

Sales Channels

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How to Get Your Shopify Location ID

To obtain your Shopify Location ID, please follow the steps below:

1. From your Shopify admin dashboard, navigate to **Settings > Locations**.
2. Select the desired location to see its details.
3. On the detail page, the **Location ID** will be in the URL of the page, as shown in the illustration below.

[image-1625479161109.png](#)

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BigCommerce

If you click on Big Commerce you will see some fields such as Name, Client ID, Client Secret, Store Hash and, Order Statuses that we are going to show you how to fill out.

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The first thing you need to do is to obtain the **API Credentials** from your **BigCommerce** store.

The following steps outline how to generate store API Credentials of BigCommerce:

1. Log into the store, using your (owner's) username/password.
2. After logging in to your dashboard, navigate to **Advanced Settings > API Accounts**.

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3. Click on the **Create API Account**.

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4. Select "**Create V2/V3 API Token**".

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5. Give the account a name (it will only be visible to store users).

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6. In the "**OAuth Scopes**" section, select the scopes the app will require. You can see the recommended settings in the following pictures.

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7. At the end click on "**Save**".

After clicking on the Save button, the BigCommerce API Credentials will be presented to you as following:

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Also, a text file will be automatically downloaded which contains the Credentials:

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Now you have the Client ID, Client Secret, and Access Token. But you also need "**Store Hash**".

You can obtain the Store Hash from **API Path**:

<https://api.bigcommerce.com/stores/<storehash>/v3/>

which is shown in the below picture:

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About **Order Statuses**, you can choose any of them by default. But we don't recommend you to choose anything other than **Incomplete** and **Partially Shipped** orders. Because we don't do anything with **Shipped**, **Refunded**, or **Cancelled** orders.

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Shopify

To setup a Shopify store on Despatch Cloud, you must have the login credentials for the Shopify store you wish to setup. As you can see in the picture below, there are some fields like API Key and Password that you need to obtain from your Shopify store.

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To obtain these credentials, you will need to login to your Shopify store and create a new Private App. In order to create a Private App follow the steps below:

Login to your Shopify store admin panel, select the "**Apps**" from the left pane.

shopify-install-1.jpg
Click on "**Develop Apps**".

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[shopify-install-2.jpg](#)

Click on the "**Create an app**" button. You may need to Enable app development on the account which can also be done on this page. If you have already enabled it, the footer of the page will say "App development allowed on {date} by {user}".

[shopify-install-3.jpg](#)

A modal will appear asking to give your app a name and assign a developer. Give your App name as "**Despatch Cloud**".

Now we need to configure the app with the required access scopes to work with Despatch Cloud.

[shopify-install-4.jpg](#)

Go to the "**Configuration**" tab and click the "**Configure**" button.

[shopify-install-5.jpg](#)

Here are the access scopes you'll need (*Despatch Cloud's Shopify integration currently does not utilise Shopify webhooks*):

The next step is to Install the App, which will then give us an access token to use. Navigate to the **"API credentials"** tab and click the **"Install app"** button.

[shopify-install-7.jpg](#)

This will present you with this modal. Click the **"Install"** button to continue.

[shopify-install-8.jpg](#)

This will allow you to retrieve your access token. Click the **"Reveal token once"** link and you'll be presented with your access token. It will be in the format of:

```
shpat_XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
```

[shopify-install-9.jpg](#)

Within Despatch Cloud (or Shipper), go to Install a Shopify store and complete the input fields in the modal.

For hostname, enter your Shopify subdomain (eg. if your Shopify domain is *mystore.myshopify.com* , then populate the hostname field as *mystore*).

Next, check the **Use Access Token** checkbox, and copy and paste the Shopify access token into the **Access Token** field.

[shopify-install-10.jpg](#)

Once this has been done, you can click Install/Submit and your Shopify store is now connected with Despatch Cloud.

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Squarespace

As you can see in the picture below, there are some fields like API Key that you need to obtain from your Squarespace store to set up a Squarespace Channel on Despatch Cloud.

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To create API Key follow the steps below:

1. After logging in to your Squarespace store, In the **Home Menu**, click on "**Settings**"

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2. Then select "**Advanced**"

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3. Click on "**Developer API Keys**"

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4. Then click on "**Generate Key**"

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5. Enter a "**Key Name**"

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6. Select the recommended "**Permissions**" for the API key as following:

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7. At the end click on "**Generate Key**"

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Now you have the **Key Name** and **API Key** which you can enter in the required field to set up your Squarespace Channel in Despatch Cloud.

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Wish

To set up a Wish store on Despatch Cloud, you must have the login credentials for your Wish store. As you can see in the picture below, there are some fields like **Client Key** and **Client ID** that you need to obtain from the Wish store.

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To obtain these credentials, you will need to create a new Private App in your Wish merchant account. In order to create a Private App follow the steps below:

1. Login with your Wish merchant account: <https://merchant.wish.com/login>
2. Navigate to **Account > API Settings**.

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3. Click on "**Register a private app**" from the "**Private app**" section.

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4. Enter an "**App Name**" and the link below as "**Redirect URL**"

<https://staging.channelapi.co.uk/authorization/wish>

3-1.png

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6. Tick the checkbox and click on "**Submit**".

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Now you have the **Client Key** and **Client ID** which you can enter in the required field to set up your Wish Channel in Despatch Cloud.

Wix

As you can see in the picture below, there are some fields like **App ID** and **Secret Key** that you need to obtain from your Wix account to set up a Wix Channel on Despatch Cloud.

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To create these credentials follow the steps below:

1. Sign in to your Wix account.
2. Go to this URL: <https://dev.wix.com/dc3/my-apps>
3. If this is your first time creating an app, you will be presented with the page below. Then you should click on "**Start Building**"

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Or, if you have already created an app before, click on the "**Create New App**" button.

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4. Click on the "**Permissions**" from the left side menu.

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5. Click on the "**Add Permissions**" button.

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6. Click on "**Permission Category**" and select "**Wix Stores**"

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7. Now tick **Manage Products, Read Orders, Read Products, Manage Orders** scopes (as you see in the picture below), and "**Save**".

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8. Click on the "**OAuth**" from the left side menu in the next step.

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9. Enter the link below in the "**Redirect URL**" and "**App URL**" fields and "**Save**".

<https://staging.channelapi.co.uk/authorization/wix>

8.png

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Then you can copy the **App ID** and **App Secret Key** and fill the required fields to set up your Wix Channel in Despatch Cloud.

Zoho Commerce

To set up a Zoho Commerce store on Despatch Cloud, you must have the login credentials for your Zoho store. As you can see in the picture below, there are some fields like **Client Key** and **Client Secret** that you need to obtain from your Zoho store.

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To obtain these credentials, follow the steps below:

1. Login to your Zoho Account
2. Open the link below

<https://accounts.zoho.com/developerconsole>

3. If this is the first time you are adding a client, click on "**Get Started**"

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If you added a client before, click on "**Add Client**"

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4. Choose "**Server-based Applications**" as **Client Type**.

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5. Fill in the fields as follows:

Client Name: Any name can be given

Homepage URL: <https://staging.channelapi.co.uk>

Authorized Redirect URIs: <https://staging.channelapi.co.uk/authorization/zohocommerce>

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6. Then click on "**Create**"

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Now you can copy the **Client ID** and **Client Secret**, and enter in the required field to set up your Zoho Commerce Channel in Despatch Cloud.

WooCommerce

To set up a WooCommerce store on Despatch Cloud, you must have the login credentials for your WooCommerce store. As you can see in the picture below, there are some fields like **Consumer Key** and **Consumer Secret** that you need to obtain from your WooCommerce store.

[image-1632488047949.png](#)

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To obtain these credentials follow the steps below:

1. Login to your **WooCommerce Dashboard**

<https://woocommerce.YourStore/wp-admin/>

2. Navigate to **WooCommerce -> Settings**

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3. Click on the **"Advanced"** Tab then **"Rest API"**

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4. Click on **"Add Key"** button.

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5. Define the API "**Key Details**" according to the image below. You can enter anything you want in "**Description**" but you should set the "**Permissions**" field as "**Read/Write**".

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6. Then click on "**Generate API key**"

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Now you can copy the **Consumer Key** and **Consumer Secret** and enter them in the required fields in Despatch Cloud.

BluePark

To add a Bluepark sales channel on Despatch Cloud, you must have the login credentials for it. As you can see in the picture below, there are some fields like **API Username**, **API Key**, and **Domain** that you need to obtain from your Bluepark store.

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In order to create Credentials follow the steps below:

1. Login to your Bluepark Admin Manager.
2. Navigate to the **Users -> Admin Users** from the Menu Bar

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3. Click on the green **Plus** button or select an existing admin user by clicking on the username or the pencil button to enter the "**Admin Editor**"

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4. Scroll down the page to find the "**Admin Panel Access and Authorisation**" section and check the box to "**Enable API Access**"

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5. Click on the floppy disk icon to **Save** your changes.

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Now you can view all of your API access credentials which you could use to setup your Bluepark channel on Despatch Cloud.

Note: Enter the "**API Access URL**" in the "**Domain**" field.

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Fruugo

To setup a Fruugo Sales Channel on Despatch Cloud, you must have the login credentials for the Fruugo store you wish to setup. As you can see in the picture below, the only credentials you need is the **Username** and **Password** which is the email and password you use to login to:

<https://retailer.fruugo.com/>

Fruugo.png

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OnBuy

To setup an OnBuy Sales Channel on Despatch Cloud, you must have the login credentials for the OnBuy store you wish to setup. As you can see in the picture below, there are some fields like **Site ID**, **Consumer Key**, and **Secret Key** that you need to obtain from your OnBuy store.

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To obtain these credentials, follow the steps below:

1. Sign in with your **OnBuy Seller Account** by going to the URL: <https://seller.onbuy.com>
2. Navigate to **Listing & Production -> Imports & Integration**

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3. In the **"Enabled Section"** click on **"OnBuy API"**, as you see in the picture below:

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Now you have the **Site ID**, **Consumer Key**, and **Secret Key** which you can put into the required fields to setup your OnBuy channel in Despatch Cloud.

Note: use the Consumer Key and Secret Key fields in the "Live keys" section.

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Magento

To setup a Magento sales channel on Despatch Cloud, you must have the login credentials for the Magento store you wish to setup. As you can see in the picture below, the only credentials you need are the **Username** and **Password** which is the email and password you use to log into your **Magento Dashboard**.

Note: In the "**Domain**" field please enter the store URL.

Magento.png

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Magento V1

To add a Magento V1 sales channel on Despatch Cloud, you must have the login credentials for it. As you can see in the picture below, there are some fields like **API Username** and **API Key** that you need to obtain from your Magento V1 store.

Magento V1.png

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In order to create these credentials follow the steps below:

1. Log in to your Magento Admin Panel.
2. Navigate to **Panel Menu -> System -> Web Services -> SOAP/XML-RPC - Roles.**

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3. Click on the **"Add New Role"** button.

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4. Enter a name and the current admin password.

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5. Click on the **"Role Resources"** tab and set **"Resource Access"** as **"All"**

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6. Click on the "**Save Role**" button.

7. Navigate to the **Panel Menu -> System -> Web Services -> SOAP/XML-RPC - Users.**

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8. Click the "**Add New User**" button.

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9. Fill in the fields as you see in the image below. Enter anything you want in the **User Name** and **API Key** fields, but don't forget to take note of them, these values are required to complete the integration.

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10. Select the "**User Role**" and choose the Role you create before.

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11. Click on the "**Save User**" button.

Now you have **API Username** and **API Key** which you can enter in the required field to set up your Magento Channel. But there are other fields that need to be filled:

Domain: In this field, you should enter the store URL.

Custom Fulfilment Status: If you tick the "**Use Custom Fulfilment Status**" checkbox, you can create custom statuses in Magento like Awaiting Courier, Awaiting Label, or Fulfilled, etc. You can define your own custom status here. This field says which status you would like to set when an order is fulfilled.

OpenCart

To setup an OpenCart sales channel on Despatch Cloud, you must have the login credentials for your OpenCart store. As you can see in the picture below, there are some fields like **API Key** and **Name** that you need to obtain from your OpenCart store.

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To obtain these credentials, follow the steps below:

1. Login to your OpenCart Admin Panel.
2. Navigate to the **Settings -> Users -> API** from the Menu Bar.

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3. Click on the **Plus** button.

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4. Enter a name in "**API Name**" field and click on the "**Generate**" button. Also, select the "**Enabled**" option for "**Status**"

[image-1632765007782.png](#)

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5. Click on the floppy disk icon to **Save**.

Now you have the Name and API Key which you could enter in the required field to setup your Opencart Channel on Despatch Cloud.

Note: In the "**Domain**" field please enter the store URL.

Bol.com

To add a Bol sales channel on Despatch Cloud, you must have the login credentials for it. As you can see in the picture below, there are some fields like **Client ID** and **Client Secret** that you need to obtain from your Bol store.

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These credentials can be obtained through the **Seller Dashboard (SDD)**. In order to create these credentials follow the steps below:

1. Log in to the **Seller Dashboard**,
2. Open the settings page, and find the section called "**API Instellingen**"

sdd-api-settings1.png

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3. Fill in the details of the technical contact (**Technisch contactpersoon**) and click on "**Opslaan**" to save.

sdd-create-credentials1.png

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4. After saving the technical contact information, new sections will be available to create credentials. Press the "**Anmaken**" button.

sdd-create-credentials2.png

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5. After clicking on "**Anmaken**", a dialog window will be opened. Enter a name for the credentials in the field.

6. Press the blue button "**Ja, voeg toe**" to create the credentials.

sdd-create-client.png

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The newly created credentials should now show up in the list.

7. To get the full set of credentials, click the "**Toon secret**" link below the "**Client ID**". A popup window will open containing the "**Client Secret**".

sdd-get-secret1.png

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Now you have the **Client ID** and **Client Secret** that you can enter in the required field to set up your Bol sales channel on Despatch Cloud.

PrestaShop

To setup a PrestaShop sales channel on Despatch Cloud, you must have the login credentials for your PrestaShop store. As you can see in the picture below, there are some fields like **Web Service Key** that you need to obtain from your PrestaShop store.

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In order to create a **Web Service Key** follow the steps below:

1. Log in to your **PrestaShop** Dashboard.
2. Navigate to the menu **Advanced Parameters -> Webservice.**

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3. Click on the "**Add new webservice key**" button.

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4. And click the "**Generate Key**" button or enter a unique one.

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5. In the "**Permissions**" section, select the permissions as below:

products View (GET),

product_options View (GET),

product_option_values View (GET),

stock_availables View (GET), Modify (PUT)

orders View (GET),

order_invoices View (GET),

order_details View (GET),

order_carriers Modify (PUT),

addresses View (GET),

customers View (GET),

currencies View (GET),

combinations View (GET)

4-1.png

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6. Finally copy the **API Key** and click the "**Save**" button.

Now you have the **Web Service Key**, you can enter into the required field to setup your channel in Despatch Cloud.

Note: Enter the store URL in the "**Domain**" field.

Visualsoft

To setup a Visualsoft channel on Despatch Cloud, you must have the login credentials for your Visualsoft store. As you can see in the picture below, there are some fields like **Client ID**, **Username**, and **Password**. To fill out this necessary information, you need to get in touch with the VisualSoft team.

Their contact information is available on <https://www.visualsoft.co.uk/contact>

But it is recommended you submit a ticket on <https://support.visualsoft.co.uk/>

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eBay

In order to setup an eBay sales channel on Despatch Cloud follow the steps below:

1. As you can see in the picture, the only credentials you need is "**Name**". Enter a name in this field. It could be anything you want as long as it isn't taken before.

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2. Then click on "**Submit**"

If you face an error as in the picture below, this means the name you picked is already taken and you have to try another name.

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If you get a message like in the following picture then it means you created your channel successfully.

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3. The next step is connecting the channel. In order to do that click on the **Link Icon**.

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4. Click on the "**I agree**" button.

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5. If you haven't logged in to eBay already, then you have to sign in to your account.

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But, if you were already logged in to your eBay account, you will directly see the message below.

5.png

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Now your eBay sales channel is added and connected successfully.

Etsy

To setup an Etsy sales channel on Despatch Cloud, you must fill out the credentials, then connect to the channel. In order to setup an Etsy sales channel on Despatch Cloud follow the steps below:

1. Enter a name in the "**Name**" field. It could be anything you want as long as it wasn't used already. Also, enter your "**Shop Name**".

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2. Then click on "**Submit**"

If you face an error as in the picture below, this means the name you picked is already taken and you have to try another name.

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If you get a message like in the following picture then it means you created your channel successfully.

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3. The next step is connecting the channel. In order to do that click on the **Link Icon**.

3.png

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4. Click on "**Allow Access**"

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5. If you haven't logged in to Etsy already, then you have to sign in to your account.

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But, if you were already logged in to your Etsy account, you will directly see the message below.

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Now your Etsy sales channel is added and connected successfully.

EKM

In order to setup an EKM sales channel on Despatch Cloud follow the steps below:

1. As you can see in the picture, the only credentials you need is "**Name**". Enter a name in this field. It could be anything you want as long as it isn't taken before.

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2. Then click on "**Submit**"

If you face an error as in the picture below, this means the name you picked is already taken and you have to try another name.

8-2.png

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If you get a message like in the following picture, then it means you created your channel successfully.

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3. If you haven't logged in to EKM already, you have to sign in to your account.

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But, if you were already logged in to your EKM account, you will directly see the following:

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4. Click on "**Allow**" and you will see the message below.

3.png

Image not found or type unknown

Now your EKM sales channel is added and connected successfully.