SET-UP GUIDE FOR SHOPS

Connect your Shopify store

Book deliveries with your courier straight from your Shopify orders. Every paid order shows the courier's price for each service next to what the buyer paid. Book it in one click, or let orders book themselves, and the tracking goes back onto the Shopify order.

You need: a customer account with your courier and a login to its customer portal, and a Shopify store where you can install apps. The app is free; your courier charges for the deliveries booked on your account, as usual.

Seven steps

1. **Create an API key**
   In your courier's customer portal, open **Integrations**, then **API keys**, and press **Create key**. Name it Shopify and copy it straight away: it is shown only once. No Integrations menu? Ask your courier to give your login access.

2. **Install the app**
   Open the **ParcelOps** app on the Shopify App Store (link and code on the right), press **Install** and approve the access it asks for: reading orders and adding tracking.

3. **Connect**
   In Shopify, open **Apps**, then **ParcelOps**, then **Settings**. Paste the key and press **Connect**. Your courier and your account name appear.

4. **Collection address and parcels**
   Enter the address the courier collects from (the courier checks it when you save), and your usual parcel size and weight. The weight is used when an item has none in Shopify.

5. **Services**
   Choose the default service. Add a rule for any checkout method that needs another one, for example: *if the checkout method contains Overnight, book as Overnight*. The first rule that matches wins.

6. **How orders are booked**
   Review each order (best to start with): paid orders wait as Ready to book until you press Book. **Book automatically**: every paid order is booked at once. Save with Shopify's save bar.

7. **Your first order**
   It appears as **Ready to book** with the courier's price for each service and what the buyer paid. Choose the service and press **Book**. The waybill number and tracking link go onto the Shopify order, and Shopify emails the buyer if that switch is on. To print, select booked orders and press **Print labels** (100 × 150 mm) or **Print waybills** (A4).

Get the app

On the Shopify App Store the app is called **ParcelOps**. Scan the code or type the link.

apps.shopify.com/parcelops

Good to know

Pickup, local delivery and digital orders are left alone. Cancelling an order in Shopify does not cancel a booking the courier already has: cancel it with your courier. Waybills and labels can also be printed from the Print menu on a Shopify order.

What is shared

For each order it books, your courier gets the buyer's name, delivery address and phone number, and the email only if you switch that on. The app keeps no buyer details, and your checkout's shipping rates stay as you set them.

If something goes wrong

The order has no phone number
The courier needs one. Add it to the order's shipping address in Shopify, then press **Try again**. Making the phone number required in Shopify's checkout settings avoids it.

The suburb is not recognised
The order is still booked, and the courier checks the address before collecting. If the address is wrong, tell your courier.

The key does not work any more
It was deleted or replaced in the customer portal. Create a new key and connect it again in Settings.

"Shopify has not allowed tracking"
Press **Allow tracking** on the banner and approve. Until then the tracking numbers are in the app's orders list.

The order is on hold or scheduled
Shopify is holding it. Release it in Shopify, then press **Try again**.

Anything else
Each waiting order says why in the app's orders list, under **Needs you**. For a delivery or your account, ask your courier.