Log in to the website

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

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

# Main panel

After logging into SIHI, you can see the main panel

1: What is shown here is the number of new orders today (according to the time when the customer placed the order)

2: The quotation has been completed and the order quantity is waiting for your payment.

3: The number of orders that have been paid and are being processed by SIHI

4: The number of work orders you have created

Bind store

SIHI supports binding **Shopify**, **WooCommerce**, **CartPanda**, **Ebay**, **Yampi**, **Offline Store**. You can choose to bind according to your needs shop.
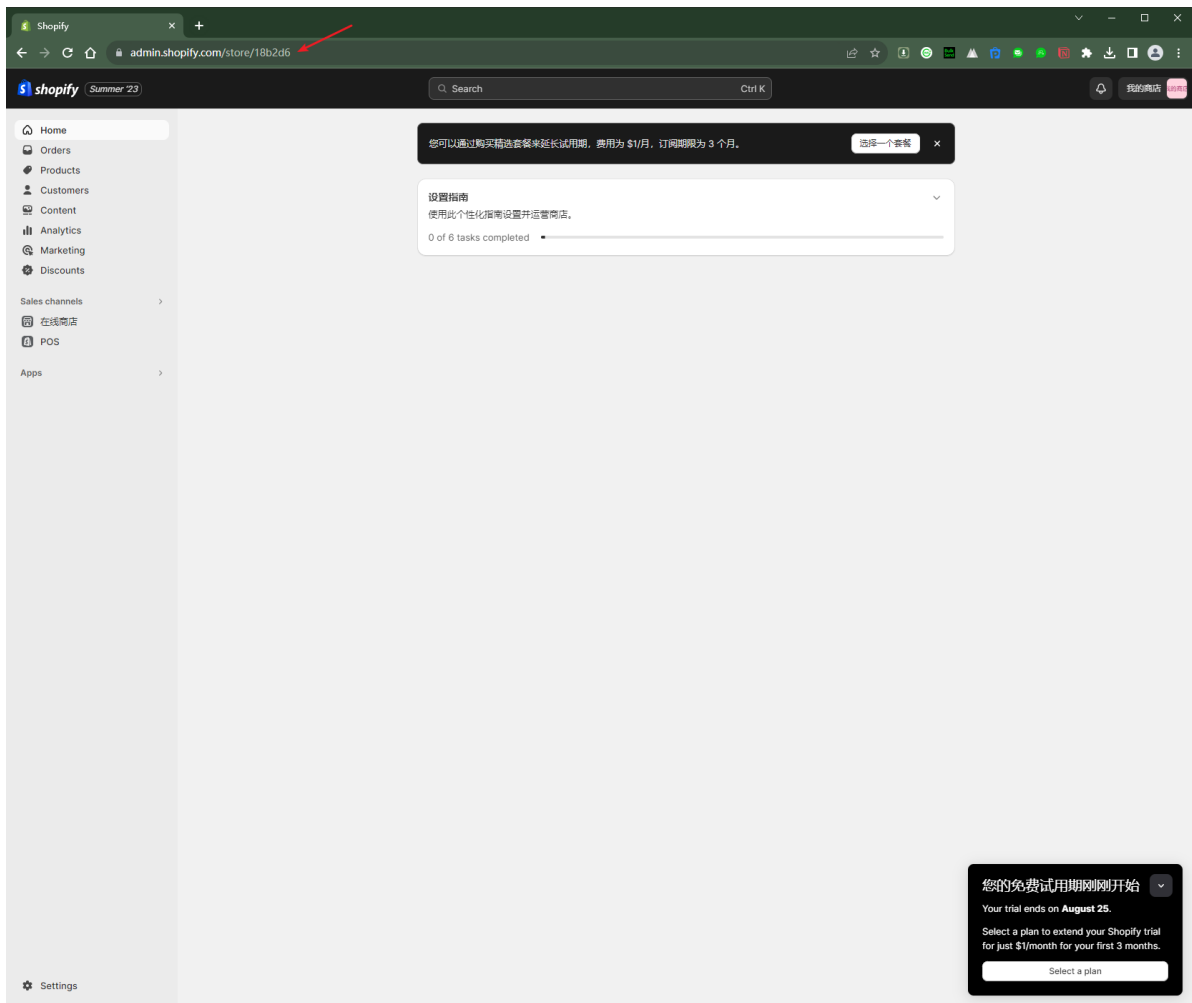
Warning: Please bind your shopify (cartpanda, WooCommerce, Yampi) store immediately after logging in, otherwise SIHIdropshipping will not work properly!!!
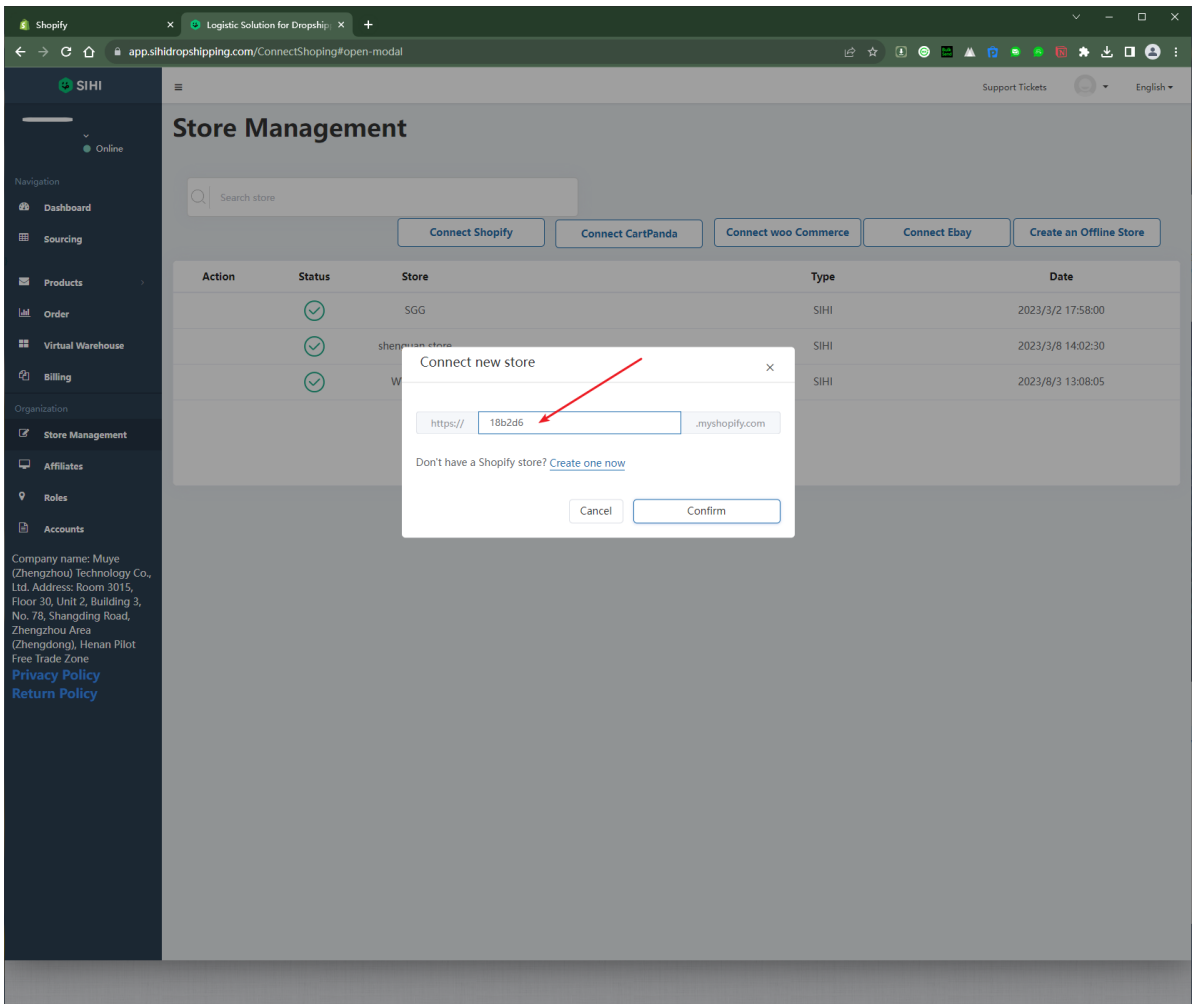
The picture shows binding shopify:
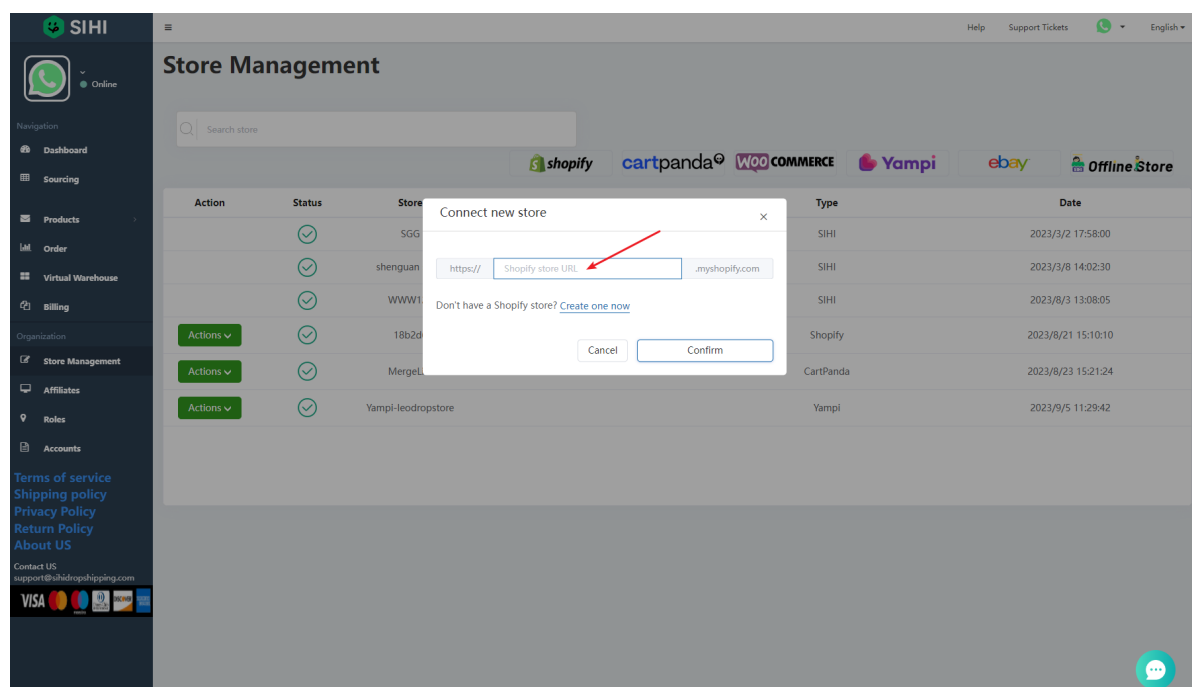
Enter your shopify store URL, click **"Confirm"** to bind, and wait for the page to jump to complete the binding.
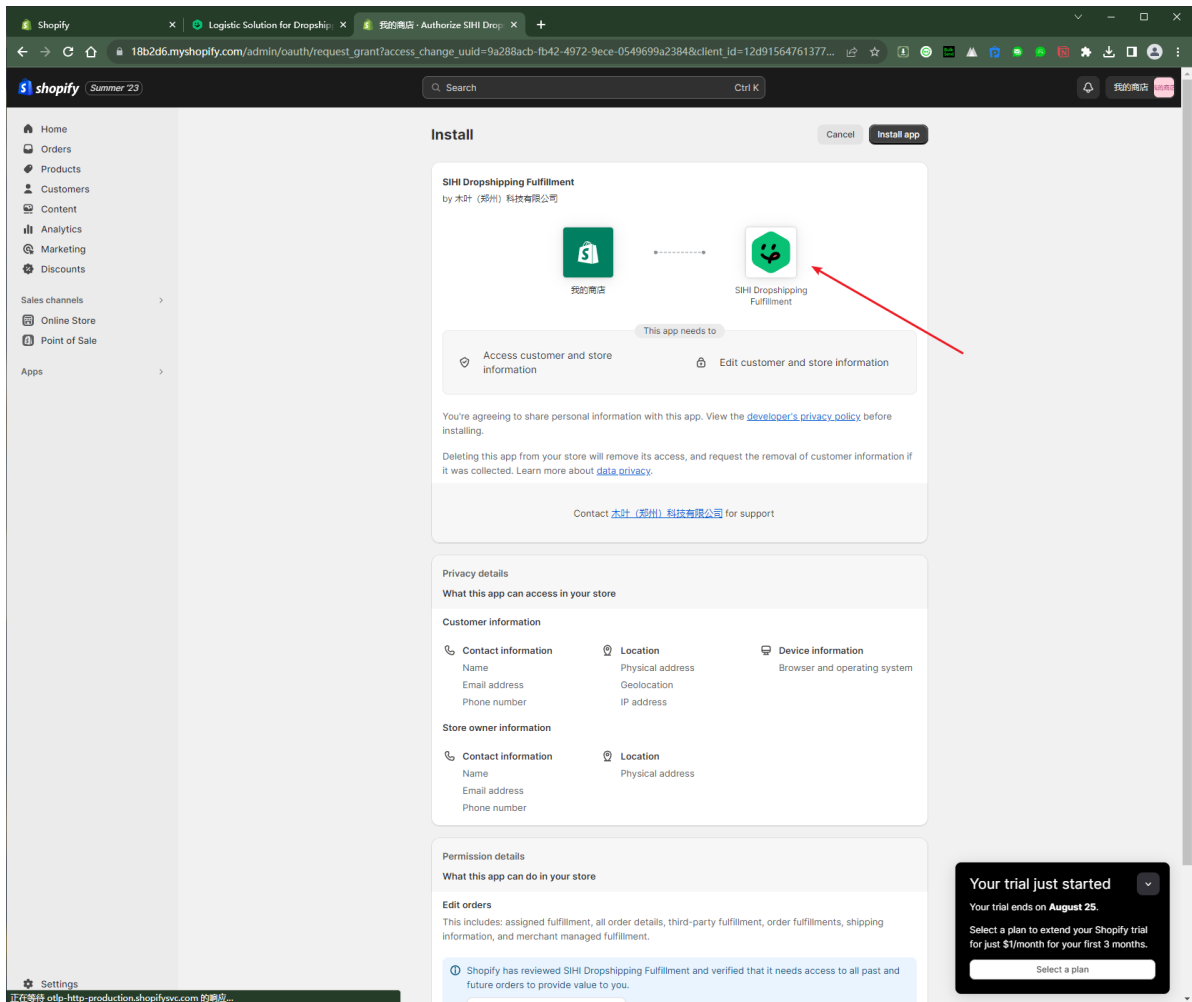
You can view your store URL on the shopify homepage
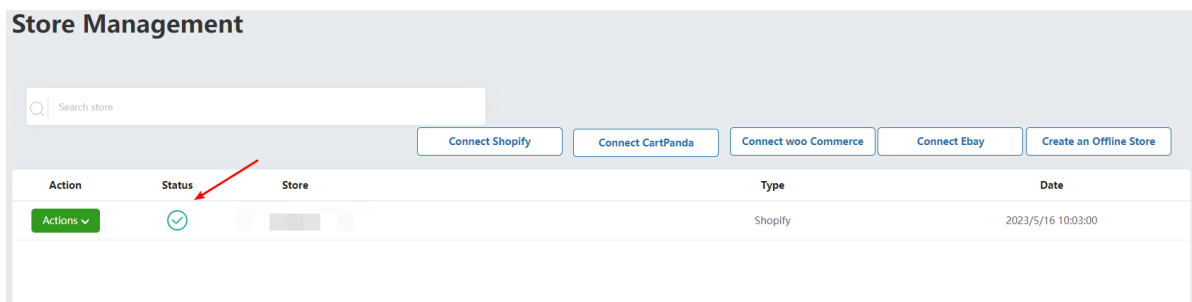

Enter the URL of the bound store

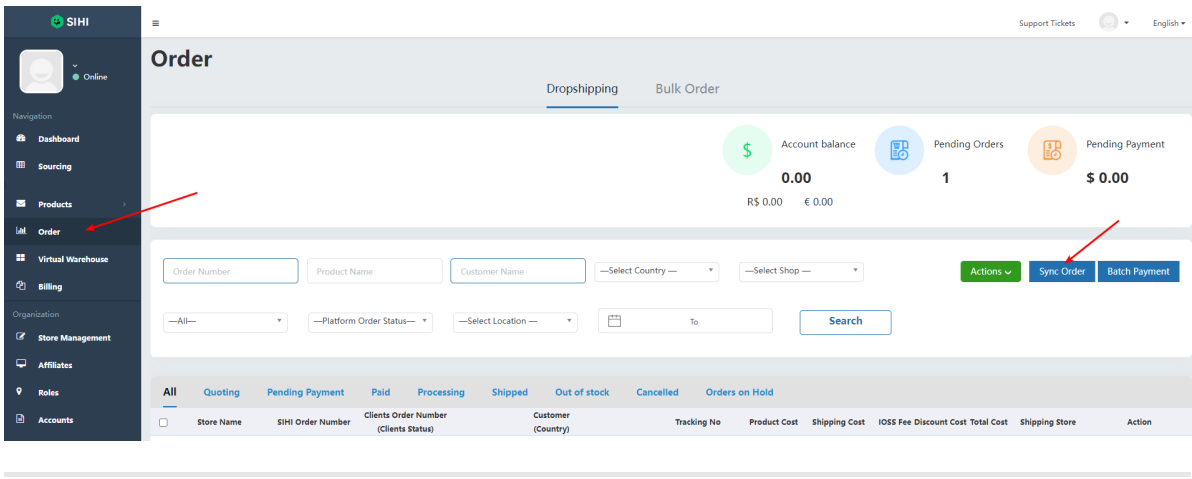The browser page will jump to the Shopify App Market page, select "Install App" to install our SIHIDropshipping APP

When **"Status"** is displayed as shown in the figure below, it means that the store has completed binding.
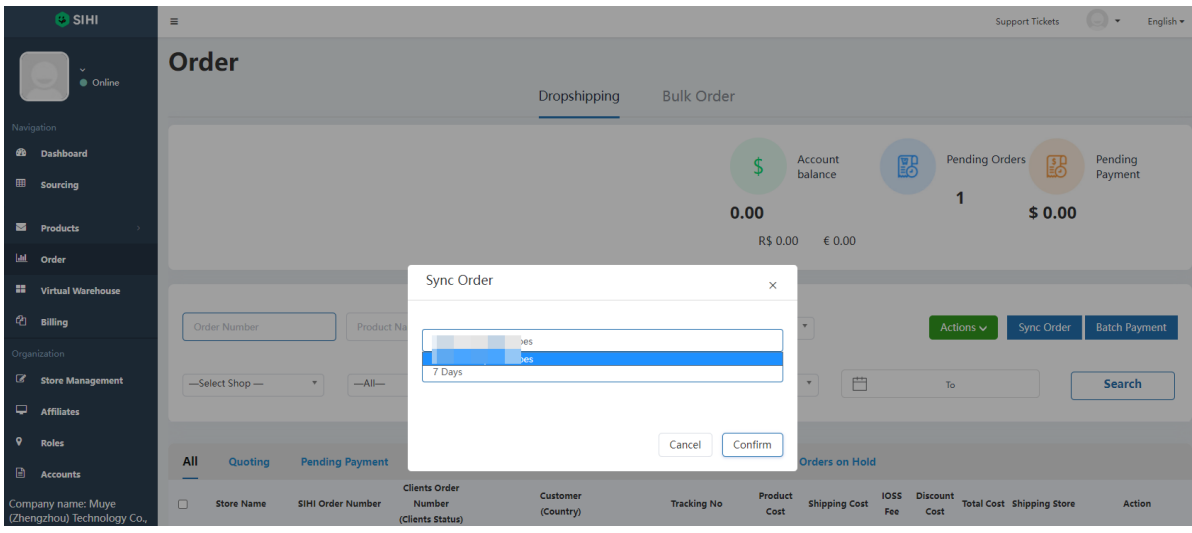

Process your order

Synchronize orders

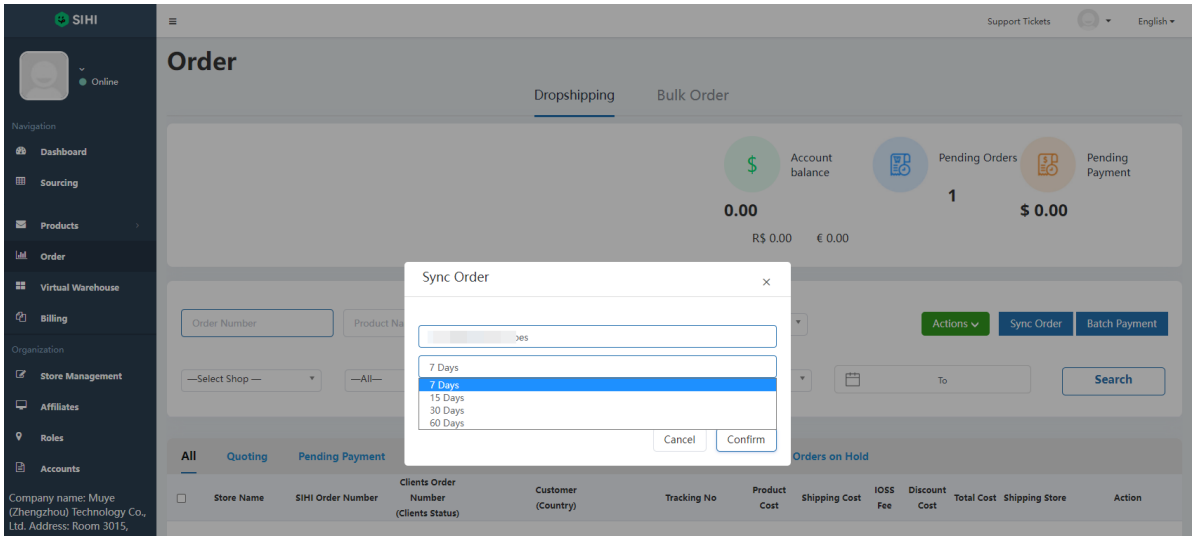Click the **"Order"** button on the left to enter the order page.

Click **"Sync Order"**, select the store name and time, and then synchronize your store's orders.

Select store

selection period

Click **"Confirm"** to confirm and synchronize the order, and wait for the order synchronization to be completed.

Order synchronizing...

Order synchronized completed

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

Shopify, Woo, CartPanda, Yampi platform order status

This refers to the order status on your shopify, Woo, and CartPanda platforms

Order Status	Explanation
pending	The payment for the order in the store has not been completed
paid	The payment for the order in the store has been completed
refunded	The order in the store has been refunded
canceled	The order in the store has been closed

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

Filter orders (Shopify, online store)

Enter the SIHI workbench, open the "Order" page, and view the tabs as shown in the figure.

Note: Use these tabs to quickly retrieve your orders from online stores such as Shopify. Let's learn how to use these tabs.

①: `Order Number`, enter your order number in **Shopify (or other stores)**, you can filter out the corresponding orders

②: `Prdocut Name`, enter your product name in **Shopify (or other stores)**, you can filter out the orders containing the corresponding products

③: `Customer Name`, enter the customer name of your order in **Shopify (or other stores)**, you can filter out the orders of this customer

④: `Select Country`, select the country where your order on **Shopify (or other store)** belongs, you can filter out the orders in that country

⑤: `Select Shop`, select your store name, you can only display orders from the selected store

⑥: `All`, select whether or not the tracking number is included. You can filter out the orders in your store that have or have not updated the tracking number.

⑦: `Platform Order Status`, select your order status in **Shopify (or other stores)**, you can filter out the orders with the corresponding status. For example: Select "paid" to filter out orders that have been paid by customers in the store; select "cancelled" to filter out orders that have been closed by customers in the store

⑧: `Platform Fulfillment Status`, select the delivery status of your order on **Shopify (or other stores)**, and you can filter out orders with corresponding delivery status. For example: fulfilled and unfulfilled

⑨: Not used yet

⑩: Select "Start Time" and "End Time" to filter out orders placed within this time period.

Filter orders (SIHI)

Enter the SIHI workbench, open the "Order" page, and view the tabs as shown in the figure.

`Quoting:` Filter out orders that have not yet been quoted or are waiting for SIHI quotes

`Pending Payment:` Filter out the orders that SIHI has quoted and are waiting for your payment

`Paid:` Filter out orders that have been paid in SIHI

`Processing:` Filter out orders that are being processed by SIHI

`Shipped:` Filter out orders with a shipping status of "shipped" or a tracking number

`Out of stock:` Filter out out-of-stock orders

`Cancelled:` Filter out the orders you have closed on SIHI

`Order on Hold:` Filter out orders that do not need to be processed by SIHI temporarily. This is an action initiated by you

`Pix Pay in Progress:` Filter out orders that are in the process of Pix Pay payment

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 to you by your account manager already includes freight, you can choose **"Free Shipping" (0.00 USD)**.

*Tips: If your price does not include shipping costs, but you choose the free shipping channel, we will not be able to ship the goods for you. *
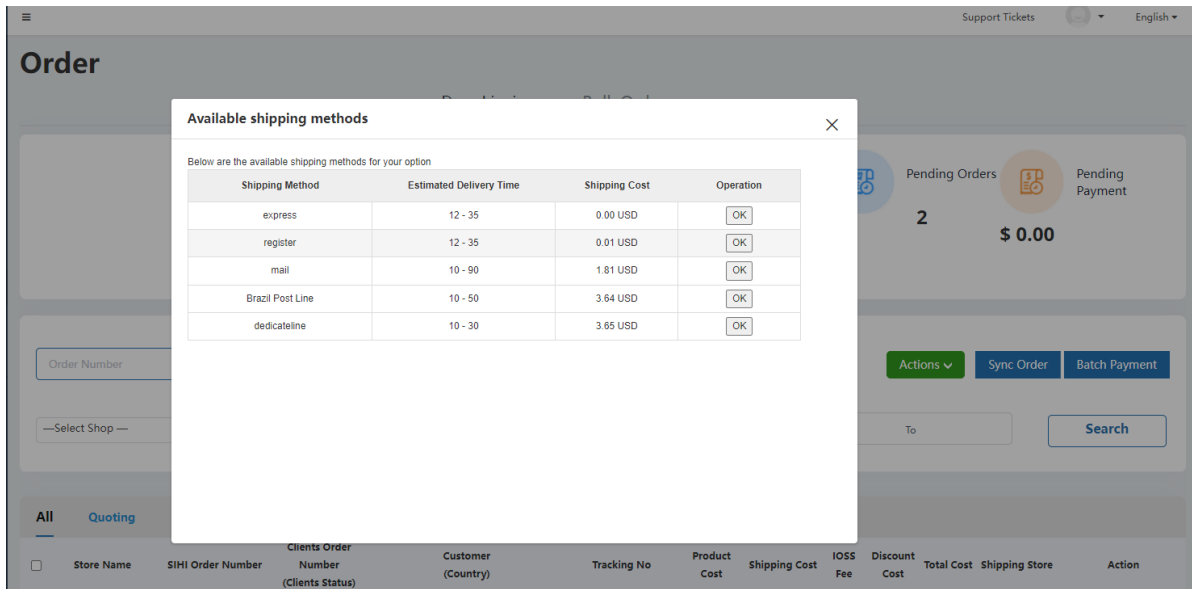
Check whether the total amount is correct. After confirming it is correct, you can click **"Pay"** to make payment.
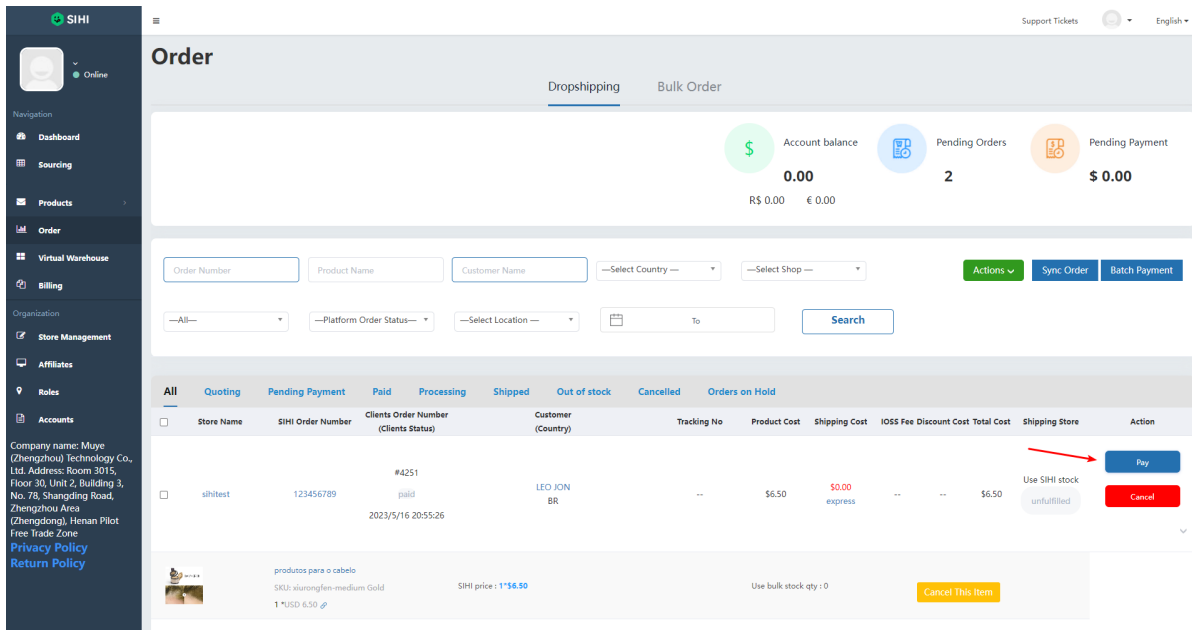
Request quotes in batches

If you have multiple orders for products that need to be requested for quotations, you can choose to batch select the orders and click **"Action"** , click **"Ask For Quote"** to operate. *Please refer to the picture below:*

Merge orders

If there are 2 orders in your store that are sent to the same customer, you can merge the orders in SIHI and ask your account manager to provide a preferential price for the order. Please refer to the picture below for details

After selecting the order, in the "Actions" menu, select "Merge Order", SIHI will merge your orders and ship them together.

Tip: Please ensure that the customer information of the two orders is completely consistent (name, number, address, tax ID, etc.), otherwise the orders will not be merged.

Pay for your order

Pay with balance

Your account manager has updated the correct price for your order, and you can top up your balance and pay for your order. SIHI will process your order as soon as possible.

For the content of recharge balance, please refer to the "Balance Recharge" page

Pay for your order with Pix (Brazil)

Tip: Before using Pix to pay, please set your CPF/CNPJ number on the "Billing" page of the "Setting" page.

1. Set CPF number

On the "Billing" page of "Setting", fill in your CPF number
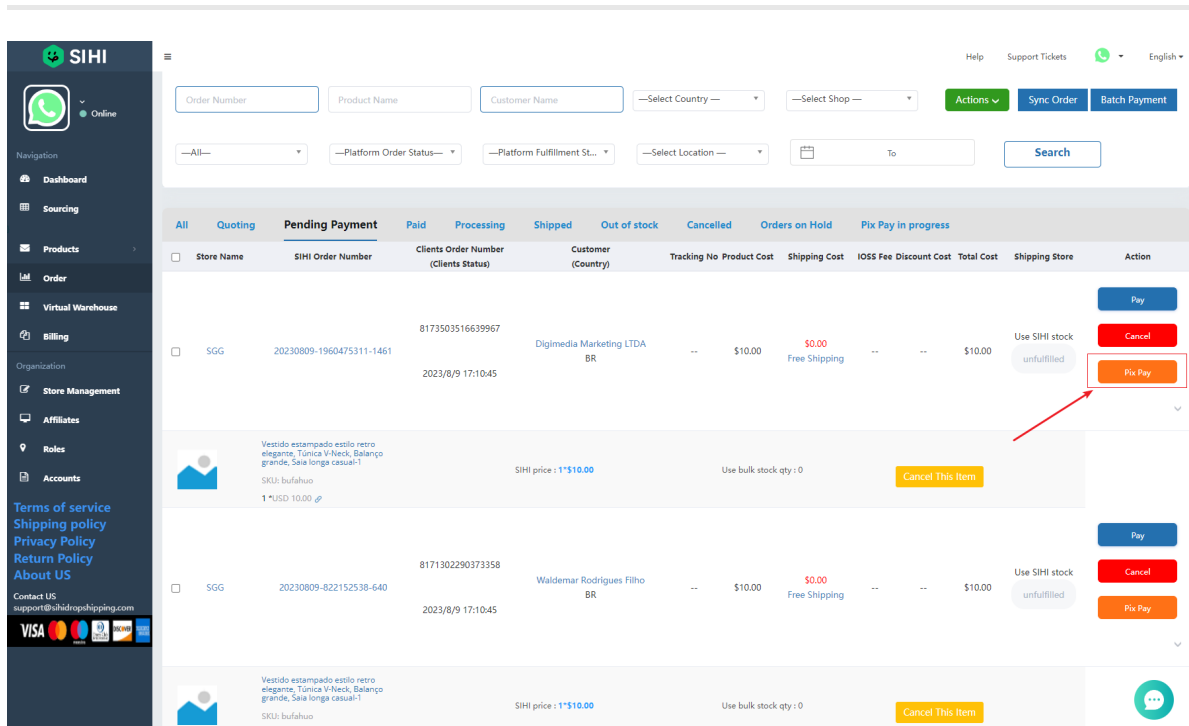
2. Choose to use Pix to pay for a single order on the order page.
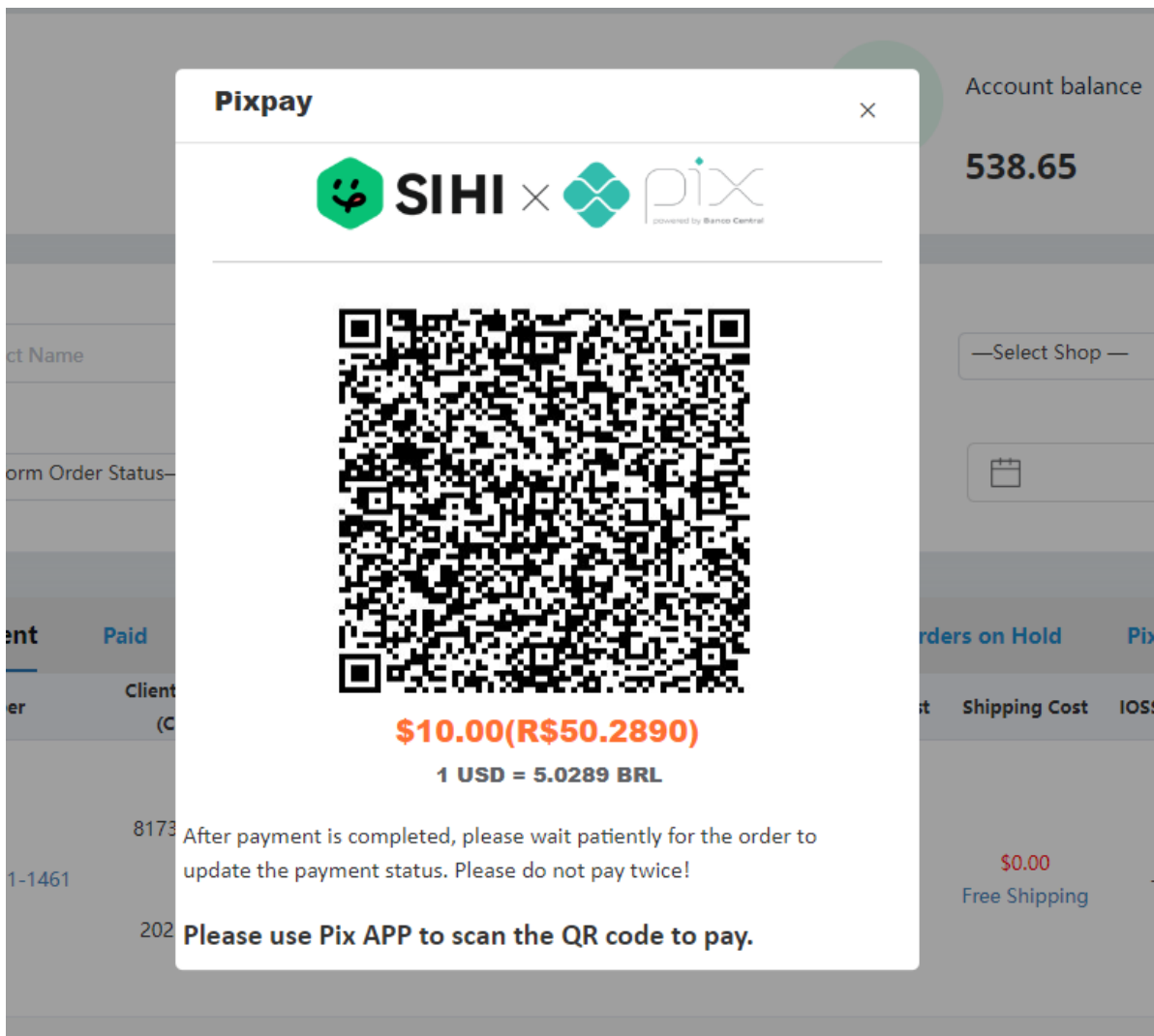
Select the order in SIHI, then click "Pix Pay" in "Action", and a pop-up window will prompt for confirmation.

Open Pix APP and scan the QR code to complete payment. (QR code is valid within 24 hours, please pay in time)

Pixpay

SIHI × pix

Account balance

538.65

$10.00(R$50.2890)

1 USD = 5.0289 BRL

After payment is completed, please wait patiently for the order to update the payment status. Please do not pay twice!

Please use Pix APP to scan the QR code to pay.

After the payment is completed, close the QR code page and please wait **10 minutes** for the order to be updated to paid status.

3. Select multiple orders on the order page and use Pix to pay for the orders in batches.

Please check whether the order amount is correct before paying, then select your order and click "Pix Pay"

After selecting batch payment, a Pix QR code will be generated. Open the Pix APP and scan the code to pay for the order.

After the payment is completed, close the QR code page and please wait **10 minutes**. The order will be updated to **paid** status.
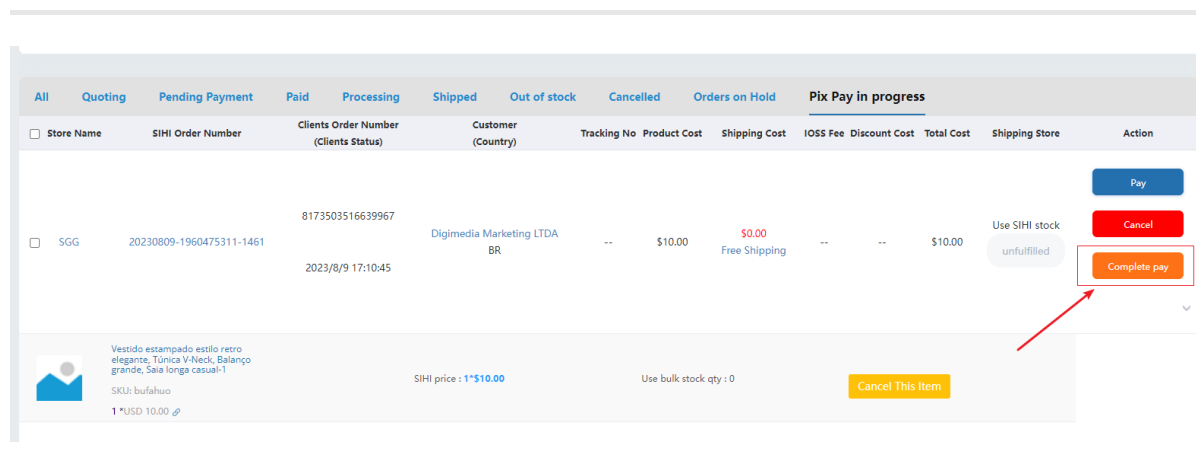
Please complete payment within 24 hours.

payment successful

After successful payment, we will receive your payment information within 10 minutes, and SIHI will process your order normally.

Payment failed

If you are unable to pay successfully due to network problems, please go to the "Pix Pay in Progress" page and click "Complete Pay" to re-activate the QR code for payment.

Please note: If you generate "Pix Pay" payment orders in batches, you only need to pay the total amount. Similarly, if the payment is not completed, you can click "Complete Pay" on any order in the batch order to recall the payment QR code for the entire order.

Cancel an order paid with "Pix Pay"

After generating a "Pix Pay" payment order, the order will enter the "Pix Pay in Progress" page.

1. You can close the payment process on the "Pix Pay in Progress" page and choose to use your balance to pay;

2. If you accidentally close the QR code page and do not complete the payment, you can click "Complete Pay" to recall the QR code for payment. *Note: Please do not pay for orders twice. *

Please note: If you generate "Pix Pay" payment orders in batches, you only need to pay the total amount. Similarly, if the payment is not completed, you can click "Complete Pay" on any order in the batch order to recall the payment QR code for the entire order.

Balance recharge

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

Select the appropriate payment channel, then enter personal information, finally confirm the payment and complete the recharge.

After the recharge is completed, you can wait until the balance arrives, and then use the balance to pay for your order.

Modify account settings

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.

Profile　　　Billing　　　System

*Head Sculpture

*First Name
JOHN

*Last Name
LEE

*Email
1111@gmail.com

*Phone
+11111111

Save Change

*Password

*Confirm Password

*Old Password

Change Password

> Enter your new password above, enter your old password below, and click "Change Password" to save.

Modify billing information (address, CPF, etc.)

Open the "Billing" page in the "Setting" page and modify your information.

> A: Billing information is personal

B: Billing information is company

1: Country

2: Name

3: Street

4: State/Province

5: CPF tax number

6: City

7: Postal code number