

FedEx Ship Manager[®]

New Features

Version 2350

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

Select **Help Topics** from the Help menu, click underlined (hyperlinked) field names, or place your cursor in a field and press **F1**.

FedEx® Bulletin Board

Select **Service Bulletin Board** from the Utilities menu to view messages from FedEx.

FedEx Web site

For the latest information about FedEx, click **fedex.com** at the top of the FedEx Ship Manager screen to go to the FedEx Web site. Then click on any link to explore the latest features and news from FedEx.

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FedEx® Address Checker

The new FedEx Address Checker helps to check your recipient information, therefore minimizing the downstream impacts of an incorrect address.

FedEx Address Checker provides the ability to

- Check recipient addresses by providing street matching, descriptive error details, and corrected options if a recipient address is incorrect
- Determine if a U.S. address is commercial or residential to increase the accuracy of courtesy rate quotes and to optimize the FedEx Ground® and FedEx Home Delivery® networks
- Check U.S., Canadian, and Puerto Rican addresses.

Note: This feature does not apply to group

shipments or return shipments.

Refer to the following instructions to use this new feature:

- Select Preferences
- Check Individual Recipient

Address Checker

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The toolbar contains "Ship₂", "Track₂", "Shipping list", "Address Book", "Report", "Close", "fedex.com", "Pickup", and "SmartPost". The main content area is divided into four sections:

- Recipient information:** Includes "Ship to group" and "Hold" checkboxes, "Recipient ID" dropdown, "Country" dropdown, "Contact name", "Company", "Address 1" (with a checkmark), "Address 2", "Postal code", "State/Province" dropdown, "City" dropdown, "Telephone", "Ext.", "Tax ID", and "Location #". There are also checkboxes for "This is a residential address" and "Save in/Update my address book".
- Package and shipment details:** Includes "Number of packages" input, "Identical packages" checkbox, "Weight" input, "Service type" dropdown, "Package type" dropdown, "Package dimensions" dropdown, and "Ship date" input (set to 01/08/2007).
- Sender information:** Includes "Current sender" (cook sys, add1, memphis, TN 38120), "Change sender" dropdown (SENDER0760861 - murali), and "Change return address" dropdown (Current sender).
- Billing details:** Includes "Bill transportation to" dropdown, "Acct #", "Bill duties/taxes/fees" dropdown, "Acct #", "Department notes" dropdown, and "Customer reference" input with an "Add handling" button.

The bottom toolbar contains buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate quote", "Multiple-piece shipment", and "Ship".

FedEx® Address Checker

Select Preferences

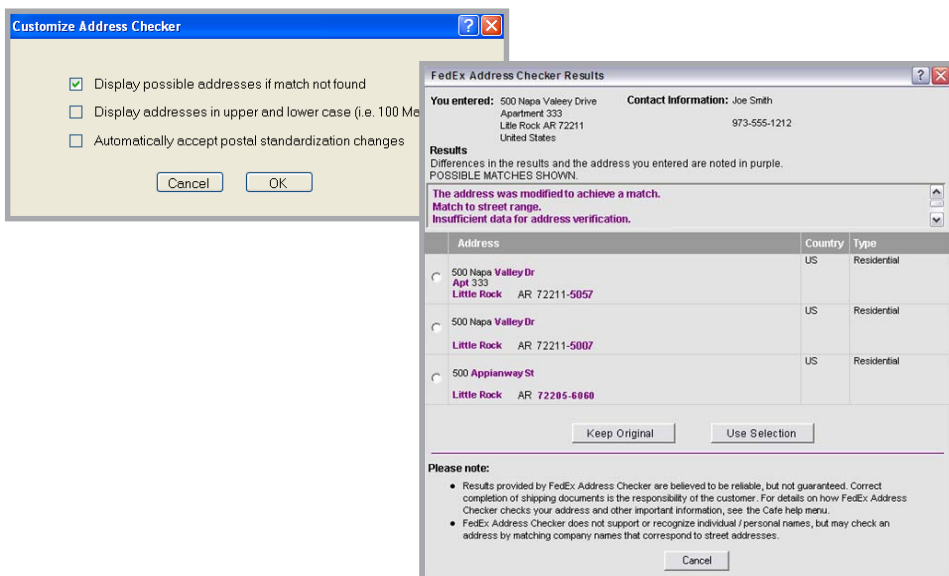
To select FedEx Address Checker preferences

- 1 Select **FedEx Address Checker** from the Utilities menu.
- 2 Select **Preferences** from the secondary menu. The Customize Address Checker screen displays.
- 3 Select one of the following options to use to validate your address selection:

- **Display possible addresses if match not found** – This option allows you to determine if you would like possible addresses to display when a match is not found. This is useful to understand what information is missing from the address and what the missing parts can be. Alternatives are only displayed if they are actual valid addresses. Up to 3 possible addresses can be displayed.

- **Display addresses in upper and lower case** – This option allows you to select whether you want the FedEx Address Checker results displayed in upper and lower case or if you would like FedEx Address Checker results to be displayed in all upper case.
- **Automatically accept postal standardization changes** – This option allows you to check addresses with minimal intervention to accept changes. For example, if the street name is spelled incorrectly, this option allows FedEx to correct the spelling without you having to accept the change.

Note: FedEx Address Checker does not support or recognize individual or personal names, but may check an address by matching business names that correspond to street addresses.



FedEx® Address Checker

Check Individual Recipients

A new Address Checker icon has been added to the right of the Address 1 field on the Shipment details screen and on the Add Recipient and View/Edit Recipient screens in the Address Book.

- 1 On the Shipment details screen, select an existing Recipient ID or enter new recipient information.

In the Address Book, select an existing recipient and click **View/Edit** or click **Add** and enter new recipient information.

- 2 Click the Address Checker icon.
- 3 FedEx Ship Manager checks the address and returns results based on the preferences you have selected.

- 4 Select one of the options on the Results screen:

- To keep the original recipient information, click **Keep Original**.
- To use a result returned by the Address Checker, click the radio button next to the address you want to use and click **Use Selection**. The data automatically populates the recipient fields on the origination screen.
- To cancel the results and return to the origination screen, click **Cancel**.

Note: Remember that incorrect addresses could result in address correction surcharges or service delays.

Address Checker

The screenshot shows the FedEx Ship Manager interface. The main window has a menu bar (File, Databases, Customize, Utilities, Integration, Inbound, Passport, fedex.com, Help) and a toolbar (Ship, Track, Shipping list, Address Book, Report, Delivery, fedex.com, Pickup, SmartPost). The 'Recipient information' section includes fields for Recipient ID, Country, Contact name, Company, Address 1, Address 2, Postal code, State/Province, City, Telephone, and Fax ID. A 'Ship to address' button is located to the right of the Recipient ID field. The 'Package and shipment details' section includes fields for Number of packages, Weight, Service type, Package type, Package dimensions, and Ship date. The 'Sender information' section includes fields for Current sender, Change sender, and Change return address. The 'Billing details' section includes fields for Bill transportation to, Bill duties/taxes/fees, Department notes, and Customer reference. A pop-up window titled 'FedEx Address Checker Results' is displayed over the main window. It shows the entered address (500 Napa Valley Drive, Apartment 333, Little Rock AR 72211, United States) and contact information (Joe Smith, 973-555-1212). The results section shows a table of possible matches:

| Address | Country | Type |
|--|---------|-------------|
| <input type="radio"/> 500 Napa Valley Dr Apt 333 Little Rock AR 72211-6057 | US | Residential |
| <input type="radio"/> 500 Napa Valley Dr Little Rock AR 72211-5007 | US | Residential |
| <input type="radio"/> 500 Appianway St Little Rock AR 72205-6860 | US | Residential |

Buttons for 'Keep Original', 'Use Selection', and 'Cancel' are located at the bottom of the pop-up window. A 'Please note' section at the bottom of the pop-up window contains the following text:

Please note:

- Results provided by FedEx Address Checker are believed to be reliable, but not guaranteed. Correct completion of shipping documents is the responsibility of the customer. For details on how FedEx Address Checker checks your address and other important information, see the [Care help menu](#).
- FedEx Address Checker does not support or recognize individual/personal names, but may check an address by matching company names that correspond to street addresses.

FedEx SmartPost®

FedEx SmartPost specializes in the consolidation and delivery of high volumes of low-weight, less time-sensitive, business-to-consumer packages using the United States Postal Service (USPS) for last-mile delivery.

This is a contract service and can only be enabled by a FedEx representative. Once enabled on your system, the SmartPost tab displays on the FedEx Ship Manager screen.

Outbound Service

FedEx SmartPost is available to U.S. origins in the 48 contiguous United States.

Alaska, Hawaii, Puerto Rico, and the U.S. Territories are not included as origin points for FedEx SmartPost.

Inbound Service

FedEx SmartPost is available for commercial and residential destinations in the 50 United States, Puerto Rico, and the U.S. Territories, including P.O. boxes and military APO and FPO destinations.

The following U.S. Territories and Puerto Rico, while currently considered international destinations by FedEx, are treated as U.S. domestic locations for FedEx SmartPost. No customs paperwork is required.

- American Samoa (AS)
- Guam (GU)
- Marshall Islands (MH)
- Micronesia (FM)
- Northern Mariana Islands (MP)
- Puerto Rico (PR)
- Republic of Palau (PW)
- U.S. Virgin Islands (VI)

SmartPost tab

The screenshot shows the FedEx Ship Manager web application. The top navigation bar has several tabs: Ship, Track, Shipping list, Address Book, Report, Close, fedex.com, Pickup, and SmartPost. The SmartPost tab is currently selected and highlighted in purple. Below the navigation bar, the main content area is divided into several sections:

- Recipient Information:** Includes fields for Recipient ID, Country, Contact name, Company name, Address 1, Address 2, Zip, State, City, and Telephone.
- Package and shipment details:** Includes fields for Number of packages, Weight (lbs), Package dimensions (L x W x H in), Postal Class, Postal Sub-class, Endorsement, and a checkbox for Delivery Confirmation.
- Sender information:** Includes fields for Current sender, Address, and City, along with Change sender and Change return address buttons.
- Billing details:** Includes fields for Bill transportation to, Acct #, and Customer reference.

At the bottom of the form, there are buttons for Clear fields, Rate Quote, and Ship.

FedEx SmartPost®

Preparing a SmartPost Shipment

- 1 Click the **SmartPost** tab at the top of the screen.
- 2 In the Recipient information section, select an existing Recipient ID from the menu or enter required information manually. Required fields appear bold on the screen

Note: Recipient information entered or updated on the SmartPost screen will not be saved. You can add, view, edit, and delete recipients in the Recipient database. To access the Recipient database, select **Recipient** from the Databases menu or click the **Address Book** tab.

- 3 In the Sender information section, you can change the current sender by selecting the appropriate sender from the Change sender menu. You can also select a different return address from the Change return address menu.

Continue on the next page.

The screenshot displays the FedEx Ship Manager application window with the 'SmartPost' tab selected. The interface is organized into several sections:

- Recipient Information:** Contains fields for Recipient ID (with a dropdown and a search icon), Country (dropdown), Contact name, Company name, Address 1, Address 2, Zip, State (dropdown), City (dropdown), and Telephone (with area and extension sub-fields).
- Package and shipment details:** Includes Number of packages (input), Weight (input with 'lbs' unit), Package dimensions (input with 'L x W x H in' units), Postal Class (dropdown), Postal Sub-class (dropdown), and Endorsement (dropdown). There is also a checkbox for 'Delivery Confirmation'.
- Sender information:** Shows 'Current sender: C. Johnston' with address 'Add1 Memphis, TN 38120'. It includes a 'Change sender' dropdown menu (currently showing 'CJ1 - C. Johnston') and a 'Change return address' dropdown menu (currently showing 'Current sender').
- Billing details:** Features 'Bill transportation to' (dropdown, currently 'Bill Sender'), 'Acct. #' (input, currently '11111'), and 'Customer reference' (input).

At the bottom of the window, there are three buttons: 'Clear fields', 'Rate Quote', and 'Ship'.

FedEx SmartPost®

Preparing a SmartPost Shipment

4 In the Package and shipment details section, select or enter the following information. Required fields appear bold on the screen.

Note: The Number of packages defaults to 1 and cannot be edited. SmartPost does not allow multiple-piece shipments.

- Weight
- Package dimensions
- Postal class
- Postal subclass (If Postal class is Standard B, this field is required.)
- Endorsement (If no endorsements are configured in System Settings, this field is disabled.)
- Delivery confirmation (If Postal class is Standard B or Priority Mail, this field is automatically selected.)

5 In the Billing details section, the Bill transportation to field is automatically defaulted to Bill Sender. The Acct # field is automatically populated with the 5-digit, SmartPost Customer ID number.

You can enter an optional customer reference if desired.

6 To view a courtesy rate quote for your shipment, click **Rate quote** at the bottom of the screen.

7 To process your SmartPost shipment, click **Ship**.

The screenshot displays the FedEx Ship Manager application window. The title bar reads "FedEx Ship Manager". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "Passport", "fedex.com", and "Help". The toolbar contains "ShipF2", "TrackF5", "Shipping list", "Address Book", "Report", "CloseF7", "fedex.com", "Pickup", and "SmartPost".

The main form is divided into several sections:

- Recipient Information:** Includes fields for Recipient ID (with a dropdown and a small icon), Country (dropdown), Contact name, Company name, Address 1, Address 2, Zip (with a dropdown), State (dropdown), City (dropdown), and Telephone (with area and extension fields).
- Package and shipment details:** Includes Number of packages (input field with value 1), Weight (input field with "lbs" unit and "L x W x H" dimensions), Package dimensions (input field with "Enter dimension" dropdown and "in" unit), Postal Class (dropdown), Postal Sub-class (dropdown), Endorsement (dropdown), and a checkbox for Delivery Confirmation.
- Sender information:** Shows "Current sender: C. Johnston" with address "Add'l Memphis, TN 38120". It includes "Change sender" (dropdown with "C11 - C. Johnston") and "Change return address" (dropdown with "Current sender").
- Billing details:** Includes "Bill transportation to" (dropdown with "Bill Sender") and "Acct #:" (input field with "11111"). It also has a "Customer reference:" input field.

At the bottom of the form, there are three buttons: "Clear fields", "Rate Quote", and "Ship".

FedEx SmartPost®

SmartPost Shipping List

A SmartPost option has been added to the Shipping List menu when SmartPost has been enabled on your system. To access this list, click **Shipping list** on the FedEx Ship Manager screen and select **SmartPost**. The View Shipped List-SmartPost screen displays.

FedEx SmartPost Labels

A FedEx SmartPost Labels option has been added to the Reports/Labels list on the Form Settings screen when SmartPost has been enabled on your system.

To access this option, select **Customize forms** from the Report screen. Then select **FedEx SmartPost Labels** from the Form Settings list.

SmartPost Close

A SmartPost Only option has been added to the Close process when SmartPost has been enabled on your system.

To access this option, select **1-Request Close** from the Close screen. Select the **SmartPost Only** option in the Select shipments to close section.

Note: There is no auto-close option for SmartPost.

U.S. and Canada Domestic and International Shipping Enhancements

Reference Database

A new Reference database for customer references has been added for all origins and is included as a selection when performing a database backup or restore.

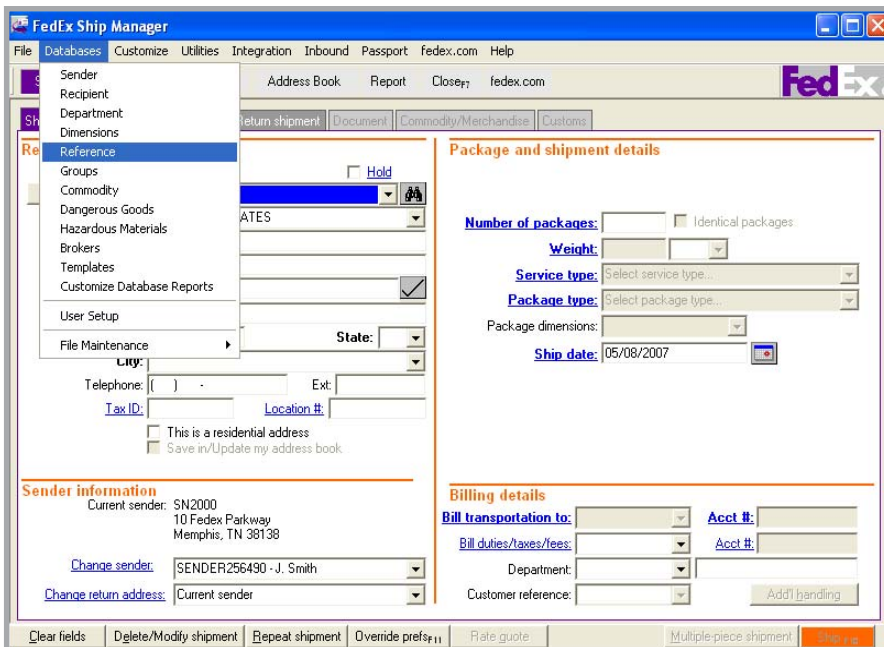
To add, view, edit, and delete references, select **Reference** from the Databases menu. You can also select to print reference reports.

Reference Database User Prompt

A new Confirm deletion from Reference database user prompt has been added to the list of customizable user prompts.

To access this confirmation prompt

- 1 Select **Customize User Prompts** from the Customize menu.
- 2 In the Prompt column, click **Prompt** for **Confirm deletion from Reference database**. A prompt menu displays.
- 3 Select **Prompt** or **Don't Prompt** from the menu. The default selection is set to **Prompt**.
- 4 Click **OK** to save your selection.



U.S. and Canada Domestic and International Shipping Enhancements

Notifications Enhancement

All shipping, exception, delivery, and tracking notifications now include shipper information provided during the shipping process (name and e-mail address).

This information indicates who requested the notification(s) to be sent.

Integration Enhancements

The following integration enhancements have been made to FedEx® Integration Assistant:

- **Conversion Catch All**
The first drop-down option on the Conversion screen allows you to set a default for conversion. This allows you to convert any field that has not been assigned a conversion value.
- **Export Deleted QuickBooks® Shipments**
This enhancement adds the ability to export deleted QuickBooks shipments as you do today for exports to Open Database Connectivity (ODBC) databases.
- **Add Prefix to QuickBooks Integrations**
This enhancement adds a customizable prefix to QuickBooks exports. You can now export the default field name (e.g., FedEx Tracking number) or change the prefix as desired.
- **Portuguese Support**
FedEx Integration Assistant supports the new Portuguese language addition to FedEx Ship Manager.

Vague Commodities Warning

FedEx Ship Manager now provides a warning message for FedEx Express international shipments when you enter a commodity description that is considered vague. Entering a more distinct description helps reduce customs issues during the clearance process and provides you with more accurate information when preparing your commodity shipment.

To access this user prompt warning

- 1 Select **Customize User Prompts** from the Customize menu.
- 2 In the Prompt column, click **Prompt** for **Vague Commodity Warning message**. A prompt menu displays.
- 3 Select **Prompt** or **Don't Prompt** from the menu. The default selection is set to **Prompt**.
- 4 Click **OK** to save your selection.

U.S. and Canada Domestic and International Shipping Enhancements

Package Type Order for Customs

For FedEx Express international shipments between the U.S. and Canada, the Other Packaging option now appears at the end of the Package type drop-down menu.

FedEx International Priority DirectDistribution® (IPD) Expansion

The FedEx International Priority DirectDistribution Single Point of Clearance (SPOC) service has been expanded to the following European countries: Bulgaria, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovak Republic, and Slovenia.

Commercial Invoice Reminder

FedEx Ship Manager now prompts you when a Commercial Invoice is required for your FedEx International GroundSM shipment. This prompt displays when you are entering information on the Shipment details screen.

Return Address Allowed

FedEx Ship Manager now allows a return address to be the same as the country of destination for the following FedEx International Ground shipments:

- U.S. to Canada
- Canada to U.S.
- U.S. to Puerto Rico

Nonresident Importer Designation

You can now select to designate nonresident importer (NRI) status for FedEx International Ground shipments between the U.S. and Canada.

To select this option

- 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 **1-Year System Settings** tab.
- 4** Check **Non-Resident Importer Status** in the Fedex Ground International Settings section.
- 5** Click **OK** to save your selection.

FedEx Express® Freight Services Expansion

FedEx Express Freight Services have expanded to include new service areas with support for scheduled pickups, surcharges, measurement systems, and the FedEx Express money-back guarantee.

This expansion also includes the ability to ship FedEx 1Day® Freight and FedEx International Priority® Freight to and from Hawaii (Oahu only).

For more detailed information about FedEx Express Freight Services and commitments, refer to the *FedEx Service Guide* at fedex.com.

FedEx Ship Manager for Latin America and the Caribbean

FedEx Ship Manager now allows shipping from any country in Latin America and the Caribbean. These countries include

| | |
|------------------------|--------------------------|
| Anguilla | Haiti |
| Antigua and Barbuda | Honduras |
| Argentina | Jamaica |
| Aruba | Martinique |
| Bahamas | Mexico |
| Barbados | Montserrat |
| Belize | Netherlands Antilles |
| Bermuda | Nicaragua |
| Bolivia | Panama |
| Bonaire | Paraguay |
| Brazil | Peru |
| British Virgin Islands | Puerto Rico |
| Cayman Islands | Saba |
| Chile | St. Barthelemy |
| Colombia | St. Eustatius |
| Costa Rica | St. Kitts and Nevis |
| Curacao | St. Lucia |
| Dominica | St. Maarten/St. Martin |
| Dominican Republic | St. Vincent |
| Ecuador | Suriname |
| El Salvador | Trinidad and Tobago |
| French Guiana | Turks and Caicos Islands |
| Grenada | U.S. Virgin Islands |
| Guadeloupe | Uruguay |
| Guatemala | Venezuela |
| Guyana | |

FedEx Ship Manager for Latin America and the Caribbean

Portuguese Language Support

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

- 1 Select **System Settings** from the Customize menu. The System Settings – System/Account screen displays.
- 2 Select the appropriate System # to display in Portuguese and click **Modify**. The System Settings screen displays.
- 3 Click the **1-Your System Settings** tab.

- 4 Select **Portuguese** from the Language Preference drop-down menu.
- 5 Click **OK**. FedEx Ship Manager restarts automatically to display in Portuguese.
- 6 Follow these same instructions to select English, French, or Spanish as the language version.

