



# User Guide

/ DPD Group module for PrestaShop /



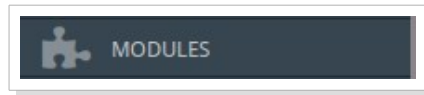
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## 1. How to install

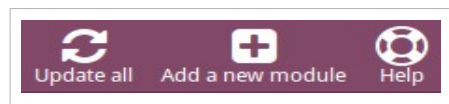
1.1. Log into PrestaShop BackOffice.

1.2. Navigate to **Modules** tab.



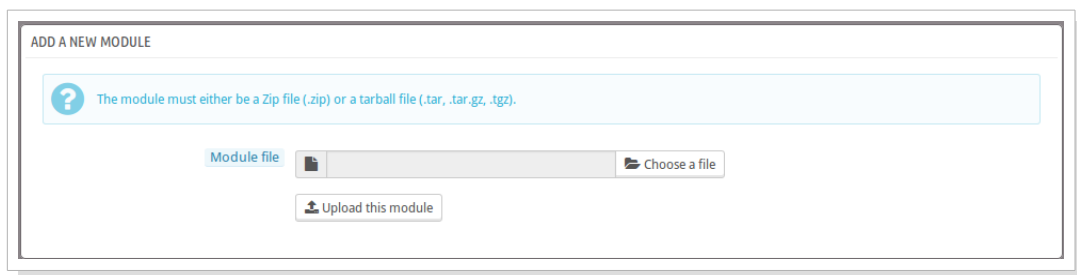
1. Image – Modules tab in BackOffice menu

1.3. Click on **Add a new module** button.



2. Image – Add new module button location

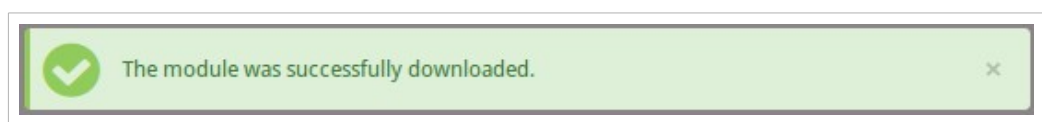
1.4. Select zip file by clicking **Choose a file** button in *Add a new module* section.



3. Image – “Add new module” block

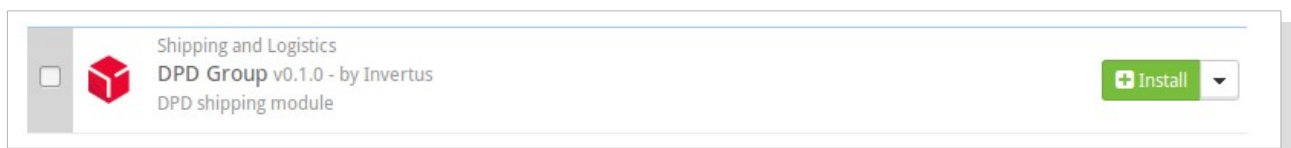
1.5. Click **Upload this module** button.

1.6. You will receive **The module was successfully downloaded** message.



4. Image – Success message after module upload

1.7. Module appeared in **Shipping and Logistics** module category.



5. Image – DPD Group module in Shipping and Logistics module category

1.8. Click the **Install** button to finish installation<sup>1</sup>.

<sup>1</sup> If dialog window appears, click **Proceed with the installation** button in order to finish installation.

1.9. Administrator is moved into module management page. Success message is visible.

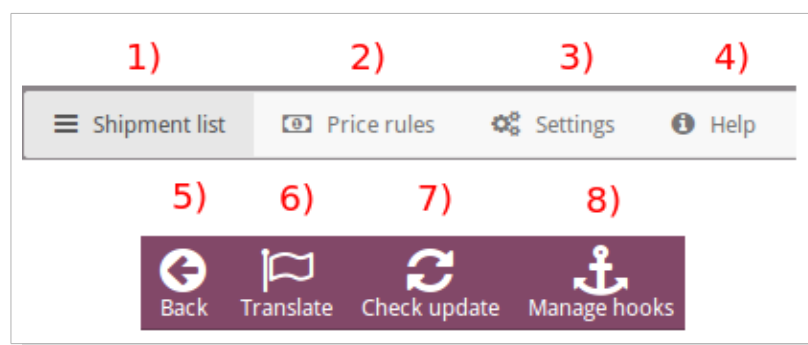


6. Image – Success message after module installation

## 2. How to configure

**Notice:** We recommend installing standard PrestaShop Cash on delivery module to make COD payment method available before configuring DPD

2.1. Module configuration page contains toolbars with multiple options to manage the module.



7. Image – Page toolbars

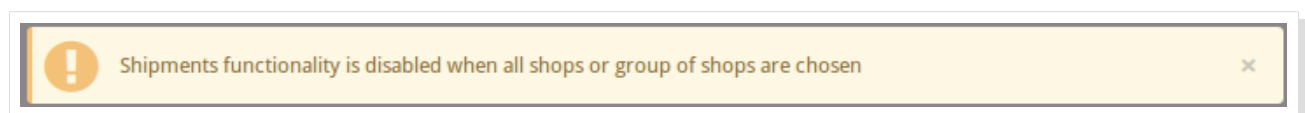
- 1) **Shipment list** – the list of shipments with prepared shipment labels;
- 2) **Price rules** – this page provides the ability to import shipping price rules in CSV format;
- 3) **Settings** – module configuration page where module parameters are located;
- 4) **Help** – provides the help and contact information for module support;
- 5) **Back** – a button which leads to modules list;
- 6) **Translate** – translate the module to other languages installed on the PrestaShop by clicking on the flag icon and manually providing the translations to chosen language;
- 7) **Check update** – a button which leads to modules list with a list of modules which can be upgraded;
- 8) **Manage hooks** – button which leads to hooks management page for current module.



8. Image – Warning message visible when module is not configured

2.2. After installation following notice is displayed in module pages.

Also when **All shops** or **Group** is selected in *multistore* configuration warning message **Shipments disabled** will be displayed.



9. Image – Warning message visible when all shops or group of shops are chosen

In order to apply **DPD Group** module configuration only for one particular store, You can select the store from dropdown that is located at the top left of the page.

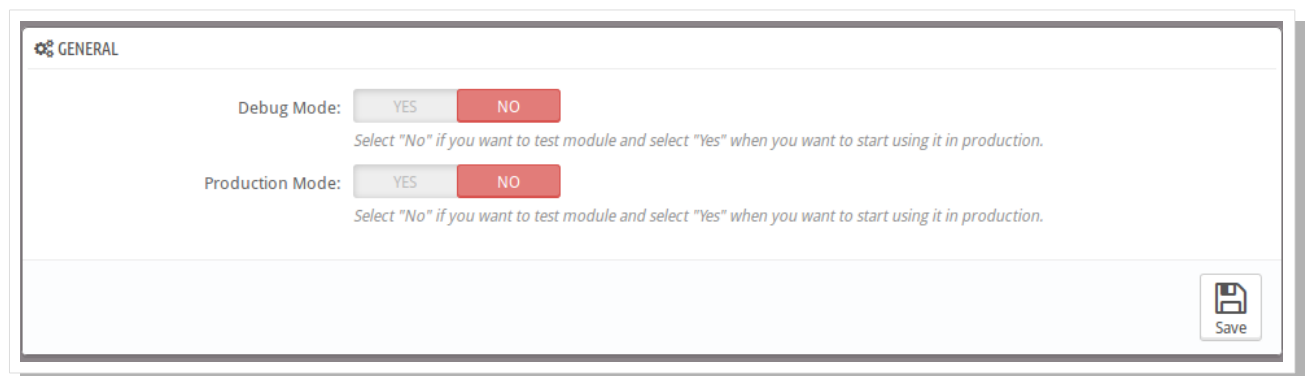


10. Image – Shops selection dropdown

**Notice:** If PrestaShop Multistore mode is disabled, Multistore configuration tab is not visible

2.3. To start using the module go to module **Settings** page to complete the module configuration. In **General** settings block select to enable or disable the **Debug mode** / **Production mode** for the module.

- **Debug mode** – when this mode is **enabled**, there are logged all WebServices requests / responses into debug file located in module directory;
- **Production mode** – when this mode is **disabled**, module works in sandbox mode, all module functionality works, however sandbox servers for web services are used and **pickups are not processed**, so merchant can freely test the module features. When **Production** mode is **enabled**, production servers are used for web services and module **starts processing shipping pickups**.

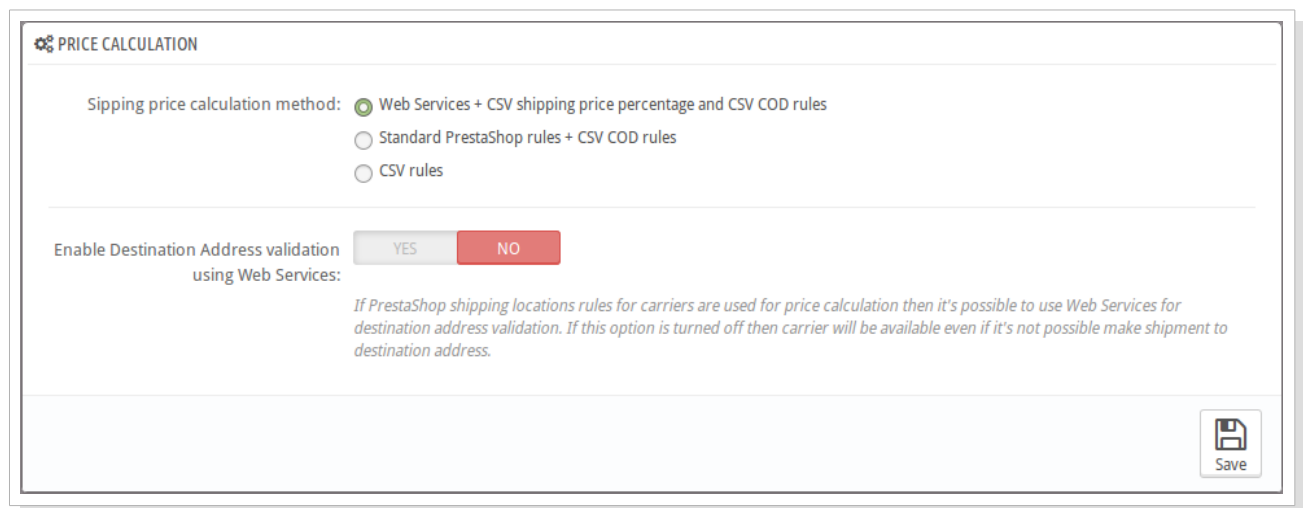


11. Image – Module general settings block

2.4. Choose shipping price calculation method.

- **Web Services + CSV shipping price percentage and CSV COD rules** - shipping price calculation rules defined by Web Services plus Cash on Delivery price rules imported from CSV;
- **Standard PrestaShop shipping rules + CSV COD rules** – shipping price calculation rules according to PrestaShop settings plus cash on delivery price rules imported from CSV;
- **CSV rules** – shipping price calculation rules imported via CSV.

**Notice:** If CSV rules price calculation method is selected and no CSV rules are imported / detected, DPD Group carriers are disabled.




**PRICE CALCULATION**

Shipping price calculation method: ☒ Web Services + CSV shipping price percentage and CSV COD rules  
☐ Standard PrestaShop rules + CSV COD rules  
☐ CSV rules

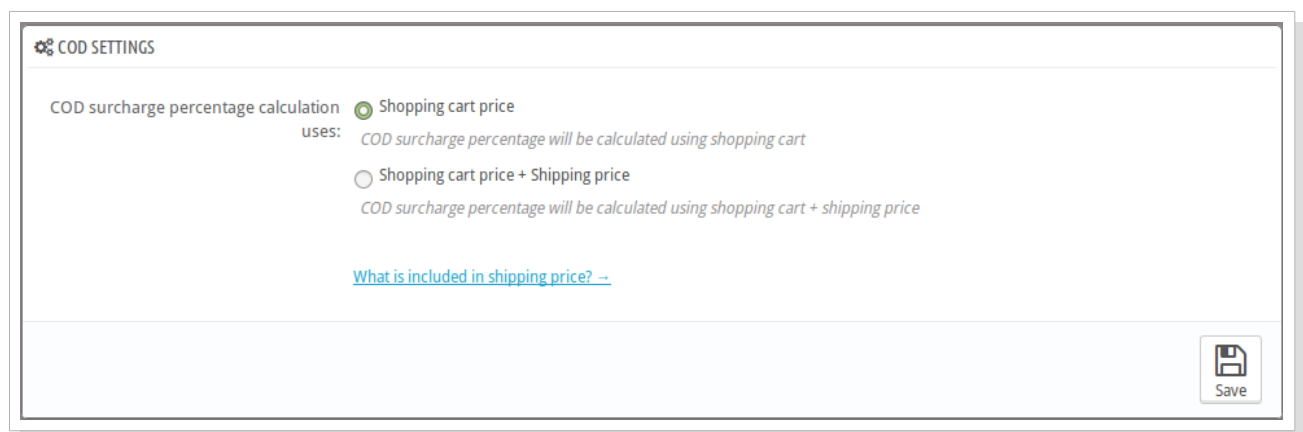
Enable Destination Address validation using Web Services:

*If PrestaShop shipping locations rules for carriers are used for price calculation then it's possible to use Web Services for destination address validation. If this option is turned off then carrier will be available even if it's not possible make shipment to destination address.*

 Save

12. Image – Module price calculation settings block

## 2.5. Choose COD surcharge calculation method.




**COD SETTINGS**

COD surcharge percentage calculation uses: ☒ Shopping cart price  
*COD surcharge percentage will be calculated using shopping cart*

☐ Shopping cart price + Shipping price  
*COD surcharge percentage will be calculated using shopping cart + shipping price*

[What is included in shipping price? ->](#)

 Save

13. Image – Module COD settings block

## 2.6. Choose which payment method of all installed payment methods is COD.



**COD PAYMENT METHOD**

bankwire ☐

cheque ☐

cashondelivery ☐

simplifycommerce ☐

 Save

14. Image – Module COD payment method settings block

**Notice:** Maximum one payment method can be selected as COD.

2.7. Choose which services (carriers) are available and which of them are COD carriers. When services selection is saved, module creates new carriers for chosen services in PrestaShop carriers list. However carriers still need to be configured in PrestaShop carriers settings.

- **DPD Classic** - Enable / disable DPD Classic shipment service;
- **DPD 10:00** - Enable / disable DPD 10:00 shipment service;
- **DPD 12:00** - Enable / disable DPD 12:00 shipment service;
- **DPD Same Day** - Enable/disable DPD Same Day shipment service;
- **DPD B2C** - Enable/disable DPD B2C shipment service;
- **DPD International** - Enable/disable DPD International shipment service;
- **DPD Bulgaria** - Enable/disable DPD Bulgaria shipment service;
- **DPD Classic + COD** - Enable / disable DPD Classic + COD shipment service;
- **DPD 10:00 + COD** - Enable / disable DPD 10:00 + COD shipment service;
- **DPD 12:00 + COD** - Enable / disable DPD 12:00 + COD shipment service;
- **DPD Same Day + COD** - Enable/disable DPD Same Day + COD shipment service;
- **DPD B2C + COD** - Enable/disable DPD B2C + COD shipment service;
- **DPD International + COD** - Enable/disable DPD International + COD shipment service;
- **DPD Bulgaria + COD** - Enable/disable DPD Bulgaria + COD shipment service.

ACTIVE SERVICES

? If multishipping (Preferences > Orders > Allow multishipping) is enabled then customers can select COD and NON COD carriers for the same order and payment method for both carriers can be selected only one so there may be situations when COD payment will be selected for NON COD carriers. Merchant is responsible for configuring multishipping correctly.

DPD Classic: <input type="checkbox"/> <small>Enable "DPD classic" service.</small>	DPD Classic + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD classic" service.</small>
DPD 10:00: <input type="checkbox"/> <small>Enable "DPD 10:00" service</small>	DPD 10:00 + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD 10:00" service</small>
DPD 12:00: <input type="checkbox"/> <small>Enable "DPD 12:00" service</small>	DPD 12:00 + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD 12:00" service</small>
DPD Same Day: <input type="checkbox"/> <small>Enable "DPD Same Day" service</small>	DPD Same Day + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD Same Day" service</small>
DPD B2C: <input type="checkbox"/> <small>Enable "DPD B2C" service</small>	DPD B2C + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD B2C" service</small>
DPD International: <input type="checkbox"/> <small>Enable "DPD International" service</small>	DPD International + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD International" service</small>
DPD Bulgaria: <input type="checkbox"/> <small>Enable "DPD Bulgaria" service</small>	DPD Bulgaria + COD: <input type="checkbox"/> <small>Enable COD shipment method for "DPD Bulgaria" service</small>

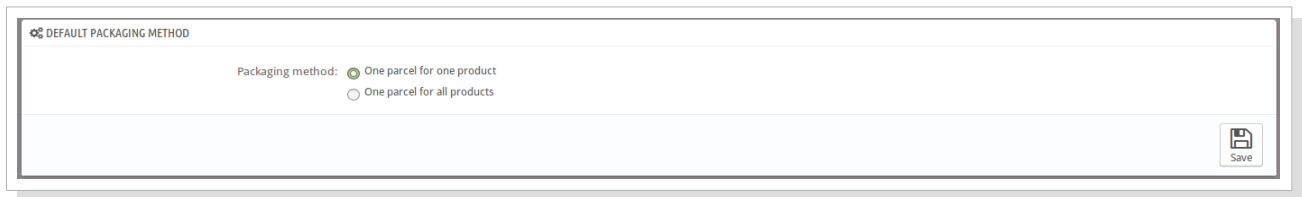
? Please note that after installation carriers will be created for each service. You can manage these carriers using standar PrestaShop configuration tools.

Save

15. Image – Module active services settings block

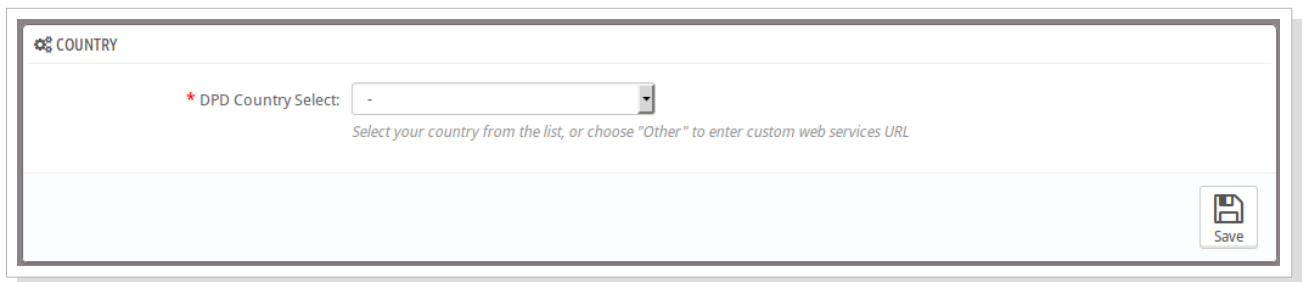
## 2.8. Choose default package method used in shipment creation form.

- **One parcel for one product** – Different parcels will be used for every product;
- **One parcel for all products** – All products will be packaged in one parcel.



16. Image – Module default package method setting block

## 2.9. Choose country for WebServices.

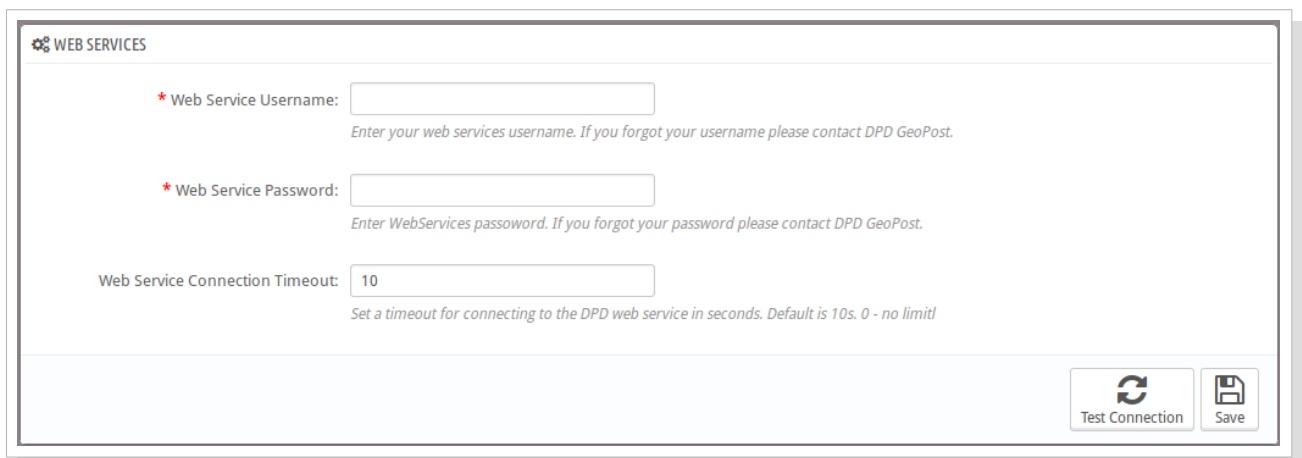


17. Image – Module WebServices country selection block

**Notice:** select “Other” to enter custom WebServices URL

## 2.10. Fill in Web Services parameters

- **Web Service Username** - Username for DPD Group Web Services (provided by DPD Group);
- **Web service Password** - Password for DPD Group Web Services (provided by DPD Group);
- **Web Service Connection Timeout** - Maximum Web Service request execution time in seconds.

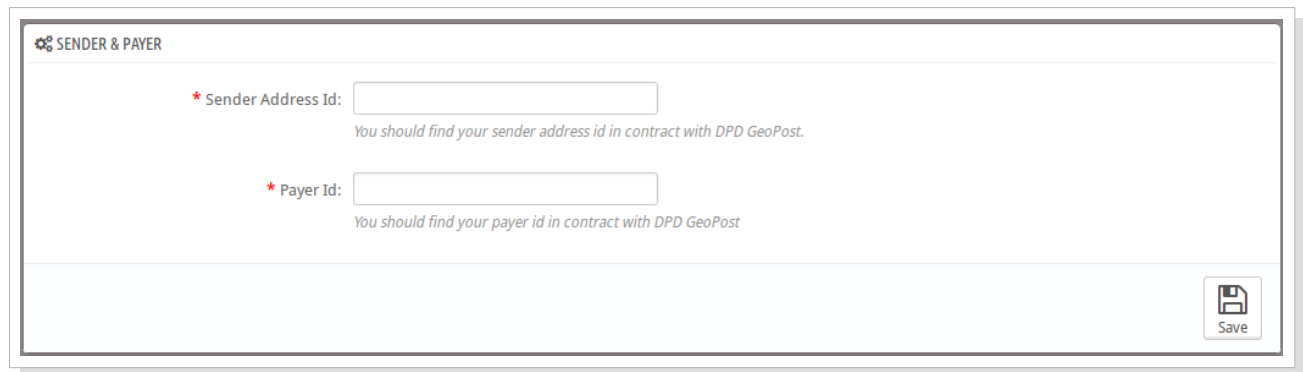


18. Image – Module WebServices settings block

**Notice:** If “Other” country is selected for WebServices, additional fields for WebServices URL are visible.



## 2.11. Fill in Sender and Payer information



**SENDER & PAYER**

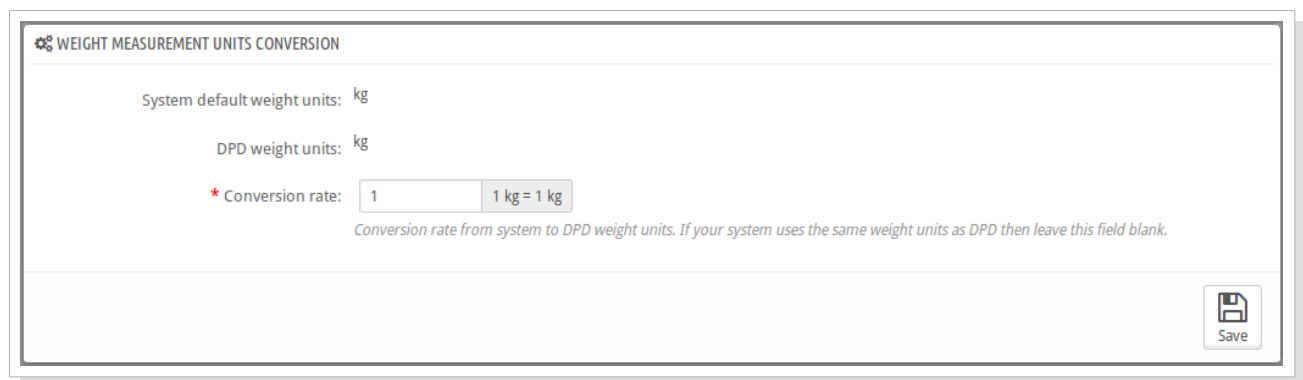
\* Sender Address Id:   
*You should find your sender address id in contract with DPD GeoPost.*

\* Payer Id:   
*You should find your payer id in contract with DPD GeoPost.*

Save

19. Image – Module sender and payer settings block

## 2.12. Set the weight measurement units conversion



**WEIGHT MEASUREMENT UNITS CONVERSION**

System default weight units: kg

DPD weight units: kg

\* Conversion rate:  1 kg = 1 kg  
*Conversion rate from system to DPD weight units. If your system uses the same weight units as DPD then leave this field blank.*

Save

20. Image – Module weight measurement units conversion block

**Notice:** current shop weight units may not differ from DPD standard weight units. In this case conversion rate is not needed

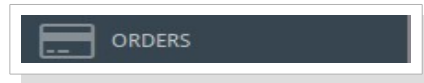
2.13. Save settings by clicking “Save” button in footer of any settings block of this page.

**Notice:** all required fields (marked with “\*” star symbol) must be filled in order to save settings

### 3. How to use

#### 3.1. Shipment creation

3.1.1. Packages for new orders appears in Shipment list only after the package is created in order management page. To print the package labels and make package visible in **packages list** of **DPD Group** module, navigate to **Orders** the main menu of PrestaShop BackOffice.



21. Image – Orders tab in in BackOffice menu which leads to orders list

3.1.2. In the orders list, click on the order that will be shipped with DPD carrier.

3.1.3. In order page **DPD Group shipping information** block is visible. This block contains settings that helps to create and print package labels. To create the shipping label, select the **shipping address** and the **shipping Method** and click **Create shipment** button.

**Notice:** If module is not configured, only a warning is visible in DPD Group shipping information block. To create a shipment, module must be configured.

 A screenshot of the 'DPD GROUP SHIPPING INFORMATION' block. At the top, a yellow warning banner with an exclamation mark icon says 'Client did not selected DPD shipment, but you can use this shipment method.' Below this, there's a 'Shipping address' section with a dropdown menu showing 'My address - Gheorghe Sincai nr.2, Bl P8, sc A, ap 5 300078 Timisoara, Romania'. Underneath is the 'Parcels information' section containing a table with shipping details and a 'Shipping Method' dropdown.
 

Weight	Parcels	Payed for Shipping	DPD Shipping Price	Shipping Method
4.000 kg	1	\$0.00	---	-

 At the bottom right of the block is a 'Create shipment' button with a plus icon.

22. Image – DPD Group shipping information block in order management page

3.1.4. Pop up window (**Shipment creation**) with ordered products list will be displayed. It is possible to assign different products to one or different parcels by selecting the parcel number for every product from the **Parcel** dropdown menu. When everything is filled, click **Save** to finish shipment creation.

**SHIPMENT CREATION**

**Group the products in your shipment into parcels**  
This module lets you organize your products into parcels using the table below. Select parcel number.

ID	Product	Weight	Total selected parcel weight	Parcel
2_7	Blouse - Color : Black, Size : S	4.000 kg	4.000 kg	1

**Enter description for each parcel**  
You can enter description of each parcel, for communication with courier services, in the fields below.

Parcel	Description
1	2_7

Close Cancel Save

23. Image – Shipment creation PopUp window

3.1.5. When the shipment labels are saved, pop up window disappears and **DPD Group shipping information** block is supplemented with new action buttons and **Status** info block. It is possible to Preview created labels by clicking on **Preview** button, also labels could be modified by clicking on **Edit** button and deleted by clicking **Delete**. Finally, click **Print labels** to complete the process. PDF file will be generated for download.

Print labels Preview Edit Delete

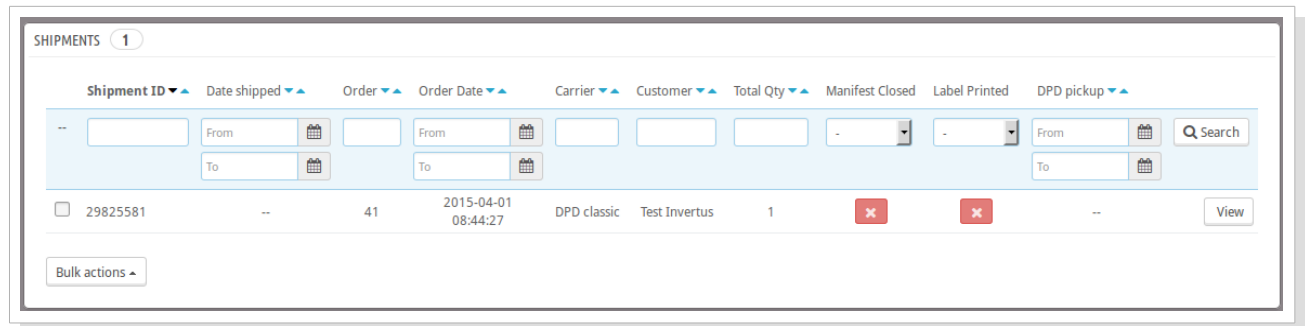
**Status**

Action	Status
DPD pickup arranged	No
Manifest closed	No

24. Image – Additional parameters after shipment creation

## 3.2. Shipment list

3.2.1. DPD Group module's **Shipment list** page contains the list of shipments that have prepared labels and are ready for shipping. **Shipment list** can be filtered by entering filter values to the fields above the list and clicking on the Button **Filter**. List also have pagination controls and bulk action buttons.



25. Image – Shipments list

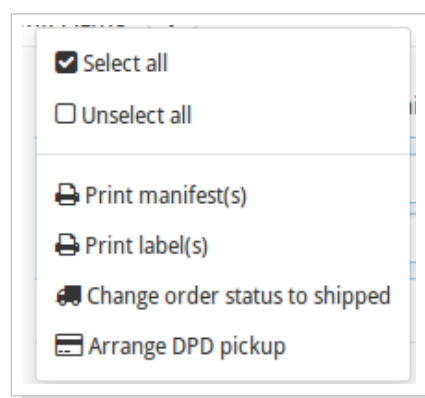
3.2.2. To see an order from which the shipment is created, click on the **View** button at the right side of the package.

### 3.2.3. Bulk actions

- Select the packages and click on the **Print manifest(s)** bulk action to receive PDF with shipping manifest(s) for selected packages;

**Notice:** After printing manifest, tracking number is automatically added to an order

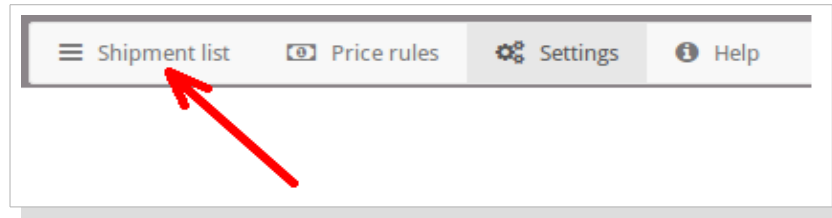
- Click **Print label(s)** button to receive PDF with shipping label(s) for selected packages.
- **Change order status to shipped** button changes the status of selected packages orders to shipped;



26. Image – Bulk actions list

### 3.3. Arrange Pickup

3.3.1. To arrange a new PickUp, click on the **Shipment list** button in the main menu of the module page.



27. Image – Shipment list button location in module navigation bar

3.3.2. Select the shipment from the list by checking the checkbox in the left and click on **Arrange DPD pickup** bulk action.

3.3.3. Clicking on **Arrange DPD pickup** bulk action, pop up window appears with form for pickup information:

- **Pickup date** – date for the pickup.
- **Pickup start time** – the earliest time (hour) for courier arrival to pick up the shipment;
- **Pickup end time** – the latest time (hour) for courier arrival to pick up the shipment;
- **Contact name** – Name of contact person for pickup;
- **Contact e-mail** – Email of contact person for pickup;
- **Contact phone no.** – Phone no. of contact person for pickup;
- **Message to driver** – Message with additional information for driver.

+

ARRANGE DPD GROUP PICKUP

\*

 Pickup date

yy-mm-dd

\*

 Pickup start time

hh:mm:ss

\*

 Pickup end time

hh:mm:ss

\*

 Contact name

Sender name

\*

 Contact e-mail

Sender email

\*

 Contact phone no.

Sender phone number

Message to driver

Additional information

✕ Cancel

Submit

28. Image – Arrange DPD Group PickUp PopUp window

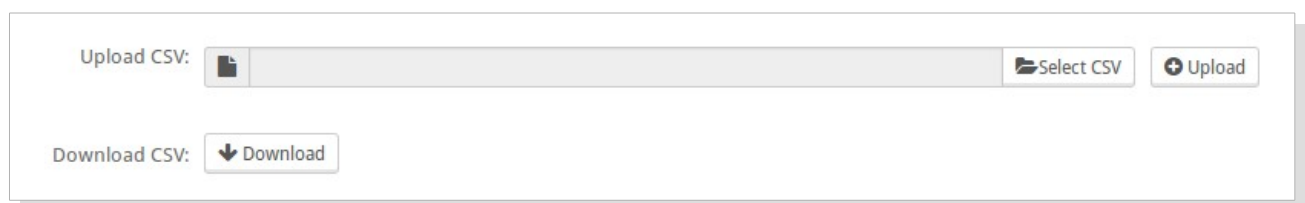
### 3.4. Price rules

3.4.1. To import shipping price calculation rules via CSV click on **CSV rules** button in the main menu of module page. CSV prices import page contains following actions:

- **Upload CSV** - You can upload new shipping price calculation rules by importing the CSV file;

**Notice:** *Uploading CSV file overwrites all existing price rules*

- **Download CSV** - You can download current shipping price calculation rules by exporting the CSV file;
- **Delete all prices** - You can delete current shipping price calculation rules.



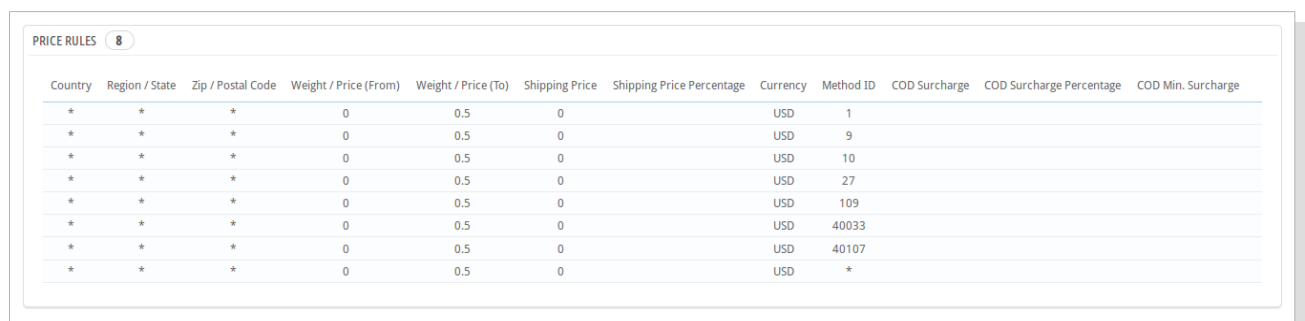
29. Image – CSV file upload / download form

3.4.2. Click the **Select CSV** button and select the CSV file containing shipping price calculation rules.

3.4.3. When file is selected click on **Upload** button to upload the CSV file.

3.4.4. After file upload is complete, the **list of price rules** appears at the bottom of the screen. It is possible to select how many list elements You want to see in one page and also use **pagination** at the top left of the list.

**Notice:** *pagination is visible when at least 21 element is in the list*



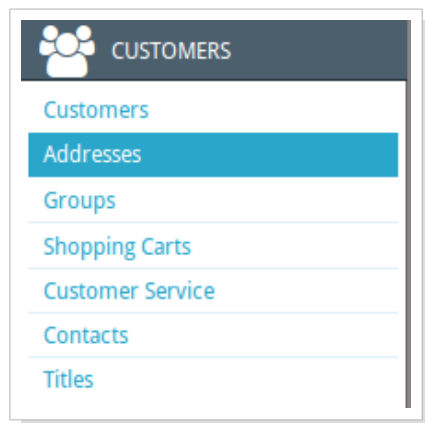
Country	Region / State	Zip / Postal Code	Weight / Price (From)	Weight / Price (To)	Shipping Price	Shipping Price Percentage	Currency	Method ID	COD Surcharge	COD Surcharge Percentage	COD Min. Surcharge
*	*	*	0	0.5	0		USD	1			
*	*	*	0	0.5	0		USD	9			
*	*	*	0	0.5	0		USD	10			
*	*	*	0	0.5	0		USD	27			
*	*	*	0	0.5	0		USD	109			
*	*	*	0	0.5	0		USD	40033			
*	*	*	0	0.5	0		USD	40107			
*	*	*	0	0.5	0		USD	*			

30. Image – Price rules list

3.4.5. To delete all current price rules, click on **Delete all prices** button at the footer of **Price rules import** block.

### 3.5. Address management

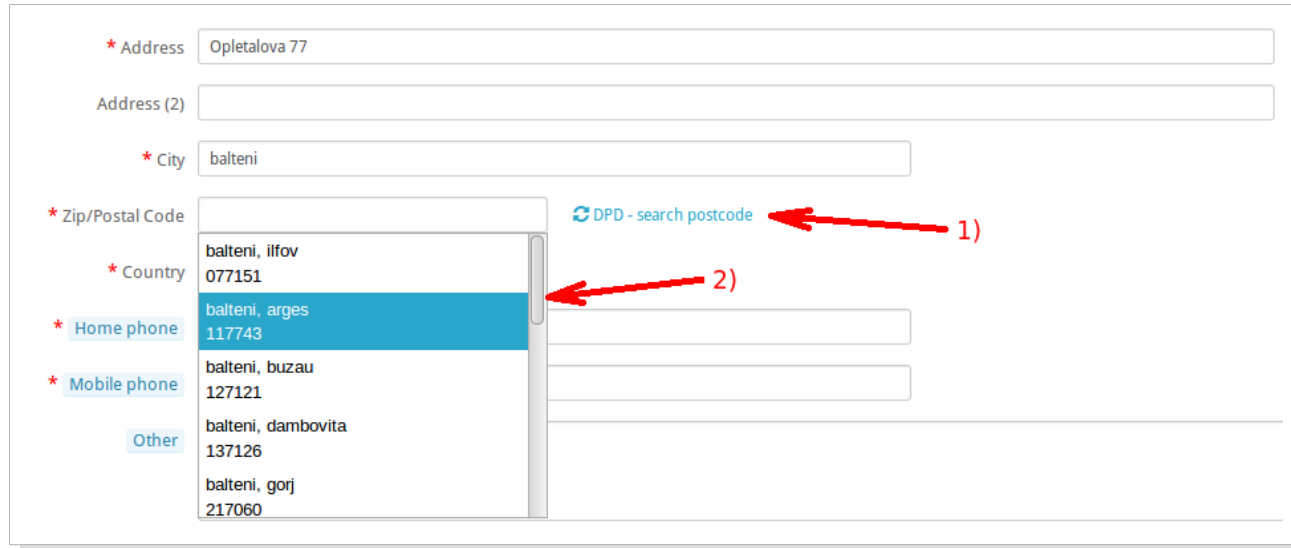
#### 3.5.1. Navigate to Customers menu and choose Addresses submenu



31. Image – Addresses submenu location in BackOffice menu

3.5.2. Click *Add new address* or *Edit* current one. You will be moved to address management form. Here it is visible DPD postcode search link. After clicking on it a list of possible postal codes appears for current address.

- 1) **DPD – search postcode** – link used to search postcode for current address;
- 2) **Search results list** – a list with possible postcodes. After choosing postcode from this list, postcode appears in **Zip/Postal Code** input.

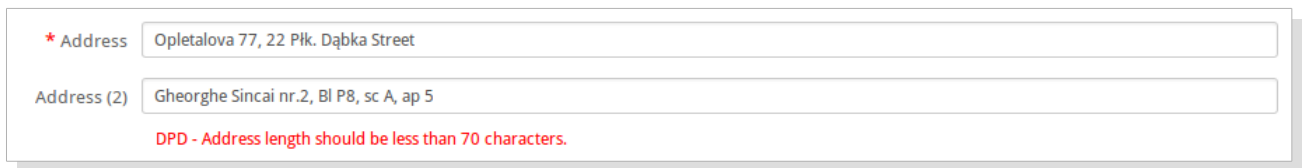
A screenshot of the address management form in PrestaShop. The form includes fields for Address, Address (2), City, Zip/Postal Code, Country, Home phone, Mobile phone, and Other. The 'Zip/Postal Code' field is active, and a dropdown menu is open showing a list of possible postcodes for the selected city 'balteni'. A red arrow labeled '1)' points to the 'DPD - search postcode' link, and another red arrow labeled '2)' points to the dropdown list. The dropdown list contains the following entries: 'balteni, ilfov 077151', 'balteni, arges 117743' (highlighted in blue), 'balteni, buzau 127121', 'balteni, dambovita 137126', 'balteni, gorj 217060', and 'Other'.

32. Image – DPD postcode search results

**Notice:** Postcode search is available only when Romania country is chosen



3.5.3. Address validation – DPD module automatically checks a length of address and displays an error message when address is too long.



The screenshot shows a form with two text input fields. The first field is labeled with a red asterisk and the text "Address", and it contains the text "Opletalova 77, 22 Plk. Dąbka Street". The second field is labeled "Address (2)" and contains the text "Gheorghe Sincai nr.2, Bl P8, sc A, ap 5". Below the second field, there is a red error message that reads "DPD - Address length should be less than 70 characters."

33. Image – Address validation

## 4. Price calculation

### 4.1. Price calculation methods

- Web Services + CSV shipping price percentage and CSV COD rules;
- Standard PrestaShop rules + CSV COD rules;
- CSV rules.

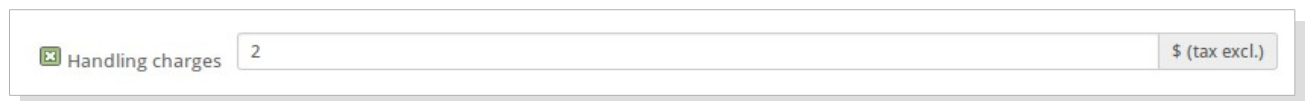
**Notice:** *Displayed carrier price is converted to selected FrontOffice currency*

### 4.2. Web Services + CSV shipping price percentage and CSV COD rules

- DPD Group module sends a request via API to get price for DPD carrier;

**Notice:** *If module gets no price from API, carrier is disabled*

- DPD carrier price is a **sum** of a **price from API**, **Additional shipping cost** (which can be set for each product in PrestaShop product management page) and **Handling charges** (which can be set in Shipping → Preferences page);



34. Image – Handling charges

- If CSV rule is applied, carrier price is increased by a **percentage surcharge** and / or **COD surcharge / COD surcharge percentage**.

### 4.2. Standard PrestaShop rules + CSV COD rules

- DPD carrier price is a sum of **price calculated by PrestaShop** (according to address and price / weight ranges set in carrier management page), **Additional shipping cost** (which can be set for each product in PrestaShop product management page) and **Handling charges** (which can be set in Shipping → Preferences page)

**Notice:** *If cart total price / weight does not fit into price / weight ranges, carrier is disabled*

- If CSV rule is applied, carrier price is increased by a **percentage surcharge** and / or **COD surcharge / COD surcharge percentage**.

### 4.3. CSV rules

- DPD carrier price is a sum of **shipping price** or **shipping price percentage** from *Price rules* (these prices can be set in module *Price rules management* page uploading CSV file), **Additional shipping cost** (which can be set for each product in *PrestaShop product management* page) and **Handling charges** (which can be set in *Shipping → Preferences* page)

**Notice:** *If no CSV rule is applied, carrier is disabled*

- *If CSV rule is applied, carrier price is increased by a **percentage surcharge** and / or **COD surcharge** / **COD surcharge percentage**.*