

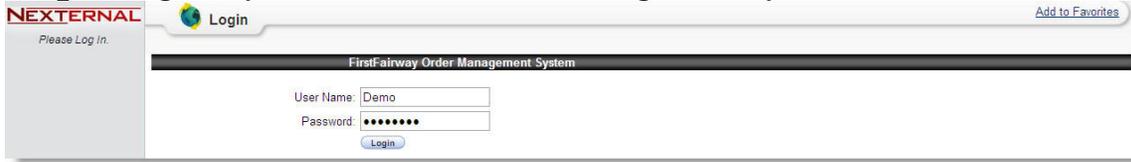


# Nexternal Setup Guide

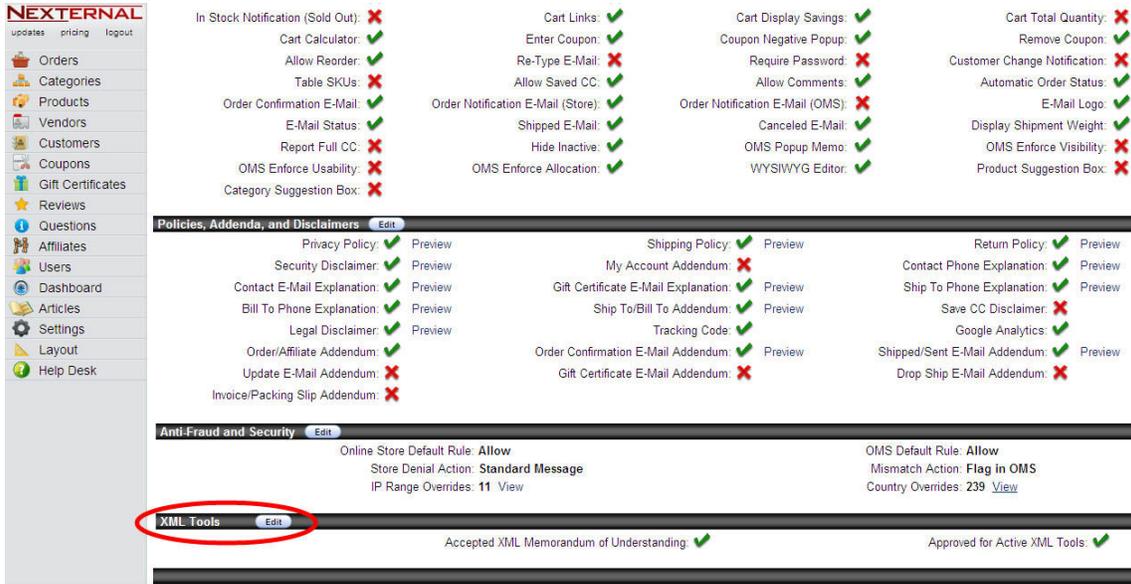
Last Updated: May 20, 2009  
Revision: 3.2

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**Step 1:** Log into your Nexternal Order Management System.



**Step 2:** Select “Settings”; Note your “Account Name” at the top of the page, you will need to input this name into ShipCompliant. Then scroll to the bottom and select “Edit” for XML Tools.



**Step 3:** Accept the “MOU” for XML Tools. This will enable your account to be accessed via web services. Please review any agreement carefully before acknowledging it.

**XML Tools**

Welcome to Nexternal's XML Tools. XML Tools provide software developers direct access to the merchant's order and customer data. Order status and inventory data can also be pushed to the Order Management System using the Tools. Developers are empowered to innovate and integrate, making it possible for Nexternal's software to "talk" with other systems.

XML Documentation: [xmltools.doc](#)  
 Last Updated: 9/3/2008  
 To download, right click (or click and hold on a Macintosh) on the link and select "Save Link As".

XML MOU: [View](#) XML Key: `Nk5#K#0:(C:SfqVs0` [Regenerate](#)

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**XML Help Desk**

The Nexternal Solutions Help Desk is available 24/7 for your convenience, and your questions are welcomed. Before submitting your question, please review the XML Help Desk Guidelines below to ensure that the process is as efficient as possible. The Guidelines are strictly enforced; questions that comply are answered in a timely manner via e-mail, while questions that do not are returned with a message stating that the question cannot be accepted. Thank you.

**XML Help Desk Guidelines:**

- Please use the XML Help Desk only for questions that relate specifically to functionality of Nexternal's XML Tools. If you have a question regarding functionality of the Order Management System, please use the [Standard Help Desk](#). If you wish to submit a suggestion, please use the [Software Suggestion Form](#). Questions relating to XML programming skills cannot be accepted.
- Please review the XML Documentation to ensure that your question is not addressed there. Questions that are answered by the Documentation cannot be accepted.
- Please ask just one question. If you have multiple questions, please submit them individually.
- Please use proper spelling, grammar, punctuation, capitalization, and terminology.
- Please include only the text of your question in the Question field. Do not begin with a greeting (such as "Hello"), end with a "Thank You" (or similar), or end by signing your name.

First Name:  Last Name:

E-Mail Address:

E-Mail Address:  Re-type to confirm

Topic:

Question:

I confirm that my question complies with the XML Help Desk Guidelines, listed above.

[Submit Question](#)

[<< Prev](#) [Finish](#)

**Step 4:** Create a new user for web service access. Click on “Users” along the left hand pane and add a new user with an access level of “Editor” or “Administrator”. Be sure the user is selected as “Active”

**NEXTERNAL** New User

updates pricing logout

Orders  
 Categories  
 Products  
 Vendors  
 Customers  
 Coupons  
 Gift Certificates  
 Reviews  
 Questions  
 Affiliates  
**Users**  
 Dashboard  
 Articles  
 Settings  
 Layout  
 Help Desk

First Name:

Last Name:

Phone Number:

Phone Ext: (optional)

E-Mail Address:

Secondary Contact

Company Name:

Access Level:

User Name:

Updates E-Mail

Thermal Printer Port (or Network Path, optional):

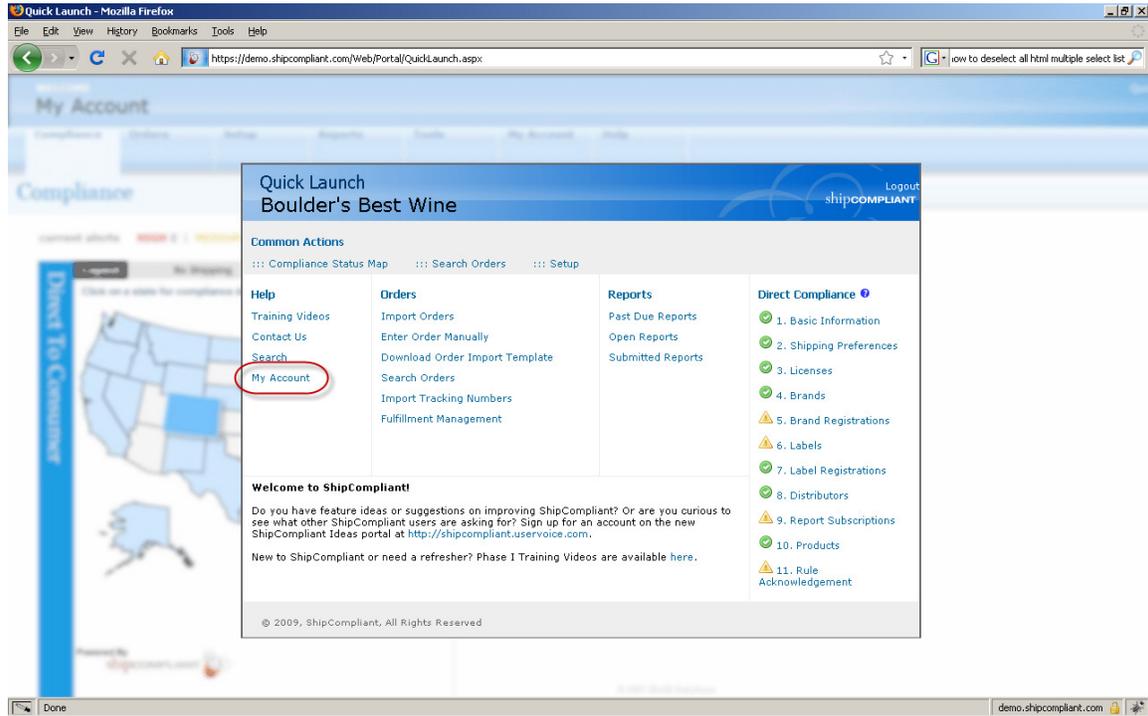
Default Screen:

Password:

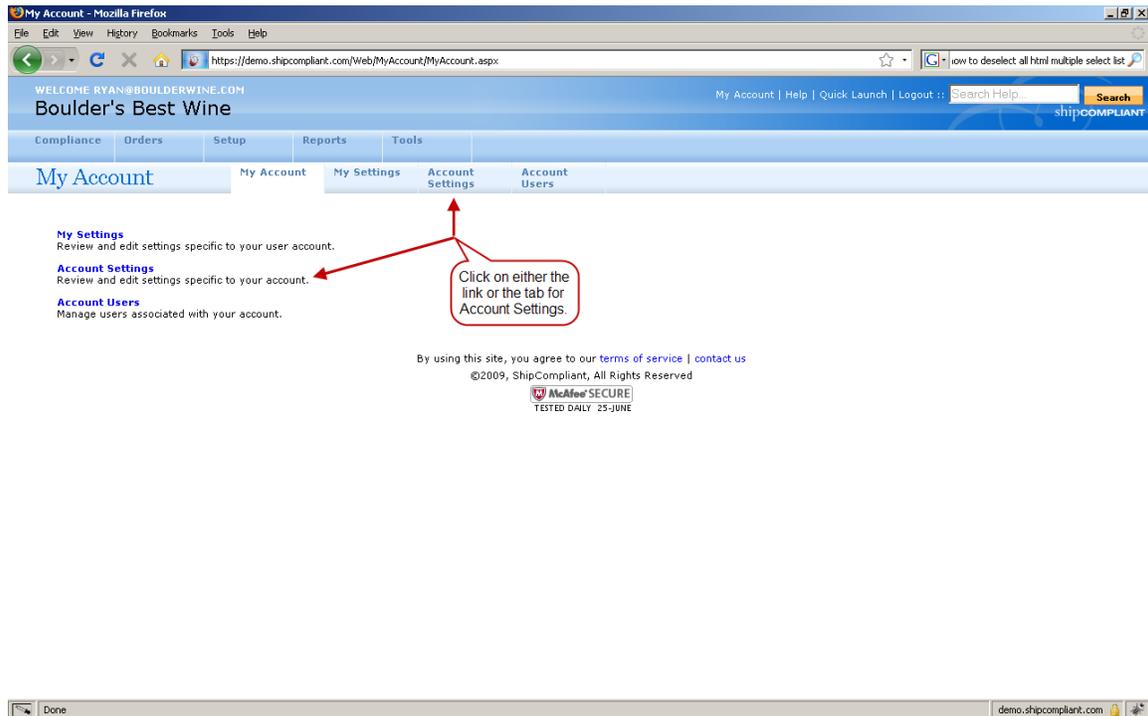
Re-type to confirm:

[Finish](#) [Cancel](#)

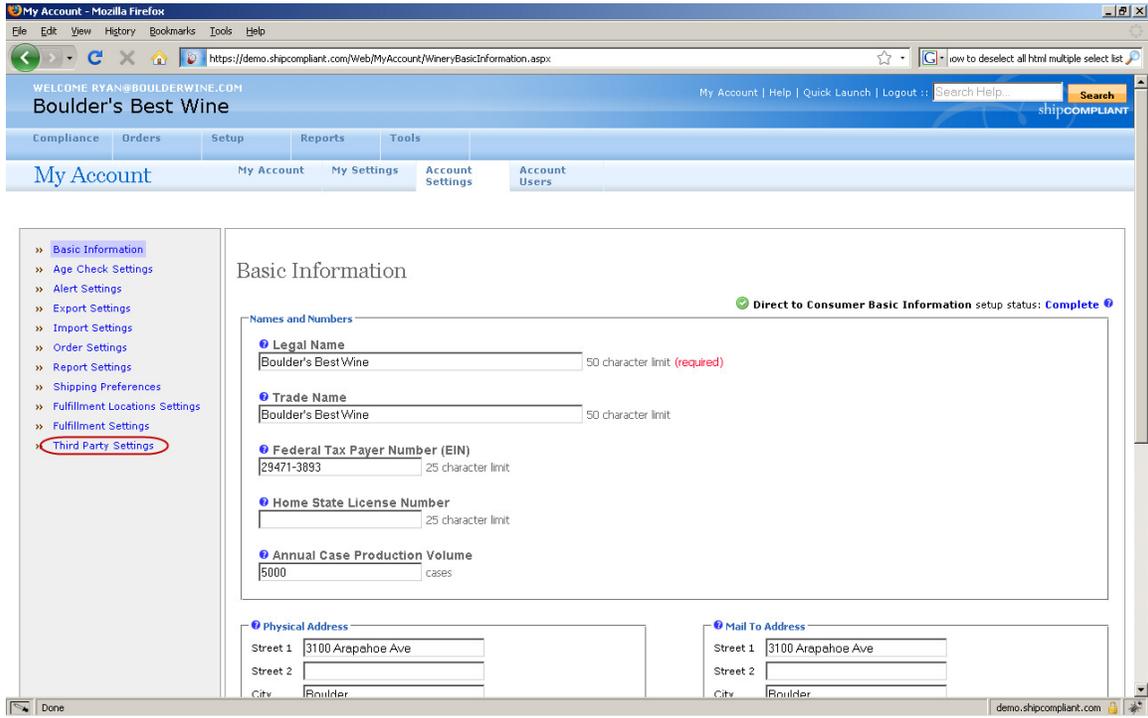
**Step 5:** Start by logging in to ShipCompliant and clicking on the “My Account” link at the bottom of the “Help” column on the left.



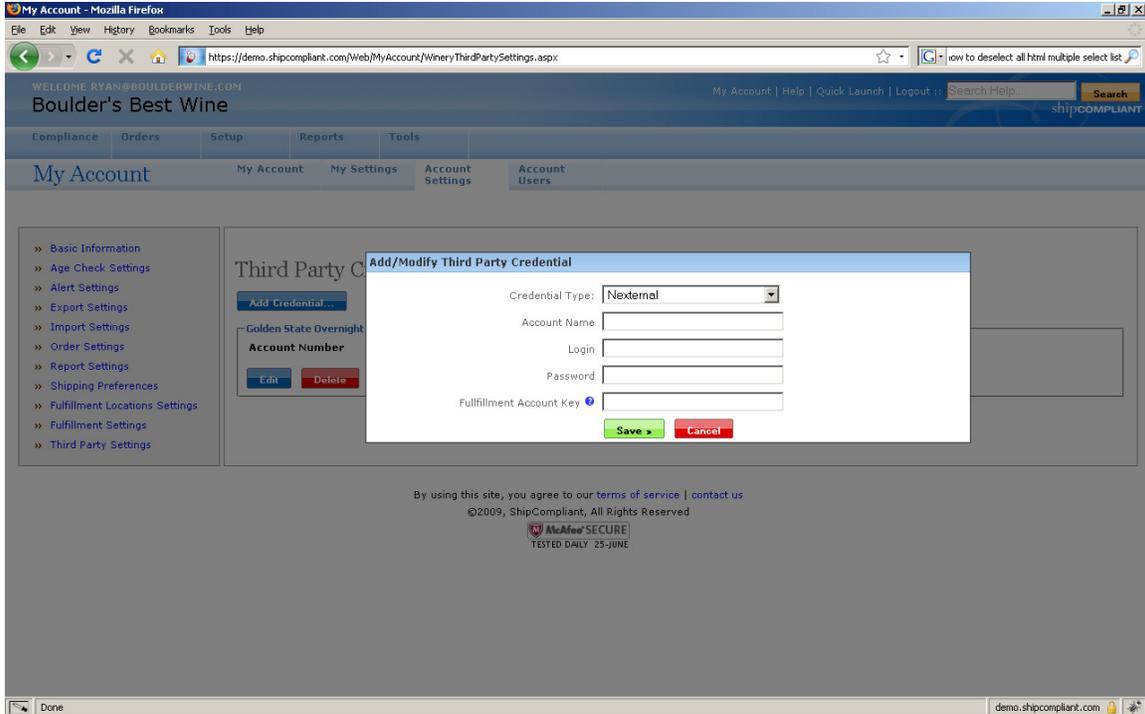
**Step 6:** Next, click on the “Account Settings” link or tab.



**Step 7:** Lastly, click on the “Third Party Settings” link on the left.



**Step 8:** Click the blue “Add Credential” button, choose a credential type of “Nexternal”, and fill in your account information. This entails entering an “Account Name”, “Login”, and “Password”. Once this information is entered, click the green “Save” button.



Upon saving the information, you will receive confirmation as to whether ShipCompliant was able to connect to Nexternal.

Please reference our manual, “Workflow for Importing Orders” available under the main [Help](#) tab for step by step instructions on the remaining order import process.

If you are still having difficulties setting up your Nexternal/ShipCompliant integration, please contact ShipCompliant support by emailing [support@shipcompliant.com](mailto:support@shipcompliant.com) or calling (303) 996-2356, Monday through Friday, 8 AM to 5 PM PST.

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**SIX88 Solutions, Inc.**  
**Support and Training**  
1877 Broadway St. Suite 703  
Boulder, CO 80302  
Phone: 303-996-2356  
Fax: 720-528-7942  
E-mail: [support@shipcompliant.com](mailto:support@shipcompliant.com)  
Web site: [www.shipcompliant.com](http://www.shipcompliant.com)