SHIPSTATION CUSTOM STORE DEVELOPMENT GUIDE

2/15/2012	Custom Store Development Guide

ShipStation's Custom Store allows you to import orders from sources that are not natively supported. This development guide provides instructions on integrating with the Custom Store.

ShipStation Custom Store Development Guide

INTRODUCTION

The Custom Store allows you to perform two major functions:

- Provide order information to ShipStation
- Receive tracking information when an order is shipped

To integrate with the Custom Store, you must expose a web page that renders XML that adheres to the specification defined in the following sections. This page will be referred to as the "XML Endpoint" from this point forward.
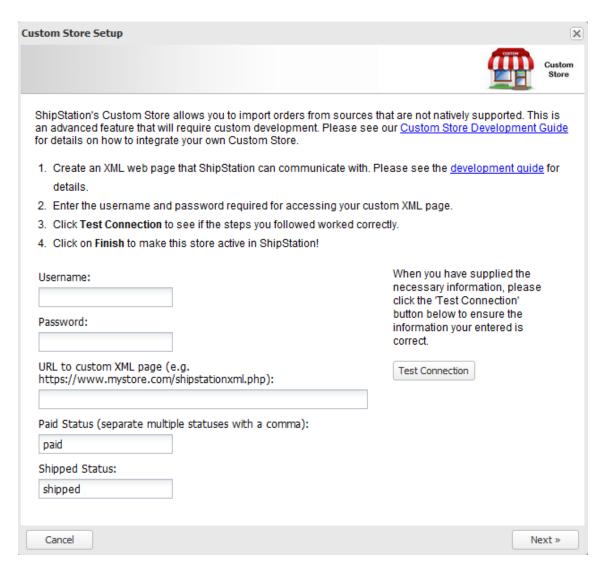
SECURITY

ShipStation uses Basic HTTP Authentication when calling your XML endpoint. You will need to validate the credentials on each request. When registering the Custom Store in the ShipStation application, you will be prompted to enter the username and password for your XML endpoint.

Although not required, it is recommended that you use SSL encryption for your XML endpoint.

SETUP

You will register your Custom Store in the ShipStation application. To do this, go to "Settings" and select "Stores". Then click "Add Store" and choose the "Custom Store" option. You will then be presented with the following form:

Once this form is completed, ShipStation will begin communicating with your XML endpoint to obtain order information. The following is a description of each form field:

Username	This value will be passed to the XML endpoint in the Basic HTTP Authentication header.
Password	This value will be passed to the XML endpoint in the Basic HTTP Authentication header.
URL to custom XML page	This is the location of your XML endpoint. HTTPS is recommended.
Paid Status	This is the name of a status in your system that indicates that an order is paid and ready to be shipped. Multiple statuses may be separated by a comma.
Shipped Status	This is the name of a status in your system that indicates that an order is shipped.

Cancelled Status	This is the name of a status in your system that indicates that an order is cancelled.

PROVIDING ORDER INFORMATION

ShipStation will use the following URL format when requesting order information from your XML endpoint:

[Your XML Endpoint]?action=export&start_date=[Start Date]&end_date=[End Date]

For example:

https://www.yourstore.com/shipstationxml.php?action=export&start_date=01%2f23%2f2012+17%3a 28&end_date=01%2f23%2f2012+17%3a33

Here is a description of each URL parameter:

action	This value will always be "export" when ShipStation is requesting order information.
start_date	The start date in UTC time. Format: MM/dd/yyyy HH:mm (24 hour notation). For example: 03/23/2012 21:09
end_date	The end date in UTC time. Same format as start_date.

Your page should return data for any order that was modified between the start and end date, regardless of the order's status. The order data should be returned in an XML format as shown in the following example:

Sample Order XML:

```xml
<?xml version="1.0" encoding="utf-8"?>
<Orders>
  <Order>
    <OrderID>123456</OrderID>
    <OrderNumber>ABC123</OrderNumber>
    <OrderDate>12/8/2011 21:56 PM</OrderDate>
    <OrderStatus>AwaitingShipment</OrderStatus>
    <LastModified>12/8/2011 12:56 PM</LastModified>
    <ShippingMethod>USPSPriorityMail</ShippingMethod>
    <OrderTotal>123.45</OrderTotal>
    <TaxAmount>0.00</TaxAmount>
    <ShippingAmount>4.50</ShippingAmount>
    <CustomerNotes>Please make sure it gets here by December 22nd!</CustomerNotes>
    <InternalNotes>Ship by December 18th via Priority Mail.</InternalNotes>
    <Customer>
      <CustomerCode>customer@mystore.com</CustomerCode>
      <BillTo>
        <Name>The President</Name>
        <Company>US Govt</Company>
        <Phone>512-555-5555</Phone>
```

```
        <Email>customer@mystore.com</Email>
      </BillTo>
      <ShipTo>
        <Name>The President</Name>
        <Company>US Govt</Company>
        <Address1>1600 Pennsylvania Ave</Address1>
        <Address2></Address2>
        <City>Washington</City>
        <State>DC</State>
        <PostalCode>20500</PostalCode>
        <Country>US</Country>
        <Phone>512-555-5555</Phone>
      </ShipTo>
    </Customer>
    <Items>
      <Item>
        <SKU>FD88821</SKU>
        <Name>My Product Name</Name>
        <ImageUrl>http://www.mystore.com/products/12345.jpg</ImageUrl>
        <Weight>8</Weight>
        <WeightUnits>Ounces</WeightUnits>
        <Quantity>2</Quantity>
        <UnitPrice>13.99</UnitPrice>
        <Location>A1-B2</Location>
        <Options>
          <Option>
            <Name>Size</Name>
            <Value>Large</Value>
            <Weight>10</Weight>
          </Option>
          <Option>
            <Name>Color</Name>
            <Value>Green</Value>
            <Weight>5</Weight>
          </Option>
        </Options>
      </Item>
    </Items>
  </Order>
</Orders>
```

The following are definitions of the fields in the Order XML:

Name	XPath	Required	Max Allowed	Type	Length	Description

Orders	Orders	Yes	1	Container	N/A	Root node
Order	Orders/Order	Yes	Many	Container	N/A	Container node for an individual order
OrderID	Orders/Order/OrderID	Yes	1	String	1..50	Unique identifier for an order. Not displayed to the user.
OrderNumber	Orders/Order/OrderNumber	Yes	1	String	1..50	User-visible order number. This value can be the same as the OrderID.
OrderDate	Orders/Order/OrderDate	Yes	1	Date/time	16	The date the order was placed. UTC time. Format: MM/dd/yyyy HH:mm. Both 12 and 24 hour notation are allowed.
OrderStatus	Orders/Order/OrderStatus	Yes	1	String	1..50	The status of the order in your system. You will be able to map this status to a ShipStation status when setting up your store.
LastModified	Orders/Order/LastModified	Yes	1	Date/time	16	The last time the order was modified in your system. UTC time. Format: MM/dd/yyyy HH:mm
ShippingMethod	Orders/Order/ShippingMethod	No	1	String	0..100	Recommended if you know the shipping method that will be used to

						ship the order. ShipStation can map your shipping methods to actual services.
OrderTotal	Orders/Order/OrderTotal	Yes	1	Decimal	Precision 9, Scale 2	Total amount of the order.
TaxAmount	Orders/Order/TaxAmount	No	1	Decimal	9,2	Tax amount, if any.
ShippingAmount	Orders/Order/ShippingAmount	No	1	Decimal	9,2	Shipping amount, if any.
CustomerNotes	Orders/Order/CustomerNotes	No	1	String	0...1000	Notes left by the customer when placing the order.
InternalNotes	Orders/Order/InternalNotes	No	1	String	0..1000	Private notes that are only viewed by your company.
Gift	Orders/Order/Gift	No	1	Bool		"true" if this order is a gift.
GiftMessage	Orders/Order/GiftMessage	No	1	String	0..1000	Contains the customer's gift message.
CustomField1	Orders/Order/CustomField1	No	1	String	0..100	Custom field that will show up in ShipStation's Order grid. Can also be used in the criteria for ShipStation's Custom Filters.

CustomField2	Orders/Order/CustomField2	No	1	String	0..100	Custom Field 2
CustomField3	Orders/Order/CustomField3	No	1	String	0..100	Custom Field 3
Customer	Orders/Order/Customer	Yes	1	Container	N/A	Container node for the customer's information.
CustomerCode	Orders/Order/Customer /CustomerCode	Yes	1	String	1..50	A unique identifier of the customer in your system. This is often a username or email address.
BillTo	Orders/Order/Customer/BillTo	Yes	1	Container	N/A	Container node for the customer's billing information.
Name	Orders/Order/Customer/BillTo /Name	Yes	1	String	1..100	The billing name.
Company	Orders/Order/Customer/BillTo /Company	No	1	String	0..100	The billing company.
Phone	Orders/Order/Customer/BillTo /Phone	No	1	String	0..50	The billing phone.
Email	Orders/Order/Customer/BillTo /Email	No	1	String	0..100	Recommended so that ShipStation can notify the buyer when an order ships.
ShipTo	Orders/Order/Customer/ShipTo	Yes	1	Container	N/A	Container node for the customer's shipping information.

Name	Orders/Order/Customer/ShipTo/Name	Yes	1	String	1..100	Recipient's name.
Company	Orders/Order/Customer/ShipTo/Company	No	1	String	0..100	Recipient's company.
Address1	Orders/Order/Customer/ShipTo/Address1	Yes	1	String	1..200	Recipient's address line 1.
Address2	Orders/Order/Customer/ShipTo/Address2	No	1	String	0..200	Recipient's address line 2.
City	Orders/Order/Customer/ShipTo/City	Yes	1	String	1..100	Recipient's city.
State	Orders/Order/Customer/ShipTo/State	Yes	1	String	2..100	Domestic addresses require the 2-character state code.
PostalCode	Orders/Order/Customer/ShipTo/PostalCode	No	1	String	0..50	Required for domestic addresses and many international addresses.
Country	Orders/Order/Customer/ShipTo/Country	Yes	1	String	2	2-character ISO 3116-1 country code.
Phone	Orders/Order/Customer/ShipTo/Phone	No	1	String	0..50	Required in some cases (e.g. overnight or international shipping). No specific format.
Items	Orders/Order/Items	No	1	Container		Container node for the order's items.

Item	Orders/Order/Items/Item	No	Many	Container		Container node for an individual order line item.
LineItemID	Orders/Order/Items/Item/LineItemID	No	1	String	1..50	Unique identifier for the line item.
SKU	Orders/Order/Items/Item/SKU	Yes	1	String	1..100	Unique identifier for the product that was ordered.
Name	Orders/Order/Items/Item/Name	Yes	1	String	1..200	Name of the product.
ImageUrl	Orders/Order/Items/Item /ImageUrl	No	1	String	0..500	URL for the product's image.
Weight	Orders/Order/Items/Item/Weight	No	1	Decimal	9,2	Weight of a single item.
WeightUnits	Orders/Order/Items/Item/Weight	No	1	Enum		Value should be one of the following: Pounds, Ounces, Grams
Quantity	Orders/Order/Items/Item/Quantity	Yes	1	Integer	1..99999	Quantity of items ordered.
UnitPrice	Orders/Order/Items/Item/UnitPrice	Yes	1	Decimal	9,2	Price of a single item.
Location	Orders/Order/Items/Item/Location	No	1	String	0..100	Location of the product in the warehouse.

Options	Orders/Order/Items/Item/Options	No	1	Container			Container node for item options (e.g. color, size, etc.)
Option	Orders/Order/Items/Item/Options /Option	No	0..10	Container			Container node for an individual option value.
Name	Orders/Order/Items/Item/Options /Option/Name	Yes	1	String	1..30		The name of the option (e.g. Size).
Value	Orders/Order/Items/Item/Options /Option/Value	Yes	1	String	1..30		The value of the option (e.g. XL).
Weight	Orders/Order/Items/Item/Options /Option/Weight	No	1	Decimal	9,2		If the option adds to the item weight, you may specify the additional weight here. This should be in the same units as specified in WeightUnits. It should be the additional weight for a single quantity.

The Order XML will be validated against the following schema:

```
<xs:schema attributeFormDefault="unqualified" elementFormDefault="qualified"
xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="Orders">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="Order" maxOccurs="unbounded" minOccurs="0">
          <xs:complexType>
            <xs:all>
              <xs:element type="String50" name="OrderID" minOccurs="0"/>
              <xs:element type="String50" name="OrderNumber"/>
              <xs:element type="DateTime" name="OrderDate"/>
              <xs:element type="String50" name="OrderStatus"/>
              <xs:element type="DateTime" name="LastModified"/>
              <xs:element type="String100" name="ShippingMethod" minOccurs="0"/>
              <xs:element type="xs:float" name="OrderTotal"/>
              <xs:element type="xs:float" name="TaxAmount" minOccurs="0"/>
              <xs:element type="xs:float" name="ShippingAmount" minOccurs="0"/>
              <xs:element type="String1000" name="CustomerNotes" minOccurs="0"/>
```

```xml
            <xs:element type="String1000" name="InternalNotes" minOccurs="0"/>
            <xs:element type="xs:boolean" name="Gift" minOccurs="0"/>
            <xs:element type="String1000" name="GiftMessage" minOccurs="0"/>
            <xs:element type="String100" name="CustomField1" minOccurs="0"/>
            <xs:element type="String100" name="CustomField2" minOccurs="0"/>
            <xs:element type="String100" name="CustomField3" minOccurs="0"/>
            <xs:element name="Customer">
              <xs:complexType>
                <xs:all>
                    <xs:element type="String50" name="CustomerCode"/>
                    <xs:element name="BillTo">
                      <xs:complexType>
                        <xs:all>
                            <xs:element type="String100" name="Name"/>
                            <xs:element type="String100" name="Company" minOccurs="0"/>
                            <xs:element type="String50" name="Phone" minOccurs="0"/>
                            <xs:element type="Email" name="Email" minOccurs="0"/>
                        </xs:all>
                      </xs:complexType>
                    </xs:element>
                    <xs:element name="ShipTo">
                      <xs:complexType>
                        <xs:all>
                            <xs:element type="String100" name="Name"/>
                            <xs:element type="String100" name="Company" minOccurs="0"/>
                            <xs:element type="String100" name="Address1"/>
                            <xs:element type="String100" name="Address2" minOccurs="0"/>
                            <xs:element type="String100" name="City"/>
                            <xs:element type="String100" name="State"/>
                            <xs:element type="String50" name="PostalCode" minOccurs="0"/>
                            <xs:element type="StringExactly2" name="Country"/>
                            <xs:element type="String50" name="Phone" minOccurs="0"/>
                        </xs:all>
                      </xs:complexType>
                    </xs:element>
                </xs:all>
              </xs:complexType>
            </xs:element>
            <xs:element name="Items">
              <xs:complexType>
                <xs:sequence>
                    <xs:element name="Item" maxOccurs="unbounded" minOccurs="0">
                      <xs:complexType>
                        <xs:all>
                            <xs:element type="String50" name="LineItemID" minOccurs="0"/>
                            <xs:element type="String100" name="SKU"/>
                            <xs:element type="String200" name="Name"/>
                            <xs:element type="xs:anyURI" name="ImageUrl" minOccurs="0"/>
                            <xs:element type="xs:float" name="Weight" minOccurs="0"/>
                            <xs:element name="WeightUnits" minOccurs="0">
                              <xs:simpleType>
                                <xs:restriction base="xs:string">
                                  <xs:pattern
value="|pound|pounds|lb|lbs|gram|grams|gm|oz|ounces|Pound|Pounds|Lb|Lbs|Gram|Grams|Gm|Oz|Ounces|POUND|POUNDS|LB|LB
S|GRAM|GRAMS|GM|OZ|OUNCES"/>
                                </xs:restriction>
                              </xs:simpleType>
                            </xs:element>
                            <xs:element type="xs:byte" name="Quantity"/>
                            <xs:element type="xs:float" name="UnitPrice"/>
                            <xs:element name="Options" minOccurs="0">
                              <xs:complexType>
                                <xs:sequence>
                                    <xs:element name="Option" maxOccurs="10" minOccurs="0">
                                      <xs:complexType>
                                        <xs:all>
                                            <xs:element type="String30" name="Name"/>
```

```xml
                                    <xs:element type="String30" name="Value"/>
                                    <xs:element type="xs:float" name="Weight" minOccurs="0"/>
                                </xs:all>
                            </xs:complexType>
                        </xs:element>
                    </xs:sequence>
                </xs:complexType>
            </xs:element>
        </xs:all>
    </xs:complexType>
</xs:element>
                    </xs:sequence>
                </xs:complexType>
            </xs:element>
        </xs:all>
    </xs:complexType>
</xs:element>
<xs:simpleType name="DateTime">
    <xs:restriction base="xs:string">
        <xs:pattern value="[0-9][0-9]?/[0-9][0-9]?/[0-9][0-9][0-9]?[0-9]? [0-9][0-9]?:[0-9][0-9]?:?[0-9]?[0-9]?.
?[aApP]?[mM]?"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="Email">
    <xs:restriction base="xs:string">
        <xs:pattern value="([a-zA-Z0-9_\.\-])+\@(([a-zA-Z0-9\-])+\.)+([a-zA-Z0-9]{2,4})+"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="StringExactly2">
    <xs:restriction base="xs:string">
        <xs:minLength value="2"/>
        <xs:maxLength value="2"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="String30">
    <xs:restriction base="xs:string">
        <xs:maxLength value="30"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="String50">
    <xs:restriction base="xs:string">
        <xs:maxLength value="50"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="String100">
    <xs:restriction base="xs:string">
        <xs:maxLength value="100"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="String200">
    <xs:restriction base="xs:string">
        <xs:maxLength value="200"/>
    </xs:restriction>
</xs:simpleType>
<xs:simpleType name="String1000">
    <xs:restriction base="xs:string">
        <xs:maxLength value="1000"/>
    </xs:restriction>
</xs:simpleType>
</xs:schema>
```

RECEIVING SHIPPING NOTIFICATIONS

ShipStation will contact the same URL when an order is shipped so that your system can be notified that the order has been shipped. ShipStation will send an action of **shipnotify** when sending this notification. Your XML endpoint should be able to determine when ShipStation is requesting order information (action=export) vs when it is sending a shipping notification (action=shipnotify). Here is an example URL:

[Your XML Endpoint]?action=shipnotify&order_number=[Order Number] &carrier=[Carrier]&service=[Service]&tracking_number=[Tracking Number]

For example:

https://www.yourstore.com/shipstationxml.php?action=shipnotify&order_number=123456&carrier=USP S&service=USPS+Priority+Mail&tracking_number=9511343223432432432

Here is a description of each URL parameter:

action	This value will always be "shipnotify" when sending shipping notifications.
order_number	This is the order's unique identifier.
carrier	This will be one of the following values: USPS, UPS, FedEx.
service	This will be the name of the shipping service that was used to ship the order.
tracking_number	This is the tracking number for the package.

The body of the request will contain XML in the following format:

```xml
<?xml version="1.0" encoding="utf-8"?>
<ShipNotice>
	<OrderNumber>ABC123</OrderNumber>
	<CustomerCode>customer@mystore.com</CustomerCode>
	<LabelCreateDate>12/8/2011 12:56 PM</LabelCreateDate>
	<ShipDate>12/8/2011</ShipDate>
	<Carrier>USPS</Carrier>
	<Service>Priority Mail</Service>
	<TrackingNumber>1Z909084330298430820</TrackingNumber>
	<ShippingCost>4.95</ShippingCost>
	<Recipient>
		<Name>The President</Name>
		<Company>US Govt</Company>
		<Address1>1600 Pennsylvania Ave</Address1>
		<Address2></Address2>
		<City>Washington</City>
		<State>DC</State>
		<PostalCode>20500</PostalCode>
		<Country>US</Country>
	</Recipient>
	<Items>
		<Item>
			<SKU>FD88821</SKU>
```

```
            <Name>My Product Name</Name>
            <Quantity>2</Quantity>
        </Item>
    </Items>
</ShipNotice>
```

Field definitions:

Name	XPath	Required	Max Allowed	Type	Length	Description
ShipNotice	ShipNotice	Yes	1	Container	N/A	Root node
OrderID	ShipNotice/OrderID	Yes	1	String	1..50	Unique identifier for an order
OrderNumber	ShipNotice/OrderNumber	Yes	1	String	1..50	User-visible order identifier.
CustomerCode	ShipNotice/CustomerCode	Yes	1	String	1..50	A unique identifier of the customer in your system. This is often a username or email address.
CustomerNotes	Orders/Order/CustomerNotes	No	1	String	0...1000	Notes left by the customer when placing the order.
InternalNotes	Orders/Order/InternalNotes	No	1	String	0..1000	Private notes that are only viewed by your company.
NotesToCustomer	Orders/Order/NotesToCustomer	No	1	String	0..1000	Public notes to be communicated to the customer.

NotifyCustomer	Orders/Order/NotifyCustomer	Yes	1	Bool		If ShipStation sent the customer a shipment notification email, this value will be "false".
LabelCreateDate	ShipNotice/LabelCreateDate	Yes	1	Date/time		The date the shipping label was created. UTC time. Format: MM/dd/yyyy HH:mm.
ShipDate	ShipNotice/ShipDate	Yes	1	Date		The date the package will be shipped.
Carrier	ShipNotice/Carrier	Yes	1	String	0..50	The shipping carrier used (USPS, UPS, FedEx)
Service	ShipNotice/Service	Yes	1	String	0..50	The shipping service used
TrackingNumber	ShipNotice/TrackingNumber	No	1	String	0..50	The package's tracking number
ShippingCost	ShipNotice/ShippingCost	Yes	1	Decimal	Precision 6, Scale 2	The cost to ship the package
Recipient	ShipNotice/Recipient	Yes	1	Container	N/A	Container node for the recipient's address.
Name	ShipNotice/Recipient/Name	Yes	1	String	1..100	Recipient's name.

Company	ShipNotice/Recipient/Company	No	1	String	0..100	Recipient's company.
Address1	ShipNotice/Recipient/Address1	Yes	1	String	1..200	Recipient's address line 1.
Address2	ShipNotice/Recipient/Address2	No	1	String	0..200	Recipient's address line 2.
City	ShipNotice/Recipient/City	Yes	1	String	1..100	Recipient's city.
State	ShipNotice/Recipient/State	Yes	1	String		Domestic addresses require the 2-character state code.
PostalCode	ShipNotice/Recipient/PostalCode	No	1	String	0..50	Required for domestic addresses and many international addresses.
Country	ShipNotice/Recipient/Country	Yes	1	String	2	2-character country code.
Items	ShipNotice/Items	No	1	Container		Container node for the shipment's items.
Item	ShipNotice/Items/Item	No	Many	Container		Container node for an individual shipment line item.
LineItemID	ShipNotice/Items/Item/LineItemID	No	1	String	1..50	Unique identifier for the line item.

SKU	ShipNotice/Items/Item/SKU	Yes	1	String	1..100	Unique identifier for the product that was shipped.
Name	ShipNotice/Items/Item/Name	Yes	1	String	1..200	Name of the product.
Quantity	ShipNotice/Items/Item/Quantity	Yes	1	Integer	1..99999	Quantity of items shipped.

Your XML endpoint should return a 200 (or 2xx) HTTP status code to indicate that the tracking information was received successfully.