

ShipWorks[®]

Reference Guide

Adding a ChannelAdvisor Store

[Adding a ChannelAdvisor Store](#)

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Background

ShipWorks connects directly to your ChannelAdvisor account. With one click, or on an automated schedule, your orders are downloaded from ChannelAdvisor. As soon as you process a shipment, ShipWorks communicates the updated order status, shipping method and tracking information back to ChannelAdvisor.

First Things First

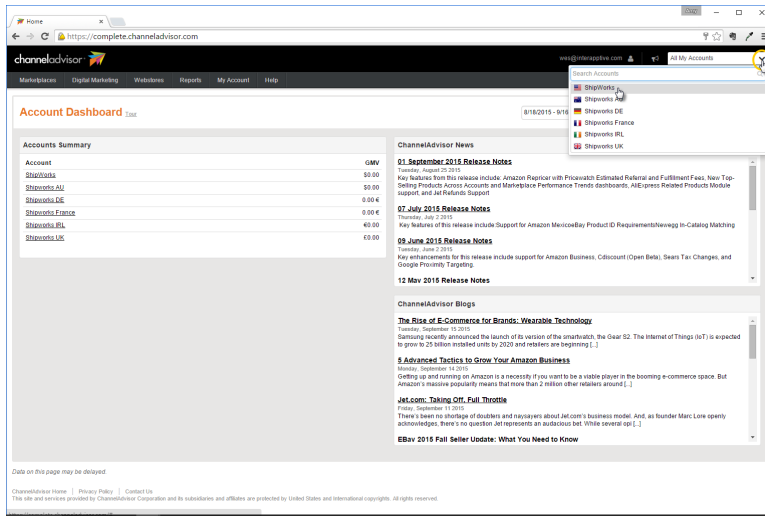
Before you can connect your ChannelAdvisor account to ShipWorks, be sure that you have:

- » Your ChannelAdvisor login username and password
- » ShipWorks installed and that you are logged into ShipWorks as an administrator.

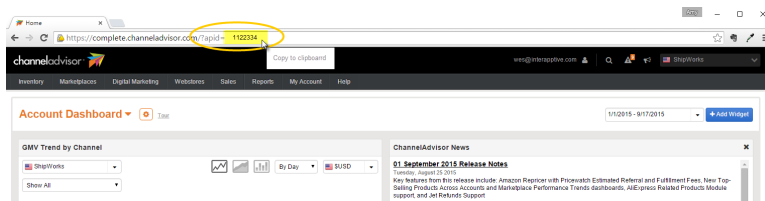
The Process

Getting Your ChannelAdvisor APID

1. Log into your ChannelAdvisor account and then open the **Accounts** dropdown menu at the top right of your screen. Then, select the account you want to add to ShipWorks.

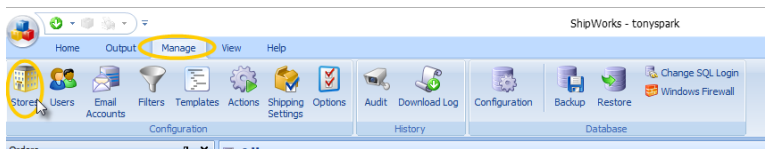


2. In the url of your browser window, copy the numbers after "**?apid=**" to your clipboard. (Highlight the numbers and then right-click your mouse and select Copy or just highlight the numbers, and then press Ctrl V on your keyboard). These numbers are a unique numerical identifier for your Channel Advisor store.

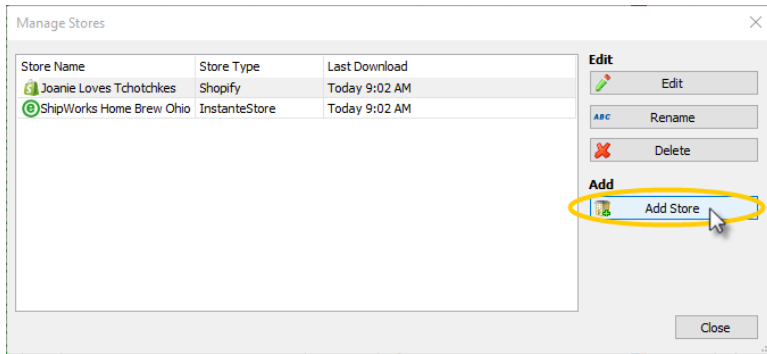


Connecting Your ChannelAdvisor Account to ShipWorks

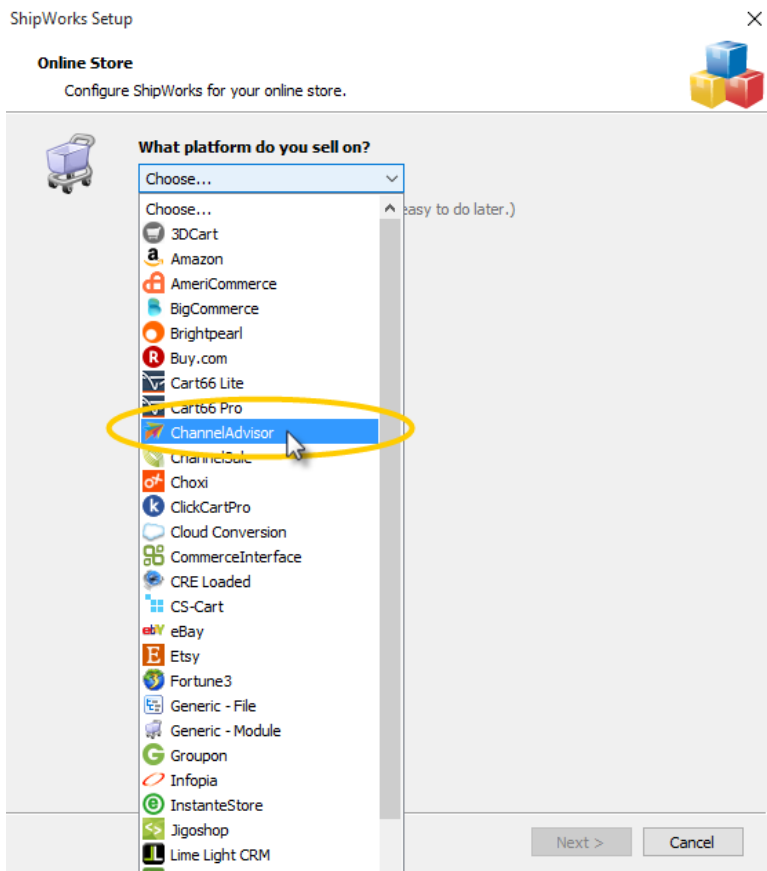
1. Log into ShipWorks and select **Manage > Stores**.



2. Click the **Add Store** button to open the **Add Store Wizard**.



3. Select **ChannelAdvisor** from the dropdown menu of integrated platforms.



4. In the **Profile ID** field, enter the **APID** that you copied in step 2 above. Then, click the **Request Access** button.

ShipWorks Setup

Store Setup
Enter the following information about your online store.

Enter your ChannelAdvisor Profile ID and your account username and password.

Profile ID: [Where do I find this?](#)

(APID goes here)

ShipWorks needs to be authorized to access your ChannelAdvisor account.

Click Request Access and then login to your ChannelAdvisor account, go to My Account -> Developer Network -> Account Authorization and Enable the ShipWorks request.
[Visit www.channeladvisor.com](http://www.channeladvisor.com)

< Back Next > Cancel

5. The ChannelAdvisor login page will open. Log into your ChannelAdvisor account and enable the pending authorization request that you will now find there. If you have any trouble authorizing this request, please contact your ChannelAdvisor support rep.

6. After you've authorized the request, you'll see a happy **Access Granted** message in ShipWorks. When you see this, click **Next**.




Store Setup

Enter the following information about your online store.

Enter your ChannelAdvisor Profile ID and your account username and password.

Profile ID: [Where do I find this?](#)

Status:  Access Granted

ShipWorks needs to be authorized to access your ChannelAdvisor account.

Click Request Access and then login to your ChannelAdvisor account, go to My Account -> Developer Network -> Account Authorization and Enable the ShipWorks request.

[Visit www.channeladvisor.com](http://www.channeladvisor.com)

7. Enter your store information, then click **Next**.

ShipWorks Setup

Store Information
Enter the name and physical address of your online store.

Name
Store name:
(This is just how your store will display in ShipWorks)

Address
Company:
Street:
City:
State \ Prov:
Postal Code:
Country:

< Back Next > Cancel

8. Enter your contact information and then click **Next**.

ShipWorks Setup

Contact Information
Enter the contact information for your store.

Contact Information

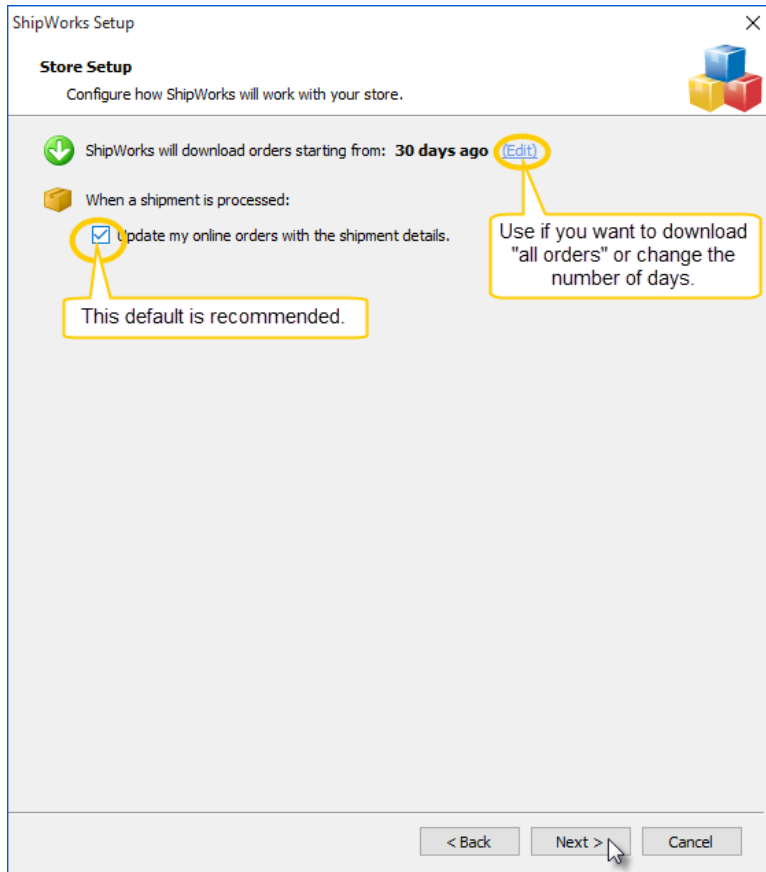
Website:

Email:

Phone:

< Back Next > Cancel


9. You should probably leave the default options to download orders from up to 30 days ago, and to update online orders with shipment details when you process orders. Most people do. But if you like you can use the **Edit** link to change the number of days specified for orders to download. When you're happy with the settings here, click **Next**.



10. Voila. You're done! Click **Finish**.


ShipWorks Setup


Setup Complete
ShipWorks is ready to connect to your store.



ShipWorks is ready!

Wondering what's next?

Download Orders
ShipWorks will immediately start to download your orders, and will automatically check for more every 15 minutes.
To force a download just click the 'Download' button: 

Print Shipping Labels
When you're ready to ship, select an order and click the "Ship Orders" button: 

Get Educated
Manuals can be boring, but our [Getting Started Guide](#) is worth it.

Still Need Help?

Please feel free to [reach out to one of our awesome Customer Care representatives in St. Louis](#). We are happy to assist you.