

Orders2Ship Administrator Guide

Introduction

What the Admin area is, who can use it, and how this guide is organized.

1. Introduction

Orders2Ship's Admin area is where you set up your company and decide how Orders2Ship behaves: your company details and preferences, users and what they may do, the lists people choose from, connections to QuickBooks, ShipStation, card processors and web stores, print and email templates, alerts, data import and export, and your subscription.

Opening Admin

Click Admin in the main menu. The Admin home page shows the menu sections (Company, Users & Security, Lists, Integrations, Templates, Alerts, Data, and Billing/Subscription), each with its pages and a one-line description. Type in the search box at the top to find a setting by name. The Settings tab bar (Company, Item groups, Accounts, Lookups, Statuses, Custom fields, Roles, List colors, Users, Sign-in, Accounting, Support access, Email and calendar) leads to several of the same pages and a few extra ones described in this guide.

Who can use it

What you can see and change in Admin depends on your role. The Admin role can change everything. The GM role can change company settings, lists, templates, and alerts but can only view users, roles, accounting, and integration settings. The Sales role can view most settings but not change them. A page you can view but not change shows its fields greyed out. Each option in this guide says who can change it.

How changes take effect

Settings apply as soon as you save them, to everything done afterwards. They do not go back and change documents already saved, unless the guide says otherwise. Every change is recorded in the audit log (Data > Audit log).

How this guide is organized

Chapter 2 is a getting-started checklist for a new company. Chapters 3 to 10 follow the Admin menu, one chapter per menu section. Chapter 11 covers QuickBooks sync in detail. Chapter 12 answers common questions, and chapter 13 explains terms. For every option you will find what it does, its default, who can change it, an example, and advice on choosing. The short help pop-up next to each setting in the app shows the same opening paragraph you see here.

Contacting Orders2Ship support

Call (904) 682-8725. You can also open a ticket from Help, or use the chat on

Getting started

A step-by-step checklist for setting up a new company.

2. Getting started

A new company shows a getting-started checklist on the Admin and home pages. It has six steps, each with a link; a step is ticked automatically when it is done, and the checklist disappears when every step is complete. Click Dismiss to hide it sooner.

Step	Where	Marked done when
1	Company info	Admin â” Company â” Company info
2	Connect QuickBooks	Admin â” Integrations â” QuickBooks
3	Connect ShipStation	Admin â” Integrations â” ShipStation
4	Connect card processor	Admin â” Integrations â” Authorize.Net or PayPal
5	Add users	Admin â” Users & Security â” Users
6	Import items and customers	Admin â” Data â” Import

Recommended order

1. Company info: name, address, phone, time zone, fiscal year, base currency, and logo (chapter 3).
2. Preferences: read through Sales, Inventory, Warehouse, Receiving, and Document numbering, and change what does not suit you (chapter 3).
3. Lists: item groups, units of measure, terms (note the naming rule for COD and Net terms), ship via methods, payment methods, tax codes, and locations and bins (chapter 5).
4. Roles, then users: adjust or copy roles first, then add users or send invites, and set a sign-in requirement for administrators (chapter 4).
5. QuickBooks: connect, agree the default accounts with your accountant, choose posting options, and run the first-time import (chapter 11).
6. Shipping and cards: connect ShipStation and a card processor, starting in sandbox (chapter 6).
7. Import: items, then customers and vendors, then serials (chapter 9).
8. Templates and email: adjust the invoice form, set up the sending domain and email templates (chapters 6 and 7).
9. Alerts: add a few alerts your team needs (chapter 8).
10. Web stores: connect stores last, once items and tax are right (chapter 6).

Tip: before importing or connecting a store, enter one test order end to end (quote, sales

order, ship doc, payment) and check it in QuickBooks. It is much easier to adjust settings before there is a lot of data.

Documents, customers, and lists

Billing

Chooses who the carrier bills for this shipment. Prepaid bills your company. Collect bills the customer's carrier account. Third party bills another account. The carrier cost is stored and is not added to the order when the shipment is collect or third party.

- **Example:** Collect, UPS account ending 1234, ZIP 33101.

Additional fees

Extra charges on a sales order, such as rush or handling. Pick a fee type or add one, then enter a fixed amount or a percent of the goods. Fees are not taxed unless you change that on the order.

- **Example:** Rush fee, \$15.

Line columns

The gear on a document line grid chooses which columns you see and in what order. Your choice is saved for you. Set company default makes it the starting layout for everyone.

- **Example:** Show Extended and hide Bin on the sales order.

Customer tabs

The tabs on a customer: profile, contacts, addresses, orders, and the other records linked to that customer. Open a tab to work on that part of the customer without leaving the page.

- **Example:** Orders, to see this customer's sales orders.

Default shipping type

The shipping type a new sales order uses for this customer. Prepaid bills your company. Collect and third party bill a carrier account you store here. Lists show the last four digits of the account.

- **Example:** Collect, with a UPS account for the dock address.

Recipients

Who receives this document. Check To or CC on a contact, or type other addresses. Save as new contact keeps an address you typed on the customer or vendor.

- **Example:** To the buyer's email, CC accounts payable.

Subject

The subject line of the email. It starts from the document's email template and you can change it before sending.

- **Example:** Sales order SO-1027 from E & D Trading.

Message

The message in the email. It starts from the template. The PDF is attached when you send.

- **Example:** A short note that the order is confirmed.

Company

Company details, preferences, numbering, and the rules that change how documents and stock behave.

3. Company

The Company menu holds your company's identity and every company-wide preference. Most settings here affect every user and every new document, so change them deliberately and tell your team when you do.

Each setting below shows its default for a new company, who can change it, and an example.

Company info

Where to find it: Admin > Company > Company info

Admin > Company > Company info holds the details that identify your company on screen, on printed forms, and in email. The menu entries Logo, Fiscal year, Base currency, and Time zone all open this same page at the matching field.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Name

Your company's name as it appears in the app, on printed forms, and in document email. It is required. Use your trading name, the one customers recognize on an invoice.

Email templates insert this name wherever the {{company}} placeholder appears.

- **Default:** The name entered when the company was created.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Harbor Point Supply.

Phone

The main phone number printed in the company block of forms. Enter the number customers should call about orders and invoices.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** (555) 010-2000.

Email

The company's main email address. It is shown in the company block and is used as the recipient for alerts that have no address of their own. Use a shared mailbox someone checks every day rather than a personal address.

An alert whose Related to (email) field is blank goes to this address. If this is blank too, it goes to the person whose action fired the alert.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** orders@yourcompany.com.

Street, City, State, Postal code, Country

The company's mailing address, printed in the header of quotes, orders, invoices, and other forms. Fill in every line so printed documents carry a complete return address.

Saving this page also completes the "Company info" step of the getting-started checklist.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 100 Main St, Springfield, IL 62701, US.

Time zone

The company's clock. New documents use it for dates when a person has no time zone of their own, and sign-in hours on roles are always read in this zone. Choose the zone of your main warehouse or office.

Choices: America/New_York, America/Chicago, America/Denver, America/Phoenix, America/Los_Angeles, America/Anchorage, Pacific/Honolulu, UTC, Europe/London, Europe/Paris.

Each user can also have a personal time zone on their user record; that changes only how dates and times are shown to them.

- **Default:** America/New_York.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** America/Chicago for a warehouse in Illinois.

Fiscal year starts

The month your fiscal year begins. Sales-by-item and sales-by-customer reports use the fiscal year that contains today. Set it to match your accountant's year so the year-to-date figures agree with your books.

- **Default:** January.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** July, for a fiscal year that runs July to June.

Base currency

The currency for prices, totals, reports, and the customer portal. Set it once, before you enter prices, to the currency your books are kept in.

Choices: USD, CAD, EUR, GBP, AUD, MXN, JPY.

- **Default:** USD.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** USD.
- **Caution:** Changing the base currency does not convert existing prices or totals. Amounts already entered keep their numbers.

Logo address

The web address of your logo image, shown in the app next to your company name and printed at the top of the PDFs Orders2Ship prints and emails. Paste a link to a PNG or JPG that is publicly reachable; a preview appears under the field when the link works. If there is no image, or it cannot be read, PDFs print your company name instead.

Every built-in and custom print template uses the image, including vendor purchase orders, at the template's Logo size and Placement (see Templates > Print templates). A template with Show logo cleared prints no logo.

The image must be a PNG or JPEG of up to 1.5 MB that loads within a few seconds.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** <https://yourcompany.com/images/logo.png>.
- **Caution:** An address on a private network, or one that needs a sign-in, cannot be read, so PDFs fall back to your company name.

Fax, Website, Default from email, and policy fields

Optional details kept with the company: Fax, Website, Default from email, Card payment terms, Shipping policy, Customer service email and phone, Refund policy, Returns policy, and the ACH service phone, terms, and email. Fill in the ones you want available to your forms and customer-facing pages.

These fields are stored with the company profile. Leave any you do not use blank.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Returns policy: Returns accepted within 30 days with an RMA number.

Require an authenticator code for every user

Requires an authenticator code at sign-in for every user in the company. A role can still require a passkey or an authenticator on its own. Turn this on when the whole company should use an authenticator.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** On, so a user without an authenticator cannot sign in until they add one.

Below the form, the page also shows a short list headed "These options change how the company works" with links to the preferences that have the widest effect.

Company settings (Settings tab bar)

Where to find it: Settings â” Company (Settings tab bar)

The Settings area has a Company tab with a compact version of the company form plus the most important stock rules. The checkboxes on this page are the same settings as the matching preferences: changing either place changes both. The page is reached from the Settings tab bar and from Admin â” Company â” Use expiration dates.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Allow negative inventory

Lets on-hand quantity go below zero when you ship, adjust, or consume more than is in stock. Leave it off so stock can never be overdrawn; turn it on only if you ship before receipts are entered and correct the counts later.

Same setting as Preferences â” Inventory â” Allow on-hand quantity to go below zero.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With it on, shipping 5 units when 3 are on hand leaves on-hand at -2.

Count in-transit quantity as available

Counts stock that is moving between warehouses on a transfer as available to sell. Turn it on when transfers arrive quickly enough that you are happy to promise that stock.

Same setting as Preferences â” Inventory â” Include in-transit quantity in available.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 10 units on a transfer in transit show as available at the destination.

Count pending customer returns as available

Counts units on customer returns that have not yet been received as available. Turn it on only if returned goods are almost always resaleable and arrive promptly.

Same setting as Preferences â” Inventory â” Include pending customer returns in available.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A pending return of 2 units raises available by 2 before the units arrive.

Include unapproved purchase orders in on order

Leave this off, the default for every company including E & D, so an unapproved purchase order does not count as on order. Turn it on only when unapproved purchase orders should count as on order. Email is allowed from Approved through Partially received. A closed purchase order can be printed but not emailed. Processing, Waiting for approval, and Voided cannot be emailed or printed. Receiving still requires an approved or sent purchase order.

Same setting as Preferences â” Purchasing â” Count unapproved purchase orders as on order.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A 50-unit PO still awaiting approval shows 50 on order.

Don't ship more than the sales order

Stops a ship doc from shipping more of a line than the sales order asked for. Keep it on unless you routinely ship overages and bill for them.

Same setting as Preferences â” Warehouse â” Do not ship more than was ordered.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An order for 10 cannot be shipped as 12.

Don't receive more than the purchase order

Stops a receiver from receiving more than the purchase order ordered. Keep it on so over-shipments from vendors are caught at the dock.

Same setting as Preferences â” Receiving â” Do not receive more than was ordered.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A PO for 100 cannot be received as 110.

Fill receiver quantities from the purchase order

Starts each line on a new receiver at the quantity still open on the purchase order. Leave it on when shipments usually arrive complete; turn it off if receivers should count every box.

Same setting as Preferences â” Receiving â” Fill the received quantity from the purchase order.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A new receiver for a 40-unit PO opens with 40 on the line.

Use expiration dates

Turns expiration dates on or off for the whole company. Off hides item expiration, serial expiry days, expiration columns, the expiration report and export, expiry alerts, and dates on receiving, picks, prints, and exports; dates already stored are kept. Turn it off if you never track shelf life, so screens stay simpler.

Serial expiry days sits beside this switch: a new lot or serial with no expiry date of its own expires that many days out (0 leaves it blank).

Same setting as Preferences â” Lot and serial numbers â” Use expiration dates. Turning it

back on brings every stored date back.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A distributor of widgets with no shelf life turns this off.
- **Caution:** While it is off you cannot create a new alert with the Expiration trigger.

Serial expiry days

Gives a new lot or serial that has no expiry date of its own an expiry this many days out. Use it when products have a fixed shelf life.

It is shown only while Use expiration dates is ticked. Values from 0 to 3650 are accepted. Existing lots and serials keep the date they already have.

Same setting as Preferences â” Lot and serial numbers â” Days until a new lot or serial expires.

- **Default:** 0 (no expiry date is filled in).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 365, a lot received today expires a year from today.
- **Which should I choose?** Use your shortest common shelf life, or 0 if dates are entered by hand on each receipt.
- **Caution:** Changing the number does not move expiry dates already on lots and serials.

Timezone

The company time zone, typed as a zone name. It is the same setting as Time zone on Company info. Use a name such as America/New_York.

- **Default:** America/New_York.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** America/Denver.

Date format

How dates are written in lists, records, PDFs, email, exports, and date fields. Pick the format your customers expect; saved dates and QuickBooks always stay in YYYY-MM-DD.

Choices: MM-DD-YYYY, MM/DD/YYYY, DD-MM-YYYY, YYYY-MM-DD.

- **Default:** MM-DD-YYYY.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** DD-MM-YYYY for a UK customer base.

Allowed addresses

A company-wide list of network addresses people may sign in from. Leave it blank to allow any network; fill it in when everyone works from known offices or a VPN.

Separate entries with commas. Each entry can be a single address or a range in CIDR form (for example 10.1.0.0/16).

Roles and individual users can have their own allowed-address lists as well; see Users & Security.

- **Default:** Blank (every network).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 203.0.113.10, 10.1.0.0/16.
- **Caution:** If the list would block the address you are using right now, the save is refused unless you tick "Save even if this list blocks my current address". Only tick it if you are sure you can still get in another way.

Save even if this list blocks my current address

Lets you save an Allowed addresses list that does not include the address you are using now. Without it, such a save is refused so you cannot lock yourself out. Tick it only when you are about to work from an address on the list, or someone else can still sign in from one.

If your own address cannot be determined, an address list cannot be saved at all; save it from a normal office or home connection.

- **Default:** Clear. It is not remembered; tick it each time it is needed.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Tick it while setting up the office list from home, knowing you will work from the office tomorrow.
- **Which should I choose?** Leave it clear; tick it only for a save you have checked.
- **Caution:** After saving, anyone outside the listed addresses, including you, is refused at the next sign-in.

Preferences overview

Where to find it: Admin > Company > Preferences

Admin > Company > Preferences lists the preference sections with a count of the options in each. Open a section, change what you need, and click Save. A change applies to documents created or saved afterwards; it does not rewrite existing documents.

Many menu entries under Company (General, Document entry, Sales, Document defaults,

Purchasing, Inventory, Production, Warehouse, Receiving, Accounting, Email) open one of these sections directly. Items and Lot and serial numbers are reached from the Preferences index.

Who can change preferences: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

General

Where to find it: Admin → Company → Preferences → General

Decimals and a few list and document safeguards. Decimal settings round values when a document or record is saved; they do not change values already saved.

Quantity decimals

The number of decimal places kept on adjustment quantities. Raise it if you adjust stock in fractions, such as feet of cable.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 2, an adjustment of 1.237 saves as 1.24.

Cost decimals

The number of decimal places kept on item cost and adjustment cost. Use more places when unit costs are fractions of a cent.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 4, a cost of 0.12345 saves as 0.1235.

Price decimals

The number of decimal places kept on sales prices when an order is saved. Use 2 for ordinary currency pricing; use more only if you sell in very small units.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 2, a price of 9.999 saves as 10.00.

Percentage decimals

The number of decimal places kept on a line discount percent. Three places suits most discount schedules.

- **Default:** 3.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 3, 12.34567% saves as 12.346%.

Purchase cost decimals

The number of decimal places kept on purchase order costs. Match it to how your vendors quote prices.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 3, a vendor cost of 1.2345 saves as 1.235.

Purchase quantity decimals

The number of decimal places kept on purchase quantities when a line is saved. Use 0 if you only ever buy whole units.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 0, a purchase quantity of 2.5 saves as 3.

Sales quantity decimals

The number of decimal places kept on sales quantities when an order is saved. Use 0 if you only ever sell whole units.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 2, a sales quantity of 1.005 saves as 1.01.

Weight and volume decimals

The number of decimal places kept on item weight and volume. Raise it if you ship very light items and need precise weights.

- **Default:** 2.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 3, a weight of 0.1234 lb saves as 0.123.

Keep a saved list view from being replaced

Stops anyone from overwriting an existing saved list view; a view can still be saved under a new name. Keep it on when several people share views and you do not want them changed by accident.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Saving over the view "Open orders - East" is refused; saving as "Open orders - East 2" works.

Mark the files tab when a document has attachments

Shows a count on the attachments tab of a record that has files. Leave it on so people notice attached drawings, PDFs, and photos.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A sales order with 2 files shows "Files (2)".

Block edits to posting documents on or before this date

A cut-off date: a sales order or quote dated on or before it can no longer be saved. Set it when you close a month so old orders cannot change.

Enter the date as YYYY-MM-DD.

QuickBooks has its own lock date (Lock posted periods through) on the QuickBooks page.

- **Default:** Blank (no cut-off).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Set to 2026-09-30 after closing September.

Document numbering

*Where to find it: Admin > Company > Preferences > Document numbers

Admin > Company > Document numbering sets how new document numbers are built. The page lists every document type with its prefix and next number, plus two options that apply to all of them.

Prefix and next number (per document type)

Each document type has a prefix and a next number; a new document gets the prefix, the separator, and then the next number. Change them when you start a new numbering series or move from another system.

Document types: Quote, Sales order, Ship doc, Customer return, Purchase order, Receiver, Vendor return, Work order, Disassembly, Adjustment, Transfer, Count, Value adjustment, Repair order, Consignment, Rental contract, and Item.

The next number goes up by one each time a number is used.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Sales order prefix SO and next number 10500 gives SO10500.
- **Caution:** Do not set the next number lower than a number already used; duplicates confuse search and accounting sync.

Character between the prefix and the number

A character placed between the document prefix and the number. Leave it blank for numbers like SO10500, or enter a dash for SO-10500.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With "-", the next sales order is SO-10500.

Let people type a document number on a new document

Lets people type their own Doc No on a new document; otherwise the next sequence number is always used. Turn it off when numbers must be strictly sequential for audit.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With it on, a user can enter INV-SPECIAL-1 on a new ship doc.

Items

Where to find it: Admin → Company → Preferences → Items

Found on the Preferences index under Items.

Warn when adding an item already on the document

Asks before adding a second line for an item that is already on the document. Keep it on to catch accidental double entries.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Adding part WID-100 twice to a PO shows a warning first.

Inventory

Where to find it: Admin → Company → Preferences → Inventory

Rules for on-hand, available, and costing.

Allow on-hand quantity to go below zero

Lets on-hand quantity go below zero when you ship, adjust, or consume more than is in stock. Leave it off so stock can never be overdrawn; turn it on only if you ship before receipts are entered and correct the counts later.

Same setting as Allow negative inventory on Settings → Company.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With it on, shipping 5 units when 3 are on hand leaves on-hand at -2.

Block a delete when the item is still on a document

Stops an item that is on a document from being made inactive or deleted. Keep it on to protect open orders from losing their items.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Deactivating an item that is on an open sales order is refused.

Include pending customer returns in available

Counts units on customer returns that have not yet been received as available. Turn it on only if returned goods are almost always resaleable and arrive promptly.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A pending return of 2 units raises available by 2 before the units arrive.

Include in-transit quantity in available

Counts stock that is moving between warehouses on a transfer as available to sell. Turn it on when transfers arrive quickly enough that you are happy to promise that stock.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 10 units on a transfer in transit show as available at the destination.

Allocate from the default bin first

When a ship line has no bin, it uses the item's default bin. Keep it on if each item has a primary pick location.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A ship line for part WID-100 with no bin picks from its default bin A-01-03.

Consumption order for items that are not serial or lot tracked

Decides which cost layers are used up first for untracked items: FIFO uses the oldest receipts first, LIFO the newest. Choose FIFO unless your accountant asks for LIFO.

Serial- and lot-tracked items always use the cost of the specific serial or lot.

- **Default:** FIFO.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With FIFO, a sale draws cost from the January receipt before the March one.

Item cost on orders

Unit cost, extended cost, margin, and profit on order lines use the item's standard cost or its average cost. Choose Standard to keep the cost entered on the item, or Average to use the average of what is on hand.

- **Default:** Standard.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Average, so a line's cost follows the item's average cost.

Sales

*Where to find it: Admin → Company → Preferences → Sales

Rules for quotes and sales orders, credit, address checking, and sales tax.

Customer PO numbers must be unique

Stops a customer from having two open orders with the same customer PO number. Turn it on if customers sometimes send the same PO twice.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin

and GM. Other roles see the page read-only.

- **Example:** A second open order from Acme with PO 4471 is refused.

A sales order needs a customer PO

Makes Customer PO required before a sales order can be saved. Turn it on if your customers always issue POs and you bill against them.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Saving an order with a blank Customer PO shows an error.

Do not allow a partial shipment by default

A new sales order starts marked ship-complete, so it is not shipped in pieces. Turn it off if you normally ship whatever is in stock and back-order the rest.

Each order can still be changed individually.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A new order for 3 items waits until all 3 can ship.

Copy the customer note onto the order memo

Copies the note on the customer record into the memo of each new sales order. Keep it on if the note holds standing instructions such as "call before delivery".

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Acme's note "Dock closes 3pm" appears in the memo of every new Acme order.

Check the credit limit before approval

Checks the customer's credit limit when a sales order is approved or shipped and stops it if the limit would be exceeded. Turn it off only if you do not use credit limits.

A role with the "Override credit hold" right can let an order through.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An order that takes Acme over its 10,000 limit cannot be approved.

Credit check uses Orders2Ship's customer ledger

Chooses the balance used by the credit check: on, it uses Orders2Ship's own invoices and payments; off, it uses the customer balance from QuickBooks when QuickBooks has one. Turn it on if payments are recorded in Orders2Ship rather than QuickBooks.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With it off, the check uses the 4,200 open balance QuickBooks reports for Acme.

Use the last price this customer paid

When an item is added to an order, it uses the price this customer paid last time instead of the list or price-level price. Turn it on if you honor previous prices for repeat customers.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Acme paid 590 last time, so the new line starts at 590 instead of the 610 list price.

Require a ship method

Makes Ship via required before a sales order can be saved. Keep it on so the warehouse always knows how to send an order.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Saving an order with no ship via shows an error.

Calculate tax from the postal code

When a document has no sales-tax code, it uses the percent set in "Tax percent used when tax is calculated from the postal code". Turn it on as a simple fallback if you do not maintain tax codes.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An order with no tax code is taxed at the 7.25 percent fallback.

Tax percent used when tax is calculated from the postal code

The tax percent used when the postal-code option is on and a document has no sales-tax code. Enter your most common local rate.

- **Default:** 0.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 7.25.

Charge sales tax on freight

Adds freight to the taxable amount on sales documents. Turn it on if your state taxes delivery charges.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** On a 100 order with 10 freight at 8%, tax is 8.80 instead of 8.00.

Shipping is taxable

Adds shipping to the taxable amount. Turn it on if your state taxes shipping charges; until you save it, a QuickBooks company setting is used if one is known.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With it on, a 15 shipping charge is included in the taxable total.

Fees are taxable

Adds the additional fee on an order to the taxable amount. Turn it on if fees such as handling are taxable where you sell; until you save it, a QuickBooks company setting is used if one is known.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A 5 handling fee is taxed along with the goods.

Color-code sales order rows

Colors rows in the sales order list to show which orders are ready, awaiting payment, short of stock, or linked to a PO. Keep it on for a quick visual of what needs attention.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An order waiting for payment shows in the payment color.

Increase the quantity when the item is already on the order

Adding an item that is already on the order raises that line's quantity instead of adding a new line. Keep it on for scanning-style entry.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Adding part WID-100 again changes its line from 1 to 2.

Check US addresses on save

When a customer, vendor, ship-to, or drop-ship address in the US or Puerto Rico is saved, it is checked and a corrected version may be suggested. You can accept the suggestion or keep what you typed; saving is never blocked. Leave it on to cut down on returned shipments.

Bulk imports are not checked.

The setting only appears when address checking is available for your account. The page shows how many checks have been made this month.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "100 Main Stret, Springfield IL" is offered as "100 Main St, Springfield, IL 62701".

Allocate stock on sales orders

A new sales-order line reserves (allocates) up to the free quantity in stock. Turn it on when you need early orders to hold stock ahead of later ones.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A new line for 5 when 3 are free allocates 3.

Sales-order status after email

The status a sales order moves to after it is emailed, typed exactly as the status name. Use it to mark orders as sent automatically.

If no status with that name exists for sales orders, nothing changes.

- **Default:** Blank (status unchanged).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Sent.

Quote status after email

The status a quote moves to after it is emailed, typed exactly as the status name. Leave it blank to keep the standard Presented status.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Presented.

Document defaults

Where to find it: Admin â” Company â” Preferences â” Document defaults

Values filled in on new quotes and sales orders. Names must match the list entry exactly.

Days to add to a quote or sales-order promise date

Gives a new quote or sales order a promise date this many days after today. Set it to your usual lead time.

- **Default:** 0 (no promise date).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 3, an order entered on Monday is promised for Thursday.

Default warehouse name for a new sales order

The warehouse a new sales order ships from, typed as the location name. Set it to your main warehouse.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Main.

Default terms name

The terms a new sales order uses, typed as the terms name. Choose the terms most of your customers have.

A customer's own terms are used when they have them.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Net 30.

Default ship via name

The ship via a new sales order uses when the customer has none, typed as the ship via name. Choose your most common carrier service.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** UPS Ground.

Warehouse

*Where to find it: Admin → Company → Preferences → Warehouse

Rules for ship docs, including receive-to-ship.

Fill the ship quantity from the sales order

A sales-order line with a zero ship quantity is filled with whatever is still open when the ship doc is made. Turn it on if you usually ship everything that is open.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An open line of 4 starts the ship doc at 4 instead of 0.

Do not ship more than was ordered

Stops a ship doc from shipping more of a line than the sales order asked for. Keep it on unless you routinely ship overages and bill for them.

Same setting as Don't ship more than the sales order on Settings → Company.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An order for 10 cannot be shipped as 12.

Keep lines with a zero ship quantity

Keeps lines with a zero quantity on the ship doc instead of dropping them. Turn it on if your packing slip should list back-ordered items.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A back-ordered line shows on the packing slip with 0 shipped.

Offer Create Ship Doc when received items belong to a sales order

When you receive a purchase order linked to a sales order, the receive window offers to create a ship doc for that order. Keep it on for drop-in special orders.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Receiving a special-order PO offers "Create Ship Doc" for the customer's order.

Add lines to an open ship doc from the same sales order

Receive-to-ship adds the received quantity to an open ship doc for the same sales order instead of making another one. Keep it on to avoid several partial ship docs.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A second receipt adds to ship doc SD-2001 rather than creating SD-2002.

Always start a new ship doc

Receive-to-ship always starts a new ship doc. Turn it on if every receipt should ship as its own package.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Each receipt creates its own ship doc.

Only add to a ship doc that is still processing

Receive-to-ship only adds to an existing ship doc while that ship doc is still in a processing status. Turn it on so packed or picked ship docs are left alone.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A ship doc already marked Picked is not changed; a new one is made.

Put order freight on the first ship doc only

Copies the order's freight charge onto the first ship doc and leaves it off later ones. Keep it on so a split shipment does not charge freight twice.

- **Default:** On.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Freight of 25 appears on the first of two ship docs only.

Accounting

Where to find it: Admin → Company → Preferences → Accounting

Options for payments.

Show Pay oldest first on a new payment

Shows a Pay oldest first button on a new payment that applies the amount to the customer's oldest open documents. Keep it on to speed up applying lump-sum payments.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A 1,000 payment is applied to the March invoice, then April.

Purchasing

Where to find it: Admin → Company → Preferences → Purchasing

Rules for purchase orders and orders linked to sales.

Count unapproved purchase orders as on order

Leave this off, the default for every company including E & D, so an unapproved purchase order does not count as on order. Turn it on only when unapproved purchase orders should count as on order. Email is allowed from Approved through Partially received. A closed purchase order can be printed but not emailed. Processing, Waiting for approval, and Voided cannot be emailed or printed. Receiving still requires an approved or sent purchase order.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A 50-unit PO still awaiting approval shows 50 on order.

Charge sales tax on purchase orders

Calculates sales tax on purchase orders from the tax code. Turn it on only if you pay sales tax to your vendors.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** A PO with tax code IL adds IL tax to its total.

Allocate the linked order when the receiver is received

When a purchase order linked to a sales order is received, that quantity is reserved for the sales order. Keep it on so special-order stock goes to the customer who ordered it.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Receiving 5 on a linked PO allocates 5 to the customer's order.

Allocate a linked order only when its promise date is today or earlier

Holds that allocation until the sales order's promise date is today or past. Turn it off to allocate immediately on receipt.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A linked order promised for next week is not allocated yet.

Copy the item description onto a linked purchase order

A purchase order created from a sales order copies that line's description. Keep it on so custom descriptions reach the vendor.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "WID-100 with black trim" carries from the SO line to the PO line.

Mark the purchase order sent after it is emailed

Marks a purchase order as sent once it has been emailed. Keep it on to see at a glance which POs went to vendors.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Emailing PO 3301 marks it sent.

Default location name

The warehouse a new purchase order receives into, typed as the location name. Set it to your receiving warehouse.

- **Default:** Blank.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** Main.

Receiving

Where to find it: Admin > Company > Preferences > Receiving

Rules for receivers.

Fill the received quantity from the purchase order

Starts each line on a new receiver at the quantity still open on the purchase order. Leave it on when shipments usually arrive complete; turn it off if receivers should count every box.

Same setting as Fill receiver quantities from the purchase order on Settings > Company.

- **Default:** On.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** A new receiver for a 40-unit PO opens with 40 on the line.

Do not receive more than was ordered

Stops a receiver from receiving more than the purchase order ordered. Keep it on so over-shipments from vendors are caught at the dock.

Same setting as Don't receive more than the purchase order on Settings > Company.

- **Default:** On.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** A PO for 100 cannot be received as 110.

Update the vendor cost after receiving

Updates the item's vendor cost to the unit cost on the receiver. Keep it on so the next PO starts at the latest price.

- **Default:** On.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** Receiving at 382 changes the vendor cost from 380 to 382.

Spread extra receipt cost by

How Add cost on a receiver spreads an extra amount, such as freight or duty, across the

lines: by cost, quantity, weight, or volume. Choose Weight or Volume for freight-heavy goods, Cost for duty.

- **Default:** Cost.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With Quantity, 100 of freight over 4 units adds 25 to each.

Production

Where to find it: Admin → Company → Preferences → Production

Options for building items.

Show quick build on a sales order

Shows a quick build action on a sales order so an assembled item can be built for that order in one step. Keep it on if you assemble to order.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A kit on an order can be built from the order screen.

Lot and serial numbers

Where to find it: Admin → Company → Preferences → Lot and serial numbers

Generated serial numbers, duplicates, and expiration.

Use expiration dates

Turns expiration dates on or off for the whole company. Off hides item expiration, serial expiry days, expiration columns, the expiration report and export, expiry alerts, and dates on receiving, picks, prints, and exports; dates already stored are kept. Turn it off if you never track shelf life, so screens stay simpler.

Same setting as Use expiration dates on Settings → Company.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A distributor of widgets with no shelf life turns this off.

Days until a new lot or serial expires (0 leaves it blank)

Gives a new lot or serial that has no expiry date of its own an expiry this many days out. Use it when products have a fixed shelf life.

Shown only while Use expiration dates is on (labelled Serial expiry days beside that switch).

- **Default:** 0 (blank).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 365, a lot received today expires a year from today.

Prefix for generated serial numbers

The text at the start of serial numbers Orders2Ship generates. Choose something that cannot be mistaken for a manufacturer serial.

- **Default:** SN.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** SN gives SN1001.

Next serial number

The number the next generated serial will use. Raise it if you are continuing a series from another system.

- **Default:** 1001.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 5000.

Digits to pad (0 does not pad)

Pads generated serial numbers with leading zeros to this many digits. Use it so serials sort correctly.

- **Default:** 4.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With 6, the next serial is SN001001.

Fill a missing serial number from the sequence when a receipt or adjustment is saved

When a receipt or adjustment for a serial-tracked item is saved with a blank serial, the next generated number is filled in. Turn it on if your products have no serial of their own.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

- **Example:** Receiving 3 units with blank serials assigns SN1001 to SN1003.

Every item shares one number sequence

All items draw generated serials from one shared sequence. Choose it when a serial must be unique across your whole catalog.

Use either this or "Each item has its own number sequence", not both.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Item A gets SN1001, item B then gets SN1002.

Each item has its own number sequence

Each item keeps its own serial sequence. Choose it when serials only need to be unique within an item.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Item A and item B can each have SN1001.

Allow the same number on more than one line

Allows the same serial or lot number to be saved again. Turn it off if serials are unique, such as device serials.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** With it on, lot L-77 can be received on two receivers.

Duplicate check looks only at numbers still in stock

The duplicate check compares only against numbers still in stock, so a serial that was sold and returned can be received again. Keep it on unless a number must never be reused.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A serial shipped last year can be received back in.

Refuse a repeated number

Refuses a serial or lot number that already exists, instead of just warning. Turn it on when every serial must be unique.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Receiving SN1001 a second time is refused.

Email

Where to find it: Admin â” Company â” Preferences â” Email

Fallback sender details for outgoing mail.

Name on outbound mail when the connection has none

The sender name used on outgoing email when the mail connection does not set one. Use your company or department name.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Harbor Point Supply Orders.

Address on outbound mail when the connection has none

The sender address used on outgoing email when the mail connection does not set one. Use an address on your own domain that can receive replies.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** orders@yourcompany.com.

Document entry

Where to find it: Admin â” Company â” Preferences â” Document entry

Optional improvements to how documents are entered. Each is off until you turn it on, so people are not surprised by a change.

Edit quantity, price, discount, and description in the line grid

Lets people change quantity, price, discount, and description directly in a document's line grid without opening the line. Turn it on for faster order entry.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Click the quantity cell on a line and type 5.

Convert a quote, sales order, or repair with one button

Adds a single button that converts a quote to a sales order, a sales order to a ship doc, or a repair onward. Turn it on if your staff convert documents all day.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** One click turns quote Q-120 into a sales order.

Remember each user's last warehouse, ship method, and sales rep

A new document starts with the warehouse, ship method, and sales rep that person used last, and a purchase order can suggest a reorder quantity. Turn it on when each person works mostly from one warehouse or for one rep.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A user who last shipped from East starts the next order in East.

Add a line from a barcode scan in any line grid

Scanning a barcode in a line grid adds the item, or raises its quantity if it is already there. Turn it on if you use a USB or Bluetooth scanner.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Scanning a box label twice gives one line with quantity 2.

Users & Security

Users, roles and rights, sign-in rules, SSO and passkeys, and support access.

4. Users & Security

The Users & Security menu decides who can sign in, from where and when, and what each person can do once they are in. Set roles up before you add users, so each person gets the right access from day one.

Users

Where to find it: Admin > Users & Security > Users

Admin > Users & Security > Users lists everyone who can sign in to this company, with

their role and status. Use Add a user to create an account with a password, or invite people from SSO and passkeys so they sign in with Google or Microsoft. Each active user counts toward the users included in your plan (see Billing/Subscription).

***Who can change these settings:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

Add a user (Name, Email, Password, Role)

Creates a sign-in for a new person: their name, the email they sign in with, a starting password of at least 8 characters, and their role. Use it for staff who will sign in with email and password; tell them the password privately and ask them to change it.

The role decides what the person can see and do. You can change it later on the user record.

If the company is already at its included number of users, the extra user waits for billing approval before it can be used.

- ****Who can change it:**** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

- ****Example:**** Name Dana Ruiz, Email dana@yourcompany.com, Role Sales.

User record

***Where to find it:** Admin > Users & Security > Users > (user)

Click a user to open their record. The General section holds personal details; the rest controls access.

***Who can change these settings:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

Name details (Mr./Ms., First name, M.I., Last name, Position)

The person's name and job title as shown in the app and on documents they create. Keep names in the form colleagues will search for.

- ****Who can change it:**** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

- ****Example:**** Dana R. Ruiz, Inside Sales.

Email (login)

The address the person signs in with and where password resets are sent. Change it if they change mailbox; they then sign in with the new address.

- ****Who can change it:**** Roles with the Users rights. Out of the box only Admin; GM can

view the user list.

- **Example:** dana.ruiz@yourcompany.com.

Phone, Cell phone, Cell phone carrier, and Address

Contact details for the person. These are for reference and for documents that print the user's details. Fill in what your team needs.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

- **Example:** Cell 555-0142, carrier Verizon.

Role

The role that decides what this person can see and do. Choose the narrowest role that lets them do their job.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

- **Example:** Move a temp from GM to Sales when their project ends.

- **Caution:** The last active Admin user cannot be removed or moved off the Admin role, so the company always keeps an administrator.

Time zone

The zone used to show dates and times to this person. Set it for people who work in another zone; sign-in hours on their role still use the company time zone.

- **Default:** Blank (company time zone).

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

- **Example:** America/Los_Angeles for a West Coast rep.

Sales rep for alerts

Sends this user a copy of alerts about the chosen salesperson's orders, quotes, and ship docs, in addition to the address on the alert. Set it for assistants who follow one salesperson's book.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.

- **Example:** An assistant linked to Dana Ruiz receives alerts for Dana's sales orders.

Locations filter

Limits the warehouses this person sees. Leave every box clear to see all warehouses; tick only the ones they work in.

- **Default:** All clear (every warehouse).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** A picker in the East warehouse sees only East.

Sales reps filter

Limits the orders this person sees to those of the reps ticked. Leave every box clear to see every rep's orders; tick one rep so a salesperson sees only their own book.

- **Default:** All clear (every rep).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Dana sees only her own orders.

Active

Whether this person can sign in to this company. Untick it when someone leaves; their history stays and they stop counting toward your plan's users.

- **Default:** On.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Untick Active on a leaver's last day.

Locked

Blocks sign-in for this account while keeping it active. Use it to pause access quickly, for example while a security question is checked.

- **Default:** Off.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Lock an account after a suspicious sign-in alert.

Disable 2FA

Turns off this person's authenticator code. Use it only when they cannot use their authenticator; they should set it up again.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Disable 2FA for a user whose phone was lost, then ask them to enrol again.

Email when a task is assigned

Sends this person an email whenever a task is assigned to them. Turn it on for people who do not keep Orders2Ship open all day.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** A rep gets an email when a callback task is assigned.

Use this person's hours instead of the role

When ticked, the sign-in hours set here replace the role's Time Of Day Restrictions for this person. Use it for someone whose shift differs from the rest of their role.

Hours are read in the company time zone. Each day has its own Start, End, and Closed boxes, listed below.

- **Default:** Off (role hours apply).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** An early-shift picker gets 05:00 to 13:00 while the role keeps day hours.

Sunday: Closed (no access)

Blocks this person from signing in at any time on Sunday. It applies only while "Use this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- **Default:** Clear.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick Sunday for someone who never works on Sundays.
- **Which should I choose?** Tick days the person never works; leave working days clear.
- **Caution:** Closed wins over Start and End for that day.

Sunday: Start

The earliest time this person can sign in on Sunday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to *af* and Apply to all copy one day's hours to other days before you save.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Start 07:00 for an early shift on Sunday.
- **Which should I choose?** The start of the person's shift, or blank for no limit.
- **Caution:** A Start without an End is refused; fill in both.

Sunday: End

The time this person's access ends on Sunday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** End 15:30 for an early shift on Sunday.
- **Which should I choose?** The end of the person's shift, with a few minutes to spare.
- **Caution:** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Monday: Closed (no access)

Blocks this person from signing in at any time on Monday. It applies only while "Use this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- **Default:** Clear.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick Monday for someone who never works on Mondays.
- **Which should I choose?** Tick days the person never works; leave working days clear.
- **Caution:** Closed wins over Start and End for that day.

Monday: Start

The earliest time this person can sign in on Monday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to *ôf* and Apply to all copy one day's hours to other days before you save.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Start 07:00 for an early shift on Monday.
- **Which should I choose?** The start of the person's shift, or blank for no limit.
- **Caution:** A Start without an End is refused; fill in both.

Monday: End

The time this person's access ends on Monday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** End 15:30 for an early shift on Monday.

- ****Which should I choose?**** The end of the person's shift, with a few minutes to spare.
- ****Caution:**** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Tuesday: Closed (no access)

Blocks this person from signing in at any time on Tuesday. It applies only while "Use this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- ****Default:**** Clear.
- ****Who can change it:**** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- ****Example:**** Tick Tuesday for someone who never works on Tuesdays.
- ****Which should I choose?**** Tick days the person never works; leave working days clear.
- ****Caution:**** Closed wins over Start and End for that day.

Tuesday: Start

The earliest time this person can sign in on Tuesday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to *ôf* and Apply to all copy one day's hours to other days before you save.

- ****Default:**** Blank (the whole day).
- ****Who can change it:**** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- ****Example:**** Start 07:00 for an early shift on Tuesday.
- ****Which should I choose?**** The start of the person's shift, or blank for no limit.
- ****Caution:**** A Start without an End is refused; fill in both.

Tuesday: End

The time this person's access ends on Tuesday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- ****Default:**** Blank (the whole day).
- ****Who can change it:**** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- ****Example:**** End 15:30 for an early shift on Tuesday.
- ****Which should I choose?**** The end of the person's shift, with a few minutes to spare.
- ****Caution:**** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Wednesday: Closed (no access)

Blocks this person from signing in at any time on Wednesday. It applies only while "Use

this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- **Default:** Clear.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick Wednesday for someone who never works on Wednesdays.
- **Which should I choose?** Tick days the person never works; leave working days clear.
- **Caution:** Closed wins over Start and End for that day.

Wednesday: Start

The earliest time this person can sign in on Wednesday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to *ôf* and Apply to all copy one day's hours to other days before you save.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Start 07:00 for an early shift on Wednesday.
- **Which should I choose?** The start of the person's shift, or blank for no limit.
- **Caution:** A Start without an End is refused; fill in both.

Wednesday: End

The time this person's access ends on Wednesday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** End 15:30 for an early shift on Wednesday.
- **Which should I choose?** The end of the person's shift, with a few minutes to spare.
- **Caution:** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Thursday: Closed (no access)

Blocks this person from signing in at any time on Thursday. It applies only while "Use this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- **Default:** Clear.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick Thursday for someone who never works on Thursdays.
- **Which should I choose?** Tick days the person never works; leave working days clear.
- **Caution:** Closed wins over Start and End for that day.

Thursday: Start

The earliest time this person can sign in on Thursday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to and Apply to all copy one day's hours to other days before you save.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Start 07:00 for an early shift on Thursday.
- **Which should I choose?** The start of the person's shift, or blank for no limit.
- **Caution:** A Start without an End is refused; fill in both.

Thursday: End

The time this person's access ends on Thursday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** End 15:30 for an early shift on Thursday.
- **Which should I choose?** The end of the person's shift, with a few minutes to spare.
- **Caution:** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Friday: Closed (no access)

Blocks this person from signing in at any time on Friday. It applies only while "Use this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- **Default:** Clear.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick Friday for someone who never works on Fridays.
- **Which should I choose?** Tick days the person never works; leave working days clear.
- **Caution:** Closed wins over Start and End for that day.

Friday: Start

The earliest time this person can sign in on Friday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to *ôf* and Apply to all copy one day's hours to other days before you save.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Start 07:00 for an early shift on Friday.
- **Which should I choose?** The start of the person's shift, or blank for no limit.
- **Caution:** A Start without an End is refused; fill in both.

Friday: End

The time this person's access ends on Friday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** End 15:30 for an early shift on Friday.
- **Which should I choose?** The end of the person's shift, with a few minutes to spare.
- **Caution:** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Saturday: Closed (no access)

Blocks this person from signing in at any time on Saturday. It applies only while "Use this person's hours instead of the role" is ticked. Tick it for a day the person never works.

A person already signed in is signed out when their allowed time ends.

- **Default:** Clear.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick Saturday for someone who never works on Saturdays.
- **Which should I choose?** Tick days the person never works; leave working days clear.
- **Caution:** Closed wins over Start and End for that day.

Saturday: Start

The earliest time this person can sign in on Saturday, in the company time zone. Fill in Start and End together, or leave both blank to allow the whole day.

Copy to *ôf* and Apply to all copy one day's hours to other days before you save.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Start 07:00 for an early shift on Saturday.
- **Which should I choose?** The start of the person's shift, or blank for no limit.
- **Caution:** A Start without an End is refused; fill in both.

Saturday: End

The time this person's access ends on Saturday, in the company time zone. It must be later than Start, so a shift cannot run past midnight.

- **Default:** Blank (the whole day).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** End 15:30 for an early shift on Saturday.
- **Which should I choose?** The end of the person's shift, with a few minutes to spare.
- **Caution:** Someone signed in at the End time is signed out then; save their work before the end of the shift.

Use this person's addresses instead of the role (Allowed addresses)

When ticked, the allowed addresses entered here replace the role's IP Restrictions for this person. Use it for a remote worker on a fixed home address.

- **Default:** Off (role addresses apply).
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** 198.51.100.25 for one remote user.
- **Caution:** As with roles, a list that would block your own current address needs "Save even if this list blocks my current address".

Save even if this list blocks my current address

Lets you save this person's allowed addresses even when the list does not include the address you are using now. Without it, such a save is refused. Tick it only when you are sure the list is right.

- **Default:** Clear. It is not remembered.
- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** Tick it when giving a remote worker only their home address.
- **Which should I choose?** Leave it clear; tick it only for a save you have checked.
- **Caution:** When you edit your own user record, a list without your current address will lock you out at your next sign-in.

Reset Password and Change Password

Reset Password sends the person a link to choose a new password; Change Password lets you set one directly. Use Reset Password so you never need to know their password.

If company mail is not connected, the reset link is created but not sent; the page tells you so.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** A user locked out after a holiday gets a reset link.

Reset 2FA and Reset sign-in

Clears the person's authenticator and passkeys and allows one password sign-in so they can set up again. Use it when someone loses their phone or security key.

- **Who can change it:** Roles with the Users rights. Out of the box only Admin; GM can view the user list.
- **Example:** After a phone is replaced, Reset sign-in lets the user enrol their new authenticator.

Roles

Where to find it: Admin > Users & Security > Roles

Admin > Users & Security > Roles controls what each role can see and change. Every user has exactly one role. Three system roles come with every company: Admin (everything), GM (everything except users, roles, accounting, and integration settings, which it can only view), and Sales (views most things and works the sales cycle).

To make a new role, enter a name under New role (it starts from the permissions shown), or use Copy to start from an existing role. Delete this role removes a custom role that no user has. Open a role to edit it; the Login limits menu entry opens the same page.

Who can change these settings: Roles with the Roles rights. Out of the box only Admin; GM can view.

Name, Description, and Active

The role's name and a short description shown when choosing a role for a user. Untick Active to stop the role being given to anyone new. Name roles after jobs, such as Buyer or Warehouse.

The system Admin role cannot be deactivated.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Name Buyer, Description "Purchasing staff".

PO Limit (amount)

The largest purchase order total someone with this role may approve. Leave it blank for no limit; set it so large purchases need a manager.

- **Default:** Blank (no limit).
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** 5000 lets a buyer approve POs up to 5,000.

Role can edit default doc number

Lets this role type a document number on a new document, when the company preference "Let people type a document number on a new document" is on. Clear it and new documents keep the next sequence number.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** On for Accounting, off for Sales.

Can manage EDI/Ecommerce integrations

Lets this role save EDI and shopping-cart connections. The Integrations right in the grid is still required. Clear it and the role can open the pages but cannot save a connection.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** On for an E-commerce manager role, off for GM.

Role can manage profile lists

Lets this role add and edit profile lists such as terms, ship methods, and units. The Lists right is still required. Clear it and those lists stay read-only for the role.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** On for an office manager who keeps terms and ship methods.

Can manage accounting integration

Lets the role open and change the QuickBooks page, when the role also has the Accounting rights. Tick it only for the person who owns the books.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Tick for a Bookkeeper role made by copying Admin.

Can allocate inventory to Sales Orders

Lets this role reserve stock on sales order lines. Clear it and saving an order leaves allocations unchanged and does not auto-allocate.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** On for Operations, off for a role that should not reserve scarce stock.

View costs

Lets the role see item costs, margins, and profit on documents and lists. Clear it for roles that should see selling prices only.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Sales sees prices but not the 380 cost.

Change prices

Lets the role change the price on a document line. Clear it to keep salespeople at list or price-level prices.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** With it clear, a rep cannot discount a line from 610 to 550.

Override credit hold

Lets the role approve or ship an order that the credit check would stop. Give it to the credit controller only.

Always on for the Admin role.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** A manager releases an order that takes a customer over their limit.

Override payment hold on shipping

Lets the role release a customer payment hold on a sales order or ship doc. The override records who did it, when, and a required reason. Give it to managers who can ship before payment. The Administrator role has it, including E & D's admin user.

Always on for the Admin role.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Ship a prepay order for a trusted customer before the wire clears, and

write the reason on the audit log.

Override payment hold

Sales right. Lets the role release a customer payment hold on a sales order or ship doc. The override records who did it, when, and a required reason. On for the Administrator role, including E & D's admin user, and off for GM and Sales until someone grants it.

Same right as the Override payment hold checkbox. Search for it under Sales.

- **Default:** On for Admin. Off for GM and Sales.
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Search rights for Override payment hold, turn Edit on for a manager, and that manager can ship a prepay order after entering a reason.

Send orders to ShipStation

Lets the role send ship docs to ShipStation. Give it to warehouse staff who print labels.

Always on for the Admin role.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** A packer sends SD-2001 to ShipStation.

Get shipping quotes

Lets the role request carrier rate quotes on orders. Give it to sales and warehouse roles that quote freight.

Always on for the Admin role.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** A rep gets a UPS rate before confirming an order.

Orders2Ship Only (no QuickBooks sync)

Lets the role mark a document Orders2Ship Only so it is never sent to QuickBooks. Give it only to people who understand your accounting.

Always on for the Admin role.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Mark an internal sample shipment Orders2Ship Only.

Void and close documents

Lets the role void or close documents. Clear it for roles that should not cancel orders.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** A sales rep cannot void an invoice.

See other people's tasks

Lets the role see tasks assigned to other people. Give it to supervisors.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** A team lead sees every rep's follow-ups.

Sign-in requirement

What a person with this role must use when signing in: Optional, Authenticator, Passkey, or Authenticator or passkey. Choose Authenticator or passkey for any role that can see money or change settings.

People without the required method are asked to set it up at sign-in. My Account is where each person registers passkeys and the authenticator.

- **Default:** Optional.
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Admin role set to Authenticator or passkey.

Rights grid (View, Create, Edit, Print-Export, Delete)

The grid of rights for every part of the app, arranged in tabs: General, Sales, Purchasing, Production, Repairs, and Warehouse. Tick View, Create, Edit, Print-Export, and Delete for each row the role needs; use Search rights to find a row. Start from a copy of the closest system role and remove what is not needed.

Line rows (for example Sales Order Line) control the lines inside a document. Bulk edit rows control bulk editing of each list; the Edit box is what matters for those.

Rights for company settings, users, roles, lists, accounting, and integrations are not on the grid; a role gets them from the system role it was created or copied from.

A full list of rows is in the reference table at the end of this chapter.

- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** A Buyer role gets full Purchase Order and Receiver rights and View on Item.

IP Restrictions

Network addresses people with this role may sign in from. Leave the list empty to allow every network; add your office addresses for roles that must work on-site.

- **Default:** Empty (every network).
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** 203.0.113.10 and 10.1.0.0/16.
- **Caution:** If the list would block your own current address, the save is refused unless you tick "Save even if this list blocks my current address".

Save even if this list blocks my current address

Lets you save a role's IP Restrictions even when the list does not include the address you are using now. Without it, such a save is refused. Tick it only when you are sure the list is right.

- **Default:** Clear. It is not remembered.
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Tick it when limiting the Warehouse role to the warehouse network from your office.
- **Which should I choose?** Leave it clear; tick it only for a save you have checked.
- **Caution:** On the Admin role the list applies to you too; check it twice.

Locations

Warehouses people with this role may work with. Leave every box clear for all warehouses.

- **Default:** Clear (every location).
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Tick only West for the West warehouse team role.

Time Of Day Restrictions (Enable Times, Weekdays Only, Start, End)

When people with this role may sign in, read in the company time zone. Leave every time blank for no restriction; Enable Times applies one start and end to each open day, a day with its own start and end uses those instead, and Weekdays Only closes Saturday and Sunday. Use it for shift-based roles.

- **Default:** No restriction.
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Weekdays Only with 07:00 to 19:00.

Field

The customer field this role is limited on: Credit limit or Hold orders. Pick the field, then choose the Access and click Save field limit.

The Customer field limits box lists the limits already set on the role; Remove deletes one. With no limits, the role can edit both fields.

- **Default:** Credit limit.
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Credit limit, so Sales cannot raise a customer's limit.
- **Which should I choose?** Limit Credit limit for roles that sell, so credit decisions stay with managers.
- **Caution:** A limit applies to everyone in the role; give a trusted person a different role if they need to edit the field.

Access

How the chosen field behaves for this role: Read-only shows it but blocks changes, and Hidden removes it from the customer record. Use Read-only when people need to see the value.

- **Default:** Read-only.
- **Who can change it:** Roles with the Roles rights. Out of the box only Admin; GM can view.
- **Example:** Read-only on Credit limit for Sales.
- **Which should I choose?** Read-only in most cases; Hidden only when the value itself is confidential.
- **Caution:** Field limits do not apply to users on the Admin role.

Rights reference

| Tab | Rows on the grid |

|---|---|

| General | Import; Attachment; Inventory; Inventory Status by Location; Reports; Report Schedule; Email Templates; Form Templates; Label Templates; Item; Item Images; Lot or Serial Number; Barcodes; Item Aliases; Master Search; Bill of Materials; Kit; Related Items; Item Vendor; Customer Alias; Registration; Activity; Triggered events: bulk delete; Audit log: view; Doc Status; Bulk edit items |

| Sales | Quote RFQ; Cart; Ship Doc; Ship Doc Line; Sales Order; Sales Order Line; Change price; Edit order charges; Customer Return; Quote; Customer; Address; Contact; Lead; Payment; Edit payments; Delete payments; Process card refunds; Void card payments; Charge cards; Manage saved cards; Merchant Track (view only); Bulk edit customers, quotes, sales orders, ship docs, customer returns, payments |

| Purchasing | Receiver; Receiver Line; Purchase Order; Purchase Order Line; Vendor Return; Receivers/Returns; Vendor; Address; Bulk edit vendors, purchase orders, receivers, vendor returns |

Production	Work Order; Work Order Component; Disassembly; Repair Order; Repair Order Line; Bulk edit work orders, disassembly
Repairs	Repair Order Component; Repair Order; Bulk edit repairs
Warehouse	Adjustment; Adjustment Line; Transfer; Transfer Line; Value Adjustment; Count; Count Line; Location; Bin; Location Shipping Region; Bulk edit adjustments, value adjustments, transfers, locations

What the system roles can do in the Admin area

Area	Admin	GM	Sales
Company settings and preferences	Full	Full	View
Users	Full	View	None
Roles	Full	View	None
Lists (lookups)	Full	Full	View
Document statuses, custom fields, item groups	Full	Full	View
Accounting (QuickBooks)	Full	View	None
Integrations and connections	Full	View	None
Audit log	View	None	None
Card charges, refunds, voids, saved cards	Full	None	None

Tip: when a new feature is added to Orders2Ship, its right is switched on for a role that already had the right it belongs to (for example, a role with Item rights gets the new Item Images right), so existing roles keep working until you review them.

SSO and passkeys

Where to find it: Admin → Users & Security → SSO and passkeys

Admin → Users & Security → SSO and passkeys controls sign-in with Google and Microsoft accounts and lists open invitations. Passkeys and authenticator apps are set up by each person in My Account; the role's Sign-in requirement decides whether they are mandatory. If Google or Microsoft sign-in is not available for your account, the page says so.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Google

How Google sign-in is treated: Allow keeps email and password working alongside Google; Require makes Google the way in (a passkey still works); Disable rejects Google even for existing accounts. Choose Require if your company runs on Google Workspace and you want one place to remove access.

A password reset, or Reset sign-in on the user, still allows one password sign-in so the person can recover.

- **Default:** Allow.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Require, so a leaver loses access when their Google account is closed.

Allow Google sign-in for invited users

Lets an invited person create their account by signing in with Google, as long as their verified Google email has an open invite. Turn it on when you invite people rather than setting passwords.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Invite sam@yourcompany.com, Sam clicks Sign in with Google, and the account is created with the invited role.

Microsoft

How Microsoft sign-in is treated: Allow keeps email and password working alongside Microsoft; Require makes Microsoft the way in (a passkey still works); Disable rejects Microsoft even for existing accounts. Choose Require if your company uses Microsoft 365 accounts for everyone.

- **Default:** Allow.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Require for a company on Microsoft 365.

Allow Microsoft sign-in for invited users

Lets an invited person create their account by signing in with Microsoft, as long as their verified email has an open invite. Turn it on when you invite people rather than setting passwords.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** An invited warehouse lead signs in with their Microsoft 365 account.

Invite (Name, Email, Role)

Creates an invitation for a person, with the role they will get. The invite stays open for 14 days and is listed under Invited users with its expiry date. Use invites with the Google or Microsoft invite boxes so new staff never need a password from you.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Invite Sam Lee, sam@yourcompany.com, role Sales.

Your authenticator

Where to find it: Settings â” Users (your own account) (Settings tab bar)

On the Users settings page each person can also turn on an authenticator app for their own sign-in. When it is on, email, Google, and Microsoft sign-in ask for a six-digit code; a passkey signs in without the code.

Who can change these settings: Every user, for their own account.

Authenticator (Create a secret, Turn on, Turn off)

Sets up an authenticator app for your own account: create a secret, add it to the app, then confirm with a code from the app to turn it on. To turn it off you must enter a current code. Every administrator should turn this on.

- **Who can change it:** Every user, for their own account.
- **Example:** Add the secret to Google Authenticator, then enter the 6-digit code to turn it on.

Support access

Where to find it: Admin â” Users & Security â” Support access

Orders2Ship support staff cannot open your company unless you grant access. Admin â” Users & Security â” Support access lets you grant a timed window, revoke it, and see every support session with what was viewed and changed.

Who can change these settings: Only the Admin role can grant or revoke. Admin and GM can view the history.

Duration (or enter hours)

How long support may access your company: 4 hours, 24 hours, 3 days, or 7 days, or any number of hours from 1 to 168. Grant the shortest window that covers the problem; access ends on its own.

- **Default:** 24 hours.
- **Who can change it:** Only the Admin role can grant or revoke. Admin and GM can view the history.
- **Example:** Grant 4 hours while support looks at a sync error.

Note for your records

A note saved with the grant, such as the ticket number. Use it so you can match each grant to a support conversation later.

- **Who can change it:** Only the Admin role.
- **Example:** Ticket 48213, QuickBooks invoice error.

Revoke now

Ends an active support grant at once. Use it as soon as your issue is solved.

- **Who can change it:** Only the Admin role.
- **Example:** Revoke after support confirms the fix.

Lists

Document statuses, profile lists, custom fields, sales tax, price books, item groups, locations, and list colors.

5. Lists

The Lists menu holds the choices people pick from every day. Setting these up well, before you import data, saves a great deal of clean-up later.

Document statuses

Where to find it: Admin → Lists → Document statuses

Every document moves through statuses such as Processing, Approved, and Shipped. Admin → Lists → Document statuses lists each document type; open one to see its statuses in order. Built-in statuses can be renamed and reordered but not deleted. You can add your own statuses, each tied to a behavior that tells Orders2Ship what the status means.

A status's behavior matters: for example a purchase order can only be received once its status behaves as Approved or Sent, and receiver stock counts as in the building only once it is Received or Closed.

Who can change these settings: Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.

Name (Add status, Rename)

The status name people pick on a document. Add a status for a step your team tracks, such as "Awaiting artwork", and rename built-in ones to match your wording.

- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** Add "Awaiting artwork" to sales orders with behavior On hold.

Behavior

What the status means to Orders2Ship, chosen from the behaviors that document type allows. Pick the behavior that matches what should happen at that step; for example a custom "Ready to pack" on ship docs should behave as Picked.

Closed and Voided can exist only once per document type.

- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** "Credit review" on sales orders behaves as On hold, so the order cannot ship.

Drag to reorder

The order statuses appear in the status picker. Drag them into the order your process follows.

- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** Move "Awaiting artwork" just after Approved.

Hide (Show hidden)

Hides a status you no longer use. A hidden status stays on documents that already have it and drops out of the choices; Show hidden lists it again so you can restore it.

- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** Hide "Waiting for fax" once nobody uses it.

Behaviors by document type

Document Behaviors a custom status can have
--- ---
Purchase order Processing, Approved, Sent, Voided, Closed
Receiver Processing, In transit, Received, Closed, Voided
Sales order Processing, Approved, Payment pending, On hold, Shipped, Voided, Closed
Ship doc Processing, Picked, Payment pending, On hold, Shipped, Voided, Closed
Quote Processing, Presented, Closed lost, Closed, Voided
Customer return Processing, Pending return, Returned, Voided, Closed
Vendor return Processing, Approved, Returned, Voided, Closed
Repair order Waiting approval, Processing, Approved, Received, Voided, Closed
Transfer Processing, In transit, Received, Closed, Voided
Work order Processing, Approved, Closed, Voided
Adjustment, Value adjustment, Disassembly, Payment Processing, Closed, Voided
Rental contract Processing, Out, Returned, Closed, Voided

Statuses (Settings tab bar)

Where to find it: Settings â” Statuses (Settings tab bar)

Settings â” Statuses is a compact view of every document's statuses. Add a status, choose which roles may set it, and hide, reorder, or replace statuses. The full editor for one document type is under Lists â” Document statuses.

Closed and voided can exist only once per document. Administrators can always set a status.

Who can change these settings: Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.

Document

The document type the new status belongs to, such as Sales order, Ship doc, or Purchase order. Pick it first, because each document type allows its own behaviors.

- **Default:** Sales order.
- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** Sales order.
- **Which should I choose?** The document whose workflow has the extra step.
- **Caution:** To use the same step on another document, add a status there too.

Name

The status name people pick on the document. Use wording your team already says out loud.

- **Default:** Blank.
- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** "Credit review".
- **Which should I choose?** A short name that reads well in a list column.
- **Caution:** Two statuses with the same name on one document are confusing in filters; keep names unique.

Behavior

What the status means to Orders2Ship, such as PROCESSING, APPROVED, ON_HOLD, PICKED, or SHIPPED. Pick a behavior the document allows; it decides what happens to stock and shipping at that step.

The save is refused if the behavior does not belong on that document type. A built-in status keeps its behavior.

- **Default:** PROCESSING.
- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.

- **Example:** ON_HOLD for "Credit review", so the order cannot ship.
- **Which should I choose?** The behavior of the built-in status your new step sits beside.
- **Caution:** Only one Closed and one Voided status can exist per document.

Roles that can set the status

Limits who may move a document into this status: tick ADMIN, GM, or SALES. Leave every box clear and every role can set it. Tick roles for steps only some people should take.

On existing statuses, change the ticks and click Save roles. Administrators can always set any status.

- **Default:** All clear (every role).
- **Who can change it:** Roles with the Doc Status rights (Roles grid, General tab). Out of the box Admin and GM.
- **Example:** Tick GM on "Credit approved" so Sales cannot approve credit.
- **Which should I choose?** Leave every box clear unless the step needs an approval.
- **Caution:** People who cannot set the status can still see documents in it.

Profile lists

Where to find it: Admin > Lists > Profile lists

Profile lists are the pick-lists used across Orders2Ship: terms, ship methods, classes, reasons, and many more. Admin > Lists > Profile lists shows them grouped as General, Sales, Shipping, Repairs, and Production. Several of the most used lists also have their own entry in the Lists menu (Payment methods, Terms, Ship via methods, Price levels, Units of measure, Classes, Categories, Reasons, Sales reps, and Taxes).

Every list works the same way: type a Name, fill in the list's extra fields, keep Active ticked, and click Add. Change an entry and click Save. Lists that have a Default field show a Set default button. Hiding (deactivating) an entry removes it from new choices but leaves it on records that already use it; Show hidden brings hidden entries back into view.

Who can change these settings: Roles with the Lists (lookups) rights. Out of the box Admin and GM.

Name and Active (every list)

The text people pick, and whether the entry is offered on new records. Keep names short and consistent; untick Active instead of deleting an entry that old records still use.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Add "Net 45" to Terms; hide "Fax order" from Reasons.

Terms â” Credit / due later

Marks the terms as credit terms, for your reference and reporting. Whether a ship doc can ship before payment is decided by the terms name: COD and any Net terms (Net 15, Net 30, and so on) ship with an open balance, and any other terms hold the ship doc until its own amount is paid.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Net 30 is ticked; Prepay is not.
- **Caution:** Naming matters. A term called "30 days" holds shipments until paid; call it "Net 30" if goods should ship on credit.

Terms â” Payment type

Records how payment is collected on these terms: No cash payment, Full payment on the order, Full payment on shipping, Partial on the order, rest on shipping, or Enter the payment manually. Pick the one that matches what you tell customers.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Prepay uses Full payment on the order; COD uses Full payment on shipping.

Terms â” Due days

How many days after the invoice date the invoice is due. If it is blank, a name like "Net 30" supplies the days. Enter it for terms whose names do not include a day count.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** "Month end plus 15" with Due days 45.

Terms â” Discount percent

The early-payment discount percent on the terms, such as 2 for 2% 10 Net 30. When it and Discount if paid within days are both set, invoices on these terms print a line such as "2% discount if paid within 10 days" under the total.

- **Default:** Blank (no discount line).
- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** 2% 10 Net 30: Discount percent 2.
- **Which should I choose?** Fill in both for terms that offer a discount; leave both blank otherwise.
- **Caution:** The line is a reminder for the customer: it does not reduce the invoice total, and these values are not sent to QuickBooks.

Terms â” Discount if paid within days

The number of days the early-payment discount is offered, such as 10 for 2% 10 Net 30. With Discount percent also set, invoices on these terms print the discount line under the total.

- **Default:** Blank (no discount line).
- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** 10.
- **Which should I choose?** Fill in both for terms that offer a discount; leave both blank otherwise.
- **Caution:** The line is a reminder for the customer: it does not reduce the invoice total, and these values are not sent to QuickBooks.

Payment methods â” Tender

What kind of payment the method is: Card, Cash or check, or Bank transfer. Pick the closest match so the payment asks for the right reference.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** "Visa" uses Card; "Wire" uses Bank transfer.

Payment methods â” Deposit account

The account payments of this method are deposited to when they reach QuickBooks. Enter the bank or undeposited-funds account your bookkeeper uses for that method.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Checks deposit to Undeposited Funds; wires to Checking.

Payment methods â” Require a check number, Require a card approval code, Ask for the card type, Ask for the last 4 digits, Ask for a reference

What a payment of this method asks for. By default checks ask for a check number, cards for an approval code (and optionally card type and last 4 digits), and wires for a reference. Tick the boxes you want filled in; a full card number is never stored.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Tick Require a check number on "Check" so every check payment carries its number.

Ship via methods (Other-charge item, Price, Carrier service)

How orders are sent. Ship via on a sales order copies to the ship doc, where it can still be changed; a customer's default is used first, then the company default. The extra fields

hold the charge item, a standard price, and the carrier service name used when shipping software is connected.

Deactivate a method to hide it from new orders; documents that already use it keep the name.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** "UPS Ground" with Carrier service ups_ground.

Price levels " Type

The kind of pricing a price level represents, such as Customer discount, Volume price, or Markup. Pick the type that describes the level; the actual prices are entered under Price books.

Types: Company discount, Currency price, Customer discount, Customer and item percent, Customer and item group, Customer and item price, Volume percent, Volume price, Markup, Stacked percent.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** "Distributor" with type Customer discount.

Units of measure " Abbreviation

The short form printed on lines, such as ea or cs. Every unit needs one. A hidden unit stays on items that already use it and drops out of the unit picker.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Case, abbreviation cs.

Accounts

The chart of accounts offered on items and documents. Rename or add accounts here; a live QuickBooks connection can replace them later. A hidden account stays on items that already use it.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Add "Sales - Parts".

Customer types (Sub of, Price level, Terms)

Groups customers, with an optional parent type, price level, and terms for that kind of customer. Use types for reporting and to keep similar customers consistent.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.

- **Example:** "Casino" with price level Distributor and terms Net 30.

Discounts (Percent, Taxable, Income account)

Standard discounts that can be added to an order, with the percent, whether the discounted amount is taxable, and the income account. Set up the discounts your team offers so they are applied the same way every time.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.

- **Example:** "Show special" 5 percent, taxable.

Carrier accounts (Default, Residential by default, Carrier)

Your shipping carrier accounts, the carrier for each, which one is the default, and whether shipments are treated as residential unless changed. Set Residential by default if most of your deliveries go to homes.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.

- **Example:** UPS account, Default, Residential by default off.

Package types (Default, Length, Width, Height, Weight)

Standard boxes with their dimensions and empty weight, and which is the default. Add the boxes you actually use so package details are filled in quickly.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.

- **Example:** "Medium box" 18 x 14 x 12 in, 1.2 lb.

Payment gateways (Default, Default transaction, Gateway)

A list of card gateways with the default transaction type (Authorize or Sale) and which is the default. The live card connection itself is set up under Integrations (Authorize.Net or PayPal).

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.

- **Example:** Authorize.net, Default, Default transaction Sale.

Other lists

The remaining lists (Activity status, Activity type, Manufacturers, Classes, Currencies, FOB, Employees and other names, Vendor types, Attributes, User groups, Categories, Reasons, Registration types, Lead statuses, Sales reps, Custom messages, Tax codes, Repair

order types, Warranty types, Problem codes, Production steps, Bill of material groups) hold the choices offered on the matching records. Fill each with the values your team picks from; the extra fields are shown in the table below.

- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** Reasons: Damaged, Cycle count, Sample.

Profile lists and their extra fields

List	Group	Extra fields on each entry
---	---	---
Activity status	General	Shade the row
Activity type	General	Kind (Event, Task, Email, Log), Subject
Units of measure	General	Abbreviation
Accounts	General	Name only
Manufacturers	General	Note
Classes	General	Sub of
Currencies	General	Exchange rate, Symbol, Code
FOB	General	Note
Terms	General	Credit / due later, Payment type, Due days, Discount percent, Discount if paid within days
Employees and other names	General	First name, Last name, Email, Phone, Employee
Vendor types	General	Sub of
Attributes	General	Selections, one per line
User groups	General	Members
Categories	General	Parent
Reasons	General	Note
Registration types	General	Kind (Original owner, Later owner)
Customer types	Sales	Sub of, Price level, Terms
Lead statuses	Sales	Default
Payment methods	Sales	Tender, Deposit account, and what the method asks for
Sales reps	Sales	Initials
Discounts	Sales	Percent, Taxable, Income account
Custom messages	Sales	Message
Price levels	Sales	Type
Tax codes	Sales	Name only
Payment gateways	Sales	Default, Default transaction (Authorize, Sale), Gateway
Ship via methods	Shipping	Other-charge item, Price, Carrier service
Package types	Shipping	Default, Length, Width, Height, Weight
Carrier accounts	Shipping	Default, Residential by default, Carrier
Repair order types	Repairs	Repair type, Default
Warranty types	Repairs	Description, Length in days
Problem codes	Repairs	Description
Production steps	Production	Description, Location
Bill of material groups	Production	Note

Lookups (Settings tab bar)

Where to find it: Settings â” Lookups (Settings tab bar)

Settings â” Lookups shows every simple list (terms, ship via, payment methods, warranties, and the rest) on one page, grouped by list. Add an entry, rename it, hide it, or replace it everywhere it is used. Lists with extra details are easier to edit under Lists â” Profile lists.

Who can change these settings: Roles with the Lists (lookups) rights. Out of the box Admin and GM.

List

The list the new entry is added to, such as terms, ship method, or warranty. Only lists that already have entries are offered.

- **Default:** The first list.
- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** warranty.
- **Which should I choose?** The list where the entry will be picked.
- **Caution:** A new list cannot be created here; lists come with Orders2Ship.

Name

The entry's text as people pick it, and the box used to rename an existing entry. Keep names short; renaming changes the name everywhere the entry is used.

- **Default:** Blank.
- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** "2-year warranty".
- **Which should I choose?** Wording your customers would recognize if it prints on a document.
- **Caution:** To merge two entries that mean the same thing, use Replace, where the list offers it, instead of renaming one.

Extra (warranty days)

A second value stored with the entry. On warranty entries it is the number of days the warranty lasts, counted from the day a serial first arrives in stock. Leave it blank on other lists.

- **Default:** Blank.
- **Who can change it:** Roles with the Lists (lookups) rights. Out of the box Admin and GM.
- **Example:** 730 on "2-year warranty".
- **Which should I choose?** On warranty entries, the warranty length in days; elsewhere

leave it alone.

- **Caution:** Some lists keep their details here in a coded form (for example payment methods and terms). Edit those under Lists → Profile lists, not in this box.

Custom fields

Where to find it: Admin → Lists → Custom fields

Custom fields add your own fields to records and documents. Admin → Lists → Custom fields lists every record type with how many fields it has; open one to add or change fields.

Each record type has a maximum (for example 175 on items, 60 on sales orders, 30 on customers); the page shows "N of M fields".

Who can change these settings: Roles with the Custom fields rights. Out of the box Admin and GM.

Caption

The field's label as people see it on the record. Use a clear, short caption.

- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** "Trim color" on items.

Type

What kind of value the field holds: Text, Date, Integer, Cost, Boolean (yes/no), Quantity, Picklist, Price, Amount, Memo, Percent, URL, or Formula. Choose the narrowest type so values sort and total correctly. The type is set when the field is added.

- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** Date for "Warranty registered on".

Formula

For a Formula field, the calculation, using other field names in braces. Use it for values that should always be worked out, not typed.

- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** {quantity} * {price}.

Required

Makes the field mandatory when the record is saved. Use it sparingly, only for values you truly cannot do without.

- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** Required "Machine serial" on repair orders.

Hide (Show hidden)

Hides a field you no longer need. A hidden field stays on records that already have a value and drops off new ones.

- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** Hide "Fax number" on customers.

Custom fields (Settings tab bar)

Where to find it: Settings â” Custom fields (Settings tab bar)

Settings â” Custom fields lists every custom field in one place and adds new ones. Fields copy onto a linked document when the name and type match; for example "Order type" on a sales order copies to a ship doc that has the same field.

Who can change these settings: Roles with the Custom fields rights. Out of the box Admin and GM.

Record

The kind of record the field is added to, such as item, customer, sales_order, sales_order_line, ship_doc, or receiver. Pick the record where the value is first known.

- **Default:** item.
- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** sales_order for "Order type".
- **Which should I choose?** The record where the value is first entered; add the same field to linked records to carry it along.
- **Caution:** A field cannot be moved to another record later; add a new one instead.

Name

The field's label on the record. Use a short, clear name, and use the same name and type on linked records so the value copies across.

- **Default:** Blank.
- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** "Order type" on sales_order and on ship_doc.
- **Which should I choose?** A name that matches on every linked record.
- **Caution:** Renaming a field stops its value copying to linked records until the field there is renamed to match.

Type

What the field holds: text, date, integer, cost, boolean, quantity, picklist, price, amount, memo, percent, url, or formula. Choose the narrowest type so values sort and total correctly.

- **Default:** text.
- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** date for "Warranty registered on".
- **Which should I choose?** date, integer, amount, or picklist where possible; text only for free wording.
- **Caution:** Changing the type later can leave old values that do not fit the new type.

Formula

The calculation for a formula field. On a sales order line it can use {quantity}, {price}, and {amount}.

- **Default:** Blank.
- **Who can change it:** Roles with the Custom fields rights. Out of the box Admin and GM.
- **Example:** {quantity} * {price}.
- **Which should I choose?** Simple arithmetic on line values; leave blank for other types.
- **Caution:** Try a new formula on one record before relying on it.

Sales tax

Where to find it: Admin » Lists » Sales tax

Admin » Lists » Sales tax holds the tax rates and tax codes used on quotes, orders, and ship docs when you calculate tax inside Orders2Ship. Until you add a rate, tax stays at zero. If you use AvaTax, the page links to that connection instead.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Sales tax rates (Name, Rate %, Agency)

A single tax rate and the agency it is paid to. Add one rate for each tax you collect.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Illinois State, 6.25, Illinois Department of Revenue.

Tax codes (Name, Rates inside the group)

A tax code groups one or more rates; a customer or item carries a code, and the document adds up its rates. Make one code per place you ship to.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "Chicago" = Illinois State + Cook County + Chicago City.

Company default tax code

The tax code used when a customer or item does not carry one. Set it to your home location's code.

- **Default:** None.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Springfield.

Import QuickBooks tax rates

Copies tax rates from your connected QuickBooks company. Use it once after connecting QuickBooks so rates match your books.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Import brings in the 4 rates set up in QuickBooks.

Price books

Where to find it: Admin > Lists > Price books

Admin > Lists > Price books holds your price levels and the prices they charge. A customer's price level overrides the item's list price; a percent off applies when the item has no specific price on that level. Vendor cost on the item is used for purchase orders. The Price levels lookup list is separate from these prices.

Who can change these settings: Roles with the Item rights (Roles grid, General tab).

Add or update a level (Name, Percent off)

Creates a price level, or updates one, with a percent off list price. Use one level per customer tier.

- **Who can change it:** Roles with the Item rights (Roles grid, General tab).
- **Example:** "Distributor" with Percent off 15.

Specific item price (Specific item, Price, On level)

Sets a fixed price for one item on one level; it wins over the level's percent off. Use it for contract prices.

- **Who can change it:** Roles with the Item rights (Roles grid, General tab).
- **Example:** WID-100 at 520 on level Distributor.

Item groups

Where to find it: Admin → Lists → Item groups

Item groups give items their type and defaults. Item types are Part, Service, Kit, Repair, Other charge, Non-inventory, and Assembly; a service or kit does not track stock, and a kit ships its components. Hide a group to keep it off new items. Categories are a separate list.

Who can change these settings: Roles with the Item groups Edit right. Out of the box Admin and GM.

Name

The group's name as people see it on items and lists. Use a name your team recognizes, such as the product family.

- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** "Widgets".

Type

The kind of item in the group: Part, Assembly, Service, Kit, Repair, Other charge, or Non-inventory. It decides whether items keep stock: Service and Kit never track stock or lot and serial numbers, and Service, Non-inventory, and Other charge items have no inventory section. Choose Part for stocked goods.

A kit ships its components. Only Part items appear on the stock report. Landed cost charges use an Other charge group.

- **Default:** Part.
- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** Part for "Widgets", Service for "Installation".
- **Which should I choose?** Part for anything you stock and count; Service for labor; Non-inventory for items bought to order and not counted.
- **Caution:** Changing a group to Service or Kit turns off stock tracking for its items; check stock levels first.

Default tracking

Whether new items in the group track serial numbers, lot numbers, or neither. Pick Serial for products you register individually.

- **Default:** None.
- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** Serial for widgets; Lot for trim kits.

Tracks stock

Whether items in the group keep on-hand quantities. Clear it for services and fees.

- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** Clear for "Installation".

QuickBooks posting item

The QuickBooks item used for this group when QuickBooks posts by item group. Use one posting item per group so QuickBooks reports sales by group.

- **Default:** Orders2Ship Posting Item.
- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** "Widget sales".

Fields on items in this group

Which item fields are shown for items in this group. Untick fields the group never uses so the item form stays short.

- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** Untick Weight for a service group.

Income, Cogs, Asset, and Expense accounts

Default accounts for items in the group. Set them so new items post to the right accounts without extra work.

- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** Income "Sales - Parts", Asset "Inventory".

Default unit, Default tax code, Default class

Values new items in the group start with. Set the ones that are almost always the same for the group.

- **Who can change it:** Roles with the Item groups Edit right. Out of the box Admin and GM.
- **Example:** Default unit Each, tax code Taxable.

Locations and bins

Where to find it: Admin → Lists → Locations / Bins

Locations are your warehouses; bins are places inside them. Admin & Lists & Locations and Bins both open the Locations list. Open a location to see its bins, stock, lots and serials, and transactions.

***Who can change these settings:** Roles with the Location rights (Roles grid, Warehouse tab); bins use the Bin row.

New location (Name, Street, City, State, Postal)

Creates a warehouse with its address. Give each physical building its own location so stock and transfers are tracked separately.

- ****Who can change it:**** Roles with the Location rights (Roles grid, Warehouse tab); bins use the Bin row.
- ****Example:**** "East" at 20 Dock Rd, Newark, NJ 07105.

Add bin (Name, Active, Is default)

Adds a bin inside the location; mark one as the default for the location. Name bins the way pickers read them.

- ****Who can change it:**** Roles with the Location rights (Roles grid, Warehouse tab); bins use the Bin row.
- ****Example:**** Bin A-01-03.

List colors

***Where to find it:** Settings & List colors (Settings tab bar)

List colors (on the Settings tab bar) colors rows in a list when a rule matches. The first matching rule colors the row; comparisons ignore letter case.

***Who can change these settings:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

List

The list the rule colors: sales orders, ship docs, purchase orders, receivers, adjustments, repairs, quotes, customer returns, vendor returns, or payments. Make a rule for each list you want colored.

- ****Default:**** sales-orders.
- ****Who can change it:**** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- ****Example:**** sales-orders.
- ****Which should I choose?**** The list your team scans most.
- ****Caution:**** Each rule colors one list; copy it for another list.

Name

A name for the rule. Rules are checked in name order and the first match colors the row, so name them to control which wins.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "1 Big orders".
- **Which should I choose?** Start names with a number to set their order.
- **Caution:** Only the first matching rule colors a row; later rules are skipped for that row.

Color

The row color, as a hex color code. Pick a light shade so text stays readable.

A value that is not a hex color code uses #f4e4c4.

- **Default:** #f4e4c4.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** #f4e4c4.
- **Which should I choose?** Pale colors for routine rules and a stronger one for urgent rows.
- **Caution:** Dark colors make text hard to read.

Column

The column the rule tests: number, date, party, status, statusType, or total. Choose it, then pick Match (Equals, Contains, Greater than, or Less than).

Greater than and Less than compare numbers only; Equals and Contains ignore letter case.

- **Default:** number.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** total, Greater than.
- **Which should I choose?** total for large orders, statusType for workflow steps, date for due dates.
- **Caution:** Greater than and Less than on a text column never match.

Value

What the column is compared with. Use a plain number for Greater than and Less than.

- **Default:** Blank.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** 10000.
- **Which should I choose?** Exactly what the column shows, or a plain number.
- **Caution:** Values are compared with what the list shows, so check the spelling against a row.

Columns (column chooser on any list)

Every list has a Columns button for choosing and ordering the columns shown; each person's choice is saved for them. Set company default saves the current choice as the starting layout for everyone. Use it to give new users a sensible layout.

Required columns, such as the document number, always stay shown.

Choose at least one column.

- **Who can change it:** Anyone can save their own columns. Set company default needs the Company Edit right.
- **Example:** Add Promise date to the sales order list and Set company default.

Integrations

Connections to shipping, card processors, web stores, EDI, tax, eSignature, automation, email, and calendars.

6. Integrations

The Integrations menu connects Orders2Ship to the services you already use. QuickBooks has its own chapter (QuickBooks sync). Each connection uses your company's own account with that service.

Connections

Where to find it: Admin » Integrations » Connections

Admin » Integrations » Connections is the overview of everything Orders2Ship connects to: QuickBooks Online (accounting), ShipStation (shipping), Authorize.Net and PayPal (card processors), and the other connections grouped as EDI, Sales tax, eSignature, Automation and API, and Reporting. Shopping carts are under Integrations » Stores. Each company uses its own accounts for every connection.

Each connection counts toward the connections included in your plan. A connection beyond that number shows as pending billing approval and cannot connect until it is approved (see Billing/Subscription). ShipStation is the shipping connection that sends ship docs; other shipping services listed on the page are not available.

Most connection pages have Save, Test connection (checks the credentials without changing anything), Sync now where it applies, an Integration log, an Error queue with Resolve, and Delete connection. Secret keys are stored encrypted and never shown again; leave a saved secret blank to keep it.

***Who can change these settings:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

Name (every connection)

A name for the connection, shown in lists and logs. Use a name that says which account it is, especially if you have more than one store.

- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** "Shopify - retail site".

Enabled (every connection)

Switches the connection on or off without deleting its settings. Turn it off while you fix a problem at the other end.

- ****Default:**** On.
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** Disable the WooCommerce store during a site migration.

ShipStation

***Where to find it:** Admin » Integrations » ShipStation

ShipStation prints labels for picked ship docs and sends tracking back. Admin » Integrations » ShipStation holds your company's ShipStation API credentials. Nothing is sent until it is connected here.

***Who can change these settings:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

API

Which ShipStation API your key belongs to: V1 uses an API key and API secret; V2 uses an API key only. Choose the version shown in your ShipStation account where you created the key.

- ****Default:**** V1.
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** V2 for a key created under ShipStation API Settings for V2.

API key and API secret

Your ShipStation credentials. Paste the key, and for V1 the secret too; leave a saved value blank to keep it. Click Test connection after saving.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Key from ShipStation â” Settings â” Account â” API Settings.

Sandbox mode

Sends to a ShipStation test account instead of your live one. Use it only while you are trying the connection out.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Tick while training staff; untick before go-live.

Shipment webhook

The address ShipStation can call with tracking numbers; it appears after the first save. Copy it into ShipStation so tracking flows back to the matching ship doc automatically.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Paste the webhook address into ShipStation's "Order shipped" webhook.

Send ship docs to ShipStation when it is connected

On the ShipStation connection record, sends ship docs to ShipStation automatically once the connection is live. Turn it off if you prefer to send each ship doc by hand.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Picked ship docs appear in ShipStation without anyone clicking Send.

Shipping settings

Where to find it: Admin â” Integrations â” Connections â” Shipping settings

Shipping settings control how ship docs and transfers are exported to ShipStation and how shipments come back. The page has three tabs: General, Ship Docs, and Transfers.

Who can change these settings: Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

Use the item name instead of the line description

Sends the item name to ShipStation rather than the line description. Turn it on if your descriptions are long or customer-specific.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** ShipStation shows "WID-100-BLK" instead of the full description.

Export lot and serial numbers with line items

Adds the lot or serial numbers to each line sent to ShipStation. Turn it on if packers must check serials.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Line shows "SN1001, SN1002".

Enable logging

Keeps a detailed log of what is sent to and received from ShipStation. Turn it on while troubleshooting, then off again.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Turn on to see why one order did not export.

Weight units

The unit item weights are sent in: lbs, oz, kg, or g. Match the unit your item weights are entered in.

- **Default:** lbs.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** oz for small parts.

Default ship method when blank

The ship method used when a ship doc has none. Pick your most common service.

- **Default:** None.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** UPS Ground.

Export only specific locations

Sends only ship docs from the warehouses chosen. Leave it empty to send from every warehouse.

- **Default:** Empty (all).
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Only Main ships through ShipStation; East uses a freight carrier.

Import only specific ship methods

When shipments come back from ShipStation, only ship docs using the chosen ship methods are updated. Leave it empty for all methods; use it to stop ShipStation changing freight or will-call ship docs.

- **Default:** Empty (all).
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Choose UPS and USPS methods only.

Ship Docs " Enable

Turns the export of ship docs on or off. Leave it on unless you only want to send transfers.

- **Default:** On.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** On.

Exclude drop ships

Keeps drop-ship ship docs out of ShipStation, since the vendor ships them. Turn it on if you drop-ship.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A drop-shipped order is not sent.

Import discount as a line

Sends each line discount to ShipStation as its own negative line after the item. Turn it on if packing slips printed from ShipStation should show discounts.

- **Default:** Off.

- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** A line "WID-100 discount" of -20.00 follows the item.

Use primary unit of measure

Adds the line's unit of measure in brackets after the item name sent to ShipStation. Turn it on if you sell some items in cases and some in eaches, so packers pick the right unit.

- ****Default:**** Off.
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** "Trim kit (cs)".

Import only specific order sources

Only ship docs from the chosen order sources are sent. Leave it empty for all sources.

- ****Default:**** Empty (all).
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** Send only web-store orders.

Import only specific classes

Only ship docs with the chosen classes are sent. Leave it empty for all classes.

- ****Default:**** Empty (all).
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** Send only class Retail.

Which property should be appended to the memo

Sends the order memo, customer PO, or shipping instructions to ShipStation, in Custom field 3 when that field is not already used. Pick what your packers need to see.

- ****Default:**** Nothing.
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** Shipping instructions, so "Leave at back door" reaches the packer.

Company name uses

Which value fills the Company line on the shipment: Customer name, Company, or Ship to name. Pick what your carrier label should show.

- ****Default:**** Customer name.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Ship to name for consumer deliveries.

Address 1 uses

Which value fills Address 1: Street, Name, or Company. Leave it on Street unless your ship-to addresses are entered differently.

- **Default:** Street.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Street.

Use address 1 as the company name when a street is present

Moves the first address line into the company name when there is also a street line. Turn it on if your ship-to addresses put the business name on line 1.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** "Acme Casino" on line 1 becomes the company name.

Use the customer name on the shipment

Puts the customer's name on the shipment. Keep it on unless the ship-to contact should appear instead.

- **Default:** On.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** On.

Custom field 1, 2, 3

Sends the sales order number, customer PO, ship doc number, or memo into ShipStation's custom fields. Use them so these numbers can be searched in ShipStation.

- **Default:** None.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Custom field 1 = Sales order no.

Set ship doc date to the current date

Sends today's date to ShipStation as the order date, instead of the ship doc's own date. Turn it on if ShipStation should treat every export as a new order for today.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A ship doc dated Monday and exported Wednesday shows in ShipStation as Wednesday.

Change status to

The status a ship doc moves to when ShipStation reports it shipped, typed as the status name. Pick your Shipped status.

- **Default:** Blank (not changed).
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Shipped.

Add shipping cost, Default markup %, Free shipping when the order is over

When a shipment comes back, the label cost from ShipStation is added to the ship doc as freight, optionally marked up, and is zero when the order is over the free-shipping amount. Turn it on if you bill customers actual shipping.

Markup can be 0 to 500 percent.

- **Default:** Off, 0%, no free-shipping amount.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Label 12.00 with 10% markup bills 13.20.

Transfers â” Enable

Includes transfers between warehouses in the ShipStation export, using the same address and weight rules. Turn it on if warehouse-to-warehouse moves go by parcel.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A transfer from Main to East is sent to ShipStation.

Authorize.Net and PayPal

Where to find it: Admin â” Integrations â” Authorize.Net / PayPal

Admin â” Integrations â” Authorize.Net and PayPal connect a card processor so you can charge cards on orders and payments. Charges use your company’s own merchant credentials. Both pages work the same way; each connection counts toward your plan.

***Who can change these settings:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

API Login ID and Transaction Key (Authorize.Net); Client ID and Secret (PayPal)

Your merchant credentials from the processor. Paste them, Save, then click Test connection. For Authorize.Net the browser key used by the card form is fetched automatically when you save or test.

- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** API Login ID and Transaction Key from Authorize.Net "Account" Security Settings.

Mode (Sandbox or Live)

Sandbox processes test cards only; Live charges real cards. Start in Sandbox, then switch to Live once live processing has been approved for your company.

- ****Default:**** Sandbox.
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** Run a test sale in Sandbox, then switch to Live.
- ****Caution:**** Saving Live is refused until live processing is approved; the connection stays in Sandbox.

When a card is charged

Charge now authorizes and captures straight away. "Authorize at sales order, capture when the ship doc ships" holds the money on the order and takes each ship doc's amount when it is marked Shipped. Choose the second if you must not charge before goods ship.

An authorization older than 30 days is flagged and is not captured.

- ****Default:**** Charge now.
- ****Who can change it:**** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- ****Example:**** A 500 order is authorized; 200 is captured when the first ship doc ships.

Card batch close time

For Authorize.Net, the time your daily batch settles, in the company time zone. After that time a payment can be refunded but no longer voided. Leave it blank to follow the gateway's own status.

For PayPal the time is stored but has no effect, because PayPal has no batch settlement; Void is only for an authorization that has not been captured.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** 23:00.

Enabled

Switches card processing through this connection on or off. Untick it to stop charges while keeping the credentials.

- **Default:** On.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Untick while changing merchant accounts.

Stores (shopping carts)

Where to find it: Admin » Integrations » Stores

Admin » Integrations » Stores connects web stores. The stores you can add are Shopify, WooCommerce, BigCommerce, Magento / Adobe Commerce, and Shift4Shop / 3dcart. Add a store with its credentials (for Shopify, the shop domain ending in myshopify.com and an Admin API access token), then set how orders, customers, tax, shipping, payments, and stock are handled. Use Sync now to run an import at once.

Who can change these settings: Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

Website name

A friendly name for the store, shown on imported orders and in logs. Use the name customers know the site by.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** harborpointsupply.com.

Shop domain (Shopify)

The Shopify store's admin host, usually your-store.myshopify.com. Your public website address is not the right value. Copy it from the browser address bar while signed in to Shopify admin.

A web address is reduced to its host when saved, so https:// and any path are dropped.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

- **Example:** harbor-point-supply.myshopify.com.
- **Which should I choose?** The .myshopify.com host.
- **Caution:** Your public website address is accepted by the form but does not connect; use the .myshopify.com host.

Admin API access token (Shopify) / Access token (BigCommerce, Magento / Adobe Commerce)

The secret token from the store's API settings that lets Orders2Ship read orders and update stock. It is stored encrypted and never shown again; leave it blank to keep the saved one.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A token created for a private app in the store admin.
- **Which should I choose?** A token made for Orders2Ship alone, so it can be revoked without affecting other apps.
- **Caution:** Anyone with this token can change your store. Create it with only the access Orders2Ship needs, and revoke it in the store if it leaks.

Consumer key (WooCommerce)

The WooCommerce REST API key, starting ck_. Create a key with read and write access in WooCommerce settings and paste it here.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** ck_followed_by_the_key_text.
- **Which should I choose?** A key with read and write access.
- **Caution:** A read-only key imports orders but cannot update stock.

Consumer secret (WooCommerce)

The secret that goes with the consumer key, starting cs_. It is stored encrypted and never shown again; leave it blank to keep the saved one.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** cs_followed_by_the_secret_text.
- **Which should I choose?** The secret created with the key.
- **Caution:** The secret is shown only once in WooCommerce; copy it then.

Store URL (WooCommerce) / Secure store URL (Shift4Shop / 3dcart)

The web address of your store. Enter the full address; it is saved as its scheme and host.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** <https://shop.harborpointsupply.com>.
- **Which should I choose?** The secure (https) address of the store.
- **Caution:** Any path after the host is dropped when saved.

Store hash (BigCommerce)

The short code that identifies a BigCommerce store, found in the store's API path. Copy it from the API account details.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** abc123.
- **Which should I choose?** The code from the store's API path.
- **Caution:** Do not paste the whole API address; only the hash.

Client ID (BigCommerce)

The client ID of the BigCommerce API account. Copy it with the access token when you create the API account.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** The client ID shown on the API account page.
- **Which should I choose?** The client ID of the same API account as the token.
- **Caution:** A client ID and token from different accounts will not connect.

Store URL (Magento / Adobe Commerce)

The web address of the Magento or Adobe Commerce store. Enter the full address; it is saved as its scheme and host.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** <https://shop.harborpointsupply.com>.
- **Which should I choose?** The secure (https) address of the store.
- **Caution:** Any path after the host is dropped when saved.

REST token (Shift4Shop / 3dcart)

The REST API token for a Shift4Shop store. It is stored encrypted and never shown again; leave it blank to keep the saved one.

- **Default:** Blank.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** The token from the store's REST API settings.
- **Which should I choose?** The token from the store's REST API settings.
- **Caution:** Revoke the token in the store if it leaks.

Import orders

Brings new web orders into Orders2Ship as sales orders. Keep it on; turn it off only to pause orders while you fix settings.

- **Default:** On.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A Shopify order becomes a sales order.

Update order status

Sends shipment and tracking back to the store when the ship doc ships, so the customer is told. Keep it on.

- **Default:** On.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** The Shopify order is marked fulfilled with the UPS tracking number.

Update inventory

Sends your stock levels to the store so it does not oversell. Turn it on once item matching is correct.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Selling the last unit in-store shows Sold out online.

Import products

Creates items in Orders2Ship from the store's products. Use it once when starting, if your catalog lives in the store.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** 200 Shopify products become items.

Push products to the cart

Sends items from Orders2Ship to the store. Use it if Orders2Ship is where your catalog is maintained.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A new item appears as a draft product in the store.

Email after sync

Emails a summary after each store sync. Turn it on while you are getting started.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** An email lists 12 orders imported and 1 error.

Custom cart item

The item used for a web-order line that does not match any of your items. Choose a non-stock item such as "Web item" so the order still imports and someone can fix the line.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Web item.

Limit inventory to locations

Only stock in the chosen warehouses is sent to the store. Leave it empty to send stock from all warehouses.

- **Default:** Empty (all).
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Send only Main's stock.

When the customer is taxable / non-taxable / has no name, and Use the selected customer for these orders

Stand-in customers for web orders. When Use the selected customer for these orders is ticked, web orders are put on the chosen customer instead of creating a customer per shopper. Use it if you do not want thousands of one-time shoppers in your customer list.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** All web orders go on customer "Web Sales - Taxable".

Identify customers by

How a shopper is matched to an existing customer: Email, First and last name, Company, or Phone. Email is the most reliable.

- **Default:** Email.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Email.

Identify address by

How a ship-to address is matched to one the customer already has: Do not match the address, Street address, City, or Postal code. Choose Street address to avoid duplicate ship-tos.

- **Default:** Do not match the address.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Street address.

Default customer type and Default sales rep

The customer type and sales rep given to customers created from the store. Set them so web customers are easy to report on.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Type Web, rep House.

Truncate name fields

Shortens long names from the store to fit Orders2Ship's fields instead of rejecting the order. Turn it on if orders fail because of long names.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A 90-character company name is cut to fit.

Match item with

How a web-order line is matched to an item: SKU, Name, UPC, or GTIN. Use SKU and keep SKUs identical in both places.

- **Default:** SKU.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only

Admin; GM can view.

- **Example:** SKU WID-100-BLK matches the item with that SKU.

Inventory sync with

Which quantity is sent to the store: Available (on hand less what is committed) or On hand. Choose Available to avoid overselling.

- **Default:** Available.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Available.

Always use tax from the cart

Keeps the tax the store charged instead of recalculating it in Orders2Ship. Turn it on if the store calculates tax correctly.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** A 7.25 tax from Shopify is kept exactly.

Web order status, Secondary web order status, Financial status, Sales channel, Shopify status

Filters that decide which web orders are imported, by their status in the store. Leave them on Any unless you need to skip orders, for example unpaid ones.

- **Default:** Any.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Financial status Paid imports only paid orders.

Initial order status

The status a new imported sales order starts in. Choose a status your team watches for web orders.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** "Web - new".

Default location and Default class

The warehouse and class given to imported orders. Set them to the warehouse that ships web orders.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Location Main, class Retail.

Map web order number to

Where the store's order number is written: Web order #, Customer PO, or Memo. Choose Customer PO if your staff search orders by PO.

- **Default:** Web order #.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Web order #.

Place order on hold if greater than

Puts imported orders over this amount on hold for review. Use it to catch possible fraud.

- **Default:** Blank (no hold).
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** 2000.

Approve imported orders

Imported orders are approved straight away. Turn it on if web orders need no review.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** On.

Allocate when the order is approved

Reserves stock for an imported order as soon as it is approved. Turn it on so web orders hold their stock.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** On.

Identify tax status by

Whether a web order's tax status is decided by the billing or shipping address. Most US states tax by where goods are delivered, so Shipping address is usual.

- **Default:** Billing address.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Shipping address.

Taxable and Non taxable: Default sales tax code, Default shipping sales tax code, Default item sales tax

The tax codes put on imported orders for taxable and non-taxable customers. Set them to match how you file tax.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Taxable orders use code "Ship-to state".

Cart state (Add state, Remove state tax)

A tax code per state for taxable orders, overriding the default. Add a row for each state where you collect tax.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** IL uses code Illinois; NJ uses New Jersey.

Default ship method and ship method mapping

Matches the store's shipping methods and carriers to your ship via methods, with a default for anything unmatched. Map every method customers can pick.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Store "Standard" maps to UPS Ground.

Add shipping amount as a line item using

Adds the shipping charge as a line using the chosen item, instead of the freight field. Turn it on if your accounting wants shipping as a line.

- **Default:** Off.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Shipping 9.95 added as item "Shipping".

Import payment, Default payment method, Default terms, and payment mapping

Records the store payment against the order, using mapped payment methods and terms. Turn it on so paid web orders are not chased for payment.

- **Default:** Off.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Shopify Payments maps to method "Card" and terms Prepaid.

Discount and discount mapping

The item used for store discounts, with a mapping from store discount codes to items. Map your main promotion codes so discounts report correctly.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Code SPRING10 maps to item "Promo discount".

Enable scheduling, Frequency, Every, Include weekends

Runs the store sync on a schedule: Hourly every N hours (1 to 168) or Daily, with or without weekends. Turn it on once a manual sync works cleanly.

- **Default:** Off; Hourly, every 1 hour, weekends excluded.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Hourly every 1 hour, including weekends.

Other connections

Where to find it: Admin → Integrations → Connections (EDI, Sales tax, eSignature, Automation, Reporting)

These connections are added from Connections with their credentials and then set up on their own page.

Who can change these settings: Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

SPS Commerce (Account ID, API key, EDI documents)

Connects SPS Commerce for EDI with retail trading partners. Tick the documents to exchange: 850 purchase order, 855 acknowledgement, 856 ship notice, 810 invoice. Tick only what your trading partners require.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Tick 850, 856, and 810 for a big-box retailer.

Synqware (Poll orders into Orders2Ship, Push inventory levels, Push tracking numbers)

Synqware sends orders in through Orders2Ship's public API: create an API key under Connections and give it to Synqware. The three boxes record what Synqware should exchange.

Use it only if Synqware is your EDI provider.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Give Synqware a key named "Synqware" with read and write.

AvaTax (Account ID, License key, Company code, Calculate tax when a sales order is saved)

Connects Avalara AvaTax so sales tax is calculated by Avalara. Enter the account, license key, and company code, and tick Calculate tax when a sales order is saved. Use it if you sell into many tax jurisdictions.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Company code DEFAULT with calculation on save.

DocuSign (API account ID, Access token, Signer notice email, Send quotes / sales orders for signature)

Connects DocuSign so a quote or sales order can be sent for signature. Save the account ID and token, then use Send for signature on the document. Tick the document types you want to sign.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Tick Send quotes for signature for large equipment quotes.

Zapier and webhooks (Webhook URL, Signing secret, events)

Sends a message to another system when something happens: Order imported from a cart, Ship doc marked shipped, or Customer created or updated from a cart. Paste the receiving URL, optionally a signing secret so the receiver can check the message came from Orders2Ship, and tick the events.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Post to a Zapier hook when a ship doc ships, to update a spreadsheet.

Public API keys (Name, Scopes, Create key, Revoke)

Keys that let another program use Orders2Ship's API, with read and/or write scope. The key is shown once when created, so copy it straight away; Revoke stops it immediately. Make one key per program so you can revoke one without affecting others.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Create "Reporting tool" with read scope only.

Easy Insight (Site URL, API key)

Stores your Easy Insight reporting details. The settings can be saved, but this connection does not exchange data yet.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Save your site URL ready for when it is available.

Sending domain

Where to find it: Admin → Integrations → Sending domain

When Orders2Ship sends document email from your own address, mail servers check that your domain allows it. Admin → Integrations → Sending domain creates the SPF and DKIM records you publish in your domain's DNS.

Who can change these settings: Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

Domain (Create records)

Your email domain, without www. Click Create records and the page shows two TXT records, an SPF value and a DKIM name and value, to add at your DNS host. Do this before sending document email in volume, so it does not land in spam.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** yourcompany.com.

Check DNS

Looks up your DNS to see whether the records are published; the status changes from Waiting for DNS to DKIM found. Checking does not send any mail. DNS changes can take a few hours to appear.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Click Check DNS the morning after adding the records.

Email, SMTP, and Gmail; Calendar

Where to find it: Admin → Integrations → Email, SMTP, and Gmail / Google Calendar

One mail connection sends email for the company: SMTP, Google, or Microsoft 365. Connecting Google or Microsoft 365 turns the other senders off. Passwords and tokens are encrypted and not shown again. Google and Microsoft 365 can also push dates to a calendar.

Who can change these settings: The Admin role only.

Host

Your mail server's address, from your email provider. SMTP needs a host and a from address before it can be saved.

- **Default:** Blank.
- **Who can change it:** The Admin role only.
- **Example:** smtp.yourmailhost.com.
- **Which should I choose?** The SMTP host your provider publishes.
- **Caution:** Saving SMTP with Use SMTP to send ticked turns off any other mail sender, such as Gmail or Microsoft.

Port

The port your mail server listens on. Use 587 with STARTTLS or 465 with TLS unless your provider says otherwise.

- **Default:** 587.
- **Who can change it:** The Admin role only.
- **Example:** 587.
- **Which should I choose?** 587 with STARTTLS for most providers.
- **Caution:** A wrong port makes Send test time out.

Encryption

How the connection to the mail server is secured: STARTTLS, TLS, or None. Use what your provider specifies; avoid None.

- **Default:** STARTTLS.
- **Who can change it:** The Admin role only.
- **Example:** STARTTLS.
- **Which should I choose?** STARTTLS on port 587, or TLS on port 465.
- **Caution:** None sends your password unencrypted.

Username

The account name used to sign in to the mail server, usually the full mailbox address. Leave it blank only if the server accepts mail without signing in.

- **Default:** Blank.
- **Who can change it:** The Admin role only.
- **Example:** orders@yourcompany.com.
- **Which should I choose?** The full mailbox address.
- **Caution:** If you enter a username, a password is required.

Password

The mail account's password, stored encrypted and never shown again. Leave it blank to keep the saved password.

A password is required the first time a username is saved.

- **Default:** Blank.
- **Who can change it:** The Admin role only.
- **Example:** An app password created in your mail provider's settings.
- **Which should I choose?** An app password where your provider offers one.
- **Caution:** If the password changes at your provider, enter the new one here or sending stops.

From name

The sender name on mail sent through SMTP. Use your company name or a team name customers recognize.

- **Default:** The company name.
- **Who can change it:** The Admin role only.
- **Example:** Harbor Point Supply.

From address

The sender address on mail sent through SMTP. Use an address on your own domain that someone reads.

Required to save SMTP. Replies go to this address.

- **Default:** Blank.
- **Who can change it:** The Admin role only.
- **Example:** orders@yourcompany.com.
- **Which should I choose?** An address your mail provider allows this account to send as.
- **Caution:** Many providers reject mail from an address the account does not own.

Use SMTP to send

Makes SMTP the sending connection. Untick it to stop mail without deleting the settings.

- **Default:** On.
- **Who can change it:** The Admin role only.
- **Example:** On.

Send test

Sends a test email to the address you enter. Always send a test after changing mail settings.

- **Who can change it:** The Admin role only.
- **Example:** Send a test to yourself.

Test send to

The address that receives the test email from Send test. Use your own mailbox so you can see the message arrive.

- **Default:** Blank.
- **Who can change it:** The Admin role only.
- **Example:** you@yourcompany.com.
- **Which should I choose?** Your own address.
- **Caution:** If the test fails, check Host, Port, and Encryption first.

Google and Microsoft 365 (Connect, Disconnect)

Sends mail through a Google Workspace or Microsoft 365 mailbox after you sign in to it. The page shows which account is connected and whether it is the sender. Choose this if your company email is on Google or Microsoft.

- **Who can change it:** The Admin role only.
- **Example:** Connect orders@yourcompany.com in Google.

Push dates to Google Calendar / Outlook calendar

Puts document dates on the connected calendar: Expected purchase order receipts, Sales order ship dates, and Repair due dates. Tick the dates your team plans around.

- **Default:** Off.
- **Who can change it:** The Admin role only.
- **Example:** Tick Expected purchase order receipts so receiving sees deliveries on the calendar.

Expected purchase order receipts

Puts each purchase order's promise date on the calendar as "Expected from" the vendor. Tick it so receiving sees deliveries coming.

Works only while Push dates to the calendar is on. A purchase order with no promise date is left off.

- **Default:** On.
- **Who can change it:** The Admin role only.
- **Example:** PO 2051 shows on the 14th as Expected from the vendor.
- **Which should I choose?** On if receiving uses the calendar.
- **Caution:** A purchase order without a promise date is not shown.

Sales order ship dates

Puts each sales order's promise date on the calendar as "Ship to" the customer. Tick it so the warehouse plans the week's shipments.

- **Default:** On.
- **Who can change it:** The Admin role only.
- **Example:** SO 1042 shows on the 20th as Ship to the customer.
- **Which should I choose?** On if the warehouse uses the calendar.
- **Caution:** A sales order without a promise date is not shown.

Repair due dates

Puts each repair order's estimated completion date on the calendar as Repair due. Tick it if your service team works from the calendar.

- **Default:** On.
- **Who can change it:** The Admin role only.
- **Example:** Repair 311 shows on the 9th as Repair due.
- **Which should I choose?** On if your service team uses the calendar.
- **Caution:** A repair order without an estimated completion date is not shown.

Subject (document email)

The subject line used when a document of this type is emailed. Placeholders {{company}}, {{number}}, {{party}}, {{date}}, {{total}}, and {{docLabel}} are filled in when it is sent.

This is the same template as Templates â” Email templates; a change in either place shows in both. A template needs a subject and a body.

- **Default:** The standard subject for the document type.
- **Who can change it:** The Admin role only.
- **Example:** {{company}} {{docLabel}} {{number}}.
- **Which should I choose?** Keep the document number in the subject so replies are easy to match.
- **Caution:** A placeholder spelled wrongly prints as typed.

Body (document email)

The message text used when a document of this type is emailed, with the same placeholders as the subject. Keep it short; the PDF carries the detail.

- **Default:** The standard message for the document type.
- **Who can change it:** The Admin role only.
- **Example:** Hello {{party}}, attached is {{docLabel}} {{number}}.
- **Which should I choose?** Two or three lines and your contact details.
- **Caution:** A placeholder spelled wrongly prints as typed.

Templates

Print forms, document email, labels, and screen layouts.

7. Templates

The Templates menu controls how your documents look on paper and in email, what your labels carry, and which fields appear on screens.

Print templates

Where to find it: Admin → Templates → Print templates

Every document has a built-in print form used when it is printed or emailed. To change the look, copy a built-in form (or click New ship doc form) and edit the copy in the form designer; the preview updates as you work. Checked fields on a custom form are the fields on the PDF, including a PDF attached by an alert.

When a document is printed or emailed, Orders2Ship uses an active custom template for that document type that is marked Is default and whose Doc status filter allows the document's status. Otherwise the built-in template is used. A purchase order on the built-in template keeps the standard vendor layout, with your logo at the top; to apply the designer's settings to purchase orders, make a custom purchase-order template and mark it Is default.

The design settings below apply to the printed and emailed PDF as well as to the preview. Pages are added automatically when lines do not fit; each later page repeats the title, the document number, and the column headings.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Name, Description, and Active

The template's name and a note on what it is for, and whether it can be used. Untick Active to retire a template without deleting it.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "Invoice - no prices" for packing slips.

Is default

Lets this custom template be used when documents of its type are printed or emailed. A custom template that is not ticked is not chosen automatically. Tick it on the template most documents should use.

- **Default:** Off.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Tick it on "Invoice - standard".
- **Which should I choose?** Tick it on one template per document type, or on several with different Doc status filters.
- **Caution:** If several ticked templates allow the same status, only one of them is used; give each a different Doc status filter.

Document

The document type the template prints: quote, sales order, ship doc, customer return, purchase order, receiver, vendor return, adjustment, value adjustment, repair order, work order, transfer, or count. Set it once when you create the template.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** ship doc.

Doc status filter

Limits the template to documents in the ticked statuses. Leave everything clear to use it in any status; tick statuses to have, for example, a pro-forma layout before shipping and an invoice layout after.

- **Default:** None ticked (any status).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Tick Processing and Approved on "Pro-forma invoice".

Send to type

Which address a document is emailed to when it is sent with this template: Contact, Billing, or Shipping. Billing falls back to the contact; Shipping falls back to billing, then contact. Use Billing for invoices that go to accounts payable.

- **Default:** Contact.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Billing for ship doc invoices.

Title

The heading printed at the top of the document. Use the word your customers expect.

- **Default:** The document name (ship doc forms use Invoice).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "Invoice" on ship docs, "Pro-forma" on a pre-shipment form.

Theme

Sets the template's style. Modern uses your own colors, sizes, and margins. Classic uses a serif font, a dark brown accent, a title of at least 18 points, and white column headings. Compact caps the title at 13 points, the line text at 10, and every margin at 18.

- **Default:** Modern.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Classic for a traditional invoice.
- **Which should I choose?** Modern when you set your own colors and sizes; Compact for long packing lists.
- **Caution:** Classic replaces your Accent color and Item font color, and Compact can only make sizes and margins smaller, so changes to those settings may not show while either style is chosen.

Orientation

Portrait (8.5 inches wide) or Landscape (11 inches wide) for the PDF and the preview. Use Landscape for documents with many columns.

- **Default:** Portrait.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Landscape for a wide count sheet.
- **Which should I choose?** Portrait for most documents.
- **Caution:** Pages are US Letter size in both orientations.

Show logo

Prints your logo, from Logo address on Company info, in the header at the Logo size and Placement chosen below. If there is no logo image, or it cannot be read, your company name prints instead. Clear it to leave the logo off.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** On for invoices, off for internal pick tickets.
- **Which should I choose?** On for anything that goes to a customer or vendor.
- **Caution:** The designer's preview shows your company name in the logo's place; print a test document to see the image.

Logo size

How large the logo prints: Small, Medium, or Large. An image is fitted, without stretching, inside about 1 by 1/3 inch, 1.5 by 1/2 inch, or 2.2 by 2/3 inch; a company name prints at about 11, 16, or 22 points. Use Small on dense documents.

- **Default:** Small.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Medium.
- **Which should I choose?** Small or Medium; Large suits short documents with a long title space.
- **Caution:** A long company name is shortened to fit the header.

Placement

Where the logo sits in the header: Left, Center, or Right. With Left the document title prints on the right; with Center or Right the title moves to the left.

- **Default:** Left.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Right, with the title on the left.
- **Which should I choose?** Left, to match most letterheads.
- **Caution:** When Show barcode is on, the barcode sits beside the logo and moves with it.

Accent color

The color of the header band and the column-heading row, as a hex color code. The title prints in white on it, so use a dark brand color.

- **Default:** #0B2A5B (navy).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** #0B2A5B.
- **Which should I choose?** Your darkest brand color.
- **Caution:** Classic replaces it with dark brown, and a value that is not a six-digit hex code prints navy.

Show barcode

Prints a scannable Code 128 barcode of the Barcode field in the header, with the value printed under the bars. Clearing it also leaves the document number and tracking number fields off the form. Keep it on if you scan paperwork.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** On for pick tickets scanned at the dock.
- **Which should I choose?** On for documents that come back to be scanned; off for marketing-style quotes.
- **Caution:** Long values make a wide barcode; the document number is the easiest to

scan.

Barcode field

The document field the barcode encodes, such as Doc number or Tracking number. If that field is empty on a document, the document number is used instead.

- **Default:** Doc number.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Tracking number on a ship doc form.
- **Which should I choose?** Doc number, unless your team scans another value.
- **Caution:** Test-print a document and scan it once before relying on a new field.

Font family

The typeface: Open Sans, PT Serif, Georgia, or Courier New. Choose a clean sans-serif for most documents.

- **Default:** Open Sans.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Georgia for a more traditional invoice.

Header and footer (font size)

The size of the document title in the header band, from 10 to 28 points. Make it larger for a bold heading on short documents.

- **Default:** 16.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Header 18.
- **Which should I choose?** 16 to 20 for most documents.
- **Caution:** Classic raises the title to at least 18 and Compact lowers it to at most 13; page numbers print at a fixed small size.

Item (font size)

The size of the line text and the column headings, from 8 to 18 points. Make it smaller if long orders run onto extra pages.

- **Default:** 12.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Item 10.
- **Which should I choose?** 10 to 12 for most documents.
- **Caution:** Compact lowers it to at most 10.

Item font color

The text color of the column headings, which print on the accent color. Keep it light on a dark accent.

- **Default:** #ffffff (white).
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** #ffffff.
- **Which should I choose?** White, unless your accent color is light.
- **Caution:** Classic always uses white.

Margins (Left, Right, Top, Bottom)

Space between the page edge and the content, in points (72 points = 1 inch), from 0 to 96 on each side. Increase them if a printer cuts off the edges or you print on letterhead.

- **Default:** Left and Right 36, Top and Bottom 24.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Top 72 to clear a letterhead.
- **Which should I choose?** At least 18 on every side for office printers.
- **Caution:** Compact caps every margin at 18.

Include date and time

Prints the document date under the title in the header band. Clear it to leave the date off the form, including the Doc date field. Keep it on for anything a customer files.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** On for invoices.
- **Which should I choose?** On.
- **Caution:** The date is the document's date, not the day it was printed.

Include page numbers

Prints "Page X of Y" at the bottom right of every page. Keep it on for documents that can run to several pages.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** A long order prints "Page 2 of 3" on its second page.
- **Which should I choose?** On.
- **Caution:** The page line sits inside the bottom margin, so a bottom margin of 0 can

push it close to the edge.

Line columns

Which columns the line table shows: Line, Item, Description, Quantity, Price, Amount, Unit, Serial or lot. Untick Price and Amount for a packing slip.

- **Default:** Line, Item, Description, Quantity, Price, Amount.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Item, Description, Quantity, Serial or lot for a packing list.

Data fields (check and drag to order)

The document fields printed above and below the lines, such as bill-to and ship-to addresses, customer PO, terms, and totals. Tick the fields you want and drag them into order; checked fields show in the preview and on the PDF.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Add Customer PO and Ship via near the top.

Email templates

Where to find it: Admin → Templates → Email templates

Email templates hold the subject and message sent when a document is emailed. There is one per document type: Invoice (ship doc), Sales order, Purchase order, Quote, Repair order, Receiver, Adjustment, Transfer, Customer return, Vendor return, and Work order. The document's PDF is attached automatically.

Placeholders are replaced when the email is sent: {{company}}, {{number}}, {{party}}, {{date}}, {{total}}, and {{docLabel}}. Type them with double braces.

Who can change these settings: Roles with the Integrations Edit right. Out of the box only Admin; GM can view.

Name, Description, and Active

A name and note for the template, and whether it is active. Alerts that use an email template only use it while it is active.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** "Invoice email".

Subject

The email subject line, with placeholders. Put the document number in it so customers can find the email later.

- **Default:** {{company}} {{docLabel}} {{number}}.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** {{company}} {{docLabel}} {{number}}.

Body

The message text, with placeholders. Keep it short; the PDF carries the detail.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Hello {{party}}, attached is {{docLabel}} {{number}} dated {{date}} for {{total}}.
- **Caution:** The hint on this page shows placeholders with single braces, such as {company}. Use double braces, {{company}}; single braces are sent as typed.

Cc and Bcc

Addresses copied on the email. Use Bcc to keep a copy in a shared mailbox.

Cc and Bcc are offered when emailing from a customer or vendor record and when batch-emailing documents.

- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Bcc: archive@yourcompany.com.

Format

Whether the body is written as plain Text or HTML. Leave it on Text unless you are comfortable writing HTML.

- **Default:** Text.
- **Who can change it:** Roles with the Integrations Edit right. Out of the box only Admin; GM can view.
- **Example:** Text.

Label templates

Where to find it: Admin > Templates > Label templates

Label templates set the size and content of labels downloaded from item, serial, and ship-doc screens as a PDF or as ZPL for a label printer. The first active template of the right type is used. Add a label with a name, then open it to set it up.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Name (Add label)

Names a new label template on the Label templates page; Add label creates it as a 2.25 by 1.25 inch Item label. Use a name that says what the label is for.

Open the new template to set its type, size, barcode, and fields. Item, serial, and ship-doc screens use the first active template.

- **Default:** Blank.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "Serial sticker".
- **Which should I choose?** A name that says the label's use and size.
- **Caution:** Screens print with the first active template, so deactivate templates you no longer use.

Name

The label template's name, shown in the list of templates. Rename it when its purpose changes.

- **Default:** The name given when the template was added.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "Bin label 4x2".
- **Which should I choose?** Keep the size in the name.
- **Caution:** Keep one active template for each use, so the right one prints.

Type

What the label is for: Item, Serial or lot, Location, or Ship doc. Make one template per type you print.

- **Default:** Item.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Serial or lot for serial stickers.

Width (inches) and Height (inches)

The label size, from 1 to 8 inches wide and 0.5 to 6 inches high, in quarter-inch steps. Match your label stock exactly.

- **Default:** 2.25 x 1.25.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin

and GM. Other roles see the page read-only.

- **Example:** 2.25 x 1.25 for standard thermal labels.

Show a barcode

Prints a barcode on the label. Keep it on if labels are scanned.

- **Default:** On.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** On.

Fields

The text printed on the label: Item, SKU, Serial or lot, Location, Bin, Customer, Document number. Pick only what fits.

- **Default:** Item, Serial or lot.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Item and Serial or lot.

Page layouts

Where to find it: Admin » Templates » Page layouts

Page layouts decide which fields show on record and document screens, and their order and section titles. Layouts exist for vendors, locations, contacts, lots and serials, customers, leads, customer and vendor addresses, items, the select-items-to-ship and select-items-to-receive windows, bins and lots, payments, carts, and each document's header and lines (with separate editing and viewing layouts).

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Section title

The heading of a section of fields. Rename it to match your terms.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "General" renamed "Account details".

Show (per field) and order

Whether each field appears, and in what order. Untick fields your team never uses so screens stay short. Fields marked "always shown" cannot be hidden.

Hiding a field only hides it on screen; existing values are kept.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Hide Website on vendor screens.

Alerts

Alerts and triggered events: emails, webhooks, and notes when records are created, changed, deleted, or reach a status.

8. Alerts

Alerts keep people informed without them having to watch lists. Start with a few alerts that matter and add more once you see how they read.

Alerts and triggered events

Where to find it: Admin » Alerts » Alerts and triggered events

Alerts send an email, post to a webhook, or record a note when something happens to a record: it is created, changed, deleted, reaches a status, or has a custom field value changed. Alerts can also run on a schedule for promise dates and expiration dates; those run from the daily job, or at once with the Run due button on the Alerts page, and each fires at most once a day per document.

Alerts fire from sales orders, quotes, ship docs, customer returns, purchase orders, receivers, vendor returns, adjustments, transfers, work orders, repair orders, and payments, and from items, customers, vendors, locations, contacts, and carts for the triggers that apply to them. Every alert that fires is listed in the alert history with what was sent and whether it worked. Email alerts send only when company mail is connected.

Who can change these settings: Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.

Search

Chooses which column the alert search box looks in: Name, Type, Run after, User, or Related to. Pick the column, type in the box, and click Search.

- **Default:** Name.
- **Who can change it:** Anyone who can open the Alerts page.
- **Example:** Related to, with "warehouse@" to find alerts sent to the warehouse.
- **Which should I choose?** Name for most searches; Related to to find who an alert is sent to.
- **Caution:** The search looks only in the chosen column.

Name, Description, and Active

The alert's name (used as the start of the email subject), a description added to the message, and whether it runs. Untick Active to pause an alert.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** "Big order": Description "Check stock before approving".

Type

The kind of record the alert watches, such as sales order, purchase order, or ship doc. Choose one type per alert.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** sales order.

Run after

When the alert runs: Create, Change, Delete, Change Status, Promise Date, Schedule, Custom Fields, or Expiration. Delete runs when a record of the alert's type is deleted, and Custom Fields runs when a custom field value stored on the record changes. Use Change Status for most workflow alerts.

Promise Date and Schedule look at open sales orders and purchase orders whose promise date is today or past.

Expiration looks at lots and serials whose expiry date is today or past; it is offered only while Use expiration dates is on.

Delete runs when a document is deleted, when an applied payment is deleted, and when a contact, location, or cart is deleted. Items, customers, vendors, leads, and counts cannot be deleted, so a Delete alert on those types never runs; use Change or Custom Fields for them instead.

A Delete alert's email template still fills in {{number}}, {{party}}, {{date}}, {{total}}, and {{docLabel}}, from the record as it was just before it was deleted.

Custom Fields runs when a stored custom field value changes, including formula results and changes made by bulk edit. Saving the same value again does not run it. The message names the field with its old and new values, such as "Order type changed from Standard to Rush."

Custom fields on document lines do not run Custom Fields alerts; the alert watches fields on the record itself.

- **Default:** Create.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Change Status with Status Shipped to tell sales an order went out.
- **Which should I choose?** Change Status for workflow steps, Delete to learn when documents are removed, and Custom Fields to follow a value your team tracks.

Status

For Change Status, the status that fires the alert. Choose Any status to run on every status change.

- **Default:** Any status.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Shipped.

Related to (email)

The address the alert is sent to. Leave it blank to send to the company email, or, if that is blank, to the person who made the change.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** sales@yourcompany.com.

For webhook only and Webhook address

Sends the alert to a web address instead of email: Orders2Ship posts the alert name, document type, number, party, trigger, and status as JSON, plus the date, total, and changed fields when they apply. Use it to feed another system.

- **Default:** Off.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** https://example.com/hooks/alert.

Activity type

Email sends the message; Note only records it in the alert history without sending. Use Note while testing a new alert.

- **Default:** Email.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Note for a trial week, then Email.

Form template to export and attach

Attaches the document as a PDF printed with the chosen form. Use it to send customers or staff the document itself.

- **Default:** None.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Attach "Invoice - standard" when a ship doc is shipped.

Email template

Uses an active email template for the subject and body instead of the standard alert text. Choose the template for the same document type.

- **Default:** Alert text.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Invoice template for a ship doc alert.

Form template

Prints the alert's PDF with this form when Form template to export and attach is empty. When that attach field is set, the attached form is the PDF.

- **Default:** None.
- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** Invoice - standard, with attach left at None.

Data

Import from CSV, export lists, and review the audit log.

9. Data

The Data menu moves information in and out of Orders2Ship and shows the history of changes.

Import

Where to find it: Admin > Data > Import

Admin > Data > Import brings records in from a CSV file. The first row must be the header. Each import is listed as a job with what was added, updated, and any row errors (up to three are shown at the top of the page).

Columns by type: Items use name, description, price, cost, track, group (and also sku, expires, reorderPoint, reorderAmount, manufacturer part number, gtin, and internal part

number). Customers and vendors use name, email, phone, city, region, and website. Serials use name (the item) and serial. Sales orders use customer, name (the item), quantity, price, and customerPo.

Who can change these settings: Saving a job needs the right to create (and, for updates, edit) the records being imported; saving a mapping needs the Company Edit right.

Job name

A name for the import job so you can find it in the job list. Name it after the file or the date.

- **Who can change it:** Saving a job needs the right to create (and, for updates, edit) the records being imported.
- **Example:** October items.

Type

What the file contains: Items, Customers, Vendors, Serials, or Sales orders. Import items and customers before serials and sales orders, which refer to them.

- **Default:** Items.
- **Who can change it:** As above.
- **Example:** Items.

CSV file or Or paste CSV

The data to import: choose a .csv file, or paste the rows into the box. Try a few rows first to check the result.

An item row updates the item with the same SKU, or else the same name; otherwise a new item is added. Customers and vendors match by name.

Serials can only be imported for items tracked by serial or lot.

Imported addresses are not checked by Check US addresses on save.

- **Who can change it:** As above.
- **Example:** name,price,cost,track,group then WID-100-BLK,610,380,serial,Widgets.

Saved mapping

Which saved column mapping to apply, or Header names to use the file's headers as they are. Use a mapping when a supplier's file uses its own column names.

- **Default:** Header names.
- **Who can change it:** As above.
- **Example:** "Vendor price file".

Save a column mapping (Mapping name, Type, Columns)

A reusable translation from a file's headers to Orders2Ship fields, one pair per line: the CSV header, then the Orders2Ship field. Save one for each file layout you receive regularly.

- **Who can change it:** Roles with the Company Edit right. Out of the box that is Admin and GM. Other roles see the page read-only.
- **Example:** SKU,name / Unit price,price / Std cost,cost.

Export

Where to find it: Admin → Data → Export

Admin → Data → Export downloads a CSV of current lists: Stock status, Inventory value, Serial numbers, Open orders, and Expiration (shown only while Use expiration dates is on). Click a link to download. Most lists in the app also have their own export.

Who can change these settings: Roles with the Reports rights.

Export links

Each link downloads that list as a CSV for spreadsheets or other systems. Use Inventory value at month end for your accountant.

- **Who can change it:** Roles with the Reports rights.
- **Example:** Download Stock status before a physical count.

Audit log

Where to find it: Admin → Data → Audit log

The audit log records who changed what, and when: each entry shows the time, user, action, record, and details. Use it to answer "who changed this price?" or to review support sessions.

Who can change these settings: Roles with "Audit log: view" (Roles grid, General tab). Out of the box only Admin.

Filters (User, Action, Record, dates) and Apply / Clear

Narrow the log to one user, one kind of action, one record, or a date range. Start with the record when you are chasing a specific change.

- **Who can change it:** Roles with "Audit log: view" (Roles grid, General tab). Out of the box only Admin.
- **Example:** Record = item WID-100, to see every change to that item.

Export CSV

Downloads the filtered entries as a CSV. Use it for audits or to keep a copy outside Orders2Ship.

- **Who can change it:** Roles with "Audit log: view" (Roles grid, General tab). Out of the box only Admin.
- **Example:** Export last quarter's entries for your auditor.

Billing/Subscription

Your plan, renewal, users and connections in use, add-ons, and pending approvals.

10. Billing/Subscription

The Billing/Subscription menu shows what your company is subscribed to and what it is using.

Subscription

Where to find it: Admin » Billing/Subscription » Subscription

Admin » Billing/Subscription » Subscription shows your plan, its price and status, the next renewal date and what happens at renewal, and how many users and connections you are using against what the plan includes (for example "6 of 5 users • 2 of 3 connections"). It lists active paid add-ons with their monthly amount, first period, and end date; add-ons ending at renewal; and requests pending approval.

Extra users and extra connections beyond your plan are requested automatically when you add them, and wait for billing approval before they can be used. This page does not take a card.

Who can change these settings: Anyone who can open Admin can view it.

Users and connections in use

Shows how many active users and connections you have against the number your plan includes. Check it before adding people or connections; anything over the included number waits for approval and is billed as an add-on once approved.

- **Who can change it:** Anyone who can open Admin can view it.
- **Example:** 6 of 5 users means one extra user is waiting for, or billed as, an add-on.

Pending approval

Requests for extra users or connections that have not yet been approved. A pending

connection cannot connect, and a pending user cannot be used, until approval. Contact Orders2Ship billing at (904) 682-8725 if something has been pending longer than expected.

- ****Who can change it:**** Anyone who can open Admin can view it.
- ****Example:**** ShipStation shows as pending after adding a fourth connection on a three-connection plan.

QuickBooks sync

Connecting QuickBooks Online and choosing what posts, how, and when.

11. QuickBooks sync

Orders2Ship keeps inventory, orders, and shipping; QuickBooks Online keeps your books. The QuickBooks page (Admin → Integrations → QuickBooks) connects the two and decides what is posted to QuickBooks, when, and how. The page has sections down the side: Connection, Inventory & items, Default accounts, Customers & vendors, Sales posting, Payments, Purchasing posting, Inventory journals, Sales tax, Classes & locations, Numbering, Field mapping, Schedule & alerts, Changes after posting, First-time import, and Sync activity.

How sync works, in short: when a document reaches its posting status (for example a ship doc reaches Shipped), it is added to the sync queue. The queue is sent to QuickBooks on your schedule or when you click Sync now. Each row in the queue shows its status, any error, and links to the record on both sides. Nothing is deleted in QuickBooks when you disconnect.

Who can use this page: Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag. Others can open the page read-only if they have the Accounting View right.

Click Save at the bottom to keep changes, or Discard changes to undo them. If you change a setting that affects how documents already posted are treated (inventory mode, how lines post, how invoices and bills post, valuation journals, or edits after posting), you must tick "Apply these changes to documents already posted" before Save will work.

Connection

***Where to find it:** Admin → QuickBooks → Connection

QuickBooks Online Plus or Advanced is required; Simple Start and Essentials are refused.

Connect to QuickBooks / Reconnect / Disconnect

Connect opens Intuit in a separate window where you sign in and choose your QuickBooks company. Reconnect renews the link and keeps all settings and record links; Disconnect pauses the queue, keeps pending rows, and deletes nothing in QuickBooks. Sign in to Intuit in the same browser first.

If Intuit says client_id is missing, do not reload or bookmark the Intuit page; come back to Orders2Ship and use the retry link.

Connecting also completes the "Connect QuickBooks" step of the getting-started checklist.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Click Connect to QuickBooks, sign in, choose "Harbor Point Supply", and approve.

Inventory & items

Where to find it: Admin → QuickBooks → Inventory & items

Keep inventory in Orders2Ship only / Sync inventory to QuickBooks

Keep inventory in Orders2Ship only posts sales and purchases to QuickBooks without QuickBooks tracking quantities; Sync inventory to QuickBooks also keeps QuickBooks inventory items in step. Choose Orders2Ship only unless your accountant needs quantities in QuickBooks.

- **Default:** Keep inventory in Orders2Ship only.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Orders2Ship only, with stock value posted by journal entries.

One QuickBooks item per Orders2Ship item / Posting item by item group / Single catch-all posting item

How invoice and bill lines are named in QuickBooks: one QuickBooks item for each of your items, one posting item per item group, or a single posting item for everything. Posting by item group keeps QuickBooks tidy while still reporting by product line.

- **Default:** Posting item by item group.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Posting item by item group: all widgets post to "Widget sales".

Posting item name

The QuickBooks item used by the single catch-all option, and for groups with no posting item of their own. Keep the default unless your accountant prefers another name.

- **Default:** Orders2Ship Posting Item.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Orders2Ship Posting Item.

Push average cost to QuickBooks

Sends each item's average cost to the matching QuickBooks item. Turn it on if QuickBooks reports should show current costs.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** QuickBooks shows a cost of 381.50.

Add lot and serial numbers to line descriptions

Adds the lot or serial numbers to the line description on invoices and bills. Turn it on if customers need serials on their invoice.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Line description ends "SN1001, SN1002".

Combine style variants into one line

Posts all variants of a style (such as sizes) as one line. Turn it on to keep invoices short.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Three sizes of one trim kit post as one line of 3.

Send the item group as a QuickBooks category

Sends the item group as the item's category in QuickBooks. Turn it on if you report by category in QuickBooks.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Category "Widgets" in QuickBooks.

Create automatically when first used / Create when the item is saved / Never create

When a QuickBooks item is created for an Orders2Ship item: the first time it is posted, as soon as it is saved, or never (someone links it by hand). Keep "when first used" so QuickBooks only gets items you actually sell or buy.

- **Default:** Create automatically when first used.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** A new part gets a QuickBooks item the first time it is invoiced.

Match on SKU, then exact name / Never auto-link

Whether an Orders2Ship item links itself to an existing QuickBooks item with the same SKU or name, or never links automatically (a matching name is then an error to resolve). Choose matching when QuickBooks already has your items.

- **Default:** Never auto-link.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Item WID-100 links to the existing QuickBooks item WID-100.

Default accounts

Where to find it: Admin → QuickBooks → Default accounts

The accounts used when an item or item group does not name its own. Pickers list the chart of accounts pulled from QuickBooks; item and item-group accounts override these.

Sales income, Cost of goods sold, Inventory asset, Inventory adjustment / shrink, Opening balance equity, Freight income, Discount account, Landed cost clearing, Accounts receivable, Accounts payable, Undeposited funds, Refund from account, Rounding / FX difference

The default QuickBooks account for each kind of posting. Have your accountant choose them before the first sync; changing them later only affects new postings.

- **Default:** Sales, Cost of goods, Inventory, Inventory adjustment, Opening Balance Equity, (blank), Discounts, (blank), Accounts Receivable, Accounts Payable, Payments to deposit, (blank), (blank).
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Freight income: Shipping income; Landed cost clearing: Landed cost.

Show account numbers in pickers

Shows account numbers next to names in the account pickers. Keep it on if your chart is numbered.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** "4000 Sales".

Customers & vendors

Where to find it: Admin > QuickBooks > Customers & vendors

Customer sync (Two-way / Orders2Ship to QuickBooks only / Off)

How customers are kept in step: changes flow both ways, only from Orders2Ship to QuickBooks, or not at all. Choose Two-way if your bookkeeper edits customers in QuickBooks.

- **Default:** Two-way.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Two-way.

Vendor sync (Two-way / Orders2Ship to QuickBooks only / Off)

How vendors are kept in step, with the same choices as customers. Choose Two-way if vendors are maintained in QuickBooks too.

- **Default:** Two-way.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Orders2Ship to QuickBooks only.

Match exact display name, then email / Do not match

Whether a new customer or vendor links to an existing QuickBooks record with the same display name or email, or never (you are offered Link to existing on a clash). Choose matching when QuickBooks already has your customers.

- **Default:** Match exact display name, then email.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** New customer "Acme Casino" links to the existing QuickBooks customer.

Keep addresses in sync after the first import

Keeps addresses updated between the two systems after the first import. Turn it off if addresses differ on purpose.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Keep customer notes in sync after the first import

Keeps customer notes updated between the two systems. Turn it on if notes are used in

both.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Off.

Send saved card references to QuickBooks

Sends references to saved cards (never full card numbers) to QuickBooks. Keep it on if you take card payments in QuickBooks too.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Use the bill-to contact as the default ship-to contact

Uses the bill-to contact as the ship-to when a customer has no separate ship-to. Turn it on for customers who usually receive at their billing address.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Invoice delivery

How QuickBooks should deliver invoices: None, Print later, or Email later. Leave it at None if Orders2Ship emails invoices; a customer can override it.

- **Default:** None.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** None.

Combine web-store orders onto stand-in customers (Taxable / Non-taxable web customer)

Posts web-store orders to two stand-in QuickBooks customers, one taxable and one non-taxable, instead of one QuickBooks customer per shopper. Turn it on to keep the QuickBooks customer list short.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Taxable web customer "Web Sales - Taxable".

When a record is made inactive

What happens in QuickBooks when you make a customer, vendor, or item inactive: inactivate it (turning it back on creates a new QuickBooks record), inactivate and relink the same record when reactivated, or leave QuickBooks active. Choose relink to avoid duplicates.

- **Default:** Inactivate in QuickBooks.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Inactivate in QuickBooks and relink the same record when reactivated.

Also merge in QuickBooks when two records are merged here

When you merge two customers or vendors in Orders2Ship, merges them in QuickBooks too. Turn it on only if you are sure merges are always correct.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Off.

Sales posting

Where to find it: Admin → QuickBooks → Sales posting

Ship doc posts as (Invoice / Invoice and a journal entry / Journal entry only)

What a shipped ship doc becomes in QuickBooks: an invoice, an invoice plus a journal entry for cost of goods, or a journal entry only. Choose Invoice unless your accountant asks otherwise.

- **Default:** Invoice.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Invoice.

Post when the status reaches

The ship doc status that sends it to QuickBooks: Shipped or Closed. Choose Closed if ship docs are reviewed after shipping.

- **Default:** Shipped.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Shipped.

Invoice date

Whether the QuickBooks invoice is dated the day the ship doc was marked shipped or with the ship doc's own date. Use the shipped date if ship docs are created days before they ship.

- **Default:** Invoice date is the ship doc date.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Invoice date is the date it was marked shipped.

Due date

Whether the due date comes from the customer's terms or matches the invoice date. Keep terms so Net 30 invoices are due in 30 days.

- **Default:** Due date comes from terms.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Due date comes from terms.

Customer return posts as a credit memo / refund receipt

A customer return posts as a credit memo, or as a refund receipt when the money is refunded. Choose credit memo if returns are usually credited to the account.

- **Default:** Credit memo.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Credit memo.

Post a customer return when status reaches

The customer return status that sends it to QuickBooks: Returned or Closed. Choose Closed if returns are inspected before the credit is issued.

- **Default:** Returned.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Returned.

Write the sales order number on the invoice (QuickBooks field)

Writes the sales order number on the QuickBooks invoice, in the Memo, P.O. number, or Invoice number field. Keep it on so invoices can be traced back to orders.

- **Default:** On, Memo.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Memo shows SO10500.

Freight item and QuickBooks company has shipping enabled

How freight posts: with shipping enabled in QuickBooks, it uses QuickBooks' shipping amount and Ship via; otherwise freight is a service item with this name. Tick the box only if shipping is turned on in your QuickBooks sales settings.

- **Default:** Shipping; box off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Freight item "Shipping", box off.

Additional fee items

Maps each fee label used on orders to a QuickBooks item. Unmapped fees use the fee label as the item name; missing items are created.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Fee "Handling" maps to QuickBooks item "Handling fee".

Order-level discounts (discount line / QuickBooks discount field)

Whether an order-level discount posts as a discount line or in QuickBooks' own discount field. Use the discount field if you report discounts in QuickBooks.

- **Default:** Discount line.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Discount line.

Show the QuickBooks ACH pay link / card pay link

Shows QuickBooks' online payment links on invoices. Turn them on if customers pay through QuickBooks Payments.

- **Default:** Both off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Card pay link on.

Payments

Where to find it: Admin > QuickBooks > Payments

Bill payments stay in QuickBooks; they are not synced.

Send Orders2Ship payments to QuickBooks

Posts customer payments taken in Orders2Ship to QuickBooks. Keep it on if payments are entered in Orders2Ship.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Bring QuickBooks payments into Orders2Ship

Brings customer payments entered in QuickBooks into Orders2Ship. Turn it on if your bookkeeper records payments in QuickBooks.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On, when receipts are logged in QuickBooks.

Prepayments post as an unapplied customer credit / Post on sync, before the ship doc is an invoice

How a payment taken before shipping is posted: as an unapplied credit on the customer, or straight away when it syncs. Keep the first so deposits are applied to the invoice once it exists.

- **Default:** Unapplied customer credit.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Prepayments post as an unapplied customer credit.

Warn if QuickBooks auto-applies credits

Warns when QuickBooks is set to apply credits automatically, which can apply a deposit to the wrong invoice. Keep it on.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Deposit account per payment method

Which QuickBooks account each payment method deposits to. Map every method you use.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Check to Undeposited Funds; Wire to Checking.

Payment method when applying credits

The payment method name used when a credit is applied as a payment. Keep the default unless your accountant uses another name.

- **Default:** Credit.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Credit.

Post refunds

Posts refunds made in Orders2Ship to QuickBooks. Keep it on.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Purchasing posting

Where to find it: Admin → QuickBooks → Purchasing posting

Vendor returns post as vendor credits.

Receiver posts as a bill / Track the receiver here and post nothing

Whether a received receiver becomes a bill in QuickBooks, or is tracked in Orders2Ship only (bills then entered in QuickBooks by hand). Choose bill if Orders2Ship is where receiving is recorded.

- **Default:** Receiver posts as a bill.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Receiver posts as a bill.

Post when the status reaches

The receiver status that sends the bill: Received or In transit. Choose In transit only if you take ownership when goods ship from the vendor.

- **Default:** Received.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Received.

Bill date is the receiver date / vendor invoice date

Which date the bill carries. Use the vendor invoice date so due dates match the vendor's terms.

- **Default:** Bill date is the receiver date.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Bill date is the vendor invoice date.

Use the vendor invoice number as the QuickBooks bill number

Uses the vendor's invoice number as the bill number in QuickBooks. Keep it on so bills match vendor statements.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Bill number INV-88231.

Post a vendor return when status reaches

The vendor return status that sends the vendor credit: Returned or Closed. Choose Closed if you wait for the vendor to confirm the credit.

- **Default:** Returned.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Returned.

Put the customer on special-order bill lines

On bills for special orders, names the customer on the line so the cost can be billed on. Keep it on if you track job costs.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Add receiver charges to item cost / Post receiver charges as separate expense lines

Whether freight and other charges on a receiver are added into item cost, or posted as separate expense lines. Add to item cost for true landed cost.

- **Default:** Add receiver charges to item cost.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Add receiver charges to item cost.

Inventory journals

Where to find it: Admin → QuickBooks → Inventory journals

A document waits in the queue with status Waiting for cost until its line values are calculated; Recalculate is on the queue.

Post valuation journal entries

Posts journal entries that keep the inventory value in QuickBooks matching Orders2Ship. Keep it on when inventory is kept in Orders2Ship only.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Cost of goods on invoices

Posts cost of goods sold when an invoice posts. Keep it on.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Reverse cost of goods on credit memos

Reverses cost of goods when a credit memo posts. Keep it on so returns put value back into inventory.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Record inventory value when a bill posts

Adds the value of received stock to inventory when the bill posts. Keep it on.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Post the bill line straight to the inventory asset account / Post the bill to cost, then reclass with a journal

How bill lines hit QuickBooks: straight to the inventory asset account, or to cost of goods with a journal entry moving it to inventory. Ask your accountant; the second keeps vendor reports in cost accounts.

- **Default:** Post the bill to cost, then reclass with a journal.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Post the bill to cost, then reclass with a journal.

Post adjustments, Post value adjustments, Post work orders and disassembly

Which inventory documents post journal entries. Keep all three on so QuickBooks inventory value stays right.

- **Default:** All on.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** All on.

One journal per document / One summary journal per day

Whether each document gets its own journal entry or the day's entries are combined. Choose daily summaries if QuickBooks is cluttered with journals.

- **Default:** One journal per document.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** One summary journal per day.

Put the customer or vendor name on journal lines

Adds the customer or vendor name to journal lines. Keep it on for traceability.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Line memo includes the document type, number, and SKU

Adds the document type, number, and SKU to each journal line memo. Keep it on.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** "Ship doc SD-2001 WID-100".

Sales tax

Where to find it: Admin → QuickBooks → Sales tax

QuickBooks tax codes / Avalara, when that connection is on

Where tax on posted documents comes from: QuickBooks tax codes, or Avalara when the AvaTax connection is on. Choose Avalara only if AvaTax is connected.

- **Default:** QuickBooks tax codes.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** QuickBooks tax codes.

Send our tax amount as an override

Sends Orders2Ship's tax amount so QuickBooks does not recalculate it. Turn it on if QuickBooks automated sales tax changes your figures.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On, with QuickBooks automated sales tax.

Default taxable code and Default non-taxable code

The QuickBooks tax codes used for taxable and non-taxable lines. Keep TAX and NON unless your QuickBooks uses other codes.

- **Default:** TAX and NON.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** TAX and NON.

Freight is taxable

Posts freight as taxable in QuickBooks. Match the Charge sales tax on freight preference.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Off.

Classes & locations

Where to find it: Admin → QuickBooks → Classes & locations

Use QuickBooks classes (priority 1 to 5)

Sends classes to QuickBooks, using the first source that has one in the order you set: Line, Document, Customer, Item, Location. Turn it on if you report by class.

- **Default:** On; Line, Document, Customer, Item, Location.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Line, then Document, then Customer.

Map warehouses to QuickBooks locations (Warehouse to location)

Sends each warehouse as a QuickBooks location, using the mapping table. A warehouse is not a class; turn this on only if you use QuickBooks locations.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Main maps to QuickBooks location "Springfield".

Numbering

*Where to find it: Admin → QuickBooks → Numbering

Credit memos, bills, vendor credits, and journals use the Orders2Ship number; a bill uses the vendor invoice number when present.

Invoice number (Same as the ship doc number / Sales order number / Let QuickBooks assign the number) and Prefix

Which number the QuickBooks invoice gets, with an optional prefix. Keep it the same as the ship doc so both systems show one number.

- **Default:** Same as the ship doc number; no prefix.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Same as the ship doc number with prefix SHP-.

If the number exists (Stop and flag an error / Add the suffix "-1")

What happens if QuickBooks already has an invoice with that number: stop with an error, or add "-1". Choose the suffix if a ship doc can produce two invoices.

- **Default:** Stop and flag an error.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Add the suffix "-1".

Field mapping

Where to find it: Admin → QuickBooks → Field mapping

Custom fields are limited to the connected edition; QuickBooks Advanced accepts them. A field QuickBooks does not return is left unused.

Field mapping (Target, Orders2Ship field, QuickBooks field)

Copies an Orders2Ship value into a QuickBooks field on customers, vendors, items, invoice headers or lines, or bill headers. Common choices are Sales order number, Customer PO, Sales rep, Ship method, Tracking number, Payment method, Customer part number, and Priority, into fields such as CustomerMemo, PONumber, ShipMethodRef, TrackingNum, or a custom field.

- **Default:** Invoice header: Sales order number to CustomerMemo.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Invoice header: Customer PO to PONumber.

Schedule & alerts

Where to find it: Admin → QuickBooks → Schedule & alerts

Enable auto sync and Daily at

Sends the queue to QuickBooks automatically on the chosen Frequency, or once a day at the Daily at time. Turn it on once a few manual syncs have gone cleanly.

- **Default:** Off (manual).
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On, with Frequency every 30 minutes.

Frequency

How often auto sync runs: every 15 or 30 minutes, every hour, every 2 or 4 hours, or Daily at a set time. Choose a longer interval if your bookkeeper prefers fewer, larger updates.

Interval syncs run only on active days between Active from and Active until. Daily runs once at its Daily at time.

A company already set to Every 2 minutes keeps that choice; it is not offered otherwise.

- **Default:** Every 15 minutes.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Every 30 minutes.
- **Which should I choose?** Every 30 minutes or hourly for most companies.

- **Caution:** Frequent syncs make more, smaller changes in QuickBooks.

Active days, Active from, Active until

The days and hours auto sync may run, in the company time zone. Limit it to working hours if your bookkeeper wants a quiet QuickBooks at night.

- **Default:** Every day, 00:00 to 23:59.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Mon to Fri, 07:00 to 19:00.

Pause sync

Stops sending to QuickBooks while documents keep queuing. Use it during month-end close or while fixing a mapping.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Pause during the year-end close.

Email after a run (Never / Only when there are errors / After every run) and recipients

Who is emailed after a sync run and when; tick users and add other addresses. Choose errors-only once things are running smoothly.

- **Default:** Email after every run.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Email only when there are errors, to the bookkeeper.

Show an in-app alert when a run has errors

Shows an alert inside Orders2Ship when a sync run has errors. Keep it on.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Lock posted periods through

Blocks edits to posted documents dated on or before this date. It is pulled from the QuickBooks closing date when connected; set it when you close a period.

- **Default:** From QuickBooks, else blank.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can

manage accounting integration" flag.

- **Example:** 2026-09-30.

Changes after posting

Where to find it: Admin > QuickBooks > Changes after posting

Deleting a posted document removes it from QuickBooks and is blocked inside a locked period. A ship doc or payment already in QuickBooks can be unsynced.

Edits to posted documents (Update QuickBooks automatically / Block the edit until the document is unposted / Allow the edit and leave QuickBooks alone)

What happens when someone edits a document already in QuickBooks. Update automatically is easiest; Block is safest for strict books; leaving QuickBooks alone means the two can drift.

- **Default:** Allow the edit and leave QuickBooks alone.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.

- **Example:** Update QuickBooks automatically.

Void in QuickBooks / Delete in QuickBooks when the document is voided here

Whether voiding a document here voids or deletes it in QuickBooks. Void keeps an audit trail.

- **Default:** Void.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.

- **Example:** Void.

Apply these changes to documents already posted

Appears when you change inventory mode, how lines post, how invoices or bills post, valuation journals, or edits after posting. Save is refused until you tick it. Tick it once you have agreed the change with your accountant.

Documents already in QuickBooks are not reposted by the save; they follow the new settings if they post again.

- **Default:** Clear. It is not remembered.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.

- **Example:** Tick it after switching invoice lines to post by item group.

- **Which should I choose?** Tick it only after reviewing the change with your accountant.

- **Caution:** Switching inventory mode after the first sync also needs confirmation from support.

First-time import

Where to find it: Admin > QuickBooks > First-time import

Runs once after connecting. Serial numbers are not imported from QuickBooks; use the CSV import for serials.

Import customers, vendors, terms, payment methods, classes, tax codes, and accounts

Copies these lists from QuickBooks when you first connect. Keep it on if QuickBooks already has your customers and vendors.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Import QuickBooks items

Copies items from QuickBooks. Keep it on if your products are already set up there.

- **Default:** On.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Create opening quantities from QuickBooks

Creates starting stock from QuickBooks quantities. Turn it on only if QuickBooks quantities are accurate.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Off; count stock instead.

Import open sales orders and estimates

Copies open sales orders and estimates. Turn it on if you are moving order entry from QuickBooks.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Import open purchase orders

Copies open purchase orders. Turn it on if you are moving purchasing from QuickBooks.

- **Default:** Off.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** On.

Map the QuickBooks SKU field to

Which Orders2Ship item field receives the QuickBooks SKU. Keep sku unless your SKUs live elsewhere.

- **Default:** sku.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** sku.

Sync activity

Where to find it: Admin → QuickBooks → Sync activity

Sync activity is the queue and history (Admin → Integrations → Sync queue opens it directly). Each row shows the record, its status, attempts, any error, and a totals check comparing Orders2Ship with QuickBooks.

Sync now

Sends everything waiting in the queue to QuickBooks immediately. Use it after fixing an error or before running reports.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Click Sync now after correcting a missing account.

Retry selected, Sync selected, Skip selected (with a reason), Exclude, Recalculate

Actions on queue rows: retry failed rows, sync only chosen rows, skip rows with a reason so they are not sent, exclude a row, or recalculate cost for a row Waiting for cost. Always give a reason when skipping, so the audit log explains it.

- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** Skip selected with reason "Entered by hand in QuickBooks".

QuickBooks id (held row)

The QuickBooks id to store on a Held row. Link saves that id and marks the row done.

Unlink clears a guessed id and leaves the row held. Sync does not post a held row until you link it.

- **Default:** Blank.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** 177.

Reason to skip (sync queue)

The reason recorded when you click Skip selected. Skipped rows are excluded and their documents are marked Orders2Ship Only, and the reason is written on each row. A reason is required.

- **Default:** Blank.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** "Entered by hand in QuickBooks".
- **Which should I choose?** A short reason your bookkeeper will understand later.
- **Caution:** Skipped documents are marked Orders2Ship Only and are not sent to QuickBooks; enter them there by hand if needed.

From (Repost journal entries)

The first transaction date of journal entries to post again, under Sync activity â” Tools. Use it with To after correcting costs for a period.

Repost queues every journal entry already sent with a date in the range; Sync now or auto sync sends them.

- **Default:** Blank.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** 2026-09-01.
- **Which should I choose?** The first day of the period you corrected.
- **Caution:** Reposting sends every journal entry in the range again.

To (Repost journal entries)

The last transaction date of journal entries to post again. Both From and To are required.

- **Default:** Blank.
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** 2026-09-30.
- **Which should I choose?** The last day of the period you corrected.
- **Caution:** Keep the range small to limit what changes in QuickBooks.

As of (Compare inventory value)

The date for Compare inventory value, which checks Orders2Ship's inventory value against QuickBooks without posting anything. Orders2Ship values the stock on hand from receipts and issues dated on or before this day. When QuickBooks is connected, it also reads your inventory asset account on the QuickBooks balance sheet for the same date and shows the difference. Leave it blank for today.

The QuickBooks account is the Inventory asset account under Default accounts (Inventory Asset if none is chosen). The balance sheet is read on the accrual basis.

If QuickBooks cannot be reached, or has no account with that name, only Orders2Ship's value is shown.

- **Default:** Blank (today).
- **Who can change it:** Admin, or a role that has the Accounting rights and the "Can manage accounting integration" flag.
- **Example:** 2026-09-30, to check September before closing the month.
- **Which should I choose?** The last day of the period you are closing.
- **Caution:** Compare never posts a correction; if there is a difference, find the cause and fix it with an adjustment in Orders2Ship or a journal entry in QuickBooks.

Recommended first sync: 1) Connect. 2) Review Default accounts with your accountant. 3) Choose Inventory & items and Sales posting options. 4) Run the First-time import. 5) Post a few documents with Sync now and compare them in QuickBooks. 6) Turn on auto sync.

Troubleshooting and FAQ

Answers to common questions and fixes for common problems.

12. Troubleshooting and FAQ

A ship doc will not move to Shipped and says it is on payment hold.

The customer's terms require payment before shipping and the ship doc still has a balance. COD and Net terms (Net 15, Net 30 and so on) can ship unpaid; any other terms name holds the ship doc. Record the payment, change the order's terms, or have someone with Override payment hold ship it and enter a reason. Check the terms name in Lists > Terms.

An order cannot be approved because of the credit limit.

Credit checking is on (Preferences > Sales > Check the credit limit before approval). Raise the customer's limit, take a payment, or have a role with "Override credit hold" approve it. Check which balance is used: Credit check uses Orders2Ship's customer ledger.

A setting is greyed out.

Your role can view the page but not change it. Ask an administrator, or see the "Who can change it" note on the option in this guide.

****A user cannot sign in.****

Check, in order: the user is Active and not Locked; their role's Time Of Day Restrictions and IP Restrictions (or their own hours and addresses, if "Use this person's" is ticked); the company Allowed addresses; and whether Google or Microsoft is set to Require or Disable. Reset sign-in on the user lets them sign in once with a password.

****I saved an IP restriction and now I cannot get in.****

Orders2Ship refuses a list that blocks your current address unless you tick the confirmation box. If another administrator can sign in from an allowed address, they can clear the list; otherwise contact Orders2Ship support at (904) 682-8725.

****Email from Orders2Ship is not arriving or goes to spam.****

Check Integrations → Email, SMTP, and Gmail: one connection must be the sender, and Send test should arrive. Then publish the SPF and DKIM records from Integrations → Sending domain and click Check DNS. Password-reset links are not sent while mail is not connected.

****Placeholders such as {company} appear literally in my emails.****

Use double braces: {{company}}, {{number}}, {{party}}, {{date}}, {{total}}, {{docLabel}}.

****A connection says it is pending billing approval.****

Your plan's included connections (or users) are used up. The request waits for approval on Billing/Subscription; it cannot connect until approved.

****A QuickBooks sync row failed.****

Open Integrations → QuickBooks → Sync activity, read the error on the row, fix the cause (often a missing account, item, or a duplicate number), and click Retry selected. A row in Waiting for cost needs Recalculate. Use Skip selected with a reason only if the record was entered in QuickBooks by hand.

****I changed a QuickBooks setting and Save asks me to confirm.****

The change affects how documents already posted are treated. Tick "Apply these changes to documents already posted" if you mean it; otherwise click Discard changes.

****A web order did not import.****

Check the store's Error queue and Integration log. Common causes: the order's status does not pass the Web order status or Financial status filters; an item SKU does not match (set a Custom cart item so unmatched lines still import); or the order is over "Place order on

hold if greater than".

****Expiration dates disappeared.****

Use expiration dates has been turned off. Turn it back on; stored dates were kept.

****A status, list entry, or custom field I need is missing from the picker.****

It may be hidden. Use Show hidden on its list page and turn it back on.

****How do I give Orders2Ship support access to look at a problem?****

Users & Security â” Support access: grant the shortest window that fits, add the ticket number as the note, and revoke when done. Everything support views or changes is listed there.

****Can I undo a setting change?****

Change it back and save. The audit log shows the previous value, who changed it, and when.

Glossary

Terms used in Orders2Ship and in this guide.

13. Glossary

| Term | Meaning |

|---|---|

| Allocate / allocation | Reserving stock for a specific sales order so it is not promised to anyone else. |

| Available | On hand, less what is allocated or committed, plus anything the company has chosen to count (in-transit, pending returns). |

| Behavior (status) | What a status means to Orders2Ship, such as Approved or Shipped, regardless of its name. |

| Bin | A storage place inside a location, such as a shelf or rack position. |

| COD / Net terms | Terms that let a ship doc ship before it is paid. The terms name decides this. |

| Connection | A link to an outside service (QuickBooks, ShipStation, a card processor, a web store, and so on). Connections count toward your plan. |

| Custom field | A field your company adds to a record or document. |

| DKIM / SPF | DNS records that prove your domain allows Orders2Ship to send email for it. |

| Drop ship | An order the vendor ships straight to your customer. |

| FIFO / LIFO | First in, first out / last in, first out: which receipts' cost is used first when stock is sold. |

| Landed cost | Extra costs such as freight and duty added to the cost of received goods. |

| Location | A warehouse or other place stock is kept. |

| Lot / serial | A batch number (lot) or a unique unit number (serial) tracked on stock. |

| On order | Quantity on purchase orders not yet received. |

| Passkey | A sign-in method using your device's fingerprint, face, or PIN instead of a password. |

| Posting item | A QuickBooks item that stands in for many Orders2Ship items on invoices and bills. |

| Price level | A pricing tier for customers, such as Distributor, with a percent off or specific prices. |

| Profile list | A pick-list such as terms, reasons, or ship via methods. |

| Promise date | The date you have promised to ship or receive an order. |

| Receiver | The document that records goods arriving against a purchase order. |

| Role | A named set of rights given to users. |

| Sandbox | A test mode in which no real money moves or real shipments are made. |

| Ship doc | The document that ships goods for a sales order; once shipped it is the invoice. |

| Sync queue | The list of records waiting to be sent to QuickBooks. |

| Webhook | A message sent automatically to another system's web address when something happens. |