login site

Please open the browser and log in to the SIHI website, [SIHIDropshipping](#).

Tips: You can choose English or Portuguese language according to your needs.

bind store

SIHI supports binding [Shopify](#), [WooCommerce](#), [CartPanda](#), [Ebay](#), [Offline Store](#). You can choose to bind stores according to your needs.

Warning: Please bind your shopify (cartpanda, WooCommerce) store immediately after login, otherwise SIHIdropshipping will not work properly!!!
Illustrated as binding shopify:

Enter your shopify store URL, click "Confirm" to bind, and wait for the page to jump to complete the binding.

You can view your store URL on the shopify home page

Enter the URL of the bound store
The browser page will jump to the Shopify application market page, select "Install App" to install our SIHIDropshipping APP
When "Status" is displayed as shown in the figure below, it means that the store has been bound.

**process your order**

**Synchronize order**

Click the "Order" button on the left to enter the order page.
Click "Sync Order", select the store name and time, and then sync your store's orders.

Choose a store

selection period

Click "Confirm" to confirm and synchronize the order, and wait for the order synchronization to complete.
Order synchronization...

Order synchronization completed

Tips: If your store has too many orders, the synchronization time may be longer, please wait patiently..

Shopify, Woo, CartPanda platform order status

This refers to the order status on your shopify, Woo, CartPanda platform
<table>
<thead>
<tr>
<th>Order Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>pending</td>
<td>The payment of the order in the store has not been completed</td>
</tr>
<tr>
<td>paid</td>
<td>The order in the store has been paid</td>
</tr>
<tr>
<td>refunded</td>
<td>The order in the store has been refunded</td>
</tr>
<tr>
<td>canceled</td>
<td>The order in the store has been closed</td>
</tr>
</tbody>
</table>

In order to avoid problems with the order, when you process the order payment at SIHI, please check whether your order has been paid, or whether it has been processed on other platforms. If you have any questions, please feel free to contact your account manager, they will solve all the problems for you!

**Request a quote & select shipping channel**

On the order, click "Ask For Quote" to initiate an inquiry request to SIHI.

*After clicking, please contact your account manager to process the inquiry request.*

After the quotation request is processed, the product price can be viewed on the order.
Click "Please Select" to select the logistics channel for transportation.

Find the right channel to process your order. We provide a variety of shipping channels. If the price communicated by your account manager and you already includes the shipping fee, you can choose the "Free Shipping channel" (0.00 USD).

Tips: If your price does not include shipping, but you choose the free shipping channel, we will not be able to deliver the goods for you.
Check whether the total amount is correct, and click "Pay" to pay after confirmation.

Bulk Request Quotes

If you need to request quotations for products in multiple orders, you can choose to select orders in batches, and then click "Action", click "Ask For Quote" to operate. Please refer to the picture below:
Merge orders

If there are 2 orders in your store for the same customer, you can combine orders in SIHI and ask your account manager to provide a preferential price for the order. For details, please refer to the figure below.

After selecting the order, in the "Actions" menu, select "Merge Order", and SIHI will merge your orders and ship them together.
Reminder: Please ensure that the customer information of the two orders is exactly the same (name, number, address, tax ID, etc.), otherwise the orders will not be merged.

**balance recharge**

Click "Billing" on the left to enter the billing page. Select "EBANX", select the country and amount of recharge, and then click "Confirm" to enter the recharge page.

Select the appropriate payment channel, then enter personal information, and finally confirm the payment to complete the top-up.
After the recharge is complete, you can wait until the balance arrives, and then use the balance to pay for your order.

change Password

If you want to change the account password, you can click "Setting", and then enter your new password and old password to confirm.
Enter your new password at the top and your old password at the bottom, click "Change Password" to save.