DPD Integration for Baltic countries

Shopify app onboarding
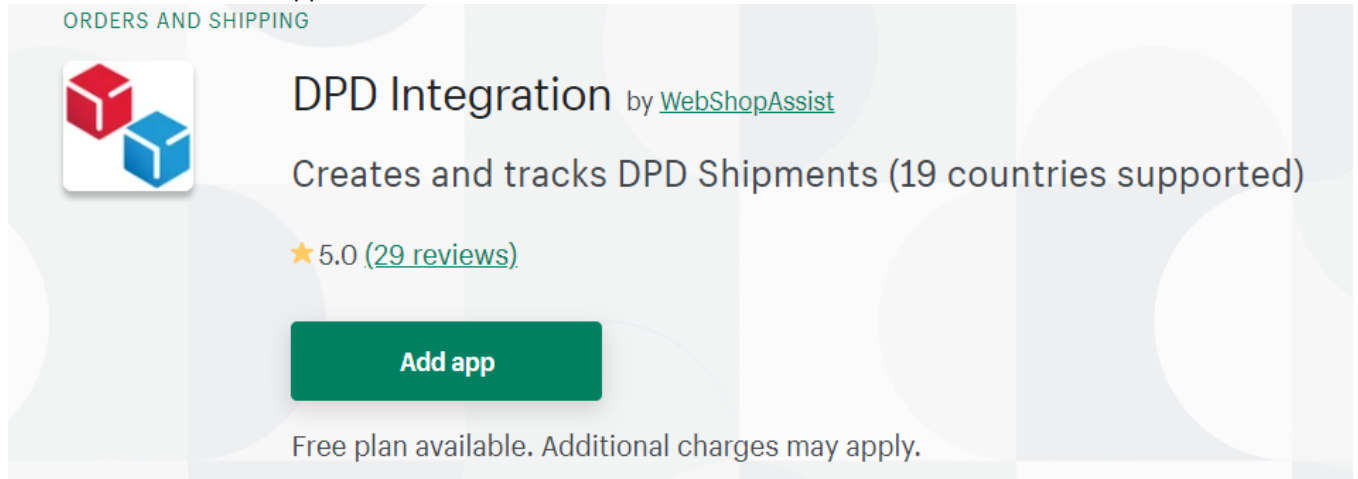
For esiunta.lt, eserviss.lv and telli.ee accounts

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:

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.
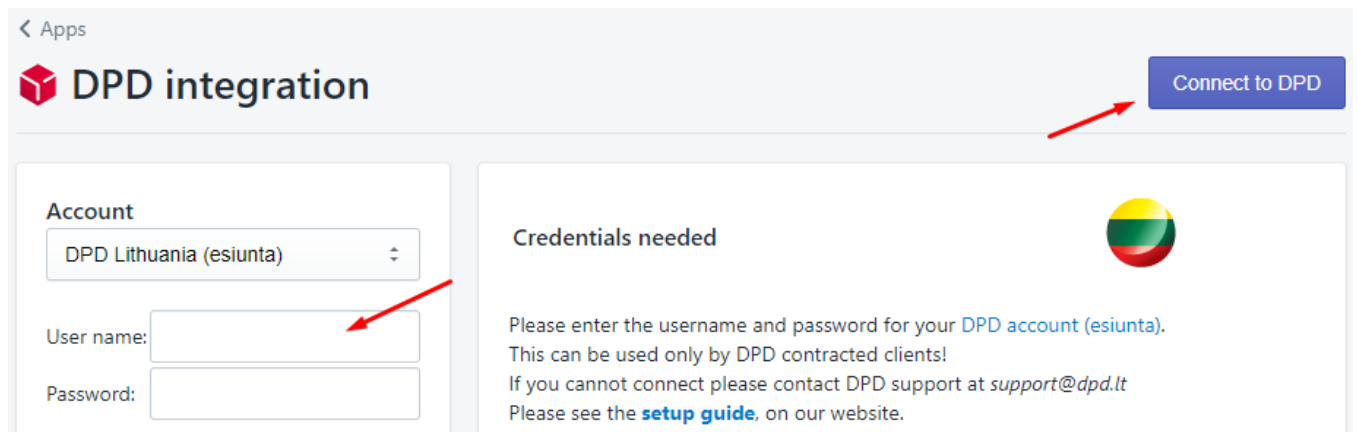
Select the country first (**Lithuania, Estonia or Latvia**), enter the username and password, then click the "Connect to DPD" button. You need to have a contract with DPD and an account on one of these systems:

- EE - telli.dpd.ee
- LV - eserviss.dpd.lv
- LT - esiunta.dpd.lt

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, Collection address, Sender email* 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.

Collection address

The address use as "Sender address" when a shipment is created in the DPD system. If order location is use, then the address can be edited in Shopify settings, Location page. If you want to add a custom address, it can be added using the "Edit collection addresses" button.

Sender email

This is required and it will be used for all collection addresses.

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
Web portal	esiunta.dpd.lt	telli.dpd.ee	eserviss.dpd.lv
E-mail support	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
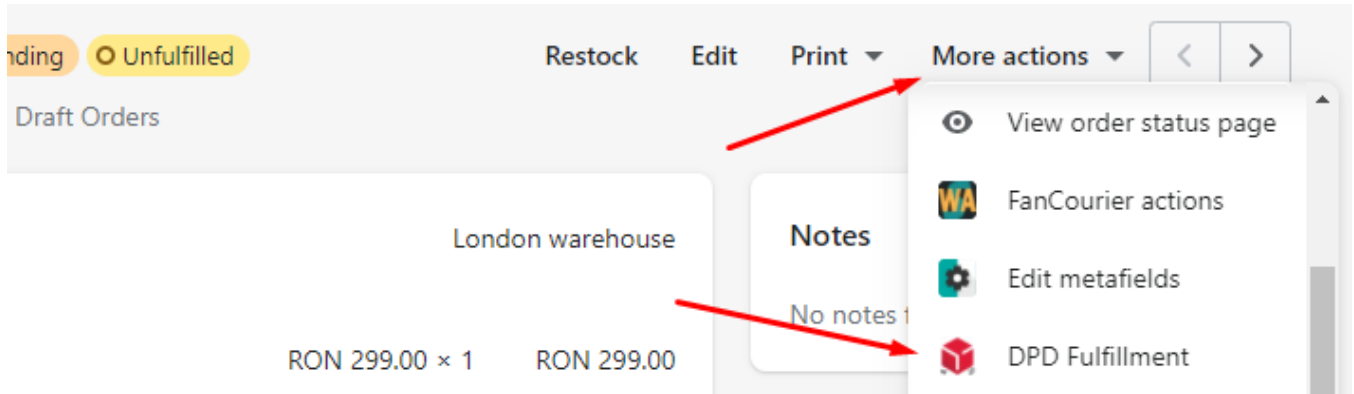
2. In batches, from the Manage Shipments page, for up to 100 orders at a time – click on the Manage Shipments button, select the orders you want to create labels for, then click on the **Fulfill selected orders** button. You can see how this works in the video guide.
3. Automatically, immediately after an order is created – this can be configured from the **Automation** section in the app's options page – set the *Auto tracking number* dropdown to "Enabled".

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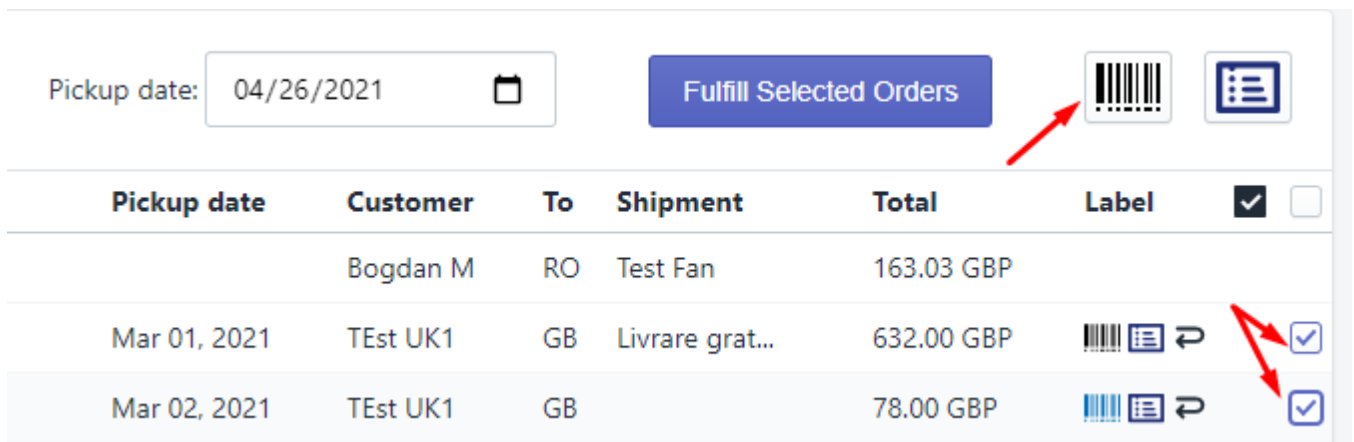
The DPD integration app is running inside the browser, therefore it does not have direct access to the printer and it has to use the browser's print dialog and the printer driver settings. This means that the printer settings need to be adjusted to print the DPD shipping label.

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 or A6).

Delivery to Pickup Points

There are two ways the app can be configured to allow customers to select the pickup point for their order:

1. **Thank-you page mode** - in this mode, a popup will be displayed to allow customers to search for pickup points, after the order is completed, in the thank-you page.
   This mode is available to all application plans, including the Free plan.
   For the Free and Basic plans, the usage is limited to 120% the number of labels included in your plan. For example, if you opted for the Basic plan, which includes 100 labels, you will be able to save up to 120 pickup points.
   Starting with the Standard plan, the number of pickup points which can be saved is unlimited.
2. **The 'Show as shipping options' mode** - in this mode, the pickup points are displayed during the checkout, when the customer selects the shipping method and rate.
   The pickup points displayed in this case are in the vicinity of the shipping address selected in the previous checkout step.
   This mode is available starting with the *Premium* plan.
   Also, this mode requires Shopify's *Third-party calculated shipping rates* feature. The *Third-party calculated shipping rates* feature is available on the [Advanced Shopify](#) plan. Starting January 1, 2023, stores on the Shopify Starter and Basic plans will no longer be able to request access to this feature. Stores on the Shopify plan can continue to request access by contacting Shopify support.

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 as at support@webshopassist.com