

Delivery Options on Chamber Market

There are delivery rates that can be configured on a per vendor basis, which are applied on all orders placed with the vendor. Product-specific options are also available in cases where shipping fees are only applicable for select products, or if vendors need to apply fees on top of the base rate.

Options on the Vendor Level

Two delivery rates can be configured on the vendor level, and are charged to the customer on checkout:

1. Ship within province base rate
2. Ship out of province base rate*

These can be configured in **Manage Business > Business Profile**, under the sub-section for **Delivery Rates**.

Options on the Product Level

The following options can be configured on a per product basis. Paid delivery options are applied on checkout per quantity purchased, if the option is selected.

1. Free options:
 - a. Pickup at Store
 - b. Delivered by Email
 - c. Contact Customer by Email
2. Paid options:
 - a. Local Delivery Network*
 - b. Ship within province rate per quantity
 - c. Ship out of province rate per quantity*

Configuring Options on a Single Product

1. Navigate to **Manage Business > Products & Services**
2. Edit or Add a product listing
3. Scroll to the sub-section for **Delivery Options**, and set as needed

Configuring Options on Multiple Products at once

1. Navigate to **Manage Business > Products & Services > List All Products**
2. Click on **Export Products**
3. Edit the spreadsheet as needed
 - a. Indicate which checkbox options are checked using the letter y
 - b. Set dollar amounts on the rates, where applicable
 - c. Save the changes
4. Navigate to **Manage Business > Import Products**
5. On the bottom of the section, click on **Choose File** to select the spreadsheet from your computer
6. Click on **Upload File**.
7. You will be notified via email when this is complete. You can navigate to other pages while this batch update is in progress.

* This option is not yet supported on checkout, but can be set as a part of configuration and setup

Questions on Delivery Use Cases

1. How can I charge \$X.XX for delivery on all orders placed with my business?

This dollar amount would be the base rate set in Manage Business > Business Profile, under the sub-section for Delivery Rates. This delivery fee is automatically applied on checkout, unless you have free delivery options set on your products, and your customer selects the free delivery option.

Delivery Rates

Ship within province base rate: \$5
This could be set to a dollar amount to charge a flat rate base on shipping for orders placed with your business. Leave blank to disable.

Ship out of province base rate:
This option is not yet supported on checkout, but can be set as a part of configuration and setup. This could be set to a dollar amount to charge a flat rate base on shipping for orders placed with your business. Leave blank to disable.

Dollar Amount to Qualify for Free Shipping:
This amount needs to be met for orders to qualify for free shipping. Leave blank to disable.

2. Delivery fee charges only apply to some of my products. How do I only charge for delivery on those products?

Ensure that the base rates on your vendor profile are left blank to disable charging the base rate on all orders from your business. Then, either configure the options on the products individually, or by bulk, whichever is more convenient.

Please note that this fee is charged per quantity of the product ordered. For example, if you charge \$2 extra for a product that is heavier or bigger than the standard parcel size, and a customer orders 3 of this same product, they will be charged \$6 for delivery.

Delivery Options
 Check the ones that apply for shipping options

Pickup at Store

Delivered by Email

Contact Customer by Email

Local Delivery Network
This option is not yet supported on checkout, but can be set as a part of configuration and setup

Ship within province per quantity rate: \$2.00
This could be set to a dollar amount to charge on top of the flat rate base for shipping, per product quantity. Leave blank to disable.

Ship out of province per quantity rate:
This option is not yet supported on checkout, but can be set as a part of configuration and setup. This could be set to a dollar amount to charge on top of the flat rate base for shipping, per product quantity. Leave blank to disable.

	K	L	M	N	O	P
In-Store-PickUp		Electronic-Delivery	Electronic-Followup	Local-Delivery	FlatRate1	FlatRate2
y					\$2.00	
y				y	\$1.00	

3. I'd like to charge \$X.XX for delivery on all orders placed with my business, but some of my products also require additional fees to be delivered. How can I configure this?

You can use a combination of the delivery rates on your vendor profile, and the rate per quantity for products that require additional fees on top of your regular delivery rates. The customer will be charged the base rate plus the rate per quantity multiplied by the quantity of the product purchased.

4. Shipping isn't applicable for my product. What option(s) should I check?

If it is something that the customer can pick up from your physical store or location, you can select the option for Pickup at Store. If your listing is a consultation or a service, you can use the Contact Customer by Email option to let the customer know that you will be contacting them to fulfill their order. If you can give the customer access to the product via email, you can select Delivered by Email and send them an email.

5. I can support multiple delivery methods. Can I give my customers the option to choose?

Yes, setting more than one of the options available will prompt your customers to set their preferred delivery method on checkout.

6. How do I determine my shipping rate(s)?

1. **Research:** Do some research to determine the best shipping solution for your business. Each shipping partner offers different delivery options and rates for small businesses. Research common shipping providers in Canada and decide which option is best for you.
 - a. Purolator - <https://www.purolator.com/en/business-solutions/solutions-industry/small-business>
 - **Join your local chamber of commerce to receive Purolator discounts up to 40%**
 - b. Canada Post - <https://www.canadapost-postescanada.ca/cpc/en/business/small-business.page?>
 - c. Fed-ex - <https://www.fedex.com/en-ca/small-business.html>
 - d. UPS - <https://www.ups.com/ca/en/services/small-business.page>
 - e. Your local delivery partner
2. **Packaging:** It is important to know how to properly pack your items, so they arrive safely and intact. You will need shipping supplies so you can cushion, box, seal and label your products. Most shipping partners have products you can purchase from them to ship with, or you can source your own shipping products.

Remember to calculate your packaging costs into the cost to ship

3. **Calculate shipping:** Most delivery partners have an online shipping calculator to help you determine the cost and time for shipping your products. Collect the following information to get your estimates:
 - “From” postal code
 - “Destination” postal code
 - Shipping date
 - Number of pieces – **packages***
 - Weight (lb or kg) – **packaged***
 - L / W / H / (inches or centimeters) – **packaged***

Use the below links to calculate the counter rates with these common delivery partners. **NOTE that if you create a business account you will receive a business account rate instead of the counter rate:**

- a. Purolator Shipping Estimate - <https://eshiponline.purolator.com/shiponline/estimates/estimate.aspx?lang=E>
 - **Join your local chamber of commerce to receive Purolator discounts up to 40%**
 - b. Canada Post Shipping Estimate - <https://www.canadapost-postescanada.ca/information/app/far/business/findARate?execution=e1s1>
 - c. Fed-ex Shipping Estimate - <https://www.fedex.com/en-ca/online/rating.html#>
 - d. UPS Shipping Estimate - https://wwwapps.ups.com/ctc/request?loc=en_CA
4. **Select a Shipping Partner:** Create a business shipping account with the shipping provider that offers the best solution for your needs.
 5. Calculate shipping for each product while logged into your **business shipping account** considering shipping costs as well as packaging costs. Include this cost on individual product listings or add an average cost to your Chamber Market vendor account following the steps above.