

INDITION COMMERCE

Shipping User Manual

Manage checkout charges and shipping policies

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Understand the shipping policy

Indition Shipping calculates checkout charges for Home Delivery items using the rules your team creates. This manual explains how to manage rules, choose prices and understand the charge a shopper sees.

How checkout chooses the charge

1. Only items whose selected delivery type is Home Delivery enter the shipping calculation. Store Pickup, electronic delivery, in-store purchases and items awaiting a delivery selection are excluded.
2. Checkout looks for active whole-order rules that match the current store, dates and tier range. If more than one applies, the lowest shipping cost wins. That charge replaces product rules and ordinary product shipping charges.
3. When no whole-order tier applies, each shipped item uses its oldest matching category or SKU rule. Items assigned to the same rule are priced together.
4. Uncovered items use their ordinary product shipping charges. A product tier rule whose assigned items fall outside its tiers also returns those items to ordinary product pricing.

Value and quantity have specific meanings

Value is the combined line value of the shipped items covered by the rule, including sale prices and before coupons or order promotions. Quantity is the total number of units, rather than the number of different SKUs. A Whole order rule includes every Home Delivery item; a product rule includes only the items assigned to that rule.

Choose clear coverage

Use distinct category and SKU coverage when possible. The oldest matching product rule takes the item; a newer SKU rule does not automatically override an older category rule.

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Find and manage rules

Open Shipping Rules to review the list. Click a rule name or its Edit action to open the editor. The list includes Rule name, Charge, Stores, Type, Status, Start Date, End Date and row actions.

Find the rule you need

Filter by rule name, type, the On or Off setting, and start or end date ranges. Use the sortable column headings where available. Charge shows a per-item or grouped flat amount, or a summary of the tiers. Stores shows All stores or the selected store names.

State	Meaning
Active	The rule is switched on and currently within its date window.
Scheduled	The rule is switched on and its start date is still ahead.
Expired	The rule is switched on but its end date has passed.
Off	The rule is switched off and retained for future use.

Manage one rule or several

Use the status control to switch a rule on or off. Select rows to use Activate selected rules, Deactivate selected rules or Delete Selected Rules from Actions. A row also has a Delete action with confirmation. Deactivate a rule when you want to keep its settings for later use.

Create a rule

Choose Create Rule, enter a name and an optional team note, then choose its coverage and costs. New rules start with Active YES. Set it to NO if the policy should remain a draft when saved.

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Set product coverage and flat charges

Which items

Choose Categories for products in any of the selected categories. Choose SKUs to select individual product codes; search using a SKU or product name. Choose Whole order when one shipping price should cover all Home Delivery items in the order.

Flat charge

For Categories or SKUs, choose Flat charge. Shipping cost is the amount charged for each group. Items covered by one charge sets the group size and must be a whole number of at least one. Any partly filled group pays one full charge.

Qualifying quantity	Items per charge	Cost per charge	Shipping
1	5	$10.00	$10.00
5	5	$10.00	$10.00
6	5	$10.00	$20.00
12	5	$10.00	$30.00

These are examples. The calculation divides the qualifying quantity by the group size, rounds up to the next whole group and multiplies by Shipping cost.

Free shipping for selected products

Set Shipping cost to zero for a flat rule covering those categories or SKUs. Other products in the basket continue to use their own applicable rules or ordinary charges, unless a whole-order rule sets the total shipping charge.

Several product groups in a basket

Each matched product rule contributes its own charge. For example, one group charged $10 and another charged $6 produce $16 in rule charges, before any ordinary charges for uncovered products.

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Set tiers by value or quantity

Whole-order rules always use tiers. For a category or SKU rule, select Tiers under Charge. Choose the value or number of the items covered by the rule. A matching tier charges once for that entire group.

Value tiers

From	To	Shipping cost
$0.00	$100.00	$15.00
$100.00	$500.00	$10.00
$500.00	Leave blank	$0.00

From is included and To is excluded. A value of $99.99 pays $15; exactly $100 pays $10; exactly $500 ships free. The next tier starts at the preceding tier’s To amount. Use the shipped items’ cart prices before coupons and order promotions.

Quantity tiers

From items	To items	Shipping cost
1	5	$10.00
6	20	$6.00
21	Leave blank	$0.00

Both ends are included. Five items pay $10; six items pay $6. The next tier begins one item after the preceding To. Item quantities must be whole numbers.

Add and maintain ranges

Use Add tier for another row and the remove control to remove a row. Give every tier a nonnegative cost. Adjacent ranges must meet without gaps or overlaps, and only the final tier may leave To blank for and up. If the total falls outside the overall range, ordinary pricing applies: a whole-order rule gives way to product rules and product charges; a product tier rule gives its assigned items their ordinary product charges.

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Schedule save and maintain the policy

When and where

Turn Start date on to choose the beginning of a policy and End date on to choose its finish. Use the date picker and its 24-hour time format. When both dates are enabled, the end must be later than the start. Confirm the site time zone with your administrator when scheduling an offer.

Only in some stores limits the rule to orders placed in the stores you select. Choose at least one active store when the switch is on. With it off, the rule applies across all stores.

Review and save

The At checkout panel updates its example charges, item coverage, dates and stores as you edit. Use it to review this rule’s policy, then use Create rule for a new policy or Save rule for an existing policy. Checkout combines the applicable policies for the actual basket. After a successful save, a confirmation appears; fields with problems are marked for correction.

Pause or reuse a policy

Set Active to NO and save to pause a rule. To reuse a scheduled or expired policy, review the dates as well as Active. An expired-rule notice helps identify when an old end date needs to be changed or turned off.

Shipment records and customer messages

Where your order workflow supports it, record shipment tracking against the order with the shipped products and quantities. Configured shipment emails can include tracking and product details for the customer. Use your order-management workflow for shipment handling; use Shipping Rules for checkout prices.

Explain an unexpected charge

Check the selected delivery type, current store, active dates and applicable whole-order tiers first. Then review overlapping category or SKU coverage and each product’s ordinary charge. Confirm whether the threshold uses value or units. Include the rule name, basket quantities, store and expected charge when asking your administrator for help.

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