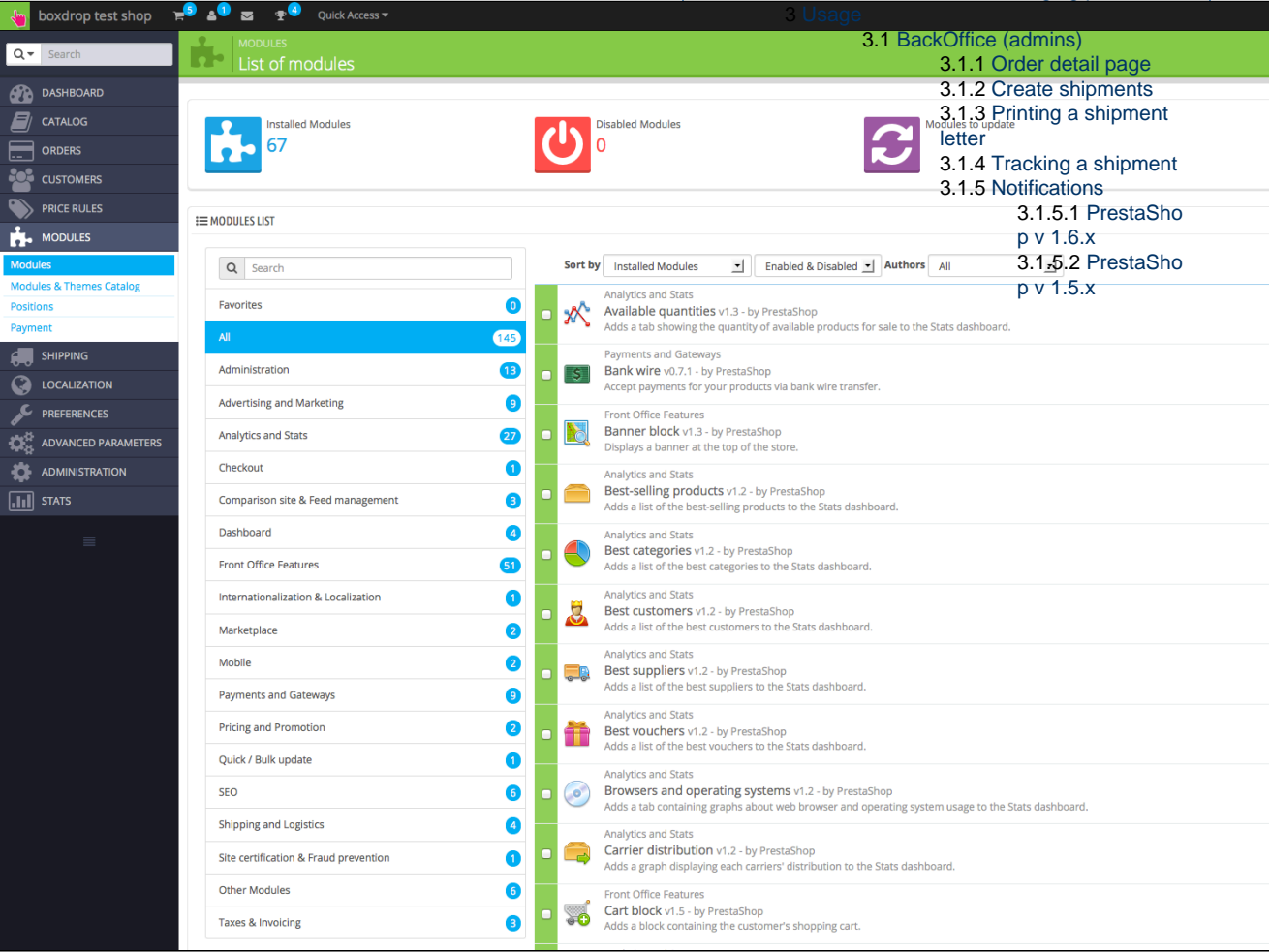# How to install & use [en][v1.0]

Installation

⚠ This installation is illustrated with PrestaShop 1.6, the steps are the similar for 1.5 tough.

Preparation

Navigate to "modules" -> "modules" and be sure to have the module downloaded at a known location on your computer.

Installing the module

Please enter **"boxdropshipment"** into the search field on the left. You should be able to see the module in the list on the right.

If you are unable to see the module now, please make sure that your search parameters are as follows:

- **Category**: "All" or "Shipping and logistics"
- **Sort by**:
    - "Installed and Not Installed"
    - "Enabled and Disabled"
- **Authors**: "All"

To install the module, please click on the button **"Install"** in the module box. You should then see a notification about the successful installation, and already be redirected to the configuration page.

Please continue with Configuration.

Configuration

This area will guide trough the configuration of the module and the newly created carriers.

Please be sure you are on the configuration page of the **"boxdropshipment"** module before continuing.

Structure

The configuration page is divided into five areas:

Area	Purpose
Welcome to the world of boxdrop	Welcoming and explaining the main benefits of using the boxdropshipment module.

Sender address for shipments	All the goods to be sent need to depart from a specific location.This location is your shop address. If you have already configured your shop previously, these values will likely be filled. ⓘ Be aware that changes in this area will also **override** your settings in **Preferences -> Store contacts -> Contact details**
boxdrop API settings	In order to estabilish a secure communication between a shop and the boxdrop systems, these values need to be obtained from boxdrop.
Interaction settings	This area shows various options to automate tasks
Shipping price presets	You can setup different pricing presets for the boxdrop carriers.

Sender address for shipments

Basically being a simple address dataset, please be sure to fill in the fields with care as this data will be printed on all shipment letters printed by the **"boxdropshipment"** module.

Field	Purpose	Mandatory
Shop name	Your shops name.	yes
Address	First address line	yes
Address 2	Second address line	no
Zipcode	Your shops zipcode	yes
City	Your shops city	yes
Phone number	Your shops phone number. Used for DHL to contact you.	yes
Email address	Your shops email address Used for DHL to contact you.	yes

boxdrop API credentials

All the shipments being created by the **"boxdropshipment"** module are using a secured connection between the shop and the boxdrop services. This connection is being secured in four ways, to ensure a maximum of security:

- *SSL-secured*: All communication is being transferred encrypted with the HTTP-SSL mechanism. This prevents other people from logging data.
- *AES-256-secured*: On top of the basic encryption of the HTTP-SSL mechanism, all data is being encrypted using another, even stronger encryption standard. This is to add a second hurdle for hackers.
- *Limited lifetime*: All communication made is being extended with timestamps. Each request has a limited life time. This is to prevent replay-attacks, where logged data could be re-sent again to cause damage.
- *Signing all communication*: All communication is being signed by mandatory request information and additional details. Each request signature will be checked against the request itself, only passing valid requests. This ensures that no request can be manipulated (e.g. time stamps or other information).

If you havent requested you API credentials until now, please register here. Our team will contact you immediately.

Field	Purpose	Mandatory
API User ID	This is your unique user ID for getting access to the API	yes
API password	This is your unique password for getting access to the API	yes
API HMAC key	This is the key that will sign all communication	yes
API country endpoint	Please the country where you applied for ⓘ This has to be the same country your sender address is located in.	yes

API test mode	For testing the integration, you may select "test mode" here. Otherwise, please make sure you selected **"LIVE mode"**!	yes
	⚠ Attention: The "test mode" will never ever create real shipments! So be sure to change it whenever you are starting to use the module!	

Interaction settings

In order to make your everyday usage even easier, you can setup the module to help you even more. Right now, there are two settings available:

Interaction	Description
Shipment status	Please select the status that indicates an order has been sent out. The module will automatically update the order to the selected status after a shipment has been created.
Open shipment letter automatically	After you have created a shipment you may want directly print the shipment letter to attach it onto your parcels. Choose "yes" if you do so. Otherwise, you will have to manually download the shipment letter.
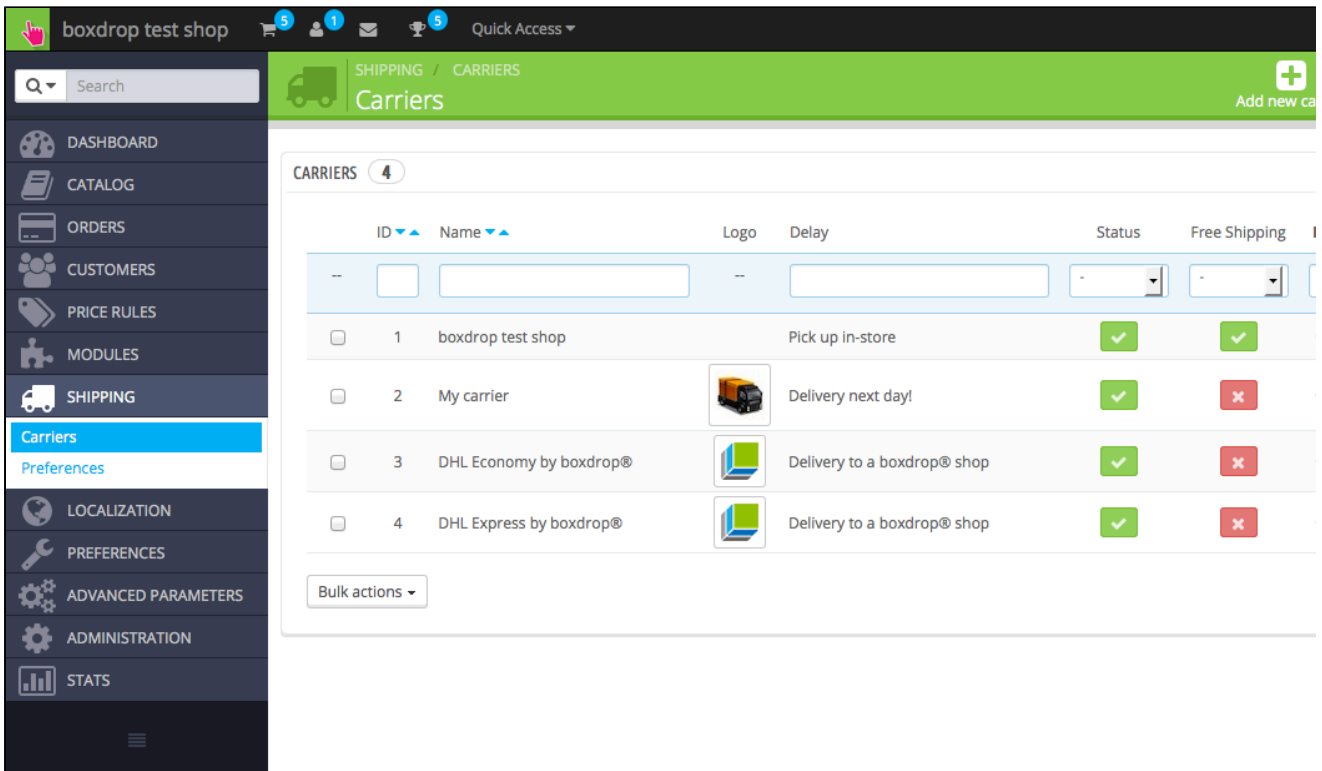
Shipping price presets

The boxdropshipment module comes with two different pricing policy presets, allowing you to kick-start using the carriers. You may change the pricing policy at any time.

Setup shipment costs to customers

Preparation

This is the final step for taking of with the **"boxdropshipment"** module. Please navigate to **Shipping -> Carriers**

You should see **two** boxdrop carriers. One for express shipments, the other for economy shipments. You may disable unneeded carriers here.

For a perfect customer experience, you should ensure that both boxdrop carriers are active and on the top of the list:

Pricing policy

Depending on your commercial plans, it is fully up to you to configure the cost of a single shipment to the end customer. By default, both boxdrop shipment carriers are set up to forward the costs to the end customer. You could also decide to limit the shipping costs for the end customer or even make it completely free. Its up to you.

Here are the default shipment prices for the boxdrop shipment carriers:

Weight (up to)	Carrier	Cost to shop (VAT incl)	Cost to end customer (VAT incl)	Profit / Loss for shop
5 kg	DHL Economy by boxdrop®	9,50 €	9,50 €	0,00 €
10 kg	DHL Economy by boxdrop®	10,50 €	10,50 €	0,00 €
20 kg	DHL Economy by boxdrop®	12,00 €	12,00 €	0,00 €
30 kg	DHL Economy by boxdrop®	14,50 €	14,50 €	0,00 €
50 kg	DHL Economy by boxdrop®	19,50 €	19,50 €	0,00 €
5 kg	DHL Express by boxdrop®	12,50 €	12,50 €	0,00 €
10 kg	DHL Express by boxdrop®	13,50 €	13,50 €	0,00 €
20 kg	DHL Express by boxdrop®	15,00 €	15,00 €	0,00 €
30 kg	DHL Express by boxdrop®	17,50 €	17,50 €	0,00 €
50 kg	DHL Express by boxdrop®	22,50 €	22,50 €	0,00 €

Another example would be to limit the costs for the customer, to engage him to buy more articles at your shop:

Weight (up to)	Carrier	Cost to shop (VAT incl)	Cost to end customer (VAT incl)	Profit / Loss for shop
5 kg	DHL Economy by boxdrop®	9,50 €	9,00 €	0,00 €
10 kg	DHL Economy by boxdrop®	10,50 €	10,50 €	0,00 €
20 kg	DHL Economy by boxdrop®	12,00 €	12,00 €	0,00 €
30 kg	DHL Economy by boxdrop®	14,50 €	12,00 €	-2,50 €
50 kg	DHL Economy by boxdrop®	19,50 €	12,00 €	-7,50 €
5 kg	DHL Express by boxdrop®	12,50 €	12,50 €	0,00 €

10 kg	DHL Express by boxdrop®	13,50 €	13,50 €	0,00 €
20 kg	DHL Express by boxdrop®	15,00 €	13,50 €	-1,50 €
30 kg	DHL Express by boxdrop®	17,50 €	13,50 €	-4,00 €
50 kg	DHL Express by boxdrop®	22,50 €	13,50 €	-9,00 €

ⓘ It is totally up to you how you are distributing the shipment costs between you and the end customer. Be sure to play around with the values, in order to offer the best possible service and experience for your customers!

Changing prices

If you want to change prices for the different carriers and / or weights, you can simply do so. If you are not on the carrier list page, please go there by following the instructions in the carrier preparation.

Click on the **"edit"** button of the corresponding carrier. You will be redirected to the "General settings" page.

Click either on the **"next"** or the **"2 Shipping location and costs"** buttons to proceed to the pricing table.

You are now being granted different options:

Field	Purpose
Add handling costs	You can set up a separate handling fee (see **Shipping -> Preferences**) for each shipment. You can choose if you want the costs to be added to the specified prices or not.
Free shipping	You may set the shipping completely free of any charges by setting this switch to **"yes"**
Billing	This determines the way how the shipping costs will be calculated: ▪ **Total price** ▪ By using the "Total price" option, you can adjust the prices relative to an orders value. Set to this value if you e.g. want to offer free shipping for all orders with a total of more than 300,00 € ▪ **Total weight** ▪ This is the default setting. The shipment prices are being calculated based on the total weight to be shipped.
Tax	Please choose the according tax rate based on your country.
Out-of range behaviour	Out-of-range behavior occurs when no defined range matches the customer's cart (e.g. when the weight of the cart is greater than the highest weight limit defined by the weight ranges).

Below those fields, you can see a matrix with different prices for all given ranges. To easily understand how this is working, always think of:

- ▪ **Column**:
  - ▪ each column defines a range (either weight or order total, depending on your choice)
  - ▪ the range is being defined on the top

Will be applied when the weight is	>=	kg	0.000000	kg	5.000001	kg	10.000001
Will be applied when the weight is	<	kg	5.000000	kg	10.000000	kg	20.000000

- the prices may be different for each zone you enabled (e.g. Domestic, Europe, Afrika, etc...)
  - **Line**:
    - each line defines a zone being shipped to
    - you may disable shipments to a zone by unchecking the checkbox in the according line

Africa	☑	€	9.500000	€	10.500000	€	12.000000
Asia	☐	€		€		€	
Central America/Antilla	☐	€		€		€	
Europe	☑	€	9.500000	€	10.500000	€	12.000000
Europe (non-EU)	☑	€	9.500000	€	10.500000	€	12.000000

- you may change your zones by navigating to **Localization -> Zones**

Usage

BackOffice (admins)

Order detail page

First off, there is one big difference in the way shipments are being handled when using the **"boxdropshipment"** module.

A regular shipping box

🚚 SHIPPING 1   ↩ MERCHANDISE RETURNS 0

Date	Type	Carrier	Weight	Shipping cost
05/12/2014 15:31:39	Delivery	My carrier	0.000 kg	0,00 €

✖ Recycled packaging   ✖ Gift wrapping

Even orders without generated shipment have a row in the shipping table. There is no integration for creating shipment letters. You have to do it on your own in a specified external system by your carrier. Afterwards, you have to enter the tracking number on your own.

A boxdrop shipping box

Simple and understandable. The table itself is empty, if there is no shipment generated yet. To create a shipment letter, simply click on the button **"Create shipment"**. Once you are done, the system will automatically insert alle the data and provide you with the shipment letter to print.

Create shipments

To create a shipment letter, click on the button **"Create shipment"**. A dialogue will open up:

This dialogue is structured as follows:

Left colum	Right colum
Add a parcel element	List of all products in this order. Each line is a single product, showing the follwing information: - Assignment to a parcel - Image - Amount of this product - Article number - Article name
List of parcels for this shipment. Each parcel is being shown a box and shows the following information: - Parcel number - Amount of products in this parcel - Total shipment weight	
Remove a parcel element	

You can now easily distribute all the products into different parcels for a shipment. The system will automatically update the parcel informations. If you need more parcels, just click on the **"Add parcel"** button.

After you have distributed all products into the desired amont of parcels, please click on the button **"Create Shipment"** on the bottom right of the dialogue. The system will now communicate with the boxdrop servers, generate the page call DHL to fetch your shipment. The page will get updated upon completion.

Attention:

If the parcel weight is not changing upon distribution, the article either has no weight or the weiht has not been configured in the article. In this case, the calculated shipping price to the end customer may be lower than it is in reality. **It is your responsibility to maintain a correct article definition**. boxdrop is always going to invoice the total weight, as identifed by DHL during the shipment process.

Carriers are having two different types of weight definition:

- **Real weight**
  - This equals the actual weight of a parcel, with all goods inside.

- **Volumical weight**
  - This weight is being calculated on base of a parcels dimensions:
  - volumical weight = length in cm * depth in cm * height in cm / 5.000

Carriers will **always invoice the higher** of those two values. Be sure to always use as small as possible parcels, but keep mind on the safety of the goods as well.

Printing a shipment letter

After successfully having created a shipment, the shipment box on the order detail page will look like this:

The box contains a new line, with the exact information on you shipment:

- Date and time the shipment has been created
- The name of the carrier. All orders that used the boxdropshipment module it will have "boxdrop DHL" here
- The shipment weight of this shipment
- The amount of parcels in this shipment
- The tracking number
- A print button

Click on the print button to download / open the shipment letter. You will get the **amount of parcels + 2** pages

- One page for each parcel
- One archive copy for you (second last page)
- One archive copy for the carrier (last page)

> ⚠️ Be sure to assign the labels to the correct parcels. All the information about a parcels content is being given to DHL, and each parcel may follow different routes. So, if you assign the labels correctly to your parcels, you will have less issues when facing lost parcels.
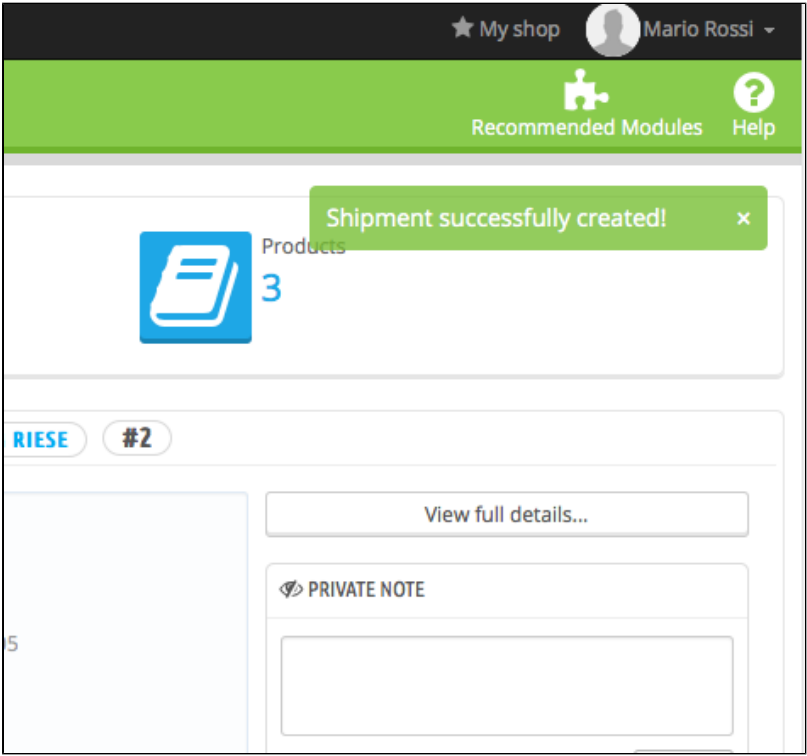
Tracking a shipment

To track a shipments status, just click on the tracking number in the shipment box. You will be redirected to the DHL tracking page.

Notifications

PrestaShop v 1.6.x

Type	Possible Reasons	Location	Example
Error	- Receiver address incorrect or misspelled: - Check the message, correct the address and retry - Shipment destination is not being served by DHL: - Change to Economy or Express carrier and retry - DHL systems unavailable: - Temporary system failure. Please try again in a few minutes - boxdrop systems unavailable: - Temporary system failure. Please try again in a few minutes	Top right	

Success	Success	Top right	

PrestaShop v 1.5.x

Type	Reasons	Location	Example
Error	- Receiver address incorrect or misspelled: - Check the message, correct the address and retry - Shipment destination is not being served by DHL: - Change to Economy or Express carrier and retry - DHL systems unavailable: - Temporary system failure. Please try again in a few minutes - boxdrop systems unavailable: - Temporary system failure. Please try again in a few minutes	Bottom	
Success	Success	Bottom	