Postage

This is used to setup automated shipping prices

- Summary
- Postage Types
- Postage Zones
- Incompatible Postage
- Postage Prices

Summary

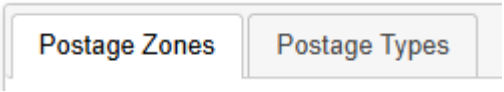
From here, you can set up your postage rules. These are used to calculate postage charges within your eCommerce checkout, as well as when building telephone orders in the CMS, or in store orders via the POS.

Key to icons

Edit = setup a postage zone/type

Delete = delete a postage type

Postage Zones

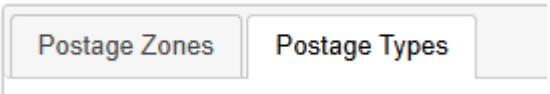


These are the areas to which you deliver; each Postage Type may be enabled for each individual zone at a different price, or disabled entirely for a single zone.

Each Zone may be enabled for Countries, Counties and/or Post Codes.

More information available here.

Postage Types



These are the individual Postage Types assigned to products. These control elements such as delivery time, pick a day, etc.

These are viewed under the second tab. There is also a control here to add a new Postage Type.

There is more information on Postage Types available here.

FAQs

Why can't I delete a postage type?

Postage Types can not be deleted if they are 'default methods'.



In addition, 'Collect' and 'Email' can never be deleted.

How do I add more Postage Zones

This isn't something that can be done from within the CMS; please contact Iconography via the Support Portal.

The wrong postage cost is showing

Please ensure that you have not entered the same post code in multiple Postage Zones. If you have, the first Postage Zone will be used, e.g. if TA19 is in Zones 3 and 5, the postage rules for Zone 3 will be used.

Postage Types

These are the individual Postage Types assigned to products. These control elements such as delivery time, pick a day, etc.

From here, you may configure the setup of the Postage Type, as well as the Postage Prices.

Setup

Field	Purpose
Code	Enter a unique code for your Postage Type > This will be customer facing
Name	Enter a name for your Postage Type > This will be customer facing
Summary	Enter a summary for your Postage Type > This will be customer facing in the checkout
Method	Select from the following list: • Order Total • Order Weight • Number of Items > This controls how Postage Prices may be configured
Default Method	Select from the following list: • Yes • No > If set to 'yes', this Postage Type will be automatically added to all new Products by default

Field	Purpose
Estimated Days	Use this to display an estimated delivery time to the customer e.g. for next day delivery, this should be set from '1' to '1' e.g. for delivery that takes 7-10 days, this should be set from '7' to '10' > This is in addition to any Lead Time against the Product sold > This will be customer facing as an 'estimated delivery date'
Cut-of Time	This is the cut off time for delivery e.g. for next day delivery on orders placed before 2pm, set this to 14:00
Allow "Named day" Delivery	This will allow the customer to select Named Day delivery at checkout, and choose a date The date range available to the customer will be based on the figures entered in Estimated Days (see above) e.g. for a 4 week delivery window, with the earliest delivery being within 2 days, enter '2' to '30' in Estimated Days > The dates shown to the customer will also be restricted based on the Delivery Days (see below)
Auto-Allocate Delivery Dates	If set to yes, this will automatically add expected delivery dates to Sales Orders These would then be used to prioritise orders on the Packing screen, as well as when Scheduling a Sales Order for delivery
Available for Lorry Loader	If set to yes, this will enable the Postage Type for Scheduling If a Sales Order is linked to a Postage Type that is not enabled for this, that Sales Order will not appear in the list for Scheduling
Despatch Days	Select the days of the week where you will despatch Sales Orders linked to this Postage Types This will affect estimated delivery days, as well as the dates available for Pick a Day

Field	Purpose
Delivery Days	Select the days of the week on which Sales Orders link to this Postage Type may be delivered This will affect estimated delivery days, as well as the dates available for Pick a Day

Courier

Field	Purpose
Associated Courier	*For use with shipping integrations* *Autopopulates the 'Courier' field on Sales Orders*
Courier Service Code	*For use with shipping integrations* *Autopopulates the 'Courier' field on Sales Orders*

Postage Zones

A Postage Zone is a limited geographical area to which you will apply delivery rules.

These are the areas to which you deliver; each Postage Type may be enabled for each individual zone at a different price, or disabled entirely for a single zone.

Each Zone may be enabled for Countries, Counties and/or Post Codes.

Setup

For each Country, a primary Postage Zone must be set up. By default, the United Kingdom is set to Zone 1, but this can be managed within the Countries screen. This default Postage Zone will provide a catch all for all addresses within that Country, unless they have been specifically added to another zone.

Zone Details

Field	Purpose
Display Name	*This is used solely within the CMS as a label for this Postage Zone*
Included Countries	*This is a label only - to edit this content, you will have to use the Countries section of the CMS*
Included Counties	*This will autofill a list of Counties available to the Countries assigned to this Postage Zone* *Expand the list and use the checkbox to select the assigned Counties* *If left unchecked, all Counties will be included within this zone, unless specifically enabled for another zone (see below for example)*

Field	Purpose
Included UK Postcodes	*Enter postcodes as a comma separated list in either/both the following formats:* • *TA1, TA2, TA3, TA4* • *EX, BS, TA, LE* *If left blank, all postcodes will be included within this zone, unless specifically enabled for another zone (see below for example)*

Shipping Prices

This screen is used to amend individual shipping costs for each Postage Type.

Key to icons

Live = is live

Not Live = is disabled

Edit = edit prices

Postage Types with no costs setup for a zone are disabled for that zone, and will not be selectable via the eCommerce checkout (although they will still be available for manual orders within the CMS and POS).

Click here for more details.

Postage Zone Example

Postage Zone	Details
Zone 1 - United Kingdom	All post codes and countries in the United Kingdom that are not explicitly mentioned in another Postage Zone.
Zone 2 - Local Delivery	Postcode - TA19
Zone 3 - Channel Islands	Postcodes - GY & JE
Zone 4 - Somerset	County - Somerset

In this example, a delivery to Liverpool (post code L1 9PA) would fall under Zone 1, but a delivery to Jersey (postcode JE1 8AS) would fall under Zone3. All deliveries to TA19 fall under Zone 2, unless

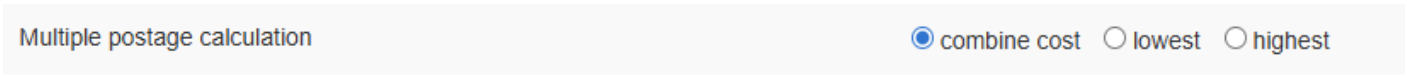
the address is in the county of Somerset, in which case Zone 4 would be used.

The order of priority is as follows:

Country -> Postcode -> County

Incompatible Postage

Incompatible postage occurs when a customer purchases multiple items that do not share the same postage type. In this situation, IXO Commerce will calculate the order based on the setting defined in Site Settings for 'multiple postage calculation.'



Postage Prices

To set up postage prices, begin by selecting a postage zone. Each zone can have its own pricing, and each Postage Type, such as standard or express, must be configured separately. Within a zone, you can create tiered pricing so that delivery costs adjust depending on the size of the order.

Setup

Tiering is based on the method chosen for the Postage Type, which may be by weight, by number of items, or by order value. The setup works the same way for all methods.

1. Enter the **bracket size** (e.g. orders up to £499.99)
2. Set the **delivery charge** (e.g. £30)
3. Add another bracket (e.g. orders up to £999.99 for £50)
4. Continue until all ranges are covered

It is possible to enter different Postage Prices for the same bracket for Trade and Retail customers.