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# Introduction

This manual will support you with setting up YellowCube plugin on your WooCommerce store. Only YellowCube specific topics are covered in this document. In order to efficiently set up the website you should be familiar with Wordpress and WooCommerce. If that is not the case we strongly suggest you study the Wordpress and WooCommerce documentation pages first.

This document is publicly developed on GitHub in the GitBook format. If you notice any mistakes or inconsistencies please consider proposing improvementy by opening a pull request or opening an issue describing the problem.

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## License

// TODO define license

## Requirements and dependencies

- 1. *YellowCube account*: In order to use the YellowCube shipping services you will first need to obtain an account. In order to do that you'll need to get in touch with the Swiss Post by using the online contact form. Post's staff will lead you throughthe onboarding process and provide you with the account information. This will include, among other information, things like *Sender ID*, *Reciever ID*, *Depositor Nr.*, *Partner Nr.* and *Plant ID*. You will need those when configuring the shop.
- 2. Wordpress site with WooCommerce: You will obviously need a Wordpress site with its eCommerce platform WooCommerce installed on it. If you are not sure how to do that consider checking the relevant documentation sections([1], [2]) or finding professional support. Wordpress, WooCommerce and WooYellowCube plugin are all open source software which means that there are many experts with the necessary expertise available.
- 3. Server requirements:
  - *PHP version*: WooYellowCube plugin will work with any supported version of PHP (5.6+ at the time of writing). However, it is strongly recommended to use PHP 7 or greater (which is actually required by WooCommerce).
  - SOAP PHP extension: YellowCube uses SOAP to communicate with individual stores. WooYellowCube plugin requires PHP SOAP extension to be installed on the server for that reason. If you are unsure if that is the case you should check with your hosting provider.
  - o MySQL database: MySQL version 5.6 or greater OR MariaDB version 10.0 or greater is required.
- 4. *HTTPS support*: eCommerce websites usually deal with potentially sensitive information. In order to protect those we **strongly** suggest using HTTPS encryption. If you are not sure where to get the certificates we suggest you to check Let's encrypt, the free, automated and open certificate authority.
- 5. *YellowCube PHP SDK*: WooYellowCube depends on the official PHP SDK. If you will install the plugin using the suggested method you don't need to do anything as it is already bundled in the official package.

You should also check the Wordpress and WooCommerce requirements.

#### **Installation**

## Getting the plugin

Upon installing Wordpress and WooCommerce you'll proceed with WooYellowCube installation.

First you will need to download the latest version of the plugin from its GitHub page. You will find the download packages in the releases section:



On the *Releases* page you will see the entire history of WooYellowCube releases and you will generally want to use the latest version (top on the list). Plugin package can be obtained through the links in the *Downloads* section.



#### **Installation**

Once you've successfully downloaded the package you will need to extract it into the site's directory structure. There are currently two ways to do that.

#### **Manually**

All Wordpress plugins are located under the wp-content/plugins/ directoy and the same is the case with the WooYellowCube. You should extract the package that you downloaded in the previous step and move its contents into the plugnis directory.

If you've done this correctly you should have wooyellowcube inside the wp-content/plugins directory:



and file structure inside it that looks similar to this:



Depending on your hosting environemnt you will be required to use different tools to achieve this step (FTP, SSH, Git or ther type of version control, ...). Consult your hosting provider if you are unsure about this.

#### Using the admin interface

This method required web server to have write access to the plugin directory and define('FS\_METHOD', 'direct'); to be set in the wp-config.php.

You should navigate to *Plugins* section of the Wordpress administration pages and click on the *Add new* button:



This will take you to the plugin installation page where you are able to install plugins from the Wordpress plugin directory. Alternatively it is also possible to upload package that was downloaded in the first step. This can be achieved by pressing the *Upload* button and using the upload widget that shows up.



Please note that the upload widget only supports packages in <code>.zip</code> format so you need to make sure that you downloaded the correct package.

It is worth mentioning that the WooYellowCube plugin currently isn't available from the Wordpress plugin directory. We are aware that this would simplfy the installation process significantly and are currently working on getting it included. We will update this document as soon as this is achieved.

#### **Activation**

Once the plugin was successfully installed it will appear in the listing that is displayed in the *Plugins* section of the Wordpress administration pages.

Plugin can be activated by clicking on the Activate link next to it.



Once the plugin has been successfully activated the *Deactivate* link will appear next to it and the *WooYellowCube* section will become available in the administration menu.



# **Configuration**

## **Basic configuration**

You will find the YellowCube configuration section under the WooYellowCube main menu item in the side administration toolbar.

The fields below **Personal informations** need to be filled out with the information you have received by the YellowCube customer service. The field "Sender" is case sensitive.

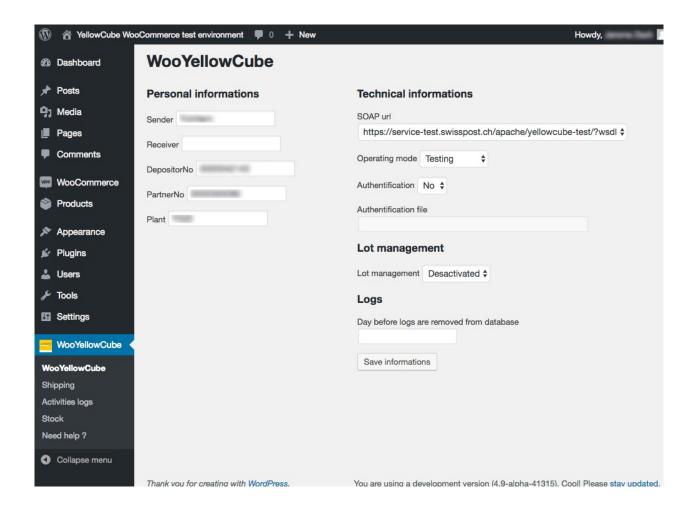
The fields below **Technical information** need to be setup.

- SOAP url: URLs of SOAP services for different operating modes. https://service.swisspost.ch/apache/yellowcube/?wsdl should be used for production websites.
- Operating mode: Choose between Testing and Production
  - In Testing mode orders are processed virtually. Documents, labels etc. are printed out and scanned. This mode is for testing purposes.
  - Production mode needs to be set when the website is live and working.
  - Development mode is only intended to be used by developers. YellowCube users should never use this mode.
- Authentification: Should be enabled if you are using certificate file to authenticate with YellowCube.
- Authentification file: If the certificate authentication is used provide path to the certificate file on the server in this field (relative to the folder of the WooYellowCube extension).

Enable **Lot management** if you are planning to send out batch products.

Define how many days logs will be kept in the database in the **Logs** section. We suggest you start with 30 days and then reduce it if the amount of log items becomes an issue.

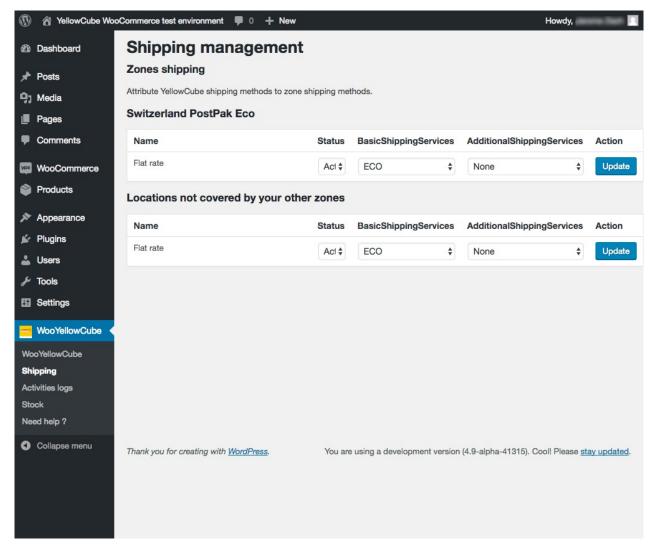
Note that you need to provide the IP address of your WooCommerce Shop to YellowCube for giving your shop access to YellowCube. This can also affect the configuration for any staging/development environments. Consult your dedicated service provider for more informations about that.



# **Shipping**

YellowCube relies on shipping zones so you should configure them according to your business logic first. If unsure how to do that check the relevant section of the WooCommerce documentation pages.

Once you have configured shipping zones and added the desired shipping methods to them you will be able to configure YellowCube specific configuration for each of them. You will be able to do that on the configuration page that can be found by navigating to <code>WooYellowCube</code> -> <code>Shipping</code>:



The page lists all shipping methods (grouped by zones) and allows you to configure YellowCube for each of them separately. YellowCube can be enabled by selecting *Activated* in the *Status* dropdown for the relevant shipping zone/method.

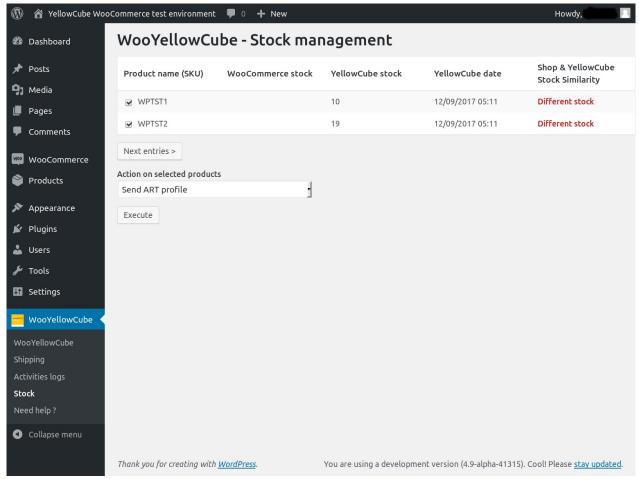
The other two dropdowns (*BasicShippingServices* and *AdditionalShippingServices*) allow you to select the YellowCube product that should be used. You will find more detailed information about those in the YellowCube Interface Manual.

## **Activity Log**

Check the activity log to see the activity on your website.

## **Stock management**

In the **WooYellowCube stock management** you will find information about your products. For each *Product name (SKU)* you can check how many items are available in the YellowCube stock.



Here you also can take action for selected products:

- *Send ART profile* Will send basic information (name, SKU, size, weight, ...) about the product to YellowCube. This generally happnes automatically upon product creation and update so it should only be used if something went wrong.
- *Update WooCommerce Stock with YellowCube*: Stock information in WooCommerce will sometimes diverge from the one reported by YellowCube for various reasons. If you are sure that the stock information provided by the latter is correct you can use this action to override the information WooCommerce has about the selected products.
- Force to refresh inventory This will have the same effect as \_Update WooCommerce Stock with YellowCube \_but it will apply to all products and not just the ones that you manually selected.



# **Update**

Getting the latest version of plugin

# Store administration guide

This section covers most important information related to the management of the WooCommerce store. This includes product and order creation and management.

YellowCube is just a tiny part of the entire process. We suggest store admins to study the official WooCommerce documentation that covers product and order management.

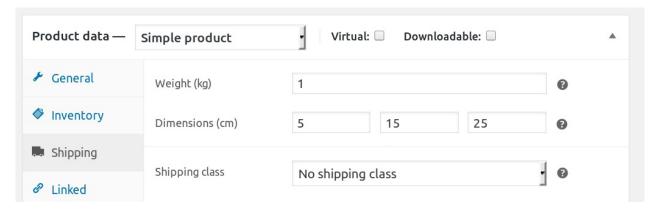
#### **Product management**

Information about the product will be sent to YellowCube upon creation. In order for this to be successful you need to make sure that all the required information is populated:

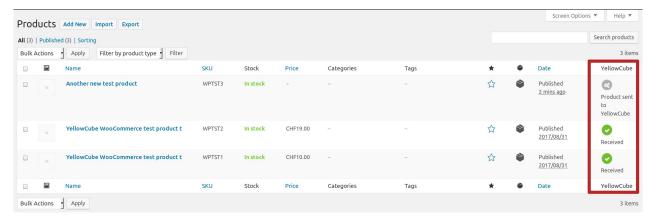
• *SKU*: required field, YellowCube won't be able to process your orders if you skip it. You will find it under *Product data* -> *Inventory*.



- Weight: required field, YellowCube won't be able to process your orders if you skip it You will find it under *Product data ->* Shipping.
- *Dimensions*: Not strictly required. However, it is recommended to provide this information.



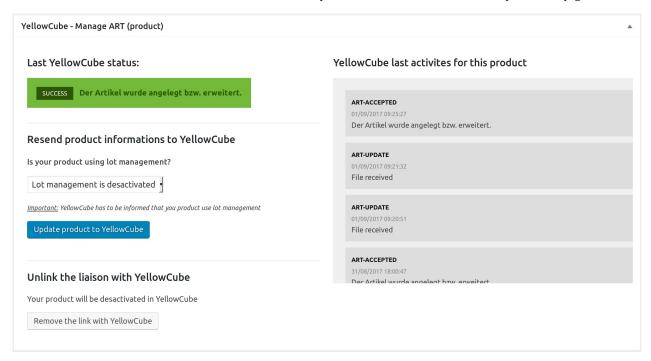
Immediately after the product has been created and published its information will be sent to YellowCube. The status of the product can be seen in the general product listing:



The possible values in the YellowCube column are:

- *Product sent to YellowCube*: Product info was sent to YellowCube, but we didn't get any reply yet. Product is not considered connected to YellowCube yet.
- Received: YellowCube confirmed that it received and processed the product information. Everything seems to be OK.
- *Waiting response*: An update was sent to YellowCube and we are waiting for confirmation. Product is already connected with YellowCube.
- Invalid ART: YellowCube was unable to process the product information. Check the log on the product edit page to learn more.

Detailed information about YellowCube communication about the product is available at the bottom of the product edit page.



Log of all the communication about the product can be seen in the right column. If there were any problems you will be able to see the error messages here.

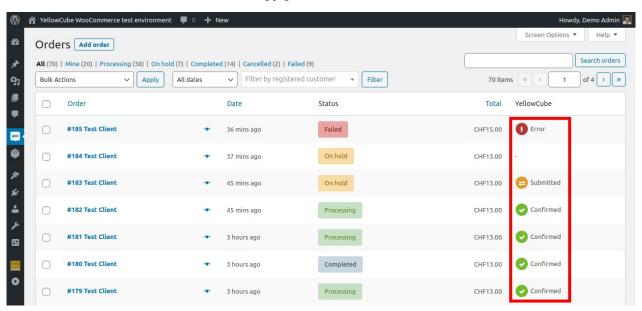
In the left column we can see the general status of the product (similar to the status info in the product listing), we can activate LOT management, force re-sending of the product information and remove the product from YellowCube entirely.

You can't deactivate LOT management once it has been enabled. Before doing so you need to consider all implications of such action. If you are unsure about that please contact Swiss Post support for more information.

#### **Order management**

When relevant orders are created they will be sent to YellowCube as soon as they have been payed. If the customer used a payment method that requires manual intervention this will be triggered once admin has changes the status of the order to "*Processing*".

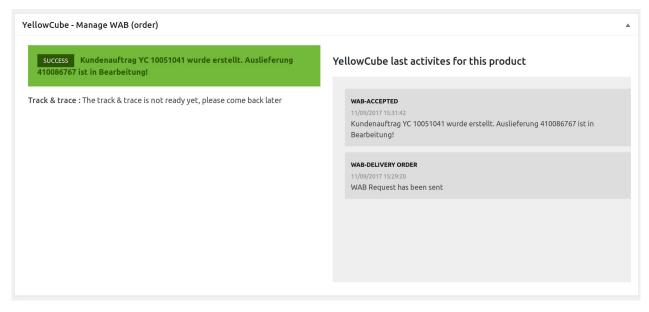
The statuses of the orders can be seen on the order listing page:



The possible values in the YellowCube column are:

- Order not sent to YellowCube: Order has not been sent to YellowCube at all. This could mean that this specific order shouldn't be processed by YellowCube (sent to a shipping zone that is not handled by YellowCube) or that there are still conditions to be met to do so (usually awaiting payment).
- Waiting YellowCube response: Order has been sent to YellowCube but it hasn't been processed on their side yet.
- *Order sent by YellowCube*: Order was dispatched from the YellowCube facility and the product is on its way to the customer. Tracking code is provided in the logs if applicable.
- *Invalid order*: A problem occured wile trying to process the order on the YellowCube side. Check the logs on the order edit page for more info.

Detailed information about YellowCube communication about the order is available at the bottom of the order edit page.



The status of the order and the tracking information (if available) are displayed on the left.

Log of all the communication about the order can be seen in the right column. If there were any problems you will be able to see the error messages here.

#### **Returns**

Please note that the WooYellowCube currently doen't handle order returns automatically. If a return happens the payment refund and any other relevant steps need to be made manually by the store administrator.

#### **Backed order creation**

Backend order creation is currently not supported and such orders won't be processed by the YellowCube. If a store admin needs to create an order on behalf of the customer it needs to be done through the public store interface.

## **Activity Log**

Check the **activity log** to see the activity on your website. A log message is automatically created when errors occur, stock inventory is updated etc. You will also find the tracking numbers for orders that were already processed and shipped.

