



Shipping Features & Management



Presented by: Eric Cone

Today's Topics

- ▷ Shipping Address Collection
- ▷ Demographic Shipping Fees & Exclusions
- ▷ Fulfillment Options
- ▷ DIY Tips, Tricks & Considerations



Shipping Address Validation & Collection

Enabling Shipping Address Validation

Shipping Setup

0 ▾ Help

Add-ons

- Do not ask** for shipping address when an add-on is selected.
- Always ask** for shipping address when an add-on is selected.
- Only ask for shipping address for **certain add-ons**.
- Only ask for shipping address for **certain add-ons when a specific shipping add-on is selected**.

Store Items

- Do not ask** for shipping address when a store item is selected.
- Always ask** for shipping address when a store item is selected.
- Only ask for shipping address for **certain store items**.
- Only ask for shipping address for **certain store items when a specific shipping add-on is selected**.

Events

- Do not ask** for shipping address during registration.
- Always ask** for shipping address during registration.
- Only ask for shipping address for **certain events**.
- Only ask for shipping address for **certain events when a specific shipping add-on is selected**.

Advanced Settings

- Require valid United States shipping addresses.
- Suggest standardized United States shipping addresses.
- Allow addresses outside of the United States.
ⓘ Non-US addresses will not be validated.
- Ask for one shipping address, regardless of number of registrants.

Changing Registrant Shipping Addresses

If you want to allow race participants to update their shipping address, you can enable that on the [Shipping Management](#) page.

Country Shipping Charges

You can modify these settings from the [Country Shipping Charges](#) page.

▶ Race>>Registration>>Shipping

▶ **Variety of options:** only collect for certain addons, store items, events OR collect for everyone.

▶ **Require valid address:** integrates directly with the USPS API to prompt address corrections prior to checking out

▶ **Prevent OR Allow International Shipping Addresses:** international addresses are NOT validated

Shipping Address Collection

Shipping Address for Test Watson

Shipping address is not deliverable by the United States Postal Service.

Full Name *

Test Watson

Address Line 1 *

123 Test Lane

Address Line 2

Apartment, suite, unit, building, floor, etc.

City *

San Diego

State *

CA - California

Zip Code *

92117

Country *

US - United States

You must enter an address in the United States.

Continue

Back

- ▶ Shipping Address Page is added during registration
- ▶ Address pre-fills from profile information, but registrants can override and enter a different address
- ▶ If the “Require valid shipping address” setting is enabled, we prevent people from completing a registration with an invalid shipping address.

Shipping Charges & Exclusions

Country Shipping Charges & Exclusions

▷ Race>>Registration>>Shipping>>Country Shipping Charges

Advanced Settings

- Require valid United States shipping addresses.
- Suggest standardized United States shipping addresses.
- Allow addresses outside of the United States.
ⓘ Non-US addresses will not be validated.
- Ask for one shipping address, regardless of number of registrants.

Changing Registrant Shipping Addresses

If you want to allow race participants to update their shipping address, you can enable that on the [Shipping Management](#) page.

Country Shipping Charges

You can modify these settings from the [Country Shipping Charges](#) page.



Country Shipping Charges & Exclusions

Shipping messages updated successfully!

Shipping Address Collection

If any Shipping Charges or Exclusions are defined, this message will display beneath the Shipping Address

File Edit View Insert Format Tools

Paragraph 

At this time, shipping is included for FREE to registrants from the lower 48 States.

An \$8 shipping fee will be added to registrants from Hawaii and Alaska (sorry, blame the post office)

A \$15 shipping fee will be added to registrants from Canada and Mexico

Unfortunately, we are not able to ship to any other international countries at this time

P

Registration Checkout Label

If any Shipping Charges apply to a Registration, the charge will be displayed with this label in Registration C

Shipping Charge

Update Messages

- ▶ **Custom Message:** to explain shipping charges, exclusions, and policies (this message will appear below the shipping address collection fields during registration)
- ▶ **Shipping Label:** to customize the term Shipping Fee (this will appear on the check out page in the itemized cart)
- ▶ **PRO TIP:** You can use the shipping address message even if you aren't setting up any charges or exclusions.

Shipping Charges & Exclusions Setup

United States, Alaska	
Shipping Charge:	Shipping Allowed:
\$8.00	Yes
United States, Hawaii	
Shipping Charge:	Shipping Allowed:
\$8.00	Yes
United States, Contiguous States (Lower 48)	
Shipping Charge:	Shipping Allowed:
\$0.00	Yes
Canada, All States/Territories	
Shipping Charge:	Shipping Allowed:
\$15.00	Yes
Mexico, All States/Territories	
Shipping Charge:	Shipping Allowed:
\$15.00	Yes
All Countries	
Shipping Charge:	Shipping Allowed:
\$0.00	No

- ▶ **INCLUSIONS** override **EXCLUSIONS**
- ▶ Set up your exclusions **FIRST**, then add inclusions
- ▶ The feature allows you to be very specific with your shipping charges and exclusions, if needed.
- ▶ Only **ALLOWED** countries will show in the country drop-down menu during registration

City * State *

Zip Code * Country *

At this time, shipping is included for FREE to registrants from the United States, Canada, and Mexico.

An \$8 shipping fee will be added to registrants from Hawaii and Alaska (sorry, blame the post office)
A \$15 shipping fee will be added to registrants from Canada and Mexico
Unfortunately, we are not able to ship to any other international countries at this time



Shipping Participant Management

Shipping Address Participant Management

Shipping Management Settings

This page allows you set to set up participant management settings related to [Shipping Addresses](#). If you have [Shipping Charges](#) enabled in your race, those fees **will not be charged** when shipping address changes are made through participant management.

Run For the Dogs 5K Settings

Allow Participants to Update Their Shipping Address *

Yes No

Cutoff Date *

12/31/2021 : PM

- ▶ **Participants>>Participant Management>>Shipping Address Management**
- ▶ Option to allow participants to update their shipping address through their RunSignup profile.
- ▶ **RECOMMENDATION:** Turn this off once you begin shipping packages.
- ▶ **NOTE:** Shipping fees are NOT charged through participant management

Shipping & Fulfillment Options

Shipping & Fulfillment Options

- ▷ Contact Your Timer to see if shipping is a service they offer
- ▷ Contact A Fulfillment Specialist
 - *(we have a list of vendors available on our blog)*
- ▷ DIY Shipping

Timers & Fulfillment Experts

- ▶ **Timers:** Many timers expanded their business models in 2020 to include shipping and fulfillment as a service.
- ▶ **Fulfillment Specialists:** have you ever dropped off 2,000 packages at the post office before? It's NOT easy!
 - Fulfillment specialists can help make sure you are shipping your virtual/race packets in the most cost-effective way, all while streamlining the process for you.
 - Shipping Mistakes can be EXPENSIVE

DIY Shipping

- ▶ **Shipping Software:** Software like ShipStation, GoShippo, and Pirate Ship can help automate your shipping process. If you are looking into shipping software, set up a demo with the shipping software company to see how they can help you automate your process.
- ▶ **Weight and Size Matters (when it comes to shipping :)**
 - **TEST IT:** before you jump on board with shipping pint glasses, posters, or kettlebells - figure out your average postage costs.
 - Large, Heavy, Odd Shaped packages can be expensive to ship, which will take a large chunk of our your event profit.

DIY Shipping

- ▷ **Tracking Emails:** Decent shipping software will offer free tracking emails. Make sure to use this feature if you want to save yourself time and money with customer service emails and lost packages.

Thanks!



Questions?

**Watson's Mom has the
answers...**