

# ShipWorks®

## Reference Guide

Adding an OpenSky Store

# [Adding an OpenSky Store](#)

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## Background

ShipWorks connects directly to your OpenSky account. With one click, or on an automated schedule, your orders are downloaded from OpenSky. As soon as you process a shipment, ShipWorks communicates the updated order status, shipping method and tracking information back to OpenSky.

This article will guide you through how to connect your OpenSky store to the ShipWorks software.

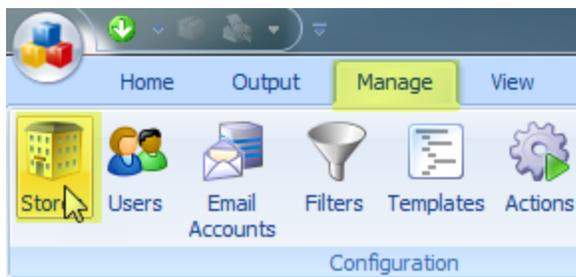
## First Things First

### Before you add an OpenSky store to ShipWorks

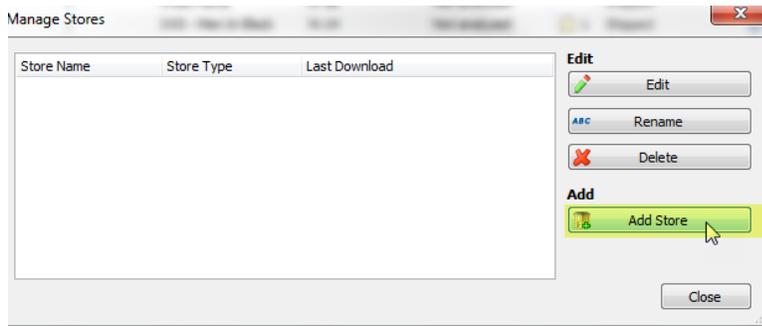
1. [Contact OpenSky directly](#) and request a ShipWorks account activation. You will receive an email within 2 business days with your ShipWorks integration information: a username, password, and a URL.
2. When you receive this email, make sure that you have shipped ALL of your Pending orders. When you have 0 pending and review orders, you can log into ShipWorks and add your store!

## The Process

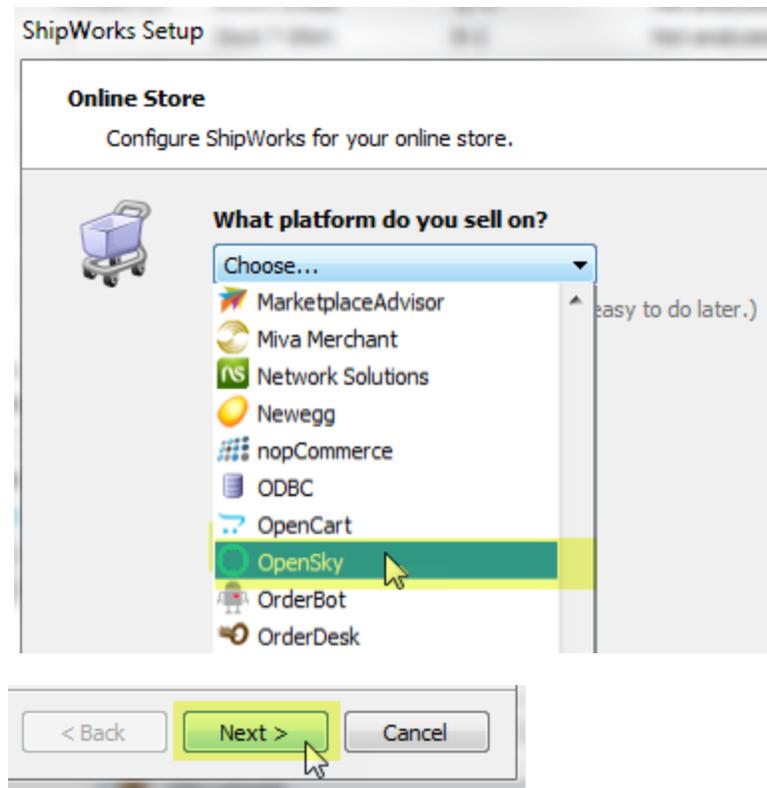
1. Launch the ShipWorks application and log in as a user with administrator permissions.
2. Click on the **Manage** tab. Then, click the **Stores** button.



3. Next, click on the **Add Store** button.



4. From the **What Platform do you sell on?** drop-down menu, select **OpenSky**. Then, click **Next**.



5. In the **Store Setup** screen enter the **Username**, **Password**, and the **URL** provided to you by OpenSky. Then, click **Next**.

Great! You are connected. Now, you will need to fill out a few more screens.

6. On the **Store Information** screen, enter your **Store Name:** and **Address:**. Then, click **Next**.

7. Enter the additional **Contact Information:** for your store. Then, click **Next**.

**Note:** This information is optional.

### Contact Information

Enter the contact information for your store.

**Contact Information**

Website:

Email:

Phone:

8. Select how much order history you would like to download into ShipWorks during your initial download. The default is to download **30 Days** of order history into ShipWorks. You can modify this by clicking on the **Edit** link.

**Store Setup**

Configure how ShipWorks will work with your store.

ShipWorks will download orders starting from: **30 days ago** [\(Edit\)](#)

**Store Setup**

Configure how ShipWorks will work with your store.

ShipWorks will download orders starting from:

30 days ago.

Download all of my orders.

9. Verify that the settings for **When the shipment is processed:** are correct. Typically, you would leave the checkbox for **Update my online orders with the shipment details** checked.

When a shipment is processed:

Update my online orders with the shipment details.

10. Click **Next** and then **Finish**. Then, click **Close**.

Your OpenSky orders will begin to download into ShipWorks automatically. You can also manually download your orders any time by clicking on the **Home** tab and then on the **Download** button.

## Things You Need to Know

1. Orders enter the [In Processing state](#) in your Orders tab when they download to ShipWorks. Even though they are In Processing, they will still read as Pending in your OpenSky Merchant Toolkit.
2. If you need to **cancel an order**, [Contact OpenSky directly](#).
3. When you ship the order via ShipWorks, the shipment information is automatically updated on OpenSky too. Shoppers won't receive an email from OpenSky until this happens.
4. **Check the weight of all orders after they enter ShipWorks.** ShipWorks uses only ounces. This means that if you have the weight of an item listed as 2 pounds, it will be imported as having a weight of 2 ounces, and the corresponding cost of shipment will be incorrect. You need to change the weight manually to generate the correct shipping cost.
5. After adding your OpenSky store to ShipWorks, do not process orders in the Merchant Toolkit. You don't need to send shipping confirmations to your customers. OpenSky automatically sends an email when you ship orders from ShipWorks. If you have any problems or the orders seem to be out of sync, please [Contact OpenSky directly](#).

## Still Need Help?

Please feel free to [reach out to one of our awesome Customer Care representatives in St. Louis](#). We are happy to assist you.