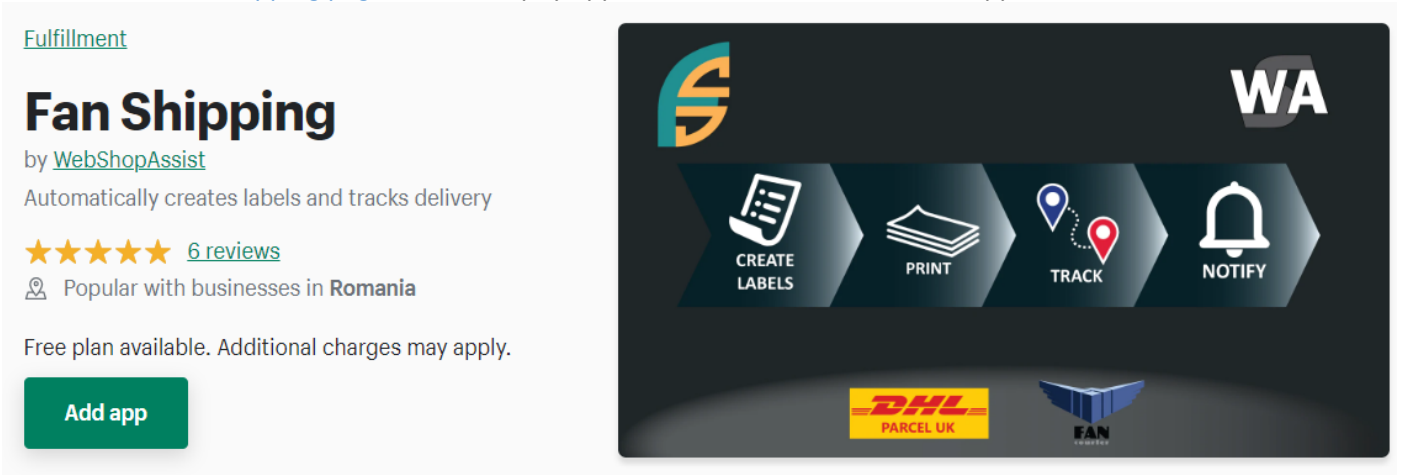# TNT Italy Integration

Shopify app onboarding

The TNT Italy integration is part of the **Fan Shipping** Shopify application.

Install the Fan Shipping app from Shopify App Store

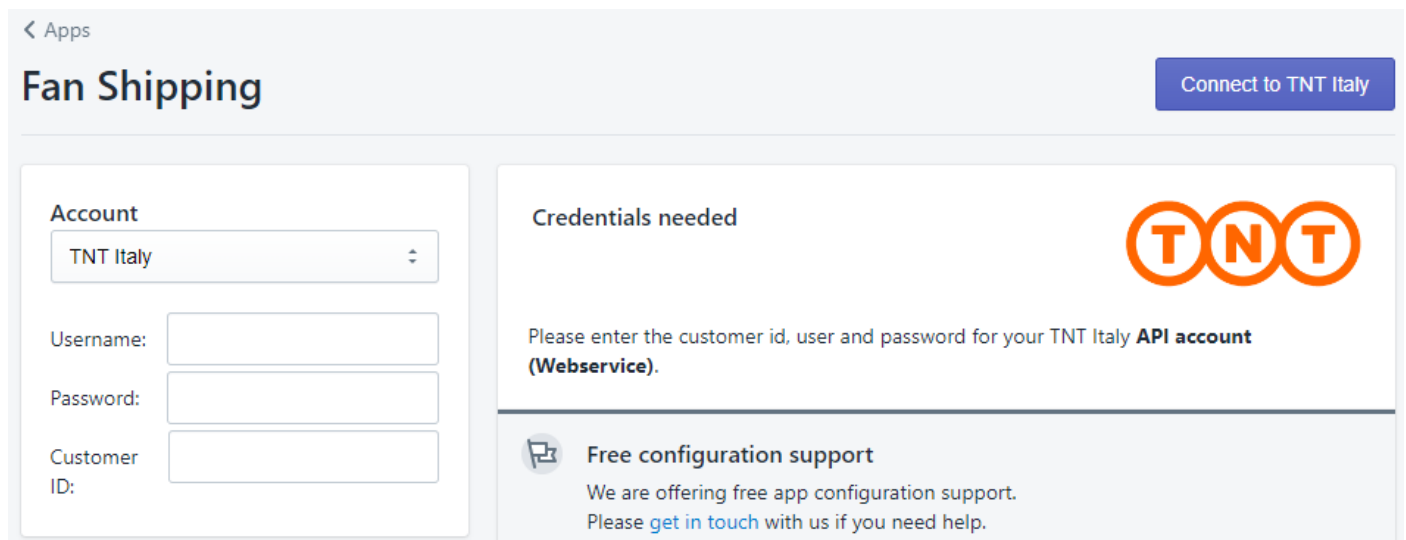Go to the Fan Shipping page on the Shopify app store, then click on the "Add app" button:

Please approve the access requested by the app to allow it to install and access your store orders.

TNT credentials

After you install the app, you will need to enter the TNT Italy API credentials (username, password and customer ID), to connect the app to your TNT account.
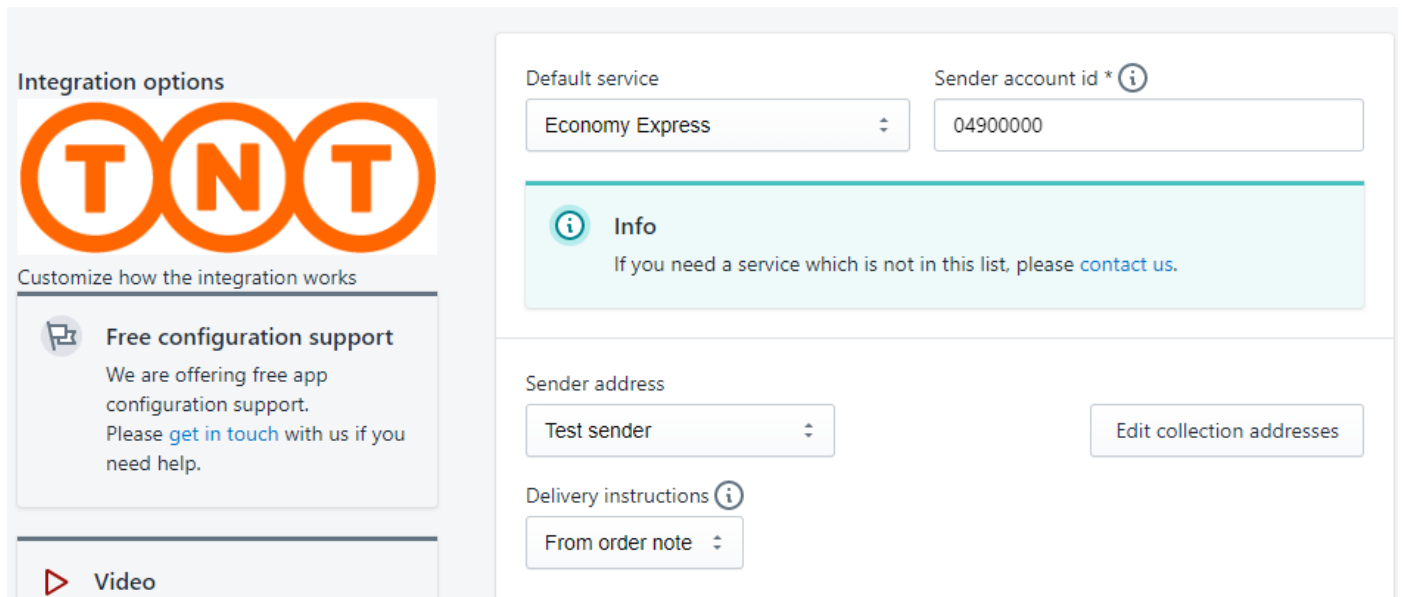

Select the type of account (TNT Italy), enter the username, password and customer ID, then click the "Connect to TNT Italy" button.

If you do not have the API credentials for your TNT account, please contact TNT support or your TNT account manager and request API access.

Mandatory configuration options

After you connect the app to your TNT account, the app's options page will be displayed.

The mandatory options are the following:

Sender address

The app can use an address you define (see *Edit collection addresses* button) or the address of the location assigned to each order.

You need to select which address you want the app to use as "sender address".

Sender account id

This is an account ID that matches to your TNT account and it must be provided by TNT Italy

Create TNT shipping labels

Before printing the labels, the app has to request tracking numbers from TNT.

To do this, the app initiates the fulfilment process in Shopify, creates a shipment in the TNT system using the Shopify order data and saves the tracking number back in Shopify.

There are three ways of doing this:

1. Manually, from the *Fulfillment details page*, for one order - to get to this page, from the order's details page (Shopify admin) go to the *More actions* dropdown and select the **Fan Shipping** menu
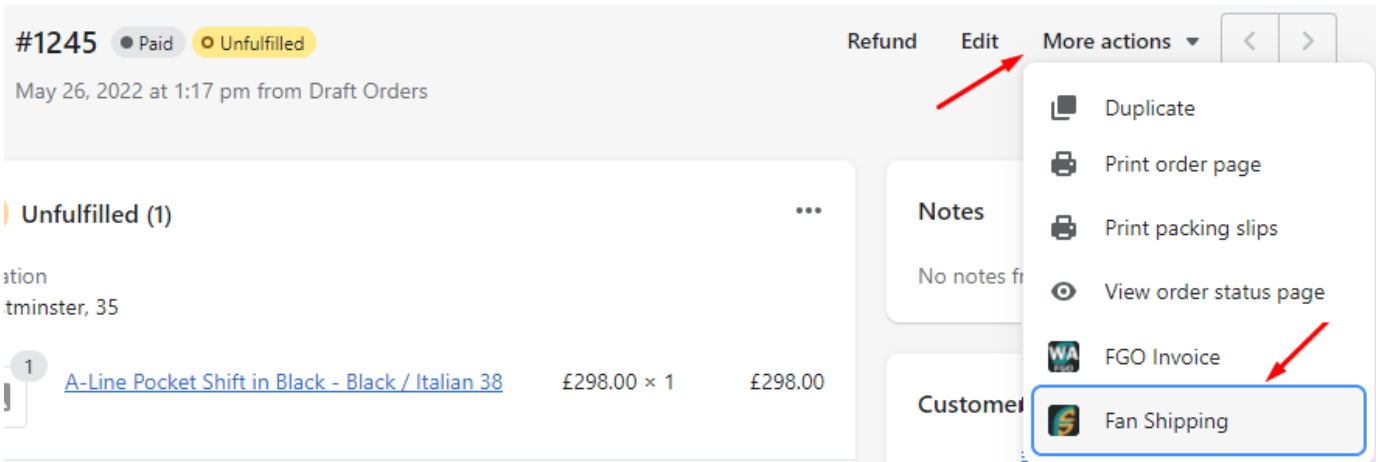
2. In batches, from the Manage Shipments page, for up to 50 orders at a time – click on the Manage Shipments button, select the orders you want to create labels for, then click on the **Fulfill selected orders** button.
3. Automatically, immediately after an order is created – this can be configured from the **Automation** section in the app's options page – check the Automatic fulfilment checkbox.
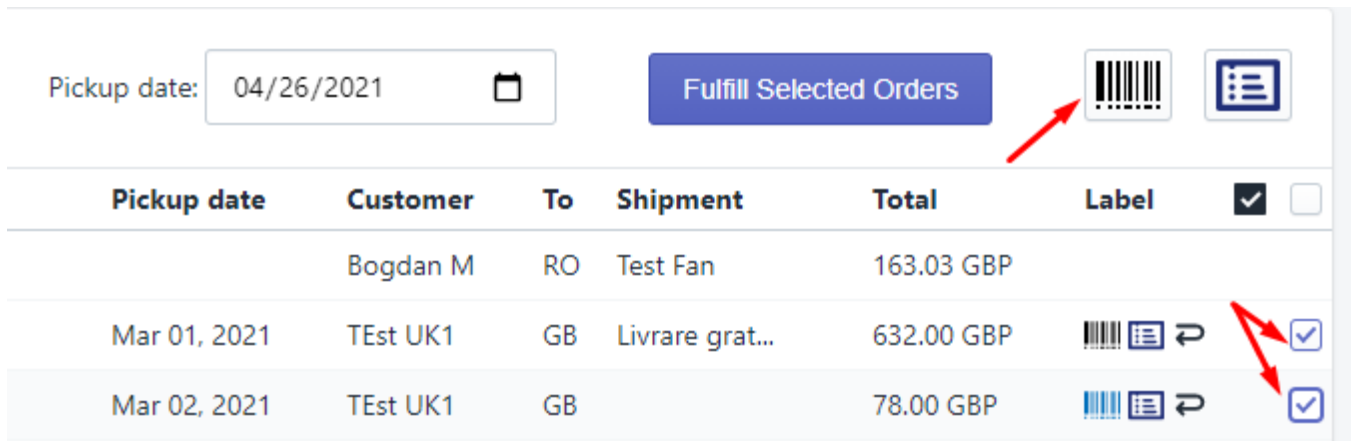
Label printing

After you get the tracking numbers you can print the shipping labels and the packing slips.

The shipping labels can be printed from the app, either is bulk or one by one.
From the Fan Shipping app you can print labels in bulk, selecting the orders with the checkboxes displayed.
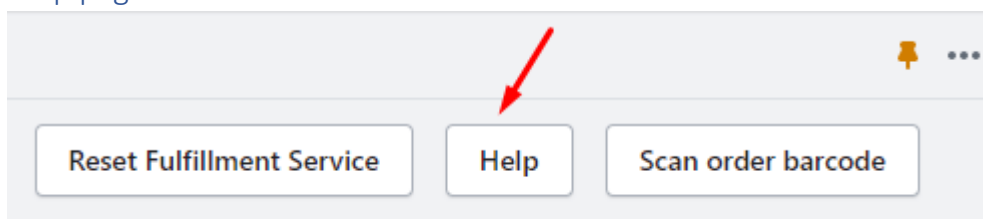The checkboxes for printing are on the right side of the list:

The checkboxes on the right side of the list appear only after the tracking numbers are created.
Labels can also be printed from TNT's web portal. Access to TNT web account requires a different set of credentials. Please contact your account manager to get access.

Additional resources

Help page

The help page describes all the app's options and features.

If you do not find what you need you are always welcome to contact as at support@webshopassist.com