

Shopify Shipit Delivery Checkout – Order Processing

1. Order review
2. Downloading a single shipping label and processing the order
3. Downloading multiple shipping labels and processing orders
4. Changing the delivery method for an order
5. Creating a return for an order
6. How to split an order into two shipments



SHIPIT

1. Reviewing orders in Shopify

Go to **Orders** in Shopify (from the left-hand menu, just below **Home**).

Click the order number you want to view to check the order details:

- Products
- Customer information
- Delivery method

If, for example, the customer's phone number is missing, you can add it:

- Click the three dots (⋮) in the top right corner
- Select **Edit shipping address** and make the necessary changes

Don't forget to save your changes!

The screenshot displays the Shopify Orders management interface. At the top, a table lists orders with columns for Order, Date, Customer, Channel, Total, Payment status, Fulfillment status, Items, Delivery status, Delivery method, and Tags. Order #1162 is highlighted. Below the table, the detailed view for order #1162 is shown. It includes a 'Products' section with 'The Collection Snowboard: Hydrogen' priced at €600.00. A 'Customer information' section shows the customer 'Testi Testaaja' with email 'minna@shipit.fi' and a missing phone number. A 'Shipping address' section shows the address in Lahti, Finland. A 'Timeline' section at the bottom shows a comment from 'ML'. On the right, a sidebar contains 'Notes', 'Customer' information, and a menu with options: 'Edit contact information', 'Edit shipping address', and 'Remove customer'. Arrows from the text blocks point to these specific elements in the interface.

2. Processing a single order and downloading the shipping label

Check the automation setting in the Shipit Delivery Checkout app by going to **Settings → Automation**. Based on this setting, it will be determined whether you need to manually fulfill the order before downloading the shipping label, or if the order is processed automatically at the same time the label is downloaded. This directly affects how orders are handled in practice and how any scanning or printing processes work.

Here are the automation options explained:

After manual fulfillment

Before you can download shipping labels, you must manually fulfill the order in Shopify.

Please note that if you try to download labels before the order has been fulfilled, they may appear blank or empty. If you are using an external scanning or packing slip app, select this automation.

After new order

Automatically creates shipments when new orders arrive, but does **NOT** mark the order as fulfilled.

You will need to log in to the Shipit app via your web browser to download the shipping labels and tracking information.

SHIPIT

After new order with fulfillment

Fully automated order processing:

The shipment is created automatically

Tracking numbers and shipping labels are added to the order

The order is automatically marked as fulfilled

→ A perfect solution when you want to manage the delivery process without any manual work.

Attach service point after order (without booking)

This option is designed especially for merchants using ERP and WMS systems.

Example: If you use the Shipit app only to display pickup points at checkout, but want to handle the booking and label printing yourself (e.g., through Ongoing), select this setting.

On label download (With fulfillment)

The order is automatically fulfilled when the shipping label is downloaded.

On label download (Without fulfillment)

The shipping label can be downloaded, but the order will not be automatically marked as fulfilled.

SHIPIT

2. Downloading the shipping label for a single order

Now that you've checked which automation you have and how you should proceed, you can process the order and download the shipping label.

You can download the shipping label for a single order in three different ways:

Downloading the label from the order:

Open the order by clicking the **Order number**.

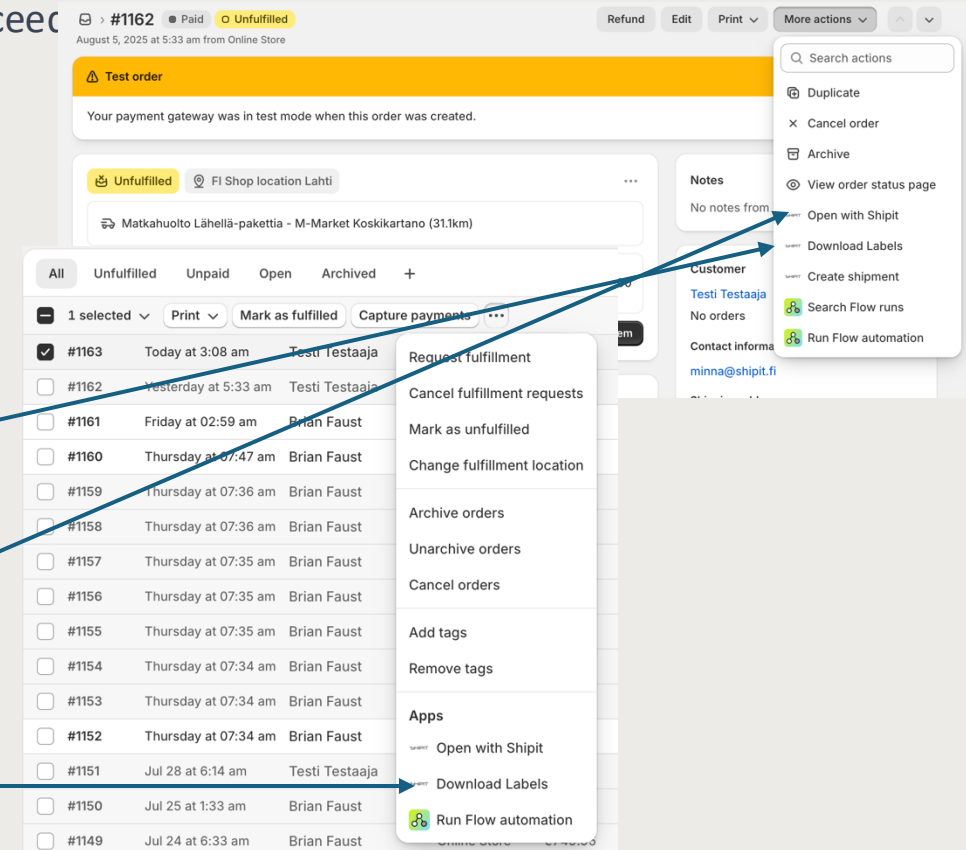
In the top right corner, select **More actions** and then **Download labels**. The label will either be downloaded to your computer or open in your browser for printing.

Alternatively, you can choose **Open with Shipit** and then select **Download shipping labels**.

From the Orders tab:

Tick the checkbox next to the desired order in the **Orders** tab, then click the ... button and select **Download labels**.

This is a faster method if you don't need to review the order details.



SHIPIT

2. Fulfilling a single order

Processing a single order (fulfillment)

You can process or “fulfill” an order in two different ways:

1. From the order page:

Open the order by clicking the **Order number**.

Below the order items, you’ll see the black **Fulfill item** button.

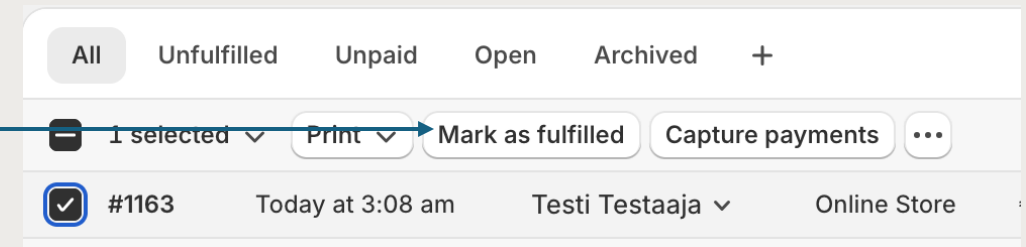
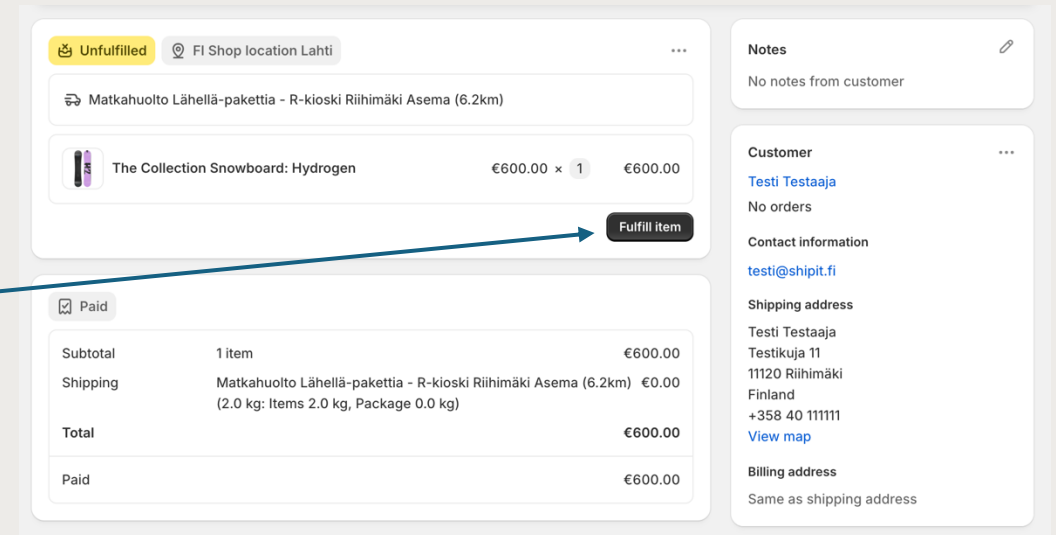
From there (depending on your automation), you’ll be directed to a tab where you can add the tracking code and complete the fulfillment.

2. From the Orders tab:

Check the box next to the desired order in the **Orders** tab, then click **Mark as fulfilled**.

This is a faster method if you don’t need to review the order details.

Note: If you don’t want to process orders manually, choose an automation setting that says “**With Fulfillment.**”



SHIPIT

2. Fulfilling a single order – Proforma invoice

Please note that if you are shipping outside the EU, or for example to **Norway or Åland** (which are part of the EU but not within the EU tax area), you will need a **proforma invoice** for the shipment.

When you create a shipment with the Shipit Shopify app, Shipit automatically generates a proforma invoice for you and transmits the information electronically to the carrier.

You can access the proforma invoice in two ways:

- 1. Open the order, click **More actions** → **Create shipments** → **Save**, and then select **View Proforma**. This allows you to view the proforma invoice and, if needed, print it or save it to your computer.
- 2. From the left-hand menu, go to the **Shipit Delivery Checkout app** → **Shipments**, and click **View Proforma** next to the order.

Shipment information

Shipment 00364300432998028504

Created at: August 27, 2025 at 11:22 AM

Tracking information

Tracking number: 00364300432998028504

Order ID: 700002533

Track Package

View Document

View Proforma

Shipments

View and manage shipments. Click any order for details, labels, or tracking.

Name	Tracking	Label	Return Label	Proforma
#1178	00364300432998028542	Download		View Proforma
#1176	00364300432998026913	Download	Download Return	

Sender address

Company

John Doe Test Company

Address Line 1

123 Test Street

Address Line 2

Address Line 3

City

Test City

Country

TEST STATE

Postal Code

80100

Country

US

Sender contact

Name

John Doe Test Company

Phone

1234567890

Email

john.doe@example.com

Receiver address

Company

SmithCo LLC

Address Line 1

SmithCo LLC

Address Line 2

Address Line 3

City

Test City

Country

TEST STATE

Postal Code

80110

Country

US

Receiver contact

Name

SmithCo LLC

Phone

1234567890

Email

smithco@example.com

Delivery (if different from receiver)

Company

Address Line 1

Address Line 2

Address Line 3

City

Country

Postal Code

Country

Quantity

1

Unit Weight (kg)

1.000

Total Weight (kg)

1.000

HS Tariff Code

85072000

Country of Origin

US

Unit Value

749.95

Total Value

749.95

Goods Description

RECYCLED ALUMINUM DRINK CANS

Insurance

0.00

Insurance Subtotal

0.00

Insurance Charge

0.00

Insurance Total

0.00

Other Charges

0.00

Other Charge Subtotal

0.00

Other Charge Total

0.00

Shipper Name and Job Title

John Doe Test Company

Shipper Signature

Date

08/27/2025

SHIPIT

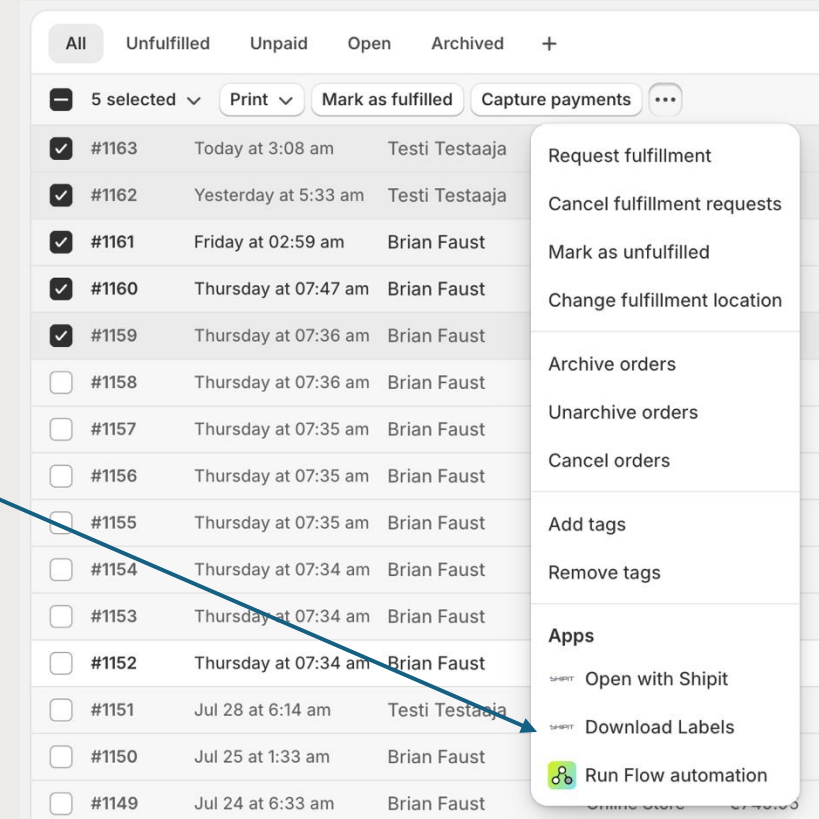
3. Downloading multiple shipping labels at once

You can easily download multiple shipping labels as follows:

Go to the **Orders** tab and select all the orders whose shipping labels you want to download by ticking the checkboxes next to them.

Then click the ... button at the top and select **Download labels**.

The shipping labels will either be downloaded to your computer or open in your browser, depending on your system settings. You can then print them as usual.



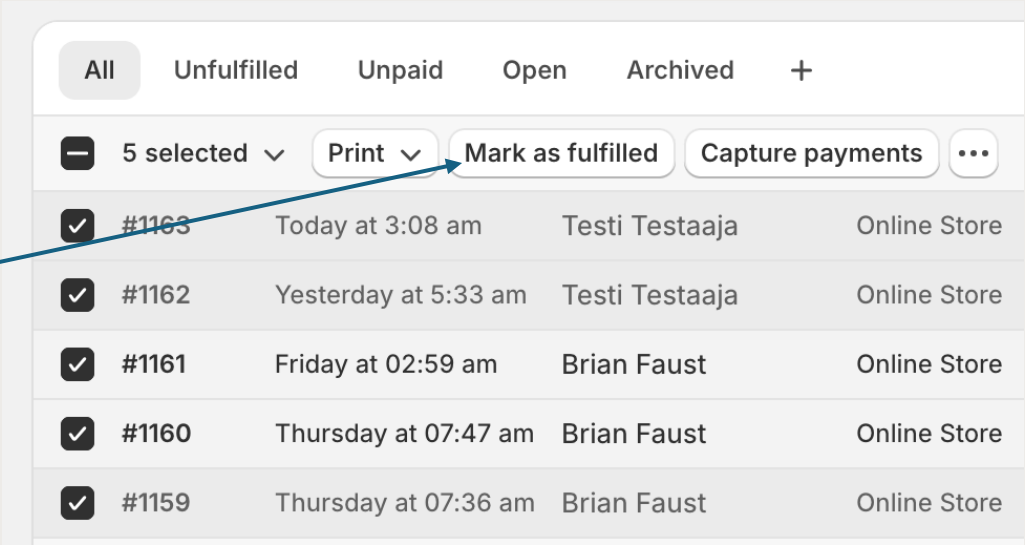
3. Bulk fulfillment of multiple orders

You can easily process multiple orders as follows:

Go to the **Orders** tab and check all the orders you want to process.

Then click the **Mark as fulfilled** button at the top.
All the orders you selected will then be marked as fulfilled.

Note: If you don't want to process orders manually, select an automation setting that says **"With Fulfillment."**



4. Changing the delivery method for an order

If you want to change the delivery method selected by the customer:

1. Open the order by clicking the order number.
2. In the top right corner, select **More actions** → **Open with Shipit**.
3. Click **Change shipping method**.

In this view, you can modify:

- Delivery method
- Postal code
- Pickup point or parcel locker

After making the necessary changes, click **Update**.

If you don't want to change the original shipping price, leave the checkbox ticked for **Preserve original shipping price**.

Finally, you can download the new shipping labels by selecting **Download shipping labels** from the **Open with Shipit** page.

The image shows two parts of the Shipit interface. The top part is the 'Shipping management' header, which displays the current shipping method as 'Matkahuolto Lähellä-pakettia' and the shipment status as 'Booked'. It includes buttons for 'Change shipping method', 'Download shipping labels', 'Create return', and a checkbox for 'Mark as unfulfilled'. The bottom part is a modal titled 'Change shipping method'. This modal allows users to select a new shipping method from a dropdown menu (currently showing 'Matkahuolto Lähellä-pakettia'), enter a pickup point search (currently '11120'), and select a pickup point from a list (currently showing 'R-kioski Riihimäki Asema - Asema-Aukio 2, Riihimäki (6.2 km)'). It also features a checkbox for 'Preserve original shipping price' which is checked, with a note 'Keep the shipping price that was originally charged to the customer'. At the bottom right of the modal are 'Cancel' and 'Update' buttons. Blue arrows point from the text instructions to these specific UI elements: from step 3 to the 'Change shipping method' button, from the 'Update' instruction to the 'Update' button, and from the 'Preserve original shipping price' instruction to the corresponding checkbox.

5. Creating a return for an order

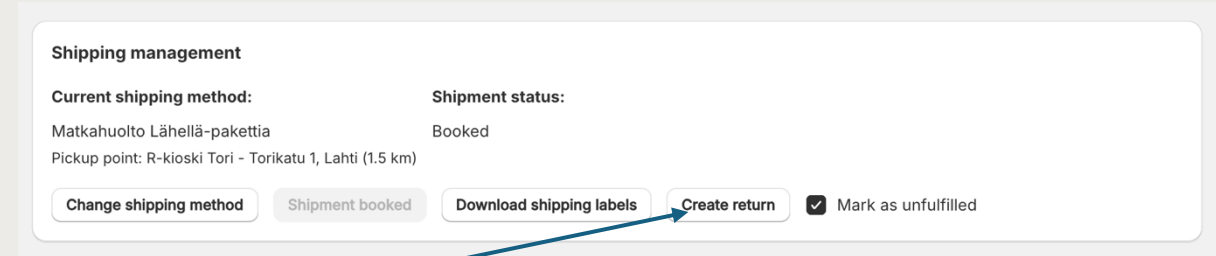
If your delivery method does not have automatic return label printing enabled, you can also create a return label manually.

1. Open the order you want to create a return for by clicking the order number in the **Orders** tab.
2. From the top right corner, under the **More actions** button, select **Open with Shipit**.
3. Click the **Create return** button.

If needed, you can modify the return delivery method, postal code, and pickup point/locker location.

The system will automatically generate a reversed label, where your store's details are set as the recipient and the customer's details as the sender.

Finally, click **Book return** and then **Download return label**. → Send the return label to your customer, for example by email.

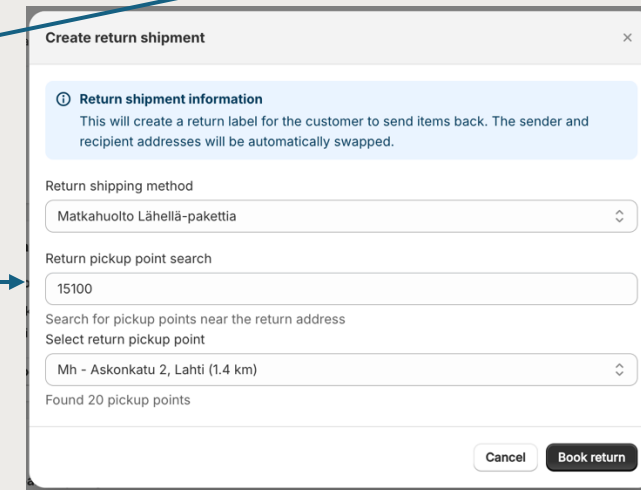


Shipping management

Current shipping method:
Matkahuolto Lähellä-pakettia
Pickup point: R-kioski Tori - Torikatu 1, Lahti (1.5 km)

Shipment status:
Booked

[Change shipping method](#) [Shipment booked](#) [Download shipping labels](#) [Create return](#) ☒ Mark as unfulfilled



Create return shipment

Return shipment information
This will create a return label for the customer to send items back. The sender and recipient addresses will be automatically swapped.

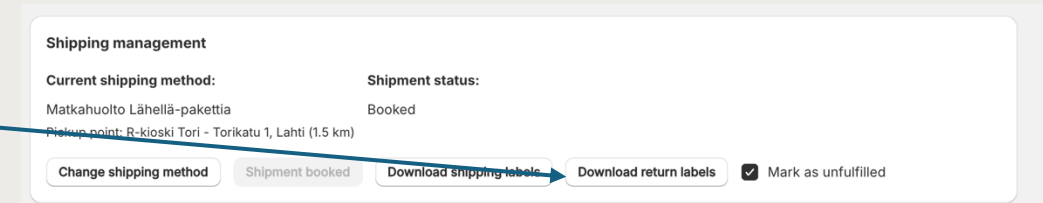
Return shipping method
Matkahuolto Lähellä-pakettia

Return pickup point search
15100

Search for pickup points near the return address
Select return pickup point
Mh - Askonkatu 2, Lahti (1.4 km)

Found 20 pickup points

[Cancel](#) [Book return](#)



Shipping management

Current shipping method:
Matkahuolto Lähellä-pakettia
Pickup point: R-kioski Tori - Torikatu 1, Lahti (1.5 km)

Shipment status:
Booked

[Change shipping method](#) [Shipment booked](#) [Download shipping labels](#) [Download return labels](#) ☒ Mark as unfulfilled

SHIPIT

6. Splitting an order into two shipments

If you need to split an order into multiple shipments:

1. Open the order in the **Orders** tab by clicking the order number.
2. In the top right corner, select **More actions** → **Create shipment**.

On this page, you can edit the shipment.

Scroll down and click **Add parcel** to add a second (or third) package to the order.

Fill in the required details for the new package in the fields.

Save the changes. After this, you can download the shipping labels by selecting **View documents**.

Each created shipment will automatically generate its own tracking code.

The screenshot displays the 'Parcels' management interface. It features three parcel cards, each with fields for Type (Package), Number of label copies (1), Length (25 cm), Width (25 cm), Height (25 cm), and Weight (5 kg for Parcel 1, 2 kg for Parcel 2, and 1 kg for Parcel 3). A blue arrow points from the 'Add parcel' button at the bottom of the parcels list to the 'Add parcel' button. Below the parcels list, the 'Shipment information' section is visible, showing the Shipment ID (MH311020582FI), creation date (August 6, 2025 at 10:16 AM), Tracking information (Tracking number: MH311020582FI, Order ID: 368894587), and a row of buttons including 'Track Package' and 'View Document'. A blue arrow points from the 'View documents' button in the shipment information section to the 'View documents' button in the shipment information section.

Parcels

Parcel 1

Type: Package Number of label copies: 1

Length: 25 cm Width: 25 cm Height: 25 cm

Weight: 5 kg

Parcel 2

Type: Package Number of label copies: 1

Length: 25 cm Width: 25 cm Height: 25 cm

Weight: 2 kg

Parcel 3

Type: Package Number of label copies: 1

Length: 15 cm Width: 15 cm Height: 1 cm

Weight: 1 kg

+ Add

Shipment information

Shipment MH311020582FI

Created at: August 6, 2025 at 10:16 AM

Tracking information

Tracking number: MH311020582FI

Order ID: 368894587

[Track Package](#) [Track Package](#) [Track Package](#) [View Document](#)

SHIPIT