Print Shipping Labels in Shipbridge

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Overview

Shipping labels typically include essential information such as postal code, country, tracking number, destination address, return address, and more. Shipbridge simplifies the labeling process by allowing you to create shipping labels and connect with leading carriers online. You can Configure the Label Printer and the specific format of each label individually. Labels will differ depending on the carrier you use, but a shipping label will generally include information such as:

- Ship to address
- Ship from address
- Package weight
- Shipping class
- Electronic tracking number
- Shipping barcode

There are two ways of printing shipping labels in Shipbridge:

- **Ship and Print Labels** – Requests a label straight away.
- Scan and Ship – First will scan the products and then request a label.

It is also possible to ship and order through a Shipbridgne installation remotely, from our Real Time Connect (RTC) platform.

Prerequisite

To generate a shipping label you must first select the carrier and service you want to ship your order(s) with. If your desired carrier/service isn't already pre-selected, you have two options: right-click on an order and click **Calculate rates,** or press F6 on your keyboard for a shortcut. This opens the rates window, where you can select the carrier, rate, package type, and insurance.
By default, you can only calculate rates for one order at a time from the Shipbridge grid. Alternatively, you can configure pre-defined rules for preferred shipping carriers and services.

All of this information helps get orders to customers as quickly as possible. Below is an example label:

Print Labels

Once you have selected the carrier and service of your choice, you can proceed with generating labels for your orders.

Ship and Print

To ship and print labels for your orders, follow the steps below:

1. In the Shipbridge grid, use the checkbox to select the orders you want to generate labels for.

2. Click on **Ship and Print Labels** at the top of the grid and the shipping labels for all the selected orders will be printed out.

Scan and Ship

You also have the option to print labels from the **Scan and Ship** Menu. Once you select an order from the grid, click on Scan and Ship at the top, where you will be able to edit your packages, as well as scan items and ship orders.

Scan your items, navigate to the **Print & Ship** Menu, and click **Print Labels + Invoice.**
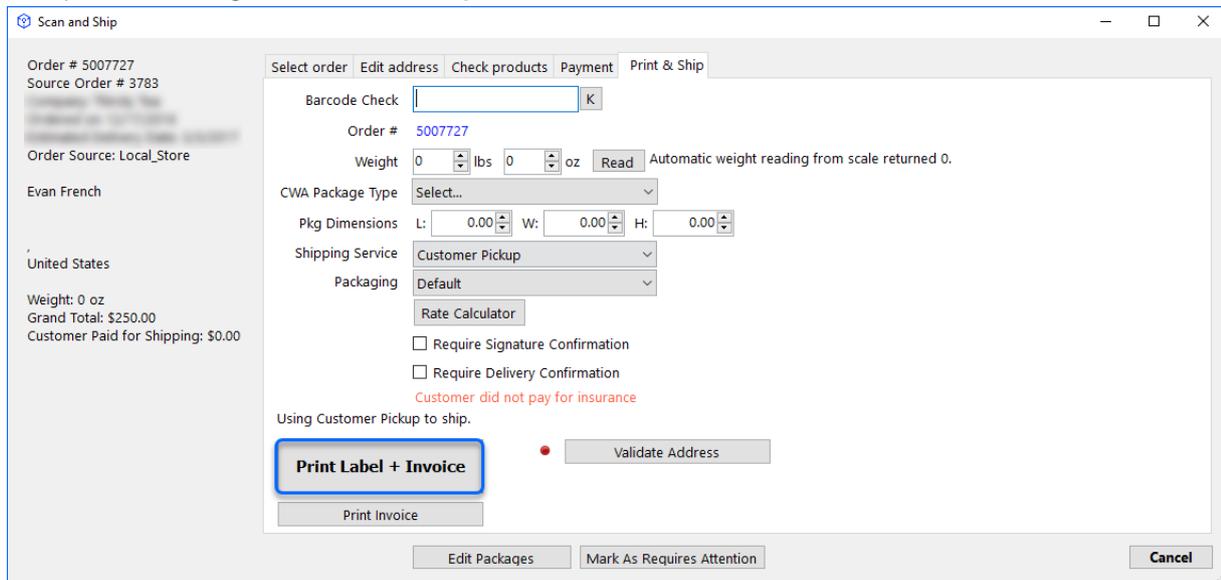

Learn more about the **Scan and Ship** workflow here.

Reprint Labels

You can reprint order labels from the orders' grid or by navigating to the **Postage Log**. Labels can be printed individually for an order or for multiple orders in a batch.

Prior to reprinting labels, you need to check if you have the label file stored on your device. To do that, navigate to **Help** > **Output File Locations**.
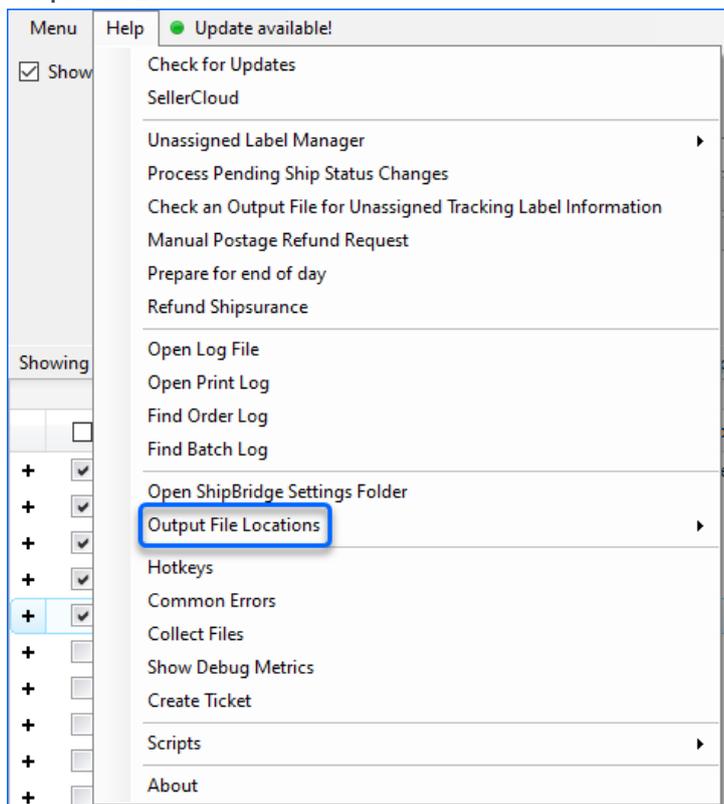
Once you have confirmation that the files are stored on your device, you can begin reprinting labels. You can either right-click on an order or access the Postage Log.

If you're running Shipbridge version 5.9.2.7 or later, you can reprint labels for orders shipped with **UPS**, **FedEx**, **Endicia**, and **Amazon** carriers from any installation of Shipbridge that meets the same version requirement. This allows you to reprint labels across compatible Shipbridge installations directly from your server. For version 5.9.5.4 or later, you can also reprint labels generated from Shipbridge directly in the Delta Interface from the Shipping tab of the Order Details page.

You can only reprint labels for orders that have their respective label files stored either locally or on your server.

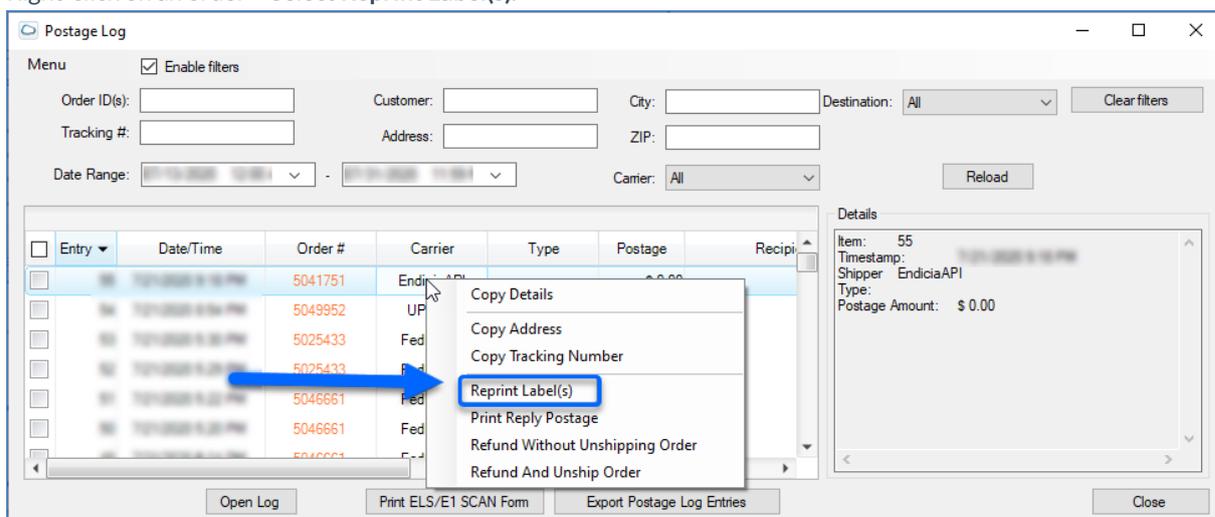1. Right-click on the order you want to reprint labels for.
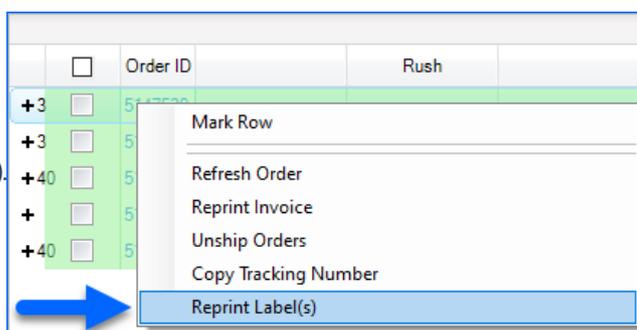
2. Choose **Reprint Label(s)**.

To reprint labels from the Postage Log, navigate to:

1. **Menu** > **Postage Log** > Search the log.

2. Right-click on an order > Select **Reprint Label(s)**.


Batch Labels Reprint

You have the option to reprint labels for multiple orders. You can do so from the orders grid menu or by navigating to the postage log. Once you select the orders you want to print labels for, right-click and choose **Reprint Label(s)**.
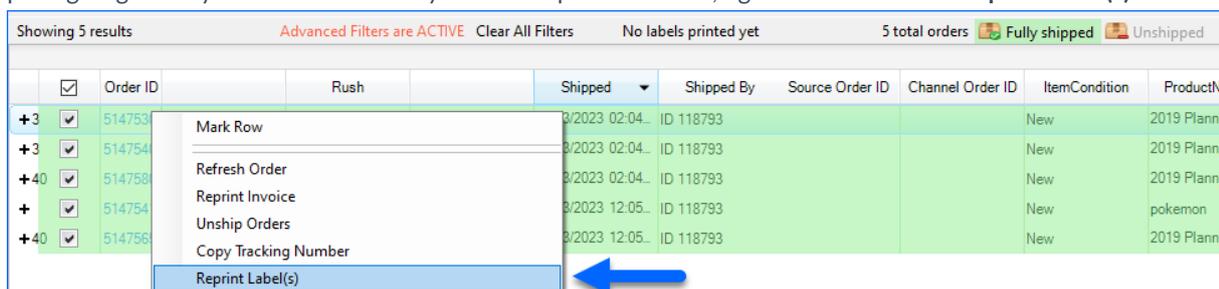
Label API Requests and Responses

After you print a label, you have the option to view the **XML document** sent through API and the response from the carrier. Navigate to:

1. **Help** > **Output File Locations** > Select the **Carrier**.

2. A pop-up window will appear with folders titled (Carrier Name) **Save** and (Carrier Name) **Out**.

- The Carrier **Save files** are the label request files. The files are named according to the order number, and each file contains all information related to the label that was requested for that order.
- The Carrier **Output files** are the responses from the carrier. These files contain success or error messages.
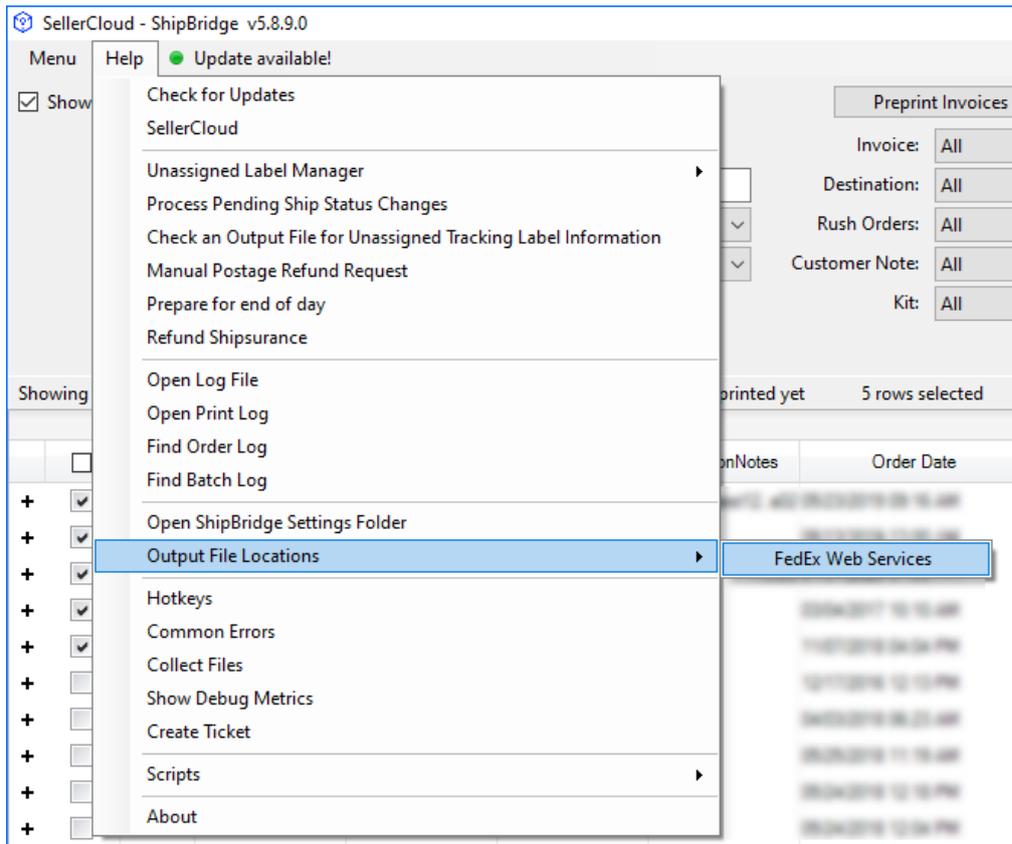
Both request and response files are stored locally on the device the order was initially shipped from.
To edit these paths, navigate to **Options** and then select **Carriers**. Choose your Carrier and select your folders for the **Request Save path** and the **Response Save path**.

Ship to APO/FPO

U.S. mail with a delivery destination to a military address located outside of the continental U.S. can only be shipped via the USPS and must be shipped with a special label and customs form.

Packages shipped to a military address located outside of the U.S. must also include a special label and customs form. Here are some important terms to be aware of:

- Army Post Office (**APO**)
- Fleet Post Office (**FPO**)

The **Ship To** Country will still be the U.S., however, there will be some changes in state abbreviations. Here are some important abbreviations to know:

- Armed Forces Europe (**AE**)
- Armed Forces Americas (**AA**)
- Armed Forces Pacific (**AP**)

With Shipbridge, you can print out special **APO/FPO** labels with the accompanying customs form.

To configure APO/FPO labels:

1. Go to **Menu** > **Options** > **Carriers tab**.

2. Check **Use APO/FPO printer configuration for US territory destinations**.
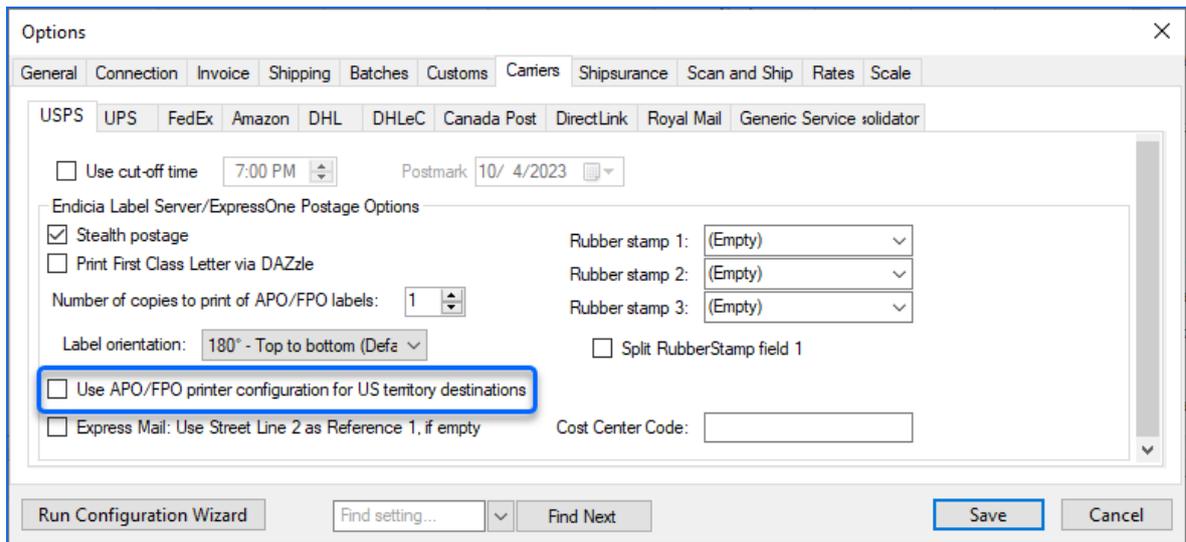
3. Click on **Label Printer Configuration**.

4. This will lead you to a new window to select the **USPS APO/FPO** service

5. Click **Save**.