



DPD shipping module WooCommerce

WooCommerce

France only



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1- Introduction

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

✓ *Compatibility and prerequisites:*

- **WooCommerce** version 2.x minimum
- **WordPress** version 3.5 minimum
- 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:

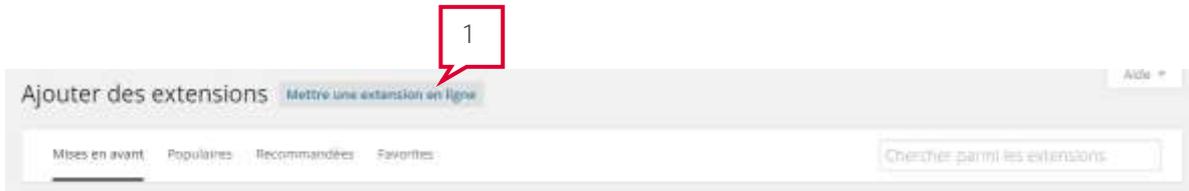
- DPD Relais: Easy delivery towards one of 5000 Pickup points
- Predict by DPD: Flexible home delivery on a precise time window
- DPD CLASSIC: Reliable delivery at your customers workplace
- DPD CLASSIC Europe: Delivery of individuals and professionals with DPD and its
DPD CLASSIC Intercontinental: intercontinental 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.

2- Module installation

You can install this module directly from the back office, by the **Plugins** tab, and then hit the **Add New** subtab.



1. Click on **Upload plugin**.



2. Browse your folders to indicate **DPDFrance_WooCommerce2.X_xxx.zip** file.
3. Click on **Install Now**, this will add the module **DPD v5.0** to WooCommerce in the **Installed Plugins** section.



4. Click on **Activate**. The installation will automatically:
 - Add 4 new shipping methods and a configuration tab in **Settings**
 - Add a **DPD France** sub-tab to the **WooCommerce** tab.

3- Module configuration

You must now proceed to configuration of the module by clicking on the **WooCommerce** tab, then hit **Settings**.

2. Your sender data

Click on the **DPD France** tab to gain access to the general configuration page of the module.

A link to this documentation is also available.

Bienvenue chez DPD France. La documentation de ce module est disponible ici : 

Important : Vous devez être client de DPD France pour utiliser ce module, dans le cas contraire rendez-vous sur www.dpd.fr.

Veillez procéder au paramétrage du module

Vos données d'expéditeur

Raison sociale
MONSHOPPING.COM

Adresse 1
27 Rue du Colonel Pierre Avia

Adresse 2

Code postal
75015

Ville
PARIS

Téléphone
+33155443100

Mobile

E-mail
chargeur@dpd.fr

Gestion des expéditions

Statut "Préparation en cours"
En attente d'expédition ▼ *Sur la page de gestion des expéditions, les commandes sur ce statut seront pré-cochées.*

Statut "En cours de livraison"
En cours ▼ *Une fois les suivis de colis générés, les commandes passeront à ce statut.*

Statut "Livré"
Terminée ▼ *Une fois les colis livrés, les commandes passeront à ce statut.*

Mise à jour automatique des statuts
Activée ▼ *Les commandes seront automatiquement mises à jour selon le statut de la livraison.*

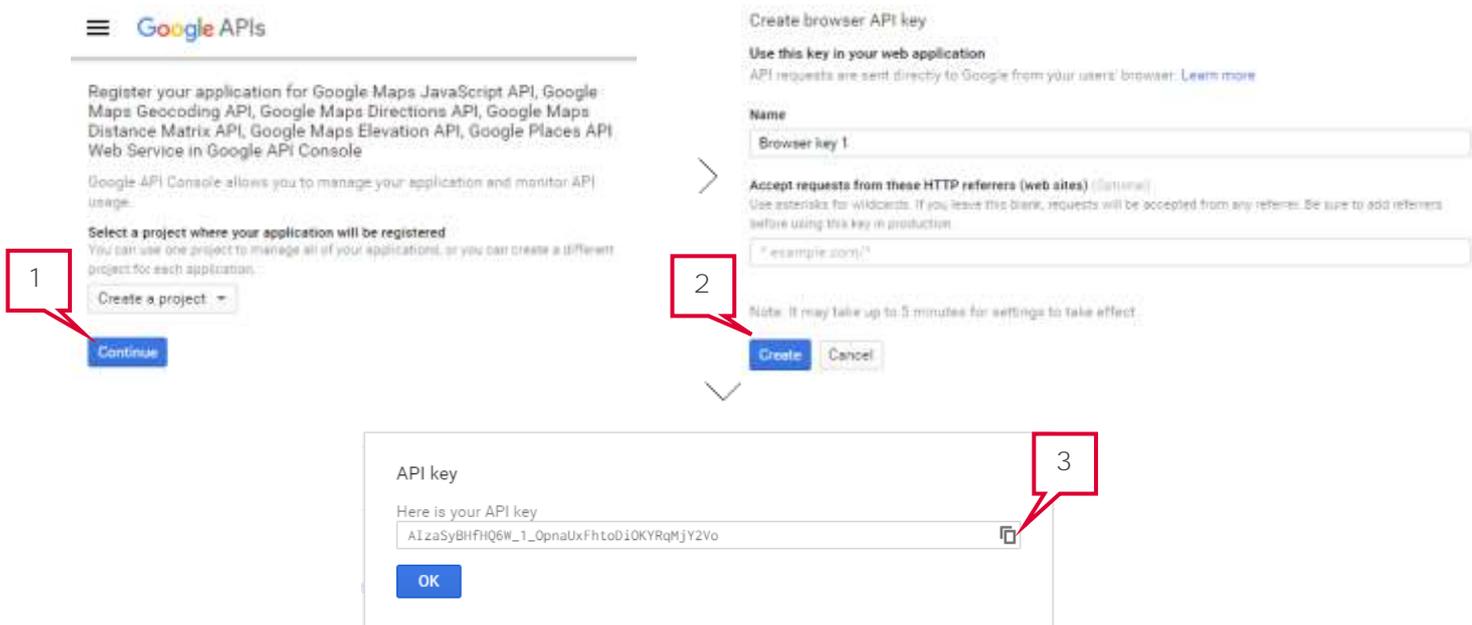
Condition d'assurance par défaut
Assurance intégrée (23€ / kg transporté - cdt. LOTI) ▼ *Ad Valorem : veuillez vous référer à vos conditions tarifaires.*

Option DPD Retour
Préparée ▼ *DPD Retour : veuillez vous référer à vos conditions tarifaires.*

Autres réglages

Clé API Google Maps
AlzaSyDMYvk2sntgneDNIV0dRwKWutsWVaJNxf5 [Cliquez ici pour générer votre clé API Google Maps](#)

1. Fill in your shipper details in the fields. This information will be included on shipping labels, SMS and e-mails sent to recipients during the delivery of their packages.
2. You can also select :
 - The status for which the module will **pre-select orders** to export
 - The **status applied** when the package tracking links will be generated
 - The **status applied** when processing a delivered order
3. You can enable/disable **the order statuses automatic update** following parcel delivery. Order statuses applied will be the statuses configured above.
4. Fill in the **default insurance service** you need for your shipments: the integrated insurance service will indemnify 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.
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. 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 and follow instructions, you will retrieve a key ready to be copy-pasted.



7. Click **Save changes** to proceed to the next step.

8. Delivery services

Four new shipping methods will appear in the list of installed shipping methods on your Magento platform: **DPD Relais delivery**, **Predict delivery by DPD**, **DPD CLASSIC delivery**, and **DPD CLASSIC Europe & Intercontinental delivery**.

Click on the **Shipping** tab, and then a carrier sub-tab to access the selected carrier configuration:

Livraison DPD Relais (France uniquement)

Activer/Désactiver Activer la livraison DPD Relais

Titre
Ce titre sera affiché en front-office, lors de la sélection du transporteur.

Votre code agence DPD
N'hésitez pas à contacter votre attaché commercial DPD pour obtenir ces données

Votre n° de contrat DPD Relais
N'hésitez pas à contacter votre attaché commercial DPD pour obtenir ces données

ID Marchand
Veillez saisir l'ID Marchand fourni par DPD (cf. documentation).

Clé de sécurité
Veillez saisir la clé de sécurité fournie par DPD (cf. documentation).

URL Webservice DPD Relais
Veillez saisir l'URL du Webservice DPD Relais (cf. documentation)

For each service you want to offer, you will have to set some parameters:

Enable/Disable	Enable/disable the delivery method
Title	Delivery method title displayed in the front-office
Your DPD Depot code	Your local DPD depot code (i.e.: 013)
Your contract number	Your contract numbers or shipper code (i.e.: 12345)

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

Concerning the DPD Relais delivery service, there are extra parameters :

DPD Relais Webservice URL URL of the DPD Relais webservice, by default:

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

Merchant ID	<i>EXA</i>
Security Key	<i>deecd7bc81b71fcc0e292b53e826c48f</i>

9. Shipping rates management

Statut fiscal: Appliquer la TVA

Coût de manutention: 0.00

Supplément zones de Montagne: 5

Supplément îles du littoral & Corse: 15

Zones de livraison: Après avoir ajouté une zone de livraison, cliquez sur "Enregistrer les changements" pour qu'elle apparaisse dans la configuration des frais de port.

Nom [?]	Pays [?]
France	France
Zone par défaut (partout ailleurs)	Tous les pays autorisés

Ajouter une zone de livraison | Supprimer les zones sélectionnées

Gestion frais de port

Zone [?]	Condition [?]	Min [?]	Max [?]	Coût [?]
France	Poids (kg)	0	30	5.95

Ajouter une grille de frais de port | Supprimer les grilles sélectionnées

For each delivery service you want to offer, you can set the shipping costs to apply to your customers.

1. The **Tax Status** field allows you to manage the addition of VAT
2. The **Handling Fee** field handling allows you to add a fixed charge to reflect packaging costs etc ...
3. The **Overcost** Fields let you apply a surcharge to customers after the 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.
4. The **Coupons** field allows you to offer the shipping to any customer who has applied a valid coupon, set up in WooCommerce.
5. The **Delivery Zones** field allows you to create delivery zones, which will each have their shipping rates grid.

⚠ The services mentioning "France only" must have only one delivery zone, containing only the country France.

6. The **Table Rates** field allows you to set the shipping rates grids based on the weight or the amount of the orders, for delivery areas previously created.
7. Click **Save Changes** to save your settings.

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 WooCommerce online store.

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

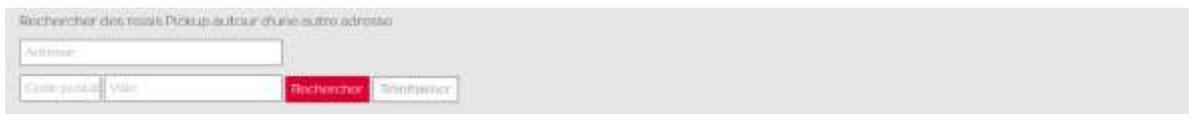
10. DPD Relais

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

Les relais Pickup suivants sont disponibles autour de l'adresse saisie			
Rechercher des relais Pickup autour d'une autre adresse			
	MAGPRESSE 21 BOULEVARD ABBADIE 13730 ST VICTORET	8.75 km	Plus de détails ICI
	ARTISAN CORDONNIER 1 BOULEVARD JEAN MERMOZ 13700 MARIIGNANE	8.94 km	Plus de détails ICI
	U EXPRESS 734 BD BARTHELEMY ABBADIE 13730 SAINT-VICTORET	9.16 km	Plus de détails ICI
	COMPUCITY AVENUE DU 8 MAI 1945 13700 MARIIGNANE	9.27 km	Plus de détails ICI
	LORCHIDEE 113 ROUTE DEPARTEMENTALE 113 13170 LES PENNES MIRABEAU	12.30 km	Plus de détails ICI

An ICI button allows you to select a Pickup point.

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.¹



Rechercher des relais Pickup autour d'une autre adresse

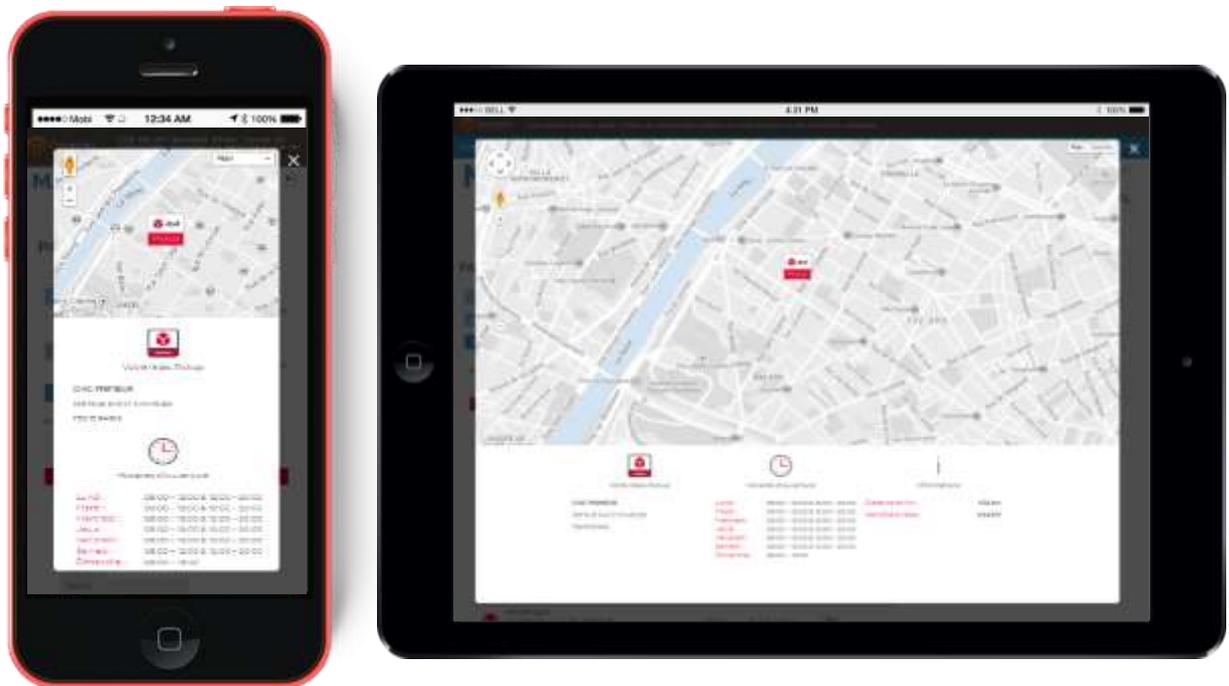
Adresse:

Code postal: Ville:

¹ Not available on Prestashop 1.3 and below.

Clicking the [More details](#) link opens a pop-in window 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.



Select the desired point by clicking on the **ICI** button and validate this choice by clicking on **Save Pickup destination**.

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

11. 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.

Livraison à domicile Predict sur rendez-vous

Predict

Avec Predict, bénéficiez des avantages suivants

- Livraison de votre colis dans un créneau d'une heure (choix par SMS ou par notre portail web)
- Suivi complet et détaillé de votre livraison
- En cas d'absence, vous reprogrammez une livraison où et quand vous le souhaitez

Comment ça fonctionne ?

- Une fois votre commande préparée, nous vous envoyons un SMS avec plusieurs choix de dates et créneaux horaires de livraison
- Vous sélectionnez la date et le créneau de 3h qui vous conviennent le mieux en répondant directement par SMS (prix d'un SMS standard) ou vous connectant sur l'Espace Destinataire disponible sur dpd.fr
- Le jour de la livraison, vous recevez un SMS vous indiquant un créneau réduit à une heure.



Bénéficiez dès maintenant des avantages de la livraison Predict en renseignant votre n° de mobile

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

✓ Votre livraison Predict par DPD : votre numéro de mobile est validé, vous pouvez passer commande.

12. 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 **WooCommerce** tab, then the **DPD France** sub-tab to view your current orders (except Canceled, Completed, Refunded orders).

✓ *A **DPD News** banner allows you to get the latest news from our network via an RSS feed.*

The screenshot shows the 'Gestion des expéditions' interface. At the top, there is a search bar (callout 1) and a header with 'Informations DPD'. Below the search bar is a table of orders. The table has columns for 'ID Commande', 'Date', 'Destinataire', 'Service', 'Adresse de livraison', 'Poids', 'Montant (coches pour assurer ce colis)', 'Autoriser retour', 'Statut commande', and 'Trace du colis'. Three rows of orders are visible. Callout 2 points to the 'Poids' column, callout 3 points to the 'Autoriser retour' checkbox, and callout 1 points to the search bar. Below the table are three buttons: 'Exporter les commandes sélectionnées' (callout 4), 'Traiter les commandes expédiées' (callout 5), and 'Traiter les commandes livrées' (callout 6).

ID Commande	Date	Destinataire	Service	Adresse de livraison	Poids	Montant (coches pour assurer ce colis)	Autoriser retour	Statut commande	Trace du colis
34	2018-08-08 14:17:55	Cécile Denys	DPD	50 boulevard de la Croisette 06400 CAPIÈRES	5.00 kg	45.20 €	<input checked="" type="checkbox"/>	En attente	
32	2018-08-08 14:18:00	Diego De La Vega	DPD	Calle E15-50 28027 MADRID	5.00 kg	11.10 €	<input checked="" type="checkbox"/>	En attente	
31	2018-08-03 14:12:55	Cécile Denys	DPD	LE TABAC ROTH+PLAIS 3022871 06110 LE CANNET	5.00 kg	27.10 €	<input checked="" type="checkbox"/>	En cours	

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 Valorem² insurance and/or DPD Retour service for each parcel.

² 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.

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. (Phone: 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 packages on our website
 - Update the status of selected orders to **Processing**.

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

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

The module will confirm the actions taken on the orders.

✓ *Automatic update of order statuses*

The module updates order statuses once an hour by itself, following the parcel delivery to *Processing* and *Closed* statuses.

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 **Plugins** tab > **Installed Plugins**.
2. Locate the **DPD France** module and click **Deactivate**. WooCommerce will confirm you the correct uninstallation of the module with a message.
3. Finally, you can **remove the package** by FTP (folder /wp-content/plugins/woocommerce-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, the DPD carriers does not appear

- Check the assignment of your carriers to the "**France**" delivery zone, and check the configuration of your shipping rates.

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 DPD Relais shipping configuration page.
- 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.