



EN Setup multiple shipping providers in your shop

Jobelle C. - 2021-12-07 - Belastingen / Verzendkosten

Realtime shipping rates are calculated at checkout by a shipping provider based on the basket details. This helps you charge your customers the exact amount that a shipping provider such as USPS, DHL, or FedEx, will charge you when buying a shipping label.

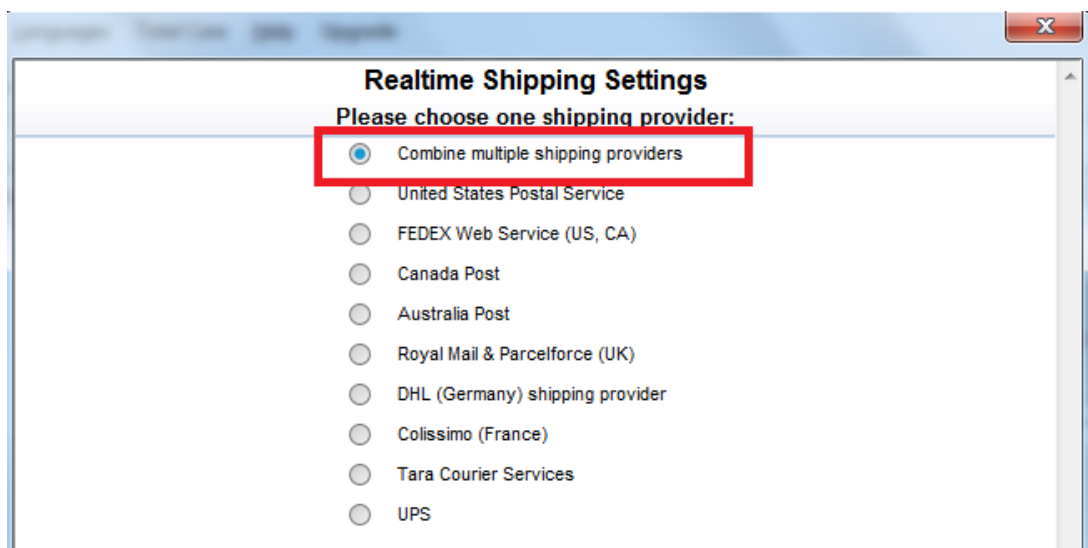
Several Shipping Providers are available in ShopFactory. For example, if you're in the United States, you can add enable USPS, FedEx, and UPS.

For Canada, you can enable Canada Post and FedEx shipping providers. Or if you're in Australia, you can enable Australia Post.

When you setup realtime shipping rates, you need to enter accurate weights for each of your products to show accurate shipping rates for your customers at checkout.

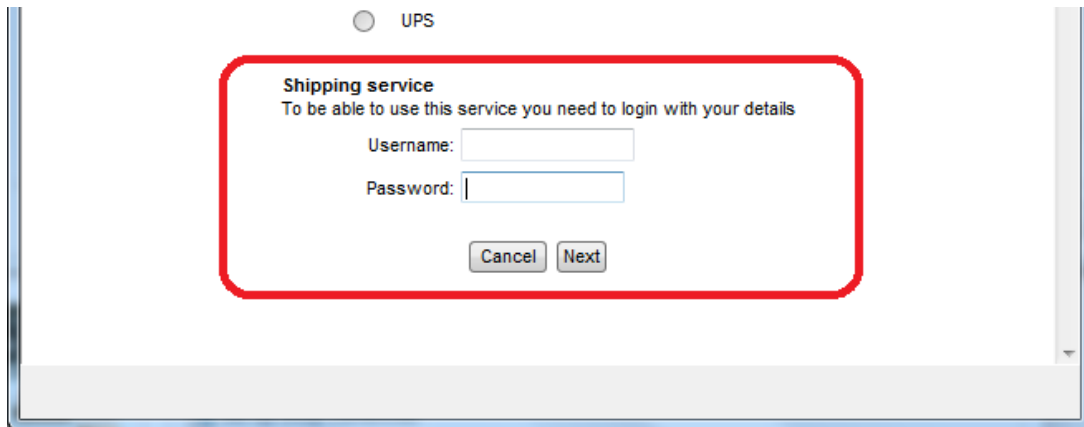
You will need to enable the "**Combine multiple shipping providers**" option:

- Open shop in ShopFactory
- Click on the "Central" dropdown button (Properties) -> *Select Shipping Charges*
- Select "**Use a Provider**"
- Click "Next" button
- Select "**Combine Multiple Shipping Providers**" - Note: you can still use this option even if you are only using one realtime shipping provider



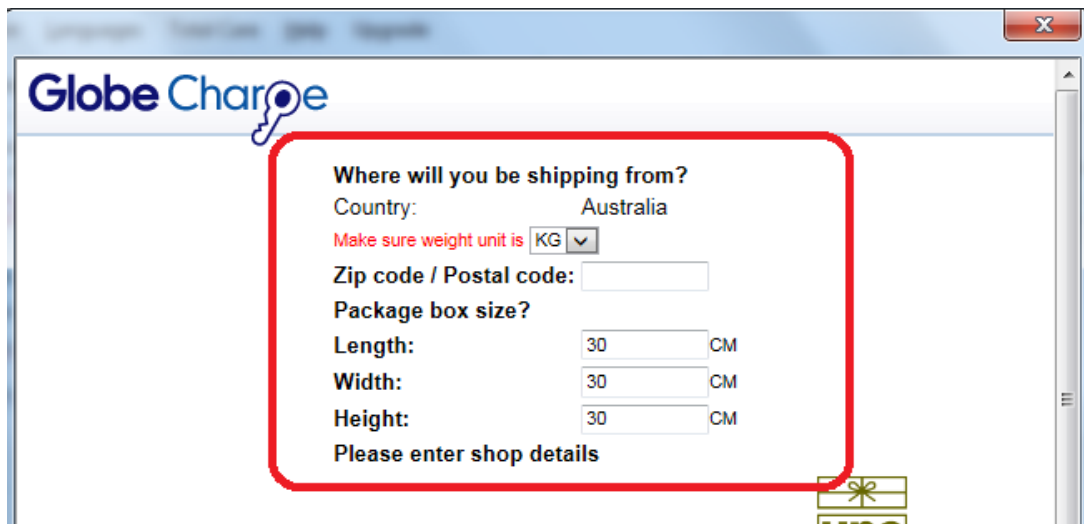
- If you are setting up for the first time, you may need to enter your ShopFactory username

and password -> then click "Next"



A screenshot of a software window titled "UPS". Inside, a red rectangular box highlights a section titled "Shipping service". Below the title, it says "To be able to use this service you need to login with your details". There are two input fields: "Username:" and "Password:". Below these fields are two buttons: "Cancel" and "Next".

- Ensure you have entered the required fields accordingly i.e. select the correct weight unit, merchant Post Code/Zipcode is filled-in, merchant address if it is needed, etc.





A screenshot of a software window titled "Globe Charge". Inside, a red rectangular box highlights a section titled "Where will you be shipping from?". Below the title, it says "Country: Australia". There is a red text label "Make sure weight unit is" followed by a dropdown menu showing "KG". Below this is a text field for "Zip code / Postal code:". Underneath is the section "Package box size?" with three rows: "Length:" with a value of "30" and unit "CM", "Width:" with a value of "30" and unit "CM", and "Height:" with a value of "30" and unit "CM". At the bottom of the highlighted section is the text "Please enter shop details". To the right of the highlighted section is a small icon of a gift box.


- To combine several shipping providers, tick each shipping provider in the setup dialog

Height: CM

Please enter shop details

☐ **UPS Realtime Shipping Settings** 

☐ **Fedex Web Service Settings** 

☐ **AusPost Realtime Shipping Settings** 

- Enter your account details for each shipping provider
- Setup your shipping preferences for each shipping provider - tick all the shipping methods that apply to your merchant account.
- Click "**Save Settings**" button
- Preview your shop in External browser. Place a test order to check how shipping rates are calculated at checkout

IMPORTANT: Publish your shop again so that the changes are uploaded online.

Shipping, Tax

[My cart](#)[Continue shopping](#)**Subtotal: \$129.00**

1. Select a shipping destination

United States ▼

California ▼

Los Angeles ▼


2. Select a shipping method

UPS ▼

Zip Code

[Show shipping methods](#)**\$0.00**

3. Select a payment method

☐ PayPal☐ Mastercard☐ Maestro☐ Pay on invoice☐ Send a cheque☐  Visa☐  American Express☐ Gift card☐ Ask us to call you for your payment details

CA Sales Tax 9.5%: \$12.26

Total: \$141.26☐ [I accept the terms and conditions.](#)**Secure check out**

1. Select a shipping destination

United States ▼

California ▼








Los Angeles ▼

2. Select a shipping method

FEDEX ▼

90210

[Show shipping methods](#)**\$0.00**

- ☐  FedEx ground \$8.57
- ☐  Ground home delivery \$11.81
- ☐  FedEx express saver \$19.03
- ☐  FedEx 2 day \$19.95
- ☐  Standard overnight \$28.86
- ☐  Priority overnight \$30.87
- ☐  First overnight \$59.71



Useful Shipping provider notes:

1) USPS shipping:

You need to sign up for a *USPS WebTools account*

Refer to our KB article,

<https://shopfactory.deskpro.com/en/kb/articles/en-what-does-this-error-mean-when-i-use-us-ps-80040b1a-authorization-failure>

2) Canada Post API shipping:

Note: You must contact Canada Post to set-up an online merchant access Business Account - they will direct you to do this online yourself through their website - it only takes a few minutes.

Then you can generate your **API Keys: username and password**.

This API username is NOT the same as your Canada Post "Account ID" nor the "Web Login ID" that you may have set-up already. Generate your api keys to get your api username and api password that you then setup in ShopFactory for setting up real time shipping rate calculations.

Note: "Customer Number" is your Canada Post Account Number

Combine Shipping Providers option – Note: Customer Number is "Account Number"



The screenshot shows a configuration window titled "Canada Post API Shipping" with the Canada Post logo. A yellow bracket highlights the "Customer Number" field, which contains "0009443741". Other fields include "API Username" (redacted), "API Password" (redacted), "Sandbox" (unchecked), "Autosplit package if weight is more than:" (set to 30, with a note "(Max:30KG)"), and "Handling Costs:" (CAD). Below these are two sections for selecting shipping states and countries. The "Select shipping states" section has two columns of state names with arrows between them. The "Select shipping countries" section has two columns of country names with arrows between them.

Select shipping states	
Alberta	Alberta
British Columbia	British Columbia
Manitoba	Manitoba
New Brunswick	New Brunswick
Newfoundland	Newfoundland
Northwest Territories	Northwest Territories
Nova Scotia	Nova Scotia
Nunavut	Nunavut
Ontario	Ontario
Prince Edward Island	Prince Edward Island

Select shipping countries	
Afghanistan	United States
Albania	France
Algeria	Australia
American Samoa	Mexico
Andorra	
Angola	
Anguilla	
Antigua and Barbuda	
Argentina	
Armenia	

3) Sendcloud Shipping

Refer to this KB article, [Setup SendCloud Platform in ShopFactory](#)

4. Setup DHL shipping

DHL integration:

http://www.dhl.com/en/express/resource_center/integrated_shipping_solutions.html

You will need to contact DHL and get them to generate your Site ID. You need the DHL online shipping site ID

Aside from the merchant DHL account number, you need to have the "online shipping site ID".

Please have your DHL Merchant account number handy when contacting DHL Support.

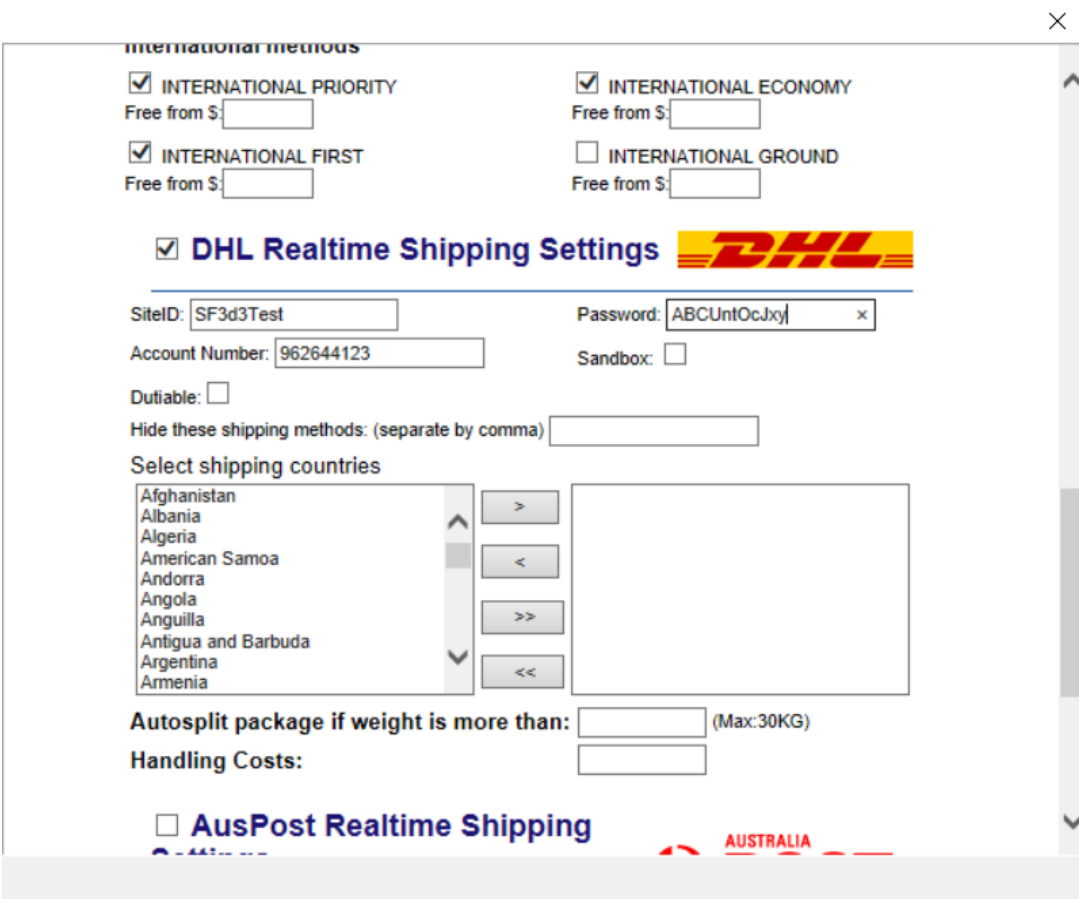
The DHL Account Number you have will need to be setup for API services.

You will need to complete a similar form below so you get a DHL Site ID and password.

http://www.dhl.com.au/en/express/resource_center/integrated_shipping_solutions/request_xml_tool_kit.html

DHL will get back to you within a day or two with your Site ID and password.

- Enter your DHL Account Number, Site ID, and password provided by DHL integration team - and select the countries that you wish to ship to - see sample screenshot below:



The screenshot shows a web form titled "International methods" with a close button (X) in the top right corner. The form is divided into two columns of shipping options. The left column has three checked options: "INTERNATIONAL PRIORITY", "INTERNATIONAL FIRST", and "DHL Realtime Shipping Settings" (which includes the DHL logo). Each option has a "Free from \$:" label and an input field. The right column has two options: "INTERNATIONAL ECONOMY" (checked) and "INTERNATIONAL GROUND" (unchecked), also with "Free from \$:" labels and input fields. Below these, there are fields for "SiteID:" (containing "SF3d3Test"), "Password:" (containing "ABCUntOcJxy" with a clear button), "Account Number:" (containing "962644123"), and "Sandbox:" (unchecked). There is also a "Dutiable:" checkbox and a "Hide these shipping methods: (separate by comma)" text input. A section titled "Select shipping countries" features a list of countries (Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia) with navigation arrows and a large empty box for selected countries. At the bottom, there are fields for "Autosplit package if weight is more than:" (with a "(Max:30KG)" note) and "Handling Costs:". The form ends with an unchecked checkbox for "AusPost Realtime Shipping" and the "AUSTRALIA" logo.

5) Setup UPS shipping

Please refer to our KB article,

<https://shopfactory.deskpro.com/en/kb/articles/en-getting-ups-access-key-en>