

Connect to ShipBob

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

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

[ShipBob](#)

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 ShipBob.

[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 ShipBob account


Request a quote and register for a ShipBob account.

[ShipBob Pricing](#)

2. Log into ShipBob through the portal

In this step you will make the connection between ShipBob and Logicbroker using your ShipBob credentials to log in through our portal. It is recommended to begin this process in the Logicbroker stage portal first to verify your data is processing properly. **Note: ShipBob will need to enable your stage account in their system to allow for the Logicbroker connectivity below.*

1. In the Logicbroker portal, navigate to **Settings > Connections**
2. Click on **Connect to a New System** and search for **ShipBob**
3. Under **General**, select the **Base URL** you wish to connect to **select sandbox if you are testing and the other if you are working in production*



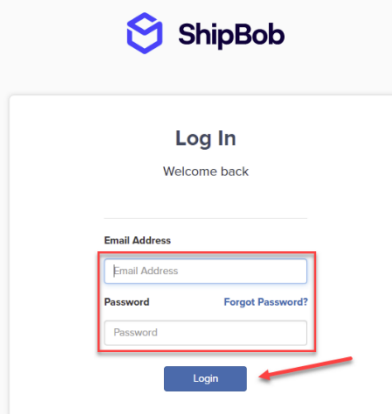
Connect to ShipBob

Accepts orders and acknowledgements. Provides acknowledgements, shipments and inventory.

General

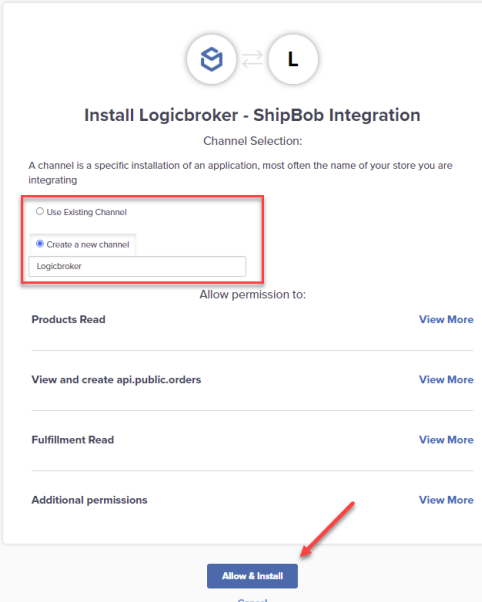
Base URL

4. **Connect**
5. Log into your ShipBob account through the pop-up window



The image shows the ShipBob 'Log In' page. At the top is the ShipBob logo. Below it, the text 'Log In' and 'Welcome back' is displayed. There are two input fields: 'Email Address' and 'Password'. The 'Email Address' field is highlighted with a red box. Below the 'Password' field is a 'Forgot Password?' link. At the bottom of the form is a blue 'Login' button, which is also highlighted with a red box and a red arrow pointing to it from the right.

6. Once the connection is successful, the **Install Logicbroker – ShipBob Integration** screen will pop up
7. Select the **Channel** you wish to integrate with or create a new one
**only one channel is supported.*
8. Review all permissions **these are required for a successful connection*
9. Click **Allow & Install**



The image shows the 'Install Logicbroker - ShipBob Integration' screen. At the top, there are two circular icons: the ShipBob logo and a letter 'L'. Below this is the title 'Install Logicbroker - ShipBob Integration' and the subtitle 'Channel Selection:'. A paragraph explains that a channel is a specific installation of an application. There are two radio button options: 'Use Existing Channel' and 'Create a new channel'. The 'Create a new channel' option is selected and highlighted with a red box. Below this is a text input field containing the word 'Logicbroker'. Underneath is the heading 'Allow permission to:' followed by four rows of permissions: 'Products Read', 'View and create api.public.orders', 'Fulfillment Read', and 'Additional permissions'. Each row has a 'View More' link to its right. At the bottom of the screen is a blue 'Allow & Install' button, highlighted with a red box and a red arrow pointing to it from the right, and a 'Cancel' link below it.

If the connection is successful, you will see an **Authentication complete!** message in the portal



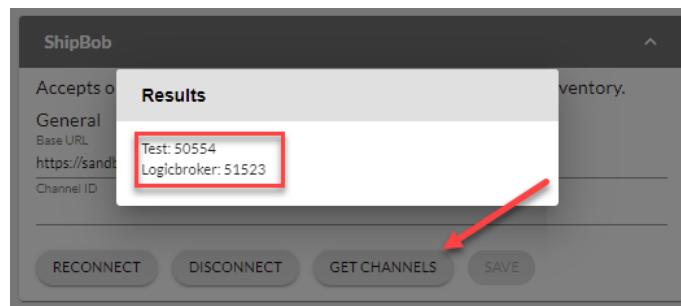
TIP

OAuth tokens expire every 30 days

Logicbroker accounts will connect to ShipBob using OAuth authentication. When OAuth tokens expire (every 30 days), you will need to login to your ShipBob instance through Logicbroker's portal again to re-enable the OAuth tokens.

3. Add your Channel ID

1. In the Logicbroker portal, navigate to **Settings > Connections > ShipBob**
2. Click on **Get Channels**

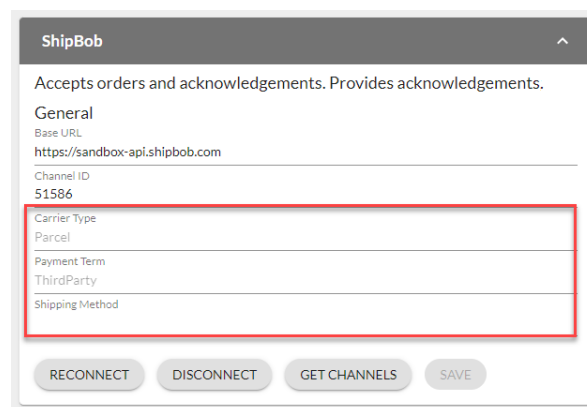


3. Copy the channel ID for the channel you wish to connect to
4. Paste it in the **Channel ID** field
5. **Save**

4. Configure optional settings

There are 3 optional fields that house information sent to ShipBob on orders. Fields present on order KVPs will override portal settings.

- **Carrier Type** – identifies whether to ship parcel or freight
 - **Parcel** – smaller, light weight boxes
 - **Freight** – larger boxes, usually transported by truck
- **Payment Term** – identifies the party responsible for shipping chargers
 - **Collect** – the person/entity receiving the product pays the shipping charges **freight only*
 - **ThirdParty** – another party pays for the shipping charges (not ShipBob) **parcel only*
 - **Prepaid** – the shipper pays the shipping charges **ShipBob or merchant*
- **Shipping Method** – client-defined shipping method matching what the user has listed as the shipping method on the **Ship Option Mapping** setup page in the ShipBob Merchant portal. If they don't match, ShipBob will create a new one and default it to **Standard**.



ShipBob

Accepts orders and acknowledgements. Provides acknowledgements.

General

Base URL
https://sandbox-api.shipbob.com

Channel ID
51586

Carrier Type
Parcel

Payment Term
ThirdParty

Shipping Method

RECONNECT DISCONNECT GET CHANNELS SAVE

Set up complete



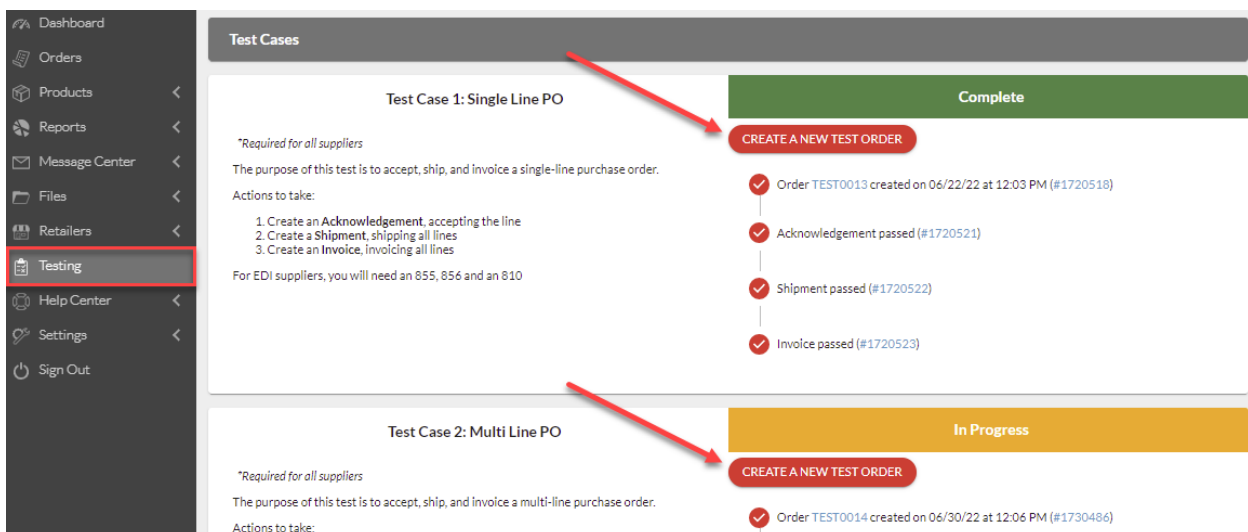
Congrats! You have successfully connected your Logicbroker account to ShipBob. Read on to see your connection in action.

Testing

If you are onboarding with a Logicbroker retailer and are required to complete order testing using your integration, see the instructions below. Reach out to your Logicbroker onboarding resource to see if this applies to you.

1. Create Test Orders

1. In the Logicbroker portal, navigate to **Testing** > locate the retailer you are working with > click on **View**
2. Review testing requirements to know which test orders you need to process - all test cases are required unless otherwise noted. For each of the test cases, click on **Create a New Test Order** **once created, these orders will be visible in the Orders tab of the portal*



The screenshot displays the 'Test Cases' section of the Logicbroker portal. On the left, a navigation menu includes 'Testing', which is highlighted with a red box. The main content area shows two test cases:

- Test Case 1: Single Line PO** (Status: Complete):
 - Required for all suppliers.
 - Purpose: to accept, ship, and invoice a single-line purchase order.
 - Actions to take:
 1. Create an Acknowledgement, accepting the line
 2. Create a Shipment, shipping all lines
 3. Create an Invoice, invoicing all lines
 - Note: For EDI suppliers, you will need an 855, 856 and an 810.
 - A red arrow points to the 'CREATE A NEW TEST ORDER' button.
 - Progress list:
 - ✓ Order TEST0013 created on 06/22/22 at 12:03 PM (#1720518)
 - ✓ Acknowledgement passed (#1720521)
 - ✓ Shipment passed (#1720522)
 - ✓ Invoice passed (#1720523)
- Test Case 2: Multi Line PO** (Status: In Progress):
 - Required for all suppliers.
 - Purpose: to accept, ship, and invoice a multi-line purchase order.
 - Actions to take:
 - A red arrow points to the 'CREATE A NEW TEST ORDER' button.
 - Progress list:
 - ✓ Order TEST0014 created on 06/30/22 at 12:06 PM (#1730486)

3. You should receive the order document in ShipBob within a few minutes



You can redo test cases

At any time, you can generate a new test order if you would like to start over, try again, etc. Just click on **Generate A New Test Order**.

2. Complete Testing

In this step, you will process the required test cases. These are just test scenarios to ensure correct data flow, please do not ship any physical items out.

1. Review the **Purpose** and **Actions to take** for each test case

Test Case 2: Multi Line PO

In Progress

*Required for all suppliers

The purpose of this test is to accept, ship, and invoice a multi-line purchase order.

Actions to take:

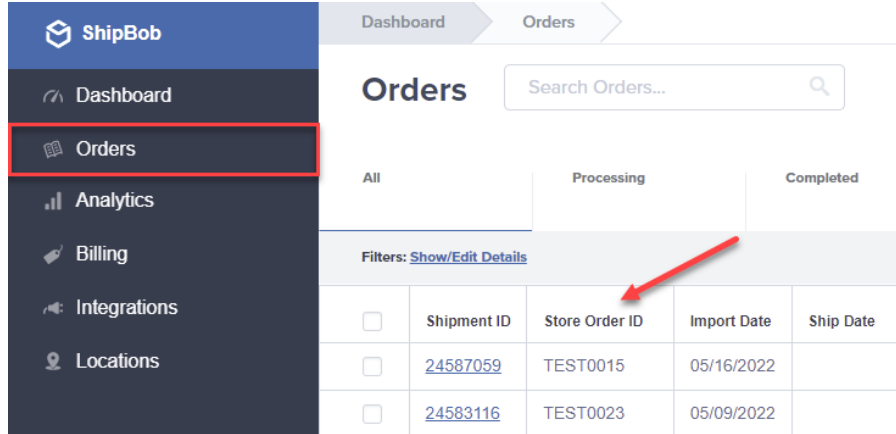
1. Create an Acknowledgement, accepting all lines
2. Create a Shipment, shipping all lines
3. Create an Invoice, invoicing all lines

Please refer to the [Joy Knowledge Base](#) if you need more details on testing and test cases.

CREATE A NEW TEST ORDER

1. Order TEST0003 created on 05/18/22 at 1:13 PM (#1685613)
2. Create an acknowledgement
3. Create a shipment
4. Create an invoice

2. Note the **PO number** of the test case **this is the first value next to Order*
3. In the ShipBob portal, navigate to **Orders** and search for the PO under the ShipBob **Store Order ID** field
4. Follow along with retailer-specific documentation to process test cases using your ShipBob connection



	Shipment ID	Store Order ID	Import Date	Ship Date
<input type="checkbox"/>	24587059	TEST0015	05/16/2022	
<input type="checkbox"/>	24583116	TEST0023	05/09/2022	



TIP

Processing test cases in the portal vs. in ShipBob

Depending on test case expectations, you may be required to complete some portions of the test cases within ShipBob and others within the portal. For example, you can ship and cancel orders within ShipBob but you'll have to process backorders and returns directly from the Logicbroker portal. Refer to the next **See it in action** section for more details around specific document types.

See it in action

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

[ShipBob](#)

Orders

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



TIP

Orders submitted prior to setting up ShipBob

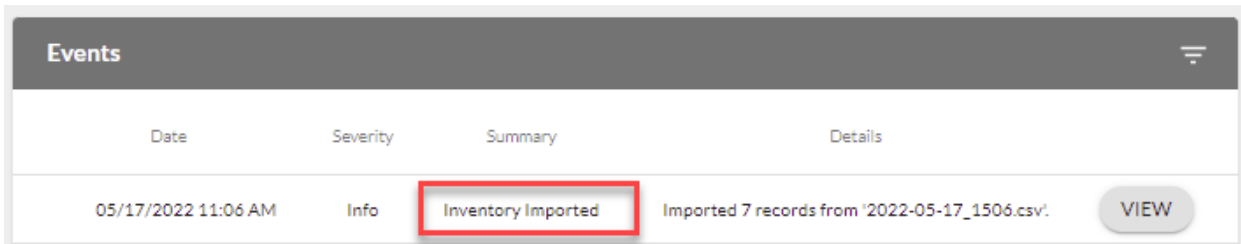
Any order sent into Logicbroker prior to the ShipBob connection being set up will not be transmitted unless it is reprocessed. To reprocess an order in Logicbroker, open it up in the portal > **More Actions** > **Change Status** > **New**

Shipments and Cancellations

1. In the ShipBob portal, navigate to **Orders** > locate/create a shipment/cancellation for the order you are working with > note the **Reference Number** of the order
2. In the Logicbroker portal, type the **Reference 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

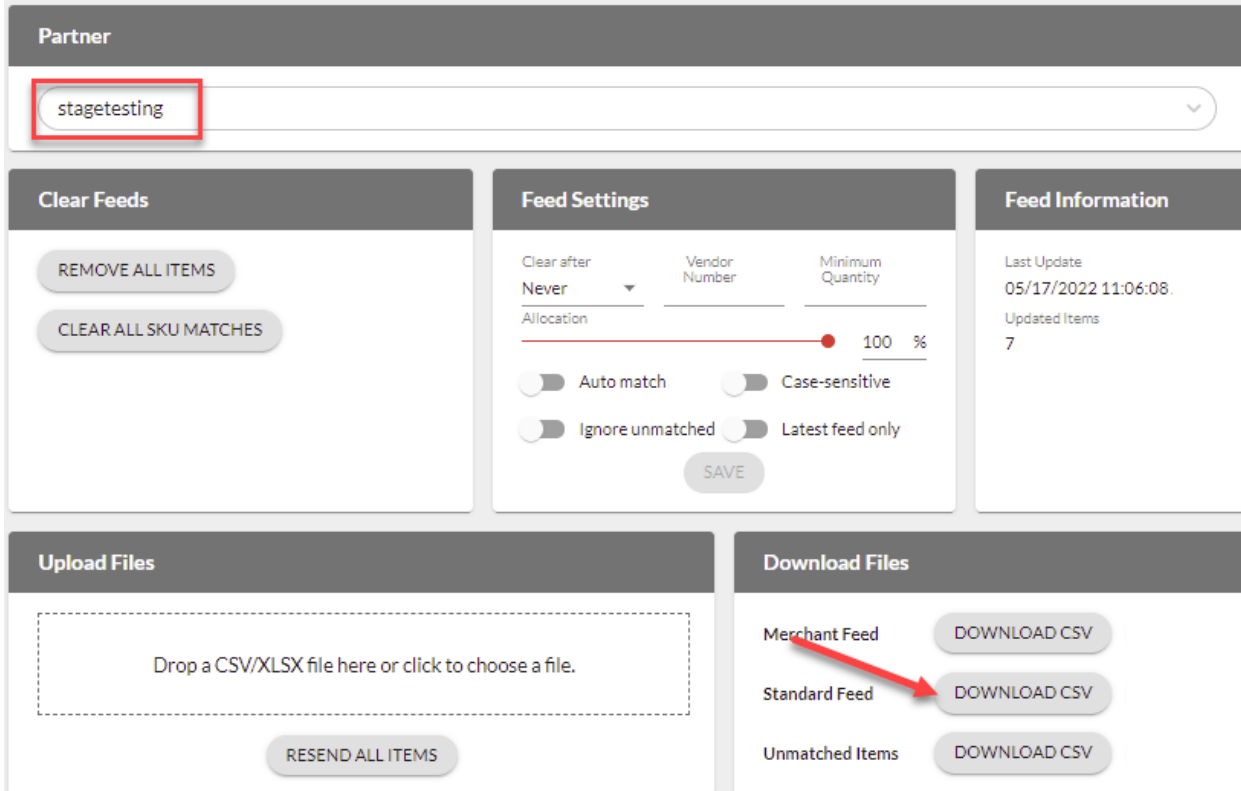
Inventory

1. Once your inventory is uploaded into ShipBob through the API and tied to the same channel used to set up your ShipBob connection in Logicbroker, confirm you see your items in the ShipBob portal
2. In the Logicbroker portal, navigate to **Products** > **Inventory Feeds** > select the **Partner** you are working with > review the **Events** tab to make sure inventory was imported



Date	Severity	Summary	Details
05/17/2022 11:06 AM	Info	Inventory Imported	Imported 7 records from '2022-05-17_1506.csv'. VIEW

3. To confirm the correct items and data were imported, go to **Download Files** > download the **Standard Feed** and review your items



The screenshot displays the Logicbroker interface for a partner named 'stagetesting'. The interface is divided into several sections:

- Partner:** A dropdown menu showing 'stagetesting'.
- Clear Feeds:** Two buttons: 'REMOVE ALL ITEMS' and 'CLEAR ALL SKU MATCHES'.
- Feed Settings:** Includes a 'Clear after' dropdown set to 'Never', 'Vendor Number' and 'Minimum Quantity' fields, an 'Allocation' slider set to 100%, and four toggle switches: 'Auto match', 'Case-sensitive', 'Ignore unmatched', and 'Latest feed only'. A 'SAVE' button is at the bottom.
- Feed Information:** Shows 'Last Update' as '05/17/2022 11:06:08' and 'Updated Items' as '7'.
- Upload Files:** A dashed box with the text 'Drop a CSV/XLSX file here or click to choose a file.' and a 'RESEND ALL ITEMS' button.
- Download Files:** Three rows with 'DOWNLOAD CSV' buttons: 'Merchant Feed', 'Standard Feed' (highlighted with a red arrow), and 'Unmatched Items'.

Need more information?

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

Helpful Links

[ShipBob](#)

[ShipBob Pricing](#)

[ShipBob Support](#)



Support

Reach out to support@logicbroker.com