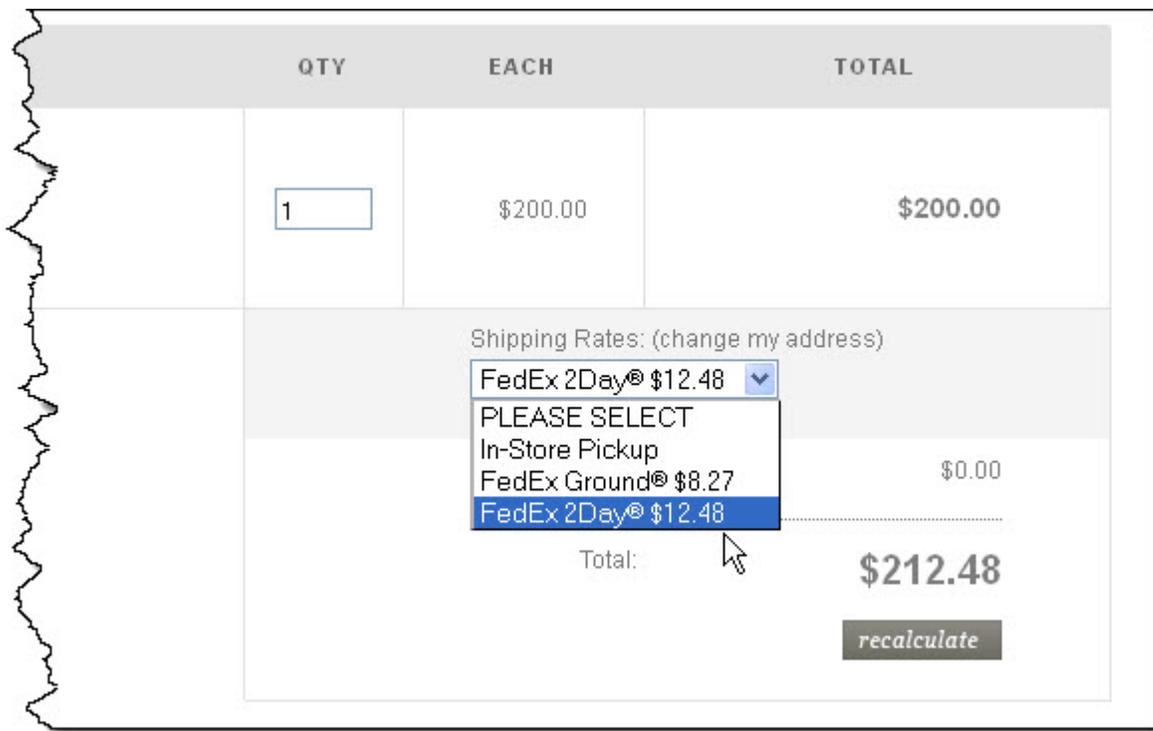# SETTING UP SHIPPING

Most customers aren't picky about shipping. They want their merchandise as quickly and affordably as possible, and they trust you to give them the best solution. They're happy to leave what goes on "under the hood" to you and the shipping companies. And let's be honest, you probably don't want to get too involved in the arcane details beyond the standard methods unless you're shipping live octopus or explosives….

The Volusion *Shipping* page takes the hard work out of shipping for both you and your customers. Once you've selected a carrier and decided which methods to offer, all your customers have to do is choose one of these methods when they place an order. The image below shows what the customer sees.

Getting Started

Start by finding the shipping carrier that's right for you – compare rates and services and find one that best fits your business and the kind of products you're selling. Don't bamboozle your customers with too many or irrelevant choices.

Once you've chosen the best carrier(s) for you and your customers, you can begin setting up your store's shipping settings.

To get started, go to **Settings > Shipping** in your **Admin Area**. The tools you'll be using to configure your shipping settings are detailed below.

Shipping To

Whether you're shipping merchandise across town or across the world, the **Shipping To** tab lets you choose from a wide variety of destination countries and regions.

Choose your shipping destinations by highlighting countries in the **Inactive** list and moving them to **Active** with the left arrow button.
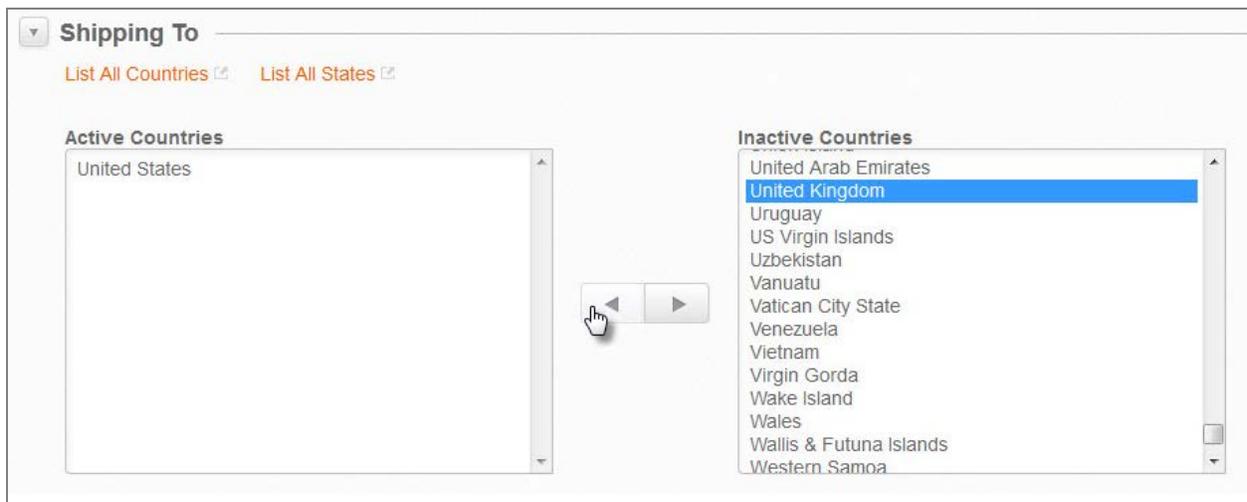
If you need to add a country or regions that isn't listed, click **List All Countries** or **List All States** and create it there.

Adding a Country

When creating your own country settings, you need to enter the country's information, as follows:

Name	The name for the country into this field.
ISO CODE	The 2-character, abbreviation used internationally for a particular country.
USPS CODE	The full name given to the country by the United States Postal Service. Note that this field is required whether or not USPS rates and shipping methods are being used.
Country Is Local Region	Enable this option to assign a country as your store's local region - which should be the country your store operates from.
Active	Enable to make this country active within your Volusion store.

State Province Text	When configuring countries that have states, provinces or other regions, and require them to be provided for shipping information, enter how these regions should be addressed (e.g. state, province, prefecture, principality, etc).

When you're finished setting up your new country, click **Save**.

Adding a State or Province

When configuring a new state, province or region, you will need to edit the following settings:

Country ID	Select from this drop down menu the country in which the state/ province/region is located.
State Name	The state's name.
State Code	The state/province/region's abbreviation as used by its parent country's postal system.
State Is Local Region	Enable if the state/province/region's is your local region for your business.

When you're finished setting up your new state, click **Save**.

Shipping Origin

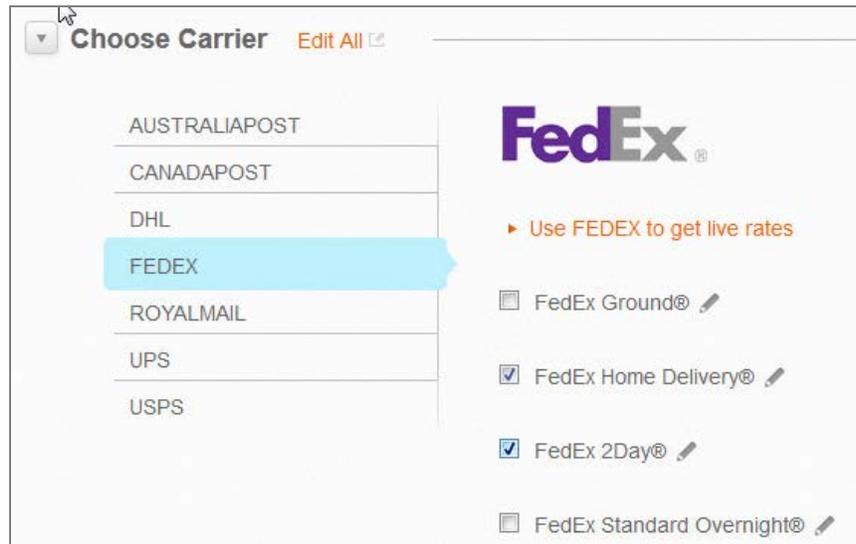Enter your name, company name, and company address. If you plan to use Live Rates**,** you must enter a valid shipping address.

If you ship from a warehouse with a different location or use a third-party fulfillment or shipping service, enable **Use a Different Origin for Shipping Rate Calculation**, and enter its location. This lets you define the base location for your business while providing a separate origin for proper shipping cost calculation.

Choose Carrier

Here, select the shipping carrier(s) you want to use. Volusion allows you to select from multiple shipping carrier(s): **USPS, FedEx, UPS, DHL, Royal Mail, Canada Post** and **Australia Post**.

Under each carrier, select the specific shipping methods you want to offer to your customers.

If the carrier you chose provides live rates, click on the registration link and follow the instructions provided.

Try to keep your list of methods simple by offering a standard rate, plus one or two options for budget and expedited shipping. You should also select an international method if you plan to ship outside your country.

You'll also want to consider the nature of your products – do you sell perishables or extremely large items? Learn more about unique shipping methods in our [Applying Shipping Methods to Individual Products](#) article.

When you're finished setting up your shipping methods, click **Save** at the bottom of the page.

Congratulations, you've set up your shipping methods! Now, use the **Test Shipping Rates** section to make sure everything is configured properly.

Testing Your Settings

Here, select or enter your shipping location, select or enter a test destination address, enter a package weight, and then click **Run Test.**

Use the dropdown menu to see each qualifying shipping method and its cost.

Registering for Live Rates

Volusion Shipping integrates with the live rate feeds provided by major carriers. These ensure the rates used to calculate shipping costs at checkout are current. To register, click on the registration link on the tab for the selected carrier and follow the instructions displayed.

Note that the procedure you need to follow is different for each carrier.

Setting up Special Shipping Methods

In addition to using standard methods provided by your carriers, you may also want to set up additional shipping methods of your own such as **Free Shipping, Flat Rate Shipping, Fixed Rate Shipping, Downloadable Products**, and **In-Store Pickup**.

Free shipping

Free Shipping is a versatile feature and powerful incentive for shoppers. You can assign free shipping to specific products, order totals, even to specific states or countries.

By default, all products in your store are automatically enabled to receive free shipping, but you can modify this per product.

Note: This does not mean they will all be sent free, but that if you set up free shipping they will all be considered eligible unless modified.

1. Go to **Inventory > Products** and click the product code of the product to be modified.
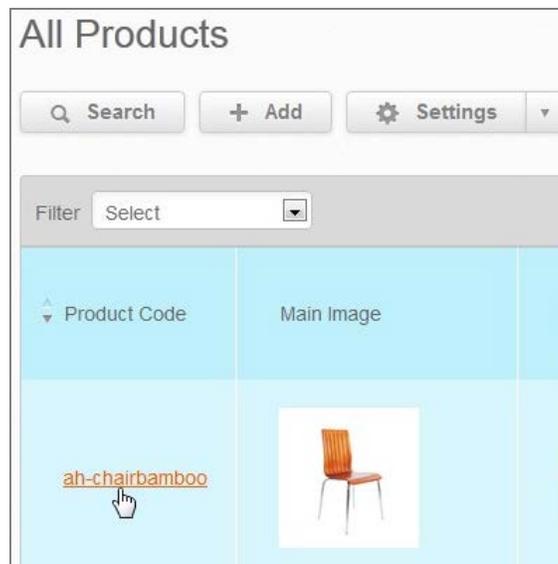
2. Under **Advanced Info**, select the **Shipping** tab.
3. If **Free Shipping Item** is enabled, this item is eligible for free shipping. Deselecting this option will exclude the product from being offered with any free shipping method.

4.   Click **Save**.

Enable a Free Shipping Qualifying Price

1.   Expand the **Advanced Shipping Settings** tab.

2.   Check the **Enable Free Shipping** box.

3.   Enter the lowest order price for which free shipping will be offered in the **Free Shipping Qualify Price** field.

4.   If you want orders that have a zero cost to qualify for free shipping, check **Free Shipping When Order Cost is Zero**. Zero cost orders are those where the entire cost of the order is covered by gift certificates, discounts, or coupons.

5. Click **Save**.

6. Click **Edit All** beside **Choose Carrier** to open the **Shipping Methods** table.
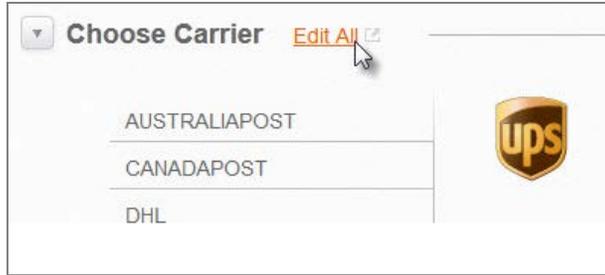
7. Find the **Free Shipping** method in the **Shipping Method Name** column and make sure the checkbox in the **Active** column is selected.

Shipping Method	Shipping Order By	Shipping Method Name	Service Code	Backup Base Rate	Backup Cost Per Pound	Active	Gateway	System
123456		Free Shipping for Texans!		$0.00		☐		BACKUP
0	0	PLEASE SELECT				☐		DEFAULT
500	0	Free Shipping				☑		Free

8. Edit the **Shipping Method** name. It should say "Free Shipping", but you may want to add the actual method to be used so customers know what to expect. For example, "Free Shipping (3 Day Ground)".

9. Click **Save**.

All products in an order must be eligible for free shipping for the **Free Shipping** option to be enabled.

Zero-Cost Orders

By default, free shipping is offered on zero-cost orders – orders that, because of discounts, coupons, and/or gift certificates, have no cost. You can change this, if required, so that customers have to pay postage on such orders.

See Step 4 above and ensure **Free Shipping When Order Cost Is Zero** is deselected in the **More Shipping Settings** section.

Enable Free Shipping to Specific Regions

If you want to offer free shipping to specific countries, states, or provinces:

1. Go to **Settings > Shipping** in your **Admin Area**.

2. In the **Choose Carrier** section, click **Edit All**.

3. Click on the ID of your free shipping method (by default this is **ID 101**).

4. Select the countries and regions to which this free shipping method applies under **Apply This Shipping Method To** and click **Save**.

5. Go to **Settings > Shipping** again.

6. Under **Advanced Shipping Settings**, select **Enable Free Shipping**.

7. Click **Save**.

The Free Shipping Alert

Encourage customers to spend more by showing them how close they are to getting free shipping!

To enable this feature:

1. Go to **Settings > Config Variables**.

2. Select **Display Estimated Shipping Costs**.

3. Select **Enable Free Shipping Qualify Message**.

4. Click **Save**.

5. Now go back to **Settings > Shipping**.

6. Under **Advanced Shipping Settings**, select **Free Shipping Qualification Message on Shopping Cart Page**.

7. Click **Save**.

If the qualifying price is $50, for example, and the customer's current total is $47, they'll see the message "You are $3 away from qualifying for free shipping."

To edit the text used in this message:

1. Go to **Design > Site Content**.

2. Choose **Page Text** under the **Article Group** dropdown menu.

3. Select **Checkout** from the **Category dropdown** menu.

4. Scroll down to **ID 780**. This should read:
   "You are {0} from qualifying for free shipping.
Look for this icon on qualifying products:{1}"

5. Make changes as needed, but don't change the two fields in angle brackets!

6. Click **Save**.

See the Site Content article for further information on editing page text.

Making Products Ineligible for Free Shipping

By default, *all* products in your store are eligible for free shipping. If you don't want a product to qualify for free shipping:

1. Go to **Inventory > Products**.

2. Click the appropriate product code.

3. Go to the **Advanced Info > Shipping** tab and deselect **Free Shipping Item**.

4. Click **Save**.

Now any order containing this product will not be eligible for free shipping at checkout, even if it exceeds the **Free Shipping Qualify Price** amount.

All of the products in a customer's order must be configured as Free Shipping Items for the free shipping option to appear, as well as meet the other criteria defined.

Note: when free shipping is activated, an additional shipping option is added to the dropdown list for the customer to choose from. It does NOT replace the faster shipping methods. Therefore, if the customer wants to choose a faster shipping method such as FedEx Overnight, they can still do so.

Fixed Rate Shipping

Fixed Rate Shipping lets you offer fixed shipping prices for individual products. Instead of including these products in an order's total weight and calculating the shipping cost, these products are given a weight of zero, and their individual shipping cost set on the product page. Customers cannot select alternative shipping methods for these products.

To enable the fixed shipping method:

1. Go to **Settings > Shipping**.

2. Click on **Edit All** beneath the **Choose Carrier** label to open the **Shipping Methods** table.

3. Find **Method ID 105** – the pre-configured Fixed shipping method – and make sure **Shipping Method Active** is selected.
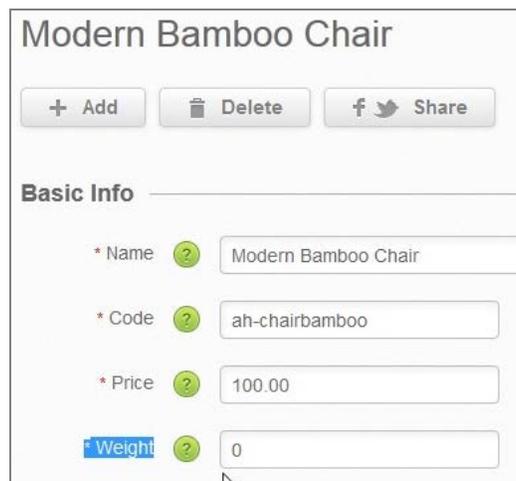
Now, set a fixed shipping cost of at least $0.01 for each qualifying product:

1. Go to **Inventory > Products**.

2. Click on **the Product Code**.

3. In the **Basic Product Info** section, set **Weight** to "0".

4. Update the description fields for this product to state that it has a fixed shipping charge. Use the **Order Finished Note** field on the **Product Display** tab to add further delivery information.

5. Under **Advanced Info > Shipping**, deselect **Free Shipping**.

6. Enter the shipping cost in the **Fixed Shipping Cost** field.

7. If you ship internationally, fill in the **Fixed Shipping Cost (Outside Local Region)** field.

8. Click **Save**.

Repeat this process for all products for which you want to assign a fixed shipping cost.

If there are only fixed shipping rate products in an order, the **Shipping Rates** dropdown on your **Shopping Cart** page will only show the fixed rate shipping method.
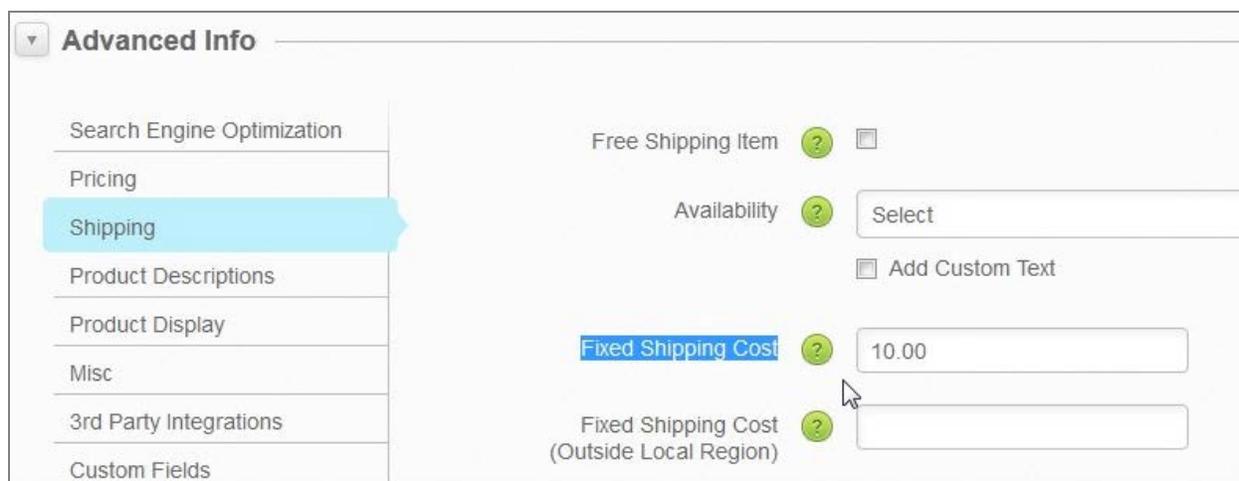
If there are both fixed and non-fixed rate products in an order, the **Shipping Rates** dropdown on your **Shopping Cart** page will show all the methods set up. The cost for each method will include the cost for the fixed rate shipping products in the order.

Notes

Fixed shipping rates are not automatically displayed on a product's page, so you should add something to the product description so customers know that they will not be able to select shipping options when they purchase that product.

The default title for the fixed shipping rate is "Shipping & Handling," but you can customize this title in the **Shipping Methods** table.

If you use **Inventory Control** to create child products, make sure the child products have a weight of zero and are assigned fixed shipping costs.

Fixed shipping does not provide a flat shipping rate for some or all products within a Volusion store. Flat shipping configurations will be discussed below. Also note that fixed shipping costs are *aggregate* in that other shipping costs associated with a product will also apply.

Furthermore, fixed shipping only applies to individual products, as the settings are configured within the product and not the entire order.

Example 1

Product A is configured with a fixed shipping cost of $5. *Product B* does not have a fixed shipping cost. A customer orders one *Product A* and one *Product B. Product B* weighs one pound and is eligible for FedEx Ground shipping at a cost of $15.49.

The total cost for shipping for the order will be $20.49 (shipping cost of A and B added together).

Example 2

Product A is configured with a fixed shipping cost of $5 and *Product B* is configured with a fixed shipping cost of $10. A customer orders one of *Product A* and 3 of *Product B.* The total shipping cost for the order will be $35.

Additionally:

- There can only be one fixed shipping method configured in the **Shipping Methods** table at a time.

- The fixed shipping method can be applied to specific countries or regions and have additional shipping costs configured in the method, but these settings will be ignored.

- Products configured for fixed shipping are not eligible for free shipping. The **Free Shipping Item** field must be deselected. When importing new products into your store via CSV or other file type, set this column to "N" for any product with a fixed shipping cost.

Flat Rate Shipping

Flat rate shipping applies a fixed shipping cost to an entire order. You can specify a minimum and maximum order cost or weight to determine if an order qualifies for a flat rate.

For example, you might want to offer a flat shipping charge of $5 for all orders over $100 for all US states:

1. Go to **Settings > Shipping**.

2. Click **Edit All** beneath the **Choose Carrier** label.

3. Click **Add** to create a new method.

4. Enter a unique ID for the method.

5. Set the **System** dropdown to **Backup.**

6. Check **Shipping Method Active**.

7. Enter a name for this method to be displayed in the **Shipping Rates** dropdown on the **Shopping Cart** page, followed by the shipping rate – something like "US orders over $100".

8. Under **Apply This Shipping Method To**, make sure only **United States** is displayed.

9. Under **Advanced Options**, enter the cost for this flat rate in the **Backup Base Rate** field.

10. Set **Min Order Price** to the lowest order price eligible for this rate. If you were creating a flat rate for orders below a certain price, you would enter this price in the **Max Order Price** field.

11. Click **Save**.

Now any order placed with a value of $100 or more shipped within the United States will be eligible for a flat shipping rate of $9. This will appear in the **Shipping Rate** dropdown on your **Shopping Cart** page.

If you want to set up fixed rate shipping that uses maximum or minimum order weight for orders to qualify, use the **Min Order Weight** and **Max Order Weight** fields instead.

Note that any other shipping charges configured, such as **Extra Shipping Costs,** will be added to this rate.

Flat rate shipping can also be used if you need to create shipping methods for carriers that are not displayed on the **Choose Carriers** tab. Since you cannot access live rates for such carriers, you may need to set up multiple flat rate methods for the same shipping method to cover the weight groups. For example, if a carrier's Express rate costs $10 for packages under 5 pounds and $20 for those above, you would need to create two Express methods.

Flat Rate Shipping to the 48 Continental US States

If you wanted to offer flat rate shipping to customers in the continental United States, but not Alaska or Hawaii, you could modify the above shipping method example to exclude those regions as follows:

1. Go to **Settings > Shipping**.

2. Click **Edit All** beneath **Choose Carrier**.

3. Select the flat rate **Shipping Method ID** you created above. Having followed the instructions from the previous example, this rate should already be set to ship to **United States**.

4. In the **However, Do Not Apply to** section, edit **the DO NOT Apply to States/Provinces** list to include **Alaska** and **Hawaii**.

5. Click **Save**.

Now flat rate shipping will only be offered to residents of the 48 continental states.

Tiered Flat Rate Shipping

You can create multiple flat shipping methods to offer different rates for specific order price or weight ranges. For example, you could set up 3 flat methods so that orders under $50 are offered a rate of $10, orders between $51 and $100 are offered a rate of $15, and orders over $100 are free.

Multiple flat shipping methods can also be used to set different flat rates for different shipping destinations. For example, you could have methods for Western US, Central US and Eastern US.

Downloadable Products

If you want to offer downloadable products such as software, eBooks, videos, or music files, you need to enable the downloadable products shipping method.

1. Go to **Settings > Shipping**.

2. Click **Edit All** beneath **Choose Carrier**.

3. Select **Method ID 104 – Online Delivery/No Shipping**.

4. Select **Shipping Method Active**.

5. Click **Save**.

Now for each downloadable product:

1. Go to **Inventory > Products**.

2. Click on the **Product Code**.
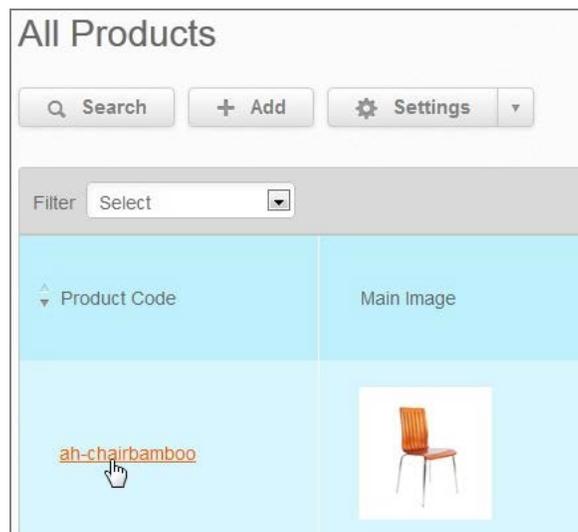
3. In the **Basic Product Info** section, enter "0" in the **Weight** field.

Basic Info

* Name — Modern Bamboo Chair
* Code — ah-chairbamboo
* Price — 100.00
* Weight — 0

4. Under **Advanced Info > Shipping**, make sure **Fixed Shipping Cost** is blank.

5. Under **Advanced Info > Misc,** click **Upload File** next to the **Download File Name** field.

6. On the **Upload: Downloadables** pop-up, find the file on your computer and click **Upload**.

7. Enter the filename in the **Download File Name** field.

8. Click **Save**.

Repeat for each downloadable product.

In-Store Pickup

In-Store Pickup is most often used by merchants with retail locations where customers can pick up their purchases. This method can be used with the Point of Sale system to sell products to customers in person.

This option is pre-configured as shipping method **ID 103,** and simply needs to be made active.

Note

The In-Store Pickup method always appears to logged-in administrators in the shopping cart shipping options, regardless of whether it's active or not. However, this option is only displayed to customers when active.

Under the Hood

This section is intended for advanced users who want to set up additional shipping methods or edit existing methods, or apply additional settings to all methods.

Creating and Editing Shipping Methods

You can also set up custom shipping methods, but don't delete any pre-configured shipping methods, as some of these must be present in Volusion in order for shipping functions to work properly. Furthermore, many shipping rates come preset with values specific for live rate functionality. Make methods inactive if you don't want to use them.

To access the shipping table:

1. Go to **Settings > Shipping**.

2. Click **Edit All** next to **Choose Carrier**.

3. Click **Add**, configure your custom shipping method as needed, then click **Save**.

The fields available when setting up or editing shipping methods are described below:

Details

ID	The unique number used by the system to identify this method.
Gateway	The carrier for this method. This is only used for **Live** methods.
System	This menu specifies which rate calculation type the method should use. Set to **Live** for any method receiving live rates or **Backup** if the method will be providing a custom rate using the information in the **Advanced Options** settings. The other settings are for specific methods such **as Fixed, Free, Downloadable** and so on.
Service Code	If this method is **Live**, this field should contain the exact name of the shipping method as it is reported from a 3rd party API. Do not delete or modify this field for pre-configured methods.
Shipping Method Name	The name of the shipping rate as it will be displayed on the **Shipping Rates** dropdown.
Shipping Method Active	Select this checkbox to make the shipping method active, deselect to make inactive.
Shipping Order By	This field determines the position of this method in the **Shipping Rates** dropdown. Letters and numbers can be entered here (e.g. A1 will display before B1, 88 before 89, etc.)

Apply This Shipping Method To

Apply to All Countries and States	Select if you want this shipping method to apply to all countries and states. Deselect to enable the 2 following options.
Apply to Entire Countries	Select the countries to which this method applies.
Apply to States/Provinces	Select the states or provinces to which this method applies. You do not need to include states or provinces that are within selected countries.

However, Do Not Apply To

Do Not Apply to Entire	Select the countries that are not covered by this shipping method. This can be

Countries	used in conjunction with the **Apply to All Countries and States** option above, to limit the shipping method to all but those selected here.
Do Not Apply to States/Provinces	Select specific states or provinces that are not covered by this shipping method. This can be used in conjunction with the **Apply to Entire Countries** above. For example, you can set up a method to apply to the entire United States, except the states of Alaska or Hawaii.

Advanced Options

These settings are only used if **Backup** is selected on the **System** dropdown.

Backup Base Rate	The base amount to charge if live rates are unavailable or for methods using a specific fixed rate.
Backup Cost Per Pound	The cost per pound if live rates are unavailable or for methods using a specific fixed cost per pound. Note that the value in this field will also be added to any base rate defined in **Backup Base Rate**.
Extra Shipping Cost	Used to define an additional shipping cost for use with this rate.
Extra Shipping Cost Percent	Used if you want a percentage of the total calculated shipping cost added to the shipping amount charged to the customer.
Min Order Price	Setting a price in this field will restrict the method to only apply to orders that meets or exceeds this value.
Max Order Price	Setting a price in this field will restrict the method to only apply to orders less than or equal to this value.
Min Order Weight	Setting a value in this field will restrict the method to only apply to orders with a combined product weight equal to or greater than this value.
Max Order Weight	Setting a value in this field will restrict the method to only apply to orders with a combined product weight equal to or less than this value.

Advanced Shipping Settings

These additional settings apply to all shipping methods, although some are only relevant to particular carriers.

Apply Tax to Shipping	If tax is to be charged on shipping costs, you should either: Select **Tax When Taxable Items Exist,** when you have to pay tax if items being shipped are taxable. Select **Always Tax**, if you have to pay tax on all shipping charges, regardless of whether any products have been marked as taxable.
Add Extra Shipping Cost	To add an additional charge for packing or handling on all orders, select this box. You can then enter a fixed amount and/or a percent which will be added to shipping costs. For product specific handling charges, go to the product page, and enter this cost in the **Fixed Shipping Cost** field on the **Advanced Settings > Shipping** tab.
Add Fixed Amount	See **Extra Shipping Cost**.
Add Percent	See **Extra Shipping Cost**.
Enable Free Shipping	Select to enable free shipping on qualifying orders. Note that free shipping is offered in addition to the usual shipping methods.
Free Shipping Qualifying Price	Enter the lowest qualifying order price for which free shipping is available.
Free Shipping When Order Cost is Zero	If you want orders with a cost of 0 to be eligible for free shipping. For example, orders where the cost is completely covered by a coupon, discount or gift certificate.
Weight Units	Select the weight units to use for calculating shipping. This can be pounds or kilograms.
Add Extra Shipping Weight	If you use special packaging for all your orders, you can add a fixed additional weight for shipping calculations.
Display Estimated Shipping on	Select this box if you want to display estimated shipping costs on

the Shopping Cart	the **Shopping Cart**.
Insure All Packages	Select this box to include shipping insurance on all packages. This feature is currently only supported by UPS.
Ship to Address Types	Some carriers, such as FedEx, provide different rates for certain shipping types depending on whether the delivery address is a residential or business location. You can select that all addresses be considered residential or business, or allow the customer to make the selection at order time.
Delivery Confirmation	This option allows you to select a delivery confirmation option. This will only be used if the selected carrier provides this service. **Important!** The first line in the dropdown menu is intentionally blank. This is the default and you should leave it selected if you don't want delivery confirmation. The option **No Signature** is a delivery confirmation method used by some carriers and a cost for this will be added to the shipping cost if selected.