

Digjack
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A Digjack guide to shipping:

Section One - Setting-up shipping methods

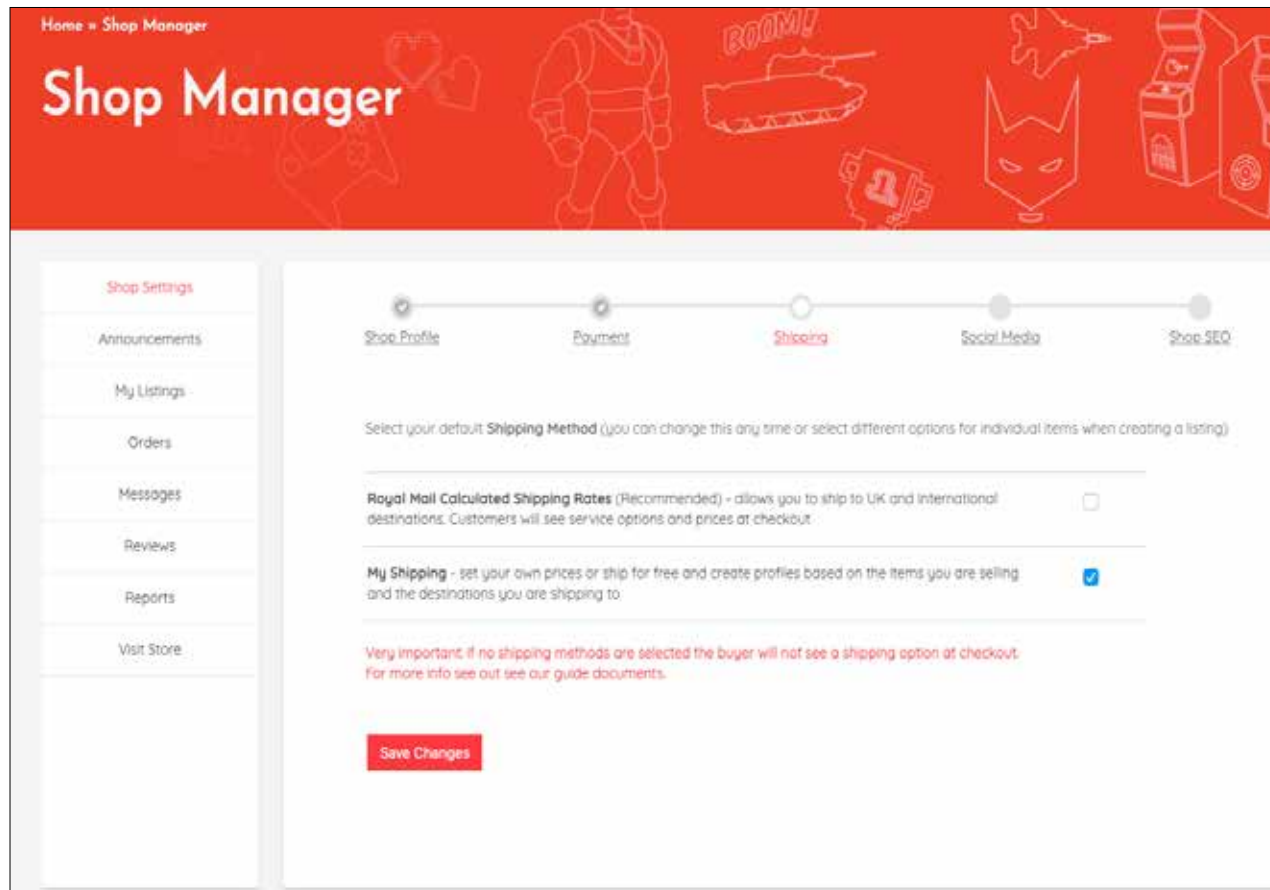
Section Two - Applying shipping methods



Setting-up shipping methods

Setting up your shipping methods

From your **Shop Manager** go to **Shop Settings** and select **Shipping**.



The screenshot shows the Digjack Shop Manager interface. At the top, there is a red header with the text "Home » Shop Manager" and "Shop Manager" in large white font. Below the header is a navigation bar with five tabs: "Shop Profile", "Payment", "Shipping" (which is highlighted in red), "Social Media", and "Shop SEO".

On the left side, there is a sidebar menu with the following items: "Shop Settings" (highlighted in red), "Announcements", "My Listings", "Orders", "Messages", "Reviews", "Reports", and "Visit Store".

The main content area is titled "Shipping" and contains the following text:

Select your default **Shipping Method** (you can change this any time or select different options for individual items when creating a listing)

Royal Mail Calculated Shipping Rates (Recommended) - allows you to ship to UK and international destinations. Customers will see service options and prices at checkout.

My Shipping - set your own prices or ship for free and create profiles based on the items you are selling and the destinations you are shipping to.

Very important if no shipping methods are selected the buyer will not see a shipping option at checkout. For more info see out see our guide documents.

At the bottom of the main content area, there is a red button labeled "Save Changes".

Shipping Methods

Here you can set a default method with a choice of **Royal Mail Calculated Rates** (where rates and services are auto-calculated based on size, weight and destination) or **My Shipping** (an option that allows you to create profiles based on your products and the destinations you ship to).

You can enable or disable **Shipping Methods** as needed or override them when creating a specific listing if required. **Very important: if NO shipping methods are selected the buyer will not see a shipping option at checkout!**

Select your default **Shipping Method** (you can change this any time or select different options for individual items when creating a listing)

Royal Mail Calculated Shipping Rates (Recommended) - allows you to ship to UK and International destinations. Customers will see service options and prices at checkout

My Shipping - set your own prices or ship for free and create profiles based on the items you are selling and the destinations you are shipping to

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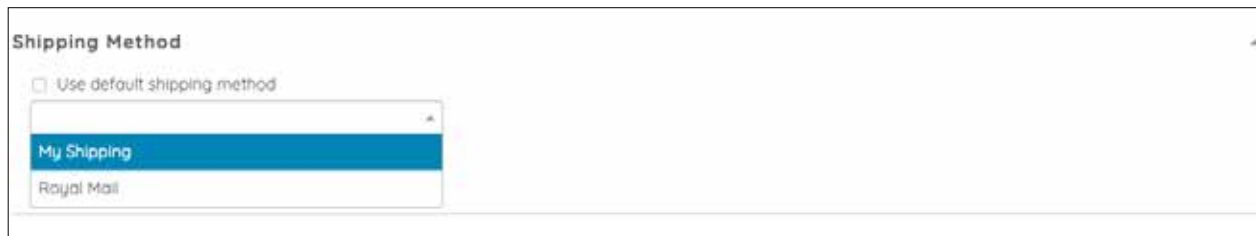
[Save Changes](#)



Applying shipping methods

Firstly...

By default, all products use the **Default Shipping Method** configured in your **Shop Setting, Shipping** page. But, if required, the default shipping method can be changed by un-checking **Use Default** when creating or editing a listing (see part-view of Create/Edit Listing page, below). This enables you to select a specific shipping method for each of your listings (if required).



The screenshot shows a form titled "Shipping Method". At the top left, there is a checkbox labeled "Use default shipping method". Below this is a dropdown menu with two options: "My Shipping" (highlighted in blue) and "Royal Mail".

Note: you can return to **Shop Settings** and change the **Default Shipping Method** at any time too!

And..... don't forget to add tracking numbers to order notes from the **Orders** page when processing new orders! This enables shipment tracking for customers *and* shop owners!

Royal Mail Calculated Rates

This is a great option if you want to provide accurate, real time shipping rates and service options for both UK and international destinations to customers at checkout. The shipping rates are based on the latest price guidelines provided by **Royal Mail/Parcelforce Worldwide**.

These rates are dynamically calculated based on product weight, dimensions and destination address. Weight and size values can either be added manually when creating or editing a listing (see Shipping methods section from **Create/Edit Listing** page below) or entered to the fields in the **Digjack Listings Template CSV** file if uploading bulk inventory (see separate guide on Uploading an Inventory).

Without weight and size information, shipping rates will NOT be displayed at checkout.

Shipping method

Use default shipping method

Royal Mail

Add weight and size

weight (kg) length (cm) width (cm) height (cm)

Royal Mail Calculated Rates

Adding weight and size is not only required for calculating rates, it also provides information to intelligently pack multiple items into a single box. This can significantly reduce shipping costs for buyers who purchase two or more items in a single order so is highly recommended.

Sellers who wish to upload their inventory using a CSV should fill in the **Digjack Listings Template**, including each items weight and dimensions before uploading their inventory – this way they will have accurate rates and be able to use the multiple-items function.

My Shipping

This method allows you to set a fixed rate for each item and destination you ship to. It's great for sellers who want to offer simple flat shipping rates and/or create and reuse profiles across multiple listings (see view below).

Shipping Method

Use default shipping method

My Shipping

Options ⓘ

Premium Action Figure 1.1 [Edit profile name](#)

Create a One-off for this listing only, add a new Shipping Profile or select an existing Shipping Profile

Order process time ⓘ

1-2 business days

Prices

Add a price for each county or region you ship to. If shipping costs are the same in all but a few countries, use Everywhere Else as short cut!

Destination	Free Shipping	Shipping Cost ⓘ	Additional Item ⓘ	Delivery time
Select...	<input type="checkbox"/>	0.00	0.00	2 4


Selecting or creating a shipping profile


You can create and apply shipping profiles with **My Shipping**. These profiles provide a way for you to reuse shipping rates for items with similar shipping requirements. You can choose either an existing shipping profile (i.e. one you have previously created) or select **New profile** to create a new one (see below).



Naming a New Profile

When creating a new a profile, a field will appear allowing you to add the profile name. It's good practice to make the name relevant to the type of item/service you intend to use the profile for e.g. Medium Box UK/International (if you are shipping to those destinations) so it makes sense when you use it again. You can edit the name any time you want.

Options 

New Profile 

Any Changes made to a saved profile will be applied to all associated listings

Create a One-off for this listing only, add a new Shipping Profile or select an existing Shipping Profile

New Profile Name

Creating a New Profile/editing an Existing Profile

Add info for **Order process time**, **Destination** (if you ship to multiple destination just click on **Add a location**), **Shipping cost**, an **Additional item** cost (i.e. if this item is shipped as part of a larger order), and an estimated **Delivery time**. Your customers will then see the price and an estimated delivery date for this listing at checkout.

You can edit an existing profile in the same way, with the updated information becoming associated with all other listings sharing the profile.

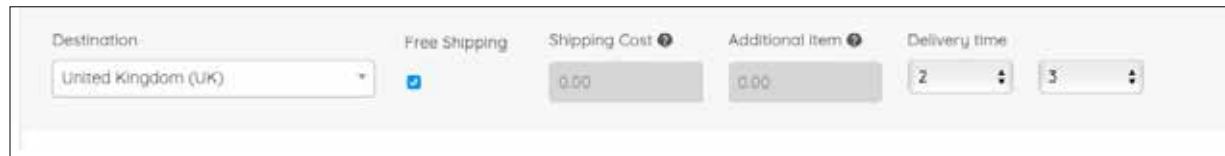
The screenshot shows a web form for configuring shipping profiles. At the top, there is a dropdown menu for 'Order process time' set to '1-2 business days'. Below this is a section titled 'Prices' with a sub-instruction: 'Add a price for each county or region you ship to. If shipping costs are the same in all but a few countries, use Everywhere Else as short cut!'. The main configuration area is a light grey box containing several fields: 'Destination' (a dropdown menu with 'Select...' as the placeholder), 'Free Shipping' (an unchecked checkbox), 'Shipping Cost' (a text input field with '0.00'), 'Additional Item' (a text input field with '0.00'), and 'Delivery time' (two dropdown menus with values '2' and '4'). Below this box is another section for 'State/Province (optional)' with a text input field and a 'Shipping Cost' text input field containing '0.00' and a plus sign icon. At the bottom left is a grey button labeled 'Add a location'. To its right is a red note: 'Note: buyers will only see shipping prices for the countries or regions you have selected'.

Free Shipping

When selected, shipping will not be charged for the product to the selected destination – perfect if you want to ship your products for free to a specific destination but want to still charge shipping to others!

As usual, add order processing time, the destination and the number of days you expect the delivery to take, so your customers can see a delivery estimate at checkout (see part-view of **Create Listing** page below).

You can update any existing profile and add as many Free shipping destinations as relevant by clicking **Free Shipping** and saving.



The screenshot shows a shipping configuration interface with the following fields and values:

Destination	Free Shipping	Shipping Cost	Additional Item	Delivery time
United Kingdom (UK)	<input checked="" type="checkbox"/>	0.00	0.00	2 - 3

Multiple destinations

You can add as many destinations as you like, with relevant shipping prices and estimated delivery times. This is great to help set buyers expectations at checkout. Some destinations have state, province or other identifiable regions which may require different shipping prices. You can add these as necessary.

The screenshot displays a shipping configuration interface with three destination entries. Each entry includes a destination dropdown, a 'Free Shipping' checkbox, 'Shipping Cost' and 'Additional Item' input fields, and 'Delivery time' dropdowns. The first entry is for 'United Kingdom (UK)' with 'Free Shipping' checked, 'Shipping Cost' of 0.00, 'Additional Item' of 0.00, and delivery times of 1 and 2. The second entry is for 'United States (US)' with 'Free Shipping' unchecked, 'Shipping Cost' of 5.00, 'Additional Item' of 4.50, and delivery times of 3 and 4. The third entry is for 'Everywhere Else' with 'Free Shipping' unchecked, 'Shipping Cost' of 6.00, 'Additional Item' of 5.50, and delivery times of 5 and 8. Each entry also has a 'State/Province (optional)' dropdown and a 'Shipping Cost' input field with a '+' icon.

Destination	Free Shipping	Shipping Cost	Additional Item	Delivery time 1	Delivery time 2
United Kingdom (UK)	<input checked="" type="checkbox"/>	0.00	0.00	1	2
United States (US)	<input type="checkbox"/>	5.00	4.50	3	4
Everywhere Else	<input type="checkbox"/>	6.00	5.50	5	8

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