User Guide

Adding an InfiPlex Store

Adding an Infiplex Store

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Background

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

This article will guide you through the process of adding your Infiplex store to ShipWorks.

First Things First

Before proceeding with this article, there are a few things you will need to have in place:

1. You will need to have ShipWorks installed and to be logged into ShipWorks as a user with administrator rights.

2. You will need to have your Infiplex admin user name and password available.
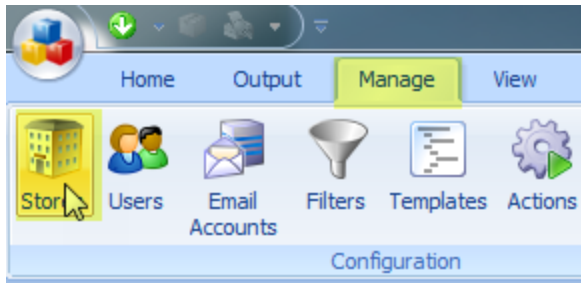
The Process

Configuring the Infiplex Webstore
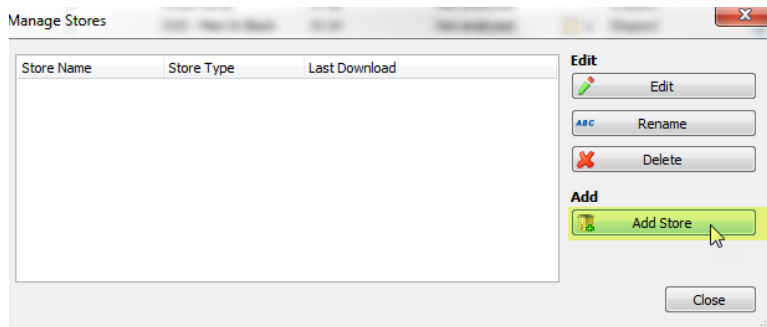
Please reference the instructions provided by Infiplex which will guide you through the process of configuring your Infiplex store to connect to ShipWorks.

Adding Your Infiplex Store to ShipWorks

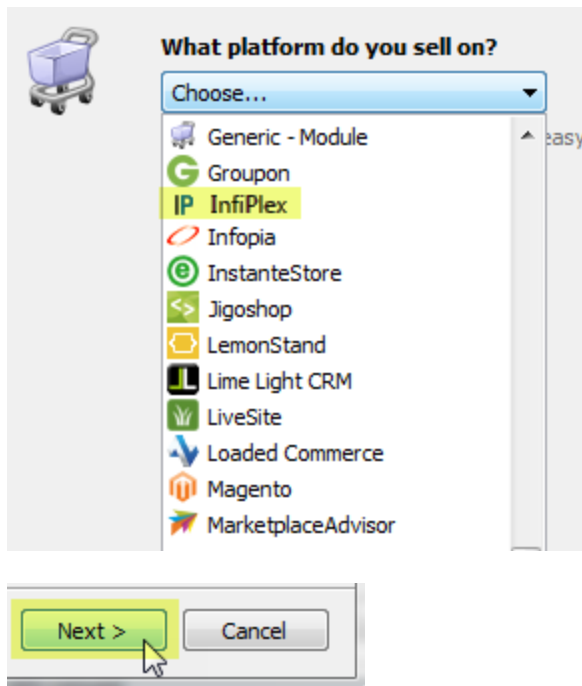1. In ShipWorks, click on the **Manage** tab and then click on the **Stores** button.
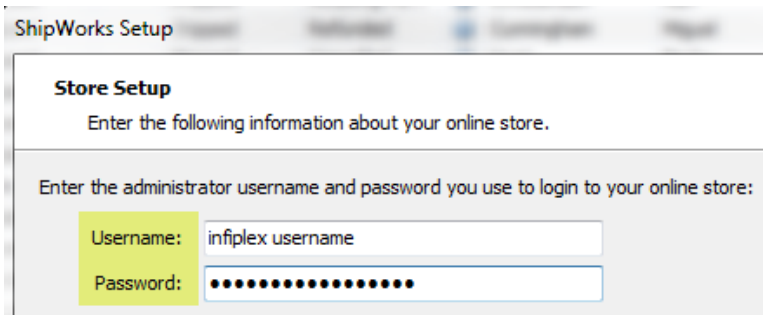
2. Click on the **Add Store** button.

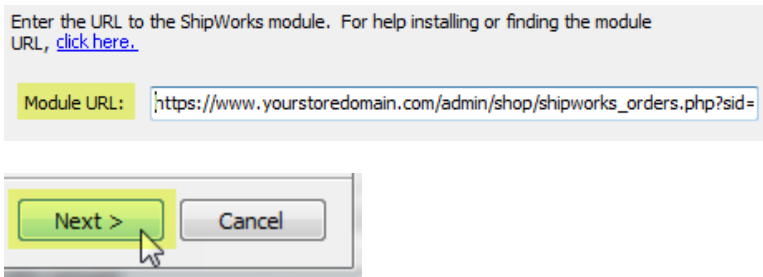3. From the **What platform do you sell on?** menu, select **Infiplex**. Then, click **Next**.

Note: If you are on version 5.9 or earlier of ShipWorks, please select **Generic Module** as the store type.

4. On the **Store Setup** screen, enter the **Username:** and **Password:** that you created in **Step 1** above.

5. Enter the **Integration URL:** from your Infiplex admin screen into the **Module URL:** field in the ShipWorks software. 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.

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.

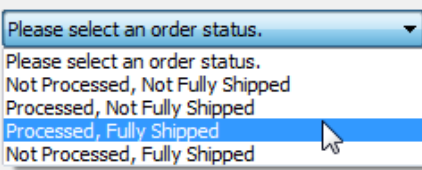⬇ ShipWorks will download orders starting from:
   ◉ 30   days ago.
   ○ Download all of my orders.

9. Verify that the settings for **When the shipment is processed**: are correct. Typically, you would leave the checkbox for **Upload the shipment tracking number** checked.

📦 When a shipment is processed:
   ☑ Upload the shipment tracking number

10. From the **Set the order status to:** drop-down menu, select the status to which you would like ShipWorks to update the order online.

☑ Set the online order status to: | Please select an order status. ▼
Please select an order status.
Not Processed, Not Fully Shipped
Processed, Not Fully Shipped
Processed, Fully Shipped
Not Processed, Fully Shipped

11. Leave the **Comment:** set to the default.

Comment: {//ServiceUsed} - {//TrackingNumber} ▼ 🖉

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

Your Infiplex orders will begin to download into ShipWorks automatically.

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.