

# FEDEX<sup>®</sup> DESKTOP CUSTOMER TOOLS USER GUIDE

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## **OVERVIEW**

FedEx<sup>®</sup> 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<sup>®</sup> 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.
  - <sup>o</sup> 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.
  - <sup>o</sup> 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.
  - <sup>o</sup> Batch-track by simply dragging a Microsoft<sup>®</sup> Excel file onto FedEx Desktop Customer Tools.
  - Download Signature Proof of Delivery information in batch mode.
  - <sup>o</sup> 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<sup>®</sup> Windows<sup>®</sup> 2000 Professional/Server, Microsoft Windows XP Home/Professional/Media Center, Microsoft Windows Vista<sup>™</sup>, Microsoft Windows 7 versions

#### **Required Software**

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

- <u>Microsoft Internet Explorer<sup>®</sup> 5.01 or later</u>: You must be running Microsoft Internet Explorer 5.01 or later for all installations of Microsoft .NET Framework.
- <u>Microsoft Windows Installer 3.1 or later</u>: 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.
- <u>Microsoft .NET Framework 2.0</u>: 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.
- <u>Adobe<sup>®</sup> Reader<sup>®</sup></u>: 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<sup>®</sup> 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<sup>®</sup> Windows<sup>®</sup> 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.
- Go to the FedEx Desktop Customer Tools website: <u>http://www.fedex.com/fxct/</u>. Click Install to begin the installation.

FedE Desk	x top Customer Tools
Name:	FedEx Desktop Customer Tools
Version:	2600
Publisher:	FedEx
Install	
If you are rur install from h	nning a 64-bit version of Microsoft® Windows® and require batch functionality please ere.
Install	
	ClickOnce and .NET Framework Resources

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.

Application Install - Security Warning	×
Publisher cannot be verified. Are you sure you want to install this application?	
Name:FedEx Desktop Customer ToolsFrom:www.fedex.comPublisher:Unknown Publisher	
While applications from the Internet can be useful, computer. If you do not trust the source, do not ins	Install Don't 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.

(37%) In	stalling	FedEx Desktop Customer Tools	
<b>Installir</b> This i durin	n <b>g FedEx</b> may take ig the insi	Content of the second secon	<b>`</b>
<b>\$</b>	Name:	FedEx Desktop Customer Tools	
	From:	www.fedex.com	
	Downloa	ading: 972 KB of 2.50 MB	
			Cancel

## **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**.

FedEx Desktop Cu	stomer Tools - Accounts		
Installed Accou	unts Register New Account Network	Settings   LTL Acco	unts
Shipping Inf	ormation	User Informat	ion
The address infor	mation provided must match your FedEx bill.	Descriptive Name	
Address 1		Contact	
Address 2		Company	
City		Address 1	
State	ZIP	Address 2	
Country	US - United States 💌	City	
Account		State	
	User address matches	Country	US - United States
Meter Inform	nation	Phone	
SPOD Acct.		E-mail	
	Test Meter	Install Code	
	Advanced Meter Settings	To register a new product code car http://speed.ts.fe	/ meter you must enter a product code. This h be obtained by your FedEx CTC at: dex.com/fxct/
		FedEx Emp. ID	0: Override Code
		Code	
			Create
Cancel	Clear		Save

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.

Expr	ress Acc	ounts						
Edit	Delete	Duplicate	10	Contact	Company	Address1	Address 2	CRI
edit	delete	duplicate	FedEx Demo M	FedEx Demo	FedEx Demo	90 FedEx Park.	FedEx Testing	Colliervil
							12	
-				Create Evores	s Account		12	
				Create Expres	s Account			
TI	Accourt	ta		Create Expres	s Account			
TL	Accoun	ts		Create Expres	s Account			
TL	Accoun	ts Duplicate	Account	Create Expres	s Account	Address	City	State
TL	Accoun	ts Duplicate	Account Number	Create Expres	s Account Freight Company	Address	City	State
TL	Accoun	ts Duplicate	Account Number	Create Expres	Freight Company	Address	City	State
TL	Accoun Delete	ts Duplicate	Account	Create Expres	S Account	Address	City	Stats
TL	Accoun Delete	t <b>s</b> Duplicate	Account Number	Create Expres	S Account	Address	City	State
TL	Accoun	ts Duplicate	Account Number	Create Expres	s Account Freight Company	Address	City	Stat
TL.	Accoun	ts Duplicate	Account Number	Create Expres	s Account Freight Company	Address	City	Stat
TL	Accoun	ts Duplicate	Account Number	Create Expres	s Account Freight Company	Address	City	Sta

- 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<sup>®</sup> 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.

dEx Desktop Customer Tools - Accounts	
nstalled Accounts Express Accounts LTL Accounts Network Settings Batch Meter Request	
EadEx Eroight Appounts	•
The account address must match exactly the address entered in the EedEx Ereight	
account system for the mailing address. This may be different than the address on the bill.	
Descriptive Name	
Account Number FedEx Freight	
Company	
Contact	
Address	
Country	
ZIP Code	
City / State	
Shipping address differs from mailing address	
ZIP Code	
City / State	
Add	
<b>lote:</b> Failure to enter the correct addresses for an account may result in errors.	
Cancel Clear Save	

#### 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.

🍄 FedEx Desktop Cus	tomer Tools v2600 build	06.20.2	011 x86 Configuration			
Functionality Rati	ing Tracking Advance	ed/Netv	vork Setup			
Standard Service	es					
Address check	ker 🔽	Rate a	and transit times			
Find locations		$\checkmark$	Package rating	<b>v</b>	Transit times	
Track		$\checkmark$	Express Freight rating	~	Batch rating	
✓ fedex.com		$\checkmark$	FedEx Freight rating			
Default Screen						
Default screen	Rating		•			
Backups						
Enable backups	ŧ.					
Backup frequency	Weekly	~				
Screen Size						— I
Check this option	if the resolution height	is less	than 715px			
Optimize for si	maller screens					
Create dealtan	ison Install all					
Create desktop	icon Install all	users				
Consol						0
Cancel						Save

#### 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.

📽 FedEx Desktop Customer Tools v2600 build 06.20.2011 x86 Configuration	X
Functionality Rating Tracking Advanced/Network Setup	
Package Express Freight LTL Freight Transit Times Handling Charges Displayed Rates	
Service type 0 - All FedEx Services 🔽 🗹 Display Service Type	
Package type 1 - Your Packaging	
Declared value 0 Display Declared Value Default to Residential	
Currency type U.S. Dollars	
Broker type Broker Inclusive	
► Rate using package details  □ Require dimensions	
Enabled special services	
Signature options Select   Dry Ice	
COD Any Dangerous Goods / HazMat	
Return solutions Select	
Pickup/Drop-off type Use already scheduled r	
Smartpost Endorsement type None	
Package type Parcel Select    Package Type Definitions]	
Hub ID(s) 5531;5902 (Numeric Separated by ;)	
[Hub ID Lookup]	
Cancel	

#### **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.

FedEx Desktop Custor	ner Tools v2600 build 06.20.2011 x86 Configuration	_
Package Express	Freight LTL Freight Transit Times Handling Charges Displayed Rate	es
Declared value 0	✓ Display Declared Value         Default to Residential         Rate using package details	
Enabled special s	ervices	
COD	Any	
Return solutions	Select	
Cancel		Sav

#### 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.

🍣 FedEx Desktop Customer	r Tools v2600 build 06.20.2011 x86 Configuration	
Functionality Rating	Tracking Advanced/Network Setup	
Package Express Fre	eight LTL Freight Transit Times Handling Charges Displayed Rates	5
NMFC Class		
Packaging	Pallet/Skid	- 11
Payment Type	Shipper C Consignee C Third Party	- 11
Payment Terms	Prepaid      Collect	- 11
	Carry payment selections after screen is cleared	- 11
	Rate guaranteed services	- 11
	Hide address notifications when change in payment options	
		- 11
		- 11
		- 11
		- 11
		- 11
		- 11
		- 11
		- 11
Cancel		31/0
Cancer		ave

#### **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.

FedEx Desktop Customer Tools v2600 build 06.20.2011 x86 Configuration	
Functionality Rating Tracking Advanced/Network Setup	
Package Express Freight LTL Freight Transit Times Handling Charges Displayed Rates	;
Clear Origin ZIP Code	
Disable Rating transit time request	
Cancel	ave

#### 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.

	ght   LTL Freight   T	ransit Times F	landling Charge	S   Displayed F	Rates
Handling Type	Basic			Fixed Amount Per Fixed Amount Per	r Package r Shipment
Basic Handling				Percentage Of Tot Percentage Of Fre	tal Charge eight Charge
Convert here allies	Handling Charge 1	Handli	ing Charge 2		- 11
🗴 Ground nandling	Fixed Amount I	15 Perce	entage Of 🗾  12	.5	
🗹 Express handling	Percentage Of 💌	15 None			
Z Exp. Freight handling	None 💽	0 None	<b>•</b> 0		
LTL Freight handling	Fixed Amount F	15 Perce	entage Of 🔽 10		
1258 - 2594 	,,				
Advanced Handling			14 (UV) 180		
	Handling C	harge 1	Handling Cl	harge 2	
First Overnight	None	<b>~</b> ] 0	None	<b>*</b> 0	
Priority Overnight	None	<u> </u>	None	-	
Standard Overnight	None	0	None	- 0	
	None		None	0	· .
2Day	1.2052115453		· · · · · · · · · · · · · · · · · · ·		

#### **Displayed Rates**

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

🏁 FedEx Desktop Customer Tools 🛛 v2353 build 10.05.2009 Configuration	×
Functionality Rating Tracking Advanced/Network Setup	
Package Express Freight LTL Freight Transit Times Handling Charges Displayed Rates	
Rate Display	-
✓ Net Rates	
✓ Standard List Rates	
Disable rate quote tool tips	
Printed Quotes	-11
Printed Rates Net	
Prompt for shipment reference when printing quote	
✓ Print list rates on net rate quote	
Cancel	

#### 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.

🐃 FedEx Desktop Customer Tools	s v2600 build 06.20.2011 x86 Configuration	
Functionality Rating Track	Advanced/Network Setup	
SPOD Settings		
Image download path	C:\Users\551902\Documents\FedEx Customer [Browse]	
E-mail settings		
E-man settings		
Sender E-mail	test@test.om	
Sender name	nathan zemke	
E-mail format	HTML	
	Delivery notification	
	Exception notification	
Tracking settings		
Tracking type	Tracking Number	
	Allow tracking from 3rd party accounts database	
	Download tracking scans (may decrease download speeds)	
Cancel		Save

#### 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.

FedEx Desktop Customer Tools v2353 build 10.05 Functionality Rating Tracking Advanced/Networks Functionality	.2009 Configuration
Debug settings I Enable debug output Path C:\FedExW	/ebServicesDebug\ [Browse]
Proxy settings	
Proxy server	Password
Proxy user	Domain
□ Set Content Length	Proxy port
Setup password Password Secret question Answer	It is recommend to leave this password blank unless you are concerned about users changing sensitive settings.
Web service threading         Threads allowed       5         Setting the maximum in the application be         Custom Database Rath	ım too high can result ecoming non-responsive.
Cancel	Save

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.

🅶 🙀 dEx Deskto	p Customer Tools - Restore databases	
Database rest	tore	
	Address book	
	Accounts	
	Boxes and weights	
	Batch profiles	
	Settings	
	Third party account numbers	
	✓ Integration	
	LTL Accounts	
Backup path	C:\Program Files\FedEx Customer Tools [Browse] Restore	-

- 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**.

🍀 FedEx D	esktop Customer Tools	v2600 build 06.3	20.2011 x86 Heter: 00	000000			- IQI X
File	Help	Account	FedEx Smartpost Testing	Screen:	Rates and Transit Times	8	
F	Databases Setup		<u>6</u>	~	1		
Totav i	Accounts	Rates and	Track	Address	FedEx		
Packa	Integration Batch Profiles	Freight   Ba	tch Transit times	oneoner	Lovetor .		

## 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.

(46%) U	pdating	g FedEx Desktop Customer Tools	
<b>Updatiı</b> This durir	n <b>g FedE</b> may take ng the ins	<b>c Desktop Customer Tools</b> several minutes. You can use your computer to do other tasks tallation.	Ś
<b>8</b>	Name:	FedEx Desktop Customer Tools	
	From:	fxcttest.no-ip.biz	
	Downlo	ading: 995 KB of 2.10 MB	
			Cancel

### **Manual Updates**

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

RedEx Desktop Customer 1	ools v2600 build 06.20.2011 x86 Meter: 00	000000		
File Configuration	Account: FedEx Smartpost Testing	Screen	Rates and Transit Times	
FedEx	About Documentation FedEx Web Services EULA	Address Checker	FedEx	
	Install Update	onconci	2004101	
Package Express Fre	Support Information			

## USING FEDEX<sup>®</sup> DESKTOP CUSTOMER TOOLS

FedEx Desktop Customer Tools provides the following four tools:

- Rates and Transit Times
- FedEx<sup>®</sup> Tracking
- FedEx<sup>®</sup> 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<sup>®</sup>, FedEx Ground<sup>®</sup>, FedEx SmartPost<sup>®</sup> and FedEx Freight<sup>®</sup>.

FedEx Desktop Customer Tools	2600 build 06.20,2011 x86 Pleter	00000000				
File Configuration Help	Account: FedEx Smartpost Testin	g 🔹 Screer	Rates and Trans	it Times	•	
FedEx.	Rates and Transit Times	Address Checker	FedEx Locator			
Package Express Freight L1	TL Freight   Batch   Transit times					
Recipient Information	124 C 104 C 104 C 105 C 105 C 105 C	s	hipment Informa	ation		
Country United States	<ul> <li>Address Book Inte</li> </ul>	egration	Service type	0 - All Fe	dEx Services	
Postal code	C Res	sidential	Package type	1 - Your	Packaging	*
Sender Information		- 1	No. of packages	1	C Rate using pack	age details
Country United States	Address Book		Total weight		lbs •	
Postal code 60053		To	tal declared value		U.S. Dollars	*
Shipment Details						
Ship date Monday ,	June 20, 2011 💌					
Collect on Delivery						
E Dry Ice	Rate FedEx SmartPost® View Dela	als				
Dangerous Goods/Hazmat						
FedEx returns solutions						
FedEx Home Delivery® Options	None	1				
Signature Type	Select	1				
Pickup Type	Use already scheduled pickup					
Customs Value	U.S. Dollars	*				
Clear	Package count: 1					Quote
						1

#### **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.

Country	US - United States	•	Address Book

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

FedEx Desktop Customer	Tools - Select address			
Search: ID	<b>~</b>		Search	Clear Search
ID	Contact Name	Company	Address1	City
Brother	MY BROTHER	HOME	12345 BROTHER ROAD	ALLEN
Mailroom	MAILROOM	THE MAIL CENTER	7235 MAIL DRIVE	COLLIERVILLE
Test	JOHN DOE	DOE'S COMPANY	5674 DOE ROAD	MEMPHIS
2				
~				
<				>
Cancel				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.

Country	US - Unite	d States	÷	Address Book
Postal code	75002	Residential		Integration

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

🏶 FedEx Desi	ctop Customer Tools - Int	egratio 🔀
Please enter	the lookup key you wish	to find:
Lookup key		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.

Account       PedEx Smatpost Testing       Streen       Rates and Transit Times         Rates and transit Times       Track       Address Checker       FedEx Locator         ackage       Express Freight       LTL Freight       Batch       Transit times         ackage       Express Freight       LTL Freight       Batch       Transit times         ackage       Express Freight       LTL Freight       Batch       Transit times         Recipient Information       Country       United States       Address Book       Integration         Postal code       99202       Residential       Service type       0 - All FedEx Services         Bender Information       Country       United States       Address Book       Service type       0 - All FedEx Services         Postal code       60053       Address Book       Integration       Service type       1.9 Our Packaging       Image: Collars         Ship date       Monday       June       20, 2011       Image: Collars       Image: Collars       Image: Collars         Collect on Delivery       Dry ke       Image: Rate FedEx smatPost9       View.Datalas       Image: Collars       Image: Collars         Dangerous Goods/Hazmat       FedEx returns solutions       Image: Collars       Image: Collars       Image: Co	FedEx Desktop Customer Tools v	2600 build 06.20.2011 x86 Meter: 000	00000	
Frack       Address Checker       FedEx Locator         ackage       Express Freight       LLL Freight       Batch       Transit times         Becipient Information       Service type       0 - All FedEx Services       Package type         Package type       1 - Your Packaging       Image: Service type       0 - All FedEx Services       Package type         Package type       1 - Your Packaging       Image: Service type       0 - All FedEx Services       Package type         Package type       1 - Your Packaging       Image: Service type       0 - All FedEx Services       Image: Service type         Package type       1 - Your Packaging       Image: Service type       0 - All FedEx Services       Image: Service type       Image: S	ile Configuration Help	Account: FedEx Smartpost Testing	Screen: Rates and Trans	it Times 📑
hackage Express Freight LTL Freight Batch Transit times     Recipient Information   Country United States   99202       Residential   Sender Information Country   Country United States   Address Book   Integration   Country   United States   Address Book   Postal code   60053     Shipment Details   Ship date Monday, June 20, 2011 Rate FedEx SmartPosto   Marker FedEx SmartPosto   Yiew   Dayles   FedEx returns solutions   FedEx returns solutions   FedEx returns solutions   FedEx returns solutions   FedEx returns value   U.S. Dollars	FedEx.	Rates and Transit Times	Address FedEx Checker Locator	
Recipient Information   Country   United States   Address Book   Integration   Postal code   99202   Image: Residential   Sender Information Country United States    Country   United States   Address Book   Country   United States   Address Book   Postal code   60053   No. of packages   15   Rate using package details   Total weight   160   Ibs      Shipment Details Ship date Monday June 20. 2011 Index Rate FedEx 8matPostor View Details Or Rate FedEx 8matPostor View Details FedEx Home Delivery For Package type FedEx Home Delivery Fickup Type Select Fickup Type Use already scheduled pickup Customs Value U.S. Dollars Signature Type Select Fickup Type Use already scheduled pickup Customs Value U.S. Dollars Signature Type Select Signature Type Select View Data Select View Dat	ackage Express Freight LT	L Freight   Batch   Transit times		
Country United States     Postal code 99202     Residential     Service type 0 - All FedEx Services     Package type     Package type    <	Recipient Information		Shipment Informa	ation
Postal code 99202 Image: Residential   Sender Information Address Book   Postal code 60053   Postal code 60053   Shipment Details   Ship date Monday   June 20, 2011   Image: Collect on Delivery   Image: Dry Ice   Image: Rate FedEx 8martPost®   Yisw.Datails   FedEx returns solutions   FedEx returns solutions   FedEx Home Delivery@ Options   Signature Type   Signature Type   Signature Type   Signature Type   Signature Type   Use already scheduled pickup   Customs Value	Country United States	Address Book Integra	tion Service type	0 - All FedEx Services
Sender Information   Country   United States   Address Book     Postal code   60053     Total weight   160   Ibs     Total weight   160   U.S. Dollars     Ship date   Monday   June   20, 2011     Collect on Delivery   Dry Ica   Rate FedEx SmartPosto   View Datails     PedEx returns solutions     Packex Home Delivery@ Options   None   Signature Type   Select   Pickup Type   Use already scheduled pickup   Customs Value     U.S. Dollars	Postal code 99202	C Reside	ntial Package type	1 - Your Packaging
Country United States   Postal code 60053     Total weight   160   Ibs     Total declared value   2500   U.S. Dollars     Shipment Details     Ship date   Monday   June   20, 2011     Collect on Delivery   Dry Ice   Predex returns solutions   FedEx returns solutions   FedEx thoma Delivery® Options   None   Signature Type   Select   Pickup Type   Use already scheduled pickup   U.S. Dollars	Sender Information	and the second particular	No. of packages	15 E Rate using package details
Postal code       60053       Total declared value       2500       U.S. Dellars         Shipment Details         Ship date       Monday , June 20, 2011       Image: Collect on Delivery         Collect on Delivery       Image: Rate FedEx SmartPost® View Details         Dangerous Goods/Hazmat       Image: Rate FedEx SmartPost® View Details         FedEx returns solutions       None         FedEx Home Delivery® Options       None         Signature Type       Select         Pickup Type       Use already scheduled pickup         Customs Value       U.S. Dollars	Country United States	Address Book	Total weight	160 Ibs
Ship date Monday , June 20, 2011 Collect on Delivery Collect on Delivery Rate FedEx SmartPost® View Delials Rate FedEx SmartPost® View Delials Rate FedEx SmartPost® View Delials Rate FedEx returns solutions FedEx returns solutions FedEx Home Delivery® Options None Signature Type Select View Type Use already scheduled pickup Customs Value U.S. Dollars	Postal code  60053		Total declared value	2500 U.S. Dellars
Ship date       Monday , June 20, 2011         Collect on Delivery       Rate FedEx SmartPost® View Details         Dry ice       Rate FedEx SmartPost® View Details         Dangerous Goods/Hazmat       FedEx returns solutions         FedEx Home Delivery® Options       None         Signature Type       Select         Pickup Type       Use already scheduled pickup         Customs Value       U.S. Dollars	Shipment Details			
Collect on Delivery Collect on Delivery Rate FedEx SmartPost® View Delails Rate FedEx	Ship date Monday ,	June 20, 2011		
Image: Dry Ice     Image: Rate FedEx SmartPost® View.Delails       Dangerous Goods/Hazmat     FedEx returns solutions       FedEx returns solutions     Image:	Collect on Delivery			
Dangerous Goods/Hazmat     FedEx returns solutions     FedEx Home Delivery® Options     None     Signature Type     Select     Pickup Type     Use already scheduled pickup     Customs Value     U.S. Dollars	E Dry Ice	Rate FedEx SmartPost® View Details		
FedEx returns solutions         FedEx Home Delivery® Options         Signature Type         Signature Type         Pickup Type         Use already scheduled pickup         Customs Value	Dangerous Goods/Hazmat			
FedEx Home Delivery® Options     None       Signature Type     Select       Pickup Type     Use already scheduled pickup       Customs Value     U.S. Dollars	FedEx returns solutions			
Signature Type Select  Pickup Type Use already scheduled pickup Customs Value U.S. Dollars	FedEx Home Delivery® Options	None		
Pickup Type Use already scheduled pickup  Customs Value U.S. Dollars	Signature Type	Select	¥	
Customs Value U.S. Dollars	Pickup Type	Use already scheduled pickup		
	Customs Value	U.S. Dollars		
Clear Package count: 15 Quote	Clear	Package count: 15		Quote

#### Rating Using Package Details

To rate using package details:

 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.

				2	-		-			
redex.	Rates and	Track	Addr	055	FedEx					
day is: June 20, 2011	Transit Times		Chec	ker	Locato	r				
ackage Express Freight LT	L Freight Bat	tch   Transit times								
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Postal code 99202		C Resi	dential	P	ackage type	e 1-	Your Pack	aging		*
Sender Information			_	No,	of package	s 🗌	3 12 6	ate using	package d	etails
Country United States	9	Address Book		3	Total weigh	11 7	5.6 Ibs	-		
Postal code 60053				Total d	eclared valu	IE 371	(3.46) U.S	Dollars		-
Shipment Details				No.	of package		5 50	art hovae	and wainht	
Ship date Monday ,	June 20,	2011 🔹		Paci	age weigh	t 🗌	12 Ibs	I D N	ion-Standar	d Packaging
Collect on Delivery				De	clared value	e 12	5.67 U.S	Dollars		•
🗂 Dry loe	Rate FedEx	SmartPost® <u>View Detail</u>	8		Dimension	5 18	3 X 2	5 X 🗌	32 in.	-
Dangerous Goods/Hazmat							Add			
E FedEx returns solutions	-			. N	reights are con	nverted	to pounds an	dimensio	ina to inches	upon adding
PedEx Home Delivery® Options	None:			Modify	Delete	Cour	it. Weight	Length	Width	Height
Signature Type	Select		*	modify	Delete	2	25.3	15	22	16
Pickup Type	Use already s	cheduled pickup		THE REAL PROPERTY.	ACC 10		200	10	1.4	EV
	r	11.0 Dellare	122	200				114		

### Rating FedEx SmartPost<sup>®</sup> Packages

To rate FedEx SmartPost packages:

- 1. Select the Rate FedEx SmartPost<sup>®</sup> 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.

Federa Desktop Castomer Toola v File Configuration Help	Account	FedEx Smadpost Te	estina	Screen 1	Rates and Trans	it Times			کلہ
FeeEx.	Rates and Transit Times	Track	Add Che	ress ecker	FedEx Locator				
ackage Express Freight LT	L Freight   Ba	tch   Transit time	s						
Recipient Information				Ship	nent Informa	ation			
Country United States		Address Book	Integration	1	Service type	0 - All FedEx	Services		
Postal code 99202			Residential	р	ackage type	1 - Your Pac	kaging		
Country United States Postal code 60053 Shipment Details Ship date Monday , Collect on Delivery Dry Ice Dangerous Goods/Hazmat	June 20, I Rate FedEx	Address Book	Cetails	x SmartPos idorsemen Packagi H	to Detail It type None e type Parce lub ID 5531 Cla chared value Dimensions	se 125.07 [0 18 X [ Add	S. Dollars 25 X 3	2 2 2 2 12 10	etails s rd Packaging
FedEx returns solutions	None		9	Units	Veights are conv	erted to pounds	and dimension	ns to inches	upon adding.
Signature Type	Select			modify	Deleta	2 25.3	15	22	16
Pickup Type	Use already s	cheduled pickup	-	modify	Delete	1 25.0	18	25	25
Customs Value		U.S. Dollars		in the second se			1		
Clear	Packag	e count: 3	. –						Quote

#### 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.

FedEx. Iny is: June 20, 2011	ind Track	Address FedEx Checker Locator	2	
ckage Express Freight LTL Freight	Batch   Transit times			
ecipient Information		Shipment Inform	ation	
Country United States	Address Book Integra	tion Service type	0 - All FedEx Ser	vices *
ostal code 99202	C Reside	ntial Package type	1 - Your Packaoir	10
the desided second data		- No of contrast		
ender Information	THE Address Deats	No. of packages	1 P Rate	using package details
Country United States	Address Book	Total weight	0.8 lbs	1
ostal code 60053		Total declared value	0	
Delivery Date/Time	Service	My Rate Standard Rate	List.	Web Server Mercane
Call 1 800.399 5999 for availability and rate.	FedEx SameDay®			web betwice messages
	FedEx Priority Overnight®	52.50 USD 84.29 USD	20	
Sat Jun 25, 2011 1:30 PM				
Sat Jun 25, 2011 1:30 PM Non Jun 27, 2011 12:00 PM	FedEx Priority Overnight®	35.02 US(FedEx Priority Overr	ight@ Saturday	
Sat Jun 25, 2011 1:30 PM Non Jun 27, 2011 12:00 PM Non Jun 27, 2011 3:00 PM	FedEx Priority Overnight® FedEx Standard Overnight®	35.02 USI FedEx Priority Over 33.49 USI Biled Weight: 1.0 Total Base Charge: 4	ight® Saturday 17.05	
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Sat Jun 25, 2011 1 30 PM Mon Jun 27, 2011 1 2:00 PM Mon Jun 27, 2011 3:00 PM Tue Jun 28, 2011 12:00 PM Fue Jun 28, 2011 12:00 PM	FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® A.M. FedEx 2Day®	35.02 USC FedEx Priority Over 33.49 USC Bied Weight: L0 22.57 USC 24.51 USC Base: 21.17 Base: 21.17 Base: 21.17	ignt@saturday	
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Sat Jun 25, 2011 1:30 PM Mon Jun 27, 2011 1:2:00 PM Mon Jun 27, 2011 3:00 PM Tue Jun 28, 2011 1:2:00 PM Tue Jun 28, 2011 4:30 PM Wed Jun 29, 2011 4:30 PM End of day (4 Business Days)	FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® A.M. FedEx 2Day® FedEx Express Saver® FedEx Ground®	35.02         USD Peck Priority Over           33.49         USD Billed Weight 1.0           33.49         USD Total Base Overget           22.57         USD Total Base Overget           24.51         USD Eamed; 6.12           23.60         USD Total Decount; 27.2           22.65         USD Total Decount; 27.2	9 19.76	
Sat Jun 25, 2011 1:30 PM Mon Jun 27, 2011 12:00 PM Mon Jun 27, 2011 3:00 PM Tue Jun 28, 2011 12:00 PM Tue Jun 28, 2011 4:30 PM Wed Jun 29, 2011 4:30 PM End of day (4 Business Days)	FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day@ A.M. FedEx 2Day@ FedEx Express Saver® FedEx Ground®	35.02 USC PedEx Priority Over 33.49 USC Billed Weight 1.0 22.57 USC Total Base Charge: 24.51 USC Base: 21.17 23.60 USC Total Discount: 27.2 Net Preight Charge: Saturday Deliver Colect On Deliver Fuel: 5.74	9 19.76 19.76 19.76 19.76 19.70 19.00	

#### 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.

🏁 FedEx Desktop Customer Tools - Please enter a name. 🔒	
Please enter a name for this rate quote.	
OK Cancel	

2. Enter a name and click OK.

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

Save As					? 🔀
Save in:	🔁 FXCT		• 0	1 🖻 🛄	ł
My Recent Documents					
Desktop					
My Documents					
My Computer					
	File name:	Rate Quote		~	Save
My Network	Save as type:	Rate Quotes		~	Cancel

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.

Pata Dataile		_		-	_	-
Rate Details						Net rate qui
reated: October 06, 2009						
Service with delivery date/time	FedEx First Overnight® Wed Oct 07, 2009 8:30 AM	FedEx Priority Overnight <sup>®</sup> Wed Oct 07, 2009 10:30 AM	FedEx Standard Overnight <sup>®</sup> 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
ase rate	265.05	240.05	225.80	174.40	122.20	36.11
otal discount	0.00	74.42	70.00	55.81	39.10	8.85
otal surcharge	28.33	20.87	20.14	17.34	14.68	9.54
lotal <mark>charge</mark>	293.38	186.50	175.94	135.93	97.78	36.80
Additional handling						19.60
ist Rate with handling	293.38	266.50	251,19	195.93	139.82	66.75
Fotal with handling	293.38	186.50	175.94	135.93	97.78	56.40
Sender/Recipient Sender/Recipient Ship From: 83835, US	Sf	<b>ip To:</b> 75002, US				
and ge mornation						
Count	W	eight	Dime	ensions	Declared V	alue
1	25	U9	25 X	10 X 23	31240.UU	
Special Services						

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.

🕏 FydEx Desktop Customer Tools - Please enter 🔳 🗖 🗙
Please enter a name for this rate quote.
Training
Ok Cancel

- 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.

Select Printer	
Add Printer	osoft XPS Document Writer
Macromedia FlashPaper	ronix Phaser 840 Plus
Comment:	Find Printer
Page Range	Number of copies:
Selection Current Page	
O Pages: 1	Collate
Enter either a single page number or a single	

#### 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."

The Country	Castomer Tools v2	A second	10.20.20		1.7.	12	ALC: N	Datasas	T	1715						
Fed	Ex. 1	Rates and ransit Time	d es	Track	SLIESUCI	Addres	ss er	Fe Loc	dEx ator	mes	M					
sckage Expr	ess Freight   LTI	Freight B	Batch	Transit t	imes		-									
lecipient Inf	formation		-				Shi	ipment In	formation	on	- 6				-	
Country	Uzbekistan	-	- Ad	dress Bo	ok Inte	egration		No	, of skid	5 1	1	Select Ba	oda and	i weight	5	-
Postal code	99202 Ci	ty Karshi			ER	esidential		Tot	al weigh	nt 37	5	bs. 💌				
Sender Infor	mation					1	ा	fotal decla	red value	27	5	FS Dell	83			
Country	United States	-	• Ad	dress Bo	ok					R	ate u	sing ski	d detai	ls		
			and the second													
Postal code	60053		1.1.1													
Postal code	60053		and the star													
Postal code Skid Detail	60053							No. of	skids [	1	Sek	ect skid	s and v	weights		•
Postal code Skid Detail Ship date	60053 Monday	June 2	20, 201	1				No. of s	skids   eight	1	Sek	ect skid	s and v	weights	E	•
Postal code Skid Detail Ship date	Monday ,	June 2	20, 201 t Locat	1				No. of s Skid we	skids   eight   value	1	Sele Ibs	ect skid	s and v	weights		•
Postal code Skid Detail Ship date Collect o Inside De	60053 Monday , in Delivery elivery	June 3	20, 201 t Locat	1 ion	•		3	No. of s Skid we Declared Dimens	skids   eight   value   sions	1 0 L	Sek libs U.S X	ect skid Dollar W	s and v s	weights	in.	
Postal code Skid Detail Ship date Collect o Inside De D Broker S	Monday , n Delivery elect	June 3	20, 201 It Locat	1 ion			3	No. of s Skid we Declared Dimens	skids eight value	1 0 L Add	Sek Ibs U.S X	ect skid Dollar W	s and v s X	weights H	] in	•
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Postal code Skid Detail Ship date Collect o Inside De Broker S Dangero Pickup	60053 Monday , in Delivery elivery elect us Goods Type Use already	June 3	20, 201 It Locat	1 ion		We	ights ar	No, of s Skid we Declared Dimens re converted Detect	skids   eight   value   sions   1 to pounds • Counts	1 D L Add s and din t Wey	Sek libs U.S X	ect skid Dollar: W ris to inc Lengt	s and v s X [ hes upo	H H Widm	in )	
## LTL Freight Rating

Rating is available for FedEx Freight<sup>®</sup>. 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.

edEx Desktop Custo	mer Tools v2600 hu	ki 06.20.2011 x86	Heter: 00000000				-
le Configuratio	n Help Acci	FedEx Smartpos	It Testing · Sci	een: Rates and	t Transit Times		
FedEx ay is: June 20, 201	K. Rates : Transit T	and Track	Addres	s Fe er Loi	edEx cator		
ckage Express	Freight LTL Freigh	t Batch Transit ti	mes				
ecipient Inform Country	US - United State	s Address	Book	Shipment Weight	Class	Packaging	
Postal code	97007	Integration	on	1256	065	Pallet/Skid	[Dim Weight]
City / State	BEAVERTON, OF	ate		157	065	Pallet/Skid     Pallet/Skid	[Dim Weight]     [Dim Weight]
ender Informati	BEAVERTON, OF	3				Pallet/Skid	[Dim Weight]
Country Postal code City / State	US - United State 75234 DALLAS, TX	s 💌		[		Pallet/Skid     Pallet/Skid	[Dim Weight]     [Dim Weight]
ipment Detail Ship Date	Monday J	une 20. 2011	-	Payment I	Detail dEx Freight Acc	ount 🖩 FedEx Tes	ting
Guaranteed se Inside Delivery Inside Pickup Hazardous Lift Gate Pickup Lift Gate Delive	rvices I I I I I I V	Limited Access F Limited Access D Freezable Call Before Extreme Length C O.D. Amount \$	)elivery	Payme Payme	nt Type 🔅 : nt Terms 🌾 :	Shipper C Consigne Prepaid C Collect	e C Third Party

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.

Postal code	59899	3	Integration
State	MT	City	Who Knows Where

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**.

🕫 FedEx Desktop Cust	omer Tools	v2600 build 06.	10.2011 x86 Meter: 00	0000000		1		
File Configuration	on Help	Account	FedEx Smartpost Testing	- Screen:	Rates and Transit Til	mes 🖌		
Today is: June 20, 20	<b>X</b> .0	Rates and Transit Times	Track	Address Checker	FedEx Locator			
Package Express	Freight	LTL Freight Ba	tch Transit times					
Batch Rating and	Transit	Times						-
Profile name Sel	ct a profile							
Ciear Ma	anage pro	files			Please Note:	Rates shown here charges for your s based on actual w	may be different than the actual hipment. Differences may occur eight, dimensions and other factor	-

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

Select Import F	ile					? 🛛
Look in:	FXCT		~	00	1 🗈 🛄-	
My Recent Documents	BATCH.xls					
My Documents						
My Computer	21					
	File name:	BATCH xls			~	Open
My Network	Files of type:	Excel 9x-2003 (*.xls)			~	Cancel

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.

Feally Deskto	p Customer Tool:	s v2353 Daild 10.05	a.2009 Mete	9. T00012226 DE1	AGAILWAT.		-		100
File Config	juration Help	p Account:		* 5c	reen: Rates an	d Transit Times	1		
Fee	EX a	Rates and Transit Times	Track	Addre Check	ss Fe er Lo	edEx cator			
ackage   Exp	aress Freight	LTL Freight Bat	ch Transit tim	ies					
Batch Ratin	g and Transit	Times			FedEx Desktor	p Customer Tools	- Process Natish7	×1	
<sup>o</sup> rofile name	Rating: Specia	al Services		<ul> <li>Import</li> </ul>	2) Wor	uld you like to start p	rocessing your batch?		
	Imported 2	1 rows							
		W III III III III III III III III III I		T.		Yes	No	No.	
Country	Zip	Weight	COD Amount	DV Amount	Bhpment	Residential	De	Home Delivery	Sa D
18	90205	5			Tag	N			
18	09205	5			Email	1			
BU	99205	5			Pirint				
	99205	5					E.		
JS	99205	5					A		
15	99205	5					][		Y.
18	99205	5					н		
JS	99205	6							
18	99205	5							
18	99205	5	150						
/8	99205	5	1850						
JS	99205	5		1250					
JG .	99205	5							
		1	1.044	1	1				· • [

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

FedEx Desktop Customer Tools - Please Wait	FedEx Web Service Transmission 🔳 🗖 🔀
Processing Rate Request	
Package: 4	

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

FedEx Desktop Customer Tools - Message	
Batch Complete	
Batch Complete	
Total List Rate: \$ 608.64	
TUTALINEL Rate. \$ 427.01	
*** Errors have occurred and totals may exclude error rows. Please verify that all rows are in the same currency.	
OK	d.

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.

ile Configurat	tion Help	Account: Fed	Ex Smartpost Test	ing Scree	n: Rates and T	fransit Times			
FedE	X 0 111 T	Rates and ransit Times	Track	Address Checker	Fed	Ex			
tch Rating an	d Transit Tir	nes	[ riding when ]	N1					
		11.11.11		and the second second					
ofile name  Ra	ting: Special Se	envices All Services	-	Import					
Im	ported 25 r	ows							
Type	FedEs Priority Overnightiti	FedEx Priority Overnight0 Transit Time	FedEs Standard Overnight#	FedEx Standard Ovemight® Transit Time	FedEx First Overnight®	FedEx First Overnight® Transit Time	FedEx 2Day®	FedEs 2Day6 Transf Time	
MPS									
Declared Value									
Dim Weight	-		4						
No Signature	29.85	Tue Jun 21, 20	27.27	Tue Jun 21, 20	89.66	Tue Jun 21, 20.	17.86	Wed Jun 22, 2.	17
Indirect Signat	30.85	Tue Jun 21, 20_	29.27	Tue Jun 21, 20	91.66	Tue Jun 21, 20.	19.86	Wed Jun 22, 2	19
Adult Signature	29.90	Tue Jun 21, 20	28.31	Tue Jun 21, 20	90.70	Tue Jun 21, 20.	18.91	Wed Jun 22.2	18
Direct Signature	25.09	Tue Jun 21, 20_	23.90	Tue Jun 21, 20	89.52	Tue Jun 21, 20.	15.23	Wed Jun 22, 2	15
DG Accessible	91.94	Tue Jun 21, 20_			147.37	Tue Jun 21, 20.			
DG Inaccessible	56.84	Tue Jun 21, 20	55.71	Tue Jun 21, 20	112.37	Tue Jun 21, 20.	46.98	Wed Jun 22, 2.	48
HazMat									
Saturday Deliv	27.18	Tue Jun 21, 20	25.65	Tue Jun 21, 20 .			16.66	Wed Jun 22, 2	15
Appointment D									
		_			Please	Note: Rates sho	win here may be d	Afferent than the actual	
ACCOUNT OF	Laborator Film	STORE STORE	Contraction of the	Designer		charges 1	or your shipment.	Differences may occur	10

Sackage       Express Freight       LTL Freight       Batch       Transit times         Profile name       Transit Times: Transit Time: Transit Times: Transit Times: Transit Transit Times:	iday is: June 2	20, 2011	Rates and Transit Times	Track	Address Checker	FedEx Locator	
rofile name Transit Times: Transit Times Import          Sender       Rec       Res       FedEx First Overnight®       FedEx Priority Overnight®       FedEx Standard Overnight®       FedEx 2Day®         9205       83854       Y       Toe Jun 21, 2011 10:30 AM       Toe Jun 21, 2011 3:00 PM       Wed Jun 22, 2011 7:00 PM         7007       99202       N       Toe Jun 21, 2011 10:30 AM       Toe Jun 21, 2011 3:00 PM       Wed Jun 22, 2011 4:30 PM         9801       99202       Y       Toe Jun 21, 2011 10:30 AM       Toe Jun 21, 2011 3:00 PM       Wed Jun 22, 2011 7:00 PM	ackage   Ex	oress Freight	LTL Freight Bat	ch Transit time	s		
Sender         Rec         Res         FedEx First Overnight®         FedEx Priority Overnight®         FedEx Standard Overnight®         FedEx 2Day@           9209         1//// 10854         Y         Tue Jun 21, 2011 10.30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 7:00 PM           1/// 007         99202         N         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 4:30 PM           1/// 00801         99202         Y         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 7:00 PM           1// 00801         99202         Y         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 7:00 PM	rofile name	Transit Times	Transit Times		Import		
99205         83854         Y         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 7:00 PM           97007         99202         N         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 4:30 PM           95901         99202         Y         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 4:30 PM           99202         Y         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 7:00 PM	Sender	Rec	Res	FedEx First OvernightB	FedEx Priority Overnight®	FedEx Standard Overnight®	FedEx 2Day®
97007         99202         N         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 4:30 PM           59801         99202         Y         Tue Jun 21, 20         Tue Jun 21, 2011 10:30 AM         Tue Jun 21, 2011 3:00 PM         Wed Jun 22, 2011 7:00 PM	19205	83854	Y		Tue Jun 21, 2011 10:30 AM	Tue Jun 21, 2011 3:00 PM	Wed Jun 22, 2011 7:00 PM
59801 99202 Y Tue Jun 21, 20 Tue Jun 21, 2011 10:30 AM Tue Jun 21, 2011 3:00 PM Wed Jun 22, 2011 7:00 PM	97007	99202	N	Tue Jun 21, 20	Tue Jun 21, 2011 10:30 AM	Tue Jun 21, 2011 3:00 PM	Wed Jun 22, 2011 4 30 PM
	59801	99202	Y	Tue Jun 21, 20	Tue Jun 21, 2011 10:30 AM	Tue Jun 21, 2011 3:00 PM	Wed Jun 22, 2011 7:00 PM

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.

FeedEx. oday is: June 20, 2011	ates and nsit Times	Address FedEx Checker Locator	
Package   Express Freight   LTL	Freight Batch Transit times	-	
Recipient Information	De la contra contra	Options	
Postal Code 97007	Residential	FedEx Express Freight Optic	ons
Country United States	•	FedEx Freight Options Fed	Ex Testing
Sender Information		Payment Type @ Shipper	C Consignee C Third Party
Bestel Code 75004	-	Payment Terms @ Record	C. Collect
Postal Code 1/5234		r ajment ferris to Piepaiu	Collect
5			
Country United States		Ship Date Friday ,	June 24, 2011 Find.
Country United States Transit Time Information Package Delivery Daterrime Call 1.800 GeFedEx for evailability and	Service	Ship Date Friday , . Freight Delivery Date/Time Call 1.866.274.0115 for availability	June 24, 2011 Find
Country United States Transit Time Information Package Delivery Daterrime Call 1, 800, GeF adEx for availability and rate.	Service FedEx SameDay®	Ship Date Friday , . Freight Delivery Date/Time Call 1.866.274.0115 for availability and rate.	June 24, 2011 Find Service 2 FedEx SameDay® Freight
Country United States Transit Time Information Package Delivery Daterrime Call 1,800 GoFa dEx for availability and rate. Sat Jun 25, 2011 10:00 AM Set Jun 25, 2011 10:00 AM	SBW.CC FedEx SameDay® FedEx First Overnight® EvdEx First Overnight®	Ship Date Friday , . Freight Call 1.866.274.0115 for availability and rate Sat Jun 25, 2011 10:30 AM Sat Jun 25, 2011 10:30 AM	June 24, 2011 Find SetMce 2 FedEx SameDay® Freight FedEx First Overnight® Freight
Country United States Transit Time Information Package Call 1,800 CoFedEx for evailability and rate. Sat Jun 25, 2011 10:00 AM Sat Jun 25, 2011 12:00 FM Munu Iun 25, 2011 830 AM	FedEx First Overnight® FedEx Priority Overnight® FedEx Priority Overnight®	Ship Date Friday , . Freight Call 1.866.274.0115 for availability and rate Sat Jun 25, 2011 10:30 AM Sat Jun 25, 2011 12:00 PM Mon. Jun 25, 2011 12:00 PM	June 24, 2011 Find Service F FedEx SameDay® Freight FedEx First Overnight® Freight FedEx 10xe® Freight FedEx 10xe® Freight
Country United States Transit Time Information Package Delivery Date/Time Call 1 800 CoFe dEx for availability and rate. Sat Jun 25, 2011 10:00 AM Sat Jun 25, 2011 10:00 FM Mon Jun 27, 2011 8:30 AM	FedEx SameDay® FedEx SameDay® FedEx First Overnight® FedEx First Overnight® FedEx First Overnight® FedEx First Overnight®	Ship Date Friday ,	June 24, 2011 Find Service FedEx SameDay® Freight FedEx First Overnight® Freight FedEx Tipay® Freight FedEx Tipay® Freight FedEx Tipay® Freight
Country United States Transit Time Information Package Delivery Date/Time Call 1 800 GoF adEx for availability and rate. Sat Jun 25, 2011 10:00 AM Sat Jun 25, 2011 10:00 FM Mon Jun 27, 2011 8:30 AM Mon Jun 27, 2011 3:00 FM	FedEx SameDay® FedEx First Overnight® FedEx First Overnight® FedEx Priority Overnight® FedEx Priority Overnight® FedEx Standard Overnight®	Ship Date Friday ,	June 24, 2011 Find Service F FadEx SameDay® Freight FedEx First Overnight® Freight FedEx TDay® Freight FedEx TDay® Freight FedEx TDay® Freight FedEx TDay® Freight
Country United States Transit Time Information Package Delivery Date/Time Call 1 800 GoF adEx for availability and rate. Sat Jun 25, 2011 10:00 AM Sat Jun 25, 2011 10:00 FM Mon Jun 27, 2011 8:30 AM Mon Jun 27, 2011 3:00 FM Tue Jun 28, 2011 10:30 AM	FedEx First Overnight® FedEx First Overnight® FedEx Priority Overnight® FedEx Priority Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx Standard Overnight®	Ship Date Friday , Freight Delivery Date/Time Call 1.866.274.0115 for availability and rate Sat Jun 25, 2011 10:30 AM Sat Jun 25, 2011 12:00 PM Mon Jun 27, 2011 9:00 AM Mon Jun 27, 2011 9:00 AM Tue Jun 28, 2011 12:00 PM Wed Jun 29, 2011 3:00 PM	June 24, 2011 Find Service F FadEx SameDay® Freight FedEx First Overnight® Freight FedEx TDay® Freight FedEx Day® Freight FedEx 2Day® Freight FedEx 2Day® Freight
Country United States Transit Time Information Package Delivery Date/Time Call 1 800 GoF adEx for availability and rate Sat Jun 25, 2011 10:00 AM Sat Jun 25, 2011 12:00 PM Mon Jun 27, 2011 8:30 AM Mon Jun 27, 2011 13:30 PM Tue Jun 28, 2011 10:30 AM Tue Jun 28, 2011 10:30 AM Tue Jun 28, 2011 4:30 PM	FedEx First Overnight® FedEx First Overnight® FedEx Priority Overnight® FedEx Priority Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® A.M. FedEx 2Day® A.M.	Ship Date         Friday           Freight         Delivery Date/Time           Call 1.866.274.0115 for availability and rate         Sat Jun 25, 2011 10:30 AM           Sat Jun 25, 2011 12:00 PM         Mon Jun 27, 2011 9:00 AM           Mon Jun 27, 2011 9:00 AM         Tue Jun 28, 2011 12:00 PM           Wed Jun 29, 2011 3:00 PM         Wed Jun 29, 2011 3:00 PM	June 24, 2011 Find Service F FadEx SameDay® Freight FedEx First Overnight® Freight FedEx First Overnight® Freight FedEx Toay® Freight FedEx 2Day® Freight FedEx 2Day® Freight FedEx First New First
Country United States Transit Time Information Package Delivery Date/Trine Call 1 800 GeF edEx for availability and rate. Sat Jun 25, 2011 10:00 AM Sat Jun 25, 2011 12:00 FM Mon Jun 27, 2011 8:30 AM Mon Jun 27, 2011 3:00 FM Tue Jun 28, 2011 4:30 FM Tue Jun 28, 2011 4:30 FM Wed Jun 29, 2011 4:30 FM	FedEx SameDay® FedEx First Overnight® FedEx First Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® AM FedEx 2Day® FedEx Express Saver®	Ship Date         Friday           Freight         Delivery Date/Time           Call 1.866.274.0115 for availability and fate.         Sat Jun 25, 2011 10:30 AM           Sat Jun 25, 2011 12:00 PM         Mon Jun 27, 2011 9:00 AM           Mon Jun 27, 2011 10:30 AM         Tue Jun 28, 2011 12:00 PM           Wed Jun 29, 2011 3:00 PM         Wed Jun 29, 2011 3:00 PM           Wed Jun 29, 2011 10:00 PM         Wed Jun 29, 2011 3:00 PM	June 24, 2011 Find Service F FadEx SameDay® Freight FedEx First Overnight® Freight FedEx First Overnight® Freight FedEx First Overnight® Freight FedEx Day® Freight FedEx Day® Freight FedEx Day® Freight FedEx Treight® Froithy FedEx Freight® Economy

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.

FedEx Des	sktop Customer Too	ls v2600 build 06.20.2	011 x86 1	Neter: 0000000	ю			
File Co	onfiguration He	lp Account: Fe	dEx Smartpost	Testing 📩	Screen: Track		÷	
Fe	<b>dEx</b> •	Rates and Transit Times	Track	Add Che	ecker	FedEx Locator		
racking	SPOD Batch							
Tracking	Number		470595935	077		Integration		
						Search		
	Download	SPOD(s)	Enter any cor You may drag	mbinations of the search values	acking numbers: ( Into this box from	one per line) other applications.		
	Download	Tracking Scans	You may drag	g text or Excel file	es containing sear	rch values into this te	and box.	
	Select All	and the second second second	entrance pater				Traction Doou	to Displayind
Deliverad	Tracking	Master Tracking	Ship	Delivery	Sandra	ared rows.	Status	Sinsture
ag.	470505035077	Number	Date 12/13/2010	Date 12/14/2010	Standard Oven	tight 12/14/2010 91	of 00 AM Delvered, SPOK	ANE WALE ANDERSON
				CALCULATION OF THE OWNER				
1		U-II						2

## **Tracking Details**

To view the tracking details for a shipment:

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

	Is v2600 build 06.20.20	11 x86 Met	er: 00000000			
File Configuration Hel	p Account: Fed	Ex Smartpost Test	ting • Screen	Track		
FoolEy	100	0	l 🥪	E		
CULA:	Rates and	Track	Address	FedB	Ex	
Today is: June 20, 2011	Transit Times		Checker	Locat	tor	
Tracking SPOD Batch	10-1		- 1			
Tracking Number	×.	470595935077	(	14	Integration	
and the second		10000000000				
				-1	Search	
	SPOD(e)	Enter any combin	ations of tracking nu	mbers: (one pe	r line)	
E Download	srob(s)	You may drag se	arch values into this	oox from other a	pplications.	
C Download	Tracking Scans	You may drag tex	t or Excel files contail	ving search valu	ses who this test poor	
Select All	king on if. To pelad mult	nia mur hold dow	n the Citi key and dir	ir the desired re	1 Tracking Res	sulte Dienlauad
Tracking	Master Tracking	Ship (	Delivery	NAME OF STREET	Version Version	Son's Displayed
Delivered Number	Number	Date-	Date	ervice	Status	Signature
Yes 470595935077		12/13/2010 12/	14/2010 Stand	and Overnight 1	12/14/2010 9 01:00 AM Delivered, SP(	OKANE WA EANDERSON
Delivered Tracking Number Yes <u>470595935077</u>	Master Tracking Number	Ship Date 12/13/2010 12/	Delivery Date 14/2010 Stand	endoe	IStatus I2/14/2010 9 D1 00 AM Delivered, SP4	Signat
<[						

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

Scan Data	Location	Description	
Juan Date	Location	Tracking Number: 928400144125	
0.03.09 11:56 AM	Spokane VVA 99205	Delivered	
0.03.09 10:54 AM	SPOKANE WA 99202	On FedEx vehicle for delivery	
0.03.09 10:40 AM	SPOKANE WA 99202	At local FedEx facility	
0.03.09 08:57 AM	SPOKANE WA 99224	At dest sort facility	2
0.03.09 01:44 AM	MEMPHIS TN 38118	Departed FedEx location	
0.02.09 11:15 PM	CORDOVA TN 38016	Left FedEx origin facility	
0.02.09 10:41 PM	MEMPHIS TN 38118	Arrived at FedEx location	
10.02.09 05:46 PM	CORDOVA TN 38016	Picked up	

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<sup>®</sup> 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.

FeedEx Foday is: June-20, 2011 Tracking SPOD Bate Bill Of Lading	Rates and Transit Times	Track	Address Checker	FedEx Locator		
Tracking SPOD Bate Bill Of Lading	:h					
Bill Of Lading						
		470595935077	<u>26</u>	E Integration	É.C.	
Ship date 06/17/20	11 🔹 +- 15 Days	-				
Account no. Select TI	hird Party Account			Search		
Downlo	ad SPOD(s)	Enter any combin You may drap se	nations of tracking numbe	ers: (one per line) from other applications		
Downia Downia	ad Tracking Scans	You may drag ter	t or Excel files containing	search values into this	text box.	
C Select	All					
Arow may be selected b	/ clicking on it. To select Master Trackin	multiple rows hold dow	in the Ctrl key and click the	ie destred rows.	1 Tracking Resul	ts Displayed
Delivered Number	Number	Date	Date Service	ce	Status	Signature
/es <u>47059593507</u>		12/13/2010 12	/14/2010 Standard	Overnight 12/14/2010 9	01 00 AM Delvered, SPOK	ANE WA EANDERSON

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

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

FedEx Desktop Customer Tools	- Subscribe to tracking updates
Your name	
Your e-mail address	
To e-mail address(es)	
Personal message	
E-mail format	HTML
	Delivery notification
	Exception notification
* The package must be in to receive tracking email	transit or recently delivered notifications.
Sen	d Cancel

## Signature Proof of Delivery (SPOD) Download

**Note:** To view Signature Proof of Delivery letters (SPODs), you must have Adobe<sup>®</sup> Reader<sup>®</sup> 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.

FedEx 1	Desktop Customer	Tools v	2000 build 06.2	0.2011 =06 Piete	r: 0000000						
File	Configuration	Help	Account	FedEx Smartpost Test	ing - Screen	Track	1				
Fe Today in	June 20, 2011	۰.	Rates and Transit Times	Track	Address Checker	FedEx Locator					
Tracking	SPOD Bate	n		-	-						
Profile	Tracking				Process						
	To process a	Test or	Excel file imm	ediately drag and dr	op on the and bel	ow Awarand will	helip vou to	import the fil			
	C Select At	interes of	Concern time a train	denies of the set of the	ale an not gen en		and barre				
	A row may be se	lected by	dicting on t. To	select multiple rows h	old down the Gbi key	and click the desired	170415.				
Deliver	No Tracting	-	Master Tracking	1 Ship 1	Date Date	ery Sentce	Statuse	Signature	Weight	City	State
_	10.	11				-					
Down	Mad 5POD	E-mu	ai Export	Frint	Find Mana	ige profiles					Clear

5. Select the file associated with the batch profile.

Select Import F	ile				? 🔀
Look in:	FXCT		<b>~</b> (	• 🖽	
My Recent Documents	BATCH.xls				
My Documents					
My Computer					
	File name:	BATCH xls		~	Open
My Network	Files of type:	Excel 9x-2003 (*xls)		*	Cancel

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

File C	Configuration Help	Account: Fe	edEx Smartpost	Testing •	Screen Trac	ĸ	•			
Fe	Lune 20, 2011	Rates and Transit Times	Track	Ade	dress ecker	FedEx Locator				
racking	SPOD Batch		FedEx Deskto	p Customer Too	ds - Message					
Profile	Tracking		Batch proc	ess complet	e.					
	To process a Text o	r Excel file immed	Select Batch	Select Batch tab to view your tracking results. 20 batch tracking results were downloaded.						
Delivered	Tracking	Master Tracking Number								
es.	RAL						1			
'es	797060						a			
res	79706061						o			
'es	797060		l			-	a			
'es	7970600					OK	a			
es :	797060		05/04/2011	05/04/2011	05/05/2011	Priority Overnight	05/05/2011 9:31:00 AM Delivered, Norci			
es	797061		05/04/2011	05/04/2011	05/05/2011	Standard Box	05/05/2011 9:31:00 AM Delivered, NOR			
es	797061		05/04/2011	05/04/2011	05/05/2011	Priority Overnight	05/05/2011 9:31:00 AM Delivered, NOR			
es	15272504		05/04/2011	05/04/2011	05/09/2011	FedEx Ground-U.S.	05/09/2011 10:58:36 AM Delivered, Nor			
es	1527260		05/04/2011	05/04/2011	05/09/2011	FedEx Ground-U.S.	05/09/2011 10:58:35 AM Delivered, Nor			
es	28136		05/04/2011	05/04/2011	05/09/2011	FedEx Ground-U.S.	05/09/2011 10:58:36 AM Delivered, Non			
es	47474211		05/04/2011	05/04/2011	05/06/2011	FedEx 2Day Service	05/06/2011 9:48:00 AM Delivered, Norce			
es	482873		05/04/2011	05/04/2011	05/05/2011	Standard Overnight	05/05/2011 9:31:00 AM Delivered, NOR			
es :	7970621		05/04/2011	05/04/2011	05/05/2011	Priority Box	05/05/2011 9:31:00 AM Delivered, NOR			
es	797062		05/04/2011	05/04/2011	05/05/2011	Standard Overnight	05/05/2011 9:31:00 AM Delivered, NOR			
1										
Downl	nad SPOD Er	roal Export	Pont	Fired	Manage pr	official	Cla			

#### Dynamic Batch Tracking

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

To track dynamically:

- 1. Drag and drop Microsoft<sup>®</sup> 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.

FedEx Desktop	Custo	mer Tools - File Import
File Name	C:\FX	CT\BATCH2.xls
File Type	Exce	el 9x-2003 🗸
Worksheet	TRA	CKING\$
Mappings De	faults	3
Enter the colu	ımn r jired	numbers into the associated text boxes mapping the fields in your Excel document to for tracking
TRACKING NUMBER 0		
123401234012		
234502345023		
Search t	ype	Tracking Number
Search va	lue	0
Search o	late	(Not required for tracking number searches. Value may be defaulted.)
	Se	arch date entered is considered to be within +-14 days of shipment date.
Note: If yo	u are	using this file regularly it is recommend that you save this profile for later use
Cancel	Save	Profile Process

3. Use the Defaults tab to set defaults.

FedEx Desktop	Customer Tools - File Import
File Name	C:\FXCT\BATCH2.xls
File Type	Excel 9x-2003 🗸
Worksheet	TRACKING\$
Mappings De	efaults
Defaults sele	cted will override input values from the file.
	Default search date
Default date	Friday , January 16, 2009 🐱
	Default third party account number
	123456789
	Download SPOD
	C:\Documents and Settin [Select SPOD save path]
	Include Detail Scans (This will increase the time required for the batch to complete)
Note: If you	are using this file regularly it is recommend that you save this profile for later use.
Cancel	Save Profile Process

- 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<sup>®</sup> 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.

edEx Desktop Customer 1	lools v2600 build 0	6.20.2011 x86	Heter: 00000	000		- 2	
le Configuration	Help Account	FedEx Smartpos	st Testing 💡	Screen:	Address Checker		
FECEX	Rates and Transit Time	Track	Ac	ddress hecker	FedEx Locator		
ress Checker					4		
Country US - L Address 1 103 C	INITED STATES	<u>•</u>	Integration				
Address 2 City Spoka	ne						
State WA	Postal Code	99224 Check					
dress Checker Res	sults		ju.				
Address1	Address 2	City State	Postal	Country	Delivery Point Validated		
103 E CLEVELAND #	/E S	POKANE WA	99207-2003	US	UNCONFIRMED		
103 W CLEVELAND A	VE SI	POKANE WA	99205-3138	US			
Close Exect	Print	Please No	te: Results p FedEx ma	rovided by Fed ikes no warran	Ex Address Checker are beli ties, express or implied, rego	eved to be reliable, but are not guaranteed. Inding Address Checker information.	

#### 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.

	Contraction of the local division of	SCOTTES TODIS V2000 TRANS 00.2011				52			- 26425
File	Configura	tion Help Account: FedEx	Smartpost Testing	Screen: FedEx Locator	_	1			
day	is: June 20, 2	Rates and Transit Times	Track Addr Chec	ess FedEx Locator					
nd	Locations								
	Search Type	Zip	Integration	Filters					
Service Type: All Services				E Dependence Good	ans to				
Location Type: 0 - All FedEx Locations		0 - All FedEx Locations		E Hald At Leasting	15				
Postal code 99202			j	E Restance Cool					
City:				Packaging Service     Packing Supplay	Supplies				
	· · ··································								
	State	Select State		<ul> <li>Packing Supples</li> <li>Return Services</li> <li>Saturday</li> </ul>					
oc	State.	Select State		Return Services	1				
oc	State: ation Detail	Select State Find	Description	Return Services	City	State	Zip	Weekday Hours	S
OC.	Stale ation Detail Distance 0.8	Select State	Description FedEx Drop Box	Address	City	State WA	Zip 99202	Weekday Hours	clós
0C	Stale ation Detail Distance	Select State	Description FedEx Drop Box FedEx Drop Box	Address Addre	City Spokane Spokane	State I WA WA	21p 99202 89202	Weekday Hours	dos
90Ci 300 300 300	Stale ation Detail Distance 0.8 1 1.5	Select State	Description FedEx Drop Box FedEx Drop Box FedEx World Service Center	Address Addre	City Spokane Spokane Spokane	SIRIO WA WA	Zip 99202 99202 99202	Weekday Hours 8:30 AM-5:30 PM	clos clos 9:00
00Ci 30 30 30	Stale Stale Distance 0.8 1 1.5 1.5	Select State	Description FedEx Drop Box FedEx Drop Box FedEx World Service Center FedEx Drop Box	Address Addres	City Spokane Spokane Spokane Spokane	State: WA WA WA	Zip 99202 99202 99202 99202	Weekday Holizs 8:30 AM-5:30 PM	clos clos 9:00 clos
	Stale Stale OB 1 15 1.5 1.7	Select State	Description FedEx Drop Box FedEx Drop Box FedEx Drop Box FedEx Drop Box FedEx Drop Box	Address Addres	City Spokane Spokane Spokane Spokane Spokane	State: VZA VYA VYA VYA VYA	Zip 99202 99202 99202 99202 99201	Weekday Hours 8:30 AM-5:30 PM	dos dos 9:00 dos
000 300 300 300 300 300	Stale ation Detail Distance 0.8 1 1.5 1.5 1.5 1.7 1.7	Select State	Description FedEx Drop Box FedEx Drop Box FedEx World Sentce Center FedEx Drop Box FedEx Drop Box FedEx Drop Box FedEx World Sentice Center	Address Addre	City Spokane Spokane Spokane Spokane Spokane	State: VZA VZA VZA VZA VZA VZA	Zip 99202 99202 99202 99202 99201 99201	Weekday Holizs 8:30 AM-5:30 PM 7:00 AM-11:00 PM	dos dos 9:00 dos 9:00

#### 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<sup>®</sup> 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**.

🕫 redtx D	esktop Customer Tools v26	00 build 06.20.2011 x86 Meter: 00	000000		
File	Help	Account FedEx Smartpost Testing	· Screen	FedEx Locator	
	Databases +	Address Book	ha		1
Today i	Setup Accounts	Boxes and weights Tracking 3rd party accounts	dress	FedEx Locator	
Find L	Integration Batch Profiles				

## **Address Book**

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

File	Confin	Customer	Tools v2353 bu	6d 10.05.2009	Meter: 10001222	Screen R	ales and Trapell T	mes				_10/2
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Addre	ss Book					and the second second						
PD.			3			search Cle	ar search		_			1.4
Edit	Delete	Duplicate	ID A	Contact	Company	Address1	City	State	Zip	Country	Residential	4
edit	delete	duplicate	4 KIDZ	NATHAN ZEMKE	4 KIDZ	68 SOUTHFIE	STAMFORD	CT	06902	US	<b></b>	
tucul.	-	comes.	AZZPOBSIB	TEST ADDRESS	AZZPOSBIB	53 THORNTO	MERRIMACK	14H	0305	US	(¥	
tibe	delete	duplicate	A B C FASHIO	Test Address	A B C FASHIO	703 KICKAPOO	CHANDLER	TX	75758	US	ম	
edit	delete	ditelitrate	A BIT OF WIT	Test Address	A BIT OF WIT	1020 19TH ST_	ANACORTES	WW4	98771	US	ম	
edit	delete	dupficate	ACRI	Test Address	ACRE	2031 WESTL	PHOEND	AZ	85027	US.	N.	
edit	gelete	<u>duplicate</u>	A CAMACHO	Test Address	A CAMACHO	2791 CIRCLE	ERLANGER	KY	41018	US	R	1
tine	relete	minflicate	A CANDLE	Test Address	A CANDLE	307 WEST 38T	NEW YORK	INY	stoot	lus Vddress C	ount 1001	2
Addr	ess det	tails				15						
		ID D			Postai code		C Residentia	al .				
	Conta	rt [			State			-				
	Commo				<b>C</b> 1 <b>-</b> 1	<u> </u>		-				
	compan	w [			City	1						
P	ddress	1			Telephone	(_) <u>-</u> _	_					
5	Address	2			E-mail							
	Count	ry US-	United States				Add					
	000000	1 144	office of the o	22			- Constant					
			94									
Cle	ar	Import	Export									

**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.

File Impo File Nam	rt e <u>C:</u> V	Documents and	Settings\5	[Browse]	Im	ported 1 rows	
Delimiter	Tak	) 🔽 Qualifier	none 💌	🗹 Column H	leaders Load	l File	
		6	7	8	9	10	11
pokane		wa	99202	wa	5099514781	nathaniel.zemke	yes
le Layou Column	t Numb	per		Di	ata Conversions	5	
ile Layou Column	t Numt	per ZIP:	7	Da	ata Conversions	5	
ile Layou Column ID: Contact:	t Numb	per ZIP: State:	7	Di	ata Conversions esidential: yes	5	
ile Layou Column ID: Contact: Company:	t Numb 0 1 2	per ZIP: State: City:	7 8 5	Di	ata Conversions esidential: yes Overwrite current	3  address databas(	3.
ile Layou Column ID: Contact: Company: .ddress 1:	t Numt 1 2 3	per ZIP: State: City: Phone	7 8 5 9	D: F	ata Conversions esidential: yes Overwrite current	address database	
ile Layou Column ID: Contact: Company: .ddress 1: .ddress 2:	t Numt 1 2 3 4	per ZIP: State: City: Phone E-mail	7 8 5 9 10	D: F It is expected	ata Conversions esidential: yes Overwrite current Import d that state and countri	address database	e.

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.

Save As						? 🛛
Save in:	FXCT		~	0 1	🕑 🛄 •	
My Recent Documents Desktop	Rate Export.c	SV CSV				
My Documents						
My Computer						
	File name:	AddressBook			~	Save
My Network	Save as type:	CSV files (*.csv)			~	Cancel

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.

FedEx Deskto	p Customer	Tools - Boxes and weights	;					
Boxes Dat	abase Fi	le Import						
Boxes ar Weights a	nd Weight re converted	ts Database to pounds and dimensions	to inches (	upon addin	g.			
Edit	Delete	Name	Length	Width	Height	Weight	Declared Value	
Edit	<u>Delete</u>	Apple II3	24	25	25	36	0	
Edit	<u>Delete</u>	Chop Saw	36	25	18	58	0	
Edit	<u>Delete</u>	Rocking Chair Kit	9.84	7.09	18.11	196.21	0	
Edit	<u>Delete</u>	Small Phone	5	15	5	2	0	
Edit	<u>Delete</u>	test1	15	21	16	4	123	
<u>Edit</u>	<u>Delete</u>	test2	26	18	21	56	1500	
Edit	<u>Delete</u>	test3	14	26	19	12	256	
•								
You mus Name	st enter a na	me and a box weight or dim Length W	ensions. <u>(idth Hei</u>	ght	Wei	ght	Declare Value	:d
Clear	Ca	ancel		J <i>I</i> n.	• 1123		Add Save	

#### 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.

FedEx D	Desktop Cus	stemer T	ools - Bo	xes and	weights		
Boxes	Database	File In	nport				
File	Import						
File N	Name:				[Browse]		
Del	imiter:	*	Qualifier:	"	👻 🗹 Column H	eaders	Load file
File	Lavout						
Co	olumn Nu	Imper					
	ID			Length			
	Width			Height			
	Weight				Import	Export	

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).

Select Import	File				? 🔀
Look in:	FXCT		<b>v</b> G	ø 🖻 🖽	•
My Recent Documents	<ul> <li>Batch_Integrat</li> </ul>	ion8.png ion9.png ion10.png ion11.png ion12.png ion13.png ion14.png	Batch f Batch	Rating3.png Rating4.png Rating5.png Rating.png Track1.png Track2.png Track3.png	
My Documents	Batch_Integrat	ion 15.png ion 16.png ion 17.png ion 18.png ion 19.png ion 20.png ion.png	Batch_1     Batch_1     Batch_1     Batch_1     Batch_1     BoxesN     Configu     Databa     Databa	Track4.png Track.png TransitTimes.p IWeights.csv Iwe.png se_ThirdParty ses_AddressB	ng Accounts.png ook.png
My Computer	Batch_Rating2	png	🔊 Databa	ses_Backup2.	png
	File name:	BoxesNWeights.csv		*	Open
My Network	Files of type:	All files (*.*)		~	Cancel

- 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.

FedEx Desktop Cu	stomer Tools	Boxes and weigh	ts		
Boxes Databas	e File Import				
File Import					
File Name: C:	\Documents and	Settings\K [Bro	Import wse]	ted 7 rows	
Delimiter:	V Qualifie	er: " 🔽 🗹	] Column Heade	rs [	Load file
0	1	2	3	4	
Apple II3	24	25	25	36	
Chop Saw	36	25	18	58	
Milling Machine	36	36	18	250	
Rocking Chair	9.84	7.09	18.11	196.21	~
File Layout Column N	umber	Length 1			
Width	2	Height 3			
Weigh	t 4		Import	Export	

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.

FedEx Deskt	op Custon	ner Tools - Third F	Party Account Nu	umbers
Account	Number	Database		
Edit	Delete	Name	Account	t
Edit	Delete	Test	12345678	39
Edit	Delete	Training	34567890	01
Nam	ie			ount Add
File Impo	ort			
File Name	:		[Browse]	Column Headers
Delimiter		Qualifier: "	*	Load file
File Lay	out			
Column	Number	r		
	Account N	ID:		Import Export
Clear			Save	Cancel

#### 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).

Select Import F	ile			? 🗙
Look in:	FXCT		💌 G 🤣 📂	<b></b>
My Recent Documents Desktop My Documents	Rate Quote.htm Rate Quote.png Rating_Display. Rating_Freight. Rating_Handling Rating_Package Rating_Package Rating_Package Rating_Shipmer Rating_TransitT Rating_TransitT	nl g .png gCharges.png e.png e.Details2.png e.Details.png ntDetails.png fimes.png	Setup_Advanced.p     SetUp_Functionalit     Setup_Tracking.pn     Test_Warning.png     Track_Batch2.png     Track_Batch2.png     Track_Details.csv     Track_Details.clipE     Track_Details_ClipE     Track_Details_ClipE     Track_Details_ClipE	ng y.png g s.csv Board.png prt.png
My Computer	Restore2.png Restore2.png Restore.png Select_Address File name: Files of type:	.png ThirdPartyAccounts.csv	Track_DragNDrop Track_Email.png Track_Reference.p	Defaults.png ing Open Cancel
My Network	Files of type:	All files (".")	×	Cancel

- 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.

FedEx Desktop Customer Tools - Third Party Account Numbers
Account Number Database
Edit Delete Name Account
Name Account
File Import
File Name: C:\Documents and Settings\K [Browse]
Delimiter: Qualifier: " Column Headers
Load file
0 1
Test 123456789
Training 345678901
File Layout
Column Number
ID: 0
Account Number: 1 Import Export
Clear Save Cancel

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**.

🗝 FedEx Desktop	Customer Tools - Integration Setup	States and states and states and states	
Welcome Imp	tioe		
Data source /	Mappings Conversions Defaults		
Select th	e data source you will be working wit	n:	
DSN	FXHMAccess		
User			
Password	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.

a source i mappi	ngs Conversio	ins Def	aults					
elect the dat	a source yo	ou will	be working with	n:				
DON DON			-					
DON FRAM	Access			<u> </u>				
User		Concession in the local division of the loca						
Password		Conr	nect					
)atabase Mappi	ngs							
	Advanced in	tegration	n (Requires the manua	el entry of a SQL Sel	ect s	tatement.)		
Table	Integration							
Lookup key	ID .		🔽 Key data	type is numeric				
Address 1	Address1	•	Residential		-	Length	Length	٠
Address 2	Address2		Service	ServiceType		VVidth	Width	*
City	City		Packaging	PakageType		Height	Height	
State	State	•	Signature type	SignatureOptions	-	Declared value	DV.	
	Zip		Ulainht	Meight	1	Tracking No.	TrackingNumber	
Postal Code/ZIP			(leaving blank will det	ault to US)	-	and a second		-
Postal Code/ZIP Country		-	Arrested analysis and				24	
Postal Code/ZIP Country	00							

• 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.

ata source / Ma	appings Convers	ions De	aults				
Select the o	lata source y	ou will	be working with	1:			
DSN P	FIDatabase						
User							
Password		Con	nect				
Database Ma	ppings						10
and the set of the set	Advanced	Integratio	n (Requires the manua	l entry of a SQL S	elect s	tatement.)	
SC	AL SELECT * F	ROM Cu	stomers				
				Get ro	dumns		
	-						
Lookup	Very OrderNo	~	🕑 Key data t	ype is numeric			
Addres	s 1 Addr1	~	Residential	1	*	Length	4
Addres	s 2 Addr2	*	Service	ServiceType	2	Width	*
c	ity City	~	Packaging		~	Height	*
St	ate State	~	Signature type		*	Declared value	*
Postal Code/	Zip Zip	~	Weight	Weight	~	Tracking No.	
Cour	try Country	*	(leaving blank will def	ault to US)		23. N.	

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**.

Data source / Mappings       Conversions       Defaults         Field Conversions       For the selected batch         You may map multiple distinct conversions to more than one item by entering the values in the appropriate text box separated by semicolon(s). If no flams are listed, conversions are not available for the selected batch.         Domestic services       Package types       Signature type         FedEx First Overnight®       F0       FedEx Envelope       No Signature         FedEx Priority Overnight®       F0       FedEx Envelope       No Signature         FedEx Standard Overnight®       S0       FedEx Tube       Direct Signature         FedEx Standard Overnight®       S0       FedEx Box       Adult Signature         FedEx Express Save®       ES       Your Packaging       Your Packaging         FedEx Home Delivery®       H       E       Esidential         FedEx International Priority®       In       Residential       M	Velcome Import					
Field Conversions         Courses may map multiple distinct conversions to more than one item by entering the values in the appropriate text box separated by semicolon(a). If no terms are lisbed, conversions are not available for the selected batch.         Domestic services       Package types       Signature type         FedEx First Overnight®       FO       FedEx Envelope       No Signature       Indirect Signature         FedEx Priority Overnight®       P1       FedEx Pak       Indirect Signature       Indirect Signature         FedEx Standard Overnight®       SO       FedEx Tube       Direct Signature       Indirect Signature         FedEx 2Day®       2D       FedEx Box       Adult Signature       Your Packaging         FedEx Ground®       G       FedEx Box       Adult Signature       FedEx Linternational Services       Residential         FedEx International Prionty®       IP       Residential       M       International Economy®       IE	Data source / Mappings 🕼	nversions Defau	its			
Our may map multiple distinct conversions to more than one item by entering the values in the appropriate text box separated by semicolon(s). If no terms are listed, conversions are not available for the selected batch.       Signature type         Domestic services       Package types       Signature type         FedEx First Ovenight®       F0       FedEx Envelope       No Signature         FedEx Priority Ovenight®       P1       FedEx Pak       Indirect Signature         FedEx Standard Ovenight®       SO       FedEx Tube       Direct Signature         FedEx ZDay®       ZD       FedEx Box       Direct Signature       Adult Signature         FedEx Express Saver®       ES       Your Packaging       Adult Signature       Model Signature       Signature	Field Conversions					<u>_</u>
Domestic services     Package types     Signature type       FedEx First Ovemight®     FO     FedEx Envelope     No Signature       FedEx Priority Ovemight®     P1     FedEx Pak     Indirect Signature       FedEx Standard Ovemight®     SO     FedEx Tube     Direct Signature       FedEx 2Day®     2D     FedEx Box     Adult Signature       FedEx Express Saver®     ES     Your Packaging     Adult Signature       FedEx International services     Residential     M	ou may map multiple distinct	t conversions to	more than one item by er	tering the values in the	appropriate text box :	separated by
FedEx First Ovemight@       FO       FedEx Envelope       No Signature         FedEx Priority Ovemight@       P1       FedEx Pak       Indirect Signature         FedEx Standard Ovemight@       SO       FedEx Tube       Direct Signature         FedEx 2Day@       2D       FedEx Box       Adult Signature         FedEx Express Saver@       ES       Your Packaging         FedEx Home Delivery@       H       H         International services       Residential         FedEx International Priority@       IP         Residential       Y	Domestic serv	ices	NATE OF THE STREET	Package types		Cinnatura tunar
FedEx Priority Ovemight®       P0       FedEx Envelope       Indirect Signature         FedEx Priority Ovemight®       P1       FedEx Pak       Indirect Signature         FedEx Standard Ovemight®       SO       FedEx Tube       Direct Signature         FedEx 2Day®       2D       FedEx Box       Adult Signature         FedEx Express Saver®       ES       Your Packaging         FedEx International services       Residential         FedEx International Fconomy®       IP         edEx International Economy®       IE		122			No. Electron	Signature types
FedEx Priority Overnight®       P1       FedEx Pak       Indirect Signature         FedEx Standard Overnight®       SO       FedEx Tube       Direct Signature         FedEx 2Day®       2D       FedEx Tube       Adult Signature         FedEx 2Day®       ES       Your Packaging       Adult Signature         FedEx Ground®       G       FedEx Home Delivery®       H         International services       Residential       Y         FedEx International Priority®       IP       Residential	FedEx First Overnight®	FO	FedEx Envelope		No Signature	
FedEx Standard Overnight®     SO     FedEx Tube     Direct Signature       FedEx 2Day@     2D     FedEx Box     Adult Signature       FedEx Express Saver®     ES     Your Packaging       FedEx Home Delivery®     H       International services     Residential       FedEx International Economy®     IE	FedEx Priority Overnight®	P1	FedEx Pak		Indirect Signature	P.[
FedEx 2Day@     2D     FedEx Box     Adult Signature       FedEx Express Saver@     ES     Your Packaging       FedEx Ground@     G       FedEx Home Delivery@     H       International services       FedEx International Prionty@     IP       Residential     Y	FedEx Standard Overnight®	SO	FedEx Tube		Direct Signature	
FedEx Express Saver®     ES       FedEx Ground®     G       FedEx Home Delivery®     H       International services     Residential       FedEx International Priority®     IP       Residential     Y	FedEx 2Day®	2D	FedEx Box		Adult Signature	r. [
FedEx Ground®     G       FedEx Home Delivery®     H       International services     Residential       FedEx International Priority®     IP       edEx International Economy®     IE	FedEx Express Saver®	ES	Your Packaging	1		
FedEx Home Delivery®     H       International services     Residential       FedEx International Priority®     IP       edEx International Economy®     IE	FedEx Ground®	G	Tour Packaging	l		
International services     Residential       FedEx International Priority®     IP     Residential       *edEx International Economy®     IE	FedEx Home Delivery®	н				
FedEx International Priority®     IP     Residential     Y       edEx International Economy®     IE	International se	ervices		Residential		
edEx International Economy® IE	FedEx International Priority®	IP	Residential	M		
	edEx International Economy®	IE				
FedEx International Ground® IIG	FedEx International Ground®	IG				
	Back					Continue
Back						2

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.

FedEx Desktop C	ustomer Tools - Integration Setup	
elcome Import	t	
Data source / Ma	appings Conversions Delauts	~
Rating default	Its	
Defaults set will you did not set o	overnide any values imported from the data source. It is recommended that you set defaults for all fields th on the Field Mappings tab.	1et
	Default residential status	
Residential	Residential	
	Default service	
Service	FedEx Standard Overnight®	
	☑ Default package type	
Package type	Your Packaging	
	Default signature type	
Signature type	No Signature Required	
Address Cher	cker defaults	
Vidiress databar rour system adr	rse update is only available for basic integration. Using address update is at the user's risks. Please consu ministrator before enabling this feature.	it with
Back		Save
Clear	d profile Close	Save

# **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.

🚟 FedEx D	esktop Customer Tools va	2600 build 06.3	20.2011 x86 Meter: 00	1000000		2	
File	Help	Account	FedEx Smartpost Testing	• Screen:	FedEx Locator	1	
F. Today i	Databases + Setup Accounts Integration	Rates and ansit Times	Track	Address Checker	FedEx Locator		
Find L	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**.

🚳 FedEx De	sktop Customer Tools – Batcl	i Profiles		
Welcome	Begin Import Save			
What d	o vou want to do?			
Select *C you want	reate a new profile" to start to create a new profile by e	a new profile. Select "Edit an ex diting an existing profile, or if you	sting profile" if want to	
complete	an unfinished profile.	I		
O Cre	ate a new profile			
Sta	rt a new profile (Clears all u	nsaved changes)		
Edit	an existing profile	1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 -		
Sel	ect the profile you want to er	dit. To delete a profile, select it, a	nd then click Remove.	
	Name	Profile Type	Modify Date	
Batc	h	Rating	Jan. 12 2009	
Ratir	ng	Rating	Jan, 12 2009	
Trad	King	Tracking	Jan, 12 2009	
Tran	sit Times	Transit Times	Jan, 09 2009	
		Remove		
				-
Bac	k			Continue
Clear				Exit

• 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**.

FedEx Desktop Customer Tools - Batch Profiles	
Welcome Begin Import Save	1
Batch Type Data Source   Field Mappings   Conversions   Defaults	
Select the batch type you wish to create	
Rating	
O Transit Times	
Tracking and SPOD Download	
Back	Continue
Clear	Exit

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<sup>®</sup> 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.

Neicome Ber	in Import S	ave						
Batch Type	ata Source	ield Mannings   C	onversions De	faults				
Select the SQL O Delim	type of da	ata source y	ou will be w	orking w	ith:			
O Micro	Soft Excel File	184-2003	(Version that	it the file was	saved under.)			
DEN COBC	DSN		501 8	ELECT - EDOM C	stomera			_
LISN name	PFIDatabase		SQL 0				Execute	
Password								
							+ 10 ++ ==	
PkgID	OrderNo 1	Company 2	Addr1 3	Addr2 4	City 5	State 6	Zip 7	Phone 2
Ť	222	Beavis Burns	1234 Fire Lane		Akron	0H	44333	330-333-
3	111	Happy House	234 Silly Dr	Apt 143	Cleveland	OH	44102	216-555-
2	444	Jack's Jigsawz	214 Cut It Up St.	1928	Cleveland	OH	44105	216-999-
1	231	Beavis Bums	1234 Fire Lane		Akron	OH	44333	330-333-
2	123	Beavis Burns	1234 Fire Lane		Akron	OH	44333	330-333-
3	245	Beavis Burns	1234 Fire Lane		Akron	OH	44333	330-333-
1	675	Happy House	234 Silly Dr	Apt 143	Cleveland	OH	44102	216-555-:
3	565	TED TRAINS	1234 HOO HO		Athens			333-333-
1	999	JEROME'S JIG	4567 PUZZLE		WAWAWA		11111	655-655-1
2	888	JEROME'S JIG	151 23 Maroussi		Athens		Children Children	555-555-1
2	474	DAKIE DOCO	330 DI IEE OT		*#****	1		*** ***
Back			N.					Continue

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.

	customer room	s - Batch Profil	es					
Velcome Begin	Import S	ave						
Batch Type Da	ta Source F	ield Mappings	Conversions D	Defaults				
Select the SQL O Delimit	type of da DBC DSN ed text file	ita source y	you will be	working wi	saved under )			
Sample file		and the second sec	11		and a second of			
Sample file	C:\Training\	FXCT/BATCH2	txt	IB	rowsel In	ad File		
Contribution and				100				
175 I I I I I I I I I I I I I I I I I I I				ht Listerations				
Delimiter	. 💌 (	Qualifier		In rieauers				
Delimiter		Qualifier		in neaders		Imported 7 ro	W5	
Delimiter Column 0 0	Column 1	Column 2	Column 3	Column 4	Column 5	Imported 7 ro Column 6 6	W5 Column 7 7	Column 8 8
Column 0 0 Zip1	Column 1 1 Country1	Column 2 2 Zip2	Column 3 3 Country2	Column 4	Column 5 5 Height	Imported 7 ro Column 6 6 Width	W5 Column 7 7 PackageType	Column 8 8 Services
Column 0 0 Zip 1 99205	Column 1 1 Country1 US	Column 2 2 Zip2 83854	Column 3 3 Country2 US	Column 4 4 Length 15	Column 5 5 Height 21	Imported 7 ro Column 6 6 Width 18	Column 7 7 PackageType Your	Column 8 8 Services H
Delimiter Column 0 0 2ip 1 99205 99205	Column 1 1 Country1 US US	Column 2 2 Zip2 83854 59801	Column 3 3 Country2 US US	Column 4 4 Length 15 15	Column 5 5 Height 21 21	Imported 7 ro Column 8 6 Width 18	VVS Column 7 7 PachageType Your Your	Column 8 8 Services H G
Delimiter Column 0 0 2ip1 99205 99205 99205	Column 1 1 Country1 US US US	Column 2 2 Zip2 83854 59801 38017	Column 3 3 Country2 US US	Column 4 4 Length 15 15 15	Column 5 5 Height 21 21 21	Imported 7 ro Column 8 6 Width 18 18	VIS Column 7 7 PackageType Your Your Your	Column 8 8 Services H G P1
Delimiter Column 0 0 2ip 1 99205 99205 99205	Column 1 1 Country1 US US US US	Column 2 2 Zip2 83854 59801 38017 97007	Column 3 3 Country2 US US US	Column 4 4 Length 15 15 15 15	Column 5 5 Height 21 21 21 21 21 21	Imported 7 ro Column 8 6 Width 18 18 18 18	VIS Column 7 7 PackageType Your Your Your Your	Column 8 8 Services H G P1 S0
Delimiter Column 0 0 2ip1 99205 99205 99205 99205 99205	Column 1 1 Country1 US US US US	Column 2 2 Zip2 83854 59801 38017 97007 59801	Column 3 3 Country2 US US US US	Column 4 4 Length 15 15 15 15 15	Column 5 5 Height 21 21 21 21 21 21 21 21	Imported 7 ro Column 6 6 Width 18 18 18 18 18	VIS Column 7 7 Package Type Your Your Your Your Your	Column 8 8 Services H G P1 S0 2D
Delimiter Column 0 0 21p1 99205 99205 99205 99205 99205 99205	Column 1 1 Country1 US US US US US	Column 2 2 Zip2 83854 59801 38017 97007 59801 L2S 3A1	Column 3 3 Country2 US US US US US CA	Column 4 4 Length 15 15 15 15 15 15	Column 5 5 Height 21 21 21 21 21 21 21 21 21	Imported 7 ro Column 6 6 Width 18 18 18 18 18 18	VIS Column 7 7 Package Type Your Your Your Your Your Your	Column 8 8 Services H G P1 S0 2D IG

- 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.

Velcome Begin	n Import S	ave						
Batch Type Da	ta Source F	ield Mappings	Conversions 1	Defaults				
Select the	type of da	ata source	vou will be	working w	ith:			
ocicot are	cype of a	nu source	you will be	working w				
O SQL O	IDBC DSN							
O Delimit	ed text file		-					
Microse	oft Excel File	9X-2003	Yersion 1	that the file was	saved under.)			
Microsoft Ex	cel file							
Sample file	C:\Docume	nts and Setting	s\Krishna Ravin	uthala\Desk	Irowse]			
Worksheet	RATESS							
The left Phone in the last								
TUMANET	14116-04							
TUNANEC	CHARLEOF					Se		
Tet	Control	2-0	Courts 2	1 minute	1 in later	Imported 7 n	ows	Gradava
Zip1 0	Country1	Zip2 2	Country2	Length	Height 5	Imported 7 n Width 6	PackageType 7	Service:
Zip1 0 99205	Country1 1 US	Zip2 2 83854	Country2 3 US	Length 4	Height 5	Imported 7 r Width 6	PackageType 7 Your	Service: 8
Zip1 0 99205 99205	Country1 1 US US	Zip2 2 83854 59801	Country2 3 US US	Length 4 15 15	Height 5 21 21	Imported 7 ro Width 6 18 18	PackageType 7 Your Your	Service 8 H G
Zip1 0 99205 99205 19205	Country1 1 US US US	Zip2 2 83854 59801 38017	Country2 3 US US US	Length 4 15 15 15	Height 5 21 21 21 21	Imported 7 ro Vitath 6 18 18 18	Your Your Your	Service 8 H G P1
Zip1 0 99205 99205 19205 19205	Country1 1 US US US US	Zip2 2 83854 59801 38017 97007	Country2 3 US US US US	Length 4 15 15 15 15	Height 5 21 21 21 21 21 21	Imported 7 n 6 18 18 18 18	Your Your Your Your Your	Service: 8 H G P1 S0
Zip1 0 19205 19205 19205 19205	Country1 1 US US US US US	Zip2 2 83854 59801 38017 97007 59801	Country2 3 US US US US US	Length 4 15 15 15 15 15 15	Height 5 21 21 21 21 21 21 21	Imported 7 n 6 18 18 18 18 18 18	Your Your Your Your Your Your Your	Service: 8 H G P1 S0 2D
Zip1 0 99205 99205 99205 99205 99205 99205	Country1 1 US US US US US US US	Zip2 2 83854 59801 38017 97007 59801 L2S 3A1	Country2 3 US US US US US US CA	Length 4 15 15 15 15 15 15 15 15 15	Height 5 21 21 21 21 21 21 21 21 21	Imported 7 m 6 18 18 18 18 18 18 18 18 18	Your Your Your Your Your Your Your Your	Service: 8 H G P1 S0 2D IG

- 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.

🏶 FedEx Desktop Cı	ustomer Tools -	Batch Profiles							
Welcome Begir	n Import Sa	ave							
Batch Type Da	ata Source Fi	eld Mappings	Conversions D	efaults					
Sample data									
Country	Zip	Res	Weight	Service	)	Package	COD	DV	Lengt
0	1 K2E6B2	2 N	15	4	nv	5 Tube	6	/	8
CA	K2E6B2	N	1	IntiGround	1	Your		1500	
CA	H9Z8Z8	N	1	IntlPriority	-	Envelope			
US	97007	Y	1	Home		Your			<b>_</b>
•		İ	1	i			1		
Sender cou Sende	untry	###	Package type ackage count	5	# #	S	aturday Deliven	y 12	
Sende	r ZIP	# P	ackage count	11	#		Dry Ice	e 12	
Recipient cou	untry 0	#	Total weight	3	#		Ship Date	e 🗌	
Recipien	t ZIP 1	F	Package height	10	#	Ena	ble FedEx InSid	aht® Fields	
	City		Package width	9	#	FedEx In Sight	t® special serv	vice fields	
Reside	ential 2	F	Package length	8	#	· · · · · · · · · · · · · · · · · · ·	Field 1	1	
Service	type 4	 	Declared value	7	#		Field		
Signature	type 12	Home D	elivery Options	12			Field 3		
Dang. Goods	Type 12	Return	Shipment Type	12			Field 4	1	
C O D Am	nount 6	 I	Broker Options	12			T ICIU		•
Back								С	ontinue
Clear									Exit

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.

Sample d	ata							
Country	Zip	Res	Weight	Service	Package	C00	DV	Lengt
A.	K2E682	N	15	IntEconomy	Tube			
A.	K2E682	N	1	IntiGround	Your		1500	
A.	H92828	N	1	IntelPriority	Envelope			
IS	97007	Y	1	Home	Your			
18	97007	Y	1	Home	Your			1
Field Con (ou may m ) semicolo iervice type	versions ap multiple dist n(s). If no item e Package typ	inct conversions s are listed, conv e Special servi	to more than oversions are not ces FedEx Fre	one item by enta t available for th eight Options	ring the value as selected by	es in the appropriat	ale text box separ	ated by
Field Con (ou may m a semicolo Service type	versions hap multiple dist n(s). If no item Package typ	inct conversions s are listed, conv e Special servi Domestic	to more than o versions are no ces FedEx Fro	ine item by ente t available for th eight Options	ring the value is selected by	es in the appropria ttch	ale text box separ	ated by
Field Con You may m a semicolo Gervice type Fed	versions lap multiple dist n(s). If no item Package typ Ex First Overnight	inct conversions s are listed, conv e Special servi Domestic D FirstOvernight	to more than o versions are no ces FedEx Fin FedEx First Ov	eight Options	FirstFreight	es in the appropria dich. FedEx	ale text box separ Internation International First®	ated by at
Field Con You may m semicolo Service type Fed FedEx	versions ap multiple dist n(s). If no item Package typ Ex First Overnight Priority Overnight	e Special servi Domestic PriorityOvernic	to more than o versions are no ces   FedEx Fro FedEx First Ov FedE	eight Options   wenight8 Freight Ex 1Day8 Freight	FirstFreight	es in the appropria dich. FedEx	ale text box separ Internation International First® FedEx Europe First®	ated by al IntFirst EuropeFirst
Field Con You may m semicolo Gervice type Fed FedEx FedEx St	versions ap multiple dist n(s). If no item Package typ Ex First Overnight Priority Overnight andard Overnight	inct conversions s are listed, conv e Special servi Domestic D FirstOvernight PriorityOvernig StandardOver	to more than o versions are no ces FedEx Fro FedEx First Ov FedE FedE	eight Options   vemight® Freight Ex 1Day® Freight Ex 2Day® Freight	FirstFreight DayFreight 20ayFreight	es in the appropria ltch. FedEx FedEx in	ale text box separ Internation International First® FedEx Europe First® Iternational Priority®	ated by al IntFirst EuropeFirst IntPriority
Field Con You may m semicolo Service type Fed FedEx FedEx St	versions ap multiple disi n(s). If no item Plackage typ Ex First Overnight Priority Overnight andard Overnight FedEx 2Day	e Special servi Domestic FirstOvernight PriorityOvernig StandardOver 2Day	to more than o versions are no ces FedEx Fin FedEx First Ov FedE FedE FedE	eight Options   eight Options   eight Options   eight Streight Ex 1Day® Freight Ex 2Day® Freight Ex 3Day® Freight	FirstFreight DayFreight 20ayFreight 30ayFreight	es in the appropria dich. FedEx FedEx Inte FedEx Inte	Internation Internation International First® redEx Europe First® iternational Priority® mational Economy®	ated by al IntFirst EuropeFirst IntPriority IntEconomy
Field Con You may m semicolo Gervice type Fed FedEx FedEx St	versions ap multiple dist n(s). If no item Profest Overnight Priority Overnight FedEx 2Day FedEx 2Day8A1	inct conversions s are listed, conv Domestic Di FirstOvernight StandardOver StandardOver 2Day 2Day	to more than o versions are no ces FedEx Fin FedEx First Ov FedE FedEx FedEx	eight Options   eight Options   eight Options   Ex 1Day® Freight Ex 2Day® Freight Ex 3Day® Freight Freight® Priority	FirstFreight 10ayFreight 30ayFreight FreightProcty	es in the appropria dich. FedEx FedEx Inte FedEx Inte FedEx Inte FedEx Inte	Internation International First® FedEx Europe First® itemational Priority® mational Economy® ternational Ground®	ated by al IntFirst EuropeFirst IntPriority IntEconomy IntGround
Field Con You may m a semicolo Service type Fed FedEx FedEx St FedEx St	versions ap multiple dist n(s). If no item Plackage typ Ex First Overnight Priority Overnight FodEx 2Day FedEx 2Day Ex Express Saver	e Special serve Domestic Difference FirstOvernight StandardOver 2Day 2Day 2Day ExpressSave	to more than o versions are no ces FedEx Fin FedEx First Ov FedE FedE FedEx FedEx FedEx	eight Options eight Options eight Options eight Options eight Options eight Preight Ex 1Day® Freight Ex 3Day® Freight Freight® Priority eight® Economy	FirstFreight 10ayFreight 20ayFreight 30ayFreight FreightPriority FreightEconor	es in the appropria tich. FedEx FedEx In FedEx Inte FedEx Inte FedEx Internatio	Internation International First® FedEx Europe First® reational Priority® mational Economy® ternational Ground® mational Priority® Freight	ated by al IntFirst EuropeFirst IntPriority IntEconomy IntGround IntPriorityFro
Field Con You may m a semicolo Service typ Fed FedEx FedEx St FedEx St	versions ap multiple dist n(s). If no item Package typ Ex First Overnight Priority Overnight FedEx 2Day®A1 FedEx 2Day®A3 Ex Express Saver FedEx Grounds	e Special servi Domestic PriorityOvernight StandardOver 2Day 2Day ExpressSave Ground	to more than oversions are not ces FedEx First FedEx First Ov FedE FedE FedEx FedEx FedEx FedEx First FedEx First FedEx First FedEx First	eight Options eight Options eight Options eight Options eight Preight Ex 1Day® Freight Ex 2Day® Freight Freight® Priority eight® Economy dEx SmartPost®	FirstFreight DayFreight DayFreight SDayFreight FreightProorty FreightEconot SmartPost	es in the appropria tich. FedEx FedEx In FedEx Inter FedEx Internation FedEx Internation	Internation International First® FedEx Europe First® Iternational Priority® mational Economy® ternational Ground® mail Priority® Freight al Economy® Freight	ated by al IntFirst EuropeFirst IntPrionty IntEconomy IntGround IntPriortyFr IntEconomy

#### Service type

#### • Package type

🍄 FedEx Desktop (	Customer	Tools - Batch Profiles							
Welcome Begi	in Impo	ort Save							
Batch Type Da	ata Sour	ce Field Mappings	Conversions De	efaults					
Sample data	1								
Country 0	Zip 1	Res 2	Weight 3	Servi 4	се	Package 5	COD 6	DV 7	Lengti 📤 8
CA	K2E6B2	N	15	IntlEcon	omy	Tube			
CA	K2E6B2	N	1	IntlGrou	nd	Your		1500	
CA	H9Z8Z8	N	1	IntlPrior	ty	Envelope			
US	97007	Y	1	Home		Your			
US	97007	Y	1	Home		Your			
Field Conver	reiene								
a semicolon(s	). If no it	ems are listed, conve	ersions are not av	vailable	for the s	elected batch.	ине арргорнаю	e text box sepa	arated by
Service type	Package	type Special service	es FedEx Freigh	nt Optio	ns				
	F	Package types			LTL SI	kid types			
FedEx Er	nvelope	Envelope		Skid	Skid				
FedE	Ex Pak	Pak		Crate	Crate				
FedE	Ex Tube	Tube		Drum	Drum				
FedE	Ex Box	Box		Bundle	Bundle				
Your Pac	kaging	Your	C	Cartons	Carton				
				Other	Other				
Back									Continue
Buok									
Clear									Exit

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

Sample d	ata							
Country	Zip	Res 2	Weight 3	Service 4	Package 5	COD 6	DV 7	Lengt 8
A	K2E6B2	N	15	IntlEconomy	Tube			
A.	K2E6B2	N	1	IntiGround	Your		1500	
A	H92828	N	1	IntPriority	Envelope			
IS.	97007	Y	1	Home	Your			
ş	97007	y .	1	Home	Your			1
Field Con You may m a semicolo Service typ	versions ap multiple dis n(s). If no den e Package ty	Boot conversion is are listed, cor pe Special serv	is to more than tversions are n icces FedEx F	one item by enterio at available for the s reight Options	g the values in t selected batch	he appropria	ate text box sepa	rated by
Field Con You may m a semicolo Service typ Signatur	versions ap multiple dis n(s). If no iten e Package ty re Options	tinct conversion is are listed, cor pe Special serv	is to more than iversions are n vices FedEx F	one item by enterin at available for the s reight Options   cesidential	g the values in t selected batch	he appropria	ite text box sepa	rated by
Field Con You may m a semicolo Service typ Signatur N	e Package ty re Options	tinct conversion ns are listed, con pe Special serv o Signature	is to more than iversions are n wces FedEx F	one item by enterin ot available for the r reight Options   Residential Residential Address	g the values in t selected batch	he appropria	ite text box sepa	rated by
Field Con You may m a semicolo Service typ Signatur N	e Package ty e Options to Signature IN	Unct conversion ns are listed, cor pe Special serv o Signature direct Signature	is to more than iversions are n icces FedEx F F	one item by enterin of available for the r reight Options Residential Residential Address Saturday Delivery	g the values in t selected batch	he appropria	ate text box sepa	rated by
Field Con You may m a semicolo Service typ Signatur N Indirect Direct	versions iap multiple dis n(S) If no iten Package ty re Options to Signature [N ct Signature [n ct Signature [D	tinct conversion ns are listed, cor pe Special sen o Signature direct Signature irect Signature	is to more than wersions are n wees FedEx F	one item by enterin at available for the s reight Options Residential Residential Address aturday Delivery Saturday Delivery	g the values in t selected batch Y Saturday Delive	he appropria	ite lext box sepa	rated by
Field Con You may ma semicolo Service typ Signatur N Indire Direi Adu	versions     iap multiple dis     in(s) If no iten     Package ty     re Options     lo Signature [N     ct Signature [In     ct Signature []     dt Signature []	tinct conversion ns are listed, cor pe Special serv o Signature direct Signature rect Signature dult Signature	is to more than wersions are n RCCS FedEx F	one item by enterin at available for the s reight Options Residential Residential Address iaturday Delivery Saturday Delivery Dry Ice Dry Ice	g the values in t selected batch Y Saturday Delive Dry Ice	he appropria	ite lext box sepa	rated by
Field Con You may ma semicolo Service type Signatur N Indirec Direc Adu Dangero	versions ap multiple dis n(s) If no item Package ty re Options to Signature [N ct Signature [n ct Signature ]A dt Signature ]A ous Goods / I	tinct conversion ns are listed, cor pe Special sen o Signature direct Signature dutt Signature Hazardous Ma	is to more than iversions are n inces FedEx F F S S C aterials F	one item by enterin at available for the s reight Options cesidential Residential Address (aturday Delivery Saturday Delivery Dry Ice Dry Ice	g the values in t selected batch. Y Saturday Delive Dry Ice	ne appropria	ite text box sepa	rated by
Field Con You may ma a semicolo Service type Signatur N Indirec Direc Adu Dangero	e Package ty e Options to Signature In ct Signature In ct Signature In dt Signature In ous Goods / I naccessible ID	tinct conversion ns are listed, cor pe Special sen o Signature direct Signature rect Signature dult Signature Hazardous Ma G Inaccessible	is to more than iversions are n vices FedEx F F S C aterials F	one item by enterin at available for the s reight Options cesidential Residential Address isturday Delivery Saturday Delivery Dry Ice Dry Ice Iome Delivery Op Appointment	g the values in t selected batch. Y Saturday Delive Dry Ice Stions Appointment De	he appropria	ite text box sepa	rated by

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

sample dat							1.00	
Country	Zip 1	Res 2	Weight	Service	Package	COD 6	DV 7	Lengt
A'	K2E682	N	15	IntlEconomy	Tube			
4	K2E682	N	3	IntiGround	Your		1500	
4	H92828	14	1	inttPriority	Envelope			
5	97007	Y	1	Home	Your			
2	07087	Y	1	Home	Marian			
ield Conve ou may map semicolon(s	Package typ	inct conversions s are listed, co e Special ser	ns to more than or nversions are not vices. FedEx Fre	e fem by enter available for the ight Options	ing the values in selected batch	the appropriat	e text box sep	
Field Conve fou may map semicolon(s ervice type	rsions multiple dis ) If no item Package typ Payment	inct conversion s are listed, co e Special ser Type	ns to more than or reversions are not vices [FedEx Fre Present	e item by enter available for the ight Options Payment Ter	ing the values in selected batch	the appropriat	e text box sep	arated by
Field Conve fou may map semicolon(s ervice type Shipper	Package type	inct conversion s are listed, co e Special ser Type	ns to more than or nversions are not vices [FedEx Fre Prepaid	e item by enter available for the ight Options    Payment Ter	ing the values in selected batch	the appropriat	e text box sep	Narated by
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ield Conve fou may map semicolon(s ervice type Shipper Consignee Third Party	Package typ	inct conversion s are listed, co e Special ser Type	ns to more than or nversions are not vices FedEx Fre Prepaid Collect	e item by enter available for the ght Options Payment Ter Special Serv	ing the values in selected batch	the appropriat Call B Lift Gate Pi Lift Gate De	e text box sep efore	barated by
ield Conve fou may map semicolon(s ervice type   Shipper Consignee Third Party	Package typ Guarantee	inct conversion s are listed, co Special ser Type	ns to more than or nversions are not vices FedEx Fre Prepaid Collect Inside Delivery	e item by enter available for the ght Options Payment Ter Special Serv	ing the values in selected batch	the appropriat Call B Lift Gate Pi Lift Gate De ited Access Pi	e text box sep efore	Dearated by
Field Conve four may map semicolon(s envice type Shipper Consignee Third Party Morning	Package type Package type Guarantee	inct conversion s are listed, co s pecial ser Type ed Services	ns to more than or nversions are not vices FedEx Fre Prepaid Collect Inside Delivery Inside Pickup	e item by enter available for the payment Ter Special Serv	ing the values in selected batch	Call B Call B Lift Gate P Lift Gate De ited Access Pr	e text box sep efore	source of the second se
Teld Conve fou may map semicolon(s ervice type Shipper Consignee Third Party Morning Date	Package type Guarantee	inct conversion s are listed, co be Special ser Type ed Services	ns to more than or nversions are not vices. FedEx Fre Prepaid Collect Inside Delivery Inside Pickup Hazardous	e item by enter available for the ght Options Payment Ter Special Serv	ing the values in selected batch ices Limit	the appropriat Call B Lift Gate Pi Lift Gate De ited Access Pi ed Access De	e text box sep efore	sarated by

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).

FedEx Desktop Custom Welcome Begin In	er Tools - Batch Profiles
Batch Type Data So	urce   Field Mappings   Conversions   Defaults
Batch defaults	
Defaults set will over you did not set on the	ride any values imported from the data source. It is recommended that you set defaults for all fields that e Field Mappings tab.
Sender country	US - UNITED SIV Default country Default Currency U.S. Dollars
Sender ZIP	15238 🗹 Default ZIP Signature type
Recipient country	US - UNITED S 🔽 🗖 Default Country Total Weight 0 🗖 Default weight
Recipient ZIP	Default ZIP Default dimensions
Residential	Residential Pefault residential status L 0 W 0 H 0
Service	Rate All Services (Express and Ground)     * If a package count > 1 one is entered     dimensions are ignored when rating.
Deckage type	Fedex First Overnight@ Freight     Default service     Count     1     Default package count
Fackage type	Tour Packaging     Default package type     Declared value       Declared value     0     L       Default skid type     F     Transit Times
ITI Payment Terms	
ITL Account Number	4868605 Default LTL account Endorsement type None
LTL Freight Class	050 Default freight class Package type Parcel Select ?
Handling Charges	
Enable handl	ing defaults
Back	Continue
Clear	Exit

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.

Section 2015 FedEx Desktop Customer Tools - Enter file name	-OX
Please enter the profile name.	
this is a test	
OK Cancel	

## **USING BACKUP AND RESTORE**

Since FedEx<sup>®</sup> 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.

🏶 FedEx Deskto	p Customer Tools - Backup databases	×				
Database backup						
	Address book					
	Accounts					
	Boxes and weights					
	Batch profiles					
	Settings					
	Third party account numbers					
	✓ Integration					
	LTL Accounts					
Backup path	C:\Program Files\FedEx Customer Tools [Browse]					
	Backup					
		1.13				

- 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.

🥶 RedEx Deskto	p Customer Tools - Restore databases	×			
Database restore					
	Address book				
	Accounts				
	Boxes and weights				
	Batch profiles				
	Settings				
	Third party account numbers				
	✓ Integration				
	LTL Accounts				
Backup path	C:\Program Files\FedEx Customer Tools [Browse]	1			
	Restore				

- 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 Lools

**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<sup>®</sup> 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.

🗱 FedEx Desktop Customer Tools v2600 build 06.20.2011 x86 Netze: 00000000					
File Configuration	Account: FedEx Smartpost Te	sting · Screen	FedEx Locator	*	
	About	-	-	71	
Today is: June 20, 2011	Documentation FedEx Web Services EULA Install Update	Address Checker	FedEx Locator		
Find Locations	Support Information				

The following window displays.

FedEx Desktop Customer Tools - About	
FedEx Desktop Customer Tools	
Version: 2600 build 06.20.2011 x86	
FedEx Desktop Customer Tools provides a Graphical User Interface to FedEx Web Services for rates and transit times, tracking, address checking and location finder. Actual transportation rates and charges are governed by the terms and conditions of the current FedEx Service Guide and any applicable rate agreement between you and FedEx. Rates provided may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions and other factors. It is recommend that if the tool is not providing you the rate request desired that you visit http://www.fedex.com or contact your FedEx	
representative.	Ψ.
OK	

### **Documentation**

To display documentation for FedEx Desktop Customer Tools:

• Select Help > Documentation.

Note: This requires the installation of <u>Adobe<sup>®</sup> Reader<sup>®</sup></u>.

RP FedEx Desktop Customer Tools v2600 build 06.20.2011 x86 Meter: 00000000					
File Configuration	Account: FedEx Smartpost Te	sting · Screen:	FedEx Locator		
E	About	-			
redex	Documentation	<b>•</b> •••••••••••••••••••••••••••••••••••			
Today is: June 20, 2011	FedEx Web Services EULA Install Update	Address Checker	FedEx Locator		
Find Locations	Support Information	-			

## FedEx Web Services End User License Agreement (EULA)

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

• Select Help > FedEx Web Services EULA.

FedEx Desktop Customer	Tools v2600 built 06.20.2011 x86 Met	ter: 00000000	Contraction of the local division of the loc	LOX
File Configuration	Account: FedEx Smartpost Tes	ang · Screen:	FedEx Locator	
FedEx	About Documentation	Address	EadEx	
Today is: June 20, 2011	FedEx Web Services EULA Install Update	Checker	Locator	
Find Locations	Support Information			

The following window displays.

FedEx Desktop Customer Tools - FEDEX	WEB SERVICES END USER LICENSE AGREEMENT
End User License Agreement	
Please review the following End	User License Agreement to obtain your new FedEx Web Services account.
Attention FedEx Employees:	This agreement is between FedEx and the customer. A FedEx employee must not accept this agreement for a customer.
FEDEX WE	B SERVICES END USER LICENSE AGREEMENT
	Version 3.0 – July 2009
BELOW ARE THE TERMS AN AND/OR FEDEX ACCOUNT INTERFACES (each, an "Applic FEDEX WEB SERVICES, Y CONDITIONS. ONCE YOU A	D CONDITIONS UNDER WHICH YOU, AS A FEDEX CUSTOMER HOLDER, ARE PERMITTED TO USE COMPUTER APPLICATION cation") THAT INTERFACE WITH FEDEX WEB SERVICES. TO USE OU MUST AGREE TO BE BOUND BY THESE TERMS AND ACKNOWLEDGE YOUR AGREEMENT BELOW, THIS DOCUMENT

## **Install Update**

To manually update FedEx Desktop Customer Tools:

1. Select Help > Install Update.

🕏 FedEx Desktop Ciistomer Tools v2500 Juliil 06,20,2011 x86 🛛 Heter: 00000000					
File Configuration	Account: FedEx Smartpost Te	sting + Screen:	FedEx Locator		
FeeEx	About Documentation FedEx Web Services EULA	Address Checker	FedEx Locator		
	Instali Update	A 10 10 10 10 10 10	0.64668751		
Find Locations	Support Information				

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

FedEx Desktop Customer Tools - Message
Mandatory Update
FedEx Desktop Customer Tools has detected a mandatory update from your current version to version 2353.0.0.0. FedEx Desktop Customer Tools will now install the update and restart.
ILINI OK

If no update is available, the following window displays.

F	edEx Desktop Customer Tools - Message
I	No Update Found
	FedEx Desktop Customer Tools cannot determine how it has been deployed. Please verify that this application was installed using ClickOnce.
	OK

## **Support Information**

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

• Select Help > Support Information.

📽 FedEx Desktop Customer Tools v2600 huikt 06.20.2011 x86 🛛 Heter: 00008000					
File Configuration	Account: FedEx Smartpost Te	sting · Screen:	FedExLocator	1	
FedEx Today is: June 20, 2011	About Documentation FedEx Web Services EULA Install Update	Address Checker	FedEx Locator		
Find Locations	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<sup>®</sup> 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.

🏶 FedEx I	Desktop Customer Tools - Export Wizard			
Export S	Selected Columns File Format			
	<ul> <li>Export all columns</li> <li>Export selected columns</li> </ul>			
Column	Select Column 🗸 🖌 Add All			
	Column Name			
	Delivery Date/Time			
	Service			
	My Rate 🗆			
	Standard List⊒ Rate			
To delete a column, highlight the row and click delete on the keyboard.           Clear         Export				

4. Click the File Format tab and specify the type of export file to create. The options are Text, XML, Microsoft<sup>®</sup> 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.

🏶 FedEx Desktop Customer Tools - Export Wizard	
Export Selected Columns File Format	
File Type Text	
Text File Setup	
Delimiter ,	
Qualifier "	
Column Headers	
Clear	Export

- 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**.

Save As			? 🗙
Save in:	🔁 FXE	🕑 🧿 📂 🖽 -	
My Recent Documents	AddressBook. BoxesNWeigh Rate Export.c ThirdPartyAcc	csv ts.csv sv ounts.csv csv	
My Documents			
My Computer			
	File name:	Rate Export.csv	Save
My Network	Save as type:	CSV files (*.csv)	Cancel

## **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.

😤 FedEx	Deskto	op Customer Tools - Print Wizard	×
Print	Select	ted Columns Font	
	-		
	۲	Print all rows	
	0	Print selected rows	
Refe	rence:	Locator results for 75002	
rtere	chee.		
Clea	ar	Print Preview Print	

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.

🏶 FedEx De	sktop Customer Tools - Print Wizard	×
Prink Se	lected Columns Font	
	○ Print all columns	
	In Print selected columns	
Column	✓ Add All	
	Column Name	
	Мар	
	Distance	
	Name	
	Description 🗸	
To de	elete a column, highlight the row and click delete on the keyboard.	
Clear	Print Preview Print	

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.

🏶 FedEx	Desktop Customer Tools - Print Wizard	×
Print	Selected Columns Font	
Title F	ont	
Font	Tahoma 🗸	Bold
Size	14 🗸	Italic
		Underline
Row F	ont	
Font	Tahoma 🗸	Bold
Size	8 ~	Italic
		Underline
Clear	Print Preview	Print

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.

FedE	x Desktop Customer 7	loois - Location Fin	ider (Refer	ence: thi	is is a test)			Page 1	
Dotence	Professional VI - Cutside	Peterphen FedEx Drop Roy	Address 715 Kendodon Ave	City State Microsofe Mit	Zip Washday 1 59201	Hours Saturday Hours	Let Express Dro 5:00 DW	e OF	
0.7	FedEx Drop Box + Outside USPS	FedEx Drop Box	1100 W Kare Ava	Mittoula MT	\$9001	dosed	5:30 PM		
0.8	Trampers Shopping Center + Outsid River Front Place - Intide	ePedEx Drop Box FedEx Drop Box	228 Outord St 283 W Front St	Minoula MT	\$9001 \$9902	doted	5:00 PM	-	
0.9	Millennium Bldg - Inside	FedEx Drop Box	125 Bank 31	Minouls MT	\$19002	doped	5-00 PM		
1	Glacier - Inside Central Scuare - Inside	FedEx Drop Box FedEx Drop Box	111 N Higgins Ave 291 W Main St	Missoule MT Missoule MT	59802	dosed	\$100 PM \$100 PM		
1	Denny's Copy Step	FedEx Authorized ShipCenter	2330 S Heggins Ave	Mizzoula MT	\$9001 7:30 AM-9:0	5 PM 9180 AM-5100 PM	\$:00 PM		
1.1	K G V O Place - Outside Reality Kinko's Office & Brief Cardier	FedEx Drop Box	2503 S Callin St	Missoula MT	59801 59802 32-01 4M-11	dicsed	5:00 PM	_	
1-4	PROBLET THE RECEIPTING TO PROVE CANADA	Frank word service caller	THE N BLODOWSK 25	Pestocas pfr	have rear said	on set in or see this is	H Jacobs Print		

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**.

Print		? 🛛
Printer		
Name:	Tektronix Phaser 840 Plus	Properties
Status:	Ready	
Type:	Tektronix Phaser 840 Plus	
Vvnere: Comment:	IP_199.81.63.179	D
Comment.		
Print range		Copies
⊙ Ali		Number of copies: 1
O Pages	from: to:	
🔿 Selecti	on	
		OK Cancel

## **APPENDIX C: FREQUENTLY ASKED QUESTIONS**

### General

#### Will FedEx<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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 "1."

#### 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> and FedEx Express Multiweight<sup>®</sup>.
   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  $Adobe^{^{(0)}}$  Reader  $^{^{(0)}}$  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<sup>®</sup> Reader<sup>®</sup> 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<sup>®</sup> WINDOWS<sup>®</sup> 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.

🔂 Add or Re	mov	ve Programs		_ 🗆 🛛
Change or	^	Currently installed programs: Show updates	Sort by: Name	×
Remove Programs		VPN Client           WebEx	Size	10.55MB
Add <u>N</u> ew Programs	Ш	Windows Installer 3.1 (KB893803)         Click here for support information.         To remove this program from your computer, dick Remove.		Remove
5		Buy con		
Add/Remove <u>W</u> indows Components		₩inSQL ↓ WinZip	Size	25.57MB 5.03MB
		Yahoo! Toolbar	Size	0.92MB
Set Pr <u>og</u> ram	~	眞 ZipCentral 4.01	Size	2.23MB

## APPENDIX E: MICROSOFT<sup>®</sup> .NET FRAMEWORK 2.0 CHECK

<u>Microsoft .NET Framework 2.0</u> is required for the installation of FedEx<sup>®</sup> 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.

🔂 Add or Rei	mov	e Programs			
	^	Currently installed programs: Show upg	ates <u>S</u> ort by: Name	e (	~
C <u>h</u> ange or Remove		🕅 McAfee VirusScan Enterprise	Siz	e 36.68MB	^
Frograms		🌛 Memories Disc Creator 2.0	Size	e 69.03MB	
		🖟 Microsoft .NET Framework (English) v1.0.3705			
Add New		🔀 Microsoft .NET Framework 1.0 Hotfix (KB886906)	Size	e 1,007.00MB	
Programs		🕮 Microsoft .NET Framework 1.1			
<b>1</b>		🔀 Microsoft .NET Framework 1.1 Hotfix (KB886903)	Size	e 1,007.00MB	
		ا Microsoft .NET Framework 2.0	Size	e <u>122.00MB</u>	
Windows		Click here for support information.	Used	l <u>frequently</u>	
Components			Last Used Or	n 1/22/2006	
<₽		To change this program or remove it from your computer, dick Change/Re	move. Cha	nge/Remove	
Set Pr <u>og</u> ram		Microsoft MSDN 2005 Express Edition - ENU	Size	e 587.00MB	
Access and Defaults		🍠 Microsoft Office 2000 SR-1 Professional	Size	e 195.00MB	~
	<b>×</b>				