

DPD UK Integration

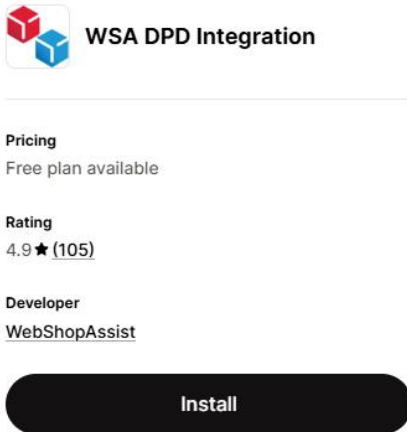
Shopify app onboarding

Install the DPD Integration app from Shopify App Store

Follow this link:

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

then click on the “Install” button:



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

DPD / DPD Local credentials

After you install the app, you will need to enter the DPD UK or DPD Local UK credentials, to connect the app to your DPD account.

Select the type of account (DPD UK, DPD Local UK or DPD UK (new API)).

For the DPD UK or DPD Local UK, enter the username and password, then click the “Connect to DPD button”. These are legacy account types. The username and password are the same you use to connect to the DPD Web Portal.

For the **DPD UK (new API)** account type you will need a Key and a Secret that can be obtained from the DPD Customer Portal. To access the **Key** and **Secret** you need an Admin User. This type of user can be obtained through your Account Manager / Sales&CRM team.

Please read this [Guide on getting the key and secret](#) on the DPD Customer Portal.

We recommend using the “new API” because the legacy account types will not get updates and eventually it will be stopped. At the moment there is no date provided by DPD for stopping the legacy accounts.

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 Collection address and the Preferred Service Type:

Integration options

Customize how the integration works

Free configuration support

We are offering free app configuration support. Please [get in touch](#) with us if you

Collection Info

Postcode *

KT13 0YU

Collection address

Default Shipment Options

Preferred Service Type Allowed services

PARCEL - Two Day

Parcels per shipment

Custom weight per parcel

Complete Collection Info

Click on the *Collection address* button to fill in the collection address details

Complete default shipment options

Select the Preferred Service type from the dropdown list.

This is the service the app will use for your shipments if no Shipping Method Mapping is defined. Please see the help page for details on the Shipping Method Mapping functionality.

International shipments

If you ship internationally, please find details about customs required configuration [on our website](#).

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

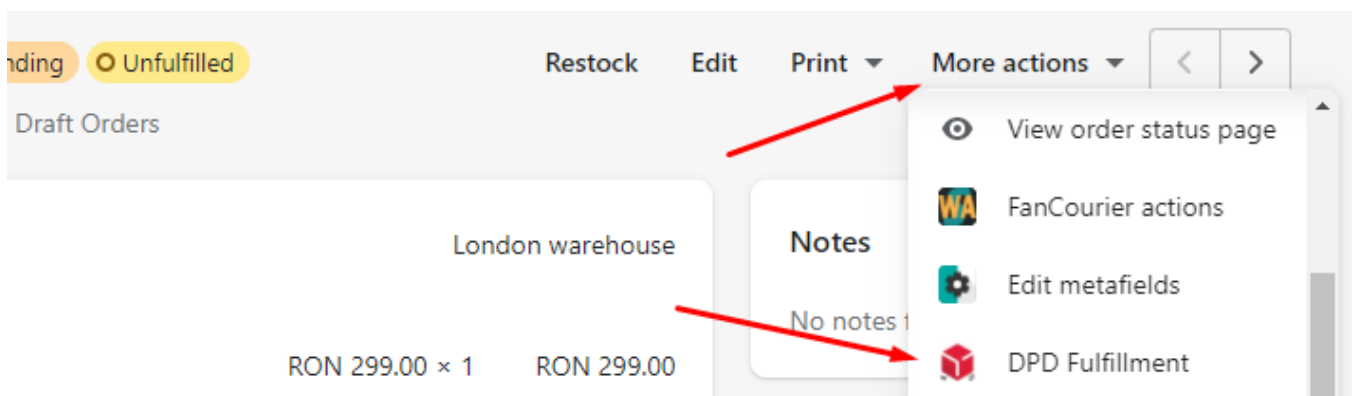
Create DPD shipping labels

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

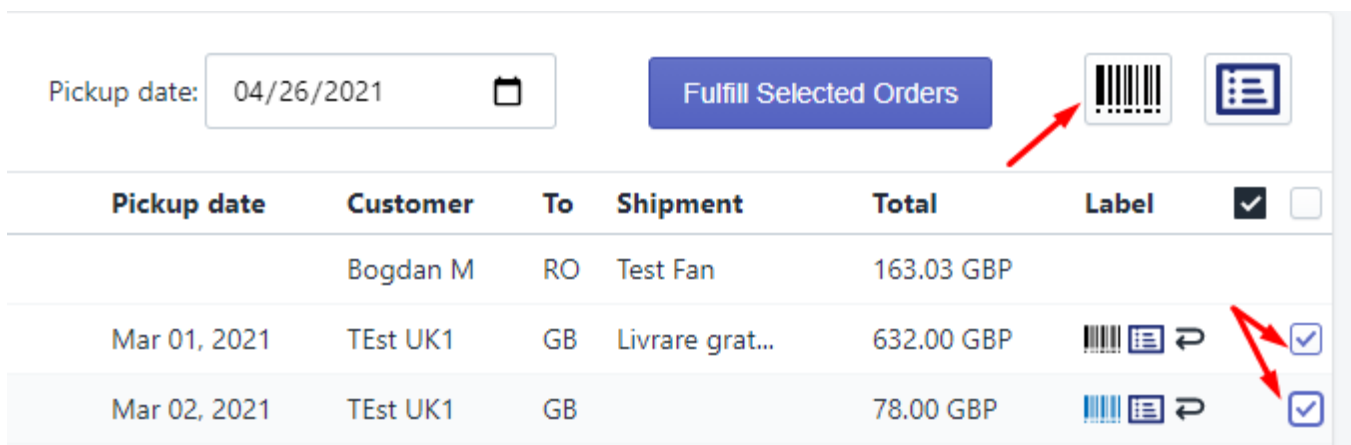
After you get the tracking numbers you can print the shipping labels and the packing slips.

The shipping labels can be printed either from MyDPD (no label sign off required) or from the Shopify app (label sign off required, if the native thermal printing is not used).

If you print from the WebShopAssist app a label print signoff is required for the print modes which are not using the native thermal printer format (DPD has to check the size & quality of the printed label).

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

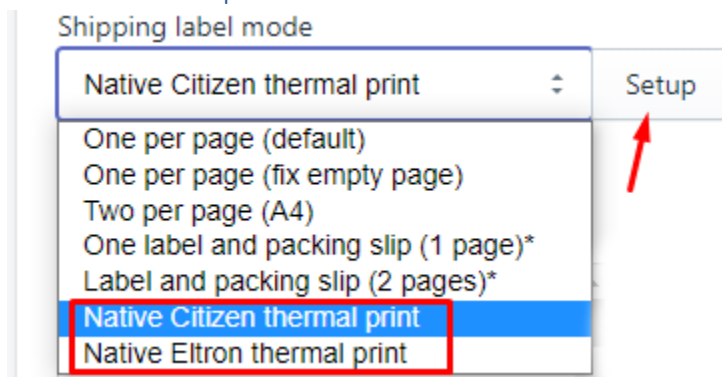
In the WebShopAssist app the checkboxes for printing are on the right side of the list:



The screenshot shows the WebShopAssist app interface. At the top, there is a 'Pickup date' field set to '04/26/2021' and a 'Fulfill Selected Orders' button. To the right of the button are icons for a barcode and a list. Below this is a table of orders with columns for Pickup date, Customer, To, Shipment, Total, Label, and checkboxes. The table contains three rows of orders. The first row is partially visible. The second row has a pickup date of 'Mar 01, 2021', customer 'TEst UK1', shipment 'Livrare grat...', and total '632.00 GBP'. The third row has a pickup date of 'Mar 02, 2021', customer 'TEst UK1', shipment 'GB', and total '78.00 GBP'. Red arrows point to the 'Label' icon and the checkboxes in the table.

Pickup date	Customer	To	Shipment	Total	Label	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Bogdan M	RO	Test Fan	163.03 GBP			
Mar 01, 2021	TEst UK1	GB	Livrare grat...	632.00 GBP		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mar 02, 2021	TEst UK1	GB		78.00 GBP		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Native thermal printer format



The screenshot shows the 'Shipping label mode' dropdown menu. The menu is open, showing several options. The 'Native Citizen thermal print' option is highlighted in blue. A red arrow points to the 'Setup' button next to the dropdown.

Shipping label mode

- Native Citizen thermal print Setup
- One per page (default)
- One per page (fix empty page)
- Two per page (A4)
- One label and packing slip (1 page)*
- Label and packing slip (2 pages)*
- Native Citizen thermal print
- Native Eltron thermal print

The native thermal printing modes use the printer's native format, therefore it is not affected by the printer driver and the labels are always the correct size.

In order to use it, a small app has to be installed on the computer connected to your printer (JSPM app). This app is needed only if you choose to print labels to thermal printers using native label format.

Please follow the steps below if you want to use the native format for thermal printers.

1. Printer setup

You can follow DPD's instructions and video guides for printer configuration as detailed [here](#) or you can install the printer drivers from [here](#).

2. Install the JSPM app

Download the appropriate app version for your system [from our website](#).

Run the app installer and follow the instructions.

3. Select the printer in DPD Integration app

Go to the app's options page, select the Native thermal print options, then click the nearby *Setup* button.

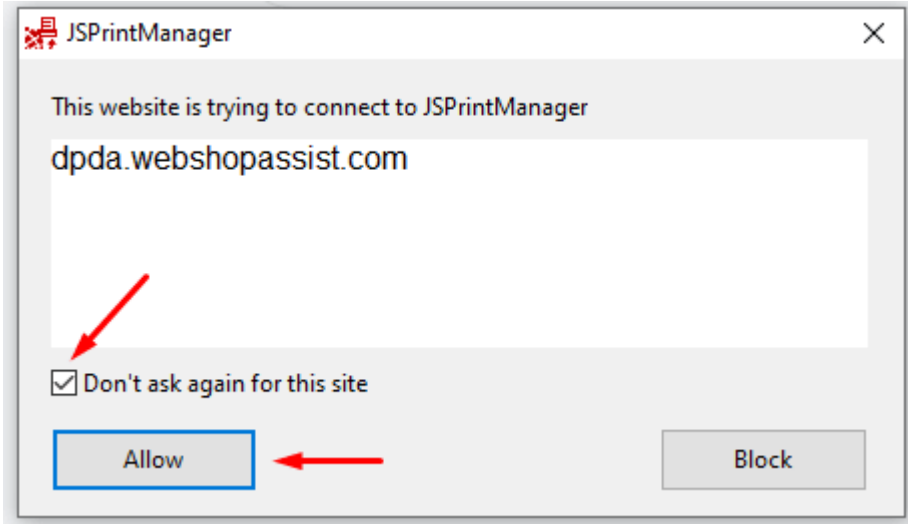
Shipping label mode

Native Citizen thermal print

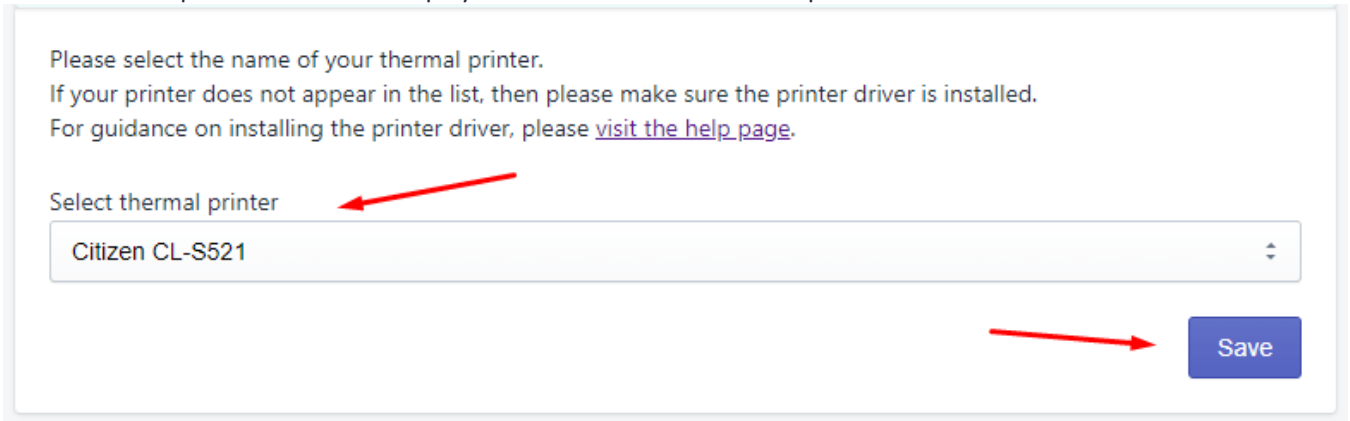
Setup

No printer selected! Setup please.

When the JSPM app popup opens, as in the image below, check the "Don't ask again for this site", then click the Allow button:



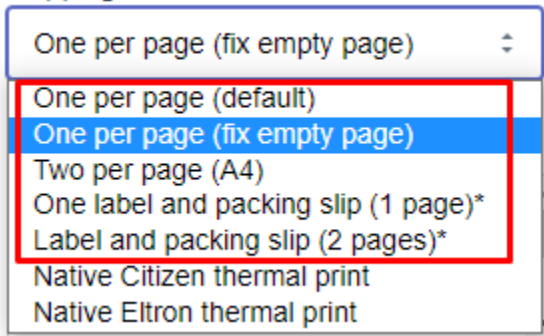
Then the list of printers should be displayed. Please select the thermal printer and click the Save button:



After these steps are completed successfully the app will print directly to the thermal printer.

Printing in HTML format

Shipping label mode



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. Please use the following values:

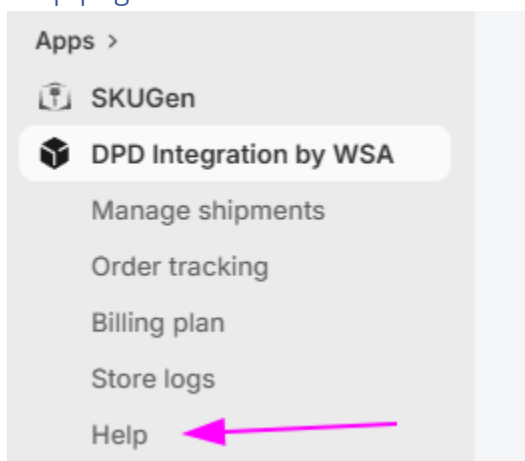
- Page Width : 4.17in : 106 mm
- Page Height: 4.02in : 102 mm
- Left Margin: 0.05in : 1.27 mm
- Right Margin: 0.05in : 1.27 mm

Additional resources

Videos

- [How to use the app](#)
- [Shipping method mapping](#)
- [Automation options](#)
- [Pickup points Checkout extension for Shopify Plus](#)
- [App Block to select pickup points in Thank-you page](#)

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