



# FedEx Ship Manager® Software

Use this easy-to-install software application to access a full range of FedEx® shipping functions directly from your PC.

## Total Shipping Management

FedEx Ship Manager Software takes expedience to a whole new level. With a full range of shipping functions always available on your desktop, you can manage a multitude of FedEx shipments easily, quickly and conveniently. A single source for all of your shipping needs, FedEx Ship Manager Software enables you to print shipping labels and reports, track package statuses online, send email messages to customers, manage returns and much more.

## Features and Benefits

**Shipping.** With easy-to-use, printable shipping labels, you can efficiently process U.S. and international shipments. FedEx Ship Manager Software speeds up the shipping process and eliminates additional connection time by enabling offline processing. You can also use FedEx Ship Manager Software to print or email return labels and choose a FedEx Express®, FedEx Ground® or FedEx SmartPost® service for return shipments.

**FedEx TradeLink DocCenter.™** Create your own Commercial Invoice electronically, and save it as a special file to use later within FedEx Ship Manager Software.

**Hold File.** Use Hold File to store information for pending shipments or for shipments you plan to repeat.

**Auto-Population of City and State.** Enter the recipient's ZIP code, and FedEx Ship Manager Software automatically populates the city and state.

**Multiple-Piece Shipping Screen.** Enter package dimensions for an international multiple-piece shipment, choose shipping and rating preferences for U.S. or international multiple-piece shipments and select "Identical packages" if some of the packages are exactly alike.

**Shipment Notifications.** You can select multiple email notifications while processing a FedEx Express or FedEx Ground shipment:

- **Shipment notification:** The shipment is on its way.
- **Exception notification:** A critical shipping event has affected the shipment.
- **Delivery notification:** The shipment has been delivered.

The email notifications can be sent to you, the recipient and up to two other people; and they are available in multiple languages and in HTML, text and wireless formats.

**Status Tracking.** Locate a package with a few keystrokes, even without the tracking number. Track the status of return shipments via tracking number, the Return Material Authorization (RMA) number or your shipment history. You can also send proof-of-delivery confirmation to your recipient.



**FedEx SmartPost.** Ship low-weight packages to residential customers and utilize the United States Postal Service® (USPS®) for the last leg of delivery. FedEx SmartPost is a cost-effective service when timing is not critical. Contact your account executive for details about this contract-only service.

**Hold at FedEx Location.** Whether shipping with FedEx Express or FedEx Ground, Hold at FedEx Location is a free service that enables you or your customers to hold their packages for convenient pickup at more than 1,800 FedEx Office locations in the U.S.

**FedEx® Electronic Trade Documents.** Simplify your international shipping with electronic trade and customs forms. You no longer have to print and attach trade documents to your shipments when using FedEx Express international services or FedEx International Ground®.

**Hazardous Materials.** Ship hazardous items like dry ice and lithium batteries, knowing you are compliant with Department of Transportation regulations.

**Reports.** More than 25 flexible daily and customized reports provide essential information to more effectively manage your shipping activity.

**Databases.** Store thousands of names and addresses for fast, reliable shipping. Add information when you ship, or import your address book.

**International Shipping.** Complete and print Commercial Invoices for your FedEx Express and FedEx Ground shipments. Enter all information for international document shipments on a single screen, and ship commodities faster by entering required information upfront. You can also reprint customs documents and international shipping labels.

**Networking.** Install FedEx Ship Manager Software on a network server that supports up to five computers. You can share databases and ship packages from your own computer.

**FedEx® Integration Assistant.** FedEx Integration Assistant helps you integrate FedEx Ship Manager Software with your existing accounting, customer service and order-management systems.

**Link to fedex.com.** With just a click, access timesaving features on **fedex.com**, such as FedEx® Global Trade Manager and FedEx® Billing Online Plus. You can also schedule a shipment pickup.

## Minimum Requirements

FedEx Ship Manager Software runs on your own computer with the following requirements.

### Compatible Operating Systems

- Microsoft® Windows® XP with Service Pack 2.
- Microsoft Windows 2000 with Service Pack 4\*.
- Microsoft Windows Server® 2003 with Service Pack 1.
- Microsoft Windows Server 2008.
- Microsoft Windows 7.
- Microsoft Windows Vista® (all editions).

FedEx Ship Manager Software is compatible with 64-bit operating systems.

*\*FedEx Ship Manager Software version 2500 is the last version that supports Microsoft Windows 2000.*

### 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 (500 MB disk space minimum).
- 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).

You will need to connect a laser, inkjet or thermal printer to the personal computer on which FedEx Ship Manager Software is installed to create labels and reports.

### LAN Connectivity

FedEx has enhanced FedEx Ship Manager Software to allow LAN connectivity. While your FedEx Ship Manager Software system may be using a dial-up modem to connect to FedEx, it contains a network interface card that allows you to access FedEx via a high-speed LAN or DSL connection. However, you will need to make the necessary adjustments to your system to take advantage of this communication enhancement. Some of the benefits of switching to high-speed connectivity include:

- Improved speed for tracking and end-of-day close procedures.
- Reduced download time for new software versions, routing files, patches, rates and tracking numbers.

- Increased reliability in uploading revenue files and reducing default billing that results when there are communication issues with a phone line.
- Increased integration options.
- Flexible data access.
- Access to **fedex.com**, FedEx Global Trade Manager and Agent Filing for Electronic Export Information (EEI), formerly Shipper's Export Declaration (SED).

### Client Security

FedEx Ship Manager Software equipment is secured by "hardening" the operating system to minimize services available. Devices on the Microsoft Windows XP operating system (with Service Pack 2) have the Windows Firewall enabled. Anti-virus software and anti-spyware software are provided as an additional layer of protection. McAfee® anti-virus software and anti-spyware software have been incorporated into FedEx Ship Manager Software. Updates for new .dat files (virus definition files) are downloaded via FedEx servers to protect the FedEx Ship Manager Software devices from virus attacks. For more information, contact your FedEx customer technology consultant.

## Customer Support

FedEx strives to provide excellent support to process, ship and track the status of all shipments. We provide the following customer assistance.

**User Guide.** Whether it's a simple reminder of how to use a feature or specific information about the software, this guide is the first source for information.

**Help Text.** The online help text explains how to use basic and advanced features of FedEx Ship Manager Software. Just click on the linked feature and a popup window displays with the requested information.

**fedex.com.** The **fedex.com** icon takes you directly to detailed information about FedEx Ship Manager Software. From here, you can download the latest version of the software, the installation guide and other support documentation. While at **fedex.com**, you can also get service information, find drop-off locations, request a pickup, order supplies and more.

**Customer Service.** Call **1.800.GoFedEx 1.800.463.3339** for assistance or information about FedEx accounts.

**Technical Support.** To reach technical support for FedEx Ship Manager Software, contact the FedEx Ship Manager Technical Support Center at **1.877.FDX Assist 1.877.339.2774** Monday through Friday, 7 a.m. to 9 p.m. CST, and Saturday, 9 a.m. to 3 p.m. CST.

For more information about FedEx Ship Manager Software, contact your FedEx account executive or go to **fedex.com/us/ship-manager/software**.

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