



ORACLE  
NETSUITE

# Shipping Guide



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# Shipping

Use NetSuite to manage your company's shipping needs to:

- Generate shipping labels, return labels, and manifests
- Track shipping status
- Use your UPS, FedEx, and USPS accounts



**Important:** NetSuite Version 2017.1 FedEx integration account credentials were migrated to FedEx web services. To prevent FedEx service outage's after the upgrade, verify your registration information prior to your upgrade.

To learn more, see [Upgrading Your FedEx Registration](#).

## Setting Up Shipping

To set up shipping, complete the following tasks:

- [Setting Shipping Preferences](#)
- [Carrier Registration Subtab](#)
- [Packages Subtab](#)

## Setting Shipping Preferences

After you setting your shipping preferences and register any integrated UPS, FedEx, or U.S. Postal Service® (USPS) accounts, you can then create the shipping methods you want to offer. To learn more, see [Creating Shipping Items](#).

### To set up shipping:

1. To define how to charge for shipping, go to Setup > Accounting > Shipping.
2. To automatically charge for shipping orders, check the **Charge for Shipping** box.  
If you do not check this box, and want to charge for shipping on sales transactions, create a separate line item on the transaction.  
To learn more, see [Creating Shipping Items](#).
3. To charge handling separately from shipping, check the **Charge Handling Separate from Shipping** and **Charge for Shipping** boxes.  
This enables you to assign shipping and handling charges to different accounts.  
Checking these boxes when creating a shipping item displays a Handling Rate subtab. Shipping and handling will appear as separate charges in the Checkout Summary page of your web site.
4. Select the **Default Shipping Carrier** that will appear on sales and website orders.



**Note:** Before selecting your default carrier, set up your FedEx, UPS, or USPS accounts on the [Carrier Registration Subtab](#).

To learn more, see [Selecting a Default Shipping Carrier](#).

5. Select the **Default Shipping Method** to use for sending sales orders and invoices.
6. If you use Pick, Pack, and Ship, select the default sales order process **Default Item Fulfillment Stage** status.



7. If you use Shipping Label Integration to print labels and track packages, select the earliest Pick, Pack, and Ship **Shipping Label Creation Stage** you can receive tracking numbers and print shipping labels.

This can be different than the Default Item Fulfillment Stage selection.

For example, to mark fulfilled sales orders Shipped, change part of your inventory fulfillment status to Picked, get tracking numbers, and then print shipping labels. Set the Shipping Label Creation stage to Picked.

8. If an item weight is not recorded, enter a default shipping weight in the **Default Item Weight in Lbs** field.

If no weight is entered, NetSuite defaults to 1 lb.

If you charge shipping by weight or use real time rates, item weight helps determine shipping costs.

9. Enter the average **Number of Days to Shipment** between the date a sales order is entered and the date the order is shipped.

This value helps create an estimated ship date on sales orders. The actual ship date is updated after the order is fulfilled.

By default, the ship date excludes weekends and holidays. Holiday dates can be set on the **Preferences** subtab.

10. Enter the time of day when orders stop being shipped in the **Cutoff Time for Shipments** field.



**Note:** Time format will be reformatted according to the current settings for time format. For example, it can be 23:00 or 12-00 PM.

Orders entered after this time, are counted on the next working day.

11. To include Saturday or Sunday in the days to shipment calculation, check the **Ship on Saturday** or the **Ship on Sunday** box.

For example, if you ship on Saturday and have a three-day shipment policy, orders placed before Friday's cutoff will be shipped on Tuesday.

## Carrier Registration Subtab

To use real-time rates or to use the Shipping Label Integration feature, register a UPS®, FedEx®, or U.S. Postal Service® (USPS) account on the Carrier Registration subtab.



**Note:** NetSuite and NetSuite OneWorld support integration with USPS. NetSuite, NetSuite OneWorld, and NetSuite Canada edition support integration with FedEx.

- To set up UPS accounts, see [Registering a UPS® Account](#) or [Registering a UPS® Account \(UK\)](#).
- To set up FedEx accounts, see [Registering a FedEx® Account](#).
- To set up USPS accounts, see [Register a USPS Account with NetSuite](#).

## Preferences Subtab

Entering information in the Preferences subtab can help to generate forms, such as a Shipper's Export Declaration (SED) and NAFTA Certificate of Origin.

### To complete Carrier Basics:

1. To enable the International subtab for Shipping Label Integration and shipping items internationally using UPS or FedEx, check the **International Shipping** box.

2. To enable restricted material shipping when using FedEx shipping integration, check the **HazMat/Dangerous Goods Shipping** box.  
To learn more, see [Shipping Dangerous Goods and Hazardous Materials](#).
3. To insure packages by default, check the **Insure Packages** box.  
You can override this option on item fulfillments.
4. To not expose your account number on shipping labels, check the **Mask Account Number on Labels** box.

### To complete rates:

1. Select the **FedEx Rates Type** to display and charge customers:
  - **Negotiated Rates** represent the rate FedEx charges shipments.
  - **List Rates** are generic list rates. FedEx still charges the negotiated rates.
2. To mark customer addresses as residential by default, check the **Residential Address for Shipping** box.  
If you do not check this box, FedEx and UPS will treat customer addresses as business addresses.  
You can also designate residential addresses on individual customer records and sales orders. This information helps return accurate shipping rates from UPS and FedEx. Residential addresses may incur higher shipping rates.  
USPS charges the same shipping rates for both residential and business addresses.
3. Select the **UPS Rates Types** to display and charge customers.

### To complete Third Party Billing:

1. If you use Shipping Label Integration and want to bill integrated shipping charges to other FedEx or UPS accounts, check the **Third Party Billing** box.  
For example, if your company has a primary account, each location can bill the primary account as a third party. You can also choose to bill a customer or distributor's UPS or FedEx account.  
Checking this box enables third party account fields on the company information page, customer records, and item fulfillments.
2. To remove shipping charges on orders where third party shipping is used, check the **Do Not Charge Shipping on Third Party Billing Orders** box.  
This prevents the customer from being charged twice for shipping.
3. To remove handling charges on orders where third party shipping is used, check the **Do Not Charge Handling on Third Party Billing Orders** box.
4. For international shipments, select a **Fedex Duty Payment Type**:
  - **None Selected** - FedEx bills your account
  - **Recipient** - FedEx bills the recipient  
When fulfilling the order, enter the recipient's FedEx account number on the **Shipping** subtab
  - **Third Party** - FedEx bills a third party  
When fulfilling the order, enter the account number to bill on the **Shipping** subtab.

If you have enabled the integrated shipping labels feature, specify the type of packaging you most frequently use with FedEx, UPS and USPS services in the **Default Package Type** section.

### To complete Default Package Type:

1. Select a **Fedex Packaging** type.

If you select **Your Packaging**, select the packaging type in the **FedEx Admissibility Package Type** field.

2. Select the type of **Fedex One Rate Packaging** you use most often.
3. Select an item fulfillment default **UPS Packaging** type.
4. Select an item fulfillment default **USPS Packaging** type.

### To complete References Fields:

1. Select additional information to include on packages to help with package tracking from **Reference #1**.

This information is copied to the order fulfillments reference fields packages subtab. This information is included on all multiple package orders.

2. UPS and USPS support more information in the **Reference #2**.

If you select Item Name, the name of the first item on the order is used.

### To complete Address Validation:

1. To validate the delivery address when fulfilling orders, check the **FedEx Address Validation** and **UPS Address Validation** boxes.

Only shipping addresses are validated. Return shipping addresses are not validated.

UPS validates in the United States and Puerto Rico only. FedEx also validates addresses in Canada.

2. If you completed the Number of Days to Shipment field, enter the holiday dates you don't ship in the **Holiday Date** column.

3. Enter a holiday **Description**.

These holidays are skipped when calculating the ship date for orders. New holiday dates should be entered each year.

4. Click **Add**.

## Packages Subtab

If you use Shipping Label Integration, you can create package types to capture the shipping information for the packaging you use most often. A package type defines the dimensions (measurements), the weight, and the maximum number of items that can be shipped in a package. You can create a package type on the **Packages** subtab and then assign it on item records to automatically enter the package details when shipping the item.

### To enable shipping label integration:

1. Go to Setup > Company > Setup Tasks > Enable Features.
2. Click the **Transactions** subtab.
3. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
4. Click **Save**.



**Note:** If you ship items in the same types of packages and a certain number of items per package, you can set up default package types to make your fulfillment process quicker and easier.

### To set up a package type:

1. Go to Setup > Accounting > Shipping.

If you use Pick, Pack, and Ship, you can set your Default Item Fulfillment Integration Stage to Packed or Shipped.

If your integration stage is Picked, packages are not automatically created based on your items and package types.

2. In the **Packages** subtab, enter a package **Name**.  
For example, eBay Package or Largest Box.
3. Enter the package **Length** measurement in inches.
4. Enter the package **Width** measurement in inches.
5. Enter the package **Height** measurement in inches.
6. If the package **Weight** is the same every time, enter the weight in pounds.
7. Enter the highest number of items that would ship in this type of package in the **Maximum Items** column.

When an item is selected for this package type and the order quantity is greater than one, or other items will be included in this package type, the maximum number of items is included in one package.

For example, speaker sets and keyboards use a medium box. The maximum number of items set is three (3). When an order is created for two speaker sets and one keyboard, they are placed into one medium box.

If an item always ships in its own package with no other items, do not enter a separate package for that item. Enter the default package type, and then check the **Ships Individually** box on the item record.



**Note:** If you do not enter a maximum number of items, the package type maximum number of items is assumed to be unlimited until the total weight is equal to or greater than 150 lbs.

8. To designate the default package type for all items that do not have a package type defined, check the **Default** box.
9. Click **Add**.  
Repeat these steps for each type of package you ship.
10. Click **Submit**.

After you set up your most-used packages, set packages for an item on the Basics subtab of each item record.

When an item is selected on an order, the item package type is automatically selected in the Your Packaging field on the packages subtab of the fulfillment. The number of packages is calculated based on the number of items on the order and the number of items allowed in each package type.

## Shipping Items

Shipping item records outline how an item is shipped. This includes shipping rate information, handling rates, rules for shipping and handling, and when shipping is free. NetSuite also refers to a Shipping Item as Shipping Method and Ship Via.

Shipping item records enable you to do the following:

- Enter a handling charge
- Set the shipping charge method  
For example, by weight or flat rate

- Define the country or countries where the shipping item can be used
- Specify the shipping item website
- Enter a name to display in your web store printed forms, and in centers such as the Customer Center
- Set conditions for offering free shipping

To learn more, see [Creating Shipping Items](#).

To create a shipping item, go to Shipping > Lists > Shipping Items > New. To learn more, see [Creating Shipping Items](#). In a OneWorld account, you can set up multiple shipping items for the same shipping method. To learn more, see the help topic [Associate Subsidiaries With Shipping Items](#).

## Automatically Charging for Shipping

NetSuite enables you to automatically charge for shipping on each order or to enter shipping as a line-item for individual sales orders, cash sales, and invoices.

### To enable the Charge for Shipping preference :

1. Go to Setup > Accounting > Setup Tasks > Shipping.
2. Check the **Charge for Shipping** box.
3. Click **Save**.

#### If you automatically charge for shipping:

- For each shipping item you create, you can select a different method to charge shipping.  
For example, your West Coast store charges shipping by item weight. The East Coast store charges shipping based on the cost of the total order. The Corporate store includes the cost of shipping in item sales prices and uses shipping methods only as descriptive line items on transaction forms.
- Shipping charges allocate income to a separate account.
- Shipping charges are displayed on your website and on transactions based on the selected shipping item.
- If you charge for shipping you can charge a separate handling fee.  
Charging a separate handling fee enables you to allocate income from fees charged for the labor and supplies for handling to a separate account.
- You cannot add shipping items to your transactions as line items.  
The shipping amount automatically appears based on the shipping item selected in the Ship Via or Shipping Method field.
- Shipping and handling still appear as one total to your customers on your website.

### To charge a separate handling fee:

1. Go to Setup > Accounting > Setup Tasks > Shipping.
2. Check the **Charge Handling Separate from Shipping** box.
3. Click **Save**.

#### If you do not automatically charge for shipping:

- If you do not automatically charge for shipping but want to include shipping items as transaction line items, you can enter a basic shipping item record.  
You can then charge for shipping on individual sales orders and invoices. You must specify an amount for each shipping item you add to the transaction.

- A choice or charge for shipping does not show in your website.

## Creating Shipping Items

NetSuite enables you to create a shipping item record for each shipping method you want to offer.

- **Charging for Shipping and Handling per Item** when you charge for shipping and charge a separate handling fee.  
If you do not charge a separate handling fee when you create shipping items, the Handling subtab is not displayed.
- If you use Standard Site Builder without touch points, shipping and handling fees are displayed as a single amount. SCA and Site Builder sites with touch points list the items separately.
- You can create multiple shipping items for a shipping method if you are working in a OneWorld account.  
To learn more, see the help topic [Associate Subsidiaries With Shipping Items](#).
- To make a shipping item inactive, on the shipping item record check the **Inactive** box.  
Inactive shipping items are removed from the shipping items list and are no longer available as shipping methods on your website or on transactions.

### To create a shipping item without charging for shipping:

1. Go to Lists > Accounting > Shipping Items > New.
2. Enter a unique and descriptive item **Ship Name**.
3. Enter a **Display Name/Code**.  
This item name appears in the Shipping Method or Ship Via field on printed forms, your web store, and all centers, such as the Customer Center. otherwise, the item Ship Name is displayed.  
If you are creating a UPS integrated shipping item, you cannot edit or change the display name/code.
4. Enter an item **Description**.
5. If you are using a OneWorld account, select a shipping item **Subsidiary**.  
To learn more, see the help topic [Associate Subsidiaries With Shipping Items](#).
6. To make this shipping item inactive, check the **Inactive** box.
7. To make item available on your website, check the **Display in Web Site** box.
8. If you use Shipping Label Integration but do not automatically charge for shipping, click the **Shipping Labels** subtab.
  1. To charge your FedEx, UPS, or USPS account when sales orders using this shipping item are fulfilled, check the **Shipping Label Integration** box.
  2. Beside the box, select the rate you want use when this shipping item is selected.  
This rate is charged to your account. Real-time rates will not be displayed on your web store, and customers will not automatically be charged real-time rates.
9. Click **Save**.

### To create a shipping item and charge for shipping and handling:

1. Go to Lists > Accounting > Shipping Items > New.
2. Enter a unique and descriptive item **Ship Name**.

3. To display this shipping item on your website and transactions field, enter a **Display Name/Code**.  
This item name appears in the Shipping Method or Ship Via field on printed forms, your web store, and all centers, such as the Customer Center. Otherwise, the item Ship Name is displayed.
4. Enter an item **Description**.
5. If you are using a OneWorld account, select a shipping item **Subsidiary**.  
To learn more, see the help topic [Associate Subsidiaries With Shipping Items](#).
6. To make this shipping item inactive, check the **Inactive** box.
7. To make this item available on your website, check the **Display in Web Site** box.
8. If you use Shipping Label Integration, click the **Shipping Labels** subtab.
  1. To charge your FedEx, UPS, or USPS account when orders using this shipping item are fulfilled, check the **Shipping Label Integration** box.
  2. Beside the box, select the rate you want use when this shipping item is selected.  
The selected method is used to ship an order and charge to your integrated account. You can charge customers based on either the same method or a different method on the **Shipping Rate** subtab.
9. Click **Save**.

## Shipping Rate

1. In the Shipping Rate subtab, select the **Account (Shipping)** for this shipping item.
2. Select one of the following shipping methods:

### FedEx

1. If you added your FedEx account to NetSuite, select **FedEx Real-Time Rate**.  
To learn more, see [Getting Started with FedEx® Integration](#).
2. Select a **FedEx Real-Time Rate**.
3. Enter a **Discount Rate**.
4. If this item qualifies, check the **FedEx One Rate** box.

### UPS

1. If you added your UPS account to NetSuite, select **UPS Real-Time Rate**.  
To learn more, see [UPS®](#).
2. Select a **UPS Real-Time Rate**.
3. Enter a **Discount Rate**.  
UPS is populated with the shipping charge when the customer completes the order.

### USPS

If you added your USPS account to NetSuite, select **USPS Real-Time Rate**.  
USPS is populated with the shipping charge when the customer completes the order.  
To learn more, see [Register a USPS Account with NetSuite](#).

### Flat Rate

1. To charge a single rate for shipping, select **Flat Rate**.

2. Enter the amount to charge for every item you ship.

## By Weight

1. To charge shipping fees by item weight, select **By Weight**.
2. Enter the amount to charge.
3. Enter the increment. For example, 1, 1.5, 2, and so on.
4. Select the unit of measure: lb, oz, kg, or g..
5. To not allow partial increments, check the **In Whole Increments** box.

To enter item default weights, go to Setup > Accounting > Shipping.

## By Item

1. To charge a shipping fee for each item, select **By Item**.
2. Enter the **Default Charge** amount for shipping on a per-item basis.  
You can enter custom, per-item shipping charges on individual item records.

## Percent of Total

1. To charge a percentage of the total charge as the shipping fee, select **Percent of Total**.
2. Enter a number in the **%** field.

## Shipping Table

1. To charge shipping based on a range, select **Shipping Table**.
  - To charge shipping based on ranges of order totals, select **Order Total**.
  - To charge shipping based on ranges of package weight, select **Weight** and then select a unit of measurement.
2. To set a **Range Value** of weight or order total, enter the first line as the minimum charge.  
The value for the first line must be zero.
3. The second value is the maximum total or weight for the first line's **Charge**.

For example, in the following chart, orders that total \$0 to \$9.99 cost \$3.00 to ship. Orders totaling \$10.00 to \$24.99 cost \$5.00 to ship.

Range Value	Charge
0.00	3.00
10.00	5.00
25.00	10.00
50.00	15.00

**Default Shipping Method** — This shipping method determines the shipping cost if a real-time shipping rate for UPS, FedEx, or USPS integrated shipping items cannot be determined.

3. Click **Save**.

### To define a Handling Rate method:

1. Select the shipping item handling fee income **Account (Handling)**.



2. Select one of the following fee handling methods:

- To only charge shipping, select **Handling- No Handling Charge**.
- To charge for every item you ship, select **Handling-Flat Rate** and then enter a rate.
- To charge by weight, select **Handling-By Weight**:
  1. Enter the amount to charge.
  2. Enter the increment. For example, 1, 1.5, 2, and so on.
  3. Select the unit of measure: lb, oz, kg, or g.
  4. To not allow partial increments, check the **In Whole Increments** box.

To enter item default weights, go to Setup > Accounting > Shipping.

- To charge shipping on an item, select **Handling-Per Item** and then enter the **Default Charge**.  
You can enter custom, per-item handling charges on individual item records.
- To charge a percentage of the total charge as the shipping fee, select **Handling-Percent of Total** and then enter an amount.
- To charge shipping based on a range, select a **Handling-Table** option;
  - To charge shipping based on ranges of order totals, select **Order Total**.
  - To charge shipping based on ranges of package weight, select **Weight** and then select a unit of measurement.
    1. To set a **Range Value** of weight or order total, enter the first line as the minimum charge.  
The value for the first line must be zero.
    2. The second value is the maximum total or weight for the first line's **Charge**.  
For example, in the following chart, orders that total \$0 to \$9.99 cost \$3.00 to ship.  
Orders totaling \$10.00 to \$24.99 cost \$5.00 to ship.

To set ranges of weight or order total, enter the first line as the minimum charge. The value for the first line must be zero. The second value is the maximum total or weight for the first line's charge.

For example, in the following chart, orders that total \$0 to \$10.00 cost \$3.00 for handling.  
Orders totaling \$10.01 to \$25.00 cost \$5.00.

Range Value	Charge
0.00	3.00
10.00	5.00
25.00	10.00
50.00	15.00

3. Click **Save**.

### To define Shipping and Handling rules:

1. To offer free shipping for orders over a specified dollar amount, check the **Free if Total Order is Over** box, and then enter the amount.
2. To charge a minimum shipping amount, check the **Minimum Shipping Amount** box, and then enter the amount.
3. To restrict the amount to charge your customers, check the **Maximum Shipping Amount** box, and then enter that amount.

4. Select the shipping item **Web Site Rules**:
  - a. To make this shipping method available online only if the order total amount is over or under a certain amount, check the **Available if Order Total Is** box.
    - i. Select **Over** or **Under**.
    - ii. Enter the amount.
  - b. To make this shipping method available online only if the order weight is over or under a certain amount, check the **Available if Order Weight is** box.
    - i. Select **Over** or **Under**.
    - ii. Enter the weight.
    - iii. Enter the unit of measure.
  - c. To restrict the shipping item availability to a specific web site, select a site or sites in the **Limit to Sites** field.  
 If this field is empty, the shipping item is available on all web sites. You can select sites in this field and then to specify the sites where the shipping item will not be available, check the **Exclude** box.
5. Specify shipping restrictions in the **Shipping Restrictions** section:
  - a. Select the countries you ship to in the **Countries** field.  
 If you do not select any countries, then this shipping item is available to ship to all countries. To identify countries you do not ship to using this shipping item, select a country or countries and then check the **Exclude** box.
  - b. To restrict the states you ship to, select one or more states in the **States** field.  
 If you do not select any states, the shipping item can ship to all states. To restrict shipping to specific states, select the country in the **Countries** field and do not check the **Exclude** box.



**Note:** Some states may not be available in the system. To add a state within a country, go to Setup > Company > States/Provinces/Counties > New


### To designate Free Shipping Items:

1. To offer free shipping on an order when certain items are purchased, click the **Free Shipping Items** subtab.
2. To require that every item you select be on an order before free shipping is offered, check the **All items must be purchased** box.  
 Otherwise, any item on an order qualifies the order for free shipping.
3. To add several items at once, select each item that qualifies an order for free shipping, and then click **Add Multiple**.
4. Click **Save**.

## Packaging

When you fulfill a sales order, the system automatically generates the number of packages required for your order. However, there is a limit of 50 packages per order. If you fulfill an order that exceeds this amount, the order will not save and the system will display an error.

In the **Packaging** subtab, to disable the automatic packaging logic that occurs during item fulfillment and creates only one package for the order, check the **Omit Packaging** box.

 **Note:** Omit packaging is not available for all integrated shipping carriers (FedEx, UPS, and UPS) and web store orders.

## Cross-Subsidiary Rules

When you enable the Intercompany Cross-Subsidiary Fulfillment feature in NetSuite OneWorld accounts, shipping item records display a Cross-Subsidiary Rules subtab.

This subtab enables you to define rules for shipping items that are fulfilled between subsidiaries.

### To define cross-subsidiary fulfillment rules:

1. Select a **Subsidiary**.
2. To define the method to use when fulfilling items from a subsidiary, select a **Shipping Item**.
3. Click **OK**.
4. To define shipping items for additional subsidiaries, click **Add Row**.
5. Click **Save**.

To learn more, see the help topic [Intercompany Cross-Subsidiary Fulfillment](#).

### To complete the translation subtab:

1. If you use the Multi-Language feature, in the Translation subtab enter the translated text for specific shipping item fields.
2. Click **Save**.

## Charging for Shipping and Handling per Item

You can charge for shipping and handling on a per item basis instead of by total order weight. This makes it easier to charge the appropriate amount for shipping or handling costs. When a customer places an order, NetSuite automatically calculates the shipping and handling charges based on the items purchased.

For example, you can enter shipping and handling costs on each item record. When you invoice those items, the shipping and handling cost on the transaction reflects what you entered on the item record.

### To automatically charge for shipping:

1. Go to Setup > Accounting > Shipping.
2. Check the **Charge for Shipping** box.
3. Click **Save**.

### To charge for handling:

1. Check the **Charge for Shipping** box.  
You must charge for shipping to be able to charge for handling.
2. Check the **Charge Handling Separate from Shipping** box.
3. Click **Save**.

## To charge per-item shipping or handling costs:

1. Go to Lists > Accounting > Items..
2. Beside the item you want to enter a shipping or handling cost for, click **Edit**.
3. On the item record, click the **Sales/Pricing** subtab.
4. In the **Shipping** section, enter a price in the **Shipping Cost** field.
5. Enter the item's handling price in the **Handling Cost** field.
6. Click **Save**.  
Repeat these steps for every item you want to charge a specific shipping or handling cost for.
7. To charge per item shipping, create a per item shipping item record to use as the shipping method on transactions and in the web store.  
Follow the [Creating Shipping Items](#) procedure and then, on the **Shipping Rate** subtab, select the **By Item** option button.
8. If a shipping cost is not entered on the item record, enter the **Default Charge** amount to display on the transaction or in the web store.

To charge the shipping amount entered on item records, select a per item shipping method on transactions and in the web store.

You can display a per item shipping method on your web store as well as other types of shipping methods. However, if the web store shopper selects a shipping method other than the per item shipping method, the shipping cost entered on the item record is overridden.

When you charge for shipping and handling, the full amount is charged on the bill for the first item fulfillment. Subsequent order fulfillments charge shipping or handling.

For example, a customer's order for two bicycle wheels has a \$15 charge for shipping. The first fulfillment ships one wheel, and the bill shows a \$15 charge for shipping. Fulfillment number two ships the other wheel, and the bill shows no charge for shipping.

If Multiple Shipping Routes is enabled, any shipping or handling rule which has been applied to the transaction will be calculated on a shipment-level basis instead.

For example, when calculating the Free if Total is over rule, the total value of items in that shipment is used to determine whether the discount criteria is met, not the value of the combined transactions on the sales order.

## To display charges on transactions:

1. On the transactions you print as line items or as a total amount on the transaction, go to Setup > Company > Printing & Fax.
2. Click the **Printing** subtab.
3. To show discount and shipping items with descriptions as line items in transaction columns, check the **Print Discount and Shipping Lines in Columns** box.  
If you clear this box, the footer of the transaction shows only a shipping item name and the total shipping and handling cost.
4. Click **Save**.

# Shipping Basics

The following sections describes how to perform the most common shipping tasks:

- [Free Shipping With an Item](#)
- [Tracking Numbers](#)
- [Accounting for Extra Packaging Weight](#)
- [Printing Shipping Labels](#)

## Free Shipping With an Item

NetSuite enables you to offer free shipping promotions when your customers buy certain items. When you use this preference, the shipping charge for the order changes to zero when the item is added to the cart.

- Choose whether one item in the promotion can be shipped for free, or all items in the promotion must be purchased for the order to ship for free.
- If an order is eligible for free shipping when a minimum order amount is met, and you apply a promotion that reduces the price of the order below the minimum free shipping requirement, then the order remains eligible for free shipping.
- You can set a preference to offer free shipping with a shipping method. To make sure that customers receive the free shipping offer on a NetSuite website, the website default shipping method must be the method with the promotion.

Alternatively, use Advanced Promotions. To learn more, see the help topic [Create an Advanced Promotion Record](#).

### To offer free shipping with certain items:

1. Go to Lists > Accounting > Shipping Items.
2. Beside the ship item you want to be free when the items are purchased, click **Edit**.  
Alternatively, to create a new shipping item for the promotion, click **New**.
3. Click the **Free Shipping Items** subtab.
4. Select an **Item** to offer without a shipping charge.  
Alternatively, to quickly add several items with free shipping, click the **Add Multiple** button.
5. Click **Add**
6. Continue to select and add items that should have free shipping.
7. To require that all items you selected are on an order before free shipping is offered, check the **All Items Must Be Purchased** box.  
Clear this box to offer free shipping on the order if any of the items listed are purchased.
8. Click **Save**.



**Note:** The maximum number of free shipping items you can assign to an individual shipping item is 10,000.

## Tracking Numbers

Tracking numbers help you to follow your customer shipments. You can retrieve tracking numbers from UPS, FedEx, U.S. Postal Service® (USPS), and Airborne when you ship your packages.

- When fulfilling an order, enter the associated tracking number so that it appears in NetSuite everywhere the order appears.

- If Shipping Label Integration is enabled for the shipping items, UPS, FedEx, and USPS tracking numbers link to their website enabling you to check your package status.
- If you enter a tracking number in the item fulfillment and then check the **To Be Emailed** box, a copy of the form is emailed to the address or addresses listed in the **To Be Emailed** field.

The tracking number appears on the form as a link. Customers can click the link or open a new browser to view the status of their orders on the shipping service website.

### To enter or view a tracking number on a fulfillment:

1. Go to Transactions > Sales > Fulfill Orders.
2. Beside the sales order you want to view or track, click **Fulfill**.
3. Click the **Packages** subtab.
4. Enter the tracking number in the **Package Tracking Number** field.

If you use Shipping Label Integration, the tracking number automatically displays after you fulfill the sales order.

## Accounting for Extra Packaging Weight

When shipping packages, your total shipment weight can be greater than the total weight of the items. To ensure that the weight listed on your Shipping Report are correct, you can account for extra packaging weight on the order's item fulfillment.

To account for the added weight when you fulfill sales orders, fulfill each order individually. If the shipping cost changes due to the extra package weight, manually adjust the shipping cost for each package.

### To account for extra packaging weight in shipments:

1. After a sales order has been created and approved, go to Transactions > Sales > Fulfill Orders.
2. Beside the customer whose order you want to fulfill, click **Fulfill**.
3. Click the **Packages** subtab.
4. In the **Weight** field, make sure that the weight is the same as the total weight of the shipment. This is the weight shown on the Shipping Report.
5. If the total weight you entered changes the shipping cost, click the **Shipping** subtab.
6. Enter the new cost in the **Shipping Cost** field.
7. To bill this order with the new shipping cost, click **Save & Bill**.

## Printing Shipping Labels

If you have not enabled the Shipping Label Integration feature, NetSuite provides an alternative process for printing shipping labels.

If you have enabled Shipping Label Integration, you can use the following procedure to print shipping labels for orders shipped by carriers you do not integrate with, or for orders shipped using a non-integrated shipping item.

- Shipping labels for orders shipped by non-integrated shipping methods are automatically formatted to print in PDF on standard Avery 5164 or equivalent labels. A standard shipping label is 4 x 3 1/3 inches, and the labels come in sheets of six.

- Adobe® Reader® is required to print PDF shipping labels. To download the latest version at no charge, visit the [Adobe website](#).
- You can print labels for sales orders, vendor returns, or transfer orders. As you fulfill each order, NetSuite adds the label to the printing queue.

You can fulfill multiple sales orders and then print all the shipping labels at one time. If you use FedEx or UPS, when you print labels on an item fulfillment, a return label is printed along with the outbound shipping label.

### To print shipping labels:


1. Go to Transactions > Management > Print Checks and Forms.
2. Click **Shipping Labels**.
3. Enter the first label number to begin printing in the **Starting Label** field.  
Standard labels come in sheets of six. If the first label sheet has less than six, select the first available label to start printing.
4. From the list of orders, check the box next to each label you want to print.  
The number 1 automatically appears in the **Count** column. .
5. To print multiple copies of a label, change the number in the **Count** column for that label.
6. To print labels for the selected transactions again, check the **Allow Reprinting** box.
7. Select a label form to use a customized label form, in **Shipping Label Form**.
8. Click **Print**.  
If you did not enable the Download PDF Files preference at Home > Set Preferences page, a preview of your labels opens in the default Adobe application.  
If you enable the Download PDF Files preference, save your labels and then open them with the Adobe application.
9. Place your labels in your printer tray.
10. In the Adobe application frame, click the printer button.
11. Click **OK**.

If you receive a printing error, repeat the steps for printing above.

## Entering Shipping Information on a Sales Transaction

The Shipping subtab appears on many transaction records including, sales orders, invoices and estimates. Enter any information related to the shipment of goods and transaction documentation, such as invoices.

### To enter shipping information on a sales transaction:

1. Go to Transactions > Sales > Enter Sales Orders > List.
2. Beside the sales order you want to update, click **Edit**.
3. Click the **Shipping** subtab.
4. Complete the relevant fields.
5. To edit the default shipping address, beside **Ship to Select** click the edit icon .  
To learn more, see the help topic [Entering an Address on a Record](#).
6. Click **Save**.

## Multiple Shipping Routes

The Multiple Shipping Routes feature enables you ship to several addresses using different shipping methods on the same transaction.

For example, an order is fulfilled from your Atlanta warehouse. Some items are shipped via FedEx to Mr. Smith in Georgia while Mr. Jones receives items in New York through USPS.

The Multiple Shipping Routes feature can be enabled in NetSuite United States edition accounts and NetSuite International edition accounts.

A shipping route is defined as a unique combination of the following:

- shipping address
- shipping carrier
- shipping method
- origin address
- Multiple Shipping Routes and SuiteScript (in the SuiteScript Reference Guide)
- Multiple Shipping Routes in SOAP web services (in the SOAP Web Services Records Guide)


These sections provide information that is specific to developers working with this feature.

If you use SuiteScript or SOAP web services and have enabled Multiple Shipping Routes, see:

- [Multiple Shipping Routes and SuiteScript](#)
- [Multiple Shipping Routes in SOAP Web Services](#)

Web store shoppers can select multiple shipping addresses for an order during checkout. However only one shipping method can be selected for each shipping address.

To learn more, see the help topic [Multiple Ship To](#).

 **Note:** To charge for shipping see, [Setting Up Shipping](#).

### To enable the multiple shipping routes feature:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. In the **Shipping & Receiving** section, check the following boxes:
  - **Advanced Shipping** — Provide separate processes to shipping and accounting for fulfilling and billing sales orders
  - **Shipping Label Integration** — Generate tracking numbers and shipping labels when you ship using integrated shipping items
  - **Multiple Shipping Routes** — Ship to multiple destinations using multiple shipping services on a single transaction
4. Click **Save**.
5. If you have a US nexus, perform the following steps:
  - a. Go to Setup > Accounting > Taxes > Set Up Taxes.
  - b. Click the **United States** subtab.
  - c. Check the **Per-Line Taxes on Transactions** box.



Only the United States nexus subtab has the **Per-Line Taxes on Transactions** box. Other country nexuses calculate taxes at the line level by default.

- d. Click **Save**.

After you enable Multiple Shipping Routes, the Enable Item Line Shipping box is displayed on standard transaction forms.

6. If the transaction has multiple shipping routes, to enable NetSuite to calculate the correct amounts for each line item, in the transactions **Items** subtab, check the **Enable Item Line Shipping** box.

Each time you create a new customer transaction, check the box to enter multiple shipping routes.

To learn more, see [Adding Multiple Shipping Routes on a Custom Form](#).

To set a default shipping method for an item to ensure that your sales team enters the best shipping method when creating orders.

To learn more, see [Setting a Default Shipping Method Per Item](#).

Additional columns are also displayed on the transaction form, so you can select a shipping address for each line item.

### To add multiple shipping routes on a transaction:

1. From the **Transactions** tab, select a transaction form.  
You can use Multiple Shipping Routes on sales orders, estimates, cash sales, product invoices, and credit memos.  
To learn more, see the help topic [Working with Transactions](#).
2. On the **Items** subtab, check the **Enable Item Line Shipping** box.
3. In the **Item** column, click the arrow and then click **List** to select an item.

4. Click **Add**.

5. Click the **Shipping** subtab.

6. Select a customer shipping address in the **Ship To Select** field. The customer's default shipping address is displayed.

To enter a different address, do one of the following:

- Select an address from the **Ship To Select** field.


This field displays only addresses in the country of the transaction's nexus.

#### Examples:

- If the transaction's nexus is CA-Quebec, all Canadian addresses are available (regardless of whether the subsidiary has other Canadian nexuses).  
If the same subsidiary has at least one U.S. nexus, no U.S. addresses are available (regardless of whether the subsidiary has other U.S. nexuses).
- If the subsidiary has only one U.K. nexus and one Germany nexus, to create a transaction for a U.K. customer, select a customer address in the U.K. and other countries, except those that are in Germany in the Ship To field.


- To add a new address saved to the customer record, select **- New -** or click the **+** icon.

- To enter a custom address, which only stays on the transaction and is not saved to the customer record, select **- Custom -**.

- To edit an existing shipping address, click the edit icon ( icon).

To learn more, see the help topic [Working with Addresses on Transactions](#).

7. Select the address **Ship Method**.
8. Repeat Steps 3 – 6 to add items to the transaction.
9. Enter the estimated **Ship Date**.  
After fulfillment, an actual ship date field appears on the sales order.

 **Note:** When working with the feature in SuiteScript or SOAP web services, after the record is submitted NetSuite calculates shipping group.

10. To ship this order only when complete, check the **Ship Complete** box.  
This prevents multiple shipments of part-orders.
11. To generate a list of shipping routes for this transaction, click **Calculate Shipping**.  
Click the Calculate Shipping every time the list of transaction items, the Ship To (address), Shipping Method, or Location changes.
12. Click **Save**.

## Shipping and Handling Rules with Multiple Shipping Routes

After Multiple Shipping Routes is enabled, any shipping or handling rule applied to the transaction is calculated on a line-level basis. For example, when calculating the Free if Total is over rule, the total of items sent to that shipping address determines whether the discount criteria is met, not the value of the combined transactions on the sales order.

To learn more, see [To enable the multiple shipping routes feature](#).

## Adding Multiple Shipping Routes on a Custom Form

You can use multiple shipping routes even if you use a custom preferred form for entering transactions.

To do this, add the [To add the Enable Item Line Shipping box to a custom form](#) box to the custom form and then [To add multiple shipping routes on a transaction](#) on the transaction.

### To add the Enable Item Line Shipping box to a custom form:

1. From the **Transactions** tab, select a transaction form.
2. Select your preferred **Custom Form**.
3. In the **Customise** menu, select **Customise Form**.
4. On the **Screen Fields** subtab, click the **Items** tab.
5. Beside **Enable Item Line Shipping**, check the **Show** box.
6. Click **Save**.
7. Click the **Transactions** tab to select the transaction form again.  
The **Enable Item Line Shipping** box is displayed in your preferred custom form.

## Disabling Multiple Shipping Routes

NetSuite enables you to turn off the Multiple Shipping Routes feature, even after you have created sales orders with multiple shipping routes. If you disable this feature, all transactions display only one shipping address and shipping method.



**Important:** Before turning the feature off, fulfill all outstanding orders with multiple shipping routes.

### To disable the feature:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. In the **Shipping & Receiving** section, clear the **Multiple Shipping Routes** box.
4. Click **Save**.

## Return Authorizations with Multiple Shipping Routes

Return authorizations, or Return Materials Authorizations (RMAs), do not support multiple shipping routes. However, if you bill each fulfillment to a shipping route, you can create RMAs related to an order that uses multiple shipping routes by creating an authorization from those individual cash sales or invoices.

For more information about return materials authorization see, [Return Authorization \(RMA\) Forms](#).

## Setting a Default Shipping Method Per Item

NetSuite enables you to specify a default shipping method to use when adding an item to a sales order. The default shipping method displays automatically when your sales team selects a shipping method while adding an item to an order.

You can set default shipping methods for Assembly items, Inventory items, Item Groups, and Kits/Packages.

Instead of relying on automatic shipping calculators to pick the best method, the default shipping option enables you to better control shipping costs for orders that typically have items with different size or weight ratios, or require special transportation.

For example, you ship items that vary in weight, such as a sofa and a pillow cover, from a single order. If you specify a default shipping method for each item, then when your sales team adds these items to an order, the default shipping method for each item displays automatically.

This feature restricts shipping items during order entry only. To override the default shipping method:

- **On the sales order**, select any approved shipping method specified in the **Shipping Methods** field on the Item record.
- **On the order fulfillment**, select any shipping method.



**Note:** Multiple Shipping Routes must be enabled to specify default shipping methods.

### To specify a default shipping method for an item:

1. Go to Lists > Accounting > Items..
2. Beside the item you want to specify a shipping method for, click **Edit**.
3. Click the **Purchasing/Inventory** subtab.

4. In the **Vendor Bill Matching** section, complete the following:
  1. Select a **Carrier**.
  2. Select a **Shipping Methods**.
  3. Select a **Default Shipping Method** to display when adding an item to a sales order.
5. Click **Save**.

### To specify a carrier and shipping method on the customer record:

1. Go to Setup > Accounting > Shipping > Set Up Shipping.
2. When you create a sales order, the carrier and shipping method for a line item display based on this order:
  - From the Default Shipping Method on the Item record.
  - If the item does not have a default shipping method, then the Shipping Carrier and Shipping Method specified on the Customer record display.
  - If the customer does not have preferred shipping information, then the Default Shipping Carrier and Default Shipping Method from your Shipping setup display.

## Item Fulfillments and Multiple Shipping Routes

The Multiple Shipping Routes feature enables you to ship items fulfilled for the same sales order to multiple places by multiple carriers.

After you fulfill a sales order with multiple shipping routes, an item fulfillment is generated for each address. The shipping address and the corresponding shipping method for each order is displayed in the list of sales orders for fulfillment. Each shipping route represents a pending item fulfillment. NetSuite displays a line in the fulfillment queue for each route.

On a sales order with multiple shipping routes, click **Fulfill** to prompt the following:

- The Fulfill Sales Order queue displays shipments for that order
- If only one shipment is pending, a new item fulfillment opens
- If you use the Bar Coding and Item Labels feature, the Select Order Number field automatically selects only the first shipment in the queue for the order number entered

If a sales order has multiple drop ship lines and multiple shipping routes, the system creates a separate purchase order for each shipping route and vendor combination.

A picking ticket is generated for each shipping route. Since the Print Picking Tickets queue displays a separate line for each shipping route, the same order can appear multiple times in the list.

To learn more, see the help topic [Printing a Picking Ticket](#).

## Shipping Integration with FedEx, UPS, and USPS/Endicia

The Shipping Label Integration feature enables you to generate tracking numbers and shipping labels in your NetSuite account. After you register your FedEx, UPS, or USPS/Endicia account with NetSuite, you can create real-time rate shipping items so that the shipping charges on orders are always up to date.

**Note:** If you use the Shipping Label Integration feature and an integrated shipping carrier, you cannot override addresses to generate shipping labels. Make sure that you enter the complete shipping information in the Address window, address fields.

### To setup shipping label integration:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
4. Click **Save**.

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer on each shipping screen and shipment notification. These elements are permanent and cannot be deleted or altered.

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## Shipping Carrier Integration Options

Real time rates and shipping label integration are available for the following carriers based on shipment origin and destination:

Ship From	Ship To	Carriers
U.S.	U.S.	FedEx, UPS, USPS/Endicia
U.S.	International	FedEx, UPS, USPS/Endicia
Canada	U.S.	FedEx, UPS
International	U.S.	UPS*
International	International	UPS*

\*available in countries where carrier provides service

## Tracking Numbers with Shipping Label Integration

If you use the Shipping Label Integration feature, you can automatically receive tracking numbers from UPS, FedEx, or USPS into your account.

To receive a tracking number, fulfill an order that includes an integrated shipping item.

### To identify orders with integrated shipping items:

1. Go to Transactions > Sales > Fulfill Orders.
2. Click the **Orders** subtab.
3. Orders that include integrated shipping items have a check in the **Label Integration** column.

To learn more, see [Shipping Integration with FedEx, UPS, and USPS/Endicia](#).



**Important:** NetSuite's shipping label integration supports the tracking and shipment of hazardous materials and dangerous goods, including U.S. Department of Transportation Emergency Response Requirements (49 CFR Part 172.201, Part 172.604), only with FedEx integration. For other carriers, contact a SuiteCloud Developer Network (SDN) partner if you ship hazardous materials or dangerous goods.

## Shipping Integration with Pick, Pack, and Ship

If you use both the Shipping Label Integration and the Pick, Pack, and Ship features, you can choose where in the process you want to receive your tracking number and charge your account.

### To select the stage of pick, pack, and ship for shipping integration:

1. Go to Setup > Accounting > Shipping.
2. In the **Default Item Fulfillment Integration Stage** field, select one of the following:
  - When the order is marked **Picked**, your shipping account is charged, a tracking number is received, and a shipping label is created.
  - When the order is marked **Packed**, and ready to be shipped your shipping account is charged, a tracking number is received, and a shipping label is created.  
To mark orders packed, go to Transactions > Sales > Mark Orders Packed.
  - When the order is marked **Shipped** shipped to the customer and completely fulfilled, your shipping account is charged, a tracking number is received, and shipping label is created.  
To mark orders shipped, go to Transactions > Sales > Mark Orders Shipped.
3. Click **Save**.

Your account will now communicate with your shipping carrier at the time you designated to retrieve the shipping label and tracking information.

## Shipping Integration with Multiple Locations

After you have enabled both the Multi-Location Inventory and Shipping Label Integration features, you can set up different UPS, USPS, and FedEx accounts for each location.

You can then receive UPS, USPS, and FedEx real-time rates and labels specific to the warehouse you are shipping from and to set up pick-up preferences for each warehouse.

With shipping integration and multiple locations, after you create an order you can select which location to fulfill a sales order from. After you fulfill the order, the shipping charges reflect the location you selected on the sales order. You cannot fulfill a sales order with items from more than one location.

To learn how to set up locations with shipping integration, see the following Help Center topics:

- [Registering a FedEx® Account](#)
- [UPS](#)
- [USPS](#)

From the confirmation page, you can choose to go back to the Set Up Shipping page to register accounts for your other locations.

**Note:** You cannot delete or inactivate a FedEx, UPS, USPS account from NetSuite. If you no longer use a location that you have set up with a shipping account, inactivate the location record. Contact UPS or FedEx directly if you need to cancel an account.

FedEx Integration is currently only available in the United States and Canada.

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer on each shipping screen and shipment notification viewed by your customer. These elements are permanent and may not be deleted or altered in any way.

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## Shipping Integration and Third Party Billing

You can bill third party FedEx, UPS, or USPS accounts for orders. You may need FedEx, UPS, or USPS to bill recipient accounts directly, or bill the distributor for shipping.

### To enable third party billing:

1. Go to Setup > Accounting > Shipping.
2. Check the **Preferences** subtab.
3. In the **Third Party Billing** section, check the **Third Party Billing** box.
4. Optionally, decide whether to charge for shipping or handling on the order when a third party is being billed:
  - a. Check the **Do Not Charge Shipping on Third Party Billing Orders** box.
  - b. Check the **Do Not Charge Handling on Third Party Billing Orders** box.
5. Click **Save**.

### To enter third party billing in the company information:

1. Go to Setup > Company > Company Information.
2. Enter your company default third party account information.  
You can use this as the primary account for all locations.  
When you select Third Party Billing or Bill Third Party on item fulfillments, this account is billed by default. You can override this default account number on item fulfillments.
3. Click **Save**.

To learn more, see the help topic [Configuring Company Information](#).

### To enter third party billing in the customer form:

1. Go to Lists > Relationships > Customers.
2. Beside the customer you want to update, click **Edit**.
3. In the **Financial** subtab, enter third party billing information.  
Use this information on item fulfillments when you select Third Party Billing or Consignee Billing. You can override the default on item fulfillment account number.
4. Click **Save**.

To learn more, see the help topic [Entering Financial Information on the Customer Record](#).

## Integrating with Multiple Shipping Carriers

NetSuite enables you to integrate with each carrier you use to track shipments and print labels.

### Selecting a Default Shipping Carrier

When you set up shipping, you also select a default shipping carrier. You can display any of the following based on the shipping accounts you set up: More, FedEx, FedEx/More, FedEx/USPS, FedEx/USPS/More, USPS/More, USPS.

For example, if you set up a FedEx account only and do not define any NetSuite shipping items, then you can select either UPS or FedEx as the default shipping carrier. If you set up accounts with UPS, FedEx, USPS, and set up NetSuite shipping items, you can then select either UPS or FedEx/USPS/More as the default shipping carrier. If you do not integrate with any shipping carriers, your choices are UPS or More.

The Default Shipping Carrier preference in NetSuite does not restrict you to using only one carrier. You can always change the carrier. When you create a sales order or other transaction, the carrier name is automatically displayed. If you use multiple carriers, select the shipping option that you use most frequently for the Default Shipping Carrier so you do not have to change the carrier as often when entering transactions.

To learn more, see [Setting Shipping Preferences](#).

### Printing Shipping Labels for Multiple Carriers

If you integrate with multiple carriers, set up printers to print labels for each carrier because each carrier requires different drivers to print labels. Otherwise, you have to reinstall the carrier-specific driver every time you want print different labels.

#### To print labels for multiple shipping carriers:

1. Set up a separate printer for each shipping carrier you use.
2. Install the carrier-specific driver for each printer.  
To learn more, See [Printing Integrated Shipping Labels With a Thermal Printer](#).
3. Load labels and printing supplies.
4. Fulfill a sales order.  
The sales order must use an integrated shipping item as the shipping method or Ship Via.
5. Check the **Shipping Label Integration** box.
6. Go to Transactions > Management > Print Checks and Forms.
7. Print labels using one of the following procedures:
  - [Printing Integrated Shipping Labels With a Thermal Printer](#)
  - [Printing FedEx Shipping Labels in PNG Format](#)
  - [Printing UPS Shipping Labels as PDFs](#)
  - [Printing USPS Shipping Labels and Forms](#)

## Printing Integrated Shipping Labels With a Thermal Printer

The Shipping Label Integration feature enables you to print a barcode shipping label for a sales order, vendor return, or transfer order.



## To print a label:

1. Create a shipping item.  
To learn more, see the help topic [Creating Shipping Items](#).
2. Create a sales order with the shipping item.  
To learn more, see the help topic [Creating Sales Orders](#)
3. Fulfill the sales order.  
To learn more, see the help topic [Fulfilling Orders](#)
4. To generate a shipping label, check the **Label Integration** box.
5. Click **Submit**.

For a list of compatible thermal printers, visit [UPS.com](https://www.ups.com) and [Fedex.com](https://www.fedex.com).

## To print labels in EPL or ZPL format using a thermal printer:

ZPL format is currently supported by USPS and UPS services.

- [To install a thermal printer driver on a Windows PC:](#)
- [To set up your NetSuite account to print shipping labels in EPL or ZPL format:](#)
- [To print a shipping label in EPL or ZPL format:](#)

### To install a thermal printer driver on a Windows PC:

1. Install the driver according to the printer manufacturer's instructions.
2. **Share the printer** on a network:
  1. Go to Control Panel > Devices and Printers.
  2. Open printer.
  3. In **Printer Properties** select the **Sharing** tab.
  4. Check the **Share This Printer** box.
  5. In the **Share Name** field, enter the name of the printer. For example, LP2844.  
The printer name cannot contain spaces.
  6. Click **OK**.
3. To send the label files to the printer, **Create a batch file:**
  1. Open a text editor, such as Notepad.
  2. If you are printing to a local printer using a USB port, replace 'PrinterName' with the name of your printer. Do not replace 'ComputerName' with the name of your computer. It will change dynamically when the batch file runs.  
**Net use LPT2: \\%ComputerName%\PrinterName**  
**Copy %1 LPT2**  
**Net use LPT2: /Delete**
  3. If you are using a network thermal printer, replace 'Server' with the print server name. Replace 'PrinterName' with the name of your printer:  
**print /d:\\Server\PrinterName %1**
  4. Click **Save**.

5. In **Filename**, enter **label.bat**. Replace the .txt suffix with .bat.
  6. In the **Save as Type** field, select **All Files**.
  7. Select a **Location** to save the file to.
  8. Click **Save**.
4. **Add the file extension** and assign default program associations:
1. From the **Start** menu, enter **Indexing**.
  2. Click **Enter**.
  3. In the **Indexing Options** window, click **Advanced**.
  4. Click the **File Types** tab.
  5. In the **Add new extension to list** field, add **epl2** and then click **Add..**
- Repeat this step for **zpl**.
- Completing these steps ensures that you can search for your EPL2 and .ZPL files using Windows search.

### Setting a default program to open the batch file

Select one of the following methods to open EPL2 or ZPL files from your desktop.

#### Method 1

1. Save the EPL2 or ZPL file to your desktop.
2. Right-click the saved file.
3. Click **Open With** and then **Choose default program**.
4. Click **Browse** and then locate the **label.bat** file.
5. Click **Open**.
6. Check the **Always use the selected to open this kind of file** box.
7. Click **OK**.

#### Method 2

1. Right-click the saved **EPL2** or **ZPL** file.
2. Select **Properties**
3. In the **General** tab, click **Change**.
4. Select a program from the list or click **Browse** to select the label.bat file you saved earlier.

### To set up your NetSuite account to print shipping labels in EPL or ZPL format:

1. Before fulfilling the order, go to Setup > Accounting > Setup Tasks > Shipping.  
Zebra, Eltron, and Epson printers use EPL or ZPL format. ZPL format is available for USPS, and UPS shipping accounts. ZPL can print four times faster compared to the EPL format.
2. Click the shipping account you want to use to print the label.
3. In the **Label Type** field, select one of the following options:

Format	Available Shipping Accounts
EPL (4 x 6)	UPS, USPS
EPL (4 x 8)	UPS
ZPL (4 x 6)	FedEx, UPS
ZPL (4 x 8)	UPS

ZPLII (4 x 6)	FedEx, USPS
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4. Click **Submit**.

### To print a shipping label in EPL or ZPL format:

1. After fulfilling an order, go to Transactions > Management > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. To begin printing on the first label of the first sheet of labels, in the **Starting Label** field, enter **1**.  
Enter **2** to begin printing on the second column, or second label, on the sheet.
4. Select a carrier to the print labels for.  
Alternatively, select **All**.
5. Leave the **Single Label Per Page** box clear. This preference is for printing in PDF format.
6. Optionally, select a **Location**.
7. In the **Print** column, check the box next to each order you want to print a label for.
  - To check the boxes for all items, click **Mark All**.
  - To view the sales order, click the **Order Date**.
  - To view the Item order Fulfillment, click the **Ship Date**.
8. Click **Print**.  
A window opens with instructions on how to download your label.

Attach the label to the package for the order, and it is ready for drop-off or pick-up.


## FedEx®

### Registering a FedEx® Account

Adding a FedEx® account to NetSuite enables you to offer FedEx real-time rates. You must have an active FedEx account to use FedEx real-time rates and integration.

If you have enabled Shipping Label Integration, you can print barcode shipping labels and receive tracking numbers.


If you charge for shipping, you can create shipping items with FedEx real-time rates. When a customer ships a purchase using FedEx, the current rate for the customer's location fills in the Amount field in your website and on transaction pages. The rate is an estimate of the final shipping cost and may vary slightly depending on the package size.

 **Note:** You must charge for shipping to use FedEx real-time rates or integration.

### To add your FedEx® account:

1. Go to Setup > Accounting > Shipping.
2. Check the **Charge for Shipping** box.
3. On the **Carrier Registration** subtab, click **Add FedEx® Account**.

4. Read the terms of agreement, and then select **I Accept**.
  5. If you use the Multiple Location Inventory feature, select the **Location** to associate this FedEx account with.  
You can add a separate FedEx account for each location you operate.
  6. Enter the **First Name** and **Last Name** of the person responsible for this FedEx account.
  7. Your **Company** name is displayed.
  8. Enter the **Department** the FedEx account contact person works in.
  9. Enter this Location's address information:
    - **Address**
    - **City**
    - **State**
    - **Zip** code
  10. Enter the FedEx account person's contact information:
    - **Phone** number
    - **Fax** number
    - **Pager** number
    - **Email** address
  11. Select how you want to pass packages to FedEx in the **FedEx Dropoff Type** field.
  12. Select your shipping label print format in the **FedEx Label Type**.
  13. If your label stock is perforated select **Doctab Location**
    - **None** — if there is no physical doctab
    - **Top** — if the doctab is at the top of the label
    - **Bottom** — if the doctab is at the bottom of the label

Doctab Location is available for PDF (8-1/2 x 11) label types.
  14. Select how customers pay for receiving deliveries in the **FedEx® Collect on Delivery (C.O.D.) Type** field.
  15. Enter your **FedEx Account Number**.  
Only nine-digit account numbers can be entered.
  16. If you have a **FedEx SmartPost** account, check the box and then select the default hub number provided by FedEx for the location.  
Alternatively, to register an account that supports FedEx SmartPost customer returns by USPS, check **FedEx SmartPost Returns**.
-  **Note:** Submit two registrations if you use both FedEx SmartPost and FedEx SmartPost Returns. To learn more, see [FedEx SmartPost® Services](#).
17. If you enabled Hazmat/Dangerous Goods Shipping, add the contact person's information.  
To learn more, see [Shipping Dangerous Goods and Hazardous Materials](#).
  18. Click **Submit**.

## Getting Started with FedEx® Integration

FedEx Integration enables you to connect your NetSuite account directly to your FedEx account.

When you fulfill orders with FedEx integrated shipping, your FedEx account is charged for the shipment and the tracking number is saved with the item fulfillment.

To learn more, see [Printing Integrated Shipping Labels With a Thermal Printer](#).

### To setup FedEx Integration:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
4. Click **Save**.
5. To register with FedEx, go to FedEx, go to Setup > Accounting > Shipping.  
To learn more, see [Registering a FedEx® Account](#).
6. To designate FedEx as the **Default Shipping Carrier** on sales orders, select **FedEx**.
7. Click the **Preferences** subtab.
8. In the **Rates** section, select a **FedEx Rates Type**:
  - To show and charge customers the rate FedEx charges you for shipping, select **Negotiated Rates**.
  - To show and charge customers the higher FedEx rate, select **List Rates**.
9. Click **Submit**.

Please note that the real-time rate quoted at the time of sale is only an estimate. The actual charge may vary based on factors such as package size, service additions on the shipment, and account-specific discounts.

If you also have the Multiple Location Inventory feature enabled, you can set up each location with a separate FedEx account number. For more information, see [Shipping Integration with Multiple Locations](#).

## Creating Shipping Items with FedEx Integration

To use FedEx integration, create shipping items that are marked for integration.

After you create a FedEx integrated shipping item, you can enter sales orders with the integrated shipping item selected in the Ship Via field. When you fulfill an order, your FedEx account is charged with the FedEx shipping method rate.

Before you can create a FedEx-integrated shipping item, you must [Getting Started with FedEx® Integration](#)


### To create a shipping item with FedEx Integration:

1. Go to Lists > Accounting > Shipping Items > New.
2. Enter a shipping item **Ship Name**.
3. Enter the shipping item **Display Name/Code** to appear on invoices, your Web store, and centers such as the Customer Center.  
In all other places, the Ship Name is displayed.
4. Enter a shipping item **Description**.
5. To make this shipping item no longer appear on a list, check the **Inactive** box.
6. To make this shipping item available in your website, check the **Display in Web Site** box.

7. On the **Shipping Labels** subtab, check the **Shipping Label Integration** box.  
In the list beside the Shipping Label Integration box, select a shipping method.  
This selection determines the rate FedEx charges your account and which barcode shipping label will be created.
8. In the **Shipping Rate** subtab, select the **Account** to record income for this shipping item.
9. Select the rate you want to charge:
  - **FedEx Real-Time Rate** – Select which real-time rate to use for this shipping item.
    1. Enter a decimal form discount rate in the **Discount Rate** field.  
For example, to offer a 25% discount, enter 0.75.
    2. If this item qualifies, check the **FedEx One Rate** box.  
To learn more, see [FedEx One Rate®](#).
  - To charge shipping fees by item weight, select **By Weight**.
    1. Enter the amount to charge.
    2. Enter the Increment. For example, 1, 1.5, 2, and so on.
    3. Select the unit of measure: lb, oz, kg, or g.
    4. To not allow partial increments, check the **In Whole Increments** box.
  - To charge a shipping fee for each item, select **By Item** and then enter the **Default Charge** amount for shipping on a per-item basis.  
You can enter custom, per-item shipping charges on individual item records.
  - To charge a percentage of the total charge as the shipping fee, select **Percent of Total** and then enter a number in the **%** field.
  - To charge shipping based on a range, select **Shipping Table**.
    - To charge shipping based on ranges of order totals, select **Order Total**.
    - To charge shipping based on ranges of package weight, select **Weight** and then select a unit of measurement.
10. Click **Save**.

## FedEx Real-Time Rates (U.S. & Canada)

After you register your FedEx account with NetSuite, you can offer FedEx shipping options with real-time rates. When a customer ships with FedEx, the customer's location current rate is automatically entered into in the Amount field on your website and transaction pages.

 **Note:** Rates for orders to be shipped from a Canadian location do not include Canadian tax.

During the order fulfillment, FedEx can validate the package shipping address. Address validation is available for more than 40 countries. If the address is not valid, an error message is sent to verify and correct the shipping address. To learn more, See [Setting Shipping Preferences](#).

After adding a FedEx account, you can create shipping items that charge customers FedEx real-time rates. Real-time rates are calculated based on the item's weight, the selected shipping method, the frequency of pickups, and the zip code.

To offer FedEx real-time rates, select one of the following real-time rate shipping item options:

- **FedEx First Overnight®** — Overnight delivery in the contiguous U.S. by 8:30 am to most major markets

- **FedEx First Overnight Freight®** — Next business day delivery available in all 50 U.S. states including Hawaii (to the island of Oahu)
- **FedEx Priority Overnight®** — Overnight delivery in the U.S. by 10:30 am for most addresses, with later times of day in rural areas or on Saturday
- **FedEx Standard Overnight®** — Overnight delivery in the U.S. by 3 pm, or 4:30 pm in rural areas. This option is not available for Canadian accounts
- **FedEx 2Day®** — Delivery in the U.S. by 4:30pm (7:00 pm to residences) in two business days
- **FedEx Express** — Package weight must be under 10 pounds
- **FedEx Express Saver®** — Delivery in the contiguous U.S. by 4:30 pm (7:00 pm to residences) in three business days. This option is not available for Canadian accounts
- **FedEx Ground®** — Delivery in one to five business days in the contiguous U.S., three to seven days to or from Alaska or Hawaii
- **FedEx Economy** — Delivery by 5:00 pm in one to three business days. Available in Canada only
- **FedEx 2Day® A.M.** — Delivery by 10:30 am in two business days, except some shipments to Alaska and Hawaii in three business days
- **FedEx® Home Delivery** — Delivery to residences in one to five business days in the contiguous U.S., three to seven business days to or from Alaska or Hawaii. This option is not available for Canadian accounts
- **FedEx International First®** — Delivery by 8:30 am in two business days to Basel, Brussels, Frankfurt, London, Milan, or Paris
- **FedEx International Priority®** — Time definite delivery in one to three business days to more than 210 countries
- **FedEx International Economy®** — Delivery in two to five business days (three to ten business days to Mexico or Puerto Rico) to more than 205 countries
- **FedEx International Priority® Freight** — Time definite delivery in one to three business days to more than 50 countries for packages over 150 pounds
- **FedEx International Economy® Freight** — Time definite delivery in four to five business days to more than 45 countries for packages over 150 pounds
- **FedEx 1Day® Freight** — Delivery between 10:30 am-12:00 pm the next business day in the U.S., except Hawaii, for packages over 150 pounds
- **FedEx 2Day Freight®** — Delivery between 12 pm-3:00 pm in two business days in the U.S., except Hawaii, for packages over 150 pounds. This option is not available for Canadian accounts
- **FedEx 3Day® Freight** — Delivery by 3:00 pm in three business days in the contiguous U.S. for packages over 150 pounds. This option is not available for Canadian accounts
- **FedEx SmartPost® parcel select lightweight** — Delivery in two to seven business days in the U.S. (longer if outside the contiguous U.S.). Final delivery handled by USPS, including Saturdays. This option is not available for Canadian accounts
- **FedEx SmartPost® Bound Printed Matter** — Cost-efficient delivery of bound printed matter. Final delivery handled by USPS, including Saturdays. This option is not available for Canadian accounts
- **FedEx SmartPost® Media Mail** — Cost-efficient delivery of media mail items. Final delivery handled by USPS, including Saturdays. This option is not available for Canadian accounts
- **FedEx SmartPost® parcel select** — Delivery in two to seven business days in the U.S. (longer if outside the contiguous U.S.). Final delivery handled by USPS, including Saturdays. This option is not available for Canadian accounts

Your preferences in the **Free if total is over**, **Minimum shipping amount**, and **Maximum shipping amount** fields override the real-time rates.

## NetSuite calculates FedEx rates based on the following:

- Packages picked up during your regular daily FedEx pickup
- Whether packaging material is provided by the shipper
- If the destination is a commercial destination. Residential rates are higher in some delivery areas
- Multiple products are placed in one package, the actual weight of the package may be less than the estimated rate submitted due to weight rounding
- The rate is determined by product weight only and some packages may incur additional FedEx fees based on package dimensions or additional services

**Note:** Weight and size limits apply to all packages that are not sent by FedEx Express® Freight. The maximum weight limit for packages is 150 pounds. The maximum size for a package equals 130 inches in combined length (the longest side of the package) and girth (the distance all the way around the package at its widest point perpendicular to the length), and the maximum length per package equals 108 inches. Packages over these weight and size limits can be sent by FedEx Express® Freight, which has a 2200 pound weight limit.

### The FedEx real-time rate option shipping process:

1. The customer selects a FedEx real-time rate **Shipping Method**.
2. NetSuite may pause while receiving real-time rates from FedEx before the price is displayed.
3. The customer completes the order.
4. The sales order is authorized and fulfilled.  
Before saving the fulfillment, click **Recalculate Shipping** to update the real-time rate and validate the shipping address.
5. After the package is received by FedEx, a tracking number enables you and your customer to track the shipment status.
6. You can manually enter the tracking number on a sales order page once. The number then appears everywhere the order appears, including in the confirmation email to the customer and the Customer Center.
7. The tracking number appears as a link in the customer confirmation email.

## FedEx SmartPost® Services

FedEx SmartPost combines FedEx shipping with USPS to deliver the package to its final destination. FedEx offers SmartPost shipping rates for standard mail, bound printed matter, media mail, and parcels. To use SmartPost rates:

- Contact your FedEx representative to add SmartPost services to your FedEx account
- [Updating Your FedEx Registration for SmartPost](#)
- [SmartPost Shipping Items](#)

## Updating Your FedEx Registration for SmartPost

After you sign up for FedEx SmartPost, FedEx supplies an ID number that identifies the processing hub for USPS deliveries. Add the hub number to your NetSuite FedEx registration to complete the integration for these services.



To use both FedEx SmartPost and FedEx SmartPost Returns, add a separate SmartPost Returns account and then register the FedEx SmartPost Returns account in NetSuite.

**Note:** FedEx SmartPost is the only FedEx service that requires a separate account for its returns. All other accounts can be used to process both outbound and inbound (non-SmartPost) shipments.

## SmartPost Shipping Items

SmartPost shipping items are available for sales orders and web store orders. They can be used for shipments to U.S. destinations only, including P.O. boxes, military destinations, and U.S. territories.

To learn more, see [Creating Shipping Items](#).

## Fulfilling Orders Shipped by SmartPost

To fulfill orders Follow the same process to fulfill orders with FedEx SmartPost shipping items. To learn more, see [Fulfilling Orders with FedEx® Integration](#).

Shipping labels display a single tracking number to track both the FedEx and USPS legs of the delivery.

**Note:** FedEx Ground does not support SmartPost Media Mail pickup. To have SmartPost Media Mail picked up at your location, the pickup carrier assigned to your FedEx SmartPost account must be SmartPost, not Ground.

## SmartPost Returns

Including customer return labels for SmartPost shipments provides a convenient customer return solution. Customers can use the labels to return items from any USPS or FedEx location. You do need to register a separate FedEx account in NetSuite for SmartPost returns.

To learn more, see [FedEx Customer Returns](#).

## FedEx One Rate®

FedEx One Rate shipping option does not require you to weigh or measure boxes and packs under 50 pounds. Register your FedEx account with NetSuite enables you to offer this service. FedEx One Rate is not available for web store orders.

Use FedEx One Rate for the following packaging types:

- FedEx Envelope
- FedEx Small Box
- FedEx Medium Box
- FedEx Large Box
- FedEx Extra Large Box
- FedEx Pak
- FedEx Tube

The maximum allowable weight for FedEx Envelopes is 10 pounds. The maximum allowable weight for FedEx Boxes, Paks, and Tubes is 50 pounds.

### To enable FedEx One Rate:

1. Go to Setup > Accounting > Setup Tasks > Shipping
2. Click the **Preferences** tab.
3. Under the **Default Package Type** section, select a **FedEx One Rate Packaging** type.  
This is a mandatory field. You cannot save your preferences if you do not select a packaging type.
4. Click **Save**.

## FedEx Customer Returns

Including customer return labels with FedEx shipments provides a convenient customer return solution. Customer return labels are only available with FedEx integration for domestic and international shipments.

To set up and use customer return labels with your FedEx integration, complete the following:

- [Adding Return Addresses](#)
- [Updating FedEx Shipping Items for Return Labels](#)
- [Fulfilling Orders with FedEx Customer Return Labels](#)
- [Processing FedEx Customer Returns](#)

### Adding Return Addresses

For each site that accepts returns, verify that you have recorded a customer shipping address. You can add a return address at the location, subsidiary (OneWorld only), and company levels.

#### To add a return address for a location:

1. Go to Setup > Company > Locations.
2. Beside the location you want to update, click **Edit**.
3. In the **Address** subtab, beside **Return Address**, click **Edit**.
4. Complete the [To complete the return address form:](#) procedure.  
Click **Save**.

#### To add a return address for a subsidiary:

1. Go to Setup > Company > Subsidiaries.
2. Beside the subsidiary you want to update, click **Edit**.
3. In the **Address** subtab, beside **Return Address**, click **Edit**.
4. Complete the [To complete the return address form:](#) procedure.

#### To add a return address for a company:

1. Go to Setup > Company > Company Information.
2. Beside the company you want to update, click **Edit**.
3. In the **Address** subtab, beside **Return Address**, click **Edit**.

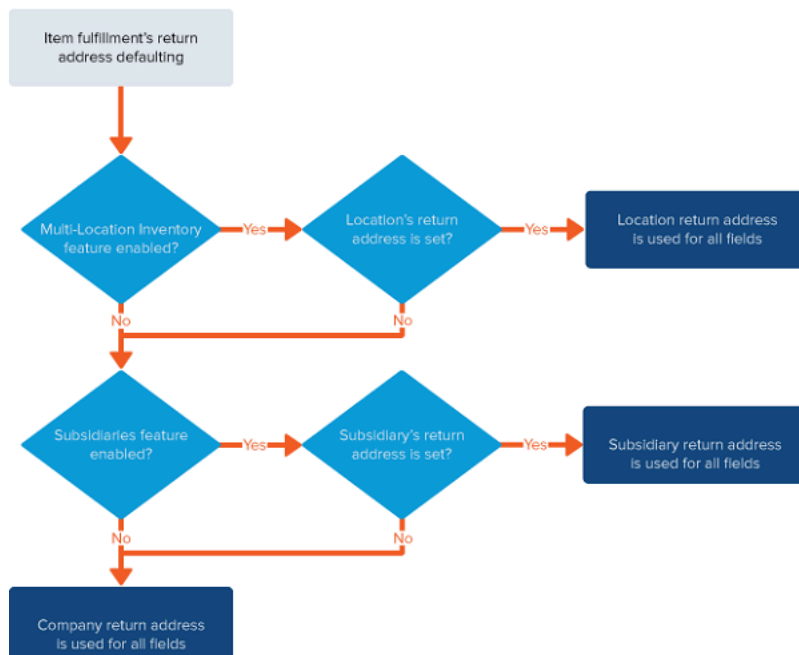
4. Complete the [To complete the return address form](#) procedure.

### To complete the return address form:

1. Enter the **Country** this address is located in.
2. Enter the name of the person the shipment is addressed to in the **Attention** field.  
This is the name that appears on the shipping label.
3. Enter the name of the entity that should appear on the shipping label in the **Addressee** field.  
This name appears on the shipping label under the Attention field.
4. Enter the address **Phone** number.
5. Enter the **Address** as it appears on forms. Enter up to 50 characters  
If this address is marked default for shipping or billing, it automatically populates employee, customer, partner, and vendor, addresses on forms.
6. Enter the address **City**, **State**, and **Zip** code.
7. Check the **Override** box to disable the free-form address text field so text is not displayed in the Address field.
8. Click **OK**.

If a location has no return address, the subsidiary return address for a subsidiary is used, if provided. If not, the company return address for the company is used. If a return address for the location, subsidiary, or company is not provided, manually enter the return address for each item fulfillment.

The following diagram describes the return address process:



## Updating FedEx Shipping Items for Return Labels

You must update each FedEx shipping item that you provide customer return labels for. When the shipping item is used on an order, a customer return label prints when the shipping label prints.

## To update FedEx shipping items for customer return labels:

1. Go to Shipping > Lists > Shipping Items.
2. Click **Edit** for the FedEx shipping item you want to update.
3. Check the **Return Label Integration** box and select a FedEx integrated shipping item from the list.
4. **Save**.

## Fulfilling Orders with FedEx Customer Return Labels

After you fulfill an integrated FedEx shipping order item enabled for return label integration, the return shipping label and shipping label are printed. Fulfill your order and then select Save and Print Label, or print shipping labels in bulk. The return tracking number and shipment tracking number are displayed on the order fulfillment page, cash sale page, and return authorization page.

## Processing FedEx Customer Returns

When a customer returns an item using a FedEx return label, follow the [Customer Returns Process](#). The return authorization displays the return tracking number generated for the original order.

To learn more, see the help topic [Entering a Linked Return Authorization](#).

When processing FedEx International returns, you can select the return type. This helps the customs agent understand the reason for the return.

On the Item Fulfillment form **Shipping** subtab, when you select a FedEx International shipping method, you can also select Return Type values. If there is no option matching your reason for returning the item, select **Other** and then enter a reason in the **Return Type Description Field**. The Return Type field is only to be used with international orders. The value of the return type appears on the return label.

## Shipping Dangerous Goods and Hazardous Materials

FedEx integration supports Dangerous Goods and Hazardous Material shipments. To learn about shipping these types of materials, see the [FedEx Service Guide](#).

- Only ship dangerous goods using FedEx Express shipping. Special packaging and documentation are required. You cannot use FedEx packaging.
- Hazardous materials can be sent using FedEx Ground within the contiguous United States only. Some ORM-D designated materials can be shipped into Canada.

Hazardous materials must be shipped in a single package. Non-hazardous materials cannot be shipped in the same package. A FedEx Account Executive must qualify you to ship hazardous materials. To learn more, contact FedEx Ground Customer Service.

In NetSuite, refer to the following topics to learn how to ship dangerous goods and hazardous materials:

- [To set up shipping for dangerous goods and hazardous materials:](#)
- [To set up items for dangerous goods and hazardous materials:](#)
- [To ship hazardous materials and dangerous goods:](#)

### To set up shipping for dangerous goods and hazardous materials:

1. Go to Setup > Accounting > Shipping.
2. On the **Preferences** subtab, **Carrier Basics** section, check the **Hazmat/Dangerous Goods Shipping** box.

This makes the **HazMat/Dangerous Goods** subtab available on the Item and Item Fulfillment records.



**Note:** In your NetSuite account, use **Pick, Pack and Ship** to enable shipping for hazardous materials and dangerous goods.

To learn more, see the help topic [Setting Up Pick, Pack, and Ship](#).

3. On the **Carrier Registration** subtab, click your FedEx account link.
4. Add your emergency contact information to your FedEx registration:  
To learn more, see [Registering a FedEx® Account](#).
  - a. **Dangerous Goods Contact** - enter the name of the person responsible for the dangerous goods shipment
  - b. **Dangerous Goods Contact Title** - enter the title of your dangerous goods contact
  - c. **Dangerous Goods Contact Place** - enter the location of your dangerous goods contact
  - d. **Dangerous Goods Contact Phone** - enter the phone number to use for the contact in the event of an emergency
  - e. **Dangerous Goods Offeror** - according to per DOT regulations, enter the offeror's name or contract number
  - f. **Infectious Substance Contact** - enter the name of the person who handles infectious substances in the dangerous goods shipment
  - g. **Infectious Substance Contact Phone** - enter the phone number for your infectious substance contact
5. Click **Submit**.

### To set up items for dangerous goods and hazardous materials:

1. Go to Lists > Accounting > Items..
2. Beside the item you want to setup, click **Edit**.
3. On the **HazMat/Dangerous Goods** subtab, check the **Hazmat/Dangerous Goods** box.

This box is available only on inventory items and inventory assembly items. All Hazmat/Dangerous Goods items must be shipped separately.

4. From the **Federal Express Ground Hazardous Materials Shipping Guide**, enter the commodity **ID** (regulatory identifier).  
The format is UNXXXX where XXXX is a four digit number.
5. From the **Federal Express Ground Hazardous Materials Shipping Guide**, enter the ID **Hazmat Shipping Name**.  
This item appears on the OP950 form.
6. Enter the DOT **Hazmat Hazard Class**.
7. Based on the degree of danger the item presents, select the item **Hazmat Packing Group**.
8. Enter the **HazMat Item Units** (unit of measure). For example, kg or ml.
9. Enter **HazMat Item Units Quantity**.
10. Click **Save**.

### To ship hazardous materials and dangerous goods:

1. **Prerequisite:** On the shipping item, check the **HazMat/Dangerous Goods** box.  
You must pick, pack, and ship dangerous goods or hazardous materials goods separately from all other items that you ship.
2. Go to Lists > Accounting > Items..
3. Beside the item you want to setup, click **Edit**.
4. On the **HazMat/Dangerous Goods** subtab, check the **Hazmat/Dangerous Goods** box.
5. Complete the **Carrier** subtab.  
To learn more, see the Carrier subtab section of [Fulfilling Orders with FedEx® Integration](#).
6. On the **HazMat** subtab:
  - Select a HazMat **Type**
  - Select an **Accessibility** option
  - If item must be shipped by cargo aircraft, check the **Cargo Aircraft Only** box
7. Print the shipping documentation. For example Shipper's Declaration of Dangerous Goods, OP-900 Shipping Paper, or the OP-950 certification form.

## Fulfilling Orders with FedEx® Integration

When you fulfill orders using FedEx integration, on the Item Fulfillment page, FedEx offers additional options that they may charge for.

To learn more, see [www.fedex.com](http://www.fedex.com).

### To fulfill an order using FedEx integration:

1. Enable the Shipping Label Integration feature:
  - a. Go to Setup > Company > Enable Features.
  - b. Click the **Transactions** subtab.
  - c. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
  - d. Click **Save**.

2. Ship the order with a FedEx-integrated shipping item.
3. Fulfill orders with FedEx integration at Transactions > Sales > Fulfill Orders.
4. Click the **Shipping** subtab to verify the following:
  - Shipping and address information is correct
  - The **Integrated Shipping Label** box is checked
5. Click the **Carrier** subtab, and then select the following options:
  - If you need FedEx to deliver this shipment on a Saturday, check the **Saturday Service** box. Extra charges may apply.  
  
Saturday delivery is available in the majority of U.S. cities with FedEx Priority Overnight®, FedEx 2Day® and FedEx SameDay® services. Call 1.800.GoFedEx (1.800.463.3339) for specific enquiries.  
  
If you need FedEx to collect this shipment on a Saturday, check the **Saturday Pickup** box . Extra charges may apply.
  - To alert the recipient of the expected delivery date, check the **FedEx ShipAlert®** box and then enter a contact email address.
  - To process the shipment today but schedule a future shipment date, enter the **Future Ship Date**.  
  
Future ship dates cannot extend beyond 10 days from the current date for FedEx Express shipments, and 90 days for FedEx Ground shipments.
  - If this order should be shipped using FedEx's Signature Home Delivery service for residential addresses, check the **FedEx Home Delivery®** box. The recipient must sign for the package when using this service.
  - When using FedEx's Signature Home Delivery, select a **FedEx Home Delivery® Type** from the following options :
    - To deliver this shipment on a specified date, Tuesday through Saturday, excluding holidays, select **Date Certain**
    - To deliver this shipment delivered between the hours of 5:00 pm and 8:00 pm on the scheduled delivery date, select **Evening**
    - To allow the recipient to arrange a specific date and time for delivery, select **Appointment**. FedEx will contact the recipient by phone to schedule delivery
  - When using FedEx Signature Home Delivery, enter the **FedEx Home Delivery® Date** you want this shipment delivered.
  - If Date Certain or Appointment is selected as the FedEx Home Delivery Type, enter **Delivery Instructions** for the driver. These instructions are encoded into the delivery barcode. A maximum of 64 characters is allowed.
  - If this is an international freight shipment, enter a **Booking Confirmation Number**. To receive this number, contact FedEx to schedule the time and place for pick-up.
  - For international shipments when a Shipper Export Declaration (SED) is required, enter a **AES/FTSR Exemption Number** Automated Export System (AES) or Foreign Trade Statistical Regulation (FTSR).
  - When shipping from Canada, select a **B13A Filing Option** to show shipment export declaration was filed:
    - If this option is **Not Required**, leave the field empty
    - **Manually Attached**, enter the 21-character transaction number
    - **Filed Electronically**, enter the authorization code number
    - **Summary Reporting**, enter the 7-character summary ID number

Export declarations (B13A) are required for shipments of goods worth over \$2000CAN from Canada to any country other than Canada, the U.S., Puerto Rico, or the U.S. Virgin Islands.

- When shipping from Canada, enter **B13A Statement Data** to show that a shipment export declaration has been submitted
- If another party is being billed for this order, select a **3rd Party Billing Type** option:
  - **None Selected** bill the main account for this location. No third party is charged
  - **Bill Third Party** bill the third party account on this page or the FedEx third party account
  - **Bill Recipient** bill the customer's FedEx customer record account
  - **Collect** from the third party
  - To bill the shipping charges to a third party account, enter a **3rd Party Billing Account Number**

The customer record third party account number appears in this field by default. If no customer third party account exists, the third party account on the Company Information is used

To learn more, see [Shipping Integration and Third Party Billing](#).
- **None Selected** – bills the main account for this location as entered at Setup > Accounting > Shipping. No third party is charged
- Enter the **3rd Party Billing Zip** code associated with the third party account
- Select the **3rd Party Billing Country** associated with the third party account
- Select the **Duty Payment Type** for FedEx international shipments:
  - **None Selected** to bill your account for duty payment
  - To bill the **Recipient**, when fulfilling an order, enter the recipient's FedEx account number on the **Shipping** subtab
  - To bill a **Third Party**, when fulfilling an order, enter the account number to bill on the **Shipping** subtab
- Enter the **Duty Payment Account Number** for duty payment for the third party and recipient
- For dutiable International Express shipments, select a **Terms of Sale** option
 

This does not apply to international document express shipments.
- If you selected Cost & Freight (CF) or Cost, Insurance, Freight (CIF) in the Terms of Sale field, enter a **Terms Freight Charge**. This charge is added to the total customs value amount
- If you selected Cost, Insurance, Freight (CIF) in the Terms of Sale field, enter a **Terms Insurance Charge**. This charge is added to the total customs value amount
- To request delivery beyond the delivery site, check the **Inside Delivery** box
- To request pickup from a position inside the location, check the **Inside Pickup** box
- For SmartPost returns, select an **Ancillary Endorsement** option
- If the customer wants to pick up a package from a designated FedEx location instead of having it delivered, complete the **Hold At Location** section:
  - To display the Hold At Location fields, check the **Hold at Location** box
  - The editable **Contact Phone Number** associated with the shipping address is displayed
  - To list the nearest FedEx locations to Ship To address providing Hold at Location services, click **Retrieve locations**
  - Enter the **Hold at FedEx Location** where the customer can collect the package


6. Click the **Packages** subtab , and then select the following options:



- Enter the **Weight** in pounds for this package
- If it is used in your package, enter the **Dry Ice Weight** in pounds
- The FedEx **Package Tracking Number** automatically populates this field after you save this fulfillment
- If you use FedEx, select the **Carrier Packaging** type using. If using your own packaging, select **Your Packaging**
- If you selected Your Packaging in the Carrier Packaging field, in the **Your Packaging** field, select a package type.


If these order items are associated with a package type on the item record, packages are already created and added to the bottom of this subtab.

Complete the Dimension fields

 **Note:** If you use the Pick, Pack, and Ship feature and have set Picked as the default status for item fulfillments, packages are not automatically created, even if items have associated package types. To learn more, see the help topic [Setting Up Pick, Pack, and Ship](#)

- If you are using your own packaging for shipments between the U.S., Canada, and Mexico, select an **Admissibility Package Type**.
- If this package is greater than 60 inches on any side, check the **Non Standard Container** box
- If the package contains alcohol, check the **Alcohol** box
  - Select Customer or Licensee as the **Alcohol Recipient Type**
- Check this box, if the package contains **Non-Hazardous Lithium Batteries**
- If this package is to be insured, check the **Declared Value** box and then enter the monetary value
- In the **Reference Information** field, enter any additional information used to identify this package
- To have FedEx monitor your high value, time critical, or temperature critical shipments, select a **Priority Alert** option
- If you selected FedEx Priority Alert ® or FedEx Priority Alert Plus™ enter a package **Content Description**
- To calculate shipping rates, in the **Dimensions (Your Packaging Only)** fields, enter the package **Length**, **Height**, and **Width** in inches
- To request payment of goods on delivery, check the **C.O.D. Amount** box and then enter the amount to be collected from the customer

This is only available with FedEx Express and FedEx Ground shipments

 **Note:** Express shipment - COD amount is calculated at shipment level only (not per package)  
Ground shipment - mixing COD and non-COD packages is not permitted

- When accepting C.O.D payments from the customer, select the **C.O.D. Method** you want FedEx to accept
- For C.O.D. shipments, select a **Freight Charge Added to COD Amount** to add to the COD amount:
  - For orders with one package, add a **Shipping Charge**
  - For orders with one package, add a FedEx **COD Charge**

- For orders with one package, add a **Total Charge**. For example, shipping charge and declared value surcharge, fuel surcharge, handling charges and taxes
- For orders with multiple packages, add a **Order Charge Total**. For example, shipping charge and other package charges
- For use with multiple packages, add a **Order Charge Net**. For example, add shipping charge for all packages
- If not specified elsewhere, enter a **COD Other Charge**
- Select a **Delivery Confirmation** type. Select Signature Required if the customer needs to sign for the delivery. Not available with FedEx Express Saver.
- If you selected Signature Required for delivery confirmation, select the **FedEx® Delivery Signature Options** when obtaining a signature: **Adult** requires someone at the address over 21, and **Indirect** requires someone at the address, someone at the neighboring address, or a signed doortag.
  - **Direct Signature** FedEx will accept a signature from any person at the delivery address  
Direct signature is the only permitted option for Canadian account
  - **Indirect Signature** FedEx will accept a signature a person at the delivery address or a neighboring address. Alternatively, the recipient can sign a door tag to release the package without anyone present
  - **Adult** FedEx will only accept a signature from a person at the delivery address who is over 21 years of age
  - **Service Default** represents the default FedEx delivery type option
- If you selected Deliver Without Signature in the Delivery Confirmation field, enter the **Signature Release** authorization number
- If you selected Signature Release in the Delivery Confirmation field, enter your FedEx **Authorization Number**
- 7. Click **Add** after entering information about the package you are packing for this fulfillment. Repeat this step for all additional packages.
- 8. Click **Save**.

## Applying Discounts to FedEx® Rates

NetSuite enables you to display discounted shipping rates to your customers if you receive discounts from FedEx or you want to offer a discount to your customers.

Discounted FedEx rates can be offered when you use real-time rates. To learn more, see [FedEx Real-Time Rates \(U.S. & Canada\)](#).

To offer free shipping, use promotions or create a shipping item with a flat rate of \$0.00. Do not set the discount rate on an existing shipping item to 0. To learn, see the help topics [Promotions](#) and [Free Shipping With an Item](#).

### To offer a discount for a FedEx shipping method:

1. Go to Lists > Accounting > Shipping Items.
2. Edit the shipping item record for the method on which you want to offer a discount.
3. Click the **Shipping Rate** subtab.
4. Select **FedEx Real-Time Rate**.
5. In the **Discount Rate** field, enter a number to multiply the rate by to receive the correct discount.

For example, to offer a 25% discount, enter 0.75.


6. Click **Save**.

The discounted rate is displayed on transactions and in your website.

## Printing FedEx® Shipping Labels and Forms

### To print barcode shipping labels using Shipping Label Integration:

1. Create a sales order that includes an integrated shipping item.
2. Fulfill the sales order.
3. Check the generate shipping label box.
4. Click **Save**.

 **Note:** If you use Shipping Label Integration with an integrated shipping carrier, you cannot override addresses to generate shipping labels. On the Address window, make sure to enter the complete shipping information in the address fields.

The first line in a **Ship From** address is taken from the **Attention** field in the location's Address window. The second line is taken from the location's **Name** field.

If you print a FedEx shipping label and have not entered information in the Address window **Attention** field, the shipping label prints the information entered on the **Name** field twice.


NetSuite enables you to print the following labels and forms for FedEx shipping items:

- [Electronic Trade Documents \(ETD\) for International FedEx Shipments](#)
- [Printing FedEx Commercial Invoices](#)
- [Printing FedEx Shipping Labels in PNG Format](#)
- [Printing FedEx Shipping Labels as PDFs](#)
- [Printing FedEx Shipping Manifests](#)

 **Note:** If you use a thermal printer for shipping labels, install the thermal printer driver. To learn more, see [Printing Integrated Shipping Labels With a Thermal Printer](#).

## Electronic Trade Documents (ETD) for International FedEx Shipments

FedEx shipping integration enables you to electronically submit trade documents for international shipments. After you fulfill an order using FedEx, FedEx generates an electronic version of the trade documents and then transmits them with your shipment. PDF versions of the documents are attached to the fulfillment record order.

 **Important:** NetSuite does not support uploading letter head images. This is mandated for shipping to certain countries.

FedEx can electronically generate and submit the following trade documents:

- Certificate of Origin

- Commercial Invoice
- NAFTA Certificate of Origin
- Pro Forma Invoice

The Origin Air Waybill label (Origin AWB Copy) is included with the electronically generated documents.

### To use the FedEx ETD service, enable the Shipping Label Integration feature:

1. Go to Setup > Accounting > Shipping > Preferences.
2. Select FedEx as the **Default Shipping Carrier**.
3. In the **Preferences** subtab, **Carrier Basics** section, check the **International Shipping** box.
4. Click **Save**.
5. Go to Lists > Accounting > Items.
6. Beside the item you ship internationally that you want to update, click **Edit**.
7. Click the **Purchasing/Inventory** subtab,
8. Update the **Manufacturing** and **Shipping** sections, with information required for trade documents.
9. Click **Save**.

To learn more, see [Setting Up Shipping](#).

After you fulfill an order using one of the supported international FedEx shipping methods, the Item Fulfillment International subtab displays the trade documents to be generated by FedEx for the shipment.

- The documents selected by default are based on international shipping guidelines. Verify that the documents are correct for the shipment.
- Check the documentation requirements for the countries you are shipping from, shipping through, and shipping to. Verify that all documents are checked for the shipment. All documents will be generated electronically.
- You do not need to attach a printed version of the trade documents to a shipment.
- After you print the shipping label for an order, FedEx generates the electronic trade documents and stores a PDF version on the Item Fulfillment record.

You can use the print option, Print ETD Copy, available on the Item Fulfillment, if you want to print a paper copy of the trade documents for your reference.

 **Note:** To display all international FedEx ETD documents, enable pop-ups in your Chrome browser.

You cannot print copies of the official FedEx generated electronic trade documents from the Print Checks and Forms page.

## Printing FedEx Commercial Invoices

All international FedEx shipments with commercial value require commercial invoices. Paper documents with little or no commercial value do not require commercial invoices.

Provide the Shipper's export declaration number for international shipments valuing over \$2,500 USD.

After you fulfill integrated orders for international shipment using Shipping Label Integration and have an FedEx account, commercial invoices are generated electronically. You do not need to attach a printed copy to the shipment.

To learn more, see [Electronic Trade Documents \(ETD\) for International FedEx Shipments](#).

To print commercial invoices for your reference, you can:

- On the Item Fulfillment page, click Print option, Print ETD Copy .
- Print a copy from the Print Checks and Forms page.



**Note:** Commercial invoices printed from the Print Checks and Forms page are not official documents. Do not attach them to a shipment.

### To print commercial invoices from Print Checks and Forms:

1. Go to Transactions > Management > Print Checks and Forms.
2. Click **FedEx® Commercial Invoices**.
3. To view invoices over a time period, enter the **From** and **To** dates.
4. In the **Print** column, clear the box next to each invoice you do not want to print.
5. Click **Print**.

## Printing FedEx Shipping Labels in PNG Format

After you create an integrated shipping item, fulfill the sales order, and check the Integrated Shipping Label box, you can print a FedEx barcode shipping label.

To select the label type, go to Setup > Accounting > Shipping. Click the account you want to edit, and enter your label type choice.

### To print an integrated shipping label in PNG format:

1. After you have fulfilled the order, go to Transactions > Management > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. To begin printing on first label of the first sheet of labels, enter 1 in the **Starting Label** field.
4. Enter the start date for range of fulfilled sales orders you want to ship, in the **From** field.
5. Enter the end date for range of fulfilled sales orders you want to ship, in the **To** field.
6. Beside the order you want to print a label for, check the **Print** column box.
  - To select all items, click **Mark All**.
  - To print by date, click **Order Date**.
  - To view the order Item Fulfillment, click **Ship Date**.
7. Click **Print**.  
A window opens describing how to download your label.
8. Attach the label to the package for the order, and it is ready for drop-off or pick-up.

## Printing FedEx Shipping Labels as PDFs

After you create an integrated shipping item, fulfill the sales order, and check the Integrated Shipping Label box, you can print a FedEx barcode shipping label.

Integrated shipping labels can be printed using the PDF format on 4" x 6" or 8.5" x 11" labels.

To learn how to print **PNG** labels, see [Printing FedEx Shipping Labels in PNG Format](#).

You select the type of label you want to use at Setup > Accounting > Shipping. Click the account you want to edit, and enter your label type choice.

### To print an integrated shipping label in PDF format:

1. After you fulfill an order, go to Transactions > Management > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. To begin printing on first label of the first sheet of labels, enter 1 in the **Starting Label** field.  
Enter 2 to begin printing on the second half, or second label, on the sheet of labels.
4. To print any of the shipping labels more than once, check the **Allow Reprinting** box.
5. To print PDF labels, one label per sheet on 8.5" x 11" paper, check the **Single Label Per Page** box.  
The Single Label Per Page option enables you to fold 8.5" x 11" paper in half and slide the label into the packaging cover or tape the label to the package.  
To use 8.5" x 5.5" labels or to print 2 labels per page, clear this box.
6. To print shipping labels by location, select a **Location**.
7. Enter the **Order Number**.
8. Select a **Ship Date**.
9. To view invoices over a time period, enter the **From** and **To** dates.
10. Beside the order you want to print a label for, check the **Print** column box.
  - To select all items, click **Mark All**.
  - To print by date, click **Order Date**.
  - To view the order Item Fulfillment, click **Ship Date**.
 The **FedEx Shipping Labels in Queue** field shows the number of labels you have marked for printing.
11. Click **Print**.  
A window opens with instructions on how to download your label.
12. Attach the label to the package for the order, and it is ready for drop-off or pick-up.

## Printing FedEx Shipping Manifests

A FedEx Shipping Manifest lists all domestic FedEx ground shipments by day for a shipping location. The FedEx driver signs this document when picking up the packages to ensure that each package is shipped.

### To print a shipping manifest:

1. Go to Transactions > Management > Print Checks and Forms.
2. Click **FedEx® Shipping Manifests**.
3. The date range in the **From** and **To** fields defaults to today's date.  
You can change this if you are also shipping packages fulfilled previously.
4. To view and print your list of packages in manifest or report format, select a **Manifest Type**.
5. To view and print the shipping manifest including all packages for the date range, click **Generate Manifest**.

To view and print the manifest as a report, click **Generate Report**.

## Upgrading Your FedEx Registration

All NetSuite customers using FedEx integration will have their account credentials migrated to FedEx's latest Web services version with their upgrade to Version 2017 Release 1.

To prepare for a seamless migration, verify that the address in your FedEx account registration in NetSuite is correct and up to date.

After your upgrade to Version 2017 Release 1, request a FedEx rate quote to verify that your FedEx account is working properly. If you use FedEx integrated shipping items in a NetSuite Web store, request a quote as soon as possible after the upgrade .

In the unlikely event that the migration fails in your account, manually reregister your credentials through NetSuite to request rates and ship using FedEx.

### To upgrade your FedEx registration:

1. Go to Setup > Accounting > Shipping.
2. On the **Carrier Registration** subtab, click the FedEx account number to open the FedEx Registration page.
3. Verify your account information is correct.
4. Review the terms and conditions of the agreement. Select the **I Accept** radio button.
5. Click **Submit**.

Contact NetSuite Customer Support if you have any problems upgrading your account registration. Contact FedEx Technical Help Desk if you think there is a problem with your FedEx account.



## Registering a UPS® Account

You can offer UPS shipping items with real-time rates on all origin and destination locations by registering your active UPS account in NetSuite.

After registration, a new option for real-time rates when creating new shipping items is displayed. When a shipping item using UPS real-time rates is created, the current rates are applied to the Amount field in your website and on the transaction pages for the item purchase. The rate is a close estimate of the final shipping cost, but may vary slightly depending on the package size.

The Shipping Label Integration feature can automatically charge your account with each fulfilled order, receive tracking numbers, and print UPS barcode shipping labels and return labels from your NetSuite account. To learn more, see [UPS Integration](#).

To use UPS Developer Kit, on the Set Up Shipping page, select the Charge for Shipping box.

UPS can validate the shipping address during the order fulfillment stage. Address validation is only available for U.S. and Canada shipments. If the address is not valid, you receive a prompt to verify and correct the shipping address. To use address validation, check the UPS Address Validation box on the Set Up Shipping page. See [Setting Shipping Preferences](#).

## To register your UPS account in NetSuite:

1. Go to Setup > Accounting > Shipping.  
This procedure applies to all editions of NetSuite. The address field names will change based on the shipping location country.  
To learn how to register a UPS Account in the United Kingdom, see [Registering a UPS® Account \(UK\)](#).
2. Click **Add UPS® Account**.
3. Read the consent form for the UPS Device ID and click **OK**.
4. Read the terms of agreement, and then select **I Accept**.
5. If you use the Multiple Location Inventory feature, select the **Location** this UPS account should be associated with.
6. Enter **Name** of the person responsible for the UPS account.
7. Enter the job **Title** for the person responsible for the UPS account.
8. Enter your **Company** name as it appears on the UPS carrier account registration form.
9. Enter the name of the company contact in the **Ship to Attention** field.
10. Enter the company location information as it appears on the UPS account registration form.
  - **Address**
  - **Town**
  - **Zip** code
  - **Country**
  - **State**
11. Enter the contact information for the person responsible for the UPS account:
  - **Phone** number
  - **Email** address
12. Select whether to receive **Notification** when login information is about to expire.
13. Enter the **Company URL** for the company website.
14. Select the **UPS Pickup Type**.
15. Select the **UPS Label** print method. To learn more, see [Printing UPS Shipping Labels and Forms](#).
16. If customers want to pay when receiving deliveries, select a **UPS COD Method**.
17. To print PDF labels and print one label per 8.5" by 11" sheet of paper, check the **Single Label per Page**  
This lets you fold the paper to use the label rather than separating the two labels.
18. In the **Shipper Account** section, enter your **UPS Account Number**, **Zip** code, and **Country**.
19. In the **Invoice Information** section, if you want a UPS Sales representative to contact you check the **Yes** box.
20. Click **Print Agreement** to keep a hard copy of this agreement.
21. Click **Submit**.

You can now create UPS shipping items with real-time rates and recalculate those rates on transactions before you ship.

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer\* on each shipping screen and shipment notification viewed by your customer. These elements are permanent and cannot be deleted or altered.



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## Registering a UPS® Account (UK)

Registering your UPS account in NetSuite enables you to offer UPS shipping items with real-time rates to your customers. If you ship from inventory locations in the United Kingdom, you must provide a county code when completing the registration.

For the list of county codes, see [County Codes for United Kingdom](#).

### To register a UPS account for a UK location:

1. Follow the steps described in [To register your UPS account in NetSuite](#):
2. Enter the 3-letter country code in the **County/State/Province** field as it appears on the Company Information page.  
To learn more, see the help topic [Configuring Company Information](#).
3. Click **Submit**.

You can now create UPS shipping items with real-time rates and recalculate those rates on transactions before you ship.

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer\* on each shipping screen and shipment notification viewed by your customer. These elements are permanent and cannot be deleted or altered.

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## County Codes for United Kingdom

County	Code	County	Code
Alderney	ALD	Humberside	HBS
Avon	AVN	Isle of Man	IOM
Bedfordshire	BFD	Isle of Wight	IOW
Berkshire	BRK	Isles of Scilly	IOS
Borders	BDS	Jersey	JER
Buckinghamshire	BKS	Kent	KNT
Cambridgeshire	CBE	Lancashire	LNH
Central Scotland	CTR	Leicestershire	LEC
Cheshire	CHS	Lincolnshire	LCN
Cleveland	CVE	Lothian	LTH
Clwyd	CWD	Merseyside	MSY
Cornwall	CNL	Mid Glamorgan	GNM
County Antrim	ATM	Norfolk	NOR

County	Code	County	Code
County Armagh	ARM	North Yorkshire	YSN
County Down	DWN	Northamptonshire	NHM
County Fermanagh	FMH	Northumberland	NLD
County Londonberry	LDR	Nottinghamshire	NOT
County Tyrone	TYR	Orkney Isles	OKE
Cumbria	CBA	Oxfordshire	OFE
Derbyshire	DYS	Powys	PWS
Devon	DVN	Sark	SRK
Dorset	DOR	Shetland Isles	SLD
Dumfries & Galloway	DGL	Shropshire	SPE
Durham	DHM	Somerset	SOM
Dyfed	DFD	South Glamorgan	GNS
East Sussex	SXE	South Yorkshire	YSS
Eire	IRL	Staffordshire	SFD
Essex	ESX	Strathclyde	SCD
Fife	FFE	Suffolk	SFK
Gloucestershire	GLR	Surrey	SRY
Grampian	GRN	Tayside	TYS
Greater London	LDN	Tyne & Wear	TWR
Greater Manchester	MCH	Warwickshire	WKS
Guernsey	GUR	West Glamorgan	GNW
Gwent	GWT	West Midlands	WMD
Gwynedd	GDD	West Sussex	SXW
Hampshire	HPH	West Yorkshire	YSW
Hereford & Worcester	HWR	Western Isles	WIL
Hertfordshire	HFD	Wiltshire	WLT
Highland	HLD		

## UPS Integration

UPS Integration enables you to connect your NetSuite account directly to your UPS account.

After you fulfill and orders with UPS integrated shipping, your UPS account is charged, and the tracking number is saved with the item fulfillment. You can then print a UPS barcode label for your package. To learn more, see [Printing UPS Shipping Labels and Forms](#).


Before you begin, note the following:

- Make sure that you registered a UPS account. To learn more, see [Registering a UPS® Account](#) or [Registering a UPS® Account \(UK\)](#).
- If you have already registered with UPS to use real-time rates, record your UPS account number as it will be required to activate your account for UPS Integration.

### To get started with UPS Integration:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. In the **Shipping & Receiving** section, and check the **Shipping Label Integration** box.
4. Click **Save**.
5. Go to Setup > Accounting > Shipping
6. In the **Default Shipping Carrier** select **UPS**.
7. Click **Save**.
8. Go to Lists > Accounting > Shipping Items > New
9. To create a UPS integrated shipping item, click **New**. To learn more, see [Creating Shipping Items with UPS Integration](#).

After you have created a UPS integrated shipping item, you can enter sales orders with the integrated shipping item selected in the Ship Via field. After you fulfill the order, your UPS account is charged with the rate for the UPS shipping integration method.

 **Note:** The real-time rate quoted at the time of sale is only an estimate. The actual charge may vary based on factors such as package size, service additions on the shipment, and account-specific discounts.

If the Multiple Location Inventory feature is enabled, you can set up each location with a separate UPS account number. To learn more, see [Shipping Integration with Multiple Locations](#).

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer\* on each shipping screen and shipment notification viewed by your customer. These elements are permanent and may not be deleted or altered in any way.

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## Creating Shipping Items with UPS Integration

To use UPS integration, create shipping items that are marked for integration.

Before you can create a UPS-integrated shipping item, complete the following:

1. Enable the Shipping Label Integration feature:
  - a. Go to Setup > Company > Enable Features.
  - b. Click the **Transactions** subtab.
  - c. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
  - d. Click **Save**.
2. Add your UPS Account.

To learn more, see [Registering a UPS® Account](#).

### To create a shipping item with UPS Integration:

1. Go to Lists > Accounting > Shipping Items.
2. Click **New**.
3. Enter a shipping item **Ship Name**.  
To learn more, see [Edit a UPS Shipping Item Name](#).
4. Enter the **Display Name/Code** to display on the printed invoices.
5. Enter a shipping item **Description**.
6. To hide this item from appearing on lists, click **Inactive**.
7. To make this shipping item available in your website, check the **Display in Web Site** box.
8. Check the **Shipping Rate** subtab.
9. To record charges for this shipping item, select an income **Account**.
10. Select the rate to charge your customer:

- **UPS Real-Time Rate**. To learn more, see [UPS® Real-Time Rates](#).

1. Select a UPS Real-Time Rate option.
2. Enter a number to multiply the rate by to receive the correct **Discount Rate**.

To learn more, see [Applying Discounts to USPS Shipping Rates](#).

- **Flat Rate** — Enter the rate to charge for shipping for all orders

- **By Weight**:

1. Enter the amount to charge and the unit of measure
2. Enter the increment. For example, 1, 1.5, 2, and so on.
3. Select the unit of measure: lb, oz, kg, or g
4. To not allow partial increments, check the **In Whole Increments** box.

To learn more, see [Setting a Default Shipping Method Per Item](#).


- **By Item** — Charge based on the shipping item record cost

Enter a **Default Charge** for items that do not have a shipping cost

- **Percent of total** – Enter a percent of the order total

- **Shipping Table** – Charge based on a range of **Order Totals** or **Weights**.

This option enables you to enter the value (0) and charge of your first range in the list. The charge of the first line applies up to the value of the second line, and so on

 **Note:** If this is an integrated shipping item, UPS charges for the shipping method selected beside the Shipping Label Integration box.

11. If you use shipping label integration, click the **Shipping Labels** subtab:
  - To generate and print UPS shipping labels, check the **Shipping Label Integration** box
  - To generate return labels for UPS shipments, check the **Return Label Integration** box

Select the UPS shipping method you want to use for return shipping labels.
12. Define **Handling Rate**, **Shipping and Handling Rules**, **Free Shipping Items**, and **Packaging** information for this shipping item.  
To learn more, see [Creating Shipping Items](#).

13. Click **Save**.

**Note:** UPS only accepts packages up to 150 pounds. Packages over 150 pounds are broken into multiple shipments for calculating UPS Real-Time rate charges. For example, a shipment of 400 pounds is charged as two 150-pound shipments and one 100-pound shipment.

To learn more, see [UPS Weight and Size](#).

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer\* on each shipping screen and shipment notification viewed by your customer. These elements are permanent and cannot be deleted or altered.

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## Edit a UPS Shipping Item Name

NetSuite enables you to modify the name of a UPS shipping item. The new name will be displayed on all transaction forms and the web store.

When you create a shipping item with UPS Integration and want to charge the customer a shipping rate, select the **UPS Real-Time Rate**.

This is not available in NetSuite OneWorld accounts.

### New Name Best Practices

- Only a suffix can be added to the integrated UPS service name (Ship Name) that was automatically assigned when the real-time rate was set  
To learn more, see [UPS® Real-Time Rates](#)
- Do not delete the auto-assigned Ship Name. For example, **UPS® Ground**
- Make sure that the new Ship Name is unique
- There must be a space between the Ship Name and the suffix
- The suffix cannot be longer than 20 characters and must be contained by round parentheses.

The following character types can be used in the suffix:

- Uppercase and lowercase letters
- Numbers
- Non-alphanumeric ASCII characters: space, hyphen, and underscore

Shipping Item Name Example:

Ship Name  
or  
UPS service name      Suffix

UPS® Ground (NewYork\_10001)

Single keyboard space

If you do not follow these guidelines, the new name will not be saved.

### To edit the UPS Ship Name:

1. Go to Lists > Accounting > Shipping Items.
2. Beside the item you want to update, click **Edit**.

3. In the **Shipping Item** page, edit the **Ship Name**.
4. Click **Save**.

## UPS Integration with Multiple Locations

When Multi-Location Inventory and Shipping Label Integration feature are enabled, NetSuite enables you to set up a different UPS accounts for each location.

- You can then receive UPS real-time rates and labels specific to the shipping warehouse and define pick-up preferences for each warehouse.
- When creating an sales order, you can select which location will fulfill a sales will be fulfilled.
- When you fulfill the order, the shipping charges reflect the location you selected on the sales order. You cannot fulfill a sales order with items from more than one location.

### To set up locations with shipping integration:

1. Go to Setup > Accounting > Shipping.
2. Click **Add UPS® Account**.
3. Click **Agree**.
4. Select an account **Location**. You can only create one UPS registration for each location.  
To learn more, see the help topic [Creating Locations](#).
5. Complete the registration form using the selected location address.  
To learn more, see [Registering a UPS® Account](#) or [Registering a UPS® Account \(UK\)](#).
6. Click **Submit**.



**Note:** You cannot delete or inactivate a UPS account from NetSuite. If you no longer use a location that was set up with a shipping account, inactivate the location record. Contact UPS to cancel an account.

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## UPS® Real-Time Rates

Registering your UPS account in NetSuite enables you to offer UPS shipping options with real-time rates. When a customer purchase is to be shipped via UPS, the customer location current rate appears in the Amount field in your website and on transaction pages. The rate is a close estimate of the final shipping cost but may vary slightly depending on the package size.

To learn more, see [Registering a UPS® Account](#).

Real-time rates are calculated based on item weight, the selected shipping method, pickup frequency, sender zip code, and recipient zip code.

If you have enabled Shipping Label Integration, you can choose to automatically charge orders to your UPS account. You can also receive tracking numbers and print UPS barcode labels directly in your account. To learn more, see, [UPS Integration](#).

If you UPS Real-Time Rate, select one of the following:

To learn more, see [Creating Shipping Items with UPS Integration](#).

## U.S. Domestic

- **UPS 2nd Day Air®** – delivery by the end of the second business day from order placement in the United States, including Puerto Rico, excluding intra-Alaska shipments
- **UPS 2nd Day Air A.M.®** – delivery by noon of the second business day to commercial addresses where Next Day Air® delivery is committed by 10:30 am
- **UPS 3 Day Select®** – delivery within three business days for every address in the contiguous United States
- **UPS Ground** – ground delivery for every address in the contiguous United States guaranteed by the selected date
- **UPS Next Day Air®** – delivery by 10:30 am, noon, or 1:30 pm on the next business day to every address in all 50 states and Puerto Rico. Time of day depends on the destination
- **UPS Next Day Air Saver®** – more affordable next day delivery by 3:00 pm or 4:30 pm to commercial locations where Next Day Air® is available by 10:30 am or noon, respectively
- **UPS Next Day Early A.M.®** – delivery by 8:00 am the next day on weekdays to major cities in the 48 contiguous states and by 8:30 am in other major cities, such as Anchorage, Alaska

For domestic options in other countries, please visit the UPS Web site at [www.ups.com](http://www.ups.com).

## International

- **UPS Express Saver<sup>SM</sup>** – guaranteed delivery during the day, including shipments to, from, and within Europe. Economical alternative to UPS Express service
- **UPS Standard** – day-definite delivery to Canada
- **UPS Worldwide Expedited®** – delivery to more than 61 international destinations in 2-5 days
- **UPS Worldwide Express®** – delivery by 10:30 am or 12:00 noon. Next business day delivery to Canada, and for documents to Mexico. Second business day delivery to Europe and Latin America, and within two to three business days to Asia. Delivery to over 60 countries and territories
- **UPS Worldwide Express Plus®** – next day delivery by 8:30 am to Canada. Delivery by 9:00 am within two business days to Europe and by 9:00 am within two or three business days to Asia. Delivery to over 25 countries and territories in Canada, Europe, and Asia
- **UPS Worldwide Saver®** – delivery by end of day. Next business day delivery to Canada, and for documents to Mexico. Second business day delivery to Europe and Latin America, and within two to three business days to Asia. Delivery to 215 countries and territories

To learn more, see [www.ups.com](http://www.ups.com).

Your preferences in the Free if total is over, Minimum shipping amount, and Maximum shipping amount fields override the real-time rates.

## NetSuite UPS Rate Calculation

NetSuite considers the following factors when calculating UPS shipping rates:

- Whether the package is picked up during regular daily UPS pickup
- Whether the packaging material is provided by the shipper
- Whether the destination is a commercial destination. Residential rates are higher in some delivery areas
- Whether multiple products are placed in one package. The actual weight of the package may be less than the estimated rate submitted due to weight rounding
- Whether the rate determined by product weight only. Some packages may incur additional UPS fees based on package dimensions or additional services, such as Saturday delivery

Weight and size limits apply to all packages sent by UPS domestic air and ground services. The maximum size for a package is 130 inches combined length (the longest side of the package), girth (the distance all the way around the package at its widest point perpendicular to the length), and the maximum length per package is 108 inches.

### To ship an order using UPS real-time rate process:

1. In the **Shipping Method** field, select a UPS real-time rate option.  
NetSuite pauses to receive the real-time rate from UPS and then display the price.
2. The customer completes the order.
3. The order is authorized and fulfilled.  
Before saving the item fulfillment, to update the real-time rate, click **Recalculate Shipping**.
4. After UPS obtains the package, you are given a tracking number to help you, and your customer, to follow the shipment status. UPS's Worldship® software enables you to generate your own shipment tracking number.
5. Enter the tracking number on a sales order page and the number then appears everywhere the order appears. This includes the customer confirmation email and in the Customer Center.
6. The tracking number appears as a link in the confirmation email to the customer.  
Click the link to display the order status in the UPS website.

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer\* on each shipping screen and shipment notification viewed by your customer. These elements are permanent and cannot be deleted or altered.

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## Fulfilling Orders with UPS®

When fulfilling a UPS-integrated shipping order, and have enabled Shipping Label Integration and selected UPS as the default shipping carrier, additional options are available.



**Warning:** These options may result in extra charges from UPS. To learn more, see [www.ups.com](http://www.ups.com).

### To fulfill an order using UPS integration:

1. Enable the Shipping Label Integration feature:
  - a. Go to Setup > Company > Enable Features.
  - b. Click the **Transactions** subtab.
  - c. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
  - d. Click **Save**.
2. Ship the order with a UPS-integrated shipping item.
3. Fulfill orders with UPS integration at Transactions > Sales > Fulfill Orders.
4. Click the **Shipping** subtab:
  - a. Verify the shipping and address
  - b. Click the **Integrated Shipping Label** box.
  - c. Click **Save**.



5. Click the **Carrier** subtab, and then select the following options:
  - To deliver this UPS shipment on a Saturday, check the **Saturday Service** box. Extra charges may apply.
  - To alert the recipient when the package is shipped, check the **Ship Notification Email Addresses** box.  
Enter a contact email address. You can enter a second e-mail address to be copied on this notification.
  - In case messages to the above email addresses are undeliverable, check **If Notifications are Undeliverable, please email** box  
Enter an e-mail address to send shipment notification  
Back-up notification e-mail can result in extra charges from UPS. For more information, visit [www.ups.com](http://www.ups.com)
  - Enter an **Email Message** to display in the notification email
  - To bill the shipping charges to an account other than your own, enter the UPS account number in the **3rd Party Billing Account Number**. Be sure to select Bill Third Party in the 3rd Party Billing Type field.  
For example, your company's primary account, a vendor account, or the customer account number.
  - Enter the **3rd Party Billing Zip** code associated with the third party account.
  - Select the **3rd Party Billing Country** associated with the third party account.
  - Select the **3rd Party Billing Type** to use for this account:
    - To bill the location main account, select **None Selected**. No third party is charged.
    - To bill the specified third party or UPS third party account, select **Third Party Billing**.
    - To bill the customer UPS account , select **Consignee Billing**.
6. Click **Save**.
7. Click the **Packages** subtab , and then select the following options:
  - This field displays the **Total Package Weight** of all packages for this order.
  - Enter the total package **Weight** in pounds (lbs).  
UPS has special guidelines for packages over 70 lbs. To learn more, see [www.ups.com](http://www.ups.com).
  - For customs purposes, enter a **Package Contacts Description**.
  - Enter a **Package Tracking Number**.  
If you use UPS integrated shipping, a tracking number is displayed after you fulfill the order.
  - Select a UPS **Carrier Packaging** type. If you are using your own packaging, select Your Packaging.  
If you select Your Packaging, enter the package Dimensions are required.
  - If this package is to be insured, check the **Declared Value** box.  
Enter the value in U.S. dollars
  - Enter additional **Reference Numbers** you are using to identify this package.
  - If you selected Your Packaging in the **Dimensions** (Your Packaging Only):
    - Measure the longest side of the package, and then enter the **Length** in inches.  
UPS does not ship packages over 108 in. long.
    - Enter the package **Width** in inches.
    - Enter the package **Height** in inches.

- If the total package size exceeds 130 inches (330 cm), the **Large Package** box is automatically checked.  
An additional handling fee is not charged, but other additional fees apply.
- If other UPS charges apply, check the **Additional Handling** box. UPS charges additional handling for the following:
  - any article encased in an outside shipping container made of metal or wood
  - any cylindrical item, such as a barrel, drum or tire, that is not encased in a box
  - any package with the longest side exceeding 60 inches or the second-longest side exceeding 30 inches
- If you are using UPS's Collect on Delivery service, check the **C.O.D Amount** box  
Enter the C.O.D. amount in US dollars (USD).  
**C.O.D. Amount** – The COD amount updates with additional surcharges when you click the Calculate button on the Shipping subtab on the Item Fulfillment. You can re-enter the C.O.D. amount before saving the fulfillment if you want.
- Select a customer **C.O.D. Method** payment.
- If you are using delivery confirmation from UPS, select a **Delivery Confirmation** type.  
Delivery confirmation results in extra charges from UPS.
- 8. Click **Add** after entering information about the package you are packing for this fulfillment. Repeat this step for all additional packages.
- 9. Click **Save**.
- 10. Click the **International** subtab.  
To set international options, **Enable International Shipping**:
  - a. Go to Setup > Accounting > Shipping
  - b. Click the **Preferences** subtab.
  - c. In the **Carrier Basics** section, check the International Shipping box.
  - d. Click **Save**.
- 11. Select the following options:
  - if this is a related party transaction, check the **Parties to Transaction** box.  
A related party transaction is between a U.S Principal Party in Interest (USPPI) and a foreign consignee (a parent company or sister company) where there is at least 10% ownership of each by the same U.S. or foreign person or business.
  - For the merchandise being shipped, select an **Export Type**:
    - **Domestic Exports** — merchandise is grown, produced or manufactured in the U.S., including imported merchandise that has been enhanced in value or changed in form
    - **Foreign Exports** — merchandise has entered the U.S. and is being re-exported in the same condition
    - **Foreign Military Sales** — merchandise is being sold under the Foreign Military Sales program
  - Select a shipment **Reason for Export**.
  - Enter a merchandise export **Method of Transport**. For example, vessel, air, rail, or truck.
  - For vessel, rail, and truck shipments, enter the 4-digit Standard Carrier Alpha Code (SCAC) **Carrier Identification Code**.  
Alternatively, enter the 2-3 character International Air Transport Association (IATA) Code for the air shipments carrier.

To learn more, see [www.census.gov/foreign-trade](http://www.census.gov/foreign-trade).

- When the export transaction is used as proof of export for import transactions, enter the import **Entry Number**. For example, In-Bond, Temporary Import Bond, or Drawback's.
- To indicate whether the shipment is being transported under bond, enter a 2-character **In Bond Code**. These codes are listed in Part IV of Appendix C of the Foreign Trade Statistics Regulations (FTSR) (15 CFR Part 30).  
To learn more, see [www.census.gov/foreign-trade](http://www.census.gov/foreign-trade).
- If the foreign principal party in interest authorizes a U.S. forwarding agent or other agent to export the merchandise out of the U.S., check the **Routed Export Transaction** box
- If you are operating under the authority of the Department of the Treasury, Office of Foreign Assets Control license, a Department of Justice DEA permit, or any other export license issued by a Federal government agency, enter the **License Number**.
- Enter the license number **License Date**.
- If you are operating under the authority of a license exception, select the **License Exception** acronym
- Enter the Export Control Classification Number **ECCN** for the following:
  - exports authorized under a license or License Exception
  - items being exported under the NLR provisions listed on the CCL with a reason for control other than anti-terrorism
- For the business receiving the shipment, enter the **Recipient Tax Identification Number**.
- For the blanket period of up to one year that the applicable North American Free Trade Agreement (NAFTA) Certificate of Origin is in effect, enter the **Blanket Period Start Date**.
- Enter the NAFTA Certificate of Origin **Blanket Period End Date**.

12. Click **Save**.

**Note:** UPS only accepts packages up to 150 pounds. Packages weighing more than 150 pounds are broken into multiple shipments for calculating UPS Real-Time rate charges. For example, a shipment of 400 pounds is charged as two 150-pound shipments and one 100-pound shipment. Visit the [UPS Web site](#) to learn more about UPS size and weight limitations.

When using the UPS Developer Kit, NetSuite displays the UPS Trademark and accompanying disclaimer\* on each shipping screen and shipment notification viewed by your customer. These elements are permanent and cannot be deleted or altered.

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## UPS Customer Returns

### To provide a UPS customer return label

1. After you fulfill an order, print a customer return label, and include it with the outbound package.
2. To open the shipping item, go to Shipping > Lists > Shipping Items
3. Beside the item you want to print labels for, click **Edit**.
4. Click the **Shipping Labels** subtab.
5. To enable printing for customer return labels with each order fulfillment that uses the shipping item, check the **Return Label Integration** box.

Customer return labels are only available with UPS integration and can be provided for domestic and international shipments.

6. Click **Save**.
  - The return label prints at the time you print the shipping label for the package
  - The return address to print on the label is displayed at the company, subsidiary, or location level
  - The sales order form and invoices generated from the item fulfillment include the tracking number for the return service
  - When a customer uses the return label to return an order, follow the return authorizations workflow to process the return

Refer to the following topics to set up and use customer return labels with your UPS integration:

- [Add a Return Address.](#)
- [Update UPS Shipping Items for Return Labels.](#)
- [Fulfill Orders with UPS Customer Return Labels](#)
- [Processing UPS Customer Returns](#)

## Add a Return Address

For each site that accepts returns, verify that a customer return shipping address is recorded. You can add a return address at the location, subsidiary (if you use NetSuite OneWorld), and company level.

### To add a location return address:

1. Go to Setup > Company > Classifications > Locations.
2. Beside the location you want to update, click **Edit**.
3. In the **Address** subtab, beside the **Return Address** field, click **Edit**.
4. Complete the return address window.
5. Click **OK**.
6. Click **Save**.

### To add a subsidiary return address:

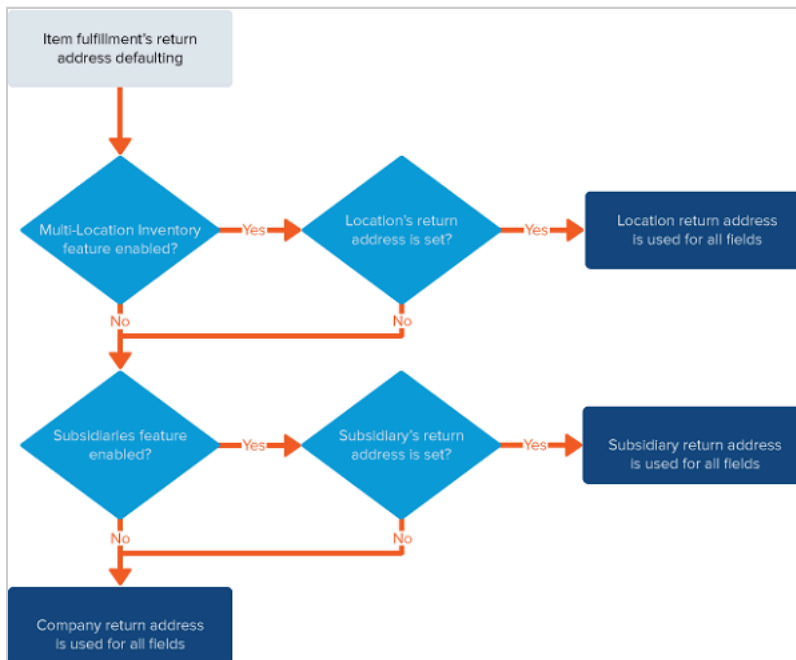
1. Go to Setup > Company > Classifications > Subsidiaries.
2. Beside the subsidiary you want to update, click **Edit**.
3. In the **Address** subtab, beside the **Return Address** field, click **Edit**.
4. Complete the return address window.
5. Click **OK**.
6. Click **Save**.

### To add a company return address:

1. Go to Setup > Company > Company Information.
2. In the **Address** subtab, beside the **Return Address** field, click **Edit**.
3. Complete the return address window.

4. Click **OK**.
5. Click **Save**.

The order return address acts as the location return address. If the location has no return address, the subsidiary return address is used, otherwise the company return address is used. If you do not provide a return address at the location, subsidiary, or company level, you will have to manually enter the return address for each item fulfillment. The following diagram summarizes the return address workflow.



## Update UPS Shipping Items for Return Labels

If you provide a return label when fulfilling a UPS shipping order, enable the Return Label Integration feature. The return label will print at the same time as the shipping label.

### To update UPS shipping items for customer return labels:

1. Go to Shipping > Lists > Shipping Items.
2. For the UPS shipping item you want to update, click **Edit**.
3. On the **Shipping Labels** subtab, check the **Return Label Integration** box
4. Select a UPS integrated shipping item.
5. Click **Save**.

## Fulfill Orders with UPS Customer Return Labels

When you fulfill an order to be shipped by an integrated UPS shipping item that is enabled for Return Label Integration, the return shipping label prints at the same time as the shipping label.

Follow the order fulfillment process, and then select Save and Print Label when saving the fulfillment, or print shipping labels in bulk from Transactions > Management > Print Checks and Forms. The return tracking number is available along with the shipment tracking number on the order fulfillment, cash sale, and return authorization. .

## Processing UPS Customer Returns

When a customer returns an order using the UPS return label, follow your customer returns workflow to process the return. The return authorization will display the return tracking number generated for the original order.

For information about processing returns, see the help topics [Customer Returns Process](#) and [Entering a Linked Return Authorization](#).

## Voiding a UPS® Order

You can void a UPS shipment after you fulfill a sales order in your NetSuite account and UPS has not received the package. This cancels the UPS order and your account is not charged. You cannot void an order after it has been scanned by a UPS driver or drop-off location.

### To void a UPS shipment:

1. Go to Transactions > Sales > Fulfill Orders > List.
2. Beside the fulfillment you want to void, click **Edit**.
3. In the **Actions** list, click **Delete**.
4. In the delete box, select a **Deletion Reason**.
5. Enter the reason for deleting this fulfillment in the **Memo** field.
6. Click **Delete**.

If this order has a UPS integrated shipping item, you receive a message confirming whether or not the UPS order was voided.

- If the void is successful, the fulfillment is deleted and UPS will not pickup the order or charge your account. You cannot print a barcode label.
- If the void is unsuccessful, the fulfillment is still deleted, but a system alert is set up to remind you to contact UPS to manually void the order.

The most common reasons for an unsuccessful void are:

- The package has already been scanned by a UPS driver or drop-off location.
- More than 24 hours has elapsed since the tracking number / label was issued.

## Applying Discounts to UPS Shipping Rates

If you receive discounts from UPS®, or want to offer a discount to your customers and cover the remainder of the cost, you can display discounted shipping rates to your customers.

Discounted UPS rates can be offered when you use real-time rates. To learn more, see [UPS® Real-Time Rates](#).

To offer free shipping, use promotions or create a shipping item with a flat rate of \$0.00. Do not set the discount rate on an existing shipping item to 0.

To learn more, see the help topics [Promotions](#) and [Free Shipping With an Item](#).

### To offer a discount for a UPS shipping item:

1. Go to Lists > Accounting > Shipping Items.
2. Beside the shipping item to offer a discount for, click **Edit**.

3. Click the **Shipping Rate** subtab.
4. Select **UPS Real-Time Rate**.
5. Enter the **Discount Rate**. This number is multiplied by the rate by to receive the correct discount.  
For example, if you want to offer a 25% discount off the real-time rate UPS returns, enter 0.75.
6. Click **Save**.

The discounted rate now shows on transactions and on your Web site.

**Note:** The UPS real-time rate is multiplied by the discount rate to calculate the discounted shipping rate.

## Printing UPS Shipping Labels and Forms

To print UPS barcode shipping labels, enable the Shipping Label Integration feature. After you create a sales order that includes an integrated shipping item, fulfilled the sales order, and check the Generate Shipping Label box.

**Note:** If you use Shipping Label Integration with an integrated shipping carrier, you cannot override addresses to generate shipping labels. On the Address window, make sure to enter the complete shipping information in the address fields.

You can print the following labels and forms for UPS shipping items:

- [Printing UPS Shipping Labels as PDFs](#)
- [UPS® Commercial Invoices](#)
- [UPS® Shipper's Export Declaration \(SED\)](#)
- [UPS® Certificates of Origin](#)
- [UPS® High Value Report](#)

**Note:** If you use a thermal printer for shipping labels, install the thermal printer driver. To learn more, see [Printing Integrated Shipping Labels With a Thermal Printer](#).

## Printing UPS Shipping Labels as PDFs

You can print a UPS barcode shipping label after you complete the following:

- Create an integrated shipping item.
- Create a sales order with the shipping item.
- Fulfill the sales order and have checked the generate an integrated shipping label box.

If you generate return labels, they are included when you print shipping labels.

Integrated shipping labels should be printed on a 8.5" x 5.5" sheet when you are printing using PDF format. However, you can also use a 8.5" x 11" piece of paper and fold the sheet of paper in half.

You can also print labels in EPL or ZPL formats using a thermal printer. The label type must be 4" x 6" thermal label without doc tabs. To learn more, see [Printing Integrated Shipping Labels With a Thermal Printer](#).

**To set a default shipping label format:**

1. Go to Setup > Accounting > Shipping
2. Click the UPS account link.
3. In the UPS Developer Kit Registration window, select the **UPS Label** type.  
To learn more, see the help topic [UPS](#).
4. Click **Save**.

### To print an integrated shipping label in PDF format:

1. After fulfilling an order, go to Transactions > Management > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. To begin printing on the first label of the first sheet of labels, in the **Starting Label** field, enter 1.  
Enter 2 to begin printing on the second half, or second label, on the sheet of labels.
4. To print any of the shipping labels more than once, check the **Allow Reprinting** box.
5. To print PDF labels on 8.5" x 11" paper, with one label printed per sheet of paper, check the **Single Label Per Page** box.  
To use 8.5" x 5.5" labels or to print 2 labels per page, clear this box.
6. To print shipping labels by location, select a **Location**.
7. Select a **Ship Date**.
8. Alternatively, enter a **From** and **To** date to create a date range to filter the list of fulfilled sales orders.
9. In the **Print** column, check the box next to each order you want to print a label for.
  - To check the boxes for all items, click **Mark All**.
  - To view the sales order, click the **Order Date**.
  - To view the item fulfillment for that order, click the **Ship Date**.

The UPS Shipping Labels in the Queue field shows the number of labels you have marked for printing.
10. Click **Print**.  
A window opens with instructions on how to download your label.
11. Attach the label to the package for the order, and it is ready for drop-off or pick-up.



**Note:** Once an integrated shipping label has been generated for a particular order, the format of the print label cannot be revised. For example, if ZPL was used as the label printing format it cannot subsequently be changed to PDF.

## UPS® Commercial Invoices


The commercial invoice acts as a bill of sale between the shipper/seller and the receiver/buyer. Commercial invoices include the following:

- The products being shipped
- The origin of the products
- The use of the products
- The total value of each item
- The number of packages
- The total weight



Commercial invoices are used for international shipments containing items that are not documents. The invoice is the primary document for import control, valuation, and duty determination.

Information on commercial invoices is pulled from fields on the International subtab of item fulfillments and the Basic subtab of item records.

 **Note:** To print UPS international forms, you must have international shipping enabled at Setup > Accounting > Shipping. Select the Preferences subtab.

### To print a commercial invoice for a UPS-integrated order:

1. Go to Transactions > Management > Print Checks and Forms. .
2. Click **UPS® International Forms**.

## UPS® Shipper's Export Declaration (SED)

Shipper's Export Declarations (SEDs) are used for developing export statistics controls. SED forms are required to ship single commodities valued over US\$2,500 or commodities requiring a license or license exception. To learn more, see [www.census.gov/foreign-trade](http://www.census.gov/foreign-trade).

The shipment value is the Declared Value listed on an order's Packages subtab. This may be different than the item price.


SEDs are required in the following instances:

- Shipments from the United States to all foreign countries, Puerto Rico, and the U.S. Virgin Islands. SEDs are not required from the U.S. to Canada if an export license is not required.
- Shipments from Puerto Rico to all foreign countries, the U.S. and the U.S. Virgin Islands.
- Shipments from the U.S. Virgin Islands to foreign countries.

### To enable international shipping:

1. Go to Setup > Accounting > Shipping
2. Click the **Preferences** subtab.
3. In the **Carrier Basics** section, check the International Shipping box.
4. Click **Save**.

Enclose a printed SED form with your package or with the lead package in a multi-package shipment. NetSuite does not electronically send SEDs.

 **Important:** Printed SEDs must conform to the official form in every respect, including paper color. Forms must be printed on buff (yellow) or goldenrod colored paper. They will not be accepted on white paper.

### To print Shipper's Export Declaration forms for UPS:

1. Go to Receiving > Receiving > Print Checks and Forms.
2. Click **UPS® International Forms**.

## UPS® Certificates of Origin

For any order with items manufactured in the United States or Puerto Rico, a certificate of origin is automatically generated when the order is fulfilled.

Additionally, if the order is being shipped under the North American Free Trade Agreement (NAFTA), a NAFTA certificate of origin is generated. The NAFTA Certificate of Origin authenticates the country of origin of the merchandise being shipped under the North American Free Trade Agreement (NAFTA). A NAFTA Certificate of Origin is required for shipments between the U.S., Canada, and Mexico for the reduced or eliminated duty allowed under NAFTA.

Shipments requiring a NAFTA Certificate of Origin should be valued at greater than:

- US\$1,000 from the U.S. to Mexico
- US\$1,600 from the U.S. to Canada
- US\$2,500 from Mexico or Canada to the U.S.

### To print Certificates of Origin:

1. Go to Transactions > Management > Print Checks and Forms.
2. Click **UPS® International Forms**.

## UPS® High Value Report

To insure UPS shipments with a declared value over US\$999, complete a High Value Report and have the sender and UPS driver sign it. Each report defines the value of the shipments' contents for a single order. If an order has multiple packages, one report contains information for all packages.

### To print a UPS® High Value Report:

1. Go to Transactions > Management > Print Checks and Forms.
2. Click **UPS® High Value Report**.

## U.S. Postal Service®/Endicia®

### United States Postal Service (USPS) Services through Endicia®

NetSuite has partnered with Endicia® to provide comprehensive access to U.S. Postal Service® (USPS) domestic and international shipping services. Enable Shipping Label Integration, you can print bar code shipping labels and generate USPS receive tracking numbers.

If you charge for shipping and add a USPS account, you can create shipping items with USPS real-time rates. When a customer wants to ship a purchase via USPS, the current rate for the customer's location populates the Shipping field in your website and the Shipping Cost field on transaction pages. The rate is a close estimate of the final shipping cost but may vary slightly depending on the package size.



**Important:** An active Endicia account enables you to use USPS real-time rates. If you previously set up an Endicia account for use with DAZZle® software or the web interface, you do need to sign up through NetSuite for a new Endicia account for use with USPS integration.

## Create an Endicia (USPS) Account

To use U.S. Postal Service® (USPS) shipping integration, set up a NetSuite-integrated account with our USPS provider, Endicia®.

### To set up the Endicia account:

1. Go to Setup > Accounting > Shipping.
2. On the **Set Up Shipping** page, on the **Carrier Registration** subtab, click **Add USPS Account**.
3. On the **USPS Registration** page, **Click here to create an account with Endicia**.
4. Complete the form to sign up for an Endicia account.  
You will be asked to provide payment information to fund postage for USPS transactions.
5. When you set up your account, Endicia requires that you create a Web Password. Store your Endicia account number Web Password in a safe place. You will need to use them again to set up your USPS account in NetSuite.

After Endicia verifies the information you submit and creates your account, [Register a USPS Account with NetSuite](#) your USPS account with NetSuite.

## Funding Your Endicia Account

Endicia charges monthly for the service. The fee includes unlimited Expedited Mail Classes (Priority Mail, Express Mail, International Priority Mail, and International Express Mail) and 416 non-Expedited Mail Class labels (First Class Parcel, Parcel Post, Media Mail, Bound Printed Matter, and Library Mail). All other non-Expedited labels are invoiced per label.

After you have completed setting up USPS in NetSuite, go to Setup > Accounting > Shipping and then click the Fund Account link to see your Endicia account balance and to add more funds.

## Register a USPS Account with NetSuite

After you create an account with Endicia, you can set up a U.S. Postal Service® (USPS) account in NetSuite.

### To register a USPS account:

1. Go to Setup > Accounting > Shipping.
2. On the **Set Up Shipping** page, on the **Carrier Registration** subtab, click **Add USPS® Account**.
3. In the **USPS Registration** form, if you use Multi-Location Inventory, select the USPS account **Location**.
4. Enter the USPS contact person **Name**.
5. Enter your **Company** name.
6. Enter the name of the **Department** where the USPS contact person works.
7. Enter your company **Address** as it appears on the carrier account registration form.
8. Enter the name of the **Town**, as it appears on the carrier account registration form.
9. Enter the name of the **State**, as it appears on the carrier account registration form.
10. Enter your company **Zip** code as it appears on the carrier account registration form.
11. Enter the name of the your company **Country** as it appears on the carrier account registration form.
12. Enter or your USPS contact **Phone** number, **Fax** number, **Pager** number, and **Email** address.
13. Select a **USPS Label Type**:
  - To display labels in **PNG (all)** format, and print them from a browser window

- If you use a thermal printer, **EPL 4 x 6 (domestic) / PNG (international)**. You can print domestic shipping labels on your thermal printer. International shipping labels are displayed in PNG format, and printed from a browser window.
- 14. Enter your **Endicia Account number**.
- 15. Enter the same **Endicia Web Password** you entered when you set up your Endicia account.
- 16. Click **Submit**.
- 17. Go to Setup > Accounting > Shipping.
- 18. Check the **Charge for Shipping** box.
- 19. To make USPS in the **Default Shipping Carrier** to USPS the default carrier on sales and web orders.
- 20. Click **Submit**.

## USPS Integration

USPS Integration enables you to connect your NetSuite account to your and USPS/Endicia account.

After you fulfill orders that have USPS integrated shipping methods, your Endicia account is charged, and the tracking number is saved with the item fulfillment. You can then print a USPS bar code shipping label for your package from the item fulfillment.

You must register a USPS account with NetSuite. To learn more, see [Register a USPS Account with NetSuite](#).

If you have enabled Multi-Location Inventory, you can set up each location with a separate USPS account number. To learn more, see [Shipping Integration with Multiple Locations](#).

## Creating Shipping Items with USPS Integration

Using shipping items that are integrated with the U.S. Postal Service® (USPS), enables you to enter sales orders that select the integrated shipping item in the Ship Via field. When you fulfill an order, your Endicia account is charged the rate for the USPS shipping method.

The real-time rate quoted at the time of sale is only an estimate. The actual charge may vary based on factors such as package size, service additions on the shipment, and account-specific discounts.

To learn more, see [USPS Real-Time Rates](#).

### To create a shipping item with USPS integration:

1. Go to Lists > Accounting > Shipping Items > New.
2. Check the **Shipping Label Integration** box.  
 If this is an integrated shipping item, your Endicia® account is charged for the selected shipping method. Shipping Rate represent the amount your customer will be charged.  
 To charge the customer the same amount you are charged, in the **USPS Real-Time Rate** field, select the same method as you selected in the **Shipping Label Integration** field.
3. Check the **Display in Web Site** box to make this shipping item available in your Web site.
4. Click the **Shipping Rate** subtab.
5. Select the rate you want to charge your customer:

- **USPS Real-Time Rate** – Select which real-time option you want to use for this shipping item. Set this option for USPS integrated shipping items.

USPS fills in the shipping charge when the customer completes the order. This rate is an estimate, and may change slightly when the order is fulfilled

For information about offering a discount rate, see [Applying Discounts to USPS Shipping Rates](#).

- **Flat Rate** – Enter the amount to charge for each order you ship
  - **By Weight:**
    - Enter the amount to charge and the unit of measure
    - Enter the increment. For example, 1, 1.5, 2, and so on
    - Select the unit of measure: lb, oz, kg, or g
    - To not allow partial increments, check the **In Whole Increments** box
  - **By Item** – Enter the default amount to charge for shipping on a per-item basis
  - **Percent of Total** – Enter a percent in the % field
  - To charge shipping based on a range, select **Shipping Table**
    - To charge shipping based on ranges of order totals, select **Order Total**
    - To charge shipping based on ranges of package weight, select **Weight** and then select a unit of measurement
- To learn more, see [Creating Shipping Items](#).

6. Click **Save**.

## USPS Real-Time Rates

Registering your U.S. Postal Service® (USPS) account with NetSuite, enables you to offer USPS shipping options with real-time rates for world-wide shipping. When a customer ships a purchase via USPS, the current rate for the customer's location fills in the Shipping field in your website and the Shipping Cost field on transaction pages.

**Note:** The rate is a close estimate of the final shipping cost but may vary slightly depending on the package size.

Your administrator can add a USPS account to NetSuite. To learn more, see [United States Postal Service \(USPS\) Services through Endicia®](#).


After adding a USPS account, you can create shipping items to charge customers USPS real-time rates. To learn more, see [Creating Shipping Items with USPS Integration](#).

To offer USPS real-time rates, select one of the following real-time shipping item rate options:

- **USPS First-Class Mail®** — Deliver packages weighing 13 ounces or less, including boxes, thick envelopes, or tubes. If your package weighs more than 13 ounces, use Priority Mail.
  - **USPS Priority Mail®** — Two-day delivery service for documents and packages to mailboxes, mail slots, and P.O. Boxes. Saturday delivery and residential delivery available at no extra cost.
  - **USPS Priority Mail Express®** — Overnight delivery guaranteed to most locations or your money back. Delivery to most destinations 365 days a year including Sundays and holidays, no Saturday charge, no fuel surcharge, free tracking information, and signature proof of delivery upon request.
- USPS Bound Printed Matter** — Deliver small and large packages containing permanently bound sheets of directory, advertising, or editorial matter, such as catalogs or phone books. Permanently

bound sheets should be secured with staples, spiral binding, glue, or stitching. Prices based on weight and distance.

- **Shipping for Business** — Economical ground delivery service for large and medium sized shippers. Parcel Select packages can weigh up to 70 pounds and measure up to 130 inches in combined length and distance around the thickest part. Rates are based on weight, distance, and shape. A surcharge applies to certain items including packages weighing over 35 pounds (25 pounds for books and printed matter) and certain shapes. For example, tubes, rolls, and large packages.
- **USPS Retail Ground™** — Deliver small and large packages, thick envelopes, and tubes containing gifts and merchandise, available for retail and USPS approved shippers. Standard Post packages can weigh up to 70 pounds and measure up to 130 inches in combined length and distance around the thickest part. Rates are based on weight, distance, and shape. A surcharge applies to certain items including packages weighing over 35 pounds (25 pounds for books and printed matter) and certain shapes. For example, tubes, rolls, and large packages.

 **Note:** USPS Retail Ground was formerly known as USPS Standard Post. If you used the shipping item, USPS Standard Post, you should inactivate it and add a new shipping item for USPS Retail Ground.

- **USPS Media Mail®** — Deliver books, sound recordings, recorded video tapes, printed music, and recorded computer-readable media. For example, CDs, DVDs, and diskettes. Media Mail can not contain advertising except for incidental announcements of books. The maximum weight for Media Mail is 70 lbs.
- **USPS Express Mail International®** — Deliver documents and packages around the world with service guaranteed to Australia, China, Hong Kong, Japan, and Korea, Republic of (South Korea).
- **USPS Priority Mail Express International®** — Deliver correspondence and merchandise up to 70 pounds to over 190 countries and territories worldwide.

Your preferences in the following fields override the real-time rates:

- Free if total is over
- Minimum shipping amount
- Maximum shipping amount

## NetSuite calculates USPS rates based on the following:

- If the packaging material is provided by the shipper
- If the destination is a commercial destination. Residential rates are higher in some delivery areas.
- If multiple products are placed in one package, the package weight may be less than the estimated rate submitted due to weight rounding
- The rate is determined by product weight only. Some packages may incur additional USPS fees based on package dimensions or additional services

### To ship an order with a USPS real-time rate option:

1. Select the USPS real-time rate **Shipping Method**.
2. There is a pause while NetSuite receives the real-time rate from USPS, then displays the price.
3. Complete order.
4. Authorize and then fulfill the sales order.  
Before saving the item fulfillment, click **Recalculate Shipping** to update the real-time rate.
5. After the package is dropped off or picked up by USPS, you can retrieve a tracking number to track the status of the shipment. You can share this tracking number with your customer.

6. You can manually enter the tracking number on a sales order page once, and the number then appears everywhere the order appears, including in the confirmation email to the customer and in the Customer Center.
7. The tracking number appears as a link in the confirmation email to the customer.

## Fulfilling Orders with USPS/Endicia Integration

### To fulfill a USPS/Endicia integration order:

1. Enable the Shipping Label Integration feature:
  - a. Go to Setup > Company > Enable Features.
  - b. Click the **Transactions** subtab.
  - c. In the **Shipping & Receiving** section, check the **Shipping Label Integration** box.
  - d. Click **Save**.
2. Ship the order with a USPS-integrated shipping item.
3. Fulfill orders with USPS integration at Transactions > Sales > Fulfill Orders.
4. Click the item you want to fulfill.
5. Click the **Shipping** subtab:
  - a. Verify the shipping and address
  - b. Click the **Integrated Shipping Label** box.
  - c. Click **Save**.
6. Click the **Carrier** subtab. Verify the following:
  - To ship the package today, leave the **Future Ship Date** field empty.  
Otherwise, enter the date that you want to appear on the shipping label. You can enter a date up to seven days in the future.
  - **Send Email Notification** – Check this box to notify the recipient that you are sending the package. For Express Mail® labels, an email notification will be sent to this address with the Express Mail® tracking number.
  - The recipient **Email Address** is displayed.
  - To indicate the package can be scheduled for weekend delivery, check the **Weekend Delivery** box.
  - To indicate the package can be scheduled for delivery on a holiday, check the **Holiday Delivery** box.
  - To indicate this package is being sent via certified mail, check the **Certified Mail** box.
7. Click the **Packages** subtab:
  - Enter the total package **Weight** in pounds.
  - Enter a **Package Contents Description**.
  - After you save the fulfillment, the USPS **Package Tracking Number** is displayed.
  - Select a **Carrier Packaging** option.
  - To insure the package, check the **Insured Value** box and then enter the amount paid.
  - **Reference #1, Reference #2** display the preference you set in Setup > Accounting > Shipping. If you did not select a preference, you can enter notes in these fields that will display on the shipping label.

- Select a **Package Confirmation** option for confirmation of delivery.

The following options can result in additional charges from USPS:

- **Signature Confirmation™** – Requires a signature from the person who accepts your package. Get confirmation of delivery including date, time and location by using the Track & Confirm service online at [www.usps.com](http://www.usps.com), or by phone: 1-800-222-1811.

You can add Signature Confirmation to the following: First-Class Mail® Parcels, Priority Mail®, Parcel Post®, Media Mail® and Library Mail.

- **Delivery Confirmation™** - Gives you the date, zip code and time your package was delivered. If delivery was attempted, you get the date and time of attempted delivery. You can access this information with the Track & Confirm service online at [www.usps.com](http://www.usps.com), or by phone: 1-800-222-1811.

Click Add/Edit after entering information about the package you are packing for this fulfillment. If you have more than one package for this order, you can enter information for the second package, and then click Add/Edit. Each package is saved on the fulfillment record.

## Package information disclosure when shipping with USPS/Endicia

When Endicia (USPS) is selected as the shipping method, the following information is provided to Endicia when the shipping request is submitted.

<b>Package information</b>	Packaging type, dimensions and weight
<b>Contents Value</b>	Total value of items in consignment
<b>Sales Order Number</b>	NetSuite-generated sales order no.
<b>Endicia account information</b>	Account ID and password
<b>Sender information</b>	Company contact name Company name Address information/Return address information (street, ZIP, city, state, country) Phone contact
<b>Consignee Information</b>	Company contact name Company name Address information (street, ZIP, city, state, country) Phone contact

**Note:** For international shipments, USPS requires specific information about the package contents. On the item record, you must enter information into the following fields for international shipping purposes: Sales Description, Country of Manufacture, Weight. If this information does not exist on the item record, then you will not be able to successfully submit the fulfillment.

## Applying Discounts to USPS Shipping Rates

If you receive discounts from U.S. Postal Service® (USPS) or want to offer a discount to your customers and cover the remainder of the cost, you can display discounted shipping rates to your customers.



Discounted USPS rates can be offered when you use real-time rates. To learn more, see [USPS Real-Time Rates](#).

To offer free shipping, use promotions or create a shipping item with a flat rate of \$0.00. Do not set the discount rate on an existing shipping item to 0. To learn more, see the help topics [Promotions](#) and [Free Shipping With an Item](#).

### To offer a discount for a USPS shipping item:

1. Edit the shipping item record for the method on which you want to offer a discount.
2. On the **Shipping Rate** subtab, in the **Discount Rate** field next to the USPS rate, enter a number to multiply the rate by to receive the correct discount.  
  
For example, if you want to offer a 25% discount off the real-time rate USPS returns, enter 0.75.
3. Click **Save**.

The discounted rate now shows on transactions and in your Web site.

**Note:** The USPS real-time rate is multiplied by the discount rate to calculate the discounted shipping rate.

## Printing USPS Shipping Labels and Forms

If you use the Shipping Label Integration feature, you can print a barcode shipping label after you have created a sales order that includes an integrated shipping item, and fulfilled that sales order with the box checked to generate a shipping label.

**Note:** If you use the Shipping Label Integration feature and an integrated shipping carrier, you cannot use override addresses to generate shipping labels. On the Address window, make sure to enter the complete shipping information in the address fields.

You can print the following labels and forms for UPS shipping items:

- [Printing USPS Shipping Labels](#)
- [Printing USPS SCAN Forms](#)

**Note:** If you use a thermal printer for shipping labels, you must install the thermal printer driver. For more information, see [Printing Integrated Shipping Labels With a Thermal Printer](#).

## Printing USPS Shipping Labels

If you enable the Shipping Label Integration feature, you can print a U.S. Postal Service® (USPS) bar code shipping label. To be able to print a label, you must create an integrated shipping item, create a sales order using an integrated shipping item, and fulfill the sales order with the Integrated Shipping Label box checked.

**Note:** The shipping rate is not included on the shipping label.

Integrated shipping labels should be printed on 8.5" x 5.5" labels when you are printing using PDF format. However, you can also use a 8.5" x 11" piece of paper and fold the sheet of paper in half.

You also have the option to print domestic labels in EPL format using an Eltron thermal printer. The EPL label type can only be 4" x 6" thermal label without doc tabs. For more information on setting up this process, see [Printing Integrated Shipping Labels With a Thermal Printer](#).

Select the type of label you want to use at . Click the account you want to edit, select your label type choice in the USPS Label field, and click Submit.

### To print an integrated USPS shipping label in PNG format:

1. After you fulfill the order, go to Receiving > Receiving > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. In the **Starting Label** field, do one of the following:
  - Enter **1** to begin printing on the first label of the first sheet of labels.
  - Enter **2** to begin printing on the second half, or second label, on the sheet of labels.
4. The USPS Shipping Labels in Queue field shows the number of labels you have marked for printing.
5. Check the **Allow Reprinting** box to print any of your shipping labels more than once.



**Important:** When you create a pre-paid USPS label, its value is deducted from your Endicia account balance. Each label may be used to ship only one package, regardless of how many times you reprint it. Reusing the same label on more than one package may be considered mail fraud.

6. The Ship Date field, controls the list of labels displayed on the page. The Ship date refers to the date the fulfillment was entered.
7. In the **Print** column, check the box next to each order you want to print a label for:
  - Click **Mark All** to check the boxes for all items.
  - Click the **Order Date** for an order to view the sales order.
  - Click the **Ship Date** to view the Item Fulfillment for that order.
8. Click **Print**.  
A window opens with instructions on how to download your label.
9. Attach the label to the package for the order, and it is ready for drop-off or pick-up.



**Note:** Labels from a third party (integrated shipping labels), cannot be amended once generated. If you need to amend the label, you will first need to delete the item fulfillment to void the shipment. Then, create a new item fulfillment to generate a new integrated label.

## USPS Customs Documentation

When you print a shipping label for an international shipment, up to four copies of the shipping label will be printed:

<b>Australia, Canada, and Costa Rica</b>	<ul style="list-style-type: none"> <li>■ One copy for Customs Declaration</li> <li>■ One Sender's Copy</li> </ul>
<b>Rest of World</b>	<ul style="list-style-type: none"> <li>■ Two copies for Customs Declaration</li> <li>■ One Dispatch Note</li> <li>■ One Sender's Copy</li> </ul>

## Printing USPS SCAN Forms

When you use U.S. Postal Service® (USPS) processing to ship packages in your NetSuite account, you can choose to use a Shipment Confirmation Acceptance Notice (SCAN) form to process packages. The SCAN form is a shipping manifest that helps streamline your shipping process by getting information to the USPS driver quickly.

The SCAN Form has a primary barcode that represents all the packages in a shipment. When the Postal Service representative scans this form, all of the associated packages are entered into the USPS database as "Shipment Accepted."

You and the recipient can use the Track & Confirm tool at [usps.com](https://usps.com) to confirm the date the package was shipped and track its progress.



**Important:** After you generate a SCAN form, you cannot void any of the packages that appear on the manifest. The SCAN form closes out all the packages that are included in the manifest.

### To generate a SCAN form:

1. Go to Receiving > Receiving > Print Checks and Forms.
2. Click **USPS® SCAN** Forms.
3. All existing SCAN Forms display in the list with information in the columns as described below:
  - Manifest Date** — the Date the SCAN Form was generated.
  - Manifest Time** — the Time the SCAN Form was generated.
  - Manifest file** — URL to display the SCAN Form.
4. Click **Generate SCAN Form**.

You can use the Date filters at the bottom of the page to filter the list of existing SCAN Forms, so you can find what you need to print. Click Refresh to re load the page with the date filter applied.