

InterDimensional – Installation & User Guide

Purpose of the App

The InterDimensional app calculates the most accurate live shipping rates for your BigCommerce store by:

- Packing each order into pre-configured boxes using a 3-D bin-packing algorithm.
- Querying real-time rates from the carriers you enable.
- Returning those rates to BigCommerce checkout instantly, ensuring customers never overpay or underpay for shipping.

How Dimensional Rate Calculation Works

1. Enter the dimensions (length × width × height) and maximum weight for every box you keep in stock.
2. For every checkout request BigCommerce sends, the app:
 - Reads the physical dimensions and weight of each line item.
 - Packs items into boxes based on your selected preference:
 - Single Item per Box
 - Multiple Items per Box
 - Cheapest – evaluates both and chooses the lower cost
 - Requests live rates from enabled carriers for each packed box.
 - Returns the cheapest eligible rate for each service level.

Configuration

Enable Shipping Provider in Store Settings

- Go to **Store Settings**, then **Shipping**.
- Under your Shipping Rule, hit **Edit**.
- Click **Enable** for the InterDimensional app.

Define Your Box Library

- Open the **Boxes** tab.
- Click **Add Box**.
- Fill in internal **length, width, height**.
- Enter the box's **maximum weight limit**.
- Click **Save**. Repeat until all commonly used boxes are entered.

Tips:

- Enter only the boxes you routinely keep in inventory.
- If you use carrier-supplied flat-rate boxes, include those too.

Connect and Configure Carriers

- Each supported carrier appears with an **Enable** switch.
- Toggle **Enable** for the desired carrier.
- Click **Save**. Repeat for any additional carriers.

Supported carriers in the current release: UPS, FedEx, USPS, Canada Post

Choose a Packing Preference

- Go to **Manage Preferences**.
- Select one of:
 - Single Item per Box
 - Multiple Items per Box
 - Cheapest
- Click **Save**.

Choose a Default Flat Rate

- Go to **Manage Preferences**.
- Enter a default flat rate to return if no valid live rates are found.
- Click **Save**.

You can change these preferences at any time without reinstallation.

Daily Operation

Viewing and Editing Boxes

- The **Boxes** tab lists every box with internal dimensions and max weight.
- Click a row to edit. Click the trash-can icon to delete.

Adjusting Carrier Options

- The **Carriers** tab shows a summary card for each carrier with current configuration status.
- Click **Configure** or **Disconfigure** as needed.

Checkout Experience for Shoppers

- At checkout, BigCommerce calls the app in real time.
- Customers see service names exactly as configured (e.g., "UPS® Ground – 3-5 Business Days").
- If no box can fit an item, or if all live rates fail, the app returns a fallback flat rate.

Support & Contact

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