SmartPosti App installation instructions in Shopify's platform

App functionality:

- Parcel delivery service delivers to SmartPosti pickup points located in Lithuania, Latvia, Estonia and Finland;

- Parcels can be delivered by a courier within the European Union;

- Parcel labels can be printed out from SmartPosti App;

- The manifests of the parcels can be printed out from SmartPosti App;

- Clients can be offered free delivery according to the price of the order.

1. Installing the SmartPosti App

Before installing the SmartPosti App make sure you have the login credentials (username, password and contract number) for the SmartPosti API.
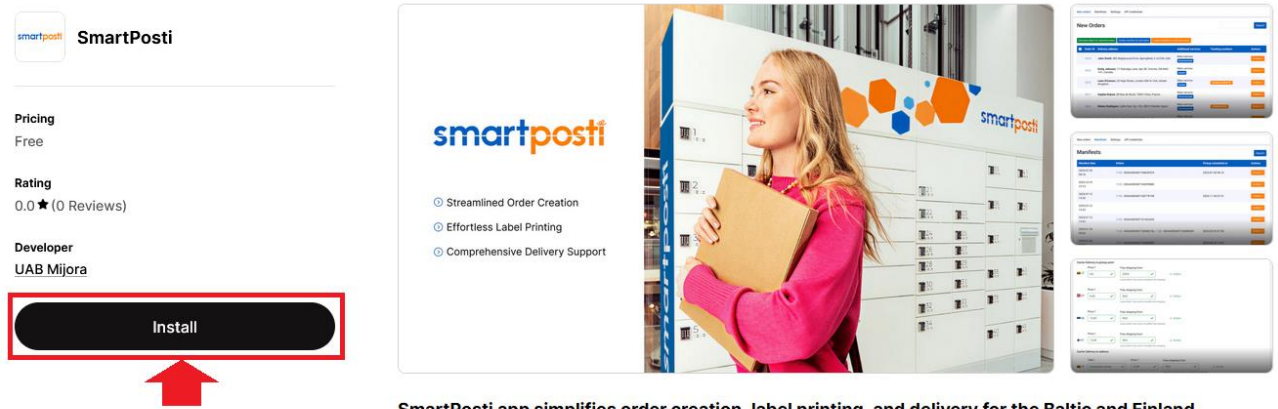
1.1. Login to Your Shopify store or account (https://shopify.com/login).

1.2. Go to section "Apps" at left-side menu.

1.3. In opened search field type "Smartposti".

1.4. Click on "Search 'Smartposti' in Shopify App Store".
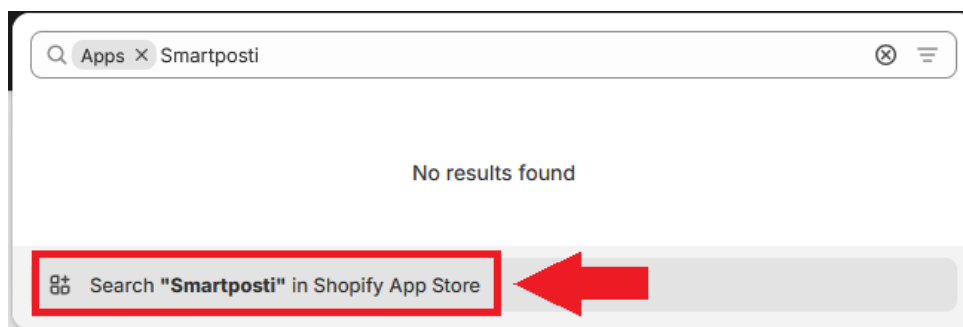
1.5. Shopify App Store's window will be opened.

1.6. Click on "SmartPosti" at visible search results list.
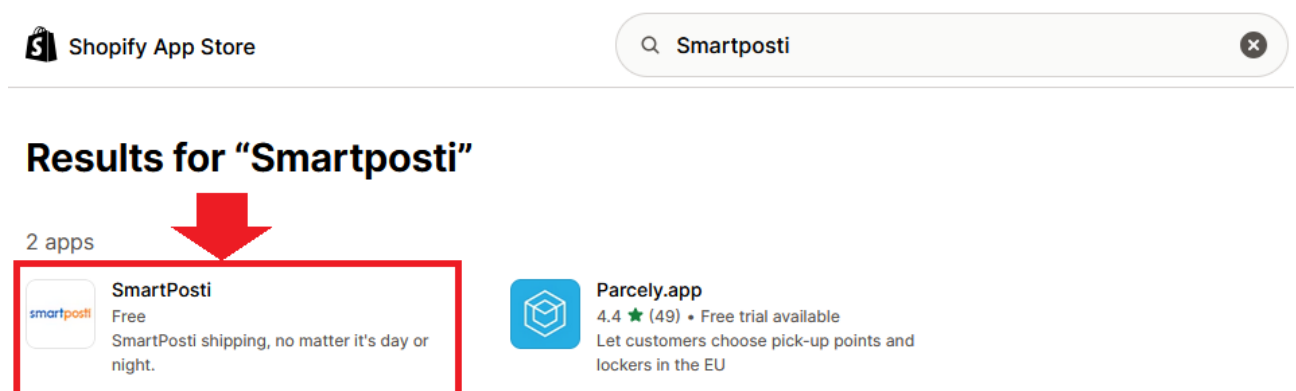
1.7. You will see a window with a summary of a App. Click on button "Install".


SmartPosti app simplifies order creation, label printing, and delivery for the Baltic and Finland.

SmartPosti Shopify app streamlines shipping by enabling order creation, manifest generation, and label printing directly in Shopify. It supports courier and post machine deliveries to Lithuania, Latvia, Estonia and Finland.

1.8. You'll be returned to Your e-shop settings panel, where once again need to click on "Install".
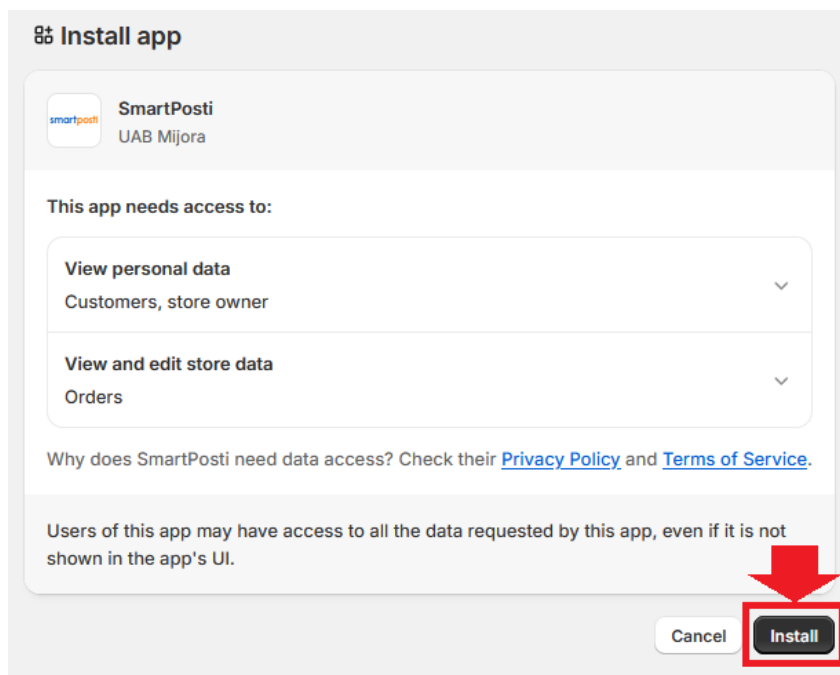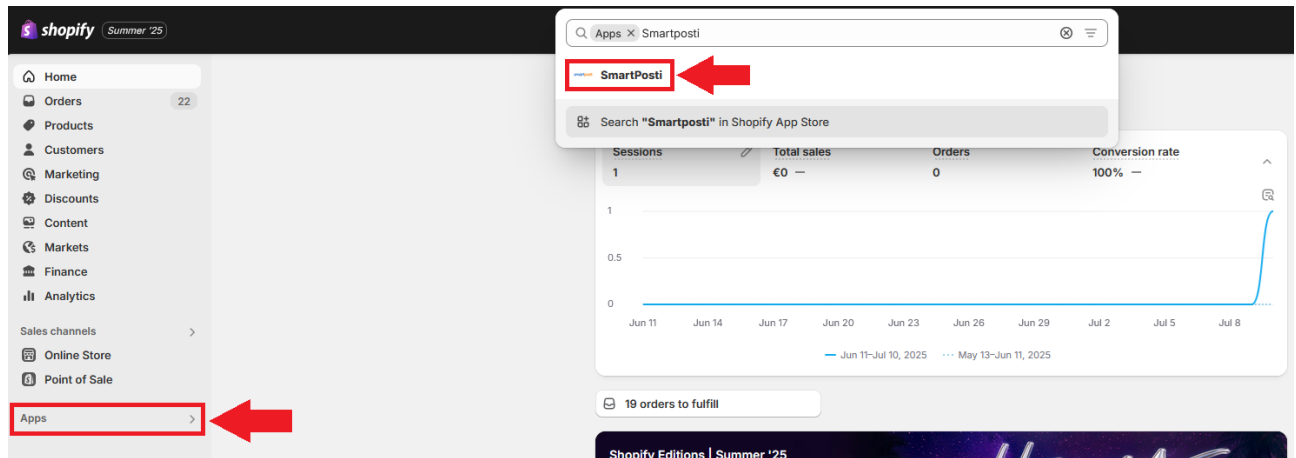

1.9. After successful installation, you will see the main page of the SmartPosti App.
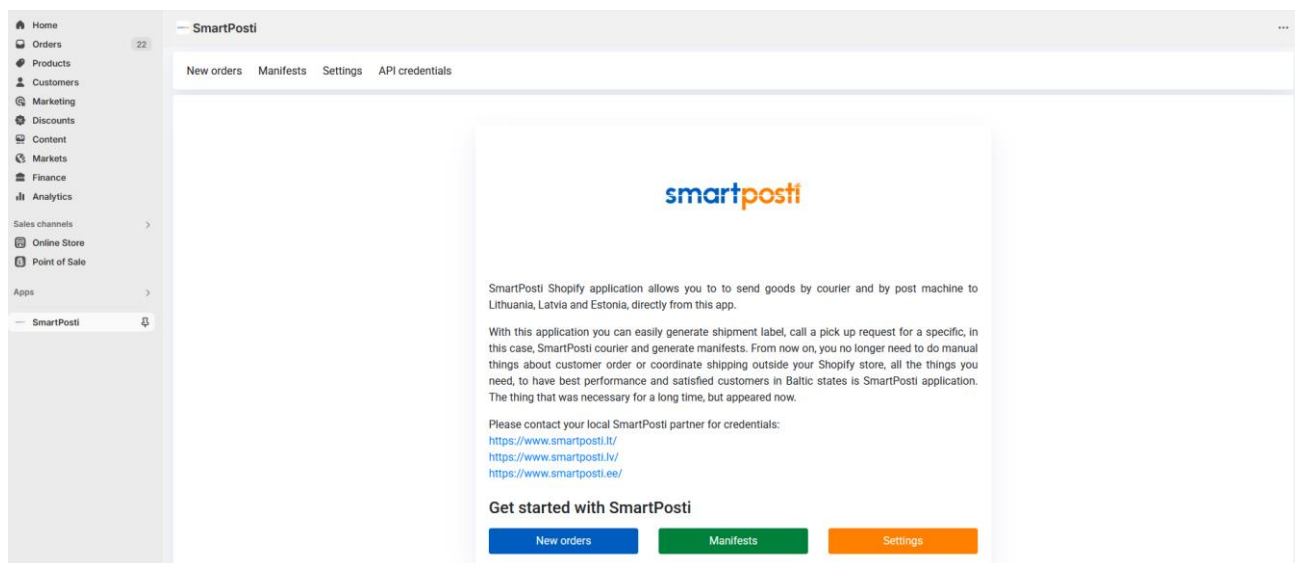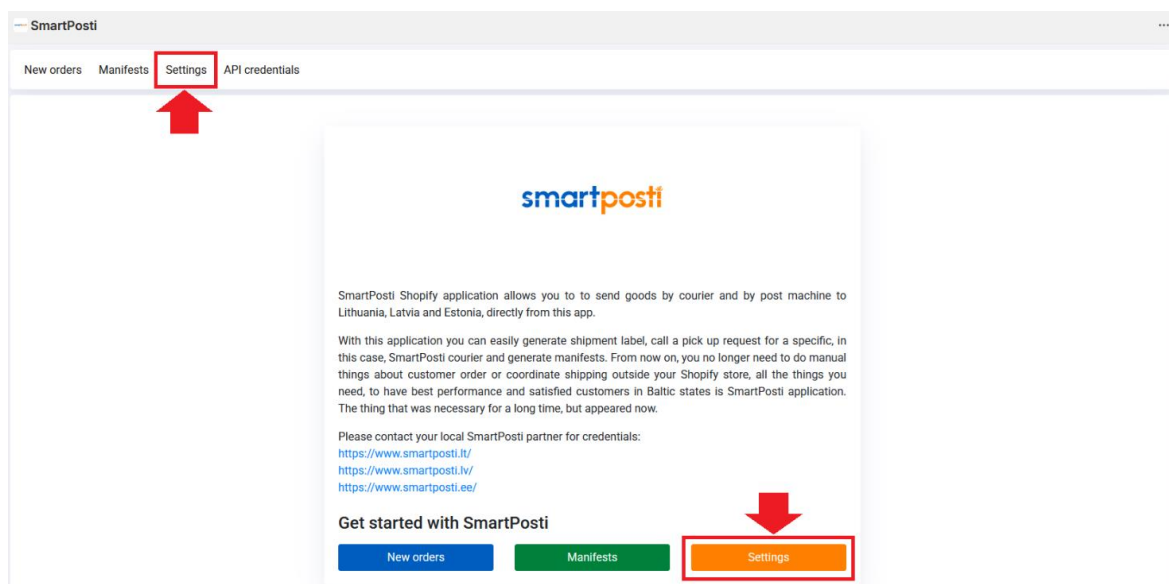
2. Configuring the App

2.1. Click "Apps" in the side menu and find "SmartPosti" from the list or by searching.

2.2. On the main page of the app that opens, click "Settings".

2.3. The App settings will be visible on the page that opens. The "Api user", "Api password" and "Contract" fields are for the API logins you received from SmartPosti. The names of these fields also contain the SmartPosti service code (you can find out the meanings of the codes by contacting SmartPosti).
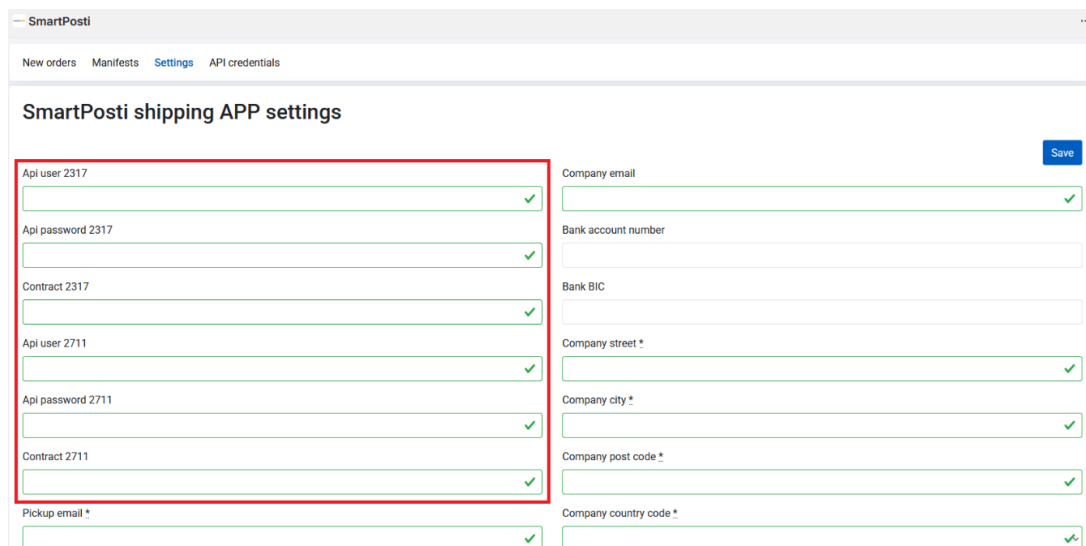
2.4. In the "Pickup email" field, you need to specify the e-mail address of the SmartPosti courier in your country (you can find it out by contacting SmartPosti).

Pickup email *

> smartship.routing.lt@itella.com ✓

2.5. In the fields starting with "Company…", you need to enter your address and contact details where the courier will arrive to pick up your parcels or undelivered parcels will be returned.

Api user 2317		Company email	
	✓		✓
Api password 2317		Bank account number	
	✓		
Contract 2317		Bank BIC	
	✓		
Api user 2711		Company street *	
	✓		✓
Api password 2711		Company city *	
	✓		✓
Contract 2711		Company post code *	
	✓		✓
Pickup email *		Company country code *	
smartship.routing.lt@itella.com	✓		✓
Company name		Company phone *	
	✓		✓

2.6. If you intend to use COD payment, you need to enter the relevant details of your bank account in the "Bank account number" and "Bank BIC" fields.

Bank account number

Bank BIC

2.7. In the "Shipping ... names" fields, you need to enter the names of the shipping methods you created if you are using "Basic" or "Grow" Shopify plans.

Shipping 2317 name *

> SmartPosti Courier ✓

Shipping 2711 name *

> SmartPosti Parcel locker ✓

2.8. You can also enable additional functionalities by checking the appropriate option.

☐ Automatic pickup point selection?

☑ Show outdoors locations?

☑ Automatic fulfillment after manifest creation?

2.9. If you are using "Advanced" or "Plus" Shopify plans, then you need to fill in the shipping method display settings.

Available only if you have shopify paid plan with custom shipping rates enabled

Carrier Delivery to pickup point

	Price *	Free shipping from	
LT	4.77	*Leave blank if you want to disable free shipping*	☑ Active
LV	0.0	*Leave blank if you want to disable free shipping*	☐ Active
EE	0.0	*Leave blank if you want to disable free shipping*	☐ Active
FI	0.0	*Leave blank if you want to disable free shipping*	☐ Active

Carrier Delivery to address

|	Title *	Price *	Free shipping from	
LT	Smartpost kurjeris	4.99	*Leave blank if you want to disable free shipping*	☑ Active
LV	Itella courier	0.0	*Leave blank if you want to disable free shipping*	☐ Active
EE	Itella courier	0.0	*Leave blank if you want to disable free shipping*	☐ Active
FI	Itella courier	0.0	*Leave blank if you want to disable free shipping*	☐ Active

3. Adding delivery methods
3.1. For "Basic" or "Grow" Shopify plans

In these plans, the SmartPosti parcel locker selection is only available on the "Thank You" page after payment (except when purchasing an additional Shopify service that allows Apps to add shipping methods in Checkout Shipping section).
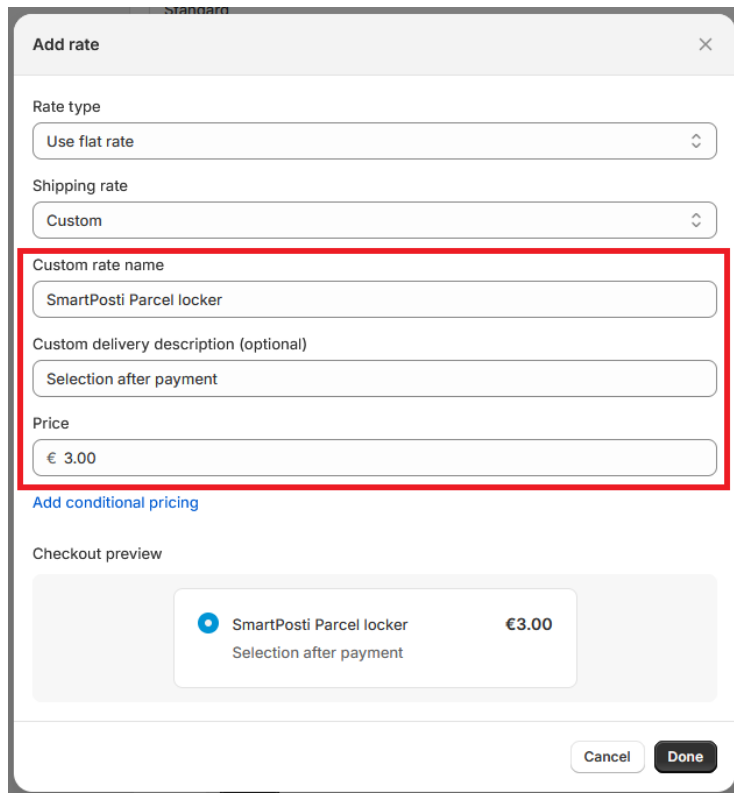
3.1.1. Go to the "Shipping and delivery" section in Shopify settings and click on the "General shipping rates" block.
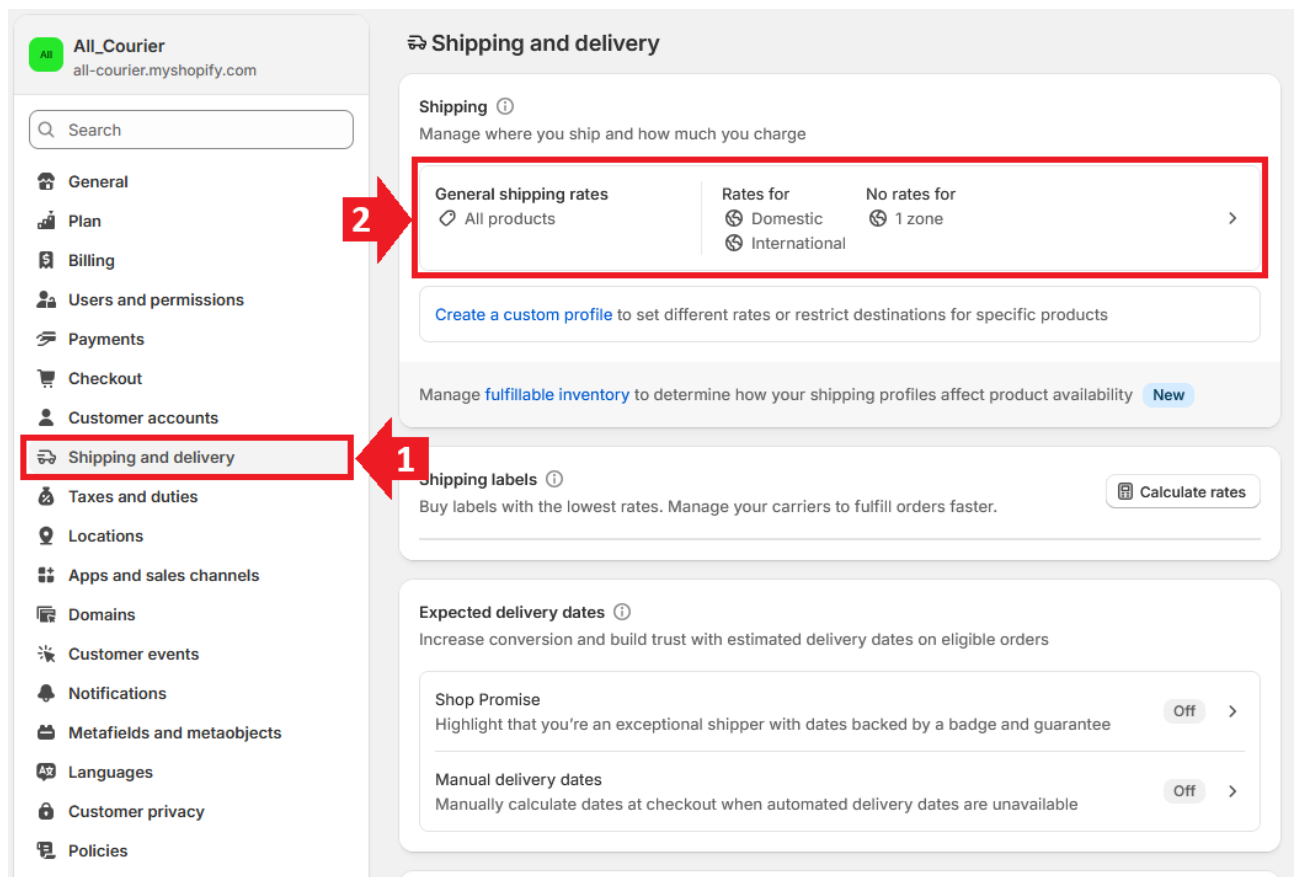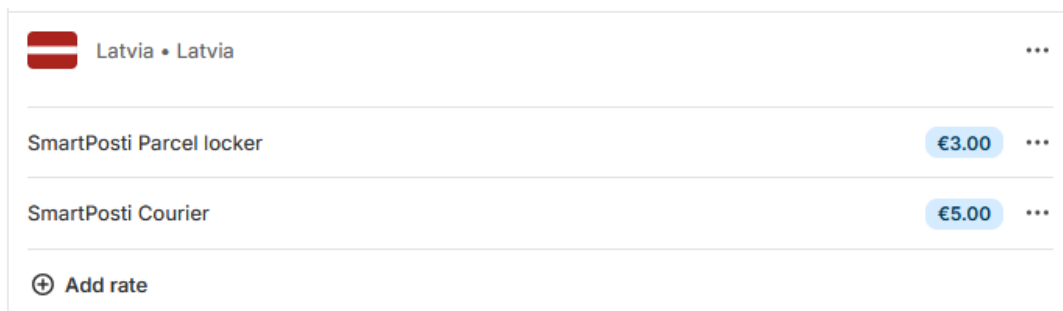

3.1.2. Click the "Add rate" button next to the Shipping zone.
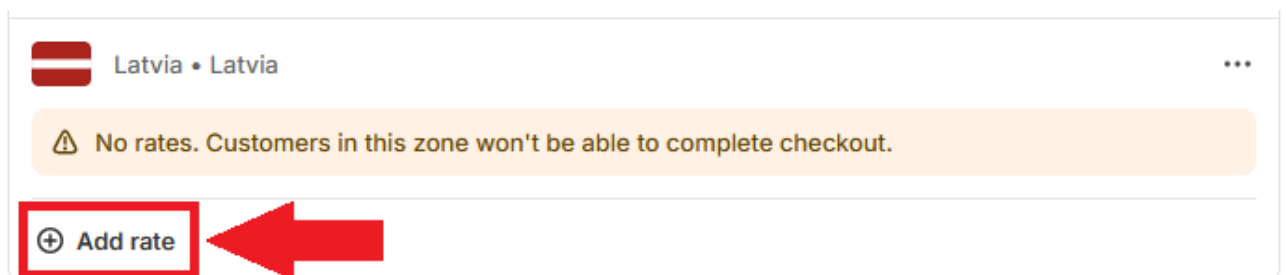
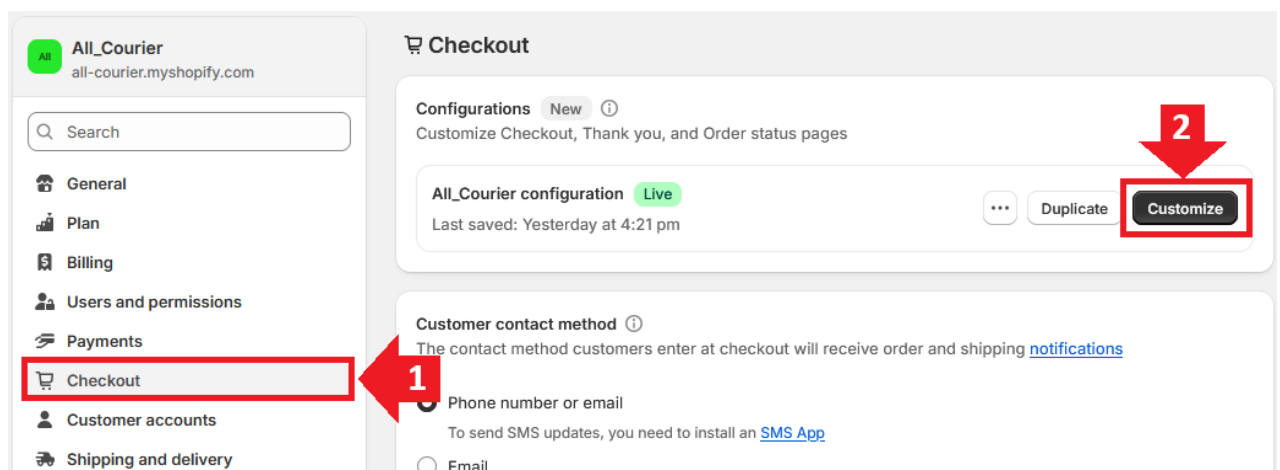3.1.3. Enter the name of your desired delivery method and its price.

3.1.4. Clicking the "Done" button will create a shipping method that will be displayed on the Checkout page. Create delivery methods for both Parcel locker and Courier, or just the one you intend to use.


3.1.5. Go to the settings of the Smartposti App and enter the exact names of the delivery methods you have created in the fields described in point 2.7 of this instruction.

3.1.6. In Shopify settings, go to "Checkout" and in the "Configurations" block, click the "Customize" button.

3.1.7. In the store template editor that opens, click the "Apps" button in the narrow bar on the left, then click the plus sign next to the SmartPosti App and select "Thank you" page template.
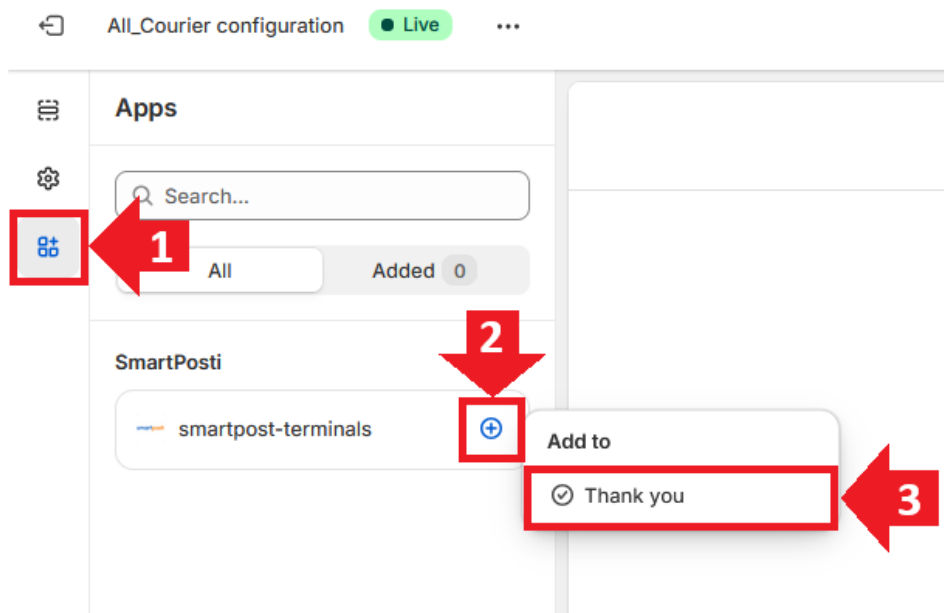
3.1.8. In the "Thank You" page template that opens, place the SmartPosti parcel locker selection block in the desired location. Below the block, "up" and "down" buttons are displayed, which move the block.
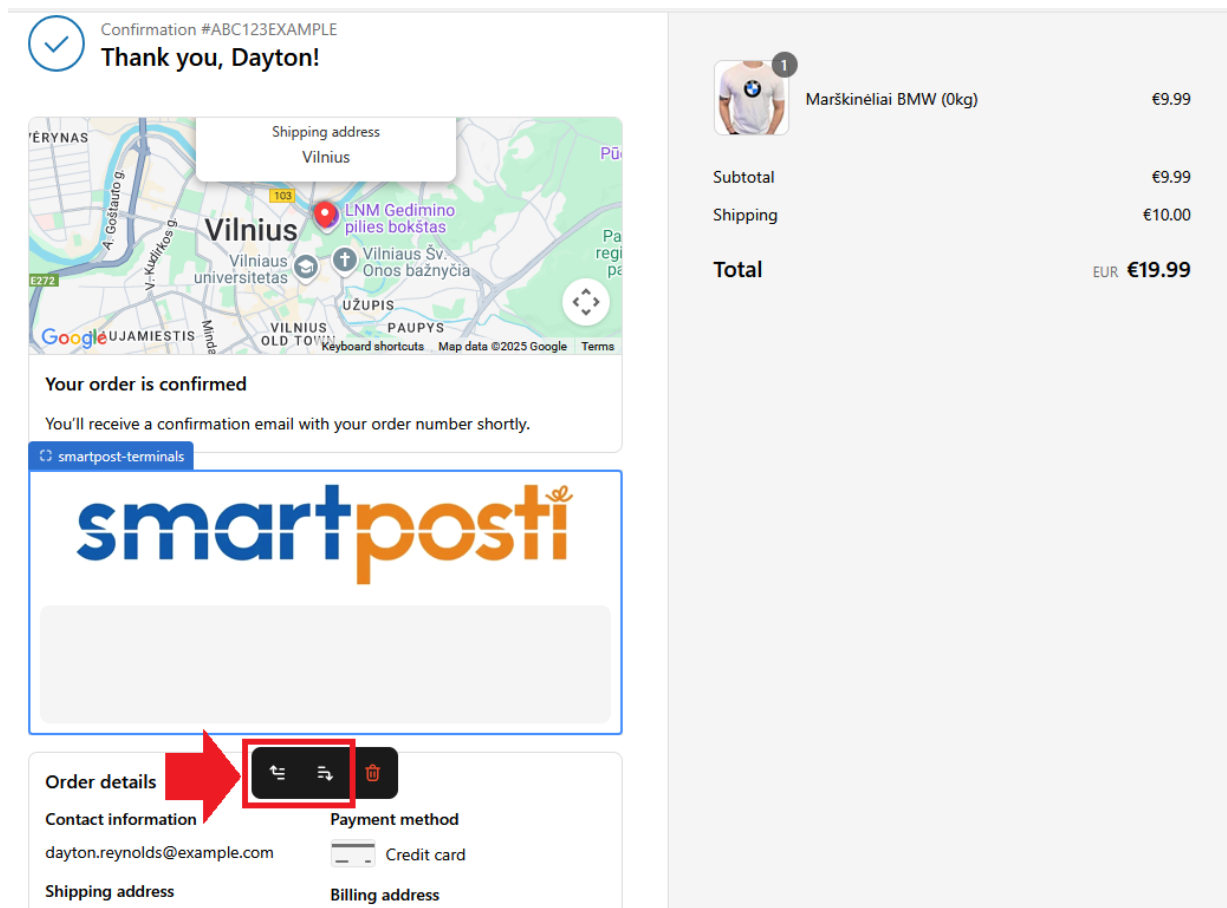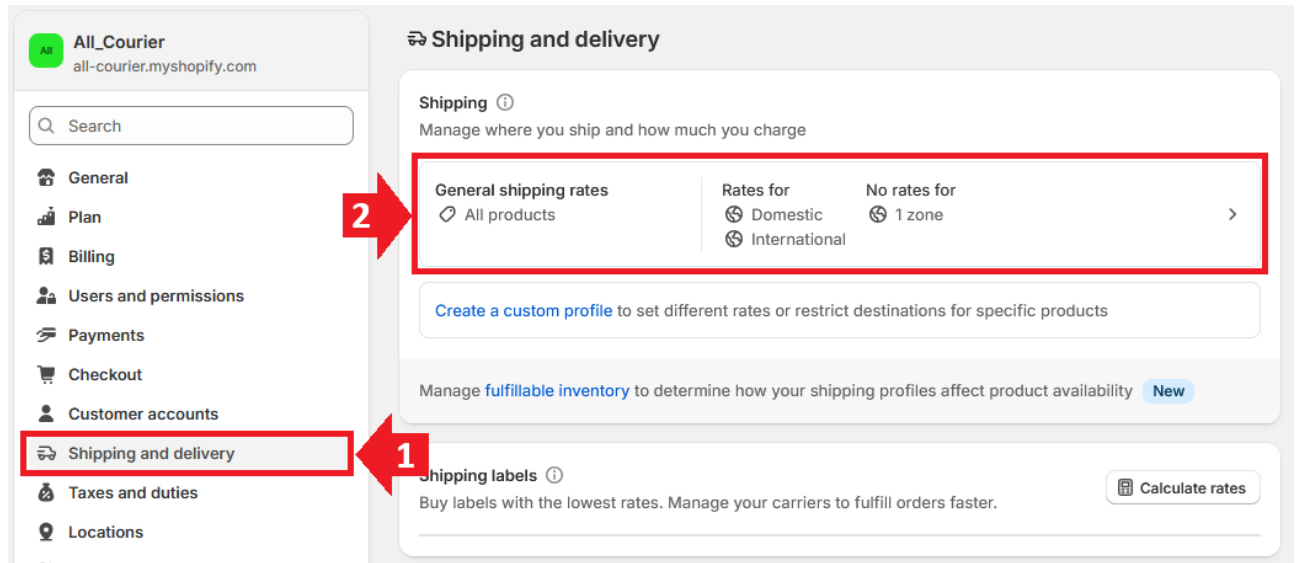

3.1.9. After placing the block in the desired location, click the "Save" button.

3.2. For "Advanced" or "Plus" Shopify plans

3.2.1. Set the settings for delivery methods in the fields described in point 2.9 of this instruction.

3.2.2. Go to the "Shipping and delivery" section in Shopify settings and click on the "General shipping rates" block.

3.2.3. Click the "Add rate" button next to the Shipping zone.
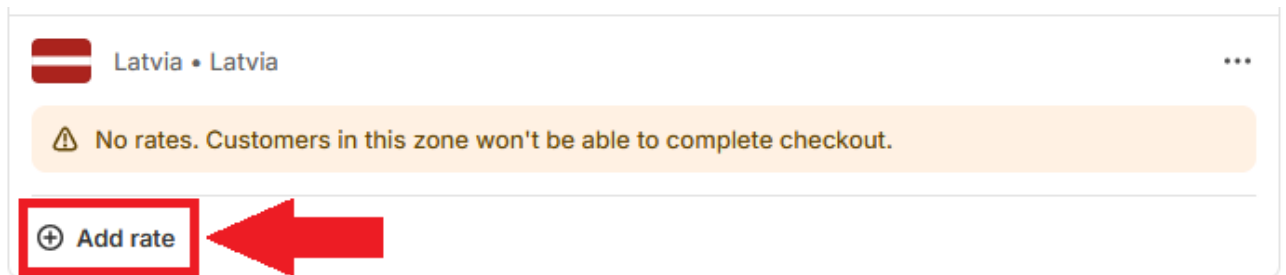
3.2.4. In the opened block, in the "Rate type" field, select "Use carrier or app to calculate rates", then in the field that appears below it, select SmartPosti App and click the "Done" button (other settings do not need to be changed, as they are controlled from the settings of the SmartPosti App).
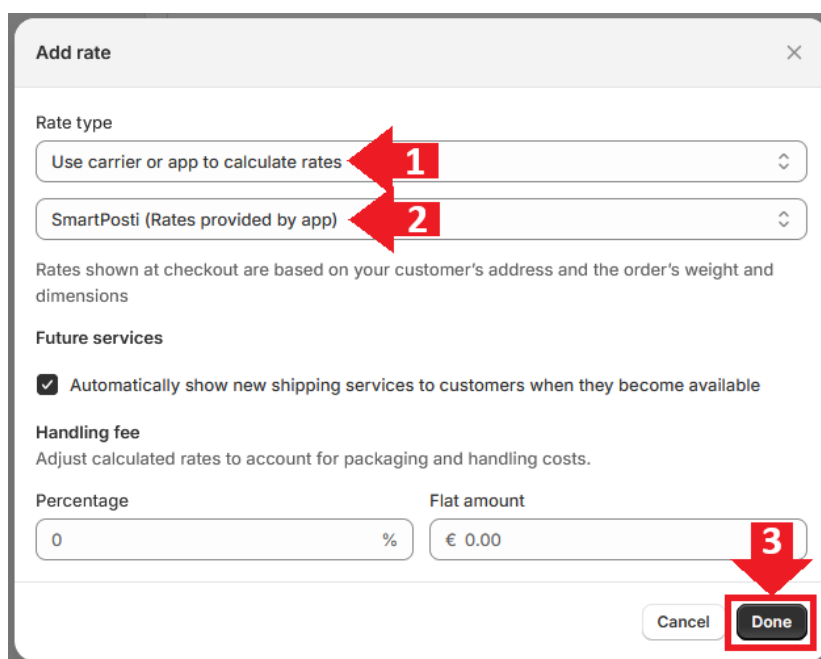
4. Using the App

4.1. Choosing a delivery method when creating an Order

4.1.1. On the checkout page, if your Shopify plan is "Basic" or "Grow", you need to choose from the shipping methods created in step 3.1.4 of this instruction.
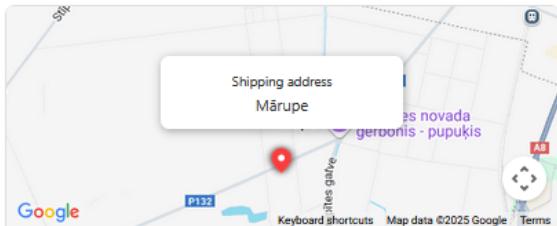

If the parcel locker delivery method was selected, then the specific parcel locker can be selected on the "Thank you" page displayed after payment. If the parcel locker block is not displayed, check if the steps described in 3.1.5 - 3.1.9 of this instruction have been performed correctly.

4.1.2. On the checkout page, if your Shopify plan is "Advanced" or "Plus", you need to choose one of the shipping methods generated by the App.

The name of the courier delivery method is the same as the one you specified in the settings described in point 2.9 of this instruction.

The names of the parcel lockers delivery methods are displayed as received from the SmartPosti server. **The 5 closest parcel lockers are displayed based on the address entered.**

4.2. Viewing orders with SmartPosti delivery method

4.2.1. All SmartPosti orders can be viewed by selecting "Apps" in the left Shopify menu, then searching for "SmartPosti" (step 2.1 of this instruction) and selecting "New orders" tab in the opened App.

4.2.2. The order table on this page shows the recipient's details, the selected parcel locker or delivery address. There is also an action column where you can perform actions related to the shipment.

4.2.3. By selecting "Edit shipping information" in the action column, you can enable additional shipping services or set other shipment-related parameters.

4.2.4. Selecting "Delete order" in the actions column removes the order from this table, deleting its SmartPosti-related data (e.g. the selected parcel locker), but the Shopify order itself remains.

4.3. Shipment registration

4.3.1. Shipments are registered in the order list in the SmartPosti App (described in point 4.2.1 of this instruction). In the "Actions" column on this page, you need to select the "Generate label" action. Or you can select multiple orders and click the "Generate labels for selected orders" button.

4.3.2. After successful registration of the shipment, the tracking number will appear next to the order in the "Tracking numbers" column.
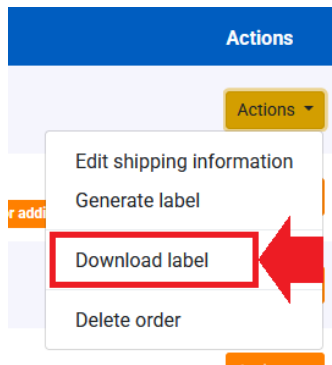

4.3.3. If an error occurs during the registration of the shipment, an error message appears in the "Tracking numbers" column next to the order.

4.3.4. For successfully registered shipments, the label can be downloaded by selecting the "Download label" action in the "Actions" column of the order.


4.4. Manifest generation

4.4.1. The manifest is generated registered in the order list in the SmartPosti App (described in point 4.2.1 of this instruction). On this page, you can immediately click the "Create manifest for all orders" button to create a manifest for all prepared shipments, or select the desired orders and click the "Create manifest for selected orders" button.
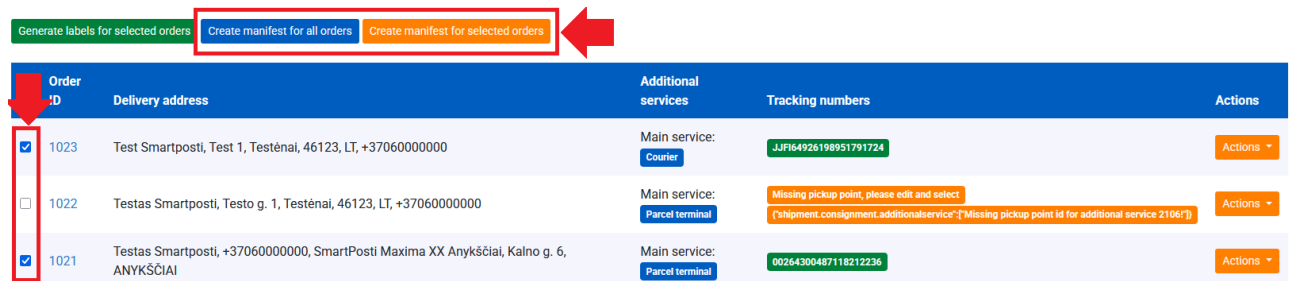
4.4.2. Once the manifest is generated, the manifest list tab will open. The table on this page shows the generated manifests and the shipments in them. **Shopify orders for which a manifest has been generated are marked as "Fulfilled" and are assigned tracking numbers.**
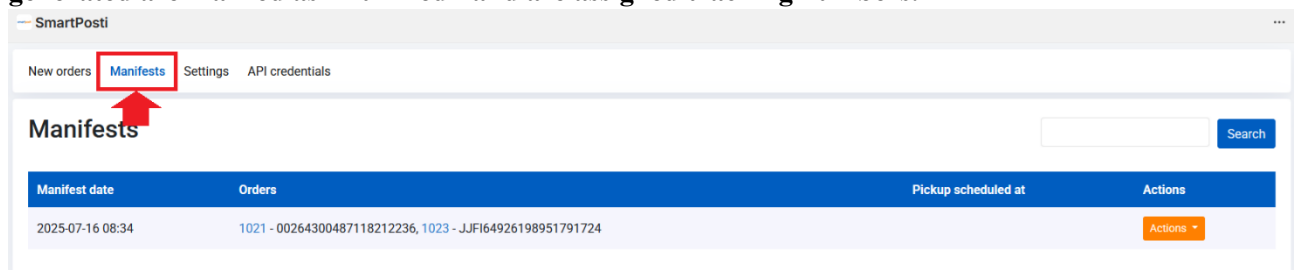
4.4.3. In the "Actions" column next to the manifest, there is an actions to download the manifest, download the labels included in the manifest, or call a courier to pick up the shipments.
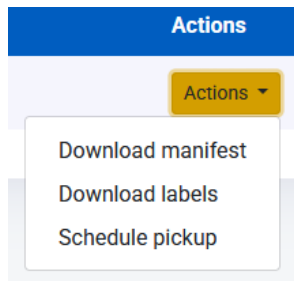
4.5. Calling a courier to pick up shipments

4.5.1. On the manifest list page in the SmartPosti App (described in point 4.4.2 of this instruction), next to the manifest, select the "Schedule pickup" action (described in point 4.4.3 of this instruction).

4.5.2. After calling the courier, the courier's arrival time will appear next to the manifest in the "Pickup scheduled at" column.

Pickup scheduled at
2025-07-16 08:45