



Prestashop plugin

User Manual for DPD Baltics plugin

plugin version 3.2.12

user guide version V 0.0.8

2022-11-30

Content

Revision history	5
Introduction	5
Module installation	6
Prestashop requirements	6
Installation Prestashop way	7
Installation FTP way	7
Quick module set-up	9
Login to web services	9
Set-up zones	9
Import terminals by needed country	10
Activate products	10
Create price rules	11
Module configuration	12
Basic Settings	12
Web service configuration	12
Product page configuration	13
Log configuration	13
On-boarding	14
Settings import/export	14
Shipment settings	16
Shipping configuration	16
Shipment configuration	17
Label configuration	18
COD payment configuration	20
Zones	20
Basic buttons	20
Zones list	21
Edit/Add new zone	22
Import/Export	23
Products	25

Product configuration	25
Availability configuration.	26R
Product export/import	27
Price rules	28
Price rules list	28
Edit/Add new price rule	29
Price rules export/import	31
Module usage	33
Orders	33
Orders management	33
Return of documents	37
Shipments	37
Shipment list	37
Order return	38
Order return list	38
Collection request	38
Collection request list	38
Collection request form	38
Call a driver	39
Call a driver list	39
Call a driver form	40
Addresses	41
Addresses management	41
Address templates export/import	42
Additional settings	44
Export/Import for all settings	44
Logs	45
Request support	45
Buyer perspective	46
Checkout	46
Parcel tracking	49
Shipment return	49
Return creation	49

Support	52
How to find the Prestashop version	53
How to find the module version?	53
How to get the Prestashop log	54
How to get the Module log	55
Feature updates	55
Compatibility with prestashop 1.6 One page checkout	55

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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:

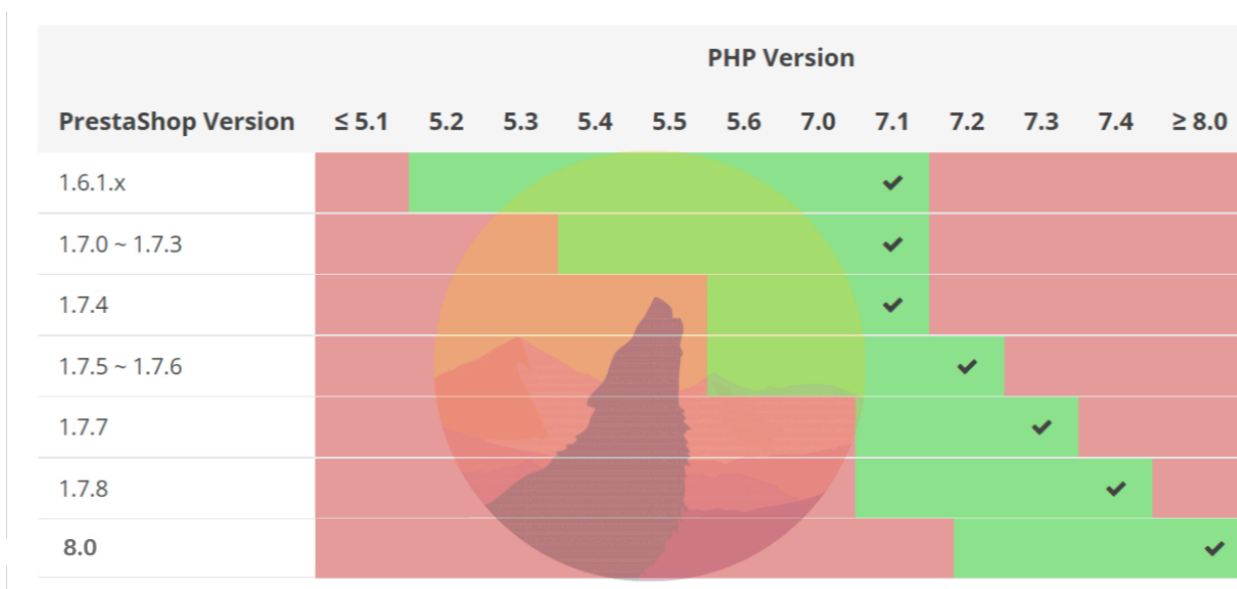
3 Module installation

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.

PrestaShop PHP compatibility



✓ = Recommended version ■ = Supported ■ = Not supported

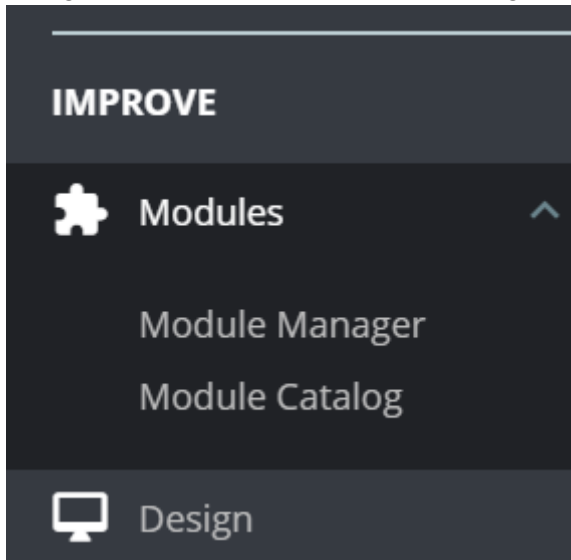
More detailed requirements can be found here:

<https://devdocs.prestashop.com/1.7/basics/installation/system-requirements/>

3.2 Installation Prestashop way

Log into **BackOffice**.

Navigate to **Modules** -> **Modules** manager menu

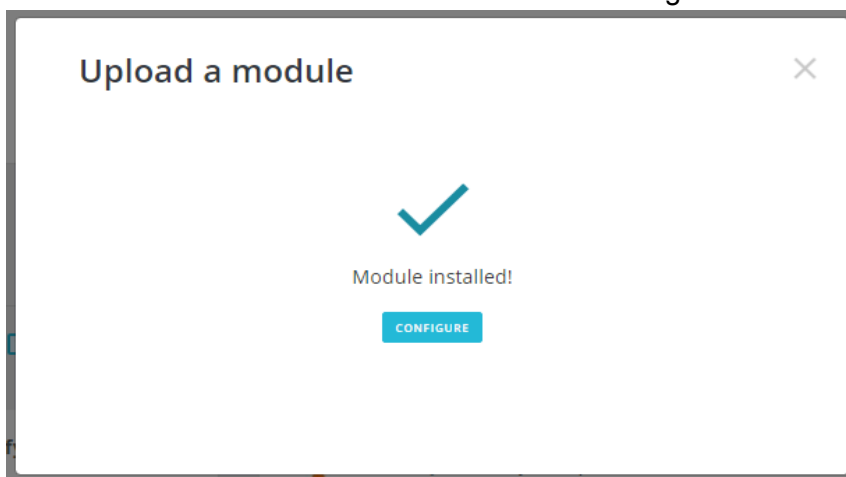


Click on **Upload a module** button, dialog box will appear



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.

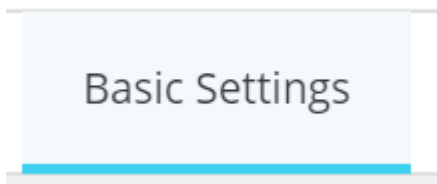
4 Quick module set-up

To start using module you need to do four steps:

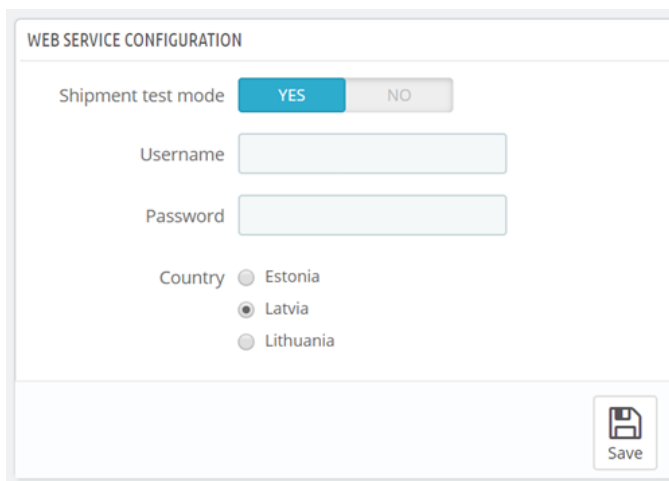
1. Login to web services/Enter your credentials
2. Set-up zones(import default zones, or create custom zones)
3. Set-up terminals(import as many countries as you need)
4. Activate products
5. Create price rules

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

A screenshot of a "WEB SERVICE CONFIGURATION" form. It contains a "Shipment test mode" toggle with "YES" selected and "NO" unselected. Below are input fields for "Username" and "Password". Under "Country", there are radio buttons for "Estonia", "Latvia" (which is selected), and "Lithuania". A "Save" button with a floppy disk icon is at the bottom right.

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”

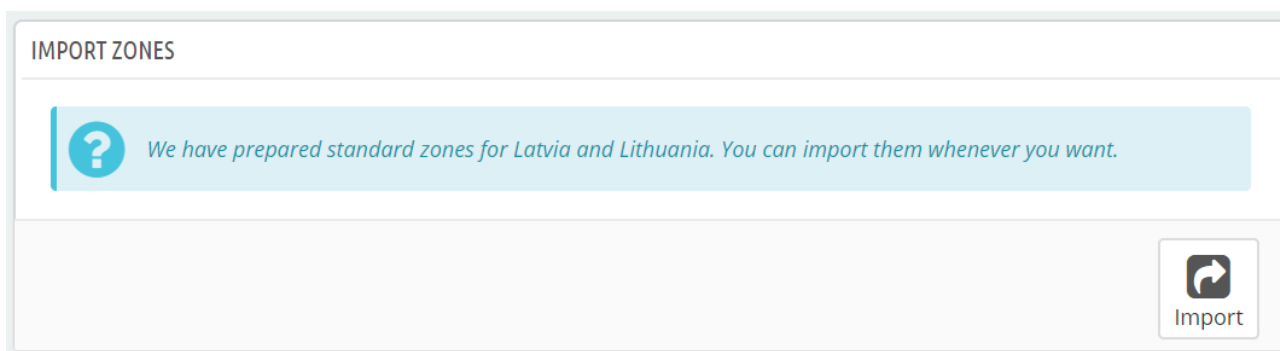
4.2 Set-up zones

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



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

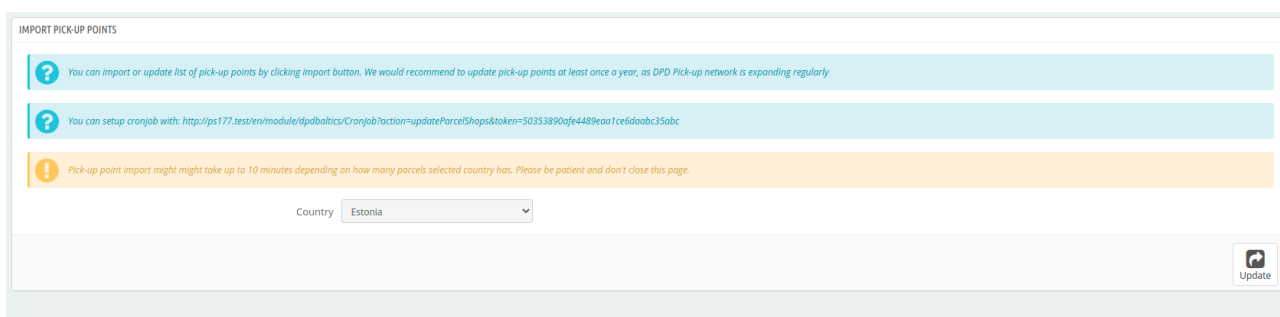
You can import or update the list of pick-up points by clicking the Import button. We would recommend to update pick-up points at least once a year, as DPD Pick-up network is expanding regularly



Import/Export

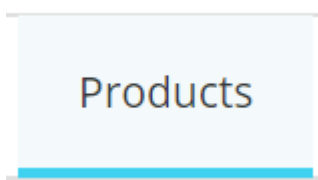
Scroll to the bottom of the page, select the country and submit the form.

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.

Product	Carrier name	Carrier delivery time	Zone	Availability	Shop	Active	
DPD B2C	DPD B2C	Your delivery experts	en	Click to select	Click to select	YES NO	
DPD Pudo	DPD Pudo	Your delivery experts	en	Click to select	Click to select	YES NO	
DPD B2C COD	DPD B2C COD	Your delivery experts	en	Click to select	Click to select	YES NO	
Saturday Delivery	Saturday Delivery	Your delivery experts	en	Click to select		YES NO	
Same day Delivery	Same day Delivery	Your delivery experts	en	Click to select		YES NO	

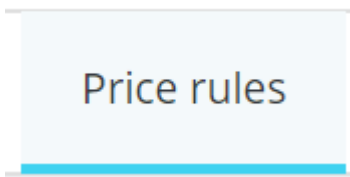
To activate product:

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

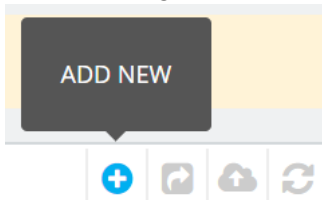
For more detailed configuration see „Products“ chapter.

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:

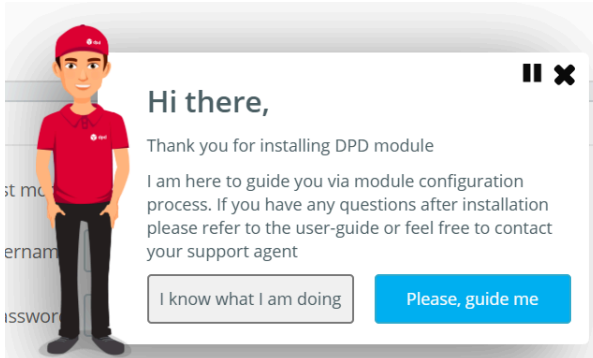
1. Fill the Name of price rule.
2. Receiver zones select “All”
3. “Set shipping price to” - enter how much shipment should cost. If you want shipment to be free, enter zero.
4. Click “Save”

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:

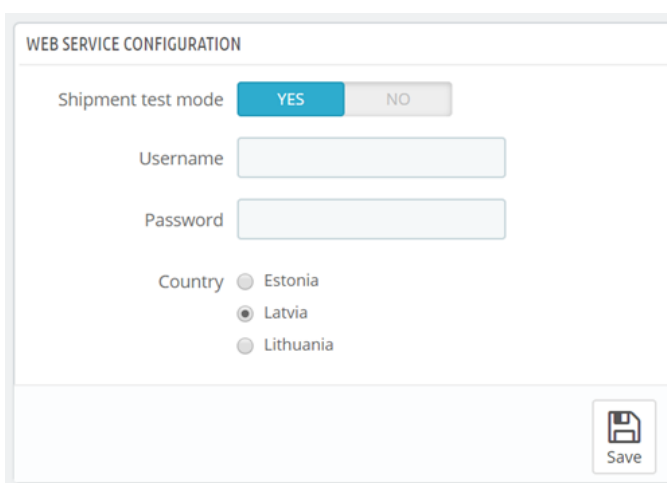
1. “I know what I am doing” – will close the on-boarding screen and allow merchants to configure modules without any distractions. On-boarding can be restarted later, see “On-boarding” chapter for more details.
2. “Please, guide me” – will guide merchants through all set-up processes.

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.


PRODUCT PAGE CONFIGURATION

Show carrier options in product page ☐ YES ☒ NO


Save

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



Home / Accessories / Home Accessories / Brown bear cushion



BROWN BEAR CUSHION

€22.68

Tax included

	DPD B2C from €1.00
	DPD Pudo from €1.00

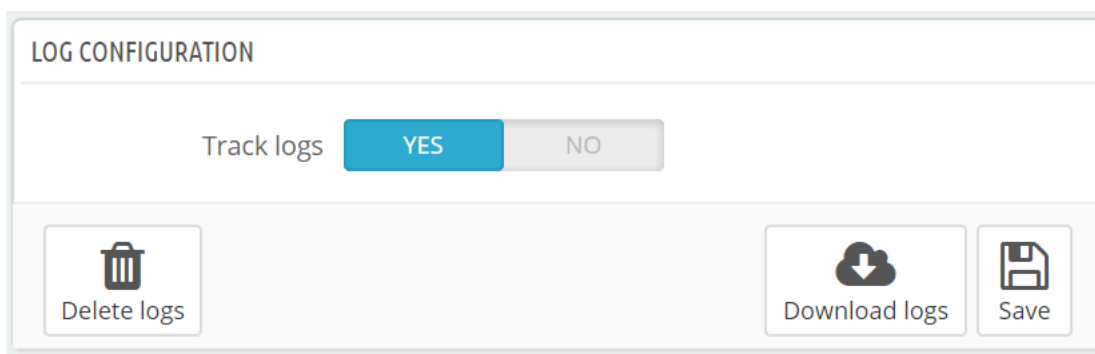
Cushion with removable cover and invisible zip on the back. 32x32cm

Color
☐ ☒

Quantity

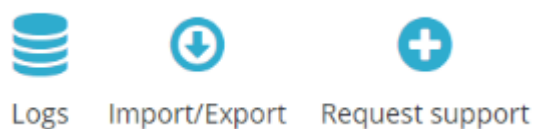
5.1.3 Log configuration

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



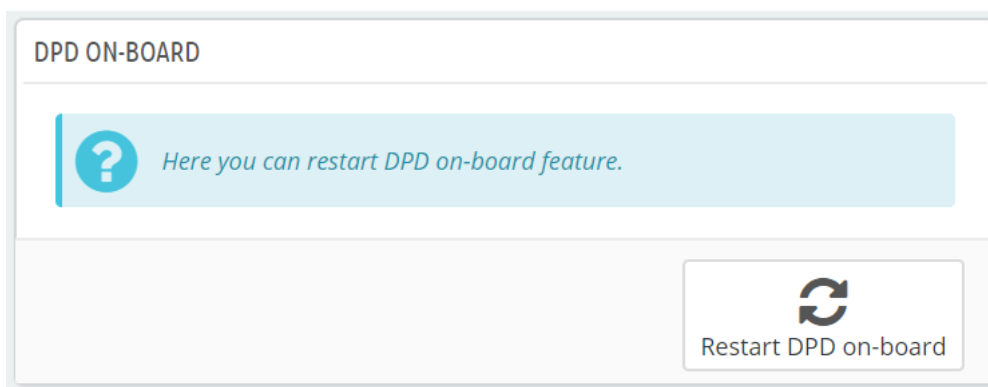
When you click on the **Delete logs** button the stored logs will be deleted instantly. By clicking **Download logs** the stored logs will be downloaded as CSV files. To save the settings, if they were selected, press the **Save** button.

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:



Logs

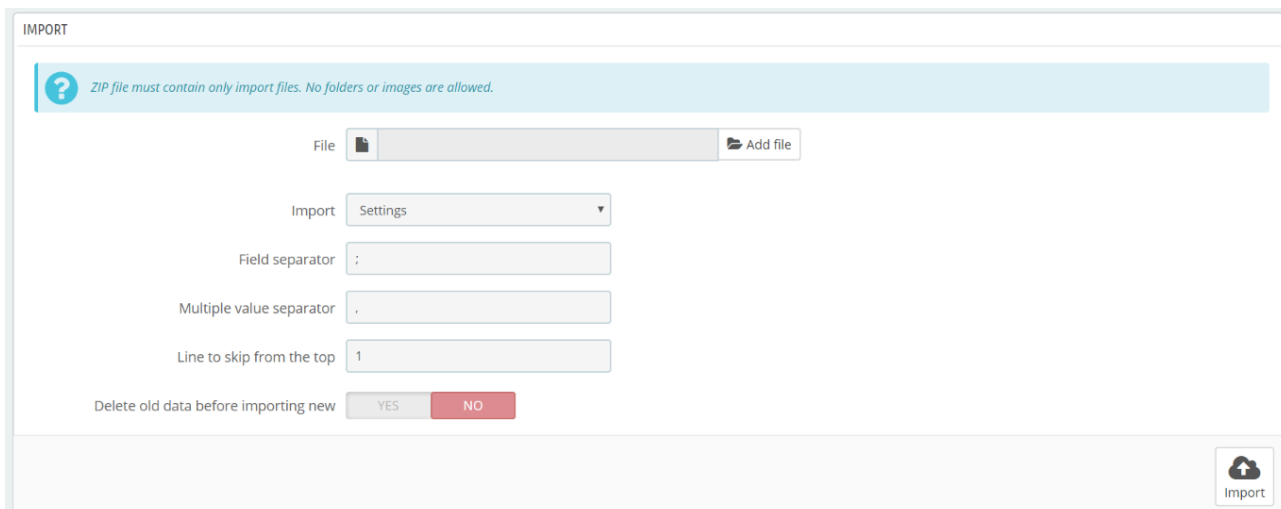


Import/Export



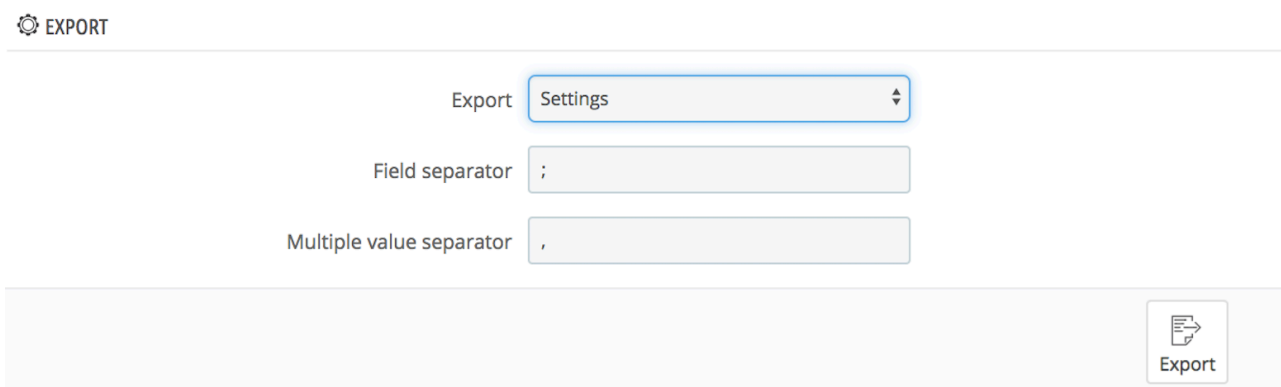
Request support

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

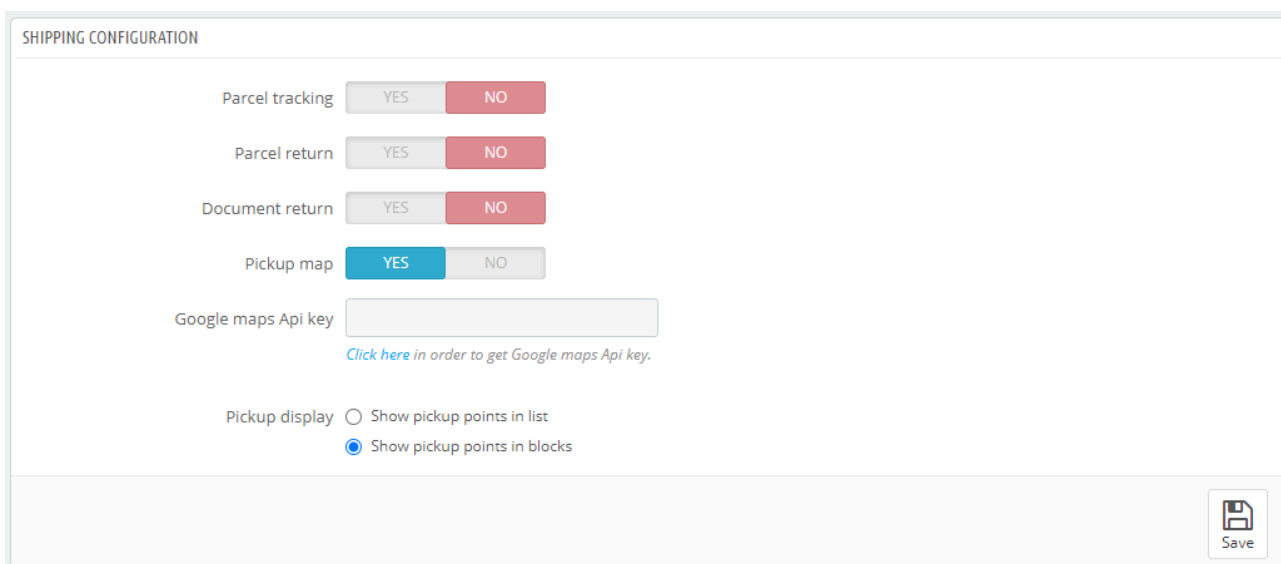
An example CSV file is displayed below.

"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



The image shows a 'SHIPPING CONFIGURATION' form. It contains several toggle buttons for 'Parcel tracking', 'Parcel return', and 'Document return', all set to 'NO'. The 'Pickup map' toggle is set to 'YES'. Below these is a text input field for 'Google maps Api key' with a link 'Click here in order to get Google maps Api key.' underneath it. At the bottom, there are radio buttons for 'Pickup display', with 'Show pickup points in blocks' selected. A 'Save' button is in the bottom right corner.

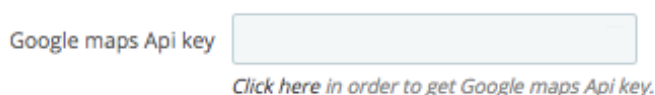
Parcel tracking – allows buyers to see tracking information.

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:



The image shows a text input field for 'Google maps Api key' with a link 'Click here in order to get Google maps Api key.' underneath it.

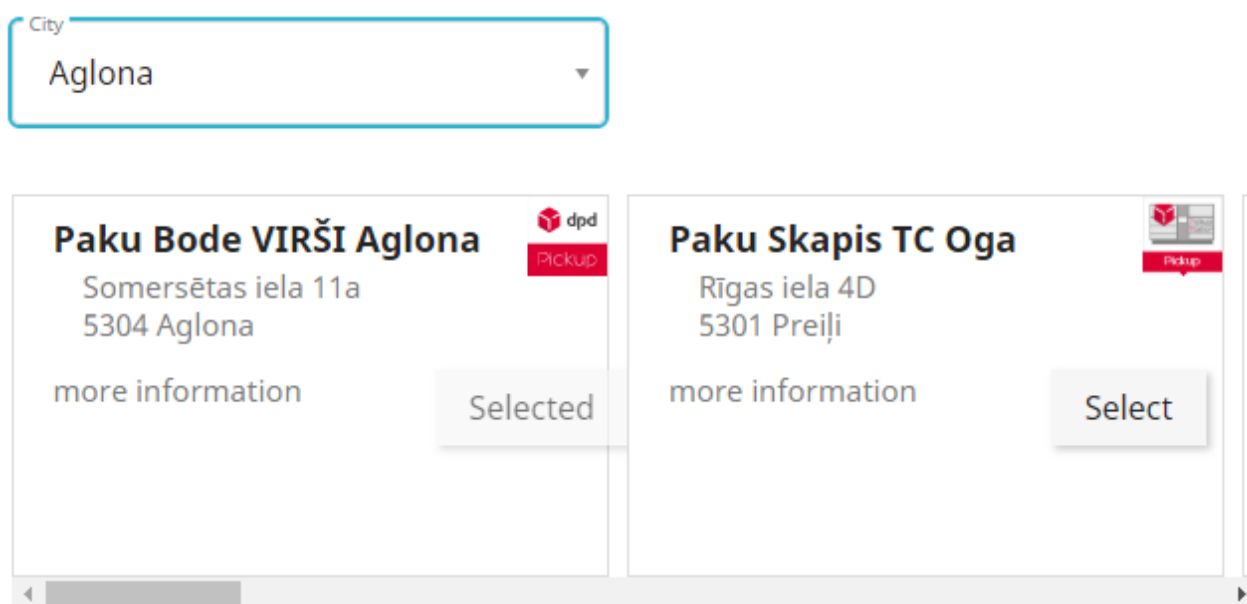
How to get an API key? You need to register your project on Google API Console to get a Google API key. Go to Google API Console -> Create or select a project -> Click Continue to enable the API -> On the Credentials page, get an API key (and set the API key restrictions) and copy it to Google maps API 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.

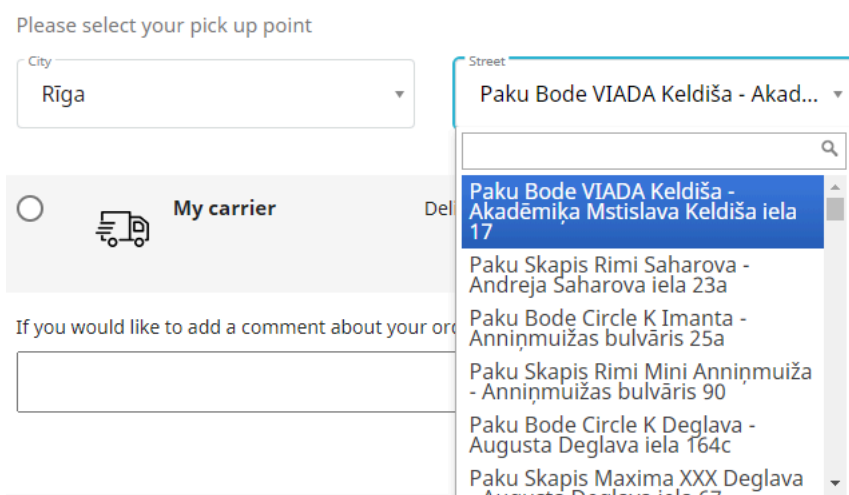
Blocks option looks like this:



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:

SHIPMENT CONFIGURATION

Product distribution

☒ All products in same shipment
☐ Each product in separate parcel
☐ Each product quantity in separate parcel

Automatic value for Reference 1 in Shipment

None ▼

Save

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:

Automatic value for Reference 1 in Shipment

✓ None
Order Id
Order Reference

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

LABEL CONFIGURATION

Label print option

Download ▼

Define label to be printed directly from browser or downl

Default label format


A4 PDF ▼

Used when printing labels in order page.

Default label position

Right-Down ▼

Used when printing labels in order page.


Save

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

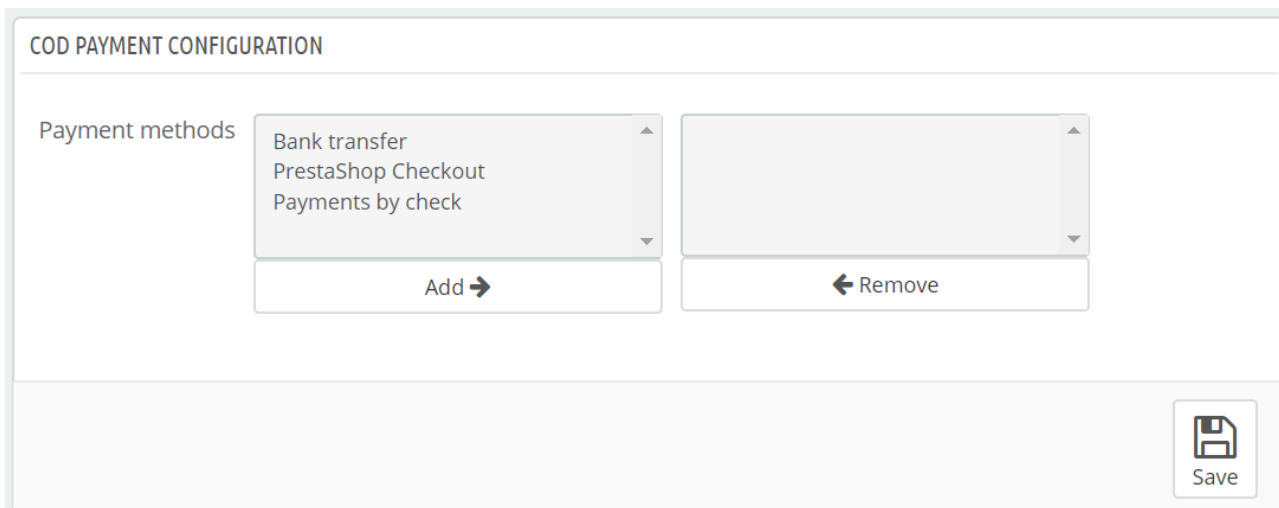
There are four possible positions for the label



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.

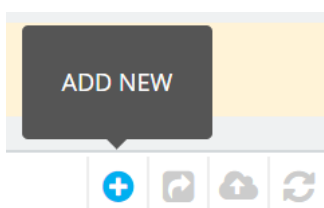
5.3 Zones

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).

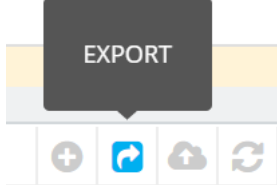
5.3.1 Basic buttons

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

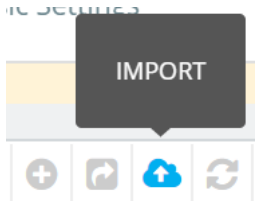


Existing zones can be exported by clicking the export button.

Basic Settings



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.

Zones

Logs Import/Export Request support Help

Shipment Orders returns Collection request Addresses Price rules Products **Zones** Shipment Settings Basic Settings

ZONES 8

	Name ▼ ▲	Countries ▼ ▲	Ranges ▼ ▲	Inclusion ▼ ▲	
...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	ZONE 1- LATVIA	LV	142	Limited zip codes	<input type="button" value="Edit"/>
<input type="checkbox"/>	ZONE 2- LATVIA	LV	133	Limited zip codes	<input type="button" value="Edit"/>
<input type="checkbox"/>	ZONE 3- LATVIA	LV	473	Limited zip codes	<input type="button" value="Edit"/>
<input type="checkbox"/>	BALTICS	LT,EE	2	All zipcodes	<input type="button" value="Edit"/>
<input type="checkbox"/>	EU for B2C	DE,IT,LU,NL,PL,HU,PT,CZ,GB,SE,SI,AT,DK,IE,BE,RO,SK,ES,FI,HR,FR	21	All zipcodes	<input type="button" value="Edit"/>

Name - name of zone seen only by the merchant.

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

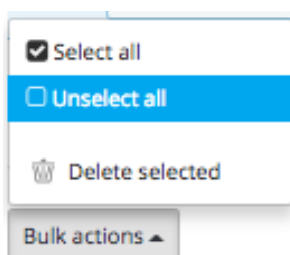
Ranges – number of ranges that consist of the zone. As you can see from the screenshot, there is only one country in the fourth row, but it has two ranges, which gives us a clue that some parts of Lithuania might be not covered by the Special zone.

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.

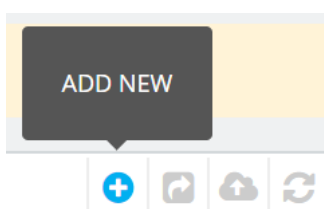
Under the list of zones **Bulk actions** are available:



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

Country	All ranges	From (inclusive)	To (inclusive)
<input type="text" value="Select an Option"/>	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>

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.

* Name

Country	All ranges	From (inclusive)	To (inclusive)	
France	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="ADD"/>
France	<input type="checkbox"/>	<input type="text" value="30000"/>	<input type="text" value="40000"/>	<input type="button" value="Remove"/>
France	<input type="checkbox"/>	<input type="text" value="10000"/>	<input type="text" value="20000"/>	<input type="button" value="Remove"/>

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.

IMPORT

 ZIP file must contain only import files. No folders or images are allowed.

File

Import

Field separator

Multiple value separator

Line to skip from the top

Delete old data before importing new

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.

EXPORT

Export

Field separator

Multiple value separator

 Export

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.

IMPORT ZONES



We have prepared standard zones for Latvia and Lithuania. You can import them whenever you want.










Import

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.

Product	Carrier name	Carrier delivery time	Zone	Availability	Shop	Active	
DPD B2C	DPD B2C	Your delivery exper en	Click to select		Click to select	YES NO	
DPD Pudo	DPD Pudo	Your delivery exper en	All X		All X	YES NO	
DPD B2C COD	DPD B2C COI	Your delivery exper en	Click to select		Click to select	YES NO	
Saturday Delivery	Saturday Del	Your delivery exper en	Click to select		Click to select	YES NO	
Same day Delivery	Same day De	Your delivery exper en	Click to select		Click to select	YES NO	

5.4.1 Product configuration

To edit the contract click the “pen” icon.

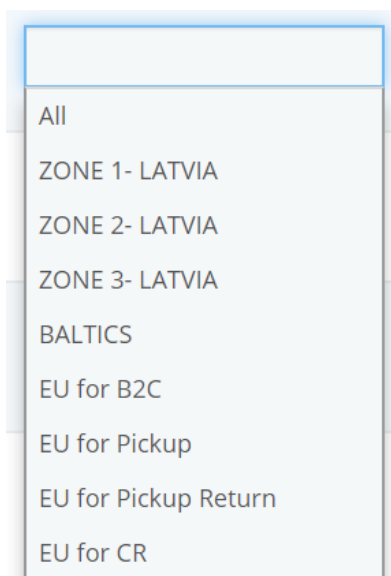
Product	Carrier name	Carrier delivery time	Zone	Availability	Shop	Active	
DPD B2C	DPD B2C	Your delivery exper en	Click to select		Click to select	YES NO	

Start typing to see suggestions

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.

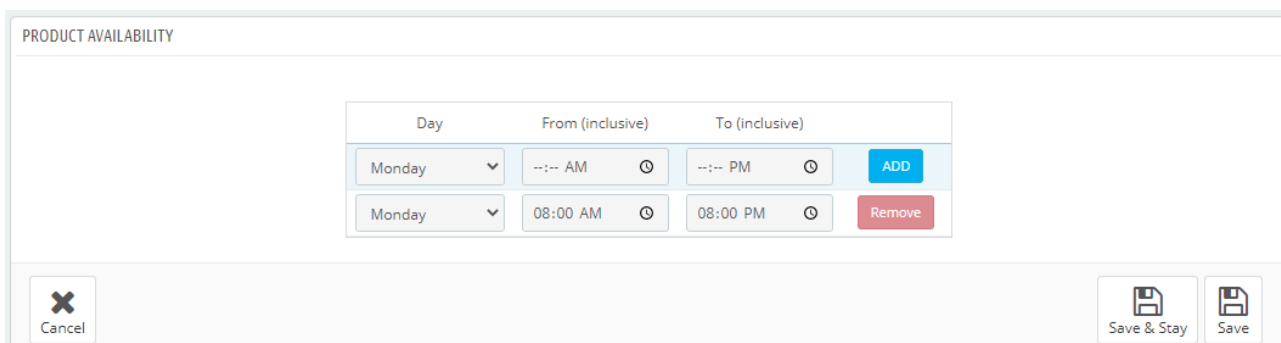
Shop can be seen only if PrestaShop has enabled multistore. Merchants can decide which carriers should be visible in which shops.

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.



Day	From (inclusive)	To (inclusive)	
Monday	--:-- AM	--:-- PM	ADD
Monday	08:00 AM	08:00 PM	Remove

Cancel Save & Stay Save

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

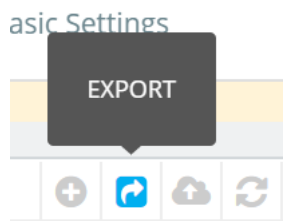
There might be more than one day when a carrier is available.

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

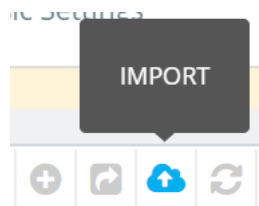
5.4.2 Product export/import

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.

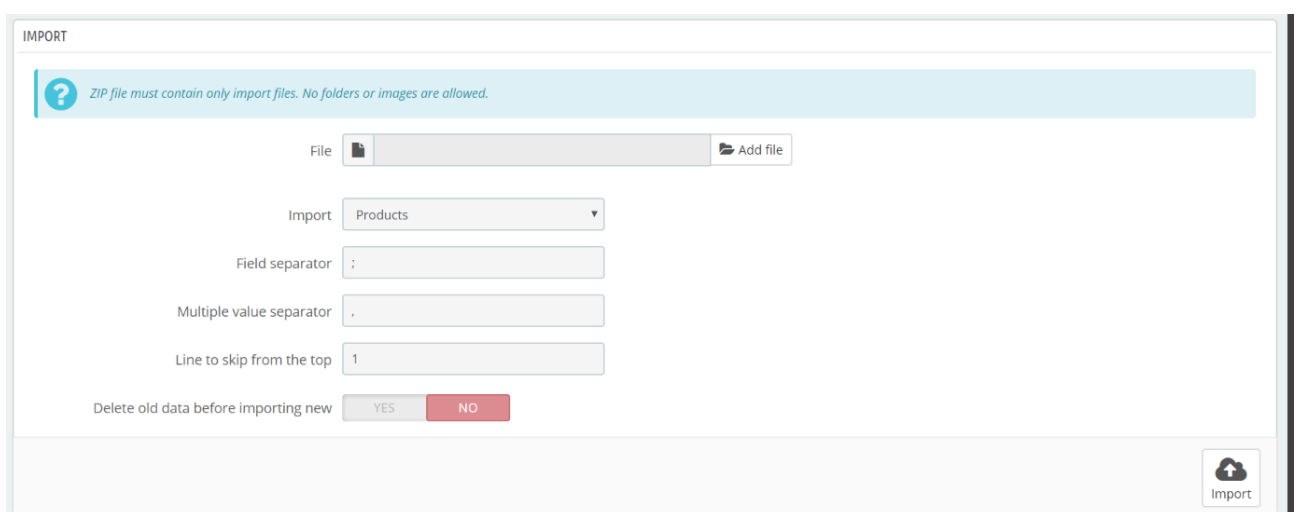


To import contracts, merchants have to click the import button in the top right corner.



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.

A screenshot of a web form titled 'IMPORT'. At the top, there is a light blue banner with a question mark icon and the text: 'ZIP file must contain only import files. No folders or images are allowed.' Below this, there is a 'File' label next to a file input field and an 'Add file' button. Underneath, there is an 'Import' dropdown menu currently set to 'Products'. Below that are three input fields: 'Field separator' with a semicolon (;), 'Multiple value separator' with a comma (,), and 'Line to skip from the top' with the value '1'. At the bottom, there is a label 'Delete old data before importing new' followed by two buttons: 'YES' and 'NO'. In the bottom right corner, there is a small 'Import' button with a cloud upload icon.

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";1;;1;;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 ▼▲	Customer type ▼▲	Order price from ▼▲	Order price to ▼▲	Weight from ▼▲	Weight to ▼▲	Price ▼▲	Payment methods ▼▲	Position ▼▲	Status ▼▲	
--	-							--	-	Search
Baltic zone shipment	All	£ 0.00	£ 100.00	-	-	£ 10.00	bankwire,cheque	1	✓	Edit
France Delivery	Individual	£ 20.00	£ 200.00	-	-	£ 20.00	cheque,bankwire	2	✓	Edit

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.

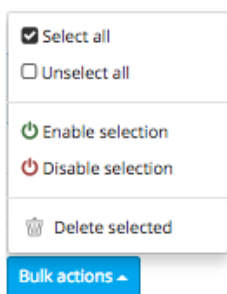
Position – the most important rule always must be in the highest position. If there are two similar rules, the one with higher position will be used.

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.

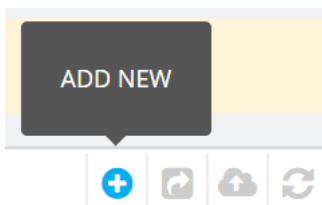
Under the list of price rules **Bulk actions** are available:



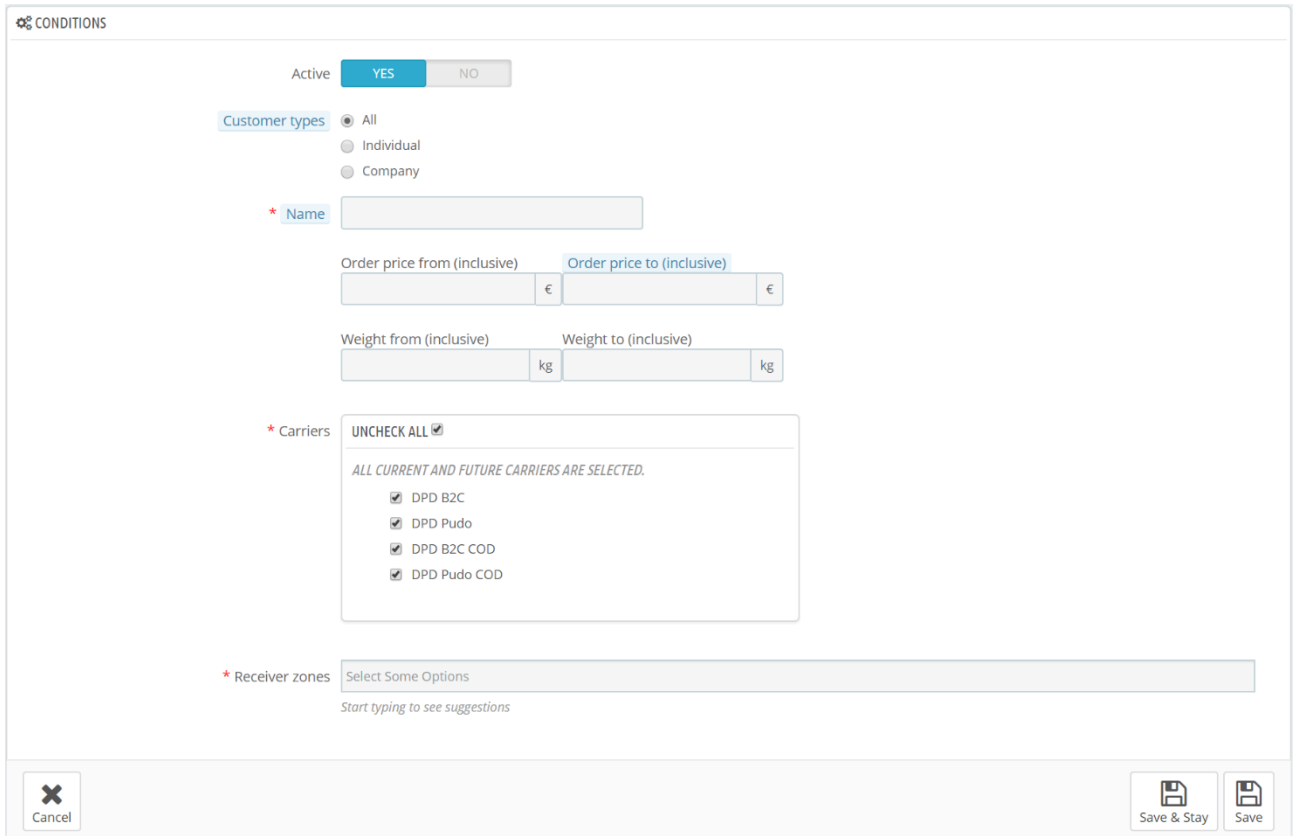
By selecting all price rules there are possibilities to delete all zones at once clicked on **Delete selected**, as well as **disable/enable selection**.

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.

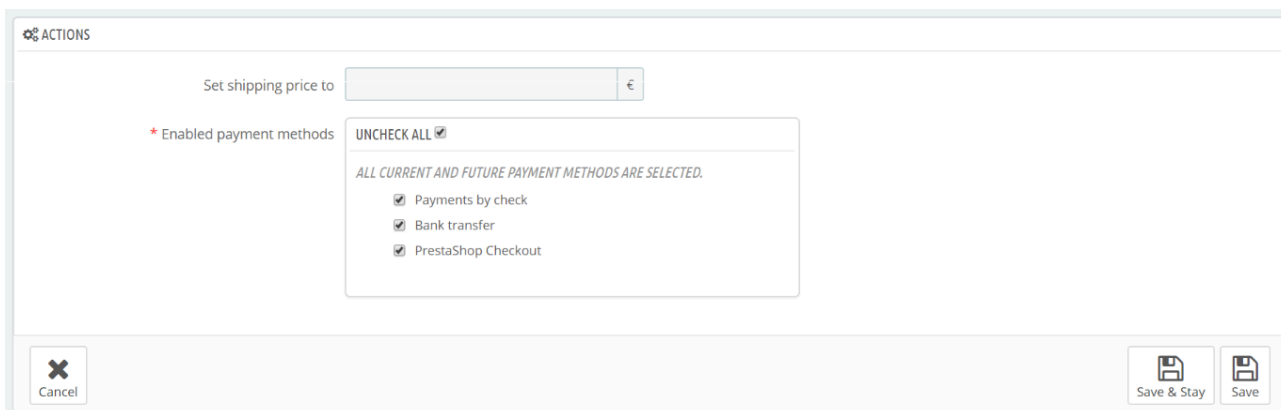
Order price from, Order price to – price range which is covered by this rule. If price is not important, merchants can enter 0 in both fields. From the field must be equal or greater than 0. To field must be equal or greater than From field.

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”.

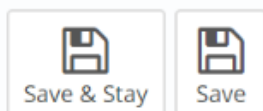
Price rule conditions section have to be filled:



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.

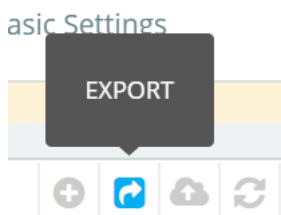
5.5.3 Price rules export/import

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.

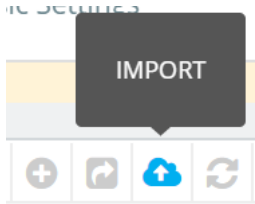
To do so navigate to IMPORT/EXPORT at top right corner of page:



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

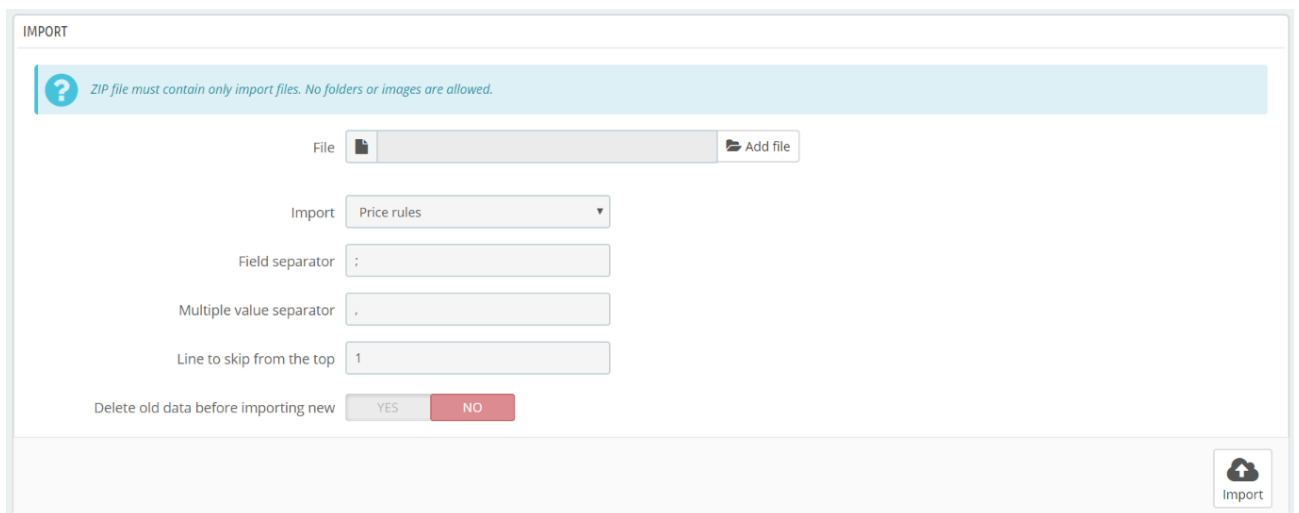


To import price rules, merchants have to click the import button in the top right corner.



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
```

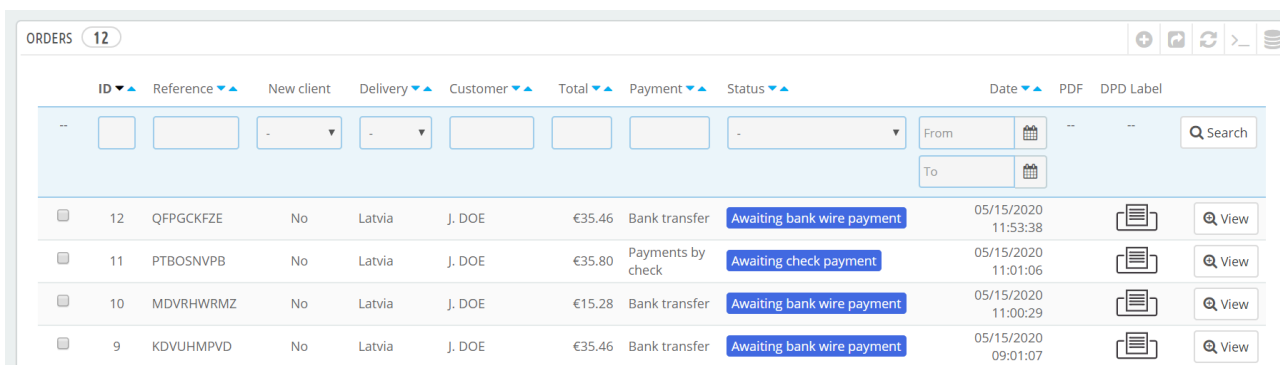
*all;"Second price rule";0.000000;1000.000000;0.000000;1000.000000;0;"Classic
";0;Simonas,Baltics;7.000000;1;;1*

6 Module usage

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

6.1 Orders

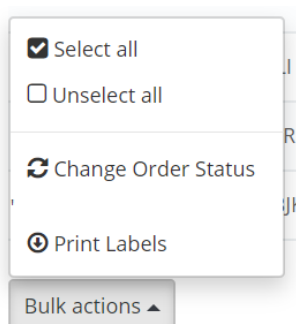
When buyers buy some items, new orders will appear in Orders->Orders



ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	PDF	DPD Label
12	QFPGCKFZE	No	Latvia	J. DOE	€35.46	Bank transfer	Awaiting bank wire payment	05/15/2020 11:53:38		View
11	PTBOSNVPB	No	Latvia	J. DOE	€35.80	Payments by check	Awaiting check payment	05/15/2020 11:01:06		View
10	MDVRHWRMZ	No	Latvia	J. DOE	€15.28	Bank transfer	Awaiting bank wire payment	05/15/2020 11:00:29		View
9	KDVUHMPVD	No	Latvia	J. DOE	€35.46	Bank transfer	Awaiting bank wire payment	05/15/2020 09:01:07		View

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.

DPDBALTICS SHIPPING [EXPAND] TEST ORDER			
Shipment	Parcels	Unique products	Label printed
id: 8	1	1	No

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.

Recipient address: My Address ▼

Company name:

Name and surname: John DOE

Street and house no.: Krustpils ielā 15

Post code: LV-1073

City: Riga

Country: Latvia

Email: pub@prestashop.com

Phone area: +371

Phone: 02598756

[Edit](#)

Merchant can change information about shipment:

SHIPMENT close

Product: DPD B2C COD ▼ Shipment date: 2020-06-01 11:54 📅 Reference 1:

Reference 2: Reference 3: Reference 4:

Weight (kg): Parcels amount: Goods price:

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.

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.	
John DOE Krustpils ielā 15 1073 Rīga LV LATVIJA	DPD LATVIJA SIA URMESĒS IELA 9A RĪGA LV-1005 LATVIJA P/V Nr.: LV4003393235 Depots: 0975 Tālrunis: +37167387286
Tāl. +37102598756 MPSID 0575792279473920200601	Paku skaits 1/1 Svarts 1.000
Summa: 34.46 EUR Cash COD ref. nr: Pakas ref. 32711912-ddc0-45f4-8e89-43c... Sūtījuma ref. 32711912-ddc0-45f4-8e89-43c...	
0575 7922 7947 39 M D-B2C-COD Pakas nr. Pakalpojums	
LV-DPD-0575 329-LV-1073 C73 2020-06-01 12:21:40 20050406 WebManifest v1.0.0	
 0001 0730 5757 9227 9473 9329 428M	

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.

Printout format: A4 PDF	Label position: 1 2 3 4 1 Left-Top	 Save	 Save & Download label
-----------------------------------	---	---	--

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.

PICKUP POINT: PASTA STACIJA TC ZOOM

Address: Maskavas iela 400

Post code: 1063

City: RĪGA

Country: Latvia

More information

Change

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

PICKUP POINT: PAKU BODE DPD LATVIJA

Address: Uriekstes iela 8a

Post 1005

code:

City: Rīga

Country: LV

More information

Latvia

Country

LV-1073

Zip code

Rīga

City

Rīga

Address

Search

Paku Bode Circle K Muiņas

Muiņas iela 4

1010 RĪGA

more information

Select

Paku Bode Circle K Eksporta

Eksporta iela 1c

1010 RĪGA

more information


Select

Close

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.

DPDBALTICS SHIPPING [EXPAND] TEST ORDER				
Shipment	Parcels	Unique products	Label printed	
id: 1	1	1	Yes	 Download label

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.

DOCUMENT RETURN

Enable document return

YES

NO

Document number

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 2									
Tracking number	Printing date	Create date	Receiver	Address	City	Cust Ref 1	Parcel count	Printed label	Printed manifest
	From	From						-	-
	To	To							
05757922794767	06/02/2020 12:30:08	06/02/2020 10:27:43	John DOE	Krustpils iela 15	Riga		1	Yes	No
		06/02/2020 10:29:30	John DOE	Krustpils iela 15	Riga		1	No	No

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.

ORDERS RETURNS 1									
Tracking id	Printing date	Create date	Receiver	Address	City	Cust Ref 1	Parcel count	Printed label	Printed manifest
--	2020-06-02 12:30:08	2020-06-02 10:27:43	John DOE	Krustpils ielā 15	Rīga		1	Yes	No

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

dpdbaltics shipping [expand] TRIAL ORDER

Return label has been created by customer!

Shipping	Parcels	Unique products	The label is printed		
ID: 109	1	1	Yes	Print the label	Download return label

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

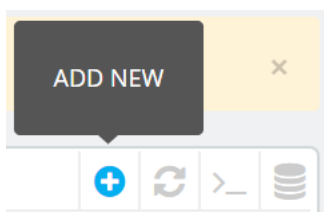
6.5.1 Collection request list

Collection request list displays information about created collection requests.

COLLECTION REQUEST 1							+ ↺ > ☁	
ID	DPD shipment ID	Shipment date	Pickup address contact name	Pickup address email	Receiver address contact name	Receiver address email		
1	0	04/14/2018		email@email.com		mail@mail.com	Edit	

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.

PICK-UP ADDRESS

Prefill with selected address No addresses available ▼ Prefill

* Full name/Company name

* Mobile phone +43 ▼ Phone

* Email address

* Country Afghanistan ▼

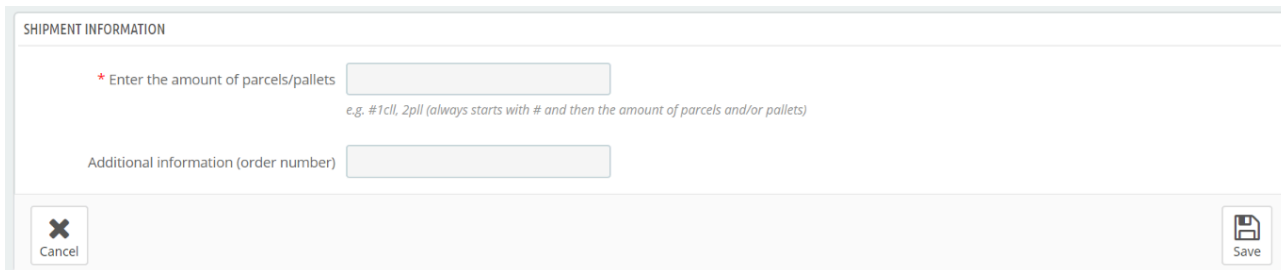
* Zip code

* City/Region

* Address

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:



SHIPMENT INFORMATION

* Enter the amount of parcels/pallets
e.g. #1cll, 2pll (always starts with # and then the amount of parcels and/or pallets)

Additional information (order number)

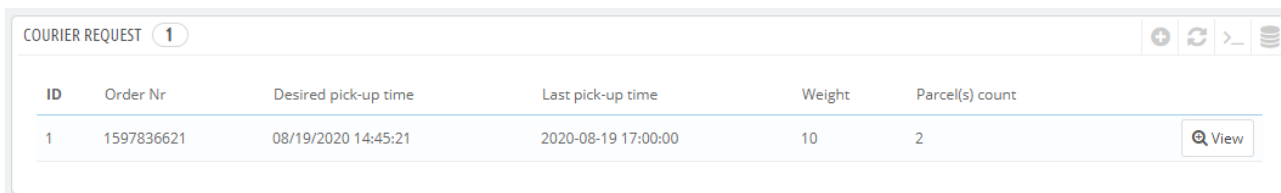
There is only two possible fields:

- 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

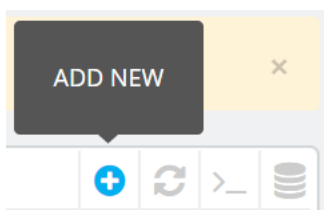
When a merchant opens the page for the first time it will be empty. When the first call a driver request will be created, it will display basic information about request:



ID	Order Nr	Desired pick-up time	Last pick-up time	Weight	Parcel(s) count	
1	1597836621	08/19/2020 14:45:21	2020-08-19 17:00:00	10	2	<input type="button" value="View"/>

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.

SENDERS' INFORMATION

Prefill with selected address

No addresses available ▼

Prefill

* Full name/Company name

* Mobile phone

+49 ▼

Phone

* Country

Afghanistan ▼

* Zip code

* City/Region

* Address

Additional address information

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

SHIPMENT INFORMATION

* Order Nr

1597836621

* Desired pick-up time

2020-08-19 14:45:21

📅

* Last pick-up time

2020-08-19 17:00:00

📅

* Weight

* Parcel(s) count

Pallet(s) count

Comment for courier

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

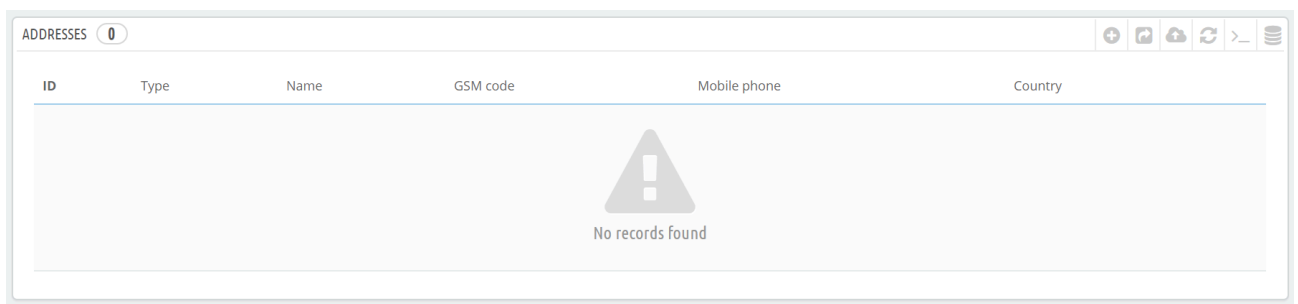
Pallets count – if a merchant has pallets he needs to enter the number, else he can leave it blank.

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

6.7 Addresses

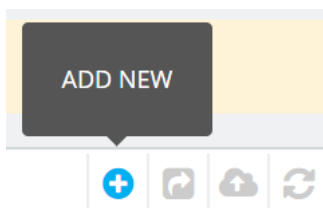
6.7.1 Addresses management

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

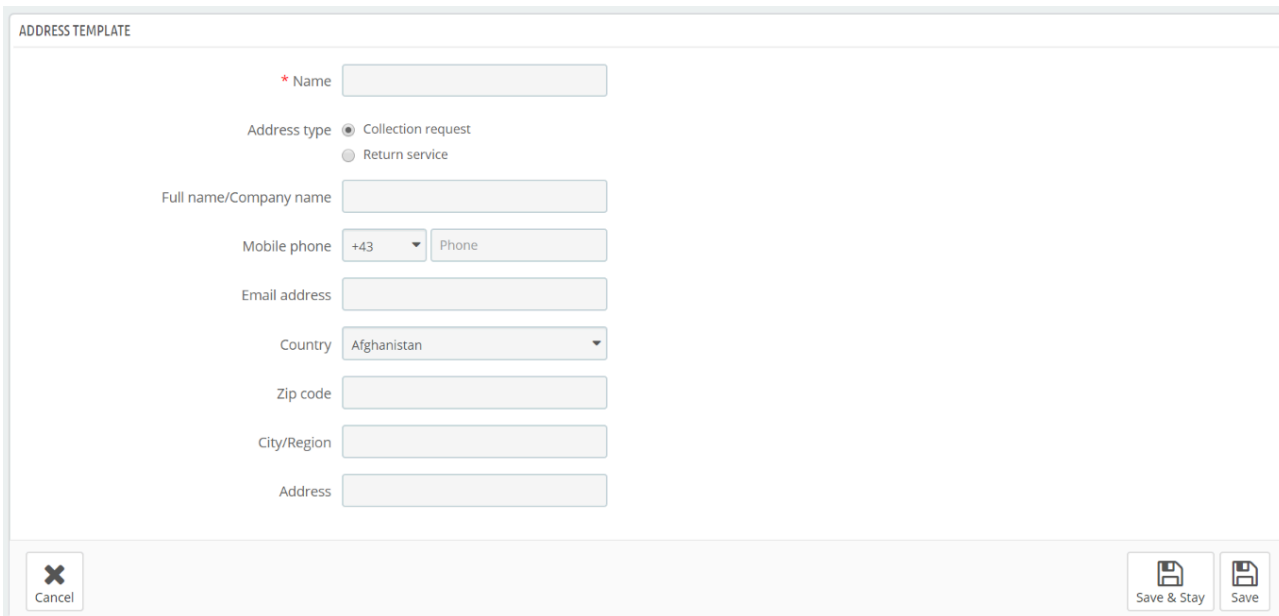


This feature is created to make it easier to create collection requests described in chapter 6.5 and also this feature is used for return shipment as return shipment needs to have a predefined address to work.

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



Address template form will be loaded.



ADDRESS TEMPLATE

* Name

Address type ☒ Collection request ☐ Return service

Full name/Company name

Mobile phone

Email address

Country

Zip code

City/Region

Address

Cancel Save & Stay Save

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.

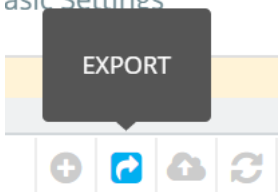
Address tab is also used to create addresses for returns. Returns will not work if the address is not created. Return address form looks exactly the same as Collection request address form, however in Return case all fields are required.

6.7.2 Address templates export/import

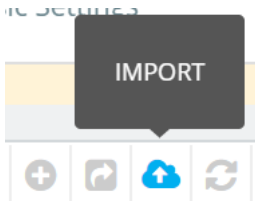
There are such functionalities to export and import address templates. Merchants have an opportunity to download or upload CSV files and handle more than one address template at once.

Address templates can be exported by clicking the export button.

Basic Settings



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:



Logs

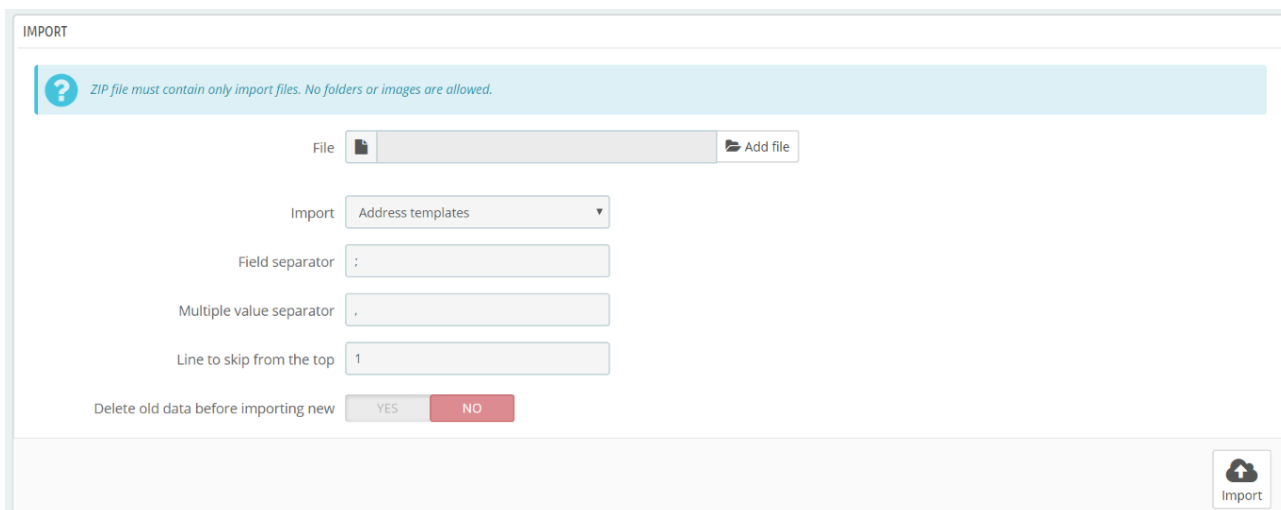


Import/Export



Request support

IMPORT section of settings displayed below:



IMPORT

? ZIP file must contain only import files. No folders or images are allowed.

File Add file


Import Address templates ▼

Field separator

Multiple value separator

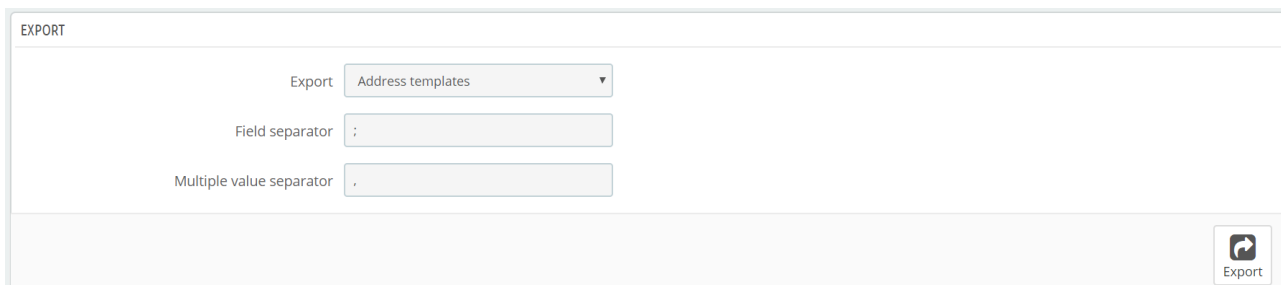
Line to skip from the top

Delete old data before importing new YES NO

 Import

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

Address export section:




EXPORT

Export Address templates ▼

Field separator

Multiple value separator

 Export

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

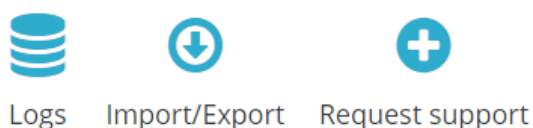
Return";+370;65059071;help@invertus.eu;125;LV-1073;Riga;"Krustpils ielā 15";1;.

6.8 Additional settings

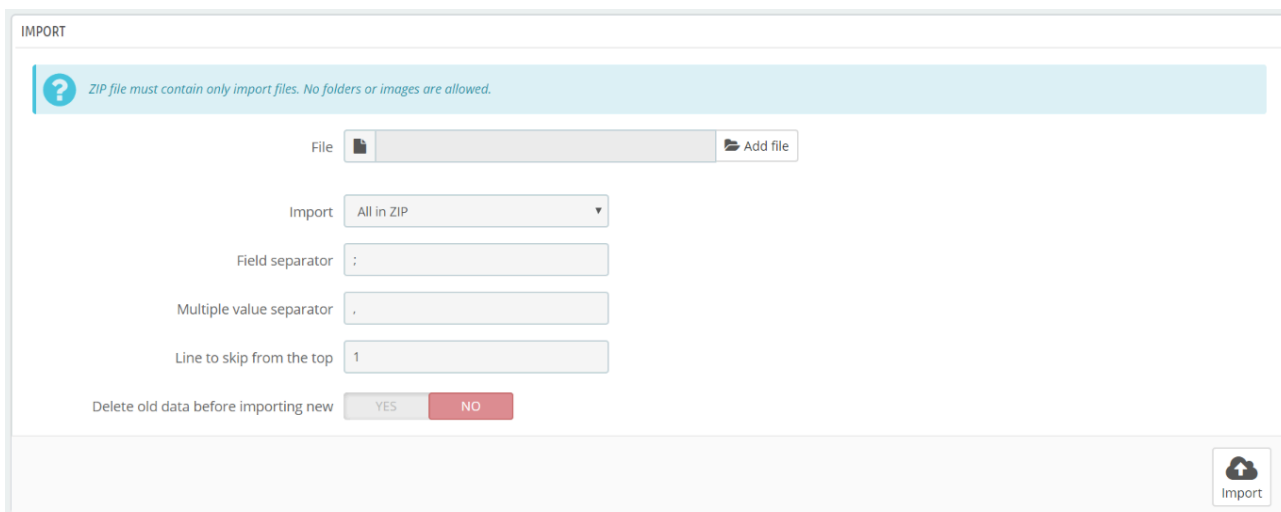
6.8.1 Export/Import for all settings

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:

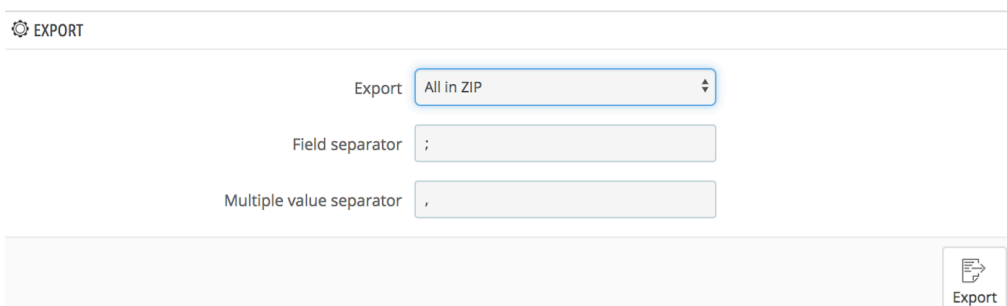


IMPORT section of settings displayed below:



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

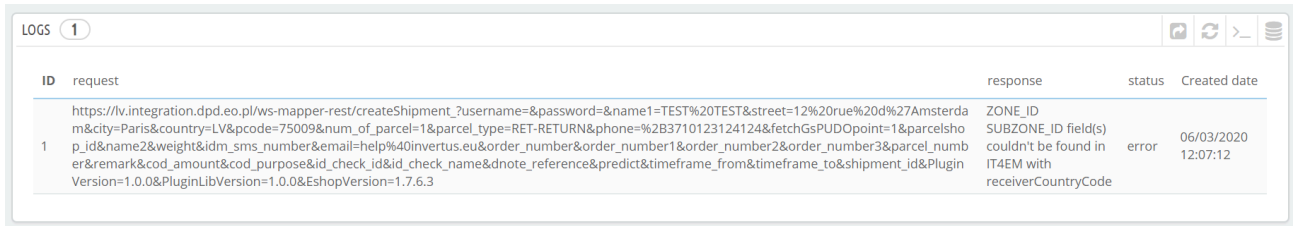
All in ZIP settings export section:



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



ID	request	response	status	Created date
1	https://lv.integration.dpd.eo.pl/ws-mapper-rest/createShipment?username=&password=&name1=TEST%20TEST&street=12%20rue%20d%27Amsterdam&city=Paris&country=LV&pcode=75009&num_of_parcel=1&parcel_type=RET-RETURN&phone=%2B3710123124124&fetchGsPUDOpoin=1&parcelsho p_id&name2&weight&idm_sms_number&email=help%40invertus.eu&order_number&order_number1&order_number2&order_number3&parcel_numb er&remark&cod_amount&cod_purpose&id_check_id&id_check_name&dnote_reference&predict&timeframe_from&timeframe_to&shipment_id&Plugin Version=1.0.0&PluginLibVersion=1.0.0&EshopVersion=1.7.6.3	ZONE_ID SUBZONE_ID field(s) couldn't be found in IT4EM with receiverCountryCode	error	06/03/2020 12:07:12

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.

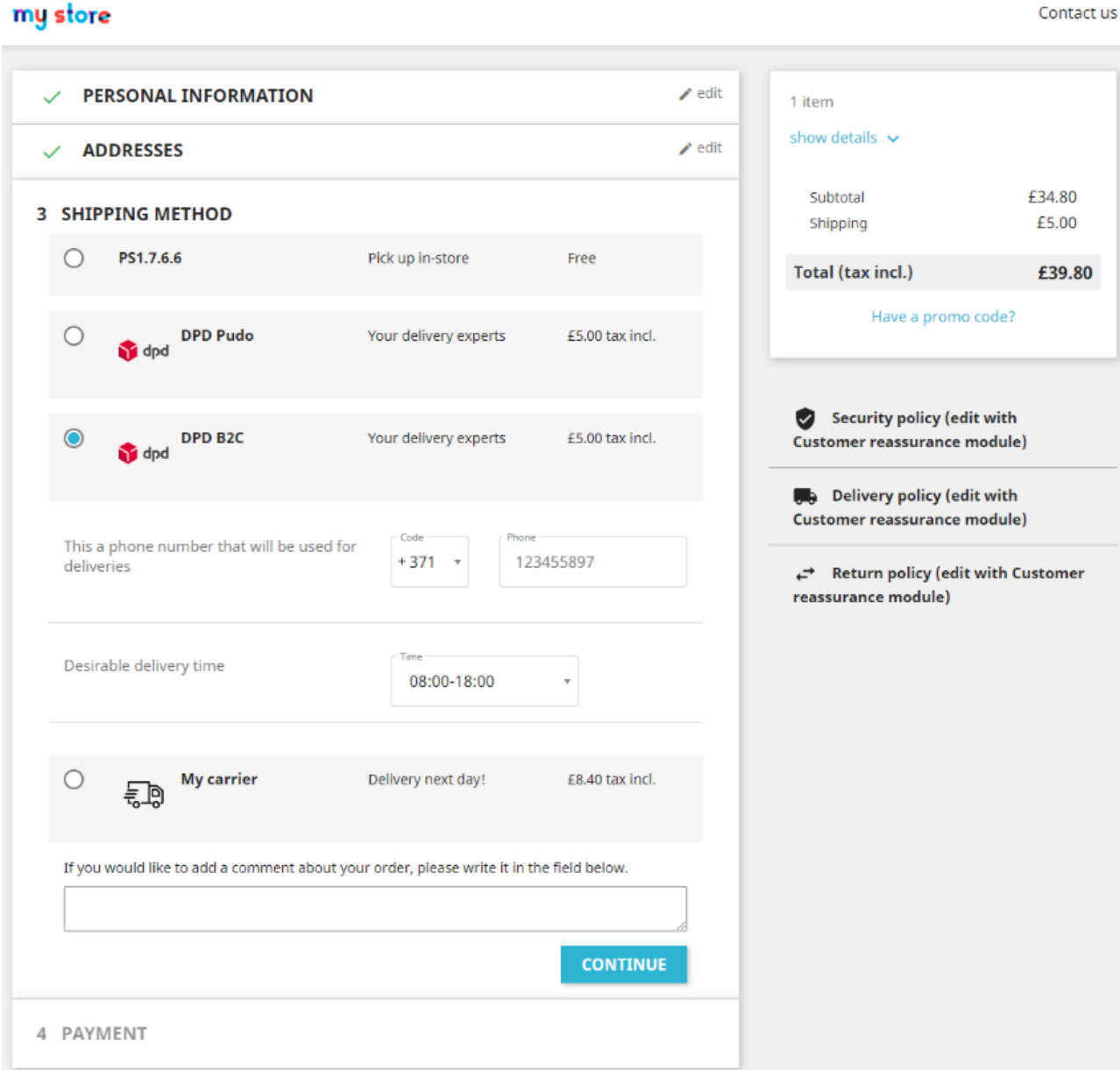
6.8.4

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.



The screenshot shows the checkout process for a store named "my store". The page is divided into two main sections: a left sidebar for navigation and a main content area for the checkout steps.

Navigation:

- my store** (top left)
- Contact us** (top right)
- PERSONAL INFORMATION** (checked, with an edit icon)
- ADDRESSES** (checked, with an edit icon)
- 3 SHIPPING METHOD** (current step)
- 4 PAYMENT** (next step)

Shipping Method Selection:

- ☐ **PS1.7.6.6** Pick up in-store Free
- ☐ **DPD Pudo** Your delivery experts £5.00 tax incl.
- ☒ **DPD B2C** Your delivery experts £5.00 tax incl.
- ☐ **My carrier** Delivery next day! £8.40 tax incl.

Additional Information:

- This a phone number that will be used for deliveries: Code Phone
- Desirable delivery time: Time
- If you would like to add a comment about your order, please write it in the field below.
- CONTINUE** button


Summary (Right Sidebar):

- 1 item
- [show details](#)
- Subtotal: £34.80
- Shipping: £5.00
- Total (tax incl.): £39.80**
- [Have a promo code?](#)
- Security policy** (edit with Customer reassurance module)
- Delivery policy** (edit with Customer reassurance module)
- Return policy** (edit with Customer reassurance module)

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.

 **DPD Pudo** Your delivery experts £5.00 tax incl.

This a phone number that will be used for deliveries

Code
+ 371 ▼


Phone
123455897

Please select your pick up point


City
Rīga ▼

Street
Paku Bode VIADA Keldiša - Akad... ▼

Paku Bode VIADA Keldiša
Akadēmiķa Mstislava Keldiša iela 17
1021 Rīga
more information

 Selected

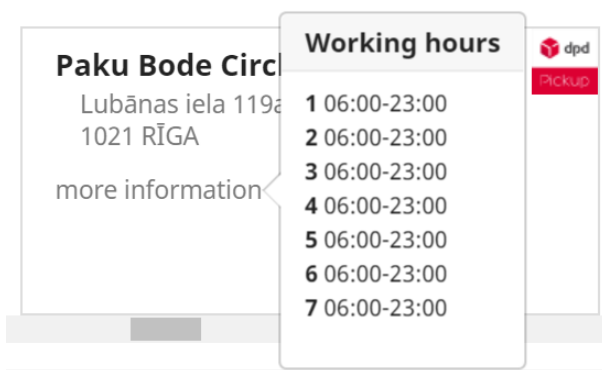
Paku Bode DPD Latvija
Uriekstes iela 8a
1005 Rīga
more information

 Select

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

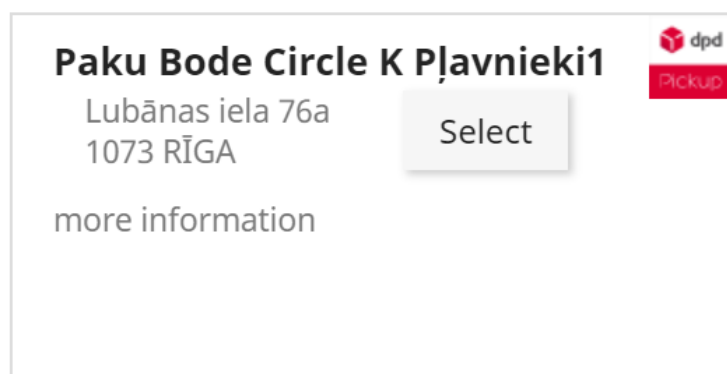
Important. For pick-up maps to work, pick-up functionality must be enabled in module settings and the correct Google Maps API key should be provided.

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

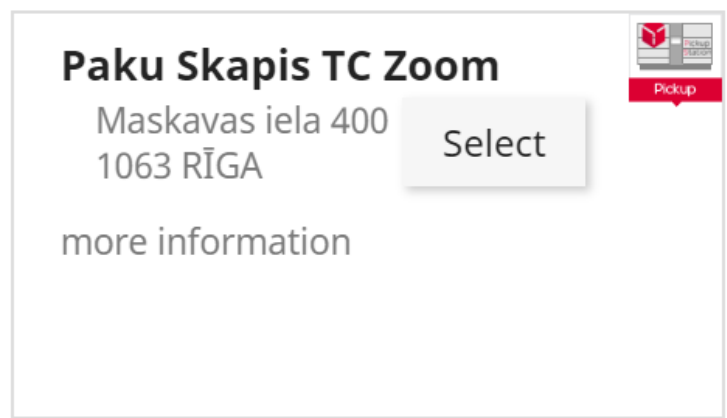


There is also an icon indicating if it's a shop or lockbox.


Shops are marked with standard DPD Pick-up logo



Self-service lockbox are marked with lockbox icon



Alternative view:

 **DPD Pudo** Your delivery experts £5.00 tax incl.

This a phone number that will be used for deliveries

Code

+ 371 ▼

Phone

123455897

Please select your pick up point

City

Rīga ▼

Street

Paku Bode VIADA Keldiša - Akad... ▼

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.

Order Reference JEAHNWIRY - placed on 06/02/2020
[Reorder](#)

Carrier DPD B2C COD
Payment method Payments by check
[Download your invoice as a PDF file.](#)

FOLLOW YOUR ORDER'S STATUS STEP-BY-STEP

Date	Status
06/03/2020	Delivered
06/03/2020	Payment accepted
06/02/2020	Awaiting check payment

Delivery address My Address
John DOE
Krustpils ielā 15
LV-1073 Riga
Latvia
37102598756

Invoice address My Address
John DOE
Krustpils ielā 15
LV-1073 Riga
Latvia
37102598756

DPD BALTICS
If you wish to return one or more products, please click the button below to download label.

REQUEST DPD RETURN

Product	Quantity	Unit price	Total price
Hummingbird printed sweater - Size : S Reference: demo_3	1	€34.46	€34.46
Subtotal			€34.46
Shipping and handling			€1.00
Total			€35.46

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

When clicked, the button will generate a return label.

	
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 Rīga 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 Šujins Tāl. +37167387286 MPSID 0575792279479620200603	Paku skaits 1/1 Svarts 1.000
Pakas ref. cd201da0-e43a-4040-84c1-04... Sūtījuma ref. cd201da0-e43a-4040-84c1-04...	
	
0575 7922 7947 96 4 2C RETURN Pakas nr. 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:

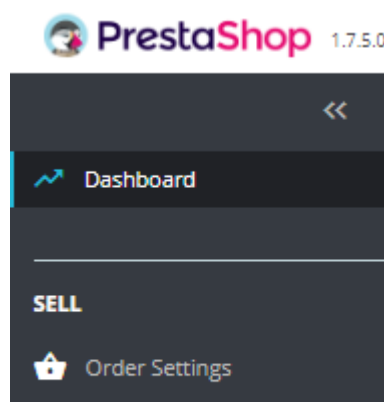
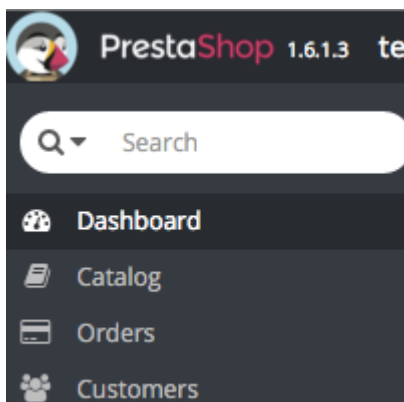
1. The Prestashop version
2. The DPD module version
3. Your DPD username
4. Date & Time of the issue
5. The steps to reproduce your issue
6. The Prestashop log (optional)
7. The Plugin log (optional)
8. A video or screenshot showing the issue (optional)

Please find below the procedure to access that information.

7.4.1 How to find the Prestashop version

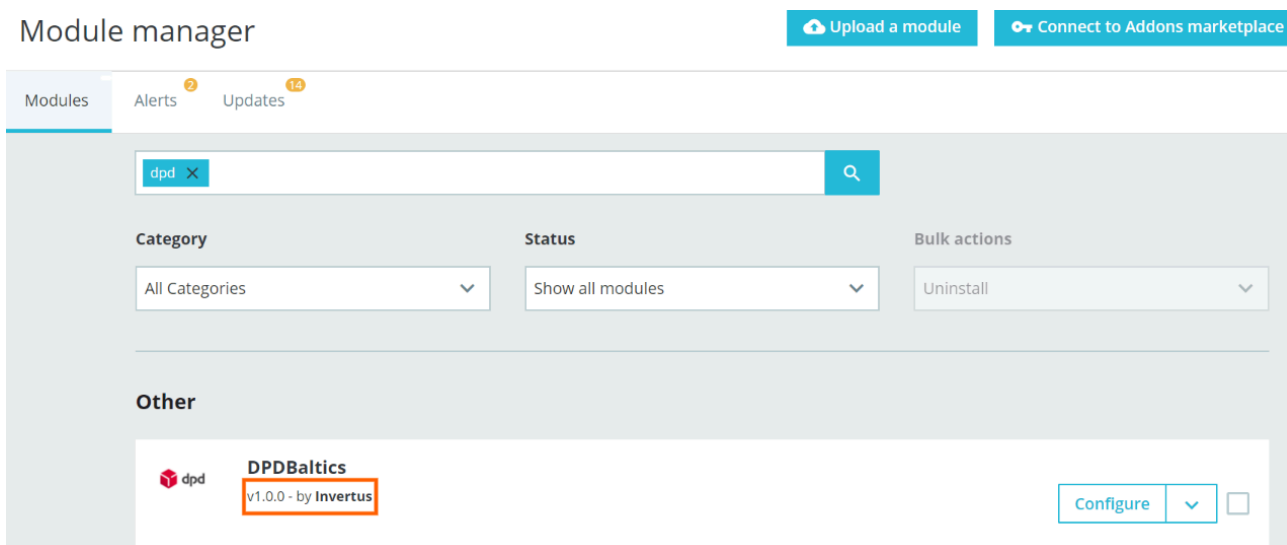
In the back office you can see your version.

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

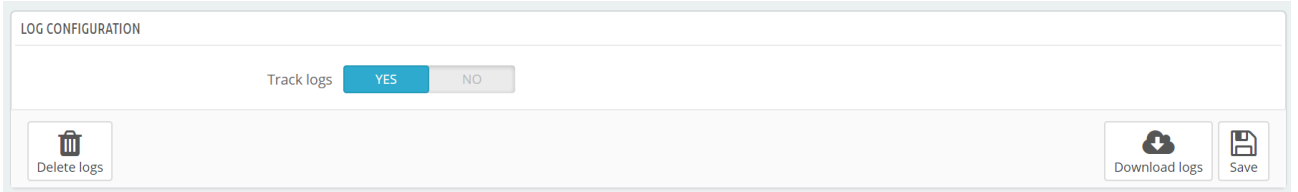
Now visit page(s) with issues and you should see the underlying error message.

- 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.

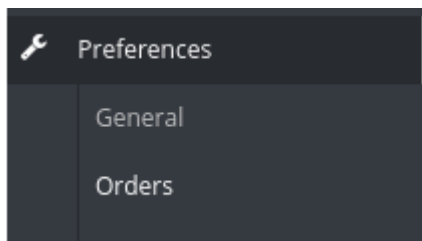
Once it is done go back on module Basic settings and click on Download logs to retrieve the logs.

8 Feature updates

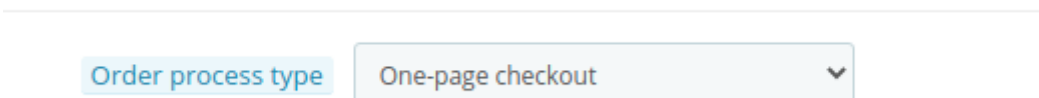
8.1.1 Compatibility with prestashop 1.6 One page checkout

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

Preferences -> Orders

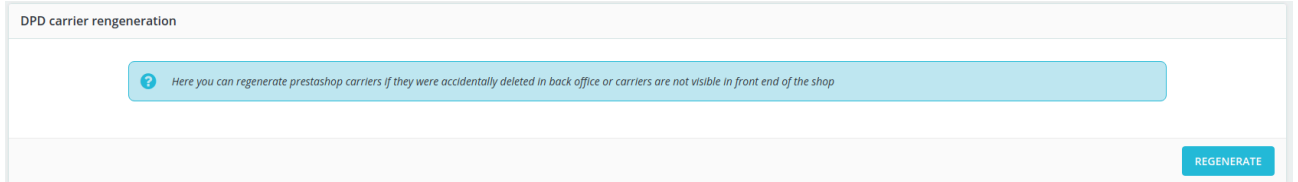


And changing Order process type to:



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)



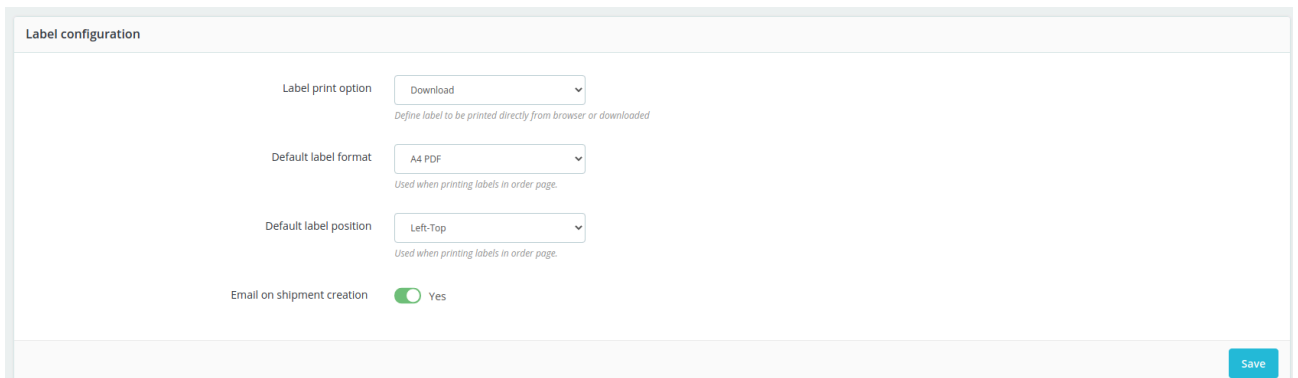
DPD carrier regeneration

Here you can regenerate prestashop carriers if they were accidentally deleted in back office or carriers are not visible in front end of the shop

REGENERATE

8.1.3 Parcel tracking link service

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



Label configuration

Label print option: Download
Define label to be printed directly from browser or downloaded

Default label format: A4 PDF
Used when printing labels in order page.

Default label position: Left-Top
Used when printing labels in order page.

Email on shipment creation: ☒ Yes

Save

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

Here are your DPD tracking links for order: CTLGWSONT

Tracking links:

- https://www.dpdgroup.com/lt/mydpd/tmp/basicsearch?lang=lt&parcel_id=05607120093146

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

