Adobe FedEx Kinko's FAQ
Version 2.0
For External Use

Q. Why did Adobe make the decision to remove the FedEx Kinko's functionality from Adobe Reader and Acrobat?
A. It was clear that the wider print community was unhappy. We worked with FedEx Kinko's to modify the availability after listening to the concerns of the print community.

Q. Can customers today use the "Send to FedEx Kinko's" feature in versions of Adobe Reader and Acrobat that currently include the functionality?
A. Yes.

Q: Will the updates to Adobe Reader and Acrobat be automatic or will customers have to proactively download them to remove the "Send to FedEx Kinko's" function?
A. Customers will receive the updates through the standard Adobe software update system. It is up to our customers to accept the update and install the new versions of the software.

Q. If customers do not install the updates to Adobe Reader or Acrobat will they still be able to use the "Send to FedEx Kinko's" function?
A. Yes, it will still work.

Q. How will the software updates from Adobe work?
A. The installation of the October updates to Adobe Reader and Acrobat will remove the FedEx Kinko's button and menu item if the software had already been updated to version 8.1. After the updates are released in October, customers will still be able to download a version of Adobe reader, with the FedEx Kinko's button, only from the FedEx Kinko's website (fedexkinkos.com or fedEx.com).

Q. Can customers disable the "Send to FedEx Kinko's" functions themselves before the updates to Adobe Reader and Acrobat become available?
A. Yes. Details can be found at:
http://kb.adobe.com/selfservice/viewContent.do?externalId=kb401726

Q. Can't Adobe take out this functionality now instead of waiting until October?
A. We are implementing these changes as quickly as we can. However, we need time to write and test the software. Adobe Reader and Acrobat are critical pieces of software for tens of millions of customers and we have to be sure the software we deliver is up to its usual quality.

Q. How can print service providers get their own online services integrated with Adobe products?
A. We believe that the addition of outputting to print providers from our products is something that customers value. We plan to work with our partners, via the Print Advisory Council, to explore some new ways of integrating this functionality into future Adobe products.