

**ShipWorks<sup>®</sup>**

## Reference Guide

Adding a Volusion Store

# Adding a Volusion Store

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## Background

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

## First Things First

To add a Volusion-based store to ShipWorks, you must have a few things from Volusion. If you need help obtaining any of your information, you will be able to get the information you need from Volusion.

- » a [Volusion Pro or Premium](#) account plan
- » your Store URL, your login email and password
- » access to your Volusion store's admin panel
- » an encrypted password in order for ShipWorks to retrieve orders from your Volusion store.

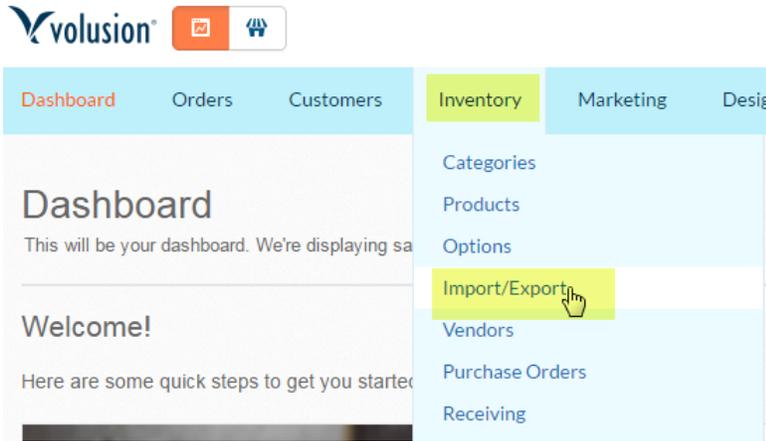
Before you add a Volusion store in ShipWorks, you have to do two things: retrieve your encrypted password and enable the "Generic Orders" API from your Volusion admin panel.

## The Process

### Retrieve Your Encrypted Password from Volusion

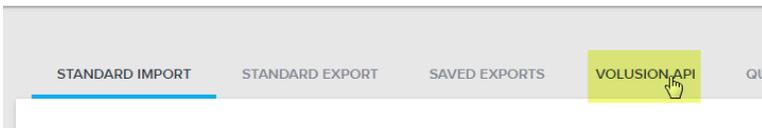
Please note that, depending upon the version of Volusion you are running, the screenshots in this article may be different than what you see in your Volusion admin panel. However, the basic steps will remain the same.

1. Log into your Volusion store's admin panel.
2. Once you are logged in, click on the **Inventory** menu at the top of the page. Then, click on **Import / Export**.

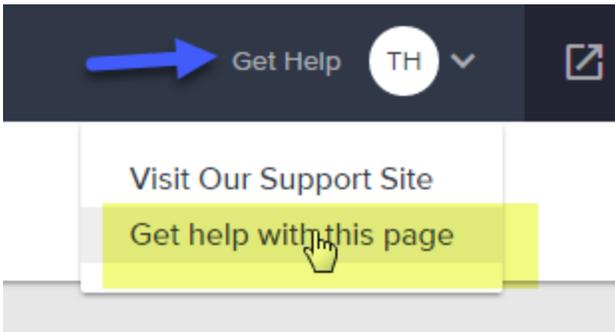


3. Now, click on the **Volusion API** link.

## Import / Export



4. On the **Volusion API** page, click on the **Get Help** link. In our version of Volusion it is located at the top, right of the page. Then, click on **Get Help with this Page**.



5. A new window will open. Under **Documentation**, find the link for **Volusion API Integration Help**. Click on this link.



## Volusion API

### Documentation

On this page, you will find various API tools. For more information, see our [knowledge base](#).

For more information regarding importing and exporting data using the Volusion API, including information for advanced XML integration, please visit the following link: [Volusion API Integration Help](#).

6. The **Volusion API Integration Help** page will open. Click on the text '**URL with Query String and General Information for Importing and Exporting**' to expand this help section.

\* Please note that the Endicia Export only exports orders marked as "Ready to Ship" as default.

**URL with Query String and General Information for Importing and Exporting**

7. You can locate your encrypted password on this screen. The encrypted password begins after **EncryptedPassword=** and ends at **&API\_Name**. See screenshot below for an example. You may need to copy this encrypted password and paste it into ShipWorks in a few moments.

### Volusion API Integration Help

Instructions for  Import Or  Export Generic Orders

As a Super Admin you can view the Encrypted Password of other admins by selecting them from this DropDown. sales@interapptive.com

**Instructions for Import/Export**

**URL with Query String and General Information for Importing and Exporting**

NOTE: Using a Uri is the only way to call an export and a Uri can only and have a maximum length of approximately 1024 characters.  
When Exporting the Uri needs to contain the following. `http://www.yourdomain.com/WebService.aspx?Login=<YourLogin>&EncryptedPassword=<YourEncryptedPassword>&API_Name=<API_Name>`

The following API will run "GenericOrders" with this URL and Query String..

`http://5fyuc7cv9e.servertrust.com/net/WebService.aspx?Login=sales@interapptive.com  
&EncryptedPassword=E9F97D86C0423D7ED74262CDA2688DB292AB1CCCA860A39896BB23AA8E07B4E4&API_Name=GenericOrders`

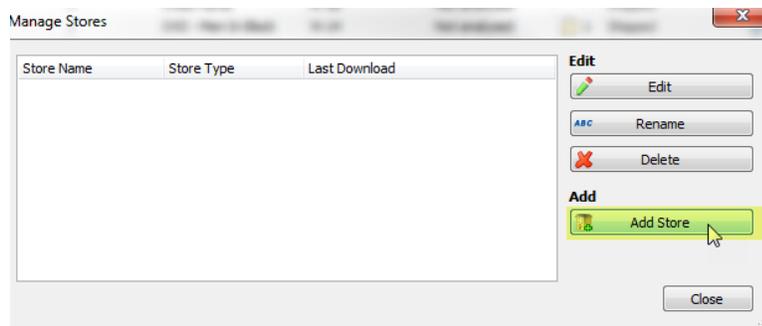
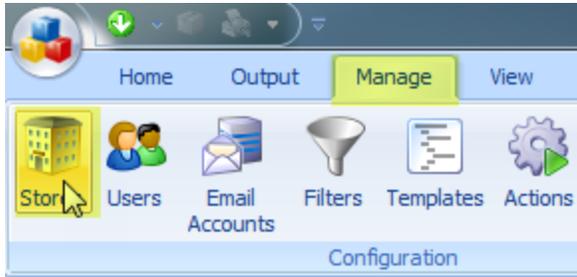
With a Generic Export you can SELECT which columns you wish returned and even send a WHERE parameter to filter your results. Simply go to the bottom of the page to select your columns and enter your where value and run the export. You will see the QueryString built to your

## Enable Generic Store API in Volusion

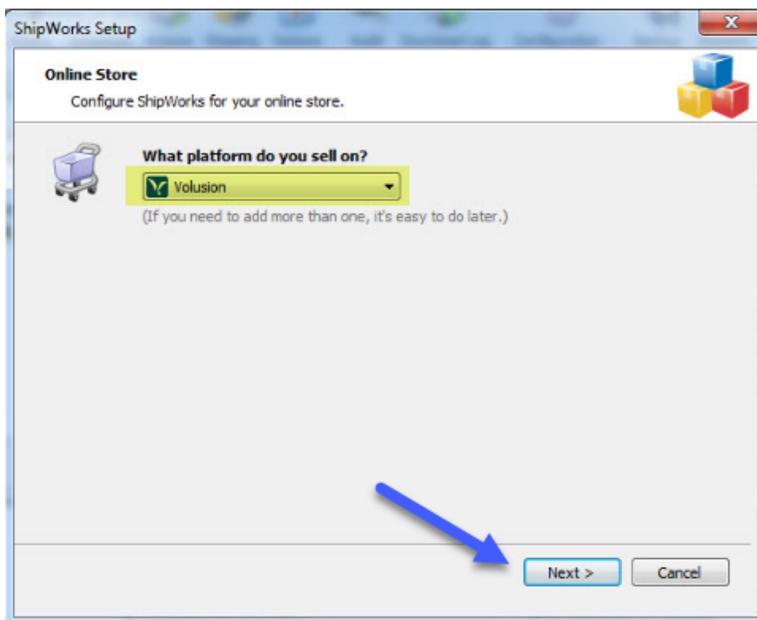
1. Log on to the admin area of your Volusion store (see step 1 above).
2. Select the **Inventory tab > Import/Export link** (Example 1.2).
3. In the **Other Import/Export Features** section, click the **Volusion API** link.
4. Enable the Generic Orders API.

## Adding Volusion to ShipWorks

1. Open the ShipWorks application and log in as a user with administrator rights. Click on the **Manage** tab, then the **Stores** button. Then, click **Add Store**.



2. From the **What platform do you sell on?** drop-down menu, select **Volusion**. Then, click **Next**.



3. Verify that **Configuration** is set to **Automatic**. Then, enter the following information:

- » **Store URL:** The website address of your Volusion store.
- » **Login Email:** The email address that you use to log into your Volusion admin panel.
- » **Password:** Your Volusion administrator password.

ShipWorks Setup

**Store Setup**  
Enter the following information about your online store.

Enter your Volusion account information (requires a Gold plan or higher):

Store Url:

Login Email:

**Configuration**  
Automatic (Recommended) ←

To allow ShipWorks to automatically configure communication with Volusion, the administrator password for the Login Email entered above is required.

Password:

Click Next to start the autoconfiguration process. This may take a while.

Next > Cancel

4. Click **Next**. ShipWorks will attempt to automatically connect to your Volusion store. If successful, continue to [step 5 below](#). If you encounter an error, please try the following:

- a. Click the **Configuration** drop-down menu and select **Manual** (instead of Automatic).
- b. Copy and paste the **Volusion Encrypted Password** (retrieved by following the steps in the [Retrieve Your Encrypted Password from Volusion](#) section) into the indicated field.
- c. Click **Next**.

ShipWorks Setup

**Store Setup**  
Enter the following information about your online store.

Enter your Volusion account information (requires a Gold plan or higher):

Store Uri:

Login Email:

**Configuration**

Manual

Manual configuration requires your encrypted password, which is not the same as your login password. For help finding your encrypted password [click here](#).

Volusion Encrypted Password:  
E97TG4T5DDF546321B5F4DF2SDF31SD216V8C7VB32FG1SD3S2DF7 654V3DS21F

5. Select the **Volusion Time Zone** of your store, and then select which order statuses will be retrieved by ShipWorks during downloads. Click **Next**.

ShipWorks Setup

**Store Setup**  
Enter the following information about your online store.

**Volusion Time Zone**  
To accurately download orders and display order dates, ShipWorks needs to know the timezone that your Volusion store is configured to use:

(UTC-06:00) Central Time (US & Canada)

This setting can be found in the Regional Settings of your Volusion Admin Area.

**Download Order Statuses**

ShipWorks downloads Volusion orders by their order status. Select all of the order statuses you want ShipWorks to download each time.

This selection can be changed at any time.

- New
- Pending
- Processing
- Payment Declined
- Awaiting Payment
- Ready to Ship
- Pending Shipment

< Back  Cancel

6. Enter the requested information on the next few screens, clicking **Next** to proceed through the store wizard.

The screenshot displays three overlapping windows from the ShipWorks Setup wizard. The top-left window is titled "Store Information" and prompts the user to "Enter the name and physical address of your online store." It contains fields for Name (Store name: BigCommerce S), Address (Company: Big Commerce S, Street: 1 Memorial Driv, City: St. Louis, State / Prov: MO, Postal Code: 63102, Country: United States), and Contact Information (Website: bigcommerce, Email: support@shic, Phone: ). The middle window is titled "Contact Information" and prompts the user to "Enter the contact information." The bottom-right window is titled "Store Setup" and prompts the user to "Configure how ShipWorks will work with your store." It shows a green checkmark icon and text: "ShipWorks will download orders starting from: 30 days ago (Edit)". Below this, it says "When a shipment is processed:" followed by a checked checkbox "Set the online order status to" and a dropdown menu set to "Shipped". At the bottom of the Store Setup window are buttons for "< Back", "Next >", and "Cancel".

7. Review the text on the confirmation page, then click **Finish**.

ShipWorks Setup

**Setup Complete**  
ShipWorks is ready to connect to your store.



**ShipWorks is ready!**

Wondering what's next?

**Download Orders**  
ShipWorks will immediately start to download your orders, and will automatically check for more every 15 minutes.  
To force a download just click the 'Download' button: 

**Print Shipping Labels**  
When you're ready to ship, select an order and click the "Ship Orders" button: 

**Get Educated**  
Manuals can be boring, but our [Getting Started Guide](#) is worth it.

## 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.