Q: How is RateWare XL delivered?

It is delivered via web service.

Q: I already have RateWare. Can I migrate to RateWare XL without disruption to my business?

SMC³ wants to make this process as easy as possible. RateWare XL can be set up to run parallel to your existing version of RateWare until the migration is complete.

Q: What happens if my company decides to remain on our legacy RateWare system?

On April 17, 2013, SMC³ will no longer enhance, develop or support tariff data modules for RateWare legacy applications (RateWare DLL, RateWare Server, RateWare COM and RateWare Linux). Technical support for the legacy applications as well as annual ZIP code updates for CzarLite replacement modules will still be available.

Q: Does RateWare XL still support SMC³'s wide number of tariffs?

Yes, all new tariffs and many historic tariffs are built to work in RateWare XL.

Q: Does RateWare XL work with other SMC³ products?

Yes, RateWare XL was designed in coordination with new versions of other existing and upcoming products. All are designed to be delivered as component offerings through web services delivery.

Q: What operating system (OS) is required for Rateware XL?

RateWare XL is a web service and therefore it is not OS specific. It is available across all platforms.

Q: RateWare is a critical component of my business and I've never used an SOA service before. How will this be easier for me?

All of SMC³ hosted products are built with mission critical support and security across multiple data center locations 24/7/365. We've made an extensive investment in network security and delivery with redundant sites and high availability. Because RateWare XL is a web service, it seamlessly integrates into any platform. It is available anywhere, any time through the internet, and is easily upgradeable to support additional functionality.

Q: What are the differences between older versions of RateWare and RateWare XL?

RateWare XL is faster, more flexible and offers a whole new suite of features and functionality to handle your pricing needs. RateWare XL was designed and built from the ground up with rating speed as a top priority. RateWare XL is also capable of handling multiple transportation modes and rate types, making it a single, comprehensive solution for your rating and pricing technology needs.

Q: How will I benefit from transitioning to RateWare XL?

The legacy RateWare technology requires significant maintenance and updates. SMC³ designed the XL solution to be faster and easier to integrate into your IT environment. The service oriented architecture (SOA) model allows us to dynamically update data and deliver enhanced functionality. That means no more data module installations or zip code updates. We take care of that for you.

Q: Can I still get transit times and direct/indirect information through CarrierConnect® XL?

Yes. A separate call can be made to CarrierConnect XL to retrieve routing information via a similar web service call.

Q: Does RateWare XL support small package tariffs?

Yes. Small-package rating capabilities empower customers to optimize small-shipment rating via UPS and FedEx. RateWare XL and BatchMark XL feature rating information for FedEx express, ground, home delivery, overnight and

two-day services; for UPS, the tools can return pricing information concerning next-day, two-day, three-day and ground shipments.

Q: How about Density rates?
Yes, RateWare XL is specifically designed to handle multiple rate formats, including density.

Q: Does SMC³ publish any stats on uptime for your data centers and the XL service?
Yes, stats are available upon request.

Q: What percentage of the production load can your Disaster Recovery site handle?
100%

Q: Does the vendor perform Disaster Recovery testing?
Yes, monthly.

Q: What kind of password security does RateWare XL support?
Security is handled with a MD5 hash encryption password sent in separate readable emails and authentication token.

Q: How quickly can I get up and running?
An advantage of web services delivery is its relative simplicity and straightforward approach. Getting access to and using the web service can be done in several hours (versus weeks). Getting the data as a service provides great flexibility for integrating with your systems and processes.

Q: What is the cost of RateWare XL?
RateWare XL cost is scaled to the size of the enterprise which uses the system or process application. There are other pricing formulas for specific market niches, such as freight audit or shipment optimization.

Why SMC³?
SMC³ is the leading LTL data and solutions provider to the freight transportation community. More than 5,000 North American shippers, carriers, logistics service providers (LSPs) and freight-payment companies rely on our sophisticated LTL base rates, content, and expert bidding and planning tools to make the best business choices, achieve higher return on their transportation investment, and meet the dynamic demands of the market.

When SMC³ products and services are part of your transportation strategy, your organization succeeds, with increased information visibility and accessibility, decreased costs, and better planning and transportation results.

To find out how transportation pricing can work for you, visit www.smc3.com or contact SMC³ Sales at sales@smc3.com or 800.845.8090.

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