

## SmartPosti App installation instructions in Shopify's platform

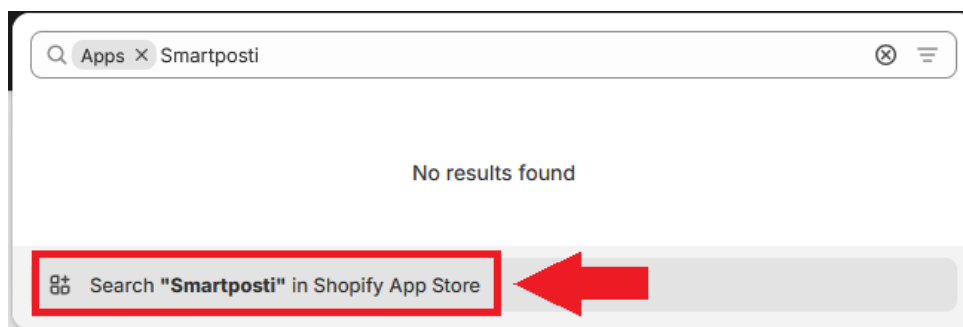
### App functionality:

- 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.

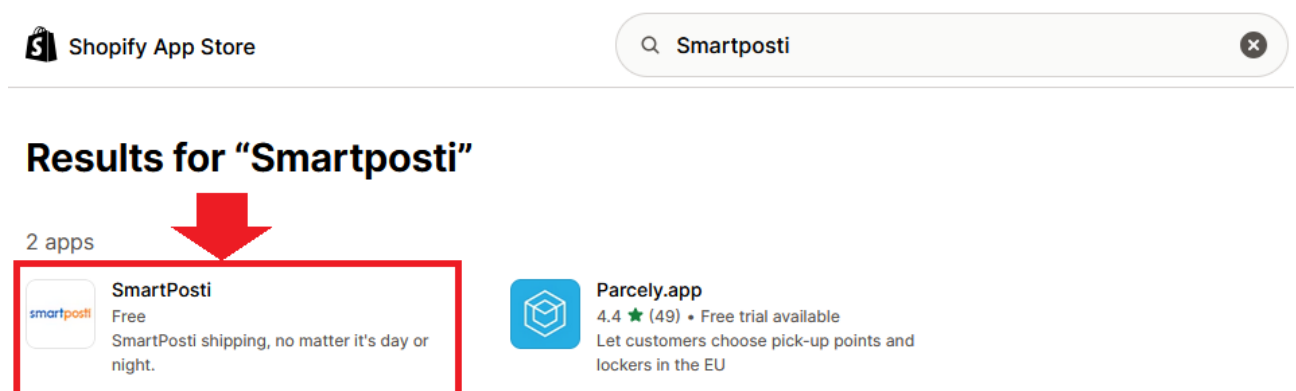
### 1. Installing the SmartPosti App

Before installing the SmartPosti App make sure you have the login credentials (username, password and contract number) for the SmartPosti API.

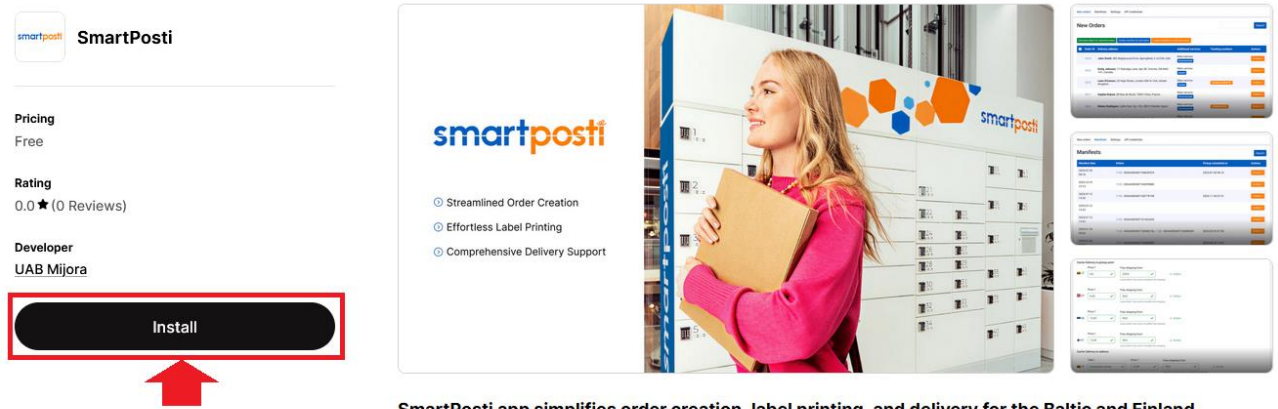
- 1.1. Login to Your Shopify store or account (<https://shopify.com/login>).
- 1.2. Go to section “Apps” at left-side menu.
- 1.3. In opened search field type “Smartposti”.
- 1.4. Click on “Search ‘Smartposti’ in Shopify App Store”.



- 1.5. Shopify App Store's window will be opened.
- 1.6. Click on “SmartPosti” at visible search results list.



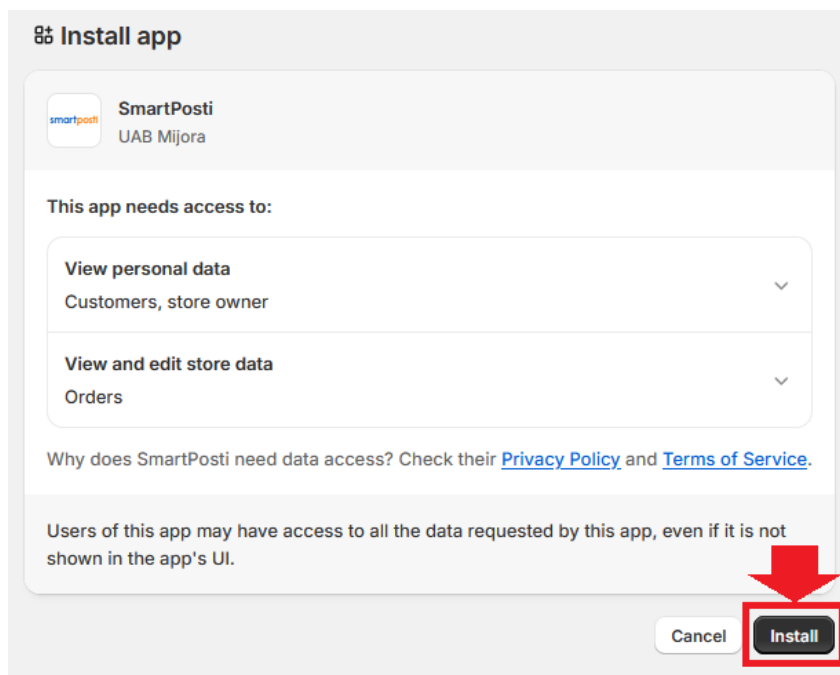
1.7. You will see a window with a summary of a App. Click on button “Install”.



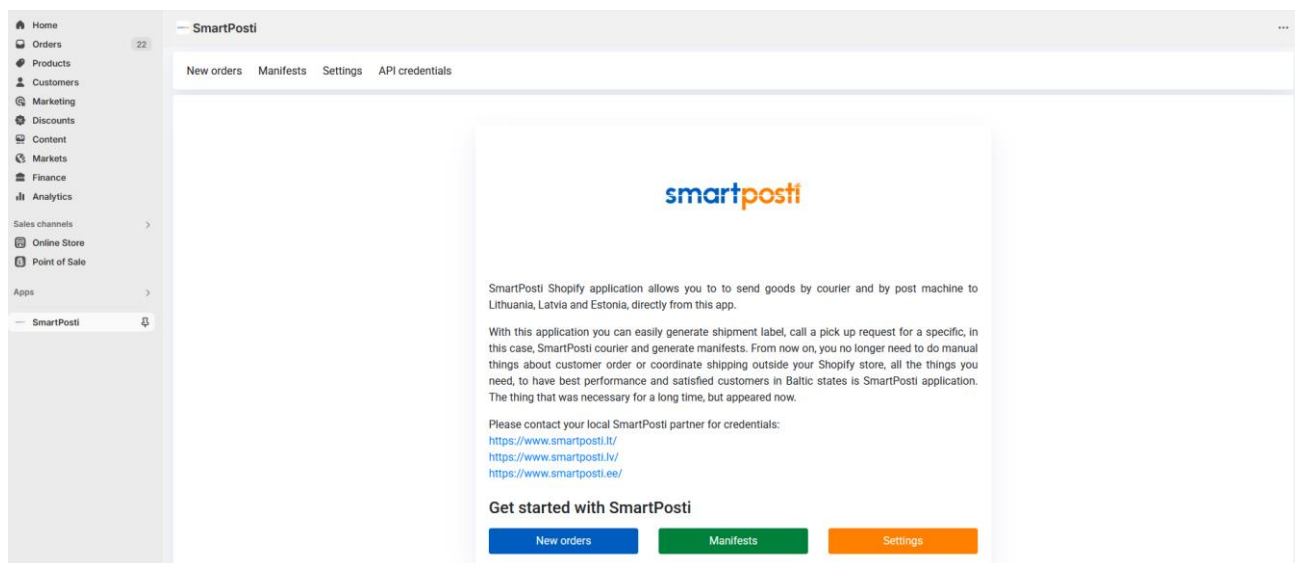
**SmartPosti app simplifies order creation, label printing, and delivery for the Baltic and Finland.**

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”.

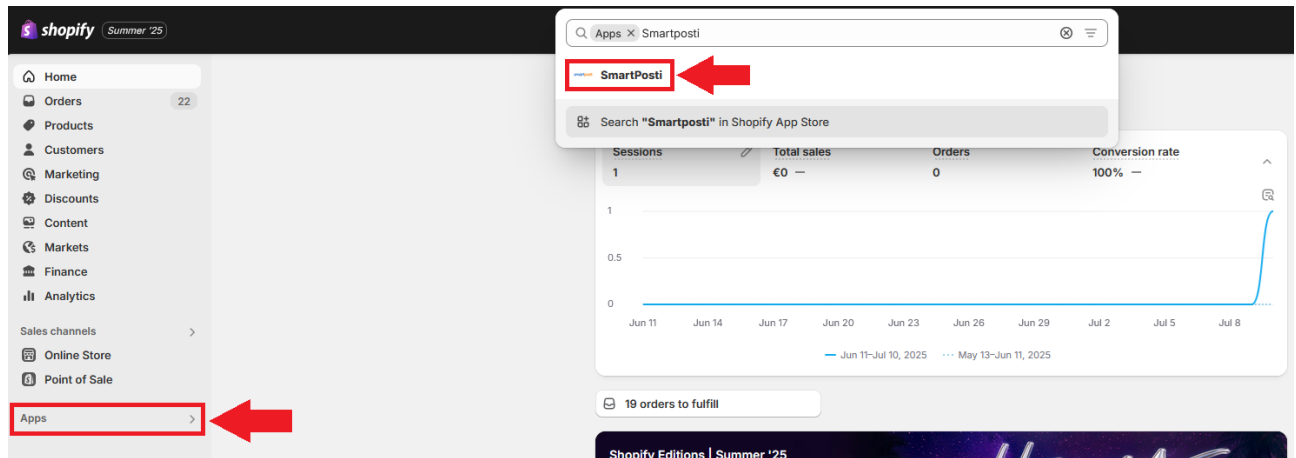


1.9. After successful installation, you will see the main page of the SmartPosti App.

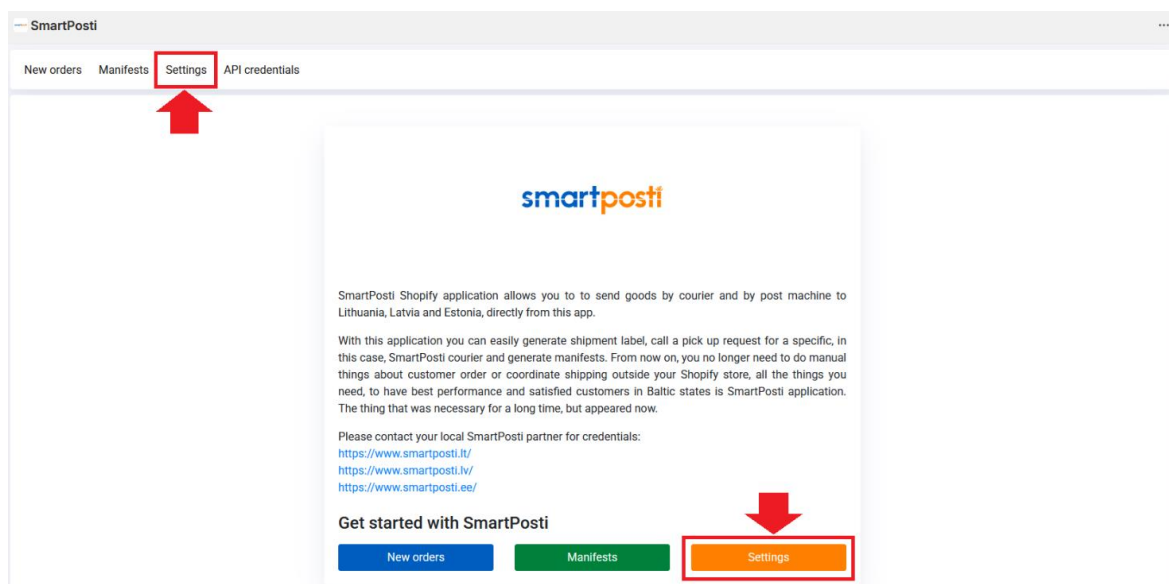


## 2. Configuring the App

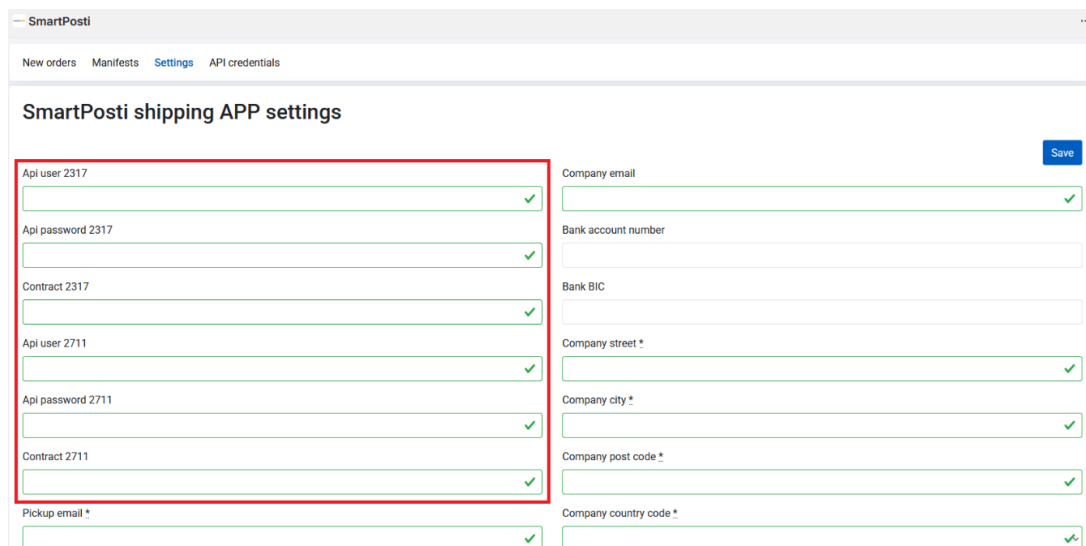
2.1. Click “Apps” in the side menu and find “SmartPosti” from the list or by searching.



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.it@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	<input type="text" value=""/>	Company email	<input type="text" value=""/>
Api password 2317	<input type="text" value=""/>	Bank account number	<input type="text" value=""/>
Contract 2317	<input type="text" value=""/>	Bank BIC	<input type="text" value=""/>
Api user 2711	<input type="text" value=""/>	Company street *	<input type="text" value=""/>
Api password 2711	<input type="text" value=""/>	Company city *	<input type="text" value=""/>
Contract 2711	<input type="text" value=""/>	Company post code *	<input type="text" value=""/>
Pickup email *	<input type="text" value="smartship.routing.it@itella.com"/>	Company country code *	<input type="text" value=""/>
Company name	<input type="text" value=""/>	Company phone *	<input type="text" value=""/>

- 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

LT 	Price * <input type="text" value="4.77"/>	Free shipping from <input type="text"/>	<input checked="" type="checkbox"/> Active
Leave blank if you want to disable free shipping			
LV 	Price * <input type="text" value="0.0"/>	Free shipping from <input type="text"/>	<input type="checkbox"/> Active
Leave blank if you want to disable free shipping			
EE 	Price * <input type="text" value="0.0"/>	Free shipping from <input type="text"/>	<input type="checkbox"/> Active
Leave blank if you want to disable free shipping			
FI 	Price * <input type="text" value="0.0"/>	Free shipping from <input type="text"/>	<input type="checkbox"/> Active
Leave blank if you want to disable free shipping			

Carrier Delivery to address

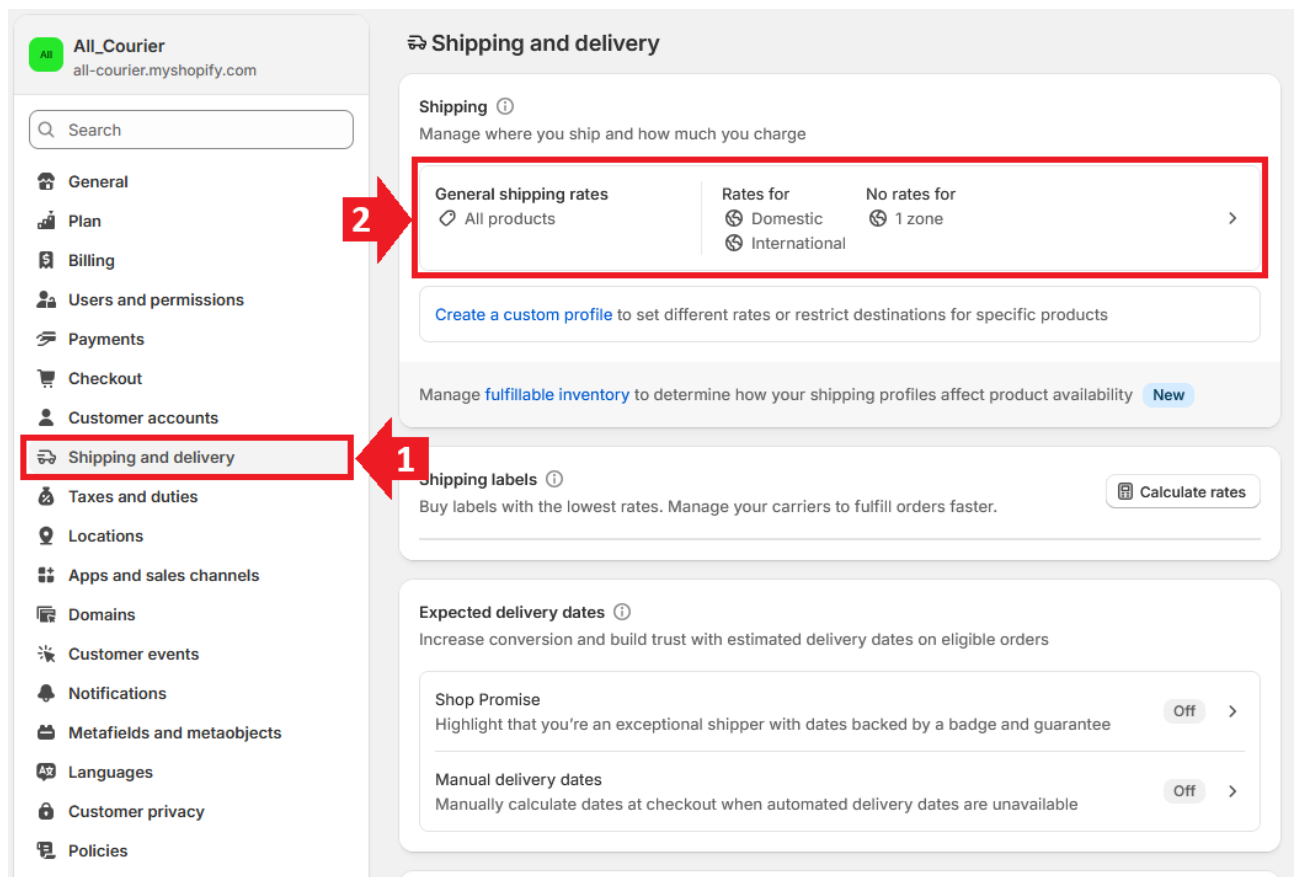
LT 	Title * <input type="text" value="Smartpost kurjeris"/>	Price * <input type="text" value="4.99"/>	Free shipping from <input type="text"/>	<input checked="" type="checkbox"/> Active
Leave blank if you want to disable free shipping				
LV 	Title * <input type="text" value="Itella courier"/>	Price * <input type="text" value="0.0"/>	Free shipping from <input type="text"/>	<input type="checkbox"/> Active
Leave blank if you want to disable free shipping				
EE 	Title * <input type="text" value="Itella courier"/>	Price * <input type="text" value="0.0"/>	Free shipping from <input type="text"/>	<input type="checkbox"/> Active
Leave blank if you want to disable free shipping				
FI 	Title * <input type="text" value="Itella courier"/>	Price * <input type="text" value="0.0"/>	Free shipping from <input type="text"/>	<input type="checkbox"/> Active
Leave blank if you want to disable free shipping				

### 3. Adding delivery methods

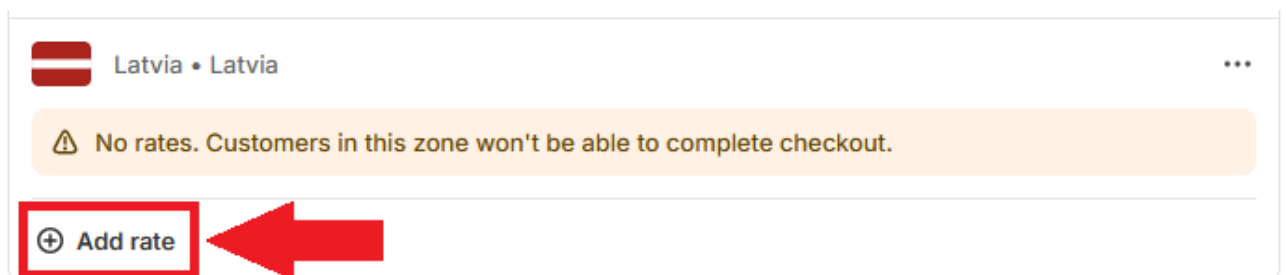
#### 3.1. For “Basic” or “Grow” Shopify plans

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).

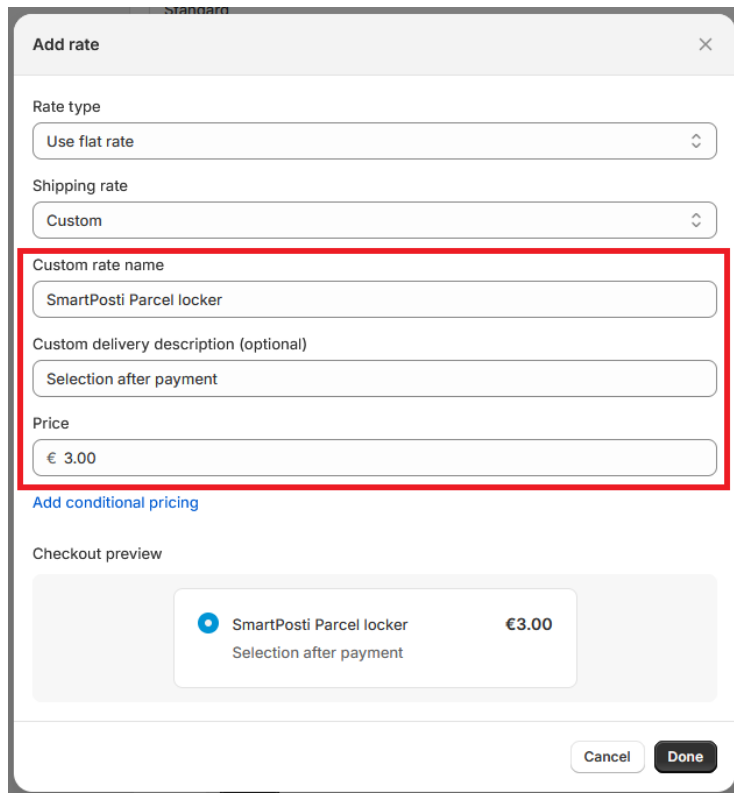
3.1.1. Go to the “Shipping and delivery” section in Shopify settings and click on the “General shipping rates” block.



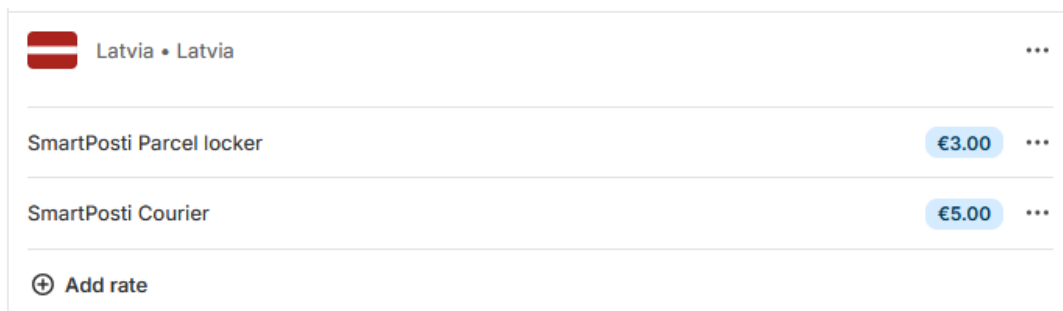
3.1.2. Click the “Add rate” button next to the Shipping zone.



3.1.3. Enter the name of your desired delivery method and its price.

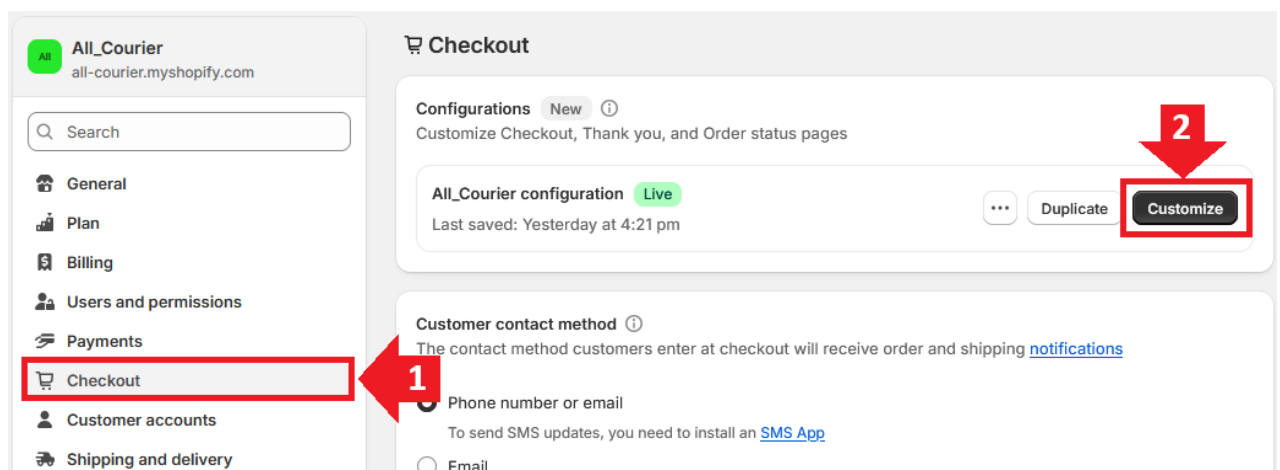


3.1.4. Clicking the “Done” button will create a shipping method that will be displayed on the Checkout page.  
Create delivery methods for both Parcel locker and Courier, or just the one you intend to use.

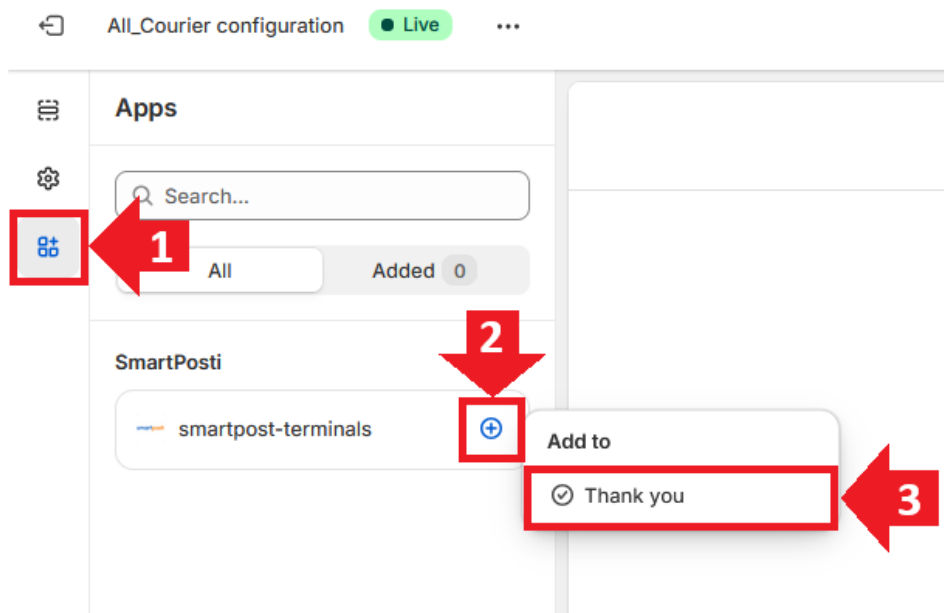


3.1.5. Go to the settings of the Smartposti App and enter the exact names of the delivery methods you have created in the fields described in point 2.7 of this instruction.

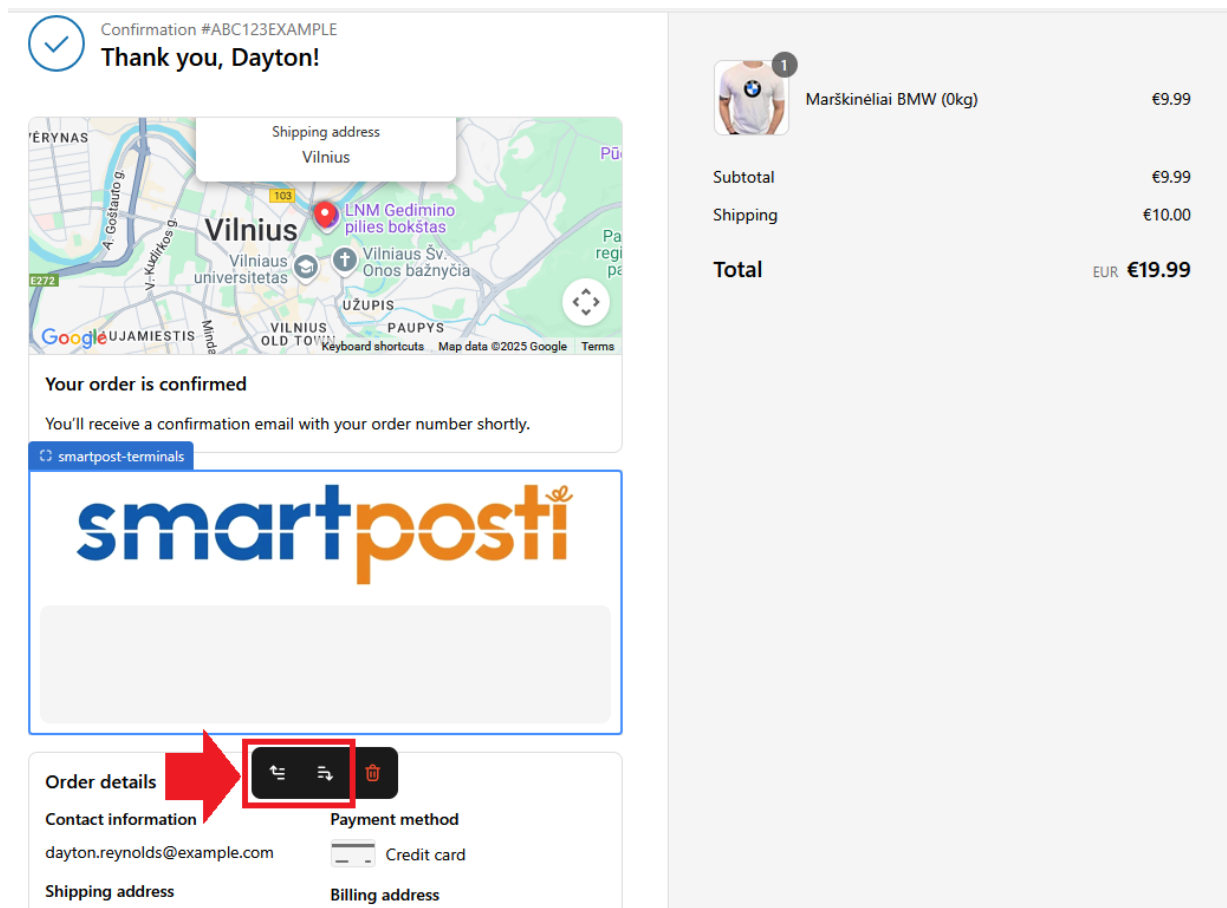
3.1.6. In Shopify settings, go to “Checkout” and in the “Configurations” block, click the “Customize” button.



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.



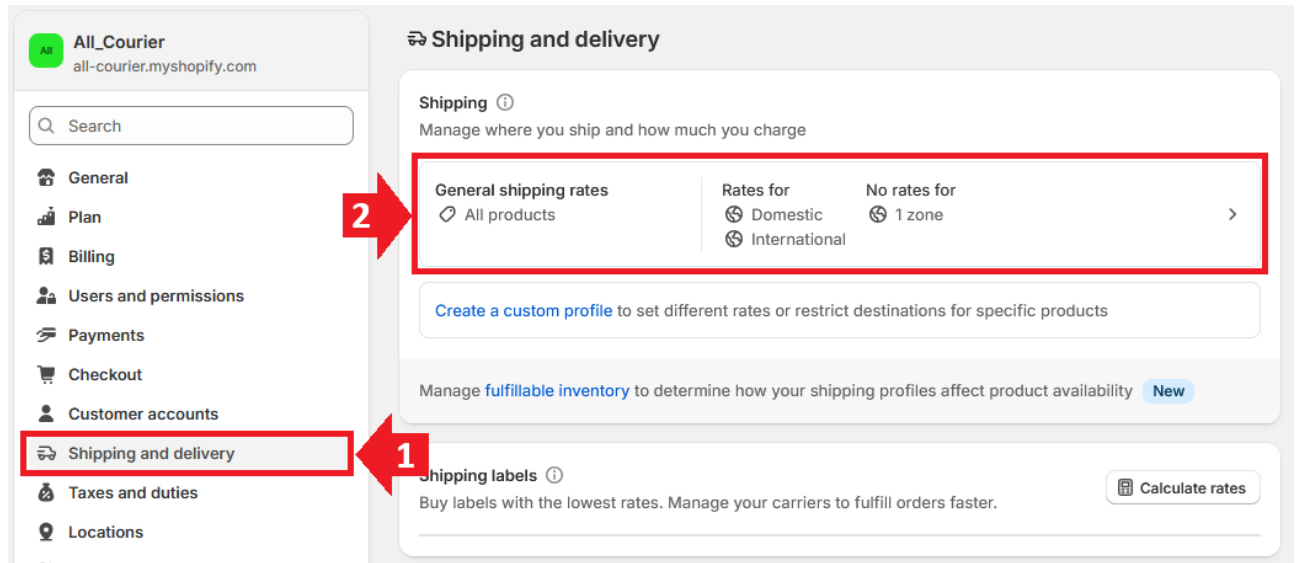
3.1.9. After placing the block in the desired location, click the “Save” button.



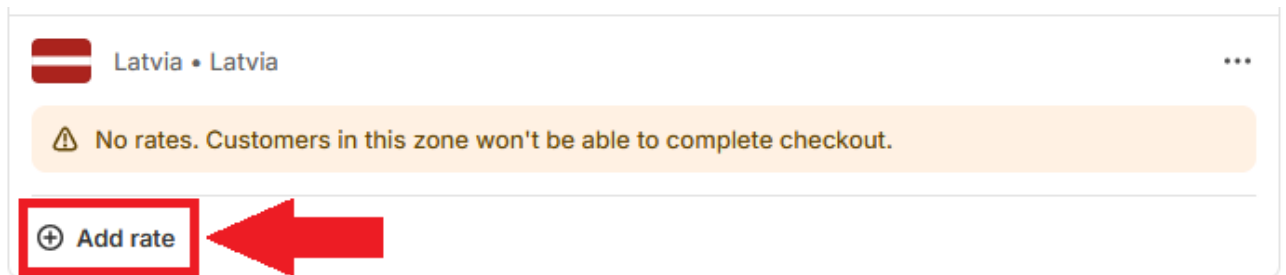
### 3.2. For “Advanced” or “Plus” Shopify plans

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

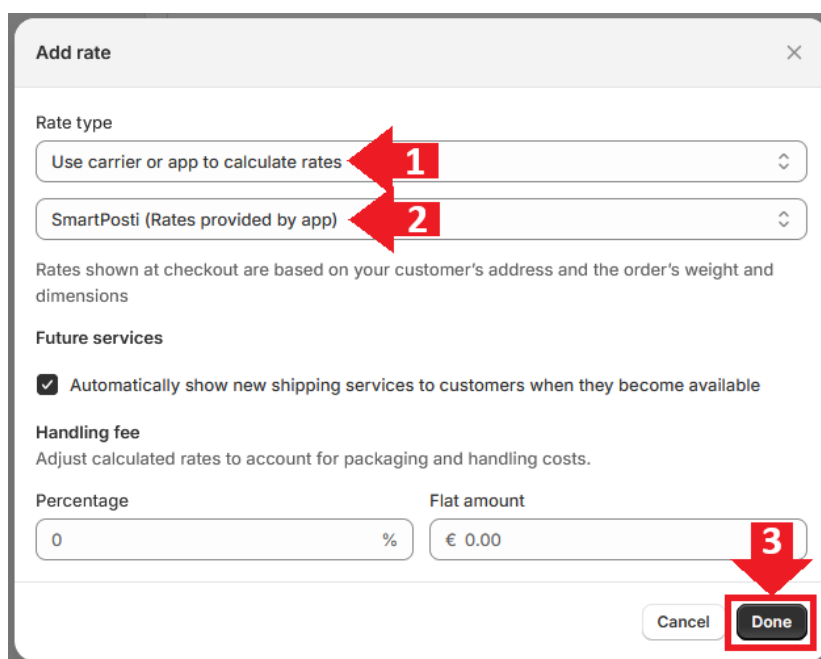
3.2.2. Go to the “Shipping and delivery” section in Shopify settings and click on the “General shipping rates” block.



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.

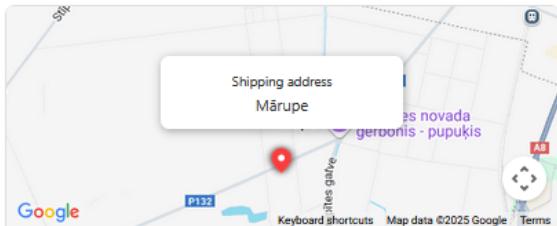
#### Shipping method

<input checked="" type="radio"/> SmartPosti Parcel locker	€5.99
Selection after payment	
<input type="radio"/> SmartPosti Courier	€11.00

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.

#### My test shop

 Confirmation #GJLXF930R  
**Thank you, Test!**




Shipping address  
Mārupe

**Your order is confirmed**

You'll receive a confirmation email with your order number shortly.

☐ Email me with news and offers



Pick parcel machine

Pick parcel machine

Confirm picked parcel machine


**Order details**

**Contact information**  
smartpostitest100@mijora.lt

**Shipping address**  
Test Test

**Payment method**  
B \*\*\*\* 1 • €25.98 EUR

**Billing address**  
Test Test

 Brown Throw Pillows

€19.99

Subtotal

€19.99

Shipping

€5.99

**Total**

EUR **€25.98**

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.**

### Shipping method

<input checked="" type="radio"/> SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA	€2.50
<input type="radio"/> SmartPosti pakomāts Elvi Daugavas, Daugavas iela 36, MĀRUPE	€2.50
<input type="radio"/> SmartPosti pakomāts Elvi Lielā Mārupe, Lielā iela 26, MĀRUPE	€2.50
<input type="radio"/> SmartPosti pakomāts Rimi Daugavas, Daugavas iela 31, MĀRUPE	€2.50
<input type="radio"/> SmartPosti punkts Narvesen Upesgrīvas, Upesgrīvas iela 1, MĀRUPE	€2.50
<input type="radio"/> SmartPosti Kurjers	€5.99

## 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.

The screenshot shows the Shopify admin interface. On the left sidebar, the 'Apps' section is expanded, and 'SmartPosti' is selected. The main content area displays the 'SmartPosti' app interface with the 'New orders' tab selected. A table of orders is visible, with columns for 'Order ID' and 'Delivery address'. The first order has ID 1194 and address 'Test SmartPosti, +37125700000, SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA'. The second order has ID 1193 and address 'Test Test, +37125700000, SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA'. The third order has ID 1192 and address 'Test Test, +37125700000, SmartPosti pakomāts Rimi Mini Galdnieku, Galdnieku iela 8 RĒZEKNE'.

Order ID	Delivery address
1194	Test SmartPosti, +37125700000, SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA
1193	Test Test, +37125700000, SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA
1192	Test Test, +37125700000, SmartPosti pakomāts Rimi Mini Galdnieku, Galdnieku iela 8 RĒZEKNE

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.

Order ID	Delivery address	Additional services	Tracking numbers	Actions
<input type="checkbox"/> 1194	Test SmartPosti, +37125700000, SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA	Main service: <b>Courier</b>		<b>Actions</b> ▼
<input type="checkbox"/> 1193	Test Test, +37125700000, SmartPosti pakomāts Aleja, Vienības gatve 194A, RĪGA	Main service: <b>Parcel terminal</b>		<div> Edit shipping information  Generate label  Delete order </div>
<input type="checkbox"/> 1192	Test Test, +37125700000, SmartPosti pakomāts Rimi Mini Galdnieku, Galdnieku iela 8, RĒZEKNE	Main service: <b>Parcel terminal</b>		

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

### Edit order

Additional services

☐ Fragile

☐ Call before Delivery

☐ Oversized

☐ Cod

Packages

1

Weight

1.0

Save

### Edit order

Pickup Point

SmartPosti pakomāts Aleja - Vienības gatve 194A, RĪGA

☐ Cod

Packages

1

Weight

1.0

Save

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.

Generate labels for selected orders
Create manifest for all orders
Create manifest for selected orders

Order	Delivery address	Additional services	Tracking numbers	Actions
<input checked="" type="checkbox"/> 1023	Test Smartposti, Test 1, Testēnai, 46123, LT, +37060000000	Main service: <b>Courier</b>		<b>Actions</b> ▼
<input checked="" type="checkbox"/> 1022	Testas Smartposti, Testo g. 1, Testēnai, 46123, LT, +37060000000	Main service: <b>Parcel terminal</b>	Missing pickup point, please edit	<div> Edit shipping information  Generate label  Delete order </div>
<input type="checkbox"/> 1021	Testas Smartposti, +37060000000, SmartPosti Maxima XX Anykščiai, Kalno g. 6, ANYKŠČIAI	Main service: <b>Parcel terminal</b>		

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

Tracking numbers

JJFI64926198951791724

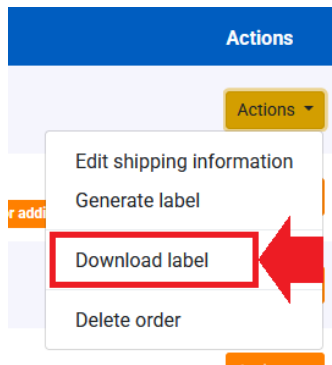
4.3.3. If an error occurs during the registration of the shipment, an error message appears in the "Tracking numbers" column next to the order.

Tracking numbers

Missing pickup point, please edit and select

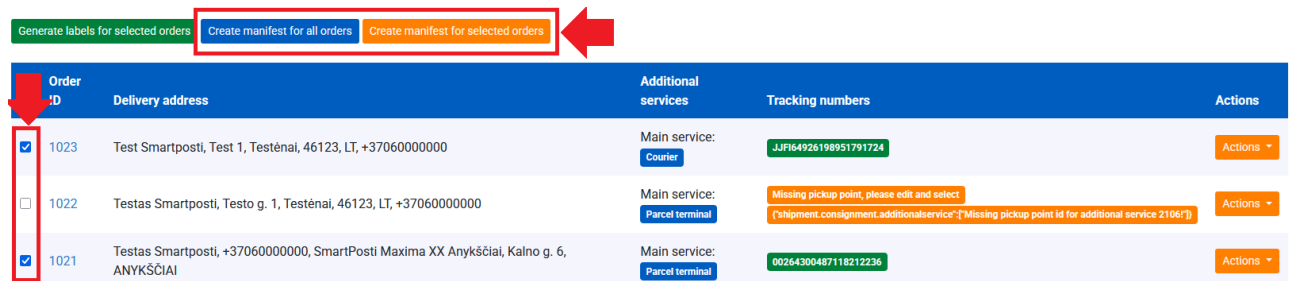
("shipment.consignment.additionalservice":{"Missing pickup point id for additional service 2106"})

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.

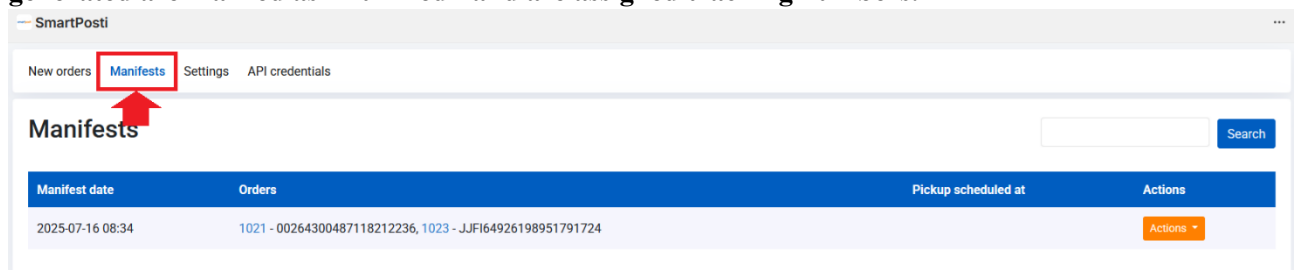


#### 4.4. Manifest generation

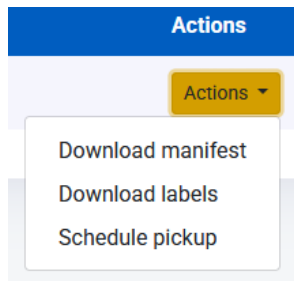
4.4.1. The manifest is generated registered in the order list in the SmartPosti App (described in point 4.2.1 of this instruction). On this page, you can immediately click the “Create manifest for all orders” button to create a manifest for all prepared shipments, or select the desired orders and click 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