



# SHIP MARKETPLACE INTERGRATION

USER GUIDE



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This guide will give you an overview on how to use the new 'Marketplace Intergration' on the SHIP platform.

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# SHIP

## MARKETPLACE INTEGRATION



### INTRODUCTION

We are now pleased to offer easy connection to many different Marketplaces within the Ship platform with minimal fuss!

Connect the Ship platform to one or more of the following Marketplace channels:

- Amazon
- Shopify
- eBay
- TikTok
- Magento
- WooCommerce
- PrestaShop
- Etsy
- BigCommerce
- OnBuy

Once connected, orders will now appear in Ship's "**Process Orders**" screen ready to print a shipping label.

We will also send the tracking number to the Marketplace so your customer can track the delivery.

This guide will help you on how to setup your Marketplace in Ship – please note you must be logged on as a **super user** to configure your Ship platform to connect to a Marketplace and to set Marketplace defaults / mappings.

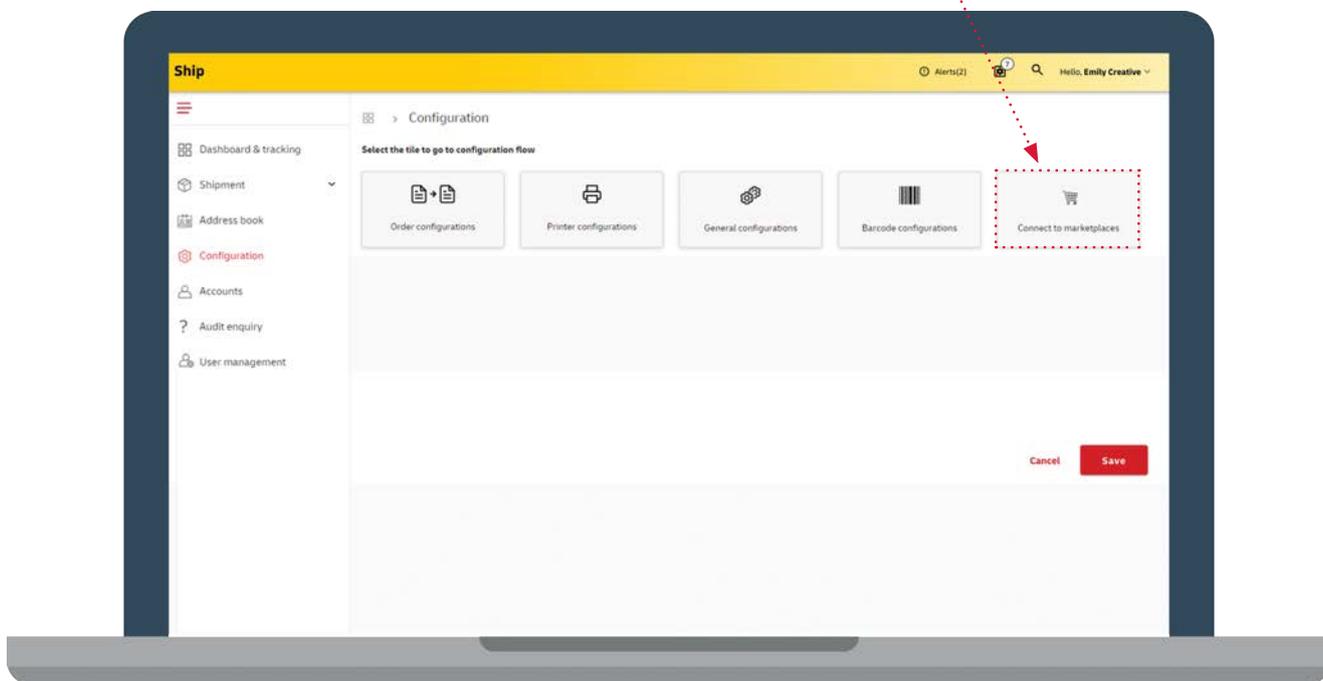
Is the Marketplace you need not listed? Contact your account manager and we will see if we can get it added.



# CONNECT TO MARKETPLACES

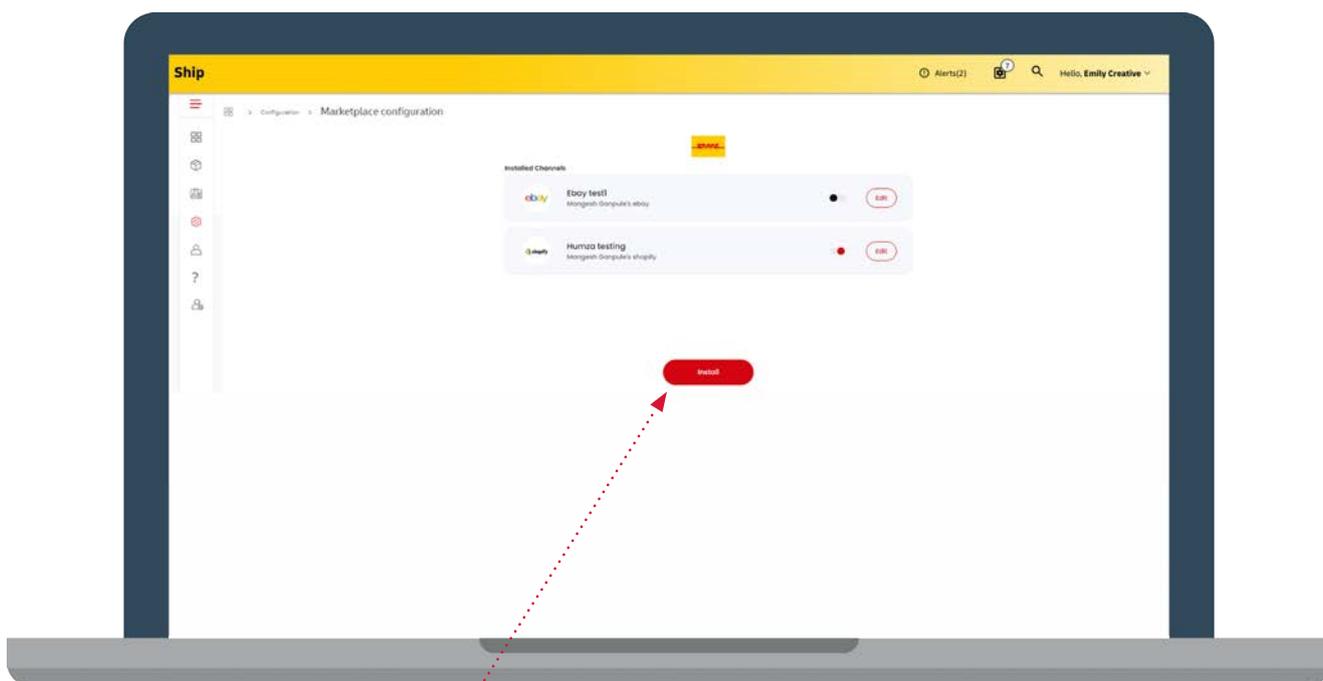
To start receiving orders from your Marketplace, you'll need to connect it to the Ship platform. You must be logged in as a **super user** to use this function.

To connect your Marketplace, click on **Configuration > Connect to marketplaces**



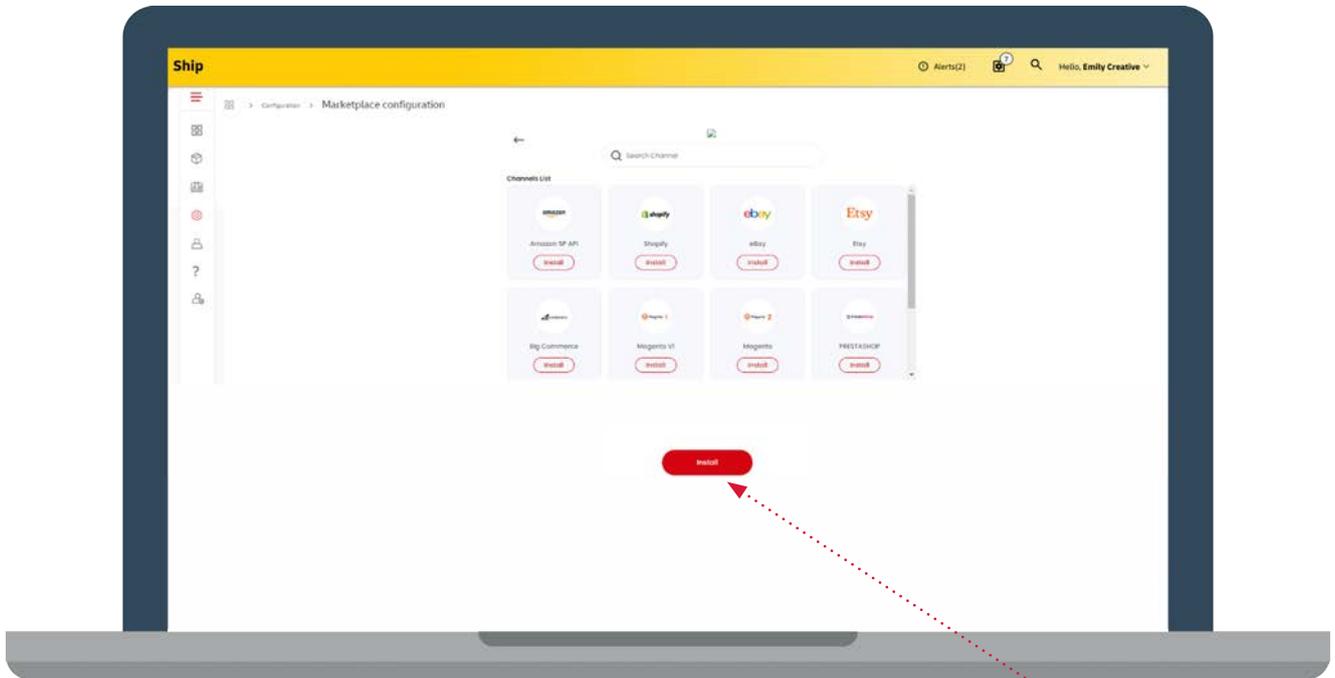
You will then be taken to the **Installed Channels** page; within this page you will see the Marketplaces you are connected to.

Once you are connected to a Marketplace you can then enable / disable the connected channel by clicking on the radio button (next to Edit) **RED** = ENABLED, **BLACK** = DISABLED



To install a Marketplace, click on **Install**





You can then select the Marketplace that you want to connect to, once selected then click **install**.

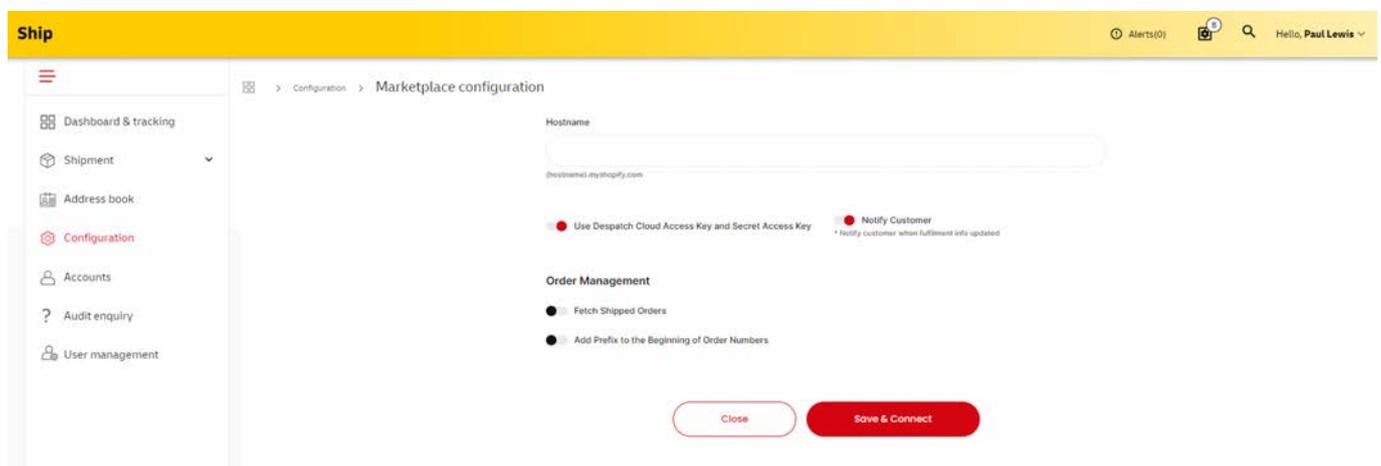
## MARKETPLACE CHANNELS SETTINGS

Once the Marketplace has been selected, you'll be presented with the Marketplace settings page, below indicates the various settings for each marketplace.

These are customer specific settings, required to connect to each marketplace: things like username / password / API keys and secrets. You will need to acquire these from the Marketplace in question (not DHL). Once the corresponding information is obtained, please update within the relevant connection screen.

You can have multiple connections setup with more than one Marketplace or if required multiple channels setup for the same Marketplace.

**Please note:** use your mouse toggle button to see other options



# AMAZON (AMAZON SP API)

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Marketplace:** A list of different countries, choose the marketplace where you are operating in
- **Fulfilment channels:** Here, select the correct fulfilment channel
  - AFN - Amazon Fulfilment Network (Amazon prime orders)
  - MFN - Merchant Fulfilment Network (Non Amazon Prime orders)
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore orders before:** When you connect to this Marketplace, it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to Amazon to logon and authorise the connection.

# SHOPIFY

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Host Name:** Every Shopify account will have a store name followed by “.myshopfiy.com”. Example if your host name was “tastyfood” then host name would be: tastyfood.myshopify.com
- **Use despatch cloud access key and secret access key:** Keep enabled to use the default Channels access key, if you disable you can enter you own access key. If you choose this option, you’ll need to enter your own API Key and Password obtained from Shopify.
- **Notify Customer:** Enable for customers to get an email notification that the order has been dispatched with a tracking link included
- **Use default order import delay:** This field will be used to delay the import from sales channel and this field is in place because some channels allow an order to be updated after it’s been placed.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to Shopify to logon and authorise the connection.



# EBAY

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Marketplace (Country of Operation):** Use to select the Marketplace you are operating in.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to eBay to logon and authorise the connection.

# TIKTOK SHOP

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Fulfilment Location:** The fulfilment location that you want to pull orders from
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to TikTok to logon and authorise the connection.



# MAGENTO

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Magento 2 Domain URL:** Please indicate the website shop name i.e. tastyfood.com
- **Use Access Token:** If this is selected you will need to enter your access token to connect to the channel.
- **Access Token:** Enter access token.
- **Username:** Enter your Magento username (if access token not used)
- **Password:** Enter your Magento password (if access token not used)
- **Use shipping method Description as shipping method:** This will bring in the shipping description from Magento rather than using the customer’s codes they have created.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to Magento to logon and authorise the connection.

# ETSY

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to Etsy to logon and authorise the connection.



# WOOCOMMERCE

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Store URL:** Please indicate the website shop name i.e. tastyfood.com
- **TimeZone:** Please enter your time zone, example GMT For a UK website.
- **Consumer Key:** Must be added to connect to Marketplace.
- **Consumer Secret:** Must be added to connect to Marketplace.
- **Use External Shipping module:** This supports tracking within WooCommerce.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to WooCommerce to logon and authorise the connection.

# PRESTASHOP

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **PrestaShop Domain URL:** Please indicate the website shop name i.e. tastyfood.com
- **Web Service Key:** Enter key to authenticate with PrestaShop
- **Notify Customer:** Provide a notification to the customer once the parcel is despatched.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to PrestaShop to logon and authorise the connection.



# BIGCOMMERCE

The available options are detailed below:

- **Channel Name:** This field will be used to describe what the channel is to be called – as a customer you can put what you want here to describe the channel.
- **Client Id:** Please enter client ID to authenticate with BigCommerce.
- **Client Secret:** Please enter client secret to authenticate with BigCommerce.
- **Store Hash:** Please enter Store Hash to authenticate with BigCommerce.
- **Access Token:** Please enter Access Token to authenticate with BigCommerce.
- **Web Service Key:** Enter key to authenticate with BigCommerce.
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to BigCommerce to logon and authorise the connection.

# ONBUY

The available options are detailed below:

- **Channel Name:** This field will be used to describe what channel name is to be called – as a customer you can put what you want here to describe the channel.
- **Marketplace:** A list of different countries, choose the marketplace where you are operating in (UK only supported)
- **Consumer Secret:** Enter Consumer Secret to authenticate with OnBuy
- **Consumer Key:** Enter Consumer Key to authenticate with OnBuy
- **Add prefix to the beginning of order numbers:** Used if you want to add a prefix to the Marketplace order number example - amz-563647383.
- **Ignore Orders Before:** When you connect to this Marketplace it will ignore any orders before this date – allows you to setup a Marketplace then specify when you want to start receiving orders.
- **Refetch Products:** Allows you to refresh products, will update all values like customs information, new added products.

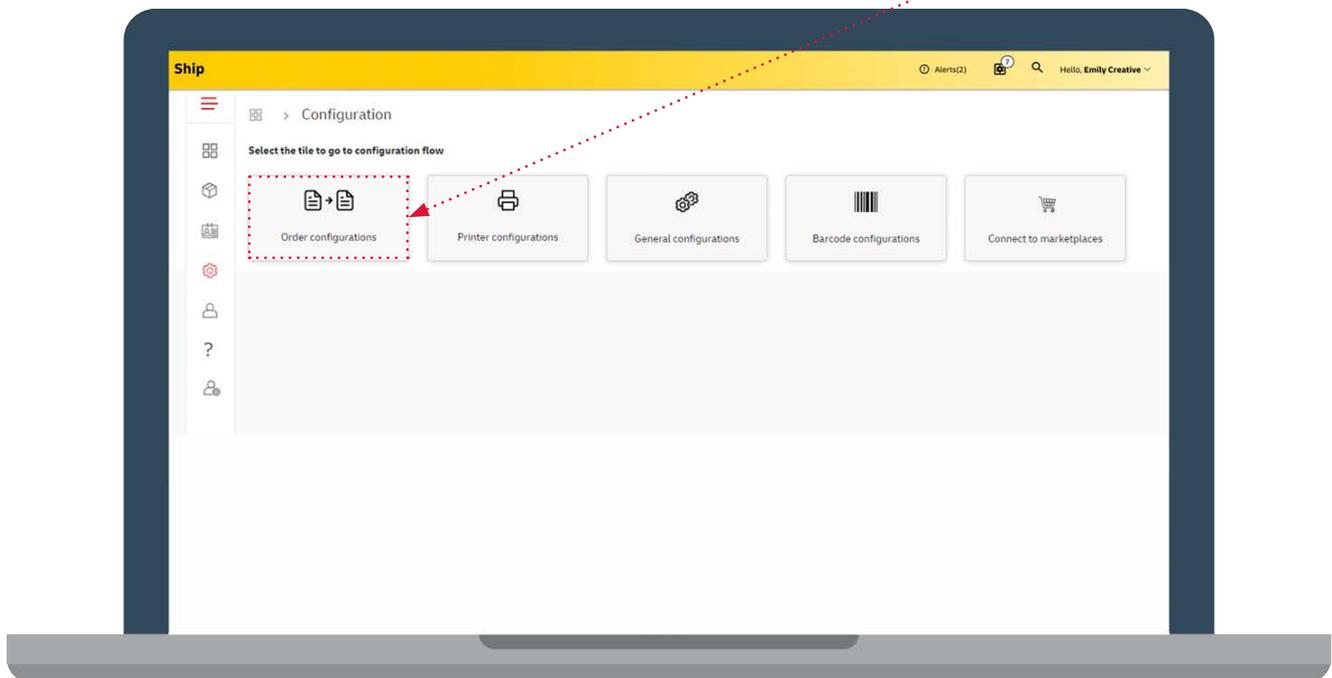
When options are set, please select **“Save and Connect”** towards the bottom of the page. You’ll then be taken to OnBuy to logon and authorise the connection.



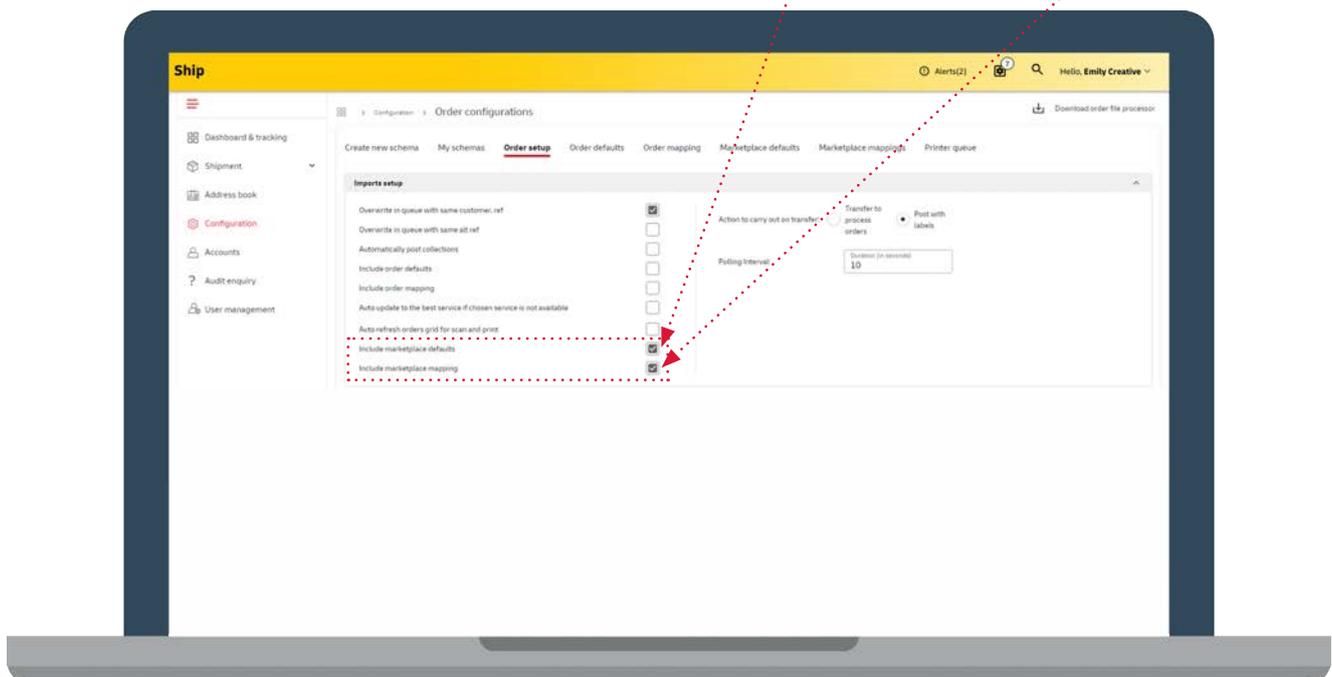
# ENABLING MARKETPLACE DEFAULTS AND MARKETPLACE MAPPINGS

Marketplace defaults allow you to provide default shipment information if not provided within the order. Marketplace mappings allows you to map to the Marketplace service description to one of our services. The sections below describe this functionality in more detail.

To enable Marketplace defaults and Mappings you must click on **Configuration > Order configurations**



Then in the Order Setup tab enable either (or both) **Include marketplace defaults** and **Include marketplace mapping** dependent on which functionality you require by clicking on the relevant tick box – please click on Save when finished.



**IMPORTANT:** If these fields are not selected then the Ship system will take any defaults from your **Order defaults**. If you are happy with us using your Order defaults, then there is no need to set up any **Marketplace defaults**. Marketplace defaults will override any Order defaults.



# MARKETPLACE DEFAULTS

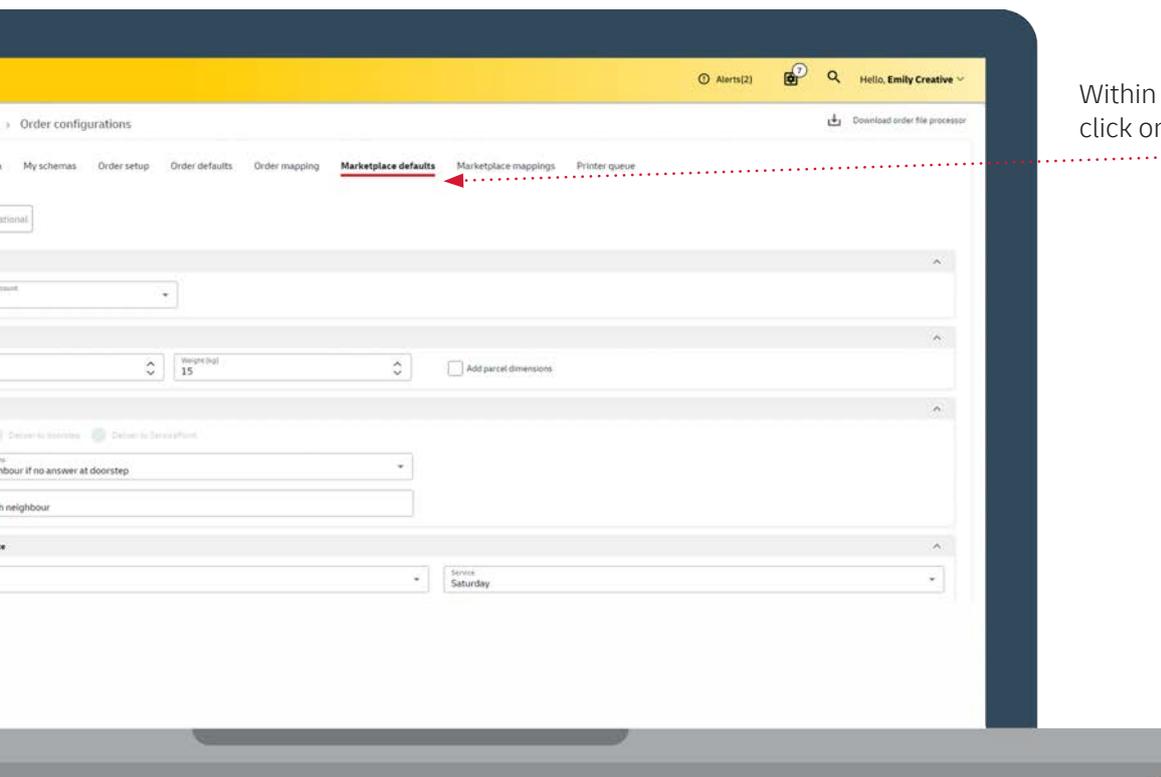
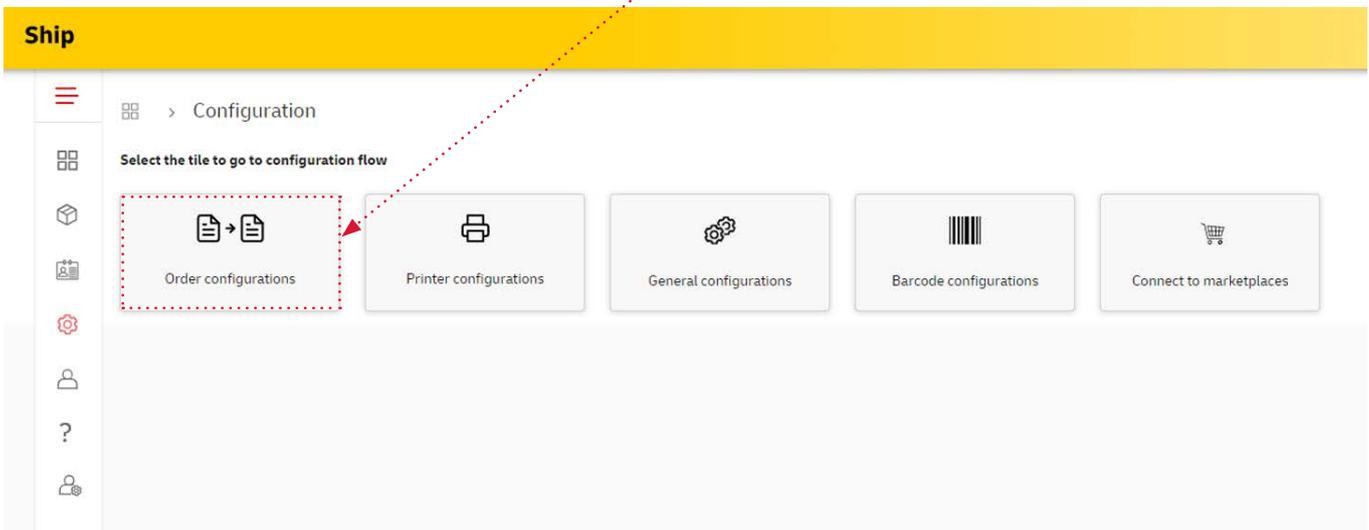
Marketplace defaults allow you to place default values for Marketplace orders like defaulting a delivery service code like “Next day”.

You must be logged in as a **super user** to use this function.

Marketplace defaults are particularly useful for international orders as Marketplaces send very limited extra information for international deliveries. Adding extra information will prevent you having to add it manually and stop getting stuck within “**Review Orders**” within the process orders screen to be manually corrected.

The system will also take the information from the Marketplace order as priority and only use the defaults if the information is not provided.

To access **Marketplace defaults** click on **Configuration > Order configurations**



Within **Order configurations** then click on **Marketplace defaults** tab



If you don't set a default, and the information is not provided in the order file, then the order will get stuck in Review orders screen within Process orders and the value will need to be manually entered.

You can select defaults for both **Domestic** and **International** deliveries by clicking on the corresponding tab.

You can default the following **Domestic** options as detailed below:

AREA	FIELD	DESCRIPTION
Account setup	Default domestic account	Specify which DHL account number you want to use for Marketplace orders
Parcel details	No. of items	Default to 1 if you always want one label for each order
Parcel details	Weight	Default if you want to always default the declared weight of the shipment, we will check weigh the parcel item as it travels through our network
Parcel details	Add parcel dimensions	Not required to be used
Delivery options	Delivery Type	Keep selected as <b>deliver to doorstep</b>
Delivery options	Doorstep options	Select your preferred delivery option default: - Deliver to neighbour if no answer at doorstep - Deliver to doorstep only - Leave safe if no answer doorstep
Product and service	Product	Select <b>Parcels</b>
Product and service	Service	Select your Marketplace default delivery service, this will determine the delivery service we will use for default
Additional information about your shipment	Extended liability	Set your extended liability cover 1-10

Once you have set your defaults select **Save changes** to apply the defaults.



You can default the following **International** options as per below:

AREA	FIELD	DESCRIPTION
Parcel details	No. of items	Default to 1 if you always want one label for each order - for most international products you can only send single item orders
Parcel details	Weight	Default if you want to always default the declared weight of the shipment
Parcel details	Length (cm)	Set a default length of your parcel
Parcel details	Width (cm)	Set a default width of your parcel
Parcel details	Height (cm)	Set a default height of your parcel
Customs declaration	Invoice type	Select default invoice type "Commercial" OR "Proforma"
Customs declaration	Invoice number	Select default invoice number
Customs declaration	Reason for export	Select default reason for export from the following: Commercial Sale, Gift, Commercial Sample
Customs declaration	Shipping charges	Enter the value of the shipping charges
Customs declaration	Currency	Enter the currency of the values
Item details	SKU number	Allows the commodity details to be linked to a specific SKU which can be used by the marketplace to pre-populate the customs items details
Item details	Marketplace Channel	Enter the marketplace channel to use the SKU
Item details	Commodity code	You can default a commodity code here. A commodity code that best describes the goods for exporting. For more information see here: <a href="https://www.trade-tariff.service.gov.uk/find_commodity">https://www.trade-tariff.service.gov.uk/find_commodity</a>
Item details	Description of goods	You can default a manual description of what you are sending
Item details	Quantity	You can default a quantity of the individual item that is being sent out
Item details	Unit value	Default value of the individual item that is being sent out
Item details	Country of origin	Default the country that the goods originated from
Item details	Marketplace IOSS number	If you want to use a different IOSS number to that specified against the account, you can set and default here
Item details	Terms of delivery	Default incoterms to either DAP or DDP

Once you have set your defaults select **Save changes** to apply the defaults.



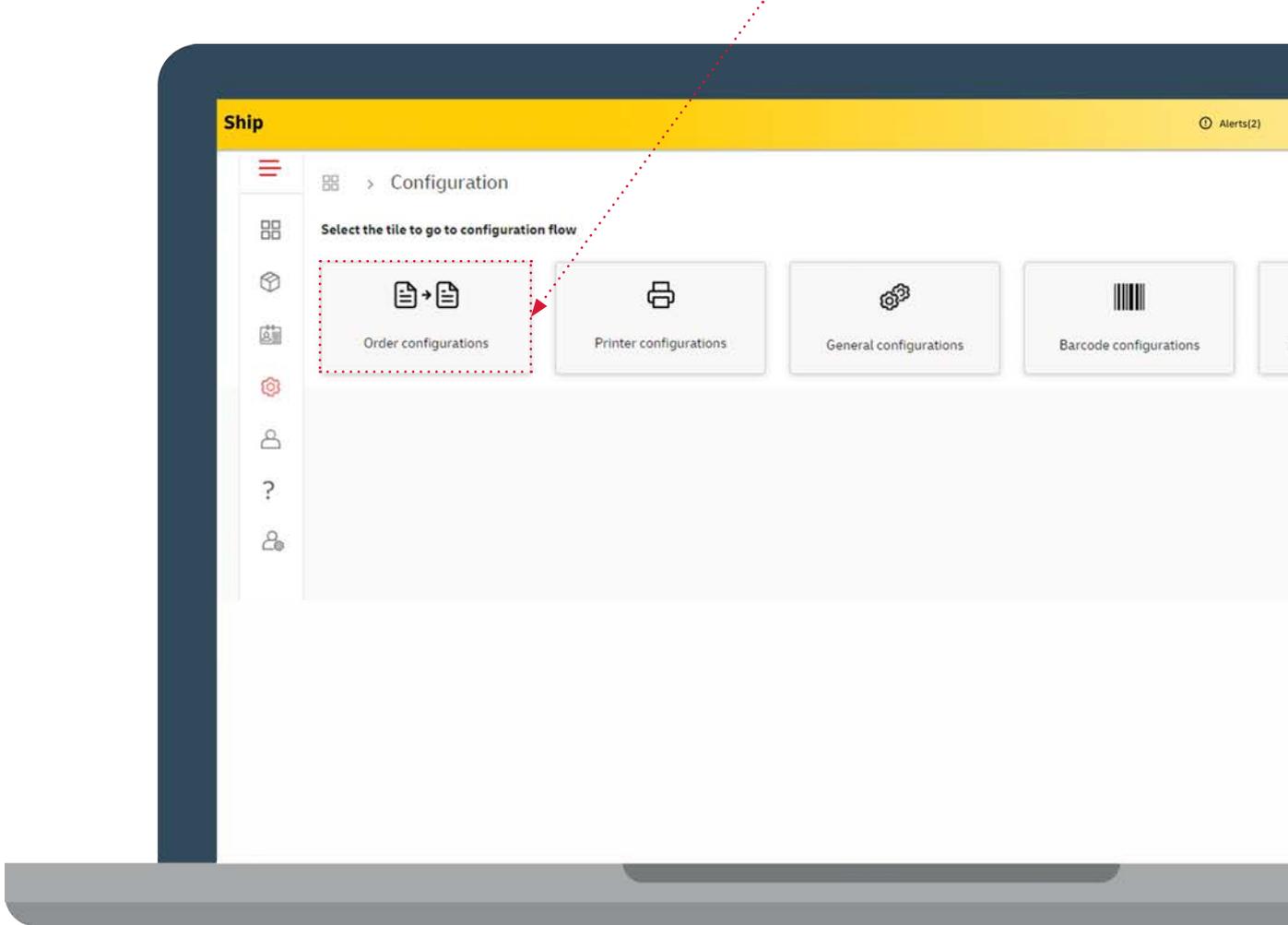
# MARKETPLACE MAPPINGS

Marketplace mapping allows you to default your delivery service to the different services provide with your marketplace order.

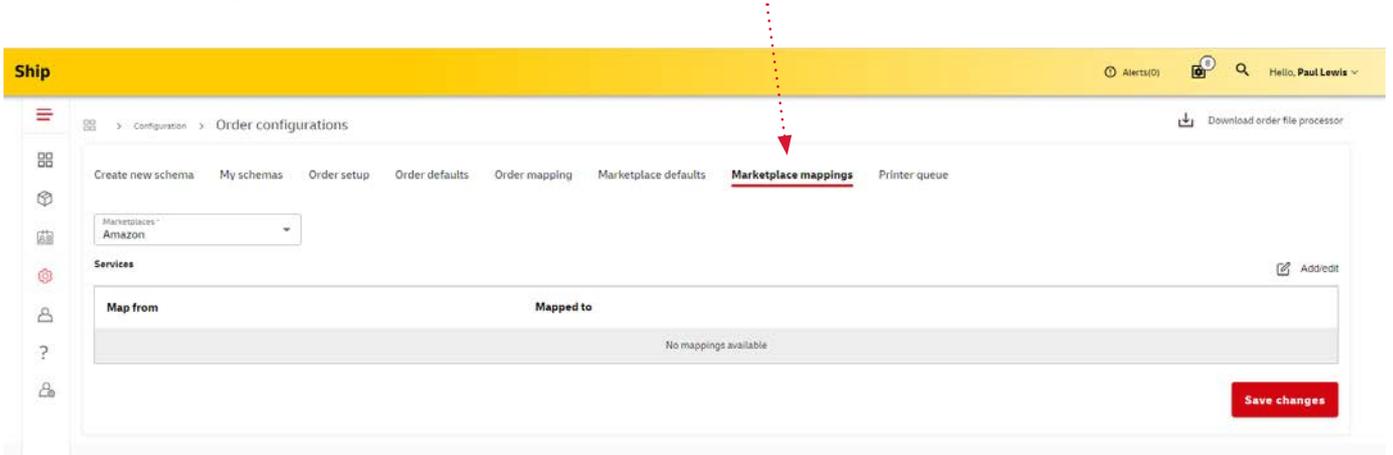
You must be logged on as a **super user** to use this function.

If you don't set any mappings the marketplace orders will default to a standard next day delivery service. If this is ok then you will not need to use this function.

To access **Marketplace mappings** click on **Configuration > Order configurations**



Within **Order configurations** then click on **Marketplace mappings** tab



Select the corresponding Marketplace from the **Marketplaces** dropdown, then click on **add/edit**. You will then get a window pop up within **Map from**. Enter the service that is sent from the marketplace, then in **Map to**, select the corresponding service you want to map to.

Click on **Add** to enter further entries. Once complete click on **OK** to save.

### Add/edit mapping



Marketplaces \*  
Amazon

Category \*  
Services

Map from \*

Map to \*  
Select

Add

Map from	Map to	
Next day priority	Parcel Neighbour Next day 10:30	
Next day std	Parcel Neighbour Next day	

OK

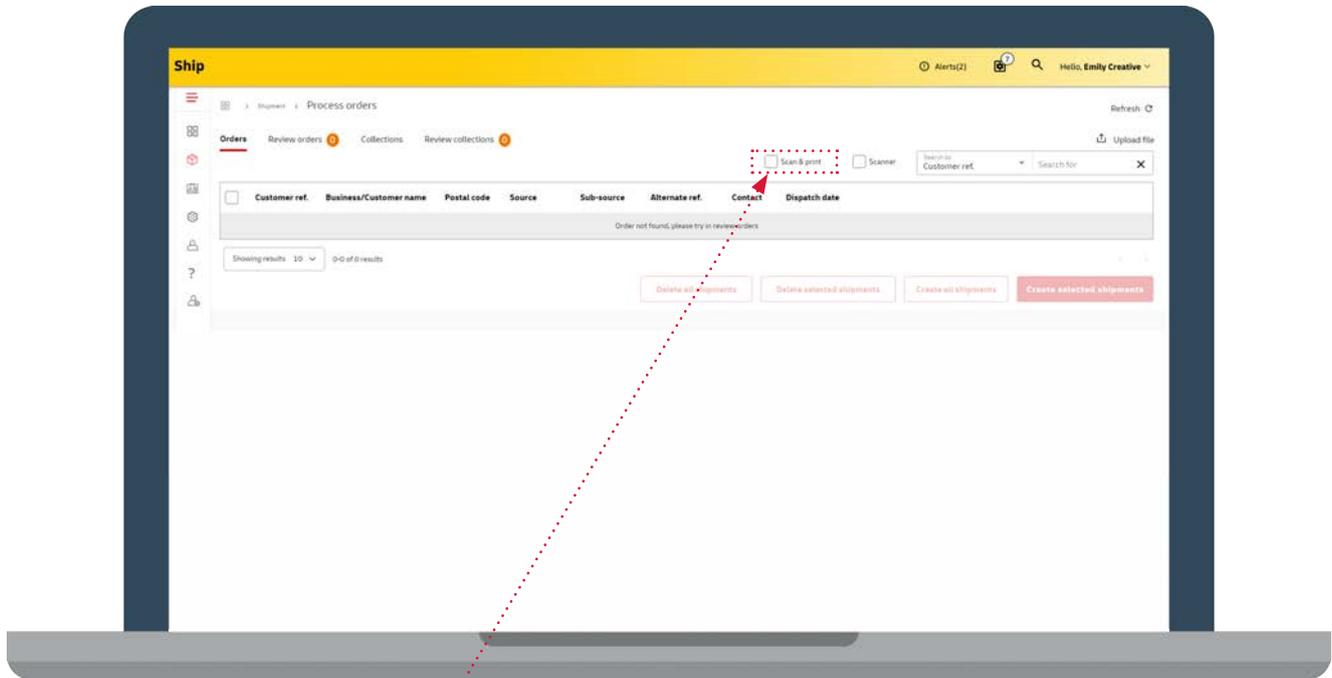
## PROCESSING YOUR MARKETPLACE ORDER WITHIN SHIP

Once you have set up your connection, Marketplace orders will appear within **Process Orders**

- Dashboard & tracking
- Shipment ^
  - Add shipment
  - Process orders
  - Request driver pick-up
  - Collection request
  - Shipments awaiting driver pick-up
  - Template management

To view your orders please select **Process orders** from the main menu.





**You will see some options at the top:**

If you select scan and print, enter (or scan with a wedge scanner) the Marketplace order number to find the shipment. If all is OK with it, a label will be printed automatically.

If you select **Scanner** the order will be found and you will be taken into the shipment screen where you can make any amendments prior to printing, i.e change the delivery service or number of items.

If for any reason you want to see your list of orders click on **Refresh**, top right-hand corner then the grid view will get updated with all the active orders.

If your order is not found the most likely reason is that the order is in **Review orders**. An order will go into review orders if mandatory information is missing like number of items or invalid data for example an invalid postcode. In review orders search and select the order; you will then be presented with the shipment screen from which you can correct any of the missing / incorrect data – once happy you can **Save and print** then your label will be printed.

## **PASSING THE TRACKING NUMBER BACK TO THE MARKETPLACE**

You will not need to do anything to pass the Shipment number back to the Marketplace. Once the Shipment is created, we will auto pass the Shipping number back to the Marketplace, meaning the end customer can then track the Shipment if required.

