

User manual

Shopware Plugin

PostNL Adapter

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Table of Contents

I. Über das Plugin	3
Preconditions	3
Approval process	3
II. Registration at PostNL	4
III. Configuration	5
Plugin Configuration in the Backend	5
PostNL Credentials	5
Privacy Policy	5
Dispatch address	5
Weight determination	6
Sending confirmation emails from the Backend	6
IV. Setting up shipping types	8
Assign a PostNL product to a shipping costs element	8
Remove a PostNL product from a shipping costs element	9
V. Create and delete shipping / return labels	10
Creating shipping labels for single orders	10
Create labels for more orders simultaneously	11
Create a return label	13
Delete a shipping label	14
Creating shipping labels without any order	14
VI. Parallel use of more than one shipping adapter	15

I. About the Plugin

Preconditions

- The plugin can be accessed through the [Shopware Community Store](#).
- The *Post NL Adapter* is a licensed plugin. Should you use a Shopware Version prior to 5.5, it is required to install the Shopware Licence Manager beforehand and insert the license key for the *Post NL Adapter* there. More information can be found in the Shopware documentation [here](#):
- PHP mcrypt Extension: This extension is already active with most hosters, however it can be activated in the php.ini:
 - extension=php_mcrypt.dll (Windows)
 - extension=mcrypt.so (Linux)

Approval process

PostNL requires official approval of the created labels for each customer. We therefore recommend to create a test label after configuring the plugin successfully and send it to your account manager for a final approval.

II. Registration at PostNL

For the usage of our PostNL Adapter you will need a *productive* API access. Thereby, access to the two web-services *LabellingWebService (CIF) v2.1* and *BarcodeWebService (CIF) v1.1* are required.

- **Account manager:** If you already have an individual account manager at PostNL, you can simply request the required login data by contacting him or her. You need an API access for the productive system. This does not refer to the login data to your MijinPostNL account. Please validate, that the access information is *not* labeled as development as this login data is incorrect.
- **Step-by-step guide:** If you do not have an account manager, please follow this [guide](#) from PostNL.

III. Configuration

Plugin configuration through the Backend

You can configure the plugin in your backend under *Customers → PostNL → Configuration*. Using the field "Shop" at the top of the page, you are able to select the subshop for which you want to make the changes.

PostNL Credentials

- **API key** – The API key for your user account

Privacy Policy

- **Transfer customer phone number to PostNL** – Legen Sie fest, ob die Telefonnummer des Kunden an PostNL übermittelt werden soll.
- **Transfer customer e-mail address to PostNL** – Due to [GDPR](#) you need the customer's consent in order to forward their personal data to PostNL. If you select the option *On customer request* a checkbox will appear in the frontend before checkout where the customer can agree to the transfer of his mail address. Furthermore, you can select *Transfer never* in order to deactivate the transfer of personal data completely.

Sender address

- **Customer number** – Customer number as known at Post NL Pakketten
- **Customer code** – Customer code as known at Post NL Pakketten
- **Customer Global Pack code** – Customer Global Pack Code as known at Post NL Pakketten
- **Collection Location** – Code of delivery location at PostNL Pakketten
- **Company Name** – The sender name (typically your company)
- **Street** – The sender street name without the house number
- **House Number** – The sender house number
- **House number extension** – Possible extension of the sender house number

- **Additional address line** – The sender additional address line, e.g. apartment number
- **ZIP** – The zip code of the senders' address
- **City** – The city of the senders' address
- **Country** – The country of the senders' address
- **Email** – The sender e-mail
- **Phone** – The senders' phone number
- **IBAN** – The senders' IBAN for cash on delivery

Weight determination

- **Default shipment weight in kilogram:** The default weight for shipments in kilogram. This will be used, if no article in an order has a defined weight or the automatic calculation is disabled.
- **Calculate shipment weight automatically:** Activate this box to enable the automatic calculation of shipment weights based on the weights of the order items and the following fields.
- **Percentage weight addition for filling material:** Percentage weight addition for filling material based on the sum of order item weights, if automatic weight calculation is activated.
- **Fixed weight addition for packaging material:** A fixed weight addition in kilogram for packing material, if the automatic weight calculation is activated.

Note: To create shipping labels efficiently, we recommend that you [assign certain shipping methods in your backend to PostNL](#). For orders whose shipping method is assigned to a PostNL product, an *Add shipping label* icon is displayed directly in the list of orders and the PostNL product assigned to an order is preselected in the *Create shipping label* dialog.

Sending confirmations emails through the Backend

Since the PostNL Adapter saves the Identcodes of all created shipping labels directly in Shopware, these codes can be integrated in the shipping confirmation mail.

In order to implement that, you simply have to edit the mail template of the respective order status email. In this example we use the e-mail for the status *Completely delivered*.

1. Open the email template through *Configuration → Email templates → Status emails → Order status → Completely delivered*.
2. Insert the text for generating a tracking link in the corresponding tab.
 - a. Use the following text in the **plaintext** tab:
`http://postnl.nl/tracktrace/?B={{sOrder.trackingcode}}&D={{sUser.shipping_countryiso}}&P={{sUser.shipping_zipcode}}&T=C`
 - b. Use the following text in the **HTML** tab:
`<a href="http://postnl.nl/tracktrace/?B={{sOrder.trackingcode}}&D={{sUser.shipping_countryiso}}&P={{sUser.shipping_zipcode}}&T=C">`
3. Save your changes by clicking on *Save template*.

If you use more than one shipping adapter, it is recommended that you add the following query so that your customers receive the correct tracking link depending on the shipping service provider:

```
{if $sDispatch.name == "_NAME_OF_FIRST_SHIPPING_METHOD"}  
    TRACKING-LINK1  
{else if $sDispatch.name == "_NAME_OF_SECOND_SHIPPING_METHOD"}  
    TRACKING-LINK2  
{else}  
    Currently no tracking is available for shipping method "{$sDispatch.name}".  
{/if}
```

After creating a shipping label for an order, you can send the shipping confirmation including a tracking link. To do this, set the status of the order to the previously selected status, e. g. *Completely delivered*. An additional window will open, in which you can confirm the mail and send it to the customer.

Note: The tracking URL configured in *Configuration* → *Shipping Costs* is not used for the email template described above. It is only displayed in the shop's frontend.

Under *Configuration* → *Shipping costs* in the Shopware backend, you can create and maintain the different shipping methods of your online shop. In order to easily create shipping labels, we recommend that you assign PostNL products to the various shipping methods. The PostNL product assigned to a shipping method is then preselected when a shipping label is created.

To assign a PostNL product to a shipping method, open the shipping management via *Configuration* → *Shipping costs*. To create a new shipping method, click *Add*. To edit an existing shipping method, click on the pen icon in the respective line.

Now open the tab *PostNL Shipping* in the lower area, select the desired PostNL product for the shipping method and then click *Save*.

Remove a PostNL product from a shipping costs element

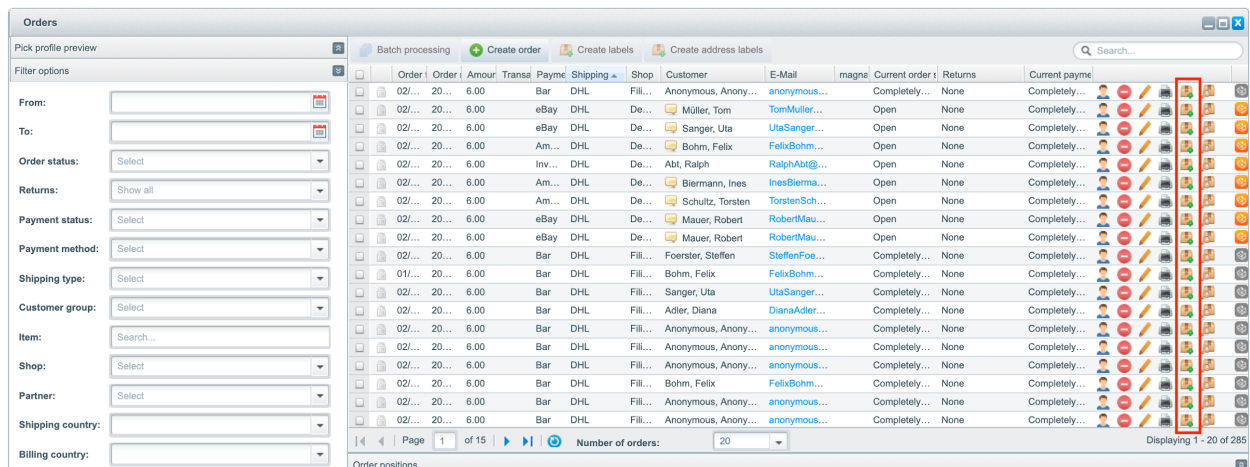
To remove the assignment of a PostNL product to a shipping method, open the shipping method as described, select *No assignment* in the PostNL Product field and then click *Save*.

V. Create and delete shipping / return labels

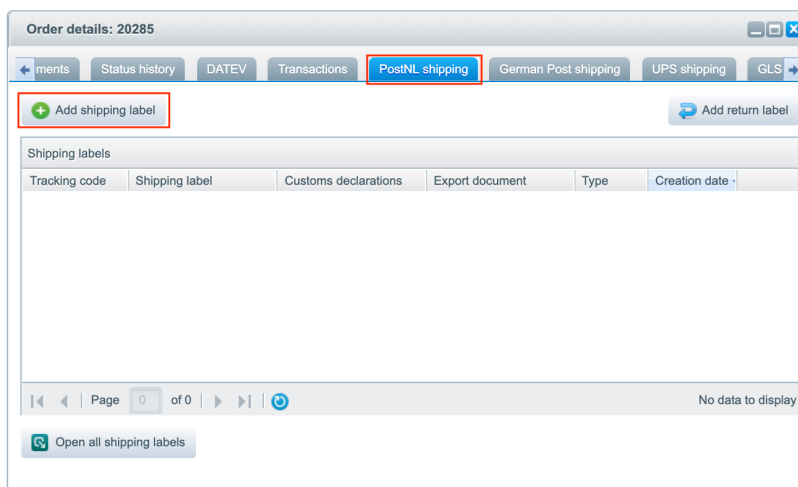
Creating shipping labels for single orders

After you have completed the assignment of the Post NL products to the shipping types, you can now create shipping labels. You have two options:

- Open the order overview and click on the *Add shipping label* icon for the respective order. The icon is only displayed if the shipping methods have been correctly assigned as described above.



- Within an order, open the *PostNL Shipping* tab and click on *Add shipping label*.



In both cases, the window for confirming the shipping data opens. All necessary information for the shipping label is determined by the customer's delivery address and the configuration of the shipping method. If you make changes to the shipping data, you can save them permanently by clicking on the corresponding button in the upper right hand corner. Here you can also specify the number of shipping labels to be printed (maximum 12 per order). Then click on the *Confirm* button to create the shipping label.

Please confirm the shipping data

Shipping details

First & last name: Tom Müller

Company name & department:

Street name & number: Schillerstrasse 46

Additional address & state:

ZIP, city & country: 82524 Geretsried Deutschland

Phone number: 08171 66 78 60 E-Mail: TomMuller@fleckens.hu

Weight in kg: 4,648 ✓

Settings

PostNL Product: Standard shipment

Number of labels: 1

Additional Information

Choose earliest delivery time: Choose day of delivery: None

Choose latest delivery time:

Cancel Confirm

Create labels for several orders simultaneously

To create several shipping labels at once, open the order overview and select all purchase orders for which a shipping label is to be created. Then click on Create labels.

Note: In order for the shipping label creation for multiple orders to work correctly, it is particularly important that all shipping methods have been set up correctly.

Bestellungen

Pickprofil-Vorschau

Filter Optionen

Von:

Bis:

Bestellstatus:

Retouren:

Zahlungsstatus:

Zahlungsart:

Versandart:

Kundengruppe:

Artikel:

Shop:

Partner:

Lieferland:

Rechnungsland:

Sichtbar in Versand-App:

Wartet auf Wareneingang:

Zurücksetzen

Ausführen

Bestellung erstellen

Stapelverarbeitung

Versandetiketten erstellen

Adressetiketten erstellen

Suche...

	Bestell	Bestell	Betrag	Transa	Zahlung	Versa	Shop	Kunde	E-Mail	magna	Aktueller Beste	Retouren	Aktueller Zahlungs
☒	23...	20...	10,09	Vor...	De...	Freeh, Lea	LeaFreeh...		Offen	Keine	Offen		
☒	23...	20...	4,80	Vor...	DHL	Hartley, Hayden	HaydenHar...		Offen	Keine	Offen		
☒	22...	20...	16,67	Re...	DHL	Vogt, Leon	LeonVogt...		Offen	Keine	Komplett b...		
☒	22...	20...	16,67	Re...	Ko...	Bohm, Felix	FelixBohm...		Offen	Keine	Komplett b...		
☒	22...	20...	16,67	Re...	DHL	Freeh, Lea	LeaFreeh...		Offen	Keine	Komplett b...		
☒	22...	20...	16,67	Re...	DHL	Kruger, Leah	LeahKruge...		Offen	Keine	Komplett b...		
☒	22...	20...	16,67	Re...	DHL	Kruger, Leah	LeahKruge...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	UPS	Wien, Kayra	KayraWien...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	GLS	Bohm, Katrin	KatrinBoh...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	Ös...	Schäfer, Kristin	KristinScha...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	DH...	Sheppard, Summer	SummerSh...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	Sel...	Wagner, Dennis	DennisWag...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	DH...	Dyer, Kayleigh	KayleighDy...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	DH...	Müller, Tom	TomMüller...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	UPS	Wien, Kayra	KayraWien...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	UPS	Wien, Kayra	KayraWien...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Am...	DHL	Biermann, Ines	InesBierma...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	UPS	Wien, Kayra	KayraWien...		Offen	Keine	Offen		
☒	22...	20...	6,00	Re...	Sel...	Moench, Maximilian	Maximilian...		Offen	Keine	Komplett b...		
☒	22...	20...	6,00	Re...	GLS	Dresner, Leon	LeonDresn...		Offen	Keine	Komplett b...		

Dokumente

Datum

Name

Seite 1 von 15

Anzahl der Bestellungen: 20

Anzeige Eintrag 1 - 20 von 284

A new order status can optionally be selected in the opening window. By clicking on *Create shipping labels*, all shipping labels are generated and the order status for the selected orders is adjusted as soon as the generation process has been successfully completed.

Create shipping labels

New Order State:

Ready for delivery

?

+ Create shipping labels

Send emails automatically:

☐

Status

Order Number	Tracking code	Status

Close

Show shipping labels

Show export documents

Creating a return label

To create a return label, open the relevant order, switch to the *PostNL shipping* tab and click on the *Add return label* button.

The screenshot shows a web application window titled "Order details: 20285". It features a tabbed interface with the following tabs: "ments", "Status history", "DATEV", "Transactions", "PostNL shipping" (which is the active tab), "German Post shipping", "UPS shipping", and "GLS". Below the tabs, there are two buttons: "Add shipping label" (with a green plus icon) and "Add return label" (with a blue circular arrow icon, highlighted by a red rectangle). Underneath these buttons is a table titled "Shipping labels" with columns: "Tracking code", "Shipping label", "Customs declarations", "Export document", "Type", and "Creation date". The table is currently empty. At the bottom of the window, there is a pagination bar showing "Page 0 of 0" and a "No data to display" message. A button labeled "Open all shipping labels" is located at the bottom left.

The address data and the package weight are taken from the order, but can also be individually adapted. If all data is correct, please click on *Confirm*.

The screenshot shows a dialog box titled "Please confirm the return sender's address". It contains a form with the following fields and values:

- Shipping details** (Section header)
- First & last name:** Tom Müller
- Company name & department:** (Empty fields)
- Street name & number:** Schillerstrasse 46
- Additional address & state:** (Empty field, dropdown menu set to "-")
- ZIP, city & country:** 82524 Geretsried Deutschland
- Phone number:** 08171 66 78 60
- E-Mail:** TomMuller@fleckens.hu
- Weight in kg:** 4,648 (with a green checkmark icon next to it)

At the bottom right of the dialog box, there are two buttons: "Cancel" and "Confirm".

Delete a shipping label

To delete a shipping or return label, open the desired order via *Customers* → *Orders*, switch to the *PostNL Shipping* tab and click on *Delete shipping label* in the line of the label to be deleted.

Creating shipping labels without a corresponding order

Via *Customers* → *PostNL* → *Labels without order* you can create labels without order reference. Here you can also create a shipping label or a return label by clicking on the respective button. The input mask for the selected label will then open.

VI. Parallel use of more than one shipping adapter

Should you wish to use several shipping service providers to send parcels, you can do so easily with our respective plugins. We recommend that you clearly assign one product of a shipping service provider to one shipping method, as described [here](#).

Example: If you have created a UPS standard shipment type in your Shopware backend, only one UPS product should be assigned to it in the UPS Shipping tab. In the tab PostNL Shipping you should select No assignment.

This unique assignment enables our plugins to automatically create the correct shipping labels for each order from the desired shipping service provider. This works when using the *Add label icon* in the order list as well as in batch mode or when working with [Shopware WMS powered by Pickware](#).