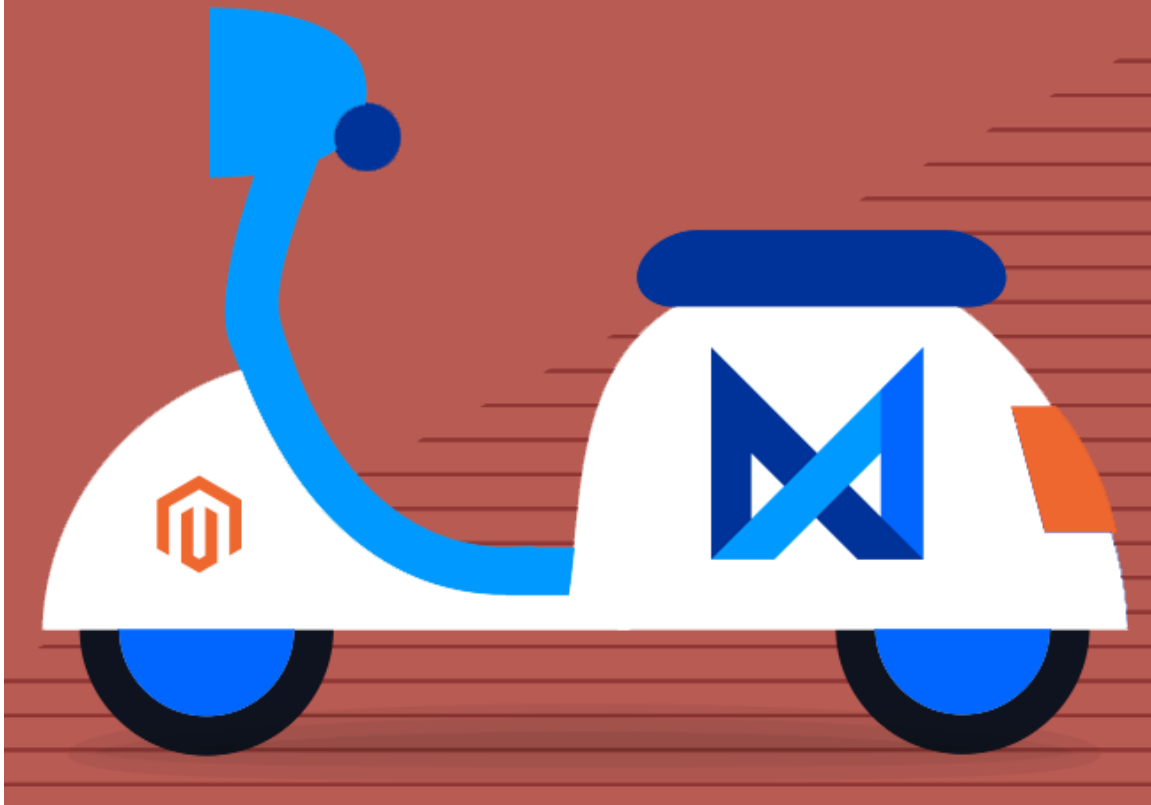


# *Postmates Shipping*



**Postmates Shipping Magento Module  
v1.2  
Documentation  
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## Contents

<b>Contents .....</b>	<b>2</b>
<b>Overview .....</b>	<b>3</b>
Important Notes .....	3
<b>Admin Experience .....</b>	<b>4</b>
Pickup Addresses.....	4
<i>Clever Quotes</i> .....	4
Appearance Customization.....	5
Behavior Customization.....	5
<i>Flat Rates</i> .....	5
<i>Shipping Cost Estimates</i> .....	5
Error Notifications .....	6
<i>Failure to create a quote</i> .....	6
<i>Failure to create a delivery request</i> .....	6
<i>Configuring Email Templates</i> .....	7
<i>Configuring Email Notifications</i> .....	7
<b>User Experience .....</b>	<b>9</b>
Cart Page.....	9
<i>Shipping Estimates</i> .....	9
<i>Removing the Estimate Shipping and Tax widget</i> .....	9
Checkout Page .....	9
<i>Shipping Method</i> .....	9
<i>Side Panel</i> .....	10
Shipping Status .....	10
<b>Troubleshooting .....</b>	<b>11</b>
Developer Mode .....	11
Error Notifications .....	11
Customer Support .....	11

## Overview

The Fastest Way to Deliver Anything in Your City. Integrate a world-class local delivery platform into your Magento store using the Postmates Shipping module. Get started today.

### Key Features

- **Connect your Magento store to Postmates:** Simply enter your Customer ID and API Key in your back office!
- **Multiple Pickup Addresses Supported:** If you have more than one pickup address you may enter them all.
- **Clever Quote Technology:** Postmates Shipping module automatically picks the pickup address with the lowest quote saving you and your customer's money!
- **Flat rate delivery charge:** If you don't want to pass through the cost of the delivery quote to your customers, you can enter a flat rate to charge for delivery!
- **Customize display:** You can easily name the Postmates Shipping method whatever you like from your back office.
- **Real time status for customers:** Once an order is placed, your customers can see the real time status of the delivery in their order dashboard!
- **Notification emails in case of errors:** Despite the best programming in the world, there's always something that could cause a Postmates Delivery request to fail. In that event the Postmates Shipping module can alert you immediately so you keep your customers satisfied!
- **Developer friendly:** Postmates Shipping uses class aliases, Mage factory methods and carefully written classes with extension in mind. Developers should find modifying the extension without editing it directly works as the Magento core team intended.

### Important Notes

- Postmates Shipping is currently designed to work only works within the United States
- Postmates Shipping is not designed to work with Check or Money Order. Make sure you collect a payment from your customer before they checkout!
- Postmates Shipping does not request a delivery via Postmates until your customers have checked out (using the *checkout\_submit\_all\_after* event). This is to ensure you receive payment prior to scheduling a pickup. While we've taken every precaution to ensure deliveries are always scheduled they can still fail. We highly recommend you configure the module to notify you via email if a delivery request fails.
  - In case a Postmates quote has expired the module will attempt to schedule a delivery without passing a quote ID, and in the worst case will create another quote request and use that to create the delivery request. This may result in a delivery charge greater than what was originally quoted. The good news is the delivery request will still be made, and your customers will be satisfied!

- Postmates Shipping is does not yet support multi-site or multi-store installations.

## Admin Experience

Postmates is implemented as a *Shipping Method* in Magento. Once the plugin is installed (the same way any plugin is installed in Magento), the store owner navigates to *Configuration -> Shipping Methods -> Postmates Shipping*.

### Credentials

Enter your *Customer ID* and *API Key* from Postmates and enable the module.

Postmates Shipping		
Enabled	<input type="text" value="Yes"/>	[GLOBAL]
Customer ID	<input type="text" value="cus_KYs0X8nsAvYOd-"/>	[GLOBAL]
API Key	<input type="text" value="2282bac4-953e-4043-9679-b518961dc514"/>	[GLOBAL]

### Pickup Addresses

Enter one or more pickup addresses. Pickup addresses support


**Name** This is for you to distinguish the pickup locations from one another

**Business** A business name for the Postmates courier (it should be a helpful hint for them)

**Pickup Notes** Any notes to provide the courier when picking up from this location

### Clever Quotes

If you enter more than one pickup address, the Postmates Shipping module will intelligently select up to 3 of them to request quotes against from Postmates, based upon the shipping address the customer enters on the checkout page. The lowest quote will be the one selected by the module and presented to the customer.

Pickup Addresses	
* Name:	<input type="text" value="Downtown Warehouse"/> [GLOBAL]
* Address:	<input type="text" value="621 17th St"/>
* City:	<input type="text" value="Denver"/>
* State:	<input type="text" value="CO"/>
* Zip:	<input type="text" value="80293"/>
* Phone:	<input type="text" value="3145914784"/>
Business:	<input type="text" value="moxune"/>
Pickup Notes:	<input type="text"/>
	
* Name:	<input type="text" value="Bushido Academy"/>
* Address:	<input type="text" value="15355 E Colfax Ave"/>
* City:	<input type="text" value="Aurora"/>

## Appearance Customization

By default on the frontend during checkout the *Carrier Title* will be **Postmates**, and the *Carrier Method* will be **Postmates Delivery**. Here's what the frontend will look like by default.

You have some options to customize the user experience as well. You may customize the *Carrier Title* and the *Carrier Method*.

Custom Carrier Title	<input type="text" value="Nate's Shipping"/>	[GLOBAL]
	▲ This is what the shipping carrier will be titled in the frontend. The default is "Postmates Shipping"	
Custom Carrier Method	<input type="text" value="Delivery"/>	[GLOBAL]
	▲ This is what the shipping method will be methodd in the frontend. The default is "Delivery"	

This will be reflected on the Cart and Checkout pages of the Magento frontend.

### 3 SHIPPING METHOD

#### Postmates

Postmates Delivery \$8.50

### 3 SHIPPING METHOD

#### Nate's Shipping

Delivery \$8.50

## Behavior Customization

The Postmates Shipping module let's you control some of its behavior directly from the admin panel. This makes it easy to adjust to your liking, especially if you're not a developer!

### Flat Rates

By default, the Postmates Shipping extension will pass through the charge of a quote to the customer directly. If you wish, you may enter a flat rate to be presented to the user instead. The Postmates Shipping extension will still try to select the best Pickup Address if more than one has been entered to get the store owner the best price for their Postmates deliveries.

Flat rate charge	<input type="text" value="4.50"/>	[GLOBAL]
	▲ If set, this is the charge to the customer instead of the charge of their quote	

### Shipping Cost Estimates

The Postmates Shipping module allows you to enable or disable shipping estimates when customers are on the cart page.

Estimates Enabled	Yes	[GLOBAL]
<p>▲ If set, customers will be able to get estimated shipping charges, however, they may not be perfectly accurate since a full street address is not available in the estimation widget. Estimates will always work if you have a flat rate enabled.</p>		

**Note** If you are using a flat rate charge the estimates widget will always work.

### *Why you might not want estimates enabled*

The decision is up to you because the shipping estimate widget only accepts a state and a zip code. That means the quote from Postmates won't be as accurate as when customers are on the checkout page and are required to enter a shipping address. Customers might appreciate the ability to get an estimate, however they might also be off put by an estimate that is too high because of the inability to get an accurate quote based on the state and zip code alone.

In the User Experience section below, we show you how you can remove the Estimate and Shipping Tax widget altogether if you wish.

## Error Notifications

Fundamentally, the Postmates Shipping module is making API requests to Postmates on your store's behalf. We have taken every effort to make this as bullet proof as possible, however it is possible that something could go wrong. In this case the module can notify you in two different scenarios

### Failure to create a quote

What this means is the module tried to get a delivery quote from Postmates but failed. This could happen for numerous reasons

- Invalid API credentials entered in the admin
- Bogus pickup addresses entered in the admin
- Bogus delivery address entered by customer

If Postmates is your only shipping method this could cause problems because your customer won't have an alternative available. It's up to you to handle that in your own store. In any event, it could be helpful to know when this issue arises and the details thereof.

### Failure to create a delivery request

This is much more severe, because the module will wait until after the customer has completed their checkout to create the delivery request. This behavior is for good reason; we don't want to create a delivery request unless you have collected money from your customer! The problem is, there is a possibility the delivery request to Postmates can fail, and then your customer has placed an order, but a delivery request has not been made. This could result in an irate customer.

There are also numerous reasons this could happen

- Previous quote has expired (the module tries hard to work around this as it seems to have a high likelihood of occurring)
- Failure to lookup the pickup address stored when prior quote was created
- Other extenuating circumstances beyond the control of the module, such as rate limit exceeded, couriers busy, delivery limit exceeded, etc.

Receiving error notifications in this case is highly recommended!

## Configuring Email Templates

To configure error notifications you have to enable them, select an email address to receive them, and a template to be used when sending them. There are a separate set of configuration options for quote notifications and delivery notifications. Let's look at the process to configure notifications for failures to create Postmates delivery requests, since those are critical. In the Magento admin navigate to

System -> Transactional Emails

Click the 'Add New Template' button. In the **Load default template** section, choose **Postmates Shipping Delivery Error**. Click the 'Load Template' button. In the **Template Information** section enter **Postmates Delivery Error** for the **Template Name** then press the 'Save Template' button.

Now repeat this process for the quotes. Click the 'Add New Template' button. In the **Load default template** section, choose **Postmates Shipping Quote Error**. Click the 'Load Template' button. In the **Template Information** section enter **Postmates Quote Error** for the **Template Name** then press the 'Save Template' button.

## Configuring Email Notifications

Having configured email templates, you need to associate them with the Postmates Shipping module. Navigate to

System -> Configuration -> Shipping Methods -> Postmates Shipping

To configure the Delivery notifications set **Send delivery error notifications** to **Yes**, then select the email address you'd like to have these notifications sent to by selecting an option for the **Delivery Notification Email** setting. Lastly, choose **Postmates Delivery Error** for the **Delivery Email Template** setting. Save the configuration. It should look like this when you're finished (except for the email you've chosen).

Send delivery error notifications	Yes	[GLOBAL]
▲ If the extension fails to create a Postmates delivery request for an order, send a notification email. This is highly recommended.		
Delivery Notification Email	General Email	[GLOBAL]
▲ Select an email to be notified if a Postmates delivery request is not created for a given order.		
Delivery Email Template	Postmates Delivery Error	[GLOBAL]

Repeat for the quote section if you want to receive notifications for failed quotes; it should look like this when you're finished (except for the email you've chosen).

Send quote error notifications	Yes	[GLOBAL]
▲ If the extension fails to create a Postmates quote request for a given delivery address, send a notification email.		
Quote Notification Email	General Email	[GLOBAL]
▲ Select an email to be notified if a Postmates quote request is not created for a given delivery address.		
Quote Email Template	Postmates Quote Error	[GLOBAL]



## User Experience

### Cart Page

#### Shipping Estimates

The Postmates Shipping module is merely a Shipping Method in Magento. Customers will only interact with it on the Cart and Checkout pages. Once a customer adds one or more products to their cart and proceed to the Cart page, depending on your configuration they may be able to get a shipping estimate.

Read about the **Estimates Enabled** configuration setting in this manual to learn how to disable estimates for the Postmates Shipping module.

**ESTIMATE SHIPPING AND TAX**

COUNTRY \*

STATE/PROVINCE \*

ZIP \*

United States

Colorado

80293

[ESTIMATE](#)

**Flat Rate**

☐ Fixed - \$5.00

**Postmates**

☐ Postmates Delivery - \$4.50

UPDATE TOTAL

#### Removing the Estimate Shipping and Tax widget

If Postmates Shipping is your only shipping method, and you have estimates disabled, you may wish to remove this widget from the cart page altogether. To do so, add the following to your local.xml file.

```
<checkout_cart_index>
    <remove name="checkout.cart.shipping" />
</checkout_cart_index>
```

### Checkout Page

#### Shipping Method

On the checkout page once a customer has entered a shipping address they will be presented with the Postmates Shipping Method. Remember, you can customize this to some degree; read the admin documentation above for more details.

#### 3 SHIPPING METHOD

##### Flat Rate

☐ Fixed **\$15.00**

##### Postmates

☐ Postmates Delivery **\$4.50**

CONTINUE

## Side Panel

The side panel of the checkout flow will also be updated when you are using the One Page checkout configuration in Magento.

## YOUR CHECKOUT PROGRESS

### BILLING ADDRESS | [CHANGE](#)

*Nathan Nobbe  
Moxune LLC  
444 E 19th Ave  
Apt B121  
Denver, Colorado, 80203  
United States  
T: 8009592860  
F: 8009592860*

### SHIPPING ADDRESS | [CHANGE](#)

*Nathan Nobbe  
Moxune LLC  
444 E 19th Ave  
Apt B121  
Denver, Colorado, 80203  
United States  
T: 8009592860  
F: 8009592860*


### SHIPPING METHOD | [CHANGE](#)

*Postmates Delivery \$4.50*

### PAYMENT METHOD

## Shipping Status

Customers that choose to create an account and gain access to a login experience in your Magento installation will also have the ability to see the progress of their shipment via Postmates in the order dashboard when they log in.



ACCOUNT CART

Search entire store here...

MY ACCOUNT

ACCOUNT DASHBOARD

ACCOUNT INFORMATION

ADDRESS BOOK

MY ORDERS

BILLING AGREEMENTS

RECURRING PROFILES

MY PRODUCT REVIEWS

MY TAGS

MY WISHLIST

MY APPLICATIONS

NEWSLETTER SUBSCRIPTIONS

MY DOWNLOADABLE PRODUCTS

ORDER #100000037 - PENDING

Reorder | Print Order

About This Order: Order Information

ORDER DATE: DECEMBER 2, 2015

SHIPPING ADDRESS:

Nathan Nobbe  
Moxune LLC  
444 E 19th Ave  
Apt B121  
Denver, Colorado, 80203  
United States  
T: 8009592860  
F: 8009592860

SHIPPING METHOD:

Delivery

STATUS:

Delivery accepted, a courier will be assigned soon

1

Postmates Shipping Magento Module - Documentation

The customer can refresh the page and as the status changes they will be able to see that reflected on the page.

## Troubleshooting

In a perfect world you'd be able to install the Postmates Shipping module and begin taking deliveries through Postmates without any trouble, and we hope that's the case for you! In the real world though, you may encounter problems. The Postmates Shipping module has taken steps to help you quickly isolate these issues and address them.

### Developer Mode

The first thing you should do if you're running into trouble is to edit your **.htaccess** file and add the following entry

```
SetEnv MAGE_IS_DEVELOPER_MODE "true"
```

Then as you click through your site, take a look at the **/var/log/system.log** and **/var/log/exception.log** files. If there are any critical errors you should be able to see them here.

### Error Notifications

Read the section in this manual about configuring error notifications. It could be your configuration is fine, but the Postmates API is triggering errors for some legitimate reason.

### Customer Support

If you're totally stumped, feel free to contact our customer support. Our email address is **contact@moxune.com**