



Whether you're shipping a couch or a life-size replica of a stormtrooper (we don't judge), when you're shipping big and bulky products, it's important to make sure it's in the right hands. Freight Club works with the most reliable carriers to provide you the best rates and services on less-than-truckload (LTL) shipments. There's no cost to get an LTL freight quote— just great options.

[Take me to Freight Club](#)

We'll keep this guide available for when you need it. Just click on the **Freight Club** app in BigCommerce™ to bring it back.

If you haven't connected your BigCommerce™ store with a Freight Club account yet, these steps will help you on your way to quoting and booking your first shipment with us.

Step 1 – Connect BigCommerce™ with Freight Club

To get started, we need to first link your BigCommerce™ store with a Freight Club account. Don't have one yet? No problem, you'll have the opportunity in the next step.

Get started by either logging in with an existing Freight Club account or creating one.

Once you've connected with Freight Club, here's how to finish setting up and start shipping your orders.

Step 2 - Import Products

Our carriers need to know the size of the package they will be handling.

Begin by clicking the [Import from BigCommerce](#) button under [Manage Products](#) to begin importing all your active product SKUs and variants.

Any products imported that require additional details to support quoting and rating shipments will be written in a red font. Edit these product SKUs by selecting "Edit SKU" from the **Actions** menu.

This interface enables you to define:

- SKUs that are shipped on a pallet.
- SKUs that consist of more than one carton.
- The product category for that SKU (This helps Freight Club find the best carrier).

When rating products in an order, Freight Club references settings in [Manage Products](#) to determine how to quote and book shipments for each SKU in your catalog.

If you add new products, use the Import from BigCommerce™ button to pull in the latest changes.

Now that your products are ready to go, let's make that first order!

Step 3 – Import Orders

After your customer has completed the checkout process, it's time to start shipping.

Begin by using the [Import from eCommerce](#) button to import all unfulfilled orders from BigCommerce™ into Freight Club.

Orders imported into Freight Club will be found under the [eCommerce & Custom Orders](#) tab, which is found under the [Manage Orders](#) menu.

Every order that is imported from BigCommerce™ includes the details of where the products are shipping from and where they are going. Freight Club uses the shipping information you set up in [Manage Products](#) to quote and communicate the details of the entire shipment with each carrier.

Click the [Finalize](#) button to the right of the imported order to proceed to booking a shipment. Freight Club will provide you with a list of carriers and rates. Choose the rate and carrier that best fits your needs.

We'll walk you through what information to provide and provide payment options.

If you're booking a lot of shipments, reach out to the Freight Club team about setting credit terms to make your experience more seamless.

Step 4 – Fulfill Shipments

Freight Club allows you to control when you communicate a fulfillment back to BigCommerce™.

The fulfillment notification updates the BigCommerce order and triggers communication to the consumer that their order is about to be shipped.

Use the [eCommerce Settings](#) page within Freight Club to control this process.

You may choose to:

- Send fulfillment notification once you completed booking with a carrier.
- Send fulfillment notification once the carrier has indicated they've received the shipment request.

Manually set the fulfillment information in BigCommerce™ at the time that best suits your business' needs.

If this is your first time using Freight Club, we will ask you for your billing address during your first booking. Freight Club uses this as a point of contact for events such as shipment insurance claims. Once your billing address has been recorded, proceed to book your order. Your order will then move over to the [Booked](#) tab under [Manage Orders](#).

Freight Club will take care of the rest!

If you need assistance or have any questions about this page or Freight Club in general, please contact us via phone or email.

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