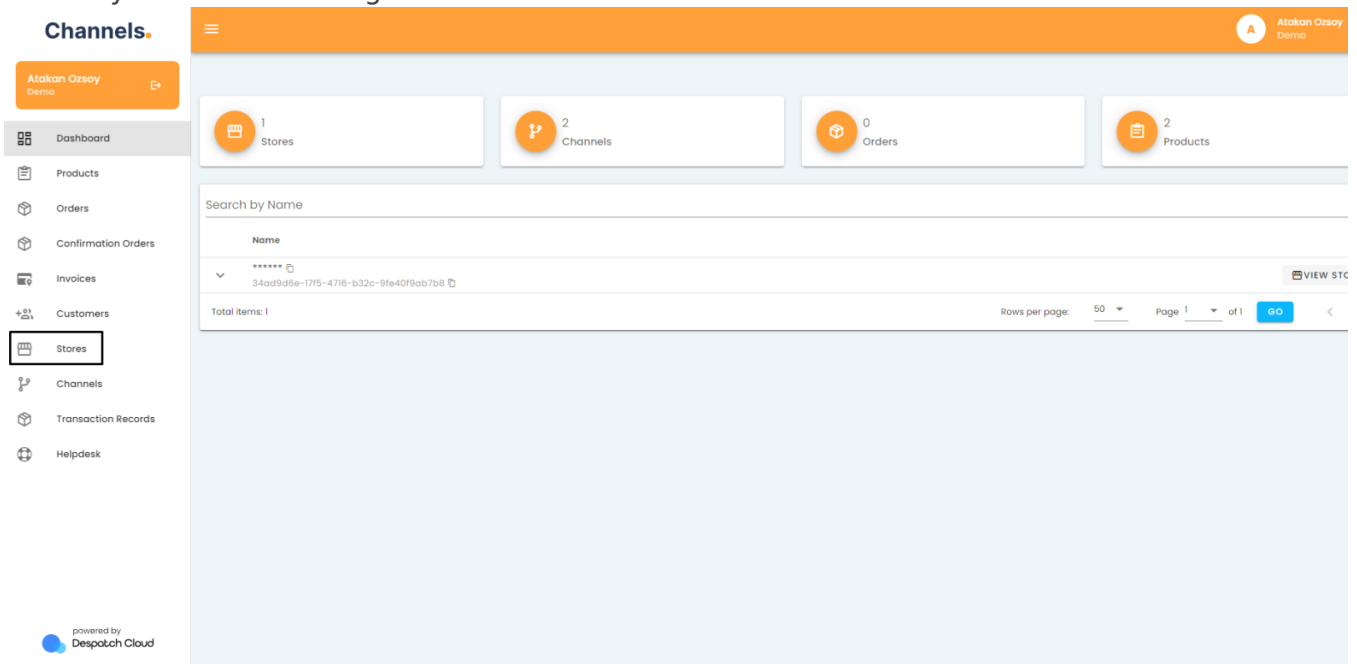


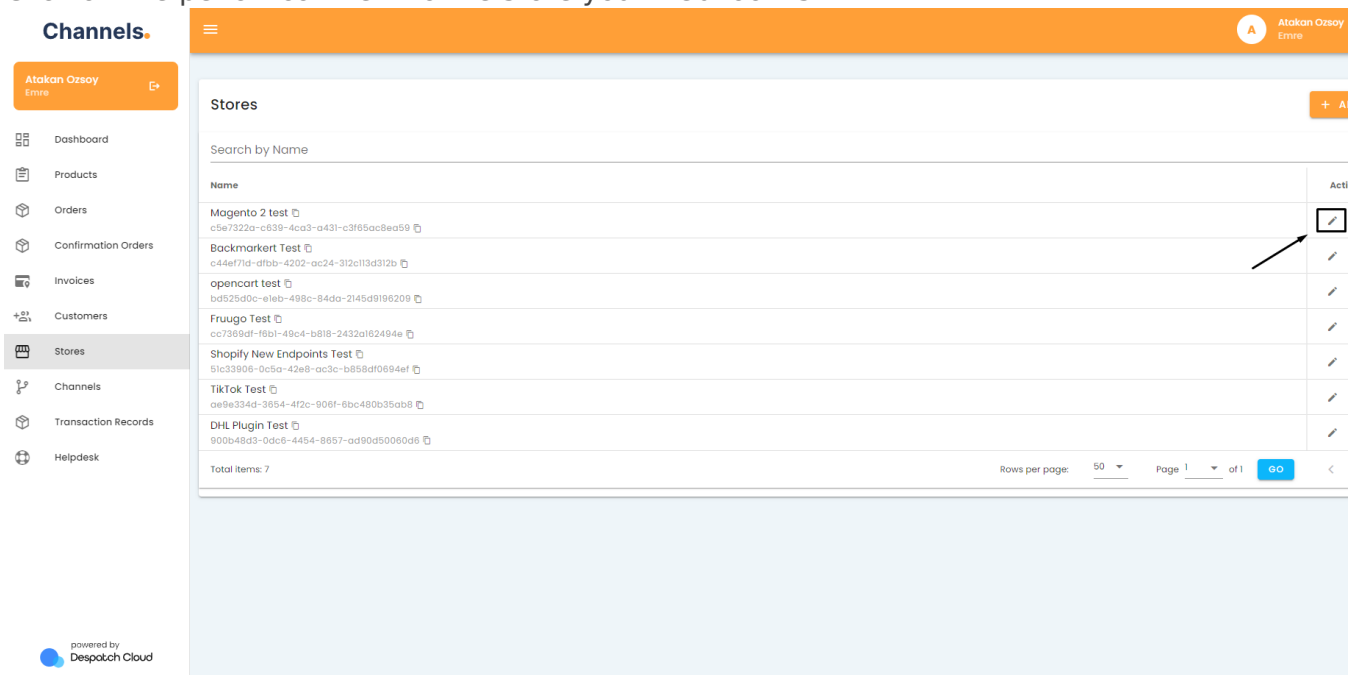
Plugin Set Up, But Orders Not Sent: What to Do?

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

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Helpdesk

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Store > *****

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

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Shopify c2b13832-bfd1-47d1-88ea-9548758aa07	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.

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

Plugins

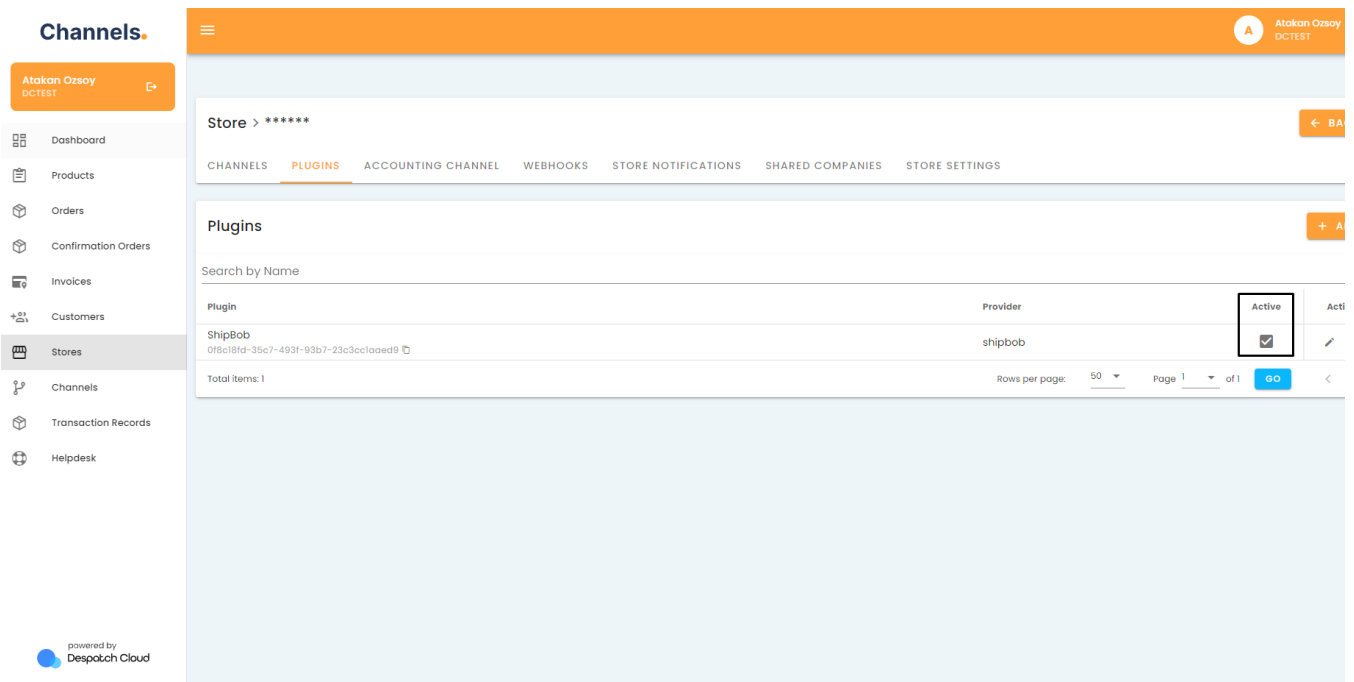
Search by Name

Plugin	Provider	Active	Acti
ShipBob 0f8c18fd-35c7-493f-93b7-23c3c0a0ed9	shipbob	<input type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 GO

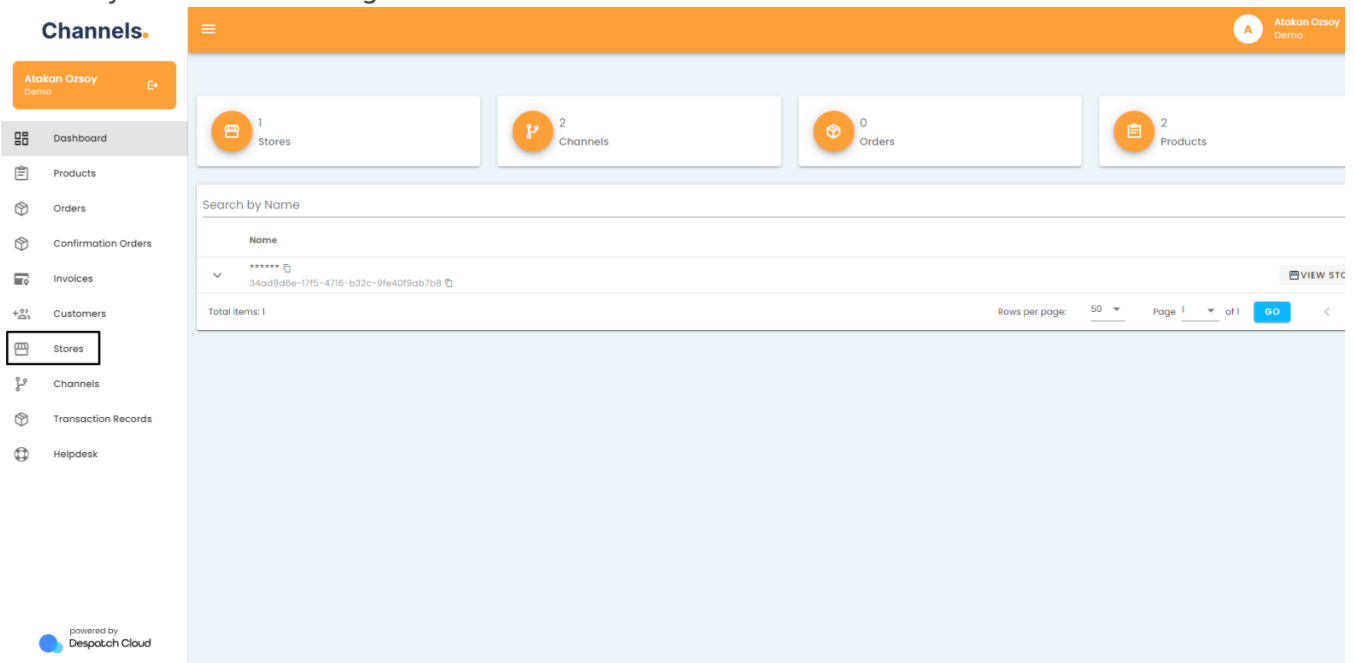
5. If not, please click on the checkbox to activate your plugin.



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.

Channels

Atakan Ozsoy Emre

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Stores

Channels

Transaction Records

Helpdesk

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Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f65ac8ea59	
Backmarkert Test c44ef7fd-dfbb-4202-ac24-3f2c113d312b	
opencart test bd525d0c-e1eb-498c-84da-2145d9f96209	
Fruugo Test cc7369df-f6b1-49c4-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

3. Go to the plugins tab.

Channels

Atakan Ozsoy DCTEST

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Store > *****

CHANNELS PLUGINS ACCOUNTING CHANNEL WEBHOOKS STORE NOTIFICATIONS SHARED COMPANIES STORE SETTINGS

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Shopify c2b13832-bfdf-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.

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DCTEST

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Store > *****

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

Plugins

Search by Name

Plugin	Provider	Active	Acti
ShipBob 0f8c18fd-35c7-493f-93b7-23c3cc1aead9	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

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Store > ***** > ShipBob

Is Active

ORDERS PRODUCTS **TRANSACTION RECORDS**

Edit ShipBob Plugin

Plugin Name
ShipBob

API Token
123

ShipBob Channel Management

Push Order Channel

Order Management

☐ Exclude Unfulfillable Orders ☒ Deduct Stock via Orders

* Exclude orders that have any item with insufficient stock levels.

Stock Management

☐ Add Products to ShipBob ☐ Download Products ☐ Auto Sync Stock

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

SAVE X CAN

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

Channels

Atakan Ozsoy
DCTEST

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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

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

Channels

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DCTEST

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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 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

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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

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1
Stores

2
Channels

0
Orders

2
Products

Search by Name

Name
34ad9d9e-17f5-47f6-b32c-9fe40f9ab7b8

Total items: 1

Rows per page: 50

Page 1 of 1

GO

VIEW STC

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

Channels

Atakan Ozsoy
Emre

Dashboard

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Channels








Transaction Records

Helpdesk

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Stores

Search by Name

Name	Acti
Magento 2 test c5e7322a-c839-4ca3-a431-c3f85ac8ea59	
Backmarkert Test c44ef7fd-dfbb-4202-ac24-3f2c113d312b	
opencart test bd525d0c-e1eb-498c-84da-2145d9196209	
Fruugo Test cc7369df-f6b1-49c4-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

3. Go to the plugins tab.

Channels.

Atakan Ozsoy
DC TEST

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Helpdesk

Store > *****

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

Channels

Search by Name

Channels ↑	Provider	Active	Acti
Shopify c2b13832-bfdf-47d1-88ea-9546758aa07	shopify	<input type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 GO

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

Channels.

Atakan Ozsoy
DC TEST

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Store > *****

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

Plugins

Search by Name

Plugin	Provider	Active	Acti
ShipBob 0f8c18fd-35c7-493f-93b7-23c3cc1aead9	shipbob	<input checked="" type="checkbox"/>	

Total Items: 1

Rows per page: 50 Page 1 of 1 GO

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5. Click on the "Transaction Records" button.

Channels.

Atakan Ozsoy
DCTEST

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Despatch Cloud

Store > ***** > ShipBob

Is Active

ORDERS

PRODUCTS

TRANSACTION RECORDS

Edit ShipBob Plugin

Plugin Name
ShipBob

API Token
123

ShipBob Channel Management

Push Order Channel

Order Management

Exclude Unfulfillable Orders

Deduct Stock via Orders

* Exclude orders that have any item with insufficient stock levels.

Stock Management

Add Products to ShipBob

Download Products

Auto Sync Stock

* Add all products to ShipBob.

* Download products for this plugin.

* Sync plugin stock info with main products.

SAVE

CANCEL

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

Channels.

Atakan Ozsoy
DCTEST

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Channels

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Plugin Transaction Records

BACK

Show

<input type="checkbox"/>	Date	Attempts	Status	Log Type	Message	Action
<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

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

Channels

Atakan Ozsoy
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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 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

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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

Created 30 May 2024 08:25:54 by Despatch Cloud

Updated 30 May 2024 08:28:26 by Despatch Cloud