

MODULE: COLISSIMO – OFFICIAL APP



USER GUIDE

REQUIREMENTS

COLISSIMO BUSINESS PRE-REQUISITS

To fully enjoy benefits of this module, please insure that your Colissimo credentials allow to use :

- . 'Front page widget' display for pickup points
- . 'Webservice Affranchissement' to generate labels
- . Or 'Coliship if you prefer to use Coliship

And don't forget to activate tracking webservice in your Colissimo box account. (Applications> Webservice de suivi >check box tracking)

PRESTASHOP COMPATIBILITY

Module is compatible with **PrestaShop 1.6.1 and v1.7.0+**

We do not guarantee support for earlier versions and other modules included in our migration

PRESTASHOP CONFIGURATION

You must have active Zones & Countries (and states) enabled in the tab menu "Localization".

While installing module, Colissimo - Official app will create automatically 3 carriers 'MANDATORY' to use Colissimo services. **Do not remove them or do not disable them.**

- . *These carriers MUST be used in front office (while processing orders) to manage orders in Back office with Colissimo services: label generation, tracking, dashboard & alert...*
- . *These carriers will inherit Zones & Countries while installing*

Technically speaking :

- > orders coming from Front office must be linked to Colissimo module : *see association in tables 'order_carrier', 'carrier' & 'module_carrier'*
- > orders must be associated to one of the 3 carriers qualified as "Colissimo carriers in Database" : *table 'configuration' > name : colissimo_carrier_sans_signature; colissimo_carrier_avec_signature; colissimo_carrier_relais*

SERVER REQUIREMENTS

No technical prerequisite on your hosting is required (greater than to run the Prestashop version mentioned) : cURL library should be available.

Just make sure that the permissions are correct on these 4 directories :

. *"/modules"*

Back office will upload module on this standard PrestaShop directory while installing Colissimo – Official app (need access rights 755)

. *"/modules/colissimo/documents"*

Back office will store labels, cn23, desposit slips... on this directory

. *"/modules/colissimo/translations"*

You may need to add new languages than the 2 first provided (EN & FR). By using the PrestaShop standard translation function you can add new ones via Back office as long as you have the "write permission" on this translations directory.

. *"/modules/colissimo/mails"*

Same than above, you may need to add a new language, so new emails ! Then Emails can be added manually via ftp or via back office translation system as long as you have "write permissions"

INSTALLATION

Colissimo official app eases process of install:

- . System will detect if you are a newcomer in the use of Colissimo modules = standard installation
- . Or if you have already used a Colissimo module in the past = Colissimo official app will propose to migrate your former datas : *Colissimo credentials, sender address, carriers, grid & fares,... and more – see below.*

NEWCOMERS IN THE USE OF COLISSIMO MODULES

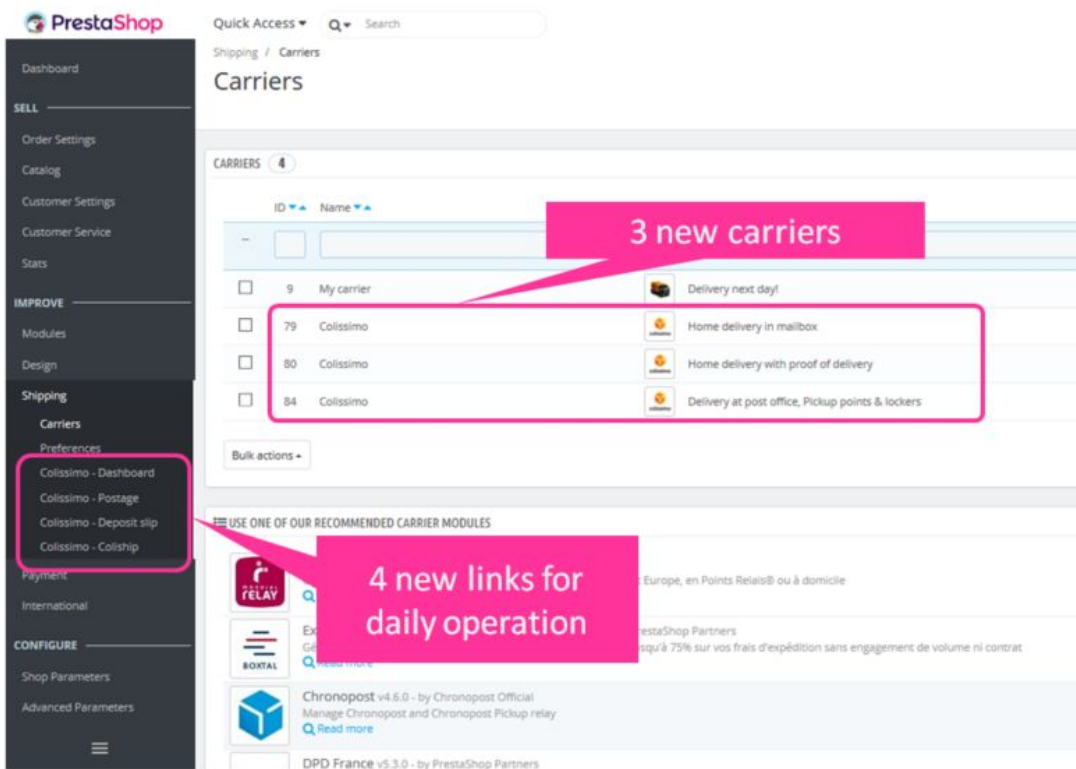
If you have never used a Colissimo module in the past, then installation will be a standard PrestaShop module set up.

Upload your file via the Menu / Modules : use button “Add a new module” & Upload the zip version (follow Prestashop recommendations)

Once zip file uploaded onto your hostings, click on Install. In case of success, you will be directly leaded to “configure”.

In the meanwhile, when installing, 4 new links will be created in PrestaShop main menu + 3 new carriers.

Please verify it.



3 new carriers

ID	Name	Service
9	My carrier	Delivery next day!
79	Colissimo	Home delivery in mailbox
80	Colissimo	Home delivery with proof of delivery
84	Colissimo	Delivery at post office, Pickup points & lockers

4 new links for daily operation

- Relay
- Bortol
- Chronopost v4.6.0 - by Chronopost Official
- DPD France v5.3.0 - by PrestaShop Partners

In any case, these changes don't appear, please “re-do” installation process.

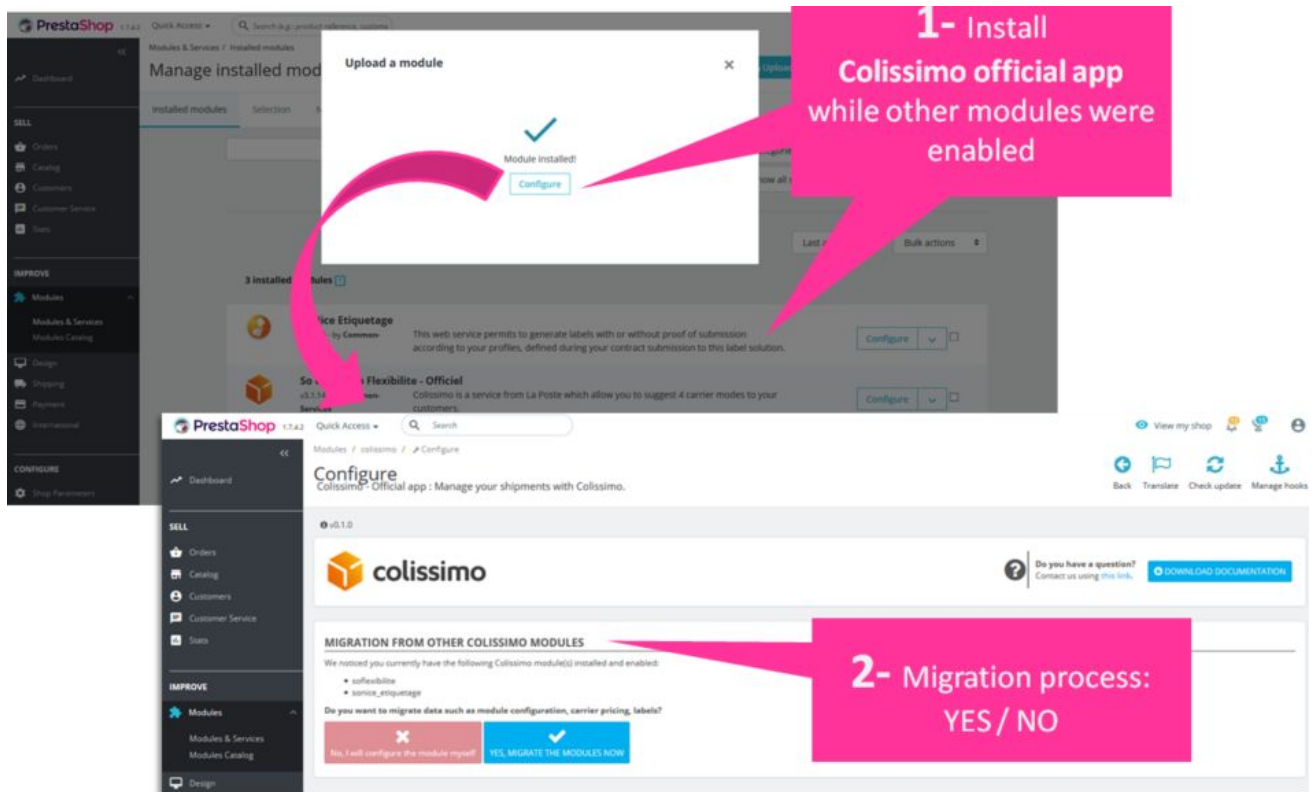
Cases of error:

- . Not to have proper rights & permission on hosting & database. See above
- . Mutualised hosting with not enough resources to run deployment while installing. Follow PrestaShop recommendation on hosting, RAM, max_execution time and timeout.

SPECIFIC CASE OF MIGRATION

If you have already used Colissimo modules in the past (*Colissimo simplicité*, *Colissimo webservice*, *Colissimo étiquetage So'Nice...*) system will detect automatically them and ask if you want to migrate the data while installing :

- . 'NO', when you don't want to use migration process described below. You will do manually all the changes by yourself (disable former module, recreate carriers grids...) and you will be consider as a newcomer. See above
- . 'YES', when you want to migrate your info, this will depend on what was your former module.




The image displays two screenshots from the PrestaShop admin interface. The top screenshot shows the 'Manage installed modules' page with a modal window titled 'Upload a module' indicating 'Module installed!' and a 'Configure' button. A pink callout box labeled '1- Install Colissimo official app while other modules were enabled' points to the 'Configure' button. The bottom screenshot shows the 'Configure' page for the 'Colissimo - Official app'. It features the Colissimo logo and a section titled 'MIGRATION FROM OTHER COLISSIMO MODULES'. This section lists installed modules (colfeebillite, sonnice_etiquetage) and asks 'Do you want to migrate data such as module configuration, carrier pricing, labels?'. Two buttons are present: 'No, I will configure the module myself' (disabled) and 'YES, MIGRATE THE MODULES NOW' (active). A pink callout box labeled '2- Migration process: YES / NO' points to these buttons.

'Migration', what does this mean ?

According to former module, the process will disable it and retrieve some info to insert it in Colissimo official app :


. *Module So'Colissimo simplicité : colissimo credentials, preparation time, PUDO list & addressed used, former orders/tracking, current orders/labels to edit will be retrieved*

. *Module Colissimo webservice : colissimo credentials, carriers, carriers grid & fares, PUDO list & addressed used, former orders/tracking, current orders/labels to edit will be retrieved.*

 *You need to ask your Colissimo account manager to switch your former PUDO Webservice option to Front office widget*

. *Module So Nice etiquettage : colissimo credentials, sender address, label format, status mapping to edit label will be retrieved.*


And at the end of process a button "Configuration" will lead you to module standard tabs to finalize installation.


 **colissimo**

MIGRATION FROM OTHER COLISSIMO MODULES

Please wait modules data are migrating...

- ✓ Retrieving credentials
- ✓ Retrieving carriers pricing
- ✓ Updating configuration
- ✓ Updating existing data
- ✓ Copying shipments documents

 The migration of the module(s) is completed. You can now finish configuring the module and verify settings.

 **CONFIGURATION**

Cases of error :

- . if during migration process incident alters the current tasks (hosting shutdown...problem of ressources) migration will be incomplete. We recommend not to do anything except going back to installation process to reinstall module. In this case you will be consider as a newcomer !

Migration process won't be resumed.

Migration is logged into database and is possible only once : table "configuration"

COLISSIMO_MIGRATION_CREDENTIALS	1	2018-10-03 10:33:43
COLISSIMO_MIGRATION_COLISSIMO_CARRIER_SANS_...	17	2018-10-03 10:33:43
COLISSIMO_MIGRATION_CARRIERS_DELETED	[16,15,13]	2018-10-03 10:33:43
COLISSIMO_MIGRATION_CARRIERS_RENAMED	["4","5","7"]	2018-10-03 10:33:45
COLISSIMO_MIGRATION_COLISSIMO_CARRIER_AVEC_...	18	2018-10-03 10:33:45
COLISSIMO_MIGRATION_COLISSIMO_CARRIER_RELAIS	19	2018-10-03 10:33:46
COLISSIMO_SHOW_MIGRATION	-1	2018-10-03 10:33:50

. To roll back,

If you want to come back to previous module & carrier usage, please note that nothing is deleted.

You can disable Colissimo official app and "re-enabled your previous module + don't forget to enable previous carriers in the list. (Migration only copies/pastes previous info.)

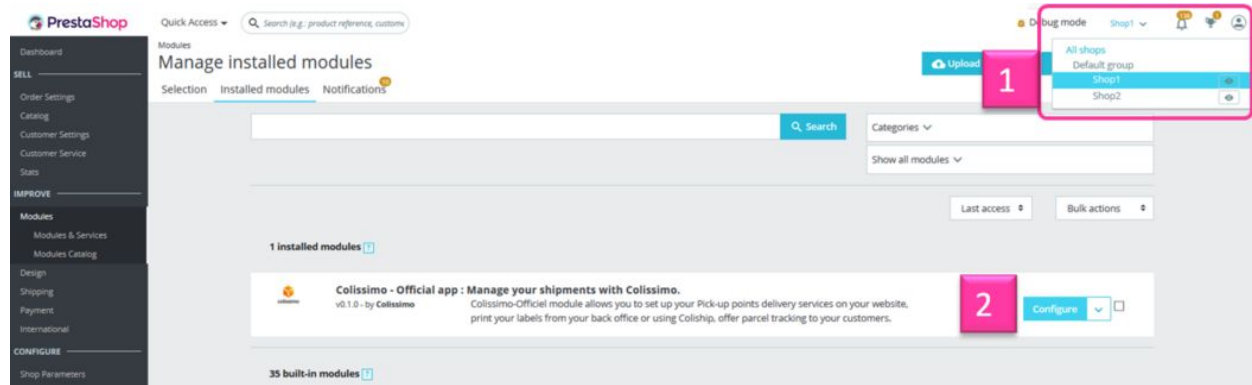
CONFIGURATION

MULTISTORES READY

Once module is installed & active, please click on "configuration" button to manage your new "Colissimo official app"

/!\ Module is "multistores ready" = a specific configuration can be set by stores.

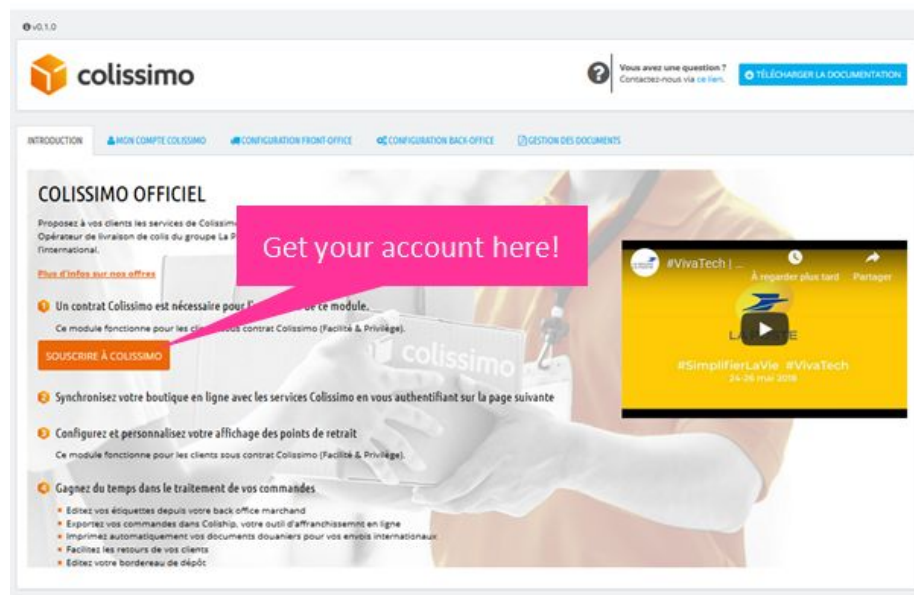
First, be advised on what store context your are configuring your settings : check back office header – option : 'all context or by store'



My COLISSIMO ACCOUNT TAB

Colissimo Account is mandatory

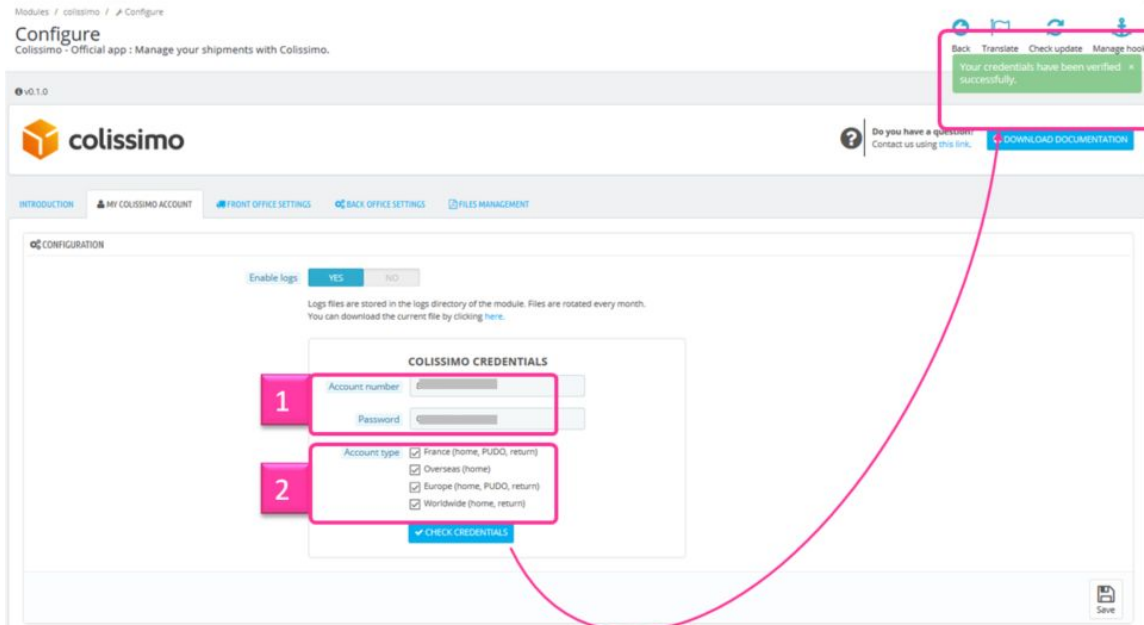
If you don't have any account, please subscribe thanks to 1st tab "Introduction" via button "Subscribe to Colissimo"



When you get your credentials, you can configure your account in tab 2 “My Colissimo Account” : specify your id + password and check if connexion is done thanks to button “Check credentials” (1)



... Don't forget to save every info by block !



(2) Please specify what geographic zone your contract covers to enable carriers & services on Front office.

Great principles of functioning for module in Front office : carriers are displayed according 1st to Native PrestaShop selection (zone, countries, weight, dimensions...product, customer group), then if module is allowed to this group & at the end according to your Colissimo configuration if account type is selected.

This configuration doesn't impact back office daily usage.

Log files helping tool

Enable logs : Yes or No, is quite helpful when configuring module for first time or in any case of error.

Log files will provide some technical informations about the reason why module is not working as it should be. This log file could be asked if you contact Colissimo Support.

However, be aware that logs are stored on your hosting using “disk space”. So not to occupy too much space, logs files will be deleted after 30 days of existence.

Sender address

Your “physical address” from where parcels will be shipped is mandatory.

This address will be displayed on your labels. As such in any case your parcel is not delivered it will come back to this specified address.

This address will be also used for return label edition, too.

/!\ Beware that post office boxes & Cedex won't be accepted;



... Don't forget to save every info by block !

FRONT OFFICE SETTINGS TAB

PUDO Front page

Pick Up & Drop Off list of points (PUDO) will appear in Front Office as a shipping mode, if the front page option is enabled in your contract.

To get benefit of this delivery mode you must have the carrier enable in your list of carriers (PrestaShop Back office) for this zone + have checked your account option (in Colissimo account, see above) AND the option enabled in your Colissimo commercial contract. Please check with your account manager if it is so.

Carriers

CARRIERS 4			
	ID	Name	
<input type="checkbox"/>			
<input type="checkbox"/>	9	My carrier	Delivery next day!
<input type="checkbox"/>	79	Colissimo	Home delivery in mailbox
<input type="checkbox"/>	80	Colissimo	Home delivery with proof of delivery
<input type="checkbox"/>	84	Colissimo	Delivery at post office, Pickup points & lockers

PUDO

Please check that webservice is available by clicking the proper button.

Modules / colissimo / Configure

Configure

Colissimo - Official app - Manage your shipments with Colissimo.

colissimo

INTRODUCTION MY COLISSIMO ACCOUNT FRONT OFFICE SETTINGS BACK OFFICE SETTINGS FILES MANAGEMENT

While installing the module, 4 carriers have been created. Click here to configure their zones, ranges and prices.

In order for the module to work properly, please do not delete these carriers

PUDO DISPLAY

Web service URL: <https://es.colissimo.fr/manager/pudo-esp>

☒ CHECK AVAILABILITY

Back Translate Check update Manage hooks

Web service connection is working

Do you have a problem? Contact us via live chat

DOWNLOAD DOCUMENTATION

In case of error, please check with your Colissimo account manager to get the proper link & verify if your account is enabled for.

Front page widget customization

In block “Display Preferences”, you have **2 choices** :

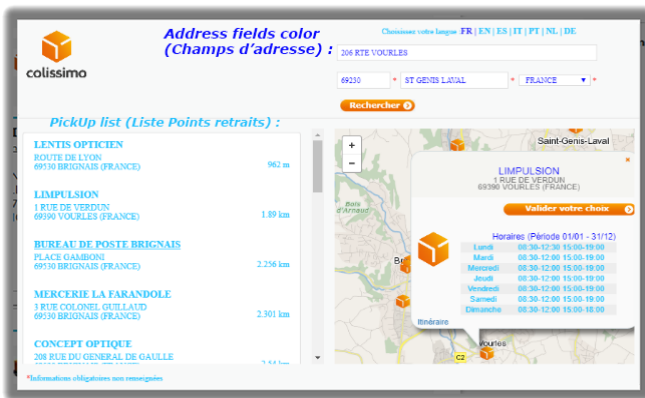
- You can keep the colissimo widget

or

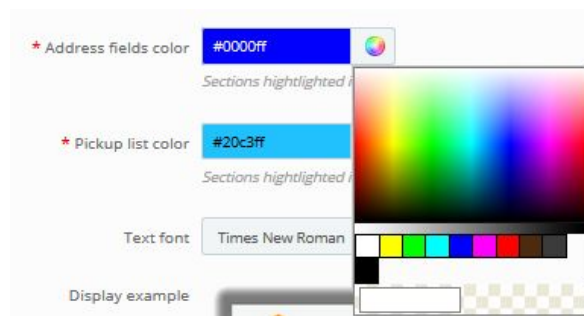
- You can **customize** Colissimo widget to match with your theme :

You can set the Font family by choosing into the drilldown list of classic typoweb.

And you can set 2 types of font-color for the dynamic input of this Iframe: Address fields color in block search and color for list results (pickup list & opening-time)



You can either choose with your mouse with the picker color proposed or by writing hexadecimal code.



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/!\ IN CASE OF BREXIT

If the United Kingdom comes out of the EU, activate the “enable Brexit” option for the UK to leave the europe zone.

Please note the following changes regarding the Brexit:

- Pickup point delivery option in UK won't be offered anymore
- The CN23 document will become mandatory
- Return shipment from UK won't be available

Modules / colissimo / Configure

Configure
Colissimo - Official app : Manage your shipments with Colissimo.

Back Translate Check update Manage hooks

colissimo

Do you have a question?
Contact us using [this link](#) or by phone at: **0 825 086 005** Service 24h/24h - 7j/7j [Download documentation](#)

INTRODUCTION MY COLISSIMO ACCOUNT FRONT OFFICE SETTINGS BACK OFFICE SETTINGS FILES MANAGEMENT

BREXIT

Enable Brexit YES NO

Save

... Don't forget to save every info by block !



BACK OFFICE SETTINGS TAB

This tab is fundamental to prepare your daily operations.

General settings

For label edition, mainly.

Order Status Configuration, as a starting point !

GENERAL SETTINGS

Preparation time 0 days

LABEL GENERATION

Select the status triggering the label

Available statuses
Awaiting bank wire payment
Awaiting Cash On Delivery validation
Awaiting check payment
Add

Selected statuses
Payment accepted
Remote payment accepted
Remove

If no statuses are selected, all statuses will be considered as selected.

To ease process while editing labels, you must select order statuses which trigger the process.

- . If no statuses are selected, system will consider that all statuses are selected !*
- . By reducing the number of statuses you will ease the process at the first step of postage (see below – daily operations). Only the orders with the selected statuses will be shown to get edited.*

This list of statuses proposed is dynamic and based on your personal list of statuses (orders configuration > statuses).

If you have customized statuses due to your internal process, these personal statuses will be shown as well and can be selected.

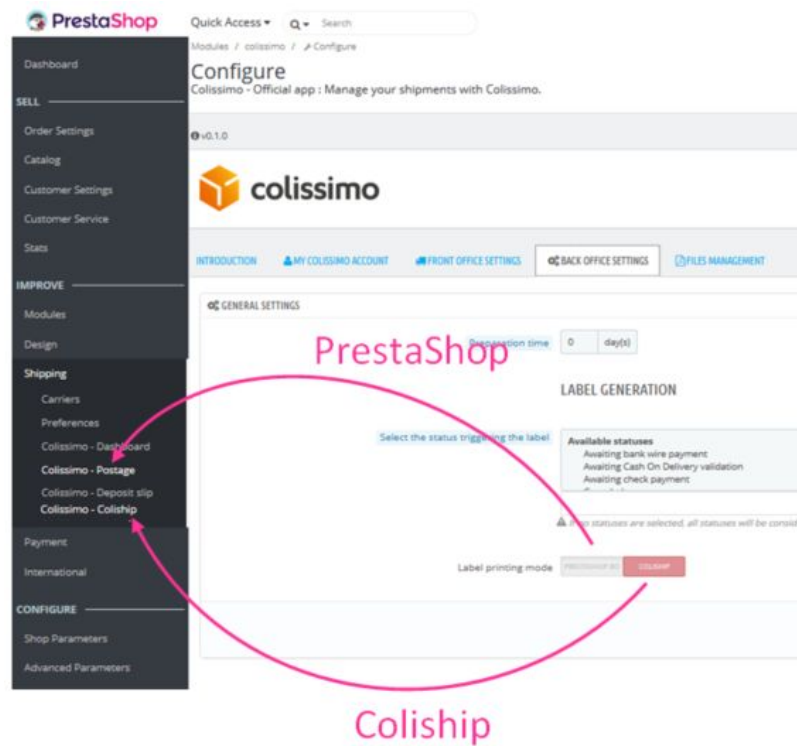
We recommend to “narrow” the list of statuses to ease your daily operations.

Label Printing Mode

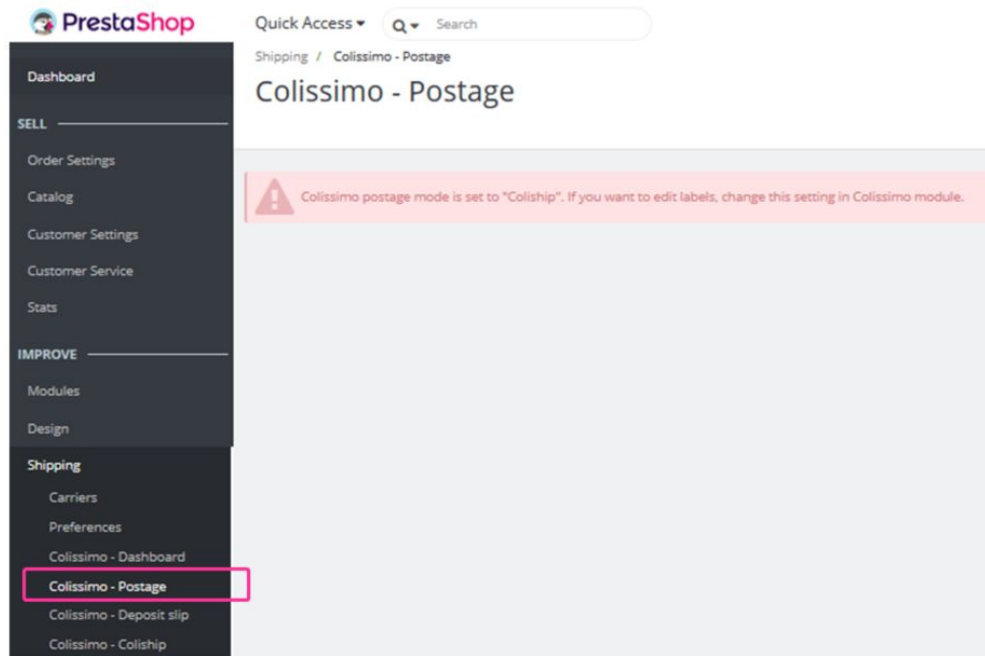
If you choose to print your label through “coliship”, you will lose some of the benefit of Colissimo official app (to edit label, return via PrestaShop for instance, to take advantage of dynamic edition while with coliship you should always download / upload csv files).

However Colissimo Official app is adapted to any way of managing his shipment (via PrestaShop or Coliship).

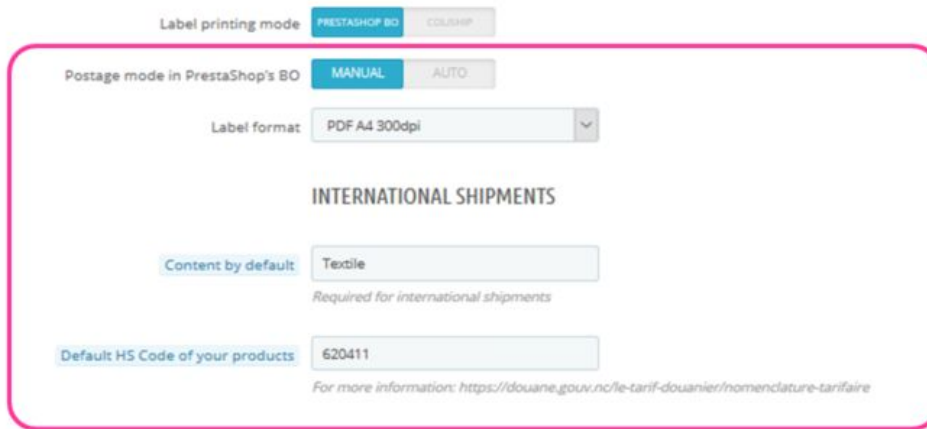
Activating one or the other method to manage label will impact the links of your daily operation menu:



If Colship is selected, then process within PrestaShop is no longer available. However, you can change your method at any time :



If you choose to manage your label edition via PrestaShop, some options will pop up to finalize your configuration:



Label printing mode: **PRESTASHOP BO** | COLISSIMO

Postage mode in PrestaShop's BO: **MANUAL** | AUTO

Label format: PDF A4 300dpi

INTERNATIONAL SHIPMENTS

Content by default: Textile
Required for international shipments

Default HS Code of your products: 620411
For more information: <https://douane.gouv.nc/le-tarif-douanier/nomenclature-tarifaire>

First, you have to set if you want to manage your postage “automatically” or “manually” :

- . “Manually”, means that you can select orders one by one before editing label. Like so, you can create your proper “bulk” of labels to prepare either by country, by colissimo services...). This manual management mode allows to check or change orders before editing label (address correction, to add a new service, to add return labels... one by one.
- . “Automatically”, means that you will launch label edition in bulk without intervention prior to edition attempt. This automatic mode is dedicated to merchant with high volume of orders or with a unique kind of label... and obviously to save time !

Then, you will choose your printing format within the drilldown list provided. (A4 is set by default). It is to be set according to your printers type and quality of labels used.

And to finish, you can forecast your international shipments by fulfilling your default content type of shipment and its HSCode associated (mandatory for exportation). These 2 informations will be used by default while editing a CN23 form.



... Don't forget to save every info by block !

HS Code, short description and origin country per product & category

The module allows you to configure customs information at the product and category level, in addition to the existing module level.

For example, for a given product, the HS code is taken first at the product level. If the information is not filled in, the HS code is taken from the product category.

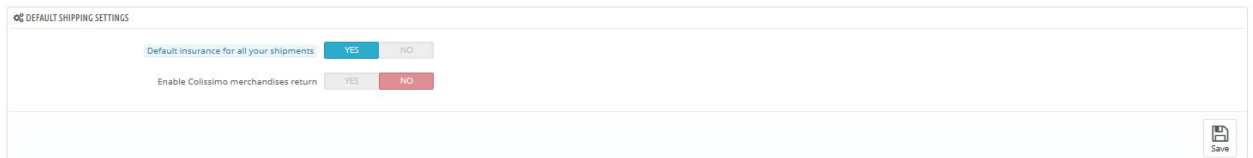
Finally, if the information is not entered either, the value defined in the configuration of the module will be used.

Default Shipping Settings

All your choices here can be change while you are editing your label in manual mode. (You can't in PrestaShop automatic mode and in Coliship mode – apply by default/not changeable)

This settings block help to gain time while editing, by fulfilling by default the info. However if you are in Manual mode, you can change this “pre-choice”.

Ex. “Default Insurance for all shipment : Yes/No” for each label edition when Colissimo service allows it, the insurance option will be selected by default. You can “uncheck” it in PrestaShop manual mode, while you can't in Automatic mode or Coliship mode.

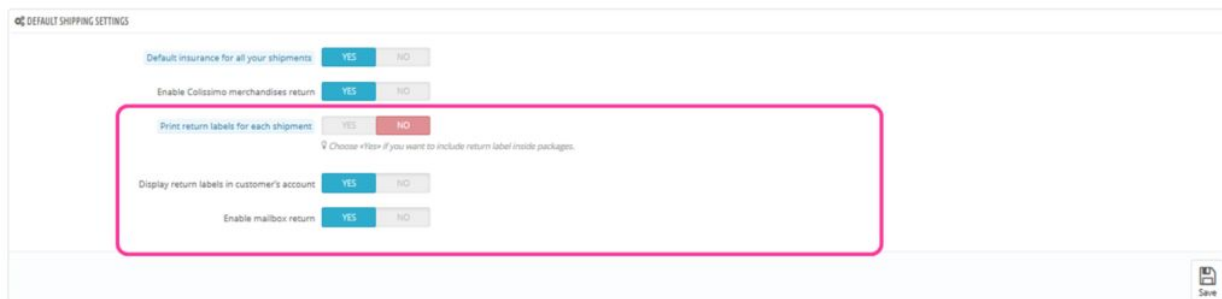


DEFAULT SHIPPING SETTINGS	
Default insurance for all your shipments	<input checked="" type="radio"/> YES <input type="radio"/> NO
Enable Colissimo merchandises return	<input type="radio"/> YES <input checked="" type="radio"/> NO

Save

Return via Colissimo specific case

By enabling Return using Colissimo by default, you will have access to new options:



Print return labels for each shipment: Yes / No

Means that when editing standard labels, a return label will also be printed and added into customer parcels to ease his merchandise return, during postage process.

By default, a tracking number & a return label will be created for each orders (using “Sender Address” of My Account tab, as the return address by default).

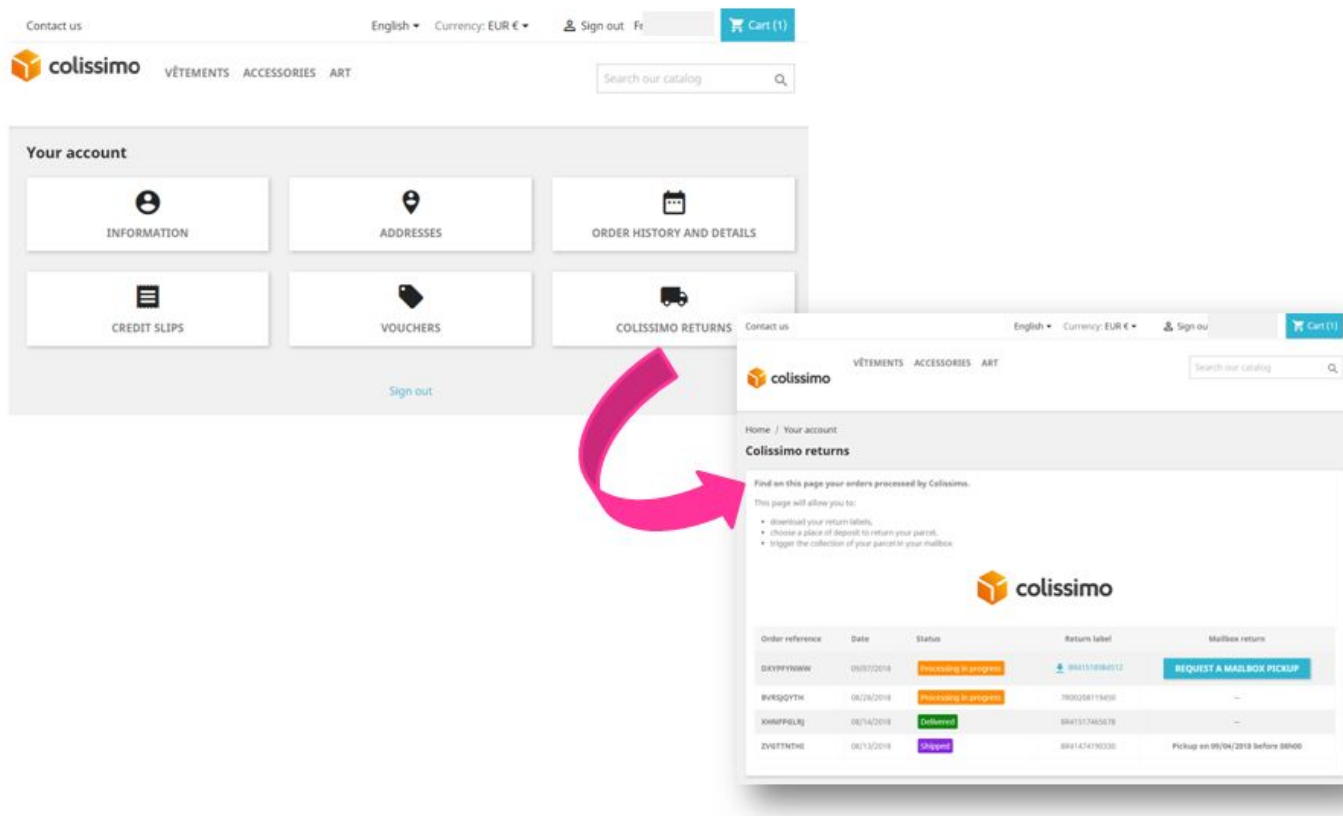
Please note, that in PrestaShop manual mode, return label option can be manually “unchecked” orders by orders (not in PrestaShop automatic mode and not in Coliship mode).

Display return labels in customer's account: Yes / No

Means that return label created by default will be available in customer's front office account.

He will be able to print it on his own printer.

(a good idea to save the planet and gain time on merchant side)



Via merchant website, customer can download and print his own pdf label.

Enable mailbox return

Is a brand new service of Colissimo, accessible via our Colissimo official app.

You can allow your customer to use your website to request a pickup for his parcel from his own mailbox.

By allowing this functionality, you propose a real new service to your customer, making your return policy as a real business option !

How it works ?

Link to the Colissimo returns new page created in Front office, a customer can “request a mailbox return” via merchant website (see printscreen above)

On click a first API request will be sent to Colissimo to check if customer address is eligible to mailbox pickup.

(Unfortunately some addresses can't. A message will be displayed to inform customer).

But if customer is allowed to use “mailbox pickup request”, a new form will be populated.

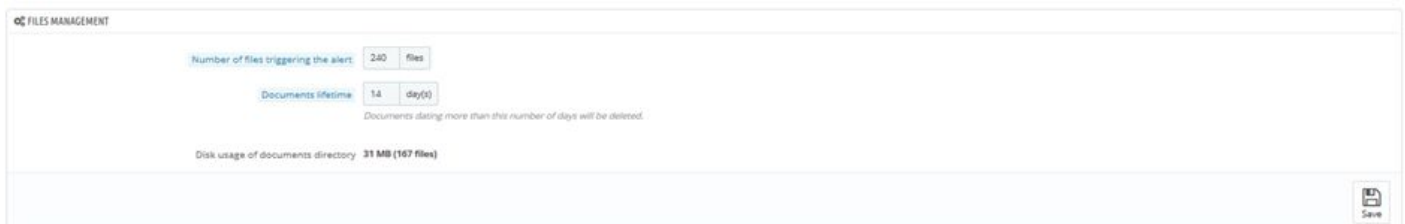
In this form customer should confirm his address or specify a new one. (by default, order address will be prefilled).

At the end of process, a confirmation message will pop up on screen to inform customer to put his parcel on his mailbox at this XXXX-XX-XX date and hours to be picked up.

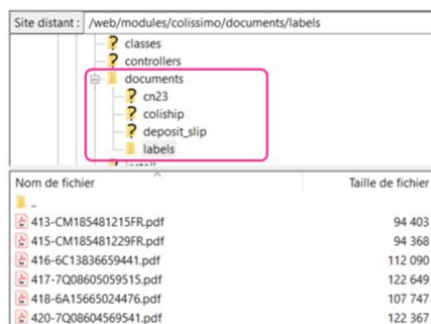
... Don't forget to save every info by block !



Files management

A screenshot of a web form titled "FILES MANAGEMENT". It contains two input fields: "Number of files triggering the alert" with a value of "240" and a unit selector set to "files"; and "Documents lifetime" with a value of "14" and a unit selector set to "day(s)". Below these fields is a small text note: "Documents dating more than this number of days will be deleted." At the bottom of the form, it displays "Disk usage of documents directory 31 MB (167 files)". A "Save" button is located in the bottom right corner of the form area.

An archive of document is available on ftp for each shipment. ([domain]/modules/colissimo/documents)



Really useful to “re-” print a lost label, find back a deposit slip... but using disk space on your hosting.

In order to manage disk space, we propose to manage the size of archive to keep.

You can edit the maximum number of files AND / OR number of days to keep. After the limit exceeded, we will delete it from your hosting.

To have a clear view of resources needed on your hosting we propose a display of real disk usage to help merchant to set his configuration.

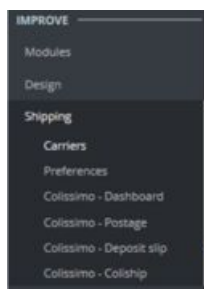
Good to know : we have set by default 3000 files & 14 days limit which correspond on a merchant average sending 50 shipments/day



... Don't forget to save every info by block !

DAILY OPERATIONS

4 new links have been populated in the main menu, under Shipping tab to ease your daily operations.



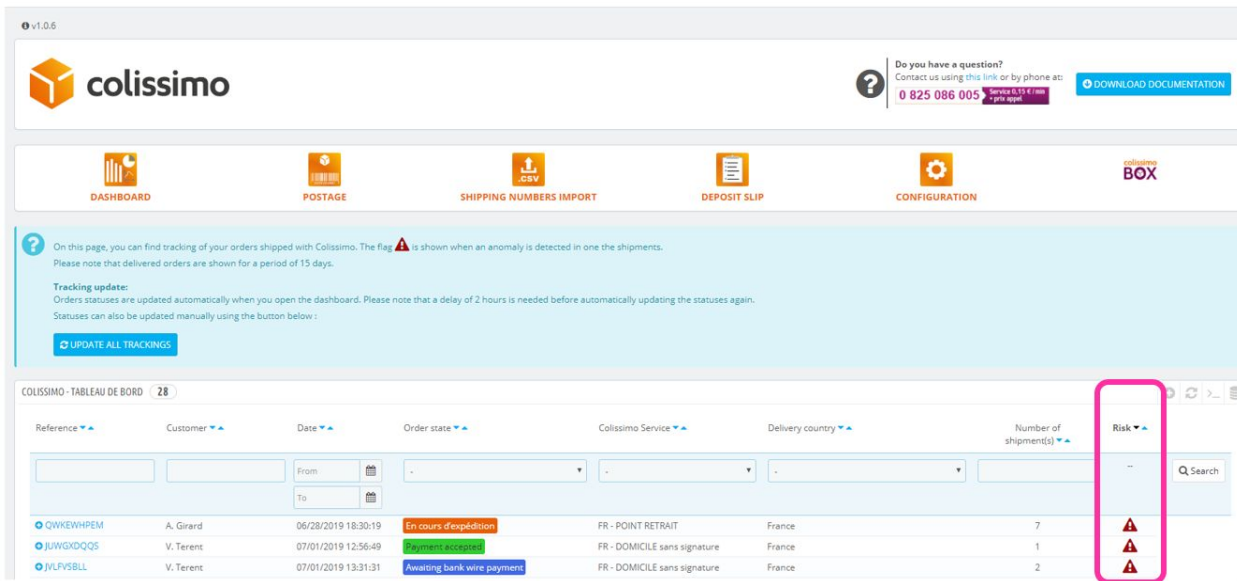
. **Colissimo - Dashboard** is dedicated to follow your orders shipped by Colissimo and get informed on any risk


. **Colissimo - Postage** is built for label edition when you have set your module in “PrestaShop mode” for label management

. **Colissimo - Deposit Slip** helps to edit transit document for the list of shipping of the day

. **Colissimo - Coliship** is done for label edition through Coliship software when you have set module in “Coliship mode” for label management




COLISSIMO DASHBOARD



On this page, you can find tracking of your orders shipped with Colissimo. The flag  is shown when an anomaly is detected in one of the shipments. Please note that delivered orders are shown for a period of 15 days.

Tracking update:
Orders statuses are updated automatically when you open the dashboard. Please note that a delay of 2 hours is needed before automatically updating the statuses again. Statuses can also be updated manually using the button below :

[UPDATE ALL TRACKINGS](#)

Reference	Customer	Date	Order state	Colissimo Service	Delivery country	Number of shipment(s)	Risk
QWKEWHPEM	A. Girard	06/28/2019 18:30:19	En cours d'expédition	FR - POINT RETRAIT	France	7	
JUWGXQQQS	V. Terent	07/01/2019 12:56:49	Payment accepted	FR - DOMICILE sans signature	France	1	
JVLVYSBLL	V. Terent	07/01/2019 13:31:31	Awaiting bank-wire payments	FR - DOMICILE sans signature	France	2	

This interface helps you to keep an eye on your shipment by updating status every 2 hours or thanks to button "update".

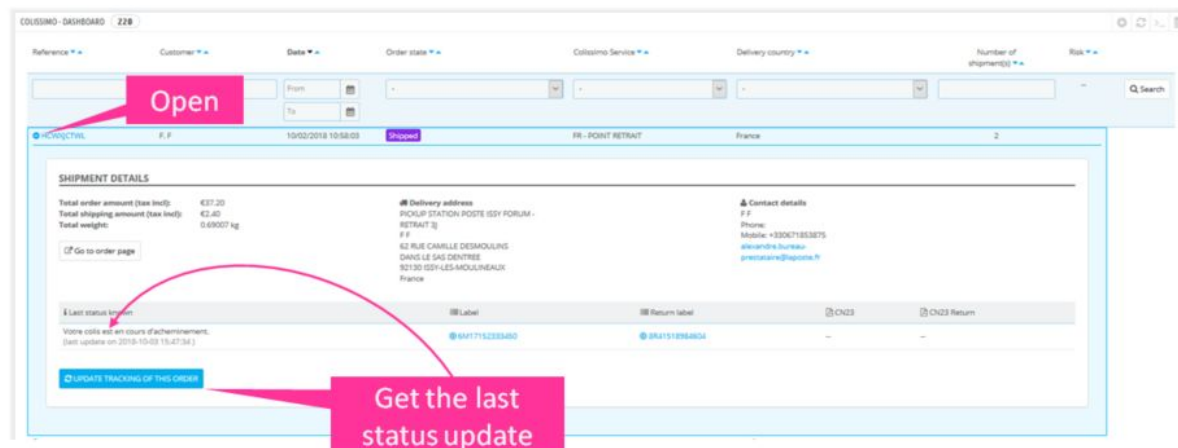
. On click, when launching dashboard page, all the orders with a Colissimo carrier AND with a tracking number AND without status "delivered" are processed automatically.

/!\ This automatic update could be launched every 2 hours maximum.

In any case merchant launch this page within the 2 hours time lapse, the update is blocked. This time-lapse (not configurable) is set to help merchant on his daily operations: like this you can come back to this page whenever you want without launching the update process = don't need to wait unnecessarily for orders updating if it has already been done within the last few minutes.

. However, whenever you want, you can use button "update all trackings" at any time despite this 2 hours time-lapse.

. Please note that the same button "update tracking" exists when you open one of the order thanks to the [+] button. Then you will update "this" tracking and not all.



At the end of the day, this dashboard is built to help you to get the freshest order status picture !

Like so, if an order is “at risk”, an alert icon  will warn you to be informed.

Please open orders to discover why it is considered as anomaly according to Colissimo. In some cases Colissimo need you to intervene : uncomplete address to confirm, new instruction waited in case of absence...

Anomaly status are provided by Colissimo through this tracking update. There can be various : address problem, transit error, parcel damage, refused... So far, 46 cases of anomaly listed to provide you and your final customer the best service “to decide to be delivered, how, when...”

Please note that some Colissimo statuses will impact your PrestaShop order statuses, like so :

. Generate a deposit slip *will change your Prestashop order status to* **Handled by carrier**

. After generating the first label of an order, its status will change to **Processing in progress**

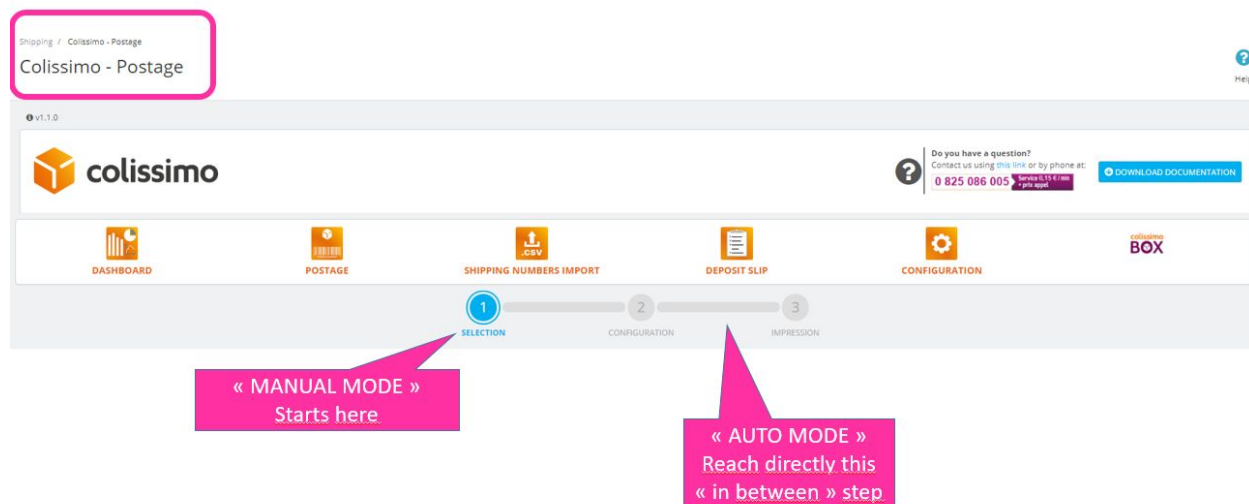
. Any first Colissimo statuses *EXCEPT anomaly & delivered* will changed your order statuses into PrestaShop status **Shipped**

. Any Colissimo statuses considered as delivered, will change your Prestashop order status to **Delivered**

COLISSIMO POSTAGE

When you have configured in Module – tab “Back office settings”, the Label printing mode as Prestashop.

Then you can decide to configure Postage mode in PrestaShop’s BO as manual or auto.



- . "Manual" postage : process is in 3 steps. First you select order by order the one you want to prepare. Then, step2, you can configure each order by adding or withdrawing options (insurance, return...), checking delivery address. And to finish step 3, by editing labels "eligible to Colissimo services". Some of them may not be process due to errors in the 2 previous steps.
- . "Automatic" postage : consists in reaching directly step2, like all the orders available with labels to be edited are launched in bulk with the default parameters set in Module configuration. No choice of order, no customization possible, it is like you have selected & configured all your pending orders to be edited !

/!\ Please note that generating the first label of an order will change its status to Processing in progress

Manual Postage

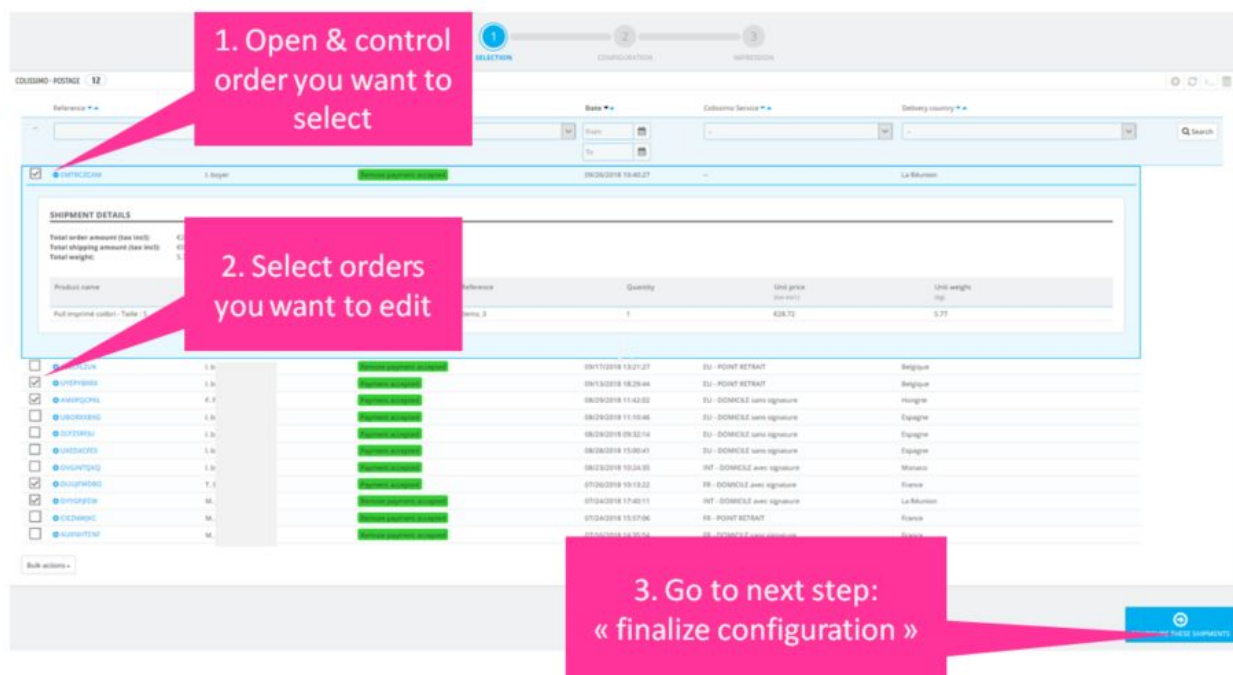
Manual Postage, in 3 steps ! (Choice of postage method to configure in B.O. Module tab "Back office settings")

Select orders you want to edit labels for

Click on PrestaShop main menu : Improve > Shipping > Colissimo – Postage and you'll reach a page with a list of orders.

This list is built according to these rules :

- . Any order link to Colissimo carrier (carrier link to module in table config. See above: configuration)
- . Any order with the status forecasted in B.O. Module configuration ('Processing in progress', 'Payment accepted...', see above : configuration)
- . Except order with PrestaShop standard status "delivered"



You can filter, research, organize order as you want to prepare bulk operations by country, by Colissimo services...

You can view an order to check its content.

To finally, tick the checkbox dedicated to selection, and then click on button “Generate this shipments”

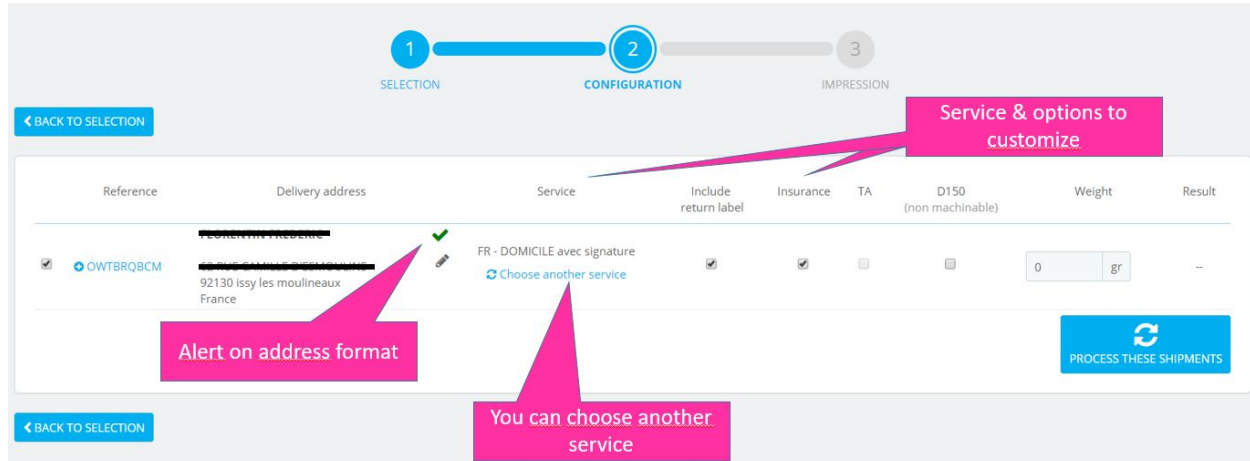
Configure – customize each orders with Colissimo services

Orders selected at previous step will be displayed with 2 types of information:

- . Data inherited from orders : address, Colissimo service chosen by customer
- . Options you can customize before editing label.

Please note some options will be prefilled ‘by default’ as you have configured it in your B.O. Module - tab: “Back office Settings” (ex. Return label, insurance...).

However you can customize it despite your by default choice



The screenshot shows the 'CONFIGURATION' step of a three-step process (1. SELECTION, 2. CONFIGURATION, 3. IMPRESSION). A table lists shipment options with columns for Reference, Delivery address, Service, Include return label, Insurance, TA, D150 (non machinable), Weight, and Result. A specific row is highlighted with a green checkmark and a pencil icon. Annotations in pink boxes point to various elements: 'Service & options to customize' points to the 'Service' column; 'Alert on address format' points to the 'Delivery address' column; 'You can choose another service' points to the 'Choose another service' link; and 'PROCESS THESE SHIPMENTS' points to the bottom right button.

Reference	Delivery address	Service	Include return label	Insurance	TA	D150 (non machinable)	Weight	Result
<input checked="" type="checkbox"/> OWTBRQBCM	92130 Issy les Moulineaux France	FR - DOMICILE avec signature Choose another service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0 gr	--

At this stage, you can “customize” your shipment in some cases, and in some other case, you can’t.

According to country and shipping mode chosen, some options are not available. In this case, option is “in grey”, not clickable. ex. No insurance possible if customer has chosen “Pick up delivery mode”

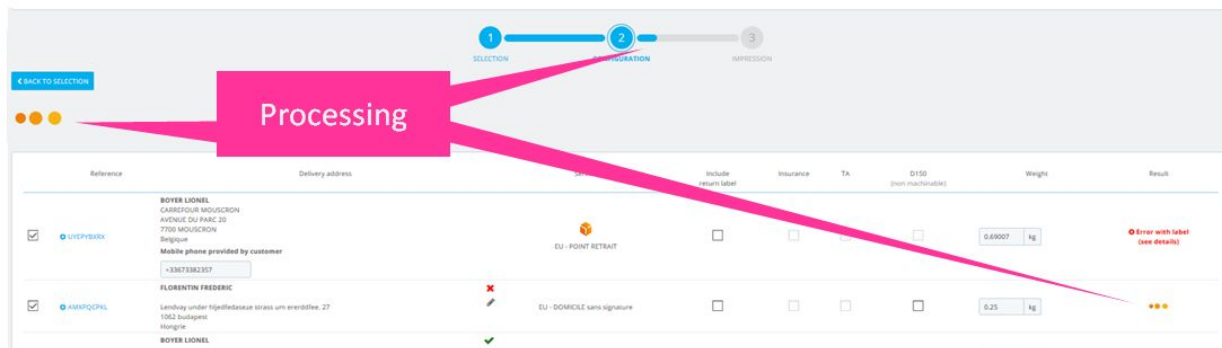
What you can customize:

- . Address can be corrected if an alert is populated (problem of format address, zip code...). Please click on pencil to edit address
- . Order delivery mode can be changed by clicking “Chose another service”
- . Return label edition, if delivery country allows it !
- . Insurance, if shiping mode authorize it
- . TA : free custom tax, if country authorize it (but take care of your own tax policy !)
- . D150 : to specify if your order is longer than 150cm or if it is an odd parcel and can’t be process on our supply chain
- . Weight : mandatory to fulfill

When your order list is ready to be processed, get insure that they are selected in the list (checkbox) and you can click on “process this shipment”.

Label edition - Print

Orders will be processed one by one and it may take time according to your list & number of orders to treat.

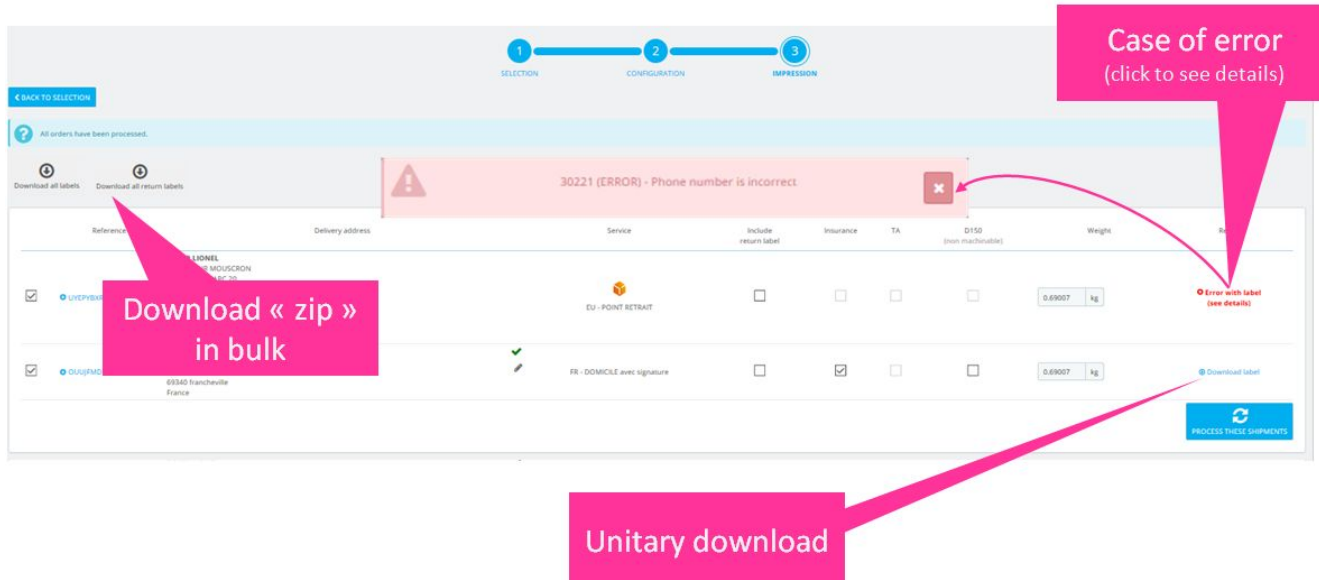


The interface shows a progress bar with three steps: 1. SELECTION, 2. CONFIGURATION (active), and 3. IMPRESSION. Below the progress bar is a table of orders with columns: Reference, Delivery address, Service, Include return label, Insurance, TA, D150 (non machinable), Weight, and Result.

Reference	Delivery address	Service	Include return label	Insurance	TA	D150 (non machinable)	Weight	Result
BOYER LIONEL CARREFOUR MOUSCRON AVENUE DU PARC 30 7700 MOUSCRON Belgique Mobile phone provided by customer +33673382357		EU - POINT RETRAIT	<input type="checkbox"/>	<input type="checkbox"/>			0.69007 kg	Error with label (see details)
FLORENTIN FREDERIC Landbay under Hippoflebasur strass um erenstfhe. 27 1062 budapest Hongrie		EU - DOMICILE sans signature	<input type="checkbox"/>	<input type="checkbox"/>			0.25 kg	
BOYER LIONEL								

Results will be displayed order by order :

- . You can edit & print your labels order by order
- . Or you can download the zip file of all your labels, return labels & cn23 to manage in bulk.
- . In case of error, label won't be generated and won't be part of the zip to download. No chance to send a parcel insured to get lost ! You can click on error detail to get informed of the issue. Then you can correct your order (address, weight, services...) before going back to step one of postage process in a new session.



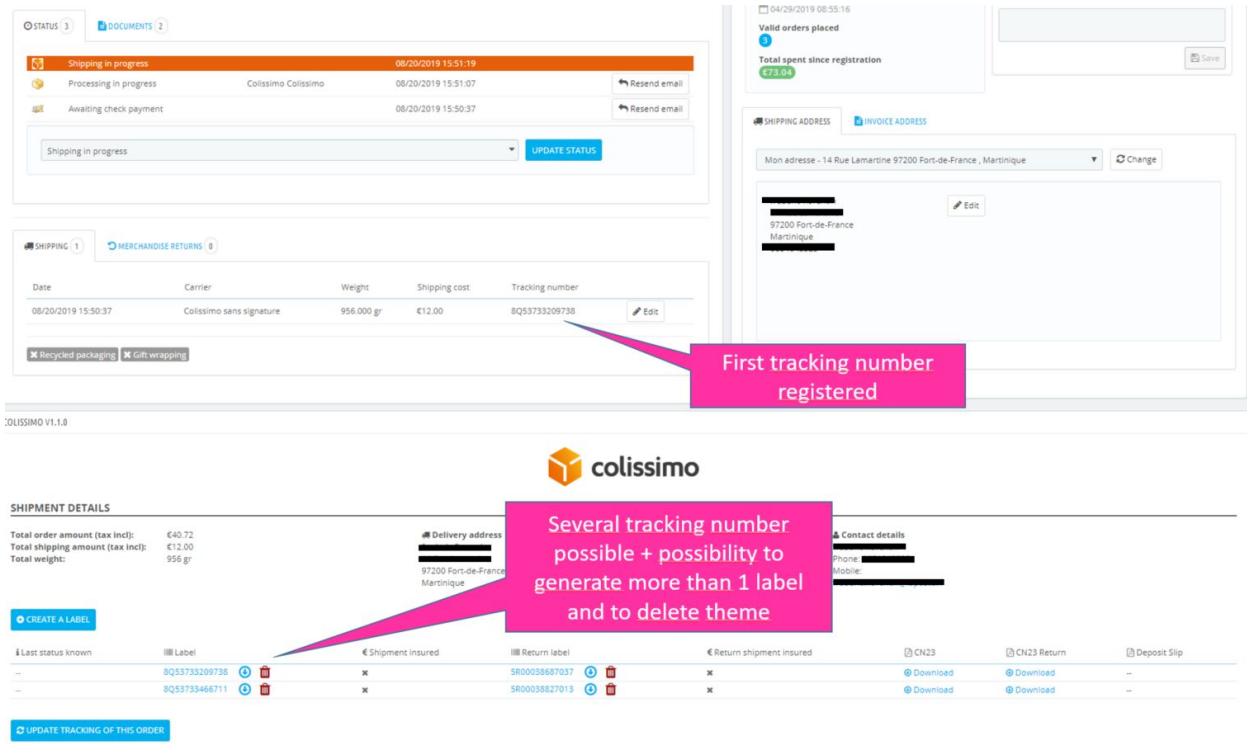
The interface shows a progress bar with three steps: 1. SELECTION, 2. CONFIGURATION (active), and 3. IMPRESSION. Below the progress bar is a table of orders with columns: Reference, Delivery address, Service, Include return label, Insurance, TA, D150 (non machinable), Weight, and Result.

Reference	Delivery address	Service	Include return label	Insurance	TA	D150 (non machinable)	Weight	Result
BOYER LIONEL CARREFOUR MOUSCRON AVENUE DU PARC 30 7700 MOUSCRON Belgique Mobile phone provided by customer +33673382357		EU - POINT RETRAIT	<input type="checkbox"/>	<input type="checkbox"/>			0.69007 kg	Error with label (see details)
FLORENTIN FREDERIC Landbay under Hippoflebasur strass um erenstfhe. 27 1062 budapest Hongrie		EU - DOMICILE avec signature	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0.69007 kg	
BOYER LIONEL								

A red error message box is displayed: "30221 (ERROR) - Phone number is incorrect". A pink box labeled "Download « zip » in bulk" points to the "Download all labels" button. A pink box labeled "Unitary download" points to the "Download label" button. A pink box labeled "Case of error (click to see details)" points to the error message box.

/!\ When label is validated and you can download it,

- . Tracking number is associated to order in PrestaShop native function – see order details.
- . Tracking is also populated in a new Colissimo block in order details – more detailed + a button to update Colissimo statuses
- . An automatic email is sent to your customer to inform them that Shipping is in progress.
- . This email contains a link to a specific page on Front office where he can follow his parcels, with an S! Each parcel track will be populated on this page where customer can access without being logged (an encrypt url built with customer email & account)
- . But we don't change order status on purpose ! As every merchant has his own process, order status is not changed. It is still up to you and your internal process to manage Order status.

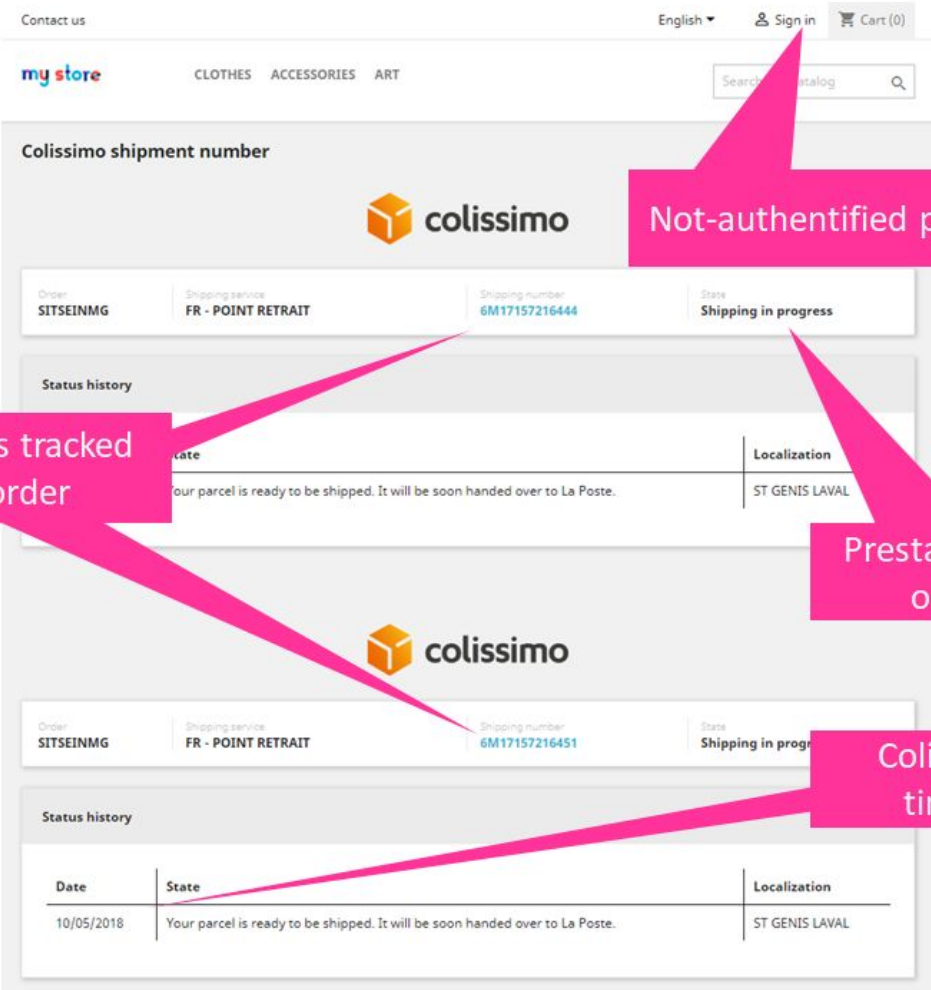


The screenshot displays the Colissimo interface within a PrestaShop environment. The top section shows the order status as 'Shipping in progress' with a date of 08/20/2019 15:51:19. Below this, a table lists the shipping process steps: 'Processing in progress' (08/20/2019 15:51:07) and 'Awaiting check payment' (08/20/2019 15:50:37). A dropdown menu is set to 'Shipping in progress' with an 'UPDATE STATUS' button. To the right, the 'SHIPPING ADDRESS' is listed as 'Mon adresse - 14 Rue Lamarine 97200 Fort-de-France, Martinique'. Below the address, a table shows the shipping details: Date (08/20/2019 15:50:37), Carrier (Colissimo sans signature), Weight (956.000 gr), Shipping cost (€12.00), and Tracking number (8Q53733209738). A pink callout points to the tracking number, stating 'First tracking number registered'. The bottom section, titled 'SHIPMENT DETAILS', shows the total order amount (€40.72), total shipping amount (€12.00), and total weight (956 gr). It also includes a 'CREATE A LABEL' button and a table with two tracking numbers: 8Q53733209738 and 8Q53733466711. A pink callout points to the table, stating 'Several tracking number possible + possibility to generate more than 1 label and to delete theme'. The interface also includes buttons for 'UPDATE TRACKING OF THIS ORDER' and 'UPDATE STATUS'.

Please note that with Colissimo official app you can generate more than one tracking number according to “real life”. If your order needs to be sent in 2 parcels, then 2 tracking number can be used.

In a PrestaShop perspective, it is not possible to follow 2 tracking numbers !

Fortunately, thanks to our module, your customer will follow it in a dedicated page on front office. A table will present each parcels track with its Colissimo Statuses. In some cases statuses require that your customer interact with colissimo service: *to complete an address, to book a delivery appointment...*



The screenshot shows the Colissimo shipment tracking page. At the top, there is a navigation bar with 'Contact us', 'English', 'Sign in', and 'Cart (0)'. Below this is a 'my store' section with 'CLOTHES', 'ACCESSORIES', and 'ART' categories, and a search bar. The main content area is titled 'Colissimo shipment number' and features the Colissimo logo. Below the logo, there is a summary section with four fields: 'Order: SITSEINMG', 'Shipping service: FR - POINT RETRAIT', 'Shipping number: 6M17157216444', and 'State: Shipping in progress'. A 'Status history' section follows, containing a table with columns 'Date', 'State', and 'Localization'. The table has one row with the date '10/05/2018', the state 'Your parcel is ready to be shipped. It will be soon handed over to La Poste.', and the localization 'ST GENIS LAVAL'. Three pink callout boxes provide additional context: one points to the top right corner with the text 'Not-authenticated page'; another points to the 'Shipping number' field with the text '1 or X parcels tracked for one order'; and a third points to the 'State' field with the text 'PrestaShop standard order status'. A fourth pink callout box points to the 'Status history' table with the text 'Colissimo « real-time » status'.

Not-authenticated page

1 or X parcels tracked for one order

PrestaShop standard order status

Colissimo « real-time » status

When customer consults this page, a webservice calls the last colissimo status known to get the freshest info !

In some cases this “new info” will change your PrestaShop status : if delivered !

In some other cases, Colissimo status will populate the need to get in touch ! Customer will be invited to contact colissimo services to organize the delivery.

About Automatic Emails :

File can be modified/translated in B.O. translation for Emails. Or you can access to it on your FTP :
[domain]/modules/colissimo/mails/

.colissimo_handling_shipment.html

.colissimo_handling_shipment.txt

Automatic Postage

Automatic postage is based on Manual one. See above.

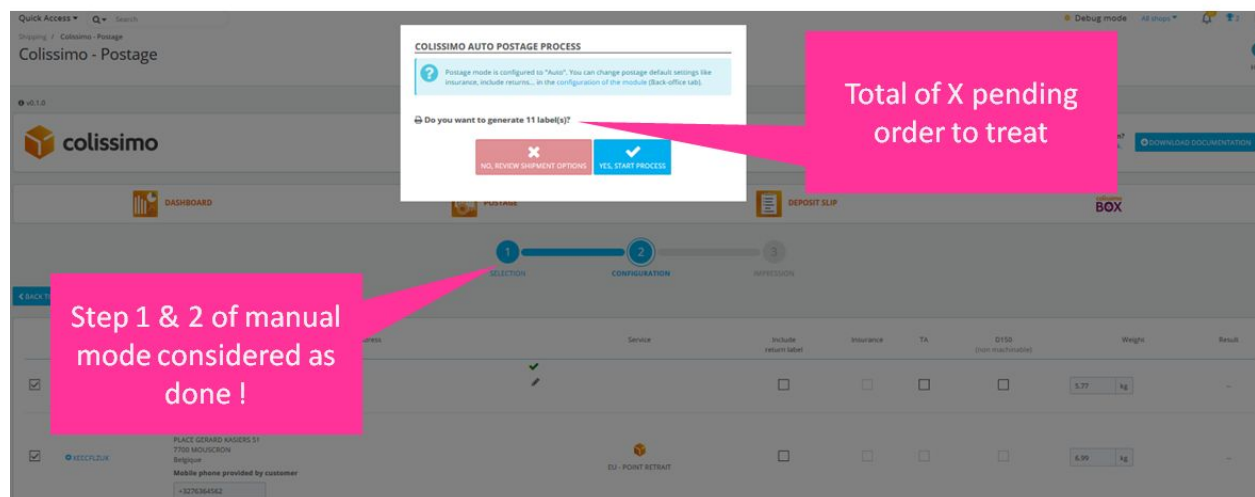
(Choice of postage method to configure in B.O. Module tab “B.O. configuration”)

Main idea is that in Automatic mode, system considers all orders eligible to Colissimo affranchissement as selected and already configured. It is like you have been through the 2 first steps of Manual mode and you click on “generate/process these shipments”.

This mean that all orders linked to Colissimo carrier with the appropriate status are selected by default. These orders are considered as customized ready to be processed: all datas inherited from orders (weight, address, Colissimo services & options fulfilled by default).

The list is ready, waiting to click on “process”

However, there is still a chance to escape this mode and to switch to manual mode



. On click on “NO I want to review my shipment option”, you will switch to manual mode to adjust orders in the list beneath the popup.

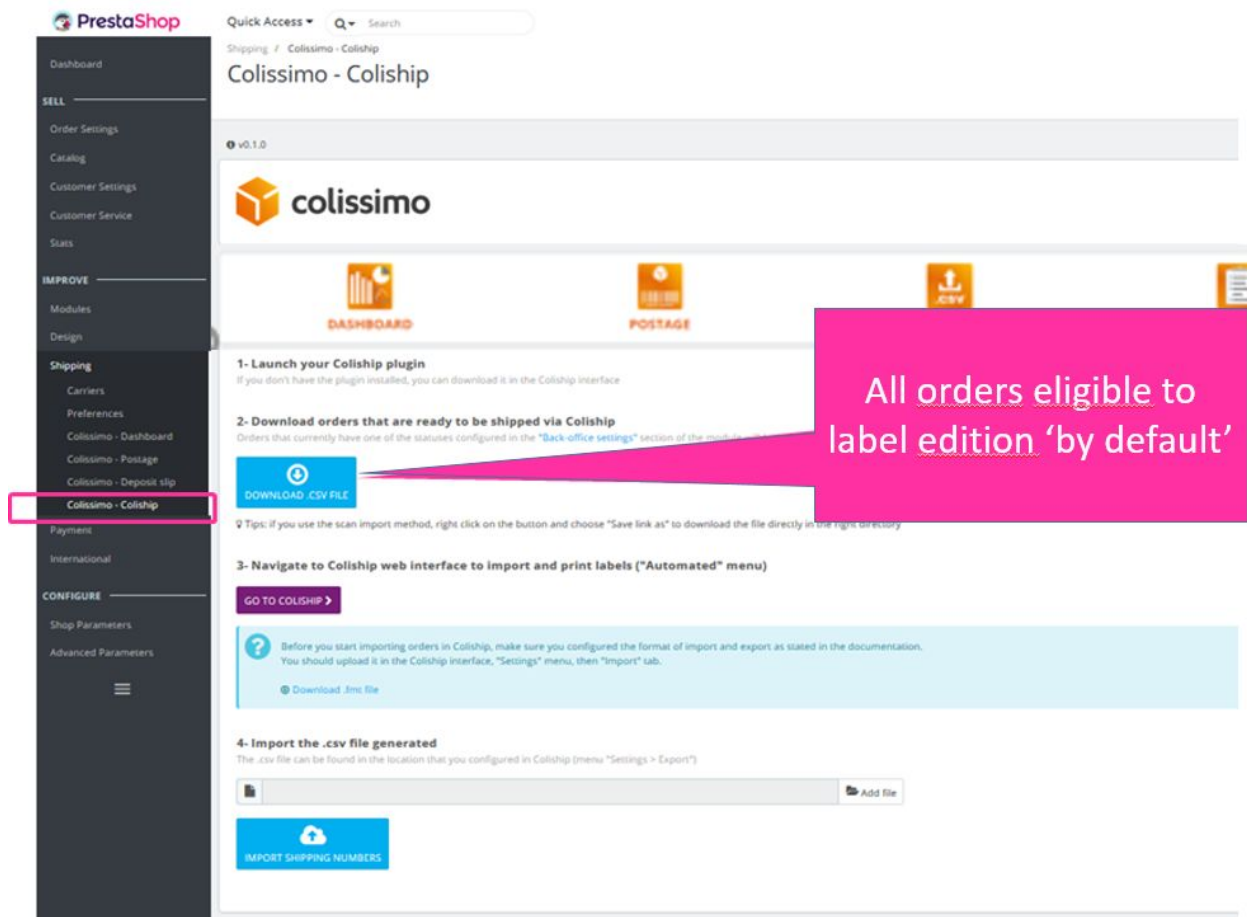
. If you click on “Yes”, then label edition starts to generate the downloadable .zip or list of error results.

Same than in Manual mode : when label is validated, your customer will be informed that shipping is in progress :
Automatic email, access to non-authentify follow up page, tracking will be registered in PrestaShop order detail and your order will join the list of orders to follow into Dashboard.

COLISSIMO COLISHIP

If you have decided to work with Colissimo box & Coliship, then you can click on PrestaShop main menu the link “Colissimo – Coliship” to manage your postage.

(Choice of postage mode is to configure in B.O. Module tab “B.O. configuration” – see above : “configuration”)



Colissimo - Coliship

v0.1.0

1- Launch your Coliship plugin
If you don't have the plugin installed, you can download it in the Coliship interface

2- Download orders that are ready to be shipped via Coliship
Orders that currently have one of the statuses configured in the “Back-office settings” section of the module.

DOWNLOAD .CSV FILE

Tip: if you use the scan import method, right click on the button and choose “Save link as” to download the file directly in the right directory

3- Navigate to Coliship web interface to import and print labels (“Automated” menu)

GO TO COLISHIP >

Before you start importing orders in Coliship, make sure you configured the format of import and export as stated in the documentation. You should upload it in the Coliship interface, “Settings” menu, then “Import” tab.

4- Import the .csv file generated
The .csv file can be found in the location that you configured in Coliship (menu “Settings” > “Export”)

IMPORT SHIPPING NUMBERS

All orders eligible to label edition ‘by default’

List of orders “ready to be edited” is built according to configuration set in B.O. Module tab “Back office Settings”) :

- . Orders with one of the Colissimo carrier shipping mode
- . Orders with status mapped in B.O. module as ready to be edited
- . Except orders not delivered (according to PrestaShop standard status “delivered”)

To process postage via Coliship, please follow the 4 steps displayed in the B.O. page :

1. Launch Coliship plugin.
2. Download csv file = list of order to be shipped as describe above.

On click, on button “download .csv file” you will save a file.csv ready to be injected on Coliship.

/!\ We highly recommend not to open it with excel as excel format will alter datas (ex. Phone number)

3. Go to Coliship web interface to import / upload the csv file downloaded at previous step.

BUT insure you have imported your proper fmt file first.

Indeed, fmt files is necessary to declare your type of import format when exporting from PrestaShop.

So first “import” the fmt file provided in module :

3- Navigate to Coliship web interface to import and print labels (“Automated” menu)



Fmt file to upload on coliship web interface:

Mes paramètres

IMPRIMANTE
BORDEREAU DE TRANSPORT RETOUR
DÉCLARATION DOUANIÈRE
IMPORT
EXPORT

Importation de colis

☒ Importation manuelle
☐ Importation par scrutation

☐ Sauvegarder les destinataires importés
☐ Contrôler la correspondance code postal-commune lors de l'import de colis

Valider

Chargement d'un fichier .FMT

Si vous utilisez un fichier spécifique créé à l'aide d'Expedito INET (répertoire EXPINET) ou Coliship, téléchargez ici le fichier .FMT

Supprimer le format

PrestaShop.FMT

Option to choose :

If by scan, you must enter a windows path (for example C:\Users\username\Documents\Coliship) where you will have to upload the downloaded files from the module

Do not check

The.fmt file is the one available at the root of the module

>> THEN GO TO EDIT YOUR LABEL either via "Scrutating function" or by manual import Coliship. Follow Coliship recommendation for the web.

(On Coliship, when you validate your labels, it will automatically print it if you have correctly set your Coliship account).

If Label impression is OK, Coliship will associate tracking number to orders in a new excel file and push it to your computer (to the path configured in your account)

Mes paramètres

IMPRIMANTE BORDEREAU DE TRANSPORT RETOUR DÉCLARATION DOUANIÈRE IMPORT **EXPORT**

Activer l'export des données colis

Les données sont disponibles pendant 24 heures dans Coliship

☒ Oui Check well yes

Type d'export

☒ A l'édition du bordereau de dépôt ☐ A l'édition de l'étiquette colis Tick rather the first option

☐ Générer un fichier d'export mensuel ?

Chemin de sortie du fichier d'export

Sélectionner votre dossier de destination *

D:\--- 1. MODULES -----\COLISSIMO\RECETAGE\Colissimo Windows/Mac path where Coliship will push its list : « order + tracking # »

Nommage du fichier

Le nom du fichier portera un suffixe daté du jour et un incrément si vous éditez plusieurs exports le même jour.

PrestaShop Not important, give PrestaShop as an example

Caractéristiques

☒ Délimité ☐ Longueur fixe VERY IMPORTANT : check « Delimited »

Délimiteur : " Séparateur : ; VERY IMPORTANT : choose double quote and semicolon

☒ Le fichier porte une ligne d'en-tête VERY IMPORTANT : check the box

Champs à exporter

Données disponibles

Données disponibles	RECHERCHER	
100 données		
Adresse 1 de l'émetteur CRBT		<input type="checkbox"/>
Adresse 1 de l'expéditeur : Numéro et libellé de voie		<input type="checkbox"/>
Adresse 1 du destinataire : Numéro et libellé de voie		<input type="checkbox"/>
Adresse 2 de l'émetteur CRBT		<input type="checkbox"/>
Adresse 2 de l'expéditeur : Etage, couloir, escalier, appartement		<input type="checkbox"/>
Adresse 2 du destinataire : Etage, couloir, escalier, appartement		<input type="checkbox"/>
Adresse 3 de destinataire : Entrée, bâtiment, immeuble, résidence		<input type="checkbox"/>
Adresse 3 de l'émetteur CRBT		<input type="checkbox"/>
Adresse 3 de l'expéditeur : Entrée, bâtiment, immeuble, résidence		<input type="checkbox"/>
Adresse 4 de l'émetteur CRBT		<input type="checkbox"/>

Données à exporter

Données à exporter	
2 données	
1 - Référence de commande	<input type="checkbox"/>
2 - Numéro du colis	<input type="checkbox"/>

Be careful, depending on the language of the Coliship interface, the names of the fields may be different...

Valider

4. Import into PrestaShop “Colissimo - Coliship” page the file provided by Coliship. This will associate tracking number to orders and generate automatic Emails to your customer to inform them that Shipping is on progress.

Same than in Manual mode : when label is validated, your customer will be informed that shipping is in progress : Automatic email, access to non-authentify follow up page, tracking will be registered in PrestaShop order detail and your order will join the list of orders to follow into Dashboard.

COLISSIMO SHIPPING NUMBERS IMPORT


If you are not working with Colissimo box & Coliship, you should have set the Colissimo postage mode to “PrestaShop”

Then you can click on “Shipping numbers import” menu to upload your shipping numbers.

Shipping / Colissimo - Coliship

Colissimo - Coliship Help

v1.0.6


colissimo

Do you have a question?
Contact us using [this link](#) or by phone at:
0 825 086 005 Service 0.15 € / min
or price apply.
[DOWNLOAD DOCUMENTATION](#)

DASHBOARD
POSTAGE
SHIPPING NUMBERS IMPORT
DEPOSIT SLIP
CONFIGURATION
BOX

? Please upload your shipping numbers here via a .csv file
 You can see below examples of .csv files
 @ Download .csv file example

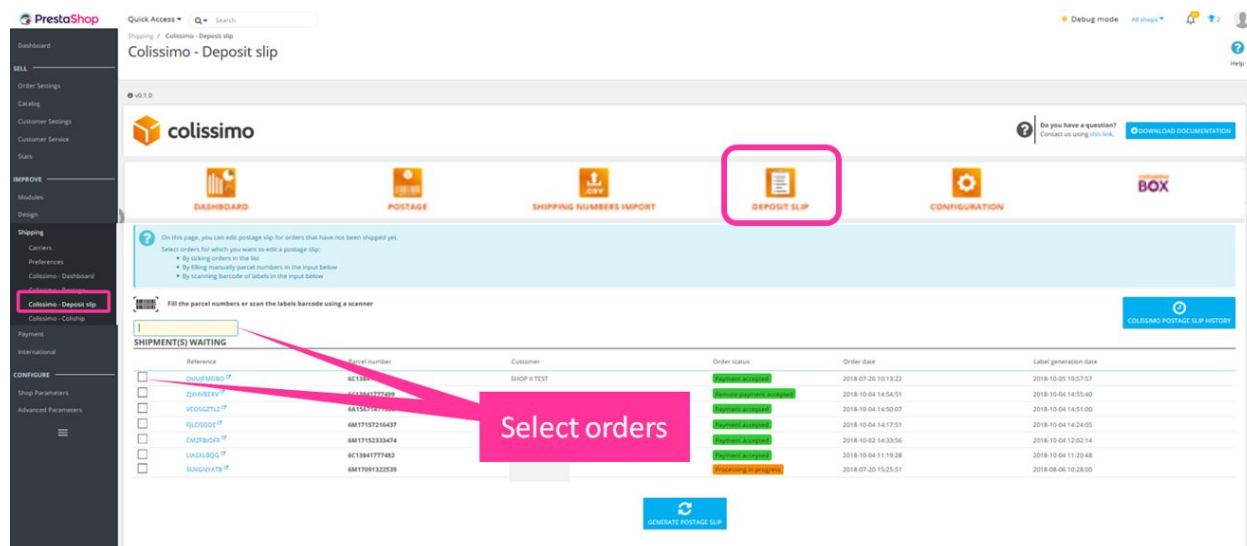
NúmeroColis	ReferenceExpedition
6A12345678901	VNPPYFAFR
6C98765432100	VSPPPRHUT

You can import your shipping numbers here

Add file

[IMPORT SHIPPING NUMBERS](#)

COLISSIMO DEPOSIT SLIP



To keep a proof of sendings, to follow your invoice, you can declare your shipping into a transit manifest called “Deposit slip”.

Generate your deposit slip

Go to Colissimo – Deposit Slip via PrestaShop main menu.

All orders with a tracking number colissimo not declared “shipped” will be listed here.

Not mandatory, but highly recommended, we advise to list the real number of parcels that you’re born to hand to one of our Colissimo carriers, by creating your own list of “sipping of the day”.

. Select all orders by ticking the checkbox or use a scanner to select

. Click on “Generate” to get the Deposit slip in a PDF version

Bordereau de dépôt

PRESTASHOP EG H

N° Client 9
Site de dépôt : 921770

Nombre total de colis : 2
Bordereau de remise n° 000000005 du 05/10/2018
Poids total des colis : 4.00 Kg

Page 1 / 1

N° Colis	Référence commande	Nom destinataire	Adresse	Code postal	Ville	Pays	Poids	Non méca	CRBT	Annexé	Assurance	FTD	Reco
8M17157216451	SITSEINAG			69340	FRANCHEVILLE	FRANCE	2.00	0	0	0	0	0	0
8M17157216444	SITSEINAG			69340	FRANCHEVILLE	FRANCE	2.00	0	0	0	0	0	0

Visa



Le visa ne vaut pas reconnaissance des caractéristiques propres à chacun des colis.



Le présent bordereau n'a qu'une valeur indicative et ne vaut pas reconnaissance de prise en charge par La Poste des colis qui y sont annoncés. Seul le flashage des colis par La Poste fait foi.

La Poste - Pôle Colis LES PORTES DE PARIS BOULEVARD DES REMPARTS 93196 NOISY LE GRAND CEDEX
www.laposte.fr/colissimo-entreprise - La Poste Société Anonyme au capital de 3 800 000 000 euros 356 000 000 RCS Paris Siège social : 9 rue du Colonel Pierre Avia 75757 PARIS CEDEX 15



Deposit slip edition doesn't cause any change of status

As each merchant has his own process, we don't consider that deposit slip creation means "real shipping" to change PrestaShop order status.

You have to do it manually if you want

BUT !

When the tracking number will be flashed for the first time in the Colissimo network, the first status transferred to PrestaShop will cause the PrestaShop order status change to **Shipped**

Find back old deposit slip

In any case you need to prove your shipping, you can find back an old deposit slip via interface :

PrestaShop Quick Access Search

Colissimo - Deposit slip

colissimo

Do you have a question? Contact us using this link. [Download documentation](#)

History access

On this page, you can edit postage slip for orders that have not been shipped yet.
Select orders for which you want to edit a postage slip:

- By ticking orders in the list
- By filling manually parcel numbers in the input below
- By scanning barcode of labels in the input below

Fill the parcel numbers or scan the labels barcode using a scanner

SHIPMENT(S) WAITING

Reference	Parcel number	Customer	Order status	Order date	Label generation date
<input type="checkbox"/> 00000000	6C13841777305		Colissimo - Waiting	2018-07-26 10:10:22	2018-10-05 10:57:57
<input type="checkbox"/> 00000000	6C13841777309	C	Colissimo - Waiting	2018-10-04 14:54:51	2018-10-04 14:55:40
<input type="checkbox"/> 00000000	6A13841777323	C	Colissimo - Waiting	2018-10-04 14:50:07	2018-10-04 14:51:00
<input type="checkbox"/> 00000000	6B13841777327	C	Colissimo - Waiting	2018-10-04 14:57:51	2018-10-04 14:58:05
<input type="checkbox"/> 00000000	6C13841777328		Colissimo - Waiting	2018-10-05 14:50:56	2018-10-04 12:02:14
<input type="checkbox"/> 00000000	6C13841777329		Colissimo - Waiting	2018-10-04 11:10:24	2018-10-04 11:10:48
<input type="checkbox"/> 00000000	6B13841777330		Colissimo - Waiting	2018-07-20 15:25:51	2018-08-08 10:28:00

COLISSIMO DEPOSIT SLIP HISTORY

Deposit slip Parcel issue Creation date

☐ 8 ☐ 9 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Parcel issue	Creation date	Price
8	10/05/2018 10:10:24	Price
9	10/04/2018 10:29:51	Price
6	10/02/2018 10:45:50	Price
5	10/01/2018 14:51:47	Price
4	09/28/2018 10:29:44	Price
3	09/27/2018 14:50:50	Price
2	09/21/2018 15:05:58	Price
1	09/20/2018 11:21:03	Price

Bulk actions