

Orders Ship to US Territories (PR, GU, VI, MH)

04/30/2025 3:17 pm CDT

Overview

When orders ship to US Territories like Puerto Rico, Guam, or the Virgin Islands, they can be treated differently by carriers. Learn how to handle these orders based on the carrier you use.

Ship via UPS

Orders for Puerto Rico, Guam, and the Virgin Islands are considered international by UPS.

In [Shipbridge](#), when shipping to US territories via UPS, set the country to Guam, Puerto Rico, or Virgin Islands and

validate customs information:

The screenshot shows the 'Ship To' form in Shipbridge. The 'Country' dropdown is set to 'Puerto Rico'. A 'Customs Information' button is highlighted with a blue box. The form includes fields for Company, Name (Wilfredo Pagas), Address 1 (352 Del Parque), Address 2, City (Santurce), State (None), ZIP (00912), and Phone #.

Ship via USPS

Orders for Puerto Rico, Guam, and the Virgin Islands are considered domestic by USPS.

This is controlled by **Client Settings** that will mark the order as domestic, which will set the shipping and billing address country as United States:

- Consider Puerto Rico Order as Domestic Order
- Consider Guam (GU) Orders as Domestic (Virgin Islands, VI)
- Consider Marshall Islands (MH) Orders as Domestic

If these **Client Settings** are enabled, you will need to manually change the shipping and billing addresses' countries to Puerto Rico to ship via UPS.

In [Shipbridge](#), when shipping to US territories via USPS, set the country code to US, and the state to GU, PR, or VI.

When shipping via USPS, customs information is not required:

The screenshot shows the 'Ship To' form in Shipbridge. The 'Country' dropdown is set to 'United States' and the 'State' dropdown is set to 'PR'. A 'Validate Address' button is visible. The form includes fields for Company, Name (Wilfredo Pagas), Address 1 (352 Del Parque), Address 2, City (Santurce), State (PR), ZIP (00912), and Phone #.

