

Combined Shipping for Manual Order Processing

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 manually through our ExpertVoice order admin, you won't need to do anything to start taking advantage of this new feature.

What will change?

- The order summary page in ExpertVoice will have a new section "Related Orders", that will show orders from the same user and same org, and that can be shipped with a combined shipment. The brand's order fulfillment team should strive to process and ship these related orders together.

Note: Manual order processing is only intended for brands that do a low volume of commerce through ExpertVoice. If this new step of combining related orders is prohibitively difficult, we will happily explore a more integrated order processing approach.