



# DPD shipping module **Prestashop**

France only

 PrestaShop

## Summary

<b>1- INTRODUCTION.....</b>	<b>3</b>
<b>2- MODULE INSTALLATION .....</b>	<b>4</b>
<b>3- MODULE CONFIGURATION.....</b>	<b>5</b>
A. WELCOME .....	5
B. YOUR SENDER DATA .....	6
C. DELIVERY SERVICES .....	6
D. ADVANCED SETTINGS.....	7
E. SHIPPING MANAGEMENT .....	9
F. SUMMARY .....	10
<b>4- FRONT-OFFICE USAGE.....</b>	<b>11</b>
G. DPD RELAIS .....	11
H. PREDICT BY DPD .....	12
I. DPD CLASSIC, EUROPE & INTERCONTINENTAL .....	13
<b>5- BACK-OFFICE USAGE .....</b>	<b>14</b>
<b>6- MODULE UNINSTALLATION / UPDATE.....</b>	<b>16</b>
<b>7- TROUBLESHOOTING.....</b>	<b>17</b>

## 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.

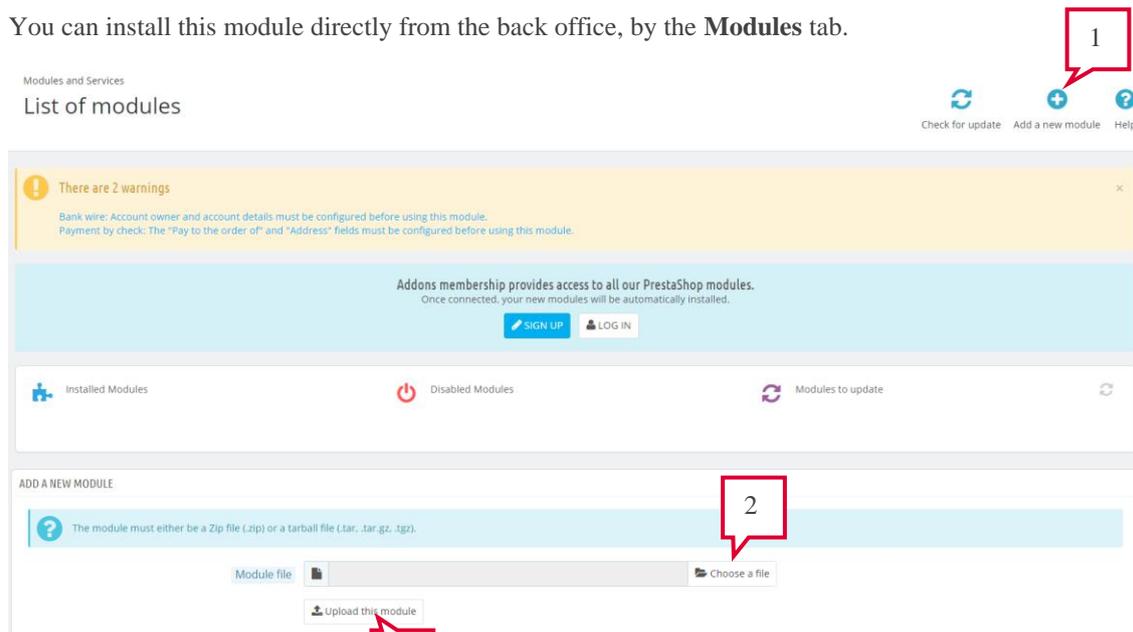
If you do not want to offer one or the shipping services to your customers, only disable the involved carrier(s) in the **Shipping** tab in the back office.

### ✓ *Nota bene:*

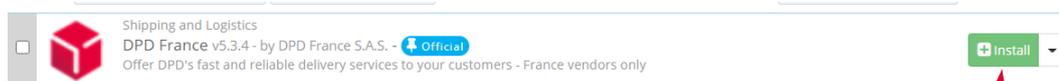
This module is not compatible with the multi-shipping options offered by Prestashop 1.5 and above.

## 2- Module installation

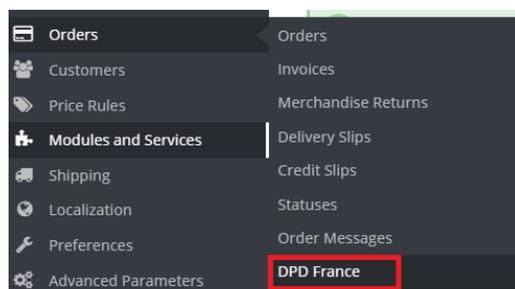
You can install this module directly from the back office, by the **Modules** tab.



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.*

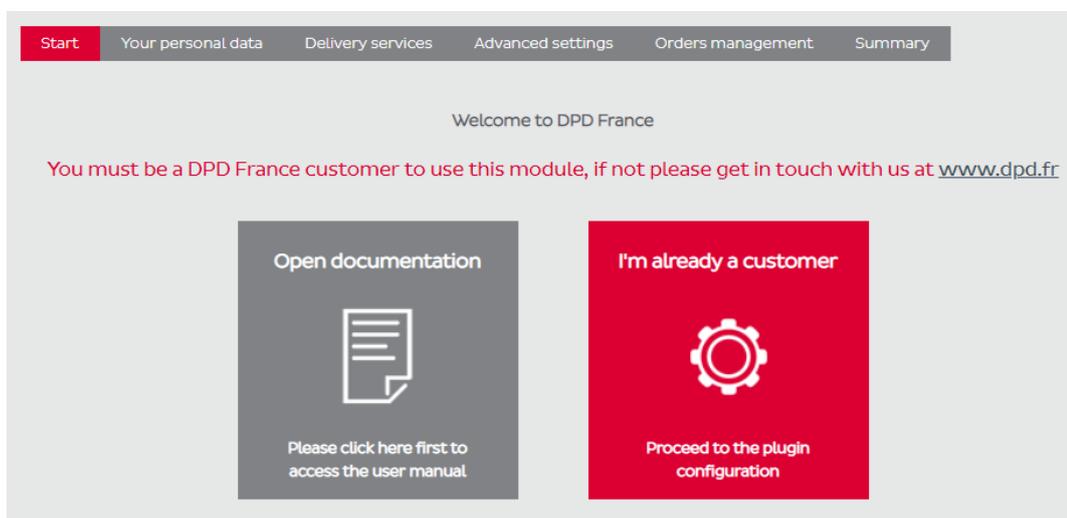
Click on **Configure** to access the module configuration page.

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:

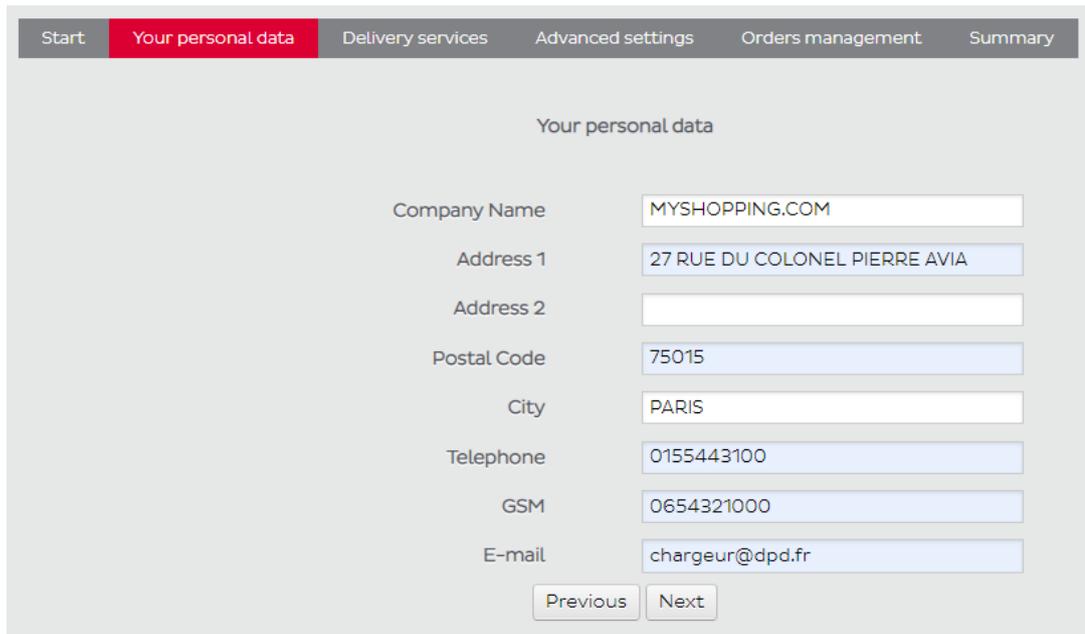
- If you are not yet a customer: look for your nearest DPD depot and contact our sales team



- 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



Start **Your personal data** Delivery services Advanced settings Orders management Summary

Your personal data

Company Name

Address 1

Address 2

Postal Code

City

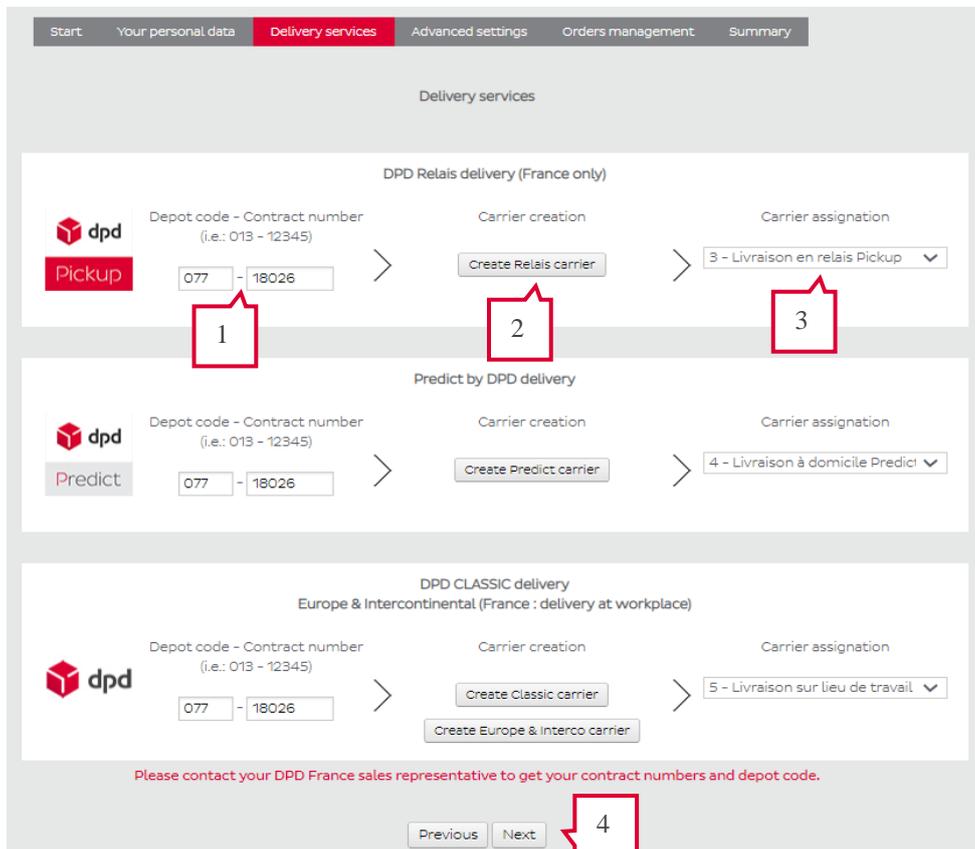
Telephone

GSM

E-mail

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



Start Your personal data **Delivery services** Advanced settings Orders management Summary

Delivery services

DPD Relais delivery (France only)

dpd Pickup Depot code - Contract number (i.e.: 013 - 12345)  -  > Create Relais carrier > Carrier assignment 3 - Livraison en relais Pickup ▾

1 2 3

Predict by DPD delivery

dpd Predict Depot code - Contract number (i.e.: 013 - 12345)  -  > Create Predict carrier > Carrier assignment 4 - Livraison à domicile Predict ▾

DPD CLASSIC delivery Europe & Intercontinental (France : delivery at workplace)

dpd Depot code - Contract number (i.e.: 013 - 12345)  -  > Create Classic carrier > Carrier assignment 5 - Livraison sur lieu de travail ▾

Create Europe & Interco carrier

Please contact your DPD France sales representative to get your contract numbers and depot code.

4

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

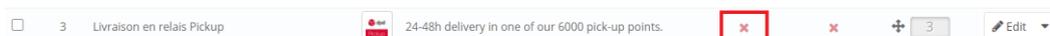
1. Fill in your DPD depot code number and your contract(s) number(s).

*⚠ 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

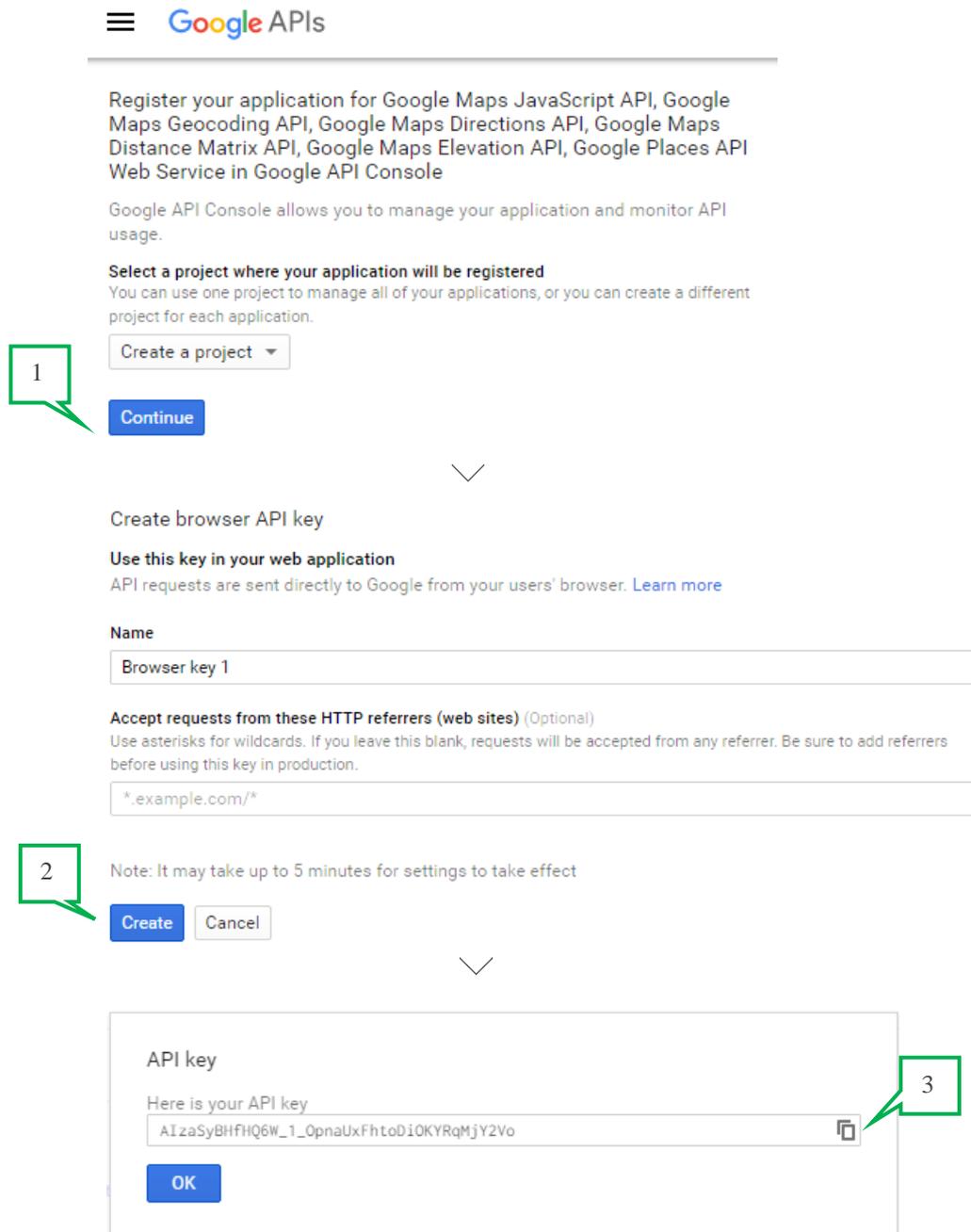
1. If you want to offer your customers the DPD Relais delivery service, please fill in the **WebService DPD Relais URL** field with this URL:

<http://mypudo.pickup-services.com/mypudo/mypudo.asmx?WSDL>

2. **Overcost<sup>1</sup>** 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».

<sup>1</sup> 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<sup>2</sup> and follow instructions, you will retrieve a key ready to be copy-pasted.



**Google APIs**

Register your application for Google Maps JavaScript API, Google Maps Geocoding API, Google Maps Directions API, Google Maps Distance Matrix API, Google Maps Elevation API, Google Places API Web Service in Google API Console

Google API Console allows you to manage your application and monitor API usage.

**Select a project where your application will be registered**  
You can use one project to manage all of your applications, or you can create a different project for each application.

1

Create browser API key

**Use this key in your web application**  
API requests are sent directly to Google from your users' browser. [Learn more](#)

**Name**

**Accept requests from these HTTP referrers (web sites) (Optional)**  
Use asterisks for wildcards. If you leave this blank, requests will be accepted from any referrer. Be sure to add referrers before using this key in production.

2 Note: It may take up to 5 minutes for settings to take effect

API key

Here is your API key

3

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

---

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

## E. Shipping management

The screenshot shows the 'Orders management' configuration page. At the top, there is a navigation bar with tabs: 'Start', 'Your personal data', 'Delivery services', 'Advanced settings', 'Orders management' (highlighted in red), and 'Summary'. Below the navigation bar, the page title 'Orders management' is centered. The main content area contains several configuration options, each with a dropdown menu and a descriptive text below it. Red callout boxes with numbers 1 through 6 point to specific elements: 1 points to the 'Preparation in progress status' dropdown (set to 'Processing in progress'); 2 points to the 'Auto update of status and tracking links' dropdown (set to 'Enabled - Tracking links by parcel no. '); 3 points to the 'Allow management of non-DPD orders' dropdown (set to 'Enabled'); 4 points to the 'Parcel insurance service' dropdown (set to 'Integrated parcel insurance service (33 € / kg)'); 5 points to the 'DPD Returns service' dropdown (set to 'Prepared'); 6 points to the 'Next' button at the bottom right of the configuration area.

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.

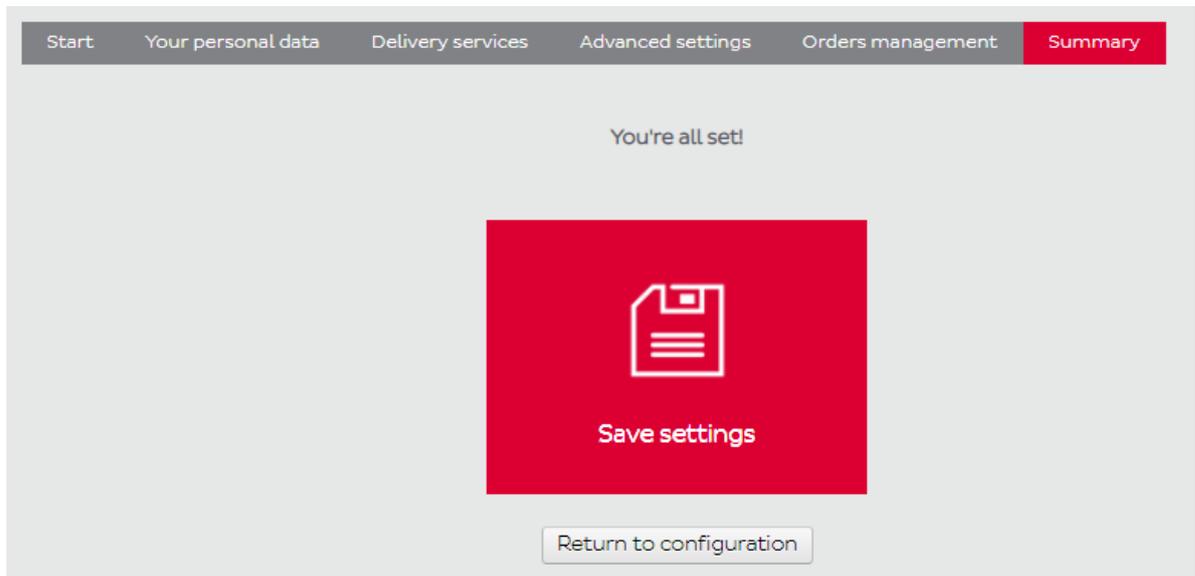
5. Select the desired DPD Retour (Returns) option between:

- No Returns : parcel returns are not authorized.
- 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
- 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

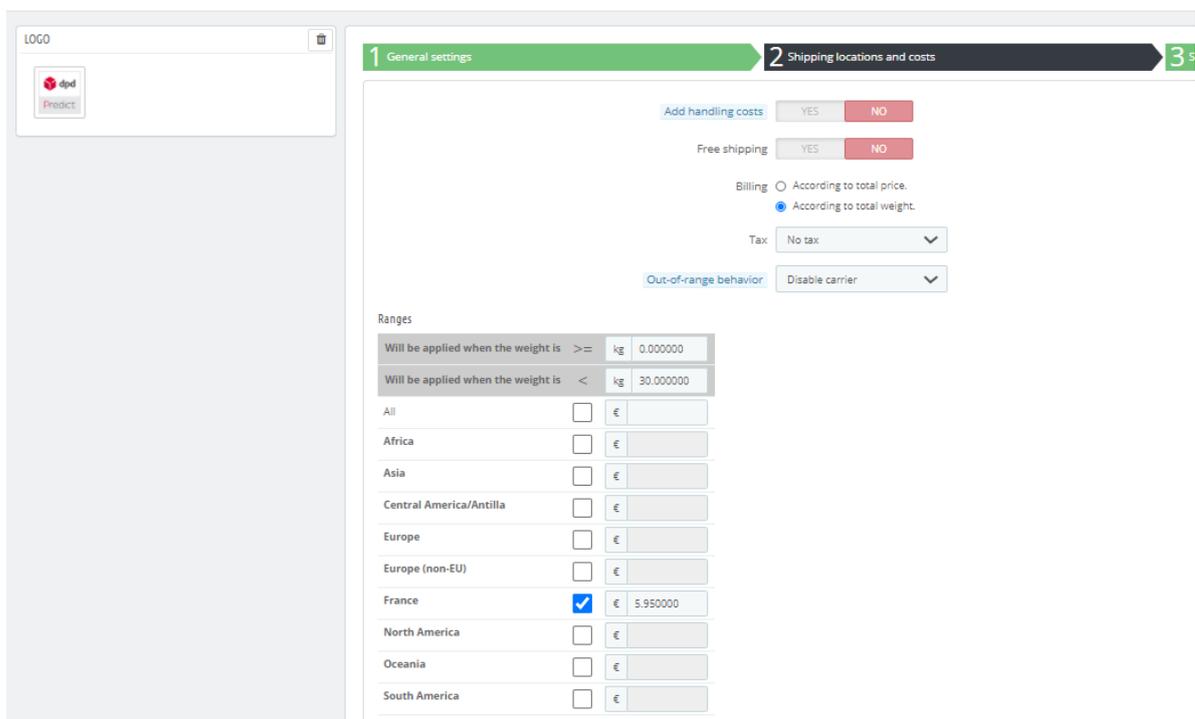
At this step, save the complete configuration of the module.



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

Shipping / Carriers

Flexible home delivery on a precise time windows



Shipping / Carriers

Flexible home delivery on a precise time windows

LOGO

1 General settings 2 Shipping locations and costs 3 Shipping rates and costs

Add handling costs YES NO

Free shipping YES NO

Billing  According to total price.  According to total weight.

Tax No tax

Out-of-range behavior Disable carrier

Ranges

Will be applied when the weight is	>=	kg	0.000000
Will be applied when the weight is	<	kg	30.000000
All	<input type="checkbox"/>	€	
Africa	<input type="checkbox"/>	€	
Asia	<input type="checkbox"/>	€	
Central America/Antilla	<input type="checkbox"/>	€	
Europe	<input type="checkbox"/>	€	
Europe (non-EU)	<input type="checkbox"/>	€	
France	<input checked="" type="checkbox"/>	€	5.950000
North America	<input type="checkbox"/>	€	
Oceania	<input type="checkbox"/>	€	
South America	<input type="checkbox"/>	€	

## 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.

The screenshot shows the DPD Relais interface. At the top, there is a header for 'Livraison en relais Pickup' with a price of 5,95 € TTC. Below this, a red banner states 'Les relais Pickup suivants sont disponibles autour de l'adresse de livraison saisie'. A search bar is present with the text 'Rechercher des relais Pickup autour d'une autre adresse'. Below the search bar, a list of five pickup points is displayed, each with a DPD logo, name, address, distance, and a 'Plus de détails' link followed by an 'ICI' button. Callout 1 points to the 'ICI' button for the first pickup point, and callout 2 points to the search bar.

Relais	Adresse	Distance	Plus de détails	ICI
VIRTUA CANNES	66 BD DE LA REPUBLIQUE 06400 CANNES	0.91 km	<a href="#">Plus de détails</a>	ICI
U EXPRESS	6 RUE DE LIEGE 06110 LE CANNET	1.87 km	<a href="#">Plus de détails</a>	ICI
PULSAT STC DE QUENTAL	87 BOULEVARD SADI CARNOT 06110 LE CANNET	2.37 km	<a href="#">Plus de détails</a>	ICI
LE TABAC ROTHMANS	8 AVENUE DES ECOLES 06110 LE CANNET	2.76 km	<a href="#">Plus de détails</a>	ICI
MULTI TABAC PRESSE	71 AVENUE FRANCIS TONNER 06150 CANNES	3.82 km	<a href="#">Plus de détails</a>	ICI

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.

The screenshot shows the search bar for pickup points. It has a title 'Rechercher des relais Pickup autour d'une autre adresse' and a search input field. Below the search input field, there are two smaller input fields for 'Code postal' and 'ville', followed by 'Rechercher' and 'Réinitialiser' buttons.

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.<sup>3</sup>

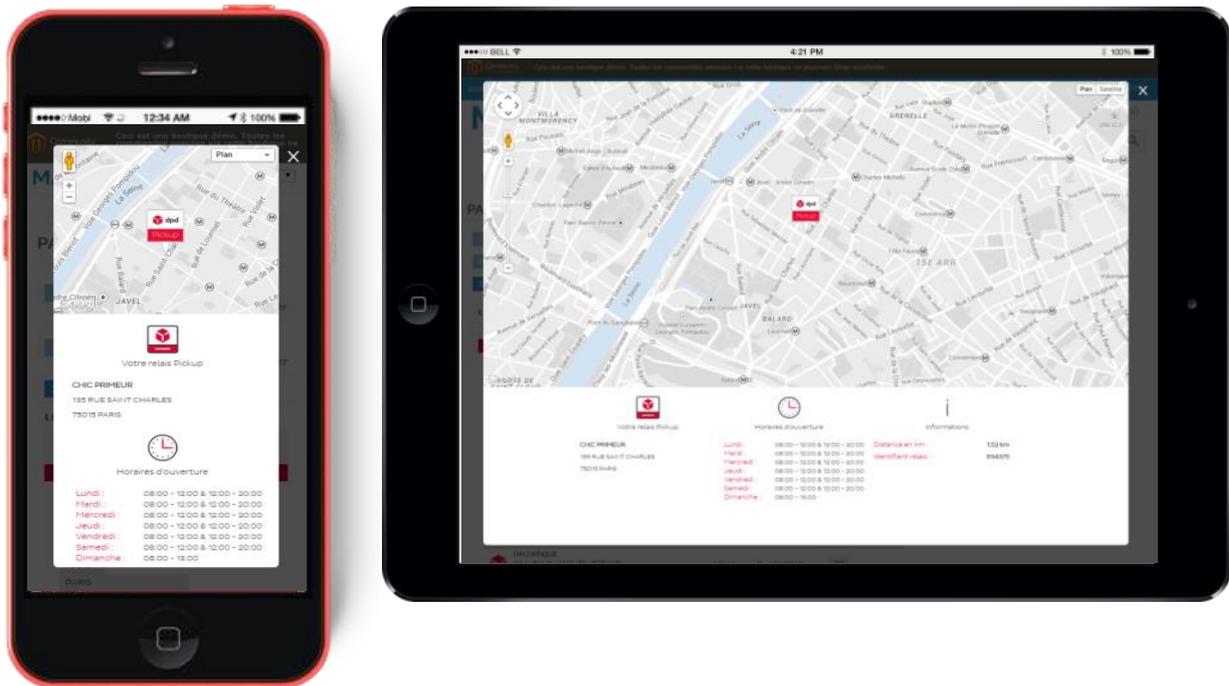
Clicking the [More details](#) link opens a pop-in<sup>4</sup> with details of the Pickup point (geolocation map, address, landmark, distance in kilometers, opening hours ...)

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

<sup>3</sup> Not available on Prestashop 1.3 and below.

<sup>4</sup> 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.

dpd Predict **Flexible home delivery on a precise time windows** Time slot delivery within 24-48 hours €5.95 tax incl.

Your Predict delivery by DPD

**Predict**

**With Predict, be independent with your deliveries !:**

**How it works:**

- A first SMS will be sent to you when your parcel is taken in charge by DPD France. This SMS will also tell you the expected delivery date.
- On the day of delivery, you will receive an SMS and an email indicating the delivery time slot and your secure 4-digit code. This code will allow you to receive your order in complete security.
- Upon delivery, transmit your code to the DPD France delivery person. Your parcel will be delivered to you against signature.

**The Predict service allows you to be autonomous on your delivery thanks to a wide choice of reprogramming options until the day before or in case of absence :**

- Delivery of your parcel at pudo's
- Delivery to your workplace
- Delivery to another address
- Delivery to a neighbour
- Withdrawal in a DPD France depot
- Delivery to another date

**Benefit from the advantages of Predict delivery!**

dpd

Get all the advantages of DPD's Predict service by providing a french GSM number here  >

**!** It seems that the mobile phone number you provided is incorrect. Please provide a mobile phone number starting with the corresponding international prefix (i.e. +33)

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

Take advantage of DPD's Predict service by providing a french GSM number here  

## 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:

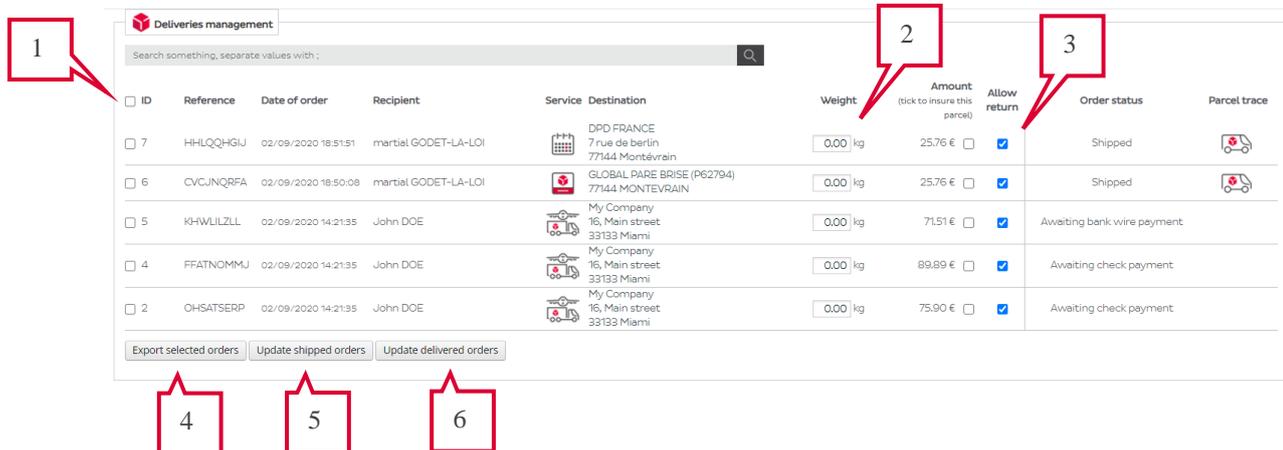
**France:** Delivery in 24-48 hours at your workplace only.

**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.*



The screenshot shows the 'Deliveries management' interface. Callout 1 points to the search bar. Callout 2 points to the 'Weight' column. Callout 3 points to the 'Allow return' checkbox. Callout 4 points to the 'Export selected orders' button. Callout 5 points to the 'Update shipped orders' button. Callout 6 points to the 'Update delivered orders' button.

ID	Reference	Date of order	Recipient	Service	Destination	Weight	Amount (tick to insure this parcel)	Allow return	Order status	Parcel trace	
<input type="checkbox"/>	7	HHLQQHGIJ	02/09/2020 18:51:51	martial GODET-LA-LOI	DPD FRANCE 7 rue de berlin 77144 Montevrain	0.00 kg	25.76 €	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Shipped	
<input type="checkbox"/>	6	CVCJNQRFA	02/09/2020 18:50:08	martial GODET-LA-LOI	GLOBAL PARE BRISE (P62794) 77144 MONTEVRAIN	0.00 kg	25.76 €	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Shipped	
<input type="checkbox"/>	5	KHWLJLZLL	02/09/2020 14:21:35	John DOE	My Company 16, Main street 33133 Miami	0.00 kg	71.51 €	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Awaiting bank wire payment	
<input type="checkbox"/>	4	FFATNOMMJ	02/09/2020 14:21:35	John DOE	My Company 16, Main street 33133 Miami	0.00 kg	89.89 €	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Awaiting check payment	
<input type="checkbox"/>	2	OHSATSERP	02/09/2020 14:21:35	John DOE	My Company 16, Main street 33133 Miami	0.00 kg	75.90 €	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Awaiting check payment	

Buttons at the bottom: Export selected orders, Update shipped orders, Update delivered orders

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<sup>5</sup> 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.

<sup>5</sup> 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.