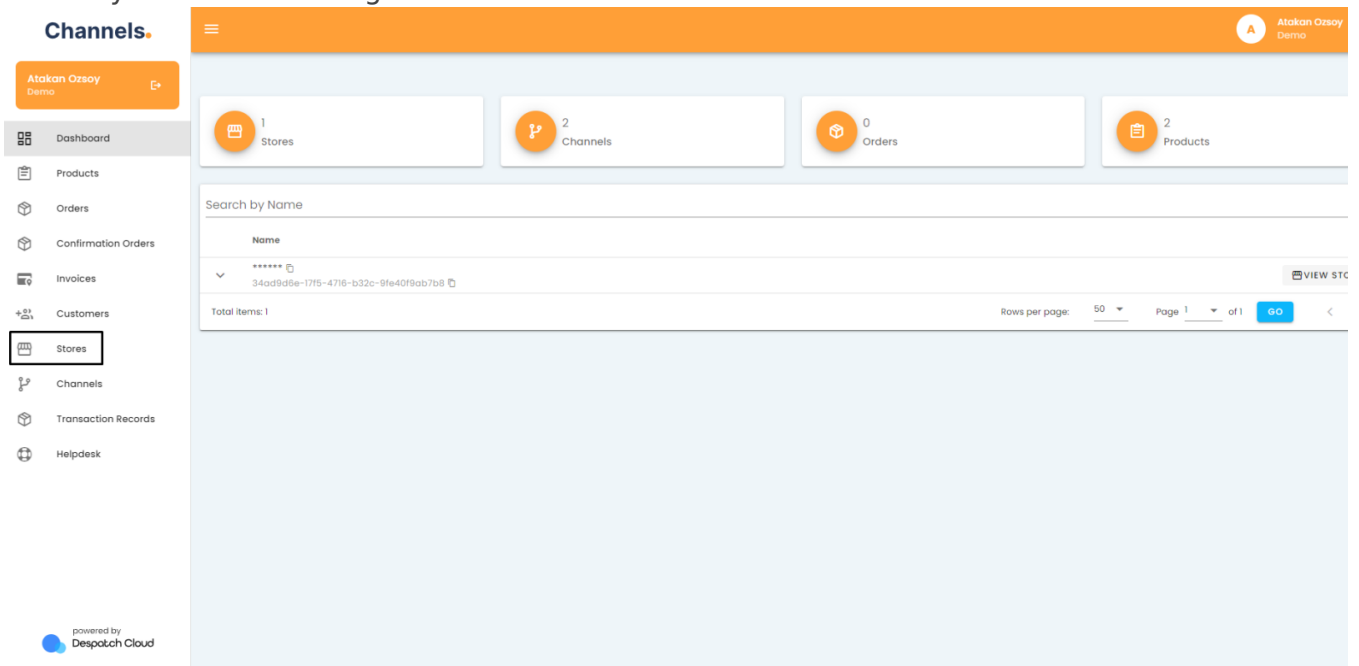


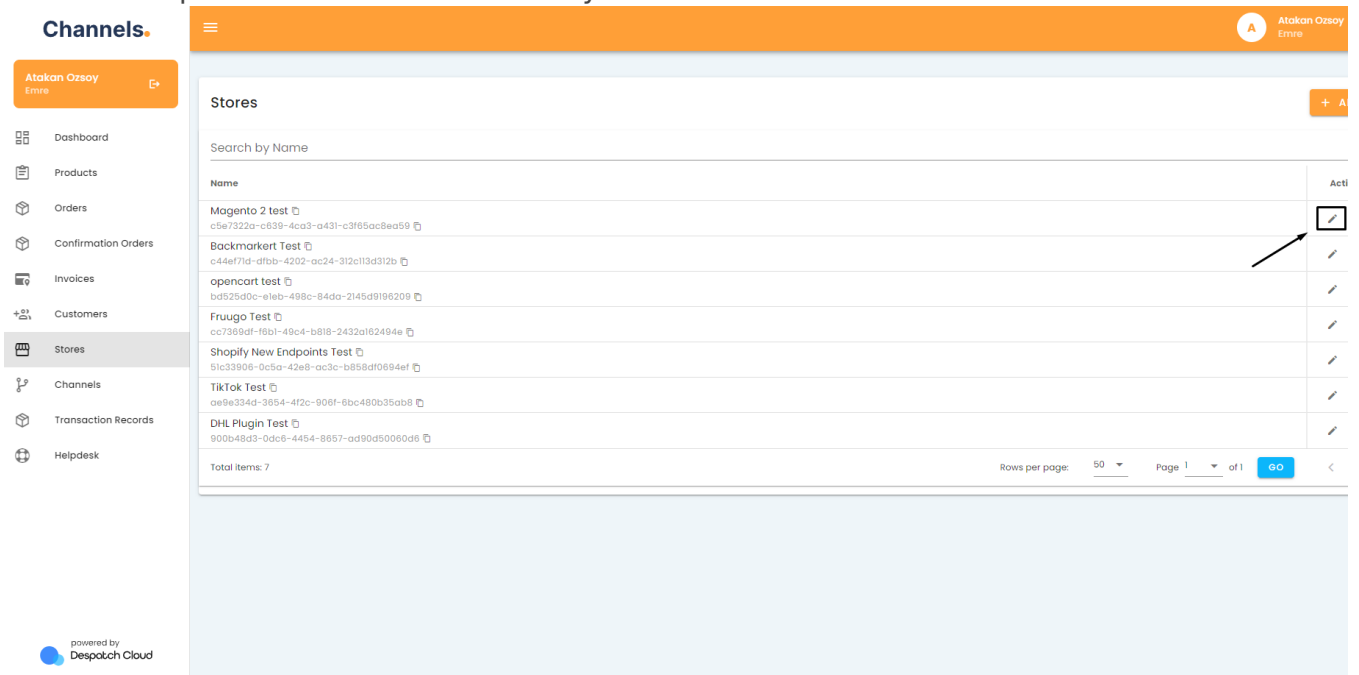
Plugin Set Up, But Orders Not Sent: What to Do?

Check If the Plugin Is Active

1. Access your account and go to the left side of the screen. Click the "Stores" button.



2. Click on the pencil icon next to the store your webhook is in.



3. Go to the plugins tab.

Channels.

Atakan Ozsoy
DC-TEST

Dashboard
Products
Orders
Confirmation Orders
Invoices
Customers
Stores
Channels
Transaction Records
Helpdesk

powered by
Despatch Cloud

Store > *****

CHANNELS **PLUGINS** ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Shopify c2b13832-bfad-47d1-88ea-95467f58aa07	shopify	<input type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 GO

4. Check if your plugin has a checkmark under the “Is Active” column.

Channels.

Atakan Ozsoy
DC-TEST

Dashboard
Products
Orders
Confirmation Orders
Invoices
Customers
Stores
Channels
Transaction Records
Helpdesk

powered by
Despatch Cloud

Store > *****

CHANNELS **PLUGINS** ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Plugins

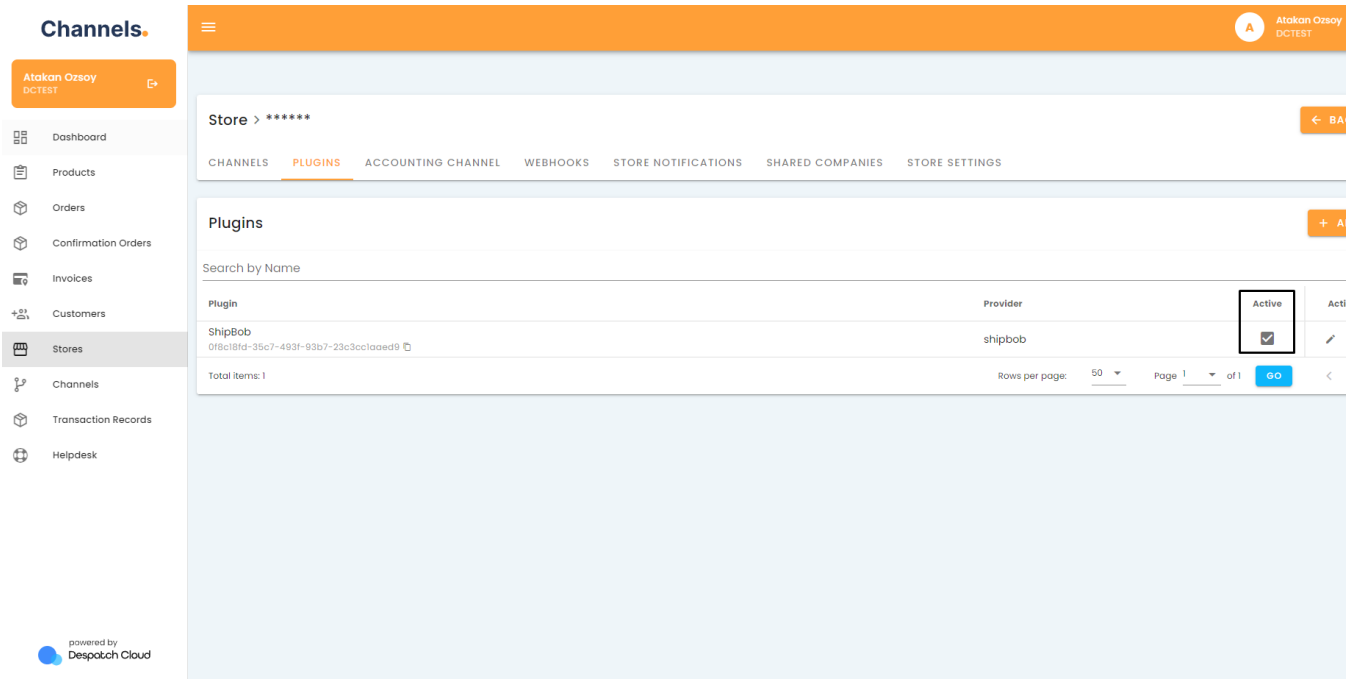
Search by Name

Plugin	Provider	Active	Acti
ShipBob 0f8c18fd-35c7-493f-93b7-23c3cc1aaed9	shipbob	<input type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 GO

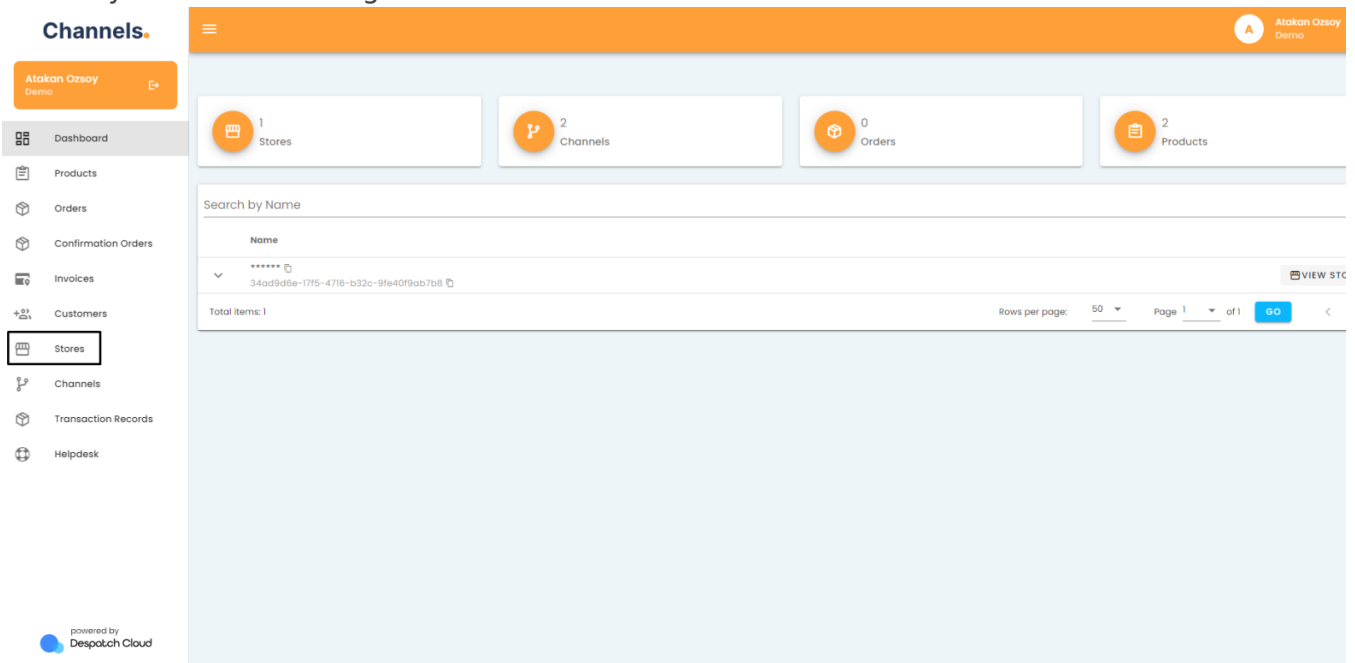
5. If not, please click on the checkbox to activate your plugin.



Check If the Authentication Information Is Correct

If you receive authentication errors under plugin transaction records, you must ensure the entered authentication information is correct under plugin settings.

1. Access your account and go to the left side of the screen. Click the "Stores" button.



2. Click on the pencil icon next to the store your webhook is in.

Atakan Ozsoy Emre

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65ac8ea59	<input checked="" type="checkbox"/>
Bookmark Test c44ef7fd-dfbb-4202-ac24-312e113d312b	<input type="checkbox"/>
opencart test bd525d0c-e1eb-498c-84da-2145d9196209	<input type="checkbox"/>
Fruugo Test cc7399df-fb1-49c4-b818-2432a162494e	<input type="checkbox"/>
Shopify New Endpoints Test 51c3390b-0c5a-42e8-ac3c-b858df0694ef	<input type="checkbox"/>
TikTok Test ae9e334d-3654-472c-906f-6bc480b35ab8	<input type="checkbox"/>
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	<input type="checkbox"/>

Total items: 7

Rows per page: 50 Page 1 of 1 GO

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3. Go to the plugins tab.

Atakan Ozsoy DCTEST

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores
- Channels**
- Transaction Records
- Helpdesk

Store > *****

CHANNELS **PLUGINS** ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Shopify c2b13832-bfad-47d1-88ea-95467f58aa07	shopify	<input type="checkbox"/>	<input type="checkbox"/>

Total items: 1

Rows per page: 50 Page 1 of 1 GO

powered by Despatch Cloud

4. Click on the pencil icon for the plugin you'd like to check.

The screenshot shows the 'Channels' application interface. On the left is a navigation sidebar with options: Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores (highlighted), Channels, Transaction Records, and Helpdesk. The main content area is titled 'Store > *****' and contains a 'PLUGINS' tab. Below the tabs is a search bar 'Search by Name' and a table of plugins. The table has columns for Plugin, Provider, Active, and Actions. One plugin, 'ShipBob', is listed with provider 'shipbob' and is active. Below the table, it says 'Total items: 1' and 'Rows per page: 50 Page 1 of 1'. At the bottom left of the sidebar, it says 'powered by Despatch Cloud'.

5. Click on the “Transaction Records” button.

The screenshot shows the 'Channels' application interface for editing the 'ShipBob' plugin. The breadcrumb is 'Store > ***** > ShipBob'. There are three buttons: 'Is Active' (toggled on), 'ORDERS', and 'TRANSACTION RECORDS' (highlighted with an arrow). The page title is 'Edit ShipBob Plugin'. Below it, the 'Plugin Name' is 'ShipBob' and the 'API Token' is '123'. The section 'ShipBob Channel Management' has a 'Push Order Channel' field. The 'Order Management' section has two toggles: 'Exclude Unfulfillable Orders' (off) and 'Deduct Stock via Orders' (on). The 'Stock Management' section has three toggles: 'Add Products to ShipBob' (off), 'Download Products' (off), and 'Auto Sync Stock' (off). At the bottom right, there are 'SAVE' and 'CAN' buttons. The sidebar and 'powered by Despatch Cloud' logo are also visible.

6. Check if you've been receiving continued failed transactions recently.

The screenshot shows the 'Channels' interface with a sidebar on the left containing navigation options like Dashboard, Products, Orders, Confirmation Orders, Invoices, Customers, Stores, Channels, Transaction Records, and Helpdesk. The main content area displays 'Plugin Transaction Records' for a store named '*****'. The table below shows the following data:

Date	Attempts	Status	Log Type	Message
Fri, 12 Apr 2024 15:21:11	0	Waiting	create_shipped_webhook	
Fri, 12 Apr 2024 15:20:13	0	Waiting	create_shipped_webhook	
Fri, 12 Apr 2024 15:19:12	0	Waiting	create_shipped_webhook	
Fri, 12 Apr 2024 15:18:11	1	Failed	create_shipped_webhook	{\"type\":\"GuzzleClient\",\"code\":\"401\"}
Fri, 12 Apr 2024 15:17:11	3	Failed	get_channels	{\"type\":\"GuzzleClient\",\"code\":\"401\"}

The interface includes a 'BACK' button, a 'Show' toggle, and pagination controls at the bottom right.

7. If so, click on the edit button for the most recent failed transaction to view its details.

This screenshot shows the same 'Plugin Transaction Records' table as above. The row for the transaction on 'Fri, 12 Apr 2024 15:18:11' with a status of 'Failed' is highlighted in grey. An arrow points to the edit button (represented by a pencil icon) in the rightmost column of this row.

8. Scroll down to the response part and see the error message received in the response.

9. If the message is about incorrect authentication information, please confirm the entered authentication information is correct.

10. If not, try to take action based on the error message in the response or contact customer support directly.

Check If the Plugin's API Is Responding

1. Access your account and go to the left side of the screen. Click the "Stores" button.

Channels

Atakan Ozsoy Demo

1 Stores | 2 Channels | 0 Orders | 2 Products

Search by Name

Name
34ad9d6e-17f5-47f6-b32c-9fe40f9ab7b8

Total items: 1 | Rows per page: 50 | Page 1 of 1 | GO

powered by Despatch Cloud

2. Click on the pencil icon next to the store your webhook is in.

Channels

Atakan Ozsoy Emre

Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65ac8ea59	
Backmarket Test c44ef71d-dfbb-4202-ac24-312c113d312b	
opencart test bd525d0c-e1eb-498c-84da-2145d9196209	
Fruugo Test cc7369df-fb11-49c4-b818-2432a162494e	
Shopify New Endpoints Test 51c33906-0c5a-42e8-ac3c-b858df0694ef	
TikTok Test ae9e334d-3654-4f2c-906f-6bc480b35ab8	
DHL Plugin Test 900b48d3-0dc6-4454-8657-ad90d50060d6	

Total items: 7 | Rows per page: 50 | Page 1 of 1 | GO

powered by Despatch Cloud

3. Go to the plugins tab.

Channels.

Atakan Ozsoy
DC1EST

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

powered by
Despatch Cloud

Store > *****

CHANNELS **PLUGINS** ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Shopify c2b13832-bfad-47d1-88ea-95467f58aa07	shopify	<input type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 **GO**

4. Click on the pencil icon for the plugin you'd like to check.

Channels.

Atakan Ozsoy
DC1EST

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores**
- Channels
- Transaction Records
- Helpdesk

powered by
Despatch Cloud

Store > *****

CHANNELS **PLUGINS** ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Plugins

Search by Name

Plugin	Provider	Active	Acti
ShipBob 0f8c18fd-35c7-493f-93b7-23c3cc1aaed9	shipbob	<input checked="" type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 **GO**

5. Click on the "Transaction Records" button.

Channels. Atakan Ozsoy DCTEST

Store > ***** > ShipBob Is Active **ORDERS** **PRODUCTS** **TRANSACTION RECOR**

Edit ShipBob Plugin

Plugin Name
ShipBob

API Token
123

ShipBob Channel Management

Push Order Channel

Order Management

Exclude Unfulfillable Orders * Exclude orders that have any item with insufficient stock levels. Deduct Stock via Orders

Stock Management

Add Products to ShipBob * Add all products to ShipBob. Download Products * Download products for this plugin. Auto Sync Stock * Sync plugin stock info with main products.

SAVE **CAN**

powered by Despatch Cloud

6. Check if you've been receiving continued failed transactions recently.

Channels. Atakan Ozsoy DCTEST

Store > *****

Plugin Transaction Records

← BACK Show

<input type="checkbox"/>	Date	Attempts	Status	Log Type	Message	Ac
<input type="checkbox"/>	Fri, 12 Apr 2024 15:21:11	0	Waiting	create_shipped_webhook		
<input type="checkbox"/>	Fri, 12 Apr 2024 15:20:13	0	Waiting	create_shipped_webhook		
<input type="checkbox"/>	Fri, 12 Apr 2024 15:19:12	0	Waiting	create_shipped_webhook		
<input type="checkbox"/>	Fri, 12 Apr 2024 15:18:11	1	Failed	create_shipped_webhook	{ "type": "GuzzleClient", "code": 401 }	
<input type="checkbox"/>	Fri, 12 Apr 2024 15:17:11	3	Failed	get_channels	{ "type": "GuzzleClient", "code": 401 }	

Rows per page: 50 Page 1 **GO**

powered by Despatch Cloud

7. If so, click on the edit button for the most recent failed transaction to view its details.

Channels Atakan Ozsoy DCTEST

Atakan Ozsoy DCTEST

- Dashboard
- Products
- Orders
- Confirmation Orders
- Invoices
- Customers
- Stores
- Channels
- Transaction Records**
- Helpdesk

Store > *****

Plugin Transaction Records ← BACK Show

<input type="checkbox"/>	Date	Attempts	Status	Log Type	Message
<input type="checkbox"/>	Fri, 12 Apr 2024 15:21:11	0	Waiting	create_shipped_webhook	
<input type="checkbox"/>	Fri, 12 Apr 2024 15:20:13	0	Waiting	create_shipped_webhook	
<input type="checkbox"/>	Fri, 12 Apr 2024 15:19:12	0	Waiting	create_shipped_webhook	
<input checked="" type="checkbox"/>	Fri, 12 Apr 2024 15:18:11	1	Failed	create_shipped_webhook	{"type":"GuzzleClient","code":401}
<input type="checkbox"/>	Fri, 12 Apr 2024 15:17:11	3	Failed	get_channels	{"type":"GuzzleClient","code":401}

Rows per page: 50 Page 1 GO

powered by Despatch Cloud

8. Scroll down to the response part and see the error message received in the response.
9. If the message is about incorrect authentication information, please confirm the entered authentication information is correct.
10. If not, try to take action based on the error message in the response or contact customer support directly.

Revision #1

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