



ShipHawk-Acumatica Connector 4.1

Release Notes

February 24, 2023

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Overview

The ShipHawk-Acumatica Connector 4.1 is an application that connects ShipHawk to the Acumatica ERP system. The application is an Acumatica Certified Application (ACA): it adheres to standards set for Acumatica integration and functionality.

Please contact your ShipHawk account manager or solutions engineer to get a copy of the ShipHawk-Acumatica Connector 4.1 package.

This release includes new features and minor issue fixes.

Requirements

Acumatica Versions Supported

ShipHawk-Acumatica Connector 4.1 only supports the following versions of Acumatica:

- 2022 R1
- 2022 R2

Acumatica License Requirements

Acumatica Modules

The ShipHawk solution requires following modules to be enabled:

- Distribution module

Minimal License Tier

In alignment with Acumatica ERP license tier restrictions, the minimal recommended Acumatica ERP license tier needed for the ShipHawk-Acumatica Connector is:

- S License Tiers

Installation

Important: ShipHawk recommends that you work with your Acumatica VAR to update packages because there may be dependencies.

For information on installing the ShipHawk-Acumatica Connector, see the [ShipHawk-Acumatica Connector Installation Guide](#).

New Features

The following provides an overview of the new features in the ShipHawk-Acumatica Connector 4.1 release.

Mapping Shipping Methods for ‘Ship Via’ Field

Background: A shipping method identifies a carrier and service for shipping goods. On a Sales Orders form in Acumatica, the Ship Via field identifies the shipping method for fulfilling the order. The value can be selected from a lookup on the Ship Via field; those values are defined in Ship Via Code records, where the Ship Via value is a string, such as “FedEx.” However, many carriers offer multiple services, so each carrier service may need to have its own Ship Via Code record. Rather than just “FedEx”, you would have “FedEx First Overnight”, “FedEx 2Day”, and so on. Note that each Customer record in Acumatica can specify a default Ship Via value for shipping to that customer, selected from the defined Ship Via Codes. Additionally, depending on your business requirements, the Ship Via field value on the Sales Orders form can trigger Business Events in Acumatica. While Acumatica uses the Ship Via field to represent both the carrier and service, ShipHawk represents carrier and service with two distinct fields, Carrier Name and Service Name.

Prior to this release, on a Sales Orders form, when you clicked the SHIPHAWK RATES button and got rates from ShipHawk, ShipHawk’s Carrier Name field was then used to find a matching Ship Via Code record in Acumatica, which was then used to populate the Ship Via field on the Sales Order. Now you

can set up a mapping of shipping methods in ShipHawk (Carrier Name and Service Name) to the shipping methods in Acumatica (Ship Via Codes).

In this mapping:

- One or more ShipHawk shipping methods can map to one shipping method in Acumatica, but the mappings from ShipHawk to Acumatica must be unique: a ShipHawk shipping method must map to only one shipping method in Acumatica.
- A ShipHawk shipping method will be represented as Carrier Name and Service Name added together. For example, if the Carrier Name is “FedEx” and the service is “FedEx Ground”, the ShipHawk shipping method will be “FedEx - FedEx Ground”.

Defining Default Ship Via

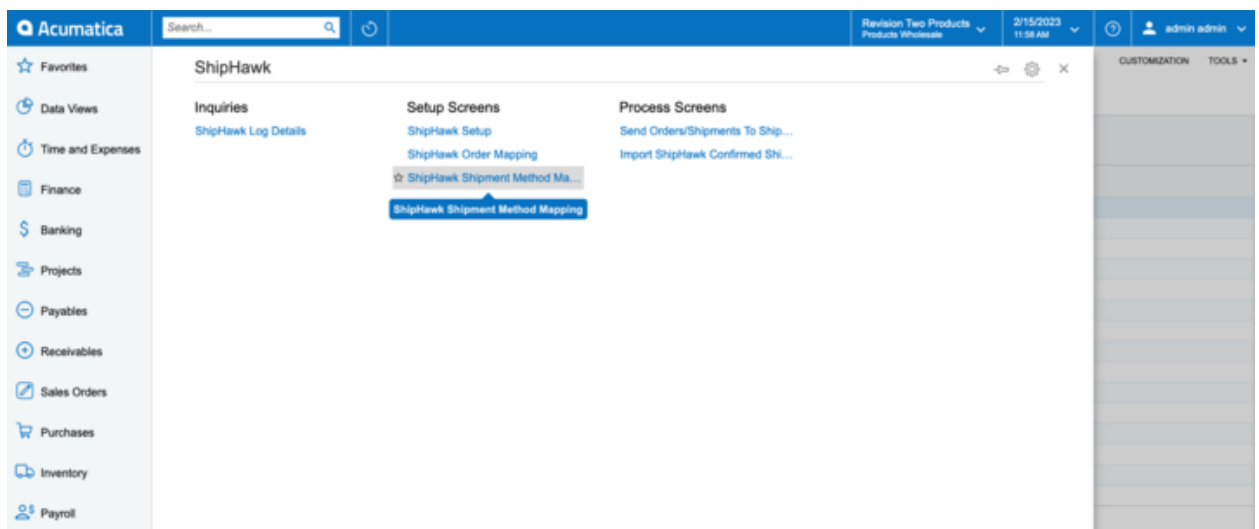
Important: Starting with this release, you must define a Default Ship Via setting so that if no mapping is found, the Default Ship Via is used. To define this default:

1. In Acumatica, select **ShipHawk > Setup Screens > ShipHawk Setup**.
2. In the **Default Ship Via** field (in IMPORT SHIPMENTS SETTINGS), select the default Ship Via Code.

Defining Shipment Method Mapping

To define a shipment method mapping:

1. Select **ShipHawk > Setup Screens > ShipHawk Shipment Method Mapping**.



2. Set up a new shipment mapping.

For example, map Acumatica's Ship Via Code "FEDEXGROUND" to ShipHawk Carrier "FedEx" and ShipHawk Service "FedEx Ground":

The screenshot shows the 'ShipHawk Shipment Method Mapping' configuration page in Acumatica. The top navigation bar includes the Acumatica logo, a search bar, and user information (Revision Two Products, Products Wholesale, 2/15/2023 11:58 AM, admin admin). The left sidebar contains navigation options like Favorites, Data Views, Time and Expenses, Finance, Banking, Projects, Payables, Receivables, Sales Orders, Purchases, Inventory, Payroll, Dashboards, and More Items. The main content area displays the mapping configuration. At the top, it shows 'Default Ship Via: BCSHIP'. Below this is a table with the following columns: Acumatica ShipVia Code, Acumatica ShipVia Description, Shiphawk Carrier, and Shiphawk Service. The table contains the following rows:

Acumatica ShipVia Code	Acumatica ShipVia Description	Shiphawk Carrier	Shiphawk Service
BCSHIP	BigCommerce Ship Via		
FEDEX1	FedEx Overnight		
FEDEX2	FedEx Two Day		
FEDEXGROUND	FedEx Ground		
FEDEXINTL	FedEx International		
FEDEXN	FedEx Native		
LOCAL	Local Delivery Service		
SHOPIFYSHIP	Shopify Ship Via		
UPSGROUND	UPS Ground		
UPSINTL	UPS International		
UPSNEXTDAY	UPS Next Day		
USPSFIRST	USPS First Class		
USPSINTL	USPS Priority International		
USPSPRIOR	USPS Priority Mail		
WILLCALL	Will Call		

Now, on the Sales Orders form, when you get rates from ShipHawk and use FedEx as the carrier and FedEx Ground as the service, the Ship Via field value will be updated to "FEDEXGROUND".

3. On ShipHawk Shipment Method Mapping, Note the **Default Ship Via** setting. This setting will be used if there is no match.

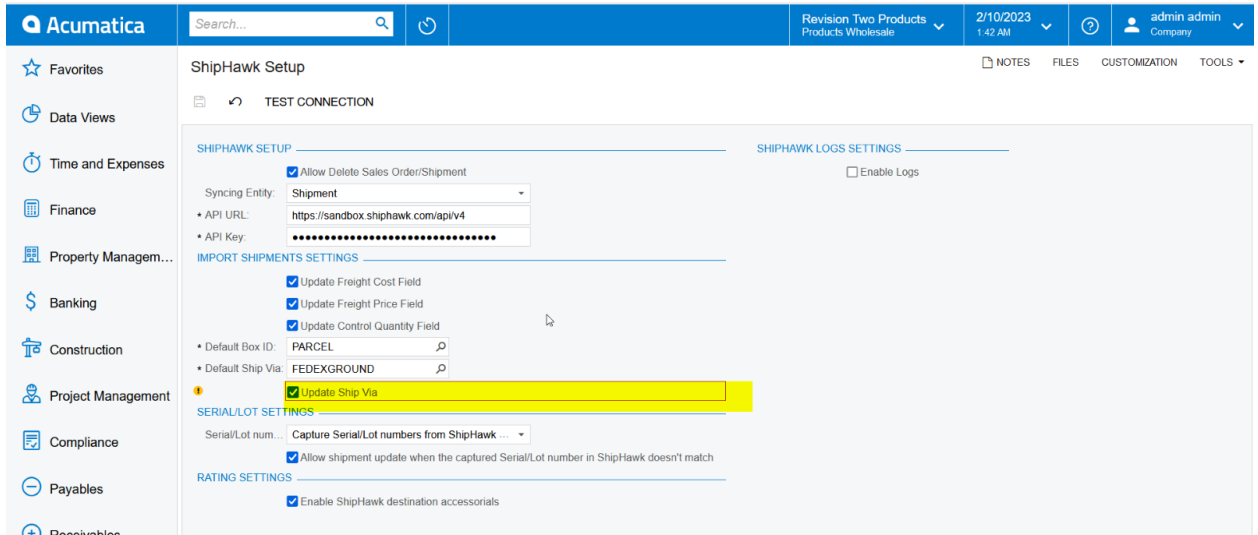
(Internal ID: SHHS-22 / C15)

Optionally Update Shipment 'Ship Via' Field During Shipment Imports

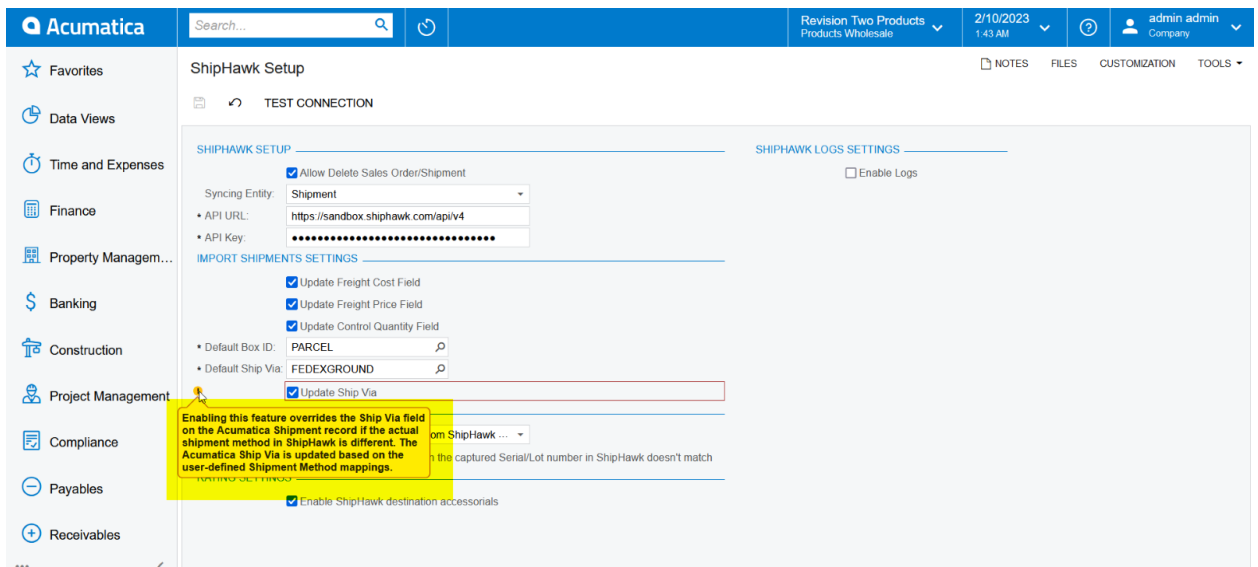
In [Mapping Shipping Methods for Ship Via Field](#), the Ship Via field on the Sales Order form is updated when the user gets rates from ShipHawk based on the shipment mappings. A Shipment record can now also have its Ship Via field updated based on the actual shipping method that was used in ShipHawk to make the shipment.

To update 'Ship Via' Field during shipment import:

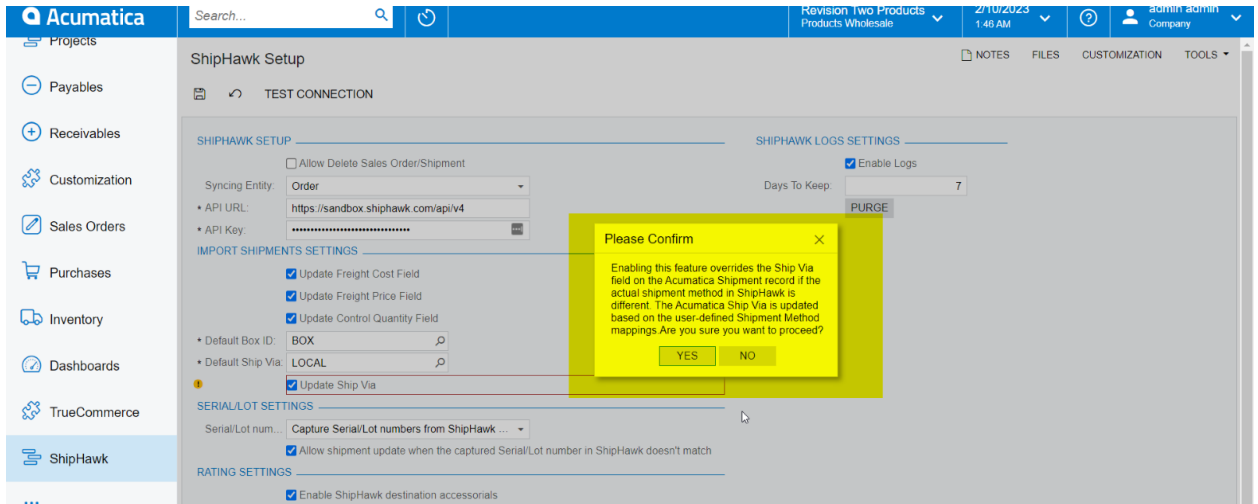
1. On the Acumatica user interface, select **ShipHawk > Setup Screens > ShipHawk Setup**.
2. Note the **Update Ship Via** checkbox:



3. As the information pop-up explains: Enabling this feature overrides the Ship Via field on the Acumatica Shipment record if the actual shipment method in ShipHawk is different. The Acumatica Ship Via is updated based on the user-defined Shipment Method mappings.



4. Select the **Update Ship Via** checkbox.
5. A confirmation pop-up will ask you to confirm: click **YES** or **NO**:



- With the Update Ship Via checkbox selected, the Ship Via field in Acumatica Shipment records will be overwritten.

By selecting this option, you can make sure the Shipment record's Ship Via information reflects the shipping method actually used in ShipHawk.

When the Ship Via value is updated on a Shipment record, the Notes section on the form will include the following: "Ship Via updated from '[Old Ship Via Value]' to '[New Ship Via Value]' based on ShipHawk shipment record."

(Internal ID: SHHS-50 / C20)

Webhooks for Shipment Data

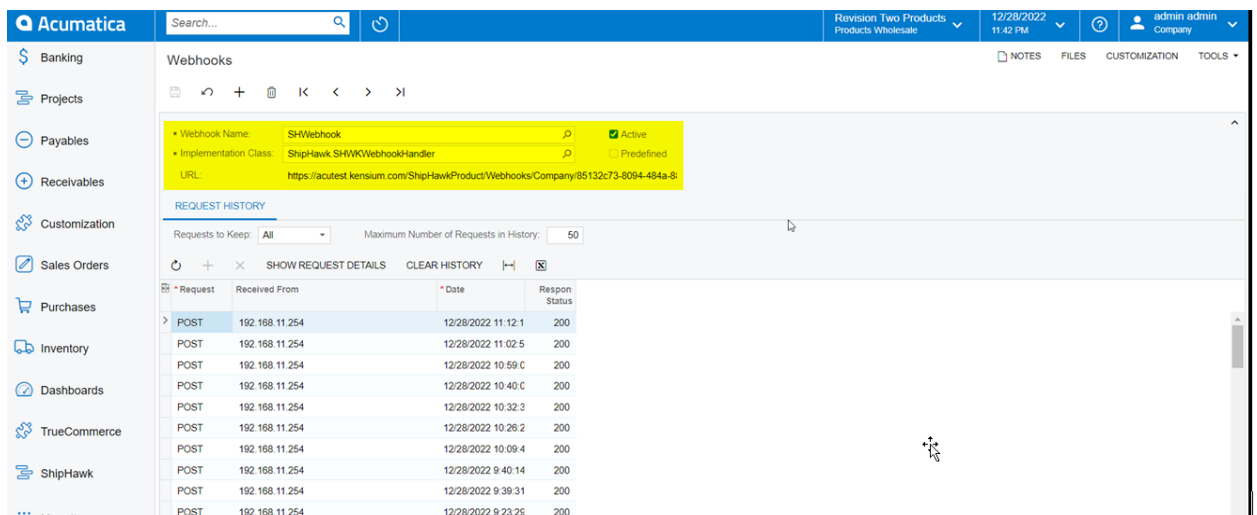
Previously, to get shipment data from ShipHawk, Acumatica would make frequent API calls to ShipHawk. These calls could become increasingly resource-intensive throughout the day. Now, to improve performance, webhooks are used to get the shipment information rather than API calls. (Note that if an Acumatica user working on a Shipment record selects **Actions > Get Shipment Confirmation**, an API call is still used on a one-time basis to get the information immediately.)

To configure the webhook, you first create the webhook URL in Acumatica and then set up the webhook in ShipHawk.

Creating Webhook URL in Acumatica

To create a webhook URL in Acumatica:

1. On the Acumatica user interface, open the **Webhooks** page.
2. In the **Webhook Name** field, enter a name for the ShipHawk webhook, such as “SHWebhook”.
3. Make sure the **Active** checkbox is selected.
4. In the **Implementation Class** field, enter the implementation class, such as “ShipHawk SHWKWebhookHandler”.
5. Upon saving, a URL is generated and displayed in the **URL** field:

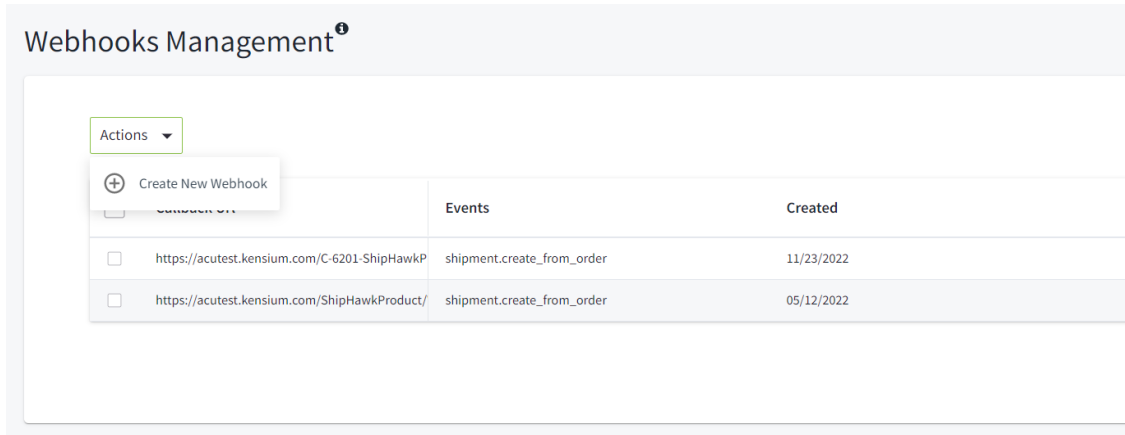


6. Copy this URL so that you can use it to set up the webhook in ShipHawk.

Setting Up Webhook in ShipHawk

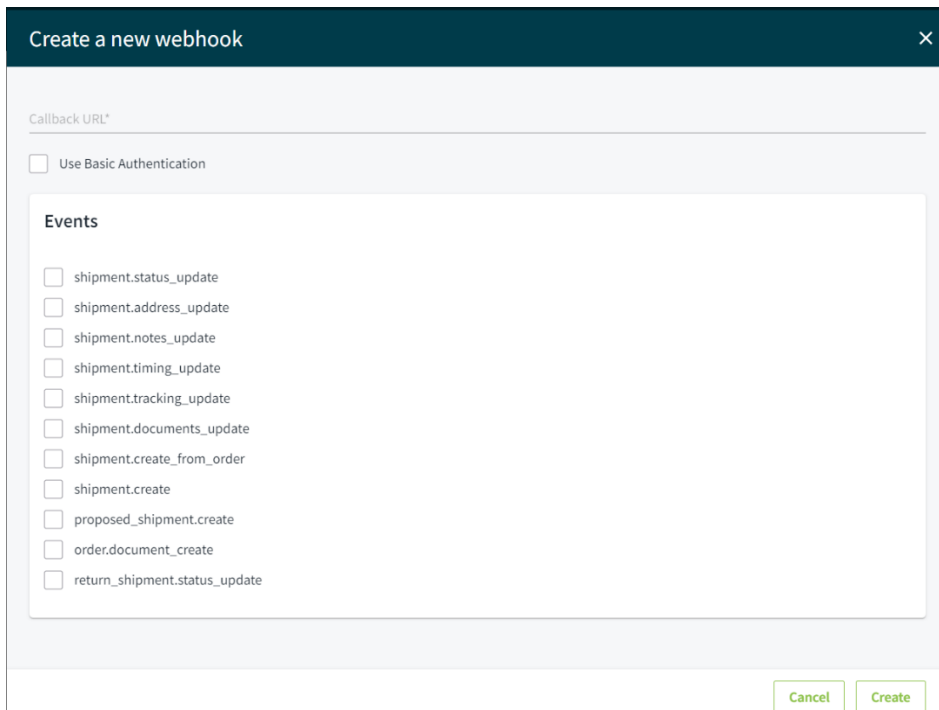
To set up the webhook in ShipHawk:

1. On the ShipHawk user interface, select **Settings (gear icon) > Settings > Webhooks** to view the **Webhooks Management** page.
2. Select **Actions > Create New Webhook**:



- In the **Create a new webhook** window, in the **Callback URL** field at the top, paste the URL you copied from Acumatica.

NOTE: Make sure **Use Basic Authentication** is not selected.



- Under **Events**, select the **shipment.create_from_order** event checkbox.
- Click **Create** to save the new webhook setting.

Now, when a shipment is completed, the webhook will be triggered and the response will be sent to Acumatica.

On the Acumatica user interface, on the Webhooks page for the ShipHawk webhook, you can see the activity in the **REQUEST HISTORY** tab. You can click on a POST request to view the **Request Details** window.

(Internal ID: SHHS-41 / C14)

LTL Shipping Accessorials when Rating within Acumatica

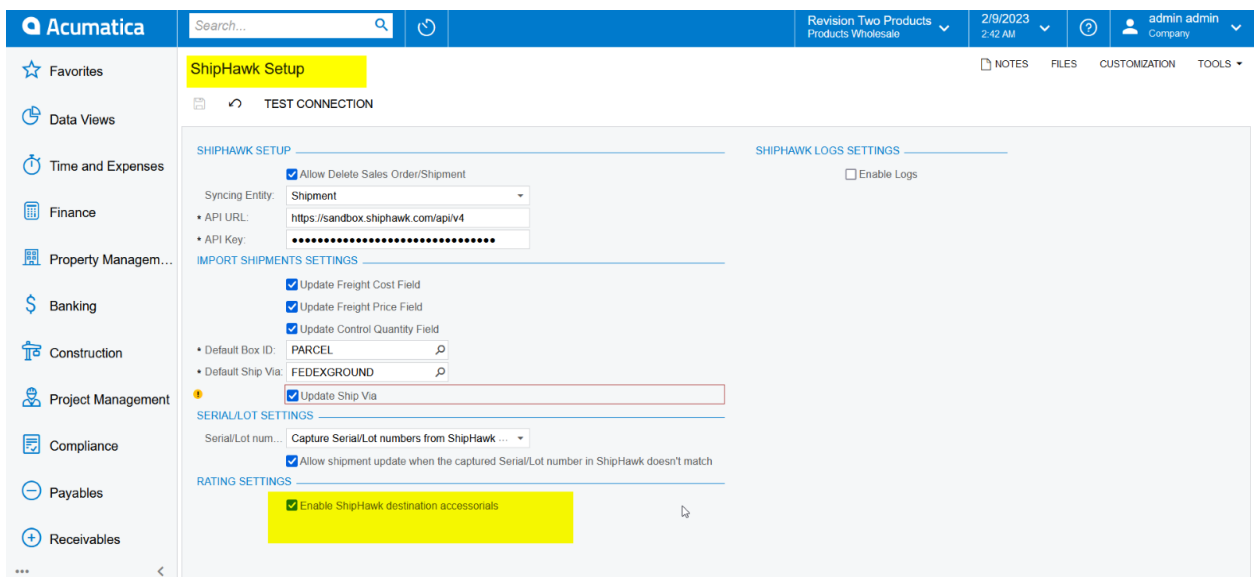
With the ShipHawk-Acumatica Connector, you can now specify shipping destination accessorials so they are taken into account when rating a shipment to a customer from within Acumatica.

Accessorials are special shipping services offered by carriers, including:

- Liftgate Delivery
- Schedule Appointment Delivery
- Inside Delivery
- Notify Prior Delivery
- Limited Access Delivery

The availability of each accessorial can be enabled in the ShipHawk-Acumatica Connector:

1. In Acumatica, select **ShipHawk > Setup Screens > ShipHawk Setup**.
2. Under **RATING SETTINGS**, select **Enable ShipHawk destination accessorials**.



The screenshot shows the Acumatica interface for the ShipHawk Setup screen. The left sidebar contains navigation options like Favorites, Data Views, Time and Expenses, Finance, Property Management, Banking, Construction, Project Management, Compliance, Payables, and Receivables. The main content area is titled 'ShipHawk Setup' and includes a 'TEST CONNECTION' button. Below this, there are sections for 'SHIPHAWK SETUP', 'SHIPHAWK LOGS SETTINGS', 'IMPORT SHIPMENTS SETTINGS', 'SERIAL/LOT SETTINGS', and 'RATING SETTINGS'. The 'RATING SETTINGS' section is highlighted in yellow, and the checkbox for 'Enable ShipHawk destination accessorials' is checked.

Once enabled, the available accessorials can be selected on the Sales Orders form.

In Acumatica, you can also specify the default accessorials for a given customer, so they are automatically selected on a Sales Order for that customer. In Acumatica's **Customer Locations** form,

in the **SHIPHAWK DESTINATION ACCESSORIALS** section, select the one or more accessorial checkboxes that typically apply to the customer. (You can override the accessorial selections from a Customer Location record on a given Sales Orders page as needed.)

Customer Locations
AACUSTOMER MAIN - Primary Location

NOTES FILES CUSTOMIZATION TOOLS

* Customer: AACUSTOMER
* Location ID: MAIN - Primary Location
Status: Active

GENERAL SHIPPING GL ACCOUNTS

TAX SETTINGS

Tax Registration ID:
Tax Zone: CANADABC - Canada - British Columl
Tax Exemption Number:
Entity Usage Type: Default

SHIPHAWK DESTINATION ACCESSORIAL

- Liftgate Delivery
- Schedule Appointment Delivery
- Inside Delivery
- Notify Prior Delivery
- Limited Access Delivery

SHIPPING INSTRUCTIONS

Warehouse:
Ship Via:
Shipping Terms: FOB - Free on Board
Shipping Zone:
FOB Point:
Residential Delivery:
Saturday Delivery:
Insurance:
Shipping Rule: Back Order Allowed
Order Priority: 0
Lead Time (Days): 0
Calendar:

Now, when Acumatica sends the rate request to ShipHawk (by an API request), the selected accessorials are set to TRUE, so that ShipHawk can add the accessorial charges when returning rates.

(Internal ID: SHHS-38 / C17)

Logging Management

You can now enable or disable logging in Acumatica related to the ShipHawk-Acumatica Connector.

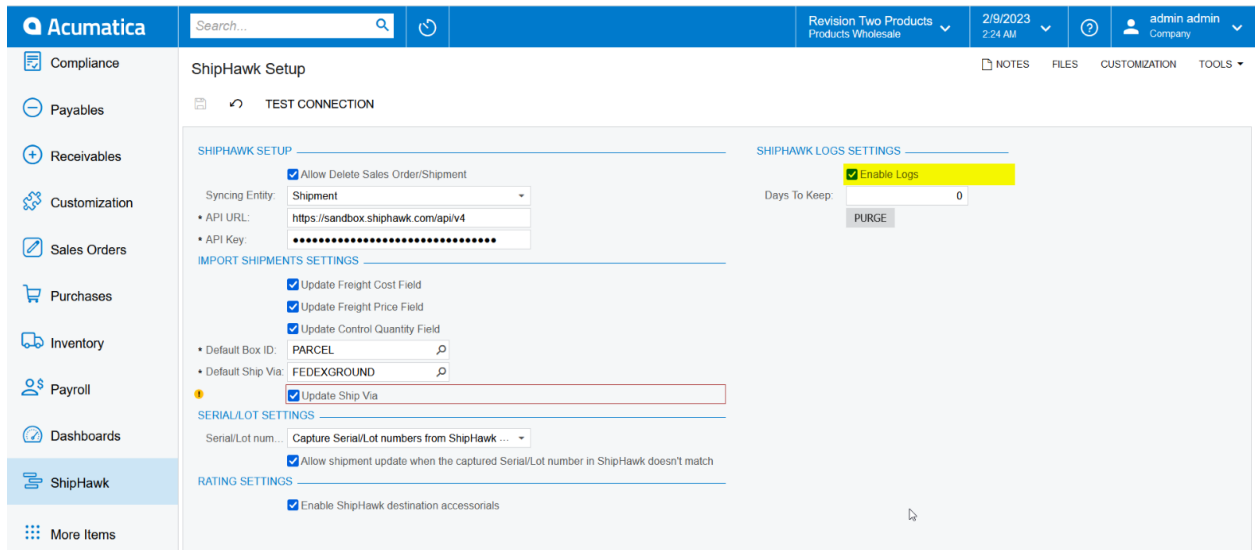
During the initial phase of an implementation, you typically would log activity to make sure everything is working as expected. However, during normal operation, you might want to disable logging to avoid taking up too many resources.

Logging is enabled by default.

To manage log file size, the logs are cleared every 7 days by default.

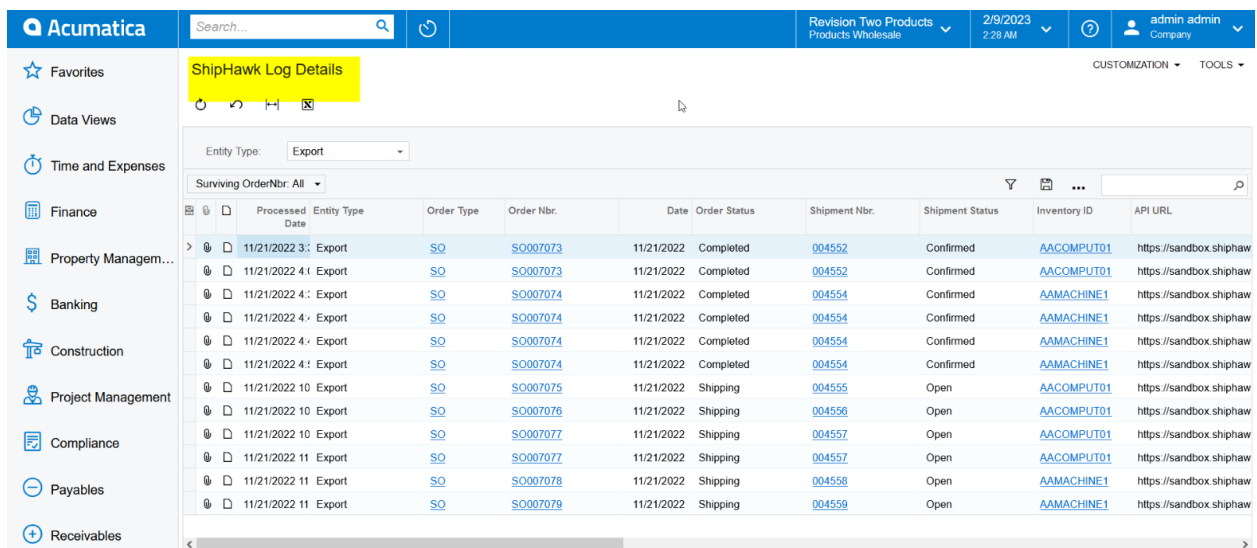
To enable or disable logging:

1. On the Acumatica user interface, select **ShipHawk > Setup Screens > ShipHawk Setup**.
2. Under **SHIPHAWK LOGS SETTINGS**, select (or clear) the **Enable Logs** checkbox.



3. Configure the number of days before purging the log files in the **Days To Keep** field.
4. If needed, you can purge the log files right away by clicking the **PURGE** button.

When logging is enabled, you can view logging details on the **ShipHawk Log Details** page:



(Internal ID: SHHS-39 / C16)

DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
24 February 2023	New document