

Connect to ShipStation

This guide will walk you through the steps needed to connect your ShipStation account to Logicbroker.

See the link below for general information, how it works, requirements, troubleshooting, connector updates and more.

[ShipStation](#)

Before you get started



1: CREATE A RELATIONSHIP WITH ALL TRADING PARTNERS

Have a relationship with your retailers before looping in Logicbroker.



2: SIGN UP WITH LOGICBROKER

You'll need to be a Logicbroker customer to connect to ShipStation.

[Become a Logicbroker Customer](#)



3: COMPLETE THE NEW SUPPLIER SETUP

Make sure you've completed the new supplier setup steps.

[New Supplier Setup](#)

1. Create a ShipStation account

Review pricing and register for a ShipStation account.

[ShipStation Pricing](#)

2. Create manual stores in ShipStation

Create a manual store in ShipStation for each partner you want to connect to so we can feed your orders into partner-specific stores in ShipStation.

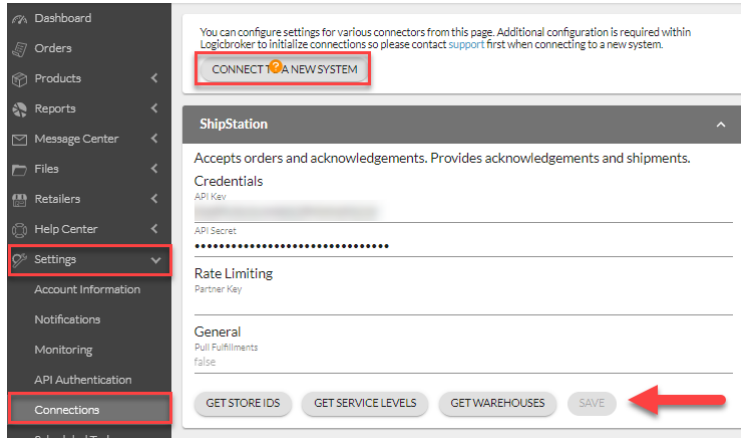
[ShipStation: Connect a Store](#)

3. Add your API key and secret to Logicbroker

In this step you will make the connection between ShipStation and Logicbroker by using your ShipStation API key and secret. It is recommended to begin this process in the Logicbroker stage portal first to verify your data is processing properly.

1. In the Logicbroker portal, navigate to **Settings > Connections**
2. Click on **Connect to a New System** and search for **ShipStation**
3. Add your ShipStation **API Key** and **Secret**
 1. Leave **Rate Limiting: Partner Key** blank
 2. For **Pull Fulfillments**, set it to **true** if you are processing shipments and fulfillments and **false** if you are only processing shipments

3. Save



What is the difference between shipments and fulfillments?

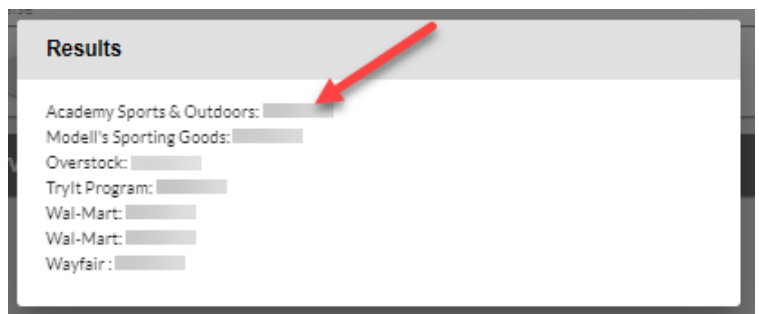
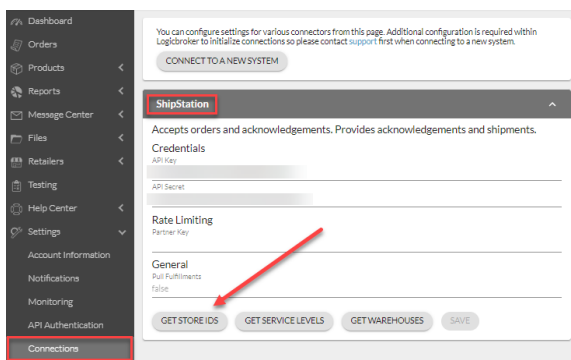
Shipments – shipping label is created in ShipStation

Fulfillments – tracking is manually input into ShipStation

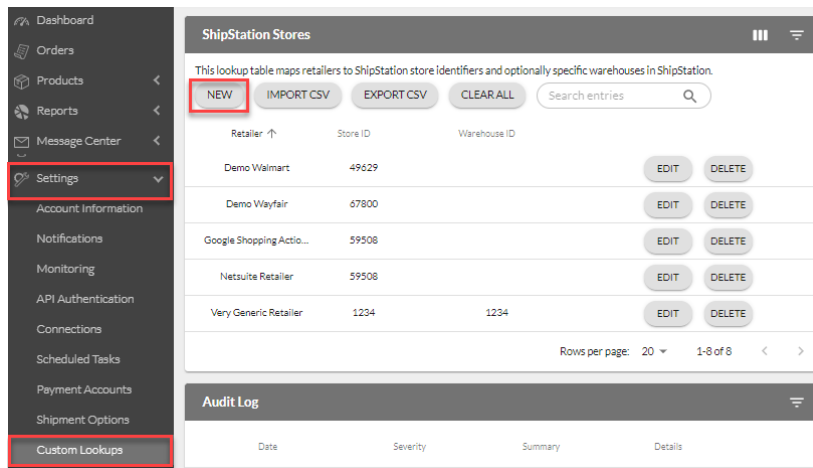
4. Add ShipStation Store IDs

This will allow orders to be sent into ShipStation stores for specific partners.

1. Once you have added the ShipStation connection, from the same screen, click on **Get Store IDs** **These are the store IDs of the manual stores you created earlier in ShipStation for each of your partners*



2. Now that you have your Store ID's, go to **Settings > Custom Lookups > New**
3. Using the information from the Store IDs page, input the **Partner** and **Store ID** into the appropriate field for all partners
4. **Save**



| Retailer ↑ | Store ID | Warehouse ID | | |
|--------------------------|----------|--------------|------|--------|
| Demo Walmart | 49629 | | EDIT | DELETE |
| Demo Wayfair | 67800 | | EDIT | DELETE |
| Google Shopping Actio... | 59508 | | EDIT | DELETE |
| Netsuite Retailer | 59508 | | EDIT | DELETE |
| Very Generic Retailer | 1234 | 1234 | EDIT | DELETE |



Moving information from stage to production

When you are ready to move to production, use the **Export/Import CSV** tool to move your Store IDs without having to reconfigure them.

Set up complete



Congrats! You have successfully connected your Logicbroker account to ShipStation. Read on to see your connection in action.

See it in action

Once you have completed the steps above, you are able to start processing orders through ShipStation. See the steps below to see your connection in action and confirm the process works between Logicbroker and ShipStation. For more details on each transaction or document review the following link:

[ShipStation](#)

Orders

1. In the Logicbroker portal, navigate to **Orders** > note the **Reference Number** of the order you want to see in ShipStation
2. In the ShipStation portal, navigate to **Orders** > **Awaiting Shipment** > locate the order with the same **Reference Number** in ShipStation's **Order Number** field **Orders are sent from Logicbroker to ShipStation within a few minutes*



TIP

Orders submitted prior to setting up ShipStation

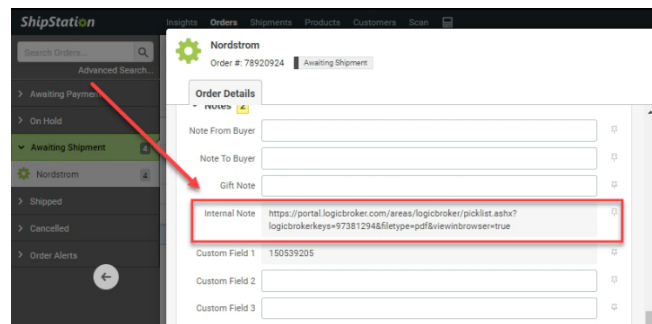
Any order sent into Logicbroker prior to the ShipStation connection being set up will not be transmitted unless it is reprocessed. To reprocess an order in Logicbroker, open it up in the portal > **More Actions** > **Change Status** > **New**

Shipments and Cancellations

1. In the ShipStation portal, navigate to **Orders** > **Awaiting Shipment** > locate/create a shipment/cancellation for the order you are working with > note the **Order Number** of the order
2. In the Logicbroker portal, type the **Order Number** into the search bar
3. All associated documents pertaining to that order should appear in Logicbroker. You can also go to the order > click on **View** > scroll down to **Related Documents** and any shipments/cancellations (shown as acknowledgements) should appear here as well

Packing Slips

1. In the ShipStation portal, navigate to **Awaiting Shipment** > locate the order you are working with > **Internal Note** > view the packing slip link
**you may need to be logged into Logicbroker to access the link*



If you wish to print packing slips in bulk you may do this directly in the Logicbroker portal.

Packing Slips

Need more information?

Visit our [Knowledge Base](#) or log into [Learn Logicbroker](#) for more details on how to optimize your Logicbroker experience.

Helpful Links

[ShipStation](#)

[ShipStation Pricing](#)

[ShipStation: Connect a Store](#)

[ShipStation Support](#)



Support

Reach out to support@logicbroker.com