



Yahoo! Merchant Solutions/Yahoo! Store and UPS OnLine® Tools

Introduction

The Yahoo! and UPS OnLine Tools integration allows you to use UPS services in your online store. This application note describes how the integration works, how to start using UPS OnLine Tools, and where to get support and find more information.

Solution Overview

What Yahoo! Provides

Yahoo! provides general and custom shipping methods accessible through the Shipping Manager. You can edit shipping methods and rates available to your shoppers. You can set up ship rules and test these settings before opening your online store for business.

What UPS Provides

With UPS OnLine Tools, you can manage:

- Pre-ship activities: Rate & Service Selection, Time in Transit, and Address Validation for shoppers
- Shipping activities: Ship Tool and connectivity with WorldShip® for sellers
- Post-ship activities: Integrated tracking for buyers and sellers

Through the Shipping Manager, Yahoo! provides you with the ability to configure shipping details for your online store. UPS provides the online services that can be accessed by both you and your shoppers.

Integration Benefits

The integration provides you with these benefits:

UPS Ship Tool

You can streamline your shipping by processing UPS shipments directly from your store's Order Manager and printing a UPS shipping label on your printer. Automatically, the UPS tracking number is inserted into the order.

Export to and Import from UPS WorldShip

High-volume merchants who are Yahoo! Store, Merchant Solutions Standard, or Merchant Solutions Professional customers have access to import and export processing with UPS

WorldShip, (a Windows-based, shipping software application) that eliminates address key entry and allows you to easily download your many customer orders.

The above merchants can also import tracking numbers into Shipping Manager from WorldShip using a CSV file to update many orders with the corresponding UPS tracking numbers at once.

UPS Tracking

UPS Tracking allows you to improve customer service for your online store. This UPS OnLine Tool provides up-to-the-minute shipping information to online shoppers right from the order status page. This functionality encourages shoppers to track the status of their order, saving you from responding to excessive "Where is my order?" inquiries.

UPS Rates and Service Selection

To give your shoppers flexibility and control when placing orders, your online store needs UPS Rates and Service Selection. This UPS OnLine Tool lets online shoppers compare, price, and select UPS shipping services that best fit their needs and budgets during the checkout process. You can give online customers a wider range of service levels and rates by enabling UPS Rates and Service Selection through Yahoo! Merchant Solutions.

UPS Time in Transit

You can improve online customer service with UPS Time in Transit. This UPS OnLine Tool displays the number of days in transit for your selected UPS shipping services within the United States. Online shoppers can then compare the speed of UPS Ground and other UPS delivery services without ever leaving the checkout process.

UPS Address Validation

With UPS Address Validation, you do not have to worry about shoppers entering incorrect city, state, and ZIP information during the checkout process. If shoppers make a mistake, UPS Address Validation alerts them with an error message, ensuring that errors are corrected at the point of entry long before orders leave the shipping dock. This reduces costly returns for you and headaches for your customers.

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Using UPS OnLine® Tools

Prerequisites

All Yahoo! merchants have access to the UPS tools in checkout (Rates and Service Selection, Time in Transit, and Address Validation). **Note:** you must use version 2 or later of the Yahoo! checkout code to use the UPS tools in checkout.

To export orders to or import tracking numbers from UPS WorldShip, you must be a Yahoo! Merchant Solutions Standard, Professional, or Yahoo! Store merchant.

Merchants need a UPS account to register and access the UPS tools. Customers do not need to meet any UPS volume or revenue requirements to access the UPS functionality. Contact UPS to set up an account.

Yahoo! merchants who wish to use the UPS Tools may register for free from within their Yahoo! Merchant Solutions/Store account or at <http://ups.yahoo.com>.

The following sections describe how to configure and use the integrated solution:

Select Shipping Methods

Once you have registered to use the UPS Online Tools with your Merchant Solutions/Store account:

1. Sign in to your Store Manager and click the "Shipping Manager" link under Order Settings.
2. Go to the Shipping Methods section of Shipping Manager.
3. Click the "Edit Methods" button, and select the boxes for the official UPS methods you wish to use and click "Update."
4. Click the "Change Order Display" button to rearrange how the list of methods will appear on your checkout pages.

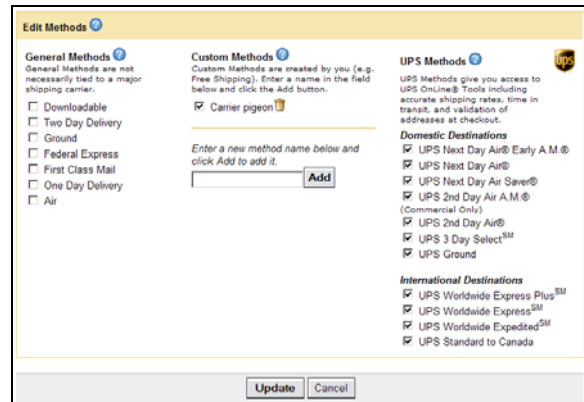


Figure 1: The Edit Methods page of the Shipping Manager

Note: the UPS Rates and Services, Time in Transit, and Address Validation tools will only work with the official UPS shipping methods shown on the right of the "Edit Methods" screen.

Selecting UPS Real-Time Shipping Rates

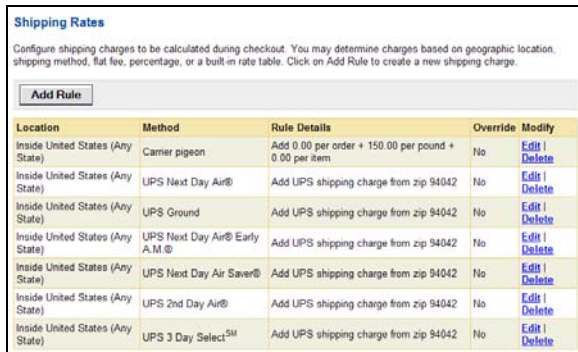
1. From Shipping Manager, click the "Shipping Rates" link and click "Add Rule."
2. On the Select Location page, choose the locations to which this rate will apply. Click "Next."
3. On the Select Method page, choose **one** of the official UPS methods. Click "Next." Please note: You can not select "Any Method" on this page to have access to UPS Real-Time Rates.
4. On the Choose a Rule Type page, select "UPS Real-Time Rates." Click "Next." Click the "Next" button until you are finished adding the rule.
5. Repeat above steps for **each** UPS method offered at your store.

You should include ship weights for every product in your catalog for UPS rates to calculate accurately.

Note: you may combine shipping rates to create more complex shipping calculations. For example, if you wish to add \$2.00 to the UPS Ground rates for your account, you would create two rules, both specifying "UPS Ground" as the method. One rule would use the UPS Real-

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Time rates; the other would add \$2.00 to every order using the "Flat Rate Charge" selection.

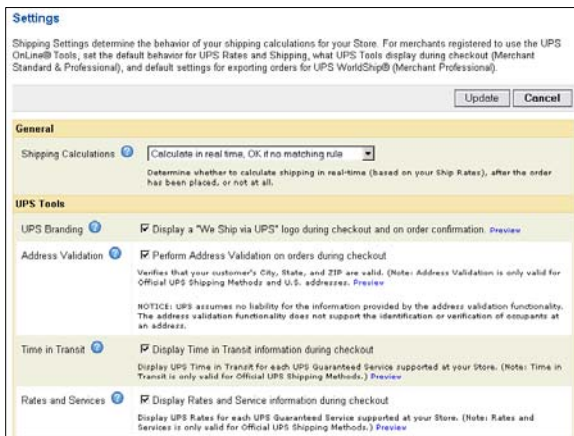


Location	Method	Rule Details	Override	Modify
Inside United States (Any State)	Carrier pigeon	Add 0.00 per order + 150.00 per pound + 0.00 per item	No	Edit Delete
Inside United States (Any State)	UPS Next Day Air®	Add UPS shipping charge from zip 94042	No	Edit Delete
Inside United States (Any State)	UPS Ground	Add UPS shipping charge from zip 94042	No	Edit Delete
Inside United States (Any State)	UPS Next Day Air® Early A.M.®	Add UPS shipping charge from zip 94042	No	Edit Delete
Inside United States (Any State)	UPS Next Day Air Saver®	Add UPS shipping charge from zip 94042	No	Edit Delete
Inside United States (Any State)	UPS 2nd Day Air®	Add UPS shipping charge from zip 94042	No	Edit Delete
Inside United States (Any State)	UPS 3 Day Select®	Add UPS shipping charge from zip 94042	No	Edit Delete

Figure 2: The Shipping Rates page of the Shipping Manager

Select UPS Tools to Enable

The UPS Tools section of the Settings page lets you present UPS branding and shipping modules on your checkout pages. Select or clear the checkboxes to add or remove these modules from your checkout page. Remember that you must click "Publish Order Settings" to make any changes appear on your live site.



Shipping Calculations

UPS Tools

- UPS Branding** – Display a "We Ship via UPS" logo during checkout and on order confirmation. [Preview](#)
- Address Validation** – Perform Address Validation on orders during checkout. [Preview](#)
- Time in Transit** – Display Time in Transit information during checkout. [Preview](#)
- Rates and Services** – Display Rates and Service information during checkout. [Preview](#)

Figure 3: The UPS Tools Section of the Settings page

- **UPS Branding** – Displays a "We ship via UPS" mark during checkout and on order confirmation.
- **Address Validation** – Verifies that your customer's city, state, and ZIP are valid. (**Note:** Address Validation is only valid for official UPS shipping methods and U.S. addresses.)

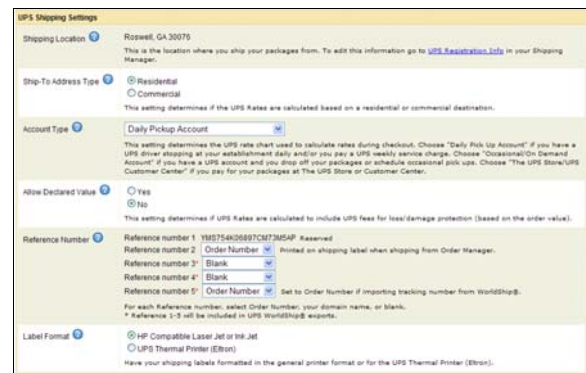
- **Time in Transit** – Displays UPS Time in Transit for each UPS Guaranteed Service supported at your store. (**Note:** Time in Transit is only valid for official UPS shipping methods.)

- **Rates and Services** – Displays UPS Rates for each UPS Guaranteed Service supported at your store. (**Note:** Rates and Services are only valid for official UPS shipping methods.)

Click "Update" to save any changes you make to these settings.

Configure UPS Shipping Settings

The UPS Shipping Settings section of the Settings page controls UPS account-specific information. Remember that you must click "Publish Order Settings" to make any changes appear on your live site.



Shipping Location

Ship-to Address Type Residential Commercial

Account Type

Reference Number

Label Format HP Compatible Laser Jet or HP Jet UPS Thermal Printer (Eikon)

Figure 4: The UPS Shipping Settings section of the Settings page

- **Shipping Location** – This is the location from which you ship your packages. To edit this information go to UPS Registration Info in your Shipping Manager. **Note:** At this time, you can only register one shipping location.
- **Ship-to Address** – The options are "Residential" and "Commercial." This setting determines if UPS Rates are calculated based on a residential or commercial destination during checkout. This setting will apply to all orders.
- **Account Type** – The values in the pull-down menu are "Daily," "Occasional/On

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demand,” and “The UPS Store/UPS Customer Center.” This setting determines the UPS rate chart used to calculate rates during checkout. Choose “Daily Pick Up” account if you have a UPS driver stopping at your establishment daily and/or you pay a UPS weekly service charge. Choose “Occasional/On Demand” account if you have a UPS account and you drop off your packages or schedule occasional pick ups. Choose “The UPS Store/UPS Customer Center” if you pay for your shipping at a UPS store or customer counter.

- **Allow Declared Value** – The options are “Yes” and “No.” This setting determines if the UPS Rates are calculated to include UPS Loss/Damage Coverage (based on the order value).
- **Reference Number** – At shipping, Reference Number 2 will be passed to UPS. Reference numbers 2-5 will be included in UPS WorldShip exports. Select to use the order number, your domain name, or blank. **Note:** to correctly import tracking numbers from WorldShip, you must set Reference number 5 to Order ID.
- **Label Format** – The options are “HP-Compatible LaserJet or Inkjet” or “UPS Thermal Printer (Eltron).” Have your shipping labels formatted in the general printer format or for the UPS Thermal Printer (Eltron). You may also need to install special printer drivers available on the UPS web site for printing shipping labels.

Click "Update" to save any changes you make to these settings.

Process Shipments and Print Labels

The integration with UPS allows you to process individual orders online.

1. **Locate an Order** – refer to the Getting Started Guide for how to retrieve an order: <http://smallbusiness.yahoo.com/merchant/gstardownload.php>
2. **Ship Order** – Click “Ship Order.”

There are three steps in shipping an order:

- a) Create a shipping order by verifying the ship-to address and shipping method, and enter additional details about the shipment (packaging, weight, dimensions, loss/damage coverage, and Saturday shipment).
- b) Review the shipping order and charges.
- c) Complete the shipping order by printing a label.

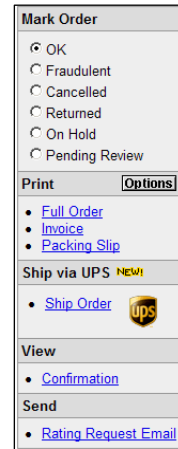


Figure 5: Beside an order, click “Ship Order” to initiate a shipment for the order.

Track Shipments

Once an order has been shipped, the UPS tracking number is attached to the order. Refer to the Getting Started Guide to learn how to send order confirmation and shipment status emails.



Figure 6: UPS tracking numbers are associated with each order once a shipment has been made

Export to UPS WorldShip

There are five steps for exporting order information to UPS WorldShip. **Note:** it is recommended you set Reference Number 5 to “Order ID” within your Yahoo! Shipping Settings so that you may subsequently import tracking data from UPS WorldShip.

1. Click the "Orders" link in the process column of your Store Manager. Select a range of orders to export, choose UPS WorldShip® from the “Format” pull-down menu, and click the "Export" button.
2. On the WorldShip Export Settings page, confirm the settings to be applied to this range of orders. Click "Continue" to export the orders. On the next page click the "Export" link.

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3. To change any of the settings displayed on the Export page, return to the Settings page in your Shipping Manager, make the necessary changes, and click "Publish Order Settings."
4. Save the file to your computer in the location you created for storing these files. For example:
"C:\Yahoo\Store1\WorldShip_Import_Export"
Note: WorldShip always imports from the same file name; if you wish to save the CSV file from a previous export, you should rename the file to prevent it being overwritten by the export process from Yahoo!.
5. Open WorldShip and import the file for processing.

Import from UPS WorldShip

Note: Exporting shipment data from WorldShip requires a specific one-time setup within WorldShip that is beyond the scope of this Application Note. For assistance in configuring WorldShip, please contact your UPS representative and view the more detailed help document at <http://store.yahoo.com/lib/vw/Yahoo-UPSWorldShip-documentation.zip>

Important: Reference Number 5 *must* contain the Yahoo! Order ID when importing tracking data for an order.

There are eight steps for importing shipment information from UPS WorldShip (**Note:** available only in Yahoo! Merchant Solutions Standard or Professional and Yahoo! Store):

1. Within WorldShip, export the CSV file from WorldShip to a location on your hard drive.
2. Sign in to your Store Manager.
3. Click the "Orders" link in the "Process" column of Store Manager.
4. At the bottom of the Order Manager page, click the "Import" button,
5. Click the "Browse..." button to locate the file you exported from WorldShip.
6. Click the "Upload" button.
7. Review any warnings or errors from the import process; no changes have been made to your orders at this point. If you do

not wish to import the file, click "Cancel" to return to Order Manager.

8. Click "Apply" to have the WorldShip data applied to the orders. **Note:** the shipping status is automatically changed for orders which have been updated with valid shipping data; if you have configured automatic e-mails to be sent to your customers upon shipping status changes, those e-mails will be sent at the conclusion of a successful import from WorldShip.

Support

Support from Yahoo!

Yahoo! will handle customer service issues with regard to the UPS OnLine® Tools:

- Yahoo! Help/FAQs:
<http://help.yahoo.com/help/us/store/shipping>
- Contact Us:
<http://smallbusiness.yahoo.com/contactus>

Support from UPS

For questions regarding pricing, UPS accounts, service levels, WorldShip, and tracking, please contact UPS Customer Service:

- www.ups.com or
1-800-PICK-UPS (742-5877)

About Yahoo! Merchant Solutions

Yahoo! Merchant Solutions/Yahoo! Store is a complete e-commerce system that includes such features as a secure shopping cart and online order processing, advanced catalog and inventory management, a domain name, hosting services, and business mail, as well as tools and templates to help build a web site. An industry leader for more than 7 years, Yahoo! powers 1 in 8 online stores and handles billions in merchant sales.

About UPS

UPS is the world's largest package delivery company and a global leader in supply-chain services, offering an extensive range of options for synchronizing the movement of goods, information, and funds. Headquartered in Atlanta, Ga., UPS serves more than 200 countries and territories worldwide. UPS' stock trades on the New York Stock Exchange (NYSE), and the company can be found on the Web at UPS.com.