REMINDER:
Upgrade today
for continued support

FedEx®

This email is to remind you that you could experience network connection issues, limited customer support, and delays in shipment if your software is not upgraded. **If you are on legacy software versions 10-12, these conditions will begin to occur by December 31, 2019.**

FedEx inspires its more than 450,000 team members to remain focused on safety, the highest ethical and professional standards and the needs of their customers and communities. Included is our dedication to adhering to security standards.

As hackers become savvier in targeting all types companies, we want to work closely with you to ensure that critical information you transfer over the internet is protected by using the most current data security protocols.

"Bombshell hacks were revealed one after another in 2017, from an Equifax breach that compromised almost half the country to global ransom campaigns that cost companies millions of dollars." [1]

Our **Software Support Lifecycle** is designed to keep your systems running smoothly, while providing you with the latest features, rates and routing data, and most importantly, security. To experience these benefits, you need to upgrade your FedEx Ship Manager® Server to version 17.04 or higher.

When do you need to upgrade?

FedEx Ship Manager® Server Version	Deadline to Upgrade	Reason
4.0x–8.5x	End of Support as of Jan. 2019	Security, Shipping, and Support Risk
10.0x–12.10	December 31, 2019	Security and Shipping Risks
13.01–17.03	September 30, 2020	Security Risk

What if you do not upgrade?

Operating on legacy software (older than version 17) can result in your business experiencing:

Connection Issues
If you have not upgraded to version 17.04 or higher by the deadline, FedEx will not be able to make any inbound or outbound connections with your system.

Limited Customer Support
FedEx Help Desk may not be able to push through any patches, troubleshoot and will have limited abilities to assist you with any issues that may arise on legacy software.

Delays in Shipments
Without the upgraded software, your business will not have access to the newest features and routing functionality, which will result in misrouted packages, delayed packages and more!
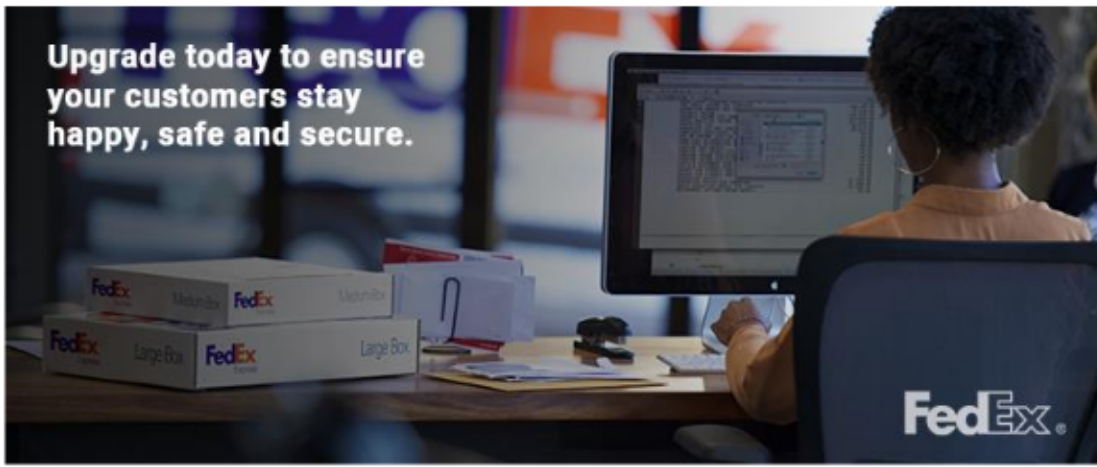
What should you do next?

We understand there are costs and time associated with the upgrade requirement; and, we are here to help! Contact your FedEx Customer Integration Consultant or contact the 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. If you are a Compatible customer, please contact your Compatible provider.

Learn more about Security	FedEx Software Support Lifecycle	FedEx Ship Manager Server

[1] Larson, S. (2017, December 20). *The hacks that left us exposed in 2017.* Retrieved from https://money.cnn.com/2017/12/18/technology/biggest-cyberattacks-of-the-year/index.html

Upgrade today to ensure your customers stay happy, safe and secure.

Dear loyal customer,

FedEx is committed to providing best-in-class shipping solutions for you, and ensuring your data is secure is a top priority. Various industry data security governing boards define and publish security standards. Over the last year, many changes regarding safety and security of data have been enacted around the globe. One of the most significant changes that affect you is the **newest communications security protocol,** known as Transport Layer Security (TLS).

What is TLS?
This protocol aims to provide secure and private network connections when transferring sensitive information to other computers.

Customer   TLSv1.0 & TLSv1.1   FedEx

What does that mean for you?
FedEx wants to help keep you and your customer protected. In order to do so, we are keeping up with industry-standard security measures and will be requiring you to upgrade or migrate to FedEx Ship Manager® Server **version 17.04 or higher. Also, FedEx has elected to end support for older software versions to reduce additional operational and technical risks. Older software versions have a shorter upgrade cycle.**

When do you need to upgrade?

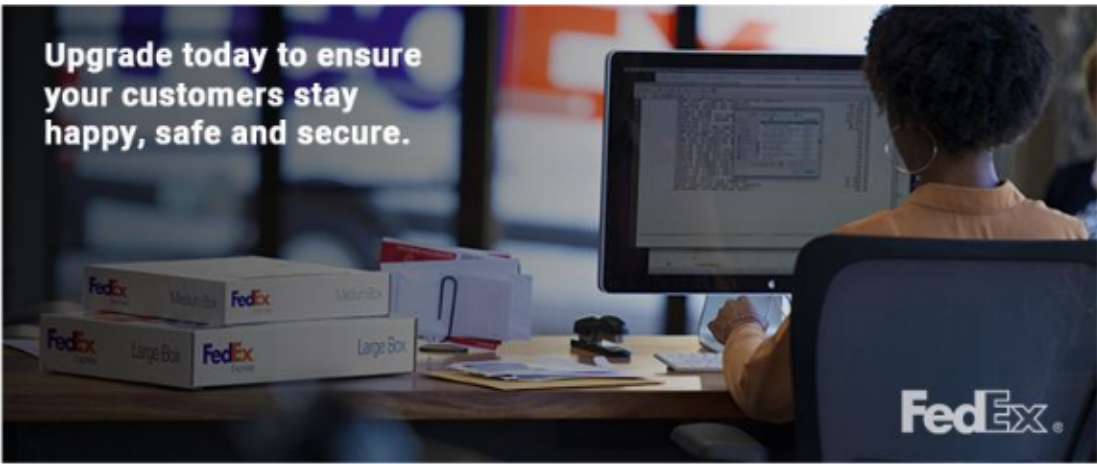| FedEx Ship Manager® Server Version	Deadline to Upgrade	Reason
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What are the next steps you need to take?
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[Learn more about Security] [FedEx Software Support Lifecycle] [FedEx Ship Manager Server]