

FedEx® Advanced

This module utilizes the FedEx gateway to provide real-time shipping calculations in your store.

The Concept...

This module uses the FedEx gateway to provide rates. With that, if the FedEx gateway goes down, the module will not be able to provide real-time rates. However, configurations can be made in your store to notify customers that they will be contacted with actual rates. When configured properly, the module will return accurate rates for each method selected.

Note about compatibility with other modules: Although this module won't interfere with the operation of Miva Merchant's built-in FedEx module, its purpose is to work with the FedEx gateway to return accurate shipping rates. Most users turn off Miva Merchant's built-in feature when running this module.

This module is installed as a Shipping module. [Click here for installation steps.](#)

Accessing the Module...

After installing the module, click on the **Shipping Configuration** link in your Miva Merchant Admin, and click on the **FedEx Advanced** link in the right-hand screen. This is where you will make all configurations for the module.

Account Information...

When you first access the module's admin, you will be presented with the settings screen. This is where you will setup your account information and all default options for the module.

Enable module?

This option enables the FedEx Advanced module. Left unchecked, your store will not utilize its features, which means no methods via this module will be displayed to the customer. We recommend leaving this option off until you've configured the module appropriately.

FedEx Account Information

Here you will need to enter your FedEx Account Number and contact information. Use the same information you have on file with FedEx. The address you enter here has no bearing what rates will be returned.

When entering the account number, DO NOT use dashes or spaces – only the numbers.

Additional Information

You need to tell the module the origination zip code (the zip code you ship from, according to your FedEx account), state and country. You also need to select the Pickup Type (or the drop off method you use), and if you want the rates customers pay to be the rates listed at FedEx.com, or your actual discounted rates.

Origination Zip/Postal code:	<input type="text" value="33193"/>
Origination State/Province: <i>(required in US and CA)</i>	<input type="text" value="FL"/>
Origination Country:	<input type="text" value="United States"/>
Pickup Type:	<input type="text" value="Regular Pickup"/>
Use:	<input checked="" type="radio"/> the FedEx list rate <input type="radio"/> my FedEx discounted rate
Always Use Residential Rates?	<input checked="" type="checkbox"/>
Use commercial if "company" field filled?	<input type="checkbox"/>
Prompt for residential status?	<input type="checkbox"/>
Text of prompt:	<input type="text" value="%checkbox on % Residential address?"/>

Other options will also affect the rates provided to customers:

Always Use Residential Rates?

Checked, this will force the rates to be the highest – for residential delivery.

Use Commercial if "company" field filled?

If the shopper enters anything in the Company field for the Ship-To address, the module will display commercial rates.

Prompt for residential status? (requires the OpenUI)

You can have the module ask the customer if the Ship-To address is that of a business or residence, and can customize how the checkbox is displayed on the screen. Note that some shoppers will opt for commercial status just to save on shipping.

Default Shipping Settings...

All options set on the module's main screen are default options. They will apply to all store products unless you opt to override the defaults with specific categories or products.

Shipping Options & Services

All FedEx shipping methods offered by the gateway are presented under the Available Shipping Methods. Standard FedEx services are noted in orange, and Ground services (including Home) are in green.

Note: *Not all methods will be available to all customers. FedEx will determine which rates are available to the address which has been forwarded to them via this module.*

You can optionally select a FedEx Home Delivery type (none, date certain, evening, appointment).

Optional FedEx Services supported by the FedEx gateway give you more options. Services listed in green are available for FedEx Ground services only.

Sorting Rates:

You can tell the module to sort listings of shipping options based on the rate ascending or descending (lowest to highest, or highest to lowest).

Available Shipping Methods:	
<input type="checkbox"/> 1 Day Freight	<input checked="" type="checkbox"/> 2 Day
<input type="checkbox"/> 2 Day Freight	<input type="checkbox"/> 3 Day Freight
<input checked="" type="checkbox"/> Express Saver	<input checked="" type="checkbox"/> Ground
<input type="checkbox"/> First Overnight	<input checked="" type="checkbox"/> Ground Home Delivery
<input checked="" type="checkbox"/> International Economy	<input type="checkbox"/> International Economy Freight
<input type="checkbox"/> International First	<input type="checkbox"/> International Priority
<input type="checkbox"/> International Priority Freight	<input checked="" type="checkbox"/> Priority Overnight
<input checked="" type="checkbox"/> Standard Overnight	

FedEx Home Delivery type:

Optional FedEx Services:
<input type="checkbox"/> Hold at location
<input type="checkbox"/> Dangerous goods <input type="radio"/> accessible <input checked="" type="radio"/> inaccessible
<input type="checkbox"/> Contains dry ice
<input type="checkbox"/> Inside pickup
<input type="checkbox"/> Inside delivery
<input type="checkbox"/> Acknowledgement of delivery
<input type="checkbox"/> Automatic proof of delivery
<input type="checkbox"/> Non-standard container
<input type="checkbox"/> FedEx Home Delivery signature required?

Sort: none Rate Ascending Rate Descending

A NOTE ABOUT FREIGHT OPTIONS:

The module will display the FedEx Freight options (if configured) to the customer when there are products that qualify (over 150 pounds). The exact details on how it does this depends on what the customer has actually ordered. Also, FedEx Freight options will only work if your FedEx account allows for them.

How it works:

If the only items being ordered are those that would be offered freight options, then the module will offer freight options to the customer just as it would any other methods. Thus, for such an order, only freight options would be offered.

If the order contains mixed items (some freight and some not) then the module must accommodate this by offering standard methods PLUS the freight option. It will do so in this format:

FedEx Ground (\$5.40) + 1 day Freight (\$234)
FedEx Ground (\$5.40) + 2 day Freight (\$200)

After the method is selected it would be saved and displayed on subsequent pages as:
FedEx Ground + 1 day Freight: \$239.40

Package Information

In order to return rates as accurate as possible, you need to tell the module what type of packaging will be used, box weight, how many products can fit into the box, maximum package weight, and other information.

Note: Configuring the module properly may take some trial and error. Keep in mind that the settings here are defaults, and can be overridden by individual product settings.

Package Type:

Different rates are returned based on the type of packaging used.

Box Weight:

Enter the weight of the box you use to ship products. It may help to come up with an average box weight, which will be added to the overall order weight once per each package.

Max # products per package:

This option controls how rates are calculated based on the number of boxes that will be shipped.

Max weight per package:

This option controls how rates are calculated based on the number of boxes that will be shipped. Used in conjunction with the maximum number of products per box, the module will know when to start a new package.

Weight Unit:

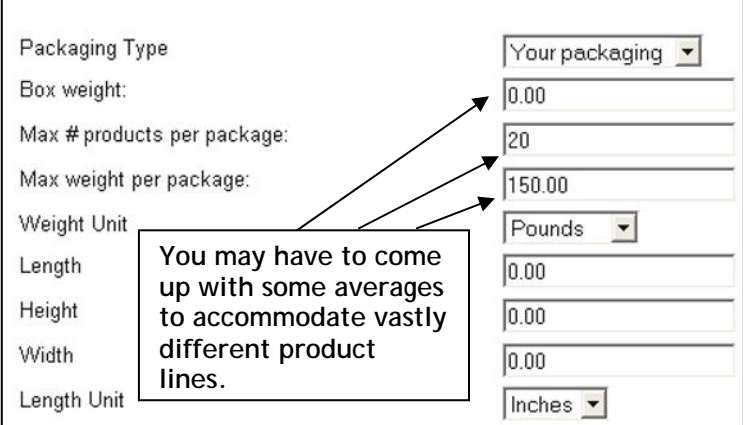
Choose the type of weight unit you use – this should be set to the same unit that the store is using. To check what unit the store is using, in your Admin Menu, click your store's link, and on the right-hand side click the Settings link.

Length, Height and Width:

These are the package dimensions used by the module to determine if the package is subject to additional shipping charges due to its size. It is not necessary that they be entered in any specific order (i.e. it does not matter if you don't enter the longest dimension into the "length" field). The module will sort them to properly determine which is the longest dimension. If the dimensions are left at 0, the package will automatically NOT be assessed dimensional weight.

Length Unit:

Select the unit of measurement for the data you put in the Length, Height and Width fields.



The screenshot shows a form with the following fields and values:

Packaging Type	Your packaging
Box weight:	0.00
Max # products per package:	20
Max weight per package:	150.00
Weight Unit	Pounds
Length	0.00
Height	0.00
Width	0.00
Length Unit	Inches

A callout box with the text "You may have to come up with some averages to accommodate vastly different product lines." has three arrows pointing to the Box weight, Max weight per package, and Weight Unit fields.

Handling Charges

You can set handling charges per order, per package, per product or just for specific products (via the product itself). Handling charges can be applied as dollar amounts or as percentages.

Extra Handling Charge:	<input type="text" value="0.00"/>
How to charge handling?	<input checked="" type="radio"/> once per order <input type="radio"/> per package <input type="radio"/> per item
Charge as percentage?	<input type="checkbox"/>
Handling charge cap	<input type="text" value="0.00"/>
Charge for orders w/ only free shipping?	<input type="checkbox"/>
Handling charge for:	<input type="text" value="7.00"/> 2 Day <input type="text" value="5.00"/> Express Saver <input type="text" value="2.00"/> Ground <input type="text" value="2.00"/> Ground Home Delivery <input type="text" value="15.00"/> International Economy <input type="text" value="9.00"/> Priority Overnight <input type="text" value="8.00"/> Standard Overnight
Handling as a percentage?	<input type="checkbox"/>

If charging as a percentage, enter the actual percentage amount. I.e. 7.00 is 7%; .07 is 0.07%

You can also set a **cap** for handling charges. To do this, enter the highest handling charge possible in the **Handling charge cap** field. For example, if you set handling to be applied at 8% of the order, with a handling cap of \$12.00, then any order above \$150.00 will only be charged \$8 handling.

You can also opt whether or not charges are applied to orders configured for free shipping. If you want handling charges to be applied to orders that qualify for free shipping, check off the **Charge for orders w/ only free shipping** box. If you do not want the charge to be applied to those orders, leave the box unchecked.

Configuring Free Shipping

Whether it's for a temporary special or a permanent promotion, you can configure the module to give free shipping for certain methods, or offer the free shipping only when the subtotal of the order has reached a specific amount.

Free shipping for:	<input type="checkbox"/> 2 Day <input type="checkbox"/> Express Saver <input type="checkbox"/> Ground <input type="checkbox"/> Ground Home Delivery <input type="checkbox"/> International Economy <input type="checkbox"/> Priority Overnight <input type="checkbox"/> Standard Overnight
Free shipping if over:	<input type="text"/> 2 Day <input type="text"/> Express Saver <input type="text"/> Ground <input type="text"/> Ground Home Delivery <input type="text"/> International Economy <input type="text"/> Priority Overnight <input type="text"/> Standard Overnight

If you want to offer free shipping regardless of the order subtotal, check off the method under the **Free shipping for** section. If you want to offer free shipping based on the order subtotal, enter the subtotal (no \$) next to the appropriate method in the **Free shipping if over** box.

Note: If you enter a subtotal for a free method AND check the box under Free shipping for, then the method will be offered free regardless of the subtotal. The Free shipping for will override the "if over" option.

Configuring Discounted Shipping

You can discount shipping by dollar amounts or as percentages. Why would you discount shipping? Some do this to offset the list rates due to average packaging configurations, and others do it as a special promotion to customers.

Discount shipping for:	<input type="checkbox"/> 2 Day	<input type="checkbox"/> Express Saver
	<input type="checkbox"/> Ground	<input type="checkbox"/> Ground Home Delivery
	<input type="checkbox"/> International Economy	<input type="checkbox"/> Priority Overnight
	<input type="checkbox"/> Standard Overnight	
	Discount as a percentage? <input type="checkbox"/>	

If charging as a percentage, enter the actual percentage amount. I.e. 7.00 is 7%; .07 is 0.07%

Custom Method Message Displays

You have control over method messages appearing in the shipping selection list. For example, if the order qualifies for free shipping you can have the method display as, "September Blast – FREE SHIPPING (7-10 days)". You would enter this in the Message if "free shipping only" box.

Message if "free shipping only"	<input type="text" value="Free Shipping"/>
Message if "handling charge only"	<input type="text" value="FedEx Shipping"/>
Show "free" msg. if "zero weight"?	<input type="checkbox"/>
Drop down message:	
	2 Day <input type="text"/>
	Express Saver <input type="text"/>
	Ground <input type="text"/>
	Ground Home Delivery <input type="text"/>
	International Economy <input type="text"/>
	Priority Overnight <input type="text"/>
	Standard Overnight <input type="text"/>
Append Message?	<input type="checkbox"/>

Be careful with this option, as it means if you forgot to add a product weight to any items, the customer will think he/she is getting free shipping.

Zero-Weight Messages:

By default, if no shipping methods are available due to products having a weight of zero, the customer will receive a message stating the system was unable to calculate shipping charges, and that the customer will be contacted later. If you have purposely left product weights at zero to provide free shipping, you can check off the **Show "free" message if "zero weight."**

Append Message:

You can opt to append a message to the actual shipping label (2 Day, Express Saver), OR you can replace that label. To replace the label, leave the Append Message box unchecked.

Special Token Usage for Freight Options:

There are tokens that can be used in the "Drop down message:" fields to display the freight data and the total cost:

%freight_cost%	the formatted cost of just the freight method
%freight_name%	the name of the freight method
%cost%	the cost of just the non-freight method
%total_cost%	the total cost of the two methods combined (i.e. cost of "non-freight" method + freight method)

A conditional token, in the format of:

%begin_freight% %end_freight%

will display the contents between them only if there is a freight method combined with that method.

For example, if you wanted to display the FedEx Ground Home Delivery method such that it appeared "normally" if there was no freight component but otherwise wanted to display the freight method and the total cost you could use, in the "Ground Home Delivery" field of the "Drop down message" section:

FedEx Ground Home Delivery (%cost%) %begin_freight%+ %freight_name% (%freight_cost%) Total:
%total_cost% %end_freight%

The %cost% token would be replaced with the cost of the Home Delivery method, the contents between %begin_freight% and %end_freight% would be displayed only if there was a freight method combined with the home delivery. In the latter case this would appear as:

FedEx Ground Home Delivery (\$5.60) + 3 Day Freight (\$200.50) Total: \$206.10

FedEx Gateway URL

Should the gateway URL change, it would need to be updated here. However, DO NOT CHANGE this URL unless specifically instructed to do so. Changing it could render the module useless.

Logging Errors

If you are having trouble with the module returning rates, checking off this option will write errors to a log, which can be very useful when troubleshooting. The error log is one of the first places we'll look when troubleshooting connection issues. ***See the troubleshooting section at the end of this document for more details of the this feature.***

Individual Product Settings

If you need to configure shipping methods and charges for a specific product, you can do so. Product Settings will override the module's Default Settings.

Why would you configure individual products? If you have products that ship from another location, or products that are so large they must ship alone, you'll want to override the default settings. Some also use this option to provide free shipping for only specific products, which may or may not ship separately.

To configure a product's individual settings, open the product for editing in your Admin, then click on the FedEx Advanced tab on the product's edit screen.

Permit Category settings to override?	<input type="checkbox"/>	← If you want this product's settings to stand above any category settings you may create, leave this box unchecked.	
Extra Handling Charge:	<input type="text" value="3.00"/>		
How to charge handling?	<input checked="" type="radio"/> once per order	<input type="radio"/> per package	<input type="radio"/> per item
Omit option: (if product is ordered)	<input type="checkbox"/> 2 Day	<input type="checkbox"/> Express Saver	
	<input type="checkbox"/> Ground	<input type="checkbox"/> Ground Home Delivery	
	<input checked="" type="checkbox"/> International Economy	<input checked="" type="checkbox"/> Priority Overnight	
	<input checked="" type="checkbox"/> Standard Overnight		
Free Shipping?	<input type="checkbox"/>		

Omit Shipping Options

If there are specific methods that CANNOT be used for this product, check them off. If the product is ordered, the customer will not receive those methods during checkout.

Free Shipping?

You can configure individual products to receive free shipping, regardless of the product's weight.

Shipping in Separate Packages

This is the most common reason for using individual product settings – it means that this product **MUST** ship in its own package. If the **Ship in Separate Package** option is checked, you'll want to then configure the remaining options, which are similar to those you set in the Default Settings for the module.

However, there are a few extra settings you can use for handling unique products.

Origination Zip Code:	<input type="text" value="30024"/>
Origination State:	<input type="text" value="GA"/>
Origination Country:	<input type="text" value="United States"/>
<hr/>	
Max Quantity Per Box:	<input type="text" value="1"/> <small>(limit for FedEx Home Delivery is 70lbs)</small>
OR	
Split into how many boxes:	<input type="text" value="1"/>
Split for weight (xx yy etc.)	<input type="text"/>
Split for cost (xx.xx yy.yy etc.)	<input type="text"/>
<hr/>	
Pickup Type:	<input type="text" value="Regular Pickup"/>
Use Residential Rates?	<input type="checkbox"/>

Max Quantity Per Box

What happens if the customer orders 12 of this item? If they can all ship in their own box, you'll want to enter "12" here. But if each must ship in its own box, enter a "1."

Split into how many boxes

Products containing multiple components may have to ship in more than one package. For example, a stereo's speakers may have to ship in their own boxes, and the main components in a third box. In this case, we'd need to put a "3" in the **Split into how many boxes** input. Then, we need to tell the module the weight of each box.

The box weight is to be entered in the format of:

WEIGHT of Box 1|WEIGHT of Box 2|WEIGHT of Box 3 – the three are separated by the PIPE delimiter. So if the two speaker boxes are 20 pounds each, and the component system is 45 pounds, we would enter it as: 20|20|45

You may also want to enter a price (or valuation) for each box, which can be used when configuring insurance. If you estimate the speakers to be worth \$250 each, and the component system \$900, you would enter this as: 250|250|900

Individual Category Settings

If you need to configure shipping methods and charges for all products assigned to a specific category, you can do so. Category Settings will override the module's Default Settings, and can also override product settings.

There is one caveat when using this option. If you have assigned products to multiple categories, the module will use the category configuration for the first category for which it finds the product is assigned. There's no way for the module to know which specific category a product was purchased from.

To configure a product's individual settings, open the product for editing in your Admin, then click on the FedEx Advanced tab on the product's edit screen.

The screenshot shows a form titled "Override product settings?" with a checked checkbox. Below this, there is a section for "Extra Handling Charge:" with a text input field containing "0". Underneath, the question "How to charge handling?" is followed by three radio button options: "once per order" (selected), "per package", and "per item".

The next section is "Omit option: (if product is ordered)", which lists several shipping options with checkboxes: "2 Day", "Express Saver", "Ground", "Ground Home Delivery", "International Economy", "Priority Overnight", and "Standard Overnight". A callout box with an arrow pointing to the "Ground" checkbox contains the text: "You can omit options from being available if anything from this category is purchased."

At the bottom of the form, there is a "Free Shipping?" checkbox which is currently unchecked.

Override product settings?

If checked, the category's settings will override any individual product settings for products assigned to this category, UNLESS a product has been configured to not allow the category to override.

Ship in Separate Package?

You can create separate package options category wide. Refer to Individual Product Settings for more details about these options.

Troubleshooting FedEx Advanced

The number one call for support on this shipping module is misconfiguration by the user. With that, we think it's important you understand how this module works, its limitations, and common issues faced by users.

How the Module Works

As with any shipping module, this module generates a list of available FedEx shipping methods, with the associated rates for each, from which the customer selects their desired shipping method. Configured properly, the module will return the exact rates the same configurations of product weights, packaging and "from" zip code will at FedEx.com.

Unlike a standard shipping module, FedEx Advanced lets you set products to be shipped independently.

Here's how it goes about generating the list of criteria it sends to the FedEx gateway, and how rates are returned to the customer:

1. The module goes through the basket one item at a time and checks to see if each item is to be shipped separately.
2. If items are to be shipped independently, it calculates the rate for the various methods for that product (using the configuration options set for it on the individual product configuration screen), keeping a running total of the shipping rate for each method as it goes along.
3. After it has gone through the entire basket, it sorts the remaining products (i.e. those that are not configured to be shipped separately) into boxes to determine the minimum number of packages to use. The "Max weight per package" and "Max # products per package" settings are used to limit how much can be shipped in each package. The weights for these individual packages are then used to calculate for each package a shipping rate for all of the methods (using the options set on the main configuration screen). These determined rates are then added to the rates determined for the products shipping separately to produce a final rate for each FedEx method.

Note that the method used to determine the number of boxes to use to pack the products is not 100% accurate. Unfortunately, a method assured to that degree of accuracy would take so long to run and require so much computer power that no one would ever be able to check out of your store! However, the method used, called a "first fit bin packing" algorithm is sufficiently accurate to assure that extra shipping won't be calculated for the relatively small number of boxes sent by the typical merchant. As the number of necessary boxes increases, the chance of mispacking the boxes increases. In all instances the total weight that shipping is calculated for will be the same; the total weight of the products purchased. And if the method mispacks, it will always be in the favor of using too many boxes.

Limitations

There are some limitations, however. It is impossible for you, the merchant, to input dimensions for each individual product and dimensions of every possible box, and allow the module to figure out just which box the products will be packaged in, and exactly how many boxes would be used. Such a feature would likely run scores of thousands of dollars, and it's not a dire need for most merchants. With that, we recommend you average out your box size and number of items that can fit within them to meet a happy medium.

This does not mean the shipping rates returned will be inaccurate to the module's configuration, but you probably will see some flexibility in the actual costs of shipping based on using a different box size or number of boxes than what you have configured in the module.

The FedEx Gateway

This module relies on the FedEx Gateway. That means if the gateway goes down, the module will not be able to return rates to your customers.

Shipping Method Error Screen

If no shipping method (by this or any other module) is available to the customer, the customer may be prompted with a Fatal Error screen (generated by Miva Merchant). Most likely instead you'll want the customer to be told that rates are not available at the time, but still allow the customer to checkout.

To display a message and still allow the customer to checkout, you'll need to uncheck an option in your store's settings.

1. In your Miva Merchant Admin Menu, click your **store's link**.
2. In the right-hand screen, click the **Settings** link.
3. Uncheck the **Require Shipping** boxes.
4. Click **Update**.

Units of Measurement (Weight):	<input type="text" value="pounds"/>
Basket Timeout (Minutes):	<input type="text" value="60"/>
Price Group Overlap Resolution:	<input type="text" value="Lowest Price"/>
Sales Tax Calculation:	<input type="text" value="Shopper Selected Sales Tax"/>
Currency Formatting:	<input type="text" value="US Currency Formatting"/>
	<input type="checkbox"/> Require Shipping
	<input checked="" type="checkbox"/> Require Tax
	<input type="checkbox"/> Require Shipping for Free Orders

Now, if no methods are available, the customer will receive the message:
Unable to calculate shipping.

And on the checkout screen it will say:
Shipping: To be determined later.

How to get around this.

There are a few ways to get around this issue. The first is, if you are informed of a scheduled outage by FedEx, get another shipping method in place as a fall back for that time period.

The second is to consider a secondary shipping module—even if it's with another carrier.

And, to keep from scaring customers by the message, you may want to modify what is displayed. The **Other Page Templates** module will let you do this.

Be Logical with the Settings

Most reported errors aren't really errors—usually the module is calculating correctly according to the configuration. With this, you need to be aware of some key points:

- **Not all** possible methods are available via the FedEx Gateway. Specialty shipping methods may not be an option. The module lists all possible methods that are supported by the gateway. Anything other than those methods cannot be configured.
- **If you offer Ground, offer Home** as well. Some international methods require the Home option, regardless of whether or not it's a commercial or residential address.
- **FedEx does not ship *everywhere.*** Some countries are not serviced by FedEx, so the module will not be able to return rates for those countries.
- **Think about your packaging, your weights and your costs.** You may want to use some FedEx bills to help configure the appropriate methods of calculations.

- **Configuring properly takes time.** Expect to spend a few hours configuring the module to best suit your needs.
- **Test your configurations.** We highly recommend you place several test orders with varying Ship-To addresses to determine if you have the module configured the way you want.

The Error Log...

After testing all configurations, the module's error log is the next step in determining actual problems.

If you have just turned on the log, you need attempt a test order in order to have the error logged to the file.

To download the log:

1. Connect to your site via FTP or control panel
2. Navigate to the DATA directory (normally, mivadata or htldata)
3. Navigate to the Merchant2 directory (this may be named differently based on any prior upgrades) and to the store's directory (normally 00000001, but this could be 02, 03, etc.)
4. Navigate to the BROK_FEDEX directory – there you should see an error.dat file

So, on a standard installation, the file should be in:

mivadata/Merchant2/00000001/BROK_FEDEX/

If you are unable to locate your store's data directory, contact your host.

After downloading the file you can open it in a standard text editor to view the actual error messages. If you are unable to understand the error log messages, you may submit a copy of the log file to a support ticket at our site.

Installing FedEx Advanced

1. In the Miva Merchant Admin Menu, click the ► next to **Modules**.
2. Click **Add Module**.
3. Use the upload button to upload the **BROK_FEDEX.mvc** (or .mv if running MM version 4.13 or lower) to the store.
4. Once uploaded, click the **Add** button.
5. Click the ► next to your store's link.
6. Click the **Shipping Configuration** link.
7. In the right-hand screen, check off the box next to **FedEx Advanced** and click **Update**.
8. At the top of the screen, click the **FedEx Advanced** link.
9. Enter your license key and agree to the terms.
10. Click **Update**.

Updating/Upgrading FedEx Advanced

From time to time updates may be made to fix issues or add more features. To see if there are updates available for this module, you can click the upgrades link in the module's admin at any time. If one is available, you can download the file and follow the instructions on updating the module.

Obtaining Support

Standard support for this module is offered free of charge via the Support Desk. Standard support covers initial installation issues, confliction issues and standard usage of the module.

Some issues may be considered advanced, such as requests that require custom coding or configuration. Services are offered for this type of support or work. Please inquire.

Before contacting support, please double-check your settings against this document, and visit the [Module's FAQ section](#).