

Reference Guide

Standard Printer is Only Printing Blank Labels



Standard (Inkjet/Laser) Printer is Only Printing Blank Pages

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Background

When your standard inkjet or laser printer prints blank pages it is often because ShipWorks is set to download labels in a thermal format instead of a standard format. This results in a "blank" page being printed with the standard template.

The Process

Check that Standard Labels are Downloading in the Correct (Standard) Format.

1. In ShipWorks, click on the Manage tab and then on the Shipping Settings button.



2. On the **Shipping Settings** screen, select your shipping provider from the list on the left. For this example we will select **USPS**.



Sh	Shipping Settings					
	General					
	USPS					
	USPS (w/o Postage)					
	FedEx					
	UPS					
1	UPS (WorldShip)					
	USPS (Express1)					
i.	OnTrac					
	Amazon					
	Other					
		·				

3. In the Settings tab, click on the blue link for Defaults - [the provider name].

Settings	Shipments	Printing	Tasks			
Labels	;					
Labe	el format sett	tings are c	onfigure	d through	Defaults - USPS (Stamps.com)

4. On the **Shipping Profile** screen, scroll down to the **Labels** section. Then, ensure that the **Requested label format:** drop-down has **Standard** selected.

Labe	els
1	Requested Label forma <mark>t: Standard 🔹 😨</mark>

5. Click **OK** to close the **Shipping Profile** screen.

Check Filters and Printing Rules

1. You should still be on the **Shipping Settings** screen (**Manage > Shipping Settings**). With the shipping provider selected, click on the **Printing** tab.



	Settings	Shipments	Printing	Tasks	
ſ			1		

3. Review the **Output Rules** to ensure that they look like the screenshots below. If they do not match, please see the article on *how to set your default printing rules*.

For USPS:

Output Rules

ShipWorks will print using the first template in each group that satisfies the condition.



For FedEx and UPS:

Output Rules

ShipWorks will print using the first template in each group that satisfies the condition.

La	abels 💥 ABC
	💥 If the shipment is in 🌱 Thermal (0) 🔹 print with 🛄 Thermal 👻
	X Otherwise Always print with 🖅 Standard 🔹
	r Add
C	ommercial Invoice 💥 🚜 -
	If the shipment is in Thermational (1) rint with Commercial Invoice
	🖶 Add

Note: The only difference between USPS and FedEx/UPS printing rules is the addition of international orders including "Commercial Invoice" print out. This should not affect the label setup.

4. When finished, click **Close**.

Verify Your Templates are Connected to the Correct Printer(s)

1. Go to Manage > Templates.





2. On your **Template Manager** screen, expand the **Labels** folder. Select the **Standard** template and click **Edit**.

Template Manager		X
Emais Trivices Commercial Invoice Standard Thermal Decomercial Invoice Standard Thermal Decomercial Invoice Standard Thermal Soften Size System	The template had no output for the selection due to the context.	Ldt Second Second Seco
		Close

3. On the **Template Editor** screen, click the **Settings** tab and select **Printing** from the left-side menu.





4. Use the drop-down menu to select your standard (inkjet, laser) printer and click **Save**.

Template Editor		
Name: Standard		💦 Edit Snippet 🔹
Code Preview Settings		
General Labels Printing Saving Email	Printer Printer: HP Officejet Pro 8500 A909n Series on OZ#:6 Source: Automatically Select Labels: Calibrate Printer Copies Number of copies: 1 1 2 3 Collate	
		Save Cancel

If you also use a thermal printer:

5. Select your **Thermal** template and click **Edit**.

Template Manager		×
Enaís Droices Troices Comercial Invoice Sudard De de Hitt Invoice De de Hitt Invoice De Adong Sips De Conta System	This template is for printing thermal labels. Thermal label data must be sent directly to a thermal printer, and cannot be previewed.	Edit Edit Set Edit Set Centre Add Centre New Folder Hore Move Into Folder
	 <!--</td--><td>Close</td>	Close

6. On the **Template Editor** screen, select the **Settings** tab and choose **Printing** from the left-side menu.



Template Editor				×
Name: Thermal				Edit Snippet 🔹
Code Preview Settings				
General	Template type:	Thermal 🔻		
Printing	Output format:		a l	
	Output encoding:	Unicode (UTF-8)		
	Process for each:	Shipment 💌]	
		An example of what this does: and you had an order selected process the template as if you shipment in the order.	If this was set to "Shipment" in ShipWorks, ShipWorks will had selected each individual	
			Save	Cancel

7. Select your thermal printer from the drop-down menu.

emplate Editor		
Name: Thermal		😢 Edit Snippet
Code Preview Settings		
General	Printer	
Printing	Printer: ZDesigner GX420d#:7	
	Source: 📃 👻	
	Copies	
	Number of copies: 1	
	123 23 Collate	
J		
		Save Cancel

8. Click **Save** and **Close**.



Now Test Your Label Setup

Note: If you are using an order you've processed before, you will need to <u>void the shipment</u>, and reprocess your order in order to get a new label (downloaded in the correct format).

1. On the Main Order Grid screen, select an order you want to ship. Right-click the order and select **Ship Orders** from the menu.

Home Output Mange New Help Configuration Store User Exact Filters Templates Actions Stopping Optimize Opti	👔 🔮 🦉 🛊 🔹 📼		ShipWo	irks - admin			- = ×
Store Uses End Files Template Actions Store <	Home Output Mana	ge View Help					(
Control to the Land Monther Monther Land Monther Land Monther Land	Stores Users Email Accounts Configur	mplates Actions Shipping settings ation	Options Audit Da	ownload Log Cont	figuration Backup Restore	🖏 Change SQL Login 😅 Windows Firewall	
Piters P X Not Shipped Search All Orders P res 	ShipWorks 3.5.0.4372 is now avail	lable. <u>Download now</u> or see <u>v</u>	vhaťs new .				Dismiss X
Image: State of State Orders (1) Image: State of State Orders (1) Image: State of State of State Orders (1) Image: State of State o	Filters 📮 🗙	INot Shipped				Search All Orders	۶ ۹
Packardsed (10) X_A_11069 09/13/2013 11:EPM 09/13/2013 20:EPM Node Node UPS - Grand	Orders (11) Shipped (1)	Order # ↓ Date X A 11070 08/13/2013	Last Mod	dified (Online) Note	es Local Status Online Status Shipped	Requested Shipping S: Free Shipping Be	Last Name
Image: Source (a) Image: Source (b) Image: Source (c) Im	Not Shipped (10) Examples (10)	X_A_11069 08/13/2013 X_A_11068 08/13/2013	1:16 PM 08/13/20 1:08 PM 08/12/20	013 2:08 PM 013 1:36 PM	NoMoney Voided Shipped	Free Shipping Be UPS - Ground Us	nz
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Image: Section of the section of t	Customers (3)	X_A_11065 08/12 X_A_11064 08/12	Local Status Update Online	AM	Shipped Shipped	UPS - Ground Be Free Shipping Be	nz nz
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Add Note Name Print Delete Court Provider Trading Edit Delete Tote Bag Preview Delete 1 of 1 USPS (Endica) Edit Delete Color: KWhite Email Now Add Item Add Item Add Shoment Image: Strength Stren	Note	Items 😵	Quick Print	▶ ₽ X	Shipments		ą y
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Linders' III Selected' 1	Orders: 10 Selected: 1	🗐 Items 🚱 Charges 🧧	Payment Details		🧐 Shipments 📑 Emails 🗞 P	rinted	

2. Verify that the shipment details are correct and click the **Create Label** button.



3. Click Close.

The shipping label should now have printed to your selected standard inkjet or laser printer.



Still Need Help?

Please feel free to <u>reach out to one of our awesome Customer Care representatives in St. Louis</u>. We are happy to assist you.

