



June 19, 2018

# Magento Shipping FAQ

## GENERAL BACKGROUND

### **Q: What is Magento Shipping?**

Magento Shipping is a multi-carrier shipping and fulfillment solution. It combines intelligent automation capabilities, access to global carrier networks, and seamless integration into Magento administration tools to help merchants accelerate revenue growth and boost business efficiency. Our technology partner, Temando, provides the engine that powers this technology.

### **Q: Who is Temando?**

Temando is a Magento Premier Technology Partner. They are headquartered in Australia, with offices in the United States, United Kingdom, France and Vietnam. Currently, Temando serves over 60K worldwide customers generating billions of transactions.

### **Q: Why did Magento choose to partner with Temando on Magento Shipping**

Merchants need to solve for and address increasingly complex and borderless consumer behavior. The partnership with Temando brings proven experience of serving merchants across geographies and enables us to quickly bring-to-market a shipping and fulfillment platform built on the latest technology.

### **Q: Why did Magento decide to introduce its own Magento Shipping solution?**

Magento remains focused on continually improving our commerce platform. Evolving our core product offering with features and functions that address the broader market and merchant needs is critical for us to maintain a leadership position in the market. In some cases that may involve Magento either building or acquiring technology that was historically only available through extensions.

Our inclusion of shipping as part of the core offering is in direct response to the market (both merchants and solution partners) requiring a more integrated shipping solution as part of the core platform.

Merchants and Solution Partners will continue to have choices when it comes to shipping. They can choose Magento Shipping or any of the other quality shipping extensions and services available via the Marketplace.

### **Q: What is the difference between the Temando extension in the Marketplace and the Magento Shipping extension?**



The Temando extension in the Magento Marketplace is an extension. Magento Shipping (available starting with the Magento Commerce 2.2.2 release) is a bundled extension that is seamlessly accessible from within the Magento admin. Magento Shipping is available on both Magento Commerce and Open Source 2.2.2 and later.

**Q: What are the benefits of Magento Shipping being a bundled extension?**

As a bundled extension to Magento Commerce, Magento Shipping benefits merchants and partners in a number of ways:

- Single, pre-integrated end-to-end multi-carrier shipping solution provides merchants an ideal user experience and workflow, while also freeing up SIs to focus on other areas.
- Magento engineering verification ensures quality and compatibility, saving time and money, and reducing project risk for SIs
- Automatic checks for conflicts with other extensions during setup help ensure merchants and partners do not experience issues during development or testing.
- Automatically exposing new carrier and carrier features without needing extension updates simplifies ongoing maintenance.

## **BENEFITS / FEATURES**

**Q: What are the key benefits of Magento Shipping for merchants?**

Magento Shipping enables merchants to turn shipping and fulfillment functions into a profit engine for their business by helping them provide customer-centric cart-to-door experiences while improving business efficiency:

- **Easily connect with global carriers**  
Out-of-the-box access to the world's leading carriers. Easily quote, book, and generate compliant shipping labels.
- **Drive cart conversion and revenue**  
Dynamically display convenient, competitively-priced shipping options and keep your delivery promises to customers.
- **Automate fulfillment processes**  
Powerful fulfillment automation features speed up and streamline the multi-carrier fulfillment process. Easily create rules based on conditions such as product variables, locations, carrier service levels and more to help you deliver new, customer-focused omnichannel experiences.
- **Reduce shipping-related costs**  
Advanced packing rules and shipment rating ensures efficient carrier selection and more accurate carrier billing.



**Q: What are the key benefits of Magento Shipping for Solution Partners?**

As a bundled extension to Magento Commerce, Magento Shipping benefits Solution Partners in a number of ways:

- Single, pre-integrated end-to-end multi-carrier shipping solution frees SI's to focus on other areas
- Magento engineering verification ensures quality and compatibility, saving time and money, and reducing project risk
- Automatic checks for conflicts with other extensions during setup help ensure merchants and partners do not experience issues during development or testing
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**Q: What are the primary features of Magento Shipping?**

Magento Shipping features can generally be grouped into the following categories:

- Multi-Carrier Management
- Shipping Options
- International Shipping
- Packaging Management and Rules
- Labels and Documentation
- Carrier Rating and Booking
- Package Tracking
- Magento Admin Experience
- Integrations and features provided by the Magento Shipping API

For a full list of features, please contact your Account or Channel Development Manager.

**Q: What does Magento Shipping offer that Magento doesn't already offer natively?**

Some of the capabilities that Magento Shipping currently offers (as of the Magento Commerce 2.2.5 release) that are not available in Magento natively are:

- Rate shopping from within the Magento admin. Rate shopping is the ability to compare shipping rates for comparable carrier services, and enabling merchants to select the cheapest possible shipping price for a parcel as quoted by multiple carrier services.
- Configuring shipping options and fulfillment automation rules from within the admin
- Connecting quickly to carrier accounts, particularly ones outside the US market
- Core returns capabilities from within the Magento admin
- Magento Order Management integration for label printing across multiple locations
- Batch order processing for large shipment volumes
- Enhanced rules-based in-cart quoting



Additional feature releases are planned throughout 2018, which will continually increase the shipping and fulfillment capabilities that Magento Shipping provides above and beyond what Magento Commerce can do natively today.

**Q: Can Magento Shipping be used to process international orders?**

Yes, Magento Shipping provides easy access to international carrier services, allowing retailers to expand into new markets. Harmonized system (HS) codes can also be added via Magento Shipping configurations. Once the information is entered correctly, international orders will be processed using normal Magento Shipping order workflows. All required documentation, such as commercial invoices, will be generated in compliance with known regulations.

While Magento Shipping supports international shipping, the shipping destinations are managed by each carrier individually. Please contact your selected carrier for further information. If a destination is not supported by a carrier, a shipping quote will not be provided.

**Q: Which countries can I currently ship from?**

Magento Shipping's out-of-the-box connections currently support shipping from the US, UK, and Australia only. Shipments can go to anywhere in the world that the supported carriers service, but out-of-the-box capabilities require shipments originating from these countries using supported carriers. We are continuously looking to improve the depth and breadth of out-of-the-box carrier support in these supported markets first, followed by expanding into new countries as quickly as possible in 2018 and beyond.

That said, merchants can still use Magento Shipping even if they need to utilize an unsupported carrier or ship from an unsupported country. Where necessary, merchants can do custom integration between Magento Shipping and the unsupported carrier or in the unsupported countries. In this way, merchants still receive the workflow and comprehensive benefits of Magento Shipping with the carrier coverage they need. The level of effort for this custom integration can vary depending on a number of factors, so please consult your Account or Channel Development Manager for assistance in determining this scope.

**Q: What carriers are available by region?**

Magento Shipping's out-of-the-box connections currently support leading carriers in the US, UK, and Australia. Carriers currently supported include:

- USPS (US)
- UPS (US, UK, AU)
- FedEx (US, UK)
- DHL Express (US, UK, AU)
- Hermes (UK)
- Yodel (UK)
- UK Mail (UK)
- DPD (UK)
- Australia Post (AU)

When new carriers are supported and enabled, they will appear automatically within the Magento



Shipping service.

**Q: Does Magento Business Intelligence work with Magento Shipping?**

Not at this stage but it is a planned future enhancement.

**Q: Does Magento Order Management work with Magento Shipping?**

Yes, Magento Order Management (MOM) and Magento Shipping work together, and in fact the combined solution provides merchants with a more complete, efficient omnichannel fulfillment solution. Example use cases:

- MOM provides a complete Ship-From-Store solution, but can leverage Magento Shipping's carrier integration capabilities so that when the associate picks a product, Magento Shipping will enable that associate to generate a shipping label based on pre-defined shipping rules and logic. In this scenario, Magento Shipping provides the last piece of the entire Ship-From-Store flow.
- MOM has a robust sourcing engine to pick the best source of fulfillment based on inventory location, minimal number of splits etc. By leveraging Magento Shipping's least-shipping-cost fulfillment optimization, the entire sourcing engine will be more enhanced and cost efficient.

## **PRICING AND PAYMENTS**

**Q: How is Magento Shipping priced?**

Magento Shipping has tiered pricing plans to suit retailers of all sizes. Pricing is competitive to other community and enterprise shipping solutions, particularly considering how Magento Shipping provides a full-service solution. Magento Shipping has standard pricing tiers, as well as custom pricing plans based on a combination of gross merchant volume (GMV) and average order value (AOV) to accommodate a variety of shipping use cases (B2C or B2B).

For specific pricing and quotes, please contact your Account or Channel Development Manager.

**Q: Will there be a single contract for both Magento Commerce or Magento Order Management, and Magento Shipping?**

No, the Magento Shipping Master Services Agreement (MSA) will be a separate contract. Merchants will be able to review and agree to the Magento Shipping MSA during setup.

**Q: What contract terms are available for Magento Shipping?**

Magento Shipping is offered in annual and monthly subscription terms.

**Q: How do I pay for Magento Shipping?**

Magento Shipping fees (aside from carrier shipping charges or fees) will be invoiced by, and



payable to, Magento.

**Q: For carrier shipping charges and fees, do I pay Magento or the carrier directly?**

Carriers will charge you directly for all shipping-related costs incurred in Magento Shipping. Magento Shipping is not responsible for costs associated with direct shipping fees. Please refer to the Magento Shipping MSA for more information.

**Q: How do I cancel my subscription to Magento Shipping?**

If you've signed up for a paid subscription and wish to cancel or downgrade, simply go to the Subscription area within your Magento Shipping Configuration.

**Q: What happens when I cancel my subscription?**

If you cancel your subscription, Magento Shipping functionality will be deactivated in your Magento admin and you will no longer have access to the service. You are still responsible for any carrier-related costs incurred while using Magento Shipping.

## **MARKET AVAILABILITY**

**Q: Are there any merchants using Magento Shipping?**

The following is an example of one of our merchants using Magento Shipping:

**Inkjecta**

- **Profile:** Australian B2B tattoo equipment manufacturer
- **Solution Overview:** Magento 2.2.2 + Magento Shipping
- **Solution Partner:** Soul+Wolf
- **Key Problems Solved:**
  - Shipment processing in Magento
  - Consider packaging size when quoting carrier services
  - Automate carrier service quoting and booking
  - Display shipment tracking information

We will continue to build out and share case studies of merchants using Magento Shipping.

**Q: Are there Solution partners with experience implementing and configuring Magento Shipping?**

There are a limited number of Solution Partners with hands-on experience implementing and configuring the extension. Soul+Wolf (Inkjecta) and Space48 (Cox & Cox) are a couple of partners with experience, and there are several more who have gone through technical training. Both of these numbers will increase significantly in the coming months. That said, Magento Shipping is designed to make shipping setup and configuration easy, and we expect partners will rapidly learn how to implement Magento Shipping.



**Q: What is the onboarding process for Magento Shipping?**

The onboarding steps for Magento Shipping will progress generally as follows:

- Magento Shipping is activated from the Magento Admin
- A shipping plan must be selected
- Magento Shipping is configured to support the client’s use case
- Magento Shipping is tested in sandbox
- Pushed live after successful testing

**Q: Can I see a demo of Magento Shipping?**

Yes, a demo of Magento Shipping is available. You can request to see a demo on [Magento.com](http://Magento.com), or contact your Account or Channel Development Manager.

**Q: What is the roadmap for Magento Shipping?**

Below is the current near-term release roadmap:

2.2.2 RELEASE	Q2 2018
<ul style="list-style-type: none"><li>▪ Easy activation</li><li>▪ One-step shipment page</li><li>▪ Multi-location management</li><li>▪ In-cart shipping quotes (based on predefined options and rates)</li><li>▪ Packaging management</li><li>▪ Standardized tracking</li><li>▪ International support</li><li>▪ Simple carrier management</li></ul>	<ul style="list-style-type: none"><li>▪ Ability to access Magento Shipping negotiated carrier rates</li><li>▪ Automated use of negotiated rates</li><li>▪ Core returns</li><li>▪ Batch order processing – shipments</li><li>▪ Collection points</li><li>▪ Enhanced in-cart quoting based on rules</li></ul>

**Q: How do I learn more about Magento Shipping?**

Temando’s Global Support Team is available to assist with questions at [magentosales@temando.com](mailto:magentosales@temando.com).

More information can also be found on [Magento.com](http://Magento.com) or via your Account or Channel Development Manager.