



# **Release Notes**

***Release 2022.6.0***

*September 7, 2022*

# CONTENTS

<b>CONTENTS</b>	<b>2</b>
New Features	<b>3</b>
ShipHawk WMS Now Available	3
Loomis Express Integration	3
Lone Star Overnight (LSO) Integration	3
Enhancements to Dangerous Goods Shipping for UPS	4
Capture and Write Back Custom References from Shopify	4
Map Custom Packing Materials to FedEx One Rate Boxes	4
Limit ShipHawk Login Access to Unique IP Address Ranges	5
Enable Selected LTL Carriers to Ship Boxes without Pallets	5
New Setting to Pack Items “This Side Up”	6
Update Amazon When Using Your Own Carrier Accounts	6
Resolved Issues	<b>7</b>
2022.6.0	7
2022.5.x	8
<b>DOCUMENT CHANGES</b>	<b>10</b>

# New Features

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

## ShipHawk WMS Now Available

ShipHawk's Warehouse Management System (WMS) is now available. ShipHawk's WMS offers an innovative approach to supply chain solutions that synchronize the execution, visibility, and management of inventory and staffing across warehousing and distribution operations. With the ShipHawk WMS, you can:

- Achieve measurable efficiency gains
- Reduce costs while increasing throughput
- Improve employee retention
- Eliminate chargebacks
- Improve inventory accuracy
- Reduce travel time
- Maximize cube utilization
- Increase customer satisfaction

To learn more, please visit [ShipHawk WMS](#).

## Loomis Express Integration

ShipHawk now supports Loomis Express as a carrier for rating, booking, and tracking shipments in Canada. Loomis Express is a parcel carrier that specializes domestic and export services from Canada. The Loomis Express services that ShipHawk supports are Loomis Ground–Standard Shipping and Loomis Express–Next Day Shipping.

Your Loomis Express account can be connected in ShipHawk from the Carriers page. To add this carrier connector to your account, please contact your Account Manager.

## Lone Star Overnight (LSO) Integration

ShipHawk now supports Lone Star Overnight (LSO) as a carrier for rating and booking domestic shipments. LSO is a carrier that specializes in regional parcel delivery. LSO has a network of 27 operating locations throughout the Southwest and Central regions, including coverage in Texas, Oklahoma, Louisiana, Missouri, Arkansas, Kansas, Illinois, and New Mexico. LSO's delivery service area reaches roughly 43 million people per year, positioning them as a leader among

regional overnight carrier companies. The LSO services that ShipHawk supports are: LSO Early Next Day, LSO Priority Next Day, LSO Economy Next Day, LSO 2nd Day, LSO Ground, and ECommerce.

When integrated, LSO is used for rating across all ShipHawk services. Your LSO carrier account can be connected to ShipHawk from the Carriers page. To add this carrier connector to your account, please contact your Account Manager.

## Enhancements to Dangerous Goods Shipping for UPS

A dangerous good, also referred to as a hazardous material (Hazmat), is any item that is considered capable of posing an unreasonable risk to health, safety, and property when transported. ShipHawk has enhanced its support of dangerous goods shipping with UPS services to make it easier for customers to ship a variety of dangerous goods categories. When shipping dangerous goods with UPS, you must specify the type and quantity of dangerous goods being shipped. In ShipHawk, you can now indicate dangerous goods attributes in a proposed shipment for your items using the **Add Dangerous Goods Details** option. The dangerous goods categories UPS supports shipping are: lithium batteries (standalone, packed with equipment, and contained in equipment), limited quantity, and expected quantity items.

With the 2022.6.0 release, ShipHawk also supports dangerous goods shipping with UPS Air services. When rating and booking shipments with UPS Air Services, ShipHawk will also generate a Shipper's Declaration of Goods certificate for your Hazmat shipment.

## Capture and Write Back Custom References from Shopify

ShipHawk has made improvements to its integration with Shopify to provide more support for a wider variety of Shopify features. ShipHawk now captures the **Additional Details** section of a Shopify order and writes back this information as a custom order reference field to the ShipHawk Web Portal. Order references are useful for capturing additional fields and information about an order that is not natively passed by the ShipHawk-Shopify integration. This information will be available from the **References** section of a ShipHawk **Order Details** page.

## Map Custom Packing Materials to FedEx One Rate Boxes

FedEx One Rate is a service that offers flat rate pricing based on volume, delivery time, and delivery zones as defined by FedEx. In 2022.6.0, ShipHawk enhanced FedEx One Rate support by making it easy for merchants to map custom packing materials to FedEx One Rate branded packaging.

To ship using FedEx OneRate services, you typically need to pack orders using FedEx branded packaging. Starting with the 2022.6.0 release, you can map your custom packing materials to the equivalent FedEx One Rate package in ShipHawk. This guarantees that your packing material matches the expected FedEx One Rate service and shipping cost, assuming your packaging meets FedEx's requirements.

## Limit ShipHawk Login Access to Unique IP Address Ranges

ShipHawk has made improvements to our permissions and security controls to reduce the risk of unauthorized access and create a more secure platform. Starting in the 2022.6.0 release, admins can restrict access to the ShipHawk UI based on pre-configured IP ranges for groups of users. Setting IP limits, also known as IP whitelisting, allows admins to restrict access to the ShipHawk site to specific IP addresses (or a range of IP addresses).

Multiple IP ranges can be configured for merchants with multiple warehouses, and different restrictions can be applied based on different User Roles in ShipHawk.

ShipHawk highly recommends that you use this feature for your security and for your customers' security.

To set Access/Login Restrictions for certain IP Addresses, navigate to **Settings > Settings > System Access > Add IP Addresses**. By default, ShipHawk allows access from any IP address.

## Enable Selected LTL Carriers to Ship Boxes without Pallets

A box can be a cost-effective option for LTL shipping because the lower weight of a box compared to a pallet lowers shipping costs and can reduce labor required to palletize boxes.

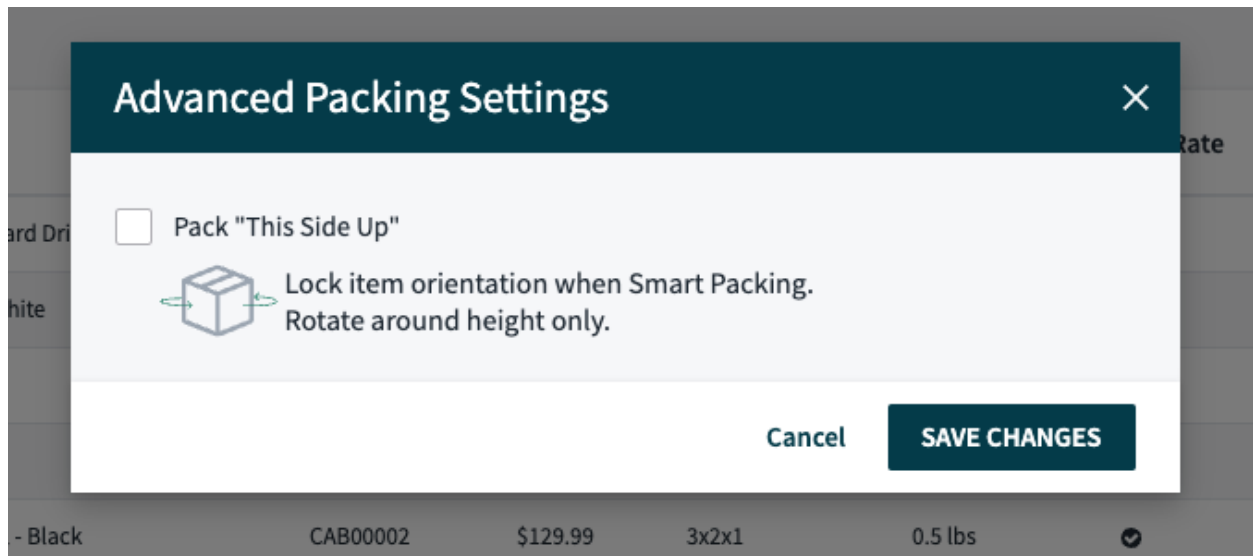
By default, LTL carriers are configured for commercial shipping best practices (palletized freight). However, in this release, you can have ShipHawk use Box as the default Packing Type for shipments with selected LTL carriers. The LTL carriers that currently support this feature in ShipHawk are:

- XPO Logistics
- CEVA
- Old Dominion Freight Line Inc.

To enable having Box as the default Packing Type for LTL carrier services, contact ShipHawk Support.

## New Setting to Pack Items “This Side Up”

A new setting now allows merchants to restrict the rotation of an item during Smart Packing™. Normally, Smart Packing will try to rotate an item in all directions to find the ideal packing orientation to minimize package size and shipping rates. For items that should not be rotated, such as a TV or other items that require “This Side Up” labels, you can lock the item orientation by selecting the new Pack “This Side Up” setting in Products > Advanced Packing Settings:



This setting assumes that the ‘top’ of the item is described by the Length x Width dimensions. Smart Packing will still optimize packing by rotating *around* the Height dimension, but will always keep the locked side ‘up’. By default, the setting is not selected, which indicates that Smart Packing can rotate the item without restrictions.

## Update Amazon When Using Your Own Carrier Accounts

The Amazon Seller Central setup screen now includes an option to enable or disable sending fulfillment updates to Amazon: ‘Update Amazon when orders are fulfilled using shipping methods outside of Amazon Buy Shipping options’. This setting is disabled by default. When enabled, you will be able to book shipments with their carrier accounts (rather than Amazon Buy Shipping) and then have the shipment information written back to Amazon. To access the setting, from **Settings**, select **Integrations > Amazon Seller Central tile > Manage My Accounts** screen.

# Resolved Issues

The following lists the resolved issues in this release (2022.6.0) and in the minor releases after the previous release (2022.5.0).

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

## 2022.6.0

The following issues have been resolved in this major release (2022.6.0).

- Fixed tracking updates. (14077)
- FedEx One Rate issue with updating rate automatically when proposed shipment is saved now fixed. (13534)
- Booking issue on New Shipments page with some shipments via Saia now fixed. (13924)
- Preload SKUs to avoid point usage on per item record loads. (12648)
- Overlapping address text issue fixed. (13959)
- Add free shipping options to Magento 2.4.1 plugin. (9607)
- Shopify Orders default to Commercial when address type is Residential issue fixed. (10736)
- Fixed issue with pick up close time for Banyan dispatch. (11512)
- Write additional debug info to writeback metadata. (12248)
- Add Shiphawk order cancellation API call for closed sales orders. (12321)
- Fixed Bill Duties and Taxes changing from sender to recipient during processing orders. (12922)
- Issue with proposed shipment details being erased on order update has been fixed. (13283)
- Show more detailed messages when an error occurs during Amazon Transportation order booking, and notify the user when a label is received in PNG format. If a label is returned in PNG, the user should contact their Amazon representative to change settings of their account to return ZPL. (13307)
- Fixed issue where Master Pack was reset after re-generating a proposed shipment (13405 )
- Expanded YRC services. (13503)
- Fixed order and product import issue during Shopify integration. (13727)
- Created migration to add Averitt as Echo TPL carrier. (13944)
- Printing issue with EOD manifest for FedEx fixed. (12336)
- Issue with creation of duplicate Proposed Shipment fixed. (11212)
- Postal code error when rating with carrier Purolator fixed. (11213)
- Fixed issue where Shipping Rule criteria 'Carrier Type' was not validating when LTL carrier was used. (11299)
- Fixed issue with packaging not applying when Proposed Shipment was generated when Order synched to ShipHawk. (12170)

- Issue with commercial invoice field not being populated for international shipments now fixed. (12717)
- Issue with weight not automatically populating fixed. (13073)
- Issue with not all Item Fulfillments (IFs) being closed when combining large numbers of IFs now fixed. (13312)
- Issue with ShipHawk failing to split items to new or existing orders when an order contained many items now fixed. (13696)
- Fixed issue with ShipHawk failing to send dispatch to YRC for pickup. (13777)
- Issue where Scanning LPN number incorrectly returned shipped orders now fixed. (14047)

## 2022.5.x

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

- Fixed error applying Package Preset rule. (13295)
- Fixed error with Southeastern dispatch. (13391)
- Issue where DHL eC shipments were only sending weight to carrier and not dimensions has been fixed. (13450)
- Previously, the piece count on a proposed shipment could not be changed when 'Select Item Button Mode' was set to 'in\_all\_pieces' and "Verify Line Items" was disabled. This issue has now been fixed. (13539)
- A tracking number issue that was preventing status updates has been fixed (13544)
- Increased caching time for getting label requests in Amazon: now it will hold reference key for up to one week. (13554)
- Fixed UCC label generation for shipments w/o order; shipment can be created through New Quote flow. (13651)
- For Loomis, an issue where multiple packages were sent separately instead of in a single request has been fixed. (13679)
- For Loomis, an issue where references were sent separately for each package has been fixed. (13694)
- Added proper handling for FedEx account test mode setting. (13698)
- Fixed issue with accessing API documentation from user interface. (13797)
- Fixed issue with opening the Manage Packing Slips page from the Auto Print modal. (13799)
- Issue with user unable to reset password resolved. (13801)
- Fixed commodity description auto-complete performance on New Quote page (13828)
- An issue with UPS Hazardous Materials Manifest not including all hazardous packages has been fixed. (13860)
- Fixed dispatch URL issue for Southeastern Freight Lines. (13863)
- Resolved incorrect service name parameter in Passport label requests (13894)
- Resolved issue with multiple package orders shipping to military address due to label printed in reverse order. (13896)



- Resolved issue with missing tracking number on Auto-Print packing slips. (13918)
- For Loomis, an issue with accessorials missed on booking has been fixed. (13953)
- Fixed issue with shipments not automatically updating tracking status: return tracking number instead of BOL number on tracking updates. (13963)
- Fixed Issue with Order search from the Order Details page. (14000)

# DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
7 September 2022	New document