



User's Guide

Version 7.3b

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Waterbury CT 06705**

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ph: 800.462.4016
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◎ OVERVIEW

StarShip is a complete shipping solution that supports multiple carriers in one user interface while storing shipment history in a central location. You can rate shop between available carriers while shipping to find the most economical way to ship your packages.

StarShip was designed to easily integrate with financial systems, and provides the most efficient and error-free way to ship your orders. It gives you real-time access to many financial systems on the market today. Simply type in the order number, and StarShip retrieves the ship-to name and address, P.O. Number, ship-via, and more. StarShip even makes your accounting department more efficient by automatically updating orders with freight charges and tracking information. This real-time integration allows you to invoice orders immediately after they are shipped.

◎ ACCOUNTING INTERFACES

If you purchased an accounting interface option, you received a separate interface guide. Go through that setup after you complete the instructions in this guide.

Not sure if you have the right interface guide? You can download the correct one from the [documentation page](#) on our website. Just look under StarShip, and click on your interface. Or, contact the **Sales Department** @ (800)462-4016.

◎ TECHNICAL SUPPORT

Voice: 203-574-1884

Fax: 203-574-1979

Email: support@vtechnologies.com

Hours: 8:30 a.m. to 7 p.m. EST, Monday – Friday

You can also visit our [StarShip support page](#) on the web.

Have a question? Check out our [FAQs page](#)!

STARSHIP USER'S GUIDE

SYSTEM REQUIREMENTS

⦿ OVERVIEW

Any system running StarShip should meet the following basic requirements:

⦿ SYSTEM REQUIREMENTS

- ✓ **IBM PC or compatible with 133 MHz Pentium or faster**
- ✓ **800x600 or higher resolution display**
- ✓ **Windows 95, 98, ME, NT 4.0, 2000, XP**
 - Windows NT 4.0 requires SP5 or higher¹
- ✓ **64 MB RAM minimum (128 MB recommended)**
- ✓ **40 MB available disk space**
- ✓ **CD-ROM drive**
- ✓ **Microsoft mouse or compatible pointing device**
- ✓ **VGA or higher resolution monitor**
- ✓ **Modem connected to analog line**
- ✓ **Microsoft Internet Explorer v5.0 or higher²**
- ✓ **TCP/IP Network protocol with Static IP Addressing³**
- ✓ **LAN connection to Internet⁴**
- ✓ **One free serial (COM) port if using electronic scale**
- ✓ **One free serial (COM) or parallel (LPT) port for thermal label printer**
- ✓ **Functioning modem driver (see [Checking the Modem Driver](#))**

¹ Service Pack 5 for NT 4.0 is available on the StarShip Installation CD in:
\\Redist\WinNT4\SP5

² Available on the StarShip CD

³ Applies only if using the FedEx Internet module. "Static IP Addressing" means that the computer's IP address does not change. If you are unsure about this setting, please ask your Network Administrator for assistance.

⁴ Applies only if using the FedEx Internet module.

STARSHIP USER'S GUIDE

THE INSTALLATION CD

④ THE INSTALLATION CD

When you insert the StarShip installation CD into your CD drive, this Welcome screen automatically appears.



(If it doesn't, the Windows auto-run feature is not enabled. Run setup.exe from the CD.).

④ INSTALL/UPGRADE STARSHIP

These options launch StarShip's installation (for new installations) and update programs.

⦿ INSTALL FEDEx ATOM SERVER

Installs the [FedEx ATOM Server](#), which communicates via Internet with the FedEx servers.

⦿ INSTALL ACROBAT READER

Select this option if you need additional installations of Acrobat Reader. It is required to view the User's Guide.

⦿ EXPLORE CD

Opens the CD folders in Windows Explorer.

⦿ USER'S GUIDE

This option opens the StarShip User's Guide. You need Acrobat Reader installed in order to view it.

⦿ INSTALL IE 5.5

Installs Internet Explorer 5.5 (see [Requirements](#)).

⦿ EXIT

This option closes the Welcome screen.

Installation



STARSHIP USER'S GUIDE

FEDEX ATOM SERVER INSTALLATION

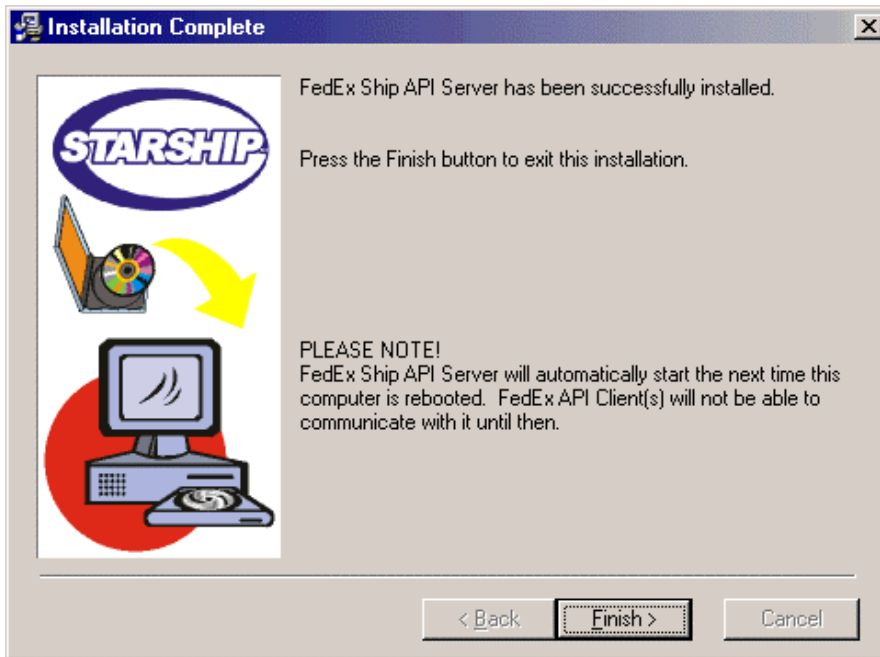
Overview

The FedEx ATOM Server communicates with the FedEx Servers over the Internet. We recommend installing the ATOM server before installing StarShip. The FedEx ATOM Server must be installed on a computer accessible to the StarShip workstation. If you use a [proxy server](#), please have the proxy server's [IP address](#) or name, and [port number](#) available. If you don't know this information, ask your Network Administrator before beginning this installation.

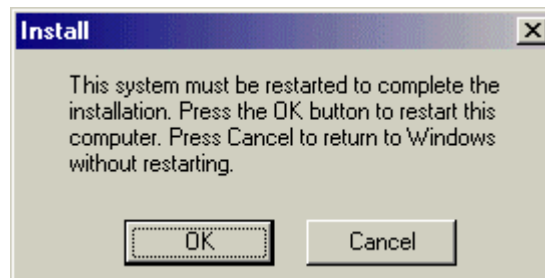
If you are not using the FedEx Carrier Module, please skip to [StarShip Installation](#).

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Insert the StarShip Installation CD into your CD-ROM drive. When the Welcome screen appears, select Install FedEx ATOM Server from the menu. |
| 2 | On the License Agreement window, click I Agree. |
| 3 | Click Next to begin the installation process. Note: Internet Access is required on this computer. |
| 4 | Select the location where the FedEx Atom Server will be installed. |
| 5 | If you use a proxy server, enter the following information: <ul style="list-style-type: none">• Proxy Host: Proxy Server IP Address or Name• Proxy Port: Port Number Click Next. Note: If you aren't sure about this information, cancel the installation or ask your Network Administrator about these settings. |
| 6 | Click Next to begin the installation. You can also click the Back button to re-enter any information. |

- 7 When the installation is complete, click Finish.



- 8 Click OK to reboot and Cancel to return to Windows without rebooting. The installation is not complete until you reboot.



STARSHIP USER'S GUIDE

STARSHIP - FIRST TIME INSTALLATION

⦿ OVERVIEW

StarShip runs on the Windows 95, 98, ME, 2000, and NT operating systems. Go through the steps on the following pages to install StarShip.

Note: If you are shipping with FedEx, be sure to install the FedEx ATOM Server **before** you install StarShip: [FedEx ATOM Server installation](#). You cannot install the ATOM server on the same machine as the FedEx SMS Server.

For more information on installing StarShip multiple times on the **same** PC, see the section [Multiple Installations on One PC](#).

After completing installation and setup on an initial workstation, follow the procedure [Multi-User Installation](#) to install StarShip on additional workstations.

To run StarShip Installation program: Place the StarShip CD in your CD-ROM drive. If autorun is enabled on your pc, the [Welcome screen](#) appears automatically. If not, run **setup.exe** from the CD. Select **Install StarShip** from the menu.

⦿ THE LICENSE AGREEMENT

Read the License agreement. Then, click I Agree.

⦿ WELCOME

This window gives you guidelines about installation. Click Next.

⦿ SELECT DESTINATION LOCATION

Select the directories to which the StarShip program and its data should be installed. Accept the default directories, or use the Browse button to select the directories. (see explanation below)



The **Program Directory** defaults to c:\starw. For best performance, the program directory should be on the local hard drive.

The **Data Directory** defaults to c:\starw\data. You should only change the data directory in the following cases:

- If you have a [multi-user version](#) of StarShip, the data directory should be located on a server drive that can be accessed by all StarShip users. For example, f:\starw or f:\starw\data
- If you are using a Btrieve interface (used in accounting systems such as Macola or Platinum) and the accounting system runs in client/server mode. StarShip must be setup to run in client/server mode so the two programs can share data.

① SELECT COMPONENTS

Select the components you want to install. When you click on each item a description will display.

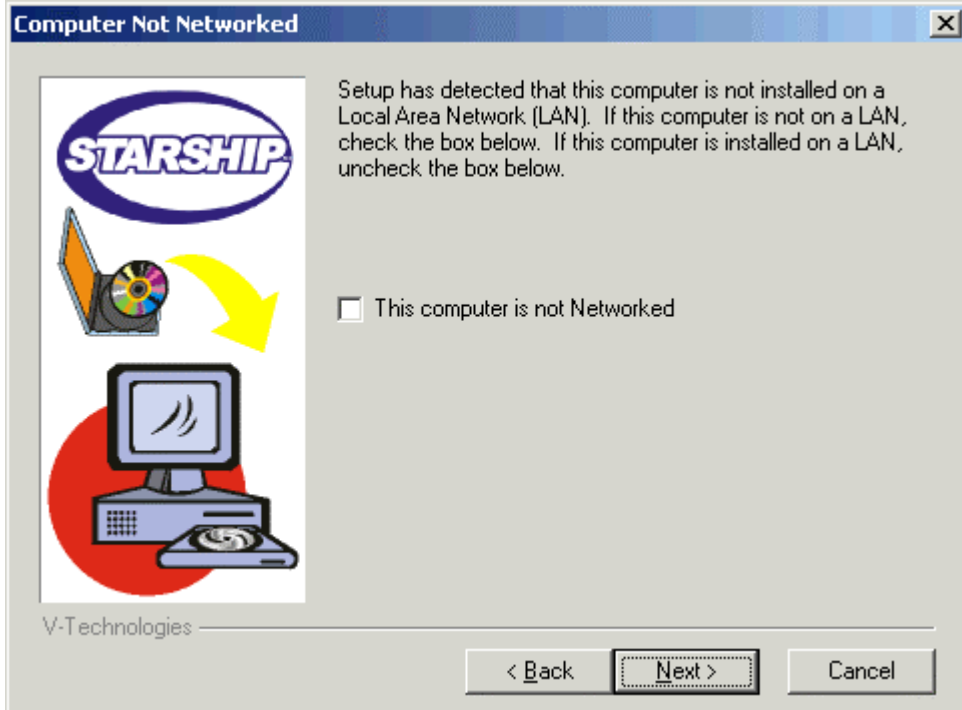


If the StarShip GTC is located on another computer and you are sharing it between workstations, deselect the StarShip GTC checkbox.

If you want to install the GTC locally, make sure it is selected.

⦿ COMPUTER NOT NETWORKED

This dialog box appears if setup detects that your computer may not be connected to a network. Follow the instructions and either select or deselect the check box.



⦿ REGISTRATION INFORMATION

Type in your registration information and click Next.



The image shows a Windows-style dialog box titled "Registration Information". On the left side, there is a graphic featuring the "STARSHIP" logo in a blue oval, a laptop with a CD/DVD, and a desktop computer with a monitor and keyboard. A yellow arrow points from the laptop towards the desktop computer. Below the graphic, the text "V-Technologies" is visible. On the right side of the dialog, there is a text prompt: "Please enter the name and company of the registered owner of StarShip into the fields below." Below this prompt are two text input fields. The first field is labeled "Registered user's full name:" and contains the text "John Smith". The second field is labeled "Registered user's company name:" and contains the text "ABC Manufacturing, Inc.". At the bottom right of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

Registration Information [X]

Please enter the name and company of the registered owner of StarShip into the fields below.

Registered user's full name:

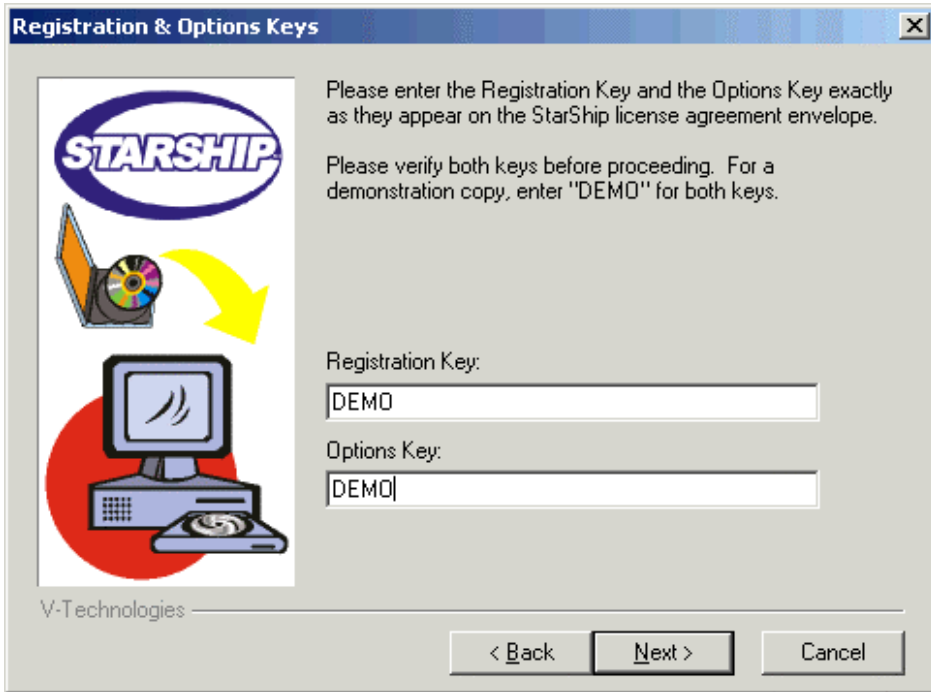
Registered user's company name:

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< Back Next > Cancel

⦿ REGISTRATION AND OPTIONS KEYS

Type in the Registration and Option keys you received from the Sales department. If you are installing a Demo copy, type DEMO in both fields. Click Next.



The dialog box titled "Registration & Options Keys" features a logo for "STARSHIP" and an illustration of a laptop, a CD-ROM, a desktop computer, and a hard drive. A yellow arrow points from the CD-ROM to the desktop computer. The text inside the dialog box reads: "Please enter the Registration Key and the Options Key exactly as they appear on the StarShip license agreement envelope. Please verify both keys before proceeding. For a demonstration copy, enter 'DEMO' for both keys." Below the text are two input fields: "Registration Key:" with the value "DEMO" and "Options Key:" with the value "DEMO". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The V-Technologies logo is visible in the bottom left corner of the dialog box.

Please enter the Registration Key and the Options Key exactly as they appear on the StarShip license agreement envelope.

Please verify both keys before proceeding. For a demonstration copy, enter "DEMO" for both keys.

Registration Key:
DEMO

Options Key:
DEMO

< Back Next > Cancel

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Note: If you need Registration and Options keys, [contact](#) the Sales Department. Please have your UPS Shipper Number available.

STARSHIP USER'S GUIDE

MULTI-USER INSTALLATION

To add additional users, simply repeat the installation procedure on that user's computer. Be sure to specify the same, shared [Data Directory](#) for all users. Existing data is not overwritten when you install a new user.

When you run StarShip for the first time on a workstation, it prompts you for the station number. Assign each station a sequential number starting from 0. Once assigned, you should flag StarShip not to prompt for the station number in the future so the user won't inadvertently change it. The station number is stored in the starship.ini file in the Windows directory.

Each user must complete the setup steps in this guide (except Company Setup). If the user does not have a modem, he can skip the UPS OnLine® setup. He can still enter shipments, look at shipment history, and track via the Internet. However, he will not be able to upload shipments.

STARSHIP USER'S GUIDE

MULTIPLE INSTALLATIONS ON ONE PC

You can install more than one copy of StarShip on one PC by redirecting the StarShip.ini file. You may want to do this if, for example, you have multiple UPS Shipper Numbers.

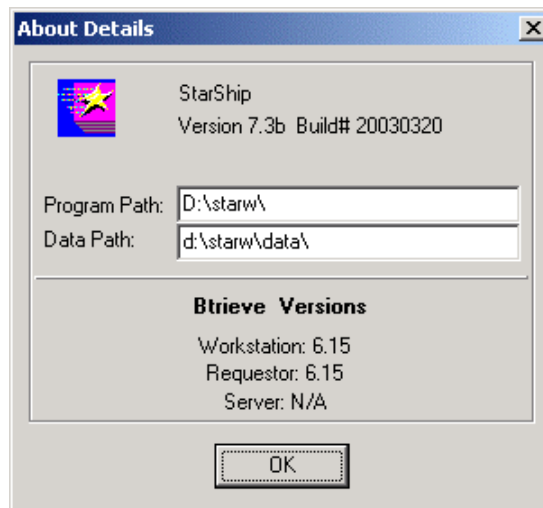
When StarShip starts up, it immediately reads the program and data paths from the StarShip.ini file (located in c:\windows). In order for this .ini file to not be overwritten, you have to specify a different directory for the .ini file in the second installation so that you don't overwrite the .ini file from the first installation.

These installations may share a data directory. Or, if you have multiple shipper numbers, you need separate data directories.

#

ACTION

- 1 After performing the first StarShip installation, note the program and data directories in the spaces shown below. You can find your directories by launching StarShip, and selecting **Help > About > More**.



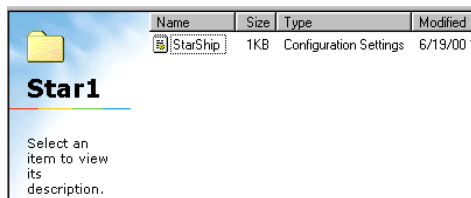
#

ACTION

- Next, create a new directory, using Windows Explorer or DOS, which will contain the StarShip.ini file. For example, "Star1".

| | | |
|----------|-------------------------|---------|
| windows | File Folder | 6/11/00 |
| Windows | File Folder | 6/11/00 |
| Autoexec | 0KB MS-DOS Batch File | 6/11/00 |
| Command | 92KB MS-DOS Application | 5/11/00 |
| Frunlog | 2KB Text Document | 6/11/00 |
| Netlog | 6KB Text Document | 6/11/00 |
| Setupxlg | 1KB Text Document | 6/12/00 |
| Star1 | File Folder | 6/19/00 |

- Copy the current StarShip.ini file from the correct Windows directory to the new directory you just created. Again, you can do this using Windows Explorer or from a DOS prompt.

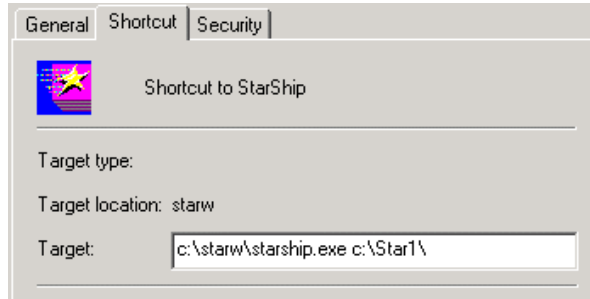


- Create a desktop shortcut to the first installation of Starship. Select **Start > Programs > StarShip for Windows**, right-click on StarShip, and select Copy from the pop-up menu.
- Right-click on your desktop, and select Paste Shortcut from the context menu.

#

ACTION

- 6 Right-click on the StarShip shortcut icon, and select Properties. In the Target field, add the path to the copy of the Starship.ini file to the existing target, and then add a final backslash. Click OK.



- 7 Now you can install StarShip again using different program and data paths. Repeat these steps for each additional installation of StarShip.

STARSHIP USER'S GUIDE

UPGRADING STARSHIP

⦿ OVERVIEW

StarShip runs on the Windows 95, 98, ME, 2000 and NT operating systems. Go through the steps on the following pages to upgrade StarShip.

Note: If you are shipping with FedEx, be sure to install the FedEx ATOM Server **before** you install StarShip: [FedEx ATOM Server installation](#)

To run StarShip Installation program: Place the StarShip CD in your CD-ROM drive. If autorun is enabled on your pc, the [Welcome screen](#) appears automatically. If not, run **setup.exe** from the CD. Select **Install/Upgrade StarShip** from the menu.

Please note that your installation might vary slightly from these procedures depending upon what is installed on your PC and what options you have selected.

⦿ THE LICENSE AGREEMENT

Read the License agreement. Then, click I Agree.

⦿ WELCOME

This window gives you guidelines about installation. Click Next.

⦿ SELECT DESTINATION LOCATION

Select the directories to which the StarShip program and its data should be installed. Accept the default directories, or use the Browse button to select the directories. (see explanation below)



The **Program Directory** defaults to c:\starw. For best performance, the program directory should be on the local hard drive.

The **Data Directory** defaults to c:\starw\data. You should only change the data directory in the following cases:

- If you have a [multi-user version](#) of StarShip, the data directory should be located on a server drive that can be accessed by all StarShip users. For example, f:\starw or f:\starw\data
- If you are using a Btrieve interface (used in accounting systems such as Macola or Platinum) and the accounting system runs in client/server mode. StarShip must be setup to run in client/server mode so the two programs can share data.

EXISTING STARSHIP INSTALLATION FOUND

When the existing StarShip Installation is found, choose whether to upgrade or install over your existing installation. The window explains what each option will do.



Select an installation type below to continue on to the correct procedure:

- ⇒ [Upgrade your existing StarShip installation](#)
- ⇒ [Install over your existing StarShip installation](#)

UPGRADE EXISTING INSTALLATION

⦿ REGISTRATION INFORMATION

If the data directory you selected contains registration information from a previous installation, you'll see the following window. Click Next. You may also click Back to return to the Select Destination Location and enter a different data directory. You may be prompted to enter new registration and option keys during the installation.



⦿ SELECT COMPONENTS

Select the components you want to install. When you click on each item a description will appear. You'll only see this dialog box if you're upgrading from a version earlier than StarShip 7.2.



⦿ UPS DIAL-UP WARNING

In order to commission and ship with UPS, you need to make sure that your modem driver is working properly. If this is the GTC workstation where you will commission, you'll receive this dialog box.

Even if you are unsure about whether or not your modem driver is working, check the box and continue. You will have the opportunity to verify your modem driver functionality later, after the installation.

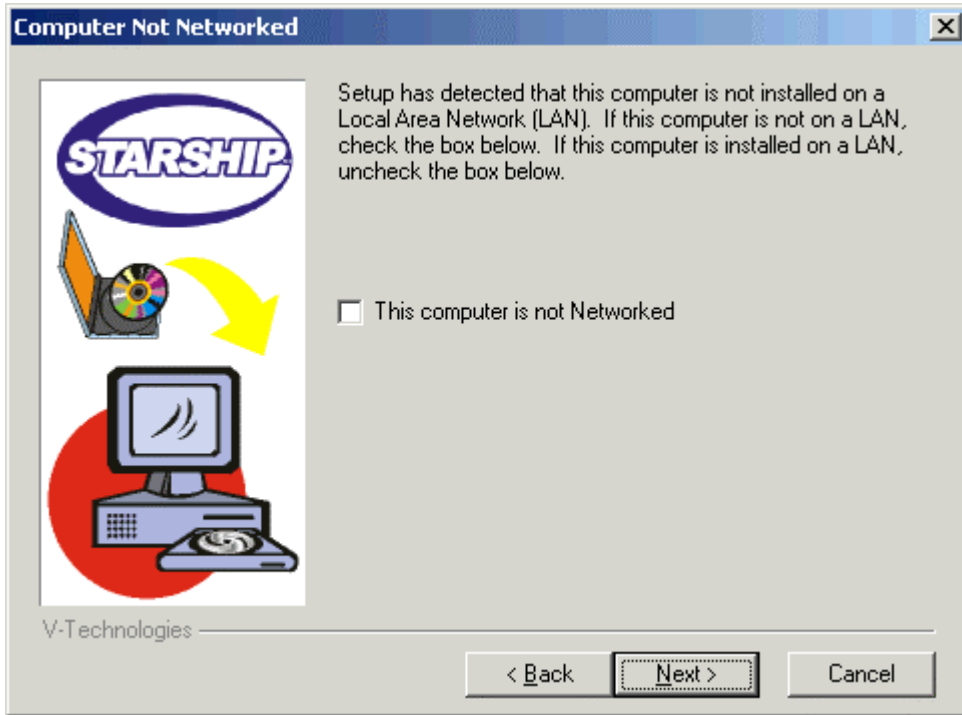


See also [Checking the Modem Driver](#)

[Upgrade Existing Installation](#)

⦿ COMPUTER NOT NETWORKED

This dialog box appears if setup detects that your computer may not be connected to a network. Follow the instructions and either select or deselect the check box.



⦿ GENERIC TRANSACTION COORDINATOR (GTC) LOCATION

This dialog box allows you to enter the computer name or IP Address of the computer that has the GTC installed on it.

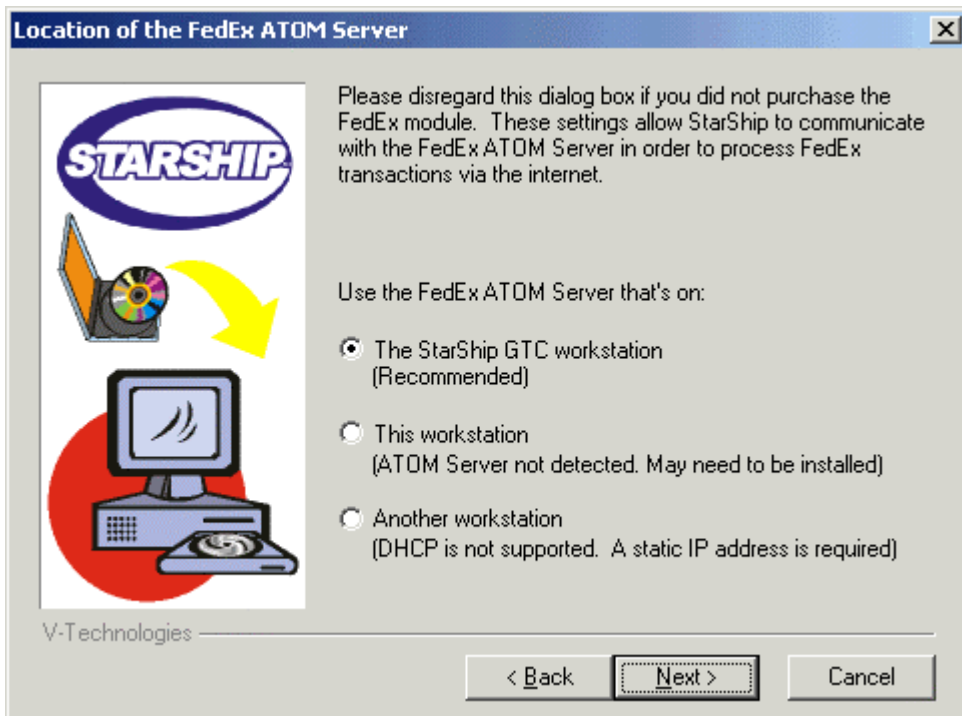


(If you previously installed the GTC locally, you can alternately decide to use that previous installation by clicking the check box at the bottom of the window.)

⦿ LOCATION OF FEDEX ATOM SERVER [IF APPLICABLE]

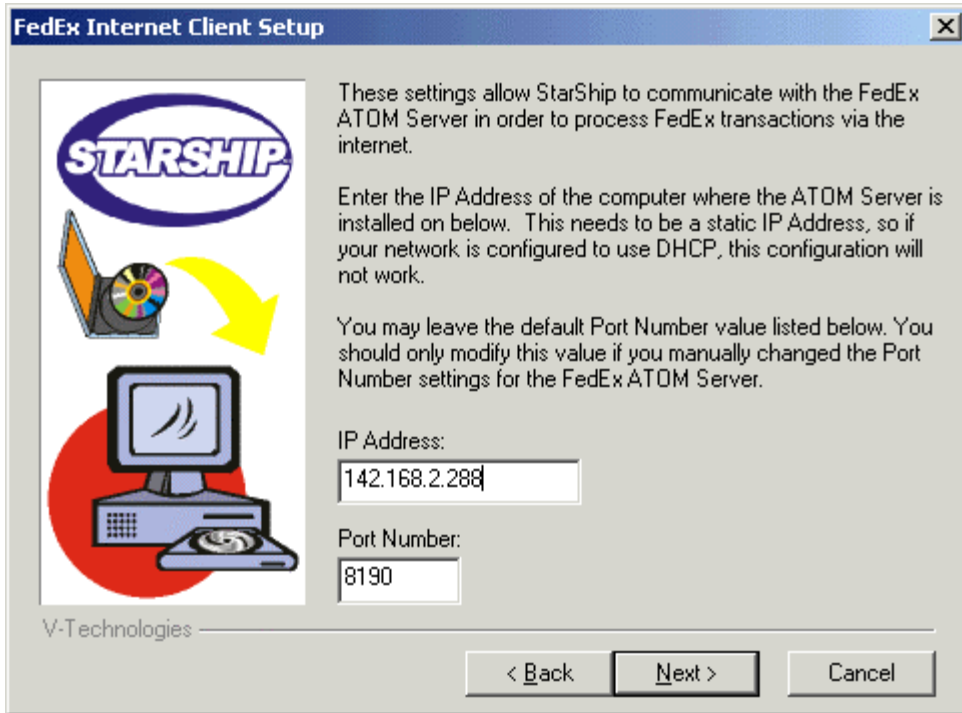
Where did you install the FedEx ATOM Server?

- ⇒ The StarShip GTC workstation: Recommended
You may not see this option if you chose to install the GTC in the Select Components dialog box.
- ⇒ This workstation: If the ATOM server is installed on your workstation, select this first option. If you see a message saying that the ATOM server is not detected, either you need to install it or it is installed on another workstation.
- ⇒ Another workstation: Select this option if the ATOM server is on a different workstation. You'll need the IP address of that workstation later.



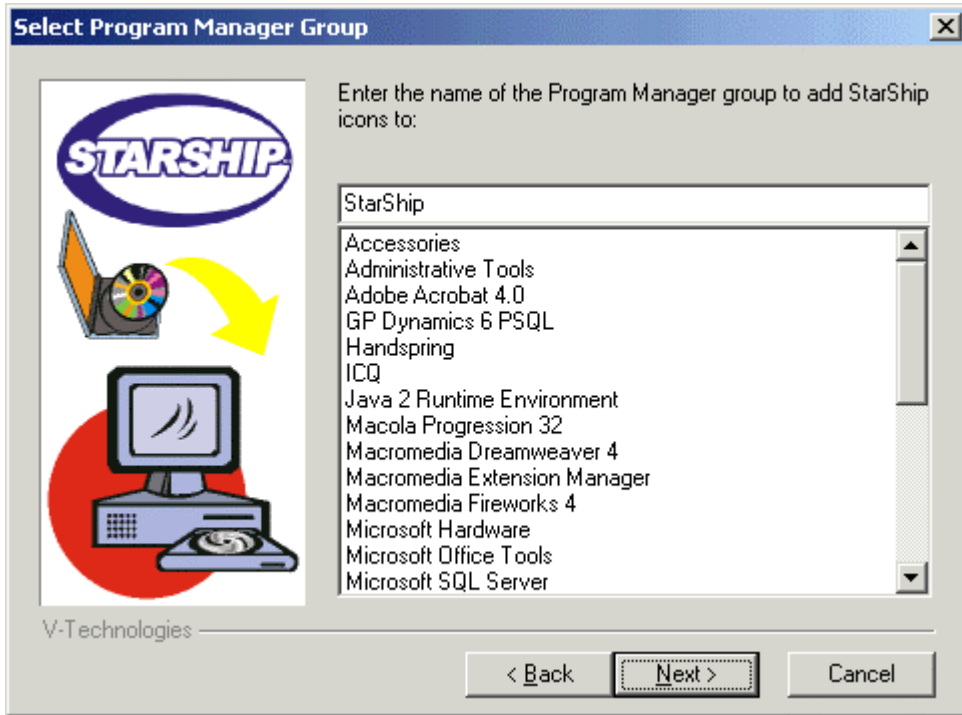
⦿ FEDEX INTERNET CLIENT SETUP [IF APPLICABLE]

If you chose “Another Workstation” in the previous step, you’ll see this window. Enter the IP Address of the computer where the FedEx ATOM Server is installed. Read the dialog carefully to determine whether or not you should change these settings. Click Next.



① SELECT PROGRAM FOLDER

Select a Program Manager group or accept the default, and click Next.



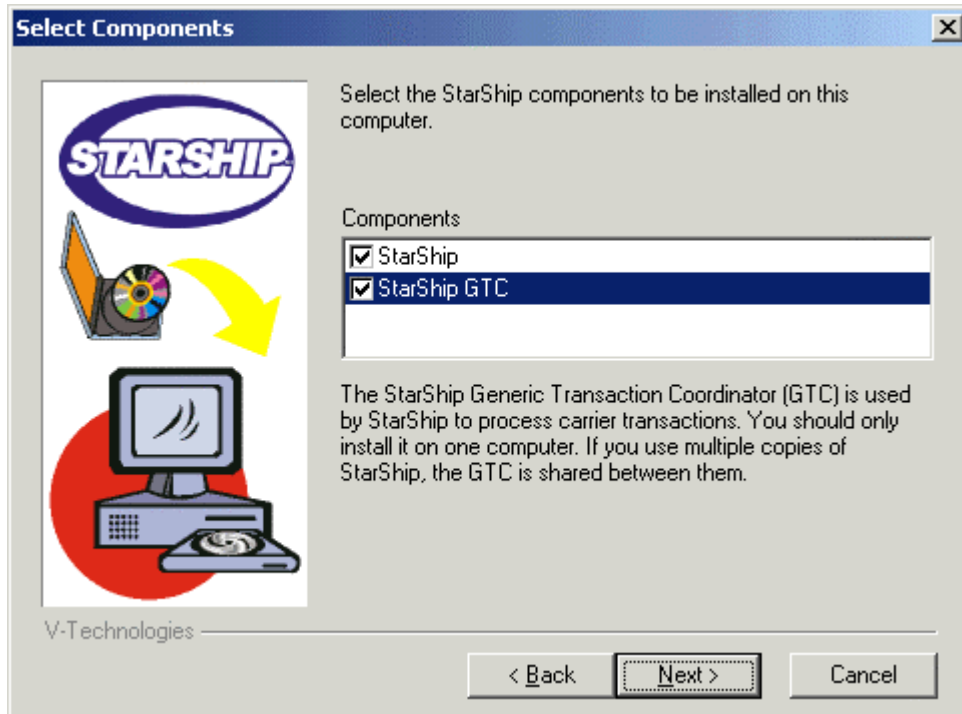
② START INSTALLATION

You are ready to begin the installation. Click Next to Start.

INSTALL OVER EXISTING INSTALLATION

④ SELECT COMPONENTS

Select the components you want to install. When you click on each item a description will display.

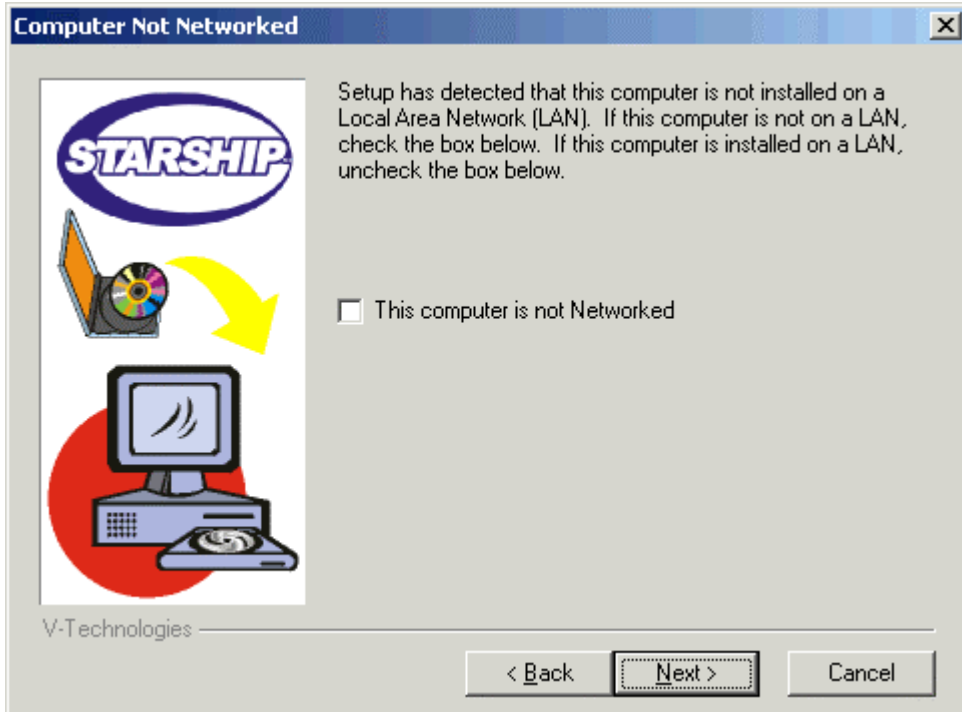


If the StarShip GTC is located on another computer and you are sharing it between workstations, deselect the StarShip GTC checkbox.

If you want to install the GTC locally, make sure it is selected.

⦿ COMPUTER NOT NETWORKED

This dialog box displays if your computer is not connected to a network. Follow the instructions and either select or deselect the check box.



⦿ REGISTRATION INFORMATION (DATA DIRECTORY)

If the data directory you selected contains registration information from a previous installation, you'll see the following window. Click Next. You may also click Back to return to the Select Destination Location and enter a different data directory. You may be prompted to enter new registration and option keys during the installation.



⦿ GENERIC TRANSACTION COORDINATOR (GTC) LOCATION

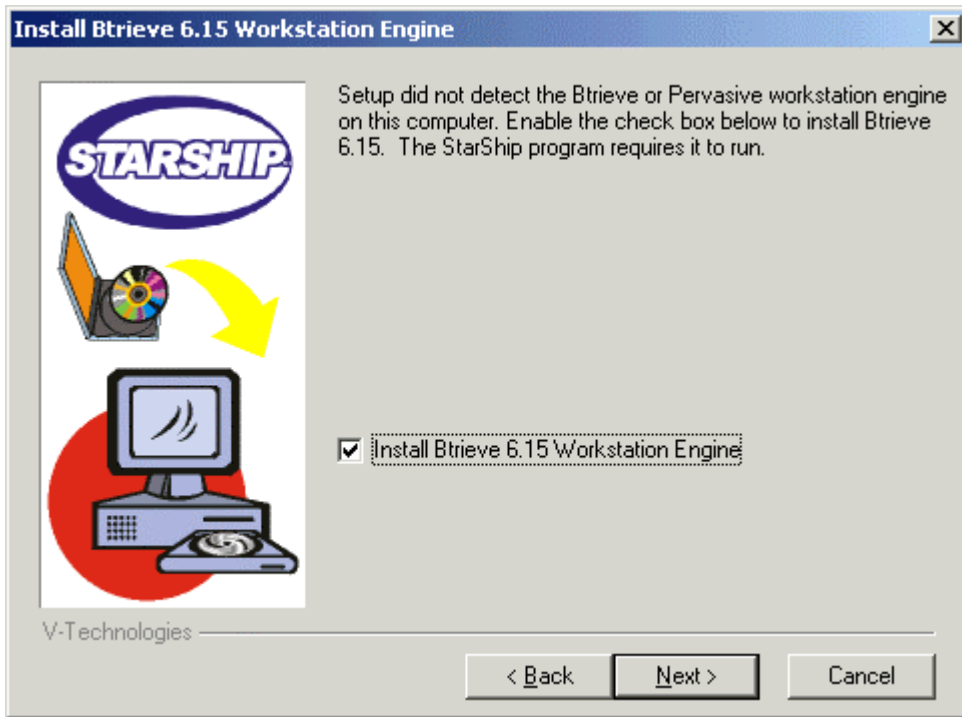
If you chose NOT to install the StarShip GTC, you will see this window. It allows you to enter the computer name or IP Address of the computer that has the GTC installed on it. You won't see this dialog box if you chose to install the StarShip GTC when you selected the components to install.



If you previously installed the GTC locally, you can alternately decide to use that previous installation by clicking the check box at the bottom of the window.

① INSTALL BTRIEVE

This installation dialog will tell you if you need to install Btrieve or not. You won't see this window if you are only installing the GTC (if you don't select StarShip in the Components dialog).

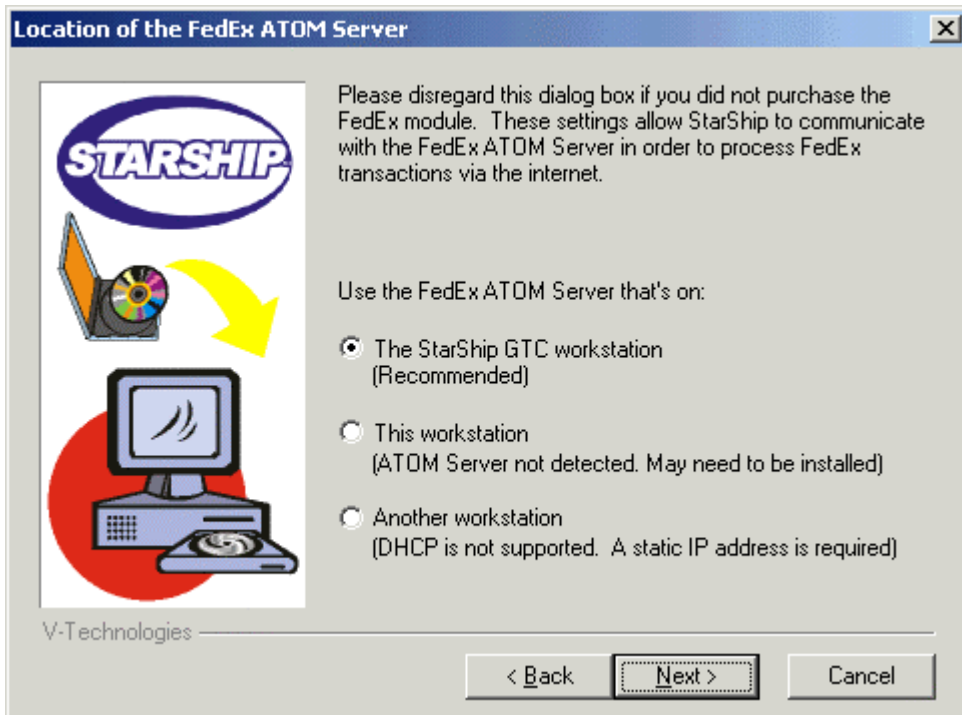


Install Over Existing Installation

⦿ LOCATION OF THE FEDEX ATOM SERVER [IF APPLICABLE]

Where did you install the FedEx ATOM Server?

- ⇒ The StarShip GTC workstation: Recommended
You may not see this option if you chose to install the GTC in the Select Components dialog box.
- ⇒ This workstation: If the ATOM server is installed on your workstation, select this first option. If you see a message saying that the ATOM server is not detected, either you need to install it or it is installed on another workstation.
- ⇒ Another workstation: Select this option if the ATOM server is on a different workstation. You'll need the IP address of that workstation later.



② FEDEX INTERNET CLIENT SETUP [IF APPLICABLE]

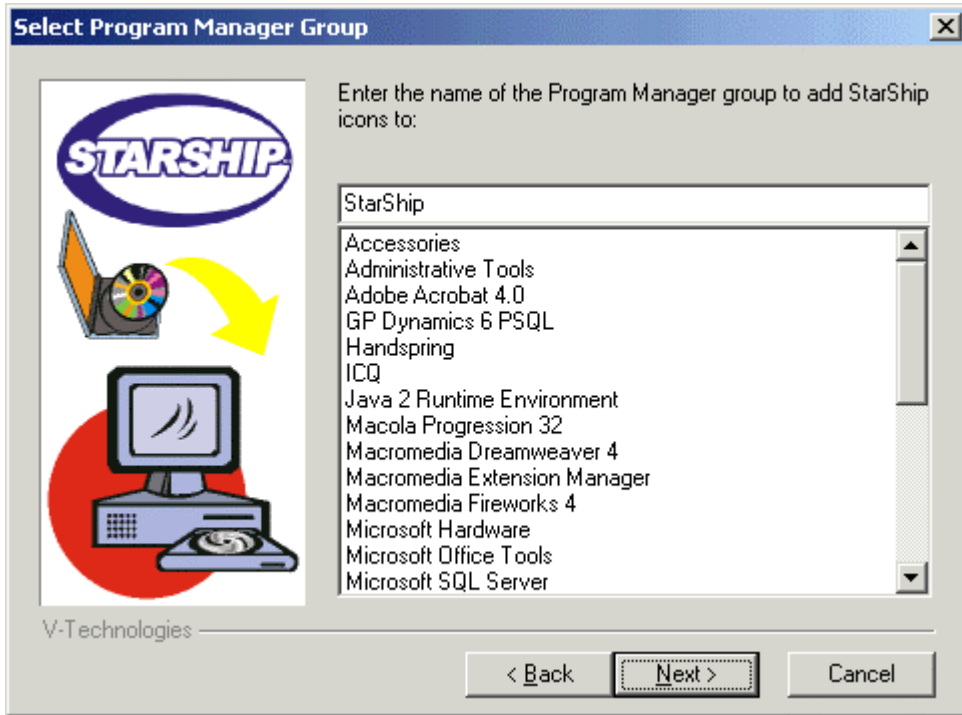
If you chose “Another Workstation” in the previous step, you’ll see this window. Enter the IP Address of the computer where the FedEx ATOM Server is installed. Read the dialog carefully to determine whether or not you should change these settings. Click Next.



Install Over Existing Installation

⦿ SELECT PROGRAM FOLDER

Select a Program Manager group or accept the default, and click Next.



⦿ START INSTALLATION

You are ready to begin the installation. Click Next to Start.

See also [Multi-user installations](#) or [Multiple Installations on One PC](#)

[Install Over Existing Installation](#)

STARSHIP USER'S GUIDE

CHECKING THE MODEM DRIVER

☉ MODEM DRIVER

The workstation where the GTC is installed needs to have a working modem driver in order for you to commission and ship with UPS. This is because StarShip uses the new UPSLink [TCP/IP](#) to communicate with the UPS data center.

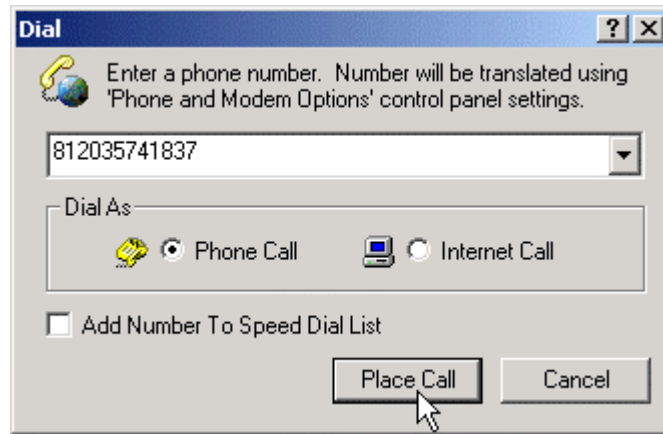
☉ USING THE PHONE DIALER TO CHECK THE MODEM DRIVER

The Windows operating system includes a Phone Dialer program that uses your system's modem driver. To check if the modem driver is working correctly, use the Phone Dialer to call any phone number.

If you are using [Windows XP](#), see the note at the end of this procedure.

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------|
| 1 | From the Windows Start menu, select Programs > Accessories > Communications > Phone Dialer . |
| 2 | Click the Dial button. |
| 3 | Type in a phone number. |
| 4 | Enable the Phone Call radio button. |

- 5 Click Place Call.



- 6 If the phone call goes through successfully, your modem driver is working. If not, please contact your system administrator to make sure you have a functioning modem driver.



⦿ NOTE: WINDOWS XP USERS

In Windows XP, the Phone Dialer may not be available from the Communications menu. To run Phone Dialer: From the Start Menu, select Run and type dialer.exe. Then, press Enter.

For more information, see [Microsoft's Knowledge Base](#).

Setup



STARSHIP USER'S GUIDE

RUNNING STARSHIP FOR THE FIRST TIME

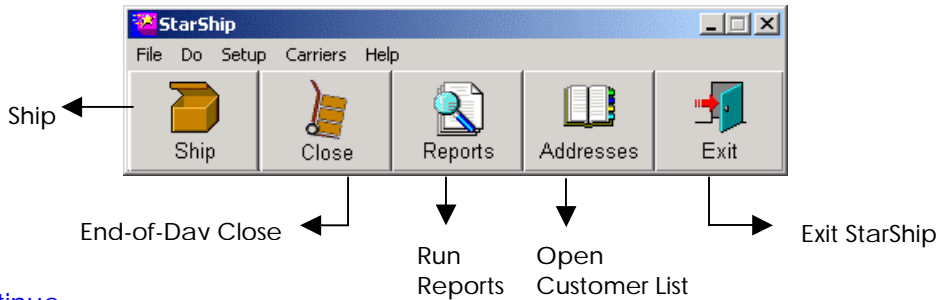
Congratulations! You've installed StarShip and now you're ready to get started. This chapter addresses the first time operation of StarShip for each of the different scenarios under which you may have installed it.

- ⇒ If you upgraded from StarShip v 7.2, you can start to ship once you open StarShip. You don't need to perform any of the extra steps that the next pages cover.
- ⇒ If you performed a new installation or installed over an existing installation, you'll start with the Company Information dialog box once you open StarShip.
- ⇒ If you upgraded from a version prior to StarShip v 7.2, you'll start with the Test Modem dialog once you open StarShip.

First, here is a brief overview of launching StarShip:

⦿ HOW TO RUN STARSHIP

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | From the desktop, double-click the StarShip shortcut icon. Or, from the Windows Start menu, select Programs > StarShip > StarShip . The StarShip main toolbar appears. |



⦿ AFTER LAUNCHING STARSHIP

When you first run StarShip, you are prompted to provide your company information.

Company Information

Please enter your company name and address:

Company:

Attention:

Address 1:

Address 2:

City: State:

ZIP Code: Country:

Phone:

Disable UPS Online

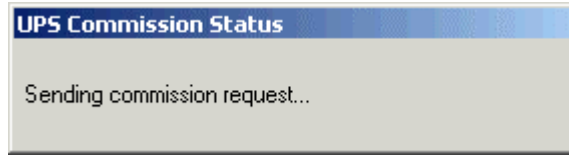
Once you enter your Company information, StarShip will automatically connect to UPS to initialize the upload process. Check "Disable UPS Online" if you will not be shipping with UPS.

- ⇒ If you are not shipping with UPS OnLine, click Disable UPS OnLine and continue on to [Setup](#).
- ⇒ If you are shipping with UPS OnLine, continue to the [next section](#).

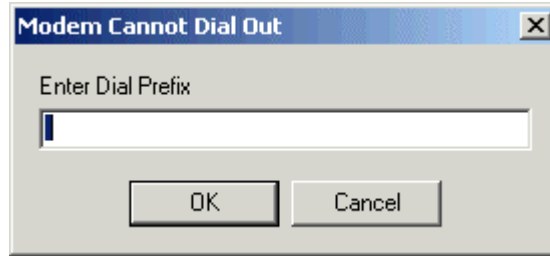
⇒ For UPS OnLine: StarShip performs a test to make sure it can communicate through your modem. This happens on only the first workstation to run StarShip.

A dialog box appears, telling you the test is taking place.

- If the test is successful, StarShip attempts to commission.



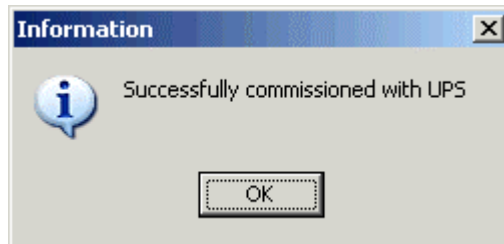
- If StarShip cannot communicate through the modem, you are prompted for a dialing prefix. If you need a prefix in order to "dial out," type the prefix at the prompt and click OK. StarShip then tries to run the modem test again.



When the test is successful, StarShip will try to commission to UPS.


Note: Alternately, hardware issues may be causing the problem. Please make sure that you are connected to a phone line and that your modem driver is functioning. Need more help? See the [Checking the Modem Driver](#) procedure.

⇒ When UPS Commissioning is successful:



☉ WHERE TO FIND HELP

This User's Guide has all the information you need to set up StarShip and start shipping! We've also provided an Online Help system that you can access from within StarShip's windows or from the StarShip Help menu.

This button  gives you quick access to context-sensitive help.



Btrieve Setup



STARSHIP USER'S GUIDE

BTRIEVE SETUP

Overview

You will only need to change the Btrieve settings if:

- Other programs on this workstation are running Btrieve in client/server mode, but you want StarShip to run in local mode.
- StarShip is linked to your accounting system using a Btrieve interface, the accounting system is using client/server mode, and the accounting system is not installed on this workstation.
- You want to run StarShip in client/server mode, and you don't have any other programs on this workstation currently running Btrieve in that mode. (Note: only the local Microkernel engine files are distributed with StarShip).

Follow these instructions to run Btrieve in Local mode.

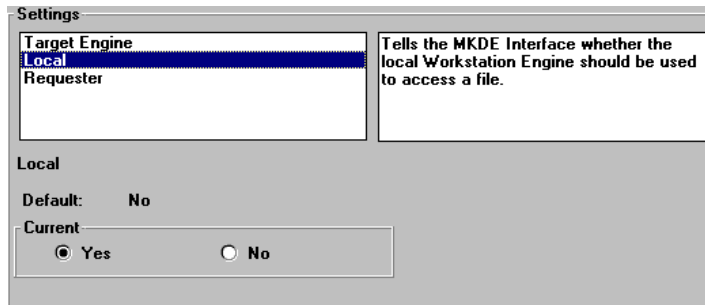
#

ACTION

- 1 Click on **Start > Programs > StarShip > Btrieve Setup**.
In the Component drop-down list, select MKDE Interface.



- 2 Under Settings, select Local and make sure the Current setting is **Yes**. If other programs are using Btrieve in Client/Server mode, it is OK to leave Requester set to Yes also.



- 3 Click the Save button, then Exit.
If you receive error messages because Btrieve is not set up correctly, refer to the [Troubleshooting section](#) for more information.

Note: If you had to make any changes to the Btrieve settings, make sure the local engine (W32MKDE) is not loaded. Press **Ctrl + Alt + Delete** to see if it is still in the Task list, then shut down the PC, if necessary

Follow these instructions to run Btrieve in Client/Server mode.

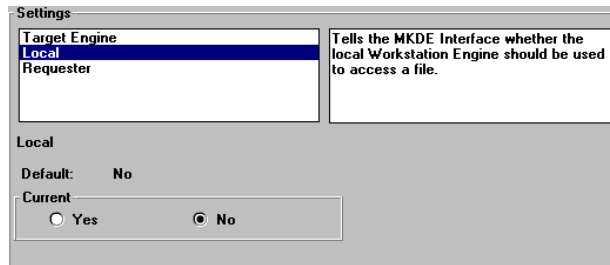
#

ACTION

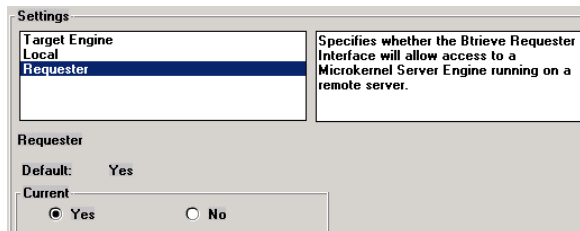
- 1 Click on **Start > Programs > StarShip > Btrieve Setup**.
In the Component drop-down list, select MKDE Interface.



- 2 Under Settings, select Local and make sure the Current setting is **No**.



- 3 Then, select Requester and make sure the Current setting is **Yes**.



- 4 Click **Save**, then **Exit**, and restart the workstation engine.
If you receive error messages because Btrieve is not set up correctly, refer to the [Troubleshooting section](#) for more information.

Note: If you had to make any changes to the Btrieve settings, make sure the local engine (W32MKDE) is not loaded. Press **Ctrl + Alt + Delete** to see if it is still in the Task list, then shut down the PC, if necessary. Make sure that the files W32BTICM.DLL and WBTRV32.DLL are in the system directory (c:\windows\system for Windows, or c:\winnt\system32 for NT). This can be found on the server in the WIN32\BIN subdirectory.

Btrieve Setup (Local Mode)

If Btrieve is not set up correctly, you will receive the following error:

Error 20 creating or opening the general.dat file when you first run StarShip.

From the StarShip file menu, click on **Help > About > More** and make sure that your StarShip data files are installed on a local drive or on a server drive accessible by this workstation.

You will also see the current version of the Workstation engine. If the Requester version is shown, then Btrieve is setup in Client/Server mode. If you have both Local and Requester set to Yes in the Btrieve Setup and the data is on a drive accessible to the server, Btrieve will automatically load in Client/Server mode.

Btrieve Setup (Client/Server Mode)

If Btrieve is not set up correctly, one of two things may happen:

A

You receive Error 20 creating or opening the general.dat file when you first run StarShip. This usually means that Btrieve is set up to use the Requester, but can't.

From the StarShip file menu, click on **Help > About > More** and make sure that your StarShip data files are installed on a server drive accessible by the Server Engine.

You will also see the current version of the Workstation engine and the Requester. If the Requester version is not shown, then Btrieve is not properly set up to use the Requester. If the Requester version is N/A, then the Communications Module may not be in the Windows System directory.

B

StarShip runs fine, but locks others out of your accounting software when you are shipping. This means StarShip is running Btrieve in Local mode. Make sure Btrieve is set up correctly. Make sure the MKDE shuts down and restarts after changing the settings. Press **Ctrl + Alt + Del** to see if it is still in the task list.



General Setup



STARSHIP USER'S GUIDE

GENERAL SETUP

COMPANY

Follow these steps to set up or change company information in StarShip.

#

ACTION

- 1 From the StarShip main menu, select **Setup > Company**.
Type in your company information, and click OK. The PC that ran StarShip for the first time entered the company information at startup. However, you can change the information on this tab at any time.
Note: If you plan to use the FedEx Ship Alert option, your e-mail address is required on this tab.



| Field | Value |
|----------------|---------------------------------------------------------------------------|
| Company Name | Flagway Bicycles |
| Contact | Joe Smith |
| Address 1 | 12 Main Street |
| Address 2 | |
| City/State/ZIP | Waterbury CT 06705- |
| Country | USA |
| Phone Number | (203) 333-3333 |
| IRS/EIN Number | 4563563456 <input checked="" type="radio"/> EIN <input type="radio"/> SSN |
| E-Mail Address | jsmith@flagwaybikes.com |

- 2 StarShip prompts you to load new zone charts. Click Yes.
Go on to the [Preferences Setup](#).
-

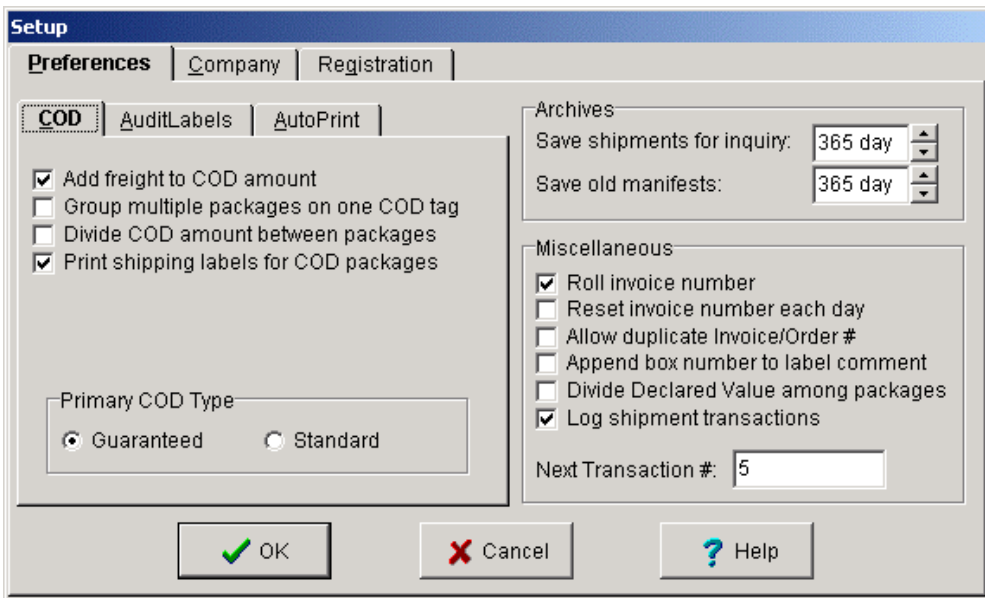
⦿ PREFERENCES

Follow these steps to set up StarShip preferences.

#

ACTION

- 1 From the StarShip main menu, select **Setup > Preferences**. If you're already in the Setup window, click the Preferences tab. Customize COD processing, archive settings, audit labels, and [AutoPrint](#). Click on the Help button for information about each setting.



- 2 Click OK.

See Also Setting up [AutoPrint](#)

[General Setup](#)

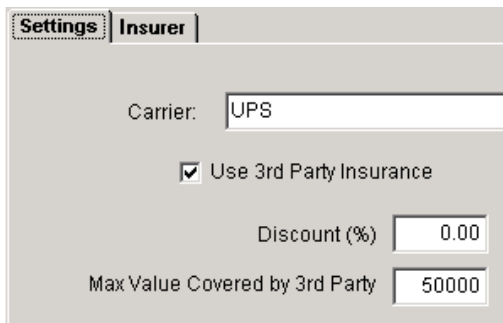
⦿ THIRD PARTY INSURANCE

Follow these steps to set up third party insurance, such as PIP.

#

ACTION

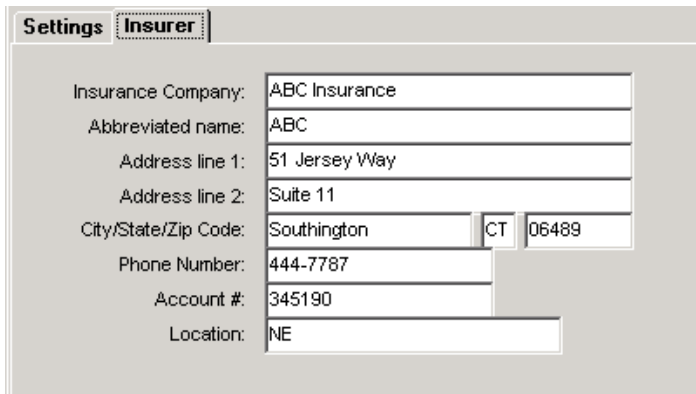
- 1 From the StarShip main menu, select **Setup > Third Party Insurance**.
Select a carrier from the drop-down list click Use 3rd Party Insurance. Then enter the discount percentage and maximum value covered by the insurer. Do this for each carrier for which you want to use Third Party Insurance.



The screenshot shows a dialog box titled 'Settings' with a sub-tab 'Insurer'. It contains the following fields and options:

- Carrier: A dropdown menu with 'UPS' selected.
- Use 3rd Party Insurance
- Discount (%): A text input field containing '0.00'.
- Max Value Covered by 3rd Party: A text input field containing '50000'.

- 2 Select the **Insurer** tab and enter the name and address of the third party insurance company.



The screenshot shows the 'Insurer' tab in the settings dialog box. It contains the following fields:

- Insurance Company: ABC Insurance
- Abbreviated name: ABC
- Address line 1: 51 Jersey Way
- Address line 2: Suite 11
- City/State/Zip Code: Southington CT 06489
- Phone Number: 444-7787
- Account #: 345190
- Location: NE

- 3 Click OK.

UPS Setup



STARSHIP USER'S GUIDE

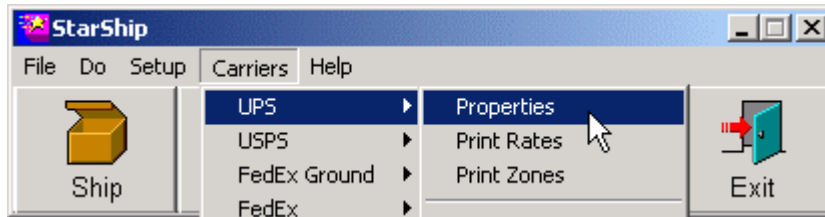
UPS SETUP

◎ OVERVIEW

This section discusses the settings you configure during UPS Setup.

When you finish this chapter, if you are using UPS OnLine®, see the next chapter for additional [UPS OnLine® Setup](#).

To access UPS setup, select **Carriers > UPS > Properties** from StarShip's main menu.

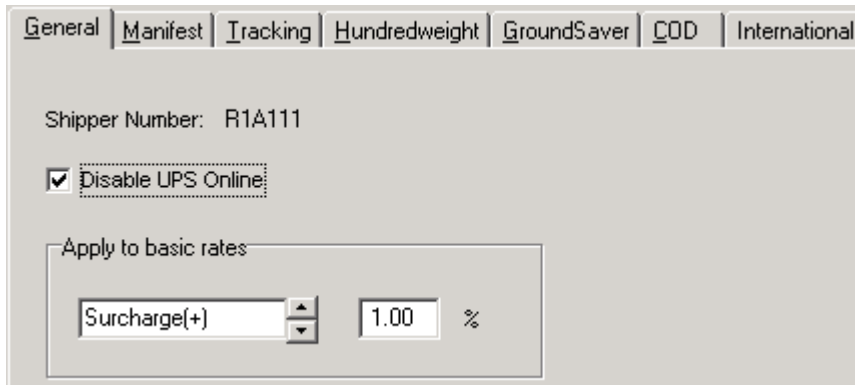


⦿ GENERAL TAB

Settings:

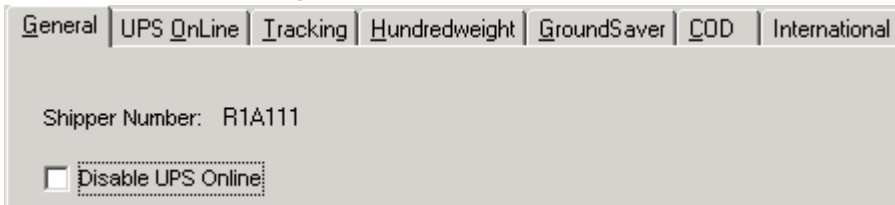
- ⇒ Shipper Number: You cannot change the Shipper Number from this tab. You can only change the Shipper Number with a new registration code. If the Shipper Number you see is incorrect, contact the [Sales Department](#) at 800-462-4016 for a new registration code.
- ⇒ Disable UPS Online® check box: Only check this box if you are not shipping with UPS OnLine®. If you enable it, a “Manifest” tab replaces the “UPS OnLine®” tab. Your selection here decides the setup tabs you’ll configure. We’ve separated UPS OnLine® into the next chapter because it has its own set of tabs.
- ⇒ Apply to basic rates: Here you can apply a percentage Surcharge (+) or Discount (-) to standard rates. To do so, select one by using the up and down arrows and type in the percentage. This can be useful for adding the fuel surcharge.

These are the UPS Setup tabs with:



The screenshot shows the 'General' tab selected in the UPS Setup window. The 'Shipper Number' is R1A111. The 'Disable UPS Online' checkbox is checked. Below it, the 'Apply to basic rates' section shows a dropdown menu set to 'Surcharge(+)' and a text box containing '1.00 %'.

Fig. 1: UPS OnLine® disabled



The screenshot shows the 'General' tab selected in the UPS Setup window. The 'Shipper Number' is R1A111. The 'Disable UPS Online' checkbox is unchecked. The 'UPS OnLine' tab is visible in the top navigation bar.

Fig. 2: UPS OnLine® enabled

⦿ MANIFEST TAB (IF NOT SHIPPING WITH UPS ONLINE®)

Settings:

- ⇒ Print MaxiCode on Thermal Labels: When checked, the MaxiCode will print on thermal shipping labels. To use this option, you must have 6" labels and a compatible thermal label printer.
- ⇒ Pickup record #s: Standard, Hundredweight, GroundSaver

If you use a separate pickup record book for Standard, Hundredweight, or GroundSaver shipments, enter the number from the next page of your pickup book. When you start a new pickup record book you need to enter this number again.

⦿ TRACKING TAB

StarShip uses the Next Barcode Reference Number (along with your Shipper Number and a service code) when creating a unique tracking number for each package. To use more than one workstation, divide the range of reference numbers using the following equation:

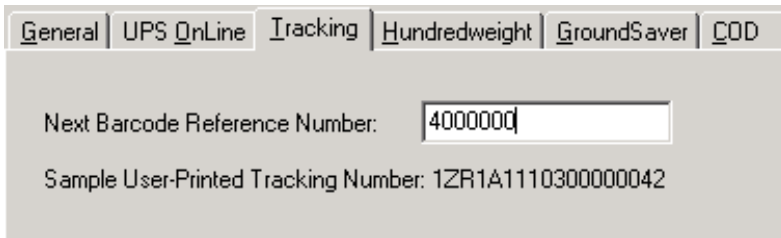
$$w \times (10,000,000/n)$$

Where **w** is the workstation number (numbered sequentially from 0) and **n** is the total number of workstations.

For example, if you have 5 workstations, and you are setting up workstation #2 right now, then your equation is

$$2 \times (10,000,000 / 5)$$

So, you should enter a Next Barcode Reference Number of 4,000,000.



The screenshot shows a software window with several tabs: General, UPS OnLine, Tracking, Hundredweight, GroundSaver, and COD. The Tracking tab is selected. Below the tabs, there is a label 'Next Barcode Reference Number:' followed by a text input field containing the number '4000000'. Below that, there is a label 'Sample User-Printed Tracking Number:' followed by the text '1ZR1A1110300000042'.

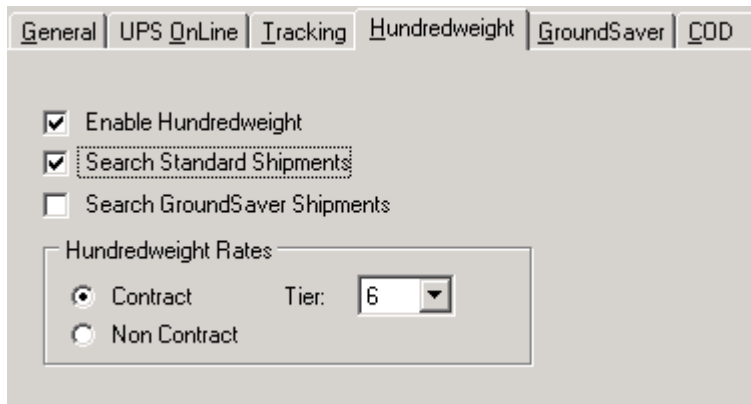
⦿ HUNDREDWEIGHT TAB

UPS Hundredweight allows you to receive discounted rates for shipments weighing less than 1,000 pounds. UPS Hundredweight Service is for multiple-piece shipments sent to a single address on the same day and offers guaranteed, on-schedule delivery to every address within the 48 contiguous states.

Settings:

- ⇒ Enable Hundredweight: Check the box to enable it.
- ⇒ Search Standard Shipments: StarShip will automatically search through standard shipments to try to group them into Hundredweight shipments prior to printing the manifest report.
- ⇒ Search GroundSaver Shipments: Same as above but StarShip searches through GroundSaver shipments (if applicable).
- ⇒ Contract/Non Contract: Select Contract if you have a Hundredweight service contract with UPS and they assigned you a Tier number. Select Non Contract if you do not have a Hundredweight service contract.
- ⇒ Tier: If you selected Contract, enter your Tier number (1-7).
- ⇒ Hundredweight Shipper # field: Your UPS Hundredweight Shipper #.

Note: Support for the UPS Smart Label is available in v5.5 and higher. This eliminates the need to print the separate COD tag. COD information will now be included on the bar coded shipping label. Please see [Printer Setup](#) for instructions on setting up the bar coded shipping label.



The screenshot shows a software window with several tabs: General, UPS OnLine, Tracking, **Hundredweight**, GroundSaver, and COD. The Hundredweight tab is active. It contains the following settings:

- Enable Hundredweight
- Search Standard Shipments
- Search GroundSaver Shipments

Below these is a section titled "Hundredweight Rates" containing:

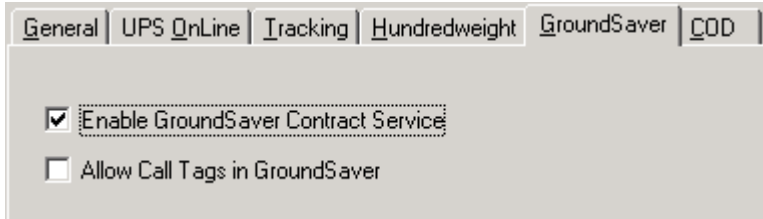
- Contract Tier: 6
- Non Contract

⦿ GROUNDSaver TAB [IF APPLICABLE]

You do not need to set up the GroundSaver tab if you are using UPS OnLine®.

Settings:

- ⇒ Enable GroundSaver Contract Service: Check this box to have StarShip automatically print shipments that meet GroundSaver criteria on a separate manifest.
- ⇒ Allow Call Tags in GroundSaver: Check this box if you want to use call tags for GroundSaver shipments.

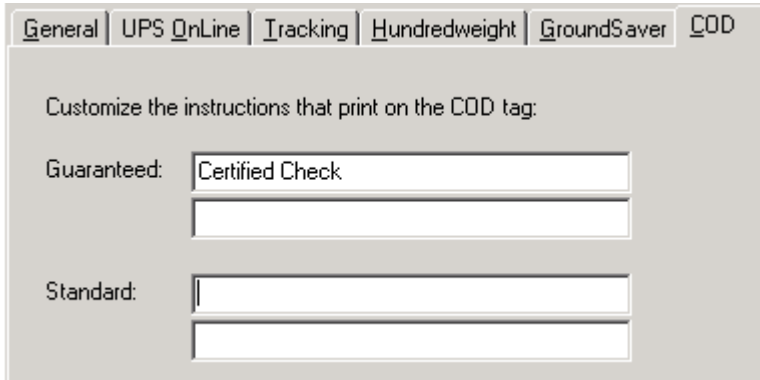


The image shows a screenshot of a software interface with several tabs at the top: General, UPS OnLine, Tracking, Hundredweight, GroundSaver, and COD. The GroundSaver tab is selected. Below the tabs, there are two checkboxes. The first checkbox is checked and labeled "Enable GroundSaver Contract Service". The second checkbox is unchecked and labeled "Allow Call Tags in GroundSaver".

- ⇒ If you selected to disable UPS OnLine®, you will additionally have the GroundSaver Shipper Number field: Enter your UPS GroundSaver Shipper Number here.

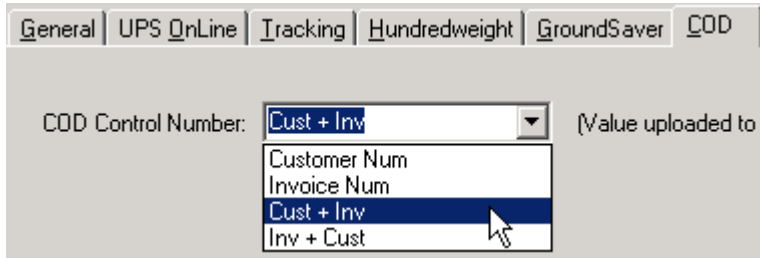
⦿ COD TAB

If you ship using a Manifest: Type in any text that you would like to appear on the COD tags for Guaranteed and/or Standard COD.



The screenshot shows a software window with several tabs: General, UPS OnLine, Tracking, Hundredweight, GroundSaver, and COD. The COD tab is active. Below the tabs, there is a heading: "Customize the instructions that print on the COD tag:". Underneath, there are two sections. The first is labeled "Guaranteed:" and has a text input field containing "Certified Check" and an empty input field below it. The second is labeled "Standard:" and has two empty text input fields stacked vertically.

If you ship using UPS OnLine: Select a COD Control Number from the drop-down list. For example, Customer + Invoice numbers (Cust + Inv). This value cannot exceed 11 characters.



The screenshot shows the same software window as above, but with the "COD Control Number:" label and a dropdown menu. The dropdown menu is open, showing four options: "Customer Num", "Invoice Num", "Cust + Inv" (which is highlighted with a mouse cursor), and "Inv + Cust". To the right of the dropdown menu, there is a small text label: "(Value uploaded to)".

INTERNATIONAL TAB

This applies to UPS International shipments. Check the box if applicable.

| | | | | | | |
|------------------------------------------------------------------------------------|------------|----------|---------------|-------------|-----|---------------|
| General | UPS OnLine | Tracking | Hundredweight | GroundSaver | COD | International |
| <input checked="" type="checkbox"/> UPS International Shippers Agreement Submitted | | | | | | |

See also [UPS OnLine® Setup](#)

UPS OnLine[®] Setup



🕒 OVERVIEW

UPS OnLine[®] is an electronic data transfer system that allows shippers to upload their Package Level Detail (PLD) directly to UPS when they Close instead of printing a manifest report. The PLD can include customer reference fields so your customers can easily track their own packages. StarShip's UPS OnLine[®] feature also makes it easy for *you* to track packages.

StarShip supports UPS OnLine[®] for all domestic services (including Hundredweight) and International shipments.

UPS OnLine[®] is not available in StarShip's Demo version.

To access UPS OnLine[®] setup select **Carriers > UPS > Properties** from StarShip's main menu. Then, click the UPS OnLine[®] tab.

🕒 COMMISSIONING OVERVIEW

Before uploading shipments to UPS, you must set up the communication parameters and commission with UPS. Once commissioned, the UPS Data Center assigns a unique mailbox ID number, registers your shipper number, and assigns electronic book and page numbers. These numbers increment as PLD is uploaded to UPS.

StarShip currently supports uploading via modem only. Just the computer that performs end-of-day close needs access to this modem. A [dedicated phone line](#) is not required because the phone line only needs to be available when you perform the end-of-day Close procedure and StarShip attempts to dial out.

"How to" commission is covered in the Communication Tab section, which is next.

⦿ COMMUNICATION TAB

Settings:

- ⇒ Phone Prefix: Enter a dial prefix, if needed. This is the number(s) your company needs to dial for an outside line. For example, 9.
- ⇒ Tracking/Time in Transit: Choose how you would like StarShip to conduct Tracking and Time in Transit queries.
 - Use Modem: StarShip will dial out using your modem;
 - Use Internet: StarShip will perform inquiries via your Internet connection. You will need to be connected to the Internet when performing the tracking function.
- ⇒ Modem: Displays modem type
- ⇒ Commission Status: Shows you if commissioning was successful or not.
- ⇒ Commission Values:
 - Mailbox ID (system #) identifies your shipments to UPS when you upload at the end of the day, and is visible after commissioning.
 - Current Book and Current Page Number are the equivalent of an electronic pick-up record book.

You can see this tab successfully commissioned in the next procedure, How to Commission.

#

ACTION

- 1 For this procedure, you should be located at the setup screen in **Carriers > UPS > Properties > UPS OnLine[®] > Communication.**

Fill in the settings according to the field descriptions.

- 2 Click the Commission button.
StarShip dials out to UPS. Dialing may occur up to 4 or 5 times.

Commission fields are automatically filled in upon successful commissioning and the Commission button now reads "Re-Commission."

The screenshot shows the 'UPS Setup' dialog box with the 'Communication' tab selected. The 'Phone Prefix' is set to '8', 'Tracking/Time in Transit' is set to 'Internet', and 'Modem' is 'Standard 28800 bps Modem'. The 'Commission Status' is 'Commissioned', and the 'Re-Commission' button is visible. A message box states: 'Mailbox is valid and Book/page have been successfully initialized. Ready to upload to UPS.' Below this, the 'Commission Values' are displayed: 'Mailbox ID: SYSTEM_MOS00126332025180', 'Current Book Number: 0220320', and 'Current Page Number: 027'. The 'OK' and 'Cancel' buttons are at the bottom right.

COMMISSIONED UPS WORKSTATION

⦿ REFERENCE FIELDS TAB

Reference fields allow the recipient to track incoming packages using the reference field (such as their PO#) along with the ship date or your shipper number. Specify the shipment fields you want to include as PLD reference fields by selecting them from the drop-down lists. Qualifiers are optional alphanumeric fields uploaded to UPS; you can use these fields as you wish. These fields are uploaded to UPS at end-of-day processing.

- ⇒ Package Level Reference Fields and qualifiers
- ⇒ Shipment Level Reference Fields and qualifiers

| Package Level Reference Fields | | Shipment Level Reference Fields | |
|--------------------------------|------------------|---------------------------------|-------------------|
| Shipment Field | Qualifier | Shipment Field | Qualifier |
| 1 | PO Number | 1 | Ship To Attention |
| 2 | Package Contents | 2 | Shipment Contents |
| 3 | None | | |
| 4 | None | | |
| 5 | None | | |

Other Reference Fields

Receiver Location ID - Shipment Level

None

⦿ MISCELLANEOUS TAB

Use the following procedure to set up the Miscellaneous tab.

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Select how you would like the Ship Monitor to log events: <ul style="list-style-type: none">○ 0 – No Events○ 1 – Critical Events○ 2 – All Events |
| 2 | Decide how you would like uploading to occur when you post your shipments and upload to UPS: <ul style="list-style-type: none">⇒ On Post, upload to UPS<ul style="list-style-type: none">○ As a background task...○ Immediately... <p>Or, you can select the “Prompt for Upload Method on post” check box to be prompted for a method when you perform an end-of-day Post.</p> |
| 3 | Click the Setup End of Day Report/Label button to configure the UPS Pickup Summary. At end-of-day Close, StarShip prints a Pickup Summary report for the driver to sign. This report can print as a bar coded thermal label, a 2-page report, or both. <ul style="list-style-type: none">⇒ Pickup Summary Report: Enter the number of copies you would like printed and click the Report Setup button to set up the printer.⇒ Summary Label: To set up Summary Label printing, click the Print Pickup Summary Label check box and enter the number of copies you would like printed. Click the Label Setup button to configure the printer. StarShip can print the label to a port or through a driver to an Eltron (TLP/LP+ models) or Zebra Z4000 printer. For more information about setting up printers, including Thermal settings, see Printer Setup. |

USPS Setup



STARSHIP USER'S GUIDE

USPS SETUP

Overview

StarShip is MAC certified for domestic shipments. It also supports Delivery Confirmation, which is a separate module with additional documentation. You can access that documentation by clicking the link below.

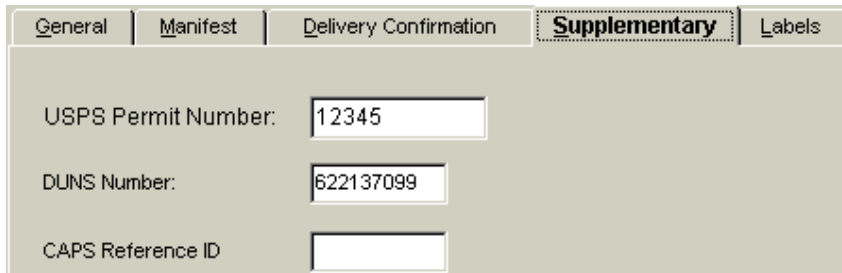
Take me to [Delivery Confirmation!](#)

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>From the StarShip main menu, select Carriers > USPS > Properties. On the General tab:</p> <ul style="list-style-type: none">• Disable USPS Option: Removes USPS from the Shipping window.• Enable Manifesting: Check this if you are manifesting.• Use Old Service Names: The Shipping window will display the old USPS Service names.• Express Mail Service: Select the type of Express Mail rates you receive.• Intl Express Mail Service: Select the type of International Express Mail rates you receive. |
| 2 | <p>Click on the Manifest tab. Use the settings explained below to configure it.</p> <ul style="list-style-type: none">• Post Office of Mailing: This field is required for manifesting. Enter your City, State, and 5-digit ZIP code.• Next Sequence Number: Only edit this field if directed by your Post Office or V-Technologies Tech Support.• Processing Category: Defaults to Parcels.• Class of Mail: Defaults to Mixed.• Entry Facility: Used for PVDS mailings (Plant-Verified Drop Shipment)• Print Form 3877: This form is required for manifesting.• Print Manifest for International Shipments: This field is required for manifesting International shipments. <p>See also Manifesting with USPS</p> |

#

ACTION

- 3 Click on the Supplementary tab. USPS Permit Number and DUNS Number are required for manifesting.



| General | Manifest | Delivery Confirmation | Supplementary | Labels |
|--------------------------------------------------------|----------|-----------------------|----------------------|--------|
| USPS Permit Number: <input type="text" value="12345"/> | | | | |
| DUNS Number: <input type="text" value="622137099"/> | | | | |
| CAPS Reference ID: <input type="text"/> | | | | |

- 4 Click the Labels tab. If you are manifesting, the Print Indicia on Thermal Labels setting is automatically checked.
 - **Post Office/Agency:** Select Agency if you are manifesting official mail.
 - **Print ZIP Bar code on thermal labels:** for discounted service when Manifesting.
 - **Default Thermal Label Type:** This is the label that's used when you are neither manifesting nor using Delivery Confirmation. Include Service Header indicates that the Service name is included at the top of the label.
- 5 Click on the Delivery Confirmation tab to configure options for it. Read the [Delivery Confirmation chapter](#) to make sure you have completed all the necessary steps outlined by the USPS and for more information about settings on the Delivery Confirmation tab.
- 6 Click OK to exit.

See also [Manifesting with USPS](#)
[Delivery Confirmation](#)

FedEx Setup



STARSHIP USER'S GUIDE

FEDEX SETUP OVERVIEW

🕒 OVERVIEW

V-Technologies offers two shipping solutions for FedEx Express and FedEx Ground:

- ⇒ The basic FedEx module, which includes the FedEx Internet shipping option. FedEx Internet allows you to ship your packages through the Internet and produce the bar coded shipping labels locally. You can also [track FedEx packages](#) over the Internet. When you save a shipment, it is processed (in real-time) on the FedEx server using your Internet connection. Shipment processing time depends on the speed of both your Internet connection and the FedEx servers. FedEx creates the tracking number and returns the information to print the bar code on your local printer. You also have the ability to either rate shipments locally or over the Internet. See the [Rating Shipments](#) section for more information.

FedEx Internet shipping is available in StarShip v6.4 and higher. See the [Limitations](#) section for more information.

- ⇒ FedEx High Volume, which uses the [FedEx Ship Manager \(FSM\) Server](#). The FedEx Ship Manager Server (FSM Server) is software developed by Federal Express. Before, it was known as the "PowerShip Plus Server" or "FXRS (FedEx Remote Server)." This software works as a Server in the background to process transactions and generate tracking numbers and bar coded shipping labels. You can also [track packages](#) using this interface. The FSM Server software was previously included as part of a hardware/software solution given to shippers who qualified (100+ shipments per day). FedEx now offers this in software-only format, so no minimum quantities apply, and it is directly available from V-Technologies.

Notes:

- FedEx Express: StarShip v6.4 and higher no longer support the FedEx PassPort interface. Additionally, StarShip v7.1 and higher no longer support the FedEx Café interface or shipping with Airbills. If you have any questions, please call the [Sales Department](#).
- FedEx Ground: StarShip no longer supports shipping with FedEx Ground Manifest or E-PDI.

⦿ SHIPPING METHOD

Select your shipping method to continue with setup:

- [FedEx Internet](#)
- [FedEx High Volume – FSM Server](#)



FedEx Internet Setup



STARSHIP USER'S GUIDE

FEDEX INTERNET SETUP

⦿ PRIOR TO SETTING UP FEDEX INTERNET:

Before setting up StarShip to ship using FedEx Internet, you must first

1. Install the FedEx ATOM Server if you have not done so already. This is a separate installation. See the [FedEx Atom Server Installation](#) in this guide for more information. You can run FedEx ATOM Server installation directly from the [StarShip installation CD main menu](#).

Note: If you are installing both the ATOM server and the SMS server, you **cannot** install them on the same machine.

2. Be sure that the ATOM server information on the **Internet > Main** tab is correct before attempting to subscribe your FedEx Meter. You may need to adjust the IP address. If you entered this information during the StarShip installation, the FedEx Atom Server information is already filled in for you.
3. Subscribe and receive a Meter # from FedEx as shown in the procedure that follows.

⦿ RATING SHIPMENTS

In the following setup procedure, you'll select how you want to rate shipments. This overview explains your choices.

You have two options when rating shipments in StarShip. You can **a)** rate locally; or **b)** rate over the Internet. During setup, you'll be asked to select a method.

- a) Rating locally means that the price of your shipment is based on StarShip's local rates. If you're using a financial system, and want the published rates written back to it, you should select this option.
- b) Rating over the Internet means that StarShip retrieves your custom FedEx rates in real-time, as you process shipments, from the Internet. With Internet rating, you can select to have shipments rated automatically as you enter information on the Shipping window. Or, you can turn off automatic rating and click the "Rate on Internet" button on the Shipping window when you want to rate the shipment.

The FedEx Internet setup procedure begins on the next page. You'll need your FedEx Account number.

#

ACTION

- 1 From the StarShip main menu, select **Carriers > FedEx > Properties**.
To disable any option shown, click its check box. Disable FedEx Express or Ground will remove these options from the StarShip Shipping window and End-of-Day Close dialog. Also, if you qualified for Home Delivery with FedEx, and have a signed contract, you can leave the Disable Home Delivery Service option unchecked.
Select "FedEx Internet" from the Ship Using drop-down list and type in your FedEx Account Number.

FedEx Ground and Express Properties

General | Internet | Server

Disable FedEx Express

Disable FedEx Ground

Disable Home Delivery Service

Ship Using: FedEx Internet ▼

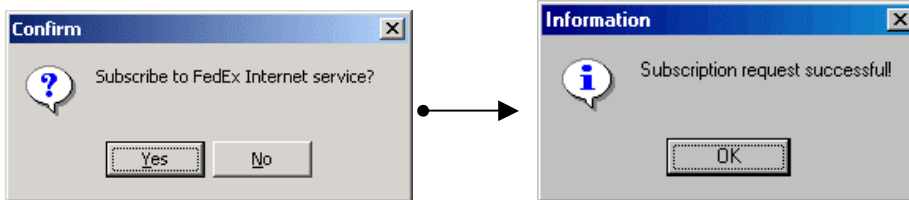
Account Number: 0363824

#

ACTION

- Click the Internet tab and on the Main tab click the Subscribe button to retrieve a meter for your account. When the Confirm dialog box appears, click Yes. In a moment, you'll receive a Meter # from FedEx. When your request is successful, click OK.

Note: See note #2 under Prior to Setting Up FedEx Internet before subscribing.



If any Company information (Setup > Company) is missing, you will receive an error message telling you that Company information is incomplete. You must complete that information before you can subscribe.

After successfully subscribing the FedEx Meter, the Meter # is filled in on your Internet tab:

| | |
|---------------|--------------------------------------|
| Meter Number: | <input type="text" value="1115412"/> |
|---------------|--------------------------------------|

#

ACTION

- 3 Select whether or not to rate locally (see [Rating Shipments](#)). If you want to rate locally, enable the Rate Using Local Rate Tables check box.

For the Automatically Rate While Processing Shipments check box:

- ⇒ When you select “Rate Using Local Tables,” this box is automatically checked and grayed out. When rating locally, StarShip will always update the rate information as you enter it on the Shipping window because it can rate so quickly.
- ⇒ When you rate over the Internet, i.e. you don’t select to rate using local rate tables, the following occurs on the Shipping window: If you change a field that affects the rate and have provided enough information for the recipient address and the package weight, the shipment is re-rated over the Internet as changes occur. Again, this only applies if you don’t rate locally and you check “Automatically Rate...”.

Alternatively, you can decide not to Automatically Rate, and instead use the [Rate on Internet button](#) in the Shipping window to rate shipments over the Internet “on the fly.”



Briefly, the advantage of rating over the Internet is that it allows you to retrieve your specific discounted rate from FedEx. However, if you select to Automatically Rate While Processing Shipment, you may have an additional delay in shipping when extra information needs to be retrieved. However, you can disable that option and use the Rate on Internet button when shipping.

For rating locally, you can write back the published rates to your accounting system. You also have the advantage that rates appear more quickly on the shipping window.

- 4 Click on the Reference Field tab. This tab allows you to select which shipment fields are used when creating the Reference Notes for each FedEx shipment. If you choose more than one field, they will be separated by a hyphen ("-").
- Excluded Fields: These fields are excluded from Reference Notes. To include a field, select it and press the > button. To select more than one field simultaneously, use the Ctrl key while clicking on your selections. To select all fields, press the >> button.
 - These fields are included in the Reference Notes. To move an item from Included Fields back to the Excluded Fields, use the < or << buttons.

The screenshot shows a software window titled "Reference Field" with tabs for "Main", "Reference Field", "Local Rates", and "Local Multiweight Rates". The "Reference Field" tab is active. The window contains the following text: "Define FedEx shipment Reference Information (max 40 characters). Multiple fields will be separated by a hyphen ("-")."

Below the text are two sections: "Excluded Fields:" and "Included Fields:". The "Excluded Fields:" section contains a list box with the following items: Carton Num, Comment, Customer #, Invoice/Order, Pkg Contents, PO Number, User Field 1, User Field 2, User Field 3, and User Field 4. The "Included Fields:" section is an empty rectangular box.

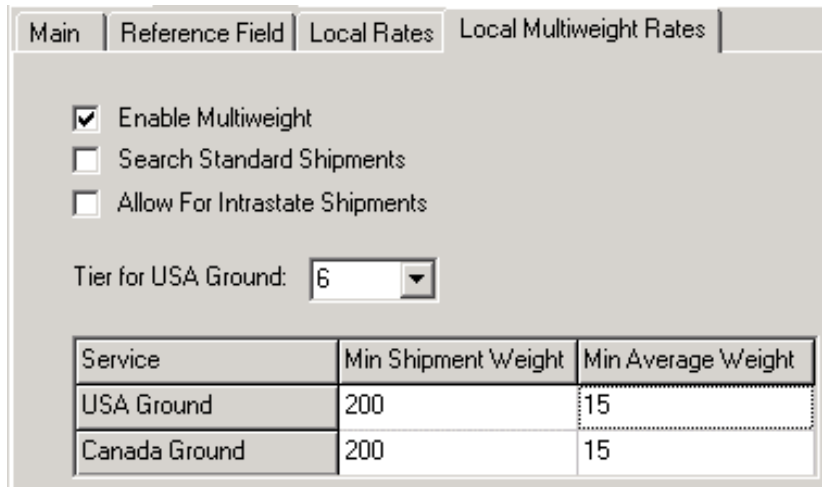
Between the two sections are five buttons: a single right-pointing arrow (>), a double right-pointing arrow (>>), a single left-pointing arrow (<), and a double left-pointing arrow (<<). A mouse cursor is positioned over the single right-pointing arrow (>) button.

- 5 Click the Local Rates tab.
- ⇒ The Apply to Basic Rates section applies a percent surcharge or discount to the rate table. You can use this section to apply the Fuel Surcharge. You can also increase or decrease the rates as you wish, however, we recommend using the [Rate Modifier](#) to make those changes.
Note: This section is only enabled if you selected to rate locally in Step 1.
To select Surcharge (+) or Discount (-), click on the up/down arrows, and then type in a percentage. You can modify this setting at any time.
 - ⇒ If shipping with FedEx Ground, make sure the Residential and Rural Residential Surcharges are correct.

The screenshot shows a software window with four tabs: 'Main', 'Reference Field', 'Local Rates', and 'Local Multiweight Rates'. The 'Local Rates' tab is selected. Below the tabs, there are two sections. The first section, 'Apply to basic rates', contains two rows. The first row is for 'Express' with a dropdown menu set to 'Surcharge(+)', a text box containing '3.00', and a '%' symbol. The second row is for 'Ground' with a dropdown menu set to 'Surcharge(+)', a text box containing '1.25', and a '%' symbol. The second section, 'Ground Residential Shipments', contains two rows. The first row is 'Residential Surcharge:' with a text box containing '1.40'. The second row is 'Rural Residential Surcharge:' with a text box containing '1.75'.

| Category | Option | Value | Unit |
|------------------------------|-----------------------------|-------|------|
| Apply to basic rates | Express | 3.00 | % |
| | Ground | 1.25 | % |
| Ground Residential Shipments | Residential Surcharge | 1.40 | |
| | Rural Residential Surcharge | 1.75 | |

- 6 Click the Local Multiweight Rates tab.
- To use Multiweight with FedEx Internet shipping, you must rate locally and have enabled the Rate Using Local Tables check box on the Main tab. You also have to check the “Enable Multiweight” and “Search Standard Shipments” check boxes. “Search Standard Shipments” will check all shipments for one day and perform a Multiweight grouping during End-of-Day Close if the total weight meets the requirements. Review the Multiweight settings.



| Service | Min Shipment Weight | Min Average Weight |
|---------------|---------------------|--------------------|
| USA Ground | 200 | 15 |
| Canada Ground | 200 | 15 |

- 7 Click OK.
- You can now begin shipping with FedEx using the Internet.

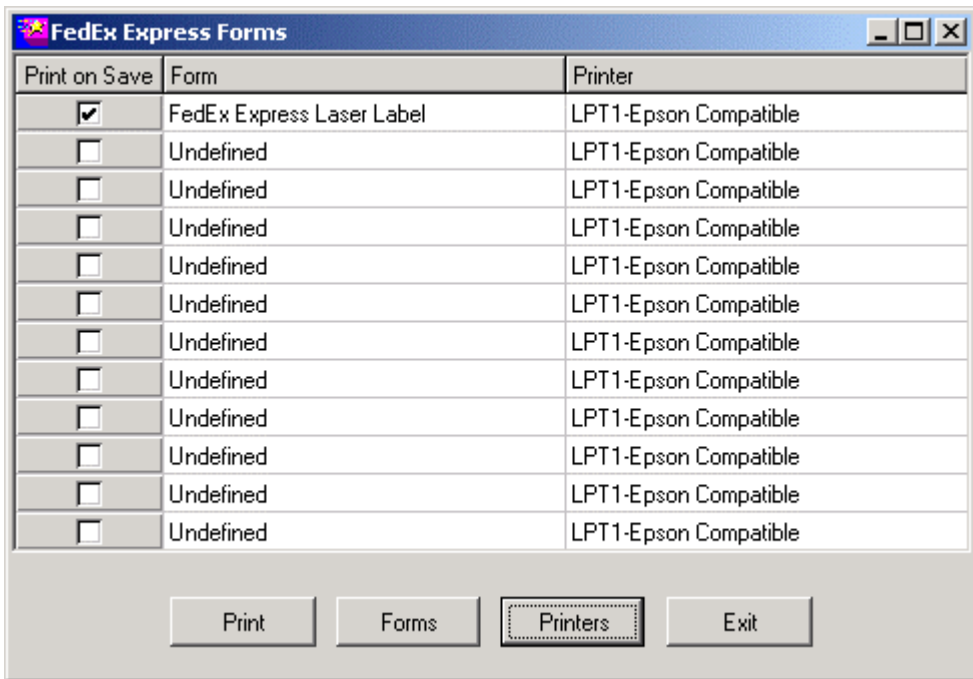
See also For a list of all fields sent from StarShip to the FedEx API, see the [FedEx Internet API Fields Table](#).
For more about shipping, see [FedEx Shipments](#).

STARSHIP USER'S GUIDE

FEDEX INTERNET FORMS/PRINTERS SETUP

To configure Forms or Printers for FedEx Express or FedEx Ground:

- | # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | From the StarShip main menu, select Ship . |
| 2 | In the Shipping window, select FedEx Express or FedEx Ground from the Carrier list and then click the Print button (or press F6). |
| 3 | Select the first entry in the Forms dialog box. Using the steps described in the Printer Setup chapter, configure Forms and/or Printers. |



StarShip supports printing to both thermal and label printers for FedEx Internet. For information about compatible printers, see the [Printers Table](#) list, which is also in the Printer Setup chapter.

FSM Server Setup



For FedEx High Volume

STARSHIP USER'S GUIDE

FSM SERVER SETUP

⦿ FSM SERVER REQUIREMENTS

You should ship an average of 10 packages per day via FedEx Express using the FSM Server interface.

Server Any system running the FedEx Ship Manager Server should meet the following basic requirements:

- ✓ Intel Pentium II 350 MHZ or higher
- ✓ FSM Server version 0612
- ✓ Windows NT or 2000
- ✓ Java Runtime Environment
- ✓ Dedicated Connection (LAN or modem)
- ✓ 10/100 [Ethernet Adapter](#)
- ✓ High speed CD-ROM drive
- ✓ Floppy Disk Drive
- ✓ pcAnywhere version 8.0 or higher*
- ✓ [NetBEUI](#) protocol
- ✓ 15 " Monitor with minimum resolution of 1024x768
- ✓ Eltron Thermal Label Printer (can be on the workstation or the server)
- ✓ 4.2 GB of disk space
- ✓ [Surge Protector](#)

***Note:** Version 10.0 or higher required when using Windows 2000 with Service Pack 2.

Workstation Shipping workstations require the following:

- ✓ [NetBEUI](#) protocol
- ✓ StarShip version 7.3b
- ✓ Eltron Thermal Label Printer (on workstation or Server)

🕒 INSTALLATION AND SETUP OVERVIEW

In order to install and set up the FSM Server to work with StarShip, follow these steps in order:

1. Obtain a meter number.
2. Create the FEDEXUSER Administrator account in Windows.
3. Install the Java Runtime 1.3.1 Environment.
4. Install FSM Server software.
Before you begin, please read the [Installation notes](#) for additional information.
5. Configure the FSM Server software:
 - a. Add a Master Meter number.
 - b. Set up reports.
6. Perform a Data Demand Download.
7. Set up StarShip.

Additionally, you can set up documents and commodities for International shipments:

8. International Setup

We recommend printing out this list for reference.

◎ OBTAIN A METER NUMBER

You can perform these steps online if you have access to the Internet. If you do not have Internet access, you may complete the necessary forms on pages 3 and 4 of the [FedEx Customer StartUp Kit](#).

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Open Internet Explorer or your preferred web browser. In the Address field, type www.fedex.com/us/ssp . |
| 2 | On the Customer Registration screen, type in your FedEx Account Number and your Zip/Postal Code as indicated. Press Continue. |
| 3 | At the License Agreement screen, click the I Agree radio button, and press Continue. You may print out the License Agreement for your records by clicking the Print button. |
| 4 | Next, type in your customer information, and press Continue. Bold fields are required. |
| 5 | On the FedEx Services Software Provider Information screen, select V-Tech/StarShip from the Provider/Software drop-down list. Then enter the following information: <ul style="list-style-type: none">• Contact: Ann Smith• Contact Phone: 203-574-1837 x210• Contact Email: asmith@vtechnologies.com |
| 6 | Answer "Yes" or "No" to the question "Is the third-party device replacing a FedEx device at your location?" If you answered Yes, type in your meter number. |
| 7 | Click Submit. |

⦿ CREATE THE FEDEXUSER ADMINISTRATOR ACCOUNT

You must create an administrator account, normally called FEDEXUSER, on the FSM Server PC. This account is then granted “Log On as a Service” user rights. These steps explain how to create and configure this account.

If you are using Windows 2000, please follow this separate set of instructions:

[Create FEDEXUSER for Windows 2000](#)

⦿ CREATE FEDEX USER FOR WINDOWS NT

| # | ACTION |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Windows desktop, select Start > Programs > Administrative Tools . Note: For Windows 2000, select Start > Settings > Control Panel > Administrative Tools. |
| 2 | Double-click User Manager for Domains and select the User menu bar. |
| 3 | Select New User . |
| 4 | For Username:, type FEDEXUSER . Type in the Full Name and Description (optional). |
| 5 | For Password:, type in and confirm the password FEDEXUSER . |
| 6 | Deselect the User Must Change Password at Next Logon option. |
| 7 | Select the Password Never Expires option. |
| 8 | Click the Groups button. |
| 9 | Highlight Administrators in the Not member of box if it is not already highlighted. |
| 10 | Click the Add button to move Administrators to the Member of box. |
| 11 | Click OK. You should now see FEDEXUSER under Username in the User Manager box. You should also now be back in the User Manager for Domains window. |

| # | ACTION |
|----|-------------------------------------------------------------------------------------------------------------|
| 12 | Next, we will give this account the right to log on as a service. Click Policies on the menu bar. |
| 13 | Select User Rights . |
| 14 | Select the Show Advanced User Rights option, located at the bottom of the User Rights Policy window. |
| 15 | In the Rights field, select Log On as a Service from the drop-down list. |
| 16 | Click the Add button, and then click Show Users . |
| 17 | Choose FEDEXUSER and add it. |
| 18 | Click OK to accept the selection. |
| 19 | Select Exit from the User menu to close the User Manager. |

| # | ACTION |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Windows desktop, select Start > Settings > Control Panel > Administrative Tools . |
| 2 | Double-click Computer Management . |
| 3 | In the Tree tab, under System Tools, click on Local Users and Groups . Then, click the Users folder. |
| 4 | From the Action menu, select New User . In the New User dialog, type FEDEXUSER in the User name field. Full name and Description are optional. |
| 5 | Type FEDEXUSER as the password and type it again to confirm. |
| 6 | Deselect the User must change password at next logon check box. |
| 7 | Check the Password never expires check box. |
| 8 | Click the Create button. Then, click Close. |
| 9 | Go back to Local Users and Groups and click the Groups folder. |
| 10 | Double-click Administrators in the right pane. |
| 11 | Click the Add... button. Scroll down and select FEDEXUSER so that it is highlighted, and click Add. Then click OK. You should now see FEDEXUSER in the Administrators list. |
| 12 | Click OK. |
| 13 | Next, we'll give assign User Rights to the FEDEXUSER account. Close the Computer Management window by clicking the "x" in the top right corner. Back in the Administrative Tools window, double-click Local Security Policy . |
| 14 | On the Tree tab, expand Local Policies by clicking on the "+" next to it, and select the User Rights Assignment folder. |
| 15 | In the right pane's Policy list, double-click Log on as a service . |
| 16 | Click the Add... button. Scroll down, highlight FEDEXUSER by clicking on it, and click the Add button. Then click OK. Now you should see FEDEXUSER in the Log on as a service list. |
| 17 | Click OK. |

◎ INSTALL JAVA RUNTIME

FSM Server 0611 requires the installation of the Java Runtime Environment 1.3.1. Follow the link below to download the installation program, and continue with the steps outlined in this procedure.

| # | ACTION |
|---|--------|
|---|--------|

- 1 Open Internet Explorer or your preferred web browser. In the Address field, type <http://java.sun.com/j2se/1.3/download.html>. You may also click the link above to automatically launch this page in your browser.
- 2 Select the version and click Continue.

Java™ 2 Platform, Standard Edition (J2SE™)

| Download J2SE™ v 1.3.1_07 | JRE | SDK |
|-----------------------------|--------------------------|--------------------------|
| Windows (U.S. English only) | DOWNLOAD | N/A |
| Windows (all languages) | DOWNLOAD | DOWNLOAD |

- 3 If you agree with the terms, accept the License Agreement.
- 4 Select a download site and click its FTP Download button.
- 5 Select "Save this program to disk," click OK, and select the local folder where you want to save the installation program.

#

ACTION

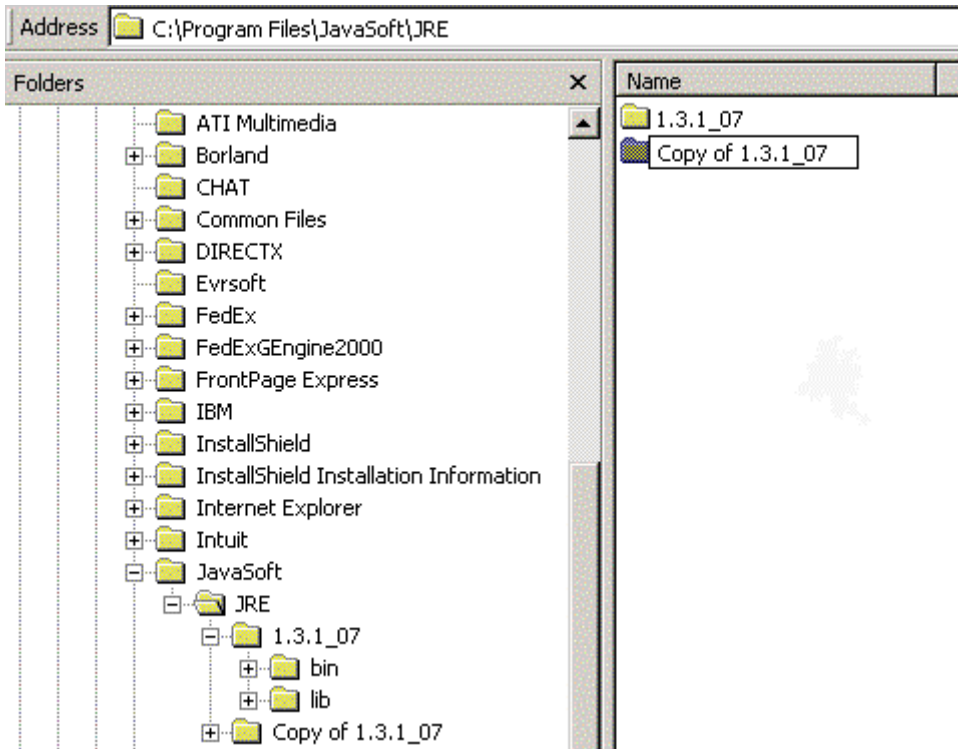
- 6 Run the installation program and go through the dialogs.
 - ⇒ If you agree, accept the terms of the License Agreement.
 - ⇒ Choose a destination location for the installed program.
The directory may look like this:
`c:\Program Files\JavaSoft\JRE\1.3.1_07`
 - ⇒ Select your Internet browser.
 - ⇒ Complete the installation.

 - 7 Navigate to the folder where you just installed the Java Runtime Environment and select it. For example, select the "1.3.1_07" folder.
-

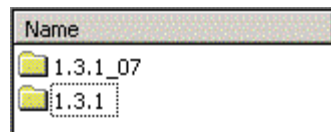
#

ACTION

- 8 Right-click on the folder and select Copy. Then, paste the folder into the same directory.



- 9 Click once on the copied folder and rename it to "1.3.1".



◎ FEDEX SHIP MANAGER SERVER INSTALLATION

Before starting the FSM Server installation, please read the following notes:

- The FSM Server cannot be installed on the same PC as the FedEx ATOM Server. If you do so, the FSM Server installation detects the presence of the ATOM Server and you receive an error message.
- If Dial-Up Networking (Remote Access Services - [RAS](#)) is not installed on the PC, you must install it before starting the FXRS Installation. See [Appendix C](#) of this User's Guide for detailed instructions.
- Once you select options on an FSM Server installation screen, you cannot go back to change them. Be sure that you have entered the correct information before proceeding.
- During the installation, the PC may [reboot](#) a number of times. Be sure to save any data and close other open programs.
- You should be logged on to the computer as FEDEXUSER.
- Check that you have at least 4.2 GB of disk space.

The following steps show you how to install the FSM Server software. If you are upgrading from a previous version, please see the [Upgrading the FSM Server](#) procedure. You should exit all other Windows programs before starting the installation.

#

ACTION

- 1 Insert the FSM Server CD into the CD-ROM drive. When the Welcome dialog box appears click on Install FedEx Server.



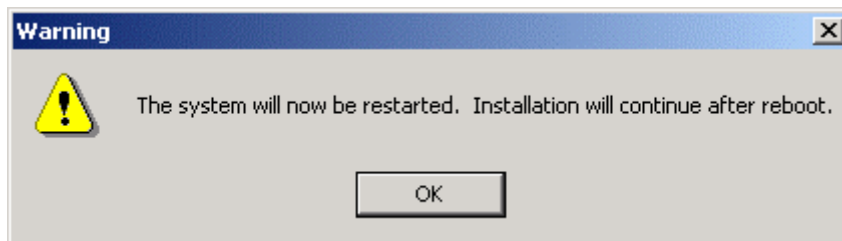
#

ACTION

- 2 When the FedEx Ship Manager Server dialog box appears, click Next.



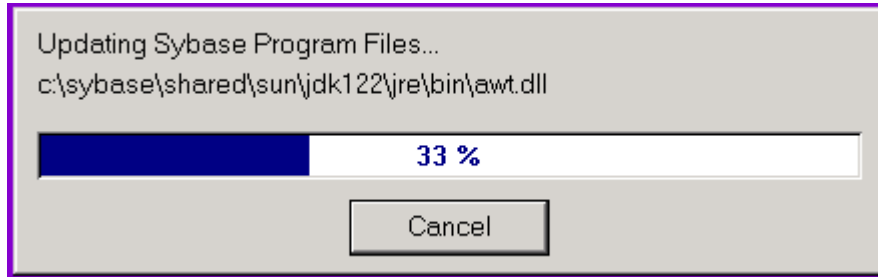
- 3 Installation files are copied to the pc. You may be warned of an impending reboot of your computer. If so, click OK and allow your PC to reboot.



#

ACTION

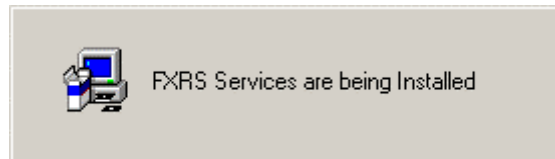
- 4 When the FXRS installation continues, it copies program files, and you can monitor its progress.



- 5 On this window, you're required to enter the password that you created for the FEDEXUSER account. Type in the password and then type it again in the Confirm field.

Click Next.

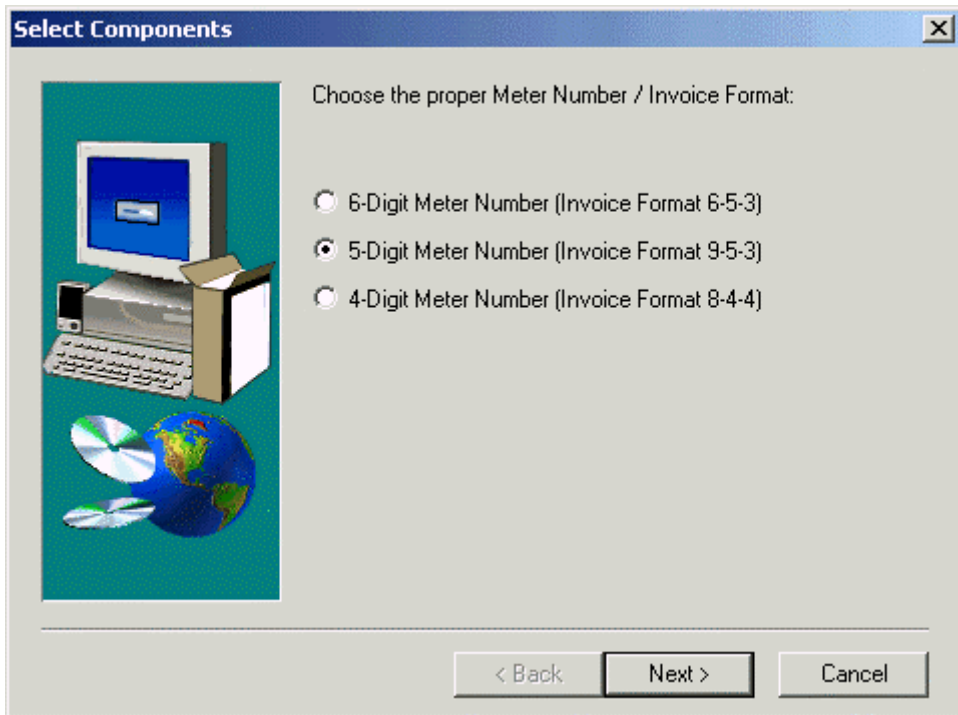
- 6 FedEx Services are installed.



#

ACTION

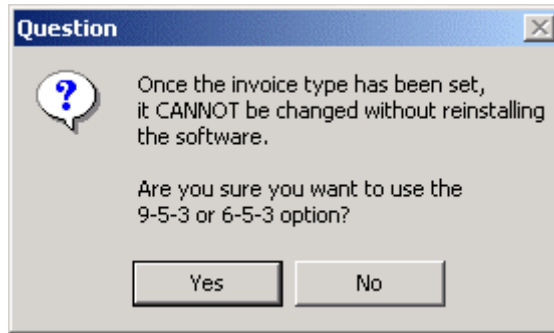
- 7 Select the numeric format of your Meter and Invoices. Click Next.



#

ACTION

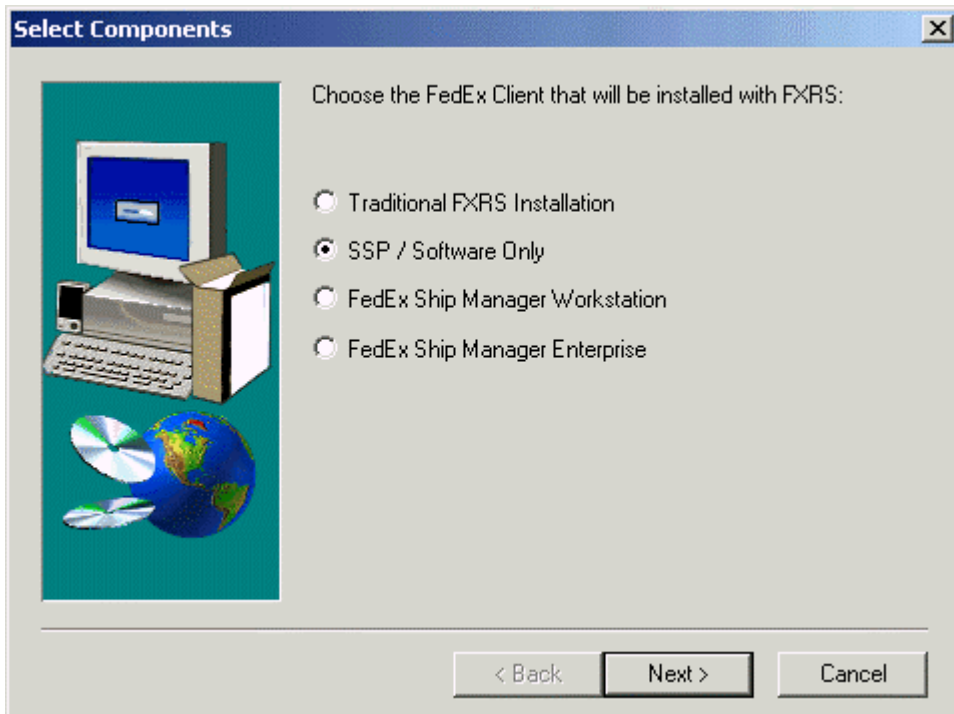
- 8 If you are sure that this is the correct format, click Yes. If not, clicking No returns you to Step 5 where you can confirm your selection.



#

ACTION

- 9 Next, select SSP/SOFTWARE ONLY. Click Next



- 10 Next, select either RTF or TXT as the format to use for reports.

#

ACTION

- 11 In the Device ID field, type in the Meter number you received in [the Obtain a Meter Number](#) procedure. Leave Device Type as default. Enter the origin phone number. If you are not connected to a Local Area Network, uncheck the LAN Connected option. Also, select a LAN Type.

Configure Proxy Settings, if necessary. Click OK.

Communication Settings

Device ID: <MUST BE S

Device Type: FXSS

Origin Phone Number: 9999999999

LAN Connected:

LAN Type:

- Public
- Private

Proxy Settings:

Proxy Server:

Proxy User:

Password:

Confirm Proxy Password:

OK Edit Lds Settings Cancel

The installation completes and your PC will reboot.

Now, please continue to the [FXRS Configuration – Set Up Master Meter](#) section.

◎ UPGRADING THE FSM SERVER

Follow this procedure if you are upgrading from a previous version of the FedEx Ship Manager Server

#

ACTION

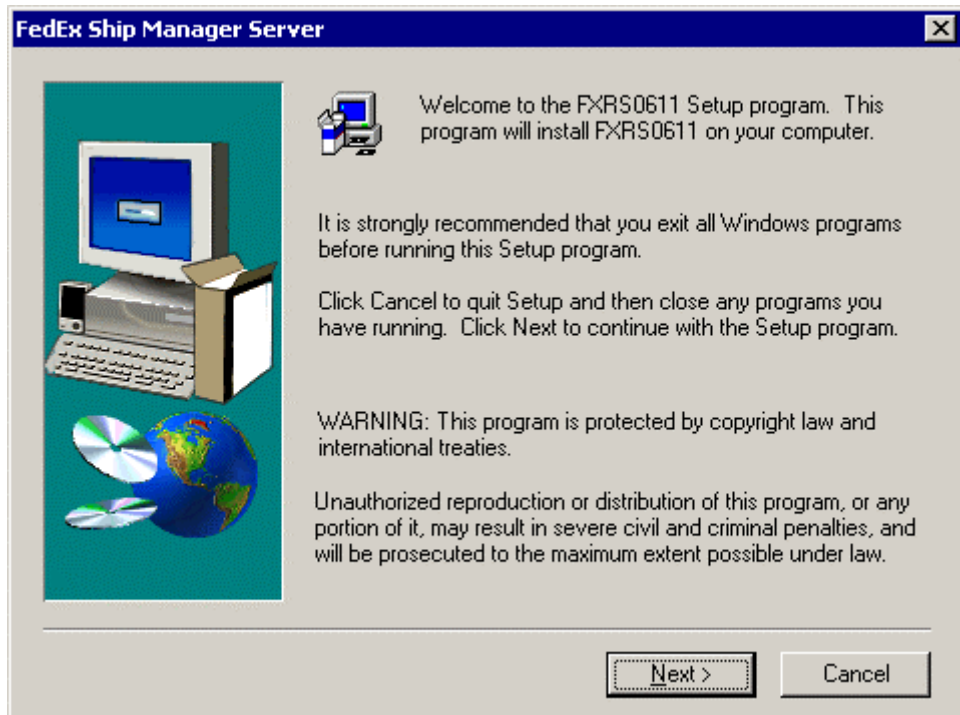
- 1 Insert the FSM Server CD into the CD-ROM drive. When the Welcome dialog box appears click on Install FedEx Server.



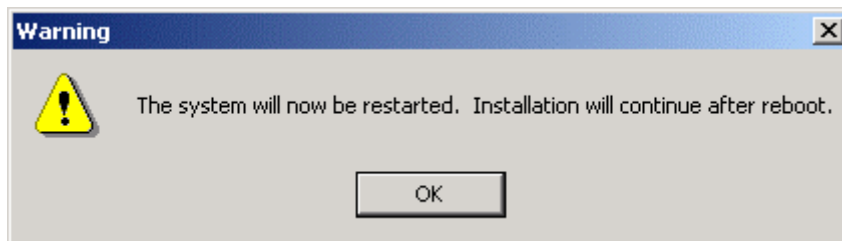
#

ACTION

- 2 When the FedEx Ship Manager Server dialog box appears, click Next.



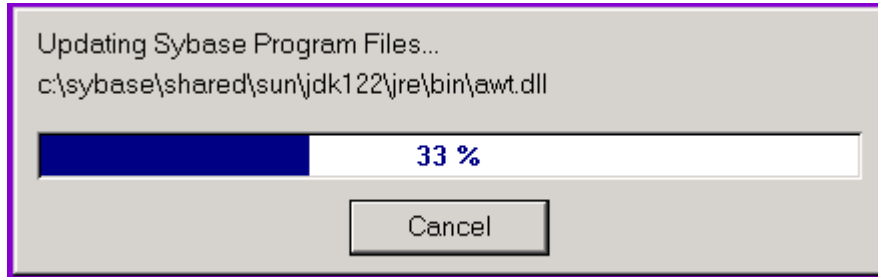
- 3 Installation files are copied to the PC. You may be warned of an impending reboot of your computer. If so, click OK and allow your PC to reboot.



#

ACTION

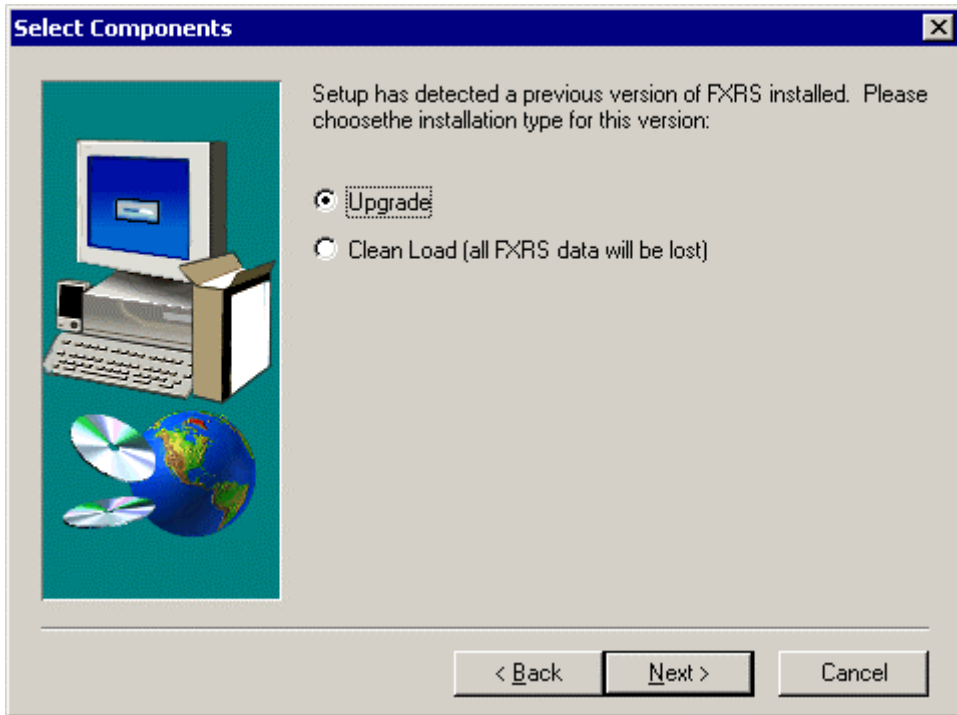
- 4 When the FXRS installation continues, it copies program files, and you can monitor its progress.



#

ACTION

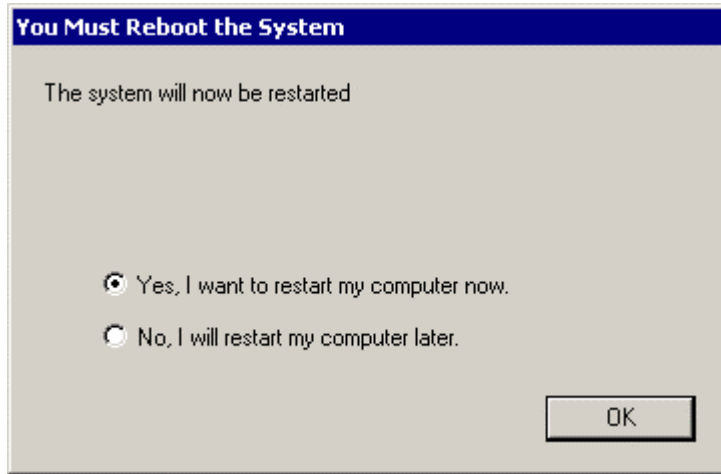
- 5 Setup detects your previous installation, and you must select to either Upgrade (previous data is saved) or perform a Clean Load (all data deleted). Select Upgrade and click Next.



#

ACTION

- 6 Setup continues copying files.
You then receive a Reboot warning. Click Yes.



#

ACTION

- 7 After the system reboots, the upgrade process continues. Next, you are required to enter the password for FedEx Services (the FEDEXUSER password). Click Next.

Enter Password for FXRS Services

Enter the PASSWORD for the account:
MARIA2\FEDEXUSER

Password:

Confirm:

< Back Next > Cancel

#

ACTION

- 8 On the Communication Settings dialog box:
- ⇒ In the Device ID field, type in the Meter number you received in [the Obtain a Meter Number](#) procedure. The Device Type cannot be changed.
 - ⇒ Enter the origin phone number.
 - ⇒ If you are not connected to a Local Area Network, uncheck the LAN Connected option. Select a LAN Type.
 - ⇒ Configure Proxy Settings, if necessary. Click OK.

Communication Settings

Device ID: <MUST BE S

Device Type: FXSS

Origin Phone Number: 9999999999

LAN Connected:

LAN Type:

- Public
- Private

Proxy Settings:

Proxy Server:

Proxy User:

Password:

Confirm Proxy Password:

OK Edit Lds Settings Cancel

- 9 When installation is complete, click Yes to reboot.

⦿ FXRS CONFIGURATION – SET UP MASTER METER

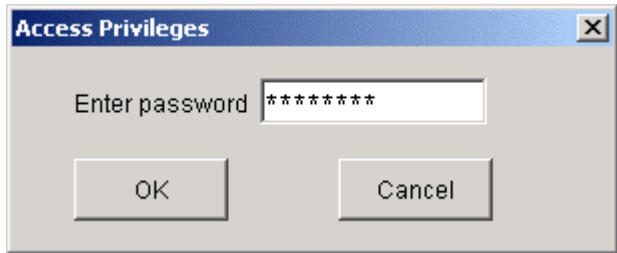
Run the FXRS Configuration Program to set up the master meter number.

ACTION

- 1 From the Start menu, select **Programs > FedEx Ship Manager Server > FXRS Configuration**.



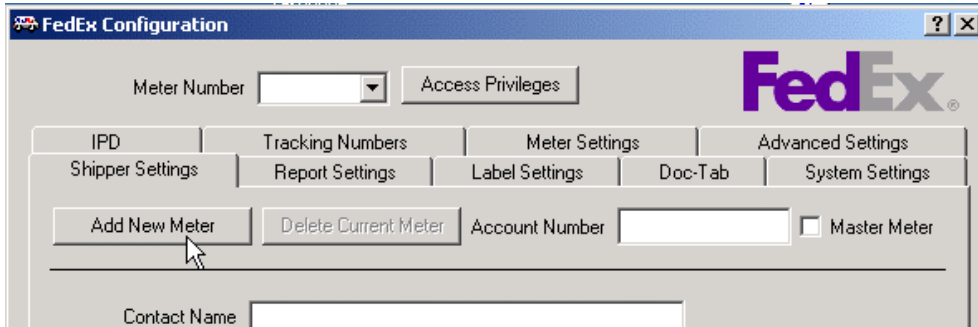
- 2 Click Access Privileges and enter the access password.



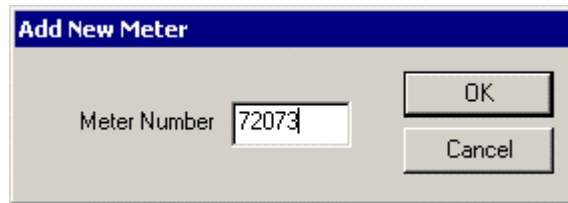
#

ACTION

- 3 Click the Add New Meter button.



- 4 Type in the meter number you received from FedEx in the [Obtain a Meter Number](#) procedure. Click OK.



#

ACTION

- 5 Fill in the remaining fields and click OK. Bold fields are required. If text becomes red after you tab out of a field, the data is incorrect and you should re-enter it. Below is an example:

The screenshot shows the 'FedEx Configuration' window. At the top, there is a 'Master' status indicator, a 'Meter Number' dropdown set to '072073', an 'Access Privileges' button, and a 'Support Level' dropdown. The FedEx logo is on the right. Below this is a tabbed interface with 'System Settings', 'IPD Settings', 'Tracking Numbers', 'Meter Settings', and 'Advanced Settings'. Under 'System Settings', there are sub-tabs for 'Shipper Settings', 'Report Settings', 'Label Settings', and 'Doc-Tab Settings'. The main form area contains several fields: 'Add New' and 'Delete Current' buttons; 'AccountNumber' (1234567, in red) and a checked 'Master Meter' checkbox; 'Contact Name' (Sales Department), 'Company' (V-Technologies), 'Address Line 1' (61 Mattatuck Heights), 'Address Line 2' (empty), 'City' (Waterbury), 'Country' (US=UNITED STATES), 'State/Province' (CT=Connecticut), 'PostalCode' (06705), 'PhoneNumber' (203-574-1837), 'ForceCloseTime' (1428) and a time zone dropdown ([GMT-05:00] Eastern Time (US & Canada)), 'Email Address' (sales@vtechnologies.com), 'FaxNumber' (203-574-1979), and 'PagerNumber' (empty). At the bottom are 'OK', 'Cancel', and 'Help' buttons.

| | | | | | |
|------------------|-------------------------|----------------------------------------|-------------------|--------------------------------------------------|-------|
| Master | Meter Number | 072073 | Access Privileges | Support Level | FedEx |
| System Settings | IPD Settings | Tracking Numbers | Meter Settings | Advanced Settings | |
| Shipper Settings | Report Settings | Label Settings | Doc-Tab Settings | | |
| Add New | Delete Current | AccountNumber | 1234567 | <input checked="" type="checkbox"/> Master Meter | |
| Contact Name | Sales Department | | | | |
| Company | V-Technologies | | | | |
| Address Line 1 | 61 Mattatuck Heights | | | | |
| Address Line 2 | | | | | |
| City | Waterbury | | | | |
| Country | US=UNITED STATES | | | | |
| State/Province | CT=Connecticut | | | | |
| PostalCode | 06705 | | | | |
| PhoneNumber | 203-574-1837 | | | | |
| ForceCloseTime | 1428 | [GMT-05:00] Eastern Time (US & Canada) | | | |
| Email Address | sales@vtechnologies.com | | | | |
| FaxNumber | 203-574-1979 | | | | |
| PagerNumber | | | | | |
| OK | Cancel | | | | Help |

⦿ DATA DEMAND DOWNLOAD

Overview

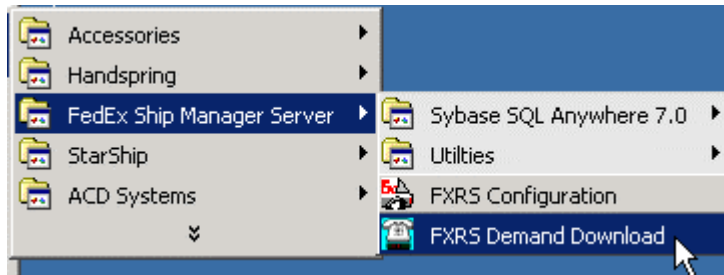
Every first Monday of the month, the server will dial into the FedEx mainframe and download the current [URSA file](#). Rates and tracking numbers also trigger their own automatic download as certain flags or dates occur.

Therefore, this procedure only needs to be performed once, or if your monthly download fails.

#

ACTION

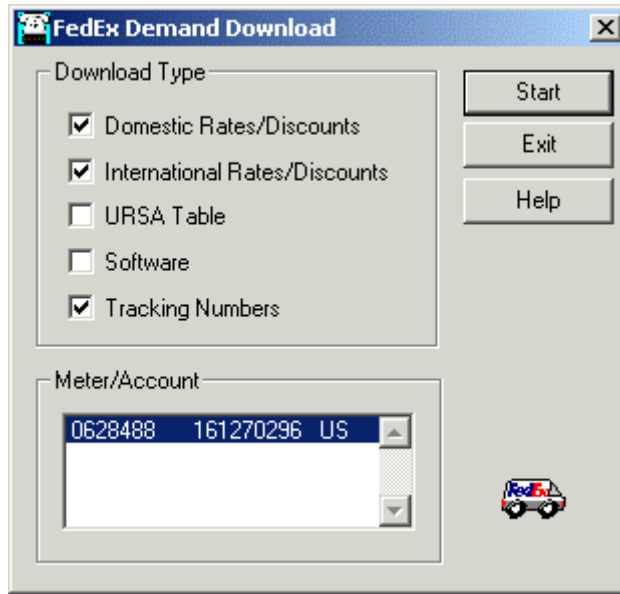
- 1 Select **Start > Programs > FedEx Ship Manager Server > FXRS Demand Download**.



#

ACTION

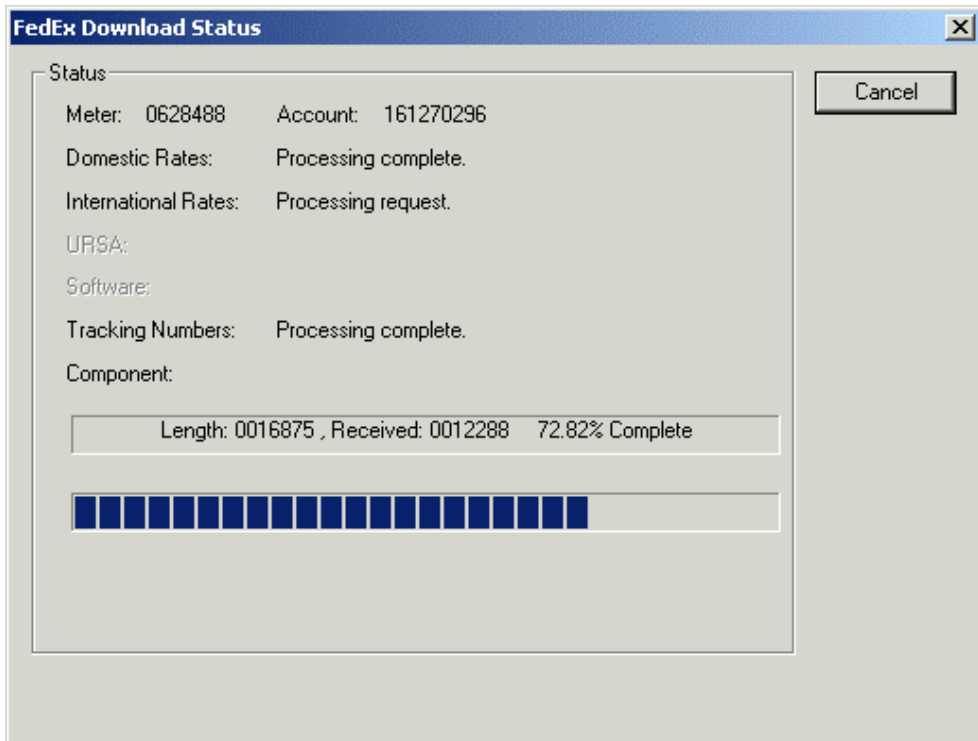
- 2 Enable the Domestic Rates, International Rates (if used), and Tracking Numbers check boxes by clicking on them. (We'll do the URSA Table download in another step.)



#

ACTION

- 3 Click Start.

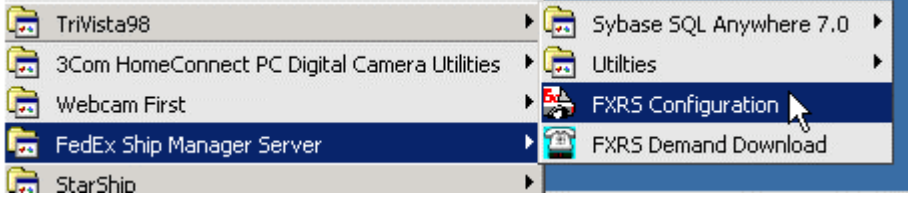


- 4 When the download is complete, click Exit and then enable the check box for the **URSA Table Download**. Click Start to begin this download. This will take about 10 – 15 minutes.
- 5 When the download is complete, click Exit.

⦿ FXRS CONFIGURATION - REPORTS SETUP

Overview

This section shows you how to set up reports with the FXRS Configuration tool.

| # | ACTION |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the desktop, click Start > Programs > FedEx Ship Manager Server > FXRS Configuration . |
| |  A screenshot of a Windows Start menu. The 'Programs' folder is expanded, showing a list of folders: TriVista98, 3Com HomeConnect PC Digital Camera Utilities, Webcam First, FedEx Ship Manager Server, and StarShip. The 'FedEx Ship Manager Server' folder is selected and expanded, showing two sub-items: 'FXRS Configuration' and 'FXRS Demand Download'. A mouse cursor is hovering over the 'FXRS Configuration' item. |
| 2 | Click on the Reports Setting tab. |

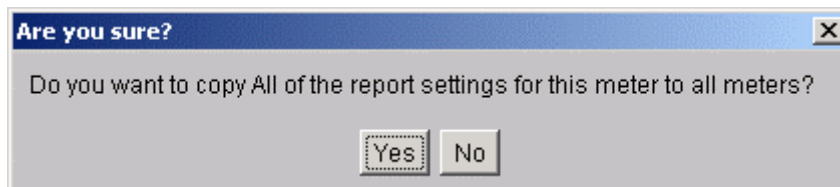
#

ACTION

- 3 In the directory field, enter a location to store reports. You can also configure report printer settings by clicking on the printer button.

The screenshot shows the 'Report Settings' dialog box in the FSM Server Setup application. The dialog has a tabbed interface with the following tabs: System Settings, IPD Settings, Tracking Numbers, Meter Settings, Advanced Settings, Shipper Settings, Report Settings (selected), Label Settings, and Doc-Tab Settings. On the left, there is a tree view under 'Reports' with the following items: Domestic (with a US flag icon), International (with a globe icon), IPD Distribution (with an IPD icon), and Ground (with a truck icon). To the right of the tree is a 'Copy To All Meters' button. Below the tree, there are two text input fields: 'Printer' with the value '\\dell7k\hpdj1200c' and a printer icon button, and 'Directory' with the value 'c:\fedex\FedEx_Reports' and a folder icon button. To the right of these fields is a 'Copies' dropdown menu set to '2'.

- 4 If you would like to copy the report print settings to other meters, click the Copy To All Meters button. The following dialog box appears. Click Yes.



◎ STARSHIP SETUP

Follow the steps in this chapter to set up StarShip. Each tab has its own section and is described in detail.

◎ GENERAL TAB

| # | ACTION |
|---|--------|
|---|--------|

- 1 From the StarShip main toolbar, select **Carriers > FedEx > Properties**.
- 2 From the General tab, select Ship Using: FedEx Server.
To disable any option shown, click its check box. Disable FedEx Express or Ground will remove these options from the StarShip Shipping window and End-of-Day Close dialog. Also, if you qualified for Home Delivery with FedEx, and have a signed contract, you can leave the Disable Home Delivery Service option unchecked.
Enter your FedEx Account Number so you can track shipments. Your Meter Number is used for actually shipping.

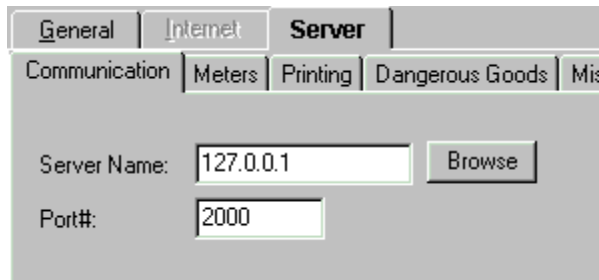
The screenshot shows the 'FedEx Ground and Express Properties' dialog box with the 'General' tab selected. It contains three unchecked checkboxes for 'Disable FedEx Express', 'Disable FedEx Ground', and 'Disable Home Delivery Service'. The 'Ship Using:' dropdown menu is set to 'FedEx Server'. The 'Account Number:' field contains '0363824' with a note '(used only for tracking - meter is used for shipping)'.

- 3 Click the Server tab. Seven sub-tabs become visible; each is described in the following sections.

This tab displays settings that allow StarShip to communicate with the FedEx Server. You don't need to change fields on this tab if the settings are correct.

ACTION

- 1 Click the Server Communication tab. The following information appears:
 - ⇒ the **IP address** of the machine that has the FXRS software running on it. You can also enter the machine name or click Browse to choose the machine from the network.
 - ⇒ the **port number** used to communicate with the FedEx Server, which is usually 2000. If you are unable to communicate, verify that this setting matches the setting on the FXRS Configuration > Systems Setting tab.



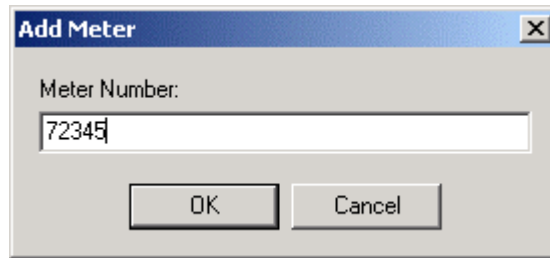
The screenshot shows a software interface with a tabbed menu at the top. The tabs are 'General', 'Internet', 'Server', and 'Mis'. The 'Server' tab is selected and active. Below the tabs, there are sub-tabs: 'Communication', 'Meters', 'Printing', 'Dangerous Goods', and 'Mis'. The 'Communication' sub-tab is selected. The main area contains two input fields: 'Server Name:' with the value '127.0.0.1' and a 'Browse' button to its right; and 'Port#:' with the value '2000'.

Click the Meters tab to select the "default" meter, which is the meter that is used by default when adding shipments in the StarShip Shipping window. The buttons on the right hand side of the Meters tab apply to the currently selected meter.

Tip: You can change the default meter "on the fly" from the Details tab on the Shipping window.

| # | ACTION |
|---|--------|
|---|--------|

- 1 To add a your primary Meter Number, click Add Meter. Type the Meter Number in the dialog box and click OK. To add additional Meter numbers, repeat this step.



The following are descriptions of other actions that can be performed from the Meters tab:

Remove Meter Deletes the currently selected Meter number from StarShip's meter list.

Query Server Use this button to refresh info that has been changed in FXRS Configuration.

Get Close Status

Last close time for the selected Meter or its current status.

Get Shipment List

This button displays the FedEx Server Shipment List window. It allows you to view currently open Domestic or International Shipments, and deleted Domestic or International shipments.

Select from the radio buttons at the top of the window to change the shipments that are displayed.

Limitations: Be aware that FedEx Server currently returns Sender Address 1 in the Recipient Address 1 field.

Below is an example of the Shipment List dialog box:

| Tracking Number | Recipient Contact | Recipient Address 1 | Recipient State | Reference Notes | Sh |
|-----------------|---------------------|----------------------|-----------------|-----------------|----|
| 111111128337 | Mr John Smith | 61 Mattatuck Heights | LA | 7176 | Se |
| 111111128348 | Ms Donna Jennings | 61 Mattatuck Heights | FL | 7177 | Se |
| 111111128359 | Ms Carey Wellington | 61 Mattatuck Heights | MD | 7178 | Se |

| | |
|-----------------------------|---------------|
| Tracking Number [29] | 111111128337 |
| Recipient Company [11] | |
| Recipient Contact Name [12] | Mr John Smith |
| Recipient Address 1 [13] | 1 Box Lane |
| Recipient Address 2 [14] | 2nd Floor |
| Recipient City [15] | Baton Rouge |
| Recipient State Prov. [16] | LA |
| Recipient Postal Code [17] | 70007 |

Close Meter

When you perform end-of-day Close in StarShip, the Close transaction occurs for every meter that has shipments in the current shipment file. Use this button if a close transaction fails during normal Close and you want to resend it.

SERVER - PRINTING

When shipping with the FedEx Server, StarShip does not print labels, forms, or reports directly. It sends the printer names and label types defined on this tab to the FedEx Server, which performs the printing.

General Printing Notes

You should turn off [Print on Save](#) in the StarShip Shipping window so that none of the local shipping labels or waybill forms print from within StarShip (unless you have an additional form such as an audit label that you want to print). To do this, select FedEx as the Carrier in the Shipping window, and click Print. Select the form(s) and uncheck Print on Save.

Network Printing Notes:

- The FedEx Server must be able to access printers you select on the network. Use Windows Explorer to verify that the printer is accessible from the FedEx Server PC.
- When specifying a network printer, the computer and printer names **may not** contain any blanks.

To print on a network printer, both the FedEx Server PC and the PC with the printer attached must have the [NetBEUI](#) protocol installed.

The next steps show you how to set up the Printing tab:

#

ACTION

- 1 Click the Printing tab. In the Label Printer fields, type the printer location and name (in [UNC format](#)) of the label printer that the FedEx Server will use for Express and/or Ground. You may also click Browse, select My Network Places, and select a printer from the network. (See [Network Printing Notes](#))
In the Label Printer Type fields, select the type of thermal labels to print.

The screenshot shows a software configuration window with a tabbed interface. The 'Server' tab is selected, and within it, the 'Printing' sub-tab is active. The window contains several input fields and buttons for configuring printers. The 'Express Label Printer' and 'Ground Label Printer' fields are empty, each with a 'Browse' button to its right. The 'Express Label Printer Type' and 'Ground Label Printer Type' fields are dropdown menus, both currently showing 'Eltron Thermal 4x7 Doc Tab Last'. Below these are three more printer configuration rows: 'Form Printer', 'Laser Printer', and 'Report Printer', each with an empty text field and a 'Browse' button.

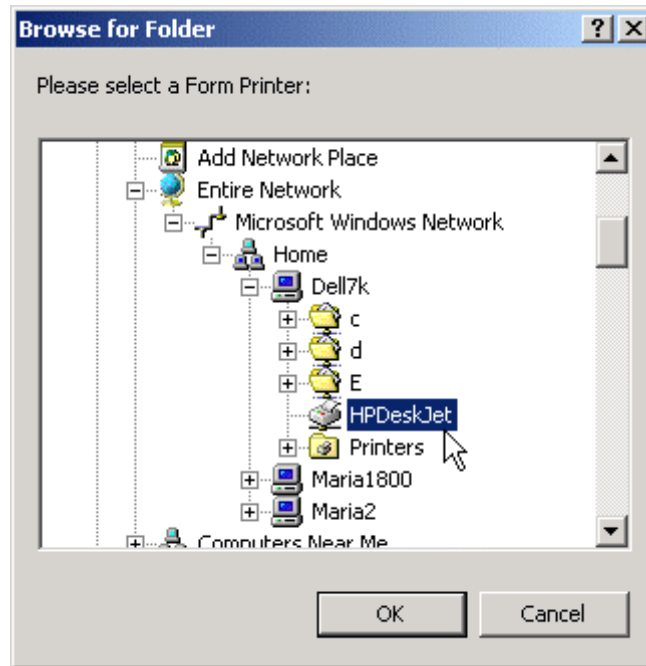
| General | Internet | Server | | | | |
|-----------------------------|---------------------------------|---------------------------------------|-----------------|---------------|-------------------|------------------|
| Communication | Meters | Printing | Dangerous Goods | Miscellaneous | Express Reference | Ground Reference |
| Express Label Printer: | <input type="text"/> | <input type="button" value="Browse"/> | | | | |
| Express Label Printer Type: | Eltron Thermal 4x7 Doc Tab Last | <input type="button" value="Browse"/> | | | | |
| Ground Label Printer: | <input type="text"/> | <input type="button" value="Browse"/> | | | | |
| Ground Label Printer Type: | Eltron Thermal 4x7 Doc Tab Last | <input type="button" value="Browse"/> | | | | |
| Form Printer: | <input type="text"/> | <input type="button" value="Browse"/> | | | | |
| Laser Printer: | <input type="text"/> | <input type="button" value="Browse"/> | | | | |
| Report Printer: | <input type="text"/> | <input type="button" value="Browse"/> | | | | |

Note: Step 2 shows you an example of the Browse window.

#

ACTION

- 2 Do the same for the Form Printer, Laser Printer, if applicable. Or, click the Browse button to search for the printer in an Explorer-type window. The report printer should be set up from the FXRS Configuration tool. See [Reports Setup](#) for more information.

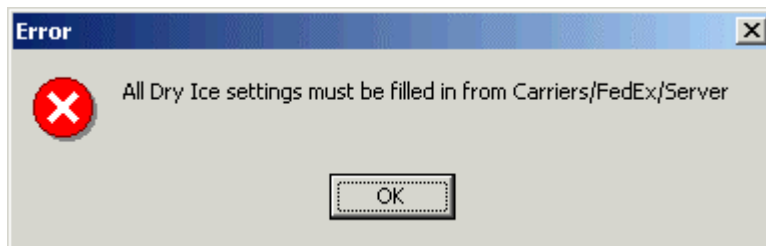


This tab allows you to configure Dangerous Goods settings.

| # | ACTION |
|---|--------|
|---|--------|

- 1 Click the Dangerous Goods tab and configure these settings.
 - Packing Type: Enter the packing type of the goods being shipped. Required for dangerous goods shipments, unless the dangerous goods class is radioactive.
 - Packing Instructions: The packing instruction number from column G, I, or K of the IATA DG Regulations Manual. Default is 904.
 - Packing Group: Dangerous Goods/Dry Ice Packing Group
Valid values: **I** – Packing Group I, **II** – Packing Group II, **III** – Packing Group III. Defaults to III. Entry must be in Roman Numerals.
 - Name of Signatory: Enter the name of the signatory for the shipment.
 - Title of Signatory: Enter the Title of Signatory for the shipment. Required if IATA regulations apply.
 - Place of Signatory: Enter the place of signatory for the shipment. Minimum of City.
 - Responsible Party: Contact person
 - Phone Number: Contact person's phone number

Note: Dry Ice or Dangerous Goods settings must be configured here before trying to select the Dry Ice option from the Shipping window or the following error message appears:



This tab configures FedEx Express and Ground rates, and other miscellaneous settings.

ACTION

- 1 Click the Miscellaneous tab.
If you do not want to give your FedEx rate discounts to customers, deselect the check box. More information is available about modified rates in the [Rate Utility chapter](#).

General | Internet | **Server**

Communication | Meters | Printing | Dangerous Goods | **Miscellaneous** | Express Reference | Ground Reference

Apply FedEx discounts to Modified Rate (i.e. rate charged to your customers)

Use Electronic COD for Ground COD shipments

Default Sender to Meter Address set in FXRS Configuration

For COD Remittance Address Use:

Company Address (in Setup -> Company)

Sender Address (in each shipment)

| Ground Option | Surcharge |
|----------------------------|-----------|
| Acknowledgment of Delivery | 1.50 |
| Auto Proof of Delivery | 2.00 |
| Home Delivery | 1.15 |
| Rural Home Delivery | 2.60 |
| Home Delivery Signature | 2.00 |

The surcharge values shown to the left are used to break out individual surcharges from the total surcharge amount.

Query server to update surcharge values

#

ACTION

- 2 When checked, the Use Electronic COD for Ground COD shipments setting causes Electronic COD to be enabled by default for FedEx Ground COD shipments under Package Options in the Shipping window. You can change this value from the Ship screen under Package Options > C.O.D.

Use Electronic COD for Ground COD shipments



Package Options | Shipment Options

C.O.D.

Acknowledge Deliv.

Call Tag

Hazardous

Additional Handling

Auto Proof of Deliv

Future Day Ship

Signature Required

Delivery Options

C.O.D. \$ 0.00

Package Base Amount: \$ 175.00

Package Actual Amount: 175.00

C.O.D. Type: Guaranteed

Electronic COD

Note: You must enable the ECOD option for your meter in the FXRS Configuration tool or you will receive an error when you save the COD shipment. This option is located on the Meter Settings tab under Ground Options:

Ground Options

Ground Enabled

Home Delivery

Hazmat

ECOD

Label Multi Pack Piece Count

Account 0363811

EPDI Code

Rates/Discounts

#

ACTION

3 Default Sender to Meter Address set in FXRS Configuration:

When checked, the Sender address on the StarShip Shipping window defaults to the address last retrieved from the server. If it is not checked, Starship uses the Company address. If you saved a Sender address with your [default Shipping window values](#), that address is used.

4 COD Remittance Address Use:

Select the address where funds that are collected for COD shipments are sent.

- ⇒ Company Address: The company and address information you entered in Setup > Company (in StarShip).
- ⇒ Sender Address: The address listed on the Sender tab on the Shipping window, which may vary from shipment to shipment.

5 Ground Option/Surcharge:

This grid allows StarShip to separate individual surcharges from the total surcharge amount in order to populate the Shipping window correctly for FedEx Ground shipments. These values are initially set to the standard rates. Click the "Query server to update surcharge values" button to acquire the latest surcharge values.

| Ground Option | Surcharge |
|----------------------------|-----------|
| Acknowledgment of Delivery | 1.50 |
| Auto Proof of Delivery | 2.00 |
| Home Delivery | 1.15 |
| Rural Home Delivery | 2.60 |
| Home Delivery Signature | 2.00 |

The surcharge values shown to the left are used to break out individual surcharges from the total surcharge amount.

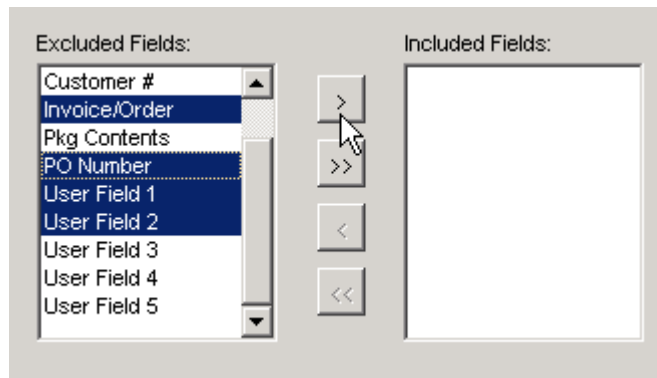
Query server to update surcharge values

This tab allows you to select which shipment fields are used when creating the Reference Notes for each FedEx Express shipment. If you choose more than one field, they will be separated by a hyphen ("-").

#

ACTION

- 1 Click the Express Reference tab. From the Excluded Fields column, select the fields you want to include and click the > button. To select more than one field at once, use the Ctrl key while clicking your selections. To include all fields in the Excluded Fields list, click the >> button.



- 2 To move an item from Included back to Excluded, use the < and << buttons.

This tab allows you to configure Package and Shipment Level Reference, with options for Multiweight and tracking.

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Click the Ground Reference tab. The first section deals with Shipment Level Reference. Use these field descriptions to make your selections.</p> <ul style="list-style-type: none">⇒ PO Number: Field sent as PO Number for the Shipment Level. Cannot have both shipment and package level PO Number. This value will only be sent if the value assigned for package level PO is blank.⇒ Invoice Number: Field sent as Invoice Number for the Shipment Level reference. Cannot have both shipment and package level Invoice Number. This value will only be sent if the value assigned for package level Invoice is blank.⇒ Customer Ref: Field sent as Customer Reference for the Shipment Level reference. Cannot have both shipment and package level Customer Ref. This value will only be sent if the value assigned for package level Customer Ref is blank. |
| 2 | <p>The second section deals with Package Level Reference. These settings are used if there is only one package in the shipment or you have set the Shipment Level Reference to “None”.</p> <ul style="list-style-type: none">⇒ PO Number: Field sent as PO Number for the Package Level reference.⇒ Invoice Number: Field sent as Invoice Number for the Package Level reference.⇒ Customer Ref: Field sent as Customer Reference for the Package Level reference |
| 3 | <p>Finally, configure these settings:</p> <ul style="list-style-type: none">⇒ Package ID on Multiweight Reports: Choose PO Number, Invoice Number, or Customer Reference.⇒ Package level reference used for tracking: Choose a combination of two reference values. |

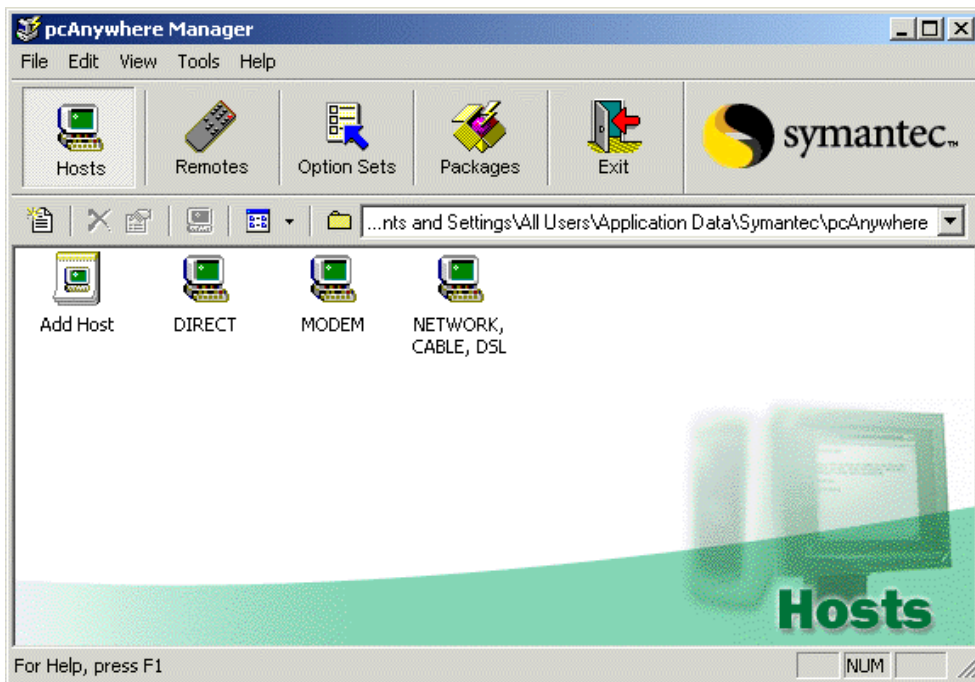
STARSHIP USER'S GUIDE

FEDEX SHIP MANAGER SERVER TROUBLESHOOTING

If you encounter problems, FedEx may need access to the PC in order to solve them. If so, use this section to set up the pcAnywhere software and launch the FedEx session.

⦿ PCANYWHERE SETUP

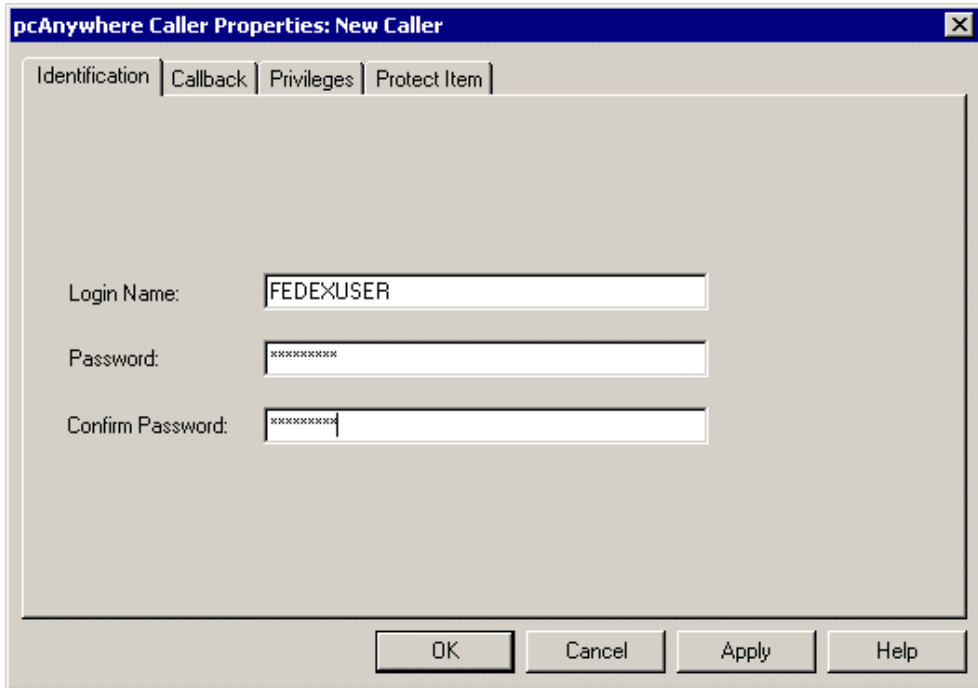
| # | ACTION |
|---|---------------------------------------------------------------------------------|
| 1 | From the Start menu, select Programs > Symantec pcAnywhere . |
| 2 | Verify that "Hosts" is selected on the toolbar, and then double-click Add Host. |



#

ACTION

- 3 In the New Host window, check **Modem** in the Device List. It is OK to leave TCP/IP checked.
- 4 Click the Callers tab, and then click the New Item icon.
- 5 In the New Caller window type in FEDEXUSER as both the login and password. This is the login that the FedEx Representative will use to log in to your computer.



pcAnywhere Caller Properties: New Caller

Identification | Callback | Privileges | Protect Item

Login Name: FEDEXUSER

Password: XXXXXXXX

Confirm Password: XXXXXXXX

OK Cancel Apply Help

- 6 Click OK. Beneath the icon for the new host you just set up, type in FXRS to name this connection.

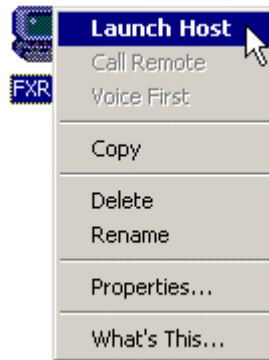


#

ACTION

- 7 If you would like to set up the PC to record the pcAnywhere sessions, select **Tools > Options** and check the "Record host session for later playback" setting.

- 8 Right-click on the FXRS icon, and select Launch Host from the pop-up menu.



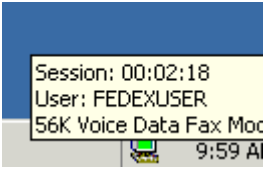
You will see an icon in your system tray indicating pcAnywhere is waiting for a connection. The machine is now ready for FedEx to configure it.

Please continue to the next section, [Launching a FedEx Session](#).

⦿ LAUNCHING A FEDEX SESSION

Overview

This procedure allows FedEx to configure your PC for shipping with FSM Server. Before beginning, make sure FSM Server CD is still in the drive.

| # | ACTION |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Contact your V-Technologies support technician.</p> <p>Please have the following information ready:</p> <ul style="list-style-type: none">• FedEx Meter Number• Phone number connected to the modem into which FedEx will dial• Directory location on your server where Reports should be stored• Whether you will be shipping International• Name and Phone Number of contact person at your location |
| 2 | <p>When the FedEx representative dials in, the icon will change indicating an active session. You'll also see the FedEx activity on your screen.</p>  <p>The screenshot shows a yellow tooltip box over a taskbar icon. The tooltip contains the text: 'Session: 00:02:18', 'User: FEDEXUSER', and '56K Voice Data Fax Mod'. The taskbar icon shows a green light and a small FedEx logo. The system tray shows the time as 9:59 AM.</p> |
| 3 | <p>When finished, the FedEx representative will disconnect from the PC.</p> |



Airborne Express



STARSHIP USER'S GUIDE

AIRBORNE EXPRESS SETUP

Overview

The standard Airborne Express module includes:

- The Airbills option:
Supports published rates and prints to tractor-feed Airbills;
- The Airborne Linkage option:
Supports custom rates, upload files for billing, and printing bar-coded shipping labels to a thermal printer. Currently allows you to ship domestic and to Puerto Rico and the Virgin Islands.

Note: If you ship International, including Canada, you will need to set up and use airbills for your international shipments.

Click on the appropriate link below depending upon your shipping method:

- ⇒ [Ship Using Airbills](#)
- ⇒ [Ship Using Airborne Linkage](#)

Overview Follow this procedure if you want to ship using Airbills.

| # | ACTION |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>From the StarShip main menu, select Carriers > AEX > Properties. On the General tab, configure the following settings:</p> <ul style="list-style-type: none">• Disable Airborne Express Option: Removes Airborne Express from the Shipping window.• Account Number: Type in your Airborne Express Account Number.• Ship Domestic Using: Select Tractor-Feed Airbills from the drop-down list.• Maximum Weight for Next Afternoon Service: The current default weight is listed. You can edit this information later if the weight limit for this service changes. |
| 2 | <p>Click on the Airbills tab and configure it as follows:</p> <ul style="list-style-type: none">• Apply to basic rates: Applies a percent surcharge or discount to the rate table. To select a Surcharge (+) or Discount (-), click the up/down arrows and type in a percentage. You can modify this setting at any time. You should use this setting for the fuel surcharge. The fuel surcharge can change on a monthly basis -- check the Airborne Express web site for the latest percentage.• Domestic Airbills, Domestic COD Airbills, and International Airbills: Provide the next tracking number for each type of Airbill in each field. |
| 3 | <p>Click OK to exit.</p> |

Overview

Follow this setup to ship with the Airborne Linkage. With the Airborne Linkage option, you can install rate, routing, and time in transit files directly from Airborne. Other features include rating shipments, printing bar-coded thermal shipping labels, and generating upload files for billing.

Software requirement:

- StarShip v7.2 or higher

Hardware requirements:

- thermal label printer (see [Printer Setup](#))
- Internet access

In order to use the Airborne Linkage option, you must:

1. Complete the Airborne Linkage Request Form.
2. Obtain the Customer Linkage Setup Sheet. This information is provided by Airborne.
3. Download rate, route and transit time files to the StarShip PC and save them to a directory of your choice. If you received these files on a diskette from Airborne, have the diskette handy.
You can also download these files from the Airborne Express website.
4. Set up StarShip.

Set up StarShip

Follow these steps to configure StarShip to use the Airborne Linkage option.

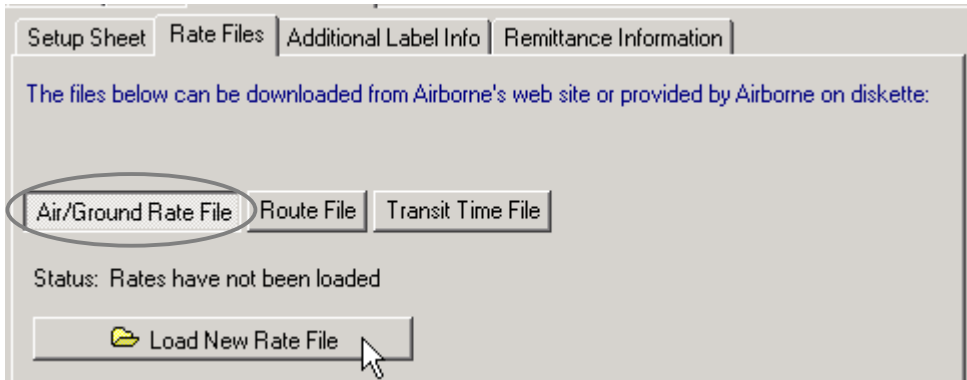
Note: Even if you are using the Airborne Linkage option to ship, you must configure Airbills if you plan to process International shipments.

| # | ACTION |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>From the StarShip main menu, select Carriers > AEX > Properties. On the General tab, configure the following settings:</p> <ul style="list-style-type: none">• Disable Airborne Express Option: Removes Airborne Express from the Shipping window.• Account Number: Type in your Airborne Express Account Number.• Ship Domestic Using: Select Airborne Linkage from the drop-down list.• Maximum Weight for Next Afternoon Service: The current default weight is listed. You can edit this information later if the weight limit for this service changes. |
| 2 | <p>Click the Airbills tab if you will be processing International shipments and configure the following settings:</p> <ul style="list-style-type: none">• Apply to basic rates: Applies a percent surcharge or discount to the rate table. To select a Surcharge (+) or Discount (-), click the up/down arrows and type in a percentage. You can modify this setting at any time. You should use this setting for the fuel surcharge. The fuel surcharge can change on a monthly basis -- check the Airborne Express web site for the latest percentage. Note: Surcharges for Linkage are defined by Airborne in the Rate File.• International Airbills: Provide the next tracking number for International Airbills. |
| 3 | <p>Click on the Airborne Linkage tab. On the Setup Sheet sub-tab, type in the information from your Customer Linkage Setup sheet.</p> |

#

ACTION

- 4 Click the Rate Files sub-tab. You should have already downloaded or received the Rate files from Airborne. Press the corresponding button to load each of the following files:
- Air/Ground File:** Click *Load New Rate File*. Then, navigate to the directory where you saved the rate file and select it. Click Open.

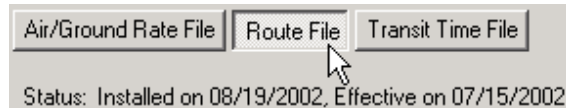


If you have successfully loaded the file, the following status message appears:

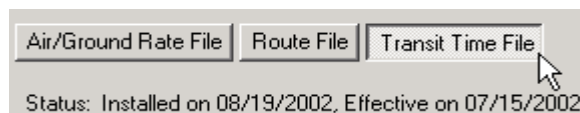
Status: Installed on 07/17/2002, Effective on 01/15/2002

Repeat this for the remaining files:

- Route File:** Click *Load New Route File*. You can navigate to the directory where you stored the route file and select it. Click Open.



- Time in Transit File:** Click *Load New Time in Transit File*. You can navigate to the directory where you stored the Time in Transit file and select it. Click Open.



#

ACTION

- 5 For each type of file, you can enable the “I have been notified by Airborne...” check box and enter a date for the current file to expire. Airborne will notify you when a new file is required.

To enter a date you can either type the date directly into the field or click the arrow and select a date from the pop-up calendar.

I have been notified by Airborne that the current rate file expires on: 8/ 1/2002

- 6 Click the Additional Label Info tab. This is the information that will appear on the thermal shipping labels in the Additional Info area.
- For each additional field that you would like to appear, type in a text label and select which shipment field information to include from the drop-down list.

| | |
|-----------------------------------------|------------------------------------------------|
| Text Label: | Shipment Field: |
| <input type="text" value="Attention:"/> | <input type="text" value="Ship To Attention"/> |

- 7 Click on the Remittance Information tab and enter the Name and Title for the Airborne Representative from your Customer Linkage Setup Sheet.

| | | | |
|-----------------------------------------------------|------------|-----------------------|------------------------|
| Setup Sheet | Rate Files | Additional Label Info | Remittance Information |
| Airborne Representative Name: <input type="text"/> | | | |
| Airborne Representative Title: <input type="text"/> | | | |

- 8 Click OK to exit setup.

Additional Information for Airborne Linkage

Printer Setup

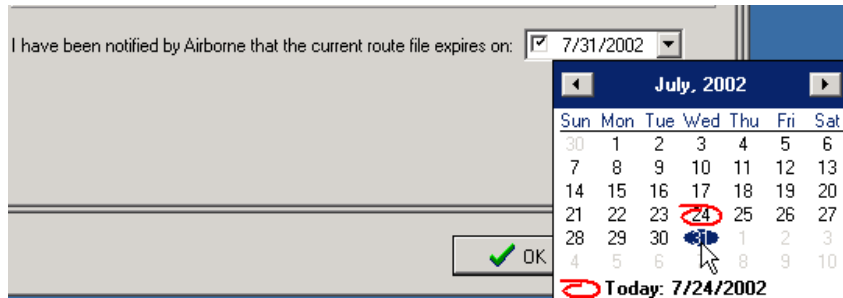
The Airborne Linkage option supports printing of bar coded thermal shipping labels to the following printers:

- Eltron TLP/LP +
- Zebra S500/Z4000

See the general [Printer Setup](#) section for instructions about how to set up your printer and configure thermal settings in StarShip.

Updating Rate Files

Airborne will notify you with the date that new Rate Files will be distributed. When you have this information, go to **Carriers > AEX > Properties**, click on the Airborne Linkage tab and then the Rate Files tab. Click on the relevant Rate File button, for example "Route File," and set the expiration date to the date that Airborne gave to you.



Later, when you receive the new files from Airborne, load the new rate files as we showed you in [Step 4](#) of Airborne Linkage setup.

Note: If a new Rate File has not been installed as of the expiration date, StarShip will no longer allow the user to ship Airborne.

Spee-Dee Setup



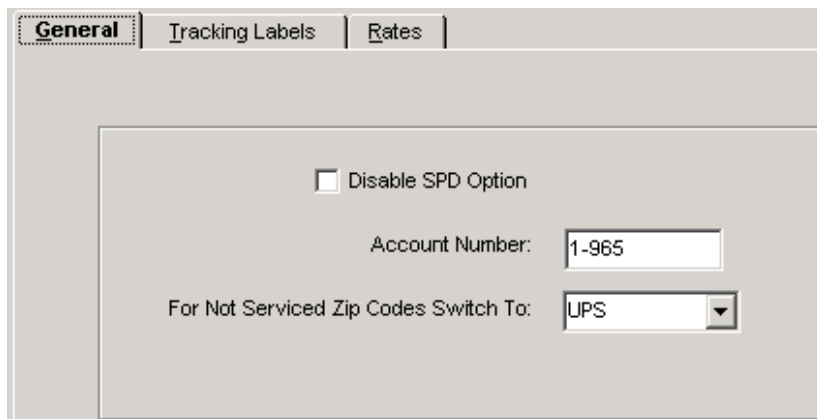
STARSHIP USER'S GUIDE

SPEE-DEE SETUP

Overview Follow these instructions to set up the Spee-Dee carrier.

ACTION

- 1 From the StarShip main menu, select **Carriers > Spee-Dee > Properties**.
On the General tab, type in your Account Number. You can also select a default carrier if the ZIP code is not serviced by Spee-Dee.

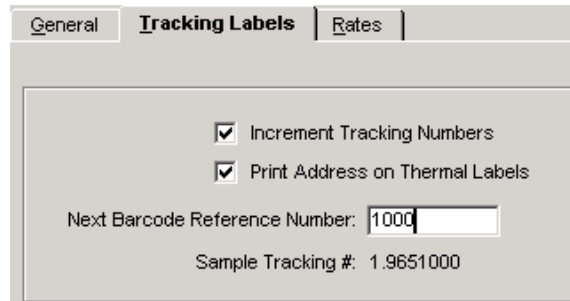


The screenshot shows a software dialog box with three tabs: "General", "Tracking Labels", and "Rates". The "General" tab is selected. Inside the dialog, there is a checkbox labeled "Disable SPD Option" which is currently unchecked. Below this, there is a text field labeled "Account Number:" containing the value "1-965". At the bottom, there is a label "For Not Serviced Zip Codes Switch To:" followed by a dropdown menu currently set to "UPS".

#

ACTION

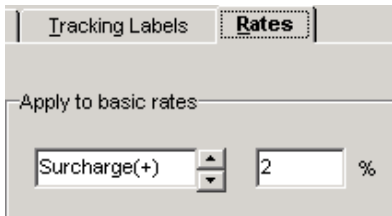
- 2 Click the Tracking Labels tab. Configure it using the setting descriptions below.



The screenshot shows a dialog box with three tabs: "General", "Tracking Labels", and "Rates". The "Tracking Labels" tab is selected. It contains two checked checkboxes: "Increment Tracking Numbers" and "Print Address on Thermal Labels". Below these is a text input field labeled "Next Barcode Reference Number:" with the value "1000". At the bottom, it displays "Sample Tracking #: 1.9651000".

- **Increment Tracking Numbers:** Check this box for StarShip to automatically roll the tracking numbers as shipments are saved.
- **Print Address on Thermal Label:** Check this box if you want the return and Ship To address to print on the thermal shipping label for Spee-Dee. When not checked, only the tracking bar code will print.
- **Next Barcode Reference Number:** To be set for the printing of bar coded labels.
- **Configure Next Barcode Reference Number:** To use more than one workstation, divide the range of tracking numbers using the following equation:
$$w \times (100,000,000/n)$$
Where **w** is the workstation number (numbered sequentially from 0) and **n** is the total number of workstations.

- 3 Click the Rates tab. The Rates tab applies a percent surcharge or discount to the rate table. You can modify this percentage at any time.



The screenshot shows a dialog box with two tabs: "Tracking Labels" and "Rates". The "Rates" tab is selected. It contains a section labeled "Apply to basic rates" with a "Surcharge(+)" dropdown menu and a text input field containing the value "2", followed by a percent sign "%".

- 4 Click OK to exit.

International Setup



STARSHIP USER'S GUIDE

INTERNATIONAL SETUP

🕒 OVERVIEW

Before you can process International shipments, you must configure StarShip as shown in the following steps. This chapter includes general and carrier specific instructions for setting up and maintaining International Commodities and Documents.

🕒 COMMODITIES

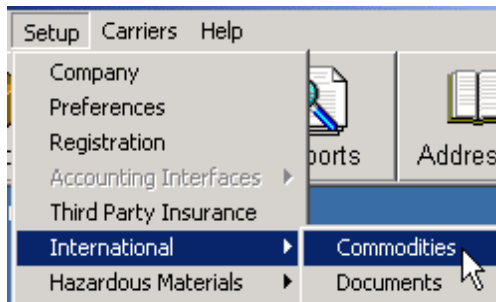
StarShip maintains a list of the commodities you ship for international shipments. Adding entries to the commodities list allows you to easily ship commodities multiple times.

🕒 ADD COMMODITIES

#

ACTION

- 1 From the StarShip main toolbar, select **Setup > International > Commodities**.



This Commodities window is also accessible from the StarShip Shipping window when you process an International shipment. Click [here](#) for more information.

#

ACTION

- 2 Enter the Commodity ID, which is the unique identifier for this Commodity entry.

The screenshot shows a software interface for entering commodity information. At the top, the 'Commodity ID' field contains 'BANANAS'. Below this are several tabs: 'General', 'FedEx SED', 'UPS SED', and 'UPS Certificate of Origin'. The 'General' tab is active, showing the following fields:

- Description:** fresh bananas
- Unit of Measure:** Bunch
- Unit Value:** 1 .00
- Unit Weight:** 3 .00
- Harmonized Code:** 0803.00.20 (Also called Harmonized Tariff Schedule or Schedule B Number)
- Country of Manufacture:** United States - US
- Part Number:** (empty)
- Marks/Numbers:** (empty)

At the bottom left of the form, the status 'NEW' is displayed and circled in red.

When adding a new commodity, the status bar reads "NEW."

Use the following descriptions of the fields on each tab to create new commodities. Blue fields are required:

General tab

- **Description:** Description of the Commodity
- **Unit of Measure:** The unit of measure for the commodity.
- **Unit Value:** This is the selling price, or cost if not sold, of the commodity. This is also the unit value of a commodity on the Commercial Invoice.
- **Currency Code:** Three-character currency code used to represent global currencies.
- **Unit Weight:** Unit weight of the commodity corresponding to the Unit of Measure.

Continued ...

- Harmonized Code: This is the 10-digit Schedule B Number or Harmonized Tariff Schedule Number for the commodity being exported.
- Country of Manufacture: Select the country from the drop-down list.
- Part Number: Additional information regarding this particular commodity.
- Marks/Numbers: An identifying mark or number used on the packaging of a shipment to help customers identify a particular shipment.

FedEx SED

Select Shipper's Export Declaration (SED) Type:

Ship Using Commerce Export License:

- Export License Number: Commerce Export License Number for this commodity.
- Expiration Date: The date on which the validated license number expires.
- ECCN: The applicable Export Control Classification Number.

Ship Using License Exception:

- License Exception Symbol: A license exception is a specific grant of authority by the government to exporters for certain categories of products that would otherwise require an export license. Select from the drop-down list.
- ECCN: The applicable Export Control Classification Number.

Ship Using SED Exemption

- FTSR Exemption Number: The Shipper's Export Declaration (SED) Exemption ID number for the shipment.

Ship Using None

- SED not required or Shipper prepares SED

UPS SED

SED Required: When checked, fill in these fields:

- Export License Number: Commerce Export License Number
- Expiration Date: The date on which the validated license number expires.
- ECCN: The applicable Export Control Classification Number.
- Schedule B Units/UOM: Report whole units (s) as specified in the Schedule B code. You can select Units of Measure from the drop-down list.
- Schedule B Code: U.S. Export Commodity Code that represents the commodity contained in the invoice line, as indicated on the SED.

License Exception: When checked, fill in these fields:

- License Exception: A license exception is a specific grant of authority by the government to exporters for certain categories of products that would otherwise require an export license. Select an entry from the drop-down list.
- ECCN: The applicable Export Control Classification Number.
- Schedule B Units/UOM: Report whole units (s) as specified in the Schedule B code. You can select Units of Measure from the drop-down list.
- Schedule B Code: U.S. Export Commodity Code that represents the commodity contained in the invoice line, as indicated on the SED.

UPS
Certificate of
Origin

Certificate of Origin: Choose the type that applies to this commodity - Standard, NAFTA, or None

NAFTA information:

- Net Cost Method: This method calculates the regional value content as a percentage of the net cost to produce the good. Net cost represents all of the costs incurred by the producer minus expenses for sales promotion (including marketing and after-sales service), royalties, shipping and packing costs and non-allowable interest costs.
 - From [date] To [date]: A Certificate of Origin may cover goods imported over not more than a twelve-month period.
- Producer: Select the producer type for this good.
- Preference Criterion: There are six preference criteria, A through F. Refer to Article 401 of the NAFTA and Annex 401.

For more information, visit [NAFTA](#) on the web.

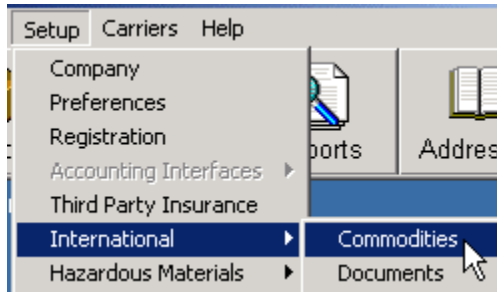
⦿ MODIFY/DELETE COMMODITIES

You can also modify or delete entries in the commodities list.

#

ACTION

- 1 From the StarShip main toolbar, select **Setup > International > Commodities**.



This Commodities window is also accessible from the StarShip Shipping window when you process an International shipment. Click [here](#) for more information.

#

ACTION

- 2 Enter the Commodity ID and press Tab. You can also press Open to browse a list of commodities, or use the navigation arrow buttons to page through available commodities.

International Commodities Maintenance

File Edit

New Open Save Delete Exit

Commodity ID: BANANAS

General | FedEx SED | UPS SED | UPS Certificate of Origin

Description: fresh bananas

Unit of Measure: Bunch

Unit Value: 1 .00 Currency Code: EUR

Unit Weight: 3 .00

Harmonized Code: 0803.00.20 (Also called Harmonized Tariff Schedule or Schedule B Number)

Country of Manufacture: United States - US

Part Number:

Marks/Numbers:

EDIT

When editing a commodity, the Status bar reads "EDIT".

- 3 Make any necessary edits to the information for this commodity and press Save. If you would like to delete this commodity entry, press the Delete button.

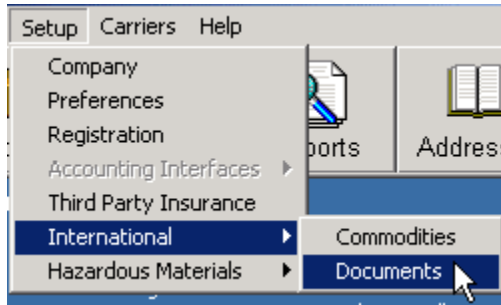
🕒 DOCUMENTS

StarShip maintains a list of the documents you ship for documents-only international shipments. Adding entries to the documents list allows you to easily ship documents multiple times.

🕒 ADD DOCUMENTS

| # | ACTION |
|---|--------|
|---|--------|

- 1 From the StarShip main toolbar, select **Setup > International > Documents**.



This Documents window is also accessible from the Shipping window while processing an International shipment. Click [here](#) for more information.

#

ACTION**2** Type in the

- Document ID: Unique identifier for this document entry.
- Description: Description of this document.
- Country of Manufacture: Select a country from the drop-down list.

The screenshot shows a software window titled "International Documents Maintenance". The window has a menu bar with "File" and "Edit". Below the menu bar is a toolbar with icons for "New", "Open", "Save", "Delete", and "Exit". The main area contains three input fields: "Document ID" with the value "DOC4506", "Description" with the value "Document #4506, Department C", and "Country of Manufacture" with a dropdown menu showing "United States - US". At the bottom left, the status bar displays "NEW" in a red circle.

When adding a new document, the status bar reads "NEW."

3 Press Save.

⦿ MODIFY/DELETE DOCUMENTS

You can also modify or delete entries in the documents list.

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | From the StarShip main toolbar, select Setup > International > Documents . This Documents window is also accessible from the StarShip Shipping window when you process a documents-only International shipment. Click here for more information. |
| 2 | Enter the Document ID and press Tab. You can also press Open to browse a list of documents, or use the navigation arrow buttons to page through available documents. |

The screenshot shows the 'International Documents Maintenance' window. The title bar reads 'International Documents Maintenance'. Below the title bar is a menu bar with 'File' and 'Edit'. Underneath the menu bar is a toolbar with five icons: a document icon labeled 'New', a folder icon labeled 'Open', a floppy disk icon labeled 'Save', a scissors icon labeled 'Delete', and a door icon labeled 'Exit'. The main area of the window has three sections: 'Document ID:' with a text box containing 'PRS1' and four navigation buttons (back, left, right, forward); 'Description:' with a text box containing 'PRS documents'; and 'Country of Manufacture:' with a dropdown menu showing 'United States - US'. At the bottom of the window, the status bar displays the word 'EDIT', which is circled in red.

When editing a document, the Status bar reads "EDIT".

- 3 Edit the information for this document and press Save. To delete this document, press the Delete button.

See also [International Shipments](#)

[International Setup](#)



Hazardous Materials



STARSHIP USER'S GUIDE

HAZARDOUS MATERIALS PROFILES MAINTENANCE

◎ OVERVIEW

The Hazardous Materials Profiles Maintenance allows you to maintain hazardous materials data for UPS and FedEx.

◎ UPS NOTES

UPS/Masterform:

If you are using the Masterform interface in conjunction with UPS, please refer to the [Masterform Interface guide](#) you received for Setup and Shipping procedures. You can also download this interface guide (making sure to save it to your main StarShip directory) on the [V-Technologies website](#).

UPS/Other Interface:

You are free to use any UPS approved hazardous materials software to generate your hazardous documentation. However, you have to enter the Hazardous Materials information for UPS, as shown in this chapter, so that the proper information can be generated for those documents.

◎ HAZARDOUS MATERIALS PROFILES INTERFACE

To access the Hazardous Materials database, go to the StarShip main menu and select Setup > Hazardous Materials > Hazardous Materials Profiles.

Use the Navigation toolbar to create new entries, open existing entries, save a new entry, delete an entry, or exit the Maintenance dialog. The arrow buttons will bring you to the first, previous, next, and last entry, respectively.



Begin by entering the HazMat Profile ID and then continue to the next sections.

⦿ GENERAL (UPS) TAB

These are the field descriptions for the General(UPS) tab. Blue fields are required.

- ⇒ **Regulation Set:** The Regulatory set associated with every regulated shipment. Valid values are:
 - "ADR" = Europe to Europe Ground Movement
 - "CFR" = HazMat regulated by US Dept of Transportation
 - "IATA"= All Worldwide Air movement
 - "TDG"= Canada to Canada ground movement

- ⇒ **Proper Shipping Name:** The proper shipping name assigned to every regulated good.

- ⇒ **Class or Division Number:** U.S DOT Hazard Class or Division; Describes the nature of a regulated good. Refer to "Code of Federal Regulations 49, 172.101 – Hazardous Materials Table" and/or UPS Chemical Table in "Guide for Shipping Ground and Air Hazardous Materials." Available at www.ups.com/using/services/accs/hzm-guide.html).

- ⇒ **Units:** The unit of measure used for the mass capacity of a regulated substance.

- ⇒ **Quantity:** The mass/capacity of a regulated substance.

- ⇒ **Package Type:** Required if Regulation Set ="IATA." The type of package used to contain the regulated good. Each hazardous material has an associated package authorization reference that relates to the specific section of 49 CFR 173, which lists the authorized inner and outer components of performance packaging.

- ⇒ **Package Instructions:** A code that identifies the IATA Packing Instruction from column G, I, or K of the IATA DG Regulations Manual for a dangerous good. Required if Regulation Set ="IATA".

- ⇒ **Emergency Phone Number:** 24 Hour Emergency phone number information. Required when Regulation Set = TDG.
- ⇒ **Identification Number:** The identification number assigned to a specific regulated good. See CFR 49 and/or UPS HazMat Guide.
- ⇒ **Packing Group/Type:** This number indicates the potential degree of danger associated with the transportation of this regulated good. The highest group is Group I (great danger); Group II is next (medium danger), while Group III chemicals present the lowest hazard (minor danger). See CFR 49 and/or UPS HazMat Guide.

| General (UPS) FedEx | |
|---------------------------|-----------------------------------------------------|
| Regulation Set | CFR - HazMat regulated by US Dept of Transportation |
| Proper Shipping Name: | Antimony trichloride, liquid |
| Class or Division Number: | 8 |
| Units: | 3 L |
| Quantity: | |
| Package Type: | |
| Package Instructions: | |
| Emergency Phone Number: | 203-555-2342 |
| Identification Number: | UN1733 |
| Packing Group / Type: | II |

UPS Notes:

- ⇒ With the exception of shipments containing dry ice, hazardous materials packages must not exceed 70 lbs gross weight. Lower limits apply to certain materials.
- ⇒ UPS requires shippers to affix an authorized UPS Shipping Paper to each hazardous material package and to complete an entry in the UPS Shipper's Certification of Hazardous Materials for each package.

⦿ FEDEX DANGEROUS GOODS

The following are field descriptions for the Hazardous Materials FedEx tab. Blue fields are required.

This information is also accessible from the Shipping window while processing Dangerous Goods shipments. For more information about Dangerous Goods shipments with FedEx, see the Shipments section

- ⇒ **Dangerous Goods Type:** Selections are
 - Not Infectious or Radioactive
 - Infectious – if selected, the A81 Indicator check box is enabled.

- ⇒ **Technical Name:** Technical description of the dangerous goods being shipped. **Note:** Required if the proper shipping name of the dangerous good ends in ' * ' in the IATA Dangerous Goods Regulations Manual.

- ⇒ **UN ID Number:** Enter the UN ID number of the DG that is being shipped.

- ⇒ **Authorization:** The authorization of the DG being shipped.


- ⇒ **Additional Handling Info:** Additional handling information that may apply to a dangerous goods shipment only.

- ⇒ **Aircraft Only:** Required if a Cargo Aircraft packing instruction from IATA DG Regulations Manual is used.

[Continued...](#)

⇒ **A1, A2, A51, A109 Flag:** Check to indicate dangerous goods are being shipped under one of the special provisions (A1, A2, A51, A109) listed in the IATA Regulations Manual.

⇒ **A81 Indicator:** Select if shipping infectious dangerous goods.

| | | | |
|------------------------------|-------------------------------------|------------------------------------------------------------------------------------|--|
| HazMat Profile ID: | ANTIMONY, LIQ |  | |
| General (UPS) FedEx | | | |
| Dangerous Goods Type: | Infectious | | |
| Technical Name: | Antimony trichloride, liquid | | |
| UN ID Number: | 1733 | | |
| Authorization: | | | |
| Additional Handling Info: | Corrosive | | |
| Aircraft Only | <input checked="" type="checkbox"/> | | |
| A1, A2, A51, A109 Flag | <input type="checkbox"/> | | |
| A81 Indicator | <input checked="" type="checkbox"/> | | |

See also:

- ⇒ [UPS Hazardous Shipments](#)
- ⇒ FedEx Internet – [Dangerous Goods Shipments](#)
- ⇒ FedEx Server – [Dangerous Goods Shipments](#)

Printer Setup



STARSHIP USER'S GUIDE

PRINTER SETUP

OVERVIEW

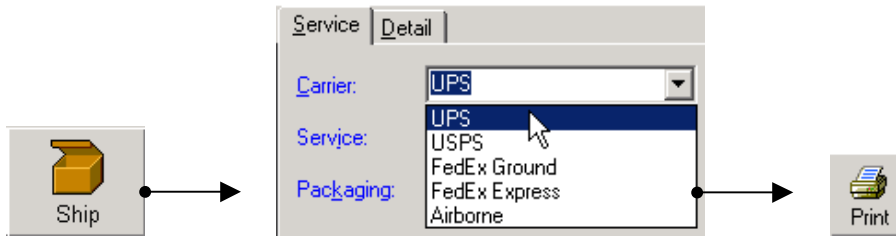
Follow these instructions to set up StarShip printers for carriers. See the [Printers Table](#) for an explanation of compatible printers.

In StarShip, you set up printers for each carrier individually. You can print thermal bar-coded shipping labels for UPS Domestic and International, FedEx Express and Ground, USPS, and Spee-Dee shipments.

#

ACTION

- 1 From the StarShip main toolbar, click the Ship button to access the Shipping window. Then, select a carrier from the carrier drop-down list, and press F6 or the Print button.



- 2 When the carrier-specific Forms dialog box appears, select the form you want to set up, and click the Printers button.

Note: The first row of the Carrier Forms box is reserved for COD labels (except when shipping with FedEx Express, FedEx Ground, or UPS). Do not edit this form name.

#

ACTION

- 3 Select to Print Direct to Port or Print through Driver.

For Print Direct to Port:

These printers can be set on a parallel (LPT) or COM port. If you select a COM port, click the Ports button. Set up the parameters as follows:

| OPTION | FOR ELTRON | FOR ZEBRA |
|-----------|------------|-----------|
| Baud Rate | 9600 | 9600 |
| Parity | None | Even |
| Data Bits | 8 | 7 |
| Stop Bits | 1 | 1 |

For Print through Driver:

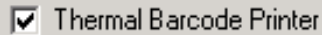
Select the location of the printer in the Print To: drop-down list. In order to do this, you had to add the printer in your Add Printers function in Windows. If you haven't done this, exit Starship, add the printer in Windows, and then return to StarShip.

The correct driver for that printer must also be installed on the server to which you are printing or on your local machine.

#

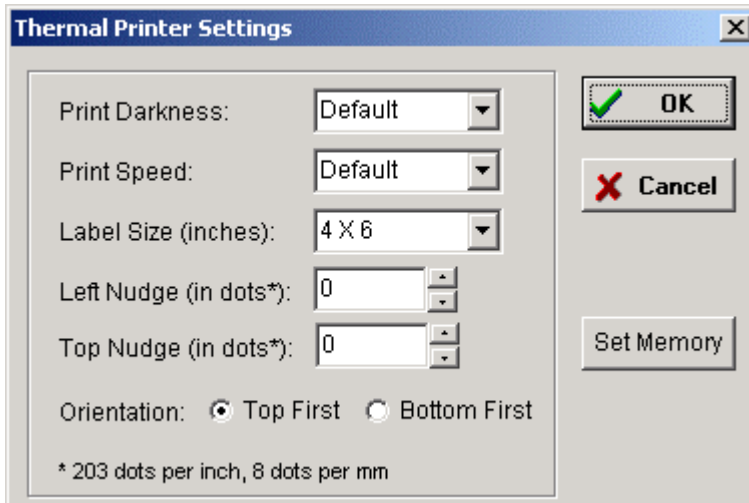
ACTION

- 4 To print to a thermal printer, select the Thermal Barcode Printer check box.



For printing of bar coded shipping labels, StarShip supports the Eltron and Zebra thermal printers, depending upon the selected carrier.

- 5 Now select a printer from the Printer drop-down list. If you selected Thermal Barcode Printer, only the thermal printers appear in the Printer drop-down list. To set up a thermal barcode printer, click the Thermal Settings button.



For field descriptions, see [Thermal Settings](#) on the next page.

Thermal Settings:

- **Print Darkness** – Can be set to Default. When using Eltron printers with Eltron direct thermal labels, the following values passed UPS testing: LP Series – Darkness = 5; TLP/LP+ Series – Darkness = 10
- **Print Speed** - Can be set to Default. When using Eltron printers with Eltron direct thermal labels, the following values passed UPS testing: LP Series – Speed = 2; TLP/LP+ Series – Speed = 2
- **Label Size** - To print UPS Maxi Codes label size must be 4x6". 4x7" labels with a tear off audit label are also supported.
Note: Press the Set Memory button after making changes, if applicable. If the function is supported, the button will be available (not "grayed out").
- **Left Nudge/Top Nudge** - These values control where the label prints in case the label stock is not feeding perfectly on "center."
- **Orientation** – Whether the top or the bottom of the label is printed first.

-
- 5 If you did not select the Thermal Barcode Printer check box, click the Printer Setup button to set up the printer, if necessary.

Important: Shipping labels for all carriers, except FedEx Express and FedEx Ground when using the Internet module, must be printed on a supported Thermal printer.

-
- 6 Click OK, and Exit.
Repeat these steps for each carrier.
-

See also

[Print on Save](#) and [Print on Save in Edit mode/Deferring](#)

Printers Table

The following table lists compatible printers.

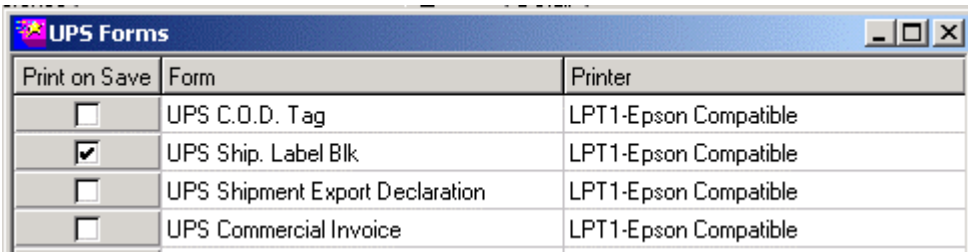
| PRINTER SERIES | SAMPLE MODELS | NOTES |
|-----------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eltron TLP/LP+ Series | TLP/LP 2642, 2742, Orion | TLP/LP 2642 requires 256K of memory to print Maxi Code labels for UPS. Other models listed have 256K standard. These model numbers may now be offered under the Zebra brand name. |
| Eltron LP | LP 2042, 2542 | With Maxi Code firmware: prints Maxi Codes, but not labels for other carriers. Without Maxi Code firmware: prints older UPS label format. Does not support FedEx Ground 128 labels. Prints FedEx Ground I2of5 bar codes. Please note that these printers are less than adequate for complying with carrier regulations regarding labels in relation to formatting and content. |
| Zebra S300 | Zebra S300 | Does not support Maxi Codes |
| Zebra S500 | Zebra S500, T300, Z4000 | Supports Maxi Codes and latest FedEx Ground format. These printers do not support the FedEx Internet module. Zebra printer types compatible with these models are supported for FedEx Express when using the FMS Server module. |

⦿ PRINT ON SAVE

To enable automatic printing of forms or labels when you save a new shipment, follow these instructions.

| # | ACTION |
|---|--------|
|---|--------|

- 1 From the Shipping window, select a carrier from the carrier drop-down list, and press F6 or the Print button.
- 2 Check the "Print on Save" check box next to the form or label.



| Print on Save | Form | Printer |
|-------------------------------------|---------------------------------|-----------------------|
| <input type="checkbox"/> | UPS C.O.D. Tag | LPT1-Epson Compatible |
| <input checked="" type="checkbox"/> | UPS Ship. Label Blk | LPT1-Epson Compatible |
| <input type="checkbox"/> | UPS Shipment Export Declaration | LPT1-Epson Compatible |
| <input type="checkbox"/> | UPS Commercial Invoice | LPT1-Epson Compatible |

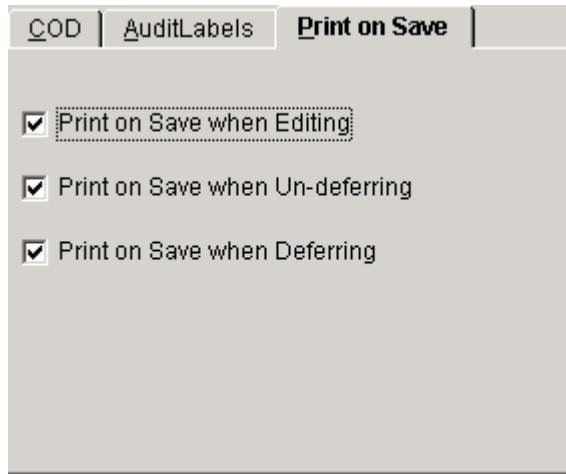
See also

[Print on Save when Editing/Deferring](#)

⦿ PRINT ON SAVE IN EDIT MODE/DEFERRING

StarShip, by default, will only print forms and labels automatically when you save a new shipment. StarShip can also automatically print your forms or labels when you save a shipment that you edited in the Shipping window. From the StarShip main menu, select **Setup > Preferences**, click the Print on Save tab and enable the first check box, *Print on Save when Editing*, if it is not already checked.

You can also print when saving deferred or undeferred shipments.



Electronic Scale Setup



STARSHIP USER'S GUIDE

ELECTRONIC SCALE SETUP


Overview

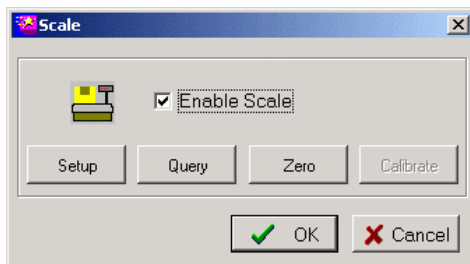
If you have the electronic scale interface option, StarShip can automatically read the package weight from the scale when you process shipments. The Scale Interface option is free when you purchase a scale from V-Technologies. To check if the option is installed, select **Setup > Registration** from the StarShip main menu.

The scale must be connected to a serial (COM) port on your computer. You can configure the interface by following the steps below.

#

ACTION

- 1 From the [StarShip main toolbar](#), select Ship. Then, select **Settings > Scale** from the Shipping window menu. Or, click the  button. Click the Enable Scale check box.



#

ACTION

- 2 Click the Setup button. Configure the settings using the descriptions below.

- Scale Type Select the make/model of your scale.
- COM Port Select the COM port that your scale is connected to.
- Communication parameters (Baud Rate, Parity, etc.) Please review the Factory settings for all supported scales, shown in the table below.

| SCALE TYPE | BAUD RATE | PARITY | DATA BITS | STOP BITS |
|----------------------|-----------|--------|-----------|-----------|
| Transcell SP Series | 2400 | None | 8 | 1 |
| Toledo 8213 | 9600 | Even | 7 | 1 |
| Weightronix | 1200 | Odd | 8 | 1 |
| Micro General 1270 | 9600 | Even | 7 | 1 |
| MOS 105405 | 2400 | None | 8 | 1 |
| Fairbanks | 9600 | Odd | 7 | 2 |
| Detecto AS-400D/420D | 1200 | None | 8 | 1 |
| NCI 3835* | 4800 | Even | 7 | 1 |

* choose Weightronix scale type

- 3 Click Query to test the setup, and then click OK.

Shipping



STARSHIP USER'S GUIDE

THE SHIPPING WINDOW

Overview

Before we talk about how to ship with StarShip, let's go over the Shipping window, which has an updated interface.

A general note about the Shipping window -- required fields appear in blue.

Interface Notes

- If you use the **StarShip link for MAS 90 or MAS 200 3.60 and higher**, you access the Shipping window from the MAS 90/MAS 200 Shipping Data Entry screen. For more information, please review the [Setting Up the StarShip Link for MAS 90 and MAS 200 3.60 and higher](#) document.
- If you use Business Works, review the [Setting Up the BusinessWorks](#) interface document.
- If you use Service Pro, review the [Setting Up the ADE Interface](#) document.

Shipping Window Description

Window Description

This chapter goes through each section of the Shipping window and discusses its functionality.

Toolbar

The Shipping window toolbar allows you to access these functions:



New

Creates a New Shipment. Launches the New Shipment dialog box.



Open

Opens a pending shipment that you saved in StarShip.



Save

Saves a shipment.



Repeat

Copies the properties of the current package to a new package.



Delete

Deletes a package or shipment.



Defer

Defers the shipment.



Print

Prints out the shipping label.

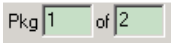


History

Allows you to search for and view past shipments.



Allows you to calculate Time-in-Transit for UPS.



Gives you a package count.



Gives you an itemized list of all packages in a shipment.



Navigates to the first package in a shipment.



Navigates to the previous package in a shipment.



Navigates to the next package in a shipment or adds a new package to your current shipment.



Navigates to the last package in a shipment.



Closes the Shipping window.

See also

[Calculating Time-in-Transit \(UPS\)](#)

Recipient tab

The recipient tab displays customer and address information of the shipment recipient. If manually entering a recipient name, StarShip will automatically add it to the Customer List if you enter a customer ID plus other required information.

| Recipient | Sender | Reference |
|--------------|--------------------------|-----------|
| Customer ID: | 500 | |
| Company: | Ohio Electronics Company | |
| Attention: | June Richardson | |
| Address 1: | 2500 New World Mall | |
| Address 2: | | |
| Address 3: | | |
| City: | Akron | State: OH |
| ZIP Code: | 43149 | |
| Country: | USA | |
| Phone: | (216) 978-2475 | |

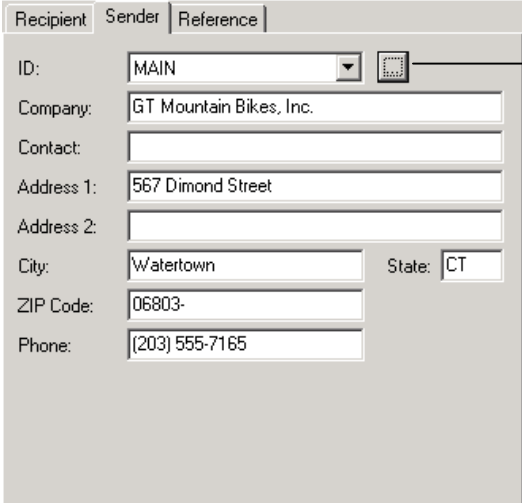
When you call up an order in StarShip, the recipient information populates the Recipient tab.

Note: Required fields are indicated by blue text.

See also [Add Records to the Customer List](#)

Sender tab

Click on the Sender tab label to access it. The Sender tab displays your company information (from **Setup > Company**), which appears as the return address on your shipping labels.



The screenshot shows a software window with three tabs: "Recipient", "Sender", and "Reference". The "Sender" tab is active. The form contains the following fields:

- ID: MAIN (with a dropdown arrow and a small icon to its right)
- Company: GT Mountain Bikes, Inc.
- Contact: (empty)
- Address 1: 567 Dimond Street
- Address 2: (empty)
- City: Watertown
- State: CT
- ZIP Code: 06803-
- Phone: (203) 555-7165

An arrow points from the text "Click to add senders." to the small icon next to the ID field.

You can add Sender records if you wish to have different sender information printed on the return address.

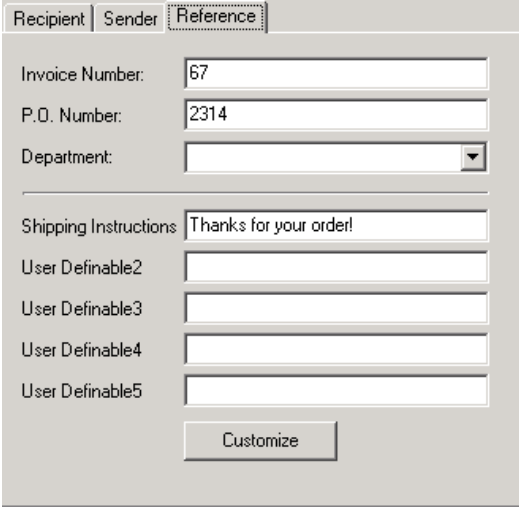
See also

[Company Setup](#)

[Add Sender Records](#)

Reference tab

The Reference tab shows information, related to the shipment, which is uploaded to UPS OnLine® WorldShip® (if applicable). Recipients can use this information to track their packages using a P.O Number.



The screenshot shows a software interface with three tabs: 'Recipient', 'Sender', and 'Reference'. The 'Reference' tab is active. It contains the following fields:

- Invoice Number: 67
- P.O. Number: 2314
- Department: (dropdown menu)
- Shipping Instructions: Thanks for your order!
- User Definable2: (empty text box)
- User Definable3: (empty text box)
- User Definable4: (empty text box)
- User Definable5: (empty text box)

A 'Customize' button is located at the bottom of the form.

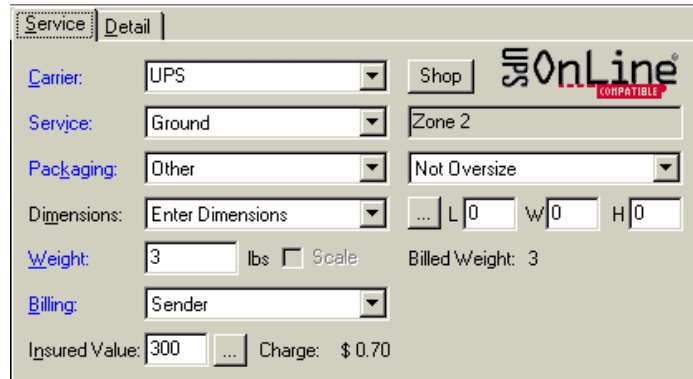
You can also customize the Reference tab to display 5 User Definable fields that you can name and map to show information from fields in your financial system.

See also

[Customize the Reference Tab](#)

Service Tab

The Service tab displays package information about the carrier and service for the selected package. It contains the package weight and the Billing information that displays in the Bill tab(s).



The screenshot shows a software window with two tabs: "Service" (selected) and "Detail". The "Service" tab contains the following fields and controls:

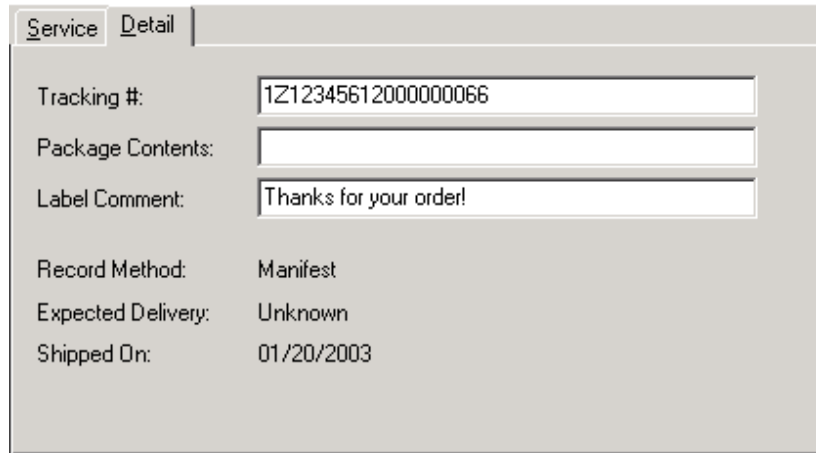
- Carrier:** A dropdown menu set to "UPS". To its right is a "Shop" button and the "OnLine COMPATIBLE" logo.
- Service:** A dropdown menu set to "Ground". To its right is a text field containing "Zone 2".
- Packaging:** A dropdown menu set to "Other". To its right is a dropdown menu set to "Not Oversize".
- Dimensions:** A dropdown menu set to "Enter Dimensions". To its right are three input fields for length (L), width (W), and height (H), each containing the number "0".
- Weight:** An input field containing "3", followed by "lbs" and a "Scale" checkbox. To the right is the text "Billed Weight: 3".
- Billing:** A dropdown menu set to "Sender".
- Insured Value:** An input field containing "300", followed by a "Charge:" label and a text field containing "\$ 0.70".

See also

[Change the Billing \(Billing Field\)](#)
[Create a New Shipment](#)

Detail Tab

The Detail tab displays fields for tracking information, package contents and label comments. Also displayed are your shipping (record) method, the expected delivery date for the package, and the date on which the package shipped, if applicable.



The screenshot shows a software window with two tabs: "Service" and "Detail". The "Detail" tab is active. It contains several input fields and labels:

| | |
|--------------------|-----------------------------------------------------|
| Tracking #: | <input type="text" value="1Z12345612000000066"/> |
| Package Contents: | <input type="text"/> |
| Label Comment: | <input type="text" value="Thanks for your order!"/> |
| Record Method: | Manifest |
| Expected Delivery: | Unknown |
| Shipped On: | 01/20/2003 |

See also

[Track a Package](#)

Package Options

Click on an option to see its properties or enter additional information. The option cost is also listed. If an option is “grayed out,” it is not available for the currently selected carrier and service. See the carrier-specific chapters for more information about package options.

Package Options | Shipment Options

- C.O.D. \$ 6.00
- Delivery Confirmation
- Saturday Delivery
- Hazardous
- Call Tag
- Additional Handling
- Adult Signature Require
- Verbal Confirmation
- Ship Notification 1
- Ship Notification 2

C.O.D. \$ 6.00

Package Base Amount: \$ 150.00

Package Actual Amount: 150.00

C.O.D. Type: Guaranteed

Shipment Options

The same rules for package options apply here, but they apply to the whole shipment. Shipment options also include a Handling Fee, which is calculated by StarShip based on the information you enter on this tab. To set a default Handling Fee, type in the fee and press **Shift + F5**.

Package Options | Shipment Options

- C.O.D.
- Handling Fee \$ 0.00
- Ship Notification 1
- Ship Notification 2

Handling Fee \$ 0.00

Flat Rate per shipment \$ 2.00

Flat Rate per package \$ 0.00

Percentage of freight % 0.00

Min: \$ 0.00 Max: \$ 0.00



Tip

You can save screen defaults by pressing Shift + F5.

Bill Sender

The Bill Sender tab shows charges for freight options, or accessorial charges, based on the Package/Shipment options you select. Also listed are the current package total (if the shipment has multiple packages) and the shipment total.

If you are using the Rate Utility and want to display both (or either of) the Modified and Standard rates, or if both types of rates are already visible in your "Bill" tabs, click [here](#) for more information.

| Bill Sender | |
|---------------------|-------|
| Delivery Charges | 10.78 |
| Accessorial Charges | 1.00 |
| Package Total | 11.78 |
| Shipment Total | 28.56 |

Bill Recipient

If you choose to bill freight to the recipient, freight charges appear on the Bill Recipient tab. Click on the tab label to switch tabs. You can change the billing per package.

| Bill Sender | Bill Recipient |
|---------------------|----------------|
| Delivery Charges | 10.78 |
| Accessorial Charges | 0.00 |
| Package Total | 10.78 |
| Shipment Total | 10.78 |

You can also bill freight to a Third Party, Credit Card, or Consignee. Whomever you select in the [Billing field](#) will appear in a second Bill tab.

Note: When billing to recipient and using premier services such as Early A.M, you may notice charges in the "Bill Sender tab". This may occur if you have accessorials (such as additional handling or COD) attached to the shipment. In some cases the carrier does not bill accessorial charges to your recipient.

See also

[Change the Billing](#); or [Display Standard and/or Modified Rates](#)

STARSHIP USER'S GUIDE

SHIPPING PROCEDURES

Overview

Now that you are more familiar with StarShip's interface, follow the general procedures in this section to learn how to process and work with shipments.

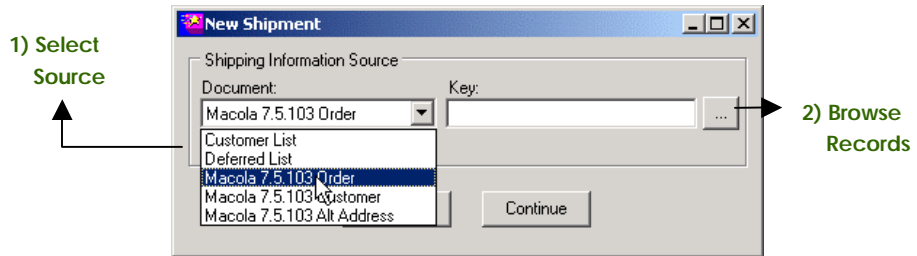
Remember, StarShip may look or act differently depending upon your interface and/or financial system. Always refer to your interface-specific guide for detailed information.

Link to a Source Document

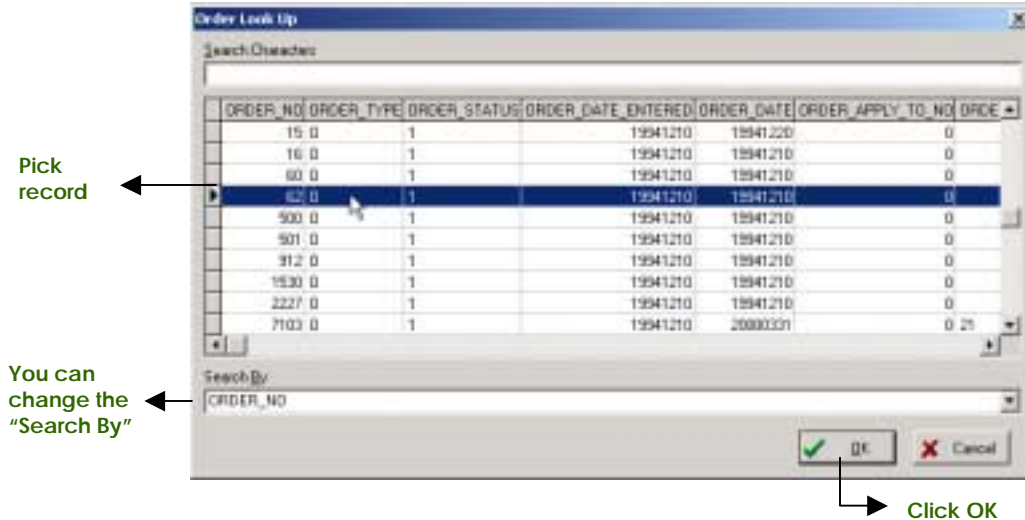
Overview

The New Shipment dialog box allows you to select a source document to ship against. If you would like to ship without a source document, see [Ship Without a Source Document](#). ☺

Click the Document drop-down list to select the document to ship against. Selections are usually Order, Customer or Invoice records, or the StarShip Customer and Deferred lists.



When connecting to orders/invoices, you can populate the Shipping window by typing or scanning the number while in the Key field. Then press Continue. Or, browse all records for by clicking the “...” button.



Ship Without a Source Document

Overview

With StarShip, you can ship on the fly without a source document. When the New Shipment dialog box appears, simply click Cancel and begin typing right in the Shipping window. A few notes:

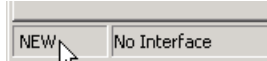
- If you type in a unique Customer ID and the current source is set to Customer List, StarShip adds that customer to StarShip's Customer List. See [Add Records to the Customer List](#) for instructions.
- After you save a shipment, the New Shipment dialog box appears. Click Cancel if you don't want to select a source document.
- At the New Shipment dialog box, select "None" from the source Document drop-down list.

New Source

When you select to ship without a source, the next time you click the New button, the New Shipment dialog box may not appear. To launch the New Shipment dialog box, select **File > New Source** in the Shipping window.

Create a New Shipment

When you create a shipment, the status bar at the bottom of the window says "New."



| # | ACTION |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Press the New button. When the New Shipment dialog box appears, select a Document. If you don't want to select a source document, click Cancel. See also Link to a Source Document Ship Without a Source Document |
| 2 | Enter the weight, or use a scale to read package weight. Also, enter any other required shipment information. |
| 3 | Select Package Options . |
| 4 | Add as many packages as you need by clicking Next, repeating steps 2-3. When you are done, click Save. |

Note: If the New Shipment dialog box does not appear when you click the New button, select **File > New Source** in the Shipping window.

See also [Create a COD shipment](#)

Overview

This procedure shows you how to bring up a COD order in StarShip and process it.

#

ACTION

- 1 Press the New button. When the New Shipment dialog box appears, select the order you want to ship COD. If you don't want to select a source document, click Cancel.

See also

[Link to a Source Document](#)

[Ship Without a Source Document](#)

If you selected an existing order, the order populates the Shipping window.

If you have the appropriate fields mapped in the financial system setup, COD terms and amounts will also automatically populate the Package and Shipment options. If not, you can select COD options manually.

- 2 Decide how you want to apply the COD amount(s).
 - a) If you want to apply a **unique COD amount** to each package, begin with package 1, making sure the Package Options tab is selected. Now type the COD amount in the Package Base Amount field. Click the Next button and repeat for each package.

The screenshot shows the 'Package Options' dialog box in the StarShip software. The 'C.O.D.' checkbox is checked. The 'C.O.D.' field is set to \$ 6.00. The 'Package Base Amount' is \$ 75.00 and the 'Package Actual Amount' is 75.00. The 'C.O.D. Type' is set to 'Guaranteed'. A 'Next' button is visible to the right of the dialog box.

- b) If you want to **distribute the total COD amount equally** to each package, click on the Shipment Options tab and enter the total amount for all packages in the Total Base Amount field.

Click on Divide Amount Equally to automatically distribute this amount across the packages:

The screenshot shows the 'Shipment Options' dialog box. On the left, under 'Package Options', the 'C.O.D.' checkbox is checked, while 'Handling Fee', 'Ship Notification 1', and 'Ship Notification 2' are unchecked. On the right, the 'C.O.D.' amount is set to \$ 12.00. The 'Total Base Amount' field contains 138.00, and the 'Total Actual Amount' is 138.00. The 'Freight Tax Rate' field contains 0.00. At the bottom, the 'Divide amount equally among packages' checkbox is checked, while 'Add freight to Base Amount' and 'Group amount on last package' are unchecked.

- c) If you want to **group all COD amounts** for the shipment on the last package, then click on the Shipment Options tab and enter the total amount for all packages in the Total Base Amount field.

Click on Group amount on last package to automatically apply the total COD amount to the last package in the shipment:

The screenshot shows the 'Shipment Options' dialog box. On the left, under 'Package Options', the 'C.O.D.' checkbox is checked, while 'Handling Fee', 'Ship Notification 1', and 'Ship Notification 2' are unchecked. On the right, the 'C.O.D.' amount is set to \$ 6.00. The 'Total Base Amount' field contains 138.00, and the 'Total Actual Amount' is 138.00. The 'Freight Tax Rate' field contains 0.00. At the bottom, the 'Group amount on last package' checkbox is checked, while 'Add freight to Base Amount' and 'Divide amount equally among packages' are unchecked.

#

ACTION

- 3 You can add freight charges to the base COD amount on the Shipment Options tab. If your state requires freight tax, type the percentage in the Freight Tax Rate field. The freight is added to the Total Base Amount.

The screenshot shows a software window with two tabs: "Package Options" and "Shipment Options". The "Shipment Options" tab is active. On the left, there is a list of options with checkboxes: "C.O.D." (checked), "Handling Fee" (checked), "Ship Notification 1" (unchecked), and "Ship Notification 2" (unchecked). On the right, the "C.O.D." field is set to "\$ 12.00". Below this, there are three input fields: "Total Base Amount" with the value "138.00", "Total Actual Amount" with the value "160.13", and "Freight Tax Rate" with the value "0.06". At the bottom, there are three more checkboxes: "Add freight to Base Amount" (checked), "Group amount on last package" (unchecked), and "Divide amount equally among packages" (checked).

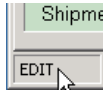
See also

Refer to your financial system interface setup guide for information on mapping the COD field in interface setup.

You can download these guides from the V-Technologies web site [documentation page](#).

Open and Edit a Pending Shipment

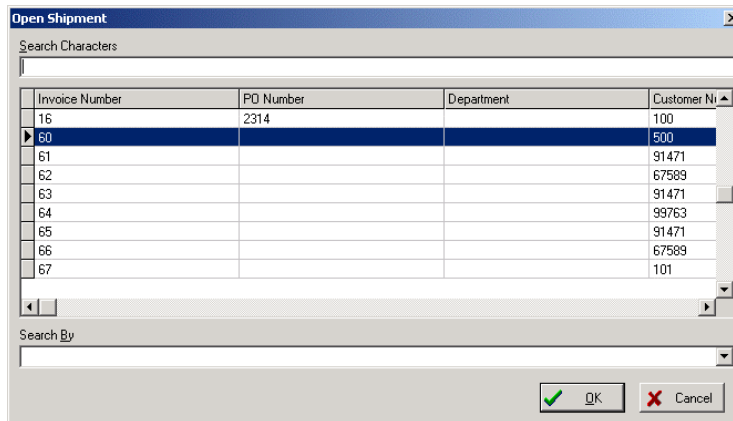
When you open a pending shipment, StarShip brings it up in Edit mode. The mode is visible at the bottom left corner of the Shipping window.



#

ACTION

- 1 Press the Open button. When the Open Shipment dialog box appears, select your shipment and click OK.



Tip Change the Search By criterion to customize how shipments are listed.

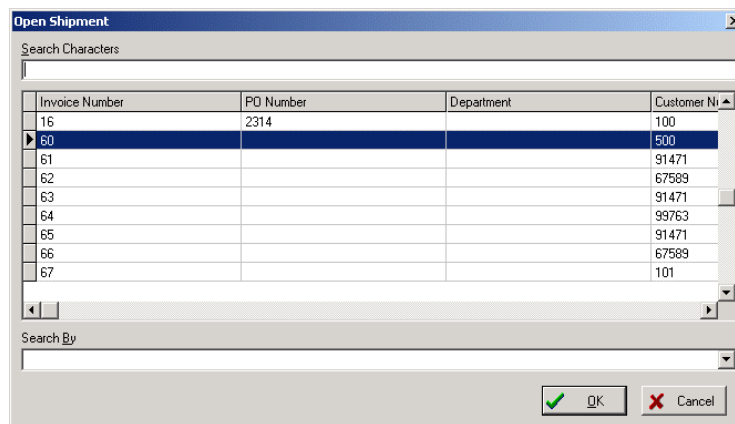
Deleting an item or shipment will completely remove that record from the StarShip database. You can delete:

- an item, which means the current package in a shipment that contains more than one package.
- the shipment, meaning the entire shipment whether it contains one or more packages.

#

ACTION

- 1 On the StarShip Shipping window, click the Open button. When the Open Shipment dialog box appears, select your shipment and click OK.



#

ACTION

- 2 The Shipment information populates the window. Next, click the Delete button. Select whether to delete the current package or the entire shipment. Then click OK.

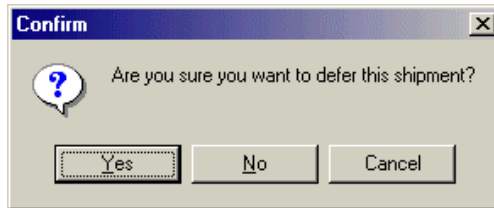


See also

[Defer a shipment](#)

Deferring a shipment means that you place it on the Deferred list so that you can ship it at a later time. You can view a list of your deferred shipments, by carrier, at any time.

- | # | ACTION |
|---|---------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the StarShip Shipping window, click the Open button. When the Open Shipment dialog box appears, select your shipment and click OK. |
| 2 | The shipment information populates the window. Click the Defer button. Confirm that you want to defer this shipment by clicking Yes. |



See also [View Deferred Shipments](#)

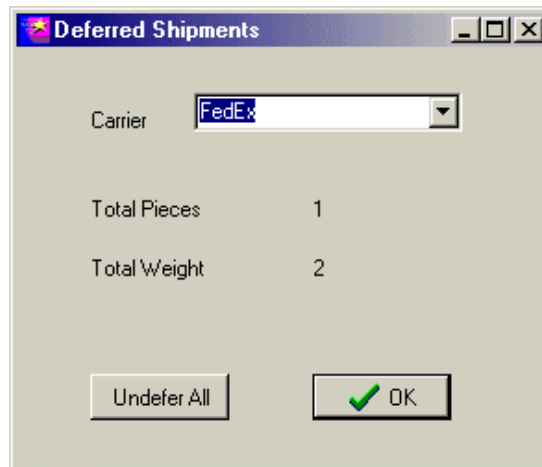
View Deferred Shipments

You can view the number and weight of deferred shipments, according to the carrier, from the Shipping window.

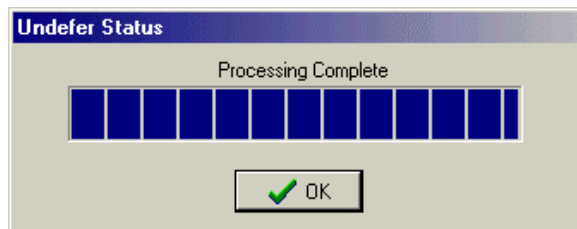
#

ACTION

- 1 On the StarShip Shipping window, select Deferred Shipments from the View menu. Then, select a carrier from the drop down list. The total pieces and total weight of the deferred shipments appears.





- 2 Click OK when you are done. Or, click the Undefers All button to undefers all shipments for that carrier. You see a status bar that tells you when processing is complete. Click OK.

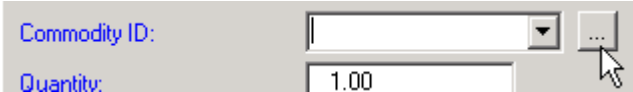


⦿ ACCESS COMMODITIES FROM THE SHIPPING WINDOW

You can access commodities from the Shipping window when you are processing an International shipment.

| # | ACTION |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping Window, while entering the International shipment, click on the International tab. |
| 2 | Make sure Documents Only is not checked. |
| 3 | Next to the Commodity Count field, click the  button. This brings up the International Commodities window, which is used to maintain the commodities for the current shipment <i>only</i> . |
| 4 | Press F5 to save. |

Note: To maintain the commodity list, click the  button next to the Commodity ID field in the International Commodities window.





The screenshot shows a portion of a software interface. On the left, the text 'Commodity ID:' is displayed in blue. To its right is a white text input field. Below 'Commodity ID:', the text 'Quantity:' is also in blue, followed by a white text input field containing the value '1.00'. To the right of the 'Commodity ID' field is a small grey button with three dots inside. A mouse cursor is pointing at this button.

See also [International Commodities Setup](#)

⦿ ACCESS DOCUMENTS FROM THE SHIPPING WINDOW

You can access documents from the Shipping window when you are processing an International shipment.

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping Window, while entering the International shipment, click on the International tab. |
| 2 | Make sure Documents Only is checked. |
| 3 | Next to the Documents Count field, click the  button. This brings up the International Documents window, which is used to maintain the documents for the current shipment <i>only</i> . |
| 4 | Press F5 to save. |

Note: To maintain the document list, click the  button next to the Document ID field in the International Documents window.



See also [International Documents Setup](#)

STARSHIP USER'S GUIDE

CUSTOMIZE SHIPPING

Overview


You can customize StarShip's environment to make shipping easier. For example, adding sender records on the Sender tab makes drop shipping simple.

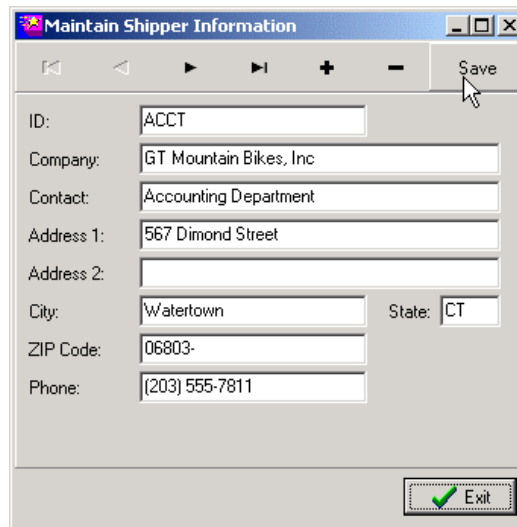
Also, if you are using a financial system, check in your financial system interface guide for additional ways to customize StarShip.

Add Sender Records

If you drop ship and want to use different return addresses, StarShip maintains a database of sender records you can select from. To add records:

ACTION

- 1 On the Sender tab, click the  button.
- 2 When the Maintain Shipper Information dialog box appears, press the "+" button. Type in a unique sender ID, and the remaining address information. Then click Save.



Maintain Shipper Information

ID: ACCT

Company: GT Mountain Bikes, Inc

Contact: Accounting Department

Address 1: 567 Dimond Street

Address 2:

City: Watertown State: CT

ZIP Code: 06803

Phone: (203) 555-7811

Save

Exit

- 3 Use the toolbar to navigate records. The "-" button deletes records.



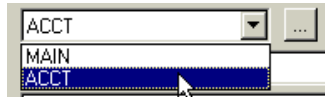
See also Setup > Accounting Interfaces > Drop Ship Fields

Select Another Sender Record

To select from sender records you've added:

| # | ACTION |
|---|--------|
|---|--------|

- 1 On the Shipping window, click the Sender tab.
- 2 From the ID drop-down list, select the ID for the sender record you want to use.



The new sender record populates the sender tab.

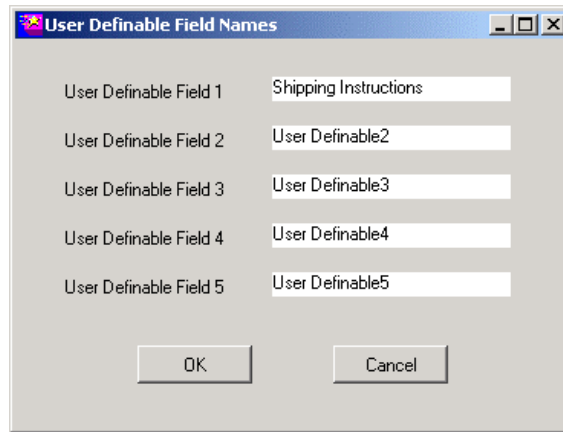
Customize the Reference Tab

You can customize the reference tab to display the field information you choose.

#

ACTION

- 1 To customize field names on the Reference tab, click the Customize button.
- 2 In the blank field next to “User Definable Field 1” (or any of the other ones), type the new field name.



- 3 Click OK.

Note: In order for the correct information to populate the fields you customize, you must map those fields in your financial system setup.

See the interface guide specific to your financial system for more information. You can download interface guides from the [V-Technologies documentation page](#) on the Internet.

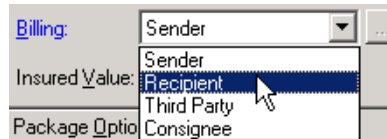
Billing Field

Freight is billed to the selection in the Billing field. Selections in the Billing field drop-down list change depending upon the carrier and service you have selected. The following steps show you how to change the freight billing on an order.

#

ACTION


- 1 On the StarShip shipping screen, with your order open, go to the Billing field. Click on the arrow next to the field to open the drop-down list. Select to whom you want to bill the freight for this package.



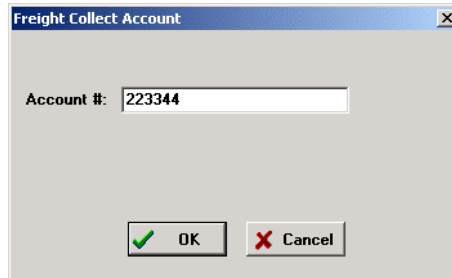
#

ACTION

- 2 You'll notice that the Acct#: field now appears next to the Billing Field. This space is provided for the account information for the parties being billed.

To enter this information click on the Browse button  and type the appropriate information into the dialog box.

For example, select "Recipient" and the account dialog box automatically appears.

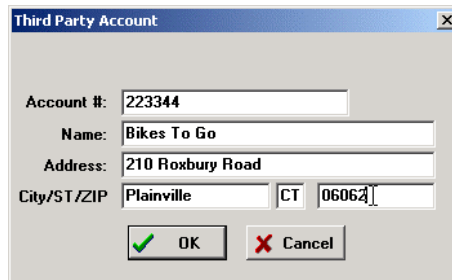


Freight Collect Account

Account #: 223344

OK Cancel

Or, if I had selected "Third Party," I would type in the following information:



Third Party Account

Account #: 223344

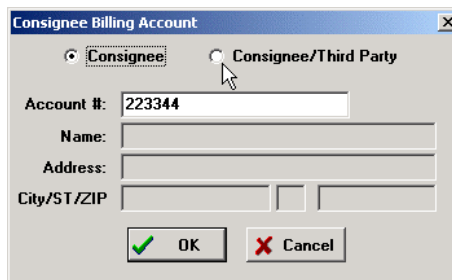
Name: Bikes To Go

Address: 210 Roxbury Road

City/ST/ZIP: Plainville CT 06062

OK Cancel

Another option is "Consignee." You may select either Consignee or Consignee/Third Party, and enter the appropriate information.



Consignee Billing Account

Consignee Consignee/Third Party

Account #: 223344

Name:

Address:

City/ST/ZIP:

OK Cancel

UPS



STARSHIP USER'S GUIDE

UPS SHIPMENTS

🕒 OVERVIEW

This chapter explains shipping options that are specific to UPS shipments.

🕒 DOMESTIC SERVICES

UPS Domestic offers the following services for domestic shipments.

| SERVICE | DESCRIPTION |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ground | Guaranteed day of delivery from all addresses in the 48 contiguous states of the U.S., Puerto Rico, and Hawaii to every address in the 48 contiguous states. For more information on service availability, visit the UPS website. |
| 3 Day Select® | Guaranteed delivery within three business days to and from every U.S. address in the 48 contiguous states. |
| 2 nd Day Air® | Guaranteed on-time delivery to every address throughout the U.S. and Puerto Rico by the end of the second business day. For more information on service availability, visit the UPS website. |
| 2 nd Day Air A.M.® | Guaranteed delivery to commercial destinations by 12:00 noon on the second business day to commercial destinations. For more information on service availability, visit the UPS website. |
| Next Day Air® | Guaranteed delivery by 10:30 a.m., 12:00 noon, or the end of the next business day depending on location. Delivery by noon or 1:30 p.m. on Saturday. Deliveries to Hawaii make take an extra day. Deliveries to remote locations in Alaska may take an additional 1-5 days. For more information on service availability, visit the UPS website. |

| SERVICE | DESCRIPTION |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Next Day Air Saver® | Guaranteed delivery by 3:00 p.m. to commercial destinations where UPS Next Day Air delivery is committed by 10:30 a.m. Guaranteed delivery by 4:30 p.m. to commercial destinations where UPS Next Day Air® delivery is committed by 12:00 noon. Shipments to most residential locations within the Next Day Air Saver® area are delivered by end of day. |
| Next Day Air Early A.M.® | Guaranteed weekday delivery to major cities in the contiguous 48 states by 8:00 a.m. Delivery by 8:30 a.m. to most other U.S. cities, including Anchorage, Alaska. |

INTERNATIONAL SERVICES

UPS offers the following services for International shipments.

| SERVICE | DESCRIPTION |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UPS Worldwide Express Plus SM | Guaranteed door-to-door and customs-cleared delivery of your urgent documents and packages by 8:30 a.m. on the second business day. A surcharge applies. |
| UPS Worldwide Express SM | Guaranteed next day delivery by 10:30 a.m. to major metropolitan areas in Canada, and by the end of the business day to most other Canadian destinations. Guaranteed second day delivery by 10:30 a.m. to major business centers in more than 700 cities across Europe, and by end of day to most other destinations. Letter and document delivery is guaranteed by end of next business day to major business centers in Europe, Asia, and Central and South America, when you call for an early pickup. |
| UPS Worldwide Expedited SM | Most shipments to Canada and Mexico are delivered within three business days. Most shipments to major destinations in Europe and Asia are delivered within four business days. |
| UPS Standard to Canada | UPS Standard to Canada offers guaranteed fully tracked ground delivery for your routine shipments. Guaranteed, fully tracked, door-to-door ground delivery from the 48 contiguous states to all addresses in the 10 Canadian provinces. |

⦿ UPS SERVICE OPTIONS

COD

Driver collects payment for your goods upon delivery. You can select "Guaranteed" (certified check, money order or cashier's check) or "Standard" (any form of payment).

Restrictions

- ⚡ UPS will not accept cash (currency) in any amount for a COD package.
- ⚡ Service fee applies.
- ⚡ Only available for shipments to the U.S. and Puerto Rico.
- ⚡ COD tags are only used when you are not shipping with UPS OnLine. Electronic COD is used for UPS OnLine®.

Delivery Confirmation

There are special handling fees that apply to U.S. domestic packages (150 lbs. or less) containing dangerous goods. Surcharges are based on classification and type of special handling required, including whether the items need to be accessible during shipment.

Restrictions

- ⚡ Not available with COD shipments.
- ⚡ Not available for International shipments.

Saturday Pickup

With UPS Saturday Pickup, your packages arrive with the same time commitment as those shipped on Friday. Saturday pickup of domestic overnight and two-day air packages is available from most U.S. locations. Saturday shipments receive the same delivery time commitments as shipments picked up on Friday.

Restrictions

- ⚡ Not available with in Hawaii.
- ⚡ Not available for UPS 3 Day Select® or UPS Ground.
- ⚡ Not available for International shipments.

Saturday Delivery

Available to all destinations where UPS Next Day Air Early A.M.[®] service is available Monday through Friday. Saturday Delivery is guaranteed for arrival by 9:00 or 9:30 a.m., one hour later than the weekday guaranteed delivery time. Available to all destinations where the weekday guaranteed delivery time for UPS Next Day Air[®] is either 10:30 a.m. or 12:00 noon. Saturday Delivery guarantees arrival by 12:00 noon or 1:30 p.m., one and one-half hours later than the weekday guaranteed delivery time. UPS Worldwide Express PlusSM and UPS Worldwide ExpressSM shipments to Canada, Germany, and the United Kingdom are delivered on Saturday in major metropolitan areas.

Restrictions

- ✦ Delivery time will vary depending on the destination postal code.
- ✦ Only available for UPS Next Day Air[®] and UPS Next Day Air[®] Early A.M.[®]
- ✦ Only available for UPS Worldwide Express PlusSM and UPS Worldwide ExpressSM.
- ✦ For Freight Collect shipments, the charge will be billed to the consignee.

Hazardous

UPS transports your hazardous materials (U.S. and Puerto Rico) and International Dangerous Goods safely and securely.

Restrictions

- ✦ See the UPS website's Hazardous Materials page for more information and instructions.
- ✦ Only the Dangerous Goods option is available for International shipments.

Returns Plus

The UPS driver brings the package to your customer with a return label. See the UPS website for more information.

Restrictions

- ⚡ Not available with COD, Delivery Confirmation, or Hazardous shipments.
- ⚡ Third Party and Freight collect billing options are not available with Return Services.
- ⚡ Third party and Freight collect may not be billed to the Shipper's UPS account number.
- ⚡ Not available for International shipments.

Additional Handling

Available for all UPS Services.

Restrictions

- ⚡ Not available for letters.
- ⚡ Not available for International shipments.

Adult Signature Required

Use in conjunction with Delivery Confirmation. Provides automatic confirmation with a printed copy of the adult recipient's digital signature. The adult must be at least 21 years of age.

Restrictions

- ⚡ Not available for International shipments.
- ⚡ Not available with Returns Plus.

Verbal Confirmation

A UPS representative will promptly call you after the delivery of your UPS Next Day Air Early A.M.[®] shipment to confirm its arrival.

Restrictions

- ⚡ Only available for UPS Next Day Air Early A.M.[®]

Ship Notification 1 and 2

Ship Notification Includes when billing information was received from shipper and scheduled date of arrival

Hundred-weight

The UPS Hundredweight (100WT) contract service provides discounts to large shipments to the same customer.

Restrictions

⚡ Not available for UPS Next Day Air Early A.M.®

Excess Value Insurance

Each UPS domestic or International package shipment is automatically protected by UPS against loss or damage up to a value of US\$100. Excess Value Insurance provides protection above US\$100.

Restrictions

- ⚡ Does not provide any protection for packages or letters that have an actual value in excess of US\$50,000 even if a lesser amount is specified in the Insured Value field.
- ⚡ International air shipments may be governed by the Warsaw Convention, including its liability limitations.

10 KG Box® 25 KG Box®

The UPS 10 KG Box® and the UPS 25 KG Box® offer a simple, convenient, door-to-door, fixed-rate shipping solution for express shipments up to 10 kg (22 lbs) and 25 kg (55 lbs).

Restrictions

⚡ Only available for UPS Worldwide ExpressSM and UPS Worldwide Express PlusSM shipments.

◎ SHIPPING WITH UPS

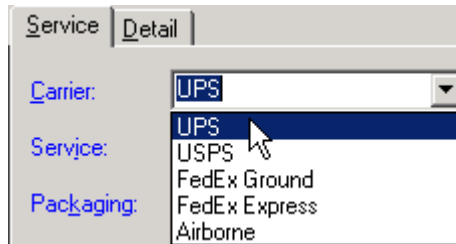
This chapter explains shipping options that are specific to UPS shipments. For more information about UPS OnLine®, see [UPS Online® setup](#). To ship with UPS:

| # | ACTION |
|---|--------|
|---|--------|

- 1 Launch StarShip by clicking on its desktop icon. Then, click the Ship button.





- 2 From the Shipping window, select UPS from the carrier drop-down list. You can also select from different services and options.



- 3 Enter a weight, and select any other options (described in this section).



When you are done, click the  button to process another package or

click  to save the shipment.

See also [Calculating Time-in-Transit](#)

⦿ UPS ONLINE®

UPS OnLine® is an electronic data transfer system that allows you to upload Package Level Detail (PLD) directly to UPS when you Close instead of printing a manifest report. The PLD can include customer reference fields so that your customers can easily track their own packages. StarShip's UPS OnLine® feature allows you to track packages individually or in "batch" mode. You can also print a report of late deliveries to receive any refunds due from UPS.

StarShip supports UPS OnLine® for all domestic and International services (including Hundredweight).


See also [UPS OnLine® Setup](#)

⦿ ADDITIONAL HANDLING

The Additional Handling fee must be added to the freight charges if non-standard packaging is used.

To select Additional Handling, click the Additional Handling check box under Package Options.

⦿ BILLING METHOD

In the Billing drop-down list, you can select Sender, Recipient, Third-Party, or Consignee. If you select something other than Sender, press the  button to enter the appropriate account information.

For more information on modifications to the billing method, see [Change the Billing](#).

UPS Online®

If you have the UPS OnLine® feature enabled, you do not have to prepare any special documentation for shipments that are not billed to you. The billing information for Recipient, Third Party, and Consignee will be uploaded with the PLD (Package Level Detail) at the end of the day.

Manifest

If you are printing a manifest, Consignee Billing is not supported. UPS does not allow shipments that are billed to Recipient or Third Party to appear on the manifest.

- For domestic air shipments, the Record Method will automatically switch to "Shipping Document" if the Billing field is anything other than "Sender."
- For domestic UPS Ground or UPS 3 Day Select® shipments, the Record Method will automatically switch to "Other" if the Billing field is not "Sender". Usually a hand-written pick up record book is used for these shipments.
- For international shipments, the Record Method will automatically switch to "Waybill" if the Billing field is anything other than "Sender."

⦿ DIMENSIONAL WEIGHT

For UPS air shipments (including UPS 3 Day Select®), the freight is sometimes calculated using dimensional weight instead of the actual package weight. The dimensional weight will be used if:

- The package is at least 1 cubic foot (or 1728 cubic inches) in size.
- The dimensional weight is greater than the actual weight.

The dimensional weight is calculated based on the package dimensions and a factor which applies a minimum weight per volume:

**Dimensional Weight = Length x Height x Width (in inches)
Dimensional Weight Factor**

Domestic Dimensional Weight Factor = 194 cubic inches per pound;


International Dimensional Weight Factor = 166 cubic inches per pound

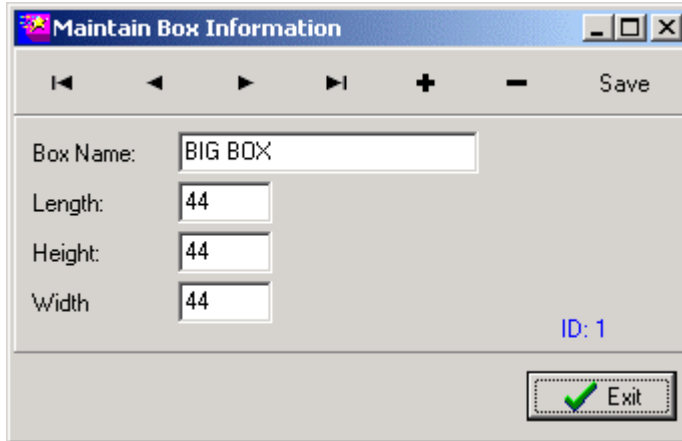
You can enter the length, width, and height, and StarShip calculates the dimensional weight for you. StarShip will automatically apply the dimensional weight to the freight calculation if applicable.

The screenshot shows the 'Service' and 'Detail' tabs of the UPS StarShip software. The 'Carrier' is set to 'UPS' with a 'Shop' button and the 'OnLine COMPATIBLE' logo. The 'Service' is '2nd Day Air' and the 'Zone' is '202'. The 'Packaging' is 'Other'. The 'Dimensions' are set to 'Enter Dimensions' with a dropdown arrow, and the input fields show L: 20, W: 18, H: 9. The 'Weight' is 0 lbs, with a 'Scale' checkbox and 'Billed Weight: 17'. The 'Billing' is 'Sender'. The 'Insured Value' is 0 and the 'Charge' is \$0.00.

How to [maintain box information](#)

⦿ MAINTAIN BOX INFORMATION

StarShip can maintain a database of dimensional box information. Click the  button next to the Dimensions field and type in the box data. To save the information, click Save. Use the arrow buttons at the top of the dialog box to navigate through your saved entries: first, previous, next, and last, respectively.



Maintain Box Information

Navigation: First, Previous, Next, Last, +, -, Save

Box Name: BIG BOX

Length: 44

Height: 44

Width: 44

ID: 1

Exit

⦿ OVERSIZE

Packages that are being shipped UPS Ground or UPS 3 Day Select®, and weigh less than 30 lbs. but measure over 80" in length and girth combined, should be designated as Oversize.

Shipments that are Oversize 1 or Oversize 2 are rated at a higher weight than their actual weight. You must enter all of the package dimensions in order for the Oversize 1 or 2 to be calculated.

Oversize 1 - Package is less than 30 lbs and greater than 84" in combined length and girth ($L + 2xH + 2xW$). Will be rated at 30 lbs.

Oversize 2 - Package is less than 70 lbs and greater than 108" in combined length and girth ($L + 2xH + 2xW$). Will be rated at 70 lbs.

⦿ GROUNDSAVER

The GroundSaver contract service is a discount program provided to high volume ground shippers. StarShip does not compute the discount for these shipments. Instead, qualified shipments are printed on a separate manifest so that UPS can determine the discount from your current volume.

There is no command to select UPS GroundSaver. If you have the UPS GroundSaver option (sold separately), StarShip will automatically determine if the current shipment complies with the GroundSaver requirements. Note that the service menu will show "GroundSaver" instead of "Ground."

If you do not have UPS OnLine® enabled, GroundSaver shipments will be printed on the GroundSaver manifest.

You can disable GroundSaver by selecting **Carriers > UPS > Properties** from the main StarShip menu.

⦿ HUNDREDWEIGHT

The UPS Hundredweight (100WT) contract service provides discounts to large shipments to the same customer. StarShip will compute the discounts automatically. If you are not using UPS OnLine, Hundredweight shipments will print on a separate manifest. UPS domestic Hundredweight is available for Recipient and Third Party billing options.

The minimum total weight requirements for a UPS 100WT shipment are:

- Ground (and 3 Day Select): 200 lbs
- Air: 100 lbs

Note that the maximum weight per package of 150 lbs still applies to 100WT shipments.

There are three ways to enter UPS Hundredweight shipments:

1. Entering Shipments as Hundredweight

If you think that the shipment will meet the 100WT requirements You can select Hundredweight service by clicking on the 100WT button. If the shipment consists of multiple packages you can enter them in two ways:

- Enter each package separately.
- If all packages in the shipment or in a subset of the shipment have the same shipping options, you can save the group as one package detail entry. Simply enter the number of packages in the group in the Pkgs field to the right of the 100WT button. Then enter the total combined weight in the Weight field.

Note: StarShip will let you save a shipment or package as 100WT even if it does not meet the minimum weight requirements. If StarShip is unable to group this shipment with other shipments to the same customer (see below), you will get a message when you print the manifest. If the shipment contains multi-piece items (Pkgs > 1) then you will have to edit the shipment to convert it to a standard shipment. If the shipment only contains single piece items, StarShip will automatically convert it to a standard shipment.

2. Automatic Grouping (Real-Time)

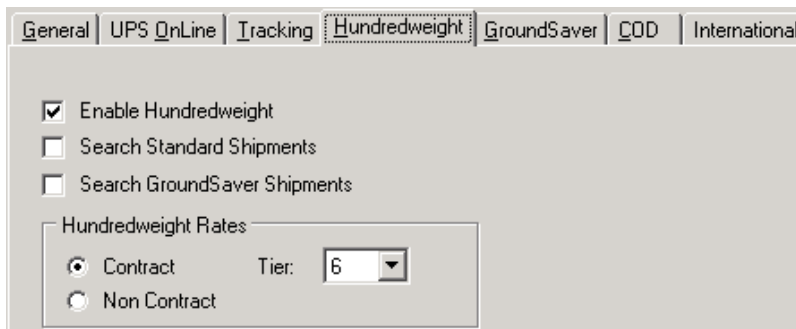
As you enter package information for a Shipment, StarShip can automatically check to see if the combined weight of the packages which are being shipped using the same service meet the 100WT minimum weight requirements and would be less expensive to send 100WT. If both of these criterion are met you get a prompt asking if the shipment should be converted to 100WT. Note that you must have the shipment grouping feature for 100WT turned ON for real-time grouping to work (see [Setup](#)).

3. Automatic Grouping (End of Day)

When you Post (if using UPS OnLine®) or print the manifest, StarShip can automatically search for shipments which have the same consignee and ship via values and meet minimum weight requirements when combined. You can turn the grouping feature on or off (see [Setup](#)).

Setup

You can enter your Hundredweight Tier and define which shipments should be automatically converted to Hundredweight by selecting **Carriers > UPS > Properties** from the main StarShip menu.



The screenshot shows a software window with several tabs: General, UPS OnLine, Tracking, Hundredweight (selected), GroundSaver, COD, and International. The Hundredweight tab contains the following settings:

- Enable Hundredweight
- Search Standard Shipments
- Search GroundSaver Shipments

Under the 'Hundredweight Rates' section:

- Contract Tier: 6
- Non Contract

INTERNATIONAL WAYBILLS

UPS International Waybills can be used to document international shipments. Waybills can be printed on a tractor feed printer as shipments are processed or in batch mode at the end of the day (see [Batch Print Shipments](#)).

Manifesting

If you are not using the UPS OnLine® feature, some international shipments can be manifested and some require a Waybill. When the Country field in the Consignee address is not "USA," "U.S.A.," "United States" or blank, you can select "Waybill," "Manifest", or "Other" from the Record Method field.

Waybills must be used for the following types of shipments:

- Standard shipments to Mexico
- International Shipments with a Billing Type other than Prepaid.
- Multiple Package international shipments (excluding standard Canada shipments where Hundredweight can be used).

You can include the following types of shipments on the Manifest or you can elect to use a Waybill:

- Standard to Canada.
- UPS ExpressSM or UPS ExpeditedSM Shipments to any country.
- International Shipments for which the Dimensional Weight is greater than the Actual Weight.

Multiple Packages on One Waybill

You can ship multiple packages on one UPS Waybill, and is usually cheaper to do so. Click Multi-Pc then enter the total number of pieces. Then enter the TOTAL weight in the weight field.

The average weight per package (total weight divided by number of packages) may not exceed 150 lbs.

Note: if you enter the Waybill packages as separate items within the shipment, StarShip will print separate Waybills for each item and will not group the packages when calculating the freight.

⦿ TRACKING NUMBERS

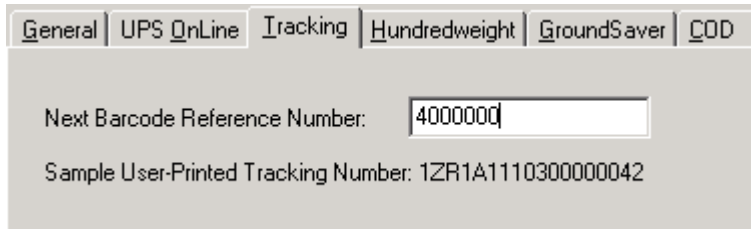
With Bar Coded Shipping Labels

If you are printing shipping labels on a thermal printer, then the Tracking Number field will be calculated for you based on the Next Bar Code Reference Number and it cannot be modified from the shipment screen. You can update the Next Bar Code Reference Number by selecting Carriers then UPS from the main menu.

With Pre-printed Tracking Labels

If you are not printed bar coded shipping labels, then you will need to use pre-printed tracking label provided by UPS.

The correct tracking number should be stored with each shipment so that it will be available should you need to trace it. StarShip will automatically increment the tracking number from the last one saved for each service. You will initialize the tracking sequence for each service when you save a shipment with the correct tracking number. You can also set the next tracking number by selecting **Carriers > UPS > Properties** from StarShip's main menu.



The screenshot shows a software window with several tabs: General, UPS OnLine, Tracking, Hundredweight, GroundSaver, and COD. The 'Tracking' tab is selected. Below the tabs, there is a label 'Next Barcode Reference Number:' followed by a text input field containing the value '4000000'. Below that, there is a label 'Sample User-Printed Tracking Number:' followed by the text '1ZR1A1110300000042'.

Multi-User Setup

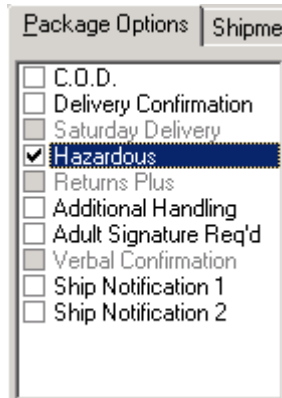
Note: If you have the multi-user version of StarShip, each workstation must use a separate roll of labels since the next tracking number information is stored separately for each workstation. Refer to [Adding Users](#) for details.

⦿ UPS HAZARDOUS

You can maintain a database of hazardous goods for UPS using the [Hazardous Materials Profile Maintenance](#) feature.

Follow these steps to process Hazardous shipments:

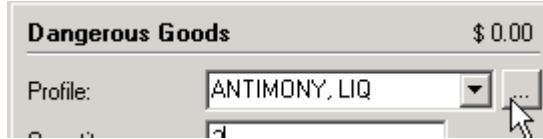
| # | ACTION |
|---|------------------------------------------------------------------|
| 1 | On the StarShip Shipping window, enter the shipment information. |
| 2 | On the Package Options tab, select Hazardous. |



#

ACTION

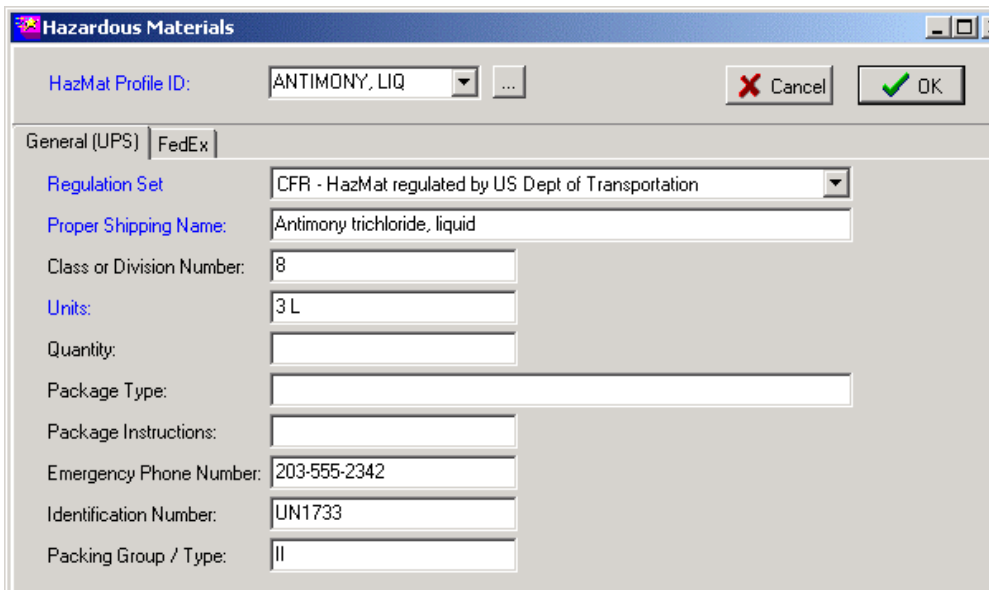
- 3 From the Profile drop-down list, select one of the Hazardous Materials Profiles you previously set up. Click the "..." button next to the field to verify or change the settings (for this shipment) for this dangerous good.



Dangerous Goods \$ 0.00

Profile: ANTIMONY, LIQ

The Hazardous Materials dialog box appears. When you are done, click OK.



Hazardous Materials

HazMat Profile ID: ANTIMONY, LIQ

Cancel OK

General (UPS) | FedEx

Regulation Set: CFR - HazMat regulated by US Dept of Transportation

Proper Shipping Name: Antimony trichloride, liquid

Class or Division Number: 8

Units: 3 L

Quantity:

Package Type:

Package Instructions:

Emergency Phone Number: 203-555-2342

Identification Number: UN1733

Packing Group / Type: II

Note: You cannot add profiles or perform maintenance from this dialog box.

#

ACTION

- 4** Make sure the Quantity, Units, and number of packages containing this good are specified.
These buttons allow you to add more dangerous goods to the package and to navigate the goods in the package. They are previous, add, delete, and next, respectively.



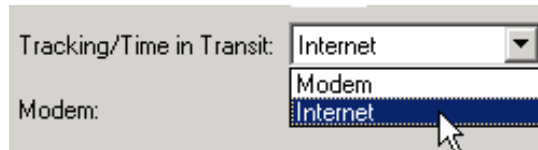
-
- 5** Add as many packages as necessary, then press Save or F5 to save the shipment.
-

⦿ CALCULATING TIME-IN-TRANSIT

The StarShip Time-in-Transit feature calculates the time it will take a UPS Ground shipment to arrive from any origin to any destination. This feature is only available if you set up UPS OnLine® (**Carriers > UPS > Properties > UPS OnLine**).

⦿ UPS ONLINE SETUP NOTES

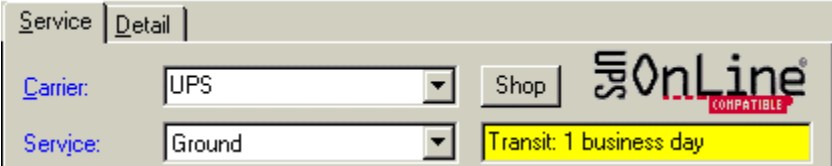
Time-in-Transit calculations can occur via Modem or Internet. Make your selection in UPS OnLine® setup on the Communication tab. To use this feature, you must have an Internet connection via Dial-Up or LAN.



The screenshot shows a window with two dropdown menus. The first is labeled "Tracking/Time in Transit:" and has "Internet" selected. The second is labeled "Modem:" and has "Internet" selected, with a mouse cursor pointing at it. The "Modem" option is also visible in the dropdown list.

To use Time-in-Transit, follow this procedure. It assumes that you are processing a shipment in StarShip and have at least a destination city and zip code, and package weight entered.

| # | ACTION |
|---|---------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping window, enter at least the destination city and zip code, and a package weight, for the current shipment. |
| 2 | Select UPS and Ground in the Carrier and Service fields, respectively. |
| 3 | Press the Transit button. The Transit information appears to the right of the Service field, highlighted in yellow. |



The screenshot shows the "Service" tab of the UPS OnLine shipping window. The "Carrier:" field is set to "UPS" and the "Service:" field is set to "Ground". A "Shop" button is visible next to the Carrier field. The "Transit: 1 business day" information is displayed in a yellow highlighted box to the right of the Service field. The UPS OnLine logo is also visible.

STARSHIP USER'S GUIDE

REPRINT THE UPS SUMMARY LABEL

Overview Follow this procedure to reprint the summary label after end-of-day close.

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------|
| 1 | From the StarShip main toolbar, select Carriers > UPS > UPS OnLine History . |
| 2 | Highlight the date for which you'd like to reprint the summary label. |
| 3 | Press the Print Summary button |
| 4 | Click OK. When you see the preview, click the Save button to print the report, or click the Close button to skip printing. |

USPS



STARSHIP USER'S GUIDE

BUSINESS RULES FOR USPS

This chart shows what options are available for each USPS service. The section that follows the chart explains rules and conditions. The [Delivery Confirmation](#) option has its own section.

| | | CARRIER OPTIONS | | | | | | | |
|-------------------------|----------------------|-----------------|------------|-----------|-----------|-----------------------|------------|--------------------|------------|
| | | Ret Rcpt | Registered | Certified | Surcharge | Delivery Confirmation | Spec Handl | Ret Rec for Mchdse | Restricted |
| CARRIER SERVICES | First Class | | X | X | X | | X | | X |
| | Parcel Post | | | | | | X | X | |
| | Priority | | X | X | | X | X | X | X |
| | Express | X | | | | | | | |
| | Media Mail | | | | | | X | X | |
| | Bound Printed Matter | | | | | | X | X | |

***Note:** Delivery Confirmation is also available for Standard Mail (B).

Return Receipt

Return receipt service provides you with evidence of delivery; after delivery, the receipt is mailed back to you.

In addition to being available for the services shown in the previous chart, it is available for Package Services when purchased at the time of mailing with one of the following services: Certified mail, COD, Insurance (for more than \$50), and Registered mail.

Additional Services: If you already purchased return receipt service with one of the services listed above, then one or more of these special services can be combined: Delivery Confirmation (Priority Mail and Package Services only), (PAL) Parcel Airlift Service (Priority Mail and Package Services only), Restricted delivery, Signature Confirmation (Priority Mail and Package Services only), and Special Handling.

Registered

Registered Mail service provides you with a mailing receipt, and the Postal Service maintains a delivery record.

The face (address-side) of the registered article must be at least 5 inches long and 3 ½ inches high, regardless of thickness. Items returned under merchandise return service may be registered without prepayment of postage and fees.

Additional Services: With registered mail, you can also purchase restricted delivery service or a return receipt.

And, you can combine COD, Delivery Confirmation, and Signature Confirmation services with registered mail.

Note: Articles with a declared value of more than \$25,000 can be registered, but compensation for loss or damage is limited to \$25,000.

Registered Mail must have a bar-coded red Label 200.

Certified Mail

Certified Mail can only be mailable matter on which postage is paid at a First-Class mail rate (including Priority Mail). It must bear a green bar-coded Form 3800, which can also be privately printed (if eligible). See your DMM for details.

Additional Services: Purchasing certified mail service allows customers to then purchase restricted delivery service or a return receipt.

Surcharge

For additional surcharges, please refer to the USPS DMM manual.

Delivery Confirmation

Please see the section, "[USPS Delivery Confirmation](#)," for more information.

Special Handling

Special handling service provides preferential handling for materials that require extra care, but does not automatically provide insurance for the article(s). It also does not provide preferential delivery.

Additional services: You can combine the following services with special handling: COD, Delivery Confirmation, Insurance, PAL (for Package Services only), Return receipt for merchandise, and Signature Confirmation.

Return Receipt for Merchandise

Return receipt for merchandise service is a type of return receipt that provides you with a mailing receipt **and** a return receipt.

As indicated in the chart overview, this service is available for merchandise sent Priority Mail, as well as Standard Mail pieces subject to the residual shape surcharge, and Package Services.

Additional Services: You can combine the following services with return receipt for merchandise: Delivery Confirmation, Insurance (up to \$50), Parcel airlift (PAL), and Special handling.

Restricted

Restricted delivery service allows you direct delivery only to the addressee or the addressee's authorized agent. The addressee must be an individual (or natural person) specified by name.

In addition to being available for First-Class Mail and Priority Mail, Restricted delivery service is available for Package Services sent COD, insured for more than \$50, registered, or certified.

Additional Services: You can combine the following services with Restricted delivery: Delivery Confirmation, Parcel airlift (PAL), Signature Confirmation, and Special Handling. You can also get a return receipt by checking the appropriate box on Form 3811.

STARSHIP USER'S GUIDE

USPS DELIVERY CONFIRMATION

System Requirements

In order to use StarShip's USPS Delivery Confirmation module, your system must meet the following requirements:

- ✓ Windows 9x/NT 4.0
- ✓ StarShip for Win 9x/NT Version 4.3 or higher
- ✓ StarShip USPS module with Delivery Confirmation
- ✓ Eltron TLP/LP+ label printer using 4" x 5" or longer label stock
- ✓ Modem connected to analog telephone line

Overview

Delivery Confirmation adds delivery information to Priority and Standard Mail (B) shipments. By using StarShip to process your Delivery Confirmation shipments, you can save the usual fees charged by the post office for "Retail Service."

The StarShip Delivery Confirmation module prints bar coded shipping labels for each USPS parcel with that option selected. During your end-of-day closeout procedure, StarShip uploads the delivery confirmation file directly to the USPS data center using your modem. It also downloads the delivery information file, and updates the Inquiry database with delivery status. To get delivery information from the USPS website, go to www.usps.gov/cttgate.

Note: This module is meant for delivery confirmation only, and does not include in-transit tracking information.

Delivery Confirmation Checklist

We recommend that you review the Delivery Confirmation Checklist provided by USPS, which you can access by clicking [here](#), before you continue.

Before you can ship using the Delivery Confirmation module, you have to perform a few steps.

#

ACTION

1 Fill out the required forms.

First, complete two forms for the U.S Post Office. You can get these forms by clicking on the links below:

- ✓ [PS 1357](#) – Request for Computer Access;
- ✓ [PS 5051](#) – Telecommunications Service Request

After you submit these two forms, the NCSC sends you this information:

- ✓ Two (2) account numbers w/passwords (one for PPP, and one for FTP host access)
- ✓ Certification Test Instruction Guide
- ✓ Your DUNS Number (if you don't know it)
- ✓ Developer I.D Code

2 Set up and test the USPS dial-up connection.

Contact USPS technical support @ 877-264-9693 (Option 2), and request that they walk you through at least one PPP dial-up connection setup (under Windows 9x/NT) with the USPS host computer. Also, make sure they help you to **test** the dial-up connection to ensure a correct connection to the USPS host.

Note: StarShip assumes that you have a properly functioning dial-up connection already established with the USPS host.

Next, check the following setting to be sure it is properly set.

- a) From your desktop, double-click the **My Computer** icon.
 - b) Double-click **Dial-Up Networking**.
 - c) Right-click on the USPS dial-up connection you just configured.
 - d) Select **Properties** from the pop-up menu, and then click the **Server Types** tab.
 - e) Make sure the **Log on to network** check box is **not** checked.
-

3 Configure StarShip.

In StarShip, select **Carriers > USPS > Properties**, and click the Delivery Confirmation tab. Configure the following settings:


- Check the **Enable USPS Delivery Confirmation** check box.
- If this PC has a dial-up connection to the USPS host, check the **This Workstation has PPP Dial-Up to USPS Host** check box. You can only perform the end-of-day closeout on the PC with a dial-up connection to the USPS host.
- Check the **Automatically Select Delivery Confirmation for Standard Mail (B)** check box if you want StarShip to do so.
- Enter the User ID, Password, and DUNS Number that the NCSC supplied to you.
- USPS requires you to assign each package a unique number. If more than one PC will be processing Delivery Confirmation shipments, you have to divide the workstations like this:

W x (1,000,000 / **N**)

W is the StarShip workstation number (numbered sequentially from 0)

N is the total number of workstations

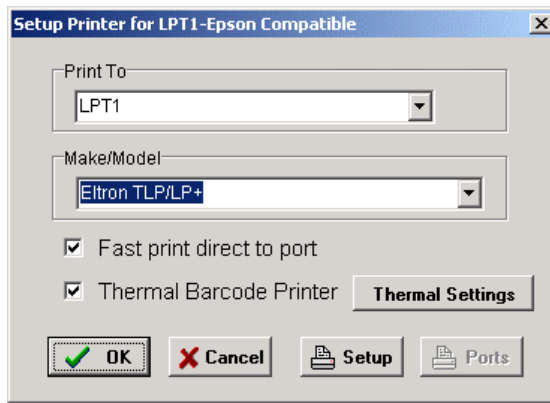
Then, place this number in the spaces provided for both **E-File Sequence #** and **Package Sequence #**.

- Configure the label printer.
 - a) From the StarShip shipping screen, select USPS as the carrier, and click the Print button.
 - b) Highlight the shipping label (second line from top), and click the  **Printers** button.
 - c) In the Setup Printer dialog box, select Eltron TLP/LP+, and the port to which it is connected. Also check the **Fast print direct to port** option.

Note: Delivery Confirmation labels must be a minimum of 5" long.

3 (cont.)

Your Setup Printer dialog box should look similar to this:



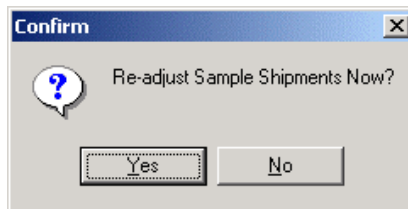
Click OK when you are done. Then, click Exit.

4 Obtain Site Certification from the NCSC.

This certification is used primarily to verify the electronic file (of daily shipments), and the bar-coded Delivery Confirmation labels. When you are certified, you receive PS Form 3152, Delivery Confirmation Certification, which is used when tendering Delivery Confirmation mail to the postal service.


Follow these steps to print the sample Delivery Confirmation labels, and upload the shipment file to the USPS host. For your convenience, we've included over 100 Delivery Confirmation sample shipments. Do these steps on a workstation that has the USPS dial-up connection, and can print to an Eltron TLP/LP+ label printer.

- a) From the main StarShip menu, select **File > Open**. Then select **sampdch.h**. When this dialog box appears, click Yes.



StarShip recalculates freight charges/tracking numbers for each shipment.

4 (cont.)

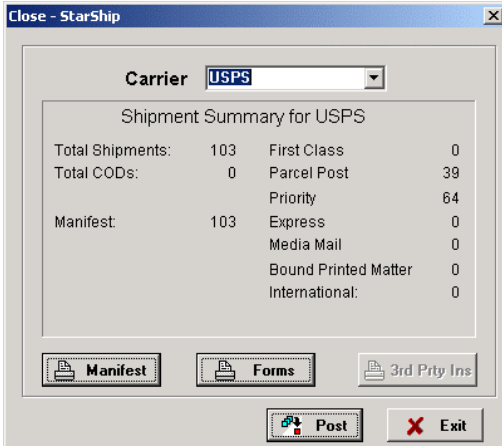
- b) Click the Close button. When the Close – StarShip dialog box appears, select USPS from the drop-down list. Click the  button.

Highlight the USPS Thermal Shipping Label and click . Check **Print by Invoice**, and select a range of at least 20 invoices.

The post office requires the submission of 20 labels per printer. So, if you are printing to 3 Eltron printers, you must submit 60 labels.

- c) Fill out the “Delivery Confirmation Submission of Customer Printed Labels for Printer Certification” form. Mail it with the printed labels to the specified address.
- d) Perform end-of-day closeout on the sample shipments so you can upload them to the USPS host. This doesn’t affect your current shipments or add sample shipments to your actual shipment history.

When all users have exited StarShip, select **Close** from the main menu. Select USPS as the carrier.

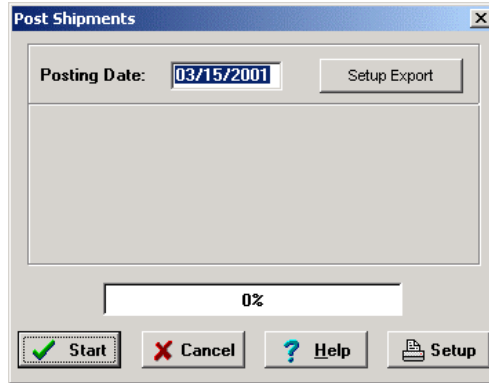


The image shows a screenshot of the "Close - StarShip" dialog box. At the top, there is a "Carrier" dropdown menu set to "USPS". Below this is a "Shipment Summary for USPS" table. The table lists various shipment types and their counts. At the bottom of the dialog box, there are several buttons: "Manifest", "Forms", "3rd Prty Ins", "Post", and "Exit".

| Shipment Summary for USPS | | | |
|---------------------------|-----|----------------------|----|
| Total Shipments: | 103 | First Class | 0 |
| Total CODs: | 0 | Parcel Post | 39 |
| | | Priority | 64 |
| Manifest: | 103 | Express | 0 |
| | | Media Mail | 0 |
| | | Bound Printed Matter | 0 |
| | | International: | 0 |

4 (cont.)

Click Post, and then Start.



If everything works properly, a USPS end-of-day label prints and the DCM will upload the Delivery Confirmation file to the USPS host.

Click Exit.

- e) Select **File > Current** from the StarShip menu. This closes the sample file and returns you to the current shipment file.

Note: It is important that you switch to the current shipment file so that your real shipments (for your end-of-day closeout) are saved.

Overview

The Delivery Confirmation Manager software runs outside of StarShip. It uploads the Delivery Confirmation electronic file to the USPS host, and downloads the delivery information file used to update the StarShip Inquiry database.

The DCM automatically runs (in the background) on the PC where you checked the **Workstation has PPP Dial-Up to USPS Host** check box (You can access this in **USPS > Properties > Delivery Confirmation**).

How does it work?

Shortly after the end-of-day closeout, the DCM checks for a Delivery Confirmation file, which is created by StarShip. If it finds a file, the DCM uploads it to the USPS host.

About one hour subsequent to the upload, the DCM dials into the USPS host to retrieve the file upload status. This file tells DCM if the Delivery Confirmation file uploaded correctly.

Then, at a preset time (usually after midnight), the DCM dials into the USPS host and downloads the Delivery Information file. Each time you open StarShip, or, when you select "Inquiry," StarShip searches for a new Delivery Information file; if StarShip finds the file, it updates the Inquiry database with the new delivery information.

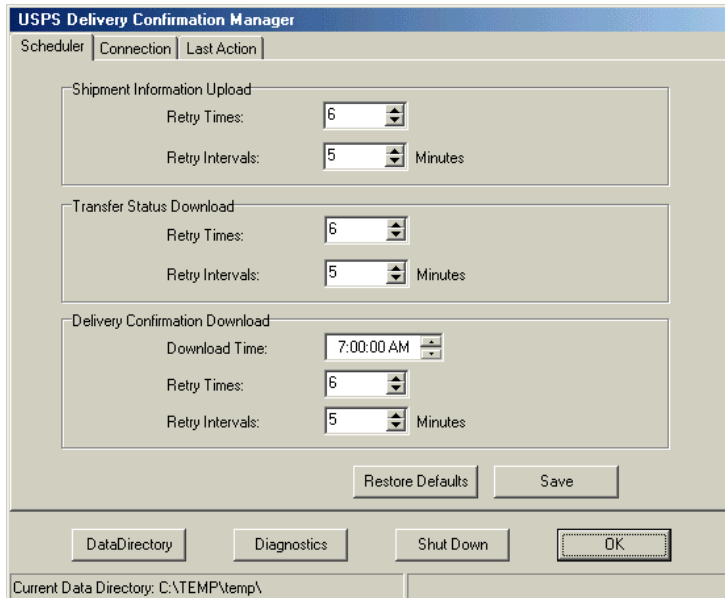
DCM Configuration



When the DCM is running, its icon appears in your Windows system tray (shown left). Right-click on the icon, and select **Properties** from the pop-up menu. The dialog box has 3 tabs, each described in this section.

Scheduler tab

You can set up times/intervals for performing each DCM function.



The screenshot shows the 'USPS Delivery Confirmation Manager' dialog box with the 'Scheduler' tab selected. The dialog is divided into three main sections, each with its own title and a group box:

- Shipment Information Upload:** Contains 'Retry Times' (6) and 'Retry Intervals' (5 Minutes).
- Transfer Status Download:** Contains 'Retry Times' (6) and 'Retry Intervals' (5 Minutes).
- Delivery Confirmation Download:** Contains 'Download Time' (7:00:00 AM), 'Retry Times' (6), and 'Retry Intervals' (5 Minutes).

At the bottom of the dialog, there are buttons for 'Restore Defaults', 'Save', 'DataDirectory', 'Diagnostics', 'Shut Down', and 'OK'. A status bar at the very bottom indicates 'Current Data Directory: C:\TEMP\temp\'.

- a) Shipment Information Upload – Controls the Retry times and intervals that the DCM uses when sending the shipment file to the USPS host during end-of-day closeout.
- b) Transfer Status Download – Controls the Retry times and intervals that the DCM uses when downloading the transfer status file from the USPS host during end-of-day closeout.
- c) Delivery Confirmation Download – Controls the download time, retry times, and intervals the DCM uses when downloading the delivery shipment file from the USPS host.

Connection tab

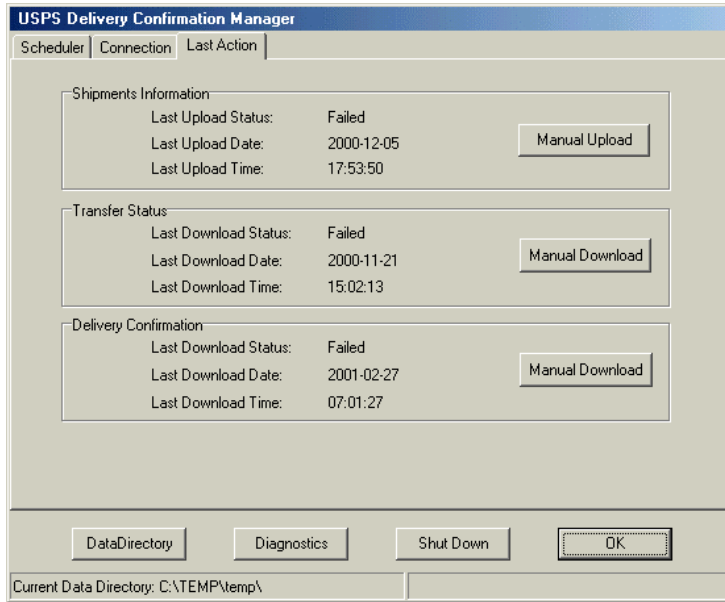
Select the PPP Dial-Up connection to the USPS host that you previously set up (with USPS technical support guidance). The drop-down list displays all the dial-up connections available on your PC.

The screenshot shows the 'USPS Delivery Confirmation Manager' window with the 'Connection' tab selected. The window has three tabs: 'Scheduler', 'Connection', and 'Last Action'. The 'Connection' tab contains the following elements:

- A section titled 'Connection to USPS' with a label 'Use this Dial-Up Connection:' and a drop-down menu showing 'USPS DC'.
- A section titled 'FTP Server Address' with two radio button options:
 - FTP Server 1 (smtp1.usps.gov)
 - FTP Server 2 (smtp2.usps.gov)
- A row of four buttons: 'DataDirectory', 'Diagnostics', 'Shut Down', and 'OK'.
- A status bar at the bottom showing 'Current Data Directory: C:\TEMP\temp\'

Last Action tab

You can view the status, date, and time of the last DCM operations performed.



Shipping with USPS Delivery Confirmation

Overview

Delivery Confirmation is available for Priority Mail and Standard Mail (B). StarShip automatically selects Delivery Confirmation for every Priority Mail package you ship because there is no charge.

There is, however, a \$0.12 charge when using Delivery Confirmation with Standard Mail (B). Therefore, StarShip does not automatically select it for those packages. If you would like Starship to do so, set up Delivery Confirmation as shown in the set up procedure (click [here](#) to view). You will notice a \$0.12 charge added to the freight.

Shipping

When you save a USPS Delivery Confirmation shipment, a bar code label prints from your Eltron TLP/LP+ printer. Place this label on the package to receive Delivery Confirmation.



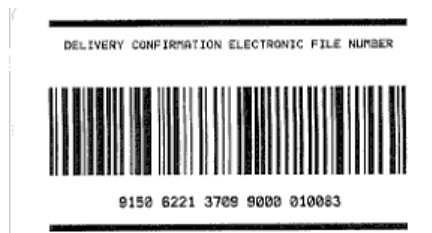
End-of-day Closeout

Perform the end-of-day closeout on a workstation with a USPS dial-up connection, and with “[This Workstation has PPP Dial-Up....](#)” selected in the USPS Delivery Confirmation properties.

During the end-of-day closeout, StarShip creates a file that contains shipping information for all USPS Delivery Confirmation shipments processed that day. The DCM transparently uploads the file to the USPS host.

Note: Be sure not to turn off this computer! Later, it dials into the USPS and downloads the transfer status information.

A label with the electronic file number barcode automatically prints. After you receive certification, place this label on the Form 3152 and submit it to the Post Office with your packages.

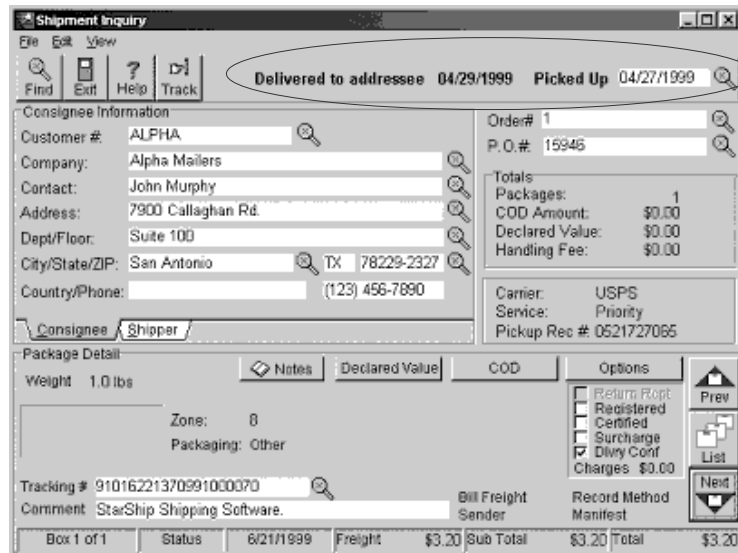


Obtaining Delivery Information

You can check Delivery Confirmation on a package in two ways:

1. Press the Inquiry button in StarShip.

Access the shipment, and the delivery status appears at the top of the Inquiry screen.



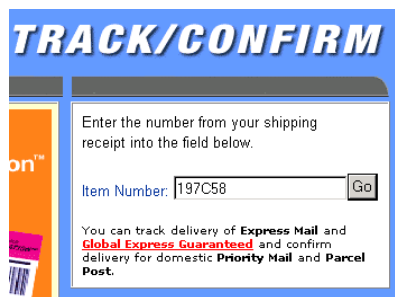
The screenshot shows the 'Shipment Inquiry' window with the following details:

- Delivery Status:** Delivered to addressee 04/29/1999 Picked Up 04/27/1999 (circled in red)
- Consignee Information:** Customer # ALPHA, Company: Alpha Mailers, Contact: John Murphy, Address: 7900 Callaghan Rd., City/State/ZIP: San Antonio TX 78229-2327, Country/Phone: (123) 456-7890
- Order Information:** Order# 1, P.O.# 15946
- Totals:** Packages: 1, COD Amount: \$0.00, Declared Value: \$0.00, Handling Fee: \$0.00
- Carrier/Service:** Carrier: USPS, Service: Priority, Pickup Rec #: 0621727066
- Package Detail:** Weight: 1.0 lbs, Zone: 8, Packaging: Other
- Tracking #:** 91016221370591000070
- Comment:** StarShip Shipping Software.
- Options:** Return Rpt, Registered, Certified, Surcharge, Divy Conf, Charges: \$0.00
- Summary Table:**

| Box | Status | Date | Freight | Sub Total | Total |
|------------|--------|-----------|---------|-----------|--------|
| Box 1 of 1 | Status | 6/21/1999 | \$3.20 | \$3.20 | \$3.20 |

2. Go to the [USPS web site](#).

Enter the tracking number, which you can find in the StarShip Inquiry, to track or get confirmation on a package.



The screenshot shows the USPS TRACK/CONFIRM web page with the following details:

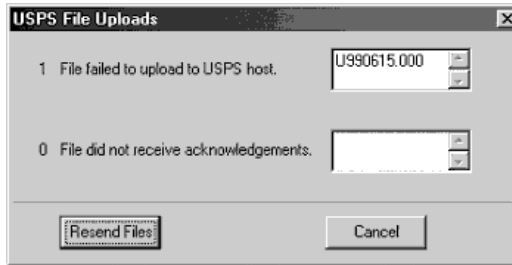
- Header:** TRACK/CONFIRM
- Text:** Enter the number from your shipping receipt into the field below.
- Form:** Item Number: 197C58 [Go]
- Text:** You can track delivery of **Express Mail** and **Global Express Guaranteed** and confirm delivery for domestic **Priority Mail** and **Parcel Post**.

Inquiry vs. Web site

There is no advantage when you use the USPS web site instead of StarShip Inquiry. The Post Office updates their delivery information only once every day. Starship's delivery information file has the same information that is on the USPS web site. Unlike UPS and FedEx, delivery information is not updated real-time. And, the disadvantage to using the web site is that you have to know the package's tracking number. When you look up delivery information from the StarShip Inquiry database, you can look the package up with whatever information you have, such as customer name or order number.

Upload Failures

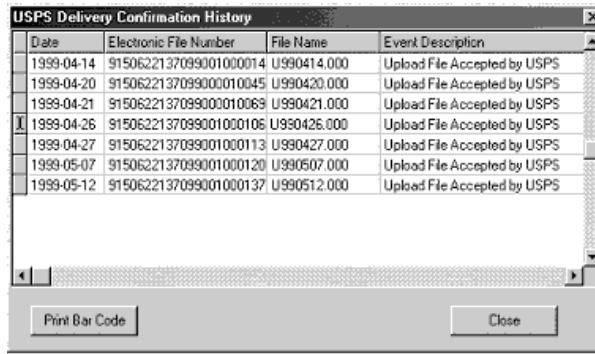
If a file fails to upload to the USPS host, or one fails to receive a transfer acknowledgement, the following dialog box appears:



To resend the failed files, click the Resend Files button.

Delivery Confirmation History

You can check past Delivery Confirmation file uploads. From StarShip, select Carriers > USPS > Delivery Confirmation History. You see this dialog box:



| Date | Electronic File Number | File Name | Event Description |
|------------|------------------------|-------------|------------------------------|
| 1999-04-14 | 9150622137099001000014 | U990414.000 | Upload File Accepted by USPS |
| 1999-04-20 | 9150622137099000010045 | U990420.000 | Upload File Accepted by USPS |
| 1999-04-21 | 9150622137099000010069 | U990421.000 | Upload File Accepted by USPS |
| 1999-04-26 | 9150622137099001000105 | U990426.000 | Upload File Accepted by USPS |
| 1999-04-27 | 9150622137099001000113 | U990427.000 | Upload File Accepted by USPS |
| 1999-05-07 | 9150622137099001000120 | U990507.000 | Upload File Accepted by USPS |
| 1999-05-12 | 9150622137099001000137 | U990512.000 | Upload File Accepted by USPS |

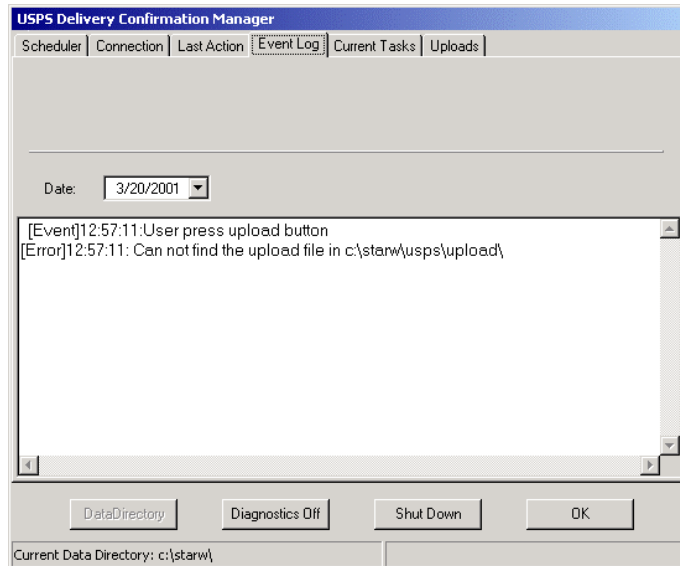
You can re-print an end-of-day bar code label if there was a problem printing it during the end-of-day closeout. Select it and click the Print Bar Code button.

Manual Upload & Download

File upload and download operations are usually automatically carried out by the DCM. If it failed on each of the retries, you must manually perform the failed operation. To do this, access the [Last Action tab](#) in the DCM and select the appropriate Manual Upload or Manual Download button for the action you want to perform.

Diagnostics

The DCM has a Diagnostics button. When you click it, three more tabs are enabled: Event Log, Current Tasks, and Uploads.

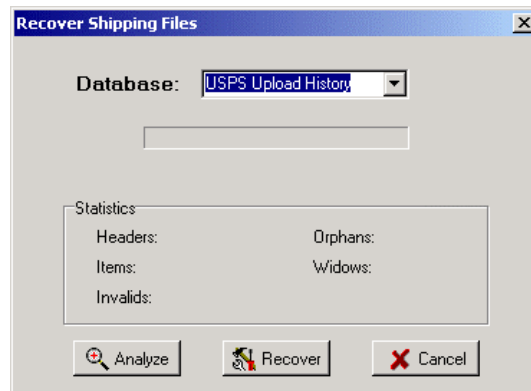


You should only enter the Diagnostics mode under the guidance of V-Technologies technical support personnel. To close Diagnostics, click the Diagnostics Off button.

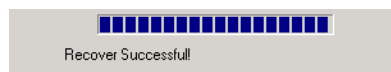
Recovering Databases

If a file becomes corrupt, due to a disk or network problem, or whatever the reason, StarShip displays an error message relating to the problem and the file. If such an error occurs, you may have to perform a recovery procedure on the damaged database.

To do this, select **File > File Recovery** from the StarShip menu. The two databases associated with Delivery Confirmation are USPS Tracking and USPS Upload History; select one from the Database drop-down list.



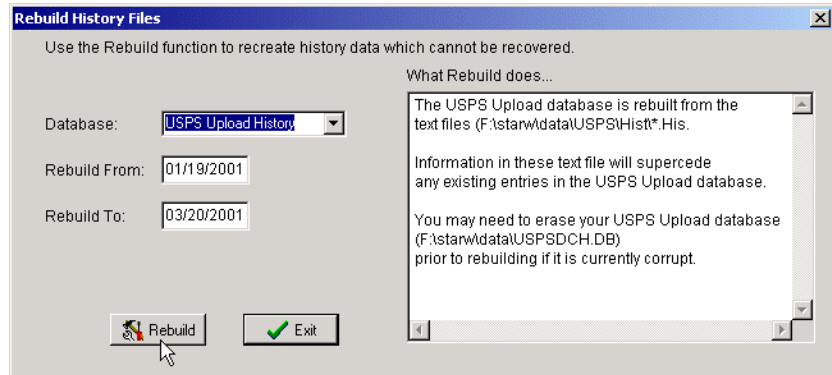
Click the Recover button. If Recovery also generates error messages, you must use the file rebuild function. If the recovery works, you see the following message:



Rebuild Upload History

If one of the history files cannot be recovered, you can rebuild it from related files. From the StarShip main menu, select **File > File Rebuild**.

In the Database drop-down list, select the database you want to rebuild – USPS Tracking or USPS Upload History. Select the date range, and then click the Rebuild button.



STARSHIP USER'S GUIDE

MANIFESTING WITH USPS

Overview

StarShip is MAC approved for domestic shipments. This certification is obtained on a national level and requires that StarShip complies with the latest specifications for the manifest and labels.

Before you can begin manifesting, you must go through each step in this section.

International Mailings

You can manifest international mailings, but the StarShip manifest feature does not support or adhere to the current USPS international specifications for manifesting. You can, however, use the 3600 forms that StarShip provides you with *internally*. And, for example, you can print out generic labels on which you can then place postage for international shipments.

Step 1

Talk to your local Post Office representative to verify that you are eligible to use the Manifest Mailing System. According to the USPS specification, a mailer must send 200 pieces or 50 pounds of mail to be eligible.

Step 2

Fill out the Manifest Mailing System Application. Click on the link below to access a USPS document that provides valuable information about manifesting, as well as the necessary application form:

[Guide to the Manifest Mailing System](#)

To return to the StarShip User's Guide, click Back to StarShip User's Guide in the contents list.

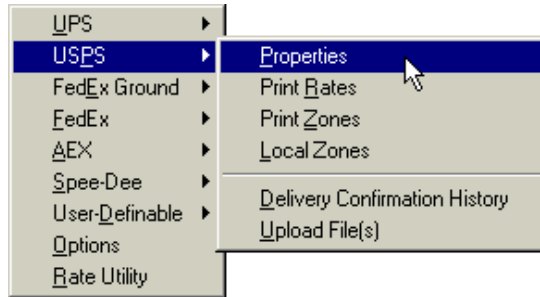
Step 3

Set up the StarShip USPS properties for manifesting, as shown in the following steps.

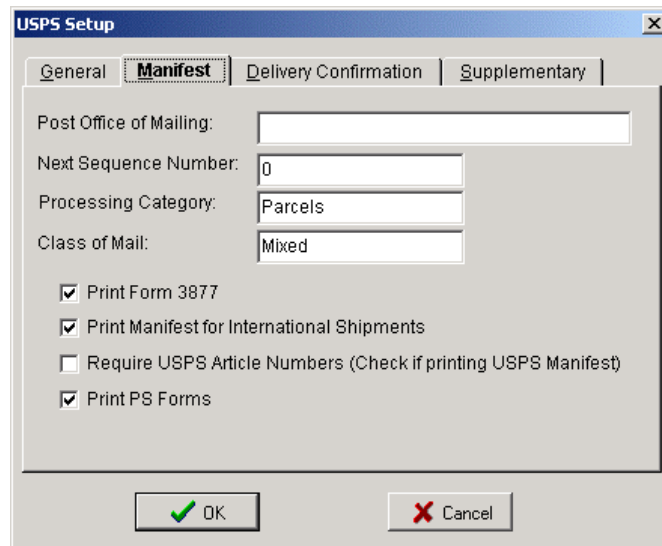
#

ACTION

- 1 Launch StarShip. From the Carriers menu, select **USPS > Properties**.



- 2 In the USPS Setup dialog box, select the Manifest tab. Fill in the fields as described in the following [table](#), and click OK.

A screenshot of the 'USPS Setup' dialog box. The 'Manifest' tab is selected. The dialog contains several fields and checkboxes. The fields are: 'Post Office of Mailing' (empty), 'Next Sequence Number' (0), 'Processing Category' (Parcels), and 'Class of Mail' (Mixed). The checkboxes are: 'Print Form 3877' (checked), 'Print Manifest for International Shipments' (checked), 'Require USPS Article Numbers (Check if printing USPS Manifest)' (unchecked), and 'Print PS Forms' (checked). At the bottom, there are 'OK' and 'Cancel' buttons.

USPS Manifest Tab fields:

| FIELD EXPLANATION | EXAMPLE |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <p>Post Office of Mailing field - Type in the City, State, and 5-digit Zip Code</p> | <p>Post Office of Mailing: <input type="text" value="Waterbury, CT 06702"/></p> |
| <p>Next Sequence Number – Only edit this field if directed by your Post Office or V-Technologies Technical Support.</p> | <p>Next Sequence Number: <input type="text" value="0"/></p> |
| <p>Processing Category – This field defaults to Parcels.</p> | <p>Processing Category: <input type="text" value="Parcels"/></p> |
| <p>Class of Mail – This fields defaults to Mixed.</p> | <p>Class of Mail: <input type="text" value="Mixed"/></p> |
| <p>Print Form 3877 – USPS requires this form for manifesting.</p> | <p><input checked="" type="checkbox"/> Print Form 3877</p> |
| <p>Print Manifest for International Shipments – This form is required for manifesting international shipments. See Note on International Shipments.</p> | <p><input checked="" type="checkbox"/> Print Manifest for International Shipments</p> |
| <p>Require USPS... - The Post Office requires article numbers for Insured, Registered, and COD shipments. If checked, you must enter the article number while processing shipments.</p> | <p><input type="checkbox"/> Require USPS Article Numbers (Check if printing USPS Manifest)</p> |
| <p>Print PS Forms – These are required for manifesting.</p> | <p><input checked="" type="checkbox"/> Print PS Forms</p> |

Step 4

Create test packages, and submit the manifest and labels to the post office.

FedEx



STARSHIP USER'S GUIDE

FEDEX SHIPMENTS OVERVIEW

⦿ FEDEX EXPRESS

⦿ DOMESTIC SERVICES

FedEx Express offers the following services for domestic shipments. For Freight Shipments, see the [FedEx Express Freight Size and Weight Restrictions](#) for more information.

| SERVICE | DESCRIPTION |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Express Saver | Delivery within 3 business days by 4:30pm (by 7pm to residential addresses). |
| 2Day | Delivery by 4:30 pm the 2nd business day to most US locations (by 7pm to residential addresses). |
| Standard Overnight | Delivery by 3pm Mon-Fri to most US addresses (by 4:30 pm to more remote areas). |
| Priority Overnight | Weekday delivery is by 10:30am to most U.S. addresses (by 4:30 pm to more remote areas). |
| First Overnight | Reaches major metropolitan areas by 8am, Monday through Friday. |
| 1Day Freight | Next-business-day delivery by 10:30 a.m. for most shipments; by noon for many others. Continental U.S. and Alaska. |
| 2Day Freight | Delivery by noon for most shipments; by 3 p.m. in many other parts of the U.S. Delivery to all 50 states; Hawaii service is to/from Oahu only. |
| 3Day Freight | By 3 p.m. in 3 business days for most shipments. Monday - Friday. No Alaska or Hawaii service. No Saturday service. |

Note: Read the Limitations section for your shipping method for more information about services and options that have limitations or are not supported.

INTERNATIONAL SERVICES

FedEx Express offers the following services for International shipments.

Blue text below indicates a link to the appropriate page on FedEx's website.

| SERVICE | DESCRIPTION |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| International Priority | Time-definite delivery typically in 1, 2 or 3 business days. Reach major cities in Europe by 10:30 a.m. typically in 2 business days. |
| International Economy | Delivery typically in 4-5 business days (2-3 to Canada, 3 to Mexico), Monday – Friday, to 190 countries. |
| International First | Delivery by 8 a.m. in 2 business days. Inbound delivery to selected US ZIP codes from nearly 50 countries and Caribbean islands in 1 or 2 business days, by 8 or 8:30 a.m. Monday – Friday. Delivery to Basel, Brussels, Frankfurt, London, Milan and Paris. Door-to-door, customs-cleared service. |
| International Priority Freight | Time-definite delivery in 1 - 3 business days to more than 50 countries. Monday – Friday to major world markets. See the FedEx International Priority Freight page on the FedEx website for more information about delivery areas, package weight, extras and special instructions. |
| International Economy Freight | Time-definite service, typically within 5 business days, Monday – Friday, to more than 45 countries. See the FedEx International Economy Freight page on the FedEx website for more information about delivery areas, package weight, extras and special instructions. |

COD

Driver collects cash or check on Delivery. You can select "Guaranteed" (certified check, money order or cashier's check) or "Standard" (any form of payment).

Restrictions

- ⚡ COD and Dangerous Goods are mutually exclusive.
- ⚡ COD and Bill Recipient (Collect) are mutually exclusive.
- ⚡ Not available with International shipments.

Dangerous Goods

There are special handling fees that apply to U.S. domestic packages (150 lbs. or less) containing dangerous goods. Surcharges are based on classification and type of special handling required, including whether the items need to be accessible during shipment.

Restrictions

- ⚡ Restrictions vary for the shipping of dangerous goods based on the FedEx Services. See the [FedEx Dangerous Goods Shipping information](#) on the FedEx website for more information.

Signature Release

When checked, the driver may leave the package without a signature. You must have received a Release Authorization code from FedEx, which you enter while shipping on the Package Options tab.

Ship Alert 1 & 2

FedEx sends a fax or e-mail to notify a contact that the shipment has been sent. Ship Alert 2 uses a second contact.

Restrictions

- ⚡ Not available when shipping with FedEx Server.

Future Day Ship

Specify a future date for the shipment.

Restrictions

- ✎ Date cannot be more than 10 days from the day you process the shipment.

Saturday Delivery

FedEx delivers the shipment on Saturday. For FedEx International Priority, Saturday delivery is available for shipments from the U.S. to select points in Canada by 5 p.m., and a special handling fee will apply. For more information, see the [Saturday Services](#) page on FedEx's website.

Restrictions

- ✎ Not available for First Overnight, Standard Overnight, or Express Saver.
- ✎ Saturday delivery is not offered for FedEx International First, FedEx International Economy, or International Express Freight services except in countries where Saturday is a regular business day.

Saturday Pickup

FedEx will pick up the shipment on Saturday. Shipments to international destinations may be picked up in the U.S. on Saturday in certain primary service areas (see FedEx Express Worldwide Directory) for a special handling fee. There is no additional charge to drop off your shipments on Saturday at a FedEx location. See the [Saturday Services](#) page on FedEx's website for more information.

Hold at Location

The recipient will pick up the package at the specific FedEx World Service Center.

Additional Handling

The Additional Handling surcharge applies to packages that need special handling. The surcharge applies to any package greater than 60" in length or greater 130" in length and girth combined.

Restrictions

- ✎ Not available when shipping with FedEx Internet
- ✎ Does not apply to shipments to and from Puerto Rico
- ✎ Not available for FedEx First Overnight

Delivery Area Surcharge

This Surcharge is automatically added to the basic freight charges if the ZIP Code is in a list provided by FedEx.

Restrictions

- ✎ Only for Standard Overnight, Priority, Express Saver, or 2 Day
- ✎ Not applicable with Hold At Location option.

Dry Ice

Inaccessible Dangerous Goods may be shipped by way of most FedEx Express services. When the Dry Ice package option is checked on the Shipping window, you must enter the dry ice weight in kilograms.

Restrictions

- ✎ FedEx First Overnight accepts **dry ice** only

Priority Alert

Priority Alert is a FedEx program that requires enrollment by the shipper. Contact your FedEx Sales Representative to enroll in this service.

Restrictions

- ✎ Priority Alert is for single piece shipments only.

Inside Pickup and Delivery

When service is provided beyond the tailgate or sidewalk for 32 kg or more, an additional flat charge per delivery.

Restrictions

- ✎ Available only with Freight services.

Alcohol

FedEx will accept shipments of alcohol (beer, wine and spirits) when both the shipper and recipient are either a licensed wholesaler, licensed dealer, licensed distributor, licensed manufacturer or licensed importer.

Restrictions

- ✎ See the FedEx Express Terms and Conditions for Alcoholic Beverages on the FedEx website for domestic and international restrictions.
- ✎ FedEx Internet does not support Special Service - Alcohol.

⦿ FEDEX GROUND SHIPPING OVERVIEW

⦿ SERVICES

FedEx Ground offers the following domestic and international services:

| SERVICE | DESCRIPTION |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ground | Standard Service for FedEx Ground |
| Home Delivery | FedEx Ground Home Delivery service is provided to high-volume shippers to residential locations. The maximum weight for a package is 70 lbs. See Home Delivery in the FedEx Shipments section for more information about requirements and limitations. |
| Canada Ground | By 5 p.m. in 3 - 7 business days to Canada. |

Note: Read the Limitations section for your shipping method for more information about services and options that have limitations or are not supported.

COD

Driver collects cash or check on delivery. You can select "Guaranteed" (certified check, money order, or cashier's check), "Standard" (any form of payment), or "Cash Only" (currency) collection.

- Restrictions**
- ⚡ Not available with the Call Tag service.
 - ⚡ Not available with Home Delivery.
 - ⚡ Not allowed when Billing to Recipient.

**Acknowledge
Deliv.**

Delivery is acknowledged.

- Restrictions**
- ⚡ Not available for International shipments.
 - ⚡ Not available with the Call Tag service.

Call Tag

Requests that FedEx picks up the package at the address specified in the Recipient tab (in the StarShip Shipping window).

- Restrictions**
- ⚡ Not available when shipping COD.
 - ⚡ Not available with Home Delivery.
 - ⚡ Not available for International shipments.
 - ⚡ Not allowed with Auto Proof of Delivery.

Hazardous

Shipment contains hazardous materials.

- Restrictions**
- ⚡ Not available with Home Delivery.
 - ⚡ Not available for International shipments.
 - ⚡ Not available when shipping with FedEx Internet

Additional Handling

The Additional Handling surcharge applies to packages that need special handling. The surcharge applies to any package greater than 60" in length or greater 130 in length and girth combined.

Restrictions ⚡ Not available for International shipments.

Ship Alert

FedEx sends a fax or e-mail to notify a contact that the shipment has been sent.

Restrictions ⚡ Only available when shipping with FedEx Internet.

Auto Proof of Deliv

FedEx sends a delivery signature to the shipper. Choose fax or e-mail.

Future Day Ship

Specify a future date for the shipment; allows you to preprocess shipments.

Restrictions ⚡ Date cannot be more than 10 days from the day you process the shipment.

Signature Required

FedEx Home Delivery Signature Required.

Restrictions ⚡ Only available with Home Delivery.
⚡ Fee per package unless you select the **Delivery Options > By Appointment** option.

Delivery Options

Premium Delivery Options for Home Delivery. Check Delivery Options in Package Options tab, then choose one of the following settings:

Date Certain: Requires that you specify a date for delivery. The date can be from Monday through Saturday, excluding holidays. It cannot be before the standard transit time, and no later than 2 weeks after standard transit time.

Evening: Delivery will occur between 5 p.m. and 8 p.m.

Appointment: FedEx will contact the recipient to schedule delivery (Mon-Sat 9am-8pm excluding holidays). Signature Required is automatically included at no charge.

- Restrictions**
- ✦ Only available with Home Delivery.
 - ✦ The three settings above are mutually exclusive.

⦿ FEDEX SHIPPING OPTIONS

This section describes general shipment options available for FedEx shipments. See the general [Shipping](#) chapter of the User's Guide for a review of each tab and field on the Shipping window.

⦿ BILLING METHOD

In the Billing drop-down list, you can select Sender, Recipient, Third-Party, or Credit Card. If you select something other than Sender, type in the account number or press the button to enter account information.

Billing: Accnt: ← Click here to add Exp. Date or Acct. #.

The Bill tab(s) consists of four calculations and reflects the Billing method:

- **Delivery Charges** - This is freight charges + Additional Handling¹.
- **Accessorial Charges** - These are the fuel surcharge² + handling fee + package options. See below for FSM Server notes.
- **Package/Shipment Total** - These are the two amounts above added together to give you a cost summary for the package and shipment.

| Bill Sender | Bill Recipient |
|---------------------|----------------|
| Delivery Charges | 10.96 |
| Accessorial Charges | 9.75 |
| Package Total | 20.71 |
| Shipment Total | 20.71 |

¹**FSM Server Shipping: Package Service Cost** = Freight + Dynamic Fuel Surcharge + OffShore Surcharge + Delivery Area Surcharge + Outside Delivery Area Surcharge + Alaska Surcharge + Hawaii Surcharge + Residential Surcharge + Outside Pickup Area Surcharge + Rural Residential Surcharge - Total Discount Amount*. For more information, see the FedEx [FSM Server](#) setup.

Package Accessorial Charges = options charges + handling fee

* Total Discount Amount is always subtracted from the Standard Rate, but ONLY subtracted from the Modified Rate IF "Apply FedEx Discounts to Modified Rate (i.e. rate charged to your customers)" is checked.

²**Internet Shipping:** StarShip adds the fuel surcharge to accessorial charges only if you rate using the Internet. If you rate locally, StarShip adds it to the Package Service Cost. The FedEx fuel surcharge is set up in the Carriers > FedEx > Properties > Internet > Local Rates tab. For more information, see FedEx [Internet Setup](#).

⦿ DIMENSIONAL WEIGHT

For some FedEx shipments, freight is calculated using dimensional weight instead of the actual package weight. The dimensional weight is used if:

- The package is greater than 1 cubic foot (or 1728 cubic inches) in size.
- The dimensional weight is greater than the actual weight.

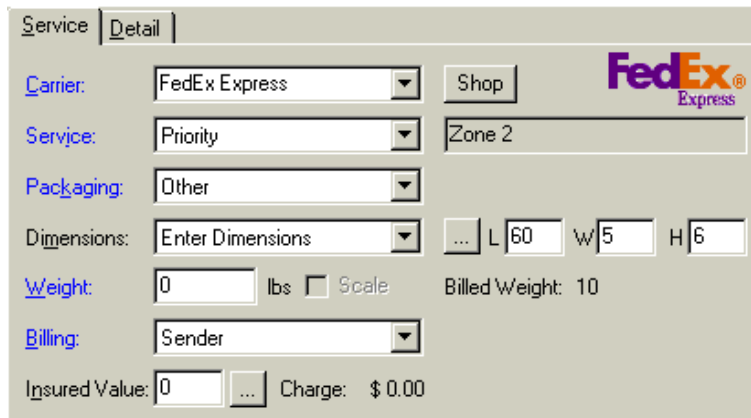
FedEx calculates dimensional for domestic shipments, and shipments between the U.S and Puerto Rico, using this equation:

Dimensional Weight = Length x Height x Width (in inches)

194

(For international shipments, divide by 166.)


You can enter the length, width, and height, and StarShip calculates the dimensional weight for you. StarShip will automatically apply the dimensional weight to the freight calculation if applicable.

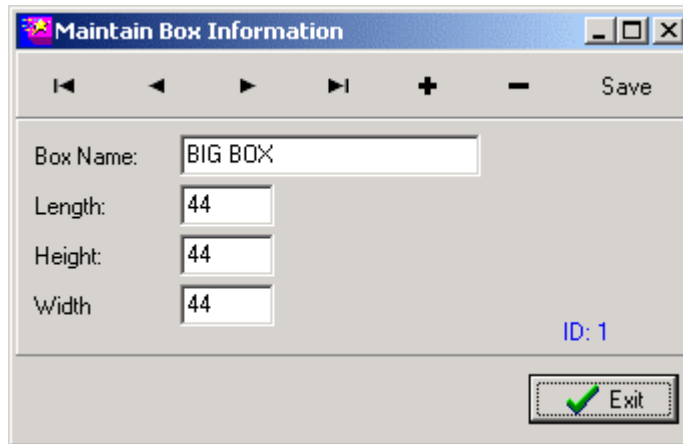


The screenshot shows the 'Service Detail' tab in the FedEx StarShip interface. The 'Carrier' is set to 'FedEx Express' with a 'Shop' button. The 'Service' is 'Priority' and the 'Zone' is 'Zone 2'. The 'Packaging' is 'Other'. The 'Dimensions' are entered as L 60, W 5, H 6. The 'Weight' is 0 lbs, with a 'Scale' checkbox. The 'Billed Weight' is 10. The 'Billing' is 'Sender'. The 'Insured Value' is 0 and the 'Charge' is \$ 0.00. The FedEx Express logo is visible in the top right corner.

See also [Maintain Box Information](#)

⦿ MAINTAIN BOX INFORMATION

To keep track of box information, click the  button and type in the box data. To save the information, click Save.



Maintain Box Information

⏪ ⏩ ⏴ ⏵ + - Save


Box Name:

Length:

Height:

Width:

ID: 1

 Exit

⦿ ADDITIONAL FEDEX SHIPPING OPTIONS FOR FEDEX GROUND

This section describes additional shipping options available for FedEx Ground shipments on the StarShip Shipping window.

⦿ HOME DELIVERY

If you ship high volume to residential locations, you can qualify for the FedEx Ground Home Delivery service. If you already have a Home Delivery agreement with FedEx, be sure you did not check the "Disable Home Delivery Service" check box during FedEx setup (Main Menu > Carriers > FedEx > Properties).

To ship with Home Delivery, enable the "Residential" check box on the Shipping window. The Service field automatically changes to Home Delivery.



The image shows a screenshot of a shipping window. It has two dropdown menus. The first is labeled "Carrier:" and is set to "FedEx Ground". The second is labeled "Service:" and is set to "Home Delivery".

In addition, when the Zip code you entered is considered rural, the Residential check box changes to "Rural Resid" as seen below:



Limitations:

- Home Delivery shipments cannot be COD. If you select COD, the Service field automatically reverts to Ground.
- The Zip Code entered in the shipping window must be in the list of Zip codes eligible for Home Delivery.
- The maximum weight for FedEx Ground Home Delivery package is 70 lbs.

⦿ OVERSIZE

FedEx considers an Oversize 1 package one that:

- weighs less than thirty (30) pounds
- measures greater than eighty-four (84) inches and equal to or less than 108 inches in combined length and girth

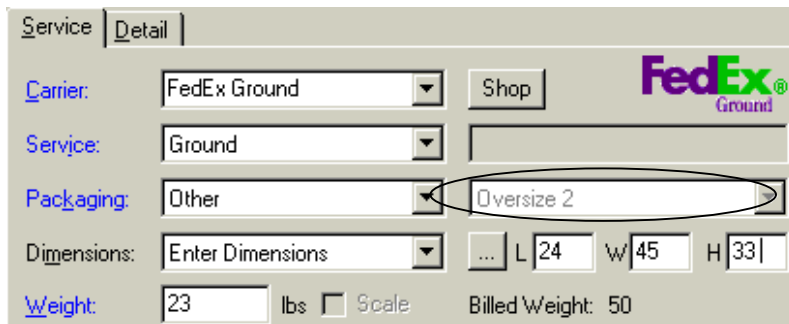
The transportation charges for an Oversize 1 package are the same as a thirty (30) pound package being transported under the same circumstances.

FedEx considers an Oversize 2 package one that:

- weighs less than fifty (50) pounds
- measures greater than 108 inches in combined length and girth

The transportation charges for an Oversize 2 package will be the same as a fifty (50) pound package being transported under the same circumstances.

Enter the L, W, and H dimensions of the package; StarShip automatically classifies your package as Oversize 1 or 2.



The screenshot shows a FedEx Ground shipping form with the following fields and values:

- Carrier:** FedEx Ground
- Service:** Ground
- Packaging:** Other (with a dropdown arrow pointing to 'Oversize 2')
- Dimensions:** Enter Dimensions (with a dropdown arrow pointing to '... L 24 W 45 H 33')
- Weight:** 23 lbs Scale
- Billed Weight:** 50

The FedEx Ground logo is visible in the top right corner of the form.

⦿ MULTIWEIGHT

The FedEx Ground Multiweight (MWT) contract service provides discounts on large shipments to the same customer. StarShip calculates the discounts and displays them on the Bill To tab in the Shipping window. If you use a manifest, it also prints MWT shipments on a separate manifest. The minimum total weight requirements for a FedEx Ground MWT shipment are customer dependent.

Note: If you are using FedEx Internet to ship, you must rate *locally* in order to ship Multiweight.

StarShip checks for Multiweight in two ways:

1. **Automatic Grouping (Real-Time)**

As you type in package weight for packages in a shipment, StarShip automatically checks the combined weight of the packages (using the same service) to see if the MWT minimum weight requirements are met. If so, and if it's less expensive to send MWT, it applies the discount to the Package Service Cost. You must have enabled the Search Standard Shipments check box in Multiweight Setup.

2. **Automatic Grouping (End of Day)**

StarShip also searches shipments for MWT qualifications when you perform the end of day closeout procedure.

The procedure that follows shows you how to create a Multiweight shipment.

The next page shows you how to process a Multiweight shipment. [>>](#)

| # | ACTION |
|---|--------|
|---|--------|

1 Create a new shipment using FedEx Ground as the Service. Enter the package weight or read it using a scale, and add any other information.

2 Now, you can enter additional packages in two ways:



- Click the Repeat button to create an identical copy (including weight) of the first package; Enter the number of identical packages you want to create in the dialog box.



- Click the Next button and enter or read the package weight.

3 As you enter the package weights, StarShip applies the Multiweight rates to the Package Service Cost.

| Bill Sender | Modified | Standard |
|------------------------|----------|----------|
| Delivery Charges (MWT) | 58.67 | 22.94 |
| Accessorial Charges | 0.00 | 0.00 |
| Package Total | 58.67 | 22.94 |
| Shipment Total | 119.34 | 45.87 |

When you are done entering packages, click the Save button to save the shipment.

See also Displaying [Modified and/or Standard rates](#) in the Bill tab(s)

⦿ FEDEX PACKAGE OPTIONS (GENERAL)

This section describes general Package options available for FedEx shipments on the StarShip Shipping window.

⦿ OVERVIEW

When you click on a Package Option, the tab displays fields and settings specific to that option. Enter any additional information; required fields are shown in blue. The cost for each option also appears in the top right corner.

Any options that are "greyed out" are not available.



The screenshot shows a software window titled "Package Options" with a sub-tab "Shipment Options". On the left, a list of options is displayed with checkboxes. The "Hold At Location" option is checked and highlighted in blue. Other options include C.O.D., Dangerous Goods, Signature Release, Future Day Ship, Saturday Delivery, Saturday Pickup, Dry Ice, Priority Alert, Inside Pickup, Inside Delivery, and Alcohol. On the right, the "Hold at Location" section contains several input fields: "Address:" with the value "594 East Street", "City:" with "Plainville", "State:" with "CT", "ZIP Code:" with "06489", and "Phone:" with "(860) 786-7744".

For more information about FedEx service options, please refer to the [FedEx Shipments Overview](#).

⦿ ADDITIONAL FEDEX PACKAGE OPTIONS FOR FEDEX GROUND

⦿ ADDITIONAL HANDLING

Additional Handling is billed by FedEx; this is not to be confused with the [Handling Fee](#), which is found on the Shipment Options tab.

⦿ DELIVERY OPTIONS

Premium Delivery Options for Home Delivery. Check Delivery Options in Package Options tab, then choose one of the following settings:

- ⇒ **Date Certain:** Requires that you specify a date for delivery. The date can be from Monday through Saturday, excluding holidays. It cannot be before the standard transit time, and no later than 2 weeks after standard transit time.
- ⇒ **Evening:** Delivery will occur between 5 p.m. and 8 p.m.
- ⇒ **Appointment:** FedEx will contact the recipient to schedule delivery (Mon-Sat 9am-8pm excluding holidays). Signature Required is automatically included at no charge.

See also For general information about COD fields, see [Create a COD Shipment](#).

For more information about the handling fees and Shipment Options, see the general [Shipment Options section](#).

STARSHIP USER'S GUIDE

SHIPPING WITH FEDEX INTERNET

🕒 OVERVIEW

This chapter discusses shipping procedures and limitations when shipping with FedEx Express and FedEx Ground using the Internet shipping method.

- [Rate using the Internet](#)
- [Rate Shopping](#)
- [Process a shipment](#)
- [After you process...](#)
Includes information about printing shipping labels
- [Edit/Delete/Defer Shipments](#)
- [Dangerous Goods \(FedEx Express\), Hazardous \(FedEx Ground\)](#)
- [Limitations](#)

See also For FedEx Service and Package options, refer to the [FedEx Shipments Overview](#).
For information about tracking packages, see [Track a Package](#).

⦿ RATE USING THE INTERNET

You can get a rate quote on the Internet for any shipment you are processing by clicking the Rate on Internet button. It is located directly next to the Rate Shop button (visible only if [Automatic rating](#) is disabled).

You must enter enough information on the Shipping window for a rate to be calculated before the rate button becomes enabled. It is highlighted in blue when enabled. You can usually rate with just a zip code and package weight. After you enter the shipment information, click the Rate on Internet button.



In a few seconds, depending upon the speed of your Internet connection, the Bill tab(s) is populated with the Package Service Cost and Accessorial Charges.

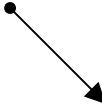
| Bill Sender | Modified | Standard |
|---------------------|----------|----------|
| Delivery Charges | 4.76 | 4.76 |
| Accessorial Charges | 0.00 | 0.00 |
| Package Total | 4.76 | 4.76 |
| Shipment Total | 12.33 | 10.33 |

You can use the Rate on Internet button as many times as you want, and any time you change shipment information that may affect the rate.

See also Displaying [Modified and/or Standard rates](#) in the Bill tab(s)

⦿ RATE SHOPPING

With Internet shipping, FedEx does not allow side-by-side comparison of their rates with those of other carriers. You can, however, rate shop between FedEx services. To do this, select FedEx Express as the carrier and then click the Rate Shop button. You see a list of all the FedEx services and their prices, depending upon the shipment information you entered on the Shipping window.



| Carrier-Service | Freight |
|-----------------------------|---------|
| FedEx Ground Ground | 4.24 |
| FedEx Express Express Saver | 12.22 |
| FedEx Express 2Day | 13.00 |
| FedEx Express Standard | 22.62 |
| FedEx Express Priority | 26.78 |
| FedEx Express First | 52.78 |

Freight Only

Note: If you have a carrier other than FedEx selected on the Shipping window, and you click Rate Shop, FedEx does not appear in the Rate Shop list.

◎ PROCESS A SHIPMENT

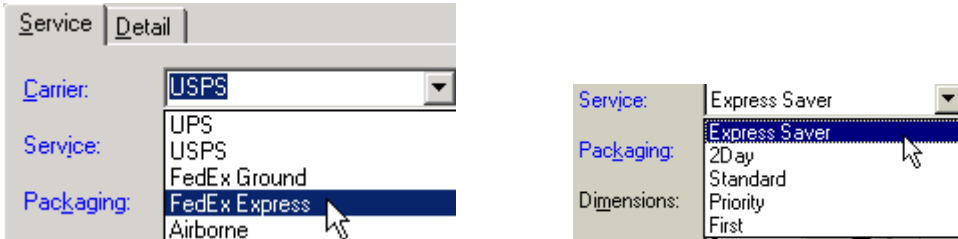
| # | ACTION |
|---|--------|
|---|--------|

- 1 From the StarShip main toolbar, click the Ship button.
- 2 Select a source document. If you are not using a source document, type in the recipient information.

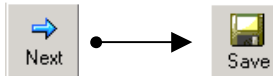
See also

- ⇒ [Link to a Source Document](#)
- ⇒ [Ship without a Source Document](#)

- 3 From the Shipping window, select FedEx Express or Ground from the Carrier drop-down list. From the Service drop-down list, select a FedEx service.



- 4 Select [Package Options](#).
- 5 Enter the weight, or use a scale to read package weight. Also, enter any other required shipment information. Add as many packages as you need by clicking Next. When you are done, click Save to save the shipment.

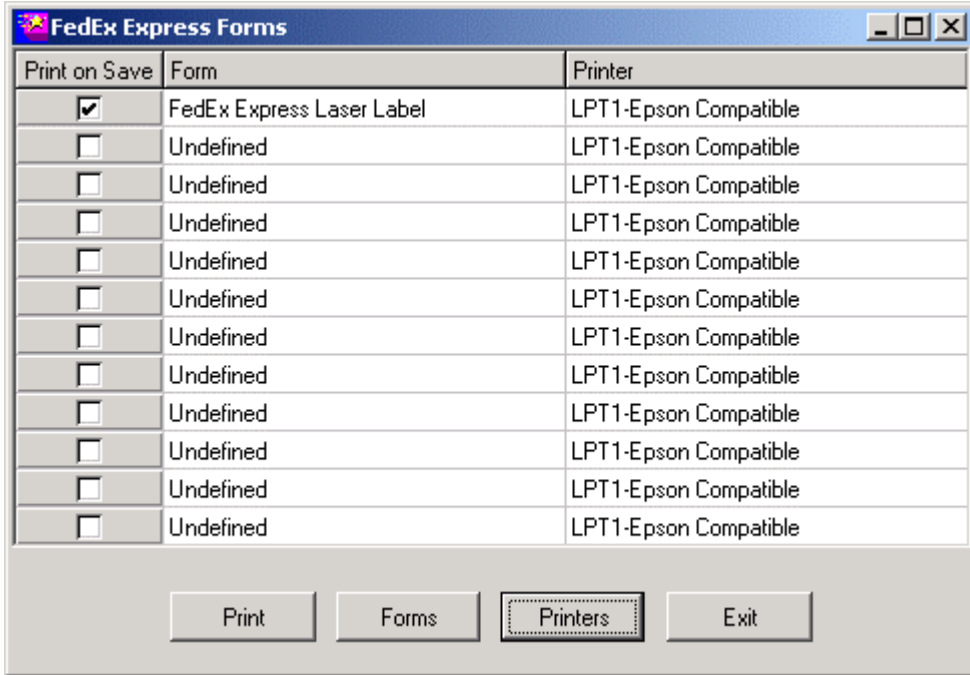


Ship Tip

For identical packages, you can use the Repeat button to make exact copies of a package and quickly process the shipment.

⦿ AFTER YOU PROCESS...

When you save a shipment, StarShip sends the shipment directly to FedEx via the Internet. If successful, the shipment is recorded against your account for billing. FedEx returns label and tracking information, which is stored in a data file on your PC. The shipping label prints out if you enabled Print on Save. You can also print the labels later by opening the shipment in StarShip and clicking the Print button. Select the shipping label you set up, then click Print.



StarShip also stores the shipment information in the current shipment file, and writes the shipment information to your financial system (if you are using a financial system interface).

See also [Printer Setup](#)
 [Print on Save](#)

⦿ EDIT OR DELETE/DEFER A SHIPMENT

Once you process a shipment, it is stored on the FedEx server. So, when you edit, defer, or delete a shipment, StarShip must void the shipment on the FedEx server, and resend your new information (if editing).

This causes processing speed to be slower.

When you edit and resave a shipment in StarShip, it is deleted and resaved to FedEx over the Internet, in real-time.

When you delete or defer a shipment in StarShip, it is deleted from FedEx over the Internet in real-time.

Note: The immediate reply that you receive from the FedEx server after a delete is processed is only an acknowledgment that FedEx received the transaction. The actual acceptance or rejection of the delete request occurs within 24 hours.

See also

For general information about performing these procedures, see:

[Open and Edit a Pending Shipment](#)

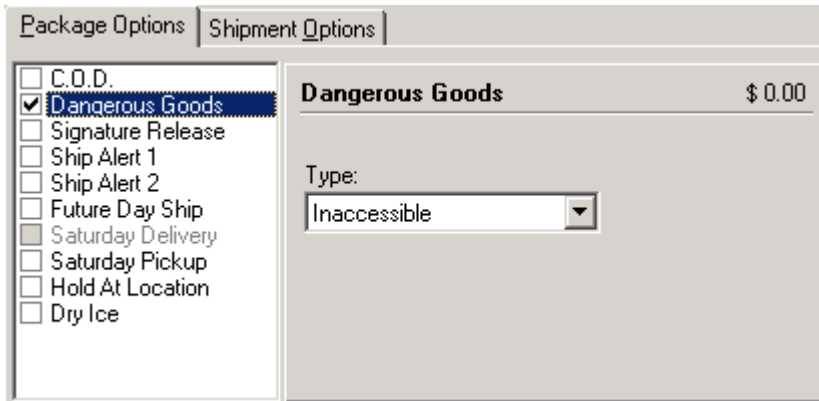
[Delete a Shipment](#)

[Defer a Shipment](#)

⦿ SHIPPING DANGEROUS GOODS – FEDEX EXPRESS

This option allows you to specify Inaccessible or Accessible items.

- ⇒ **Accessible:** Certain dangerous goods that must be accessible during transit. Accessible dangerous goods can only be shipped Priority Overnight.
- ⇒ **Inaccessible:** Dangerous goods that do not need to be accessible during transit.



The screenshot shows a software interface with two tabs: 'Package Options' and 'Shipment Options'. The 'Shipment Options' tab is active. On the left, there is a list of options with checkboxes: C.O.D., Dangerous Goods (checked), Signature Release, Ship Alert 1, Ship Alert 2, Future Day Ship, Saturday Delivery (greyed out), Saturday Pickup, Hold At Location, and Dry Ice. On the right, the 'Dangerous Goods' section is expanded, showing a price of '\$ 0.00' and a 'Type:' dropdown menu currently set to 'Inaccessible'.

- ⇒ **Dry Ice:** When dry ice is checked, you must enter the dry ice weight in kilograms.

⦿ LIMITATIONS

These are the limitations for the FedEx Internet module:

- International shipments are currently not supported via Internet.
- The FedEx Internet API does not support multiple packages. In StarShip, it looks like you create a multi-package shipment; however, each package is sent to FedEx as a separate shipment.
Note: A recipient can accept any package in a StarShip shipment that does not have the COD option checked at the package level, under Package options.
- The following services and options are not supported:
 - Special Services – Alcohol
 - FedEx Express SameDay
 - FedEx Express Freight (1Day, 2Day, 3Day Freight)
 - Hundredweight (per-pound) rates
For multiple package shipments with a total of greater than 100 lbs to one destination.
- If you are using FedEx Internet to ship, you must rate *locally* in order to ship Multiweight. See [Multiweight setup](#) for more information.
- **IMPORTANT:** FedEx accepts delete requests (voids) for packages shipped the same day. Delete requests are only accepted until midnight. Deferring a shipment is also considered a delete request.
Note: If you perform a delete, there is a normal count discrepancy that occurs on the end-of-day manifest.
- Internet shipping is not supported if you import into the current shipment file.
- Shipment processing may be slower depending upon these factors:
 - The speed of your connection to the Internet
 - The speed of the FedEx servers
 - Time of day (traffic on the Internet)
 - Type of processing (saving, editing or deleting shipments)

STARSHIP USER'S GUIDE

SHIPPING WITH FSM SERVER

🕒 OVERVIEW

This chapter discusses shipping procedures and limitations when shipping with FedEx Express and FedEx Ground using the FSM Server shipping method.

- [Process a shipment](#)
- [Printing shipping labels](#)
- [Dangerous Goods \(FedEx Express\), Hazardous \(FedEx Ground\)](#)
- [Limitations](#)

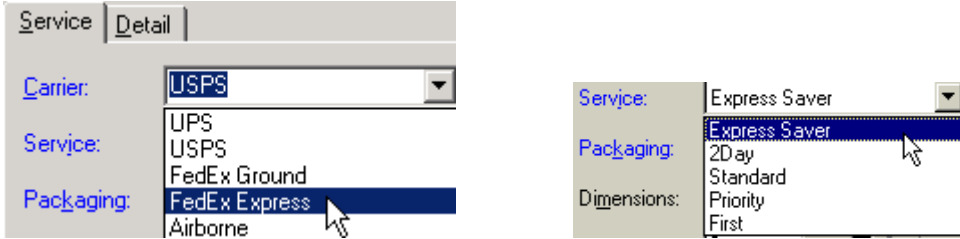
See also For FedEx Service and Package options, refer to the [FedEx Shipments Overview](#).
For information about tracking packages, see [Track a Package](#).

◎ PROCESS A SHIPMENT

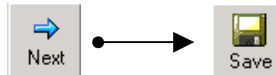
| # | ACTION |
|---|--------|
|---|--------|

- 1 From the StarShip main toolbar, click the Ship button.
- 2 Select a source document. If you are not using a source document, type in the recipient information.
See also
 - ⇒ [Link to a Source Document](#)
 - ⇒ [Ship without a Source Document](#)

- 3 From the Shipping window, select FedEx Express or Ground from the Carrier drop-down list. From the Service drop-down list, select a FedEx service.



- 4 Select [Package Options](#).
- 5 Enter the weight, or use a scale to read package weight. Also, enter any other required shipment information. Add as many packages as you need by clicking Next. When you are done, click Save to save the shipment.



Ship Tip

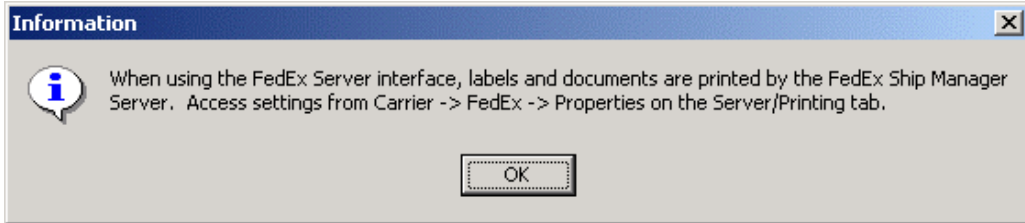
For identical packages, use the Repeat button to make exact copies of a package and quickly process the shipment.

① PRINTING SHIPPING LABELS

Shipping labels are generated by the FedEx Server. You set up shipping labels on the Printing tab under Carriers > FedEx > Properties > Server.

With FedEx Server, you can print FedEx Express labels to an Eltron, Zebra, or Laser printer. For FedEx Ground you can only print to an Eltron thermal printer.

If you click the Print button while processing a shipment in the Shipping window, you will receive the following dialog box:



⦿ DANGEROUS GOODS – FEDEX EXPRESS

[Dangerous Goods settings](#) for FedEx Server are accessible from Carriers > FedEx > Properties > Server > Dangerous Goods tab. You can also maintain a database of dangerous goods using the [Hazardous Materials Profile Maintenance](#) feature.

Follow these steps to ship dangerous goods. For FedEx Ground, just select the Hazardous check box on the Package Options tab.

#

ACTION

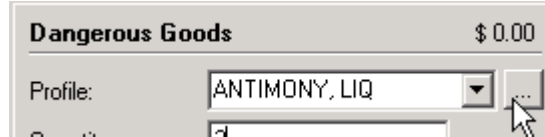
- 1 On the StarShip Shipping window, enter the shipment information.
- 2 On the Package Options tab, select Dangerous Goods.



#

ACTION

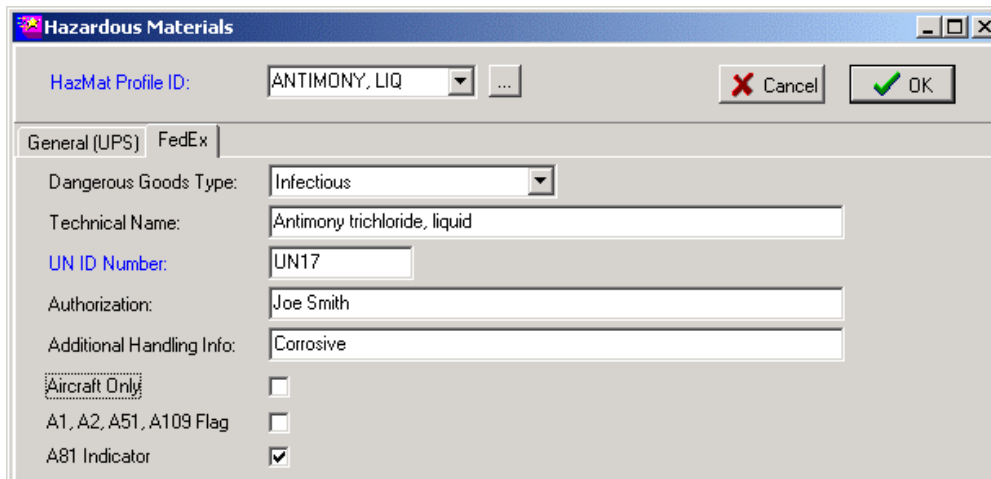
- From the Profile drop-down list, select one of the Dangerous Goods Profiles you previously set up. Click the "..." button next to the field to verify or change the settings (for this shipment) for this dangerous good.



Dangerous Goods \$ 0.00

Profile: ANTIMONY, LIQ

The Hazardous Materials dialog box appears. When you are done, click OK.



Hazardous Materials

HazMat Profile ID: ANTIMONY, LIQ

Cancel OK

General (UPS) FedEx

Dangerous Goods Type: Infectious

Technical Name: Antimony trichloride, liquid

UN ID Number: UN17

Authorization: Joe Smith

Additional Handling Info: Corrosive

Aircraft Only

A1, A2, A51, A109 Flag

A81 Indicator

Note: You cannot add profiles or perform maintenance from this dialog box.

- Make sure the Quantity, Units, and number of packages containing this good are specified. These buttons allow you to add more dangerous goods to the package and to navigate the goods in the package. They are previous, add, delete, and next, respectively.



#

ACTION

- 5 Click the Shipment Options tab and select Dangerous Goods. Use these field definitions to configure the settings, if applicable:

More DG than Pkgs: When there are more dangerous goods than packages, you must specify:

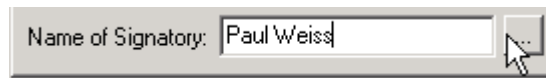
- ⇒ Not Applicable
- ⇒ All Packed In One
- ⇒ Overpack

Outer Container Pack Type: Required when All Packed in One is selected.

Number of All in One/Overpacks: Enter a number.

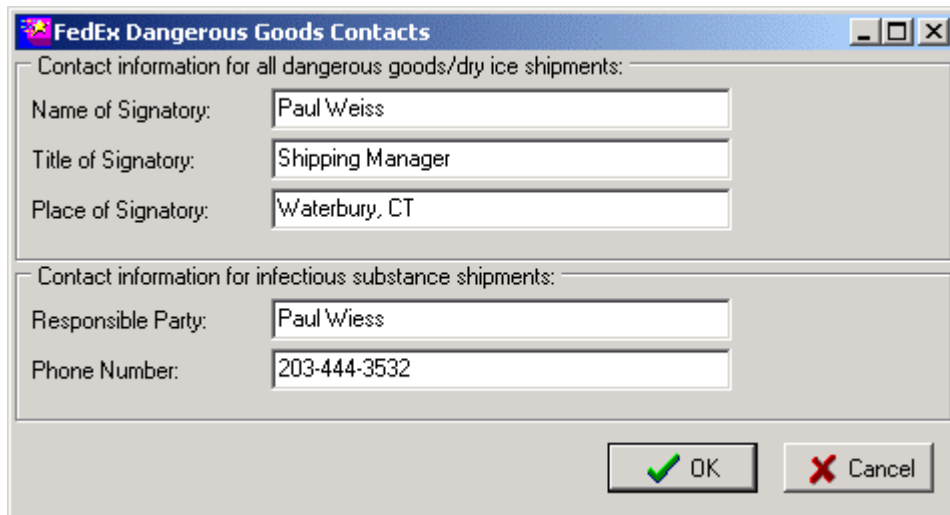
Consignment of All in One/Overpacks: Check to enable consignment.

- 6 **Name of Signatory:** This information comes over from the Server - Dangerous Goods tab in FedEx setup. Click the "..." button to change or add any information (for this shipment).



Name of Signatory: Paul Weiss

The Dangerous Goods Contacts dialog box appears. Verify or modify any information and click OK.



FedEx Dangerous Goods Contacts

Contact information for all dangerous goods/dry ice shipments:

Name of Signatory: Paul Weiss

Title of Signatory: Shipping Manager

Place of Signatory: Waterbury, CT

Contact information for infectious substance shipments:

Responsible Party: Paul Weiss

Phone Number: 203-444-3532

OK Cancel

| # | ACTION |
|---|--------------------------------------------------------------------------------|
| 7 | Add as many packages as necessary, then press Save or F5 to save the shipment. |

[Read about Shipping limitations](#)

⦿ LIMITATIONS

These are the limitations and supported shipping options for the FSM Server module.

Supported Options:

- FedEx Express Domestic and International shipments, including Freight Services.
- FedEx Ground Domestic, including Home Delivery.
- FedEx Ground International, but only to Canada.
- Both FedEx Express and FedEx Ground support shipment of Dangerous Goods, with the following notes:
 - ⇒ Express: Radioactive goods not supported.
 - ⇒ Ground: No commodity information is required.
- Alcohol is supported, however there are known issues in 0611.
- Insight supports e-mail only, and not pager or fax.

Limitations: The following options are not supported -

- Emerge is not supported
- Sunday Delivery (discontinued by FedEx August 2001)
- FedEx Extra Hours (discontinued by FedEx December 2001)
- Freight SLAC and Booking Number for freight services.
- International Importer of Record (IOR) fields.
- International Intermediate Consignee fields.
- International Exporter/Principal Party of Interest (PPI) fields.
- International weight in KGS
- International currency other than US Dollars
- Shipments originating from outside the continental US (Puerto Rico, Hawaii, Alaska)



Airborne Express



STARSHIP USER'S GUIDE

AIRBORNE EXPRESS SHIPPING OVERVIEW

Services

Airborne Express offers the following services for shipments. For more information on Airborne's delivery areas and a complete listing of *Cities Served*, refer to the Airborne Express United States Service Guide:

| SERVICE | DESCRIPTION |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ground | Delivery in 1 to 5 business days. Total shipment weight cannot exceed 150 lbs. Available between points in the contiguous United States only. |
| Second Day | Delivery by 5:00 pm on the second business day to Airborne's primary delivery areas. Total shipment weight cannot exceed 150 lbs. |
| Next Afternoon | Delivery by 3:00 pm on the next business day to primary delivery areas. Total shipment weight cannot exceed 5 lbs. Note: Next Afternoon Service is only available to BOLD RED zip codes as defined by Airborne's service guide. |
| Express | Delivery by 12:00 pm on the next business day to primary delivery areas. Total shipment weight cannot exceed 150 lbs. |
| International - Express | Door-to-door delivery of documents and packages weighing up to 32 kg (70 lbs.) per piece to more than 200 countries, usually within 24-96 hours (including customs clearance). Note: Not available for Airborne Linkage. |

Airborne Express Service Options

COD Driver collects cashier's check, money order, company check, or personal check upon delivery. Options are "Guaranteed" (certified check, money order or cashier's check) or "Standard" (any form of payment).

- Restrictions**
- ✎ COD and Hazardous options are mutually exclusive.
 - ✎ COD not available for International Express shipments.

Saturday Delivery Saturday delivery to most major U.S metropolitan areas. Service charges apply depending upon the delivery area.

- Restrictions**
- ✎ Only available for Express Delivery Service.
 - ✎ See Airborne's service guide for delivery area restrictions.

Saturday Pickup For cities that have Saturday Delivery Service available. Service charges apply depending upon the delivery area.

- Restrictions**
- ✎ Not available for Ground Delivery Service.

Hazardous Shipment of hazardous materials that require special handling. Service charges apply.

- Restrictions**
- ✎ Not available when shipping COD. See Airborne's website for additional restrictions.
 - ✎ Not available when using the Letter or Lab Pack packaging types when shipping with Airborne Linkage.

Hold at Airborne Recipient can pick up the package at the local Airborne terminal.

Proof of Delivery When documentary proof of delivery is requested, Airborne provides a photocopy of the airbill or manifest signed by the receiver or a computerized record of delivery.

Additional Information for Airborne Linkage

Services

The following conditions apply when using Airborne Linkage to ship:

- ✎ Airborne Linkage is only allowed for U.S, Puerto Rico, and the U.S Virgin Islands.
- ✎ All packages in the same shipment MUST have the same:
 - a) Packaging type
 - b) Service
 - c) Options
 - d) Billing type
- ✎ Package cannot exceed the maximum weight set for Next Afternoon Service.
- ✎ Airborne Linkage does not support International shipments, including Canada.
- ✎ Home Delivery is currently not supported.
- ✎ The StarShip rate utility is currently not integrated with Airborne Linkage rates

STARSHIP USER'S GUIDE

AIRBORNE EXPRESS SHIPMENTS

Overview

This chapter explains shipping options that are specific to Airborne Express shipments. To ship with Airborne Express:

| # | ACTION |
|---|--------|
|---|--------|

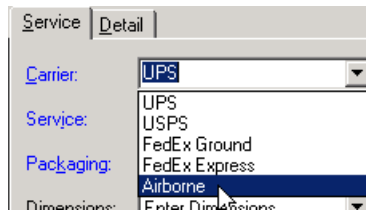
- 1 From the StarShip main toolbar, click the Ship button.
- 2 Select a source document. If you are not using a source document, type in the recipient information.

See also

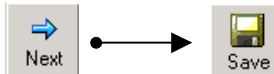
[Link to a Source Document](#)

[Ship without a Source Document](#)

- 3 From the Shipping window, select Airborne from the carrier drop-down list. You can also select from different services and options.



- 4 Enter the weight, or use a scale to read package weight. Also, enter any other required shipment information, or select Package and Shipment options. Add as many packages as you need by clicking Next or Repeat. When you are done, click Save to save the shipment.



Packaging

The Packaging drop-down list allows you to select Other, Letter, Pak or Lab Pack.

The screenshot shows a web-based interface for configuring shipping services. At the top, there are tabs for 'Service' and 'Detail'. The 'Carrier' is set to 'Airborne' with a 'Shop' button next to it. The 'Service' is 'Second Day' and the 'Zone' is 'Zone 0'. The 'Packaging' is set to 'Lab Pack'. The 'Dimensions' section shows a list of options: 'Other', 'Letter', 'Pak', and 'Lab Pack', with 'Pak' selected. To the right of the dimensions list are input fields for Length (18), Width (1), and Height (14). Below the dimensions is a 'Billed Weight' field set to 0. The 'Billing' is set to 'Sender'. At the bottom, there is an 'Insured Value' field set to 0 and a 'Charge' field set to \$ 0.00. The Airborne Express logo is visible in the top right corner.

Notes: Lab Paks must be packaged as follows:

1. A watertight primary receptacle (blood vials, urine bottles, etc.) wrapped with absorbent material (paper toweling, sponge type, etc)
2. INSIDE OF
A watertight secondary package (plastic zip-lock bag, hard plastic casing.) containing enough absorbent and cushioning material to absorb the entire content of the secondary package.
3. INSIDE OF (except urine)
An outer packaging (cardboard, wood, metal, or rigid plastic) that will prevent against crushing of the primary vial or bottle.
4. INSIDE OF
A Lab Pack Envelope, or if its too big for the envelope, inside a cardboard box that has a Lab Pack label on it (the driver may apply the Lab Pack label).

These are the basic regulations regarding Lab Paks. It is your responsibility to contact Airborne regarding further information, exceptions, and restrictions.

Dimensional Weight

For some Airborne Express shipments, the freight is calculated using dimensional weight instead of the actual package weight. The dimensional weight will be used if the dimensional weight is greater than the actual weight.

Airborne Express will apply one of three rules; different rules may be applied to Ground vs. Express.

“194 rule”:

$$\text{Dimensional Weight} = \frac{\text{Length} \times \text{Height} \times \text{Width (in inches)}}{194}$$

When: Domestic Dimensional Weight Factor = 194 cubic inches per pound; or

(For airbills: International Dimensional Weight Factor = 166 cubic inches per pound)

You can enter the length, width, and height, and StarShip calculates the dimensional weight for you. StarShip will automatically apply the dimensional weight to the freight calculation if applicable.

The screenshot shows a shipping form with the following fields and values:

- Carrier:** Airborne
- Service:** Second Day
- Packaging:** Other
- Dimensions:** Enter Dimensions (with sub-fields for L: 20, W: 18, H: 9)
- Weight:** 0 lbs (with a checkbox for Scale)
- Billed Weight:** 17
- Billing:** Sender
- Insured Value:** 0 (with a checkbox for Charge)
- Charge:** \$ 0.00

The Airborne Express logo is visible in the top right corner of the form.

"OSR" (Over-Size Rule):

- Packages with a length plus girth less than 85" will be charged at actual weight;
- Packages with a length plus girth from 85" to 108" will be charged at 30 pounds or actual weight, whichever is greater;
- Packages with a length plus girth exceeding 108" will be charged at 70 pounds or actual weight, whichever is greater;
- An additional charge of \$5 will be assessed to packages over 60" in length.;
- An additional charge of \$50 will be assessed to packages:
 - over 150 pounds, or
 - Length over 108", or
 - Length plus girth over 130"

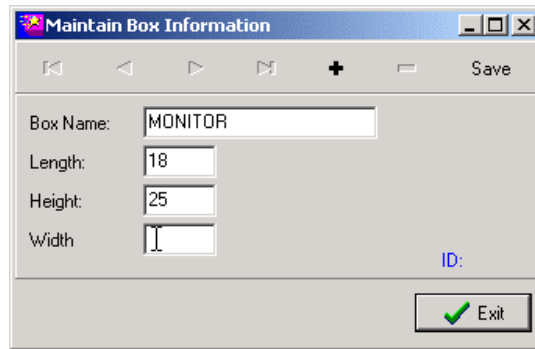
"FGR":

- Packages with a length plus girth less than 84" will be charged at 1 pound per cubic inches or actual weight, whichever is greater;
- Packages with a length plus girth from 85" to 108" will be charged at 30 pounds, 1 pound per 194 cubic inches, or actual weight, whichever is greater;
- An additional charge of \$35 will be assessed to packages:
 - over 150 pounds, or
 - Length over 108", or
 - Length plus girth over 130"

Note: Girth = 2 times width plus 2 times height.

Box info


StarShip can keep a database of frequently used box dimensions for you. Click the " ..." button and type in the box data. Then, click Save.



You can then select saved Box Information from the Dimensions drop-down list.



Billing Method

In the Billing drop-down list, you can select Sender, Recipient, or Third-Party. If you select something other than Sender, press the  button to enter the appropriate account information.

Other information:

For more information on modifications to the billing method, see [Change the Billing](#).

For a description of the Bill Sender, Recipient, or Third Party tabs, see the Shipping Window [Field and Tab Description](#) section.

Consolidated Rates

The purpose of consolidation is to combine shipments going to the same destination in order to reduce charges. These are the basic requirements for shipping with Consolidated Rates. Please contact Airborne for further information:

- You must be eligible for "per shipment" pricing.
- Shipments must be sent to the same location (e.g. name, address, city, state, zip).
- Shipments must have the same service requirements (Express, Next Afternoon, Second Day) and special services (Hold at Airborne, Saturday Delivery). Any special service charge would be assessed only once for the entire shipment.
- There may be a minimum weight requirement for the consolidated shipment.
- There may be a minimum charge per piece within a consolidated shipment.
- Ground service will only be allowed to consolidate \geq 200 lbs.

When StarShip is using consolidated rates, (CONS) appears next to "Delivery Charges" on the Bill Sender tab.

| Bill Sender | |
|-------------------------|--------|
| Delivery Charges (CONS) | 143.00 |
| Accessorial Charges | 7.50 |
| Package Total | 150.50 |
| Shipment Total | 596.66 |

Insured Value

Airborne automatically covers each package and Letter Express for \$100 at no additional charge. If you would like additional coverage, you can choose either Declared Value or Asset Protection (called Full Insurance in StarShip).

The following is an explanation of both types of coverage:

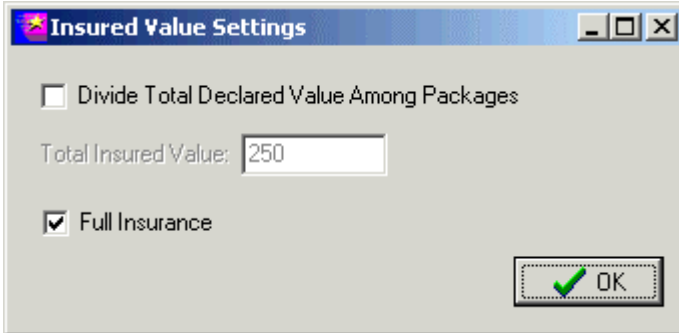
DECLARED VALUE (DOMESTIC)

Declared Value is the value of a shipment over the automatic coverage, as stated by the shipper.

- ✓ The maximum Declared Value amount for Letter Express is \$500.00
- ✓ If Declared Value is greater than \$24,999.99 use Asset Protection instead.

ASSET PROTECTION (DOMESTIC)

Asset Protection extends the coverage to perils and exposures that would not otherwise be covered. For example, theft, even if caused by circumstances beyond Airborne's control, and acts of nature such as floods, earthquakes, wind storms, etc.



- ✓ The maximum coverage value is \$99,999.99. The maximum asset protection charge is \$650.00.
- ✓ Asset protection is not allowed for "Letter Express" or Ground services.

To set a Declared Value or Asset Protection (Full Insurance):

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | In the StarShip Shipping window, enter the shipment information. |
| 2 | <ul style="list-style-type: none">To set a declared value for one package, type the amount in the Insured Value field.To divide the declared value among packages in a shipment, click the " ... " button next to the Insured Value field. Click the check box.To set Asset Protection for each package individually, type the amount in the Insured Value field. Then click the " ... " button and enable the "Full Insurance" check box. Click OK.To divide Asset Protection among packages in a shipment, click the " ... " button next to the Insured value field. Enable the "Divide Total Declared Value Among Packages" check box. Type in the amount. Then enable the "Full Insurance" check box. Click OK. |

Customs Value

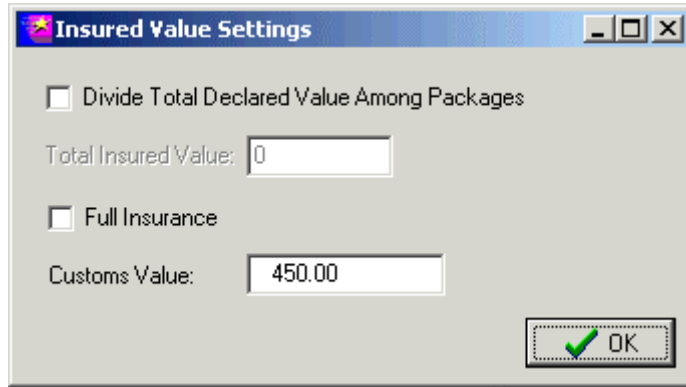
For shipments to Puerto Rico or the U.S. Virgin Islands, you must enter a Customs Value and Package Contents information.

| # | ACTION |
|---|---------------------------------------------------------------------------------------------|
| 1 | To set the Customs Value: From the Service Tab, click the ... button next to Insured Value. |

#

ACTION

- 2 Set the Customs Value on the Insured Value Settings dialog box.



The screenshot shows a dialog box titled "Insured Value Settings". It contains two checkboxes: "Divide Total Declared Value Among Packages" (unchecked) and "Full Insurance" (unchecked). Below the first checkbox is a text input field labeled "Total Insured Value:" with the value "0". Below the second checkbox is a text input field labeled "Customs Value:" with the value "450.00". In the bottom right corner, there is an "OK" button with a green checkmark icon.

- 3 Click OK.

Package Contents

For all Airborne Linkage shipments, the Record Method will indicate one of four "airbill types": CMI, PRI, PTR or COD as defined in Step 2. Follow this procedure to enter Package Contents.

#

ACTION

- 1 Click on the Detail Tab.

The screenshot shows a software interface with two tabs: 'Service' and 'Detail'. The 'Detail' tab is active. Below the tabs are several input fields and labels:

- Tracking #: [Empty text box]
- Package Contents: [Text box containing 'Computer Equipment']
- Label Comment: [Text box containing 'Heat Sensitive']
- Record Method: AEX Linkage (PTR)
- Expected Delivery: Unknown

- 2 Specify an address for each type by clicking on the appropriate button.
 - CMI (Manifest) - Airbill type used for domestic shipments billed to the shipper (prepaid).
 - PRI (Primary)- Airbill type used for multiple piece shipments, shipments billed to receivers (Collect) or third parties.
Note: Ground Delivery Service shipments are always one-piece shipments.
 - PTR (Puerto Rican) - Airbill type used for shipments from the U.S to Puerto Rico and shipments from the U.S to the U.S. Virgin Islands.
 - COD - Airbill type used for COD shipments.

Airbill Numbers

Airborne airbills print on pre-numbered tractor feed forms. When you save a shipment with the airbill number filled in, the next airbill number will be stored. StarShip stores the next airbill number for domestic, domestic COD, and International airbills. You can modify the last used airbill number by selecting **Carriers > AEX > Properties** from the main menu and clicking on the Airbills tab.

If you advance your airbills manually on the dot matrix printer, make sure that the Airbill number on the StarShip Tracking tab corresponds to the Airbill number on the multi-part form. If the tracking number is off, you will not be able to track the shipment properly. You can access the Tracking tab by selecting **Carriers > AEX > Properties** from StarShip's main menu.

Note: If you are using the Airborne Linkage option, only International airbills are relevant for you (if applicable).

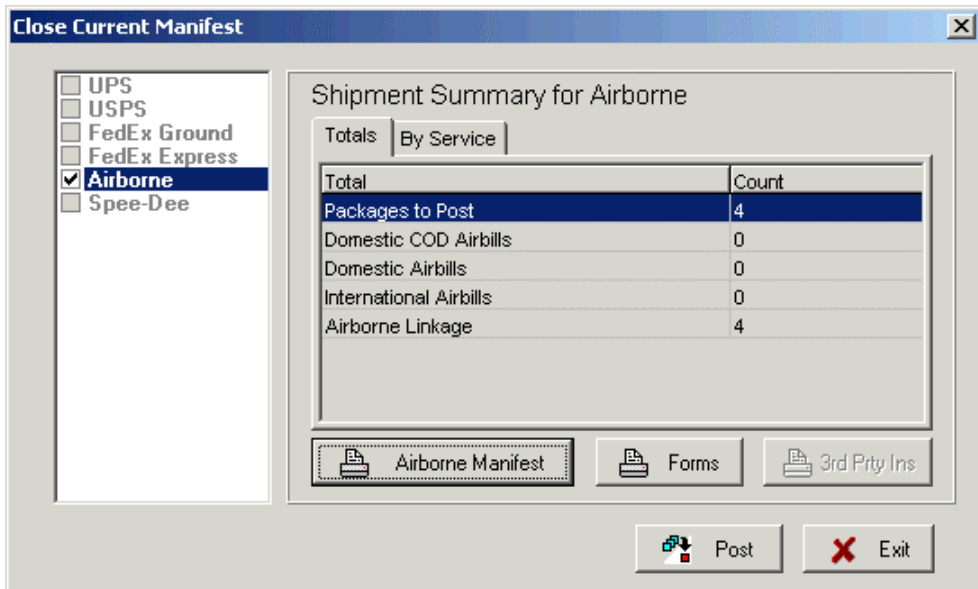
STARSHIP USER'S GUIDE

AEX LINKAGE END-OF-DAY CLOSE

Overview This chapter explains the end-of-day Close procedure that is specific to Airborne Express Linkage shipments.

ACTION

- 1 From the StarShip main menu, click the Close button.
- 2 Select Airborne from the list and then click the Post button.



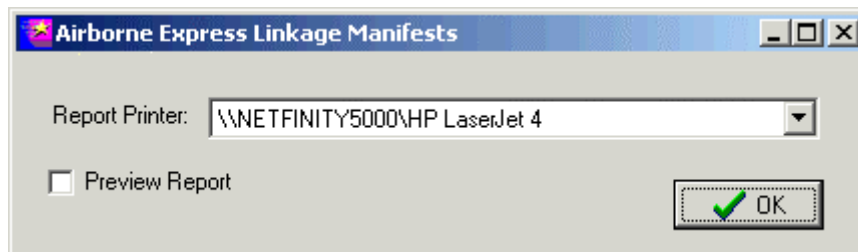
#

ACTION

- 3 Select Start.



- 4 To display the manifest on-screen, enable the Preview Report check box. To send the manifest directly to a local printer, select the printer from the drop down list and click OK. A series of printing progress messages appear.

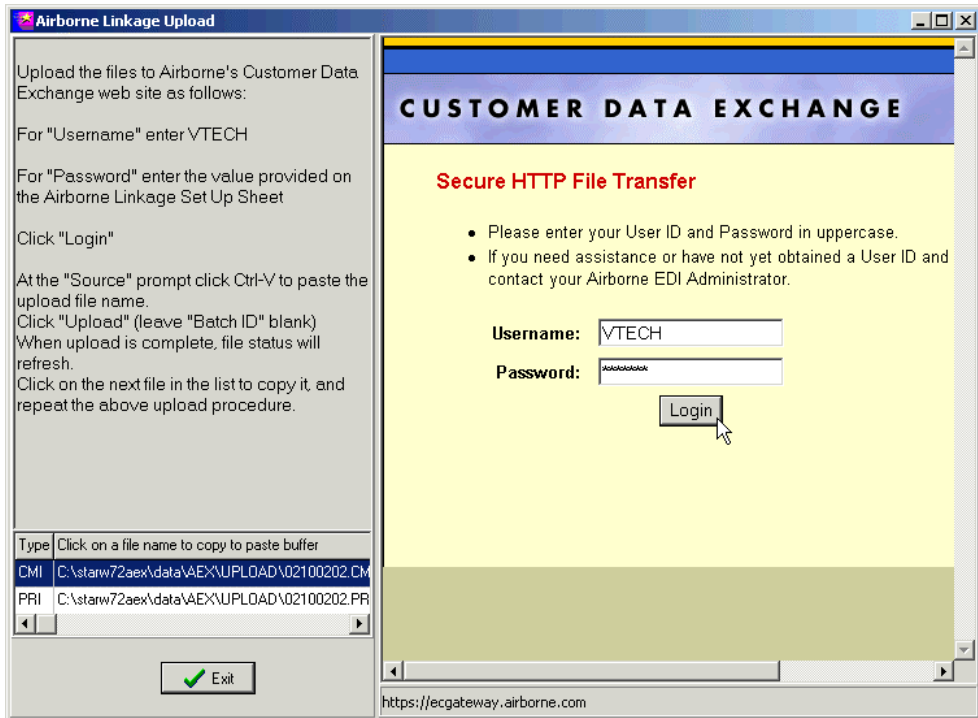


#

ACTION

- 5 At the Airborne Linkage Upload window, enter your Username (Airborne Remote ID) and Password from the Customer Linkage Set Up sheet. Click the Login button.

Note: An Internet connection is required to upload.



#

ACTION

- 6 Next, upload one file at a time, cutting and pasting the filenames from the list on the bottom left. Or use the Browse button to navigate to the file. Leave Batch ID blank. Click Upload. Wait for the screen to refresh.

Source:

Batch ID:

To DOWNLOAD a file from Airborne Express to your system

Any file with its Status button labelled "Download" is eligible for transfer. Just click on the button. When the transfer is complete, the Status column will read "Received".

Click to view updated file status:

| Batch ID | Batch Number | Blocks | Date | Time | Status |
|----------|--------------|--------|--------|-------|--------------------------|
| SRIDDUT | 0028757 | 31212 | Jul 12 | 07:55 | Download |

- 7 The screen indicates that the file has been "collected."

| Batch ID | Batch Number | Blocks | Date | Time | Status |
|----------|--------------|--------|--------|-------|--------------------------|
| SRIDDUT | 0028757 | 31212 | Jul 12 | 07:55 | Download |
| SDIAFQ5P | 0029722 | 1 | Aug 1 | 08:23 | Collected |

Repeat for additional files.

- 8 When you have uploaded all files, click Logout and then Exit.
- 9 Click Exit to close the Post Shipments window, and then click Exit again.

STARSHIP USER'S GUIDE

AIRBORNE LINKAGE HISTORY

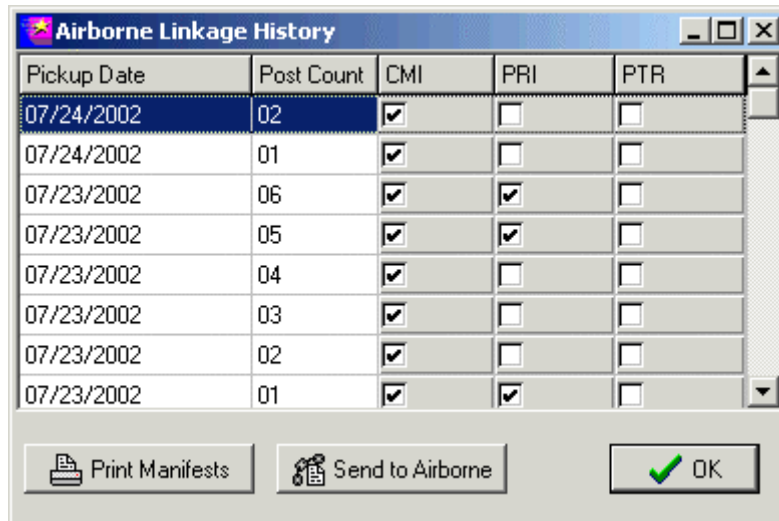
Overview

Airborne Linkage History allows you to view past reports and re-upload a file after posting your shipments. You can access Linkage History during end-of-day close as well as from StarShip's main menu.

#

ACTION

- 1 From the StarShip main menu, click **Carriers > Airborne > Airborne Linkage History**. Or, click the Manifest button during end-of-day close.



- 2 Now you can:
 - reprint reports by clicking the Print Manifests button.
 - resubmit files for a given ship date by clicking Send to Airborne. This brings up the [Airborne Linkage Upload window](#).
-

International Shipments



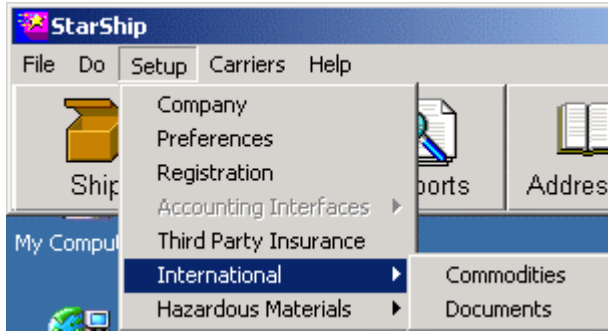
STARSHIP USER'S GUIDE

INTERNATIONAL SHIPMENTS

🕒 OVERVIEW

International shipments consist of either Commodities or Documents. You can set up Commodities or Documents from the StarShip main Setup menu.

For more information, see [International Setup](#).



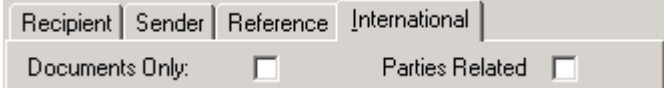
This chapter shows you how to process International shipments with FedEx and UPS.

⦿ FEDEX SERVER – DOCUMENTS AND COMMODITIES

Follow this procedure to ship International Documents and Commodities with FedEx Server. Use the field descriptions that relate to your particular shipment; some fields may be “grayed out” depending upon whether you are shipping a document or a commodity.

Note: FedEx Ground only supports shipments to Canada.

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping window, enter the International shipment information. |
| 2 | Click the International tab. If you are shipping a commodity, make sure Documents Only is not checked. If shipping a document, enable the Documents Only check box. |



The screenshot shows a software interface with a horizontal tab bar at the top containing five tabs: Recipient, Sender, Reference, International, and an unlabeled tab. The 'International' tab is currently selected. Below the tabs, there are two checkboxes. The first checkbox is labeled 'Documents Only' and is checked. The second checkbox is labeled 'Parties Related' and is unchecked.

#


ACTION

- 3 Select Terms of Sale, Duty Tax Payor (and type in the Account number, if applicable), AES Filed By, etc.


The screenshot shows a software interface with a tabbed menu at the top containing 'Recipient', 'Sender', 'Reference', and 'International'. The 'International' tab is selected. Below the tabs are several fields:

- 'Documents Only:' with an unchecked checkbox.
- 'Parties Related' with an unchecked checkbox.
- 'Ultimate Destination:' with a dropdown menu showing 'Germany - DE'.
- 'Terms Of Sale:' with a dropdown menu showing 'CIF/CIP - Cost, Insurance, Freight/Ca'.
- 'Duty Tax Payor/Accnt:' with a dropdown menu showing 'Recipient' and a text input field containing '324543214'.
- 'AES Filed By:' with a dropdown menu showing 'Carrier'.
- 'XTN Suffix:' with an empty text input field.
- 'FTSR Exemption:' with an empty text input field.

We'll go into more detail about the next fields on this tab because they allow you to add, select, and maintain information through separate dialog boxes.

A  button next to a field usually indicates that there is additional information belonging to the field that can be selected or modified in some way.


ACTION

- The Broker field is one of the fields that allows for greater detail. Type the Broker directly into the field. Then, click the  button. Enter the information and click Save to List when you are done.

Navigation buttons:
First, Previous, Next,
and Last records,
respectively.

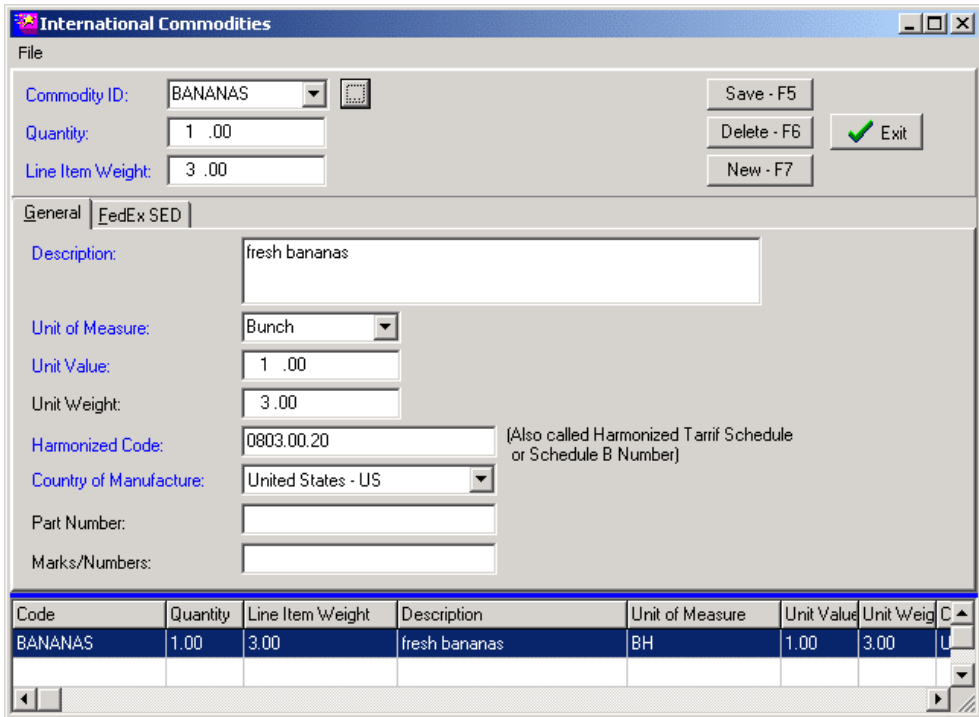
To add more broker entries, click the "+" button. To delete an entry, click the "-" button. When you are done, click Apply. Once you add Brokers, you can then select them from the Broker drop-down list in the future:

ACTION

- Next to the Commodity or Documents Count field, click the  button. If you selected the Documents Only check box, you'll see the Documents Count field.

This brings up the International Commodities or Documents window, which is used to maintain the documents or commodities for the current shipment *only*. Select the document or commodity from the Document/Commodity ID drop-down list. You can also change the Quantity here, which is the number of pieces of this specific Commodity being shipped. (Not applicable when shipping Documents.)

For additional field descriptions, please refer to [International Setup](#).



The screenshot shows the 'International Commodities' window with the following fields and values:


- Commodity ID: BANANAS
- Quantity: 1 .00
- Line Item Weight: 3 .00
- Description: fresh bananas
- Unit of Measure: Bunch
- Unit Value: 1 .00
- Unit Weight: 3.00
- Harmonized Code: 0803.00.20 (Also called Harmonized Tariff Schedule or Schedule B Number)
- Country of Manufacture: United States - US
- Part Number: (empty)
- Marks/Numbers: (empty)

| Code | Quantity | Line Item Weight | Description | Unit of Measure | Unit Value | Unit Weig | C |
|---------|----------|------------------|---------------|-----------------|------------|-----------|---|
| BANANAS | 1.00 | 3.00 | fresh bananas | BH | 1.00 | 3.00 | U |

Continued...

#

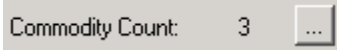
ACTION


You can also [maintain International Documents or Commodities](#) from this window by clicking the  button next to Document/Commodity ID.

⇒ See the [Documents version](#) of this window.

- 6 Press Save – F5 to add the Commodity/Document to the shipment. To add another item to the shipment, click the New – F7 button. A new line item is added, and you can select another document or commodity from the Document/Commodity ID list. When you are done, click Exit.


Depending upon how many types of Commodities/Documents you added to the shipment, the Commodity/Document Count field will reflect the number of different Commodities or Documents being shipped.

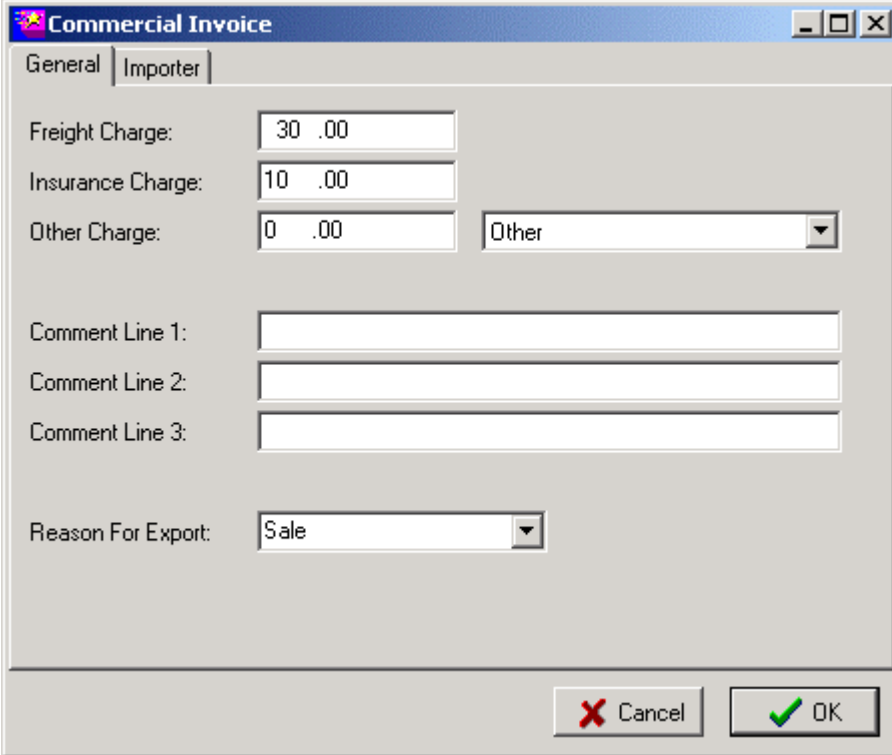


Commodity Count: 3 

#

ACTION

- 7 To enter information in addition to the document or commodity list that is printed on the Commercial Invoice, click the  button next to Commercial Invoice. Enter the appropriate information into the available fields and click OK when you are done.



The screenshot shows a dialog box titled "Commercial Invoice" with two tabs: "General" and "Importer". The "General" tab is active. It contains the following fields:

- Freight Charge: 30 .00
- Insurance Charge: 10 .00
- Other Charge: 0 .00
- Other: A dropdown menu with "Other" selected.
- Comment Line 1: An empty text box.
- Comment Line 2: An empty text box.
- Comment Line 3: An empty text box.
- Reason For Export: A dropdown menu with "Sale" selected.

At the bottom right, there are two buttons: "Cancel" (with a red X icon) and "OK" (with a green checkmark icon).

Note: If the Importer (Sold To) is different from the Ship To, uncheck the check box and enter the Importer information separately on the Importer tab.



The screenshot shows the "Commercial Invoice" dialog box with the "Importer" tab selected. The "Company:" field contains the text "Brown and Brown".

#

ACTION

- 8 Complete other relevant information on the International tab before pressing Save to save the shipment.

| Recipient | Sender | Reference | International |
|-----------------------|---------------------------------------|-----------------|--------------------------|
| Documents Only: | <input type="checkbox"/> | Parties Related | <input type="checkbox"/> |
| Ultimate Destination: | Germany - DE | | |
| Terms Of Sale: | CIF/CIP - Cost, Insurance, Freight/Ca | | |
| Duty Tax Payor/Acctn: | Recipient | 435267890 | |
| AES Filed By: | Carrier | | |
| XTN Suffix: | | | |
| FTSR Exemption: | | | |
| Broker: | JULES | | ... |
| Commodity Count: | 0 | ... | |
| Commercial Invoice: | <input checked="" type="checkbox"/> | ... | Total Value: 65 .00 |
| Exporter: | None | | ... |

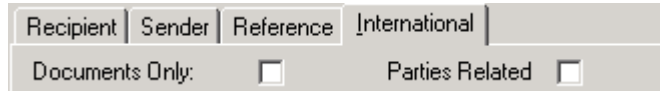
Note: FedEx International shipments usually have more than one label and there will be specific instructions on the label as to where you should place it.

⦿ UPS – DOCUMENTS AND COMMODITIES

Follow this procedure to ship International Documents and Commodities with UPS. Use the field descriptions that relate to your particular shipment; some fields may be “grayed out” depending upon whether you are shipping a document or a commodity.

ACTION

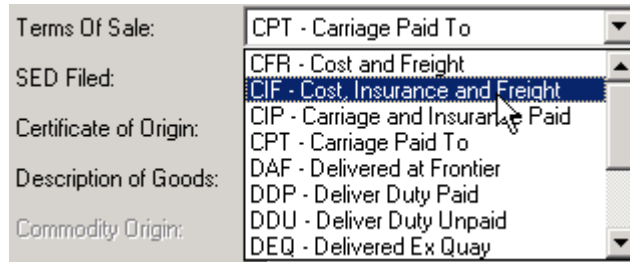
- 1 On the Shipping window, enter the International shipment information.
- 2 Click the International tab. If you are shipping a commodity, make sure Documents Only is **not** checked. If shipping a document, enable the Documents Only check box.



Recipient | Sender | Reference | International |

Documents Only: Parties Related

- 3 Select the Terms of Sale, if applicable.



Terms Of Sale: CPT - Carriage Paid To

SED Filed: CFR - Cost and Freight

Certificate of Origin: CIF - Cost, Insurance and Freight

Description of Goods: CIP - Carriage and Insurance Paid

Commodity Origin: CPT - Carriage Paid To

DAF - Delivered at Frontier


DDP - Deliver Duty Paid

DDU - Deliver Duty Unpaid

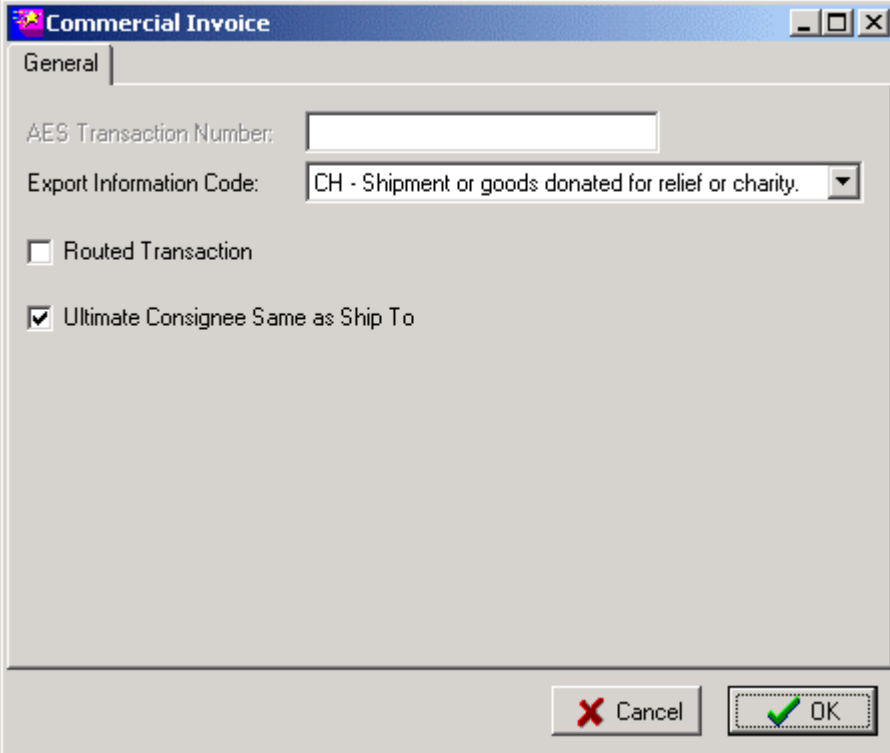
DEQ - Delivered Ex Quay

#

ACTION

- 4 Use the SED Filed field to enter information related to SED. Click the  button, which is enabled when you select With Export Documents, UPS Prepared, or Electronic by Shipper (pre-departure). The SED Filed method determines the fields that appear on the resulting dialog box.

Note: The SED will not print unless the SED Required check box is checked on the UPS SED tab for the Commodity.

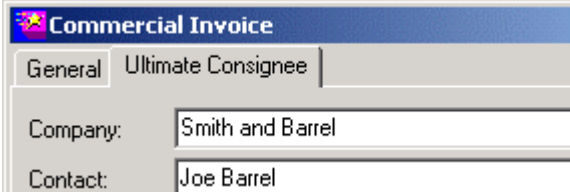


The screenshot shows a dialog box titled "Commercial Invoice" with a "General" tab selected. The dialog contains the following fields and controls:

- AES Transaction Number:
- Export Information Code: (dropdown menu)
- Routed Transaction
- Ultimate Consignee Same as Ship To

At the bottom right, there are two buttons: "Cancel" (with a red X icon) and "OK" (with a green checkmark icon).

Note: If the Ultimate Consignee is different from the Ship To, uncheck the check box and enter the Consignee data on the Ultimate Consignee tab.




The screenshot shows the "Commercial Invoice" dialog box with the "Ultimate Consignee" tab selected. The dialog contains the following fields:

- Company:
- Contact:

#

ACTION

- 5 Select the Certificate of Origin. If you select NAFTA, click the  button to enter a Blanket Period. Then, click OK. Even if you don't select None or UPS Prepared for Certificate of Origin, you must select Standard or NAFTA on the UPS Certificate of Origin tab for that Commodity in order for it to print.




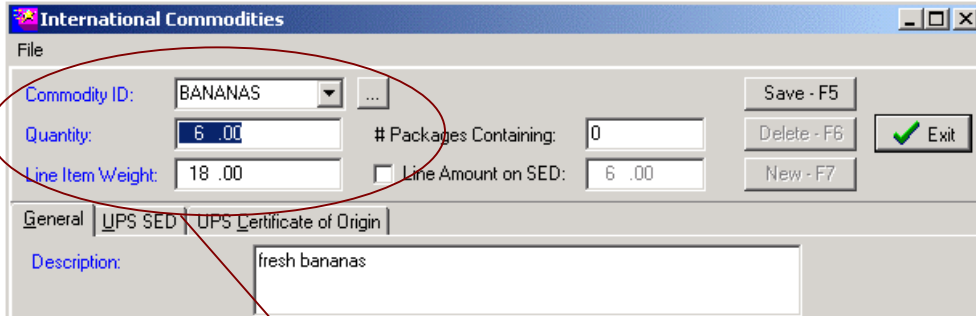
The image shows a dialog box titled "NAFTA Certificate of Origin". It contains two date selection fields: "Blanket Period From:" with a dropdown menu showing "3/ 3/2003" and "To:" with a dropdown menu showing "8/ 3/2003". At the bottom of the dialog box, there are two buttons: "Cancel" with a red 'X' icon and "OK" with a green checkmark icon.

-
- 6 Enter a description for the document or commodity in the Description of Goods field.
-

#

ACTION

- 7 Next to the Commodity Count field, click the  button. (If you are processing a documents-only shipment, you cannot add Documents here.) This brings up the International Commodities window, which maintains the commodities for the current shipment *only*. Select the commodity from the Commodity ID drop-down list. Enter information pertaining to the item in this shipment, such as the Quantity.



International Commodities

File

Commodity ID: BANANAS ...

Quantity: 6 .00 # Packages Containing: 0

Line Item Weight: 18 .00 Line Amount on SED: 6 .00

Save - F5 Delete - F6 Exit

New - F7

General UPS SED UPS Certificate of Origin


Description: fresh bananas



Commodity ID: BANANAS ...

Quantity: 6 .00 #

Line Item Weight: 18 .00


You can also [maintain International Commodities](#) from this window by clicking the  button next to Commodity ID.

#

ACTION


- 8 Press Save – F5 to add the Commodity/Document to the shipment. To add another item to the shipment, click the New – F7 button. A new line item is added, and you can select another commodity from the Commodity ID list. When you are done, click Exit.

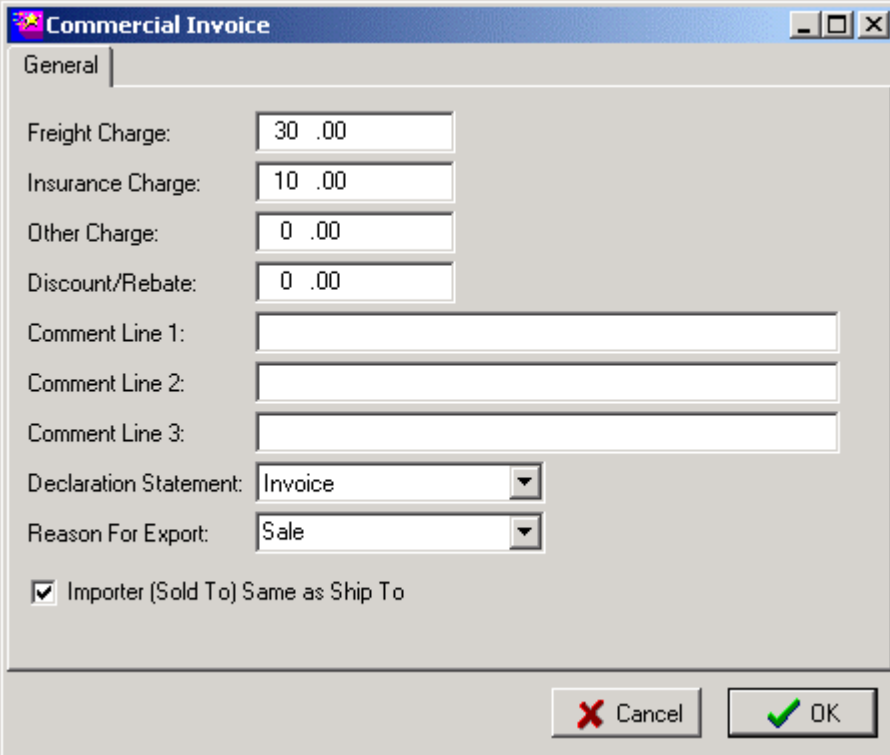
Depending upon how many types of Commodities/Documents you added to the shipment, the Commodity/Document Count field will reflect the number of different Commodities or Documents being shipped.

Commodity Count: 3 

#

ACTION


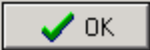
- 9 To enter information in addition to the commodity list that is printed on the Commercial Invoice, click the  button next to Commercial Invoice. Enter the relevant information and click OK.



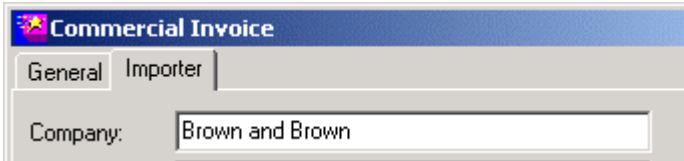
The screenshot shows a dialog box titled "Commercial Invoice" with a "General" tab. The fields are as follows:

| | |
|------------------------|---------|
| Freight Charge: | 30 .00 |
| Insurance Charge: | 10 .00 |
| Other Charge: | 0 .00 |
| Discount/Rebate: | 0 .00 |
| Comment Line 1: | |
| Comment Line 2: | |
| Comment Line 3: | |
| Declaration Statement: | Invoice |
| Reason For Export: | Sale |

Importer (Sold To) Same as Ship To

Buttons:  Cancel  OK

Note: If the Importer (Sold To) is different from the Ship To, uncheck the check box and enter the Importer information separately on the Importer tab.



The screenshot shows the "Commercial Invoice" dialog box with the "Importer" tab selected. The "Company:" field contains the text "Brown and Brown".

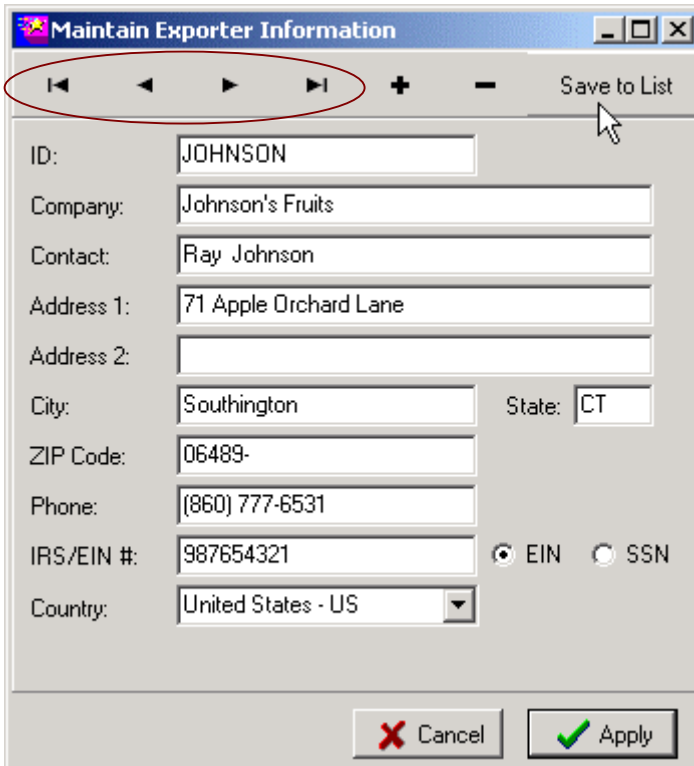
| | |
|----------|-----------------|
| Company: | Brown and Brown |
|----------|-----------------|

- 10 The Exporter field lists the selected Exporter. You can add and maintain Exporter data by clicking the  button next to the field.

If adding data, enter the appropriate information in the available fields and click Save to List when you are done. To make a selection from existing data, use the arrow buttons at the top of the dialog box to navigate through Exporter entries: First, Previous, Next, and Last, respectively.

To enter additional Exporters, click the "+" button, enter the information, and click Save to List after you complete each entry. To delete an entry, click the "-" button. When you are done, click Apply.

Navigation buttons:
First, Previous, Next,
and Last records,
respectively.



The screenshot shows a dialog box titled "Maintain Exporter Information". The dialog box has a title bar with standard window controls. Below the title bar, there are navigation buttons: a left arrow, a left double arrow, a right double arrow, and a right arrow. These four buttons are circled in red. To the right of these buttons are a "+" button, a "-" button, and a "Save to List" button. Below the navigation buttons, there are several text input fields: ID (JOHNSON), Company (Johnson's Fruits), Contact (Ray Johnson), Address 1 (71 Apple Orchard Lane), Address 2 (empty), City (Southington), State (CT), ZIP Code (06489-), Phone ((860) 777-6531), IRS/EIN # (987654321), and Country (United States - US). There are also radio buttons for EIN (selected) and SSN. At the bottom of the dialog box, there are two buttons: "Cancel" (with a red X icon) and "Apply" (with a green checkmark icon).

#



ACTION

- 11 Complete any other relevant information on the International tab before pressing Save to save the shipment.

| Recipient | Sender | Reference | International |
|------------------------|-------------------------------------|-----------------|--------------------------|
| Documents Only: | <input type="checkbox"/> | Parties Related | <input type="checkbox"/> |
| Ultimate Destination: | Germany - DE | | |
| Terms Of Sale: | CIF - Cost, Insurance and Freight | | |
| SED Filed: | With Export Documents | | |
| Certificate of Origin: | NAFTA | | |
| Description of Goods: | bananas | | |
| Commodity Origin: | | | |
| Waybill Printed | <input checked="" type="checkbox"/> | ID: | R1A111FSN9N |
| Commodity Count: | 0 | ... | |
| Commercial Invoice: | <input checked="" type="checkbox"/> | Total Value: | 40 .00 |
| Exporter: | JOHNSON | | |

⦿ ACCESS COMMODITIES FROM THE SHIPPING WINDOW

You can access commodities at any time from the Shipping window when you are processing an International shipment.

| # | ACTION |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping Window, while entering the International shipment, click on the International tab. |
| 2 | Make sure Documents Only is not checked. |
| 3 | Next to the Commodity Count field, click the  button. This brings up the International Commodities window, which is used to maintain the commodities for the current shipment <i>only</i> . |
| 4 | To maintain the commodity list, click the  button next to the Commodity ID field in the International Commodities window. |





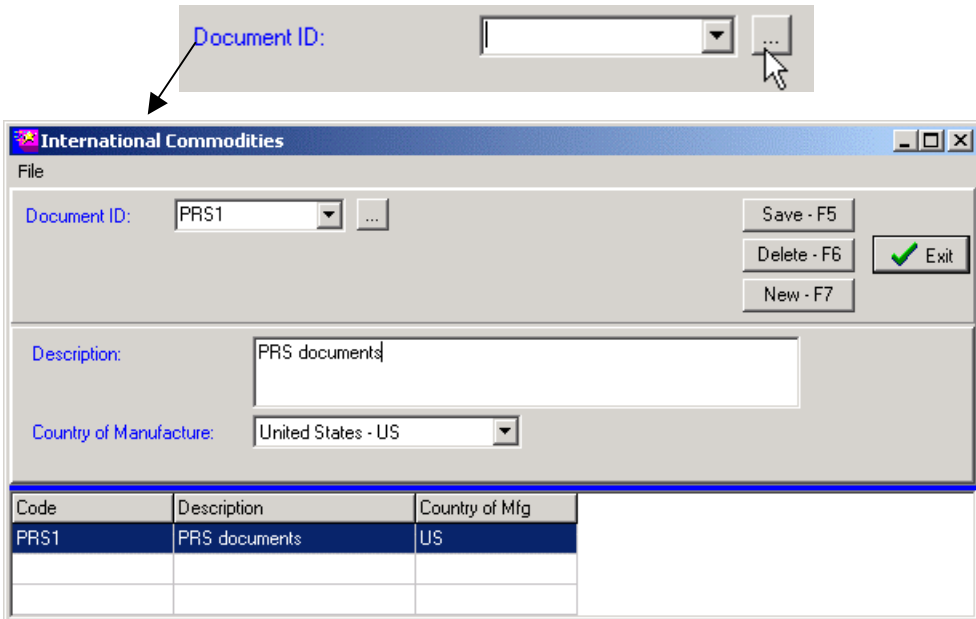
Commodity ID: 

Quantity:

⦿ ACCESS DOCUMENTS FROM THE SHIPPING WINDOW

You can access documents from the Shipping window when you are processing an International shipment.

- | # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping Window, while entering the International shipment, click on the International tab. |
| 2 | Make sure Documents Only is checked. |
| 3 | Next to the Documents Count field, click the  button. This brings up the International Documents window, which is used to maintain the documents for the current shipment <i>only</i> . |
| 4 | To maintain the document list, click the  button next to the Document ID field in the International Documents window. |



Close Procedures



STARSHIP USER'S GUIDE

END-OF-DAY CLOSE PROCEDURES

⦿ POST SHIPMENTS

StarShip allows you to post your shipments by individual carrier. There is no limit to the number of times you can post per day.

#

ACTION

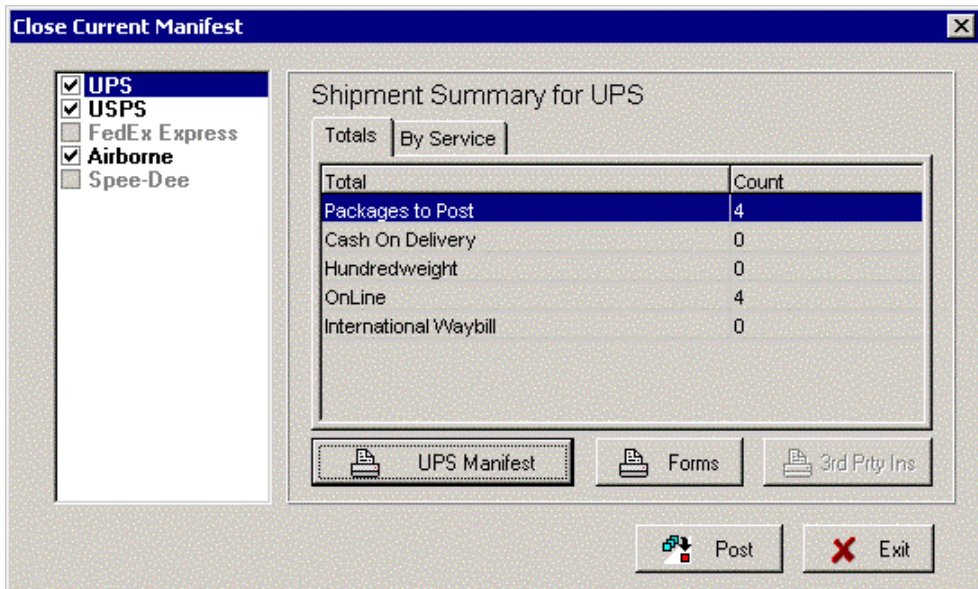
- 1 On the StarShip toolbar, click the Close button. StarShip reviews your pending shipments and carriers.



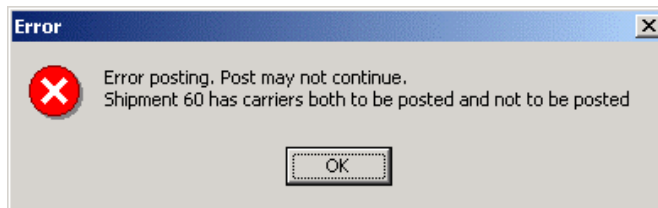
#

ACTION

- In the Close Current Manifest dialog box, click on a carrier to see all pending shipments for that carrier. Enable the check mark beside each carrier that you want to close out. You can also click the By Service tab to view shipment summary by Service.



Note: If you have a shipment containing multiple carriers, you must close out both carriers. If you forget, you'll receive this error:



- Click  Post.

The Post Shipments dialog box appears.

Note: This is the only place you can access the Setup Export button.

#

ACTION

- 4 Select or verify the posting date and click Start.
When complete, StarShip displays posting results.



See also

[Batch Print](#)

[Setup Export](#)

Batch Print Shipments


StarShip allows you to batch print forms (labels, COD tags, waybills, etc.) for all shipments during end-of-day close. Normally, batch printing is used for those forms that were not “auto-printed” as shipments were saved.

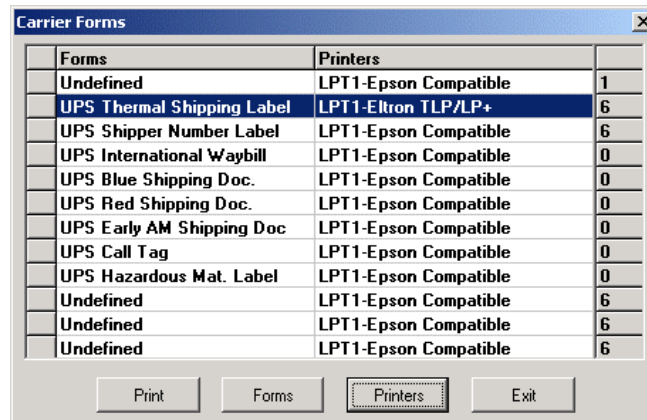
#

ACTION

- 1 On the StarShip toolbar, click the Close button. StarShip reviews your pending shipments and carriers.



- 2 Click the  **Forms** button. The carrier you selected dictates the forms show in the dialog box. Also shown is the printer where each form will print, and the total package count for that particular carrier. In this example, UPS is shown. Select the form and click **Print**.




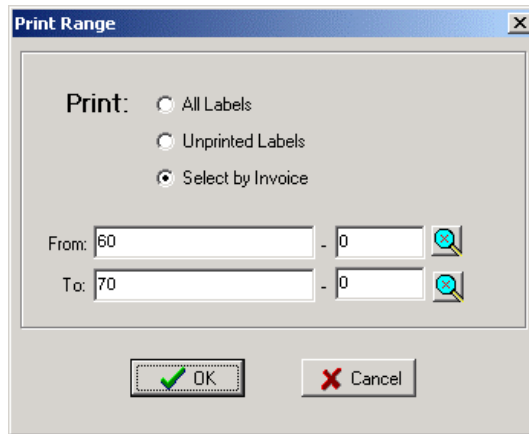
#

ACTION

3 Next, select a print range. You can select to print:

- All Labels
- Unprinted Labels
- By Invoice

If you want to select a range of invoices, type in the “From” and “To” search criteria. You can also search invoices by clicking .



The image shows a 'Print Range' dialog box with a title bar containing a close button. The dialog has a 'Print:' section with three radio button options: 'All Labels', 'Unprinted Labels', and 'Select by Invoice'. The 'Select by Invoice' option is selected. Below this are two rows of input fields. The first row is labeled 'From:' and contains a text box with '60', a separator '-', a text box with '0', and a magnifying glass icon. The second row is labeled 'To:' and contains a text box with '70', a separator '-', a text box with '0', and a magnifying glass icon. At the bottom of the dialog are two buttons: 'OK' with a green checkmark and 'Cancel' with a red X.


4 Click OK.

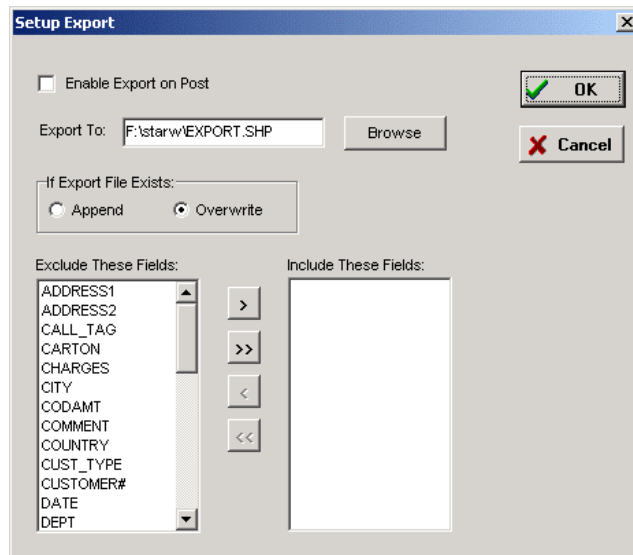
Setup Export

The Setup Export feature allows you to export shipment information to an ASCII comma delimited file.

#

ACTION

- 1 During end-of-day closeout, click the  button on the Post Shipments window.
- 2 Type a filename to which you want to export in the Export To: field. You can also Browse for a file. If you want an export to occur automatically each time you post, click Enable Export on Post.
Then, decide which fields to include in the file. The >> button includes all fields in the export file, and the > button includes the selected (highlighted) field in the export file.



- 3 Click OK.

Reports



STARSHIP USER'S GUIDE

REPORTS

Overview

Starship provides you with standardized reports that you can access and run from StarShip's main toolbar.

The Reports feature also allows you to define new reports. All reports can be printed to either a printer or a file.

This section contains the following procedures...

- ⇒ [Print reports to a file](#)
- ⇒ [Print reports to a printer](#)
- ⇒ [Edit a report format](#)
- ⇒ [Define a new report format](#)
- ⇒ [Delete a report](#)
- ⇒ [Set up the report printer](#)


...and information about the following reports:

- ⇒ [Print Shipment History by Customer](#)
- ⇒ [Print Daily Shipments by Customer](#)
- ⇒ [Insurance Report](#)
- ⇒ [COD Remittance](#)
- ⇒ [Freight Reports](#)

Print reports to a file

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | From StarShip's main toolbar, press the Reports button. |
| 2 | Select the report from the Report Name drop-down list. |
| 3 | Enable the Print to File check box. |
| 4 | Navigate to and double-click the directory on the right, and then select the file from the left. If necessary, change the File Type, which defaults to Text Files (*.txt), to find the correct file. You can also type in a new file name. |
| 5 | If you would like the first line of the file to contain the field names, select the Include Header check box. |
| 6 | Click Print. Click below for additional information about the Print Reports dialog box if you are printing ⇒ Shipment History by Customer ⇒ Daily Shipments by Customer |
| 7 | Enter required information in the Print Reports dialog box and press OK. |

Print reports to a printer

| # | ACTION |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | From StarShip's main toolbar, press the Reports button. |
| 2 | Select the report from the Report Name drop-down list. |
| 3 | Press Print. Or, to set up the Report Printer, click the  button. When you are done with the setup, then press Print. |

Edit a report format

| # | ACTION |
|---|------------------------------------------------------------------------------------------------|
| 1 | In the Reports function, select the Report Name that you want to edit from the drop-down list. |
| 2 | Click the Edit button. |
| 3 | In the Setup Report dialog box (below), make the necessary changes. |
| 4 | Click OK when you are done. |

Define a new report format

| # | ACTION |
|---|---------------------------------------------------------|
| 1 | In the Reports function, click on the New button. |
| 2 | Configure the Setup Report dialog box settings (below). |
| 3 | Click OK to save the report. |

Use these settings to configure the Setup Report dialog box:

- **Name:** Unique name for this report
- **Source:** Source of data to report (Customer List, Past Shipments, Current Shipments, or Deferred Shipments).
- **Sort By:** Select how data is sorted.
- **Field Setup:** To add fields to the report, highlight the field in the Available list and click on the > button. To remove fields from the report, highlight the field in the Print section and click on the < button. To select more than one field at a time, use the Ctrl key while making your selections.
- **Print Column:** Click on the Total check box if you want a grand total of numeric fields to print at the bottom of the report. Click on the Subtotal check box if you want a subtotal of numeric fields for each group of records in the report.

Delete a report

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------|
| 1 | In the Reports function, select the Report Name that you want to delete from the drop-down list. |
| 2 | Press the Delete button. |
| 3 | Answer Yes when prompted. |

Reports Printer Setup

| # | ACTION |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Select to Print Direct to Port or Print through Driver.</p> <p>Click the Printer Setup button if you want to change the printer settings</p> <ul style="list-style-type: none">• For Print to Port: Lines Per Page - Enter the number of lines per page at which your printer is set. Code – Select the printer command. You can enter or modify the associated decimal ASCII codes using the scroll window on the right. Note that the Condensed On and Off will default to the correct values for the printer model you selected.• For Print through Driver: Configure the standard Windows printer settings. |
| 2 | Click OK. |

Print Shipment History by Customer

The Print Reports dialog box for the Shipment History by Customer report requires you to enter the following information:

- Number of Copies – Select a number using the up/down arrows.
- Date Range – Specify the date range from which to print the report.
- Specify Carrier – Select the carrier from the drop-down list.

Print Daily Shipments by Customer

The Print Reports dialog box for the Daily Shipments by Customer report requires you to enter the following information:

- Number of Copies – Select a number using the up/down arrows.

Insurance Report

Preformatted report of Total Fees, Carrier's rate, and Premium due to be sent with check to insurer.

COD Remittance

Preformatted report of outstanding COD shipments.

Freight Reports

Consists of two reports:

- History – Prints a preformatted revenue history by date range and carrier.
- Daily – Prints a preformatted daily freight report.

Addresses



STARSHIP USER'S GUIDE

ADDRESSES

Overview

Starship allows you to add customer records three ways. Click on a method for more information:


- ["on-the-fly"](#) – in the Shipping window
- [using the Addresses feature](#) – accessible from StarShip's main toolbar; uses a simple Customer Maintenance interface.
- By [importing a customer list](#)

The Customer Maintenance interface also enables you to [modify](#) and [delete](#) customer records.

Overview StarShip makes adding customer records simple. Add them “on-the-fly” while creating shipments right in the Shipping window, or by using the Addresses feature.

| # | ACTION |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping window, press the New button. When the New Shipment dialog box appears, set the Document Source to Customer List. Then, click Cancel. |
| 2 | On the Recipient tab, enter a unique Customer ID. Type in all required Company and Address information. |
| 3 | Enter any other required shipment information, such as Carrier, Weight, etc. |
| 4 | Click Save. The customer is added to your StarShip Customer List for future use. |

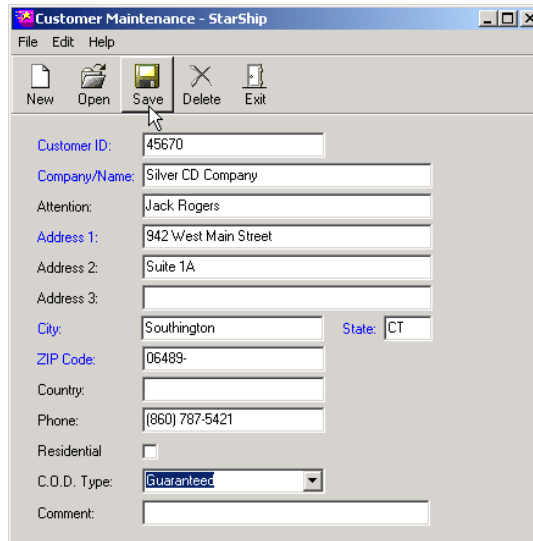
When you’re not shipping, you can add customer records this way:

| # | ACTION |
|---|-------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the StarShip main toolbar, press the  button. |

#

ACTION

- 2 When the Customer Maintenance window appears, type in the customer information. Press Save.



The screenshot shows a window titled "Customer Maintenance - StarShip" with a menu bar (File, Edit, Help) and a toolbar (New, Open, Save, Delete, Exit). The form contains the following fields:

| | | | |
|---------------|--------------------------|--------|----|
| Customer ID: | 45670 | | |
| Company/Name: | Silver CD Company | | |
| Attention: | Jack Rogers | | |
| Address 1: | 942 West Main Street | | |
| Address 2: | Suite 1A | | |
| Address 3: | | | |
| City: | Southington | State: | CT |
| ZIP Code: | 06489 | | |
| Country: | | | |
| Phone: | (860) 787-5421 | | |
| Residential: | <input type="checkbox"/> | | |
| C.O.D. Type: | Guaranteed | | |
| Comment: | | | |

- 3 You can continue to add records, or click Exit.

**Tip**

Use the Open button to bring up existing records.

Overview You can import a customer list in two ways:

- ⇒ From a comma delimited file
- ⇒ From the StarShip DOS format (if you upgraded from that program)

FROM A COMMA DELIMITED FILE

| # | ACTION |
|---|---------------------------------------------------|
| 1 | From StarShip's main toolbar, click on Addresses. |
| 2 | Select File > Import . |
| 3 | Choose the Import From Comma Delimited File. |
| 4 | Click on Setup. |

- 5 Make the following selections from the Setup Import dialog box:
 - **Duplicate Customers** - Select *Skip duplicate customer numbers* if you do not want to import a customer number that already exists. Select *Import duplicate customer numbers* if you want StarShip to import the customer entry if the customer number already exists.
 - **Select Fields to Import** - This is the list of fields that allow StarShip to interpret the data in your imported file. The list of Import Fields must match the order of the fields in your data. Use the up and down arrows to change the field order. To add Available fields to the Import Fields list, select a field and click > to add it to the list of imported fields. To select all fields, click >>. To select more than one field, press Ctrl while selecting them and click the > button. To remove fields from the Import Fields list, select them and use the < button.
 - **Skip First Row** - Use the Skip check box to tell StarShip to skip row names (headers) when you import them with the rest of your fields.
 - **Field Delimiter** - This setting tells StarShip the format of the file to be imported. That way StarShip knows what fields are actually imported by looking for the comma or tab.

- 6 Click OK when you have completed setup.

- 7 Type in the location of the input file or use the Browse button to select it from an Explorer-type window.

- 8 Click Start.

FROM A DOS CUSTOMER LIST

Overview Use this option if you migrated from DOS to Windows. To convert your customer list:

| # | ACTION |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | From StarShip's main toolbar, click on Addresses. |
| 2 | Select File > Import . |
| 3 | Choose the Import From StarShip DOS Customer List. |
| 4 | Type in the location of the customer file or use the Browse button to select it from an Explorer-type window. Note: The DOS customer file is named CUSTOMER.DB and is located in the StarShip data directory. If you don't know where your data directory is, press F2 twice from the DOS main menu. |
| 5 | Click Start. |

Modify Customer List entries

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------|
| 1 | In the Customer Maintenance interface, press Open. |
| 2 | Select a record and click OK. You can change the Search By criteria by selecting a different entry from the drop-down list. |
| 3 | Modify the entry. |
| 4 | Press Save. |

Delete Customer List entries

| # | ACTION |
|---|--------------------------------------------------------------------------------------------------------------------------------|
| 1 | In the Customer Maintenance interface, press Open. |
| 2 | Select a record and click OK. You can change the Search By criteria by selecting a different entry from the drop-down list. |
| 3 | Press the Delete button. |
| 4 | When asked if you want to delete the customer, press Yes. |

Tools



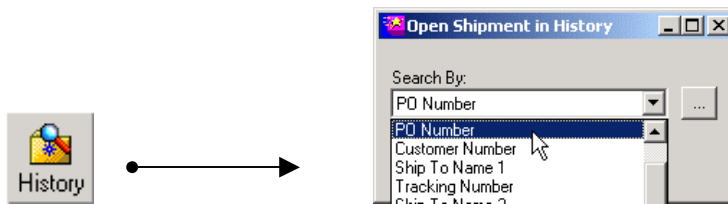
STARSHIP USER'S GUIDE


VIEW SHIPMENT HISTORY

Overview The History feature in StarShip allows you to search for and view past shipments.

ACTION

- 1 In the Shipping window, click the History button. Then, select a Search By criterion.



- 2 Click the  button to browse for a record. The records are sorted by the search criterion you selected, which appears as the first column in the Search window.
- 3 Select a record and click OK. You can only view the shipment in "History" mode, as indicated by the lower left-hand corner of the Shipping window.



Note: If you click the New button while in History mode, StarShip brings you back into "New" mode. Or, if you click the Open button, you are returned to "Edit" mode.

See also [Create a New Shipment](#)
[Open and Edit a Pending Shipment](#)

[View Shipment History](#)

STARSHIP USER'S GUIDE

TRACK A PACKAGE

◎ OVERVIEW

You can track UPS and FedEx shipments directly from StarShip (when in History mode). You can only track FedEx packages if you are using the FedEx Internet module to ship.

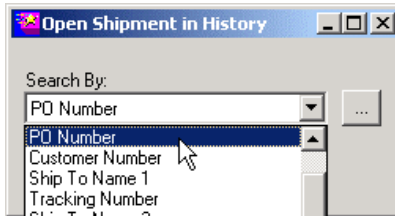
Note: If you are tracking a UPS package for the first time and you haven't registered your UPS OnLine® Tools yet, you'll be prompted to do so during the tracking process (in Step 3).

#

ACTION

- 1 On the Shipping window, click the History button, and select the criteria by which you want to search. For example, *PO Number*.

Then, click the  button.





- 2 Select the shipment that you want to track. Once you click OK, you return to the Shipping window and the shipment you selected populates the window.
-

#

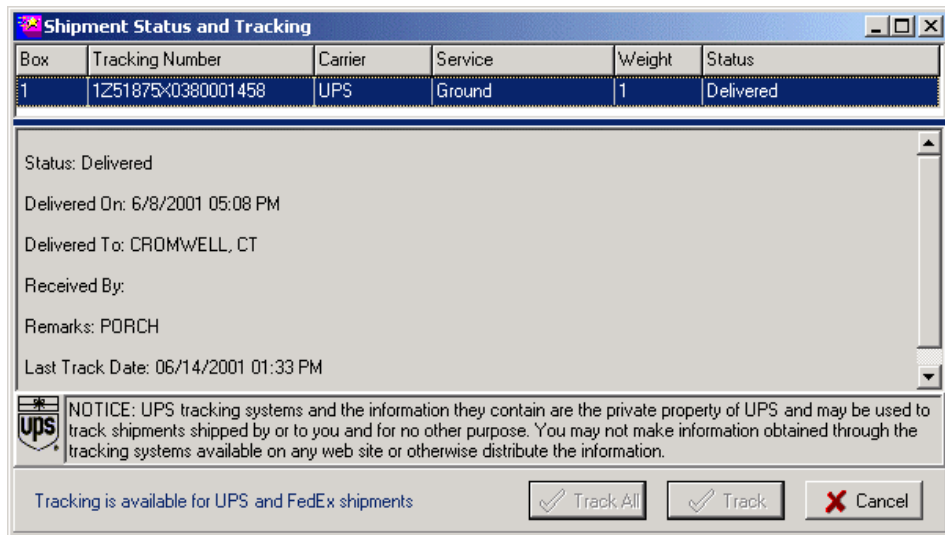
ACTION



- 3 From the toolbar, click the  button. If the shipment contains multiple packages, each one appears separately. You can select one and click the  button. Or, to track all packages in a shipment, click the Track All button.

Note: If you haven't registered your UPS OnLine® Tools, you are prompted to do so at this point. Follow the [UPS OnLine® Tools Registration](#) before continuing the tracking process.

The tracking information populates the window.



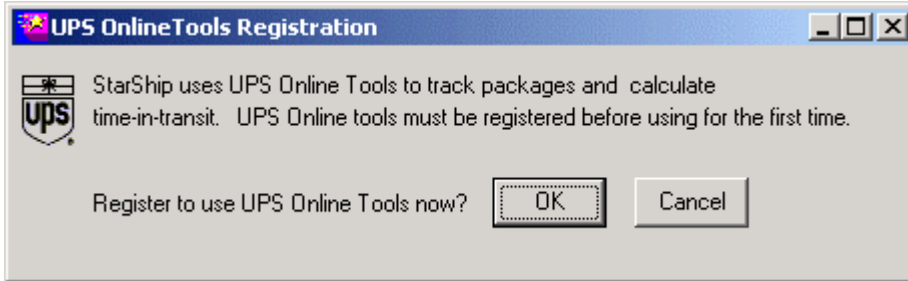
Click Cancel when you are done.

See also [UPS setup for tracking via Internet or modem](#)
[UPS OnLine® Tools Registration](#)

Track a Package

⦿ UPS ONLINE® TOOLS REGISTRATION

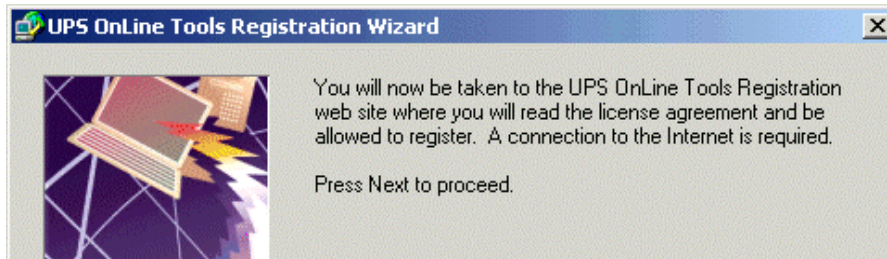
The first time you track a package, you'll be required to perform a UPS OnLine® Tools Registration. This occurs when you click the Track button in the Shipment Status and Tracking window. When you see the following dialog box, continue on to the steps below:



#

ACTION

- 1 When you are asked "Register to use UPS OnLine® Tools now?" click OK.
- 2 The first Registration Wizard window appears; click Next.
- 3 The second registration window appears; make sure you are connected to the Internet, and click Next.



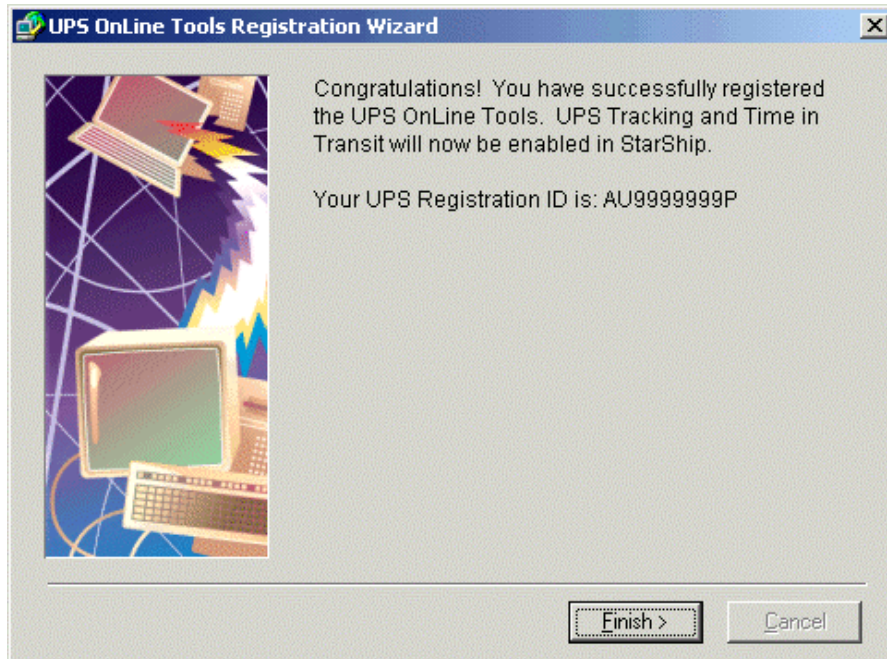
- 4 Read the license agreement on the web page, and click the I Accept button if you accept the terms of the agreement.

[Track a Package](#)

#

ACTION

- 5 Next, enter the required registration information in the fields provided and click the Submit Registration Information to UPS button.
- 6 Print out the registration information supplied by UPS and click Continue.
- 7 Your registration is successful and you see the following window:



You can now continue tracking packages.

See also [Track a package](#)

[Track a Package](#)


STARSHIP USER'S GUIDE

ADD RECORDS TO THE CUSTOMER LIST

Overview StarShip makes adding customer records simple. Add them “on-the-fly” while creating shipments right in the Shipping window, or by using the Addresses feature.

| # | ACTION |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Shipping window, press the New button. When the New Shipment dialog box appears, set the Document Source to Customer List. Then, click Cancel. |
| 2 | On the Recipient tab, enter a unique Customer ID. Type in all required Company and Address information. |
| 3 | Enter any other required shipment information, such as Carrier, Weight, etc. |
| 4 | Click Save. The customer is added to your StarShip Customer List for future use. |

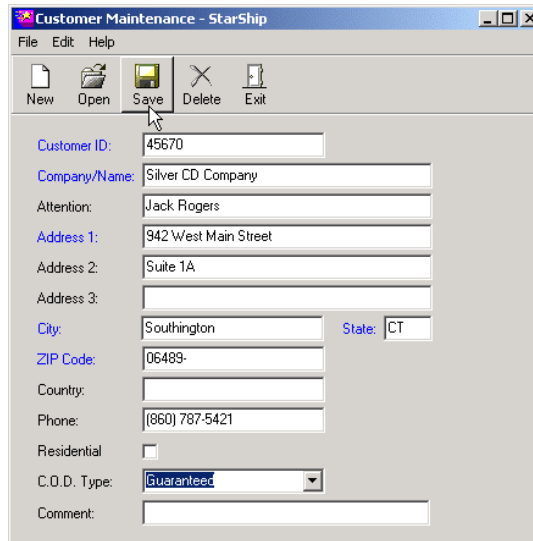
When you're not shipping, you can add customer records this way:

| # | ACTION |
|---|-------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the StarShip main toolbar, press the  button. |

#

ACTION

- 2 When the Customer Maintenance window appears, type in the customer information. Press Save.



The screenshot shows a window titled "Customer Maintenance - StarShip" with a menu bar (File, Edit, Help) and a toolbar (New, Open, Save, Delete, Exit). The form contains the following fields:

| | | | |
|---------------|--------------------------|--------|----|
| Customer ID: | 45670 | | |
| Company/Name: | Silver CD Company | | |
| Attention: | Jack Rogers | | |
| Address 1: | 942 West Main Street | | |
| Address 2: | Suite 1A | | |
| Address 3: | | | |
| City: | Southington | State: | CT |
| ZIP Code: | 06489 | | |
| Country: | | | |
| Phone: | (860) 787-5421 | | |
| Residential: | <input type="checkbox"/> | | |
| C.O.D. Type: | Guaranteed | | |
| Comment: | | | |

- 3 You can continue to add records, or click Exit.

**Tip**

Use the Open button to bring up existing records. If you want to delete an existing record, select it and then click Delete.

Overview

StarShip's Rate Utility enables you to

- View published rates,
- Add rules to published rates,
- View modified rates,
- Print both published and modified rates.

In this chapter, we'll first go over the Rate Utility interface to help you navigate easily. Afterwards, we'll discuss Rate Utility rules, and procedures for modifying them.

Limitations

1. The Rate Utility does not currently support UPS Hundredweight and FedEx Ground Multiweight.
2. If you are using FedEx Ground and/or FedEx Express and rating over the Internet, the rates will not be modified according to any rules you set up in the Rate Utility.

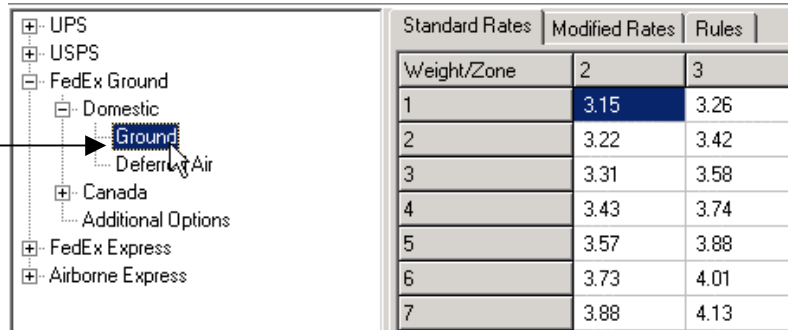
Tip: To compensate, you can add a [handling fee](#) on the Shipping window.

Carriers and Services

Carrier/Service Selection Tree

The left section of the Rate Utility window displays the carriers and their related services. To expand any carrier or service type, click on the "+" next to it. Click on a service name to view rates.

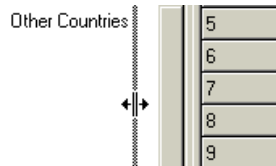
1. Click on the service you wish to modify.



| Weight/Zone | 2 | 3 |
|-------------|------|------|
| 1 | 3.15 | 3.26 |
| 2 | 3.22 | 3.42 |
| 3 | 3.31 | 3.58 |
| 4 | 3.43 | 3.74 |
| 5 | 3.57 | 3.88 |
| 6 | 3.73 | 4.01 |
| 7 | 3.88 | 4.13 |

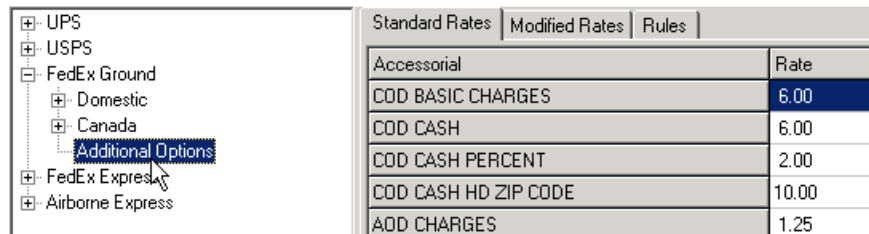
2. Rates display here.

You can use the splitter bar in the center of the window to increase your view of the carriers/services or the rates tabs.



Additional Options

Click on Additional Options to view rates for package options that are available for the selected carrier. These rates show extra fees in addition to the normal service charges. You can also [apply rules to Additional Options rates](#).



| Accessorial | Rate |
|----------------------|-------|
| COD BASIC CHARGES | 6.00 |
| COD CASH | 6.00 |
| COD CASH PERCENT | 2.00 |
| COD CASH HD ZIP CODE | 10.00 |
| ADD CHARGES | 1.25 |

Rates tabs

The right side of the Rates Utility interface has 3 tabs:

- ❑ Standard Rates
This tab shows published rates for the selected service. You cannot modify rates here, and any rules you apply won't affect the rates shown in this tab.
- ❑ Modified Rates
This tab displays published rates for the selected service after rules have been applied. You have a limited ability to apply some rules directly on this tab. See [Rules](#) for more information.
- ❑ Rules
This tab is where you create, edit, and delete the rules that are applied to rates. See [Rules](#) for more information.

Menus

The Rate Utility has 2 action menus.

- ❑ File
The File menu allows you to save rules to the database or exit the Rate Utility application.
- ❑ Tools
The Tools menu allows you to print the published and/or modified rates.

Rules

The Rate Utility allows you to implement 5 types of rules:

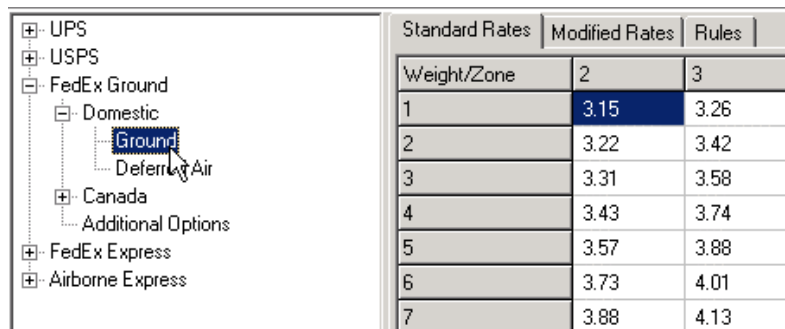
1. Flat (\$) amount increase
2. Flat (\$) amount decrease
3. Percent (%) increase
4. Percent (%) decrease
5. Flat (\$) amount

Note: Flat Amount is the only rule that may be applied directly on the Modified Rates tab.

View Rates You can view standard rates, modified rates, and rate rules.

ACTION

- 1 From the StarShip main toolbar, select **Carriers > Rate Utility**.
- 2 When the Rate Utility window appears, click the "+" next to the carrier for which you want to view rates. Then, click the "+" beside the service type, such as Domestic, International, etc.
- 3 Click on the service for which you want to view rates. The Standard, Modified, and Rules tab display to the right.



The screenshot shows the Rate Utility window. On the left is a tree view with the following structure:

- UPS
- USPS
- FedEx Ground
 - Domestic
 - Ground (highlighted)
 - Deferred
 - Air
 - Canada
 - Additional Options
- FedEx Express
- Airborne Express

On the right is a table with three tabs: Standard Rates, Modified Rates, and Rules. The Standard Rates tab is selected. The table has the following data:

| Weight/Zone | 2 | 3 |
|-------------|------|------|
| 1 | 3.15 | 3.26 |
| 2 | 3.22 | 3.42 |
| 3 | 3.31 | 3.58 |
| 4 | 3.43 | 3.74 |
| 5 | 3.57 | 3.88 |
| 6 | 3.73 | 4.01 |
| 7 | 3.88 | 4.13 |

- 4 Click on the tab you want to view.

See also [Add Rules](#)

Add Rules

There are two ways to add rules to published rates:

- ❑ Modified Rates tab
You can directly modify fields to apply a “flat amount” rate rule.
- ❑ Rules tab
You can add all rules here.
See [Rules](#)

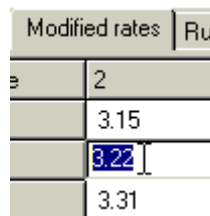
We’ll show you both procedures in this section.

Modified Rates Tab

The following steps show you how to add a flat amount rule using the Modified Rates tab. (This is the only tab that allows you to modify rates by a flat amount.)

| # | ACTION |
|---|--------|
|---|--------|

- 1 In the Rate Utility, select the carrier/service for which you want to modify rates. Click the Modified Rates tab.
- 2 Click in the cell that contains the rate you want to change. Highlight the amount, and type in the new amount. Do this for each rate you want to change.



| Modified rates | Rul |
|----------------|------|
| e | 2 |
| | 3.15 |
| | 3.22 |
| | 3.31 |

- 3 When you’re finished, press the Tab key. Then select the Rules tab to see the new rule(s) you applied.

Rules Tab

The following steps show you how to add rules using the Rules tab.

| # | ACTION |
|---|--------|
|---|--------|

- 1 Open the Rate Utility and select a carrier/service from the tree.
- 2 On the Rules tab, click the New button.
- 3 In the New Rule dialog box, select a Zone range (if applicable).

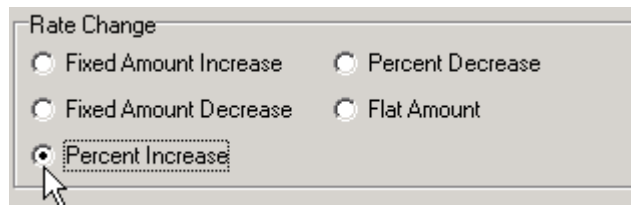


- 4 Select the Weight range to which you want to apply the rule (if applicable).



Note: The appearance of Zone and Weight range fields varies by carrier and service.

- 5 Under Rate Change, select the type of rule to apply.



- 6 Next, enter a new value for the rate change.



#

ACTION

- 7 If you selected **Percent Increase** or **Percent Decrease**, you can further define minimum and/or maximum dollar amount values for this rate change. This is optional.

Minimum Change: If the rate increase/decrease is not greater than the minimum change amount, then the amount you specify here is applied to the rate instead.

Maximum Change: If the rate increase/decrease exceeds the maximum change amount, then the amount you specify here is applied to the rate.

| | |
|----------------|-----------------------------------|
| Minimum Change | <input type="text" value="10 ."/> |
| Maximum Change | <input type="text" value="30 ."/> |

- 8 Click OK. The new rule appears on the Rules tab.

| | | | |
|---------------------------------------------------------------------------------|----------------|-------|--|
| Standard Rates | Modified Rates | Rules | |
| FedEx Ground Ground 25.00% rate Increase for Zones 4 .. 8 and Weights 50 .. 100 | | | |

Repeat these steps for each new rule you want to add.

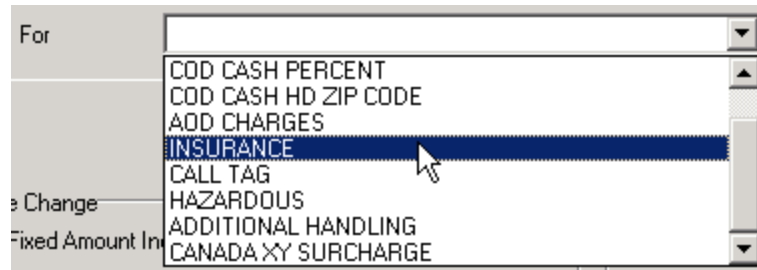
Note: If you created Percent Increase or Percent Decrease rules with minimum and/or maximum values, they appear on the Rules tab, but, due to the nature of these rules, they are not reflected on the Modified Rates tab. However, StarShip saves the rule and will apply the rate change during shipping.

**Tip**

To view how rates are affected by the rules, click on the Modified Rates tab.

Additional Options Rules

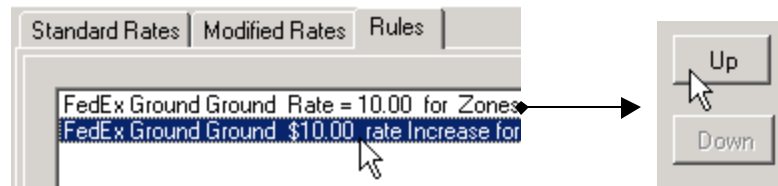
To add a rule to a carrier's additional options, click the Additional Options under that carrier and repeat the previous steps for [adding rules on the Rules tab](#). The only difference is that in the New Rule dialog box, you select an option instead of a zone or weight. Then enter the rate change as usual, and click OK.



Change the Rule Order

If you want to apply several rules to the same carrier/service rate area, you can set the order in which StarShip applies them. So, to have one rule take precedence over another, move it higher in the Rules list.

To do this, highlight the rule on the Rules tab. Press the Up button to move it higher in the list, or Down to move it lower in the list. The selected rule is then reapplied to rates accordingly.



Edit Rules

You can also edit an existing rule(s).

| # | ACTION |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | In the Rate Utility, select the carrier/service for which you want to edit rules. Then select the Rules tab. |
| 2 | Select the rule you want to edit by clicking on it, and press the Modify button. |
| 3 | In the dialog box, modify the settings for the rule. Click OK. Repeat this procedure for each rule you want to modify. Changes are reapplied to rates, which you can see in the Modified Rates tab. |

Delete Rules

To delete existing rules:

| # | ACTION |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | In the Rate Utility, select the carrier/service for which you want to delete rules. Then select the Rules tab. |
| 2 | Click on the rule you want to delete. |
| 3 | Press the Delete button. You can view how your changes affect rules on the Modified Rates tab. Repeat this process for each rule you want to delete. |

Print Rates

You can access the print dialog in a number of ways.

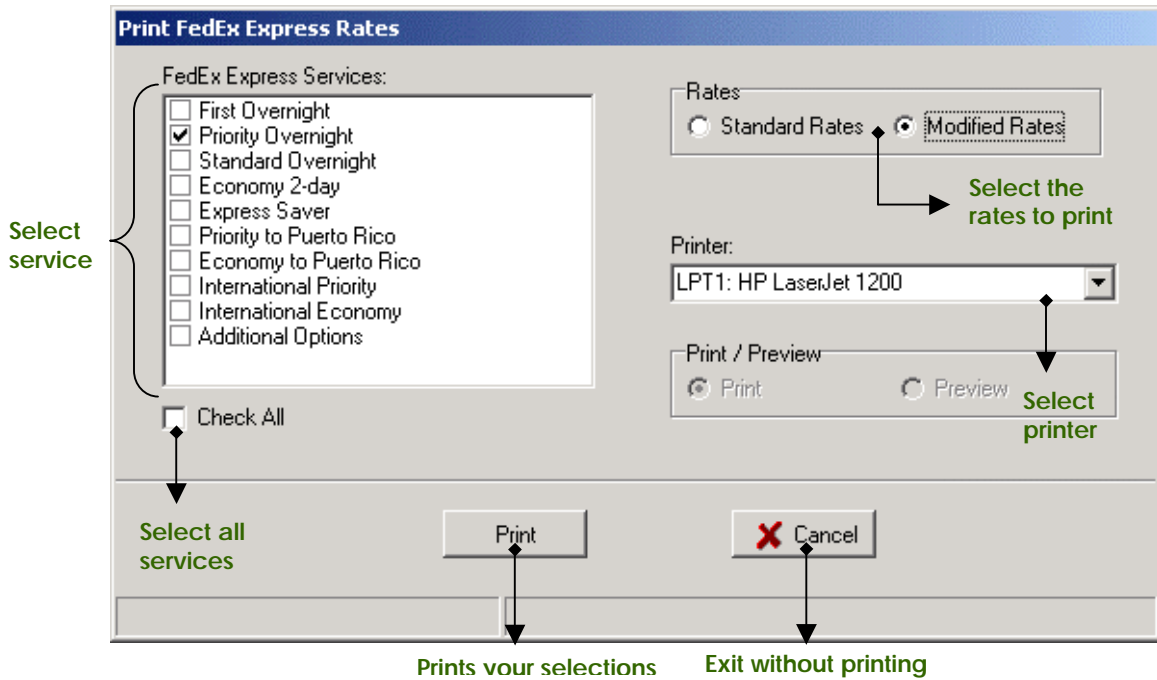
- ❑ **Select a carrier or service. From the Tools menu, select Print Rates.**
- ❑ **Select a carrier and right-click in the carrier/service tree.**
The print dialog displays all services for that carrier, which are selected by default.
- ❑ **Select a service and right-click in the carrier/service tree.**
The service is automatically selected in the print dialog.
- ❑ **Right-click in the Standard Rates tab to print standard rates for the currently selected service.**
The service is automatically selected in the print dialog.
- ❑ **Right-click in the Modified Rates tab to print modified rates for the currently selected carrier/service.**
The carrier or service is automatically selected in the print dialog. The Modified Rates setting is also enabled. If modified rates are the same as standard rates (i.e. no rules have been applied), then you cannot select Modified vs. Standard rates.

Note: The Modified rates setting is only enabled if one of the “checked” carriers has rules applied to standard rates.

See also

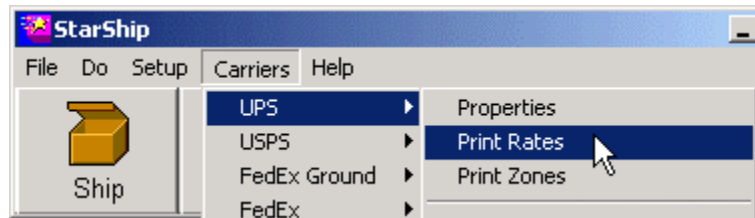
For more information about print settings, see the [Print Dialog](#) section.

Print Dialog



Other Printing Options

You can also print rates from the StarShip Carriers menu. Simply click the Carriers menu, select the carrier, and click Print Rates.



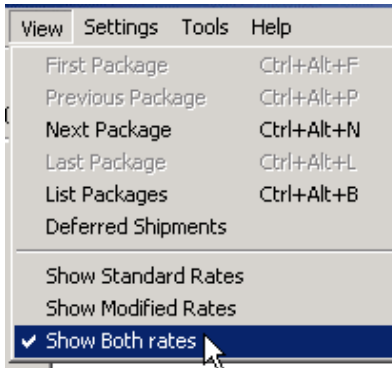
View Standard and/or Modified Rates in the Shipping window

Overview While in the StarShip Shipping window, you can display standard rates, modified rates, or both simultaneously. Rates are applied depending upon the shipment properties.

#

ACTION

- 1 In the Shipping window, click the View menu. Select the rates you want StarShip to display during shipping.



- 2 Enter the shipment information. Once the weight and zip code are entered, the rates display in the Bill tab. If you selected Show Both Rates, two columns (Modified and Standard) appear in the Bill tab.

| Bill Sender | Modified | Standard |
|---------------------|----------|----------|
| Delivery Charges | 4.76 | 4.76 |
| Accessorial Charges | 0.00 | 0.00 |
| Package Total | 4.76 | 4.76 |
| Shipment Total | 12.33 | 10.33 |

See also [Rate Utility Overview](#)
[Rate Utility Procedures](#)

Freight Reports

StarShip now provides additional standardized reports:

- ❑ History Freight Report
- ❑ Daily Freight Report

To access and run these reports, click the Reports button on the StarShip main toolbar. Then select the desired report from the Name drop-down list and click Print.

Appendices



STARSHIP USER'S GUIDE

APPENDIX A – KEY WORDS

Key Words This appendix lists the key words that StarShip recognizes when interpreting input values from the Shipping window.
Note that StarShip ignores upper/lower case letter when interpreting the input fields.

Country StarShip looks at the Country field before interpreting the Ship Via/Service fields.

| Input Value | Interpreted As |
|---------------------------------|-------------------------------------------------------------------------------|
| USA, U.S.A, U.S., United States | USA |
| Canada | Canada |
| (any other value) | Country other than the USA or Canada, select from the Country drop-down list. |

Ship Via Values

These tables show StarShip's interpretation of the following Ship Via values:

Carrier

| Input Value | Interpreted As |
|----------------------------------------------------|---------------------------|
| UPS, U.P.S | UPS |
| FDXG, FDX G, FEDEXG, FEDEX G, RPS, R.P.S | FedEx Ground |
| USPS, PARCEL POST, MAIL | USPS |
| FEDEX, FDX, FEDERAL | FedEx Express |
| AIRBORNE, AEX | Airborne Express |
| SPEE-DEE, SPD | Spee-Dee Delivery Service |
| User-Defined Short Name, User-Defined Long Name | User-defined Carrier 1-10 |

Contract Service

| Input Value | Interpreted As |
|---------------|------------------|
| (DEFAULT) | STANDARD |
| 100, HWT, MWT | UPS HWT/FDXG MWT |

UPS Domestic

| Value | Interpreted As |
|-------------------------------------------------------------------|----------------|
| (DEFAULT) | GROUND |
| 3, THREE | 3 DAY |
| 2 & AM, 2 & A.M, SECOND & AM, SECOND & A.M, BLUE & AM, BLUE & A.M | 2ND DAY A.M. |
| 2, SECOND, BLUE | 2ND DAY |
| 1 & SAV, NEXT & SAV, RED & SAV | NEXT DAY SAVER |
| 1, NEXT, RED | NEXT DAY |
| EARLY | EARLY A.M. |

UPS Canada

| Value | Interpreted As |
|-------------------|----------------|
| (DEFAULT) | STANDARD |
| EXPEDITE, BLUE | EXPEDITED |
| AIR, EXPRESS, RED | EXPRESS |

UPS International

| Value | Interpreted As |
|--------------|----------------|
| (DEFAULT) | EXPEDITED |
| EXPRESS, RED | EXPRESS |

FedEx Ground Domestic

| Value | Interpreted As |
|-----------|----------------|
| (DEFAULT) | GROUND |

FedEx Ground Canada

| Value | Interpreted As |
|-----------|----------------|
| (DEFAULT) | GROUND |

USPS Domestic

| Input Value | Interpreted As |
|-------------|----------------------|
| 1ST, FIRST | FIRST CLASS |
| (DEFAULT) | PARCEL POST |
| PRIORITY | PRIORITY |
| PF | PRIORITY FLAT |
| EXPRESS | EXPRESS |
| BOOK, SP, 4 | MEDIA MAIL |
| BOUND | BOUND PRINTED MATTER |

USPS International

| Input Value | Interpreted As |
|-------------------------------------------------------------|-------------------------|
| PP SURFACE, PARCEL POST SURFACE, PARCEL POST, ECONOMY | PARCEL POST ECONOMY |
| PP AIR, PARCEL POST AIR, AIRMAIL | PARCEL POST AIRMAIL |
| LP SURFACE, LETTER POST SURFACE, LETTER POST ECONOMY | LETTER POST ECONOMY |
| LP AIR, LETTER POST AIR | LETTER POST AIRMAIL |
| PUBLISH, PERIODICAL | PUBLISHERS' PERIODICALS |
| EXPRESS | GLOBAL EXPRESS MAIL |
| PRIORITY | GLOBAL PRIORITY MAIL |

USPS Options

| Input Value | Interpreted As |
|-------------|-------------------------|
| DC | DELIVERY CONFIRMATION |
| RRM | RETURN RECEIPT FOR MDSE |
| RD | RESTRICTED DELIVERY |
| SH | SPECIAL HANDLING |
| CERTIFIED | CERTIFIED MAIL |
| REGISTERED | REGISTERED MAIL |
| RETURN | RETURN RECEIPT |

FedEx Domestic

| Input Value | Interpreted As |
|--------------|--------------------|
| XPR | EXPRESS SAVER |
| 2, TWO, ECON | 2ND DAY |
| (DEFAULT) | STANDARD OVERNIGHT |
| PRI | PRIORITY OVERNIGHT |
| 1ST, FIRST | FIRST OVERNIGHT |

FedEx International

| Input Value | Interpreted As |
|-------------|--------------------|
| (DEFAULT) | PRIORITY OVERNIGHT |
| 2, ECON | ECONOMY |

Airborne Domestic

| Input Value | Interpreted As |
|------------------------|----------------|
| 2, TWO, SECOND, SELECT | SECOND DAY |
| NEXT, AFTER | NEXT AFTERNOON |
| (DEFAULT) | EXPRESS |

Airborne International

| Input Value | Interpreted As |
|-------------|----------------|
| (DEFAULT) | EXPRESS |

Airborne Options

| Input Value | Interpreted As |
|-------------|----------------|
| SATR | SATURDAY RED |
| SATB | SATURDAY BLACK |

Spee-Dee

| Input Value | Interpreted As |
|-------------|----------------|
| (DEFAULT) | GROUND |

Packaging

| Input Value | Interpreted As |
|-------------|----------------|
| (DEFAULT) | OTHER |
| LETTER, LTR | LETTER |

Saturday

| Input Value | Interpreted As |
|-------------|-----------------------|
| (DEFAULT) | NON-SATURDAY DELIVERY |
| SAT | SATURDAY DELIVERY |

Bill Freight (This is the input value of the Billing field.)

| Input Value | Interpreted As |
|-------------|----------------|
| RECIPIENT | COLLECT, CLT |

Note If you are using UPS OnLine, Bill Freight=Credit Card is not available.

STARSHIP USER'S GUIDE

B - FEDEX INTERNET API FIELDS TABLE

Overview The following tables list all transactions and fields sent from StarShip to the FedEx Internet API. The StarShip Source column indicates the location of the StarShip field. The Transaction Number and Name are shown before the transaction table.

007 Close Request

| FIELD NO. TAG | FIELD NAME | STARSHIP SOURCE |
|-------------------------------|-----------------------------|---------------------------------------------------------------------------|
| 0 | Transaction Code | Fixed value: 007 |
| 1 | Customer Transaction Number | Internally generated |
| 10 | Sender FedEx Account Number | Carriers/ FedEx/Properties or FedEx Ground/Properties, General tab |
| 498 | Meter Number | Carriers/ FedEx/Properties or FedEx Ground/Properties, Internet tab |
| 3025 | Carrier Code | Ship Screen, Service tab, Carrier field |
| Close | | |
| 1007 | Close/Manifest Date | System Date |
| 1366 | Close/Manifest Time | System Time |
| 1371 | Manifest Only Request Flag | Y if FedEx Ground Manifest button on close screen or N if posting |
| Transaction Terminator | | |
| 99 | End of Record | N/A |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|------------------|-----------------------------|-----------------------|------------------------------------------------------------------------------|
| 0 | Transaction Code | ALL | Fixed value: 021 |
| 1 | Customer Transaction Number | ALL | Internally Generated |
| 10 | Sender FedEx Account Number | ALL | Carriers/ FedEx/Properties or FedEx Ground/Properties, General tab |
| 498 | Meter Number | ALL | Carriers/ FedEx/Properties or FedEx Ground/Properties, Internet tab |
| 3025 | Carrier Code | ALL | Ship Screen, Service tab, Carrier field |
| Origin | | | |
| 4 | Sender Company | ALL | Ship screen, Sender tab, Company field |
| 32 | Sender Contact Name | ALL | Ship screen, Sender tab, Contact field |
| 5 | Sender Address Line 1 | ALL | Ship screen, Sender tab, Address 1 field |
| 6 | Sender Address Line 2 | ALL | Ship screen, Sender tab, Address 2 field |
| 7 | Sender City | ALL | Ship screen, Sender tab, City field |
| 8 | Sender State | ALL | Ship screen, Sender tab, State field |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|--------------------|--------------------------|-----------------------|------------------------------------------------------------------------------|
| 9 | Sender Postal Code | ALL | Ship screen, Sender tab, ZIP Code field |
| 10 | Sender Account | ALL | Carriers/ FedEx/Properties or FedEx Ground/Properties, General tab |
| 38 | Sender Department | ALL | Ship screen, Reference tab, Department field |
| 117 | Sender Country Code | ALL | Always 'US' |
| 183 | Sender Phone number | ALL | Ship screen, Sender tab, Phone |
| 498 | Meter Number | ALL | Carriers/ FedEx/Properties or FedEx Ground/Properties, Internet tab |
| 1139 | Sender IRS EIN Number | ALL | Always blank |
| 1201 | Sender E-Mail Address | ALL | Not Supported |
| 1341 | Sender Pager Number | ALL | Not Supported |
| 1103 | Sender Fax | ALL | Not Supported |
| Destination | | | |
| 11 | Recipient Company | ALL | Ship screen, Recipient tab, Company field |
| 12 | Recipient Contact Name | ALL | Ship screen, Recipient tab, Attention field |
| 13 | Recipient Address Line 1 | ALL | Ship screen, Recipient tab, Address Line 1 field |
| 14 | Recipient Address Line 2 | ALL | Ship screen, Recipient tab, Address Line 2 field |
| 15 | Recipient City | ALL | Ship screen, Recipient tab, |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|--------------------------------------------------------|-----------------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | City field |
| 16 | Recipient State | ALL | Ship screen, Recipient tab, State field |
| 17 | Recipient Postal Code | ALL | Ship screen, Recipient tab, ZIP Code field |
| 18 | Recipient Phone Number | ALL | Ship screen, Recipient tab, Phone field |
| 50 | Recipient Country Code | ALL | Always 'US' |
| 118 | Recipient IRS EIN Number | ALL | Not Supported |
| 1145 | Recipient Department | ALL | Ship screen, Recipient tab Address Line 3 (1st 10 characters, as that is the maximum length supported for this field by FedEx) |
| 1202 | Recipient E-mail address | ALL | Not Supported |
| 1324 | Recipient Pager Number | ALL | Not Supported |
| 2254 | Recipient Fax Number | ALL | Not Supported |
| Broker – this section not currently supported | | | |
| Importer – this section not currently supported | | | |
| Shipment Date/Time Stamp | | | |
| 24 | Ship Date | ALL | If Future Ship Date is checked on Ship screen, Package Options tab, then the Ship Date on the Future Ship Date tab will be sent; If not, the System Date will be used. |
| 1115 | Ship Time | ALL | System Time |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|-------------------------------------|--------------------------------------|-----------------------|----------------------------------------------|
| Payment | | | |
| 20 | Payer Account Number | ALL | Ship screen, Service tab, Billing field |
| 23 | Pay Type | ALL | Ship screen, Service tab, Account field |
| 68 | Customs/Declared Value Currency Type | ALL | Fixed value "USD" |
| 70 | Duties Pay Type | FDXE | Not Supported |
| 71 | Duties Payer Account Number | FDXE | Not Supported |
| 1032 | Duties Payer Country Code | FDXE | Not Supported |
| 1195 | Payer Country Code | FDXE | Not Supported |
| Shipment/Package Information | | | |
| 25 | Reference Information | ALL | Not Supported |
| 57 | Dim Height | ALL | Ship screen, Service tab, Height ("H") field |
| 58 | Dim Width | ALL | Ship screen, Service tab, Width ("W") field |
| 59 | Dim Length | ALL | Ship screen, Service tab, Length ("L") field |
| 72 | Terms of Sale | FDXE | Not Supported |
| 73 | Parties To Transaction | FDXE | Not Supported |
| 74 | Country Of Ultimate Destination | FDXE | Not Supported |
| 75 | Weight Units | ALL | Always LBS |
| 1411 | Total Customs Value | ALL | Not Supported |
| 190 | Document Flag | FDXE | Not Supported |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|----------------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 413 | NAFTA Flag | FDXE | Not Supported |
| 1116 | Dim Units | ALL | Always l=Inches |
| 1118 | Release Authorization Number | FDXE | Carriers/FedEx/Properties, General tab |
| 1273 | FedEx Packaging Type | ALL | Ship screen, Service tab, Packaging field |
| 1274 | FedEx Service Type | ALL | Ship screen, Service tab, Service field; Supported for FedEx Express: Priority, 2day, Standard Overnight, First Overnight, Express Saver; Supported for FedEx Ground: Ground, Home Delivery |
| 1401 | Total Package Weight | ALL | Ship screen, Service tab, Weight field |
| 1415 | Declared Value/Carriage Value | ALL | Ship screen, Service tab, Insured Value field |
| 3001 | FedEx Ground Purchase Order Number | FDXG | Ship screen, Reference tab, P.O. Number field |
| 3002 | FedEx Ground Invoice Number | FDXG | Ship screen, Reference tab, Invoice/Order Number field |
| 3003 | FedEx Ground Customer Reference Number | FDXG | Ship screen, Recipient tab, Customer ID field |
| 3025 | Carrier Code | ALL | Ship screen, Service tab, Carrier field |
| COD Remittance (only passed in the 021 request transaction for a COD single-piece shipment) | | | |
| 439 | COD Return Contact | FDXE | Setup/Company, |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|------------------------------|--------------------------|-----------------------|--------------------------------------------------------------------------------------------|
| | Name | | Company Name 2 field |
| 1237 | COD Return Phone | FDXE | Setup/Company, Phone Number field |
| 1238 | COD Return Company | FDXE | Setup/Company, Company Name 1 field |
| 1239 | COD Return Department | FDXE | Not Supported |
| 1240 | COD Return Address 1 | FDXE | Setup/Company, Address 1 field |
| 1241 | COD Return Address 2 | FDXE | Setup/Company, Address 2 field |
| 1242 | COD Return City | FDXE | Setup/Company, City field |
| 1243 | COD Return State | FDXE | Setup/Company, State field |
| 1244 | COD Return Zip | FDXE | Setup/Company, Zip field |
| Special Service - COD | | | |
| 27 | COD Flag | ALL | Ship screen, Package Options tab, "C.O.D." check box |
| 1409 | COD Collect Amount | ALL | Ship screen, Package Options tab, "Package Actual Amount" on the "C.O.D." option tab |
| 186 | COD Add Freight Flag | ALL | Always "N" |
| 3000 | COD Collection Type | ALL | Ship screen, Package Options tab, C.O.D. Type field |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|------------------|------------|-----------------------|-----------------|
|------------------|------------|-----------------------|-----------------|

Special Service – Home Delivery

Note: for Home Delivery service, the Ship screen, Service tab, Service field must be "Home Delivery." You must enable Home Delivery from Carriers/Settings/FedEx Ground on the Internet tab. The Residential checkbox on the recipient tab must be checked and the ship-to ZIP code must be in the list of valid Home Delivery destinations provided by FedEx.

| | | | |
|------|------------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3019 | Home Signature Delivery Flag | FDXG | Ship screen, Package Options tab, "Signature Required" check box |
| 3020 | Home Delivery Type | FDXG | Ship screen, Package Options tab, "Delivery Options" check box. When checked, you can choose the Delivery Type from the "Home Delivery Premium Options" tab |
| 3023 | Home Delivery Date | FDXG | Ship screen, Package Options tab, "Delivery Options" check box. When checked, from the "Home Delivery Premium Options" tab, choose Delivery Type of Date Certain and choose the Delivery Date from the drop down box below. |
| 3024 | Home Delivery Phone Number | FDXG | Ship screen, Recipient tab, Phone field |

Special Service – Alcohol – this section not currently supported

Special Service – Hold at Location

| | | | |
|----|-------------|------|--------------------------------------------------------------------------------------|
| 44 | HAL Address | FDXE | Ship screen, Package Options tab, Address field on the "Hold At Location" option tab |
| 46 | HAL City | FDXE | Ship screen, Package Options tab, City field on the "Hold At Location" option tab |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|------------------------------------------|-----------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 47 | HAL State | FDXE | Ship screen, Package Options tab, State field on the "Hold At Location" option tab |
| 48 | HAL Postal Code | FDXE | Ship screen, Package Options tab, ZIP Code field on the "Hold At Location" option tab |
| 49 | HAL Phone Number | FDXE | Ship screen, Package Options tab, Phone field on the "Hold At Location" option tab |
| 1200 | HAL Flag | FDXE | Ship screen, Package Options tab, "Hold At Location" check box |
| Special Service – Dangerous Goods | | | |
| 1331 | Dangerous Goods Type | FDXE | Ship screen, Package Options tab, "Dangerous Goods" check box. Choose Accessible or Inaccessible from the "Dangerous Goods" option tab |
| Special Service – Dry Ice | | | |
| 1406 | Dry Ice Weight | FDXE | Ship screen, Package Options tab, Weight field on the "Dry Ice" option tab |
| 1268 | Dry Ice Flag | FDXE | Ship screen, Package Options tab, "Dry Ice" check box |
| Special Service – Ship Alert | | | |
| 1203 | Ship Alert Optional Message | ALL | Ship Screen, Package Options Tab, Memo field for Ship Alert 1 or Ship Alert 2 |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|--------------------------------|------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1204-# | Ship Alert E-mail Address | FDXE | 1204-1 is Ship Screen, Package Options Tab, E-Mail field for Ship Alert 1 option; 1204-2 is Ship Screen, Package Options Tab, E-Mail field for Ship Alert 2 option |
| 1204-1 | Ship Alert E-mail Address | FDXG | Ship Screen, Package Options Tab, E-Mail field if Ship Alert 1 is checked and E-Mail is selected |
| 1206 | Ship Alert Notification Flag | ALL | Ship Screen, Package Options Tab, Ship Alert 1 or Ship Alert 2 is checked |
| Special Service – Other | | | |
| 51 | Signature Release Flag | FDXE | Ship Screen, Package Options tab, "Signature Release" check box |
| 440 | Residential Delivery Flag | FDXG (FDXE only for Freight services) | Ship Screen, Recipient tab, Residential check box |
| 1119 | Future Day Shipment Flag | ALL | Ship Screen, Package Options tab, "Future Day Ship" check box |
| 1120 | Inside Pickup Flag | FDXE | Not Supported |
| 1121 | Inside Delivery Flag | FDXE | Not Supported |
| 1174 | BSO Flag | FDXE | Not Supported |
| 1208 | No Indirect Delivery Flag | FDXE | Not Supported |
| 1248 | Sunday Delivery Flag | FDXE | Ship Screen, Package Options tab, "Sunday Delivery" check box |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|----------------------------------------------------------------------|----------------------------|-----------------------|-------------------------------------------------------------------|
| 1266 | Saturday Delivery Flag | FDXE | Ship Screen, Package Options tab, "Saturday Delivery" check box |
| 1267 | Saturday Pickup Flag | FDXE | Ship Screen, Package Options tab, "Saturday Pickup" check box |
| 1333 | Drop Off Type | FDXE | Always "Regular Pickup" |
| 3008 | Autopod Flag | FDXG | Ship Screen, Package Options tab, "Auto Proof of Deliv" check box |
| 3009 | AOD Flag | FDXG | Ship Screen, Package Options tab, "Acknowledge Deliv" check box |
| 3018 | Nonstandard Container Flag | FDXG | Ship screen, Package Options, "Additional Handling" option |
| Forms/Printers | | | |
| 113 | Commercial Invoice Flag | FDXE | Not Supported |
| 1368 | Label Type | ALL | Always 1 (Standard label) |
| 1369 | Label Printer Type | ALL | Based on printer settings |
| 1370 | Label Media Type | ALL | Based on printer settings |
| Commodity – this section not currently supported | | | |
| Commercial Invoice – this section not currently supported | | | |
| Transaction Terminator – this section not currently supported | | | |
| 99 | End of Record | ALL | N/A |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|--------------------|-----------------------------|-----------------------|------------------------------------------------------------------------------|
| 0 | Transaction Code | ALL | Fixed value: 022 |
| 1 | Customer Transaction Number | ALL | Fixed value: 100022 |
| 10 | Sender FedEx Account Number | ALL | Carriers/ FedEx/Properties or FedEx Ground/Properties, General tab |
| 498 | Meter Number | ALL | Carriers/ FedEx/Properties or FedEx Ground/Properties, Internet tab |
| 3025 | Carrier Code | ALL | Ship Screen, Service tab, Carrier field |
| Origin | | | |
| 8 | Sender State | ALL | Ship screen, Sender tab, State field |
| 9 | Sender Postal Code | ALL | Ship screen, Sender tab, ZIP Code field |
| 117 | Sender Country Code | ALL | Always 'US' |
| Destination | | | |
| 16 | Recipient State | ALL | Ship screen, Recipient tab, State field |
| 17 | Recipient Postal Code | ALL | Ship screen, Recipient tab, ZIP Code field |
| 50 | Recipient Country Code | ALL | Always 'US' |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|-------------------------------------|--------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shipment Date/Time Stamp | | | |
| 24 | Ship Date | ALL | If Future Ship Date is checked on Ship screen, Package Options tab, then the Ship Date on the Future Ship Date tab will be sent. If not, the System date is used. |
| Payment | | | |
| 23 | Pay Type | ALL | Ship screen, Service tab, Account field |
| 1195 | Payer Country Code | FDXE | Not Supported |
| Shipment/Package Information | | | |
| 57 | Dim Height | ALL | Ship screen, Service tab, Height ("H") field |
| 58 | Dim Width | ALL | Ship screen, Service tab, Width ("W") field |
| 59 | Dim Length | ALL | Ship screen, Service tab, Length ("L") field |
| 68 | Customs/Declared Value Currency Type | ALL | Fixed value: always 'USD' |
| 75 | Weight Units | ALL | Always LBS |
| 116 | Package Total | ALL | Always 1 |
| 1116 | Dim Units | ALL | Always I=Inches |
| 1273 | FedEx Packaging Type | ALL | Ship screen, Service tab, Packaging field |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|------------------------|----------------------------------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1274 | FedEx Service Type | ALL | Ship screen, Service tab, Service field; Supported for FedEx Express: Priority, 2day, Standard Overnight, First Overnight, Express Saver; Supported for FedEx Ground: Ground, Home Delivery |
| 1401 | Total Package Weight | ALL | Ship screen, Service tab, Weight field |
| 1415 | Declared Value/Carriage Value | ALL | Ship screen, Service tab, Insured Value field |
| Special Service | | | |
| 27 | COD Flag | ALL | Ship screen, Package Options tab, "C.O.D." check box |
| 186 | COD Add Freight Flag | ALL | Always "N" |
| 440 | Residential Delivery Flag | FDXG (FDXE only for Freight services) | Ship Screen, Recipient tab, Residential check box |
| 1120 | Inside Pickup Flag | FDXE | Not Supported |
| 1121 | Inside Delivery Flag | FDXE | Not Supported |
| 1174 | BSO Flag | FDXE | Not Supported |
| 1200 | HAL Flag | FDXE | Ship screen, Package Options tab, "Hold At Location" check box |
| 1248 | Sunday Delivery Flag | FDXE | Ship Screen, Package Options tab, "Sunday Delivery" check box |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|------------------|------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1266 | Saturday Delivery Flag | FDXE | Ship Screen, Package Options tab, "Saturday Delivery" check box |
| 1267 | Saturday Pickup Flag | FDXE | Ship Screen, Package Options tab, "Saturday Pickup" check box |
| 1268 | Dry Ice Flag | FDXE | Ship screen, Package Options tab, "Dry Ice" check box |
| 1331 | Dangerous Goods Type | FDXE | Ship screen, Package Options tab, "Dangerous Goods" check box. Choose Accessible or Inaccessible from the "Dangerous Goods" option tab |
| 1409 | COD Collect Amount | ALL | Ship screen, Package Options tab, "Package Actual Amount" on the "C.O.D." option tab |
| 3000 | COD Collection Type | ALL | Ship screen, Package Options tab, C.O.D. Type field |
| 3019 | Home Signature Delivery Flag | FDXG | Ship screen, Package Options tab, "Signature Required" check box |
| 3020 | Home Delivery Type | FDXG | Ship screen, Package Options tab, "Delivery Options" check box. When checked, you can choose the Delivery Type from the "Home Delivery Premium Options" tab |
| 1333 | Drop Off Type | FDXE | Always "Regular Pickup" |
| 3008 | Autopod Flag | FDXG | Ship Screen, Package Options tab, "Auto Proof of Deliv" check box |

| FIELD NO. TAG | FIELD NAME | APPLICABLE CARRIER | STARSHIP SOURCE |
|-----------------------------------------------------------------------|----------------------------|-----------------------|----------------------------------------------------------------------------|
| 3009 | AOD Flag | FDXG | Ship Screen, Package Options tab, "Acknowledge Deliv" check box |
| 3018 | Nonstandard Container Flag | ALL | Ship screen, Package Options, "Additional Handling" option |
| 3035 | Ship Alert Fax Number | FDXG | Ship Screen, Package Options Tab, Fax Number field for Ship Alert 1 option |
| Transaction Terminator – this section not currently supported. | | | |
| 99 | End of Record | ALL | N/A |

023

Delete a Package Request

| FIELD NO. TAG | FIELD NAME | STARSHIP SOURCE |
|-------------------------------|-----------------------------|---------------------------------------------------------------------------|
| 0 | Transaction Code | Fixed value: 023 |
| 1 | Customer Transaction Number | Internally generated |
| 10 | Sender FedEx Account Number | Carriers/ FedEx/Properties or FedEx Ground/Properties, General tab |
| 498 | Meter Number | Carriers/ FedEx/Properties or FedEx Ground/Properties, Internet tab |
| 3025 | Carrier Code | Ship Screen, Service tab, Carrier field |
| Tracking | | |
| 29 | Tracking Number | Ship Screen, Detail tab, Tracking # field |
| Transaction Terminator | | |
| 99 | End of Record | N/A |

211

Subscribe Request

| FIELD NO. TAG | FIELD NAME | STARSHIP SOURCE |
|------------------|-----------------------------|-------------------------------------------------------------------------------|
| 0 | Transaction Code | Fixed value: 211 |
| 1 | Customer Transaction Number | Internally generated |
| 10 | Sender FedEx Account Number | Carriers/FedEx/Properties or Carriers/FedEx Ground/Properties, General tab |

| FIELD NO. TAG | FIELD NAME | STARSHIP SOURCE |
|-------------------------------|---------------------------|----------------------------------------------------|
| Subscriber | | |
| 4003 | Subscriber Contact name | Setup/Preferences/Company tab, Contact Name field |
| 4007 | Subscriber Company Name | Setup/Preferences/ Company tab, Company Name field |
| 4008 | Subscriber Address Line 1 | Setup/Preferences/Company tab, Address 1 field |
| 4009 | Subscriber Address Line 2 | Setup/Preferences/Company tab, Address 2 field |
| 4011 | Subscriber City Name | Setup/Preferences/Company tab, City field |
| 4012 | Subscriber State Code | Setup/Preferences/Company tab, State field |
| 4013 | Subscriber Postal Code | Setup/Preferences/Company tab, ZIP field |
| 4014 | Subscriber Country Code | Always 'US' |
| 4015 | Subscriber Phone Number | Setup/Preferences/Company tab, Phone Number field |
| 4017 | Subscriber Pager Number | Not supported |
| 4018 | Subscriber Email Address | Not supported |
| 4022 | Subscriber Fax Number | Not supported |
| Transaction Terminator | | |
| 99 | End of Record | N/A |

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C – INSTALL DIAL-UP NETWORKING (RAS)

Overview **RAS** must be installed before **FXRS** can be installed. If **RAS** is not installed, follow the steps below.

| # | ACTION |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | On the Windows desktop, click the Start button. |
| 2 | Select Programs > Accessories > Dial Up Networking . |
| 3 | At the Dial-Up Networking window, click Install . |
| 4 | Place the CD in the CD-ROM drive when prompted. |
| 5 | Close the Windows NT window when it appears. |
| 6 | At the Files Needed window, click OK . |
| 7 | At the Add RAS Device window, click OK . |
| 8 | When the Remote Access Setup window appears, click Configure . |
| 9 | Select Dial-Out from the Port Usage section. |
| 10 | Click OK . |
| 11 | Click Network . |
| 12 | Deselect the: <ul style="list-style-type: none">• IPX check box in the Dial out Protocols section;• IPX check box in the FXRS Settings section. |
| 13 | Click OK . |
| 14 | At the RAS Server TCP/IP Configuration window, click Cancel . |
| 15 | Click Continue . Then, click Restart . |

See also Go back to [FSM Server Installation Notes](#)

STARSHIP USER'S GUIDE

TERMS

[BETA] The following terms have been utilized in this User's Guide.

A

adapter. An adapter is often built into a [card](#) that can be inserted into a slot on the computer's motherboard.

AutoPrint. A StarShip feature that allows you to set up a carrier form (label, COD tag, etc) to automatically print when you save a shipment. Also available when editing, deferring, or undeferring shipments.

B

C

D

dedicated phone line. A dedicated line is a telecommunications path between two points that is available 24 hours a day for use by a designated user (individual or company).

E

ethernet. Ethernet is a physical and data link layer technology for LAN networking. *See also* [Adapter](#)

F

FSM Server. The FSM Server (FedEx Ship Manager Server) is current FedEx software that transparently processes a FedEx shipment, validates it, performs freight calculations, assigns a tracking number and routing code, and prints a shipping label. It then sends all information calculated on the shipment back to StarShip. StarShip updates the shipment with the freight and tracking number and completes the “Save” operation. When a shipment is modified or deleted from StarShip, the FSM Server is also updated.

FXRS. FedEx Remote Server, former name of the FSM Server.

G

GTC. StarShip uses the GTC (Generic Transaction Coordinator) to process carrier transactions. You should only install the GTC on one computer.

H

I

IP address. An identifier for a computer or device on a TCP/IP network. Networks using the [TCP/IP](#) protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address.

J

K

L

LAN. A local area network (LAN) is a group of computers and associated devices that share a common communications line and typically share the resources of a single processor or server within a small geographic area (for example, within an office building). Usually, the server has applications and data storage that are shared in common by multiple computer users.

M

Modem driver. See testing notes

N

NetBEUI. NetBEUI (NetBIOS Extended User Interface) is a new, extended version of NetBIOS, the program that lets computers communicate within a local area network.

O

P

port number. In TCP/IP networks, a port is an endpoint to a logical connection. The port number identifies what type of port it is.

proxy server. A server that sits between a client application, such as a Web browser, and a real server. It intercepts all requests to the real server to see if it can fulfill the requests itself. If not, it forwards the request to the real server.

Q

R

RAS. Short for **Remote Access Services**, a feature built into Windows NT that enables users to log into an NT-based LAN using a modem, X.25 connection or WAN link. RAS works with several major network protocols, including TCP/IP, IPX, and Netbeui.

To use RAS from a remote node, you need a RAS client program, which is built into most versions of Windows, or any PPP client software. For example, most remote control programs work with RAS.

reboot. To restart the computer.

S

Schedule B. Schedule B is a statistical classification of domestic and foreign commodities that are exported from the United States. All of these commodities must be assigned a ten-digit Schedule B number. The first 6 digits of the Schedule B number are Harmonized. The harmonized system is a worldwide classification method in which the same 6-digit number is assigned to a good regardless of its origin or the language in which it is described.

surge protector. A device that protects a power supply and communications lines from electrical surges. All computers come with some surge protection built into the power supply, but it is a good idea to purchase a separate device.

T

TCP/IP. *Transmission Control Protocol/Internet Protocol*, the suite of communications protocols used to connect hosts on the Internet.

U

UNC. The UNC (Uniform Naming Convention) format is used in IBM PC networking to completely specify a directory on a file server. The basic format is:

`\\servername\sharename`

where “*servername*” is the hostname of the network file server, and “*sharename*” is the name of a networked or shared directory.

URSA file. A monthly file used by the server for routing packages.

V

W

X

Y

Z

Sources <http://whatis.techtarget.com/>

<http://www.webopedia.com/>

V-Technologies, LLC