Account Review

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Create Test Orders

Once your inventory is received and all of your preferences are set up, we highly recommended that you create a test order to ship to yourself. This will help you uncover any issues with settings that need review, so you can make changes before going live with customer orders.

Here are the steps:

1. **Create an order in your online store for the SKU(s) and shipping options you want to test (the address can be to yourself).**
2. **Make sure the order is marked as paid, and import it into the ShipBob dashboard.**
3. **Review the Shipment Details for accuracy. If you need any assistance setting something up, place the order On-Hold and send an email to support@shipbob.com with the order ID.**
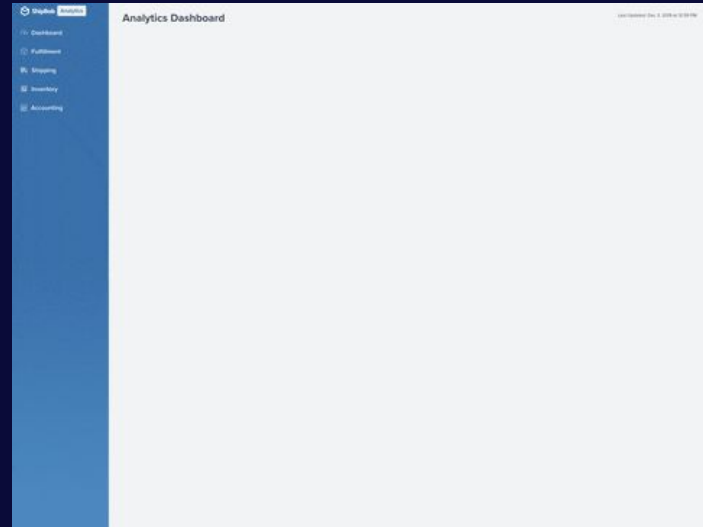
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Analytics & Reporting Tool

Your account comes with unlimited access to our Analytics & Reporting Tool. Here are a few things you can view:

1. A detailed breakdown of storage costs by utilization
2. Orders that need your attention for a quick resolution
3. Your average fulfillment cost
4. Your total monthly costs
5. How your fulfillment costs would shift if you change locations or use multiple fulfillment centers

READ THE GUIDE

We have several guides to help you navigate this tool and use it to make data-driven decisions for your business.

VISIT THE PAGE

Click Analytics on the side navigation of your account, or visit analytics.shipbob.com (using your same ShipBob login). Note: Data is populated after your first order ships out.

Billing Page

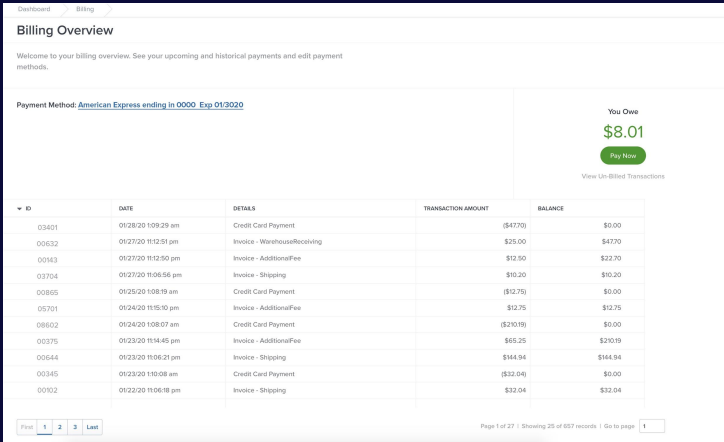Your Billing page houses all your invoices with ShipBob and lets you add or edit your payment method.

VISIT THE PAGE

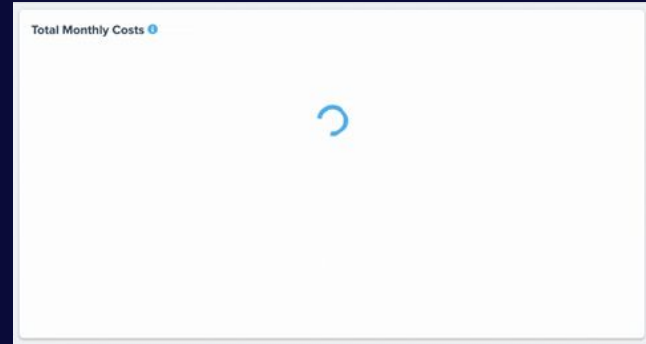Click Billing on the side navigation to view all your invoices and add or edit payment method.

Dive deeper into your costs using ShipBob's Analytics and Reporting Tool.

This is the standard billing cycle on your account:

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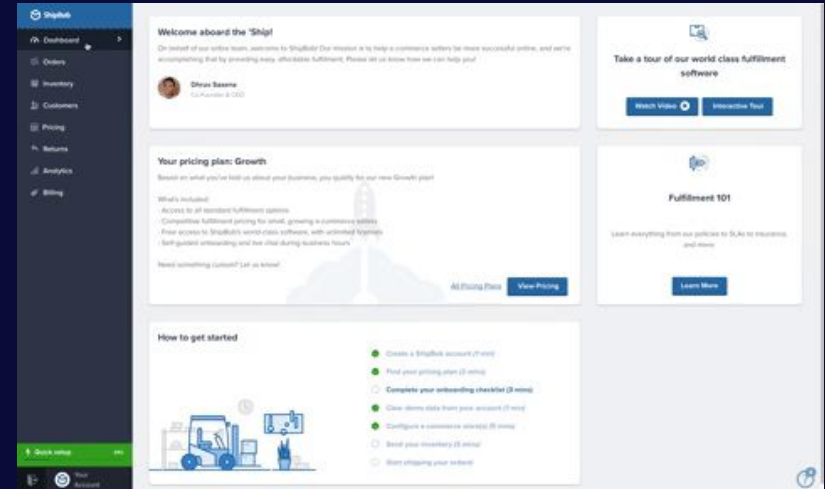- **Monthly billing** for storage

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Customers Page

From the Customers page you can manage your customer information. From the ShipBob dashboard, click Customers on the side navigation. On this page, you can do the following:

1. Add a new customer.
2. Search and edit customers details.
3. View a customer's delivery information.
4. View all orders shipped to a specific customer.

VISIT THE PAGE

Click Customers on the side navigation to access all your customer data and to download it.
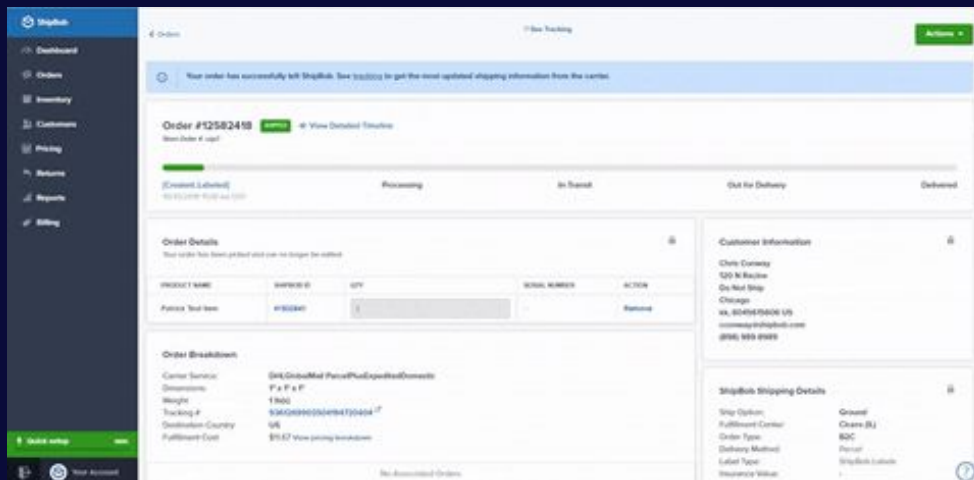
Shipment Details Review

On the Shipment Details page, you can:

- Create an order or initiate an order sync from your store.
- View all your orders.
- Take actions on your orders.
- Initiate a return.

For a complete refresher, view your previous guide on everything orders.

Navigate to Orders > Order ID to access the Shipment Details page of any order fulfilled by ShipBob on your account.

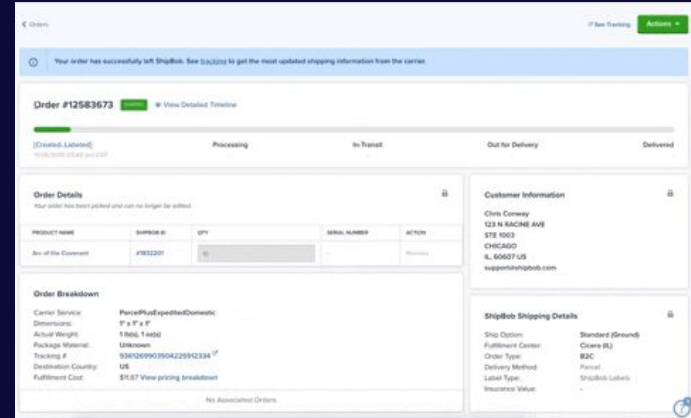**READ THE GUIDE**

Approx. a 10-minute read

Shipment Details (Subscribe to Order Updates)

Once your ecommerce platform is integrated with your ShipBob account, you can configure settings on your store's account to automatically send tracking information to your customers. There's also a manual way to do this:

Subscribe to a specific order to get updates about its status as it moves from our facility to your customer's address. Here's how:

1. From the **Orders page** click on the order ID.
2. In the top right corner, click the **Actions dropdown** and select **Subscribe to Updates**.
3. Add an email address. Multiple emails can be added by inserting a comma between each email address.
4. Click Subscribe.

Navigate to Orders > Shipment Details.

Note: If you need to unsubscribe an email from receiving order updates, you can access that setting by clicking on Unsubscribe to Updates on the Actions dropdown.

Support Ecosystem

Whether you have questions regarding billing, enabling a custom feature such as kitting, or just need resources for another team member on how to run a ShipBob account, our self-service and contact options are available to you:

Self-Service Options:

Video Walkthroughs
- Bookmark our YouTube Support Channel
  - View on-demand step-by-step videos

Written Guides & FAQs in our Help Center
- Access guides and search for information in the ShipBob Help Center

Contact Options:

Email Support
- support@shipbob.com

Live Office Hours
- Join our bi-weekly Office Hours to get your questions answered live by an onboarding expert.
- Schedule:
  - Tuesdays from 9am-11am Central
  - Thursdays from 2pm-4pm Central

REGISTER FOR FREE

Happy Shipping!

- From all of us at ShipBob