



## ShipRush for DHL Printed Documentation

**Note:** This PDF manual is an automated conversion of the ShipRush® help file. Some formatting has been lost. The on-line help file at [www.zfirm.com](http://www.zfirm.com) is updated regularly, and offers correct hyperlinks and cross references. At [www.zfirm.com](http://www.zfirm.com), the help file is also full text searchable.

This PDF is offered for convenience only. It may contain errors and omissions as a result of the conversion process. Pop-up explanations and hyperlinks do not translate well to the printed page.

At over 110 pages, it cannot be manually verified against the on line help file document.

**The on-line document is the authoritative ShipRush documentation source. Use this PDF at your own risk. Z-Firm is not responsible for omissions and inaccuracies in this PDF document.**

Thank you for understanding.



# **ShipRush for DHL Printed Documentation**

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# The Basics

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## ShipRush in Two Minutes

ShipRush is about 'cutting the clicks.' In the ShipRush world, shipping morphs from a stand alone, probably painful, process, to part of your normal workflow, in your normal line-of-business software.

Instead of shipping being an 'island' of dedicated software and carrier web sites, ShipRush brings shipping into the software you use all day every day. ShipRush integrates into the workflow you already use in your accounting or contact management system.

At the heart of ShipRush is tight integration with your existing core software system, like:

- Accounting: Such as QuickBooks
- CRM/Contact Management: Such as Outlook
- Any Access or SQL type database using ShipRush for ADO

For every shipment, address data flows from your core software into ShipRush. **There is no cut-and-paste**, no import-export, and no hand-keying. It is automatic and instant. Tracking numbers, cost, and tracking URL's flow from ShipRush back into your core application. Again, this is automatic and effortless.

This way all the information is saved in your core application, all the time.

### What is ShipRush' Workflow?

The workflow is based on the core application in use. With accounting systems, the shipping workflow is based on a sales- or purchase-related document such as an invoice, sales order, or purchase order. With POS it can be the order entry screen or the built-in shipping queue (if applicable). With contact managers and CRM it is based on the contact record.

Developers can use the [ShipRush SDK](#) and ShipRush ADO to integrate ShipRush into custom applications, or into custom workflows based on any application.

### Don't Let The Documentation Scare You!

Shipping is tedious. Years of engineering and the experience of thousands of shippers have gone into making ShipRush an easy to use system that helps make the most of your time each day. You may well never read the product documentation, but you may be surprised at the hidden features that lurk just under the surface. Be sure to start with the [Basics of Shipping](#).

## What's New in ShipRush

### New in v4.7:

- New Direct ADO connection option to 'roll your own' integration to a host database (includes bar code scanner support)
- AutoShip template support
- Much faster Full Text Search in View Shipments (requires build 1853 or higher)
- Over a hundred general fixes and performance enhancements since v4.5

**ShipRush v4.5** is a major new release with several new areas of functionality and hundreds of new improvements. Here are some of the new improvements if you are familiar with ShipRush v2 or v3:

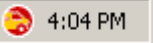
### General Features:

- New, enhanced main screen that surfaces all major functions
- Support for additional scale models including USB scales
- Support for USB based thermal printers (such as the Zebra LP2844)
- [Custom email notification](#) engine--get control over the email that is sent
- [Customizable ShipRush menu](#)
- Improved Search feature to find shipments easily
- [Template control](#) for shipment settings
- Multiple-profile support for [Drop Shipping](#)
- Improved label margin control
- Wider range of shipment defaults
- Support for configured proxy servers
- Smaller, lighter installation (no MSDE installation or overhead)

## The Basics of Shipping

The easiest way to understand ShipRush is to follow a shipment from start to finish. (There is a lot more to ShipRush, but this will get us started.)

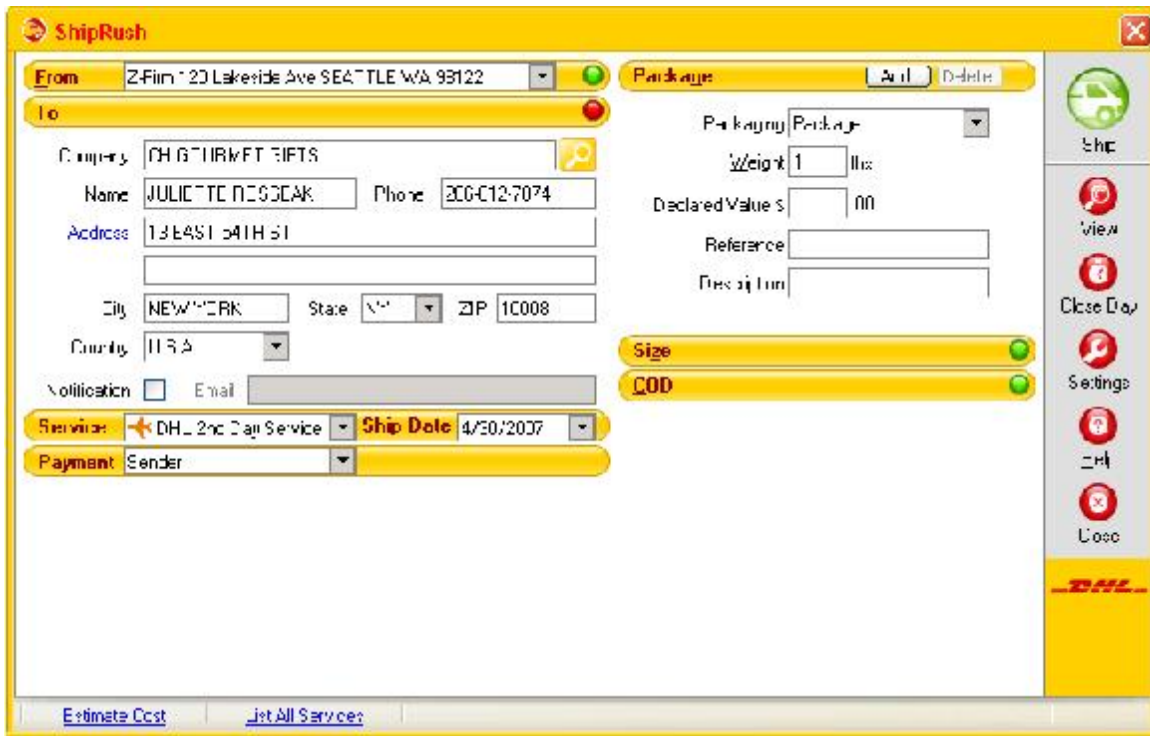
To see this as a short video in the accounting, POS or contact manager you use, [click here](#).

To start ShipRush for the first time for the day, find ShipRush in the Windows Start menu. ShipRush starts and jumps down to the Windows System Tray (in the bottom right of the screen): 

We start by going to the contact record, invoice or sales order in our core application.

Then we double click on the ShipRush icon in the system tray:

ShipRush pops up:




Select the desired shipping options (shipping service, weight, value, etc.)

Press Ship 

The shipping label prints, and the tracking details are logged to the contact record or accounting document.

Done for the day!

 Hint: The **F10** key presses the Ship button, and the **F8** key verifies the Ship To Address

Next: The ShipRush Shipping Form

## Top Ten Tips for Shipping

1. Make sure that the address information in the '**core**' system (your accounting / POS / contact manager) is up to date and correct.
2. Keep phone numbers and email addresses in your core system so that ShipRush can automatically send shipment notifications to the recipients.
3. Remember to use the shipment reference line to say something about the shipment. E.g. 'invoice 1234' or 'sample kit of widgets.'

This reference gives the label meaning. Ideally, it is the order number, invoice number, or description of the shipment contents. Remember that in ShipRush history, the full text search function searches this reference, making shipments easy to find (if they have a useful reference!) Having a useful reference 'liberates' the label, because anyone who looks at the label (or the parcel it goes on) now has a clue about the shipment without having to ask.

4. Generate labels 'up front' in the work flow whenever possible. Keeping the computer work at the front of the process (for example when an order is keyed into the accounting system) smooths the work flow and reduces the need for a computer down in the shipping area.
5. If you have standard packaging or items that you send frequently, use AutoShip templates to speed through the process.
6. [Use a thermal label printer](#), not a laser printer. Or use peel-and-stick label stock in a laser printer. Plain paper labels cause more work down stream to actually affix the label to the parcel. Peel and stick labels save you time.
7. Each week, [export the week's shipping history](#) to a PDF or xls file and save it to a directory for the book keeper. Don't leave it to the book keeper to ask for the information, just send it proactively to the book keeper (fewer questions means more productivity!).
8. Democratize shipping if appropriate. If user Joe is delegating shipments to user Jack, perhaps it is useful to set up Joe with ShipRush so he can process the shipments himself (and set the shipment reference to something useful). This way Jack can simply grab the labels off the printer and handle them. In many cases, cutting delegation increases efficiency.
9. Use the shipping history created by ShipRush. If a customer calls, or you need to look up 'did we ship to this customer?' look in the accounting or CRM system. ShipRush saves shipping history there for exactly this reason. Only in exceptional cases should the shipping clerk be bothered with a 'what is going on with shipment X' kind of question.
10. Tie ShipRush to custom systems, or systems ShipRush lacks 'out of box' support for. Use either ShipRush ADO or the [ShipRush SDK](#) to automate your process.

## Shipment Templates

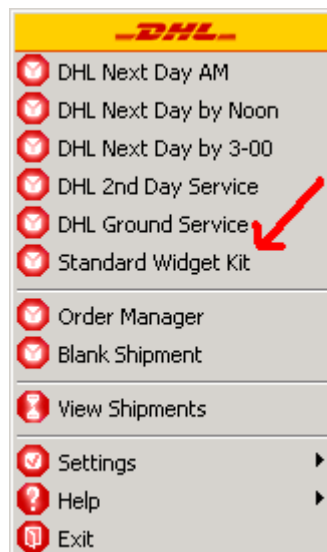
Usually when you open ShipRush, the address is set from the accounting or CRM application. But everything else is empty, needing your attention.


At a minimum, you can just set the service and weight and press Ship. That works.

If you want to save popular shipments to have at your fingertips, use the Template feature. This lets you dial up just about everything about the shipment (dimensions, weight, reference, etc.) and save it as a template. The template is then automatically on the ShipRush System Tray Menu.

To create and use a template:

1. Pop up the ShipRush shipping form.
2. Enter the information you want to save with the template (e.g. package dimensions, weight, shipping service, shipment reference, etc.).
3. Click on the ShipRush system menu (the icon at the top left of the shipping form).  
Select Save Template
4. The Template Sections screen will appear. Leave the selections at default.
5. Save it to the appropriate directory:  
"C:\Program Files\Z-Firm LLC\ShipRush v5\MENU\MENU\_DHL\"
5. Now restart ShipRush, and the new template will appear on the System Tray menu:



 Remember, new and changed templates in the \MENU\ directory structure will not show in the ShipRush menu until ShipRush is restarted.

Next: Learn about AutoShip templates or [customizing the ShipRush Menu](#).

## Getting Help

ShipRush support is available in several places and forms:

The [ShipRush Community Forums](#). Come and ask questions, post screen shots, or just 'lurk.'

Product documentation at [www.zfirm.com](http://www.zfirm.com). In the Support area, the Product Documentation is updated regularly, and may be more up to date than the help file that came with ShipRush.

Knowledge Base at [www.zfirm.com](http://www.zfirm.com). In the Support area, the Knowledge Base is a great place if you are getting an error or have an advanced question that is not covered in the help file. If there is an error number, enter just the number. If there is no number enter a few words. The Knowledge Base is updated on an ongoing basis.

Z-Firm Technical Support. Need an expert on the line? Give us a call. There is a fee for phone support after the initial installation period.

# Getting the Most out of ShipRush

## Finding Shipments

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*To access this screen:* Open the ShipRush System Tray menu and select View Shipments. Or: Select View from the main ShipRush screen.

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After processing the shipment itself, the most needed function is to track. Tracking just needs the tracking number, and that is in the accounting or CRM application.

There are a few ways to look up a past shipment in ShipRush:

1: By date. If you know when the shipment was processed, you can set the View Shipments list to any date (or date range) to see the shipments.

2: By recipient Company, Contact, Reference or Tracking Number.

To search by date:

1. Select View Shipments on the ShipRush screen or menu
2. Press the Date Range button
3. Enter the desired date range

Once the list is on screen, the Report option can be used to make a print out or PDF, or spreadsheet of the results.

To search by recipient:

1. Select View Shipments on the ShipRush screen or menu
2. Enter the reference, contact or company into the Search box and press <enter>

Note that when using the Search option it searches across all shipments, not just the current date range.

Next: More detail about shipping history.

## Reporting

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*To access this dialog:* Open the ShipRush System Tray menu and select View Shipments. On the main ShipRush screen press View.

---

ShipRush reporting lets you view or print a record of what has been shipped. The report can be printed or saved to disk (as a PDF, Excel spreadsheet, or other format).

To create a report, take these steps:

1. Select View Shipments on the ShipRush menu, or Press View on the ShipRush main screen
2. By default the report is for shipments from today. To change this:
  1. Press the Date Range button
  2. Enter the desired date range

Once the list is on screen, press the Report button and the report is previewed to the screen.

At this point, the report can be printed to a printer, or exported to an XLS (Excel workbook), Acrobat PDF, or other format.

## Printing Labels on a Thermal Printer

Thermal label printers give a real productivity boost if you ship more than 10 parcels a day. Thermal printers provide an easy to use peel-and-stick label that goes on just about any parcel (and express letter).

In many cases the shipping carrier will provide the label stock at no charge, so the only real hurdle is getting the label printer itself. Several models of printer are supported, including these:



### Supported Zebra / Eltron EPL Models:

- Eltron / Zebra Orion
- LP2844 (via parallel port and USB)



Note: eBay is a good source for a used thermal printer for a reasonable price (often under \$100).

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It is not supported to attach a thermal printer to a serial port.

Next: [Installing a thermal printer](#).

## Using Return Services

Return services allow you to use the carrier as your personal courier to pick things up and return them to you. There are two types of return service:

**Call Tag:** In this case, a driver from the carrier will go to the site with a return label in hand to pick up the package for you. The courier picks up the parcel, puts the label on it, and drives off.

**Email Label:** In this case, a return label is emailed to the site. It is the recipient's job to print the label, put it on the parcel, and get the parcel into a drop box or into a courier's hands. (Also note that the label needs to get past the recipient's spam filter, as it is sent as email from the carrier.)

**Print Return Label:** This will cause ShipRush to print a return label that you can include with a shipment. For example, perhaps the shipment is for a spare part, and the recipient should return the old part to you. The return label makes it easy for the recipient to return the old part to you.

Return services are perfect for:

- Product returns
- Reclaiming mistakenly shipped items
- Recovering equipment from sites that do not have their own shipping accounts
- Retrieving items from home office workers
- Swapping parts

To process a return shipment, follow the usual steps:

1. Go to the contact record or accounting document for the contact that will send the item back to you
2. Pop up ShipRush

Invoke ShipRush

Then click on either of the direction arrows in the upper left:

This flips the shipment into a return service shipment:

Simply select the type of return service, enter in the reference, and press Ship.



Note, for call tags and email return labels **no label will print**. This is normal. The shipment is uploaded to the carrier but nothing prints in your office.

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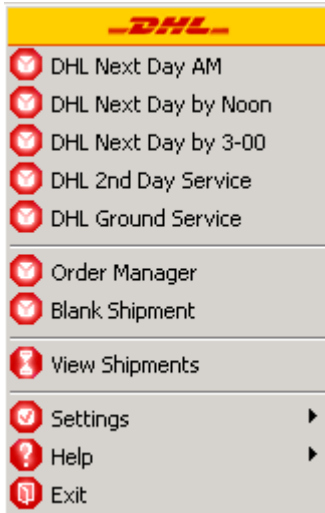
Hint: Return Services can be used for more than returning items to you. These services can be used for shipments 'from' and 'to' third parties. Simply adjust the Pickup From and Deliver To addresses in ShipRush to have the carrier handle the shipment from 'anywhere' to 'anyone.'

Next: More about Return Services (aka Call Tags)

## Customize the ShipRush Menu

The ShipRush system tray menu can be customized to have only the options you need. You can remove stock options, and create your own [custom shipping templates](#) and add them to the menu.

Here is the standard menu:




The area that can be customized is the top block:



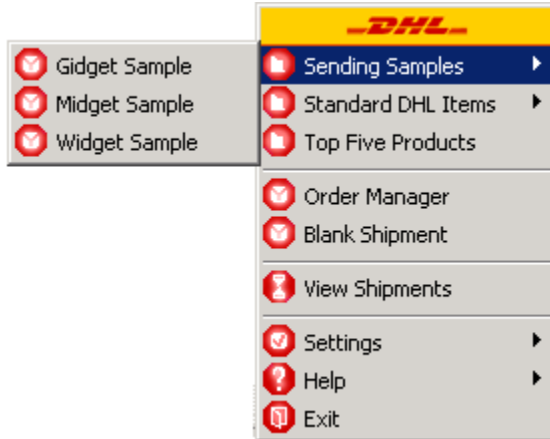
This area of the menu is controlled by the contents of this directory:

"C:\Program Files\Z-Firm LLC\ShipRush v5\MENU\MENU\_DHL\"

 Note that ShipRush needs to be restarted to see the changes you make to this directory.

By modifying the contents of this directory, you can create your own ShipRush system, with just the options you need. You can even create subdirectories under this directory to make a cascading menu that works just the way you want it to. For example:

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This is done by creating subdirectories under

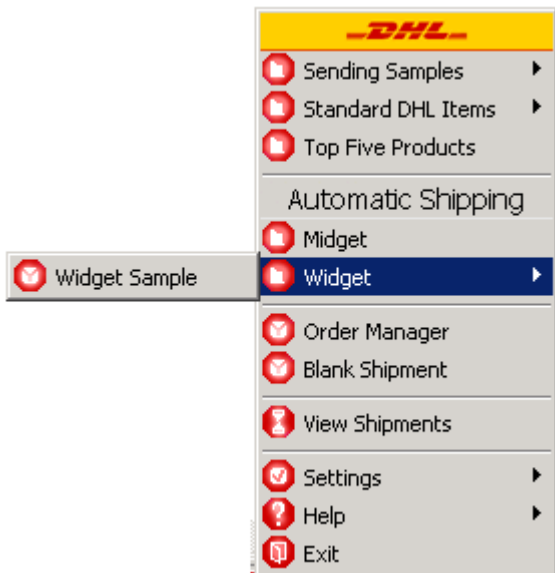
"C:\Program Files\Z-Firm LLC\ShipRush v5\MENU\MENU\_DHL\"

like this:

\Sending Samples\	(Gidget Sample, etc. templates are saved here)
\Standard Items\	(The stock ShipRush templates are moved here)
\Top Five Products\	(Other templates are saved here)

The same can be done for AutoShip templates by creating the appropriate structure under the \MENU\AutoShip\ directory:

"C:\Program Files\Z-Firm LLC\ShipRush v5\MENUMENU\_DHL\"



Next, learn how to Customize the Windows Start Menu



## Custom Email Notification

Everyone likes to get an email telling them a package is on the way. The email alerts us that something is coming, and it even has the tracking number in it, so we can see the package on the way to us (or can figure out who signed for it when we can't find it!).

The Notification option on the ShipRush screen tells you where the email notification will be sent. Up to three email addresses separated by semicolons (;) can be entered here.

By default, this email will come from the shipping carrier, and will be their standard template. However we can change this in ShipRush settings so that ShipRush itself will send the email. If ShipRush sends the email, it gives us full control over the text that is sent.

There are a couple of steps to create our own notification.

First, in settings, set ShipRush to send the notification:

Then create the template by pressing the ... in the Notification Templates area:

Just type your message in the Template area, and double click on the fields at right to add them to the template.

Save the template.

The next step is to configure ShipRush to send mail itself. The easiest way to do this is to open your Outlook mail settings and find the settings for your SMTP server. Copy those settings to this area in ShipRush settings:

 The SMTP server is what email software uses to send mail. If you do not know your SMTP setting, open the mail server configuration in Outlook (or whatever application you use for email). If this does not provide enough information, contact the documentation or help desk at your Internet Service Provider (ISP). They will know how to configure the SMTP setting. (Note that Z-Firm will not know how to set this, as it is dependent on the ISP).

# Working with Shipments

## Deleting & Reprinting Labels

To access this dialog: Open the ShipRush System Tray menu and select View Shipments or press View on the main ShipRush screen.

The Reprint and Delete buttons can be used to reprint a label or to delete a shipment that will not actually be sent.

First select the shipment by clicking on it on the list.

Then press the Reprint or Delete button



## Shipping Manifests

A hard copy printed list of shipments is the shipping manifest. The manifest is the list of all the packages the driver is picking up at one time. ShipRush for DHL does not create a driver manifest, as all shipment data is transmitted to DHL every time you press Ship.

From DHL's perspective, it is not necessary to do an End of Day process in ShipRush. However it may be useful to keep a list of shipments on a per-day basis on hand.

**Shipping reports:** These are for your internal use, for billing reconciliation and record keeping. These can be printed any time from the View Shipments area of ShipRush, for any date range.

Next: [Reports](#)

## Drop Shipping

Drop shipping is when your firm ships on behalf of others. There are two main models for this kind of business:

### **Billed to Your Account**

Shipping charges are billed to your shipping account. But you want the From information on the label to reflect the firm on whose behalf you are shipping. Meet this need with ShipRush Profiles. Simply create a profile for each needed From address block.

### **Billed to Customer Accounts**

In this model, shipping charges are billed directly to customer shipping accounts. ShipRush allows this to be handled two ways. Pick the method best for you.


#### **Third Party Billing**

ShipRush maintains a list of recently used third party billing accounts. Select Third Party Billing and press the lookup button . This will list recently used third party billing information.

#### **Direct Billing**

If your customers allow it, their shipper information can be added directly to your ShipRush system to use as Ship From information. To use this option, go into Settings and press Add Account. Enter the account information. This way you can have an entire kit of From information that sets the label and billing account in one step.

The new account(s) will be listed in the From list on the shipping form.

 Note that the From address should always reflect the physical address where the shipment originates. This is important in case of lost, damaged, or undeliverable shipments. The company and contact information can be set to reflect the party on whose behalf the shipment is sent.



# Setting up ShipRush

## System Requirements

### PC & Operating System

ShipRush requires a Pentium II PC of at least 700 mhz. The display needs to be 1024x768 or higher. The following operating systems are supported:

- Windows Vista and Vista x64
- Windows XP and x64
- Windows 2003 Server and x64
- Windows 2000 (all flavors)
- Windows2000 & Windows2003 Terminal Server (please click for important information)

There should be at least 256MB of RAM and 100MB of free disk space to install ShipRush. There should be at least 200MB of free disk space for ongoing use.

### All Systems: Internet Access

ShipRush requires an internet connection. The internet connection can be via dialup, DSL, Cable Modem, T1, or other similar. Click here for required access and firewall details.

### Printer

ShipRush must be able to print clean bar codes on the shipping label. Peel and stick label stock can be used in thermal label printers and also in laser printers. Plain paper can also be used in laser printers. ShipRush supports laser printers, and [thermal label printers](#).

### Electronic Scale

An electronic scale is optional, but really nice!

### Supported Contact Manager & Accounting Systems:

- An eBay Seller Account
- PayPal merchant account
- QuickBooks (all flavors, including Pro, Enterprise, Premier) 2004, 2005, 2006, 2007, 2008
  - QuickBooks Enterprise versions v5, v6, v7, v8
- Microsoft Outlook2000 & 2002 (aka XP), 2003 and 2007 (with or without an Exchange server)
- Most any ODBC or SQL database using an ODBC or ADO query

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- Your Custom application using the [ShipRush SDK or Web Service](#)



Note, the contact manager or accounting system should be installed and operational before installing ShipRush.

### **A Shipping Account!**

Lastly, you need a DHL shipper account. If you need an account, visit [www.dhl-usa.com](http://www.dhl-usa.com) to open an account.




**An account is required to install ShipRush. Please do not attempt to install ShipRush until you have a DHL shipper account.**

**DHL @Home Service:** Note that to use the @Home service requires a special DHL account. In most cases, ShipRush is configured with two DHL accounts: Your regular DHL account and special @Home account.

Contact DHL Sales to open an account for @Home shipping.

Next: [Running ShipRush Setup](#)

## Running Setup

 New ShipRush users of the systems listed below should prepare their systems prior to installing ShipRush. Click the appropriate link for information:

- [QuickBooks](#)
- Peachtree
- Microsoft RMS

### **Start the ShipRush Installer: New and Upgrade installations**

The ShipRush program is packaged in an installation file that you download or receive on CD-ROM. If you downloaded this file from the internet, you were prompted for a folder to save the file to. Using Windows Explorer, navigate to the downloaded file and double click on it.

If you have ShipRush on CD-ROM, navigate to the ShipRush folder, and double click on the file to start the installation.

ShipRush will automatically install itself, and will upgrade versions 4.x and 5.x automatically.

Next: [The Installation Wizard](#).

## The Setup Wizard

The wizard will prompt you for:

- Your contact manager/accounting program. (**Note:** The contact manager or accounting system should be installed and operational before installing ShipRush.)
- Whether ShipRush is in a multi-user or single-user environment
- Your shipper account and shipper information (such as ship from address, etc.)
- Your printer type and name. This is for printing shipping labels. (If you use an Eltron label printer, please [see the documentation](#) on the subject.)

ShipRush will automatically install itself, and will upgrade versions 4.x and 5.x automatically.

When done with the wizard, you are ready to ship. Start ShipRush and it will be in your system tray. Then simply go to the desired contact in the contact manager, and select the shipping method from the ShipRush system tray menu.

QuickBooks users should take a minute to [prepare QuickBooks](#) before using ShipRush.

## Configuring for your Software

The following systems require setup to use with ShipRush:

- Peachtree
- Microsoft RMS


Other systems require no configuration to use ShipRush:

- ACT!
- eBay
- PayPal
- GoldMine
- Microsoft Office Accounting
- Outlook
- [QuickBooks](#)
- SalesLogix
- Microsoft Great Plains / Small Business Financials

## **Accounting, POS, CRM & Contact Manager Integration**

## QuickBooks

### Overview of use with QuickBooks

 ShipRush should be running in the System Tray before shipping:


The steps are simple:

- a) Open a QuickBooks Invoice, Purchase Order, or Sales Receipt
- b) Select the customer
- c) [optional] Enter line items on the form
- d) Select the ShipRush shipping option from the ShipRush System Tray menu.
- e) Process the shipment
- f) Put the cursor into the QuickBooks form, and press Ctrl-V to paste in the tracking number.

Next: [Prepare QuickBooks for use with ShipRush.](#)

## Prepare Quickbooks for ShipRush

 This page discusses required setup in QuickBooks. **Please read it!**

 If you run QuickBooks on a network, you will need the password for the QuickBooks 'Admin' user.

There is more than one way to use QuickBooks, so there is more than one way to configure ShipRush with QuickBooks. Read over the ways that QuickBooks can be used and select the link to get the scoop.

- If you enter the Ship To address *on the invoice or sales order in QuickBooks*, [click here](#).
- If you **save** the Ship To address **with the customer record** in QuickBooks, [click here](#).
- If you run a QuickBooks **Basic Edition**, or any edition of QuickBooks that is 2001 or earlier, [click here](#).

Optional Settings:

- Configure automatic Tracking Number Write Back.
- Automatically [set the shipment reference](#) to an invoice or PO number.
- Ship from [Purchase Order screens](#).

## Prepare QuickBooks for Screen Mode


This page is for users of:

- QuickBooks Basic Edition: Any year version 2001-2006
- QuickBooks Pro: 2001
- QuickBooks Pro / Enterprise 2002-2006 who enter ship to addresses on the invoice or sales order screen


Setup Steps:

1. Go into ShipRush Settings
2. Select your QuickBooks version from the list:
  1. QuickBooks 2001 (any 'flavor' of QuickBooks)
  2. QuickBooks 2002-2005 Basic Edition
  3. If running QuickBooks 2002-2006 Pro / Premiere / Enterprise, select "Use Invoice / Sales Order - Hybrid Mode"
3. Optional: Set up QuickBooks for Write Back operation.
4. Done!

 QuickBooks should prompt you to 'Allow ShipRush as an integrated application.'

 Note that you **must** be logged into QuickBooks in **single user mode** as the QuickBooks 'Admin' user (not an admin-equivalent, but the actual 'Admin' user). Only in this way will ShipRush be given permission to access the QuickBooks system. Once added as 'Admin' any and all users can use ShipRush with QuickBooks.

### Optional: Modify QuickBooks Templates

 In earlier versions of ShipRush, this step was required. Starting with ShipRush builds 1080 and higher this step is now optional. The benefit is quicker ShipRush popup time in some cases.

The first step is to open the invoice template to customize it. (The steps for this vary slightly based on the version of QuickBooks you run.) Usually you can select Lists | Templates and then double click on the invoice (or sales transaction) template you want to modify.

In the Customize Invoice screen, go to the Header tab, and set it as shown below:

## ShipRush for DHL Printed Documentation

	Screen	Print	Title
Default Title	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Invoice
Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DATE
Invoice Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	INVOICE #
Bill To	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BILL TO &3
Ship To	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SHIP TO &4

1 The Ship To can be optionally set to also print (it must be set for screen)

1 Note the &3 and &4!

Now when you open an existing invoice, or create a new invoice, the screen should look similar to this:

ITEM	QUANTITY	DESCRIPTION	RATE	WEIGHT	AMOUNT	Tax

You are now ready to use ShipRush with QuickBooks.

1 Note that addresses need to be formatted properly to function (most sites already use one of these formats).

Next: [Optional Setup Steps](#)

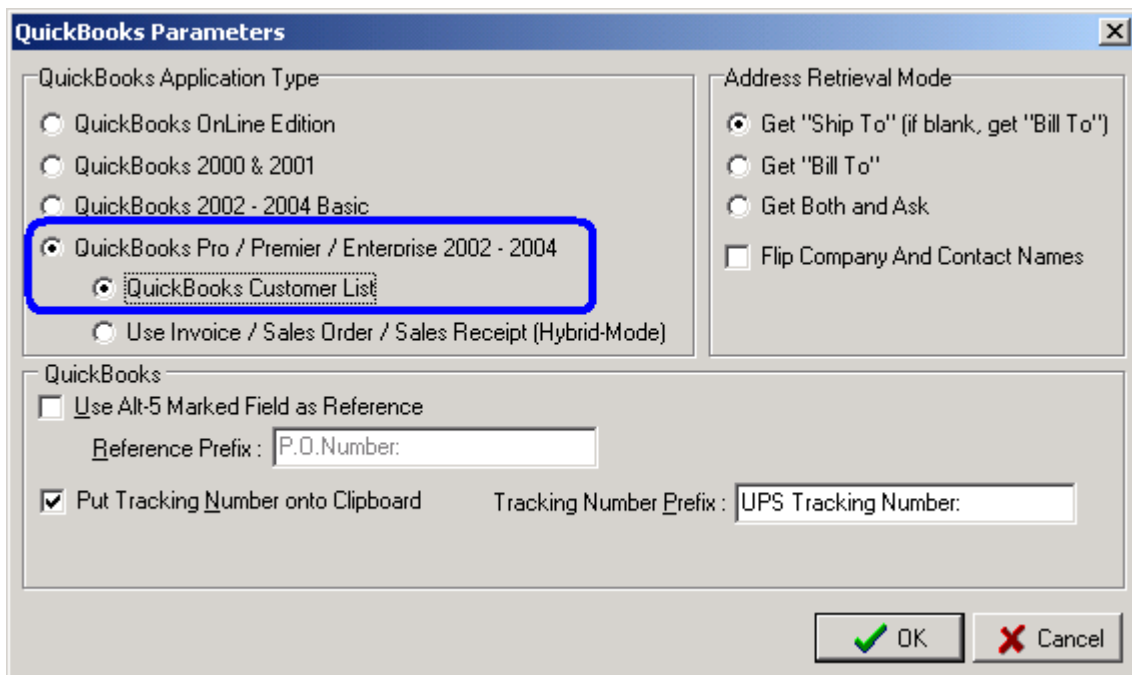
## QuickBooks Database Mode


This page is for users of:

- QuickBooks Pro / Premiere / Enterprise 2002-2006 when the Ship To is part of the QuickBooks Customer record


Setup Steps:

1. Go into ShipRush Settings
2. Select you QuickBooks version from the list:



 Note: If you enter the shipping address on the Invoice / Sales Receipt form(s), this option will not work properly. [Use Screen Mode instead.](#)

 QuickBooks should prompt you to 'Allow ShipRush as an integrated application.'

 Note that you **must** be logged into QuickBooks in **single user mode** as the QuickBooks 'Admin' user (not an admin-equivalent, but the actual 'Admin' user). Only in this way will ShipRush be given permission to access the QuickBooks system. Once added as 'Admin' any and all users can use ShipRush with QuickBooks.

Optional: Set up QuickBooks for Write Back operation.

## ShipRush for DHL Printed Documentation

Next: [Ship!](#)

## QuickBooks Optional Setup

### Quick List:

- [Automatic Tracking Number Write Back](#)
- [Ship To Address Not Always Used](#)
- [Adding QuickBooks order number to shipment](#)
- [Shipping from the Purchase Order screen](#)

### Writing Tracking Number to QuickBooks Form

By default, when you ship the tracking number is automatically placed on the Windows clipboard. Simply click into the QuickBooks document (like into a blank line item on a Sales Order) and press ctrl-v to paste it in. No customization of QuickBooks is required to use this method.

Automatic write back to the QuickBooks form can be enabled by taking two steps:

1. Customizing the QuickBooks template (the invoice or sales order template)
2. Setting the appropriate option in ShipRush

For steps click here.

### Ship To Address Not Always Used

If you sometimes leave the Bill To or Ship To blank, or want to choose between the two, change the Address Retrieval Mode to "Get Both and Ask"

If you need ShipRush to flip the company and contact due to how the data is entered into QuickBooks, place a checkmark on "Flip Company and Contact Names"

These options are set in Settings.

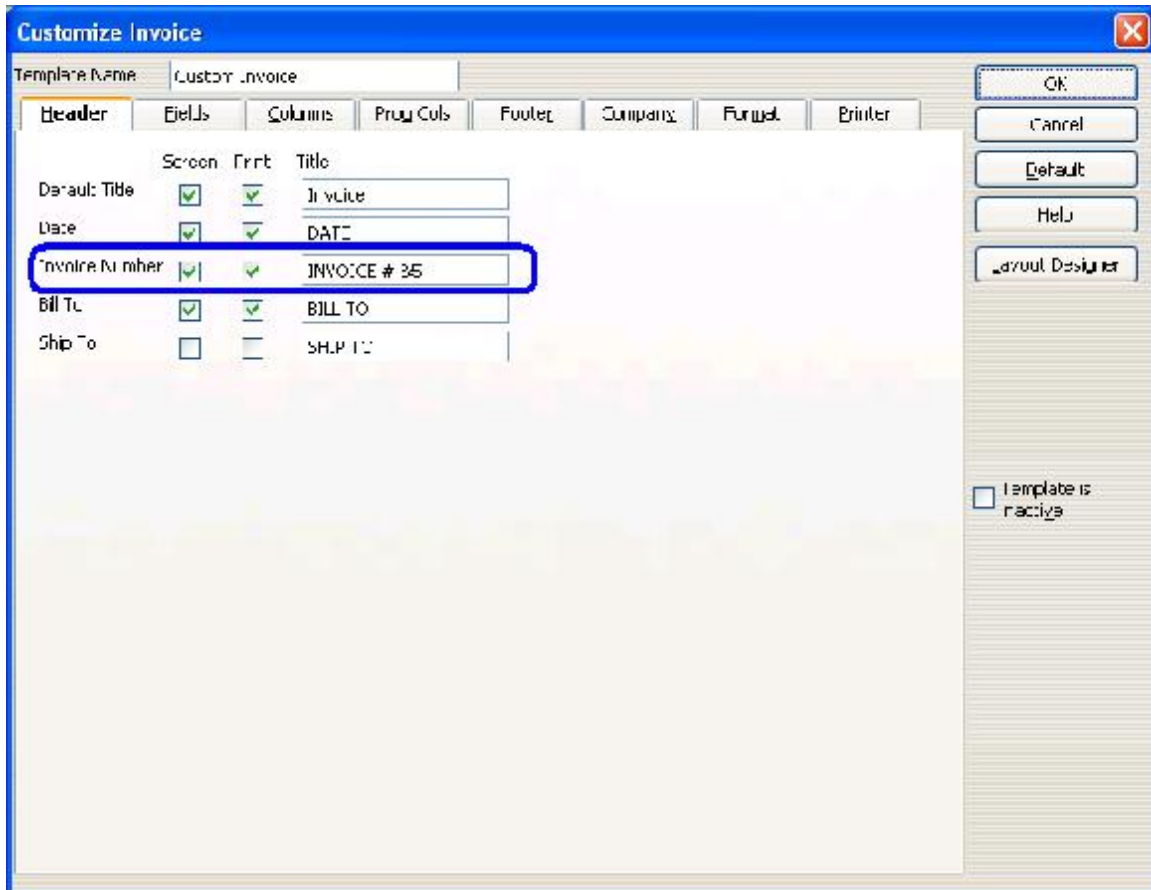
### Adding QuickBooks Order Number to Shipment

Need the QuickBooks order number or invoice number on the shipment? This can be done with a small modification to the QuickBooks template.

The &5 option may be used if you wish to pull the Invoice # or PO # from QuickBooks automatically. Modify the appropriate QuickBooks templates and add &5 and/or &6 to the Invoice or PO field. In ShipRush Settings enable the option in ShipRush under "Use Alt+5 marked field as First Reference." Do remember to add &5 to all the appropriate templates in QuickBooks (the ones that you ship from).

## ShipRush for DHL Printed Documentation

Here we have added &5 to an invoice form.



### Shipping from the Purchase Order screen

If you plan to ship from the Vendors area and Purchase Orders, you will need to add &8 to the date field of those templates used for Purchase Orders. No additional setting is required in ShipRush, other than what you've already set for use with QuickBooks.

Next: [Start shipping!](#)

# ShipRush Reference

## Acknowledgements

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Help file version: 6.0 \$Change: 24608 \$ DHL SHIPRUSH

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## Accounting, POS, CRM & Contact Manager Integration

### Alphabetized Topic Index

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Bar Code Reference

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COD Shipments  
Connecting to Server  
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ShipRush ADO: Fields Reference  
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Windows Terminal Server

## QuickBooks

### Overview of use with QuickBooks

 ShipRush should be running in the System Tray before shipping:


The steps are simple:

- a) Open a QuickBooks Invoice, Purchase Order, or Sales Receipt
- b) Select the customer
- c) [optional] Enter line items on the form
- d) Select the ShipRush shipping option from the ShipRush System Tray menu.
- e) Process the shipment
- f) Put the cursor into the QuickBooks form, and press Ctrl-V to paste in the tracking number.

Next: [Prepare QuickBooks for use with ShipRush.](#)

## Prepare Quickbooks for ShipRush

 This page discusses required setup in QuickBooks. **Please read it!**

 If you run QuickBooks on a network, you will need the password for the QuickBooks 'Admin' user.

There is more than one way to use QuickBooks, so there is more than one way to configure ShipRush with QuickBooks. Read over the ways that QuickBooks can be used and select the link to get the scoop.

- If you enter the Ship To address *on the invoice or sales order in QuickBooks*, [click here](#).
- If you **save** the Ship To address **with the customer record** in QuickBooks, [click here](#).
- If you run a QuickBooks **Basic Edition**, or any edition of QuickBooks that is 2001 or earlier, [click here](#).

### Optional Settings:

- Configure automatic Tracking Number Write Back.
- Automatically [set the shipment reference](#) to an invoice or PO number.
- Ship from [Purchase Order screens](#).

### Prepare QuickBooks for Screen Mode


This page is for users of:

- QuickBooks Basic Edition: Any year version 2001-2006
- QuickBooks Pro: 2001
- QuickBooks Pro / Enterprise 2002-2006 who enter ship to addresses on the invoice or sales order screen


Setup Steps:

1. Go into ShipRush Settings
2. Select your QuickBooks version from the list:
  1. QuickBooks 2001 (any 'flavor' of QuickBooks)
  2. QuickBooks 2002-2005 Basic Edition
  3. If running QuickBooks 2002-2006 Pro / Premiere / Enterprise, select "Use Invoice / Sales Order - Hybrid Mode"
3. Optional: Set up QuickBooks for Write Back operation.
4. Done!

 QuickBooks should prompt you to 'Allow ShipRush as an integrated application.'

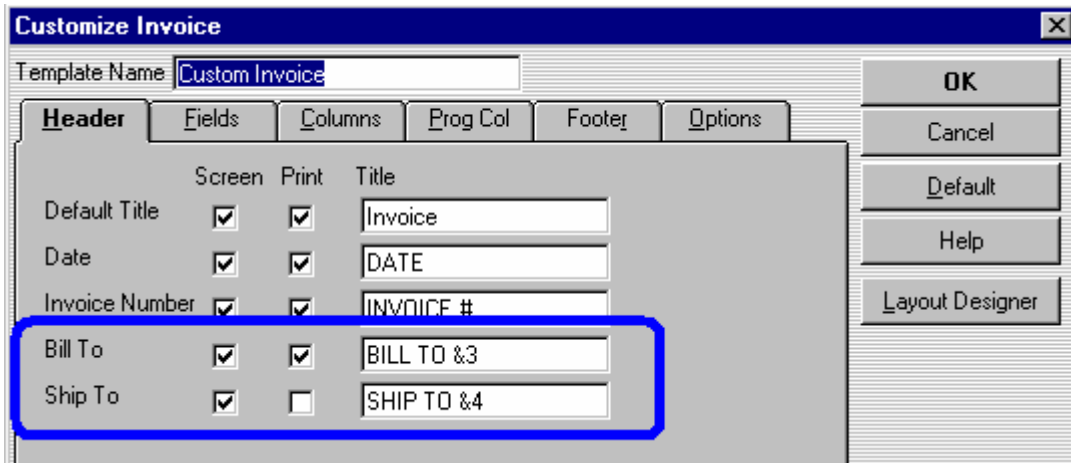
 Note that you **must** be logged into QuickBooks in **single user mode** as the QuickBooks 'Admin' user (not an admin-equivalent, but the actual 'Admin' user). Only in this way will ShipRush be given permission to access the QuickBooks system. Once added as 'Admin' any and all users can use ShipRush with QuickBooks.

### Optional: Modify QuickBooks Templates

 In earlier versions of ShipRush, this step was required. Starting with ShipRush builds 1080 and higher this step is now optional. The benefit is quicker ShipRush popup time in some cases.

The first step is to open the invoice template to customize it. (The steps for this vary slightly based on the version of QuickBooks you run.) Usually you can select Lists | Templates and then double click on the invoice (or sales transaction) template you want to modify.

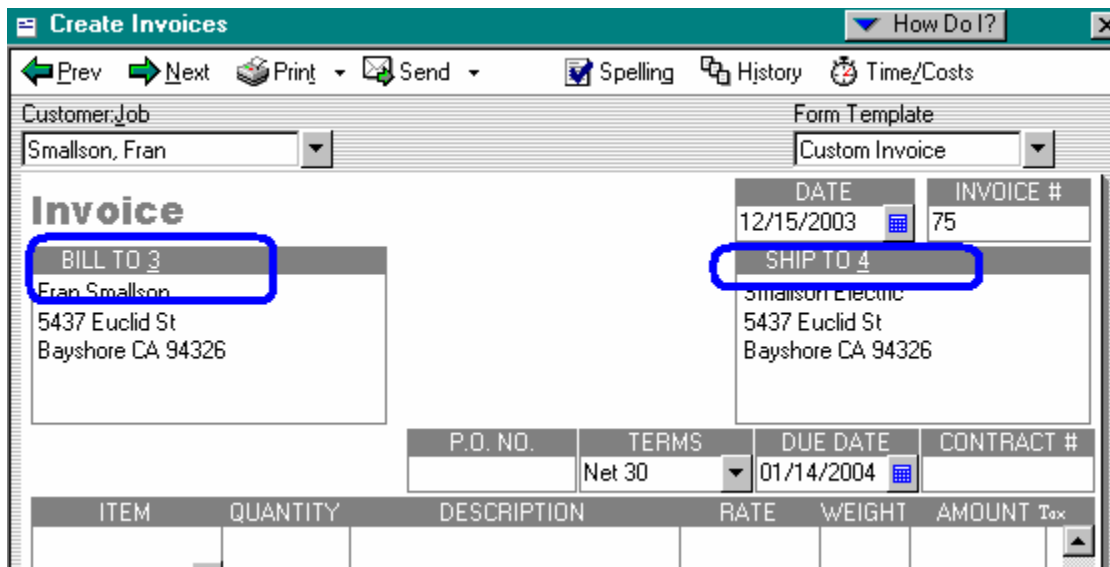
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The Ship To can be optionally set to also print (it must be set for screen)

Note the &3 and &4!

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You are now ready to use ShipRush with QuickBooks.

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Next: [Optional Setup Steps](#)

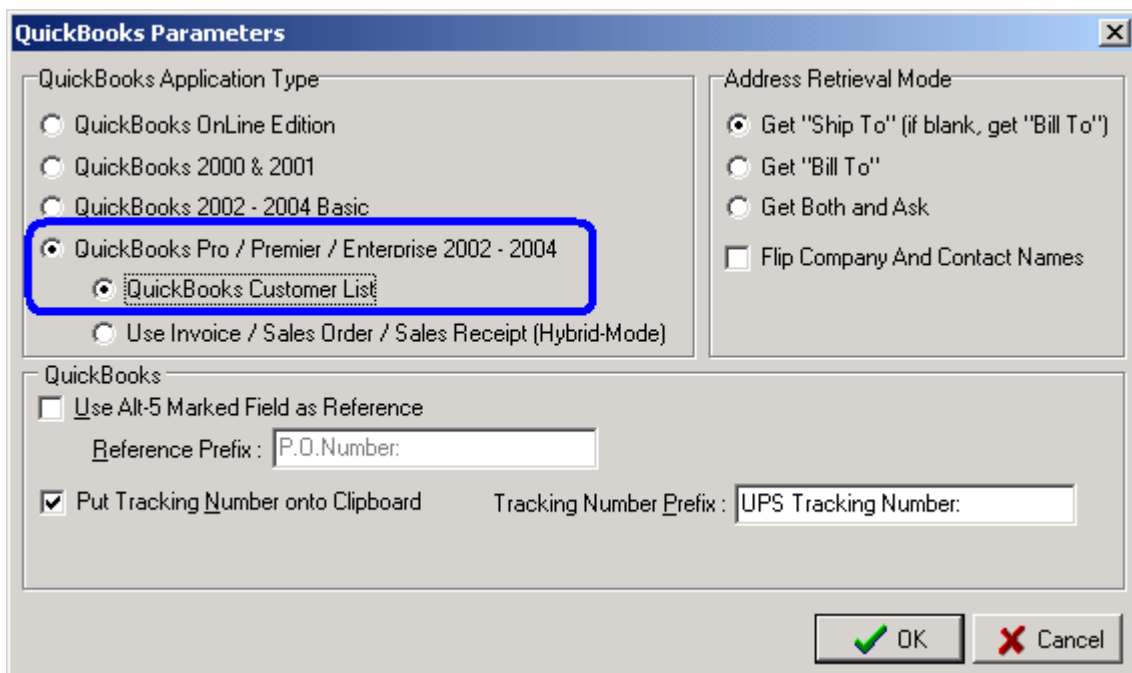
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This page is for users of:

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Setup Steps:

1. Go into ShipRush Settings
2. Select you QuickBooks version from the list:



 Note: If you enter the shipping address on the Invoice / Sales Receipt form(s), this option will not work properly. [Use Screen Mode instead.](#)

 QuickBooks should prompt you to 'Allow ShipRush as an integrated application.'

 Note that you **must** be logged into QuickBooks in **single user mode** as the QuickBooks 'Admin' user (not an admin-equivalent, but the actual 'Admin' user). Only in this way will ShipRush be given permission to access the QuickBooks system. Once added as 'Admin' any and all users can use ShipRush with QuickBooks.

Optional: Set up QuickBooks for Write Back operation.

Next: [Ship!](#)

## QuickBooks Optional Setup

### Quick List:

- [Automatic Tracking Number Write Back](#)
- [Ship To Address Not Always Used](#)
- [Adding QuickBooks order number to shipment](#)
- [Shipping from the Purchase Order screen](#)

## Writing Tracking Number to QuickBooks Form

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## Ship To Address Not Always Used

If you sometimes leave the Bill To or Ship To blank, or want to choose between the two, change the Address Retrieval Mode to "Get Both and Ask"

If you need ShipRush to flip the company and contact due to how the data is entered into QuickBooks, place a checkmark on "Flip Company and Contact Names"

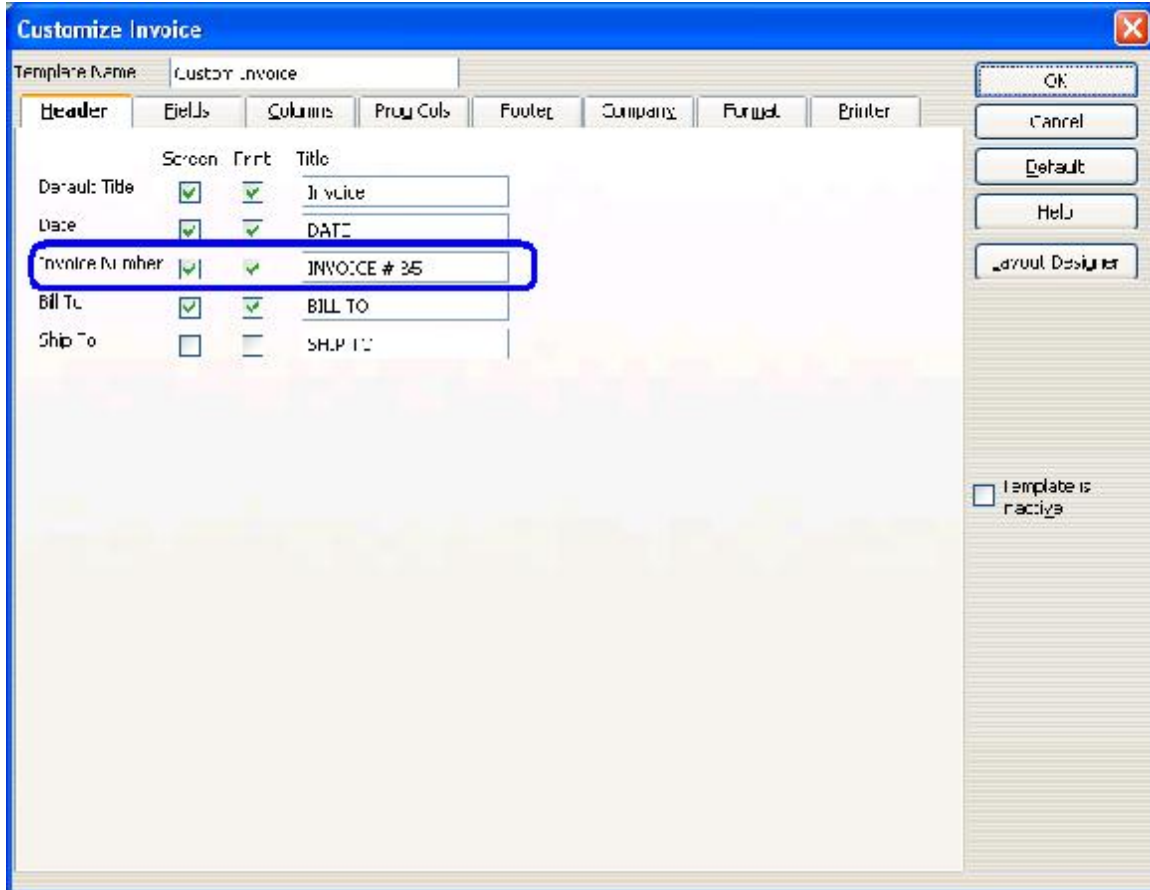
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### *Adding QuickBooks Order Number to Shipment*

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Here we have added &5 to an invoice form.



### *Shipping from the Purchase Order screen*

If you plan to ship from the Vendors area and Purchase Orders, you will need to add &8 to the date field of those templates used for Purchase Orders. No additional setting is required in ShipRush, other than what you've already set for use with QuickBooks.

Next: [Start shipping!](#)

## Thermal Label Printers

### Printing Labels on a Thermal Printer

Thermal label printers give a real productivity boost if you ship more than 10 parcels a day. Thermal printers provide an easy to use peel-and-stick label that goes on just about any parcel (and express letter).

In many cases the shipping carrier will provide the label stock at no charge, so the only real hurdle is getting the label printer itself. Several models of printer are supported, including these:



#### Supported Zebra / Eltron EPL Models:

- Eltron / Zebra Orion
- LP2844 (via parallel port and USB)



Note: eBay is a good source for a used thermal printer for a reasonable price (often under \$100).



It is not supported to attach a thermal printer to a serial port.

Next: [Installing a thermal printer](#).

## Thermal Printer Installation

The steps to install a thermal printer are:

1. Physically connect the printer to your PC
2. Install the print driver that came with the printer (download the drivers from [www.zebra.com](http://www.zebra.com) if needed)
3. Check that you can print a test label from the printer in the Windows Printers folder
4. Configure ShipRush by going to the Settings | Printers area:

[There are a few options for label stock.](#)

### Alternate Print Driver Method

(This discussion assumes the printer is attached to an LPT or USB port on the local PC.)

Steps:

1. In the Windows Printer folder, select the option to add a new printer
2. Select Local printer, uncheck the option to have Windows Automatically Detect
3. Select the port the printer is attached to (usually "LPT1", for USB it is "USB001")
4. On the list of printers, select as follows
  1. Manufacturer: Generic
  2. Printer: Generic/Text Only
5. Set the printer name to Shipping Label Printer
6. Once this printer is installed, go to ShipRush settings, select your printer from the list and select the Shipping Label Printer.
7. Run a test shipment to confirm proper operation

Note, that with this method, you cannot run a test label from the Windows Printers Folder.


### Built In Label Cutter

When using an LP 2844 or other model with a built in cutter, the cutter may not work unless it is enabled in the print driver. (This requires that the Zebra print driver be used, not the Generic driver discussed above.)

In the Printers folder, right click on the thermal printer and select Printing Preferences. In the Advanced Setup tab there is a Cutter section. Select the 'Every' label option, and enter a '1' so it reads: Every 1 Label(s)

Next: [Networking a thermal printer.](#)

## Networking a Thermal Label Printer

 If you are not comfortable setting up network printers, retain a PC technician or consultant. Z-Firm does not provide technical support for networking.

To network a thermal label printer, use a network print server device (such as an HP JetDirect or similar device). There are also small print servers that allow a USB printer to be attached directly to the network (for example, Linksys and IOGear make devices like this). Another technique is to connect the printer to a computer, install a print driver on the computer and share the printer to the network.

There is more than one way to network a thermal printer. Here is one that works:

1. Attach the thermal printer to a PC on the network
2. On the PC, install a print driver of type: (Manufacturer) Generic (Model) Text Only
3. During printer installation, select the option to share the printer. When sharing, give the printer an obvious name (like Thermal Label)
4. Using ShipRush on that PC, test that ShipRush prints properly to this printer
5. Now on other PC's, start the wizard to install a new printer, and select the network printer you created above
6. ShipRush should now be able to print to this printer over the network

Next: [Label stock options for thermal printers.](#)

## **Thermal Label Stock**

ShipRush for DHL can be used with either 4x6 or 4x8 thermal label stock to be used in a supported printer.







# Glossary

## M

**MPS:** Multi-Parcel Shipment



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