



Release Notes

Release 2023.1.0

January 24, 2023

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New Features

This document provides an overview of the new features and fixes in the 2023.1.0 release.

Performance Optimizations

In this release, ShipHawk engineering has worked hard to optimize performance in a number of ways:

- **Shipping Speed.** Latency when booking shipments has been improved. As a result, you will see we have improved your average booking speed by at least 10%.
- **Order Search.** When searching for open orders from the Order Details page, the search results will now return an average of 30% faster than before the release.
- **Order Details page.** ShipHawk has optimized the Order Details page so that it loads roughly twice as fast.

OR Logic for Rules Engine Criteria

ShipHawk's Rules Engine is a powerful tool for automating Rating, Packing, and Shipping decisions based on your requirements. A rule includes:

- **Criteria** that define when the rule is applied
- **Actions** that define what happens when the rule is applied

Previously, a rule's criteria only supported **AND** logic, where **all** of the criteria had to be true for the rule to be applied. Now, criteria also supports **OR** logic, where **any** of the criteria can be true for the rule to be applied.

Example screen with AND and OR criteria:

RULE APPLICATION

Apply this rule to all rate requests and orders

Only apply this rule when **All** of the following criteria met

SKU is unpacked 1:unpacked 1 name

AND Any of the following criteria met

Destination Contact Name starts with

OR Destination Country starts with

+ ADD CRITERIA + NESTED CRITERIA

Example scenario: You want to offer free shipping for orders over \$100 USD OR free shipping to a specific set of ZIP codes near a warehouse. Previously, you would have had to create and manage two separate rules, one based on order value and one using ZIP codes. Now, a single rule can evaluate multiple criteria and apply the action accordingly.

Note that OR logic is available for criteria but not for actions because the Rules Engine would be unable to determine which action to apply. In these circumstances, two rules should be used with criteria to define a specific action to take.

Support for FedEx Freight Direct

A new delivery service from FedEx called Freight Direct is now supported by ShipHawk.

The following is excerpted from FedEx's [Freight Direct](#) page:

Delight your customers with total convenience

- Flexible morning and evening 2-hour delivery windows
- Order visibility
- Regular notifications via text2 or email
- Day of scheduling
- Day of delivery
- 30 minutes prior to arrival

- FedEx Freight drivers unpacking Freight Direct shipment inside home

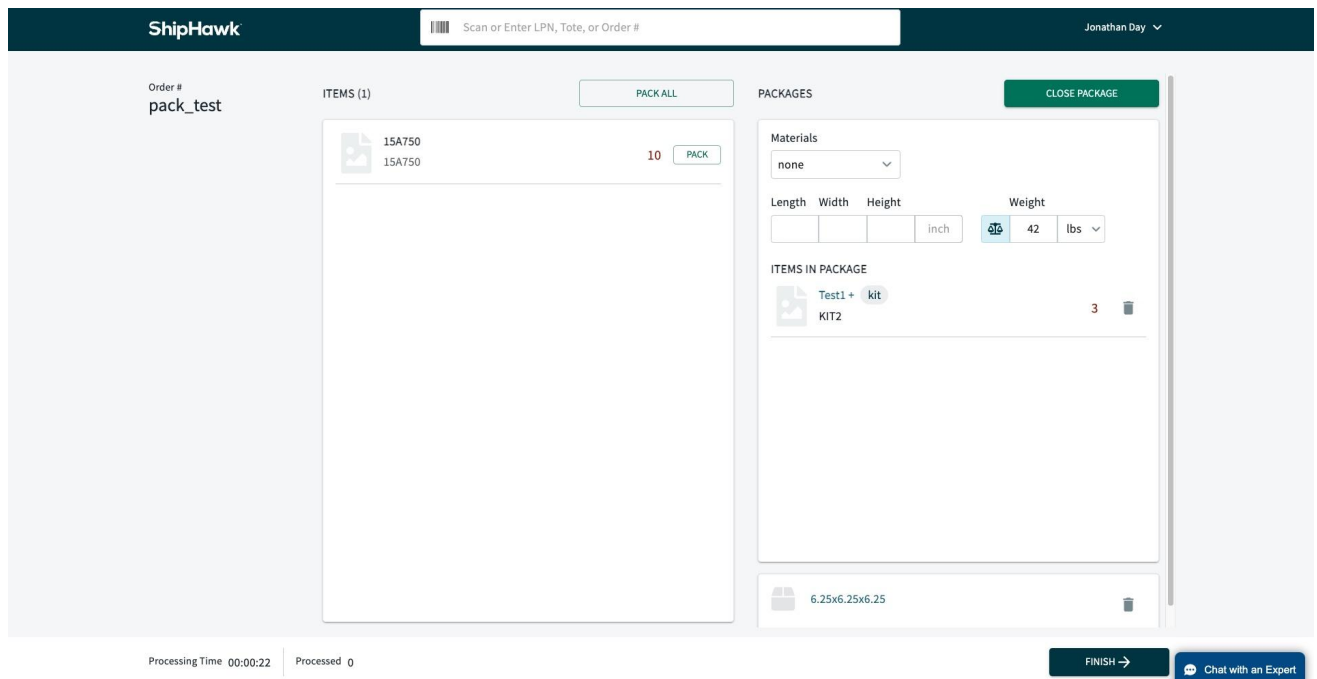
Your customers can choose from multiple service levels

- Basic — delivery to the ground level (front or back door) or to the garage without an appointment³ (no signature required)
- Basic by appointment — delivery to the ground level (front or back door) or to the garage with an appointment³
- Standard — to the first ground-level room in the home or business with an appointment³
- Premium — those requiring a two-person delivery, and/or placement in room of choice with an appointment³ (with the options of packaging removal⁴)
- Customer pickup at a FedEx service center

Ship nationwide

- FedEx Freight Direct Basic and Basic by Appointment reaches nearly 100% of the population of the United States and Standard and Premium reaches 90% of the population of the continental U.S.
- View available Standard and Premium delivery designation zip code coverage.

Packing Workflow Enhancements



Starting with the 2022.7.0 release, customers who have Workstations enabled for their ShipHawk account now have access to new workflows from the new ShipHawk Workstations page. Packing Workflows in ShipHawk are user interfaces that allow you to pack items into boxes and boxes onto pallets at different times and physical locations in your warehouse.

This release introduces additional workflow enhancements, including:

- **Masterpack Support for Packing Workflow**—you can now efficiently pack case quantities by scanning masterpack SKUs or having them automatically applied, which is especially useful for wholesale distributors who ship case quantities.
- **Simple LTL Packing Support**—you can now efficiently pack prepackaged boxes without needing to use the box packing mode. For ‘simple LTL’ shipments, this provides a way to pack boxes onto pallets quickly.
- **Combined Box and Pallet Workflows**—admins can now create workflows that allow users to pack boxes and then pack pallets in the same flow. Supports LTL shipments where SKUs are packed into boxes and then boxes are packed onto pallets.

Note: LTL packing workflows are still in beta stages so there are issues being actively resolved. That being said, we would love to gather early feedback. Enabling workstations will not affect your current process, so you do not risk causing problems in the warehouse by enabling workstations. For information on enabling Workstations for your account, contact your ShipHawk Account Manager.

Optionally Require ITN for International Shipments

International shipments valued at more than \$2500 may require an Internal Transaction Number (ITN), which confirms the Electronic Export Information (EEI) has been accepted in the Automated Export System (AES). For more information, see <https://www.census.gov/foreign-trade/aes/index.html>.

In this release, to make sure shipping clerks enter ITN numbers, ShipHawk admins can now have the option to require clerks enter an ITN number when the value of a shipment is more than \$2500.

Last Mile Tracking Number

A carrier service integrated with ShipHawk can work with a local consolidator service for the “last mile” delivery to a customer. For example: FedEx Smartpost, UPS Surepost etc.

In addition to the primary carrier service tracking number written back to NetSuite by ShipHawk,

ShipHawk can now write back the last mile service tracking number to a custom field in the Item Fulfillment record. This assures both compliance with vendor requirements and a better customer experience. The mappings can be set up under NetSuite integration settings in ShipHawk: Settings -> Integrations -> NetSuite -> NetSuite Shipment Mappings -> Mappings for Transaction body fields -> Add.

Sync Delivery and Pickup Instructions from Sales Orders

Customers now have the ability to automatically sync pickup and delivery instructions for LTL carriers from NetSuite to ShipHawk if available on the Sales Order or the Item Fulfillment record. The Pickup Instructions and Delivery Instructions can be included by setting up a new Order Field Mappings under ShipHawk settings in NetSuite. Once set up, the instructions populate on a proposed shipment automatically so that the shipper does not have to enter them manually.

Shipment Method Mapping for Multiple Subsidiaries

A merchant can have multiple subsidiaries, with each subsidiary having its own shipping method different from the merchant's default shipping method. Previously, if a merchant's subsidiary had a different shipping method than the merchant's default, the shipping method would have to be specified manually. Now, ShipHawk supports the ability to set different default shipping methods for each subsidiary so that the right shipping method is automatically applied for each subsidiary.

Shopify App Upgrade

ShipHawk's In-Cart Rating & Fulfillment app in the Shopify App Store is being upgraded to support the Shopify 2022-04 API versions, to meet Shopify API deprecation requirements.

FedEx Air Dangerous Goods

Shipping Dangerous Goods and Hazardous Materials by FedEx Air is now supported by ShipHawk.

ShipHawk now supports shipping hazmat, lithium batteries, and dangerous goods (including limited and excepted quantity) by eligible FedEx ground and air parcel services.

Automatically Dispatch LTL 3rd Party / Collect Shipments

Previously, Third Party and Collect billing merchants had to dispatch manually. To improve your workflow times, ShipHawk now dispatches automatically for selected carriers. Please contact your ShipHawk account manager for more information.

Fixed Ship Rate for SKUs Rule Action

You can now match third-party shipping rates with the Fixed Ship Rate for SKU rule action, which applies a fixed rate per service level per item based on specified SKUs. Other items in the order will be rated normally, and a total rate that includes the Fixed Rates and Carrier Rates is returned. This feature is useful especially if you are drop-shipping items through third-party suppliers. Note that the rule action could conflict with table rates so you must validate that the correct rates are returned.

Simplified Item Types

One of the fundamental configuration settings related to Products in ShipHawk is the Item Type. Item Type defines how each item is packed by the packing algorithm. Starting with this release (2023.1.0), ShipHawk has introduced new Item Types that simplify their selection while providing more flexibility in how to pack items. ShipHawk can now support three different item types and a number of advanced packing settings that define how a particular item can be packed.

New Item Types

The three new item types include:

- **Pallet**—for items that are pre-packed or stored on pallets. Replaces previous “Pallet” and “Unpacked > Pallet” item types.
- **Box**—for items that are pre-packed in boxes that can be shipped without being packed in a separate material container. Replaces previous “Parcel”, “Box”, and “Unpacked > Box”.
- **Loose**—for items that are always packed in containers before shipping. Replaces previous “Unpacked > Generic Unpacked Item” and other “Unpacked > (*all other item types*)”.

Advanced Packing Settings

The advanced packing settings include:

- **Do NOT pack with other items**—the item will always be packaged alone.
- **Do NOT palletize**—the item will never be stacked on a pallet.
- **Do NOT pack before palletize**—the item (box or loose) will be stacked directly on a pallet without first being packed in a container.

IMPORTANT: The Item Type feature introduced in this release (2023.1.0) is NOT backwards compatible with Item Types in previous versions. Existing ShipHawk accounts will NOT be automatically converted to the new Item Types. Please contact your ShipHawk account manager or email support@shiphawk.com for information on migrating your account to the new Item Types.

Fixes

The following issues have been resolved in the 2023.1.0 release.

Carriers

- Customer can book FedEx shipment without specifying a service (9116)
- USPS Pitney Bowes and FedEx printing package labels with incorrect Spanish characters (9669)
- “999 business days” returned as Transit Time for USPS First Class Package International Service (10283)
- PRO number is not showing up in the PRO Number field in readable text OR as a barcode when it should (12492)
- Canada Post International Shipment Can not be booked with Return to Sender and Return at Sender's Expense Accessorial Types Applied (13337)
- Unable to book some shipments with ODFL (13511)
- Saia only will rate / ship maximum 5 pallets (14335)
- FedEx not returning rates when Signature accessorials selected (15410)
- Shipment Reference Mappings Not Applying to Bill of Lading (15488)
- WWEX generated BOL no longer shows reference numbers (15506)

Integrations

- NetSuite source system sync status issue when creating Item Fulfillment (15639)
- NetSuite issue when adding ShipHawk API key (15525)
- BigCommerce issue when getting rates and synchronizing orders (14921)
- Amazon Transportation dependency on ‘Allow rating before booking’ feature (14969)
- NetSuite issue with Item Fulfillments not being created for all orders for combined orders (14837)
- NetSuite issue with ShipHawk Notes field disappearing for Quotes (11147)
- Added Channel Name, Channel domain and Rare Source for rating requests from Magento2 (11492)
- Magento2 online store and admin login issue (15653)

Platform

- Fixed filtering rating rules by product category and subcategory from PMS (15329)
- Fixed issue related to Handling Unit type for LTL orders created through API (15159)
- Updated Address Validation feature to prevent multiple meter events for the same address within 7 days (14871)
- Updated BOL to display 1 CTN 1 CTN instead of 1 CTN 1 OTH in BOL if handling unit type Box (14683)
- Fixed logic for Rating rule action “Free shipping for cheapest rate” (14588)
- Fixed issue where selecting “Print All Pallet and Carton Labels” would only print Pallet Label instead of printing both the Pallet and Carton Labels (13768)
- Fixed issue where "Prevent ShipHawk users with ‘Shipping Clerk’ role from Deleting proposed shipments" also prevented users with other roles (Admin and Shipping Manager) from Deleting proposed shipments with Integration ID (13637)
- Resolved issue that caused Order details page crash when user scan-verifies serial numbers for 500+ line items (13051)
- Fixed issue when item names were not populated on customs data for KIT component SKUs, when Show as one line item for customs is False (11476)
- Added support to manually add tracking numbers to shipments (10380)
- Fixed issue where some orders were not syncing into ShipHawk for shipping policies with 2 rule actions (10199)
- Fixed issue where Packing slips would not auto print when booked for proposed shipments generated from IFs (10008)
- Fixed logic when multiple rules force conflicts between carrier and carrier service. E.g. Carrier:UPS, Service:FedEx Ground (10245)
- Fixed issue where Package Preset applied using a Shipping Policy would not add weight when “add weight to items?” setting was TRUE (4954)

Shipping Experience

- Fixed the Carrier field on the Combine Orders modal not allowing a user to select a Carrier (15614)
- Always show table pagination on the Shipping Reports page (15517)
- Pallet packing flow: missing information about previously processed proposed shipments (15272)

- Fixed page load issue when opening International order (13824)

DOCUMENT CHANGES

The following provides a version history of these release notes.

Publication Date	Changes
13 January 2023	New document