Shipping Guide

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> ⚠️ **Important:** All NetSuite customers using FedEx integration will have their account credentials migrated to FedEx's latest Web services with their upgrade to Version 2017 Release 1. To prevent any outage of FedEx services after the upgrade, verify that your registration information is correct prior to your upgrade. See the help topic Upgrading Your FedEx Registration.

You can use NetSuite to manage all of your company's shipping needs. You can:

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

For detailed setup instructions and information regarding integrating your NetSuite account with shipping partners, please see the following topics:

Setup & Use

Integration with Shipping Partners

For information about Advanced Receiving, see the help topic Receiving Purchase Orders Using Advanced Receiving.

Setting Up Shipping

To set up shipping, complete the following tasks:

- Set shipping preferences to determine how shipping is handled in your NetSuite account
- Create package types

Setting Shipping Preferences

You can set options for how to charge for shipping and ship orders in your account on the Set Up Shipping page. When you finish setting preferences for shipping and registering any integrated UPS, FedEx, or U.S. Postal Service® (USPS) accounts on this page, you can then create the shipping methods you want to offer using at Lists > Accounting > Shipping Items > New.

To set up shipping:

1. Go to Setup > Accounting > Shipping.
2. Check the **Charge for Shipping** box to automatically charge for shipping on orders.

   If you do not check this box, you can still charge for shipping on sales transactions by creating a separate line item on the transaction. However, this box should be checked if you charge for shipping on your website. For more information, see the help topic Creating Shipping Items.
3. Check the **Charge Handling Separate from Shipping** to charge handling separately instead of combining with shipping. The **Charge for Shipping** box must also be checked. Shipping and handling funds can then be assigned to different accounts, as required.

   Checking this box creates a **Handling Rate** subtab when creating a shipping item. Shipping and handling continue to appear together for website customers.

4. In the **Default Shipping Carrier** field, select a default shipping carrier to appear on sales and website orders. The carrier options in the dropdown list reflect those setup in your shipping accounts. See the help topic Selecting a Default Shipping Carrier.

   Set up accounts for FedEx, UPS, or USPS on the **Carrier Registration** subtab before selecting your default carrier. See the help topic Carrier Registration Subtab.

5. In the **Default Shipping Method** field, select which service to use when sending sales orders and invoices.

   You can still choose a different method when entering a transaction.

6. If you use the Pick, Pack, and Ship feature, in the **Default Item Fulfillment Integration Stage** field, select the **Pick, Pack, and Ship** stage to be the default fulfillment status in your sales order process. When you fulfill an order, this is the status of the sales order on the Item Fulfillment page. You can always select a different stage when fulfilling an order.

7. If you use the Shipping Label Integration feature to print labels and track packages, in the **Shipping Label Creation Stage** field, select the earliest Pick, Pack, and Ship stage when you can receive tracking numbers and print shipping labels. This does not have to be the same as the Default Item Fulfillment Stage.

   For example, you generally want to mark sales orders as Shipped when you fulfill them. For part of your inventory, you know you will change the order fulfillment status to Picked, and need to be able to get tracking numbers and print shipping labels at that stage. In this case, set the Shipping Label Creation stage to Picked.

8. In the **Default Item Weight in Lbs** field, enter a default shipping weight for items without a weight specified on their item records.

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

   Item weight is used to determine shipping costs if you charge shipping by weight or use real time rates.

9. In the **Number of Days to Shipment** field, set the average number of days between the date a sales order is entered and the date the order is shipped. This value is used to create an estimated ship date on sales orders. The actual ship date updates when the order is fulfilled.

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

10. In the **Cutoff Time for Shipments** field, enter the time of day when orders stop being shipped.

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

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

    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

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

> (i) **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 the help topic Registering a UPS® Account or Registering a UPS® Account (UK).
- To set up FedEx accounts, see the help topic Registering a FedEx® Account.
- To set up USPS accounts, see the help topic Registering a USPS Account with NetSuite.

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- For more information on real-time rates, see the help topics Using FedEx Real-Time Rates (U.S. & Canada), Using UPS® Real-Time Rates or Using USPS Real-Time Rates.
- For more information on the Shipping Label Integration feature, see the help topic Shipping Integration with FedEx, UPS, and USPS/Endicia.

Preferences Subtab

Carrier Basics

1. Check the **International Shipping** box to enable the **International** subtab on item fulfillments when using the **Shipping Label Integration** feature and shipping items internationally using UPS or FedEx.

   Information provided on this subtab is used to generate forms, such as a Shipper's Export Declaration (SED) and NAFTA Certificate of Origin.

2. Check the **HazMat/Dangerous Goods Shipping** box to enable shipping of restricted materials when using FedEx shipping integration. See the help topic Shipping Dangerous Goods and Hazardous Materials.

3. Check the **Insure Packages** box to insure packages by default. You can override this option on item fulfillments.

4. Check the **Mask Account Number on Labels** box if you do not want to expose your account number on shipping labels.

   Rates

5. In the **FedEx Rates Type** field, select the type of rates you want to show and charge customers.

   - Select **Negotiated Rates** to show and charge customers the rate you are charged by FedEx for order shipments.
   - Select **List Rates** to show and charge your customers generic list rates. FedEx still charges you the negotiated rates.

6. Check the **Residential Address for Shipping** box to mark customer addresses as residential by default.

   > ℹ️ **Note:** 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.

7. In the **UPS Rates Types** field, select the type of rate to show and charge your customers.

   - Standard List Rates
   - Retail Rates
   - Daily Rates
   - UPS Negotiated Rates

   Third Party Billing

8. If you use the Shipping Label Integration feature, check the **Third Party Billing** box to enable billing of integrated shipping charges to other FedEx or UPS accounts.

   For example, if your company has a master account, each location can bill the master 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.

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9. Check the **Do Not Charge Shipping on Third Party Billing Orders** box to remove shipping charges on orders where third party shipping is used.

   This prevents the customer from being double charged for shipping.

10. Check the **Do Not Charge Handling on Third Party Billing Orders** box to remove handling charges on orders where third party shipping is used.

11. Select the duty payment type for FedEx international shipments:

    - **None Selected** - FedEx bills your account for duty payment.
    - **Recipient** - FedEx bills the recipient. Enter the recipient's FedEx account number on the **Shipping** subtab when fulfilling the order.
    - **Third Party** - FedEx bills a third party. Enter the account number to bill on the **Shipping** subtab when fulfilling the order.

    Default Package Type

    If you have the integrated shipping labels feature enabled, you can specify the type of packaging you most frequently use with FedEx, UPS and USPS services.

12. If you specify **Your Packaging** from the dropdown list in the **Fedex Packaging** field, you also need to specify the type of packaging it is in the **FedEx Admissibility Package Type** field. These admissibility restrictions do not apply on UPS and USPS.

13. **Reference Fields**

    In the **Reference #1** field, select the additional type of information you want to include on all packages. Including this information helps with package tracking.

    This information is copied to the Reference fields on the Packages subtab of order fulfillments. On multiple package orders, the information is included on all packages.

    UPS and USPS support a **Reference #2** field. Add additional reference information as required.

    > ℹ️ **Note:** If you select Item Name as the reference information type, the name of the first item on the order is used.

    > ⚠️ **Important:** UPS does not support reference information on international shipments. In such cases, only the sales order number is submitted.

    Address Validation

14. Check the respective **FedEx Address Validation** and **UPS Address Validation** if you want these service to validate the delivery address when fulfilling orders.

    > ℹ️ **Note:** 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.

15. If you use the Number of Days to Shipment preference, enter the holiday dates you don't ship on in the **Holiday Date** column. Add a description, and click **Add**.

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

Packages

If you use the Shipping Label Integration feature, then you can create package types to capture the shipping information for the packaging you use most often. A package type defines the dimensions (in inches), the weight (in pounds), and the maximum number of items that can be shipped in a

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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.

> **Note:** To enable Shipping Label Integration, go to Setup > Company > Setup Tasks > Enable Features. Select the **Transactions** subtab.

> **Note:** If you typically 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.
2. If you use the Pick, Pack, and Ship feature, you may want to 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.
3. Click the **Packages** subtab.
4. In the **Name** column, create a name for this package type, such as Largest Box.
5. In the **Length** column, enter the measurement for the longest side of the package in inches.
6. In the **Width** column, enter the measurement for the widest side of the package in inches.
7. In the **Height** column, enter the measurement for the highest side of the package in inches.
8. If the weight for the package contents is the same every time you use it, then enter the weight in pounds in the **Weight** column.
9. In the **Maximum Items** column, enter the highest number of items that would ship in this type of package.

   When an item associated with this package type is selected on an order with a quantity greater than one or with other items using this package type, the maximum number of items is included in one package.

   For example, speaker sets use a Medium Box package type, which has the maximum number of items set as three (3). Keyboards also use a Medium box package type. When an order is created for two speaker sets and one keyboard, they are all placed together in one Medium Box.

   If an item always ships in its own package with no other items, you do not have to enter a separate package for that item. You can enter the default package type here and check the **Ships Individually** box on the record of the item that ships alone.

   > **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.

10. In the **Default** column, check the box to use the package type for all items that do not have a package type defined.
11. Click **Add**.
12. Repeat these steps for each type of package you ship, and click **Submit**.

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

Then, when an item is selected on an order, the package type for the item is automatically selected in the **Your Packaging** field on the **Packages** subtab of the fulfillment. The number of packages is

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calculated based on the number of items on the order and the number of items allowed in each package type.

Shipping Items

A shipping item is a delivery method for a shipping carrier. It describes how to ship an item and can include shipping rate information, handling rates, rules for shipping and handling, and specify when shipping is free. In NetSuite, Shipping Item is also referred to as Shipping Method and Ship Via. To access the Shipping Items record go to Shipping > Lists > Shipping Items.

On shipping item records, you can:

- Specify a charge for handling
- Set the method by which you charge shipping, such as by weight or at a flat rate
- Specify the country or countries where the shipping item can be used
- Specify the website applicable for the shipping item
- Specify a Display Name to use on printed forms, in your web store, and in centers such as the Customer Center.
- Set conditions for offering free shipping

  To create a shipping item, go to Lists > Accounting > Shipping Items. For information, see the help topic Creating Shipping Items.

  To create a shipping item, go to Shipping > Lists > Shipping Items > New. For more information, see the help topic Creating Shipping Items. In a OneWorld account, you can set up multiple shipping items for the same shipping method. For information, see the help topic Associating Subsidiaries with Shipping Items.

Automatically Charging for Shipping

When you set up shipping preferences, you can choose 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 automatically charge for shipping, an administrator must enable the Charge for Shipping preference. To do this, go to Setup > Accounting > Setup Tasks > Shipping. Check the **Charge for Shipping** box and 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, one store charges shipping by item weight while another store lists fees based on the cost of the total order. A third store includes the cost of shipping in item sales prices and uses shipping methods only as descriptive line items on transaction forms.
- Allocate income from shipping charges to a separate account on your books.
- Shipping charges automatically show on your website and on transactions based on the shipping item selected.
- You can choose to charge a separate handling fee if you charge for shipping. Charging a separate handling fee lets you allocate income from fees charged for the labor and supplies for handling to a separate account on your books.
- 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.

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- Shipping and handling will still appear as one total to your customers on your website. To charge a separate handling fee, go to Setup > Accounting > Setup Tasks > Shipping and check the **Charge Handling Separate from Shipping** box.

If you do not automatically charge for shipping:

- If you do not automatically charge for shipping but would like to include shipping items as line items on transactions, you can enter a basic shipping item record. You can then charge for shipping on individual sales orders and invoices. You specify an amount for each shipping item you add to the transaction.
- A choice or charge for shipping does not show in your Web site.

To create a shipping item, go to Lists > Accounting > Shipping Items.

Creating Shipping Items

Create a shipping item record for each shipping method you want to offer your customers.

Handling fees can be included with shipping items when you charge for shipping and charge a separate handling fee. See the help topic Charging for Shipping and Handling Per Item. If you do not charge a separate handling fee, you do not see a **Handling** subtab when creating shipping items. Handling fees can be treated separately from shipping fees and posted to a separate account on the general ledger.

Shipping and handing fees are listed as one total to the customer, if you use Standard Site Builder without touch points. SCA and Site Builder sites with touch points list the items separately be default.

In OneWorld accounts, you can create multiple shipping items for a shipping method. For information, see the help topic Associating Subsidiaries with Shipping Items.

If you no longer use a shipping item, you can inactivate it by checking the **Inactive** box on the shipping item record. Inactivated 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 automatically charging for shipping:

1. Go to Lists > Accounting > Shipping Items > New.
2. Enter a name for the shipping item.
3. Enter a display name or code. This is the external name for the item that appears in the **Shipping Method** or **Ship Via** field on printed forms, your web store, and all centers, such as the Customer Center. In all other cases, the Ship Name displays for the item.

   > **Note:** You cannot edit or change the display name/code if you are creating a UPS integrated shipping item.

4. Enter a description.
5. If you are using a OneWorld account, select a subsidiary for this shipping item.

   For information, see the help topic Associating Subsidiaries with Shipping Items.
6. Check the **Inactive** box to make this shipping item inactive, if appropriate.
7. If you use the Shipping Label Integration feature but do not automatically charge for shipping:
   1. Check the **Shipping Label Integration** box to charge your FedEx, UPS, or USPS account when sales orders using this shipping item are fulfilled.

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2. Next to the check box, select the rate you will use when this shipping item is selected. This is the rate used to charge your account. Because you do not automatically charge for shipping, real-time rates will not be displayed on your web store, and customers will not automatically be charged real-time rates.

8. If you want this item to be available on your website, check the **Display in Web Site** box.

9. Click **Save**.

Your shipping item is now available as shipping method on transactions.

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

1. Go to Lists > Accounting > Shipping Items > New.

2. Enter a name for the shipping item.

3. In the **Display Name/Code** field, enter a display name or code for this shipping item to show on your website and on transactions. This is the external name for the item that appears in the **Shipping Method** or **Ship Via** field on printed forms, your web store, and all centers, such as the Customer Center. In all other cases, the Ship Name displays for the item.

4. Enter a description for the shipping item in the **Description** field.

5. If you are using a OneWorld account, select the subsidiary for this shipping item.

   For information, see the help topic Associating Subsidiaries with Shipping Items.

6. Check the **Inactive** box to make this shipping item inactive, if appropriate.

7. If you use the Shipping Label Integration feature, check the **Shipping Label Integration** box to charge your FedEx, UPS, or USPS account when orders using this shipping item are fulfilled.

   Next to the check box, select the rate you will use when this shipping item is selected.

   The method you select here is the method used to ship an order and the method charged to your integrated account. You can choose to charge customers based on either the same method or a different method on the **Shipping Rate** subtab.

8. If you want this item to be available on your website, check the **Display in Web Site** box.

9. Click **Save**.

Shipping Rate

1. In the **Account (Shipping)** field, select the appropriate account for shipping charges for this shipping item.

2. Choose one of the following shipping methods and enter the appropriate charges.

   - **FedEx Real-Time Rate** – If you added your FedEx account to NetSuite, select the **FedEx real-time** option to use for this shipping item.

     Add FedEx accounts at Setup > Accounting > Shipping.

     For information on using the **Discount Rate** field to offer discounts on FedEx rates, see the help topic Applying Discounts to FedEx® Rates.

   - **UPS Real-Time Rate** – If you added your UPS account to NetSuite, select the **UPS real-time** option to use for this shipping item.

     UPS fills in the shipping charge when the customer completes the order.

     Add UPS accounts at Setup > Accounting > Shipping.

     For information on using the **Discount Rate** field to offer discounts on FedEx rates, see the help topic Applying Discounts to UPS Shipping Rates.

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- **USPS Real-Time Rate** - If you added your USPS account to NetSuite, select the **USPS real-time** option to use for this shipping item. USPS fills in the shipping charge when the customer completes the order.

  Add USPS accounts at Setup > Accounting > Shipping.

  For information on using the **Discount Rate** field to offer discounts on USPS rates, see the help topic Applying Discounts to USPS Shipping Rates.

- **Flat Rate** – Enter the amount to charge for every item you ship.

- **By Weight** – Enter the amount to charge, by what increment and the unit of measure.

  You must enter weights on your item records to use the By Weight shipping method.

  You can enter a default weight for items at Setup > Accounting > Shipping.

- **By Item** — Enter the default amount to charge for shipping on a per-item basis.

  You can enter custom, per-item shipping charges on individual item records.

- **Percent of total** — Enter a percent in the **%** field.

- **Shipping Table** – Select **Order Total** to charge shipping based on ranges of order totals. Select **Weight** and select a unit of measurement to charge shipping based on ranges of package weight.

  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 chart below, 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

3. Click **Save**.

Handling Rate

1. In the **Account (Handling)** field, select the appropriate account for handling fee income for this shipping item.

2. Choose one of the following methods for determining a handling fee:

   - **No Handling Charge** – Select this option to only charge shipping.

   - **Flat Rate** – Enter the amount to charge for every item you ship.

   - **By Weight** – Enter the amount to charge, by what increment and the unit of measure.

     You must enter weights on your item records to use the By Weight shipping method. You can enter a default weight for items at Setup > Accounting > Shipping.

   - **Per Item** – Enter the default handling charge to ship any item. You can enter custom, per-item handling charges on individual item records.

   - **Percent of total** – Enter a percent in the **%** field.

   - **Handling Table** – Select **Order Total** to charge handling based on ranges of order totals. Select **Weight** and select a unit of measurement to charge handling based on ranges of package weight.

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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 chart below, 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.

Shipping and Handling Rules

1. To offer free shipping for orders over a certain dollar amount, check the **Free if total order is over** box, and enter the amount.

2. To charge a minimum shipping amount, check the **Minimum shipping amount** box, and enter the amount.

3. To restrict the amount that can be charged to your customers, check the **Maximum shipping amount** box, and enter that amount.

4. Specify the Web Site Rules for the shipping item:

    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, select the criteria, and enter the total 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**, select the criteria, and enter the weight and unit of measure.

    c. If you want to restrict the shipping item availability to a specific Web site, select a site or sites in the **Limit to Sites** field. If you leave this field blank, then the shipping item is available on **all** Web sites. Or you can select sites in this field and check the **Exclude** box to specify the sites where the shipping item will not be available.

5. Specify shipping restrictions in the Shipping Restrictions section:

    a. In the **Countries** field, select the countries you ship to using this shipping method. 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 check the **Exclude** box.

    b. Select one or more states in the **States** field to restrict the shipping item for use for delivery only to those states. 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

6. If this shipping item is taxable, check the **Charge Tax on this shipping portion of item** box and the **Charge Tax on this handling portion of item** box. Select a tax schedule to calculate the tax.

7. Click **Save**.

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Free Shipping Items

1. To offer free shipping on an order when certain items are purchased, click the **Free Shipping Items** subtab.

2. Check the **All items must be purchased** box to require that every item you select be on an order before free shipping is offered. Otherwise, any item on an order qualifies the order for free shipping.

3. Select each item that qualifies an order for free shipping. Click **Add Multiple** to add several items at once.

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.

If you check the **Omit Packaging** box, this disables the automatic packaging logic that occurs during item fulfilment and creates only one package for the order.

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

Translation

1. If you use the Multi-Language feature, 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 per total order weight. This makes it easy for you to charge the appropriate amount for shipping or handling costs. When a customer places an order on your website or you create an invoice, NetSuite automatically calculates the appropriate 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 is what you entered on the item record.

To automatically charge for shipping, an administrator must go to Setup > Accounting > Shipping. Check the **Charge for Shipping** box and click **Save**. To charge for handling, check the **Charge Handling Separate from Shipping box** and click **Save**.

You must charge for shipping to be able to charge for handling.

To charge per-item shipping or handling costs:

1. Go to Lists > Accounting > Items..

2. On the **Items** list, click **Edit** next to the item you want to enter a shipping or handling cost for.

3. On the **Basic** subtab of the item record, enter the appropriate price in the **Shipping Cost** field.

4. In the **Handling Cost** field, enter the price you want to charge for this item's handling.

5. Click **Save**.

   Repeat these steps for every item you want to charge a specific shipping or handling cost for.

6. To charge per item shipping, you must create a per item shipping item record to use as the shipping method on transactions and in the web store.

   Follow the steps for Creating Shipping Items, and select the **By Item** option button on the **Shipping Rate** subtab.

7. The amount you enter in the **Default Charge** field is the amount displayed on the transaction or in the web store if a shipping cost is not entered on the item record.

You must select a per item shipping method on transactions and in the web store to charge the shipping amount entered on item records.

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 fulfillment of the items. Subsequent fulfillments to complete an order do not show a shipping or handling charge.

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

If Multiple Shipping Routes has been enabled, see , any shipping or handling rule which has been applied to the transaction, will now 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.

You can display shipping and handling charges on the transactions you print as line items or as a total amount on the transaction. Go to Setup > Company > Printing & Fax. On the **Printing** subtab, check the **Print Discount and Shipping Lines in Columns** box to show discount and shipping items with descriptions as line items in transaction columns. If you clear this box, the footer of the transaction shows only a shipping item name and the total shipping and handling cost.

Shipping Basics

The following section explains how to perform the most common tasks when using the shipping feature.

- Free Shipping With an Item
- Using Tracking Numbers
- Accounting for Extra Packaging Weight
- Printing Shipping Labels

For information on how to create a shipping item, see the help topic Shipping Items.

Free Shipping With an Item

You can offer promotions for free shipping if your customers buy certain items. When you use this preference, the shipping for the entire order automatically changes to zero when the item or items are added to the cart.

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You can decide if only one of the items in the promotion can make an order ship for free or if all items in the promotion must be purchased for the order to ship for free.

> ⚠️ **Important:** 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.

> ℹ️ **Note:** You can set a preference to offer free shipping with a shipping method. To make sure that customers receive the offer of free shipping on a NetSuite website, make sure your default shipping method on the website is the method with the promotion. Alternatively, you can use Creating Advanced Promotions to set up free shipping promotions. For more information, see the help topic Creating Item-Based Shipping Advanced Promotions.

To offer free shipping with certain items:

1. Go to Lists > Accounting > Shipping Items.
2. Click **Edit** next to the shipping item that should be free when the items are purchased or click **New** to create a new shipping item for the promotion.
3. On the **Free Shipping Items** subtab, select an item that should be offered without a shipping charge for this shipping method and click **Add**.

   You can also click the **Add Multiple** button to quickly add several items that should have free shipping.
4. Continue to select and add each item that should have free shipping.
5. Check the **All Items Must Be Purchased** box to require that all items you selected be on an order before free shipping is offered for this shipping method.

   Clear this box to offer free shipping on the order if any of the items listed are purchased.
6. Click **Save**.

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

Using Tracking Numbers

Tracking numbers are used to keep track of your shipments to customers. You can retrieve tracking numbers from UPS, FedEx, DHL, U.S. Postal Service® (USPS), and Airborne when you ship your packages.

When fulfilling orders, enter the tracking number associated with the order, so that the tracking number appears in NetSuite everywhere that the order appears. If you enable Shipping Label Integration for the shipping items, then UPS, FedEx, and USPS tracking numbers function as links you can click to open the respective website and check the status of the package.

If you enter the tracking number in the item fulfillment and 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 shows on the form as a link. Customers can then either click the link or open a new browser to go to the shipping service's website and view the status of their orders.

To enter or view a tracking number on a fulfillment:

1. Go to Transactions > Sales > Fulfill Orders.
2. Click **Fulfill** next to a Sales Order.

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3. Click the **Packages** subtab. You can enter the tracking number in the **Package Tracking Number** field.

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

Accounting for Extra Packaging Weight

When shipping packages, if your total shipment weight is greater than the total weight of the items, you can account for extra packaging weight on the item fulfillment for that order. This ensures that the weights listed on your Shipping Report are correct.

To account for the added weight when you fulfill your sales orders, you must fulfill each order individually. If the shipping cost changes due to the extra package weight, you must manually adjust the shipping cost for each package. Click **Save and Bill** from the Item Fulfillment page to bill the sales order with the new shipping cost.

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. Select the customer whose order you want to fulfill.
3. Click **Fulfill** in the **Process** column of the sales order you want to fulfill.
4. Click the **Packages** subtab.
5. In the **Weight** field, edit the weight to equal the total weight of the shipment. This is the weight reflected on the Shipping Report.
6. If the total weight you entered changes the shipping cost, enter the new cost in the **Shipping Cost** field on the top of the **Item Fulfillment** page.
7. Click **Save & Bill** to bill this order with the new shipping cost.

Your total shipment weight is now correct on your Shipping Report. This enables you to import accurate information to your shipping application.

Printing Shipping Labels

Use this procedure to print shipping labels if you do not enable the Shipping Label Integration feature. You can also print shipping labels using this procedure, with Shipping Label Integration enabled, for orders shipped by carriers you do not integrate with or orders shipped using a non-integrated shipping item.

> ⓘ **Note:** To print integrated shipping labels, see the help topic Printing Integrated Shipping Labels With a Thermal Printer.

Shipping labels for orders shipped by non-integrated shipping methods are automatically formatted to print in PDF format 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.

To print PDF shipping labels, you need Adobe® Reader®. Visit the Adobe Web site to download the latest version at no charge.

You can print labels for sales orders, vendor returns and transfer orders. As you fulfill each order, NetSuite adds the label to the queue to be printed. You can fulfill multiple sales orders and then print all the shipping labels at once. 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.

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Use the following procedure to print labels for non-integrated carriers or other shippers.

To print shipping labels:

1. Go to Shipping > Shipping > Print Checks and Forms.
2. Click **Shipping Labels**.
3. In the **Starting Label** field, enter the number of the label to begin printing with.

   Standard labels come in sheets of six. If the first label sheet has less than six, select the first available label to start printing with.
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. If you want to print multiple copies of a label, change the number in the **Count** column for that label.
5. Check the **Allow Reprinting** box if you want to be able to print labels for the selected transactions again.
6. In **Shipping Label Form**, select a label form if you want to use a customized label form.
7. Click **Print**.

   A preview of your labels pops up in the default Adobe application if you do not enable the Download PDF Files preference at Home > Set Preferences page.

   If you enable the Download PDF Files preference, you must first save your labels, and then open them with the Adobe application.
8. Place your labels in your printer tray.
9. Click the printer button in the Adobe application frame.
10. 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. Here you enter all necessary information relating to the shipment of goods as well as transaction documentation, such as invoices.

To enter shipping information on a sales transaction:

1. Go to Transactions > Sales > Enter Sales Orders > List.
2. Click the **Shipping** subtab.
3. Complete the relevant fields.
4. To edit the default shipping address, click the edit icon next to the **Ship to Select** dropdown list.
5. Click **Save**.

Multiple Shipping Routes

> ℹ️ **Note:** The Multiple Shipping Routes feature can be enabled in NetSuite United States edition accounts and NetSuite International edition accounts.

The Multiple Shipping Routes feature lets you ship to several addresses and use different shipping methods on the same transaction.

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For example, you are fulfilling an order from your Atlanta warehouse and need to ship some items to Mr. Smith in Georgia using FedEx and some items to Mr. Jones in New York using USPS.

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

- shipping address
- shipping method
- origin address

- Multiple Shipping Routes and SuiteScript (in the SuiteScript Reference Guide)
- Multiple Shipping Routes in web services (in the SuiteTalk (Web Services) Records Guide)

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

> ⚠ **Important:** SuiteScript and SuiteTalk users who enable the Multiple Shipping Routes feature should also refer to the following sections in the NetSuite Help Center:

- Multiple Shipping Routes and SuiteScript
- Multiple Shipping Routes in Web Services

> ⓘ **Note:** 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. For more information, read the help topic Multiple Ship To.

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 **Multiple Shipping Routes** box. The Advanced Shipping feature must also be enabled.
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.
   d. Click **Save**.

   > ⓘ **Note:** Only the United States nexus subtab has the **Per-Line Taxes on Transactions** box. For other country nexuses, taxes are already calculated at the line level by default, so this check box is not shown.

6. After you enable Multiple Shipping Routes, the **Enable Item Line Shipping** box automatically appears on standard transaction forms. Check this box if the transaction has multiple shipping routes so that NetSuite can calculate the correct amounts for each line item. You can also use Multiple Shipping Routes on credit memos and custom forms. For information, see the help topic Adding Multiple Shipping Routes on a Custom Form. Each time you create a new transaction for a customer, you can check the box to enter multiple shipping routes.

You can set a default shipping method for an item to ensure that your sales team enters the best shipping method when creating orders. See the help topic Setting a Default Shipping Method Per Item.

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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 and credit memos.

2. On the **Items** subtab, check the **Enable Item Line Shipping** box.

3. Click in the **Item** column to choose an item to add to the list.

4. In the **Ship To** field, specify a shipping address for the customer.

   The customer's default shipping address is currently displayed. To specify a different address, you can do any of the following:

   - Select from the available addresses in the dropdown list from the **Ship To** field.

     The **Ship To** field is filtered to contain only addresses within the country of the transaction's nexus, and all other addresses in countries for which the subsidiary has no nexus.

     Examples:

     □ If the transaction's nexus is CA-Quebec, all Canadian addresses will be available (regardless of whether the subsidiary has other Canadian nexuses). Plus, if the same subsidiary has at least one U.S. nexus, no U.S. addresses will be available (regardless of whether the subsidiary has other U.S. nexuses).

     □ If the subsidiary has only one U.K. nexus and one Germany nexus, and you create a transaction for a U.K. customer, you would be able to select in the **Ship To** field any of the customer's addresses in the U.K. and other countries, except those that are in Germany.

   - Select **- New -** or click the + icon to add a new address which is saved to the customer record.

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

   - Click the Edit icon to edit an existing shipping address.

   For more information about adding and editing addresses on transactions, see the help topic Working with Addresses on Transactions.

5. In the **Ship Via** field, select the shipping method you want to use for that address.

6. Click **Add**.

7. Repeat Steps 3 – 6 to add items to the transaction.

8. Click the **Shipping** subtab.

   1. **Ship date -** Enter the estimated ship date manually. After fulfillment occurs, a separate, actual ship date field also appears on the sales order.

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2. **Ship Complete** - This field defaults from the setting of the Ship Complete field in the customer record.

3. Click the Calculate icon to generate a list of shipping routes for this transaction.

> **(i) Note:** You must click the Calculate icon again if there is any change to the Ship To (address), Ship Via (shipping method), Location, or changes to the list of items on the transaction.

> **(i) Note:** When working with the feature in SuiteScript or Web services, be aware that there is no programmatic equivalent of the Calculate icon. In scripting and web services, shipping groups are automatically calculated by the NetSuite database when the record is submitted.

9. Click **Save**.

Shipping and Handling Rules when Multiple Shipping Routes Enabled

If Multiple Shipping Routes has been enabled, see Setup > Company > Enable Features, any shipping or handling rule which has been applied to the transaction, will now be calculated on a line-level basis instead. For example, when calculating the Free if Total is over rule, the total of items sent to that particular shipping address is used to determine whether the discount criteria is met, not the value of the combined transactions on the sales order.

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. First you must add the Enable Item Line Shipping box to the custom form, and then follow the steps above to add multiple shipping routes 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. Confirm that your preferred custom form displays in the **Custom Form** field.
3. From the **Customize** menu, select **Customize Form**.
4. On the **Screen Fields** subtab, click the **Items** subtab.
5. For **Enable Item Line Shipping**, check the **Show** box.
6. Click **Save**.
7. Click the **Transactions** tab to select the transaction form again.

Now your preferred custom form always displays the **Enable Item Line Shipping** box.

Disabling Multiple Shipping Routes

After you have enabled the Multiple Shipping Routes feature, you can turn the feature off, even after you have created sales orders with multiple shipping routes. If you choose to turn the feature off, all transactions revert to displaying only one shipping address and shipping method.

> ⚠️ **Important:** Before turning off the feature, 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, also known as return materials authorizations (RMAs), do not support multiple shipping routes. However, if you bill each fulfillment corresponding 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

You can specify a shipping method to use by default when adding an item a sales order to ensure that the best shipping method is used to ship the item. Your sales team can select only from a list of approved shipping methods for each item when creating orders, and the default shipping method displays automatically when adding the item to an order.

Instead of relying on automatic shipping calculators to pick the best method you can get better control over shipping costs by setting default shipping methods when orders typically have items with different size or weight ratios, or require special transportation. Using default shipping methods also takes the responsibility to select the best shipping method away from your sales or order entry team.

For example, you ship items that vary in weight, such as a 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. You can override the default shipping method as follows:

- **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.

> ℹ️ **Note:** Multiple Shipping Routes must be enabled to specify default shipping methods for items.

To specify a default shipping method for an item:

You can set default shipping methods for these types of items: Assembly, Inventory, Item Group, and Kit/Package.

1. Open the item in Edit mode.

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2. In the Manufacturing section of the **Purchasing/Inventory** subtab:

    1. Select a carrier.

    2. For **Shipping Methods**, select the shipping methods to be available to ship the item.

    3. For **Default Shipping Method**, select the shipping method to appear by default when adding the item to a sales order.

3. Click **Save**.

You can also specify a preferred carrier and shipping method on the Customer record, and when you set up shipping at Setup > Accounting > Shipping > Set Up Shipping. 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

When you use the Multiple Shipping Routes feature, items you fulfill can be shipped to multiple places by multiple carriers for the same sales order. One shipping address and one shipping method, or carrier, represents one shipping route.

When you fulfill a sales order with multiple shipping routes, you generate an item fulfillment 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 shows a line in the fulfillment queue for each of those routes.

When you click **Fulfill** on a sales order with multiple shipping routes, you can expect the following:

- The Fulfill Sales Order queue displays, filtered to only show shipments for that order.

- If there is only one shipment pending, you will navigate directly to a new item fulfillment, as you did prior to using this feature.

- If you use the Bar Coding and Item Labels feature, the **Select Order Number** field will automatically select only the first shipment in the queue for the order number you enter.

If a sales order is entered with multiple drop ship lines and multiple shipping routes, a separate purchase order is created for each shipping route and vendor combination.

A picking ticket is also generated for each shipping route. The Print Picking Tickets queue shows a separate line for each shipping route, so the same order may appear multiple times in the list. To print Picking Tickets, go to Shipping > Shipping > Print Picking Tickets. For more information, see the help topic Printing a Picking Ticket.

Shipping Integration with FedEx, UPS, and USPS/Endicia

When you use the Shipping Label Integration feature in NetSuite, you can 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 use override addresses to generate shipping labels. On the Address window, make sure to enter the complete shipping information in the address fields.

The topics listed below provide detailed information about NetSuite's Shipping Label Integration feature:

- Using Tracking Numbers with Shipping Label Integration
- Using Shipping Integration with Pick, Pack, and Ship
- Using Shipping Integration with Multiple Locations
- Shipping Integration and Third Party Billing
- Integrating with Multiple Shipping Carriers
- Printing Integrated Shipping Labels With a Thermal Printer
- FedEx®
- UPS®
- U.S. Postal Service®/Endicia®

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.

* UPS®, UPS & Shield Design® and UNITED PARCEL SERVICE® are registered trademarks of United Parcel Service of America, Inc.

Shipping Carrier Integration Options

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

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		

Using 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 the tracking number, fulfill an order which includes an integrated shipping item.

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To identify orders with integrated shipping items, go to Transactions > Sales > Fulfill Orders. Orders that include integrated shipping items have a check in the **Label Integration** column. To learn more about Shipping Label Integration, see the help topic 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.

Using Shipping Integration with Pick, Pack, and Ship

If you use both the Shipping Label Integration feature and the Pick, Pack, and Ship feature, you can decide at which stage of the process you receive your tracking number and your account is charged.

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:
   - **Picked** - Your shipping account is charged, a tracking number is received, and a shipping label is created when the order is marked picked.
   - **Packed** – 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.

     Mark orders packed at Transactions > Sales > Mark Orders Packed.
   - **Shipped** - Your shipping account is charged, a tracking number is received and shipping label is created when the order is shipped to the customer and completely fulfilled.

     Mark orders shipped at 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.

Using Shipping Integration with Multiple Locations

When you have the Multi-Location Inventory features enabled along with the Shipping Label Integration feature, you can set up different UPS and FedEx accounts for each location.

This lets you receive UPS 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, you select the location a sales order will be fulfilled from when you create the order. 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** or **Add FedEx Account**.

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3. Agree to the terms, and select the location for this account.

   You can set up locations at Setup > Company > Locations.

   > **ℹ Note:** You cannot register a location with more than one UPS account or more than one FedEx account. You can register each location with one UPS account and one FedEx account, however.

4. Fill out the registration using the address for the location you selected.

   The address you enter here will be used as this location's address when shipping charges are calculated.

   > **ℹ Note:** This address is also used as the return address on shipping labels. The address on the location record is not used.

5. Enter the **Pickup Type** and the **UPS** or **FedEx account number** you want to use for this location.

   Pickup Type affects real-time rates.

6. Click **Submit**.

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

> **ℹ Note:** You cannot delete or inactivate a UPS or FedEx account from NetSuite. If you no longer use a location that you have set up with a shipping account, you can 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 UPS or FedEx accounts for orders. For example, you may need UPS or FedEx to bill recipient accounts directly, or you may want to bill the distributor for shipping.

To enable third party billing, go to Setup > Accounting > Shipping. Check the **Third Party Billing** box. You can also decide whether or not to charge for shipping on the order when a third party is being billed.

Now, you can enter third party billing information in three places:

- Go to Setup > Company > Company Information. Enter account information for your company's default third party account. This account can be used as a master account for all locations.

- This account is billed by default when you select Third Party Billing or Bill Third Party on item fulfillments. You can override this default account number on item fulfillments.

- Go to Lists > Relationships > Customers. Edit customer records and enter third party billing information on the Financial subtab.

- This account information is used when you select Third Party Billing or Consignee Billing on item fulfillments. You can override the default account number on item fulfillments.

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- When you fulfill orders, you can enter third party account information on the Carrier subtab. Simply go to Transactions > Sales > Fulfill Orders.

Integrating with Multiple Shipping Carriers

If you use more than one carrier for shipping, you can integrate with each carrier you use, to track shipments and print labels.

Selecting a Default Shipping Carrier

When you set up shipping, you select a default shipping carrier. The default carrier can be either UPS or carriers other than UPS which are dynamically grouped into one selection. This choice can display as any of the following based on the shipping accounts you set up: More, FedEx, FedEx/More, FedEx/USPS, FedEx/USPS/More, USPS/More, USPS. The default choice is More.

For example, if you set up an account with FedEx only and do not set up any NetSuite shipping items, 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 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 and More.

The Default Shipping Carrier preference in NetSuite does not restrict you to using only one carrier. Its function is to automatically display a carrier name when you create a sales order or other transaction. You can always change the carrier. If you use multiple carriers, select the shipping option that you use most frequently for the Default Shipping Carrier so you will not have to change the carrier as frequently when entering transactions. For more information, 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 a different driver to print labels, use a separate printer for each carrier. Otherwise you have to reinstall the carrier-specific driver every time you want print different labels.

> **(i) Note:** You can print EPL labels with doctabs only with FedEx shipping accounts.

To print labels for multiple shipping carriers:

1. Set up a printer a separate printer for each shipping carrier you use.
2. Install the carrier-specific driver for each printer. See the help topic 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, and the **Shipping Label Integration** box must be checked.
5. Go to Transactions > Management > Print Checks and Forms. 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

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- Printing USPS Shipping Labels and Forms

Printing Integrated Shipping Labels With a Thermal Printer

If you use the Shipping Label Integration feature, you can print a barcode shipping label for a sales order, vendor return, or transfer order. To be able to print a label, you must create a shipping item, create a sales order with the shipping item, and fulfill the sales order with the box checked to generate a shipping label.

For a list of compatible thermal printers, visit UPS.com and 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 the 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 the thermal printer driver on a Windows PC:

There are four distinct stages to setting up the printer driver:

1. Install the driver according to the printer manufacturer's instructions.
2. Sharing the printer on a network.
3. Creating a batch file to send the label files to the printer.
4. Adding the appropriate file extension and assigning default program associations.

   Sharing the Printer

   After installing the printer driver supplied by the printer manufacturer

   1. Go to Control Panel > Devices and Printers.
   2. Right-click the icon for your printer.
   3. Select **Printer properties**, then the **Sharing** tab.
   4. Click **Share This Printer**.
   5. In the **Share Name** field, enter the name of the printer, such as LP 2844.

      Make sure the printer name contains no spaces.
   6. Click **OK**.

   Creating the Batch File

   NetSuite uses a batch file, called label. bat, to send the EPL2 and ZPL labels to a printer. If you created this file earlier, delete it before proceeding.

   1. Open a text editor such as Notepad or WordPad.
   2. If you are printing to a local printer using a USB port, enter the following, replacing '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

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Copy %1 LPT2

Net use LPT2: /Delete

3. If you are using a network thermal printer, enter the following, replacing 'Server' with the print server name and 'PrinterName' with the name of your printer:

print /d:\\Server\PrinterName %1

4. Click **Save**. In Filename, enter **label.bat**, (replacing the .txt suffix with .bat).

5. Select **All Files** in the **Save as Type** field.

6. Select a location to save the file to and click **Save**.

Add the appropriate file extension to Windows Index

Completing these steps ensures that you will be able to search for your EPL2 and .ZPL files using Windows search.

1. Go to the **Start** menu. Enter **Indexing** and click **Enter**.

2. In the **Indexing Options** window, click **Advanced**.

3. Click on the **File Types** tab.

4. In the **Add new extension to list** field, add **epl2** and click **Add..** Repeat for **zpl**.

Setting a default program to open the batch file

Complete these steps if you want 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**, then **Choose default program**.

4. Click **Browse** and find the **label.bat** file. Click **Open**.

5. Check the **Always use the selected to open this kind of file** box. Click **OK**.

Method 2

1. Right-click the saved **EPL2** or **ZPL** file and select **Properties**.

2. In the **General** tab, click **Change**.

3. 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:

Set up your NetSuite account to print using either EPL or ZPL format. Printer types that can use this format include certain Zebra, Eltron, and Epson printers. ZPL format is available for FedEx, USPS and UPS shipping accounts and offers up to four times faster print speeds compared to the EPL format.

1. Before fulfilling the order, go to Setup > Accounting > Setup Tasks > Shipping.

2. Click the shipping account you want to use to print the label.

3. In the **Label Type** field, select from the following options:

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

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ZPLII (4 x 6)	USPS, FedEx

4. For FedEx shipping accounts, select the **Label Stock Orientation** and **Doctab Location** for the EPL label that you use.

> 🛈 **Note:** You have the option to print EPL labels with or without doctabs only with FedEx shipping accounts.

5. Click **Submit**.

To print a shipping label in EPL or ZPL format:

1. After you have fulfilled the order, go to Transactions > Management > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. In the **Starting Label** field, enter **1** to begin printing on the first label of the first sheet of labels.

   Enter **2** to begin printing on the second column, or second label, on the sheet.
4. Select a carrier to print labels for or 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.
   - 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.

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

FedEx®

> ⚠ **Important:** All NetSuite customers using FedEx integration will have their account credentials migrated to FedEx's latest Web services with their upgrade to Version 2017 Release 1.
> To prevent any outage of FedEx services after the upgrade, verify that your registration information is correct prior to your upgrade. See the help topic Upgrading Your FedEx Registration.

Registering a FedEx® Account

When you add your FedEx® account in NetSuite, you can offer FedEx real-time rates, or, if you have Shipping Label Integration enabled, you can print barcode shipping labels and receive tracking numbers. You must have an active account with FedEx to use FedEx real-time rates and integration.

If you charge for shipping and add a FedEx account, you can create shipping items with FedEx real-time rates. Whenever a customer makes a purchase to be shipped through FedEx, the current rate for the customer's location fills 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.

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

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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 select **I Accept**.

5. If you use the Multiple Location Inventory feature, select the location this FedEx account should be associated with.

   You can add a separate FedEx account for each location you operate.

6. Your name appears in the **Name** field.

   If you are not the person responsible for this FedEx account, enter the name of the contact person.

7. The name of your company appears in the **Company** field.

8. In the **Department** field, enter the department of the contact person for this FedEx account.

9. Enter this location's address in the **Address 1**, **City**, **State**, and **Zip** fields.

10. Enter the phone number, fax number, pager number, and email address where the person responsible for this account can be reached.

11. In the **FedEx Dropoff Type** field, select how you will handover your package to FedEx.

12. In the **FedEx Label Type** field, select the print format for your shipping labels: PNG, EPL or PDF.

13. In the **Label Stock Orientation** field, if you want to print FedEx shipping labels in EPL format, select whether the label stock has a doctab on the leading or trailing end as it leaves the printer.

    Select **NONE** if your label stock does not have a doctab. The doctab is the perforated portion of the label that can be torn off.

14. In the **Doctab Location** field, select whether the tear-off strip is at the top or bottom of the label when the text is viewed upright.

    Select **NONE** if your label has no tear-off strip. Doctab Location is available for EPL and PDF (8-1/2 x 11) label types.

15. In the **FedEx® Collect on Delivery (C.O.D.) Type** field, select how you want customers to pay when receiving the delivery.

16. Enter your FedEx Account Number.

    > ⓘ **Note:** Only nine-digit account numbers can be entered. Eight-digit account numbers for FedEx trucking freight are not currently accepted.

17. Check **FedEx SmartPost** if your account includes this service and select the default hub number provided by FedEx for the location. Or, check **FedEx SmartPost Returns** to register an account that supports FedEx SmartPost customer returns by USPS.

    > ⓘ **Note:** Submit two registrations if you use both FedEx SmartPost and FedEx SmartPost Returns. For more information, see the help topic Using FedEx SmartPost® Services

18. If you enabled Hazmat/Dangerous Goods Shipping when you set up Shipping, add the required contact information to the fields. See the help topic Shipping Dangerous Goods and Hazardous Materials.

19. Click **Submit**.

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

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Getting Started with FedEx® Integration

> ⚠️ **Important:** All NetSuite customers using FedEx integration will have their account credentials migrated to FedEx's latest Web services with their upgrade to Version 2017 Release 1.
> To prevent any outage of FedEx services after the upgrade, verify that your registration information is correct prior to your upgrade. See the help topic Upgrading Your FedEx Registration.

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

When you fulfill orders that have FedEx-integrated shipping methods, your FedEx account is charged for the shipment, and the tracking number is saved with the item fulfillment. To print a FedEx barcode label for your package, go to Transactions > Management > Print Checks and Forms. Click Integrated Shipping Labels.

To get started with FedEx Integration:

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. Check the **Shipping Label Integration** box, and click **Save**.
4. To register with FedEx, go to FedEx, go to Setup > Accounting > Shipping. For help registering, see the help topic Registering a FedEx® Account.
5. Go to Setup > Accounting > Shipping.
6. Select **FedEx** in the Default Shipping Carrier field if you want FedEx to be the default carrier on sales orders and Web orders.
7. On the **Preferences** subtab, for the **FedEx Rates Type** field, select **Negotiated Rates** to show and charge your customers the rate FedEx charges you for shipping. Select **List Rates** to show and charge customers the higher generic FedEx list rates.
8. To create a shipping item that is integrated with FedEx, go to Lists > Accounting > Shipping Items.

After you have created a shipping item that is integrated with FedEx, 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 rate for the FedEx shipping method.

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 the help topic Using Shipping Integration with Multiple Locations.

Creating Shipping Items with FedEx Integration

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

If you have not already done so, do the following before you can create a FedEx-integrated shipping item:

1. Enable the Shipping Label Integration feature at Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. Add your FedEx account at Setup > Accounting > Shipping.

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To create a shipping item with FedEx Integration:

1. Go to Shipping > Lists > Shipping Items.
2. On the **Shipping Labels** subtab, check the **Shipping Label Integration** box.
3. Select the actual shipping method you will use with this shipping method.

   This is the rate that FedEx will charge your account and the method the barcode shipping label will be created for.
4. Check the **Display in Web Site** box to make this shipping item available in your Web site.
5. Click the **Shipping Rate** subtab.
6. Select the rate you want to charge your customer:
   - **FedEx Real-Time Rate** – Select which real-time option you want to use for this shipping item.

     FedEx fills in the shipping charge when the customer completes the order.

     For information on offering a discount rate, see the help topic Applying Discounts to FedEx® Rates.
   - **Flat Rate** – Enter the amount to charge for every order you ship.
   - **By weight** – Enter the amount to charge, by what increment and the unit of measure.

     You must enter weights on your item records to use the By Weight shipping method.

     You can enter a default weight for items at Setup > Accounting > Shipping.
   - **Per Item** – Enter the default amount to charge for shipping on a per-item basis.

     You can enter custom, per-item shipping charges on individual item records.
   - **Percent of total** – Enter a percent in the % field.

   > **Note:** You will be charged by FedEx for the method of shipment you choose next to the **Shipping Label Integration** box if this is an integrated shipping item. The shipping charge you select here denotes what your customer will be charged. If you want to charge the customer the same amount you will be charged, you must select the same method in the FedEx Real-Time Rate field.

7. Check the **FedEx One Rate®** box if you want to use flat rate shipping provided by FedEx. For more information, see the help topic Using FedEx One Rate®.

   For more information on setting the remaining preferences for the shipping item, see the help topic Creating Shipping Items.
8. Click **Save**.

You can now create and fulfill sales orders with this shipping item to retrieve tracking numbers and shipping labels from FedEx.

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

> **Important:** All NetSuite customers using FedEx integration will have their account credentials migrated to FedEx's latest Web services with their upgrade to Version 2017 Release 1.
> To prevent any outage of FedEx services after the upgrade, verify that your registration information is correct prior to your upgrade. See the help topic Upgrading Your FedEx Registration.

When you register your FedEx account with NetSuite, you can offer FedEx shipping options with real-time rates for shipping around the world. When a customer makes a purchase to be shipped via FedEx, the current rate for the customer's location fills in the Amount field in your Web site and on transaction

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

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

In addition, FedEx can validate the shipping address for the package during the order fulfillment process. Address validation is available for more than 40 countries worldwide. If the address is not valid, you receive an error message to verify and correct the shipping address. To use address validation, check the **FedEx Address Validation** box on the Set Up Shipping page. See the help topic Setting Shipping Preferences.

An administrator can add a FedEx account to NetSuite at Setup > Accounting > Shipping.

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, the sender's zip code and the recipient's zip code. Go to Shipping > Lists > Shipping Items.

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

- **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 Sat.
- **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 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 pm to residences) in three business days. This option in 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 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.

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- **FedEx 1Day® Freight** — Delivery between 10:30 am-12 pm the next business day in the U.S., except Hawaii, for packages over 150 pounds.

- **FedEx 2Day Freight®** — Delivery between 12 pm-3 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 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:

- If the package is picked up during your regular daily FedEx pickup

- 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 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 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.

An order shipped with a FedEx real-time rate option goes through the following process:

1. The customer chooses a FedEx real-time rate option in the **Shipping Method** field.

2. There is a pause while NetSuite receives the real-time rate from FedEx and displays the price.

3. The customer completes the order.

4. You proceed with authorizing and fulfilling the sales order. Before saving the item fulfillment, you need to click **Recalculate Shipping** to update the real-time rate and validate the shipping address.

5. When the package is dropped off or picked up by FedEx, you can retrieve a tracking number to track the status of the shipment and allow your customer to do the same.

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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.

Using FedEx SmartPost® Services

FedEx SmartPost services combine Fedex shipping with USPS delivery to the final destination. FedEx offers SmartPost shipping rates for standard mail, bound printed matter, media mail, and parcel select. To use SmartPost rates:

- Contact your FedEx representative to add SmartPost services to your FedEx account.
- Update your FedEx registration in NetSuite.
- Create shipping items for SmartPost services.

Updating Your FedEx Registration for SmartPost

When you sign up for FedEx SmartPost, your FedEx Account manager supplies a hub number that identifies the processing hub for shipments to be delivered by USPS. You must add the hub number to your FedEx registration in NetSuite to complete the integration for these services.

If you want to use both FedEx SmartPost and FedEx SmartPost Returns, you must sign up for a separate SmartPost Returns account with your FedEx account manager and register the FedEx SmartPost Returns account in NetSuite. No hub ID is required for the FedEx SmartPost Returns account.

> **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.

Fulfilling Orders Shipped by SmartPost

Follow the same process to fulfill orders with FedEx SmartPost shipping items. See the help topic Fulfilling Orders with FedEx® Integration.

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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

You can include customer return labels for SmartPost shipments to provide a convenient return solution for your customers. Customers 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. See the help topic Updating Your FedEx Registration for SmartPost.

For information about printing customer return labels, see the help topic Using FedEx Customer Returns.

Using FedEx One Rate®

When you register your FedEx account with NetSuite, you can offer FedEx One Rate as a shipping option, which is flat rate shipping that does not require you to weigh or measure boxes and packs under 50 pounds.

> **Note:** FedEx One Rate is not available for web store orders.

FedEx One Rate can only be used with the following packaging types:

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

> **Note:** Weight limits apply to each individual package. The maximum weight limit for FedEx Envelopes is 10 pounds. The maximum weight limit 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, in the FedEx One Rate Packaging field, select a FedEx packaging type. The default packaging type is FedEx Medium Box.

   > **Important:** Selecting a FedEx Packaging Type is mandatory. You cannot save your preferences if you do not select a packaging type.

4. Click **Save**.

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Using FedEx Customer Returns

You can provide customer return labels for orders you ship with FedEx shipping items. Print a customer return label when you fulfill an order and include it with the outbound package. Customer return labels are only available with FedEx integration and can be provided for domestic and international shipments.

On the Shipping Item record, check the Return Label Integration box to be able to print customer return labels with each order fulfillment that uses the shipping item. The return label prints at the time you print the shipping label for the package. You can identify the return address to print on the label 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 use the return label to return an order, follow the return authorizations workflow to process the return.

To set up and use customer return labels with your FedEx integration:

- Add a return address for each location you ship from. See the help topic Adding Return Address.
- Update shipping items for return labels. See the help topic Updating FedEx Shipping Items for Return Labels.
- Print customer return labels when fulfilling orders. See the help topic Fulfilling Orders with FedEx Customer Return Labels.
- Create a return authorization when a customer returns an item. See the help topic Processing FedEx Customer Returns.

Adding Return Address

Verify that a shipping address for customer returns exists for each site that accepts returns. You can add a return address at the location, subsidiary (OneWorld only), and company levels.

- For locations, go to Setup > Company > Locations. On the **Address** subtab, click the **Edit** link next to the **Return Address** field. Complete address fields in the popup.
- For subsidiaries, go to Setup > Company > Subsidiaries. On the **Addresses** subtab, click the **Edit** link next to the **Return Address** field. Complete address fields in the popup.
- For company, go to Setup > Company > Company Information. Scroll to the bottom of the page and click the **Edit** link next to the **Return Address** field. Complete address fields in the popup.

The return address on an order will be the return address identified for the location. If the location has no return address, the return address for a subsidiary will be used, if provided. Otherwise the return address for the company 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.

Updating FedEx Shipping Items for Return Labels

You must update each FedEx shipping item for which you will provide customer return labels. Then when the shipping item is used on an order, a customer return label will print 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 dropdown list.

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4. **Save**.

Fulfilling Orders with FedEx Customer Return Labels

When you fulfill an order to be shipped by an integrated FedEx shipping item that is enabled for Return Label Integration, the return shipping label prints at the same time as the shipping label. Follow your 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 page, Cash Sale page, and Return Authorization page.

Processing FedEx Customer Returns

When a customer returns an order using the FedEx 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.

When processing FedEx International returns, you have the possibility of selecting the return type. This is a text, helpful to the customs agent, specifying the reason for the return.

On the **Shipping** subtab of the Item Fulfillment form, when you select any of the various FedEx International shipping methods, you can also select values for the field Return Type. If there is no option matching your reason for returning the item, you can select **Other** and then type your own 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 shipments of materials classified as Dangerous Goods and Hazardous Materials. Refer to the FedEx Service Guide for the complete guidelines, information, and training required to be able to ship these types of materials.

- Dangerous Goods can be sent using FedEx Express shipping methods only. Special packaging and documentation are required and FedEx packaging cannot be used.

- Hazardous Materials can be sent using FedEx Ground within the contiguous United States only. Some ORM-D materials can be shipped into Canada.

  Hazardous materials must be shipped in a single package and you cannot ship non-hazardous materials in the same package. In addition, you must be qualified by an FedEx Account Executive to ship hazardous materials. Contact FedEx Ground Customer Service for more information.

In NetSuite, complete the following to ship dangerous goods and hazardous materials:

- Update your shipping preferences. See the help topic To set up Shipping for Dangerous Goods and Hazardous Materials:

- Create or update items for hazardous materials and dangerous goods. See the help topic To set up items for dangerous goods and hazardous materials:

- Fulfill orders. See the help topic 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, under Carrier Basics, check the **Hazmat/Dangerous Goods Shipping** box. This makes the **HazMat/Dangerous Goods** subtab available on the Item and Item Fulfillment records.

   > (i) **Note:** You must use the **Pick, Pack and Ship** feature to enable shipping for hazardous materials and dangerous goods in your NetSuite account.

3. On the **Carrier Registration** subtab, select your FedEx account and add the offeror and emergency contact information to your FedEx registration.

   1. **Dangerous Goods Contact** - enter the name of the signatory responsible for the dangerous goods shipment.

   2. **Dangerous Goods Contact Title** - enter the title for the Dangerous Goods Contact.

   3. **Dangerous Goods Contact Place** - enter the location of the Dangerous Goods Contact.

   4. **Dangerous Goods Contact Phone** - enter the phone number to use for the contact in the event of an emergency.

   5. **Dangerous Goods Offeror** - enter the Offeror's name or contract number per DOT regulations.

   6. **Infectious Substance Contact** - enter the name of the party responsible for handling any infectious substances in the dangerous goods shipment.

   7. **Infectious Substance Contact Phone** - enter the phone number for the Infectious Substance Contact.

To set up items for dangerous goods and hazardous materials:

Update or create items that qualify for Dangerous Goods or Hazardous Materials shipping.

1. On the item record, 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.

   1. **ID** - Enter the regulatory identifier for the commodity from the Federal Express Ground Hazardous Materials Shipping Guide. The format is UNXXXX where XXXX is a four digit number.

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2. **Hazmat Shipping Name** - Enter the shipping name for the ID as listed in the Federal Express Ground Hazardous Materials Shipping Guide. This item appears on the OP950 form.

3. **Hazmat Hazard Class** - Enter the DOT hazardous material class or division.

4. **Hazmat Packing Group** - Select the hazardous materials packaging group for the item, based on the degree of danger the item presents.

5. **HazMat Item Units** - Enter the unit of measure for this item, such as kg or ml.

6. **HazMat Item Units Quantity** - Enter the quantity for the item units.

To ship hazardous materials and dangerous goods:

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.

1. Complete the **Carrier** subtab. See the Carrier subtab section of Fulfilling Orders with FedEx® Integration.

2. On the **HazMat** subtab:

   - **Type** - Select Hazmat or Dangerous Goods.
   - **Accessibility** - Select Accessible or Inaccessible.
   - **Cargo Aircraft Only** - Check this box if item must be shipped by cargo aircraft.

3. Print the shipping documentation required for the type of shipment, such as the 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, you have additional options on the Item Fulfillment page. These options are noted below. FedEx charges extra fees for many of these options. See www.fedex.com for more information.

To be able to fulfill an order using FedEx integration:

- Enable the Shipping Label Integration feature at Setup > Company > Enable Features, located under **Shipping & Receiving**.
- Ship the order with a FedEx-integrated shipping item.
- Fulfill orders with FedEx integration at Shipping > Shipping > Fulfill Orders.

On the Shipping subtab, verify shipping information:

- Verify that the shipping and address information is correct and update as needed.
- Verify that the **Integrated Shipping Label** box is checked.

On the Carrier subtab, select the following options, as needed:

- **Saturday Service** — check this box if you need FedEx to deliver this shipment on a Saturday. 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.

Saturday Pickup — Check this box if you need FedEx to collect this shipment on a Saturday. Extra charges may apply.

- **FedEx ShipAlert®** — to alert the recipient of the expected delivery date, check this box and enter a contact email address.

- **Future Ship Date** — to process the shipment today but schedule a future shipment date, enter the required date here.

  Future ship dates cannot extend beyond 10 days from the current date for FedEx Express shipments, and 90 days for FedEx Ground shipments.

- **FedEx Home Delivery®** — check this box if this order should be shipped using FedEx's Signature Home Delivery service for residential addresses. The recipient must sign for the package when using this service.

- **FedEx Home Delivery® Type** — select from the following options when using FedEx's Signature Home Delivery:

  - **Date Certain** to have this shipment delivered on a specified date, Tuesday through Saturday, excluding holidays.

  - **Evening** if you want this shipment delivered between the hours of 5pm and 8pm on the scheduled delivery date.

  - **Appointment** to allow the recipient to arrange a specific date and time for delivery. FedEx will contact the recipient by phone to schedule delivery.

- **FedEx Home Delivery® Date** — when using FedEx Signature Home Delivery, enter the date you want this shipment delivered.

- **Delivery Instructions** — 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.

- **Booking Confirmation Number** — a Booking Confirmation Number is required for international freight shipments. You must contact FedEx to schedule the time and place for pick-up to receive this number.

- **AES/FTSR Exemption Number** — an Automated Export System (AES) or Foreign Trade Statistical Regulation (FTSR) number is required for international shipments when a Shipper Export Declaration (SED) is required.

- **B13A Filing Option** — If shipping from Canada, select how export declaration for this shipment was filed. 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.

- **B13A Statement Data** — If shipping from Canada, enter data showing that an export declaration for this shipment has been submitted.

  - for **Not Required**, you can leave this field blank.

  - for **Manually Attached**, enter the 21-character transaction number.

  - for **Filed Electronically**, enter the authorization code number.

  - for **Summary Reporting**, enter the 7-character summary ID number.

- **3rd Party Billing -** if a third party is to be billed for this order, verify or update the following fields:

  - **3rd Party Billing Type** – select the type of billing:

    - **None Selected** – bills the main account for this location as entered at Setup > Accounting > Shipping. No third party is charged.

    - **Bill Third Party** – bills the third party account entered on this page or the FedEx third party account entered at Setup > Company > Company Information.

- Bill Recipient – bills customer's FedEx account as entered on the customer record.
  - **3rd Party Billing Account Number** – to bill the shipping charges to an account other than your own, such as the recipient or the vendor, enter the account number that should be billed.

    If the customer on this order has a third party account number entered on the customer record, that account number appears here by default. If no customer third party account exists, the third party account entered at Setup > Company > Company Information is used.

    To enable third party billing, go to Setup > Accounting > Shipping. On the **Preferences** subtab, check the **Third Party Billing** box.
  - **3rd Party Billing Zip** – enter the zip code associated with the third party account.
  - **3rd Party Billing Country** – select the country associated with the third party account.
  - **Duty Payment Type** - select the duty payment type for FedEx international shipments:
    - **None Selected** - FedEx bills your account for duty payment.
    - **Recipient** - FedEx bills the recipient. Enter the recipient's FedEx account number on the **Shipping** subtab when fulfilling the order.
    - **Third Party** - FedEx bills a third party. Enter the account number to bill on the **Shipping** subtab when fulfilling the order.
  - **Duty Payment Account Number** - enter the account number for duty payment for the third party and recipient.
- **Terms of Sale** - for dutiable International Express shipments, select the terms of sale: FOB, CF, or CIF. This does not apply to international document express shipments.
- **Terms Freight Charge** - enter a freight charge if you selected CF (Cost & Freight) or CIF (Cost, Insurance, Freight) in the Terms of Sale field. This amount is added to the total customs value amount.
- **Terms Insurance Charge** - enter an insurance charge if you selected CIF (Cost, Insurance, Freight) for Terms of Sale. This charge is added to the total customs value amount.
- **Inside Delivery** - check this box to request delivery beyond the delivery site.
- **Inside Pickup** - check this box to request pickup from a position inside the location.
- **Ancillary Endorsement** - for SmartPost Returns, select Address Correction or Return Service for Presorted Standard SmartPost shipments.
- **Hold At Location** - complete this section if the customer wants to pick up a package instead of having it delivered. Pick up must be from a designated FedEx location.
  - **Hold at Location** - check this box to display the Hold At Location fields.
  - **Contact Phone Number** - defaults from the shipping address; can be edited.
  - Click **Retrieve locations** - lists nearest FedEx locations to Ship To address providing Hold at Location services.
  - **Hold at FedEx Location** - specify FedEx location where customer will collect package.

On the Packages subtab, use the following fields to select your options:

- **Weight** – enter the total weight in pounds for this package.
- **Dry Ice Weight**
- **Package Tracking Number** – the FedEx tracking number fills in here after you save this fulfillment.
- **Carrier Packaging** – If you are using packaging from FedEx, select the type you are using. If using your own packaging, select **Your Packaging**.

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- **Your Packaging** – If you selected Your Packaging in the **Carrier Packaging** field, select the package type that should be used for this package. If items on this order have an existing package type associated with them from the item record, packages are already created and added to the bottom of this subtab. using the settings for each package type.

  If you select Your Packaging, 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 have packages automatically created, you must change your default fulfillment integration stage to Packed or Shipped at Setup > Company > Shipping.

- **Admissibility Package Type** – if you are using your own packaging, select the type of packaging used.

  This field is required for shipments between the U.S., Canada, and Mexico.

- **Non Standard Container** – check this box if this package is greater than 60 inches on any one side.

- **Alcohol** - check this box if the package contains alcohol.

- **Non-Hazardous Lithium Batteries** - check this box if the package contains non-hazardous lithium batteries.

- **Declared Value** – if this package is to be insured, enter the monetary value.

- **Reference Information** – enter any additional numbers or information you are using to identify this package.

- **Priority Alert** - select FedEx Priority Alert ® or FedEx Priority Alert Plus™ to have FedEx monitor your high value, time critical, or temperature critical shipments. Available as special contract services.

- **Content Description** - available only for FedEx Priority Alert ® and FedEx Priority Alert Plus™. A description of the package contents is required for these services.

- **Dimensions (Your Packaging Only)** – enter length, height, and width of the package, for rate calculation purposes.

- **C.O.D. Amount** – to request payment of goods on delivery, check this box and enter the amount to be collected from the customer. 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.

- **C.O.D. Method** – select the type of payment you want FedEx to accept from the customer when using COD.

- **Freight Charge Added to COD Amount** - this field is required for COD shipments. Select which freight charges should be added to the COD Amount.
  - **Shipping Charge** - add a shipping or transportation charge. For use with orders with one package.
  - **COD Charge** - add FedEx's COD surcharge. For use with orders with one package.
  - **Total Charge** - add both the Shipping Charge and other surcharges, such as the declared value surcharge, fuel surcharge, handling charges and taxes. For use with orders with one package.
  - **Order Charge Total** - add Shipping Charge and other charges for all packages. For use with multiple packages.
  - **Order Charge Net** - add Shipping Charge for all packages. For use with multiple packages.

- **COD Other Charge** - enter a COD charge not specified elsewhere.

- **Delivery Confirmation** – select Signature Required if the customer needs to sign for the delivery. Not available with FedEx Express Saver.

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- **FedEx® Delivery Signature Options** – if you selected Signature Required for delivery confirmation, select the conditions FedEx should observe when obtaining a signature: **Direct** requires someone at the delivery address, **Adult** requires someone at the address over 21, and **Indirect** requires someone at the address, someone at the neighboring address, or a signed doortag.

> ⓘ **Note:** Direct signature is the only permitted option for Canadian accounts.

- **Signature Release -** If you selected Deliver Without Signature in the Delivery Confirmation field, enter the release authorization number here.
- **Authorization Number** – If you selected Signature Release in the Delivery Confirmation field, enter your Authorization Number provided by FedEx.

For information about fields on the **International** subtab, see the help topic Electronic Trade Documents (ETD) for International FedEx Shipments. For information about fields on the **Hazmat** subtab, see the help topic Shipping Dangerous Goods and Hazardous Materials.

Click **Add** after entering information about the package you are packing for this fulfillment. Repeat this step for all additional packages.

Applying Discounts to FedEx® Rates

If you receive discounts from FedEx, or you 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 FedEx rates can be offered when you use real-time rates. For more information, see the help topic Using 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. For more information, see the help topics Promotions and Free Shipping With an Item.

To offer a discount for a FedEx shipping method:

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 FedEx field, 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 FedEx returns, enter 0.75.
3. Click **Save**.

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

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

Printing FedEx® 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.

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> **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.

> **Note:** 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. When you print an FedEx shipping label and have not entered information in the **Attention** field in the Address window, the shipping label will print the information entered on the **Name** field twice.

You can 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, you must install the thermal printer driver. For more information, see the help topic Printing Integrated Shipping Labels With a Thermal Printer.

Electronic Trade Documents (ETD) for International FedEx Shipments

You can submit trade documents for international shipments electronically with your FedEx shipping integration. When you fulfill an order and use FedEx as the carrier, FedEx generates an electronic version of the trade documents and transmits them with your shipment. It also attaches a PDF version of the documents to the fulfillment record order for your reference.

The following trade documents can be generated by FedEx and submitted electronically:

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

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

To use the FedEx ETD service, you must have the Shipping Label Integration feature enabled:

- Set your shipping preferences to support international shipping at Setup >Accounting > Shipping > Preferences. Select FedEx as the Default Shipping Carrier on the main tab of the page and then check the **International Shipping box** on the Set Up Shipping page.
- Update items that you ship internationally with information required for trade documents. You can enter this information in the Manufacturing section of the Purchasing/Inventory subtab and the Shipping section of the **Sales/Pricing** subtab at Lists > Accounting > Items.

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

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The documents selected by default are based on general international shipping guidelines but you must verify that the appropriate documents are correct for the shipment. Check the documentation requirements for the countries you are shipping from, shipping through, and shipping to and verify that all required documents are checked for the shipment. All documents will be generated electronically. You do not need to attach a printed version of the the trade documents to a shipment.

FedEx generates the electronic trade documents when you print the shipping label for an order 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, you must enable pop-ups in your Chrome or Internet Explorer browser.

For commercial invoices, see additional information in Printing FedEx Commercial Invoices.

> **Note:** You cannot print copies of the official FedEx generated electronic trade documents from the Print Checks and Forms page at Transactions > Management > Print Checks and Forms.

Printing FedEx Commercial Invoices

Commercial invoices are required with all international FedEx shipments with commercial value. Paper documents with little or no commercial value do not require commercial invoices.

A Shipper's Export Declaration number must also be provided for international shipments valuing over $2,500 USD.

When you use the Shipping Label Integration feature and have an account with FedEx, commercial invoices are generated electronically by FedEx when you fulfill integrated orders for international shipment. You do not need to attach a printed copy to the shipment. See the help topic Electronic Trade Documents (ETD) for International FedEx Shipments.

To print commercial invoices for your reference, you can:

- Click the Print option, Print ETD Copy, available on the Item Fulfillment page.
- Print a copy from the Print Checks and Forms page.

To print commercial invoices from Print Checks and Forms:

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

1. Go to Receiving > Receiving > Print Checks and Forms. Click **FedEx® Commercial Invoices**.
2. Change the dates in the **Start Date** and **End Date** fields to set the time period you want to use for viewing invoices.
3. In the **Print** column, clear the box next to each invoice you do not want to print.
4. Click **Print**.

Printing FedEx Shipping Labels in PNG Format

You can print a FedEx barcode shipping label after you create an integrated shipping item, and fulfilled the sales order with the Integrated Shipping Label box checked.

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You also have the option to print FedEx labels in EPL format using an Eltron thermal printer. For more information on setting up this process, see the help topic Printing Integrated Shipping Labels With a Thermal Printer.

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 PNG format:

1. After you have fulfilled the order, go to Receiving > Receiving > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. In the **Start Date** field, enter the first date in the range of fulfilled sales orders you want to ship.
4. In the **End Date** field, enter the last date in the range of fulfilled orders you want to ship.
5. In the **Starting Label** field, enter 1 to begin printing on first label of the first sheet of labels.
6. 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.
7. 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.

Printing FedEx Shipping Labels as PDFs

You can print a FedEx barcode shipping label after you create an integrated shipping item, create a sales order with the shipping item, and fulfill the sales order with the box checked to generate an integrated shipping label.

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

You also have the option to print labels in:

- EPL format using a thermal printer. The label type must be 4" x 6" thermal label without doc tabs. For more information on setting up this process, see the help topic Printing Integrated Shipping Labels With a Thermal Printer.
- PNG format. See the help topic 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 Receiving > Receiving > Print Checks and Forms.
2. Click **Integrated Shipping Labels**.
3. In the **Starting Label** field, 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. Check the **Allow Reprinting** box to print any of the shipping labels more than once.
5. Check the **Single Label Per Page** box to print labels in PDF format on 8.5" x 11" sheets of paper, with one label printed per sheet of paper.

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When you elect to use the Single Label Per Page option, you can fold the 8.5" x 11" sheet of 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. Select a location to print shipping labels by location.

7. Select **Order Number** and field to enter the order number here.

8. Select a ship date or enter a range of dates 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.

    ▪ 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.

    The **FedEx Shipping Labels in 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.

Printing FedEx Shipping Manifests

A FedEx Shipping Manifest lists all the domestic FedEx ground shipments for the 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 Receiving > Receiving > Print Checks and Forms. Click FedEx® Shipping Manifests.

2. 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.

3. In the **Manifest Type** field, choose to view and print your list of packages in manifest format or report format.

4. Click **Generate Manifest** to view and print the shipping manifest including all packages for the date range selected.

    Click **Generate Report** to view and print the manifest as a report.

You can now use this manifest to organize your packages for FedEx and have the driver sign off for them when they are picked up.

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. This is particularly important to do as soon as possible after the upgrade if you use FedEx integrated shipping items in a NetSuite Web store.

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

To upgrade your FedEx registration:

Complete the following steps for each of your FedEx accounts.

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 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.

UPS®

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 is displayed when creating new shipping items. When a shipping item using UPS real-time rates has been 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.

If you purchased the appropriate modules for NetSuite, you also have the option of using Shipping Label Integration. With Shipping Label Integration, your account is automatically charged with each fulfilled order, and you can receive tracking numbers and print UPS barcode outbound shipping labels and return labels from your NetSuite account. For more information, see the help topic Getting Started with UPS Integration.

You must select the Charge for Shipping box on the Set Up Shipping page to use UPS Developer Kit.

UPS can also 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 the help topic Setting Shipping Preferences.

To register your UPS account in NetSuite:

This procedure applies to all editions of NetSuite. The address field names will change based on the shipping location country. For specific instructions about registering a UPS Account in the United Kingdom, see the help topic Registering a UPS® Account (UK).

1. Go to Setup > Accounting > Shipping.
2. Click **Add UPS® Account**.

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3. Read the consent form for the UPS Device ID and click **OK**.

4. If you use the Multiple Location Inventory feature, select the location this UPS account should be associated with.

5. Complete the contact fields.

6. In the **UPS Pickup Type** field, select how you want UPS to collect the package.

7. In the **UPS Label** field, select to print labels in PDF or EPL format. EPL is for thermal printers and requires additional setup. For more information, see the help topic Printing USPS Shipping Labels and Forms.

8. In the **UPS COD Method** field, select how you want customers to pay when the package is delivered.

9. Check the **Single Label per Page** box if you print labels in PDF format and only want one label printed per 8.5" by 11" sheet of paper. This lets you fold the paper over to use the label rather than separating the two labels.

10. In the **Shipper Account** section, enter your active **UPS Account Number**, **Zip** code, and **Country**.

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11. Click the **Invoice Information** header to expand the subsection.

12. Check the **Use Invoice Information** box if you want UPS to authenticate your account and apply any negotiated Account Based Rates.

    For an account that has not been issued an invoice within the past 90 days, enter your **UPS Account Number**, **Zip**, and **Country**.

13. Complete the following fields depending on the age of your last received UPS invoice:

For UPS invoices received within past 90 days:	▪ **UPS Account Number** ▪ **Zip** ▪ **Country** ▪ **Invoice Number** ▪ **Invoice Date** ▪ **Amount** ▪ **Control ID**
For UPS invoices received outside past 90 days:	▪ **UPS Account Number** ▪ **Zip** ▪ **Country**

14. If you would like a UPS representative to contact you, check the box at the bottom of the page.

15. Click **Print Agreement** to keep a hard copy of this agreement.

16. Click **Submit**.

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

> ⓘ **Note:** UPS requires special labeling on packages over 70 pounds. Click here for information 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.

* UPS®, UPS & Shield Design®, and UNITED PARCEL SERVICE® are registered trademarks of United Parcel Service of America, Inc.

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 the help topic County Codes for United Kingdom.

▪ For information about registering UPS accounts in NetSuite, see the help topic Registering a UPS® Account.

To register a UPS account for a UK location:

1. Go to Setup > Accounting > Shipping.

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2. Follow the steps described in To register your UPS account in NetSuite:

3. When entering the shipping location address, enter the 3-letter code in the **County/State/ Province** field on the Set Up Shipping page and at Setup > Company > Company Information in order for integration to take place.

4. 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.

* UPS®, UPS & Shield Design®, and UNITED PARCEL SERVICE® are registered trademarks of United Parcel Service of America, Inc.

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 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

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County	Code	County	Code
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		

Getting Started with UPS Integration

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

When you fulfill orders that have UPS integrated shipping methods, your UPS account is charged for the shipment, and the tracking number is saved with the item fulfillment. You will then be able to print a UPS barcode label for your package. For more information, see Receiving > Receiving > Print Checks and Forms.

Before you begin, note the following:

- Make sure that you registered a UPS account, see the help topic Registering a UPS® Account or Registering a UPS® Account (UK).
- If you have already registered with UPS to use real-time rages, note 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 and check the Shipping Label Integration box.
3. Click Save.
4. Go to Setup > Accounting > Shipping
5. Select UPS in the Default Shipping Carrier field to make sure that UPS is the default carrier on sales and web orders.
6. Go to Lists > Accounting > Shipping Items > New
7. Create a shipping item that is integrated with UPS. For more information, see the help topic Creating Shipping Items with UPS Integration.

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

> ℹ **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. For more information, see the help topic Using 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, you must create shipping items that are marked for integration.

If you have not already done so, you must do the following before you can create a UPS-integrated shipping item:

1. Enable the Shipping Label Integration feature at Setup > Company > Enable Features.
2. Add your UPS account at Setup > Accounting > Shipping.

To create a shipping item with UPS Integration:

1. Go to Shipping > Lists > Shipping Items.
2. Enter a name for the shipping item.

   You can change the name of the item. See *Editing the UPS Shipping Item Name*.
3. For the Display Name/Code, enter the name that you want displayed on the printed invoices.
4. Check the Display in Web Site box to make this shipping item available in your Web site.
5. On the **Shipping Rate** subtab, select the income account you want to use to record charges for this shipping item.
6. Select the rate you want to charge your customer:

   - **UPS Real-Time Rate** – Select which UPS real-time option you want to use for this shipping item. For more information, see the help topic Using UPS® Real-Time Rates.

     UPS fills in the shipping charge when the customer completes the order.

     For information on offering a discount on rates, see the help topic Applying Discounts to USPS Shipping Rates.

   - **Flat Rate** – Enter the amount to charge for every order you ship.

   - **By Weight** – Enter the amount to charge, by what increment and the unit of measure.

     You must enter weights on your item records to use the By Weight shipping method.

     You can enter a default weight for items at Setup > Accounting > Shipping. You can enter a default weight for items at .

   - **By Item** – Enter the default amount to charge for shipping on a per-item basis.

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You can enter custom, per-item shipping charges on individual item records.

- **Percent of total** – Enter a percent in the % field.
- **Shipping Table** – This option lets you create a table based on order total or weight. In this table, you can define shipping rates for ranges of order total or weight. Select whether you want to define shipping charges based on order total or weight, and then enter the range values that define each tier and the charge for orders that qualify for those tiers.

> **ⓘ Note:** You will be charged by UPS for the method of shipment you choose next to the Shipping Label Integration box if this is an integrated shipping item. The shipping charge you select denotes what your customer will be charged. If you want to charge the customer the same amount you will be charged, you must select the same method in the UPS Real-Time Rate field.

7. Define handling, shipping and handling rules, free shipping, packaging, and other information on this shipping item.

   For more information, see the help topic Creating Shipping Items.

8. If you want to create shipping labels, select the shipping service you will use with this shipping method.

   This is the rate that UPS will charge your account and the method the UPS barcode shipping label will be created for.

9. If you use the Shipping Label Integration feature, go to the Shipping Labels subtab and do the following:

   - Check the Shipping Label Integration box to generate and print UPS shipping labels
   - Check the Return Label Integration box to generate return labels for UPS shipments. Make sure you select the UPS shipping method you want to use for return shipping labels.

10. Click Save.

For more information on creating shipping items, see the help topic Creating Shipping Items.

You can now create and fulfill sales orders with this shipping item to retrieve tracking numbers and shipping labels from UPS.

> **ⓘ 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. Click here 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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Editing a UPS Shipping Item Name

You can modify the name of a UPS shipping item name. You may use a suffix after the existing name. The new name will be displayed on all transaction forms and the web store.

Before you begin, note the following:

- When creating a shipping item with UPS Integration, you must select the **UPS Real-Time Rate** option as the rate that you want to charge the customer.

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- This is not available in NetSuite OneWorld accounts.

Best practices when setting a new name

- 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. For more information, see the help topic Using 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. The following character types can be used in the suffix:
    - Uppercase and lowercase letters
    - Numbers
    - Non-alphanumeric ASCII characters: space, hyphen, and underscore only
- The suffix must be contained by round parentheses.

Here is an example:
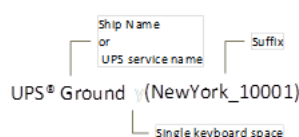
If you do not follow the above guidelines, the new name will not be saved.

To edit the UPS Ship Name:

1. Go to Lists > Accounting > Shipping Items
2. In the list, locate the item and click **Edit**.
3. In the Shipping Item page, change the Ship Name using the guidelines above.
4. Click **Save**.

Using UPS Integration with Multiple Locations

When the Multi-Location Inventory feature is enabled along with Shipping Label Integration feature, you can set up a different UPS accounts for each location.

This enables you to receive UPS real-time rates and labels specific to the warehouse you are shipping from and to set up pick-up preferences for each warehouse. You can also select the location a sales will be fulfilled when creating the order.

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. Agree to the terms, and select the location for this account.
4. Set up locations at Setup > Company > Locations > New.

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> **Note:**   Only one UPS registration can be created per location.

5. Fill out the registration using the address for the location you selected.

    The address you enter here will be used as this location's address when shipping charges are calculated.

    > **Note:**   This address is also used as the return address on shipping labels. The address on the location record is not used.

6. Enter the **Pickup Type** and **UPS Account Number** you want to use for this location. Pickup Type affects real-time rates.

    If you need more help registering with UPS, see the help topic Registering a UPS® Account or Registering a UPS® Account (UK).

7. Click **Submit**.

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 UPS account from NetSuite. If you no longer use a location that was set up with a shipping account, you can inactivate the location record. Contact UPS directly if you need to cancel an account.

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Using UPS® Real-Time Rates

When you register your UPS account in NetSuite, you can offer various UPS shipping options with real-time rates for shipping around the world. When a customer makes a purchase to be shipped via UPS, the current rate for the customer's location fills in the Amount field in your Web site and on transaction pages. The rate is a close estimate of the final shipping cost but may vary slightly depending on the package size.

An administrator can register a UPS account at Setup > Accounting > Shipping.

After registering your account, you have a new option to offer UPS real-time rates when you create shipping items. Real-time rates are calculated based on the item's weight, the selected shipping method, the frequency of pickups, the sender's zip code and the recipient's zip code.

If you have the Shipping Label Integration feature enabled, you can have your UPS account automatically charged for your orders. You can also receive tracking numbers and print UPS barcode labels directly in your account. For more information, see the help topic Getting Started with UPS Integration.

If you select this option, you need to select one of the following real-time rate options:

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 and 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 10:30AM

- **UPS 3 Day Select®** – delivery within three business days for every address in the contiguous United States

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- **UPS Ground** – ground delivery for every address in the contiguous United States guaranteed by the day stated
- **UPS Next Day Air®** – delivery by 10:30AM, noon or 1:30PM on the next business day to every address in all 50 states and Puerto Rico with time of day depending on the destination
- **UPS Next Day Air Saver®** – more affordable next day delivery by 3:00PM or 4:30PM to commercial locations where Next Day Air® is available by 10:30AM or noon, respectively
- **UPS Next Day Early A.M.®** – delivery by 8:00AM the next day on weekdays to major cities in the 48 contiguous states and by 8:30AM in other major cities, such as Anchorage, Alaska

For domestic options in other countries, please visit the UPS Web site at www.ups.com.

International

- **UPS Express Saver**^{SM} - 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 8:30AM to Canada. Delivery by 9:00AM within two business days to Europe and by 9:00AM 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.

For more information on these UPS services, visit 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 calculates UPS rates based on the following:

- If the package is picked up during your regular daily UPS pickup
- 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 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 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 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.

An order shipped with a UPS real-time rate option goes through the following process:

1. The customer chooses a UPS real-time rate option in the **Shipping Method** field. There is a pause while NetSuite receives the real-time rate from UPS and displays the price
2. The customer completes the order.

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3. You proceed with authorizing and fulfilling the sales order. Before saving the item fulfillment, you need to click **Recalculate Shipping** to update the real-time rate.

4. When you drop off the package or when UPS picks up the package, you can retrieve a tracking number to track the status of the shipment and allow your customer to do the same. If you use UPS's Worldship® software, you can generate your own tracking number for this shipment.

5. 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.

6. The tracking number appears as a link in the confirmation email to the customer. Clicking the link opens the UPS Web site in a new window with information on that order's status.

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®

If you are fulfilling an order with a UPS-integrated shipping method, you may have additional options available providing you have enabled the Shipping Label Integration feature and selected UPS as the default shipping carrier at Setyup > Accounting > Shipping >.

You fulfill orders with UPS integration at Shipping > Shipping > Fulfill Orders.

> ⊗ **Warning:**   These options may result in extra charges from UPS. See www.ups.com for more detailed information about these services and the charges they may incur

Click the subtab name to view these additional options.

Shipping subtab

- **Saturday Delivery** – Check this box if the order will be delivered on a Saturday.
- **Ship Notification Email Addresses** – Check this box and enter email addresses of those you would like to notify when the package is shipped. In the field below, you can enter a second address to copy on this notification.
- **Back-up addresses if notifications are undeliverable** – If the notifications are undeliverable to the addresses above, the address you enter here is used for notification.
- **Email Message** – Enter the message you would like to show in your notification email.
- **3rd Party Billing Account Number** – To bill the shipping charges to an account other than your own, such as the recipient or the vendor, enter the account number that should be billed. Be sure to select a type other than None Selected in the 3rd Party Billing Type field.

  If the customer on this order already has a third party account number entered on the customer record, that account number appears in this field by default. If no customer third party account exists, the third party account number entered at Setup > Company > Company Information. Your company Information appears here by default.

  To enable 3rd party billing, go to Setup > Accounting > Shipping. On the Preference subtab, check the Third Party Billing box. To enable 3rd party billing, go to . On the Preferences subtab, check the Third Party Billing box.

- **3rd Party Billing Zip** – Enter the zip code associated with the third party account.

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- **3rd Party Billing Country** – Select the country associated with the third party account.
- **3rd Party Billing Type** – Select the type of billing to use for this account:
  - None Selected – Bills the main account for this location as entered at Setup > Accounting > Shipping. No third party is charged.
  - Third Party Billing – Bills the third party account specified on this page or bills the UPS third party account entered at Setup > Company > Company Information.
  - **Consignee Billing** – Bills the customer's UPS account as entered on the customer record.

Packages subtab

- **Weight** – Enter the total package weight for this package.
- **Package Contacts Description** – Enter a description of the contents of this package for customs purposes.
- **Package Tracking Number** – If you are using a UPS integrated shipping method, a tracking number will fill in here after you save this fulfillment. Otherwise, you can return to this page to enter the package's UPS, FedEx or USPS tracking number.
- **Carrier Packaging** – If you are using packaging from UPS, select the type you are using. If you are using your own packaging, select Your Packaging.
- **Your Packaging** – If you selected Your Packaging in the Carrier Packaging field, dimensions are required. Select the package type that is to be used for this package or enter dimensions in Dimensions (Your Packaging Only) fields. If the items on this order have a package type selected on their item records, packages are already created and added to the bottom of this subtab using the settings for each package type.

  Click the line of a package below to enter additional information for automatically created packages.

  > **(i) Note:** If you use the Pick, Pack, and Ship feature and have Picked as the default status for item fulfillments, packages are not automatically created, even if items have associated package types. To have packages automatically created, you must change your default fulfillment integration stage to Packed or Shipped at Setup > Accounting > Shipping.

  Declared Value – If this package is to be insured, enter the declared value in U.S. dollars.
- **Reference Numbers** – Enter any additional numbers you are using to identify this package.
- **Dimensions** (Your Packaging Only) – Enter the length, height, and width of the package for further clarification of UPS rates. If you select a package type for Your Packaging, the dimensions will display here.
- **Large Package**— This box is checked when the total package size exceeds 130 inches (330 cm). Package size equals length plus girth or (2 x width) + (2 x height). Additional Handling fee is not charged but other additional fees apply.
- **Additional Handling** – UPS charges additional handling fees for:
  - 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
- **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.
- **C.O.D. Method** – Select the method of payment option for customers to use when paying for delivery.

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- **Delivery Confirmation** – If you are using delivery confirmation from UPS, select the type of confirmation to use. If you opted to use C.O.D., your only choices for Delivery Confirmation are None and Adult Signature Required.

Click Add to save the information for a package and enter information for additional packages. If you use the Shipping Label Integration feature and have set up package types at Setup > Accounting > Shipping. The packages are automatically created for items that have a package type associated with them.

International subtab

> ⓘ **Note:** To set international options, you must first enable international shipping at Setup > Accounting > Shipping and selecting the Preferences subtab.

- **Parties to Transaction** – Check this box if this is a related party transaction. 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.

- **Export Type** – Choose one of the following:

  - **Domestic Exports** – The merchandise being shipped is grown, produced or manufactured in the U.S., including imported merchandise that has been enhanced in value or changed in form.

  - **Foreign Exports** – The merchandise being shipped has entered the U.S. and is being re-exported in the same condition.

  - **Foreign Military Sales** – The merchandise being shipped is being sold under the Foreign Military Sales program.

- **Reason for Export** - Select the reason for exporting the shipment.

- **Method of Transport** – Enter the method by which the merchandise is exported, such as vessel, air, rail, truck, etc. Specify "own power" if applicable.

- **Carrier Identification Code** – Enter the 4-digit Standard Carrier Alpha Code (SCAC) of the carrier for vessel, rail, and truck shipments, or enter the 2-3 character International Air Transport Association (IATA) Code of the carrier for air shipments. See www. census.gov/foreign-trade for information on codes.

- **Entry Number** – Enter the Import Entry Number when the export transaction is used as proof of export for import transactions, such as In-Bond, Temporary Import Bond or Drawback's.

- **In Bond Code** – Enter one of the 2-character codes listed in Part IV of Appendix C of the Foreign Trade Statistics Regulations (FTSR) (15 CFR Part 30) to indicate whether the shipment is being transported under bond. The FTSR is available at www.census.gov/foreign-trade.

- **Routed Export Transaction** – Check this box 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.

- **License Number** – Enter the license number 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.

- **License Date** – Enter the date of the license number you provided.

- **License Exception** – Select the license exception symbol for this type of shipment if you are operating under the authority of a License Exception.

- **ECCN** – Enter the Export Control Classification Number 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

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- **Recipient Tax Identification Number** – Enter the Tax ID Number of the business receiving the shipment.

- **Blanket Period Start Date** – Enter the start date for the blanket period of up to one year that the applicable North American Free Trade Agreement (NAFTA) Certificate of Origin is in effect.

- **Blanket Period End Date** – Enter the expiration date for the NAFTA Certificate of Origin.

> **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.

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Using UPS Customer Returns

You can provide customer return labels for orders you ship with UPS shipping items. Print a customer return label when you fulfill an order, and include it with the outbound package. Customer return labels are only available with UPS integration and can be provided for domestic and international shipments.

On the Shipping Item record, check the Return Label Integration box to be able to print customer return labels with each order fulfillment that uses the shipping item. The return label prints at the time you print the shipping label for the package. You can identify the return address to print on the label 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 use the return label to return an order, follow the return authorizations workflow to process the return.

To set up and use customer return labels with your UPS integration:

- Add a return address for each location you ship from. See the help topic Adding Return Address.

- Update shipping items for return labels. See the help topic Updating UPS Shipping Items for Return Labels.

- Print customer return labels when fulfilling orders. See the help topic Fulfilling Orders with UPS Customer Return Labels

- Create a return authorization when a customer returns an item. See the help topic Processing UPS Customer Returns.

Adding Return Address

Verify that a shipping address for customer returns exists for each site that accepts returns. You can add a return address at the location, subsidiary (if you use NetSuite OneWorld), and company levels.

- For locations, go to Setup > Company > Classifications > Locations. On the **Address** subtab, click the **Edit** link next to the **Return Address** field. Complete address fields in the popup.

- For subsidiaries, go to Setup > Company > Classifications > Subsidiary. On the **Addresses** subtab, click the **Edit** link next to the **Return Address** field. Complete address fields in the popup.

- For company, go to Setup > Company > Company Information. Scroll to the bottom of the page and click the **Edit** link next to the **Return Address** field. Complete address fields in the popup.

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The return address on an order will be the return address identified for the location. If the location has no return address, the return address for a subsidiary will be used, if provided. Otherwise the return address for the company 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.

Updating UPS Shipping Items for Return Labels

If you intend to provide a return label when fulfilling an order using UPS, you should ensure that the Return Label integration feature is enabled. When enabled, a return label is printed 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. Click **Edit** for the UPS shipping item you want to update.
3. On the **Shipping Labels** subtab, check the **Return Label Integration** box and select a UPS integrated shipping item from the dropdown list.
4. **Save**.

Fulfilling 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 your 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

If you fulfill a sales order in your NetSuite account but UPS has not received the package, you can void the shipment. This cancels the UPS order and you avoid being 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. Click **Edit** next to the fulfillment you need to void.
3. Click **Delete** on the item fulfillment.
4. If this order has a UPS integrated shipping item, you receive a message confirming whether or not the UPS order was voided.

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- 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. For more information, see the help topic Using 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. For more information, see the help topics Promotions and Free Shipping With an Item.

To offer a discount for a UPS 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 UPS 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 UPS returns, enter 0.75.
3. 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

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 Generate Shipping Label box checked.

> **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 UPS Shipping Labels as PDFs
- UPS® Commercial Invoices
- UPS® Shipper's Export Declaration (SED)
- UPS® Certificates of Origin

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- UPS® High Value Report

> **ⓘ Note:** If you use a thermal printer for shipping labels, you must install the thermal printer driver. For more information, see the help topic Printing Integrated Shipping Labels With a Thermal Printer.

Printing UPS Shipping Labels as PDFs

You can print a UPS barcode shipping label after you create an integrated shipping item, create a sales order with the shipping item, and fulfill the sales order with the box checked to generate an integrated shipping label. If you generate return labels, these labels are included when you print shipping labels.

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 labels in EPL or ZPL formats using a thermal printer. The label type must be 4" x 6" thermal label without doc tabs. For more information on setting up this process, see the help topic Printing Integrated Shipping Labels With a Thermal Printer.

Select the type of label format you want to use for the chosen carrier at Setup > Accounting > Shipping Click the account you want to edit, and select the required label format from the UPS Label field. As well as PDF, you can also choose EPL or ZPL formats.

To print an integrated shipping label in PDF format:

1. Set PDF as the default print format type by editing the required account at Setup > Accounting > Shipping.
2. After fulfilling an order, go to Receiving > Receiving >Print Checks and Forms.
3. Click **Integrated Shipping Labels**.
4. In the **Starting Label** field, 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.
5. Check the **Allow Reprinting** box to print any of the shipping labels more than once.
6. Check the **Single Label Per Page** box to print labels in PDF format on 8.5" x 11" sheets of paper, with one label printed per sheet of paper.

    When you elect to use the **Single Label Per Page** option, you can fold the 8.5" x 11" sheet of 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.
7. Select a location to print shipping labels by location.
8. Select a ship date or enter a range of dates 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.

    - 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.

    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 sales 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 importation 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 Receiving > Receiving >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. See www.census.gov/foreign-trade for more information.

> ⓘ **Note:** The value of a shipment is the Declared Value amount listed on the Packages subtab of an order, which may be different from the price of the item.

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.

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

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

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> ⚠️ **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.

> ℹ️ **Note:** The value of a shipment is the Declared Value amount listed on the Packages subtab of an order, which may be different from the price of the item.

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

To print Certificates of Origin:

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

UPS® High Value Report

For UPS shipments with a declared value over US$999, UPS requires a printed High Value Report signed by both the sender and the UPS driver to insure the shipment. 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.

> ℹ️ **Note:** The value of a shipment is the Declared Value amount listed on the Packages subtab of an order, which may be different from the price of the item.

To print a UPS® High Value Report:

1. Go to Transactions > Management > Print Checks and Forms.

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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, without leaving your NetSuite account. You can offer USPS real-time rates, and if you have Shipping Label Integration enabled in your account, you can print bar code shipping labels and 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 makes a purchase to be shipped via USPS, the current rate for the customer's location fills the Shipping field in your Web site 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:** You must have an active account with Endicia to use USPS real-time rates and you must enable the Shipping Label Integration feature to generate USPS tracking numbers and bar-coded shipping labels. 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.

To setup your USPS account in NetSuite, you must complete the following tasks:

1. Creating an Endicia (USPS) Account
2. Registering a USPS Account with NetSuite
3. Getting Started With USPS Integration

Creating an Endicia (USPS) Account

To use U.S. Postal Service® (USPS) shipping integration, you must first 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 **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 Pass Phrase and a Web Password. Store your Endicia account number, Pass Phrase and 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, you must register your USPS account with NetSuite.

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Funding Your Endicia Account

> ⚠️ **Important:** 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 beyond the above mentioned amount are invoiced per label.

After you have completed setting up USPS in NetSuite, go to Setup > Accounting > Shipping and click the Fund Account link to see your Endicia account balance and to add more funds. For more information, see the help topic Registering a USPS Account with NetSuite.

Registering 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.

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, complete the form.

4. If you use the Multi-Location Inventory feature, select the location this USPS account should be linked to.

5. Enter the name of the designated contact person with USPS in the **Name** field.

6. Enter the name of your company in the **Company** field. This can be edited.

7. Enter or accept your company address in the **Address 1**, **City**, **State**, and **Zip** fields.

8. Enter or accept the phone number, fax number, pager number, and email address where the designated contact for this agreement can be reached.

9. Select the **USPS Label Type**.

   PNG (all) — labels will display in PNG format, and printed from a browser window.

   EPL 4 x 6 (domestic) / PNG (international) — choose this option if you use a thermal printer. You can print domestic shipping labels on your thermal printer. International shipping labels are displayed in PNG format, and printed from a browser window.

10. Enter your **Endicia Account number**.

11. Enter your Endicia passphrase.

   > ℹ️ **Note:** A pop up window will prompt you to change your Endicia passphrase when you first submit the registration form. This is an added account security measure.

12. In the **Endicia Web Password** field, enter the same password you entered when you set up your Endicia account.

13. Click **Submit**.

14. Go back to Setup > Accounting > Shipping to confirm the following:

    a. Check the **Charge for Shipping** box.

    b. Select the shipping option that includes USPS as the Default Shipping Carrier if you want USPS to be your default shipping carrier.

15. Click **Submit**.

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Getting Started With USPS Integration

U.S.Postal Service® (USPS) Integration enables you to connect your NetSuite account directly to your USPS/Endicia account.To use USPS integration, you must create shipping items that are marked for integration.

When you fulfill orders that have USPS-integrated shipping methods, funds are deducted from your Endicia account, and the tracking number is saved with the item fulfillment. You can print a USPS bar code shipping label for your package from the item fulfillment, or you can go to Receiving > Receiving > Print Checks and Forms. Click Integrated Shipping Labels.

If you have not already done so, you must register a USPS account with NetSuite. For more information, see the help topic United States Postal Service (USPS) Services through Endicia®.

If you also have the Multi-Location Inventory feature enabled, you can set up each location with a separate USPS account number. For more information, see the help topic Using Shipping Integration with Multiple Locations.

Creating Shipping Items with USPS Integration

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

> ⚠️ **Important:** 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.

For more information about USPS Real-Time Rates, see the help topic Using USPS Real-Time Rates.

To create a shipping item with USPS integration:

1. Go to Shipping > Lists > Shipping Items.
2. Check the **Shipping Label Integration** box.

   > ⓘ **Note:** Funds are deducted from your Endicia® account for the method of shipment you choose next to the Shipping Label Integration box, if this is an integrated shipping item. The Shipping Rate you select denotes what your customer will be charged.

   If you want to charge the customer the same amount you will be charged, you must select the same method in the **USPS Real-Time Rate** field and 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 the help topic Applying Discounts to USPS Shipping Rates.
   - **Flat Rate** – Enter the amount to charge for every order you ship.

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- **By Weight** – Enter the amount to charge, by what increment and the unit of measure.

  You must enter weights on your item records to use the By Weight shipping method.

  You can enter a default weight for items at Setup > Accounting > Shipping.

- **Per Item** – Enter the default amount to charge for shipping on a per-item basis.
  You can enter custom, per-item shipping charges on individual item records.

- **Percent of Total** – Enter a percent in the % field.

6. For more information on setting the remaining preferences for the shipping item, see the help topic Creating Shipping Items.

7. Click **Save**.

Using USPS Real-Time Rates

When you register your U.S. Postal Service® (USPS) account with NetSuite, you can offer USPS shipping options with real-time rates for shipping around the world. When a customer makes a purchase to be shipped 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.

An administrator can add a USPS account to NetSuite at Setup > Accounting > Shipping. For more information about setting up a USPS account, see the help topic 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. Go to Lists > Accounting > Shipping Items > New. Real-time rates are calculated based on the item's weight, the selected shipping method, the package dimensions, the sender's zip code and the recipient's zip code.

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

- **USPS First-Class Mail®** - Delivery of packages 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 of 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 - Delivery of 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 (e.g. tubes, rolls, and large packages).

- **USPS Retail Ground™** - Delivery of 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

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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 (e.g. 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®** - Delivery of books, sound recordings, recorded video tapes, printed music, and recorded computer-readable media (such as 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®** - Delivery of 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®** - Delivery of 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 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 USPS fees based on package dimensions or additional services.

An order shipped with a USPS real-time rate option is processed as follows:

1. The customer chooses a USPS real-time rate option in the **Shipping Method** field.
2. There is a pause while NetSuite receives the real-time rate from USPS, then displays the price.
3. The customer completes the order.
4. You proceed with authorizing and fulfilling the sales order. Before saving the item fulfillment, you need to click **Recalculate Shipping** to update the real-time rate.
5. When the package is dropped off or picked up by USPS, you can retrieve a tracking number to track the status of the shipment and allow your customer to do the same.
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

When you fulfill orders using U.S. Postal Service® (USPS)/Endicia® integration, you have additional options on the item fulfillment page.

The following must be true to fulfill an order using USPS integration:

- The Shipping Label Integration feature is enabled at Setup > Company > Enable Features.
- The order is being shipped with a USPS-integrated shipping item.

Fulfill orders with USPS integration at Shipping > Shipping > Fulfill Orders.

For Express Mail® weekend and holiday delivery may incur an extra charge. The extra charge is not included in the shipping rate and you may be billed at the end of the month. Please see www.usps.com for more detailed information about the services listed below and the charges they incur.

On the Shipping subtab, mark the boxes as needed:

- **Future Ship Date** – If you want to ship the package today, leave this field blank. 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.
- **Email Address** – The recipient's email address displays in this field.
- **Weekend Delivery** – Check this box to indicate the package can be scheduled for weekend delivery.
- **Holiday Delivery** – Check this box to indicate the package can be scheduled for delivery on a holiday.
- **Certified Mail** – Check this box to indicate this package is being sent via certified mail.

On the Packages subtab, use the following fields to select your options:

- **Weight** – Enter the total weight in pounds for this package.
- **Package Contents Description** – Enter a brief description of the package contents.
- **Package Tracking Number** – The USPS tracking number displays here after you save this fulfillment.
- **Carrier Packaging** – Choose the option that best describes the package for shipment.
- **Insured Value** – Check this box and enter the amount paid to insure this package.
- **Reference #1, Reference #2** – These fields 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.
- **Package Confirmation** – Choose an option for confirmation of delivery.

> ⓘ **Note:** The options below 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, 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, or by phone: 1-800-222-1811.

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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.

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

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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.

Applying USPS Cubic Pricing

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 the help topic 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 the help topic 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.

ℹ️ **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:

Australia, Canada, and Costa Rica	- One copy for Customs Declaration - One Sender's Copy
Rest of World	- Two copies for Customs Declaration - One Dispatch Note - One Sender's Copy

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 master 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 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.

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