

MAS 90 and MAS 200 StarShip and StarShip Link FAQs

Frequently Asked Questions

Best Software, Inc. has entered into an agreement with V-Technologies to provide StarShip shipping software directly from Best with the release of MAS 90 and MAS 200 Level 3.6. At the same time, a Best-created bi-directional link between StarShip and MAS 90 and MAS 200 was released.

What does StarShip do?

StarShip automates the shipping process by:

- Calculating freight charges through the use of an optional integrated scale.
- Rate-shopping between the available carriers to find the most economical way to ship your packages.
- Supporting third-party parcel insurance to cut parcel insurance costs.
- Printing carrier-approved bar coded shipping labels and COD tags right at the warehouse workstation.

What does the basic StarShip module contain?

The basic StarShip module provided by Best contains links to UPS, FedEx, and FedEx Ground (formerly RPS).

What additional software options can I get for StarShip? Where do I get them?

Links to the following additional carriers are available from Best at an additional charge:

- U.S. Postal Service
- Airborne Express
- Spee Dee
- User-Definable Carrier

The following StarShip add-on services are also available from Best at an additional charge.

- USPS Delivery Confirmation – This adds the ability to send packages via the U.S. Postal Service using their delivery confirmation service. This add-on requires purchase of the U.S. Postal Service option.
- FedEx CAFE Interface – for medium shippers (10 to 100 packages per day). This requires the FedEx CAFE version 2044 or higher, which can be obtained directly from FedEx. This component provides the link between the FedEx CAFE program and StarShip, which then links to MAS 90 via the StarShip Link.
- FedEx Server Interface – for large shippers (more than 100 packages per day). This requires the FedEx Ship Manager Server, which can be obtained directly from FedEx.

What companies make up the StarShip target market?

All distributors and manufacturers that ship products using one of the services listed on page 1 (UPS, FedEx, etc.) are potential prospects for Starship and the StarShip Link. Companies that ship in excess of 20 packages per day using one or more of these methods are ideal candidates for StarShip.

Where do I go for a Subscription Plan and telephone support for StarShip? How much will it cost?

When you purchase StarShip from Best, you are eligible for 60 days of free maintenance directly from V-Technologies. After the 60-day grace period, enrollment in a V-Technologies Subscription Plan is strongly recommended. These plans include maintenance releases and all updates to shipping carriers' rate change tables. Rates change on a regular basis—normally once per year for each carrier—and rate change tables are available only to StarShip Subscription Plan holders. Annual plans are available directly from V-Technologies for \$395, and there is no additional subscription charge for additional carriers.

Telephone support plans are also available from V-Technologies. Telephone support plans cost \$195 and include five cases per year. Single incidents can be purchased at \$50 per case.

To enroll in either a Subscription Plan or telephone support plan, contact V-Technologies directly at 800-462-4016.

Where do I go for telephone support for the StarShip Link?

The StarShip Link is supported by the Best customer support services department and is covered under the normal Best SoftwareSubscription Plan.

Why is there a Subscription Plan fee listed on the Best price list for the StarShip Link, but none shown for StarShip?

Since the Subscription Plan for StarShip is provided by V-Technologies, all enrollments for StarShip maintenance and support are paid directly to V-Technologies. The StarShip Link is supported by Best, so the price list includes an amount for the StarShip Link Subscription Plan.

What special hardware is needed for StarShip?

A thermal label printer (Eltron or Zebra) is required for printing shipping labels. StarShip is compatible with Eltron TLP/LP+ printers and Zebra Z4000 compatible printers. Please check the V-Technologies Web site for an updated list of hardware (www.vtechnologies.com). A thermal label printer can easily be shared between two or more workstations when it's connected to the computer's parallel port (LPT).

Most thermal label printers fall into two categories, direct thermal and thermal transfer. Direct thermal printers use heat-sensitive labels that turn dark when heat is applied to them. Thermal transfer printers use a ribbon to create the image on the label. For shipping applications, direct thermal label printers are most widely used because they are more economical and the label life is relatively short.

What optional hardware is available for StarShip?

An electronic scale can save the shipper time and reduce errors. Most electronic scales connect to one

of the computer's serial ports (COM1-COM4). A single scale cannot be shared between two or more workstations. StarShip supports the following scales, which can be purchased directly through V-Technologies:

- Transcell SP Series
- Toledo PS6L
- Toledo 8213
- Weightronix
- Micro General 1270
- Micro General 740
- MOS 105405
- Fairbanks 70-2453-4
- Detecto AS-400D
- Detecto AS-420D
- Pennsylvania 6300
- Pennsylvania 7X00

Note: The electronic scale interface is sold as a separate option in StarShip. Transcell also makes roller-top platters for the SRP 300, which will allow that scale to easily integrate into a shipper's conveyor system. This roller-top platter can also be purchased through V-Technologies.

Where can I get the additional hardware?

V-Technologies has been reselling electronic scales, printers and supplies for over 10 years, and special reseller discounts are available to MAS 90 channel partners. Please call 800-462-4016 or visit www.vtechnologies.com for information. The electronic scale interface is free of charge when the scale is purchased directly from V-Technologies.

Hardware may be purchased from other vendors, but it must be on the previously mentioned list of supported hardware to ensure compatibility with StarShip software.

Who do I call for pre-sales support?

Contact Best pre-sales, sales support representatives or account managers for your questions on StarShip and the StarShip Link.

How do I get updates for rate changes when the shipping companies change rates?

You must be enrolled in a V-Technologies Subscription Plan in order to get rate change updates. Rate change updates are available as an electronic download from the V-Technologies Web site for all companies that enroll in a StarShip Subscription Plan.

What reseller training or certification is required for StarShip?

No additional training or certification is required for Best partners to resell StarShip and the StarShip Link.

Where do I get serial numbers and unlocking keys for StarShip?

Although the StarShip CD is purchased and shipped directly from Best Software, Inc., in order to install a live copy of the software, you must obtain an active registration key and options key directly from V-Technologies by calling 800-462-4016. The software cannot be installed without these keys. Prior to requesting the keys, you must have the following in your possession:

- The StarShip CD
- The Best Packing List for your StarShip order
- Your customer's valid UPS Shipper ID number (UPS six-digit account number)

Please note that a valid UPS Shipper ID is required for each location from which you plan to ship packages.

How do I activate my reference library copy of StarShip if I don't have a valid UPS Shipper ID and just want to demo StarShip?

StarShip reference library copies can be activated for demonstration purposes by using the registration key DEMO and the options key DEMO without a valid UPS Shipper ID. However, no packages can be shipped using this program. Features of the core StarShip functionality plus the optional carriers can be demonstrated using this mode. In order to be eligible for support, or if you want to use it to actually ship packages, you must register your software with V-Technologies by requesting registration and options keys for your reference library. Follow the same process outlined in the previous question.

Where can I get additional implementation information?

Consult the *Essential Guide to StarShip Implementation*, which contains additional pre-sales information of a more technical nature. It is shipped inside every Reference Library copy of StarShip, and is posted in the MAS 90 Partner FileCenter.