INDITION COMMERCE

Shipping Frequently Asked Questions

Answers for store administrators and business teams

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Coverage and pricing

Which products count toward shipping

Only items selected for Home Delivery count. Store Pickup, electronic delivery and in-store purchases are excluded. An item with no delivery selection is also excluded until Home Delivery is selected.

Can I offer free shipping above an order amount

Yes. Choose Whole order and Order value, then set the qualifying tier’s Shipping cost to zero. For example, a tier starting at $100 with no upper limit can offer free shipping from $100 upward.

Does an order threshold include coupons

The value uses shipped item line totals at their cart prices, including sale prices, before coupons and order promotions. It is not the final amount paid including tax and shipping.

Can I price selected products separately

Yes. Choose Categories or SKUs, then use a flat charge or tiers based on the value or quantity of the covered items.

What does Items covered by one charge mean

It is the number of qualifying units covered by one flat shipping charge. With a charge of $10 for five items, six items pay $20 and twelve items pay $30.

How do exact tier boundaries work

For value, From is included and To is excluded: $100 belongs to the tier starting at $100. For quantity, both ends count: a 1 to 5 range includes five items, and the next range starts at six.

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Managing policies and customer questions

Which rule wins if several match

An applicable whole-order rule sets total shipping; the lowest matching whole-order charge wins. Otherwise, the oldest matching category or SKU rule covers each item. Use clear product coverage to keep policies easy to understand.

What happens outside the tiers

If no whole-order tier matches, product rules and ordinary product charges apply. If the items assigned to a product tier rule fall outside its ranges, those items use their ordinary product charges.

Do new rules start switched on

Yes. The editor starts with Active YES. Set it to NO before saving a draft, then activate it when ready.

Why does a rule say Scheduled or Expired

It is switched on, but its start is still ahead or its end has passed. Review its dates. To reuse an expired policy, change or turn off its end date and confirm Active is YES.

Can I use a policy in selected stores

Yes. Turn Only in some stores on and select the stores. With the switch off, the rule applies across all stores.

Where do tracking details and shipment emails fit

Tracking belongs to your supported order-management workflow. Configured shipment messages can communicate tracking and shipped items. Shipping Rules controls checkout pricing; ask your administrator about the order and email options enabled for your store.

Can I keep a rule for later

Yes. Deactivate it to preserve its settings. Recheck its product selection, dates and store coverage before reactivating it.

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