Singapore

Shopify Seller Portal Guide





Elevate Your Shopify Shipping and Fulfilment Experience



Connect Shopify SingPost Connector



SingPost-Shipping & Fulfilment

Pricing

Free to install. Additional charges may apply.

Rating

 $0.0 \bigstar (0 \text{ Reviews})$

Developer

Singapore Post Limited

Install



To connect your SingPost and Shopify accounts, start by taking these steps

- Go to this link <u>SingPost Shipping</u> <u>& Fulfilment</u>
- 2. Click on Install

You will be redirected back to your store to install app

- 1. To download the SingPost plugin, click **Install**
- 2. After installation, you will be directed to SingPost Merchant portal, ship.singpost.com.



Integration Setup

New Merchant Sign Up



Login to your SingPost Shipping Portal account

Enter your email		
assword		
Enter your password		
orgot your password?		
	LOON	

Create your login here

4 s	teps before starting your free trial
Ema	ii
-	
Pase	sword
-	
_	
Cont	Irm Password
	I have read and agreed to the Terms and Conditions of Use, Speedpost Terms and Conditions and Privacy Policy of this application
_	

For New Users:

- 1. Please make an enquiry to open an account first. Click **Enquire now**
- 2. Create your login for a new merchant account. Click **Create your login**

Create a New Merchant Account

- Tick the checkbox after reading the Terms and Conditions and Privacy Policy
- Fill your details accordingly; your country is automatically set to Singapore



- 1. Submission of account creation will trigger an email to your inbox
- 2. Upon successful application, login to the Merchant portal to set up Shopify Connector

For accounts set up by SingPost

1. Successful applications will be provided with your account details and temporary password



Shopify Seller Portal Guide

[SingPost] We have received your request for our Shopify plugin

If you require any assistance, please contact a-telesales@sinapost.com

SingPost

working day to advise on the next steps

Singapore Post support team

POST

Hi "Merchant",

S Reply S Reply All

We have received your request for our Shopify Plugin, our sales team will reach out to you within the next

 \rightarrow Forward

ii ...

Singpost Portal - Link Shopify Account



Connect

G → Manage Shipments >

Q Search order, Recipie

Store + Order I

1 item(

a 1item(

jactest

To Ship

To connect your Shopify store to SingPost, use the installation flow from the app store

Store Name

🗿 shopify

🗿 shopify

Choose an account to continue to Shopify

> Fanny Kee fannykaa@einor Name Email address Add account

> > Singapore

New ShipmentManage Shipments

Exceptions

Scheduled Collections

Shipment Tracking

To Ship

品 Connect

test-store
 + New Integration

Store Name

testshop

^

25

3

Login into your account

1. Once logged in, go to **Connect** and click on **New integration**

Shopify account integration

- 1. The POP-UP will show up, click on **Start** to connect Shopify store
- 2. Choose your existing Shopify account to integrate
- 3. Follow the installation instructions

Once app is installed and integrated, head back to **Merchant Portal**

1. Under Connect, you will see the plugin of your "Shopify Store" connected





Shopify Portal – Checkout setup



To configure the settings on your Shopify Store **Checkout**

- 1. Click on Settings
- 2. Click on the Checkout section

Store details Checkout style 💣 Plan B Billing Upload a logo, change colors, fonts, and more. Losers and permissions Customize checkout 🐺 Checkout Customer contact method ① Lustomer accounts Shipping and delivery Select what contact method customers use to check out. Customers will receive order and shipping notifications configured in <u>notification settings</u>. Taxes and duties Phone number or email **Q** Locations Email Gift cards

Under Customer contact method

1. Select Email as the contact method

Notifications	Full name
Custom data	 Only require last name
Languages	Require first and last name
Delisies	
12 Policies	Company name
	Don't include Recommended
	Optional
	Required
	Address line 2 (apartment, unit, etc.)
	O Don't include
	Optional Recommended
	O Required
	Shipping address phone number
	O Don't include
	Optional
	Required

Under Shipping address phone number

- 1. Select Required
- 2. Once completed, click on Save



Shipping zones

Singapore 🗸

Singapore

Your rates (3)

Rate name 🗘

Economy

Premium

standard

Carrier and app rates (1)

Condition

\$100.00 and up

\$0.00-\$99.99

Integration Setup

Create zone

....

Shipping and Delivery setup



Price

Free

\$10.00 SGD

\$2.50 SGD

Depending on the type of Shopify plan you are on, we offer **2 modes** of Shipping and Delivery setup.

Refer to next page for detailed setup instructions.

Mode #1:

For **All Shopify Plans**: You can map your existing Shopify delivery setup to SingPost Delivery Services

9	Delivery Rate Mapping		
very M Only :	Apping allows you to Associate your existing 5 Shopily shipping profiles with "Singapore" as a zone an Shopily Rate name	hopify Shipping settings with one of SingPost's delivery services. synood Shopify Shipping Profile	SingPost Delivery Service
	standard	General Profile	Speedpost Standard Singapore Q
	Premium	General Profile	Speedpost Standard Singapore N-Saver

ipping zones				Cr	eate zon
Singapore ~ Singapore					
Your rates (3)	Carrier and app rates (1)				
Carrier name 🗘		Handling fee	Transit time	Services	
Singapore Post (Ra	ates provided by app)		Calculated	3 Services 🗸	
Orders protected	with Shopify-powered back	up rate			A

Mode #2

For Shopify **Advanced** and **Plus** Plans: Direct Synchronisation of SingPost rates in Shopify Shipping and Delivery setting



Mode #1 SingPost's Portal - Mapping of delivery rates

To Ship 3	Delivery Ma	apping allows you to Associate your existing S
Scheduled Collections		opry singprones man engapore as a zone di
Shipment Tracking	No	Shopify Rate name
L Connect	1	Standard
:test-store		
+ New Integration	2	Premium
Account		
🖨 Reports 🗸 🗸	3	Economy saver

Log into SingPost's Portal

- 1. Under Connect, select the connected store
- 2. Scroll down to "Delivery Rate Mapping"

)	Delivery Rate Mapping		
ny N Dniy :	Tapping allows you to Associate your existing Shopily shipping profiles with "Singapore" as a zone a	Shopify Shipping settings with one of SingPost's delivery services.	
	Shopify Rate name	Shopify Shipping Profile	SingPost Delivery Service
	directored	General Profile	Speedpost Standard Singapore Q
	standard		Speedpost Economy Singapore (D
	standard		Speedpost Economy Singapore (D Speedpost Standard Singapore

- 1. All qualified Shopify Shipping and delivery Shipping profile and rate names will appear in the table
- 2. Select the SingPost Delivery Service which you wish to link



Mode #2 Shopify Portal – Shipping and Delivery

nny-test-store nny-test-store.myshqaify.com	Shipping and delive	ry	
ያ Store details i Plan	Shipping ③ Choose where you ship and	d how much you charge for shipping at checkout.	
Billing	General shipping rates		
Users and permissions	General All products	Rates for	>
Payments		A	
Checkout	Custom shipping rates		
Customer accounts		Add custom rates or destination restrictions for groups of produc	ts.
Shipping and delivery		Create new profile	
Taxes and duties			
Locations	Expected delivery date	es ①	
Gift cards	Show delivery dates at cl	heckout	0# >
Markets			

shipping origins			Show details v
zy2ship service, Signpo	ost office		
Shipping zones			Create zon
Singapore 🗸			
Singapore			
Rate name 🗘	Condition	Price	
Economy	-	Free	***
Premium	\$100.00 and up	\$10.00 SGD	•••
standard	\$0.00-\$99.99	\$2.50 SGD	
Address			
standard Add rate	\$0.00-\$99.99	\$2.50 SGD	

To configure the settings on your Shopify Store **Shipping & Delivery**

- 1. Click on Shipping and delivery
- 2. Click on General Shipping rates

Under Shipping zones

1. Click on Add rate

Add rate × Rate type Use carrier or app to calculate rates Singapore Post (Rates provided by app) Image: Carrier or app to calculate rates

Rates shown at checkout are based on your customer's address and the order's weight and dimensions

Services

Not available on Managed Markets orders

N-Saver

- Speedpost Economy Singapore (Deferred Delivery)
- Speedpost Standard Singapore dp

Future services

Automatically show new shipping services to customers when they become available

Handling fee

Adjust	calculated	rates to	o account	for	packaging	and	handling	costs.	

Percentage	1	lat amount		
0	%	\$ 0.00		
			Cancel	ie

SingPost Delivery Service Selection

- 1. Select "Use Carrier or app to calculate rates"
- 2. Select the services to be reflected under your Shopify store checkout
- 3. Click on Done
- 4. Once completed, click on Save



Mode #2 Shopify Portal – Shipping and Delivery

Change

Change

\$5.00

\$10.00

Continue to payment

Shipping origins			Sh	ow details 🗸
Ezy2ship service, Signpost office				
Shipping zones				Create zone
Singapore V				
Singapore				
Your rates (3) Carrier and app rates (1)				
Carrier name 🗘	Handling fee	Transit time	Services	
Singapore Post (Rates provided by app)		Calculated	2 Services	× …
Orders protected with Shopify-powered back	kup rate			0
Add rate				

Cart > Information > Shipping > Payment

Speedpost Express Singapore

Speedpost Standard Singapore

Email address

Shipping address

Contact

Ship to

Shipping method

K Return to information

Selected services will be **displayed** on Shipping and delivery section under "Courier and app rates"

1. Once completed, click on **Save**

At Customer checkout

1. Upon checkout, customer will see the updated shipping services for selection

📜 Shipping at Checkout										
🔠 Manage Shipments	~									
• 44		The cast Benrices which were set up by Ops. Default price is Tree and concordingure price by oliking on Trice and input value to your customers at theolout, giving them visibilitz on service and courier rating Unit service and provide to applied for all despite consects than								
Pending			family sets	Condex been	factor	Polar (601)				
Shipment		No	20102-044	service the	annorman	Price (anto)				
Fulfilled		1	INCEDD	EDD	Speedpost Economy Singapore (Deferred Delivery)	0.00				
Pickapa	~									
1 Connect		2	IWONDD	NED	Speedpost Standard Singapore - dp	4.00				
Store										
Store 2		3	IWONSV	NSV	N-Saver	3.00				
+ New Integration										
Account	÷	Cancel	save							
B prost										

Back at SingPost's Portal, you can set the buyer's shipping fee shown at checkout

- 1. Under **Connect**, select the connected store
- 2. Under **Shipping at Checkout**, edit the "price" column to configure price of the delivery will be reflected on store checkout
- 3. Once completed, click on **Save**



SingPost Portal - Account settings

Store Name	
estshop ACCOUNT INFORMATION	
D New Shipment	
Manage Shipments ^ General	
Exceptions 25 Full name	
To Ship 3	
Scheduled Collections Country	
Shipment Tracking Singapore	
Connect O UEN No	
test-store 123445345	
+ New Integration	
Account	
Account Information	
Addresses Evel Addresse	
Boxes size setting	
2 Reports ×	
Singpost Account information	

For existing account, login to Merchant Portal with your current account

For account is created by SingPost, login with the email & temporary password provided

1. Once login is successful, click on **Account** to update details

Under **Account information**, input accordingly with your store details

- 1. Check and amend your Profile or password if needed
- 2. Check or update your store name, home page and contact page URL

ly Address	Add new Addre
Address #1	∠ 1
Singpost Centre Contact No. 98888888 / email: abc@gmail.com	
V Default	
Address #2	2.1
10 Eunos road 8 Contact No. 98888888 / email: abd©gmail.com	
Default	

Under **Address**, check if previous store shipping address is correct

1. Click Add New Address to add shipping address



Integration Setup

Orders Sync & Shipping Price

Currently orders are synced from Shopify upon login and page refresh.

Alternatively, you could sync the orders manually via the following methods as well. However, the first sync needs to be manually triggered via the sync button

Singapore .	=		
Store Name Jestshop		a charifu	
New Shipment	~	N shopiny	
Manage Shipments	~		
Exceptions	25	Ct Order Sync	•
To Ship	3		
Scheduled Collection			
Shipment Tracking	_		
Connect		Sync your latest unfulfilled shopify orders from your store (Up to 60 days ago)	Sync orders
🖶 xest-store			Last synced at 2024-11-14 14:39:48
+ New Integration			
Account	^	Sync bit warnaction Sync bitme orders assigned to Singpost delivery service (if you are on Courier rate Sync) Sync bitme orders assigned to Singpost delivery service (if you are on Delivery rate manshed)	
Account Information			
Addresses			5440
Boxes size setting			
Reports	×		

Under **Connect**, see the details of your ezy2ship account

- 1. Click on your Store
- 2. Click on Sync orders
- 3. Once successful, a pop-up message will show the pending orders

I order(s) successfully synced. START SHIPPING

4. Synced orders can be found under Manage Shipments

Singapore .	=	Avalage Stipments > To SHp							
Store Name testshop		To Ship							Sync orders ~
New Shipment	÷	Q. Search order, Recipient, Service			Created Date	8			Cancel Ship nent Create shipments
Manage Shipments	^								0(3 shipment)s) selected.
Exceptions	25	Store + Order No.		Created	Date		Recipient	Service	
To Ship	3	jactest-store	#1349	13/06/	2025 25 PM		jacklyn chan Singapore	Speedpost Priority (SG) Same day	
Scheduled Collections									

Alternatively, under **Manage Shipments**, at the **To Ship** tab

- 1. Click on Sync Orders
- 2. Click on the Sync from the store that you wish to pull orders from





Integration Setup

ious Nex

Manage Shipments - To Ship



buyer 123

buyer 123 Singapore

buyer 123 Singapore

26/03/2025 06:01:19 PM

Under Manage Shipments, new orders	
synced will fall into either	

- <u>Exceptions</u> Where orders with no delivery service type assigned or incomplete information will filter into
- To Ship Where most orders would fall into if <u>Delivery rate Mapping</u> was set up, waiting for shipment creation

Go to **To Ship** to complete the entire shipment creation process for orders

- Ready to ship select up to 20 orders in the same page to Create
- 2. A popup will appear to allow you to assign shipment
- 3. Select your **pick up / drop off preference** and proceed
- 4. Your **labels** will be automatically generated in a separate tab (Please allow popups in your browser)

Any details on errors in the process will be shown at the end of the process

	nod
eedpost Standard (SG) 1 shipmen	dpost Standard (S
at my doorstep	my doorstep
a collection date of up to 7 days in advance. No collection on Sundays and	collection date of
Nearest available Date and Time	
🛱 Select 🗸	
Nearest available Date and Time	

A → Manage

To Ship

Jitem[s]

â

â

V Page 1 of 1

ments > To Ship





Integration Setup

Manage Shipments - Scheduled Collection

Singapore POST	\equiv	Anage Shipments > Scheduled Collect	ions
Store Name testshop		Scheduled Collections	
New Shipment	~	Q Search order	
Manage Shipments	^	Collection Request Drop Off Self Lodge	
Exceptions	25	Shipment Creation Date	Collection
To Ship	2	2025-06-27	2025-06
Scheduled Collections			
Shipment Tracking		2025-06-27	2025-0€
🖧 Connect		2025-06-27	2025-06

Shipments that have been created and assigned successfully will appear in **Scheduled Collection**

- Track the group of orders you have made that share the same mode of shipment for the same day
- 2. Easily see the mode of shipment collection request/drop off/self lodgement
- 3. Reprint the group of labels

🙆 > Man	age Shipments	>	Scheduled	Collections
---------	---------------	---	-----------	-------------

Scheduled Collections

Q Search order	Created Date	e 🗄			
Collection Request Drop Off	Self Lodge				
Shipment Creation Date	Collection Time	Total Orders	Ship From Address		
2025-06-27	2025-06-28 09:00 - 12:00	2 Shipment(s)	Singpost Centre - 408600 Singapore	8	
2025-06-27	2025-06-28 09:00 - 12:30	1 Shipment(s)	Singpost Centre - 408600 Singapore	Ð	
2025-06-27	2025-06-30 09:00 - 18:00	2 Shipment(s)	Singpost Centre - 408600 Singapore	8	



Integration Setup

Manage Shipments - Shipment tracking

Singapore POST	Anage Shipments → Shipment Tracking
Store Name testshop	Shipment Tracking
	Q Search order, Tracking Number, Recipient
New Shipment	
Manage Shipments ^	Store + Order No.
Exceptions 25	test-store
To Ship 2	- Titem(s)
Scheduled Collections	Direct Sale #SGSID01
Shipment Tracking	test-store 1 item(s)
品 Connect	test-store item(s)

Shipments that have been created and assigned successfully will appear in **Shipment Tracking**

- 1. Track the latest status of your parcel by clicking on the tracking number
- 2. Reprint labels

A > Manage Shipments > Shipment Tracking

Shipment Tracking

Q Sear	rch order, T	Tracking Number, Recipient		Created Date		Print Labels 🖨
	Store + Orc	der No.		Tracking Number	Recipient Name	Shipment Creation Date
	jacte 1 iter	test-store em(s)	#1333	XZD0000139043	buyer 123 Singapore	04/07/2025 09:43 AM
	Dire 1 iter	ect Sale em(s)	#SGSID01531906202	SPNSV00000038767	jacklyn Singapore	27/06/2025 06:33 PM
	jacte 1 iter	test-store em(s)	#1377	SPESV1000005334	jacklyn chan Singapore	27/06/2025 06:30 PM
	jacte 1 iter	test-store em(s)	#1376	XZD0000138914	jacklyn chan Singapore	27/06/2025 06:27 PM
	jacte	test-store	#1375	SPNSV00000038766	jacklyn chan Singapore	27/06/2025 06:27 PM





Integration Setup

Manage Shipments - Shopify updates and email notification



Once the shipment was created successfully, the order will be updated as **"Fulfilled"** in your Shopify portal.

Shopify, by default, will **send an email** to your customers indicating that the **order is on the way** with their **Singpost Tracking number.**

This email template can be edited via Shopify platform. For more information on how to customise your email template, please contact a Shopify representative



Integration Setup

Manage Shipments - Exceptions



Arrange Shipments > Exceptions												
Exce	Exceptions Sync orders ~											
Q Se	arch order, Recipient			Created Date	8	Error	~	Cancel Shipment	Bulk Update Services			
() PI	Please update each order's information to proceed with shipment creation in the "To Ship" tab.											
									0/25 shipment(s) selected.			
	Store + Order No.		Created Date	Recipient		Service		① Error				
	-store 4 item(s)	#1367	26/06/2025 04:45:18 PM	buyer 123 Singapore		Standard		Shipment Information Select Services				
	-store 4 item(s)	#1344	13/06/2025 03:11:44 PM	chan Singapore		Economy saver		Select Services				
	-store 4 item(s)	#1343	13/06/2025 03:05:17 PM	chan Singapore		Economy saver		Select Services	I			

Exc	eptio	ons									Sync orders ~
Q S	earch o	rder, Recipient			Created Da	te 🗄	Error	~		Cancel Shipment	Bulk Update Services
O P	lease u	pdate each order's	information to proce	ed with shipment	creation in the "T	o Ship" tab.					
											3/25 shipment(s) selecte
	Store	+ Order No.		Created Date	Recipient		Service		① Error		
	ŝ	jactest-store 4 item(s)	#1367	26/06/2025 04:45:18 PM	buyer 123 Singapore		Standard		Shipment Information	Select Services	
	â	jactest-store 4 item(s)	#1344	13/06/2025 03:11:44 PM	jacklyn char Singapore	1	Economy saver		Select Services		
	ŝ	jactest-store 4 item(s)	#1343	13/06/2025 03:05:17 PM	jacklyn char Singapore	1	Economy saver		Select Services		
	ŝ	jactest-store 1 item(s)	#1342	13/06/2025 12:02:40 PM	jacklyn char Singapore	'n	Economy saver		Select Services		
		·		0010010005	ADD						

/pe Of Shipment		Measurem	ents			
Small Size	×				6	
Please ensure shipments had been updated the address and	l shipment	s detail				V

New orders synced with insufficient information will appear under **Exceptions**

Single order information correction

- 1. Click on a single order to **edit** the information
- 2. Update the shipment details if needed
- 3. Save the information
- 4. After saving, you can continue shipping your orders via **To Ship**

If your order is missing the service type as indicated in () Error , you can **Bulk edit** shipment

- 1. Select the list of orders in the same page which you wish to edit
- 2. Select the dimensions
- 3. Select the service
- 4. Click on Confirm
- 5. After saving, you can continue shipping your orders via **To Ship**



Integration Setur

New Shipment - Create Shipment



Manually create new shipments under Create Shipment

1. Enter the ship from and ship to address

2. Enter your shipment information

3. Select relevant **delivery** services



A > New Shipment > Create St	hipment > New Order					
Beck						Save & Continue
1 Shippi	ng Address	> (2)	Shipment Information	>	3 Select Services	
Ship From An existing address	Address #1 Address: Singpost Centre -	408600	Contact No: +6598888 Email: abc@gmail.com	888		~
Sender Name *	Contact N	a. *	Email Address (Optional)		Company Name	
Address #1	· · · ·	+6598888888	abc@gmail.com			
Country *	Postal Cod	le *	State/Province *		City/Town *	
Singapore	✓ 408600		singapore		singapore	
Address (Street Name, Building Na	ame, Unit No) *					
Ship To Singapore	Overseas					
Recipient Name *	Contact No		Email Address		Company Name	
		+65				
Country *	Postal Cod	••	State/Province *		City/Town *	
Singapore	~		Singapore		Singapore	

Shipping Addr	ess >	2 Shipm	ent Information	>		3 Select Services	
ales Channel			Order Number (Optional)				
Direct Sales		~					
ype of shipment	Total declared value	Measurements				Weight	
~	0.00 501	0	× 0	× 0	Cm	0.0000	К
Item Description	Declared value	Item weight	Qty		Total item price 🤇	D	
	0.00 560	0.0000	Ка		0.00	SGD	

New Shipment > Create Shipment > New Grder								
Back				Save & Conti				
Shipping Address	> Shipr	ment Information	>	3 Select Services				
Service name		Estimated transit time						
Speedpost Priority (SG)		Same day						
Speedpost Standard (SG)		1 day						
Speedpost Saver Singapore (NSV)		1 day						
Speedpost ezyReturn (SG)		1 - 2 days						
Speedpost Economy (SG)		2 days						
Speedpost Saver Singapore (ESV)		1 day						

Integration Setup

Report Management

we 👓 🖪

48

1 Date from - to 2 Channels

6 July 24, 2023

V

Orders

8

4 Day 5 Jul 16, 2023 - Jul 25, 2023

• : ×

File Home Insert Page Layout Formulas Data Review

 $f_{\mathcal{K}}$

Orders

Net Sales

140.00

140.00

 Image: Calibri with a start of the star

Jul 16, 2023 - Jul 25, 2023 Store

Singapore POST	=	A Preport > Orders	
Store Name testshop		Report > Orders over time	
New Shipment	~	04/07/2025 🗎 04/07/2025 🗎	All Channe
Manage Shipments	^		
Exceptions	25	Day	Orders
To Ship	2		
Scheduled Collections		Jul 04, 2025 - Jul 04, 2025	1
Shipment Tracking		July 04, 2025	1
品 Connect			
test-store		20 / page/ Showing 1-1 of 1 result(s)	
+ New Integration			
Account	~		
💭 Reports	^		
Cancelled Shipment			
Order			
Sales			

View

Average order value

Report Order over time

8

Shipping

55.00

55.00

Automate

с

Help

\$~% 9 58 -98

Total order value

Conditional For Formatting ~ Ta

Export

140

140

D

General

17.5

17.5

Total Sales

195.00

195.00

Under Rep	ort – Order,	you can	check the
overall no	of order		

1. Filter via date and channels and click on **Export** to generate the report



1. An excel report will be generated

Under Report – Sales, you can check on overall report

1. Filter via date and channels and click on **Export** to generate the report

Export

1. An excel sales report will be generated

,	AutoSave 💽 🖽 🖯 - 🖓 -			P s	earch		
F	ile Home Insert Page I	ayout Formulas	Data Rev	view View Automa	te H	lelp	
ľ	Calibri ~	11 ~ A^ A = =	= **	ab Wrap Text	Genera	al ~	
P.		<u>∧</u> - <u>A</u> - ≡ ≡	= = =	Merge & Center 👻	\$~	% 🤊 🐄 🐝	Conditi Formatti
CI	ipboard 🕞 Font	5	Alig	nment 🗔		Number 😼	
A		Date from - to		с)
1	Date from - to	Jul 16, 2023 - Jul 25, 20	23				
2	Channels	fanny-test-store					
3			Report Order	over time			
4	Day	Orders	P	Vet Sales		Shipping	
5	Jul 16, 2023 - Jul 25, 2023		8		140		
6	July 24, 2023		8		140		

