

## Sendcloud installation

This document explains the procedure for installation and setup of Sendcloud and PrintNode.

### Install PrintNode

We recommend installing PrintNode first to have it ready for the Sendcloud setup. Installation and sign up can be skipped if you already have PrintNode installed and ready. Then you can skip to the Connect iPacky to PrintNode section. PrintNode is a software that allows printing to be done automatically in the background without user intervention. This software is necessary for our printing to work.

- Go to [www.printnode.com](http://www.printnode.com)
- Select Sign up and fill in the sign-up form and complete the process
- On the front page of the PrintNode web page, select Download from the top menu, and download the PrintNode client for your system
- The PrintNode client must be installed on all computers necessary to reach the printers you need access to. If they are network printers, you only need to install the client on one machine. You don't need to install the client on all computers, just the ones connected to the printers you need. The machine(s) with the PrintNode client must be turned on and logged into to be able to reach the printers. In the client you need to enter the login information you provided in sign up
- In the PrintNode client setup, answer No to the question about running it as a Windows service since this causes issues with the printer settings
- Log into the PrintNode web interface and check that all the printers you need are visible. This can be seen in Devices in the menu on the left
- To connect iPacky and Sendcloud you need to generate an API key. Select API keys in the top menu
- If there are no current API keys, you need to generate one. Fill in any description and click on Create. The API key will now be listed
- This API key will be used in the iPacky Sendcloud connector
- **PS: The free version of PrintNode has a limit of 50 prints a month. And a maximum of 1 client. This will cause issues even when testing if trying to test on more than one client. If testing on one client, PrintNode should be upgraded after testing has gone correctly to avoid issues later**

### Windows printer driver

Make sure that your label printer is set up with the correct paper size in the printer driver settings in Windows.

### Instruction for setting up paper size on Mac

If you are using a Mac as a PrintNode client, please follow these steps to set the correct paper size. This applies for all printers, not just Zebra: <https://www.printnode.com/en/docs/remote-printing-to-a-zebra-printer/osx>

## Connect iPacky to PrintNode

Log into the iPacky Dashboard. This user must have administrator role in iPacky.

- Expand Connectors in the left side menu in the iPacky Dashboard
- Select Manage
- Select Printnode in the Available connectors drop-down and click Add. Printnode will now be listed under Installed connectors
- Click Save
- In the left side menu, expand Connectors, and select newly added Printnode
- Copy the API key from the PrintNode web interface created earlier, and paste it into the API key field in iPacky
- Click Save
- Refresh the screen or enter this screen again. The available printers should now be listed under the Label printer and Normal printer drop-down
- Select the printer you want to use for printing shipping labels in the Label printer drop-down. Also check the Scale to fit label. This ensures that the label will be scaled to fit the label in the printer
- The Normal printer is used mainly for customs document if exporting since they usually are in a A4/letter format
- Click Save

The PrintNode setup is now complete.

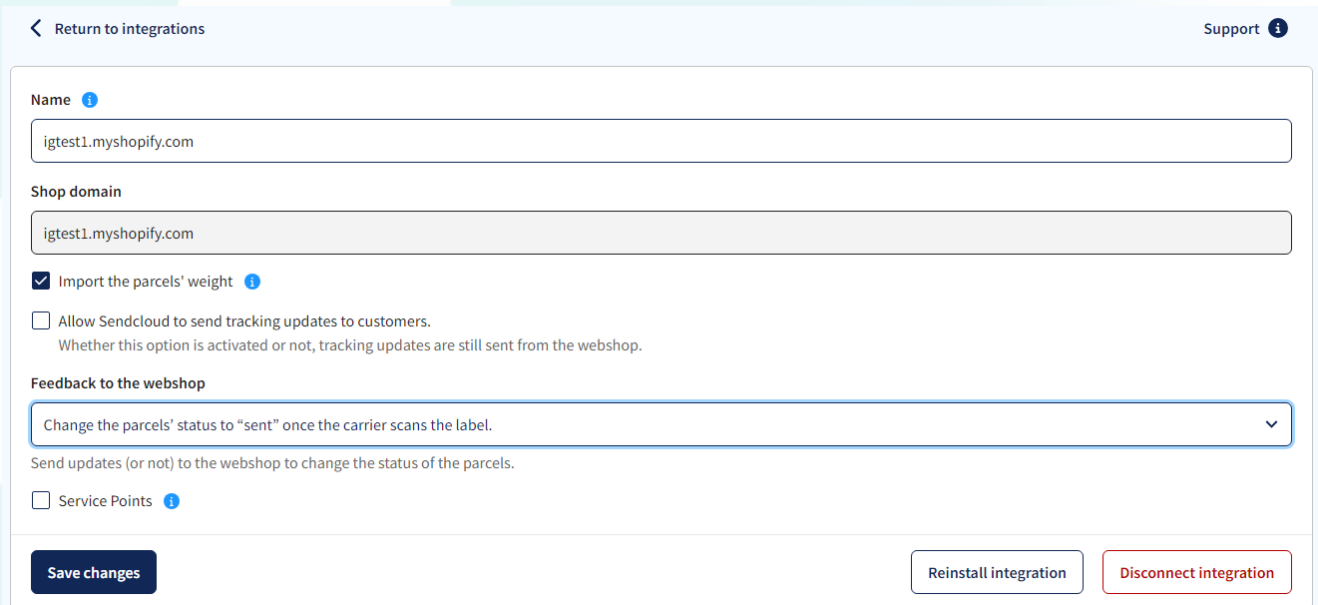
## Connect iPacky to Sendcloud

### Sendcloud setup

**Sendcloud must be set up with carriers and rules. It's important that Sendcloud by itself works before connecting iPacky to it.**

Log into your Sendcloud account.

- Go to Settings->Integrations
- Make sure that Sendcloud is connected to your shop
- If an API integration does not exist, you must create it. Click *Connect* on Sendcloud API. You can call it anything you like, for example "iPacky API". Click Save.
- Next step is to open the Shopify integration by clicking on Edit. It can look like this:



The screenshot shows the 'Sendcloud' integration settings page in a Shopify admin interface. At the top left is a back arrow and 'Return to integrations'. At the top right is a 'Support' link with an information icon. The main form contains the following fields and options:

- Name:** A text input field containing 'igtest1.myshopify.com'.
- Shop domain:** A text input field containing 'igtest1.myshopify.com'.
- Import the parcels' weight:** A checked checkbox with an information icon.
- Allow Sendcloud to send tracking updates to customers:** An unchecked checkbox. Below it is the text: 'Whether this option is activated or not, tracking updates are still sent from the webshop.'
- Feedback to the webshop:** A dropdown menu with the selected option: 'Change the parcels' status to "sent" once the carrier scans the label.' A small downward arrow is visible on the right side of the dropdown.
- Below the dropdown is the text: 'Send updates (or not) to the webshop to change the status of the parcels.'
- Service Points:** An unchecked checkbox with an information icon.

At the bottom of the form are three buttons: 'Save changes' (dark blue), 'Reinstall integration' (light blue), and 'Disconnect integration' (red).

- Make sure that "Import the parcel weight" is checked
- If you want Sendcloud to send out tracking notifications to the customer (recommended), check "Allow Sendcloud to send tracking updates to customers".
- **Feedback to the shop must be set to Change the parcels' status to "sent" once the carrier scans the label, or Don't send any feedback. This is to make sure that iPacky fulfills the order and writes back the tracking info to Shopify. Otherwise Sendcloud will write this info back to Shopify and this can create problems. This is especially important when doing partial fulfillments.**
- Click Save

## iPacky setup

Log into the iPacky Dashboard. This user must have administrator role in iPacky.

- Expand Connectors in the left side menu in the iPacky Dashboard
- Select Manage
- Select Sendcloud in the Available connectors drop-down and click Add. Sendcloud will now be listed under Installed connectors
- Click Save
- In the left side menu, expand Connectors, and select newly added Sendcloud
- Copy the API key (Public key) and API secret (Secret key) from the API integration in the Sendcloud API web interface created earlier
- Click Save
- Refresh the screen
- If you have multiple shops connected in your Sendcloud account, you must select the one you want to connect to in the drop-down. Usually this will only show one

## Fulfillment rules

These settings will depend on whether you want all orders to Sendcloud or not. It can for example depend on local pickups. If this example, we have set as a prerequisite that all will be sent to Sendcloud.

- Select Fulfillment rules in the left side menu in the iPacky Dashboard
- In Shipment text, write: \*
- Depending on the track & trace setting you set in the Sendcloud dashboard, check or uncheck Notify. If checked, then Shopify will send out track&trace.
- Check Fulfill
- In Label drop-down, select Sendcloud
- Click + on left side
- Click Save

**iPacky, Sendcloud, and PrintNode is now set up and connected!**