



Release Notes

Release 2022.5.0

July 12, 2022

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New Features

This document provides an overview of the new features and fixes in this release.

Shipment Webhook Event Update

When Shipments are created, customers usually retrieve Shipment information by either using GET /shipments or by setting up and consuming our webhooks, specifically the `shipment.create` and `shipment.create_from_order` webhook events.

In this release, the `shipment.create` and `shipment.create_from_order` webhook events are now nearly identical to the GET /shipments responses in the API.

The only difference that remains between the two payloads is that the GET /shipments endpoint does **not** return `shipment_line_item.order_line_item.source_system_id`, a field maintained for minimal backwards compatibility in webhook events only.



If you use **shipment.create** or **shipment.create_from_order** webhook events, we strongly recommend testing and confirming your integration is ready to support this change.

BigCommerce - ShipHawk Integration (Beta)

ShipHawk's BigCommerce app offers a direct integration between ShipHawk's services and your BigCommerce site. Once installed, this application is able to:

- Display ShipHawk rates from the checkout page of your BigCommerce site
- Populate rates for orders created in BigCommerce
- Apply ShipHawk rating rules to rates generated in-cart
- Automatically sync and fulfill BigCommerce orders from ShipHawk

After both accounts have been successfully connected, you can configure the application to control how and when ShipHawk interacts with your BigCommerce site.



In this release, the ShipHawk-BigCommerce application is only available as a **beta** version. Contact ShipHawk Customer Success to learn more about integrating with BigCommerce.

Amazon Source System Write-back Support

ShipHawk's integration with Amazon has been updated to include write-back support for shipments booked with non-Amazon carriers. Now, ShipHawk will mark an order in Amazon as fulfilled/shipped after it has been booked, regardless of whether the carrier was provided by Amazon. This means customers using the Amazon Integration are able to rate and book shipments with both their own carrier accounts and their Amazon Buy Shipping account.

Improvements to ShipHawk - Shopify Integration

ShipHawk has made improvements to its integration with Shopify to provide more support for a wider variety of Shopify features. Shopify tags are now automatically synced to ShipHawk, so they can be used during the order fulfillment process. Shopify tags can also be used in ShipHawk to create rating rules and shipping policies. With this release, ShipHawk also supports syncing item level reference fields in ShipHawk. You can use order reference fields to populate documents like packing slips in ShipHawk.

Support for Dangerous Goods shipping with DHL

eCommerce

ShipHawk now supports Dangerous Goods shipping for DHL eCommerce Domestic and DHL eCommerce International services. When shipping Dangerous Goods with DHL eCommerce, you must also specify the type and quantity of Dangerous Goods being shipped. DHL eCommerce supports shipping lithium batteries, limited quantity, and excepted quantity items. You can indicate Dangerous Good details in a proposed shipment in ShipHawk for your items using the **Add Dangerous Goods Details** option.

Enhanced Auto Print Functionality

ShipHawk users can now control which shipping documents are automatically printed upon booking a shipment. The number of copies of those documents that are set to print by default can also be configured. Previously, you could only set Auto Print to print up to one (1) copy of the pallet labels, carton labels, and package slips related to a shipment. In addition to these documents, ShipHawk now

supports auto printing for BOLs, commercial invoices, and other common documentation related to international shipments.

To change the default settings for Auto Print, navigate to **Auto Print Settings** by clicking **Settings > Integrations > Printing**. The **Auto Print** card is located under the **Label Format** card on the **Printing Settings** screen. From here, you can select which documents to print automatically, and configure the number of copies for each document that should be printed.

In addition to enhanced Auto Print settings, you can now also set up a separate Hazmat printer to print documentation related to Hazmat orders. The Hazmat printer can be configured in **Printing Settings** under the **Printers** card.



Printer settings are configured at the user level.

Contact ShipHawk Support to enable this feature.

Support for UPS Worldwide Economy Services

ShipHawk has added support for UPS Worldwide Economy services to the platform. UPS Worldwide Economy Service provides rates for shipping low-weight packages internationally through either the UPS Worldwide Economy Service network or the UPS Mail Innovations network.

Customers who have a UPS Worldwide Economy Services contract with UPS can now use these services to book and rate international shipments through ShipHawk. The UPS Worldwide Economy services that ShipHawk supports are UPS Worldwide Economy DDP and UPS Worldwide Economy DDU, depending on which network the packages are delivered through. The UPS Worldwide Economy Services option can be added in ShipHawk from the Carriers page. To add this service to your account, please contact ShipHawk Customer Success.

Update Item Fulfillment Status to ‘Packed’ instead of ‘Shipped’

ShipHawk customers using NetSuite as their source system can now update their item fulfillments to a **Packed** status, instead of **Shipped** status. By default, when a shipment is booked in ShipHawk, the item fulfillment in NetSuite is updated to a **Shipped** status. Depending on your fulfillment workflow, this can cause confusion for some shippers, as the order might still be in the warehouse waiting to be picked up by the carrier.

You can change the status written back to NetSuite from ShipHawk by navigating to **Settings > Integrations > NetSuite > Advanced**. From the **Advanced** tab, you can change the default status under the **Create/Update Item Fulfillments in NetSuite** section.

Specify Inner Dimensions for Smart Packing

You can now add inner dimensions to your packing materials to ensure Smart Packing packs your boxes accordingly. You might want to add inner dimensions to your packing materials if your products are packaged with any kind of insulation or loose fill materials. This ensures the packing algorithm selects a box with appropriate outer dimensions for fitting both the product and insulation (filler) material. When inner dimensions are set, the packing algorithm treats this as the maximum allowed space when packing items.



Inner dimensions will only be used for packing, and can only be set when the packing material is a box. Outer dimensions will still be used for rating and booking shipments.

To enable Smart Packing for your account, contact ShipHawk Support.

Resolved Issues

The following lists the resolved issues in this release (2022.5.0) and in the minor releases after the previous release (2022.4.0).

Please note that the internal ShipHawk ticket number is included at the end of each description for reference during any communication with ShipHawk Support.

2022.5.0

The following issues have been resolved in this major release (2022.5.0).

- **Limited Quantity (formerly ORM-D) rating in NetSuite.** Fixed rating issue in NetSuite so Limited Quantity products are rated correctly. (7114)
- **Reference numbers missing from Limited Quantity orders.** Fixed issue with Limited Quantity orders not passing order reference numbers to ShipHawk. (10762)
- **Batch printing packing slips issues.** Fixed issues with batch printing not printing all packing slips for orders in the batch. (9144)

- **Free shipping option in Magento.** Added missing free shipping configuration to Magento 2.4.1 (9607)
- **Bulk Update action missing accessorials.** Fixed issue with Bulk Update function not updating shipments with Adult Signature Required accessorial. (10630)
- **Shipping Controls setting incorrectly applying to all user roles.** Fixed Shipping Controls setting to ensure it only applies to Shipping Clerks. (11179)
- **Wrong freight class sent to OldDominion carrier.** Fixed issues with ShipHawk sending the incorrect freight class to OldDominion. (11187)
- **Duplicate proposed shipments.** Resolved issues with duplicate proposed shipments that were being randomly generated. (11212)
- **Proposed shipment selecting wrong service.** Fixed issue where proposed shipments could not be updated and incorrect service was used for shipping. (11442)
- **Unable to generate BOL for FedEx Freight.** Added ability to generate a BOL for external shipments using FedEx Freight when the billing is set to “Sender”. (11589)
- **Drop ship line items incorrectly syncing.** Added ability to exclude drop ship items from order sync to ShipHawk when inventory is set to 0. (11917)
- **Unable to re-ship Amazon order when booking fails.** Resolved rebooking error for Amazon orders with multiple packages. (12405)
- **Wrong shipping method assigned to USPS PB shipments.** Fixed issue with incorrect shipping method displaying in NetSuite for USPS Pitney Bowes orders. (12501)
- **Error when entering shipping country for USPS PB.** Resolved error that was generated when Puerto Rico was the country entered for USPS Pitney Bowes shipments. (12668)
- **FedEx incorrectly returned negotiated rates.** Resolved FedEx rating error that returned negotiated rates instead of list rates (12778)
- **Top line item in order not assigned to a warehouse.** Fix issue with the top line item in a Shopify order not getting assigned to a warehouse. (12873)
- **Kit name synced to ShipHawk incorrectly.** Fixed issue with naming kit items based on SKU + display name. (13292)
- **Error when loading Shipment History page.** Resolved error populated on Shipment History page. (13458)
- **Intercompany Transfer Order not syncing from NetSuite.** Fixed issue with Intercompany Transfer Orders that were not syncing . (13477)
- **Products with Unpacked type not importing from Shopify.** Fixed error with ShipHawk failing to import Unpacked products from Shopify (13509)
- **Fix Shopify Manage Your Account screen.** Fixed issue with Disable Order Sync field failing to populate on screen. (11379)
- **Issues updating Item Fulfillments in NetSuite.** Fixed error updating Item Fulfillments due to dimensions rounding to 0. (13247)
- **Error booking Amazon orders.** Fixed error booking Amazon orders and retrieving package labels from Amazon when order contained more than three packages. (8542)

2022.4.x

The following issues have been resolved in minor releases between the previous major release and this release.

- **Wrong commodity description on Commercial Invoices.** Fixed issues with incorrect commodity descriptions populated on the commercial invoice for certain SKUs. (11745)
- **Labels not printed in order.** Labels now printed in sequence and in accordance with the package's number on the label. (12804)
- **Kit data does not populate on carton labels.** Resolved issue with missing information on carton labels about kit SKUs. (12914)
- **Unable to process orders due to invalid line item error.** Resolved issue with error blocking orders from being processed. (12930)
- **Dimensioner Settings not saving in ShipHawk.** Fixed issue with scale settings not saving in ShipHawk. (13240)
- **TForce Freight Density Based pricing issues.** Resolved booking issue with TForce Freight Density Based pricing. (13275)
- **Packages sent out of order when booking FedEx International Ground.** Improved commercial invoices for FedEx International Ground. (13347)

DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
12 July 2022	New document