USER MANUAL

DPD Plugin for WooCommerce 3.x

Version V1

Contents

Step 1. Install DPD Plugin

There are two methods to install the plugin: using WordPress Plugin installer and manually:

Using the WordPress Plugin Installer

1. Unzip the downloaded DPD plugin .ZIP file into a new directory
2. In your WordPress admin panel go to **Plugins > Add New > Upload Plugin**
3. Upload the file **dpd-shipping-baltic.zip** which is in the directory you created in step 1.
4. Click the **Install Now** button
5. After the installation is completed, click the button **Activate Now**

Manual Installation

1. Unzip the downloaded DPD plugin .ZIP file into a new directory
2. Navigate to this directory and find the file **dpd-shipping-baltic.zip**
3. Extract **dpd-shipping-baltic.zip** into a new directory
4. Navigate to the newly extracted directory. You will notice it contains a directory called **dpd-shipping-baltic**
5. Upload the contents of the **dpd-shipping-baltic** directory to **wp-content > plugins**, making sure to preserve the directory structure
6. Go to your WordPress admin panel **Plugins > Installed Plugins > WooCommerce Shipping DPD** and click **Activate**.

Congratulations! DPD Interconnector is now installed.

Please be aware, that this plugin requires API credentials for a full activation. Contact DPD sales team for more information.

Step 2. Configure DPD Plugin

This section will give you detailed information about how to configure the DPD Plugin. You should set up all fields in DPD Plugin settings page.

All plugin basic details should be entered at **WooCommerce > Settings > DPD > General** configuration page. This page is used to create general settings of DPD extension.
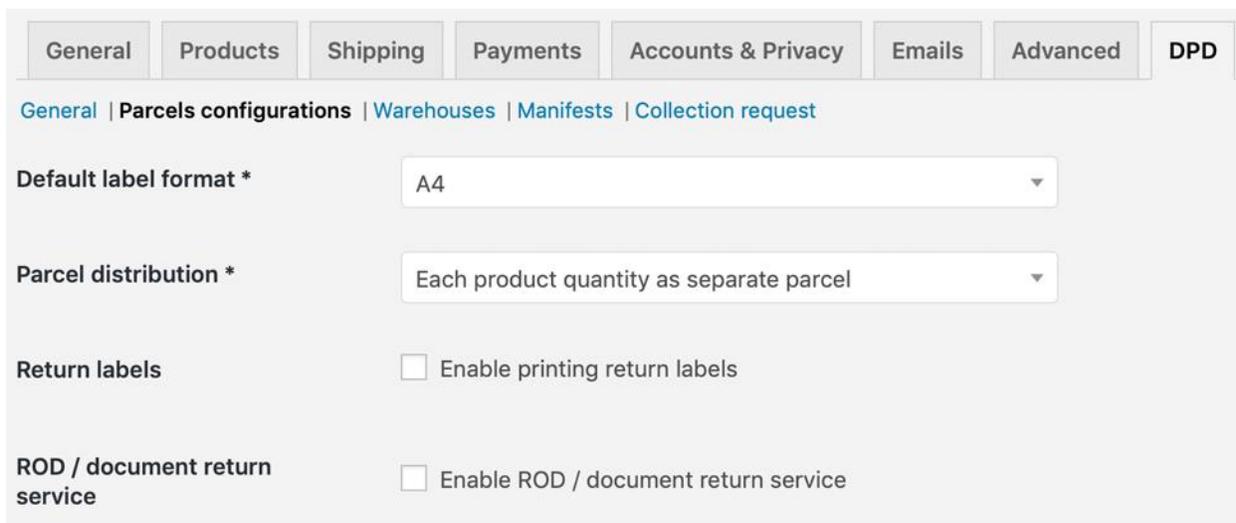
General tab
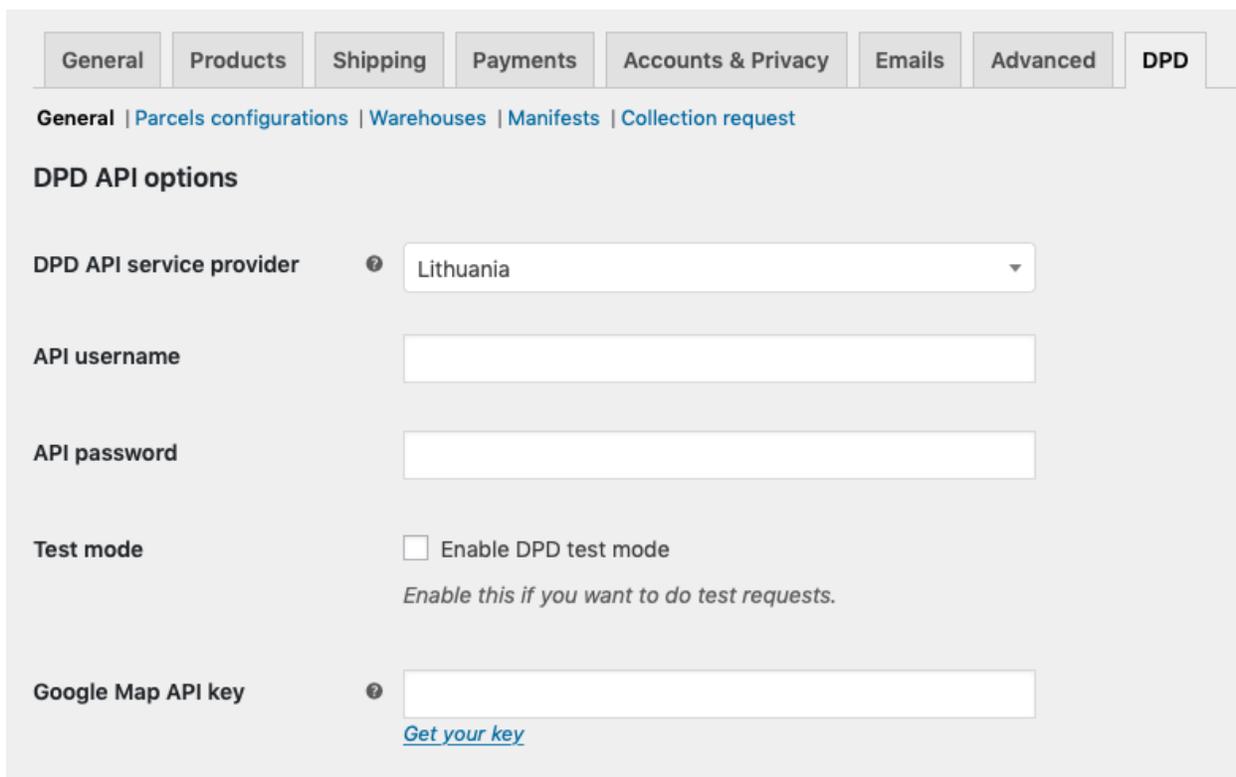
DPD API service provider – please select your country. This module is available for e-shops in Lithuania, Latvia, and Estonia, but you must indicate which country you are in.

API username and *API password* – these are credentials to Interconnector. You will receive them from DPD sales support.

Google Map API key – this is needed in order to display Pickup points (parcel shops and lockers) on the map. If you don't know your API key, you can get the instruction here or under the link "Get your key". If you leave this field blank, Pickup points will be shown in a dropdown list.

Parcels Configuration tab

Default label format – you can choose what is default format.

Parcel distribution – this part is very important, because it defines how the labels are printed if one person orders more than one product. Consequently, it impacts how you will be charged by DPD. For more information, please ask your DPD contact about MPS (multi parcel shipping). You can choose one of the options:

- All products in same parcel – no matter how many products are purchased in one order, there will be only one shipment label. You can use it if you can pack all items in one package (box).
- Each product as separate parcel – if buyer purchases two different products (e.g. cup and t-shirt), you will get two labels. You can send items in two separate boxes, but they will be treated MPS shipment by DPD, meaning that you will pay for one shipment with combined weight of those two boxes. But if buyer purchases two identical products (e.g. two cups), you will get only one label.
- Each product quantity as separate parcel – you will get a separate label for each product, regardless if they are identical or not. They will be treated as one MPS shipment by DPD.

Return labels printing – if you have it enabled, every time you print a label, you will get a Return label. You have to put it into the box, together with the instruction to you buyer how to return a parcel and ask for a refund. This is the easiest way to return parcels via the Pickup network. Buyers will not have to pay for shipping, and you will be charged only for the labels that buyers actually used. If they decide to keep the product, they will not use the Return label and you will not be charged for it. If you do not want to provide Return labels, you should have this field disabled.

ROD / Document return service – this service is called ROD (Return of Documents) in Estonia and Latvia and DR (Document Return) in Lithuania, but it is the same service in all three countries. You can use it if you want to attach a document to the parcel (e.g. a leasing contract) and you

want that DPD returns it to you when buyer signs on it. If you enable this service, you will be able to create a ROD/DR label, please read more how to do it in "Daily operations" chapter of this document.

⚠️ Please be aware, that this service requires additional procedures from your side. Therefore, if you are not sure how it works, keep it disabled and contact DPD sales for more information.

Warehouses tab

Here you should enter the address of your regular address, which is used for your daily shipments. You can have as many addresses as you want. These addresses will be used when you request a courier or create a Collection request.
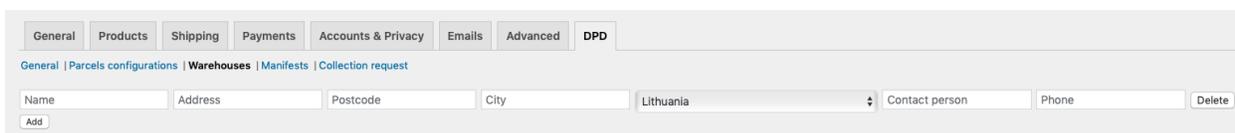
Manifests tab

You can see all closed manifests in this tab. Manifest printing is not required by DPD. It's for your internal company use.

Collection Request tab

This tab is not about settings, it is used to make an order for DPD service Collection Request. You can use it when you need that DPD collects a shipment from somebody else. When you place a Collection Request, a courier will come with shipment labels to the indicated address and parcel will be shipped on your account. Please contact DPD Sales for more information about this service.

Step 3. Define Shipping zones

You need to have defined Shipping zones before you can add shipping methods and their settings. Shipping zones are not part of DPD plugin, it is a standart functionality of WooCommerce. You can find Shipping zones in **WooCommerce > Settings > Shipping > Shipping zones**. For more information about Shipping zones please visit official WooCommerce tutorial: https://docs.woocommerce.com/document/setting-up-shipping-zones/.

If your Shipping zones are already defined, you can skip this step and move to the next step.

Step 4. Define Shipping methods

This is the final step to get DPD Plugin working.

1. Go to **WooCommerce > Settings > Shipping > Shipping zones**

2. Click on a shipping zone you have created before

3. Click the button "Add shipping method", select the desired shipping method and click "Add shipping method" from dropdown.
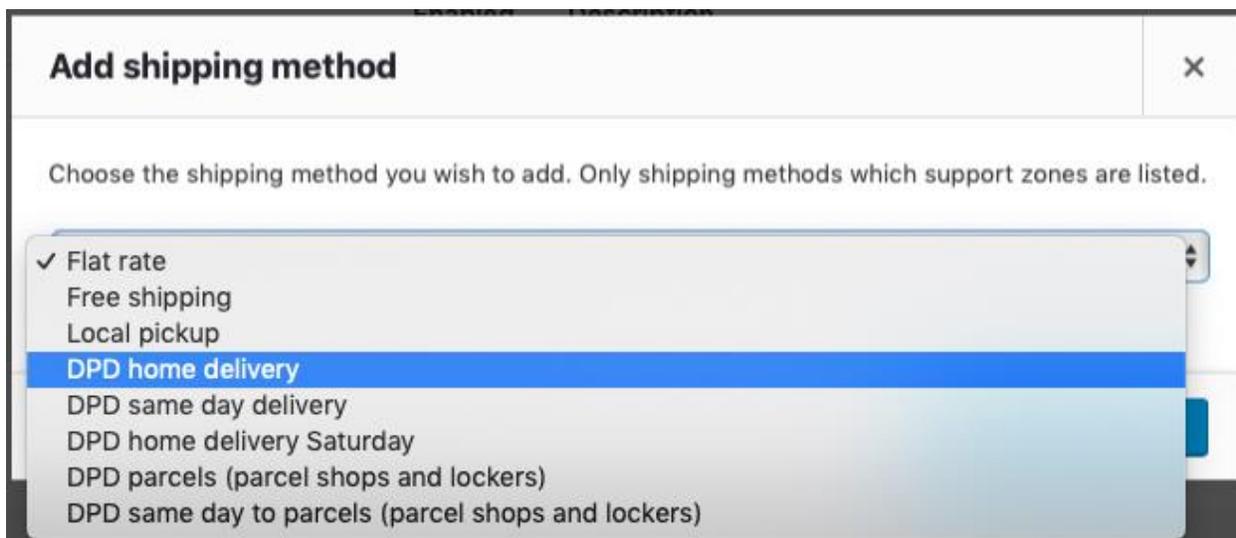
 4. When shipping method is added, click on it to open the selected method settings.

Repeat these steps to add all desired shipping methods.

⚠️ Before configuration, please make sure with your DPD contact, that you have this service available in your contract.

Setting up **DPD home delivery** shipping method

Set up general settings for each shipping zone separately *(if available)*.

After you finish the configurations, press the blue "Save changes" button.

Setting up **DPD same day delivery** shipping method

Before configuration, please make sure with your DPD contact, that you have this service available in your contract.

Shipping method title – here you can enter how this method will be called in the checkout. There is no single name for it, because the speed of delivery depends not only when DPD is delivering your shipment (we will deliver it on the same day when you give it to us), but also how soon you will pack items. So from buyer's perspective it can be the same day, or next day or even later. Please discuss the name with your DPD contact.

- Morning collection – 12:00. DPD will deliver the parcels on the Sameday, if DPD Same day (courier) was selected.
- Evening collection – 16:30. DPD will deliver all parcels on the next day.
- Closing hours – 17:00. All orders after this time will be processed by you on the next working day. But you will be able to give them to DPD during Morning collection.

In such case you can define different method names and times.

Buyer will see the Same day service in the checkout only on selected times.

Setting up **DPD home delivery Saturday** shipping method

⚠ Before configuration, please make sure with your DPD contact, that you have this service available in your contract.

Please see setting up DPD same day delivery shipping method, the logic is the same.

Daily operations with DPD Plugin

Printing the labels, closing manifest, requesting a courier

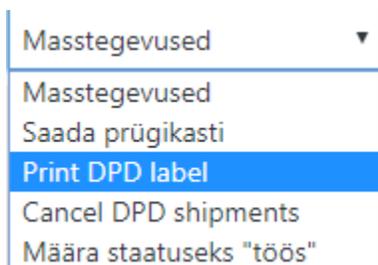Option A)

Go to **WooCommerce > Orders**.

1. Print labels. Click on the required order. There are "Order actions" block on the right side, click on the select field, choose "Print DPD label" and click the button with arrow.
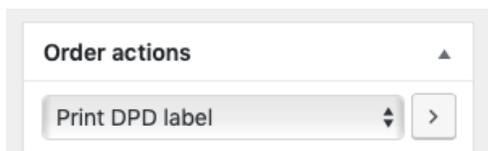
Option B)

Check the desired orders on **Woocommerce > Orders** page.

Select "Print DPD Label" from mass activites

2. Close the manifest by pressing button "Close DPD manifest" in **WooCommerce > Orders**. When you press it, data is transferred to DPD for all shipments, that were created prior to that. You should do it once in a day when there will be no more orders for that day.

⚠️ If you do not close the manifest, data will not be transferred and DPD will not be able to send SMS messages and emails to your Buyers. It is extremely important when parcel is shipped to Pickup, because buyer will not have a PIN to collect the parcel

3. Call a courier by pressing "Request DPD courier". Normally, courier will arrive at the same day, if you press this button before 15:00. If you press it later, courier will come on the next working day.

If you have agreed with DPD a so called "constant pickup time" (courier comes regularly at the same time every day), you do not need to press this button.

Request a Collection request for buyer

If your buyer wants to return a parcel to you, you can use DPD service Collection request.
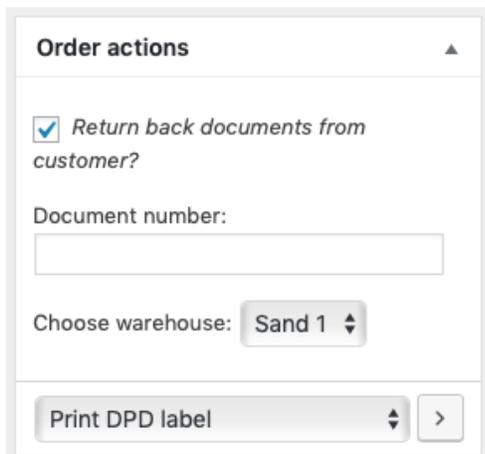1. Go to **WooCommerce > Orders** and click on the selected order.
2. In the right side block Order actions, choose the required warehouse, select "Collection request for returned good" and click the button with arrow.
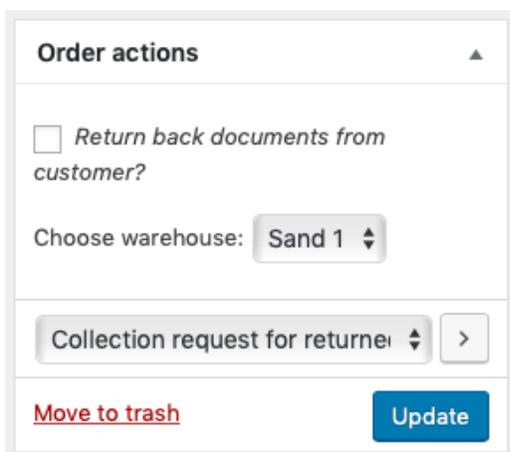
The order will be sent to DPD and on the next day courier will come to consignee's home with parcel labels. For this request, consignee's home address will be used.

Shipping parcels with ROD/DR service

If you have enabled ROD/DR service, you can send parcels with documents. In order to do that, you have to go to **WooCommerce > Orders** and click on required order**.** Then check "Return back documents from customer?" in the block Order actions enter the document number, select "Print DPD label" option from dropdown and click the button with arrow. Number will be printed on the label.

Tracking your parcel

When parcel label is printed, a tracking number is assigned and displayed in Order list block in the selected order. If you click on it, you will be redirected to DPD tracking page.

Additional information

Pickup points import

DPD plugin updates Pickup points every time you save your credentials in module DPD settings, every day with cron job at the time of plugin activation.

Pickup point update takes about 100-150 seconds.

Cron job name "*dpd_parcels_updater*";
Data is saved in table "*wp_dpd_terminals*";

COD settings and information

COD fee settings can be found in the main plugin settings: **WooCommerce > Settings > DPD > General**

COD limits:

LT - 1000 EUR, LV - 1200 EUR, EE - 1278 EUR. If order's total sum is above this limit, COD option is not displayed in the checkout.