



Customer service that keeps you first

EXPECT THE BEST

We've got you covered.

When you succeed, we succeed.

As our valued customer, our support team makes a personal commitment to deliver you the best, industry leading customer experience. Made up of experienced and trained professionals in the supply chain and IT fields, our support team includes: a dedicated Strategic Account Manager, Customer Advocate, system engineers and integrators, network and hardware specialists as well as logistics and supply chain experts.

"We went live in all 3 Manhattan DC's close to peak with minimal issues. This gave us confidence to utilize ProShip in other areas of the business. We are happy to tell that story."

—Kevin Norsen, Director of Logistics and Strategy, ULTA Beauty

Customer service you can count on.



24/7/365
Support Via Phone,
E-Mail or Online
Ticketing System



Critical Notifications
for Software or
Carrier Updates



Escalation
Procedures for
Emergency Issues



Proactive
System Monitoring



**ProCyclopedia/
Zendesk Help Center**

The ProShip Difference.

People

Your dedicated support team, consisting of Strategic Account Manager and Customer Advocate will work alongside highly skilled ProShip engineers and integrators to understand how your business operates and proactively assist you in finding the best solutions in a timely manner.



Process

Submit your support request by e-mail or through our online ticketing system and indicate the severity level of each incident. Support (Tier 1) will respond within 15 minutes and all emergency issues are immediately escalated to senior ProShip engineers and executive management.



Technology

Technology makes it fast and easy to get help, maximizing our response speed and quality. Our ticketing system and ProCyclopedia are online resources geared to provide the support you need.

Support Tools and Resources

ProCyclopedia This online wiki gives you immediate access to online tools and system documentation. The full ProShip Suite is covered with detailed specifications of all carriers which ProShip is compliant.

ProShip Help Center You can submit support requests through our online ticket system handled promptly by a ProShip engineer. There we can easily log, monitor and track your service issues.

Expert Team Your dedicated team is your personal link to customer service and will work closely with our ProShip engineers and integrators helping to assure your system is delivering maximum performance.

Communication

Proactive

Regular calls and other forms of communication ensure we are aware of and exceeding expectations.

Reactive

Escalation tiers are in place so when support issues arise, you will be able to speak with a support representative immediately.

Reporting

Our online ticket system logs, monitors and tracks each of your service issues. An Issue Summary Report is provided upon request.



How to Submit Issue Tickets

There are two ways to reach our Support Center:

1. Document your issue in an email message and send to support@proshiphelp.com. An issue ticket will be immediately created and you will receive a confirmation by email.

2. For emergency issues (carrier or shipping system is non-operational), call (800)-353-7774 and press 1 to reach Support. We immediately escalate emergency issues within our organization to ensure that we are monitoring the emergency at all times and that our senior staff is alerted to the situation.

Support Contact Information

Phone: (800)-353-7774

E-mail: support@proshiphelp.com

Standard Support Hours: Monday–Friday 7 a.m.–7 p.m. (CST)

For non-emergency issues, customers can send in a ticket request to support@proshiphelp.com. Ticket requests are immediately logged in the ticket queue and are assigned to engineering for review and follow-up with the customer.

Issue reporting outside standard support hours will require a phone call along with any ticket submitted.

Support vs. Service.

There are two types of issues:

Support: Issues covered under your pre-paid Support & Maintenance Agreement. Examples include: problems with ProShip scripting implemented by a ProShip engineer that has been unaltered; ProShip and carrier updates; or carrier change requirements.

Service: Issues not covered under your Support & Maintenance Agreement and billed at an hourly rate for functional services. Examples include: issues caused by operator error; customer-data problems; new, enhanced or a change in functionality; or troubleshooting of issues that arise when a customer attempts to perform system changes on their own without ProShip's assistance.

Important information to gather before contacting our support center

What procedure(s) are you trying to accomplish or what is the EXACT error message you are receiving? Please provide screen shots, shipment xml files, etc.

• Identify the affected level: is this a single package? Is this a carrier issue (all FedEx, all UPS, etc.): Are you unable to process ANY shipments?

• Were you able to complete this process before? If so, what is different since the last time you were successful?

• Can you re-create the issue every time?
• Have you experienced any system outages or failures within the last 24 hours?

Support SLA

Service Response Metrics

| Incident Severity | Initial Response Time | Initial Resolution Time | Final Resolution Time |
|--|--|---|---|
| PRIORITY 1 INCIDENT - Urgent A Support Incident is considered Priority 1 and Urgent when the impairment of the ProShip Inc. software is not functioning with no acceptable alternative workaround, and the resolution of the issue is needed immediately to prevent severe business impact. | During Business Hours, Response Time within fifteen (15) minutes. After Business Hours, Response Time within thirty (30) minutes. | Initial Resolution within four (4) hours. | Final Resolution within five (5) business days. |
| PRIORITY 2 INCIDENT - High A Support Incident is considered Priority 2 and High when the impairment of a major feature of the ProShip Inc. software without entirely preventing its use and the resolution of the issue is needed as soon as possible to prevent potential service impact. | Response Times within two (2) business hours. | Initial Resolution Times within two (2) business days. | Final Resolution within ten (10) business days. |
| PRIORITY 3 INCIDENT - Low A Support Incident is considered Priority 3 and Low when it involves the impairment of a minor feature of the ProShip Inc. software without entirely preventing its use, and the resolution will solve minor incidents or repair missing functionality but can be scheduled. | Response Time within one (1) business day. | Initial Resolution Times within ten (10) business days. | Not applicable. |

Business Hours = 7am CST to 7pm CST

1. Additional charges may apply for activities after Business Hours where Premium Support is not contracted for by Customer pursuant to an Order or SOW.
2. Initial Resolution refers to an interim resolution for the Incident which allows transaction to proceed.
3. Final Resolution refers to a complete Incident remediation.
4. SLA tracks agent work time and is paused when ticket is in the status of "Pending" or "On-Hold", as we are waiting for further information to be provided.
5. For customers utilizing Ship from Store, Total Percentage of stores affected dictate priority.



Welcome to ProShip Help Center!

ProShip utilizes the ticketing system, Zendesk, which will be referred to as ProShip Help Center. This guide will provide details on how to use PHC for submitting and managing your tickets.



Who has PHC Access?

There are two ways to reach our Support Center:

ProShip Help Center (PHC) is structured so that each customer organization has its own group of associated users. When a user account is created—either by requesting access via email or signing up through the PHC portal—the system uses the user’s email domain to automatically link the account to the correct organization. With your PHC account, you can submit support tickets directly through the Help Center and track all tickets submitted by your organization.

If you do not yet have an account, you may request one by sending an email to support@proshiphelp.com, which opens a support ticket and prompts account creation based on your email domain and organization. Alternatively, you can manually create an account by clicking the “Sign up” link and providing your full name and email address. In both cases, you will receive an email with instructions to set up your password before logging in.

User Account Roles

There are two primary categories of user accounts within the ProShip Help Center: **Standard User** and **Manager**.

- **Standard Users:** Standard users have the ability to view and edit only the support tickets they have personally submitted. They do not have access to tickets submitted by other members of their organization.
- **Managers:** Managers are granted broader visibility and can view all support tickets submitted by users within their organization.

If you require a change to your user role, please contact ProShip Support for assistance.

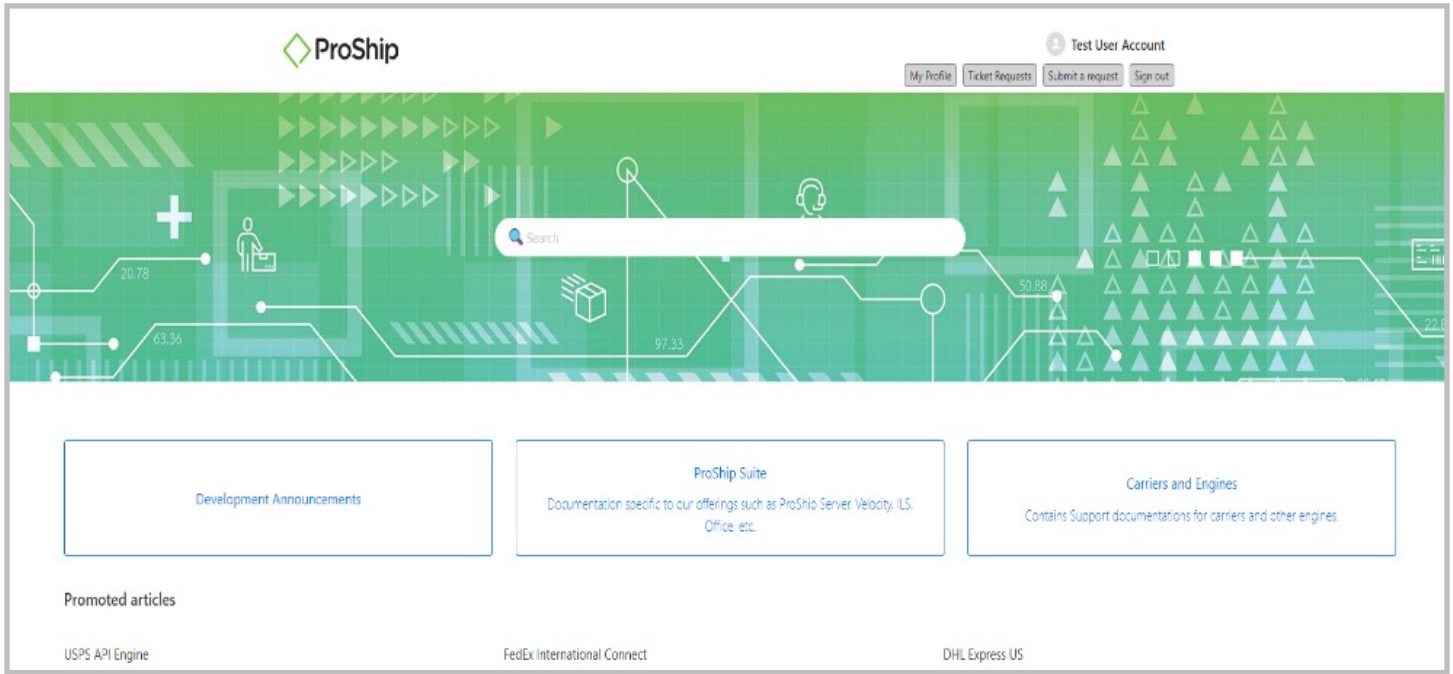


Logging into ProShip Help Center

To access the ProShip Help Center (PHC), visit: <https://proshipinc.zendesk.com>.

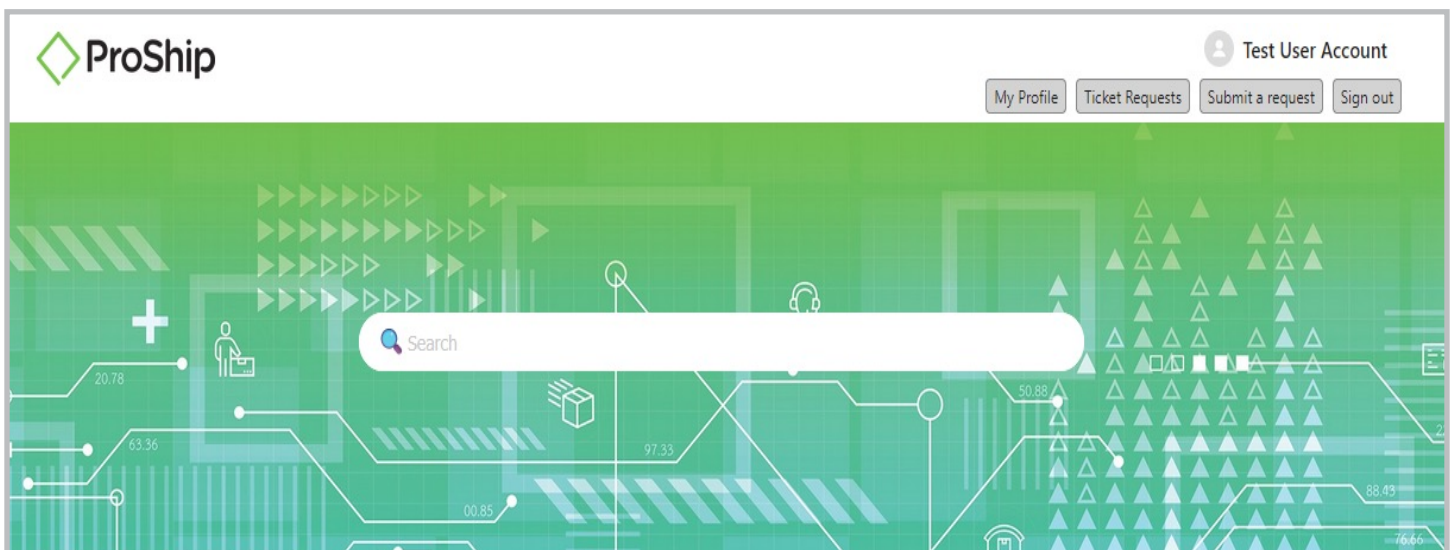
If you are creating a new account, click the “Sign up” link and enter your full name and email address. If you previously had access but forgot your password, select the “Forgot my password” link to reset your password. In both cases, you will receive an email with instructions to set up your password before logging in.

Once you are logged in, you will see a page such as this:



Tour of ProShip Help Center

In the top right corner of the page, you'll see your full name. Directly below your name, there are four buttons displayed from left to right: My Profile, Ticket Requests, Submit a Request, and Sign Out.



My Profile

By selecting “My Profile” from the options listed above, you will be able to view and update your personal information. On the subsequent page, click the blue “Edit Profile” button to open the profile editing window. Ensure that your email address and phone number are accurately entered; if these fields are blank, please complete them accordingly.

✕

Edit my profile


Share a bit about yourself with the community in your profile details.

Name* (required)

Email

Phone

Profile photo



Manage two-factor authentication (2FA) ⓘ

[Manage 2FA](#)

Introduce yourself
Max 500 characters

Close

Submit a Request

To submit a ticket request, click on the “Submit a Request” button located in the upper right corner of the page. This action will direct you to a new page where you can complete the ticket form, providing detailed information about your issue. For guidance on how to effectively fill out your request, please refer to the next section on best practices.

[ProShip](#) > [Submit a request](#)

Submit a request

Subject*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Priority (optional)

Request priority

Attachments (optional)

Filling Out Request - Best Practices

Whether you submit a ticket through the ProShip Help Center or via email, the more details you provide, the faster we can resolve your issue. Below are common questions to guide you. Not all questions apply to every situation—use your discretion and include what’s relevant.

Please note: When submitting a ticket via email, the default priority is set to Low. However, if you include the word “Urgent” or “High” in the subject line of your initial email, the priority will be adjusted accordingly. This automatic priority setting only applies to the first email you send when opening a ticket; subsequent emails or replies will not affect the priority level.

Key Questions to Consider:

1. Is shipping completely down?
 - If not, what percentage of your volume is impacted?
2. What is the scope of the issue?
 - A single package
 - Multiple packages
3. Is the issue isolated to a specific:
 - Carrier
 - Service
 - Location
 - Shipper
 - Workstation
 - User
 - Interface (if known):
 - Velocity
 - ILS
 - ProShip Web Services
 - Config UI
 - Shipping App
 - ProShip Office
4. When did the issue start?
5. Has this issue occurred before?
 - If yes, provide past ticket IDs
 - How frequently does it occur?
6. What is the exact issue or impact?
Examples:
 - Screenshot of the error message
 - Erroneous label/document with issue highlighted
 - Order Number
 - Tracking Number
 - Corresponding Shipment XML
7. Can the issue be replicated?
 - If yes, provide the steps performed to reproduce the issue.

ProShip > Submit a request

Submit a request

Subject *

Suggested articles

- [RESOLVED: UPS Worldwide Server Warning/Notice on Startup- April 8, 2024](#)
- [UPS Worldwide - July 30th - Worldwide Economy Service Update](#)
- [Get Proship Installation Files](#)
- [Infrastructure Release Announcements - November 6, 2024](#)
- [Carrier Engine Release Announcements - July 16, 2025](#)
- [LIVE NOW: TForce Freight](#)
- [FedEx Web Services - Address Validation](#)
- [ProShipXMLIPC - QUERYTHREAD](#)
- [UPS Worldwide - Information About Upcoming 4/9/2025 Production Release](#)
- [DHL Express US](#)

Description *

I started my Velocity workstation today and I got the following error (see image). After I clicked passed the message, Velocity came up fine. I am able to ship just fine, but could someone look into this and let me know what that message means? If you need to halt shipping to address this, please let me know so I can coordinate with the rest of my team.

Thank You,

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Priority (optional)

Request priority

Attachments (optional)

Submit

As you fill out the request form, the system will automatically suggest various help articles that may be related to your issue. These recommended resources appear in real time and can help you find answers or troubleshooting steps before submitting your ticket, potentially resolving your concern more quickly.

After Ticket is Submitted

After you submit your ticket, you will receive a confirmation email. As the ProShip team addresses your issue, all comments and questions will be documented within the ticket, and you will be notified of updates via email to keep you informed of progress. You can reply directly to these emails, and your responses will be automatically added to the ticket.

Alternatively, you may communicate through the ticket portal by clicking the ticket ID link in your email, which will take you to the ticket's dedicated page. There, you can view updates and add comments directly. You can also access your tickets by selecting the "Ticket Requests" button at the top of the page under your username; further details about this option are provided later in this document.

As the ticket progresses, you will continue to receive email notifications regarding updates. All correspondence related to the ticket is visible within its page, with the most recent communication located at the bottom, along with the grey "Add to conversation" field. Once the issue is resolved, the ticket's status will be updated accordingly.

If necessary, a ticket in the solved state can be re-opened for up to 24 hours should the issue reoccur or remain unresolved. After a ticket is closed, it cannot be re-opened; however, you may submit a follow-up ticket referencing the original ticket as needed.



Ticket Requests

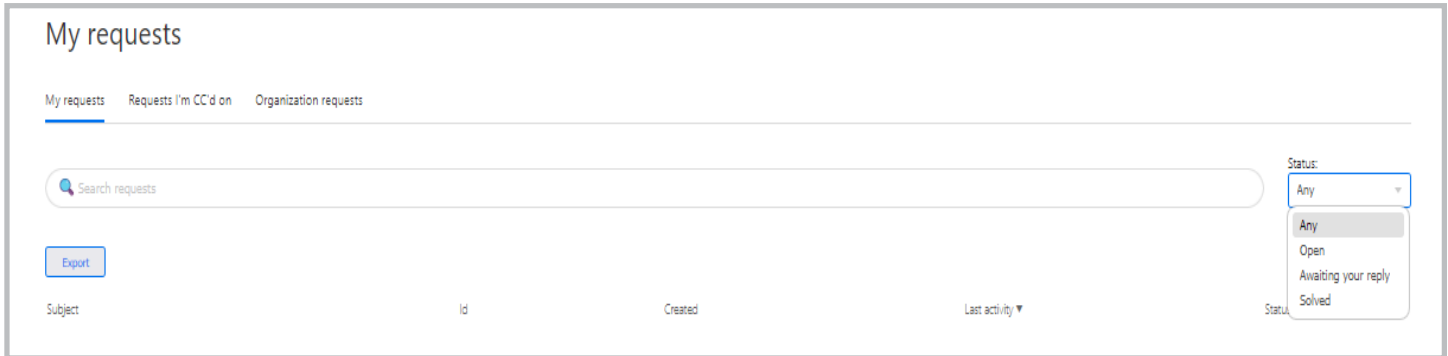
When you select "My activities," you will be presented with several options to view your company's ticket activity. To review requests you have personally submitted, navigate to the "My requests" tab (arrow #1). If you are included on a ticket as a CC'd user, use the "Requests I'm CC'd on" tab (arrow #2). These two views are accessible to all users, whether you are a standard user or a manager. In addition, managers will see an "Organization requests" tab (arrow #3), which provides visibility into all tickets submitted within the organization.

The screenshot shows the ProShip user interface. At the top, there's a navigation bar with "Requests", "Contributions", and "Following". The "Requests" section is active. Below this, there are three tabs: "My requests" (with a green arrow #1), "Requests I'm CC'd on" (with a green arrow #2), and "Organization requests" (with a green arrow #3). A search bar labeled "Search requests" is present, along with a "Status:" dropdown menu set to "Any". An "Export" button is also visible. Below the search bar is a table with the following data:

| Subject | Id | Created | Last activity | Status |
|---|---------|----------------|----------------|---------------------|
| Questions about FSMS | #191045 | 54 seconds ago | 36 seconds ago | solved |
| Velocity Start-Up Warning Message | #191044 | 10 minutes ago | 9 minutes ago | open |

Searching Ticket Lists

A key feature within the ticket portal is the ability to efficiently review and manage your tickets using the search bar and the status sort drop-down menu. The status drop-down provides a convenient way to filter tickets based on their current state; for instance, selecting “Awaiting your reply” will immediately display only those tickets that require your attention and response. Additionally, located directly beneath the search bar, the export button allows you to easily export the current list of tickets for offline reference or further analysis. This functionality streamlines your workflow and helps ensure you stay organized while managing ticket requests.



Advanced Searching with the Search Bar

For more precise search capabilities, utilize the Search bar within the ticket portal. For instance, managers seeking to identify all unresolved and urgent tickets across their organization should navigate to the “Organization requests” tab and enter the following search parameters:

- `status<solved` - Displays tickets that are not yet solved or closed.
- `priority:urgent` - Filters tickets to show only those marked as urgent.

By combining these commands—`status<solved priority:urgent`—the search results will be limited to unresolved, urgent tickets within your organization.

Another useful example involves locating a specific closed ticket when the ticket ID is unknown. If you remember a keyword or account number (e.g., “12345”) that appeared in the posting or subject line, go to the “My requests” tab and enter:

- `status:closed "12345"`

This command will return all closed tickets containing “12345” in the posting or subject line.

The ticket portal supports a wide range of search operations to help you efficiently locate and manage tickets. For further details on advanced search features and best practices, please consult the Zendesk online documentation: <https://support.zendesk.com/hc/en-us/articles/217385687-Zendesk-Support-advanced-search>.



About ProShip, Inc.

ProShip's suite of leading multi-carrier shipping software solutions empowers businesses of all sizes to simplify complex parcel and LTL workflows, automate shipping tasks, and take complete control over their shipping strategy. Built to manage demanding multi-carrier environments with consistent, reliable execution, ProShip applies decades of parcel-focused experience and industry best practices to address real-world shipping challenges. With a commitment to continuous improvement and long-term stability, ProShip delivers powerful, future-ready shipping software.

Trusted by leading brands and backed by decades of parcel execution expertise, ProShip is the last shipping software you'll ever need. Visit www.proshipinc.com to learn more.

ProShipinc.com

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