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NEW HOTFIX - v.10.20.3 – Build 10

Please install this update as soon as possible.

Overview

- Time to Download: 25-40 Seconds.
- Time to apply update: 1-5 minutes.
- **If you already downloaded version 10.20.3, the please re-download the HotFix update again to address issues found with the original 10.20.3 update.**
- When first opening ShipRite, the top header should read **v.10.20.3 – Build 10**. If it does not, please re-download the update.

HOTFIX for v.10.20.3 released 4/24/2020

- Fixed: Issue where FedEx One Rate isn't identified properly in ship request.
- Fixed: Issues with certain Endicia NetStamp requests that fail (Priority parcels or First Class Intl) for some users.
- Fixed: Issue with certain Endicia NetStamp requests for First Class parcels returning wrong zone rate.
- Updated FedEx LTL Freight rate request to also return and show account discount cost.

HOTFIX for v.10.20.3 released 3/30/2020

- Fixed: Removed DHL Emergency Situation Surcharge
- Fixed: MailMaster was not printing postage for accessorial charges (certified, return receipt, signature confirmation)
- Fixed: International custom postage stamp was not printing in Mailmaster

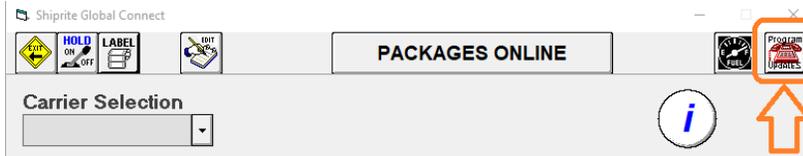
v.10.20.3 released 3/28/2020 released 3/28/2020

- New integration with NetStamps

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

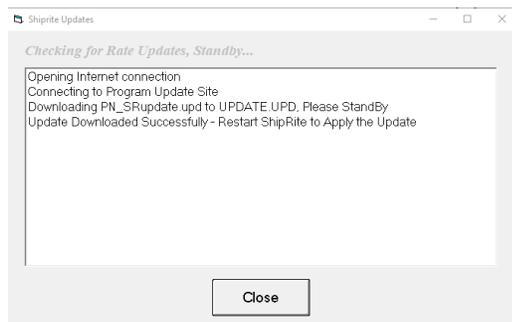
Installation

1. Backup your ShipRite database. You should be backing up DAILY. If you are not, please go to 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_10.20.3.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.

COVID-19 Information

Due to travel restrictions implemented by local, state, and national government the carriers have suspended any money back delivery guarantees. Additionally, there will be delays in delivery time especially when shipping to international destinations. Before sending any international shipments, please check the respective carrier's website for any service delays or possible service suspensions.

FedEx: (Select the Link to "Get the latest service impact information")

<https://www.fedex.com/en-us/service-alerts.html>

UPS:

<https://www.ups.com/us/en/service-alerts.page?id=alert1>

DHL: (log in to the DHL hub for the current document with country updates and service suspensions)

<https://retail.dhl.com>

Endicia NetStamp Setup

With this update ShipRite is replacing the obsolete DYMO Printable Postage integration with Endicia’s new NetStamps product. Please follow the instructions below in order to be able to print stamps on your DYMO printer through the ShipRite MailMaster:

1. On your server computer, from the main ShipRite screen go to:
Setup > General Setup Options > Carrier Setup > USPS > SETUP-Endicia NetStamps Server



If you use a single Endicia account for printing both DYMO stamps and LabelServer 4x6 labels, then press the COPY button to “Re-Use Endicia Label Server’s Account# and Pass Phrase”. This will copy your already present Endicia LabelServer account information and use it to print NetStamps.

OR

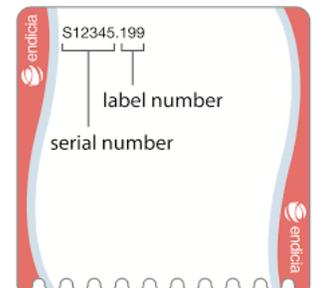
If you have a separate Endicia account for DYMO Printable Postage, then press the “SELECT” button to “Save Endicia Account# and Pass Phrase”. This option will allow you to enter that Account# and Passphrase to print NetStamps.

2. **If you have old stock DYMO labels that do not contain a serial number, SKIP THIS STEP and leave the serial number field empty.** Endicia will still allow the use of these labels for a limited time.

Endicia will be optimizing all accounts to NetStamp printing **starting March 31st**. As of that date you can start using the new NetStamp rolls that contain a serial number.

When using the new NetStamp rolls the serial number needs to be entered into ShipRite.

- *Serial numbers usually start with a letter and can be found on each label in the format shown to the right.*
- *Do NOT include the label number.*
- *Do NOT use the number on the test labels that have a large X on them*



Once the serial number is obtained, select the **“SETUP – Endicia NetStamps Serial Number”** option, enter in the serial number, and press the **“Save”** button right above the textbox.



- Finally, make sure that your DYMO Printer is selected in ShipRite. Click on the LOCAL FEATURES tab and select PRINTER – DYMO Label. Select your DYMO printer from the list and click Update Now.



Restart ShipRite for the changes to take effect.

The setup on your server computer is now complete.

Workstations:

Steps 2 and 3 need to be repeated on each workstation. The DYMO printer selection and the serial number need to be entered on each POS workstation individually.

On each POS workstation that is used to print stamps, go to *Setup > General Setup Options > Local Features > PRINTER - DYMO Label*. Set your DYMO printer and click Update Now.

Next, click on **“Carrier Setup”** and select **“SETUP – Endicia NetStamps Serial Number”**, enter in the serial number of the roll that this particular workstation is printing to.

Note:

- If you have multiple POS workstation using different DYMO printers, then the serial number will be different on each workstation.
- If you have multiple POS workstation sharing the same DYMO printer, then you still need to enter in the same serial number into each workstation.

Printing NetStamps

In the MailMaster make sure that the correct serial number is displayed in the top right corner, next to the “Print Postage” button.
(123456 in the example on the right)



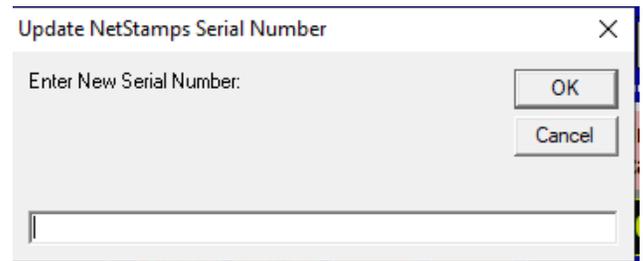
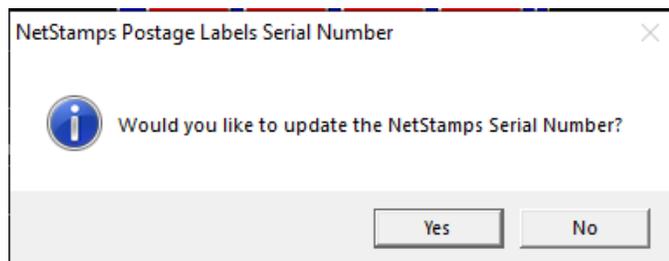
The procedure to price out a mailing and print the stamp remains unchanged and functions exactly as before. Enter in the weight and zip, select desired service, and press the “Print Postage” button.

Changing stamp rolls:

Every time a new stamp roll is put into the DYMO printer, the new serial number needs to be entered into ShipRite.

To change or update the serial number, simply double click on the serial number right in the MailMaster.

A message will pop up allowing you to enter in a new serial number.
Say YES, enter in the new serial number, and press OK.



Fixes Included in version 20.3

Fixed/New Items:		
Type	Module	Description
New	MailMaster	Added Endicia Stamps web service request to print DYMO/NetStamp stamps.
New	SetupProgram	Added Endicia Stamps web service account setup to USPS Carrier Setup.
New	FedEx	Updated FedEx Ground Home Delivery max weight limit to 150 lbs.
New	FedEx	Updated FedEx Ground Home Delivery estimated delivery days to include Saturday and Sunday for 7-day delivery.
Fix	Net45.FedExWeb	Updated FedEx Freight processing with latest web services changes.
New	Net45.ShipAddressEntry	Added ability to display listing of closest FedEx HAL locations within 50 miles for selection.
New	Shipt	Updated 'Hold at Location' check box to show ShipAddressEntry form with listing of closest FedEx HAL locations within 50 miles for selection.
Fix	FedEx	AK/HI Origin: Updated FedEx FASC program AK/HI discount to apply when package origin is AK/HI.
New	ShipMaster	Updated ShipMaster to show UPS panel together with other carriers.
New	DHL	Added DHL Emergency Situation surcharge effective 4/1/2020.
New	MST	Added DHL Emergency Situation surcharge setup to MST under DHL Temp Surcharges tab.