

Web Link Help File: ShipWorks Setup

Abstract

ShipWorks is a third party program that integrates with your website to provide an easy and direct way to manage orders placed on the website. Once orders are downloaded into ShipWorks, shipping information such as carrier tracking numbers can be uploaded back to the website automatically. This integration is fully compatible with UPS, FedEx, and USPS tracking numbers.

Procedure

1) Begin by setting up the new store using the Add Store Wizard. From the Manage tab select the Stores option and click on the "Add Store" button. (fig. 1)



2) The first page of the wizard requires the user to choose a store type from the drop down list. The "Generic-Module" option should be selected here. If using a registered copy of the software the license key may be entered as well. Click the "Next" button to continue. (fig. 2)



3) Next, enter the username and password for a registered site user. We recommend that an internal user such as the Website Administrator be used here. In the Module URL field enter the following address substituting the <Webware Site URL> with your own site domain address: http://<Webware Site URL>/tpi/ShipWorks/ReconcileOrderStatus.aspx. Click the "Next" button to continue. (fig.3)

d Store Wizard		fi
Store Setup	H	
Enter the foll	owing information about your online store.	
Enter the administr	ator username and password you use to login to your online store:	
Username:	admin	
Password:		
Enter the URL to URL, <u>click here.</u> Module URL:	the ShipWorks module. For help installing or finding the module (tpi/ShipWorks/ReconcleOrderStatus.aspx	
	< Back Next > Cancel	

4) The next page is where general contact information can be entered. Click on the "Next" button to continue. (fig. 4)

Enter the o	rmation contact information for your store.			
Name				
Store Name:	a tak alka anderska areke a]	
Company:	A LOD BALL CONTRACTOR OF A			
Address				
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Country:	United States	-]	
Contact Info	ormation			
Email:	the second second]	
Fax:				
Phone:	the state of the state of the state of the			
Website:	the standard strategy			
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5) The final page of the wizard allows the user to instruct ShipWorks to automatically upload tracking numbers to the website orders after they have been obtained from the carrier. Check the "Upload the shipping tracking number box. Click the "Next" button to finish. (fig. 5)

Online Undate	
Configure automatic updating of your online orders.	
🅎 Online Update	
ShipWorks can automatically update your online orders when shipments are processed. This is done through ShipWorks 'Actions'.	
ShipWorks can create the actions for you now, or you can do it yourself later. You can also manually update orders online anytime from the main order grid.	
When a shipment is processed:	
Upload the shipment tracking number	
Set the online order status to:	

6) After the store has been setup orders placed on the site can be downloaded into ShipWorks. This can be done manually by clicking on the Download button in the menu bar within the Home tab. (fig. 6).



7) Orders can also be scheduled to download automatically at set time intervals from the Store Settings window which is accessed from the Manage tab by clicking on the Stores menu option and then selecting the "Edit" button in the Manage Stores dialog box. Select Store Settings, click the check box next to the "automatically download every" option and then enter a time value. Click the "OK" button when finished. (fig. 7 and 8)

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	Configuration		History	Database
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10 Days remaining in t	nal for True Blue Auto	earts. criter a license or s	sign up now.	
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Orders (4,539)		Order # Sales Record	Date	Item Name
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	Manage Stores	-		22
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	Manage Stores	Store Type Generic - Module eBay eBay	Last Download Today 10:04 AM Today 10:02 AM Today 9:13 AM	Edit Edit Mac Rename
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	Manage Stores	Store Type Generic - Module eBay eBay	Last Download Today 10:04 AM Today 10:02 AM Today 9:13 AM	Edit Edit Marc Rename Delete Add
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Store Settings		fig.8
Generic - Module Store Address Store Settings	Downloading	
Store Connection Status Presets License	Allow the Computer to download no this store. Default (res) Computer other computers Computer other computers Computer other computers Computer other computers	
	Manual Orders When generating manual order numbers, ShipWorks will use the next highest order number. However, most online platforms will still use that order number for the next online order since they won't know ShipWorks used it. To keep order numbers unique, ShipWorks can add a prefix and\or postfix to each manual order number: Prefix: Prefix: Postfix: M Example: 1045-M	
	Store Status I do not actively ship or download with this store. () (This does not affect your Interapptive account or billing status.)	
	OK Cancel	

8) Tracking numbers can now be obtained from the shipping carrier and uploaded to the site. Select one or more orders from the list, click on Ship Orders menu item from within the Home tab to access the Ship Orders window. (fig. 9)

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Custo	mers	Shipping	Email	Download	
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ts', Enter	a license or sign	up now.			
	Blue Aut	e Parts			
Order #	Sales Record # (eBay)	Date	Item Nam	•	
		11/14/2012 8:08 AM	555100		
1017			the second s	NUMBER OF THE OWNER	
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1017 1017-M 1016 1015		10/18/2012 12:51 PM 09/17/2012 5:38 AM 09/14/2012 10:05 AM	Assorted DOR555- 555-100	Shirts 100	

9) From the Ship Orders window click on the Process button. In the Tracking tab the tracking number will be displayed after gathering this information from the carrier. At this point the tracking number has also been uploaded to the site where it can be viewed on the website by the customer from the Order Status page. (fig. 10 and 11)



View Ord	ers						Export To Excel / Print	fig
Customer#	Customer Name	Gateway Confirmation <u>#</u>	Web Process#	<u>P0#</u>	<u>Status</u>	Status Last Updated	Tracking Number	
DEFAULT	a kabina	1079195	<u>1017</u>	TEST WEBLINK	Shipped	11/14/2012 1:10:48 PM	<u>1Z7F5</u>	

10) If configured on your site, an email notification containing the tracking number will be automatically sent to the customer as well. (fig. 12) *Please see our "Email Template" support document which demonstrates how to enable and edit email notification messages. After logging into the support portal you can access this help file directly by clicking <u>here.</u>*

From: Customer Service [mailto:websupport@weblinkcorp.com] fig.12 Sent: Wednesday, November 14, 2012 1:11 PM To: Weblink Customer Subject: Weblink Order Shipped Dear Customer, You have placed an order at http://www.weblinkcorp.com The order is shipped and the details of the shipment are as follows: Web Process Number: 1017 Invoice Number: 1079195 Shipment Service: UPS Ground Tracking Number: <u>1Z7F5</u> You can visit our site anytime at: http://www.weblinkcorp.com Thanks & Regards, Weblink Corporation This is an autogenerated mail. Please do not reply.

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