

Intro to ShipBob



ShipBob

Log into your account at web.shipbob.com

Find more guides & contact support at support.shipbob.com



Table of Contents

1. **Welcome to ShipBob**
2. **Service Level Agreements**
3. **Cost Breakdown**
4. **Dimensional Weight & Shipping Zones**
5. **Product Limitations & Restrictions**
6. **Your Support Ecosystem**
7. **Next Steps**






Welcome to ShipBob

On behalf of our entire team, welcome to ShipBob! Our mission is to help ecommerce brands be more successful online, and we're accomplishing that by providing easy, affordable fulfillment. We have gone through thousands of customer onboardings and believe these guides full of critical information, how-to's, and timelines provide the resources you need to succeed. We are excited to start the journey with you!

Dhruv Saxena

Co-founder & CEO

Here's what some of [our customers](#) have to say about our services:




Fernanda Gomez Ocejo
1 review

★★★★★

Jan 15, 2020

Great fulfillment partner

We've been working with Shipbob for a year now and have been very happy with their service. Our packages are sent on time and the integration with Shopify and Amazon is straightforward. Their analytics tools allow us to do inventory planning in an efficient way and shipping from multiple of their FCs has allowed us to reduce costs and damages while not increasing operational complexity.



Zachary Willey
2 reviews

★★★★★

4 hours ago

ShipBob, The Fuel for Solopreneur Ventures!

ShipBob has single-handedly empowered my solopreneur venture and helped me scale beyond what I could possibly do on my own. Storage, logistics, and shipping are a huge burden on business operations, and since outsourcing to ShipBob, I've hardly had to deal with any of that at all! I'd contribute most of my 5x growth over the past year to outsourcing to ShipBob.

Logistics is never without headaches, and I've certainly experienced some, but ShipBob always corrects course and makes up for it. Their customer service is very engaged and I never have trouble making myself heard.



ShipBob

Log into your account at web.shipbob.com

Find more guides & contact support at support.shipbob.com



Service Level Agreements

- **Receiving inventory**
 - Takes up to 5 business days once your shipment is in the Arrived Status
 - Inventory that arrives without an accurate warehouse receiving order (WRO) attached will be put into On-Hold receiving until a WRO is linked
- **Shipping orders**
 - Imported/created before 12pm local: Ships **same** business day
 - Imported/created after 12pm local: Ships **next** business day

Note: 12pm local time refers to the ShipBob fulfillment center
- **Processing claims**
 - Takes up to 3-5 business days
- **Contacting support**
 - Email support@shipbob.com
 - Live [Office Hours](#) every Tuesday from 9am-11am Central and Thursday from 2pm-4pm Central

[READ THE GUIDE](#)

View all policies and service level agreements here. During peak season (November - December), add 1 day to all SLAs to account for higher volume.





Cost Breakdown (Overview)

View all standard pricing details [here](#).

These are the 3 core costs you'll be billed for:

- **Receiving inventory**
 - \$25 per inbound, includes 2 hours of receiving effort
 - Additional time will cost \$35/man hour
- **Storage**
 - Bin (\$5/month/bin)
 - Shelf (\$10/month/shelf)
 - Pallet (\$40/month/pallet)
- **Total fulfillment (shipping an order)**
 - Varies based on 3 factors:
 - [Billable weight](#)
 - Transit distance (zone-based)
 - Choice of shipping carrier

VISIT PAGE IN-APP

View fulfillment costs for various shipping speeds and destinations in an easy-to-use module.

Need additional services pricing?

READ THE GUIDE

Additional services include B2B, pick-up orders, Amazon orders, signature required orders, shipping insurance, inventory disposal, order kitting, break down product case, packing slip required order, and large package handling.

This is the standard billing cycle on your account:

- **Same-day billing** for receiving a WRO
- **Daily billing** for total fulfillment cost (each order shipped)
- **Monthly billing** for storage





Cost Breakdown (Storage)



A quick look at the various storage locations at our Cicero facility. The size and cost of storage locations (bins, shelves, and pallets) are standard across all our facilities.

Bin

19in x 10in x 7in
\$5/month/bin



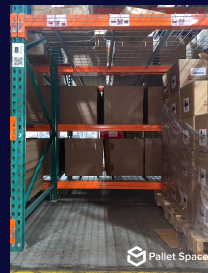
Shelf

34in x 19in x 19in
\$10/month/shelf



Pallet

48in x 40in x 54in
\$40/month/pallet





Cost Breakdown (Total Fulfillment Cost)

The Total Fulfillment Cost includes all packaging materials and labor required to get an order picked, packed, and shipped to your customer. This single fees includes:

- 5 picks per order (and then \$0.20 for the sixth pick and every pick after)
- Standard packaging and dunnage (view all materials [here](#))
- Shipping label with tracking

Here are a few important things to review regarding the Total Fulfillment Cost:

- [Understanding the shipping cost table](#)
- Pricing for [wholesale/B2B orders](#)
- How dimensional weight works (we cover on the next slide)
- How shipping zones work (we cover on the next slide)





Dimensional Weight

Dimensional weight, also called DIM weight, is a pricing technique used for commercial freight transfer, including courier and postal services.

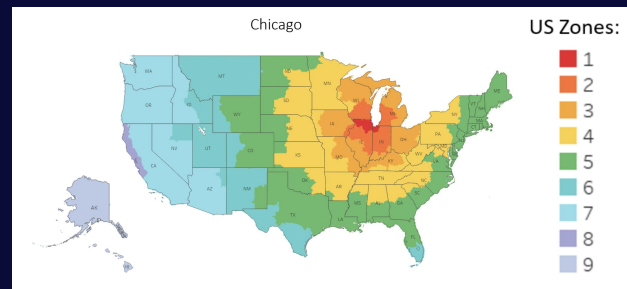
- Within ShipBob pricing, when the dimensional weight is greater than the actual weight, the dimensional weight is used instead of the package's actual weight. Dimensional weight is used for orders over 1 lb.
- Dimensional weight for domestic packages is calculated as follows: **$(L \times W \times H)/166$**
- Dimensional weight for international packages is calculated as follows: **$(L \times W \times H)/139$**

[READ THE GUIDE](#)

Learn more about dimensional weight

Shipping Zones

Shipping costs are based on package dimensions and distance. We measure distance in zones (predefined by the carriers) around each of our fulfillment centers. The higher the zone number, the higher the cost. Here's a zone map for orders originating out of our Cicero, IL facility.

[READ THE GUIDE](#)

View/download all shipping zone maps



ShipBob

Log into your account at web.shipbob.com

Find more guides & contact support at support.shipbob.com



Product Limitations & Restrictions

Due to our operational capacity and regulations from carriers, we have some product limitations that we cannot fulfill. Here is a non-exhaustive list:

1. Products dimensionally larger than 48in x 40in x 40in
2. Flares and explosives
3. Certain batteries (may be limited to ground transit)
4. Products with alcohol content above 80%
5. Certain CBD products (contact us to confirm)

Get in touch to verify that ShipBob can fulfill your products.

Send an email by clicking the button below

[GET ASSISTANCE](#)

Apart from the limitations, we also have a few restrictions that we will not fulfill. Read more on this below.

- Child exploitation
- Hateful content
- Intellectual properties
- Legally restricted items
- Self-harm
- Terrorist organizations

[READ THE GUIDE](#)



ShipBob

Log into your account at web.shipbob.com

Find more guides & contact support at support.shipbob.com



Your Support Ecosystem

Onboarding support (pre-shipping):

Email

- support@shipbob.com

Ask an expert questions live

- Schedule
 - Tuesdays from 9am-11am Central
 - Thursdays from 2pm-4pm Central
- Click the button below to register for a live Office Hours session.

GET ASSISTANCE

Ongoing support (post-shipping) :

Email

- support@shipbob.com
- First response within 2 business hours

Phone

- Direct number to access Merchant Care Representative
- Available 9am-5pm CST





25% 50% 75% 100%

Next Steps

Now that you're familiar with how ShipBob works and your costs, here are your next steps:

1. Review your pricing overview [here](#) or [log in to your account](#) to view pricing and get familiar with fulfillment costs to the various destinations and shipping speeds you want to use.
2. Understand ShipBob policies, product limitations and restrictions, and your support ecosystem.

We'll send you more of these guides to help you get set up. You can view all guides [here](#).



25% 50% 75% 100%

Intro To ShipBob (completed)

1. Welcome To ShipBob
2. Service Level Agreements
3. Cost Breakdown
4. Dimensional Weight & Shipping Zones
5. Product Limitations & Restrictions
6. Your Support Options



25% 50% 75% 100%

Initial Account Setup

1. Integrate Your Store
2. Add Products and Configure Preferences
3. Set Up Shipping Preferences
4. Send inventory Using Our Warehouse Receiving Order Process

**ShipBob**Log into your account at web.shipbob.comFind more guides & contact support at support.shipbob.com