

Combined Shipping Across Deals for Integration Lite

Combining shipping costs

ExpertVoice is releasing a new feature that will allow orders made across multiple deals or stores from your brand to be combined into one order, and therefore packaged and shipped as one shipment. This will reduce the expense of shipping by reducing the number of packages, as well as the time to pack and ship orders separately. Experts will only need to pay one shipping fee for these orders, making it even easier for them to order more products from your brand.

Why does this matter?

As we continue to add more interesting ways for brands to target specific users with great deals through things like outlets and Flash Deals, we increase the likelihood that experts order multiple products from the same brand across multiple deals (or stores). In the past, this caused separate orders and order IDs to be sent to our brand partners, who then had to process, package, and ship products for each deal separately. This would also cause our experts to pay shipping for each one of those deals. All the above lead to unnecessarily high shipping expenses for brands, and prohibitive shipping costs for experts.

What do I need to do?

- For our brands processing orders through import/export with our Integration Lite setup, you can request that a “Primary order number” field is added to the export. This will allow your pack and ship processes to quickly determine the orders that cross deal types but can be shipped as a single shipment.

What will change?

- On your Order Export files, there will be an additional column for a “Primary order number” that ties the expert orders together.