

Product Shipping Preferences

04/30/2025 3:21 pm CDT

Overview

With Sellercloud, you can configure your products' **Shipping Preferences**, such as your preferred shipping method, shipping weights and dimensions, shipping costs, packaging information, and a lot more. These preferences will be applied and displayed on your products' orders in Sellercloud and [Shipbridge](#) and help you process orders more efficiently.

Shipping Preferences Priority

It's important to know how and when the different shipping preference settings apply to your orders:

1. The **Customer-Level Shipping Preferences** you can set up on the **Customer > Toolbox > Shipping Preferences** page have the highest priority and override all other shipping preference settings.
2. The **Product-Level Shipping Preferences** described in the next section of this article take precedence over the per-channel [Shipping Method Mapping](#) settings and other shipping rules for your orders. [Rush Orders](#) are an exception as they don't consider **Product-Level Shipping Preferences** – they use the **Shipping Method** selected on the order instead.
3. If there are no **Product-Level Shipping Preferences** or **Shipping Method Mapping**, the **Shipping Method** field on the order will come from the channel. If you use Shipbridge to ship orders, it will be based on the [Default Shipping Preferences in Shipbridge](#).

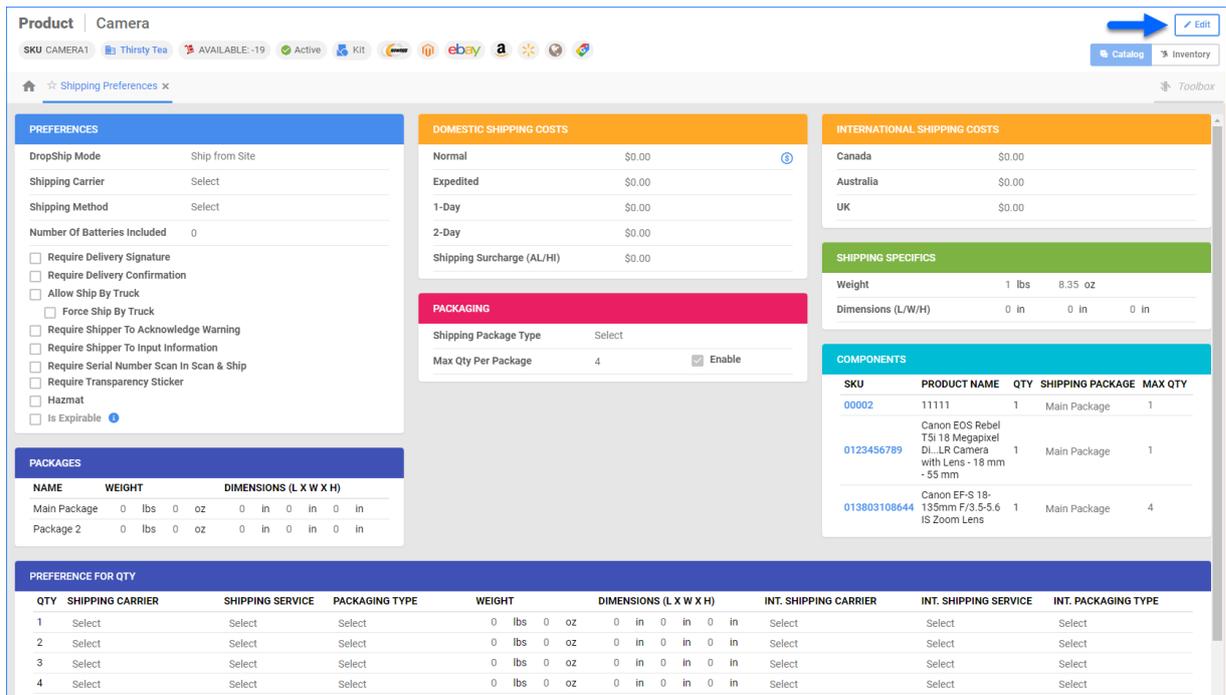
In addition:

- On orders with multiple different products, the **Shipping Method Mapping** settings will take effect.
 - On orders with multiple quantities of the same product, the **Shipping Preferences Per Item Quantity** will take effect.
-

Product-Level Shipping Preferences

To update a product's shipping preferences:

1. Go to a [Product Details Page](#).
2. Click **Toolbox** and select **Shipping Preferences**.
3. Click the **Edit** button on the top right to edit info.



4. Update the settings described in the tables below and click **Save** on the top right.

To **Bulk-Update Products'** shipping preferences, add the column headers listed under the **Bulk Update** column in the tables below to your template.

Preferences Panel

Option	Bulk Update	Description
DropShip Mode	DropShipMode	If you set this to Ship from Vendor , the order will be marked as Dropship: Pending upon creation . If you select any other option, it will be fulfilled normally (Dropship: None).
Shipping Carrier	ShippingCarrier	The shipping carrier selected for orders with this product.
Shipping Method	ShippingMethod	This will be the shipping method selected for orders with this product. It will override the Shipping Method Mapping configuration, which maps certain shipping services to a shipping code (per channel).
Number of Batteries Included	N/A	The number of batteries for products that include them.
Require Delivery Signature	RequireDeliverySignature	Shipments containing this product will require a signature from the receiving customer upon delivery.
Require Delivery Confirmation	RequireDeliveryConfirmation	Shipments containing this product will require a confirmation from the receiving customer upon delivery.
Allow Ship By Truck	ShipByTruck	Allow the product to be transported by truck.
Force Ship By Truck	ShipByTruckForced	Force the product to be transported by truck.

Require Shipper To Acknowledge Warning	RequireShipperToAcknowledgeWarning	If this setting is enabled, you will see a Warning field that can be specified for your product. Later, this warning will show up in Shipbridge as a message that needs to be acknowledged by the Shipbidge user before they can print the label.
Require Shipper To Input Information	RequireShipperToInputInformation	If this setting is enabled, you will see an Information Type field that can be specified for your product. Later, this information will show up in Shipbridge as a message that needs to be acknowledged.
Require Serial Number Scan in Scan & Ship	RequireSerialNumberScanWhileShipping	If this setting is enabled, the order will require a serial number scan before shipping in Shipbridge.
Require Transparency Sticker	RequireTransparencySticker	If this setting is enabled, the product will be marked as needing a transparency sticker.
Hazmat	IsHazmat	Mark the product as containing hazardous materials.
Is Expirable	N/A	Mark the product is expirable. After that, you can configure Lot Numbers and Expiration Tracking .

Domestic Shipping Costs

Option	Bulk Update	Description
Normal	ShippingCost	Set the cost for normal domestic shipping. Click the Check icon to the right of the Normal field to open the Shipping Rate Calculator to help you estimate the shipping cost.
Expedited	ShippingCost_Expedited	Set the cost for expedited domestic shipping.
1-Day	ShippingCost_1Day	Set the cost for 1-day domestic shipping.
2-Day	ShippingCost_2Day	Set the cost for 2-day domestic shipping.
Shipping Surchage (AL/HI)	ShippingCostSurchargeForAlaskaHawaii	Set a shipping surcharge (an additional fee that is applied to the base shipment costs) for orders from Alaska and Hawaii.

International Shipping Costs

Option	Bulk Update	Description
Canada	ShippingCost_Int_Canada	Set the cost for shipping to Canada.
Australia	ShippingCost_Int_Australia	Set the cost for shipping to Australia.
UK	ShippingCost_Int_UK	Set the cost for shipping to the UK.

Packaging

Option	Bulk Update	Description
Shipping Package Type	ShippingPackageTypeID and ShippingPackageName	Select a Shipping Package Type . The packaging you select goes in Shipbridge based on the Shipbridge setting Use CWA package type dimensions (Menu > Options > Shipping) .
Max Qty Per Package	MaxQtyPerShippingPackageEnabled and MaxQtyPerShippingPackage	Enable and set a Max Qty Per Package .

Shipping Specifics

Option	Bulk Update	Description
Weight	WeightLbs and WeightOz	Set the product's weight in pounds and ounces.
Dimensions (L/W/H)	Length, Width, and Height	Set the product's dimensions in inches.

Kit Products

For [Kit Products](#), the **Product-Level Shipping Preferences** also include two additional panels: **Packages** and **Components**. To learn more about these options, see [Max Quantity per Package](#).

Packages

This panel allows you to set up shipping packages for your kits' components. You can:

- Click the **Plus** icon to add a new package
- Click the **Trash** icon to remove a package
- Set a package's **Weight: lbs** (pounds) and **oz** (ounces)
- Set a package's **Dimensions: Length, Width, and Height** (in inches)

PACKAGES											+
NAME	WEIGHT				DIMENSIONS (L X W X H)						
Main Package	<input type="text" value="0"/>	lbs	<input type="text" value="0"/>	oz	<input type="text" value="0"/>	in	<input type="text" value="0"/>	in	<input type="text" value="0"/>	in	
Package 2	<input type="text" value="0"/>	lbs	<input type="text" value="0"/>	oz	<input type="text" value="0"/>	in	<input type="text" value="0"/>	in	<input type="text" value="0"/>	in	

Components

This panel allows you to automatically place your kits' components into separate packages when shipping. You can:

- Select the components' **Shipping Package**
- Select the components' **Maximum Quantity per Shipping Package**

COMPONENTS				
SKU	PRODUCT NAME	QTY	SHIPPING PACKAGE	MAX QTY
0123456789	Canon EOS Rebel T5i 18 Megapixel Di...LR Camera with Lens - 18 mm - 55 mm	1	Main Package ▾	<input type="text" value="1"/>
013803108644	Canon EF-S 18-135mm F/3.5-5.6 IS Zoom Lens	1	Package 2 ▾	<input type="text" value="4"/>

Shipping Preferences Per Item Quantity

You can set up shipping preferences based on the ordered product quantity for any number of units between 1 and 24. For example, you can use a specific carrier and shipping service for orders with 5 units of an item but use other services

when 10 or more units are ordered.

To enable this feature:

- In Sellercloud, go to [Client Settings](#) and turn on **Enable Shipping Preferences For Qty.**
- In Shipbridge, go to **Menu > Options > General** and enable **Use Per Quantity Shipping Preferences.**

To configure shipping preferences per item quantity:

1. Go to a [Product Details Page](#).
2. Click **Toolbox** and select **Shipping Preferences**.
3. Click **Edit**.
4. In the **Preference for Qty** panel, configure these preferences per ordered **Quantity**:
 - a. **Shipping Carrier**
 - b. **Shipping Service**
 - c. **Packaging Type**
 - d. **Weight: lbs** (pounds) and **oz** (ounces)
 - e. **Dimensions: Length, Width, and Height** (in inches)
 - f. **International Shipping Carrier**
 - g. **International Shipping Service**
 - h. **International Packaging Type**
5. Click **Save**.

PREFERENCE FOR QTY																
QTY	SHIPPING CARRIER	SHIPPING SERVICE	PACKAGING TYPE	WEIGHT		DIMENSIONS (L X W X H)			INT. SHIPPING CARRIER	INT. SHIPPING SERVICE	INT. PACKAGING TYPE					
1	Select	Select	Select	0	lbs	0	oz	0	in	0	in	0	in	Select	Select	Select
2	Select	Select	Select	0	lbs	0	oz	0	in	0	in	0	in	Select	Select	Select
3	Select	Select	Select	0	lbs	0	oz	0	in	0	in	0	in	Select	Select	Select
4	Select	Select	Select	0	lbs	0	oz	0	in	0	in	0	in	Select	Select	Select
5	Select	Select	Select	0	lbs	0	oz	0	in	0	in	0	in	Select	Select	Select

Overview

You can configure your products' shipping preferences (like preferred shipping method, shipping weights and dimensions, shipping costs, and packaging information). This will be displayed on your products' orders in Sellercloud and [Shipbridge](#) and help you process orders more efficiently. The product's shipping weight and dimensions, as well as the packaging type, can be set so that they load automatically in Shipbridge while processing orders.

In this article, you will learn more about configuring your products' shipping preferences.

Shipping Preferences Page

The **Shipping Preferences** page allows you to control shipping preferences on a product's level.

1. Go to a [Product Details Page](#).

2. Click **Toolbox** and select **Shipping Preferences**.

For example, you can enter a note/warning and require the shipper to acknowledge the note before printing the shipping label:

1. Check **Require Shipper to Acknowledge warning**
2. A text box will reveal where you can enter a note.
3. When selecting the order in Shipbridge, the message will display in the message log below the grid. An **Acknowledge** button will enable the shipper to acknowledge the messages.

Shipping Preferences Per Item Quantity

You can configure shipping preferences that are based on the product quantity on order. Configuring these preferences ahead of time helps speed up the shipping process.

You can have separate shipping preferences for any number of units between 1 and 24. For example, you can use a specific carrier and shipping service for orders with 5 units of an item but use other services when 10 or more units are ordered.

To use this feature:

- Go to Client Settings and turn on **Enable Shipping Preferences For Qty**.
- Enable the following Shipbridge Setting: Go to **Menu > Options > General > Use Per Quantity Shipping Preferences**.

To configure shipping preferences per item quantity:

1. Go to a [Product Details Page](#).
2. Click **Toolbox** and select **Shipping Preferences**.
3. Update the **Preference for Qty** section and **Save**.

Preference for Qty

Select file: No file chosen

Qty	Shipping Carrier	Shipping Service	Packaging Type	Weight	Length/Width/Height	Int. Shipping Carrier	Int. Shipping Service	Int. Packaging Type
1	Fedex	FedEx Ground	Select	0 lbs 0 oz	in in in	Select		Select
2	Fedex	FedEx Ground	jctest	0 lbs 0 oz	in in in	Select		Select
3	Fedex	FedEx Ground	Select	0 lbs 0 oz	in in in	Select		Select
4	Fedex	FedEx Ground	Select	0 lbs 0 oz	in in in	Select		Select
5	Fedex	FedEx Ground	Select	0 lbs 0 oz	in in in	Select		Select
6	UPS	UPS Economy M	jctest	0 lbs 0 oz	in in in	Select		Select

Order of shipping method precedence

The shipping method set per customer (Customers > Customer > Shipping Preferences) overrides all else.

1. The product shipping preferences take precedence over the general shipping rules for standard shipping and over the shipping method requested on the order
2. If an order is a rush order, it will not take into account the shipping method set in the product. Instead, it will populate with the shipping method on the order.

3. If no method has been selected on the order, it will look at the shipping method mapping for the channel. If there is no method selected there, the system will look at the default setting for Rush Orders in ShipBridge.
4. With an order comprised of multiple items that are set to different shipping preferences, SellerCloud will ignore the shipping preferences set on the individual products, and will first look to see if there is a default shipping set at the company level. If not, it will use the default shipping carrier and method that was set in ShipBridge (assuming that you are using ShipBridge to manage your shipping).

To update the product preferred carrier and method use column names:**ShippingCarrier, ShippingMethod**
