

# Shipwire - Magento 2.0

## About

[Magento](#) is the eCommerce software trusted by some of the world's leading brands. Shipwire is proud to be a Magento Silver Technology Partner.



\*Note that any existing customizations for your Magento 1.x Shipwire connector will not automatically port over to Magento 2.x. Please contact [magento@shipwire.com](mailto:magento@shipwire.com) before upgrading to Magento 2.x to ensure that we can migrate the customizations in your Magento 1.x connector.

Connection Information	
Developer:	Shipwire
Support:	<a href="#">Submit ticket to Shipwire</a> or call 1-888-SHIPWIRE
Versions Supported:	2.1.3 onwards
Status:	Active
Notes:	Clients actively using the connection, no known issues
Integrated APIs	
Inventory:	✓
Order Entry	✓
Shipping Rates	✓
Tracking	✓

## Features

All Shipwire API integrations are supported:

**Order Entry** – Orders are submitted to Shipwire from your Magento store automatically via our Order Entry API, so when your online store gets an order Shipwire does the rest.

**Order Tracking** – All tracking information related to completed shipments is pulled automatically, including expected delivery dates.

**Inventory Status** – You can query your inventory status globally, by region, or by fulfillment center. Find out when inventory will be next available on product that is out of stock.

**Gift Messaging** – Delight your customers during the holiday season or any other time of the year by including a personalized, custom message to on our standard packing list.

**Shipping Rates** – Obtain real-time shipping rates at any time during checkout. Shipwire will return the most cost-effective rates, choosing from the best fulfillment center, packaging, and carrier available based on your Optimizer preferences.

**Connection Status** – When you set up your Magento connection, you will see its status right in your Shipwire account under the Magento tool setup screen. See if your connection is set up correctly or if there any errors or warnings.

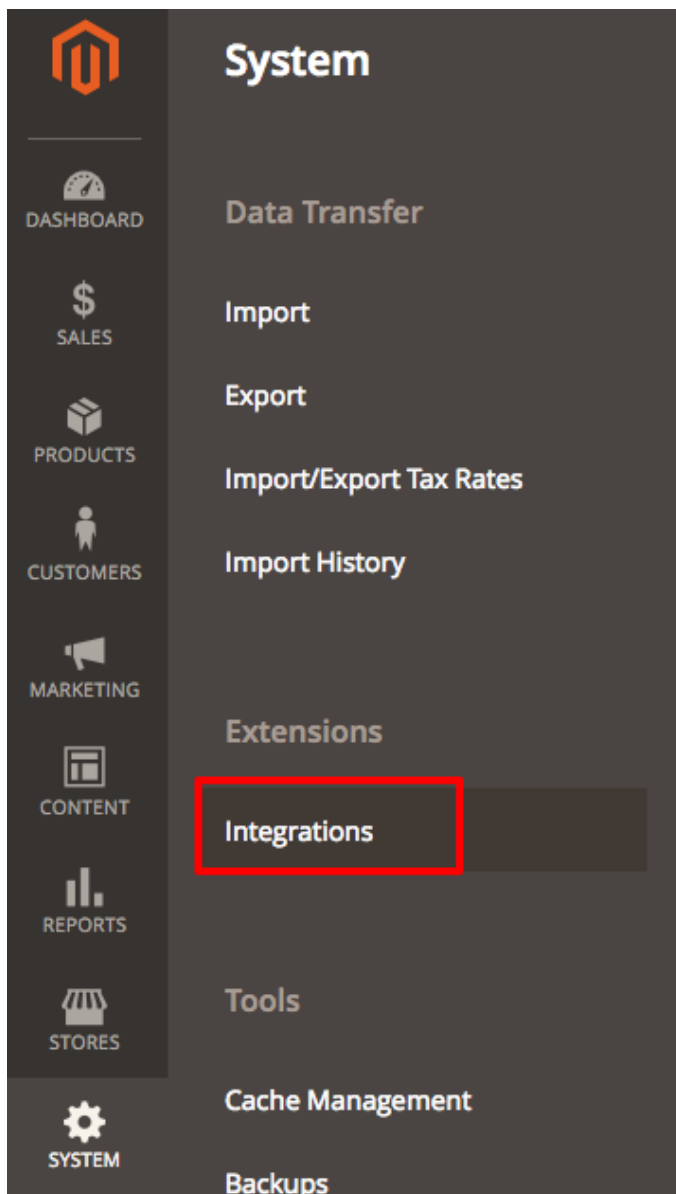
**Connect multiple stores** – Shipwire lets you connect more than one Magento store to your fulfillment account. Ship orders for multiple Magento storefronts, and manage them all in the same place.

## Installing Magento 2.0 in your Shipwire Platform account

Below are 2 ways to getting Magento 2.0 installed into your Shipwire Platform account. The difference between these two installations are based on whether or not you have previously installed the Shipwire Rating Extension from the Magento Marketplace. We recommend using our extension to connect your Magento store with Shipwire. If you prefer to not install the extension (which can provide real-time shipping rate quotes at checkout as well as make it easier to connect to your Magento store), you may follow the [installation guide without extension](#).

## Installation with extension

1. Disable your pop-up blocker prior to your installation of Magento 2.0 to your Shipwire account.  
Below are a few support pages on how to disable the pop-up blocker for these popular browsers:
  - [Chrome](#)
  - [Firefox](#)
  - [Safari](#)
  - [IE 11](#)
2. Follow the instructions on [Connect to Shipwire overview](#) to add the Magento 2.0 connection.
3. Log in to your Magento instance
4. Navigate to the Integrations by going to System > Extensions > Integrations.



5. Locate the line with “Shipwire Fulfillment Services” then click “Activate”.

Name	Status			
<input type="text"/>	<input type="text"/>			
Shipwire Fulfillment Services	Inactive	<a href="#">Activate</a>		

6. A prompt will come up, click “Allow”.

## Shipwire Fulfillment Services ✕

[Allow](#)

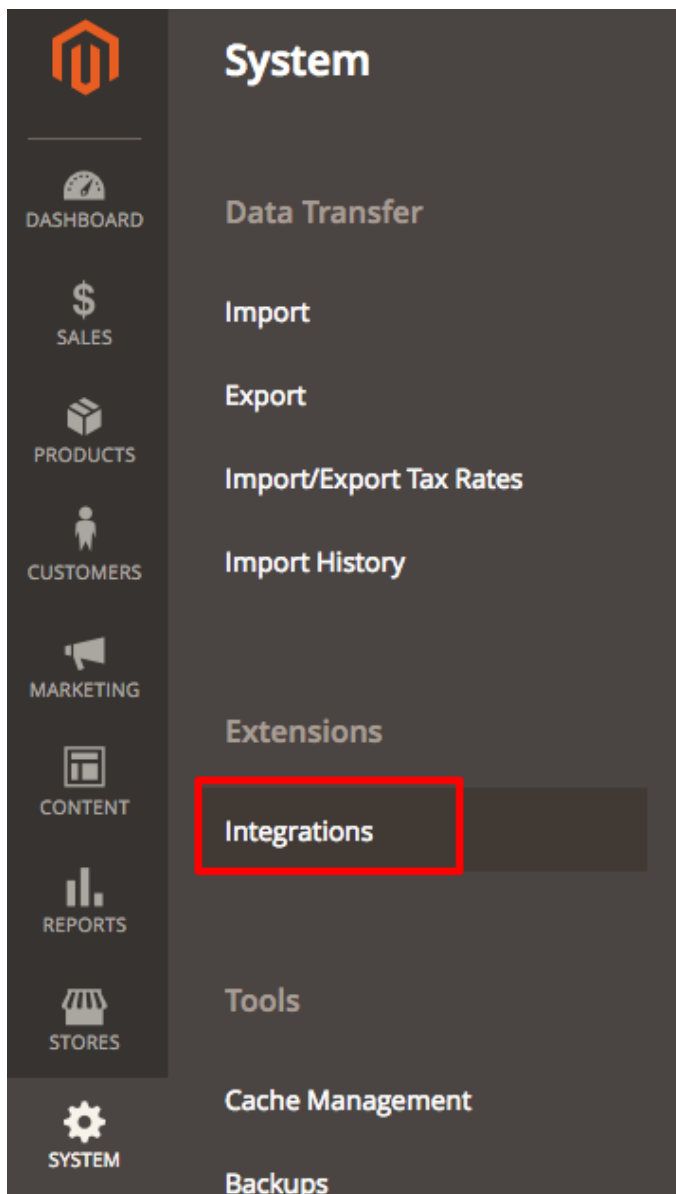
The integration you selected asks you to approve access to the following:

- API
  - Dashboard
  - Sales
    - Operations
      - Orders
        - Actions
          - Create
          - View

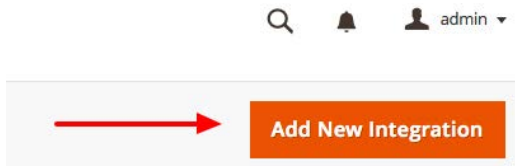
7. If your User account has not already been authenticated, you will be presented with a login page. Once logged in, you’ll have a confirmation prompt to create the connection. After that is confirmed, you’ll be taken to the Magento 2 connection page in the Shipwire Platform where you can modify your preferences.

## Installation without extension

1. Disable your pop-up blocker prior to your installation of Magento 2.0 to your Shipwire account.  
Below are a few support pages on how to disable the pop-up blocker for these popular browsers:
  - [Chrome](#)
  - [Firefox](#)
  - [Safari](#)
  - [IE 11](#)
2. Follow the instructions on [Connect to Shipwire overview](#) to add the Magento 2.0 connection.
3. Log in to your Magento Instance
4. Navigate to the Integrations by going to System > Extensions > Integrations.



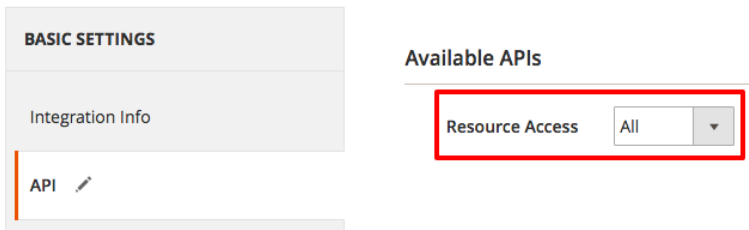
5. Click “Add New Integration”.



6. Enter the following information:

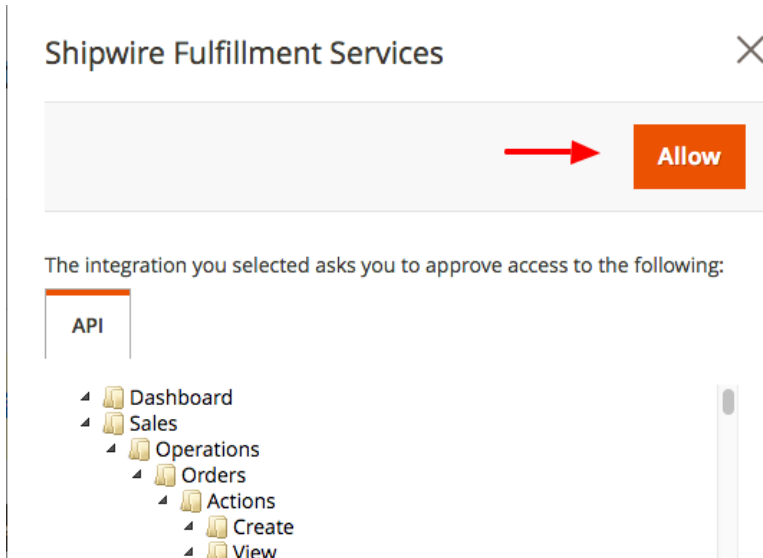
- o Enter Name (Shipwire)
- o Enter the Shipwire callback URL:  
https://api.shipwire.com/internal/cartConnection/auth/magento2
- o Enter the Shipwire Identity Link URL:  
https://merchant.shipwire.com/data/cartConnection/auth/magento2

7. Click on the API tab and set the Resource Action to All.



8. Save and Activate

9. A prompt will come up, click “Allow”.

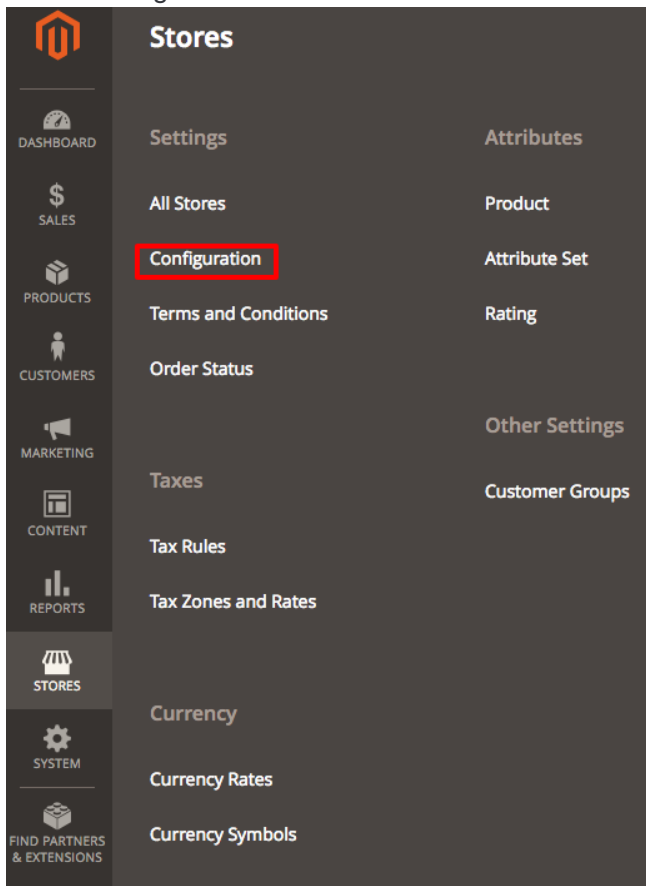


10. If your User account has not already been authenticated, you will be presented with a login page. Once logged in, you'll have a confirmation prompt to create the connection. After that is confirmed, you'll be taken to the Magento 2 connection page in the Shipwire Platform where you can modify your preferences. You may now re-enable your popup blocker.

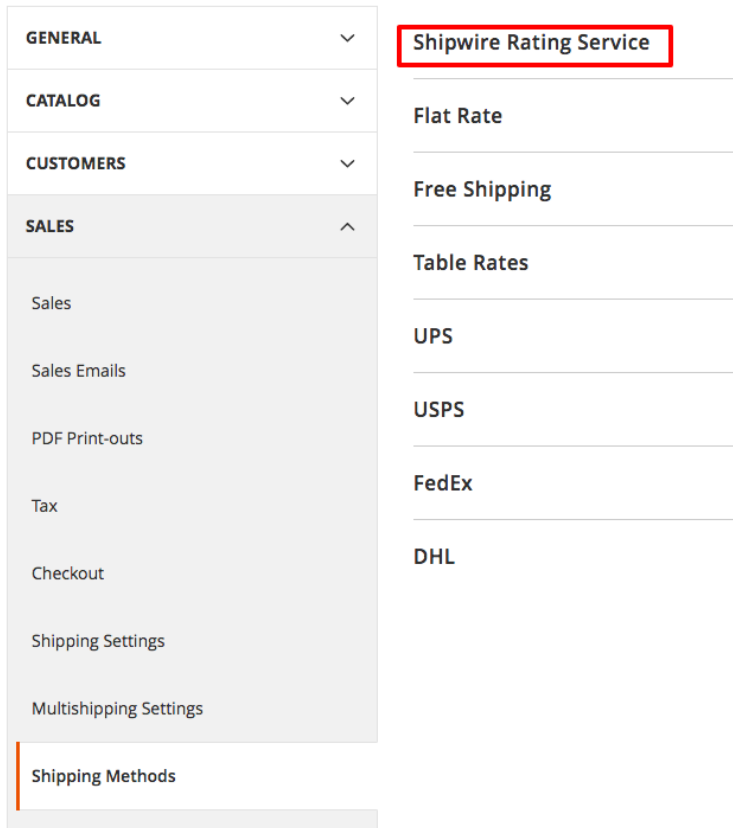
## Setting up the Shipwire Fulfillment Platform extension

The following are installation instructions for the Magento shipping rate integration for the Shipwire Fulfillment Platform. This extension allows you to show real-time Shipwire Fulfillment Platform shipping rates right in your customers' checkout page in your Magento store.

1. Go to our [Magento Marketplace Extension page](#).
2. Add the extension to your cart. Checkout and place order. You will receive an email confirmation shortly afterwards from Magento.
3. In the confirmation email, click on the link at the bottom that says "Learn how to use the [Component Manager](#) to install newly purchased extensions" and follow the steps.
4. At this point you have successfully installed the extension and ready to move forward with configuring it.
5. **Log back in to your Magento store as Admin and navigate to Stores.** In the drop down menu select Configuration.



6. **Under Sales, select Shipping Methods, then select Shipwire Rating Service.** (Note: If you do not see the Shipwire Rating Service in the Shipping Method list, delete your Magento cache files, which are located in /magento/var/cache. Delete all folders within the cache folder and refresh the screen).



7. **Setup Shipwire Rating Service as follows:**

- o **Enabled:** Yes
- o **Title:** Enter title that shows in checkout process (e.g.: Shipwire Shipping Service)
- o **Shipwire Email:** your Shipwire API user email address. If you have not created an API user yet, please read [Adding a new user \(or API\) role](#). Please do not use your regular Shipwire administrator user email and password (read “*Why API Users are better*” on the [Moving API access from administrator to API roles](#) page).
- o **Shipwire Password:** your Shipwire API user password
- o **Available Shipping Services:** Select all services you want to offer to customer. In most cases you would enable all services.
- o **Calculate Handling Fee:** Select fixed or percentage on the margins you would like to make from charging a handling fee to your customers.
- o **Handling applied:** Select whether you would like the handling fee applied to per order or per package.
- o **Handling Fee:** Apply the fee of your choice.



- **Free Shipping:** You can enable whether or not you would like to offer free shipping to your customers. If enabled you can select the minimum order amount to apply for free shipping (e.g \$50 or \$100 to enable free shipping).

**Shipwire Rating Service**

<b>Enabled</b> <small>[store view]</small>	Yes
<b>Title</b> <small>[store view]</small>	<input type="text"/>
<b>Shipwire Email</b> <small>[store view]</small>	<input type="text"/>
<b>Shipwire Password</b> <small>[store view]</small>	.....
<b>Available Shipping Services</b> <small>[store view]</small>	<div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> <li>One Day Service (1D)</li> <li>Two Day Service (2D)</li> <li>Ground Service (GD)</li> <li>Freight Service (FT)</li> <li>International Service (INTL)</li> <li>International Economy Service (E-INTL)</li> <li>International plus Service (PL-INTL)</li> <li>International Premium Service (PM-INTL)</li> </ul> </div>
<b>Calculate Handling Fee</b> <small>[website]</small>	Fixed
<b>Handling Applied</b> <small>[website]</small>	Per Order
<b>Handling Fee</b> <small>[website]</small>	<input type="text"/>
<b>Calculate Handling Fee</b> <small>[website]</small>	Fixed
<b>Handling Applied</b> <small>[website]</small>	Per Order
<b>Handling Fee</b> <small>[website]</small>	<input type="text"/>
<b>Free Method</b> <small>[store view]</small>	Ground Service (GD)
<b>Free Shipping with Minimum Order Amount</b> <small>[website]</small>	Enable
<b>Minimum Order Amount for Free Shipping</b> <small>[website]</small>	50.00

**8. Finish by clicking Save Config. You may now re-enable your popup blocker.**

**NOTE:** Before you use the Shipwire real-time shipping rating service, make sure all the SKUs in your Magento shopping cart are identical to those in your Shipwire account and ensure that your product dimensions and weights in Shipwire match to the physical product. Shipwire will not give shipping quotes for SKUs missing from the Shipwire account. Shipwire rate quotes are not available for items not in the Shipwire system.

## FAQ

### **Q. I currently am using Magento 1.x with Shipwire, can I upgrade to Magento 2.x with Shipwire?**

**A.** Yes, you can absolutely update to the Magento 2.x Shipwire connector if you are currently using Magento 2.x for your web store. However, please note that any existing customizations for your Magento 1.x Shipwire connector will not automatically port over to Magento 2.x. Please contact [magento@shipwire.com](mailto:magento@shipwire.com) before upgrading to Magento 2.x to ensure that we can migrate the customizations in your Magento 1.x connector.

### **Q. After an order is placed in Magento how long does it take before showing up in Shipwire?**

**A.** We poll your Magento cart once an hour for new orders. It can take up to one hour for your order to show up.

### **Q. The Shipwire Fulfillment Rating extension doesn't always work. What's wrong?**

**A.** The Shipwire Fulfillment Rating extension uses the Shipwire Rating API directly to get rating requests. Carefully review the Shipping Module instructions. Also, make sure your Shipwire account email address and password match your Shipwire account exactly.

Another issue is trying to rate shipments with SKUs that Shipwire does not have defined or has never had inventory. This is because we can not determine the weight or dimensions of what is being shipped in order to properly quote shipping rates. Generally, if you can see the SKU in the Manage Inventory view, it can be rated for shipment.

### **Q. I added a new SKU to my Shipwire account. How to I get my inventory to update in my Magento Cart?**

**A.** Shipwire pushes inventory updates only when inventory changes. For a new SKU, we push the initial inventory update when your receiving is first uploaded. If at the time of this update you do not have the SKU defined in Magento, the update won't have any effect. You should always make sure your new SKU is present in Magento before your receiving is first uploaded so it can immediately record your inventory.

**Q. What about adding extensions to Magento – will that affect my Shipwire integration?**

**A.** Most Magento add-ons will work perfectly with the Shipwire integration. However, that is not always the case. One particularly problematic add-on is a module that allows you to delete orders from your Magento database. This module does not properly delete your orders and leaves the database in a state that causes the API to fail. We strongly recommend that you use extreme caution with any module that modifies your Magento order data. Before installing, be sure to take a snapshot of your data in case you need to revert to an earlier version.

**Q. When does Shipwire update my inventory on Magento?**

**A.** We push inventory updates to your Magento cart on an hourly basis. We only include the SKUs that have had a change in the status on our side since the last sync.

**Q. Why is the inventory amount for some of my SKUs not syncing?**

**A.** If you add a SKU to your Shipwire account and bring in inventory, and then after that you add the SKU to Magento, your cart will miss the initial inventory update. Contact Shipwire support and we can do a manual sync of inventory back to your cart. To avoid missing the initial inventory sync, first add a new SKU to Magento, and then add the SKU to Shipwire.

**Additional Information and Troubleshooting Tips**

We have additional information and troubleshooting tips that apply to shopping cart software in general. This includes more information about how Shipwire does real-time shipping rates via service levels, inventory, and more. Please visit our [Cart Troubleshooting Guide](#).