



## SHIPPING

Zones, Services, Groups etc.

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## Contents

In this document you will find the definitions, explanations, and instructions on how to create your Shipping for your website and customers.

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# Step One

Mandatory

## Shipping Zones

A Shipping Zone is the area you can supply to. Either Country or Post Code.  
Your Shipping Zones need to be created before you start your Shipping Services, otherwise, your Shipping Services will refuse to save.

Your Shipping Zones can be done by country or postcode.

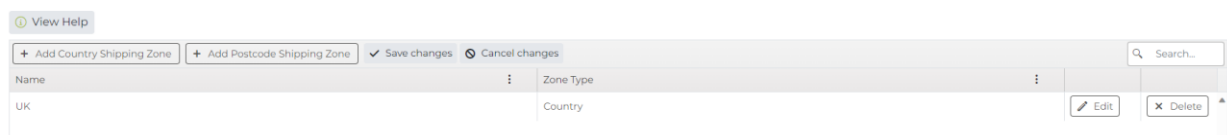
- To add a post code, put the first two letters of the post code, followed by a "%". For example, TQ%.
- To add a country, simply start typing the country you wish to use or use the dropdown provided.

To create a Shipping Zone, follow the steps below.

1. Go to your Catalogue Manager (CMS) and click "Shipping" and then "Shipping Zones":



2. You should already have UK set up as a country.



- At the top you will see two buttons; one to create a country Shipping Zone, and one to create a postcode Shipping Zone.



- In the country Shipping Zone, add a zone name for example "Europe". Underneath the "Name" field you will see that there is a drop down for choosing a country. You can select your country from the drop-down list or, you can simply type in the country that you require:

Add New Country Shipping Zone

- Alghanistan
- Albania
- Algeria
- American Samoa
- Andorra

Add New Country Shipping Zone

- France
- France

To create a worldwide Shipping Zone, click the top one, press "shift" and arrow down until the very bottom.

- In the postcode Shipping Zone, you will see there is space for you to inset your postcodes. They don't need to be the whole postcodes though, simply type the first two letters followed by a %, for example TQ% (This will include every postcode beginning with these two letters):

Add New Postcode Shipping Zone

- United Kingdom

No postcodes added

+ Add postcode

Cancel Save Changes

Country

Postcodes

Cancel Save Changes

You CAN use more than the first two letters of a post code.

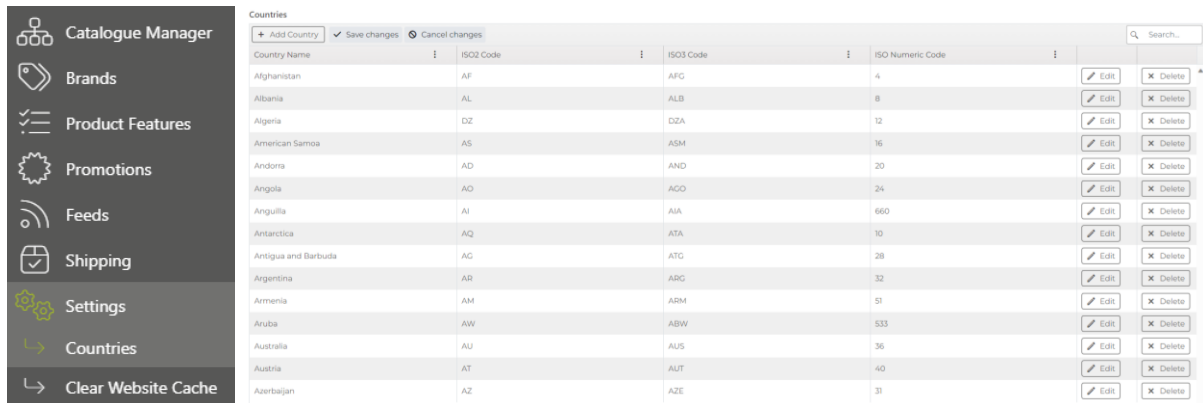
If you are wanting to use the whole post code, make sure to input it twice, one including the space, and one not. For example: "TQ71JL" and "TQ7 1JL". This will eliminate any issues occurring when your customer input their post code.

If you're NOT using the whole post code, make sure you add a "%" at the end. This will make sure to include all post codes that include the characters that you have entered.

Please note though, if you're using post codes that would have a space in them, you would have to duplicate it again, for example "TQ1J%" and "TQ1 J%".

- Once done, you can save your Shipping Zone and continue building your Shipping Services.

If you happen to find a country which isn't on the list, you can add, or take away countries by going to "Settings" and then "Countries":



Country Name	ISO2 Code	ISO3 Code	ISO Numeric Code		
Afghanistan	AF	AFG	4	Edit	Delete
Albania	AL	ALB	8	Edit	Delete
Algeria	DZ	DZA	12	Edit	Delete
American Samoa	AS	ASM	16	Edit	Delete
Andorra	AD	AND	20	Edit	Delete
Angola	AO	AGO	24	Edit	Delete
Anguilla	AI	AIA	660	Edit	Delete
Antarctica	AQ	ATA	10	Edit	Delete
Antigua and Barbuda	AG	ATG	28	Edit	Delete
Argentina	AR	ARG	32	Edit	Delete
Armenia	AM	ARM	51	Edit	Delete
Aruba	AW	ABW	533	Edit	Delete
Australia	AU	AUS	36	Edit	Delete
Austria	AT	AUT	40	Edit	Delete
Azerbaijan	AZ	AZE	31	Edit	Delete

If you're not sure what the ISO2(Alpha-2), ISO3(Alpha-3) and ISO Numeric codes are, you can find them by visiting this site: [List of country codes by alpha-2, alpha-3 code \(ISO 3166\) \(iban.com\)](https://iban.com)

## Step Two

Mandatory

### Shipping Services

A Shipping Service is what your customers will choose at the end of their shopping experience. If there is only one Shipping Service that applies, this will automatically apply itself.

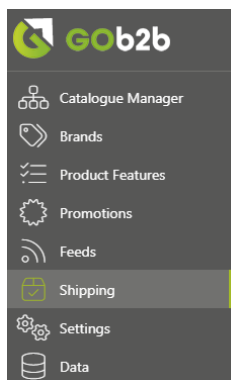
Examples of typical Shipping Services:

- Free Shipping.
- Free Shipping over a certain amount.
- Next Day Delivery.
- Standard Delivery.
- Standard Delivery (3-5 Days).
- Courier Shipping.
- Overseas Shipping.

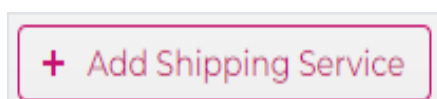
A standard Shipping Service **MUST** have a Shipping Zone attached, otherwise the system will not let you save it. (See above on how to create Shipping Zones)

### How to create your Shipping Service:

1. Go to your CMS and click "Shipping" and then "Shipping Services":



2. Click "Add Shipping Service":



### 3. You'll get to this page:

Add New Shipping Service

Service Name	Shipping Zone
<input type="text"/>	<input type="text"/>
Shipping Group	Service Type
<input type="text"/>	<input type="text"/>
Shipping Key	Internal Name
<input type="text"/>	<input type="text"/>

Selling Restrictions

☒ Sell To Retail  
☒ Sell To Trade  
☐ Sell To Agents Only

Show for these Account Codes (comma separated)

Hide for these Account Codes (comma separated)

Show for these Countries (two-letter codes, comma separated)

Hide for these Countries (two-letter codes, comma separated)

Accounting

Nominal Sale

Price

Price	Gross Price
<input type="text"/>	<input type="text"/>

Shipping Thresholds

Min Order Value	Min Order Weight
<input type="text"/>	<input type="text"/>
Max Order Value	Max Order Weight
<input type="text"/>	<input type="text"/>
Min Items	Increment Weight
<input type="text"/>	<input type="text"/>
Max Items	Max Incremental Weight
<input type="text"/>	<input type="text"/>
Volumetric Weight Divisor	Incremental Charge
<input type="text"/>	<input type="text"/>

☐ ManualSelectionOnly

Integration

Stock Code	Charge Code	Carrier Service Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Custom Fields

*The only mandatory information that a Shipping Service needs is:*

- Service Name.
- Internal Name.
- Shipping Zone.
- Price (even if it is £0 and/or collection).

Everything else is your choice.

**Shipping Service Titles & Definitions**

- **Service Name** – This is the name that your customer will see.
- **Shipping Zone** – Covered in “Shipping Zones”.
- **Shipping Group** – Covered in “Shipping Groups”.
- **Service Type** – Covered in “Service Types”.
- **Shipping Key** – Covered in “Shipping Keys”.
- **Internal Name** – We recommend you use an internal name so when looking for it in the future, it is easier to find. This is something specific to you, so you may want to call it something like “Bristol Delivery” or “Run 4” to tell it apart from the others.
- **Selling Restrictions** – **Do not use.**
- **Accounting** – Only used by a handful of customers, works on the nominal codes in your accounting system, if you think you need to use these, please speak to support.
- **Price** – The price of the Shipping Service.
- **Min. & Max. Order Values** – These can be used to when you have free Shipping over a certain amount or if you want to charge more for when a customer spends less.
- **Min. & Max. Order Weights** – Providing your products have weights attached, you can control which Shipping Service appears when ordering a certain number of products. An example of this would be if the Service only covers parcels up to a certain weight.
- **Increment Weight** – Example: For every 1KG added, an extra charge will be added. The Increment Weight in this instance is 1KG.
- **Max Incremental Weight** – This is the maximum weight for that Shipping Service.
- **Incremental Charge** – How much extra you want to add to the Service. Example: For every extra 1KG on the order, there will be £2 added to the Shipping.
- **ManualSelectionOnly** – Tick this if you don’t want this Shipping Service to automatically apply to a basket. *This is often used to prevent a “Collection” Shipping Service to be automatically selected (because it is the cheapest).*
- **Volumetric Weight Divisor** – If you’re wanting to use this, your courier company should provide you with a divisor to input in the box. This will then calculate the weight, length, height etc. to fit the correct criteria for your shipping requirements. *This isn’t used often but is there if needs be.*
- **Integration** – All three boxes are to do with your accounting system. Not always needed, they are mainly for when a Shipping Service exists in your accounting system that you want to attach.



- **Stock Code** – This is when you have created the Shipping Service, with a stock code in your accounting system. Put the stock code in here to avoid the Shipping duplicating in your accounting system.
- **Charge Code** – This is if you have added additional charges in your accounting system, put the code in to match, like you would the stock code.
- **Carrier Service Code** – This is when your courier companies have a specific code matched to the Service.

## Step Three

Optional

### Shipping Groups

Shipping Groups are used to associate products/departments with specific Shipping Services, however a lot more can be done than just that.

A Shipping Group can offer a range of possibilities within Shipping. A prime example would be when you sell something heavy and/or big, for a lot of customers this is when something must be shipped on a pallet. If you're using it on a weight/height/length basis, the products associated to it must have their measurements input into the CMS, otherwise the Shipping group and Service won't associate with it.

This is what you're Shipping Group section will look like in your CMS:

Group Name	Apply Cumulatively	Cumulative Every	Charge Rule	Priority
Pallet	No		Separate	

### Shipping Group terms & what they mean:

- **Group Name** – This is the name of the group, for example "Pallet" like in the above screenshot.
- **Apply Cumulatively** – This is on a "Yes" or "No" basis. If you want it to double the Shipping Service price when it meets the threshold, select "Yes". Example – If you have a product(s) that is/are shipped on a pallet, but only 50 fit onto the pallet, if 51 are added, the Shipping Service will be added and charged twice (if you don't want this, skip to "Cumulative Every").
- **Cumulative Every** – This is the cut off amount for Shipping on the pallet so in the example above, it would be "50".
- **Charge Rule** – This works on a "Separate" or "Include Others" basis. If it is set to Separate, the Shipping Service will be added on top of any other Shipping Services relevant to the order. If it is set up to Include Others, no other Shipping Service will appear on the order as it will include other products that aren't attached to the Shipping group – this is often used when (using the pallet example) a customer wants to buy a washing machine, but needs a few accessories too, so it won't charge any extra for the accessories.
- **Priority** – This is on a number basis. If numerous items in the order have separate Shipping Groups, and they all "Include Others", when a product isn't associated with a Shipping group but is added to the order, that product will be included in the highest priority Shipping group. Number 1 is the highest priority in this case.

Once finished on creating you Shipping group, press "Save Changes" and you'll be ready to attach it to your Shipping Service(s) and products.

**Where to attach your Shipping group to a Shipping Service:** In your Shipping Service you'll see a Shipping Group section with a drop down. Select your Shipping group here.

Editing Shipping Service: Standard Delivery

Service Name Standard Delivery	Shipping Zone UK
Shipping Group [Dropdown]	Service Type [Dropdown]
Shipping Key [Text]	Internal Name [Text]

**Where to attach your shipping group to product/department:**

Simple Product  
Black Coat One-Size  
BLKCT-OS

**Edit**

Find your product or department and click "Edit":

Simple Product  
Black Coat One-Size  
BLKCT-OS

**Edit**

Once the product/department has opened, click the "Delivery" tab at the top:

Editing Department: Hats

Overview | Description | Images | Files | Feeds | Cross Sell | Selling Restrictions | **Delivery** | References | Custom

Shipping Group  
[Dropdown]

Click the dropdown on "Shipping Group" and click your desired Shipping group. This will then attach the product/department to that group. Once this has been done, only Shipping Services with that Shipping group attached will appear for those products/departments. *Please note: Individual Products and Departments can only be associated with one Shipping group.*

*Please note: If a customer has multiple products in their basket and some of them have Shipping Groups, the Shipping group Services will be added on top of any other Services that apply.*

For Example:

- Product 1 – Shipping Group A
- Product 2 – Shipping Group B
- Product 3 – Standard Shipping (No Shipping group)

Delivery (Standard (free))	£0.00
Delivery (shipping)	£6.00
Delivery (Standard Delivery)	£10.00

All 3 products above have different Shipping Services, so all 3 different Shipping Services will be charged.

***IF** one of or both above Groups "Includes others", the Shipping that is usually attached to Product 3 will be removed as Product 3 will be added to other Service(s) instead.*

## Step Four

Optional

### Shipping Keys

A Shipping Key is used to attach a customer to a Shipping Service. This is often used when your customers get their own Shipping option(s).

To add your Shipping Keys, follow the below instructions:

1. Find the customer in your admin section and click "Edit Details", this will open the customer's account:

Account Name	Account Code	Account Status	Account Created	
Test Co Ltd	TCO001	New	02/08/2022	<a href="#">Edit Details</a> <a href="#">Delete</a>

2. Once open, you will see a "Shipping Key" tab, in that tab, add your Shipping key (this can be anything you like).

### Edit Account

Fields marked \* are required

#### Account Details

Company Name \*

Account Code TCO001

Currency GBP

Only Allow Default Delivery Address ☐

#### Invoice Address

Postal Name

Address Line 1

Address Line 2

Address Line 3

Town/City

#### Payment Methods

☒ account  
☐ Sage Pay  
☐ Dummy Payment  
☐ Bank Transfer

#### Settings

Shipping key

3. To add the Shipping key to your Shipping Service, go to your desired Shipping Service and you will see a "Shipping Key" tab:

Insert your Shipping key here and it will all connect to each other.

Editing Shipping Service: Standard Delivery

Service Name Standard Delivery	Shipping Zone UK
Shipping Group	Service Type
Shipping Key	Internal Name

Input the Shipping key and this will then connect your customer to their correct Shipping Service.

*You can have as many Shipping Keys as you like, but it may get confusing. We recommend that you use the Shipping key as the internal name for the Shipping Service, so it is easier to find in the Shipping Service list.*

## Step Five

Optional

### Shipping Types

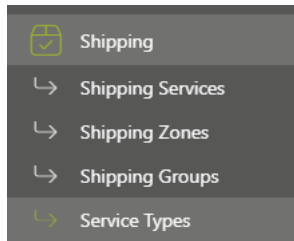
*This feature is only needed if you have multiple couriers providing the same Service to the same Zone and you only want to offer your customer the cheapest Service.*

How it works:

1. Joe Blogs creates an order.
2. Their order qualifies for 3 separate Shipping Services (each with their own Shipping Type):
  - EVRI Standard - £3.50
  - YODEL Standard - £4.50
  - UPS Next Day - £5.50
3. Instead of offering all 3 Shipping Services to the customer, the site will work out the cheapest of the same "Type" and ONLY display that one. Using the example above, both the EVRI and YODEL services will have the same "Type", in this case it would be "Standard". Therefore, the only Shipping Services that will

show are EVRI Standard - £3.50 and UPS Next Day - £5.50 because EVRI Standard is cheaper than YODEL Standard.

To add them, go to your CMS and "Service Types":



Once in here, you can add as many Service Types as you like and click "Save Changes" when you are finished:

<a href="#">+ Add Service Type</a> <a href="#">✓ Save changes</a> <a href="#">✗ Cancel changes</a>	
Service Type Name	Priority
<input type="text"/>	
Yodel Standard	0

Once defined you can add them to the Shipping Services that provide that Service.

To add them to your Shipping Service, go to your required Shipping Service and find the drop down for Service Type, in the drop down you can select your Shipping type:

#### Editing Shipping Service: Standard Delivery

Service Name <input type="text" value="Standard Delivery"/>	Shipping Zone <input type="text" value="UK"/>
Shipping Group <input type="text"/>	Service Type <input type="text" value="Yodel Standard"/>
Shipping Key <input type="text"/>	<input type="text" value="Yodel Standard"/>

# Shipping Notes

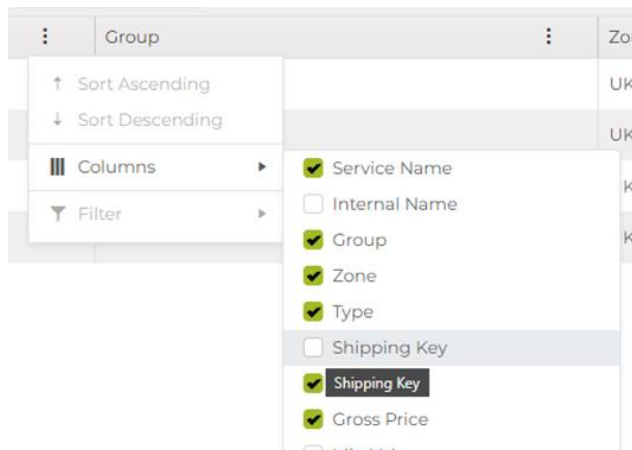
General

## Troubleshooting Shipping issues

- We recommend that you always use an Internal Shipping name, this will make it easier to track the Service in your Shipping Service list. Customers will not be able to see the internal name.
- Please remember to press "Save Changes" on your Groups, Zones, and Types as this can often be missed and your work will not be saved:

✓ Save changes

- Please note that if an order and/or customer has multiple Shipping Services available, the cheapest will appear first, but they'll be able to manually select them in the checkout process.
- If you can't see a specific column in your Shipping Service list and want to add one, you can control this using the 3 dots next to a column and following the below:



From there, you can choose what you'd like to add, and it will show in the list like such:

Zone	Type	Shipping Key	Price	Gro...	
UK			£0.00	£0.00	Edit
UK	Yodel		£8.33	£10.00	Edit
UK			£5.00	£6.00	Edit
UK			£0.00	£0.00	Edit

- **NORTHERN IRELAND** – this is a common question for us. To be able to ship to Northern Ireland, you will need to create a post code Shipping Zone with the value of "BT%" and attach it to the Shipping Service that you use for Northern Ireland.



## Appendix

Additional Information

### Contact Information

Telephone: 01548 856583

Email Address: [support@gob2b.com](mailto:support@gob2b.com)

Website: [gob2b.com](http://gob2b.com)