Calculate Shipping Rates in Shipbridge

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Overview

Shipbridge lets you calculate and compare different **Shipping Rates** to select the ideal shipping method for your orders. With our user-friendly **Rate Calculator**, you can easily quote rates from various shipping carriers and make an informed decision according to your business needs.

Valid carrier credentials are required to calculate rates successfully. You can either configure them within Shipbridge or import them from Sellercloud.

Configure Carrier API Credentials

Before you begin, learn more about how to obtain your carriers' credentials:

- UPS
- USPS
- FedEx

Next, to configure your API Credentials in Shipbridge, navigate to:

1. **Menu** > **Options** > **Rates**.

2. Enter your **API Credentials**.

3. Click **Save**.

For **USPS**, all you require is the **USPS API User ID** unless you are using an **Endicia Label Server** account. If you use **Dazzle** for postage, select **USPS Web Tools** in the **USPS Rate Provide**r dropdown. For ELS accounts, select **Endicia Label Server**. If you go with ELS, your Endicia credentials will be pulled from the USPS tab, and you can leave the **USPS API User ID** field empty.

Alternatively, if your shipping carrier credentials are already configured in Sellercloud, you can import them into Shipbridge. This can be done in the **Rates** tab > **Import from CWA Company Record**.

Refer to Shipping API for Calculating Rates for more information on how to configure your API Credentials in Sellercloud.

Import a Rate Chart for Certain Carriers

Certain carrier rates, like **DHL eCommerce** (Global Mail) and **UPS Mail Innovation** (UPSMI), can't be fetched through API. Instead, you need to import their rate charts into the **Rate Calculator**.
If you encounter the error "The 'Microsoft.ACE.OLEDB.12.0' provider is not registered on the local machine," install the Microsoft Access Database Engine 2010 Redistributable on your device.

To import rates into the **Rate Calculator**, navigate to:

1. **Menu** > **Options** > **Rates**.

2. Scroll down to the bottom of the page.

3. Click **Add** to import your rate table. If you are importing a UPSMI rate table, be sure to also enable **Use Mail Innovations rate tables by default**.

4. Click **Save**.

Such rate tables must be obtained from the carrier and imported into Shipbridge.

Calculate Order Shipping Rates

To calculate shipping rates for different orders, follow the steps below:

1. Select an **Order** from the grid.

2. Click **Menu** > **Rate Calculator**, the **F6** hotkey, or right-click an order > **Calculate Rates**.

3. A rate window will appear with available services and their rates. To see the amount the customer paid for shipping in the rate grid, enable the setting **Show how many customers paid for shipping (on Calculate Rates form)** in **Menu** > **Options** > **Shipping tab**.

4. The **Accessory** dropdown field lets you see rates when adding **Signature Required** or **Delivery Confirmation** options. A column called **Features Rates** will appear to show the additional cost for the selected services.

5. Select a **Package Type** to compare rates with different package types. For example, to compare **USPS Priority** rates for a **Flat Rate Box** with **USPS Priority** rates for an **Envelope**.

6. The **Provider** column displays where you are buying the label from For example, if you have enabled Amazon

Services: Buy Shipping, this column will show Amazon. It can also display Endicia.

7. Highlight a service on the grid > Click **Select service**. The selected service and packaging type will populate in the
order grid.

Choosing a rate will update the Order Details page in Sellercloud with the shipping method selected as soon as the order
is shipped.

Shipping Rate Plugin

By default, you can only calculate rates for one order at a time in the Shipbridge grid. Alternatively, you can configure pre-
defined rules for preferred shipping carriers and services or configure a customized Shipbridge Plugin that automatically
selects the cheapest rate available based on the order's estimated delivery date.

Open a ticket with the Sellercloud Support team to request the latest version of our generic **Rate Shopper Plugin**. You can
request additional customizations tailored to your business needs; however, any such customizations may be billable.

You'll also need to enable the following settings on your Shipbridge application:
- **Always Use Cheapest Rate To Ship**
- **Calculate Rates based on Estimated Delivery Date**
    - If the above is enabled and you would like UPS SurePost rates to be included in the calculation, you must also
      enable **Use UPS Ground Delivery Days**. Otherwise, Shipbridge will not be able to include a Delivery Date in
      the rate request.

Troubleshoot Carrier Rate Calculations

If carriers or services are not visible during the shipping rate calculation, consider the following troubleshooting options:
- Check if the carrier credentials are valid in **Menu** > **Options** > **Carrier tab** or **Menu** > **Options** > **Rates** tab.
- Confirm that the intended service is enabled by checking **Menu** > **Customize Interface** > **Shipping Services**.
- If shipping to a PO box, review the setting **Only Offer USPS services for POB destinations** under **Menu** > **Options** >
  Shipping tab, as it may affect the displayed rates.
- Ensure the selected service supports shipping from the specified **ShipFrom** location to the **ShipTo** address by
  checking details such as country, address type, etc.

For services requiring weight and dimensions, ensure these details are filled in on the order.

Relevant Settings

The following related settings are available in the Rates tab.

- **Show rates for batch**
  - Allows you to view shipping rates for batch orders. See the Batch Shipping and Batch Printing in Shipbridge article for more information.

- **Show FedEx Ground rate for residential destinations**
  - Display FedEx Ground rates for residential destinations. Learn more about how to Validate Shipping Addresses.
- **Include UPS Ground Saver by default (No Tracking)**
  - Allows you to view and select UPS Ground Saver in the Rates Calculator without toggling between **Delivery Experience** options in the Amazon tab.

- **Calculate Rates based on Estimated Delivery Date**
  - The rate calculation will be based on the order's estimated delivery date.

- **Use negotiated rates**
  - Implement negotiated rates to ensure you benefit from specially agreed-upon pricing, optimizing cost-effective shipping solutions.

- **Only show rates for UPS services**
  - Limit the displayed shipping rates to those offered by UPS exclusively, simplifying the selection process for UPS services.
- **Prefer USD Currency**
  - Shows rates in USD, regardless of the selected currency of the order company.

- **Only show priority services for rush orders**
  - Customize the rate display to show exclusively priority shipping services for orders requiring urgent delivery (Rush Orders).

- **Allow immediate selection in the rate calculator**
  - Enhance user convenience by enabling the immediate selection of preferred shipping options directly within the rate calculator.

- **Only show rates from the custom tables (ignore APIs)**
  - Display rates exclusively from custom tables and disregard information from APIs, tailoring the rate display to specific user preferences or requirements.

- **Use Mail Innovations rate tables by default**
  - Enables rate tables specific to Mail Innovations, ensuring accurate and appropriate pricing for this shipping service.