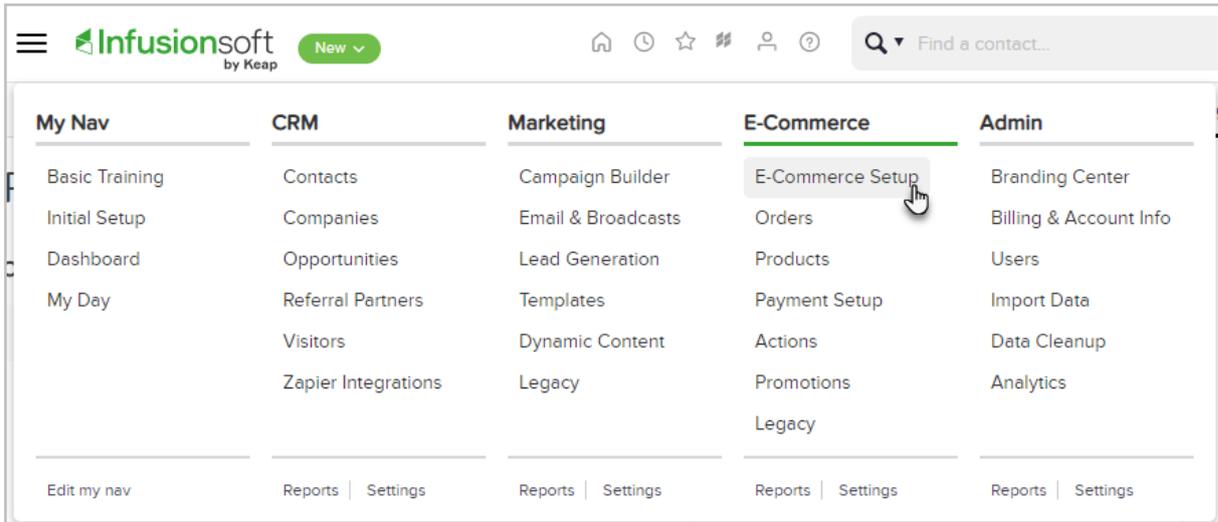


Offer free shipping

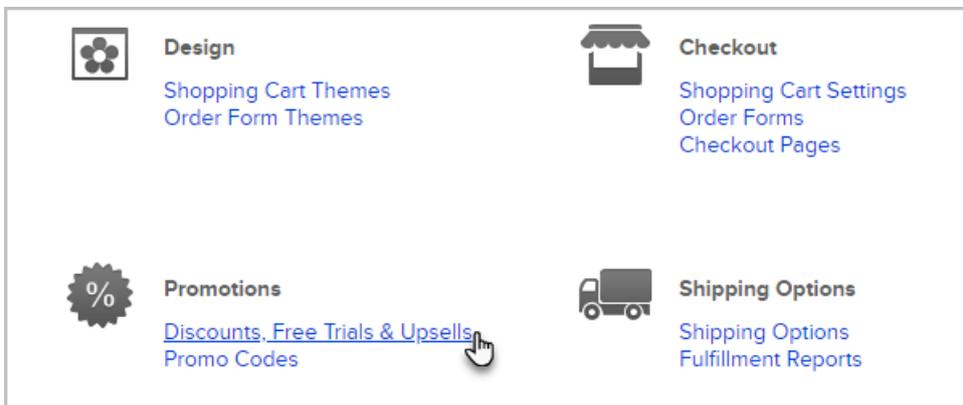
You are able to offer free shipping to your customers based on purchase criteria with **Shipping Discounts**. Customers will still select a shipping option, but will see a line item of Free Shipping in their Order Summary.

You must use this configuration to ensure your customers will be able to select the free shipping option and complete their purchase.

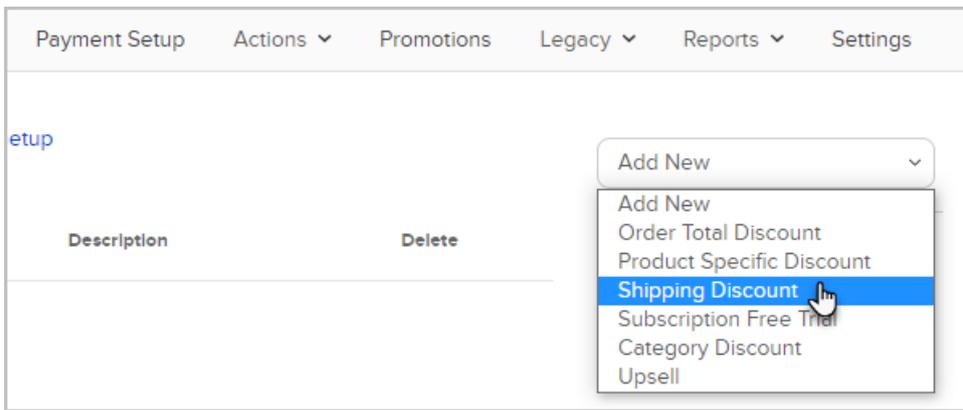
1. Navigate to E-Commerce Setup



2. Select Discounts, Free Trials & Upsells



3. Select Shipping Discount from the Add New drop-down



4. Enter a name and description for your discount and set the **Type** to Percent and **Amount** to 100%

The image shows a form for configuring a discount. It has four main sections: 'Name' with the text 'Free shipping', 'Description' with the text 'Gives customers free shipping' and a character count '71 characters left (Some special characters like < or > may count as more than one)', 'Type' with a dropdown menu set to 'Percent', and 'Amount' with a text input '100.0' followed by a '%' symbol.

5. To offer free shipping only when specific criteria is met, open the **Criteria** drop-down. Whenever this criteria is met, free shipping will be applied to your customer's order.

The image shows the same discount configuration form as in the previous step, but with the 'Criteria' dropdown menu open. The dropdown menu lists several options: 'Add Criteria' (highlighted with a blue bar), 'Date Range Criteria', 'Promo Code Criteria', 'Product/Qty Criteria', 'Subscription Plan in Cart', and 'Order Total Criteria'. The 'Amount' field is still set to '100.0 %'.

[Click here for more information about each promotional criteria.](#)

6. Click **Save** and your free shipping discount will be ready for use