

Step 1. Create a shipper

At this step, you'll learn how to create a new shipper in the *Acme* system—a web app that powers Acme's operations.

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Before you start

Prerequisites

You have read and understood [Parcel life cycle basics](#).

Acme UI

Toggle behavior

In the Acme's UI, toggles may look confusing at first. The selected button in a toggle has dark blue color and the inactive button has white color. The following screenshot shows a toggle that is set to **Active**.



Required and optional fields behavior

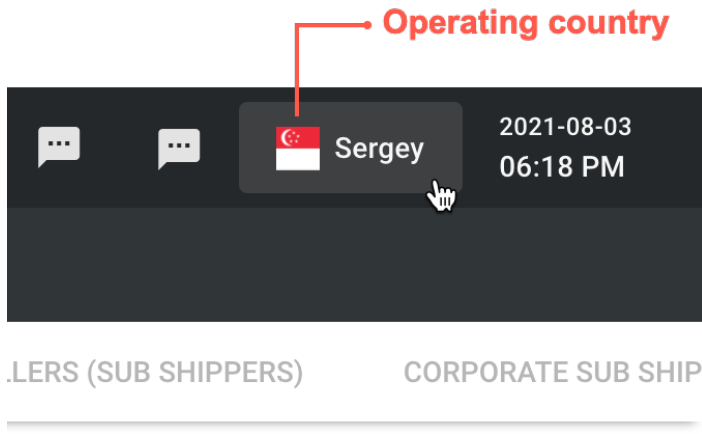
Even though the Acme's UI clearly distinguishes between required fields (marked with an asterisk *) and optional fields, you should fill in all the available fields when creating a new entity, unless the documentation explicitly states to ignore a field or leave it blank. Missing information may result in unexpected issues later in the process.

Acme country instance

Before starting any task in Acme, make sure that you're in the right country's instance, because data isn't shared among the instances.

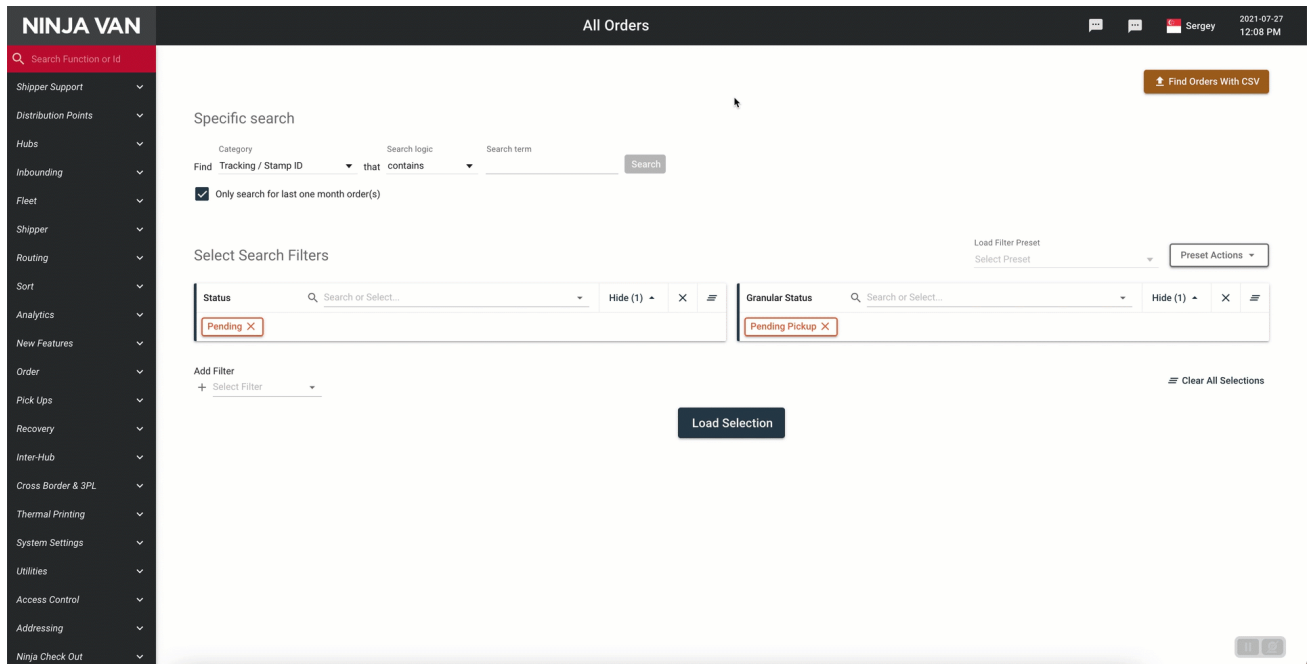
If you created a shipper in the Singapore instance, then continue the rest of this tutorial in the same country.

To change the instance, click the flag button next to your username in the top right corner of the screen.



Create a new shipper

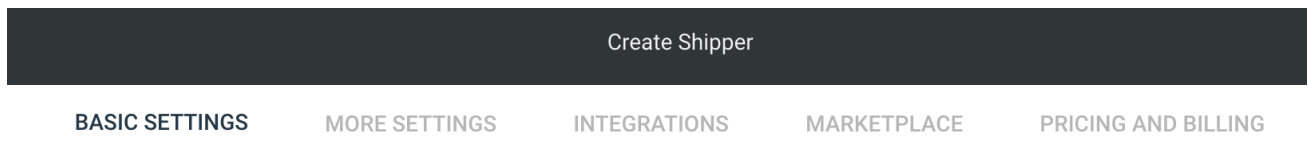
1. Go to Acme: <https://acme-qa.acme.co/> and sign in with Google.
2. Search for all shippers in the sidebar, and then open the **All Shippers** page.
3. Click **Create Shipper**.



Following is a step-by-step configuration guide for each of the tabs.

BASIC SETTINGS tab

The **BASIC SETTINGS** tab contains the shipper's personal details and settings related to the shipper's type, tracking ID format, and services used by the shipper.



Shipper Information

This section contains general information about the shipper.

To configure, follow these steps:

1. Set **Shipper Status** to **Active**.
2. In **Shipper Type**, select **Normal**. Here's what each shipper type means:
 - a. **Normal**: A small- to medium-size organization.
 - b. **Marketplace**: A large organization like an e-commerce company. Unlike the *Normal* type, marketplace shippers use the API to create orders. For example, when a new seller (referred to as *sub-shipper*) creates an account on Lazada, Acme doesn't need to create a new shipper for that seller. It's done automatically.
 - c. **Corporate HQ**: A large organization as well, but Acme manually creates shippers for each branch of the organization. If a corporate shipper requests a pick up from a branch that isn't yet registered in the system, the request will not be fulfilled.
3. Fill in contact information:
 - a. In **Shipper Name**, enter any name.
 - b. In **Short Name**, enter a shortened name—anything that resembles the shipper name. The short name is used in printed documents to offset the restriction when some printers cannot print a line longer than X characters.
 - c. In **Shipper Phone Number**, enter any phone number.
 - d. In **Shipper Email**, enter any email.
4. In **Shipper Dashboard Password**, enter `Ninjitsu89`. This is a common password used by the QA team.
5. In **Channel**, **Industry**, **Account Type**, and **Salesperson**, select any values. No logic is affected by these fields.

Shipper Information

Shipper Status

Active Disabled

Shipper Type

Normal

Shipper Name *

Short Name

Shipper Phone Number *

Shipper Email *

Shipper Dashboard Password

0/16 Please enter a valid contact that contain only numbers

Channel

Industry

Account Type

Salesperson

Contact Details

Contact Details

This section contains contact information of a *liaison*—a person who assists in communication between Acme and the shipper.

To configure, follow these steps:

1. In **Liaison Name**, enter any name.
2. In **Liaison Contact**, enter any phone number.
3. In **Liaison Email**, enter any email.
4. In **Liaison Address**, enter any address.
5. In **Liaison Postcode**, enter any number sequence that looks like a postcode in shipper's country.

Contact Details

Liaison Name

Liaison Contact

Liaison Email

Liaison Address *

Liaison Postcode

Service Offerings

This section defines a list of the shipper's order parameters.



Services

Order parameters are divided in two types:

- Service type: The type of delivery.
- Service level: The duration or "speed" of delivery.

Service types with prefix "Marketplace" are used by marketplace shippers.

Service types with prefix "Corporate" are used by corporate shippers.

OC Version is the version of the Order creation API (OC API). Previously, shippers used different versions of the OC API—v2 or v3. Since then the configuration has been unified for all shipper types, but this parameter hasn't been deleted.

To configure, follow these steps:

1. Turn off the **Marketplace** and **Corporate** services.
2. Turn off **International**.
3. In **Service Type**, follow these steps:
 - a. Turn on the following settings:
 - i. **Parcel Delivery**: Processing regular deliveries from shippers to customers.
 - ii. **Return**: Processing return orders from customers to shippers.
 - iii. **Ninja Pack** is on by default. *Ninja Pack* is a pre-paid delivery service at a flat price, in an all-you-can-fit plastic bag called *polymailer*. *Ninja Pack* is cheaper than its equivalent of S size standard delivery because it is upfront payment and self-service for first mile. *Ninja Packs* can be purchased by shippers at PUDO points, via sales or online. *Ninja Packs* with generated tracking IDs are not owned or tagged to a specific shipper.
 - b. Turn off all the other settings.
4. In **Service Level**, select all the checkboxes. While this setting is optional, if you skip it now, then your shipper won't be able to create orders. The setting is made optional so that the company can disable the shipper in the system by unselecting all the service levels in the shipper's account.

In the end, your shipper's parameters must be set like this:

Service Offerings

OC Version
v4

Service Type

Parcel Delivery
☒ Yes ☐ No

Return
☒ Yes ☐ No

Marketplace
☐ Yes ☒ No

Ninja Pack
☒ Yes

International
☐ Yes ☒ No

Marketplace International
☐ Yes ☒ No

Marketplace Sort
☐ Yes ☒ No

Document
☐ Yes ☒ No

Corporate
☐ Yes ☒ No

Corporate Return
☐ Yes ☒ No

Corporate Manual AWB
☐ Yes ☒ No

Corporate Document
☐ Yes ☒ No

Service Level
☒ Same Day
☒ Next Day
☒ Express
☒ Standard

Operational Settings

This section defines the shipper's extra capabilities.

To configure, follow these steps:

1. Turn off **Cash on Delivery (COD)**. For COD definition, see [Terminology](#).
2. Turn off **Cash Pickup (CP)**. For CP definition, see [Terminology](#).
3. Turn off **Prepaid Account**. Only Singapore-based shippers are allowed to use pre-paid accounts.
4. Turn off **Staged Orders**. Acme requires an order to have all the necessary details filled in before a shipper can request a pickup. A *staged order* is a "premature" order that lacks some of those necessary details but already exists in the system. Staged orders are used by PUDO points. For example, when a shipper arrives at a PUDO point at a convenience store, the store admin will fill in order details like origin and destination information. But some information for such orders never change, like the pickup address which is always set to the store's location. This static information is therefore pre-filled in, and when creating a new order, the store admin only needs to fill in the destination details.
5. Turn off **Multi-Parcel**. *Multi-parcel* means that multiple parcels can be grouped under a single tracking ID (TID). For example, you decided to assemble a bicycle by yourself. So you bought order wheels, pedals, a saddle, a handlebar, and the other parts. Your shipper wrapped and packed the parts separately, with different tracking IDs—one TID for the wheels, one TID for the pedals, and so on. The multi-parcel feature enables the system to assign one *parent tracking ID* which, when tracked, will show the status of all the child tracking IDs of your parcels (also referred to as *sub tracking ID*).
6. Turn off **Allow Driver Reschedule**.
7. Turn off **Enforce Pickup Scanning**. This determines whether the driver needs to manually scan each parcel upon pickup using the app. By default the setting is off, and it must be off for large shippers where drivers often have to pick up a lot of parcels at a time, and scanning every parcel manually will take too long.
8. Turn off **Allow Enforce Delivery Verification**.



Here are the most used operational settings:

- **Cash on Delivery (COD)**. Turn this on if your shipper needs to use the COD features.
- **Allow Driver Reschedule**. Turn this on if you want to enable parcel reschedule by an Acme driver from the Driver app upon failed delivery. In the basic flow, parcel rescheduling is done at the **Edit Order** page in Acme.
- **Enforce Pickup Scanning**. Turn this on if you want to see a list of pending pickup parcels in the Driver app.
- **Allow Enforce Delivery Verification**. Turn this on to enable a custom proof of delivery (POD).

Operational Settings

Cash on Delivery(COD)

Yes No

Cash Pickup (CP)

Yes No

Prepaid Account

Yes No

Set to No to enable API integration

Staged Orders

Yes No

Multi-Parcel

Yes No

Allow Driver Reschedule

Yes No

Enforce Pickup Scanning

Yes No

Allow Enforce Delivery Verification

Yes No

Driver Delivery One-Time Pin

No configuration is required, leave this setting as is.

This section is used to configure a one-time password (OTP) for drivers, which ensures that the order can only be received by the person who enters the correct OTP upon delivery. When a driver arrives at a customer's doorstep, the driver triggers a push notification and the customer receives an SMS with the OTP. The customer then shows the OTP to the driver and if the customer's OTP matches the OTP on the driver's phone, then the driver hands over the parcel to the customer and the delivery is considered successful.

Driver Delivery One-Time Pin

No. of Digits in Delivery OTP

6

No. of Validation Attempts

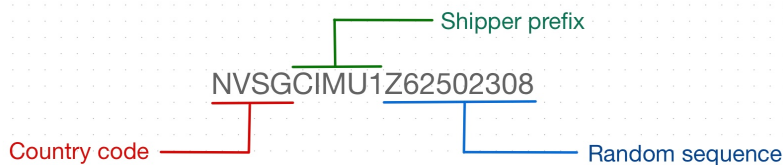
3

Tracking ID

This section sets the type of the tracking ID used by the shipper.

Acme divides tracking IDs into two types:

- Fixed tracking ID:** An alphanumeric string that consists of a 4-character country code, followed by a 5-character unique shipper's prefix, followed by a 9-character sequence which can be autogenerated or requested by the shipper. Not all shippers prefer fixed tracking IDs due to the presence of an Acme country code in front of the shipper's prefix.



- Dynamic tracking ID:** An alphanumeric string that doesn't have a country code and consists of a 3-5 character unique shipper's prefix, followed by a random 9-27 character sequence, which can be autogenerated or requested by the shipper. The first three characters of a shipper's prefix are reserved and unique across the system, and no other shipper can have a tracking ID that starts with the same three characters. Shippers who use dynamic country codes do so because the tracking ID starts immediately with the shipper's prefix.



To configure, follow these steps:

1. In **Tracking Type**, select **Fixed**.
2. In **Prefix**, enter any sequence of 3 to 5 characters.

Tracking ID

Tracking Type

Dynamic

Prefix *

This field is required.

Label Printing

Show Shipper Details

Yes

No

Show COD

Yes

No

Show Parcel
Description

Yes

No

Printer IP

Label Printing

This section determines which information is printed on the shipper's air waybills (AWB).

To configure, follow these steps:

1. Turn off all the settings.
2. Leave **Printer IP** blank.

Label Printing

Show Shipper Details

Yes

No

Show COD

Yes

No

Show Parcel
Description

Yes

No

Printer IP

This completes the configuration on the **BASIC SETTINGS** tab.

Next, select the **MORE SETTINGS** tab.

MORE SETTINGS tab

The **MORE SETTINGS** tab contains additional settings related to the shipper's reservation and pickup details, return settings, distribution points, and notifications.

Create Shipper

BASIC SETTINGS

MORE SETTINGS

INTEGRATIONS

MARKETPLACE

PRICING AND BILLING

Reservation Pickup Address

This section is used to set the shipper's *reservation pickup address*—a location where Acme drivers come to pick up parcels from the shipper.

To configure, follow these steps:

1. Select the **ADDRESS** tab (if not selected by default).
2. Click **Add Address**.
3. Fill in contact information:
 - a. In **Contact Name**, enter any name.
 - b. In **Contact Mobile Number**, enter any phone number.
 - c. In **Contact Email**, enter any email.
 - d. In **Pickup Address 1**, enter any address.
 - e. In **Pickup Postcode**, enter any valid postcode in the shipper's country.
 - f. In **Latitude and Longitude**, enter any pair of coordinates.
4. Click **Save Changes**.
5. Click **Set as Default**.

Reservation Pickup Address

[+ Add Address](#)

Contact	Address	Actions
<input type="text" value="Find..."/>	<input type="text" value="Find..."/>	

No Results Found

View more results by clearing the column header filters or modifying the filters via the 'Edit Filters' button above

Reservation

Note: Auto Reservation is not available for Shippers on OCv4 or higher

Reservation Days

Auto Reservation

Ready Time

Latest Time

Cutoff Time

Address ID

Approx. Volume



Milkrun reservations

A *milkrun reservation* is a kind of reservation that is automatically re-created based on a schedule. Milkruns are used by shippers with regular pickups. For example, a shipper may need an Acme driver to stop by their shop three times a week—on Monday, Wednesday, and Friday. This shipper will then have a reservation configured in the **MILKRUN RESERVATION** tab.

Reservation

This section is deprecated. Skip to the **Pickup Service** section.

Pickup Service

This section contains settings related to the shipper's pickup service—when and how often the shipper wants to have their items picked up by Acme drivers.

To configure, follow these steps:

1. Leave **Allow premium pickup on Sunday** as is.
2. Leave **Premium pickup daily limit** as is.
3. In **Service Type**, select **Scheduled**.
4. In **Service Level**, select **Premium**.
 - a. **Standard** service level is restricted to pre-defined time slots—9 AM to 12 PM, 12 PM to 3 PM, and so on. This service level allows only one pending pickup per day per shipper per address: if the shipper has a pending pickup at a given address on a given day, then the shipper can't request another pickup at the same address on the same day.
 - b. **Premium** service level is not restricted to time slots, so the shipper can select any time window and duration, with the minimum duration being 90 minutes. This service level enables shippers to have multiple pending pickups per day per address.
5. In **Default Pickup Time Selector**, select any time slot.

Pickup Service

Allow premium pickup on Sunday

Premium pickup daily limit *

Service Type	Service Level	Actions
Scheduled	Standard	<input type="button" value="Edit"/>

Add New Service

Default Pickup Time Selector

Ninja Van will use this pickup timing if the Shipper does not explicitly include it during Order Create.

Returns

Returns for this Shipper

Replace With Liaison Details

Returns Name

Returns Contact

Returns Email

Returns

This section determines if the shipper accepts return orders, and if they do, then at what location return items should be delivered.

To configure, follow these steps:

- 1. In **Returns for this Shipper**, select **Active**.
- 2. Click **Replace With Liaison Details** to populate the form with the contact details of the shipper's liaison that you configured earlier.
- 3. In **Returns City**, enter the name of the city where items will be sent for return.

Returns

Returns for this Shipper

Active Disabled

Replace With Liaison Details

Returns Name

Returns Contact

Returns Email

Returns Address 1

Returns Address 2 / Unit Number

Returns City

Returns Postcode

Last Returns Number

Distribution Points

This section contains settings related to the shipper's use of the [Ninja Points](#) service, internally known as PUDO (Pickup Drop-off). This service is a network of locations where customers can collect and return parcels.

Don't change anything in this section, and scroll down to **Notifications**.

Distribution Points

Integrated Vault

Yes No

Collect Customer NRIC Code

Yes No

Returns on DPMS

Yes No

DPMS Logo URL

Returns on Vault

Yes No

Vault Logo URL

Returns on Shipper Lite

Yes No

Shipper Lite Logo URL

Allow Fully Integrated Ninja Collect

Yes No

Eligible Service Levels for Ninja Collect


Allow doorstep delivery for no capacity scenario

Yes No

Deadline Fallback Action

Notification

This section defines which events trigger email and SMS notifications to the shipper and their customers—for example, when a delivery is completed or when it's failed.

**Notifications in QA environment**

No email and SMS notifications are sent in QA environment, unless your email address or phone number are allowlisted.

Don't change anything in this section.

Notification

Transit Shipper

Yes No

Transit Customer

Yes No

Completed Shipper

Yes No

Completed Customer

Yes No

Pickup fail Shipper

Yes No

Pickup fail Customer

Yes No

Delivery fail Shipper

Yes No

Delivery fail Customer

Yes No

This completes the configuration on the **MORE SETTINGS** tab.

Next, select the **INTEGRATIONS** tab.

INTEGRATIONS tab

The **INTEGRATIONS** tab contains settings related to integration with e-commerce providers like Qoo10, Shopify, and Magento. All the settings on this tab are optional.

Ignore this tab. Next, select the **MARKETPLACE** tab.

Create Shipper

BASIC SETTINGS

MORE SETTINGS

~~INTEGRATIONS~~

MARKETPLACE

PRICING AND BILLING

MARKETPLACE tab

The **MARKETPLACE** tab contains settings related to marketplace shippers (those of the "Marketplace" type).

Ignore this tab. Next, select the **PRICING AND BILLING** tab.

Create Shipper

BASIC SETTINGS

MORE SETTINGS

INTEGRATIONS

~~MARKETPLACE~~

PRICING AND BILLING

PRICING AND BILLING tab

The **PRICING AND BILLING** tab contains settings related to how the shipper is billed for using Acme services and how the shipping fee is calculated.

Create Shipper

BASIC SETTINGS

MORE SETTINGS

INTEGRATIONS

MARKETPLACE

PRICING AND BILLING

Billing Information

To configure, follow these steps:

- 1. In **Billing Name**, enter any name.
- 2. In **Billing Contact**, enter any phone number.
- 3. In **Billing Address**, enter any address.
- 4. In **Billing Postcode**, enter any valid postcode in the shipper's country.

Billing Information

Shipper ID

-

Shipper Name

QA Ninja Shipper

Billing Name *

This field is required.

Billing Contact *

This field is required.

Billing Address *

This field is required.

Billing Postcode

0/15

Pricing Profiles

This section defines the shipper's *pricing profile* and *pricing levers*. The settings in this section apply only to non-marketplace shippers, since marketplace shippers use their own marketplace shipper's profile by default.

A *pricing profile* stores all pricing-related information of a shipper. A profile has a start date, an optional end date, *pricing levers*, and a *pricing script*. The shipping fee for every parcel created by a shipper is calculated based on an active pricing profile.

A *pricing script* is a set of conditions that define a shipper's pricing, for example, "if the weight of a parcel is less than 2 kg, then the shipping fee is zero." Pricing scripts are written in JavaScript and the prices are calculated by the Script Engine service.

A *pricing lever* is an entity used by Finance team to tweak shippers' pricing. A lever is a collection of parameters which can be customized for each shipper, such as minimum COD fee or insurance percentage. The pricing logic that uses these parameters, however, is the same across all shippers.

A shipper can have one or more pricing profiles (with different information) differentiated by the start date timestamp. During the pricing calculation process of an order, the effective pricing profile to use will be decided by the profiles' stars dates and the order creation timestamp.

To configure, follow these steps:

1. Click **Add New Profile**.
2. In **Pricing Scripts**, select any pricing script.
3. Leave **End Date** blank. An end date is specified when a pricing script is applied for a limited time, for example, during a sales campaign.
4. In **Pricing Levers**, follow these steps:
 - a. In **Shipper Delivery Discount**, enter any value, for example, 1.
 - b. In **Cash on Delivery**, select **Use Country Default**.
 - c. In **Insurance**, select **Use Country Default Params**.
 - d. In **RTS Charge**, select **Use Country Default**.
5. Click **Save Changes**.

Billing Address *

69 Lorong 6 Geylang

Billing Postcode

399221

6/15

Pricing Profiles

+ Add New Profile

Profile ID	Start Date	Contract End Date (Indicative)	Salesperson Discount	Pricing Script	Comments	Status	COD Min	COD %	Ins Threshold	Ins Min	Ins %	RTS Charge %
Find...	Find...	Find...	Find...	Find...	Find...	Find...						

No Results Found

View more results by clearing the column header filters or modifying the filters via the 'Edit Filters' button above

Confirm shipper creation

1. Click **Create Shipper**. The system acknowledges that all changes are saved.
2. Locate the shipper ID in the URL immediately after the `/shippers/` slug, for example, `.../sg/shippers/208297`
3. Copy the shipper ID.
4. Close the **Edit Shippers** tab. You can ignore the warning dialog because the new shipper is already created.

Ninja Van | Operator Dashboard

operatorv2-qa.ninjava.com.sg/shippers/create

2021-07-27 03:28 PM

Create Shipper

Discard Changes

Create Shipper

+ Create Shipper

BASIC SETTINGS

MORE SETTINGS

INTEGRATIONS

MARKETPLACE

PRICING AND BILLING

Billing Information

Shipper ID

Shipper Name

QA Ninja Shipper

Verify the new shipper

This section explains how to verify that your shipper is created.

1. In Acme, open the **All Shippers** page.
2. Find the shipper that you just created using their shipper ID.
3. In **Actions**, check that the second button from the left is available. This button is a link to the shipper's dashboard in Ninja Dash. If the button is unavailable, you may have to create a new shipper.

NINJA VAN

Search Function or Id

Shipper Support

Distribution Points

Hubs

Inbounding

Fleet

Shipper

All Shippers

Loyalty Creation

All Shippers

Sergey

2021-07-27
03:38 PM

Quick search

Search term

Search

Select Search Filters

Create Shipper

Email

X

Contact

X

Industry

Search or Select...

X

Salesperson

Search or Select...

X

Next step

[Step 2. Create a driver](#)

See also

[Shipper settings](#)