

Shopify Seller Portal Guide

**We are
now on**



Elevate Your Shopify Shipping
and Fulfilment Experience

1

Signing
Up

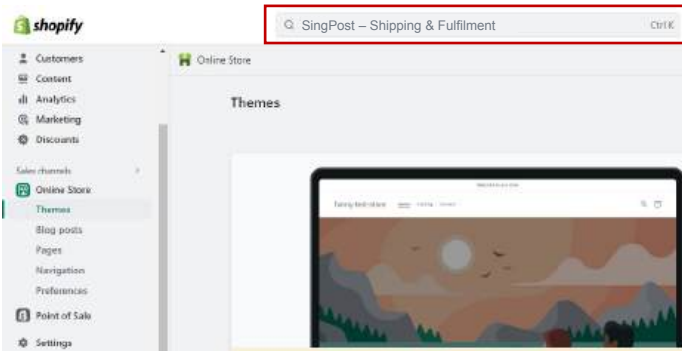
2

Integration
Setup

3

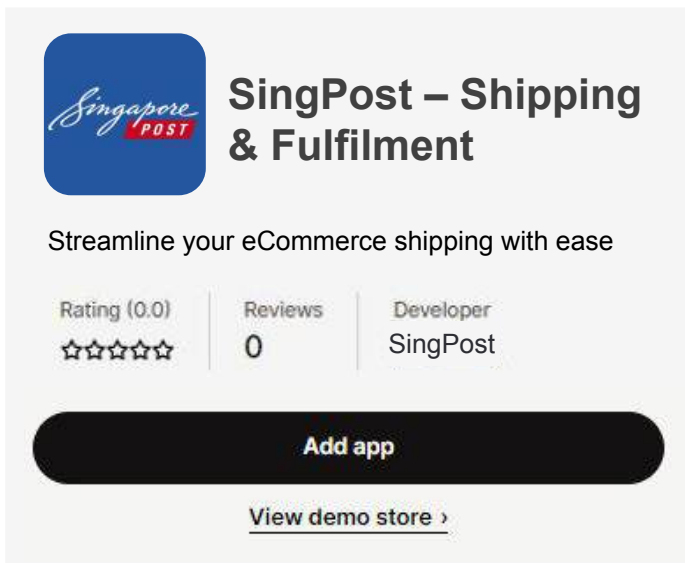
Shipment
Management

Connect Shopify SingPost Connector



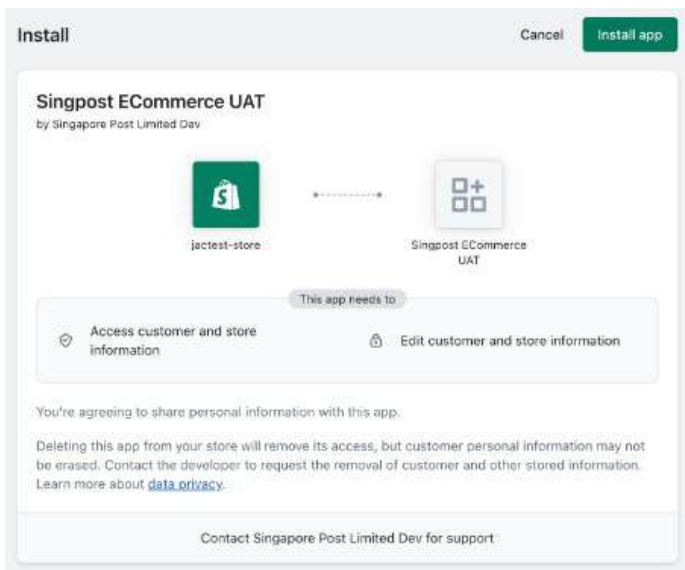
To connect your SingPost and Shopify accounts, start by taking these steps

1. At the search bar, search for [SingPost – Shipping & Fulfilment](#)
2. Select the Shopify SingPost plugin




You will be redirected back to your store to install app

1. To download the SingPost plugin, click **Install app**
2. After installation, you will be directed to SingPost Merchant portal, ship.singpost.com.



New Merchant Sign Up


 Login to your SingPost E-Commerce Portal account
 Email
 Enter your email
 Password
 Enter your password
 Forgot your password?
 LOGIN
 No account yet? Get started for free!


For **New Users**, sign up for a new merchant account

1. Click **Get started for free**

Let's get started
 4 steps before starting your free trial
 Email
 Password
 Confirm Password
 I have read and agreed to the Terms and Conditions of Use, Speedpost Terms and Conditions and Privacy Policy of this application.
 Create

Create a New Merchant Account

1. Tick the checkbox after reading the Terms and Conditions and Privacy Policy
2. Fill your details accordingly; your country is automatically set to **Singapore**



 How can we help you to ship better?
 Fullname*
 Company Name
 Country*
 State/Province
 Mobile Number
 MNC No
 Registered Address*
 City/Town*
 Postal Code*
 BACK Next

Email Notification of Account Creation

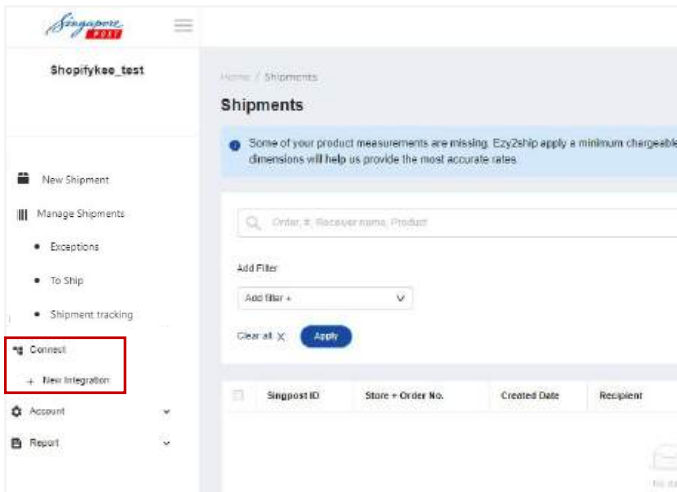
1. Submission of account creation will trigger an email to your inbox
2. Upon successful application, login to the Merchant portal to set up Shopify Connector

For accounts set up by SingPost

1. Successful applications will be provided with your account details and temporary password

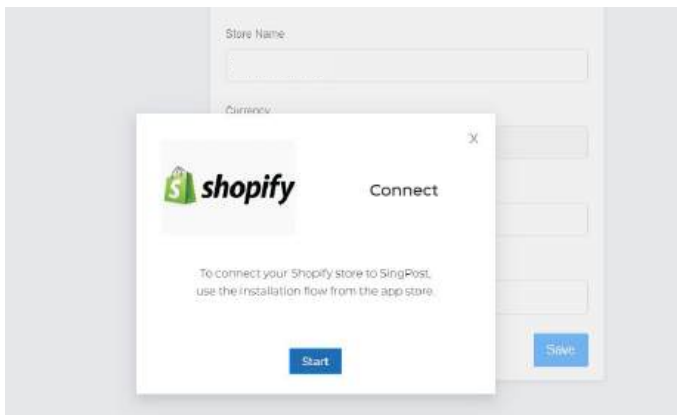
[SingPost] We have received your request for our Shopify plugin
 SingPost
 Reply Reply All Forward
 Hi "Merchant",
 We have received your request for our Shopify Plugin, our sales team will reach out to you within the next working day to advise on the next steps
 If you require any assistance, please contact g-telesales@singpost.com
 Singapore Post support team


Singpost Portal - Link Shopify Account



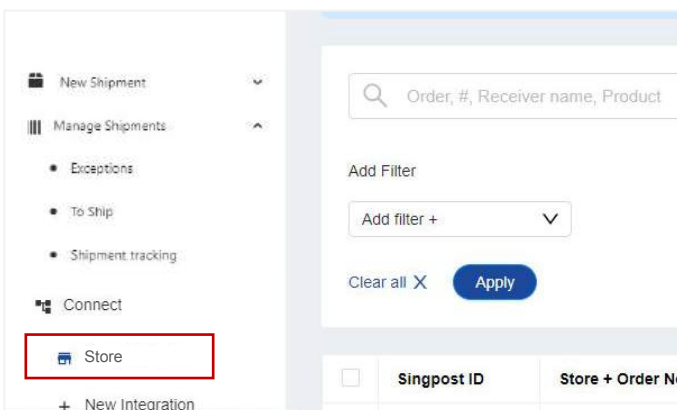
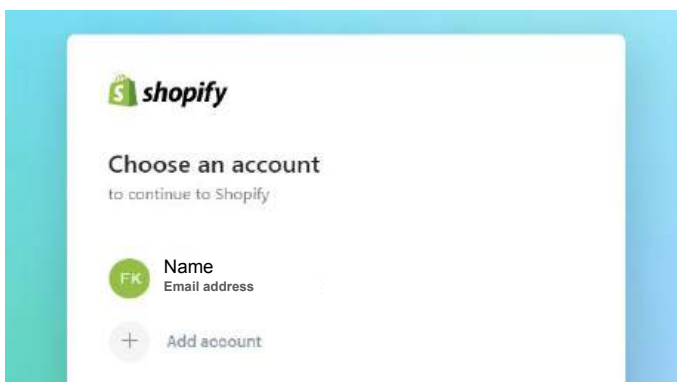
Login into your account

1. Once logged in, go to **Connect** and click on **New integration**



Shopify account integration

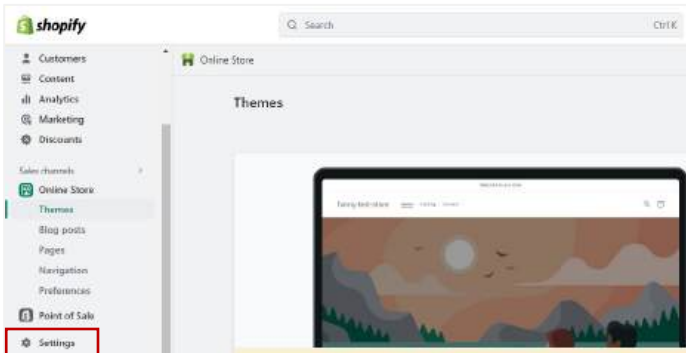
1. The POP-UP will show up, click on **Start** to connect Shopify store
2. Choose your existing Shopify account to integrate
3. Follow the installation instructions



Once app is installed and integrated, head back to **Merchant Portal**

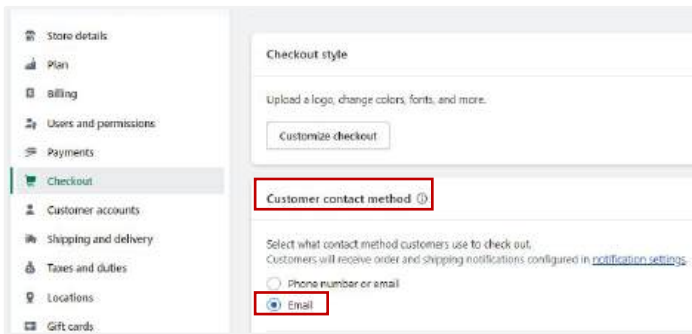
1. Under Connect, you will see the plugin of your "Shopify Store" connected

Shopify Portal – Checkout setup



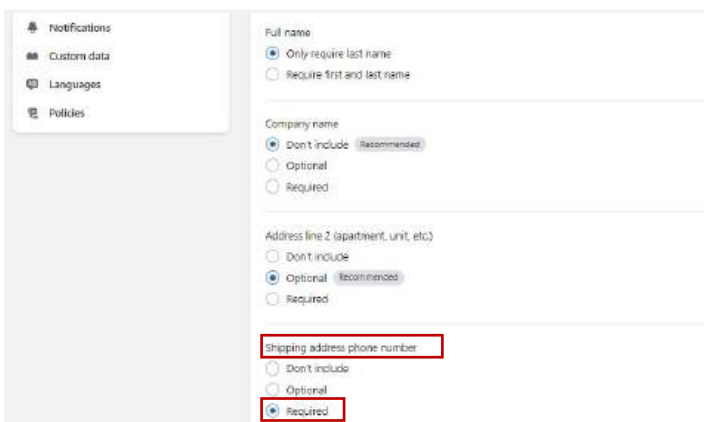
To configure the settings on your Shopify Store **Checkout**

1. Click on **Settings**
2. Click on the **Checkout** section



Under **Customer contact method**

1. Select **Email** as the contact method



Under **Shipping address phone number**

1. Select **Required**
2. Once completed, click on **Save**

Shipping and Delivery setup

The image shows four pricing plans for Shopify:

- Basic (\$29/month):** For solo entrepreneurs. Includes 12% + \$0.30 USD online, 3% + \$0.00 USD in person, 2% 3rd party payment providers, 15 inventory locations, 24/7 chat support, localized global selling (3 markets), and POE Lite.
- Shopify (\$99/month):** For small teams. Includes 10% + \$0.00 USD online, 4.8% + \$0.00 USD in person, 3% 3rd party payment providers, 30 inventory locations, 24/7 chat support, localized global selling (10 markets), 8 additional staff accounts, and POE Lite.
- Advanced (\$399/month):** For growing businesses. Includes 2% + \$0.00 USD online, 3.75% + \$0.00 USD in person, 0.6% 3rd party payment providers, custom reports and analytics, 30 inventory locations, enhanced 24/7 chat support, localized global selling (3 markets) + add markets for \$99 USD/mo each, and 15 additional staff accounts.
- Plus (\$2,300/month):** For more complex businesses. Includes competitive rates for high-volume merchants, custom reports and analytics, 100 inventory locations, priority 24/7 phone support, localized global selling (100 markets), and unlimited staff accounts.

Depending on the type of Shopify plan you are on, we offer **2 modes** of Shipping and Delivery setup.

Refer to next page for detailed setup instructions.

The screenshot shows the 'Shipping zones' configuration for Singapore. It lists three rate types: Economy (Free), Premium (\$10.00 SGD for orders of \$100.00 and up), and standard (\$2.50 SGD for orders between \$0.00 and \$99.99).

Mode #1:

For **All Shopify Plans**:
You can map your existing Shopify delivery setup to SingPost Delivery Services

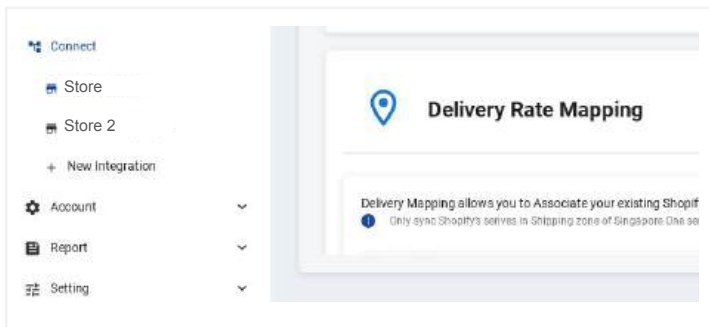
The screenshot shows the 'Delivery Rate Mapping' interface. It allows users to map existing Shopify shipping profiles to SingPost delivery services. Two profiles are shown: 'standard' mapped to 'Singpost Economy Singapore' and 'Free Lite' mapped to 'Singpost Standard Singapore'.

The screenshot shows the 'Shipping zones' configuration for Singapore, focusing on 'Carrier and app rates'. It lists 'Singapore Post (Rates provided by app)' with a handling fee of '—', transit time of 'Calculated', and 3 services. A note indicates 'Orders protected with Shopify-powered backup rate'.

Mode #2

For Shopify **Advanced** and **Plus** Plans:
Direct Synchronisation of SingPost rates in Shopify Shipping and Delivery setting

Mode #1 SingPost's Portal - Mapping of delivery rates



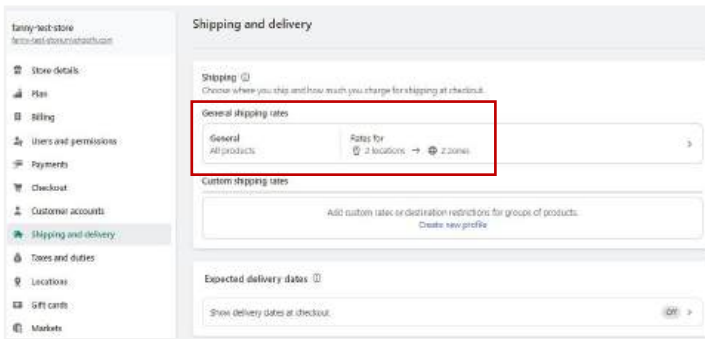
Log into SingPost's Portal

1. Under Connect, select the connected store
2. Scroll down to "Delivery Rate Mapping"



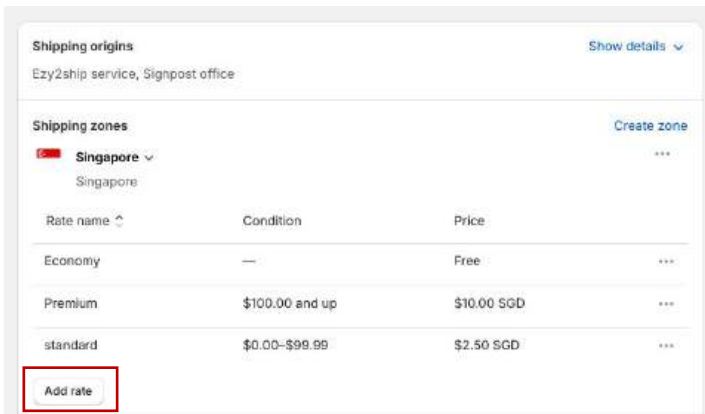
3. All qualified Shopify Shipping and delivery Shipping profile and rate names will appear in the table
4. Select the SingPost Delivery Service which you wish to link

Mode #2 Shopify Portal – Shipping and Delivery



To configure the settings on your Shopify Store **Shipping & Delivery**

1. Click on Shipping and delivery
2. Click on General Shipping rates



Under **Shipping zones**

1. Click on **Add rate**

The screenshot shows the 'Add rate' dialog box in a Shopify store. The 'Rate type' is set to 'Use carrier or app to calculate rates' and the carrier is 'Singapore Post (Rates provided by app)'. The 'Services' section includes 'N-Saver', 'Speedpost Economy Singapore (Deferred Delivery)', and 'Speedpost Standard Singapore - dp'. The 'Future services' section includes 'Automatically show new shipping services to customers when they become available'. The 'Handling fee' section is set to 0% and \$0.00.

SingPost Delivery Service Selection

1. Select “Use Carrier or app to calculate rates”
2. Select the services to be reflected under your Shopify store checkout
3. Click on **Done**
4. Once completed, click on **Save**

Mode #2 Shopify Portal – Shipping and Delivery

Shipping origins Show details

Ezy2ship service, Signpost office

Shipping zones Create zone

🇸🇬 **Singapore** ...

Singapore

Your rates (3) **Carrier and app rates (1)**

Carrier name	Handling fee	Transit time	Services
Singapore Post (Rates provided by app)	—	Calculated	2 Services ...

Orders protected with **Shopify-powered backup rate** ✎

Add rate

Selected services will be **displayed** on Shipping and delivery section under “Courier and app rates”

- Once completed, click on **Save**

At Customer checkout

- Upon checkout, customer will see the updated shipping services for selection

Cart > Information > **Shipping** > Payment

Contact **Email address** Change

Ship to **Shipping address** Change

Shipping method

Speedpost Express Singapore \$5.00

Speedpost Standard Singapore \$10.00

Return to information Continue to payment

Back at SingPost’s Portal, you can set the buyer’s shipping fee shown at checkout

Shipping at Checkout

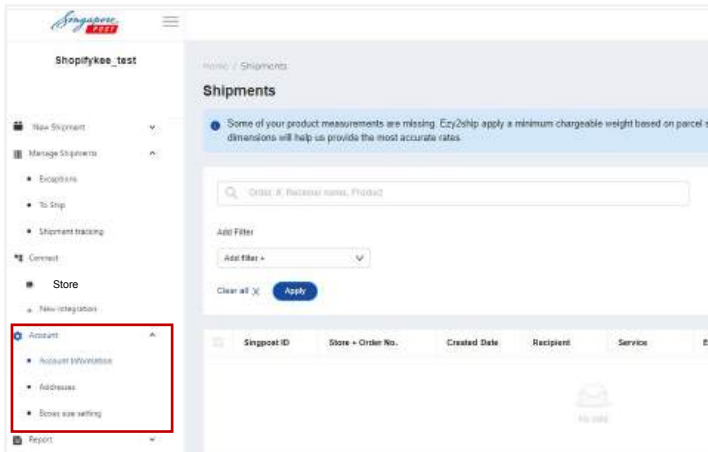
You can define what will be the default price for each shipping service at checkout, along with other service and carrier rates.

No	Service code	Service type	Service name	Price (SGD)
1	PH001	EXP	Standard Economy Singapore (Delivery/Collect)	5.00
2	PH002	STD	Standard Standard Singapore (S)	10.00
3	PH003	STD	Standard Standard Singapore (S)	10.00

Cancel Save

- Under **Connect**, select the connected store
- Under **Shipping at Checkout**, edit the “price” column to configure price of the delivery will be reflected on store checkout
- Once completed, click on **Save**

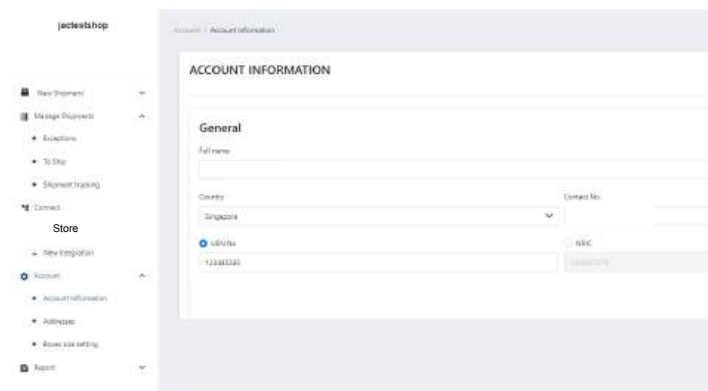
SingPost Portal - Account settings



For existing account, login to Merchant Portal with your current account

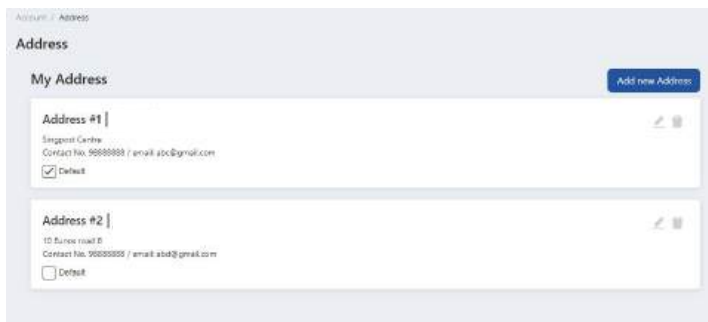
For account is created by SingPost, login with the email & temporary password provided

1. Once login is successful, click on **Account** to update details



Under **Account information**, input accordingly with your store details

1. Check and amend your Profile or password if needed
2. Check or update your store name, home page and contact page URL

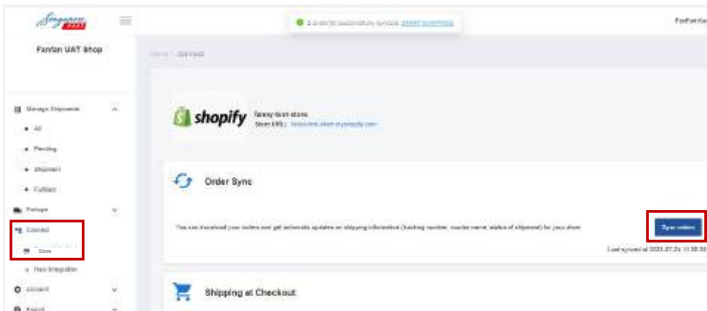


Under **Address**, check if previous store shipping address is correct

1. Click Add New Address to add shipping address

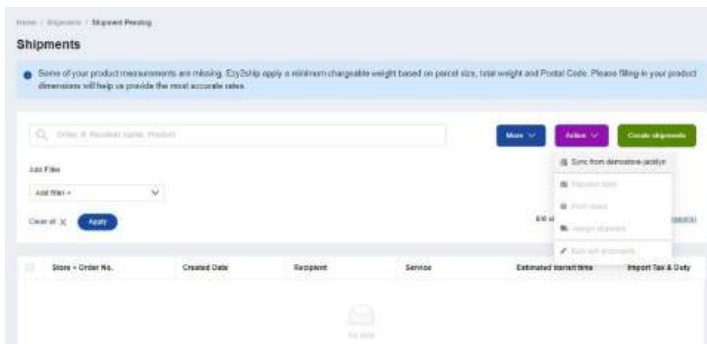
Orders Sync & Shipping Price

Currently orders are synced from Shopify **upon login and page refresh**. Alternatively, you could sync the orders manually via the following methods as well. However, the first sync needs to be manually triggered via the sync button



Under **Connect**, see the details of your ezy2ship account

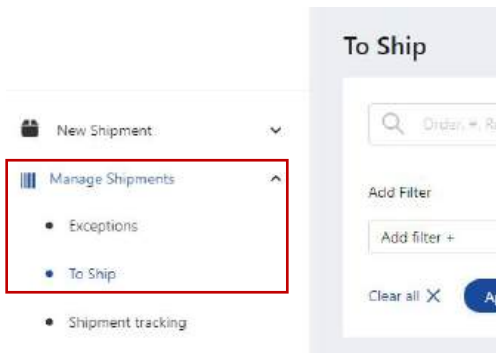
1. Click on your Store to start integration
2. Click on **Sync orders**
3. Once successful, a pop-up message will show the pending orders
4. Synced orders can be found under **Manage Shipments**



Alternatively, under **Manage Shipments**, at the **Pending** tab

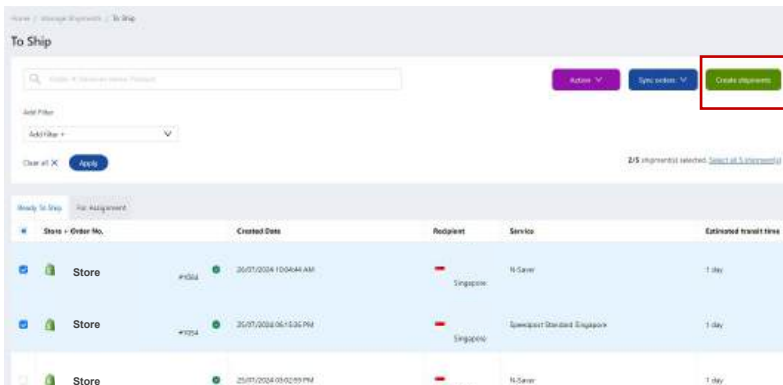
1. Click on Action
2. Click on the Sync from the store that you wish to pull orders from

Manage Shipments - To Ship



Under **Manage Shipments**, new orders synced will fall into either

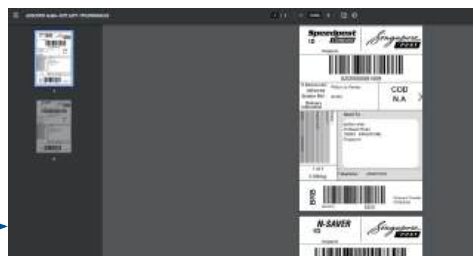
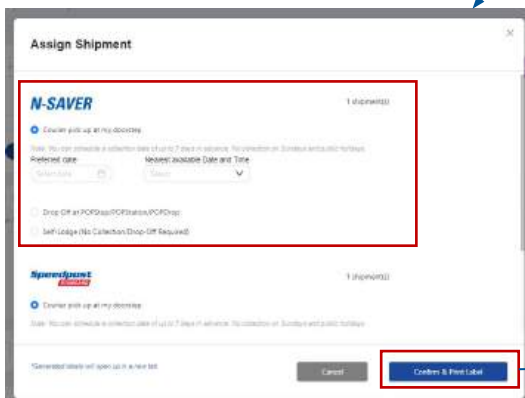
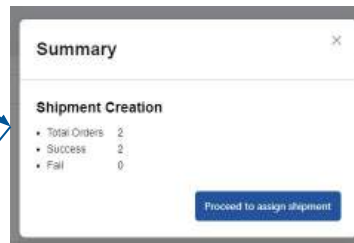
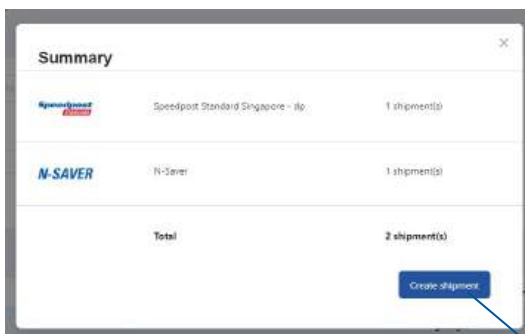
1. **Exceptions** - Where orders with no delivery service type assigned or incomplete information will filter into
2. **To Ship** - Where most orders would fall into if [Delivery rate Mapping](#) was set up, waiting for shipment creation



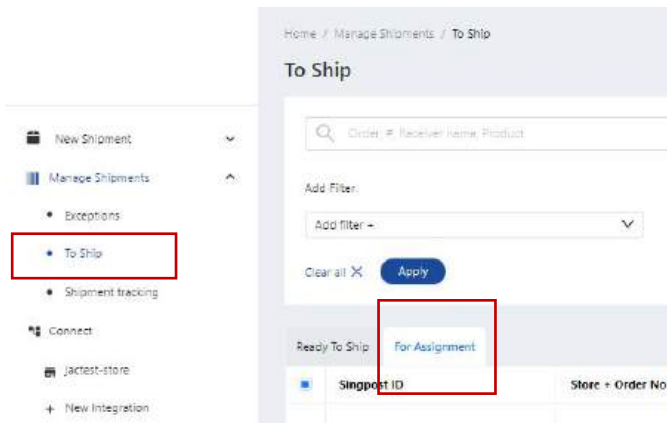
Go to **To Ship** to complete the entire shipment creation process for orders

1. Ready to ship – **select** up to 20 orders in the same page to Create shipments
2. A popup will appear showing the total number of **shipments selected**
3. Results of the shipment creation will be shown to **proceed to assign shipment**
4. Select your **pick up / drop off preference** and proceed
5. Your **labels** will be automatically generated in a separate tab (Please allow popups in your browser)

Any details on errors in the process will be shown at the end of the process



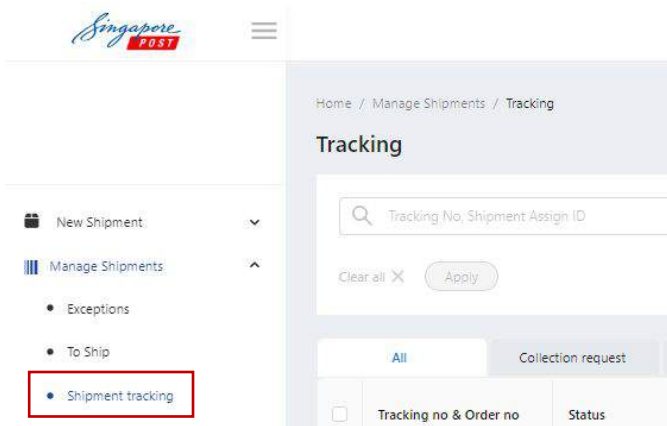
Manage Shipments - To Ship and Shipment tracking



If the shipment was created but **failed to assign shipment**, the order will be shown in **For Assignment**.

To complete the assignment

1. Select the orders
2. Click on the **Assign Shipment** button

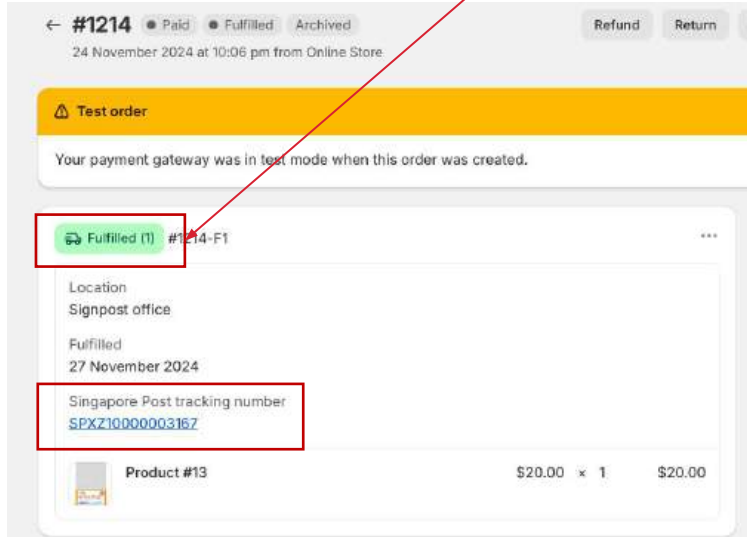
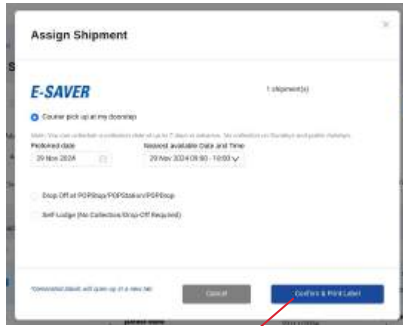


Shipments that have been created and assigned successfully will appear in **Shipment Tracking**

1. Track the latest status of your parcel (refreshed every hour)
2. Easily see the mode of shipment collection/drop off/self lodgement
3. Reprint labels

Tracking no & Order no	Status	Datetime Assigned	Collection Time	Shipment Assigned Address	Shipment Assigned Type	Details	Shipment Assign ID
Jactest-store #1220000001458 #1024	SingPost has received your order information, but not your item yet	07/09/2024 12:44:21 AM		Singpost Centre	Drop Off at PODStation	5.3000kg	SG24842915
Jactest-store #K5V000000002737 #1064	SingPost has received your order information, but not your item yet	07/09/2024 12:44:17 AM		Singpost Centre	Drop Off at PODStation	2.0000kg	SG24842914
Jactest-store	SingPost has received your order information, but not your	06/04/2024 10:45:00 AM					

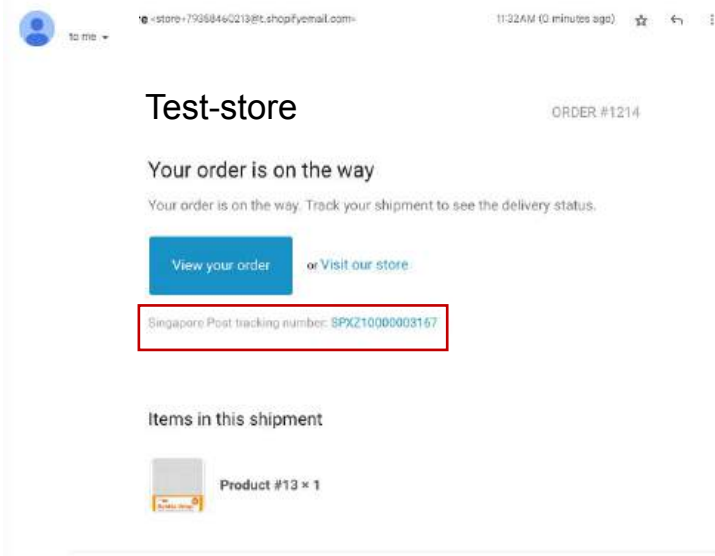
Manage Shipments - Shopify updates and email notification



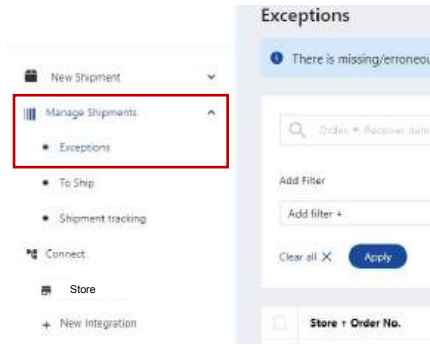
Once the order have **Assigned**, the order will be updated as “**Fulfilled**” in your Shopify portal.

Shopify, by default, will **send an email** to your customers indicating that the **order is on the way** with their **Singpost Tracking number**.

This email template can be edited via Shopify platform. For more information on how to customise your email template, please contact a Shopify representative



Manage Shipments - Exceptions



New orders synced with insufficient information will appear under **Exceptions**

The screenshot shows the 'Exceptions' main view with a table of shipment orders. The first row is highlighted with a red box. The table has the following columns: Store + Order No., Created Date, Recipient, Service, and Estimated transit time.

Store + Order No.	Created Date	Recipient	Service	Estimated transit time
Store #1108	20/08/2024 11:39:04 AM	Ruyer 123 Singapore	None	
Store #1104	27/08/2024 06:03:02 AM	Ruyer 123 Singapore	None	
Store #1102	27/08/2024 05:45:34 PM	Ruyer 123 Singapore	Express parcel	

Single order information correction

1. Click on a single order to **edit** the information
2. Update the shipment details if needed
3. Save the information
4. After saving, you can continue shipping your orders via **To Ship**

The screenshot shows the 'Exceptions' main view with the 'Bulk edit shipment' button highlighted with a red box. The table of shipment orders is visible below.

Store + Order No.	Created Date	Recipient	Service	Estimated transit time
Store #1108	18/08/2024 11:39:04 AM	Ruyer 123 Singapore	None	
Store #1104	27/08/2024 06:03:02 PM	Ruyer 123 Singapore	None	
Store #1102	27/08/2024 05:45:34 PM	Ruyer 123 Singapore	Express parcel	

If your order is missing the service type, you can **Bulk edit shipment**

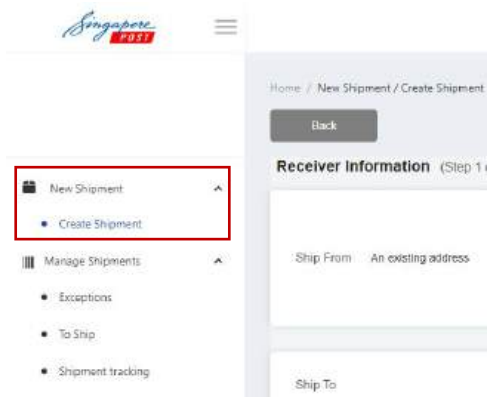
1. **Select** the list of orders in the same page which you wish to edit
2. Select the dimensions
3. Select the service
4. Click on **Save**
5. After saving, you can continue shipping your orders via **To Ship**

The screenshot shows the 'Bulk edit 3 Shipments' dialog box. It contains the following fields:

- Type Of Shipment: Small Size
- Measurements: 51 x 42 x 10
- Type Of Goods: Choose one
- Service: Express parcel

Buttons: Cancel, Confirm

New Shipment - Create Shipment



Manually create new shipments under **Create Shipment**

1. Enter the **ship from** and **ship to** address

The screenshot shows the 'Receiver Information' form (Step 1 of 3). The 'Ship From' section is set to 'An existing address'. The 'Ship To' section includes fields for Recipient Name, Company Name (Optional), Contact No., Email Address (Optional), Country (Singapore), Postal Code, State/Province (Singapore), City/Town (Singapore), Address Line 1, and Address Line 2 (Optional).

2. Enter your **shipment details**

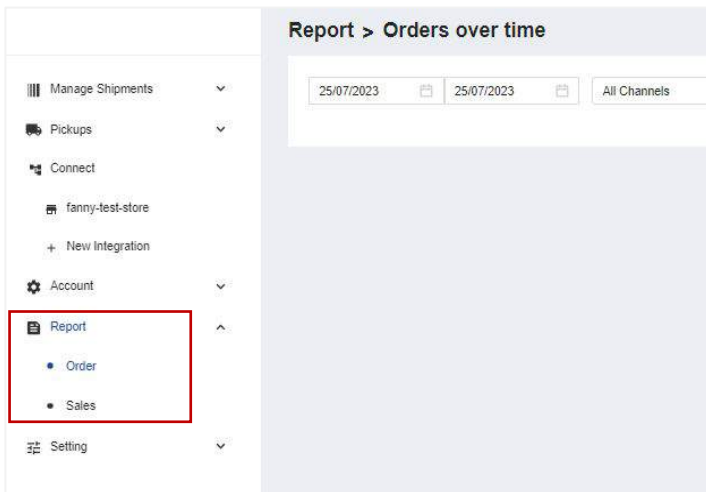
The screenshot shows the 'Shipment Information' form (Step 2 of 3). It includes fields for Item Details (SKU, Brand, Title), Dimensions (Length, Width, Height), Weight, and Type of goods. There are also checkboxes for 'Item Exception', 'Country of manufacture', 'HS Tariff Code', 'Declared currency', 'Declared value', 'Item weight', 'Qty', and 'Test item only'.

3. Select relevant **delivery services**

The screenshot shows the 'Select Services' form. It includes a table with the following columns: Service name, Estimated transit time, and Price. The table lists several services with their respective transit times and prices.

Service name	Estimated transit time	Price
Speedpost Priority (S)	Same day	\$20
Speedpost Standard (S)	1 day	\$20
Speedpost Economy (S)	1-2 days	\$20
Parcel	1 day	\$20
Speedpost Economy (S)	2 days	\$20
Parcel	2 days	\$20

Report Management

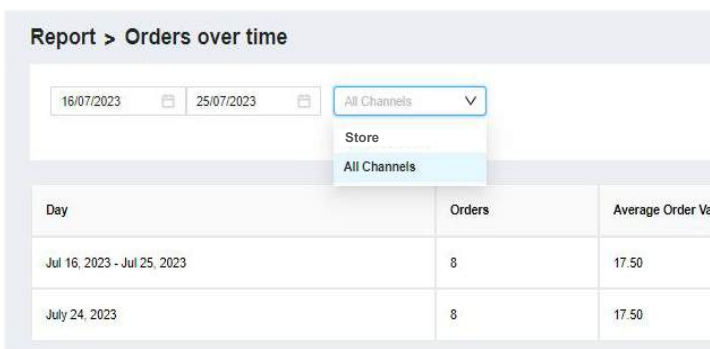


Under **Report – Order**, you can check the overall no of order

1. Filter via date and channels and click on **Export** to generate the report

Export

2. An excel report will be generated



Under Report – Sales, you can check on overall report

1. Filter via date and channels and click on **Export** to generate the report

Export

2. An excel sales report will be generated

