



Shopee Thailand Open API Developer Guide

Open API Developer Account Signup and Shop Authorization

Open Platform v2.0

July 2022

Private & Confidential



Contents

Overview	1
Evaluation Before Connecting	1
Qualification of Users	1
Developer Account Types	2
OpenAPI v1.0 Migration to v2.0	2
v1.0 Developer Type Change	3
Identify v1.0 &v2.0 API	3
Trouble Shooting	3
Useful Links	3
Sign Up and Test Instructions	4
Overall Procedure	4
Step by Step Instruction	4
Step 1: Register as Developer	4
Step 2: Profile Audit by Shopee	6
Step 3: Create APP	10
Step 4: Obtain Credentials & Webhook Setup(Optional)	10
Step 5: Test API in Sandbox	11
Step 6: Request to Go-Live	20
API Call Flows	22
Data Definition	22
Push Mechanism (WebHook)	22



Overview

Evaluation Before Connecting

Please visit our [Seller Education Hub](#) for the API Platform & functionalities introduction. We highly recommend your system developer go through the [Platform technical documents](#) and [API call flows](#) to evaluate if the functions you would like to use can be connected via our OpenAPI. There are some important points you should know before going for the OpenAPI connection:

- Connecting via OpenAPI is **NOT** a one-time setup project, there are ongoing maintenance efforts needed from the seller's side since our system will keep upgrading to improve the services quality and transactional security.
- You **developer must be qualified to conduct the API connection via JSON, Java, or any suitable programming language on their own**. Kindly understand that Shopee is unable to support the coding instruction due to security concerns.
- Possible technical-related costs it may bring;

if you don't have the in-house developer team to support this, we would recommend to consider using the Third-party Partner Platform services instead.

Qualification of Users

Thailand Shopee Open API only provides services to **Mall Seller, Non-Mall Managed-Seller (Key Account Manager is assigned)**, or **Third-party Partner Platform** (e.g. ERP provider). Application might be rejected if the qualification doesn't match with our requirements.

I am a Mall/
Managed-Seller

- If you
 1. will develop your own internal system and connect to Shopee via Open API (aka. You have own in-house developer to work on it); or
 2. entrust a third-party provider to implement the connection to your internal system

Please follow this document and register a developer account and proceed profile audit as "Shopee Seller" for the account type.

- If you would like to use the services from third-party partners provided (e.g. ERP) to connect with Shopee, please contact them directly to support your connection, **you don't need to follow the below instructions**.



I am a Third-party Partner

- If you are a Third-party Partner Platform provider, and you'd like to apply OpenAPI to connect for your clients, please register a developer account along with the required information and documents.
- You must provide your business registration number, document as well as your test system URL, test account username & password...etc., to complete the profile audit.

Developer Account Types

There are 3 different developer account types, the accessible APIs may vary based on the types. Developer needs to choose the type while completing the signup process, please refer to "[Developer Types and APP Types](#)" for more details.

Developer Type		Description
Shopee Seller	Registered Business Seller (Mall Seller)	<ol style="list-style-type: none"> 1. Seller develops own system to connect via API 2. Entrust a third-party provider to implement the connection to seller's own internal system
	Individual Seller * (Non-Mall Managed Seller)	
Third-party Partner Platform (Enterprise 3rd Party)		3rd party platform service provider, not a Shopee seller.

*** For the individual seller, Shopee Thailand only provides OpenAPI services to managed sellers, which means there is a Key Account Manager (KAM) assigned to support the seller.**

If you'd like to use the OpenAPI but are currently not eligible as a managed seller, we recommend connecting with the Third-party Partner Platform as an alternative solution, below are our recommended partners:

- Xcommerce: <https://www.xcommerce.co.th/en/>
- Zortout: <https://zortout.com/>

OpenAPI v1.0 Migration to v2.0

Shopee will gradually deprecate OpenAPI v1.0 by **the end of 2022**. For new developers, we will only approve the application of v2.0 APIs; for existing developers, we strongly recommend migrating and utilizing the new version in a timely manner, you may refer to '[Open API 1.0 Deprecation Plan](#)' for more details.



v1.0 Developer Type Change

Developers who registered before Shopee Open Platform v2.0 launched (10 Sep 2020), the type can be referred to below v2.0 type.

v1.0 Developer Type	Corresponding v2.0 Developer Type
third party erp	Third-party Partner Platform (Enterprise 3rd Party)
own system	Shopee Seller

Identify v1.0 &v2.0 API

Developers can use the call URL to identify the versions:

API call URL
https://partner.shopeemobile.com/api/v1/item/add
https://partner.shopeemobile.com/api/v2/shop/cancel_auth_partner

Trouble Shooting

When facing any issues while doing connections, please refer to our [Seller Education Hub](#) or [Open Platform FAQ](#) first. If that still couldn't fix your issue, please login to Open Platform and [raise a ticket](#) to us, the team will get back to you shortly.

Useful Links

Open Platform

- [All v2.0 API Documents](#)
- [v2.0 API FAQ](#)
- [Raise Ticket to Report Issue](#)

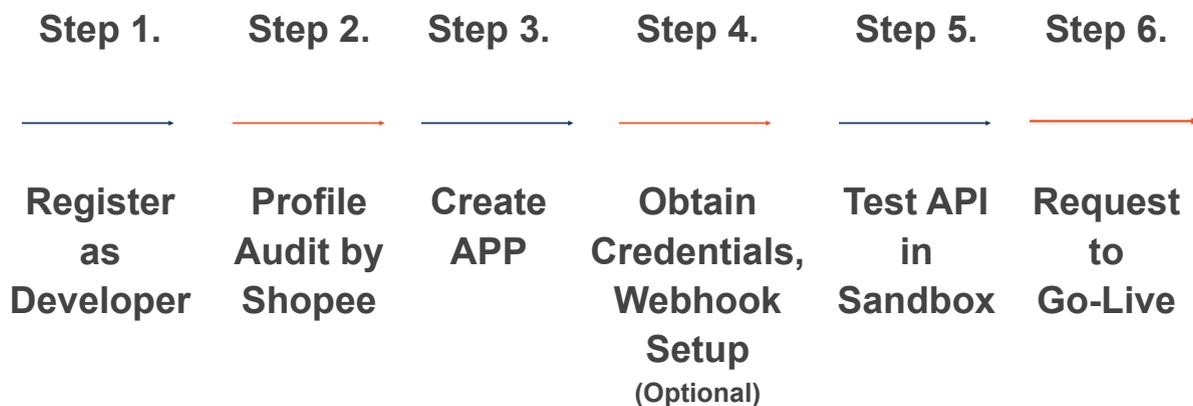
Seller Education Hub

- [How to use Shopee Open API](#)
- [FAQ: Open API- Shop Authorization Related Questions](#)



Sign Up and Test Instructions

Overall Procedure

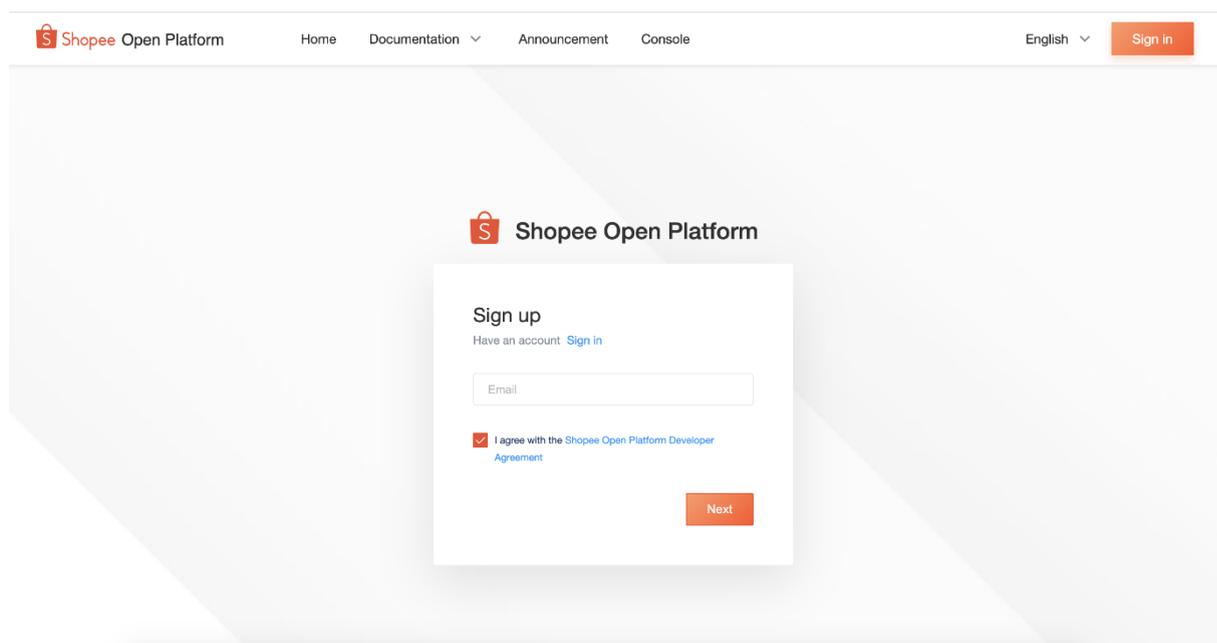


Step by Step Instruction

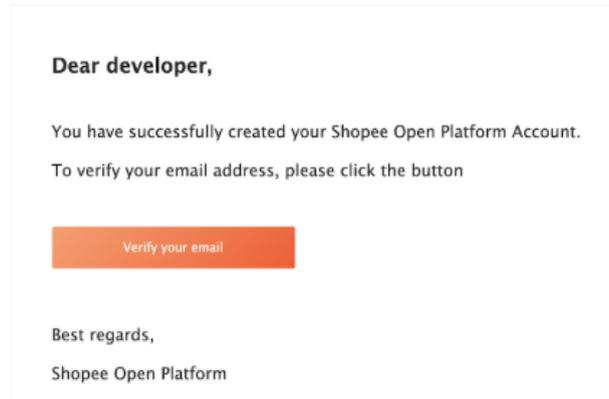
Step 1: Register as Developer

1.1 Click “Sign up” and read through “Agreement” to register as a developer by email.

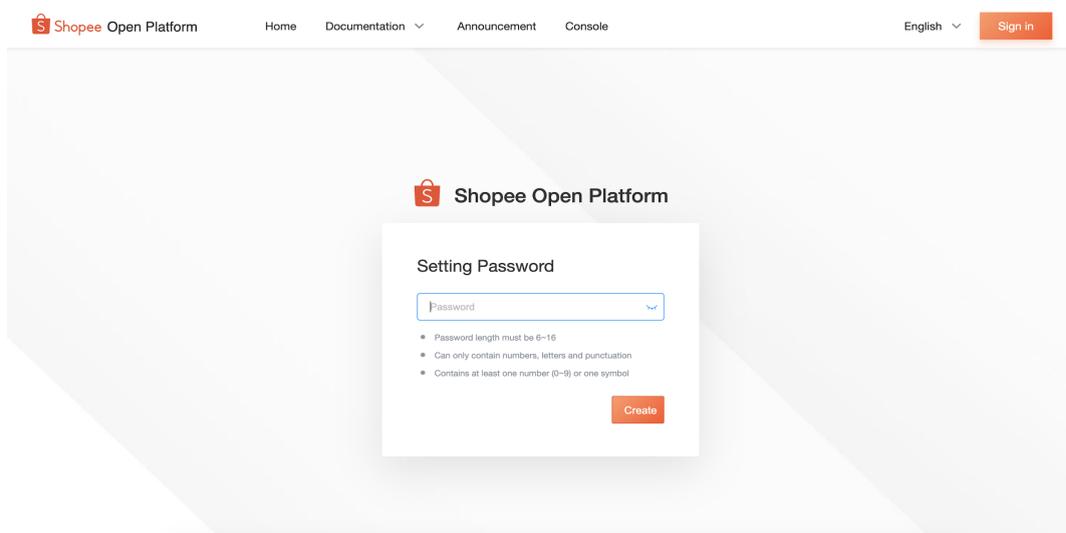
- Note 1: This is the account for Open Platform which is **different** than the Seller Account on Shopee marketplace. Please **DO NOT** use seller’s username/password to login.
- Note 2: Developer account’s email can **NOT** be changed once registered.



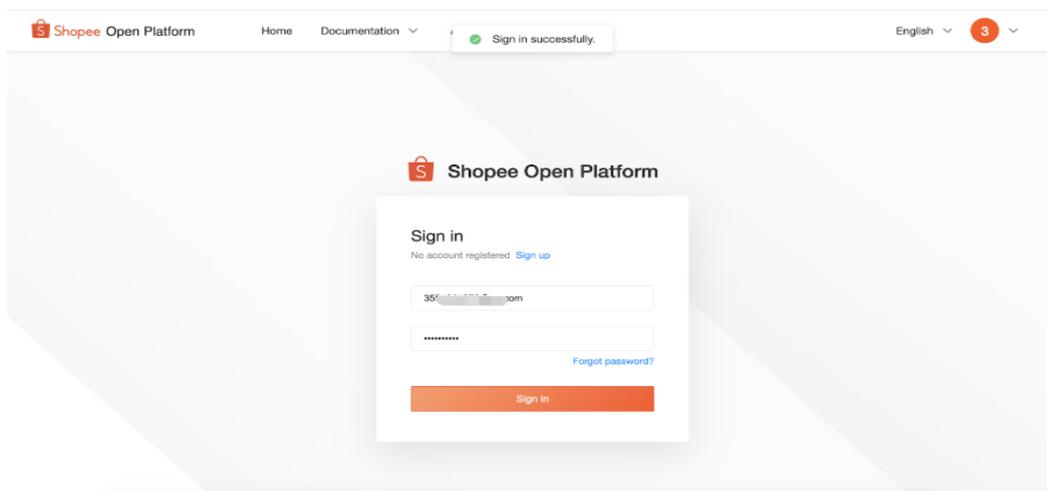
1.2 You will receive a verification email after submitting your email address.



1.3 Click 'Verify your email' and it will route you to set up the password for the developer account



1.4 Now you can use the developer account (email) and password to login to our Open Platform.



Step 2: Profile Audit by Shopee

Please complete the profile details & audit before creating any APP

2.1 Log in Open Platform > Console > App Management > App List > Choose an account type to add your profile

Note: Please refer to the [Developer Account Type](#) and select the right one accordingly. Once it has been submitted, you won't be able to change the type. There are different document requirements based on the type:

- **Shopee Seller:** Verify your seller account online, business registration number, and business registration document
- **Third-Party Partner Platform:** business registration number, and business registration document, your platform URL and test account/password

App Management > App List

APP List

Choose an account type to add your profile

Your profile has to be approved before you can create a new app

Shopee Seller →

Select this if you are a Shopee seller with app development capabilities. Any app created under this account can only be used for your own shops.

You'll need these to add your profile:

- ✓ Shopee Username
- ✓ Identification Number or Business Registration Number
- ✓ Soft copy of Identification or Business Registration document

Third-party Partner Platform →

Select this if you're an independent software vendor (ISV) registered as a business. Any app created under this account can be used by all Shopee shops.

You'll need these to add your profile:

- ✓ Business Registration Number
- ✓ Soft copy of Business Registration document
- ✓ Test account credentials of your app

2.2 Fill in the information based on your account type

Shopee Seller

- a. If you choose Shopee Seller, it will redirect you to verify the account, please enter the seller account & password* to verify

Shopee

Log in to verify that you are a Shopee Seller

SG | Email / Phone / Username

Password

[Forgot Password ?](#)

Log In

OR

Switch to Sub Account



Note: As a developer, you may need to request your business team who is in charge of the seller account to use on Shopee Seller Centre and asked their help to login in this step for verification.

- b. Once your seller account is verified, you will be redirected to the Shopee Seller Info page. Your username will be auto-filled based on your seller account username. Please choose the seller type:
- Registered Business Seller
 - Individual Seller

and fill in the Key Account Manager's Email accordingly.

Note: TH Open API only provides OpenAPI services to Mall and Non-Mall managed sellers, which means there is a key account manager (KAM) assigned to support the seller. Please contact them before submitting your application.

The screenshot shows the 'Shopee Seller Info' page in the 'Shopee Open Platform Console'. At the top, there are links for 'Documentation' and 'English'. Below the page title, there is a 'Go to App List >' link and a 'Change to Third-party Partner Platform' button. The main form area is titled 'Shopee Seller Identification' and contains three fields: 'Username' (with a green checkmark and a 'Reverify' link), 'Seller Type' (a dropdown menu currently showing 'Select'), and 'Key Account Manager's Email' (a text input field with the placeholder 'Enter your Key Account Manager's email'). At the bottom right of the form, there are 'Cancel' and 'Next' buttons.

- c. Following the form to fill in the required information accordingly.

The screenshot shows the 'Add Enterprise Profile' page in the 'Shopee Open Platform Console'. At the top, there is a 'Go to App List >' link. The main form area is titled 'Business Information' and contains two fields: 'Company's Legal Name' (with the placeholder 'Please enter your registered company name') and 'Business Registration Number' (with the placeholder 'Please enter your Business Registration Number').



Third-party Partner Platform

- a. Fill in the business information: we only provide partners with legally business registration to apply our OpenAPI services

Shopee Open Platform Console Documentation English W

Go to App List >

Add Third-party Partner Platform Profile Change profile type

Business Information

- Legal Company Name**
- Business Registration Number**
- Business Registration Document**



Select file or drop here to upload

(File Types: PNG, JPG, JPEG. Max: 6MB)

Business Address

- City/Town**
- Address**
- Postal Code**

Other Information

- Country/Area**
- Phone Number**
- First Name** **Last Name**
- Registered Contact Email**
- Other Contact Email**

I agree with the [Shopee Open Platform Data Protection Policy](#)



- b. Provide the services information and test accounts
- your software login address and live testing account for Shopee's verification.
 - URL should start with "https://" and "utilize a TLS 1.2 Protocol".

Shopee Open Platform Console Documentation English W

Go to App List >

Add Third-party Partner Platform Profile

Services Information

* What services do your app provide ?

* Please provide your app's URL

* Test account username

* Test account password

* How many sellers are you supporting currently?

* Which other platforms have you integrated with?

Remarks

0/200

2.3 Once you submitted the application, Shopee will audit these information. No matter you get approved or rejected, we will send out the notification to the developer's email address.

- Seller applications will be processed in **3-5 working days**.
- Third Party applications will be processed in **10-12 working days**.

You can see our criteria for profile review [here](#), you may also go the Seller Education Hub to [check FAQ](#) for rejected reasons.

Shopee Open Platform Console Documentation English W

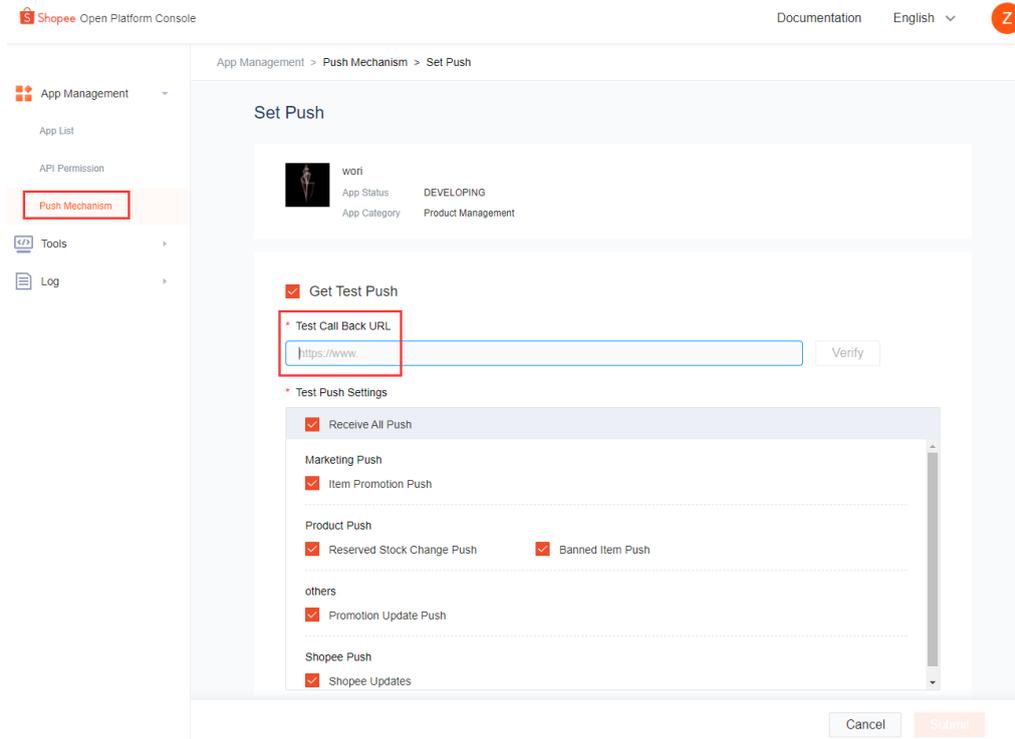
App Management > App List

APP List

1 Profile Under Review
 Your profile submission is currently under review. You will receive an email when the process is completed. [Go To Profile](#)



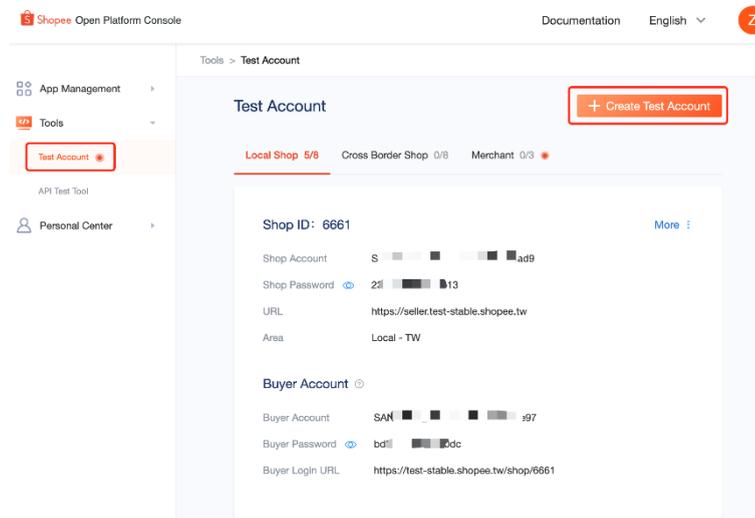
4.2 [Optional] If you want to apply your callback URL to our Webhook service, please set it up under “Push Mechanism”. Click [here](#) for detailed instructions on Webhook.



Step 5: Test API in Sandbox

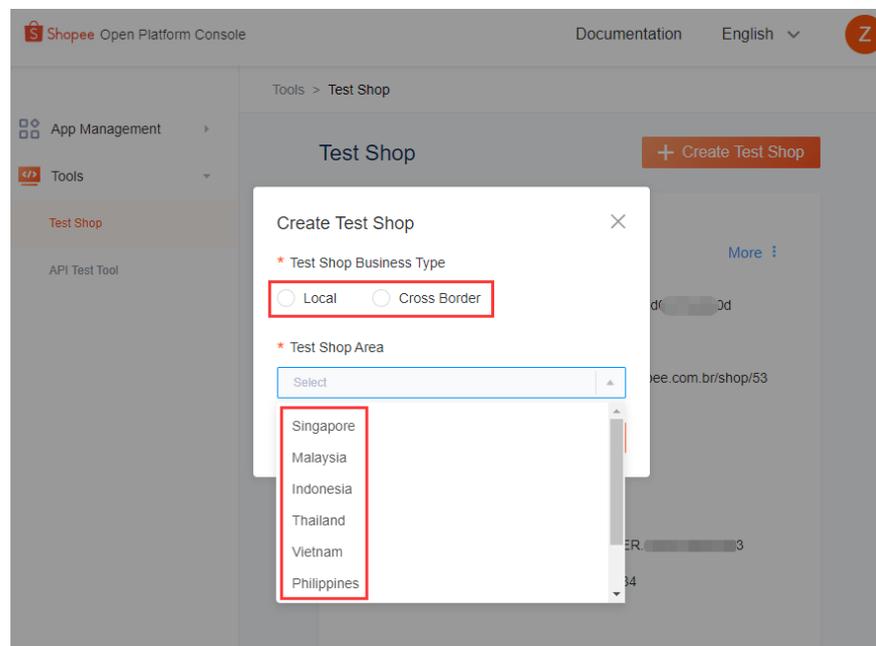
Sandbox (aka. test-stable) is the testing environment for our sellers' developer to conduct OpenAPI feature testing to simulate the live one and ensure stability before toggling on the live shop.

5.1 Create a test shop to test and facilitate your test. Please go to Console > Tools > Test Shop > Create Test Shop. If you need to mock up data, please do so in the test shop. You can create up to 8 local test shops and 9 cross-border test shops.



Note: To avoid cache clash caused by simultaneously using the production and testing environment of Shopee Seller Centre/Mall under the same browser, please use **incognito (Chrome) / InPrivate (Edge) window** for all testing operations.

5.2 For TH sellers, please select the “**Local Shop**” for account type and “**Thailand**” for the area.



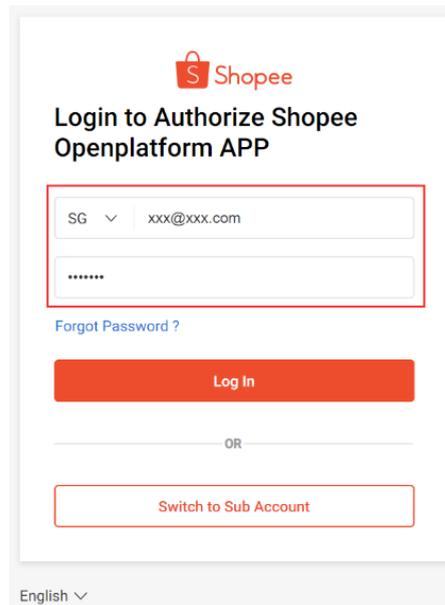
Note: test shops of Local and Cross Border have differences in many ways such as listing category, available shipping channel, etc.

- Cross Border type shop is for sellers from Mainland China, Hong Kong, Japan, and Korea.
- Local type shop is for local sellers from Singapore, Malaysia, Thailand, Indonesia, Taiwan, Philippines, Vietnam, and Brazil. Please select your shop type cautiously.

5.3 Authorize your test shop to your partnerID

- Follow the shop authorization instruction in [2.0 Overview document](#) to generate the authorization link
- After you (developer) composed the authorization link and land on this page, please use **Shopee shop account and password** which were created in step 5.2 to authorize. If you are asked for One Time Password(OTP) for login, please use "123456".
- **Note for authorizing in the LIVE environment:**
 - o While the developer is conducting authorization, we strongly advise the developer to send the authorization link to the business team (who is in charge of the seller username & password to login to Shopee [Seller Centre](#)) to login and authorize the shop connection.
 - o Once the Business team login with seller username and password via the authorization link and click the “Confirm Authorization button, then the shop is authorized to the developer working on OpenAPI connection
 - o The authorization will be valid for 365 days, a re-authorization is needed. You can re-authorize your shops before the expiration day..





- After login via shop account and password, you can click 'Confirm Authorization'

 Shopee Open Platform

Authorize

You can manage authorization in Shopee Seller Center > Setting > Account..



uat.c[redacted]be4

Confirm Authorization

Shopee

Apply for authorization to get the following information:

- ✓ Product: Basic informations of products in your shop(s), including prices and stocks of them, as well as promotions details products joined.
- ✓ Order: Informations of orders in your shop(s), including details about escrows and logistics related to these orders.
- ✓ Payment: Informations of transactions and escrows in your shop(s).
- ✓ Marketing: Informations related to discounts in your shop(s).

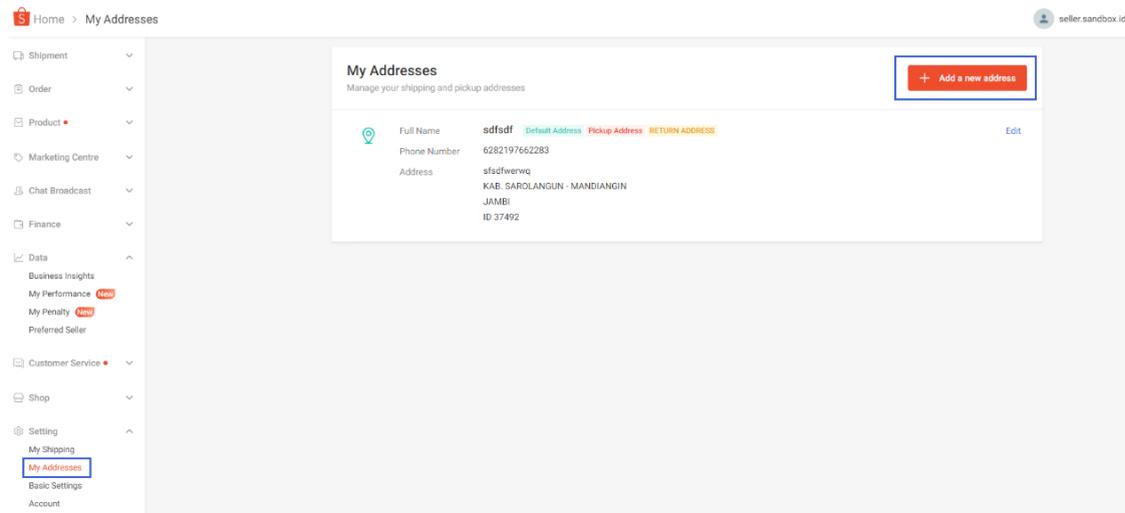
Note: The authorization will be valid for **365 days**, after which it will expire and you should have your shops authorized again.

5.4 Use each API test URL for your test

If your developer account is created after 29 Jan 2021, please use the **Sandbox (test-stable)** environment to test. (you may use "test-stable" to replace "uat" in the URL)



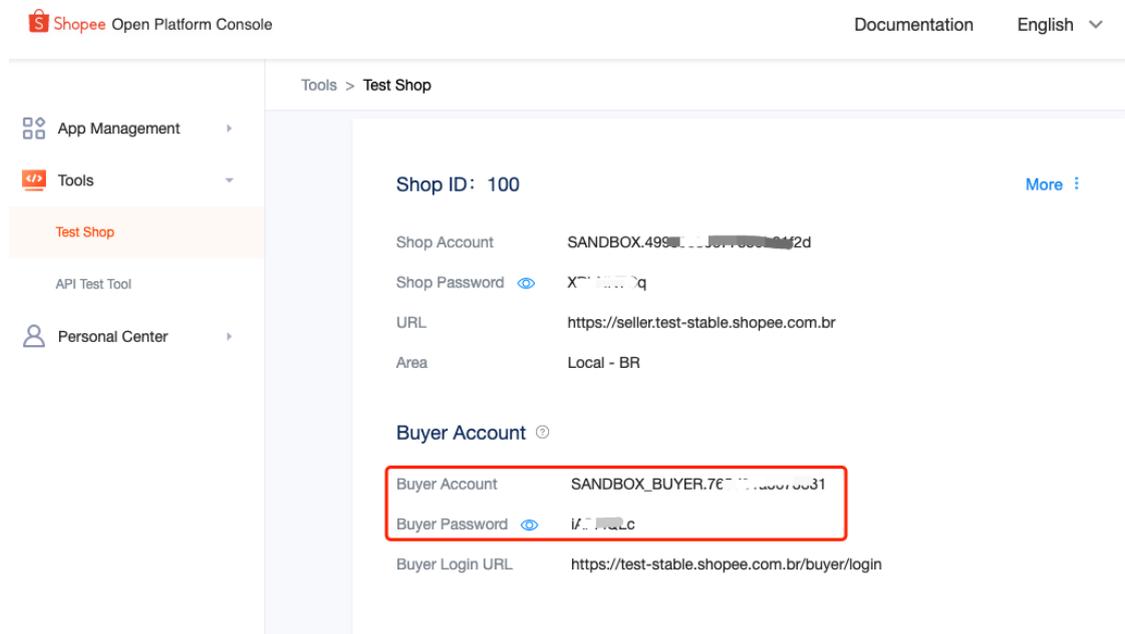
c. Set up the shop (seller) address and phone number



For testing purposes, please set both **Seller and Buyer** accounts addresses in Province and City levels as below to ensure the 'Arrange Shipment' function can work properly:

Province	City	Postal Code
บึงกาฬ (Bueng Kan)	อำเภอเมืองบึงกาฬ (Mueang Bueng Kan)	38000

d. Use test buyer account to place test order



- f. **Log out seller account** and switch to your **buyer account** and you will see **"Buy Now"** button available. Finish the checkout and payment steps.

The screenshot shows the Shopee product page for 'add-on deal test product (main)'. The top navigation bar includes 'Sell', 'Download', 'Follow us on' (with social media icons), 'Notification', 'Help', and the user account 'zhuoyue_stable.id'. The user menu is open, showing 'My account', 'My order', and 'Log out' (highlighted with a red box). The product details include a main image of a woman in a light purple t-shirt, a price of IDR 900,000, and a quantity of 1. The delivery status is 'Overseas' with a note that shipping options are not available. A 'Shopee Warranty' badge is also visible.

The screenshot shows the same Shopee product page, but the user account has been switched to 'sandbox.id'. The user menu now shows 'Enter The Basket' and 'Buy Now' (highlighted with a blue box). The product details remain the same, but the delivery status is now 'Overseas to REGENCY. BOALEMO' with a postal fee of IDR 50,000.

- g. Proceed checkout" to complete the order
- For buyer payment, a "Dummy Channel" is configured for paying all kinds of orders.
 - For logistics address, please ensure to use a genuine address, zip code and phone number.



Sell | Download | Follow us on Notification Help sandbox.id

Shopee | Shopping Cart

Select the Free Shipping voucher to enjoy Free Shipping

<input type="checkbox"/>	Product	Unit Price	Quantity	Total Price	Action
<input type="checkbox"/>	zhuoyue_stable.id				
<input checked="" type="checkbox"/>	add-on deal test product (main)	IDR 900,000	- 1 + left 1 piece	IDR 900,000	delete Similar Products ▾
<input type="checkbox"/>	hahaha 2020-12-29 11: 46: 36,868	Rp1,000	- 1 +	Rp1,000	delete Similar Products ▾
<input type="checkbox"/>	Women's O-Neck Elastic Cuff Long Sleeve Shirt668 Variation: white, S	Rp979,200	- 1 +	Rp979,200	delete Similar Products ▾
<input type="checkbox"/>	seller.sandbox.id				
job product 123					
<input type="checkbox"/> Shopee Vouchers Use / Enter Code					
<input type="checkbox"/> Shopee Coins Insufficient Coin Balance -Rp0					
<input type="checkbox"/> Select All (4) delete Add to My Favorites				Subtotals for Product (1 product): IDR 900,000 <small>Total Shopee Coins will be obtained: 0 Coins</small>	
Checkout					

Sell | Download | Follow us on Notification Help sandbox.id

Shopee | Checkout

Shipping Address
 Click 12 22, ... 261 Main [CHANGE](#)

Send as a Dropshipper

Ordered Products	Unit price	total	Product Subtotals
zhuoyue_stable.id chat now			
add-on deal test product (main)	IDR 900,000	1	IDR 900,000
Message: <input type="text" value="(Optional) Leave a message to the seller"/>	Delivery Options:	Integrated Logistics Express Standard CHANGE Will be received on 19 Jan - 22 Jan	IDR 50,000
Total Orders (1 Product):			IDR 950,000

Shopee Vouchers [Select Voucher](#)

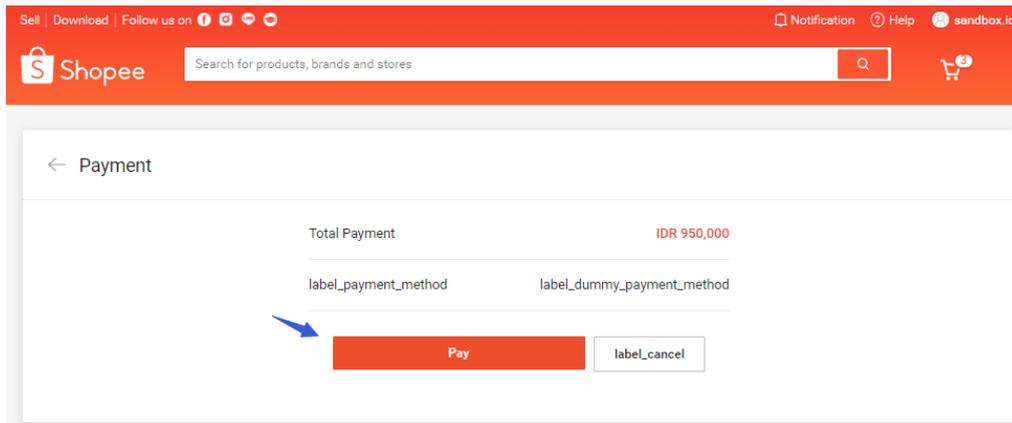
Shopee Coins Coins cannot be exchanged [- Rp0]

Payment method Dummy Channel

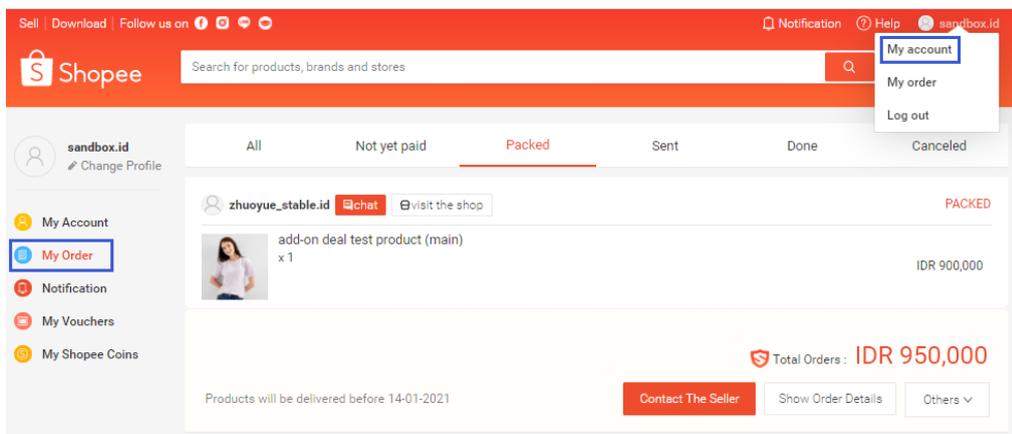
	Subtotals for Products	IDR 900,000
	Total Shipping Fee:	IDR 50,000
	Total payment:	IDR 950,000

Place An Order





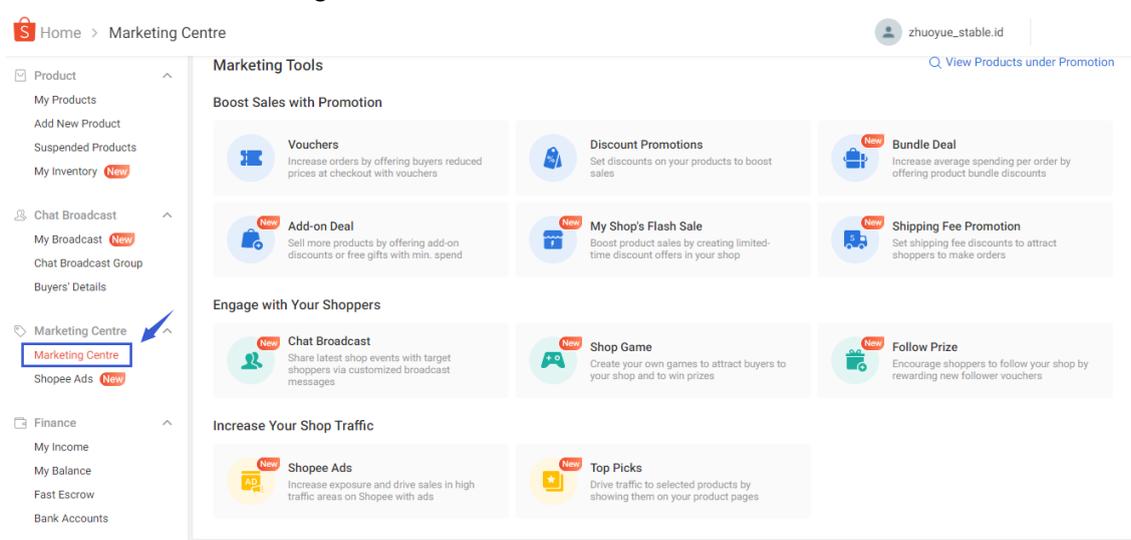
h. Test order is placed successfully.



Note: In the testing environment, after you arrange shipment (via OpenAPI or Seller Centre) the order status will be auto updated to SHIPPED in 10 minutes, and then update to ToConfirmReceive in 1 minute.

5.6 Test order with marketing campaign:

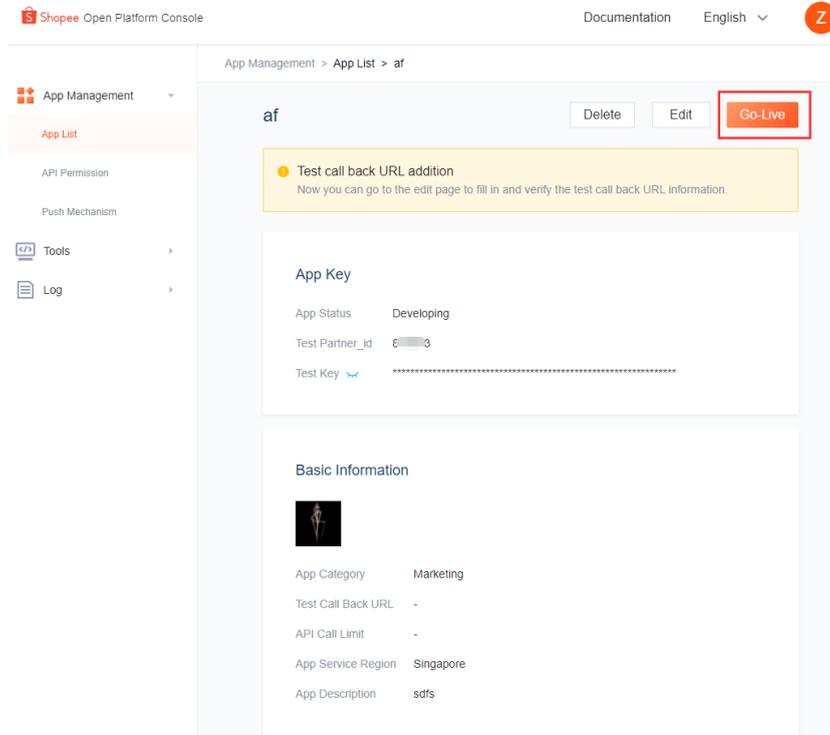
You can create more orders with diversified promotion/activity types by setting up in our Seller Centre - Marketing Centre.



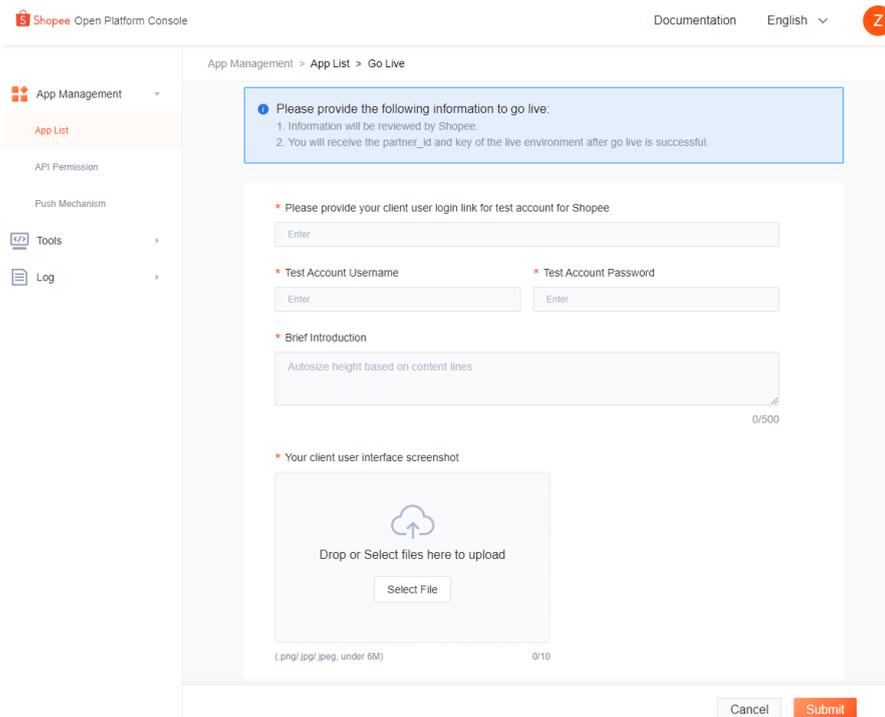
Step 6: Request to Go-Live

After completing the OpenAPI test in the Sandbox environment, developer needs to request to Go-Live. Once the request is approved, developer will receive the partner_id and Key in the live environment.

6.1 Go to Console > App List > Choose the App you would like to request > Click “Go-Live”

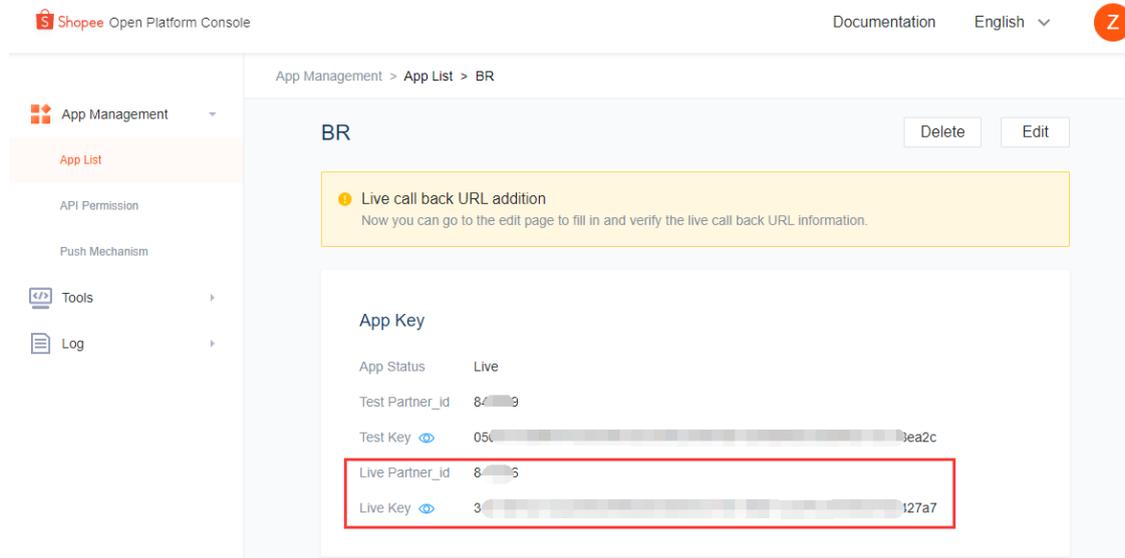


6.2 Provide your system's test account for Shopee and click “Submit” to request “Go-Live”

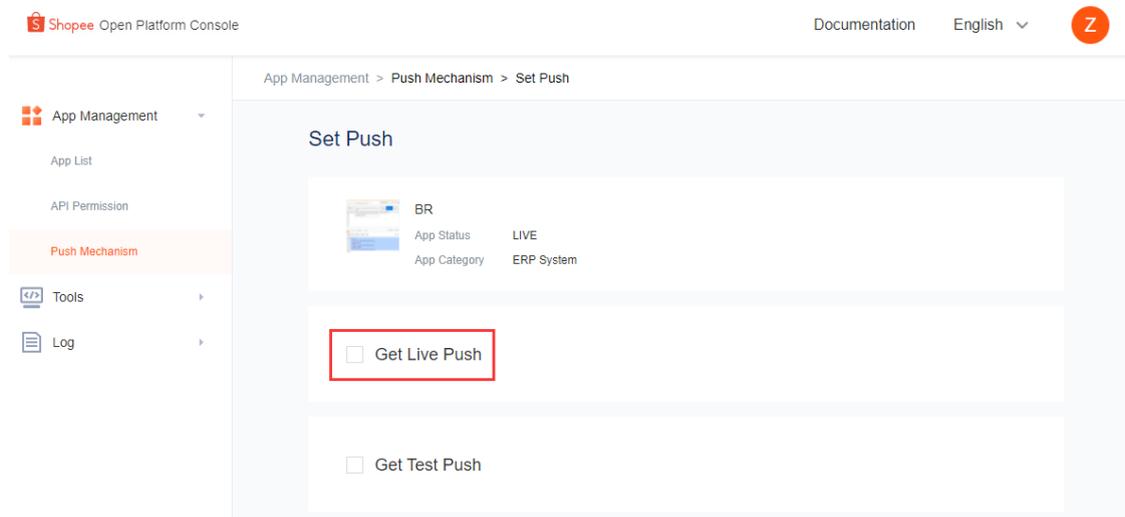


Note: If your system to connect with Shop is an intranet, please fill in a dash “-” in both ‘Test Account User Name/ Password’ fields, and leave the reason in “Brief Introduction” filed. For Third-Party Partner Platform, you must provide a valid Test Account User Name/ Password.

6.3 Shopee Open Platform will validate your test API calls performance, and approve the request within 24 hours. You will get your Live credentials after the approval.



6.4 [Optional] Set up the Webhook in Live environment. Please refer to [v2 Push Mechanism\(WebHook\)](#) for more details.



API Call Flows

Feature	Shopee API Call Flow
Add new product	Upload Item
Add/Edit product variation	Add Model
Get 3PL tracking number/ Print AirWayBill	Arrange Shipment & Get TrackingNo & Print AirwayBill
Check the order status	Order Status Flow

More details, please refer to [Shopee Open Platform - API Call Flows](#).

Data Definition

This section explains the status of each API function. please refer to [Shopee Open Platform - Data Definition](#)

Push Mechanism (WebHook)

Currently, Shopee provided Push Mechanism(WebHook), please refer to [Shopee Open Platform - Advanced Services](#) for more information.

