DPD shipping module
Prestashop

France only

Summary

1- Introduction

This document explains how to install, configure and use the DPD France delivery module on your Prestashop-based e-commerce website.

✓ *Compatibility* and prerequisites:

- **Prestashop** version 1.0 to 1.6
- The **PHP SOAP** extension enabled on your server to be able to connect to the DPD Relais search webservice.
- A **Station DPD** charger software set up by cargoNet Software S.A.R.L. (Phone: 03.88.79.79.50)
- A directory created at your convenience on the station to receive the export files.

✓   This module allows you to:

Offer your customers various delivery services:

- DPD Relais: Easy delivery towards one of 6000 Pickup points
- Predict by DPD: Flexible home delivery on a precise time window
- DPD CLASSIC: Reliable delivery at your customers workplace
- DPD CLASSIC Europe: Delivery of individuals and professionals with DPD and its

    DPD CLASSIC Intercontinental intercontinental partners network

- DPD Returns: Easy returns for your customers through the Pickup points network

Easily manage your current orders by automating

- editing of shipping labels
- sending emails to recipients containing a link to the traceability of their parcels
- updating of the status of processed and delivered orders.

⚠ Important:

**Do not disable this module,** this could make it inoperable, forcing you to reinstall it.

If you do not want to offer one or the shipping services to your customers, only disable the involved carrier(s) in the **Shipping** tab in the back office.

✓ Nota bene:

This module is not compatible with the multi-shipping options offered by Prestashop 1.5 and above.

2- Module installation

You can install this module directly from the back office, by the **Modules** tab.
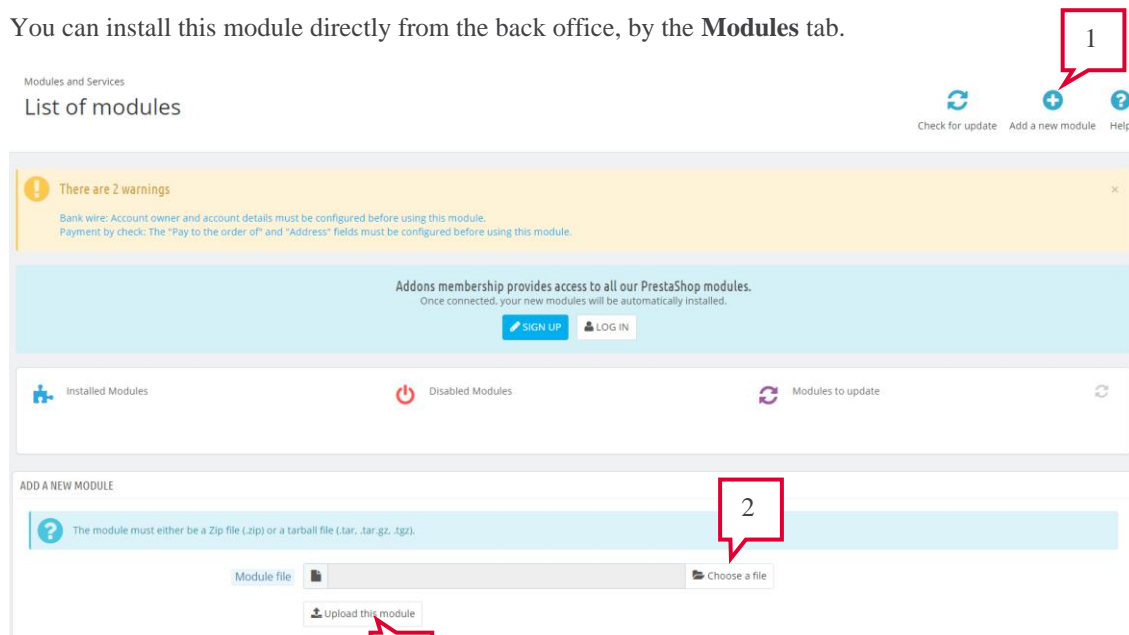
1. Click **Add a new module.**

2. Browse your folders to indicate **DPDFrance_Prestashop1. X_xxx.zip** file.

3. Click **Load Module,** this will add the module **DPD v5.x** to Prestashop in the **Carrier & Logistics** section.
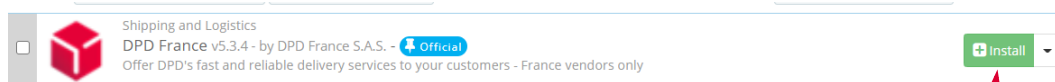
4. Click the **Install** button. The installation will automatically:
- Create a specific table in the database (ps_dpdfrance_shipping)
   Create a **France** delivery zone containing the unique country of France to limit the available shipping area to DPD's delivery radius. If a **France** area is already present, we will reuse this area.
- Add a **DPD France** sub-tab to the **Orders** tab.
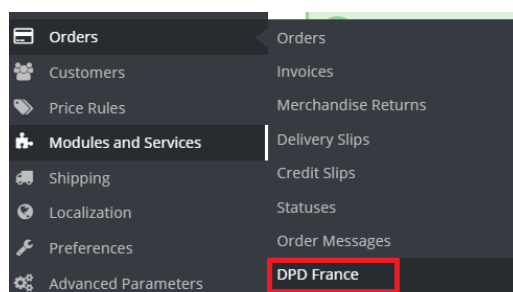
5. You must now proceed to configuration of the module by clicking on the button **Configure.**
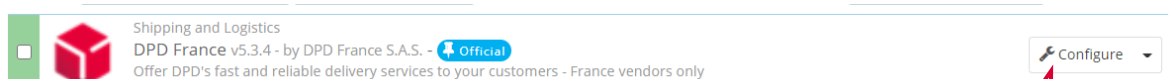
3- Module configuration

✓ *You can filter modules by the publisher name DPD France S.A.S.*
✓ *In multi-store configuration, it is recommended to configure this by module shop by shop.*

Click on **Configure** to access the module configuration page.

Module configuration takes place in 6 parts, navigable by tabs or by buttons **Previous** and **Next** at the bottom of each section.
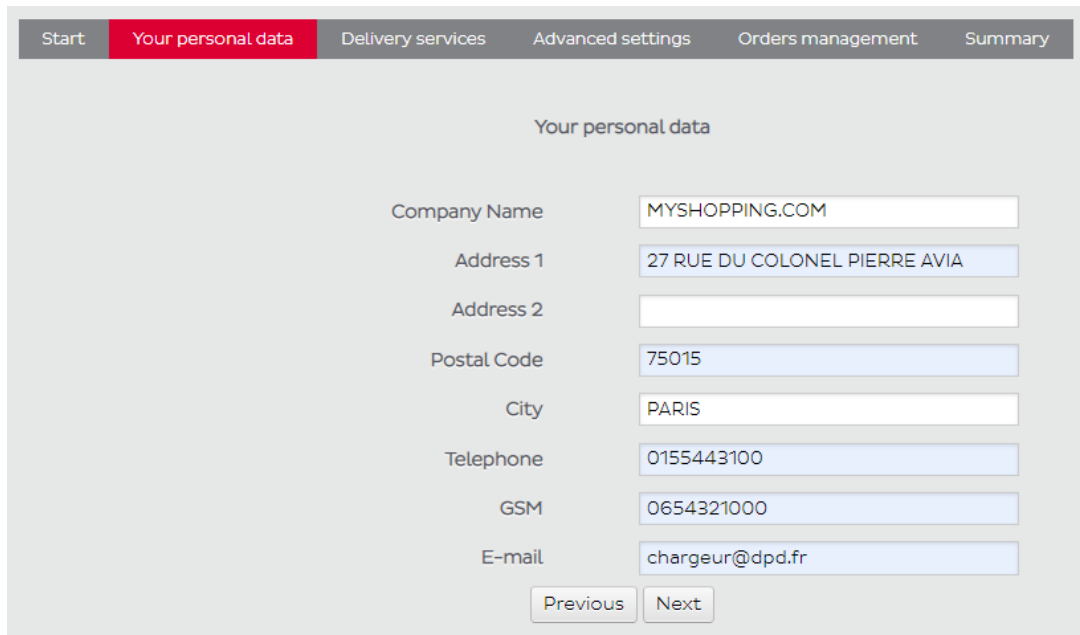
A. Welcome

The first page features a selection:

- If you are not yet a customer: look for your nearest DPD depot and contact our sales team
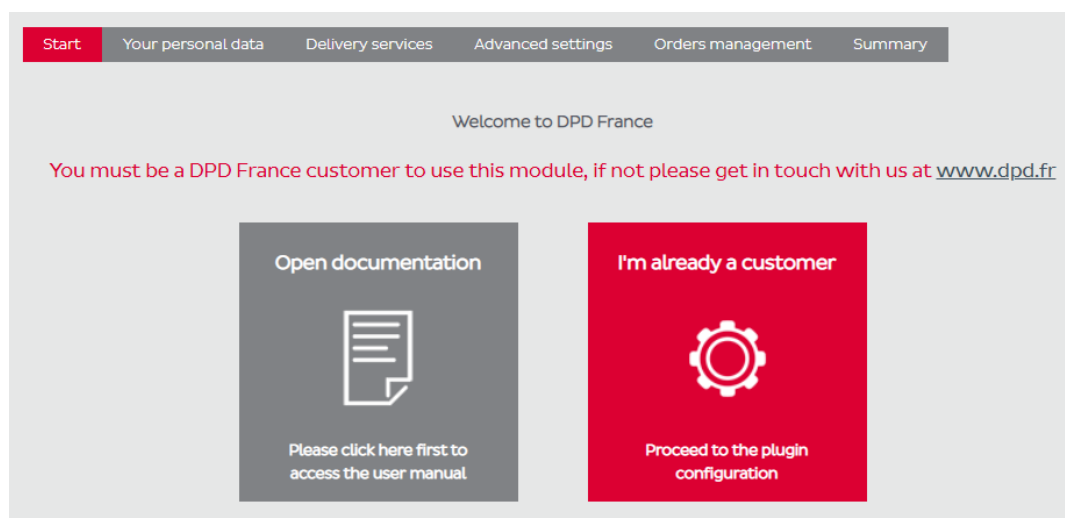
- Or proceed with the configuration of the module if you are already in possession of your DPD contract. You will need your DPD depot code (i.e.: 077) and contract(s) number(s) (i.e.: 18026) to configure the module.

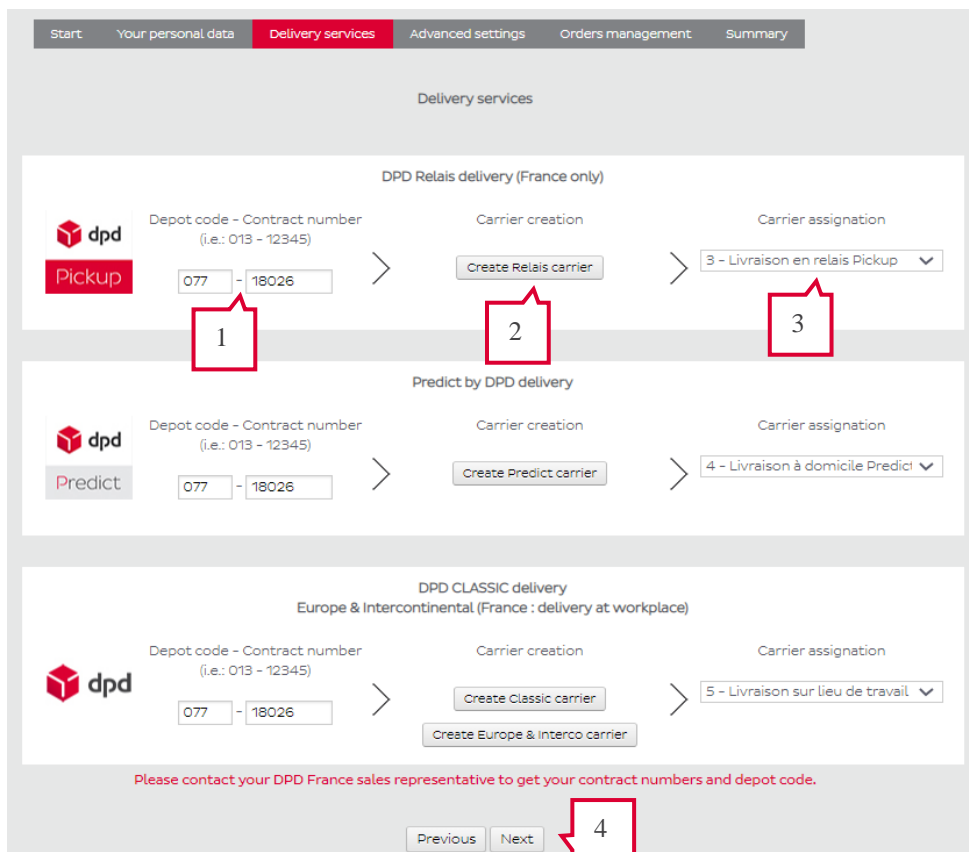A link to this documentation is also available.

B. Your sender data

1. Fill in your shipper details in the fields. This information will be included on shipping labels, SMS and e-mails will be sent to recipients during the delivery of their parcels.

2. Click **Next** to proceed to the next step.

C. Delivery services

Here you will find three sections corresponding to the different delivery services offered by DPD. For each service you want to offer:

1. Fill in your DPD depot code number and your contract(s) number(s).

⚠ *Only the DPD France sales team is able to advise you on your contract(s) number(s), insurance arrangements ... Feel free to contact your sales representative.*

2. You must assign a carrier for each delivery services that you want to activate.

If you do not want to enable a delivery service, choose None - Disable this carrier. Do not forget to disable the carrier by the **Shipping** tab > **Carriers.**

3. Buttons allowing to automatically create carriers are available. They automatically add carriers with their logo, tracking URL, correct zone assignment, etc ... You can also create your carriers manually, in this case do not forget to assign them in the configuration of France DPD module.
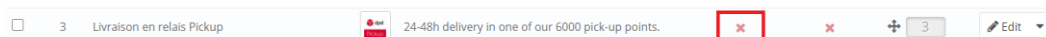
4. Click on the button **Next** to proceed to the next step.
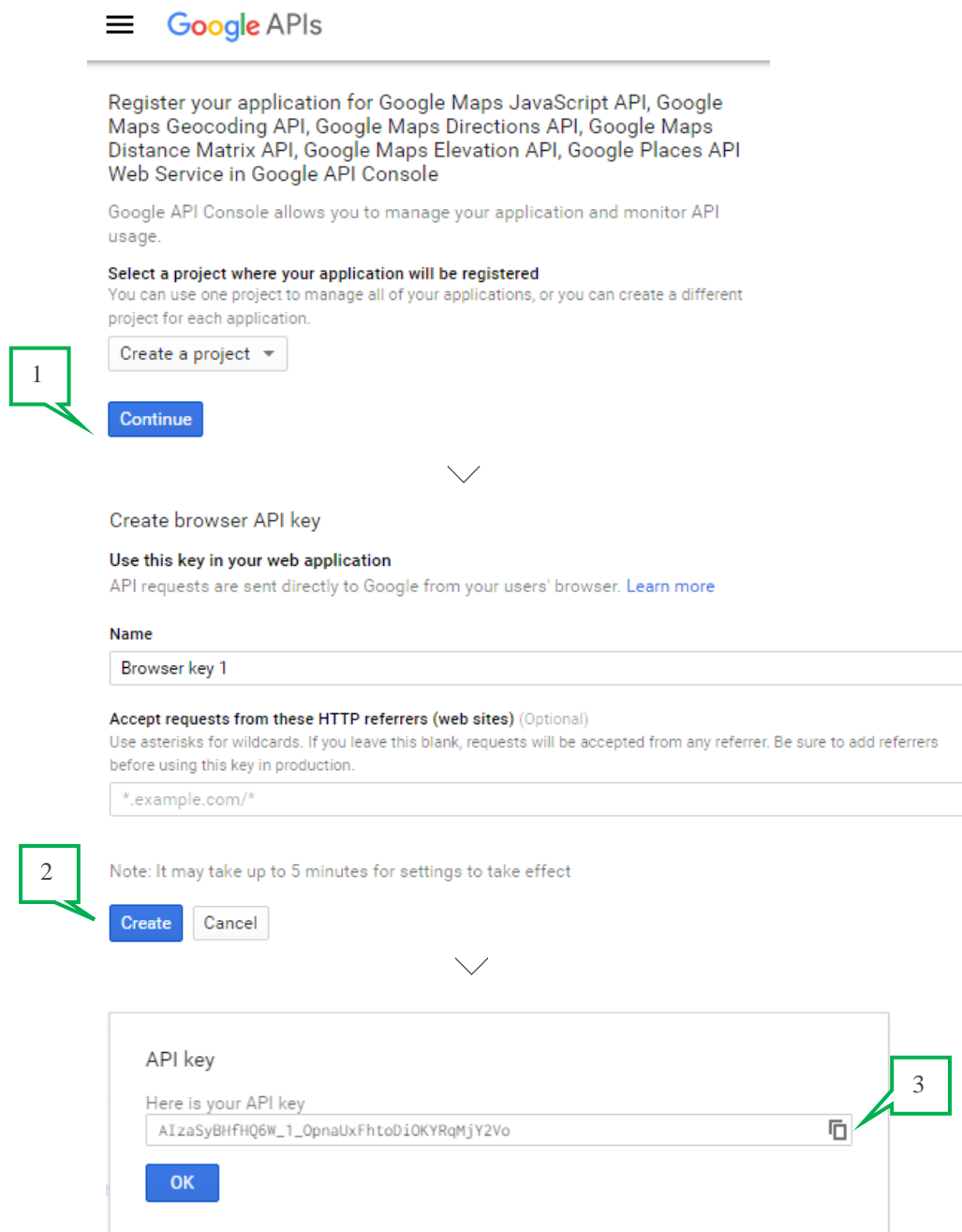
D. Advanced settings

1. If you want to offer your customers the DPD Relais delivery service, please fill in the **WebService DPD Relais URL** field with this URL:
   http://mypudo.pickup-services.com/mypudo/mypudo.asmx?WSDL

2. **Overcost**[1] fields allow you to apply a surcharge to customers after their delivery zip code (Coastal islands and Corsica, mountain and difficult to access areas), according to your tariff conditions. You can also disable delivery to these areas by entering a value of «-1».

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[1] Not available on Prestashop 1.3.x and lower

3. A Google Maps API Key is required in order to present details and location of Pickup points in the front-office. To generate an API key, please follow the provided link[2] and follow instructions, you will retrieve a key ready to be copy-pasted.

4. Click on the button **Next** to proceed to the next step.

[2] A Google account is required, cf. : https://developers.google.com/maps/documentation/javascript/get-api-key?hl=en

E. Shipping management

1. On this page you can select :

   - The status for which the module will pre-select orders to export
   - The status applied when the parcel tracking links will be generated
   - The status applied when processing a delivered order

2. You can enable/disable **order statuses and tracking links auto update** following parcel delivery. Tracking links can be based on two types of data :

   - by shipment reference : to be used if your orders are made of multiple parcels

   - by parcel number : to be used if you sell on marketplaces requiring such numbers.

3. If you are using **Marketplaces connectors**, you can enable a specific mode to allow our module to export all orders regardless of the original shipping method.

4. Fill in the **default insurance service** you need for your shipments:

   - the integrated insurance service will indemnify you for 33 € / carried kg,
   - the Ad Valorem insurance service (a surcharge applies) will compensate you up to the purchase value of the goods.
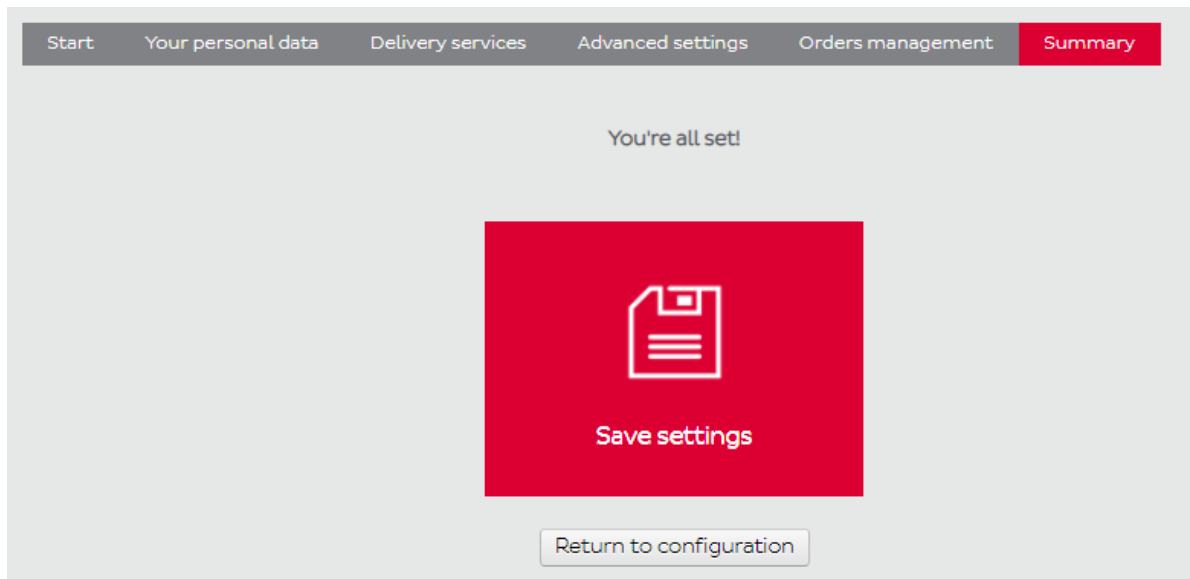
5. Select the desired DPD Retour (Returns) option between:
   a. No Returns : parcel returns are not authorized.

   b. Prepared : the *Return* label is printed along the *first way* label, you will enclose this label in the parcel to be sent to your customer

   c. On Demand : Returns are authorized, but *Return* labels will be printed by your customer via our website dpd.fr

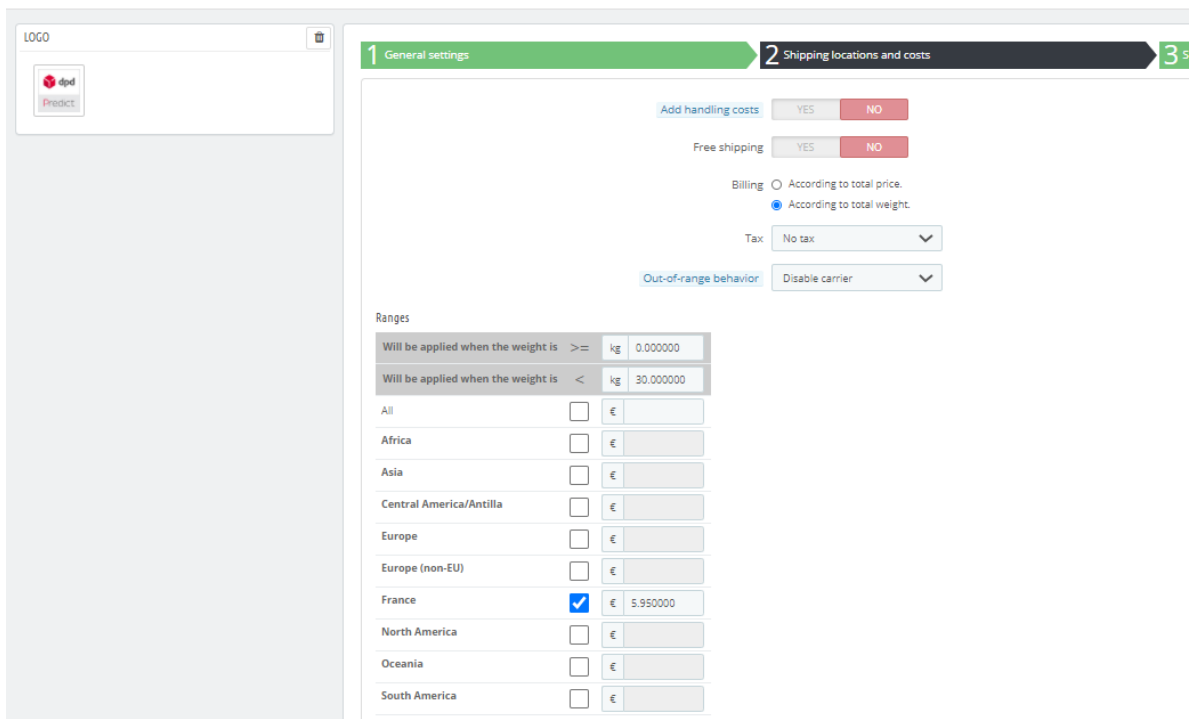6. Click on the button **Next** to proceed to the next step.

F. Summary

At this step, save the complete configuration of the module.

You can now set your shipping rates via the **Shipping** tab in the back office.
Below an example

4- Front-office usage

⚠ *Important: It is imperative to test the operation of the module within a fictitious order before going into production.*

Log in to your Prestashop online store.

During the ordering process, carriers you activated will be available. These carriers display additional information when selected.

G. DPD Relais

While this carrier is selected, the list of 5 closest Pickup points appears below, with their notion of distance and the ability to access the details.

1. An **ICI** button allows you to select a Pickup point.

2. A click on the link allows to change your shipping address in the Address step, the Pickup point list will update automatically.

3. The link « Search for Pickup points near another address » allows your customers to obtain a different selection of relay points by typing an address, postcode and city.3

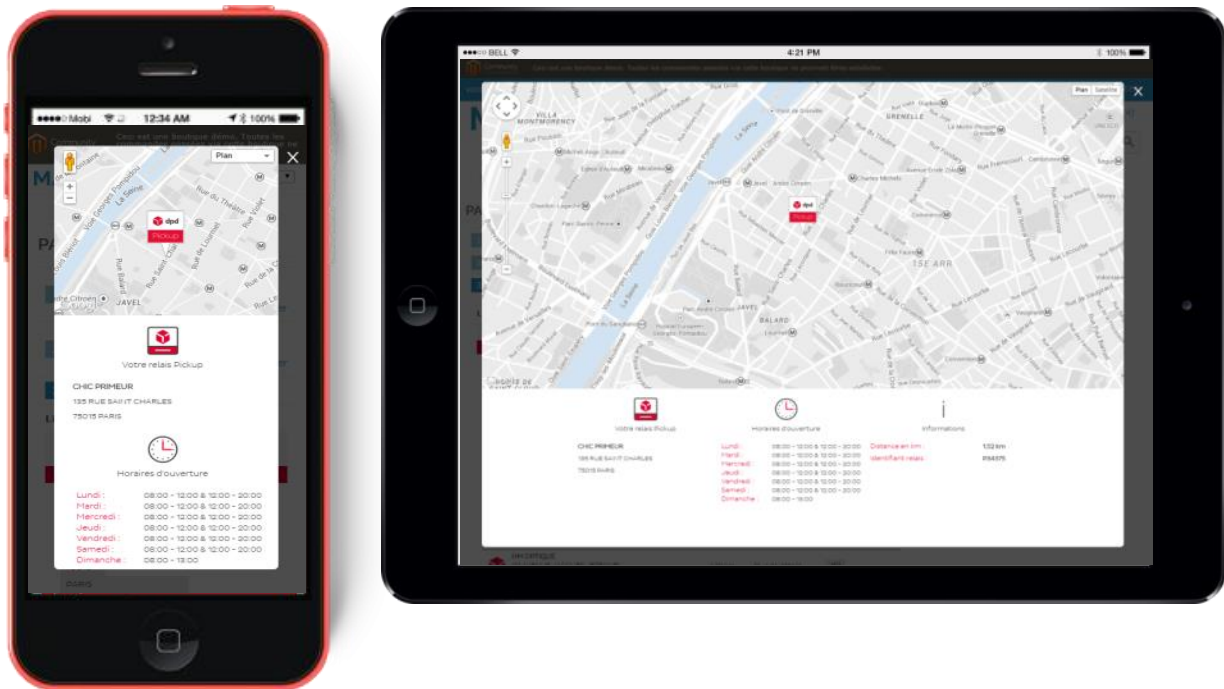Clicking the <u>More details</u> link opens a pop-in[4] with details of the Pickup point (geolocation map, address, landmark, distance in kilometers, opening hours ...)

This popin adapts itself to mobile devices (smartphones, tablets) according to their display resolution and size.

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[3] Not available on Prestashop 1.3 and below.

[4] in Prestashop 1.4 OPC mode, a popup of our website opens.

Select the desired Pickup point by clicking on the **ICI** button and place an order.

The customer's delivery address will be replaced by the Pickup point's in the front office and back office.

H. Predict by DPD

While this carrier is selected, a presentation block of the Predict by DPD service will be displayed below.

This block is designed to introduce the service to recipients, and ask them to enter their mobile phone number. A video presentation of the service is also available by clicking on the provided icon.

A function checks the validity of the entered mobile phone number and informs the user of any errors before proceeding to the next step.

I.   DPD CLASSIC, Europe & Intercontinental

While these carriers are selected, no additional information is displayed.

Depending on the country registered by the customer during registration, a different carrier will be proposed:

France: Delivery in 24-48 hours at your workplace only.

World: Delivery all over the world with the reliability of the DPD network.

5- Back-office usage

Go to the **Orders** tab, then the **DPD France** sub-tab to view your current orders (except Canceled, Delivered, Refunded orders).

✓ *In a multi-store configuration, you can filter the orders by the store down menu*
✓ *A DPD News banner allows you to get the latest news from our network via an RSS feed.*

Orders information, destination, weight, amount, status are displayed.

A search field allows you to filter orders by entering a current term (this can be a date, a reference, a name, a place, or a delivery service: search for Relais, Predict, Classic.
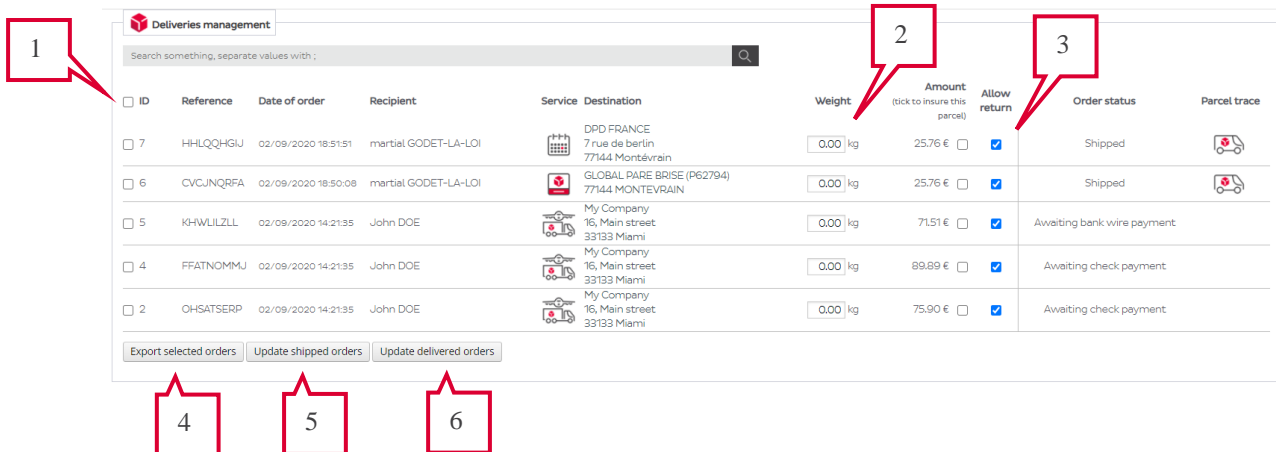
You can combine several terms separated by **semicolons ; .**

1. Select the orders to process by checking the left side checkboxes, a header checkbox allows you to check/uncheck all orders.

2. A field allows you to enter / correct the parcel weight before exporting file to Station.

3. Two checkboxes allow you to activate an Ad Valorem[5] insurance and/or DPD Retour service for each parcel.

4. 5. 6. Select an action to be taken by the three buttons at the bottom of the table:

- **Export selected orders** generates an interface file to DPD Station, configured in auto or semi-auto mode with cargoNet Software S.A.R.L. (Tel: 03.88.79.79.50)

- **Process shipped orders** allows in one click to :
  - Add parcel tracking links
  - Send to the recipients an e-mail containing a link to track their parcels on our website
  - Update the status of selected orders.

Once generated, the tracking links are available from the order forms in the front office and back office.

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[5] Integrated insurance will compensate you for 23 € / carried kg, while the Ad Valorem insurance service (a surcharge applies) will compensate you up to the purchase value of the goods. For further information contact your DPD sales representative.

- **Process delivered orders** allows to update the status of selected orders to Delivered.

The module will confirm the actions taken on the orders.

✓ *Automatic update of order statuses*

If this function is enabled in the configuration, the module will update order statuses once an hour by itself, following the parcel delivery. Statuses corresponding to *Shipped* and *Delivered* will be applied.

The PHP extension **SOAP** is required to enable this functionality.

6- Module uninstallation / update

Please make sure you follow this procedure to make a proper uninstallation of our module:

1. In your back office, go to the **Modules** tab.

2. Locate the DPD France module and click the **Uninstall** button. Prestashop will confirm you the correct uninstallation of the module with a message.

3. Following this, you will need to **manually delete the established DPD carriers.**

4. Finally, you can **remove the package** via the **Delete** option in the back office, or by FTP (Prestashop root folder / modules / dpdfrance).

⚠ *If you are upgrading from a previous version of our modules, it is essential to uninstall and delete existing modules and carriers before copying and installing new modules.*

7- Troubleshooting

In the front office, my other carriers have gone.

- Check the assignment of your carriers to the **France** delivery zone.
- Check your carriers assignment to your products by the **Catalog** tab in the back office.
- Also check the configuration of your shipping rates.
- If you use the advanced inventory management of Prestashop 1.5 and higher, be sure to check the assignment of DPD carriers to your warehouse by the **Inventory** tab of the back office.

In the front office, the carrier DPD Relais delivery appears, but there is no choice of Pickup points.

       or

In the front office, the carrier Predict delivery by DPD appears, but there is no presentation block.

       or

On my orders with DPD Relais, the delivery address remained the billing address, and not that of a Pickup point.

It may be that the module is out of sync with its setting in the database, especially following deactivation of the module. To fix this:

- Go to the module configuration, access the **Delivery Services** tab, and check the assignment of your desired delivery services to a carrier.
- Save the configuration.
- Try to create a new order by the front office to check the good reaction of the module.

In the front office, an error message appears when selecting the DPD Relais carrier.

- Check the setting of **the DPD Relais WebService URL** in the module configuration, Advanced Settings tab.
- The **PHP SOAP** extension must be active, so that the module can make correct webservice requests.
- The webservice may be temporarily unavailable, in which case an error message appears.