

# Workarounds for the Api Shipments Store in ShipStation

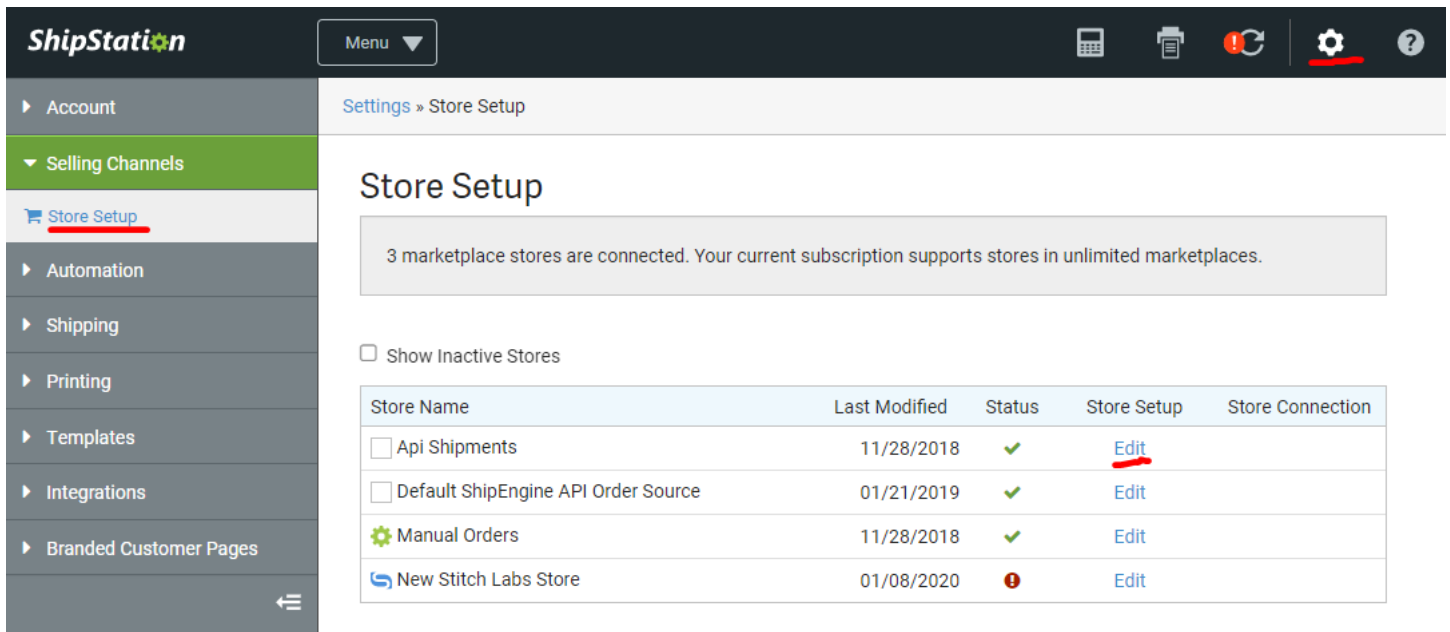
Currently there are certain actions taken via the Platform API or ShipEngine Public API that will result in a store called "Api Shipments" in the ShipStation UI with ghost orders.

One of these actions is rating. The orders that show up are a snapshot of the shipment submitted as part of the rating request and may not correspond to completed transactions in the marketplace.

While we are working on a larger solution to othis, ShipStation currently has two paths for mitigating this in the short term (if it is causing workflow issues for the seller).

## Rename the Api Shipments store

The seller can click the gear in the top right corner to go to the Settings page. Then they can choose Selling Channels > Store Setup and click the Edit button next to the Api Shipments store:



ShipStation

Menu

Settings » Store Setup

3 marketplace stores are connected. Your current subscription supports stores in unlimited marketplaces.

Show Inactive Stores

Store Name	Last Modified	Status	Store Setup	Store Connection
<input type="checkbox"/> Api Shipments	11/28/2018	✓	<u>Edit</u>	
<input type="checkbox"/> Default ShipEngine API Order Source	01/21/2019	✓	Edit	
Manual Orders	11/28/2018	✓	Edit	
New Stitch Labs Store	01/08/2020	⚠	Edit	

Then they can rename the store to something lower in the alphabet and Save.

# Api Shipments

Store

Branding

Tracking

Returns

Emails

Packing

## Store Settings

Store Name

ZZApi Shipments

Is Active?

Inactive stores are hidden throughout ShipStation

Allow ShipStation to refresh your stores while you're away.

Given appropriate system bandwidth, we will attempt to auto-update order store data at any time by using the "Update All Stores" button.

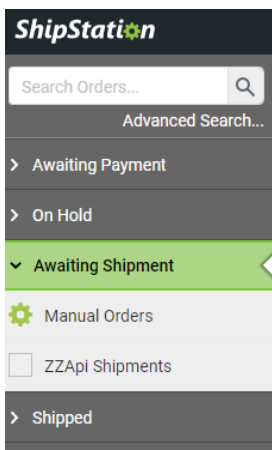
Automatically standardize and correct all US addresses when ve

Automatically standardize and correct supported non-US adres

International address verification support: CA, GB, AU, DE, FR, NO, ES, SE, I

Save Changes

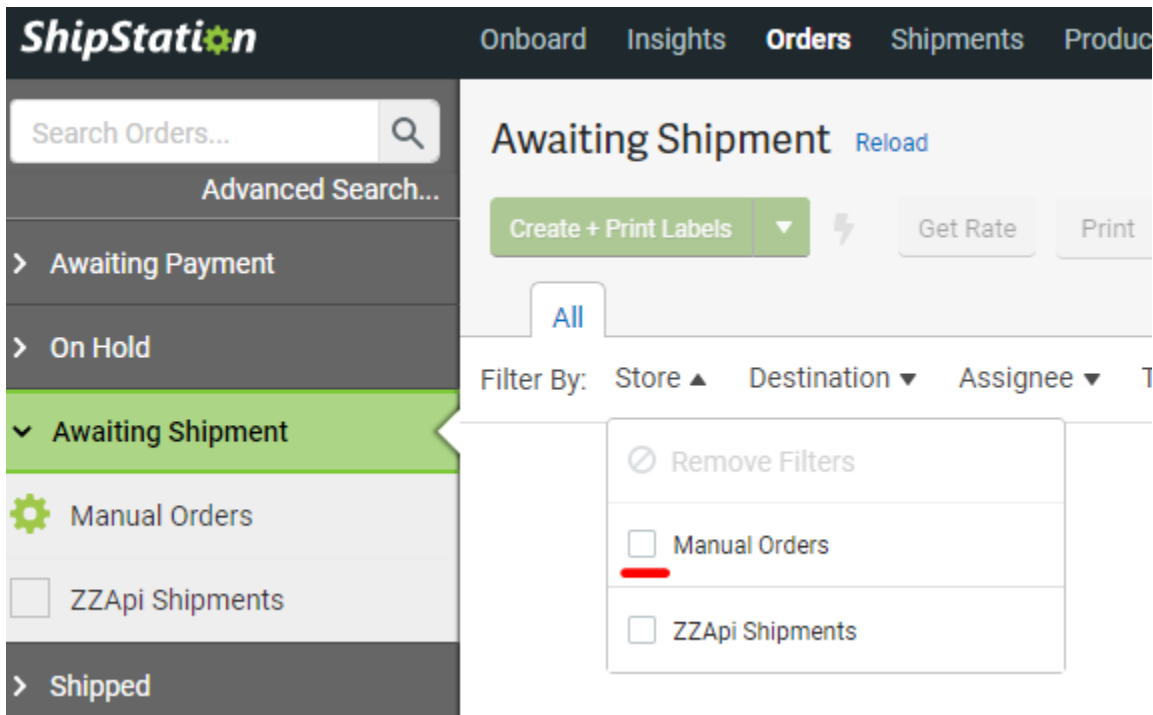
This will cause the Api Shipments store to appear at the bottom of lists by default.



## Filter Out Api Shipments from the Orders Grid

Api Shipments behaves like any other store in ShipStation, so you can choose to filter it out from the grid.

The seller can click on the Store label above the grid and then select all of the stores that are NOT Api Shipments:



The same thing can be done on the Shipments grid as well.

Here is the ShipStation support article on this functionality:

<https://help.shipstation.com/hc/en-us/articles/360035969712-Filter-Orders>