FedEx® Information Security — Steering a Safer Course in Online Shipping

Introduction

Frequently Asked Questions:

FedEx Ship Manager®

FedEx Integrator (FXI)

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Introduction

FedEx® Information Security
Steering a Safer Course in Online Shipping

No doubt you have seen the headlines: hackers, cyber attacks, viruses. As information technology has matured – particularly in terms of online transactions – new and threatening risks have evolved with it.

At FedEx, we are committed to delivering your packages and documents reliably and we are equally committed to securing the information about your shipments and protecting your privacy using one of the most powerful and integrated information networks in the world.

FedEx helps protect your shipping experience and its entire network by means of:

- **Physical Security.** The servers with which your shipping solution communicates are hosted in highly secured data centers at FedEx. Physical access to the data centers and servers is extremely restricted with access monitored and logged.

- **Host Security.** The servers communicating with your shipping solution have been "hardened" and verified prior to service placement. This "hardening" process addresses the remediation of major known vulnerabilities on the host system. Systems are re-tested for vulnerabilities on a regularly scheduled basis. Activity is logged and audited for suspicious activity.

- **Network and Perimeter Security.** FedEx deploys a defense-in-depth strategy to help protect the corporate network and our Internet-facing perimeter. A series of firewalls, managed by our Information Security team, helps protect the Internet-facing systems. Additionally, we monitor a string of network probes and sensors to identify abhorrent behavior.

- **Encryption.** We use 128-bit SSL (Secure Socket Layer) encryption to protect the transmission of your shipping data into, and out of, the FedEx network.

- **Client Security.** FedEx equipment at customer locations is secured by "hardening" the operating system to minimize services available. Anti-virus software and anti-spyware software are provided an additional layer of protection.

Join the Defense

In addition to FedEx information security protection, you should provide and maintain security safeguards for your shipping through:

- **A Strong Password.** Use a password that contains six characters or more, with at least one non-alphabetic character, as well as a mix of uppercase and lowercase letters.
- **Securing Access.** Limit the physical access of your shipping solution to people who use it for business purposes only.

- **Staying Alert.** Report any suspicious behavior to the FedEx Help Desk at 1-877-339-2774 (877-FDX ASSIST)

Learn more at [http://www.infosec.fedex.com](http://www.infosec.fedex.com). To request an Information Security speaker for your company or organization, send an e-mail to speaker@infosec.fedex.com. The following series of FAQs will help answer many questions regarding FedEx products.
What is the overall functionality of the software?

FedEx Ship Manager is a stand-alone hardware and software solution that speeds up and controls the entire shipping process. FedEx Ship Manager allows customers to process shipments within Canada and the U.S. and to more than 200 countries worldwide. FedEx Ship Manager is targeted for customers shipping 10 to 100 packages a day.

What is required at the customer site?

Specific requirements at the customer site include:
- Dedicated Telephone Line
- Network Connection/Protocol (preferred connection)
- Mapped Drive (network configuration)
Communications

What network connections or protocols are required?

FedEx Ship Manager requires the following network connection/protocol:
TCP/IP Protocol
Win Socket
Ethernet Twisted Pair 10/100BaseT megabits per second or,
Token Ring (4/16 MB)

What communication methods are used in the software?

FedEx Ship Manager offers the ability to communicate with FedEx mainframe systems via
dialup or LAN connection (preferred) to the Internet. Communications are encrypted by 128-bit
SSL (Secure Socket Layer). A remote session (used for technical support) requires the
use of a modem.

FedEx Integrator is a utility within FedEx Ship Manager that allows customers to integrate
FedEx Ship Manager with customer servers or mainframes. Authorized FedEx personnel
perform development of FedEx Integrator scripts or programs. Credentials to retrieve or
update data on customer servers must be entered in the scripts to establish a FedEx
Integrator session with customer servers.

Can the software communicate via a LAN Connection, Firewall or Proxy Server?

When utilizing a LAN, Firewall or Proxy Server, FedEx Ship Manager communicates via port
443, the standard port for SSL (Secure Socket Layer) on most firewalls.

A Proxy Server is not required, but if one is utilized, an optional user id and password may
need to be entered. The communication module for FedEx Ship Manager currently supports
both the Basic and NTLM authentication schemes. This information is stored locally within
the software configuration files.

Can the software be configured in a Client/Server mode?

Yes. With FSM 2240, it is possible to configure one of the FSM hardware devices as the
Server and have 1 – 5 Clients available for communication and processing to and from the
Server. The Clients communicate with the server via TCPIP ports 2010-2020. A mapped
drive is only used to store the binary files. All communication takes place via the Server with
the exception of data passing between a shared mapped drive between Client and Server.

What kind of Internet access takes place within the software?

FedEx Ship Manager communicates to backend FedEx systems using the method chosen
at configuration time. Web browsing does not adhere to the same SSL encryption standards
unless the website utilizes encryption.
Are browser configuration changes necessary to use the software?
No.

How and when does data flow between the software and backend FedEx Servers?
During the initial setup of the FedEx Ship Manager device, personalized rates as set forth in the sales agreement, along with an URSA file (a monthly file used by the server for routing packages) will be downloaded from the FedEx mainframe. The software communicates to FedEx every 24 hours (if running) to check for software, rate, or URSA updates. The information is downloaded as necessary, as no customer intervention is required, under normal circumstances. If a problem does occur and a forced download is needed, the customer is instructed to contact their FedEx representative.

During the course of a shipping day, numerous FedEx shipping request and reply transactions will take place to backend FedEx servers. A number of revenue files are uploaded during the day, as well as during the normal end-of-day shipping “close” procedures. All transactions to backend FedEx servers that are not properly processed will result in an error message being displayed or a reattempt at a programmatically determined time.

Can others gain remote access to FedEx Ship Manager?
The customer must enable a remote user to connect in to the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools.

Do any unsolicited communications or transactions occur?
No.

Is Electronic Software Distribution supported?
Software releases, which include new features and functionality, are automatically downloaded during off-peak shipping hours, providing minimal downtime of current systems. Software downloads occur during the nightly reconcile, when the device programmatically requests downloads. Software upgrades are downloaded based on the communication method configured in the software. LAN connections greatly reduce download times.

Data Storage and Recovery

Where does the software store my data?
Shipment and customer data, as well as configuration items, are stored locally on the FedEx Ship Manager device. As transactions are performed and packages are shipped, data is uploaded to the FedEx network for revenue processing.
Are backups taken of the software and my data?

FedEx Ship Manager can be configured to prompt the user to backup selected database files and shipment history. After configuring when you would like your backups to take place, the system will automatically remind you to perform a backup when the backup date criteria have been met. Files will be backed up to local hard drives, floppy disks, CDs or network drives.

How can I recover my software and data in the event of a catastrophe?

If your shipment information or databases become damaged or lost, you can restore information from a backup copy, provided backup copies of the data were taken.

After a shipment has been flagged as being 45 days or older, shipments that are older than 30 days will be purged and moved to the history database for reporting via Shipping History Reports.

Are special Access Rights required to store or recover data?

No.

Does Antivirus software come bundled with FedEx Ship Manager Hardware?

McAfee anti-virus software and anti-spyware software have been incorporated into FedEx Ship Manager and updates for new .dat (virus definition files) are downloaded via the FedEx Servers to protect the FedEx Ship Manager device from virus attacks. This functionality is available in FSM 2224 and above.

Privacy

How does the software protect my customer base and address books?

Customer data and address books are stored in a SQL database that is password protected.

What local information is captured and uploaded to FedEx?

The software uploads a file periodically to ensure that FedEx is aware of the hardware, Microsoft® Internet Explorer version, and operating system.
What is the overall functionality of the software?

FedEx Integrator (FXI) is a stand-alone application that provides FedEx automation users a fully configurable interface for shipping activities and information transmissions between their internal operating data environments and FedEx provided automation products. With FedEx Integrator, FedEx customer integration consultants utilize the Microsoft VBA programming environment to establish the customer interface using ODBC and terminal emulation. The FedEx Integrator tool then extends the generic FedEx defined business
shipping rules for each FedEx product into a common set of classes and objects defined by FedEx. FedEx Ship Manager has a COM interface with the FedEx Integrator application using a FedEx defined translation that is invisible to the integrator and end-user.

The software is selectively installed on shipper FedEx owned on-site hardware by FedEx CIC field personal when automated information transfer procedures are needed.

What is required at the customer site?

Specific requirements at the customer site include:
- Windows 2000
- Internet Explorer 5.0 (or later)
- FedEx Ship Manager

Communications

What network connections or protocols are required?

Authorized FedEx personnel perform development of FXI projects and programs. Credentials to retrieve or update data on corporate servers must be entered in the project scripts to perform FXI data transfers with corporate servers.

FedEx Integrator requires LAN connectivity between corporate servers and FXI.

What communication methods are used in the software?

COM, DCOM, and ODBC communication is supported and is enabled through VBA project code.

Can the software communicate via a LAN Connection, Firewall or Proxy Server?

VBA project code can be used to communicate through a LAN, Firewall or Proxy Server.

What kind of Internet access takes place within the software?

Internet access occurs only when specified by VBA project code.

Are browser configuration changes necessary to use the software?

No.

How and when does data flow between the software and backend FedEx Servers?

There is no direct data flow between FXI and backend FedEx servers. All data transmission is performed by FedEx Ship Manager.
Can others gain remote access to FedEx Ship Manager?

The customer must enable a remote user to dial in to the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

Software releases, which include new features and functionality, can be automatically downloaded during off-peak shipping hours, providing minimal downtime of current systems. Software upgrades are downloaded based on the communication method configured in the software.

Data Storage and Recovery

Where does the software store my data?

FXI/VBA project code and configuration items are stored locally on the FedEx Ship Manager device. As shipment and customer data transactions are performed and packages are shipped, data is handed off to FedEx Ship Manager or to the customer corporate data system.

Are backups taken of the software and my data?

FedEx CIC field personnel are responsible for copying FXI project source code to a portable storage device and archiving it with FedEx on the CICL database.

How can I recover my software and data in the event of a catastrophe?

After FSM hardware/software and FXI software is restored by FedEx field hardware support and the customer restores shipment information and related databases, FedEx Technical Integrated Systems (TIS) will remotely log into the system to restore the current FXI/VBA project and re-activate it.

Are special Access Rights required to store or recover data?

FXI/VBA project code is password protected. Only authorized FedEx personnel are permitted to alter and activate integration script and configuration information.
**Privacy**

**Does FedEx access my customer base and address books?**

FXI does not update customer address information.

**What local information is captured and uploaded to FedEx?**

The software uploads a file periodically to ensure that FedEx is aware of the hardware, version of FXI, install date, and integration activation status.
What is the overall functionality of the software?

FedEx Ship Manager Server is a network shipping solution for high volume customers who want to integrate FedEx Express and FedEx Ground shipping capabilities into their own systems. FedEx Ship Manager Server is a transaction based shipping solution that relies on a customer-supplied interface for interaction rather than a FedEx supplied interface. With automatic software downloads, reliable, and fast transaction processing, this product can be easily integrated with any warehouse management system or act as a stand-alone shipping server.

What is required at the customer site?

Specific requirements for the FedEx Ship Manager Server include:
Dedicated Telephone Line
Network Connection/Protocol
A network or server room rather than a shipping dock area
Communications

What network connections or protocols are required?

FedEx Ship Manager Server requires the following network connection/protocol:
TCP/IP Protocol
Win Socket
Ethernet Twisted Pair 10/100BaseT megabits per second or,
Token Ring (4/16 MB)

If possible, the server needs to be treated as a stand-alone server on the customer network and not like a workstation. It is not necessary to add the server to a domain.

What communication methods are used in the software?

FedEx Ship Manager Server offers the ability to communicate with FedEx mainframe systems via modem or directly through the Internet. Internet communications are encrypted by 128-bit SSL (Secure Socket Layer). A remote session (used for technical support) requires the use of a modem for communications and the FedEx Ship Manager Server utilizes modem communication in the event of a LAN communication failure.

FedEx Ship Manager Server comes bundled with Microsoft IIS Server that is used for its FTP capabilities.

Can the software communicate via a LAN Connection, Firewall or Proxy Server?

When utilizing a LAN, Firewall or Proxy Server, FedEx Ship Manager communicates via port 443, the standard port for SSL (Secure Socket Layer) on most firewalls.

A Proxy Server is not required, but if one is utilized, an optional user id and password may need to be entered. The communication module for FedEx Ship Manager currently supports both the Basic and NTLM authentication schemes. This information is stored locally within the software configuration files.

What kind of Internet access takes place within the software?

Transactions from FedEx Ship Manager Server to the FedEx Corporate Network take place over the Internet via IP protocol.

Are browser configuration changes necessary to use the software?

No.

How and when does data flow between the software and backend FedEx Servers?

During the initial setup of the FedEx Ship Manager Server device, personalized rates as set forth in the sales agreement, along with an URSA file (a monthly file used by the server for routing packages) are downloaded from the FedEx mainframe. Every Monday prior to the first day of the next month, the server automatically communicates with the FedEx mainframe to download the current URSA file. FedEx Express Rates and FedEx Express tracking numbers also trigger their own automatic download as certain flags or dates are hit.
These downloads should not require customer intervention under normal circumstances. If a problem does occur and a forced download is needed, you can contact your FedEx representative.

During the course of a shipping day, numerous FedEx shipping request and reply transactions will take place to backend FedEx servers. A number of revenue files will be uploaded over the course of the day, as well as during the normal end-of-day shipping “close” procedures. All transactions that are not properly processed will result in an error message being displayed.

Can others gain remote access to the FedEx Ship Manager Server?

No one can access the FedEx Ship Manager Server without customer knowledge and approval, because the customer must enable a remote user to dial in to the device. Only an authorized FedEx Customer Service Representative should be granted access to the system using one of the approved FedEx remote connectivity tools.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

Software releases, which include new features and functionality, can be automatically downloaded during off-peak shipping hours, providing minimal downtime of current systems. Software upgrades are downloaded based on the communication method configured in the software. This is done daily at device reconcile time only.

Installation and Configuration:

Why does the FedEx service run under the local admin account rather than a local account or an account that does not have admin access?

FEDEXUSER is used for the FUNCTION calls in the software. FEDEXUSER can be used as a local admin to stop/start services, install software, install services, modify registry settings, write reports to file systems/structure and printing labels, and/or network drives/printers. Once the software is installed and running, rights can be removed except to log on as a service. To upgrade, the user must go back and give the original permissions.

Why does a user log onto the FedEx server console to run the FedEx applications such as Demand Download or Label Reprint?

In the current FedEx Ship Manager Server version 8.00, a transaction will be used to perform a Demand Download.
Data Storage and Recovery

Where does the software store my data?

Shipment and customer data, as well as configuration items, are stored locally on the FedEx Ship Manager Server device. As transactions are performed and packages are shipped, data is uploaded to the FedEx network for Revenue processing.

Are backups taken of the software and my data?

No. Backups are not taken of the software or data. FedEx Ship Manager Server databases primarily contain a customer's shipping history. Shipping data is sent back in every transaction to the customers system. It's the customer's responsibility to insure they store this information in their databases. FedEx Ship Manager Server does deploy the server with a hard drive mirror setup designed as a failover in the event of a hard drive disk failover.

How can I recover my software and data in the event of a catastrophe?

A FedEx technician can be dispatched in the event of a catastrophe to reload the software and setup the configuration.

When is data purged?

The purging of data can be configured and can be set up for any time and any interval.

Does Antivirus software come bundled with FedEx Ship Manager Hardware?

No. We are evaluating this possibility for the future release of FedEx Ship Manager Server.
What is the overall functionality of the software?

FedEx Ship Manager (FSM) API is a set of components that a FedEx customer can download from the Global Developer Program site on www.fedex.com to facilitate the integration of FedEx shipping and/or shipping-related services such as tracking and rating into their application.

An alternative to FSM API is for customers to "develop their own API". FedEx provides documentation, which details the requirements for connecting to FedEx using HTTPS/SSL (Secure Socket Layer). This solution is targeted for:

- The customer with a strong IT staff that prefers to not have a third-party software package such as FSM API integrated into their application
- The customer whose IT environment does not meet the current system requirements (i.e. AS400, HP UNIX, etc.)

What is required at the customer site?

There are specific requirements for the site at which the FedEx Ship Manager® API is located. These include:

- Internet access via LAN or Internet Service Provider (ISP)
- Supported browsers
  - Netscape Navigator® v4.6 (or higher)
  - Microsoft® Internet Explorer v5.0 (or higher)
- Operating system
  - Microsoft Me, 2000, XP
  - LINUX Red Hat 6.2 (or higher)
  - Sun Solaris Unix 2.6 (or higher)
- Java Runtime Environment 1.2 (or higher)
Support for 40-bit SSL encryption is utilized in FSM API. The API is downloaded from fedex.com and not all countries allow 128-bit encryption. If the customer elects to develop their own API, they must have working knowledge of HTTP, SSL (Secure Socket Layer), and socket programming. The same FSM API Internet access requirements are applicable to this solution as well.

Communications

What network connections or protocols are required?
The FedEx Ship Manager API requires the TCP/IP protocol.

What communication methods are used in the software?
FedEx Ship Manager API utilizes a customer’s existing LAN or ISP for IP access to the Internet. Communications are encrypted using SSL (Secure Socket Layer).

Can the software communicate via a LAN Connection, Firewall or Proxy Server?
When utilizing a LAN, Firewall or Proxy Server, FedEx Ship Manager communicates via port 443, the standard port for SSL (Secure Socket Layer) on most firewalls.

A Proxy Server is not required, but if one is utilized, an optional user id and password may need to be entered. The communication module for FedEx Ship Manager currently supports both the Basic and NTLM authentication schemes. This information is stored locally within the software configuration files.

What kind of Internet access takes place within the software?
FedEx Ship Manager API communicates solely over the Internet for all transactions.

Are browser configuration changes necessary to use the software?
No.

How and when does data flow between the software and back-end FedEx servers?
All transactions are sent via a HTTPS request to FedEx frontline web servers which route to backend FedEx servers. All transactions are SSL (Secure Socket Layer), encrypted.

Can others gain remote access to the FedEx Ship Manager API?
No.
Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

No.

Data Storage and Recovery

Where does the software store my data?

Customer configuration items such as DNS/proxy information are stored locally on the customer hard drive. As transactions are performed and as packages are shipped, data is uploaded to the FedEx network for processing.

Are backups taken of the software and my data?

FedEx provides no backups of the software or data files. It is up to the customer to back up their data files.

How can I recover my software and data in the event of a catastrophe?

The customer can easily back up the customer configurations. FSM API can easily be restored by using the backup of the customer configurations. The customer can then copy the backup configuration file over the newly installed one.

When is data purged?

No data purging occurs within FSM API.

Are special access rights required to store or recover data?

No.

Privacy

How does the software protect my customer base and address books?

The customer is responsible for the repository of all customer-sensitive information such as the address book and list of consignees. FSM API does not store this type of customer information. It simply encrypts the transaction data formatted by the customer and sends it on to FedEx for processing.
What local information is captured and uploaded to FedEx?

The only local customer information that is sent to FedEx is:

- The customer's IP address
- The transaction formatted by the customer for the chosen FedEx service. The transaction is sent in a HTTPS request using SSL (Secure Socket Layer) encryption.
What is the overall functionality of FSM@fedex.com?

FSM@fedex.com is an Internet-based shipping system that offers high-speed shipping via the Internet. This application allows customers to ship packages from more than 90 countries to almost 200 countries using only the customer’s PC, Internet and a printer.

The Passkey feature of FedEx Ship Manager at fedex.com allows a single administrator or group of users who are assigned administrative privileges to centrally manage and control shipments that are processed by multiple individuals from different locations within a company. With Passkey, an administrator can configure shipping options, restrict services, customize reference information and run department reports on the shipping activity of users throughout the company.

There are essentially five areas of security that are covered in this document. Together they form the security framework for the FedEx online shipping application on fedex.com.

1. **Internet traffic security:**
   FSM@fedex.com takes advantage of SSL (Secure Socket Layer), with full 128-bit encryption available with Netscape Navigator® 6.0 (or higher) and Microsoft Internet Explorer® 6.0 (or higher) browsers. This is an industry standard mechanism for securing data passed via the Internet and is designed to eliminate snooping the net for packets that may contain the account, meter, credit card number, or other sensitive customer data.

2. **Physical server security:**
   FSM@fedex.com stores application data on internal FedEx database servers. These servers reside behind several firewalls to help prevent hacking and other malicious behavior. The data on these machines are backed up with SANS disk array – based on FedEx Standards for data storage with off-site storage for all mission critical data with full failover capability in the event of hardware failure.
3. **Data privacy:**
   This area addresses FedEx personnel who have necessary privileges to view customer data in the databases. This type of security is necessary for upkeep and maintenance of the site. Very few personnel have this type of access.

4. **Application security:**
   The application is protected by a login/password authentication. Companies that use the passkey feature of the product can assign an administrator to further control a group of users. This administrator has the privileges to restrict/enable certain capabilities in the software, run reports, and assign users to departments and more. This gives additional security to companies who want to further control how their employees ship.

5. **Client level security:**
   Several components may exist on the client’s machine as part of doing business with FedEx online. These components are distributed to the client on an as needed basis depending on the portions of the application that a customer chooses to use. If users choose the quick login function where FSM will remember their user name, a cookie is set on the client machine to house this information. For customers electing to use thermal labels and scales, applets and activeX controls will be downloaded to the client machine to control these peripheral devices. Anytime a component is downloaded, the customer is notified and has the capability to refuse the download. Since customer information, such as account number and user name, may be stored in a cookie on the client machine, it’s up to the client to protect this information physically, and electronically.

**What is required at the customer site?**

An Internet connection and a browser capable of secure HTTP/HTTPS are required. FSM@fedex.com is tested and is supported fully by Microsoft® Internet Explorer 6.0 (or higher) and Netscape’s Navigator® 6.0 (or higher). Customers must have JavaScript enabled to use the site as the new look and feel in the application’s redesign rely heavily on JavaScript and many of the error and informational messages are presented as JavaScript pop-ups.

**Communications**

**What network connections or protocols are required?**

FSM@fedex.com is hosted on fedex.com and requires:
HTTP and HTTPS access
Netscape Navigator® 6.0 (or higher) and Microsoft® Internet Explorer 6.0 (or higher)
Browser set to “Enable JavaScript”
What communication methods are used in the software?

Communication between FSM@fedex.com and the user are through the user's Internet connection to the client machine. Internet communications are 128-bit SSL (Secure Socket Layer),

Can the software communicate via a LAN Connection, Firewall or Proxy Server?

Yes, all communication is through the Internet.

What kind of Internet access takes place within the software?

FSM@fedex.com is an Internet/browser based application only.

Are browser configuration changes necessary to use the software?

FSM@fedex.com requires the client browser to be cookie and JavaScript enabled. The browser must also support 128-bit SSL (Secure Socket Layer) encryption. Customers must have JavaScript enabled to use the site as the new look and feel in the application’s redesign rely heavily on JavaScript. Customers must allow for Applets and ActiveX controls to be enabled, for the ability to use thermal printing and scale functionality.

How and when does data flow between the software and backend FedEx Servers?

FSM@fedex.com data flows between the web server applications and the FSM@fedex.com database through back-end services via proprietary developed communications protocols, APIs utilizing a combination of XML interfaces, and proprietary mechanisms.

Can others gain remote access to FedEx Ship Manager?

The FSM@fedex.com GUI can only be accessed through an Internet connection with a user id and password.

Do any unsolicited communications or transactions occur?

No.
Data Storage and Recovery

Where does the software store my data?

Data is stored on several FedEx database servers.

Are backups taken of the software and my data?

Yes. FSM@fedex.com stores shipping history data for 45 days. Customer profiles or shipping profiles are stored for customer convenience. A full complement of redundancy, fail over, and disaster recovery mechanisms are in place to support any type of hardware failures.

When is data purged?

Shipping history data is purged after 45 days from the date of shipment. Customers can download this information from the application Shipping History screen if needed.

Privacy

How does the software protect my customer base and address books?

See the data privacy section for detailed information.

What local information is captured and uploaded to FedEx?

For marketing purposes customer behavior through fedex.com is tracked and analyzed. These metrics include information such as browser/version, visiting frequency, geographic origin, speed and language preferences. Although tracked, this information is not associated with specific customers.
What is the overall functionality of the software?

FedEx InSight enables FedEx Express, FedEx Ground and FedEx Freight customers to view the status of their inbound, outbound and third party payer shipments without a tracking
number. By matching customer shipments on account number and/or company name and address, the shipper and consignee gain visibility of shipments. FedEx InSight also sends proactive notifications via e-mail for such events as clearance delay, released for delivery, proof of delivery, and inbound pre-alert. FedEx InSight provides customers actionable status information about their shipments. Customers can integrate FedEx InSight status and recommended action information with their own processes and information technology environments to improve internal operations.

**What is required at the customer site?**

FedEx InSight works online with Netscape Navigator® 6.2 (or higher), and Microsoft Internet Explorer® 5.0 (or higher). Customers must have Java scripting enabled and resolution set to 800 x 600 or better to effectively use FedEx InSight.

**Communications**

**What network connections or protocols are required?**

FedEx InSight requires HTTP and HTTPS access.

**What communication methods are used in this software?**

HTTP and HTTPS.

**Can the software communicate via LAN Connection, Firewall or Proxy Server?**

Users can configure their internal firewall and proxy server to allow website access.

**What kind of Internet access takes place within the software?**

FedEx InSight is a web-based application. All FedEx InSight users are required to have a fedex.com login id. FedEx InSight does not access data or screens outside the fedex.com domain.

**Are browser configuration changes necessary to use the software?**

No.

**How and when does data flow between the software and backend FedEx Servers?**

Database pulls are initiated by customer request, and results displayed on a web page. Customers can click tracking numbers for additional detail.

**Can others gain remote access to your application?**

Registered users can access data on the site that they are authorized to see. Users cannot access data for account numbers they do not own, or an address that is not associated to their account.
Do any unsolicited communications or transactions occur?

No. Users must sign up for notifications and downloads. Customers will receive information on major FedEx InSight releases via standard marketing communications channels.

Is Electronic Software Distribution supported?

No software required.

Data Storage and Recovery

Where does the software store my data?

Customer profiles and shipment data are stored on several FedEx Servers in the InSight database.

Are backups taken of the software and my data?

Yes. A full complement of redundancy, fail over, and disaster recovery mechanisms are in place.

When is data purged?

Scan data generally is purged 4 days after Proof of Delivery, or 15 days after the last scan. Customers who have been in inactive status greater than 90 days are periodically purged.

How does the software protect my customer base and address books?

To enroll, a customer must enter their address and account information, which is matched against our customer database. Customer PINs are only sent to the account contact listed in the master account record and must be forwarded by that contact to the requestor. This allows the customer’s designated representative to control access to potentially sensitive data.

What local information is captured and uploaded to FedEx?

No data about the customer’s configuration or hardware is captured.
What is the overall functionality of the software?

FedEx Global Trade Manager (GTM) is a suite of tools and information to provide international customs clearance forms, documents, advisories, and information for international shipping.

- Find International Documents provides a list of required and recommended customs documents and advisories for 40 countries.
- Estimate Duties and Taxes provide an estimate of applicable duties and taxes to 44 countries.
- The International Resource Center hosts a wealth of international customs clearance and regulatory information.

What is required at the customer site?

An Internet connection, Internet browser and Adobe Acrobat Reader for viewing and printing customs documents. GTM supports browsers Microsoft Internet Explorer® 5.0 (or higher) (Mac OS 10) or Netscape Navigator® 4.6 (or higher).
Communications

What network connections or protocols are required?

GTM is hosted on fedex.com. Requires HTTP and HTTPS access

What communication methods are used in the software?

Communication between GTM applications and the user are through the user's Internet connection to his client machine. Internet communications are 128-bit SSL (Secure Socket Layer).

Can the software communicate via a LAN Connection, Firewall or Proxy Server?

Yes, however communication is dependent on configurations set at the client's Internet connection to allow website access.

What kind of Internet access takes place within the software?

GTM is an Internet application only.

Are browser configuration changes necessary to use the software?

GTM requires the client browser to be cookie and JavaScript enabled. The browser must also support 128-bit SSL encryption.

How and when does data flow between the software and backend FedEx Servers?

GTM data flows between the web server applications and the GTM database through GTM back-end services API utilizing proprietary and XML interfaces.

Can others gain remote access to Global Trade Manager?

GTM GUI can only be accessed through Internet connection. Most functionality requires a user id and password, with the exception of the International Resource Center and International Document Assistance.

Do any unsolicited communications or transactions occur?

No.

Is Electronic Software Distribution supported?

No, not directly. However, links are provided for Adobe Acrobat Reader.
Data Storage and Recovery

Where does the software store my data?

Data is stored on several FedEx Database Servers.

Are backups taken of the software and my data?

Yes. A database support group provides database maintenance. GTM at the present maintains user product profiles for customer convenience.

Privacy

What local information is captured and uploaded to FedEx?

No data about the customer’s configuration or hardware is captured.

Customer Service and Support

For more information, visit FedEx at our Worldwide Web site at http://www.fedex.com/.