

Droppin Shop User Guide

Who this guide is for

Shop owners and managers using the Droppin web app to create, manage, and track deliveries, including preparing printable AWBs (Air Waybills) and scheduling pickups.

What to expect: user experience at a glance

- **Simple navigation:** Clear tabs by package status, quick search, and compact cards/tables with the most important info upfront.
 - **Fast actions:** Print AWB, Cancel, Schedule Pickup, and View Details are one tap/click away.
 - **Real-time context:** Status badges and counts per tab show your pipeline at a glance.
 - **Mobile-friendly:** Designed to work smoothly on phones and tablets. Printing works on iOS and Android.
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Getting started

Access and sign-in

- **Sign in** with your shop account credentials provided by Droppin.
- If you forget your password, use **Forgot Password** or contact support.

First-time setup

- Go to your profile/settings (Shop Profile) to confirm:
 - **Business name** (as shown on the AWB)
 - **Default shipping fees** and any **shown shipping fees** behavior
 - **Contact details** and branding (logo is shown on AWBs)
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The dashboard

Tabs and statuses

- **All:** Everything in one list.
- **Awaiting Schedule:** Packages created but not scheduled for pickup.
- **Scheduled for Pickup:** Pickup time arranged.
- **Pending:** Created and accepted, awaiting handover.
- **In Transit:** With the driver—includes assigned, picked up, and on the way.
- **Delivered:** Successfully delivered to the recipient.

- **Return to Shop:** Packages in a return flow.
- **Cancelled / Rejected:** Not proceeding forward (with sub-states like awaiting return/returned).

Each tab shows a **count badge** so you can quickly see where work is queued.

Search and sorting

- Use the **search bar** to find a package by tracking number, recipient name, description, or status.
- Delivered packages are shown newest-first by delivery time.

Creating and managing packages

Create a package (typical fields)

- **Recipient details:** Name, phone, delivery address
- **Shipment details:** Package description, number of items, optional weight/dimensions
- **Payment:** COD amount (if applicable)
- Optional: **Shown delivery cost** override for the customer-facing total

Save to add the package to your **Awaiting Schedule** or **Pending** workflow depending on your setup.

View details

- Open a package to see all fields, items, fees, timestamps, and history notes.

Edit and notes

- You can update certain fields (like notes or shown delivery cost) before pickup or as allowed by policy.
- Post-pickup edits may be restricted.

Cancel a package

- Available while the package hasn't been delivered (and depending on current status).
 - Find the package, choose **Cancel**, confirm. The package will move to a cancelled sub-state.
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Printing AWBs

Print a single AWB

- From any tab (except final states), tap/click **Print AWB** on the package.
- A print dialog will open with:
 - Your shop logo and name
 - Tracking number and QR code
 - Recipient details and address
 - Item summary and totals (COD + shipping = total)
- Ensure your browser allows **pop-ups** for printing.

Bulk print AWBs (desktop)

- Select multiple packages from the list (checkboxes).
- Choose **Bulk Print AWB** to open a single print dialog with each AWB laid out sequentially.

Mobile printing notes

- **iOS (Safari)**: Printing uses the system print dialog and works reliably on iPhone/iPad.
 - **Android (Chrome)**: Printing opens Chrome's print/share dialog.
 - If nothing appears, enable pop-ups and try again.
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Scheduling pickups

- For newly created shipments, use **Schedule Pickup** to select a slot (availability depends on your service plan and region).
 - Confirm to move the package to **Scheduled for Pickup**.
 - You can reschedule or cancel prior to pickup within policy limits.
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Fees, COD, and totals

- **COD Amount**: The amount to collect from the recipient upon delivery.
 - **Shipping Fees**: Your account's default shipping cost or a dynamically computed value.
 - **Shown Shipping Fees**: A configurable value you may show to recipients if you choose to display a specific shipping fee.
 - **Total**: COD + shipping.
 - AWBs show the breakdown (Sub Total, Shipping, Total) for clarity.
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Status flow (simplified)

Created → Awaiting Schedule → Scheduled for Pickup → Pending → In Transit → Delivered

At various points, a package may transition to **Return to Shop**, **Cancelled**, or **Rejected** based on events.

Tips and best practices

- **Confirm shop profile details** so your AWBs show the correct business name and branding.
 - **Use search** to quickly locate a tracking number during busy periods.
 - **Print before handover** so the driver can scan/verify quickly.
 - **Check pop-up settings** if print dialogs don't appear.
 - **Re-check fees** on the AWB if you override shown delivery costs.
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Troubleshooting

- **Print dialog doesn't open**
 - Enable pop-ups for your domain.
 - On iOS, try Safari (system print dialog) if using an embedded browser.
 - **Logo or QR not visible**
 - Ensure stable internet; refresh and print again.
 - **Totals look off**
 - Verify COD, shipping fees, and shown delivery cost in the package details, then reprint.
 - **Cannot cancel**
 - The current status may not allow cancellation. Contact support for assistance.
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FAQs

- **Can I reprint an AWB after pickup?**
 - Yes, you can open the package and choose **Print AWB** again as long as the page still exposes the action for that status.
- **How do I print multiple AWBs together?**
 - On desktop, use the checkboxes to select packages, then choose **Bulk Print AWB**.
- **Why do I see different shipping fees on different packages?**

- Shipping fees may vary by destination, weight/dimensions, or your plan. A “shown shipping fee” override can also affect the displayed value.
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Support

For account issues, status problems, or urgent delivery questions, contact your Droppin support channel or account manager. Provide the **tracking number** when reporting issues for faster help.

Key takeaways

- Use tabs and search to stay on top of your pipeline.
- Print AWBs right from each package (works on iOS and Android).
- Schedule pickups early; cancel only when necessary.
- Double-check COD and shipping before printing.