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ShipRite
SERVICES, INC.

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DHL Published Rates - Update v.10.20.4
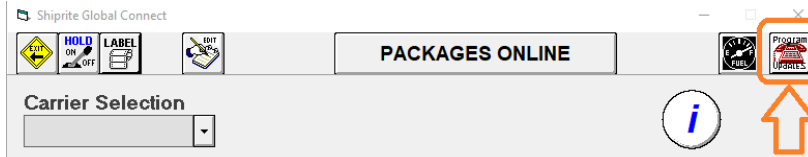**Please install this update as soon as possible.**

Overview
- Time to Download: 25-40 Seconds.
- Time to apply update: 1-5 minutes**.**
- When first opening ShipRite, the top header should read **v.10.20.4 – Build 5.** If it does not, please re-download the update.

- **New option to charge DHL Published Rates.**
  New DHL agreement for Service Point partners prohibits stores from charging above DHL published rates.

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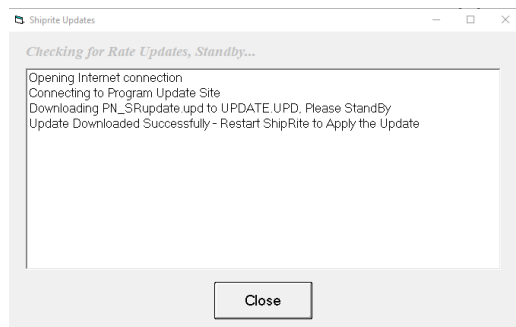Monday – Friday 8am-8pm EST.

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_10.20.4.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.
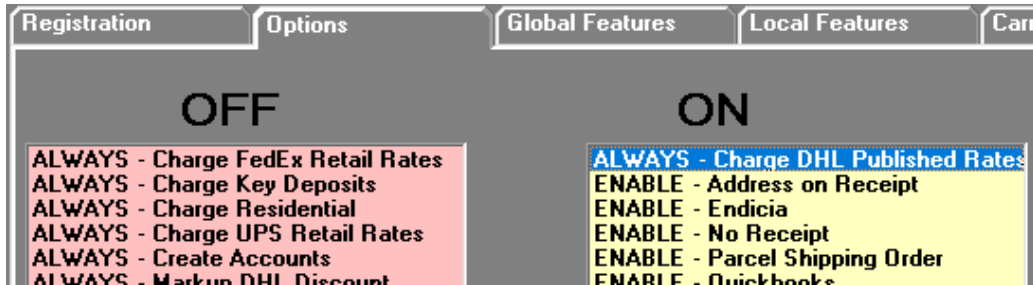
DHL ServicePoint Partners

DHL recently released their new ServicePoint Partner agreement. One of the changes to the agreement is that Service Point Partners cannot charge above our Published tariff.

If you are a DHL ServicePoint partner, please go to:
Setup > General Setup Options > Options > ALWAYS – Charge DHL Published Rates.
Turn that option ON. Save, exit, and restart ShipRite.

With this option turned ON your DHL retail rate will not be able to go above the DHL Published rate regardless of the set markup.

If you wish to charge **less** than the DHL published rate, for packages you can go to
Actions > Table Management > Master Shipping Table > DHL.
Select the service and click on "Percentage Markup" tab. There you can enter in a negative markup.
For example, to charge 5% below DHL published rate, simply enter -5 for all 3 markup levels.
And for Letters, click on the "Accessorial Revenue" tab and select "Letter Markup Fee" from the Features list.
There you can enter a negative % or Shipper markup.
For example, to charge 5% below DHL published rate, enter -5 in the "% markup" field. To charge $5 below DHL published rate, enter -5 in the "Shipper markup" field.

Fixes Included in version 20.4

Type	Module	Description
Fix	Shipping	Updates FedEx, UPS DAS lookup to prevent possible false positives.
New	Net45.EndiciaWeb	Updates Endicia Label Server web service to v8.9.
New	Net45.EndiciaWeb	Migrates Endicia Address Validation from Dial-A-Zip to Endicia Label Server.
New	Net45.ShipAddressEntry	Migrates Endicia Address Validation from Dial-A-Zip to Endicia Label Server.
New	SetupProgram	Adds "ALWAYS - Markup DHL Discount" option to calculate Shipping Charge by applying markup against the DHL Discounted Cost when enabled, and against the DHL Base Cost (Retail/Published Rate) when disabled.
New	Shipping	Updates DHL to calculate Shipping Charge by applying markup against DHL Discounted Cost when "ALWAYS - Markup DHL Discount" option enabled, and against DHL Base Cost (Retail/Published Rate) when option disabled.
New	SetupProgram	Legacy: Adds "ALWAYS - Charge DHL Published Rates" option to charge Published Rates in the Shipping Screen.
New	Shipping	Legacy: Updates DHL to charge Published Rates in the Shipping Screen when "ALWAYS - Charge DHL Retail Rates" option enabled.
Fix	SetupProgram	Removes unused DHL DASC Rate Types (tier levels) "50%", "55%" from DHL Carrier Setup.
Fix	SetupProgram	Updates DHL DASC Rate Types (tier levels) from just percentages to "Tier" level names in DHL Carrier Setup.