



Getting Started With Shippo

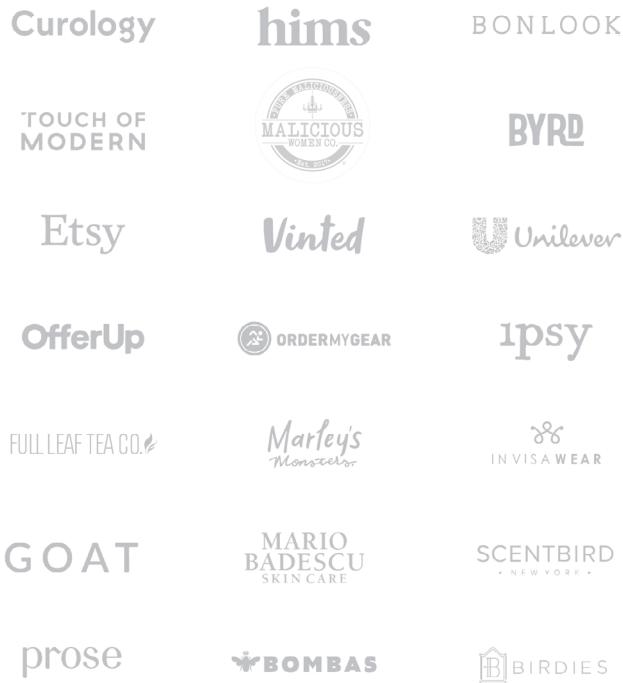
The absolute best rates from top carriers and everything you need for professional shipping in one place. Get started immediately, no coding or volume requirements.



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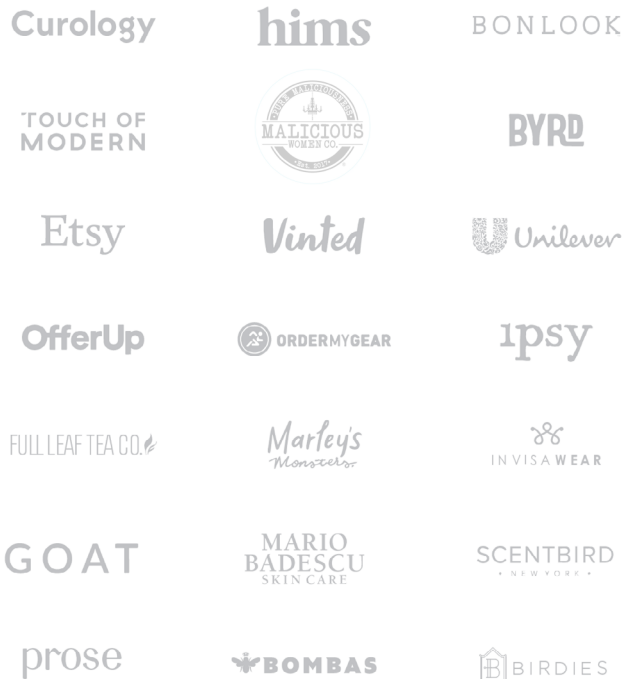
Getting Started With Shippo: A Step-by-Step Guide

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Welcome To Shippo.

You're in Good Company



We know you'll love how easy it is to ship your first package and save money shipping using the power of Shippo's e-commerce platform.

You're now part of a global community of **over 100,000 brands** and **over 85 global carrier partners** that use Shippo to power their businesses. You'll find the absolute best rates from top carriers and everything you need for professional shipping in one place.

Shippo's platform gives your business the freedom to work the way you know best while streamlining logistics, saving you both time and money.

Hats off to making a great decision, thanks for choosing Shippo!

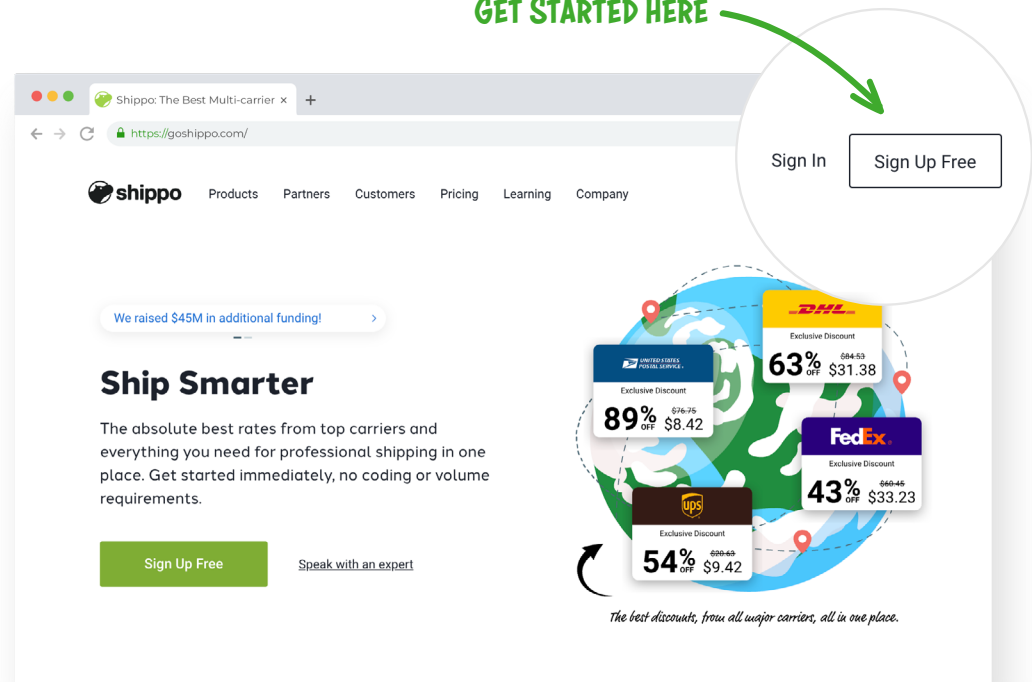
Setting Up Your Account

Now that you've decided Shippo is the platform for you, it's time to set up your account! In this section, we'll cover the basics of setting up your account.

You'll find the initial sign up option at the top right corner of the page of any Shippo web page.

Step 1: Setting Up Your Account

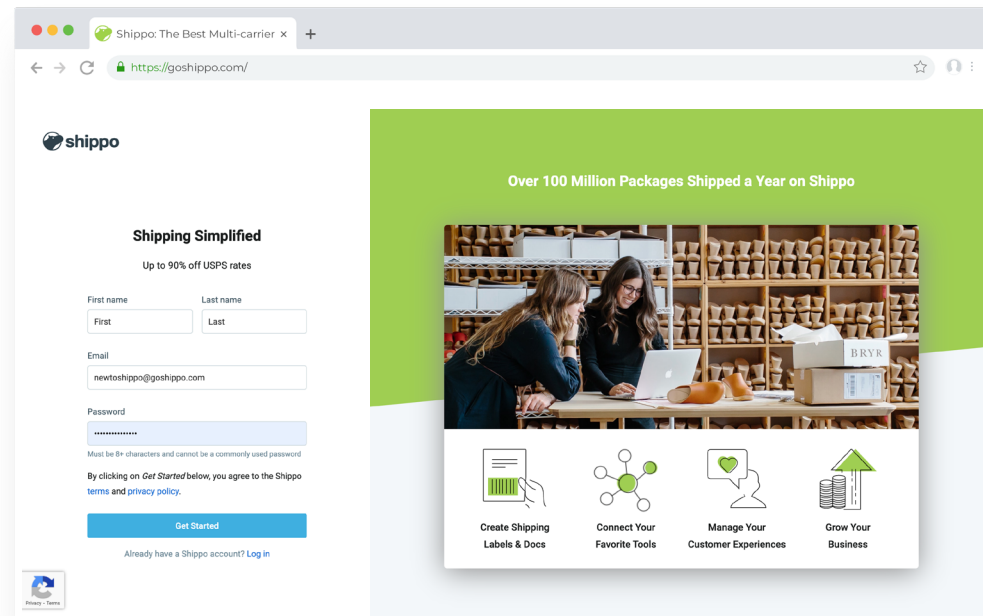
GET STARTED HERE



Step 1:

Setting Up Your Account

From here, you'll enter your information and get started!



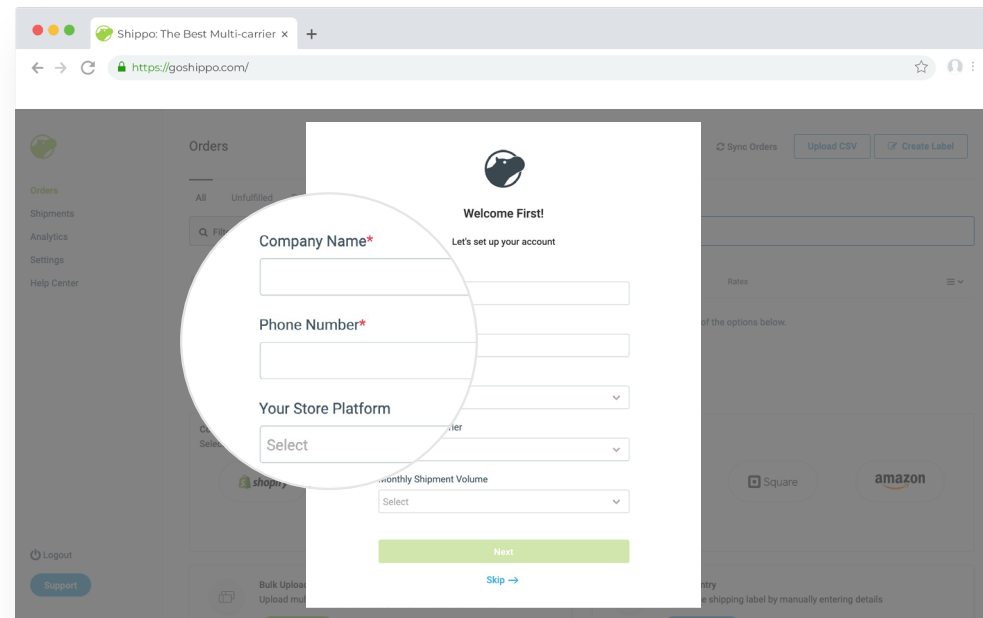
YOU'RE ONE STEP CLOSER TO SIMPLIFIED SHIPPING.

Step 1:

Setting Up Your Account

After signing in for the first time, you'll be prompted to enter your company information, including your current store platform, your primary preferred carrier, and average monthly shipment volume.

You'll be prompted to connect your store platform during final setup, so don't worry about remembering your store's login information at this step.



The screenshot shows a web browser window with the URL <https://goshippo.com/>. The page displays a "Welcome First!" modal form titled "Let's set up your account". The form includes the following fields: "Company Name*" (text input), "Phone Number*" (text input), "Your Store Platform" (dropdown menu with "Select" as the current selection), and "Monthly Shipment Volume" (dropdown menu with "Select" as the current selection). A green "Next" button is located at the bottom of the form, and a blue "Skip →" link is positioned below it. The background of the page is dimmed, showing a navigation menu on the left with options like "Orders", "Shipments", "Analytics", "Settings", and "Help Center".

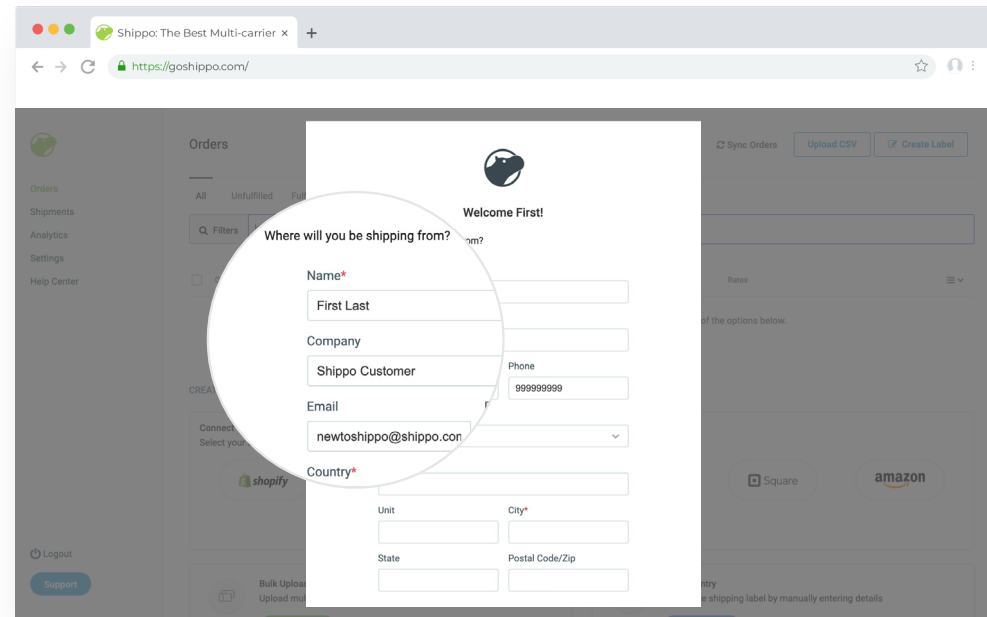


Pro Tip: When calculating your monthly shipment volume, we recommend providing an average between your highest and lowest volume months. We use this number to ensure you get the best rates!

After entering your company details, you'll be prompted to enter your shipping address. This address will remain your default address but can be updated under the settings tab.

Step 1:

Setting Up Your Account



And that's it! The initial setup process is complete.

Before we get started with your first label, let's make sure to update your account information. We'll do that in the next section!

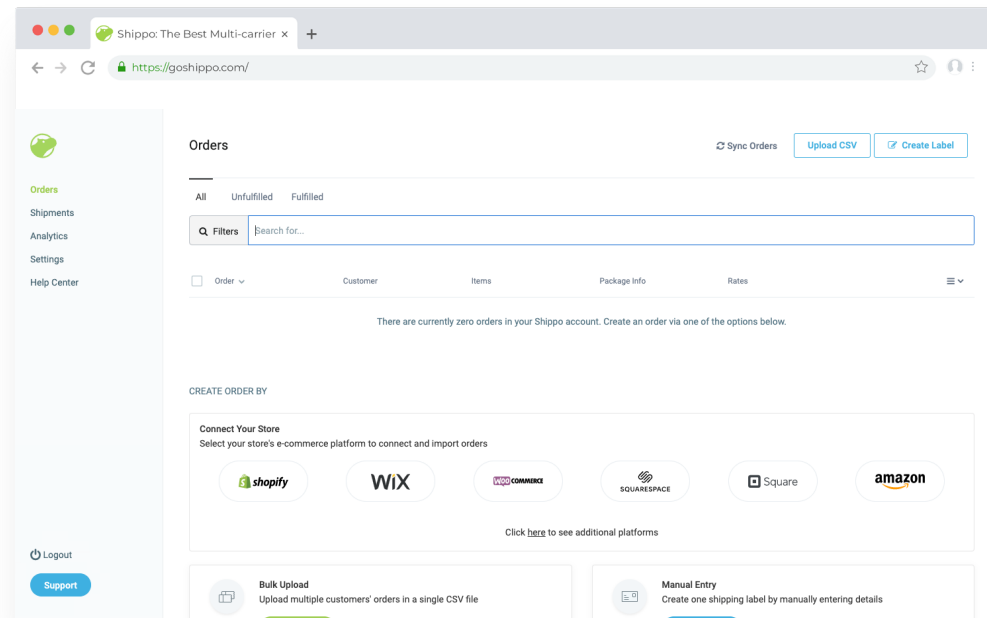
Step 2:

Update Your Account

Update Your Account

Now that you've created your account, I'm sure you're excited to get shipping! These next few steps will show you how.

Your Shippo Orders page will initially look something like this:



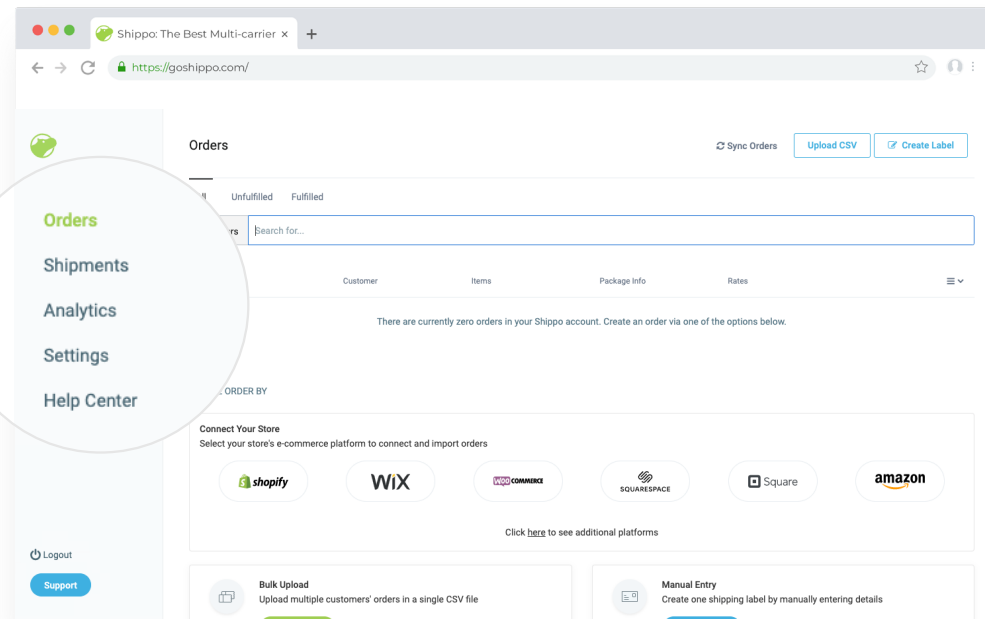
After adding your store, each of your orders will populate on this page.

Step 2:

Update Your Account

Update Your Address

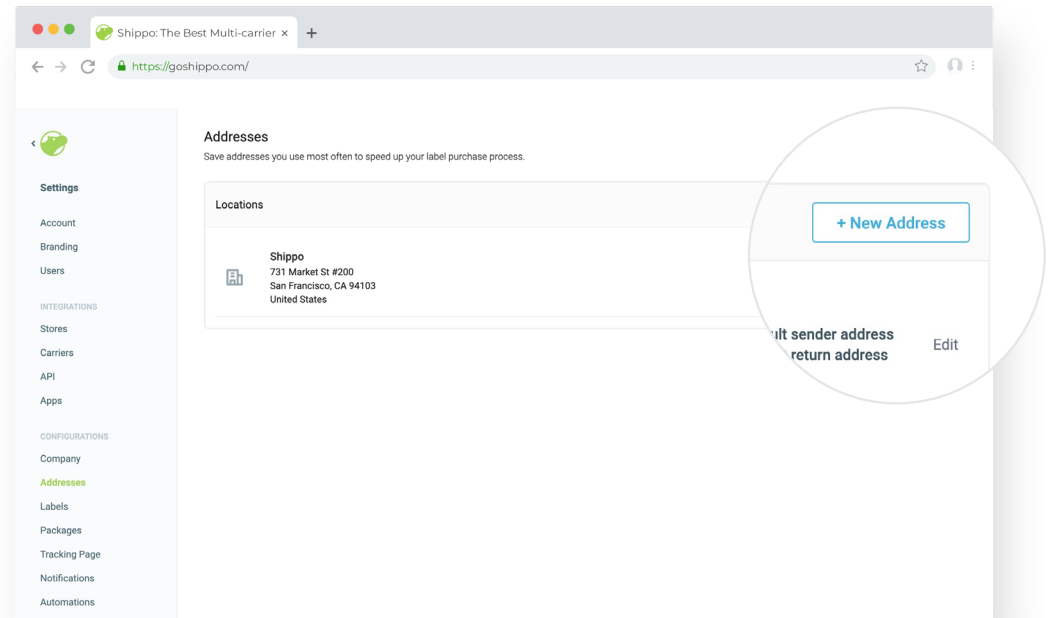
If you haven't already, the next step is to update your business address. To update your address, along with other business information, click on the "Settings" tab.



Step 2:

Update Your Account

If you have multiple locations you want to ship from, you can add them on this page



Pro Tip: The first address you enter will be your default sender and return address. Be sure to update this default when updating your address!

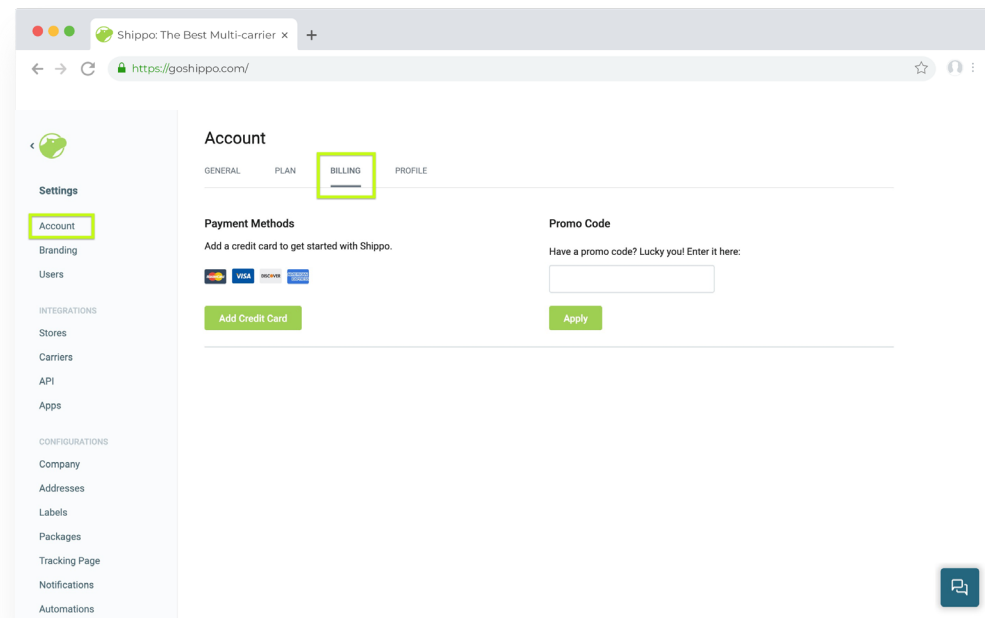
Step 2:

Update Your Account

Update Billing Information

Once you've added your address, you're ready to set up billing! You'll need to update this information before shipping your first package.

Click to add a credit card, which will be used as your primary payment method.



Note: A \$1 preauthorization hold may be placed on your card to verify your information.

Step 2:

Update Your Account

We bill every 7 days or \$100 in label purchases – whichever comes first.

The default payment method saved on the Billing tab in your Shippo account will be charged for any label purchases made during that seven-day period.

After adding your card information, you're good to go! We're ready to use the power of Shippo to get discounts on your first label.



Note: Shippo runs on a weekly billing cycle for label purchases.

Step 3:

Get Discounts and Update Shipping Preferences

Get Discounts and Update Shipping Preferences

Now that you've updated your account, you're ready to set yourself up for success!

In this section we'll cover getting the most out of your Shippo account, including getting the best discounts, updating label settings for faster shipping, and connecting with your e-commerce store.

Getting Discounts!

Shippo automatically provides discounts to all accounts upon signup. Additionally, Shippo provides master accounts with USPS and DHL Express.



WE PROVIDE MASTER ACCOUNTS

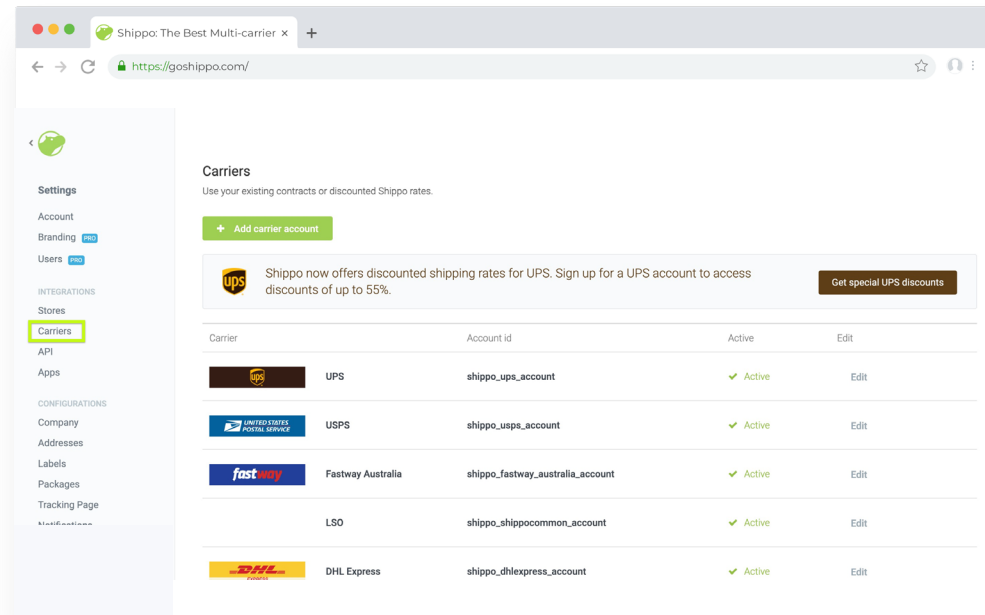
Step 3:

Get Discounts and Update Shipping Preferences

Under the “Carriers” tab you’ll be able to get access to special UPS discounts – you’re also able to add your own carrier accounts here.

To access FedEx discounts in Shippo, you need to create your own account via the FedEx site.

Once you have your own FedEx account, you can apply Shippo’s discounted rates by enrolling in the Shippo | FedEx Advantage Program for a **29% discount on rates!**



Insider Info : Shippo will automatically connect discounts (if available) to your carrier accounts once you’ve added them in the “Carriers” tab.

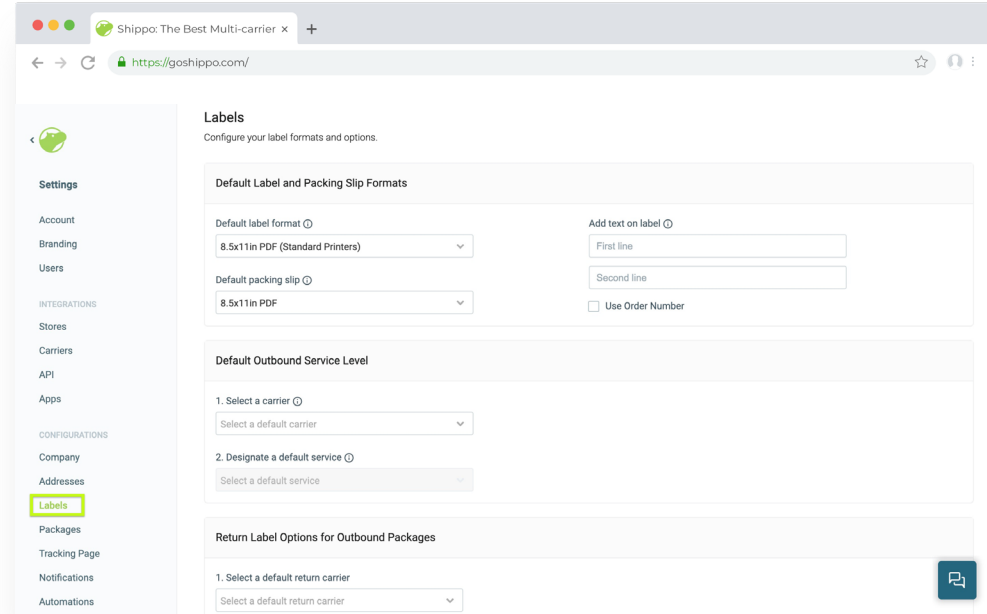
Step 3:

Get Discounts and Update Shipping Preferences

Update Label Settings

You're ready to get shipping! You may be printing labels from a variety of formats, so it's important to understand how to update label settings to accommodate your preferred printing method.

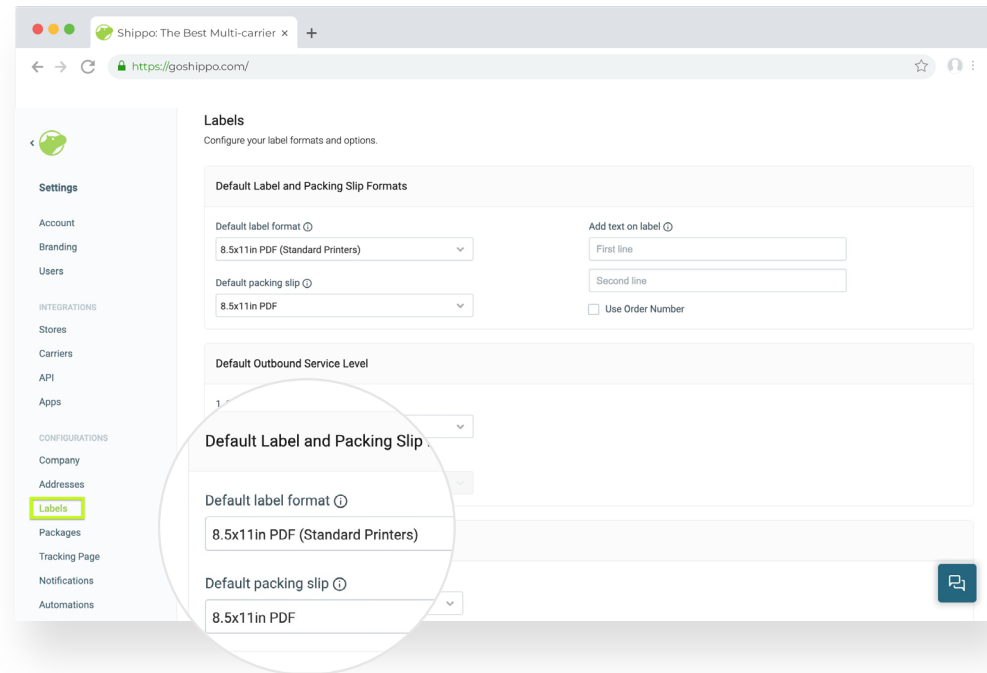
Under the "Configurations" header, you'll find a tab called "Labels". In this tab, you'll be able to update label formats and options.



Step 3:

Get Discounts and Update Shipping Preferences

Take a quick look at the default settings and double check if these settings are suitable for your needs. If so, you're ready to connect your store!



Pro Tip: By default, labels will be set to 8.5 x 11 in. PDF - this setting accommodates a home office printer. If using a 4x6 Thermal Label Printer, you'll want to be sure to change your default settings!

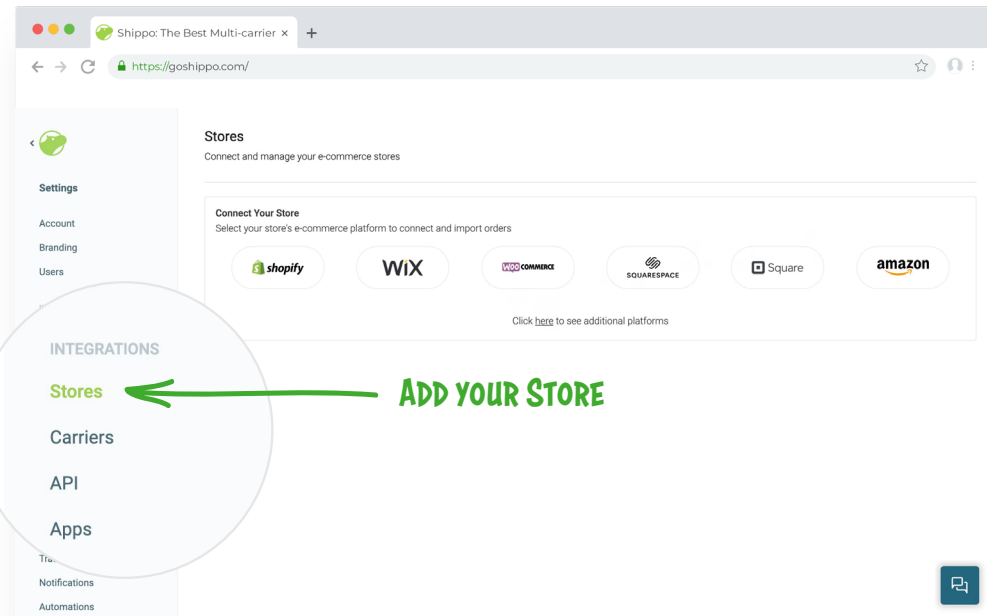
Step 3:

Get Discounts and Update Shipping Preferences

Connect Your Store

If you have an e-commerce store, it's most likely the center of your operations. Shippo makes it easy to connect orders from your online store and ship directly from our app.

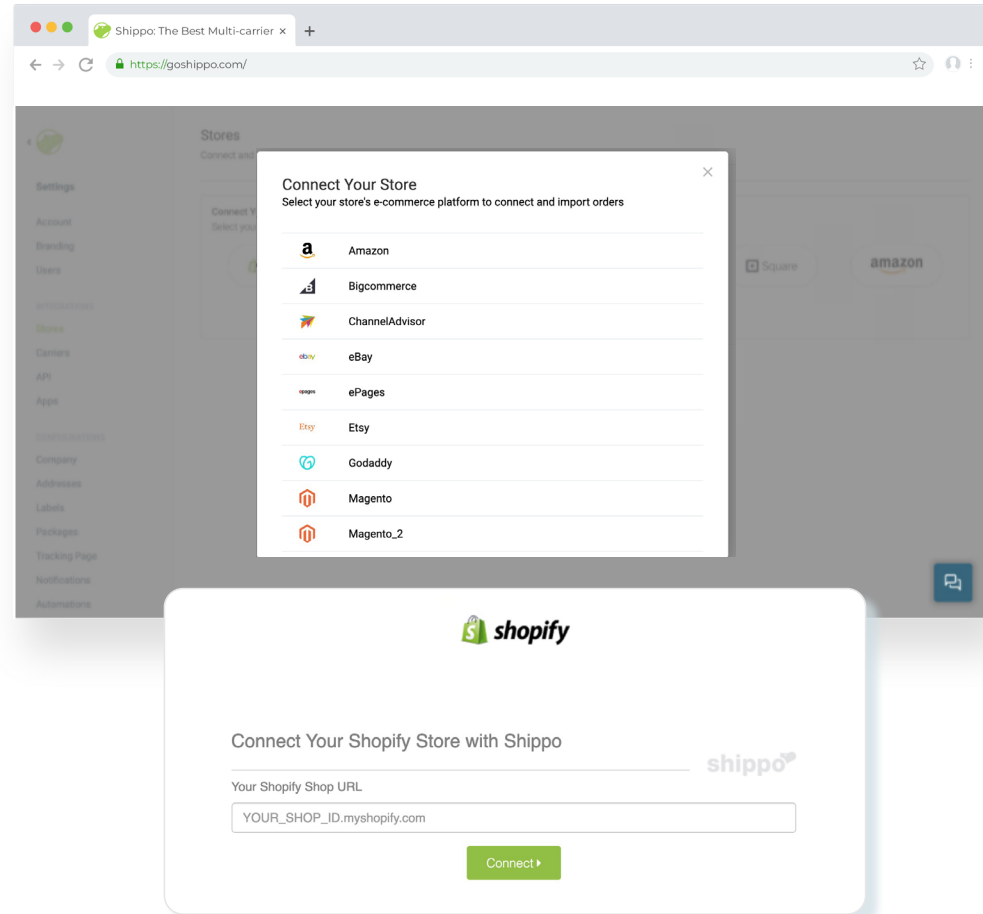
Shippo connects to a wide variety of e-commerce channels. To connect yours, click on the tab "Stores."



Don't see your store on this page? Click the highlighted link for additional platforms. In this example, we'll connect our Shopify store to Shippo.

Step 3:

Get Discounts and Update Shipping Preferences

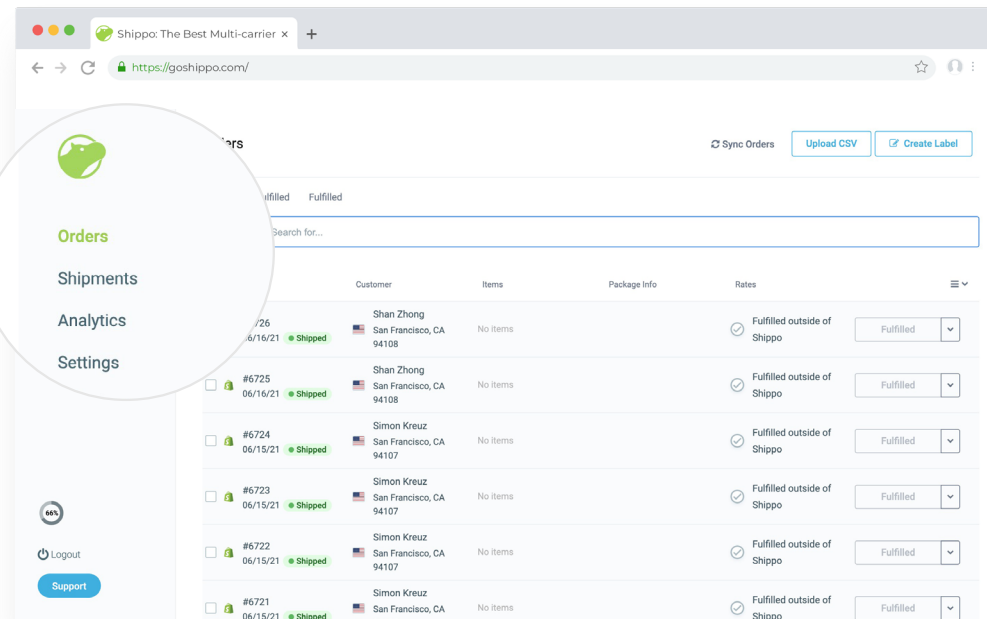


With each of these integrations, you'll be prompted to enter your store credentials and log into those sites externally.

Step 3:

Get Discounts and Update Shipping Preferences

Your store orders will begin populating under the "Orders" tab.



Once connected, you're all set!

Step 4:

Start Shipping!

Start Shipping!

It's finally time to start shipping those packages!



Note: If you don't have a store, or want to send a one-off package, we'll show you how to create a label from scratch first.

Step 4:

Start Shipping!

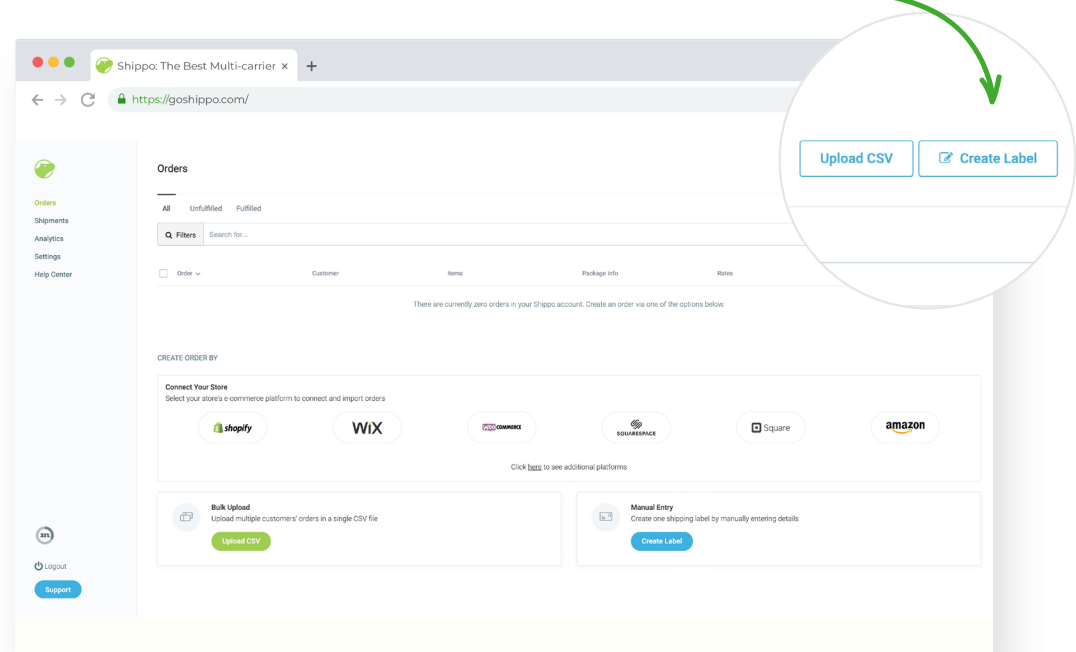
Create a Label

At times, you may want to send a one-off package. Maybe you don't have an online store and ship items ad hoc.

Regardless of your preference, Shippo makes it easy to create one-time labels!

To create a label, you'll begin on your home page. On the "Orders" tab, you'll see "Create Label" as a button on the top-right corner of the page.

CREATE YOUR LABEL HERE



Step 4:

Start Shipping!

From there, your default address will be automatically populated and you'll be able to enter your recipient's address.

After filling out the recipient address, click "Order Details".

The screenshot shows a web browser window with the URL <https://goshippo.com/>. The page title is "Create New Label" and it is "Step 1 of 2". There is a "Back To Orders" link. The form is split into two columns: "Sender Address" and "Recipient Address".

Sender Address:

- Name: Shippo Hippo
- Company: Shippo
- Email: shipfasttest@goshippo.com
- Phone: 9999999999
- Ship From: Country (United States), Street (731 Market St #200)

Recipient Address:

- Name: (empty)
- Company: (empty)
- Email: (empty)
- Phone: (empty)
- Ship To: Country (United States), Street (empty)

A green button labeled "Next: Order Details" is located in the top right corner of the form area, circled in white.

Step 4:

Start Shipping!

Enter information about the item you're shipping, along with the dimensions and weight of the package.

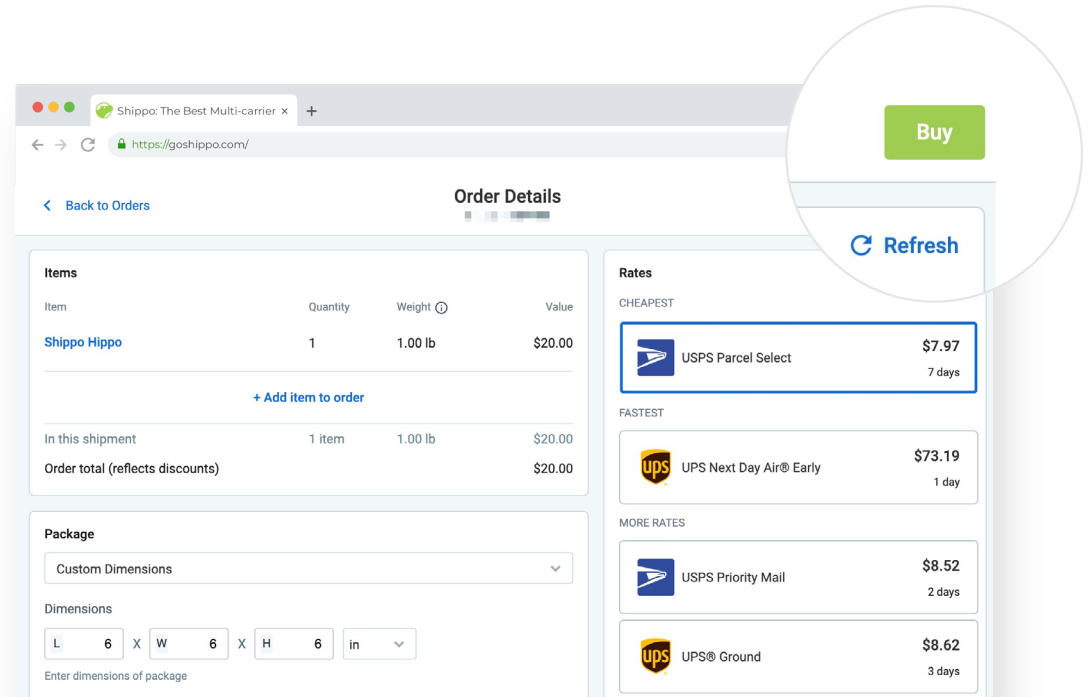
The screenshot shows a web browser window with the URL <https://goshippo.com/>. The page is divided into several sections:

- Items:** A section with the text "No items in this order" and a blue button labeled "+ Add item to order".
- Package:** A section with a dropdown menu set to "Custom Dimensions". Below it, there are input fields for "Dimensions" labeled "L", "W", and "H", followed by a unit selector set to "in". A note below says "Enter dimensions of package". There is also a "Package Weight" section with a "Weight" input field and a unit selector set to "lb". A note below says "Includes packaging". At the bottom right of this section are "Cancel" and "Save" buttons.
- Rates:** A section with a yellow warning box containing the text "RATES UNAVAILABLE" and "Fix the following to get rates:". Below this are two bullet points: "Package info required. [Jump to error](#)" and "Package weight required. [Jump to error](#)".

Step 4:

Start Shipping!

After updating your item information and details about your package, shipping rates will populate where you can compare rates across shipping carriers.

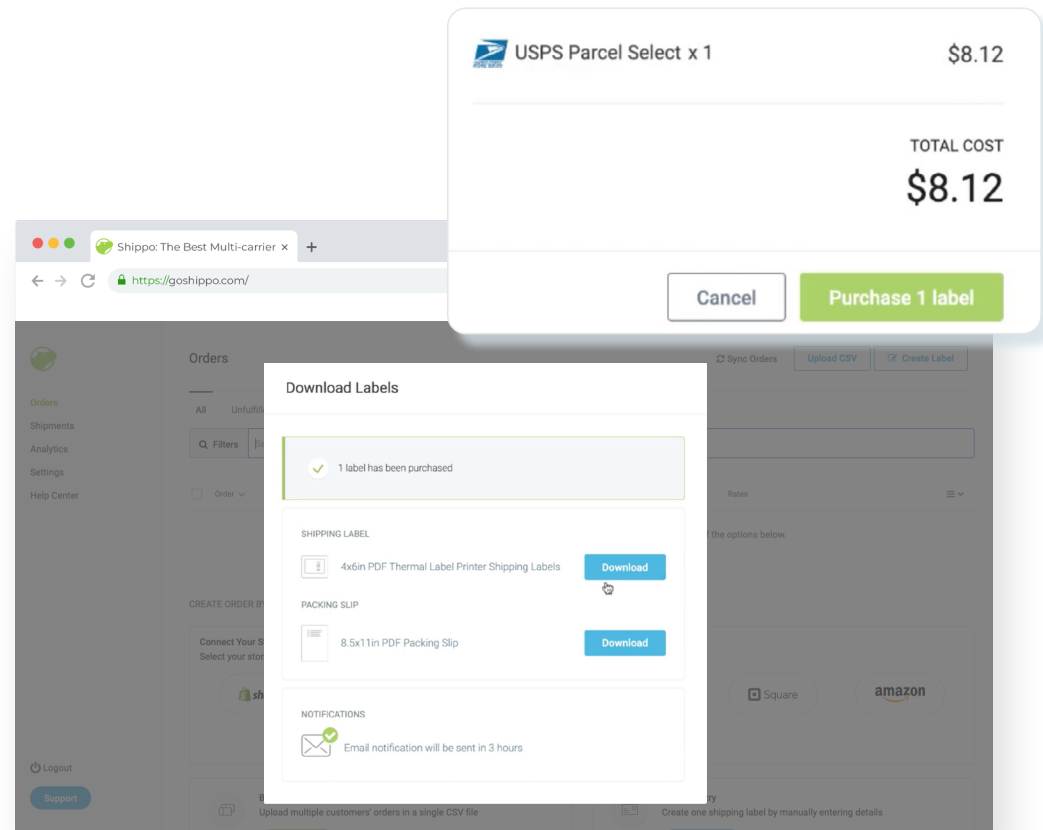


Once you're ready to ship, click the green "Buy" button at the top right of the screen.

Step 4:

Start Shipping!

If all looks good, click "Purchase" to buy your label.



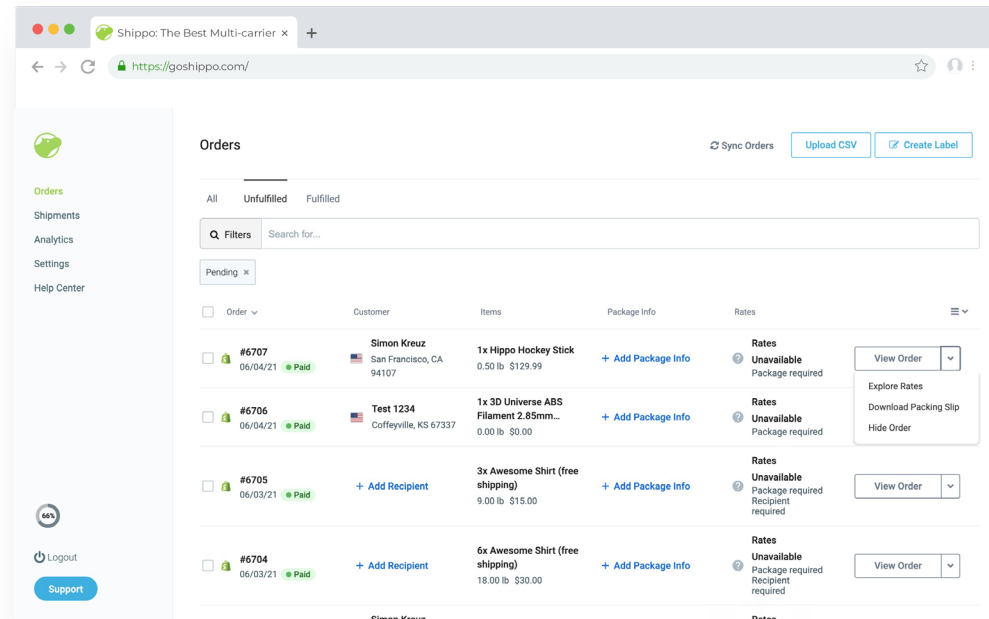
That's it! A big Shippo hooray to you for purchasing your first label!

Step 4:

Start Shipping!

Add Package Information

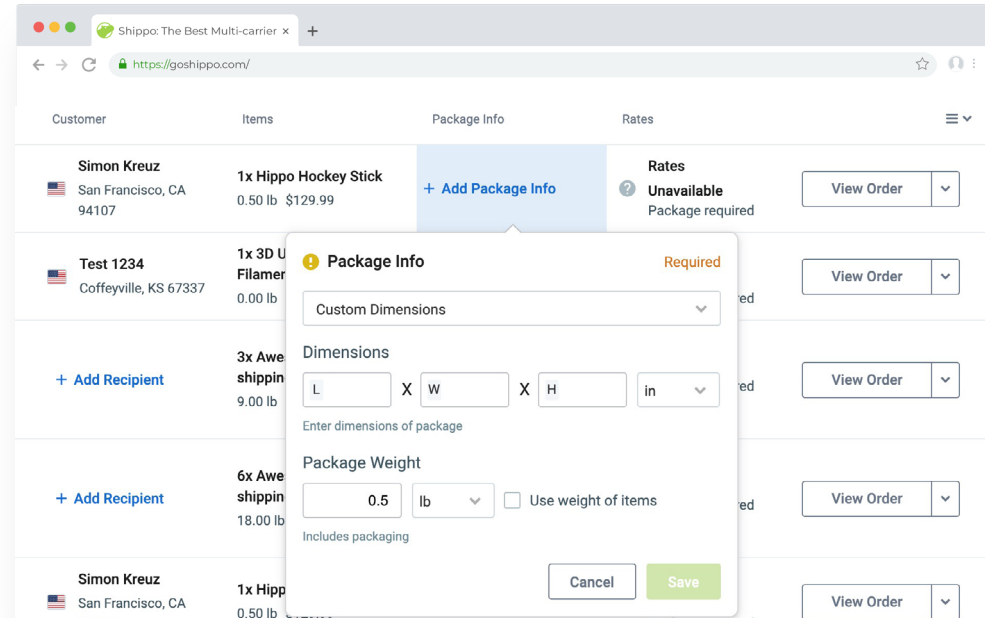
If you've connected your store, order details will populate automatically.



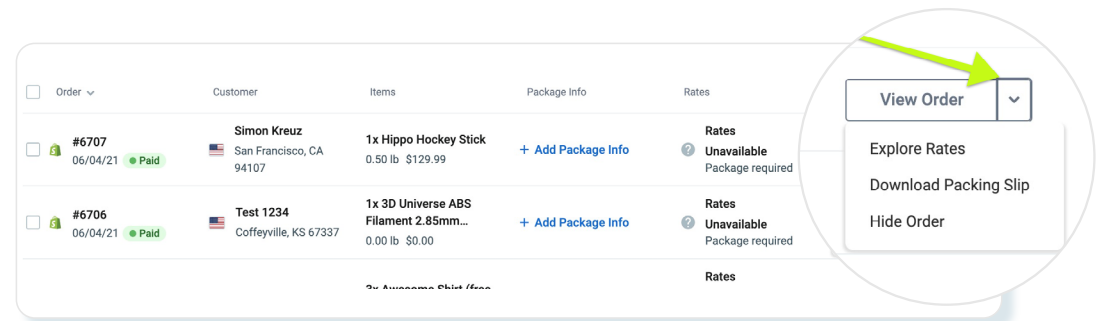
At this step, all you'll need to do is add the package information.

You can do this in two ways on this page:

- Click "add package info"



- Or, click on the dropdown arrow at the far right, and select "Explore Rates"



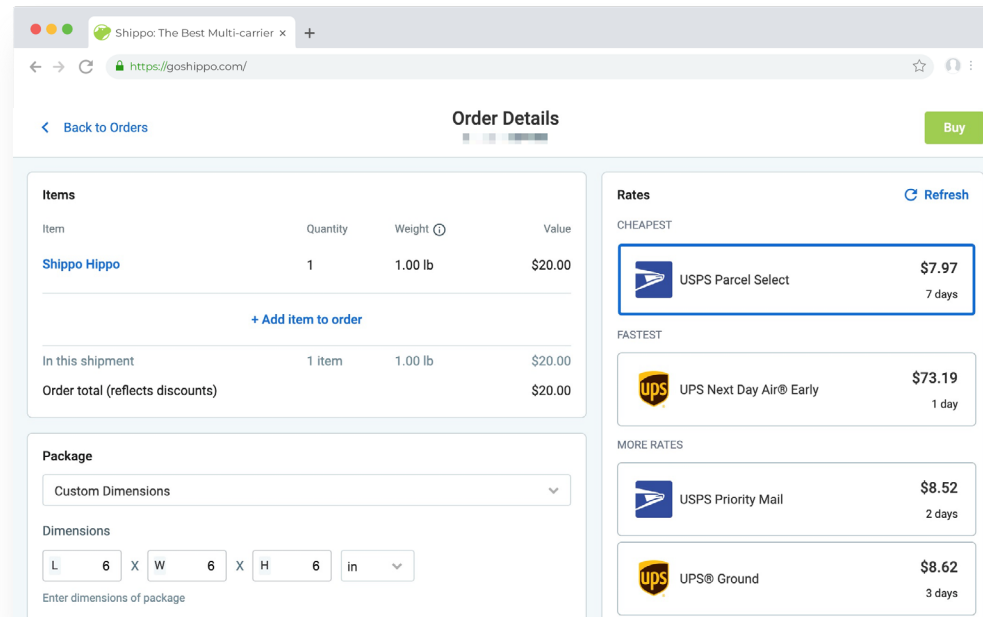
Step 4:

Start Shipping!

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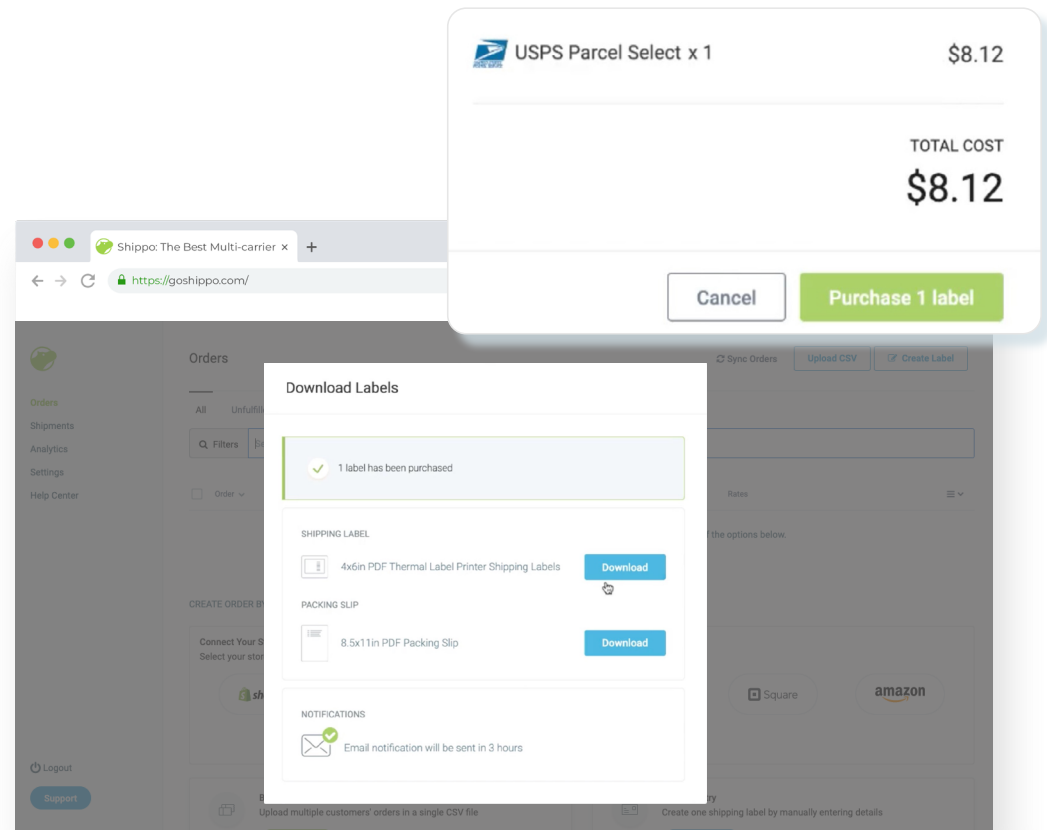
Rates will be reflected once you've added the dimensions and weight to your package



Step 4:

Start Shipping!

If all looks good, click "Purchase" to buy your label.



That's it! A big Shippo hooray to you for purchasing your first label!

Step 4:

Start Shipping!

This is just the start of your Shippo journey, but you'll now have the tools to power your business and save money on shipping along the way.





www.goshippo.com | sales@goshippo.com