

Initial Account Setup



ShipBob

Log into your account at **web.shipbob.com**

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



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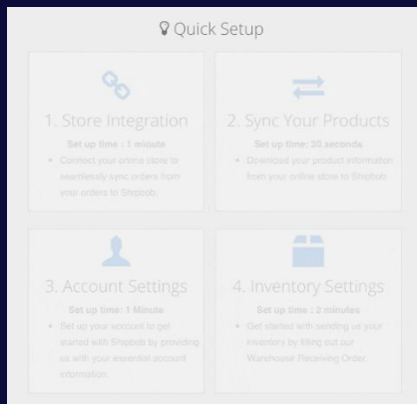
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Integrate Your Store

If you utilize an ecommerce platform to accept orders, we can fully automate the order fulfillment process for you. Below are links to guides for all our supported integrations:

Click the Quick Setup button on your homepage to start the integration process.



Click on the platform that you use to view a complete integration guide.



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Integrate Your Store (No Platform)

You can use ShipBob's services to fulfill orders from crowdfunding projects, in-person orders, and other one-time shipments. Here are a few things to keep in mind:

- Your Quick Setup icon will never hit 100%. Don't worry, as this will not affect your account.
- Here's how your journey will look at ShipBob:
 - Add products using our [Excel upload tool](#) or manual creation.
 - Set up product and shipping preferences.
 - Send Inventory using the Warehouse Receiving Order (WRO) process.
 - [Upload orders via Excel or create them manually.](#)
 - Sit back and relax as we fulfill your orders!



Quick setup

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Add Products

You can add products to your ShipBob account in one of two ways:

1. **Automatically**

- a. Sync products already set up in your online store via Quick Setup.

2. **Manually**

- a. Add products individually.
- b. Add products in bulk using our Excel template.

[READ THE GUIDE](#)

Learn what these fields are and what they mean for your partnership with ShipBob.



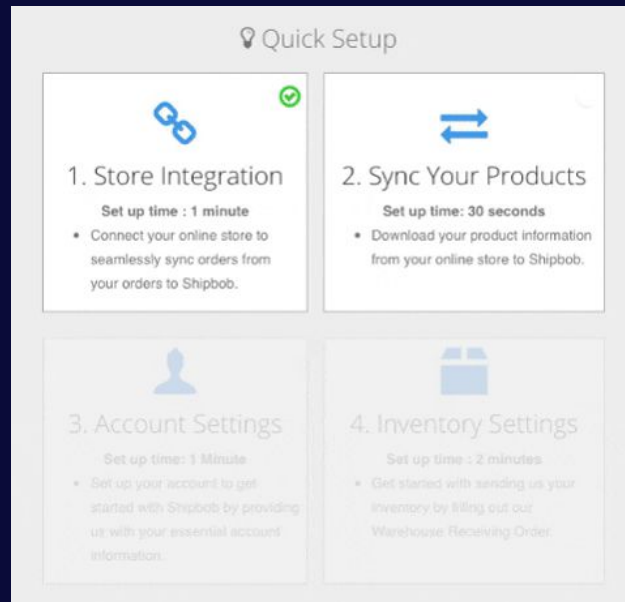


Add Products (Automatically)

Sync products in ShipBob that are already set up in your online store on **Step 2 of Quick Setup**. Here are a few things to keep in mind:

- Information added to a SKU's Product Details page in your ShipBob dashboard is not automatically synced with your ecommerce platform and vice-versa.
- The following fields on the Product Details page **CANNOT** be changed. Please ensure that they are set exactly as you want before syncing your products or manually adding them.

ShipBob ID	Platform Source	SKU	Store SKU
3712526	ShipBob	22378283	-





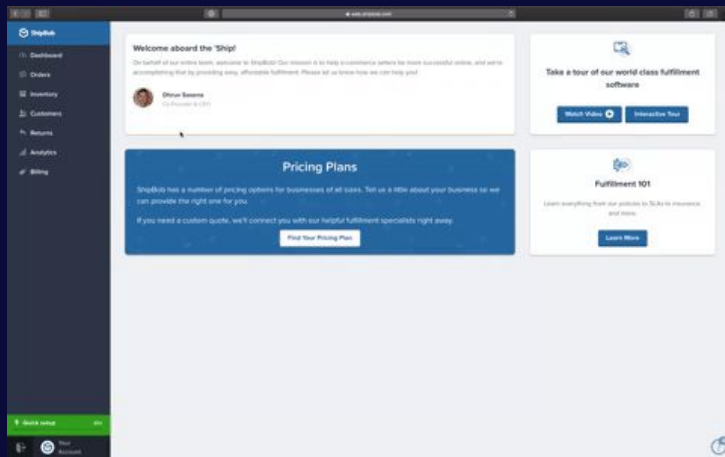
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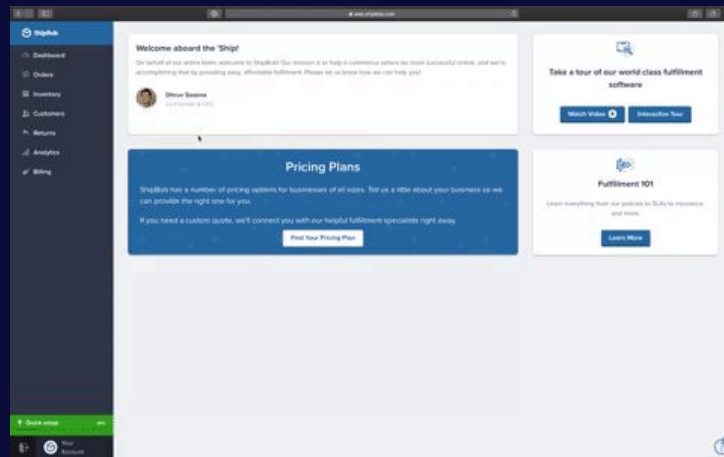
Add Products (Manually)

There are two ways you can manually add products to your ShipBob account. Let's go over both:

1. Add products individually



2. Add products in bulk via Excel template



[READ THE GUIDE](#)



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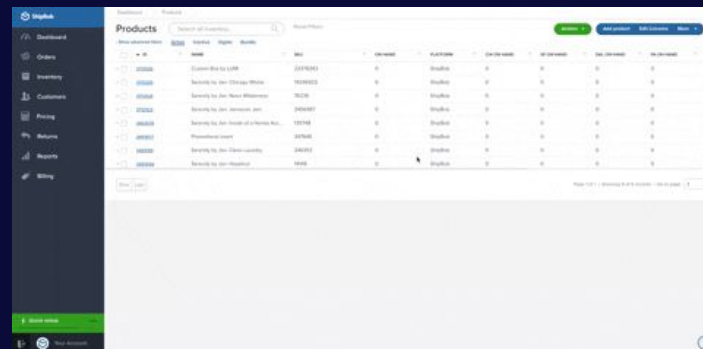
8

Configure Product Preferences

We ship your orders out according to the preferences you have set for each product. Complete this step accurately to ensure that all orders go out exactly as you envision.

1. [Product photos, dimensions, and weights](#)
2. [Product barcodes](#)
3. [Reorder points](#)
4. Product status (active or inactive)
5. Mark product as
 - a. [Digital product](#)
 - b. [Lot product](#)
 - c. [Dangerous Goods \(HAZMAT\)](#)
 - d. [Needs serial scans](#)
 - e. [Pick as whole case](#)
6. [Product tariff codes for international orders](#)
7. Packaging preferences

GET ASSISTANCE



Navigate to Inventory > Products > Product ID to access the Product Details page of any SKU you synced or added to your account.

READ THE GUIDE

Approx. a 5-minute read

VIEW THE VIDEO

10-minute watch

Have a lot of products? You can easily update all products in bulk. [Learn more.](#)



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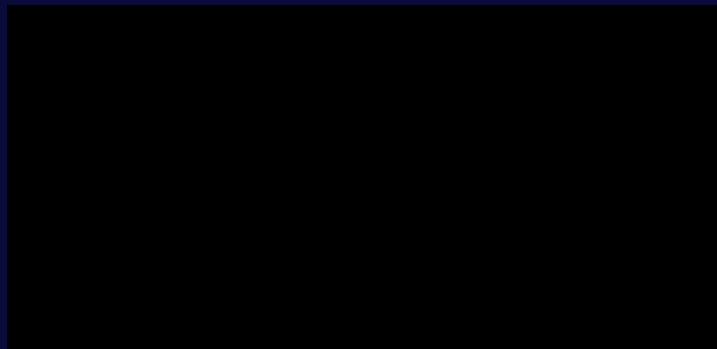
Find more guides & contact support at support.shipbob.com



Set Up Shipping Preferences (Ship Option Mapping)

ShipBob defaults all orders to standard shipping (3-5 business days). If you want to offer multiple shipping speeds to your customers, you need to set up ship option mapping.

1. Set up the transit speed options on your checkout page.
2. Navigate to Ship Option Mapping in the ShipBob dashboard.
3. Copy the name of a shipping method you offer at checkout on your ecommerce store, paste it in the box, and click Add.
4. Select your choice of:
 - a. **Transit time** (uses a combination of carriers to ensure your orders are delivered in the expected timeframe)
 - b. **Specific carrier** (only uses the carrier shipping type you chose to ship orders when that shipping method is selected at checkout)



Navigate to Your Account > Ship Option Mapping to add/edit your choice of ship options. If none are selected, we default your orders to standard shipping.

[READ THE GUIDE](#)

Approx. a 5-minute read





Set Up Shipping Preferences (Packaging)

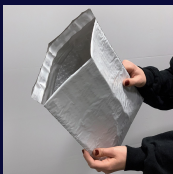
Packaging requirements:

Every order imported into ShipBob is run through our logistics algorithm to choose the correct packaging size to optimize for secure shipments and the lowest dimensional weight, resulting in lower fulfillment costs for you.

View all packaging types and sizes available [here](#) and choose a packaging preference for your products [here](#).



Box



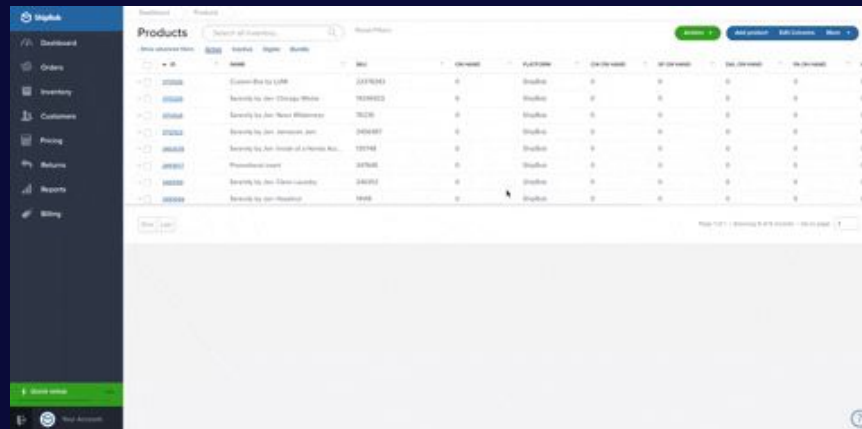
Bubble Mailer



Poly Mailer



Poster Tube



[READ THE GUIDE](#)

Approx. a 2-minute read

Plan to use custom packaging? [Read more here.](#)





ShipBob Facilities

ShipBob operates several domestic and international facilities and ships globally. Here is where our facilities are located:

- Cicero, Illinois (near Chicago)
- Bethlehem, Pennsylvania
- Moreno Valley, California (near Los Angeles)
- Grapevine, Texas (near Dallas/Fort Worth)
- Chattanooga, Tennessee
- St. Petersburg, Florida
- Carrollton, Texas
- Woodridge, Illinois



We're always adding new facilities to our network.
View the full up-to-date list [here](#).

Note: Please do NOT send inventory without a WRO affixed to all shipments. We'll go over this over the next few slides.





Storage Locations (Basics)

There are three storage types at all of our facilities: bins, shelves, and pallets. Here are a few considerations regarding inventory storage at our facilities:

- To eliminate picking errors, we do not store multiple SKUs in one location.
- A storage location refers to a single bin, shelf, or pallet.
- It is not possible to select a preferred location type at this time. Our team starts at a bin and works their way up to a pallet only if necessary due to the size of SKU or unit quantity.
 - E.g., If we receive a large quantity of a SKU and it can fit in 10 bins, 4 shelves, or 1 pallet, our team will place it on 1 pallet since it would be the most cost-effective storage method for you and keep all of the units in one location.





Send Inventory (Cost overview)

The inventory receiving process consists of scanning the Warehouse Receiving Order (WRO) label on your package, unpacking your products, counting them against the number listed on your WRO label, completing a quality check to ensure all your items have arrived safely at our facility, and stowing your products in bin, shelf, or pallet location at our facility.

Here are some details on the costs:

- **\$25** for 2 hours spent receiving a single WRO
 - Shipments with accurate WRO labels affixed on all packages typically take under 2 hours to receive.
- If it takes longer than 2 hours, each additional man-hour is **\$35**.
 - A man-hour is 60 minutes worth of receiving effort by 1 ShipBob team member.
 - The main cause of extended receiving times, On-Hold receiving, and extra fees are **inaccurate or missing WROs and floor loaded containers**.





Send Inventory (Scenarios With Estimated Costs)

Receiving scenarios with costs:

- If your inventory takes 2 team members 2 hours to complete, your cost is **\$25. Additional time to receive will cost \$35 per hour per person.**
- If your inventory arrives without a WRO or with an inaccurate WRO, your cost is **\$25 + \$25 each day the Unidentified Receiving Order (URO) remains until it gets resolved.**
- If your inventory arrives on a floor loaded container, your cost is **\$25 + \$200+ on avg. due to huge labor load.**





Receiving (WRO process)

We use a Warehouse Receiving Order (WRO) process to accurately and quickly receive your inventory at our facilities. This is a simple 6-step process. WROs need to be printed and affixed to ALL shipments sent to our facilities. If you work with a supplier, please email them the labels and ensure they affix labels before shipping your inventory to ShipBob. Once submitted, you'll be able to track your inventory in every step from Awaiting Arrival to Received within our dashboard under Inventory > Warehouse Receiving Orders.

The 6 steps of the WRO process:

1. Choose a ShipBob fulfillment center.
2. Search and add products from your account.
3. Select Shipping Type (parcel, pallet, or floor loaded container).
4. Configure your shipment (1 SKU or multiple SKUs per box/pallet).
5. Estimate the date of arrival.
6. Review and submit the order.

[READ THE GUIDE](#)

Approx. an 8-minute read

[VIEW THE VIDEO](#)

4-minute watch





Receiving (On Hold Receiving for Missing WROs)

Every box/pallet that arrives at a ShipBob fulfillment center must have a Warehouse Receiving Order (WRO). When incoming shipments cannot be received properly within our usual turnaround time due to missing or inaccurate information, we will pause the receiving process and move the boxes/pallets to an On-Hold receiving status. This will create an Unidentified Receiving Order (URO).

- **URO initiation fee:** \$25 dollars when a URO enters the system.
- **Daily URO fee:** \$25 dollars for each day a URO remains unresolved. The daily fee will be calculated from 12:01 a.m. local time each day.
- **SLA:** Once the WRO is linked to the URO ID, your inventory will be received within 5 business days.

[VIEW MY URO PAGE](#)

Resolve any UROs quickly on this page to resume the receiving process.

[READ THE GUIDE](#)

Learn how to easily fix a URO and help us receive your items. The 5-business day SLA restarts once a URO is resolved and linked to an accurate WRO.





Receiving (Best practices)

We've used data from all inbound shipments we've received and drew some insights for you to ensure you have the best experience sending inventory to a ShipBob facility:

- Print and affix WRO labels on all boxes and pallets arriving at ShipBob facilities.
- Using a supplier? Email labels and confirm with suppliers that they can do this on your behalf.
- Sending inventory from Amazon? Historically, deliveries from Amazon have not arrived with WROs affixed or in the right quantities in each package as described in a client's WRO. We recommend sending all products to yourself, repackaging them, and then shipping them to ShipBob to avoid any URO fees and delays in the receiving process.
- Dropping off inventory or have a third-party vehicle delivering pallets? Schedule a dock time at our facility [here](#).
- Add tracking numbers from your shipment on the WRO summary page [here](#).





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Next Steps

We've covered:

1. Setting up your store, products, and shipping preferences correctly
2. Sending Inventory with accurate WROs

Once completed, you should receive the third guide that covers the items below (or view all guides [here](#)). If you have any further questions, you can attend our live Office Hours to ask a ShipBob expert any questions you have. We're here to help!

[Register here.](#)



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Post-Inventory Setup

1. Order Status Overview
2. Tracking Information Overview
3. Account Notifications and Managing Users
4. Returns Setup and Overview

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