

Manage Payments in ShipBridge

04/30/2025 3:10 pm CDT

Introducing ShipBridge Payments

ShipBridge imports paid orders from numerous channels, such as [Amazon](#), [eBay](#), [Rakuten](#), [Newegg](#), etc., into a single interface where they can all be fulfilled. In ShipBridge, you can easily find relevant information about payments and initiate refunds to your customers.

Viewing how much the customer paid for shipping

The amount the customer paid for shipping is referenced above the rate grid.

To enable the setting to show the amount customer paid for the shipping:

1. Go to **Menu > Options > Shipping** tab.
2. Select setting **Show how much customer paid for shipping (on Calculate Rates form)**.

The screenshot shows the 'Options' menu with the 'Shipping' tab selected. The 'Shipping' tab is highlighted with a blue arrow. Below the tabs, there is a table with columns for 'Carrier', 'Domestic', and 'International'. The 'Domestic' and 'International' columns are highlighted with a blue arrow. The 'Show how much customer paid for shipping (on Calculate Rates form)' checkbox is checked and highlighted with a blue arrow.

Carrier	Domestic	International
USPS	(!)	(!)
UPS	(!)	(!)
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

In Package Manager generate a separate package for each bundle item

Clear Overstock phone number Enable shipping label counter

Only offer USPS services for US territory destinations

Only offer USPS services for POB destinations

Allow aggregator services for POB (UPS Mail Innovations, FedEx SmartPost, DHL Global, DHLLeC, UPS SurePost, DirectLink)

Only restrict selection for orders with PO Box in address line 1

Show how much customer paid for shipping (on Calculate Rates form)

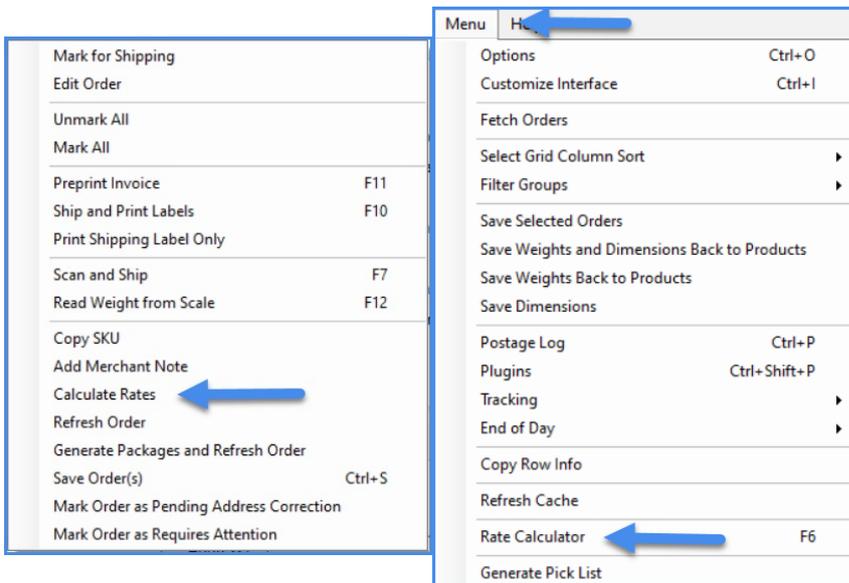
Warn when a shipping rate is more expensive than what customer paid

Warn if customer paid \$0

Validate all addresses in ShipBridge before shipping [Configure credentials](#)

To see the amount the customer paid for shipping:

1. Select an order from the grid.
2. Click **Menu > Rate Calculator** OR the **F6** hotkey OR right-click an order > **Calculate Rates**.



3. The amount is shown above the rate grid.

Calculate Rates for Order # 5011447

Destination Type: Unknown/Not validated

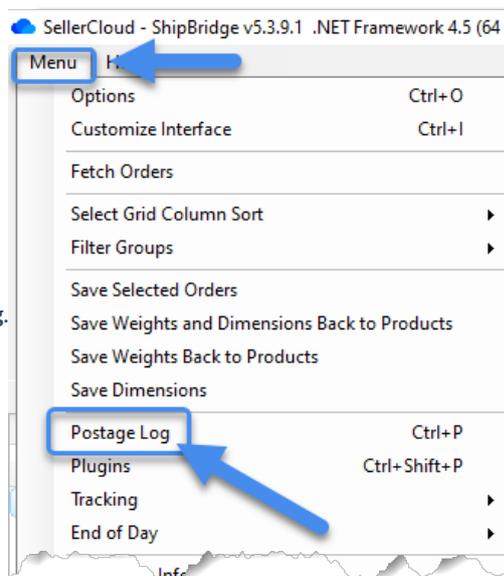
Customer paid for shipping: \$12.99

Carrier	Provider	Packaging	Base Rate	Features Rate	Final Rate	Days	Merch...
FedEx 3Day Freight		FedEx - Your Packaging	\$535.06	\$0.00	\$535.06	3	
FedEx 2Day Freight		FedEx - Your Packaging	\$571.82	\$0.00	\$571.82	2	
FedEx 1Day Freight		FedEx - Your Packaging	\$579.99	\$0.00	\$579.99	1	
FedEx Freight First		FedEx - Your Packaging	\$1,098.38	\$0.00	\$1,098.38	1	

Viewing shipping payments

To view the rates you paid for each order that was shipped:

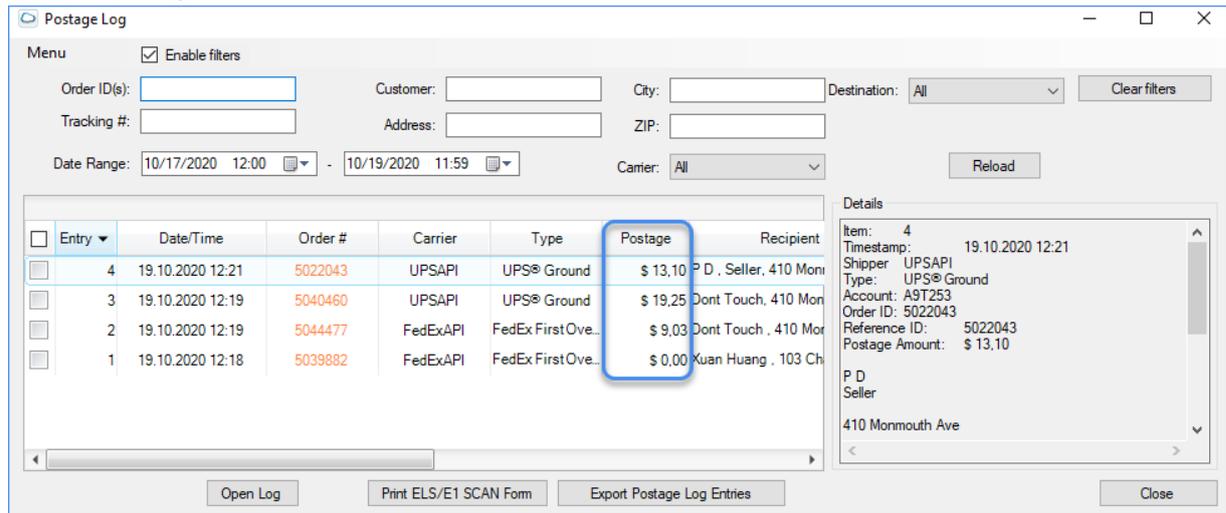
1. Open the ShipBridge Menu.



2. Open Postage Log.

3. The Postage column in the Postage Log tells you the price you paid to ship an item. If an order was paid for by a third

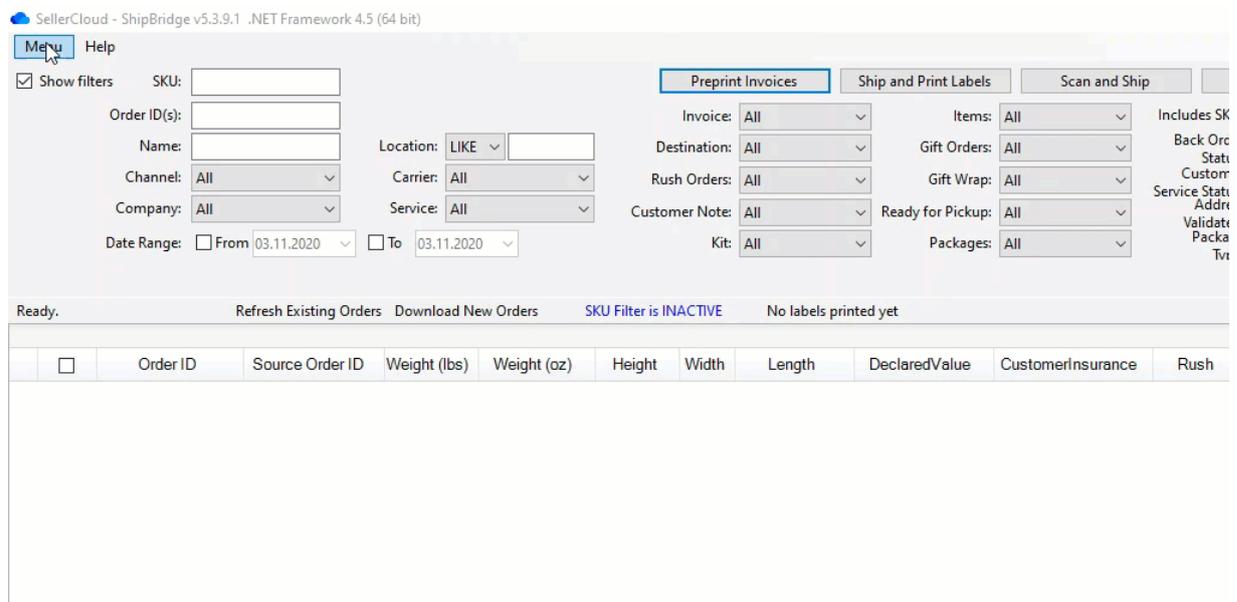
party, the postage amount will be zero.



Unshipping and refunding orders

The **Postage Log** lets you easily unship and refund orders. This will send a refund-label request to the carrier. The **Refund Without Unshipping Order** and the **Refund And Unship Order** functions both to refund your order. You will see this in the **Postage Log** under the **Type** column.

1. Go to **Menu > Postage Log** or use HotKey **Ctrl+P**.
2. Choose orders you wish to unship.
3. Right-click > **Refund And Unship Order**.

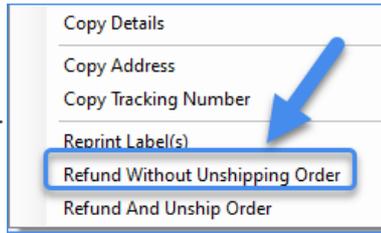


Refunding an order without unshipping

You may want to refund an order without unshipping. For example, if an order has been placed to ship but has not yet left the warehouse, you will not need to refund and unship the order.

1. Repeat steps 1 and 2 mentioned above.

2. Right-click > Refund Without Unshipping Order.



If an order is marked **Refund**, this means that your order is scheduled to be refunded. If your order is marked **Refunded**, this means your order has already been refunded.

