User's Guide

ODBC - Downloading Orders on Barcode Scan

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ODBC - Download on Barcode Scan User Guide

Background

ShipWorks version 5.21 or later allows you to download an order into ShipWorks on a barcode scan or by entering the order number into the Search All Orders field. This may be useful when you wish to only import the order for which you are currently shipping. When downloading orders using a barcode scan, ShipWorks can also be configured to automatically weigh a package and/or to process a shipping label for the order after it is downloaded into ShipWorks.

This guide will walk you through how to enable downloading orders on a search or a barcode scan and how to enable Single Scan to automatically weigh a package and/or to print a shipping label after the order is downloaded into ShipWorks.

Things to Know

This feature is only available for the ODBC (open database connectivity) store type.

First Things First

Before continuing with this article there are a few things you'll need to have in place:

- You will need to be on ShipWorks version 5.21 or later. You can easily see what version of ShipWorks you are running by clicking on the **Help** tab and then on the **About ShipWorks** button. If you need assistance with upgrading your version of ShipWorks, please see this article.
- You will need to have an ODBC store added to the ShipWorks software. For assistance with adding an ODBC store, please see this help article.
- If you intend to download orders using a barcode scan, you will need to have a barcode scanner connected to and working on the ShipWorks PC.
- If you intend for ShipWorks to automatically weigh the package for an order after the order is downloaded, you will need a scale connected to the ShipWorks computer.
- You must be logged in to ShipWorks as a user with administrator rights.

The Process

Enabling Download on Order Search Only

1. Click on the **Manage** tab and then on the **Stores** button.

2. Select your ODBC store and click the **Edit** button.
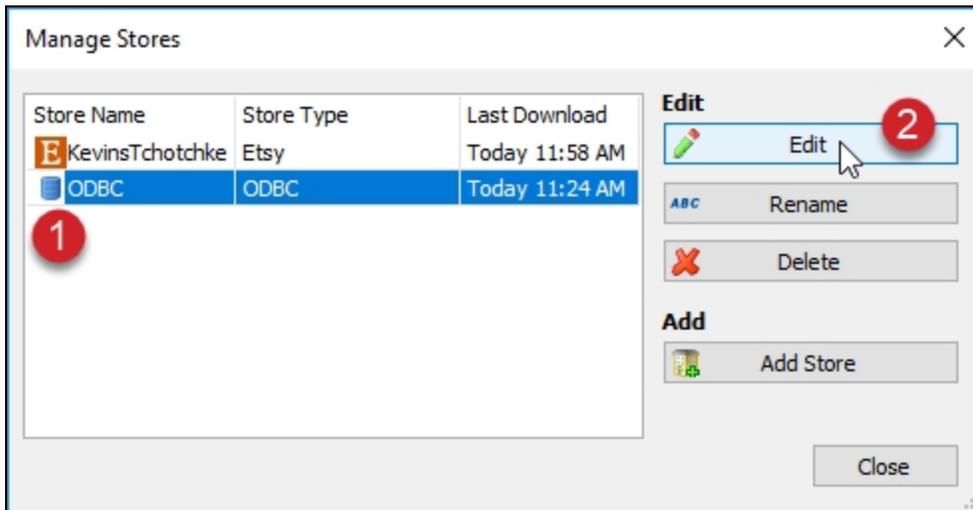
3. Select the **Store Connection** link on the left side of the **Store Settings** screen.

4. Click the **Edit Import Settings...** button.

5. Click the **Next** button on the **Import Settings** screen.
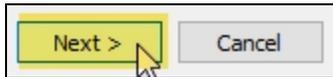
6. Select the option for **On order search only**. Then, click **Next**.
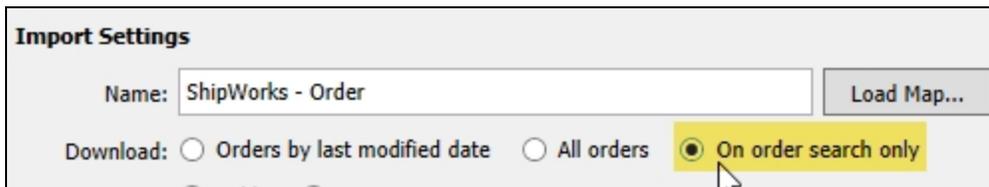
7. Click **Next**, then **Finish**, then **OK**, then **Close**.

Downloading an Order on Search

Now that the **On Order Search Only** option is enabled, you can download orders by searching for the Order Number.

Manual Search (no scanner)

Enter the order number into the **Search All Orders** box in ShipWorks for the order you wish to download.
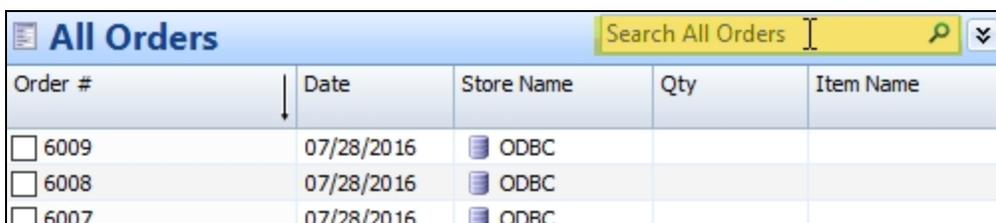
On a Barcode Scan

With **Single Scan** enabled, when you scan a barcode, the value of the barcode will automatically be populated into the **Search all Orders** field.

Enabling Single Scan - (see also [Getting to Know Single Scan](#))

If you intend to use a scanner to scan a barcode in order to import your orders into ShipWorks, this section is for you. It will guide you through how to enable Single Scan, how to pair your scanner with ShipWorks, and (optionally) how to enable automatically weighing your packages and/or processing a shipping label after the order is downloaded into ShipWorks.

Registering Your Barcode Scanner with ShipWorks

Single Scan setup and configuration is computer specific. Follow the below steps on each computer individually if you will be using a barcode scanner to search for and download orders on more than one ShipWorks computer.

Please ensure that you have a barcode scanner connected to and that it is working on your ShipWorks computer. Then:

1. In ShipWorks click on the **Manage** tab and then on the **Options** button.
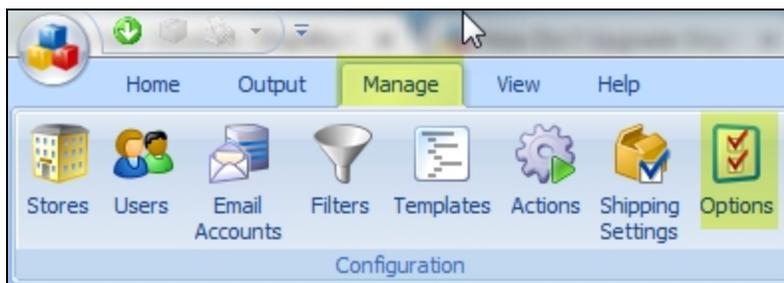
2. In the **Shipping** section, check the box for **Search orders by barcode scan**.
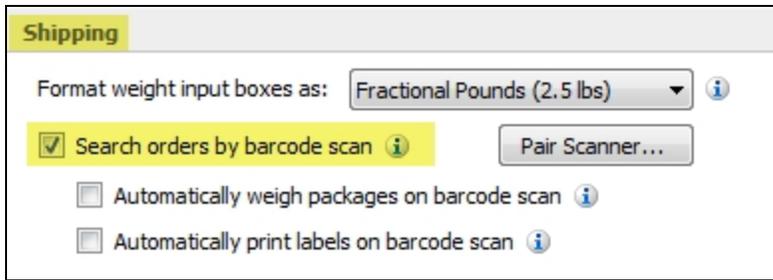
3. Click on the **Pair Scanner** button.
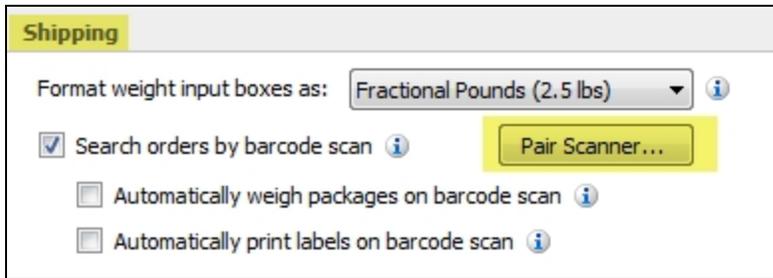
4. When prompted, scan any barcode with the barcode scanner used for Single Scan. The scan results will be displayed.
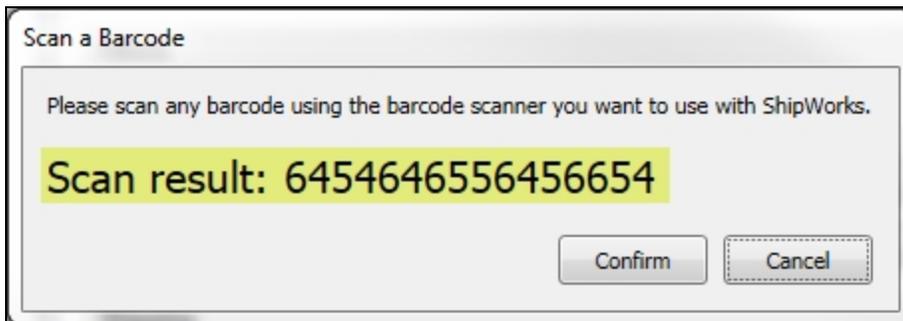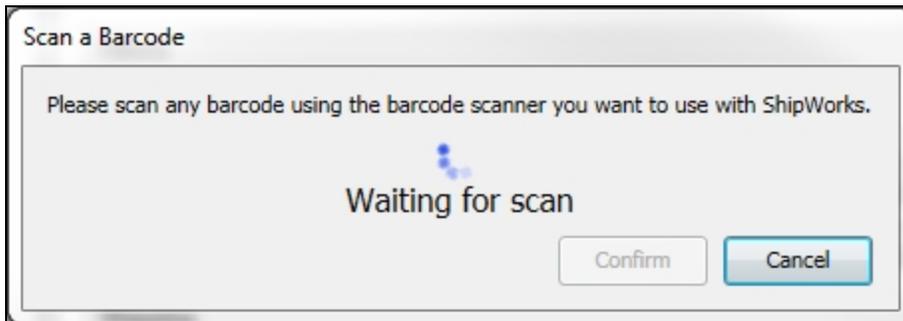
5. Click the **Confirm** button.

Scan a Barcode

Please scan any barcode using the barcode scanner you want to use with ShipWorks.

Scan result: 6454646556456654

[Confirm] [Cancel]

6. Click the **OK** button to close the **Options** screen.

[OK] [Cancel]

Your scanner is now registered with ShipWorks.

Things to Know

1. If you accidentally register the wrong device (perhaps you accidentally press a key on your keyboard) you can simply scan a barcode again with the correct scanner and then click **Confirm**. ShipWorks will register the last device used.

2. Registered devices are computer specific. Repeat the above steps on each computer on which Single Scan will be used.

Enabling Automatic Weighing of Packages

If, after you scan a barcode and the order is downloaded into ShipWorks, you would like for ShipWorks to automatically weigh the package for the order, here's how.

Please be sure that you have a scale connected to your ShipWorks computer and that you are able to read from the scale. Then:

1. Click on the **Manage** tab. Then, click the **Options** button.
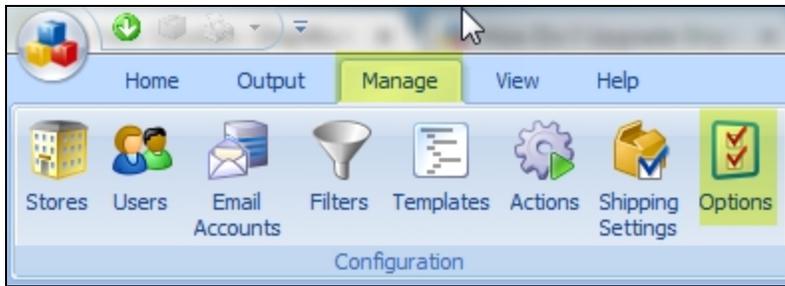
2. Locate the **Shipping** section near the bottom of the **ShipWorks Options** screen. Check the box for **Automatically weigh packages on barcode scan**.
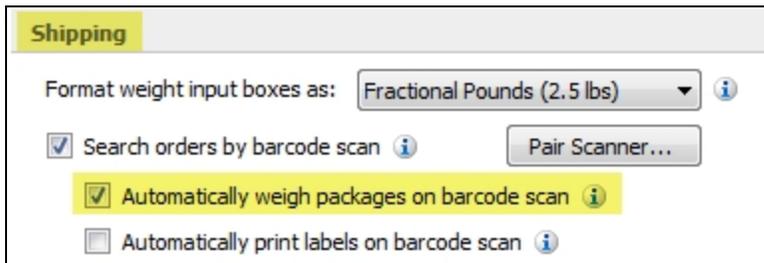
3. Click **OK** to exit the **ShipWorks Options** screen.

That's it. ShipWorks is now configured to automatically weigh packages on a barcode scan.

Enabling Automatic Printing of Labels

If, after you scan a barcode and the order is downloaded into ShipWorks, you would like for ShipWorks to automatically process a shipping label for the order, here's how.

1. Click on the **Manage** tab. Then, click the **Options** button.
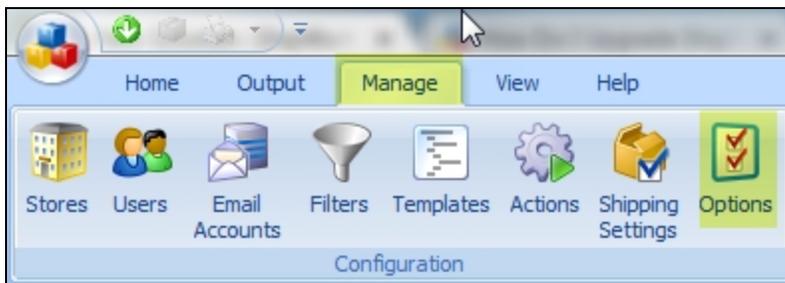
2. Locate the **Single Scan** section near the bottom of the **ShipWorks Options** screen. Check the box for **Automatically print labels on barcode scan**.
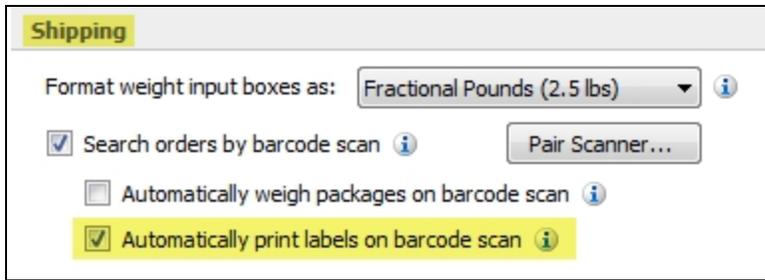
3. Click **OK** to exit the **ShipWorks Options** screen.

That's it. ShipWorks is now configured to automatically print shipping labels on a barcode scan.

How Does it Work?

When searching for an order by entering the order number manually or by scanning a barcode, ShipWorks will first search the ShipWorks database and display any orders matching the order number that was entered. Then, it will check for an order with a matching order number from your ODBC source and, if found, will download the order into ShipWorks.

If no orders are found in the ShipWorks database or in the ODBC source, a message will display that **no matching orders were found**.

If a matching order number is located in the ShipWorks database but not in the ODBC source, the ShipWorks order will be displayed.
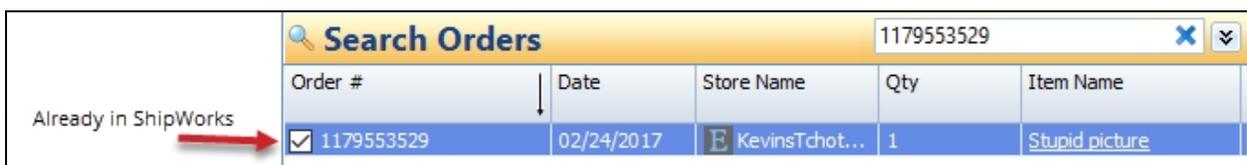
If a matching order number is NOT located in the ShipWorks database, but is located in the ODBC source, the order will be downloaded and displayed in ShipWorks.
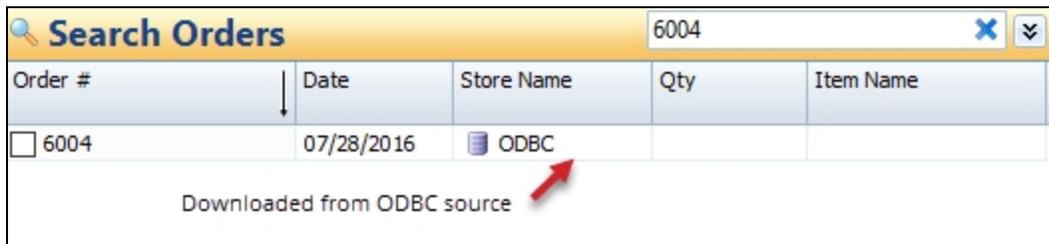
If an error occurs when attempting to download an order from the ODBC source, an error will be displayed.

The download log can be opened by clicking on the **Manage** tab and then on the **Download Log** button.

Downloading Updates to an Order

If you scan an order number or search for an order that has already been downloaded into ShipWorks, the order will be downloaded from your ODBC source again. This is helpful when you have made changes to an order outside of ShipWorks and need to download those changes into the ShipWorks software.

It is important to note that this will not delete any changes made to the order inside of the ShipWorks software. For example, if you have added a note to an order or processed any shipments for an order in ShipWorks, downloading the order again will not delete the note or shipment history.

Still Need Help?

Please feel free to reach out to one of our awesome Customer Care representatives in St. Louis. We are happy to help.