



EN Setup multiple shipping providers in your shop

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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.

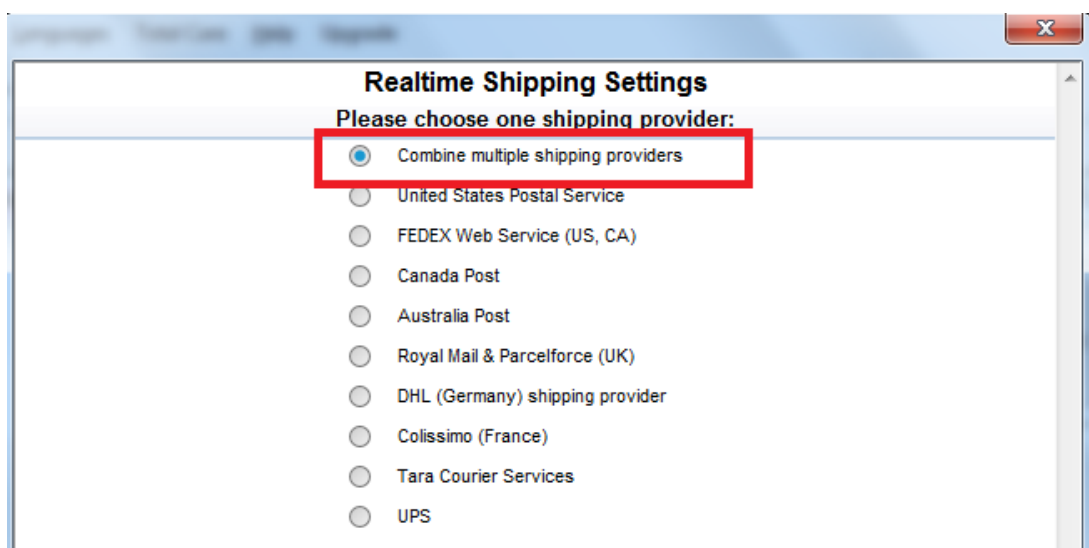
Several Shipping Providers are available in ShopFactory. For example, if you're in the United States, you can add enable USPS, FedEx, and UPS.

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 dialog box titled "Shipping service". At the top, there is a radio button next to the text "UPS". Below this, the text "Shipping service" is followed by "To be able to use this service you need to login with your details". There are two input fields: "Username:" and "Password:". Below the input fields are two buttons: "Cancel" and "Next". A red rectangular box highlights the entire content area of the dialog.


- 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" with a key icon. The main content is a dialog box titled "Where will you be shipping from?". It contains the following fields: "Country:" with "Australia" selected; "Make sure weight unit is" with a dropdown menu set to "KG"; "Zip code / Postal code:" with an empty text box; "Package box size?" section with "Length:", "Width:", and "Height:" each having a text box containing "30" and "CM" next to it. Below these fields is the text "Please enter shop details". A small icon of a gift box is visible at the bottom right of the dialog. A red rectangular box highlights the entire content area of the dialog.


- 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

UPS

FEDEX

USPS

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

<input type="radio"/>	FedEx ground	\$8.57
<input type="radio"/>	Ground home delivery	\$11.81
<input type="radio"/>	FedEx express saver	\$19.03
<input type="radio"/>	FedEx 2 day	\$19.95
<input type="radio"/>	Standard overnight	\$28.86
<input type="radio"/>	Priority overnight	\$30.87
<input type="radio"/>	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-usps-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"

Canada Post API Shipping 

Customer Number: Sandbox:

API Username: API Password:

Autosplit package if weight is more than: (Max:30KG)

Handling Costs: CAD

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:

International methods

INTERNATIONAL PRIORITY
Free from \$:

INTERNATIONAL FIRST
Free from \$:

INTERNATIONAL ECONOMY
Free from \$:

INTERNATIONAL GROUND
Free from \$:

DHL Realtime Shipping Settings

SiteID: Password:

Account Number: Sandbox:

Dutiable:

Hide these shipping methods: (separate by comma)

Select shipping countries

Afghanistan
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antigua and Barbuda
Argentina
Armenia

> < >> <<

Autosplit package if weight is more than: (Max:30KG)

Handling Costs:

AusPost Realtime Shipping

5) Setup UPS shipping

Please refer to our KB article,

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