

QUICK REFERENCE

Splitting Drop Ship Orders

ShipStation & Shopify • MADE

THE ORDER OF OPERATIONS

- 1. Identify each item's vendor
- 2. Split the order by vendor in ShipStation
- 3. Email non-assignable vendors to confirm
- 4. Tag each shipment (artist + Drop Ship) in ShipStation
- 5. Pack & label your own items in ShipStation
- 6. Tag the order “Drop Shipped” in Shopify

DIRECTLY-ASSIGNABLE VENDORS

No email needed — assign directly in ShipStation:

- Jamison Rae Wholesale
- Red Bison Studio
- Fluff Hardware

All other drop-ship artists require an email to shipping@madejacksonhole.com before shipping.

SPLITTING IN SHIPSTATION

- Click Split Shipment (¼ down the screen, middle-right)
- Move each vendor's items into their own shipment
- Save after each vendor
- Assign directly if vendor is on the assignable list

DO THIS FIRST, ALWAYS

Split the order BEFORE emailing any vendor and BEFORE packing your own items.

EMAILING A VENDOR

- Tool: shipping@madejacksonhole.com
- Match the tone/format used in past emails with that vendor
- Include: item, quantity, customer's shipping address

TAGGING IN SHIPSTATION

- Every drop-ship shipment gets: “[Artist] Drop Ship”
- Each artist has a distinct color
- Lets you scan open orders and instantly see which are simply waiting on a vendor

Assigning a vendor ≠ tagging as drop-shipped. Do both.

PACKING YOUR OWN ITEMS

- Pack only non-drop-ship items
- Create the ShipStation label as normal
- Drop-ship shipments stay open/unfulfilled — that's expected

FINISHING THE ORDER

- Tag the Shopify order “Drop Shipped” — final step
- No one needs to be notified
- Search/filter “Drop Shipped” in Shopify to check status anytime

IF A VENDOR CAN'T FULFILL

Refund the customer and tell them why.

Remove the item from the website or mark it out of stock.

FINAL CHECK

- ☐ Every drop-ship shipment split, assigned/emailed, and tagged
- ☐ Non-drop-ship items packed, labeled, fulfilled
- ☐ Order tagged “Drop Shipped” in Shopify