

## INTRODUCING

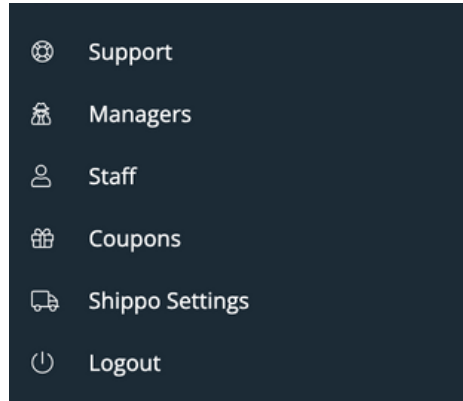
# SHIPPING THROUGH SPOUSELY VIA SHIPPO

*We know it has been a manual process when it comes to shipping from Spouse-ly. We have worked hard to build this new integration with Shippo!*

### 1

## LOCATE THE SHIPPO SETTINGS IN YOUR SELLER DASHBOARD

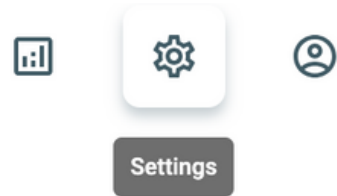
If you don't already have a Shippo account, you will need to create one on Shippo.com if you would like to utilize this new option. If you do not want to use Shippo you do not have to, and can still create the labels via your preferred platform.



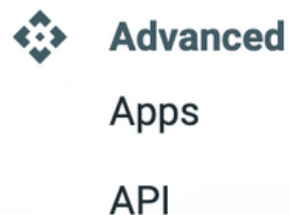
### 2

## LOGIN TO YOUR SHIPPO ACCOUNT AT SHIPPO.COM

Once you are logged into your Shippo account on their site, go to SETTINGS (TOP RIGHT)



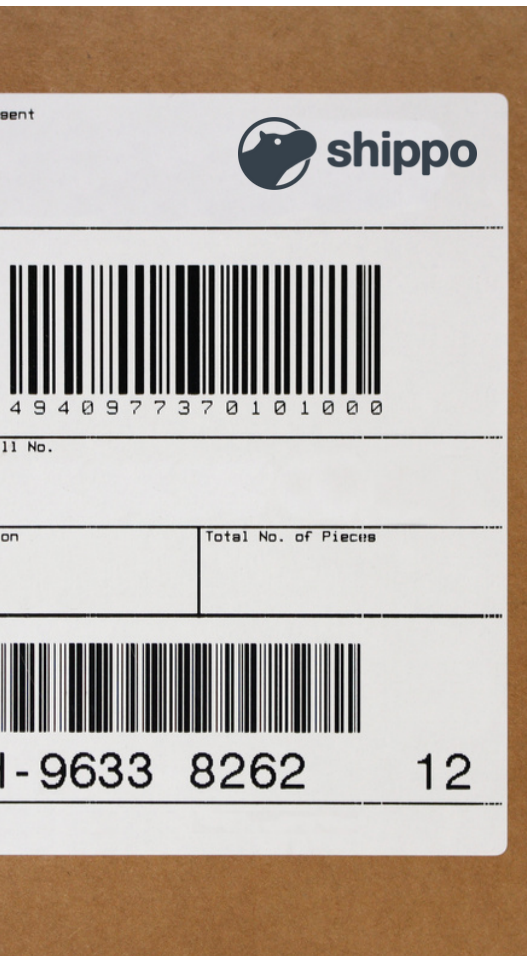
Scroll down to API on the lefthand side



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## 3 COPY YOUR LIVE API TOKEN

Make sure to copy your LIVE token, then you will add this to your Shippo settings back on Spousely.

### API

Access and manage the Shippo API here to automate shipping a

### Token

#### Live Token ⓘ

You should never expose your Live Token. PLEASE STORE SECURELY.

Max of 2 tokens reached

[Manage your token](#)



## 4 MAKE SURE THE FOLLOWING SETTINGS ARE UPDATED

Check off the following settings and add your live API token where it says live. Make sure to SAVE at the bottom.

### Live Shipping Rates



Do you want cart/checkout pages to display live shipping rates?

### Integration Settings

By default marketplace will hold shipping costs paid by a customer and you can use these funds to buy and print a shipping label. If you want t settings below.

### Use My Carrier Settings



If enabled then your carrier integration settings will be used for shipping rates in t costs.

Please note that new Shippo accounts require manual verification.

If plugin has suddenly stopped returning shipping rates then you will have to email to support@goshippo.com to re-activate your account.

### Live API Token



You can find it in your Shippo account on Settings -> Integrations -> API page.

### Sandbox / Test API Token

You can find it in your Shippo account on Settings -> Integrations -> API page.

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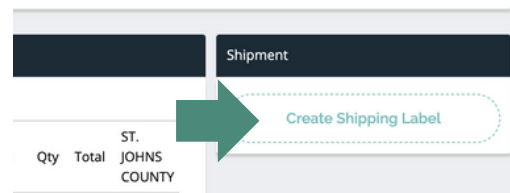
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## 5

### NOW THAT YOUR SHIPPO ACCOUNT IS CONNECTED

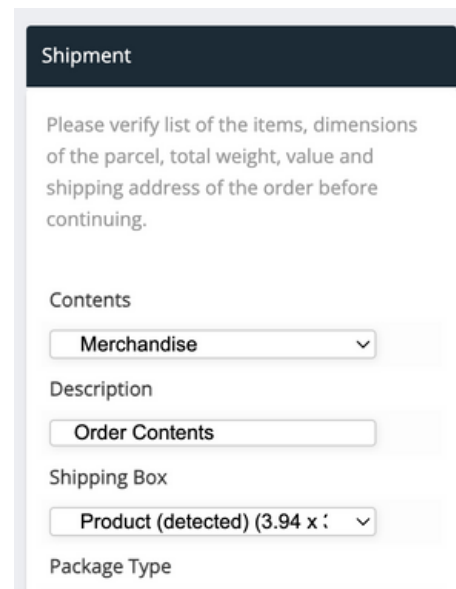
You will be able to create shipping labels inside of the order on Spouse-ly. If you do not have an account linked you will not be able to create a label on site.



## 6

### ENTER THE SHIPPING DETAILS AND THEN PRESS GET QUOTE

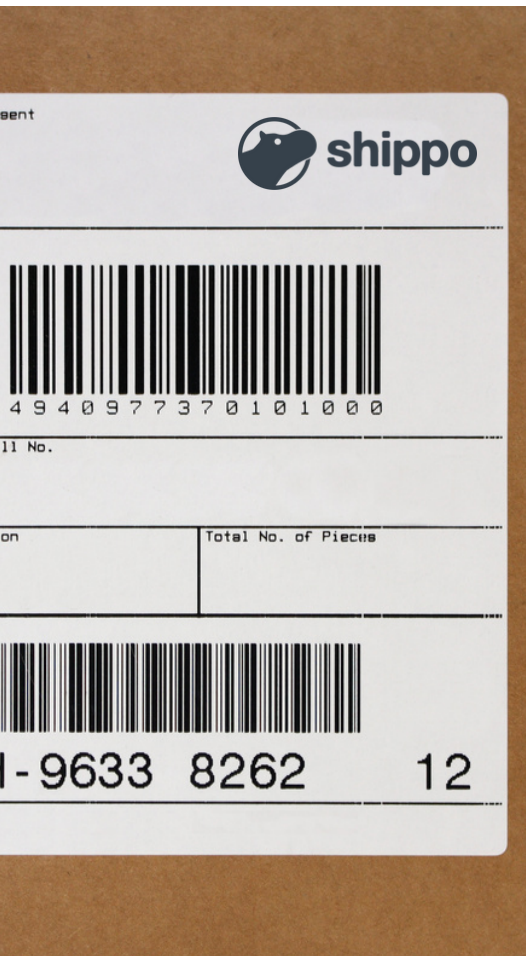
Once you enter the shipping information you are then going to press get quote, it might look like nothing has changed but if you scroll back up to the first drop down you will see now rates are displayed for the different service types. Go ahead and select which you would like then scroll down to GET LABEL, once you hit this and get the label your connected Shippo account WILL be charged. Spouse-ly will not be responsible for any reimbursements on shipping charges.



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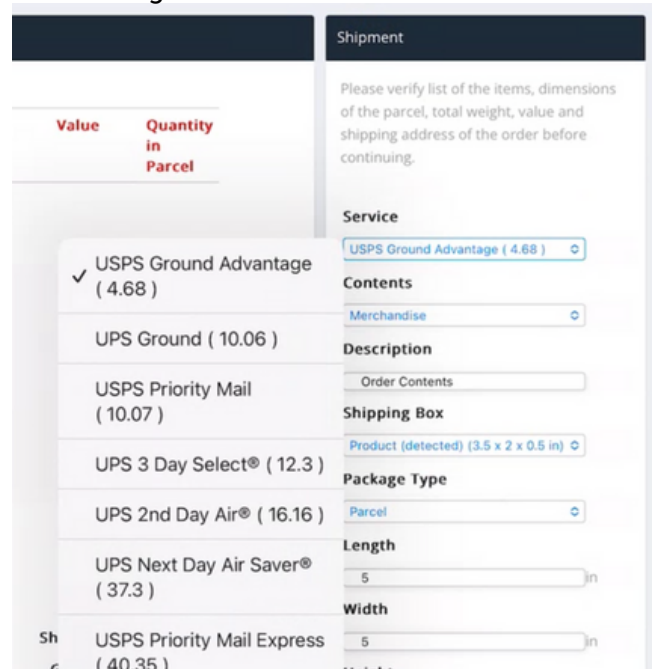
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## 7 SELECT THE SERVICE AND PRICE YOU WOULD LIKE

PRESS “PRINT SHIPPING LABEL” and it will pop up as a PDF for you to save and print. Please note once you hit print your account will be charged.



## 8 CHECK YOUR SHIPPO ACCOUNT

Make sure your orders created on Spouse-ly are making their way to your master Shippo account. If you run into any issues please reach out to us at [support@spouse-ly.com](mailto:support@spouse-ly.com)

**PLEASE NOTE: YOU WILL NOT BE ABLE TO PURCHASE A SHIPPING LABEL ON SPOUSE-LY IF YOU DO NOT HAVE YOUR SHIPPO ACCOUNT CONNECTED AND THE CORRECT SETTINGS CHECKED OFF IN YOUR DASHBOARD.**



# OH NO I GOT AN ERROR & STILL HAVE QUESTIONS!

## **Q. I am getting a error about the address**

A. Please go to your main settings in your Spouse-ly dashboard and make sure your store address is there.

## **Q. Can I create a shipping label on Spouse-ly if I don't have a Shippo account?**

A. You can still create your shipping label off Spouse-ly with your preferred method. You must have a Shippo account at this time if you want to create it on site.

## **Q. What do I do after I have the shipping label?**

A. If you created a shipping label on Spouse-ly via Shippo, you will need to still manually mark the order to “complete” a email will go out to the customer with tracking. If you did not use Shippo on Spouse-ly, you will need to manually add the tracking number and URL on the Spouse-ly order.

## **Q. I accidentally created a label and need to issue a shipping refund.**

A. If you need a shipping label refund you will need to either submit for the refund on Spouse-ly via Shippo or directly on your Shippo account.

For any additional assistance or questions please email us at [\*\*support@spouse-ly.com\*\*](mailto:support@spouse-ly.com)