



Shopify Integration Guide for Customers

Thanks for becoming a Shopify Integration partner! We're excited to help you offer your customers a fast, affordable, and socially impactful delivery option. This guide will walk you through everything you need to know to set up and start using the Good Foot Shopify Integration app.

How our Shopify Integration Works

This app connects your Shopify store to Good Foot's delivery management system, giving your customers a fast, affordable shipping option while supporting inclusive employment.

At Checkout

When a customer checks out, the app verifies whether their address falls within our delivery zone (and, where applicable, that their parcel is under 10 lbs). If eligible, Good Foot Delivery appears as a shipping option with live rates and a brief description pulled directly from our system.

Fulfillment

Once an order is ready to ship, you will request fulfillment through Shopify. This automatically creates a delivery job in Good Foot's system, with your store address as the pickup point and your customer's shipping address as the destination. Your customer is charged the exact shipping amount, no manual entry required.

Tracking

After successful fulfillment, your customer receives an order confirmation email with a tracking number they can use to monitor their delivery in real time.

Requirements

Before adding the Good Foot Delivery app, make sure your store meets the following requirements:

Shopify Plan

Third-party carrier shipping is required to use this app. Your store must be on one of the following:

- Advanced Shopify plan or higher (including Shopify Plus)
- A Shopify Grow plan with either an annually paid plan, or the third-party carrier feature enabled for an additional \$20 USD/month

Note: Even if you meet these requirements, you may need to contact Shopify directly to enable third-party carrier shipping on your account.

Store Location

Your store location(s) must fall within Good Foot's delivery area, as this is used as the pickup point for all deliveries.

Good Foot Account

You'll need to [create a Good Foot account](#) before getting started.

Getting Started in 5 Steps:

Follow the steps below to set up your Good Foot Delivery Shopify integration. Our team is here to help if you run into any questions.

1) Create a Good Foot Delivery Account

You'll need a Good Foot account in our Delivery Management System so that orders are automatically populated when you request fulfillment through Shopify.

- **New to Good Foot?** [Create an account here](#), then contact us at info@goodfootdelivery.com. We'll associate your account with Shopify and provide the login credentials needed to complete the integration setup.
- **Already have a Good Foot account?** You can use it for both Shopify and regular orders. The system automatically distinguishes between the two when fulfillment is requested. Just let us know at info@goodfootdelivery.com and we'll link your existing account to Shopify and send you your credentials.

2) Shopify Setup

Installing the App

1. In the Shopify App Store, search for **Good Foot Delivery**, then click **Add app** → **Install app**.
2. Read the instructions and select **Begin Installation**.
3. On the installation page, enter your Good Foot credentials (email, username, and user ID), then click **Submit**. If you're missing any of this information, contact us at info@goodfootdelivery.com.
4. Once submitted, you should see a green checkmark next to every item. If you see any red X's, please reach out to us for troubleshooting.

- **Common issue:** A red X next to *Carrier Service ID* typically means third-party carrier shipping hasn't been enabled on your Shopify account. Refer to the Requirements section above, or contact Shopify directly to have the feature turned on.



Good Foot Delivery
by Good Foot Delivery
Affordable same-day
delivery across Toronto and
the GTA
★ No reviews
Free

Good Foot Delivery Account Status

Item	Details	Status
Store	good-foot-delivery-merchandise.mys Shopify.com	✓
Carrier Service ID	60590293198	✓
Webhook Fulfillment Create ID	1067031691470	✓
Webhook Order Cancellation ID	1067031724238	✓
Webhook Order Deletion ID	1067031757006	✓
Webhook App Uninstall ID	1067031789774	✓
Username	shopify@goodfootdelivery.com	✓
User ID	5578	✓
User Email	shopify@goodfootdelivery.com	✓

Recommended: Require Customer Phone Number

During checkout, Shopify makes the customer phone number field optional by default. We recommend setting it to required. Having a phone number allows our couriers and dispatchers to reach the recipient if any delivery issues arise, which helps ensure successful delivery.

To update this setting:

1. Go to **Settings** → **Checkout**
2. Scroll to **Form options**
3. Set **Shipping address phone number** to **Required**

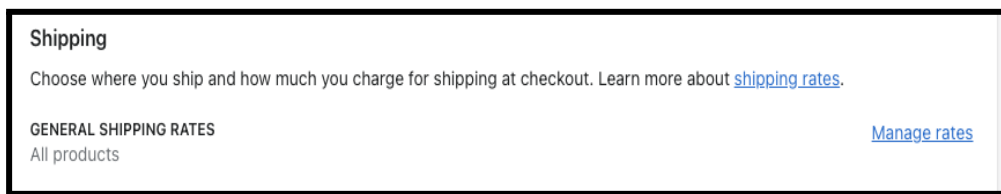
3) Add a Discount and/or Free Shipping (optional)

If you'd like to cover part of the delivery cost for customers who choose Good Foot, you can apply a flat or percentage discount to every order. For example, a \$10 discount means the customer sees only the remaining balance at checkout, though you are still charged the full delivery cost by Good Foot.

To set up a discount:

1. Go to **Settings** → **Shipping and Delivery**
2. Select **Manage rates**
3. Click the three dots next to **GFD Carrier Service** and select **Edit rate**
4. Under **Handling fee**, enter either a flat amount or percentage discount

⚠ **Important:** Always use a negative sign before the amount (e.g., **-10.00**), otherwise the system will add a surcharge instead of a discount.



To set up a free shipping:

1. Go to **Settings** → **Shipping and Delivery**
2. Select **Shipping Profile**
3. Under shipping zones, select the **GFD Carrier Service**
4. Click the “Offer free shipping” box and set the minimum order amount
5. Click “Save” to save changes

Shipping and delivery

Taxes and duties

Locations

Markets

Apps

Sales channels

Domains

Customer events

Notifications

Metafields and metaobjects

Languages

Customer privacy

Policies

Ada Swierszcz
info@goodfootdelivery.com

1 Blue Jays Way, Toronto Ontario M5V 1J1, Canada

Shipping zones

Canada

Domestic

...

Express

0-2kg • 1-2 business days

\$21.90

...

Standard

Orders \$100.00 and up • 3-9 business days

Free

...

Standard

0-2kg • 3-9 business days

\$14.90

...

Standard

2-30kg • 3-9 business days

\$21.90

...

Canada Post

3 services • Supports prepaid duties • Calculated transit time

Calculated

...

Expedited Parcel

Priority

Xpresspost

GFD Carrier Service (via app)

1 service • Free \$250.00 and up • Calculated transit time

Calculated

...

Good Foot Delivery — Support Autistic & Neurodivergent Couriers in Toronto

Add shipping option

Add zone

Edit shipping option

DiscardDone

Name

GFD Carrier Service

Add delivery details

Rate type

Carrier or app

Carrier or app calculated

GFD Carrier Service (via app)

Shipping services

Good Foot Delivery — Support Autistic & Neurodivergent Couriers in Toronto

Automatically include new services when they become available

Handling fee

0%

\$ 0.00

Example at checkout

Rate name

Wed, Aug 26

\$10.00

Name, price, and transit time will be calculated at checkout

Amounts set in Canadian dollars (CAD). [Change currency](#)

Offer free shipping

Minimum order amount

\$ 250.00

CAD

First name (optional)

Last name

Address

1 Blue Jays Way

Apartment, suite, etc. (optional)

City

Toronto

Province

Ontario

Postal code

M5V 1J1

Phone

☐ Save this information for next time

Shipping method

⚠

The shipping options have changed for your order. Review your selection.

☒ **Good Foot Delivery — Support Autistic & Neurodivergent Couriers in Toronto** **FREE**

2 business days
Low-carbon delivery service championing inclusive employment. Order before noon for same-day delivery, or next day guaranteed. Weekdays only.

☐ **Standard** **FREE**

3 to 9 business days

☐ **Express** **\$21.90**

1 to 2 business days

	Houdini Daybreak Jacket - Women's	\$510.00
Subtotal		\$510.00
Shipping		FREE
Total		CAD \$510.00

4) Send Us Your Information

Please email us at info@goodfootdelivery.com with the following information so we can add it to our records:

- Store/contact phone number
- Any special pick up comments (example: "Please call XXX-XXX-XXXX and I will come bring the orders down")
- Store hours
- Potential packaging types (box/bag/envelope)
- Allowed to leave packages with a concierge (Yes/No)
- Allowed to leave packages in a safe location if the customer isn't home (Yes/No)

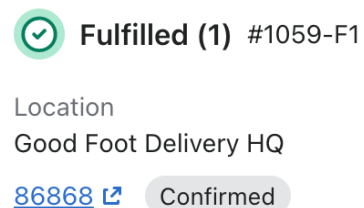
5) Test the Integration

Before going live, test the integration to confirm everything is working correctly. There are two ways to do this:

- **Test Mode** — Enable Shopify's test mode and use test credit card credentials. Note that real credit card details cannot be used while test mode is active. [Follow Shopify's instructions here.](#)
- **Live Order** — Place and fulfill a real order through your store, then refund it once you've confirmed everything is working. **Please let us know in advance so we don't dispatch a courier.**

To place a test order:

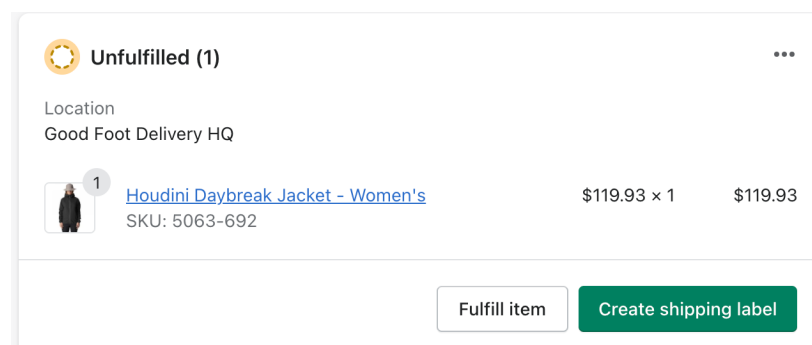
1. Use a delivery address within Good Foot's delivery area (e.g., 100 King St W.)
2. At checkout, confirm that **Good Foot Delivery** appears as a shipping option, then select it and proceed to payment
3. Once the order is placed, go to your **Orders** page and select the order
4. Click **Fulfill item**, then click **Fulfill item** again
5. Refresh the page — you should see a Good Foot order number. Click it to open the tracking page
6. Confirm that a tracking email is sent to your customer, and that the order appears in your Good Foot account



Fulfilling Customer Orders

Once an order is packed and ready to go:

1. Go to your **Orders** page and select the unfulfilled order
2. Click **Fulfill item**, then click **Fulfill item** again
3. Refresh the page — a Good Foot order number will appear, linked to the [tracking page](#)
4. You'll receive a confirmation email from Good Foot with a



Your shipping status has been updated

The following items have been updated with new shipping information.

[View your order](#)

or [Visit our store](#)

Good Foot Delivery tracking number: **91618**

summary of the order details and a waybill link

5. Your customer will also receive an email notifying them that their shipping status has been updated, along with their Good Foot order number for tracking
6. During the early stages of the integration, log into your Good Foot account to verify orders are coming through correctly. You can also add notes or comments to orders from there
7. Make sure each order includes the recipient's name and address, or attach the Good Foot waybill

Your Customer's Journey

1. **Checkout:** The customer enters their shipping address. If it falls within our delivery area, Good Foot Delivery appears as an option with a brief description of our mission and a live shipping rate.

Shipping method

☒	Canada Post Expedited Parcel 2 to 8 business days	\$10.73
☐	Good Foot Delivery 2 business days Good Foot Delivery is a Toronto-based Courier service that provides meaningful employment to the neuro-diverse community.	\$11.50
☐	Canada Post Xpresspost 2 to 4 business days	\$11.70

2. **Fulfillment:** Once you fulfill the order in Shopify, a delivery job is created in our system and your customer receives a confirmation email with a Good Foot order number.

Your shipping status has been updated

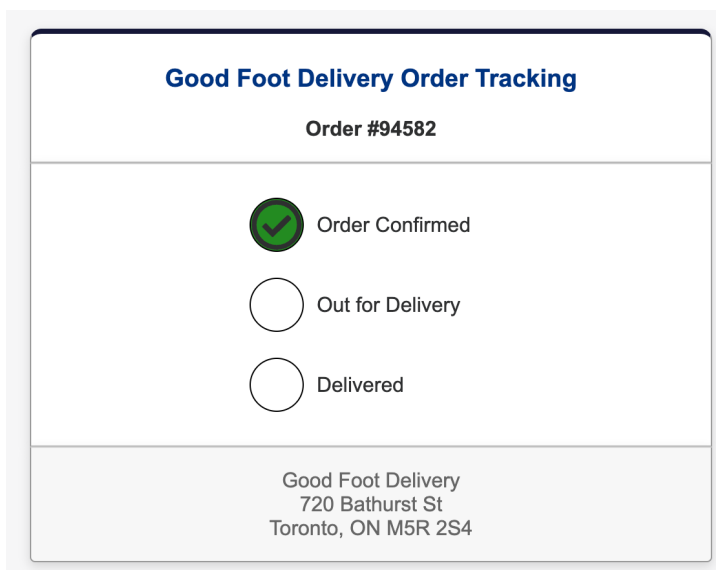
The following items have been updated with new shipping information.

[View your order](#)

or [Visit our store](#)

Good Foot Delivery tracking number: **94582**

3. **Tracking:** The customer can click their order number at any time to track their delivery in real time, and will receive a second notification when their order is out for delivery.



Multi-Origin Shipping

Our Shopify app integration supports multi-origin shipping if you operate more than one location, provided all locations fall within Good Foot's delivery area. When a customer orders items shipping from multiple locations, the checkout will display a combined shipping cost covering all deliveries — the customer sees one total, with no breakdown required. During fulfillment, you'll fulfill each item or group of items separately by location, and a corresponding order will be created in our system for each.

Marketing

We encourage you to let your customers know about your partnership with Good Foot! Feel free to use any of the copy and logo below on your website or social media, or reach out to us if you'd like additional content or to explore a cross-marketing collaboration.

About Good Foot:

1) **Good Foot Delivery - Support Autistic & Neurodivergent Couriers in Toronto**

1-2 business days

Low-carbon delivery service championing inclusive employment. Order before noon for same-day delivery, or next day guaranteed. Weekdays only.

2) **Good Foot Delivery is a Toronto-based registered charity** enhancing long-term employability for the autistic and neurodivergent community through a professional Courier service and employment training programs. Good Foot is a community where neurodivergent individuals can gain experience, feel a sense of belonging, and take steps toward their goals. By choosing Good Foot, you are directly helping to create meaningful jobs and sustainable employment pathways for autistic and neurodivergent individuals.

3) **At the heart of Good Foot is our Courier program**, which provides paid work experience through a professional, same-day delivery service, with all orders completed on foot or by public transit. Couriers build skills, confidence, and independence in a supportive and inclusive environment.

Logo

[Download the Proud Partner & Support Local logo](#) to use on your website or social media.

Examples from Our Partners

Here's how two Toronto businesses have showcased their Good Foot Delivery partnership: [Laywine's](#) and [Trail Runner Store](#). Feel free to use these as inspiration!