



DPD shipping module WooCommerce

France only

WooCOMMERCE

Summary

1- INTRODUCTION.....	3
2- MODULE INSTALLATION	4
3- MODULE CONFIGURATION	5
A. YOUR SENDER DATA	5
B. ORDERS MANAGEMENT	6
C. DELIVERY SERVICES	8
D. SHIPPING RATES MANAGEMENT	10
4- FRONT-OFFICE USAGE.....	12
E. DPD RELAIS	12
F. PREDICT BY DPD	13
G. DPD CLASSIC, EUROPE & INTERCONTINENTAL	14
5- BACK-OFFICE USAGE	15
6- MODULE UNINSTALLATION / UPDATE.....	17
7- TROUBLESHOOTING.....	17

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 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

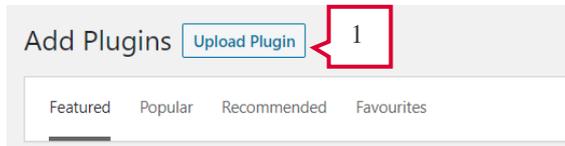
Easily manage your current orders by automating

- 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.

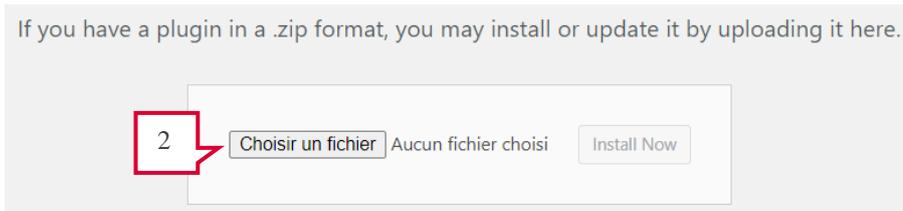
2- Module installation

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

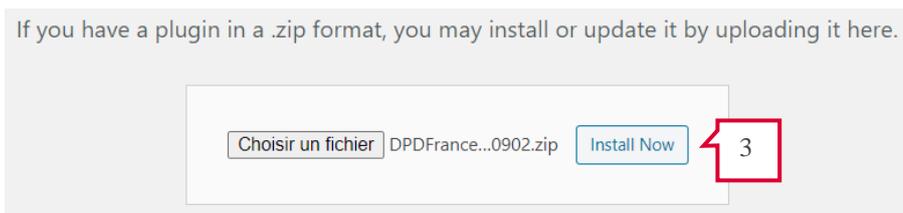
1. Click on **Upload plugin**.



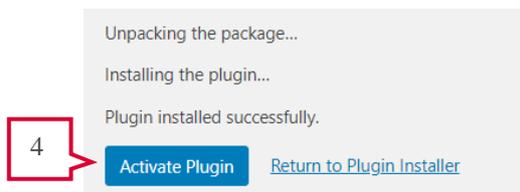
2. Browse your folders to indicate **DPDFrance_WooCommerce_xxx.zip** file.



3. Click on **Install Now**, this will add the module **DPD France** to WooCommerce in the **Installed Plugins** section.



4. Click on **Activate Plugin**

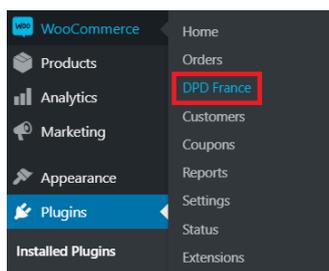


or **Plugins** tab / **Installed Plugins**



The installation will automatically:

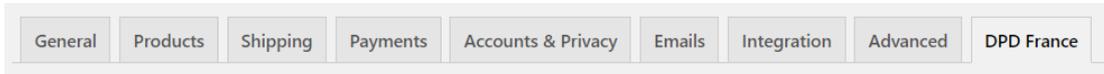
- Add 4 new shipping methods and a configuration tab in **Settings**
- Add a **DPD France** sub-tab to the **WooCommerce** tab.



3- Module configuration

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

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



2. A link to this documentation is also available.



You access to the general configuration page of the module

A. Your sender data

Your shipper data

Company name

Address 1

Address 2

Postal code

City

Telephone number

Mobile phone number

E-mail address

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.

B. Orders management

Orders management

1 Preparation in progress status
Processing
Orders in this state will be selected by default for exporting.

2 Shipped status
On hold
Once parcel trackings are generated, orders will be updated to this state.

3 Delivered status
Completed
Once parcels are delivered, orders will be updated to this state.

4 Automatic update of orders
Enabled
Order statuses will be automatically updated following parcel delivery status.

5 Default insurance service
Integrated parcel insurance service (23 € / kg) - LOTI cdt. Ad Valorem : Please refer to your pricing conditions.

6 Returns option
Prepared
DPD Returns options : Please refer to your pricing conditions.

Other settings

7 Google Maps API Key
Alza-----ys
[Click here to retrieve your Google API Key](#)

8 Save changes

You can also select :

1. The status for which the module will **pre-select orders** to export.
2. The **status applied** when the package tracking links will be generated.
3. The **status applied** when processing a delivered order
4. You can enable/disable **the order statuses automatic update** following parcel delivery. Order statuses applied will be the statuses configured above.
5. Fill in the **default insurance service** you need for your shipments: the integrated insurance service will indemnify you for 33 € / carried kg, while the Ad Valorem insurance service (a surcharge applies) will compensate you up to the purchase value of the goods.

6. 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
7. 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 link¹ 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

Continue

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

Create

API key

Here is your API key

OK

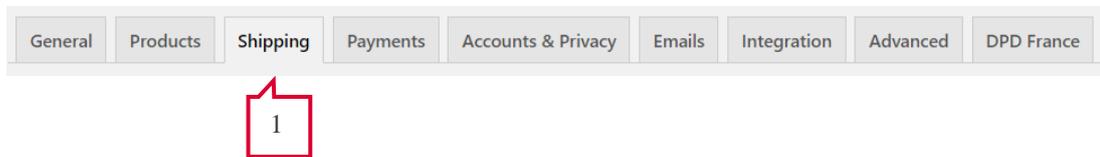
3

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

¹ A Google account is required, cf. : <https://developers.google.com/maps/documentation/javascript/get-api-key?hl=en>

C. Delivery services

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

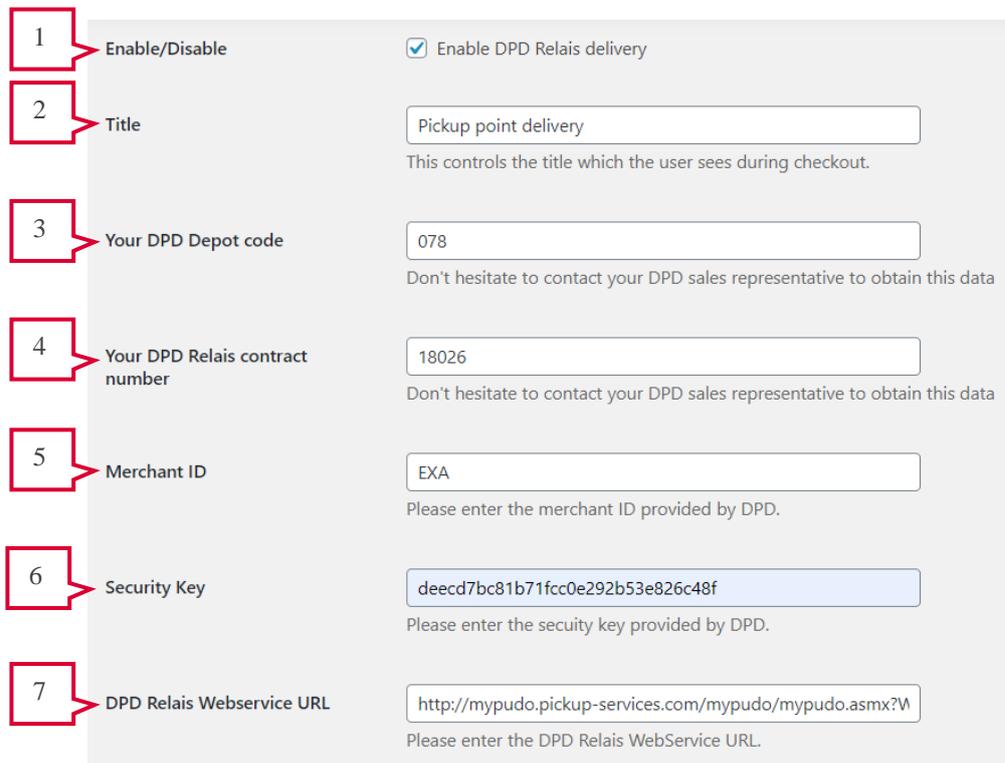


Four new shipping methods will appear in the list of installed shipping methods on your Woocommerce platform:

- DPD Relais delivery
- Predict delivery by DPD
- DPD CLASSIC delivery
- DPD CLASSIC Europe & Intercontinental delivery.

[Shipping zones](#) | [Shipping options](#) | [Shipping classes](#) | [DPD Relais \(France only\)](#) | [Predict by DPD](#) | [DPD CLASSIC \(France only\)](#) | [DPD CLASSIC Europe & Intercontinental](#)

Click on shipping method tab to access to the configuration



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

- | | |
|--------------------------------|---|
| 1. Enable/Disable | Enable/disable the delivery method |
| 2. Title | Delivery method title displayed in the front-office |
| 3. Your DPD Depot code | Your local DPD depot code (i.e.: 013) |
| 4. 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 :

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

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

6. Merchant ID *EXA*

7. Security Key *deecd7bc81b71fcc0e292b53e826c48f*

D. Shipping rates management

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

1	Tax Status	<input type="text" value="Taxable"/>
	Handling Fee	<input type="text" value="0.00"/>
	Mountain area Overcost	<input type="text" value="0.00"/>
2	Coastal Islands & Corsica Overcost	<input type="text" value="0.00"/>
	Offer free shipping for orders above this amount	<input type="text" value="0.00"/>
	Disable shipping method for orders above this weight (kg)	<input type="text" value="20.00"/>
	Enable free shipping coupons mangement	<input type="text" value="Enabled"/>
	Shipping classes to exclude	<input type="text"/>

1. The **Tax Status** field allows you to manage the addition of VAT
2. Various fields allow you to set up **shipping overcosts**, **offer shipping** cost to you customers depending on **order amount** or **coupons**, **exclude some product categories** (i.e.: too large or too heavy products).
You can also deactivate delivery to these areas by entering a value "-1".

3. The **Shipping Zones** field allows you to create delivery zones, which will each have their shipping rates grid.

Shipping Zones

After adding a shipping zone, hit "Save changes" so that it appears as an option in the table rate section.

<input type="checkbox"/> Name [?]	Countries [?]
Default Zone (everywhere else)	All allowed countries

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

4. 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.

Table Rates

<input type="checkbox"/> Zone [?]	Condition [?]	Min [?]	Max [?]	Cost [?]
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5. Click **Save Changes** to save your settings.

4- Front-office usage

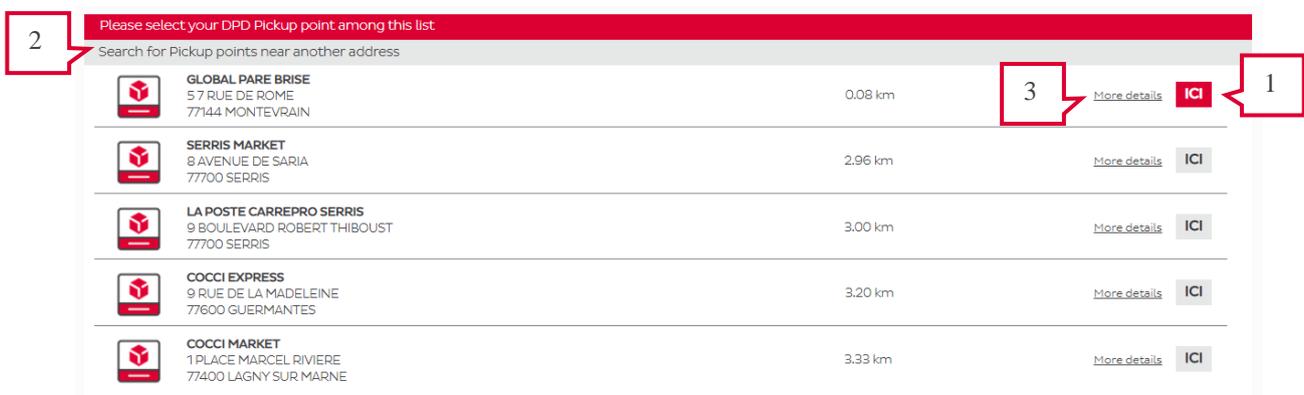
⚠ *Important: It is imperative to test the operation of the module within a fictitious order before going into production.*

Log in to your WooCommerce online store.

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

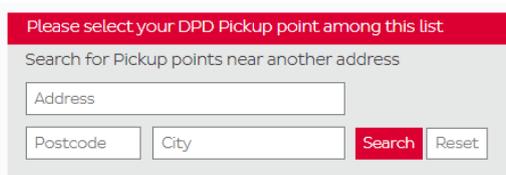
E. DPD Relais

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.



Distance	Address	More details	ICI
0.08 km	GLOBAL PARE BRISE 57 RUE DE ROME 77144 MONTEVRAIN	More details	ICI
2.96 km	SERRIS MARKET 8 AVENUE DE SARIA 77700 SERRIS	More details	ICI
3.00 km	LA POSTE CARREPRO SERRIS 9 BOULEVARD ROBERT THIBOUST 77700 SERRIS	More details	ICI
3.20 km	COCCI EXPRESS 9 RUE DE LA MADELEINE 77600 GUERMANTES	More details	ICI
3.33 km	COCCI MARKET 1 PLACE MARCEL RIVIERE 77400 LAGNY SUR MARNE	More details	ICI

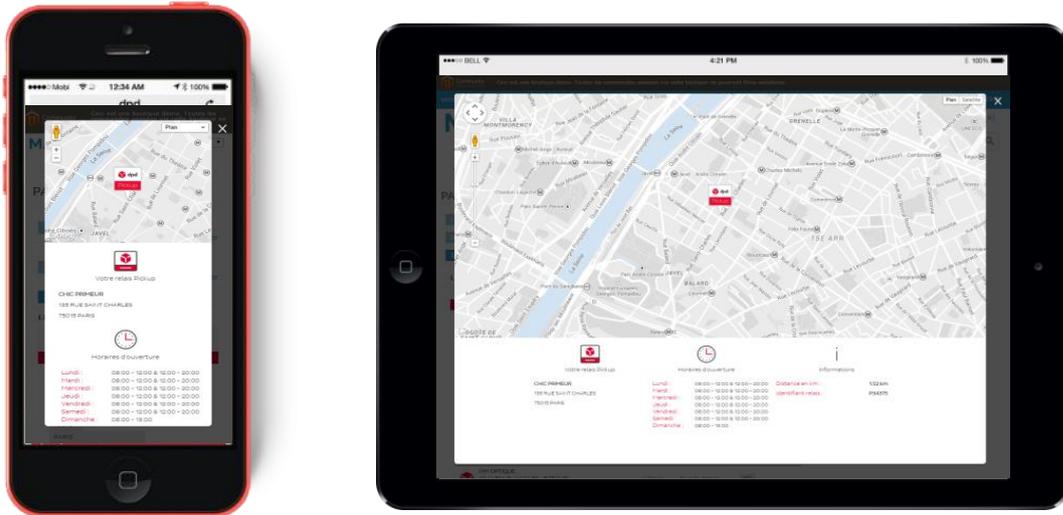
1. An **ICI** button allows you to select a Pickup point.
If you change the delivery address in the Address step, the Pickup points will update automatically.
2. A click on the link « Search for Pickup points near another address » allows your customers to obtain a different selection of relay points by typing an address, postcode and city.²



3. 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.

² Not available on Prestashop 1.3 and below.



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.

F. Predict by DPD

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

Your Predict delivery by DPD



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 !



To get all the advantages of DPD's Predict service, please provide a french mobile phone number

Total **£23.95**

! Your Predict delivery by DPD : Before payment, please provide a correct mobile phone number starting with the international prefix (i.e. +33)

This block is designed to introduce the service to recipients, and ask them to enter their mobile phone number.

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

✓ Your Predict delivery by DPD : Your mobile phone number is correct, you can proceed to payment

G. 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 'Deliveries management' interface. It features a search bar at the top (callout 1) and a table of orders below. The table has columns for ID, Reference, Date of order, Recipient, Service, Destination, Weight, Amount, Allow return, Order status, and Parcel trace. Callout 2 points to the left-side checkboxes for selecting orders. Callout 3 points to the weight input field. Callout 4 points to the 'Amount' and 'Allow return' checkboxes. Below the table are three buttons: 'Export selected orders' (callout 5), 'Update shipped orders' (callout 6), and 'Update delivered orders' (callout 7).

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	CVCJNQRFJA	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	KHWLILZLL	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	

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

1. 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 ;** .
2. Select the orders to process by checking the left side checkboxes, a header checkbox allows you to check/uncheck all orders.
3. A field allows you to enter / correct the parcel weight before exporting file to Station.
4. Two checkboxes allow you to activate an Ad Valorem³ insurance and/or DPD Retour service for each parcel.

³ 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.

5.6.7 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.