FEDEX® DESKTOP CUSTOMER TOOLS USER GUIDE

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OVERVIEW

FedEx® Desktop Customer Tools is a desktop application based on FedEx Web Services that provides quick and easy access to the following pre- and post-ship functions: rating, tracking, downloading signature proof-of-delivery letters, sending FedEx ShipAlert® notifications, verifying addresses and finding FedEx locations. The application offers simple setup and customization, batch features and integration.

Features

Use FedEx Desktop Customer Tools to:

- Get rates and transit times.
  - Get rates and transit times quickly, right on your desktop.
  - Set field defaults so you only need to enter a weight and ZIP code.
  - Batch-rate shipments quickly and easily, using a wizard to guide you through a few simple steps.
  - Export or print rate quotes for easy reference at a later date.
- Track your shipments.
  - Track the status of your shipments by tracking number or reference.
  - Batch-track by simply dragging a Microsoft® Excel file onto FedEx Desktop Customer Tools.
  - Download Signature Proof of Delivery information in batch mode.
  - Add shipment notifications after a package has shipped.
- Verify addresses.
  - View up to five address matches.
- Find FedEx locations.
  - Find FedEx locations quickly. Simply enter a ZIP code or city and state.
  - Filter results so you can see exactly what you want.

System Requirements

Supported Operating Systems

Microsoft® Windows® 2000 Professional/Server, Microsoft Windows XP Home/Professional/Media Center, Microsoft Windows Vista™, Microsoft Windows 7 versions

Required Software

The following software is required to use FedEx Desktop Customer Tools:

- Microsoft Internet Explorer® 5.01 or later: You must be running Microsoft Internet Explorer 5.01 or later for all installations of Microsoft .NET Framework.
- Microsoft Windows Installer 3.1 or later: Microsoft Windows Installer is required for the installation of Microsoft .NET Framework 2.0. See Appendix D for instructions on checking the Windows Installer version.
- Microsoft .NET Framework 2.0: Microsoft .NET Framework 2.0 is required to run FedEx Desktop Customer Tools. See Appendix E for instructions on checking to see if Microsoft .NET Framework 2.0 is installed.
- Adobe® Reader®: Adobe Reader is required to display any FedEx Signature Proof of Delivery letters that may be downloaded onto the client system.
- High Speed Internet Connection

FedEx Desktop Customer Tools is deployed using Microsoft ClickOnce technology. If a required component is missing, the ClickOnce installer will stop and prompt you for the missing component before proceeding with the FedEx Desktop Customer Tools installation.

It is important that your system be current with Microsoft Windows Update for all patches and bug fixes before you install FedEx Desktop Customer Tools.

INSTALLING FEDEX® DESKTOP CUSTOMER TOOLS

Important: Please ensure that you have discussed the placement process with your aligned customer integration consultant (CIC) before installing FedEx Desktop Customer Tools.

Before You Install FedEx Desktop Customer Tools

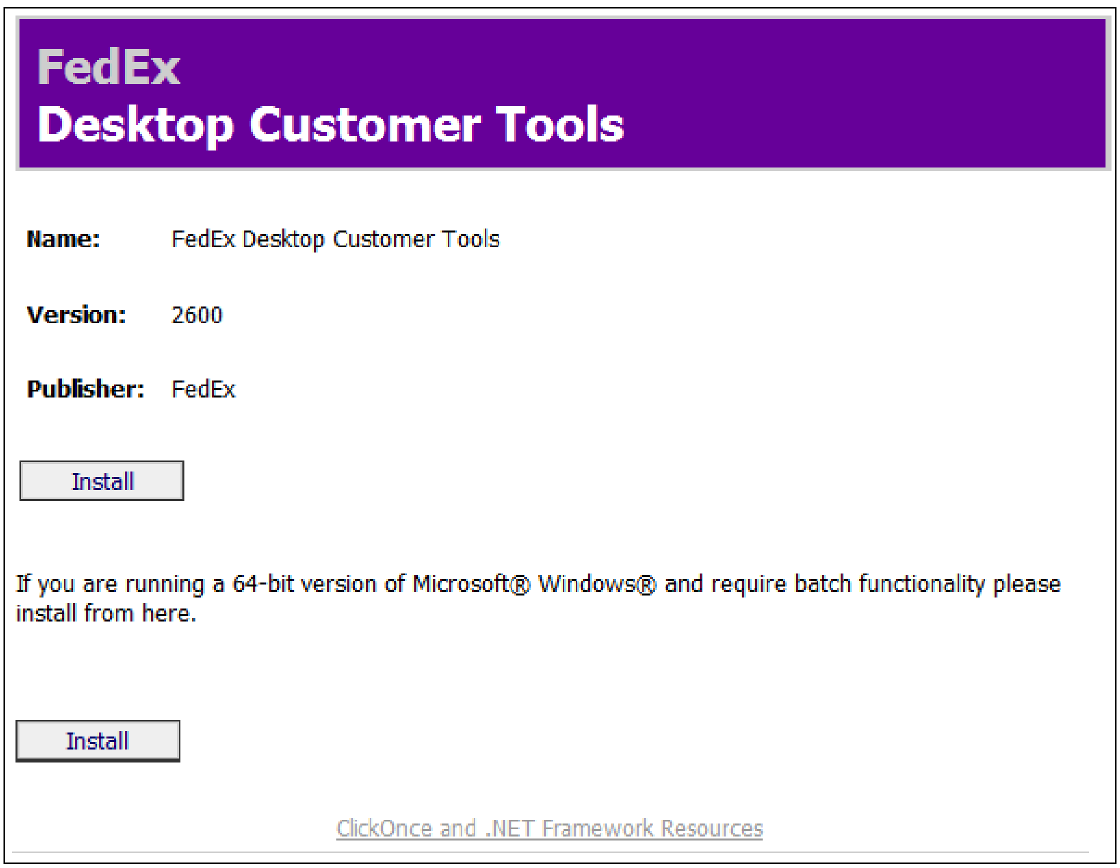
Before you install FedEx Desktop Customer Tools, verify the following:

- The system meets the minimum requirements listed on the previous page.
- The system is current with Microsoft® Windows® Update for all patches and bug fixes.

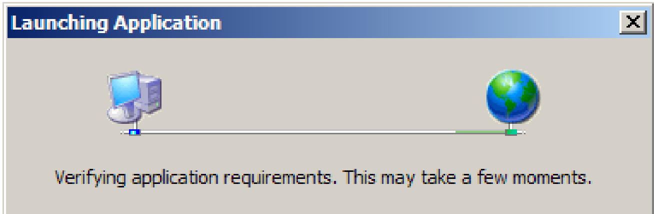
Installing FedEx Desktop Customer Tools

To install FedEx Desktop Customer Tools:

1. Close all open files and programs.
2. Go to the FedEx Desktop Customer Tools website: http://www.fedex.com/fxct/. Click **Install** to begin the installation.

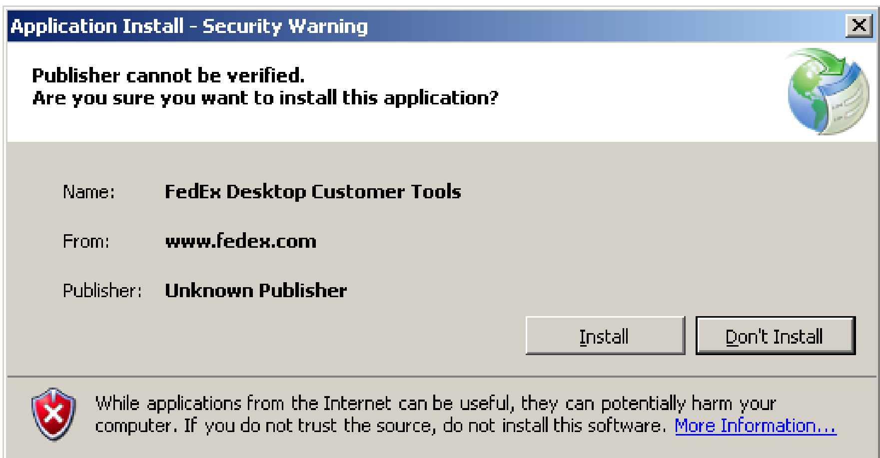


3. The program verifies application requirements. How long this takes depends on the speed of the internet connection.

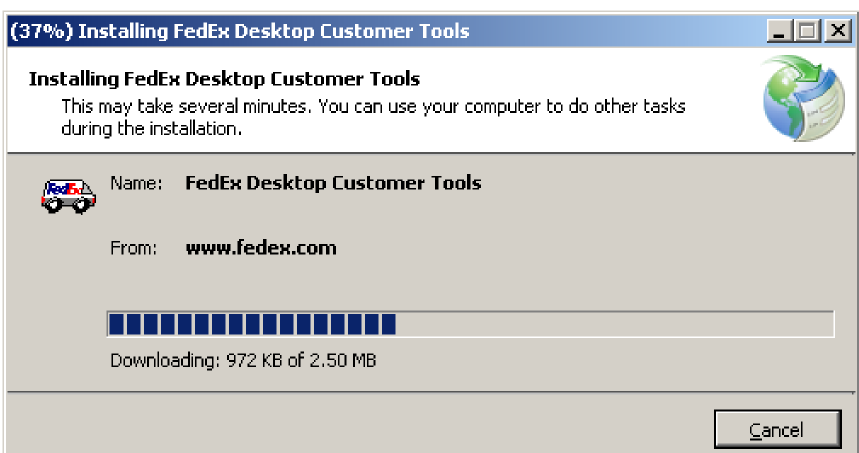


Note: If .NET is not installed on your system, you are prompted to download it before completing the FedEx Desktop Customer Tools installation.

4. After the application components are verified, the following screen appears. Click **Install**.



5. The installation program creates the folder \\Documents and Settings\All Users\Application Data\FedEx Customer Tools\on the local computer and copies the application files into it.

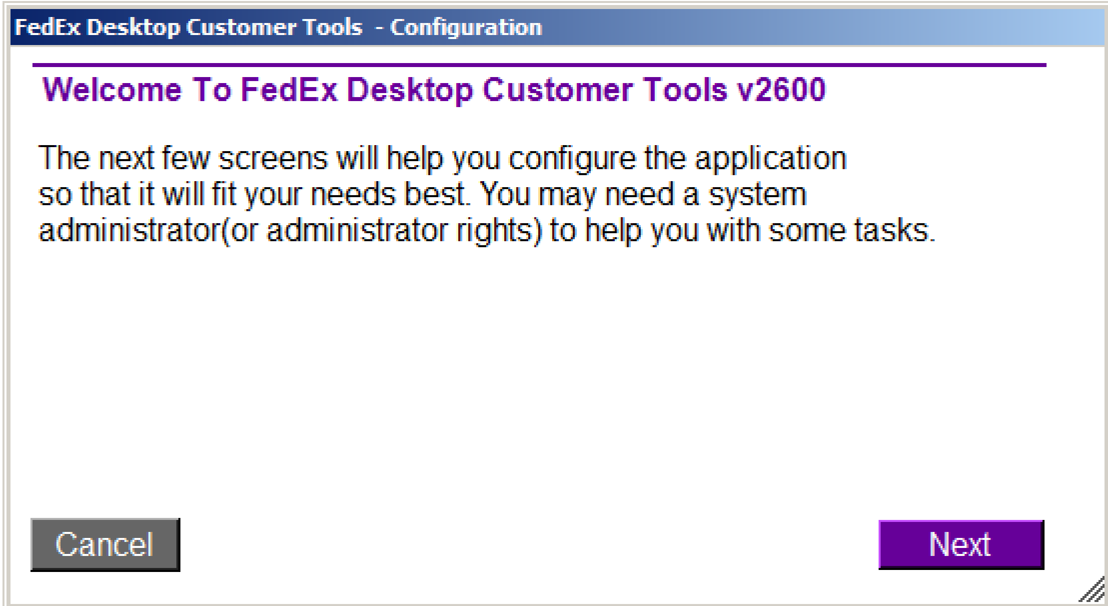


Configuring FedEx Desktop Customer Tools

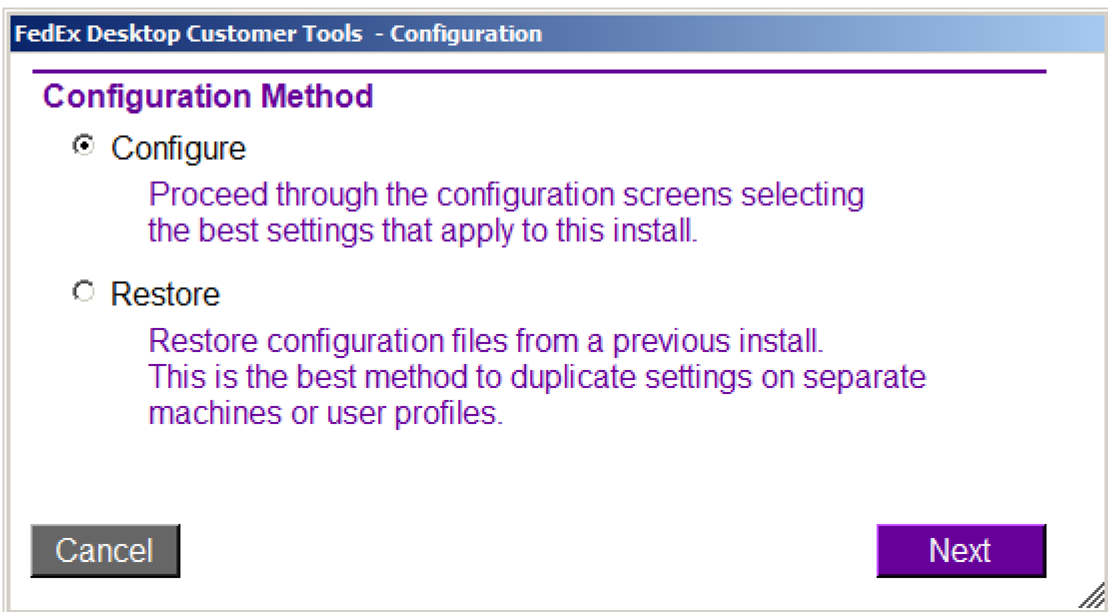
Once FedEx Desktop Customer Tools is installed, the configuration screens appear automatically.

Note: The configuration screens also appear if the meter.xml file or the settings.xml file is corrupted or destroyed.

1. The first configuration screen that appears is the Welcome screen. After you read this screen, click **Next**.

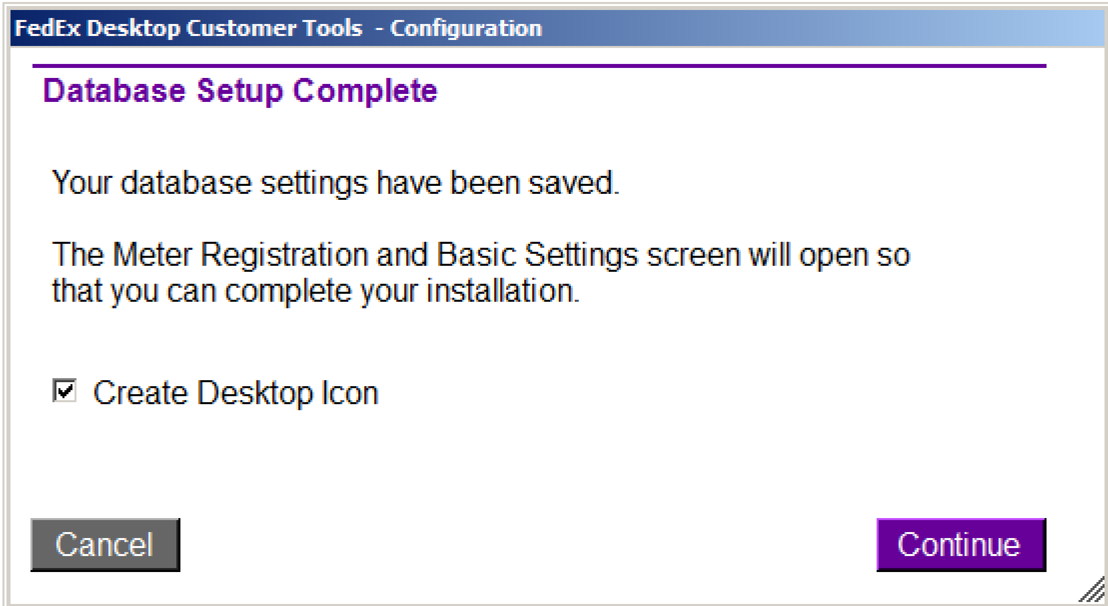


2. The Configuration Method screen appears. Select one of the following configuration methods:
   - **Configure** to proceed through the configuration screens and select the best settings for this install.
   - **Restore** to restore (copy) the configuration files from a previous install. This is the best method to use if you want to duplicate settings on separate machines or user profiles.



Note: Because FedEx Desktop Customer Tools is distributed via the Microsoft ClickOnce technology, it cannot be installed on network shares. If you are installing FedEx Desktop Customer Tools on multiple systems, we recommend that after you install the first instance, you back up the settings to a network or thumb drive and then restore the settings on subsequent installs. Following this best practice conserves meters and time configuring FedEx Desktop Customer Tools.

3. The Database Setup Complete screen appears. This screen gives you the option of creating a desktop icon. Click **Continue** to continue to the account setup screens.



Configuration Method 1: Configure FedEx Desktop Customer Tools

If you select **Configure** on the Configuration Method screen, the configuration screens are displayed automatically, in the order shown below:

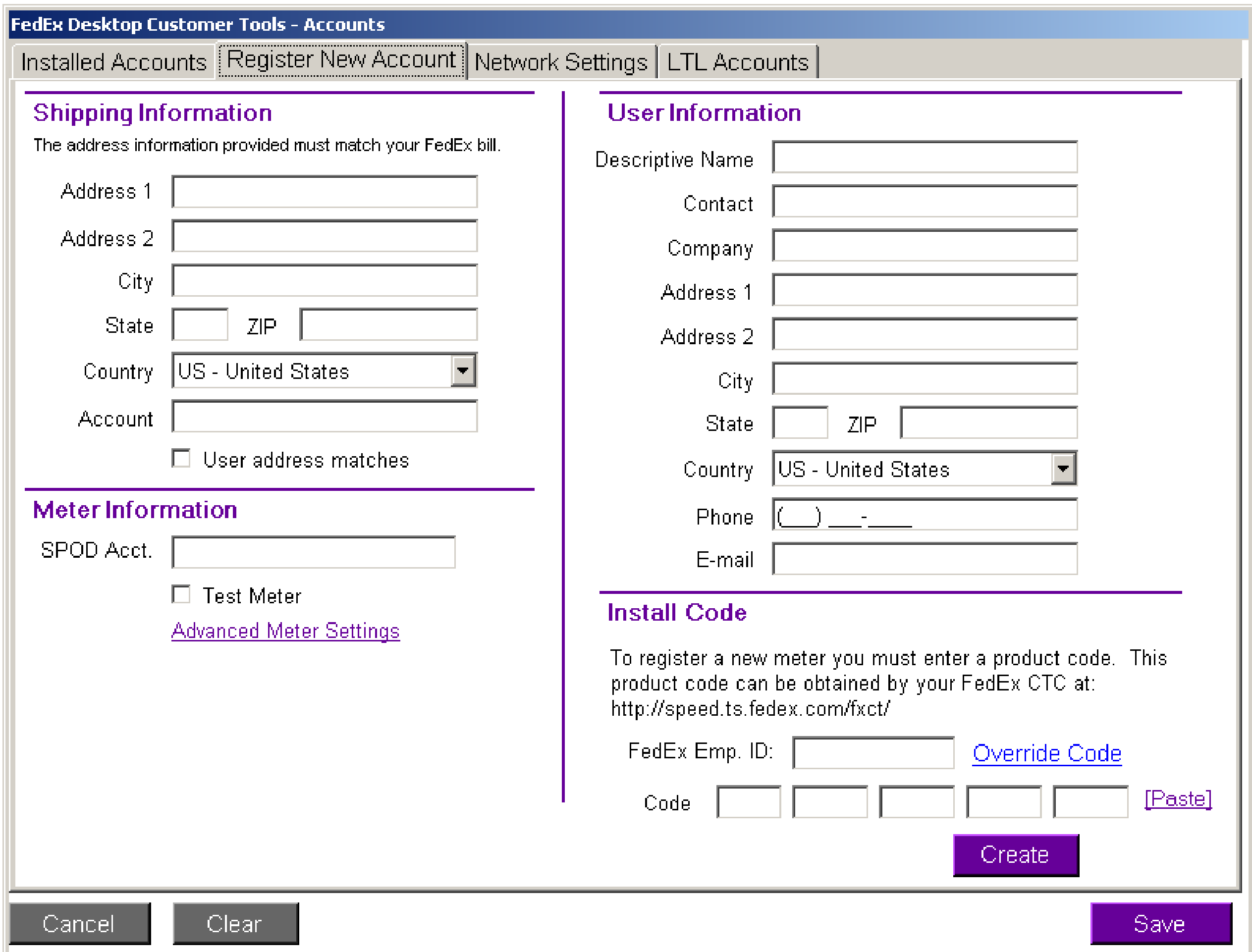
- Accounts
- Functionality
- Rating
- Tracking
- Advanced/Network Setup

These screens are described in the following sections.

Accounts Screen

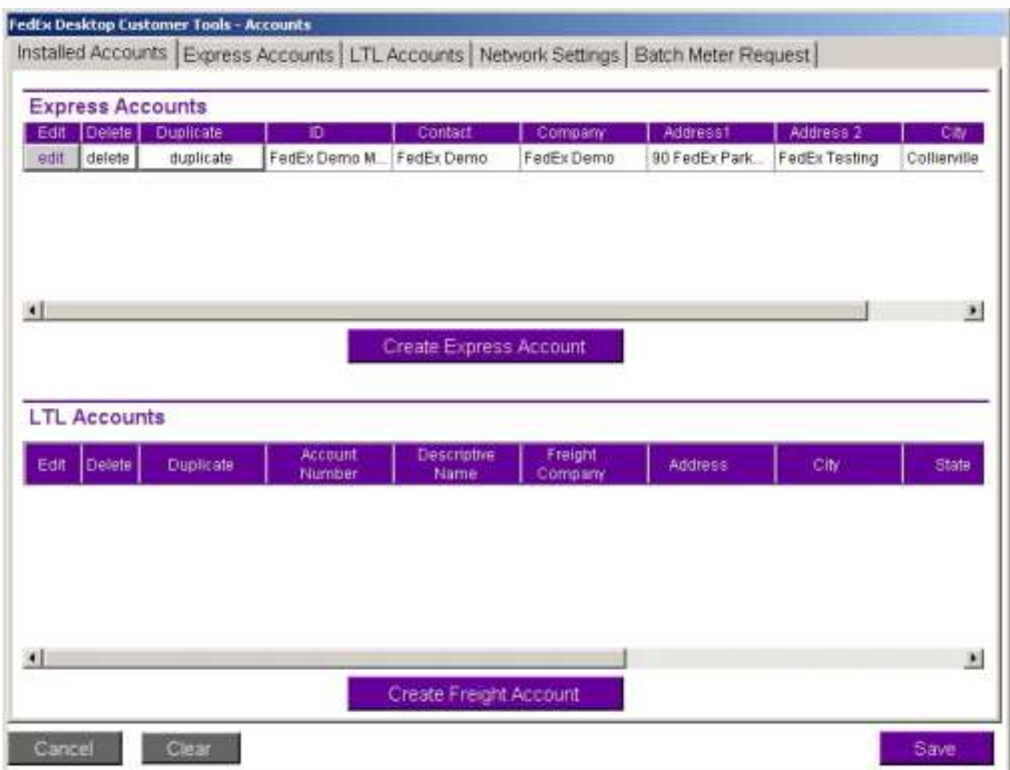
The Accounts screen is displayed with the Register New Account tab selected.

1. Enter the appropriate information in the Shipping Information, Meter Information and User Information sections. In the Install Code section, enter the product code provided to you by your aligned CIC, and then click **Create**.



2. The system prompts you to accept the End User License Agreement (EULA) for FedEx Web Services. The installation cannot be completed until you accept this agreement. Click **Agree**.

3. The system communicates with FedEx to request a meter number. If the request is successful, the Installed Accounts tab is displayed, showing the new account.

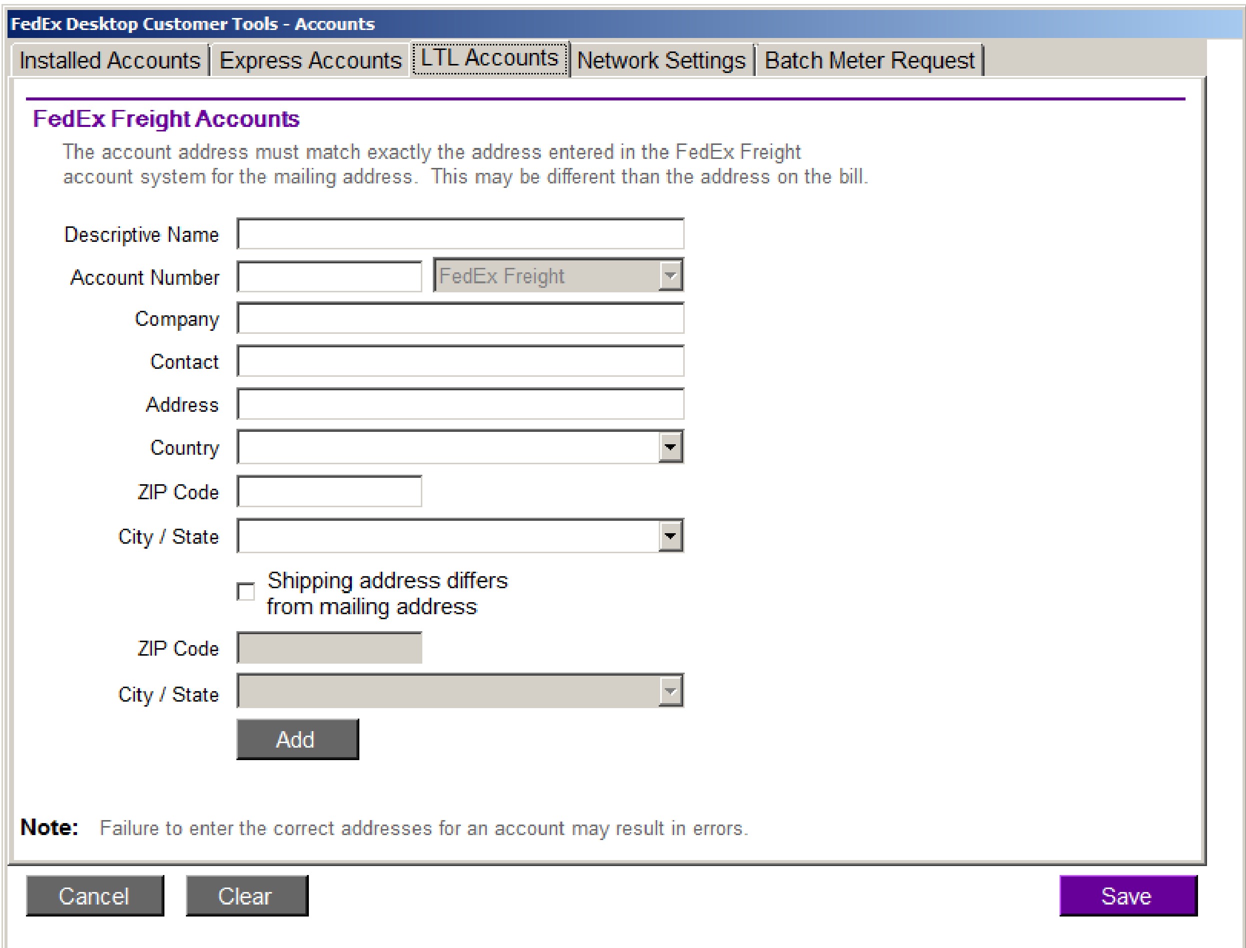


4. Take one of the following actions:
   - Click **Create New account** if you want to create another account and meter.
   - Select **LTL Accounts** to add or edit FedEx Freight® accounts.

- Click **Save** to save the account and meter information and go to the next configuration screen.

LTL Accounts

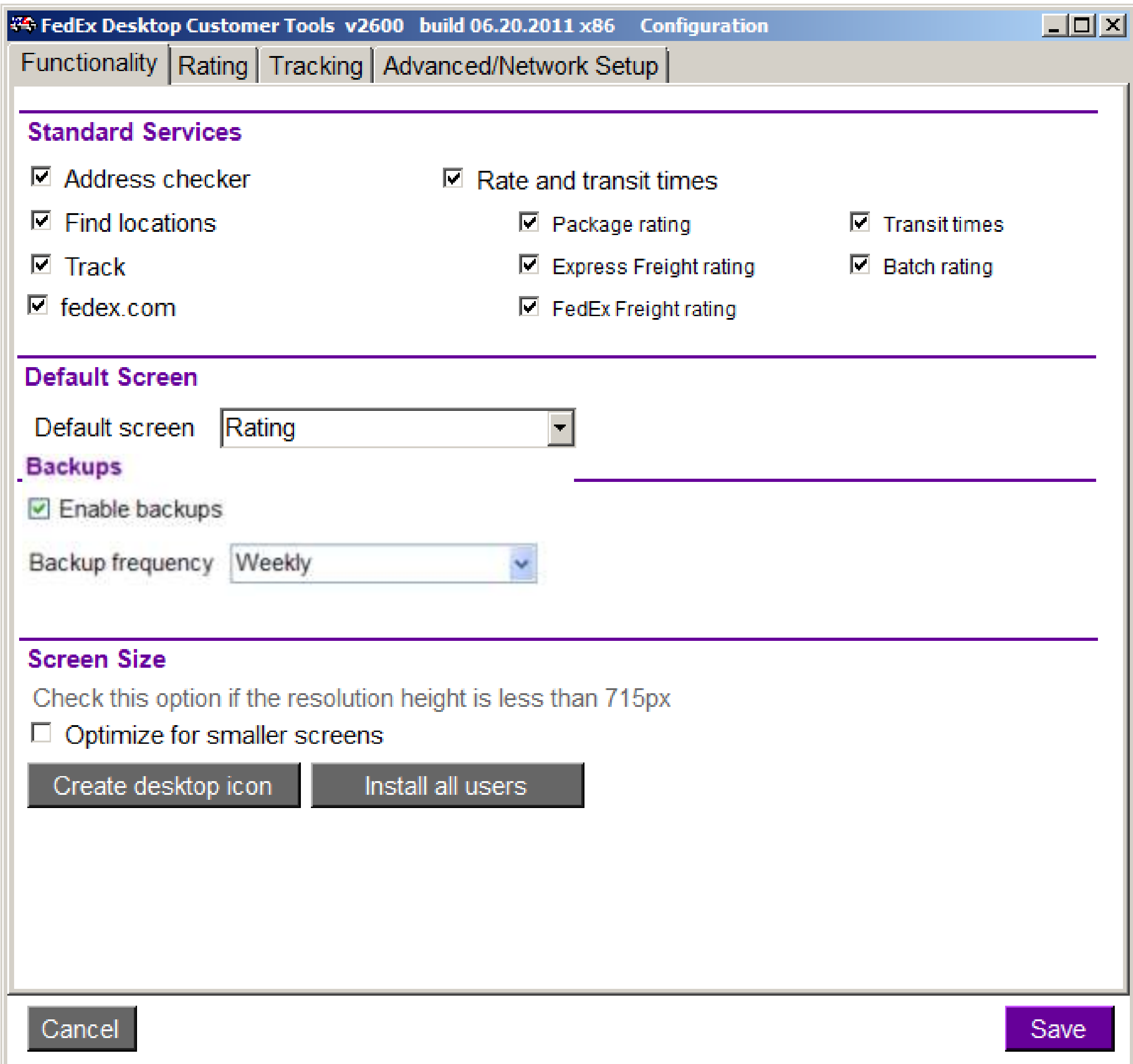
The application can be configured to have multiple FedEx Freight accounts. Ensure that you enter the address that matches the address displayed on your bill. If you need your registered address, contact FedEx Freight Customer Service at 1.866.393.4585.



Functionality

Complete the Functionality tab, as follows:

1. In the Standard Services section, select the screens you want FedEx Desktop Customer Tools to display. On the first install, all screens are selected by default.
2. In the Default Screen section, select the screen to display on startup.
3. In the Backups section, set the application to prompt for automatic backups to occur daily, weekly or monthly.
4. In the Screen Size section, select the checkbox **Optimize for smaller screens** if the resolution height of the customer's screen is less than 715 pixels. This option removes the button bar at the top of the screen and replaces it with a drop-down menu for screen selections.
5. Once you have completed the changes to the settings, click **Save** to save and exit.



Rating

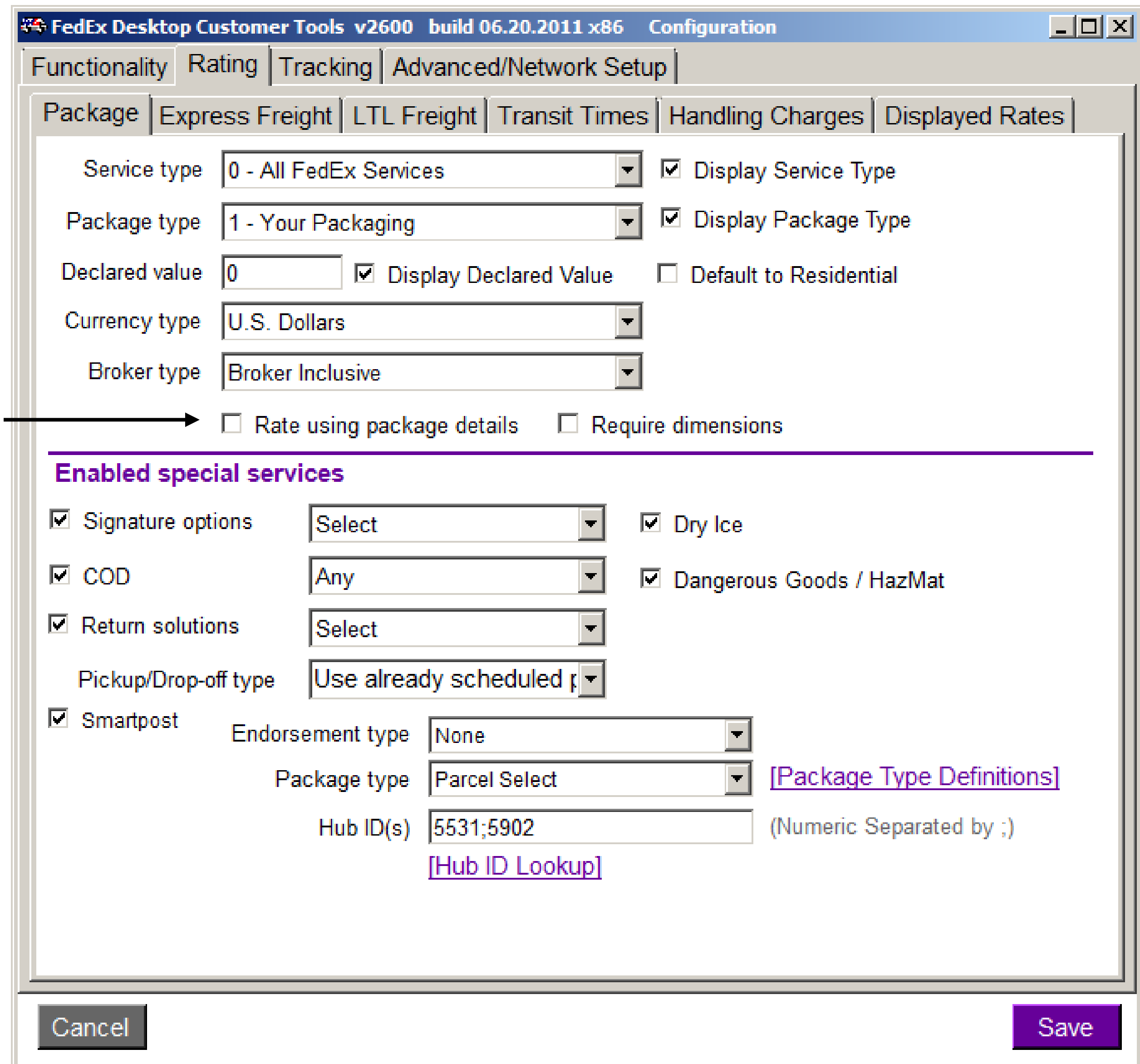
The Rating tab has six sub-tabs:

- **Package**
- **Express Freight**
- **LTL Freight**
- **Transit Times**
- **Handling Charges**
- **Displayed Rates**

Package

The Package tab is shown below.

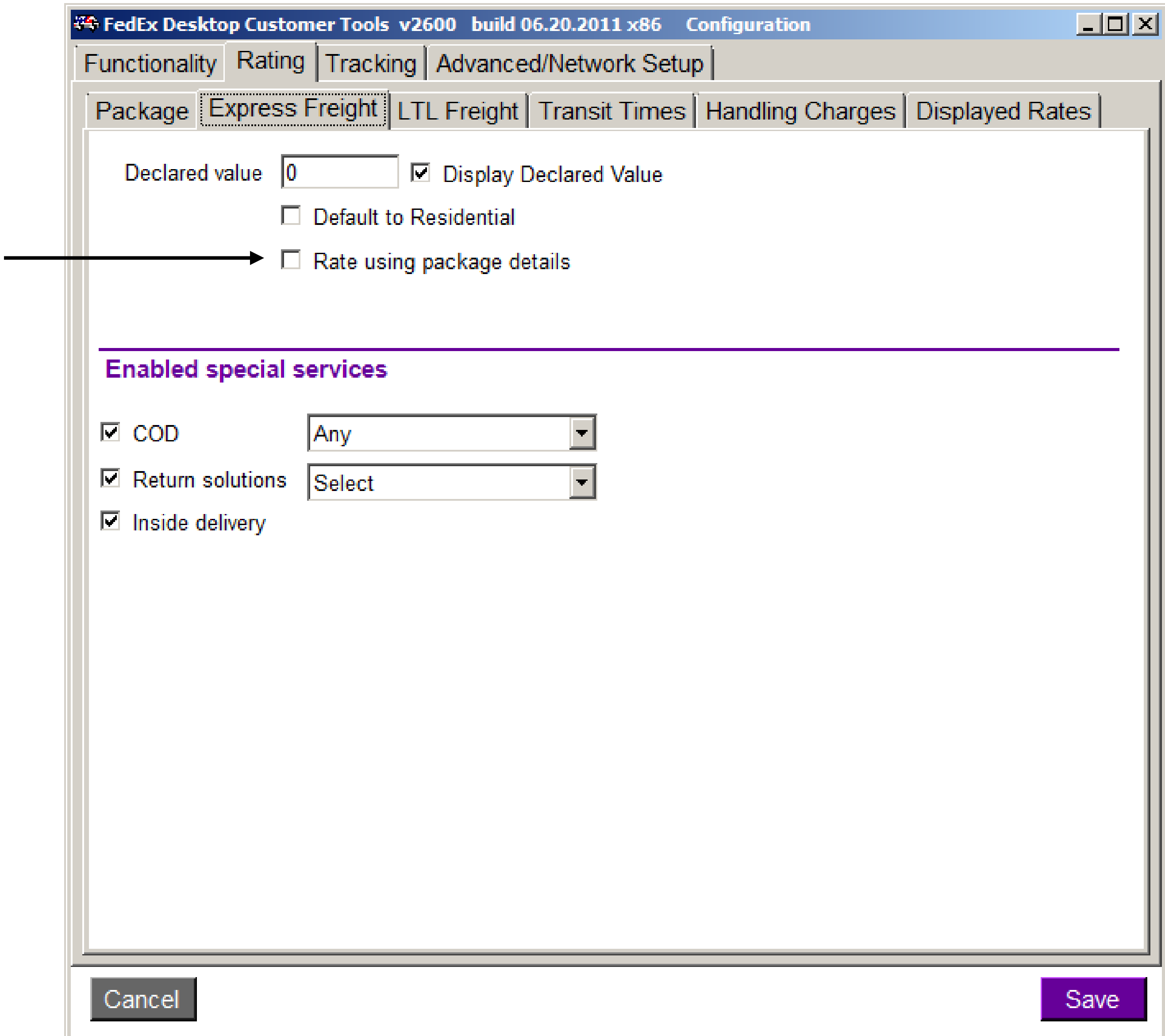
Note: If you need the ability to rate multiple-package shipments (MPS), we recommend that you select the **Rate using package details** checkbox. Selecting this checkbox will result in a more detailed rate quote.



Express Freight

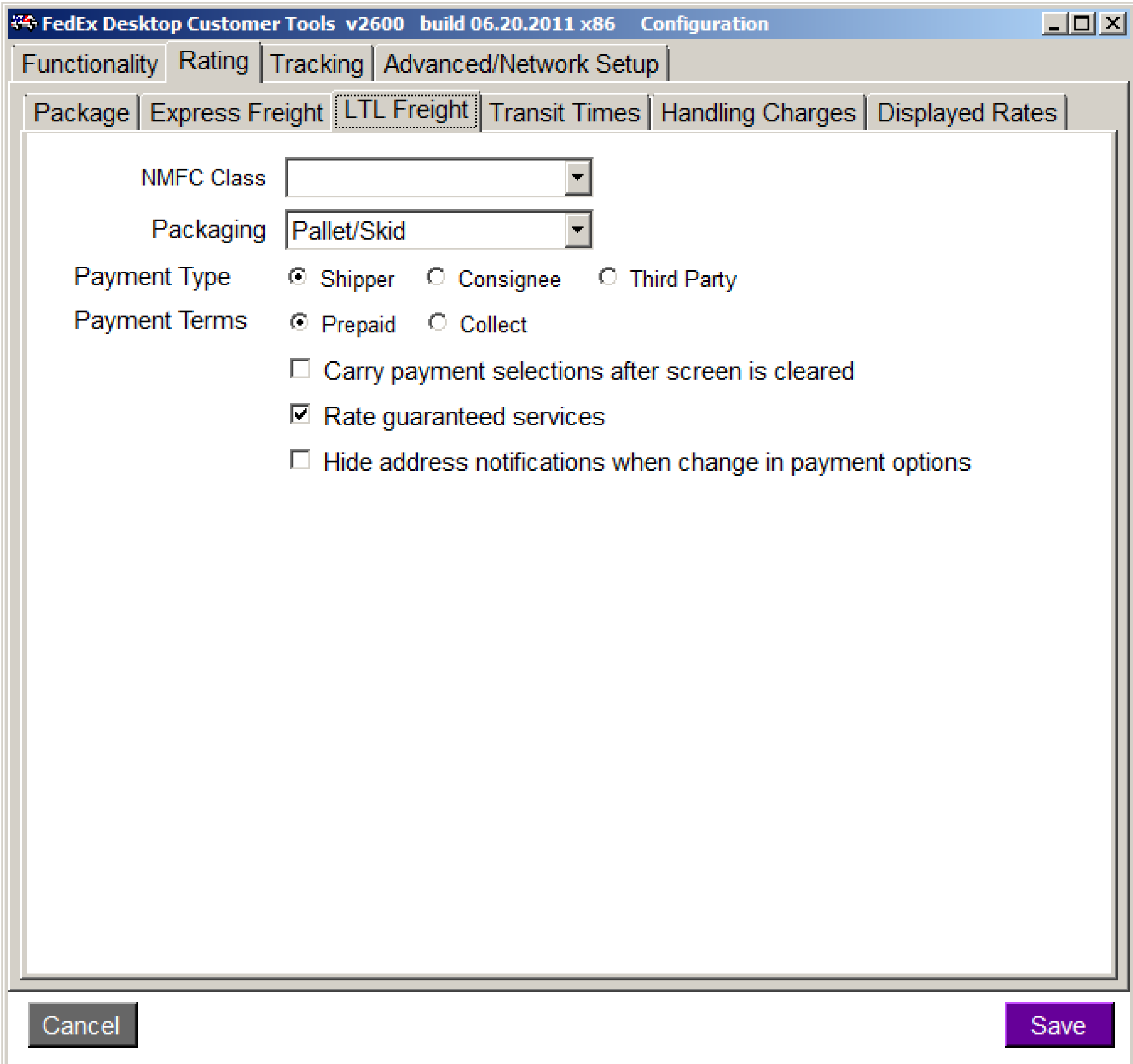
The Express Freight tab is shown below. This tab is similar to the Package tab.

Note: If you need the ability to rate multiple-package shipments (MPS), we recommend that you select the **Rate using package details** checkbox. Selecting this checkbox will result in a more detailed rate quote.



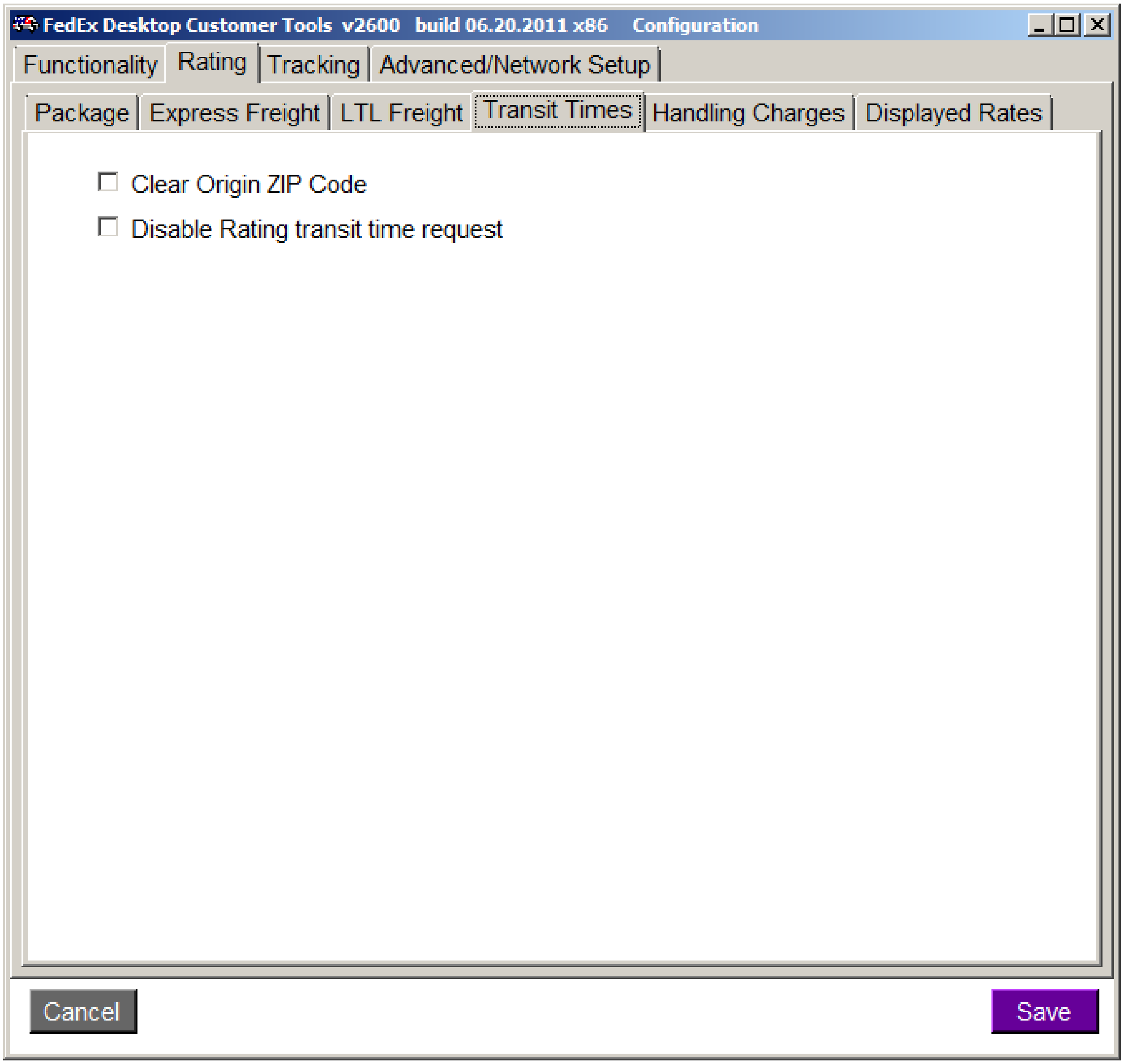
LTL Freight

The LTL Freight tab is shown below. This tab is similar to the Package tab. It is recommended that you default the Payment Type and Terms to match that of your default account number.



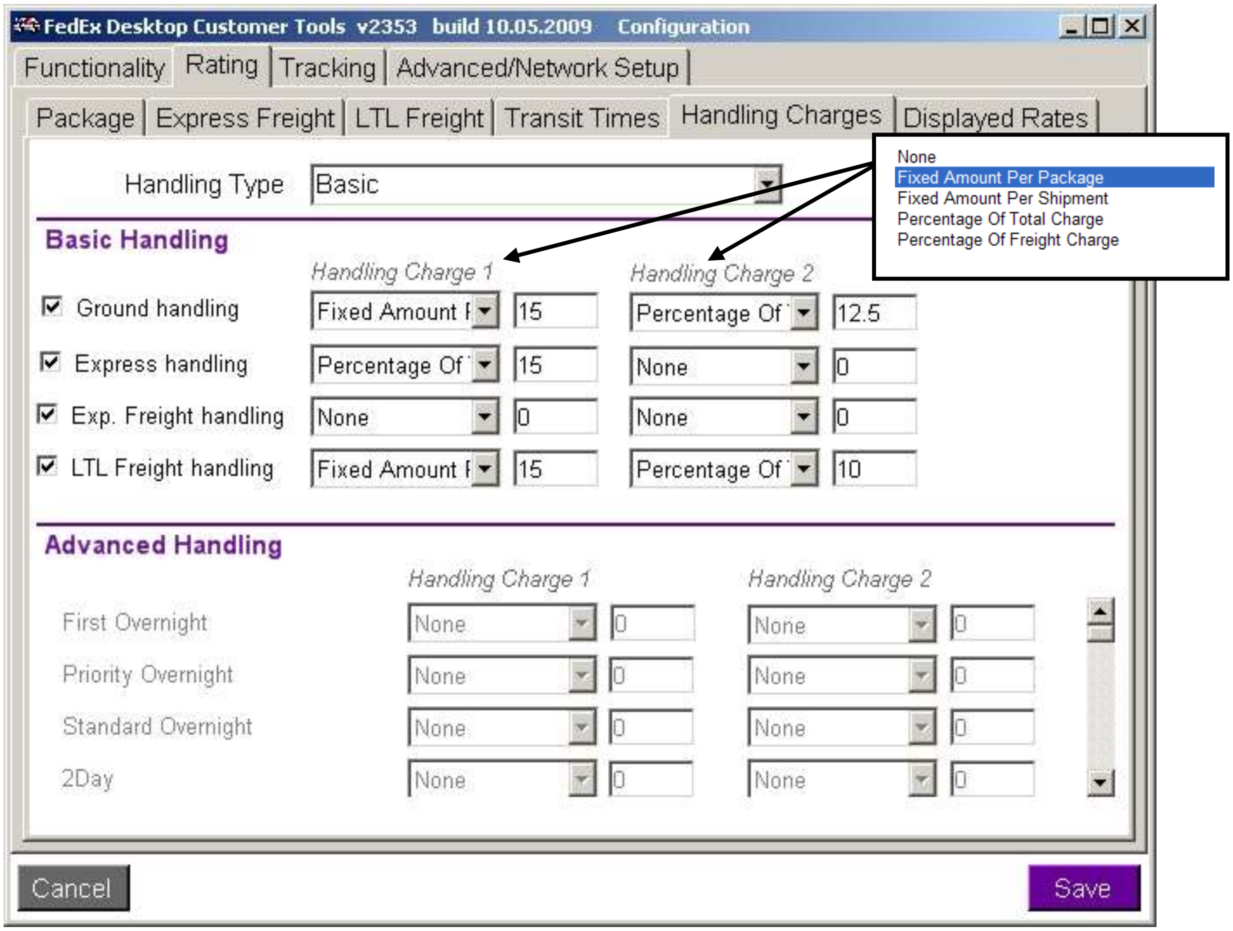
Transit Times

The Transit Times tab is shown below. Use this tab to configure the Transit Times tab displayed by the Rates and Transit Times tool. You can choose whether to clear the origin ZIP code or disable transit-time requests.



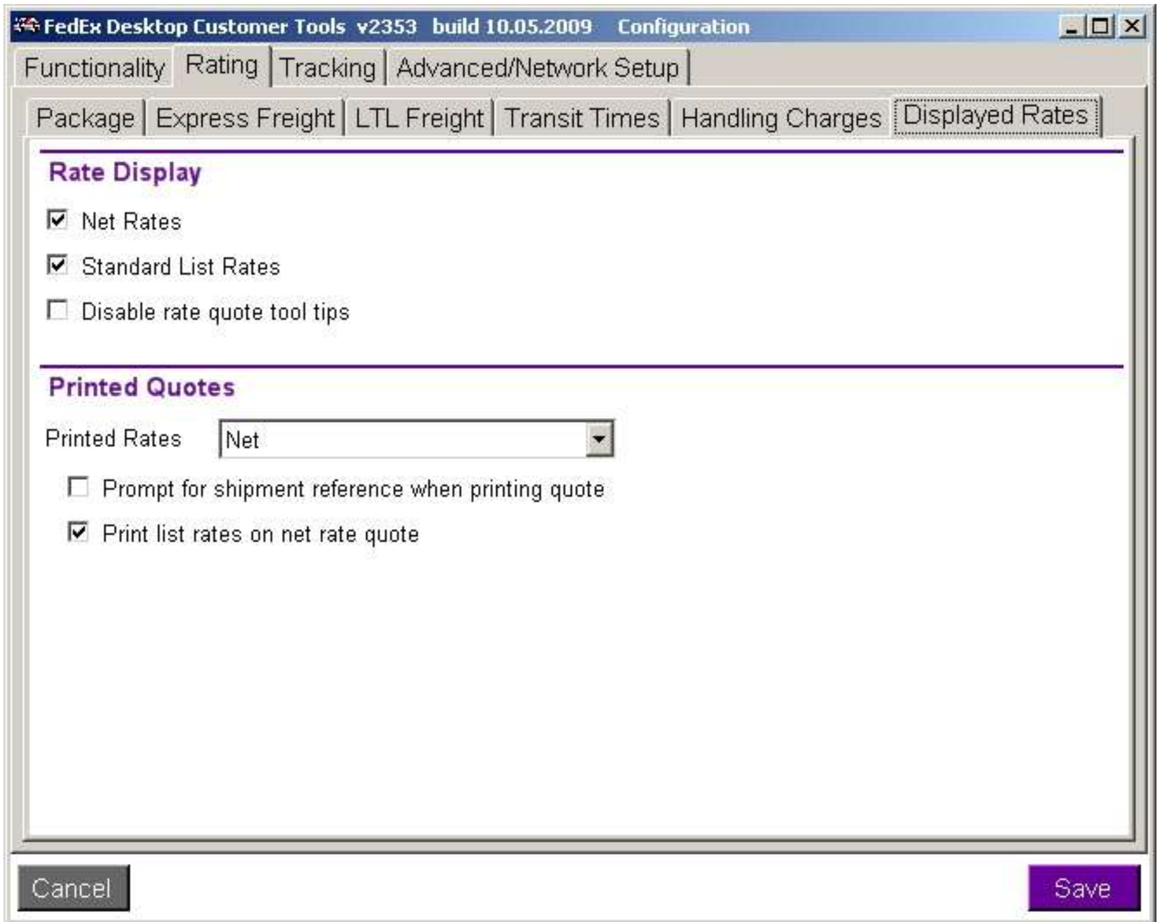
Handling Charges

The Handling Charges tab is shown below. Use this tab to apply handling charges to shipments. Handling charges can be applied at the carrier level, service level or a custom level defined at point of rating.



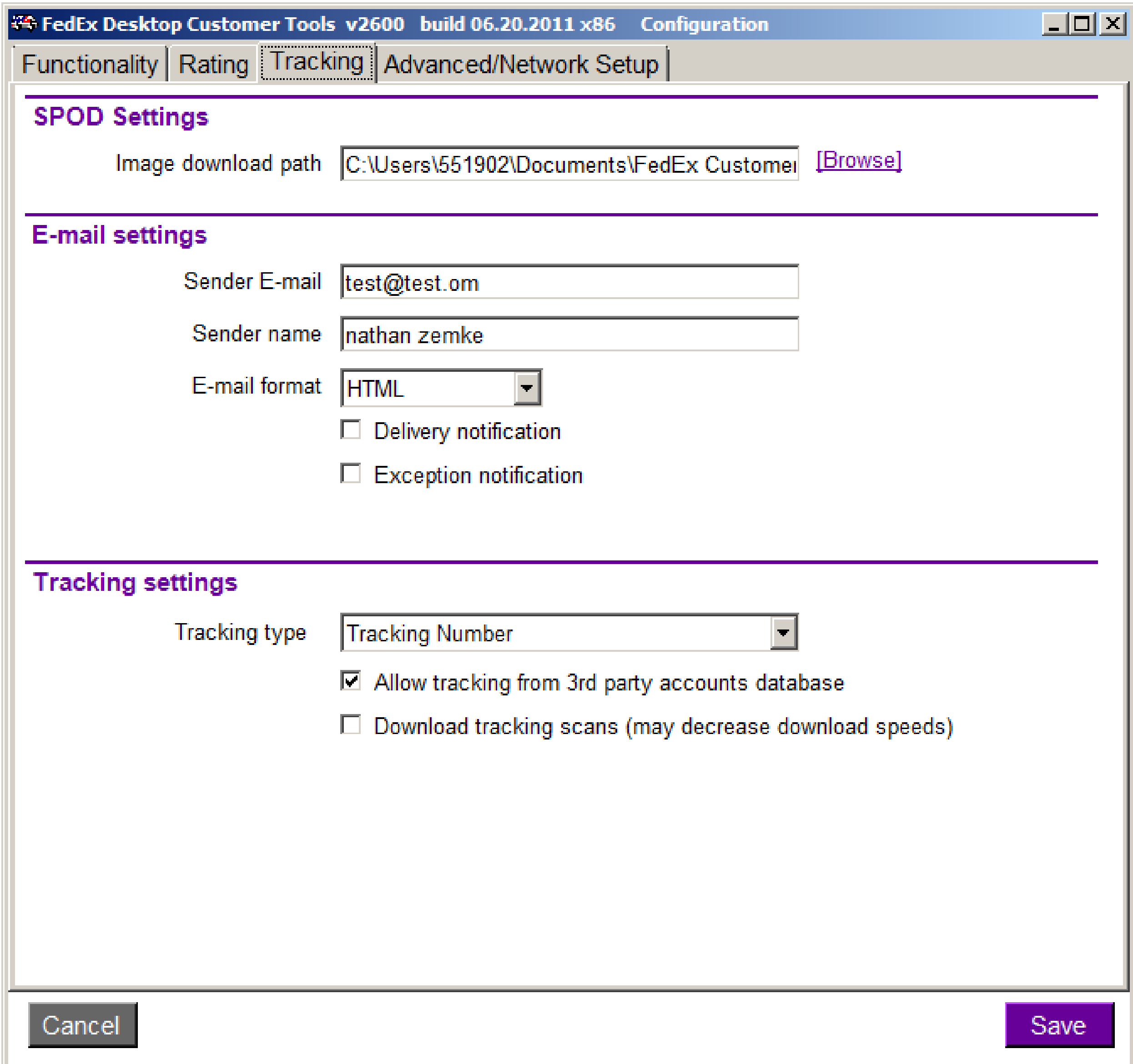
Displayed Rates

The Displayed Rates tab lets you select which types of rates to display and print on all of the rate screens.



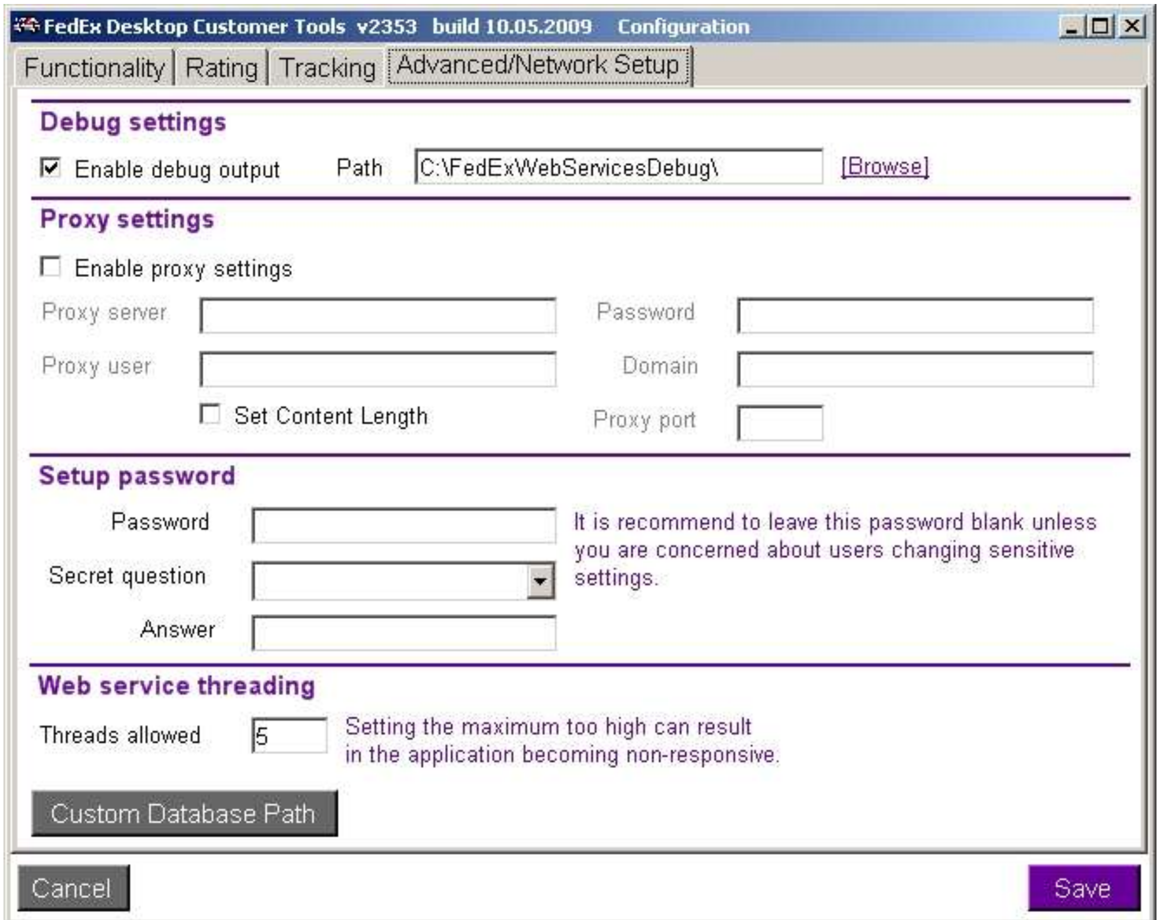
Tracking

The Tracking tab is shown below. Use the Tracking tab to set the location of Signature Proof of Delivery (SPOD) letters to be downloaded, the sender name for e-mail notifications and the default tracking type.



Advanced/Network Setup

The Advanced/Network Setup tab is shown below. Use this tab to configure debug settings (for troubleshooting) and proxy settings, define a setup password and set the number of concurrent web service threads allowed. **Warning:** Setting the number of threads too high may result in a non-responsive application.



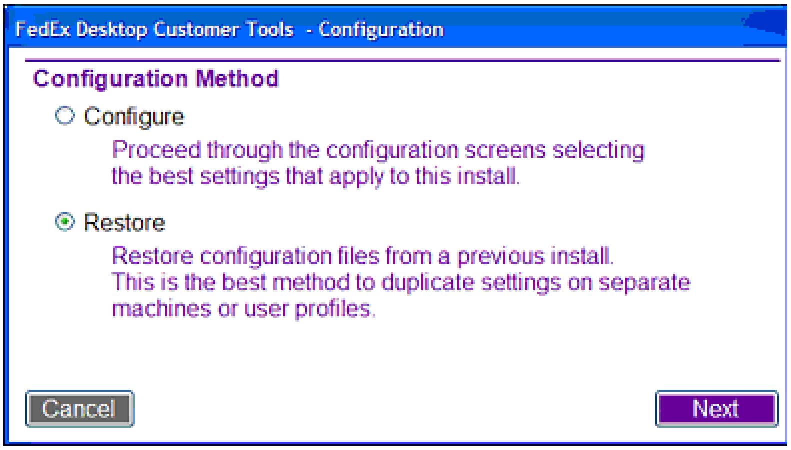
Complete this screen and click **Save**.

Configuration Method 2: Restore FedEx Desktop Customer Tools

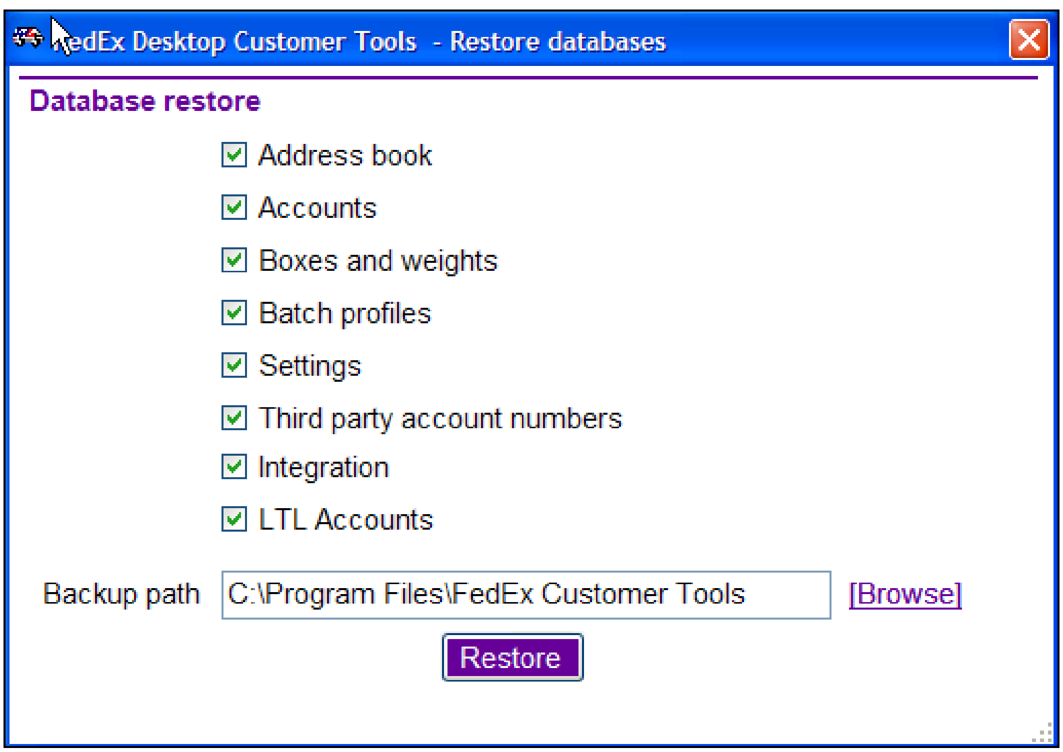
Selecting **Restore** on the Configuration Method screen lets you configure a system by copying the settings from a previous install. This is considered a best practice for installing FedEx Desktop Customer Tools on multiple systems.

To use this method:

1. On the Configuration Method screen, select **Restore** and click **Next**.



2. The Database Restore screen appears.



3. Select the databases you wish to restore, by selecting the appropriate checkboxes. By default, all databases are selected.
4. Enter the location of the backup files in the **Backup path** field. Click **Browse** to navigate to the folder and select it.
5. Click **Restore**.

Note: If the restore fails for either settings or accounts, the application prompts you to continue with the configuration process as if you had selected **Configure** on the Configuration Method screen.

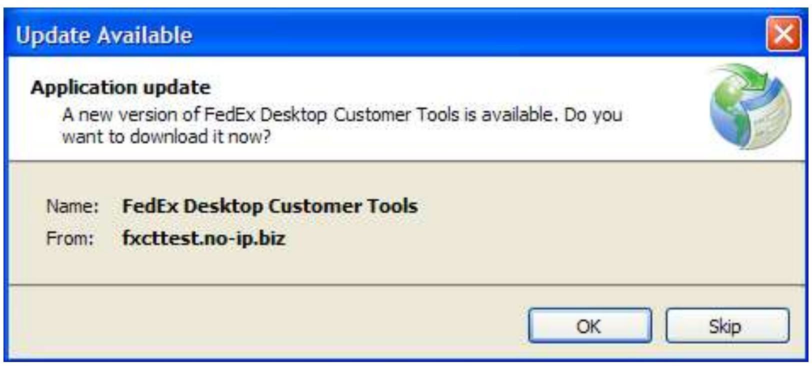
Changing the Configuration After Installation

To configure FedEx Desktop Customer Tools any time after the initial installation and setup, go to the **Configuration** menu and select **Setup**.

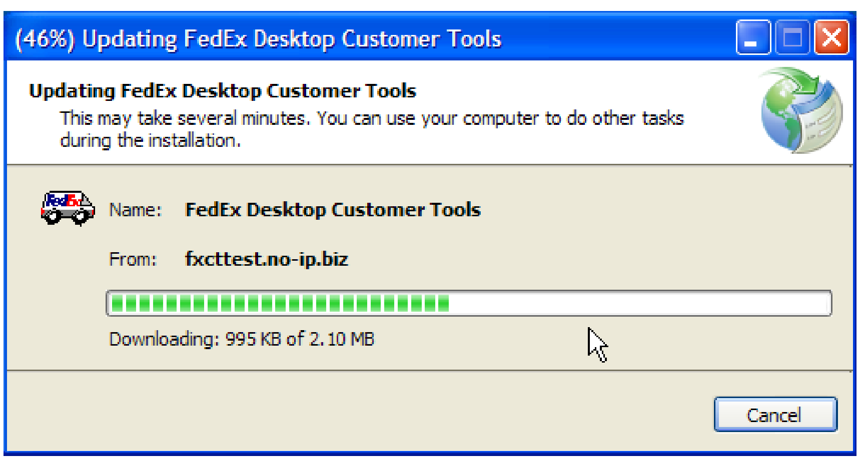
Updating FedEx Desktop Customer Tools Software

Automatic Updates

At startup, FedEx Desktop Customer Tools checks the download site to see if a newer version is available. If a newer version is available, you are prompted to download it.



Click **OK**. The following message window appears.



Manual Updates

To manually update FedEx Desktop Customer Tools, go to the **Help** menu and select **Install Update**.

USING FEDEX® DESKTOP CUSTOMER TOOLS

FedEx Desktop Customer Tools provides the following four tools:

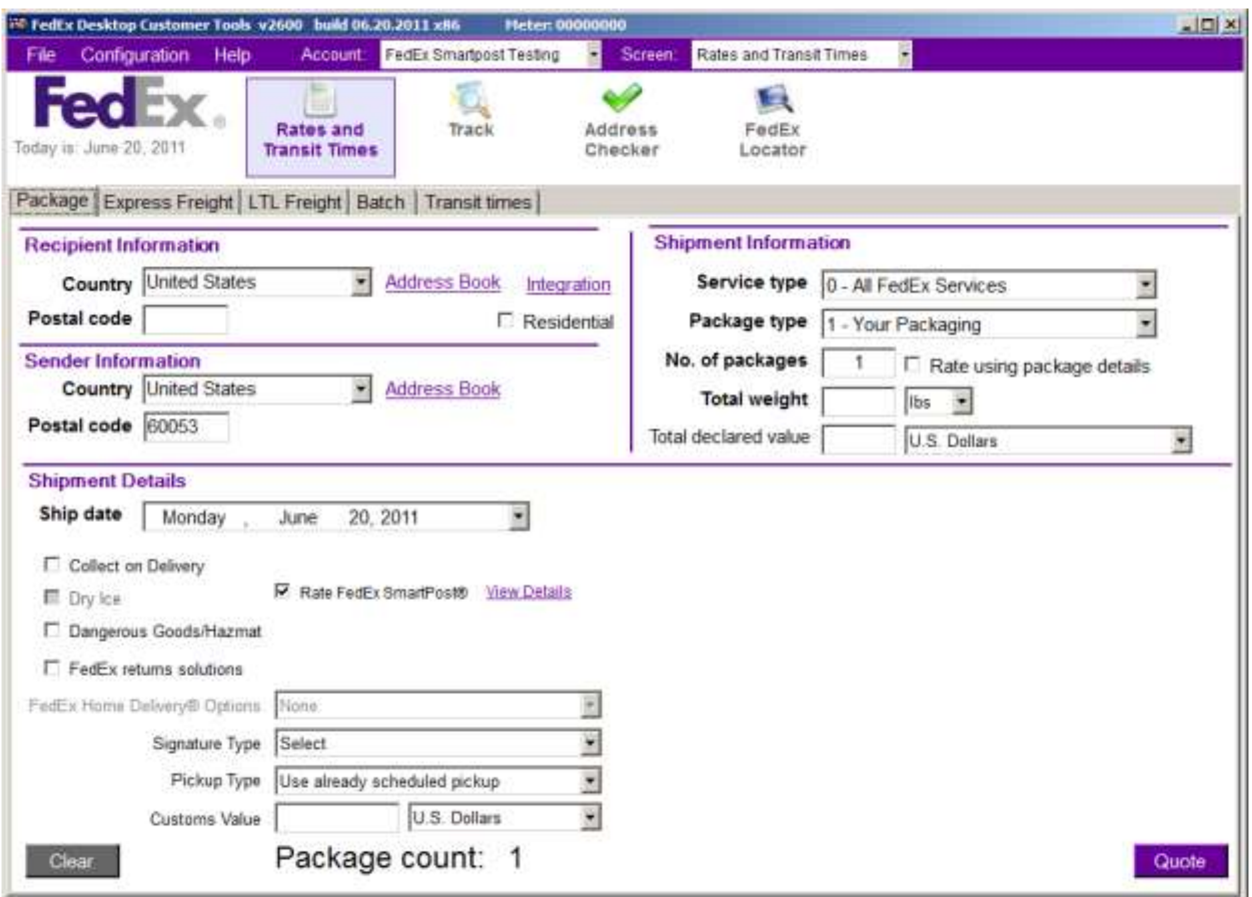
- Rates and Transit Times
- FedEx® Tracking
- FedEx® Address Checker
- FedEx Locator

These tools are accessed using buttons at the top of the screen.

These tools are described in the following sections.

Rates and Transit Times

Use FedEx Desktop Customer Tools to get rates and transit times using a manual process or a batch process. The program supports package rating for FedEx Express®, FedEx Ground®, FedEx SmartPost® and FedEx Freight®.



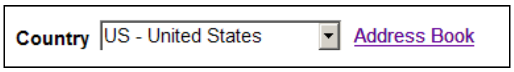
Package Rating

Use the Package tab for package rating. You can enter address information manually, or use the address book or integration. Rate using shipment details or package details. For a more detailed multi-package rate quote, we recommend using package details. Then save, print or export the resulting rate quote.

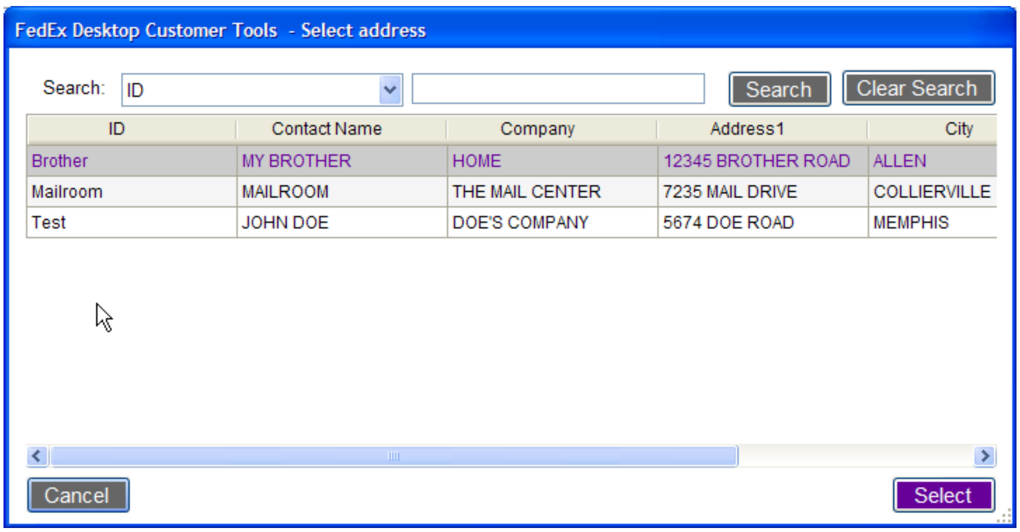
Entering Address Information

To select an address from your address book:

1. Click the **Address Book** link next to the **Country** drop-down menu. This link is available for both the sender and the recipient.



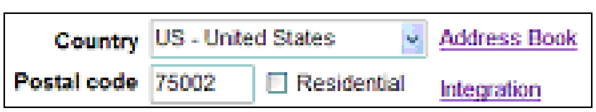
2. In the window that appears, highlight the address and click **Select**.



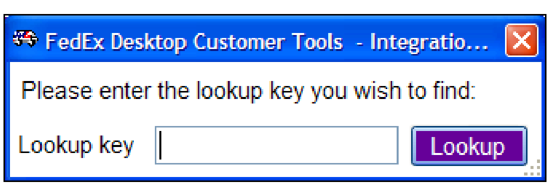
To select an address using integration, you must have already configured integration using the Integration option on the Configuration menu. If integration is configured, an **Integration** link is displayed below the **Address Book** link on the Package tab.

To select an address using integration:

1. Click the **Integration** link.



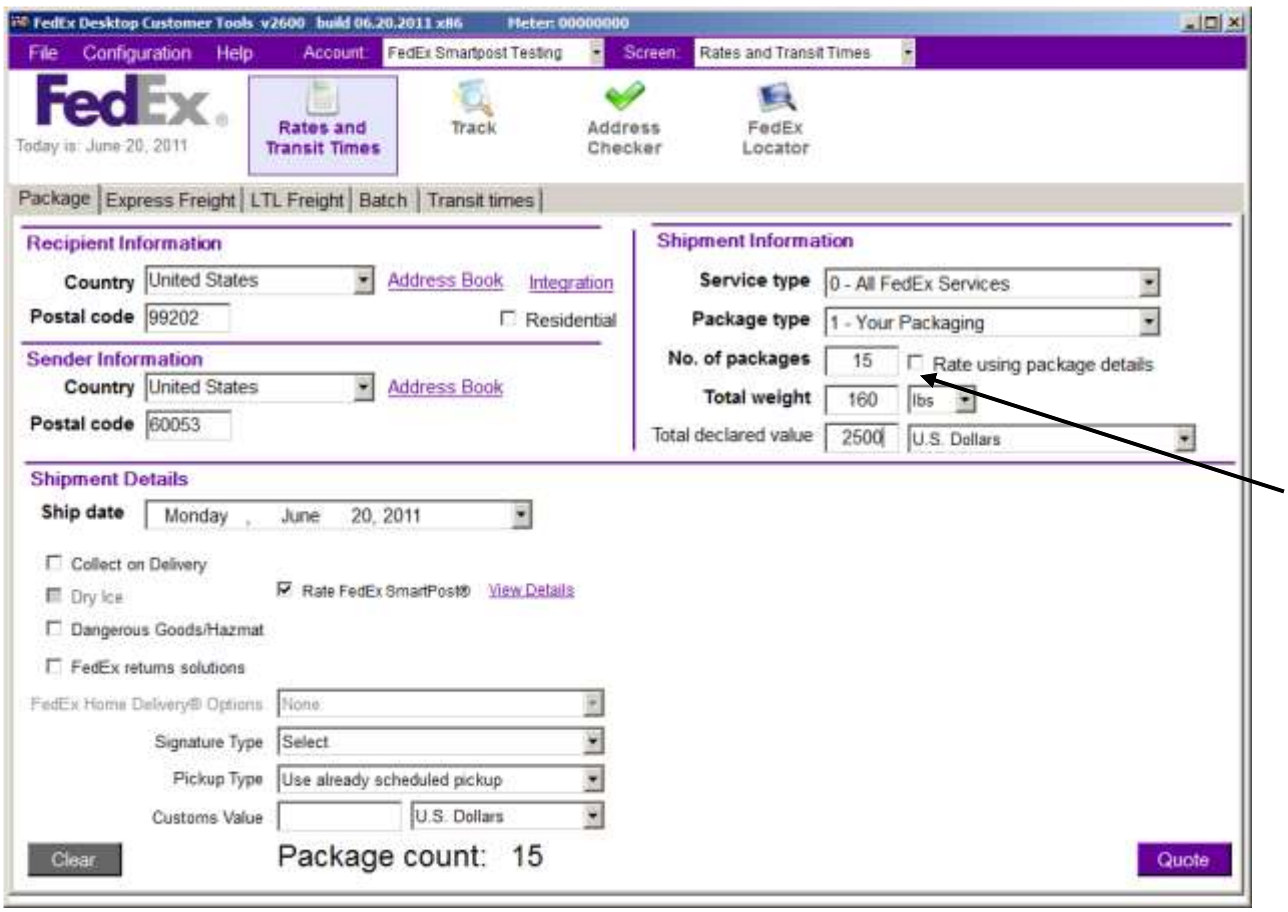
2. In the box that appears, enter the lookup key and click **Lookup**.



Rating Using Shipment Details

To rate using shipment details (total weight and number of packages):

1. Make sure the **Rate using package details** checkbox in the Shipment Information section is clear (not selected).
2. Enter the following:
   - Service type
   - Package type
   - No. of packages
   - Total weight
   - Special services in the Shipment Details section
3. Click the **Quote** button in the lower right corner of the screen.



Rating Using Package Details

To rate using package details:

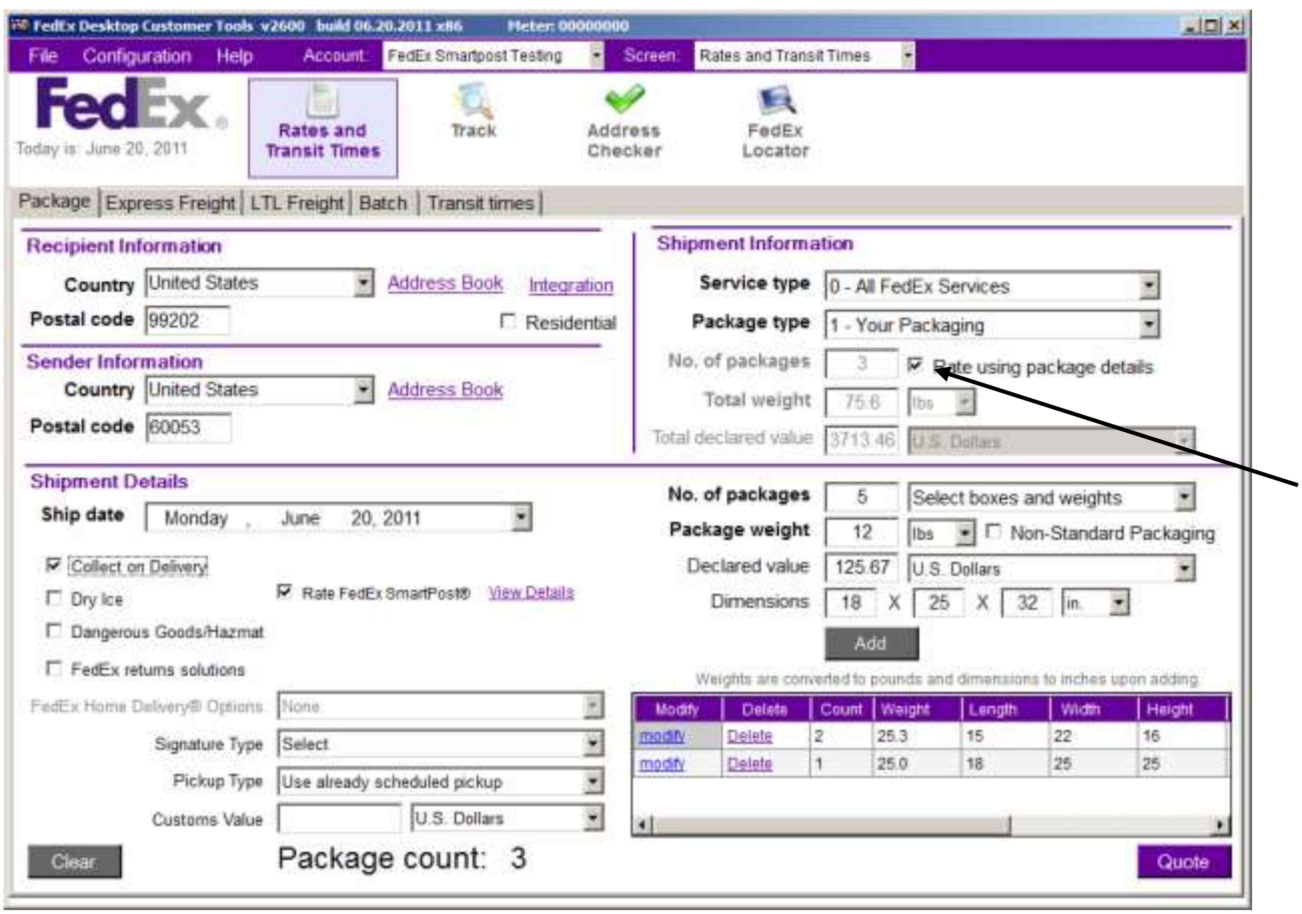
1. Select the **Rate using package details** checkbox in the Shipment Information section. Selecting this checkbox gives you access to the fields that let you enter individual package weights and sizes.

   Note: This is the ideal entry method when you want the most detailed rates possible.

2. Enter the following:
   - Service type
   - Package type
   - Special services in the Shipment Details section
   - No. of packages (if you are adding identical packages)
   - Package weight (or select boxes and weights from the drop-down menu)
   - Declared value (if desired)
   - Dimensions (if desired)

3. Click the **Add** button in the Shipment Details section. The packages are added to a grid that lists the packages as you build your shipment. To delete a package from the grid, click the **Delete** link for that package.

4. When the screen is complete, click the **Quote** button in the lower right corner of the screen.

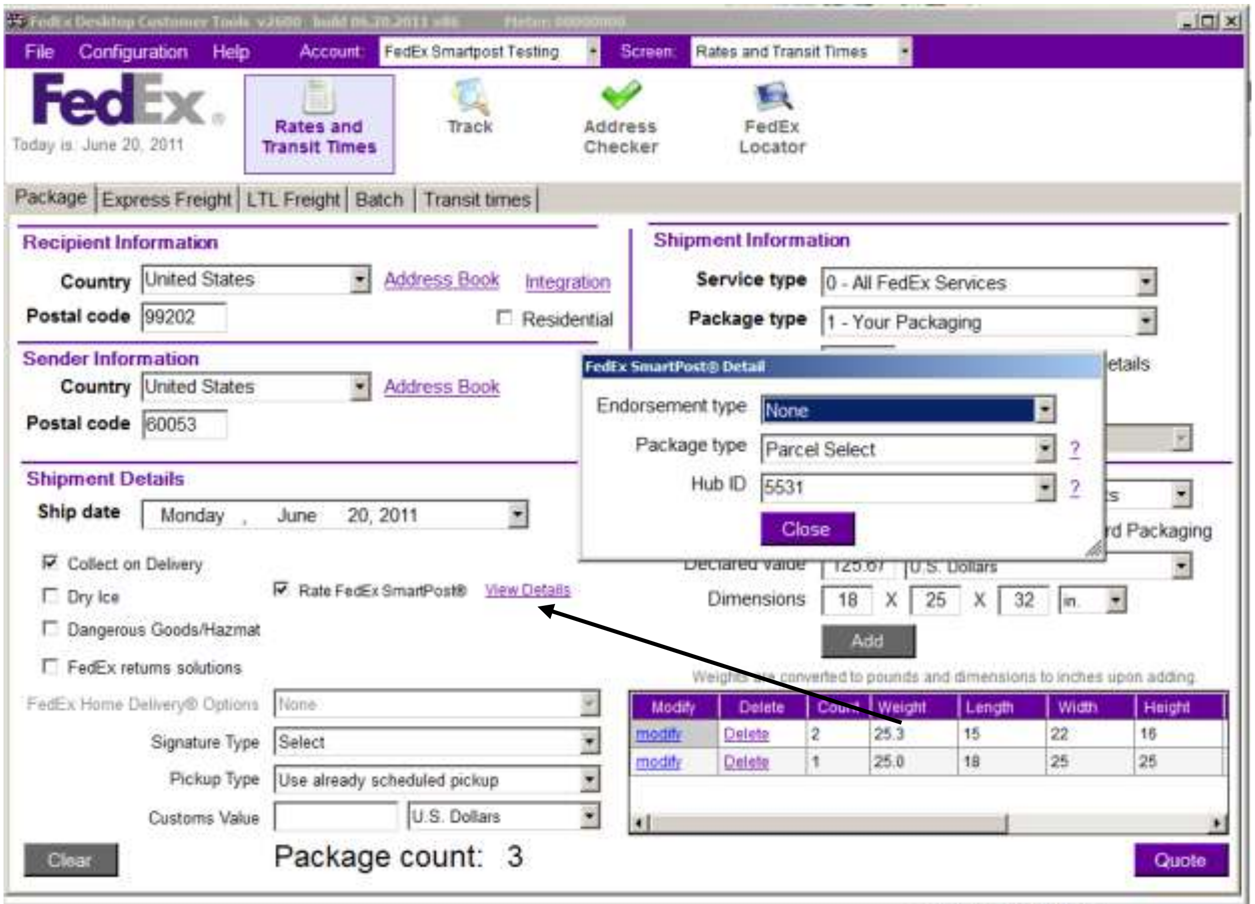


Rating FedEx SmartPost® Packages

To rate FedEx SmartPost packages:

1. Select the **Rate FedEx SmartPost®** checkbox.
2. Click the **View Details** link and specify the endorsement type, service type and hub ID. For questions about Hub ID and Package type you may click the **?** (question mark) link.
3. Enter package information into the package details grid.

Note: FedEx SmartPost rates are returned only if the package qualifies as a FedEx SmartPost shipment.

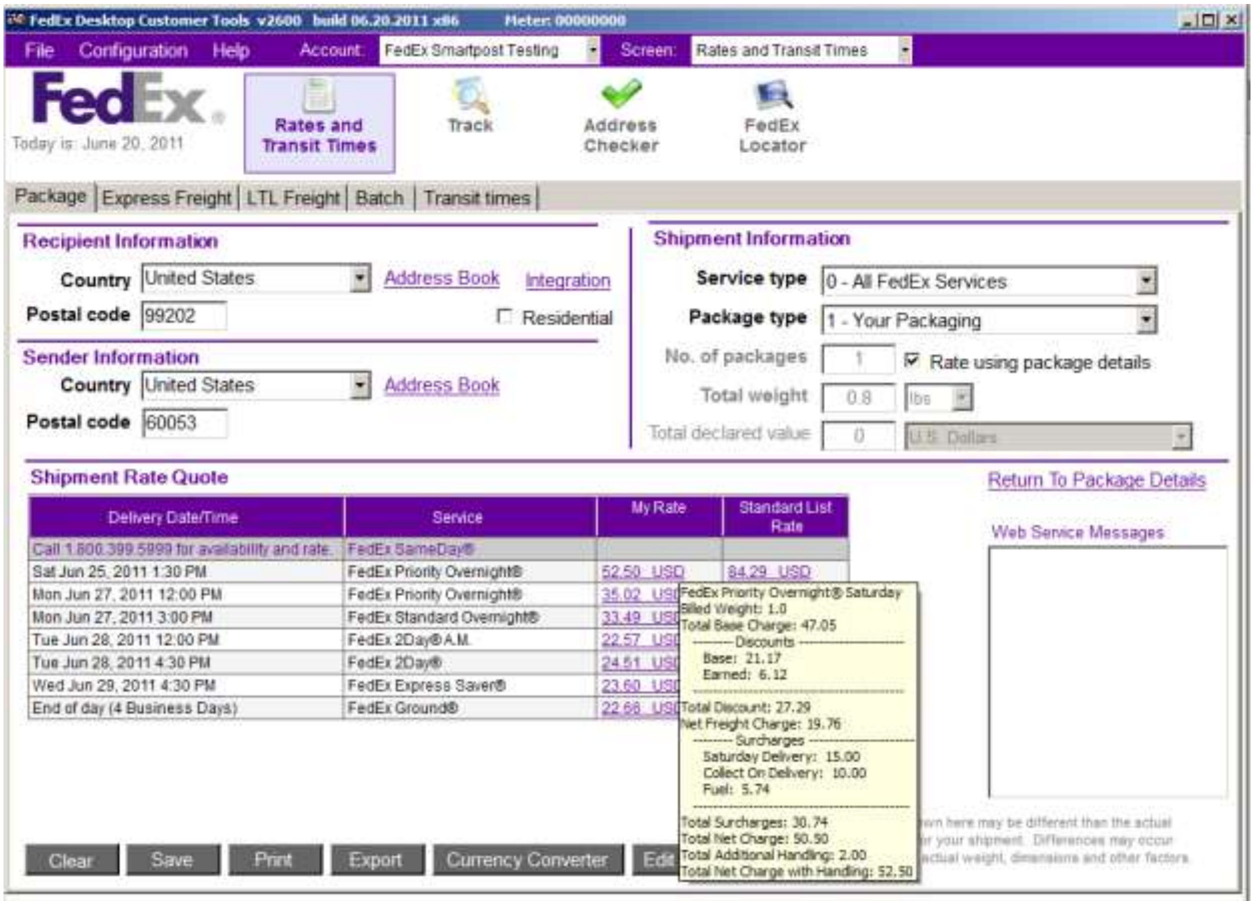


Viewing the Rate Quote

After you click **Quote**, rates are returned for all selected services that are available.

If an error occurs in rating, an error message is displayed to the right of the rate quotes.

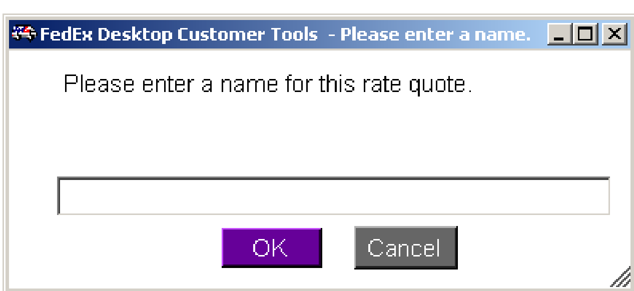
A breakdown of the rate, including surcharges, appears when you move the mouse cursor over the rate. This feature can be turned on or off during setup.



Saving the Rate Quote

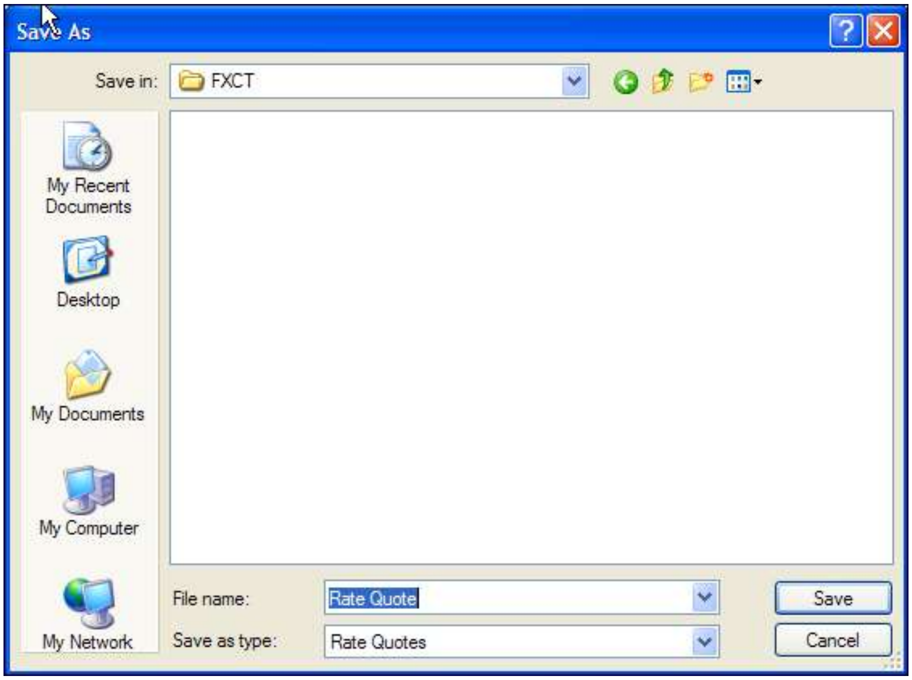
To save the rate quote in HTML format:

1. With the rate quote displayed, click **Save**. If configured, the application prompts you for a name for the rate quote. The name you enter will be displayed on the quote.



2. Enter a name and click **OK**.

3. The program prompts you for a file name and location.



4. Specify the file name and location you want, and click **Save**. The rate quote is saved in HTML format.

When you open the saved rate quote (HTML file) in an internet browser, information similar to that shown below is displayed.

Note: The rates displayed in the quote can be defined in setup. By default, they are net rates.

FedEx.

Rates & Transit Times - FedEx Desktop Customer Tools

Rate Details

Net rate quote

Created: October 06, 2009

Service with delivery date/time	**FedEx First Overnight®** Wed Oct 07, 2009 8:30 AM	**FedEx Priority Overnight®** Wed Oct 07, 2009 10:30 AM	**FedEx Standard Overnight®** Wed Oct 07, 2009 3:00 PM	**FedEx 2Day®** Thu Oct 08, 2009 4:30 PM	**FedEx Express Saver®** Fri Oct 09, 2009 4:30 PM	**FedEx Ground®** End of day (4 Business Days)
Quote Number						
Billed Weight	58.0 lbs	58.0 lbs	58.0 lbs	58.0 lbs	58.0 lbs	58.0 lbs
Base rate	265.05	240.05	225.80	174.40	122.20	36.11
Total discount	0.00	74.42	70.00	55.81	39.10	8.85
Total surcharge	28.33	20.87	20.14	17.34	14.68	9.54
Total charge	293.38	186.50	175.94	135.93	97.78	36.80
Additional handling						19.60
List Rate with handling	293.38	266.50	251.19	195.93	139.82	66.75
Total with handling	**293.38**	**186.50**	**175.94**	**135.93**	**97.78**	**56.40**

Shipment Details

Sender/Recipient

Ship From: 83835, US **Ship To:** 75002, US

Package Information

Count	Weight	Dimensions	Declared Value
1	25lbs	25 x 18 x 25	$1245.00

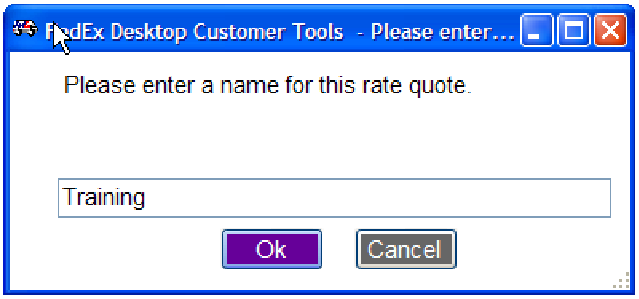
Special Services

Please Note: Rates shown here may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions and other factors. Consult the applicable FedEx Service Guide for details.

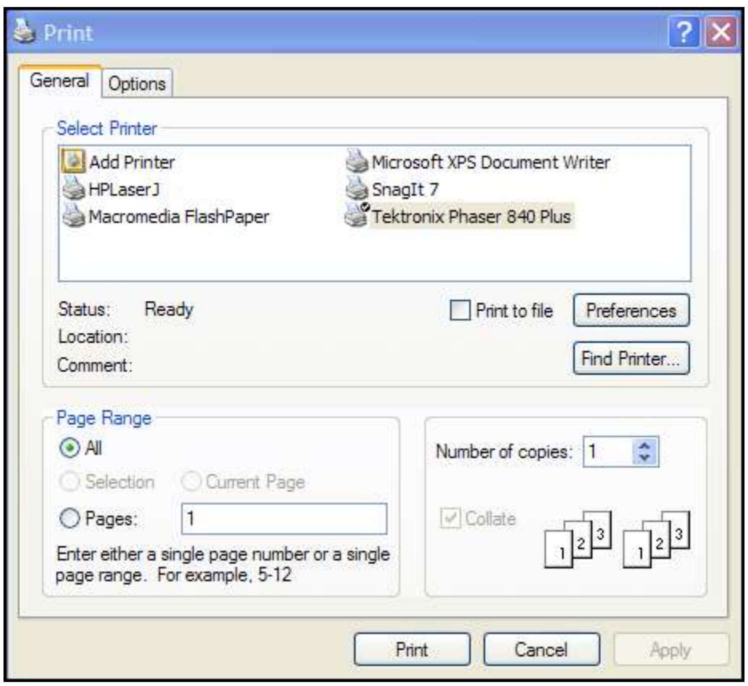
Printing the Rate Quote

To print a rate quote from the rating screen:

1. Click **Print**. If configured, the application prompts you for a name for the quote. The name you enter will be displayed on the quote.



2. Enter a name and click **OK**.
3. The rate-quote details display in a new window. Click **Print**.
4. The Print dialog box appears. Select the printer you want, and click **Print**.



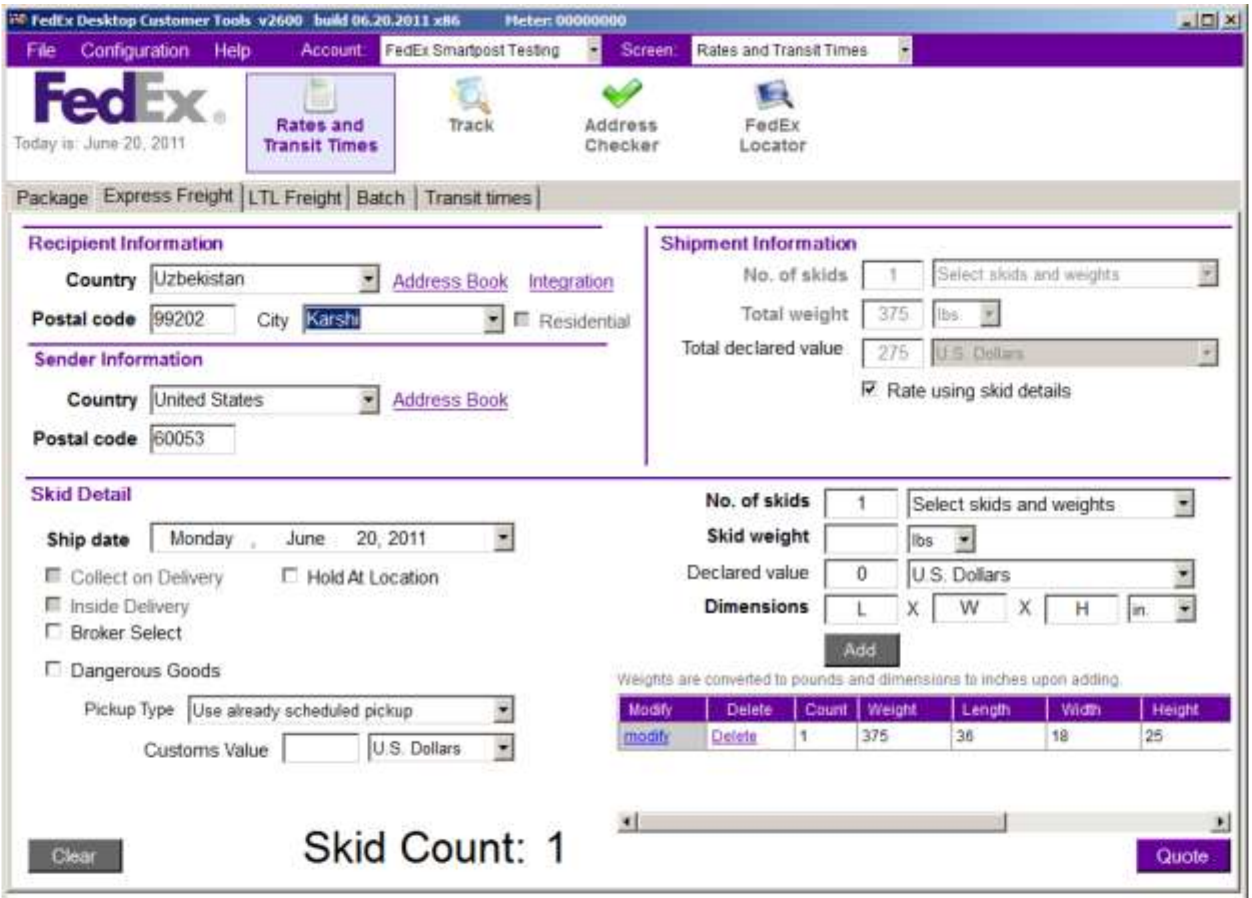
Exporting the Rate Quote

To export a rate quote from the rating screen, click **Export**.

Clicking this button starts the Export Wizard, which lets you export the rate quote to an XLS, XML, HTML or text file. For more information on using the Export Wizard, see Appendix A.

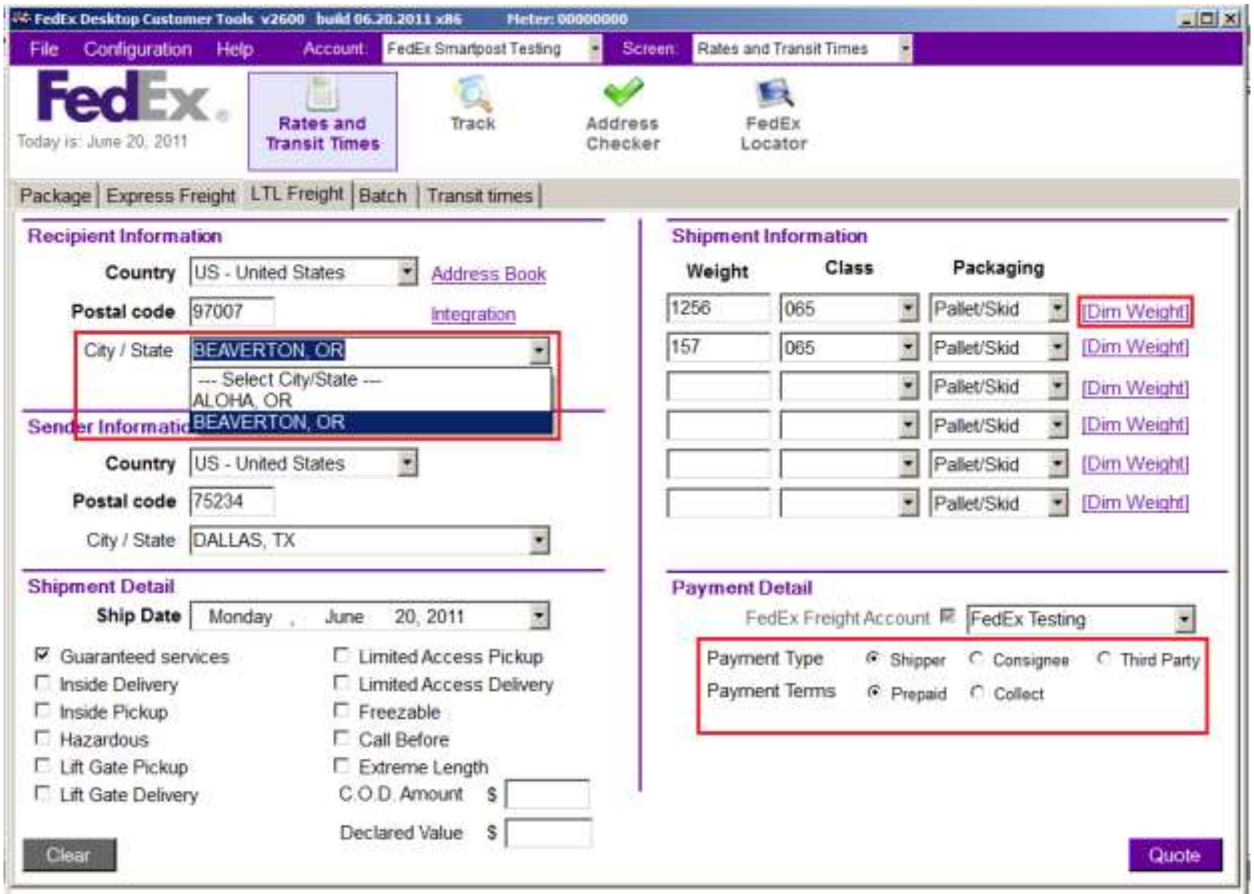
Express Freight Rating

Use the Express Freight tab for express freight rating. This tab is similar to the Package tab. You can enter address information using manual entry, the address book or integration. You can rate using total shipment information or skid details, and then save, print and export the rate quote returned. For more information on using these features, please refer to the previous section, “Package Rating.”



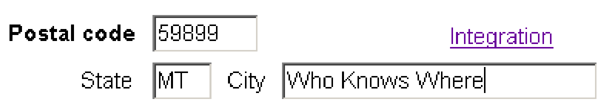
LTL Freight Rating

Rating is available for FedEx Freight®. A separate FedEx Freight account is required to rate LTL (less-than-truckload) shipments. For directions on how to enter this account number, please see the section on the Accounts screen.



You must enter a city, state and ZIP code on the LTL Freight tab.

- If the ZIP code database has been installed and you enter a valid FedEx Freight ZIP code in the **Postal code** field, the **City/State** drop-down menu is displayed. Select a city and state from the drop-down menu.
- If the ZIP code database is not installed or you enter an invalid ZIP code in the **Postal code** field, two text boxes labeled **State** and **City** (shown below) are displayed instead of the drop-down menu. Enter the two-letter state abbreviation and the city in the text boxes.



The **Payment Type** and **Payment Terms** values must match those allowed by the account number. If you are unsure which rates are loaded on your account, please contact FedEx Freight Customer Service at 1.866.393.4585.

If your pricing is based on dimensional weight instead of weight, you may click the **[Dim Weight]** link to calculate the dimensional weight of your shipment by entering the dimensions and the dimensional divisor.

Batch Processing

With FedEx Desktop Customer Tools, you can batch-process rate and transit-time requests.

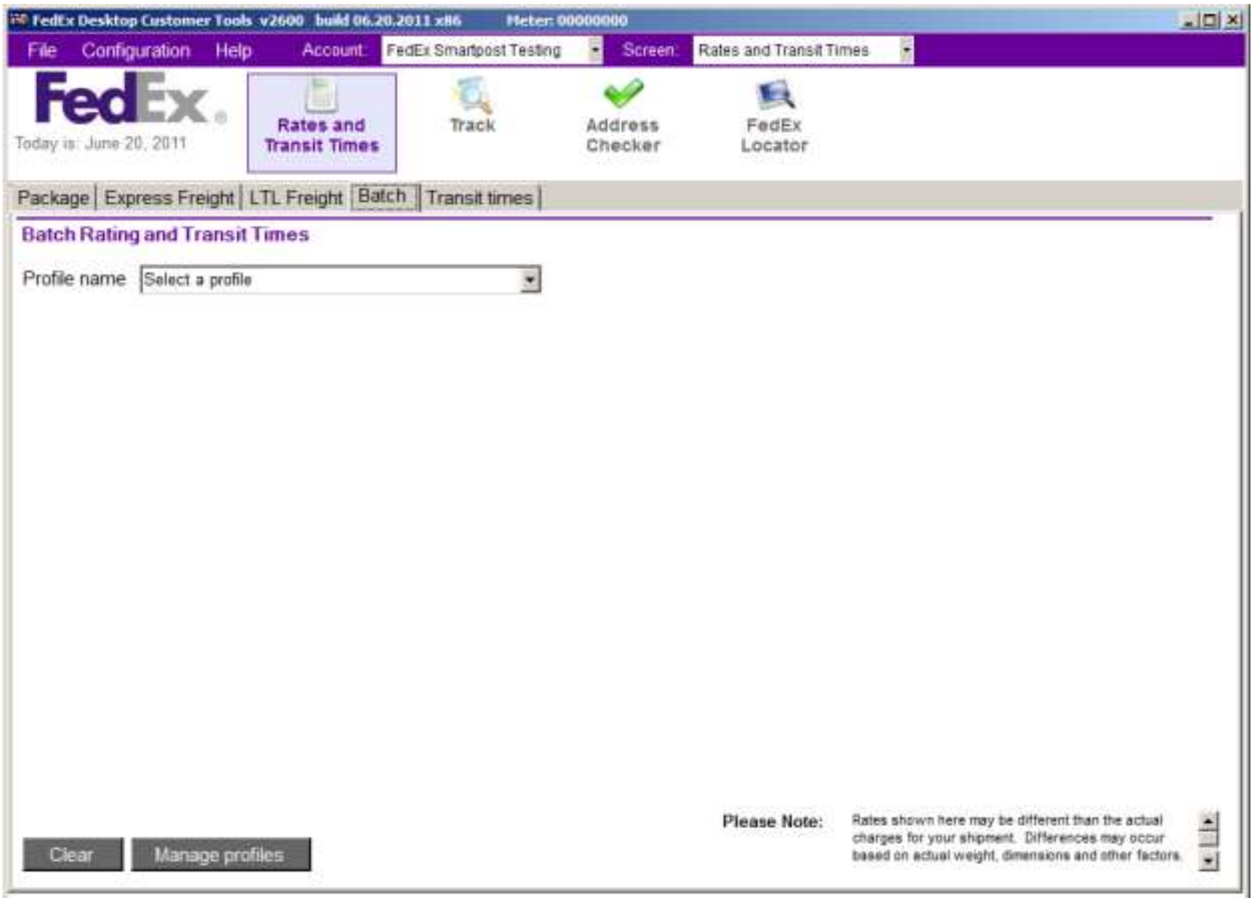
The first step to batch processing is to create a batch profile.

Note: For instructions on creating batch profiles, see Batch Profiles under Configuring FedEx Desktop Customer Tools.

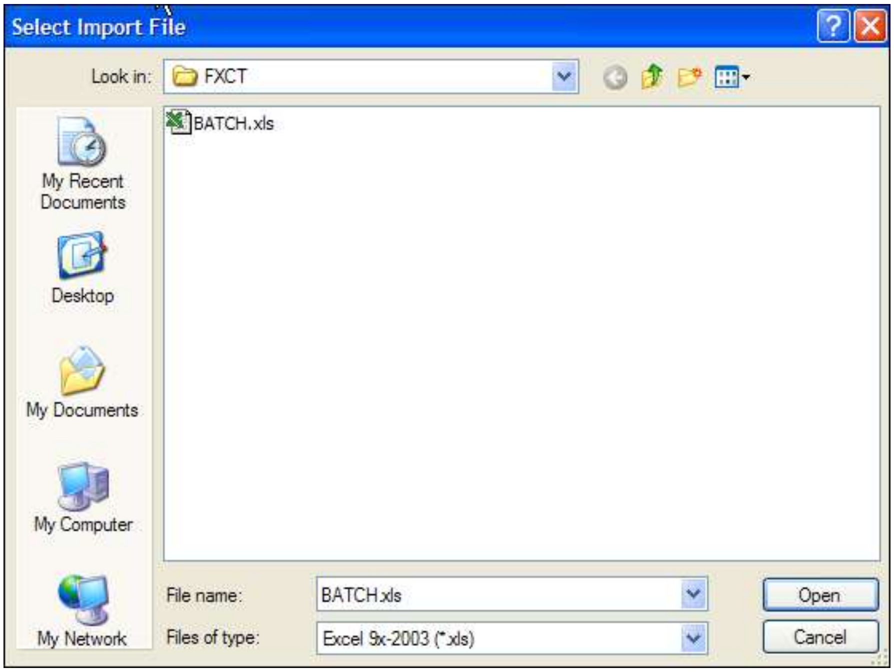
The following instructions assume that you have created a batch profile.

To batch-process rate and transit-time requests:

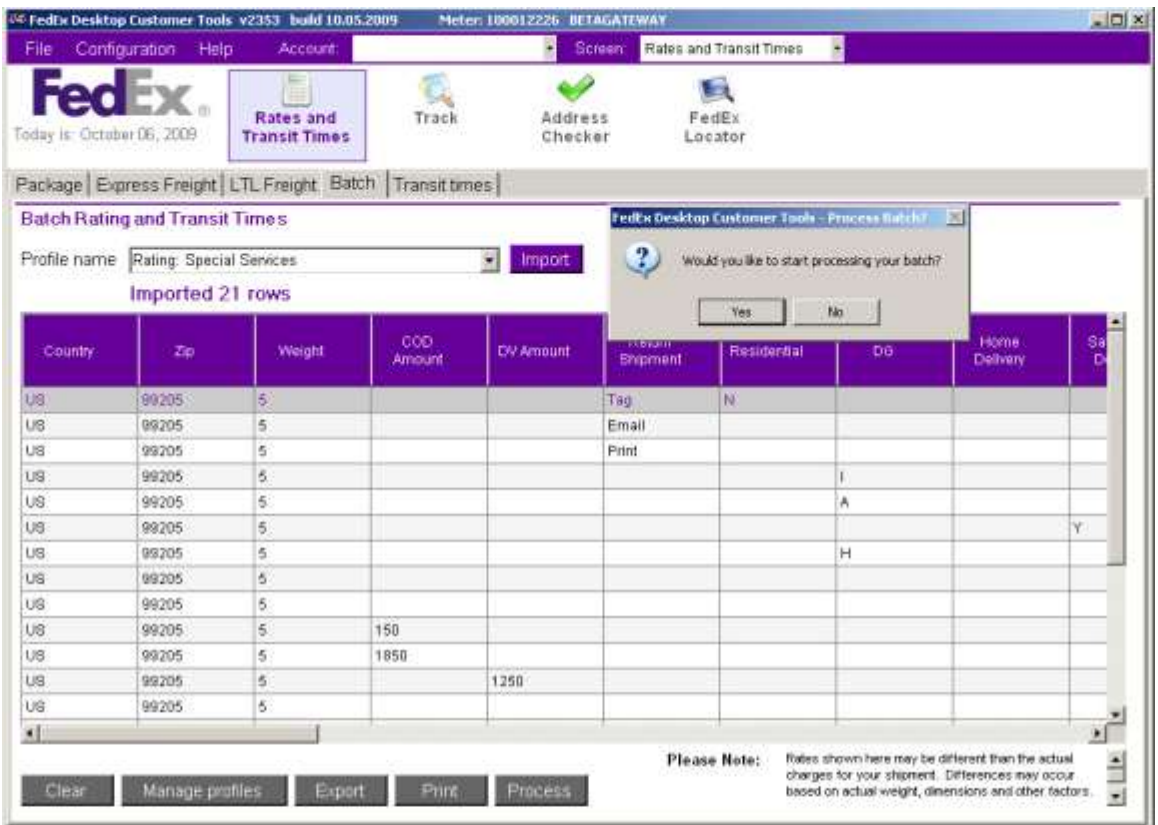
1. Select your batch profile in the **Profile** drop-down menu and click **Import**.



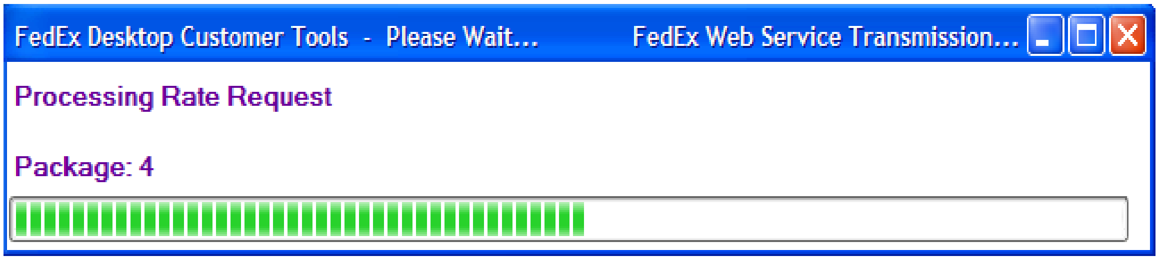
2. Select the file associated with the batch profile by highlighting the file name and clicking **Open** (or by double-clicking the file name).



3. The file is imported, populating the grid on the Batch tab. Click **Yes** in the Process Batch message box to start processing the batch.

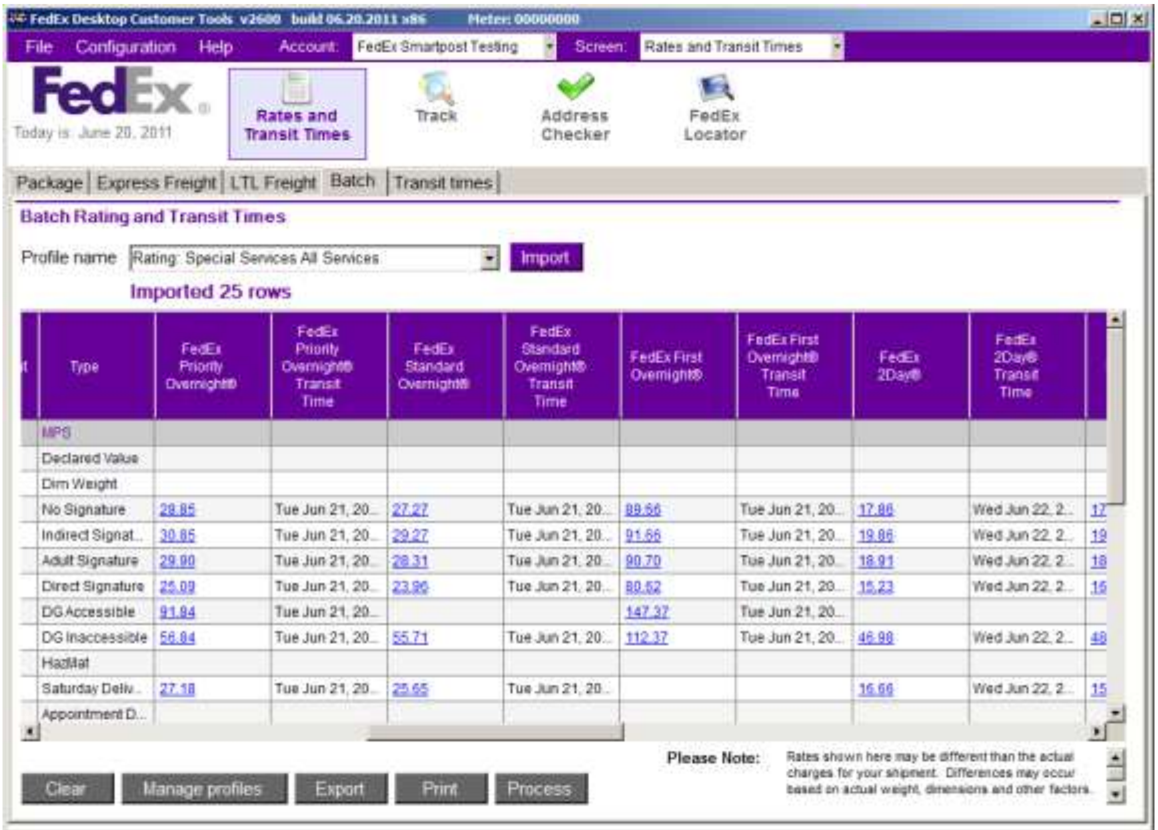


4. Depending on the size of the batch, this may take some time. A status window appears, showing the item being processed.

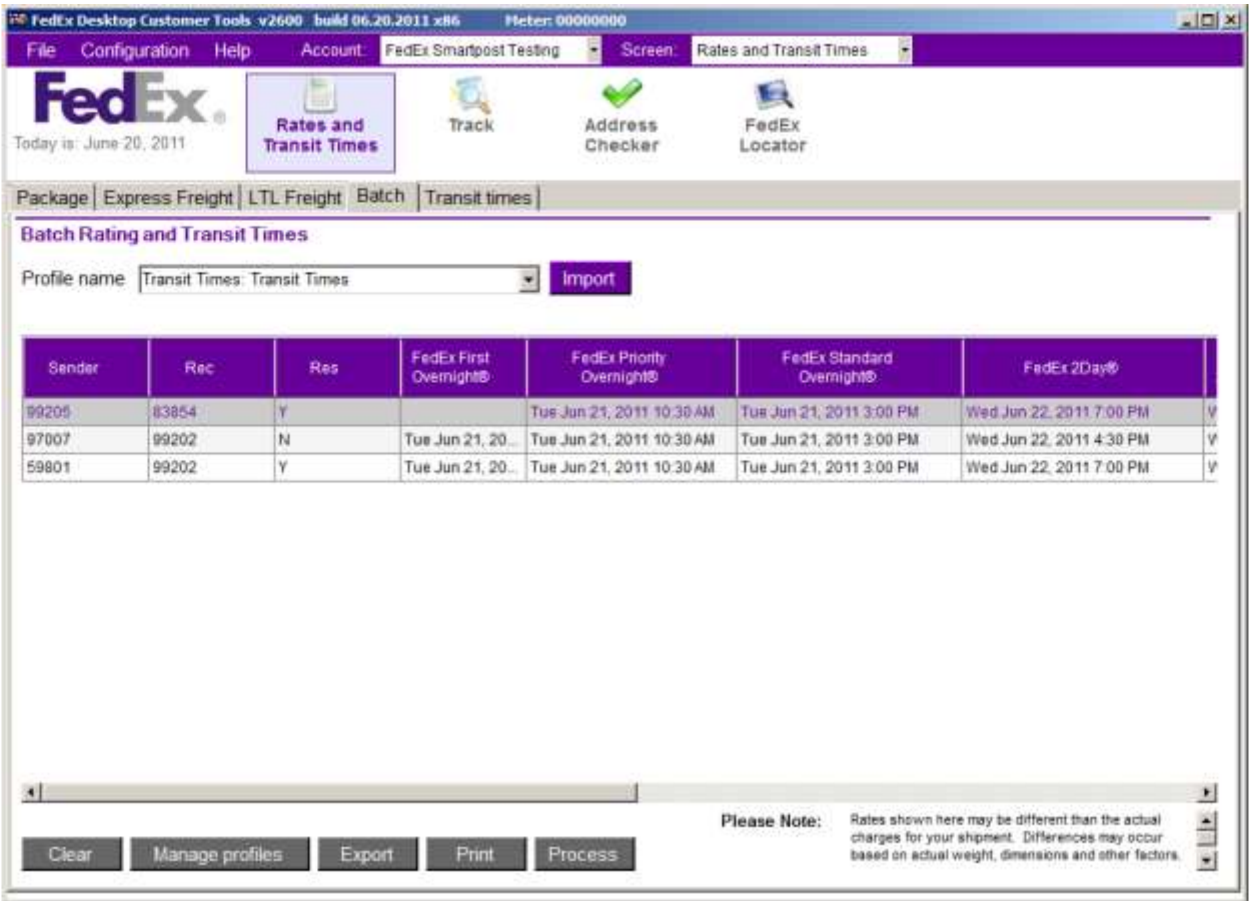


5. When processing is complete, the Batch Complete message box appears. Click **OK**.

6. The rates are added to the grid. Any errors found are displayed in the Rate Status column. You can export the results to a XLS, XML, HTML or text file by clicking the **Export** button.



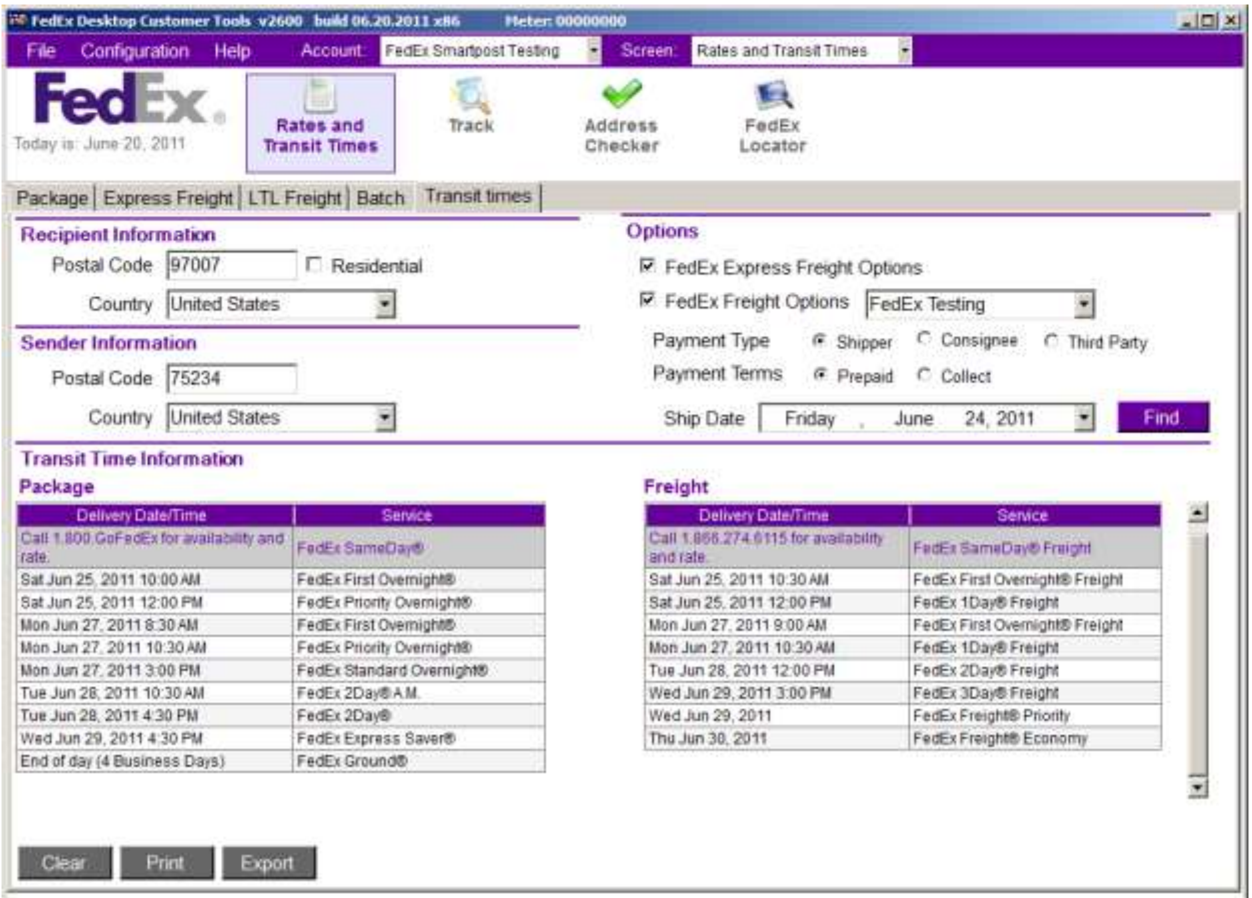
You can also process a batch transit-time request, which is displayed in a similar fashion.



Transit Times

FedEx Desktop Customer Tools allows easy access to transit times with minimal entry.

1. Enter the origin postal code.
2. Enter the destination postal code.
3. If using FedEx Freight Options, specify the FedEx Freight account and payment type and terms.
4. Click **Find**.



All of the available services are displayed on the screen, as shown above.

Printing and Exporting Transit Times

Just as with rate quotes, you can print and export transit-time results.

- To print the transit-time results, click **Print**. Clicking this button starts the Print Wizard. For more information on using the Print Wizard, see Appendix B.
- To export the transit-time results, click **Export**. Clicking this button starts the Export Wizard, which lets you export the transit-time results to an XLS, XML, HTML or text file. For more information on using the Export Wizard, see Appendix A.

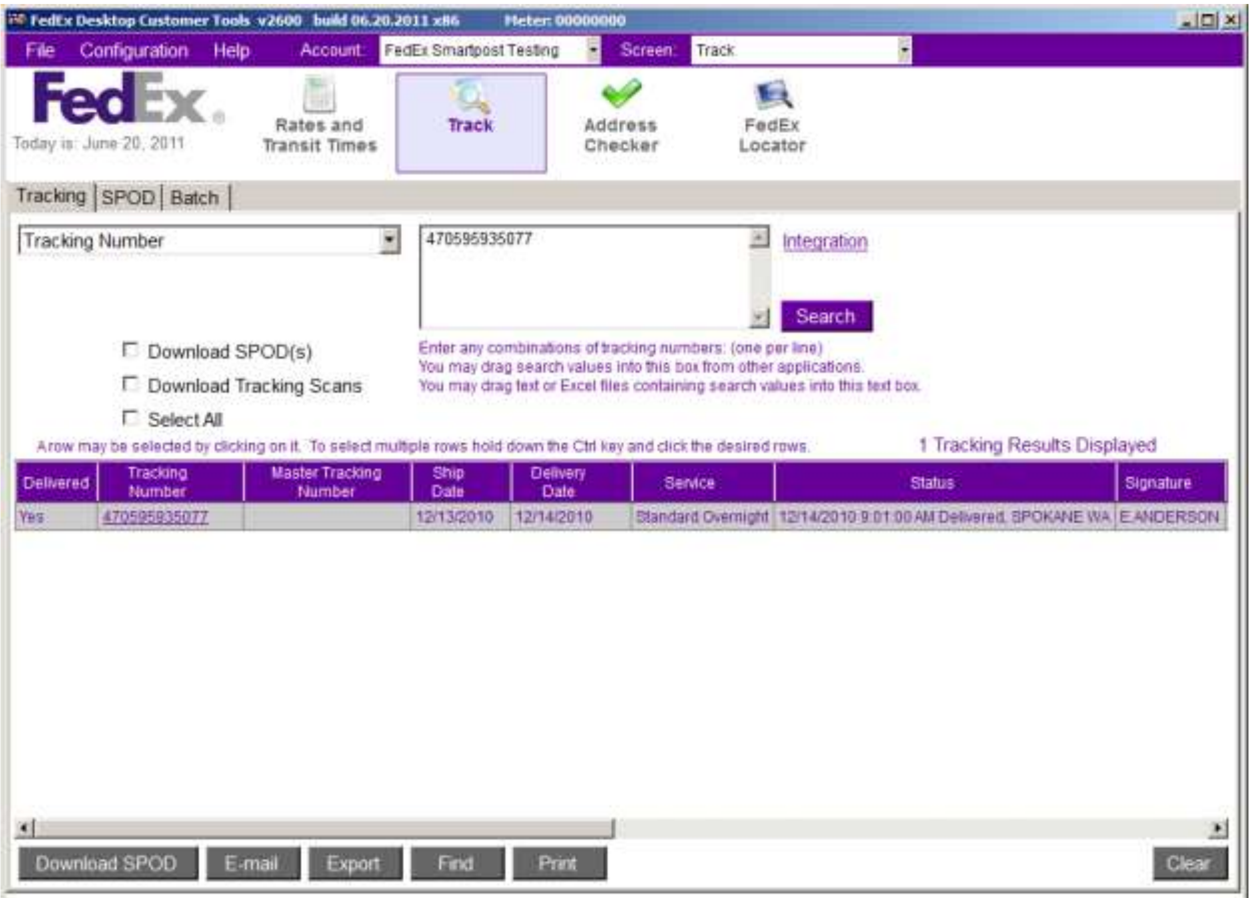
Track

Use the Track tool to track by FedEx tracking number, reference, RMA number, master tracking number, transportation control number, bill of lading number or batch. To track the status of a shipment:

1. Click the **Track** button in the button bar.
2. On the Tracking tab, select the tracking method from the drop-down menu.

   Note: When tracking using non-tracking numbers, you must enter an approximate ship date and a third party account number, if applicable.

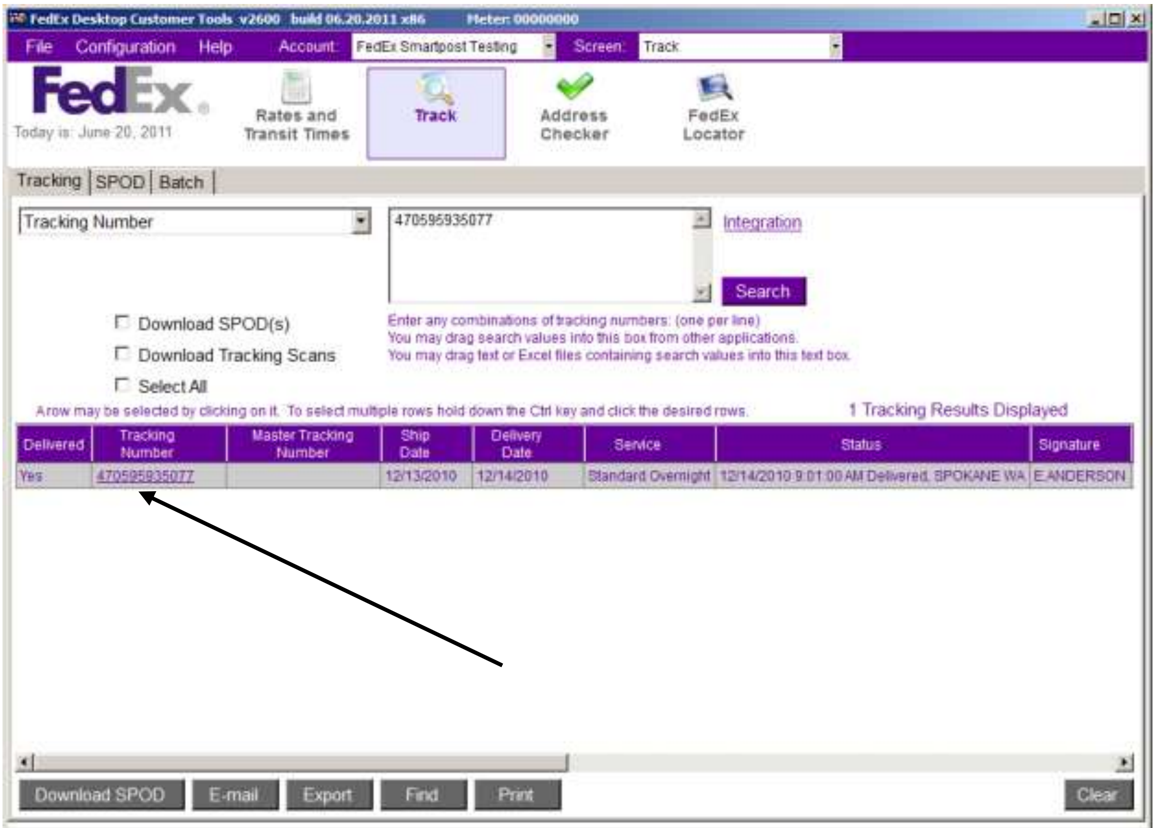
3. Enter the FedEx tracking number(s) in the text box.
4. Click **Search**. Results are displayed in a data grid.



Tracking Details

To view the tracking details for a shipment:

1. Click the FedEx tracking number for the shipment in the data grid.



2. The Detailed Tracking Results screen for the selected shipment is displayed.

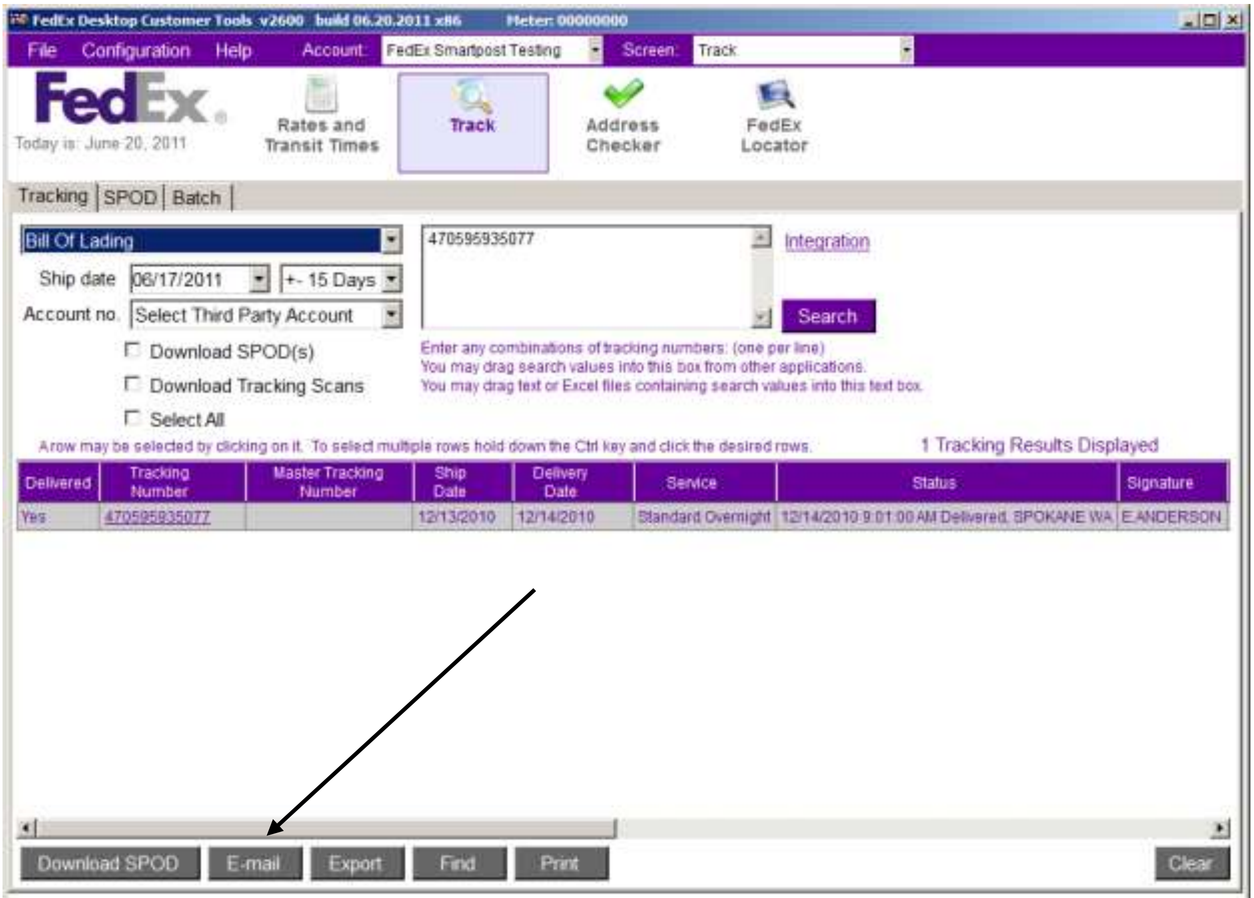
From the Detailed Tracking Results screen you can:

- Click **Export** to export the tracking details to a comma-separated value (CSV) file.
- Click **Copy To Clipboard** to copy the tracking details to the Windows® clipboard for use in another application.
- Click **Close** to close this window and return to the Tracking tab.

E-mail Notifications

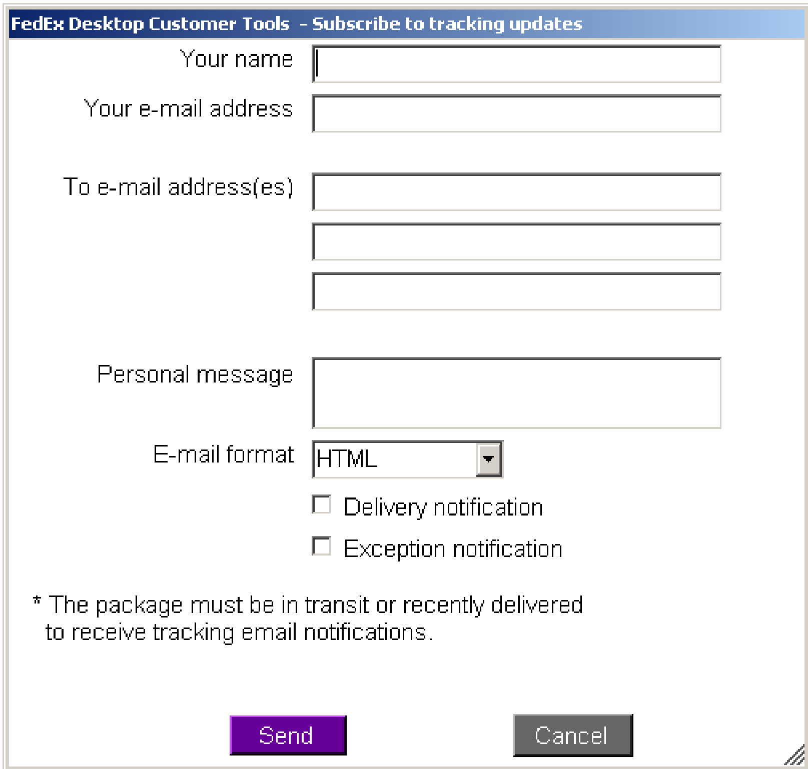
E-mail notifications can be added to any in-transit or recently delivered shipment. To add an e-mail notification:

1. In the data grid on the Tracking tab, select the row(s) you wish to add a shipment notification to. Select a row by clicking it. Select multiple rows by holding down the **Ctrl** key while clicking.



2. Click the **E-mail** button at the bottom of the screen.

3. Fill in the form that appears, and click **Send**.



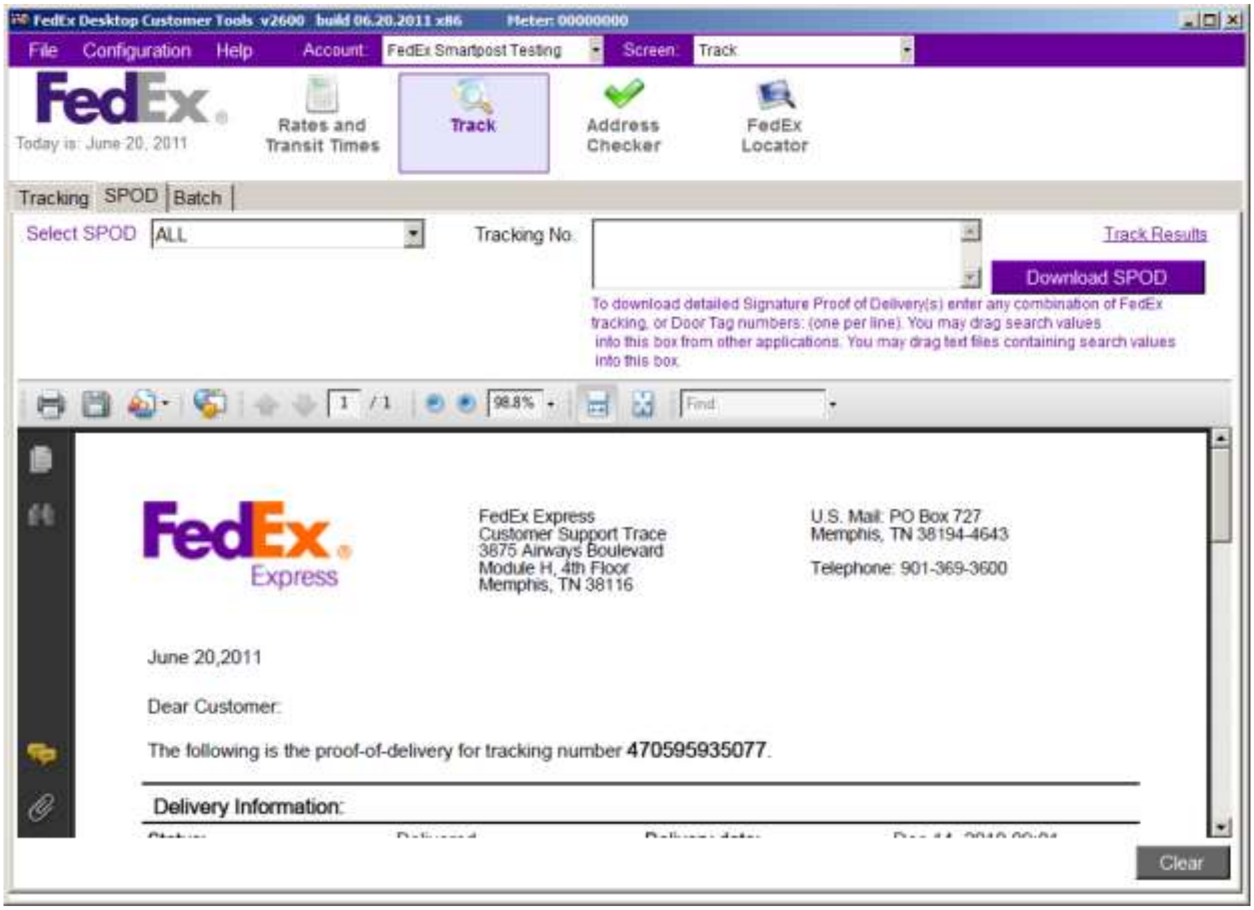
Signature Proof of Delivery (SPOD) Download

Note: To view Signature Proof of Delivery letters (SPODs), you must have Adobe® Reader® installed on your system.

You can request Signature Proof of Delivery letters (SPODs) on all three of the Track tabs: Tracking, SPOD and Batch.

Using the SPOD tab (shown below):

1. Make a selection in the **Select SPOD** drop-down menu.
2. Click the **Download SPOD** button.
3. The SPODs are displayed in PDF format in an embedded web viewer.



Batch Tracking

FedEx Desktop Customer Tools lets you batch-track in two ways:

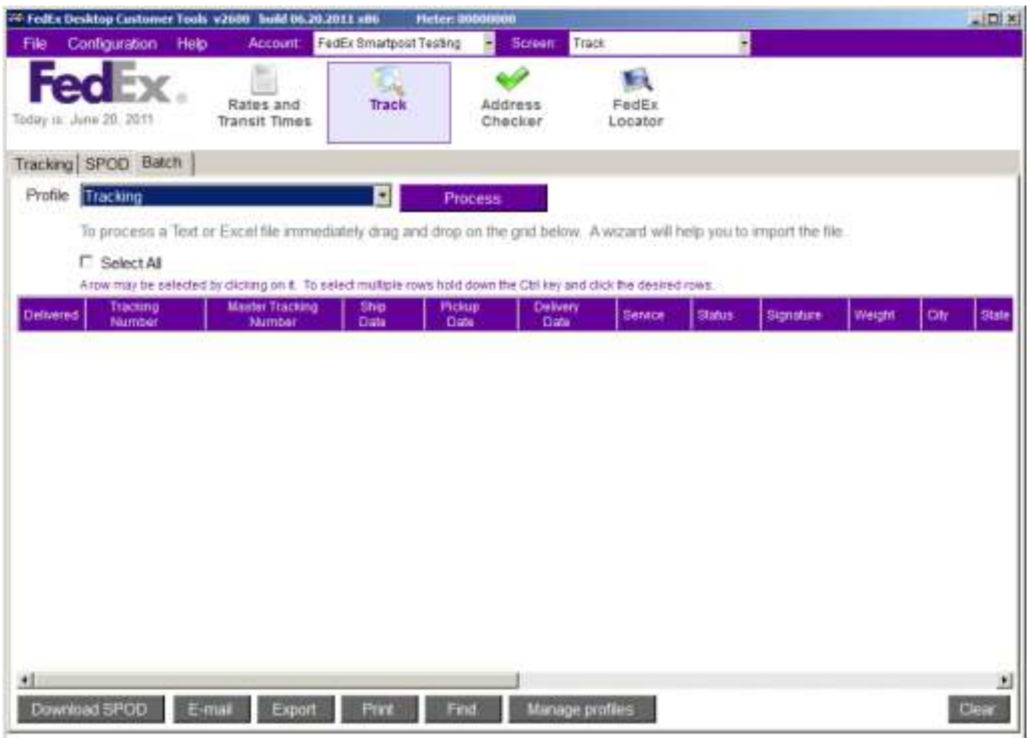
- Track using a previously created batch profile. For instructions on creating batch profiles, see “Batch Profiles” under “Configuring FedEx Desktop Customer Tools.”
- Track dynamically, without a batch profile, by dropping a file onto the Tracking text box or onto the data grid on the Batch tab.

Batch Tracking Using a Batch Profile

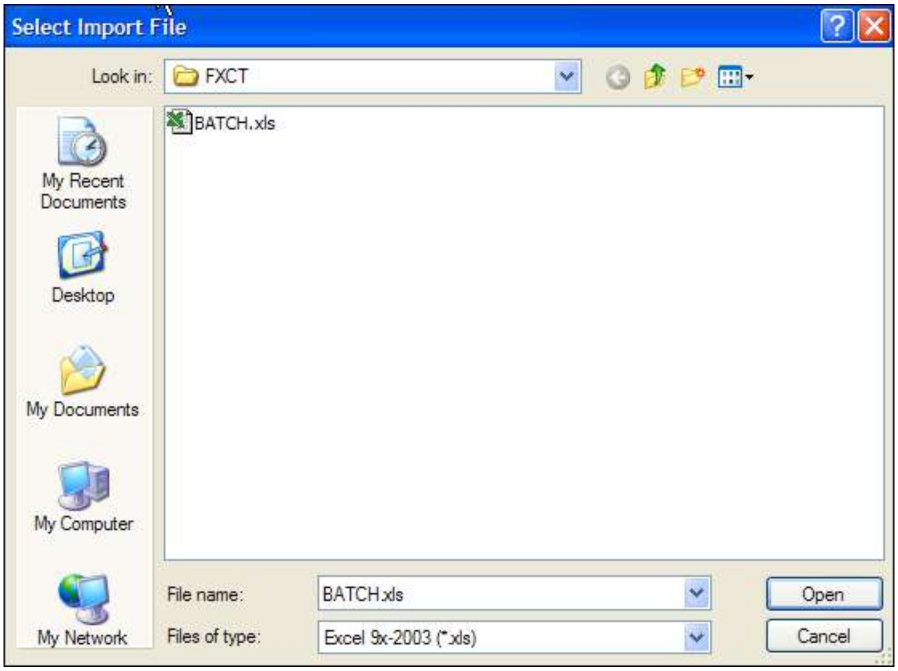
To track using a batch profile:

1. Click the **Track** button in the button bar.
2. Select the **Batch** tab.
3. Select a profile in the **Profile** drop-down menu.

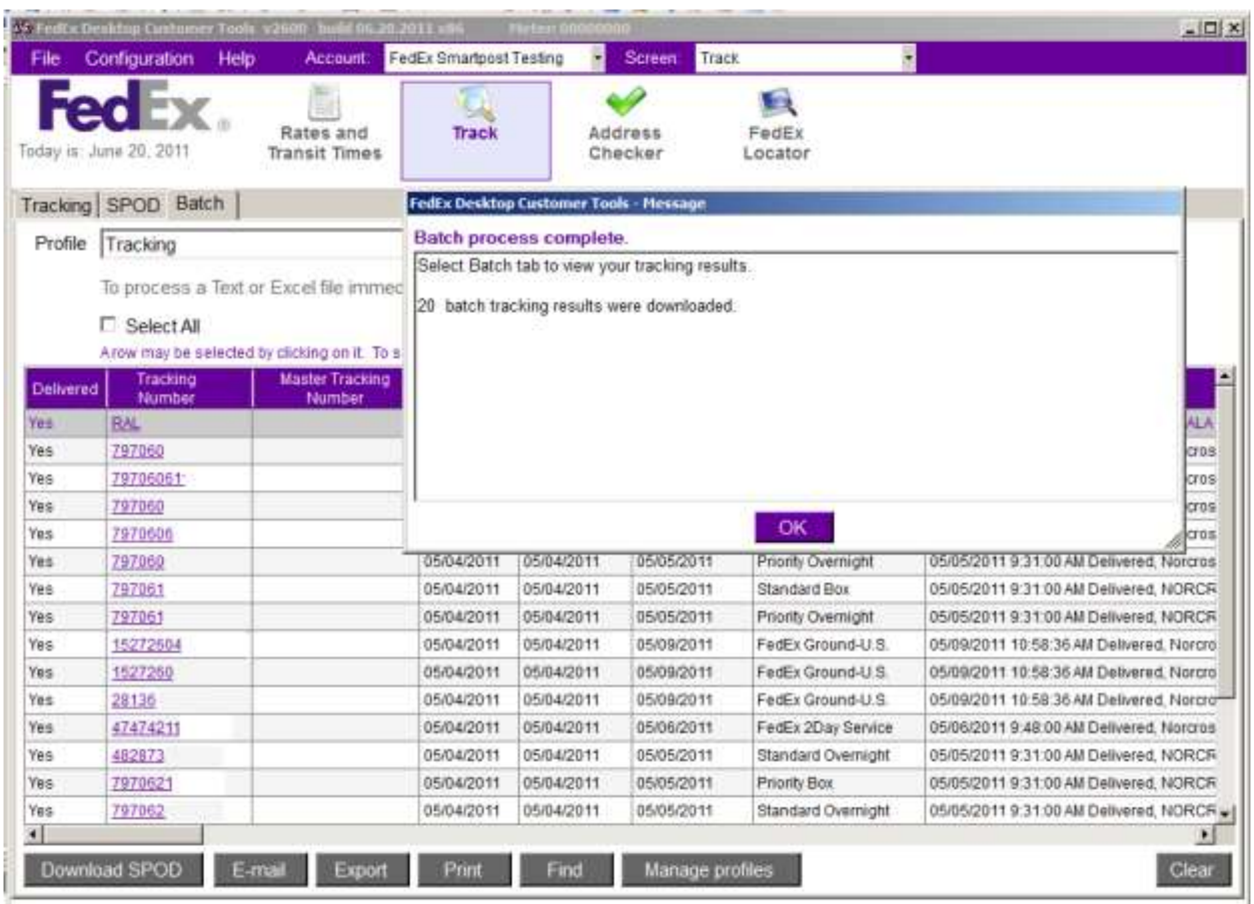
   For instructions on creating batch profiles, see “Batch Profiles” under “Configuring FedEx Desktop Customer Tools.”
4. Click **Process**.



5. Select the file associated with the batch profile.



6. The results are displayed in the data grid, as with any other tracking request.

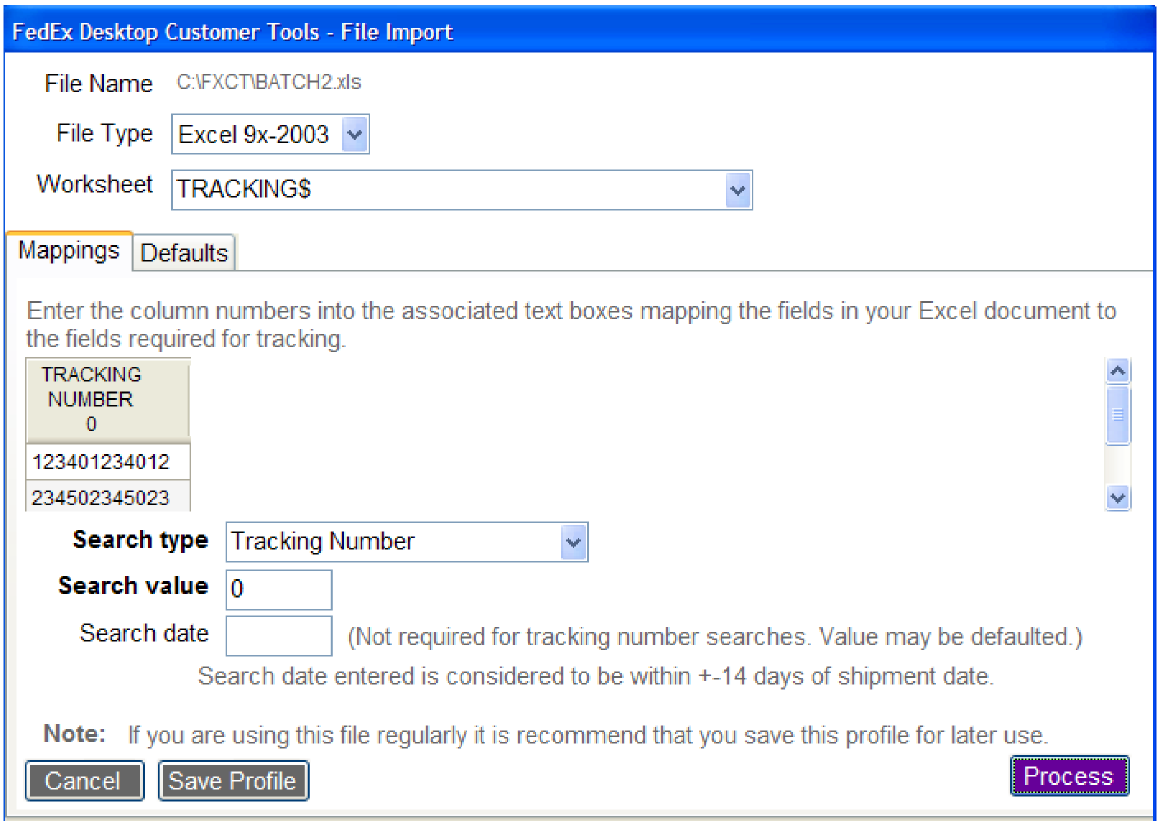


Dynamic Batch Tracking

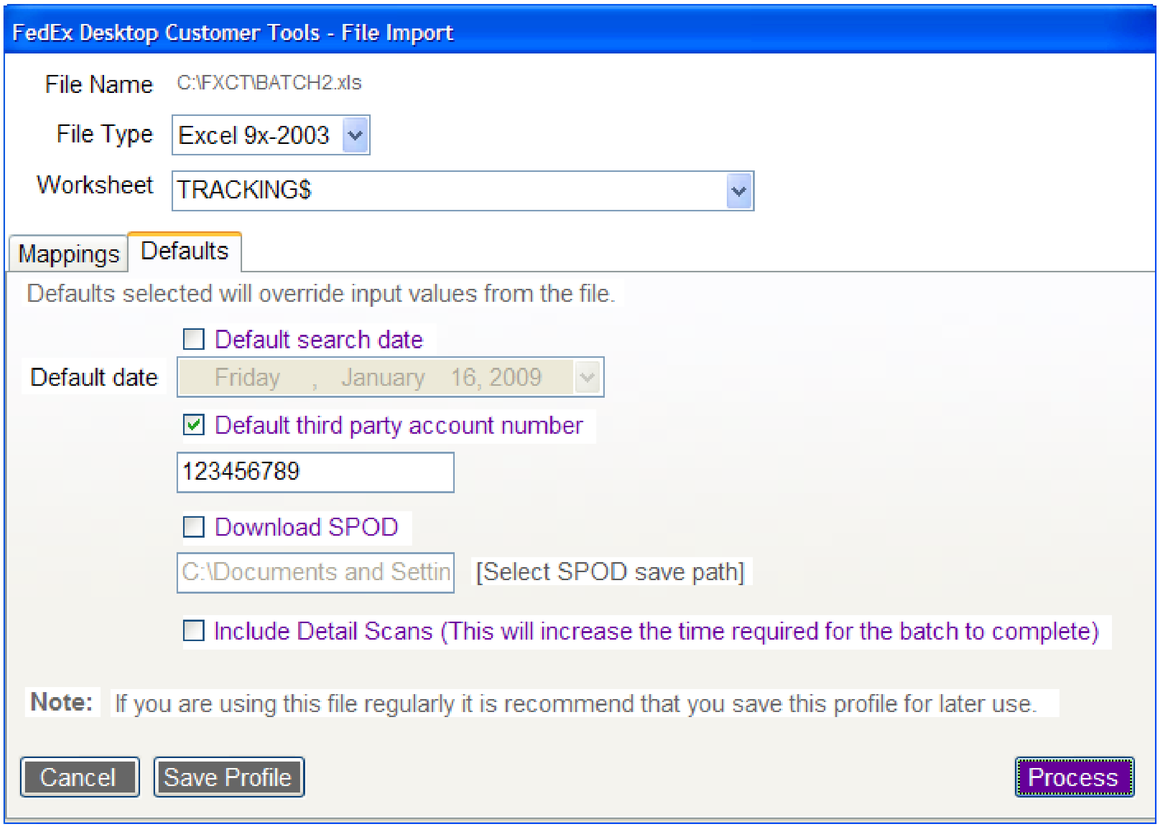
Dynamic batch tracking refers to tracking without creating a batch profile.

To track dynamically:

1. Drag and drop Microsoft® Excel files or delimited text files onto the text box on the Tracking tab or onto the data grid on the Batch tab.
2. The following form appears. Use the Mappings tab to define the fields you wish to import.



3. Use the Defaults tab to set defaults.



4. If you plan to use the file again, click **Save Profile** to save the profile, just as you would if you used the Batch Profiles option on the Configuration menu.

5. To start processing the batch, click **Process**.

Printing and Exporting Tracking Results

You can print and export the batch-tracking results:

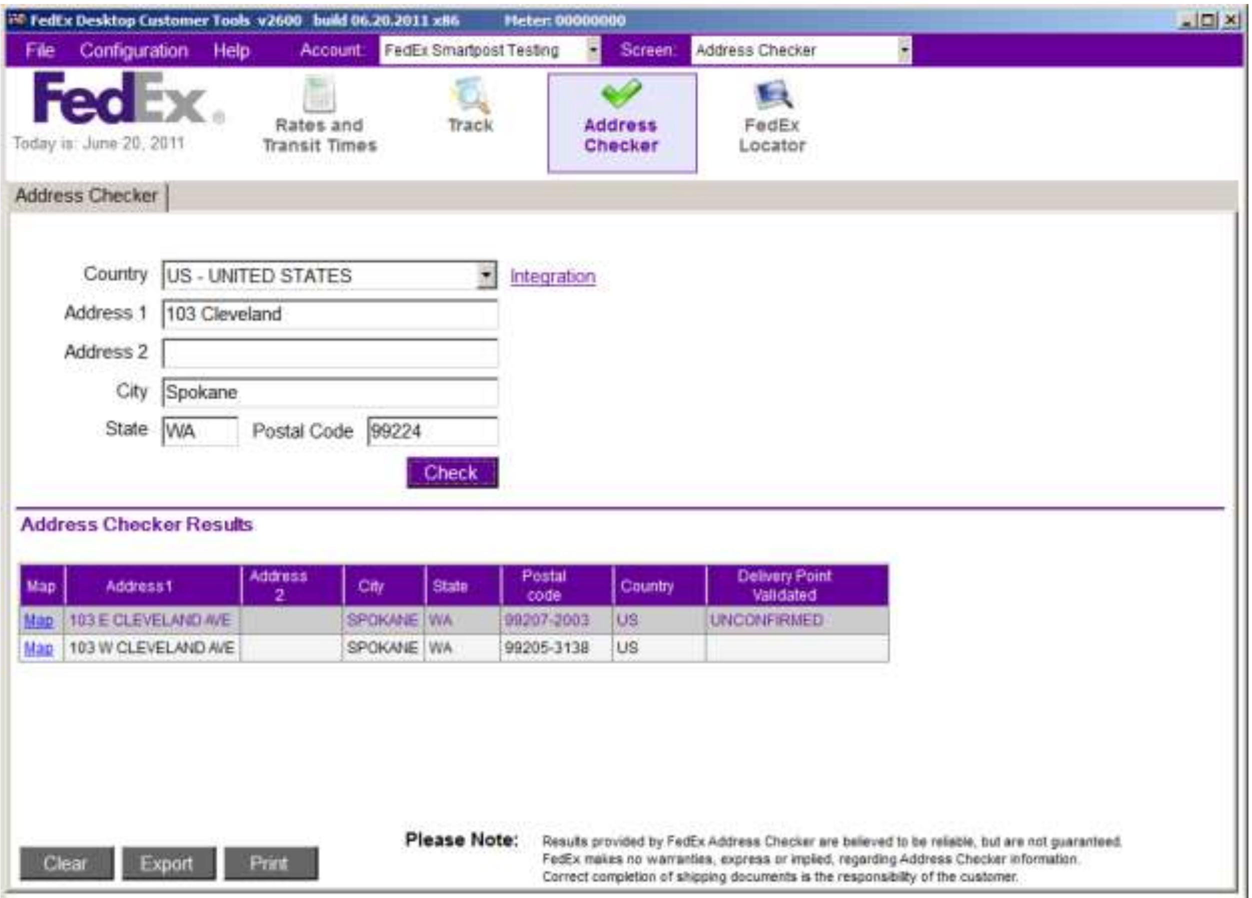
- To print the batch-tracking results, click **Print**. Clicking this button starts the Print Wizard. For more information on using the Print Wizard, see Appendix B.
- To export the batch-tracking results, click **Export**. Clicking this button starts the Export Wizard, which lets you export the transit-time results to an XLS, XML, HTML or text file. For more information on using the Export Wizard, see Appendix A.

FedEx® Address Checker

Use FedEx Address Checker to verify addresses quickly.

- Verify addresses in the U.S., Canada and Puerto Rico.
- Enter addresses manually or through integration.
- View up to five corrected addresses.
- Click the **Map** link to view a local map of the address.

Note: FedEx Address Checker does not indicate whether the address is residential or commercial.



Printing and Exporting FedEx Address Checker Results

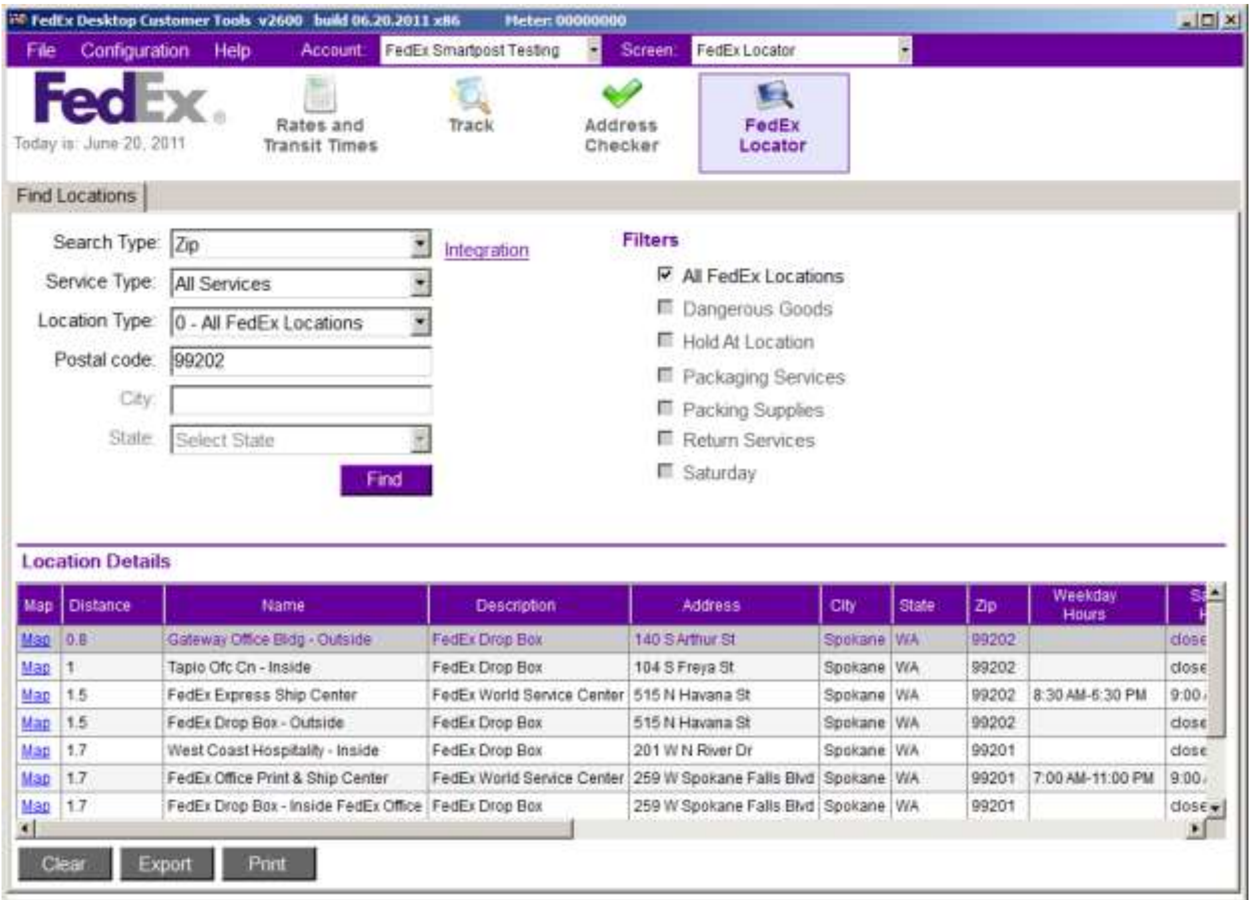
You can print and export FedEx Address Checker results:

- To print FedEx Address Checker results, click **Print**. Clicking this button starts the Print Wizard. For more information on using the Print Wizard, see Appendix B.
- To export FedEx Address Checker results, click **Export**. Clicking this button starts the Export Wizard, which lets you export the transit-time results to an XLS, XML, HTML or text file. For more information on using the Export Wizard, see Appendix A.

FedEx Locator

FedEx Locator is a quick solution for finding FedEx locations.

- Search based on ZIP code or city and state.
- Filter results so that the best matches are displayed.
- Click the **Map** link to view a local map of the address.



Printing and Exporting FedEx Locator Results

You can print and export the FedEx Locator results:

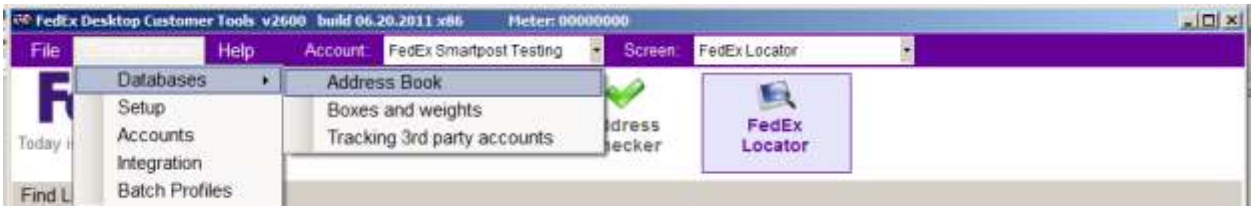
- To print the FedEx Locator results, click **Print**. Clicking this button starts the Print Wizard. For more information on using the Print Wizard, see Appendix B.
- To export the FedEx Locator results, click **Export**. Clicking this button starts the Export Wizard, which lets you export the transit-time results to an XLS, XML, HTML or text file. For more information on using the Export Wizard, see Appendix A.

CONFIGURING FEDEX® DESKTOP CUSTOMER TOOLS

The FedEx Desktop Customer Tools Configuration menu has five options: Databases, Setup, Accounts, Integration and Batch Profiles.

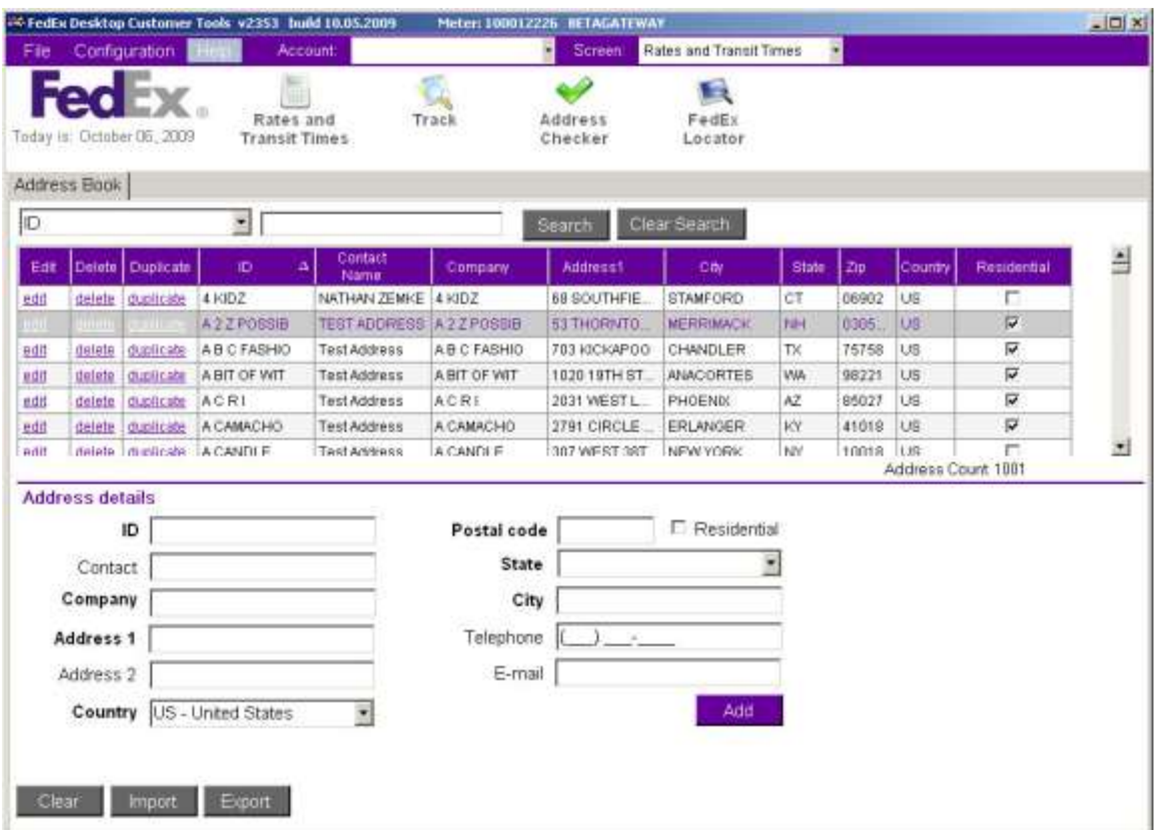
Databases

FedEx Desktop Customer Tools uses the following databases: Addresses, Boxes and Weights, and Third Party Accounts. To access these databases, select **Configuration > Databases**.



Address Book

To access the Address Book, select **Configuration > Databases > Address Book**.

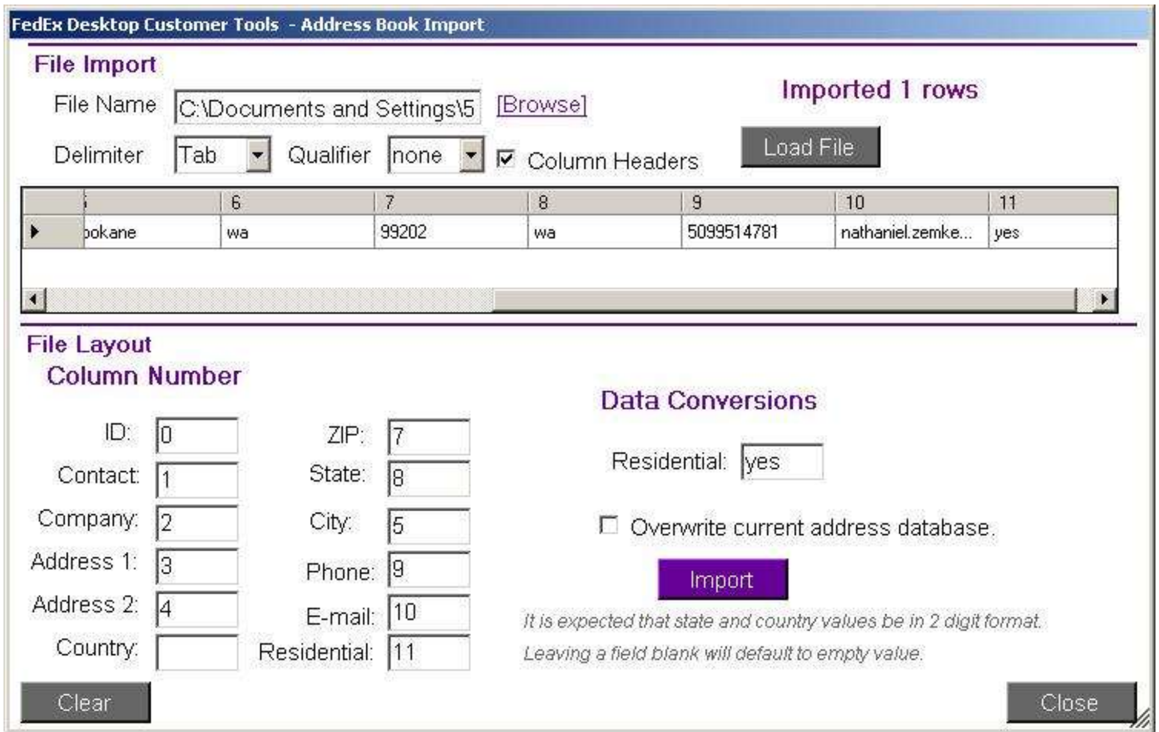


Note: For optimal system performance, we recommend that you limit the Address Book to fewer than 1,000 entries.

Import

To import an address book from another source:

1. Click the **Import** button at the bottom of the Address Book tab. Additional fields appear for importing a file.
2. Enter the name of the file you are importing in the **File Name** field (or click **Browse** and navigate to the file). Click **Load File**.
3. After the file is loaded successfully in the grid, enter the column number for the associated field in the File Layout section, as shown below. Note: Column numbers start at 0 instead of 1.

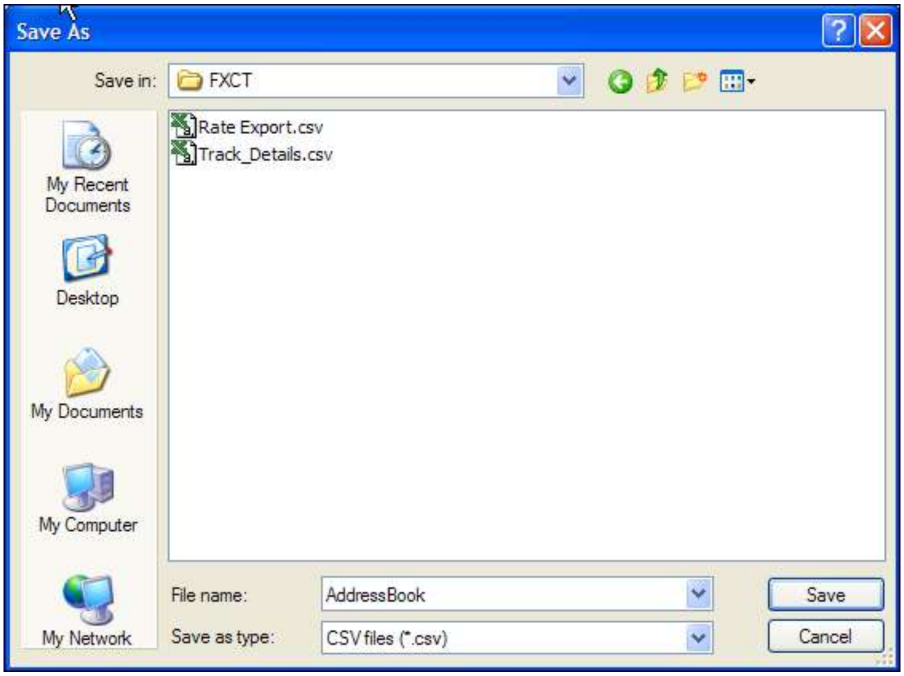


4. Click **Import** to import the information into the Address Book database.

Export

To export the Address Book to a comma-delimited file:

1. Click the **Export** button on the Address Book tab. The Save As dialog box appears.



2. Using the file type CSV (comma-separated values), enter a file name and click **Save**.

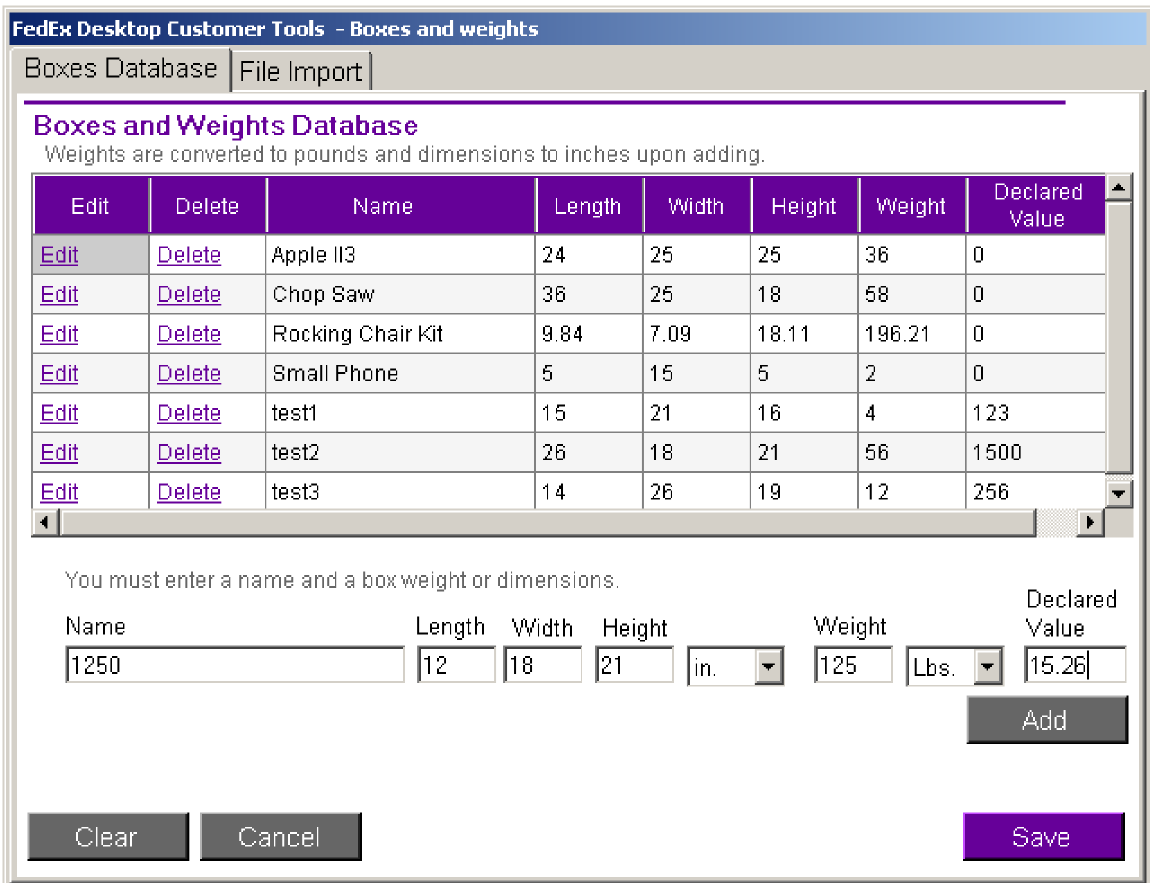
Boxes and Weights

The Boxes and Weights database contains box dimensions and weights for easy rating. To access the Boxes and Weights database, select **Configuration > Databases > Boxes and weights**.

Entering Boxes and Weights Manually

Use the first tab, Boxes Database, to enter box and weights manually.

1. Enter values for **Name**, **Length**, **Width** and **Height**, and select the dimension unit of measurement from the drop-down menu.
2. Enter a value for **Weight**, and select the weight unit of measurement from the drop-down menu.
3. Click **Add**.

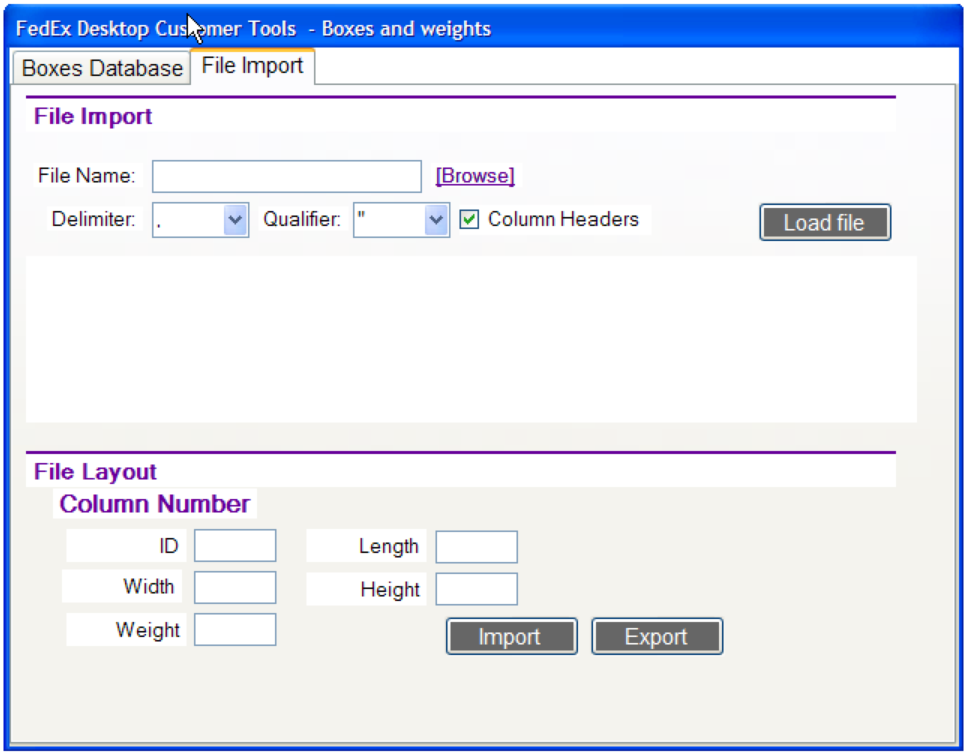


Importing Boxes and Weights

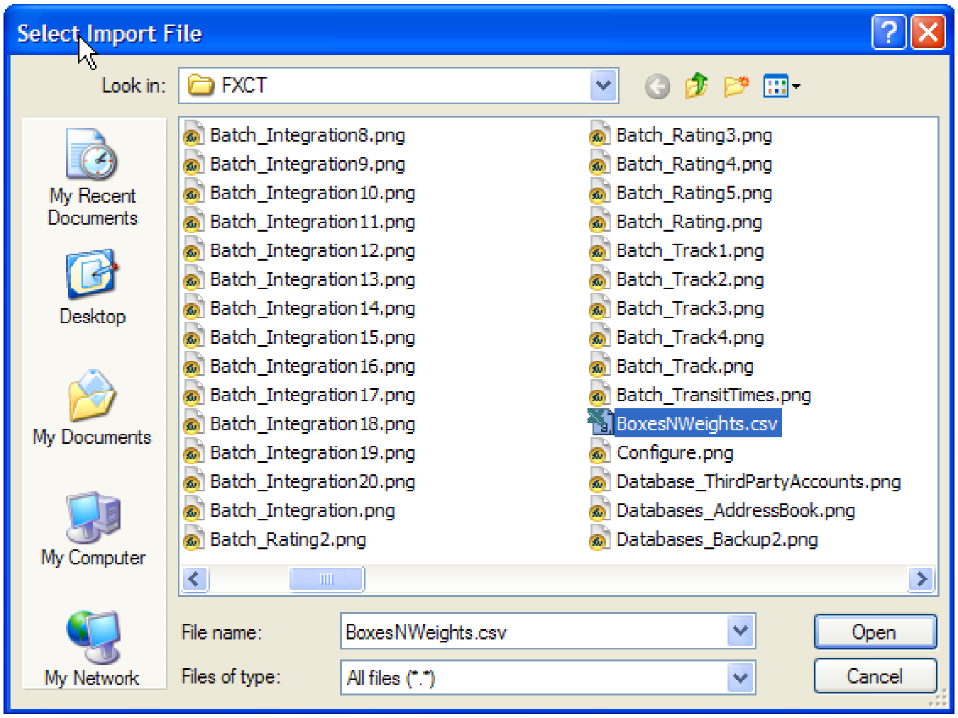
Use the second tab, File Import, to import a delimited file of box dimensions and weights.

To import a file of boxes and weights:

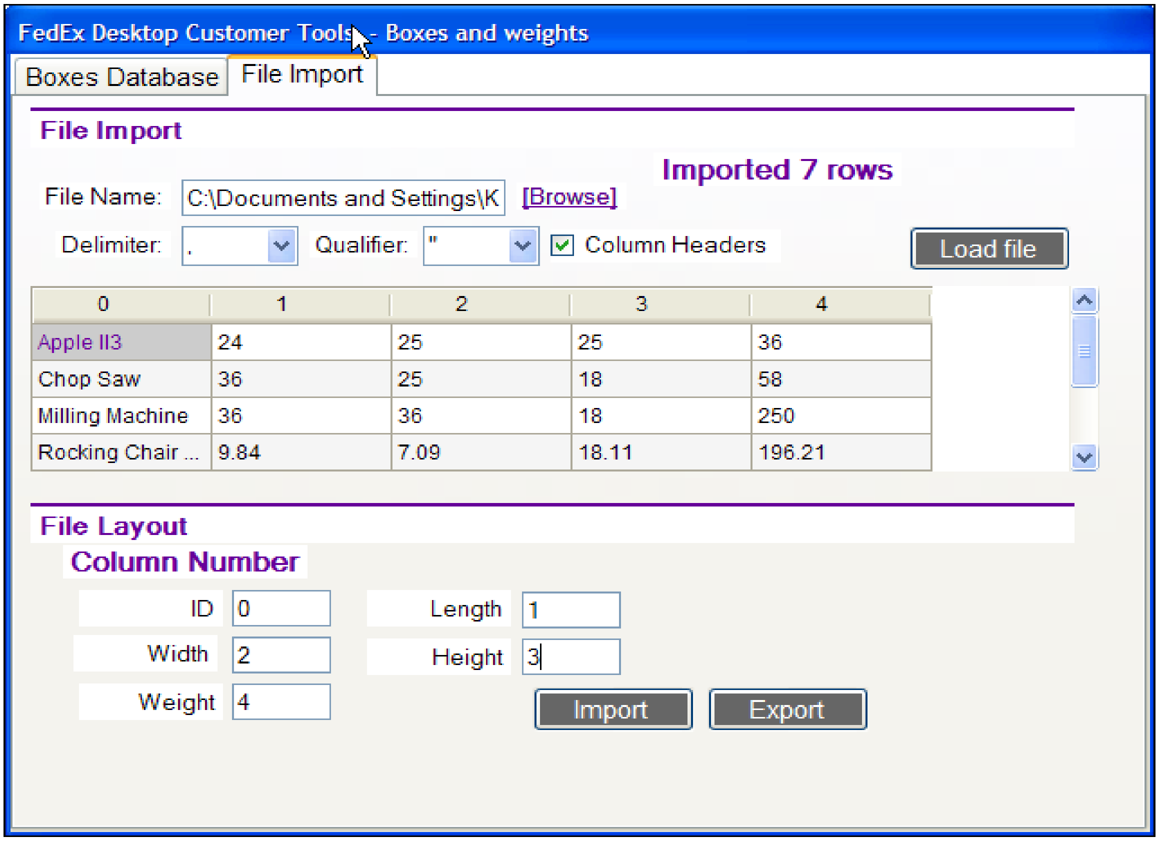
1. Select the **File Import** tab.



2. Click **Browse** and navigate to the file you want to import. Highlight the file name and click **Open** (or double-click the file name).



3. Select the delimiter and qualifier from the **Delimiter** and **Qualifier** drop-down menus. If the file has column headers, select the **Column Headers** checkbox. Click **Load file**. The file grid is populated.
4. In the File Layout section of the screen, map the fields in the file to the appropriate fields in the data grid, starting with index 0.



5. Click **Import** to import the file.

Third Party Account Numbers

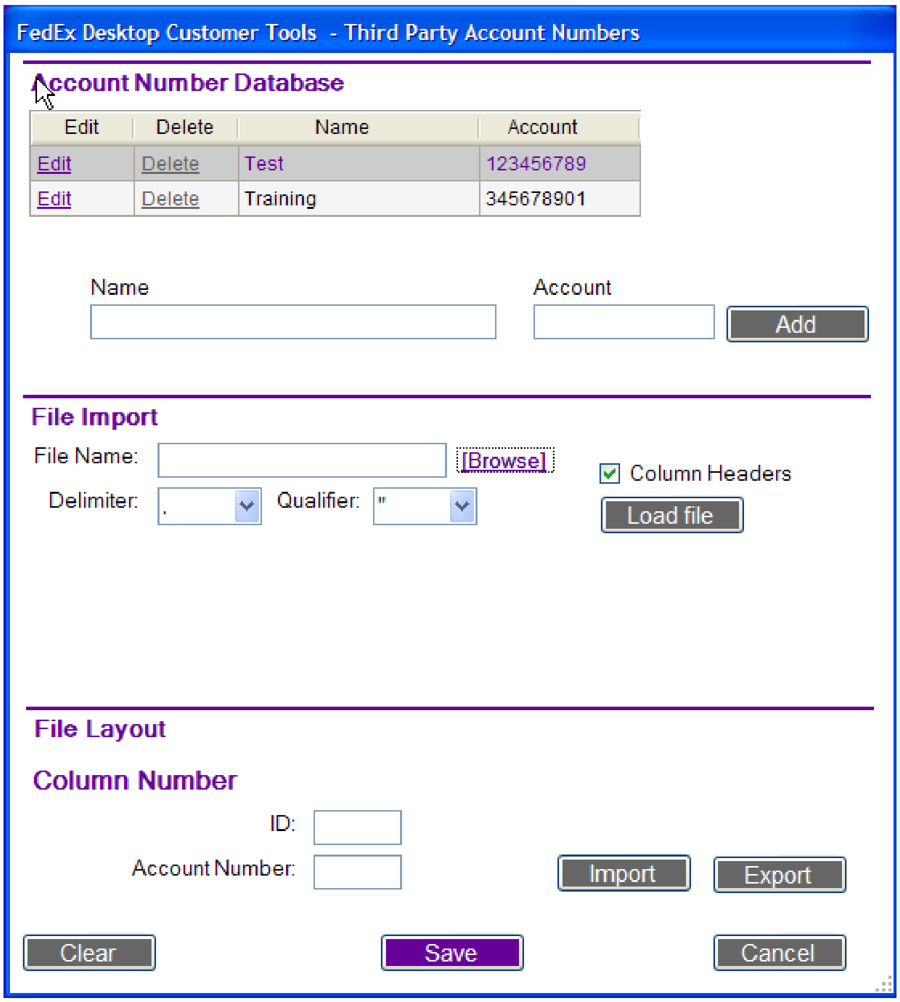
Use the Third Party Account Numbers database to store third party account numbers for easy tracking by reference.

To access the Third Party Account Numbers database, select **Configuration > Databases > Tracking 3rd party accounts**. The screen that appears lets you enter the account numbers manually or import a file of account numbers.

Entering Account Numbers Manually

To enter account numbers manually:

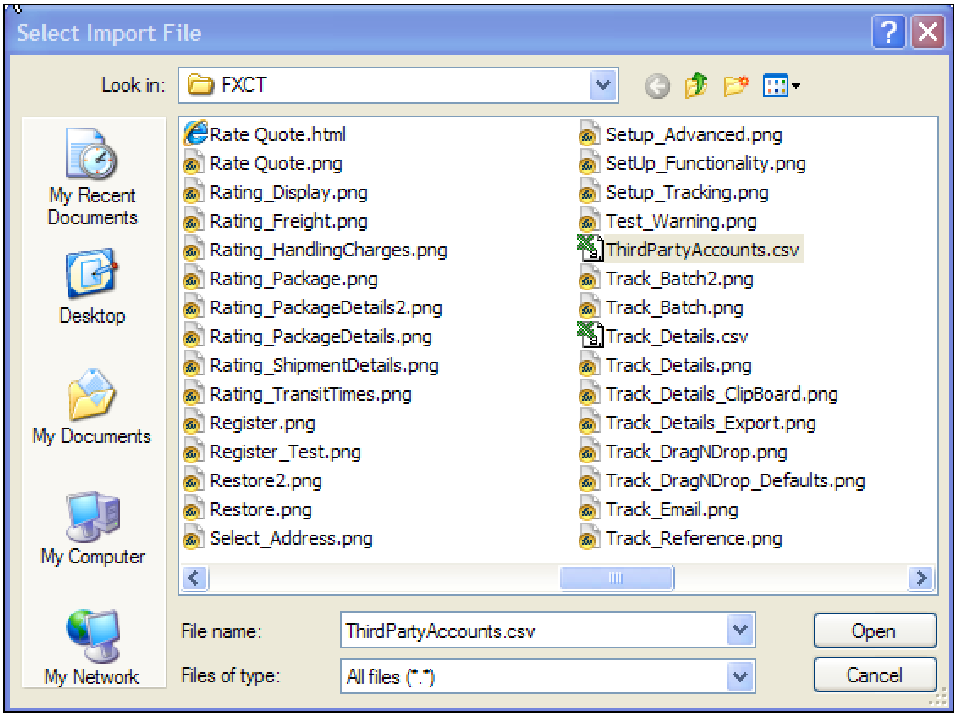
1. Enter the account name in the **Name** field, and the account number in the **Account** field.
2. Click **Add**.



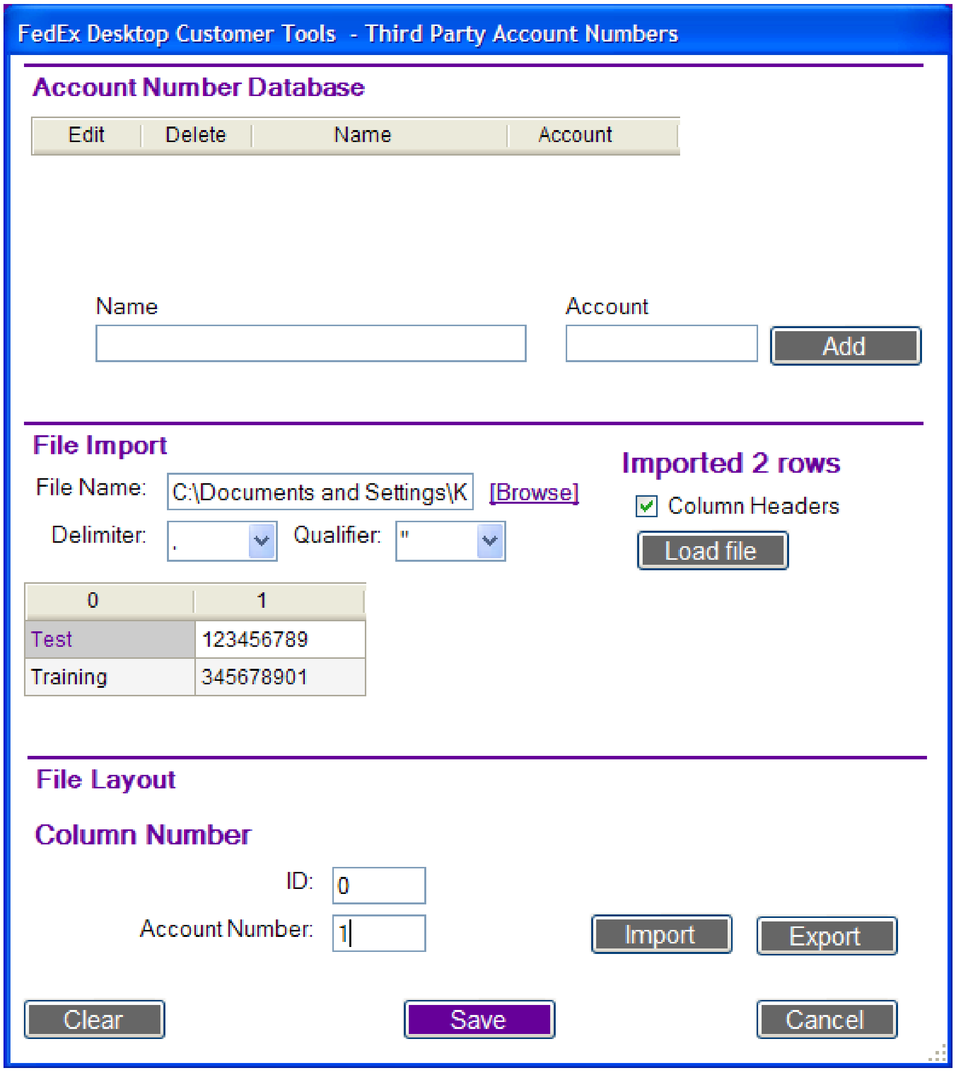
Importing Account Numbers

To import third party account numbers, you will need a delimited file. To import the file:

1. Click **Browse** and navigate to the file you want to import. Highlight the file name and click **Open** (or double-click the file name).



2. Select the delimiter and qualifier from the **Delimiter** and **Qualifier** drop-down menus. If the file has column headers, select the **Column Headers** checkbox. Click **Load file**. The file grid is populated.
3. In the File Layout section of the screen, map the fields in the file to the appropriate fields in the data grid, starting with index 0.



4. Click **Import** to import the file.

Integration

Note: For integration support, please contact your aligned CIC.

FedEx Desktop Customer Tools allows integration into the core screens. Integration lets you connect to a SQL ODBC DSN and populate the screen with values.

An *integration profile* contains information about what is required to integrate successfully. It is important to gather information for the profile before starting the integration process.

To create an integration profile:

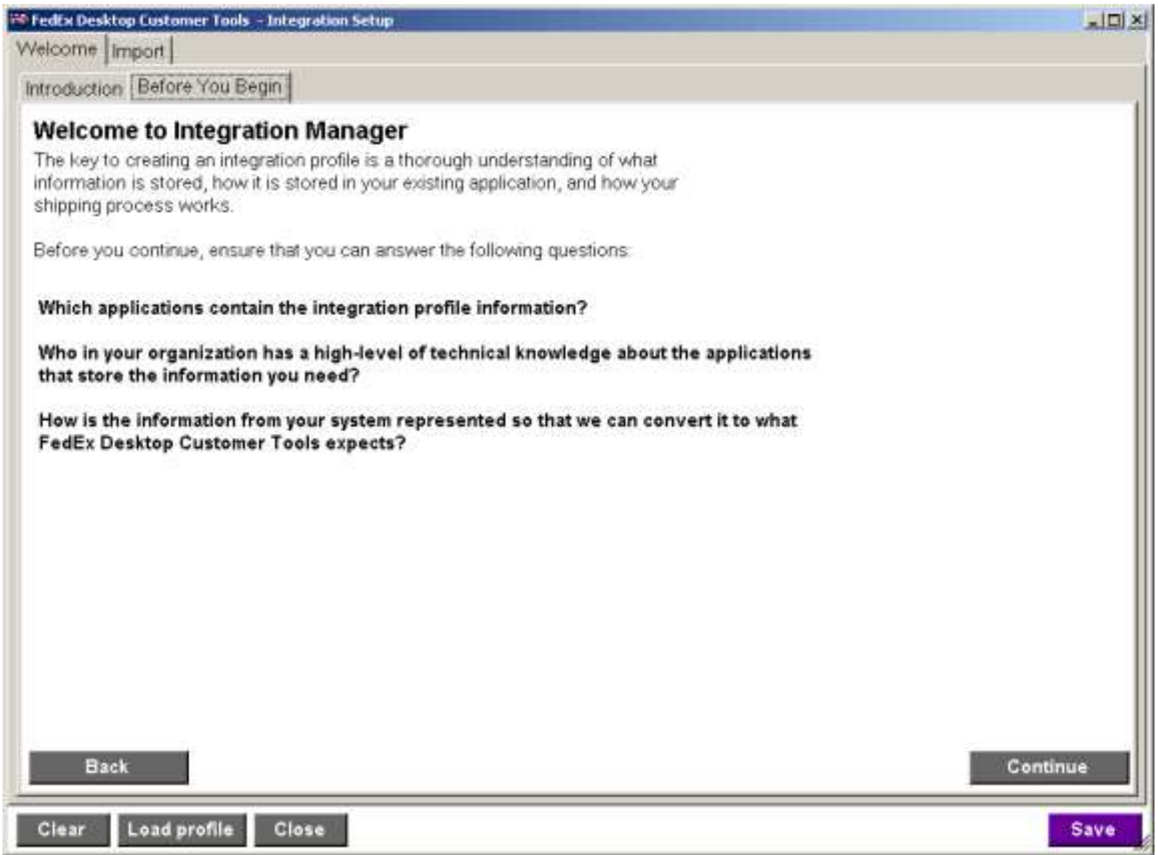
1. Select **Configuration > Integration**.
2. The **Welcome** tab displays automatically, with the **Introduction** sub-tab selected.

3. Select the **Enable Integration** checkbox.

   Note: After you define an integration profile, you can disable it at any point by deselecting the **Enable Integration** checkbox.

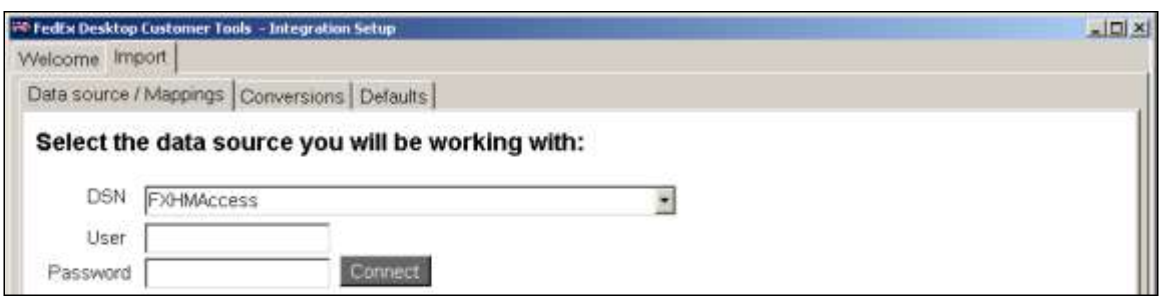
4. Click **Continue**.

5. The **Before You Begin** sub-tab displays. After reading the information on this tab, click **Continue**.



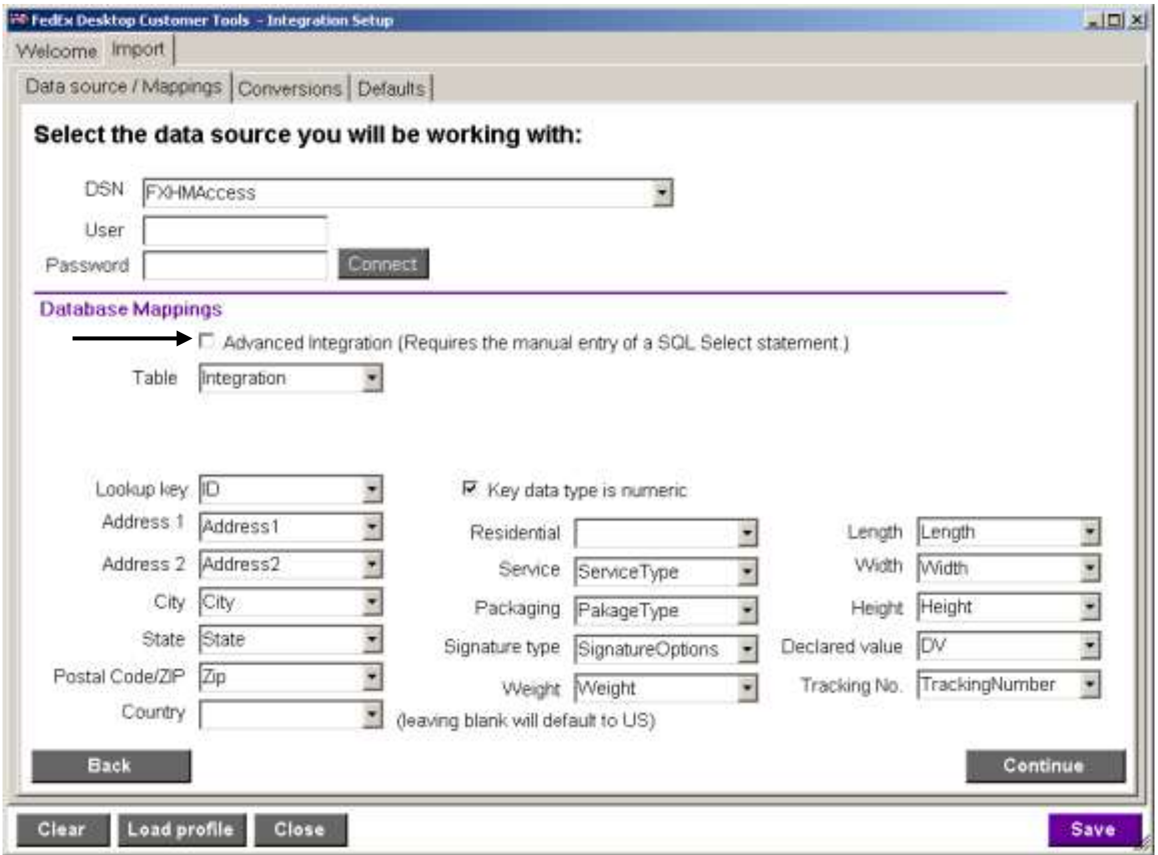
6. The **Import** tab displays automatically. This tab has three sub-tabs: Data source/Mappings, Conversions and Defaults. The first tab is selected automatically.

7. Define the data source for the integration by highlighting a database in the **DSN** drop-down menu and then clicking **Connect**.



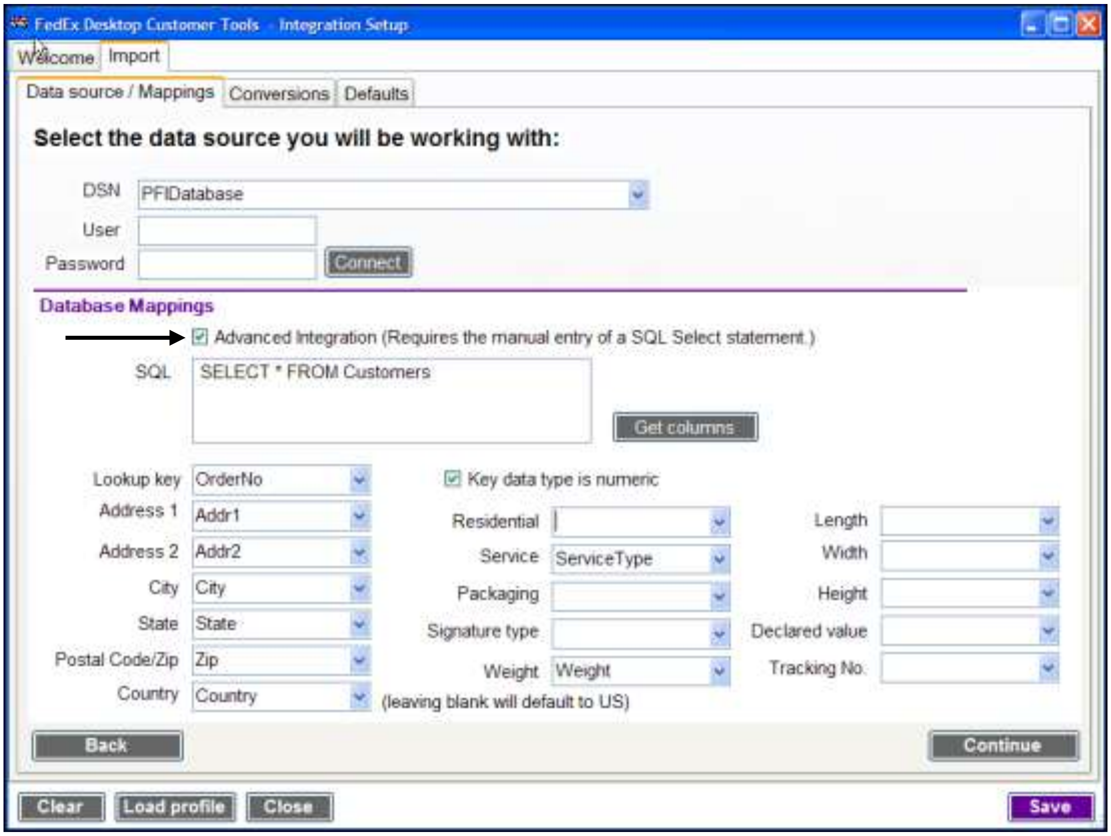
8. Define the database mappings to be used for the integration by choosing a database table or entering a SQL statement, as described in the following two bullet items.

   - If you do not select the **Advanced Integration** checkbox, the **Table** drop-down menu appears. Select the appropriate table from this list.



- If you do select the **Advanced Integration** checkbox, the **SQL** text box appears. Enter a SQL Select statement in this box.

  Note: We recommend that you get this SQL statement from a system administrator.

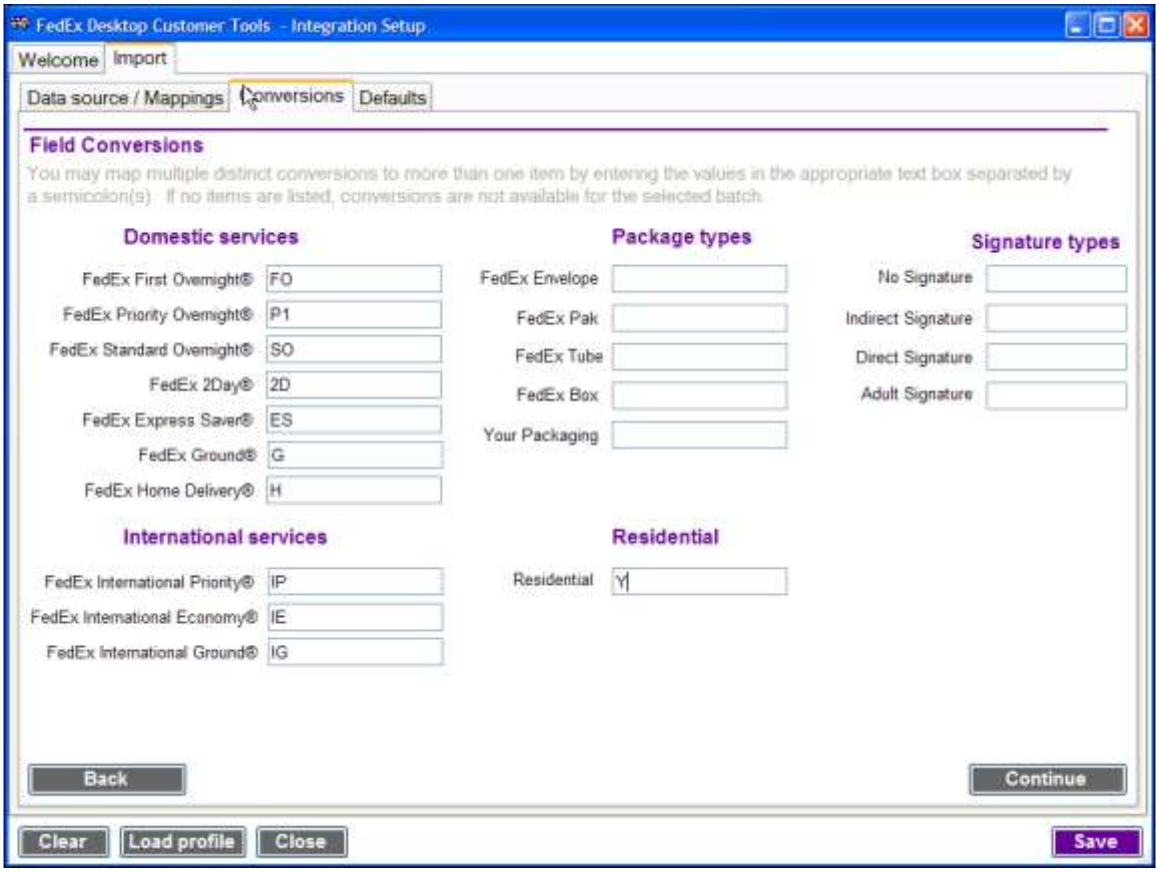


9. When you have completed the Data source/Mappings tab, click **Continue**.

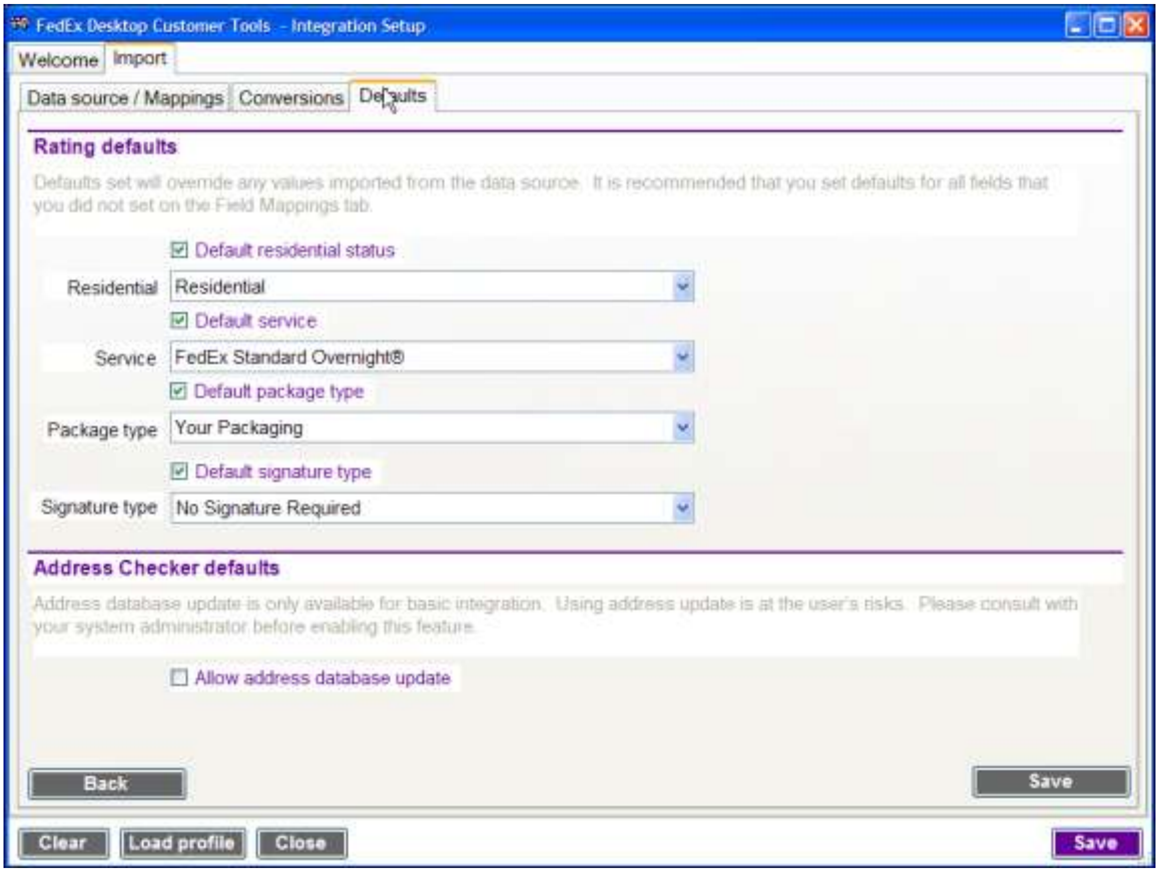
10. The **Conversions** tab displays.

    Note: It is important to map all appropriate conversions on this screen.

    You may define multiple distinct values for each conversion by separating them with a semicolon. When you are finished, click **Continue**.



11. The **Defaults** tab displays. Define any defaults you wish to use. These defaults overwrite any values imported by the integration. After entering your defaults, click **Save** to update the profile.



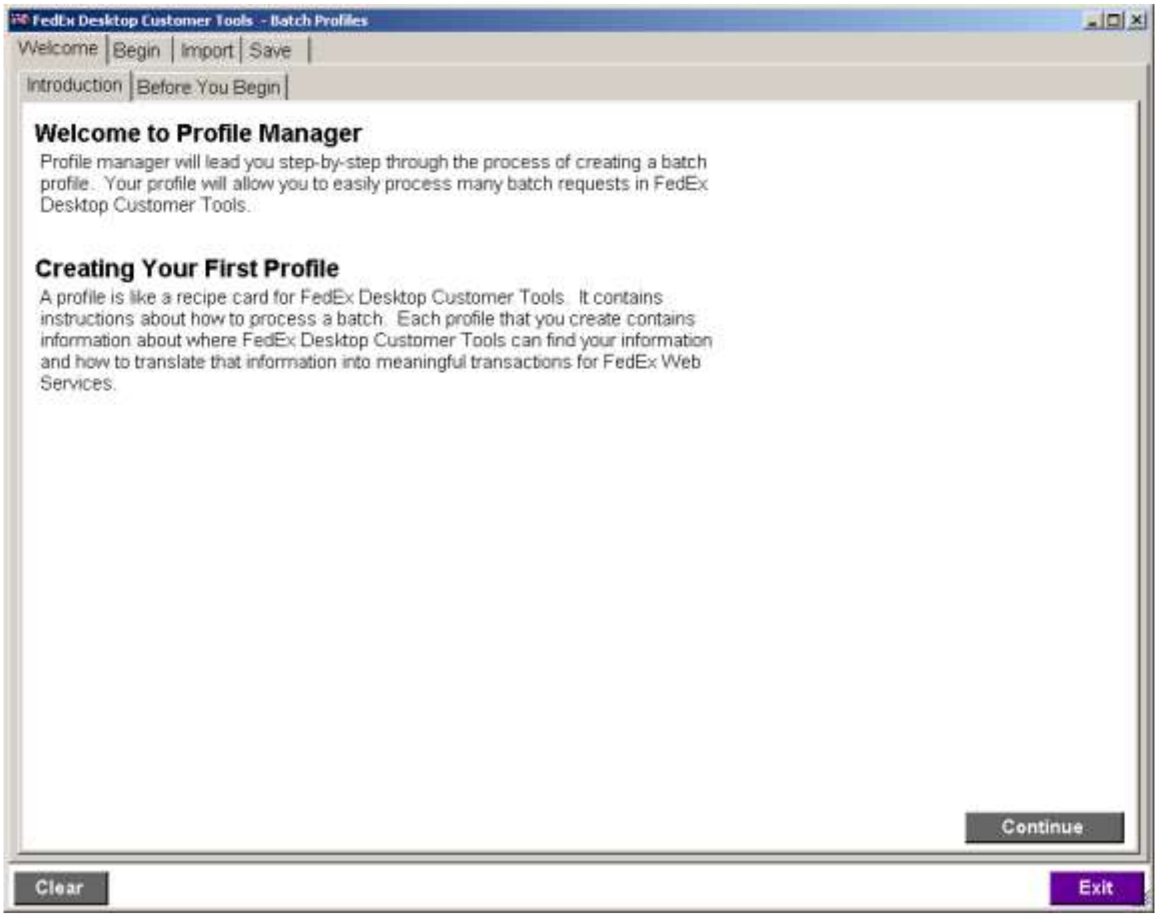
Batch Profiles

FedEx Desktop Customer Tools lets you create multiple batch profiles for rating, tracking and transit times.

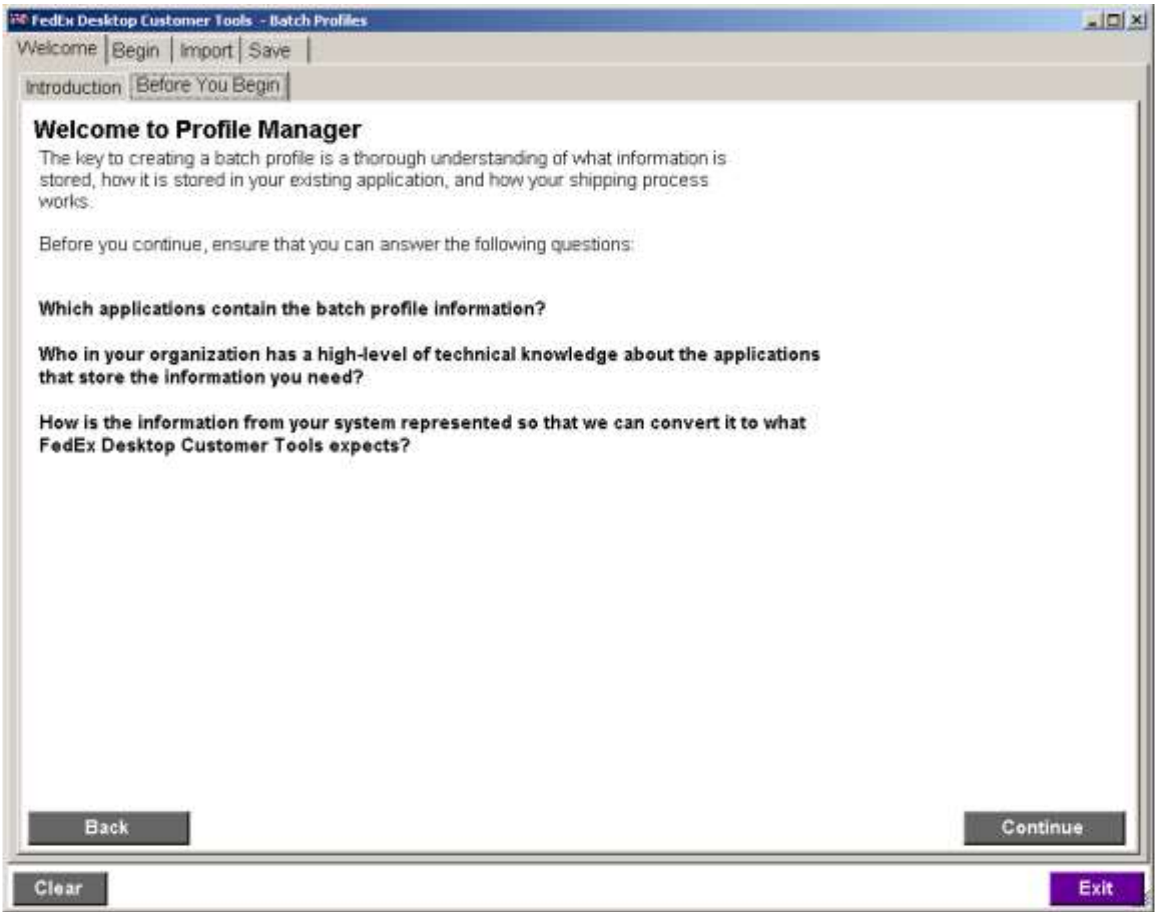
To create batch profiles:

1. Select **Configuration > Batch Profiles**.

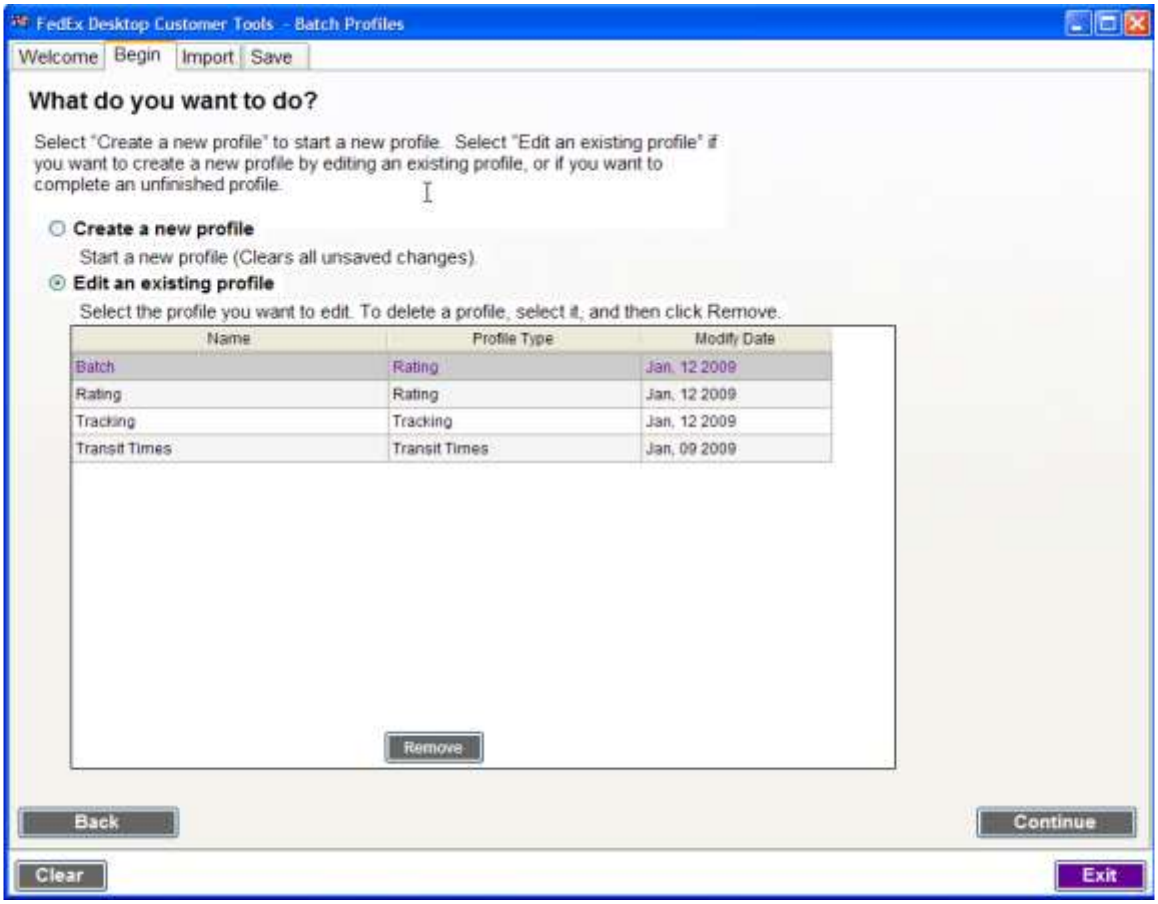
2. The **Welcome** tab displays automatically, with the **Introduction** sub-tab selected. After reading the information on this tab, click **Continue**.



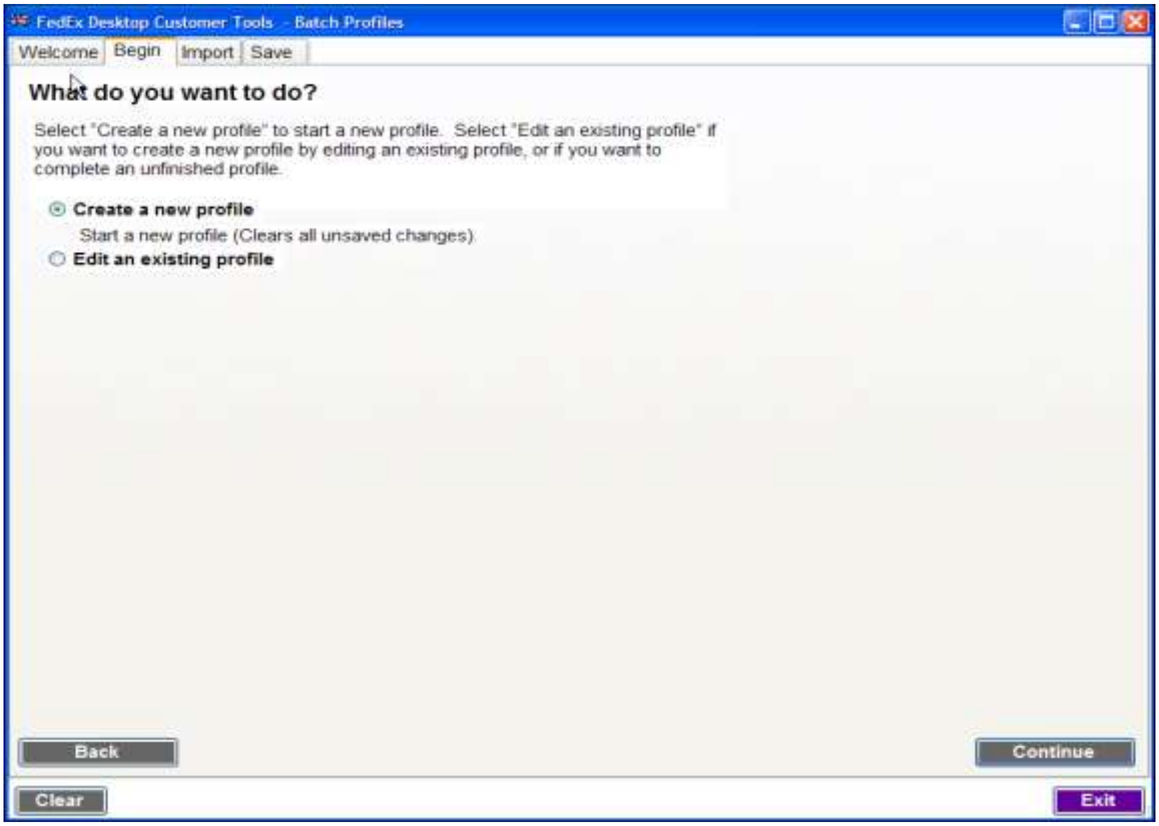
3. The **Before You Begin** sub-tab displays. After reading the information on this tab, click **Continue**.



4. The **Begin** tab displays. This tab asks you if you want to create a new profile or edit an existing profile.
   - To edit an existing profile, click the **Edit an existing profile** button, select the profile in the list, and then click **Continue**. You can also remove a profile by selecting the profile in the list and then clicking **Remove**.

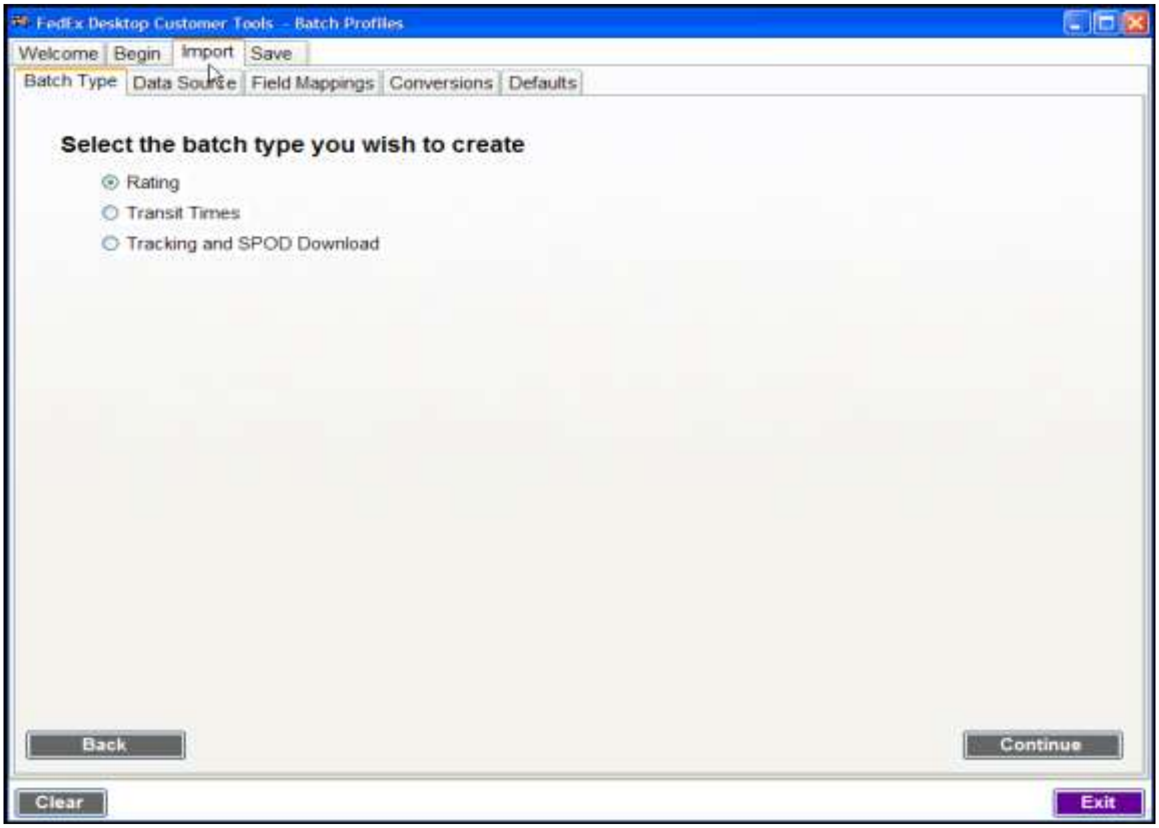


- To create a new profile, click the **Create a new profile** button and then click **Continue**.



5. The **Import** tab displays automatically. This tab has five sub-tabs: Batch Type, Data Source, Field Mappings, Conversions and Defaults. The first tab is selected automatically.

   On the **Batch Type** tab, select the batch type for the profile and click **Continue**.



6. On the **Data Source** tab, choose where the application will get the data. You can obtain the batch data from a SQL ODBC DSN, a delimited text file, or Microsoft® Excel file.

   Note: It is important that you know the location of this information before you begin the profile process.

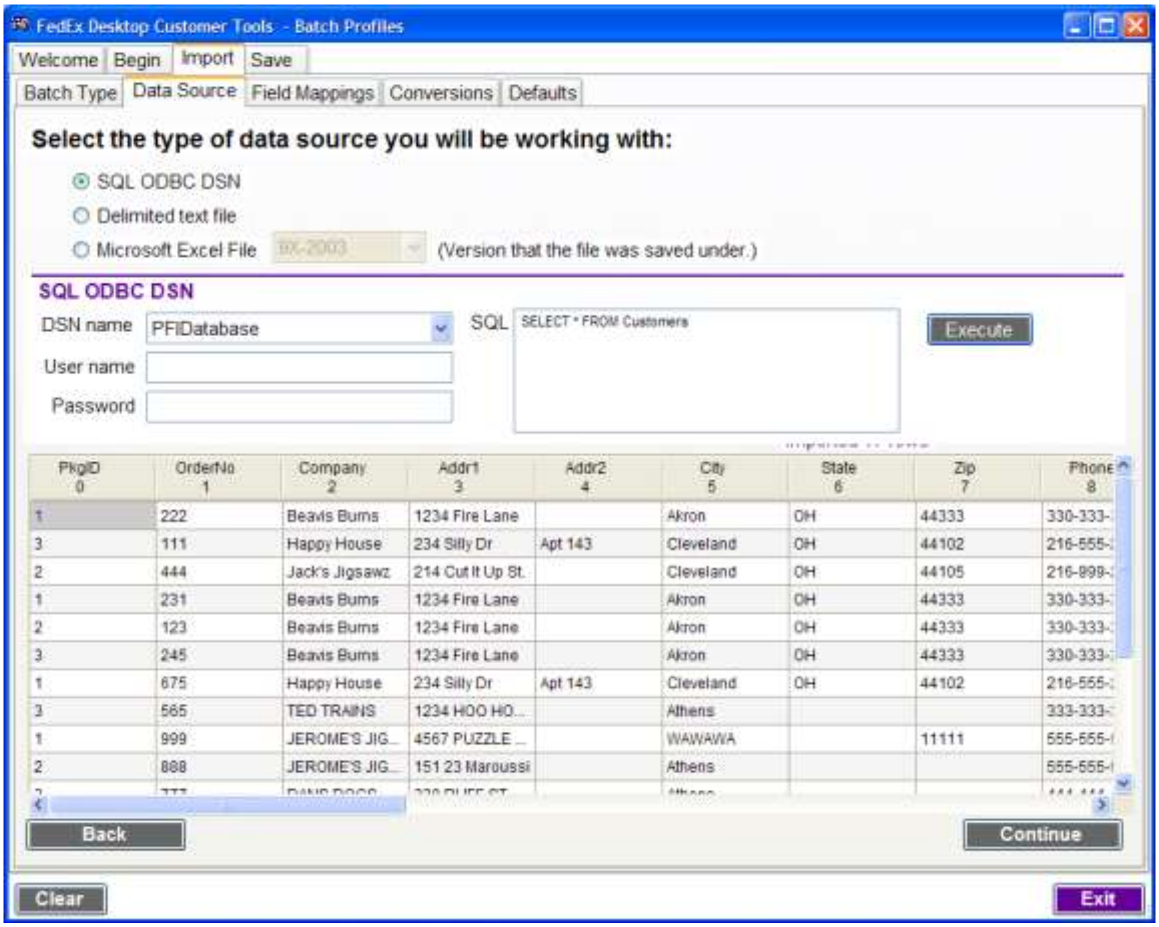
7a. If the data source selected in step 6 is **SQL ODBC DSN**, follow these steps:

   i. Select the DSN from the **DSN name** drop-down menu.

   ii. If required, enter **User name** and **Password** values.

   iii. Enter the SQL statement in the **SQL** field.

   iv. Click **Execute**. The on-screen data grid is loaded with values.



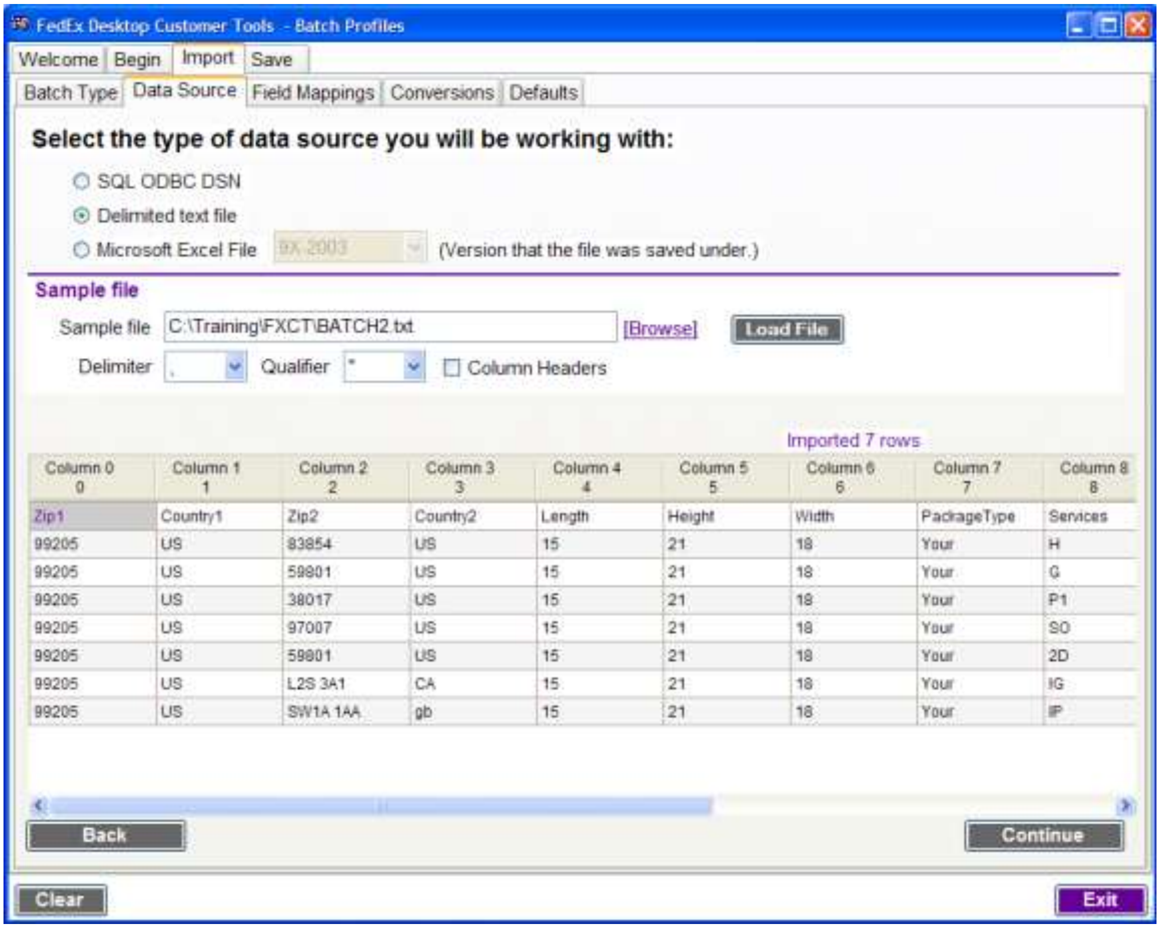
7b. If the data source selected in step 6 is **Delimited text file**, follow these steps:

i. Enter the file name and path in the **Sample file** field, or click **Browse** to navigate to the file and select it.

ii. Select the delimiter and qualifier from the **Delimiter** and **Qualifier** drop-down menus.

iii. Select the **Column Headers** checkbox if the file has column headers.

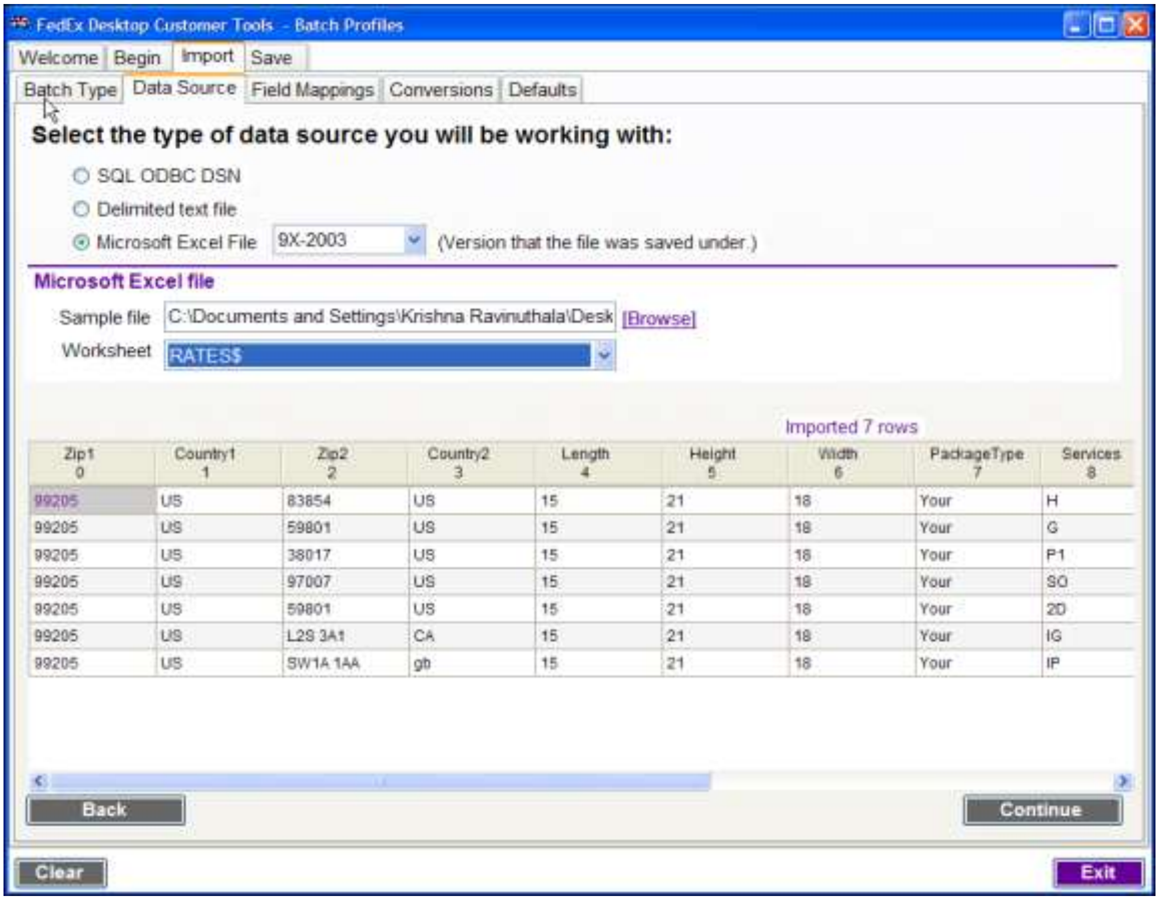
iv. Click **Load File**. The on-screen data grid is loaded with values.



7c. If the data source selected in step 6 is **Microsoft Excel File**, follow these steps:

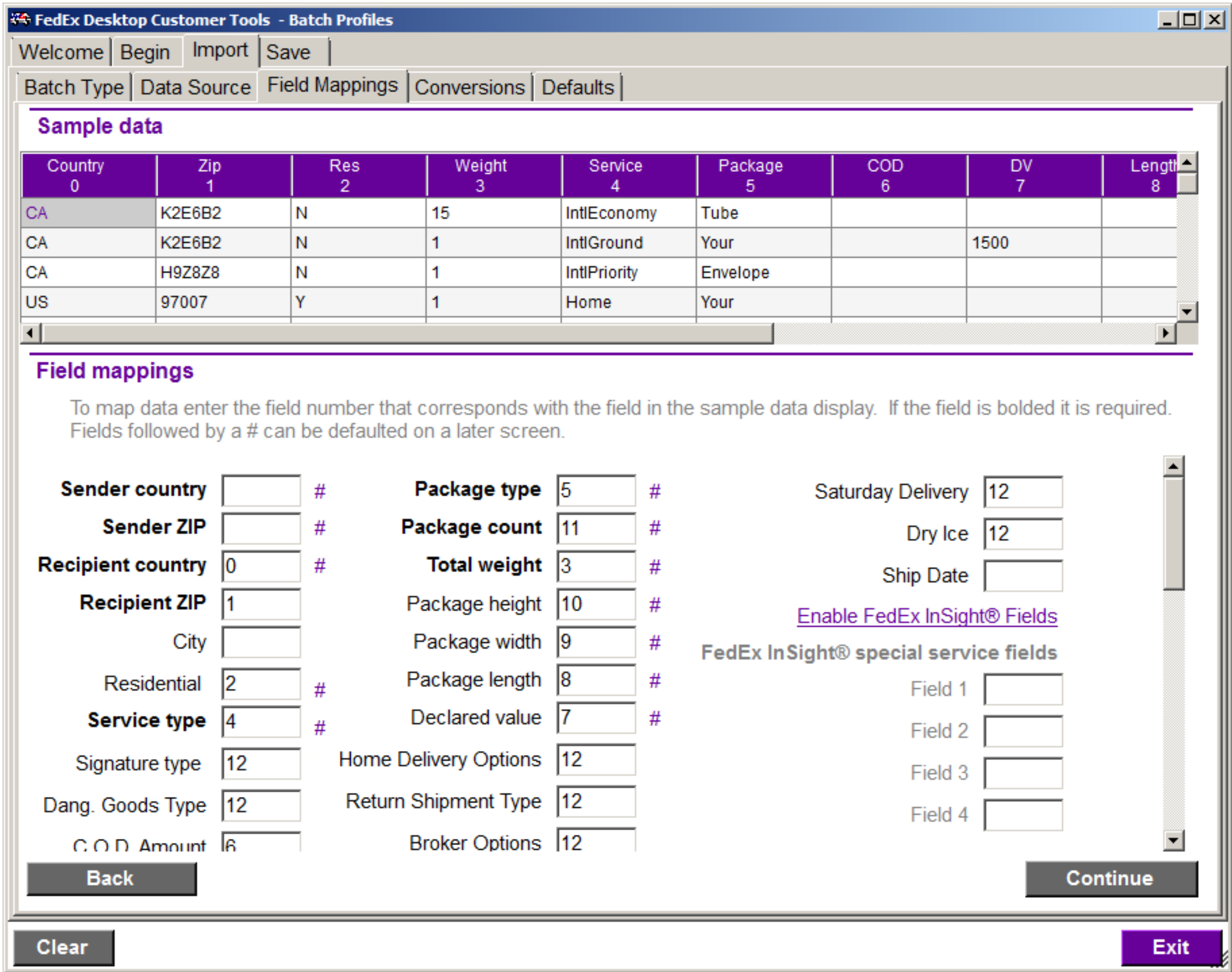
   i. Enter the file name and path in the **Sample file** field, or click **Browse** to navigate to the file and select it.

   ii. Select the worksheet from the **Worksheet** drop-down menu. The on-screen data grid is loaded with values.



8. Click **Continue**.

9. The **Field Mappings** tab displays. Use this tab to map the column number to the appropriate field. Any field with a pound symbol (#) can be defaulted on a later screen. Bolded fields must be supplied. This screen varies, depending on the type of profile that you are creating. A sample is shown below. Ensure that you scroll all the way to the bottom, as additional fields are available for mapping.

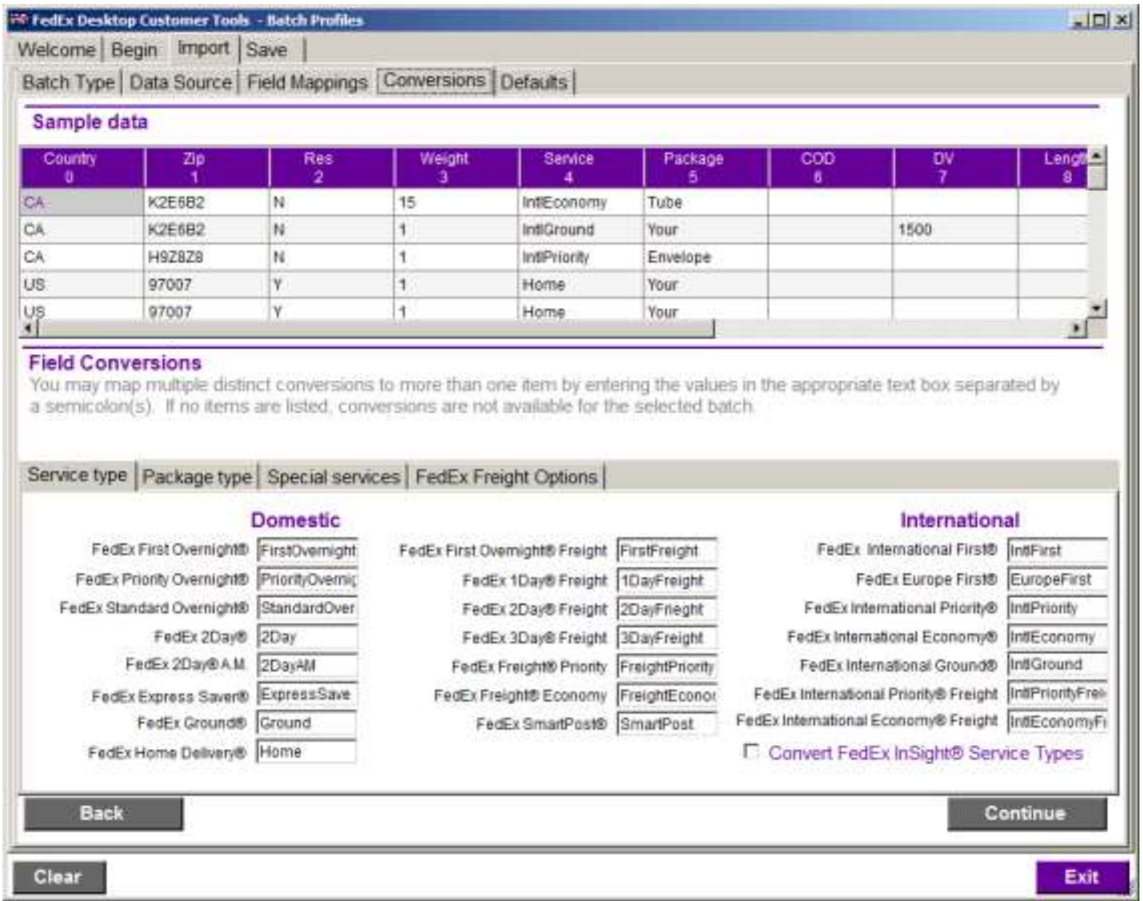


10. After mapping the fields, click **Continue**.

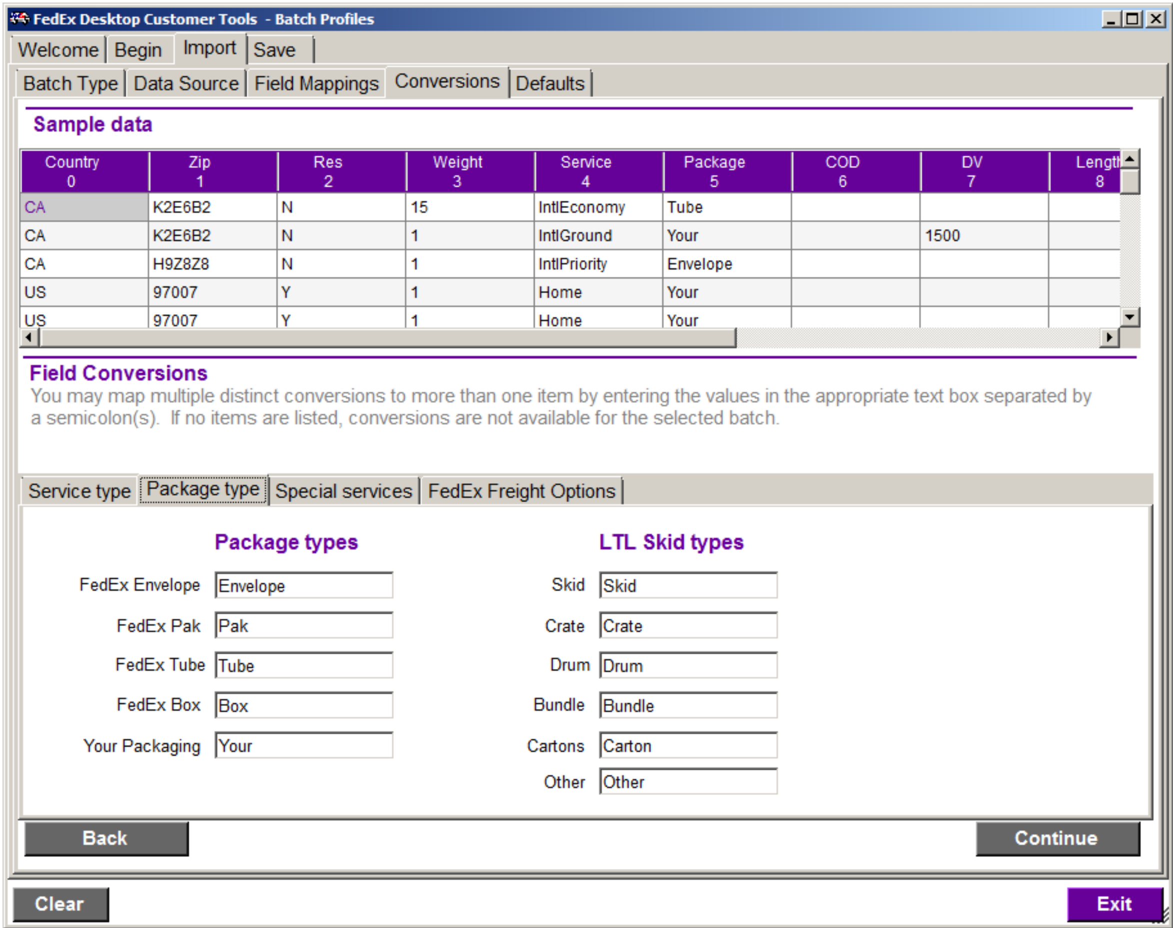
11. The **Conversions** tab displays. Use this tab to map the field values from your system to what our system is expecting. You can separate distinct values with semicolons. Ensure that you map all fields. This screen varies depending on the type of profile you are creating.

    The Field Conversions section of this screen has four tabs: Service type, Package type, Special services and LTL Billing Options. These tabs are shown on the following pages.

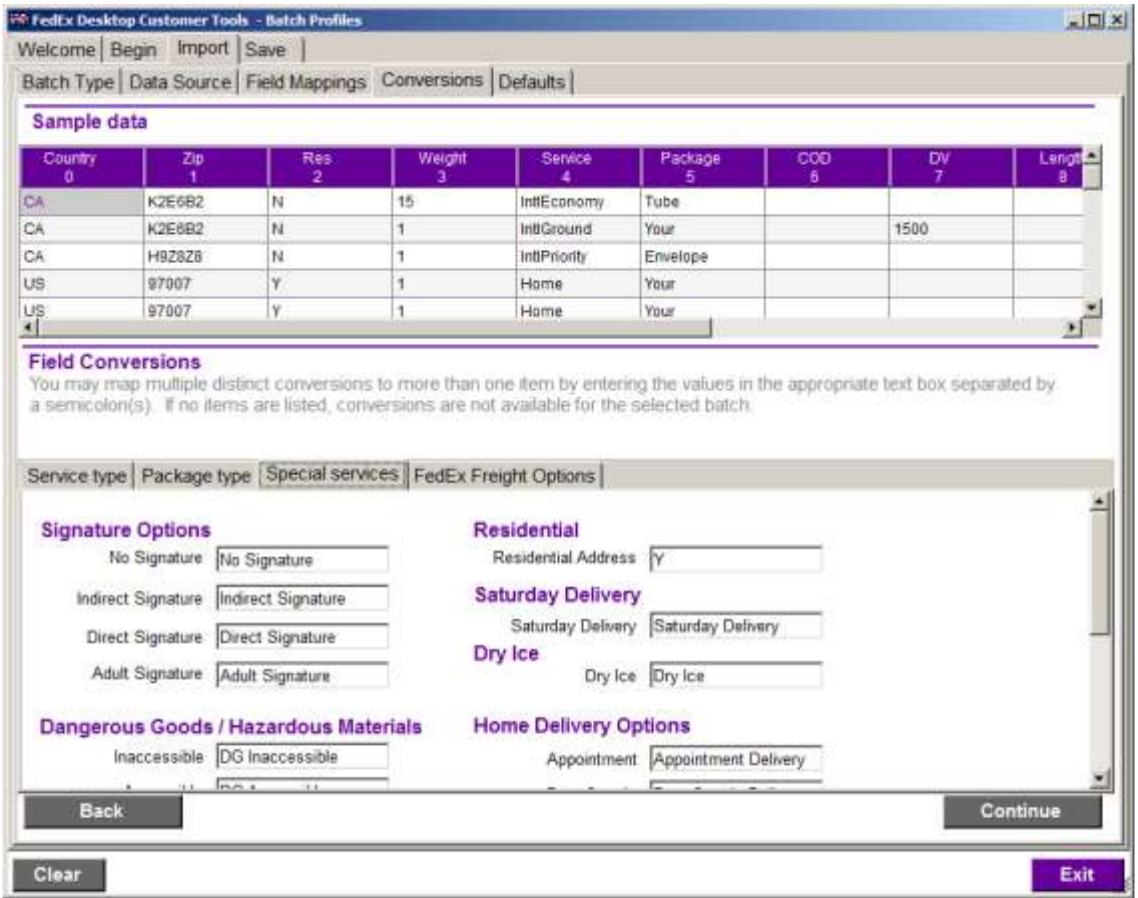
    - Service type



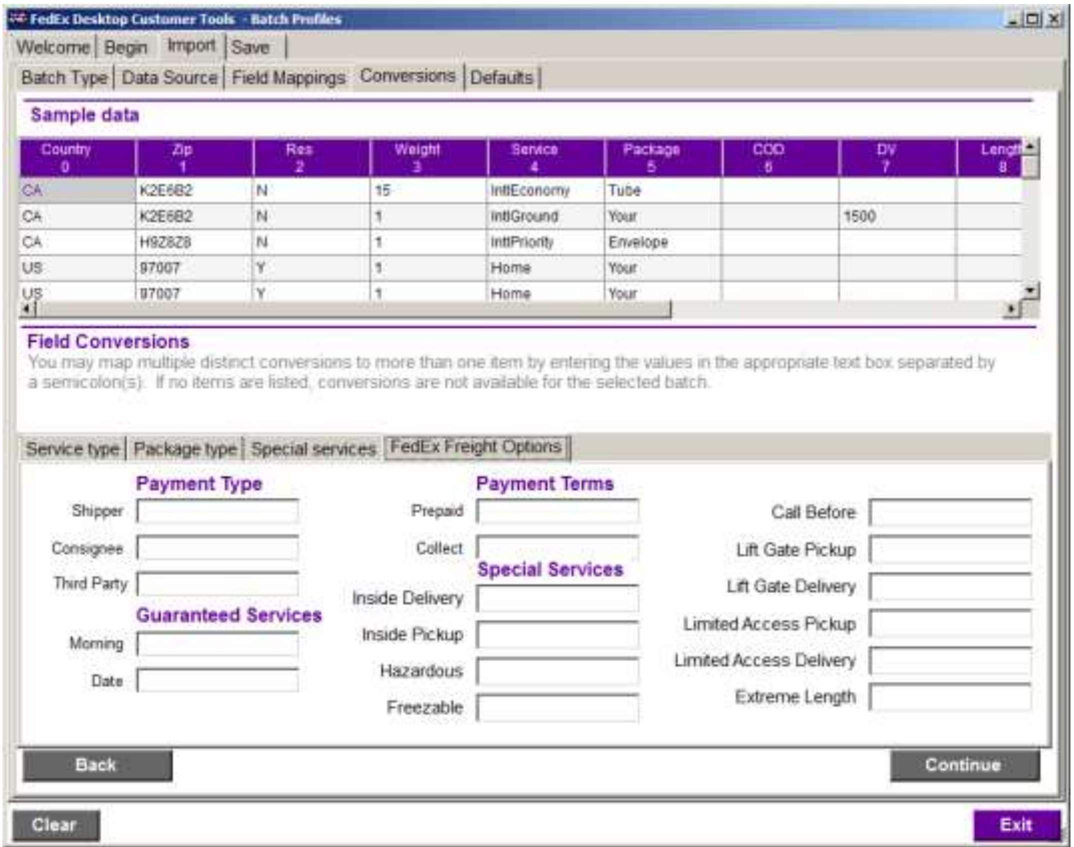
- Package type



- Special services (includes multiple screens; please be sure to scroll all the way to the bottom).

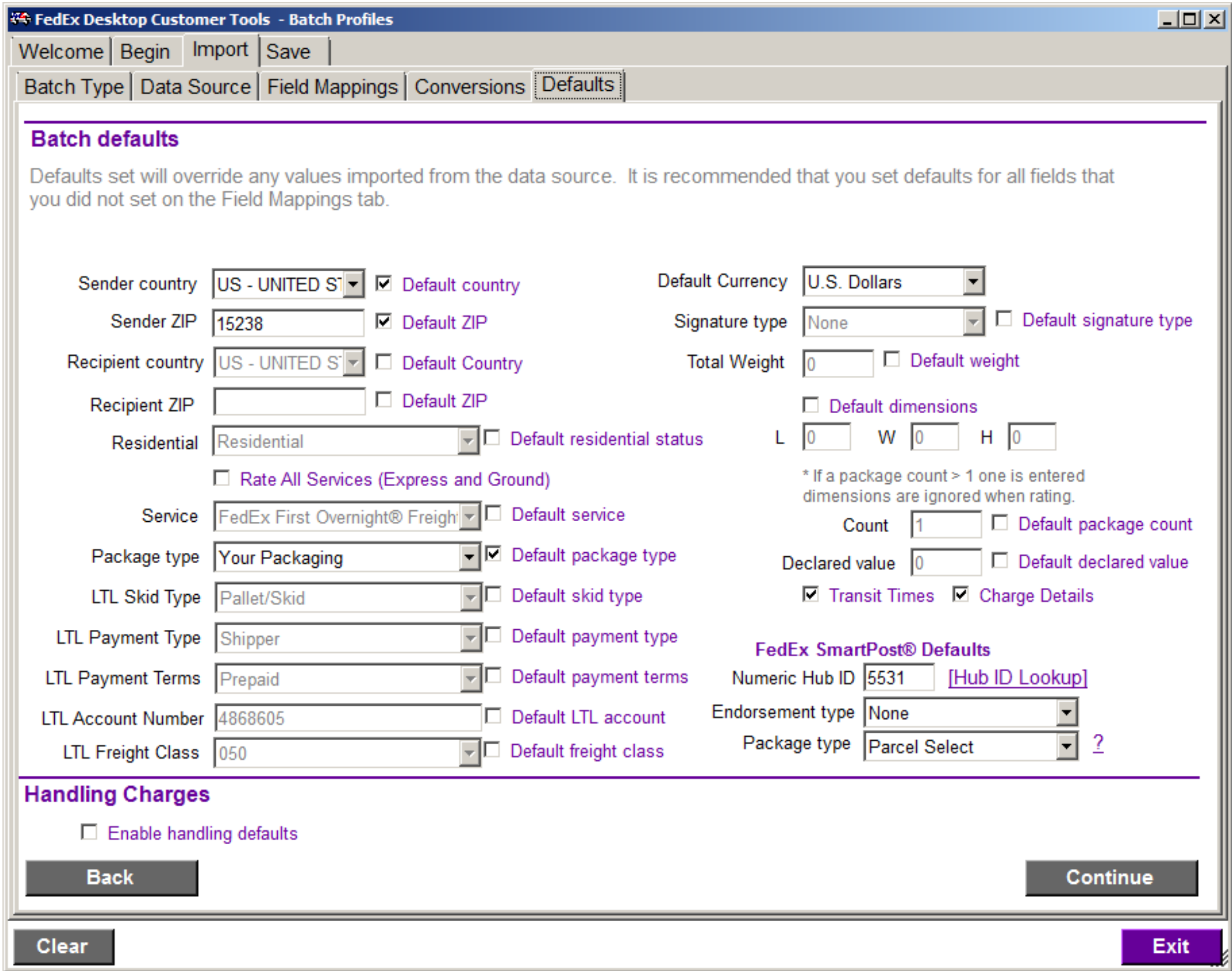


- FedEx Freight Options (includes multiple screens; please be sure to scroll all the way to the bottom).



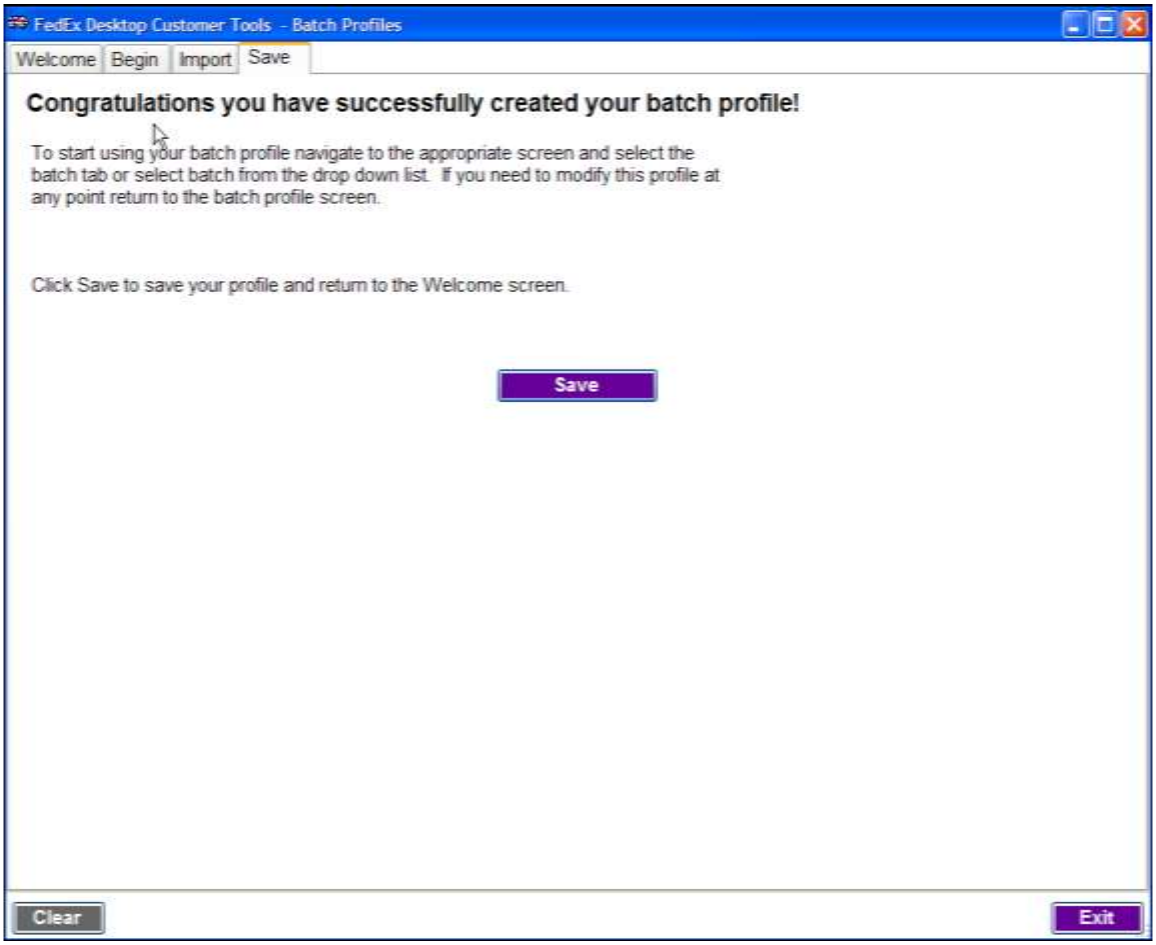
12. After you have completed the conversions, click **Continue**.

13. The **Defaults** tab displays. The last step before saving the profile is defining defaults for the screens. As noted earlier, fields on the Import screen with a pound symbol (#) can be defaulted. Defaults will override any values contained in the imported data. Additional options are available for **Rate All Services** and **Charge Details** (charge breakdowns).

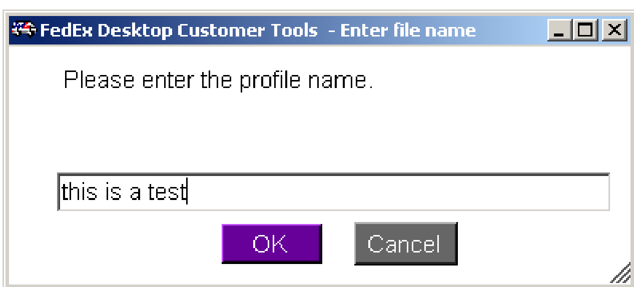


14. Click **Continue**.

15. Congratulations! If you have completed the previous steps, you have successfully created your batch profile. Click the **Save** button.



16. If this is a new profile, enter a profile name that includes only letters, numbers and spaces, and click **OK**. The application clears and is ready for you to start a new profile. You may edit a profile at any time.



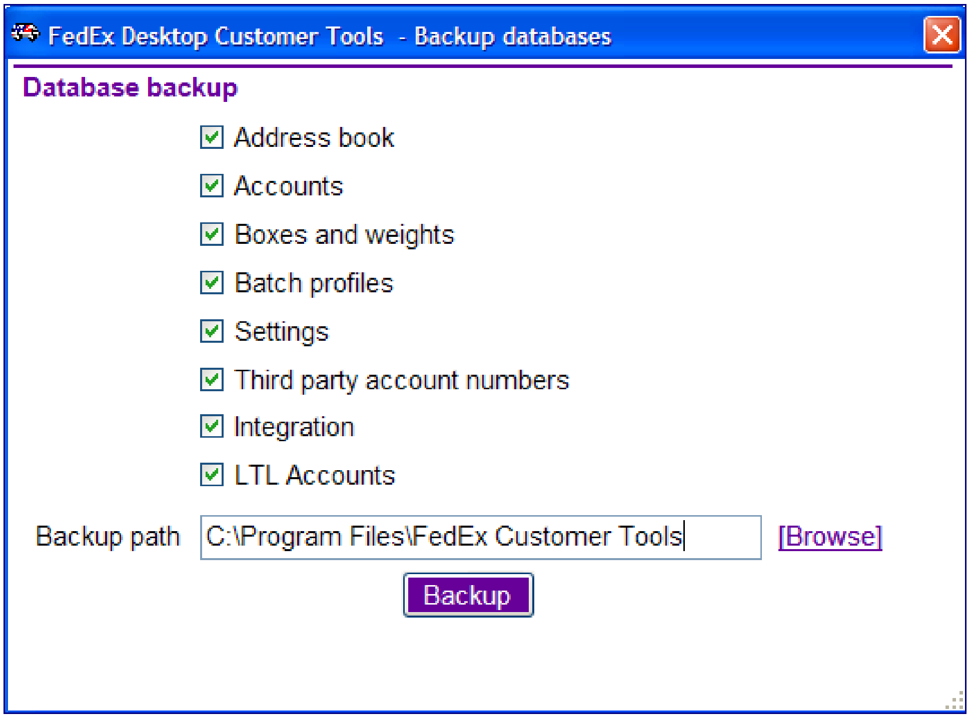
USING BACKUP AND RESTORE

Since FedEx® Desktop Customer Tools is distributed via the ClickOnce technology, it cannot be installed on network shares. If you are installing FedEx Desktop Customer Tools on multiple systems, we recommend that after you install the first instance, you back up the settings to a network or thumb drive and restore the settings on subsequent installs. Following this best practice will conserve meters and time configuring FedEx Desktop Customer Tools.

Backup

To back up one or more databases:

1. Select **File > File Maintenance > Backup**. The following window appears.



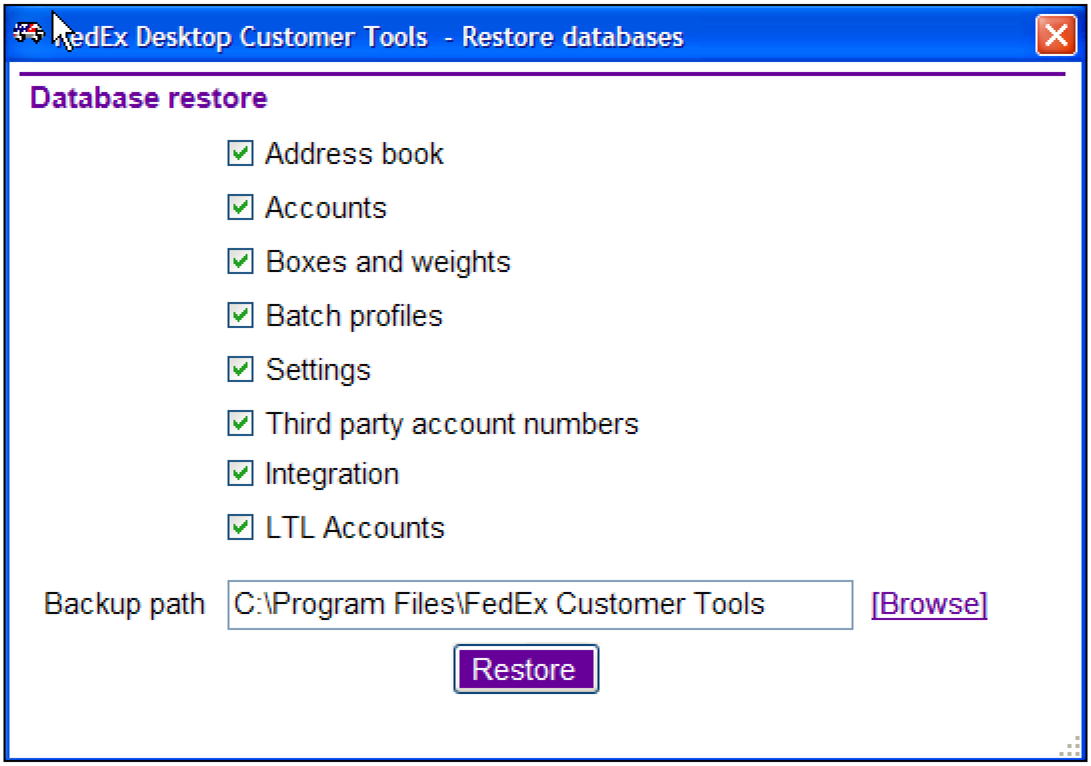
2. Select the databases to back up.
3. Enter the path for the folder where you want to store the backup files, or click **Browse** to navigate to the folder.
4. Click **Backup** to start the backup.

Restore

Warning: Restoring a database will overwrite any existing files.

To restore one or more databases:

1. Select **File > File Maintenance > Restore**. The following window displays.



2. Select the databases to restore.
3. Enter the path for the folder where the backup files are located, or click **Browse** to navigate to the folder.
4. Click **Restore** to start the restore process.

GETTING SUPPORT

Technical Support

See the table below for the toll-free phone number and voice-prompter keywords for obtaining technical support.

Toll-Free Phone Number	Voice-Prompter Keywords
1.877.339.2774, Option #2	FXCT -or- Customer Tools

Note: Before calling, please have your meter number or account number handy. If you do not know these numbers, you can display them by selecting **Help > Support Information**, as described on page 90 of the section “Using the Help Menu.”

Questions Regarding Rates

For questions regarding rates, please contact your FedEx account executive.

USING THE HELP MENU

The FedEx® Desktop Customer Tools Help menu contains the following options:

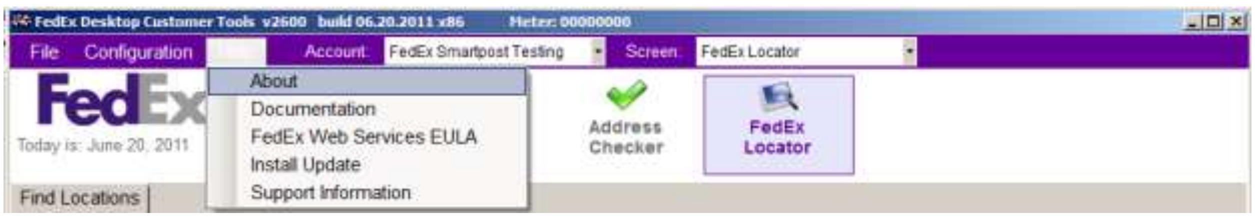
- About
- FedEx Web Services EULA
- FedEx Holidays
- Install Update
- Support Information

These options are described in the following sections.

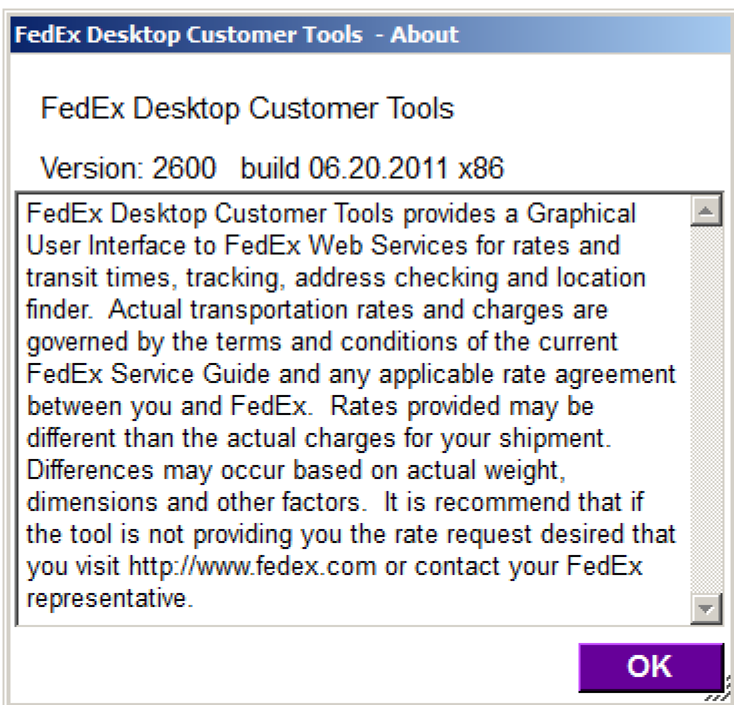
About

To display information about FedEx Desktop Customer Tools:

- Select **Help > About**.



The following window displays.

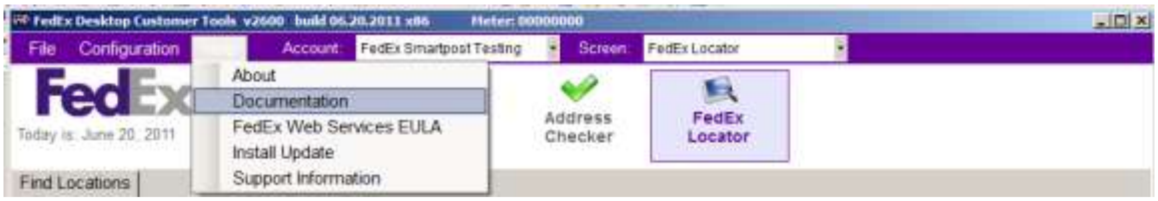


Documentation

To display documentation for FedEx Desktop Customer Tools:

- Select **Help > Documentation**.

  Note: This requires the installation of [Adobe® Reader®].



FedEx Web Services End User License Agreement (EULA)

To display the FedEx Web Services End User License Agreement (EULA) from within FedEx® Desktop Customer Tools:

- Select **Help > FedEx Web Services EULA**.

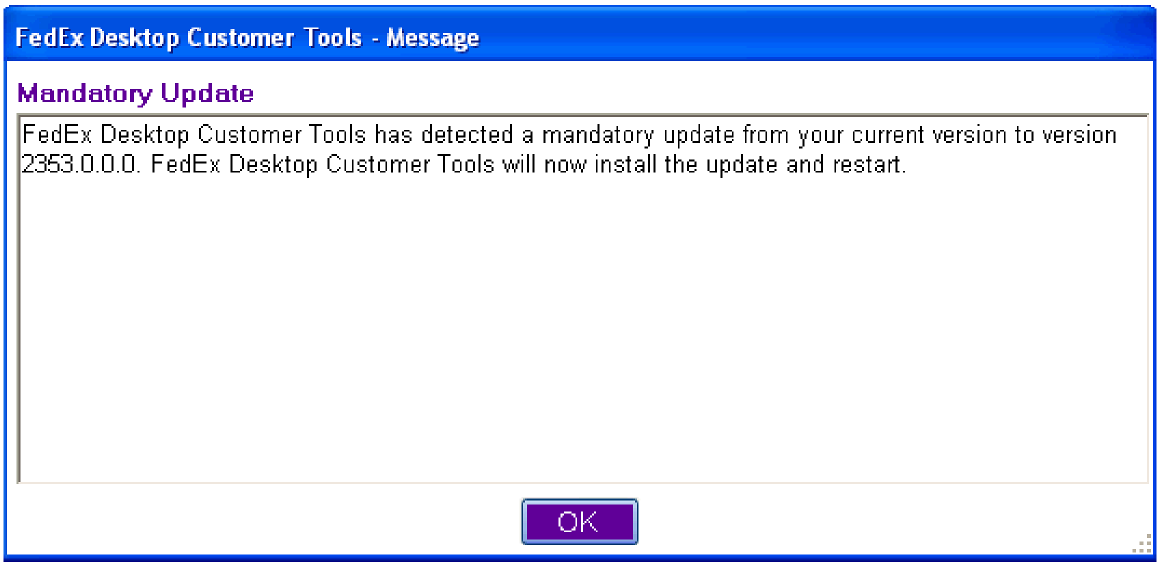
The following window displays.

Install Update

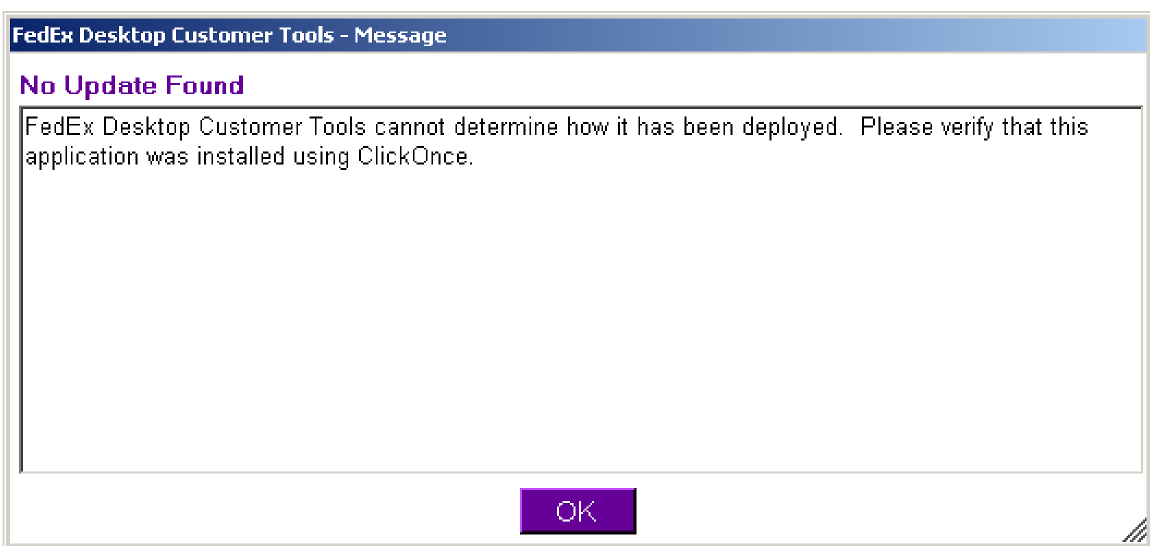
To manually update FedEx Desktop Customer Tools:

1. Select **Help > Install Update**.

2. If an update is available, a window similar to the following displays.



If no update is available, the following window displays.

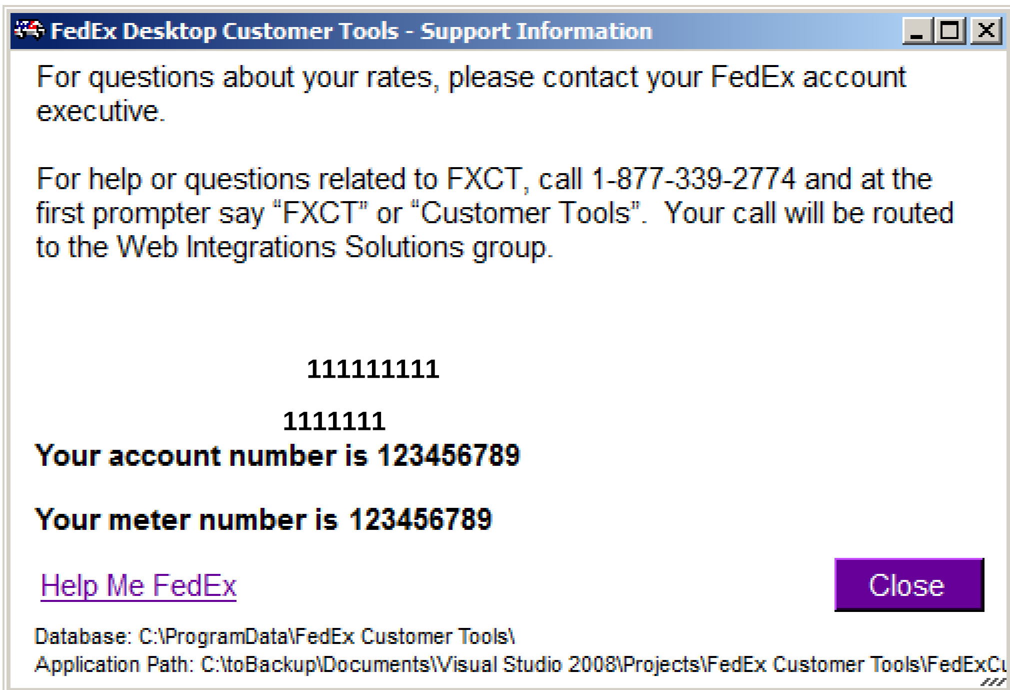


Support Information

To display support information, including the phone number for the help desk:

- Select **Help > Support Information**.

The following window displays.



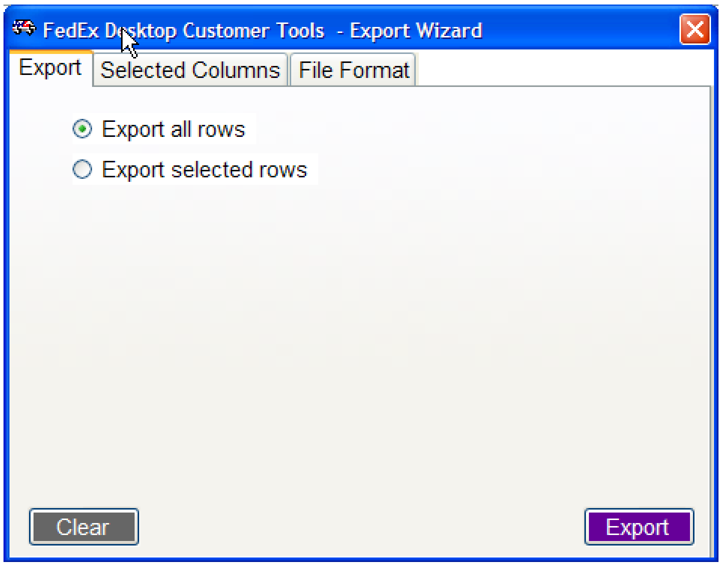
This window displays the toll-free phone number, voice-prompter keywords and hours of operation for the help desk. In addition, it shows your account number and meter number, which the help desk will need in order to assist you.

APPENDIX A: EXPORT WIZARD

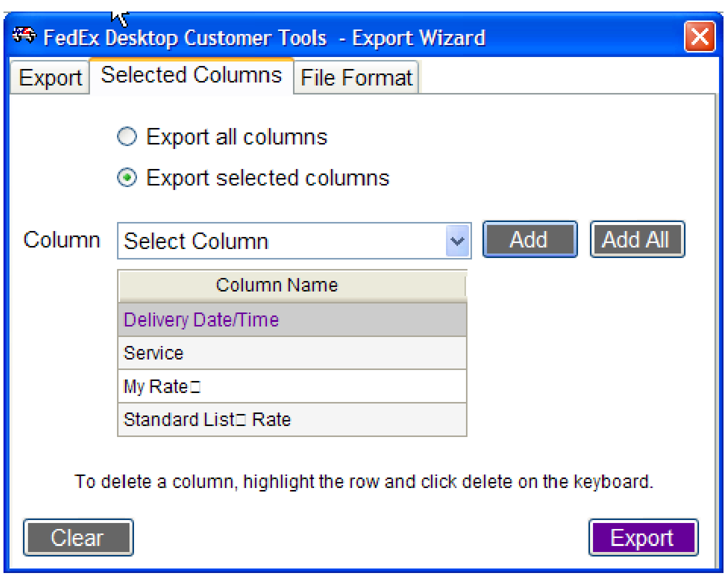
Many of the screens in FedEx® Desktop Customer Tools contain an **Export** button. Clicking this button starts the Export Wizard, which assists you in exporting (saving to a file) the data returned by the web service.

To export data using the Export Wizard:

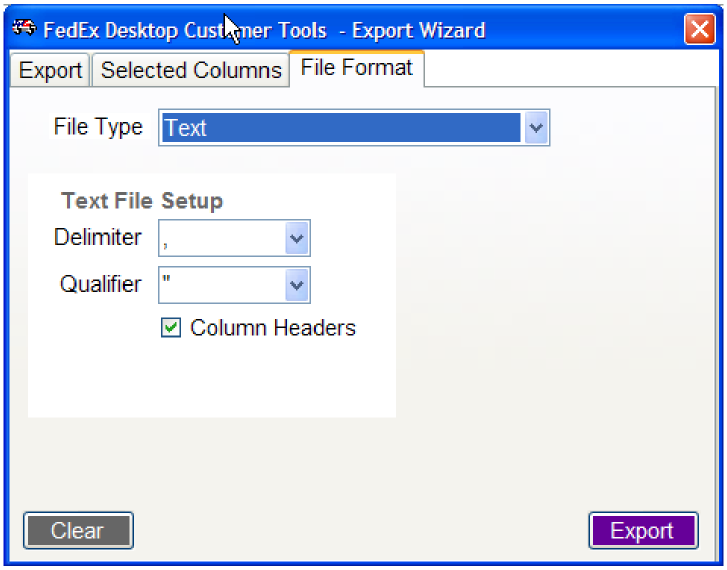
1. Click the **Export** button to start the Export Wizard.
2. Click the **Export** tab and choose the rows to export. You can export all rows or only selected rows in the data grid.



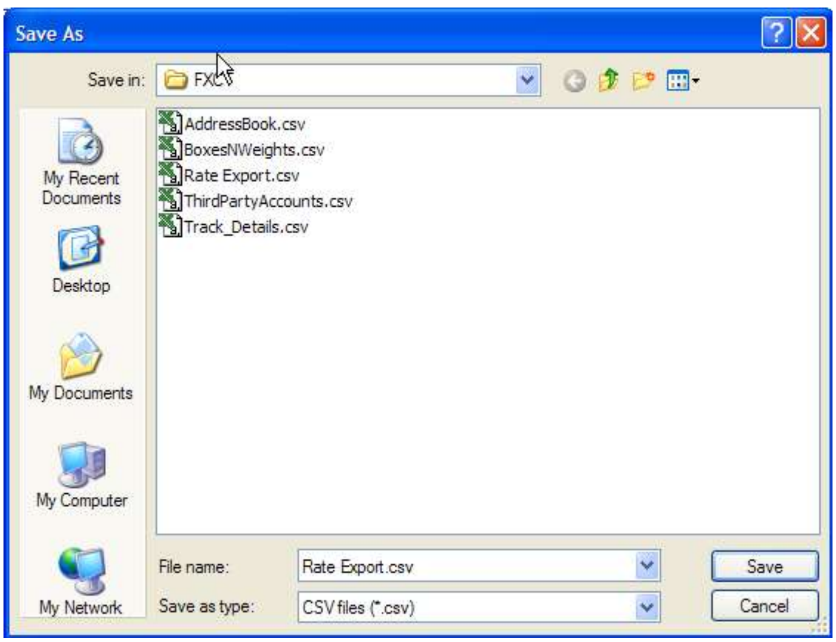
3. Click the **Selected Columns** tab and choose the columns to export. You can add columns individually or add all columns. To delete a column, highlight the column name and press the **Delete** key.



4. Click the **File Format** tab and specify the type of export file to create. The options are Text, XML, Microsoft® Excel and HTML. If **Text** is selected, you must specify the delimiter and qualifier for the file. Use the **Column Headers** checkbox to indicate whether the file includes column headers.



5. Click the **Export** button to export the data.
6. In the Save As dialog box that appears, specify the path and file name for the export file, and then click **Save**.

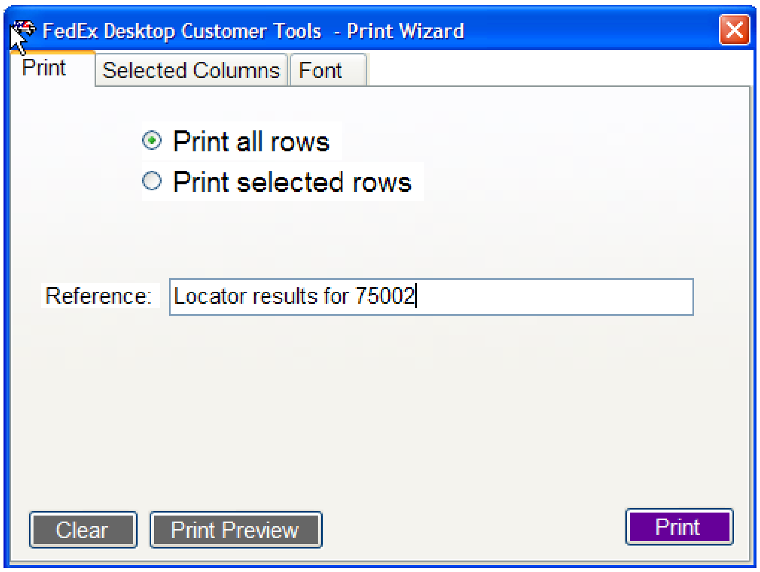


APPENDIX B: PRINT WIZARD

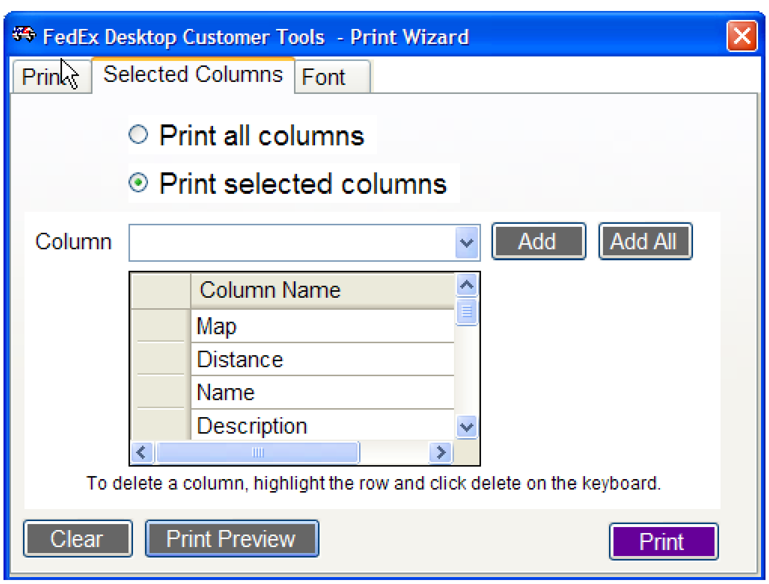
Clicking **Print** on the main function screens (with the exception of the rating screen) starts the Print Wizard, which assists you in printing the results returned by the web service.

To use the Print Wizard:

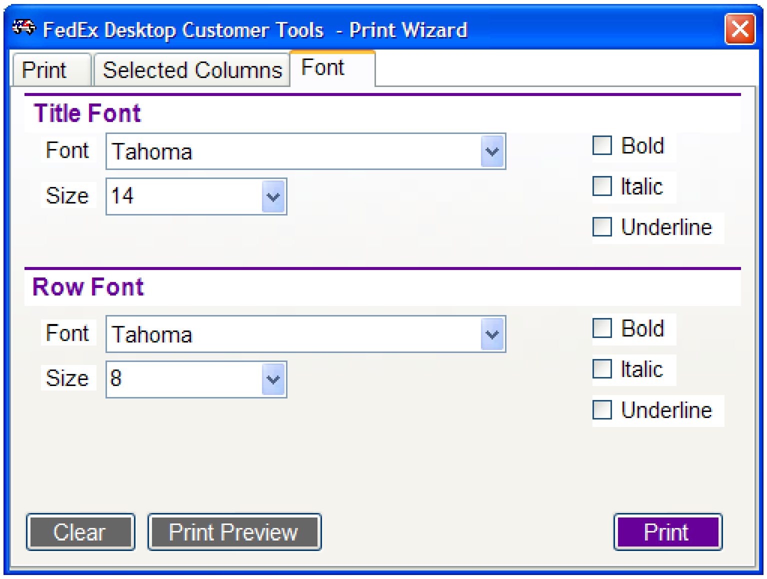
1. Click the **Print** button to start the Print Wizard.
2. Click the **Print** tab and choose the rows to print. You can print all of the rows in the data grid or only selected rows. You can also enter a reference to print on the report.



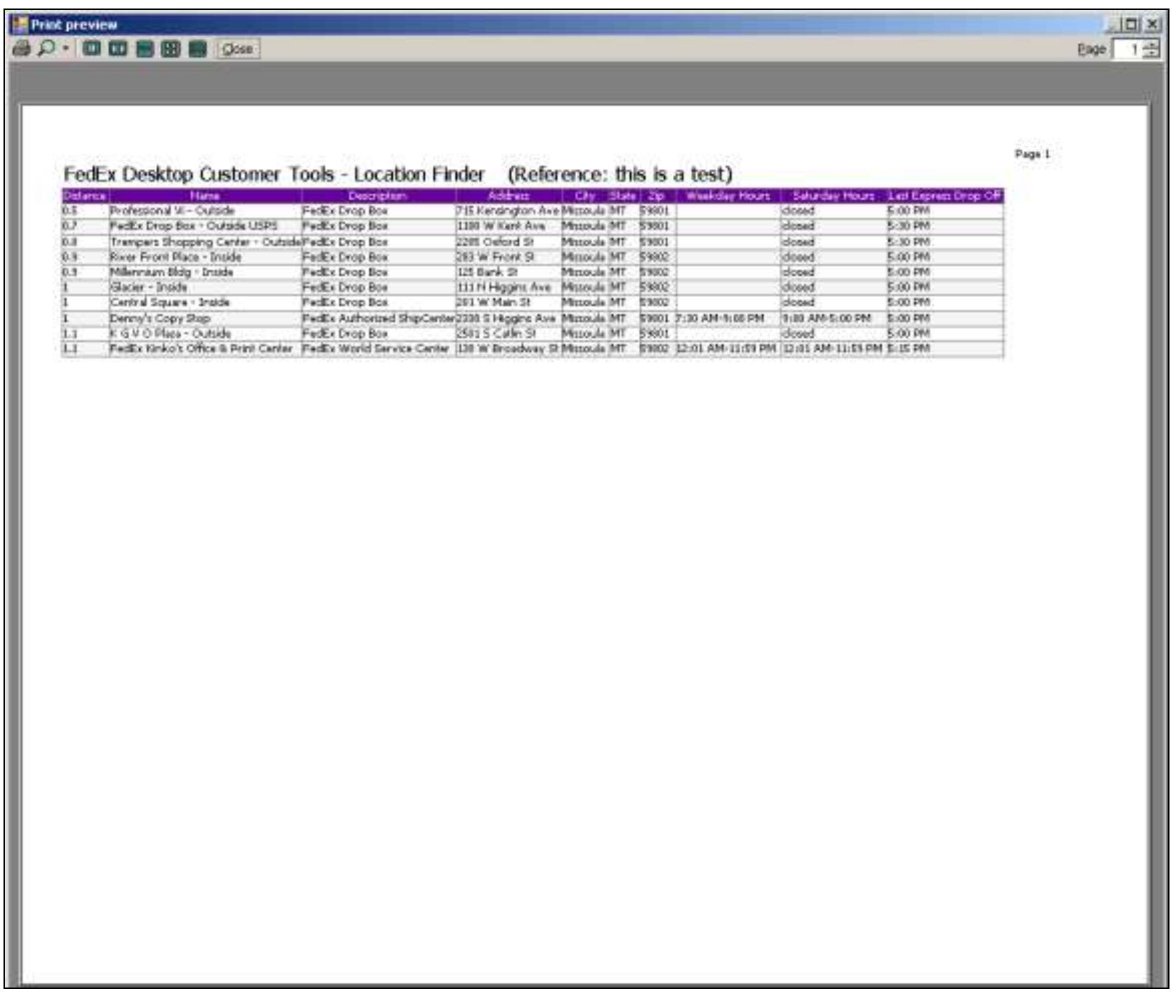
3. Click the **Selected Columns** tab to select the columns to print. , You can add columns individually or add all columns. To delete a column, highlight the column name and press the **Delete** key.



4. Click the **Font** tab to set the font characteristics for the report. You can set the font family, size and weight for the report title and rows.



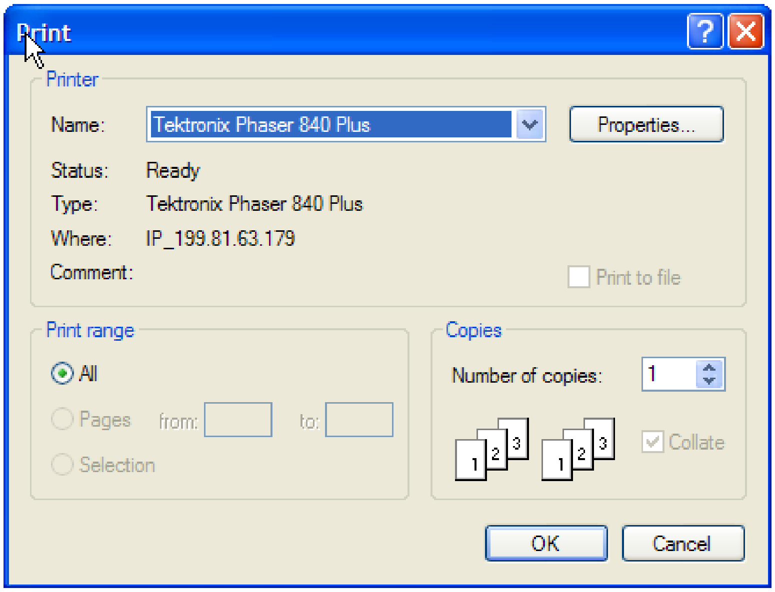
5. To see what the document will look like when it is printed, click **Print Preview**. The document is displayed in the Print Preview window.



FedEx Desktop Customer Tools - Location Finder (Reference: this is a test)

Distance	Name	Description	Address	City	State	Zip	Weekday Hours	Saturday Hours	Last Express Drop Off
0.5	Professional VI - Outside	FedEx Drop Box	715 Kensington Ave	Missoula	MT	59801		closed	5:00 PM
0.7	FedEx Drop Box - Outside USPS	FedEx Drop Box	1100 W Kent Ave	Missoula	MT	59801		closed	5:30 PM
0.8	Trempers Shopping Center - Outside	FedEx Drop Box	2205 Oxford St	Missoula	MT	59801		closed	5:30 PM
0.9	River Front Place - Inside	FedEx Drop Box	283 W Front St	Missoula	MT	59802		closed	5:00 PM
0.9	Millennium Bldg - Inside	FedEx Drop Box	125 Bank St	Missoula	MT	59802		closed	5:00 PM
1	Glacier - Inside	FedEx Drop Box	111 N Higgins Ave	Missoula	MT	59802		closed	5:00 PM
1	Central Square - Inside	FedEx Drop Box	201 W Main St	Missoula	MT	59802		closed	5:00 PM
1	Denny's Copy Shop	FedEx Authorized ShipCenter	2330 S Higgins Ave	Missoula	MT	59801	7:30 AM-9:00 PM	9:00 AM-5:00 PM	5:00 PM
1.1	K G V O Plaza - Outside	FedEx Drop Box	2501 S Catlin St	Missoula	MT	59801		closed	5:00 PM
1.1	FedEx Kinko's Office & Print Center	FedEx World Service Center	130 W Broadway St	Missoula	MT	59802	12:01 AM-11:59 PM	12:01 AM-11:59 PM	5:15 PM

6. When you are ready to print the report, click **Print**. In the Print dialog box that appears, select a printer and then click **OK**.



APPENDIX C: FREQUENTLY ASKED QUESTIONS

General

Will FedEx® Desktop Customer Tools work on a FedEx hardware device?

FedEx Desktop Customer Tools can be installed if the device has internet access. You may have to adjust the resolution.

Can the display be maximized?

The screen display can be maximized, but the main forms will not be resized to match the screen.

Backup/Restore

Where does the path for the restore come from?

The path used for the restore is wherever the backup file resides; there is no default path.

Batch

What is the difference between integration and batch?

Integration is intended only to bring in a few records usually associated with a key in the database. Batch is intended to bring in a large number of records.

How does batch work with the SQL database? Do you get a static record count?

You must specify the SQL statement to obtain the records. The record count can change depending on your SQL Select statement.

Communication

When I try to install FedEx Desktop Customer Tools, the install fails. What is causing this?

Check with your IT person to verify that you don't have a firewall or proxy that is blocking the installation using Microsoft® ClickOnce. When you open FedEx Desktop Customer Tools, the application contacts the install site to determine if there are any updates.

Will FedEx Desktop Customer Tools work on a system using a phone line to access the internet?

Yes, but high-speed internet access is recommended.

When I try to connect using a wireless connection (such as Verizon Wireless or a satellite provider), I receive a connection error stating that the proxy or accelerator cannot connect to secure (HTTPS) websites.

Certain caching or web accelerator programs are unable to properly cache secure (HTTPS) websites. Dial-up and wireless internet users often use these. In these cases, it may be necessary to disable your proxy and/or web accelerator applications in order to install or use FedEx Desktop Customer Tools.

What port should I have my IT person open in our firewall to allow FedEx Desktop Customer Tools to work?

Port 443 is required.

Databases

In the Boxes and Weights database, can I leave the weight field blank?

Yes, in the Boxes and Weights database you can leave either the weight field or the dimension fields blank. This database is intended for users who have defined box sizes or products.

Are databases loaded locally on the system?

Yes, the databases reside in the folder where FedEx Desktop Customer Tools is installed. All databases are stored in XML format.

What is the third party accounts database used for?

FedEx Desktop Customer Tools allows for reference tracking using third party accounts. We recommend that you enter any third party accounts that you use to track by reference into this database.

Export

Is the Excel file created by the Export Wizard really a Microsoft® Excel file?

The Excel export file created by Export Wizard is an HTML file that can be imported into Microsoft Excel. For this reason, you can’t access this file using the Batch Wizard; however, it should open in Microsoft Excel.

FedEx® Address Checker

Does FedEx Address Checker show residential or commercial status?

No, FedEx Address Checker does not indicate whether an address is residential or commercial.

Does the address checker support batch?

No. If a customer requires batch address checking, they may need to create a custom web services solution.

Installation and Upgrade

Are administrator rights needed to load FedEx Desktop Customer Tools?

Administrator rights are needed to install FedEx Desktop Customer Tools so that folders can be created in the file system. After the application has been configured, it should not require administrator rights. If you need to change settings after the initial install, you may need administrator rights to the folder where FedEx Desktop Customer Tools was installed.

Why won’t the product code I have requested work for activating the software?

Product codes are based on account number, employee ID and application. If you have been provided a product code using the incorrect solution type, you will not be able to activate FedEx Desktop Customer Tools. Also, it is recommended that you use copy/paste to enter the product code. The product code contains the digits “0” (zero) and “1” (one), which can often be mistaken for the letters “O” and “l.”

What versions of Windows will FedEx Desktop Customer Tools run on?

FedEx Desktop Customer Tools will run on Windows 2000, XP, 2003, 2008 Vista and 7, including 64-bit versions.

Should I create a new meter for each install or for each PC?

No, it is recommended that you back up and restore after the first install. This allows for quicker deployment.

What are the minimum requirements for the tool?

An active internet connection and the Microsoft .NET Framework 2.X are the minimum requirements.

How are the version updates handled?

Currently, FedEx Desktop Customer Tools uses automatic updates. When an update is available, FedEx Desktop Customer Tools displays a message that an update is available, and you are prompted to download it. You may also update the application from the Help menu.

Is there an install disk for FedEx Desktop Customer Tools?

No, FedEx Desktop Customer Tools is provided only as a download from fedex.com.

Why can't I see the whole screen?

FedEx Desktop Customer Tools is designed to work with monitors with a minimum screen resolution of 1024 x 800. If you have a wide-screen monitor that does not allow this vertical resolution, you can optimize FedEx Desktop Customer Tools to work with a lower vertical resolution of 640. This will remove the buttons at the top and replace them with a function drop-down menu.

Why do the fields overlap on the screen?

Typically, this is caused by an incorrect DPI being set in the Windows display setup. FedEx Desktop Customer Tools is designed to work only with standard DPI.

Will FedEx Desktop Customer Tools run on a Mac?

FedEx Desktop Customer Tools is designed using .NET 2.0, which is a Microsoft-specific platform. At this time, the application will not run on a Mac. Some users have run FedEx Desktop Customer Tools on a Microsoft emulator running on OS X.

Can FedEx Desktop Customer Tools be installed on a network path?

FedEx Desktop Customer Tools is deployed using the Microsoft® ClickOnce technology. It cannot be installed on a network drive. However, you may back up the settings to a network drive for quick restore on another machine.

What should I do if I get a message saying the billing address is incorrect when registering?

The address used to register the software should match your physical address. For help troubleshooting, please contact Technical Support at 1.877.339.2774, option #2, and use the keyword "FedEx Desktop Customer Tools" or "Customer Tools."

Integration

Can FedEx Desktop Customer Tools be integrated using anything other than SQL?

Currently, FedEx Desktop Customer Tools can only connect with an ODBC DSN.

How do I map fields for integration?

First, select your table. After you select your table, the field drop-down menus will display a list of fields. Select the field that maps to the data element required.

Will FedEx Desktop Customer Tools write back the correct rate to my database?

No, FedEx Desktop Customer Tools only allows integration with Address Verification for write-back.

Locator

Does the locator find FedEx Freight sites?

No, FedEx Desktop Customer Tools does not include FedEx Freight sites at this time.

Can I map a location using the Locator?

Yes, you can click the **Map** link to open a web browser where you can see the mapped location.

Network

Can FedEx Desktop Customer Tools be installed on a network?

No, FedEx Desktop Customer Tools is installed on the desktop. It is not intended to be installed on a network share. You can, however, install FedEx Desktop Customer Tools on a terminal server and access it that way. The settings files can be redirected to a network share to be shared among all users. For more information, please contact your aligned customer integration consultant (CIC).

Does FedEx Desktop Customer Tools work with a proxy server?

Yes, FedEx Desktop Customer Tools works with a proxy server. To configure a proxy server, select the **Configuration > Setup** menu. Enter your proxy server on the Advanced/Network Setup tab.

Will FedEx Desktop Customer Tools load through a firewall?

This depends on the firewall's security. Some firewalls or client security will block the install of the Microsoft® ClickOnce application. If this is the case, you must grant access for FedEx Desktop Customer Tools to install. FedEx Desktop Customer Tools must have an active internet connection to upgrade.

Does FedEx Desktop Customer Tools support RDP sharing?

Yes. FedEx Desktop Customer Tools can be run through RDP or on a terminal server.

Does FedEx Desktop Customer Tools have a built-in time-out for requests?

Yes, if a response is not returned within 90 seconds, FedEx Desktop Customer Tools displays an error message.

What is the maximum thread count?

There is no maximum number of threads that can be run. The maximum is determined by the customer's bandwidth. It is recommended to leave it around 10–15.

Can you change the number of threads of execution in FedEx Desktop Customer Tools?

Yes, you can change the number of executing web service requests. It is recommended that you not change this setting unless you know how it works.

Product Codes

How do I obtain a product code if I want to do multiple installs?

A product code is assigned by your customer integration consultant (CIC). Please contact your aligned CIC.

Rates and Batch Rating

Will options on the main rate screen be displayed if they are not selected on the configuration screen?

The fields will be displayed, but they will be grayed out.

Why are my discounts not showing in FedEx Desktop Customer Tools?

It may take up to two weeks for new discounts to be loaded into FedEx Desktop Customer Tools. If discounts have been loaded and rates are still not showing, please contact your FedEx account executive.

Can the tool tip rate quote be disabled when rating?

The tool tip can be disabled on the Rating > Package tab in setup.

Which rating features does FedEx Desktop Customer Tools support?

FedEx Desktop Customer Tools supports the following rating features:

- FedEx Freight.
- FedEx SmartPost.
- Earned Discounts.
- U.S. and international rates for FedEx Ground Multiweight® and FedEx Express Multiweight®. U.S. and international FedEx Express Multiweight rates are returned in the standard net rate column. FedEx Ground Multiweight rates are displayed in the Multiweight column as a separate line item.
- Rates for international shipments: both list and discounted rates.
- Saturday Delivery Surcharge. This surcharge displays by default if you are rating on Thursday or Friday for select ZIP codes.
- Negative, positive or zero values for handling charges. FedEx Desktop Customer Tools supports handling charges that are more than a whole number (for example, 2.75% or $1.5).

Where can I enter FedEx Freight account information?

FedEx Freight account information is entered on the Accounts screen accessed through the Configuration menu.

When rating FedEx Freight, error messages are returned stating that the account number could not be validated or cannot be used as a shipper. What should I do?

The account number you entered may have an invalid shipping address, or the payment type/terms may be set incorrectly. Please contact FedEx Freight Customer Service to validate your account's billing address. If it is invalid, you may correct the information by selecting **Configuration > Accounts** and then editing the desired account.

Is it possible to get estimated duties and taxes with a rate quote?

No, not at this time.

Can I use FedEx Desktop Customer Tools to rate a few thousand shipments at once?

Yes, FedEx Desktop Customer Tools supports batch rating.

With rating integration, can FedEx Desktop Customer Tools handle multiple packages?

Yes, multiple rows will be populated on the screen.

When batch tracking or rating, are errors displayed?

Yes, error messages are displayed in the grid along with the results.

Which services can be rated in batch mode?

FedEx Express, FedEx Ground, FedEx SmartPost and FedEx Freight can be rated in batch mode. Note that some services may require the mapping of additional fields.

Is it possible to get a charge breakdown when rating a single service batch?

Yes, select **Charge Details** in the batch setup, and the program will return surcharges, discounts and totals for each shipment.

Is it possible to batch-rate all services?

Yes, in the batch setup, select the **Rate All Services** checkbox on the Defaults tab.

Is it possible to default fields in a batch instead of mapping them in the input file?

Yes, you can map default values on the Defaults tab for the batch.

Can I apply my handling charges to a batch?

Yes, select **Enable handling defaults** on the Defaults tab in the batch setup.

Why is FedEx SmartPost not being returned in batch rating?

FedEx SmartPost requires additional fields to be set over the standard package-level fields. These fields can be set on the Defaults tab in the batch setup.

Why is my FedEx Freight batch rating failing?

FedEx Freight batches require the mapping of FedEx Freight account information. This account information must be loaded into FedEx Desktop Customer Tools before creating a batch. Ensure that you have correctly mapped the account number, payment type, payment terms and National Motor Freight Classification (NMFC) classes.

What special services can be rated in batch mode?

The following special services can be rated in batch mode:

- Residential
- Declared Value
- Collect on Delivery (C.O.D.)
- Home Delivery Options
- Return Shipments
- Broker Options
- Saturday Delivery
- Signature
- Dry Ice
- Dangerous Goods
- Future Ship Date
- FedEx Freight – Inside Pickup/Delivery
- FedEx Freight – Hazardous
- FedEx Freight – Freezable
- FedEx Freight – Call Before
- FedEx Freight – Lift Gate Pickup/Delivery
- Limited Access Pickup/Delivery
- Extreme Length

Will the batch rating display the total cost for the batch?

Yes. However, if there is an error or if the rates are not in USD, the following information message will display:

“Errors have occurred and the totals may exclude error rows. Please verify that all rows are in the same currency.”

Support

Whom do I call for support?

For technical support, call 1.877.339.2774. At the first prompter say “FXCT” or “Customer Tools.” Your call will be routed to the Web Integrations Solutions group. For help with integration or information regarding product codes, contact your aligned customer integration consultant (CIC). For questions on your rates, contact your FedEx account executive.

Tracking and Signature Proof of Delivery (SPOD)

Can FedEx Desktop Customer Tools support track by reference?

Yes, FedEx Desktop Customer Tools can track by reference, using either the defined account or a third party account.

Can I search the tracking results returned?

Yes. Click the **Find** button and enter the values you are searching for.

Does FedEx Desktop Customer Tools support tracking with master tracking numbers?

Yes. Select **Master Tracking Number** from the drop-down menu. Or you can click the master tracking number link when tracking single packages to see the associated packages.

When tracking, what does the FedEx tracking number link take you to?

Clicking this link takes you to the detail scans for the shipment. You can export these scans or copy them to the clipboard.

Can you track the status of FedEx SmartPost and FedEx Freight shipments?

Yes, you can track the status of FedEx Express, FedEx Ground, FedEx SmartPost and FedEx Freight shipments with FedEx Desktop Customer Tools.

When tracking, what does the Master Tracking number link take you to?

This link will re-track the shipment using the master tracking number and will display the child shipments in the grid.

What are all the columns available on the track screen?

The columns are: Delivered, Tracking Number, Ship Date, Pickup Date, Delivery Date, Service, Status, Signature, Weight, City, State, ZIP, Reference, PO, Invoice No, Department, Other References, Signature available, Exception Scan and Scan Details.

Can the full address information be displayed in the track grid?

No, at this time, FedEx Desktop Customer Tools does not display the full address.

Can you import information from the bulk label program for tracking?

Yes, you can import tracking information for a batch track.

Can you integrate the tracking screen?

Yes, you can read from a database to populate the tracking screen.

Can you export SPODs?

Yes, you can either set the save path for the SPOD or save it after processing from the embedded Adobe® Reader® window.

Can I get a Signature Proof of Delivery (SPOD) for FedEx Freight or FedEx SmartPost?

No, currently FedEx Desktop Customer Tools only supports SPODs for FedEx Express and FedEx Ground.

How long are SPODs and tracking results available?

SPODs and tracking results are available for 18 months.

Can you export just the signature image from the SPOD?

No, at this time, FedEx Desktop Customer Tools doesn't allow this. You can't export just the signature image from the SPOD.

The SPOD is not showing on the SPOD tab; instead, the program is asking me to save the file.

You need to verify that Adobe® Reader® has been installed on the system.

Where are SPODs saved?

You can specify the download path in the general setup or the batch profile setup.

Can you batch-download SPODs?

Yes, you can request a batch download of SPODs when you complete a tracking request. The program generates an individual PDF file and a PDF file that includes all of the responses.

Can I batch-download SPODs when I track on the single entry screen?

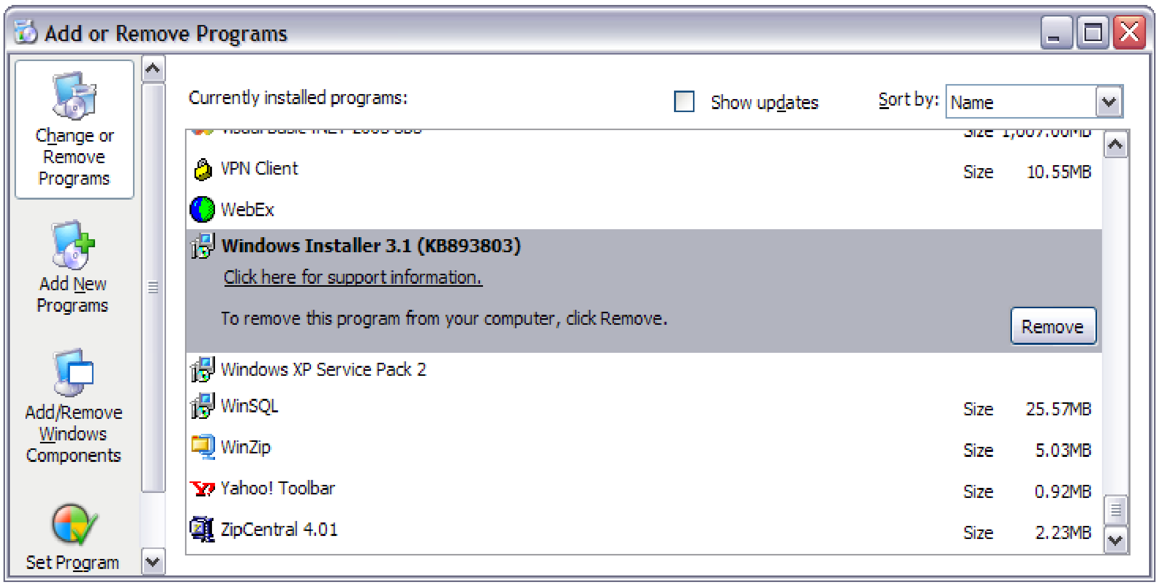
Yes, select the **Download SPOD** checkbox before you click **Search**.

APPENDIX D: MICROSOFT® WINDOWS® INSTALLER 3.1 CHECK

Microsoft Windows Installer 3.1 or later is required for the installation of Microsoft .NET Framework 2.0.

To check whether Microsoft Windows Installer 3.1 or later is installed:

1. Open **Control Panel**.
2. Select **Change or Remove Programs**. The Microsoft Windows Installer version is listed as shown below.



APPENDIX E: MICROSOFT® .NET FRAMEWORK 2.0 CHECK

Microsoft .NET Framework 2.0 is required for the installation of FedEx® Desktop Customer Tools. If Microsoft .NET Framework 2.0 is not already installed, the FedEx Desktop Customer Tools installation program prompts you to install it.

To install Microsoft .NET Framework 2.0, you must have administrator rights on the computer where you are installing the software. Administrator rights are not necessary for general use.

To check whether Microsoft .NET Framework 2.0 is installed:

1. Open **Control Panel**.
2. Select **Change or Remove Programs**. If Microsoft .NET Framework 2.0 is installed, it is listed as shown below.