

ShipTheory

This integration connects IXO Commerce to Shiptheory for courier booking, label printing and returns management. Shipments are created automatically when order lines are despatched, and couriers, tracking numbers and labels are pulled back into the order.

CMS Configuration

Postage types that should route through Shiptheory need their "Courier Service Code" field set to shiptheory.

When order lines are despatched, a shipment is created in Shiptheory for each delivery type present on the order. Any courier returned is stored against the order, and any tracking number returned is stored against the order line.

A PDF of the Shiptheory label can be downloaded from the order edit screen using the "Print Shiptheory label(s)" button.

Returns (RMA)

Available only on sites with the dedicated returns RMA CMS section.

While a return has a status of "Authorised" or "Partially Received", a "Create & email Shiptheory label(s)" option appears with a drop-down of enabled return services. Selecting this adds a customer-facing note with the tracking number and attaches the return label(s), and emails a copy to the customer.

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