

## Dexter-Simple Shipping Rate Lookup, Version 3.09.05

Dexter has changed quite a bit since the first version that came out over five years ago. It not only looks a lot different, the functionality has improved by leaps and bounds. Just look at the beautiful form shown below.

Service	Zone	Cost	Price
<b>UPS</b> Next Day Air Early AM	108	\$117.85	\$173.20
Next Day Air	108	\$79.35	\$119.70
Next Day Air Saver	138	\$73.10	\$110.33
2 Day Air	208	\$49.25	\$74.55
3 Day Select	308	\$34.75	\$52.80
Ground	8	\$17.66	\$27.17
<b>Postal</b> Express Mail	N/A	\$55.00	\$82.50
Priority Mail	8	\$38.85	\$57.68
Parcel Post	8	\$29.68	\$43.92
Media Mail	N/A	\$11.74	\$17.01
<b>FedEx</b> Priority Overnight	8	\$87.59	\$135.15
Standard Overnight	8	\$76.88	\$118.78
2Day	8	\$53.57	\$83.15

You will do most of your work from this form, so it was important to us to make it as pleasant to look at and as intuitive to use as is humanly possible.

Dexter works differently from all of the other shipping programs out there. Dexter requires just a few bits of information to get rate quotes for you. Enter the postal code, package weight, type of packaging,

and then get the rate. Of course, Dexter will do a lot more than just get simple rates for you-it will also automatically set additional handling fees, fuel, residential and rural surcharges, insurance.

More will be said about all of this, and the many other features and preferences that you can set to make Dexter work perfectly with your business. Dexter is, however, not a POS system and does not, at this time, connect with any of the carriers directly. We may make carrier connectivity a goal in the near future but, for now, you will need the carrier-offered free software to process the package. Dexter will simply get rates for resale of your shipping services.

The following points will be addressed the best way that I can. Typically, I would probably start at setting preferences, but the area where you work the most would be a more logical starting point so I will start there.

### Rate Shopping

As stated above, most of what you do, and want to do, with Dexter is done from the main rate shopping form. This form and the forms that allow you to go from rate shopping all the way through the creation of shipping labels

can be reached by clicking on the first button from the left on the button bar at the top of the Dexter window.

The image below shows you what this form looks like (minus all the numbers which have been added so I can easily illustrate the many features on this one excellent form).

Service	Zone	Cost	Price
UPS Next Day Air Early AM	102	\$56.72	\$81.24
UPS Next Day Air	102	\$27.79	\$41.88
UPS Next Day Air Saver	132	\$24.49	\$36.89
UPS 2 Day Air	202	\$16.22	\$24.39
UPS 3 Day Select	302	\$11.25	\$16.88
UPS Ground	2	\$6.62	\$9.83
Postal Express Mail	N/A	\$44.80	\$67.20
Postal Priority Mail	1	\$10.55	\$15.83
Postal Parcel Post	1	\$6.80	\$10.20
Postal Printed Matter	1	\$3.62	\$5.43
Postal Media Mail	N/A	\$6.04	\$9.06
FedEx First Overnight	2	\$56.87	\$87.02
FedEx Priority Overnight	2	\$30.75	\$47.08

1) If the package is being sent to an address in the USA or Canada, you will want to add a postal code in this box. If it is a USA address, the city and state will immediately appear in the box at bullet (11). If the country is Canada, the province will appear in the box at bullet (11) after rates have been shopped.

2) If you want to look up a postal code, you can click on this button to

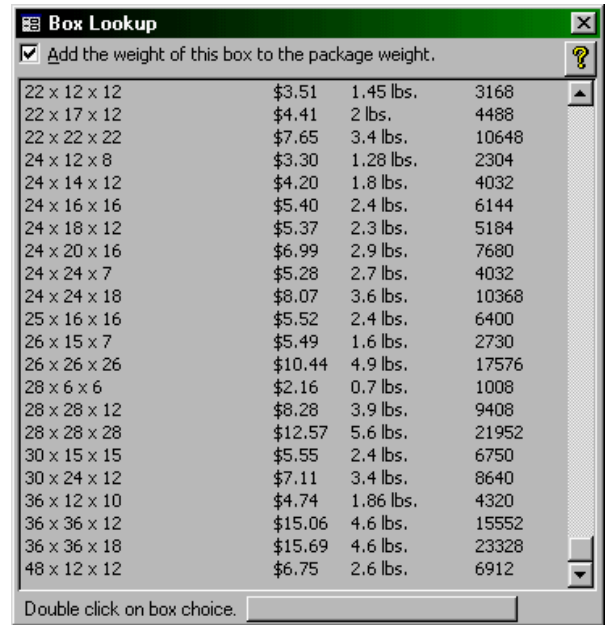
bring up the postal code lookup form. The postal code lookup form has been redesigned at revision 3.09.03. This new form has three lists at the top of the form. The first is where you choose the state. Once you choose the state, the listing in the second list box will show the cities and towns in that state or, if the city is blank, just the postal codes that have been assigned to that state. You should either choose a city from the list in the center, or refine the list in the center to only show cities starting with a specific letter in the alphabet. Once you choose a city from the middle list, the postal codes assigned to that city will appear in the window below. Other information, such as how certain carriers consider the city as far as if it is rural.

3) You should enter the country in this box, or you can click on the small down arrow button at the end of the country box to bring up a list of all of the countries in the Dexter system.

4) You should enter the weight of the package in this box. If you have your scale set in the Specific Options area to pounds and ounces, you will have two boxes here—one for pounds and one for ounces. If you have the scale set in the Specific Options area to hundredths of a pound, you will only have one box as shown in the illustration above.

5) This area is where you choose the type of package you are shipping. If the type of package is a Carrier Box or Other Box, you will need to set the size of the box in the area next to bullet (6).

6) Typically, there will be three boxes in this area where you can enter the size of the box. In the case as shown, the box was already selected using the box lookup tool so the box size, price and dimensions are shown instead. If you want to select a box from your list of boxes, you should set your boxes up in the Specific Options area. Then, you can click on the button under bullet (6) to bring up the box lookup tool. As you can see in the image to the right, you can add the weight of the box to the weight of the overall package. To select a box, just double click on the box you desire.



7) You can enter the declared value of the package to be shipped. After shopping for the rate, you can click on this button to see exactly what the cost and price will be for insurance.

8) You will need to select whether the package is being sent to a business or a residence. The rates, as you know, are higher for residential delivery by most carriers.

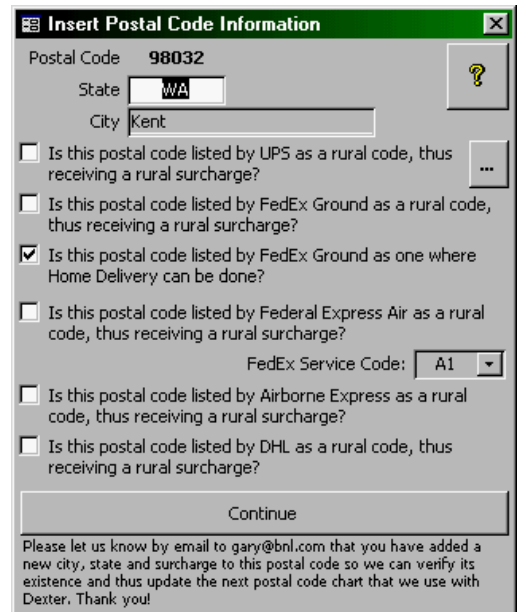
9) These are the buttons you click when you are ready to shop for rates. You can click on All to have all rates appear for all of the carriers, or you can click on one of the carrier buttons to only shop for rates for that carrier.

10) Do note that Airborne and DHL are not available. This is due to the fact that (a) you have indicated in the Specific Options area that you do not ship through these carriers, or (b) you do not have the zone charts for these carriers and thus are unable to ship through them.

11) The city and state (if USA destination), or the province (if Canada destination) will appear in this box as mentioned above under bullet (1).

12) Click on this button after you enter a postal code in the box at the top to see information about this postal code. For instance, you can see if any of the carriers consider the postal code rural. You can click on the [...] button to the right of the UPS check box to bring up a form that will give you the delivery schedule for UPS shipments to that postal code.

13) There are quite a few different tabbed controls that might appear here after rate shopping has been done. The Surcharges & Accessorial Fees tabbed control shows all of the surcharges and accessorial fees that might affect the shipping of the package by the different services that will show in the Rates area. Some are specific to a particular service, some are specific to a carrier's air service or ground service.



- 14) Most of the information on these pages give information about the package and how it will be shipped. Do check these areas after shopping for rates.
- 15) This button can be clicked to clear the rate shopping form making it ready for the next package. The postal code is not cleared in the event that another package is going to the same location.
- 16) You can click this printer button to print out a shopping page that you can hand over to a customer who is having trouble making a shipping decision.
- 17) This area shows a listing of the many services that are available to the customer.
- 18) This column shows the zone to which this package will be sent. N/A means that there is no zone associated with the adjacent service.
- 19) This column shows the cost to you for shipping by the adjacent method. This column can be shown or not based on the value you enter in the Specific Options area. And, it can be toggled on and off regardless of what you enter in the Specific Options area by clicking on the eyeball button on the button bar at the top of the Dexter window.
- 20) The price column shows you what you should charge the customer, unless you will need to add more accessorial fees later in the shipping process. This will be discussed further below.
- 21) Click on the diskette button adjacent to the service the customer chooses as the method of shipment they want. This will take you to the second page of the shipping process, if you choose to go that far-you needn't.
- 22) You can slide this scroll bar up and down to see more rates.
- 23) You can click on this button to see a help file devoted to this shipping form.

Once you click on the diskette button adjacent to the service the customer

**Dexter Quote: UPS, 3 Day Select, Zone 305-Weight Used: 29 (actual weight rounded)**

Accessorials Assessments (check the check box to remove)

<input checked="" type="checkbox"/>	Residential Surcharge UPS (Air)	\$1.40	\$2.00
<input checked="" type="checkbox"/>	Fuel Surcharge UPS 3 Day Select	\$0.37	\$0.84
<input checked="" type="checkbox"/>	Cash on Delivery UPS 3 Day Select	\$7.50	\$10.00
Accessorials Totals		\$9.27	\$12.84

Shipping and Handling Estimate

Cost	Price	Box	Price
Shipping \$24.92	\$37.38	Box \$3.69	16 x 16 x 10
Accessorial \$9.27	\$12.84	Other \$0.00	
Insurance \$0.35	\$0.85	Labor \$0.00	
		Tax \$0.00	

Calculate Tax

Shipping Fees Only Cost: \$34.54 Price: \$51.07

Shipping and Other Fees Cost: \$34.54 Price: \$54.76

Sender: James Bigelow  
795 Meeker Street  
WA, 98032 Kent USA  
Telephone: 425-555-5430  
Facsimile: 425-555-4394  
Email: bigelow@bnl.com

Ship To: Kelly Walker  
1034 East Valley Highway  
Kent, WA 98032 USA  
Telephone: 425-555-5404

3rd Day Select end of the third business day. Please be aware that the UPS guaranteed delivery schedules as listed above are pulled from a UPS publication that went into effect February 1, 1997. If we do manage to get this updated, we will let you know with notification such as this one. Until then, do take care in how you quote these timings.

Back Manifest ?

wants to use, you will go to the second page of the shipping process. This area is used to show you the fees as outlined on page one, but only the fees specific to shipping using the service you chose. You can also add accessorial fees on this second page, packaging charges, labor and taxes. And, you can add customer and destination information.

1) The title bar for the second page will

show you the carrier, the service, the zone and the weight used to give you this quote, and whether it is the actual weight or a dimmed (dimensional) weight.

2) This list is the surcharges and accessorial fees that will be charged to the customer for shipping this package using the chosen service.

3) This list is the surcharges and accessorial fees that are available but, at present are not being assessed. To move one of these surcharges to the charge list, all you need to do is check the check box next to the surcharge you want to send to the charge list. In some cases, a box will appear showing you when this surcharge should be used and how the carrier will handle it. To move a surcharge back to the non-charged list, you should uncheck the check box in the charge list. Not all surcharges and accessorials can be moved from the charge list to the non-charge list, i.e., residential, rural and fuel surcharges.

4) Shows the total fees and costs for shipping, accessorials, and insurance. The costs will toggle on and off using the eyeball button.

5) You can enter other fees here. If you have used the box lookup tool to get your box, the box will appear here automatically.

6) Click on this button to calculate taxes. You can set your tax rate and what should be taxed in the Specific Options area. More will be said about this later.

7) Shows the total costs and fees for shipping the package.

8) If you want to enter customer information, you can click on this button to enter the sender information, or choose the sender from a list of those who have sent packages through your business in the past. See, the image above and to the right. (1) If you have a large number of customers in the list, you can refine the list down by entering a value in this box. The list noted at (2) will be reduced to only show those that have the value you typed into the Refine box. If the customer is not in your database yet, you can type them into the area noted by (3). After typing a new customer into the Add a New Customer area, you will need to select that new customer from the list at bullet (2).

9) If you want to manifest this shipment and you want to have the destination information listed as a part of this manifest, you will want to add it here. Just click on this button. A form will appear similar to the one shown above. You will be able to choose a destination from the list, or add a new destination.

10) If delivery information is available to this postal code and for this carrier and service, it will be listed here.

11) You can click on this button to go back to the first page of this shipping rate shopping area.

12) You should click on this button to manifest this shipment.

Find a Customer

Select Customer From This List

Refine

Bigelow, James, WA 98032 Kent

Add a New Customer

Name: First James Middle Last Bigelow

Dept

Company

Street 795 Meeker Street

Postal Code Kent City WA State 98032

Phone 425-555-5430 Facsimile 425-555-4394

Email bigelow@bnl.com

If you click the Manifest button, the page as shown above will appear. This form is an itemization of the many bits of information that is gathered on any shipment you might send at your business. Also, there are a number of reports that can be generated and other bits of information that can be

added. You can also do end of day reports, create shipping labels for the shipment, keep track of tracking numbers, when a shipment arrives, etc.

If you click on the button that shows a group of people looking at each other, the customer and destination form will appear. This form is where you can edit customer and destination information and can print shipping labels.

You can see both the customer and the destination address information on this form. All you need to do is click on the Customer Information button to get to the customer information. If you are on the Customer Information area, you can click on the Destination Information button to go to the destination information area.

The Add New Customer or Destination button is only available if you have not set up a customer or destination before arriving at this form.

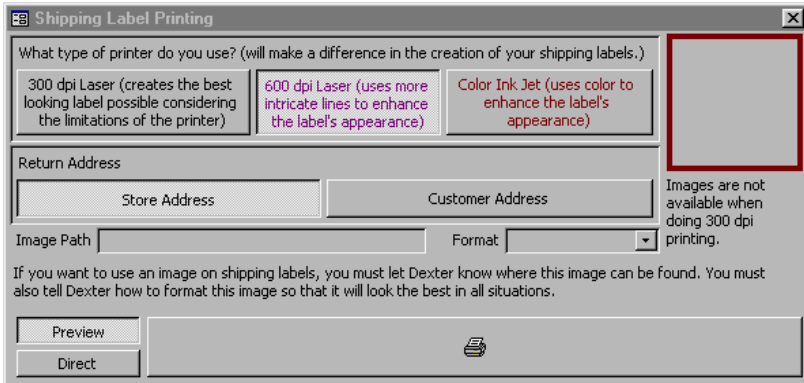
Click on the Create Shipping Labels button to go to the print form. This form is where you can set how you want the shipping labels to look.

You can set whether you are using a 300 dpi laser, a 600 dpi laser or an ink jet printer. The shipping labels that are created are at a quality level best for the quality of the printer chosen. For instance, the ink jet printer option is in

color and allows for an image to be used on the label. You needn't, but you can use an image. You can also set whether you want your business address as the return address, or the customer address.

You can also set to preview the labels before printer, or just to send the print request directly to the printer.

By closing the forms (print, customer/destination, manifest), you will find yourself back at the main ship rate shopping form, ready to do another shipment.



### The Menu and the Button Bar

All of the features present in Dexter can be reached from either the menu at the top of the Dexter window, or from the buttons just below the menu. As shown in the illustration below, all of the frequently used features are represented with a button. Some of the more obscure features are only available by

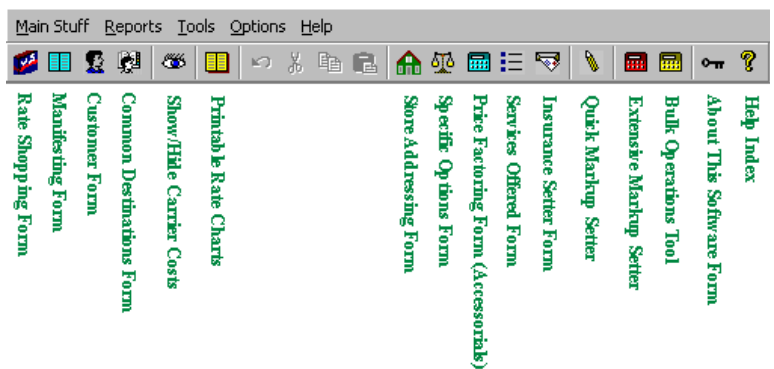
using the menu.

Since all of the button bar items are represented in the menu, I would like to just go through the menu items and tell you what they are and how they work in some cases. We should start with the Main Stuff menu and work to the right on the menu.

### Main Stuff.

**Lookup Rates.** This is the main form that you will use to lookup rates. This form also has a button since it is the most important form in the Dexter program. See, the image below to find the button. It is the first button from the left. How this item is used was handled earlier in this paper.

**Manifest Stuff.** This form is where all of the manifest information is shown. And, all reports regarding manifesting can be found. This form is usually opened when in the process of shopping rates using the main form. However, it is available by choosing this item. The Manifest form can also be opened by clicking on the second button from the left on the button bar.



**Addressing.** This menu item has two subcategories. Both of these subcategory items can be found on the button bar too. Please note that the pictures/

icons on the buttons match those in the menu. This should help you in determining which buttons are the same as the menu item you are looking at.

**Customers.** This form can be used to add, edit and delete customers from the customers database. This is the same form that will appear when shopping for rates if you move into the manifesting area. One difference is that you will only be able to view customer information here.

**Common Destinations.** This form is where you can add, edit or delete common destinations. Common destinations are those addresses where any customer might send something, *i.e.*, mail order companies, organizations.

**Progress Meter.** This tool can be used to gauge the speed Dexter gets rates for you. For instance, you can find out how much extra time it takes to get rates when you add insurance, or delivery scheduling information. This is primarily a diagnosis tool. You will have to set the Specific Option item so that you can use this tool. Typically, it is disabled.

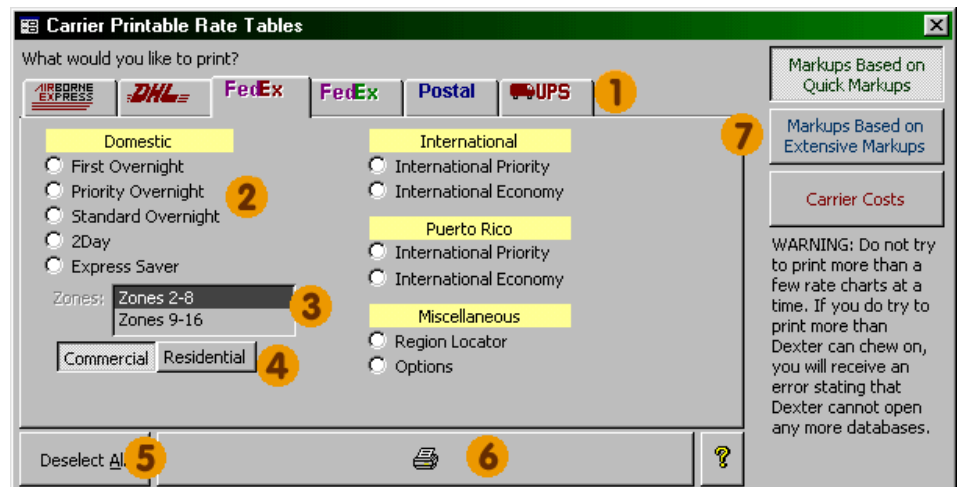
**Show Carrier Rates.** This is a toggle that will turn the carrier costs off and on when using the Dexter main rate lookup form. Also available on the button bar (the eyeball button). You will want to set its beginning state in the Specific Options area. You can set in the Specific Options area whether you want it to start off as on or off when you first open the rate shopping form.

**Exit.** If you select this item, guess what, you close Dexter. One of the more obvious items in the Dexter menu.

## Reports.

**Address Labels.** If you choose the Address Labels menu item, a form will open that you can use to create address label sheets, or individual address labels for all of your customers, for the destinations where your customers send stuff, and for your business.

**Rate, Region & Option Tables.** If you choose the Rate, Region & Option Tables menu item, a form will appear where you can print out rate tables for all of the carrier services. You can also create zone charts, option setting reports, and rural delivery surcharge charts. You can print the rate charts out using Quick Markups,



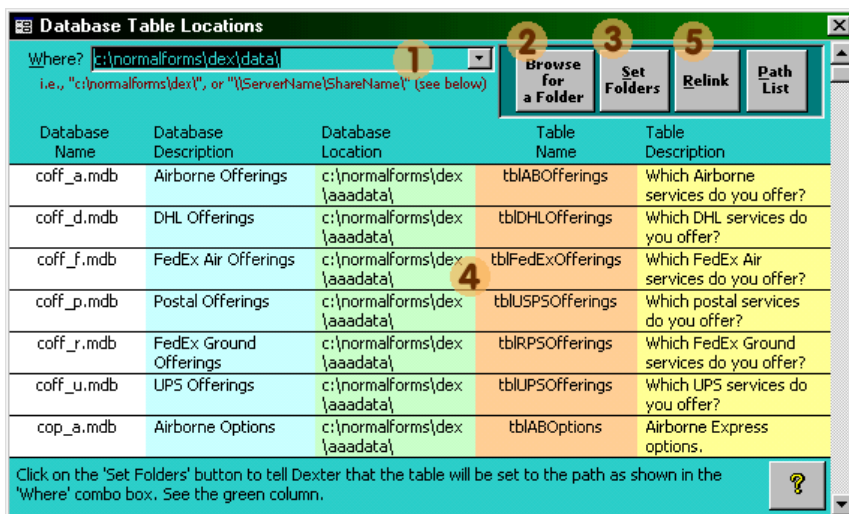
Extensive Markups, and just the carrier costs by choosing this option along the right top of the form. All of these rate charts will include any fuel surcharges that have been entered into the Dexter system.

- 1) You can click on any of these tabs to move to the printable tables for a particular carrier.
- 2) You should click on any of the services shown to get rate charts for the services selected.
- 3) In the case of FedEx Air, you will need to set a zone range to print.
- 4) You can select commercial or residential in many cases to get individual charts based on commercial or residential rates.
- 5) You can click on this [Deselect All] button to remove the selected charts from the list of those to be printed.
- 6) You can click on this button to print those charts that are selected.
- 7) You can select one of these three buttons to get the rate chart you want based on (a) Quick Markups, (b) Extensive Markups, and (c) carrier costs. When you first open the form, Dexter will automatically set this to the markup system you are presently using and have set in the Specific Options area.

**Manifest Stuff.** This form is where all of the manifest information is shown. And, all reports regarding manifesting can be found. You can read more about this above.

## Tools.

**Data Linking.** This is a wonderful tool that can be used to attach and reattach different sets of data files. For instance, if you have two different computers using the same markup data, you can link both computers to the same data. Or, you can have separate sets of data with different markups. It is a simple matter to opening the tool, finding the new data location, set the data location and then relink it.



- 1) Enter the path to where you want to link up your data files. Your data must already be in this location for the data to be linked.
- 2) If you click on this button, you can use the [Browse for a Folder] dialog box to find the location where the data to be linked is located.
- 3) Click on the [Set Folders] button to set all tables within the Dexter databases to be linked to the folder shown in the [Where?] Box.
- 4) Shows the data locations for all of the tables throughout Dexter. This information will change when you click on the [Set Folders] button.
- 5) Click on the [Relink] button to link the data to the Dexter program.

**Backup/Restore.** The backup/restore tool allows you to backup and restore your markup data. This is a great way to protect your investment of time in setting all of your markups. Lots of other things are backed up besides your markups. If you use the manifesting area, your manifest stuff will be backed up. If you use the customer and destination address area, your customer and destination stuff will be backed up. This is a great tool that no one should ignore. There is nothing worse than having to start over again when, and if, your computer were to crash.

1) Enter the path to where you want to export your data files, or import data files. By the way, the files Dexter creates are simple text files with the [txt] extension, *i.e.*, AirborneExpressZone2Markups.txt. You can see these files after exporting them at the location you have set in the [Where?] box.

2) You can click this small button to bring up the [Browse for a Folder] dialog box to find the location for the data location you desire.

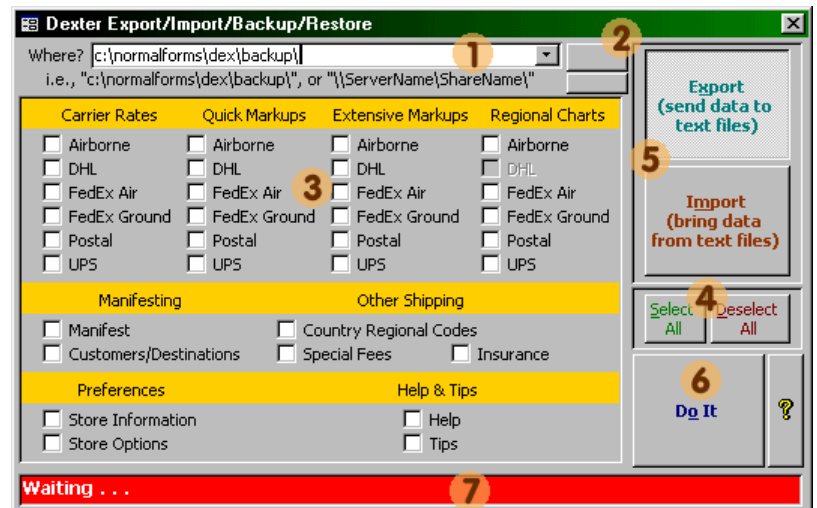
3) You can individually select the type of information you want to export or import, or

4) you can click on either of these buttons to select all or deselect all.

5) You will need to make a choice on whether to export or import. Do remember, importing will eliminate the existing data in your Dexter databases and replace it with what is in the text files. This is dangerous and you should be aware of exactly what you want to do before doing it.

6) Click on the [Do It] button to run the export or import operation.

7) Progress during the export or import is recorded in this red area.



## Options.

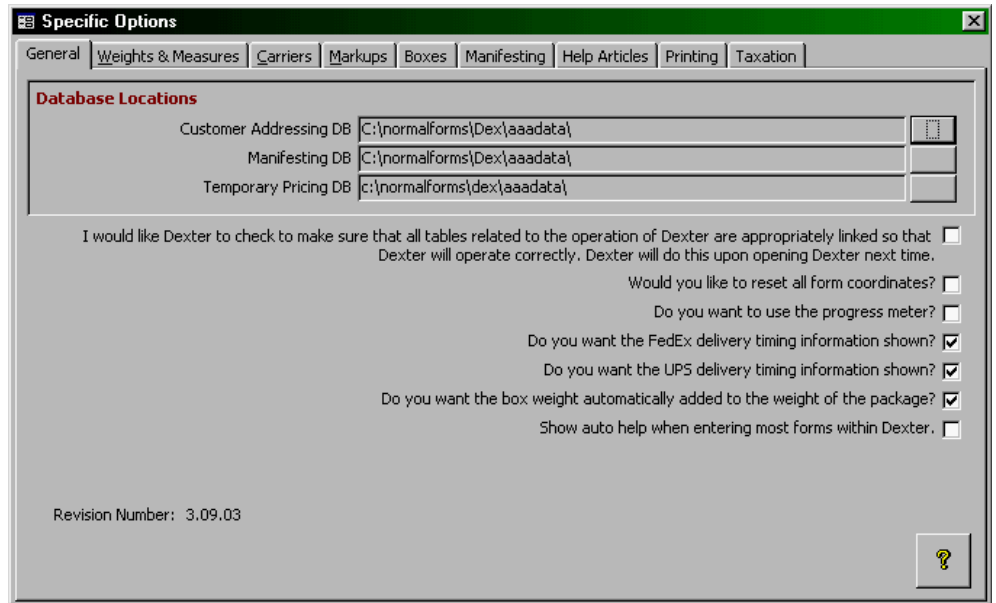
**Store Information.** By selecting this item from the Options menu, you will open a form where you should enter your business information. Business name, owner, address, communication numbers, email and URL, and a motto, if you have one. This information is used on some reports you might print and when licensing Dexter.

**Specific Options.** Most of your non-markup related options will be set here. There are nine tabbed pages on the form. I would like to briefly outline the options you set on each of these pages.

**General.** The General page has many items that you can set. At the top, there are three boxes that you can set with the path to where specific data is kept.

Databases or data files are described as containers where certain types of data are kept. In Dexter, there are quite a few different data containers. These containers have names such as: dta.mdb, mus\_as.mdb, help.mdb, rt\_u.mdb. These containers contain certain types of information. The above mentioned containers contain: customer/destination data, Airborne accessorial data, help articles, UPS shipping rates. Rather than having one big container for everything, we have split 'like' information into separate containers. Why? If we have to redistribute UPS shipping rates (which we have to do annually), for instance, we do not have to replace everything in your container. I don't think you would want us to, for instance, wipe out your customer/destination data just because we had to do a UPS rate increase. So, we separate information out into these containers to protect your data. Most of the time, when we do a revision, or a carrier rate increase, we do not have to mess with your individual business information at all.

To understand the necessity of being able to reset certain data containers outside of the use of the relink manager is so that you can post information into these containers at each individual work station in a networked situation. If you are networked, you will more than likely want to share the markup tables with all of the computers in the system that are running Dexter. The



customer addressing database you may not want to share, or you may want to link it to one of our other programs, i.e., Estie. You can create a separate linking situation for this right here. Manifesting database information you may not want to share either. By having it separate, you can have your manifesting set to run individually on each machine so you can keep track of packages manifested for each computer. The temporary pricing database you most certainly will not want to share. Since this is temporary information about a specific shipment, if you clear it on one computer it will be cleared on all of the other machine, if it were shared.

When opening Dexter after doing a revision, or when first opening as a 30-day trial, you will notice that Dexter will test to see that all data is linked before allowing you to do anything. You can manually ask that Dexter test to see if all data is linked correctly any time you want. Simply check the check box just below the database relinking area, close Dexter and open it again.

If you have a form that seems to have moved off the screen, you can also tell Dexter to reset the form coordinates for all forms on the next opening of Dexter. Check the appropriate check box, close Dexter and open it again.

You can have Dexter use the Progress Meter to test the speed at which Dexter brings up rates. Check the appropriate check box here in the Specific Options area, open the Progress Meter from the menu, Main Stuff, open the shopping form and run a shopping pass to see how quickly Dexter can get your rates up on the screen.

You can set Dexter to show or not to show delivery timing information for Federal Express and UPS. Turning delivery time information off will significantly improve performance when rate shopping, since Dexter will not have to dig this information up for you.

The sixth check box asks if you want the weight of a box from the lookup form to be automatically added to the weight of the package. This is a default setting that can be overridden from the box lookup form. Under most cases, I would imagine, the item to be shipped will already be in a box. In this case, you would not want the weight of the box added to the shipment. So, it would follow, that you would want this set to not automatically add the weight of the box to the item shipped. Like I mentioned, you can also ask that it be added from the box lookup form.

The last check box asks if you want auto help to run. This is an automatic function that brings up the appropriate help screen for each form that you open in Dexter. If you uncheck this box, the help screens will not come up unless you click on the yellow checkmark button on the form you open.

**Weights & Measures.** This page only has two items on it. Both are important, however. The first item asks what type of scale you want to use. You can use a pound/ounce scale or a scale using hundredth of a pound instead. There is also a choice for fudging the size of a box. This is important in that the box size listed on the bottom of a box is an inside measurement. For instance, a 12x12x12 box is more like 12.25x12.25x12.25. To be safe so that you do not have UPS assessing additional fees, you may want a fudge value so that dimming will be more in your favor, instead of the carrier.

**Carriers.** There are but two items on this page as well. The first item allows you to set whether the carrier costs should show when you shop for rates, or not. You should set this the way you want it to happen when you first open the main rate shopping form. You can always toggle the costs on and off using the eyeball button regardless of how you set this. The second area allows you to set which carrier rates you want to show. If you do not do FedEx Ground, uncheck the FedEx Ground box. You can also set the sort order of how the rates should appear on the shopping form. If you want postal rates at the top, change the numbers around so that the carriers you want at the top have the smaller numbers.

A message might appear at the bottom of this page telling you that you will need specific zone charts for certain carriers. This message is on this page because, upon opening the Specific Options form, Dexter checks to see

if all zone charts are available. If a zone chart is not present in your system, the message will appear. You cannot shop for rates for that carrier if a zone chart for that carrier is not available.

**Markups.** On this page you will need to set which type of markup system you will be using.

Dexter has two entirely different markup methods available. The Quick Markup method allows you to set dollar and/or percent markups for each carrier and service. Though this is a limiting system due to the fact that you can not specifically set different markups by zone or by a certain pound range, it does have one advantage-it is quick. You are not allowed to set dollar or percent markups with any more specificity than by an entire service, i.e., UPS Ground. The Extensive Markup method, however, allows you to set markups very specifically-each pound of any particular zone if you like. You must set the method you will be using here, and then set your markups using the tool specifically built for the purpose of setting markups by that method.

As you can see, you can toggle back and forth from one method to the other. You can set markups using both methods and toggle from one method to the other. For instance, if you have set markups using Quick Markups but want to use Extensive Markups as your preferred method, set Quick Markups as your method, work on the Extensive Markups until you have them set correctly, and then come back to Specific Options as simply switch methods. The Extensive Markup method can take some time to tweak so that it is perfect, so having Quick Markups set up as an alternative method makes a lot of sense.

**Boxes.** You can use the Boxes page to setup the shipping boxes you use at your business. Using this area, you can simply set the ones you use as available, or you can add your own by going to the bottom of the list and adding them there. We have added about 500 common boxes that you might use to the list. You can simple check the ones that you use by checking the [Available?] box, and then changing the price to the price you charge for the box.

L	W	D	Description	Price	Weight	Available?	Sort Order?	Dim
40	8	8	Golf Bag	\$3.00	1.10	<input checked="" type="checkbox"/>	1	2560
4	4	4	4 x 4 x 4 (Mug Box)	\$0.40	0.12	<input checked="" type="checkbox"/>	10	64
8	4	4	4 x 4 x 8	\$0.90	0.20	<input type="checkbox"/>	20	128
12	4	4	4 x 4 x 12	\$1.30	0.28	<input type="checkbox"/>	30	192
18	4	4	4 x 4 x 18	\$1.60	0.36	<input type="checkbox"/>	40	288
24	4	4	4 x 4 x 24	\$2.30	0.44	<input checked="" type="checkbox"/>	50	384
28	4	4	4 x 4 x 28	\$2.40	0.48	<input type="checkbox"/>	60	448
30	4	4	4 x 4 x 30	\$2.40	0.52	<input type="checkbox"/>	70	480
36	4	4	4 x 4 x 36	\$2.40	0.60	<input type="checkbox"/>	80	576
40	4	4	4 x 4 x 40	\$2.64	0.72	<input type="checkbox"/>	90	640
48	4	4	4 x 4 x 48	\$3.20	0.80	<input checked="" type="checkbox"/>	100	768
60	4	4	4 x 4 x 60	\$4.20	1.12	<input type="checkbox"/>	110	960
74	4	4	4 x 4 x 74	\$5.00	1.20	<input type="checkbox"/>	120	1184

You can change the sort order (the order in which they appear in the box lookup form), and you can delete those boxes from the list that you will never use. You can change the pricing and the weight of the box if you like.

There are two buttons on this page. The first allows you to show only the boxes that you have selected from the list. It is a toggle button, so you can click it again to show all of the boxes in the list again. The second button will allow you to deselect all of the boxes that have been selected, and it is a toggle too. So, you can click it again to select all of the boxes, though I doubt you would want to select all of them.

**Manifesting.** On this page, you can tell Dexter which reports you want to make available from the manifesting form. You can also set which carriers you can use and, you can delete old manifesting records beyond a set number of days old.

**Help Articles.** When using automatic help, the help article when it appears on the screen has a little statement at the bottom that you can check off if you no longer want to see this article automatically. These checked off articles will appear on this page as being checked. You can uncheck them again and they will appear automatically again. That's all this page is used for.

**Printing.** The information you set here are default values that can be overridden when you go to print shipping labels.

**Taxation.** You can set the tax rate you assess in your area or state, and whether or not shipping is taxed, supplies are taxed, and labor is taxed.

What services do you offer at your store? (Place a check in each checkbox for services you provide)	
Next Day Air Early AM <input checked="" type="checkbox"/>	Canada Express <input checked="" type="checkbox"/>
Next Day Air <input checked="" type="checkbox"/>	Canada Expedited <input checked="" type="checkbox"/>
Next Day Air Saver <input checked="" type="checkbox"/>	Canada Standard <input checked="" type="checkbox"/>
2nd Day Air AM <input checked="" type="checkbox"/>	International Expedited <input checked="" type="checkbox"/>
2nd Day Air <input checked="" type="checkbox"/>	International Express <input checked="" type="checkbox"/>
3 Day Select <input checked="" type="checkbox"/>	
Ground <input checked="" type="checkbox"/>	

**Services Offered.** This area is where you set the carrier services you offer at your business.

All you need to do is click on the carrier button along the left edge of the form and check the boxes adjacent to the services you offer at your business.

These services are usually set in two columns—one is the domestic services available for each carrier and the other column is for their international services.

Prior to revision 3.09.02, Services Offered was listed on the form for each individual carrier, insurance and Quick Markups. We moved Services Offered to its own form to make it easier to edit.

**Price Factoring.** This form is used to create markups for the surcharges and accessories that will be an important part of your Dexter system.

1) Select the carrier whose accessorials you want to work with. You select a carrier simply by clicking on the carrier in the list. When you first open the form, it will automatically be set to UPS.

2) Select the accessorial from the list of accessorials for the carrier you selected at bullet (1).

3) To see the list next to bullet (3), you will need to click on the button at bullet (8). This is a selection list of all of the services offered by a particular carrier. You can click on a service from this list to add or

The screenshot shows the 'Pricing Factors' form. At the top left, a 'Select Carrier' dropdown (1) is set to 'UPS'. Next to it is a 'Select Pricing Factor' dropdown (2) showing 'Additional Handling'. To the right is a list of 'Add/Delete Service From List of Affected Services' (3) including 'UPS--2nd Day Air', 'UPS--2nd Day Air AM', 'UPS--3 Day Select', 'UPS--Canada Standard', 'UPS--Ground', 'UPS--Intl Expedited', 'UPS--Intl Express', 'UPS--Next Day Air', and 'UPS--Next Day Air Early AM'. Below these are two text boxes: 'Description' (4) for 'Additional Handling' and 'Explanation' (5) stating 'Any article that is encased in an outside shipping container made of metal or wood.' and 'Any item, such as a barrel, drum, pail or tire, that is not fully encased in a'. Below the explanation are two side-by-side tables for 'Carrier Factors' (6) and 'Your Factors' (7). Both tables have columns for 'Pricing', 'Percentage', and 'DIM Weight Factors'. The 'Carrier Factors' table shows 'Domestic Rate Air' at \$5.00 and 'Domestic Rate Ground' at \$5.00, with 'International Rate Air' and 'International Rate Ground' both at \$0.00. The 'Your Factors' table shows 'Domestic Rate Air' at \$7.50 and 'Domestic Rate Ground' at \$7.50, with 'International Rate Air' and 'International Rate Ground' both at \$0.00. To the right of these tables is a list of 'This Factor Affects These Carrier Services' (9) including 'UPS 2nd Day Air', 'UPS 2nd Day Air AM', 'UPS 3 Day Select', 'UPS Ground', 'UPS Next Day Air', 'UPS Next Day Air Early AM', and 'UPS Next Day Air Saver'. At the bottom right is a 'Set Carrier Service List' button (8) with a question mark icon.

remove a service to/from the list at bullet (9). Some accessorials are not available for certain services. The services that an accessorial can be used with, should be listed at bullet (9).

4) The description box shows the description of the accessorial you selected at bullet (2).

5) The explanation is an explanation of how the accessorial works, when it is used and how the carrier will handle the special service. This explanation will appear, if there is one, when you move the accessorial to the list of fees you are charging a customer on the shipping rate shopping form.

6) This area shows the way the carrier factors the accessorial fee. It can be a price, percentage or the DIM Weight factor. You will be able to set markups in the bullet (7) area in the same manner the carrier factors their accessorial. Rates will be based on ground, air, domestic and international. You set your markups in the bullet (7) area the same way.

7) This area is used to set your markups for the accessorial you are viewing. This area is not always available since, for instance, DIM Weight Factors, are fixed systems without markup.

8) You can click this button to open up the area where you can select the services to attach to specific accessorials.

9) This is the list of services in which the accessorial can be used.

**Insurance Setter.** This area is where you set your markup for the insurance rates charged by the different carriers. Prior to revision 3.09.02, insurance was set in the six carrier areas.

**Country Information.** This form can be used to adjust international information. You will typically do nothing with the form that appears when you click on Country Information.

**Quick Markup Setter.** This is where you set your rate markups using the Quick Markup method. You can set these markups by switching from one carrier page to another, adjusting the dollar and/or percentage markups as you go. Be sure to do a thorough job so that your markups will be accurate to what you want to do. Notice that on the UPS page in the International Shipping Rate Markups area that will need to set whether you are on the West or East coast. Use the drop-down list to help make your decision. Also, set the correct Canada zone from the drop-down list. If you do not do this, your rates will not come out right. Prior to revision 3.09.02, insurance was set in the six carrier areas.

**UPS Quick Markups**

**Domestic Shipping Rate Markups**

	Dollars	Percent		Dollars	Percent
Next Day Air	\$0.00	50.00%	Letter	\$3.00	0.00%
Next Day Air Saver	\$0.00	50.00%	Letter	\$3.00	0.00%
2nd Day Air A.M.	\$0.00	50.00%	Letter	\$3.00	0.00%
2nd Day Air	\$0.00	50.00%	Letter	\$3.00	0.00%
3 Day Select	\$0.00	50.00%			
Ground	\$0.00	50.00%			

**International Shipping Rate Markups**

Are you located on the East or West coast?

	Dollars	Percent		Dollars	Percent
International Express	\$0.00	50.00%	Letter	\$3.00	0.00%
Intl Expedited	\$0.00	50.00%			

UPS Standard Codes to Canada

Canada Express	\$0.00	50.00%	Letter	\$3.00	0.00%
Canada Expedited	\$0.00	50.00%			
Canada Standard	\$0.00	50.00%			

This markup area is used when calculating Quick Markups. The dollar and percentage markups shown here will be used to calculate an entire carrier service, i.e., Express AM. If you want to set markups more specific to the zone and weight of a package, you should use the Extensive Markup tool, then set Dexter to use Extensive Markups in the Specific Options area.

Use percentages as "0.35" as 35%.

**Extensive Markup Setter.** The Extensive Markup Setter is used to set very specific markups. You can choose a carrier, service, zone, a weight range and then set your markups accordingly.

As you can see by comparing the above image and the image below, the form for doing Extensive Markups is a lot different from the Quick Markup Form. We tried to create a form that would make a seemingly arduous task as doing extensive marking up of rates as easy as possible.

To use the Extensive Markup Setter, you should choose the carrier from the combination box marked "Carrier." Or, you can click on the down-arrow button. At the right edge of the "Carrier" box. Then you should click on the appropriate Domestic or International button. You should then choose the appropriate service from the list of services for the already-selected carrier.

You should then select the zone, if applicable, or choose the "All Zones Use Same Ratio" option. If you choose the "All Zones Use Same Ratio" option, you will be able to set all zones to the same formula you set in the light blue area.

After setting these items, you are ready to set the stuff in the light blue area. In some cases, you will have weights to set, in other cases there will be no weights, *i.e.*, letter rates. Then, you should set a markup amount-percentage and/or dollar increase. Once you have this set, click on the Pencil button to run the markup.

Weight Pounds	Cost	Rate	Markup Rates By		Margin	Last Updated
			Currency	Percentage		
1	\$23.25	\$36.80	\$0.00	58.3000%	36.8287%	1/22/2004 (1:57 pm)
2	\$26.25	\$41.55	\$0.00	58.3000%	36.8287%	1/22/2004 (1:57 pm)
3	\$28.75	\$45.51	\$0.00	58.3000%	36.8289%	1/22/2004 (1:57 pm)
4	\$31.50	\$49.86	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
5	\$34.00	\$53.82	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
6	\$36.75	\$58.18	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
7	\$39.50	\$62.53	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
8	\$42.00	\$66.49	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
9	\$44.75	\$70.84	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
10	\$47.25	\$74.80	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
11	\$49.75	\$78.75	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
12	\$52.25	\$82.71	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
13	\$54.50	\$86.27	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
14	\$56.75	\$89.84	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
15	\$59.25	\$93.79	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
16	\$60.75	\$96.17	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
17	\$62.50	\$98.94	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
18	\$64.25	\$101.71	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)
19	\$65.75	\$104.08	\$0.00	58.3000%	36.8288%	1/22/2004 (1:57 pm)

You should run through these markups until all of the markups have been set the way you want them set. A date will be set on all of the markups you set so you will be able to tell when, and if, a markup has been reset.

Another tool that is important when using the Extensive Markup method is the Bulk Operations tool.

If you have decided to use the Extensive Markup method, you must use the Bulk Operations tool to reset your markups based on the same markup percentages/dollars you have already set previously, when your base carrier rates change.

For instance, when UPS raises their base carrier rates, or if you change your UPS rates to their tier level rates, you should enter the Bulk Markup tool, click on the UPS tabbed control, click on the first option on the page and run the operation. This operation will reset all of the UPS markups based on the markups you already have set in the Dexter system.

If you don't do this, your markups will not change even if the carrier rates change.

From this tool you can also increase or decrease the markups by whatever percentage you have set for that carrier using the option just below the option mentioned above.

You can also go to the All tabbed control and reset all of the markups to zero.

## Downloading and Unzipping Dexter Revisions.

You can go to the B&L Associates web site anytime day or night to download upgrades to the Dexter program. Certain times of the year, we might create new revisions every couple of weeks. For instance, since the UPS/FedEx rate change on January 5, 2004, we have created eight revisions and it is only January 22, 2004. Of course, this will settle down once the program is tweaked to the point that we, and our clients, are satisfied that it is working correctly.



To acquire a new revision you should first find out which revision you are presently at with the program on your computer, or computers. It is important to know this before you download and unzip any files from the web site. You can find the revision number by opening Dexter, clicking on the Help menu and then choosing About this Software. The About this Software form contains lots of information about your installation.

- 1) Revision number. This is what you will need to know before doing a revision to the Dexter program.
- 2) The present serial number of your Dexter application.
- 3) A listing of the carrier rates that Dexter is presently using. If you are using tier rates from UPS or FedEx, this information will be listed here.
- 4) This area tells you that you have zone charts for the 90000-90099 area. This should be the area in which your business is located. Otherwise, your rate quotes will be wrong.
- 5) Shows you the carrier zone charts that are available. If you do not have the Airborne and DHL zone charts listed here, you will not be able to quote rates for these carriers.
- 6) Our address and communications information. If you keep your Dexter application up to date with the most current revisions, this information will always be correct, even if we move or change phone numbers or email address.
- 7) Licensing information for your business. This will tell you where you are in your trial period, or when the next licensing is due to be paid.
- 8) This scroll bar can be used to scroll through the information at the bottom of the form.

Once you know your revision number, you are ready to go to our web site to download the files you need. The web site is:

<http://www.bnl.com>

Once there, you should click on the SEARCH button at the top of any of our web pages. The Information Forum window will appear, choose Dexter as your software program, and type "Revisions" in the box and hit "Search." Some article summaries will appear. Click on the [Get This One] button just below the article entitled "Newest Dexter Revisions." Many areas are available from this page where you can download various things. What we are interested in is the item "Get Dexter Revisions." Click on this link. A page will appear where you can make downloads to revise the Dexter program.

Be sure to follow the directions there explicitly and be sure to download any files you need to your hard drive. Do not try to run them from there. Also, when unzipping, make sure that Dexter is closed.

### Licensing and Relicensing Dexter.

You will need to license Dexter annually.

About 20 days prior to your licensing date, you will get a warning box similar to the one shown above telling you that your annual licensing fee is coming up due.

If you are not ready to pay the licensing fee, you can click on the [Not Yet, But I Will] button.

If you are ready to pay the licensing fee, you should click on the [Pay Relicensing Fee] button. It is in your best interest to pay your annual fee well in advance of your renewal date. If you wait until the last minute, you may find that Dexter will not open for you and it would be unkind of you to then put the pressure on us to get you licensed immediately.

After you click on the [Pay Relicensing Fee] button, another form will appear. See, below image. Fill out the form that will appear. Be sure to read the information carefully and that the form is completely and accurately filled out. Incorrect or incomplete information may delay your licensing, or relicensing, of this program.

Once you have the form filled out, you can get licensed many different way.

**Relicensing Form**

Gary, I have worked my fingers to the bone for you and I need to get paid my \$200.00 annual relicensing fee. According to my records, you have until Sunday, January 2, 2005, which means you have 346 days, before I'm outta here.

Once you have paid the relicensing fee, the fine people at B&L Associates will fax to you a relicensing code to keep you going for yet another wonderful year. Thank you, you kind, generous person!

To get Dexter relicensed, you should click on the 'Pay Relicensing Fee' button below. Then, fill out the form that appears completely and accurately. Click on the 'Print Relicensing Form' or, if you cannot print on the computer you want to get relicensed, 'Create Relicensing File'. You can fax the form to us or, in the case of the file you create, you can send it to us as an email attachment.

You can also send the printed form to us with a check or money order to: B&L Associates, 1701 West 10th Street, Suite 13, Tempe, Arizona 85281

If you have your new relicensing code from B&L Associates, just click on the image to the left, and type the new code in the 'Relicensing Code' box at the bottom of this form and then click on the 'continue' button.

We also suggest that you get Dexter upgraded to the newest revision before aving us produce a relicensing code for you. It is beneficial for you to keep your version of Dexter at the most current revision. If you let this software get too far behind, it may be more difficult to get upgraded.

[Not yet, but I will] Pay Relicensing Fee

Relicensing Code  continue

**Relicensing Form**

Owner Name: First  Last

Store Name

Street Address

City  State  Postal Code

Country

Telephone  Facsimile

Email

Computer

The annual relicensing fee owed for Dexter is \$200.00.

**Payment Information**

Payment Type

Card Number

Exp Date  (example: 1107)

**Software Information**

Date Dexter was first licensed 11/12/03

Date mandatory annual fee is due 1/2/05

Days left before Dexter quits 346

Serial Number **559165795291067**

By relicensing today, you will get another one year of technical support and upgrades.

You can send this printed form along with a check or money order, payable to B&L Associates, 1701 West 10th Street, Suite 13, Tempe, Arizona 85281. Or you can fax your relicensing request to us along with credit card information by clicking on the 'Print Relicensing Form' button below. Or, if you cannot print to a printer on this computer, you can click the 'Create Relicensing File' button below and send the created file to us as an email attachment. Your choice.

We will fax to you a relicensing code after receipt of this relicensing form, or file.

**BE SURE TO FILL THIS FORM OUT CORRECTLY; OTHERWISE, YOUR RELICENSING WILL BE DELAYED.**


1) You can print the relicensing form and fax it to us with credit card information. Once we receive the faxed form, and check the credit card information, we will fax back a licensing form with a code that you will use to get Dexter licensed for another year.

2) You can print the relicensing form and send the form to us along with a check or money order. If you

send a check without the form, or the form without a means of payment, we will not be able to process your licensing request.

3) You can create a relicensing file along with credit card information and then send this file to us as an email attachment. Just fill out the form properly, click on the Create Relicensing File button and then follow the directions that will appear on the screen.

**Relicensing Form**

 Gary, I have worked my fingers to the bone for you and I need to get paid my \$200.00 annual relicensing fee. According to my records, you have until Sunday, January 2, 2005, which means you have 346 days, before I'm outta here.

Once you have paid the relicensing fee, the fine people at B&L Associates will fax to you a relicensing code to keep you going for yet another wonderful year. Thank you, you kind, generous person!

To get Dexter relicensed, you should click on the 'Pay Relicensing Fee' button below. Then, fill out the form that appears completely and accurately. Click on the 'Print Relicensing Form' or, if you cannot print on the computer you want to get relicensed, 'Create Relicensing File'. You can fax the form to us or, in the case of the file you create, you can send it to us as an email attachment.

You can also send the printed form to us with a check or money order to: B&L Associates, 1701 West 10th Street, Suite 13, Tempe, Arizona 85281

If you have your new relicensing code from B&L Associates, just click on the image to the left, and type the new code in the 'Relicensing Code' box at the bottom of this form and then click on the 'continue' button.

We also suggest that you get Dexter upgraded to the newest revision before aving us produce a relicensing code for you. It is beneficial for you to keep your version of Dexter at the most current revision. If you let this software get too far behind, it may be more difficult to get upgraded.

Relicensing Code

4) You can create a relicensing file and send this file on a diskette along with a check, money order, or credit card information.

Once you receive the licensing code back from us (typically, we will just fax it to you), you should enter the code in the box at the bottom of the licensing form and then click on the Continue

button. See, the image to the left. To make the Relicensing Code box available for use, you will need to click on the postman image in the top, left corner of this form.