Magento Manual Installation

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Prerequisites

zip-archive with extension (.zip-file).
Magento Community or Enterprise version 1.7 and up.

Need a little help?

Contact your implementation manager at implementations@shiphawk.com

Instructions

1. Place .zip-file in the root folder of magento-website
2. Unzip the file into your root folder
3. Log in to your Magento Admin panel
4. Go to System → Cache Management
5. Refresh all caches
6. Log-off
7. Log in to your Magento Admin panel
8. At this moment the extension is already installed.

Enabling your ShipHawk Extension

1. To enable ShipHawk, go to System → Configuration → Shipping Methods
2. ShipHawk will be an option in your shipping methods
3. Find and click on the ShipHawk shipping method

4. To Enable your extension, select "Yes" from the enable field
5. Enter the API key you've been provided by ShipHawk in the field provided
6. Use the Gateway URL field to set the environment to Live or Sandbox mode
   a. For Production, use: https://shiphawk.com
   b. For Sandbox, use: https://sandbox.shiphawk.com

Optional settings

Item is packed default value

This is the default "packed" setting used for all of your products. It lets ShipHawk know if the weight and dimensions provided are the package or for an unpacked item. This default setting may be overridden on a per-product basis.

Carrier title

This provides the default name used to display the ShipHawk rate to your end users when getting estimates and at checkout.

Manually book shipment

Setting this option to Yes will allow you to book shipments after the order has been made by going to Sales → Orders and clicking "View Order" and then "ShipHawk Shipment".   If this option is set to No, the shipment will automatically be created at checkout.

Order received email should be sent to

Selecting customer will email the ShipHawk receipt to the customer after booking their shipment. Selecting administrator will email the ShipHawk receipt to the Magento administrator ("general contact" in Magento).

Origin Details

While ShipHawk supports different suppliers for different products, this function allow you to specify origin details as a default setting for all products. If specified here, you are not required to provide details on the product level.

Product Configuration

1. Go to Catalog → Manage Products
2. Find the product you would like to update and click Edit
   a. Note: you may also do this for new products.
3. Use the left-hand menu to find and select ShipHawk Attributes.
4. Complete all ShipHawk Attributes to enable your product for ShipHawk
5. Save your updated product information.

ShipHawk Attributes

Type of Item

This field maps your item to a ShipHawk item. It is important and required for using the ShipHawk extension. After typing in your type of item, Magento auto-search function will search for ShipHawk results. Select the result that most accurately reflects your type of product.

Number of items per product

This field lets you specify the number of items in the current product. For example, you are selling a set of 4 chairs as a single Product. You would enter "4" in this field so ShipHawk knows how many items need to be packed

Packaged?

This option lets you tell ShipHawk if you have already packed your item or not. You can set this field to "Use config", "Yes" or "No". User config leverages the setting specified at the System → Configuration → Shipping Methods → ShipHawk level. Yes indicates the item(s) are packed, and No indicates the item(s) are not packed.

Length, Width, Height

These fields are used to enter the dimensions of the individual item in <u>inches</u>. Zero is not allowed.

Item Value

Item value is the replacement cost of the item used for calculating insurance. If empty, the product's price is used.

Origin Details

When using multiple suppliers, the Origin Details section allows you to override the setting specified at System → Configuration → Shipping Methods → ShipHawk so ShipHawk knows to ship the item from another location.

Weight

The weight of the product needs to be defined using Magento's default "weight" attribute specified in pounds (lbs.) from Manage Products → Edit → General → "Weight".

WARNING: Important!

ShipHawk rates will only be returned if all Products in the Cart have ShipHawk Attributes appropriately saved to their product details.

Frequently Asked Questions

What rates are returned using the ShipHawk Extension?

ShipHawk returns rates via its "Consumer" filter which provides the best rate(s) available for the item(s) that you are getting a shipping rate for.

How do I suggest product changes and improvements?

Just email us at product.suggestion@shiphawk.com. We take feedback very seriously. Please provide your contact information along with your suggestion so we contact you for clarification or additional details.

Suggestions are typically responded to within 48 hours.

Is it possible to get better rates?

Yes. While ShipHawk provides you access to pretty awesome rates out of the box, we do offer quarterly reviews of your pricing structure to assess volumes and adjust pricing if possible. ShipHawk assesses a number of factors including freight volume, accuracy of data input by client, seasonality, current supply and demand. To request your review, plese email your account manager.