WorldShip® 2021

Integration Guide

This document describes how to upgrade to WorldShip 2021 when you have WorldShip integrated with other business applications. It also gives you information on the powerful features of integration in this latest release.

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 web download.

5. Follow the Post-Installation Integration Checklist.

Integrating WorldShip into Your Business

The 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.

Integration Features:

Import and Export of New Services – The Import/Export Wizard and the Connection Assistant support the import and export of the following:

- **Error Label Printing** – When there is a problem with a label during batch printing, WorldShip prints an error label that preserves the label sequence and details the problem.

- **Schedule Hazardous Goods** – UPS allows shippers who meet the requirements to ship Hazardous Materials. See your UPS account manager for information.

- **XML Maps** – Import and export Shipment data, Addresses, International Commodities and Freight Commodities from and to XML format.

- **ODBC Export Maps** – WorldShip supports two new ODBC export maps: Dangerous Goods and Charge Back Codes.

- **XML Import File Validation** – The validation tool validates XML import files based on the WorldShip schema.

- **Address Book** – The Company Display Name can be imported/exported. Import/Export any entry from your address book.

- **International Documentation** – The CN 22 Number can be exported, and the Movement Reference Number (MRN) can be imported/exported.

- **Freight Handling Unit** – The following can be imported/exported:
  - Description
  - Type
  - Units
  - Length
  - Width
  - Height

- **Freight Shipment Information** – The following fields can be imported/exported:
  - Drop-off at a UPS Location
  - Collect from a UPS Location
  - Drop-off Date
  - Drop-off Time
  - Collection Ready Time
  - Collection Location Closing Time

  The following fields can be exported:
  - Drop-off Facility Name
  - Drop-off Address
  - Drop-off Town/City
  - Drop-off County/Region
  - Drop-off Postcode
  - Drop-off Country
  - Drop-off Phone Number
  - Collection Facility Name
  - Collection Address
  - Collection Town/City
  - Collection County/Region
  - Collection Postcode
  - Collection Country
  - Collection Phone Number

- **Parcel** – The following can be imported/exported:
  - Dangerous Goods Emergency Contact Name
  - Dangerous Goods Emergency Phone Number
  - Dangerous Goods Transportation Mode
  - Pieces on Pallet

- **Packing List** – The following can be imported/exported:
  - Parcel ID
  - Good ID
  - Units in Parcel
  - Parcel List Memo

- **Shipment Information** – The following can be imported/exported:
  - Profile Name
  - Company Display Name
  - Label Printer ID
  - Invoice Printer ID
  - Report Printer ID
  - Dangerous Goods Printer ID
  - World Ease® Printer ID

- **User Forms** – The following can be imported/exported:
  - File Name
  - Form Type
  - Number of Forms

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.

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

2. Check Operating System and Service Pack:

The WorldShip upgrade requires that you have Windows 8.1 or Windows 10 to begin installation.

■ To identify which Operating System and Service Pack you have:
 – Click **Start** on the Windows task bar
 – Point to **Programs, Accessories** and **System Tools**
 – Select **System Information**

■ The Operating System version and Service Pack will display in the System Information window.

Memory recommendations:

■ Windows 8.1 (1 GB – 32-bit and 2 GB – 64-bit)

■ Windows 10 (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 in to Microsoft Windows operating systems has full PC administrative rights. If unsure, consult the computer technical support staff at your company. Due to security enhancements, Windows 8.1/Windows 10 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:

■ On Microsoft Windows 10:
 – Click **Start** on the Windows task bar
 – Point to **Programs** and **UPS**
 – Right-click **UPS WorldShip Support Utility**
 – Select **Run as Administrator**

■ On Windows 8.1:
 – In the **Start** window, right-click **UPS WorldShip Support Utility**
 – Select **Run as Administrator**

■ On Windows 10, in the Start window, click **All Apps**, then **UPS** and then right-click **UPS 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 **Home** tab, select **Archive/Restore** and then **Archive Shipments**.

■ In the Archive Shipments window, select **All Shipments**, or 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 when needed.*

■ Click **Done** when 100% is reached in the Archive Shipments window.

■ Click **Yes** in the window that appears requesting the database back-up to be performed.

5. Check for and disable anti-spyware, anti-malware and virus scanner software:

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

6. Check for Workgroup Set-up 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 needs for a WorldShip 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 the 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 task bar, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.

You are now ready to install. Use the web install *(https://www.ups.com/content/us/en/resources/techsupport/worldship/downloads.html)*. If you need information on how to upgrade/install, refer to the Support Guides section *(https://www.ups.com/worldshipsupport)*.

CAUTION: *Microsoft Windows 8/Windows 8.1/Windows 10 users please read below.*

At the completion of the WorldShip installation process, your PC will be required to reboot. After reboot, Windows 8/Windows 8.1/Windows 10 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 as follows:

■ On Microsoft Windows 10:
  – Click **Start** on the Windows task bar
  – Point to **Programs** and **UPS**
  – Select **UPS WorldShip**

■ On Windows 8.1:
  – In the **Start** window, click **UPS WorldShip**

■ On Windows 10, in the **Start** window, click **All Apps**, then **UPS** and then **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   – WorldShipCF.exe
  – WorldShipTD.exe   – upslnkmg.exe
  – wstdsupport.exe   – sqlservr.exe

■ Ports that may need Inbound and Outbound traffic access:
  – 80
  – 443

■ Configure the firewall software on the Workgroup Administrative workstation so the Workgroup Remote workstations can connect.
  – If you use the Windows 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 path should be included in the list of firewall exceptions.
    • Windows 8.1, Windows 10 – <Application Location path>\UPS\WSTD\WSDB\MSSQL12.UPSWS2014SERVER\MSSQL\Binn\sqlservr.exe

Note: *The X in MSSQL.X may vary based on the number of instances installed on the system.*

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. All printer drivers are pre-installed with WorldShip.

Support Guides

WorldShip provides a User Guide, Installation Guide and Shortcut Guide in PDF format on *ups.com*.

To view or print these documents, install the free Adobe® Reader® software from *adobe.com* and then follow these steps:

1. Go to *https://www.ups.com/worldshipsupport.*

2. Under WorldShip Resources, select **User Guide**.

3. View and print the documents as needed.