# ship**hero**™

# Let's <u>Troubleshoot</u>

**When learning any new software or system, there is always a learning curve. And sometimes that means errors might be more a result of not knowing the system than a true problem.**

ShipHero strives to provide our clients with the best onboarding and implementation experience; however, you may find yourself running into some common issues in the early days of using our Warehouse Management Software.

Below we've included some of the most common issues new clients face and ways to solve them.

**Q: Why is my order 'Ready to Ship: No'? It should be ready to ship.**

**A:** To discover why the status of the order is 'Ready to Ship: No', take these steps.
1. From the Dashboard click on the 'Order'.
2. Click on the 'Why?' button underneath the Order Details section.
3. This will open a window that will describe why the order is not ready to ship, it will also provide a resolution for how to make the order ready to ship.
4. Once you have resolved the issue, the order status should update to 'Ready to Ship: Yes'.
5. If the order does not automatically update, click Reprocess under the Actions section on the Order Details page.

For further details describing this process, click **HERE** to read the Knowledge Base article.

**Q: Why aren't my labels printing?**

**A:** Most label printing issues can be resolved by downloading and using ShipHero's new **Packing App**. To find out more about the new Packing App, click **HERE**.

**Q: How do I access the customer portal to review any tickets or client support requests?**

**A:** To access the customer portal, follow the steps laid out in this Knowledge Base article **HERE**.

**Q: Why is my order not pickable?**
Note: This is only applicable to accounts using **Dynamic Slotting**.

**A:** With Dynamic Slotting, you have the option to store your inventory in non-pickable locations. This means that while the inventory is in the warehouse, it is currently not in a location that can be picked for shipment.

In order to fix this issue, you will need to transfer the inventory from a non-pickable to a pickable location. For this, you will use your **replenishment report** and elect to move the inventory.

However, there are other issues that could arise from an order being marked as not pickable. Click **HERE** to review other troubleshooting steps.

**Q: I just received a shipment of products, but I can't add them to my ShipHero inventory.**

**A:** In order to receive inventory, it must correspond to a Purchase Order in the system.

To find out how to create or manage purchase orders, click **HERE**. You can also watch this video **HERE**.
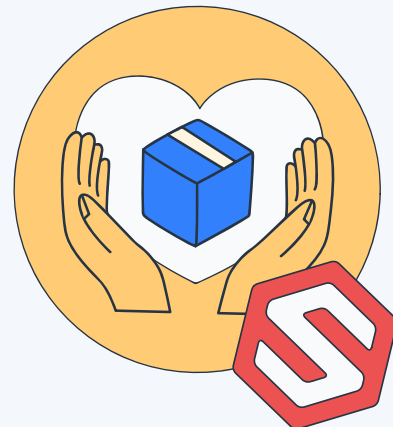
**Q: I have questions about billing. Who do I contact?**

**A:** For any billing questions, please contact Client Support **HERE**.

# We Know You're
# Going to be <u>Great.</u>

In spite of any growing pains, we know that you're going to use ShipHero's Warehouse Management Software to its full extent and grow your business.

If you need help along the way, please reach out to Client Support. Our team is regularly shouted out in product reviews because they're just that good. We look forward to helping you succeed.

[ **WMS Knowledge Base** ]

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