

Configure Shipbridge Options

04/30/2025 3:10 pm CDT

Overview

This article covers configuration options available for your Shipbridge account. Additionally, you can further configure Shipbridge-related options and Security Settings on the [Shipping Preferences](#) page of your Company in Sellercloud.

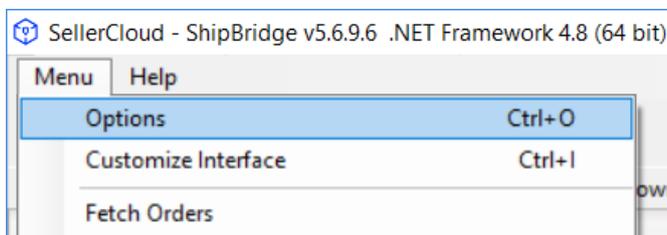
Access Shipbridge Options

Shipbridge's configuration options are organized into several sub-tabs:

- General
- Connection
- Invoice
- Shipping
- Batches
- Customs
- Carriers
- Shipsurance
- Scan and Ship
- Rates

To access these sub-tabs, click **Menu > Options**.

Learn how to configure the settings in each tab below.



General Tab

To open the **General** tab, go to **Menu > Options > General**. Here, you can configure a number of settings.

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates Admin Enhancements

When no shipping method assigned ship via: Domestic: UPS Domestic Rush: USPS International: UPS

Default service per shipper:

	Generic orders	Rush orders	International Generic
USPS:	USPS First Class	USPS Priority	USPS Intl First Class
UPS:	UPS® Ground	UPS 3 Day Select®	UPS International® Econc
FedEx:	FedEx Ground	FedEx 2Day	FedEx Intl Economy
DHL Global:			Not supported
DHL Express:			DHL Express Worldwide

Default Shipping Method

When no specific shipping method is requested for an order, you can set a default carrier. Typically, a company will have a standard shipping method to fall back on. This default should include options for both domestic and international shipping, and for both general and rush orders.

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates Admin Enhancements

When no shipping method assigned ship via: Domestic: UPS Domestic Rush: FedEx International: DHL Express International Rush: DirectLink

Default service per shipper:

	Generic orders	Rush orders	International Generic	International Rush
USPS:	USPS Priority	USPS Priority	USPS Intl First Class	USPS Intl Priority

You can easily set the default services per shippers here:

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates Admin Enhancements

When no shipping method assigned ship via: Domestic: UPS Domestic Rush: FedEx International: DHL Express International Rush: DirectLink

Default service per shipper:

	Generic orders	Rush orders	International Generic	International Rush
USPS:	USPS Priority	USPS Priority	USPS Intl First Class	USPS Intl Priority
UPS:	UPS® Ground	UPS 3 Day Select®	UPS International® Econc	UPS International® Stand
FedEx:	FedEx Ground	FedEx 2Day	FedEx Intl Economy	FedEx Intl Priority
DHL Global:			Not supported	
DHL Express:			DHL Express Worldwide	DHL Express Worldwide
Canada Post:	Canada Post Priority Work	Canada Post Expedited Pa	Canada Post Priority Work	Canada Post Expedited Pa

Default Shipping Services

You can easily set the Shipbridge default shipping services to ignore the shipping templates set on the orders in Sellercloud.

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates Admin Enhancements

When no shipping method assigned ship via: Domestic: UPS Domestic Rush: FedEx International: DHL Express International Rush: DirectLink

Default service per shipper:

	Generic orders	Rush orders	International Generic	International Rush
USPS:	USPS Priority	USPS Priority	USPS Intl First Class	USPS Intl Priority
UPS:	UPS® Ground	UPS 3 Day Select®	UPS International® Econc	UPS International® Stand
FedEx:	FedEx Ground	FedEx 2Day	FedEx Intl Economy	FedEx Intl Priority
DHL Global:			Not supported	
DHL Express:			DHL Express Worldwide	DHL Express Worldwide
Canada Post:	Canada Post Priority Work	Canada Post Expedited Pa	Canada Post Priority Work	Canada Post Expedited Pa

Always use the default shipping services

Other settings

Connection Tab

To open the **Connection** tab, go to **Menu > Options > Connection**. Here's where you manage Shipbridge's connection to your Sellercloud account.

Web Service Connection

To connect Shipbridge to your Sellercloud account or to log in to Shipbridge, you need:

- **Web Service URL** — The web service URL is similar to your Sellercloud website URL, with one change: **delta** is changed to **ws** in the URL, e.g., <http://tt.ws.sellercloud.com>.
Note: For standalone installations of Sellercloud, the Web Service URL is <http://ws.yourdomain.com>.
- **Username** — Use your Sellercloud username.
- **Password** — Use your Sellercloud password.

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates

Use Web Service SQL Connection Plugin

Web Service URL:

Credentials:

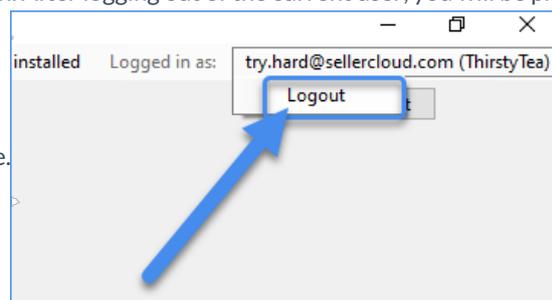
Username:

Password:

Test Connection

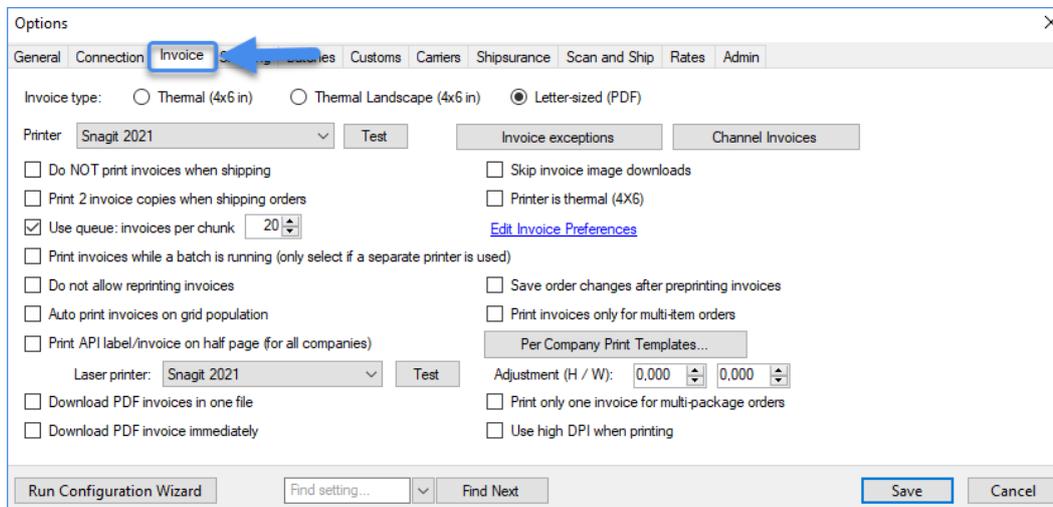
You can also change the connection properties from the main Shipbridge screen by clicking the username in the upper right corner of the application and selecting the **Logout** button. After logging out of the current user, you will be prompted

to enter a username and password to reconnect to the service.



Invoice Tab

To open the **Invoice** tab, go to **Menu > Options > Invoice**. Here's where you configure your invoice and packing slip options when printing packing slips from Shipbridge.



Configure the Invoice Type

To configure the invoice type, select the type and format of the invoice.

INVOICE TYPE AND FORMAT	DESCRIPTION
Thermal (4 x 6 in)	Portrait orientation. Thermal printer.
Thermal Landscape (4 x 6 in)	Landscape orientation. Thermal printer.
Letter-sized (PDF)	8.5 x 11. Laser printer. InkJet printer.

Invoice formatting comes from settings in the Sellercloud website. For more information, click [here](#).

General Invoice Options

Channel Invoices

You can also set company or channel-specific invoice rules by clicking the **Channel/Merchant Invoices Button**.

Channel Invoices							
Per Channel				Per Merchant			
Channel	Invoice Type	Print Type	Use CWA Plugin	One Invoice for Multi-Package	Do not print prices	Laser Printer	Thermal Printer
Choxi	Default	Default	Target Invoice	<input type="checkbox"/>	<input type="checkbox"/>	Microsoft Print to PDF	Microsoft Print to PDF
Groupon	Default	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
JET	Default	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
Overstock	Default	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
Staples	Default	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
Target	Default	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
Wayfair	Default	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
Amazon	Coming soon	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
ATGStores	Coming soon	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
BackMarket	Coming soon	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		
BedBathAndBeyond	Coming soon	Default	None	<input type="checkbox"/>	<input type="checkbox"/>		

In the pop-up, you will see two tabs: **Per Channel** and **Per Merchant** (company). Here, you can configure invoice options that will only apply to the selected channel or company. For example, if you check the **Do not print prices** box for **Channel Wayfair**, all invoices for Wayfair orders will be printed with no pricing information, regardless of which company the order came into. You can configure:

1. **Invoice Type** (per channel option only) – select Default or Channel-specific.
2. **Print Type** (both) – Default, Thermal, Thermal Landscape, or PDF.
3. **Use CWA plugin** (both) – if you have custom PDF Invoice plugins installed on your Sellercloud server, you will see them in this dropdown. If one is selected, all invoices for that channel/company will be printed in the format set in the plugin.
4. **One Invoice for Multi-Package** (both) – True or False. Enable to ensure that only one invoice is printed for multi-package orders.
5. **Do not print prices** (both) – enable to exclude pricing information.
6. **Laser Printer** (both) – select a Laser printer.
7. **Thermal Printer** (both) – select a thermal printer.

4x6 Invoice Options

When using the 4x6 invoice, you can configure settings for whether to include a gift note, location notes, shipping service,

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates Admin Enhancements

Invoice type: Thermal (4x6 in) Thermal Landscape (4x6 in) Letter-sized (PDF)

Printer: Snagit 2021 Test Invoice exceptions... Channel/Merchant Invoices...

Do NOT print invoices when shipping Skip invoice image downloads

Print 2 invoice copies when shipping orders

Use queue: invoices per chunk 15 [Edit Invoice Preferences](#)

Print invoices while a batch is running (only select if a separate printer is used)

Do not allow reprinting invoices Save order changes after preprinting invoices

Auto print invoices on grid population Print invoices only for multi-item orders

Print API label/invoice on half page (for all companies) Print templates per merchant/channel...

Laser printer: Snagit 2021 Test Adjustment (X / Y): 0.000 0.000

Print only one invoice for multi-package orders

Use high DPI when printing

Include "Insurance" line Use ZPL II code

Include "Original Insurance" line even when insurance is disabled Enable ZPL II image printing

Include "Handling" line Include product images Scale invoice from 203 to 300 dpi (standard ZPL format only)

Include "Gift" line Include location notes Show SKU

Include "Discounts" line Include tracking number Show Reference #

Include shipping service Include order source Print location notes in a larger font size

Include shipping cost Include package type Include order source icon

Include UPC as barcode Display Customer Email Address

Include UPC per kit component for standard invoice (skip parent UPC) Include kit components in qty

Include Manufacturer SKU Include billing/shipping info

Use SC OrderID for Groupon label barcode Include company address

Print parent instead of shadow SKUs Include serial numbers

etc.

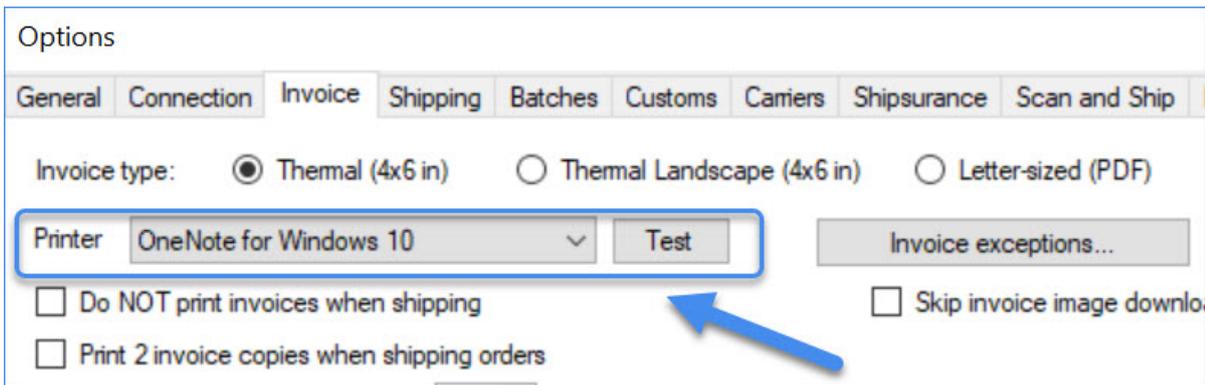
Letter-sized Invoice Options

If you select a Letter-sized invoice type, you can set the details for what to display on the invoice in your Sellercloud portal by clicking the **Edit Invoice Preferences** link.

OPTION	DESCRIPTION
Printer is thermal (4X6)	Allows the invoice configuration options from Sellercloud to print on a thermal label.
Download PDF invoices in one file	When shipping multiple orders at once, invoices will be downloaded all in one file instead of one at a time.
Download PDF invoice immediately	Check this setting to speed up the printing of the invoice.

Select the Printer

To run a test print of your invoice, first select the invoice printer, then make sure your printer conforms to the invoice type selected above. The printer used for invoices can be different than the one used for shipping labels, but it doesn't have to be. For example, the printing options can be set so that the shipping labels and invoices for a given order will print consecutively, coming out of the printer two by two.



Invoice Exceptions

The **Invoice Exception** option allows you to set up rules to skip auto-printing invoices under certain conditions. This is generally used when you only want to print for channels that require a packing slip.

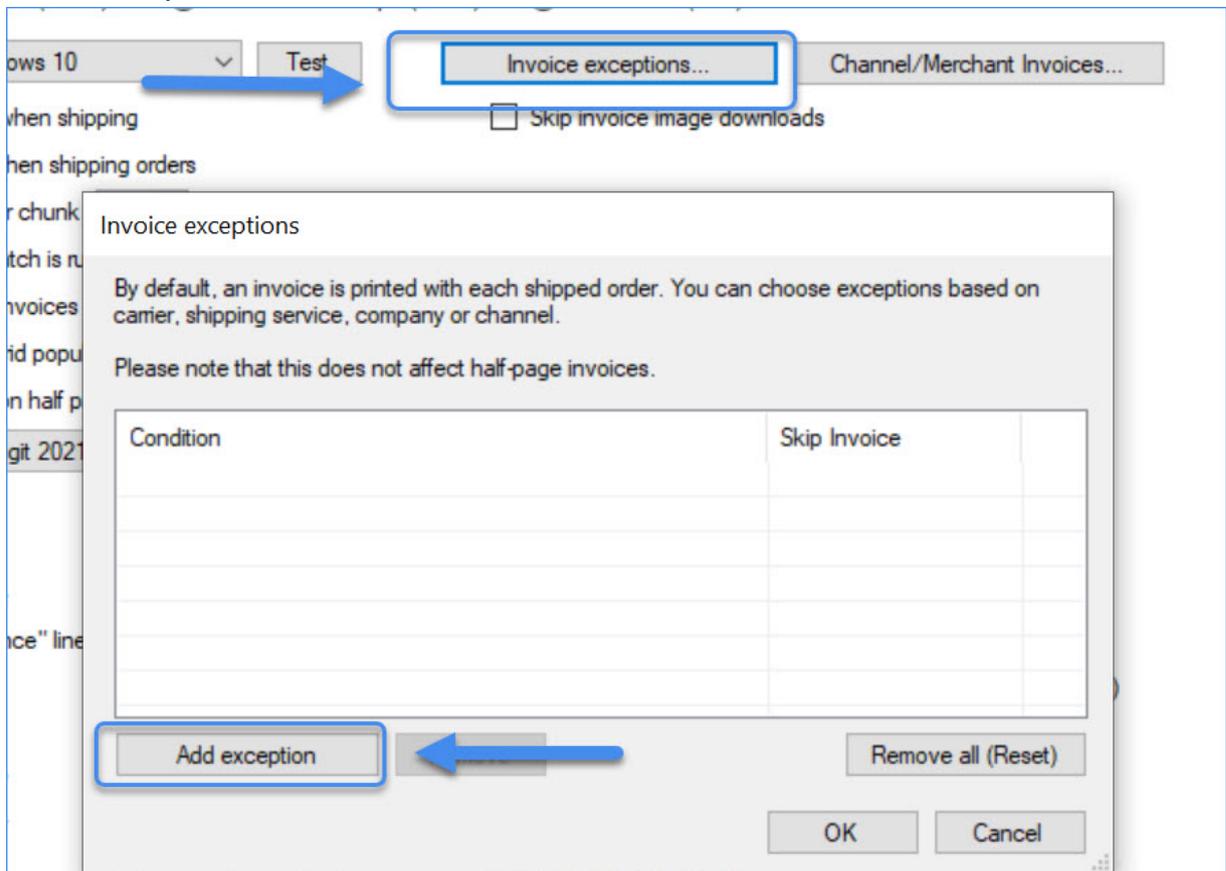
Note: Invoice Exceptions will not apply when printing Half Label/Half Invoice.

Configure Exceptions

An invoice exceptions window can be used to set either one or multiple exceptions. You can delete configured exceptions one at a time or all together.

To set an exception:

1. Click **Invoice Exceptions**.
2. Click **Add exception**.



3. Select the Exception Type – whether the skip rule depends on a Carrier and Service combination or a Company and Channel combination.
4. Configure the ruleset to skip printing.

5. Click **OK** to save the rule to the grid.

Skip invoice condition

Exception type: Carrier/Service Company/Channel

Skip invoice printing if

Carrier is: DAZzle

and

Shipping Service is: any

OK Cancel

Shipping Tab

There are numerous settings controlled on the Shipping tab.

To open the **Shipping** tab, go to **Menu > Options > Shipping**

Options

General Connection Invoice **Shipping** Batches Customs Carriers Shipsurance Scan and Ship Rates

The map below

Carrier	Domestic	International
USPS	DAZzle	DAZzle
UPS	UPS Web Services	UPS Web Services
FedEx	FedEx Web Services	FedEx Web Services

Save non-trackable numbers to a separate field
 Always prompt after each shipping (not applicable in Scan&Ship)
 Use sender's phone when none other is specified
 Populate package dimensions in shipping label requests Require dimensions for orders

The table below shows which shipping program will be used for each carrier and order type (domestic or international) based on the Shipbridge settings.

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates

The map below

Carrier	Domestic	International
USPS	DAZzle	DAZzle
UPS	UPS Web Services	UPS Web Services
FedEx	FedEx Web Services	FedEx Web Services

Save non-trackable numbers to a separate field
 Always prompt after each shipping (not applicable in Scan&Ship)
 Use sender's phone when none other is specified
 Populate package dimensions in shipping label requests Require dimensions for orders

[Click here to see a description of the settings](#)

Batches Tab

To open the **Batches** tab, go to **Menu > Options > Batches**.

Options

General Connection Invoice Shipping **Batches** Customs Carriers Shipsurance Scan and Ship

Separate batches per SKU and per number of units
 Please note that before selecting to ship batches, you have to select the SKU in either the "Exclusive

Enable split batches
 Do not split batches
 When batch-printing invoices, skip if the order address is not verified
 Suppress invoice printer check

On the Batches tab, you can configure multiple file printing options.

Customs Tab

Shipping an international package typically requires completing a customs declaration with additional sender and product information. Sellercloud makes that easier with a number of settings to set default values in the customs form.

To open the Customs Tab, go to **Menu > Options > Customs**.

Options

General Connection Invoice Shipping Batches **Customs** Carriers Shipsurance Scan and Ship

Customs Signer:

Default Customs Item Name:

Always use the default customs items name instead of product name

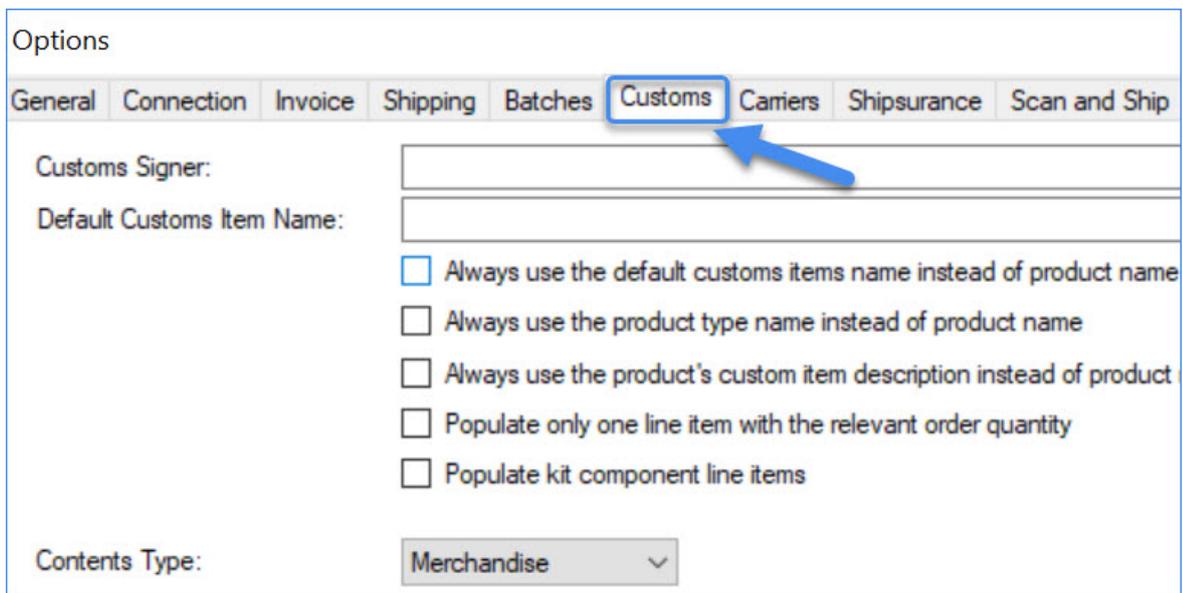
Always use the product type name instead of product name

Always use the product's custom item description instead of product

Populate only one line item with the relevant order quantity

Populate kit component line items

Contents Type:



Carriers Tab

Shipbridge integrates with multiple carriers. You can find information about configuring settings for them in the following articles:

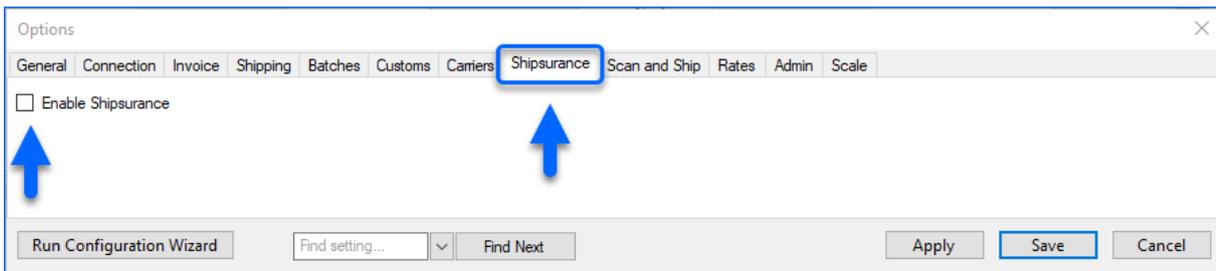
- [Shipping with USPS](#)
- [Using USPS Rate Calculations](#)
- [Understanding Endicia DaZzle](#)
- [Using Express One](#)
- [Shipping with UPS](#)
- [Using UPS Web Services and ConnectShip](#)
- [Shipping with FedEx](#)
- [Configuring FedEx](#)
- [Shipping with DHL Express](#)
- [Shipping with DHL eCommerce](#)
- [Shipping with Asendia](#)
- [Shipping with Canada Post](#)
- [Shipping with Royal Mail](#)
- [Shipping with Direct Link](#)
- [Amazon Services: Buy Shipping and Same-Day Delivery \(TForce\)](#)

Shipsurance Tab

[Shipsurance](#) offers shipping insurance coverage for packages sent through major shipping carriers worldwide. With Shipsurance, businesses can easily insure their shipments that originate from the USA or Canada, so they are financially compensated in case of loss, damage, or item shortage.

[Shipbridge](#) core software supports a base integration with Shipsurance. If you wish to extend your Shipsurance functionalities, request an additional billable plugin via [Sellercloud Support](#).

To open the **Shipsurance** tab, navigate to the Shipbridge Menu > Options > Shipsurance.



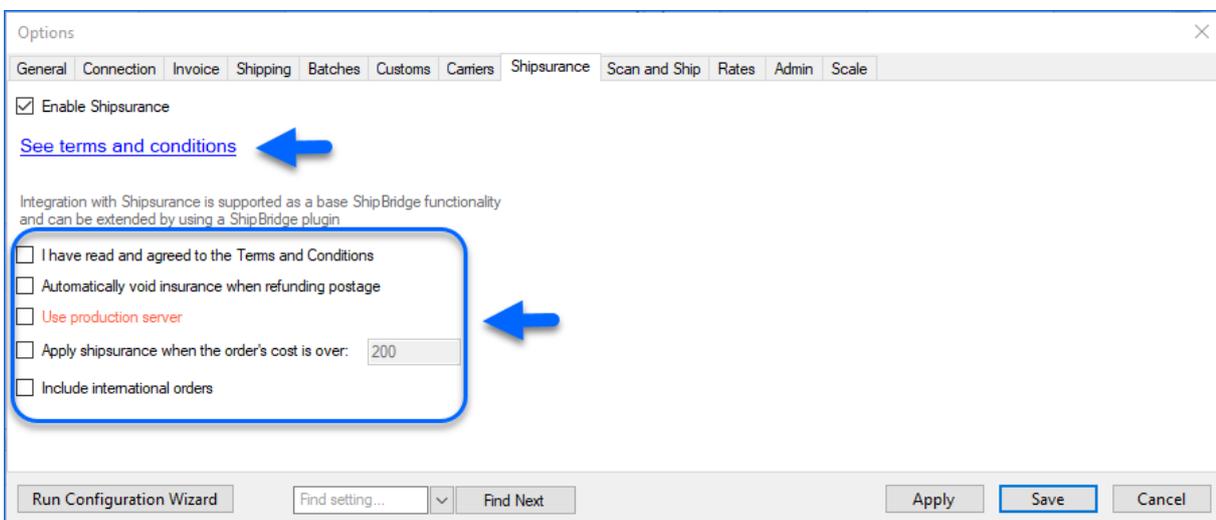
Check **Enable Shipsurance**, to display the Shipsurance settings:

- **I have agreed to the Terms and Conditions** – Click on **See terms and conditions** and read carefully Shipsurance terms of use. If you accept their stipulations, check the **I have agreed to the Terms and Conditions** box.

Once you check the **Enable Shipsurance** setting and agree with their **Terms and Conditions**, press **Save**, and your future shipments will be automatically insured by Shipsurance. Carrier insurance is automatically disabled.

To reject **Shipsurance** terms of use, navigate to **Options > Admin > Reject Shipsurance Terms & Conditions**.

- **Automatically void insurance when refunding postage** – If you enable this setting, whenever a [Shipbridge postage refund](#) is processed, Shipsurance will automatically void the associated insurance.
- **Use production server** – Shipsurance provides you with a Sandbox environment for your account's test setup. Check this setting to establish a connection between your Shipbridge and your Shipsurance production server. Once enabled, the Shipsurance service becomes active.
- **Apply Shipsurance when the order's cost is over ...** – If you wish to apply insurance to shipments above a specific cost, check this option and select a threshold in USD, under which no Shipsurance is purchased.
- **Include international orders** – Enable this option if you wish to purchase Shipsurance insurance for international orders. Keep in consideration that your shipments need to start from either the USA or Canada. Also, note that shipments to specific destinations are not eligible for Shipsurance insurance coverage – refer to [Shipsurance coverage](#) page for more details.

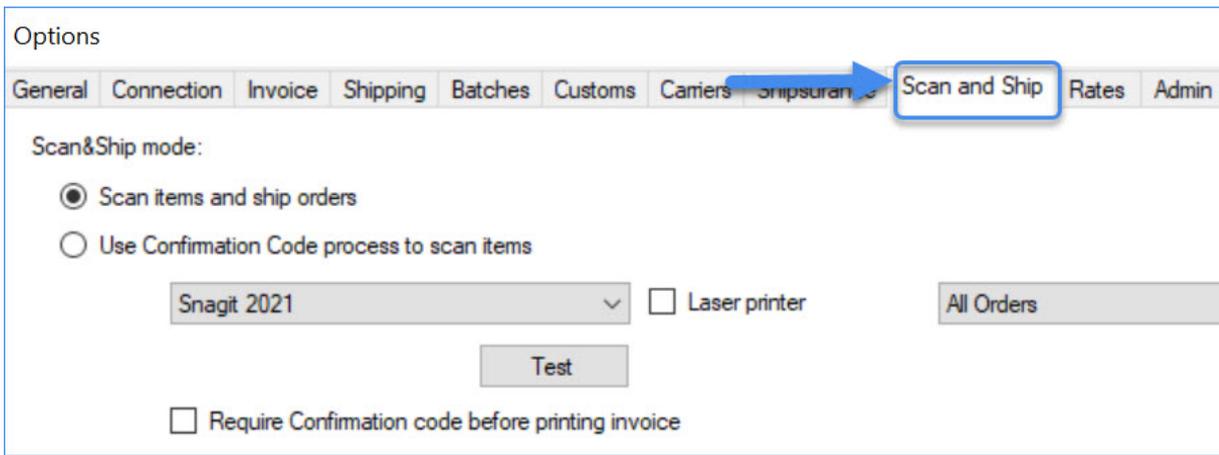


Click **Apply**, then **Save** to implement the desired configuration.

When Shipsurance is activated, it assesses the declared value of an order and then verifies whether the option **Apply Shipsurance when the order's cost is over...** is enabled. If the total declared value surpasses the specified threshold, Shipsurance is procured. Additionally, Shipsurance examines whether an order is international and whether the **Include international orders** option is activated. If the setting is disabled, no insurance is purchased for international orders.

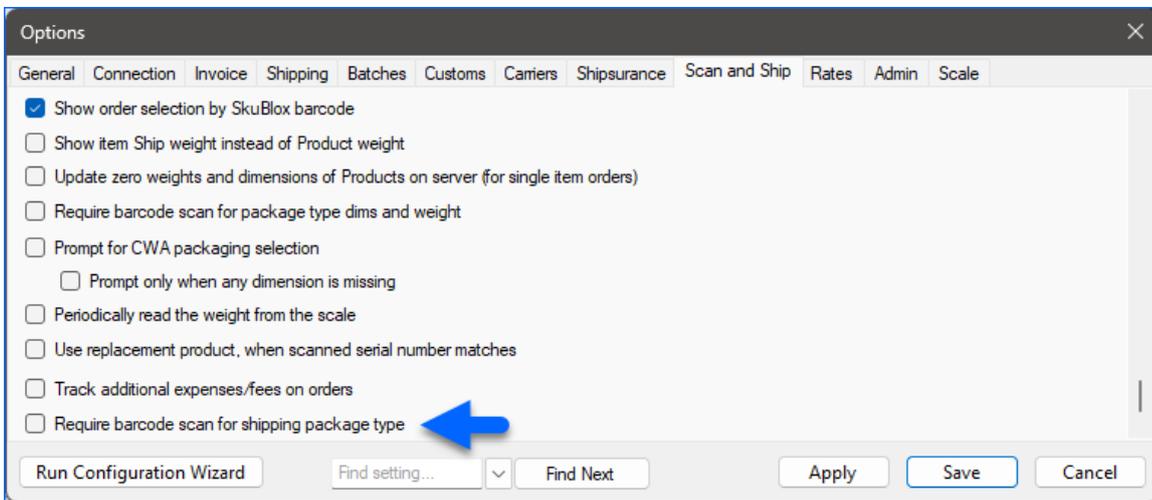
Scan and Ship Tab

To open the **Scan and Ship** tab, go to **Menu > Options > Scan and Ship**.



On the **Scan and Ship** tab, you can configure a number of settings.

To make shipping package barcode scanning a mandatory step in the **Scan and Ship** workflow, check the **Require barcode scan for shipping package type** box.



Scan and Ship Mode (Disable the Grid)

1. Select the option to **Disable the grid (only allow Scan & Ship)**.

Options

General Connection Invoice Shipping Batches Customs Carriers **Shipping** **Scan and Ship**

Scan&Ship mode:

Scan items and ship orders

Use Confirmation Code process to scan items

Snagit 2021 Laser printer **All Orders**

Test

Require Confirmation code before printing invoice

Use Confirmation Code to ship orders

Require scan and ship for all orders

Clear default weight in Scan&Ship mode

Auto-scan next SKU in Scan and Ship mode

Require invoice barcode scan before printing shipping labels on the "Print and ship" tab

When scanning items, automatically set weight according to scale's reading

Note: Only USB scales are supported Ship Dropship Central with order

Disable the grid (only allow Scan & Ship) Automate Shipping

2. You will see Scan and Ship mode. This lets you ship a single order at a time.

SellerCloud - ShipBridge v5.3.9.1 .NET Framework 4.5 (64 bit)

Menu Help

This mode lets you ship a single order at a time, ensuring there aren't problems with the shipping details, service, or products.

Select order Edit address Customs Gift details Check products Print & Ship

Enter or scan an order # or product SKU to begin.

Order # Find order

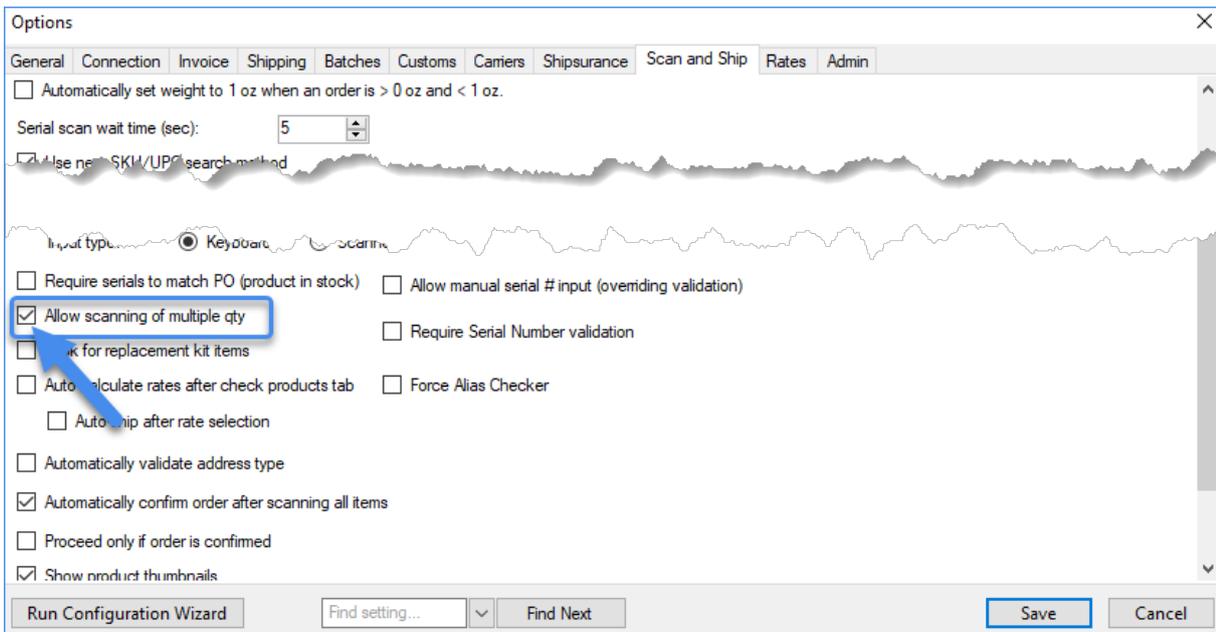
SKU Find order Auto-next

Show filters

Filters are ACTIVE

Scan the Same Item With Multiple Quantities

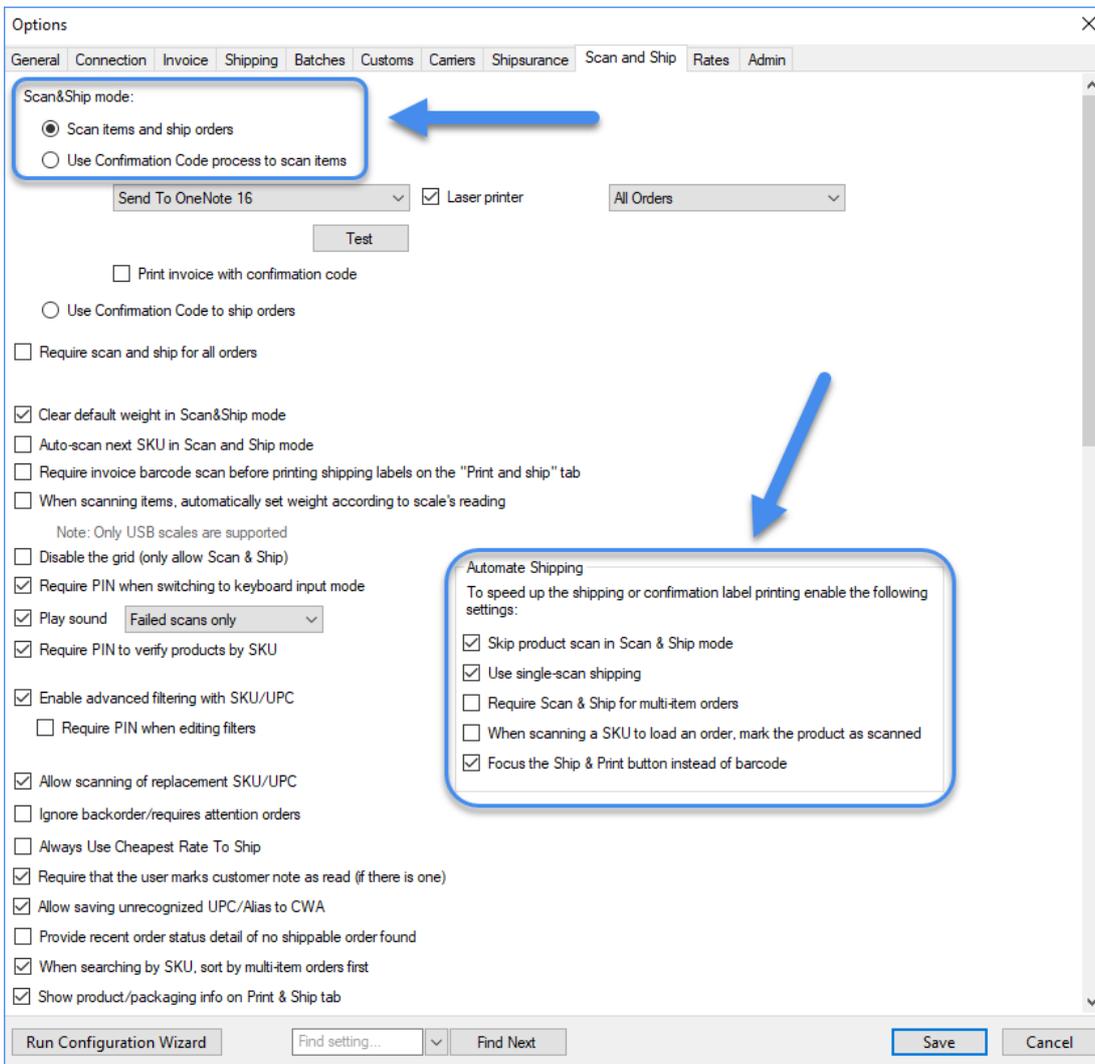
If you have orders with large amounts of the same item, you can enable the setting **Allow scanning of multiple qty** to scan the item only once and then enter the quantity.



Automate the Printing of Shipping and Confirmation Labels

To increase speed and use fewer clicks when printing shipping or [Confirmation Labels](#), select these settings on the **Scan and Ship** tab:

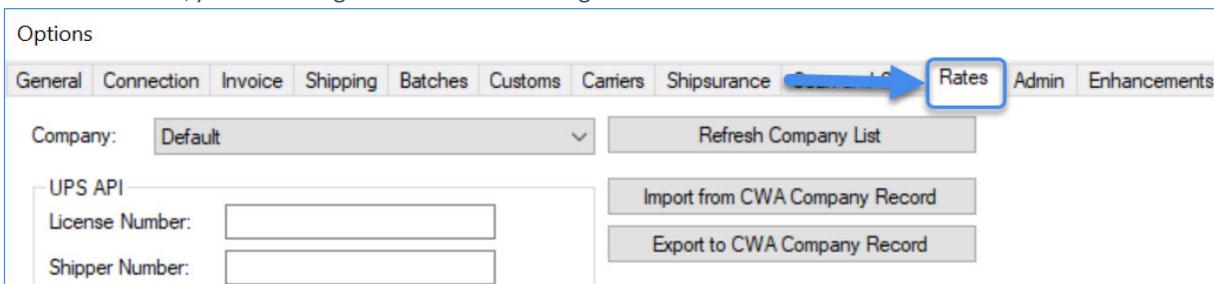
- For printing shipping labels — **Scan items and Ship Orders**
- For printing confirmation labels — **Use Confirmation Code process to scan items**. Also, select a printer for the confirmation labels
- **Skip product scan in Scan & Ship mode**
- **Use single-scan shipping**
- **Require Scan & Ship for multi-item orders**
- **When scanning a SKU to load an order, mark the product as scanned**
- **Focus the Ship & Print button instead of barcode**



Rates Tab

To open the Rates tab, go to **Menu > Options > Rates**.

On the Rates tab, you can configure a number of settings.



Configure Carrier API Credentials

Complete your API credentials for each carrier you ship with and click **Save**.

Options

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates

Company: Default

UPS API

License Number:

Shipper Number:

Username:

Password:

Rates for SurePost

USPS API

API User ID:

FedEx API

FedEx API Key:

FedEx API Password:

Account Number:

Meter Number:

Use dimensions to determine package types

Use dimensional weight rates

USPS rate provider:
Endicia Label Server

Import/Export Credentials From/To Sellercloud

If shipping carrier credentials were configured in Sellercloud (Settings > Company Settings > Company > Toolbox > Shipping API), you can import them into Shipbridge by clicking the **Import from CWA Company Record** button. You can also export credentials to Sellercloud using the **Export to CWA company Record** button.

General Connection Invoice Shipping Batches Customs Carriers Shipsurance Scan and Ship Rates

Company: Refresh Company List

UPS API

License Number:

Shipper Number:

Username:

Password:

Rates for SurePost

Import from CWA Company Record

Export to CWA Company Record

Customize Rates

Some carrier rates, such as for DHL eCommerce (Global Mail) and UPS Mail Innovation (UPSMI), cannot be obtained by API. Instead, these are brought into the Rate Calculator by importing their rate charts.

- See this [sample DHL Rate Sheet.xlsx](#) for chart formatting requirements and sheet names.
- See this [sample file](#) for uploading UPSMI rates into Shipbridge (keep the file name as-is).

These UPSMI rates are just a sample; everyone must request one from UPS and import it into Shipbridge.

Allow immediate selection in the rate calculator

Custom rates (changes require that ShipBridge be restarted) Only show rates from the custom tables (ignore APIs)

Zone map files:

File Path	# of Entries

Add...
Remove
Template

Rate files:

File Path	# of Rate Tables

Add...
Remove
Template

Use Mail Innovations rate tables by default

Run Configuration Wizard Find setting... Find Next Apply Save Cancel

Note: By enabling **Only show rates from the custom tables (ignore APIs)**, only carriers with custom rates will be shown in the **Rates** table.