



ShipHero's Tap-to-Pack Overview

Tap-to-Pack replaces keyboard and mouse interactions at your packing stations with a dedicated hardware controller. Instead of clicking through the ShipHero packing app, your packers press physical buttons to print labels, complete orders, flag issues, and select box sizes.

The result is faster, more accurate packing with fewer errors and less screen time. This article introduces Tap-to-Pack and lists the components included in the kit.

How To-to-Pack Works

Each packing station utilizes a Tap-to-Pack controller, the Main Hub, connected to the station computer. The controller features built-in buttons for common packing actions and supports Button Hubs for box selection. When a packer presses a button, it triggers the corresponding action in the ShipHero packing flows.

Admins configure button functionality by creating Profiles in ShipHero. A profile maps each physical button to a specific action or box size. Different stations can run different profiles depending on the specific workflow of that location.

How Box Buttons Work

Box buttons function in two ways. If an order has a pre-assigned box, the corresponding button lights up automatically to guide the packer. If no box is assigned, the packer taps the button for the box they choose, which then updates the order in ShipHero.

How Boxes Get Assigned to Orders

There are three primary methods to assign boxes to orders before they reach the packing station:

Method	Description/Action
Automation Rules	Create a rule that triggers based on order criteria to "Set box to use" automatically at import
Bulk Edit	Use the Manage Orders page to filter orders and assign a box to multiple shipments at once.
Order Details	Manually select a box for a specific shipment directly from the individual Order Details page.

What's in the Box?

A Tap-to-Pack kit includes the necessary hardware to set up one packing station. The kit is organized into two layers. Open the box and confirm all components are present before starting.

Box Layer	Components Included	Layer Image
Top Layer	• 1x Main Hub • 4x USB-C extension cables (10 feet each) • 2x USB-C to USB-A adapters • 2x Button Hubs • 1x External Button	
Bottom Layer	• 15x External Buttons	

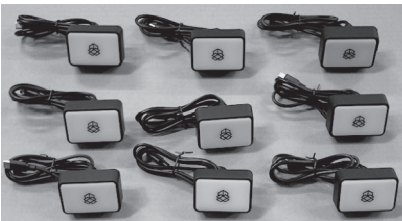
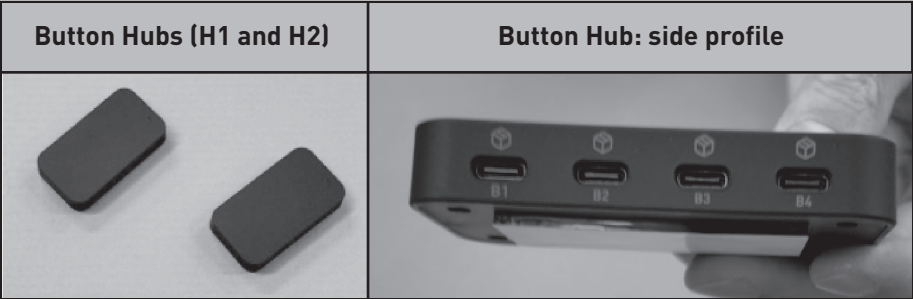
Hardware Components Explained

Each part of the kit serves a specific purpose below is a description for each Tap-to-Pack component.



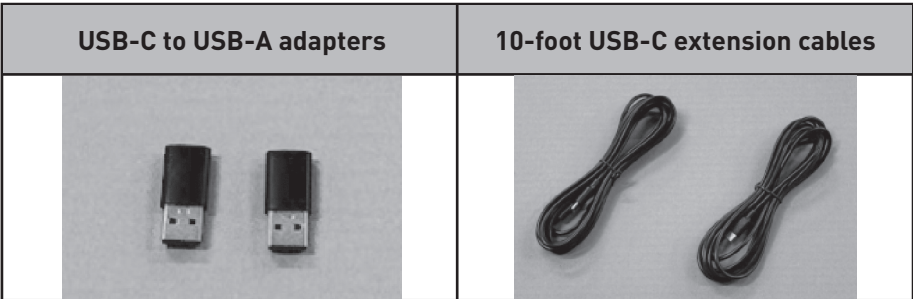
- **Main Hub:** The Tap-to-Pack controller that connects to your computer. It has a speaker, NFC reader, and 8 built-in buttons for common packing actions like printing labels, completing orders, and flagging issues. The back of the Main Hub has four ports: two center ports that connect to your computer, and two outer ports that connect to the Button Hubs.

- **External Box Buttons:** 16 LED buttons included in the kit. These are the buttons your packers press to select box sizes. Each button plugs into a numbered slot on a Button Hub. The slot number determines what action the button performs based on your profile configuration.



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- **Additional Accessories:** A few extras to make set up a little more convenient.
 - 2x USB-C to USB-A adapters for connecting the Main Hub to your computer
 - 2x 10-foot USB-C extension cables for positioning Button Hubs further from the Main Hub



For more information on installing and configuring your Tap-to-Pack station, please open and review the links below:

ShipHero's Tap-to-Pack Overview

<https://software-help.shiphero.com/hc/en-us/articles/43741266270477-ShipHero-s-Tap-to-Pack-Overview>

Tap-to-Pack Hardware Installation Guide

<https://software-help.shiphero.com/hc/en-us/articles/43741518784909>

Configuring your Tap-to-Pack Profiles

<https://software-help.shiphero.com/hc/en-us/articles/43752772222093>

Troubleshooting a Tap-to-Pack Station

<https://software-help.shiphero.com/hc/en-us/articles/43752866402189>

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.