

USER MANUAL

DPD Extension for Opencart 3.x

Version 1.1

Step 1. Install DPD Extension

There are two methods to install the plugin: using OpenCart Extension installer and manually:

Using the OpenCart Extension Installer

- In your OpenCart admin panel go to **Extensions > Extension Installer (for Opencart 3 > Extensions > Installer)**
- Upload the file **dpd.ocmod.zip (for Opencart 3)**.

If you receive an error "Could not connect as..." this means you have not configured FTP credentials for your Extension Installer. You can resolve this in this way: Approach 1: Configure FTP from **System > Settings > FTP**

- Go to **Extensions > Modules > DPD Extension** and click the **Install** button
- Go to **Extensions > Modifications**, select the **DPD IC** and click the **Refresh** button on the top right

Manual Installation

- Unzip the downloaded DPD Interconnector .ZIP file into a new directory
- Navigate to this directory and find the file **dpd.ocmod.xml (for Opencart 3 the file dpd.ocmod.zip)**
- *(Optional)* If necessary, rename the **admin/** and **admin/language/english** directories to match your OpenCart setup
- Upload the contents of the **DPD IC** directory to your OpenCart installation, making sure to preserve the directory structure
- Go to **Extensions > Modules > DPD Extension** and click the **Install** button
- Go to **Extensions > Modifications**, select the **DPD IC** and click the **Refresh** button on the top right

Congratulations! DPD Interconnector is now installed.

Step 2. Configure DPD Extension

This section will give you detailed information about how to configure the DPD Extension. You should set up all fields in DPD Extension Setting page.

All module basic details should be entered at **Extensions > Modules > DPD Extension module** configuration page. This page is used to create general settings of DPD extension.

General tab

Username and *Password* – these are credentials to Interconnector. You will receive them from DPD sales support.

API URL – please select your country. This module is available eshops in Lithuania, Latvia, and Estonia, but you must indicate which country you are in.

Google Map API key – this is needed in order to display Pickup points (parcelshops and lockers) on the map. If you don't know your API key, you can get the instruction here or under the link "Get your key".

Important! You should get Google Map Api Key for places. API key you can get there: <https://console.cloud.google.com>

Warehouse Settings tab

Here you should enter the address of your regular address, which is used for your daily shipments. You can have as many addresses as you want. These addresses will be used when you [request a courier](#) or create a [Collection request](#).

Parcels configuration tab

Default label format – you can choose what is default format, but you can always change it in any specific order.

Parcel distribution – this part is very important, because it defines how the labels are printed if one person orders more than one product. Consequently, it impacts how you will be charged by DPD. For more information, please ask your DPD contact about MPS (multi parcel shipping). You can choose one of the options:

- All products in same shipment – no matter how many products are purchased in one order, there will be only one shipment label. You can use it if you can pack all items in one package (box).
- Each product in separate shipment – if buyer purchases two different products (e.g. cup and t-shirt), you will get two labels. You can send items in two separate boxes, but they will be treated MPS shipment by DPD, meaning that you will pay for one shipment with combined weight of those two boxes. But if buyer purchases two identical products (e.g. two cups), you will get only one label.
- Each product quantity in separate shipment – you will get a separate label for each product, regardless if they are identical or not. They will be treated as one MPS shipment by DPD.

Enable return labels printing – if you have it enabled, every time you print a label, you will get a Return label. You have to put it into the box, together with the instruction to you buyer how to return a parcel and ask for a refund. This is the easiest way to return parcels via the Pickup network. Buyers will not have to pay for shipping, and you will be charged only for the labels that buyers actually used. If they decide to keep the product, they will not use the Return label and you will not be charged for it. If you do not want to provide Return labels, you should have this field disabled.

Enable ROD / Document return service – this service is called ROD (Return of Documents) in Estonia and Latvia and DR (Document Return) in Lithuania, but it is the same service in all three countries. You can use it if you want to attach a document to the parcel (e.g. a leasing contract) and you want that DPD returns it to you when buyer signs on it. If you enable this service, you will be able to create a ROD/DR label, please read more how to do it in “Daily operations” chapter of this document.

Please be aware, that this service requires additional procedures from your side. Therefore, if you are not sure how it works, keep it disabled and contact DPD sales for more information.

Shipping price calculation (For Courier) – here you can choose how you will set up prices for shipping method in Step 3:

- Per items – there will be a separate price for each item in the order.
- Per order – there will only one price for total order.
- Weight based – you will be able to set up different prices depending on parcel's weight. Please be aware, that in such case you must have a weight record at each item.

Shipping price calculation (For Pickup points) – the same as above for courier.

Manifest tab

In this section you can see all closed manifest in current day. Manifest printing is not required by DPD. It's for your internal company use.

Collection Request tab

This part is not about settings, it is used to make a order a DPD service Collection Request. You can use it when you need that DPD collects a shipment from somebody else. When you place a Collection Request, a courier will come with shipment labels to the indicated address and parcel will be shipped on your account. Please contact DPD Sales for more information about this service.

Step 3. Define Geo zones

You need to have defined Geo Zones before you move to price definitions and other steps. Geo Zones are not part of DPD Extension, they are standard functionalities of Opencart. You can find Geo Zones in **System>Localisation>Geo Zones**. For more information about Geo Zones please visit official Opencart tutorial: <http://docs.opencart.com/en-gb/system/localisation/geo-zone/>

If your Geo Zones are already defined, you can skip this step and move to the next step.

Step 4. Define Shipping methods

This is the final step to get DPD Extension working. Go to **Extensions>Shipping** and you will find 4 available DPD services. Before installing and configuring them, please make sure that you have them in your contract with DPD.

General settings tab

Tax class – select if it is for Taxable goods or Downloadable products.

COD status – make it **disabled** as default and please check with your DPD contact if it is available with Pickup service.

Status – you must make this **enabled**

Sort order – here you can select in which order it will appear in checkout. The bigger the number, the lower in the list it will appear.

Zone settings tabs

Price – enter the price which will be added to the total sum for this shipping method.

Free shipping starts from – what is the minimum sum of the cart, when this method becomes free of charge.

Status – make this **enabled**.

After you finish the configurations, press the blue save button at the top right corner.

Setting up **DPD Same day (courier)** shipping method

Before configuration, please make sure with your DPD contact, that you have this service available in your contract.

Shipping method title – here you can enter how this method will be called in the checkout. There is no single name for it, because the speed of delivery depends not only when DPD is delivering your shipment (we will deliver it on the same day when you give it to us), but also how soon you will pack items. So from a buyer's perspective it can be the same day, or next day or even later. Please discuss the name with your DPD contact.

Tax class – select if it is for Taxable goods or Downloadable products

COD status – make it **disabled** as default and please check with your DPD contact if it is available with this shipping service.

Status – make it enabled only if you are sure that you can provide this service.

Names of weekdays – here you must specify when this service is available to your buyers. In order to do that, you must know when DPD is collecting the parcels from you and what is your cut off time to accept orders from

Buyers (i.e. your closing hours). If you have Same Day service from DPD, then DPD probably collects the parcels two times a day, for example:

- Morning collection – 12:00. DPD will deliver the parcels on the Same Day, if DPD Same day (courier) was selected.
- Evening collection – 16:30. DPD will deliver all parcels on the next day.
- Closing hours – 17:00. All orders after this time will be processed by you on the next working day. But you will be able to give them to DPD during Morning collection.

In such case you can define the times like this:

Keep 00:00 - This is your Morning collection time **minus** your buffer to pack goods. These are your closing hours

Keep 23:59 - In provided example, Buyer will see the Same Day service in the checkout only if current time is between 00:00-09:30 and 15:00-23:59

Status per day – if you tick the box, the service will be enabled for that day. If it is not enabled, Buyer will not see it when they are making a purchase on that day. For example, if Monday is not enabled, and today is Monday, the buyer will not see this option in the checkout.

Sort order – here you can select in which order it will appear in checkout. The bigger the number, the lower in the list it will appear.

Setting up **DPD Saturday (courier)** shipping method

Before configuration, please make sure with your DPD contact, that you have this service available in your contract.

Please see Setting up DPD Same day (courier) shipping method, the logic is the same.

Step 5. Define COD payment method

Opencart has a Cash on Delivery Payment method which does not have the control of pricing. Using DPD IC Extension you have the opportunity to control the price if COD payment method is selected.

How to set up pricing?

Go to **Extensions > Order** (for Opencart 2.3 and upper versions go to **Extensions > Extension**) **Totals** or **Order Totals** and enable this module. Click **Edit** button to see the following window:

Make sure that Sort order is bigger than Sub-Total Sort order. If you are using default Opencart configurations Sort order of COD Fee should be entered 8.

Daily operations with DPD extension

Printing the labels, closing manifest, requesting a courier

Go to **Sales > Orders**. Each day you have to do three actions:

- Print labels. Just select shipments, which you want to print and press button “Print DPD labels”.
- Close the manifest by pressing button “Close DPD manifest”. When you press it, data is transferred to DPD for all shipments that were created prior to that. Therefore, you have to do it before giving parcels to courier. It is totally fine, if you do it more than once a day.

If you do not close the manifest, data will not be transferred and DPD will not be able to send SMS messages and emails to your Buyers. It is extremely important when parcel is shipped to Pickup, because buyer will not have a PIN to collect the parcel

- Call a courier by pressing “Request courier”. Normally, courier will arrive at the same day, if you press this button before 15:00. If you press it later, courier will come on the next working day.

If you have agreed with DPD a so called “constant pickup time” (courier comes regularly at the same time every day), you do not need to press this button.

Press before 15:00 to call courier today

Press to print labels

Press it before courier arrives

Request a Collection request for buyer

If your buyer wants to return a parcel to you, you can use DPD service Collection request.

- Go to **Sales > Orders** and click on **View** button of the selected order.
- Press “**Create Collection request**” button.
- In the pop up window you have to select the warehouse to which the parcel will be sent.
- Confirm the order by pressing the button “Create Collection request”

The order will be sent to DPD and on the next day courier will come to consignee’s home with parcel labels. For this request, consignee’s home address will be used.

If consignee wants collection from another address (e.g. work), you can create a Collection request from **Extensions > Module > DPD Extension > Collection Request**.

Printing more labels for one order

If you need more than one label for your item (for example, one product consists of several boxes), you can do it like this:

- Go to **Sales > Orders** and click on **View** button.
- Find a line “Number of printing labels” in the section *Options* at the right.
- Write how many labels you need, then press green Save button.
- Go back to the order list and print labels.

Shipping parcels with ROD/DR service

If you have enabled ROD/DR service (see [Step 2](#)), you can send parcels with documents. In order to do that, you have to go to **Sales > Orders** and click on **View**. Then click on “Return back documents from customer?” and enter the document number. This number will be printed on the label.

Tracking your parcel

When parcel label is printed, a tracking number is assigned and displayed in the order list. If you press on it, you will be redirected to DPD tracking page.