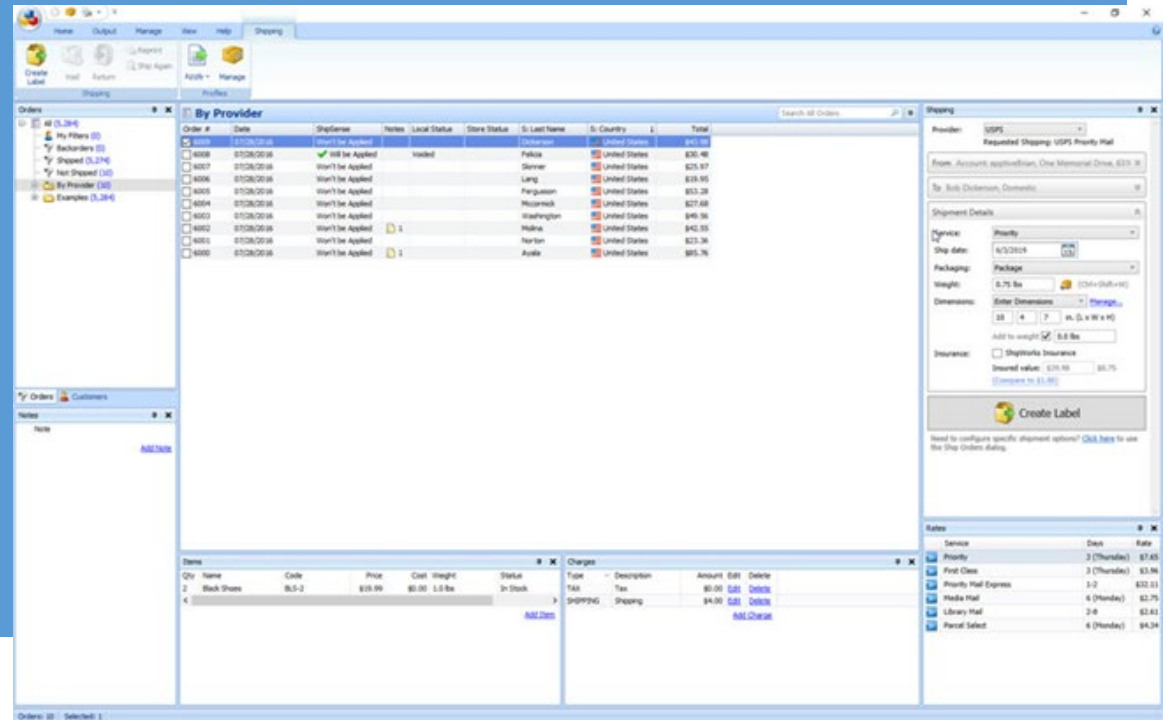


GETTING STARTED WITH SHIPWORKS eCommerce

Learn how to create your free 30-day trial, download and install the ShipWorks software, connect your marketplaces, add your shipping carriers, and learn how to begin creating labels in no time.

Need help? One of our awesome Technical Support Representatives is here to answer your questions.

800-952-7784



ABOUT THIS GUIDE

This guide is for all brand new ShipWorks eCommerce users. In the next few pages, we'll cover all of the basics starting with downloading and installing ShipWorks. In just a few minutes, you'll be printing a shipping label.

ABOUT SHIPWORKS

With ShipWorks, you can process shipments, print labels and invoices, and update online tracking information in one place, even if you have several different stores and use several different shipping providers.

THANK YOU

Thanks for trying ShipWorks! We're grateful that you would like to simplify your e-commerce business by using our software.





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ShipWorks eCommerce Pricing

ShipWorks pricing is based on your monthly shipping volume. Pricing plans start at \$25 per month. Get more info on [ShipWorks pricing plans](#).

There is no restriction on the number of users or workstations. You can use ShipWorks on any number of computers, without needing any additional licenses. After you've followed this guide to get started using ShipWorks on one computer, you might want to refer to our support site for information on [networking ShipWorks](#) across many computers.

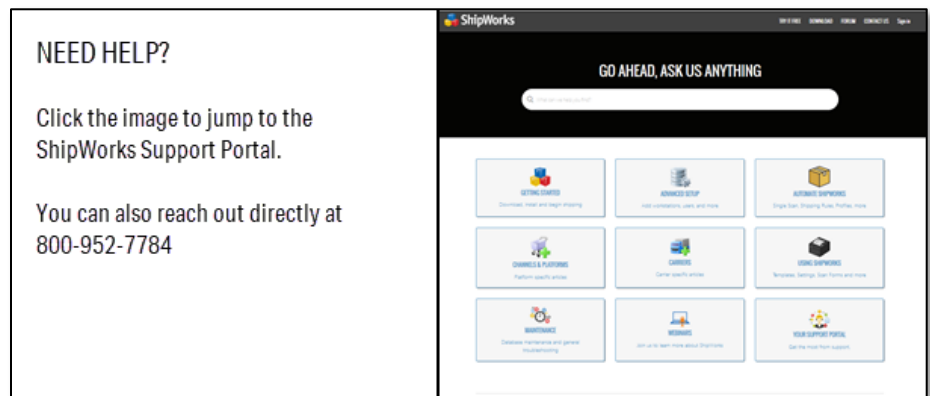
About This Guide

This guide is for all brand new ShipWorks eCommerce users. In the next few pages, we'll cover all of the basics starting with downloading and installing ShipWorks. In just a few minutes, you'll be printing a shipping label.

Our default settings will have you up and running in no time, but as time goes on and you become more and more familiar with ShipWorks, you'll probably want to automate some tasks and settings. You'll soon learn that ShipWorks makes it easy to do that, too. We've got a library of helpdesk articles at: support.shipworks.com and some super-helpful support staff to help you take advantage of the full power of ShipWorks.

A quick note: This guide is designed to assist ShipWorks eCommerce customers with getting up and running with the ShipWorks software. If you are a ShipWorks for Warehouse customer, [please click here](#) for articles related to our Warehouse offering or reach out to our awesome support team at 800-952-7784.

But that's enough introductions! Let's get started!



First Things First

Getting started with ShipWorks is one of the best decisions you've made today! Here's what this guide covers:

1. Checking that you meet the ShipWorks requirements.
2. Downloading, installing, and setting up your ShipWorks account.
3. Adding your store(s) and marketplaces. It's easy with the easy-to-follow ShipWorks Setup Wizards: If you have more than one store, choose any one to add first, and then repeat the process for additional stores.
4. Adding your shipping provider(s). If you use more than one carrier, just choose one and then repeat the process for additional carriers.
5. Start shipping orders.

Apple/Mac Users

We totally understand the love for Macs, but we haven't developed ShipWorks to run on Apple platforms, yet. We have hundreds of customers using ShipWorks on Macs with PC virtualization software, and they've been doing it for years. You can find PC virtualization software for free online. After you've got your virtual PC emulator running, you can proceed with these instructions as any Window user would.

 [Learn how to set up ShipWorks on your Mac.](#)

ShipWorks 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 Cores:** 2+
- **CPU Speed:** 2.5 GHz
- **RAM:** 4GB
- **HDD:** 1 Drive, but a secondary drive preferred
- **HDD Space:** 20GB
- **Internet Connection:** High speed, 2MB
- **Network Connectivity:** N/A
- **OS:** Windows 7 (or newer)
- **Printer:** Standard Printer, Thermal (Recommended)

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

To start printing labels, you'll also need the ShipWorks computer to have access to the thermal or standard printer of your choice.

If you don't know your computer's properties off the top of your head, go to **Windows Start Menu -> Control Panel -> System** to see them. Chances are great that you meet the requirements. Most computers nowadays meet these standards.

Installation and Account Setup

Install and set up your ShipWorks account

1. Visit www.shipworks.com.
2. Click the **Try It Free** button.
3. Fill out the forms to create your ShipWorks account.
4. Download the ShipWorks installer. You may need to follow your browser's instructions to download the file.
5. When the install wizard launches, you can keep the default settings. Click **Next** through the wizard, then click the **Install** button.

SEE THESE STEPS IN ACTION



ILLUSTRATED STEPS

 A series of five numbered screenshots illustrating the installation and account setup process:

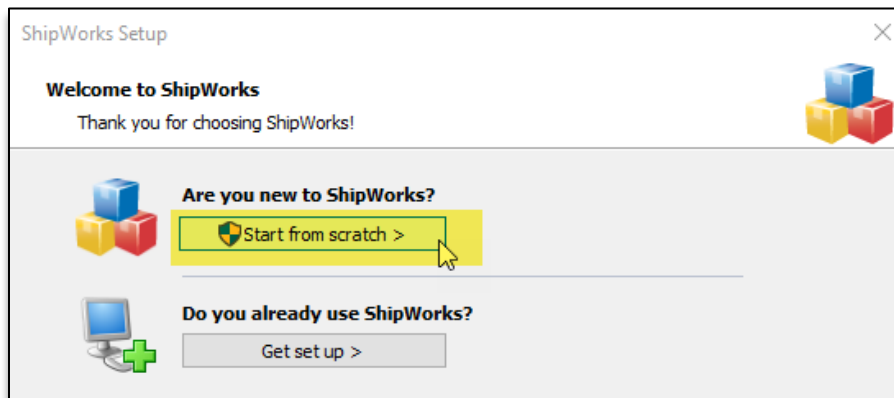
- 1**: Screenshot of the ShipWorks website homepage. The "TRY IT FREE" button is highlighted with a red circle.
- 2**: Screenshot of the "Create your account" form. The form fields for EMAIL, PASSWORD, FIRST NAME, LAST NAME, COMPANY (optional), and PHONE are visible. A "Do you have a promo code?" section with YES/NO options is at the bottom.
- 3**: Screenshot of the "Install and Set-Up" wizard window. The title is "Install and Set-Up Using Firefox". It shows step 1: "Open Setup" with instructions to click on "Save File" to get started.
- 4**: Screenshot of a file download dialog box. It shows the file "ShipWorksSetup.exe" (24.9 MB) being downloaded from "https://cdn.shipworks.com". The "Save File" button is highlighted with a red circle.
- 5**: Screenshot of the "License Agreement" window. It contains the text "END USER LICENSE AGREEMENT FOR INTERAPPTIVE SHIPWORKS SOFTWARE." and "IMPORTANT-READ CAREFULLY: This Interapptive End-User License Agreement ('EULA') is a legal agreement between your business...". At the bottom, the "I accept the agreement" radio button is selected, and the "Next >" button is highlighted with a red circle.

Setup the Database

After ShipWorks is installed it will automatically open and will prompt you to create a ShipWorks database.

1. Click on the button for **Start from scratch**> from the ShipWorks Setup screen.

A new ShipWorks database will be installed. The name of the database, by default, is ShipWorks.



HINT: After clicking the **Start from scratch**> button, you can keep all of the default settings and just click **Next** for each of the steps in the setup wizard.

Once the database is successfully created, ShipWorks will open to the **ShipWorks Account** login screen. Enter the email address and password you created during your account setup in the [previous section](#) of this document.

Adding a Store or Marketplace

After logging in, ShipWorks will open the **Online Store Setup Wizard** for you.

1. Select the store or marketplace you wish to connect to ShipWorks from the drop-down menu.

2. Then, follow the steps in the wizard to complete the setup.

HINT: Each store is different and the wizard will be specific to the store type you are adding.



[We have help articles to guide you.](#)

SEE THESE STEPS IN ACTION



[Adding an ODBC connection](#) or your own [Generic Module integration](#)? We have guides for those, too.


What if you don't want to add a store or marketplace?

But what if you are not ready to connect ShipWorks directly to an online store or marketplace? Maybe you wish to just check out ShipWorks so that you can be sure that it is the right software for your needs.

During the ShipWorks setup, clicking on the **Skip this step>>** button will bypass the need to connect ShipWorks directly to your online store or marketplace. Instead, you will be guided through creating a Manual store which is designed to let you enter orders into ShipWorks manually so that you can explore the many features of the ShipWorks software.

ShipWorks Setup

Online Store
Configure ShipWorks for your online store.



What platform do you sell on?

Choose...

(If you need to add more than one, it's easy to do later.)

Not ready to connect directly?

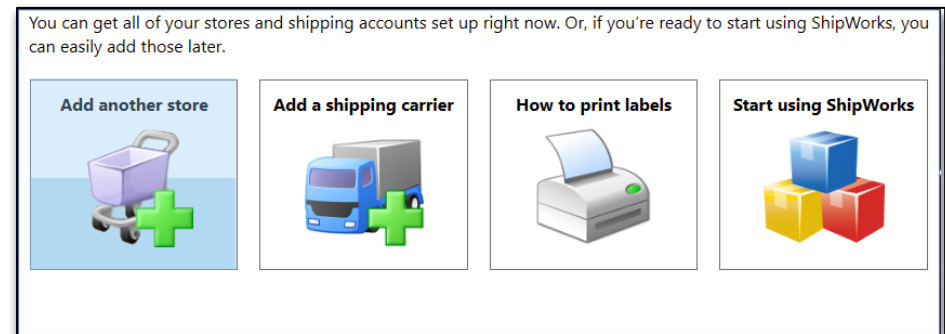
Skip this step >>

 [We have a step-by-step guide to get you going.](#)

 [Learn how to add a manual order to ShipWorks.](#)

What's Next?

Adding another store is super easy. Just click the **Add another store** button and the **Add Store Wizard** will be displayed again for you. Just select the store type that you wish to add and follow the setup wizard just like you did with the store you set up first. Easy.



HINT:

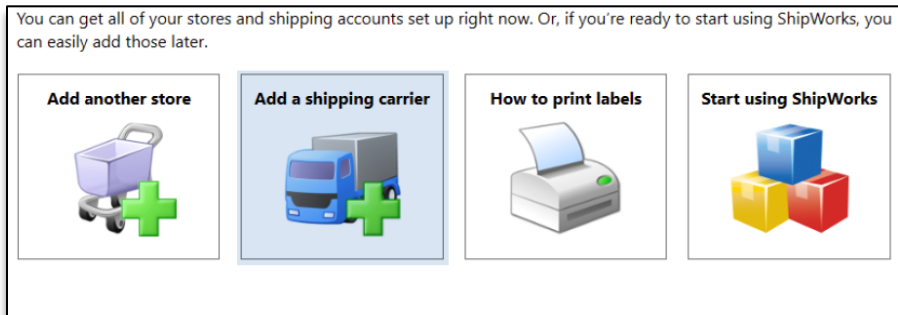
Adding an Additional Store from the Main Screen

You can also add a store from the main ShipWorks screen:

1. Click on the **Manage** tab.
2. Click the **Stores** button.
3. Click **Add Store**.

Adding a Shipping Carrier

Adding your shipping carrier(s) is easy too. Click on the **Add a Shipping Carrier** button and then select which carrier you would like to add to ShipWorks. A setup wizard for the selected shipping carrier will guide you through, step-by-step, adding your shipping carrier.



HINT:

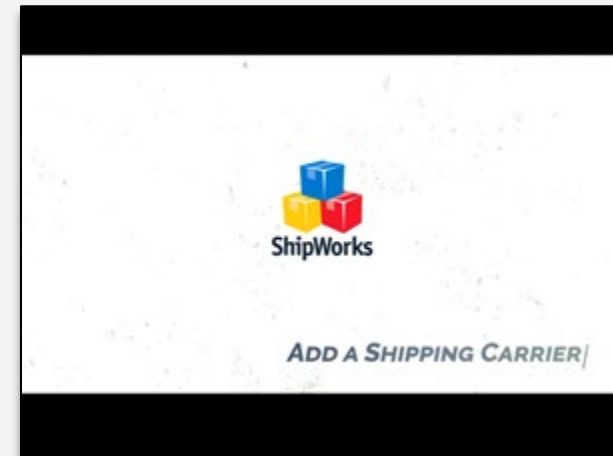
Adding an Additional Carrier from the Main Screen

You can also add a carrier from the main ShipWorks screen:

1. Click on the **Manage** tab.
2. Click the **Shipping Settings** button.
3. Select the carrier you wish to add.
4. Click the **Setup** button.

 [We have step-by-step guides to help you along.](#)

SEE THESE STEPS IN ACTION



Remember, you can add as many shipping carriers as you need. You can also add multiple accounts for a single carrier.

For example, if you ship with USPS, UPS and FedEx and you have two separate UPS accounts, you can add all of your carrier accounts and have them centralized in one shipping solution. You can then ship any package with any of your accounts without ever having to leave ShipWorks.

Verify Your Label Printers

When you added your shipping carrier(s) [in the previous section](#) you were prompted to select the printers to which you wish to print your shipping labels.

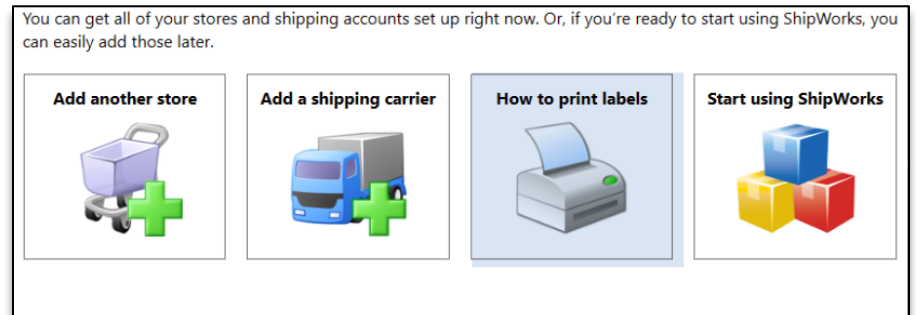
However, it may not be a bad idea to double check your printer setup. Just click the below link to launch the video and follow along.

CLICK THE PICTURE TO VIEW THE VIDEO



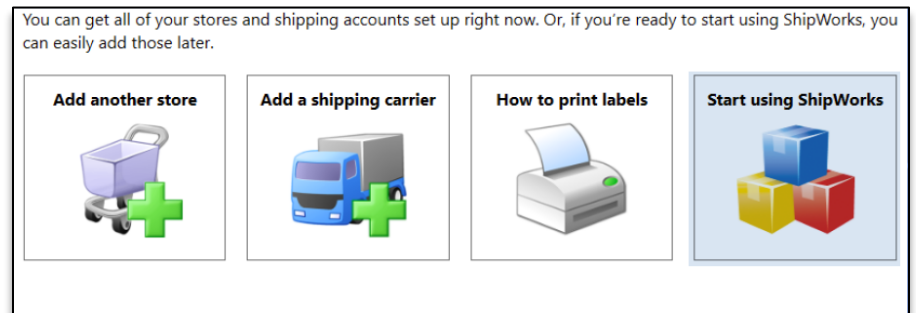
How to Print Labels

For a quick overview of how to print shipping labels, click the **How to print labels** button. This will launch a one-page cheat sheet that will guide you through generating your first shipping label.



Start Using ShipWorks

Once you have completed adding your stores and your shipping carriers, click on the **Start Using ShipWorks** button to go to the main ShipWorks screen. You are now ready to begin shipping!





Start Shipping

1. Select the order that you wish to ship. You can search for the order by entering the order number or the customer's name into the **Search all orders** box.

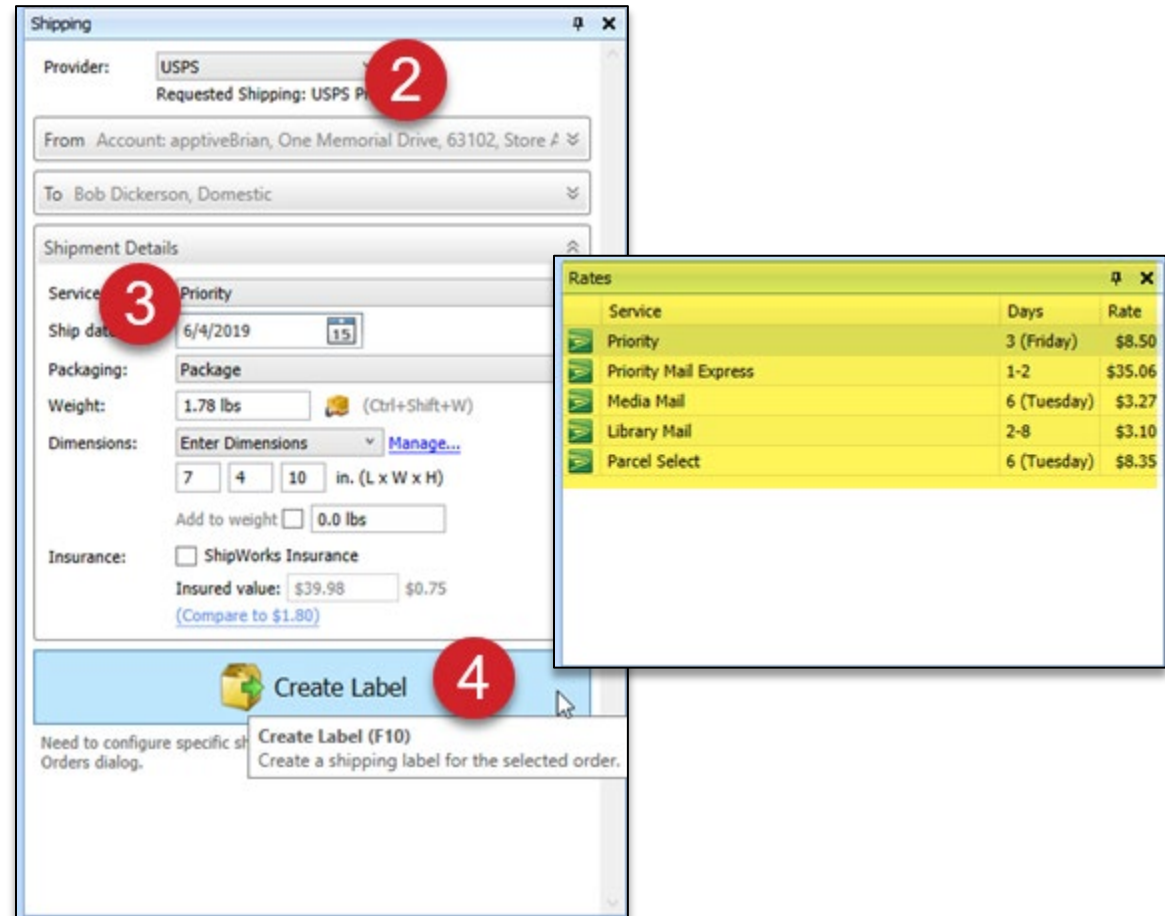
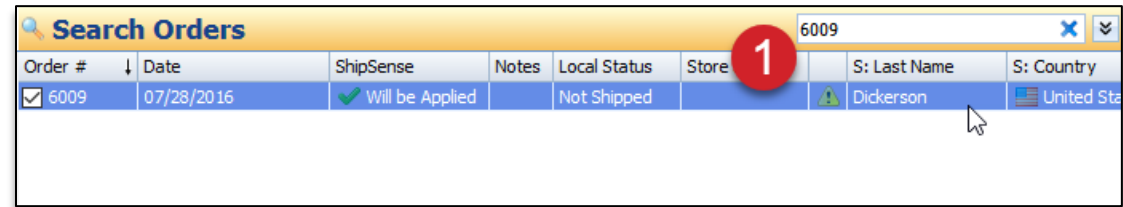
2. In the **Shipping Panel**, select the **Shipping Provider**.

3. Configure the shipment details (service, weight, dimension, etc.) in the **Shipment Details** section.

The **Rates** panel will automatically update to reflect your rates as you configure the shipment.

4. Click the **Create Label** button to process the shipment and print the shipping label.

ILLUSTRATED STEPS



SEE THESE STEPS IN ACTION



ShipWorks Does So Much More

You're all set to go now, but keep in mind that one of the best things about ShipWorks is its flexibility. There's a whole lot more to explore.

Below is a list of links to some great help articles to help you finish getting ShipWorks set up to fit your shipping needs.

ADDITIONAL SETUP

[ADDING ADDITIONAL SHIPWORKS WORKSTATIONS](#)

[ADDING ADDITIONAL SHIPWORKS USERS](#)

[ADDING EMAIL ACCOUNTS](#)

AUTOMATE SHIPWORKS

[SHIPPING PROFILES](#)

[SINGLE SCAN \(Using a Barcode Scanner\)](#)

[ORDER LOOKUP MODE](#)

[PRODUCT CATALOG](#)

[SHIPPING RULES](#)

[ACTIONS](#)

YOUR SHIPWORKS ACCOUNTS

[USING YOUR SHIPWORKS SOFTWARE ACCOUNT](#)

[YOUR SHIPWORKS SUPPORT PORTAL ACCOUNT](#)

Still Need Help?

Our awesome team of Technical Support Representatives are here to assist you every step of the way.

We have a few ways you can reach out:

Email

support@shipworks.com

Online

support.shipworks.com

Once there, click on the red **Support** button located at the bottom of the screen.



Phone

Monday – Friday 7am to 7pm CST

800-952-7784