



[www.shipritesoftware.com](http://www.shipritesoftware.com)

[info@shipritesoftware.com](mailto:info@shipritesoftware.com)

## ShipRite Update v.10.19.4

### Overview

- Time to Download: 25-40 Seconds.
- Time to apply update: 1-5 minutes.
- It is recommended you download this at the end of day, and not as you arrive for work, unless you get to the center at least 1 hour ahead of time.
- Address AutoComplete based on Google Maps
- UPS and FedEx Peak Surcharges
- Send Customer Review email at end of sale
- Various bug fixes

Technical Support will be available Saturday 10am – 3pm EST.  
Monday – Friday 8am-8pm EST.

*If you are using WebRoot Anti-Virus. Please disable it before installing the update. Once the update is installed, WebRoot can be turned back on.*

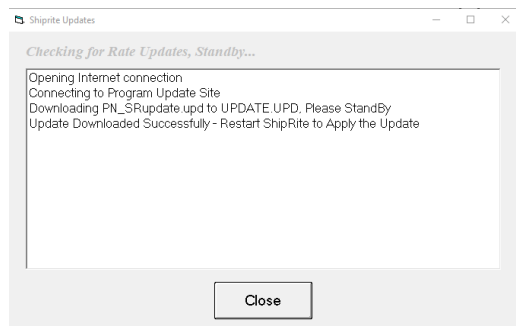
## Installation

1. Backup your ShipRite database. You should be backing up DAILY. If you are not, please go to [www.shipritesoftware.com/FAQS](http://www.shipritesoftware.com/FAQS), download the "Backup ShipRite" instructions, and then apply the backup procedure.
2. The Update has to be done on the server computer with ShipRite closed on all other workstations.
3. On the server, from the main ShipRite screen, click on the EOD button. In the top right corner, click on the Program Updates button.



**If Program Update button does NOT work, go to the next page of this document to manually download the update!**

4. A ShipRite Updates status screen will display with information that the update is being downloaded. Depending on your internet speed, this can take a few minutes to complete. When done, a message will display informing you that the Update downloaded successfully. Close the screen and close out of ShipRite completely.



5. After closing ShipRite, open it right back up from the desktop shortcut. During the initial startup, a message will appear stating the Program Update has been located. Click YES to install the update.
6. If an updated version of the ShipRiteNet 4.5 module needs to be installed, a prompt will come up to install it. Follow the prompts to install it as well.
7. After the installation is completed, start ShipRite back up from your normal icon. The first time ShipRite is started up, the software will go through a loading procedure. This is normal.

**The update is now completed.**

**If Program Update button fails to download the update:**

It's possible that a firewall or anti-virus software blocks the Program Update from being downloaded. If that is the case follow these instructions:

1. Click [<<HERE>>](#) to manually download the US update.  
Click [<<HERE>>](#) to manually download the Canadian update.
2. SAVE to your desktop. Double click on the file name: Update\_10.19.4.exe
3. Click NEXT to start the loading process, then FINISH to complete the installation.
4. If a message comes up to install the SAP Crystal Reports Runtime Engine, follow prompts to install.
5. If you receive prompts that the ShipRiteNet 4.5 module needs to update, go ahead and click YES and continue until done. Click CLOSE when done. If prompted to Repair or Remove, select Repair.
6. Start the ShipRite Program from the normal icon. You may get a message that X number of Database fields were added. This is normal. You will be required to restart the program again.
7. At this point start up ShipRite on the workstations.

Once the ShipRite Main Menu screen pops up, you are updated.

**Workstations**

After the server is updated, start ShipRite on any additional workstation that is present.

The first time ShipRite is started up on a workstation, a popup message may appear to install the "SAP Crystal Reports Runtime Engine" on each workstation if not already installed. Follow prompts on screen to install.

Start ShipRite back up.

If the ShipRiteNet 4.5 module needs to be updated on the workstation, a popup message will appear ("Failed to Load ShipRiteNet 4.5 module"). Press YES on that pop-up dialog and follow prompts on the screen to install the current ShipRiteNet module.

**If prompted to repair or remove ShipRiteNet4.5, select Repair.**

## Address Auto Complete

At the beginning of the Address 1 line, when you start entering the customer's address, ShipRite will now populate a list of all possible address matches. Double click on the correct address. The city, state and ZIP code fields (and country, if applicable) will automatically fill in and advance to the phone number field.

*Note: Apartment or suite numbers will not auto fill. Click on the 2nd address line to enter suite or apartment number, if applicable.*

The address auto complete feature can be found in both the Contact Manager and the Shipping Master's Address Entry form. It works for domestic and international addresses.

## Customer Review Email

A new checkbox option to send a customer review email is now available in the POS payment screen. Checking that option will send an email to the customer.

The screenshot shows a POS payment screen with a yellow background. At the top, it displays 'Payments: \$ 0.00' and 'Change: \$ 0.00'. Below these, there are several checkboxes: 'Print Receipt' (checked), 'Email Receipt' (unchecked), 'Print 8.5x11 Invoice' (unchecked), 'Email 8.5x11 Invoice' (unchecked), and 'Email Customer Review' (unchecked). The 'Email Customer Review' checkbox is highlighted with a red rectangular box. Below the checkboxes, there is a text input field labeled 'Email Receipt:'.

This option can be used for a multitude of purposes such as:

- Sending a survey link to review the transaction. *(search online for survey services that you can use to setup a link to send to customers)*
- Thank you notes
- Promotions
- Coupons
- Other marketing materials

Before using this feature, please setup and edit the email message by going to Setup > General Setup Options > Global Features > FORM - Email Setup.

Under the "Subject" drop down box select the "Review Your Customer Experience" option and select "Edit Email Body". Make any necessary changes and save the document.

## UPS and FedEx Peak Surcharges

This update contains the latest UPS and FedEx Peak surcharges. Some of the the peak surcharges take effect on October 1st. These charges are applied in addition to all other applicable charges.

To view and markup those surcharges go to Actions > Table Management > Master Shipping Table. Select the carrier (FedEx or UPS) then click on Peak Surcharges.

All applicable surcharges with the correct pricing and effective dates will be displayed. Please go through the list and adjust the RETAIL column to set your selling price for the corresponding surcharge.

**Carrier Selection**  

UPS

**Service Selection**  

1DAY  
1DAYEAM  
1DAYSVR  
2DAY  
2DAYAM  
3DAYSEL  
CAN-STD  
CAN-XPED  
CAN-XPRES  
CAN-XSVR  
COM-GND  
WWXPED  
WWXPRES

Packaging  
General

Postal Insurance  
Options

**Peak Surcharges**

Accessorial Revenue

UPS Peak Surcharge Increase by:

Surcharge	Service	Cost	Retail	DateFrom	D
Large Package	WWXPED	31.45	37.74	10/01/19	01/1
Large Package	1DAY	31.45	37.74	10/01/19	01/1
Large Package	COM-GND	31.45	37.74	10/01/19	01/1
Large Package	3DAYSEL	31.45	37.74	10/01/19	01/1
Large Package	2DAYAM	31.45	37.74	10/01/19	01/1
Large Package	2DAY	31.45	37.74	10/01/19	01/1
Large Package	1DAYEAM	31.45	37.74	10/01/19	01/1
Large Package	WWXPRES	31.45	37.74	10/01/19	01/1
Large Package	WWXSVR	31.45	37.74	10/01/19	01/1
Large Package	CAN-STD	31.45	37.74	10/01/19	01/1
Large Package	CAN-XPRES	31.45	37.74	10/01/19	01/1
Large Package	CAN-XSVR	31.45	37.74	10/01/19	01/1
Large Package	CAN-XPED	31.45	37.74	10/01/19	01/1
Large Package	1DAYSVR	31.45	37.74	10/01/19	01/1
Over Max Limits	CAN-STD	250.00	300.00	10/01/19	01/1
Over Max Limits	3DAYSEL	250.00	300.00	10/01/19	01/1
Over Max Limits	2DAYAM	250.00	300.00	10/01/19	01/1

## Fixes Included in version 19.4

Fixed/New Items:		
Type	Module	Description
Fix	Manager	Updated OpenClose form appearance with more neutral colors.
New	ContactSearch	Added GoogleCloud-based Address AutoComplete.
New	Net45.AddressEntry	Added GoogleCloud-based Address AutoComplete.
New	POS	Added ability to process kiosk packages via transaction id entered as sku in POS and passed to ShipMaster with populated package information.
Fix	EndiciaWeb	Updated Endicia request to fix Parcel Select issue where dim weight not applied in Endicia rate.
Fix	ShipMaster	Updated ShipMaster to prevent service selection processing if shipping charges still calculating.
New	Net45.ShipRiteReports	Added AR Alpha Report to ShipRiteNet4.5 module Crystal Reports.
Fix	AR	Updated AR Alpha Report to ShipRiteNet4.5 module Crystal Reports.
Fix	AR	Updated account bulk charge/check invoice balance listing to exclude voided/deleted invoices.
Fix	POS	Updated POS printed receipt to print Other payment amount when used as payment method.
Fix	Net45.ShipRiteReports	Updated POS emailed receipt to show multiple payments applied to invoice.
Fix	AR	Updated AR Statement to exclude payment records with null date field that can throw off balance values in report.
Fix	Shipping	VI Origin: Updated DHL to show pricing to domestic (US) ship-to destinations.
Fix	USPS	Updated USPS Priority Cubic Rate carrier setup option to enable setting Priority discounted cost field with Priority Cubic pricing when applicable.
Fix	MailBox	Updated mailbox rental save procedure to prevent main mailbox holder from missing in reports.
Fix	Manager	Updated OpenClose closing drawer receipt to show total of Other type payments under "Total Other" row as expected.
Fix	USPS	Updated USPS Retail Ground service availability to only zones 5-9 except if oversize pricing applies.
Fix	FedEx	Updated FedEx Holiday surcharges effective between 10/2019 and 1/2020.
Fix	UPS	Updated UPS Holiday surcharges effective between 10/2019 and 1/2020.
New	Net45.Email	Added to email setup the ability to edit the email subject and body used for Customer Review email.
New	POS	Added the ability to send customer review email at the end of a sale.
Fix	Payments	Updated the Payments form with checkbox options to print/email receipt, invoice, and customer review.
Fix	MergeMaster	Updated merge utility contact merge feature to update transaction history contact name to To-Contact name instead of "Cash, Check, Charge" when merging 2 contacts without accounts.