Prestashop plugin

User Manual for DPD Baltics plugin

plugin version 3.2.12

user guide version V 0.0.8

2022-11-30

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1 Revision history

Version	Changes	Author	Date	Impact on other deliverables
0.0.1	Document creation	Simonas Jusas	2020-06-01	None
0.0.2	New features descriptions added	Simonas Jusas	2020-08-20	New features added
0.0.3	Prestashop 1.6 One page checkout compatibility added.	Artūras	2021-05-04	New features added
0.0.4	• End of Prestashop 1.6 feature updates • Compatibility with prestashop 1.7.8 • Carrier regeneration feature • Send tracking link on shipment creation feature	Artūras	2021-09-01	
0.0.5	• Beta version with compatibility with supercheckout OPC module • Show carriers when customer is not logged in feature added • Allow pudo point selection when no customer address provided • Label printing rework for prestashop versions above 177 • Parcel tracking link changes • Compatibility added with shipment from GB, IE, NL	Artūras	2022-01-05	New features added, bug fixes added.
0.0.6	Restriction for COD deliveries while using LV webservice removed	Artūras	2022-01-06	Restrictions removed
0.0.7	• DPD baltics endpoint updated • Sustainable logo added • Translations upgrades added • Remark message refactored, special characters accepted, remark is being trimmed by API requirements	Artūras	2022-06-09	

2 Introduction

This user guide is written based on PS1.7.6.5, if you are using a different version of PrestaShop some parts might look different design wise however all functionality should be exactly the same. We have done our best to make this module as functional and stable as possible.

Nevertheless, before placing it on your production site, it is your responsibility to test it in a pre-production environment to verify that it corresponds to your needs and that you understand its behaviour.
If you encounter any issues with the plugin please contact the account manager at DPD Company or appropriate support agent.

Information on the current plugin

Compatible with the Prestashop platforms: PS 1.6.1.20-1.6.1.24(not maintained anymore), 1.7.7.X, PS 1.7.8.X and PS 8.0.x.
DPD Baltics Prestashop plugin: release 3.2.12 (June 2022)

Support Team - Contacts

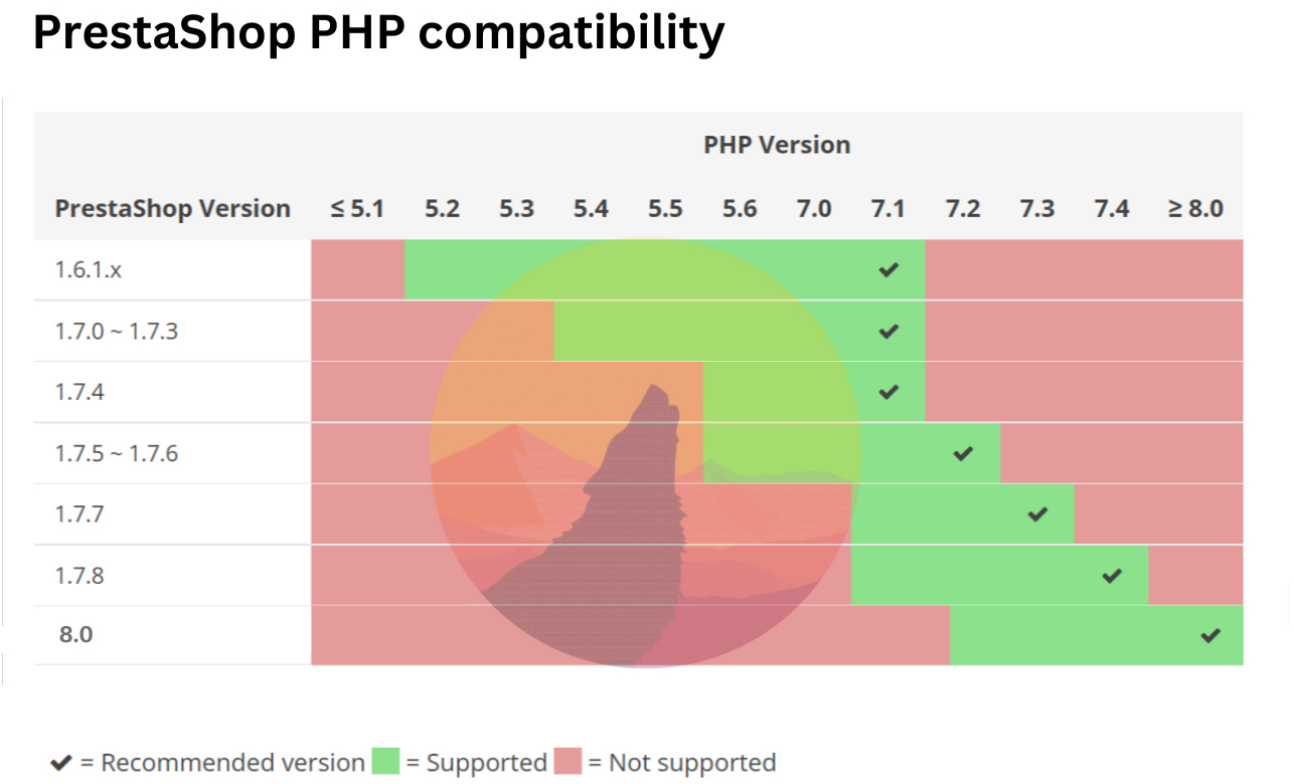
Lithuania:
Latvia:
Estonia:

3 Module installation

3.1 Prestashop requirements

- **System**: Unix, Linux or Windows. Unix is highly recommended.
- **Web server**: Apache Web server 2.2 or later.
  - mod_rewrite enabled,
  - mod_security disabled,
  - mod_auth_basic disabled.
- **PHP 5.6 or later (see PHP compatibility chart below)**.
  - allow_url_fopen set to On,
  - register_globals set to Off,
  - magic_quotes_* set to Off,
  - safe_mode set to Off,
  - upload_max_filesize set to "16M" (or more).
  - Must-have PHP extensions (in the php.ini file): PDO_MySQL, cURL, SimpleXML, mcrypt, GD, OpenSSL, DOM, SOAP, Zip.
  - Useful server tools: cron/crontab, Memcached.
- **MySQL 5.0 or later**.
- At least 64 Mb of RAM on your server (128 Mb is comfier, the more the better).

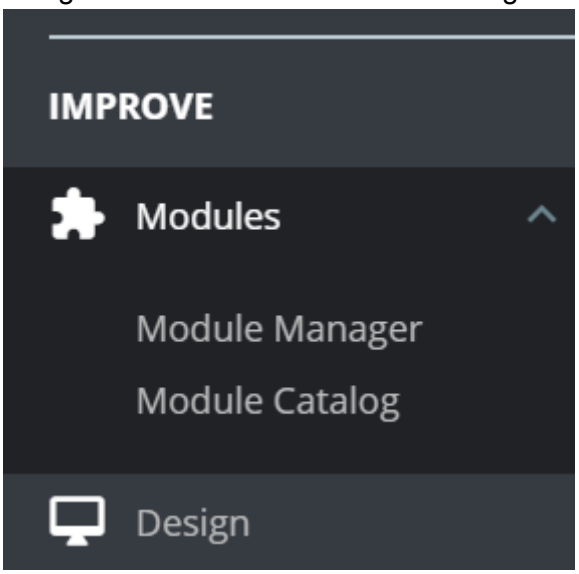
Prestashop can also work with Microsoft's IIS Web server 6.0 or later, and nginx 1.0 or later.



More detailed requirements can be found here:
https://devdocs.prestashop.com/1.7/basics/installation/system-requirements/

3.2 Installation Prestashop way

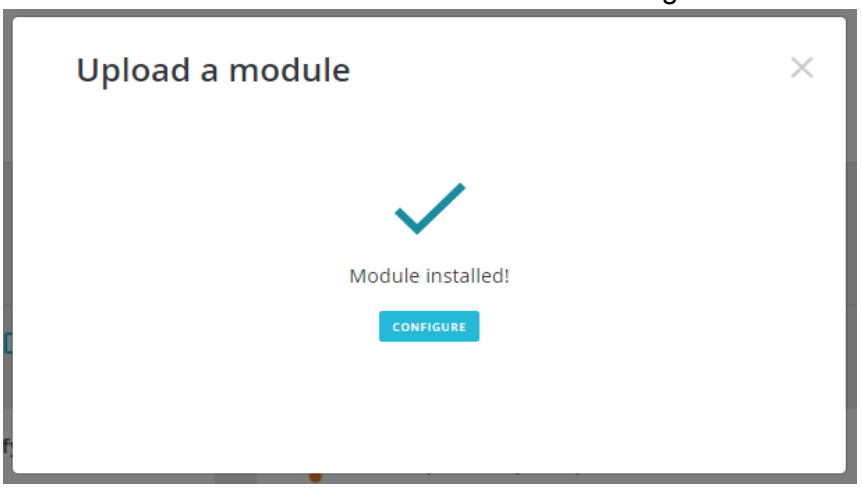
Log into **BackOffice**.
Navigate to **Modules -> Modules** manager menu



Click on **Upload a module** button, dialog box will appear

Drag & drop dpdbaltics.zip file into Upload a module dialog.

You will receive a **Module installed!** success message:



Hit the **Configure** button to open settings and configurations.

3.3 Installation FTP way

- Download **dpdbaltics.zip** file to your computer.
- Extract it.
- Upload **dpdbaltics** folder into Prestashop modules directory.
- Log into your **backOffice.**

- Navigate to the **Modules tab**.
- Find the DPD Baltics module **at the bottom of the page** in the Other category.
- Hit the **Configure** button to open settings and configurations.

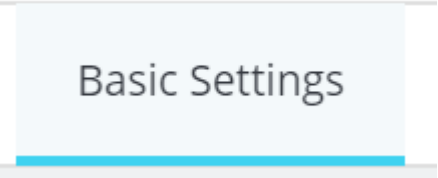
4 Quick module set-up

To start using module you need to do four steps:

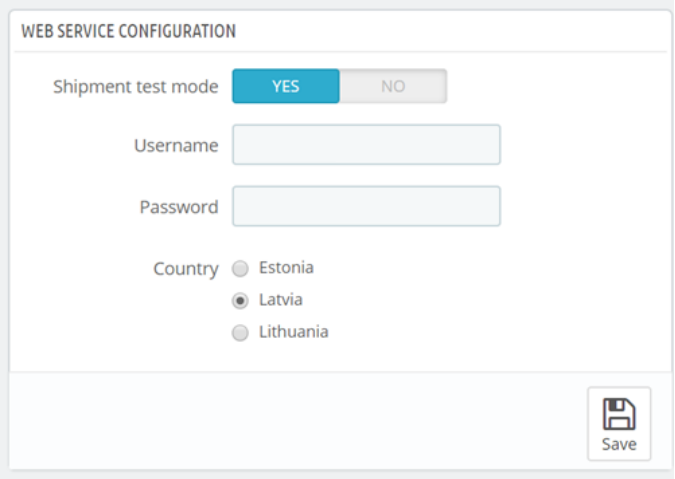
1. Login to web services/Enter your credentials
2. Set-up zones(import default zones, or create custom zones)
3. Set-up terminals(import as many countries as you need)
4. Activate products
5. Create price rules

4.1 Login to web services

To enter your credential go to “Basic settings” tab:



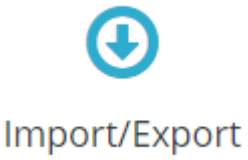
In the block “Web Service Configuration” you have to do four things



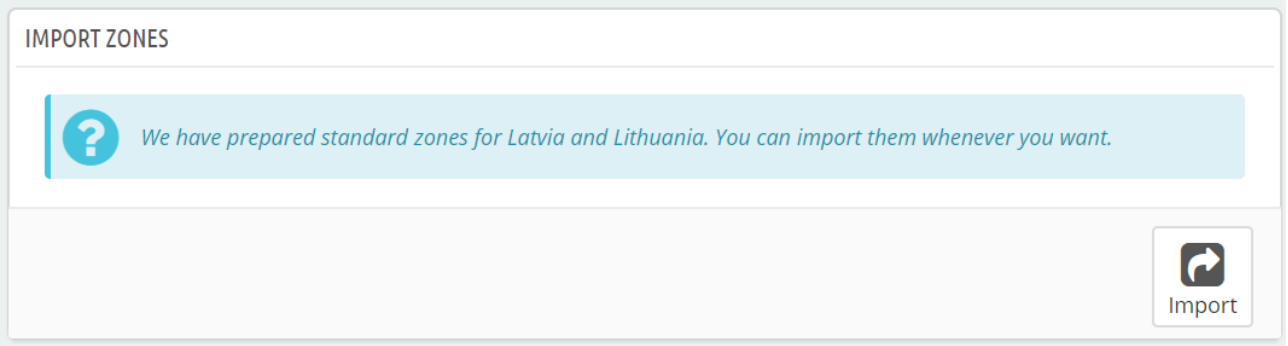
1. Set “Shipment test mode” to NO if you plan to use the module on LIVE environment.
2. Enter your “Username” and “Password”
3. Choose your country
4. Click “Save”

4.2 Set-up zones

If you are from Lithuania or Latvia, you can install a pack of standard zones. To do that please go “Import/Export”



Scroll to the bottom of the page



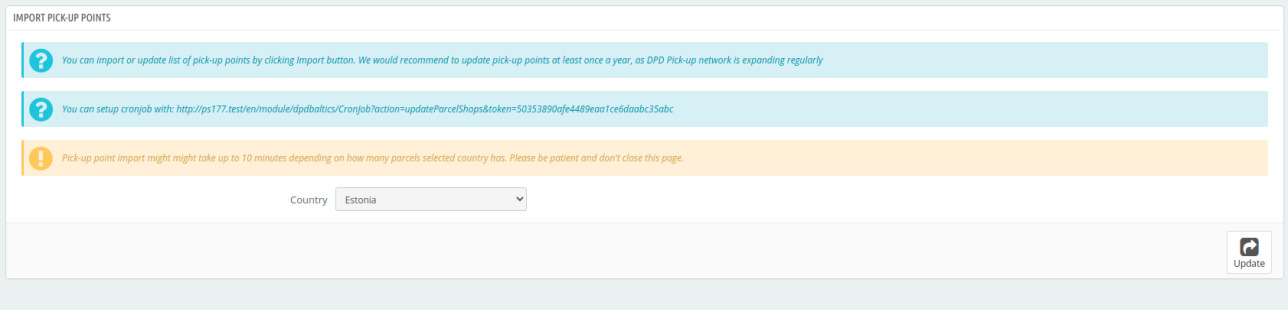
Click the import button for importing standard zones.
If you want to create custom zone see Chapter “Zones”

4.3 Import terminals by needed country

You can import or update the list of pick-up points by clicking the Import button. We would recommend to update pick-up points at least once a year, as DPD Pick-up network is expanding regularly

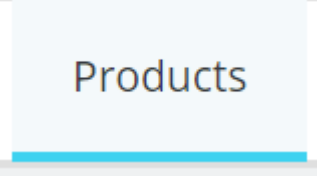
Scroll to the bottom of the page, select the country and submit the form.

Pick-up point import might take up to 10 minutes depending on how many parcels the selected country has. Please be patient and don't close this page.

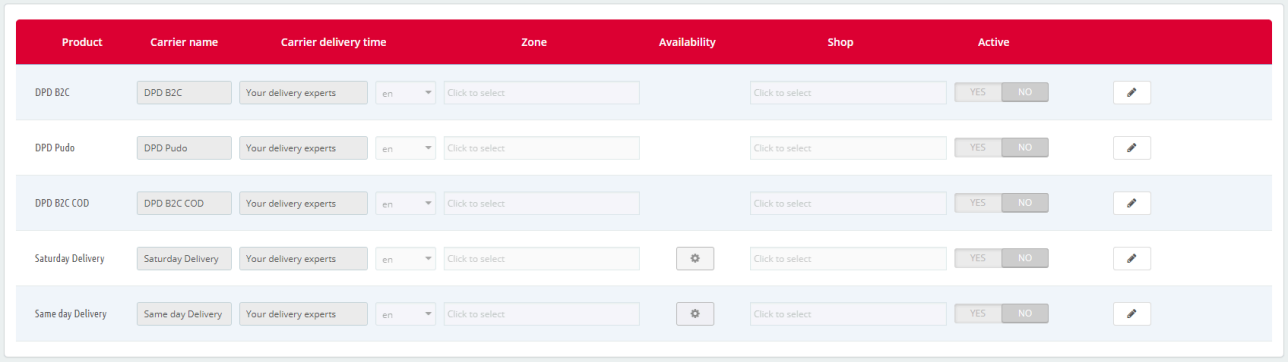


4.4 Activate products

To active products go to “Products” tab



All products are already available, however by default they are disabled.



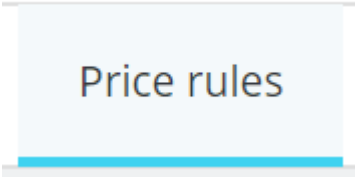
To activate product:

1. Click the “Pen” icon.
2. Set Active to YES.
3. Zones select “All”
4. Click the “Disc” icon to save.

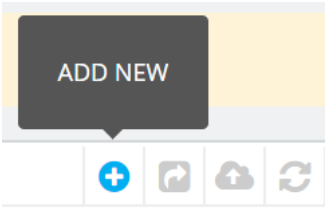
For more detailed configuration see „Products“ chapter.

4.5 Create price rules

To create price rules go to the “Price rules” tab.



Click plus sign to create a new rule.



Fill the following steps:

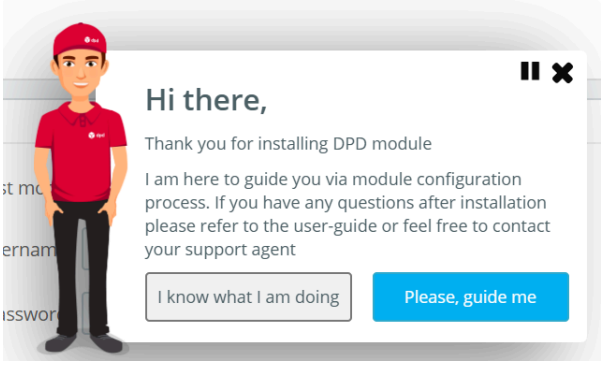
1. Fill the Name of price rule.
2. Receiver zones select “All”
3. “Set shipping price to” - enter how much shipment should cost. If you want shipment to be free, enter zero.
4. Click “Save”

For detailed price rules configuration see “Price rules” chapter.

Now you have everything you need to use the module.

5 Module configuration

Before a merchant can use the module, he needs to configure it properly. When a merchant clicks “Configure” for the first time, the on-boarding screen will be loaded.



There is to options:

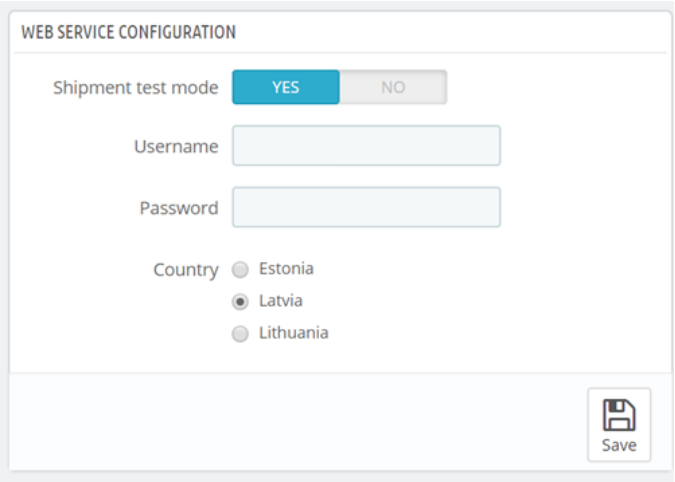
1. “I know what I am doing” – will close the on-boarding screen and allow merchants to configure modules without any distractions. On-boarding can be restarted later, see “On-boarding” chapter for more details.
2. “Please, guide me” – will guide merchants through all set-up processes.

5.1 Basic Settings

5.1.1 Web service configuration

To use the DPD Baltics module, first you have to contact your DPD representative to get credentials.

Enter credentials in the form below.



Shipment test mode – by default it’s set to YES, if you prepare to use a module on LIVE environment, set it to NO.

Username – this information should be provided to you by a DPD representative.

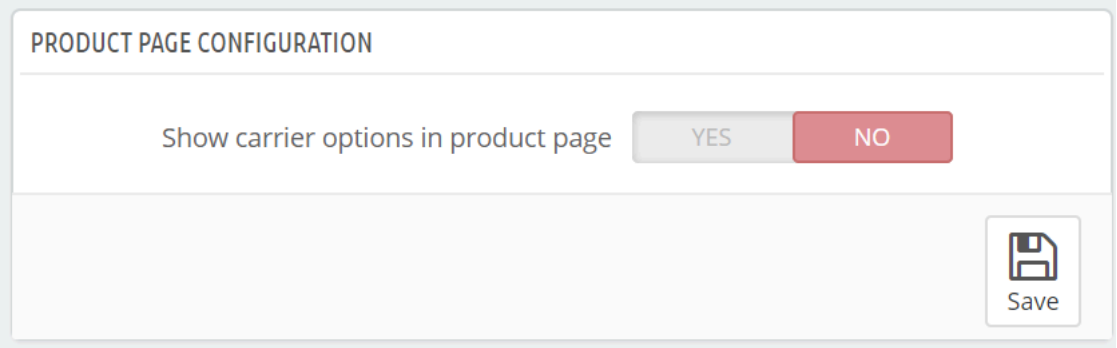
Password - this information should be provided to you by a DPD representative.

Country – module should automatically set correct country of the shop, however if it doesn't, update to correct one.

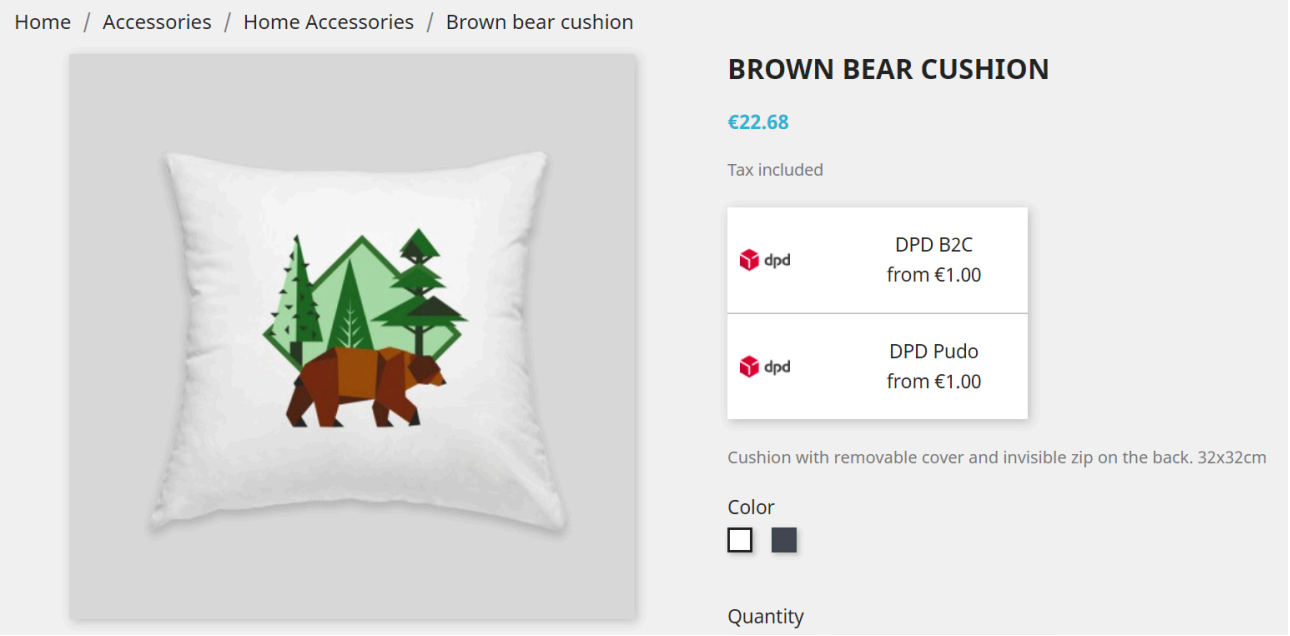
Don't forget to click "Save" to update information.

5.1.2 Product page configuration

This setting allows merchants to show carriers in the product page.

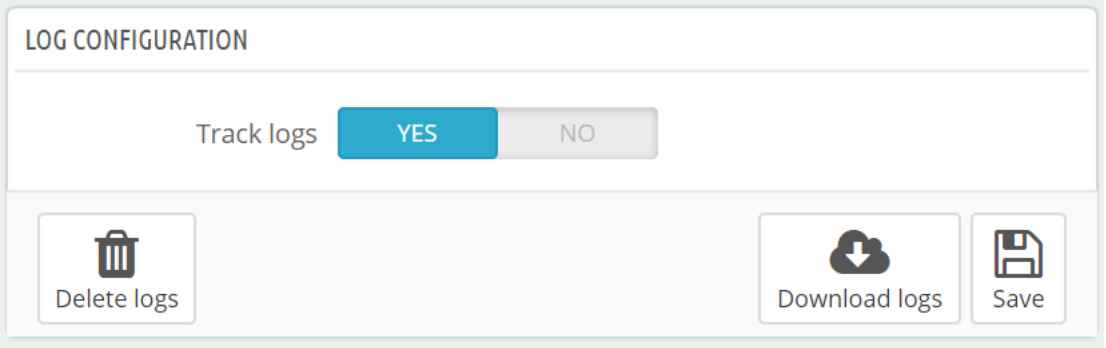


By default this setting is set to NO. If you set it to YES, it will add a block in the product page.



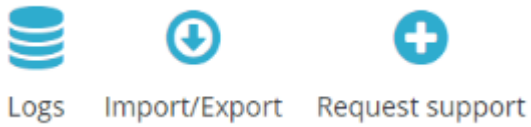
5.1.3 Log configuration

Log file record events between web services and store data that could be used to identify problems the client is having.



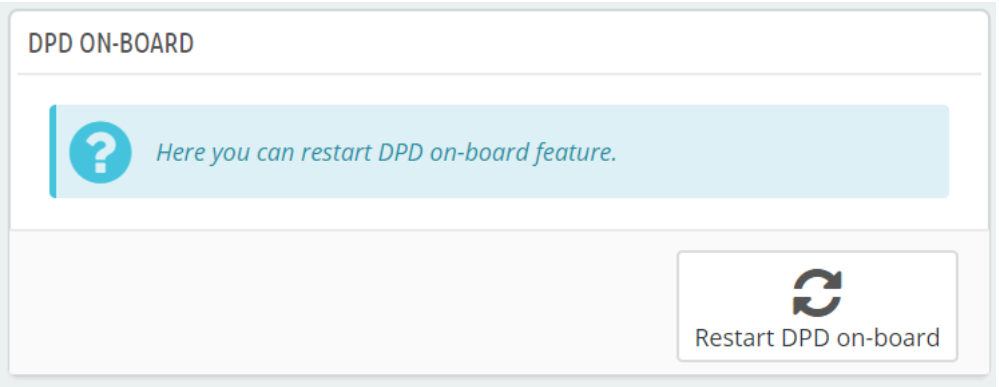
When you click on the **Delete logs** button the stored logs will be deleted instantly. By clicking **Download logs** the stored logs will be downloaded as CSV files. To save the settings, if they were selected, press the **Save** button.

You can also view logs by click button on the right top corner



5.1.4 On-boarding

The last block is related to on-boarding.

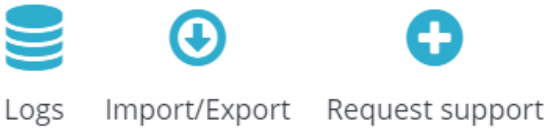


If you have closed on-boarding and would like to restart it, click the “Restart DPD on-board” button.

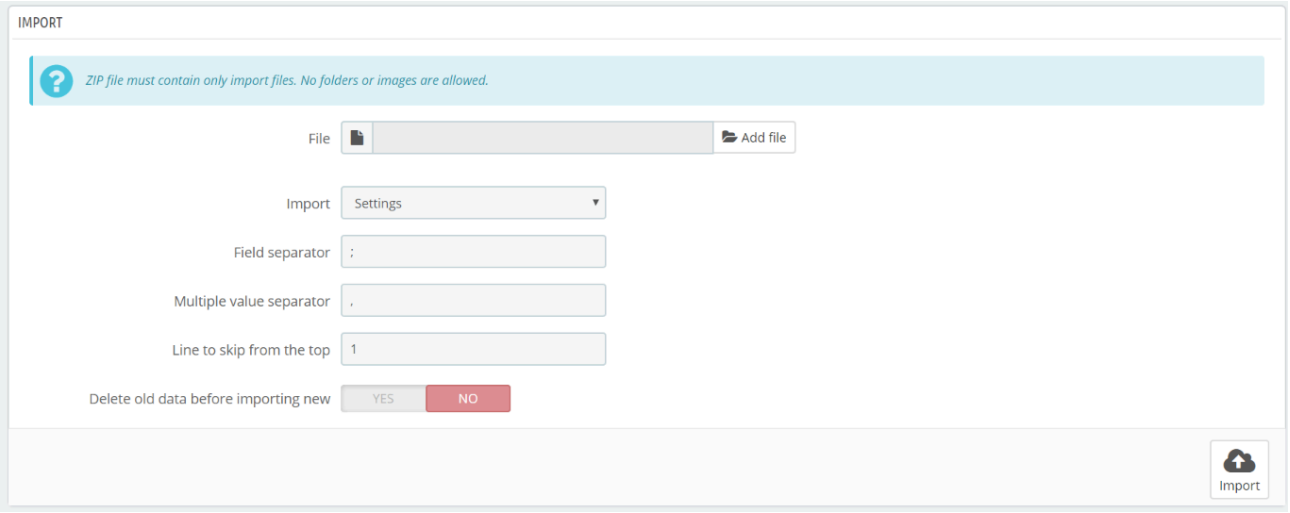
5.1.5 Settings import/export

There are such functionalities to export and import settings using CSV files. Merchants have an opportunity to download or upload CSV files and handle more settings at once.

To do so navigate to IMPORT/EXPORT at top right corner:

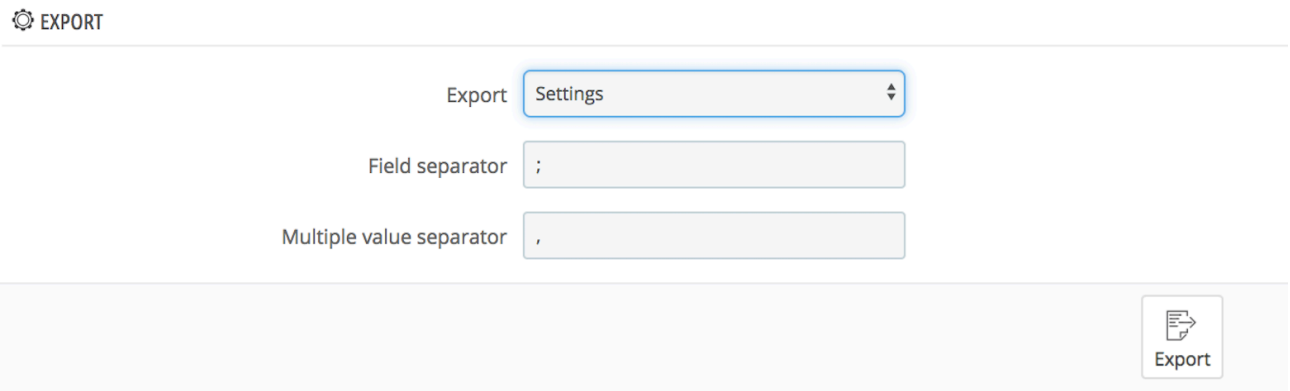


and IMPORT section of settings displayed below:



By selecting **Settings, the merchant** will upload a settings list. **Please note:** ZIP file *must* contain only import files. No folders or images are allowed.

Settings for export section:



To export settings merchants have to select **Settings** from the drop down list and the CSV file will be downloaded instantly.

Sample file

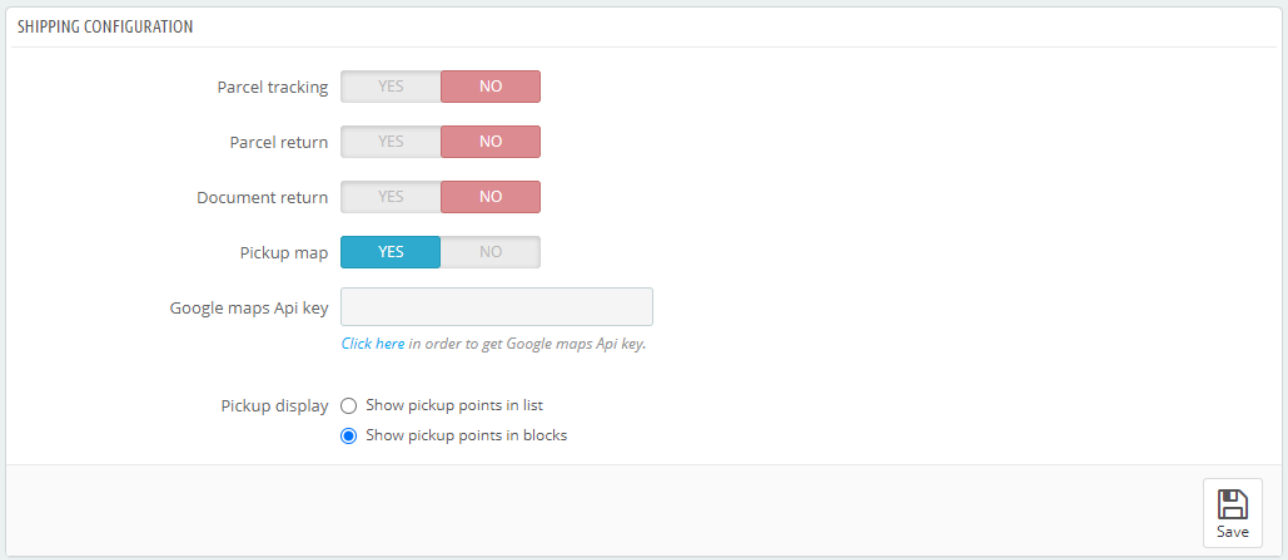
An example CSV file is displayed below.

"Shipment test mode"; "Parcel tracking"; "Parcel return"; "Shipment return confirmation"; "Pickup map"; "Parcel distribution"; "Label print option"; "Default label format"

1;1;1;1;1; none;download;A4_PDF

5.2 Shipment settings

5.2.1 Shipping configuration



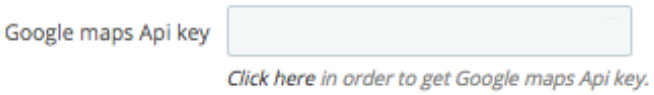
Parcel tracking – allows buyers to see tracking information.

Parcel return – allows buyers to return parcels(Note: Parcel returns are not available in Estonian integration).

Automatically generate return label – allows printshipment and return labels at once in same file.

Document return – allows merchants to send documents via module.

Pickup map – enable pick-up carriers for your shop. You will need Google MAP API key to use this feature if the pickup map is set to YES:

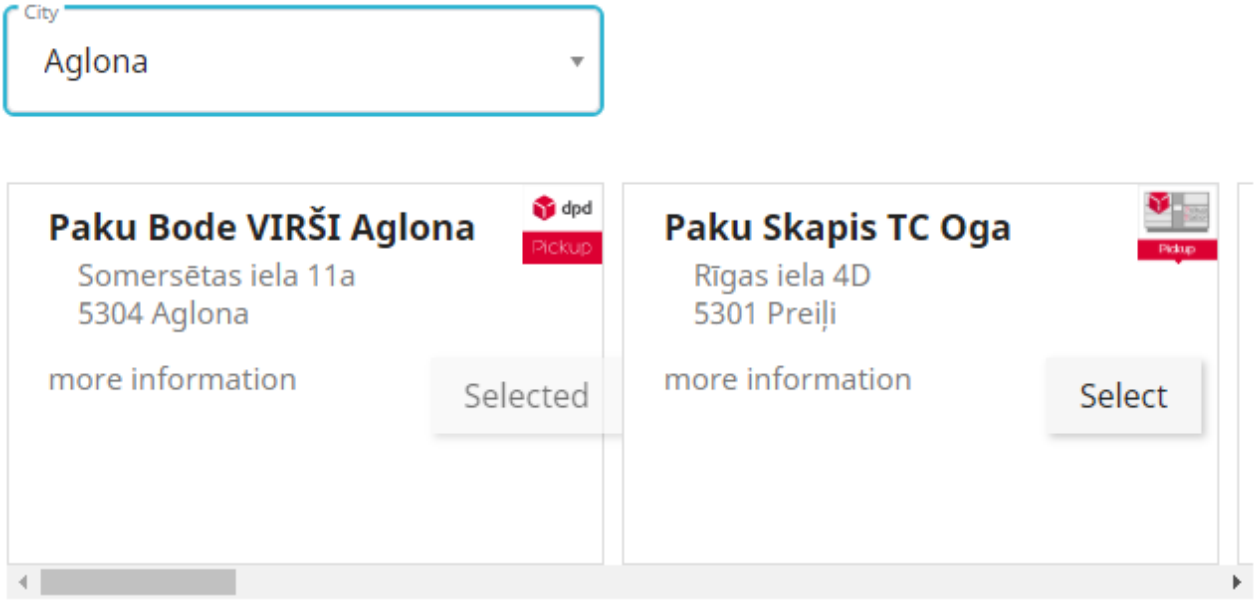


How to get an API key? You need to register your project on Google API Console to get a Google API key. Go to Google API Console -> Create or select a project -> Click Continue to enable the API -> On the Credentials page, get an API key (and set the API key restrictions) and copy it to Google maps API key field. For more details follow this link: *https://developers.google.com/maps/documentation/javascript/get-api-key*

When shipping configuration settings are changed do not forget to click the button **Save** in the right corner on the same block.

Pickup display – there are two ways how pick-up points can be displayed for the buyer.

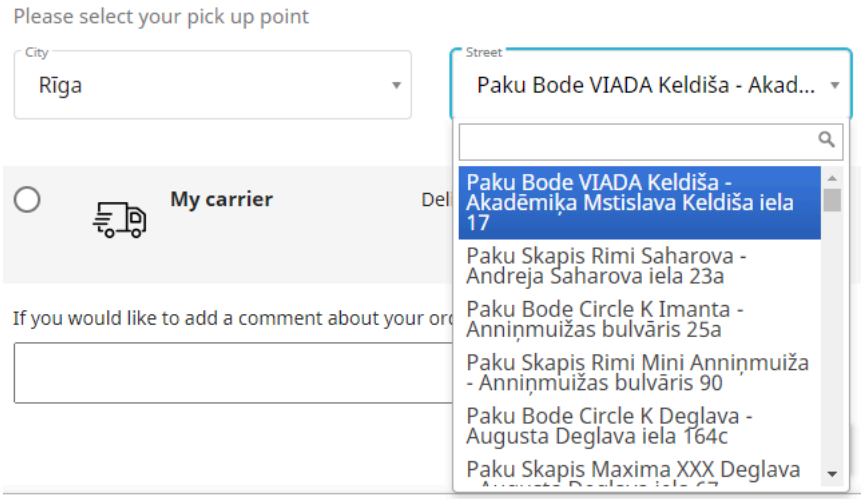
Blocks option looks like this:



Blocks display:

1. Shows point name
2. Point address
3. Working hours
4. Icon indicating if it's locker or parcel shop

List option looks like this:

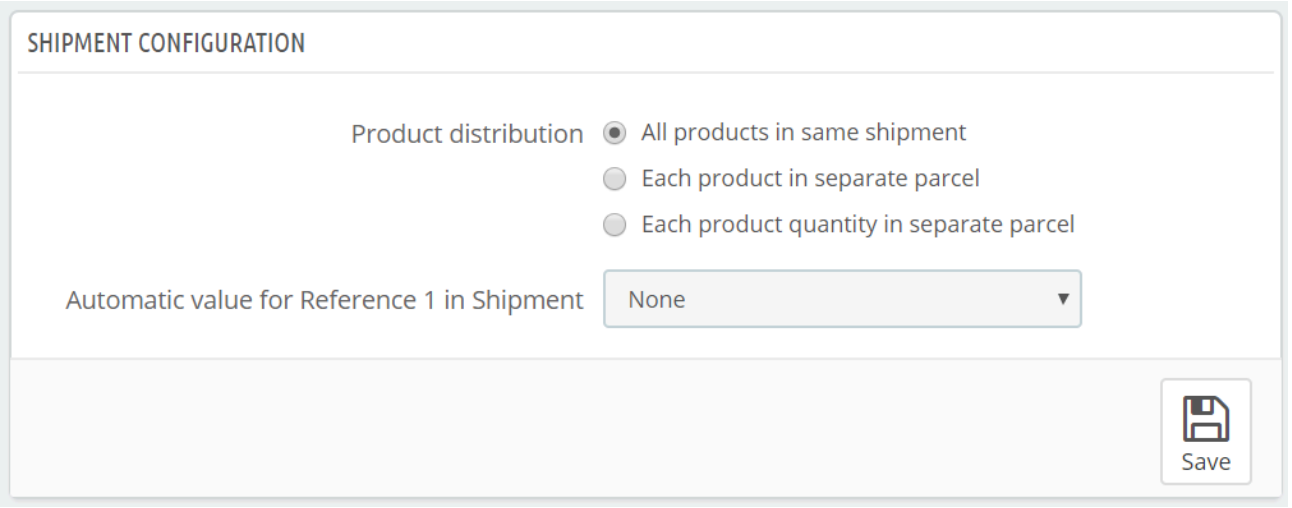


List display:

1. List of the cities that have pick-up points
2. Pick-up points of that city with search

5.2.2 Shipment configuration

To configure shipments product distribution type should be selected:

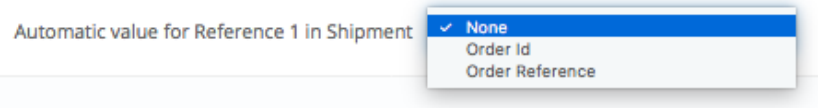


By default, there is no product distribution and all products will be delivered in the same parcel. However, if a merchant feels that default distribution into different parcels would help him, he has two additional options to choose.

Each product in a separate parcel – e.g. somebody buys two t-shirts and one belt, one shipment will be created in this case with two parcels. T-shirts will be packed in one parcel, belt in another.

Each product quantity in a separate parcel – e.g. somebody buys pants and three pyjamas, one shipment will be created in this case with four parcels for each product.

Automatic value for Reference 1 in Shipment – assigns a selected value for reference 1 in Shipment for an order. This setting has three different option to choose from:



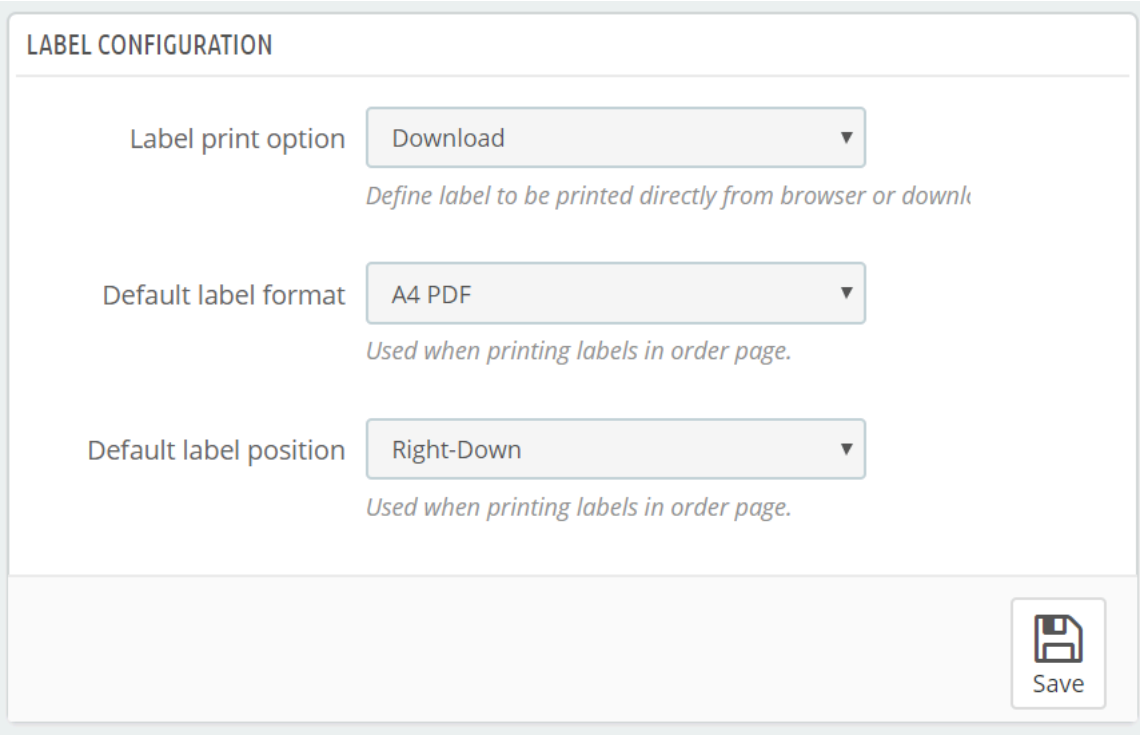
None – no value will be assigned, and reference 1 field will remain empty;

Order Id- for Reference 1 field order id will be assigned;

Order Reference – for Reference 1 field order reference will be assigned.

After your selection click the Save button.

5.2.3 Label configuration



There merchants can set default label print options and default label format.

Label print options:

- Download – the pop-up will ask if the merchant wants to download the label.
- Print from browser – label will be opened in the browser.

Default label format:

- A4 PDF
- A5 PDF
- A6 PDF
- ZPL – you need a special printer to use this one
- EPL – you need a special printer to use this one

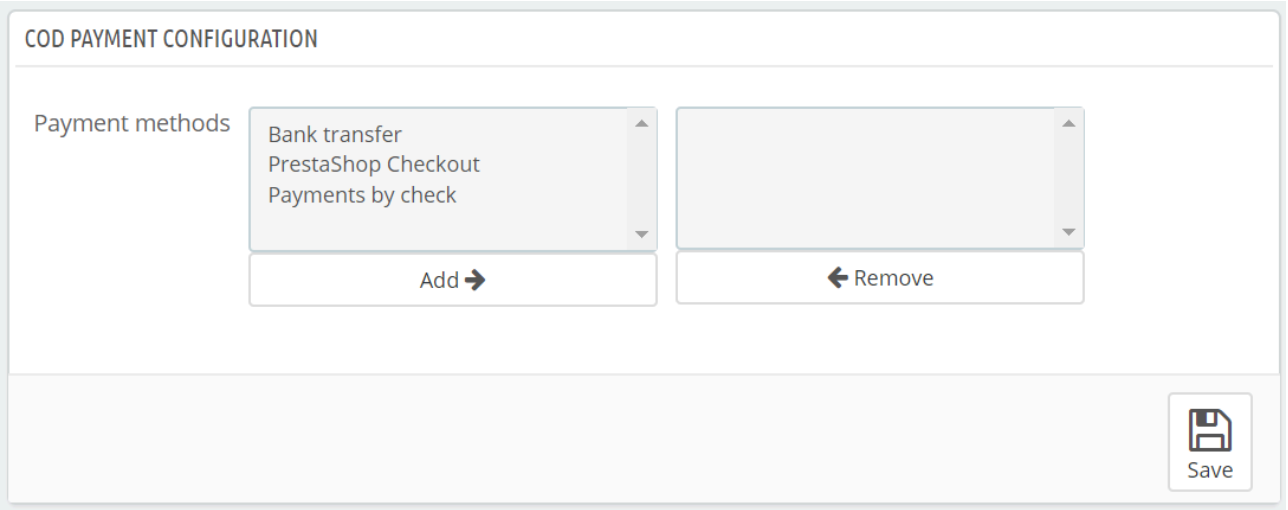
Default label position

There are four possible positions for the label

After you are done with changes do not forget to click the button **Save** in the right corner on the same block.

5.2.4 COD payment configuration

Cash on delivery (COD) payment options are displayed in the table down below:



Left column shows available payment methods that could be used as COD payment. Select desired payment and click on button “Add” it will be placed in the right column and made as COD payment option.

By clicking “Remove” on the selected payment method it won’t be as COD method anymore.

After you are done with changes do not forget to click the button **Save** in the right corner on the same block.

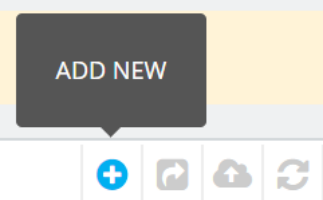
5.3 Zones

First time a merchant opens this tab he will see an empty page.

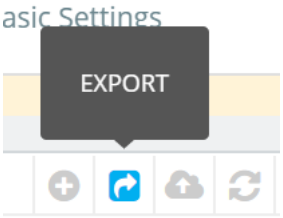
He needs to create or import zones (if he has an import file).

5.3.1 Basic buttons

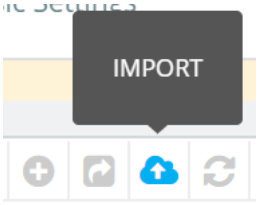
To create a new zone, merchants have to click **plus sign**.



Existing zones can be exported by clicking the export button.

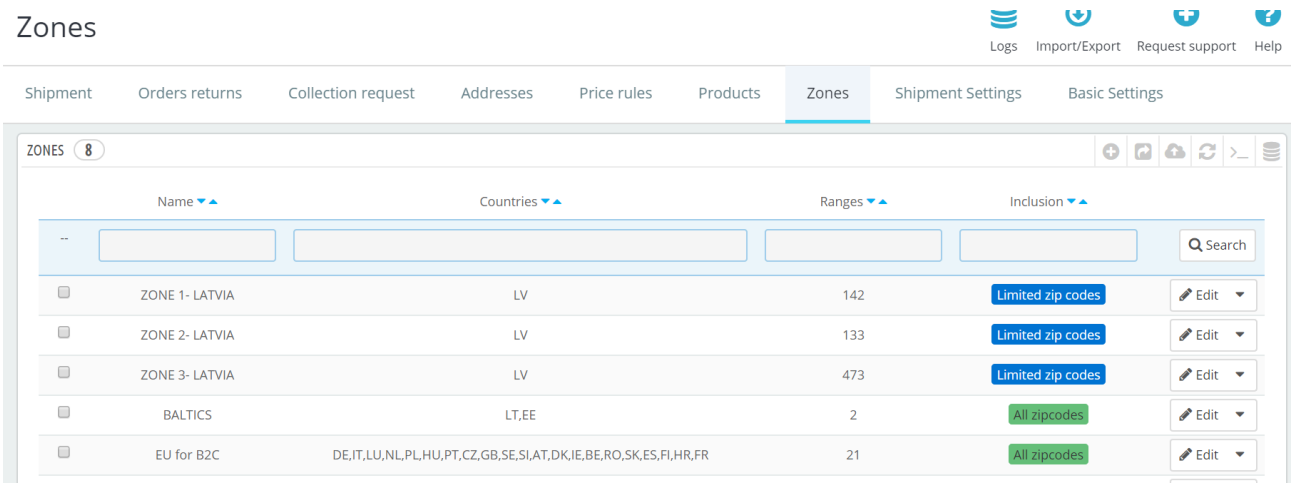


To import zones, merchants have to click the **import** button.



5.3.2 Zones list

Zones display the list of all existing zones. Just after the module installation zone list is empty.



Name - name of zone seen only by the merchant.

Countries – short codes of the countries that consist of the zone.

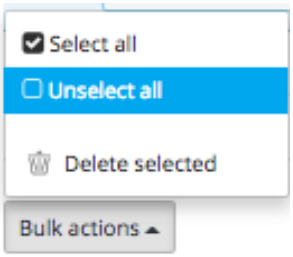
Ranges – number of ranges that consist of the zone. As you can see from the screenshot, there is only one country in the fourth row, but it has two ranges, which gives us a clue that some parts of Lithuania might be not covered by the Special zone.

Inclusion – gives information about ranges that are included for relevant zones. There are 3 types available: one zip code, limited zip codes, all zones.

Each row has two actions:

- **Edit** – change zone settings.
- **Delete** – delete the zone.

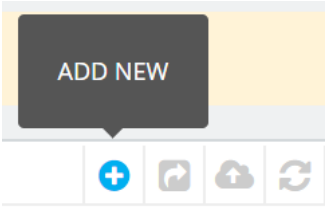
Under the list of zones **Bulk actions** are available:



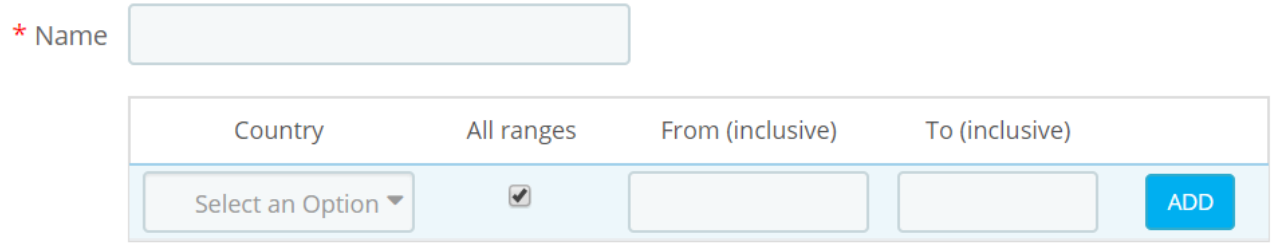
By selecting all zones there is a possibility to delete all zones at once clicked on **Delete selected.**

5.3.3 Edit/Add new zone

To create a new zone, merchants have to click **plus sign**.



Form with zone configuration will appear.



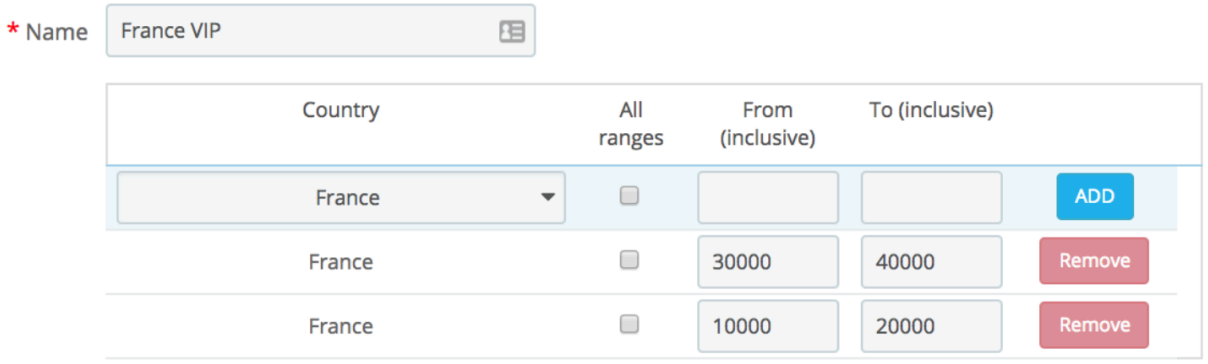
Name - the name of the zone. This is not seen by the buyers, only for the merchant's eyes.

Country – merchant has to choose countries to which he wants to ship or from which he wants to take returns. Merchants can put the same country if the ranges do not intersect. Merchant can put as many countries in one zone as he likes.

All ranges - if a merchant wants to serve all ranges he should check “All ranges”.

From/To(inclusive) – if a merchant wants to serve just a part of the country, he should enter the zip code ranges e.g. (10000 20000) where both values will be included.

Merchant can change zip ranges or remove areas from his zone whenever he wants.



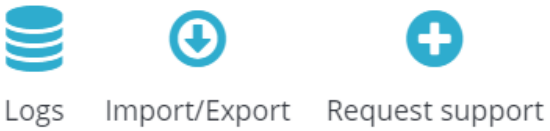
After selecting the ranges for relevant country(ies) do not forget to save it:

By clicking **Save & Stay** you will remain on the same page with the possibility to edit the current zone. After clicking **Save** the zone will be created and you will be redirected to the zones list.

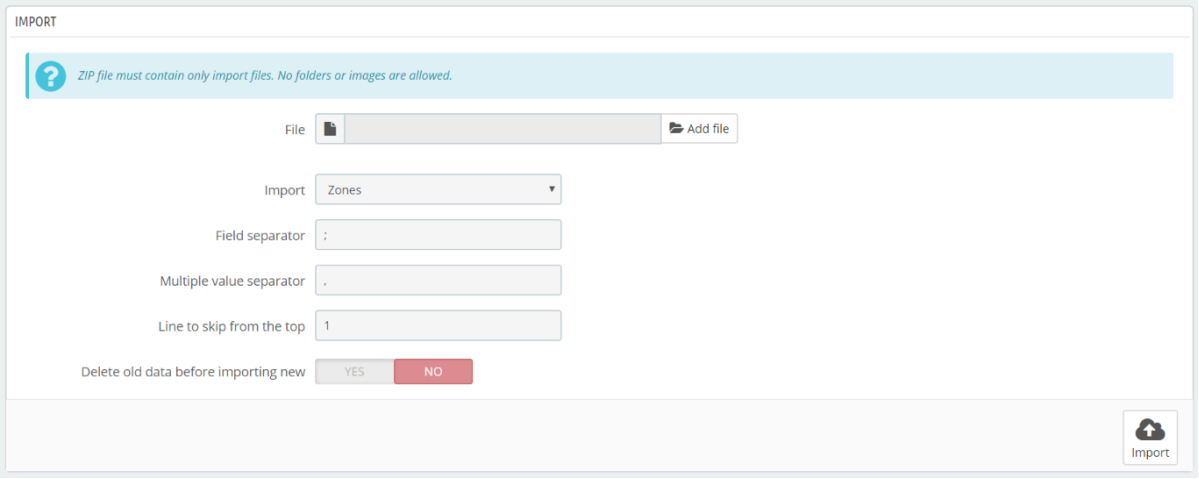
5.3.4 Import/Export

The zones could be imported or exported using CSV files. This option skips manual creation of the zones by the steps described in chapters above.

To import zones navigate to IMPORT/EXPORT at top right corner:



The block of import settings allows merchants to import zones by uploading a CSV file.



From the drop down list **Zones** should be selected as **Import** option.

Default separator is semicolon. If a merchant file uses a different separator, he must change the Field **separator**.

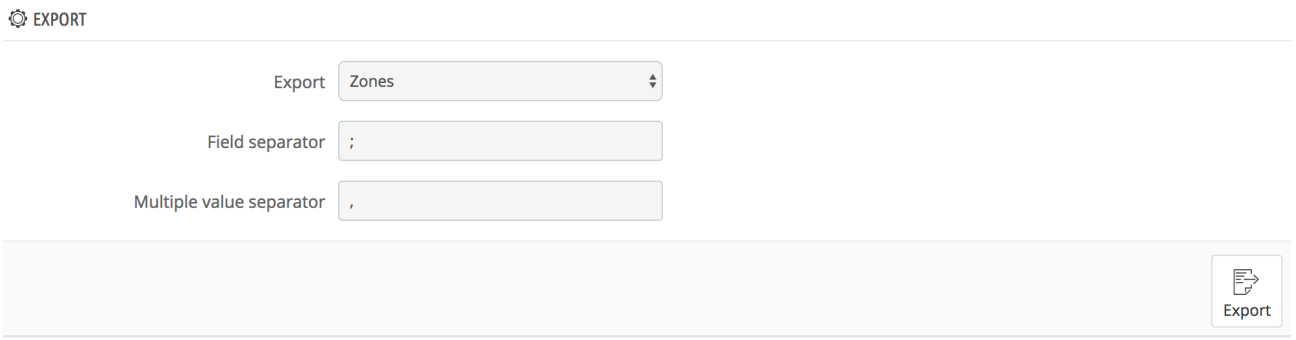
Multiple value separators separate several items from the same field.

Default file has a header in the first line. If a merchant file has no headers **Lines to skip from the top** should be changed to zero. If a merchant doesn't want to import some zones for some reason he can skip them by changing **Lines to skip from the top** to e.g. 10.

Delete old data before importing new - by enabling this button old data will be deleted before uploading the new one.

When all fields are filled in and a file added, hit the **Import** button.

The block of **export** settings allows merchants to export all zones in a CSV file.



Default separator is semicolon. If a merchant file uses a different separator, he must change the Field **separator.**

Multiple value separators separate several items from the same field.

When all fields are filled in, hit the **Export** button.

Sample file

An example CSV file is displayed below.

"Zone Name";"Country Iso";"All ranges";"Zip code from";"Zip code to"

"France VIP";FR;0;10000;20000

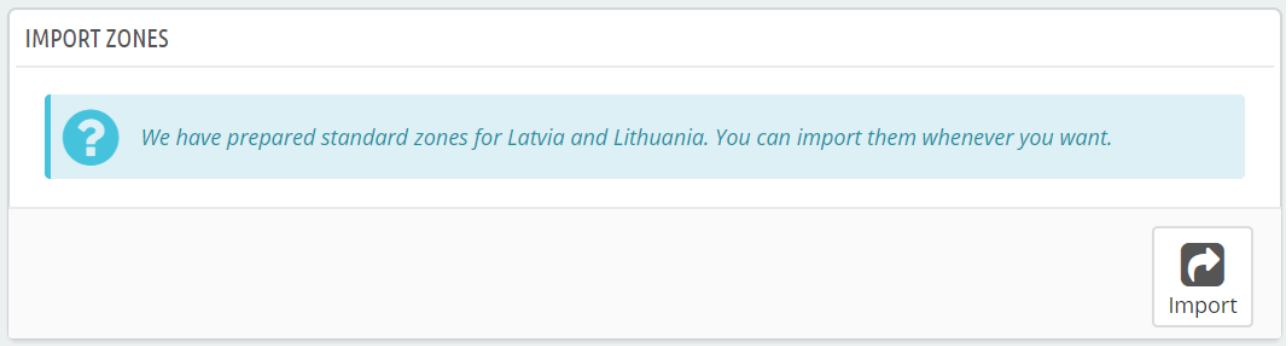
"France VIP";FR;0;30000;40000

Baltics;LT;1;;

Baltics;LV;1;;

Baltics;EE;1;;

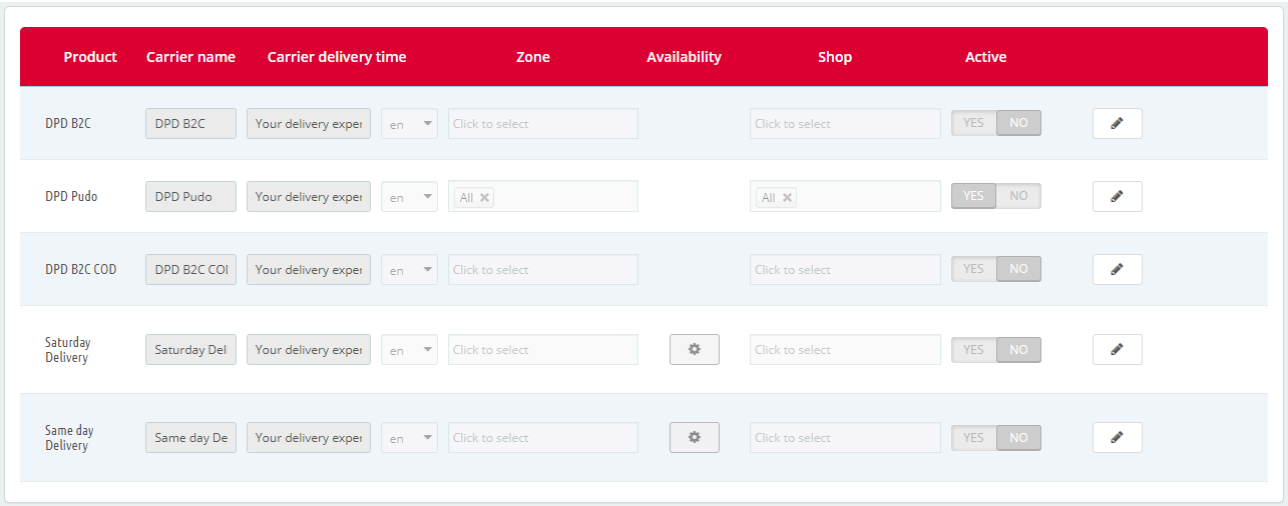
The last block in the import page allows import zones for Lithuania and Latvia that are predefined by the Business unit, this makes module set-up so much faster.



Click the import button for importing the zones.

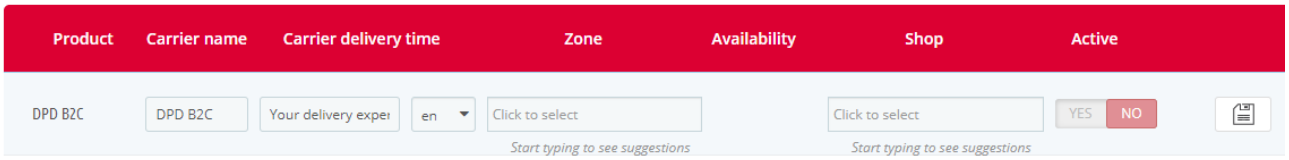
5.4 Products

In DPD language “product” means “carrier” or “a way to deliver goods”. Products are already defined in the module. Merchant has only to enable them. By default all contracts are disabled.



5.4.1 Product configuration

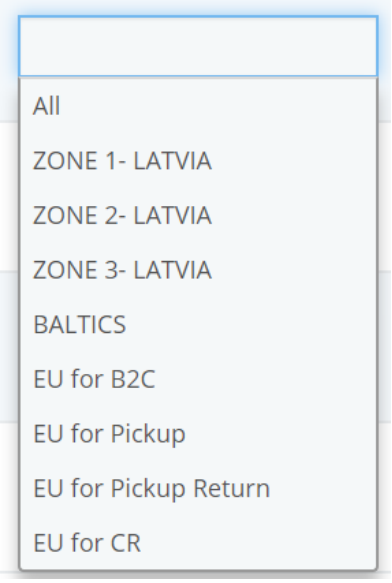
To edit the contract click the “pen” icon.



Carrier name is mandatory and will be seen by the buyers, by default it is prefilled with service name provided by web service, but it can be changed.

Carrier delivery time is mandatory and pre-filled by default, but it can be changed. This is translatable field.

Zones – for this functionality to work first, zones must be configured in the Zones tab. Start writing and suggestions will appear matching zones that were created. Merchants can choose specific zones or “All zones”.



Active fields decide if this carrier can be seen by the buyers or not. By default all carriers are set to NO.

In some cases there are option fields.

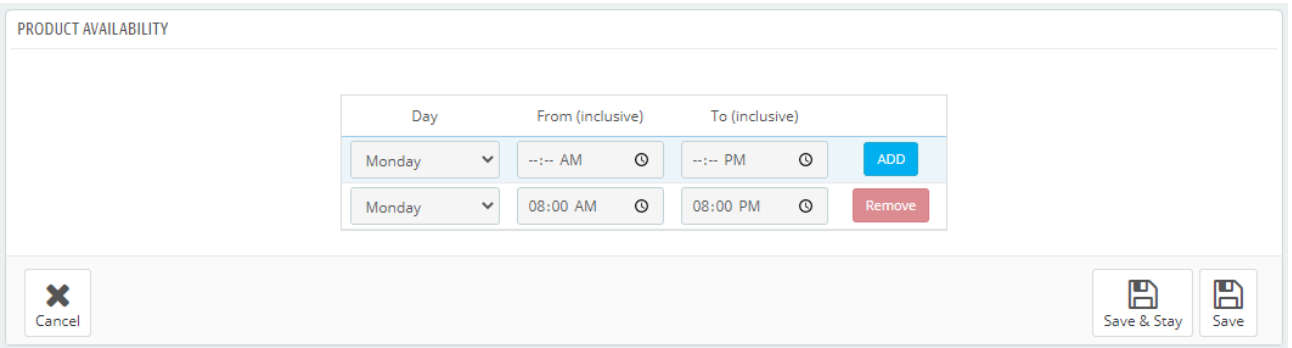
Shop can be seen only if PrestaShop has enabled multistore. Merchants can decide which carriers should be visible in which shops.

Availability only can be set for specific carriers: Same day delivery and Saturday delivery.

After making changes don’t forget to click the “Save” icon.

5.4.1.1 Availability configuration.

To configure availability you need to click the cog icon which will open a new screen.



Configuration table will have 3 options:

1. Day – list of workday
2. From – time from which buyer will be able to see carrier
3. To – time to which buyer will be able to see carrier

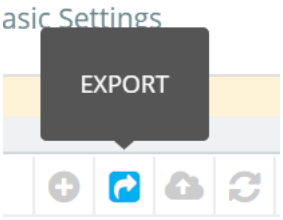
There might be more than one day when a carrier is available.

There might be more than one time interval for the same day.

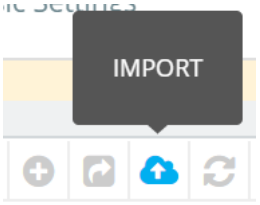
5.4.2 Product export/import

There are such functionalities to export and import contracts using CSV files. Merchants have an opportunity to download or upload CSV files and handle more contracts at once.

Existing contracts can be exported by clicking the export button in the top right corner.

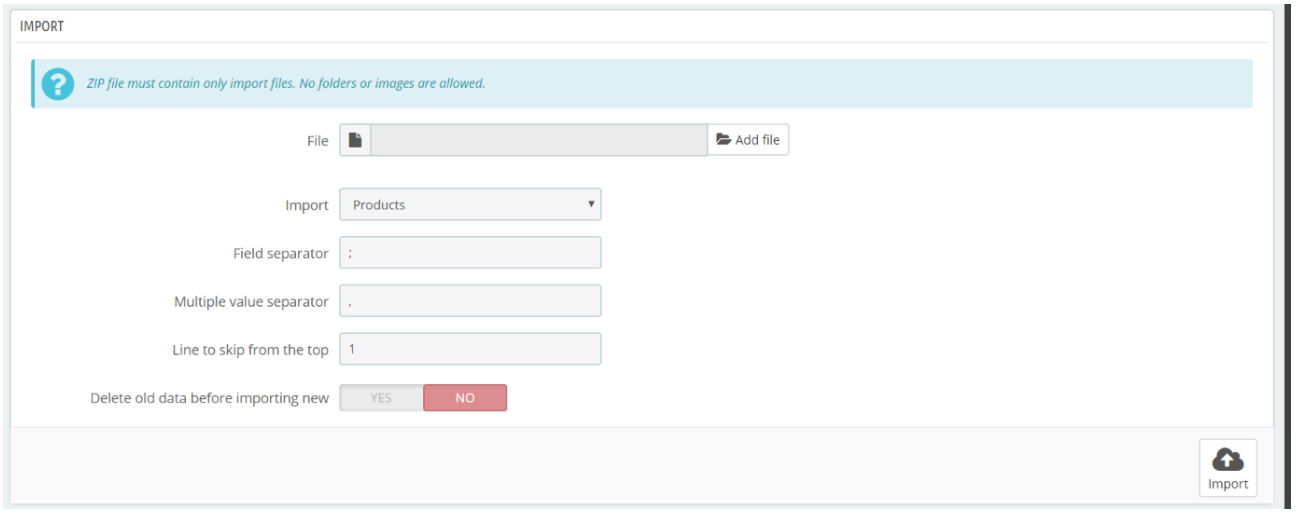


To import contracts, merchants have to click the import button in the top right corner.



By clicking this button the merchant will be directed to the Import/**Export** settings section.

The block of import settings allows merchants to import contracts configuration by uploading a CSV file.



From the drop down list **Products** should be selected as an Import option.

Default separator is semicolon. If a merchant file uses a different separator, he must change the Field **separator**.

Multiple value separators separate several items from the same field.

Default file has a header in the first line. If a merchant file has no headers **Lines to skip from the top** should be changed to zero. If a merchant doesn't want to import some zones for some reason he can skip them by changing **Lines to skip from the top** to e.g. 10.

Delete old data before importing new - by enabling this button old data will be deleted before uploading the new one.

When all fields are filled in and a file added, hit the **Import** button.

Sample file

Name;"Product reference";"Is pudo";"Is COD";"Is Home Collection";"Carrier name";"Delivery time";"All zones";"Zone names";"All shops";"Shop ids";Active

"DPD B2C";dpd_classic;0;0;0;"DPD B2C";"en:Your delivery experts,fr:Your delivery experts";1;;1;;0

"DPD Pudo";dpd_pudo;1;0;0;"DPD Pudo";"en:Your delivery experts,fr:Your delivery experts";1;;1;;0

"DPD B2C COD";dpd_classic_cod;0;1;0;"DPD B2C COD";"en:Your delivery experts,fr:Your delivery experts";1;;1;;0

"DPD Pudo COD";dpd_pudo_cod;1;1;0;"DPD Pudo COD";"en:Your delivery experts,fr:Your delivery experts";;;;;0

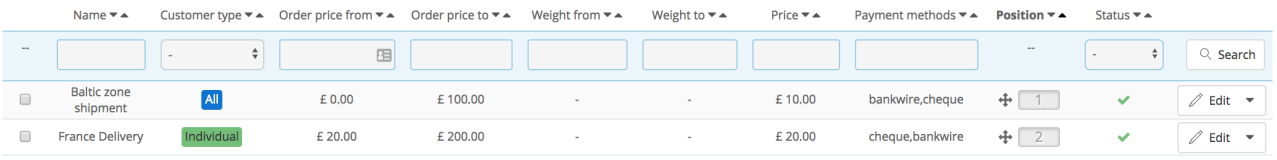
5.5 Price rules

First time a merchant opens this tab he will see an empty page.

Price rules must be configured for this module to work.

5.5.1 Price rules list

Price rules tab list displays the list of already created price rules.



Name – name of price rule.

Customer type - category of customer price rule will be applied. There are three types available: all, company and individual.

Order price from – price from which this rule applies or minus sign if it is not important to this rule.

Order price to – price to which this rule applies or minus sign if it is not important to this rule.

Weight from – weight from which this rule applies or minus sign if it is not important to this rule.

Weight to – weight to which this rule applies or minus sign if it is not important to this rule.

Price – how much a carrier will cost if this rule is applied.

Payment – which payment methods are supported by this rule.

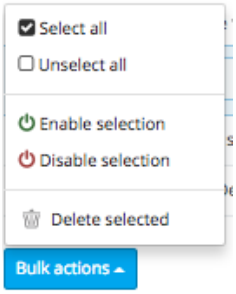
Position – the most important rule always must be in the highest position. If there are two similar rules, the one with higher position will be used.

Status – shows the status of the rule: green check in case rule is active, red cross (x) in case of inactive rule.

Each row has two actions:

- **Edit** – change zone settings.
- **Delete** – delete the zone.

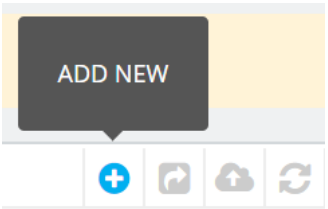
Under the list of price rules **Bulk actions** are available:



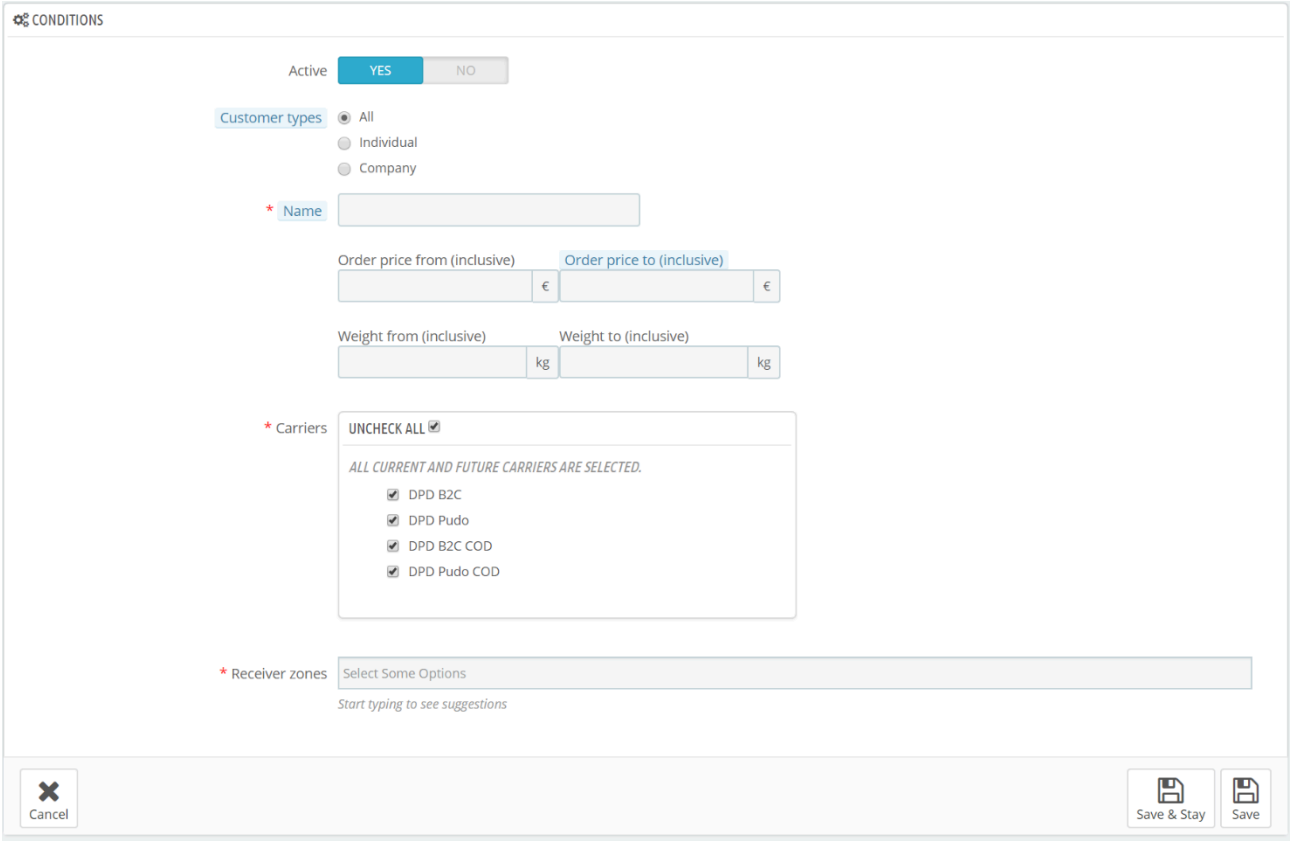
By selecting all price rules there are possibilities to delete all zones at once clicked on **Delete selected,** as well as **disable/enable selection**.

5.5.2 Edit/Add new price rule

New price rules can be added by click plus sign.



Price rule creation form looks like this and conditions section have to be filled:



Active – merchant can create as many rules as he wants and make some inactive if he does not want them to take effect at the moment.

Customer type - merchant can select for what category he wants to apply a price rule. At least one type must be selected. There are three different types: all, individual, company.

Name – name of price rule, only for the merchant, it is not seen by the buyer.

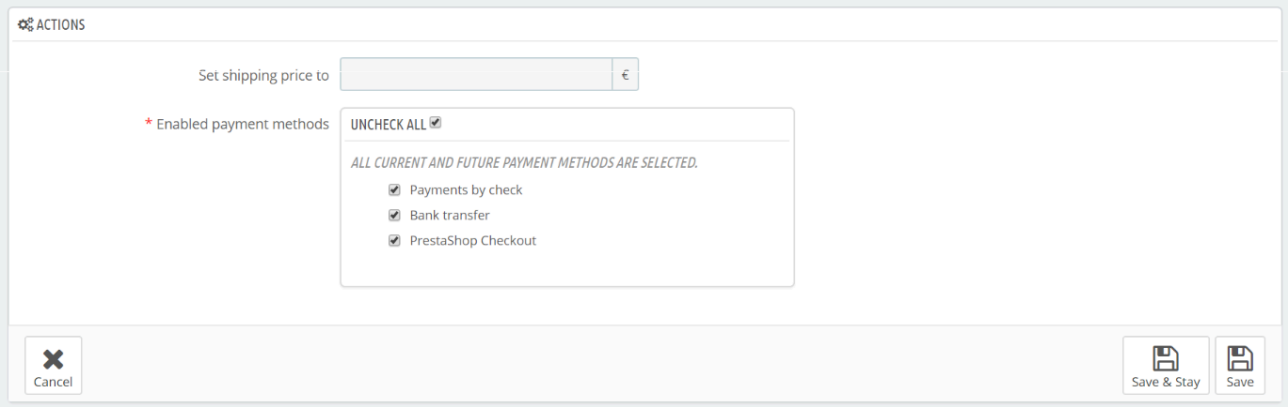
Order price from, Order price to – price range which is covered by this rule. If price is not important, merchants can enter 0 in both fields. From the field must be equal or greater than 0. To field must be equal or greater than From field.

Weight from, Weight to – order weight range which is covered by this rule. If weight is not important, merchants can enter 0 in both fields. From the field must be equal or greater than 0. To field must be equal or greater than From field.

Carriers – list of all configured carriers. To see any information here, merchants have to configure carriers in the Contracts tab first. By default, all carriers are selected. If a merchant wants that the rule would apply to one or several but not all carriers he needs to check only the carriers which the rule should apply to. At least one carrier must be selected.

Receiver zones - for this functionality to work first, zones must be configured in the Zones tab. Start writing and suggestions will appear matching zones that were created. Merchants can choose specific zones or “All zones”.

Price rule conditions section have to be filled:



Set shipping price to – the shipment price if all other conditions are satisfied. Price must be equal or greater than 0.

Enabled payment methods – this module allows to limit which payment methods can be used with carriers. By default, all payment methods are selected. At least one payment method must be selected.

After filling the relevant fields for new/edited price rule do not forget to save it:

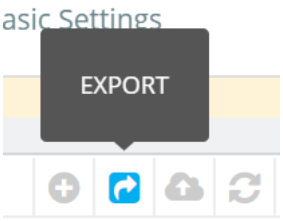
By clicking **Save & Stay** you will get a notification about successfully saved information and remain on the same page with the possibility to edit the current price rules. After clicking **Save** the price rule will be saved and you will be redirected to the price rules list.

5.5.3 Price rules export/import

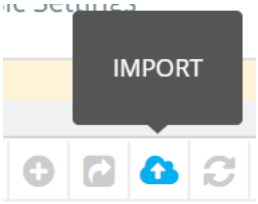
There are such functionalities to export and import price rules using CSV files. Merchants have an opportunity to download or upload CSV files and handle more than one price rule at once.

To do so navigate to IMPORT/EXPORT at top right corner of page:

Or clicking the export button in the top right corner at the price rules list.

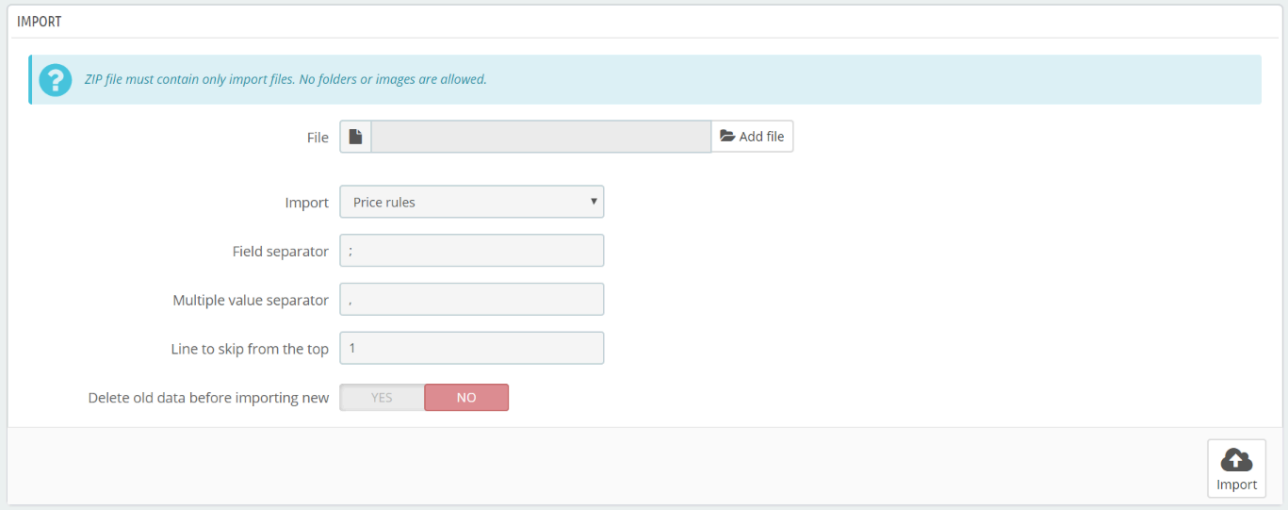


To import price rules, merchants have to click the import button in the top right corner.



By clicking this button the merchant will be directed to the Import/**Export** settings section.

The block of import settings allows merchants to import contracts configuration by uploading a CSV file.



From the drop down list **Price rules** should be selected as an Import option.

Default separator is semicolon. If a merchant file uses a different separator, he must change the Field **separator**.

Multiple value separators separate several items from the same field.

Default file has a header in the first line. If a merchant file has no headers **Lines to skip from the top** should be changed to zero. If a merchant doesn't want to import some zones for some reason he can skip them by changing **Lines to skip from the top** to e.g. 10.

Delete old data before importing new - by enabling this button old data will be deleted before uploading the new one.

When all fields are filled in and a file added, hit the **Import** button.

Sample file

"Customer type";Name;"Order price from";"Order price to";"Weight from";"Weight to";"All carriers";Carriers;"All zones";Zones;Price;"All payments";Payments;Active

all;"Training Price Rule";0.000000;1000.000000;0.000000;1000.000000;0;"Pick-up (LV)";0;North,Baltics;5.000000;1;;1

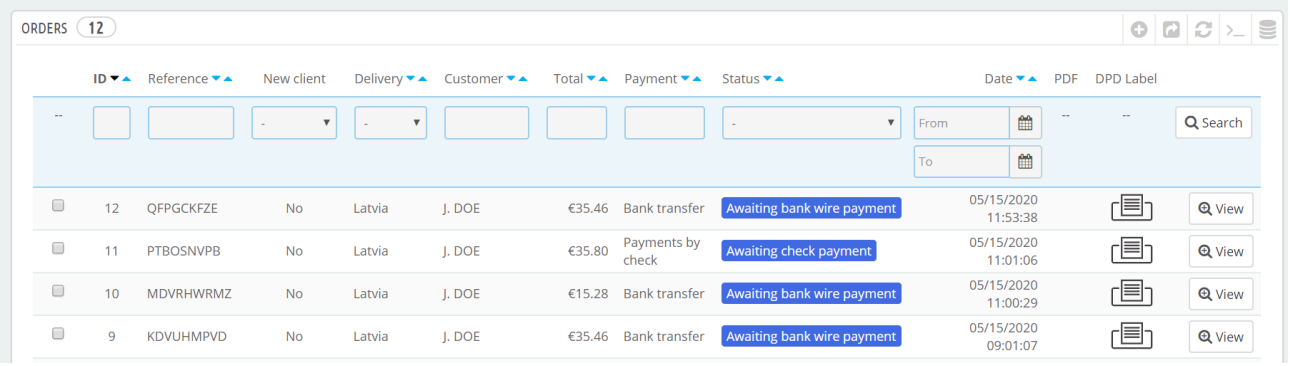
all;"Second price rule";0.000000;1000.000000;0.000000;1000.000000;0;"Classic ";0;Simonas,Baltics;7.000000;1;;1

6 Module usage

Modules can be used only when all configurations are done properly.

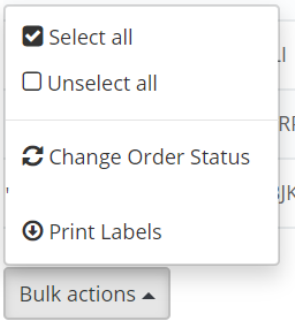
6.1 Orders

When buyers buy some items, new orders will appear in Orders->Orders



Merchants can instantly print the order by clicking the “Printer” icon.

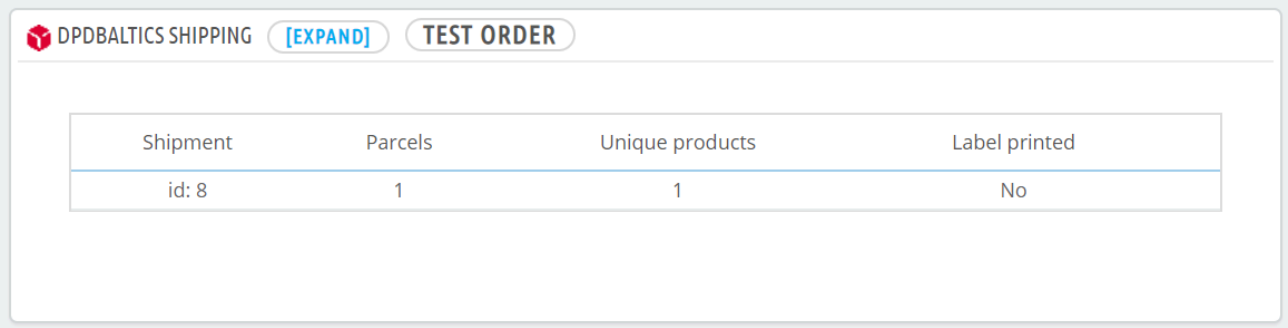
He can also use “Bulk action” to print multiple labels at once.



!Important: before using actions from the order page, the merchant has to make sure that all information regarding the shipment is correct. Orders can’t be edited after the label is printed. If some data is not correct, merchants might get an error message.

6.2 Orders management

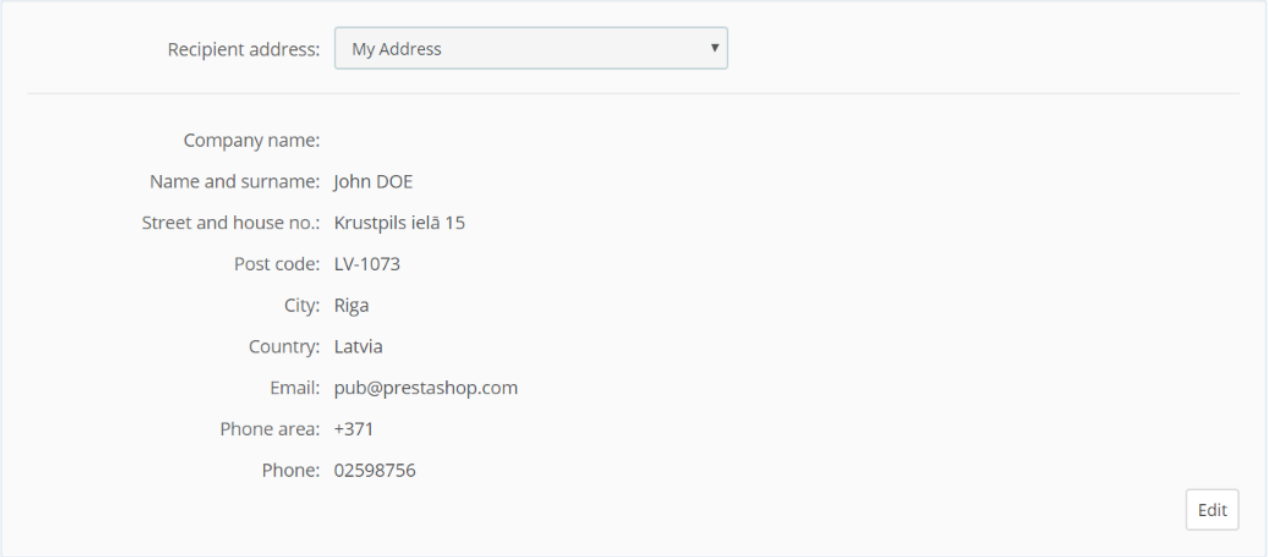
Merchant has to click “**View**” in the order list on the order of his choice and scroll down to the middle of the page to find DPD Baltics block.



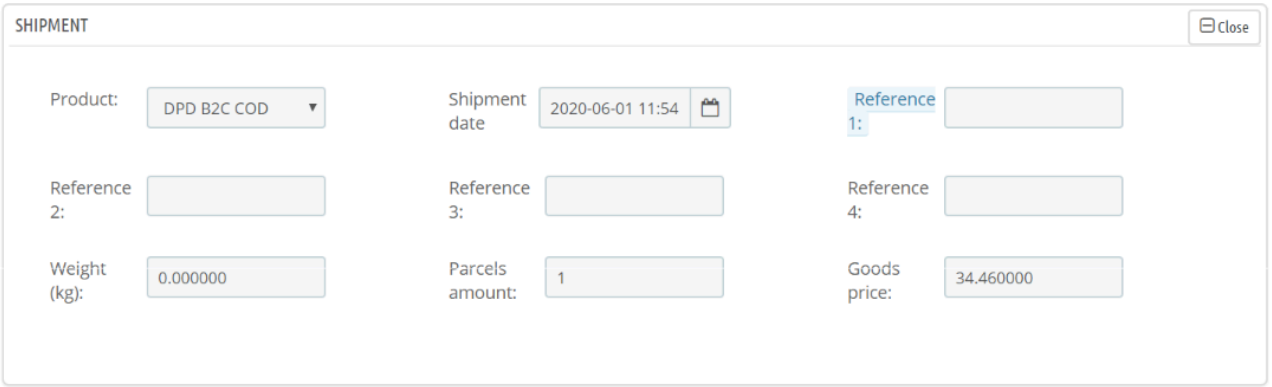
When an order is created in Test mode they are marketed as **test orders,** real orders don't have any markings.

Merchant must expand the block if he wants to make some changes.

Buyers address can be changed by selecting one of buyers existing addresses and/or editing it.



Merchant can change information about shipment:



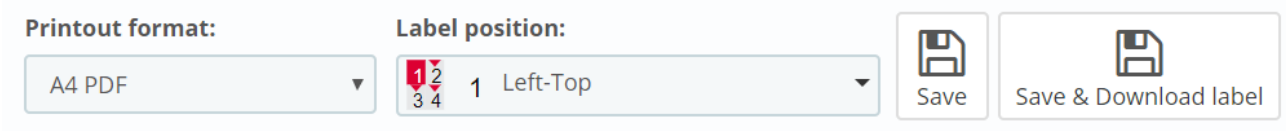
Each shipment has eight standard fields:

- Product – carrier that buyer has chosen for this order.
- Date – when order was created.
- Reference 1 – additional information that can be send to DPD

- Reference 2 – additional information that can be send to DPD
- Reference 3 – additional information that can be send to DPD
- Reference 4 – additional information that can be send to DPD
- Parcel amount – number of packages (parcels) in the order

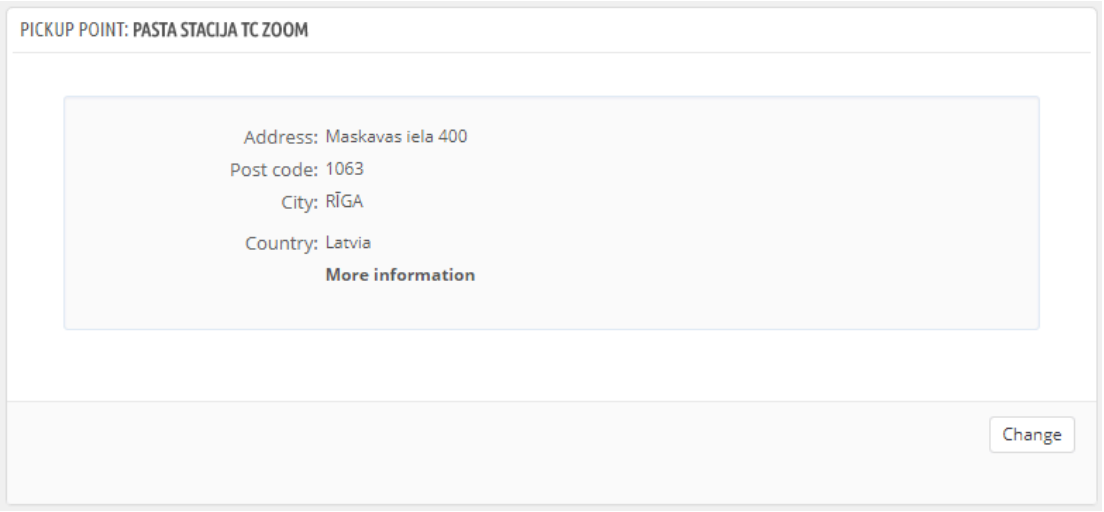
If the shipment type is COD, it will have an additional field – Goods price. Merchant has to make sure that this number is correct because it will be printed on the label and it is an amount that the buyer will pay when he receives the package.

Merchants can click **Save** or choose the format of the label and **Save and Download label**. Global label format settings are set in Shipment settings (see “Shipment settings” chapter for more information) however, merchants can change individual settings for each order if they want.

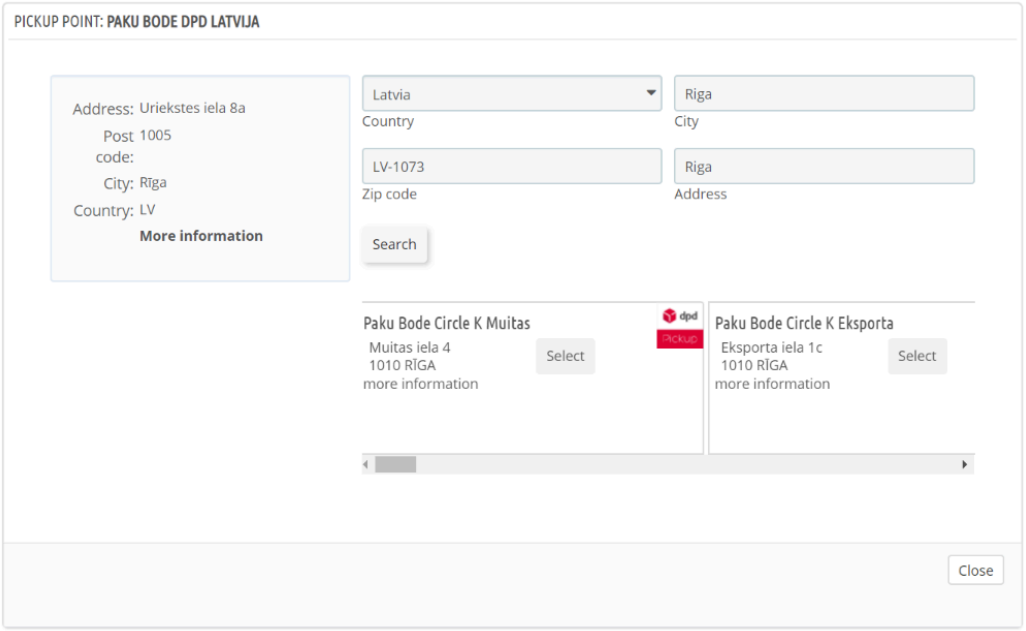


When shipment is saved it will appear in the module tab **Shipments**.

Only for pick-up service. Pick-up points can be changed by merchants.



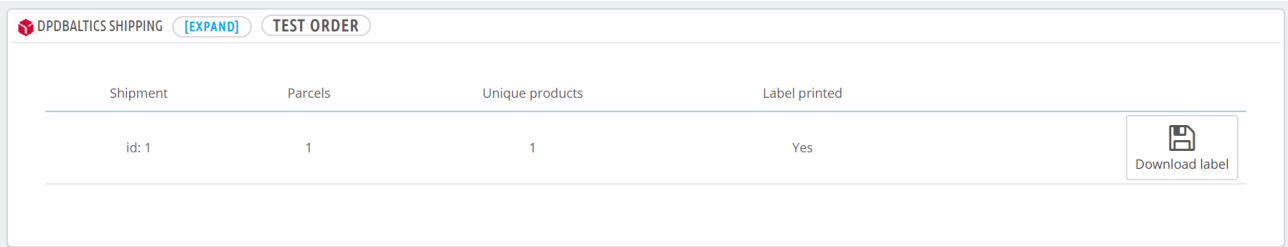
Merchant has to click **change**. Search will load all pick-up points available in the specified area.



If the merchant changed his mind and doesn't want to change the pick up point he can click **Close**.

Similar functionality will appear when creating an order from backOffice and selecting a pick-up carrier.

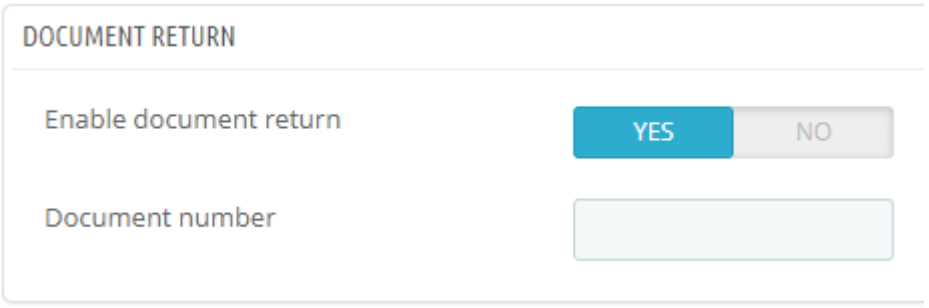
When the label is printed, the merchant no longer needs to expand the block to reprint the label, he can click the "download label" button that will appear in the not expanded block.



6.2.1 Return of documents

By default Return of document functionality is turned off. If you want to use it you have to go to Shipment settings and set “Document return” to YES.

If you go to the order page and expand it, you will see an additional block that wasn’t visible before.

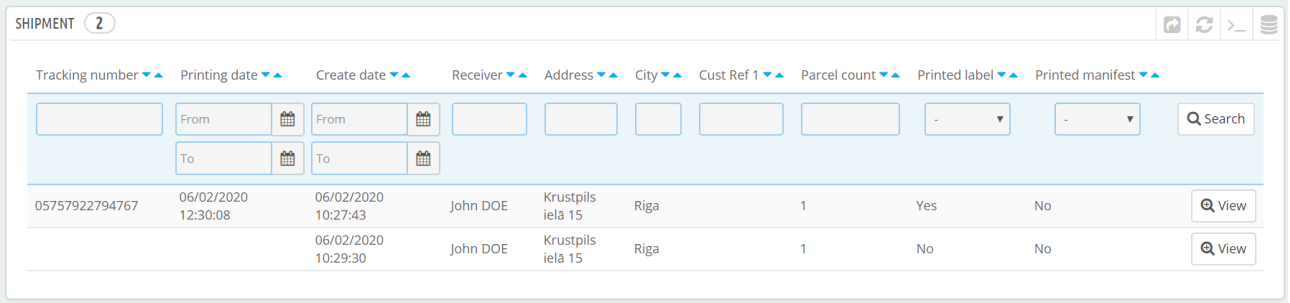


If you want to use a document return you will have to enter a document number.

6.3 Shipments

6.3.1 Shipment list

Shipment list will display basic information about shipment.



Shipment list can be filtered based on the items in the table:

- Tracking number – only shipments with printed label can have tracking number
- Printing date – label printing date doesn’t need to be the same as ordered date
- Create date – when client placed the order
- Receiver – clients first and last names
- Address – street where products should be delivered
- City – city where products should be delivered
- Cust ref1 – this field can be automatically or manually pre filled by the merchant in the order page
- Parcel count – number of boxes in the order
- Printed label – status of label printing
- Printed manifest – status of manifest printing

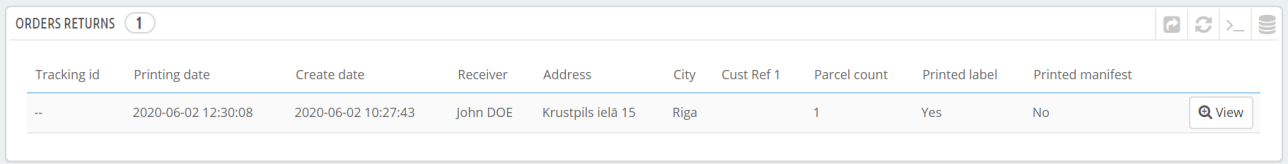
Action „View“ will open the order associated with this shipment.

6.4 Order return

For returns to be working, it must be enabled in „Shipment settings“ (see „Shipment settings“ chapter for more details) and return address has to be created in the “Addresses” tab (see „Addresses“ chapter for more details). Order returns are not supported by Estonia at the moment.

6.4.1 Order return list

Order returns display all returns created by the buyers.



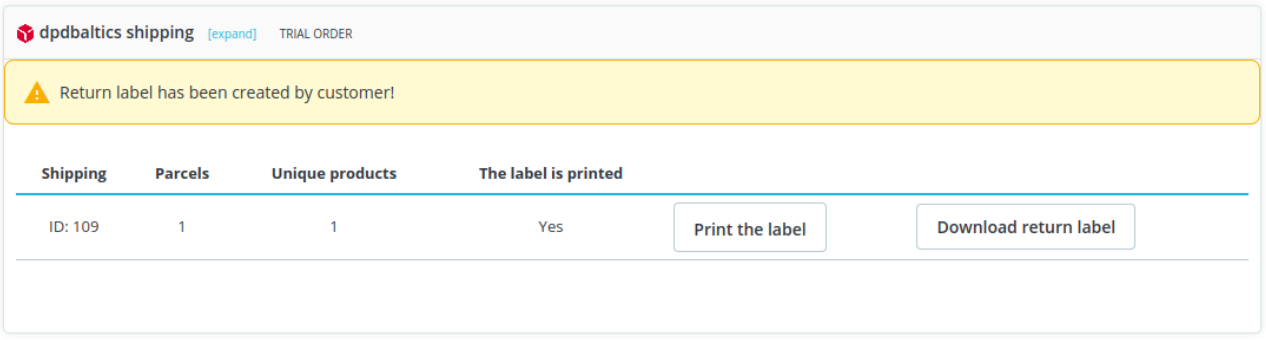
Order return list can be filtered based on the items in the table:

- Tracking number – only shipments with printed label can have tracking number
- Printing date – label printing date doesn’t need to be the same as ordered date
- Create date – when client placed the order
- Receiver – clients first and last names
- Address – street where products should be delivered
- City – city where products should be delivered
- Cust ref1 – this field can be automatically or manually pre filled by the merchant in the order page
- Parcel count – number of boxes in the order
- Printed label – status of label printing
- Printed manifest – status of manifest printing

Action „View“ will open the order associated with this shipment.

6.4.2 Order return label

Order return label can be printed in order page in dpd shipping tab

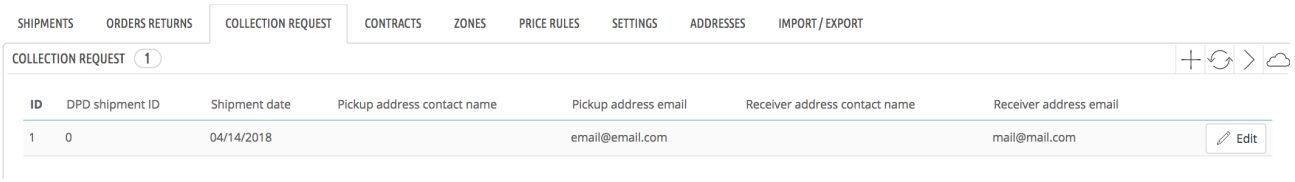


Also if setting “Automatically generate return label” is active you can print return label together with shipment label in order page or action bulk.

6.5 Collection request

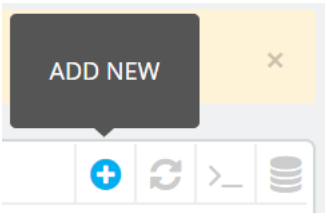
6.5.1 Collection request list

Collection request list displays information about created collection requests.



6.5.2 Collection request form

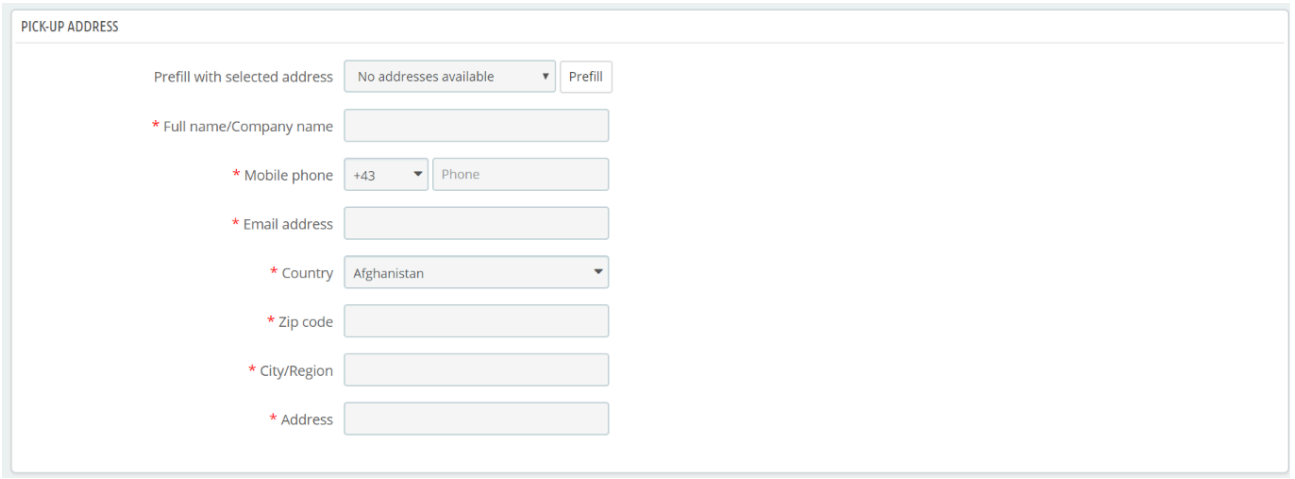
To create new collection request click a plus sign



Collection request form allows to create collection requests.

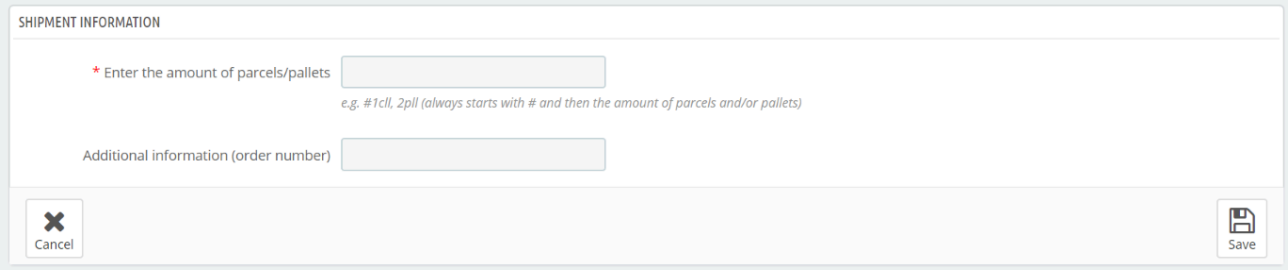
It is divided into 3 parts.

The Pick-up address and Receiver block look exactly the same.



Information here can be prefilled with templates created in the Addresses tab. For more information regarding template creation see “Addresses” chapter.

The last part is shipment information:



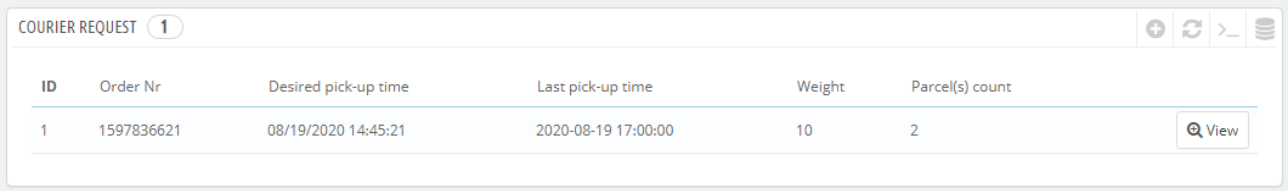
There is only two possible fields:

- Parcels and pallets amount
- Additional information about the collection that will be provided to DPD

6.6 Call a driver

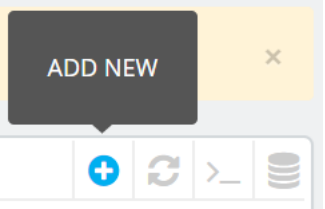
6.6.1 Call a driver list

When a merchant opens the page for the first time it will be empty. When the first call a driver request will be created, it will display basic information about request:



6.6.2 Call a driver form

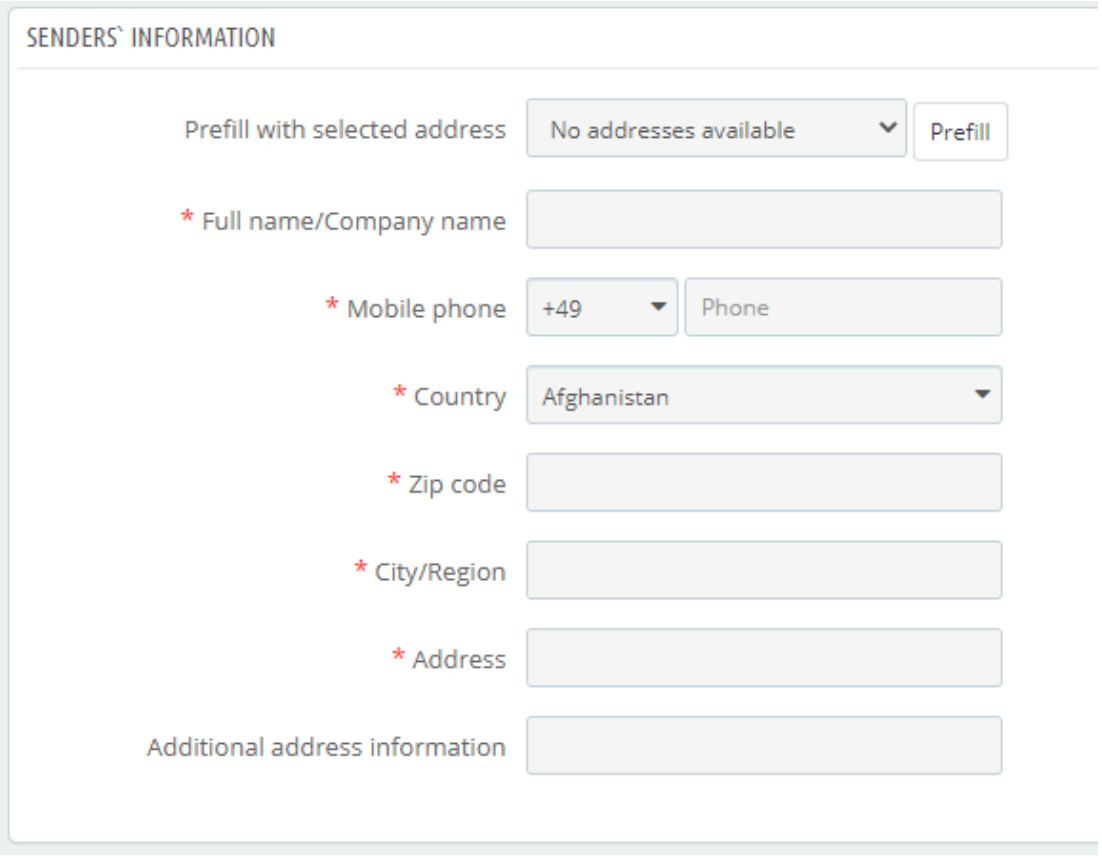
To create new call a driver request click a plus sign



Call a driver request form allows you to create call driver requests.

It is divided into 2 parts.

Senders' information block can be prefilled with templates created in the Addresses tab. For more information regarding template creation see "Addresses" chapter.



In the Shipment information block, merchants need to enter all information about the shipment.

Order Nr, **Desired pick-up time**, **Last pick-up time** are pre filled automatically, however the merchant can change to whatever he wants.

Weight – merchants have to enter the total weight of all parcels.

Parcels count – merchant has to enter total amount of parcels

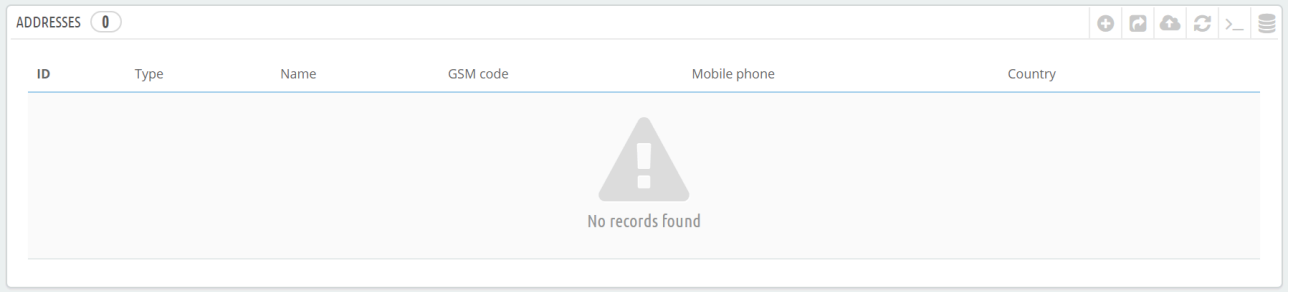
Pallets count – if a merchant has pallets he needs to enter the number, else he can leave it blank.

Comment for courier – merchant can enter additional information that courier needs to know e.g. door code.

6.7 Addresses

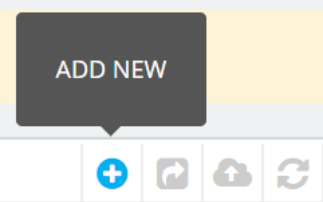
6.7.1 Addresses management

First time a merchant opens this tab he will see an empty page.

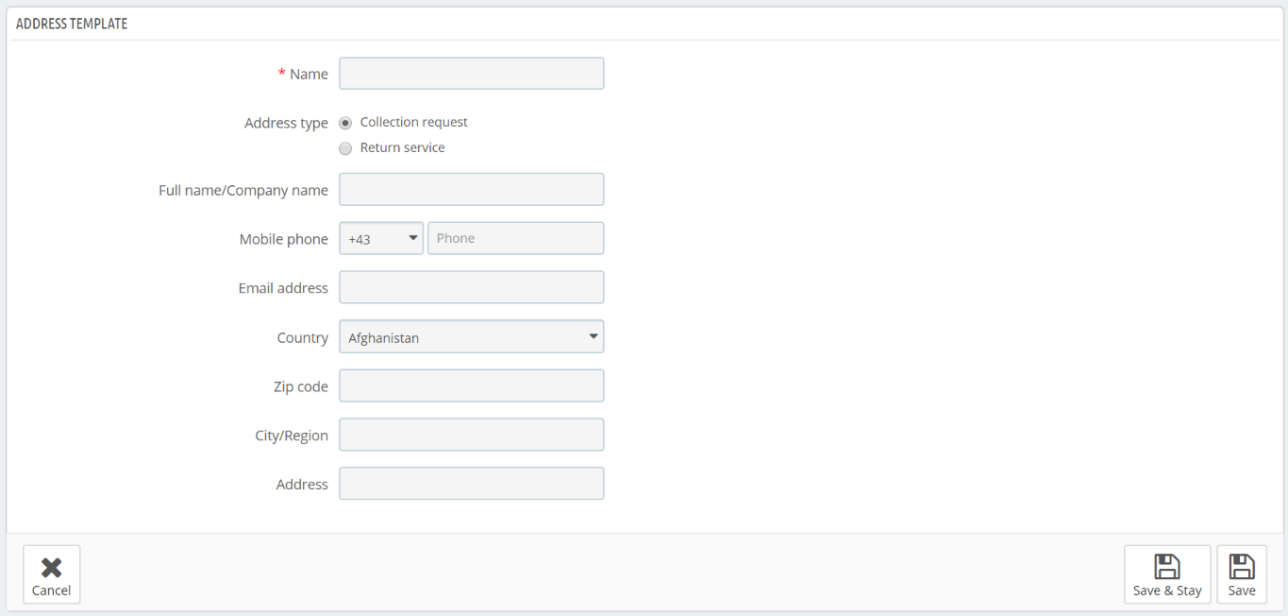


This feature is created to make it easier to create collection requests described in chapter 6.5 and also this feature is used for return shipment as return shipment needs to have a predefined address to work.

To create a new address template, the merchant has to click **plus sign**.



Address template form will be loaded.



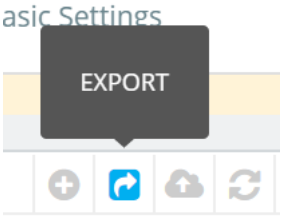
Form is really similar to the Collection Request form, however there are no required fields as the merchant can fill whatever he wants for the template.

Address tab is also used to create addresses for returns. Returns will not work if the address is not created. Return address form looks exactly the same as Collection request address form, however in Return case all fiends are required.

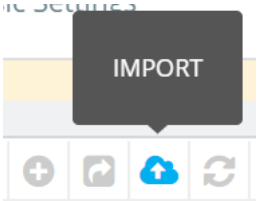
6.7.2 Address templates export/import

There are such functionalities to export and import address templates. Merchants have an opportunity to download or upload CSV files and handle more than one address template at once.

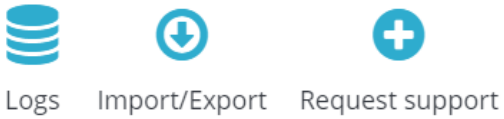
Address templates can be exported by clicking the export button.



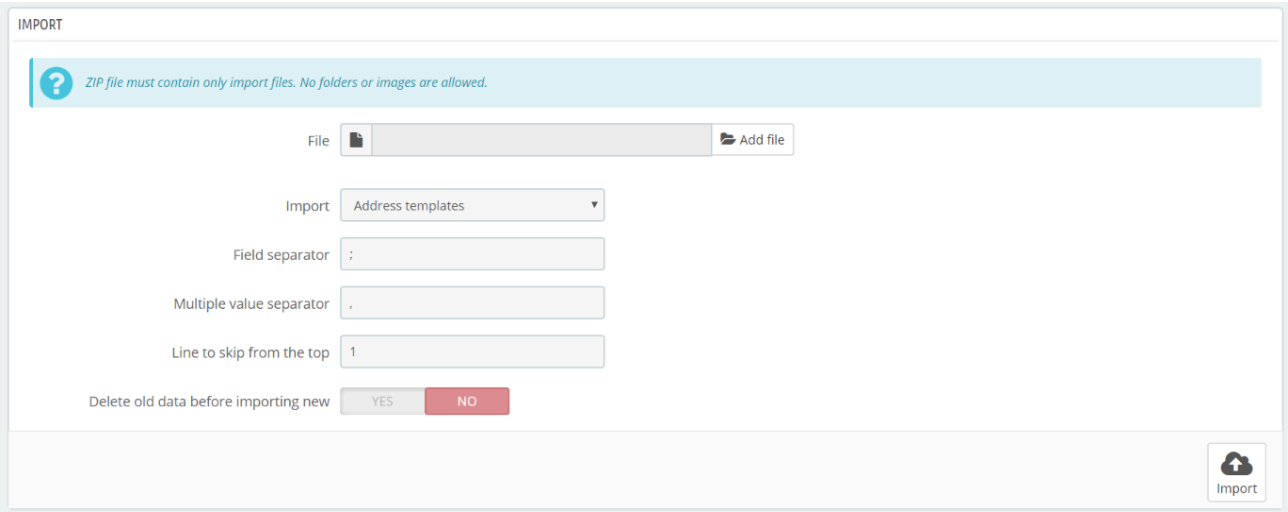
To import address templates, the merchant has to click the import button, he will be redirected to the Import/Export page.



Merchant can also navigate to IMPORT/EXPORT at top right corner of page:

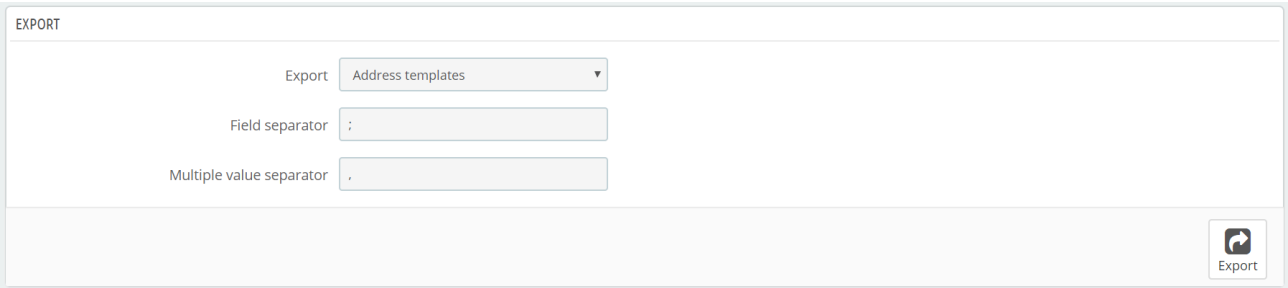


IMPORT section of settings displayed below:



By selecting **address templates, merchants** will upload templates.

Address export section:



To export settings a merchant has to select **address templates** and the CSV file will be downloaded instantly.

Sample file

An example CSV file is displayed below.

Name;"Address type";"Full name.";"GSM code";"Mobile phone";"Email address";"Country id";"Zip code";"City name";Address;"All shops";Shops

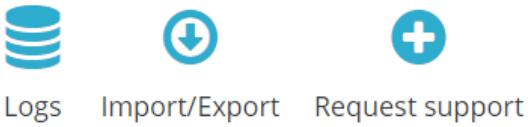
"Return address";return_service;"DPD Return";+370;65059071;help@invertus.eu;125;LV-1073;Riga;"Krustpils ielā 15";1;.

6.8 Additional settings

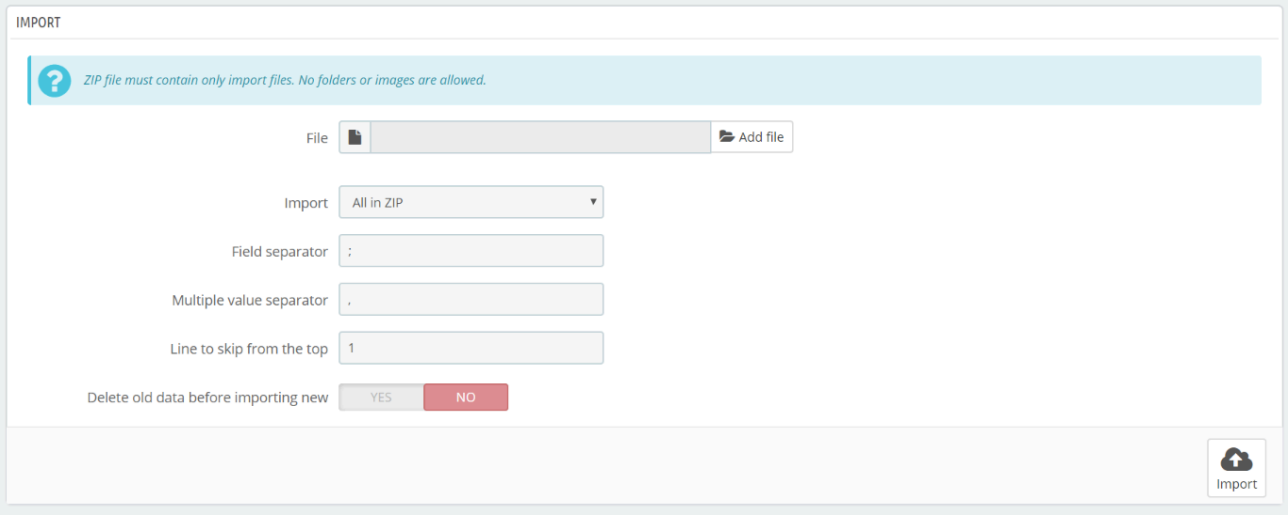
6.8.1 Export/Import for all settings

For easier settings adjustment there is the possibility to export/import all settings by one click in the IMPORT/EXPORT tab. Merchants have an opportunity to download or upload CSV files and handle all settings at once.

To do so navigate to IMPORT/EXPORT at top right corner of page:

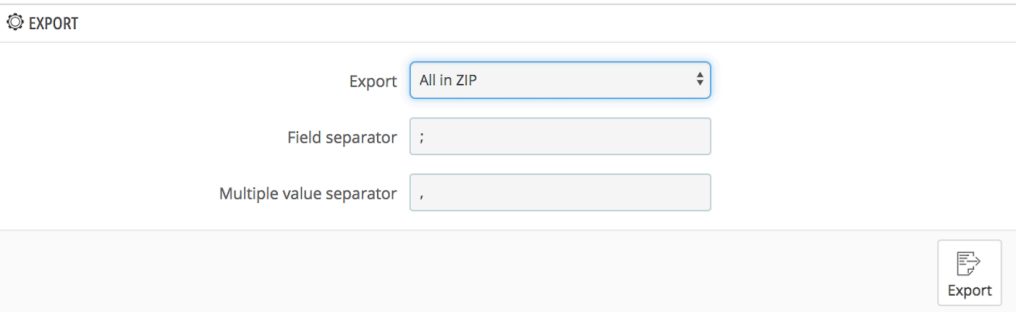


IMPORT section of settings displayed below:



By selecting **All in ZIP, merchants** will upload settings lists.

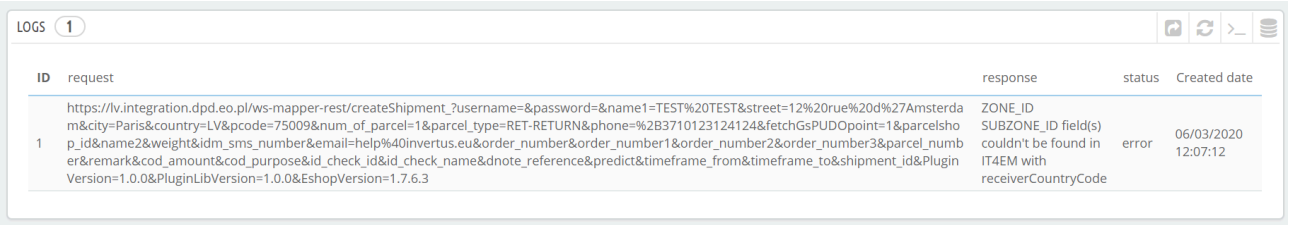
All in ZIP settings export section:



To export settings a merchant has to select **All in ZIP** and ZIP with CSV files will be downloaded instantly. It will contain files: zones, settings, contracts, price rules, address templates, shipment list settings, order return list settings, address list settings.

6.8.2 Logs

Logs displays all the issues with API



If you encountered an error these lines can help DPD support to faster fix the issue.

6.8.3 Request support

This button displays all information required for contacting support. Please provide a screenshot of this page and logs when contacting support.

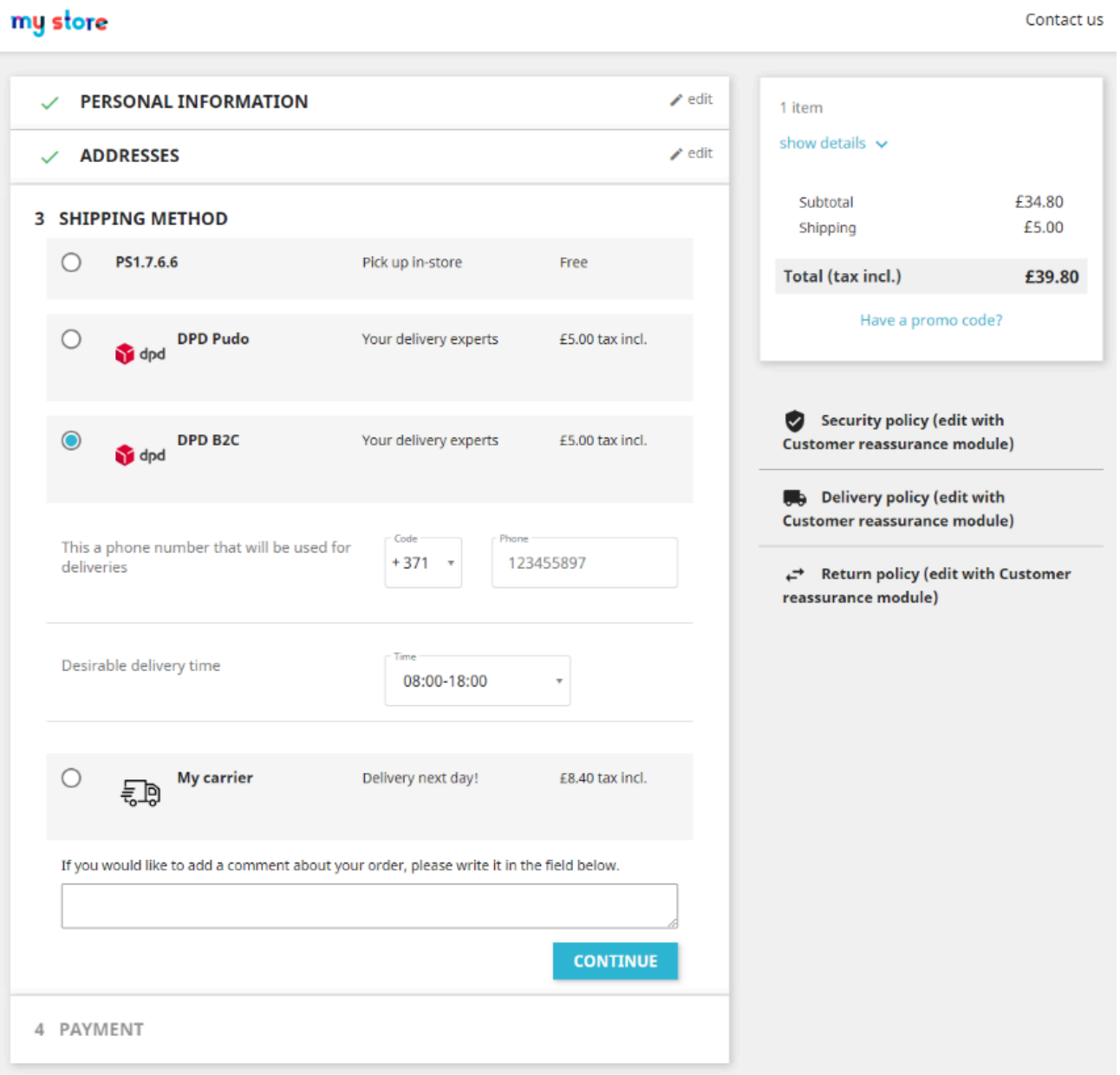
6.8.4

7 Buyer perspective

What exactly the buyer sees depends on the theme that is used for the shop, so it might look a bit differently.

7.1 Checkout

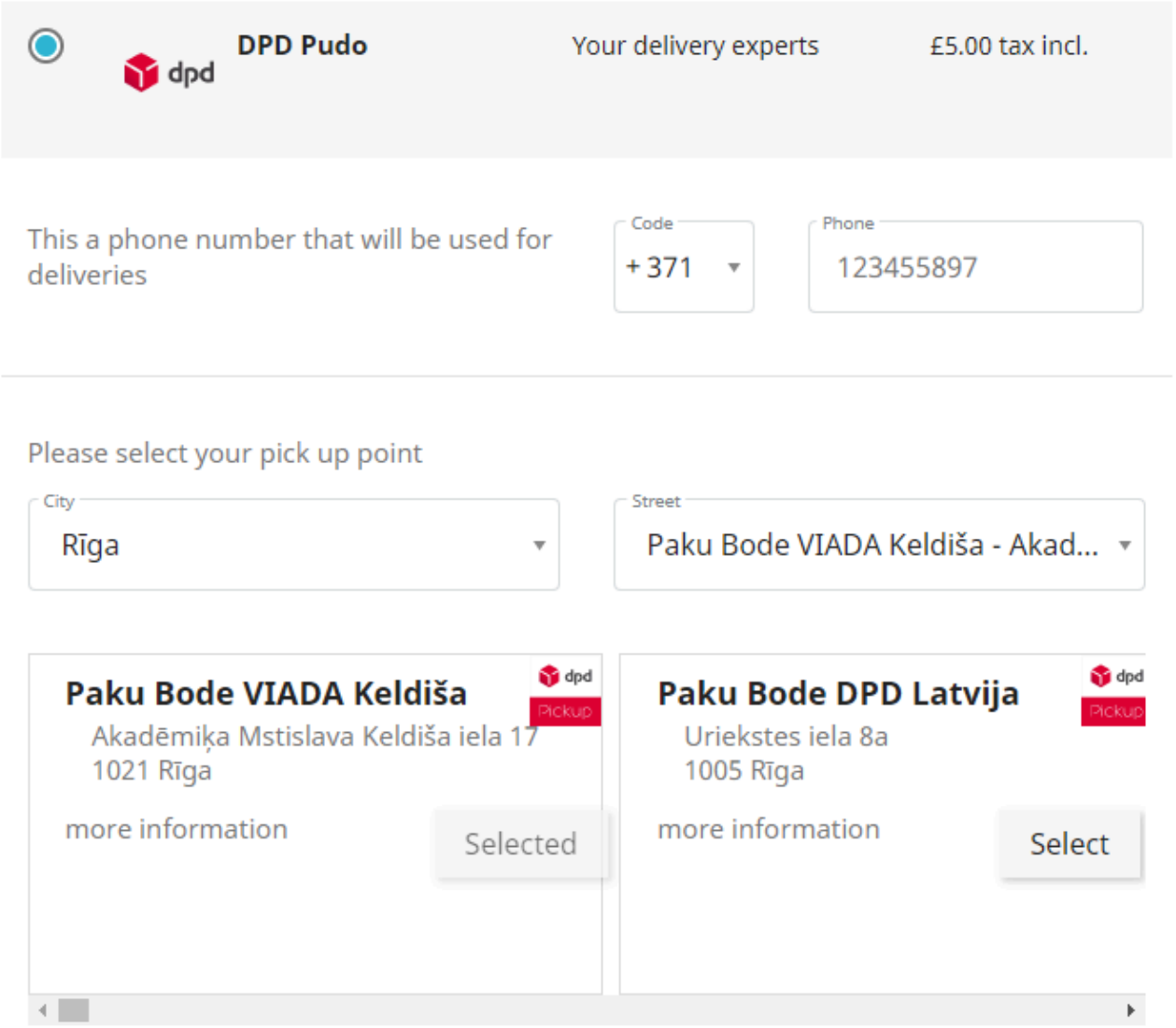
Checkout can be done in four steps. The buyer will see all configured carriers available for his address.



In default PrestaShop configuration telephone number is optional and is not separated from area code. DPD module automatically copies phone number from address buyer chooses and allows to double check if he didn't make a mistake.

Buyer can also choose delivery time if he wants the product to be delivered in the big city.

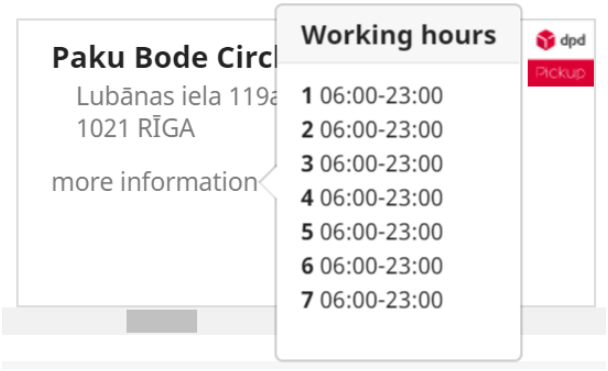
If the buyer chooses Pick-up point, he gets an option to choose a delivery point.



Default option is pick-up cards, however merchants might also choose to enable pick-up maps.

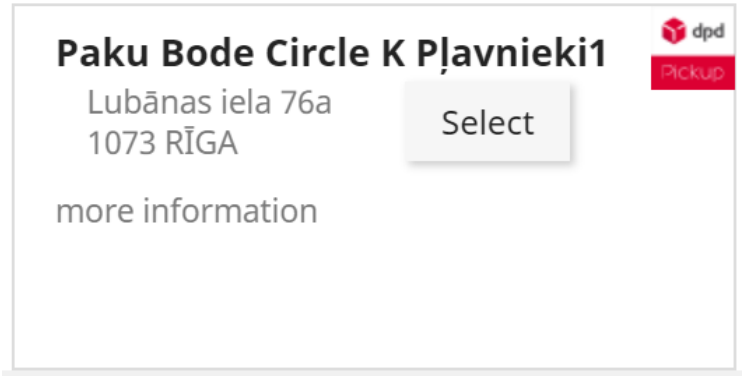
Important. For pick-up maps to work, pick-up functionality must be enabled in module settings and the correct Google Maps API key should be provided.

When clicked on “more information” working hours are provided to the buyer.

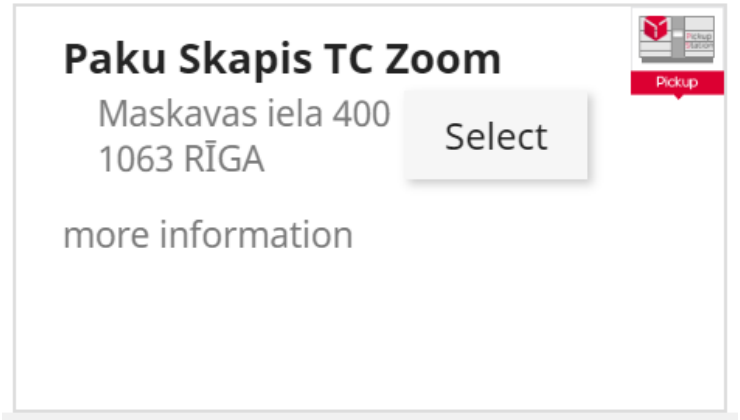


There is also an icon indicating if it's a shop or lockbox.

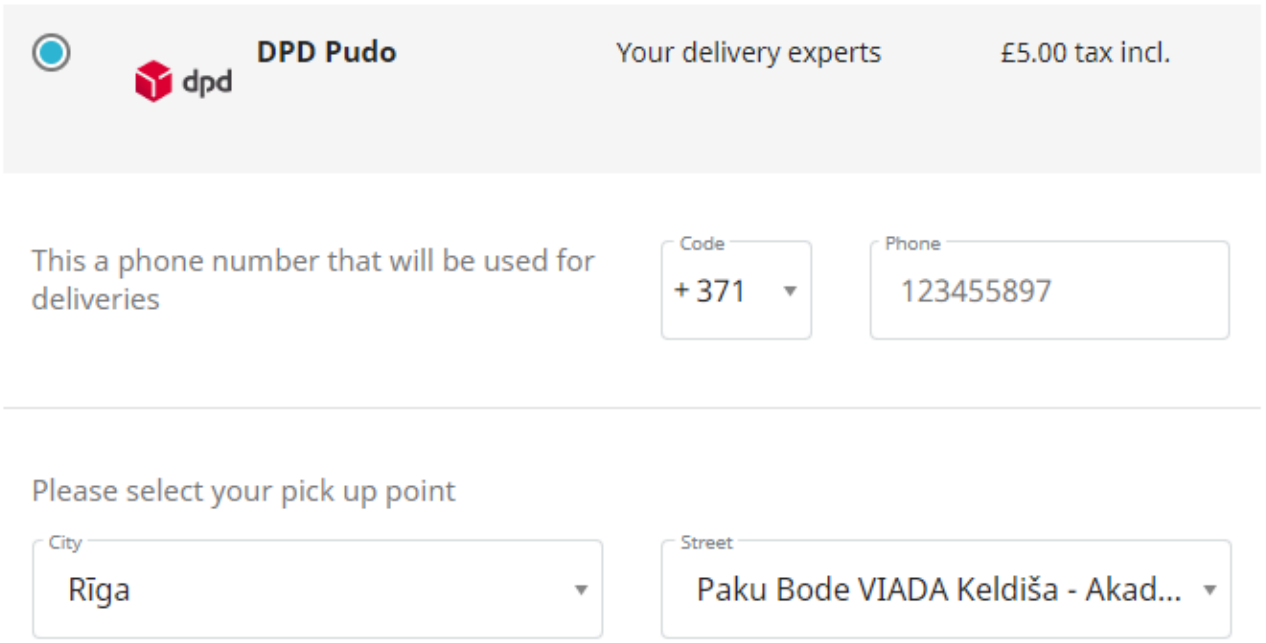
Shops are marked with standard DPD Pick-up logo



Self-service lockbox are marked with lockbox icon

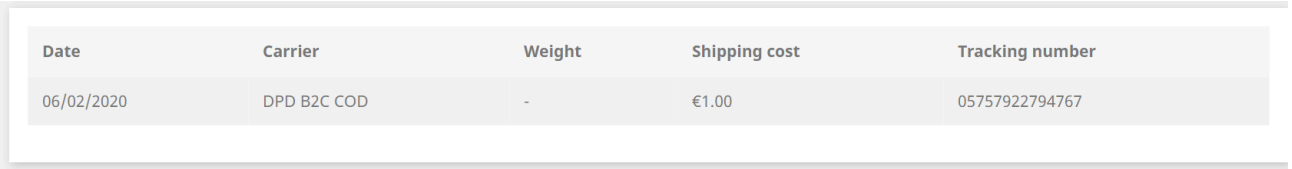


Alternative view:



7.2 Parcel tracking

When the order is sent, the buyer can go to My account -> Order history click “Details” on the order and find the tracking number.



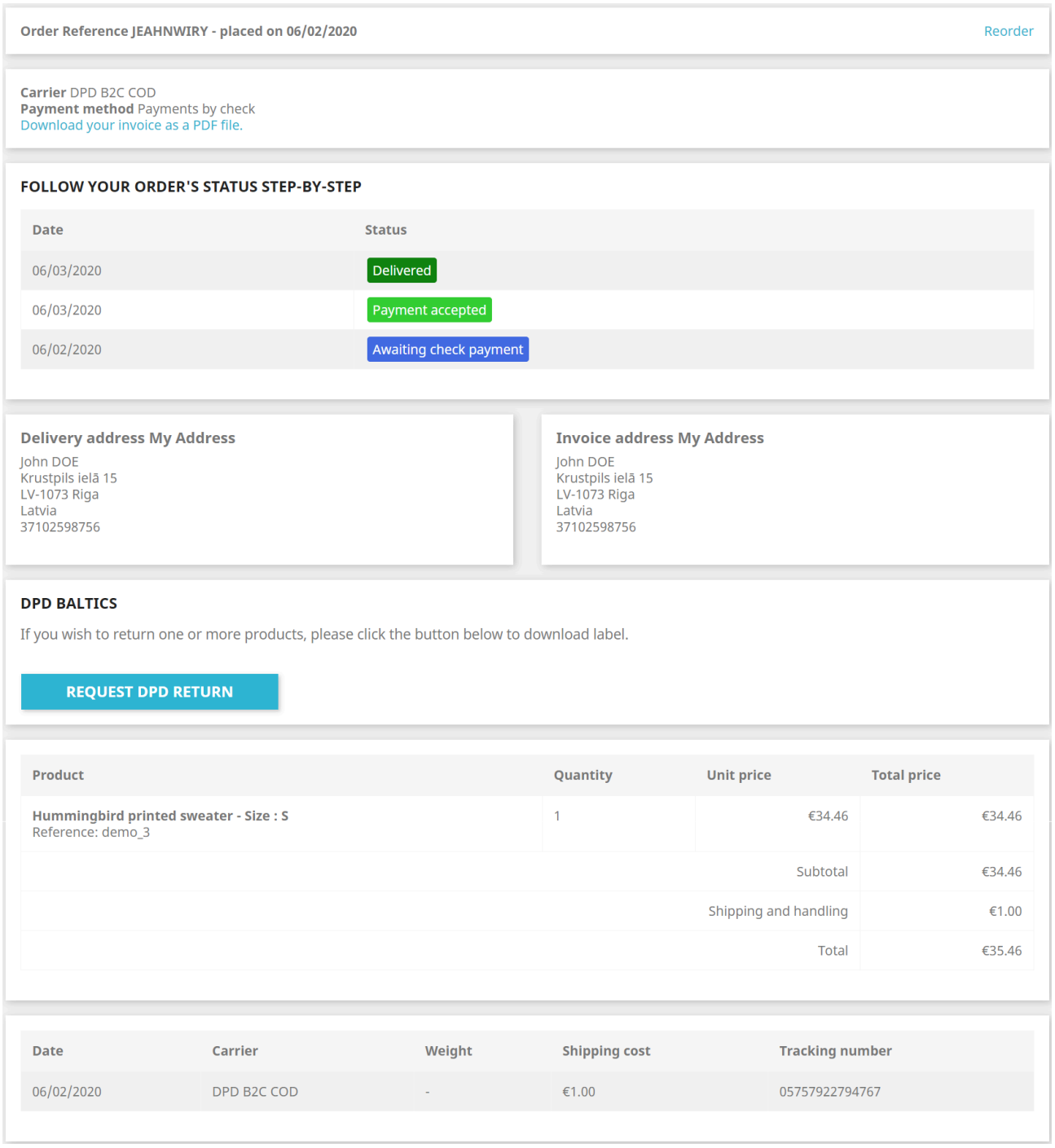
Date	Carrier	Weight	Shipping cost	Tracking number
06/02/2020	DPD B2C COD	-	€1.00	05757922794767

7.3 Shipment return

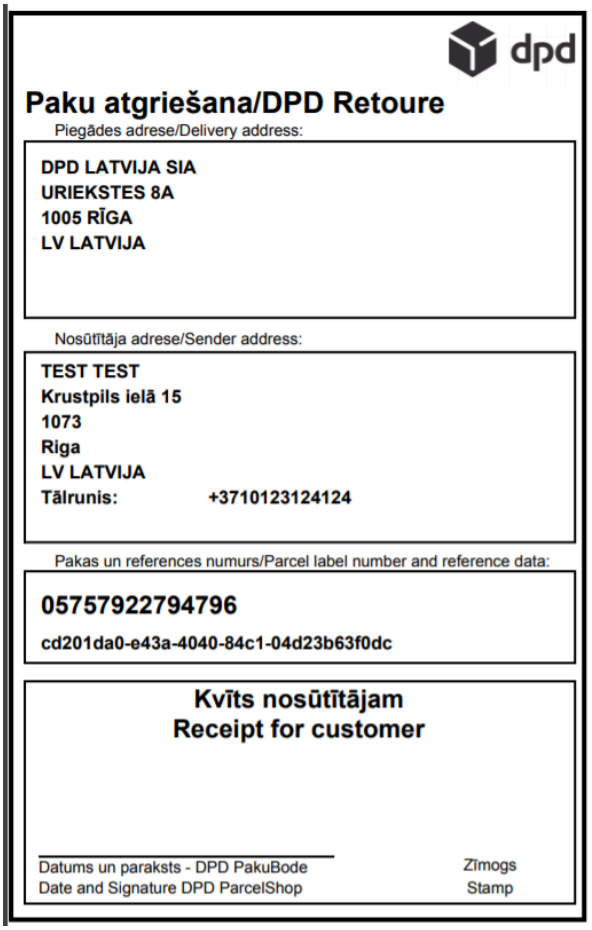
7.3.1 Return creation

If the buyer wants to return items, he has to go to My account -> Order history click **Details** on the order and find shipment return button.

Only orders with statuses “Delivered” or “Shipped” can be returned.



When clicked, the button will generate a return label.



dpd

Paku atgriešana/DPD Retoure

Piegādes adrese/Delivery address:

DPD LATVIJA SIA
URIEKSTES 8A
1005 RĪGA
LV LATVIJA

Nosūtītāja adrese/Sender address:

TEST TEST
Krustpils ielā 15
1073
Riga
LV LATVIJA
Tālrunis: +3710123124124

Pakas un references numurs/Parcel label number and reference data:

05757922794796

cd201da0-e43a-4040-84c1-04d23b63f0dc

Kvīts nosūtītājam
Receipt for customer

Datums un paraksts - DPD PakuBode
Date and Signature DPD ParcelShop

Zīmogs
Stamp

Rakstisks paziņojums par ārēji neredzamu bojājumu ir jāiesniedz transporta pakalpojumu sniedzējam 7 dienu laikā pēc piegādes. Damage not recognizable on the outside, has to be reported in written to the respective transport organization within 7 days after delivery.

DPD LATVIJA SIA
URIEKSTES 8A
1005 RĪGA
LV LATVIJA

Contact **Aigars Šuļins**
Tālr. **+37167387286**
MPSID **057579227947962020603**

Paku skaits **1/1**
Svars **1.000**

Pakas ref. **cd201da0-e43a-4040-84c1-04...**
Sūtījuma ref. **cd201da0-e43a-4040-84c1-04...**

TEST TEST
Krustpils ielā 15
1073
Riga
LV LATVIJA
Tālrunis: +3710123124124

DPD LATVIJA SIA
URIEKSTES IELA 8A RIGA,
LV-1005 LATVIA
Faksa: +37167387288
PVN reģ. Nr.: LV40003393255
Depot 0330575

dpd

0575 7922 7947 96 4
Pakas nr.

2C RETURN
Pakalpojums

LV-DPD-0575

RET 332-LV-1005 C05

2020-06-03 12:09:02 20050406 WebManifest v1.0.0

0001 0050 5757 9227 9479 6332 428A

7.4 Support

In case of trouble with the plugin – Please contact your DPD support.

We recommend to put in your request:

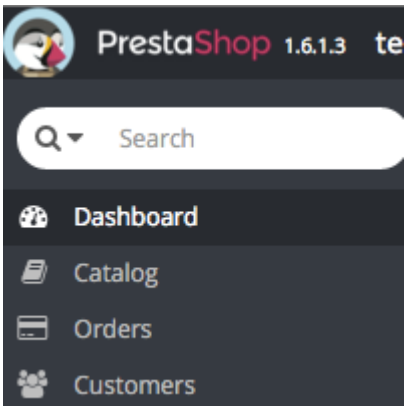
1. The Prestashop version
2. The DPD module version
3. Your DPD username
4. Date & Time of the issue
5. The steps to reproduce your issue
6. The Prestashop log (optional)
7. The Plugin log (optional)
8. A video or screenshot showing the issue (optional)

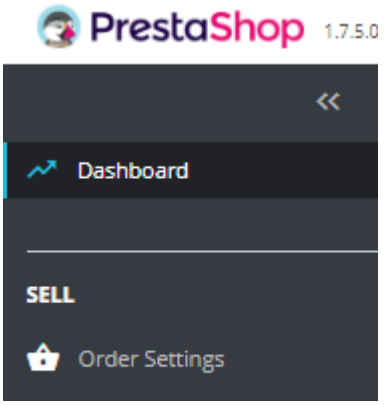
Please find below the procedure to access that information.

7.4.1 How to find the Prestashop version

In the back office you can see your version.

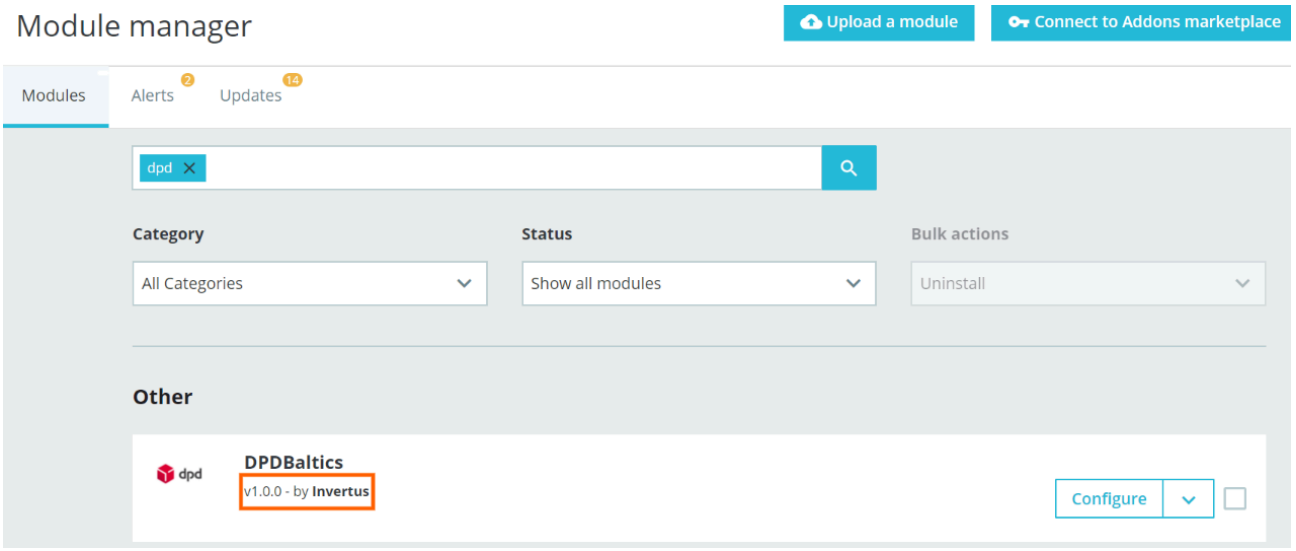
For 1.6 and 1.7 it is on the top left side of the page:





7.4.2 How to find the module version?

Module version can be found in the Prestashop module Manager.



7.4.3 How to get the Prestashop log

PrestaShop 1.7

Debug Mode can now be enabled from the back office CONFIGURE menu under Advanced Parameters > Performance

PrestaShop 1.6

- open file: config/defines.inc.php (using FTP or hosting control panel)
- change false-->true:

define('_PS_MODE_DEV_', false);

define('_PS_MODE_DEV_', true);

Retrieve the info

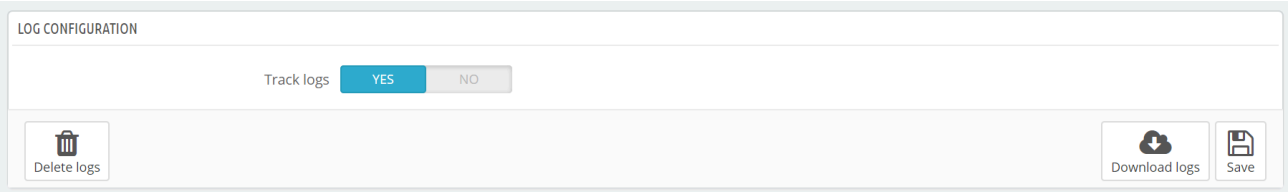
Now visit page(s) with issues and you should see the underlying error message.

- Using Google copy your error message, then enter search 'PrestaShop or PrestaShop forge (your error message)'.
- Use variations of error (don't use site specific url's etc) until you find similar message report.

Warning: set back to false when finished.

7.4.4 How to get the Module log

Module log can be enabled in the Basic Settings of the module.



First, go on Basic Settings and under Log Configuration Enable the logs by clicking on YES.

Then Click on SAVE. Now you can reproduce your issue.

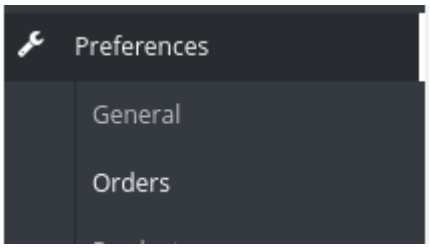
Once it is done go back on module Basic settings and click on Download logs to retrieve the logs.

8 Feature updates

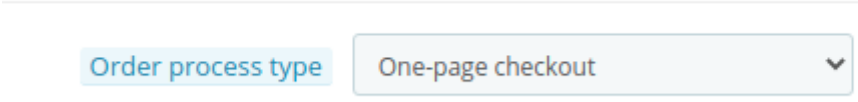
8.1.1 Compatibility with prestashop 1.6 One page checkout

From module version 3.1.4 compatibility with default one page checkout cart is available, feature can be activated by going:

Preferences -> Orders

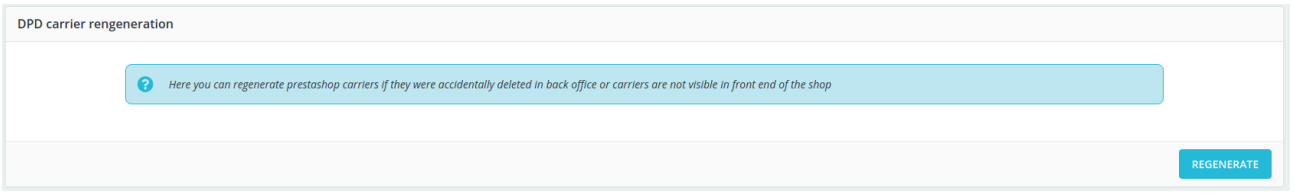


And changing Order process type to:



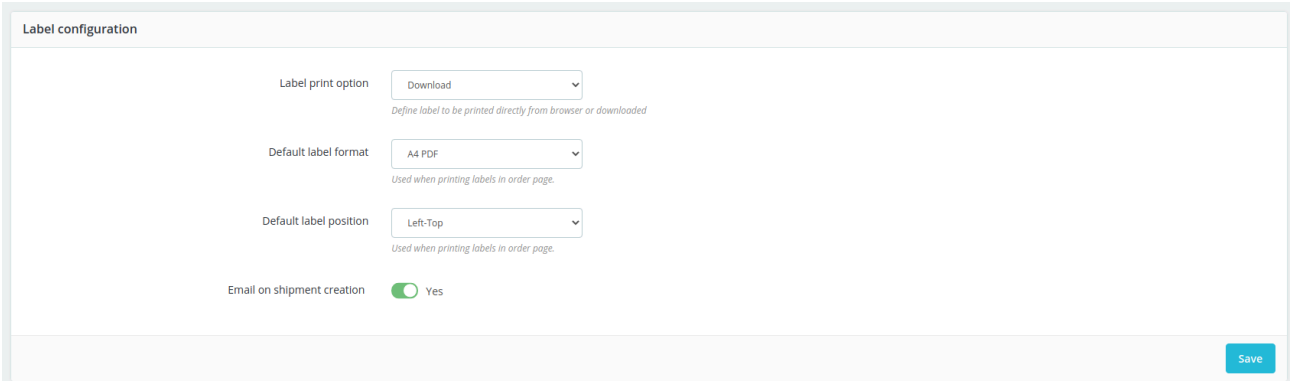
8.1.2 Carrier regeneration service

Regenerates carriers, when they accidentally deleted in prestashop or get corrupted(fixes a need to reset module when such a thing happens)

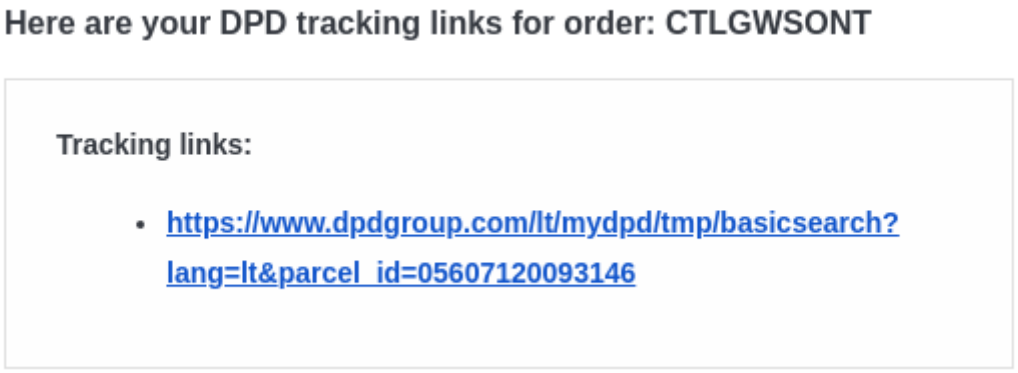


8.1.3 Parcel tracking link service

Option can be found in “Shipment Settings”, label configuration tab



If option set to yes, when label is printed(shipment created), customer gets an instant email with parcel tracking url



8.1.4 Changes in parcel import cron task

Cron jobs are updated and from now on, it only takes and updates countries by setting up working zones.

8.1.5 Print labels without address feature added

Label print rework initiated, feature added to allow label printing even though customer address is missing when parcel terminal is used.

8.1.6 Error log improvements added

Improvements added for easier debugging when shipments are created and labels are printed.

8.1.7 Beta version for compatibility with SuperCheckout module added

Functionality added to trigger dynamic request and save correct data while using one page checkout module.

8.1.8 Compatibility added for shipments created to non baltic regions with specific post codes

Functionality added to format non standard postcodes from: Great Britain, Ireland, Netherlands.

8.1.9 Restriction for COD removed

Restrictions removed for Cash on delivery products when Latvian web service is used.

8.2.0 Endpoint for Lithuanian API changed

Endpoint for API renewed, logic for request parameters changed, so empty parameters won't be sent.

8.2.1 Sustainable logo added for Latvian web service

Logo for sustainability is shown when LV webservice is used below the carrier selection.

8.2.2 Remark message refactored

Remark message refactored, special characters accepted, remark is being trimmed by API requirements