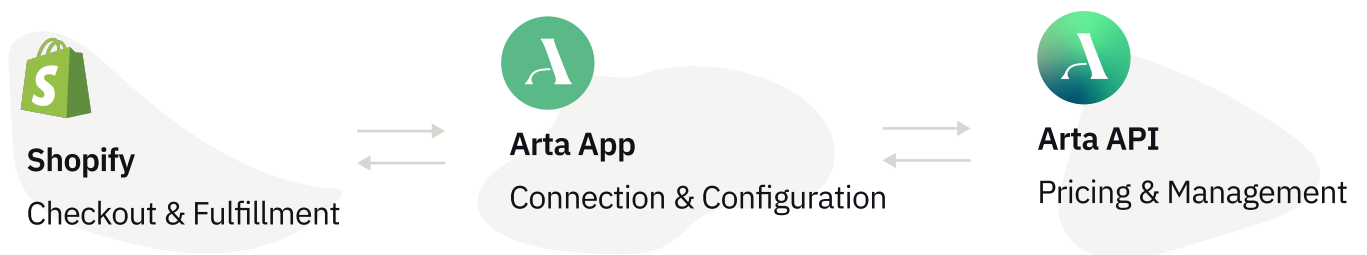Arta

Shopify Training

Arta Shopify App

Arta's Shopify app is currently in a private beta testing period. We are actively adding new features and iterating on the core experience during this time.

The Carrier Service API is only available on the **Advanced Shopify** plan or higher, on a yearly billing plan, or that have added the carrier service feature for a monthly fee.
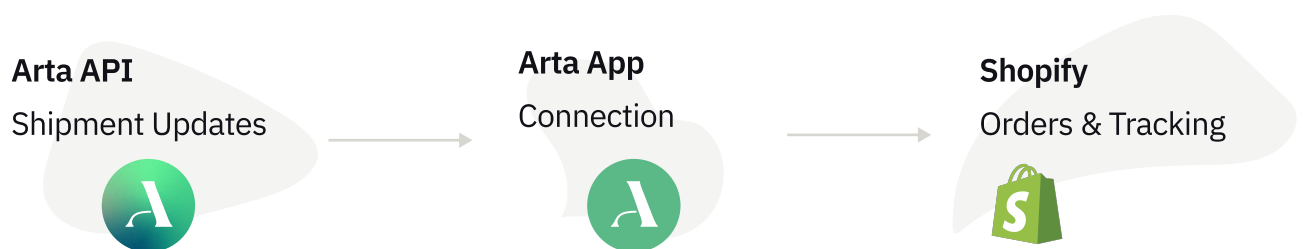
Checkout integration | Surface real-time shipping quotes from Arta to your buyers directly in Shopify's checkout.

Fulfill from Shopify | Process orders, book shipments, and get tracking conveniently from the Shopify admin.

Quoting and Fulfillment

Shopify
Checkout & Fulfillment

Arta App
Connection & Configuration

Arta API
Pricing & Management

Webhook Sync

Arta API
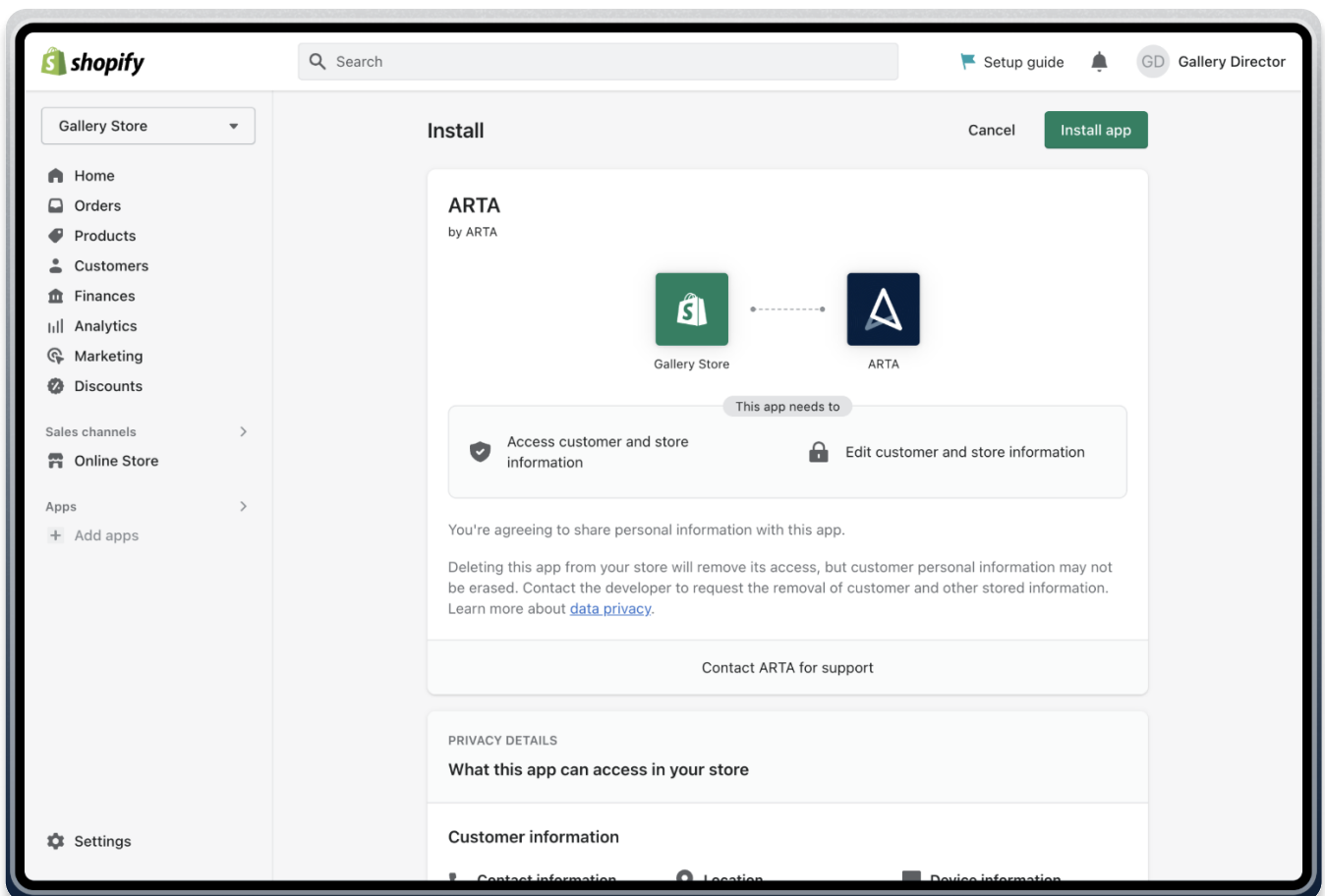Shipment Updates

Arta App
Connection

Shopify
Orders & Tracking

Installation & connection settings

Add the Arta app to your Shopify store and create a connection to your Arta organization.

If the "install app" button is disabled and cannot be clicked, it may be that your store does not have access to the CarrierService API or that the user you are signed in as does not have access to install apps in the store.
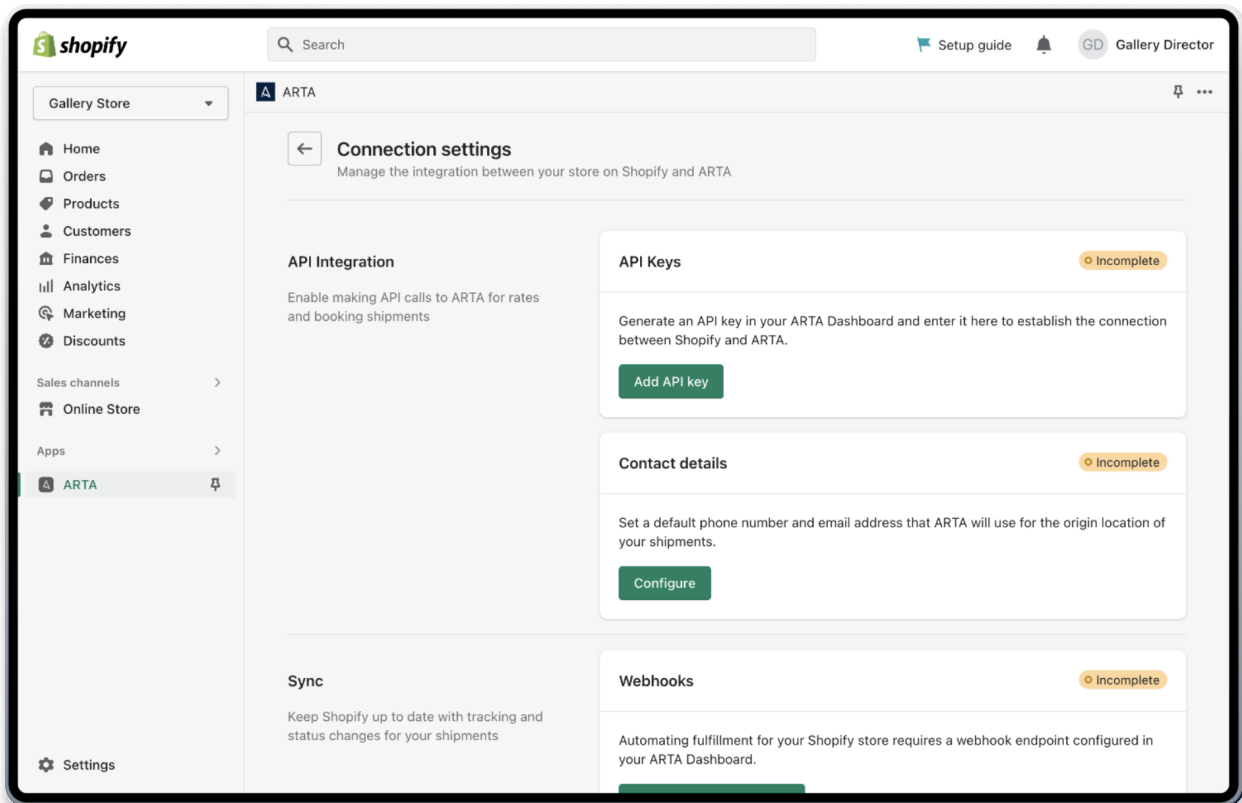
Connection settings

Our Manual provides step by step instructions on how to setup the API Keys, Contact Details, Webhooks, and Shopify Configurations.

Setup will require both access to the Shopify admin and the Arta Dashboard.
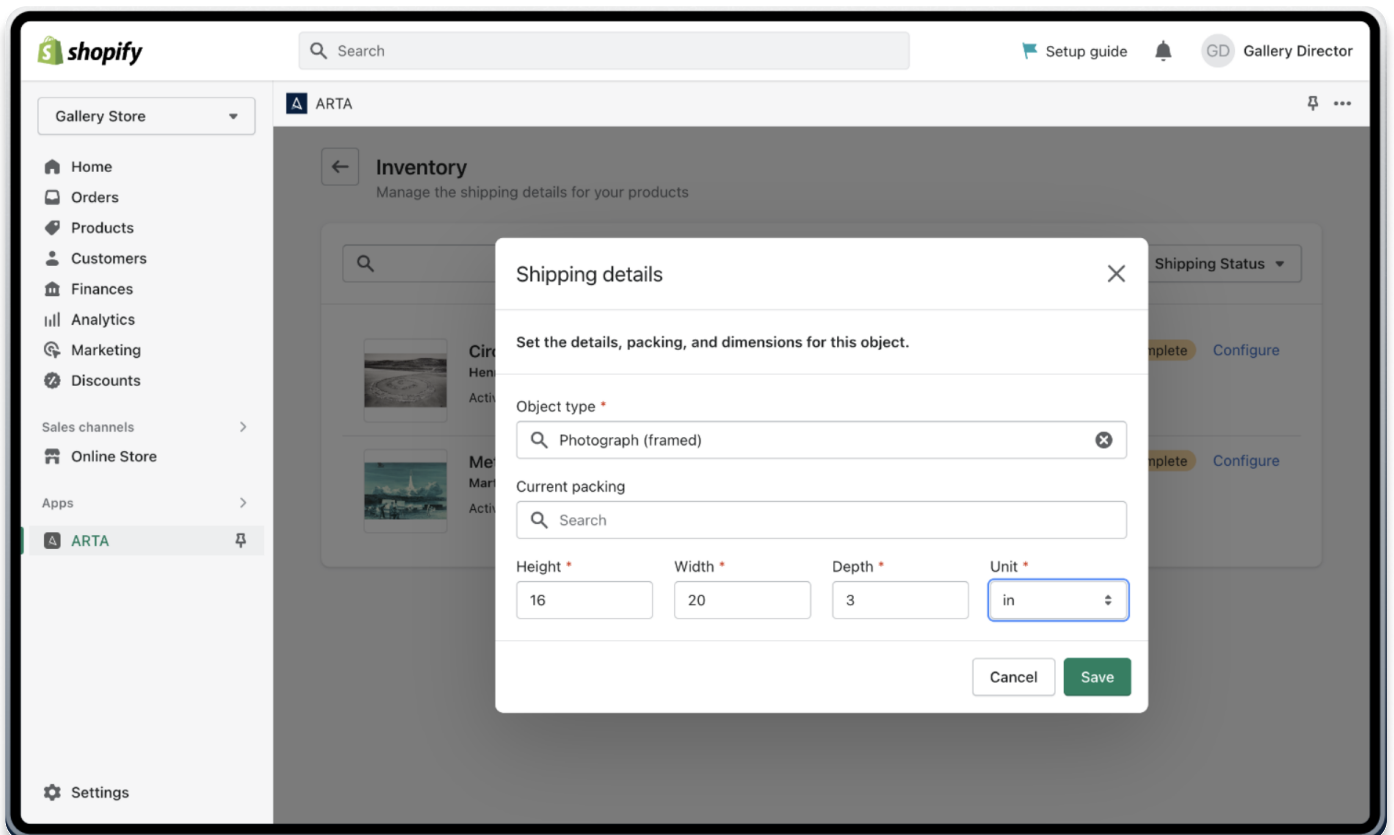
Configuring your products for shipping

Shopify's default product details are missing a few key fields like dimensions, current packing, and object types required by Arta to provide accurate quotes.

From the Arta app you can see which inventory have incomplete Shipping Status and add these details.

Shipping preferences

Insurance can be configured at the store level and can be included or not included on all shipping quotes.

Due to limitations with Shopify checkout system, insurance settings cannot be changed by your buyers during checkout.

Quote types

Arta Quote Types (Premium, Select, Parcel and Self Ship) can be selected to return to your buyers at checkout.

Clients can rename or write descriptions for the varying services within the preferences feature.
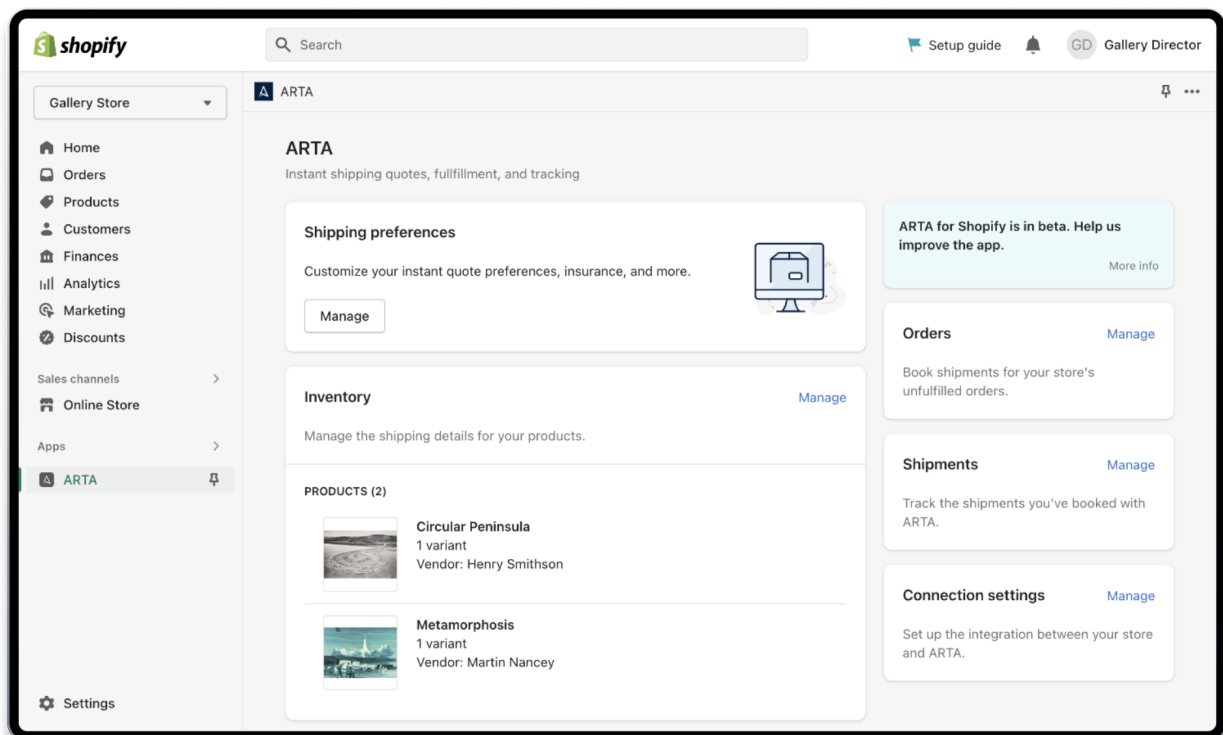
Contact information requirements

Arta's system requires a phone number and email address for shipping quotes to be bookable. The Arta app on Shopify configures your checkout to ask for this contact information during checkout.

Multi-origin transactions

If a customer's cart includes items originating at different addresses, Shopify will make one API request to Arta for each origin address and present a sum total to the customer.
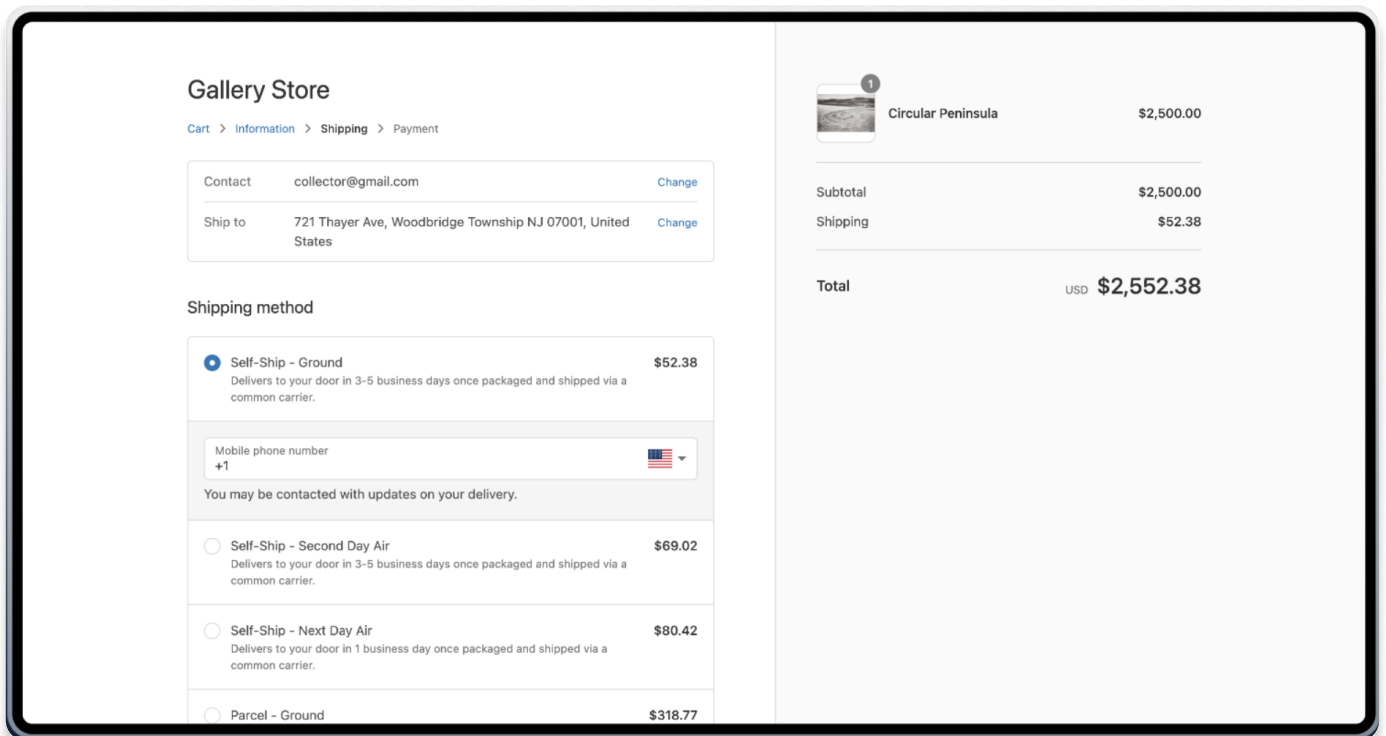
Shopify handling fee

Under your Shopify Settings, under **Shipping & Delivery**, you will find the option to edit rates.

By adding a **percentage** or **flat amount** to shipping rates, you can account for internal packaging or handling costs in addition to Arta's costs.

This is a great complement to our Self Ship quotes, which only include shipping if you want to recoup packaging costs from your buyers.
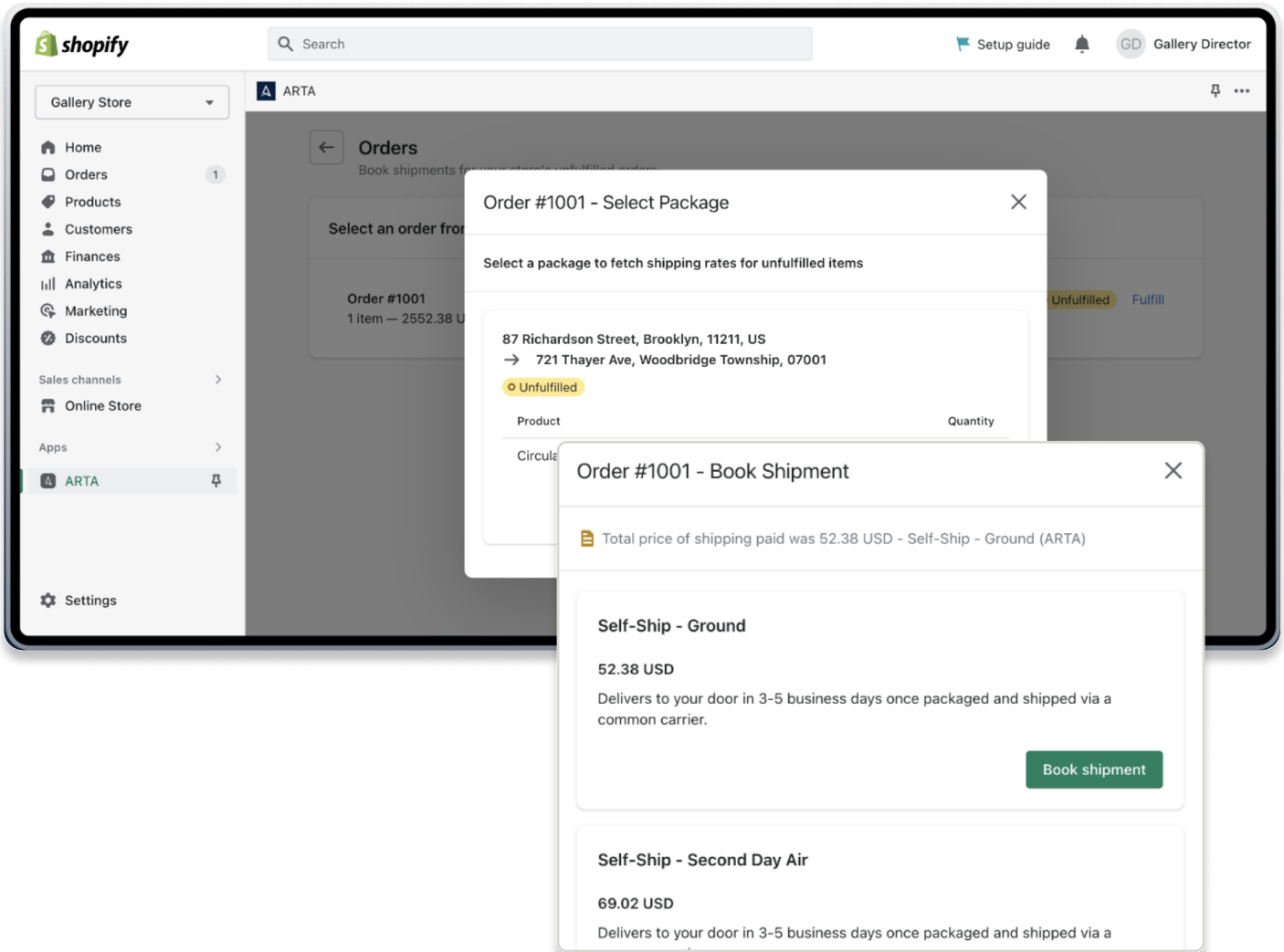
Fulfillment

Orders will be listed as Unfulfilled. By clicking Fulfill, you will be able to fetch current shipping rates for each package within the order.

You will need to Book a shipment for each package in the shipment.

Booking a shipment will automatically mark the Order fulfilled, and alert Arta of the booking.

Fulfillment

Within the Shopify app there is a Shipments section listing all fulfilled orders.

Shipments (and client visible Order pages) will automatically update as the package progresses from Pending to Confirmed, Collected, In Transit and ultimately Delivered.

The shipment detail pop-up window displays

Current status

Shipment quote type

Expected collection and delivery dates

Tracking information

Shipping label links

Services included in the shipment