

ShipWorks®

User Guide

Adding a SellerActive Store to ShipWorks

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Adding a SellerActive Store

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Background

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

This article will guide you through how to connect your SellerActive store to ShipWorks.

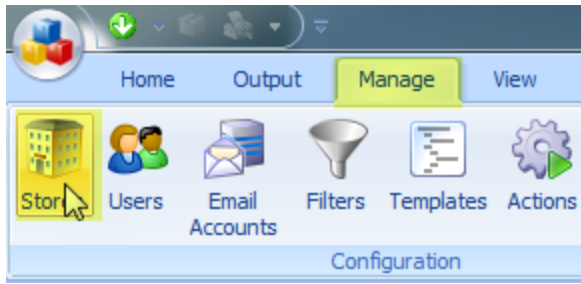
First Things First

In order to connect your SellerActive store to ShipWorks there are a few things you will need to have in place:

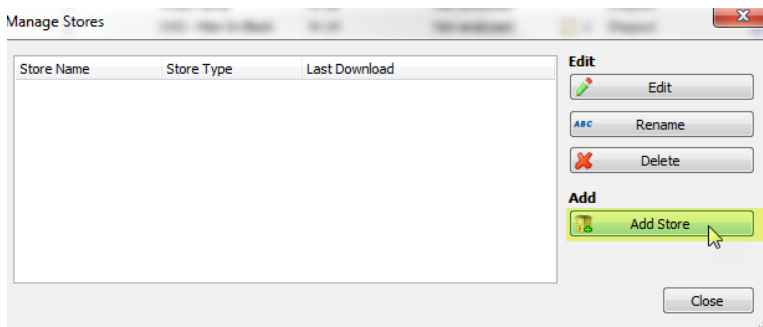
1. Connecting SellerActive to ShipWorks requires a username, password and a module URL. Please reach out to SellerActive to ensure that you have the correct username, password and Module URL for your connection.
2. You will need to have [ShipWorks version 5.11](#) or later installed and to be logged into ShipWorks as a user with administrator rights.

The Process

1. In ShipWorks, click on the **Manage** tab and then click on the **Stores** button.

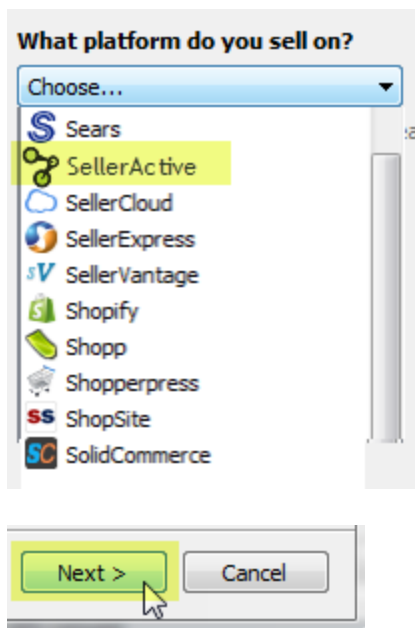


2. Click on the **Add Store** button.



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

Note: If you are on version 5.xx or earlier of ShipWorks, please select Generic Module as the store type.



4. On the **Store Setup** screen, enter the **Username:**, **Password:** and **Module URL:** provided to you by SellerActive. Then, click **Next**.

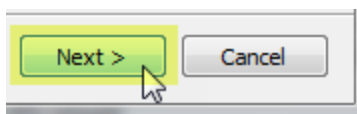
Enter the administrator username and password you use to login to your online store:

Username:

Password:

Enter the URL to the ShipWorks module. For help installing or finding the module URL, [click here](#).

Module URL:



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

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

ShipWorks Setup

Store Information

Enter the name and physical address of your online store.

Name

Store name:
(This is just how your store will display in ShipWorks)

Address

Company:

Street:

City:

State \ Prov:

Postal Code:

Country:

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

Note: This information is optional.

ShipWorks Setup

Contact Information
Enter the contact information for your store.

Contact Information

Website:

Email:

Phone:

7. 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:

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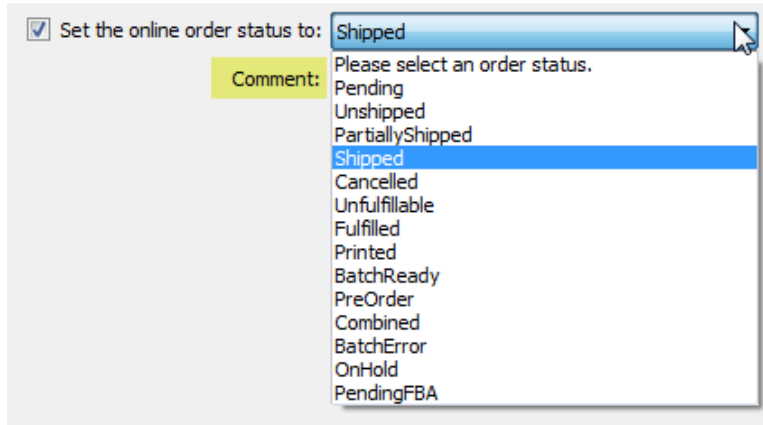
Download all of my orders.

8. 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.

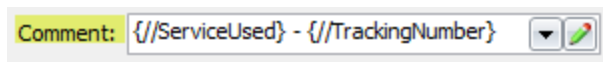
When a shipment is processed:

Upload the shipment tracking number

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



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



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

Your SellerActive 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.