28.6 mi	Monday	8:00 AM-9:30 PM
FedEx Office Ship Centre	FedEx Office Print & Ship Center	487 Cornwall Rd		Oakville	ON	L6J7S8	34.2 mi	Monday	8:00 AM-8:00 PM
FedEx Office	FedEx Office Print & Ship Center	6974 Financial Dr		Mississauga	ON	L5N8J4	35.5 mi	Monday	7:00 AM-10:00 PM
FedEx Ship Centre	FedEx Express Ship Center	495 Eastchester Ave E		St Catharines	ON	L2M6S2	37.5 mi	Monday	8:30 AM-6:00 PM
FedEx Office Ship Centre	FedEx Office Print & Ship Center	491 Appleby Line		Burlington	ON	L7L2Y1	42.4 mi	Monday	8:00 AM-8:00 PM
FedEx Ship Centre	FedEx Express Ship Center	4243 N Service Rd		Burlington	ON	L7L4K6	43.7 mi	Monday	8:30 AM-7:30 PM
FedEx Ship Centre	FedEx Express Ship Center	75 Reid Dr		Barnes	ON	L4N0M4	53.2 mi	Monday	8:00 AM-7:00 PM
FedEx Ship Centre	FedEx Express Ship Center	2015 Fisher Dr		Peterborough	ON	K9A0K6	72.4 mi	Monday	9:00 AM-7:00 PM

Weight and size restrictions could limit the Hold Locations returned.

## Shipment Export Template

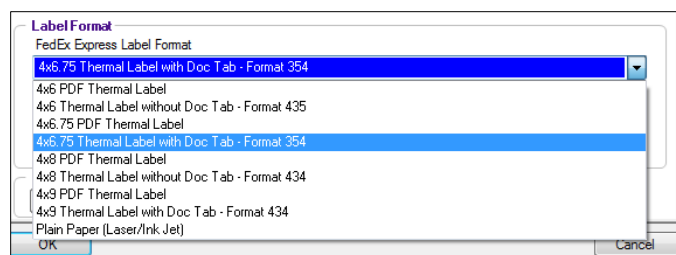
now allows you to add meter number as a new database field. This makes it easier to identify output while exporting database fields and managing multiple meters.

On the **Databases | Import/Export Database Templates | View/Edit Template** with **Export** as Type and **Shipment** as Database being selected, then the Database fields displays the Meter Number field as seen below.



## Thermal Label Print Option

enhancement allows FedEx Ship Manager to support additional PDF label sizes of 4x6.75, 4x8, and 4x9 for the thermal label printer.



## Export License Field

enhancement increases the 'Export license' field to accept 12 characters. FedEx Ship Manager supports the Export License field format as follows:

- Minimum of 7 characters using the following format: ANNNNNN
- Maximum of 12 characters using the following format: ANNNNNNXXXXX

## Dynamic Rate Quote Improvements for FedEx Ground Multiweight®

enhancement allows FedEx Ship Manager to display FedEx Ground Multiweight rate in the dynamic rate preview when multiweight is the lowest rate.

## Dangerous Goods Enhancements

### Loose Dry Ice

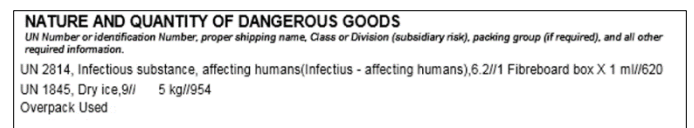
allows you to use the loose dry ice as a coolant in an overpack. When Dangerous Goods (DG) shipments with UN ID 1845 (Dry Ice) are surrounded with loose dry ice in an overpack or All Packed In One (APIO), it is accurately reflected in the DG Shipper's Declaration.

On the "2 - Dangerous goods entry" tab of the **View/Edit Dangerous Goods** dialog screen, the "Loose" checkbox is displayed which is located directly to the right of the UN#/ID# UN text box.



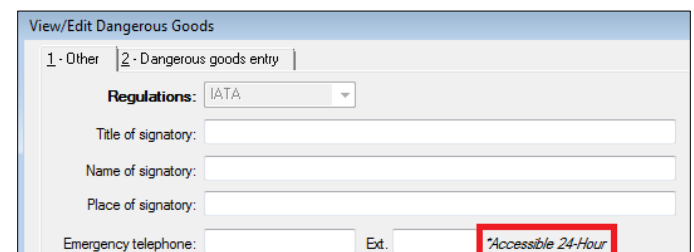
### Shipper's Declaration Report

When printing the Shipper's Declaration for Dangerous Goods Form (including the 1421C and the LZR DG DEC form), if there are only two commodities in an Express DG Overpack shipment and one of those commodities is UN ID 1845 identified as Loose Dry Ice, then FedEx Ship Manager prints the 'Total' statement on the shipper's declaration.



## Canadian 1421 Dangerous Goods Form

now requires that Emergency telephone number provided is accessible 24 hours.



## Less-Than-Truckload (LTL) Freight Enhancements

### Reference Fields

enhancement allows you to configure the customer reference field as a required field. Fields that can now be set as required are "Ship ID1", "Ship ID2", "Consignee ID" and "Bill of Lading PO#". This provides improved customer experience as LTL Freight experience is more aligned to Parcel experience.

On the LTL Freight Shipping Profile | FedEx LTL Freight Preferences dialog, Require Reference fields are added.

The screenshot shows the 'View/Edit LTL Freight Shipping Profile' dialog box. It has three tabs: '1. Field Preferences', '2. FedEx LTL Freight Preferences', and '3. FedEx ShipAlert Preferences'. The '2. FedEx LTL Freight Preferences' tab is active. It contains sections for 'Label Format', 'Document preferences', and 'Letterhead and Signature'. The 'Require References' section is highlighted with a red box, showing checkboxes for 'Ship ID1', 'Ship ID2', 'Consignee ID', and 'Bill of Lading PO#'. The 'Ship ID1' and 'Ship ID2' checkboxes are checked.

On the LTL Freight | Origin/Destination tab, FedEx Ship Manager replaces the existing label text for the two 'SHIP ID' fields as seen below.

The screenshot shows the 'Shipper information' form. It contains fields for Shipper, Country, Contact name, Company name, Address 1, Address 2, Postal Code, State/Province, City, Telephone, and Ext. The 'Ship ID1' and 'Ship ID2' fields are highlighted with red boxes.

### Rating and Surcharge

enhancement supports a new Over Length surcharge value and the updated Extreme Length value.

Over Length service applies to shipments containing any shipping unit with a dimension equal to or greater than 8 feet in length and less than 12 feet in length. Extreme Length service applies to shipments that contain any shipping unit or piece with a dimension of 12 (twelve) feet or greater in length.

On the LTL Freight | Options/Instructions screen, the new special services "Over Length" and "Extreme length" checkbox are displayed.

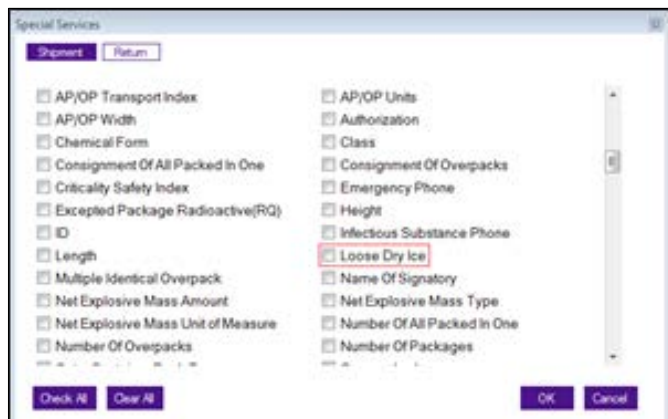
The screenshot shows the 'LTL Freight' Options/Instructions screen. It has tabs for 'Origin/Destination', 'Shipment Details', 'Options/Instructions', 'ShipAlert', and 'Pickup'. The 'Options/Instructions' tab is active. It contains sections for 'Special Services (Optional)', 'Commodity Options', and 'Pickup Options'. The 'Over Length' checkbox is highlighted with a red box.



# FedEx® Integration Assistant Features

## Loose Dry Ice

For a FXIA Parcel Profile, on the **Import | Information** screen for outbound shipments, "Loose Dry Ice" Special Services field is displayed.



The screenshot shows the 'Special Services' dialog box with two columns of checkboxes. The 'Loose Dry Ice' checkbox is highlighted with a red box. Other checkboxes include AP/OP Transport Index, AP/OP Width, Chemical Form, Consignment Of All Packed In One, Criticality Safety Index, Excepted Package Radioactive(RQ), ID, Length, Multiple Identical Overpack, Net Explosive Mass Amount, Net Explosive Mass Unit of Measure, Number Of Overpacks, AP/OP Units, Authorization, Class, Consignment Of Overpacks, Emergency Phone, Height, Infectious Substance Phone, Name Of Signatory, Net Explosive Mass Type, Net Explosive Mass Unit of Measure, and Number Of Packages.

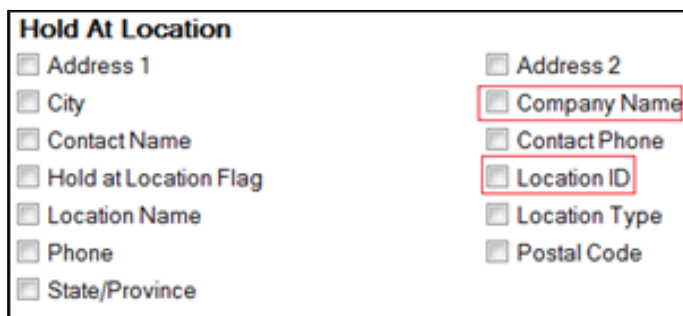
On the **Import | Match** screen, "Loose Dry Ice" is selected for import.



The screenshot shows the 'FedEx Ship Manager Fields' dialog box. Under the 'Special Services - Dangerous Goods' section, the 'Loose Dry Ice' checkbox is selected. There is also a 'Select a default' dropdown menu.

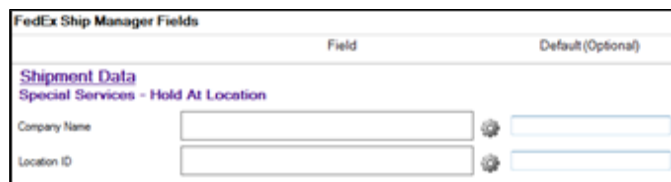
## FedEx OnSite

On the **Import | Information** tabs, when the **Special Services** dialog is displayed, then in the **Hold at Location** sub-group the "Company Name" and "Location ID" fields are displayed.



The screenshot shows the 'Hold At Location' dialog box. The 'Company Name' and 'Location ID' checkboxes are highlighted with red boxes. Other checkboxes include Address 1, City, Contact Name, Hold at Location Flag, Location Name, Phone, State/Province, Address 2, Contact Phone, Location Type, and Postal Code.

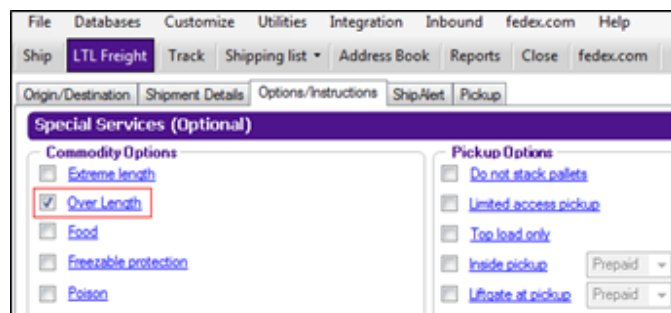
On the **Import | Match** tabs, when "Company Name" or "Location ID" fields is selected on the **Information** tab, then the corresponding fields are available for mapping in the FedEx Ship Manager Fields section.



The screenshot shows the 'FedEx Ship Manager Fields' dialog box. Under the 'Shipment Data' section, the 'Company Name' and 'Location ID' fields are highlighted with red boxes.

## Rating and Surcharge

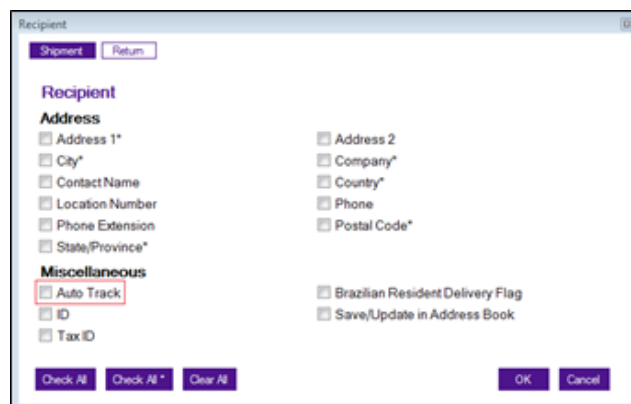
Rating and Surcharge enhancement supports a new Over Length surcharge value and the updated Extreme Length value.



The screenshot shows the 'Special Services (Optional)' dialog box. Under the 'Commodity Options' section, the 'Over Length' checkbox is highlighted with a red box. Other checkboxes include Extreme length, Food, Freezable protection, and Poison. There are also 'Pickup Options' and 'Prepaid' dropdown menus.

## Automatic Tracking

For a FXIA Parcel Profile, on the **Import | Information** screen, "Auto Track" field is added under "Recipient" information.



The screenshot shows the 'Recipient' dialog box. Under the 'Miscellaneous' section, the 'Auto Track' checkbox is highlighted with a red box. Other checkboxes include Address 1\*, City\*, Contact Name, Location Number, Phone Extension, State/Province\*, Address 2, Company\*, Country\*, Phone, Postal Code\*, Brazilian Resident Delivery Flag, and Save/Update in Address Book.

On the **Import | Match** screen, “**Auto Track**” field is selected for import.

FedEx Ship Manager Fields	Field	Default (Optional)
<b>Shipment Data</b>		
<b>Recipient - Miscellaneous</b>		
Auto Track	<input type="text"/>	Select a default

On the **Import | Conversion** screen, the standard conversion values for the Auto Track field is used.

Shipment Data - Recipient - Auto Track		Apply Custom Defaults
Default: Select a default		
To (FSM value)	From (your value)	
<input type="radio"/> No/False (Boolean)	<None>	
<input type="radio"/> Yes/True (Boolean)	<None>	

Less-Than-Truckload (LTL) Freight

On the **Import | Information** tab for LTL profiles, when the **Special Services** and **All Fields** dialogs are displayed, you can see the new fields as below.

Special Services	
<input checked="" type="checkbox"/> Shipper Label Notification	<input checked="" type="checkbox"/> Shipper Notification Format
<input checked="" type="checkbox"/> Shipper Notification Language	<input checked="" type="checkbox"/> Shipper Tendered Notification
<input checked="" type="checkbox"/> Shipper Trade Documents Notification	
<b>Miscellaneous</b>	
<input checked="" type="checkbox"/> Delivery Instructions	<input checked="" type="checkbox"/> Number Of Labels (per unit)
<input checked="" type="checkbox"/> Pickup Instructions	<input checked="" type="checkbox"/> Print BOL Indicator
<b>Bill LTL Freight Charges To</b>	
<input checked="" type="checkbox"/> Account	<input checked="" type="checkbox"/> Address 1
<input checked="" type="checkbox"/> Address 2	<input checked="" type="checkbox"/> City
<input checked="" type="checkbox"/> Company	<input checked="" type="checkbox"/> Contact
<input checked="" type="checkbox"/> Country	<input checked="" type="checkbox"/> Postal Code
<input checked="" type="checkbox"/> State/Province	<input checked="" type="checkbox"/> Telephone
Check All Clear All	
OK Cancel	

Also on the **Import | Match** tab, the new field names are displayed and available for matching in the FedEx Ship Manager Fields section.

FedEx Ship Manager Fields	Field	Default (Optional)
<b>Shipment - Handling Unit Detail</b>		
Class	<input type="text"/>	Select a default
Currency Type	<input type="text"/>	
Description	<input type="text"/>	
Dimension ID	<input type="text"/>	
Emergency Phone Number	<input type="text"/>	
Handling Unit	<input type="text"/>	Select a default
Handling Unit ID	<input type="text"/>	
Handling Unit Weight	<input type="text"/>	
HasMat Indicator	<input type="text"/>	Select a default

The new fields are also displayed and available on **Export | Information** and **Export | Match** tab.

On the **Import & Export | Conversion** tabs, when the **Print BOL Indicator** field has been added to the profile, then the standard conversion values are displayed.

Welcome	Begin	Import	Export	Finish	
Destination	Format	Method	Information	Match	Conversion
Convert FedEx Ship Manager fields to your fields.					
Click the FedEx Ship Manager field(s) on the far left that you want to convert. A list of available FedEx Ship Manager values will appear in the orange box. Select your value from each drop-down menu, or type in a value, to match the FedEx Ship Manager value.					
<b>Shipment Data</b>					
<b>Special Services</b>					
Print BOL Indicator					

**LTL Batch Dialog Defaults** includes the account number with a drop down of configured LTL accounts, Payment type, Payment terms, Service Type and Guaranteed Service. These additions allow for inbound, outbound and third party shipments, without having to create different profiles for each with complex mapping in each profile.

On the **LTL Batch File** dialog box, when the “**More**” button is clicked, then the Account Number, Payment Type, Payment Terms, and Guaranteed Service as additional default fields are displayed.

LTL Defaults		Override My Data
Service Type:	None	<input type="checkbox"/>
Ship ID:	<input type="text"/>	<input type="checkbox"/>
Consignee ID:	<input type="text"/>	<input type="checkbox"/>
Account Number:	None	<input type="checkbox"/>
Payment Type:	None	<input type="checkbox"/>
Payment Terms:	None	<input type="checkbox"/>
Guaranteed Service:	None	<input type="checkbox"/>