

# ShipWorks Application

**Platforms:** Legacy eCommerce, KCCP eCommerce and eCommerce+OMS

[ShipWorks](#) is shipping software designed specifically for online business. ShipWorks can integrate with multiple online marketplaces and provides a centralized place for order tracking, management, and fulfillment.

The ShipWorks application integrates your Kibo tenant with your ShipWorks account. If you already use ShipWorks for order management and fulfillment, you can use this app to download order data from eCommerce, fulfill orders from ShipWorks as usual, and automatically upload order status and tracking back into Kibo eCommerce to keep both systems in sync.

## Application Features

- Syncs your Kibo site(s) with your ShipWorks account.
- Periodically downloads orders from Kibo to ShipWorks.
- Allows you to configure downloads by filtering by order and payment status.
- Sends updates to Kibo when an order ships and updates the order status.
- Supports mapping multiple Kibo sites to unique stores in ShipWorks.

ShipWorks requires you to purchase a license for each store you create in the ShipWorks software.

## Install the App

Contact to install the ShipWorks application on your tenant.

## Configure the App

### Configuration Requirements

- The ShipWorks application must be installed on your tenant.
- ShipWorks must be installed on your system.
- You must have an active ShipWorks account, with access to modify and update your store settings in ShipWorks.
- If you are configuring multiple stores, you must purchase a license for each store in ShipWorks.

### Configure Account Settings in Kibo eCommerce

1. In Admin, go to **System > Customization > Applications**.
2. Click **ShipWorks**.
3. Click the **Configuration** link to open the app configuration dialog.
4. On the **Account** tab, enter a short (6 characters max) **User Name** for the app to use. This name is just an identifier

for the application, and does not have to match your login credentials for ShipWorks.

5. Click **Generate Password**. A new unique password appears below the user name.
6. Leave the configuration dialog open. You will use it in the next section.

## Configure Downloads to ShipWorks

The ShipWorks Application allows you to customize how frequently order information is sent from Kibo to ShipWorks by specifying filters based on order and payment status:

1. In the configuration dialog, go to the **Preferences** tab.
2. Specify the **Order Status** filters. The default is to download orders to ShipWorks when they move to **Accepted**, **Processing**, or **Submitted**, but you can choose any or none of the available options. Kibo does not download orders that move to Complete, because complete orders have already shipped.

If you do not specify an **Order Status** filter, all orders are downloaded to ShipWorks when they meet the **Payment Status** conditions.

3. Specify the **Payment Status** filters. The default is to download orders to ShipWorks when they move to **Paid**.

If you do not specify a **Payment Status** filter, all orders are downloaded to ShipWorks when they move to **Paid**, unless you select **Ignore Payment Status**.

4. Specify whether to **Send Bundle components as separate Line Items**. If you select this option, you can edit the individual items in a product bundle in ShipWorks.
5. Click **Save**.

If you deselect all possible download filters AND select **Ignore Payment Status**, the ShipWorks Application downloads orders according to the **Order Status** filter defaults (Accepted/Processing/Submitted). If you no longer want to send any orders to ShipWorks, disable downloads for your eCommerce store in ShipWorks.

## Configure Your Store in ShipWorks

You can now use the User Name, generated Password, and Module URL from Kibo to connect ShipWorks to your Kibo site(s):

1. Open ShipWorks.
2. Select **Manage > Stores** and click **Add Store**.

3. Select **Generic - Module** and click **Next**.
4. On the **Store Setup** page, paste the **User Name**, **Password**, and **Module URL** from the app configuration dialog in Kibo.
5. Click **Next**. ShipWorks establishes a connection to Kibo through the ShipWorks Application, retrieving the name and address of your eCommerce store.
6. Complete the remaining steps of the **ShipWorks Setup**.
7. (Optional) Repeat these steps for each Kibo site you want to add as a store in ShipWorks.

## Configuring Multiple Stores

If you maintain multiple Kibo sites, you can set up multiple stores in ShipWorks to handle shipping and fulfillment for each store. Simply repeat the steps in the previous procedure for each store. The ShipWorks app recognizes each site on your tenant and provides unique Module and Shipment URLs that you can use for each ShipWorks store.

You can use the same **User Name** and **Password** to create each store in ShipWorks. Only the store URLs must be unique.

ShipWorks requires you to purchase a license for each store you create in the ShipWorks software.

## Enable the App

After configuration, enable the ShipWorks Application for Kibo to apply its functionality to your tenant.

1. In Admin, go to **System > Customization > Applications**.
2. Click **ShipWorks**.
3. Click **Enable App**.

You can now preview ShipWorks Application functionality on your site.

## Use the App

- [Manage Orders](#)
- [Download Frequency](#)
- [Upload Frequency](#)
- [Capture Additional Order Details](#)

## Manage Orders

Once you configure and enable the ShipWorks Application, the app and ShipWorks handle most of the order management process. The amount of order processing you must do in Kibo depends on how you configure your order

download filters.

If you use the default filters set on the **Preferences** tab of the app configuration dialog, Kibo sends orders to ShipWorks when the following state changes occur:

- Order Status changes to **Submitted** (a customer has completed the checkout process and defined billing and shipping information).
- Order Status changes to **Accepted** (the order has passed eCommerce's internal validation process).
- Order Status changes to **Processing** (payment has been captured or the order was at least partially fulfilled).
- Payment Status changes to **Paid** (payment has been captured).

The ShipWorks Application does not download Complete orders, because complete orders have already shipped. Complete orders will still show a **Store Status** of **Processing** in ShipWorks.

## Download Frequency

ShipWorks checks Kibo for new downloads at the time interval you specified when you configured your store in ShipWorks. You can change this download frequency in the **Store Settings** dialog in ShipWorks:

1. Go to **Manage > Stores**.
2. Select your store and click **Edit**.
3. Go to the **Store Settings** tab.
4. Use the **Downloading** settings to change your download frequency.

You can manually download orders at any time by clicking **Download** on the **Home** tab in ShipWorks.

## Upload Frequency

When you create a store in ShipWorks, ShipWorks automatically creates an action to upload shipment details when the shipment is processed. After you ship an order in ShipWorks, you can go to the **Orders** module in the Kibo Admin to confirm that the **Fulfillment Status** is **Fulfilled**. Select the order and go to the **Fulfillment** tab on the **Order Details** page to see the fulfillment timestamp and tracking number from ShipWorks. The next section describes how to configure ShipWorks to send more order details to eCommerce.

You can manually upload orders at any time by clicking **Update Online** on the **Home** tab in ShipWorks.

## Capture Additional Order Details



You can configure ShipWorks to send more detailed packaging information, such as package weights and carrier information, to eCommerce. To do this, you must modify the action that sends the updated order info back to eCommerce.

In the following example, you will update your **Store Update** action in ShipWorks to handle a common scenario: An order that requires multiple packages (and tracking numbers) within the same order.

### 1. Disable the Default Store Update Action for Your Store

1. In ShipWorks, go to **Manage > Actions** to launch the **Action Manager**.
2. Select the **Store Update** action and click **Edit**.
3. Go to the **Settings** tab. If your eCommerce store is checked in the **Only run the action for these stores** list, uncheck the checkbox and click **OK**.

### 2. Create a New Action that Checks if All Shipments are Processed

1. In the **Action Manager**, click **New Action**.
2. Give the action a meaningful name, such as **Mozu Shipment Update**.
3. Under **When the following occurs**, select **A filter's content changes**.
4. In the new drop-down that appears, click the **Create** link under **Quick Filter** to launch the **Filter Editor**.
5. Name the filter. For example: **Mozu Shipment Filter**.
6. Click the **Add Condition** icon (  ).
7. Click the **Order Total** link and select **For Every > Shipment** under **Contents**.
8. Click  next to **If All of the following conditions are met**.
9. Click the **Provider** link and select **Processed Status** under **Shipment**.
10. From the drop-down menu, select **Processed**.
11. Click **OK**. You have now created a filter that checks whether every shipment in an order has a status of "Processed."

### 3. Create the Web Request to Send Data to Kibo

1. In the **Action Editor**, click **Add Task** and select **Send web request** under **External**.
2. For **Send the request**, select **Using the results of processing a template** as a **POST** from the drop-down menus.
3. In the **Template** drop-down, expand **System > Utility** and select **XML Source**.
4. For the **Request URL**, enter the **Shipment URL** from the ShipWorks Application configuration dialog in Kibo.
5. Select the **Use basic authentication** checkbox.
6. Enter the User Name and Password from the ShipWorks Application.

7. Click **OK** to save.

With this new action, ShipWorks now only uploads orders to eCommerce when every line item in the order is processed.