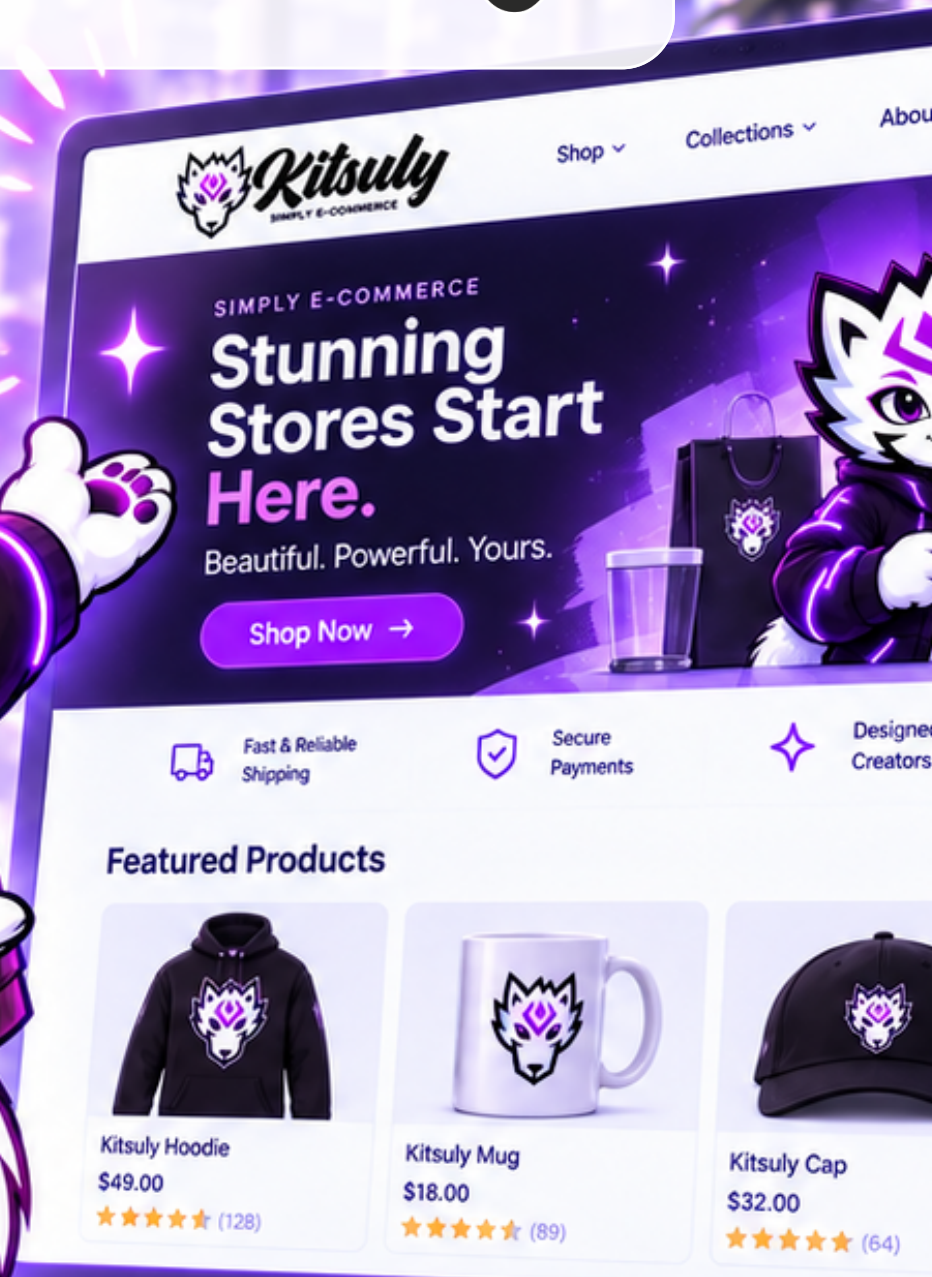




Kitsuly



KITSULY HELP GUIDE

Shipping Guide

Shipping zones, carriers, rules and fulfilment controls.

Applies to Kitsuly Commerce v1.43.27

support@kitsuly.com | urgentfix@kitsuly.com

CONTENTS

Contents

Click an entry in the PDF to jump directly to that section.

Shipping & Zones	3
------------------	---

Carrier integrations	6
----------------------	---

Support, escalation & useful information	8
--	---

Need help? Standard support: support@kitsuly.com | Urgent technical fixes: urgentfix@kitsuly.com

Shipping & Zones

Shipping & Zones manages origin/package rules, geographical zones and carrier/rate options for physical fulfilment.

WHERE: Kitsuly → Shipping → Shipping & Zones

AT A GLANCE

Shipping & Zones

Shipping & Zones manages origin/package rules, geographical zones and carrier/rate options for physical fulfilment.

- Shipping origin
- Package rules
- Zones
- Rates



MENU LOCATION

Use this locator to jump to the matching place in the left sidebar.

Shipping

Shipping & Zones

Origin



Zones



Rate/carrier
rules



Customer
address



Shipping choice

Order

Shipping & Zones

Kitsuly v1.43.27 UI map

Origin address

Package defaults

Zones

Rates

Carrier

Enabled

What it can do

- Shipping origin
- Package rules
- Zones
- Rates
- Free/fixed shipping
- Carrier integration
- Order fulfilment hand-off

Before you begin

- Confirm the feature is enabled and you are working on the correct product, order, page or integration.
- Save changes as you go and preview the customer-facing result where relevant.

Step-by-step

- 1 Enter/confirm the store shipping origin.
- 2 Define package defaults such as weight/dimensions where required.
- 3 Create zones for the regions you ship to.
- 4 Add the appropriate fixed/free/carrier rules to each zone.
- 5 Connect carrier credentials in System → Integrations when using live carrier services.
- 6 Save and test with addresses inside and outside each zone.
- 7 Confirm the selected shipping method carries into the order/fulfilment workflow.



KIT TIP

Build a “rest of country / fallback” zone deliberately if you want a controlled option outside your primary zones; do not assume unmatched addresses will magically receive a rate.

What the customer experiences

- Customer enters a delivery address and sees eligible shipping methods/rates for the matching zone.

Operational notes

- Test boundary postcodes/regions and oversized/heavy products before launch.

TROUBLESHOOTING

- If no method appears, confirm the address matches an enabled zone and the product requires shipping.
- For live carriers, check credentials and package/origin data.

Need help? Standard support: support@kitsuly.com | Urgent technical fixes: urgentfix@kitsuly.com

Carrier integrations

Kitsuly v1.43.27 includes connection fields for Australia Post, DHL Express, Sendle, FedEx and UPS. Credentials are stored through the Integration Hub and reflected in Shipping.

WHERE: Kitsuly → System → Integrations → Shipping

AT A GLANCE

Carrier integrations

Kitsuly v1.43.27 includes connection fields for Australia Post, DHL Express, Sendle, FedEx and UPS. Credentials are stored through the Integration Hub and reflected in Shipping.

- Australia Post API key/account
- DHL username/password/account
- Sendle ID/API key
- FedEx OAuth client/account



MENU LOCATION

Use this locator to jump to the matching place in the left sidebar.

Shipping

Shipping & Zones

Carrier integrations

Kitsuly v1.43.27 UI map

Australia Post

DHL

Sendle

FedEx

UPS

What it can do

- Australia Post API key/account
- DHL username/password/account
- Sendle ID/API key
- FedEx OAuth client/account
- UPS OAuth client/account

Before you begin

- Confirm the feature is enabled and you are working on the correct product, order, page or integration.
- Save changes as you go and preview the customer-facing result where relevant.

Step-by-step

- 1 Choose the carrier in Integrations.
- 2 Create the required developer/account credentials with the carrier.
- 3 Paste only the requested production values into Kitsuly and save.
- 4 Enable the carrier in Shipping where required.
- 5 Configure origin/package/zone rules.
- 6 Run a checkout test for a destination the carrier services.

What the customer experiences

- Customer may see live or configured carrier options/rates at checkout when the integration and zone rules qualify.

Operational notes

- Carrier developer portals and product entitlements can change; use the provider's current documentation link from Integrations.

TROUBLESHOOTING

- Saved credentials with a disabled carrier show configured-but-disabled rather than connected.

Need help? Standard support: support@kitsuly.com | Urgent technical fixes: urgentfix@kitsuly.com

Support, escalation & useful information

Use the correct support channel so routine questions and urgent live-store failures can be triaged appropriately.

WHERE: Kitsuly documentation / support channels

Support, escalation & useful information

Kitsuly v1.43.27 UI map

support@kitsuly.com

urgentfix@kitsuly.com

[Kitsuly version](#)

[Diagnostics](#)

What it can do

- Standard support
- Urgent fix channel
- Version-aware diagnostics
- Secure screenshot guidance

Before you begin

Step-by-step

- 1 For normal setup, usage, documentation or non-critical bugs email support@kitsuly.com.
- 2 For a live-store technical failure that needs a fix within hours, email urgentfix@kitsuly.com.
- 3 Include Kitsuly version, WordPress/PHP versions, affected page, exact steps and screenshots.
- 4 Redact API keys, passwords, card/customer personal data and private licence issuer credentials.
- 5 For intermittent issues, include approximate time and whether the problem affects admin, storefront, checkout or an external provider.

What the customer experiences

Operational notes

- Urgentfix is for genuinely time-sensitive technical failures, not routine how-to questions.

Need help? Standard support: support@kitsuly.com | Urgent technical fixes: urgentfix@kitsuly.com