



# GLS Canada Shopify App - User Manual

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## Introduction

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With the GLS Canada Shopify app you can fulfill your orders and use GLS Canada as your shipping provider, including rate estimates in checkout for your customers, creation of shipments with multiple packages, and tracking updates.

## Getting Started

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To get started with the GLS Canada Shopify App, please follow the steps below.

## Installation

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You can install the app for free from the Shopify app store. Once it is installed, you can locate the GLS Canada app in the Installed Apps section of your Shopify dashboard.

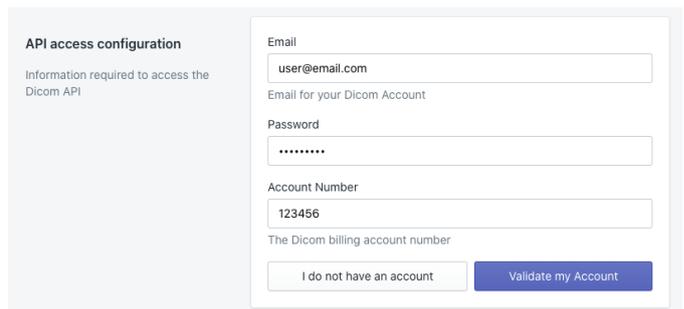
## Configuration

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Before you can use the GLS Canada Shopify app, you must be a GLS Canada customer, and ensure you have the following:

1. The email address you use to access your GLS Canada account
2. The password for your account
3. Your GLS Canada account number
4. Your account has API access enabled (if you are unsure on this point, please contact [tech.support@glS-canada.com](mailto:tech.support@glS-canada.com) and provide them the information from steps 1 – 3 and they can assist you)

Once you have gathered the required information, launch the GLS Canada Shopify app, and you will be automatically presented with the setup screen. Enter in the appropriate information for your account and click **Validate My Account**.



API access configuration

Information required to access the Dicom API

Email  
user@email.com  
Email for your Dicom Account

Password  
.....

Account Number  
123456  
The Dicom billing account number

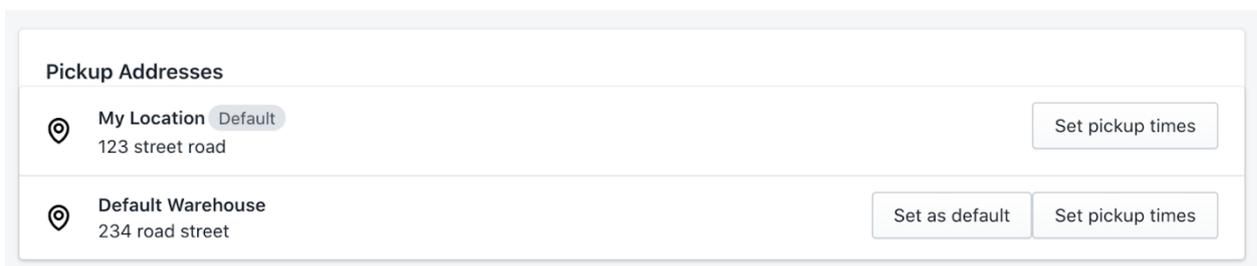
I do not have an account    Validate my Account

## Manage Pickup Addresses

At the bottom of the Settings page, you will be able to manage your pickup addresses. Your Pickup Addresses are based on your Shopify Locations. If you need to add or remove addresses from your Pickup Addresses list, that can be completed from the Locations portion of your Shopify Settings.

### Default Pickup Address

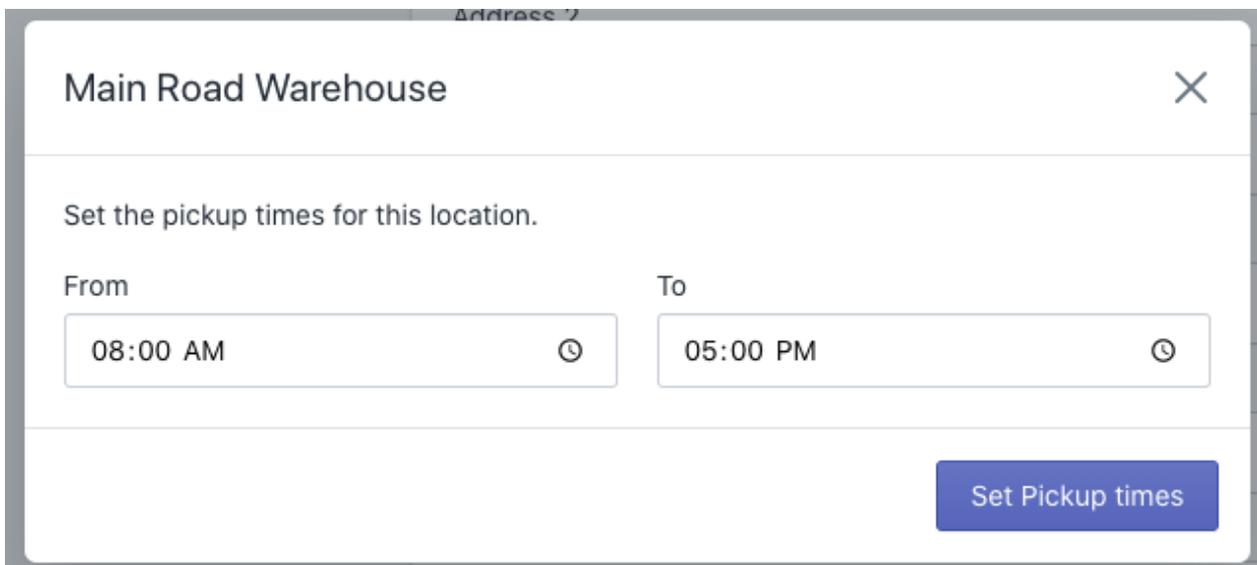
You can set a Default Pickup Address easily from this screen. This will ensure that the address you choose is the first one available to you when fulfilling your orders. Just click the **Set as Default** button on the address you prefer. The current default address will be marked for you.



The screenshot shows a 'Pickup Addresses' section with two entries. The first entry is 'My Location' with the address '123 street road'. It has a 'Default' tag and a 'Set pickup times' button. The second entry is 'Default Warehouse' with the address '234 road street'. It has 'Set as default' and 'Set pickup times' buttons.

### Pickup Times

You must also set the Pickup Time range in this section.



The screenshot shows a dialog box titled 'Main Road Warehouse' with a close button (X) in the top right corner. The text inside says 'Set the pickup times for this location.' Below this, there are two input fields: 'From' and 'To'. The 'From' field contains '08:00 AM' and the 'To' field contains '05:00 PM'. Both fields have a clock icon to their right. At the bottom right of the dialog is a blue button labeled 'Set Pickup times'.

## Rates

You can show rate estimates to your customers directly from the GLS Canada API during checkout. Once you have completed the configuration of your GLS Canada app, a new option for rates will be available in your Shopify Shipping Profile (Settings > Shipping and delivery > Shipping > Manage Rates).

Please note that if GLS Canada is not added automatically for the shipping zones you want, you can use the **Add Rate** option for that shipping zone, then select **Use carrier or app to calculate rates**, and then select **GLS Canada (rates provided by app)**. Make sure you save your changes using the save button at the top (or bottom) of the page. You can also add your handling fees here.

Shipping to [Create shipping zone](#)

 Domestic Canada ...

Carrier name ▲	Handling fee	Services	
GLS Canada (Rates provided by app)	—	—	...

[Add rate](#)

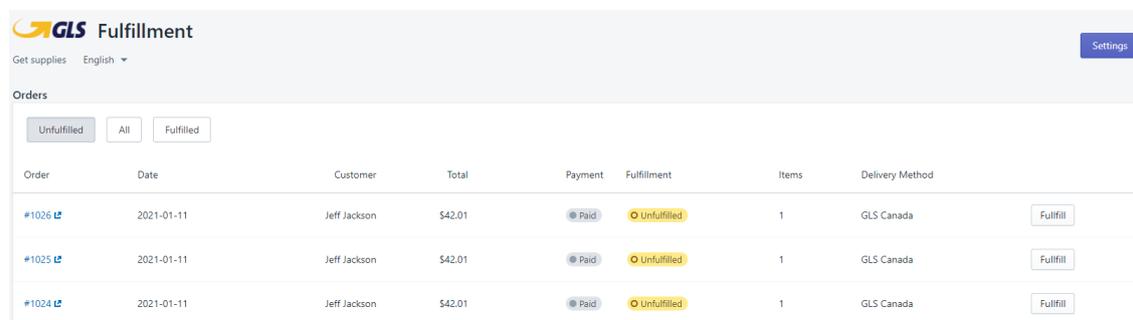
## Order Fulfillment

Now that you have configured the GLS Canada Shopify app, you can use it to create shipping labels and schedule pickups for your orders.

### Create a Shipping Label

To create a Shipping Label:

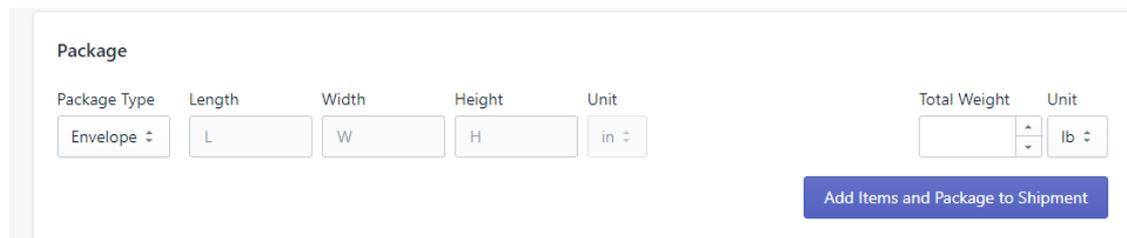
1. Open the GLS Canada app
2. Under **Orders**, click the **Unfulfilled** button to see all current pending orders
3. Click the **Fulfill** button beside the order you would like to fulfill



The screenshot shows the 'Orders' section of the GLS Fulfillment app. It features a table with columns for Order, Date, Customer, Total, Payment, Fulfillment, Items, and Delivery Method. There are three orders listed, all with a status of 'Unfulfilled' and a 'Fulfill' button next to them.

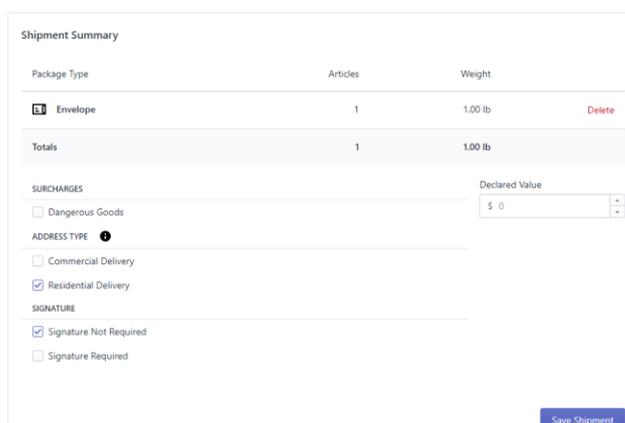
Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery Method	
#1026	2021-01-11	Jeff Jackson	\$42.01	Paid	Unfulfilled	1	GLS Canada	Fulfill
#1025	2021-01-11	Jeff Jackson	\$42.01	Paid	Unfulfilled	1	GLS Canada	Fulfill
#1024	2021-01-11	Jeff Jackson	\$42.01	Paid	Unfulfilled	1	GLS Canada	Fulfill

4. Select your **Pickup Location**
5. Add your **Packages** to the shipment



The screenshot shows the 'Package' form. It includes input fields for Package Type (Envelope), Length (L), Width (W), Height (H), and Unit (in). There are also fields for Total Weight and Unit (lb). A blue button labeled 'Add Items and Package to Shipment' is located at the bottom right.

6. Select your **Surcharges** (if any), and then click **Save Shipment**.



The screenshot shows the 'Shipment Summary' form. It includes a table for Package Type, Articles, and Weight. There are also sections for SURCHARGES, ADDRESS TYPE, and SIGNATURE. A blue button labeled 'Save Shipment' is located at the bottom right.

Package Type	Articles	Weight	
Envelope	1	1.00 lb	Delete
<b>Totals</b>	<b>1</b>	<b>1.00 lb</b>	

**SURCHARGES**

Dangerous Goods

**ADDRESS TYPE**

Commercial Delivery

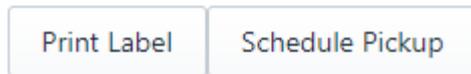
Residential Delivery

**SIGNATURE**

Signature Not Required

Signature Required

- Once complete, you will see a summary of your charges. To print your shipping label, click the **Print Label** button. You can also schedule your pickup from here by clicking the **Schedule Pickup** button.



**Expedition Type : Prepaid**  
**Service Type : GLS Canada**  
**Base Rate : \$21.45**  
**Residential Delivery : \$3.50**  
**Peak-season : \$0.49**  
**HST : \$3.53**  
**Fuel Charge : \$1.74**  
**Zone Charge : \$0.00**  
**Total : \$30.71**

- Additionally, if you need to cancel a shipment, you can do that from the **Shipments** section on the main GLS Canada Shopify App dashboard. Locate the shipment you would like to cancel, and then click **Cancel Shipment**.

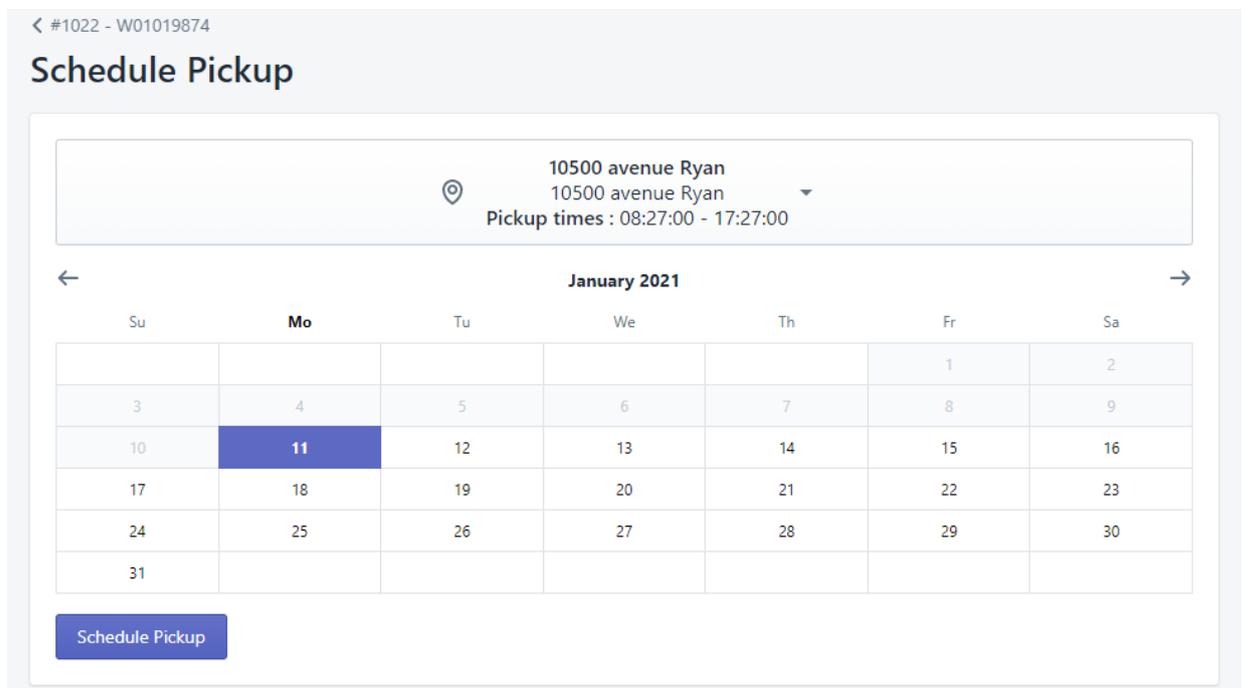
Shipments							Schedule Pickup
Active	Draft	Created	Scheduled	In Transit	Delivered	Closed	
Shipment	Order	Status	Tracking	Pickup	Actions		
	<a href="#">#1012</a>	Draft			<a href="#">View</a> <a href="#">Delete draft</a>		
	<a href="#">#1014</a>	Draft			<a href="#">View</a> <a href="#">Delete draft</a>		
1427420	<a href="#">#1022</a>	Shipment Created	<a href="#">W01019874</a>		<a href="#">View</a> <a href="#">Cancel shipment</a>		
1427615	<a href="#">#1026</a>	Shipment Created	<a href="#">W01020132</a>		<a href="#">View</a> <a href="#">Cancel shipment</a>		

## Schedule Pickup

There are two ways to schedule a pickup:

### Individual Pickup

1. If you are only shipping one item from a location, click the **Schedule Pickup** button at the time of label creation.
2. Ensure that you have selected the correct pickup location at the top of the screen (if you do not see your pickup location, ensure that you have enabled it in your Shopify Locations).
3. Then select the correct day, and click **Schedule Pickup**.



< #1022 - W01019874

### Schedule Pickup

10500 avenue Ryan  
10500 avenue Ryan  
Pickup times : 08:27:00 - 17:27:00

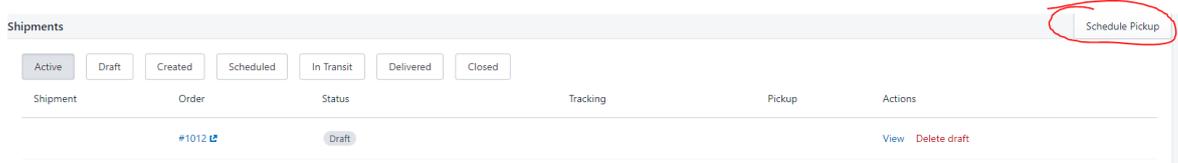
← January 2021 →

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	<b>11</b>	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Schedule Pickup

### Bulk Pickup

1. If you have multiple items to be picked up from a location, the Bulk Pickup option should be used.
2. Go to the main page of the GLS Canada Shopify App, and under the Shipments section, click **Schedule Pickup**.



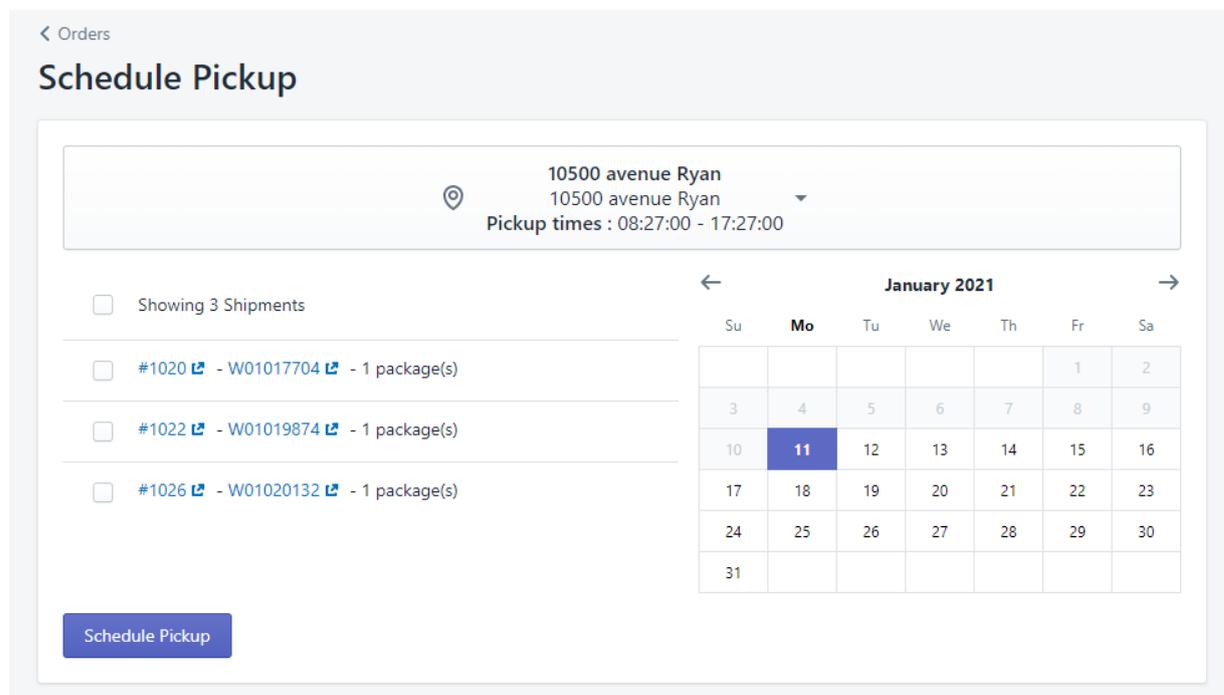
Shipments

Schedule Pickup

Active Draft Created Scheduled In Transit Delivered Closed

Shipment	Order	Status	Tracking	Pickup	Actions
	#1012	Draft			View Delete draft

3. Select your pickup location from the drop down at the top of the screen
4. Select the shipments you would like to have picked up
5. Choose the pickup date
6. Click **Schedule Pickup**



< Orders

## Schedule Pickup

10500 avenue Ryan  
10500 avenue Ryan  
Pickup times : 08:27:00 - 17:27:00

Showing 3 Shipments

- #1020 - W01017704 - 1 package(s)
- #1022 - W01019874 - 1 package(s)
- #1026 - W01020132 - 1 package(s)

← January 2021 →

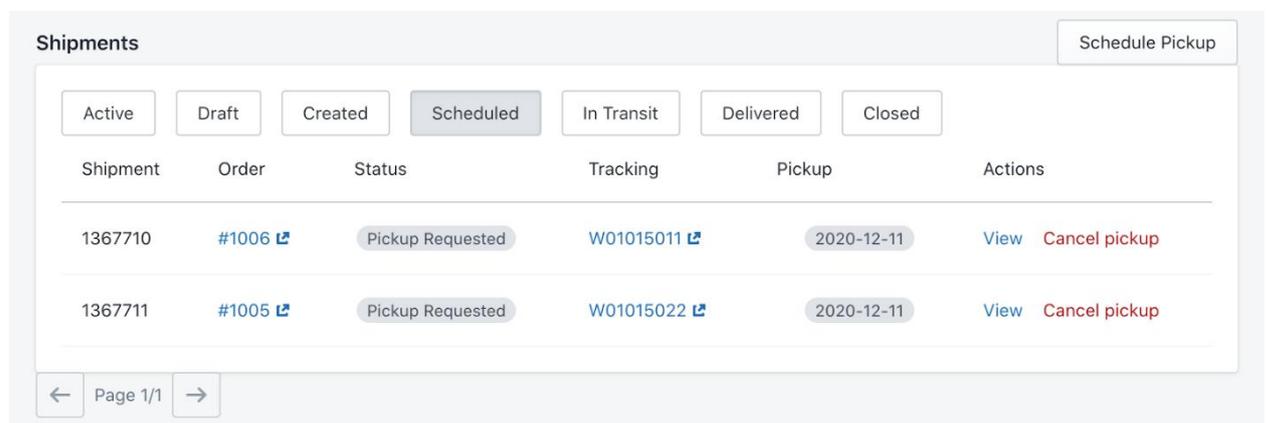
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

**Schedule Pickup**

## Cancel Pickup

If you need to cancel a scheduled pickup:

1. Go to the main page of the GLS Canada Shopify App, and under the Shipments section, locate the shipment you would like to cancel a pickup for, and then click **Cancel pickup**.
  - *Note: If the scheduled pickup you want to cancel contains multiple shipments, you will be prompted to cancel the full pickup or only remove the shipment from the pickup.*



Shipments Schedule Pickup

Active Draft Created **Scheduled** In Transit Delivered Closed

Shipment	Order	Status	Tracking	Pickup	Actions
1367710	#1006	Pickup Requested	W01015011	2020-12-11	View Cancel pickup
1367711	#1005	Pickup Requested	W01015022	2020-12-11	View Cancel pickup

← Page 1/1 →