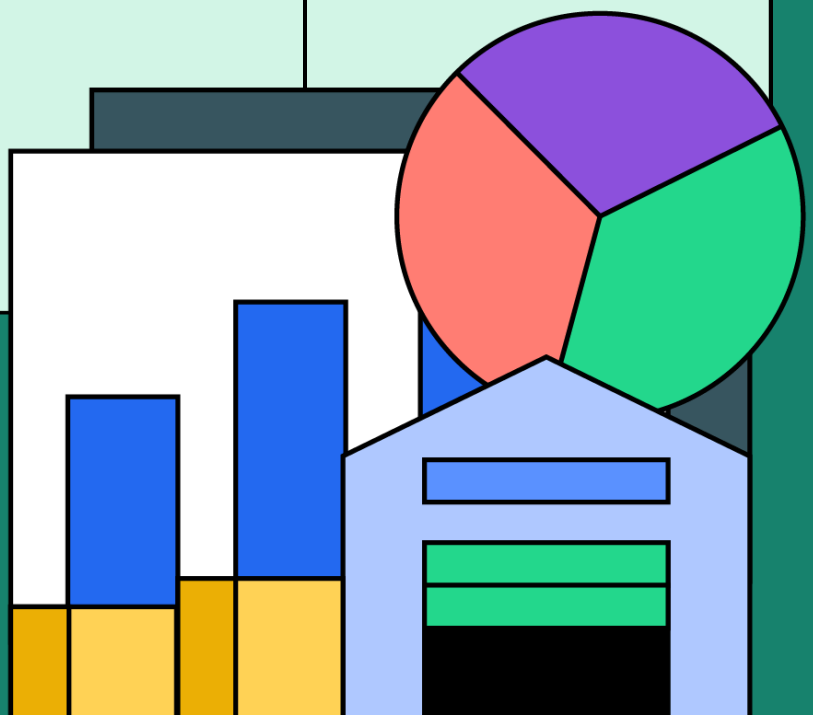


Ordoro + Shippo Integration User Guide

Prerequisites	Created for	Est. Setup Time
☑ Active Ordoro account ☑ Active Shippo account ☑ Carrier integration Note: If you do not have an active Shippo account, you can create one directly from the Ordoro Shippo App.	• Commerce Operators • Warehouse Managers • Technical Staff • Managers of shipping operations via Ordoro	15–30 minutes



Introduction

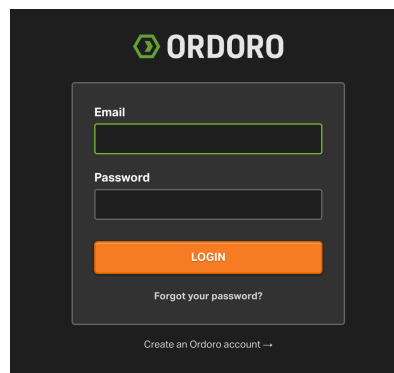
This guide walks you through the process of integrating Shippo with Ordoro to streamline your shipping operations. Whether you're a first-time user or optimizing your workflow, this step-by-step guide covers installation, configuration, label generation, tracking, and more. The **Shippo integration** connects Ordoro's Order Management System with the Shippo multi-carrier platform. This enables you to access rates, purchase shipping labels, and manage refunds from **multiple carriers directly within Ordoro**.

01 - Integrate Shippo with Ordoro

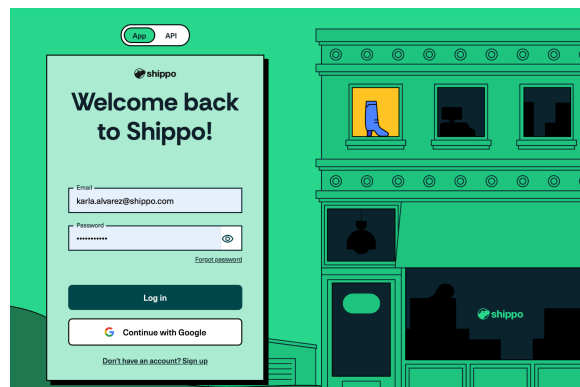
Connect your Shippo account to Ordoro in four steps:

1. Create your accounts or log in:

- 1.1. [Log in](#) to both your Shippo and Ordoro accounts

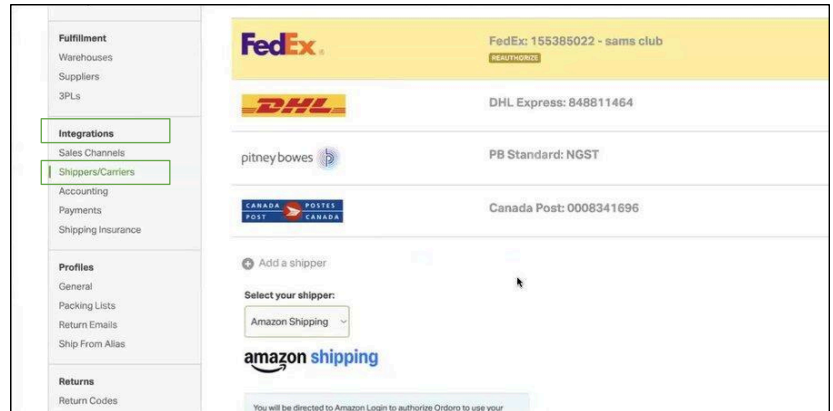


- 1.2. **If you are not logged into your Shippo account**, you will be greeted with the following screen, prompting you to [create an account or log in](#)

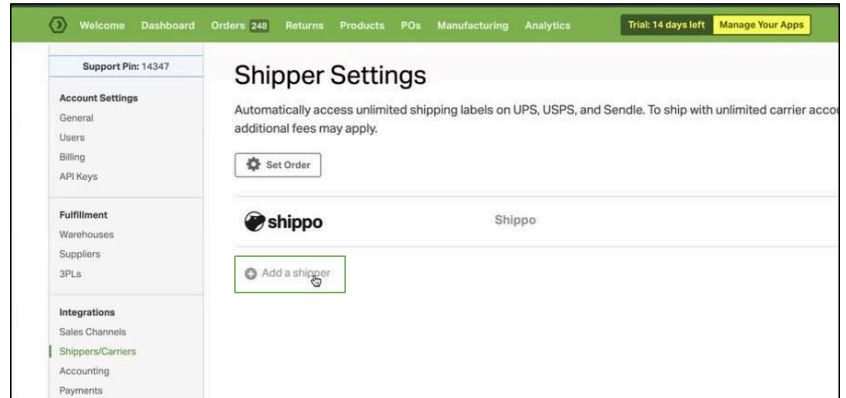


2. Connect Shippo as a carrier in your Ordoro account:

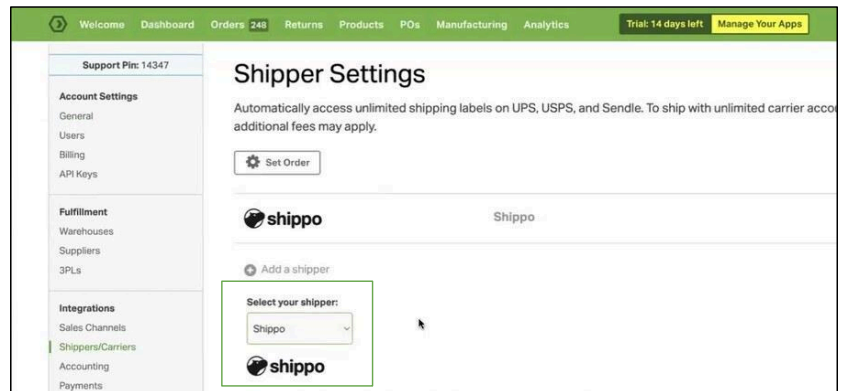
- 2.1. Log in to your Ordoro account as an Admin.
- 2.2. Navigate to **Settings > Integrations > Shippers/Carriers**.



- 2.3. Click **"Add a shipper"** in the dropdown.

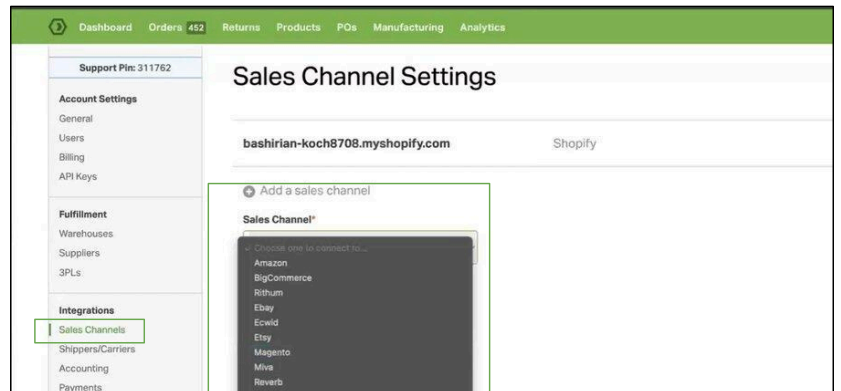


- 2.4. Select **Shippo** from the list and click **Authorize**.
- 2.5. You'll be redirected to Shippo — log in to your Shippo account and approve the connection.
- 2.6. **Once authorized, you'll return to Ordoro with Shippo listed as an active carrier.**



3. Connect your sales channel (e.g., Shopify):

- 3.1. Go to **Settings > Integrations > Sales Channels**
- 3.2. Open the platform dropdown and select your channel (Shopify, Amazon, Walmart, etc.).
- 3.3. Enter your store URL and click **"Add Sales Channel."**
- 3.4. Ordoro will complete the OAuth flow — your orders will start



syncing automatically.

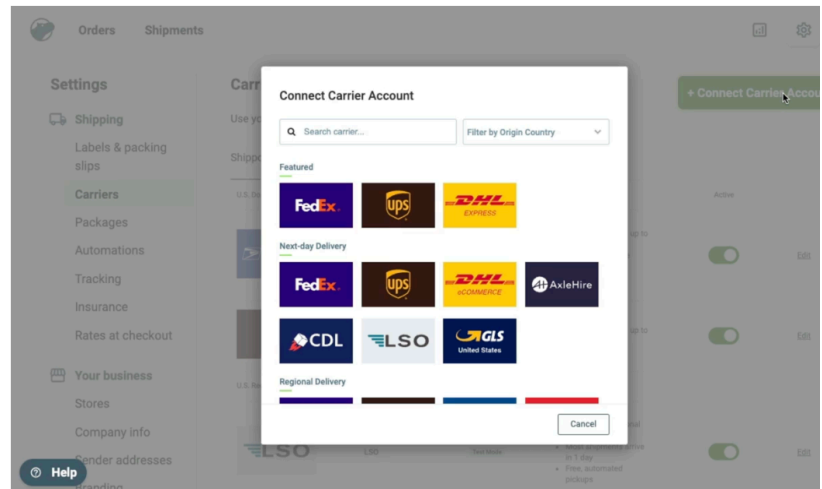
Before you start: Make sure your carriers are already configured in your Shippo account (app.goshippo.com > Settings > Carriers). Ordoro will sync whatever carriers you have active in Shippo — USPS, UPS, DHL Express, and more.

[Watch Video Guide](#)

4. Verify the connection:

- 4.1. Go to the **Orders** tab — your channel orders should appear here.
- 4.2. Open any order and select **Shippo** as the carrier — your discounted rates will load automatically.
- 4.3. Create a test label to confirm the integration is working end-to-end.

You're connected! After completing these steps, Shippo will power all carrier rates and label generation inside Ordoro. Follow the sections below for a full walkthrough of the shipping workflow.

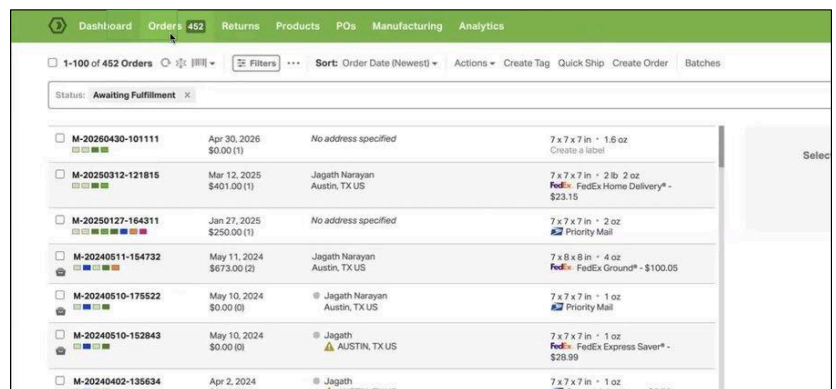


02 - Create a Shipping Label

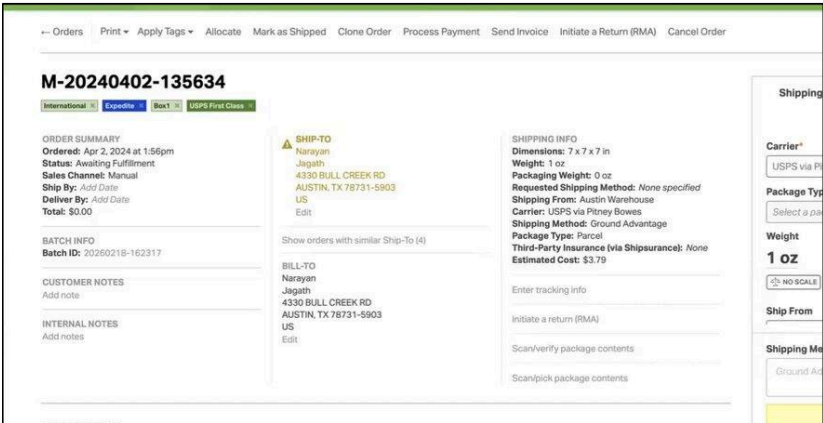
Once Shippo is connected, **you can create labels directly from any order in Ordoro**. The rates shown are pulled live from your Shippo account — no manual setup needed.

Steps

1. Go to the orders tab and select the order you want to ship

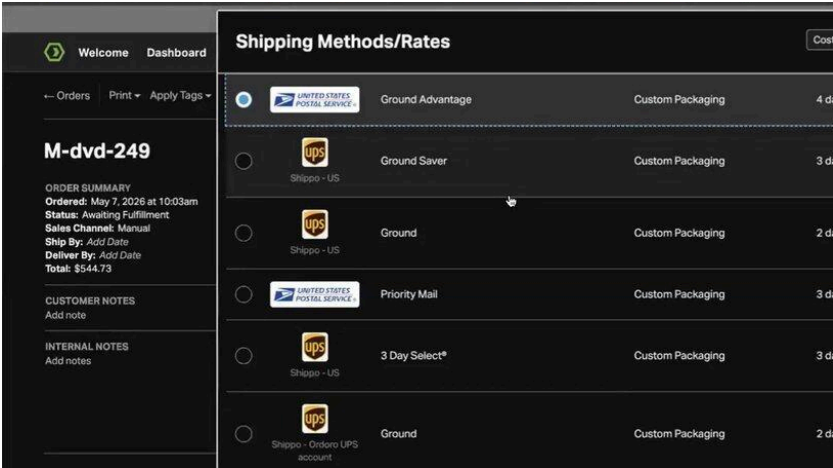


- 2. Open the order detail — verify the ship-to address and warehouse
- 3. **Select Shippo as the carrier**
- 4. All shipping methods and rates from your Shippo account will appear — sorted by cost by default



- 5. Select your preferred service (e.g., USPS Ground Advantage)

Remember: Ordoro will sync whatever carriers you have active in Shippo — USPS, UPS, DHL Express, and more.



- 6. **Create Label** Click
- 7. **Print Picklist and/or Packing List** along with the label



- The label, picklist, and packing slip will open for printing

Note: The label and tracking number are recorded in both Ordoro and your Shippo account simultaneously.

CUSTOMER	TRACK STATUS	RATE	CARRIER SERVICE	ORDER	SHIP DATE
Illinois order US Chicago, IL 60657	Unknown	\$8.13	USPS Ground Advant... 93348208456000016116	5/8/2026	05/08/2026
Product Ordoro US Tyler, TX 75703	Unknown	\$6.70	USPS Ground Advant... 93348208456000016117	5/8/2026	05/08/2026
California order US San Francisco, CA 94114	Unknown	\$32.91	UPS 3 Day Select® 12000000000000000000	5/7/2026	05/07/2026
Washington order US Seattle, WA 98189	Unknown	\$10.08	UPS Ground Saver 12000000000000000000	5/7/2026	05/07/2026
Product Ordoro US Tyler, TX 75703	Unknown	\$6.70	USPS Ground Advant... 93348208456000011280	5/5/2026	05/05/2026
Product Ordoro US Tyler, TX 75703	Unknown	\$6.12	UPS Ground Saver 12000000000000000000	4/29/2026	04/29/2026

03 — Batch Pick-Pack-Ship (High Volume)

For higher-order volumes, Ordoro's batch workflow lets you **pick, pack, and label multiple orders at once** — significantly faster than processing one at a time.

Step 1: Print Picklists and Packing Lists

- In the Orders tab, check the boxes next to all orders in your batch

Order ID	Date	Amount	Address	Package
M-20260430-101111	Apr 30, 2026	\$0.00 (1)	No address specified	7 x 7 x 7 in · 1.6 oz Create a label
M-20250312-121815	Mar 12, 2025	\$401.00 (1)	Jagath Narayan Austin, TX US	7 x 7 x 7 in · 2 lb 2 oz FedEx Home Delivery® - \$23.15
M-20250127-164311	Jan 27, 2025	\$250.00 (1)	No address specified	7 x 7 x 7 in · 2 oz Priority Mail
M-20240511-154732	May 11, 2024	\$673.00 (2)	Jagath Narayan Austin, TX US	7 x 8 x 8 in · 4 oz FedEx Ground® - \$100.05
M-20240510-175522	May 10, 2024	\$0.00 (0)	Jagath Narayan Austin, TX US	7 x 7 x 7 in · 1 oz Priority Mail
M-20240510-152843	May 10, 2024	\$0.00 (0)	Jagath AUSTIN, TX US	7 x 7 x 7 in · 1 oz FedEx Express Saver® - \$28.99
M-20240301-144827	Mar 1, 2024	\$0.00 (0)	Jagath AUSTIN, TX US	7 x 7 x 7 in · 1 oz Priority Mail - \$6.64

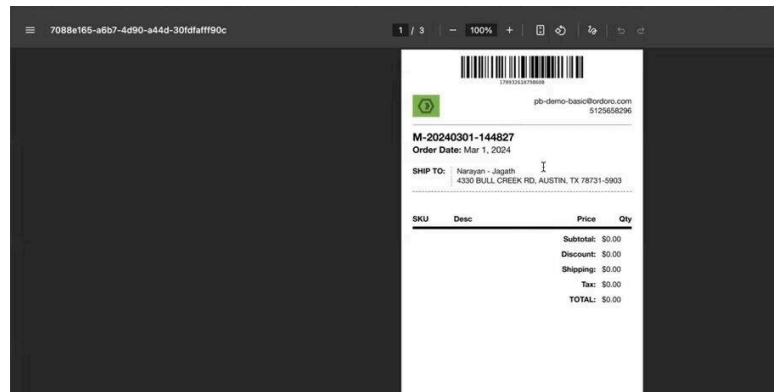
- Click Print and select Packing List and/or Pick List
- Configure packing list options: barcodes, images, SKUs, notes, batch ID
- Configure pick list options: group by SKU for efficient warehouse picking

Print Pick/Pack Lists

Document Options

- ☐ Display Order Tray Numbers
- ☒ Attach Packing List
 - Sort By: Original order lines
 - ☒ Show Price
 - ☒ Show Line Item Price
 - ☒ Show Financial Totals
 - ☒ Show Barcode
 - ☐ Show Images
 - ☐ Show Kit Components
 - ☐ Show Quantities from Split Orders
 - ☐ Show Lines with Zero Quantity
 - ☐ Highlight Line Item Quantities Greater Than One
 - ☐ Show Shipping Info
 - ☐ Show Warehouse Location
 - ☐ Show Bill-To

5. Print — one packing slip per order, one consolidated pick list for the entire batch



Step 2: Create Batch Labels

1. After picking and packing, select the same batch of orders
2. **Click Create Labels — Ordoro creates all labels in one action via Shippo**
3. Labels are ready to print for the entire batch

04 - How billing works

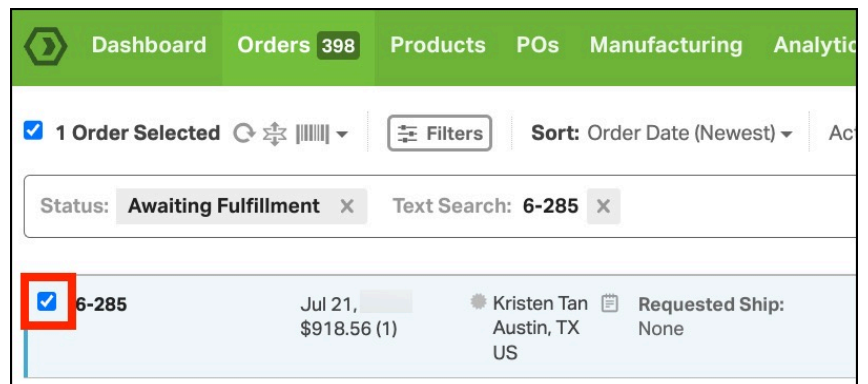
Ordoro uses a gray-label integration with Shippo. This means:

- All label charges are billed directly through your Shippo account
- Your Shippo subscription plan determines carrier access and rates
- There is no additional charge from Ordoro for using Shippo as a carrier
- You can view all billing, invoices, and payment details at app.goshippo.com > Settings > Account > Billing

05 - Returns

Ordoro creates return labels by flipping the from/to addresses:

1. In the Orders tab, select the order you wish to create a return label for.



2. In the Shipping Label panel, switch to the Return Label tab > click **Create Label**.
3. Select the Print option, then view the label PDF to open the return label.

[Get to know more about Returns.](#)

Returns workflow RMA

Ordoro supports Return Merchandise Authorizations (RMAs) directly from the original order:

1. Click on the Orders tab.
2. Search for the order that needs an RMA.
3. Click the checkbox for the order.
4. Choose Return Label in the label panel.
5. Select the Initiate a Return (RMA) button > This opens the RMA modal

- 6. Return Merchandise Authorization (RMA) ID
- 7. Return From: add your customer’s address from the order, which will pre-populate here
- 8. Add customer notes

Initiate a Return (RMA)

Return Merchandise Authorization (RMA) ID*

RMA-

17-2726

Return From

Kyle Herthusen
11610 W 68th St
Austin, TX 78721
US
Edit

Notes From Customer

- 9. Return To: by default, this will be the warehouse the order shipped from, but you can edit.
- 10. Internal Notes for Processing Return: will not be sent to the customer and are used in Ordoro only.

Initiate a Return (RMA)

Return To

Austin warehouse

815 Brazos St.
Suite 900
Austin, TX 78701
US

Internal Notes for Processing Return

- 11. Select Items to be Returned.
- 12. Select return Qty
- 13. Select any Return Codes. If you’ve set up [Return Codes](#), then they will appear here.
- 14. Create and View RMA

[Get more information here about:](#)
How to create a return label for RMAs
How to email the RMA label to your customer
How to update the RMA status
How to receive and restock products

Items to be Returned*

	Product Name/SKU	Price	Qty in Order	Return Qty	Return Code
☒	Krull DVD - Special Edition krull-dvd <a>Edit	\$12.00	1	1	Select a return code... ✓ DMG EXCH INCORRECT
☐	Dune DVD dune-dvd <a>Edit	\$99.00	1		

Add a Product

Create RMA

Create and View RMA

Cancel

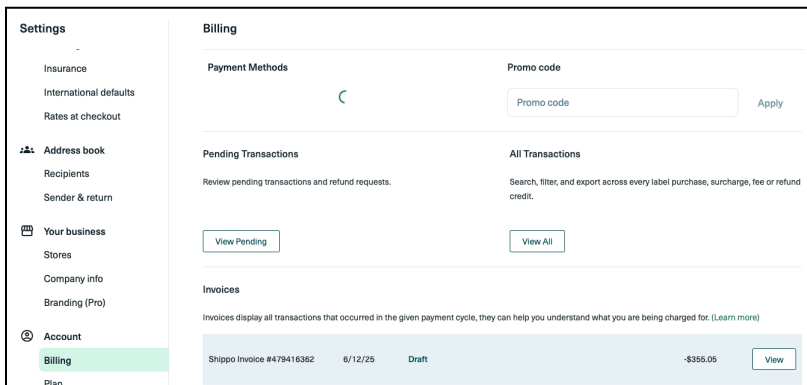
Billing

All billing for Shippo services, including shipping labels and subscription fees, is handled directly by Shippo, not Ordoro. You'll be charged based on your monthly shipping volume, with plans starting at \$19/month. For full details, see our pricing here: [Shippo Subscription Plan Overview](#)

There is **no additional charge from Ordoro** to use the Shippo integration. All billing, invoicing, and receipts will come directly from Shippo. If you're new to Shippo, you'll be prompted to choose a subscription plan during your onboarding process.

To access your billing and invoicing in Shippo

1. Log into the Shippo App
2. Go to Settings > Account > Billing
3. You can download invoices, adjust payment methods, and see pending transactions



Troubleshooting

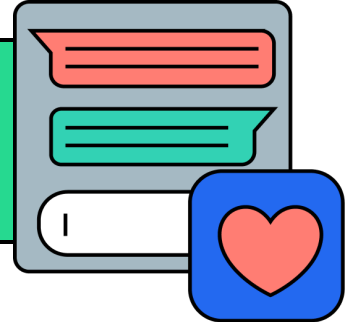
Issues	What to check	Notes
Shippo is not appearing as a carrier option	Go to Settings > Integrations > Shippers/Carriers and click Authorize to reconnect.	Make sure Shippo is authorized and the OAuth flow has completed successfully.
No rates are showing on the order	Verify that at least one carrier is active in your Shippo account (Settings > Carriers in Shippo).	Rates are pulled live from Shippo — if no carriers are set up, no rates will appear.
OAuth authorization fails	Log out of Shippo and log back in, then retry the Authorize flow in Ordoro.	Ensure you're logged into the correct Shippo account before authorizing.
Label created in Ordoro but not in Shippo	Check the Shipments section in your Shippo account. Allow up to 1 minute for sync.	Labels should appear in Shippo > Shipments with the same tracking number.
Tracking is not updating in Shopify	Verify your Shopify sales channel is connected in Ordoro Settings > Sales Channels.	Ordoro pushes tracking back to Shopify automatically after label creation.

Quick Reference Table

Task	Steps
Connect sales channel (Shopify)	Settings > Integrations > Sales Channels > Select platform > Add Sales Channel
Connect Shippo as a carrier	Settings > Integrations > Shippers/Carriers > Add a shipper > Shippo > Authorize
Set up carriers in Shippo	app.goshippo.com > Settings > Carriers > + Connect Carrier Account
Ship a single order	Orders > Select order > Choose carrier + service > Create Label > Print
Batch ship multiple orders	Orders > Select orders > Print Picklist/Packing List > Create Labels
Configure packing list	Settings > Profiles > Packing Lists > Customize fields, barcode, images
Add warehouse location	Settings > Fulfillment > Warehouses > Add Warehouse
View billing (Shippo)	app.goshippo.com > Settings > Account > Billing
Create a return label	Log in to Ordoro > In the Orders tab, select the order you wish to create a return label for.

Ready to start shipping smarter with Ordoro + Shippo?

[Help Center](#)



[Contact Us](#)



[API Documentation](#)

