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.
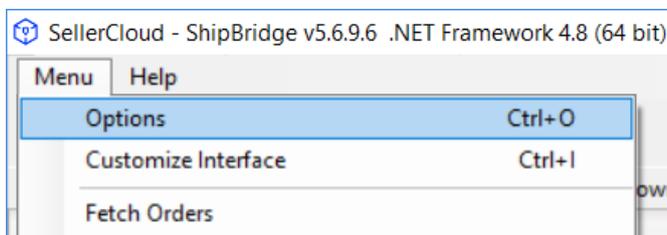
Access Shipbridge Options

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.

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.

You can easily set the default services per shippers here:

Default Shipping Services

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

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.
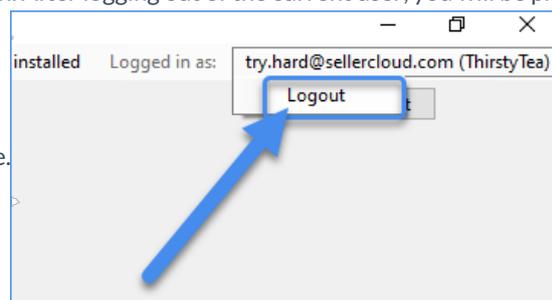

You can also change the connection properties from the main Shipbridge screen by clicking the username in the upper right corner of the application and selecting the **Logout** button. After logging out of the current user, you will be prompted

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.
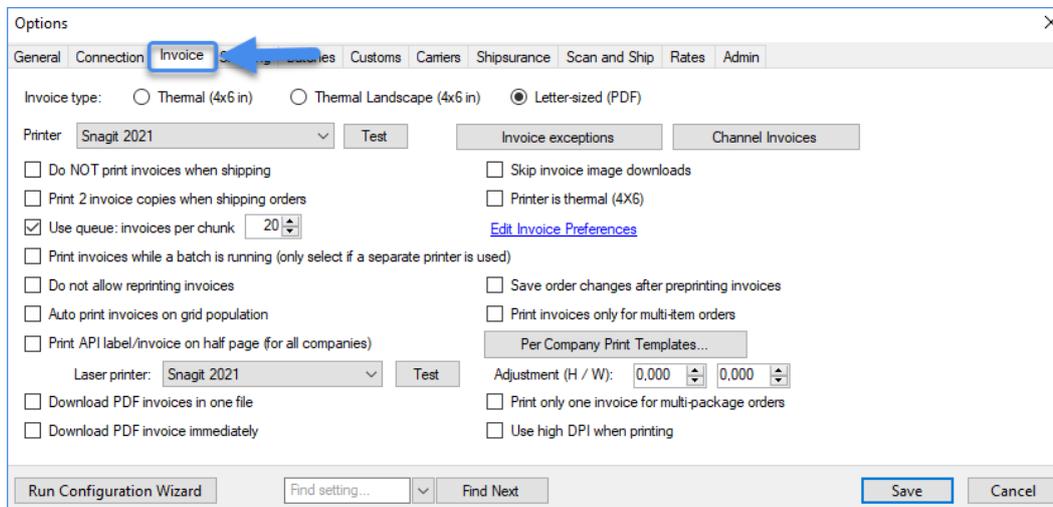
Configure the Invoice Type

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)	8.5×11. 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	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 ∨	⊟	⊟	Microsoft Print to PDF	Microsoft Print to PDF
Groupon	Default	Default	None	⊟	⊟		
JET	Default	Default	None	⊟	⊟		
Overstock	Default	Default	None	⊟	⊟		
Staples	Default	Default	None	⊟	⊟		
Target	Default	Default	None	⊟	⊟		
Wayfair	Default	Default	None	⊟	⊟		
Amazon	Coming soon	Default	None	⊟	⊟		
ATGStores	Coming soon	Default	None	⊟	⊟		
BackMarket	Coming soon	Default	None	⊟	⊟		
BedBathAndBeyond	Coming soon	Default	None	⊟	⊟		

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.

4×6 Invoice Options

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

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.
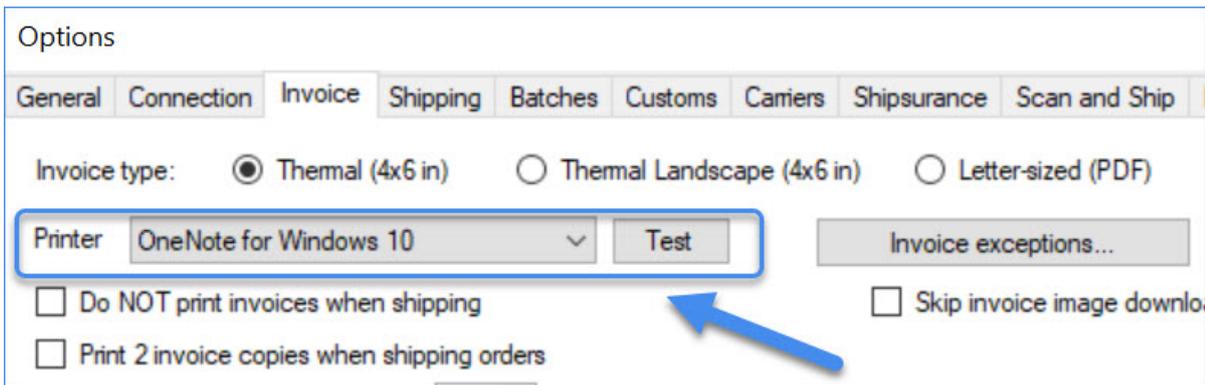
Invoice Exceptions

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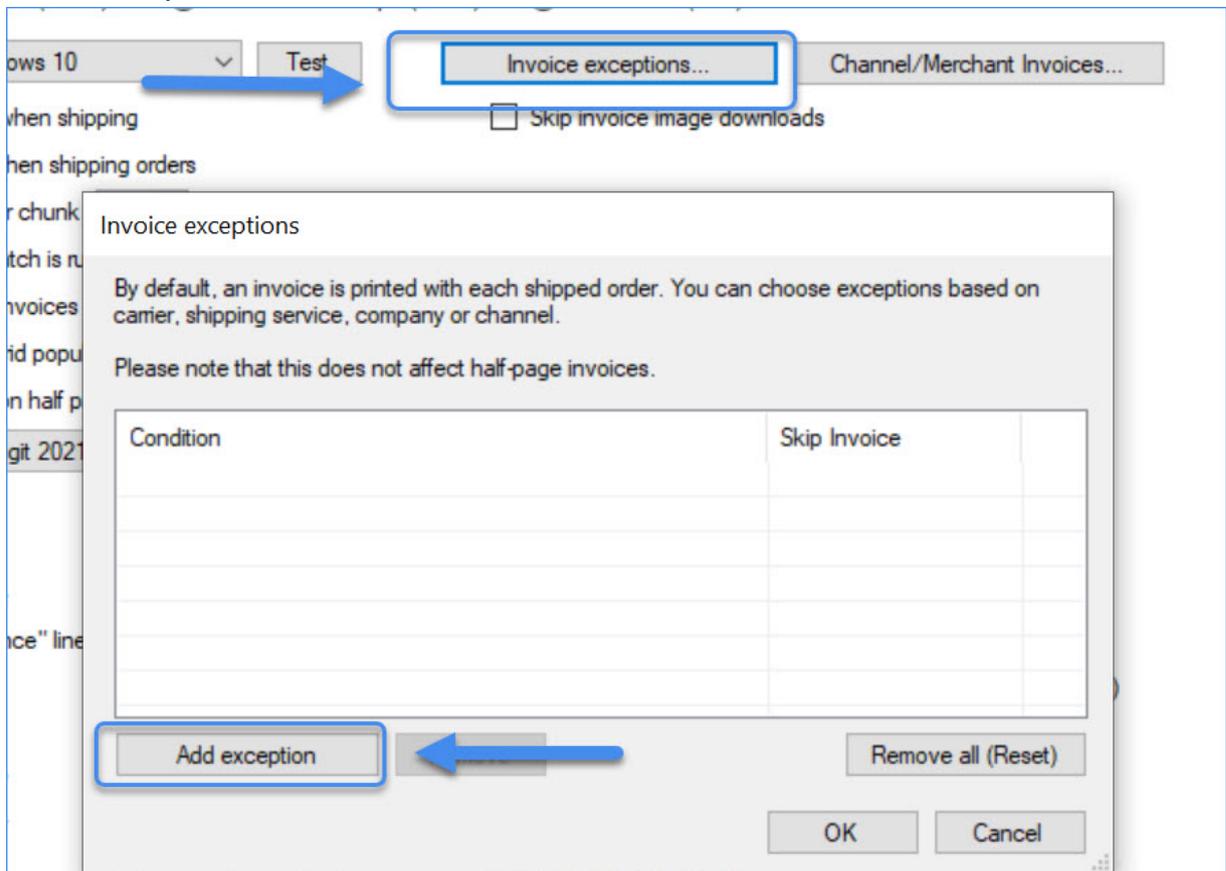
Note: Invoice Exceptions will not apply when printing Half Label/Half Invoice.

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.

Shipping Tab

There are numerous settings controlled on the Shipping tab.

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

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

Click here to see a description of the settings

Batches Tab

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

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**.
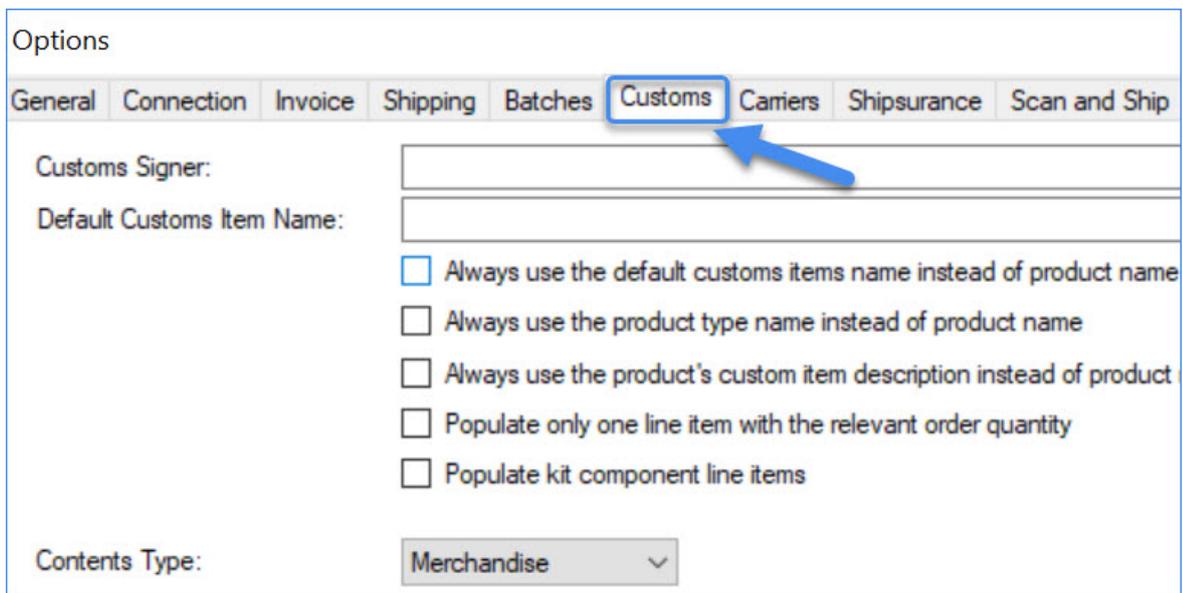
Carriers Tab

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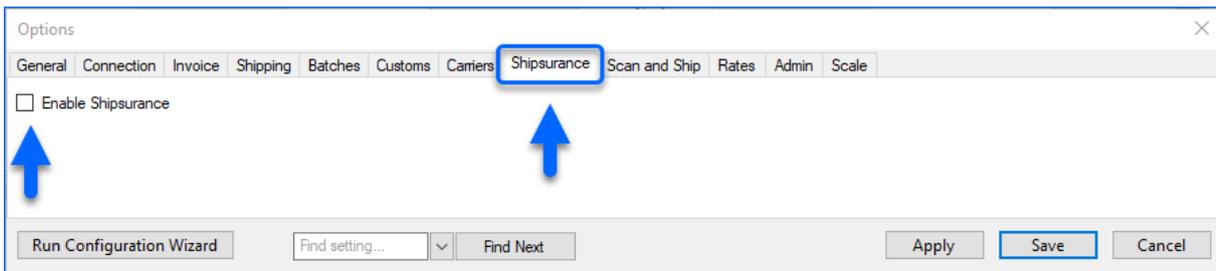
Check **Enable Shipsurance**, to display the Shipsurance settings:

- **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.
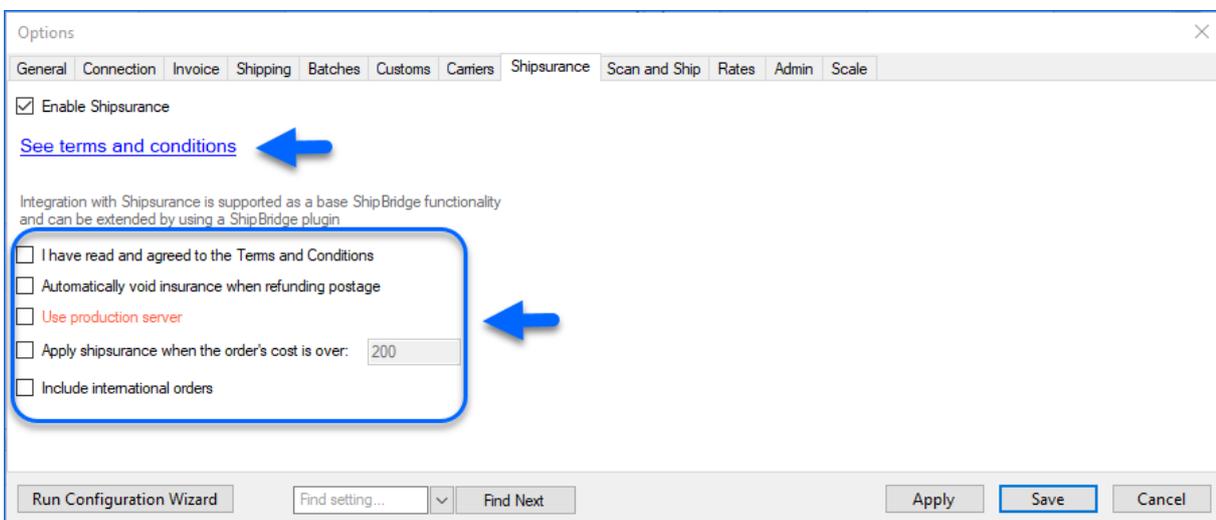

Click **Apply**, then **Save** to implement the desired configuration.

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.
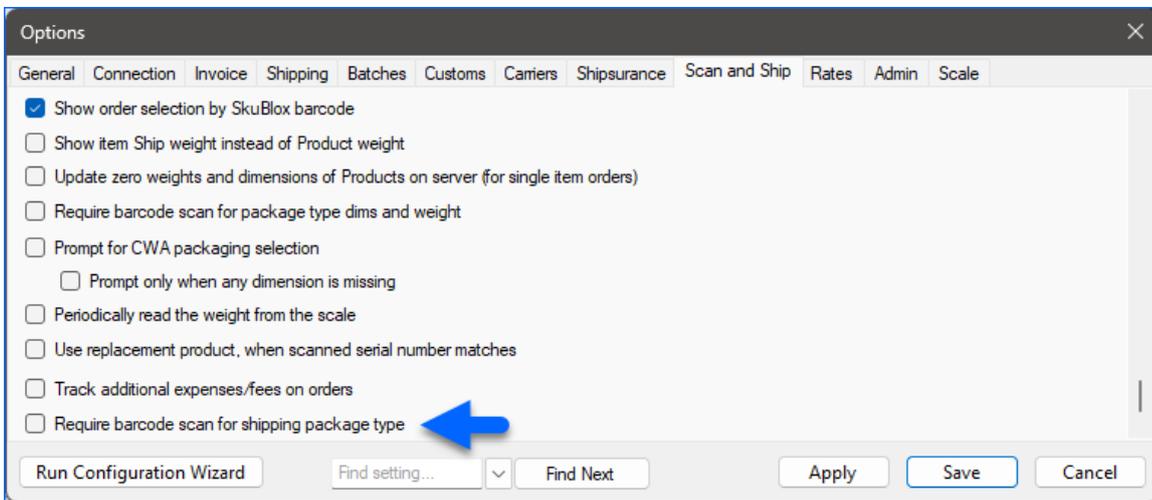
Scan and Ship Tab

To open the **Scan and Ship** tab, go to **Menu** > **Options** > **Scan and Ship.**
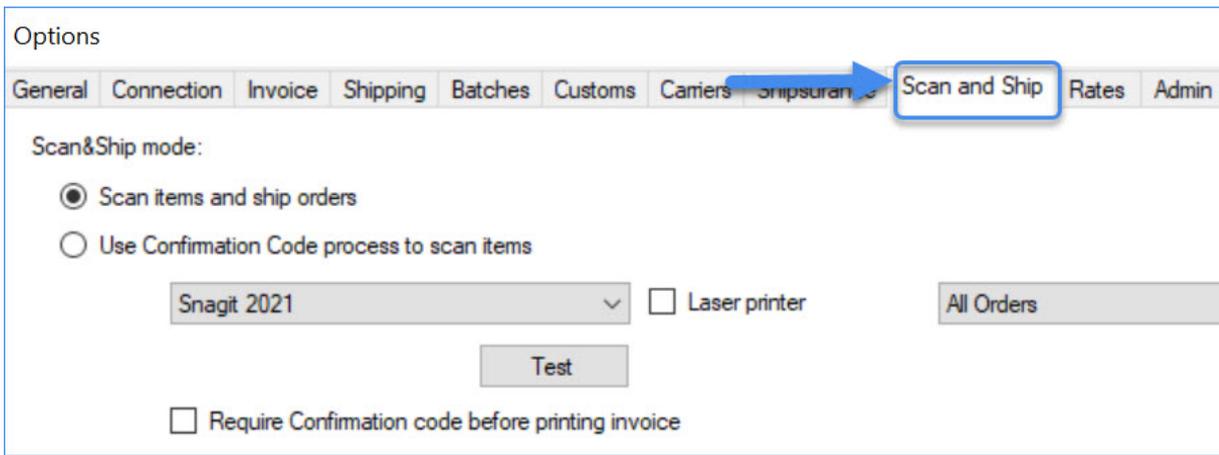
On the **Scan and Ship** tab, you can configure a number of settings.

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).**

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


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.
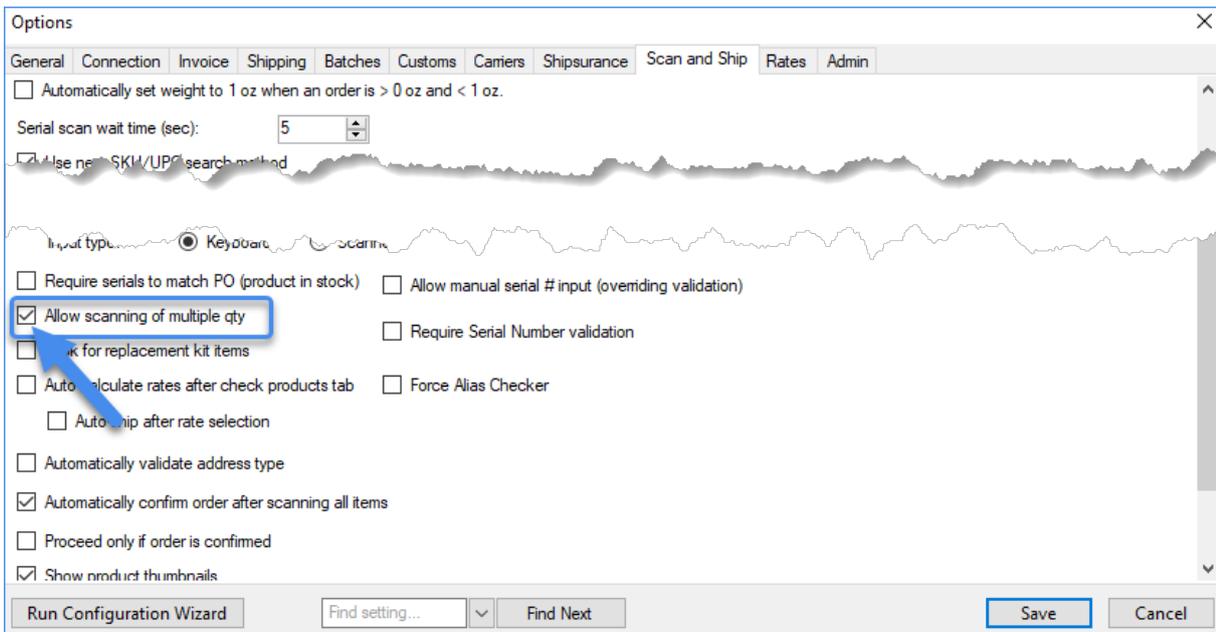
Automate the Printing of Shipping and Confirmation Labels

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**
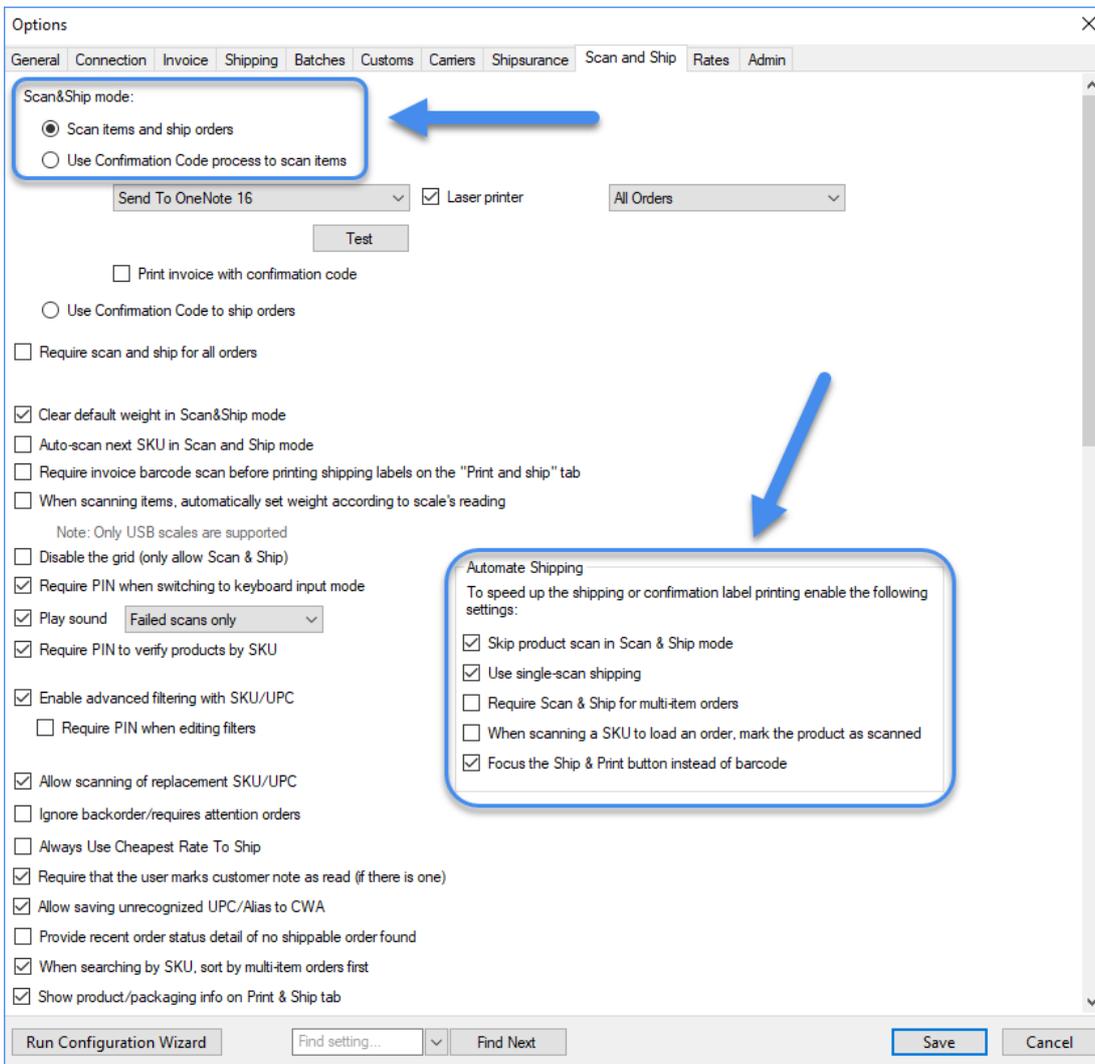
Rates Tab

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

On the **Rates** tab, you can configure a number of settings.
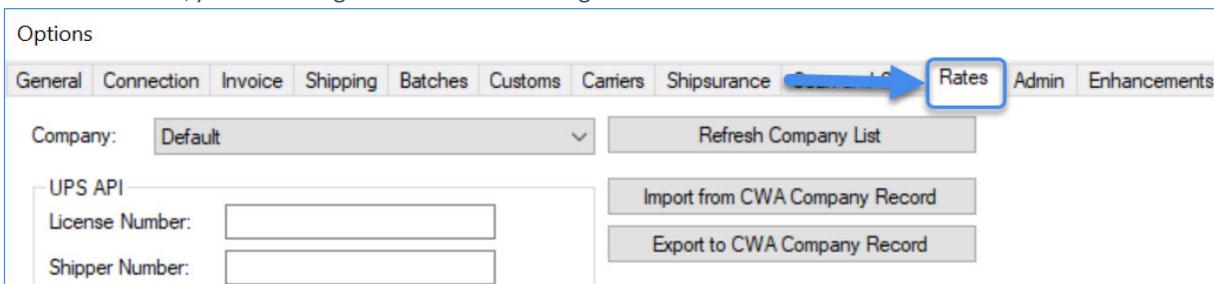
Configure Carrier API Credentials

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

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.

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.

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