

MAS 90 and MAS 200
Essential Guide to StarShip
Implementation

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CHAPTER 1

INTRODUCTION

The Best Ideal

At Best Software, our mission is to help our customers manage and grow their businesses more efficiently, productively, and profitably. The key to our success has always been to provide exceptional business management and accounting software solutions that help ensure our customers' success. Perhaps that's why more than 2 million customers worldwide have discovered that the Best name is synonymous with successful business management.

Whether or not a company survives in this competitive market, more often than not comes down to business management. Successful business management relies on having the right tools, which provide the insight to make the right decisions.

We make it our business to keep pace with the technology revolution. That's why our product lines are continually evolving to ensure that our customers are always one step ahead of the rest. Our software solutions provide a higher level of functionality and integration to equip companies with the accounting and business management capabilities they need to compete in today's ever-changing business environment. After all, it's about thriving – not just surviving.

We leverage the power of new technologies, streamline and package them into powerful, user-friendly formats. The MAS 90 and MAS 200 product lines are continuously updated to equip our customers with the power of the latest technologies and newest features. Our new business management applications and software enhancement releases include straightforward upgrade paths so our customers can take advantage of important new capabilities with minimal disruption and expense.

We look forward to providing you with seamless, cost-effective and highly evolved business management solutions, such as StarShip and the StarShip Link, which include the newest technologies of tomorrow.

Purpose of this Guide

Our goal is to add new technologies to our product line as they become available, and we recognize that there is a learning curve associated with implementation of these new technologies. While StarShip is a relatively easy implementation from a technology standpoint, you will need some essential information prior to starting an implementation. This guide contains the necessary information that will help you to quickly become a knowledgeable StarShip installer — without the need for additional training.

This guide gives you details on additional add-on software options, hardware components and where to obtain them, and how to acquire carrier-specific supplies. It also includes information on how to get carrier certifications and approvals, where technical support can be obtained, and how to contact the carriers if necessary. Best has consulted experienced StarShip installers and provided time estimates for implementation. While these are only guidelines, they can help you to set realistic expectations with customers and provide you with assistance in preparing staff scheduling. For your convenience, we have compiled all of the information essential to a successful StarShip implementation in one easy-to-reference guide.

CHAPTER 2

OVERVIEW

For most distribution companies, inventory is their most valuable asset. Therefore, getting their inventory into the hands of paying customers who need it, both quickly and economically, can help them keep their second most valuable asset — the paying customers. This new shipping system integration, built by V-Technologies, is linked tightly with the MAS 90 and MAS 200 product lines. When combined with the pick, pack and ship feature in the standard Sales Order module, StarShip will help distributors become more competitive, and it has the potential to reduce shipping and shipping related costs.

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 significantly cut parcel insurance costs.
- Printing carrier-approved bar coded shipping labels and COD tags right at the warehouse workstation for convenience and speedy processing.

Included Carriers

The basic StarShip module offered through Best Software contains the ability to process shipments using UPS, FedEx, and FedEx Ground (formerly RPS). Key StarShip features for the included carriers are:

UPS

- StarShip is UPS Online certified which means that UPS has already tested and approved the software to upload shipment files electronically.
- UPS Maxicode labels and COD tags can be printed on thermal label printers for high-quality, scannable labels for domestic shipments. For international shipments, StarShip prints to the waybill on a dot-matrix printer.
- StarShip automatically uploads available reference data for domestic shipments to the UPS Data Center. This allows customers to track their

packages without calling their vendors. They do this by entering their customer PO number and your UPS shipper number on the UPS Web site.

FedEx Ground

- Electronic Package Data Information (E-PDI) is used by FedEx Ground to more rapidly and accurately capture shipping information that is used for billing purposes. StarShip automatically creates a file during end-of-day processing which uploads electronically to FedEx.
- Print RPS Code 128 labels and COD tags as required.
- Print a FedEx Ground manifest to deliver to the driver at the time packages are picked up at your site.

FedEx

- Freight can be calculated based on published or custom rates giving flexibility when billing customers.
- Prints to the airbills and waybills on a dot-matrix printer.
- StarShip can optionally link directly to the FedEx CAFE system, version 2044 or higher. The CAFE system, obtained directly from FedEx, is designed for medium shippers (10-100 packages per day). This add-on component provides the link between the FedEx CAFE program and StarShip, which then links to MAS 90 or MAS 200 via the StarShip Link.
- Another available option is the FedEx Server interface. This interface links to the FedEx Ship Manager Server, designed by FedEx for large shippers (more than 100 packages per day).
- There is an additional fee to add either the CAFE Interface or the FedEx Server Interface. FedEx will determine which system is appropriate according to the amount of packages shipped per day.

Optional Carriers Available

Optionally you can purchase the ability to process shipments for any of the following additional carriers: U.S. Postal Service, Airborne Express, Spee-Dee Delivery Service and a user-definable carrier.

United States Postal Service (USPS)

- With the USPS option, the customer can either print an address label and manually add postage or manifest the mail by printing the appropriate label with permit number. If the customer wants to manifest, they should contact

their local USPS representative to make sure they qualify. According to the USPS specification, a mailer must send 200 pieces or 50 pounds of mail daily to be eligible.

- Delivery Confirmation bar coded labels have been tested for accuracy and approved on a national level, ensuring that StarShip is delivery confirmation certified. This allows the shipper to print bar coded shipping labels for Priority and Standard Mail (B) packages. The shipper can then get a confirmation that a package has been delivered. If Delivery Confirmation is a requirement for your installation, the USPS Delivery Confirmation option must be purchased in addition to the USPS additional carrier option.
- Shipment detail is uploaded automatically to the USPS so that delivery confirmation of Priority and Standard Mail (B) shipments can be obtained.
- MAC (Manifest Analysis Certification) certified for domestic shipments. This means that permit labels and manifest reports/postage statements have been tested for accuracy and approved on a national level.
- Note: Additional time for implementation and certification are required for the USPS Delivery Confirmation option. Refer to the chapters titled Obtaining Carrier Certifications (page 16) and Implementation Hints and Time Estimates (page 18) for details.

Airborne Express

- StarShip calculates the zone and published rate charges.
- Prints domestic standard and COD airbills and international waybills on dot-matrix printers, and a manifest as necessary when this add-on option is purchased.

Spee Dee Delivery Service

- This Midwestern regional carrier competes with UPS and FedEx on ground service.
- StarShip calculates the zone and freight, and it prints the bar coded labels and a manifest.

User-Definable Carrier

- In some instances, users may wish to define their own local shipping carrier to work with StarShip. StarShip supports up to 10 user-definable carriers.
- Each carrier has one service (ground) with up to 100 zones, and rates for 1 to 200 pounds per zone.
- Prior to selling this additional option, we recommend you have a clear understanding of the client's needs, and contact V-Technologies for

consultation assistance if necessary. This option is designed to add an interface to link local shipping carriers to StarShip; however, the interface is not intended for use with freight forwarders.

Optional Interfaces Available

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

U.S. Postal Service Delivery Confirmation

This adds the ability to send packages via the U.S. Postal Service using their Delivery Confirmation service. This option requires the purchase of the add-on USPS software option in addition to the Delivery Confirmation purchase.

FedEx CAFE Interface

This option is for medium quantity shippers who ship between 10 and 100 packages per day. It requires the FedEx CAFE version 2044 or higher which is 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. This interface provides an online link directly to FedEx from the customer's shipping workstation.

FedEx Server Interface

This option is designed for large quantity shippers, those who ship more than 100 packages per day. FedEx provides the FedEx Ship Manager Server for all of their high-volume shippers, and requires shippers who regularly ship over 100 packages per day to use this electronic interface with their Web-based tracking system. This option requires the FedEx Ship Manager Server which is obtained directly from FedEx.

CHAPTER 3

STARSHIP INTEGRATION WORKFLOW

The unique MAS 90 and MAS 200 StarShip Link is easy to use and designed to maximize productivity within your busy warehouse. While the StarShip Link has serial numbers and unlocking keys, it does not appear on the MAS 90 or MAS 200 menu. Rather, the StarShip Link components are installed with the Sales Order module, and activated by registering the StarShip Link and enabling shipping in Sales Order module setup options.

The primary StarShip integration point between MAS 90 and MAS 200 is the Shipping Data Entry Screen of the Sales Order module, although there are other integration touch points in shipping setup. Therefore, the best way to understand the integration is to first understand the pick, pack and ship workflow within MAS 90 and MAS 200. The basic workflow of the integrated shipping system is listed below:

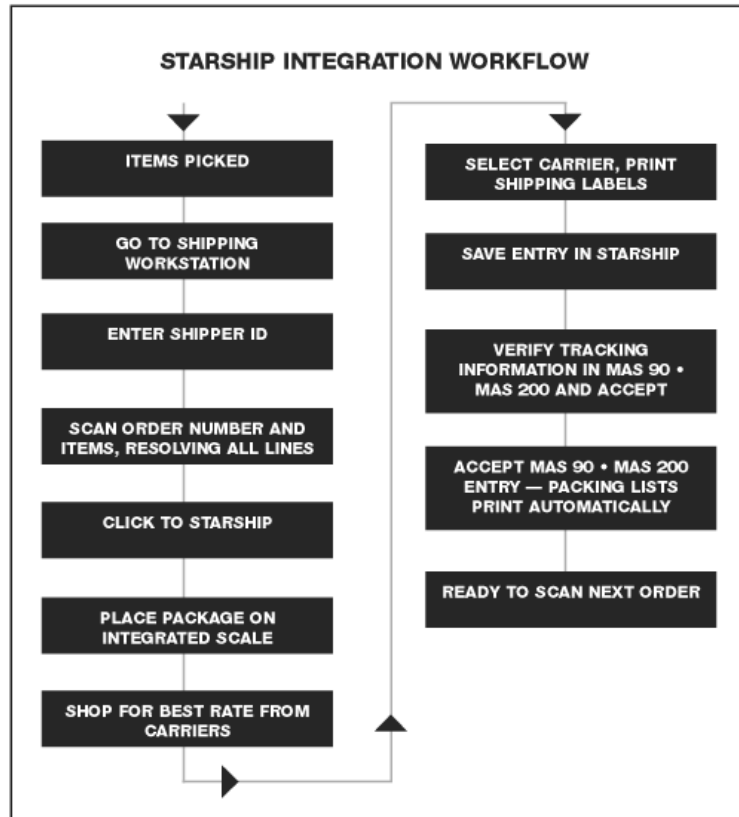
- The sales order is entered in Sales Order Entry.
- Picking sheets are printed for those orders that are ready to be shipped.
- Warehouse personnel use picking sheets to pull the item(s) for orders and bring them to a shipping workstation in the warehouse.
- At the warehouse workstation, the employee logs on to MAS 90 or MAS 200 and selects Shipping Data Entry from the Shipping menu. If batch processing is turned on, the standard batch entry dialog will appear.
- On the Shipping Data Entry screen, the warehouse employee enters their unique shipper ID and password. After either scanning or entering the sales order number from the picking sheet, all line items from the order appear on the screen.
- The shipper then scans or enters each item that has been picked and records the quantity shipped. Items that are not shipped will be back-ordered. Only valid order numbers, item numbers and quantities are accepted for processing to help eliminate double shipments and other costly errors.
- Once the shipment has been entered, the warehouse worker packs the order, prints the shipping document (which can be either a packing list, an invoice, or both), and records the package numbers. For each order, there's an option

to either identify the contents of each package or simply list the number of packages being shipped for that order

- Similarly, the carrier package tracking number can be identified and linked to each package in the order, or all package tracking numbers for that order can be listed. While recording the contents of each box may take a bit more time in shipping, it can provide more accurate tracking on an item-by-item basis and help identify what might need to be replaced in the event a package is lost or damaged in shipping.
- When the warehouse workers finish filling in the Shipping Data Entry screens, they click the StarShip button at the bottom of the shipping panel. This automatically brings up the StarShip entry screen, populated with critical fields such as the Customer's Name, Ship-To Address, and Purchase Order Number; and the package's Ship-Via Method, C.O.D. Amount, and Declared Value.
- If a scale is integrated, the worker places the package on the scale and freight is automatically calculated based on the shipping method.
- Optionally, the warehouse worker can select different carriers to shop for the best rate. If desired, a handling fee may be added on the StarShip screen.
- When data entry is complete, the shipper prints the shipping label from StarShip and saves the shipment record.
- Pressing the Save button triggers StarShip to write back into MAS 90 and MAS 200. The carrier tracking information for each box on the order and the freight charges are written back to the Shipping/Invoice Data Entry files in MAS 90 and MAS 200. Also, the "StarShip used?" column is automatically filled in to indicate the order was shipped using StarShip.
- Shipping Data Entry uses the same data files as Invoice Data Entry. Therefore, as the order is being processed at the warehouse, the invoice is automatically being created. Once the accept button is selected for the order in Shipping Data Entry, the accounting department can review the invoice, print the invoice if it was not already printed at the warehouse, and then update the Sales Journal. No posting is done from the Shipping Data Entry program. All updating is handled through the Sales Journal update program.
- If the warehouse employee wants to modify an order that has already been accepted in Shipping Data Entry but not yet posted through Sales Journal update, the employee can recall the order and make the necessary changes. The invoice will also be modified accordingly and should be reprinted to reflect the changes.
- The shipping tracking fields in MAS 90 have been designed to accommodate some additional information in systems that are integrated with StarShip. When the Daily Sales Journal is updated, the shipping tracking information is

written to the Detailed Invoice History file for later follow-up and response to customer inquiries.

- A Daily Shipment report, printed at the end of the day, provides a simple audit trail of all orders entered in Shipping Data Entry. After printing, you are prompted to clear the report.
- A Shipping History Inquiry program designed for the shipping department allows warehouse workers to inquire on past shipments or reprint a packing list.
- The accounting department can print an optional Shipping Exception report that lists changes made to the original order during Shipping Data Entry as an audit tool.



CHAPTER 4

REQUIRED AND OPTIONAL HARDWARE

System Requirements

V-Technologies lists the following as minimum system requirements for running StarShip:

- IBM PC or compatible with Pentium 133 MHz processor or faster
- Windows 95, 98, 2000, ME, NT 4.0
- CD-ROM drive
- Microsoft mouse or compatible pointing device
- VGA or higher resolution monitor
- Modem connected to analog line (if automatic upload to UPS, USPS, or FedEx at end of day is to be utilized)
- Microsoft Internet Explorer v5.0 or higher

Required Hardware-Thermal Label Printer

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

Most thermal label printers fall into two categories, direct thermal and thermal transfer. Direct thermal printers use heat-sensitive labels which 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.

Optional Hardware-Scales and Scanners

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:

- 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 by V-Technologies. Transcell also makes roller-top platters for the SRP 300, which will allow its scale to easily integrate into a shipper's conveyor system. This roller-top platter can also be purchased from V-Technologies.

Although not a specific StarShip option, a bar code scanner attached to the shipping workstation can speed data entry and help eliminate costly errors. Used in conjunction with bar coded picking sheets and inventory items, the scanner can be used as an alternate to the keyboard in Shipping Data Entry. Since there is no special programming required for the scanner, any hand-held scanner that can read your printed bar codes should work. Scanners can be purchased from various sources, including Best channel partners Scanco (www.scanco.com) and Softcom (www.softcomusa.com).

Cabling Requirements

Transcell scales purchased from V-Technologies include a special serial cable that connects to a 9-pin RS-232 port. Eltron printers do not include a cable, but they do support both a serial and parallel cable connection. Make certain you order a

cable from your usual supplier if you purchase an Eltron printer from V-Technologies.

Hardware-Sources and Price Range

V-Technologies has been reselling electronic scales, printers, and thermal labels for more than 10 years. Special reseller discounts are available to MAS 90 and MAS 200 channel partners. Call 800-462-4016 or visit: www.vtechnologies.com

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 must be on the supported list on page 11 to ensure compatibility with StarShip software. Purchasing hardware from V-Technologies maintains the value-added benefit of being tested and supported by the software manufacturer — assuring you that the two products will work together efficiently.

Prices for hardware can fluctuate depending on the features and manufacturer. For planning purposes, you can expect to spend somewhere in the range of \$575 to \$995 for each electronic scale you purchase, and approximately \$595 to \$2,000 for thermal label printers. Scanner prices can also fluctuate widely, but a budget of \$500-\$1,500 for each scanner should be adequate.

CHAPTER 5

OBTAINING SERIAL NUMBERS AND OPTION KEYS

Although the StarShip CD is purchased and shipped directly from Best Software, in order to install your copy of the software, you must obtain an active registration key and options key directly from V-Technologies by calling 800-462-4016, Monday through Friday, 9:00 AM to 7:00 PM EST. *The software cannot be installed without these keys.*

Through overnight electronic communications, the part numbers and quantities of StarShip and StarShip add-ons you have purchased from Best will be sent to V-Technologies. Be prepared to confirm all StarShip-related information during your telephone call to request the 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 6-digit account number)

Please note that a valid UPS Shipper ID is required for each location from where you plan to ship packages — even if you don't regularly ship via UPS. StarShip can be installed on multiple workstations at the same warehouse and unlocked with the same keys. However, if you have multiple shipping locations in different warehouses, a separate copy of StarShip must be purchased for each warehouse.

CHAPTER 6

TECHNICAL SUPPORT

When you purchase StarShip from Best, you are eligible for 60 days of free maintenance and support directly from V-Technologies. The 60-day grace period begins on the day you obtain registration and options keys 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.

Rate change tables are only available to StarShip Subscription Plan holders. Rates change on a regular basis, normally at least once per year for each carrier. Annual Subscription Plans are available directly from V-Technologies. For current annual plan rates, consult your MAS 90 and MAS 200 StarShip and StarShip Link FAQs, or call V-Technologies. There is no additional subscription charge for additional carriers. Practically speaking, all customers should purchase a Subscription Plan to make sure they receive the rate change information, and they should download the changes as soon as possible.

Telephone support plans are also available from V-Technologies. The telephone support plans may be purchased in blocks of five cases (incidents). Single incidents can also be purchased. For current fees, consult your MAS 90 and MAS 200 StarShip and StarShip Link FAQs, or call V-Technologies. To enroll in either a Subscription Plan or telephone support plan, contact V-Technologies directly at 800-462-4016.

The StarShip Link is supported by the Best Customer Support Services department and covered under the normal Best Subscription Plan.

Delivery of Rate Changes and Maintenance

Rate changes traditionally occur in February, but can be required by carriers at any time during the year. Traditionally, one carrier announces a change and to stay competitive, the others follow with their own announcement of changes. This causes a flood of activity in a short period of time since the carriers don't often

provide much lead time from the announcement date to the effective date of the rate change.

To streamline the process and ensure that all customers have the correct rates on the date that they become effective, V-Technologies posts the changes on a secure Web site. Those customers with active StarShip Subscription Plans are given access to that site for downloads. In fact, V-Technologies sends an e-mail to all Subscription Plan holders with installation instructions, passwords, and a link to the download site when the rates are ready for download.

Maintenance releases and updates are delivered in the same manner, via Internet download from V-Technologies. For major release changes and compatibility releases with new versions of MAS 90 and MAS 200, V-Technologies sends e-mail announcements to Subscription Plan holders. Minor changes and program fixes are posted on the Web site regularly for proactive downloading by resellers or customers when they need them.

CHAPTER 7

OBTAINING CARRIER CERTIFICATIONS

StarShip does not replace a shipping carrier's service, rather it is an efficiency tool that allows access to multiple carriers from a single user interface. StarShip follows the same conventions and processes of the individual carriers, but places all installed carrier modules into one software package that can then be interfaced to various other software packages.

Each of the available carriers has a different set of services, rates and schedules. They also have different procedures and policies in effect regarding certifications. StarShip works with each of the respective carriers to obtain certification of their interface, and makes certain each version of StarShip has carrier approval before making it available to customers. However, each carrier may still require additional information from the customer before allowing shipments to be processed. The following is required by available vendors as of the date of this publication.

UPS and FedEx Ground Labels

UPS and FedEx Ground bar coded shipping labels are approved at the corporate level. However, some company representatives may want certification on a local level. If the representative has questions regarding the label, the customer's representative should contact the V-Technologies support department for an explanation of StarShip certification and/or the specification used.

FedEx Ground E-PDI

The FedEx Ground module comes standard with E-PDI, which allows the client to electronically upload shipments to FedEx during the end-of-day close. In order to use E-PDI, the client must go through a certification process with FedEx. This process usually lasts five consecutive days. It's important to note that FedEx Ground shipments can still be processed during the five-day certification period;

however, the electronic end-of-day update will not be available. There is no additional fee required for this certification.

United States Postal Service - Manifest

Although StarShip is MAC certified by the U.S. Postal Service (USPS), customers must receive approval from their local post office before they can begin using it for manifesting USPS packages. The shipper fills out the Manifest Mailing System application; then the post office requests printouts of the rate tables, a manifest from sample shipments, and shipping labels. It's important to note that once submitted to the local post office, the approval process may take several months. The length of time varies depending upon the local branch of the post office and neither Best nor V-Technologies has any control over the local certification process.

USPS – Delivery Confirmation

Obtaining certification for USPS delivery confirmation can be a lengthy process. To help you, we recommend a checklist available from the USPS that walks you through the required process and lists Web sites for the location of forms and critical telephone numbers you may need along the way. You can obtain a copy of PS Form 5051-C, the “U.S. Postal Service Confirmation Services – Electronic Option Application Checklist” from the StarShip user’s Guide in the USPS Delivery Confirmation section. You can also get the form by going directly to the USPS Web site at: <http://new.usps.com/pdf/ps5051c.pdf>

Airborne Express and Spee Dee Delivery Service

No additional certifications are required for these two carriers.

CHAPTER 8

IMPLEMENTATION HINTS AND TIME ESTIMATES

The following information has been compiled from the experience of the support team at V-Technologies and from MAS 90 and MAS 200 channel partners who have previous experience with StarShip installation and support. Time estimates in this chapter are for StarShip implementations and assume that MAS 90 or MAS 200 has been installed and is running properly at the site. All time estimates are provided as a planning guideline so you can set realistic customer expectations. However, since each installation is different and channel members have various levels of experience, this information is provided as an estimate only, with no guarantee that your installation will match the estimate.

Installing and Troubleshooting Software

Installation and troubleshooting of the basic StarShip software is fairly straightforward. Since it must be installed on each workstation that will be accessing it for shipping or package tracking, installation time will be dependant upon the number of installed workstations. We estimate that the basic software installation takes approximately 20 minutes per workstation and an additional 60 minutes to configure any mapped drives and/or data exchange paths to the server.

Configuring Software for the Three Basic Carriers

Provided the PC has a fully functioning modem connected to an analog phone line, configuring and commissioning UPS should take less than 30 minutes. Since StarShip is UPS Online certified, there is no additional certification process to go through. If the customer wants to upload FedEx Ground shipments via E-PDI, V-Technologies recommends you add an additional two hours for setup and give the customer a three-week time frame for the certification process. During this time, the customer can use StarShip to process their FedEx Ground packages.

In general, each StarShip workstation is assigned a unique ID number, beginning with zero (0), and incrementing by one (1) for each succeeding workstation. Since all workstations will be pooling their created data to a shared location, it is necessary to make sure that no two workstations will be generating identical tracking/package ID numbers. Instructions are included in the documentation for determining *next tracking number* for each workstation.

Each workstation must also be connected to a modem for the initial commissioning of that workstation. This is simply a matter of connecting to the UPS network via dial-up for the purpose of identifying the computer and the shipper information. After this is done, the modem is no longer required — except for the workstation that will be processing the end-of-day posting to the carrier's network. Package tracking through StarShip can be accomplished via the customer's Internet connection or by modem.

Installing and Troubleshooting Hardware

If the computer has at least one parallel (LPT) and one serial (COM) port, installing and configuring a scale and a printer should take no more than 30 minutes each. Most of the troubleshooting time is spent resolving conflicts on the computer's ports (typically the serial port). If the computer has non-functioning ports, allow an extra hour per port to resolve I/O address and IRQ conflicts.

Installing StarShip for UPS WorldShip Customers

Many MAS 90 and MAS 200 customers and prospects for StarShip may already use the UPS WorldShip system. When installing StarShip at a location with an existing UPS WorldShip account, there is usually no need for additional interaction with the carrier because the customer already has a UPS account and shipper number registered. In most cases, the customer will have a UPS computer at their warehouse, complete with electronic shipping scale and thermal shipping label printer, supplied free or on lease from UPS. StarShip is designed to generate data and forms that are identical to those generated by the WorldShip computer and program. The labels are approved by UPS to be compatible, the PLD (package level detail) that is transmitted at the end of the day uses the same toll-free number that the UPS computer uses.

Note: While thermal labels obtained directly from UPS may be used with StarShip, customers who use multiple carriers may prefer to purchase label stock from V-Technologies in order to avoid carrying the UPS logo on every shipment. If using labels from UPS, please note that the UPS logo may appear upside down on the label, but will not affect the validity of the label.

The electronic shipping scales and thermal label printers supplied by UPS are compatible with the StarShip software; however, the use of UPS-supplied hardware may be dependant on the local UPS representative. Most installations require only unplugging the hardware from the WorldShip computer and plugging them into the StarShip/MAS 90 workstation. In some cases, the scale may have to be reset to factory defaults, due to proprietary programming from the carrier. We recommend calling the scale manufacturer, describe what you are doing, and they will most likely walk you through the procedure for resetting the scale.

International Shipments

International shipping is one area that may need special consideration when deciding to implement a specific carrier. For example, while international waybills are printed for UPS, the international waybill information is not included in the end-of-day upload report. Please see Chapter 2 (page 3) for each carrier that lists domestic and international capabilities.

MAS 90 and MAS 200 Setup Hints When Using StarShip Link

- In Sales Order Setup Options, clear the checkboxes to print shipping labels and COD labels if you want them to be printed from StarShip instead of MAS 90 or MAS 200.
- Select the Enable Shipping checkbox, in order to see the Shipping Setup Options and Shipper ID Maintenance. These options are inaccessible when shipping is not enabled.
- Install StarShip in order to see the StarShip options section on the additional tab of Shipping Setup Options. This section of the setup is hidden when the StarShip Link is not registered.

Consulting Budget Estimates

Channel partners can expect to provide between six and 20 hours of on-site and telephone support for the installation, implementation, and follow-up for a basic StarShip system. This will vary depending on the number of carrier options the customer chooses to use, the number of required workstations to configure, and the technical and shipping knowledge of the customer.

Target Prospects

StarShip is designed for carrier shipments that originate within the continental United States and is not designed for shipping from a foreign country, or Hawaii and Alaska. In other words, if your client has multiple locations both inside and outside of the United States, only the locations within the continental U.S. can use StarShip.

Ideal candidates for StarShip will be companies that use one or more of the included shipping carriers to ship approximately 20 or more packages per day. A smaller company with limited staff may also wish to take advantage of the time-saving capabilities provided by StarShip and the StarShip Link.

CHAPTER 9

ORDERING OPTIONAL CARRIERS AND SERVICES

All StarShip optional carriers and services can be purchased directly from Best and are listed on the “Best Price List and Order Form.” When purchased with the original sale of StarShip, your Best packing list containing the StarShip order will also contain the part numbers for the options your customer has selected. (i.e., Airborne Express, USPS, etc.). The options key you will be given when you contact V-Technologies to register your software will also unlock the additional options you have purchased for this customer.

If one of your StarShip customers determines at a later date that they want to add another option such as the FedEx CAFE interface, you will need to order it from Best. Since there is no physical product to send to you at that time, Best’s internal system will send an e-mail confirmation to V-Technologies indicating that you have purchased an additional option for that customer and you will also be copied on the e-mail. Once you receive confirmation, call V-Technologies for a replacement option key. Depending on when this occurs and what option you purchase, you may also be instructed to download updated software from the V-Technologies Web site.

CHAPTER 10

CONTACTING CARRIERS AND ORDERING CARRIER- SPECIFIC SUPPLIES

There are a few occasions when it may be necessary to contact the shipping carriers directly, such as when you want to obtain a UPS shipper account number or you want carrier-specific certifications described on page 16. The most frequent reason to contact the carriers is to order carrier-specific supplies such as airbills and waybills. For supply orders, please contact the carrier's customer service department at their respective phone number listed below.

- UPS
U.S. Customer Service: 1-800-PICK-UPS (1-800-742-5877)
- FedEx
U.S. Customer Service: 1-800-Go-FedEx or (1-800-463-3339)
- United States Postal Service
Customer Service (contact your local Post Office branch)
Delivery Confirmation: 1-877-264-9693
- Airborne Express
U.S. Customer Service: 1-800-AIRBORNE (1-800-247-2676)
- Speedee
Customer Service: 320-251-6697

CHAPTER 11

APPENDIX

Implementation Checklist

- ❑ Obtain Clients UPS Shipper Number (for registration and option key codes)

Hardware:

- ❑ Verify Modem with analog phone line (if using UPS, FedEx Ground E-PDI, or USPS Delivery Confirmation)
- ❑ Install Thermal Label Printer (Eltron or Zebra) and thermal labels
- ❑ Electronic Scale – if using an existing scale, purchase the scale interface. A list of supported scales can be found at: www.vtechnologies.com/hardware.html
When purchasing a new scale through V-Technologies, the scale interface is included free of charge.

Carriers:

- ❑ **UPS –**
A modem is required for uploading shipment detail during end-of-day close.

Requires a thermal label printer for producing bar coded shipping labels (domestic).

For international shipments and waybills a dot-matrix printer are required.
- ❑ **FedEx Ground –**
If uploading shipment detail via E-PDI, contact FedEx to begin the testing/certification process.

A modem is required when uploading via E-PDI.

Requires a thermal label printer for producing bar coded shipping labels.

Requires a dot-matrix printer for printing to COD tags.

- ❑ **FedEx Express –**
Requires a dot-matrix printer for printing to airbills and waybills.

If the client wishes to interface to the FedEx CAFÉ or FedEx Server, contact the local FedEx representative to make sure quantity requirements are met.

- ❑ **U.S. Postal Service –**
If manifesting, contact your local Post Office for information on certification.

If using Delivery Confirmation, please see PS Form 5051-C located in the Appendices of the Essential Guide to StarShip Implementation.

A modem is required for uploading Delivery Confirmation detail during end-of-day close.

Requires a thermal label printer for producing bar coded Delivery Confirmation labels.

- ❑ **Airborne Express –**
Requires a dot-matrix printer for printing to airbills and waybills.

- ❑ **Spee-Dee Delivery –**
Requires a thermal label printer for producing bar coded shipping labels.