Setup Shipping for your Store

1. Login to your vendor account and navigate the side menu to Settings, then in the drop down click Shipping

2. Now you will see the shipping screen, this is where we will create your Shipping Policies & Refund Policies. First change your Processing time by clicking the drop down menu, Processing time is the typical time it take for you to have your items ready for shipping.

Shipping Settings → Visit Store

Use this page to configure the shipping methods for your store.

You can enable or disable shipping and set a shipping method for each of your products.

🚚 The **Flat Rate** shipping method needs configuration. Show Details ▾

Processing Time ❓ | 1-2 business days

Ready to ship in...
1 business day
1-2 business days
1-3 business days
3-5 business days
1-2 weeks
2-3 weeks
3-4 weeks
4-6 weeks
6-8 weeks

Shipping Policy ❓

Refund Policy ❓

Shipping Methods

Method	Default? ❓	Description
Live Rates	☐	Calculate live shipping rates and print shipping labels with Shippo.
Flat Rate	☑	Set a fixed rate for each destination country/state.
Free Shipping	☑	Ship products for free.

SAVE CHANGES

3. Next write or paste your shipping policy and returns policy into the two boxes designated for this.

4. Live shipping rates are not currently active, so the tick box will not be ticked. Please ensure 'FLAT RATE' and 'FREE' are ticked; to enable you to take a fee for shipping.

Shipping Methods

Method	Default? ❓	Description
Live Rates	☐	Calculate live shipping rates and print shipping labels with Shippo.
Flat Rate	☑	Set a fixed rate for each destination country/state.
Free Shipping	☑	Ship products for free.

5. Lets configure FREE SHIPPING first, click on the configure button to the right of free shipping; this will open the page below. From here you can decide what parameters to set that qualifies the customer to have their items shipping for free (Bear in mind, this is for if the customer spends over a certain amount to qualify for free shipping, if you do not charge shipping for your items at all, we will be setting this up seperately later) IE if the customer spend £50 they qualify for free shipping, select 'Minimum order amount' the put £50 in the Minimum Order Amount box, then save changes. You have now setup free shipping based on parameters.

Setup Of FLAT RATE

1. Now we have setup free shipping we need to setup the FLAT RATE, to do this, go back to the previous menu, or using the side menu, go to Settings, then Shipping. From here select the configure button to the right of 'Flat Rate' this will open the below screen.

Shipping Settings › Flat Rate ↗ → Visit Store

Shipping Profiles	A shipping profile defines the flat shipping rates for the countries and states you ship to. Typically you would create one shipping profile for every "class" of products you ship. For instance, you might have a "Bulky Items" shipping profile for large, heavy products and a "Light Items" shipping profile for lighter products.

The **default** shipping profile is used for all products where a shipping profile has not been assigned.

Name	# Products	Is Default?	
Necklaces	1	Yes	✎ ⧉
ADD PROFILE			

Maximum Charge	Enter maximum charge

The maximum amount to charge for flat rate shipping across all of your products. Leave blank to disable.

SAVE CHANGES

2. From here we need to create a Shipping Profile, this enables us to set different rates for categories of products.

3. Click 'Add Profile' and the below will appear.

Add Shipping Profile ✕

Name

Shipping Rates

Add rates for each country and state you ship to. If the shipping cost is the same in all but a few countries or states, use the **Everywhere Else** option.

Region	**Shipping Cost** ❷
Select a country or continent ▾	£ 0.00

Add Rate

Save

Cancel

4. In here, you need to name your profile, this can be anything you want, say a profile for shipping 'Necklaces'

5. Now we need to select the region for where you want/can ship. If you set this to the UK only, only shipping for within the UK will be shown.

6. Now you need to add the cost to ship 1x the item this profile is being made for, in this instance necklaces; £2.50 shipping. If customer buys multiple necklaces, the shipping can be added per item or consolidated in a few steps.

7. Click Save, you have now created a shipping profile.

8. Optional, you can set a maximum charge which will be the max shipping you will charge a customer. Our necklace costs £2.50 to ship, so if the customer buys 10, we can potentially charge £2.50 per necklace, closting £25.00, but if they all fit in the same box, and it only costs us £5.00 to ship, we can set maximum charge to £5.00. This makes the shipping look better to the customers perspective - We can also set this individually per item later, so leave blank if you want to do individually.

Individual Product Shipping Setup.

1. Now we have our shipping policies and rates setup, we can add them to a product.

2. Go to Products on the left menu, from here either create a new product; or edit an existing product.

3. Now on the product setup page, scroll down until you see 'Shipping and Tax' as below image:

4.Ensure the tick box 'This product requires shipping' is ticked. This will enable us to choose if we want to offer free shipping or flat rate.

5. Now we need to decide if this product has free shipping or requires a cost for shipping, lets start off with offering free shipping, to do this make sure 'Flat Rate' is UNTICKED & ensure 'Free Shipping' is TICKED. Now when the customer buys the item, free shipping will be the only option.

6. Now lets offer Flat Rate shipping, to do this, ensure 'Flat Rate' is TICKED & 'Free Shipping' is UNTICKED.
FLAT RATE SETTINGS

1. Now Flat Rate is chosen, we need to make sure the settings are correct. First we need to select the profile we created earlier, in this case 'Necklaces'

Flat Rate Settings

Shipping Profile

Necklaces

Choose a shipping profile to use the rates saved in that profile.

Looking to add, edit, or delete flat rate shipping profiles? Click here   ✖

Calculation Method

Apply rate once per quantity

Maximum Charge

5.00

The maximum shipping amount to charge for this product. Leave blank to disable.

2. This will apply the £2.50 we applied to this profile. Now we need to choose the calculation method, 'Apply rate once per quantity' means if the vendor buys two of the same items, they will be charged two times the shipping. If we choose 'Apply rate once per product' if the customer buys two of the same item, only 1 amount of shipping will be applied. We advise to choose the first option as per the photo.

3. As we want to charge per quantity, for every item the customer buys

Congratulations, the terrible task of shipping is now complete. You can add as many profiles as you like and have a play with all the settings as you please. If you do run into any trouble please do contact us on Contact@ostento-marketplace.com