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ShipStation Integration

Megan De Freitas - 2025-06-12 - Integrations

Overview

SalesPad Cloud integrates with ShipStation to handle shipping packages with a number of common carriers. Once the integration is set up, users can configure the system to allow shipping on orders or invoices. The user can then select the option to ship the document, which sends the shipping address, line item information, and Shipping Method to ShipStation. After completing the shipment in ShipStation, SalesPad Cloud will forward the document in the Workflow, receive the shipping amount, and show tracking numbers from ShipStation. From that point forward, the tracking information can be printed on printed forms.

For a quick visual representation of what happens when you integrate ShipStation with SalesPad Cloud, check out this diagram:



Connect to ShipStation

To connect your SalesPad Cloud account to your ShipStation account, select **ShipStation** from the Integrations dropdown in the upper right-hand corner of the screen.

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Integrations					
QuickBooks Online					
Shopify					
ShipStation					
PayFabric					
Google Drive					

Click the **Connect to ShipStation** button that appears.

	Connect to ShipStation
	Export
Integration Date	Error Message

Enter your ShipStation API Key and API Secret into the window that pops up and click **Connect to ShipStation**.

ShipStation Integration	
To connect Test Comp, please enter the API Key a ShipStation account into the fields below.	nd API Secret from your
Ship Station API Key	
API Key	
Ship Station API Secret	
API Secret	
	Connect to ShipStation

For help finding your ShipStation API Key and Secret, visit the ShipStation help page.

Your SalesPad Cloud account is now connected to your ShipStation account, and the integration will run in the background as you continue to use SalesPad Cloud. Any Shipping Methods that you had saved in your ShipStation account will be added to your list of SalesPad Cloud Shipping Methods.

Notice that the ShipStation icon in the upper right-hand corner of the screen is no longer grayed out. Click this icon to quickly view a log of integration activity.



To see the status of all of your integrations, click **Dashboard** on the left-hand side of the screen.

Naviş	gation Search	•				
Ø	Dashboard					
Ē	Customers					
	Sales	Þ				

You will see a list of your integrations. If all is well, the box to the far right will be green. If there is an issue with the integration, the box will be gray. Click the **gear** icon in the green (or gray) box to navigate to the <u>System</u> <u>Settings</u> module.

DuickBooks.	IMPORTING ENABLED	EXPORTING ENABLED	*	⊘ ≎
ShipStation	IMPORTING ENABLED	EXPORTING ENABLED	*	• •
Shopify	IMPORTING ENABLED	EXPORTING ENABLED	*	• •

Get Shipping Rates

Before shipping a sales document, you can use ShipStation to get shipping rates, which will help you select the best shipping service.

Before you're able to retrieve shipping rates, however, the following data must be configured:

- The desired Shipping Method must be selected on the sales document.
- The Location Contact Address must be a valid deliverable address for the Locations of each item on the sales document.
- The Customer Shipping Address must be a valid deliverable address.
- Each address must have a country specified using the two-character ISO country code (e.g. US instead of USA).
- The Weight and Weight Unit must be set for each item on the sales document. This is done by editing the inventory item.

Click the More Actions dropdown on a sales document and select Get Shipping Rates.

56%	\$5.60	× Void	Transfer	Forward	More Actions 🔻 🗙
	Doc Date			Workflow E	Allocate Document Copy Document
×	10/17/2016		-	Estimate	Get Shipping Rates 🛛 🗙 🔻
Ø	Customer PO			Tax Code No Tax C	Ship Document Split Document

Shipping rates applicable to the carrier associated with the selected Shipping Method will be displayed.

Shipping Rates							
Service	Cost	Fee	•				
USPS First Class Mail - Letter	\$0.89	\$0.00					
USPS First Class Mail - Large Envelope or Flat	\$1.36	\$0.00					
USPS First Class Mail - Package	\$2.60	\$0.00					
USPS Priority Mail - Package	\$5.60	\$0.00					
USPS Priority Mail - Medium Flat Rate Box	\$11.60	\$0.00					
USPS Priority Mail - Small Flat Rate Box	\$5.90	\$0.00					
USPS Priority Mail - Large Flat Rate Box	\$15.85	\$0.00					
USPS Priority Mail - Flat Rate Envelope	\$5.60	\$0.00					
USPS Priority Mail - Flat Rate Padded	\$5.90	\$0.00	Ŧ				
	0						

These shipping rates are for informational purposes only. They are retrieved from ShipStation, and they are estimates based on the assumption that all items from the same Location will be shipped in one shipment. They may vary from actual shipping rates.

Ignore Shipping Writeback

When a customer places an order through an ecommerce store that uses shopping carts, such as Shopify, eBay, or Amazon, shipping costs are typically included in the order total. Because of this, it's not necessary to include shipping writeback costs on the order once that order has been pulled into SalesPad Cloud.

To ensure that shipping writeback costs aren't added to these orders, check the Ignore Shipping Writeback checkbox on the Contact card for that customer.

SALESP		Hodgson LLC 1 Rece	nt Page 🕶									Edit Contact				×
Navigation Search	-											Contact Code				
		Dan Hougson										Home				
Dashboard												Contact Person				
		Customer Type	Customer Class	Payment Terr	ns	Company Nam	10	Billing Addres				Dan Hodgson				
Customers		No Customer Type	No Customer Class	No Paymen		Dan's Cool S		1460 Hidde Ant D	en Creek Cir	cle Drive		Title				
🛅 Sales	-	Price Level No Price Level	Salesperson No Salesperson	Sales Territor No Sales Te	y erritory	Shipping Local MAIN	tion	Grand Rapi United Stat	ids, MI 4950 Ies	5		First Name				
C Last refresh 8 minutes	1000											Dan				
Estimate	\$0.00	Sales Documents	Contacts Item Sales	Payment	s A/R		Interactions	PayFabric	Wallet	Resources		Last Name				
0 New Quote	\$0.00											Hodason				
0 Dead	\$0.00	New Contact	Set As 👻 😰 🖬 Hide Inacti	ve Contacts								-				
0 Transfer to Order	\$0.00	a content conte	A Overland Demon		0		Mama	A 444 4		•		company				
Order	\$5.20K	Contact Code														
0 New Order	\$0.00										1	Salesperson				
0 Mgmt Review	\$0.00	Home	Dan Hodgson			House		1460 Hidden Cr	Apt D		Gr	No Salesperson				•
2 Backorder	\$2.60K	Work	Dan Hodoson		SalesPad	Work		3351 Clavstone	Suite 10	0	Gr	Sales Territory				
1 Ready to Invoice	\$2.60K											No Sales Territory				-
Invoice	\$0.00											Tax Schedule				
0 New Invoice	\$0.00											SPC No Tax Code				× -
0 Invoice Print	\$0.00															
U Ready to Post	50.00										11	Locauon				
Return	\$0.00											MAIN				A •
0 Waiting for Product	\$0.00										1.1	Shipping Method				
0 Ready to Post	\$0.00											USPS Parcel Selec	t Ground			ж 🕶
												Le Shinning Tex	abla			
Inventory												Ignore Shipping	Writeback			
Adjustments											1	Address Inform	nation			•
C Last refresh 8 minutes	1 820							(1.1	Address 1	1460 Hidden C	reek Circle Drive		
Inventory In	0															30/500
0 Inventory In New 0 Inventory In Persting											1	Address 2	Apt D			
Inventory Out	0															
Inventory Transfer	0										1	Address 3				
-												Address 4				
Stock Counts																
												Addrona E				
Vendors												Set Inactive			Sav	ve

ShipStation Integration Map

Shipping Method

All carrier services from ShipStation will be integrated to SalesPad Cloud as Shipping Methods. Shipping Methods that already exist in SalesPad Cloud with the same carrier service name or same carrier code will not be integrated from ShipStation.

SalesPad Cloud	ShipStation
Shipping Method	Service
Shipping Carrier	Carrier Code

Sales Document

When a sales document is shipped, the following data is integrated between ShipStation and SalesPad Cloud.

SalesPad Cloud	ShipStation
Document Number	Order Number
Document ID	Order Key
Document Date	Order Date
Billing Address	Billing Address
Shipping Address	Shipping Address
Tax Amount	Tax
Carrier Code	Shipping Carrier
Service Code	Shipping Method Code
Tracking Number*	Tracking Number
Item Weight	Weight
Weight_Uofm	Units

*Tracking numbers are only integrated from ShipStation to SalesPad Cloud when the shipment has been shipped.

Sales Line Item

The following data is integrated to ShipStation for each sales line item on a sales document.

SalesPad Cloud

ShipStation

Sales Line ID Item Number Sku Unit Price Location Weight Weight Quantity Line Item Key Name Sku Unit Price Warehouse Location Weight Value Weight Units Quantity

See it in Action

After you've set up your ShipStation integration, select Ship Document from the **More Actions** dropdown on a sales transaction.

\$-100.00	× Void	Transfer	More Actions 👻 🗙
			Allocate Document
Doc Date		Workflow E	Copy Document
10/13/2016	-	Sales Do	Get Shipping Rates 🛛 🗶 🔻
			New Payment
Customer PO		Tax Code	Ship Document
PN5580		No Tax	Split Document
Reference No		Salesperson	

Note: If you do not see Ship Document as an option, check that Can Ship is checked for the Sales Document Type.

Sales Document Type				
New Sales Document Type Sales Document Type	Sales Doc Type Order	Fulfilment Method Auto	Lot Fulfillment Method	Payments Allowed Can Ship Can Post
Estimate	Social Fulfillment Maked	Colo Turo	Wester	Shown
Order	Auto	Sale Type Order	Sales X V	Can Dropship
Invoice				Can Purchase
				Auto Batch Forward
Sales Receipt	Can Transfer To			Inactive
Return	Invoice × × •			Can Partially Invoice
Refund				
	Standard PO Type			
	Standard 🔻			

Confirm that you want to ship the document.



SalesPad Cloud will send the sales document to ShipStation. ShipStation calculates the order total based on the unit price and quantity of the items. This order total is used for shipping insurance purposes only. The document total in ShipStation is not intended to match SalesPad Cloud.

Your SalesPad Cloud document will be marked as Read Only and Awaiting Shipment until the ShipStation document has shipped. Once that happens, your SalesPad Cloud document will be marked as Shipped, it will no longer be Read Only, freight amount and tracking information will be added, and the document will move to the next workflow batch. If the ShipStation document is voided before being shipped, the SalesPad Cloud document will no longer be marked as Read Only or Awaiting Shipment, but it will **not** be voided.

Check the status of your shipment in SalesPad Cloud by opening the ShipStation Shipments tab on your sales document.