INDITION COMMERCE

Shipping Setup Guide

Prepare and activate a shipping policy

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Plan the policy

Use this guide to create your first shipping rule. Begin with an agreed policy and the products, stores and dates it should cover. An administrator with access to Shipping Rules can prepare and save the rule.

Before you begin

- Confirm which products offer Home Delivery and review their ordinary shipping charges.
- Choose whether the policy covers categories, selected SKUs or the whole order.
- Agree the charge, quantity groups or tier thresholds. Use zero where shipping should be free.
- Choose any store restrictions and scheduling dates. Confirm the time zone used by your site with your administrator.
- Review existing active rules so the intended policies work together.

Choose the right rule

Your policy	Choose
One charge for all shipped items based on value or count	Whole order with tiers
A price for every item or every few items in a product group	Categories or SKUs with Flat charge
One price based on the combined value or count of a product group	Categories or SKUs with Tiers

A whole-order rule takes precedence over product rules and ordinary product charges. Use that coverage when one price should cover all shipped items, including products that otherwise have a special charge.

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Create and save the rule

1. Open **Shipping Rules** and choose **Create Rule**. Enter a Rule name and an optional What is it for? note.
2. Set **Active** to NO while preparing the rule. New rules start with this switch set to YES.
3. Under **Which items**, choose Categories, SKUs or Whole order. For Categories or SKUs, search and select at least one entry.
4. Under **What it costs**, set Flat charge or Tiers for a product rule. Whole order uses tiers automatically.
5. For Flat charge, enter Shipping cost and Items covered by one charge. For Tiers, choose value or item count and enter From, To and Shipping cost for each range.
6. Under **When and where**, enable any start or end date. Turn on Only in some stores and select at least one store if required.
7. Read the **At checkout** summary, then select **Create rule** for a new rule or **Save rule** for an existing rule. If a field is marked, correct it and save again.

Example of free shipping from a threshold

Choose Whole order and Order value. Add the following example tiers. Enter a zero cost in the second tier; leave its To field empty.

From	To	Shipping cost
$0.00	$100.00	$12.00
$100.00	Leave blank	$0.00

The first tier covers values below $100. Exactly $100 qualifies for the second tier. Only Home Delivery items contribute, at cart prices before coupons and order promotions.

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Review the policy and activate it

Walk through representative baskets

- Check an amount below, exactly at and above each value threshold.
- For quantity tiers or flat groups, check the last quantity in one group and the first in the next.
- Include both covered and uncovered products to see how their charges combine.
- Check a mixed basket containing Home Delivery and Store Pickup items. Only the Home Delivery items count.
- For restricted rules, check the intended store. For scheduled rules, confirm both dates and the site time zone.

Activate when ready

Return to the saved rule, set Active to YES and save. A future start date keeps it scheduled until that time. An end date stops it when the period finishes. The rules list shows the current state.

Make later changes

Open the rule by its name, adjust the fields and save. Use Active NO to pause a rule while retaining its settings. If an expired rule should be reused, change or turn off its end date and make sure it is active.

Keep a useful team record

Give rules descriptive names such as Accessories five item charge or Free shipping from 100. Use What is it for? to record the business purpose. Keep the agreed policy with your team so future edits preserve the customer offer.

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