

# Generic Shipping Service

04/30/2025 3:10 pm CDT

## Overview

While using Shipbridge, you can mark orders as shipped without generating a tracking number and sending a label request to an integrated carrier by selecting the **Generic Shipping Service**. These are some of the use cases:

- When shipping with a carrier that is not integrated with Shipbridge (e.g. Pitney Bowes), you can use this feature to process the orders internally and mark them as shipped.
- When some channels, like [Direct Fulfillment](#), require you to print specific shipping labels, Sellercloud can automatically save them in the [Order Documents](#), or you can upload the files manually. With this feature, you can use Shipbridge to print them out.

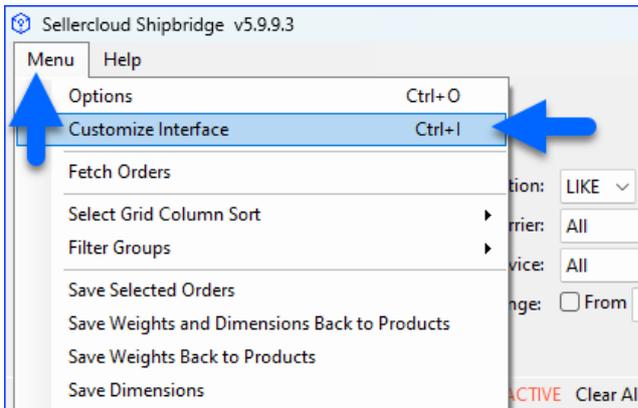
## Prerequisites

Complete the following steps to enable the **Generic Shipping** feature in Shipbridge.

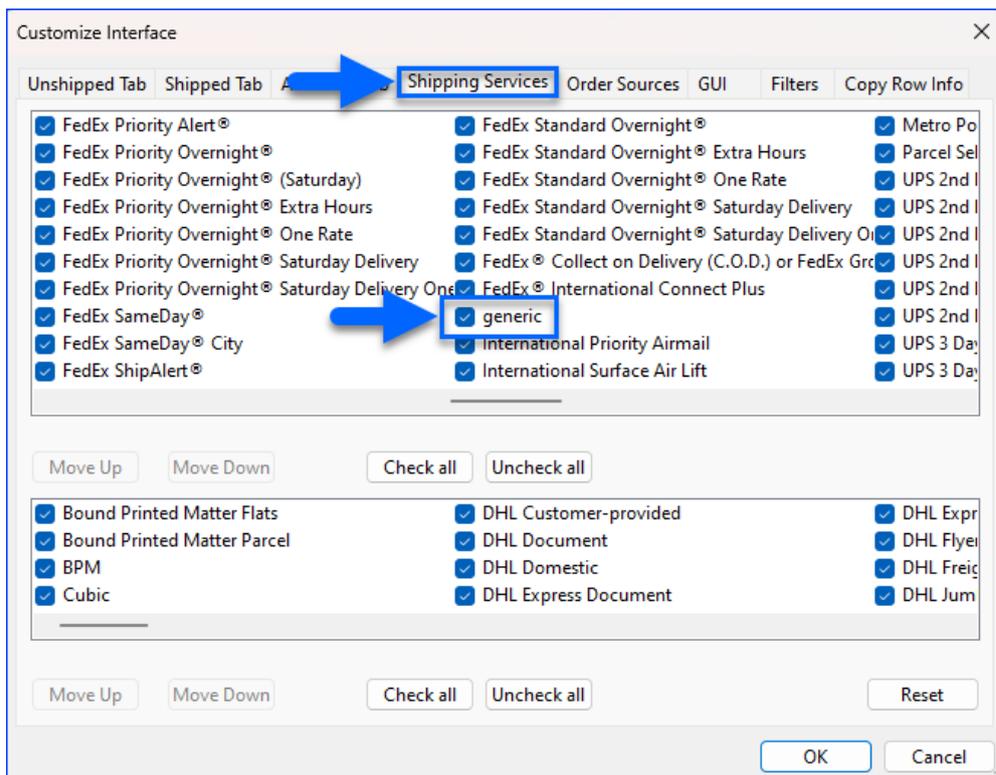
## Enable Generic Shipping

To enable generic shipping:

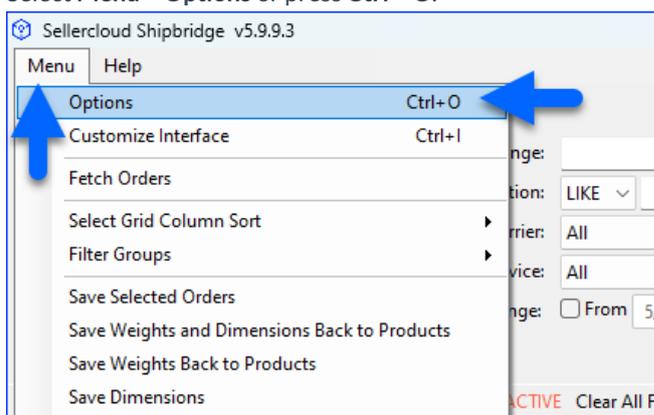
1. Go to **Menu > Customize Interface** or press **Ctrl + I**.



2. Select **Shipping Services**.
3. Make sure **Generic** is checked and click **OK**.



4. Select **Menu > Options** or press **Ctrl + O**.



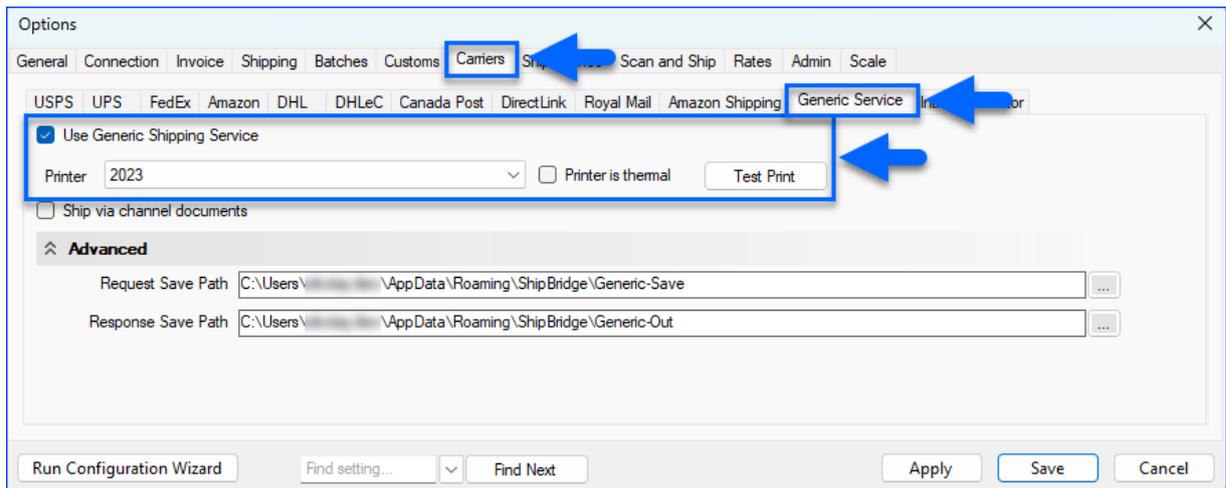
5. Select **Carriers > Generic Service**.

6. Check **Use Generic Shipping Service**.

7. Select the **Printer** for printing shipping labels, and check **Printer** is thermal if applicable.

8. Optionally, click **Advanced** to change the **Request Save Path** and **Response Save Path**.

9. Click **Test Print** to ensure the setup works correctly. If the test is successful, you will print a generic shipping label with your company name and address, the recipient's shipping address, and general details such as the **Package Number**, **Ship Date**, **Order ID**, and **SKUs**.



10. Click **Save**.

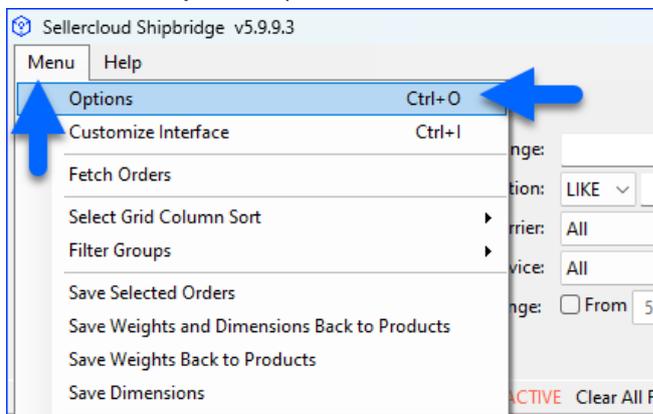
If you've chosen this workflow and are **not** required to print **channel-specific labels**, proceed to the next steps to [Use Generic Shipping](#).

## Enable Channel Documents Printing

Some channels, such as Direct Fulfillment, require you to print specific shipping labels. Sellercloud can automatically save the label files in the [Order Documents](#), or you can upload them manually. Then, you can use Shipbridge to print them.

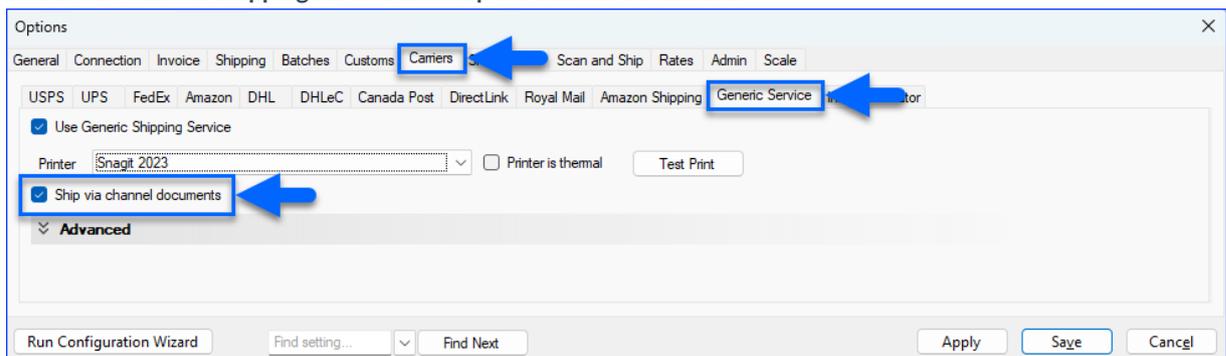
To enable printing **Shipping Label**-type order documents:

1. Select **Menu > Options** or press **Ctrl + O**.



2. Select **Carriers > Generic Service**.

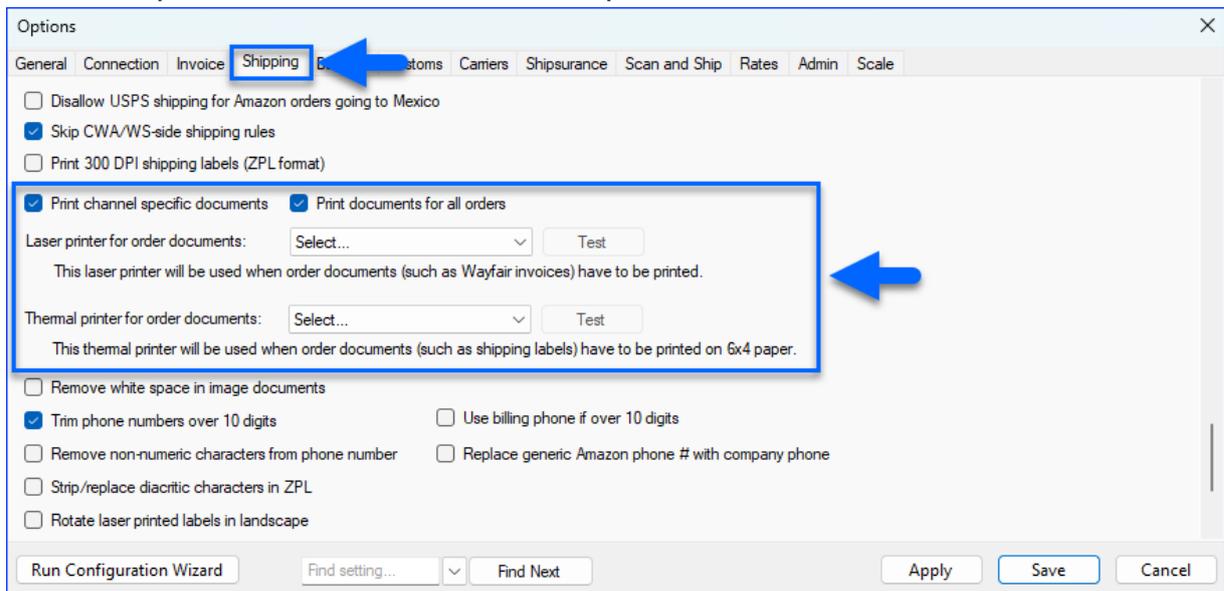
3. Check **Use Generic Shipping Service** and **Ship via channel documents**.



4. Select the **Shipping** tab.

5. Check **Print channel specific documents** and **Print documents for all orders**.

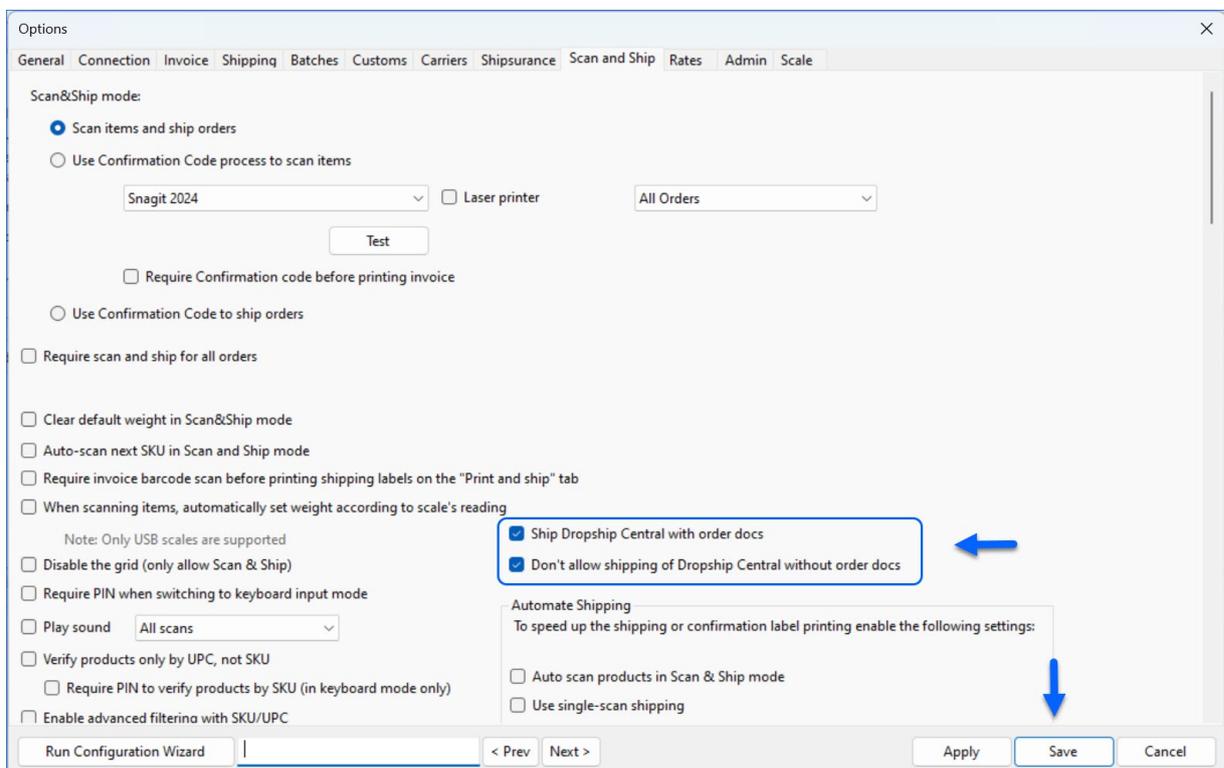
6. Select a **Laser printer for order documents** and **Thermal printer for order documents**.



7. Click **Test Print** to ensure the setup works correctly. If the test is successful, you will print a page titled **Printer Test page**.

8. If you have integrated Direct Fulfillment, select the **Scan and Ship** tab and enable **Ship Dropship Central with order docs**.

a. Optionally, you can also enable **Don't allow shipping of Dropship Central without order docs** to prevent shipping orders for which Amazon has not yet sent the necessary documents.



9. Click **Save**.

If you've chosen this workflow and are required to print **channel-specific labels**, proceed to the next steps to [Print Channel Labels](#).

## Use Generic Shipping

Any orders you ship with the Generic Service will have their **Shipping Status** changed to **Fully Shipped** without generating a tracking number and sending a label request to an integrated carrier. You will print generic shipping labels with your company name and address, the recipient's shipping address, and other order details such as the **Package Number, Ship Date, Order ID, and SKUs**.

You can use the generic shipping service in Shipbridge and Sellercloud.

## Apply Generic Shipping in Shipbridge

To select the generic shipping service in Shipbridge:

- Set the **Carrier** column of an order in the grid to **Generic**.

Showing 1 result <span style="color: red;">Advanced Filters are ACTIVE</span> <a href="#">Clear All Filters</a>									
<input type="checkbox"/>	Order ID	Company	Channel	Order Date	Carrier	Packaging	SKU	ProductNames	Rush
<input type="checkbox"/>	5199055	Thirsty Tea	Local_Store	05/14/20	generic	Default	SC-Tees	Sellercloud T-Shirt	

- Right-click an order and select **Edit Order**, then select the **Order Details** tab and set the **Shipping Service** to **Generic**.

Edit Order ✕

Address | **Order Details** | Serial Numbers | Order Management

Order Date: 11/21/23 11:52 AM

Weight: 11.00 lbs 0 oz Read

L x W x H: 0.00 0.00 0.00

Declared Value: 150

Customer did not pay for damage liability

Damage liability: Inherit settings

Shipping Service: generic

Package Type: Default

Require Signature Confirmation

Require Delivery Confirmation

Model No: SC-Tees, VAFLA

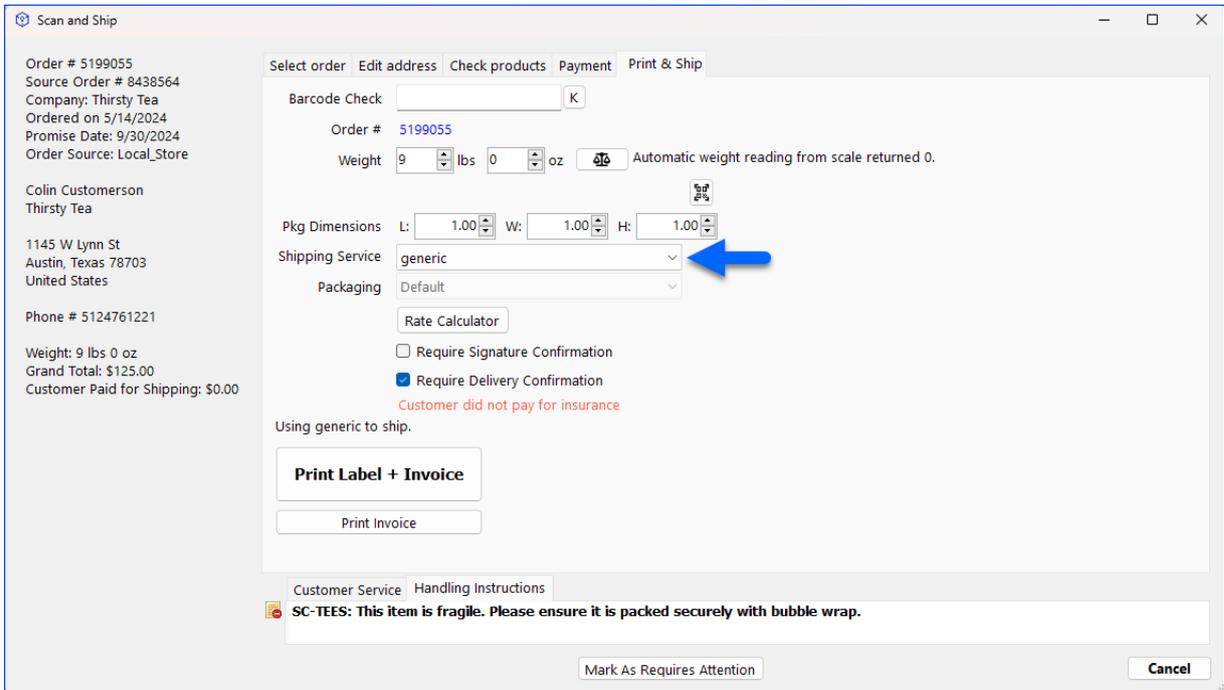
Customer paid for shipping: 0.00

Grand Total: 150.00 No. Of Units: 7

Custom Description: (leave empty for default)

Save Cancel

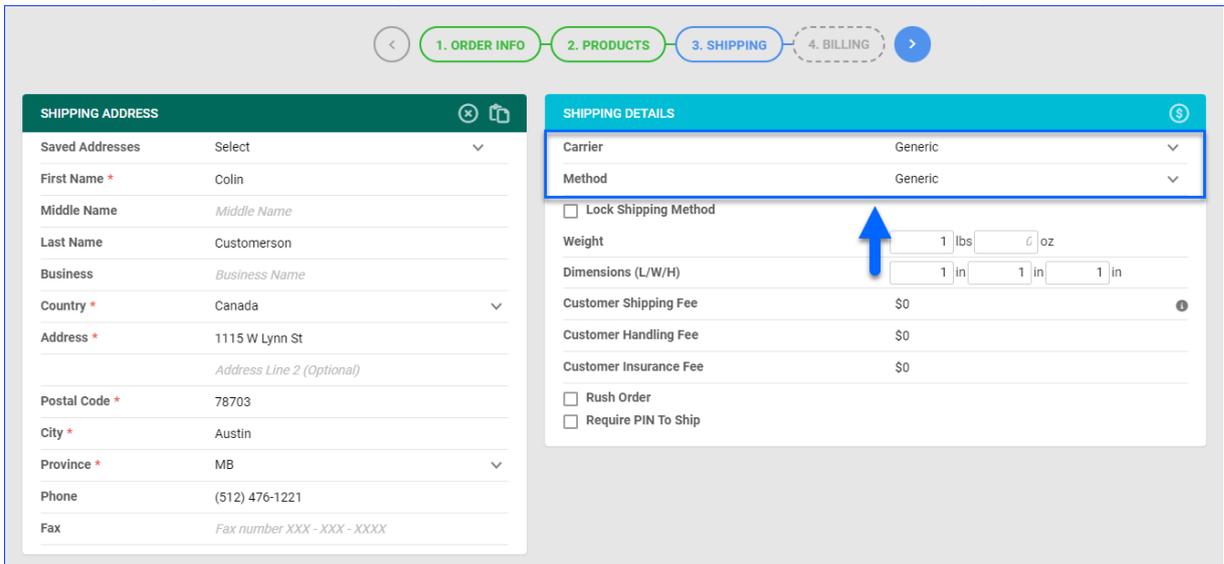
- While using [Scan and Ship](#), select the **Print & Ship** tab and set the **Shipping Service** to **Generic**.



## Apply Generic Shipping in Sellercloud

To select the generic shipping service in Sellercloud:

- While creating a new order, by setting the **Carrier** and **Method** to **Generic** under the **Shipping** tab.



- Per order from the [Order Details Page](#) > [Toolbox](#) > [Shipping](#) tab.

Order #5199059 | Thirsty Tea | 738434

Processing Unshipped No Payment Not Rush NoActionNeeded Not Delivered ITEMS SC-Tees Total Units: 5 Austin, Texas, United States

Shipping Change Log

#### SHIPPING ADDRESS

Saved Addresses Select

First Name \* Colin

Middle Name Middle Name

Last Name \* Customerson

Business Thirsty Tea

Country \* United States

Address \* 1149 W Lynn St

Address Line 2 (Optional)

ZIP Code \* 78703

City \* Austin

State \* TX

Phone 5124761221

Fax Fax number XXXX - XXXX - XXXX

#### SHIPPING DETAILS

Shipping Status Unshipped

Carrier Generic

Service Generic

Is Rush Order

Promise Date 09/30/2024 7:00 AM

Shipped On Not Yet Shipped

Customer Shipping Fee \$0.00

Customer Shipping Discount \$0.00

Your Shipping Cost \$0.00

Est. Ship Weight 10 lbs 0 oz

Require PIN Code To Ship

Allow Shipping Without Payment

Require Signature Confirmation

- Per product from the [Product Details Page](#) > [Toolbox](#) > [Shipping Preferences](#) tab, by setting the **Shipping Carrier** and **Shipping Service** settings to **Generic**.

**Product** | Sellercloud T-Shirt

SKU SC-Tees Thirsty Tea AVAILABLE: 40183 Active

Shipping Preferences

### PREFERENCES

DropShip Mode Ship from Site

**Shipping Carrier** Generic

**Shipping Method** Generic

Number Of Batteries Included 0

Require Delivery Signature

Require Delivery Confirmation

Allow Ship By Truck

Force Ship By Truck

Require Shipper To Acknowledge Warning

Require Shipper To Input Information

Require Serial Number Scan In Scan & Ship

Serial# Length 12  Use Default

Require Transparency Sticker

Hazmat

Is Expirable

### PREFERENCE FOR QTY

QTY	SHIPPING CARRIER	SHIPPING SERVICE	PACKAGING TYPE
1	Generic	Generic	Select
2	Select	Select	Select

- Per channel with [Shipping Method Mapping](#) by setting the **Shipping Method** to **Generic**.

Company | Thirsty Tea

Default company | thirstytea.com | USD | 456 | CHANNELS 43 | New York, NY

Walmart > Shipping Method Mapping

CODE RECEIVED	DISPLAY NAME	RUSH SERVICE	SHIPPING METHOD	CODE TO SEND	LOCK SHIPPING METHOD
1	USPS 3rd Class	<input type="checkbox"/>	Generic	Standard - Standard	<input type="checkbox"/>
10	USPS First Class	<input type="checkbox"/>	Select Service	10 - USPS First Class	<input type="checkbox"/>
11	Dynamex	<input type="checkbox"/>	DGM SmartMail Expedited	11 - Dynamex	<input type="checkbox"/>
13	UPS Second Day Ground	<input type="checkbox"/>	Select Service	13 - UPS Second Day Ground	<input type="checkbox"/>
131	USPS Priority Mail - CAPs	<input type="checkbox"/>	Select Service	31 - USPS Priority Mail	<input type="checkbox"/>
133	Newgistics	<input type="checkbox"/>	Select Service	33 - Newgistics	<input type="checkbox"/>
135	Seko Worldwide - S2S	<input type="checkbox"/>	FedEx Ground Economy	35 - Seko Worldwide - S2S	<input type="checkbox"/>

Displaying results 1-15 of 175

- Automatically with the [Order Rule Engine](#) by setting the **Action Type** to **Update Shipping Carrier and Service** and setting the **Carrier** and **Service** to **Generic**.

CREATE NEW ACTION

**Action Name \*** Select the Generic Shipping Service

**Action Type \*** Update Shipping Carrier and Service

**Carrier \*** Generic

**Service \*** Generic

**Lock Shipping Method**

CANCEL ADD

- If you need to customize this functionality, you can also open a ticket with [Sellercloud Support](#) to have a **Custom Plugin** made for you based on your specific business needs. Such customizations are billable.

See [Product Shipping Preferences](#) to understand how these settings are prioritized.

## View Generic Shipping Orders in Sellercloud

You can see such orders by filtering the [Manage Orders](#) page by **Shipping Carrier – Generic**.

MANAGE ORDERS

Default filters: Keyword, Order #, SKU, Channel Order #, Company, Channel, Shipping Status, Order Status

Custom filters: Add filter, Order Date Range Last 120 Days, **Shipping Carrier Generic**

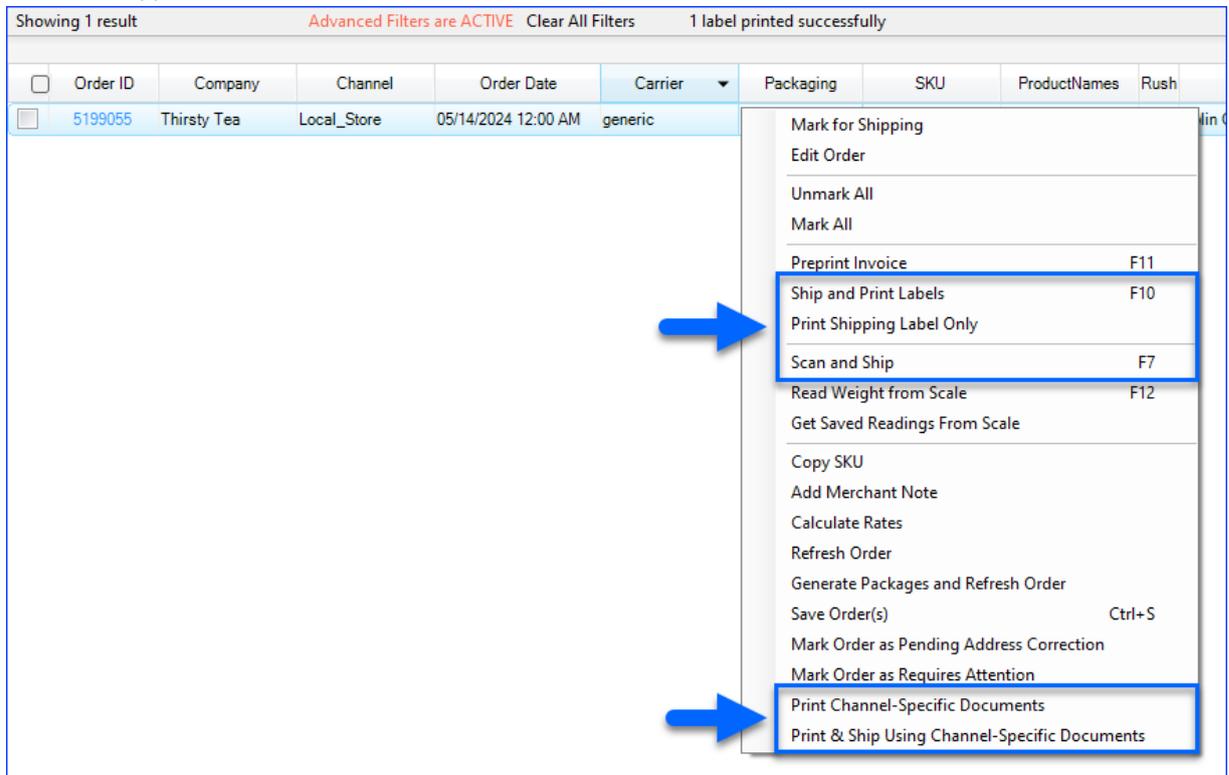
SEARCH CLEAR SAVE VIEW Sort by Created On

ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS	SHIP TO NAME
5199063	34534543	SC-Tees	Completed	Colin Customerson

## Print Channel Shipping Labels

After you have [Enabled Channel Documents Printing](#), to print channel shipping labels for your orders:

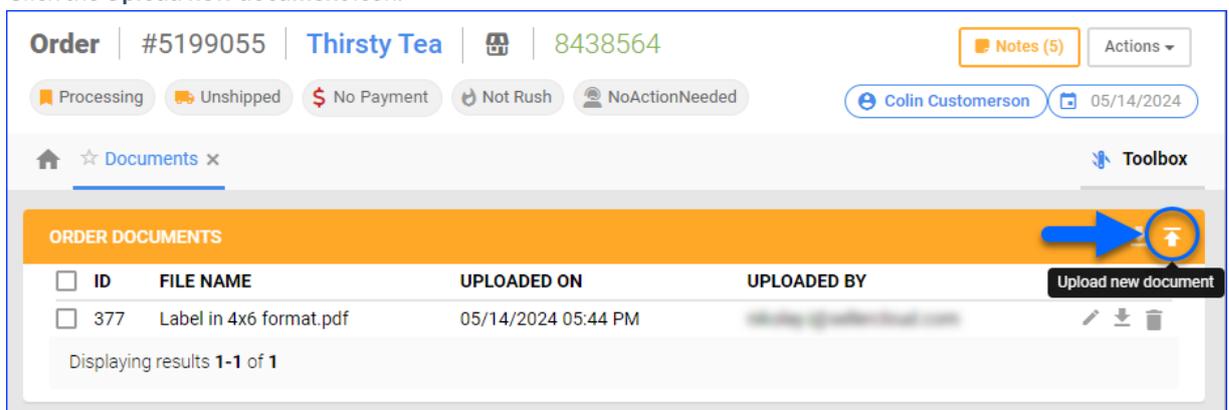
- Use the **Scan and Ship** action.
- Use the **Ship and Print Labels** or **Print & Ship Using Channel-Specific Documents** actions.
- Use the **Print Shipping Label Only** or **Print Channel-Specific Documents** actions to print labels without marking orders as shipped.



The orders must have shipping labels uploaded to the **Documents** tab.

To upload shipping label documents manually:

1. Go to the [Order Details Page](#).
2. Click **Toolbox** and select **Documents**.
3. Click the **Upload new document** icon.



4. Select the file on your device and click **Update**.