



Combine Orders & Ship Together - User Guide

Overview

Combine Orders & Ship Together allows customers to combine eligible orders into a single shipment, helping reduce shipping costs and simplify fulfillment.

Dashboard

The dashboard provides an overview of combined shipments, linked orders, shipping costs, parent and child relationships, and fulfillment status.

Settings

Merchants can configure eligible order statuses, shipping methods, guest checkout support, address matching rules, fulfillment synchronization, weight limits, and maximum child orders per group.

Customer Experience

When eligible orders are detected, customers can select a 'Combine With Order & Ship Together' shipping option during checkout. The app automatically links the orders into a shipment group.

Order Management

Combined shipment information is available from the app dashboard and directly within BigCommerce order screens. Merchants can review linked orders, shipping details, and shipment status.

Parent and Child Orders

The app maintains parent and child order relationships to help fulfillment teams understand which orders belong to the same shipment group.

Guest Customers

When enabled, guest shoppers can also combine orders according to the configured matching rules.

Fulfillment Synchronization

Optional automation can synchronize fulfillment status and perform related order actions based on merchant settings.

Best Practices

Review eligible shipping methods and order statuses regularly. Test order consolidation after making configuration changes. Ensure fulfillment staff understand parent and child order relationships.

Support

For assistance, contact Lantera at info@lantera.co or visit <https://lantera.co>