

# GLS Canada Shopify App User Manual

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## Introduction

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With the GLS Canada Shopify application 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.

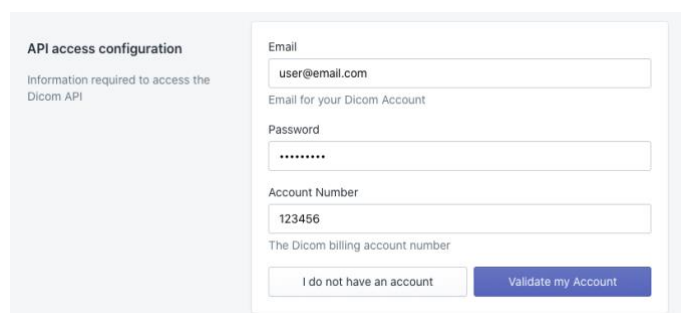
## Configuration

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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@glz-canada.com](mailto:tech.support@glz-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**.



## 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.

Pickup Addresses	
My Location <span>Default</span> 123 street road	<input type="button" value="Set pickup times"/>
Default Warehouse 234 road street	<input type="button" value="Set as default"/> <input type="button" value="Set pickup times"/>

### Pickup Times

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

#### Main Road Warehouse ✕

Set the pickup times for this location.

From

To


## Rates

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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)	—	—	...

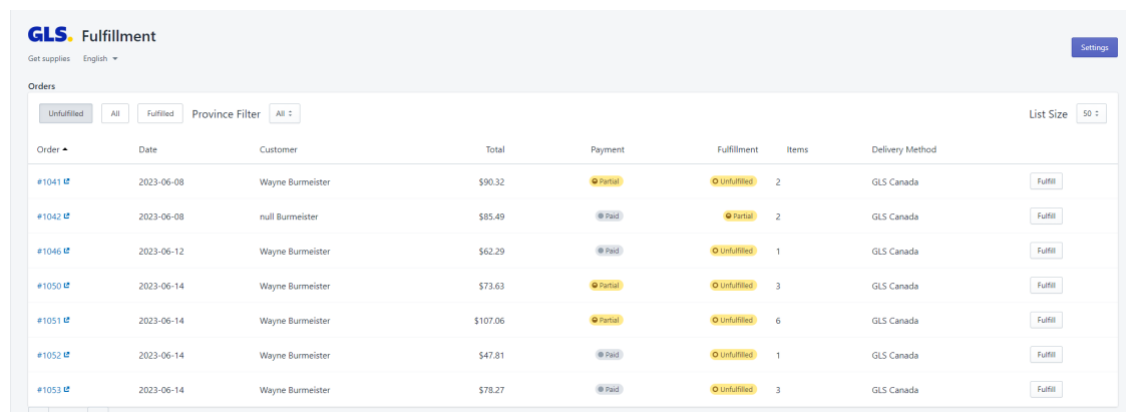
## Order Fulfillment

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:

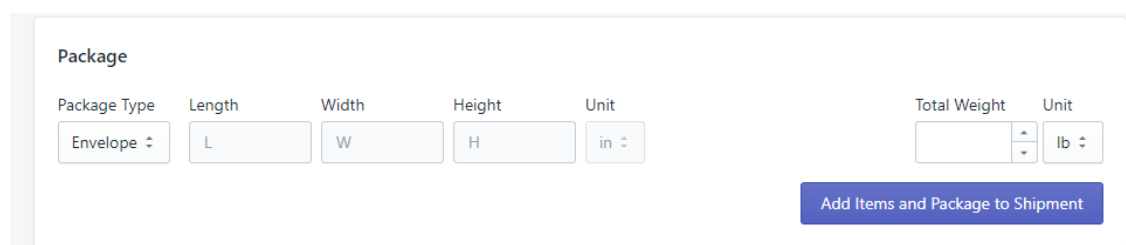
1. Open the GLS Canada app
2. Under **Orders**, click the **Unfulfilled** button to see all current pending orders
3. Click the **Fulfill** button beside the order you would like to fulfill



The screenshot shows the 'GLS Fulfillment' app interface. At the top, there are tabs for 'Unfulfilled', 'All', and 'Fulfilled'. Below the tabs is a table of orders with the following columns: Order, Date, Customer, Total, Payment, Fulfillment, Items, and Delivery Method. Each row represents an order with a 'Fulfill' button next to it.

Order	Date	Customer	Total	Payment	Fulfillment	Items	Delivery Method
#1041	2023-06-08	Wayne Burmeister	\$90.32	Partial	Unfulfilled	2	GLS Canada
#1042	2023-06-08	null Burmeister	\$85.49	Paid	Partial	2	GLS Canada
#1046	2023-06-12	Wayne Burmeister	\$62.29	Paid	Unfulfilled	1	GLS Canada
#1050	2023-06-14	Wayne Burmeister	\$73.63	Partial	Unfulfilled	3	GLS Canada
#1051	2023-06-14	Wayne Burmeister	\$107.06	Partial	Unfulfilled	6	GLS Canada
#1052	2023-06-14	Wayne Burmeister	\$47.81	Paid	Unfulfilled	1	GLS Canada
#1053	2023-06-14	Wayne Burmeister	\$78.27	Paid	Unfulfilled	3	GLS Canada

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



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

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

Shipment Summary

Package Type	Articles	Weight	
Envelope	1	1.00 lb	<a href="#">Delete</a>
<b>Totals</b>	<b>1</b>	<b>1.00 lb</b>	

SURCHARGES

Dangerous Goods

Declared Value: \$ 0

ADDRESS TYPE

Commercial Delivery

Residential Delivery

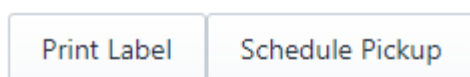
SIGNATURE

Signature Not Required

Signature Required

[Save Shipment](#)

7. 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

8. 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

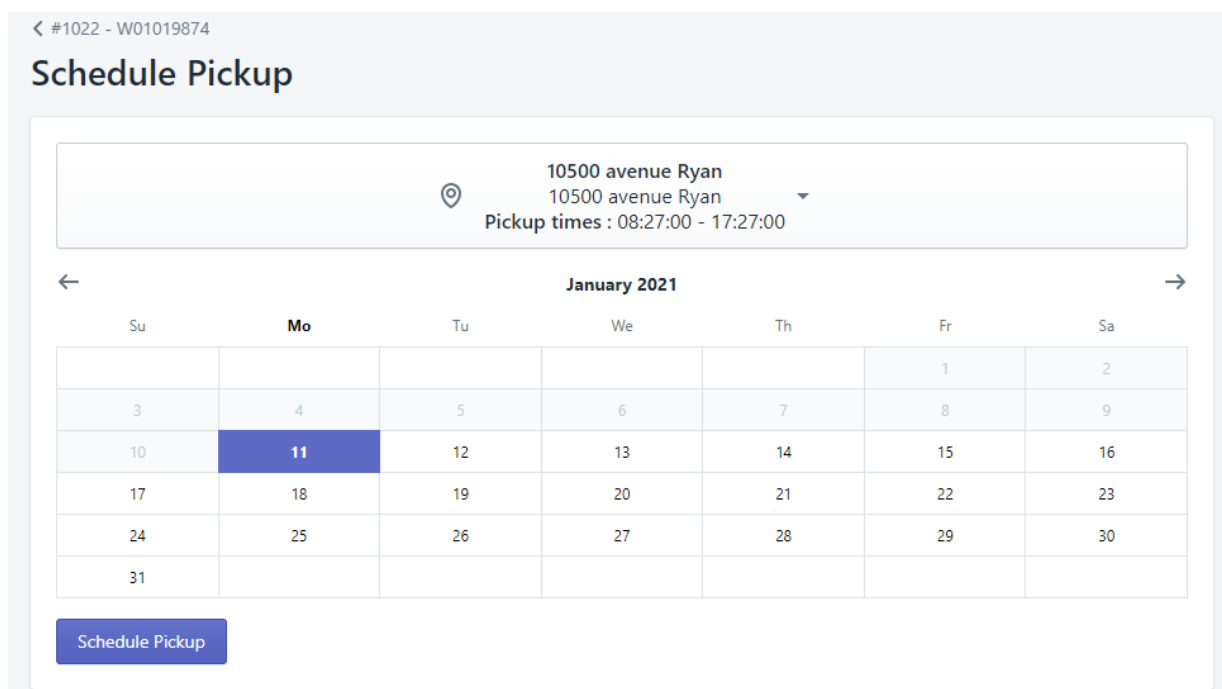
Shipment	Order	Status	Tracking	Pickup	Actions
	<a href="#">#1012</a>	Draft			<a href="#">View</a> <a href="#">Delete draft</a>
	<a href="#">#1014</a>	Draft			<a href="#">View</a> <a href="#">Delete draft</a>
1427420	<a href="#">#1022</a>	Shipment Created	<a href="#">W01019874</a>		<a href="#">View</a> <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

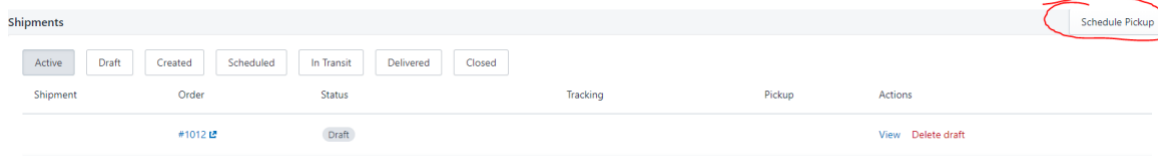
← January 2021 →

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	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

Active Draft Created Scheduled In Transit Delivered Closed

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

Schedule Pickup



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	<a href="#">#1006</a>	Pickup Requested	<a href="#">W01015011</a>	2020-12-11	<a href="#">View</a> <a href="#">Cancel pickup</a>
1367711	<a href="#">#1005</a>	Pickup Requested	<a href="#">W01015022</a>	2020-12-11	<a href="#">View</a> <a href="#">Cancel pickup</a>

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