ShopSite Knowledgebase

Beginning May 31st, 2015, USPS rates for 'Priority Mail International' not available to Canada addresses

Product: Manager and Pro
Version: 12 sp1 r4 and earlier
Platform: ALL I use real-time shipping rates from USPS in my ShopSite Manager or Pro store, and beginning the evening of May 31st, 2015 the "Priority Mail International" shipping rate is not available in the cart for my shoppers who select Canada as their country. Why is this happening and what can be done to resolve it?
On May 31st 2015 the US Postal Service updated their rate servers with new requirements, including that an origin zip code must be provided in the rate request in order for Priority Mail International rates to be returned for shipments to Canada. See USPS's release notes for the May 31st changes at: https://www.usps.com/business/web-tools-apis/2015-may-webtools-release-notes.rtf Patches to resolve this issue are available for the latest ShopSite version at this time, ShopSite 12 sp1 r4. If you are using an older ShopSite version it will first have to be upgraded to this version in order to apply these patches. Please contact your hosting provider/ShopSite reseller regarding upgrading your ShopSite to 12 sp1 r4 and applying the patches for that version. This resolution will also be included in all future versions of ShopSite.

https://support.shopsite.com/KBase/questions/2567/