

Show estimated delivery dates

Show customers an estimated delivery date at checkout, based on how long you take to pack an order and how long the carrier takes.

Add-on Online store

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Customers like to know when something will arrive before they pay. With estimated delivery dates, checkout shows a date for each shipping option. The date is worked out from how long you take to get an order out, plus how long delivery takes.

It works for shipping methods. It doesn't work for local delivery or pickup.

Turn it on

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Manage Store**.
3. Click **Shipping & Pickup**.
4. Next to the shipping method, click **Actions**, then **Edit**.
5. Turn on **Show estimated delivery date at checkout**.
6. Fill in the three settings:
 - **Order preparation time**: the time you need to get an order ready to leave.
 - **Days when you pack orders**: the days you actually do it.
 - **I pack orders received past this time on the next day**: a cut-off time. Orders placed after it count from the next packing day, and days you don't pack are skipped.
7. Click **Save**.

Set the delivery time

The transit time is how many days the carrier takes to get a parcel to the customer. If you use automatic carrier rates with USPS, UPS or FedEx, your store gets transit times by itself and you can skip this part.

For any other carrier, or rates you set yourself:

1. Open the shipping method again: **Actions**, then **Edit**.
2. In the **Show estimated delivery date at checkout** section, click **Edit**.
3. In **Estimated transit times**, type a minimum and a maximum number of days.
4. Click **Save**.

Ask your shipping company for their usual times, then add a day for delays.

Good to know

- If you offer several shipping methods, each shows its own date and customers choose.
- The dates are estimates. Keep them honest, because customers will read them as a promise.
- Some stores let you type a minimum and maximum delivery time right onto a shipping rate. See Set up shipping rates.

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and want dates switched on? Email hello@zossoz.com with your business name, which shipping method, your packing days, your cut-off time and the delivery times, and we'll set it up. We reply within one business day. See Request a change.

Related guides: Set up shipping rates · Offer free shipping over an amount · Fulfill an order and add tracking · Buy and print shipping labels

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