ShipHawk™

Release Notes
Release 2023.7.0
October 10, 2023

CONTENTS

New Features

This document provides an overview of the new features and fixes in the 2023.7.0 release.

SPS Commerce Connector Now Available

To meet the delivery requirements of large retailers, you need a shipping solution that connects with Electronic Data Interchange (EDI) providers like SPS Commerce. Retailers require the exchange of order fulfillment data from their suppliers before they receive a shipment via an Advanced Shipping Notice (ASN), which is typically done using EDI.

With ShipHawk's SPS Commerce Connector, you can now connect your order fulfillment process in ShipHawk with retailers through SPS Commerce to fully automate the fulfillment process. To learn in more detail, see How ShipHawk TMS Integrates with SPS Commerce.

NOTE: ShipHawk does not generate ASNs or support EDI on its own. The SPS Commerce Connector simply allows ShipHawk to send shipment package information to SPS Commerce so that SPS Commerce can then provide ASNs directly to the recipient, such as a large retailer.

ShipHawk built this SPS Commerce Connector in partnership with SPS Commerce, and we are now pleased to make this available to you. Please contact your ShipHawk account manager to find out more information.

Clone Packages in Box Packing Workflow

You can now clone packages in the box packing workflow, which makes it easier to enter boxes in ShipHawk.
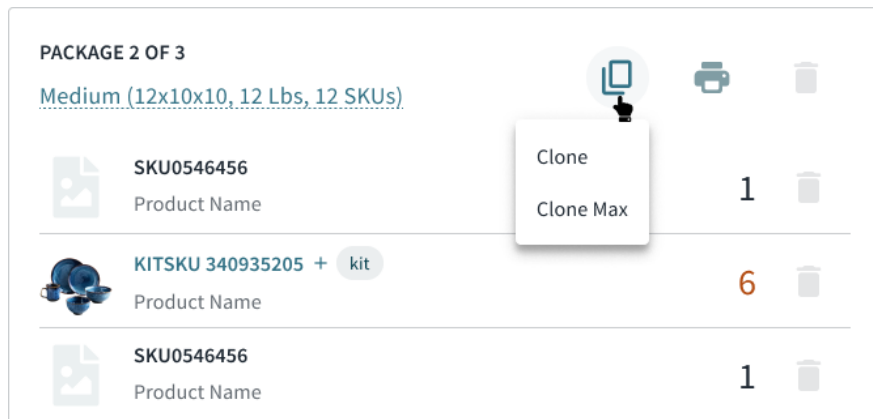
You can select Clone or Clone Max:

- Select Clone to duplicate the package.

- Select Clone Max to clone the package as many times as possible given the items in the box. For example, if you have one item of SKU ABC12345 in a box and five items of SKU ABC12345 left unpacked in the order, selecting Clone Max will create five identical boxes for you automatically.

Enabling Clone Packages in Box Packing Workflow
To enable this feature for a workflow (so the clone icon for the Clone and Clone Max options is displayed), on the Workflow Configuration screen, select Enable Package Cloning.

NOTE: If you are not yet using the new box packing workflow, contact your ShipHawk account manager to configure Workstations (in Active Admin), so that 'Allow Workstations' and 'Enable new redesigned version of box packing' are selected for your account.

Improved LTL Workflow User Interface

You can now pack complex LTL orders more efficiently with the new design for the LTL workstation workflow, which is now like the design for the box packing workstation.
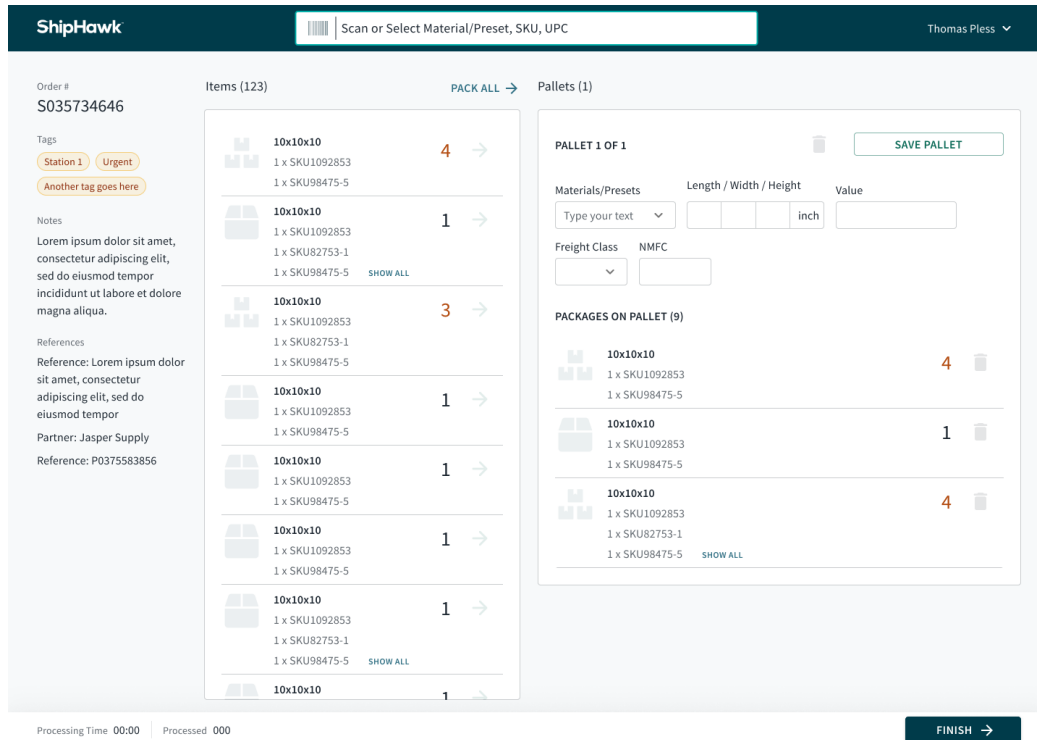
Workflow Processing Time Recording in Shipment Reports

Warehouse managers can now see how quickly workers are processing orders using the box and pallet packing workflows in shipment reports. This will help to evaluate and improve how employees are fulfilling orders. At the bottom of the screen, Processing Time shows time, and Processed shows the number of orders processed:
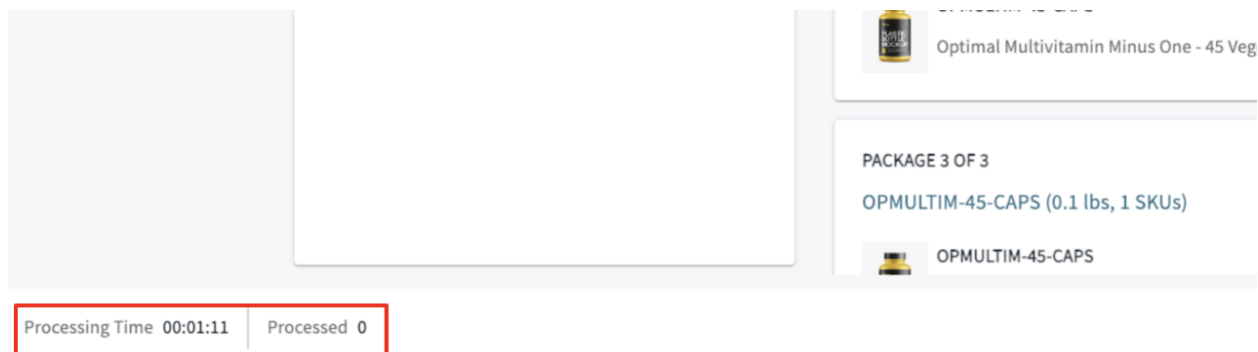
This data (Processing Time, Processed) is now accessible in shipment reports.

Require Dimensions and Weight for SPS Commerce

If you are connecting to SPS Commerce using ShipHawk's SPS Commerce Connector, ShipHawk now requires that dimensions and weight are entered by the user, as these are required for SPS Commerce:

EORI Number for Shipments to UK and Europe

ShipHawk now supports Economic Operator Registration and Identification (EORI) numbers in Customs Data. Shipments to the United Kingdom (UK), European Union (EU), Northern Ireland, Norway, and Switzerland with carriers including FedEx, DHL, and DHL eCommerce must now include an EORI number. (For more information about this requirement, see Europe's Import Control System 2 (ICS2).)


Warehouse Updates with CSV File Upload and Export

You can now load and manage warehouse details in ShipHawk by uploading and exporting CSV files. This reduces the support and integration time, especially for shippers with a large number of warehouses and for merchants that have a large number of drop-ship locations or that frequently add

new drop-ship partners.
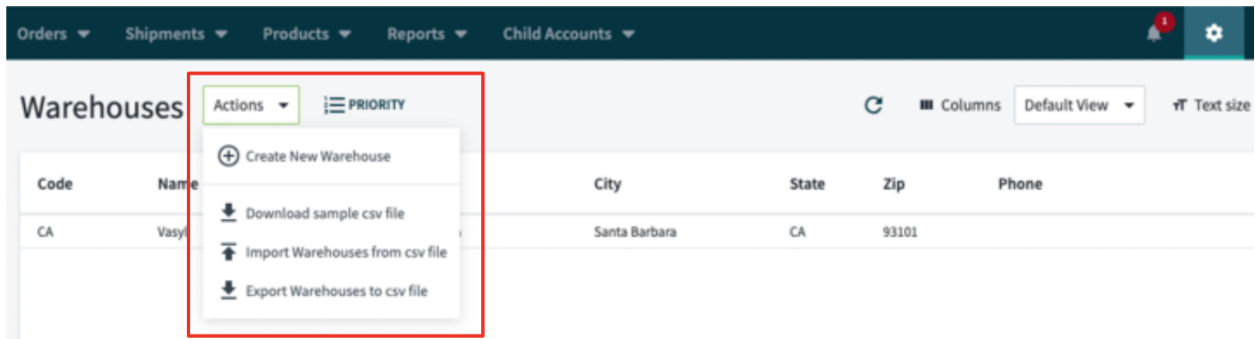
On the Warehouses screen, select Actions > Download sample .csv file to get an example CSV file template for warehouse data. You can then upload a populated .csv file by selecting Actions > Import Warehouses from csv file. To export the warehouse data currently in the system for updating or recording keeping, select Actions > Export Warehouses to csv file.

Use Tax ID in Proposed Shipment in Commercial Invoice

You can now have the Tax ID from the order applied to the commercial invoice (rather than the account Tax ID). This reduces the time to generate shipping documentation and improves accuracy by eliminating manual entry. To have the Tax ID from the order applied to the commercial invoice, in ShipHawk, on Settings > Commercial Invoice Settings > Configurable Fields Settings > Tax Identification Number (EIN), select Use Order Preference Field. Next, in the Order Reference Field Name, enter "taxid":

Teach Mode Updates

The previous release ([2023.6.0](#)) introduced Teach Mode, a Smart Packing™ enhancement that allows skilled packers to save user-defined Packing Rules that can be applied to future orders. Teach Mode 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.

In this release, Teach Mode now supports the following:
- Pallet commodity
- Support for kits
- Pallet commodity material
- Custom box details
- Various user interface improvements

These improvements to Teach Mode further reduce the time users need to generate proposed shipments in non-standard packing scenarios.

Save as Packing Rule:
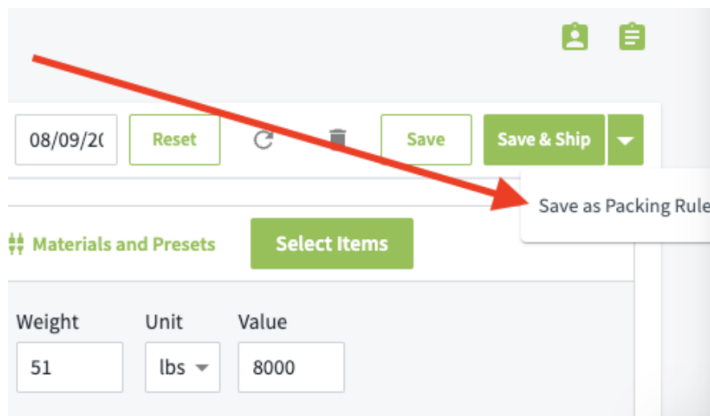
Packing Rule modal window:

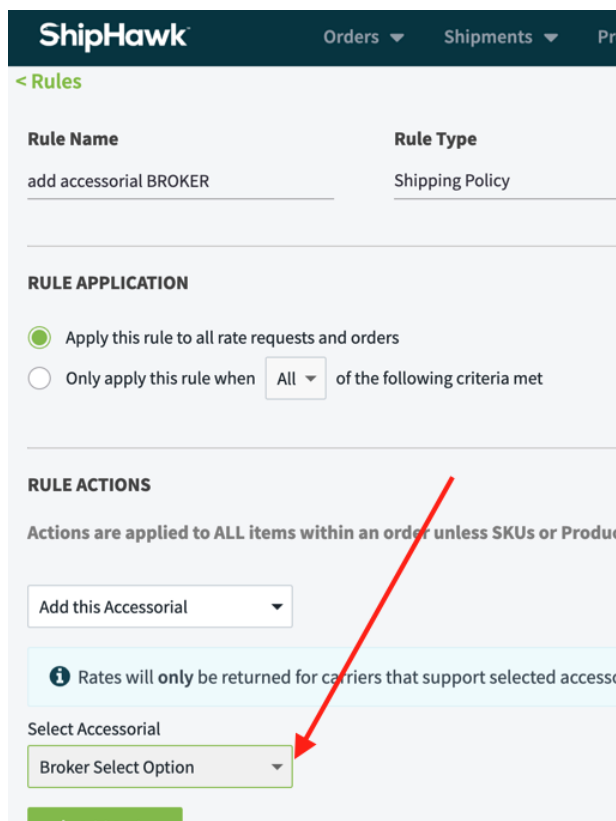| Packing Rule		×
		— Hide all SKUs
Package: #1		— Hide SKUs
Material Name	Dimensions **12 x 10 x 10 in**	Total Package Weight **3 lbs**
SKU	Name	QTY
SLLPJ-CD28D4F0	[Sample] 1 L Le Parfait Jar; Color: Orange; Size: Small	3
Total Items: 3		
Package: #2		— Hide SKUs
Material Name	Dimensions **5 x 5 x 5 in**	Total Package Weight **2 lbs**
SKU	Name	QTY
SLLPJ-CD28D4F0	[Sample] 1 L Le Parfait Jar; Color: Orange; Size: Small	2
Total Items: 2		
Shipment Weight: **5 lbs**	Total Packages: **2**	Cancel SAVE AS PACKING RULE

NOTE: Teach Mode is available for all ShipHawk customers with Smart Packing but must be enabled per account and per user. Please contact your ShipHawk account manager for more information.

Broker Select Option Accessorial

ShipHawk now supports Broker Select Option accessorial for FedEx shipments. This accessorial is required to take advantage of FedEx's International Ground Consolidation service for international shipments. This accessorial can be automatically applied using a Shipping Policy. To do so, create a new rule, set Rule Type to Shipping Policy, and for Rule Actions, select "Add this Accessorial" or "Add this Accessorial for this Carrier". Next, for Select Accessorial, select Broker Select Option.


Rating HAZMAT Orders as non-HAZMAT Orders

To support subsidized shipping of HAZMAT orders, ShipHawk now can return non-HAZMAT rates even if some or all of the items in the order are HAZMAT items.

Enable this logic by creating a Rating Rule with new action "Return Standard In-Cart Rates for Hazmat Orders". When this rule is applied, ShipHawk will return rates without HAZMAT surcharges. Rate responses will only be returned from carriers that support Hazmat shipping, but may include services that are invalid for Hazmat items. A secondary rule may be required to filter incompatible services.
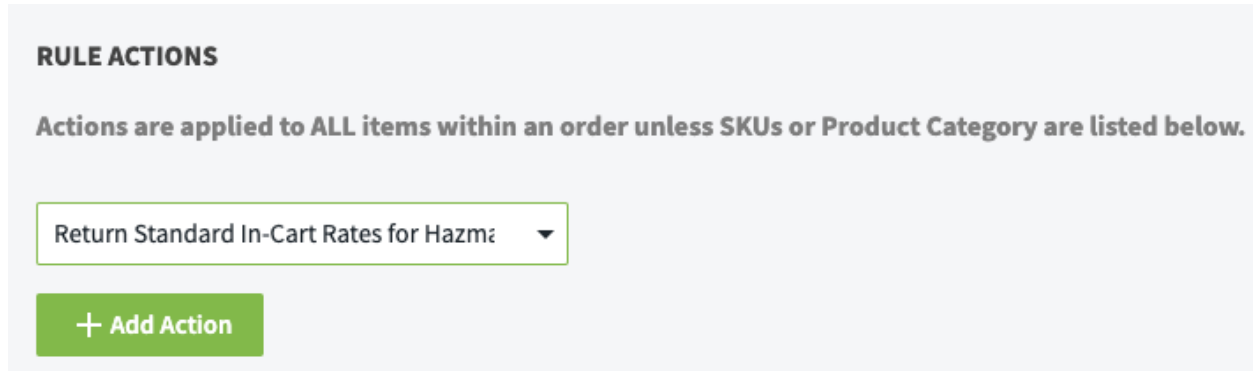
This action will not impact Proposed Shipment generation or shipping documentation needed to ship HAZMAT items. ShipHawk will only select shipments based on HAZMAT-compatible carriers and services.

Improved display of Rules Criteria and Actions

When configuring Rules, the drop down menus in the Create New Rule and Edit Rule screens will display Rule Criteria and Rule Actions grouped by data category.

- Criteria are grouped into Destination, Origin, Shipment, Order, Item, and Channel.
- Actions are grouped into Carrier, Rates, Insurance and Accessorials, and Other.
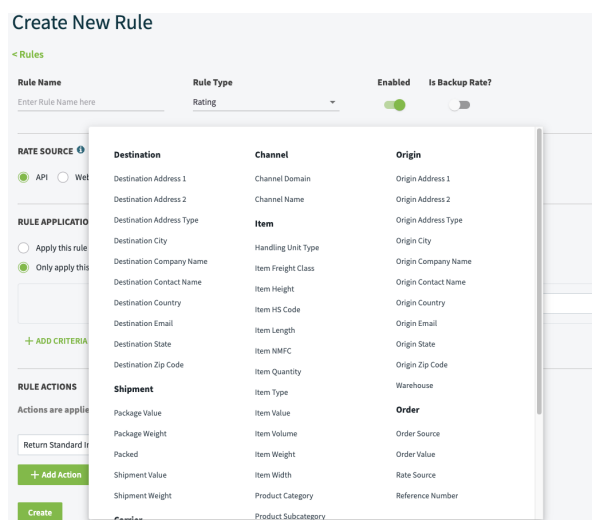
Criteria view: Action view:

Fixes

The following issues have been resolved in this release.

Carriers

- Added tracking URL for DHL (17429)
- Origin add-on accessorials are now displayed for pickup by all small parcel carriers (13386)

Integrations

- An issue with rating line items in different locations has been fixed (18259)
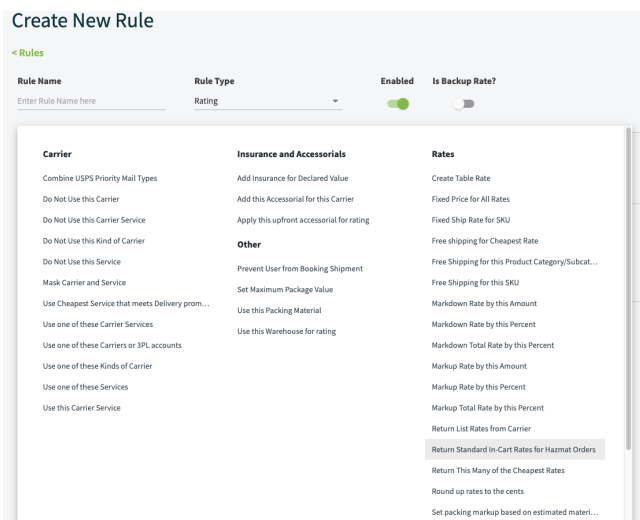- Previously, the ShipHawk Settings screen in NetSuite was not displaying the correct ShipHawk NetSuite bundle version. This issue has been fixed. (18159)
- Previously, you might not be able to edit a pallet/package and it was necessary to delete it in order to put on another pallet/package. However, deleting it could cause the combined order not to sync properly with NetSuite, resulting in missing item fulfillment information in the combined order/shipment. This issue has been fixed. (17922)

Platform

- An issue with creating a new shipment where the user was unable to select Add New Commodity when Packing Type = Pallet has now been fixed. (18863)
- Certificate of Origin: column name was changed from "No. of Pkgs" to "No. of Items". (18861)
- Previously, shipment records with Canceled status were counted incorrectly. (18807)
- Previously, custom weights lower than 0.005 were not rounded up in USPS custom data. (18772)
- An issue where the Order Details page might not load properly if there were no proposed shipments has now been fixed. (18772)
- Fixed adding accessorial fees when applied using a post rating rule. (18751)
- Issue with Shipper Name when destination address contains "&" symbol has been fixed. (18726)
- Previously, the Select Items button did not turn green when all items were selected on a new proposed shipment. (18668)
- Issue with Smart Packing and packing type 'unpacked' for Canada Post has been fixed. (18476)
- Issue with incorrect carrier options for "Add this accessorial for this carrier" rule action has been fixed. (18304)
- Previously, XPO rates were shown correctly when selected manually but they were not shown when clicking the Compare Carrier Rates button. (18155)
- When an order is processed in a batch, the item description from the order line level now carries through to the shipment and packing slip. (17940)
- Previously, the Billing Type and Account Number were not updated when booking a proposed

shipment. (17698)
- The Freight Charges 'Bill To' now displays the address entered by the shipper or the address that is set on the 3PL carrier tariff. (17698)
- The system now calculates the average hours between order creation and shipment creation based on the shipments (rather than orders) for a specific period. (17103)

Shipping Experience

- Issue with booking a proposed shipment has been fixed. (18941)
- For package customs data, issue with invalid item information in the Customs modal window has been fixed. (18731)
- For package customs data, added validation for Customs modal window fields. (18641)
- For package customs data, fixed issue with customs data initialization on a new order. (18640)
- For Workstations, fixed issue with incorrect display of workstations list. (18389)
- Incorrect item value in customs data populating in the commercial invoice has been fixed. (18307)
- Fixed issue where proposed shipment carrier account and accessorial changed on browser refresh. (18207)
- Fixed issue with "Rerate the Shipment and automatically select the cheapest carrier and service" option. (17992)
- Fixed issue where the estimated delivery date on the tracking page had the incorrect time zone. (17693)

DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
October 3, 2023	New document
October 9, 2023	Added configuration information for cloning packages in box packing workflows.