

# WorldShip® 2012

## Integration Guide



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**This document describes how to upgrade to WorldShip® 2012 when you have WorldShip integrated with other business applications. It also gives you information on the powerful features of integration in this latest release.**

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# Integration Guide WorldShip® 2012

## To Upgrade WorldShip:

1. Review this document.
2. Follow the Pre-Installation Integration Checklist.
3. Schedule a convenient time for the upgrade.
4. Upgrade using the CD.
5. Follow the Post-Installation Integration Checklist.

## Integrating WorldShip into Your Business

WorldShip integration features enable you to connect the information from your current business system with WorldShip.

Leveraging data from your systems to process shipments enables you to reduce key entry to improve consistency and accuracy. WorldShip also enables you to export shipment data back to your business system to shorten your billing cycle and improve customer service with updated tracking information.

### 2012 New Integration Features

**Import and Export of New Services** — Now the Import/Export Wizard and Connection Assistant support the import and export of the following:

- **Dangerous Goods** — The Dangerous Goods Option, Dangerous Goods Type, Dangerous Goods Published Charge, Dangerous Goods Negotiated Rates Charge and Dangerous Goods CCC Rates Charge can be exported at shipment level, and Dangerous Goods Type can now be exported at package level.
- **Origin and Destination Area Surcharges** — The Origin Area Type, Origin Area Surcharge Published, Origin Area Surcharge CCC, Origin Area Surcharge Negotiated, Destination Area Type, Destination Area Surcharge Published, Destination Area Surcharge CCC and Destination Area Surcharge Negotiated can be exported at shipment level.
- **Ground Freight** — The following Freight Shipment Information fields can be imported/exported:
  - Extreme Length
  - Freezable Protection
  - Limited Access Delivery (replaces Construction Site Delivery)
  - Limited Access Pickup
  - Pickup Notification for LTL Shipment
  - Pickup Notification Reference Number
  - Pickup Notification Reference Type
  - Pickup Notification Company Name
  - Pickup Notification Failed Email Address

The following Freight Shipment Information fields can be exported:

- Extreme Length Charge
- Freezable Protection Charge
- Limited Access Charge (replaces Construction Site Delivery Fee)

In addition, the following fields can be imported/exported for up to five recipients:

- Pickup Notify Email Address
- Pickup Notify Pickup Scheduled
- Pickup Notify Driver En Route
- Pickup Notify Exception
- Pickup Notify Picked Up

- **Paperless Document Enhancements** — The Print Copy of Paperless Documents Indicator and Process as Paperless fields can be imported/exported.
- **Residential Surcharge** — The Residential Surcharge Published, Residential Surcharge CCC and Residential Surcharge Negotiated can be exported at shipment level.
- **Rates** — The Negotiated Rates Indicator can be exported.
- **UPS Returns® Exchange on Outbound Label** — The UPS Returns Exchange UPS Driver Instruction can be imported/exported.

### 2011 New Integration Features

**Import and Export of New Services** — Now the Import/Export Wizard and the Connection Assistant support the import and export of the following:

- Import Control and Commercial Invoice Removal
- Refrigeration
- UPS Returns® Flexible Access
- UPS carbon neutral
- UPS Returns® Exchange
- UPS Returns® Pack and Collect

**Import Control Enhancements** — Now you can import Quantum View Notify® Notification for UPS Returns® services at both the shipment level and package level; before it was available only at the package level. Also, now you can import or export Label Creation, a new Quantum View Notify Notification type for all UPS Returns services, at the shipment level. Finally, importing or exporting Return Notification at the package level is no longer supported.

**Importing Pro Number into Freight** — Now you can use the shipper pre-assigned Pro Number throughout shipment processing to uniquely identify your shipment from its creation to its destination.

## Pre-Installation Integration Checklist

### 1. Check Compatibility:

You may have integrated WorldShip with a UPS Ready® (or third-party) vendor application. Due to changes in the WorldShip database structure, these applications may not be compatible with WorldShip 2012.

**Do not upgrade until you contact the UPS Ready (or other third-party) vendor.**

### 2. Check Operating System and Service Pack:

The WorldShip 2012 upgrade requires that you have either Microsoft® Windows® XP Service Pack 2 or higher or Microsoft Windows Vista®/Windows 7 to begin installation.

To identify which Operating System and Service Pack you have:

- Click **Start** on the Windows taskbar, point to **Programs, Accessories** and **System Tools** and select **System Information**.
- The Operating System version and Service Pack will display in the System Information window.
- If you have Microsoft Windows XP and the Service Pack is lower than version 2, select the link below to download and install the Service Pack. The PC will be evaluated for available updates by Microsoft. Microsoft Windows XP Service Pack 2 will appear as a critical update. <http://WindowsUpdate.Microsoft.com>.
- If you wish only to install Microsoft Windows XP Service Pack 2, clear all other updates offered.

#### Memory recommendations:

- **Windows XP (512 MB)**
- **Windows Vista (1 GB)**
- **Windows 7 (1 GB - 32 bit and 2 GB - 64 bit)**

**CAUTION:** Do not proceed if your system is not at the proper Operating System and Service Pack version.

### 3. Check for Administrative Rights:

Ensure that the user account used to log into Microsoft Windows operating systems has full PC administrative rights. If unsure, consult the computer technical support staff at your company. Due to security enhancements, Microsoft Windows Vista/Windows 7 users may be required to authenticate with administrative rights during the installation process. The User Account Control (UAC) prompt may appear several times during installation asking you for permission to let WorldShip install its components. You must acknowledge the UAC prompt and allow the installation to continue.

Also, if you need to access the WorldShip Support Utility for any reason, you must run this utility with administrative rights. To perform this task:

- Click **Start** on the Windows taskbar, point to **Programs** and **UPS**, right-click **UPS WorldShip Support Utility** and select **Run As Administrator**.

### 4. Archive WorldShip Shipping History to Improve Performance and Processing:

- Start WorldShip.
- Press **F3** to open the Shipment History window.
- On the **File** menu, select **Archive Shipments**.
- In the Archive Shipments window, select **All Shipments**, or select All Shipped On or Before and specify a date range, and then click **OK**.
- In the Save As window, click **Save**.
- Click **Yes** in the confirmation window.  
**Note:** The last 14 days of history will not be deleted, and the history that is deleted may be restored at any later time when needed.
- Click **Done** when 100% is reached in the Archive Shipments window.
- Click **Yes** in the window that appears requesting the database backup to be performed.

## 5. Check for and Disable Anti-Spyware, Anti-Malware and Virus Scanner Software:

Anti-spyware, anti-malware, and virus scanner software may conflict with the WorldShip 2012 installation.

## 6. Check for Workgroup Setup Concerns:

- Only one WorldShip Workgroup Administrator is allowed.
- Only the Workgroup Administrative workstation's language will be available for Workgroup Remote workstations. If a Workgroup Remote workstation has a need for a WorldShip 2012 installation in another language, the user will need to install as a Single workstation and should be cautioned that this workstation will not benefit from Workgroup-configurable functionality.
- You may need to configure the firewall software on the Workgroup Administrative workstation so the Workgroup Remote workstations can connect. See the Post-Installation Integration Checklist section for more details.

## 7. Shut Down Open Applications:

Shut down all other programs running on the taskbar, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.

You are now ready to install. Please insert your WorldShip 2012 CD into your computer, and the upgrade will automatically start if your system supports the auto-run feature. If you need information on how to upgrade/install, refer to the Support Guides section.

**CAUTION:** *Microsoft Windows Vista/Windows 7 users please read below.*

At the completion of the WorldShip installation process, your PC will be required to restart. After restart, Microsoft Windows Vista/Windows 7 may prevent automatic launching of the WorldShip application. Please launch WorldShip using the icon on your desktop should this happen. If you chose not to place the WorldShip icon on your desktop, you may launch WorldShip by clicking **Start** on the Windows taskbar, pointing to **Programs** and then **UPS** and selecting **UPS WorldShip**.

## Post-Installation Integration Checklist

1. After the installation, you may need to allow permissions in your firewall for the following files to run and ports to accept inbound and outbound traffic.
  - Files that may need permission to run are GetHostIP.exe, WorldShipTD.exe, wstdsupport.exe, upslnkmg.exe and sqlservr.exe.
  - Ports that may need Inbound and Outbound traffic access are 80 and 443.
  - Configure the firewall software on the Workgroup Administrative workstation so the Workgroup Remote workstations can connect.
    - If you use the Windows XP Service Pack 2 firewall, WorldShip will configure the firewall for you.
    - If you use another firewall, the following settings should be configured:
      - UDP Port 1434 should be open to incoming traffic
      - The WorldShip database instance <drive>:\UPS\WSTD\MSSQL\$UPSWDBSERVER\Binn\sqlserver.exe should be included in the list of firewall exceptions.
2. **If you disabled any anti-spyware, anti-malware or virus scanner software, please enable it.**
3. If you receive a message that WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.
4. For WorldShip Workgroup Administrative workstations: Be aware that the WorldShip database will be disconnected if your Workgroup Administrative workstation goes into sleep mode. You must close WorldShip on both the Workgroup Administrative and Workgroup Remote workstations and relaunch the application to resolve this issue. If necessary, consult your computer technical support staff for questions about sleep mode and how to adjust this setting.
5. If you have a UPS-supplied printer, restart your printer prior to shipping by powering it off and then powering it back on. If you are on Microsoft Windows Vista/Windows 7 and you have a UPS-supplied thermal printer (Eltron®/Zebra®), follow the Installation procedure for new Eltron/Zebra drivers.

## Installation Procedure for new Eltron/Zebra drivers:

**Note:** The instructions below follow the “default view” format for Microsoft Windows Vista/Windows 7.

### Remove current Eltron/Zebra Printers and Drivers.

1. Click **Start** on the Windows taskbar and select **Control Panel**.
2. Select **View Devices and Printers** from the **Hardware and Sound** section.
3. Empty the printer queue for each Eltron, Zebra and UPS thermal printer (such as UPS2844, etc.).
4. Go to C:\UPS\WSTD\FOSS\DRIVERS\ELTRON.
5. Double-click **ZebraUninstaller.exe**.
6. Click the **Analysis** button.
7. When the analysis is complete, click **Clean**.
8. Click **OK** to start the cleaning process.
9. When the cleaning process is complete, click **OK**. The Zebra Uninstaller will automatically close.

## Installation Instructions to Install Eltron/Zebra Thermal Label Printers on Microsoft Windows Vista/Windows 7 with USB printers:

1. Plug the USB cable into the computer and printer. Turn on the printer.
2. Launch WorldShip.
3. On the **Tools** menu, select **System Preferences Editor** and then select the **Printing Setup** tab.
4. Under Label Printer, click **Label Printer Setup**.
5. Click **Change Label Printer**.
6. Click **Add Printer**, choose **Eltron/Zebra** as your printer type and click **Select**.
7. On the Zebra Printer Driver Installation window, click **Install Zebra Printer**.
8. In the Selecting the printer window, select **Zebra** from the Manufacturer’s window, and then select the printer from the Printers window. Example: Select the **Zebra ZP Series-200 dpi** for the Zebra ZP450. Select **UPS Thermal 2844** for the LP2844. Click **Next**.
9. On the Printer Options window, select the correct USB port and language.
10. Click the **Finish** button. Windows will automatically install the printer drivers.
11. On the Printer Selection window, click **Cancel**.
12. Click **Change Label Printer**.
13. Select the printer name, and then click **Select**.
14. On the Label Printer Setup window, select the printer stock dimensions and extended area usage. Click **Apply**.
15. On the Printing Setup window, click the **Doc** and **Consignee** label check boxes as needed, and then click the **OK** button.
16. Turn on the printer. The Found New Hardware wizard appears.
17. If using Windows XP, select **No, not this time** and then click **Next**.
18. Select **Install the software automatically** and click **Next**.
19. Allow the software to install and click **Finish**.

## Installation Instructions to Install Eltron/Zebra Thermal Label Printers on Microsoft Windows Vista/Windows 7 with Serial/Parallel printers:

1. Plug the serial/parallel cable into the computer and printer. Turn on the printer.
2. Restart your PC.
3. Launch WorldShip.
4. On the **Tools** menu, select **System Preferences Editor** and then select the **Printing Setup** tab.
5. Under Label Printer, click **Label Printer Setup**.
6. Click **Change Label Printer**.
7. Click **Add Printer**, choose **Eltron/Zebra** as your printer type and click **Select**.
8. On the Zebra Printer Driver Installation window, click **Install Zebra Printer**.
9. In the Selecting the printer window, select **Zebra** from the Manufacturer's window, and then select the printer from the Printers window. Example: Select the **Zebra ZP Series-200 dpi** for the Zebra ZP450. Select **UPS Thermal 2844** for the LP2844. Click **Next**.
10. On the Printer Options window, select the correct port and language.
11. Click the **Finish** button. Windows will automatically install the printer drivers.
12. On the Printer Selection window, click **Cancel**.
13. Click **Change Label Printer**.
14. Select the printer name, and then click **Select**.
15. On the Label Printer Setup window, select the printer stock dimensions and extended area usage. Click **Apply**.
16. On the Printing Setup window, click the **Doc** and **Consignee** label check boxes as needed, and then click the **OK** button.

## Support Guides

WorldShip provides a **User Guide, Installation Guide and Functions Shortcut Sheet in PDF format on [ups.com](http://ups.com)**®.

To view or print these documents, install the free Adobe® Reader® software from [adobe.com](http://adobe.com) and then follow these steps:

1. Go to [ups.com/worldship](http://ups.com/worldship).
2. Select your country/language and then click **Go**.
3. Select **Get WorldShip Support** under Get Started.
4. Select **View User Guides**.
5. View and print the documents as needed.