

# OhShip! Unlock Hidden Charges — Support Documentation

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For Shopify App Store listing | Version 1.0 | April 2026

This document serves as the support and help documentation for the OhShip! Shopify app. It is intended to answer common merchant questions, explain core features, and guide merchants through setup and usage.

## Getting Started

### Installation

**Step 1:** Find OhShip! Unlock Hidden Charges in the Shopify App Store and click Install.

**Step 2:** Review the permissions requested. OhShip! requires access to your orders and shipping data to function. Click Install App to confirm.

**Step 3:** You will be taken to the OhShip! dashboard. Your 3-day free trial begins immediately — no payment is taken now.

**Step 4:** OhShip! will begin analysing your recent orders automatically. Your first results typically appear within a few minutes depending on order volume.

### What Permissions Does OhShip! Need?

OhShip! requires the following Shopify permissions:

Permission	Why It's Needed
Read orders	To access order data for margin analysis
Read shipping	To access label costs and carrier data
Read order timeline / fulfilments	To detect carrier adjustment events

We do not request write access to orders unless the order hold feature is enabled, in which case we require permission to update order status.

## Core Features

### Shipping Margin Dashboard

The main dashboard shows every order alongside:

- **Charged to customer:** The shipping amount your customer paid
- **Label cost:** What you actually paid for the shipping label
- **Margin:** The difference — shown as a gain or loss with colour coding

You can filter by date range, carrier, or margin status (profit / loss / breakeven).

### Carrier Adjustment Detection

Carrier adjustments are charges applied by carriers *after* an order has shipped — often weeks later. These are notoriously difficult to track manually. OhShip! scans the timeline data of every order and surfaces:

- Which carrier made the adjustment
- The reason for the adjustment (e.g. address correction, weight discrepancy)

- The date the adjustment was applied
- The monetary impact on your margin

## Order Hold & Threshold Settings

You can configure a shipping cost threshold. If a carrier adjustment causes the total shipping cost for an order to exceed this threshold:

- The order is automatically placed on hold
- A notification is sent to the customer
- The order appears in your Hold Review queue

From the Hold Review queue you can: **Release** the order to fulfil normally, **Block** the order and issue a refund, or **Reprocess** the order with a different shipping option.

**Tip:** Start with a higher threshold (e.g. £10 above expected shipping) and adjust over time as you learn your typical carrier adjustment patterns.

## Historical Data Analysis

On the free trial, historical data is limited to the most recent **30 days** of orders. On a paid plan, you have access to your full order history, allowing you to see the total hidden losses across all time.

## Data Export

Paid plan users can export their shipping margin data as a CSV file. The export includes all fields shown in the dashboard. Export is not available during the free trial.

## Billing and Plans

### Free Trial

Your 3-day free trial begins immediately on installation. You will not be charged during this period. If you do not cancel before the trial ends, your chosen plan activates and you will be charged via your Shopify invoice.

## **Upgrading or Downgrading**

You can change your plan at any time from within the App under Settings > Billing. Changes take effect at the start of your next billing period. You do not need to contact support to change plans.

## **Cancellation**

To cancel your subscription, uninstall OhShip! from your Shopify admin under Settings > Apps. This immediately cancels your subscription. You retain access until the end of your current billing period.

## **Frequently Asked Questions**

### **Why can't I see carrier adjustments for older orders?**

Carrier adjustments are only visible where they appear in your Shopify order timeline data. Some older orders may not have this data available if it was not recorded in Shopify at the time. This is a limitation of the underlying data, not the App.

### **My margin figures look wrong — what should I check?**

OhShip! calculates margins based on the shipping charge recorded in your Shopify order and the label cost recorded in your fulfilment data. If you use a third-party shipping platform, ensure that label costs are being written back to Shopify. If you believe there is an error, please contact support with the specific order number.

### **Can I export my data before upgrading?**

Data export is a paid plan feature. You can view all your data in the dashboard during the trial, but exports unlock when you subscribe to a paid plan.

### **How quickly are carrier adjustments detected?**

OhShip! checks for new carrier adjustments each time you open the dashboard and on a scheduled background basis. Most adjustments are surfaced within 24 hours of appearing in your Shopify order timeline.

### Does OhShip! work with all carriers?

OhShip! detects adjustments from any carrier that records adjustment events in the Shopify order timeline. This includes all major carriers (Royal Mail, DHL, FedEx, UPS, USPS, DPD etc.) where they are integrated with Shopify.

### Is my data secure?

Yes. OhShip! uses TLS encryption for all data in transit and AES-256 encryption for stored data. We access only the data necessary to provide the App's functionality. Full details are in our Privacy Policy and Data Processing Agreement.

## Contact Support

Our support team is available Monday to Friday, 9am–6pm GMT.

Contact Method	Use For	Response Time
<a href="mailto:support@oh-ship.app">support@oh-ship.app</a>	General support, billing queries, refund requests	Within 2 business days
<a href="mailto:support@oh-ship.app">support@oh-ship.app</a>	Privacy and data protection queries	Within 5 business days
<a href="mailto:support@oh-ship.app">support@oh-ship.app</a>	Legal and compliance queries	Within 5 business days

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