



# SHIPSTATION USERGUIDE

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# 1. Purpose

This document provides comprehensive instructions to help users understand and efficiently use ShipStation Integration for Acumatica ERP. It includes detailed installation procedures, configuration steps, feature explanations, troubleshooting tips, and upgrade guidance to ensure smooth integration and operation between ShipStation and Acumatica ERP.

## 2. Introduction

The ShipStation–Acumatica integration synchronizes orders and shipments between Acumatica ERP and ShipStation. It automates the exchange of order, shipment, and tracking information to help reduce manual work, improve shipping accuracy, and streamline fulfillment operations.

### Scope & Limitations:

Supports order export, shipment export, tracking import, freight cost import, custom field mapping, and partial shipments.

- Does NOT support:
  - Return labels (currently outside scope)
  - Multiple tracking numbers per shipment (only one supported)
- Acumatica 25R2 supports the **Modern UI** for this integration. However, the **Order** entity is not currently supported in this release
- Label voiding behavior: A voided label in ShipStation must be manually voided in Acumatica

This guide applies to all versions of Acumatica (24R1, 24R2, 25R1, and 25R2) and requires an active ShipStation account with administrative access.

## 3. System Requirements

Requirement	Description
Acumatica ERP Version	Compatible with Acumatica 24R1 or Higher
ShipStation Account	Active ShipStation account with primary access for initial setup, integration, and configuration.
Browser compatibility	Microsoft Edge, Google Chrome, Mozilla Firefox

Internet Access	Required for API communication between Acumatica and ShipStation
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## 4. Installation Instructions

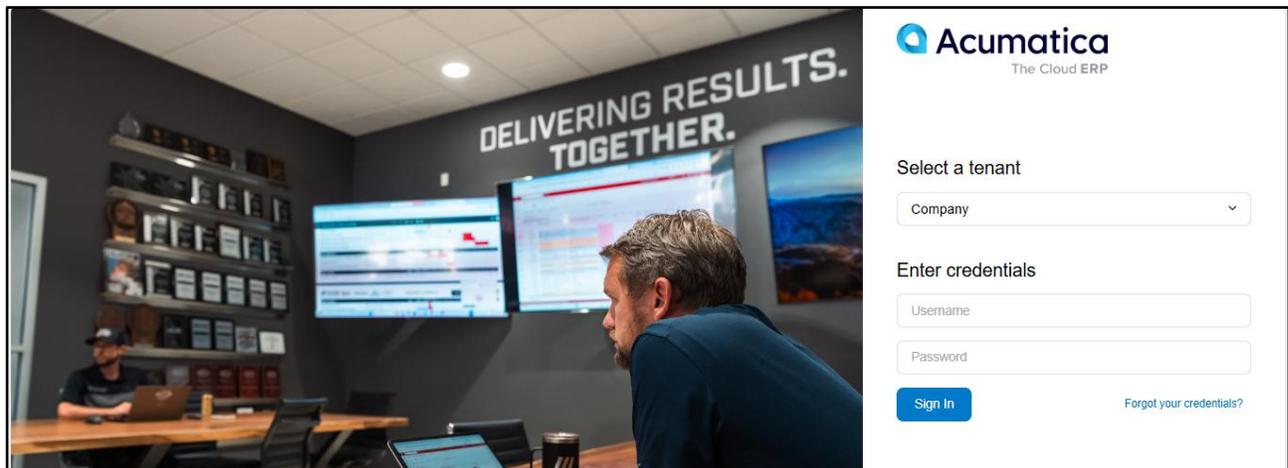
### 4.1 Configuration

#### 4.1.1 Downloading the ShipStation Customization Package

ShipStation provides a customization package that must be imported into Acumatica to enable API communication between platforms. Each package is version-specific, so you must download the correct file based on your Acumatica version.

#### Login to Acumatica ERP Instance

1. Launch Acumatica ERP instance.
2. Log in with your credentials
3. Click on Sign In



#### Downloading the Correct Customization Package

Navigate to the ShipStation help page:

- Go to the ShipStation integration page for Acumatica:

<https://help.shipstation.com/hc/en-us/articles/360026140871-Acumatica>

- 
- Scroll to the bottom of that article — you will find a list of attached files ready for download.

### **Identify Your Acumatica Version**

1. Log in to Acumatica.
2. Go to Help → About.
3. Note the full version/build number (e.g., 2024 R1 Build 24.100.0139).
4. You will need this information to select the correct download.

### **Download the Matching Package**

On the download section, locate and download the file that matches your Acumatica version.

Examples include:

- SHIPSTATIONACUMATICA[24.117.0035][251209].zip
- SHIPSTATIONACUMATICA[24.215.0011][ 251209].zip
- SHIPSTATIONACUMATICA[25.101.0153][ 251209].zip
- SHIPSTATIONACUMATICA[25.200.0248][251209].zip

Important:

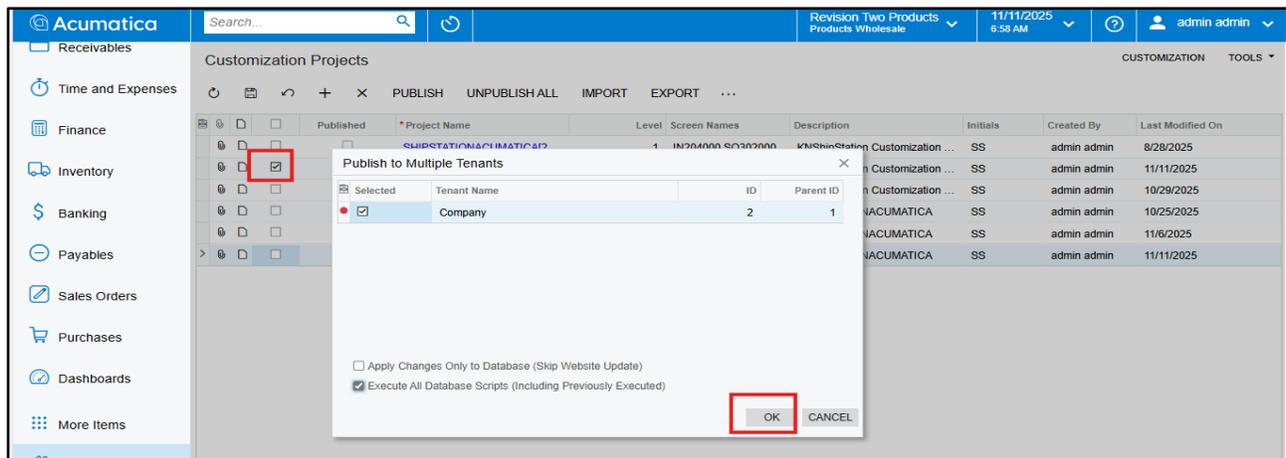
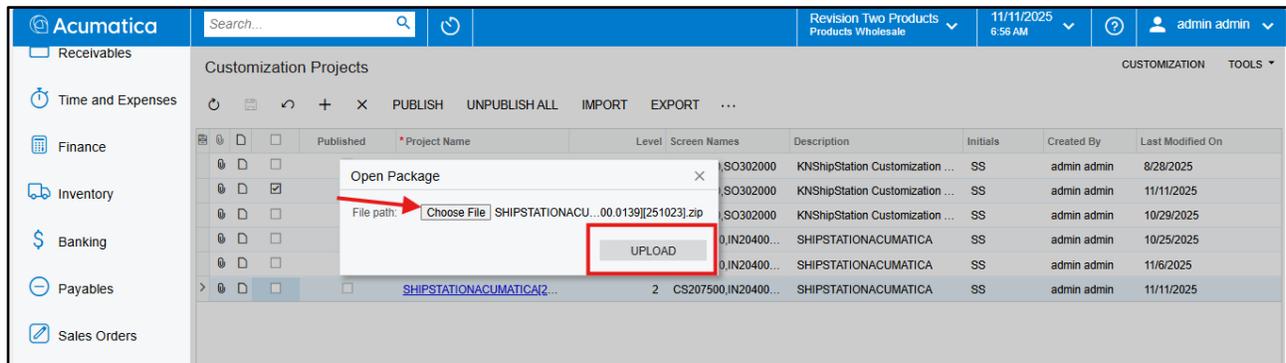
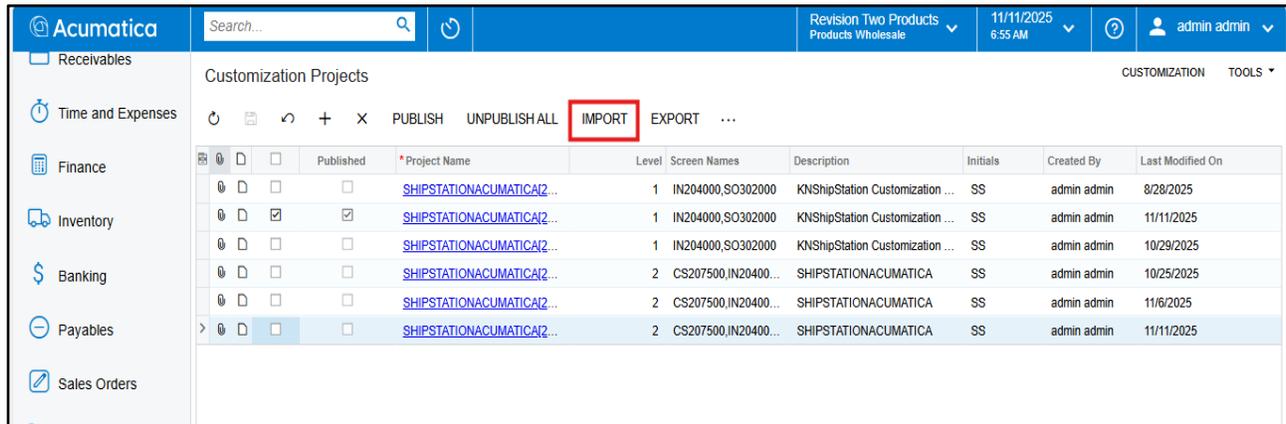
- Do not unzip the file.
- Save it exactly as downloaded.

### **Importing the Customization Package into Acumatica**

1. Login to Acumatica using an administrator account.
2. Navigate to System Management → Customization → Customization Projects.
3. Click Import.
4. Select the .zip customization package previously downloaded.
5. The project will now appear in the list of customization projects.

### **Publish the Customization**

1. Select the imported project.
2. Click Publish.
3. Wait for Acumatica to complete the publishing process.



#### 4.1.2 Verify the Access Rights by Screen

- Navigate to Access Rights by Screen
- Set ShipStation Configuration, Log Details, and Mapping screens to Delete access level.
- Save changes.

Acumatica Search... Revision Two Products Products Wholesale 11/10/2025 11:10 PM admin admin Company

Access Rights by Screen

- Shipment Details by Inventory Item
  - Shipment Register
  - Shipment Summary
  - Shipments
    - Shipping Terms
    - Shipping Zones
    - Shipping Zones
    - ShipStation Configuration
      - ShipStation Log Details
      - ShipStation Mapping
      - SO Drop-Ship Lines Awaiting Link
      - Special Orders
        - Validate Addresses in Sales Docum
        - Wave Packing Slip
        - Worksheet Pick List
  - Services
    - Support
    - System Management
    - Taxes
    - Time and Expenses
    - User Security
    - Hidden

Role	Guest Role	Description	Access Rights	Applied to Nested
AcumaticaSupport	<input type="checkbox"/>	Role for Acumatica Support. Access similar to ...	Delete	<input checked="" type="checkbox"/>
Administrator	<input type="checkbox"/>	System Administrator	Delete	<input checked="" type="checkbox"/>
Anonymous	<input checked="" type="checkbox"/>	Anonymous	Delete	<input checked="" type="checkbox"/>
AP Admin	<input type="checkbox"/>	Access to AP functions and settings	Delete	<input checked="" type="checkbox"/>
AP Clerk	<input type="checkbox"/>	Access to AP functions	Delete	<input checked="" type="checkbox"/>
AP Viewer	<input type="checkbox"/>	Read-only access to AP functions	Delete	<input checked="" type="checkbox"/>
AR Admin	<input type="checkbox"/>	Access to AR functions and settings	Delete	<input checked="" type="checkbox"/>
AR Clerk	<input type="checkbox"/>	Access to AR functions	Delete	<input checked="" type="checkbox"/>
AR Viewer	<input type="checkbox"/>	Read-only access to AR functions	Delete	<input checked="" type="checkbox"/>
Archivist	<input type="checkbox"/>	Archive Manager	Delete	<input checked="" type="checkbox"/>
BI	<input type="checkbox"/>	Access to Business Intelligence Views	Delete	<input checked="" type="checkbox"/>
BRANCH CAP	<input type="checkbox"/>	Revision Two Capital Role	Delete	<input checked="" type="checkbox"/>
BRANCH HQ	<input type="checkbox"/>	Product Company Role	Delete	<input checked="" type="checkbox"/>
BRANCH VA	<input type="checkbox"/>	Services Company Role	Delete	<input checked="" type="checkbox"/>

Acumatica Search... Revision Two Products Products Wholesale 11/10/2025 11:10 PM admin admin Company

Access Rights by Screen

- Shipment Details by Inventory Item
  - Shipment Register
  - Shipment Summary
  - Shipments
    - Shipping Terms
    - Shipping Zones
    - Shipping Zones
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      - ShipStation Log Details
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BI	<input type="checkbox"/>	Access to Business Intelligence Views	Delete	<input checked="" type="checkbox"/>
BRANCH CAP	<input type="checkbox"/>	Revision Two Capital Role	Delete	<input checked="" type="checkbox"/>
BRANCH HQ	<input type="checkbox"/>	Product Company Role	Delete	<input checked="" type="checkbox"/>
BRANCH VA	<input type="checkbox"/>	Services Company Role	Delete	<input checked="" type="checkbox"/>

Acumatica Search... Revision Two Products Products Wholesale 11/10/2025 11:11 PM admin admin Company

Access Rights by Screen

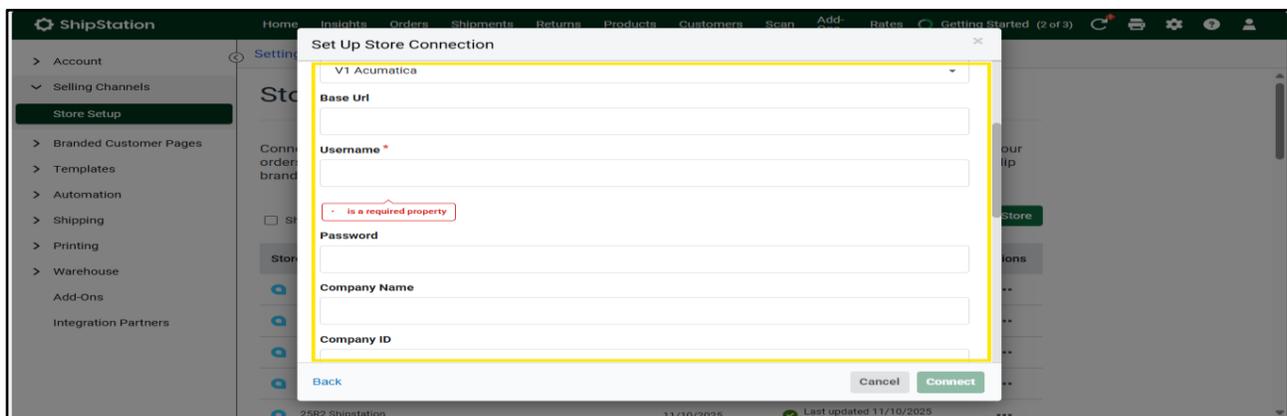
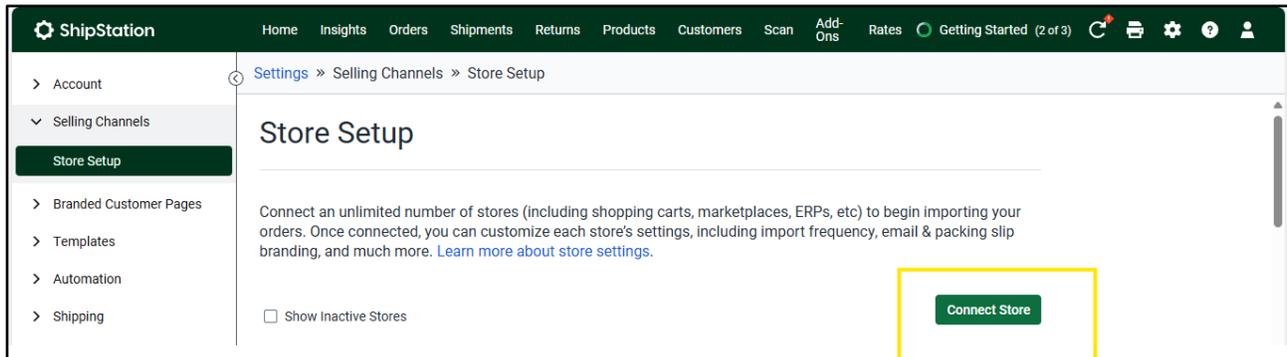
- Shipment Details by Inventory Item
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  - Shipments
    - Shipping Terms
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      - ShipStation Log Details
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BRANCH HQ	<input type="checkbox"/>	Product Company Role	Delete	<input checked="" type="checkbox"/>
BRANCH VA	<input type="checkbox"/>	Services Company Role	Delete	<input checked="" type="checkbox"/>

### 4.1.3 Store Setup in ShipStation

Navigation: Account Settings → Selling Channel → Store Setup → Connect a Store or Marketplace

- a) Click Create a Store or Marketplace → Select Acumatica.
  - b) In the popup, choose Certified Acumatica (V2 Acumatica).
  - c) Enter:
    - Base URL: Example: <https://acumatica.com/>
    - Username: Acumatica instance username
    - Password: Corresponding password
    - Company Name & ID
    - Enter Awaiting shipment status as Open
    - Click Connect.
- Once validated, the new store appears as New Acumatica Store.
  - Edit store details and save configuration.
  - Provide Store name. Select below required checkboxes/radio button and click on Save Changes under store



New Acumatica Store	12/18/2022	✓	⋮	1
New Acumatica Store	12/14/2022		<ul style="list-style-type: none"> <li>Edit Store Details ←</li> <li>Edit Marketplace Connection</li> <li>Set Store to Inactive</li> </ul>	
New Acumatica Store	01/05/2023		⋮	
New Acumatica Store		!	⋮	
New Acumatica Store		!	⋮	

#### 4.1.4 ShipStation Configuration in Acumatica

The ShipStation Configuration screen in Acumatica is used to establish and manage the integration with ShipStation. The table below outlines the fields available in this screen and indicates which are required for initial setup and which are optional.

##### Mandatory Fields:

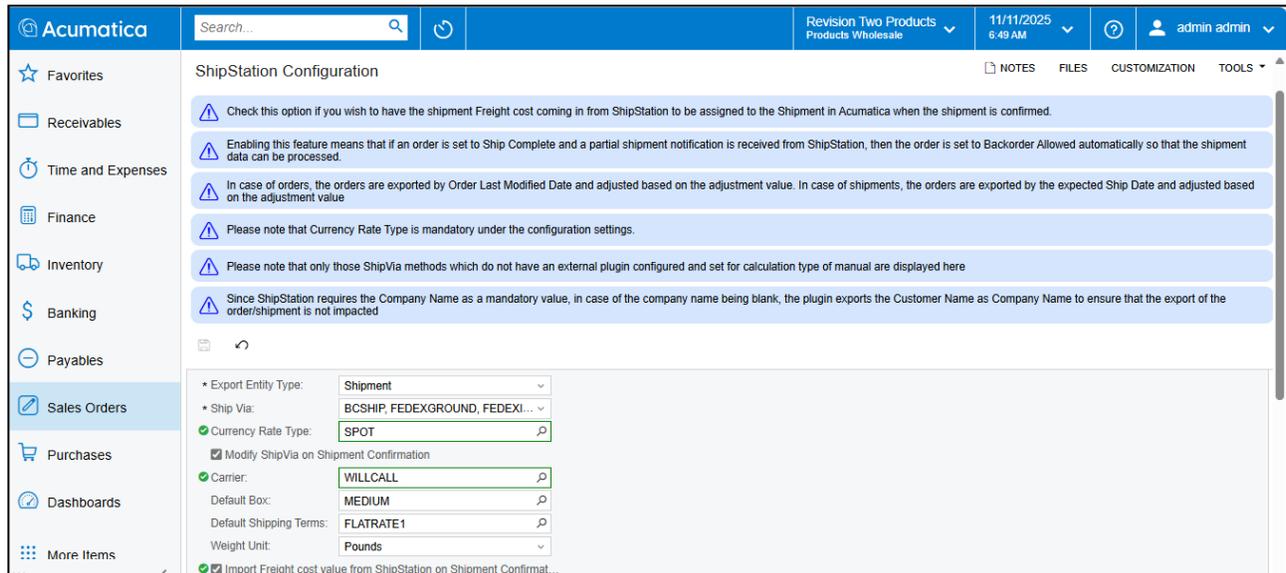
Field Name	Description	Reason Required
<b>Export Entity Type</b>	Defines whether Acumatica exports Orders or Shipments.	Required to determine what data will sync with ShipStation.

<b>Order Type</b>	Selects the sales order types eligible for export.	ShipStation relies on this to retrieve the correct orders.
<b>Ship Via</b>	Shipping methods available for export and mapping to ShipStation carriers.	Only Ship Via methods with plugin configuration appear; required to ensure ShipStation imports the order with the correct shipping service.
<b>Currency Rate Type</b>	Sets the currency rate type for freight/cost values.	Warning message indicates this is mandatory for configuration.
<b>Carrier</b>	Default carrier used for mapping shipment methods.	Required for shipment confirmation from ShipStation.
<b>API Key</b>	ShipStation API authentication key.	Required for connecting to ShipStation.
<b>API Password</b>	Authentication password.	Required for establishing API connection.
<b>Confirm API Password</b>	Confirmation of the API password.	Must match the API Password to validate setup.

#### Optional Fields:

<b>Field Name</b>	<b>Description</b>	<b>Optional Because</b>
<b>Enable Support for Partial/Split Shipments</b>	Allows Acumatica to accept partial shipments returned from ShipStation.	Only needed if using partial/split shipments.
<b>Modify ShipVia on Shipment Confirmation</b>	Updated the ship via based on ShipStation configuration.	Preference-based automation.
<b>Default Box</b>	Sets the default packaging used in ShipStation.	Helpful but not required for communication.
<b>Default Shipping Terms</b>	Automatically sets shipment terms in shipment screen	Business rule preference.

<b>Weight Unit</b>	Select unit of weight (Pounds/Ounces/Grams).	Defaults exist; not required for connection.
<b>Import Freight Cost value from ShipStation on Shipment Confirmation</b>	Imports freight cost returned by ShipStation.	Only needed if freight cost sync is desired.
<b>Replace blank Bill To/Ship To Company Name</b>	Uses Customer Name if Company Name is blank.	Data consistency preference.
<b>Export Page Size</b>	Defines batch size for export.	Default works fine.
<b>Adjust Export Date By</b>	Offset export date by a number of days.	Optional processing preference.
<b>Notify on Orders/Shipment Deletion</b>	Displays notifications when orders/shipments are deleted.	User choice.
<b>Update Contents of Shipment Package</b>	Updates package details from ShipStation.	Optional synchronization behavior.

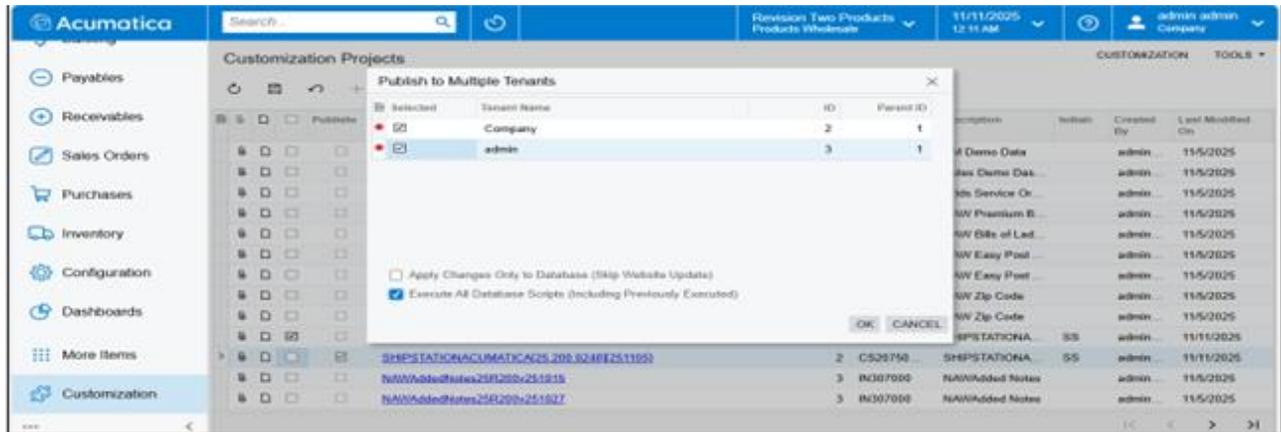


The screenshot shows the Acumatica interface for ShipStation Configuration. The top navigation bar includes the Acumatica logo, a search bar, and user information (Revision Two Products, Products Wholesale, 11/11/2025 6:49 AM, admin admin). The left sidebar lists various system modules like Favorites, Receivables, Time and Expenses, Finance, Inventory, Banking, Payables, Sales Orders, Purchases, and Dashboards. The main content area is titled 'ShipStation Configuration' and contains several informational messages and configuration fields. The configuration fields include:
 

- Export Entity Type: Shipment
- Ship Via: BCSHIP, FEDEXGROUND, FEDEXI...
- Currency Rate Type: SPOT
- Modify ShipVia on Shipment Confirmation: [checked]
- Carrier: WILLCALL
- Default Box: MEDIUM
- Default Shipping Terms: FLATRATE1
- Weight Unit: Pounds
- Import Freight cost value from ShipStation on Shipment Confirmat...: [checked]

## 4.2 Uninstall Instructions

1. Navigate to System → Customization → Manage → Customization Projects.
2. Select package and Unpublish and delete the ShipStation customization package.



### 4.3 Upgrade Instructions

When upgrading Acumatica to the latest version, you must download and install the corresponding ShipStation customization package for that exact version from the ShipStation portal before reconnecting or using the integration.

<https://help.shipstation.com/hc/en-us/articles/360026140871-Acumatica>

### 5. Features

Feature Name	Description
Order Sync	Exports orders from Acumatica to ShipStation.
Shipment Sync	Exports shipments to ShipStation for label printing from Acumatica to ShipStation and Import shipment and tracking data back into Acumatica
Custom Mapping	Allows user-defined field mapping between both systems.
Partial Shipments	Supports backorder and split shipment handling

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Freight Import	Retrieving freight costs from ShipStation and update Acumatica shipment
Custom References	Populate carrier and service info in Custom Ref 1 & 2 fields
Shipstation Log Details	Displays error and sync logs
Currency Rate Type	Fetches currency rate type during shipment confirmation

## 6. Usage Instructions

### 6.1 Order Sync (Acumatica → ShipStation)

Pre-condition:

- On the configuration screen set the export entity as Order.
- On the order type dropdown, select the type of order which needs to be synced.

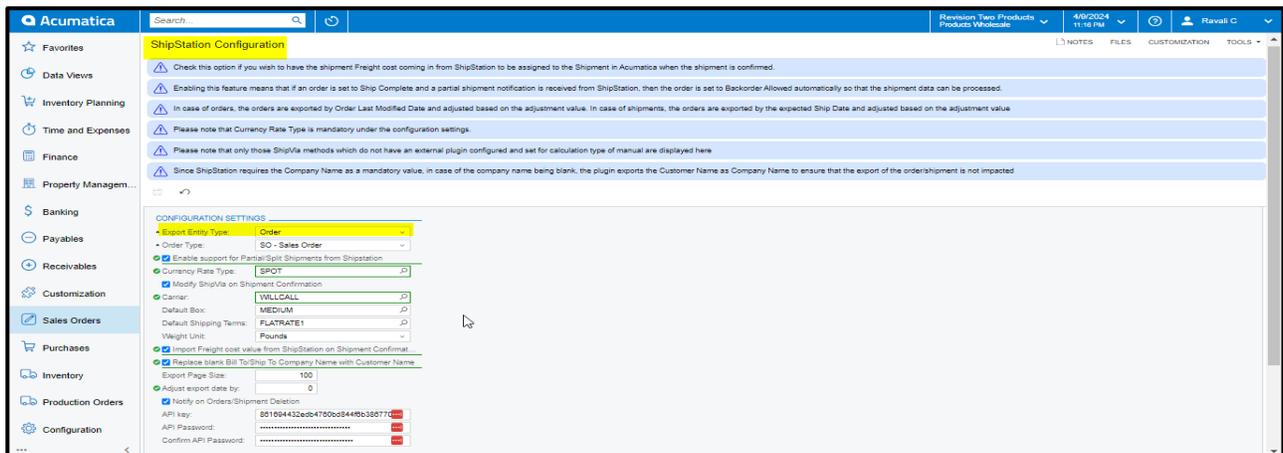
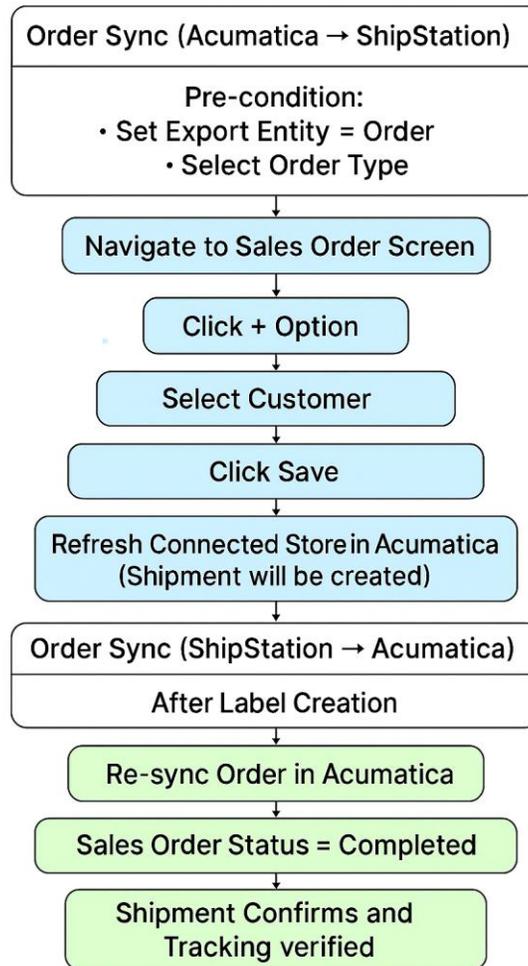
Steps:

- Navigate to Sales Order Screen
- Click on + Option
- Select the customer from selector
- Add the line details from Details tab
- Click on Save
- When sales order status is Open
- Refresh the connected Store in ShipStation
- Search with sales Order Number
- Review order details and Print Shipping Label

#### Order Sync (ShipStation → Acumatica)

- After label creation, re-sync order in Acumatica.
- Sales Order status updates to Completed.
- Shipment status will be confirmed and verify the tracking details.

Flowchart:



Acumatica

Search...

Revision Two Products Products Wholesale 11/11/2025 12:27 AM admin admin Company

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Sales Orders SO SO008535 - Alta Ace

QUICK PROCESS CREATE SHIPMENT HOLD ...

Order Type: SO Customer: AACUSTOMER - Alta Ace Ordered Qty.: 4.00  
 Order Nbr.: SO008535 Location: MAIN - Primary Location Detail Total: 1,900.00  
 Status: Open Contact: Amelia Armstrong Line Discounts: 0.00  
 Date: 11/11/2025 Currency: USD 1.00 VIEW BASE Document Dis...: 0.00  
 Requested On: 11/11/2025 Project: X - Non-Project Code. Freight Total: 0.00  
 Customer Ord...: Testcust5 Description: Tax Total: 0.00  
 External Refer...: Order Total: 1,900.00

DETAILS TAXES COMMISSIONS FINANCIAL SHIPPING ADDRESSES DISCOUNTS SHIPMENTS PAYMENT LINKS

Branch	Line Nbr.	Inventory ID	Related Items	Substituti Required	Free Item	Warehouse	Line Description	UOM
PRODWHOLE	1	AACOMPUT01				WHOLESALE	Acer Laptop Computer	EA

ShipStation Home Insights Orders Shipments Returns Products Customers Scan Add-Ons Rates Getting Started (2 of 3)

Search Orders... Advanced Search

Awaiting Shipment Reload

41 Active Stores Update All

24R1 SS Failed to import View Details  
 24R1QA2025 Failed to import View Details  
 24R2 Core change - Access Rights Last updated 11/11/2025 12:25 AM  
 25R1 Sandbox QA\_Store Failed to import View Details  
 25R2 Shipstation Last updated 11/11/2025 12:25 AM

Order #	Age	Order Date	Notes	Gift
006662	4 days	11/06/2025		
006661	4 days	11/06/2025		
SO-SO008535	5 days	11/05/2025		

ShipStation Home Insights Orders Shipments Returns Products Customers Scan Add-Ons Rates Getting Started (2 of 3)

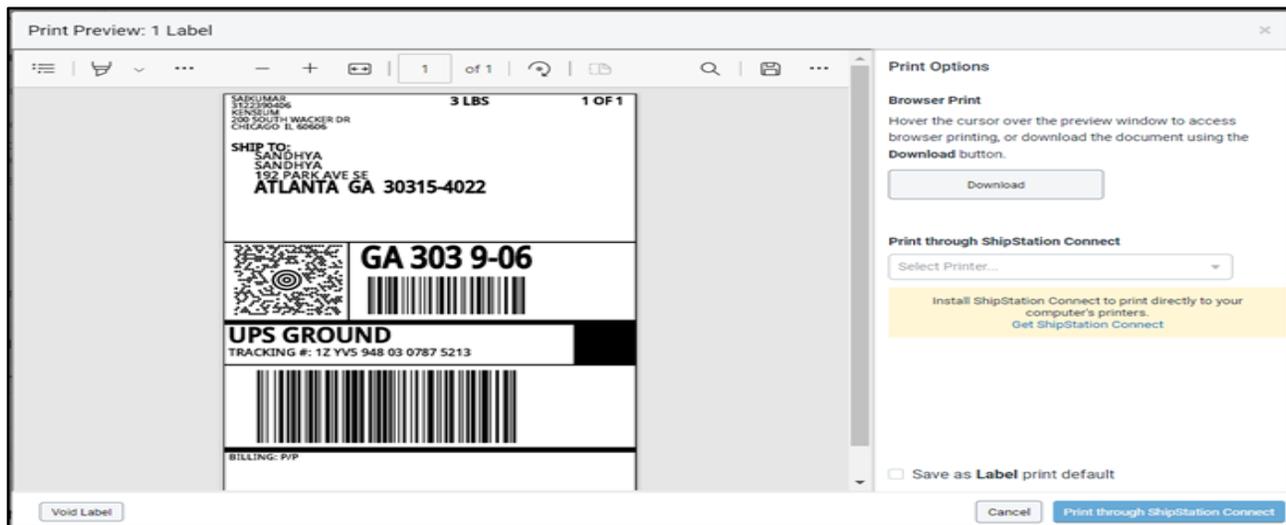
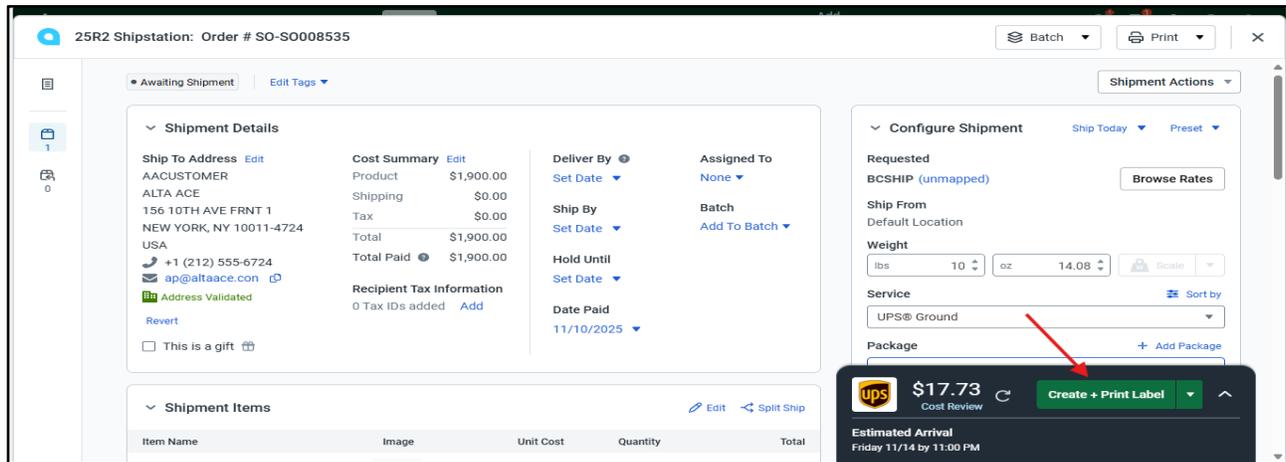
Search SO008535 x Q All Search Results for "SO008535" Reload

Advanced Search

All Search Results 1

Create + Print Labels Get Rate Print Assign To Tag New Order Bulk Update Allocate Other Actions

Order #	Status	Age	Item Name	Item SKU	Notes	Batch	Order Date	Gift
SO-SO008535	Awaiting Shipment	8 hr	Acer Laptop Comp...	AACOMPUT01			11/10/2025	



i.e., This screenshot illustrates the ShipStation Label Print Preview screen showing the shipping label

### Order Sync (ShipStation → Acumatica)

- After label creation, re-sync order in Acumatica.
- Sales Order status updates to Completed.
- Shipment status will be confirmed and verify the tracking details.

**Sales Orders**  
SO SO008535 - Alta Ace

Order Type: SC Customer: AACUSTOMER - Alta Ace Ordered Qty.: 4.00  
 Order Nbr.: SO008535 Location: MAIN - Primary Location Detail Total: 1,900.00  
 Status: Completed Contact: Amelia Armstrong Line Discounts: 0.00  
 Date: 11/11/2025 Currency: USD 1.00 Document Dis...: 0.00  
 Requested On: 11/11/2025 Project: X - Non-Project Code. Freight Total: 0.00  
 Customer Ord...: Testcust5 Description: Tax Total: 0.00  
 External Refer...: Order Total: 1,900.00

Branch	Line Nbr.	Inventory ID	Free Item	Warehouse	Line Description	UOM	Quantity
PRODWHOLE	1	AACOMPUT01		WHOLESALE	Acer Laptop Computer	EA	4.00

**Shipments**  
006665 - Alta Ace

Shipment Nbr.: 006665 Customer: AACUSTOMER - Alta Ace Shipped Quant...: 4.00  
 Type: Shipment Location: MAIN - Primary Location Shipped Weight: 10.880000  
 Status: Confirmed Warehouse ID: WHOLESALE - Wholesale Warehouse Shipped Volume: 12.000000  
 Operation: Issue Workgroup: Packages: 1  
 Shipment Date: 11/11/2025 Owner: Maxwell Baker Package Weight: 10.930000  
 SO Customer...: Testcust5 Tax Amount: 0.00  
 Description:

Carrier: UPSGround  
 Service: Fedexground  
 Tracking Number: 1Z2E09V10318427971  
 Shipping Cost: 17.730000  
 Ship Date: 11/11/2025 12:00 AM  
 Label Create Date: 11/11/2025 12:00 AM

## 6.2 Shipment Sync (Acumatica → ShipStation)

This section describes how shipments are qualified, exported, and processed when syncing from Acumatica to ShipStation.

### Shipment Qualification for Export:

A shipment is eligible for export to ShipStation when all the following conditions are met:

- 
- The Shipment Status is Open
  - The shipment has not already been exported to ShipStation
  - The ShipVia assigned to the shipment matches the ShipVia configured for ShipStation in the ShipStation Configuration screen
  - The shipment is associated with a valid Sales Order

Only shipments meeting these criteria are selected during the Shipments Sync process.

When BigCommerce or Amazon connectors are used, customer orders are automatically imported into Acumatica as sales orders, where they are validated and prepared for fulfillment. Once an order is ready to ship, Acumatica sends the order details to ShipStation for label creation and carrier selection. After shipping is completed in ShipStation, tracking and shipment confirmation sync back to Acumatica and are then automatically pushed to BigCommerce or Amazon, updating the marketplace and notifying the customer.

#### **Shipment Export Flow:**

1. Set Export Entity to Shipment.
2. Navigate to Sales Order Screen
3. Click on + Option
4. Select the customer from selector
5. Add the line details from Details tab
6. Click on Save
7. Click on create shipment and status should be opened
8. Refresh the connected Store in ShipStation
9. Search with Shipment number in shipstation
10. Click on print label
11. Re-sync back to Acumatica — shipment confirms automatically and sends shipping confirmation and tracking information back to Acumatica

#### **Status Updates After Processing**

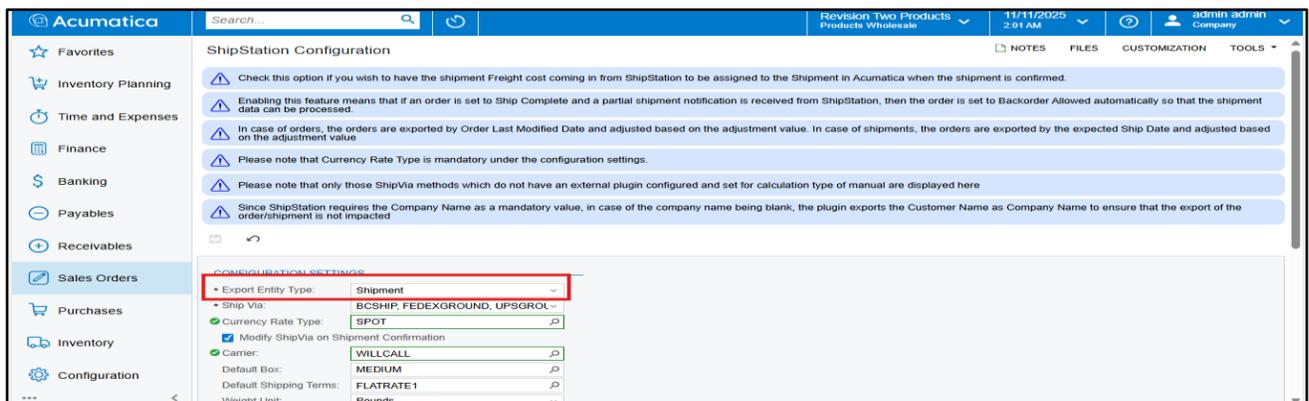
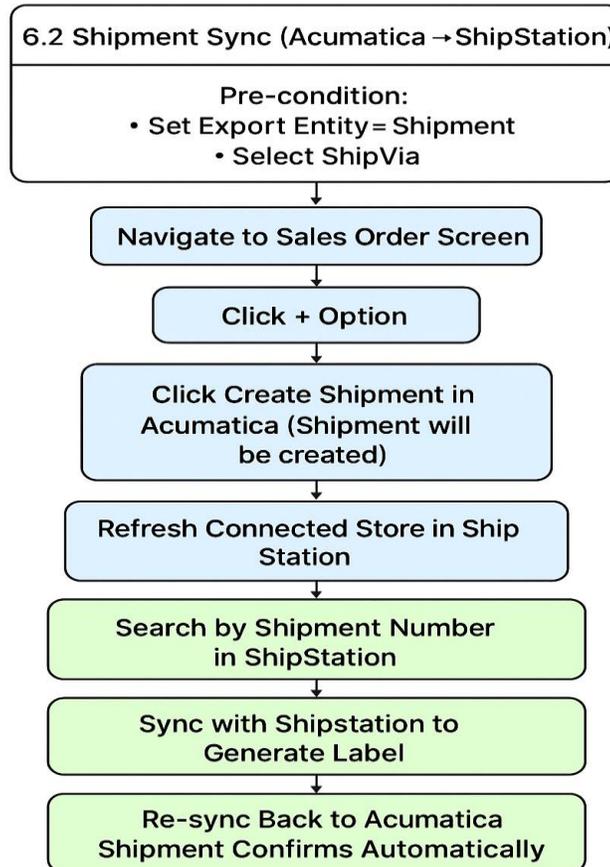
After ShipNotify is successfully completed:

- Shipment Status
  - Changes from Open to Confirmed
- Sales Order Status
  - Remains Open if partially shipped

- Changes to Completed when all shipments for the order are confirmed

Tracking numbers and carrier details are updated on the shipment record in Acumatica.

**Flowchart:**



Sales Orders  
SO SO008193 - Alta Ace

Order Type: **SC** Customer: AACUSTOMER - Alta Ace Ordered Qty: 3.00  
 Order Nbr: SO008193 Location: MAIN - Primary Location Detail Total: 720.00  
 Status: Shipping Contact: Amelia Armstrong Line Discounts: 0.00  
 Date: 7/23/2024 Currency: USD 1.00 VIEW BASE Document Dis...: 0.00  
 Requested On: 7/23/2024 Project: X - Non-Project Code Freight Total: 30.25  
 Customer Ord... Description: Tax Total: 0.00  
 External Refer... Order Total: 750.25

DETAILS TAXES COMMISSIONS FINANCIAL SHIPPING ADDRESSES DISCOUNTS SHIPMENTS PAYMENT LINKS PAYMENTS RELATIONS TOTALS

Branch	Inventory ID	Free Item	Warehouse	Line Description	UOM	Quantity	Qty. On Shipments	Open Qty.	Unit Price	Manual Price	Ext. Price	Discount Percent	Discount Amount	Discount Code
PRODWHOLE	AACOMPUT01		WHOLESALE	Acer Laptop Computer	EA	1.00	1.00	1.00	500.00		500.00	0.000000	0.00	
PRODWHOLE	AAPOWERAID		WHOLESALE	Poweraid 32 Oz - lot numbered	EA	2.00	2.00	2.00	110.00		220.00	0.000000	0.00	

acutest.kensiumolutions.com/SSBSQA24R1/(W(12))/Main?ScreenId=SO302000&ShipmentNbr=005772

Acumatica

Shipment 005772 - Alta Ace

Shipment Nbr: 005772 Customer: AACUSTOMER - Alta Ace Shipped Quant...: 3.00  
 Type: Shipment Location: MAIN - Primary Location Shipped Weight: 3.720000  
 Status: Open Warehouse ID: WHOLESALE - Wholesale Warehouse Shipped Volume: 3.600000  
 Operation: Issue Workgroup: Packages: 1  
 Shipment Date: 7/23/2024 Owner: Maxwell Baker Package Weight: 3.750000  
 SO Customer...  
 Description:

DETAILS ORDERS SHIPPING SHIPSTATION INFO ADDRESSES PACKAGES

Order Type	Order Nbr	Inventory ID	Free Item	Location	UOM	Shipped Qty.	Ordered Qty.	Open Qty.	Picked Qty.	Packed Qty.	Lot/Serial Nbr.	Expiration Date	Reason Code
SO	SO008193	AACOMPUT01		R1S1	EA	1.00	1.00	0.00	0.00	0.00			
SO	SO008193	AAPOWERAID		R1S1	EA	2.00	2.00	0.00	0.00	0.00	LREX15035	2/13/2025	

ShipStation

Insights Orders Shipments Products Customers Scan Rates

005728

All Search Results for "005728" Reload

Create + Print Label Get Rate Print Assign To Tag New Order Hold Bulk Update Allocate Other Actions

Order #	Status	Age	Item Name	Item SKU	Notes	Batch	Order
005728	Awaiting Shipment	30 hr	(2 Items)	(2 Items)			04/0

Open Batches

100161	0	+
100160	9	+
100145	1	+

+ Create a New Batch

Viewing 1 - 1 of 1 1 Selected 250 per page

24R1: Order # 005768

Shipped | Edit Tags

Reship | Shipment Actions

**UPS® Ground**  
1Z YV59480316289009

Ship Date	Delivery	Cost
07/24/2024	-	\$85.31

**Shipment Details**

**Ship To Address**  
Alta Ace  
ALTA ACE  
156 10TH AVE FRNT 1  
NEW YORK, NY 10011-4724  
USA  
+1 (212) 555-6724  
ap@altaace.com  
Address Validated  
 This is a gift

**Cost Summary** [Edit](#)

Product	\$1,220.00
Shipping	\$0.00
Tax	\$0.00
<b>Total</b>	<b>\$1,220.00</b>
<b>Total Paid</b>	<b>\$1,220.00</b>

**Tax Information**  
-

**Deliver By** [New](#)

**Assigned To**  
None

**Ship By**  
[Set Date](#)

**Batch**  
[Add To Batch](#)

**Shipment Record**

Status  
Unknown

Ship From  
My Default Location

Weight  
42 lb 4 oz

Size (in)  
0 x 0 x 0

Package  
Package

Acumatica

Shipment: 005768 - Alta Ace

[PREPARE INVOICE](#) [UPDATE IN](#)

Shipment Nbr.: 005768	Customer: AACUSTOMER - Alta Ace	Shipped Quant.: 4.00
Type: Shipment	Location: MAIN - Primary Location	Shipped Weight: 6.440000
Status: Confirmed	Warehouse ID: WHOLESALE - Wholesale Warehouse	Shipped Volume: 6.600000
Operation: Issue	Workgroup:	Packages: 1
Shipment Date: 7/23/2024	Owner: Maxwell Baker	Package Weight: 6.470000
SO Customer:		
Description:		

DETAILS | ORDERS | SHIPPING | SHIPSTATION INFO | ADDRESSES | PACKAGES

**SHIPPING INFORMATION**

Ship Via: [WILLCALL - W](#) [SHOP FOR RATES](#)  
 Will Call

FOB Point:

Shipping Terms: FLATRATE1 - Flat Rate Shipping - Amount

Shipping Zone ID:

Freight Currency: USD 1.00 [VIEW BASE](#)

Freight Cost: 0.00

Invoice Freight Price B...  Shipment

Freight Price:  Override Freight Price  
15.00

Use Customer's Account  
 Insurance  
 Residential Delivery  
 Saturday Delivery

Print Preview: 1 Label

1 of 1

SHIP TO:  
SANDHYA  
SANDHYA  
192 PARK AVE SE  
ATLANTA GA 30315-4022

GA 303 9-06

**UPS GROUND**  
TRACKING #: 1Z YV5 948 03 0787 5213

BILLING: P/P

Print Options

**Browser Print**  
Hover the cursor over the preview window to access browser printing, or download the document using the **Download** button.

[Download](#)

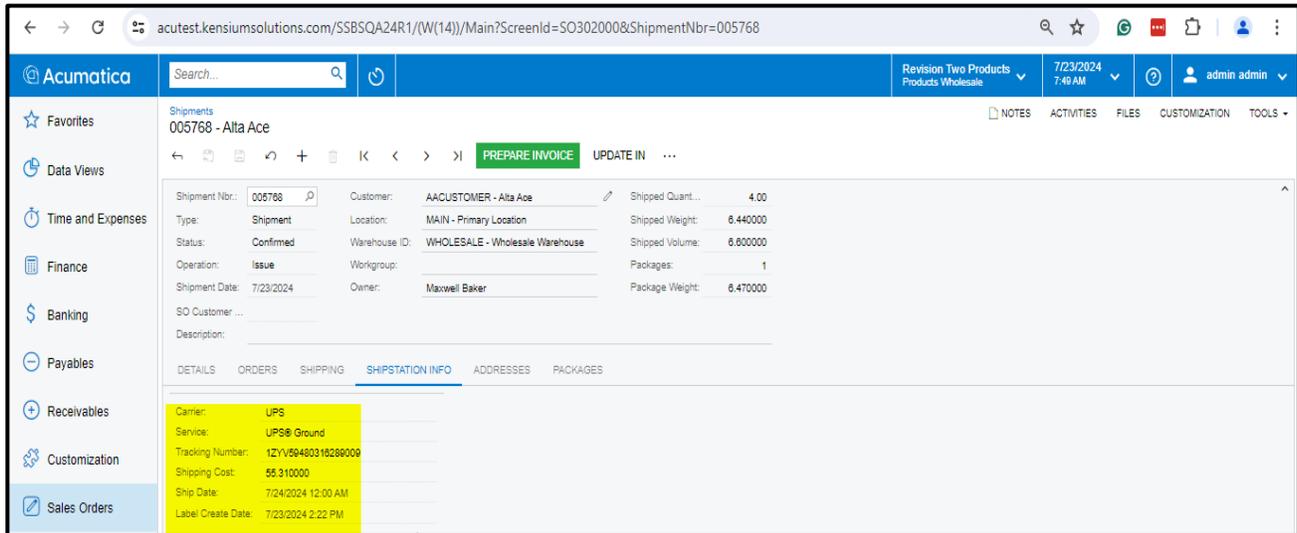
**Print through ShipStation Connect**  
[Select Printer...](#)

Install ShipStation Connect to print directly to your computer's printers.  
[Get ShipStation Connect](#)

Save as Label print default

[Void Label](#) [Cancel](#) [Print through ShipStation Connect](#)

i.e., This screenshot illustrates the ShipStation Label Print Preview screen showing the shipping label



### Shipstation Mapping:

A new screen “ShipStation Mapping” has been introduced to allow users to configure field mappings between Acumatica and ShipStation for both Orders and Shipments.

This enables flexibility to determine which Acumatica fields are exported or displayed in ShipStation.

Steps to View or Change Mappings:

- Navigate to Sales Order → ShipStation.
- Click ShipStation Mapping – the ShipStation Mapping screen appears.
- Select the Acumatica Export Entity (Order/Shipment).
- Modify the Acumatica Field corresponding to the Acumatica View to change the mapping in ShipStation.
- Click Save to apply the changes.

### Note: Important Notes About Editable vs. Non-Editable Mappings

To avoid confusion, be aware of the following:

- **Mappings marked as “Static”,**
- **Mappings marked as “NA”,** cannot be changed.

These values are fixed because they are either system-controlled, not applicable, or used as placeholders for logic that should not be modified by users.

Acumatica Search... Revision Two Products Products Wholesale 4/19/2020 11:46 PM admin admin Company

ShipStation Mapping ☆ CUSTOMIZATION TOOLS

Acumatica Export Entity: Order

Line Nbr	XPath	Ship-Station Field	Mapping Rule	Acumatica View	Acumatica Field	Required	IsContainer
1	Orders	Orders	N/A			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Orders/Order	Order	N/A			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Orders/Order/OrderID	OrderID	Static	Order	OrderNbr	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	Orders/Order/OrderNumber	OrderNumber	Static	Order	OrderNbr	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	Orders/Order/OrderDate	OrderDate	Static	Order	OrderDate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	Orders/Order/OrderStatus	OrderStatus	Static	Order	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Orders/Order/LastModified	LastModified	Static	Order	LastModifiedDateTime	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	Orders/Order/ShippingMethod	ShippingMethod	Static	Order	ShipVia	<input type="checkbox"/>	<input type="checkbox"/>
9	Orders/Order/PaymentMethod	PaymentMethod	Mapping	Payment Method	Descr	<input type="checkbox"/>	<input type="checkbox"/>
10	Orders/Order/OrderTotal	OrderTotal	Static	Order	CuryOrderTotal	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	Orders/Order/TaxAmount	TaxAmount	Static	Order	CuryTaxTotal	<input type="checkbox"/>	<input type="checkbox"/>
12	Orders/Order/ShippingAmount	ShippingAmount	Static	Order	CuryFreightAmt	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	Orders/Order/CustomNotes	CustomerNotes	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
14	Orders/Order/InternalNotes	InternalNotes	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
15	Orders/Order/Gift	Gift	N/A			<input type="checkbox"/>	<input type="checkbox"/>
16	Orders/Order/GiftMessage	GiftMessage	N/A			<input type="checkbox"/>	<input type="checkbox"/>
17	Orders/Order/CustomField1	CustomField1	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
18	Orders/Order/CustomField2	CustomField2	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
19	Orders/Order/CustomField3	CustomField3	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
20	Order/Order/RequestedWarehouse	RequestedWarehouse	N/A			<input type="checkbox"/>	<input type="checkbox"/>
21	Orders/Order/Source	Source	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
22	Orders/Order/Customer	Customer	N/A			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23	Orders/Order/Customer/CustomCode	CustomerCode	Static	Customer	AcctCD	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Acumatica Search... Revision Two Products Products Wholesale 4/19/2020 11:48 PM

ShipStation Mapping ☆

Acumatica Export Entity: Order

Line Nbr	XPath	Ship-Station Field	Mapping Rule	Acumatica View	Acumatica Field	Required	IsContainer
1	Orders	Orders	N/A			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Orders/Order	Order	N/A			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Orders/Order/OrderID	OrderID	Static	Order	OrderNbr	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	Orders/Order/OrderNumber	OrderNumber	Static	Order	OrderNbr	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	Orders/Order/OrderDate	OrderDate	Static	Order	OrderDate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	Orders/Order/OrderStatus	OrderStatus	Static	Order	Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Orders/Order/LastModified	LastModified	Static	Order	LastModifiedDateTime	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	Orders/Order/ShippingMethod	ShippingMethod	Static	Order	ShipVia	<input type="checkbox"/>	<input type="checkbox"/>
9	Orders/Order/PaymentMethod	PaymentMethod	Mapping	Payment Method	Descr	<input type="checkbox"/>	<input type="checkbox"/>
10	Orders/Order/OrderTotal	OrderTotal	Static	Order	CuryOrderTotal	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	Orders/Order/TaxAmount	TaxAmount	Static	Order	CuryTaxTotal	<input type="checkbox"/>	<input type="checkbox"/>
12	Orders/Order/ShippingAmount	ShippingAmount	Static	Order	CuryFreightAmt	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	Orders/Order/CustomNotes	CustomerNotes	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
14	Orders/Order/InternalNotes	InternalNotes	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
15	Orders/Order/Gift	Gift	N/A			<input type="checkbox"/>	<input type="checkbox"/>
16	Orders/Order/GiftMessage	GiftMessage	N/A			<input type="checkbox"/>	<input type="checkbox"/>
17	Orders/Order/CustomField1	CustomField1	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
18	Orders/Order/CustomField2	CustomField2	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
19	Orders/Order/CustomField3	CustomField3	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
20	Order/Order/RequestedWarehouse	RequestedWarehouse	N/A			<input type="checkbox"/>	<input type="checkbox"/>
21	Orders/Order/Source	Source	Mapping			<input type="checkbox"/>	<input type="checkbox"/>
22	Orders/Order/Customer	Customer	N/A			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23	Orders/Order/Customer/CustomCode	CustomerCode	Static	Customer	AcctCD	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ShipStation Mapping CUSTOMIZATION

Acumatica Export Entity: Order

Line Nbr	XPath	ShipStation Field	Mapping Rule	Acumatica View	Acumatica Field	Required	Max Allowed Field Length	Is Container
1	Orders	Orders	N/A			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2	Orders/Order	Order	N/A			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
3	Orders/Order/OrderID	OrderID	Static	Order	OrderNbr	<input checked="" type="checkbox"/>	50	<input type="checkbox"/>
4	Orders/Order/OrderNumber	OrderNumber	Static	Order	OrderNbr	<input checked="" type="checkbox"/>	50	<input type="checkbox"/>
5	Orders/Order/OrderDate	OrderDate	Static	Order	OrderDate	<input checked="" type="checkbox"/>		<input type="checkbox"/>
6	Orders/Order/OrderStatus	OrderStatus	Static	Order	Status	<input checked="" type="checkbox"/>	50	<input type="checkbox"/>
7	Orders/Order/LastModified	LastModified	Static	Order	LastModifiedDateTime	<input checked="" type="checkbox"/>		<input type="checkbox"/>
8	Orders/Order/ShippingMethod	ShippingMethod	Static	Order	ShipVia	<input type="checkbox"/>	100	<input type="checkbox"/>
9	Orders/Order/PaymentMethod	PaymentMethod	Mapping	Payment Method	Descr	<input type="checkbox"/>	50	<input type="checkbox"/>
10	Orders/Order/OrderTotal	OrderTotal	Static	Order	CuryOrderTotal	<input checked="" type="checkbox"/>		<input type="checkbox"/>
11	Orders/Order/TaxAmount	TaxAmount	Static	Order	CuryTaxTotal	<input checked="" type="checkbox"/>		<input type="checkbox"/>
12	Orders/Order/ShippingAmount	ShippingAmount	Static	Order	CuryFreightAmt	<input checked="" type="checkbox"/>		<input type="checkbox"/>
13	Orders/Order/CustomerNotes	CustomerNotes	Mapping			<input checked="" type="checkbox"/>		<input type="checkbox"/>
14	Orders/Order/InternalNotes	InternalNotes	Mapping			<input checked="" type="checkbox"/>		<input type="checkbox"/>
15	Orders/Order/Gift	Gift	N/A			<input checked="" type="checkbox"/>		<input type="checkbox"/>
16	Orders/Order/GiftMessage	GiftMessage	N/A			<input checked="" type="checkbox"/>		<input type="checkbox"/>
17	Orders/Order/CustomField1	CustomField1	Mapping			<input checked="" type="checkbox"/>		<input type="checkbox"/>

SELECT

Field Name

- > Descr
- DirectDepositFileFormat
- HasProcessingCenters
- IsAccountNumberRequired
- IsActive
- LastModifiedByID

### ShipStation Log Details:

The ShipStation Log Details screen displays all error logs related to Orders and Shipments processed through the integration.

Logs help track issues and troubleshoot sync or processing errors.

Steps to View Logs:

1. Navigate to Sales Order → ShipStation.
2. Click ShipStation Log Details – the Log Details screen appears.

To Clear Logs:

1. Click ACTIONS → Clear Log.
2. In the pop-up window, select the date until which you want logs cleared.
3. Confirm to delete the selected logs.

Acumatica Receivables Two Payments Products Wholesale 4/19/2020 1:59 AM Admin Admin Company CUSTOMIZATION TOOLS

ShipStation Log Details

Request ID	Requested Date	Entity Type	Action Name	Sales Order Nbr.	Shipment Nbr.	Level	Data from ShipStation	Description
37	17-04-2020 0'	Shipment	ShipNotify		092796	Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
36	17-04-2020 0'	Order	ShipNotify	SO095272		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
35	16-04-2020 2'	Order	Export	SO095270		Information		Order Skipped: BBTo - Name may not be e...
35	16-04-2020 2'	Order	Export	SO095269		Information		Order Skipped: BBTo - Name may not be e...
35	16-04-2020 2'	Order	Export	SO095268		Information		Order Skipped: BBTo - Name may not be e...
34	16-04-2020 2'	Order	ShipNotify	SO095267		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
33	16-04-2020 2'	Order	ShipNotify	SO095263		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
32	16-04-2020 2'	Order	ShipNotify	SO095263		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
31	16-04-2020 2'	Order	ShipNotify	SO095266		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
30	16-04-2020 2'	Order	ShipNotify	SO095266		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
29	16-04-2020 2'	Order	ShipNotify	SO095266		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
28	16-04-2020 0'	Order	Export	SO095265		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
27	16-04-2020 0'	Order	Export	SO095265		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
26	16-04-2020 0'	Order	Export	SO095264		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
25	16-04-2020 0'	Order	Export	SO095264		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
24	16-04-2020 0'	Order	Export	SO095263		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
23	16-04-2020 0'	Order	Export	SO095263		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
22	16-04-2020 0'	Order	Export	SO095263		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	'stamp' cannot be empty.
21	16-04-2020 0'	Order	Export	SO095262		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	New shipment cannot be created for the sa...
20	16-04-2020 0'	Order	Export	SO095262		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
19	16-04-2020 0'	Order	Export	SO095261		Error	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	New shipment cannot be created for the sa...
18	16-04-2020 0'	Order	Export	SO095261		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
17	16-04-2020 0'	Order	Export	SO095259		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.
16	16-04-2020 0'	Order	Export	SO095259		Information	"<?xml version='1.0'?><ShipNotice xmlns='http://www.shipstation.com/ShipNotice.xsd'></ShipNotice>	Shipment Updated and confirmed success.

Request ID	Date	Action Name	Sales Order Nbr.	Shipment Nbr.	Level	Data from Ship Station	Description
37	17-04-2020 0:	Shipment		022796	Information	"<?xml version="1.0" encoding="UTF-8"..."	Shipment Updated and confirmed successf...
36	17-04-2020 0:	Order	SO095272		Information	"<?xml version="1.0" encoding="UTF-8"..."	Shipment Updated and confirmed successf...
35	16-04-2020 2:	Order	SO095270		Information	"	Order Skipped: BBIto - Name may not be e...
35	16-04-2020 2:	Order	SO095269		Information	"	Order Skipped: BBIto - Name may not be e...
35	16-04-2020 2:	Order	SO095268		Information	"	Order Skipped: BBIto - Name may not be e...
35	16-04-2020 2:	Order	SO095265		Information	"	Order Skipped: BBIto - Name may not be e...
34	16-04-2020 2:	Order	SO095267		Error	"<?xml version="1.0"?"><ShipNotice xmln..."	'stampa' cannot be empty.
33	16-04-2020 2:	Order	SO095263		Information	"<?xml version="1.0"?"><ShipNotice xmln..."	Shipment Updated and confirmed successf...
32	16-04-2020 2:	Order	SO095263		Information	"<?xml version="1.0"?"><ShipNotice xmln..."	Shipment Updated and confirmed successf...
31	16-04-2020 2:	Order	SO095266		Information	"<?xml version="1.0"?"><ShipNotice xmln..."	Shipment Updated and confirmed successf...
30	16-04-2020 2:	Order	SO095266		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
29	16-04-2020 2:	Order	SO095266		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
28	16-04-2020 0:	Order	SO095265		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
27	16-04-2020 0:	Order	SO095265		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
26	16-04-2020 0:	Order	SO095264		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
25	16-04-2020 0:	Order	SO095264		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
24	16-04-2020 0:	Order	SO095263		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
23	16-04-2020 0:	Order	SO095263		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
22	16-04-2020 0:	Order	SO095263		Error	"<?xml version="1.0" encoding="UTF-8"..."	'stampa' cannot be empty.
21	16-04-2020 0:	Order	SO095262		Error	"<?xml version="1.0" encoding="UTF-8"..."	New shipment cannot be created for the sa...
20	16-04-2020 0:	Order	SO095262		Information	"<?xml version="1.0" encoding="UTF-8"..."	Shipment Updated and confirmed successf...
19	16-04-2020 0:	Order	SO095261		Error	"<?xml version="1.0" encoding="UTF-8"..."	New shipment cannot be created for the sa...
18	16-04-2020 0:	Order	SO095261		Information	"<?xml version="1.0" encoding="UTF-8"..."	Shipment Updated and confirmed successf...
17	16-04-2020 0:	Order	SO095259		Information	"<?xml version="1.0" encoding="UTF-8"..."	Shipment Updated and confirmed successf...
16	16-04-2020 0:	Order	SO095259		Information	"<?xml version="1.0" encoding="UTF-8"..."	Shipment Updated and confirmed successf...

## 7. Troubleshooting Instructions

This outlines the most common issues encountered when using the ShipStation integration, along with clear steps to resolve them. It also includes a link to ShipStation’s official troubleshooting guide for deeper assistance.

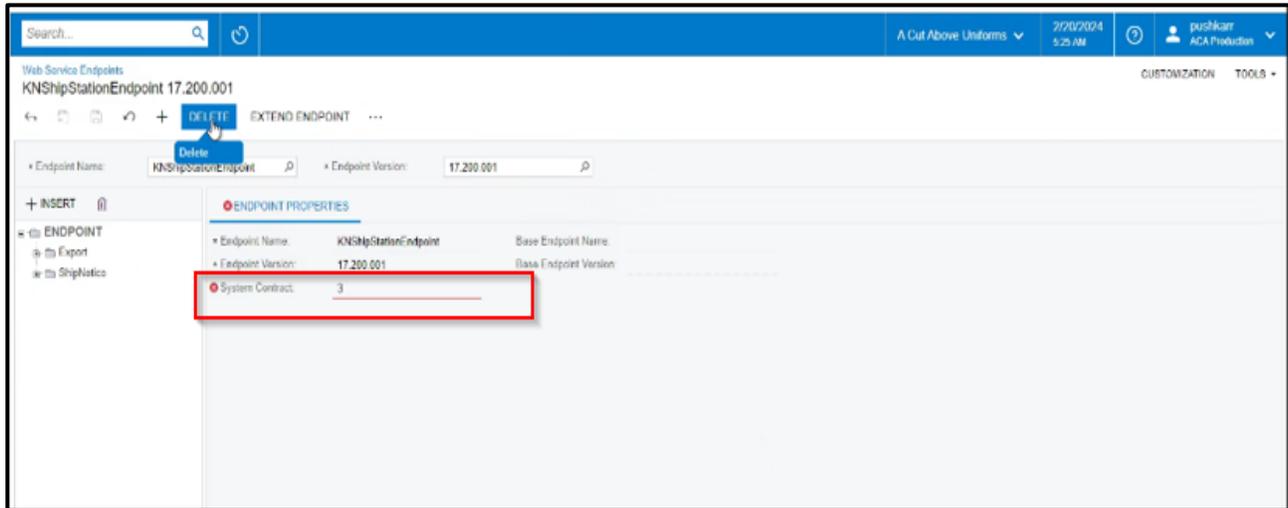
### 1. Store Connection Fails After Upgrade

#### Issue A — “Endpoint version mismatch”

**Cause:** The integration endpoint from the previous version is not compatible with the updated version.

Resolution:

1. Navigate to Web Service End point screen.
2. Click on the KNShipStationEndpoint 17.200.001
3. Web service endpoint screen system contract field automatically will be displayed with “3”
4. Below is the screenshot for reference.
5. Click on Delete Button and save
6. Republish the package so the endpoint is recreated with the correct version.



Why this matters:

System upgrades often change the structure of the endpoint. Recreating it ensures the connection uses the proper version.

### Issue B — “Currency Rate Type missing”

**Cause:** The system cannot perform currency conversions without a defined Currency Rate Type.

**Resolution:**

1. Open the ShipStation Configuration screen.
2. Select a valid Currency Rate Type from the dropdown list.

Why this matters:

Currency conversions fail without a defined rate type, resulting in connection failure.

## 2. ShipStation Screens Are Not Visible

**Cause:** User access rights were not updated after installation or upgrade.

**Resolution:**

1. Navigate to User Security → Access Rights by screen
2. Ensure the user has Delete level access for ShipStation-related screens.

---

Why this matters:

ShipStation screens require elevated permissions to access integration functions and synced records.

### 3. Freight Amount Not Imported

**Cause:** The Import Freight option is not enabled.

Resolution:

1. Open the ShipStation configuration screen.
2. Enable “Import Freight cost value from ShipStation.”

Why this matters:

Without this setting, freight charges will not be included during order/Shipment import.

### 4. Shipments Not Syncing

**Cause:** Export Entity is not set correctly.

Resolution:

1. Open the ShipStation configuration screen
2. Set Export Entity = Shipment

Why this matters:

If the export entity is incorrect, shipments will not be sent to ShipStation.

### 5. Order Skipped — “Bill To Name may not be empty”

**Cause:** The Bill-To or Ship-To company name is blank on the order.

Resolution:

1. Open the ShipStation configuration screen
2. Enable “Replace blank Bill To/Ship To Company Name” in the ShipStation configuration.

What this does:

If a name is missing, the system automatically substitutes a default value so the order can sync correctly.

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## 6. ShipVia Configuration with Boxes

When configuring ShipVia for ShipStation integration, it is mandatory to configure at least one Default Box with a Max Weight greater than zero.

### Cause:

If the Default Box has a Max Weight set to 0, the system will fail during the ShipNotify process and display the following error:

SO Error: Carrier SHIPSTATION does not have any boxes setup for it. Please correct this and try again.

### Resolution:

- Ensure that a Default Box is defined for the ShipVia.
- The Max Weight field must be set to a value greater than 0.
- A Max Weight of 0 is treated as an invalid configuration.

Always verify box configuration as part of ShipVia setup before processing shipments or triggering ShipNotify to avoid integration failures.

### Note:

For more in-depth troubleshooting, advanced error codes, marketplace-specific problems, refer to ShipStation's official Troubleshooting Guide:

 [ShipStationTroubleshootingGuide](#)

<https://help.shipstation.com/hc/en-us/categories/360001537932-Troubleshooting-Guide>

## 8. Support Contacts:

- Email: <https://help.shipstation.com/hc/en-us/requests/new>
- Website: <https://www.shipstation.com/>
- Live chat: Currently not available

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## 9. Frequently Asked Questions (FAQ)

### 1. Ship Station Package Not Publishing

- Cause: Inventory & Order Management not enabled or lack of shipment access.
- Fix: Enable Inventory and Order Management, verify Shipments screen access, then republish.

### 2. Shipments Not Syncing to Amazon

- Cause: Missing box contents or order number mismatch.
- Fix: In configuration screen new checkbox "Include Box Contents in ShipStation" is added and ensure to enable the checkbox.

### 3. Carrier Service Missing in Ship Station Portal

- Cause: Incorrect carrier/service mapping.
- Fix: Check Settings → Selling Channel → Store Setup → Shipping Services in Ship Station and correct mappings.

### 4. Store Connection Fails or Disconnects

- Cause: Special characters in address, missing item description, permission issues, or outdated endpoint.
- Fix:
  - Remove special characters from address fields.
  - Add stock item description.
  - Enable Admin permissions under Hidden block.
  - Delete outdated KNShipStationEndpoint and republish with cleanup.

### 5. Missing Multiple Tracking Numbers

- Cause: Partial shipment handling in Ship Station.
- Fix: Currently unsupported — only one tracking number appears per shipment.

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## 6. Shipment Processing Fails

- Cause: Customer Ref Number fields too short (old versions).
- Fix: Upgrade to Acumatica 24 R1 or later (fields extended to 30 characters).

## 10. Glossary of Terms

Term	Explanation
ERP	Enterprise Resource Planning system.
API	Application Programming Interface.
Endpoint	Data exchange connection point between systems.
Sync	Data synchronization process between applications.
Freight	Cost associated with shipping goods.