Release Notes
Release 2023.6.0
August 22, 2023

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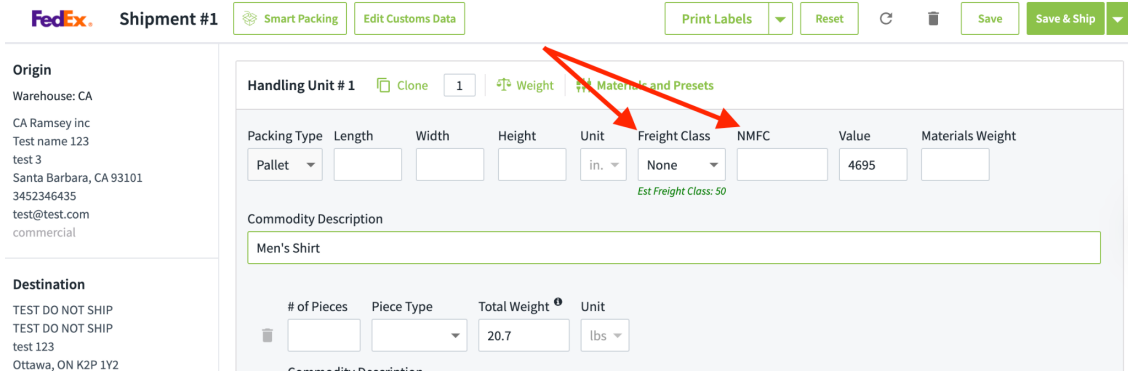# New Features

This document provides an overview of the new features and fixes in the 2023.6.0 release.

LTL Commodity Consolidations

You can now consolidate commodities on the BOL, and display Freight Class and NMFC at the Handling Unit level on the Order Details view rather than per commodity. This simplifies the BOL, improves the response rate from LTL carriers in some situations, and allows users to set the Freight Class and NMFC and define commodity description for pallets in one location. Overall, this approach simplifies order setup, reduces manual data entry, and reduces shipment processing time compared to having to take steps to modify the current BOL:

To enable this feature, contact your ShipHawk account manager.

Customs Data Package Editor

You will now be able to use ShipHawk to process more international shipments that contain multiple packages using the new Edit Customs Data pop-up editor:

ShipHawk can generate exact customs documentation when shipping multi-package international shipments, providing support for merchants who have large international shipments. This automated approach to document generation reduces manual errors and increases your shipping efficiency. NOTE: This feature has a restriction such that SKUs with multiple items may not be displayed correctly if they are packed in different containers. Contact your ShipHawk account manager to discuss this feature and determine if it will work for you.

To enable this feature, contact your ShipHawk account manager.

Improved Carrier Credentials Page

The Carriers page has now been improved so you can more easily view and edit carrier credentials. Admin users can now edit carrier credentials directly without having to contact ShipHawk when they need to update the credentials:

To enable this feature, contact your ShipHawk account manager.

Touch Screen Numpad for Workstations

With ShipHawk's parcel workstation, you can pack and order and process a shipment in a simple user interface. A warehouse worker can easily use this interface to package shipments. This feature has now been further enhanced for touch screen use by including a numpad keyboard modal, which makes it much easier to enter data such as multiple SKUs:
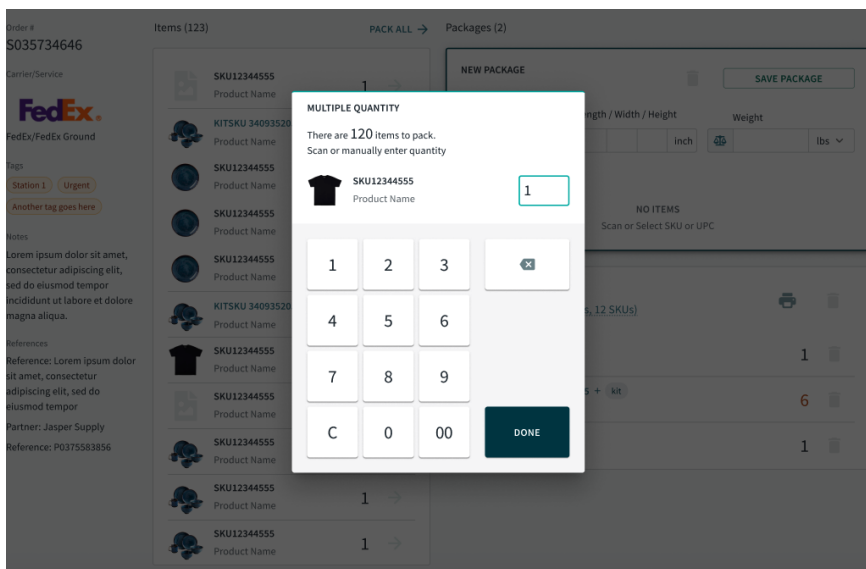
Access Carrier and Service Information for Drop Ship Items on NetSuite Sales Orders

When getting shipping rates for drop shipments, you can now see directly on the NetSuite sales order how each line item in the order is being fulfilled. This enables you to have a better drop ship process because you can now communicate with your dropshipper on how items were initially rated.
To enable this feature, contact your ShipHawk account manager.

Show All Carrier and Service Options for Multiple Carriers

When displaying a rate that includes two shipments, ShipHawk can now display which carrier and service is being used instead of displaying "Multiple Carriers - Multiple Services". If you are rating for multiple warehouses, you can now see this additional information during the rating process, enabling you to communicate the rates with your customers. (Note: for three or more shipments, ShipHawk displays rates the same as before.)

To enable this feature, contact your ShipHawk account manager.

WorldWide Express / Unishippers Carrier Integration

This year, Worldwide Express (WWEX) released a new version of its API and began the migration process to the new API. ShipHawk is proactively coordinating with WWEX for the migration from the legacy API to the new API. The new API offers better connection performance and makes it easier to access more features, such as insurance. ShipHawk will coordinate with you to assure a smooth migration to the new API.

Multi-Origin Rating with Shopify

This release includes new functionality to allow merchants to rate from multiple locations in Shopify, supporting Shopify's Multi-Origin Shipping so that you can fulfill orders from multiple locations or warehouses, which can significantly improve rating accuracy for multi warehouse and dropship use cases.

Teach Mode (Phase 1)

This release introduces Teach Mode, a Smart Packing™ enhancement that allows skilled packers to save packing rules that can be applied to future orders.

NOTE: Teach Mode can now be made available to selected ShipHawk customers only; please work with

your ShipHawk account manager to find out more information. The Teach Mode capability can be assigned to specific users only, so that your expert packers can identify the best way to pack unusual orders and then save those as packing rules for immediate use by all the packers.

When fulfilling an order, a packing situation may arise that is not optimally packed by Smart Packing™. Skilled packers can sometimes pack an order better than Smart Packing™ due to unusual item shapes or other practical factors. Once the best, most practical packing configuration has been identified by the packer, the packer can then tell ShipHawk to remember that configuration as a packing rule. These rules will automatically be applied to future orders containing identical items. When the next order needs to be packed that has the same items to be shipped together, ShipHawk will recommend using the saved packing rule rather than applying Smart Packing™ or requiring the user to manually enter the preferred configuration all over again. Note that in Phase 1, the packing rule will only apply if the SKUs in the order exactly match the SKUs in the saved packing rule.

To save a packing configuration, users may select Save > Save Packing Configuration from the order details screen. This option will only appear if an order setting has been manually updated. The packing configuration will be saved as a packing rule for the specific SKUs in the order, along with the package type, count, dimensions, weight, content, packaging options, and freight class. For confirmation, a modal window displays the packing configuration details. You then click SAVE PACKING CONFIGURATION (or Cancel).

As an admin user, you can manage (view, disable, rename) saved packing rules from the Settings > Packing Rules page. For Phase 1, note that packing configurations can only be created while using the Order Details screen.

This 2023.6.0 release includes the phase 1 release of Teach Mode, with further features coming in subsequent releases. Phase 1 is the foundation for saving Packing Rules, and includes support for full order packing based on exact SKUs.

For more information and to enable the new Teach Mode, contact your ShipHawk account manager.

Packing Material CSV Updates

The CSV format for packing materials has the following improvements:
- Added Envelope and Envelope Fields
- Support for Carrier Container mapping
- Fixed column order of dimension values
- Export Packing Material CSV

These changes will improve the ease and efficiency of updating materials, which will reduce the cost and time needed for integrations and deployments, along with improving accuracy by reducing possible manual entry mistakes.

Dynamic Barcode Generation

Dynamic barcode generation is a new function for the Liquid Template Engine to generate barcodes for pick tickets and packing slips, supporting the use of external barcode generators. This feature will reduce order and shipment processing time while increasing efficiency and accuracy.

New Rule Action: Markup Per Package

This release includes a new rating rule action, Markup Per Package, that adds a fixed markup amount on a per package basis. With this rule action, you can automate the applying a markup fee or surcharge to cover shipping costs.

Fixes

The following issues have been resolved in this release.

Carriers

- Updated OSM Worldwide API from OSM Premium to USPS Ground Advantage (17814)
- Fixed accessorial charges for Estes (17703)
- Fixed issue with including HAZMAT data for UN3480 battery type (17545)

Integrations

- Get description for Item Fulfillment line item if display name is empty (17786)
- Improved itemSequenceNumber field assignment logic for Amazon Vendor Central orders (17768)
- Improved GDPR Deletion Request handling (17746)
- Improved ShipHawk writeback for SPS package contents with lot numbers (17733)
- Resolved NetSuite Bundle error: "SSS_MISSING_REQD_ARGUMENT load: Missing a required argument: id" (17413)

Platform

- Now setting HAZMAT data for package or handling unit dimensions: previously, HAZMAT data was not displayed in the Dangerous Goods Details modal upon creation of an order from the ShipHawk dashboard (18281)
- Fixed internal error (Error 442) that occurred when attempting to add an order to a batch (18131)

- Fixed issue with USPS rates not shown correctly unless selected manually (removed ignored shipping policies when billing details carrier is present) (17978)
- Generate GCO only for international orders (17956)
- Fixed re-rate of incomplete proposed shipment (17840)
- Fixed issue with order details page search (17831)
- Fixed password reset issue (17792)
- Fixed "Unverified line items in shipment" warning when booking an external shipment (17717)
- Fixed bulk sync with tenants when there is an exception for an account (17696)
- Fixed selecting accessorial on user interface when multiple tariffs exist (17673)
- Fixed format of user/document warehouse public IDs (17359)
- Fixed issue with booking shipments by API not providing return labels as requested (15286)

Shipping Experience

- Issue with customs data booking has been fixed (18471)
- Fixed issue with incorrect SKU quantity in customs data (18467)
- Fixed issue with incorrect phone number on password reset page (18094)
- Fixed workstations issue to finish packing if settings are empty (17999)
- Fixed issue with bulk update process (17971)
- Fixed workflow scan issues (17603, 17602, 17601)
- Fixed issue with packing material case-sensitive search (17401)

DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
August 15, 2023	New document