

Connect Shopify SingPost Connector



SingPost-Shipping & Fulfilment

Pricing

Free to install. Additional charges may apply.

Rating

0.0 ★ (0 Reviews)

Developer

Singapore Post Limited

Install

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

1. Go to this link [SingPost – Shipping & Fulfilment](#)
2. Click on **Install**

⚙️ Install app



SingPost-Shipping & Fulfilment
Singapore Post Limited

This app needs access to:

View personal data

Customers, store owner

View and edit store data

Customers, products, orders

Why does SingPost-Shipping & Fulfilment need data access? Check their [Privacy Policy](#) and [Terms of Service](#).

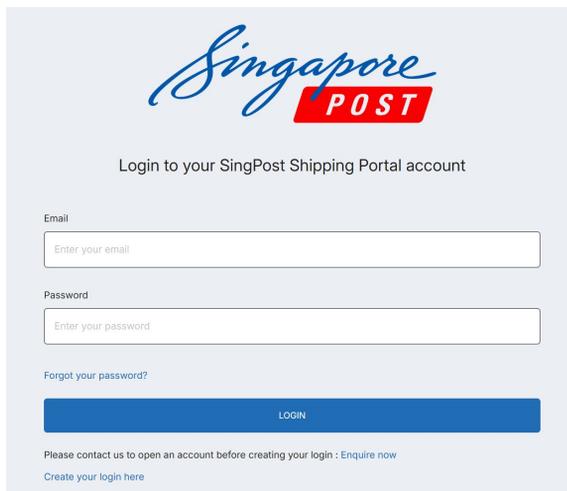
Cancel

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.

New Merchant Sign Up



Singapore POST

Login to your SingPost Shipping Portal account

Email

Password

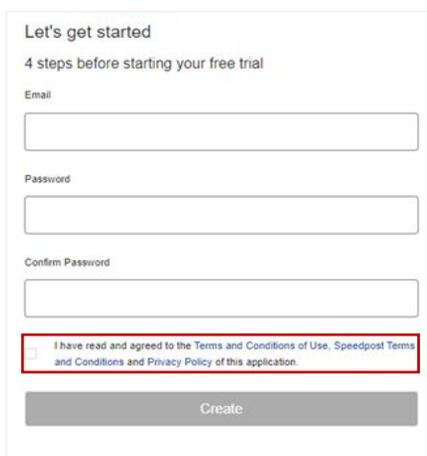
Forgot your password?

LOGIN

Please contact us to open an account before creating your login : [Enquire now](#)
[Create your login here](#)

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**



Let's get started
 4 steps before starting your free trial

Email

Password

Confirm Password

I have read and agreed to the Terms and Conditions of Use, Speedpost Terms and Conditions and Privacy Policy of this application.

Create

Create a New Merchant Account

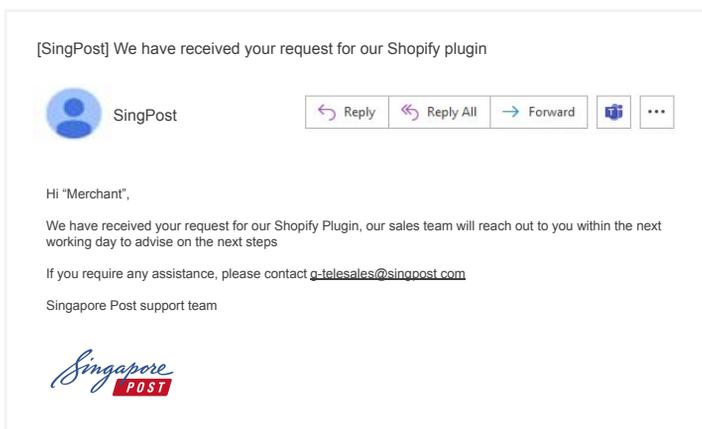
1. Tick the checkbox after reading the Terms and Conditions and Privacy Policy
2. Fill your details accordingly; your country is automatically set to **Singapore**

Email Notification of Account Creation

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



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

 SingPost Reply Reply All Forward

Hi "Merchant",

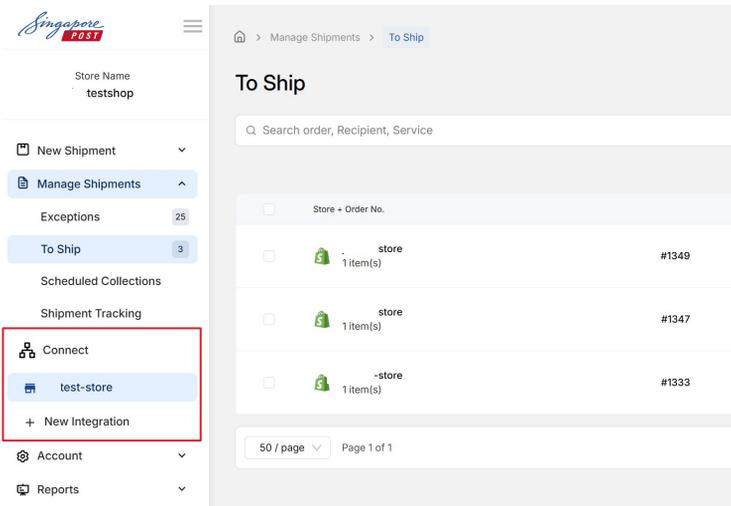
We have received your request for our Shopify Plugin, our sales team will reach out to you within the next working day to advise on the next steps

If you require any assistance, please contact g-telesales@singpost.com

Singapore Post support team

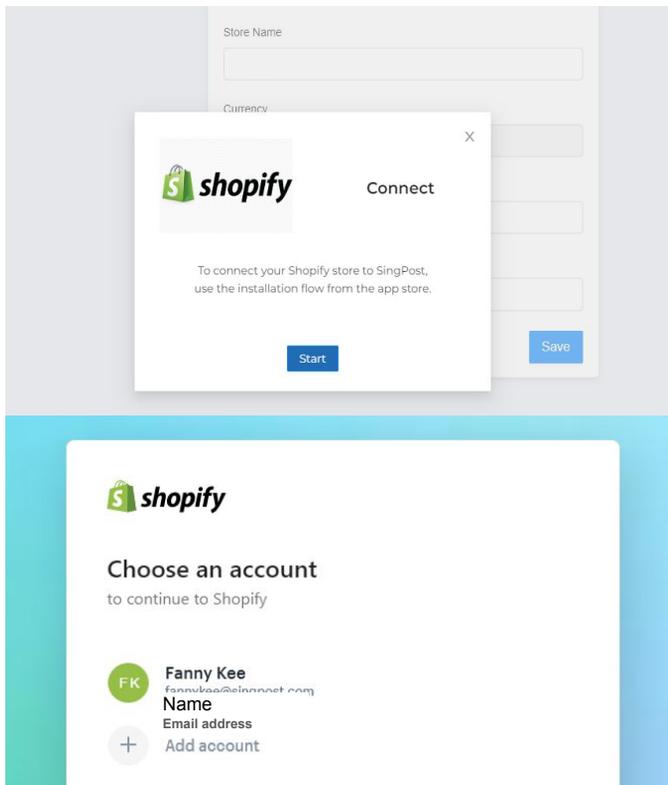
Singapore POST

Singpost Portal - Link Shopify Account



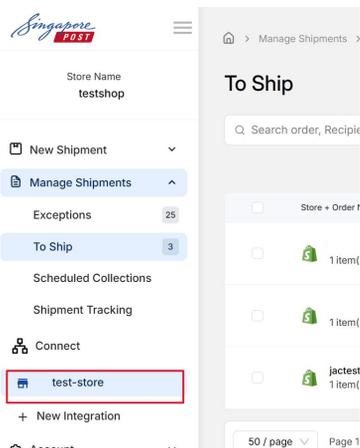
Login into your account

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



Shopify account integration

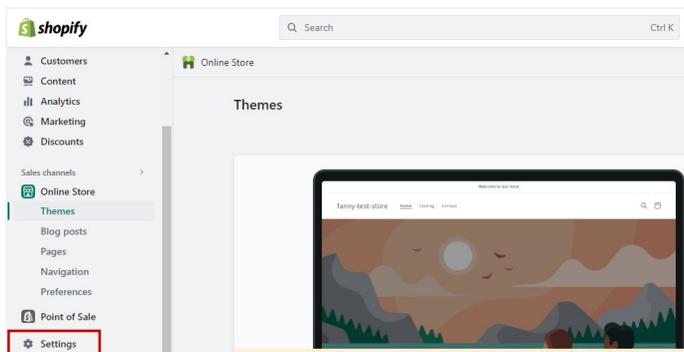
1. The POP-UP will show up, click on **Start** to connect Shopify store
2. Choose your existing Shopify account to integrate
3. Follow the installation instructions



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

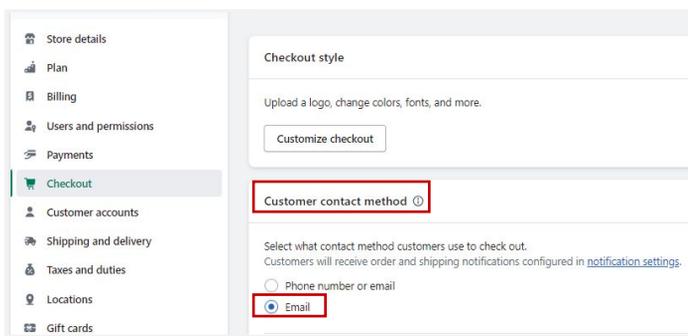
1. Under Connect, you will see the plugin of your "Shopify Store" connected

Shopify Portal – Checkout setup



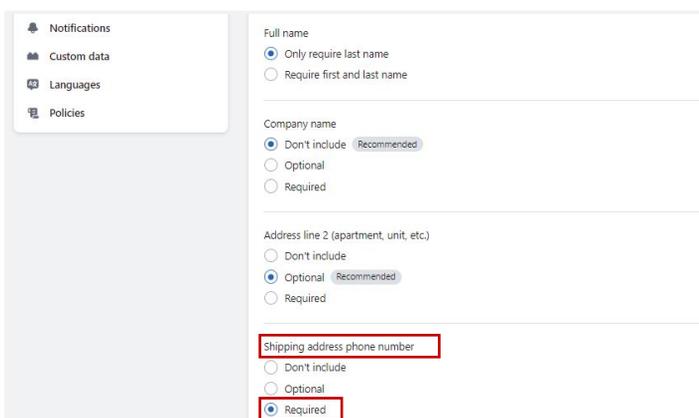
To configure the settings on your Shopify Store **Checkout**

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



Under **Customer contact method**

1. Select **Email** as the contact method



Under **Shipping address phone number**

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

Shipping and Delivery setup

Pay monthly **Pay yearly (save 20%)**

\$1 for your first month	\$1 for your first month	\$1 for your first month	Available on a 1- or 3-year term
Basic For solo entrepreneurs \$29 SGD /month billed once yearly Most Popular	Shopify For small teams \$99 SGD /month billed once yearly	Advanced As your business scales \$399 SGD /month billed once yearly	Plus For more complex businesses Starting at \$2,300 USD /month on a 3-year term
Card rates starting at <ul style="list-style-type: none"> ✓ 3.2% + \$0.60 SGD online ✓ 3% + \$0.50 SGD in person ✓ 2% 3rd-party payment providers Standout features <ul style="list-style-type: none"> ✓ 10 inventory locations ✓ 24/7 chat support ✓ Localized global selling (3 markets) ✓ POS Lite 	Card rates starting at <ul style="list-style-type: none"> ✓ 3.1% + \$0.50 SGD online ✓ 2.9% + \$0.50 SGD in person ✓ 1% 3rd-party payment providers Standout features <ul style="list-style-type: none"> ✓ 10 inventory locations ✓ 24/7 chat support ✓ Localized global selling (3 markets) ✓ 5 additional staff accounts ✓ POS Lite 	Card rates starting at <ul style="list-style-type: none"> ✓ 2% + \$0.50 SGD online ✓ 2.75% + \$0.50 SGD in person ✓ 0.6% 3rd-party payment providers Standout features <ul style="list-style-type: none"> ✓ Custom reports and analytics ✓ 10 inventory locations ✓ Enhanced 24/7 chat support ✓ Localized global selling (3 markets) + add markets for \$59 USD/mo each ✓ 15 additional staff accounts 	Card rates Competitive rates for high-volume merchants Standout features <ul style="list-style-type: none"> ✓ Custom reports and analytics ✓ 200 inventory locations ✓ Priority 24/7 phone support ✓ Localized global selling (50 markets) ✓ Unlimited staff accounts

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.

Shipping zones [Create zone](#)

Singapore ▼ ...
Singapore

Your rates (3) **Carrier and app rates (1)**

Rate name	Condition	Price	
Economy	—	Free	...
Premium	\$100.00 and up	\$10.00 SGD	...
standard	\$0.00-\$99.99	\$2.50 SGD	...

Mode #1:

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

Delivery Rate Mapping ▼

Delivery Mapping allows you to Associate your existing Shopify Shipping settings with one of SingPost's delivery services.
 Only Shopify shipping profiles with "Singapore" as a zone are synced.

No	Shopify Rate name	Shopify Shipping Profile	SingPost Delivery Service
1	standard	General Profile	<input type="text" value="Speedpost Standard Singapore"/> <ul style="list-style-type: none"> Speedpost Standard Singapore Speedpost Economy Singapore (D) Speedpost Standard Singapore N-Saver
2	Premium	General Profile	

Shipping zones [Create zone](#)

Singapore ▼ ...
Singapore

Your rates (3) **Carrier and app rates (1)**

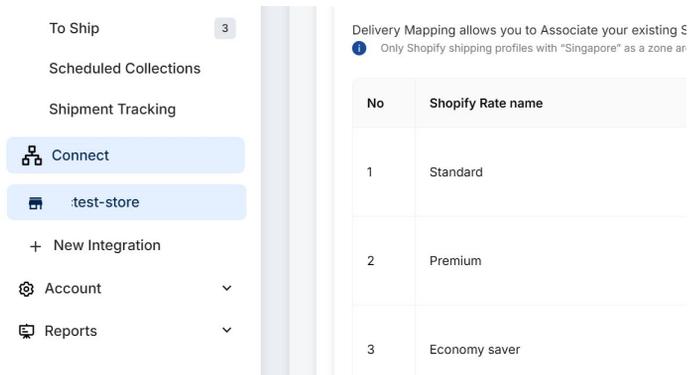
Carrier name	Handling fee	Transit time	Services	
Singapore Post (Rates provided by app)	—	Calculated	3 Services ▼	...

Orders protected with **Shopify-powered backup rate** ✎

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

Scheduled Collections

Shipment Tracking

Connect

test-store

+ New Integration

Account

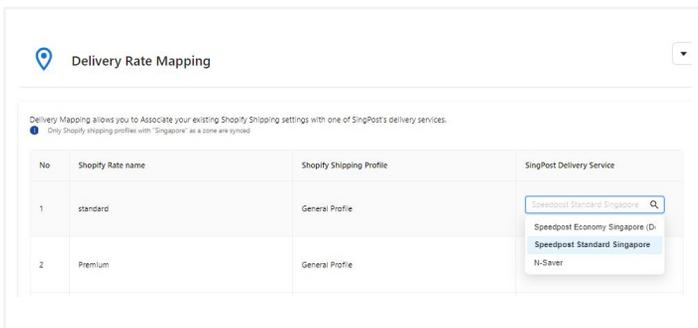
Reports

Delivery Mapping allows you to Associate your existing Shopify shipping profiles with "Singapore" as a zone and

No	Shopify Rate name
1	Standard
2	Premium
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

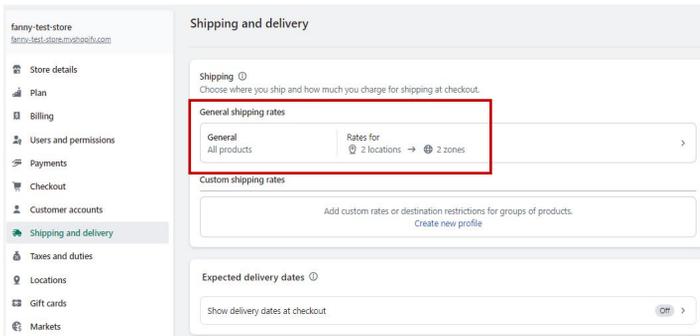
Delivery Mapping allows you to Associate your existing Shopify Shipping settings with one of SingPost's delivery services.

Only Shopify shipping profiles with "Singapore" as a zone are listed

No	Shopify Rate name	Shopify Shipping Profile	SingPost Delivery Service
1	standard	General Profile	<input type="text" value="Speedpost Standard Singapore"/> <ul style="list-style-type: none"> Speedpost Standard Singapore Speedpost Economy Singapore (D) Speedpost Standard Singapore N-Saver
2	Premium	General Profile	

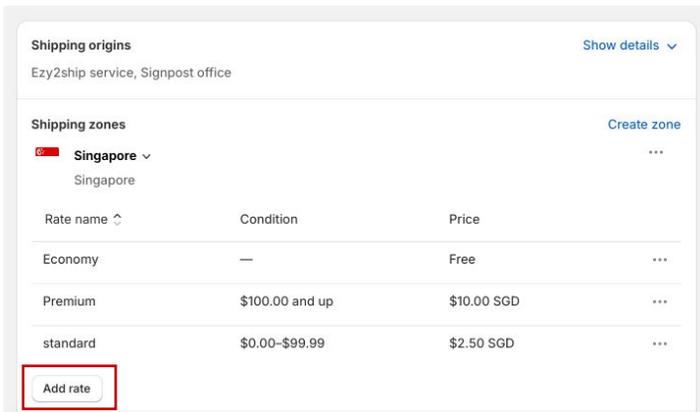
1. All qualified Shopify Shipping and delivery Shipping profile and rate names will appear in the table
2. Select the SingPost Delivery Service which you wish to link

Mode #2 Shopify Portal – Shipping and Delivery



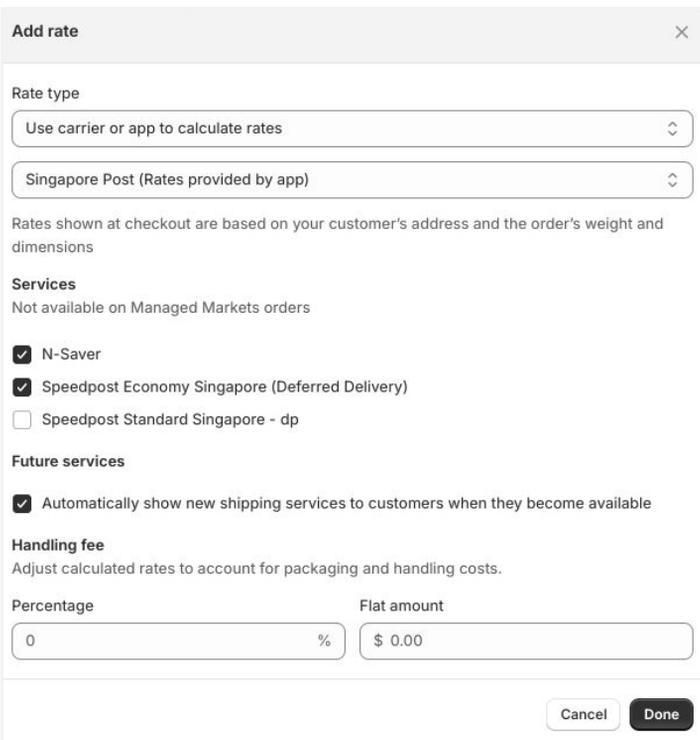
To configure the settings on your Shopify Store **Shipping & Delivery**

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



Under **Shipping zones**

1. Click on **Add rate**



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

Shipping origins [Show details](#) ▼

Ezy2ship service, Signpost office

Shipping zones [Create zone](#)

 Singapore ▼ [...](#)

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 backup rate** [✎](#)

[Add rate](#)

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

- Once completed, click on **Save**

[Cart](#) > [Information](#) > [Shipping](#) > [Payment](#)

Contact **Email address** [Change](#)

Ship to **Shipping address** [Change](#)

Shipping method

Speedpost Express Singapore \$5.00

Speedpost Standard Singapore \$10.00

[Return to information](#) [Continue to payment](#)

At Customer checkout

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

Shipping at Checkout

You can Services which were set up by Ops. Default price is 0 and can configure price by clicking on Price and input value to your customers at checkout, pricing them visible on service and courier rating. [Get services and price and be applied to all Shopify connected store](#)

No	Service code	Service type	Service name	Price (\$SG)
1	INXDD	DD	Speedpost Economy Singapore (Deferred Delivery)	0.00
2	INXDD	ND	Speedpost Standard Singapore -dp	4.00
3	INXSV	NDV	No Service	0.00

[Cancel](#) [Save](#)

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

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

SingPost Portal - Account settings

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

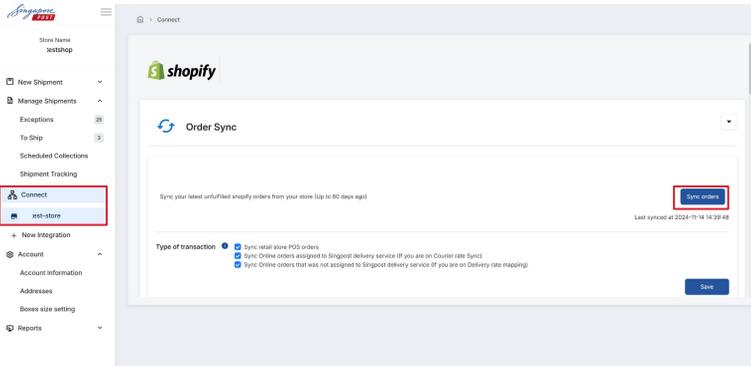
Under **Address**, check if previous store shipping address is correct

1. Click Add New Address to add shipping address

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

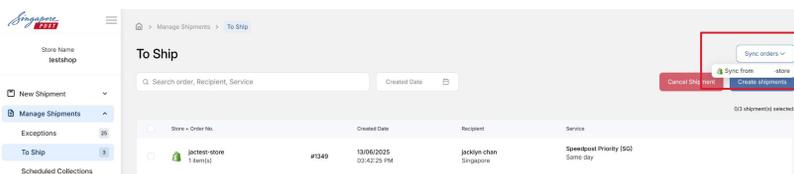


Under **Connect**, see the details of your ezy2ship account

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

1 order(s) successfully synced. [START SHIPPING](#)

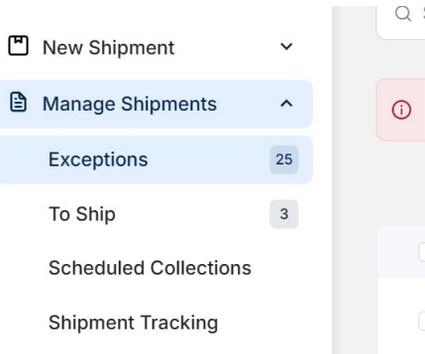
4. Synced orders can be found under **Manage Shipments**



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

Manage Shipments - To Ship



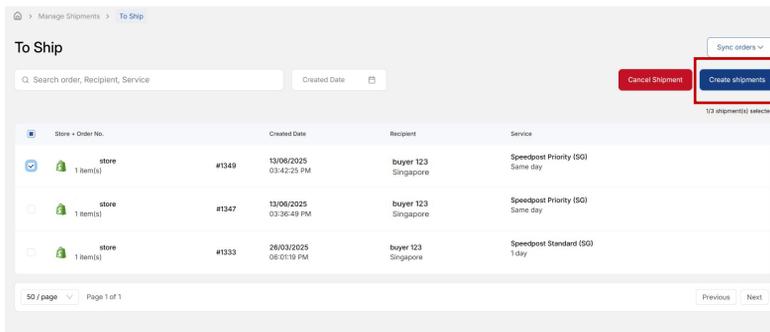
Under **Manage Shipments**, new orders synced will fall into either

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

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

1. Ready to ship – **select** up to 20 **orders** in the same page to **Create shipments**
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



Collection Method

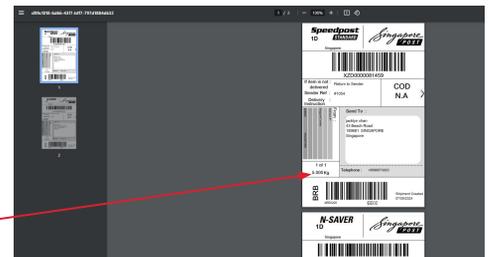
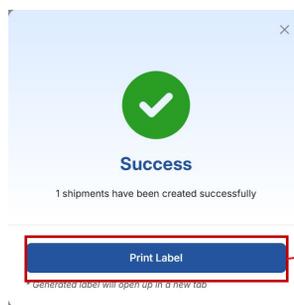
Speedpost Standard (SG) 1 shipment(s)

Courier pick up at my doorstep
Note: You can schedule a collection date of up to 7 days in advance. No collection on Sundays and public holidays.

Preferred date: Nearest available Date and Time:

Drop Off at POPStop/POPStation/POPDrop

Self-Lodge (No Collection/Drop-Off Required)



Manage Shipments - Scheduled Collection

Store Name
testshop

New Shipment

Manage Shipments

Exceptions 25

To Ship 2

Scheduled Collections

Shipment Tracking

Connect

Manage Shipments > Scheduled Collections

Scheduled Collections

Search order

Collection Request Drop Off Self Lodge

Shipment Creation Date	Collector
2025-06-27	2025-06-28 09:00 - 12:00
2025-06-27	2025-06-28 09:00 - 12:30
2025-06-27	2025-06-30 09:00 - 18:00

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

1. 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

Manage Shipments > Scheduled Collections

Scheduled Collections

Search order

Created Date

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
2025-06-27	2025-06-28 09:00 - 12:30	1 Shipment(s)	Singpost Centre - 408600 Singapore
2025-06-27	2025-06-30 09:00 - 18:00	2 Shipment(s)	Singpost Centre - 408600 Singapore

Manage Shipments - Shipment tracking

Singapore POST

Store Name
testshop

New Shipment

Manage Shipments

Exceptions 25

To Ship 2

Scheduled Collections

Shipment Tracking

Connect

Manage Shipments > Shipment Tracking

Shipment Tracking

Search order, Tracking Number, Recipient

Store + Order No.	Tracking Status	Item Count
test-store	📦	1 item(s)
Direct Sale #SGSID01	📦	1 item(s)
test-store	📦	1 item(s)
test-store	📦	1 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

Manage Shipments > Shipment Tracking

Shipment Tracking

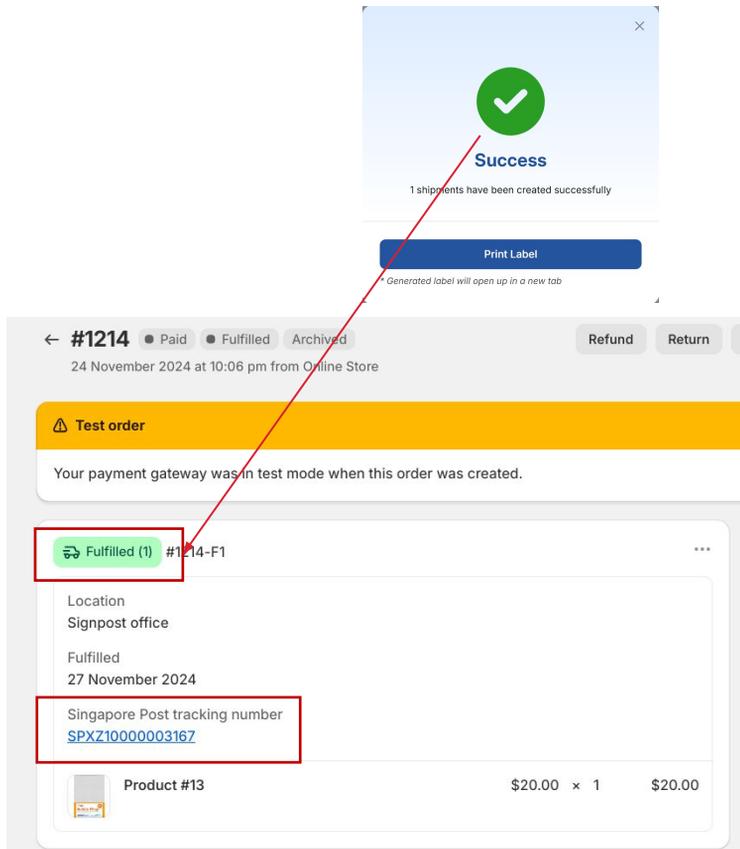
Search order, Tracking Number, Recipient

Created Date

Print Labels

Store + Order No.	Tracking Number	Recipient Name	Shipment Creation Date
jactest-store #1333 1 item(s)	XZD0000139043	buyer 123 Singapore	04/07/2025 09:43 AM
Direct Sale #SGSID01531906202... 1 item(s)	SPNSV000000038767	jacklyn Singapore	27/06/2025 06:33 PM
jactest-store #1377 1 item(s)	SPESV10000005334	jacklyn chan Singapore	27/06/2025 06:30 PM
jactest-store #1376 1 item(s)	XZD0000138914	jacklyn chan Singapore	27/06/2025 06:27 PM
jactest-store #1375 1 item(s)	SPNSV000000038766	jacklyn chan Singapore	27/06/2025 06:27 PM

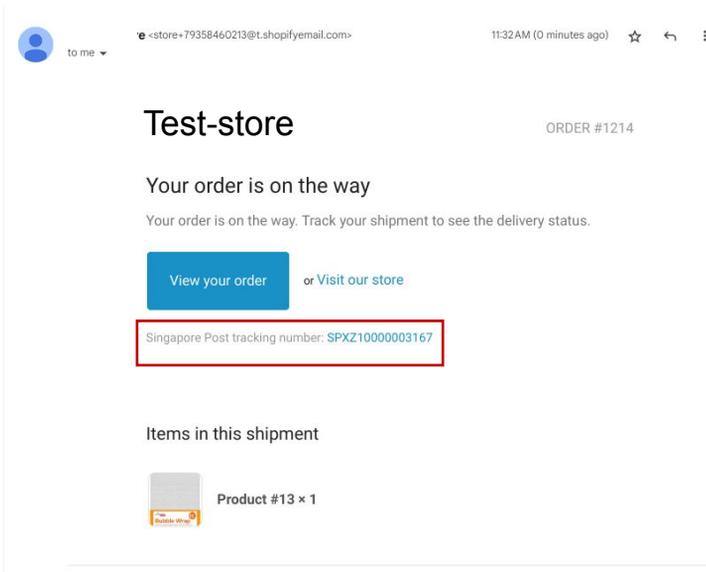
Manage Shipments - Shopify updates and email notification



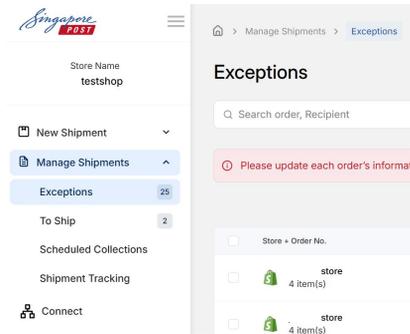
Once the shipment was created successfully, the order will be updated as “Fulfilled” in your Shopify portal.

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

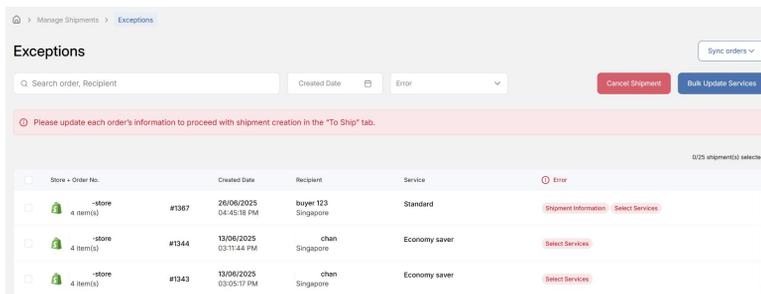
This email template can be edited via Shopify platform. For more information on how to customise your email template, please contact a Shopify representative



Manage Shipments - Exceptions

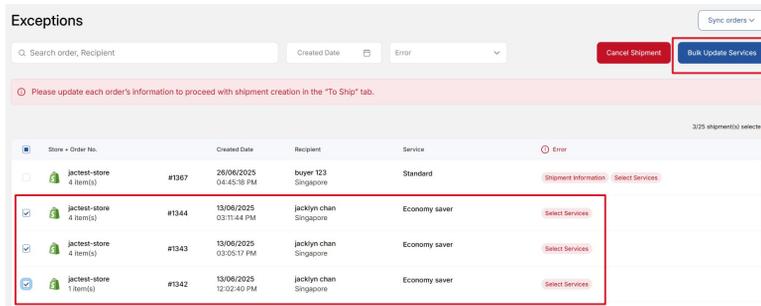


New orders synced with insufficient information will appear under **Exceptions**



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**

Bulk edit 3 Shipments

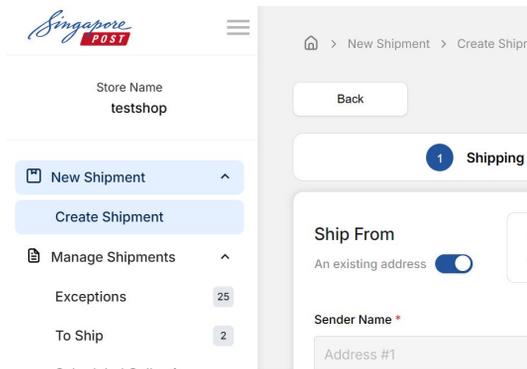
Type Of Shipment: Small Size Measurements: 32 x 2.2 x 6 Cm

Service: Select service

*Please ensure shipments had been updated the address and shipments detail

Cancel Confirm

New Shipment - Create Shipment



Manually create new shipments under **Create Shipment**

This screenshot shows the 'Shipping Address' step (1) of the 'Create Shipment' process. The form includes fields for 'Ship From' (Address #1, Contact No., Email Address, Company Name), 'Sender Name', 'Country', 'Postal Code', 'State/Province', and 'City/Town'. The 'Ship To' section includes 'Recipient Name', 'Contact No.', 'Email Address', 'Company Name', 'Country', 'Postal Code', 'State/Province', and 'City/Town'. A 'Save & Continue' button is visible in the top right.

1. Enter the **ship from** and **ship to** address

This screenshot shows the 'Shipment Information' step (2) of the 'Create Shipment' process. The form includes fields for 'Sales Channel', 'Order Number (Optional)', 'Type of shipment', 'Total declared value', 'Measurements', and 'Weight'. A table below lists items with columns for '#', 'Item Description', 'Declared value', 'Item weight', 'Qty', and 'Total item price'. A '+ Add New Item' button is at the bottom left. A 'Save & Continue' button is in the top right.

2. Enter your **shipment information**

This screenshot shows the 'Select Services' step (3) of the 'Create Shipment' process. It displays a table of service options with their estimated transit times.

Service name	Estimated transit time
<input type="radio"/> Speedpost Priority (SG)	Same day
<input type="radio"/> Speedpost Standard (SG)	1 day
<input type="radio"/> Speedpost Saver Singapore (NSV)	1 day
<input type="radio"/> Speedpost ezyReturn (SG)	1 - 2 days
<input type="radio"/> Speedpost Economy (SG)	2 days
<input type="radio"/> Speedpost Saver Singapore (ESV)	1 day

A 'Save & Continue' button is in the top right.

3. Select relevant **delivery services**

Report Management

The screenshot shows the Singapore Post web interface. On the left is a navigation menu with options like 'New Shipment', 'Manage Shipments', 'Exceptions', 'To Ship', 'Scheduled Collections', 'Shipment Tracking', 'Connect', 'Account', 'Reports', 'Cancelled Shipment', 'Order', and 'Sales'. The 'Reports' section is expanded, and 'Order' is selected. The main content area displays the 'Report > Orders over time' page. It includes filters for dates (04/07/2025) and channels (All Channels), and an 'Export' button. Below the filters is a table with columns 'Day' and 'Orders'.

Day	Orders
Jul 04, 2025 - Jul 04, 2025	1
July 04, 2025	1

At the bottom of the table area, it says '20 / page' and 'Showing 1-1 of 1 result(s)'.

Under **Report – Order**, you can check the overall no of order

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

Export

1. An excel report will be generated

The screenshot shows an Excel spreadsheet titled 'Report Order'. The data is as follows:

Date from - to	Channels	Orders	Average order value	Total order value
Jul 16, 2023 - Jul 25, 2023	Store			
Jul 16, 2023 - Jul 25, 2023		8	17.5	140
July 24, 2023		8	17.5	140

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

The screenshot shows an Excel spreadsheet titled 'Report Sales'. The data is as follows:

Orders	Net Sales	Shipping	Total Sales
8	140.00	55.00	195.00
8	140.00	55.00	195.00

The screenshot shows an Excel spreadsheet titled 'Report Sales'. The data is as follows:

Date from - to	Channels	Orders	Net Sales	Shipping
Jul 16, 2023 - Jul 25, 2023	fanny-test-store			
Jul 16, 2023 - Jul 25, 2023		8	140	140
July 24, 2023		8	140	140