

FedEx Ship Manager[®]

New Features

Version 2320

Support Information

FedEx Ship Manager Installation

- During the installation, turn off any virus protection or firewall programs on your PC. These programs may interfere with the FedEx Ship Manager installation. Close all other open files and programs and then install the software.

Technical Support

- In the U.S. and Canada, dial 1.877.339.2774.

Online Help

- For How To instructions, select Help Topics from the Help menu, click underlined (hyperlinked) field names, or place your cursor in a field and press F1.
- Be sure to check the FedEx® Bulletin Board for messages from FedEx.

FedEx Website

- For the latest information about FedEx, click **fedex.com** at the top of the FedEx shipping screen to visit the FedEx Website.
- Then click any link to explore the latest features and news from FedEx.

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New Features

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New Features

Domestic and International Shipping Enhancements

FedEx Ground® Only Nonstandard Surcharge

FedEx Ship Manager allows you to select Non-Standard Packaging for all packages or individual packages within a multiple-piece shipment.

All Packages

- 1 Complete the Shipment details screen.
- 2 Go to Options and select Non-Standard Packaging and any other special services.

Note: When Non-Standard Packaging is selected on the Options screen, all packages in the MPS default to this option. To deselect it for individual packages, follow the steps for Individual Packages.

- 3 Click Multiple-piece shipment to enter information for each package.
- 4 Click Ship or press F10 to process your shipment.

Individual Packages

- 1 Complete the Shipment details screen and click Multiple-piece shipment to enter information for each package.
- 2 For standard packages, enter the individual package information on the MPS Information screen and click Add or Ship.
- 3 For nonstandard packages, enter the individual package information and click Special services before you click Add. The Special Services Information popup displays.
- 6 Select Non-Standard Packaging and click OK.
- 7 Click Add.
- 9 When you are finished adding all packages to the shipment, click Save & Exit to return to the shipping screens or click Ship to process your shipment.

The screenshot shows the 'Multiple-piece Shipment Information' window in FedEx Ship Manager. The window is split into two main panes. The left pane, titled 'Shipment information', contains radio buttons for 'Print labels after I have completed this shipment', 'Information for each package' (selected), and 'Parse pak'. Below this are input fields for 'Number of packages: 0' and 'Total shipment weight: 0.0 lbs'. The right pane, titled 'Package information', is for 'Package 1 of 10' and includes fields for 'Package weight: 5.0 lbs', 'Package dimensions: 0 x 0 x 0 in', 'Declared value: USD', 'Customer reference', 'P.O. number', 'Invoice number', 'Shipment ID', and 'Department notes'. A 'Special Services Information' popup window is overlaid on the right, showing 'Non-Standard Packaging' checked, 'COD' unchecked, and 'Return Labels' unchecked. The main window has a 'SHIP #10' button at the bottom right and a 'Special services' button at the bottom left. The popup has 'OK' and 'Cancel' buttons.

New Features

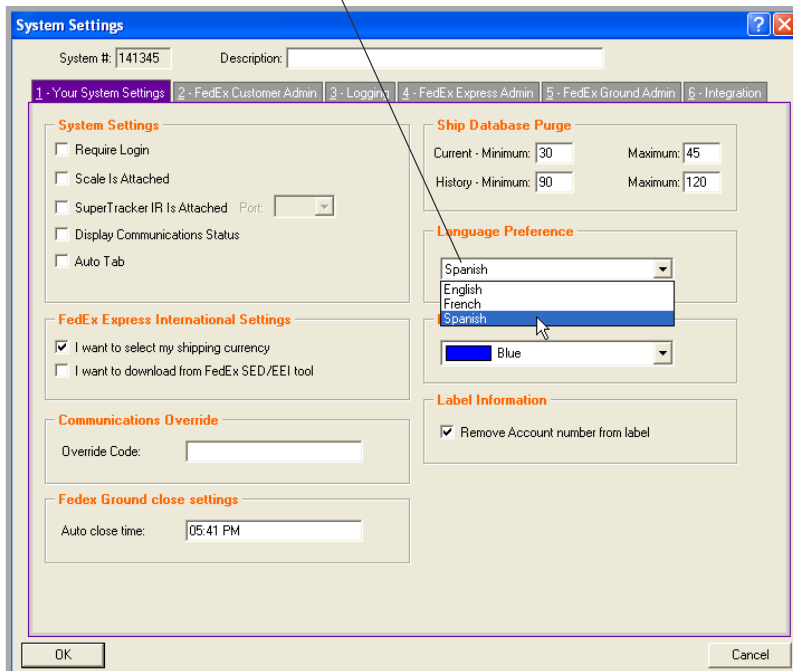
Domestic and International Shipping Enhancements

Spanish Language Support

FedEx Ship Manager now includes a Spanish language version. You can choose this option during installation or as follows:

- 1 Choose System Settings from the Customize drop-down menu at the top of the screen. The System Settings – System/Account screen displays.
- 2 Select the System # to display in Spanish and click Modify. The System Settings screen displays.
- 3 Select Spanish from the Language Preferences drop-down menu on the first tab, 1 – Your System Settings.
- 4 Click OK.
- 5 Close and restart FedEx Ship Manager to view the software in Spanish.
- 6 Follow these same instructions to select English or French as the language version.

Select Spanish as your default language.



New Features

Domestic and International Shipping Enhancements

Print Commercial Invoice on Company Letterhead

FedEx Ship Manager allows you to print the Commercial Invoice on company letterhead, which is a requirement for some countries. Follow these steps to set the top margin for your letterhead:

- 1 Choose Forms from the Customize drop-down menu at the top of the screen. The Form Settings screen displays.
- 2 In the Commercial Invoice letterhead settings section, choose one of the following Letterhead options for Paper Type:
 - Plain Paper (default option)
 - Letterhead used for all Commercial Invoices
 - Letterhead used only for Commercial Invoices requiring

- 3 Specify the number of inches or centimeters from the top of the page to set the top margin. For example, enter 1.00 inches to begin printing one inch from the top of the letterhead stationery .
- 4 Click OK.
- 5 To print the Commercial Invoice on plain paper, follow these instructions and select Plain Paper for the Paper Type.

Select a top margin measurement to print the Commercial Invoice on your letterhead.

The screenshot shows the 'Form Settings' dialog box. The 'Form Settings' section lists various reports and labels, with 'FedEx Express Commercial Invoice' selected. The 'Commercial Invoice letterhead settings' section has three radio button options for 'Paper Type': 'Plain Paper', 'Letterhead used for all Commercial Invoices', and 'Letterhead used only for Commercial Invoices requiring'. The 'Letterhead top margin' field is set to '.50' inches. At the bottom are 'OK', 'Change...', and 'Cancel' buttons.

Domestic and International Shipping Enhancements

Auto-populate City for Canada

When entering information on the Shipment details screen, FedEx Ship Manger auto-populates the city for Canadian recipient destinations based on the postal code entered. This feature also applies to intra-Canada destinations.

To set the Auto-populate City feature for Canadian destinations, follow these steps:

1 Choose Systems Settings from the Customize drop-down 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 Shipping Screen section, check the Auto-Populate City/State checkbox.
- 5** Click OK.

Check Auto-Populate City/State.

The screenshot shows the 'System Settings' dialog box with the '2 - FedEx Customer Admin' tab selected. The 'Shipping Screen' section is expanded, and the 'Auto Populate City/State' checkbox is checked. Other settings in this section include 'Enable Dynamic Rate Preview', 'Enable Hold File', and 'Auto Tab to Weight from Recipient ID'. The 'Rating/Revenue' section has 'Override Domestic Rating' and 'Override International Rating' both set to 'Do Not Override'. The 'Quick Setup' section has 'Create Default Sender from Account Information' unchecked. The 'Set Default Printers*' section has empty fields for 'Label Printer' and 'Report Printer'. The dialog box has 'OK' and 'Cancel' buttons at the bottom.

New Features

Domestic and International Shipping Enhancements

Enter Document Description in Free-form Field

When shipping international documents, you can select a document description from the drop-down menu on the Shipment details screen, enter your own description in the free-form field, or enter the description on the Document screen. When you enter a free-form description, enter up to 135 characters.

If you enter the description on the Document screen, click Add to Shipment. The complete description prints on the Commercial Invoice or the Proforma Invoice, and the first 60 characters print on the label.

You can enter additional descriptions if you are shipping different types of documents.

Note: A description entered on the Document screen automatically displays on the Shipment details screen. If you enter more than one description, the Document description field displays See documents tab.

Enter your own Document description.

The screenshot shows the FedEx Ship Manager interface with the following details:

- Recipient information:** Recipient ID: INTL 3, Country: BE - BELGIUM, Contact name: Dan Vander Borg, Company: Belgian Chocolates, Address 1: 10 Flanders St., Postal code: 1020, City: Brussels, Telephone: 3128889999.
- Sender information:** Current sender: SN2000, 10 FEDEX PARKWAY, COLLIERVILLE, TN 38017. Change sender: SENDER101 - John Doe.
- Package and shipment details:** Package contains: Document, Number of packages: 1, Weight: 2.0 lbs, Service type: 1 - FedEx International Priority, Package type: 3 - FedEx Pak, Ship date: 06/21/2006, Document description: Promo Ad Slicks.
- Billing details:** Bill transportation to: 1 - Sender, Acct #: 285492750, Department notes: DEPT Sales, Customer reference: Promo0606.

The interface also includes a navigation bar at the top with options like Shipper2, Tracker5, Shipping list, Address Book, Report, and CloseF7. A status bar at the bottom shows 'Rate quote \$0.00' and 'Ship # 10'.

New Features

Domestic and International Shipping Enhancements

Tax ID Required for Shipments to Brazil

Shipments to Brazil now require a valid Brazilian Tax ID number, which can be entered on the Shipment details screen. FedEx Ship Manager provides a Tax ID validation routine to ensure that you are presenting a valid Brazilian Tax ID to customs.

If you do not enter a valid Tax ID, a message prompts you to do so. By following this prompt, you can update the Brazilian Tax ID number online before entering more shipment data.

Commercial shipments require a 15-digit Brazilian Tax ID number and residential shipments require a 12-digit Brazilian Tax ID number.

Brazilian customs requires a valid Tax ID for customs clearance purposes. Missing or incorrect information stops the movement of your shipment before clearance. If correct information is not provided within 5 working days after your shipment arrives in Brazil, the shipment is returned at the shipper's expense.

Support for Libya

You can now process international shipments to Libya.

A Tax ID number is required for shipments to Brazil.

The screenshot shows the FedEx Ship Manager interface with the following details:

- Recipient information:** Recipient ID: Select recipient...; Country: BR - BRAZIL; Contact name: ; Company: ; Address 1: ; Address 2: ; Postal code: ; State/Province: ; City: ; Telephone: ; Ext: ; Tax ID: ; Location #: ; This is a residential address; Save in/Update my address book.
- Package and shipment details:** Package contains: Document, Commodity/Merchandise; Number of packages: 0; Identical packages: ; Weight: ; Service type: Select service type...; Package type: Select package type...; Package dimensions: ; Ship date: 06/22/2006; Total carriage value: \$0.00.
- Sender information:** Current sender: SN2000, 10 FEDEX PARKWAY, COLLIERVILLE, TN 38017; Change sender: SENDER101 - John Doe; Change return address: Current sender.
- Billing details:** Bill transportation to: ; Acct #: ; Bill duties/taxes/fees: ; Acct #: ; Department notes: ; Customer reference: ; Add'l handling:

New Features

Dangerous Goods (DG)/Hazardous Materials (HazMat)

Emergency Telephone Numbers

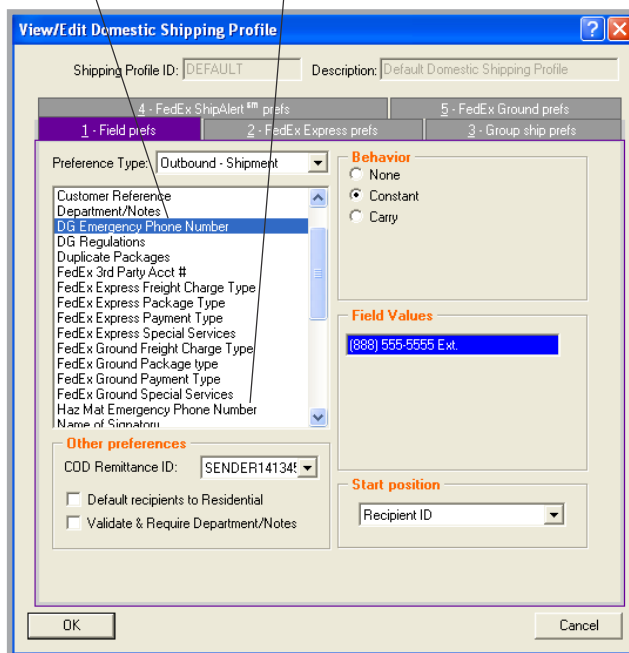
You can now add domestic field preferences for the FedEx Express DG Emergency Phone Number and the FedEx Ground Haz Mat Emergency Phone Number.

After you add an emergency telephone number preference, the number automatically displays on the View/Edit Dangerous Goods Information screen or View/Edit Hazardous Materials screen. If you select a Hazardous Materials commodity from your existing database, the emergency number in the Hazardous Materials database overrides the new Hazardous Materials Emergency Phone Number preference.

To set these preferences, follow these steps:

- 1 Choose Shipping Profiles from the Customize drop-down menu at the top of the screen. The View Shipping profiles screen displays.
- 2 **Dangerous Goods - Domestic Express**
 - Select your Domestic Shipping Profile and click View/Edit.
 - Select DG Emergency Phone Number from the Field Prefs tab.
 - Select Constant as the Behavior.
 - Enter the telephone number in the Field Values field and click OK.
 - Click OK again to save the number and exit your Domestic Shipping Profile.

Add emergency telephone number preferences for Dangerous Goods and Hazardous Materials.



New Features

Dangerous Goods (DG)/Hazardous Materials (HazMat)

Emergency Telephone Numbers

3 Hazardous Materials - Domestic Ground

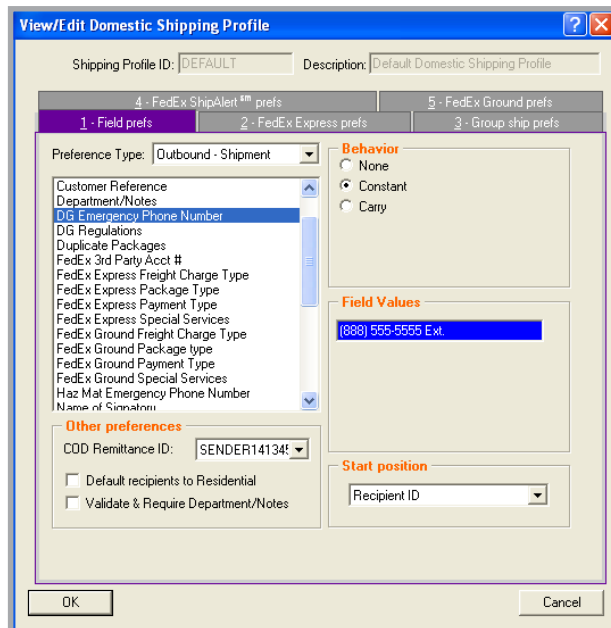
- Select Haz Mat Emergency Phone Number from the Field Prefs tab.
- Select Constant as the Behavior.
- Enter the telephone number in the Field Values field and click OK.
- Click OK again to save the number and exit your Domestic Shipping Profile.

4 Dangerous Goods - International Express

- Select your International Shipping Profile and click View/Edit.
- Select DG Emergency Phone Number from the Field Prefs tab.
- Select Constant as the Behavior.
- Enter the telephone number in the Field Values field and click OK.
- Click OK again to save the number and exit your International Shipping Profile.

Dangerous Goods 1421C Form

Due to regulatory changes, the printing order of the FedEx Express Dangerous Goods information on the 1421C form is changing to include the UN or ID number first, followed by the proper shipping name.



Hold File Enhancement

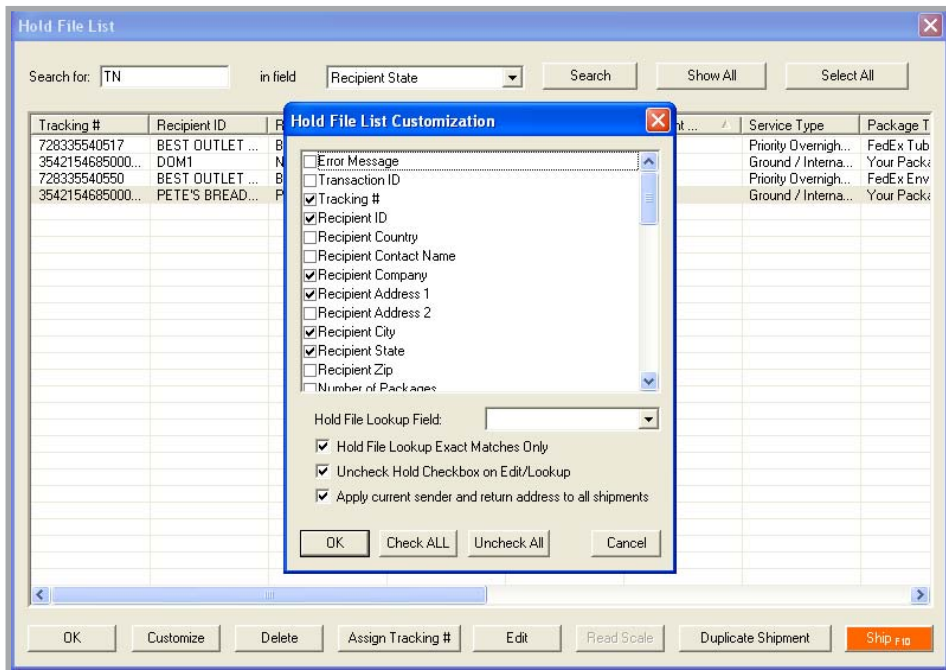
Hold File List Customization

The field selections and sort order you choose in the Hold File List are maintained during software reboots, software closes, and End of Day close.

To select the fields you want displayed in the Hold File List

- 1 Select Hold File from the Shipping list tab.
- 2 Click Customize. The Hold File List Customization popup display.
- 3 Select the fields you want displayed on the Hold File List.
- 4 Click OK.

To learn more about other options available for the Hold File List, see Customizing the Hold File in the Customize chapter.



New Features

Report and Label Enhancements

Report Filters

FedEx Ship Manager now offers the ability to further customize your reports to print only those shipments with one or more specific report filters.

To set filter fields, follow these steps:

- 1 Click the Report tab at the top of the screen.
- 2 Select Customize shipment reports. The View Customized Shipment Reports screen displays.
- 3 Select the report you want to customize and click View/Edit. The View/Edit Customized Shipment Report screen displays.

- 4 Click Add in the Filter field list section. The Add Filter Fields popup displays.
- 5 Select the Filter field, such as Recipient Postal Code.
- 6 Enter the field Value you want to use as your filter, such as 38111.
- 7 Click OK.
- 8 If you want to use a combination of filters, follow steps 4 through 7 to add more filters.
- 9 When you create your report, only those shipments that match your filter criteria appear on the report. For the example above, the report shows only those shipments to the 38111 postal code.

Use one or more filter fields to customize your reports.

The screenshot shows the 'View/Edit Customized Shipment Report' dialog box. The 'Report title' is 'FedEx Ground Shipment Detail Report' and the 'Database' is 'Shipments'. The 'Print options' section includes checkboxes for 'Print at FedEx Express Invoice', 'Print at FedEx Ground EDD', and 'Print at FedEx Express EDD'. The 'Print field list' section has a dropdown menu set to '*** Comment ***' and input fields for 'Comment text', 'Length of field', and 'Left margin of field'. The 'Sort field list' section contains a table with columns 'Contact Name', 'Start', and 'Len', and one row with 'Tracking #' and values '1' and '16'. The 'Filter field list' section is empty. The 'Subtotal field list' section has a dropdown menu set to 'Accessible Dangerous Goods Su'. The 'Add Filter Fields' popup is open, showing a dropdown menu for 'Filter field' set to 'Recipient Postal Code' and a text input field for 'Value' containing '38111'. The 'Add Filter Fields' popup also has 'OK' and 'Cancel' buttons.

Report and Label Enhancements

6" Non-Doc-Tab Shipping Label

If you do not use doc-tabs, you can now print the FedEx standard label format on 4"x6" FedEx labels without doc-tabs.

To order 6" non-doc-tab shipping labels, call 1.800.GoFedEx 1.800.463.3339 or go to **fedex.com**. After you receive your labels, load the labels in your thermal printer and follow these steps:

- 1 Choose Shipping Profiles from the Customize drop-down menu at the top of the screen. The View Shipping profiles screen displays.
- 2 Select your default Domestic Shipping Profile and click View/Edit. The View/Edit Domestic Shipping Profile screen displays.

- 3 Click the FedEx Express prefs tab.
- 4 In the Label Format section, select Format 435 – 4x6 Thermal Label without Doc Tab.
- 5 Click OK.
- 6 If you ship FedEx Ground, click the FedEx Ground prefs tab.
- 7 Select Format 435 - 4x6 Thermal Label without Doc Tab.
- 8 Click OK.
- 9 If you ship international, select your International shipping profile and click View/Edit.
- 10 Repeat steps 3 through 8.

Select Format 435 - 4x6 Thermal Label without Doc Tab.

The screenshot shows the 'View/Edit Domestic Shipping Profile' dialog box. At the top, there are fields for 'Shipping Profile ID' (DEFAULT) and 'Description' (Default Domestic Shipping Profile). Below this are three tabs: '4 - FedEx ShipAlert™ prefs', '5 - FedEx Ground prefs', and '2 - FedEx Express prefs' (which is selected). Under the '2 - FedEx Express prefs' tab, there are three sub-sections: 'Miscellaneous' with checkboxes for 'Tracking number overwrite' and 'Require References'; 'Insert in References' with a dropdown menu set to 'None'; and 'Reference label' with checkboxes for '1Day Freight', '2Day Freight', and '3Day Freight'. Below these is the 'Handling charge' section, which has a checked box for 'Include additional handling charge'. It includes 'Fixed amount' (-\$5.00) and 'Variable amount' (2.00) fields, with a dropdown for '% of' set to '1 - my shipping charges'. The 'Label Format' section has a dropdown menu open, showing a list of options: 'Format 354 - 4x6 Thermal Label with Doc Tab', 'Format 353 - 4x5 Thermal Label without Logo', 'Format 354 - 4x6 Thermal Label with Doc Tab', and 'Format 435 - 4x6 Thermal Label without Doc Tab' (which is highlighted). At the bottom, there is a 'Return Manager' section with a 'Return recipient ID' field. 'OK' and 'Cancel' buttons are at the bottom of the dialog.

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