LET'S MAKE SHIP HAPPEN!

Your Welcome & Account Setup Guide

Welcome!

We're glad you're here. This guide walks you through setting up your Shipping Haus account and getting your first label out the door. You'll also find a quick tour of other features to help enhance your experience.

What's inside

1	**Account basics** — Settings and Discounted UPS
2	**Funding your wallet** — Bank account, Auto Refill, and credit card option
3	**Team & addresses** — Sub Users and Ship From addresses
4	**Connect your carrier accounts** — UPS and FedEx
5	**Insurance** — Platform Insurance (U-PIC) and Extra Services
6	**Ship your first label** — Labels > + Purchase Label
→	**Getting around** — Left menu and Gear settings at a glance

> 💡 **TIP: USE CHROME**
> Our technology works best in the **Chrome browser**. Open Shipping Haus in Chrome before you begin.

> **QUESTIONS?**
> Email us anytime at **support@shippinghaus.com**.

Setting Up Your Shipping Haus Account

Prefer to watch? See the setup video here: **[video link]** — or follow the steps below.

SECTION 1

Account basics

1	Click the **Gear** icon on the top right.
2	In settings, go to **Discounted UPS**. Enter your information and agree to the terms and conditions.

SECTION 2

Funding your wallet

3	Under **Payment** in the 3rd row, go to **Payment**.
4	Click the **+** icon and add your banking information. This adds money to your “wallet” so you can purchase labels.
5	Depending on your shipping volume, click **Auto Refill** to adjust how much money is added to your wallet once a threshold is met. Toggle **Auto Refill** on to make it easier, then choose your **Threshold** and **Refill** amounts. Defaults: **$50 threshold** and **$100 refill**.

> 💳 **PAYING BY CREDIT CARD?**
> You can use a credit card instead, but know there is a **3.0% convenience fee** to use this option.

SECTION 3

Team & addresses

6	Need someone to process shipments without full access to the account? Click **Sub Users** under **General** and add their email. Make them an **Admin** or just a **Basic** user — a Basic user does not have access to all the settings.
7	Under **General**, add your Ship From address using the **Ship From Addresses** icon. Ship from more than one location? You can add multiple addresses here.

SECTION 4

Connect your carrier accounts

Optional — add your own carrier accounts so you can compare rates.

8 Click **Carrier Accounts** under **Payment**, then click the **+** icon.

⚠️ **IMPORTANT: AUTHORIZE ELITEWORKS ON UPS.COM**

For UPS rates to load, go to your account on **UPS.com** and authorize **Eliteworks** to have access to your rates. **This is an important step!**

- **UPS:** loads instantly once authorization is complete.
- **FedEx (FDX):** can take up to 3 days.

SECTION 5

Insurance

9 In settings, go to **Platform Insurance**. Select **U-PIC**, then agree to the terms and conditions.

10 Then go to **Extra Services** and toggle on **Platform Insurance**. When you're processing a label, this lets you easily insure a shipment if its value is over **$100**.

SECTION 6

Ship your first label

You are now ready to ship!

11 Go to **Labels** in the left navigation.

12 Click the orange **+ Purchase Label** icon in the upper right.

13 Fill in the appropriate information, compare rates & transit times, and purchase the label!

14 Print it, place it on the package, and off it goes. 📦

Getting Around

LEFT MENU ITEMS	
Dashboard	Quickly see what labels are in transit. You can choose a date range, as well as those that have been printed or not.
Labels	Similar to Dashboard, except you can see all shipments — in transit or delivered.
Orders	If you are connected to an ecommerce environment, your orders will drop in here so you can process them.
Batches	If you do batch shipping, this is an easy way to process multiple shipments that are the same size and weight but going to different addresses.
Address Book	Have several addresses you commonly ship to? Upload them here.
Ledger	See all transactions that came out of your funding account, including refunds.
KEY "GEAR" ICON SETTINGS (UPPER RIGHT)	
Packages	Have commonly used box sizes? Name and add them here.
Packing Slips	Customize your company's information to be included in the shipment. Click on each icon to learn more. You can print the packing slip at the same time you print the label.

Feel free to look around and explore! This guide does not address every individual situation.

Questions? Email us at **support@shippinghaus.com**

Welcome aboard!