Setting Up ShipStation

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This guide explains how to set up your integration with ShipStation. It is intended for system administrators.

The aACE+ ShipStation integration offers a full-featured shipping solution. With this integration, orders are input and processed in aACE. When an order is ready to ship, the pertinent details are transferred to ShipStation for setting rates and printing labels. When the order is shipped, cost and tracking information is returned to aACE.

To set up your ShipStation integration, complete the following steps:

Step 1: Sign Up for ShipStation

Create a ShipStation (https://www.shipstation.com/?ref=sp-1349844) account. This service is the interface between aACE and ShipStation. aACE will push data to and receive data from ShipStation.

Step 2: Obtain Your ShipStation Credentials

To link your ShipStation account to your aACE system, you must get an API Key and an API 'Secret'. Use the ShipStation support documentation (https://help.shipstation.com/hc/en-us/articles/360025856212-ShipStation-API#access-the-shipstation-api-0-0) to obtain these credentials so you can copy and paste them into aACE.

Step 3: Input Credentials into aACE

After you have installed the aACE integration file, proceed with the following steps:

1. Log in to aACE and navigate from **Main Menu** > **System Admin** > **Shipping Integration**.
2. In General Settings, select **Enable Shipping Integration**.
3. Select **ShipStation**
4. Mark the flag to **Enable ShipStation**.
5. Paste your API Key and API Secret into the correct fields.

Step 4: Enable Automation Schedules

To help streamline shipments, aACE provides two automation schedules:

1. Navigate from **Main Menu** > **System Admin** > **System Preferences** > **Automation Schedules**.
2. Locate and mark the flags to enable these two schedules:
    - Transmit Shipments
    - Update Shipments from Integrated Shipping

Note: If you manually ship a shipment, aACE runs these processes immediately.

Step 5: Test Your aACE+ ShipStation Integration

After you have set up your aACE+ ShipStation integration, create a test order and follow these steps to verify the shipping integration is working correctly:

1. Navigate from **Main Menu** > **Order Management** > **Shipping Log**, then locate a Pending shipment.
2. At the detail view, click **Actions** > **Transmit Shipment**.
3. At the confirmation dialog, click **Transmit**.
4. Log into your ShipStation account.
5. Process the shipment (i.e. select the shipping method, enter the price, print the label, etc) and mark it as shipped.
6. Return to the detail view of the shipment in aACE.
7. Confirm that the shipping details have been updated and the shipment is now in Shipped status.

aACE queries ShipStation for updates based on the frequency of your automation schedules (https://aace6.knowledgeowl.com/help/configuring-automation-schedules).