

## *UPS Custom Integration*

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*This custom integration allows your store to connect to the UPS Gateway to offer real-time shipping rates to your customers.*

### *The Concept...*

The customization provides a highly configurable interface for you to tell the gateway product weights, shipping methods, special circumstances, box types and more.

### *Important Notification...*

**The bulk of issues users have with proper rates being returned is the configuration of the interface. It is KEY that you read this documentation thoroughly. If configured correctly, your store will return the same rates you'd receive by entering the same shipping properties at UPS.com.**

*Since this is an integration, there are no module files to install. The module placed in your store is tied to your UPS account.*

### *Accessing the Interface...*

Once the customization has been completed by Viking Coders, click on the **Shipping Configuration** link in your Miva Merchant Admin Menu. On the right side of the screen, click on the **UPS Custom Integration** link.

## Configuring the Interface

The main settings control how information will be sent to the UPS Gateway. Accuracy in the settings is required in order to obtain accurate rates.

### Main Settings

Enable module?	<input checked="" type="checkbox"/>
Origination Zip code:	<input type="text" value="10001"/>
Origination City:	<input type="text" value="Anywhere"/>
Origination Country:	<input type="text" value="United States"/>
Pickup Type:	<input type="text" value="Daily Pickup"/>
Customer Classification:	<input type="text" value="Default"/>
Offer to PO boxes?	<input type="checkbox"/>

#### Enable?

This box determines whether or not UPS rates will be offered to customers. When first setup in the store for you it is unchecked. Use this as a means to turn on the shipping methods or turn them off if there is a problem.

*We recommend leaving this box unchecked until you've properly configured all your settings. Once checked, it will be used in shipping calculations.*

**NOTE:** *If your store is currently running MIVA Merchant's built-in UPS module, or another shipping module the UPS Custom Integration is replacing, be sure to deactivate the other shipping module(s). If you don't, customers will see multiple shipping options. See the troubleshooting section for details on module deactivation.*

#### Origination Zip Code, City and Country

You need to enter the zip code, city and country from which orders will be shipped. If some products are shipped from other locations, those will be addressed individually.

#### Pickup Type

The type of pickup you use can affect the rates. Choose the one used by your company from the pull-down menu.

#### Customer Classification

This is an account-specific setting. Normally you would leave this at Default. Since this option can alter rates, we recommend leaving it as is unless you specifically understand (or have been directed by your UPS rep) how it's used and how it changes rate determinations.

#### VERSION 4.x Stores ONLY

The **Varying Zip Codes by State** option allows you to set a different zip code for the originating zip code, depending upon the customer's ship-to state).

For example, if orders shipped to Alaska are shipped from a warehouse in New York, but orders shipped to Texas are shipped from California, you can configure it as such:

ZIPCODE: StateCodes separated by the comma|ZIPCODE: StateCodes separated by the comma

In this example, orders shipped to VA, MS and NM are shipped from zip code 22407, and orders shipped to AL and AK are shipped from 22201.

**22407:VA,MS,NM|22201:AL,AK**

For any other states, the zip code entered in the Origination Zip Code field will be used.

### Offer to PO Boxes

Though you can't ship via UPS to a P O Box, you can allow the rates to be returned to those locations. Note, however, that the rates returned may not be akin to what you will be charged for the shipment.

### Use Residential Rates?

If checked the rates returned will be for Residential deliveries.

### Use Commercial if "company" field filled?

Commercial rates will be used if the customer enters ANY data in the Company field for the Ship-To address.

Use Residential Rates?	<input type="checkbox"/>
Use commercial if "company" field filled?	<input type="checkbox"/>
Prompt for residential status?	<input type="checkbox"/>
Text of prompt:	<input type="text" value="%checkbox on % Residential"/>

### Prompt for residential status?

You can optionally ask the customer whether or not the ship-to address is a residence. Keep in mind that some customers will abuse this option in order to get lower rates.

#### Text of prompt

You can customize the prompt to the customer.

## Shipping Methods

You need to check off which UPS methods you wish to offer. Keep in mind that too many methods may cause confusion for the customer.

As long as you're running the latest update of the customization, all methods offered by the UPS Gateway are listed.

### Optional UPS Services:

There are optional services that are configurable with the ship methods. Check off any that you need to use.

### Sort:

You can have the shipping methods appear in any order, or by the **Rate Ascending** (lowest to highest rate) or **Rate Descending** (highest to lowest rate).

<b>Available Shipping Methods:</b>	
<input checked="" type="checkbox"/> Next Day Air	<input checked="" type="checkbox"/> 2nd Day Air
<input checked="" type="checkbox"/> Ground	<input checked="" type="checkbox"/> Worldwide Express
<input checked="" type="checkbox"/> Worldwide Expedited	<input checked="" type="checkbox"/> Standard
<input type="checkbox"/> 3 Day Select	<input type="checkbox"/> Next Day Air Saver
<input type="checkbox"/> Next Day Air Early A.M.	<input type="checkbox"/> Worldwide Express Plus
<input type="checkbox"/> 2nd Day Air A.M.	<input type="checkbox"/> Express Saver
<b>Optional UPS Services:</b>	
<input type="checkbox"/> Declared Value Insurance	
<input type="checkbox"/> Hazmat Surcharge, Air	<input type="text" value="30.00"/>
<input type="checkbox"/> Hazmat Surcharge, Ground	<input type="text" value="20.00"/>

Most stores set the sort to Rate Descending so the customer always sees the lowest rate first.

## Package Details

What you configure for the packaging of your orders plays a huge role in how rates are configured. This section is for the default packaging of orders.

*Note: Configuring the module properly may take some trial and error. Keep in mind that the settings here are defaults, and can be overridden by individual product settings.*

Packaging Type	Shipper supplied packaging
Packaging weight:	0.00
Max # products per package:	0
Max weight per package (lbs.):	150.00
Weight Unit	Pounds
Length	0.00
Height	0.00
Width	0.00
Length Unit	Inches

You may have to come up with some averages to accommodate vastly different product lines.

Here you'll configure the most common package type, and you may need to average out some things.

### Package Type:

Different rates are returned based on the type of packaging used. Choose whether you'll use your own packaging or one of UPS' supplied packaging materials.

### Packaging Weight:

Enter the weight of the box (plus any packing materials) you use to ship products. It may help to come up with an average weight, which will be added to the overall order weight once per package.

### Max # products per package:

This option controls how rates are calculated based on the number of boxes that will be shipped. Again, you'll likely need to come up with an average of how many products (which do not have override settings) can fit into a single box.

### Max weight per package:

This option controls how rates are calculated based on the number of boxes that will be shipped. Used in conjunction with the maximum number of products per box, the system will know when to start a new package.

### Weight Unit:

Choose the type of weight unit you use – this should be set to the same unit that the store is using. To check what unit the store is using, in your Admin Menu, click your store's link, and on the right-hand side click the Settings link.

### Length, Height and Width:

These are the package dimensions used by the system to determine if the package is subject to additional shipping charges due to its size. It is not necessary that they be entered in any specific order (i.e. it does not matter if you don't enter the longest dimension into the "length" field). They will be sorted to properly determine which is the longest dimension. If the dimensions are left at 0, the package will automatically NOT be assessed dimensional weight.

## Handling Charges

You have great control over how handling charges are applied. You can optionally have separate charges for actual shipping methods.

**Handling**

Extra Handling Charge:

How to charge handling?  once per order  per package  per item

Charge as percentage?

Percentage of?  subtotal  shipping charge

Handling charge cap

Charge for orders w/ only free shipping?

Handling charge for:

<input type="text"/>	Next Day Air	<input type="text"/>	2nd Day Air
<input type="text"/>	Ground	<input type="text"/>	Worldwide Express
<input type="text"/>	Worldwide Expedited	<input type="text"/>	Standard

Handling as a percentage?

Only ship methods you checked off under Available Shipping Methods will appear here.

### Extra Handling Charge

You can charge a standard handling charge and set it to be charged **once per order**, **once per package** or **once per item**.

You can also set the amount you enter in the Extra Handling Charge box to be charged as a **percentage** of either the **order subtotal** or the actual **shipping costs**.

You can set a **Handling Charge Cap**, which would be a maximum handling charge that can be applied by this means, and you can **force a handling charge** to be applied on any orders that **qualify for free shipping**.

### Handling Charge for:

Additionally you can set a handling charge when specific methods are used. Simply enter the charge next to the available methods listed (enter them as a number). If you want the charge to be a percentage of the ship cost, check off the **Handling as a percentage** box.

## Free Shipping

You can offer free shipping on select shipping methods. Some stores run specials offering Free Ground Shipping if orders are over a certain amount.

**Free shipping**

**Free shipping for:**

Next Day Air       2nd Day Air  
 Ground       Worldwide Express  
 Worldwide Expedited       Standard

**Free shipping if over:**

Next Day Air       2nd Day Air  
 Ground       World  
 Worldwide Expedited       Stand

**If the state is in this list:**  
(eg. |AK|AL|OK|)

do not permit free shipping     permit free shipping

Only ship methods you checked off under Available Shipping Methods will appear here.

### Free shipping for:

Check off any of the methods for which you want to offer free shipping. Only the methods you set under Available Shipping Methods will be listed, so if there's some missing from this list, you'll want to select the other method(s) and then click the Update button.

### Free shipping if over:

You can restrict free shipping to apply only if the order subtotal is over a certain amount. For example, if you want to offer free Ground shipping if the customer orders \$100 or more, you will want to check off the Ground option above, then enter 99.99 in the box next to Ground.

### If the state is in this list:

You can restrict certain states (such as Hawaii or Alaska) from getting free shipping. Use the two-letter state code (you'll find this in your Admin by clicking the States link in the Admin Menu), surrounded by the PIPE delimiter (the | above the enter key on the keyboard).

The list must follow the method of:

**|STATECODE|STATECODE|STATECODE|** ← there's both an opening and ending | here.

Then set whether you want the free option to be **permitted** or **not permitted** for these states.

## Discounted Shipping

You can apply shipping discounts on specific methods.

		<b>Discounted shipping</b>		
Discount shipping for:	<input type="text"/>	Next Day Air	<input type="text"/>	2nd Day Air
	<input type="text"/>	Ground	<input type="text"/>	Worldwide Express
	<input type="text"/>	Worldwide Expedited	<input type="text"/>	Standard
Discount as a percentage?	<input checked="" type="checkbox"/>			

Simply enter the amount (as a number) next to the method. If you want the discount to be a percentage off the ship cost, check off the **Discount as a percentage** box.

*Only the methods you set under Available Shipping Methods will be listed, so if there's some missing from this list, you'll want to select the other method(s) and then click the Update button.*

## Messages

You can display messages based on the **free shipping** and **handling charges only** option (which will appear only if an order will receive free shipping but will be charged handling fees).

You can optionally show the Free Shipping message if the order's total weight is **zero** (which means none of the products have weight assigned). Be careful with this method as you may find you're disclaiming totally free shipping on a heavy item because you forgot to assign a weight to the product.

Messages

Message if "free shipping only"	<input type="text" value="Free Shipping"/>
Message if "handling charge only"	<input type="text" value="UPS Shipping"/>
Show "free" msg. if "zero weight"?	<input type="checkbox"/>
<hr/>	
Drop down message:	
	Next Day Air <input type="text"/>
	2nd Day Air <input type="text"/>
	Ground <input type="text"/>
	Worldwide Express <input type="text"/>
	Worldwide Expedited <input type="text"/>
	Standard <input type="text"/>
Append Message?	<input checked="" type="checkbox"/>

### Drop Down Message

Here you can override the standard UPS ship type method names. This is useful if you want to convey delivery time or shipment time information.

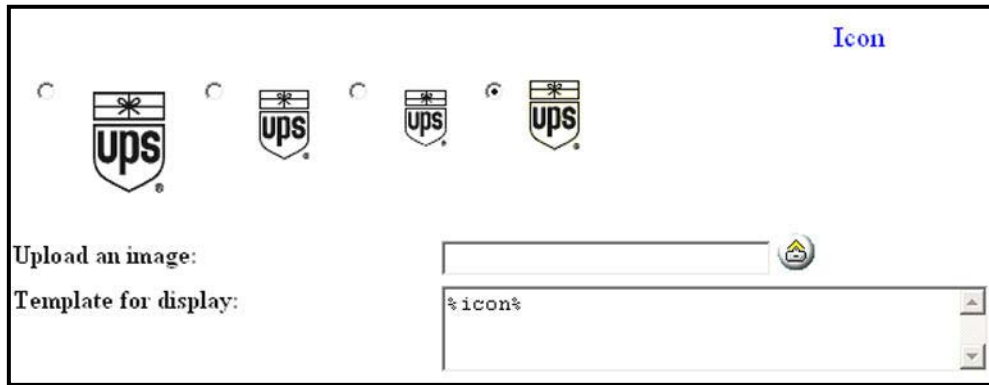
For example, if Ground shipping takes 2 days to process the order, you could let the customer see:

*Ground (2 day processing time)*

in the shipping method select list.

You can opt to Append the Message to the existing label, or you can uncheck the **Append Message** box to overwrite the label completely.

## The UPS Icon



The screenshot shows a web interface titled "Icon" in the top right corner. At the top, there are four radio buttons, each followed by a different version of the UPS shield logo. Below this, there are two input fields. The first is labeled "Upload an image:" and has an empty text box with a small upload icon to its right. The second is labeled "Template for display:" and has a text box containing the text "%icon%".

UPS Licensing requires that a UPS icon be displayed. You can select which UPS icon to display on the shipping selection page. You could optionally upload a different UPS image.

The template for display is what displays the actual icon – denoted by the %icon% token. You could add additional content there if you'd like. For example:

```
<center>%icon%<br>We proudly offer shipping via UPS.</center>
```

## Message Requirements

If you are adding handling fees or surcharges above the rates normally returned by UPS, you are **required** to include a statement.

**These fees do not necessarily represent UPS published rates and may include handling charges levied by [company].**

This statement must appear on the shipping selection page, and can easily be added using the Select Shipping/Payment Footer in the Miva Merchant Admin.

On pages which display the icon, you need to display the UPS copyright information. This too can be added to the "Select Shipping/Payment Footer" field:

**UPS®, UPS & Shield Design® and UNITED PARCEL SERVICE® are registered trademarks of United Parcel Service of America, Inc.**

If you have questions about these requirements, refer to the UPS Licensing Agreement.

## Individual Product Settings

If you need to configure shipping methods and charges for a specific product, you can do so. Product Settings will override the Default Settings you assigned to the store.

**Why would you configure individual products?** If you have products that ship from another location, or products that are so large they must ship alone, you'll want to override the default settings. Some also use this option to provide free shipping for only specific products, which may or may not ship separately.

To configure a product's individual settings, open the product for editing in your Admin, then click on the UPS Custom Integration tab on the product's edit screen.

The screenshot shows a form titled "Permit Category settings to override?". It includes a checked checkbox, a text input field for "Extra Handling Charge" with the value "0", and radio buttons for "How to charge handling?" (once per order, per package, per item). Below are checkboxes for "Omit option: (if product is ordered)" with shipping methods: Next Day Air, 2nd Day Air, Ground, Worldwide Express, Worldwide Expedited, Standard, and 3 Day Select. At the bottom is a "Free Shipping?" checkbox. A callout box points to the checked checkbox with the text: "If you want this product's settings to stand above any category settings you may create, leave this box unchecked."

### Extra Handling Charge:

You can apply an additional handling charge for the product, and can set whether that charge is to be applied per order, per package or per item (i.e. if set per item and the customer orders four of the product, the handling charge will be multiplied by four).

### Omit Shipping Options

If there are specific methods that CANNOT be used for this product, check them off. If the product is ordered, regardless of any other items ordered, the customer will not receive those methods during checkout.

### Free Shipping?

You can configure individual products to receive free shipping, regardless of the product's weight. If other products are ordered that do not include the free shipping option, the rates returned will be for those products in the order.

## Shipping in Separate Packages

This is the most common reason for using individual product settings – it means that this product **MUST** ship in its own package. If the **Ship in Separate Package** option is checked, you'll want to then configure the remaining options, which are similar to those you set in the Default Settings for the store.

<b>Ship in Separate Package?</b> <input type="checkbox"/> ←		If this box is not checked then none of the settings below the <u>Ship in Separate Packages?</u> heading will have any affect.
<i>(No options below this point will have any affect)</i>		
Origination Zip Code:	<input type="text" value="10001"/>	
Origination City:	<input type="text" value="Anywhere"/>	
Origination Country:	<input type="text" value="United States"/>	
Max Quantity Per Box:	<input type="text" value="1"/>	
<b>OR</b>		
Split into how many boxes:	<input type="text" value="1"/>	
Split for weight (xx yy etc.):	<input type="text" value="0"/>	
Length of splits (xx.xx yy.yy etc.):	<input type="text"/>	
Width of splits (xx.xx yy.yy etc.):	<input type="text"/>	
Height of splits (xx.xx yy.yy etc.):	<input type="text"/>	
Split for cost (xx.xx yy.yy etc.):	<input type="text" value="0"/>	
<b>OR</b>		
Ship in multiples: eg. 1 2 4 = boxes of 1, 2, and 4	<input type="text"/>	

### Origination Zip Code, City and Country:

If the item is to be shipped from a different location than what's setup for the store, enter the Zip Code, City and Country. These may affect the rates returned to the customer.

### Max Quantity Per Box

What happens if the customer orders 12 of this item? If they can all ship in one box, you'll want to enter "12" here. But if each must ship in its own box, enter a "1."

If you enter a 3, and 12 are ordered, shipping will be calculated on four individual boxes.

### Split into how many boxes

Products containing multiple components may have to ship in more than one package. For example, a stereo's speakers may have to ship in their own boxes, and the main components in a third box. In this case, we'd need to put a "3" in the **Split into how many boxes** input. Then, we need to tell the module the weight of each box.

The box weight is to be entered in the format of:

WEIGHT of Box 1|WEIGHT of Box 2|WEIGHT of Box 3 – the three are separated by the PIPE delimiter. So if the two speaker boxes are 20 pounds each, and the component system is 45 pounds, we would enter it as: 20|20|45

You may also want to enter a price (or valuation) for each box, which can be used when configuring insurance. If you estimate the speakers to be worth \$250 each, and the component system \$900, you would enter this as: 250|250|900

### The difference between "Max Quantity Per Box" and "Splitting"

Setting a Max Quantity per box means that X (quantity) of the product(s) can fit into one box.

Splitting means the product has components that must ship in separate packages.

You will set one or the other, not both.

**Ship in multiples:**

There is a third option for shipping products in multiples of X amounts. For example, if you have one box that can accommodate a quantity of one, another box that can accommodate 2 of the product and another box that accommodate a quantity of 4, you can enter it like:

**1|2|4**

You use the PIPE character (the | above the enter key) to separate each number. Contrary to other settings, though, you do not include the PIPE at the beginning for end of the string.

This method is NOT splitting the product into packages, but rather telling the system what quantities you can fit into different types of boxes.

***Other Settings***

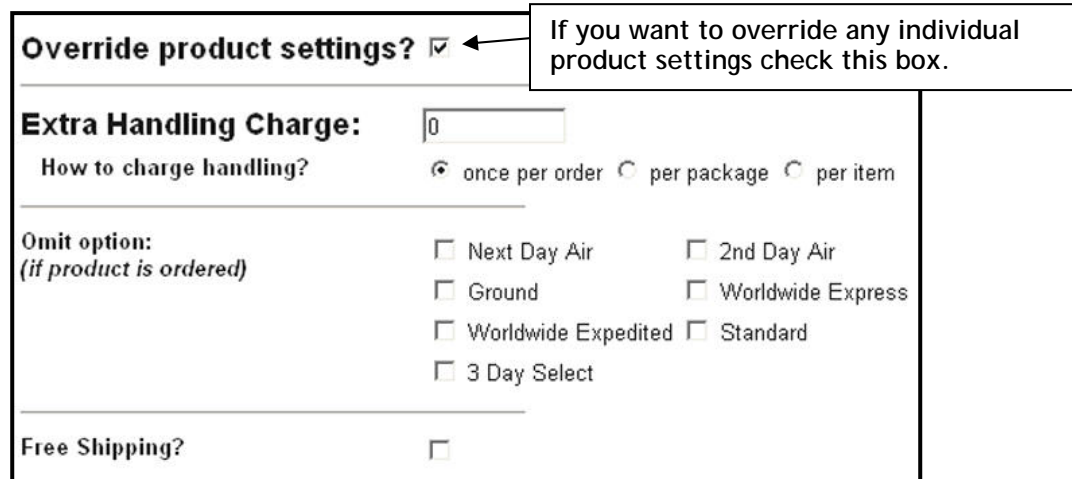
The rest of the settings are overrides of standard settings for the store. You can leave them alone or modify them as needed.

## Individual Category Settings

You can override the default shipping rate calculations for categories of products. This is helpful when you have a category of certain products which all must ship in single boxes or from different locations.

To access configuration settings for an individual category, locate the category in the Admin and open it for editing. Click on the UPS Custom Integration link for the category.

### Handling Charges, Methods & Free Shipping



The screenshot shows a form titled 'Override product settings?' with a checked checkbox. A callout box points to this checkbox with the text: 'If you want to override any individual product settings check this box.' Below the checkbox, there are several sections: 'Extra Handling Charge:' with a text input field containing '0'; 'How to charge handling?' with radio buttons for 'once per order' (selected), 'per package', and 'per item'; 'Omit option: (if product is ordered)' with checkboxes for 'Next Day Air', '2nd Day Air', 'Ground', 'Worldwide Express', 'Worldwide Expedited', 'Standard', and '3 Day Select'; and 'Free Shipping?' with an unchecked checkbox.

#### Override product settings?

This option must be checked if you want the settings in this top section to override any settings you may have made on a specific product. Be careful with this option because if the category includes a special product which must ship a different way (such as via another warehouse) the rates returned will be skewed.

#### Extra Handling Charge

You can impose an additional handling charge for each product in the category. This will be applied in addition to any handling charge you setup for the entire order.

You can opt for the charge to be applied **once per order**, **per package** or **per item**.

#### Omit option:

If products in the category cannot be shipped by a specific method, you can check off that method and the customer will not be able to select it for an order containing any of the category's products.

#### Free Shipping?

You can set the category's products to receive free shipping. If only products from the category are ordered, free shipping will be applied. If other items are also ordered, only those will carry actual shipping rate calculations.

## Shipping in Separate Packages

You can configure products in the category to ship in separate packages.

<b>Ship in Separate Package?</b> <input type="checkbox"/>	
<i>(No options below this point will have any affect</i>	
Origination Zip Code:	<input type="text" value="10001"/>
Origination City:	<input type="text" value="Anywhere"/>
Origination Country:	<input type="text" value="United States"/>
<hr/>	
Max Quantity Per Box:	<input type="text" value="1"/>
<b>OR</b>	
Split into how many boxes:	<input type="text" value="1"/>
Split for weight (xx yy etc.)	<input type="text" value="0"/>
Length of splits (xx.xx yy.yy etc.)	<input type="text"/>
Width of splits (xx.xx yy.yy etc.)	<input type="text"/>
Height of splits (xx.xx yy.yy etc.)	<input type="text"/>
Spit for cost (xx.xx yy.yy etc.)	<input type="text" value="0"/>
<b>OR</b>	
Ship in multiples:	<input type="text"/>
<i>eg. 1 2 4 = boxes of 1, 2, and 4</i>	

Much of the setup here is similar to the fields you setup for the overall store, and is identical to the override screen for individual products.

### Ship in Separate Package?

This must be checked if you want to ship the item(s) in separate packages and if you don't check this box, none of the settings below this prompt will have any affect on the store.

### Origination Zip Code, City and Country:

If the item is to be shipped from a different location, enter the Zip Code, City and Country. These may affect the rates returned to the customer.

### Max Quantity Per Box

What happens if the customer orders 8 items from the category? If they can all ship in one box, you'll want to enter "8" here. But if each must ship in a separate box, enter a "1."

If you enter a 3, and 8 are ordered, shipping will be calculated on three individual boxes.

### Split into how many boxes

Products containing multiple components may have to ship in more than one package. For example, a stereo's speakers may have to ship in their own boxes, and the main components in a third box. In this case, we'd need to put a "3" in the **Split into how many boxes** input. Then, we need to tell the module the weight of each box.

The box weight is to be entered in the format of:

WEIGHT of Box 1|WEIGHT of Box 2|WEIGHT of Box 3 – the three are separated by the PIPE delimiter. So if the two speaker boxes are 20 pounds each, and the component system is 45 pounds, we would enter it as: 20|20|45

You may also want to enter a price (or valuation) for each box, which can be used when configuring insurance. If you estimate the speakers to be worth \$250 each, and the component system \$900, you would enter this as: 250|250|900

**Ship in multiples:**

There is a third option for shipping products in multiples of X amounts. For example, if you have one box that can accommodate a quantity of one, another box that can accommodate 6 of the products and another box that accommodate a quantity of 9, you can enter it like:

**1|6|9**

You use the PIPE character (the | above the enter key) to separate each number. Contrary to other settings, though, you do not include the PIPE at the beginning for end of the string.

This method is NOT splitting the product into packages, but rather telling the system what quantities you can fit into different types of boxes.

The difference between  
"Max Quantity Per Box"  
and "Multiples"

Setting a Max Quantity per box means that X (quantity) of the product(s) can fit into one box.

Multiples allows us to configure how many products can fit into each type of box we use.

***Other Settings***

The rest of the settings are overrides of standard settings for the store. You can leave them alone or modify them as needed.

# *Troubleshooting the UPS Custom Integration*

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The number one call for support on this shipping solution is mis-configuration by the user. With that, we think it's important you understand how it works, its limitations, and common issues faced by users.

***The majority of issues can be resolved by reading this entire section.***

## ***How the Custom Integration Works***

As with any shipping module, this customization generates a list of available UPS shipping methods, with the associated rates for each, from which the customer selects their desired shipping method. Configured properly, the exact rates will be returned.

There's some confusion about what "exact rates" means. In order to test the rates returned to the customer against the rates given at UPS.com you have to set the exact configuration at UPS.com as you have setup in the UPS Custom Integration interface. Many overlook incorrect product weights, ship from zip codes and any individual product or category settings, among other things.

Unlike a standard shipping module, the UPS Custom Integration lets you set products to be shipped independently.

Here's how it goes about generating the list of criteria it sends to the UPS gateway, and how rates are returned to the customer:

1. The customer's basket is gone through, one item at a time, and items are checked to see if they need to be shipped separately.
2. If items are to be shipped independently, it calculates the rate for the various methods for that product (using the configuration options set for it on the individual product configuration screen), keeping a running total of the shipping rate for each method as it goes along.
3. After it has gone through the entire basket, it sorts the remaining products (i.e. those that are not configured to be shipped separately) into boxes to determine the minimum number of packages to use. The "Max weight per package" and "Max # products per package" settings are used to limit how much can be shipped in each package. The weights for these individual packages are then used to calculate for each package a shipping rate for all of the methods (using the options set on the main configuration screen). These determined rates are then added to the rates determined for the products shipping separately to produce a final rate for each UPS method.

Note that the method used to determine the number of boxes to use to pack the products is not 100% accurate. Unfortunately, a method assured to that degree of accuracy would take so long to run and require so much computer power that no one would ever be able to check out of your store! However, the method used, called a "first fit bin packing" algorithm is sufficiently accurate to assure that extra shipping won't be calculated for the relatively small number of boxes sent by the typical merchant. As the number of necessary boxes increases, the chance of mis-packing the boxes increases. In all instances the total weight that shipping is calculated for will be the same; the total weight of the products purchased. And if the method mis-packs, it will always be in the favor of using too many boxes.

## **Limitations**

There are some limitations, however. It is impossible for you, the merchant, to input dimensions for each individual product and dimensions of every possible box, and allow the module to figure out just which box the products will be packaged in, and exactly how many boxes would be used. Such a feature would likely run scores of thousands of dollars, and it's not a dire need for most merchants. With that, we recommend you average out your box size and number of items that can fit within them to meet a happy medium.

This does not mean the shipping rates returned will be inaccurate to the configuration, but you probably will see some flexibility in the actual costs of shipping based on using a different box size or number of boxes than what you have configured in the Admin.

### The UPS Gateway

The UPS Gateway is relied upon. That means if the gateway goes down, the no rates can be returned to your customers. There is no way around this issue, save for temporarily using an alternative UPS shipping module (which likely will not give accurate rate returns).

### Shipping Method Error Screen

If no shipping method (by this or any other module) is available to the customer, the customer may be prompted with a Fatal Error screen (generated by Miva Merchant). Most likely instead you'll want the customer to be told that rates are not available at the time, but still allow the customer to checkout.

To display a message and still allow the customer to checkout, you'll need to uncheck an option in your store's settings.

1. In your Miva Merchant Admin Menu, click your **store's link**.
2. In the right-hand screen, click the **Settings** link.
3. Uncheck the **Require Shipping** boxes.
4. Click **Update**.

Units of Measurement (Weight):	<input type="text" value="pounds"/>
Basket Timeout (Minutes):	<input type="text" value="60"/>
Price Group Overlap Resolution:	<input type="text" value="Lowest Price"/>
Sales Tax Calculation:	<input type="text" value="Shopper Selected Sales Tax"/>
Currency Formatting:	<input type="text" value="US Currency Formatting"/>
	<input type="checkbox"/> Require Shipping
	<input checked="" type="checkbox"/> Require Tax
	<input type="checkbox"/> Require Shipping for Free Orders

Now, if no methods are available, the customer will receive the message:

**Unable to calculate shipping.**

And on the checkout screen it will say:

**Shipping: To be determined later.**

### How to get around this.

There are a few ways to get around this issue. The first is, if you are informed of a scheduled outage by UPS, get another shipping method in place as a fall back for that time period.

The second is to consider a secondary shipping module—even if it's with another carrier.

And, to keep from scaring customers by the message, you may want to modify what is displayed. The **Other Page Templates** module will let you do this.

## *Be Logical with the Settings*

Most reported errors aren't really errors—usually the rates are being calculating correctly according to the configuration. With this, you need to be aware of some key points:

- **Not all** possible methods are available via the UPS Gateway. Specialty shipping methods may not be an option. The system lists all possible methods that are supported by the gateway. Anything other than those methods cannot be configured.
- **UPS does not ship \*everywhere.\*** Some countries are not serviced by UPS, so rates will not be returned for those countries.
- **Think about your packaging, your weights and your costs.** You may want to use some prior UPS billing statements to help configure the appropriate methods of calculations.
- **Configuring properly takes time.** Expect to spend a few hours configuring the main, category and product settings to best suit your needs.
- **Test your configurations.** We highly recommend you place several test orders with varying Ship-To addresses to determine if you have the module configured the way you want.

## *Check the Error Log*

As the UPS Custom Integration is accessed by the shopping cart, a log is written. This log will tell us any errors encountered, and it's the first step in troubleshooting.

To obtain the error log, you will need to navigate to your site's **MivaData** directory (this may be named mivadata or htldata, or simply data). You can use FTP or a terminal provided by your host.

The exact location of the error.dat file is dependent upon the Miva Merchant version you are running.

### **Version 4.x Stores**

The file will be located in the MerchantX/0000000X/BROK\_UPSCUSTOM directory. (the first X denotes the Merchant directory – normally Merchant2 and the second denotes the store number).

### **Version 5.x Stores**

The file will be located in the Merchant5/s0X/modules/BrokUps directory. (the X denotes the store number).

## *Other Shipping Modules*

The UPS Custom Integration works fine when you have other shipping modules assigned to the store. Shipping modules themselves work independently of each other.

If you are using the Shipping SuperMod, however, you need to make sure that you Acquire methods for UPS Custom. If you cannot get rates to return while using the Shipping SuperMod, deactivate that module and then place a test order. If the rates come up, then it's either a configuration issue or a problem with Shipping SuperMod.

## *Deactivating Other Modules*

Once configured, you may want to deactivate another UPS shipping module. By default, in order to remove a shipping module from the store you'd need to first delete all the orders that used that shipping method. By deactivating a module you can maintain the orders. Deactivation also maintains the databases for the module, in case you need to revert back to it at any time.

To deactivate a module (you will not lose the data associated for it):

1. In your admin menu, click the arrow next to modules.
2. Locate the module in the list and click it's link.
3. On the right-hand side, uncheck the Active box.
4. Click update.

If you ever need to revert back to the module, follow the same steps, but check off the Active box.

## *Obtaining Support*

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Standard support for the UPS Custom Integration is offered free of charge via the Support Desk. Standard support covers confliction issues and standard usage of the module.

If you seek support for rate calculation issues, it is requested you **attach a copy of the error.dat** file to the help ticket. This will speed the process of determining whether or not there are any actual errors being generated.

*Some issues may be considered advanced, such as requests that require custom coding or configuration services. Services are offered for this type of support or work. Please inquire.*