

pitney bowes



## **USER GUIDE**

Ordoro



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## INTRODUCTION

### *Aggregate and ship orders from e-commerce platforms directly*

Ordoro helps you import your orders from popular e-commerce marketplaces and shopping carts. You can now directly import orders, print labels and send your shipments through Ordoro website.

## APPLICATION FLOW

1. ONBOARDING FOR FIRST TIME USERS-
  - a) ORDORO ACCOUNT SETUP- You will receive an email which will contain your Ordoro credentials
  - b) COMPLETE PROFILE ON ORDORO.com- Provide shipping addresses and other relevant details for your Ordoro account
  - c) UPDATE CREDIT CARD DETAILS- Provide credit card details for your Ordoro account
  - d) SIGN IN TO YOUR SHOPPING CART – Import orders and save inventory information from your shopping cart to your Ordoro account.
  
2. EXPLORE FUNCTIONALITIES OF ORDORO – Print shipping labels, manage inventory and analyse shipping information

## STEP 1: ONBOARDING FOR FIRST TIME USERS

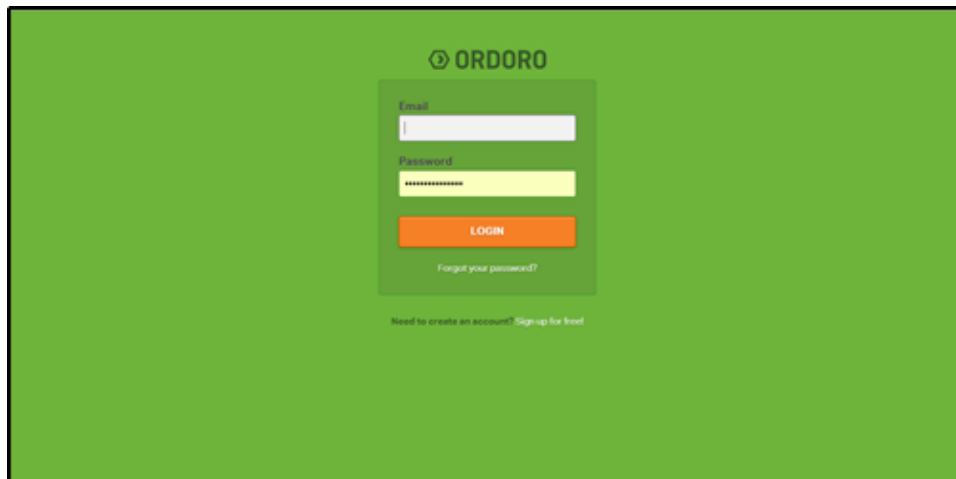
### 1.1. ORDORO ACCOUNT SETUP

After successfully installing the device, you will receive an email from Pitney Bowes Support Team, which will contain your Ordoro account credentials. We recommend you to change the password when you login to the Ordoro app for the first time.

In case of an existing account, you can use your existing login credentials to directly login to the application.

### 1.2. LOG IN TO THE ORDORO APP

Click on the 'Ordoro' app icon on the home page to get started. You will be directed to the Ordoro website. Log in to Ordoro with the credentials you received via email.



### 1.3. COMPLETE PROFILE ON ORDORO.com

After receiving the credentials, you can go to [ordoro.com](https://ordoro.com) to complete your profile.

You will then be required to provide your shipping address to create your free USPS account. In case you have multiple locations to ship from, you can add or edit addresses later.

## What address will you be shipping from?

Enter the following info, and you're one step closer to being all set up.

**Full Name\***

Name is required

**Phone\***

**Email\***

**Street Address 1\***

**Street Address 2**

**City\***

**State\***

**Zip\***

**Country\***

### Why is your ship-from address needed?

For us to create your free USPS account, USPS will need this information. If you plan to ship from multiple addresses, you can change this later.

Skip this, I'll get back to it later

### 1.4. UPDATE CREDIT CARD DETAILS

Once you have provided the address details, you will then be directed to the 'Update Credit Card' screen. Enter your credit card details in the fields provided and click on 'Save' to proceed.

### Update Credit Card

**Name on Card\***

**Credit Card Number\***  **CVC\***

**Exp Month\***  **Exp Year\***

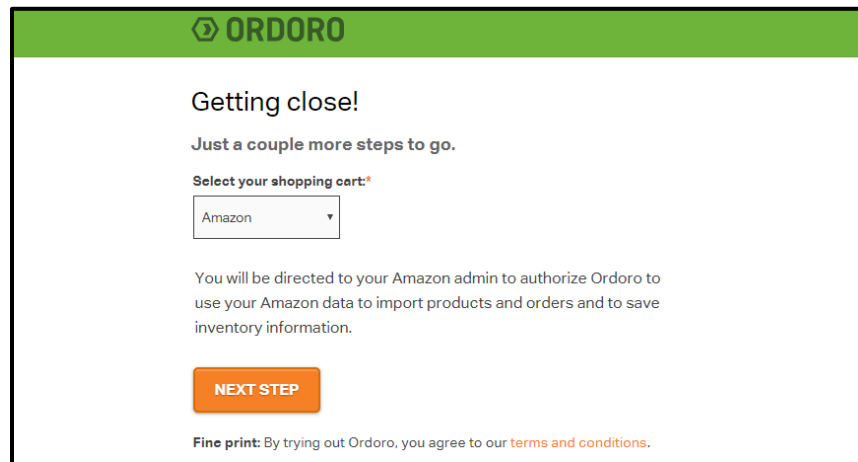
**Billing Zip\***

Please note the credit card details provided will be used for all transactions through the Ordoro website.

## 1.5. SELECT THE SHOPPING CART

Once you have entered the account details, select the shopping cart that you would like to import orders from and click on 'Next Step'. You will then be directed to the selected website for authorization.

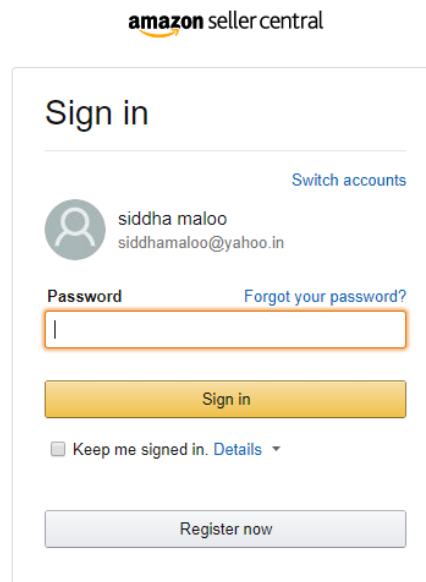
For example, if you select 'Amazon' shopping cart and click 'Next Step', you will be directed to your Amazon account to authorize Ordoro to import orders and save inventory information.



## 1.6. SIGN IN TO SELECTED SHOPPING CART

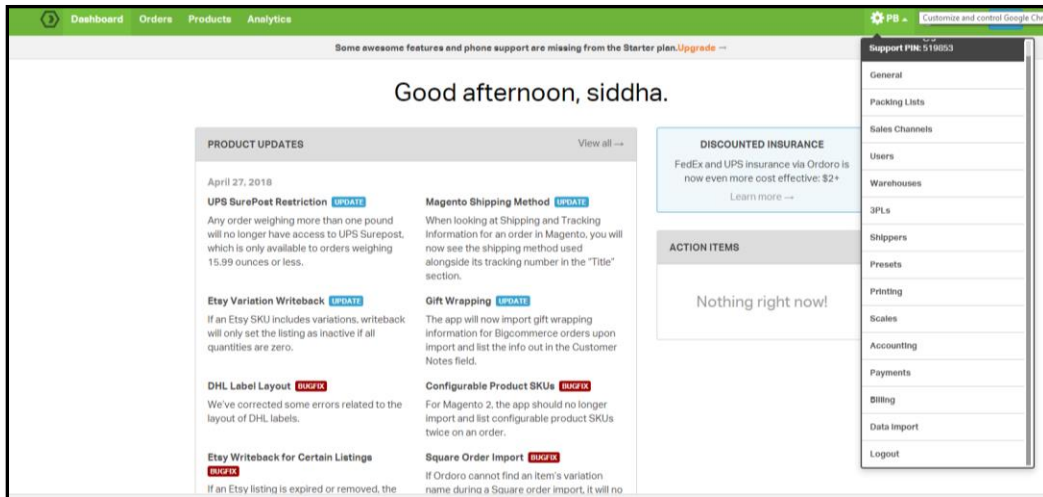
Once you have selected the desired shopping cart options, you will be directed to the shopping cart website.

Enter your login credentials to sync the shopping cart with your Ordoro account. For example, enter your Amazon Seller credentials on the 'Amazon Seller Central' sign-in page. The account will then be synced with your Ordoro account.



## STEP 2: EXPLORE FUNCTIONALITIES OF ORDORO

After logging-in you can access and explore the various functionalities on the Ordoro website's Dashboard.



The Ordoro website not only allows importing the orders from the sales channels and printing labels for shipments, but also lets you access more advanced functionalities such as inventory management, advanced analytics, etc.

After integrating all your shipping orders with Ordoro, details of all the orders can be viewed on a single screen. You can easily view the shipping statistics and inventory status. Ordoro also offers advanced functionalities by performing financial analysis on the basis of the revenue earned and the cost incurred on the orders.

## STEP 3: PAYMENTS

Shipping label costs will be deducted automatically from the credit card details provided at the time of registration on the Ordoro website.

Pitney Bowes does not handle the payment process. The payment workflow will be handled by Ordoro in the background.

## FREQUENTLY ASKED QUESTIONS

### 1. On-boarding

#### 1.1. How long will it take for me to start using Ordoro?

To get started you need to create an account on the Ordoro website. Clicking on the Ordoro app icon, in the app store, will direct you to the Ordoro website's login screen from where you can sign up for free. In case you already have an Ordoro account, you can use the existing login credentials to login to your Ordoro account.

To sync orders, please provide access of the particular sales channel on the Ordoro website.

### 2. Importing Orders

#### 2.1. How do I import orders from different sales channels?

You will need to sync your online Ordoro account to the respective sales channel. Once you have granted permission, orders from the selected sales channels will be imported into your Ordoro account.

#### 2.2. Which sales channels can I import orders from?

Through Ordoro, you can import orders from around 20 sales channels including Etsy, Amazon, eBay, Shopify and Magento. You can view the complete list of channels on the Ordoro website.

#### 2.3. How long do orders take to import after being added to the sales channel?

Once you have completed setting up your sales channels in Ordoro, the order details and active product details will be imported. Depending on the number of active products or open orders you have listed in your sales channels, this initial download may vary in time.

#### 2.4. Can I access order history?

Yes. You can access the details of all the orders on the Ordoro website.

### 3. Payments

#### 3.1. How do I pay for labels printed through Ordoro?

Shipping label costs will be deducted automatically from your credit card, details of which have been provided at the time of registration on the Ordoro website. Pitney Bowes does not handle the payment process.

#### 3.2. What are the subscription plans in Ordoro?

Based on your business requirements, select the appropriate subscription plan on the Ordoro website. You can choose either 'Pro' or 'Enterprise' pricing plan depending on the functionalities you want.

**For more information regarding the app, contact us at +1-800-522-0020**