

How to Connect Your Shopify & Shopify Plus Store

Software Support - Rackseeker

Follow these steps to connect your Shopify store for the first time:

1. Navigate to **My Account > Stores** and tap the **Add A New Store** button located on the top right of the screen.
2. Select Shopify from the available options.
3. Enter the store name i.e. with collectorscars.myshopify.com, enter collectors cars.
4. **"Allow ShipHero to manage your Shopify Inventory"** instructs ShipHero to update any inventory updates made in ShipHero to the connected Shopify store. Only enable this option if the inventory information in ShipHero is correct. Typically, you would check your inventory levels first before enabling this setting.
5. Click **Connect**.

Connect Your Shopify Store



Shop Name:

Allow ShipHero to manage your Shopify Inventory

If you're testing Ship Hero and still have another shipping solution enabled, you can leave this unchecked.

Download Products and Orders that are created in Shopify

Note: This does not affect ShipHero updating any canceled or shipped orders.

Starting Inventory for Primary Warehouse

Note: Inventory numbers will be brought into your Primary warehouse. Your other warehouses will have an inventory level of 0

Close

Connect

Re-Authenticate Your Shopify-ShipHero Connection

1. Navigate to **My Account > Stores** and tap the **Settings** button located under Actions.
2. At the bottom of the page you will find a section called **Re-Authenticate Your Store**.
3. Click **Re-Auth**.
4. You will be redirected to log into your Shopify store
5. You will see a message titled: "**You are about to update ShipHero Inventory & Shipping**" outlining the data that the ShipHero app has access to based on the selections you made when first setting up the connection.
6. Click **Update app**.

You are about to update ShipHero Inventory & Shipping


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ShipHero Inv...

App support provided by ShipHero

ShipHero Inventory & Shipping will be able to:

- View Shopify account data** [View details](#)

- Manage products** [View details](#)

- Manage orders** [Hide details](#)
This includes: all order details, order edits, and shipping information.
ShipHero Inventory & Shipping will be able to access data such as customer names, e-mail addresses, phone numbers, physical addresses, geolocations, IP addresses, and browser user agents.

 Shopify has reviewed ShipHero Inventory & Shipping and verified that it needs access to all past and future orders to provide value to you.

- Manage customers** [View details](#)

- View other data** [View details](#)

To erase your customers' personal information from ShipHero Inventory & Shipping, remove the app. After 48 hours, a request will be sent to ShipHero Inventory & Shipping to erase this data. [Learn more about data privacy.](#)

CancelUpdate app

Important Notes

Rackseeker/ShipHero will link any imported products with matching SKUs to the existing product already in ShipHero. If the SKU does not already exist in Rackseeker/ShipHero, a new product is created. Orders placed in Shopify will typically appear in Rackseeker/ShipHero within a few seconds after the order was placed. Sometimes it can take several minutes.

Typically, orders shipped in Rackseeker/ShipHero will be updated on Shopify within a few minutes. When shipping orders in Rackseeker/ShipHero, tracking information is sent to Shopify and the customer will receive an email notification with the tracking information of the shipment.

