



# Release Notes

## *Release 2024.1.0*

**Initial Release Date: January 23, 2024**

*Starting from 1/23/2024, customers will start receiving version 2024.1.0.*

*Please see your release communication email from ShipHawk for more information.*

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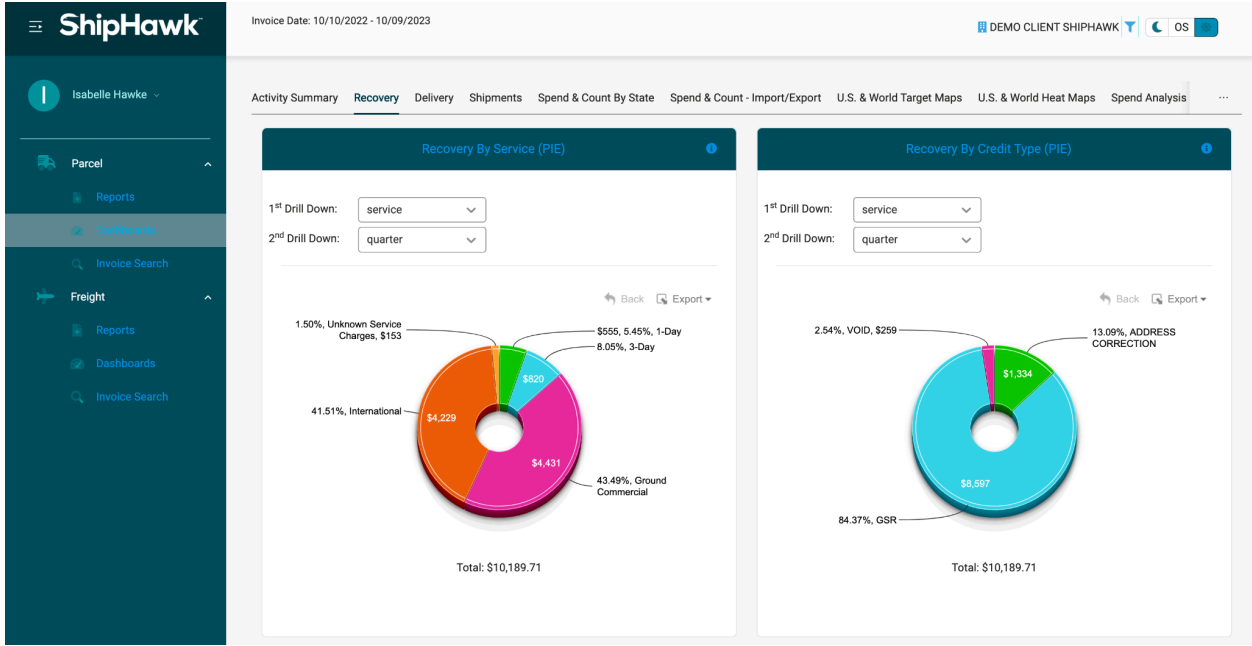
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# New Features

This document provides an overview of the new features and fixes in the 2024.1.0 release.

## ShipHawk Audit Now Available

**ShipHawk Audit** offers LTL and parcel audit and cost reconciliation, automating and streamlining the process of collecting, examining and adjusting freight and parcel invoices for accuracy to uncover cost recovery opportunities, analyze carrier performance and help support negotiation of carrier contracts. To learn more about this powerful auditing solution for your fulfillment process, please see [ShipHawk Audit](#).



**ShipHawk Audit** has now been enhanced further to store shipment history data, providing the following benefits:

- Increase your productivity when auditing carrier invoices
- Identify operational inefficiencies
- Recover shipping invoice mistakes
- Understand actual shipping costs to set shipping rates
- Identify carrier performance metrics for contract negotiations

## Smart Packing Material Preferences

An extension to ShipHawk’s Smart Packing cartonization algorithm that allows users to restrict packing of SKUs to specific packing materials and to limit use of certain packing materials only with certain SKUs. This improves Smart Packing accuracy and may result in more accurate shipping rates

and require less time to manually configure or adjust shipments in the UI at the time of fulfillment for some orders.

There are two types of Material Preferences:

1. Product: Preferences that force specific SKUs or groups of products (via Product Category and Product Subcategory fields) to be packed only in certain packing materials. For example: “These fragile items should only be packed in a ‘Small Fragile Box’ or ‘Large Fragile Box.’”
2. Materials: Preferences that restrict use of specific packing materials to only be used (or not used) when certain SKUs or product categories are in the order. The “Small Fragile Box” should only be used when items with Product Subcategory “fragile” are in the order.

Configuration

Use the 'Select Products' settings to configure Smart Packing to always pack certain SKUs or Products into specific packing materials. For example, a merchant that ships glassware may use this setting to force Smart Packing to 'Pack only in' a container that is designed to protect glassware. Can also be used to restrict certain items from being packed into certain packing materials. Some use cases may require both a Products and Materials preferences to get the expected behavior.

**APPLICATIONS**

When  is

+ Add another item

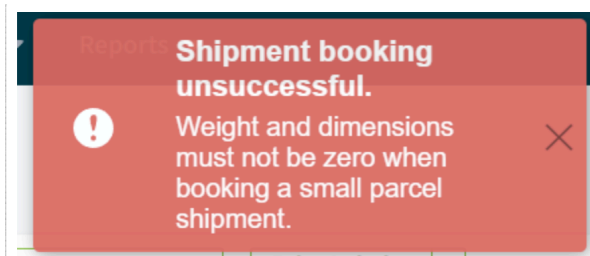
**ACTIONS**

+ Add another action

Pack Individually

## Improved Error Messages

Based on user feedback and message frequency, ShipHawk has reviewed and improved many of the error messages in the system, so that the causes and steps for resolution are clearer.



## Multiple Subdomains and Release Version Number on UI

As part of supporting the specific needs of merchants, ShipHawk is now supporting multiple subdomains to provide a targeted rollout of new releases.

Please see your release communication email from ShipHawk regarding the exact date your version update will take place.

ShipHawk has now included the release version number on the user interface, so you can easily see which version you are using. For example, from the ? icon on the top menu bar, you now have:



Support Portal

Online Help

API

Version: rc2024.1.0-3-98-g36f68a25ae

## Performance Improvements

ShipHawk has completed further infrastructure enhancements to provide performance improvements, including:

- Improved speed of box packing interface for proposed shipments with a large number of packages
- Order History page data load improvements
- Carrier Integrations page user interface improvements
- Workstation Box Packing user interface optimization: 100 times faster for shipments with over 300 packages

## Integration Infrastructure Improvements

Improvements to ShipHawk's integration infrastructure include:

- Amazon Shipping integration improvements
- Support for the synchronous creation of shipping labels for Amazon Vendor Central
- Shopify API 2023-10 support

## Kit SKU Support for Amazon Vendor Central

ShipHawk now supports shipping kit SKUs with Amazon Vendor Central—merchants with kit SKUs can now process Amazon Vendor Central orders effectively.

## LTL Carrier Quote Numbers

ShipHawk now stores quote numbers from carriers (SAIA, Estes, XPO Logistics, Southeastern Freight Lines, R+L Carriers) for inclusion on the BOL.

## Electronic PRO Numbers for More Carriers

ShipHawk has expanded its support for new electronic PRO numbers for carriers, including ABF Freight, Averitt, Central Transport, Daylight Transport, and Pitt Ohio. This improves automation for LTL carriers and reduces manual entry of BOL numbers.

## Improved Accessorial Support

ShipHawk has improved automation for accessorials by reviewing and updating accessorials for selected carriers (ABF, Estes, OnTrac, R+L Carriers, SAIA, Southeastern Freight Lines, TForce) and precisely mapping accessorials to rating rules and shipping policies. Additionally, the Call Before Delivery accessorial is available for FedEx Freight.

## Smart Packing Freight Class By Density

ShipHawk can now automatically calculate and set the Freight Class based on Handling Unit (H.U.) density, so you can use a density-based Freight Class rather than an item-derived Freight Class. With this approach, you can reduce order processing time by automatically setting the Freight Class based on the density calculation. The user interface now shows the Total H.U. Weight and the H.U. Density.

Packing Type	Length	Width	Height	Unit	Freight Class	NMFC	Value
Pallet	48	40	69	in.	125		234

Materials Weight: 20    Total H.U. Weight: 565.00 lbs  
H.U. Density: 7.37 lbs / ft<sup>3</sup>

Commodity Description: Legendary Panasonic quality at an affordable price, Panasonic large display with 12 programmable buttons

# of Pieces	Piece Type	Weight	Unit
1	Box	278	lbs

## Rules Updates

ShipHawk continues to enhance rules in this release, including support for conditional accessorials based on shipping mode (for example, add liftgate of LTL without forcing LTL), offer carrier type list based on enabled carriers, and other fixes.

# Fixes

The following issues have been resolved in this release.

## Carrier Integrations

- Fixed issue with rate availability error during booking. (19747)
- Fixed issue with FedEx call tag not returning all tracking numbers for multiple packages. (19726)
- Fixed authorization request issue. (19712)
- Fixed rate mismatch for specific NMFC. (19702)
- Fixed issue with PRO number assignment to asynchronous dispatch object. (19562)
- Fixed issue with adding overlength costs to rate. (19540)
- Fixed issue connector throwing error when batching orders in batches up to 500. (19512)
- Fixed issue with rating upon error “Handling Unit Number and Handling Unit Type is required for commodity 1.” (19265)
- Fixed issue with incorrect rates displayed when length exceeds a certain number. (18190)
- Fixed issue with validation not being triggered in new quote flow for UPS shipment with more than \$50,000 package value with Canada origin. (10735)

## System Integrations

- Fixed issue with order with incomplete origin. (19873)
- Fixed issue with source system status error. (19588)
- Fixed issue with Amazon Shipping transit time. (19478)
- Fixed issue with writing back the correct carton weight for SPS Commerce EDI when shipping LTL with ‘In Each Piece’ mode enabled. (19298)
- Fixed issue with Amazon order batch processing when retry limit reached when only a few orders. (19286)
- Fixed issue with NetSuite Item Fulfillment ‘Packages’ tab showing incorrect data after combining orders and booking a proposed shipment. (17770)

## Shipping Platform

- Fixed Smart Packing inner space issue. (19732)
- Fixed issue with not applying Freight Class to items when passed in item parameters in rate request. (19489)
- Fixed issue with long loading for bulk pick ticket printing. (19012)
- Fixed issue with printed HAZMAT label offset. (18945)
- Fixed issue with ‘do not pack with other items’ strict items type. (18900)

## Shipping Experience

- Fixed issue with displaying default Saved View templates. (19991)
- Previously, custom changes to a view of the Order History page were not applied after logging out. This issue has been fixed. (19986)
- Fixed issue with printing documents from Workstations. (19742)
- Fixed issue with command barcode not being erased after scanning. (19708)
- Fixed issue with duplicate entries in SPS Commerce package. (19533)
- Previously, work Workstations did not show orders after packing the first order. This issue has been fixed. (19468)
- Fixed issue where packages were built in Workstations mode, but the order of the packages was reversed for proposed shipments and the order of generated labels was reversed. (19266)
- Fixed issue where Order Details page did not request order after page reload. (19234)
- Fixed Print BOL document error. (19147)

## NetSuite Bundle

- Previously, some Item Fulfillments were failing to move from Picked to Packed status due to a script error. This intermittent issue has now been fixed. (18848)
- Order reference number mapping from a transaction body field of the “Multiple Select” type is now supported: on a Sales Order, you can now multi-select values for the mapped field, and then get ShipHawk rates for the order. (19296)
- You can now map international alternate return addresses from NetSuite through Order Field Mappings. (19412)
- Fixed issue with address validation tool for orders with a high number of order line item fields. (19438)
- For clarity, the field name “Appointment Delivery” has been changed to “Schedule Appointment Delivery” on NetSuite user interface. (19397)
- Identified issue where inventory location was being erased after selecting rates as a NetSuite issue. (19814, 19819)



# DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
January 16, 2024	New document.
January 19	Added NetSuite Bundle fixes section.