

# DPD Integration for Baltic countries

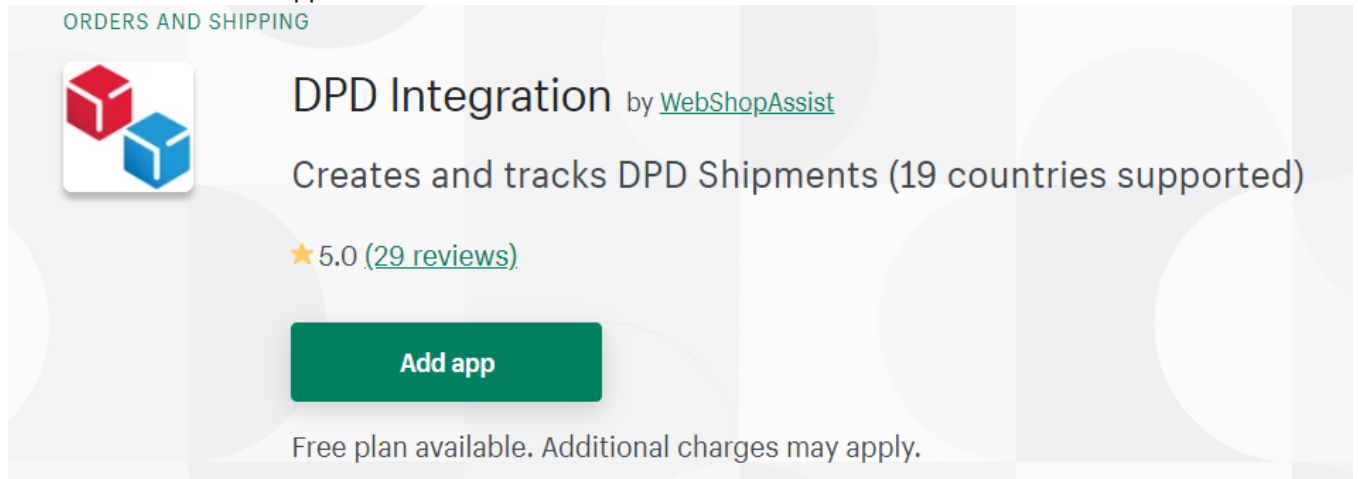
Shopify app onboarding

Install the DPD Integration app from Shopify App Store


Follow this link:

<https://apps.shopify.com/dpd-integration-by-webshopassist>

then click on the “Add app” button:



ORDERS AND SHIPPING

 **DPD Integration** by [WebShopAssist](#)

Creates and tracks DPD Shipments (19 countries supported)

★ 5.0 (29 reviews)

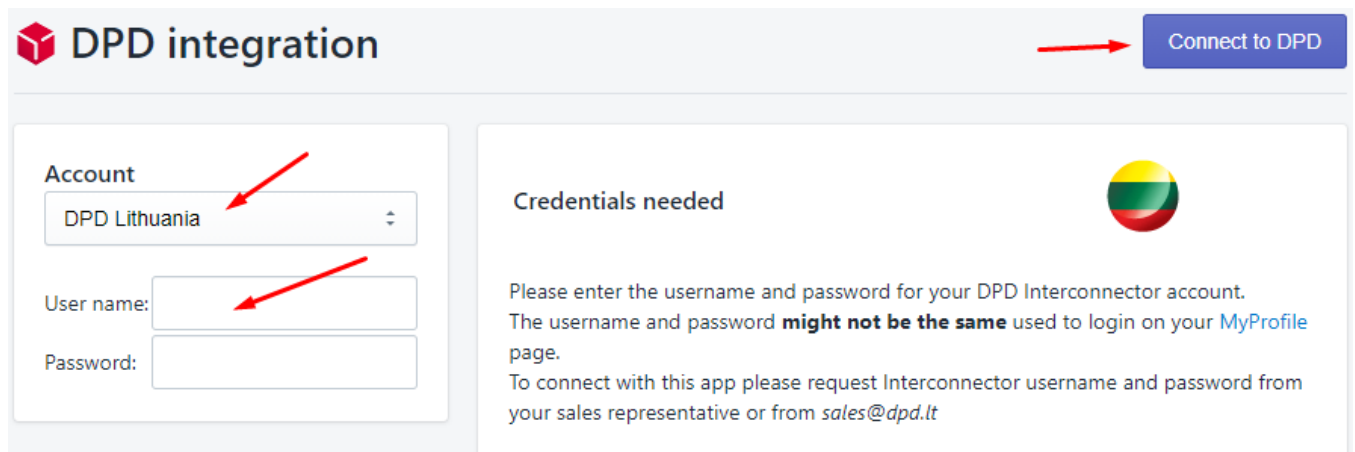
[Add app](#)


Free plan available. Additional charges may apply.

Please approve the access requested by the app to allow it to install and access your store orders.

## DPD credentials

After you install the app, you will need to select the country you are shipping from, then enter the DPD credentials, to **connect** the app to your DPD account.



 **DPD integration** [Connect to DPD](#)


**Account**

DPD Lithuania

User name:

Password:

**Credentials needed**



Please enter the username and password for your DPD Interconnector account. The username and password **might not be the same** used to login on your [MyProfile](#) page. To connect with this app please request Interconnector username and password from your sales representative or from [sales@dpd.lt](mailto:sales@dpd.lt)

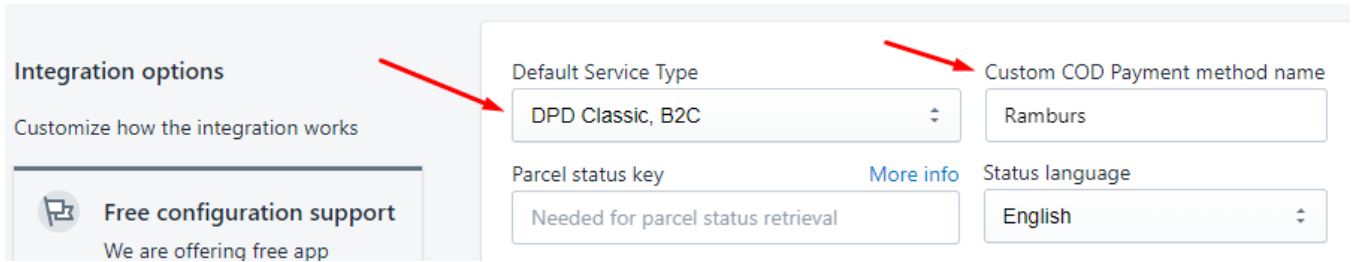
Select the country first (**Lithuania, Estonia or Latvia**), enter the username and password, then click the “Connect to DPD button”. The DPD credentials for API access have to be requested from DPD.

Please contact DPD and make sure your account has the API access enabled. If the API access is not enabled, the app will not be able to connect to your DPD account.

## Mandatory configuration options

After you connect the app to your DPD account, the app's options page will be displayed.

The only mandatory options are the *Default Service Type* and the *Custom COD Payment method name* (if you intend to use Cash on delivery payments)



### Default Service Type

This is the DPD service is the DPD service the app uses to create shipments in the DPD system.

### Custom COD Payment method name

This is the name of the payment method used for COD and defined in the Shopify settings.

It must be the exact same name so that the app can identify orders with COD payments.

### Parcel Status Key

This key is used to authorize access to DPD delivery status. Without it, the app will not be able to retrieve the parcel's status.

DPD customers can find this key in:

- EE - [telli.dpd.ee](https://telli.dpd.ee)
- LV - [eserviss.dpd.lv](https://eserviss.dpd.lv)
- LT - [esiunta.dpd.lt](https://esiunta.dpd.lt)

after registering or logging in:

My profile / Client Data / API key. Press "Generate a key" if no key present. Copy if already generated. Or generate new if old one is exposed.

### DPD Web portal and support

The shipments created with our app are visible in the DPD web portal, according to the table below:

	Lithuania	Estonia	Latvia
<b>Web portal</b>	<a href="https://myprofile.dpd.lt/">https://myprofile.dpd.lt/</a>	<a href="https://myprofile.dpd.ee/">https://myprofile.dpd.ee/</a>	<a href="https://myprofile.dpd.lv/">https://myprofile.dpd.lv/</a>
<b>E-mail support</b>	support@dpd.lt	ic@dpd.ee	support@dpd.lv

The app has many other options you can explore. All options are explained in the app's Help page.

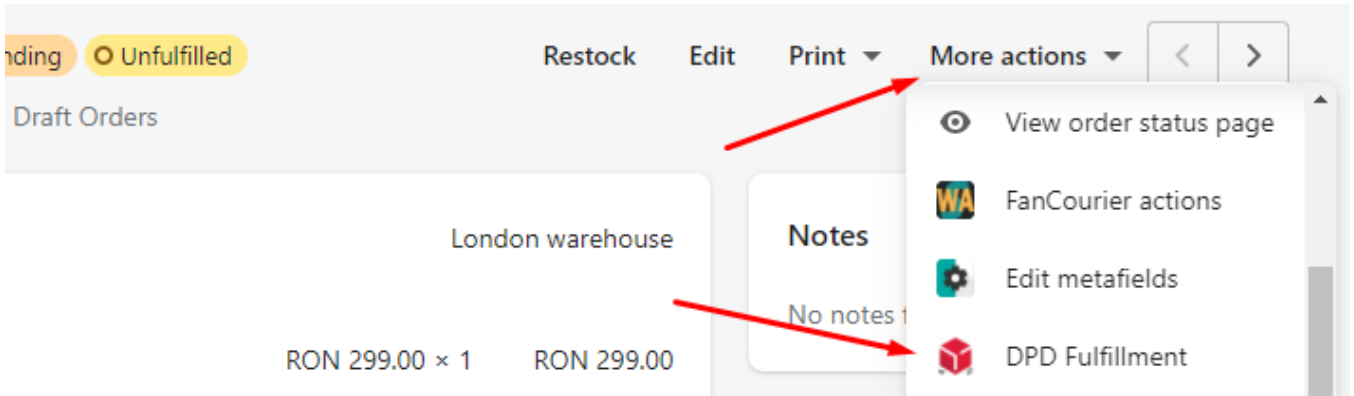
## Create DPD shipping labels

Before printing the labels, the app has to request tracking numbers from DPD.

To do this, the app initiates the fulfilment process in Shopify, creates a shipment in the DPD system using the Shopify order data and saves the tracking number back in Shopify.

There are three ways of doing this:

1. Manually, from the *Fulfillment details* page, for one order - to get to this page, from the order's details page (Shopify admin) go to the More actions dropdown and select DPD Fulfillment menu



2. In batches, from the Manage Shipments page, for up to 100 orders at a time – click on the Manage Shipments button, select the orders you want to create labels for, then click on the **Fulfill selected orders** button. You can see how this works in the [video guide](#).
3. Automatically, immediately after an order is created – this can be configured from the **Automation** section in the app's options page – set the Automatic fulfilment dropdown to "Fulfill all products".

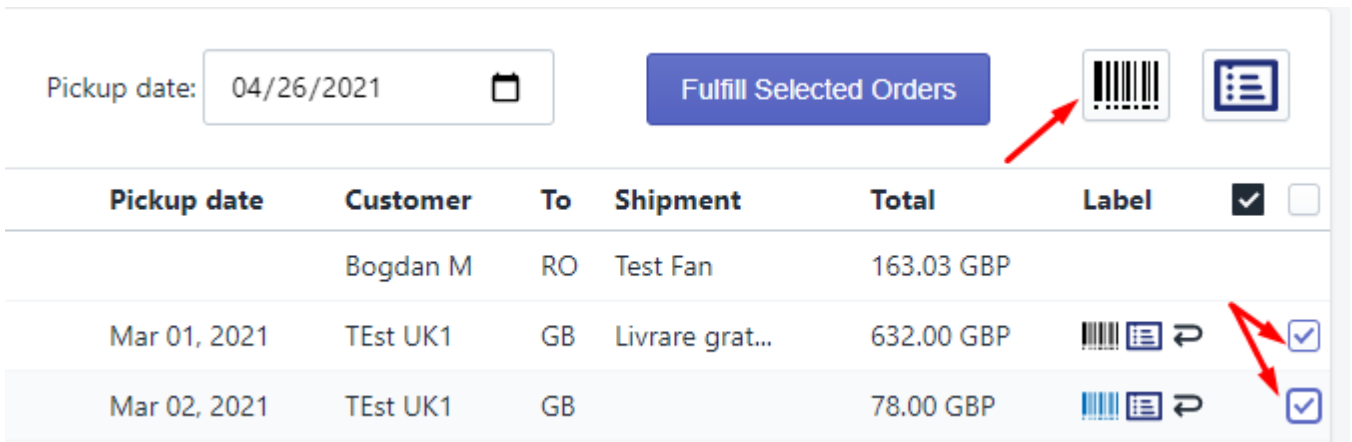
## Label printing

After you get the tracking numbers you can print the shipping labels and the packing slips.

The shipping labels can be printed either from DPD web portal or from the Shopify app.

From the WebShopAssist app you can print labels in bulk, selecting the orders with the checkboxes displayed.

In the WebShopAssist app the checkboxes for printing are on the right side of the list:



The DPD integration app is running inside the browser, therefore it does not have direct access to the printer and it has to use the browser's print dialog and the printer driver settings. This means that the printer settings need to be adjusted to print the DPD shipping label.

The most important printer options are the page size and the margins. The margins should be at minimum and the page size must match the *Label format* selected in the app's options (A4, A5 or A6).

## Delivery to Pickup Points

The app offers pickup point selection in the Thank you page after the order is completed (at the end of the checkout process).

To configure the delivery to Pickup Points functionality, click on the “Pickup points” button in the app’s options page.

The main and mandatory configuration is the *Shipping method name*:

### Pickup points options

Shipping method name

Pickup point selection will be displayed only for orders with a shipping method containing this text

The app displays the pickup point selection dialog if the *Shipping method name* configured here is the same or it’s part of the shipping method name (shipping rate name) used in an order.

The rate name can be configured in Shopify settings (Shipping and delivery) or using any other advanced shipping configuration app.

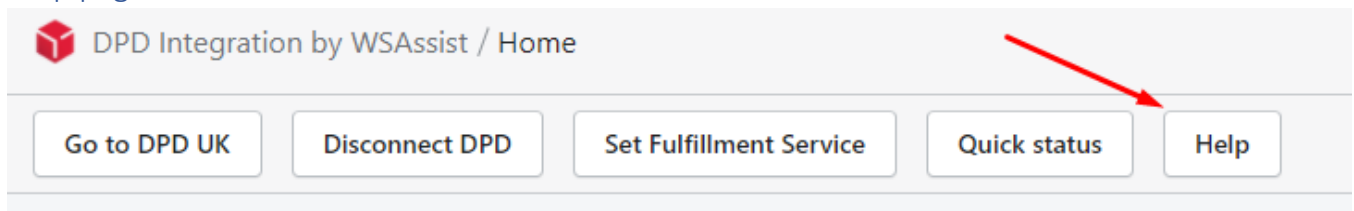
Please see the “Delivery to Pickup Points” section in the app’s help page for more details.

## Additional resources

### Videos

- [How to use the app](#)
- [Automation options](#)

### Help page



The help page describes all the app’s options and features.

If you do not find what you need you are always welcome to contact us at [support@webshopassist.com](mailto:support@webshopassist.com)