START WITH YOUR OWN SHIPPING ACCOUNT

Connect your store. Print your first label.

A practical guide for community owners using The Bankroll HQ Shop app. Set up EasyPost, display live shipping choices at checkout, and purchase labels from your orders.

> **What you will need**
> Your owner login, a real US ship-from / return address, sender phone, packed product measurements, and your own EasyPost account or the available guided setup. Complete payment and carrier requirements in EasyPost.

1. Open Shipping labels
Install Shop from **Owner Dashboard > Apps**. New installations open shipping setup. Returning owners: **Shop > Manage shop > Shipping labels**.

2. Choose a connection path
Use guided setup when active, or connect your own existing EasyPost account with its Production API key.

3. Set up packages and checkout
Save packed measurements, enable live rates, configure quantity-based combined packages and your free-shipping policy.

4. Quote, buy, print and fulfill
Open a paid live delivery order, choose a rate, confirm postage, print the purchased label, then mark shipped after handoff.

The companion video is an illustrated walkthrough with all instructions on screen and no audio. It uses explanatory UI references, not screenshots of a private account.

Save your address. Choose a path.

HQ SHIPPING SETTINGS

1 Save the return address and sender phone

Under **Return address**, enter sender or business name, street address, optional unit, city, two-letter state, ZIP code, and **Sender phone**. Country is United States. Select **Save return address**.

Use the actual shipping origin. HQ uses this saved address for rate calculation and labels; the phone is required when requesting carrier postage.

2 Path A: guided setup, when available

Find **Set up shipping with EasyPost**. Save your address and phone first, and verify your HQ account email if prompted.

Review the terms and consent for creating your community's own account, sharing the listed contact details, and paying your shipping costs. If authorized, accept and choose **Continue to EasyPost**.

Finish payment and carrier setup in EasyPost. Return to HQ and select **Check shipping status**. Look for **Account connected**. If unfinished, use **Continue EasyPost setup**; after connection, **Payment & shipping account** reopens account management.

> **If you see Activation pending**
> Guided setup is not available yet. Use **Use an existing EasyPost account** below and follow page 3. If the account needs review or belongs to a previous owner, contact HQ support before creating another account.

3 Path B: connect your own account

Use an existing, approved EasyPost account for your community. If you do not have one, create it first. This path uses a private Production API key; it does not require the guided setup to be active.

Prepare your EasyPost account

EXISTING-ACCOUNT PATH

1 Sign up and complete account requirements

Open app.easypost.com/signup, or sign in to your existing account. Complete any verification EasyPost requests. EasyPost requires a wallet and ship-from address before API-key access.

2 Set up and review the wallet

Account Settings > Billing > Setup Wallet: add a valid payment method. Review fees and auto-funding before buying postage. In **Wallet Settings > Adjust settings**, review the funding **Amount** and **Trigger threshold**, then save changes.

To fund manually: **Billing > Add Funds > One Time Funding**. Select a payment method and amount, then **Checkout**. Card funding is generally immediate; bank transfers can take 3-5 business days. Check the actual account terms and payment status.

3 Save your sender address

Shipping Settings > Sender Addresses > Add an Address > Add New Address. Enter the address, contact details and nickname. Review the preview and choose **Save Address**. Set Sender / Return To defaults where appropriate.

4 Enable the carriers you want to use

Confirm the desired carriers under **Account Settings > Carriers**. For USPS Wallet, choose **EasyPost Wallet Carriers > USPS Account > Create Account**. Other carriers may require their own setup or approval.

> **Postage billing is separate from checkout**
> The customer's shipping payment goes to your shop through Stripe. It does **not** automatically fund your EasyPost Wallet. Your connected shipping account pays postage, adjustments, and applicable fees.

Connect the key. Save packages.

PRIVATE ACCOUNT CONNECTION

1 Get a Production API key

In EasyPost: **Account Settings > API Keys > Add Additional API Key > Production**. If key creation is unavailable, complete EasyPost's requested verification. Test keys are for testing; their labels cannot be used to mail real packages.

2 Connect it in HQ

Return to **Shop > Manage shop > Shipping labels**. Choose **Use an existing EasyPost account**. Paste the key in **EasyPost production API key** and select **Connect EasyPost**. Confirm EasyPost shows **Connected**.

Connecting checks the account; it does not buy postage. If another provider is active, EasyPost replaces it for **new** postage purchases. Previously purchased labels remain available.

> **Keep the key private**
> Treat an API key like a password. Paste it only into the private connection field. Never post it in chat, product descriptions, screenshots or tutorials. To recover an interrupted connection, use **Update EasyPost connection** and a new Production key from the same account.

3 Enter the product's packed measurements

In the product editor, open **Shipping weight & package**. Enter all four fields: **Weight (oz)**, **Length (in)**, **Width (in)**, and **Height (in)**. Measure the sealed package including the box or mailer, padding and product; do not enter the bare item's weight.

These values apply to every option of that product and prefill labels. Fill all four fields, or leave all blank to use store package sizes. Enable **Use live carrier rates for this product** if you want it to use carrier pricing even when the store default is a flat fee. Save the product.

Configure checkout and shipping policy

STORE SETTINGS

1 Turn on live carrier choices

Open **Store settings > Shipping & customer care**. Enable **Ship within the United States**. Set **Checkout shipping** to **Buyer chooses live carrier rates**. This makes carrier rates the store default; a connected account and return address are required.

2 Add combined packages for order quantities

Save measured combined-package rows for each **exact item count** you sell. These take priority over estimates. Without a matching row, checkout estimates from the saved packed item sizes and quantities. Missing or excessive measurements can block rates. Confirm the actual sealed package before buying postage.

3 Choose an optional free-shipping threshold

In **Free standard shipping at (USD)**, enter a threshold such as **50**. This is an example, not a required amount. It applies at or above the product total **after discounts, before tax**. Enter **0** to disable it. Your shop still pays postage. Free shipping offers only the **cheapest available service**; paid upgrades are not offered in that checkout.

Review your shipping and return policy, then select **Save storefront**.

4 Finish payments and preview the buyer flow

Complete the store's Stripe payment setup separately, publish products, and enable **Accept member orders**. Shipping connection alone does not enable sales.

Put an available product in the bag, enter the delivery information, and choose **Review order**. Check the shipping service and order total before payment. You can review this without completing a purchase. A rate quote does not buy a shipping label.

> **Before going live**
> Confirm both a single-item and a multiple-item basket can get the correct shipping choices. If you use free shipping, check a basket below the threshold and one at or above it.

Buy, print, and fulfill an order

REAL POSTAGE - CONFIRM THE PRICE FIRST

1 Open an eligible order

Open a **paid live delivery order** or eligible gift in your shop orders. Test orders are not for real shipping. In **Carrier label with postage**, confirm the delivery address, packed measurements and saved sender details.

2 Get and choose a carrier rate

Select **Get carrier rates**. Choose the carrier and service you intend to use. The buyer's checkout choice may be shown, but confirm the current price. If measurements or provider change, select **Update carrier rates** before purchasing.

3 Confirm the purchase

Review the displayed charge and select **Buy $X.XX postage** only when ready. This charges your connected shipping account. Optional EasyPost services or subscriptions can be billed separately according to your account settings.

4 Open and print the purchased label

Wait for **Postage purchased**, then choose **Open / print** label. Match the printer paper setting to the generated file. Carrier label formats vary: a PDF may be 4 x 6 or a label on a Letter page. Check the preview for the entire label and barcode.

Reprinting uses the same purchased label; it does not buy postage again. An **Address-only label** contains addresses but no paid postage or carrier tracking.

5 Mark shipped after carrier handoff

After handing the package to the carrier, check the saved carrier and tracking number. Set **Fulfillment status** to **Shipped**, then choose **Save delivery update**. Buying a label alone does not mark the order shipped.

Troubleshoot without duplicate charges

KEEP THE ORIGINAL SHIPMENT RECORD

Cannot connect / API keys unavailable
Use a Production key from the correct account. Complete EasyPost verification, wallet and address setup. Keep the key private.

Guided setup is pending or unfinished
Activation pending: use the existing-account path. Onboarding started: finish billing and carriers in EasyPost, return, then Check shipping status. Contact HQ for ownership or review messages.

Rates are missing or incorrect
Check sender address and phone, recipient address, positive packed weight and all dimensions, enabled carriers, and quantity-based combined packages. Confirm live rates are enabled and storefront changes saved.

Payment / wallet error
Review EasyPost Billing, available balance, payment status and funding preferences. A successful customer payment through Stripe does not fund EasyPost automatically.

A request is pending or uncertain
Use Check shipping status to recover the original result before another attempt. Do not repeatedly click Buy or purchase replacement postage while the original result is unresolved.

Label is missing or will not print
Look for the original purchased label. Use Recover purchased label when offered, and allow the print window. Match paper size and inspect the preview. Reuse the same label instead of buying again.

> **If you still need help**
> Contact HQ support for Shop connection and order-screen issues. Use EasyPost support for account verification, wallet and carrier errors. Share the error message and order reference, never an API key or card details.

Final checklist and references

SAVE THIS GUIDE FOR YOUR TEAM

Before you accept delivery orders

☐ Return address and sender phone saved; correct EasyPost account connected.

☐ Wallet / billing and intended carriers ready.

☐ Packed product measurements and combined package quantities saved.

☐ Live rates, free-shipping policy, and storefront changes saved.

☐ Stripe setup complete; published products and member orders enabled.

☐ Checkout review shows the expected service and shipping total.

Official references

01 EasyPost account signup

02 Authentication and key prerequisites

03 API Keys: dashboard instructions

04 EasyPost Wallet Setup

05 Manage Sender and Return Addresses

06 USPS Wallet carrier guide

07 Parcel measurements and units

08 Test Environment

09 Shipping Label Sizes

10 Getting Started with EasyPost Core

11 EasyPost billing and payments

12 EasyPost support

Reviewed 2026-11-08 against the current Shop implementation and official EasyPost guidance. External menu labels, fees, carrier requirements and funding availability can change. This guide does not create an account, move money, or buy postage for you.