

Real-Time Connect (RTC)

04/30/2025 3:09 pm CDT

Overview

Real-Time Connect (RTC) helps you track and troubleshoot your **Employees'** connected installations: **Skustack**, **Shipbridge**, **Receivebridge**, and **Imagebridge**. RTC shows you details about each installation and allows you to perform various actions, such as downloading product settings and log files, sending announcement messages, viewing the physical location of each installation on a world map, and even shipping orders and printing documents.

To access RTC, go to <https://app.rts.sellercloud.com/> and sign in with a Sellercloud **Client Admin** account. Once you sign in to RTC, you will see three tabs available to you in the menu: **Installations**, **Announcements**, and **Map**. Refer to the sections below to learn more about each one.

Prerequisites

To use RTC, complete the following requirements:

- If you use Skustack, open a ticket with [Sellercloud Support](#) to enable the App Setting **EnableRealTimeConnect**.
- Log in with a Sellercloud **Client Admin** account.

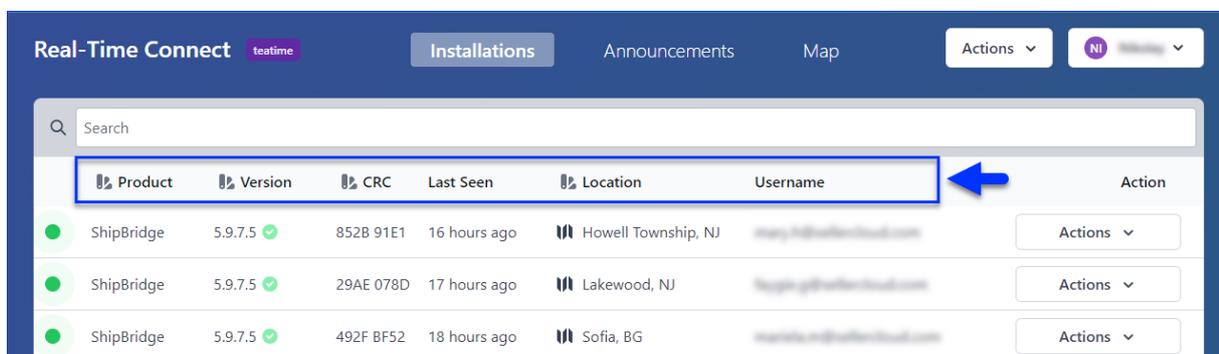
Installations

The **Installations** tab provides detailed information about each connected device and the associated user. It also allows you to execute various actions to troubleshoot issues.

View Details

You can see the following details:

- **Product** – The product that has been installed: **Skustack**, **Shipbridge**, **Receivebridge**, or **Imagebridge**.
- **Version** – The version of the product installation.
- **CRC** – A hash of the device's installation identifier. Hover over to display the complete installation identifier.
- **Last Seen** – The last time the user has connected to the installed product.
- **Location** – The location from which the last connection was established.
- **Username** – The user's Sellercloud or Skustack login email address.



Product	Version	CRC	Last Seen	Location	Username	Action
ShipBridge	5.9.7.5	852B 91E1	16 hours ago	Howell Township, NJ	mary.j@sellercloud.com	Actions
ShipBridge	5.9.7.5	29AE 078D	17 hours ago	Lakewood, NJ	hugh.g@sellercloud.com	Actions
ShipBridge	5.9.7.5	492F BF52	18 hours ago	Sofia, BG	marina.m@sellercloud.com	Actions

Actions

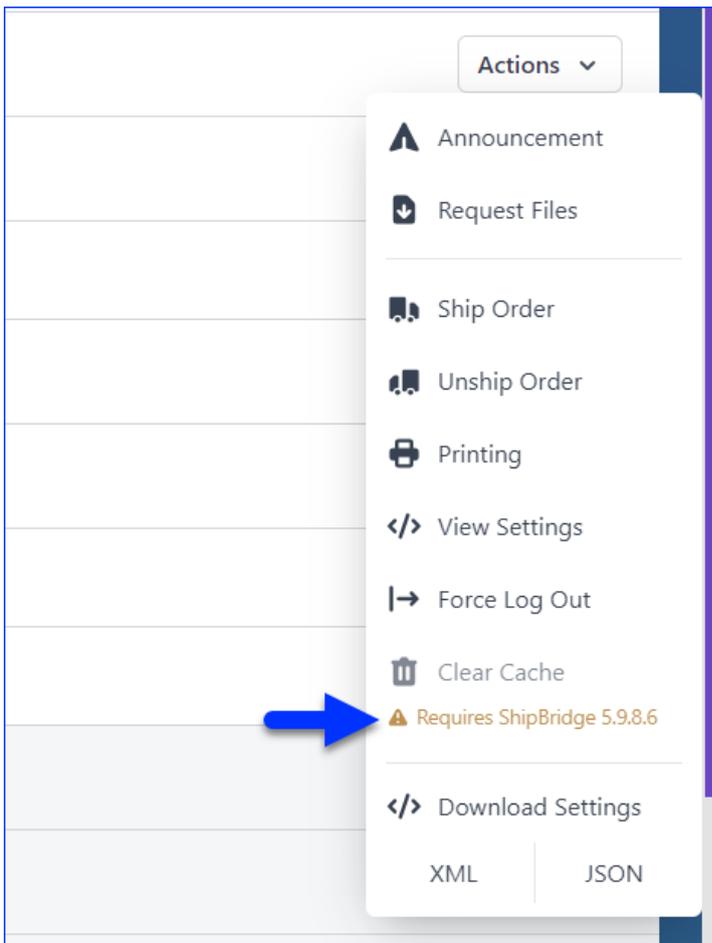
You can click the **Actions** icon to the right to execute these actions on each installation:

- **Announcement** – Create and send an announcement to the connected user installations.
- **Request Files** – Get service files related to specific orders and time ranges. You can get the **Error log**, **Postage log**, **Timing log**, and **Settings**.
- **Ship Order** – Enter an **Order #** to ship an order from the installation.
- **Unship Order** – Enter an **Order #** to unship an order.
- **Printing** – Print a document from a specific printer connected to the installation.
- **View Settings** – View the installation’s settings and download them in JSON.
- **Force Log Out** – Log out the user from the installation.
- **Download Settings** – Download the installation’s settings in XML or JSON format.

The screenshot displays the 'Installations' tab in the Real-Time Connect interface. At the top, there are navigation tabs for 'Installations', 'Announcements', and 'Map', along with an 'Actions' dropdown and a user profile icon. Below the navigation is a search bar and a table of installations. The table has the following columns: Product, Version, CRC, Last Seen, Location, Username, and Action. The first row is highlighted, and a blue arrow points to its 'Actions' dropdown menu, which is open. The dropdown menu contains the following options: Announcement, Request Files, Ship Order, Unship Order, Printing, View Settings, Force Log Out, and Download Settings. The 'Download Settings' option has sub-options for XML and JSON. The table contains 10 rows of data, with the first 7 rows having a green status indicator and the last 3 rows having a grey status indicator.

Product	Version	CRC	Last Seen	Location	Username	Action
ShipBridge	5.9.7.5	852B 91E1	16 hours ago	Howell Township, NJ	harry.h@realtimeconnect.com	Actions
ShipBridge	5.9.7.5	29AE 078D	17 hours ago	Lakewood, NJ	tracy.g@realtimeconnect.com	
ShipBridge	5.9.7.5	492F BF52	18 hours ago	Sofia, BG	maria.m@realtimeconnect.com	
ShipBridge	5.9.7.5	9BF5 EEC6	yesterday	Lakewood, NJ	robert.g@realtimeconnect.com	
ShipBridge	5.9.4.3	CB7E 8554	yesterday	Lakewood, NJ	ron.c@realtimeconnect.com	
ShipBridge	5.9.7.5	FEAA EB91	yesterday	Sofia, BG	helen.g@realtimeconnect.com	
ShipBridge	5.9.3.9	11BA F16C	yesterday	Lakewood, NJ	lisa.d@realtimeconnect.com	
ShipBridge	5.9.2.7	CA03 0209	13 minutes ago	Sofia, BG	ty.h@realtimeconnect.com	
Skustack	4.15	6F2A EAEF	23 minutes ago	Sofia, BG	maria.m@realtimeconnect.com	
ShipBridge	5.9.7.5	0F1F B81B	an hour ago	Sofia, BG	ty.h@realtimeconnect.com	

Some actions require a specific version of the product to be installed. A warning notification next to related actions in RTC will indicate this.



Ship Orders via RTC

RTC allows you to ship orders using the currently assigned shipping carrier and method.

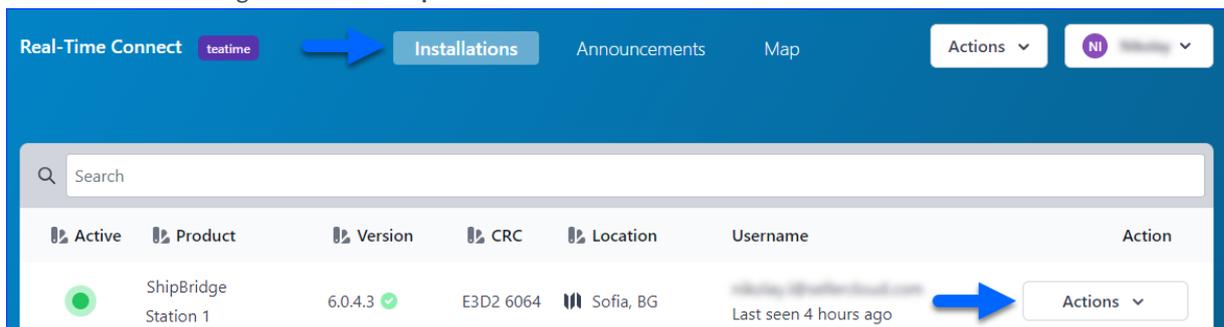
Individually

When shipping individual orders from RTC:

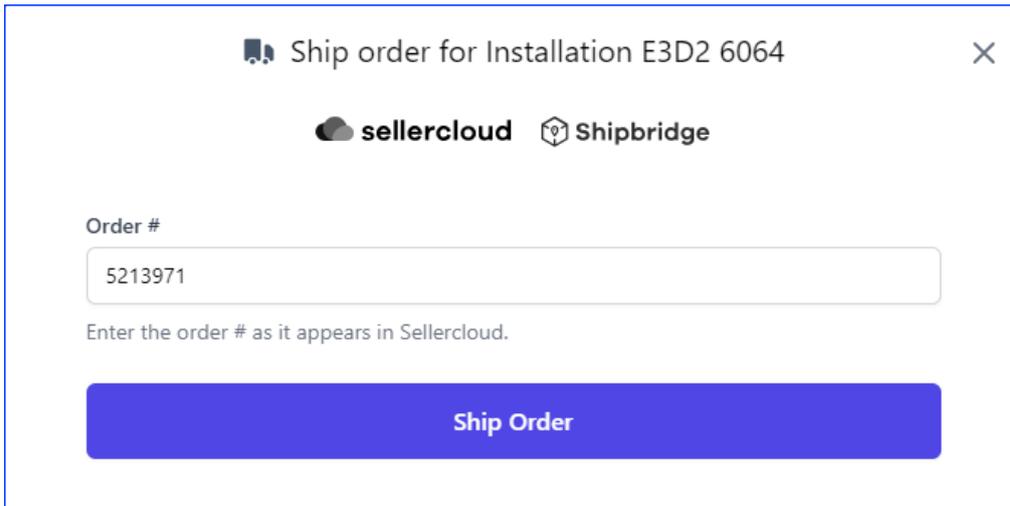
- You must select an active Shipbridge installation that is running and is connected to the internet.
- Settings such as carrier credentials must be configured locally in Shipbridge.

To ship an order:

1. Log in to <https://app.rts.sellercloud.com/> with your Sellercloud **Client Admin** account.
2. Under the **Installations** tab, locate the Shipbridge installation.
3. Click **Actions** to the right and select **Ship Order**.



4. Enter the **Order #** and click **Ship Order**.



Ship order for Installation E3D2 6064

sellercloud **Shipbridge**

Order #

5213971

Enter the order # as it appears in Sellercloud.

Ship Order

In Bulk

You can use an **Order Export** plugin to ship orders through Sellercloud via the RTC API. Orders will be shipped using the currently assigned shipping carrier and method.

First, open a ticket with [Sellercloud Support](#) and request that the **Ship Orders With RTC – Order Export** plugin be installed on your server.

Next, create the following [Custom Company Settings](#):

- **Rtc_Username** – Enter the [Client Admin](#) account with which you use RTC.
- **Rtc_Password** – Enter your password.
- **Rtc_Team** – Enter your Sellercloud team name.
- **Rtc_MarkerId** – Enter the **Marker ID** of your [Shipbridge](#) installation. To find it, hover the **CRC** column under the [Installations](#) tab in RTC.
- *(Optional)* **Rtc_TokenUrl** – Defaults to <https://gateway.api.sellercloud.com>.
- *(Optional)* **Rtc_TokenEndpoint** – Defaults to </token>.
- *(Optional)* **Rtc_ShippingUrl** – Defaults to <https://rtc.sellercloud.com>.

In addition, create a [Custom Order Column](#) **IsOrderShippedThroughRTC**. This column will automatically be set to **True** for all orders you ship this way.

Orders that fail to ship will be placed [On Hold](#).

Manually

To execute the plugin manually:

1. Go to **Orders > Manage Orders**.
2. Set up your filters, and then **Search**. You can also use a [Saved Search](#).
3. Select the orders you want to ship.
4. Access the **Actions** menu at the bottom right and select **Export > More Options...**

<input type="checkbox"/>	ID	CHANNEL ORDER #	SKUS	ORDERED	GRAND TOTAL	QTY
<input checked="" type="checkbox"/>	5150384	78987087	W SC-Tees	Completed 12/15/2023 07:00 AM	\$125.00	5
<input checked="" type="checkbox"/>	5150383	6060770	W SC-Tees	Completed 12/15/2023 07:00 AM	\$125.00	5
<input checked="" type="checkbox"/>	5150382	73654568	W SC-Tees	Completed 12/15/2023 07:00 AM	\$125.00	5

3 selected

5. From the **Plugin** dropdown list, select **Ship Orders With RTC – Order Export**.

6. Click **Export**.

EXPORT ORDER INFORMATION ✕

Standard Text

Plugin → Ship Orders With RTC - Order Export (v:1.0.0.0) ▼

Mapping Profile Select

Mark Orders As Exported

CANCEL EXPORT

7. This action creates a **Queued Job**. You can click the link at the bottom to access it. A **Notification** will appear when the job is finished.

Automatically

With this method, you can automate shipping by creating a **Scheduled Task** to execute the plugin on a regular basis.

First, create a **Saved Search** to filter the orders you want to ship with the RTC plugin based on your preference. For example, you can filter by **IsOrderShippedThroughRTC – False** to target only orders that have not been shipped with the plugin.

Next, create the Scheduled Task:

1. Navigate to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.
2. Click the green + icon: **Create New Scheduled Task**.
3. Complete as follows:
 - a. Click **Task Type** and select **Export Orders**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
4. On the Scheduled Task page, click the **Edit** button at the top right corner.
5. In the **Details** panel:

- a. Click the **User ID** menu and select your email.
 - b. Click the **Saved Search** menu and select the saved search you created earlier.
 - c. Click the **Export Via** menu and select **Ship Orders With RTC – Order Export**.
6. In the **Export Options** section, set **Export To** to **None**.
 7. In the **Frequency** section, specify the task frequency. For optimal performance, select a range between thirty minutes and one hour.
 8. In the **General** section, click the **Enable** button.
 9. Click **Save**.

The screenshot displays a configuration interface for a task. It is divided into several sections:

- GENERAL:** Task Name: Order Ack Task; Task Type: Export_Orders; Company: Integration Company; Priority: Normal; Note: (empty).
- DETAILS:** User ID: [redacted]; Saved Search: Order Search; Export Via: Ship Orders With RTC - Order Export [v1.0.0.0]; File Name: (empty); Max Records To Export: All; Checkboxes: Mark Orders As Exported, This Is Tracking Export, This Is Invoice Export, This Is Order Ack (Accept), This Is Order Ack (Release), This Is Dropship Export, Export File Without Extension.
- EXPORT OPTIONS:** Export To: None.
- FREQUENCY:** Start At: 06/23/2023 12:00 AM; Recurrence: Hours (Every 1 hour(s)); Daily (Run on these day(s): Mo, Tu, We, Thu, Fri, Sa, Su); Monthly (Every 0 date of month, Last Day Of Month); Custom (Run on these day(s): Mo, Tu, We, Thu, Fri, Sa, Su); Time of Day: Click here to select time; Existing Times: *; Expire Schedule: Never (selected), On Date (Click here to select date).
- EMAIL ALERTS:** Send Email Alerts Upon Completion; Send Task Success Email To (Separate By Semicolon); Send Task Failure Email To (Separate By Semicolon); Send Task Failure Email Even If No Records Found.

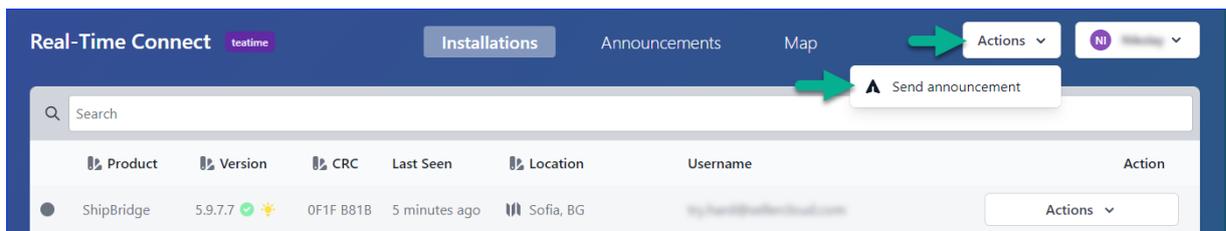
Announcements

RTC allows you to create announcements that appear on users' connected installations. Announcements have priority levels and can appear differently depending on their type – whether they simply provide information or are meant to tell the user about a warning or an error.

Create Announcements

To create a global announcement for all employees:

1. Access the **Installations** or **Announcements** tab.
2. Click the **Actions** menu at the top right corner and select **Send Announcement**.



3. Select the **Type** of the announcement: **Information**, **Warning**, or **Error**.
4. Select the **Priority** of the announcement: **Low**, **Medium**, **High**, or **Critical**.
5. Select the **Product** where the announcement will appear: **Shipbridge**, **Receivebridge**, **Imagebridge**, or **Skustack**.
6. Enter a **Title**.
7. Enter the actual announcement in the text field. You can click **Show Preview** for a quick preview.
8. In the **Version From** and **Version To** fields, enter the earliest and latest versions on which the announcement will appear.
9. Click **Active Range** and select the time range during which the announcement will be active.
10. Click **Send**.

Create Announcement

Type

Information
 Warning
 Error

Priority

Low
 Medium
 High
 Critical

Product

ShipBridge
 ReceiveBridge

ImageBridge
 Skustack

Title*

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[Show Preview](#)

Manage Announcements

The **Announcements** tab shows all announcements created on RTC:

- **Announcement Title** – The title of the announcement.
- **Product** – The product where the announcement will appear.
- **Version From** – The earliest product version on which the announcement will appear.
- **Version To** – The latest product version on which the announcement will appear.

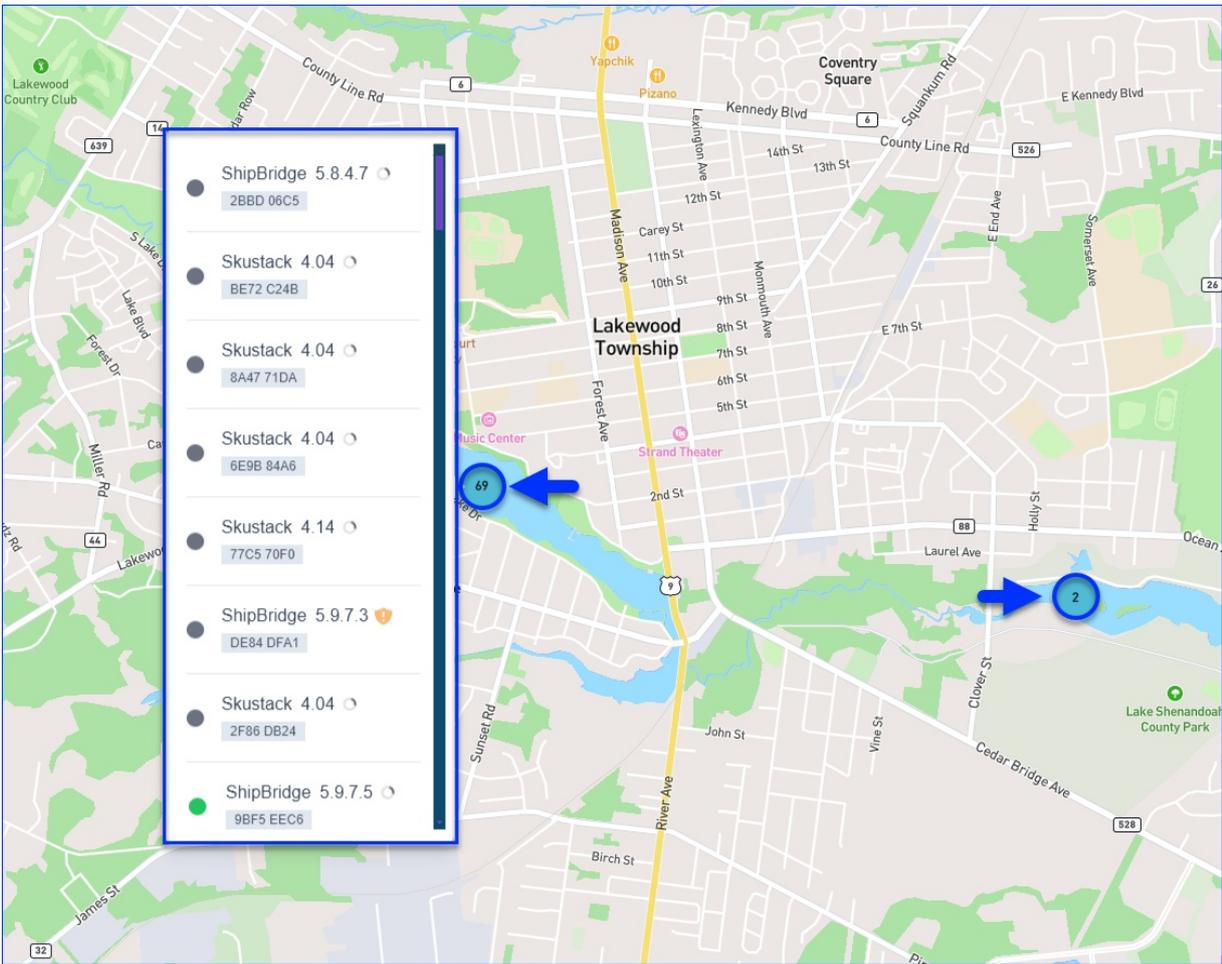
- **Created** – Shows how long ago the announcement was created.
- **Active From** – Shows for how long the announcement has been active.
- **Active Until** – Shows for how long the announcement will remain active.
- **Action** – Click the **Delete** button to permanently remove the announcement.

Announcement Title	Product	Version From	Version To	Created	Active From	Active Until	Action
[Test] This is a test announcement You can ignore it.	ShipBridge Target: 206E F7D3	any	any	3 days ago	3 days ago	—	Delete
[Test] Global announcement test You can safely ignore this test annou...	ShipBridge	any	any	3 days ago	3 days ago	—	Delete
Warning! Be warned!	Skustack Target: BC22 9558	any	any	2 weeks ago	2 weeks ago	—	Delete
[TEST] Final Test Announcement [TEST]	ShipBridge	any	any	2 weeks ago	2 weeks ago	—	Delete

Map

The **Map** tab shows a world map, visually pinpointing all the locations from which installations have been set up and detailing the number of installations in each location. You can also see the installed product, version, and CRC code.

- Yellow and blue circles represent installations. Click them to zoom in and view more details about the installations at the selected location.
- Use the left-side panel to search for installations or find them by team name.



Locations are approximate and not guaranteed to be precise. Each location is determined based on the IP address provided by the Internet Service Provider.