

# Shipping Overview

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## Overview

Sellercloud uses its own powerful shipping software application, [Shipbridge](#), to manage all shipping tasks. These include:

- Retrieving a tracking number
- Automatically sending it to the sales channel for the customer's reference
- Allowing the sale to proceed

Shipbridge integrates with all shipping carriers, as well as Endicia ELS and DAZzle for postage and label printing.

In Shipbridge, shipping rates can be calculated based on carrier, service, and packaging method, and Sellercloud will import that information back into the Order Detail.

Orders can also be marked as shipped through Sellercloud by selecting **Ship Items** from the Action Menu. However, you must manually enter the tracking number and shipping confirmation, and print shipping labels externally. Learn more about that [here](#).

If you choose the shipping carrier and the service while taking the order, you have the option of locking them in to ensure your shipping department does not change it in Shipbridge: Check the **Lock Shipping Method** box to enable this feature. You can also return to any order to perform this action by selecting **Lock Shipping Method** from the Action Menu to enable this option.

See the various [shipping statuses](#).

Learn how to [set shipping preferences at the product level](#).

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## Shipping Preferences

You can select several shipping-related preferences within Sellercloud, as described in the table below:

PREFERENCE	DESCRIPTION
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<b>Invoice and invoice-related settings</b>	See the <a href="#">Invoice Settings article</a> for a detailed and in-depth guide.
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<b>Carrier credentials</b>	Entering your carrier credentials lets you calculate shipping rates in Sellercloud. <b>Click Company &gt; Toolbox &gt; Shipping &gt; Shipping API Settings.</b>
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	The Shipping Rate Calculator only works with UPS, USPS, FedEx, and Endicia. These credentials are also used to pull tracking and delivery information. You can read more about it <a href="#">here</a> .
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Miscellaneous settings under Company > Toolbox > Shipping > Shipping Preferences

- **Auto Split Orders having Multi Items** – All orders, except for website orders, will be split, if multi-line.
- **Enable Order Handling Fee** – Automatically add a custom handling fee to all orders.
- **DropShip < Requested** and **Drop Ship = None**. These options will prevent all dropshipped orders, manual and automatically, from being processed through Shipbridge.
- **Allow shipping regardless of payment status for selected customers** – Mainly for wholesale orders, this is part of the process of allowing paid orders to ship. This setting enables a sub-setting on the customer profile **Allow shipping unpaid orders**.
- **Security Pin** – If set, is required to access Shipbridge’s Menu tab. You can also customize which tabs and actions to lock with this PIN: Options tab, Fully Shipped tab, Address Validation, etc. Also, the same PIN can be applied for ReceiveBridge with the option **Require PIN for Receive Bridge**. See the [Company Shipping Preferences article](#) for a detailed list and definitions of each setting.

Depending on your workflow and preference, you can control which orders get imported into Shipbridge and are allowed to be shipped. Based on their payment or internal statuses (e.g. Dropship, Backorder, Blacklist, and more), you can allow or prevent the shipping of specific orders. For example, you may want to allow shipping of wholesale orders before receiving payment for them. Learn more about that [here](#).

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Carrier credentials

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These credentials are also used to pull tracking and delivery information. You can read more about it [here](#).

For Sellercloud's *Alpha* interface only: Do not use the **FedEx (Old) API**.

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Miscellaneous settings under Company > Toolbox > **Shipping Preferences**

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