



Reference Guide

Generic-Module Development

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Preface

About This Guide

Whether you're a shipper looking to expand your shipping and fulfillment capabilities, or a third-party platform delivering innovative solutions for e-commerce customers and beyond, ShipWorks can help. With our APIs, you can rapidly integrate with ShipWorks and begin leveraging the power and sophistication of its core functionality. This guide contains the requirements and instructions for developing an integration point for your data source and ShipWorks.

About ShipWorks

For over 10 years, ShipWorks has helped thousands of companies scale their e-commerce businesses. ShipWorks is a Windows-based software used by e-commerce and shipping professionals to download and process orders. With ShipWorks you can print shipping labels, generate packing lists and invoices, manage customer information, upload tracking information, and more. A user can connect to any number of stores or data sources and leverage all of our certified shipping carriers.

ShipWorks System Requirements

Small businesses that have 1-2 online marketplaces, 1-2 shipping providers, approximately 50K orders in a database (if importing previous orders) will need:

CPU Type: Intel i3/i5/i7, AMD AM3+/FM2+

CPU Speed: 2.5 GHz (2 or more cores suggested)

RAM: 4GB

HDD Space: 20GB

Internet Connection: High speed, 2MB

Network Connectivity: **N/A**

OS: Windows 7 or newer

Medium and larger scale businesses can refer to the full list of system requirements [here](#).

ShipWorks will work with any data source. Some platforms have ready-made integrations with ShipWorks. You can see the full list of supported platforms at www.shipworks.com/company/partners.html. If your store platform is not on the list, that's OK.

That's where this guide comes in. We'll explain how to make an integration so that your store can communicate with ShipWorks, too. This is called a Generic-Module integration.

Introduction to Generic Integration

Prerequisites

- Administrative access to your store or data source.
- Knowledge of store environment including contact information and values of order data fields.
- Ability to write XML documents.
- Access to ShipWorks XML Schema v1.3.0 for reference. You can [download the schema \(.xsd\) here](#).

How Integrations Work

If your store or data source is not already supported in ShipWorks, you can create a custom integration to make this possible.

You'll create the integration using the ShipWorks XML Schema v1.3.0, and place it at a URL accessible by ShipWorks. We call this a "Generic-Module integration." When you create a Generic-Module integration for a store that conforms to the published ShipWorks XML Schema, you make it possible for end users to add your store to ShipWorks, download orders, and upload order status and tracking information.

A Generic-Module integration is used by an extension point in ShipWorks called the **Generic Store Type**. ShipWorks communicates with your store using HTTP POSTs to exchange XML documents between ShipWorks and your single integration point URL. It is highly recommended that you secure this endpoint with SSL, although this is not a requirement.

Special Requirements for Platform Providers

ShipWorks Branding

ShipWorks is a registered trademark of Interapptive, Inc. and may only be used by permission. If you would like to use the ShipWorks logo or otherwise reference ShipWorks' trademarks in public materials, please email your request to partners@shipworks.com. We can provide you with appropriate branding guidelines for each application.

Technical Requirements

It is important to note that each individual store's integration URL must have a unique hostname within the URL. Using a unique file extension is not sufficient to differentiate the stores for the purposes of integration.

For example, if there are two stores on your platform as follows: <https://www.platform.com/storeA.php> and <https://www.platform.com/storeB.php>, the ShipWorks integration communicates with www.platform.com for both stores. This will cause an issue as both stores do not have a unique integration point.

If instead, the stores are: <https://www.platform.com/storeA/storeA.php> and <https://www.platform.com/storeB/storeB.php>, the ShipWorks integration communicates with www.plaform.com/storeA and www.platform.com/storeB. This meets the requirement of having unique integration points for each store.

Certification and Partnership

Once you've completed your integration, please let us know so we can work with you to set up a test account. We verify that integrations meet our functional requirements before officially recognizing them as supported. Please contact us at partners@shipworks.com once your integration is complete.

Integration Functions

There are four basic user functions facilitated by your integration:

- adding a store
- downloading orders
- updating order status
- uploading tracking numbers

Each user function comprises a specific sequence of calls. These calls will be explained in detail in the next section of this guide: [ShipWorks Schema Reference](#).

Refer to ShipWorks XML Schema Reference in this guide and the ShipWorks XML Schema downloadable online for details on the appropriate response format for each call.

Adding a Store

The ShipWorks user will need to use the Add Store Wizard to set up a Generic-Module store in ShipWorks. This Add Store Wizard will ask for your integration point URL so that ShipWorks can make a sequence of calls to obtain the details necessary to add the store into ShipWorks.

| | | |
|---------|----|----------------|
| Call | 1: | GetModule |
| Call | 2: | GetStore |
| Call 3: | | GetStatusCodes |

The ShipWorks Add Store Wizard user interface Username and Password fields have a max character limit of 50 characters.

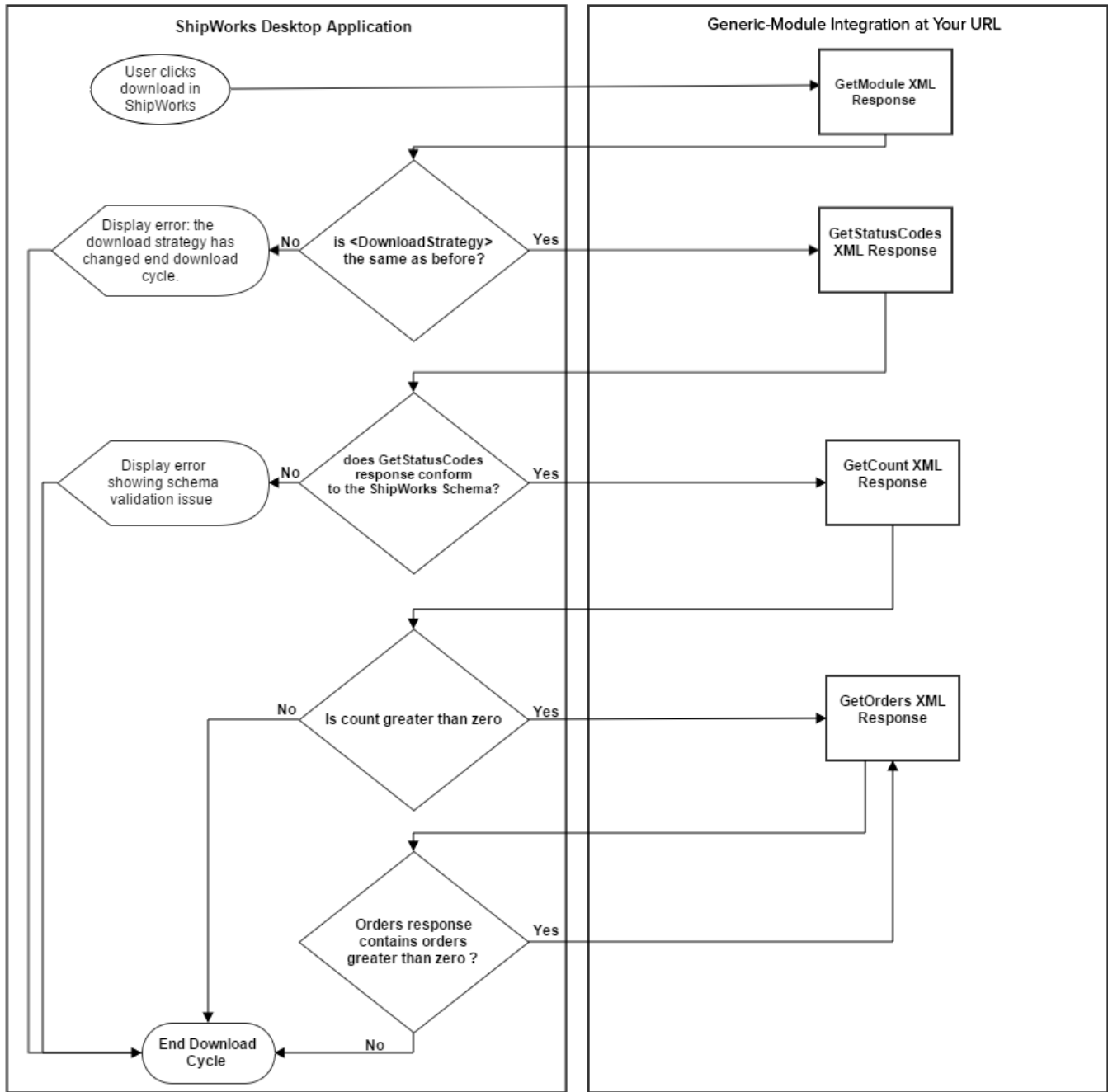
Refer to the ShipWorks Schema Reference section of this guide and ShipWorks XML Schema 1.3 for details on the appropriate response fields and format.

Downloading Orders

When a user clicks the **Download** button in ShipWorks, four calls are made to your integration. The same four calls are made if an automatic download is scheduled. The calls used here are: GetModule; GetStatusCodes; GetCount; GetOrders. The GetOrders call repeats as necessary until GetOrders returns no orders. When GetOrders returns no orders the sequence does not repeat.

Call 1: GetModule
Call 2: GetStatusCodes
Call 3: GetCount
Call 4...N: GetOrders

Download Orders Data Flow



When orders are downloaded by last DateTime, orders within the GetOrders XML response should be sorted in DateTime ascending order so that orders are not missed in problematic scenarios.

Uploading Order Status

This user function may or may not be supported, as indicated on the response given in **GetModule**. See the **<OnlineStatus>** element from the **GetModule** action.

If uploading order status is supported, ShipWorks will allow a user to change an order's online status. This requires only one call: Update Status.

Uploading Tracking Information

This user function may or may not be supported, as indicated on the response given in **GetModule**. See the element: **<OnlineShipmentUpdate>** from the **GetModule** action.

If uploading tracking information is supported, ShipWorks will allow a user to change an order's online status. This requires only one call: Update Shipment.

ShipWorks XML Schema Reference

A specific sequence of calls is made to your Generic-Module URL for every one of the user function necessary for this integration. This section explains each of the calls used in these call sequences.

POST Requests

ShipWorks communicates with your Generic-Module Integration using HTTP POSTs to a single URL. Each POST contains specific variables, including the username, password, an action, and then some action-specific parameters. All of these parameters are included in a query string in the HTTP message body.

ShipWorks sends the username and password that is entered during your store setup. Your module must authenticate that username and password before responding to the action.

As an example, here is the POST request for a GetModule call:

```
POST https://10.1.10.71/stores/shipworks3.php
HTTP/1.1 User-Agent: shipworks
Content-Type: application/x-www-form-
urlencoded Host: 10.1.10.71
Content-Length: 50
action=getmodule&username=admin&password=password
```

Response Format

Your responses to the ShipWorks calls must conform to the published XML Schema and all responses must contain ***schemaVersion*** and ***moduleVersion***. It is recommended that the moduleVersion be at least 3.10.0. Older module versions will work, but ShipWorks will not send data elements that were added after January 2015. The root element is the ShipWorks node. ShipWorks will not process invalid responses per the schema, and will return an error message if an invalid response is given.

The POST requests include the username and password provided during store setup. You should authenticate this information before sending the response.

The ***schemaVersion*** response must be formatted as **3.10.0**, not **3.10**.

GetModule

GetModule retrieves information about the capabilities and behavior of your integration and ensures that ShipWorks is aware of any changes made to your integration to keep functionality up to date.

| GetModule Query | Values |
|-------------------------|-----------------------|
| String Variables | |
| Username | User entered username |
| Password | User-entered password |
| Action | Getmodule |

GetModule cUrl Request

```
curl "http://10.1.10.151/shipworks3.php"  
-X POST  
-H "User-Agent: shipworks"  
-d "action=getmodule&username=support%40shipworks.com&password=SuperSecretPassword"
```

Sample GetModule Response

```
<?xml version="1.0" standalone="yes" ?>  
<ShipWorks moduleVersion="5.9.3.1" schemaVersion="1.0.0" >  
  <Module>  
    <Platform>generic</Platform>  
    <Developer>  
      Interapptive, Inc. (support@interapptive.com)  
    </Developer>  
    <Capabilities>  
      <DownloadStrategy>ByModifiedTime</DownloadStrategy>  
      <OnlineCustomerID supported="true" dataType="text" />  
      <OnlineStatus supported="true" dataType="text" />  
      <OnlineShipmentUpdate supported="true" />  
    </Capabilities>  
  </Module>  
</ShipWorks>
```

GetModule XML Response Format

| Element | Req'd | Attributes | Description |
|--|-------|----------------|---|
| ShipWorks (The root of the responses). | YES | moduleVersion | The version of your integration. This should be at least 3.10.0. |
| | YES | schemaVersion | The ShipWorks Schema version your response will validate against. As the Generic Store protocol evolves, the ShipWorks Schema will too, and this is for backward compatibility. "1.3.0" is the current version. |
| Module | YES | - | Encompasses the elements of this response. |
| Developer | YES | - | Your company name and e-mail, e.g. <Developer>ABC, Inc. (dev@abc.com)</Developer> |
| Capabilities | YES | - | Encompasses the functional elements for this response. |
| Download Strategy | | ByModifiedTime | Recommended. ByModifiedTime looks at all past orders downloaded from the store and calculates the most recent Modified Time. It then asks for all orders that are new OR have been modified since that time. This allows changes to order statuses and addresses to be re-downloaded and reflected in the local ShipWorks copy of the order. |
| | | ByOrderNumber | Not all ecommerce systems track when an order was last modified, so ShipWorks can download by Order Number. This requires order numbers that are incremental, numeric values. ShipWorks finds the highest order number previously downloaded and asks for all orders with a larger order number. Using this download strategy takes more time and is not recommended unless necessary. |

| | | | | |
|------------------|-----|---|---|---|
| Platform | YES | - | The name of your store. OR should this be the name of the store platform/marketplace? | |
| OnlineCustomerID | YES | Supported="True" Supported="False" | If your store tracks customer IDs, specify supported="true" so ShipWorks can perform matching in its database based on online customer ID instead of email address. | |
| OnlineCustomerID | YES | dataType=numeric | Specifying a data type will indicate the format of the <i>OnlineCustomerID</i> node you provide in the <i>GetOrders</i> response. | |
| OnlineStatus | YES | dataType=text | | |
| | | supported=true | Specifies if order status codes should be retrieved and handled by ShipWorks. | |
| | | supported=false | | |
| OnlineStatus | YES | dataType=numeric | Indicates the format of the <i>StatusCode</i> in the <i>GetOrders</i> response. | |
| Communications | NO | dataType=text | | |
| | | downloadOnly=true downloadOnly=false | | If true, ShipWorks will not allow the user to update the online order statuses from within ShipWorks. If <i>this</i> is false or missing, order statuses are updatable. |
| | | supportsComments=true supportsComments=false | | <i>supportsComments</i> indicates whether or not the user can enter a comment to accompany the status update. The user-entered comment will be sent along with the status update request. |
| | | - | Encompasses the communications data needed for the integration | |
| Http | NO | Expect100continue="true" Expect100continue="false" | By default ShipWorks will send the expect:100Continue HTTP Header on its POST requests. If this causes issues for your system, set this to false and it will no longer be sent. | |

| | | | |
|------------------|----|-------------------------------|--|
| | | | |
| responseEncoding | NO | UTF-8 Latin-1 (ISO-8859-1) | By default, ShipWorks expects UTF-8, but it can support Latin-1 (ISO-8859-1) |
| | | | |

GetStore

GetStore retrieves demographic and contact information for the store. This includes the store name, store owner's name, physical address, phone number and e-mail address. This information is then used to prepopulate the store information for the user during store setup.

| GetStore Query String Variables | Values |
|---------------------------------|-----------------------|
| Username | User entered username |
| Password | User-entered password |
| Action | GetStore |

GetStore cUrl Request

```
curl "http://10.1.10.151/generic/shipworks3.php"
-X POST
-H "User-Agent: shipworks"
-d "action=getstore&username=support%40shipworks.com&password=SuperSecretPassword"
```

Sample GetStore XML Response Format

```

<?xml version="1.0" standalone="yes" ?>
<ShipWorks moduleVersion="5.9.3.1" schemaVersion="1.0.0" >
  <Store>
    <Name>1</Name>
    <CompanyOrOwner>1</CompanyOrOwner>
    <Email>support@shipworks.com</Email>
    <Street1/>
    <City>New York</City>
    <Country>US</Country>
    <Website/>
  </Store>
</ShipWorks>

```

| Element | Req'd | Attributes | Description |
|----------------|-------|----------------------|--|
| ShipWorks | YES | moduleVersion | The version of your integration. Module version should be at least 3.10.0. |
| | YES | schemaVersion | The ShipWorks Schema version your response validates against. |
| Store | YES | - | Encompasses the elements of this response. |
| Name | YES | - | Store contact information field. |
| CompanyorOwner | NO | - | Store contact information field. |
| Email | NO | - | Store contact information field. |
| Street1 | NO | - | Store contact information field. |
| Street2 | NO | - | Store contact information field. |
| Street3 | NO | - | Store contact information field. |
| City | NO | - | Store contact information field. |
| State | NO | - | Store contact information field. |
| PostalCode | NO | - | Store contact information field. |
| Country | NO | - | Store contact information field. |
| Phone | NO | - | Store contact information field. |
| Website | NO | - | Store contact information field. |

GetStatusCodes

This call is only made if *OnlineStatus supported="True"* in GetModule.

GetStatusCodes retrieves all available status codes and their associated display text. This data is stored in ShipWorks and will be refreshed periodically in future download operations.

| GetStatusCodes Query String Variables | Values |
|--|-----------------------|
| Username | User entered username |
| Password | User-entered password |
| Action | GetStatusCodes |

GetStatusCodes cUrl Request

```
curl "http://10.1.10.151/generic/shipworks3.php"  
-X POST  
-H "User-Agent: shipworks"  
-d "action=getstatuscodes&username=support%40shipworks.com&password=SuperSecretPassword"
```

Sample getStatusCodes XML Response Format

```
<?xml version="1.0" standalone="yes" ?>
<ShipWorks moduleVersion="5.9.3.1" schemaVersion="1.0.0" >
  <StatusCodes>
    <StatusCode>
      <Code>N</Code>
      <Name>New</Name>
    </StatusCode>
    <StatusCode>
      <Code>P</Code>
      <Name>Processing</Name>
    </StatusCode>
    <StatusCode>
      <Code>S</Code>
      <Name>Shipped</Name>
    </StatusCode>
    <StatusCode>
      <Code>D</Code>
      <Name>Delivered</Name>
    </StatusCode>
    <StatusCode>
      <Code>WND</Code>
      <Name>Will Not Deliver</Name>
    </StatusCode>
    <StatusCode>
      <Code>R</Code>
      <Name>Returned</Name>
    </StatusCode>
  </StatusCodes>
</ShipWorks>
```

| Element | Req'd | Attributes | Description |
|-------------|-------|----------------------|--|
| ShipWorks | YES | moduleVersion | The version of your integration. Module version should be at least 3.10.0. |
| | YES | schemaVersion | The ShipWorks Schema version your response validates against. |
| StatusCodes | YES | | Encompasses all of the individual "StatusCode" elements. |
| StatusCode | YES | | Encompasses the elements of a single status code (code and name). |
| Code | YES | | This is the internal representation of your system's status code. For example, 1001, SHIP, or CANCEL2. |

If **GetStatusCodes** is supported (per your GetModule response), then all of the **GetStatusCodes** response elements are required to facilitate the user function. Omitting these elements will not cause an error, but the functionality will not be available to the user.

GetCount

GetCount simply returns the number of orders to download. This tells the **GetOrders** call when to cease. When this number is 0, ShipWorks stops the call sequence for downloading orders. The POST request for this call includes a "start" variable indicating the last order number previously downloaded or the highest LastModified date that was downloaded. When there are no orders beyond that, the response is "0" and **GetOrders** does not continue.

| GetCount Query String Variable | Values |
|--------------------------------|---|
| Username | User entered username |
| Password | User-entered password |
| Action | Getcount |
| Start | Last order number downloaded, or the highest LastModified date downloaded |

GetCount cUrl Request

```
curl "http://10.1.10.151/generic/shipworks3.php"  
-X POST  
-H "User-Agent: shipworks"  
-d  
"start=20170322T20%3a05%3a46&action=getcount&username=support%40shipworks.com&password=SuperSecurePassword"
```

Sample GetCount XML Response Format

```
<?xml version="1.0" standalone="yes" ?>
<ShipWorks moduleVersion="5.9.3.1" schemaVersion="1.0.0" >
  <Parameters>
    <Start>1490231146</Start>
    <End>1492797944</End>
  </Parameters>
  <OrderCount>4</OrderCount>
</ShipWorks>
```

| Element | Req'd | Attributes | Description |
|------------|-------|---------------|---|
| ShipWorks | YES | moduleVersion | Your integration version. This should be at least 3.10.0. |
| | YES | schemaVersion | The ShipWorks Schema version your response validates against. |
| OrderCount | YES | | States how many orders need to be retrieved. |

GetOrders

ShipWorks makes repeated **GetOrders** calls until the response contains no orders.

GetOrders cUrl Request

```
curl "http://10.1.10.151/generic/shipworks3.php"
-X POST
-H "User-Agent: shipworks"
-d
"start=20170322T20%3a05%3a46&maxcount=50&action=getorders&username=support%40shipworks.com&password=SuperSecretPassword"
```

| Variable | Values |
|----------|-----------------------|
| Username | User entered username |
| Password | User-entered password |
| Action | Getorders |

| | |
|----------|---|
| Start | Last order number downloaded, or the highest LastModified date downloaded |
| Maxcount | Desired results page size. Default is 50. |

Sample GetOrders Response Format

```

<?xml version="1.0"?>
-<ShipWorks schemaVersion="1.3.0" moduleVersion="3.10.0" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"> <Parameters>
  <Start>1490231146</Start>
  <End>1492797945</End>
  <MaxCount>50</MaxCount>
</Parameters>
<Orders>
  <Order>
    <OrderNumber>1</OrderNumber>
    <OrderDate>2014-03-05T01:45:40</OrderDate>
    <LastModified>2017-03-27T01:24:27</LastModified>
    <ShippingMethod>Courier</ShippingMethod>
    <StatusCode>D</StatusCode>
    <CustomerID>26969</CustomerID>
    <ChannelOrderID>ChannelOrder123</ChannelOrderID>
    <ShipByDate>2019-01-01T00:00:00.000</ShipByDate>
    <Custom1>CustomOrder1</Custom1>
    <Custom2>CustomOrder2</Custom2>
    <Custom3>CustomOrder3</Custom3>
    <Custom4>CustomOrder4</Custom4>
    <Custom5>CustomOrder5</Custom5>
    <Notes>
      <Note public="false" />
      <Note public="false" />
    </Notes>
    <BillingAddress>
      <FullName>Guest Guest</FullName>
      <Street1>51 apt, 87 street</Street1>
      <City>Edmond</City>
      <State>OK</State>
      <PostalCode>73003</PostalCode>
      <Country>US</Country>
      <Phone>0123456789</Phone>
      <Email>bit-bucket@example.com</Email>
  </Order>
</Orders>

```

```

</BillingAddress>
<ShippingAddress>
  <FullName>Guest Guest</FullName>
  <Street1>51 apt, 87 street</Street1>
  <City>Edmond</City>
  <State>OK</State>
  <PostalCode>73003</PostalCode>
  <Country>US</Country>
  <Phone>0123456789</Phone>
  <Email>bit-bucket@example.com</Email>
</ShippingAddress>
<Amazon>
  <IsPrime>>true</IsPrime>
  <IsFBA>>false</IsFBA>
  <AmazonOrderID>123-1234567-1234567</AmazonOrderID>
  <IsSameDay>>false</IsSameDay>
</Amazon>
<Payment>
  <Method/>
</Payment>
<Items>
  <Item>
    <Code>1204</Code>
    <SKU>1204</SKU>
    <Name>Vinyl Idolz: Ghostbusters</Name>
    <Quantity>1</Quantity>
    <UnitPrice>19.99</UnitPrice>
    <Weight>0.55</Weight>
    <Length>7</Length>
    <Width>7</Width>
    <Height>7</Height>
    <Brand>Nike</Brand>
    <MPN>Y-R0011</MPN>
    <Custom1>CustomItem1</Custom1>
    <Custom2>CustomItem2</Custom2>
    <Custom3>CustomItem3</Custom3>
    <Custom4>CustomItem4</Custom4>
    <Custom5>CustomItem5</Custom5>
    <Attributes/>
    <Amazon>
      <AmazonOrderItemCode>12345678901234</AmazonOrderItemCode>
    </Amazon>
  </Item>

```

```

</Items>
<Totals>
  <Total name="Order Subtotal" class="ot_subtotal" impact="none">19.99</Total>
  <Total name="Shipping cost" class="shipping" impact="add">1.5</Total>
  <Total name="Discount" class="discount" impact="subtract">3</Total>
  <Total name="Grand Total" class="total" impact="none">18.49</Total>
</Totals>
</Order>
<Order>
  <OrderNumber>2</OrderNumber>
  <OrderDate>2014-03-28T06:24:55</OrderDate>
  <LastModified>2017-03-27T01:24:27</LastModified>
  <ShippingMethod>Courier</ShippingMethod>
  <StatusCode>D</StatusCode>
  <CustomerID>26969</CustomerID>
  <ChannelOrderID>ChannelOrder123</ChannelOrderID>

  <ShipByDate>2019-01-01T00:00:00.000</ShipByDate>
  <Notes>
    <Note public="false" />
    <Note public="false" />
  </Notes>
  <BillingAddress>
    <FullName>Guest Guest</FullName>
    <Street1>51 apt, 87 street</Street1>
    <City>Edmond</City>
    <State>OK</State>
    <PostalCode>73003</PostalCode>
    <Country>US</Country>
    <Phone>0123456789</Phone>
    <Email>bit-bucket@example.com</Email>
  </BillingAddress>
  <ShippingAddress>
    <FullName>Guest Guest</FullName>
    <Street1>51 apt, 87 street</Street1>
    <City>Edmond</City>
    <State>OK</State>
    <PostalCode>73003</PostalCode>
    <Country>US</Country>
    <Phone>0123456789</Phone>
    <Email>bit-bucket@example.com</Email>
  </ShippingAddress>
  <Payment>

```

```

    <Method>Money Order</Method>
  </Payment>
  <Items>
    <Item>
      <Code>12030</Code>
      <SKU>12030</SKU>
      <Name>Spiderman Selfie Ladies' Tee</Name>
      <Quantity>2</Quantity>
      <UnitPrice>19.99</UnitPrice>
      <Weight>3</Weight>
      <Length>7</Length>
      <Width>7</Width>
      <Height>7</Height>
      <Brand>Nike</Brand>
      <MPN>Y-R0011</MPN>
      <Attributes/>
    </Item>
  </Items>
  <Totals>
    <Total name="Order Subtotal" class="ot_subtotal" impact="none">39.98</Total>
    <Total name="Shipping cost" class="shipping" impact="add">2.15</Total>
    <Total name="Grand Total" class="total" impact="none">42.13</Total>
  </Totals>
</Order>
</Orders>
</ShipWorks>

```

| Element | Req'd | Attributes | Description |
|--|-------|----------------------|---|
| ShipWorks (The root of the responses). | YES | moduleVersion | The version of your integration. Module version should be at least 3.10.0. |
| | YES | schemaVersion | The ShipWorks Schema version your response will validate against. As the Generic Store protocol evolves, the ShipWorks Schema will too, and this is for backward compatibility. "1.3.0" is the current version. |

| | | | |
|--------------------|---------------------------------|-----------------|---|
| OrderNumber | YES | | The numeric or alphanumeric, unique order number identifying this order to ShipWorks. |
| OrderNumberPrefix | YES | | Extra text to apply to the order number before OrderNumber. Useful for creating grouped/split orders. |
| OrderNumberPostfix | YES | | Extra text to apply to the order number after OrderNumber. Useful for creating grouped/split orders. |
| OrderDate | YES | | The date and time the order was originally placed, in UTC. |
| LastModified | YES IF (See description) | | Required if DownloadStrategy is defined as ByModifiedTime. The date and time the order was last modified in the online store, by the end customer or staff. The time is in UTC. |
| ShippingMethod | NO | | Customer-requested shipping method for the order. This is displayed in ShipWorks and should be human-readable. |
| StatusCode | NO | | The status code for the current status of the order. Required when OnlineStatus is designated as supported. See complexType Module. |
| CustomerID | NO | | A value uniquely identifying the purchasing customer to ShipWorks. Required when OnlineCustomerID is designated as supported. See complexType Module. |
| ChannelOrderID | NO | | The specific sales channel order ID for the order. |
| ShipByDate | NO | | The date by which the order should be shipped. Format: 2019-01-01T00:00:00.000 Time is in UTC. |
| Custom1 – Custom5 | NO | Type: xs:string | Custom fields for importing additional data. Available for both <Order> and <Items> elements. |
| Notes | NO | | A collection of any number of notes to attach to the order in ShipWorks |
| Note | NO | | An individual note about the order. |
| ShippingAddress | YES | | The shipping address specified on the order. |
| BillingAddress | YES | | The billing address specified on the order. |

| | | | |
|---------------------|---------------------------------|------------------|---|
| Amazon | NO | | Container for Amazon order information on the order. |
| IsPrime | NO | Type: xs:boolean | Indicates whether an order is an Amazon Prime order. <i>true</i> if the order is a seller-fulfilled Amazon Prime order. |
| IsFBA | NO | Type: xs:boolean | Indicates whether an order is Fulfilled by Amazon (FBA). <i>true</i> if the order is a Fulfilled By Amazon Prime order. |
| AmazonOrderID | NO | Type: xs:string | The Amazon order ID. Ex. 000-1234567-1234567 (An Amazon-defined order identifier, in 3-7-7 format.) |
| AmazonItem | NO | | Container for Amazon item information. |
| AmazonOrderItemCode | NO | Type: xs:string | The Amazon order item ID. Ex. 12345678901234 An Amazon-defined order item identifier. |
| IsSameDay | NO | | Indicates whether an order is a Seller Fulfilled Prime (SFP) same day order. |
| Payment | NO | | Container for payment information provided by the customer. This is displayed on the Payments panel in the ShipWorks user interface. |
| Method | YES | | Payment method displayed in ShipWorks. |
| CreditCard | NO | | If the Method of payment is some type of credit card, the cc information can be supplied here. |
| Type | YES IF (See description) | | Required if CreditCard is used. The type of credit card, displayed to the user. |
| Owner | YES IF (See description) | | Required if CreditCard is used. The name listed as the owner of the card. |
| Number | YES IF (See description) | | Credit card number provided by the customer. If your integration allows unsecured connections, this value should not be provided in whole to ShipWorks. |
| Expires | YES IF (See description) | | Card expiration date. |

| | | | |
|--------|---------------------------------|--|--|
| CCV | YES IF (See description) | | Card verification number, on the back of the card. Once again, this value should not be provided to ShipWorks if communication is detected to be unsecure. |
| Items | YES | | The purchased items on the order; line items. |
| Item | NO | | Individual line item |
| Totals | YES | | Charges and fees applied to the order that impact its total cost. |

| | | | |
|-------|------------|---------------|---|
| Total | YES | | A single charge, fee, or discount that impacts the order total. |
| | | Impact | Specifies how the value of this charge impacts the order total. Possible values are: add, subtract, and none. |
| | | Class | A code for the charge that can be keyed on in Templates, if desired. Ex. HANDLING |
| | | name | Display text for the fee or charge. Ex. Shipping and Handling |
| | | Id | An identifier for the charge in your system, if desired. |

UpdateStatus

If your integration supports order status updates (as indicated in your response to the **GetModule** call) then ShipWorks will make this request upon demand by the ShipWorks user. This can be done manually by the user on the Order grid, or can be set up to be an automated task.

Sample UpdateStatus cUrl Request

```
curl "http://10.1.10.151/xcart/shipworks3.php"
-X POST
-H "User-Agent: shipworks"
-d
"order=5&status=P&comments=&action=updatestatus&username=support%40shipworks.com&password=SuperSecretPassword"
```

Sample UpdateStatus

```
<?xml version="1.0" standalone="yes" ?>
<ShipWorks moduleVersion="5.9.3.1" schemaVersion="1.0.0" >
  <Parameters>
    <Order>5</Order>
    <Status>P</Status>
  </Parameters>
  <UpdateSuccess/>
</ShipWorks>
```

| Variable | Values |
|----------|---|
| Username | User entered username |
| Password | User-entered password |
| Action | UpdateStatus |
| Order | OrderNumber needing the status update |
| Status | StatusCode to assign to the order |
| Comments | The request only includes this variable if the GetModule response included: supportsComments="true". If comments are supported, comments are applied with the update. |

UpdateShipment

If your integration supports shipment updates (as indicated in your response to the **GetModule** call) then ShipWorks will make this request upon demand by the ShipWorks user. Shipment details can be uploaded manually by the user on the Order grid, or can be set up to be an automated task.

Sample UpdateShipment cUrl Request

```
curl "http://10.1.10.151/xcart/shipworks3.php"  
-X POST  
-H "User-Agent: shipworks"  
-d "order=5&tracking=TrackingNumber&carrier=Other&shippingcost=5.0000&shippingdate=201704-  
21T12%3a00%3a00&processeddate=20170421T15%3a57%3a12&voided=False&voideddate=&voideduser=&s  
erviceused=USPS+First+Class&totalcharges=5.0000&totalweight=1&returnshipment=False&action=updateshi  
pment&username=support%40shipworks.com&password=SuperSecretPassword"
```

Sample UpdateShipment

```
<?xml version="1.0" standalone="yes" ?>  
<ShipWorks moduleVersion="5.9.3.1" schemaVersion="1.0.0" >  
  <Parameters>  
    <OrderID>5</OrderID>  
    <Tracking>TrackingNumber</Tracking>  
  </Parameters>  
  <UpdateSuccess/>  
</ShipWorks>
```

| Variable | Values |
|----------------|--|
| Order | OrderNumber being updated |
| Tracking | Tracking number for the processed shipment |
| Carrier | Name of shipping carrier (i.e. FedEx or USPS) |
| ShippingCost | Shipping Cost |
| ShippingDate | Shipping Date (year – 2digit month – 2 digit day) |
| ProcessedDate | Processed Date (year – 2digit month – 2 digit day) |
| ServiceUsed | Name of service (i.e. USPS International Priority or USPS Priority Mail Express) |
| TotalCharges | Dollar amount of charges |
| TotalWeight | Weight in pounds |
| ReturnShipment | True = this is a return. False = not a return shipment. |
| Action | UpdateShipment |
| Username | User-entered username |

| | |
|----------|-----------------------|
| Password | User-entered password |
|----------|-----------------------|

Additional Considerations

Handling Special Characters

Since special characters are, in many cases, known to cause downloads to fail it is recommended that you test downloads that may include special characters in order to ensure downloads are successful.

List of Special Characters

Below is a list of characters that are considered to be special characters. It is not meant to be comprehensive, but rather a guide to characters you may wish to test.

| | | | | | |
|---|---|---|---|---|---|
| < | > | & | % | ' | " |
|---|---|---|---|---|---|

<Address> and <Item> Nodes

The GetOrders response requires an <Address> node and <Items> node be included. In instances where an order does not have either an address or items associated to it, be sure to include an empty <Address /> or <Items /> node and any required child nodes (for example item weight as an integer). Omitting either of these nodes will cause the download to fail. Validate responses against the [.xsd provided](#).

Handling Amazon Nodes

<Amazon> <IsPrime> <IsFBA> <AmazonOrderID> AmazonItem <AmazonOrderItemCode>
<IsSameDay>

ShipWorks version 5.21.0 or greater is required when downloading Amazon information to ShipWorks.

For additional information on Amazon node requirements, descriptions and value types, please see the [Amazon Web Services \(MWS\) documentation found here](#).

ShipWorks Versions Prior to 5.21.0

If working with versions of ShipWorks prior to version 5.21.0, the schema version must be 1.1.0.

Help

Developer Support

This guide is meant to provide answers to your questions but is by no means the only way we can offer assistance. Please feel free to reach out to us via e-mail or phone. We are always happy to help!

E-mail: developersupport@shipworks.com

Phone: 800-952-7784

Hours: Monday - Friday, 7a.m. – 7p.m. (Central Time).

Additional Resources

For more information w3schools.com has some useful information on HTTP POSTs at:

http://www.w3schools.com/tags/ref_httpmethods.asp

and on and XML at:

<http://www.w3schools.com/xml/default.asp>.

Revision History

| REVISION | DATE | DESCRIPTION |
|----------|------------|---|
| 2.10 | 11/10/2017 | <ul style="list-style-type: none"> Pg 27 - Updated OrderNumber element description to indicate that as of ShipWorks version 5.16.0 it now supports numeric and alphanumeric order numbers. All schema examples and downloadable schema files updated to latest schema version. |
| 3.0 | 1/23/2018 | <ul style="list-style-type: none"> Pg 22 - Updated GetOrder Response XML example to include examples of AmazonOrder and AmazonItem XML. Pg 28 - Updated the GetOrders Response Format information to include Amazon elements. |
| 3.0 | 3/1/2018 | <ul style="list-style-type: none"> Pg 34 - Updated Additional Considerations to include information regarding handling Amazon Nodes. |
| 3.10 | 4/2/2018 | <ul style="list-style-type: none"> Pg 34 - Added link to the Amazon MWS Documentation which lists Amazon's requirements, description and value types for the Amazon nodes. |
| 3.10 | 4/2/2018 | <ul style="list-style-type: none"> Pg 29 - Added additional information from Amazon MWS documentation related to the Amazon nodes. |
| 3.11 | 10/15/2018 | <ul style="list-style-type: none"> Pg 23 - Updated the GetOrders Response XML example information to include item dimensions <Length> <Width> <Height>. |
| 4.0 | 12/13/2018 | <ul style="list-style-type: none"> Pg 22 - Updated the GetOrders response XML example to include the ChannelOrderID field. Pg 26 - Added description information for the ChannelOrderID field. |
| 4.0 | 12/13/2018 | <ul style="list-style-type: none"> Pg 22 - Updated the GetOrders response XML example to include the ShipByDate field. Pg 26 - Added description for the ShipByDate field. |

| | | |
|-----|------------|--|
| 4.0 | 12/13/2018 | <ul style="list-style-type: none"> Pg 23 – Updated the GetOrders Response XML example information to include the brand of an item. <Brand> |
| 4.0 | 12/13/2018 | <ul style="list-style-type: none"> Pg 23 – Updated the GetOrders Response XML example information to include the Manufacturer Part number of an item. <MPN> |
| 4.0 | 12/14/2018 | <ul style="list-style-type: none"> Updated all references to schema version number to 1.3.0. |
| 4.0 | 12/19/2018 | <ul style="list-style-type: none"> Pg23 – Updated GetOrders XML response sample to include Custom1 – Custom5 fields for <Order>. |
| 4.0 | 12/19/2018 | <ul style="list-style-type: none"> Pg24 – Updated GetOrders XML response sample to include Custom1 – Custom5 fields for <Item>. |