



# USER GUIDE

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**Module PrestaShop**

# **PRESTASHOP**

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## Prerequisites

This module was developed for **PrestaShop 1.6+, PS 1.7, PS 8 and PS 9**.

To install the module in your PrestaShop Back Office, make sure your store is running at least version **1.6+**.

You can check this:

- at the top-left next to the PrestaShop logo, or
- in **Menu** → **Advanced Parameters** → **Information**.

To install the module, follow the standard PrestaShop installation procedure:

- Go to **Modules Manager** → **Add a new module**
- Upload the **.zip** file
- Once uploaded, the module will appear in the module list and can be configured from there.

A **Colissimo contract** is required to activate and use the module.

You will need to retrieve your **API key** to connect the module.

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## Overall Structure of the Colissimo Module

When entering the module configuration, the merchant sees a **header** with several menu entries.

These entries are described below.

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## Header

## Orders

This link leads to the **PrestaShop Orders** menu, on the “**Colissimo**” page.

From this page, you can associate orders with a Colissimo carrier by clicking **“Assign orders to Colissimo”**.

V1.1.1

# Dashboard

The **Dashboard** allows you to track your Colissimo shipments.  
You can view all shipped orders with their shipment details.

Orders

Dashboard

Postage

Deposit slip


Documents

Shipping numbers import

Configuration

Labels and packaging

state of services

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 displayed orders are the one placed for the last 90 days.

Tracking update:

Orders statuses for orders placed during the last 15 days 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 for orders placed between the last 15 and 90 days can also be updated manually using the button below :

UPDATE ALL TRACKINGS

-or-

Automatically, ask your hosting provider or your server administrator to set up a Cron task (transmit the URL below), at the desired frequency (customizable by the host) :  
`https://colissimo178.evolutive-group.com/index.php?fc=module&module=colissimo&controller=crontracking&secure_key=8dc7b604da92a2a78a4adfa6cb4a3ab4`

AdminColissimoDashboard 14

Reference ID Customer Date Order state Colissimo Service Delivery country Number of shipments Risk

--

From







To

-

-

-

Q Search

<input type="checkbox"/>	<a href="#">WPCDUGAZF</a>	495	I. KARMENI	10/13/2025 16:39:11	Shipping in progress	FR - DOMICILE sans signature	France	8	
<input type="checkbox"/>	<a href="#">QWQCLUSKA</a>	496	f. flo	10/14/2025 16:26:48	Shipping in progress	EU - DOMICILE avec signature	United Kingdom	2	
<input type="checkbox"/>	<a href="#">NOALSDTID</a>	498	f. flo	10/14/2025 16:28:30	Shipping in progress	EU - DOMICILE avec signature	United Kingdom	2	
<input type="checkbox"/>	<a href="#">CMAEGVDP</a>	499	f. flo	10/14/2025 16:29:27	Shipping in progress	INT - DOMICILE avec signature	United States	1	
<input type="checkbox"/>	<a href="#">WQOYKQJ</a>	500	f. flo	10/21/2025 15:53:03	Shipping in progress	FR - DOMICILE avec signature	France	3	
<input type="checkbox"/>	<a href="#">ONAQGVQJK</a>	501	f. flo	10/27/2025 16:36:33	Shipping in progress	EU - DOMICILE avec signature	United Kingdom	3	

# Postage

The **postage** section lets you create Colissimo shipments.

**Step 1:** Select the orders to be shipped

colissimo

Colissimo BOX

Do you have a question?  
Contact us online  
or by phone at: 02 41 74 20 88

DOWNLOAD DOCUMENTATION

SATISFACTION SURVEY

Orders

Dashboard

Postage

Deposit slip

Documents

Shipping numbers import

Configuration

Labels and packaging

state of services

1 SELECTION

2 CONFIGURATION

3 PRINT

AdminColissimoAffranchissement 0

Reference

ID

Customer

Order state

Date

Colissimo Service

Delivery country

**Step 2:** Choose shipping details (Service, Options, etc.)

V1.1.1

v2.2.3 - What's new?

colissimo

Colissimo BOX
Do you have a question?  
Contact us online  
or by phone at: 02 41 74 20 88

Download Documentation
Satisfaction Survey

Orders
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Shipping numbers Import
Configuration
Labels and packaging
state of services

1 SELECTION
2 CONFIGURATION
3 PRINT

Back to Selection

If you need to ship an order with multiple packages, please click on below

Reference	ID	Delivery address	Service	Include return label	Insurance	DDP for the DOM	D150	Total product Weight	Number of CN23	Result
<input checked="" type="checkbox"/> DALZBAAR	513	33110 le bouscat France	FR - DOMICILE avec signature <a href="#">Choose another service</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0.9 kg	4	--

Back to Selection
Process These Shipments

### Step 3: Download labels and CN23 if required

Orders
Dashboard
Postage
Deposit slip
Documents
Shipping numbers Import
Configuration
Labels and packaging
state of services

1 SELECTION
2 CONFIGURATION
3 PRINT

Back to Selection

All orders have been processed.

Documents
All documents
Print PDF
Print Thermal Labels
Download

If you need to ship an order with multiple packages, please click on below

Reference	ID	Delivery address	Service	Include return label	Insurance	DDP for the DOM	D150	Total product Weight	Number of CN23	Result
<input checked="" type="checkbox"/> ROBPWLWV	514	17 rue 33110 le bouscat France	FR - DOMICILE sans signature <a href="#">Choose another service</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 kg	4	Label Return Label

Process These Shipments

## Deposit slip

The **Deposit slip** section allows you to generate shipping manifests for Colissimo orders and view their history.

Orders

Dashboard

Postage

Deposit slip

Documents

Shipping numbers Import

Configuration

Labels and packaging

state of services

Deposit slip creation

History

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

Number of parcel(s) selected: 7

PRINT A DELIVERY SLIP

PARCELS OF THE DAY

Show 10 entries

SELECT ALL

DESELECT ALL

	Order reference	Order ID	Tracking number	Customer	Order status	Date of order	Date of label creation
<input checked="" type="checkbox"/>	ROBPANLWV	514	6A04971578193	CARTELL MONTAGNE	Shipping in progress	2026-01-09 12:33:02	2026-01-09 13:56:38
<input checked="" type="checkbox"/>	EPEZCEHC	516	6C20492604913	GRUP COLISSIMO	Shipping in progress	2026-01-09 13:45:04	2026-01-09 13:56:18
<input checked="" type="checkbox"/>	ROBPANLWV	514	6A04973914128	CARTELL MONTAGNE	Shipping in progress	2026-01-09 12:33:02	2026-01-09 12:40:03
<input checked="" type="checkbox"/>	QMGWBWVJ	512	EY953831424FR	CARTELL MONTAGNE	Shipping in progress	2026-01-09 12:23:27	2026-01-09 12:24:46
<input checked="" type="checkbox"/>	YERRWWSI	510	EY952712489FR	CARTELL MONTAGNE	Shipping in progress	2026-01-09 11:25:11	2026-01-09 12:16:46

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Deposit slip creation

History

Colissimo deposit slip history 26

Deposit slip #

Parcels count

Creation date

Search

<input type="checkbox"/>	1754	1	08/08/2025 18:42:59	Print
<input type="checkbox"/>	1753	2	08/08/2025 18:40:48	Print
<input type="checkbox"/>	1752	3	08/08/2025 18:38:22	Print
<input type="checkbox"/>	1751	2	08/08/2025 18:37:46	Print
<input type="checkbox"/>	1451	1	11/13/2024 12:16:33	Print
<input type="checkbox"/>	1449	1	11/13/2024 12:13:44	Print
<input type="checkbox"/>	1448	1	11/13/2024 12:13:19	Print
<input type="checkbox"/>	1447	1	11/13/2024 12:12:47	Print
<input type="checkbox"/>	1446	9	11/13/2024 12:07:49	Print

## Documents

This section allows you to upload **customs documents** required for certain destinations.

V1.1.1

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Configuration

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state of services

?

Please insert the customs documents for each of your orders below.

Reference	ID	Use Prestashop invoice	Shipping Number	Add my own invoice	Add my unique administrative document if > 1000
<input type="checkbox"/> <a href="#">CMGWBXWJ</a>	512	<input type="checkbox"/>	EY953831424FR	<input type="text"/>	<a href="#">Select File</a>
			EY953872066FR	<input type="text"/>	<a href="#">Select File</a>
<input type="checkbox"/> <a href="#">YEIPRWWSI</a>	510	<input type="checkbox"/>	EY953792062FR	<input type="text"/>	<a href="#">Select File</a>
			EY953712489FR	<input type="text"/>	<a href="#">Select File</a>
<input type="checkbox"/> <a href="#">AFCHPQY</a>	509	<input type="checkbox"/>	CA683918801FR	<input type="text"/>	<a href="#">Select File</a>
			CA684174407FR	<input type="text"/>	<a href="#">Select File</a>
<input type="checkbox"/> <a href="#">GSTESETU</a>	508	<input type="checkbox"/>	CA684037763FR	<input type="text"/>	<a href="#">Select File</a>
<input type="checkbox"/> <a href="#">LGOQWLENK</a>	506	<input type="checkbox"/>	CB438511523FR	<input type="text"/>	<a href="#">Select File</a>
			CB439941509FR	<input type="text"/>	<a href="#">Select File</a>
<input type="checkbox"/> <a href="#">ANEYQGTXY</a>	505	<input type="checkbox"/>	EY952029790FR	<input type="text"/>	<a href="#">Select File</a>
			6C98765432101	<input type="text"/>	<a href="#">Select File</a>
			EY950595465FR	<input type="text"/>	<a href="#">Select File</a>

## Shipping numbers import

You can import shipment numbers by uploading a file.  
A template is provided so you can fill in the required information.

Orders

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Shipping numbers import

Configuration

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state of services

?

Please upload your shipping numbers here using a .csv file

You can see below examples of .csv files

[Download .csv file example](#)

NúmeroColis	ReferenceExpedition
6A12345678901	VNPPYFAFR
6C98765432100	VSPPYRHUT

Add file

IMPORT SHIPPING NUMBERS

## Labels & Packaging

Redirects to the Colissimo website to purchase label and packaging consumables.

## Service Status

Redirects to the Colissimo website to check whether Colissimo services are operational.

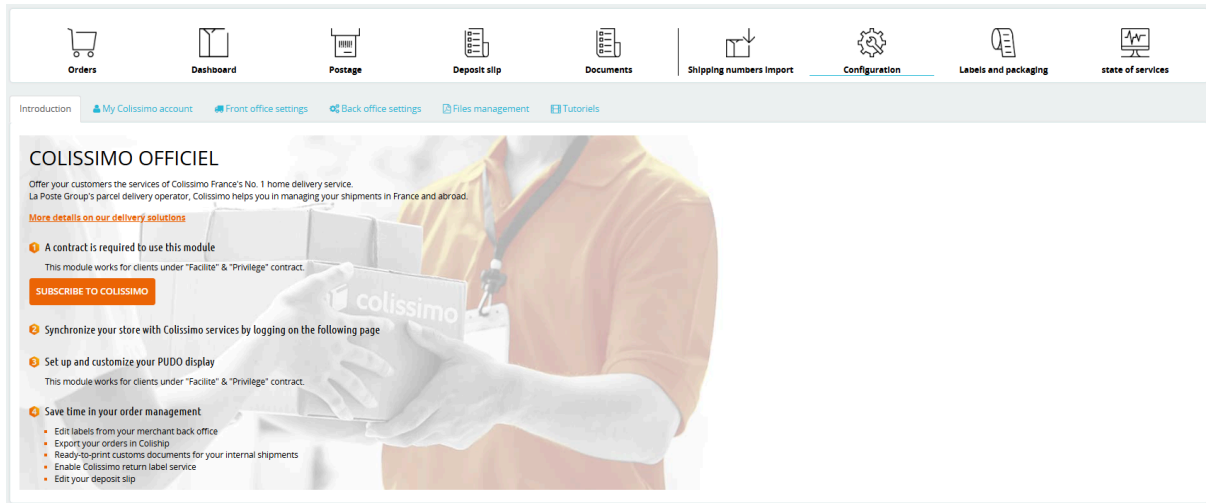
# Module Configuration



# Introduction

This is the entry point of the module configuration.

It presents the Colissimo service and allows subscription to the Colissimo offer.

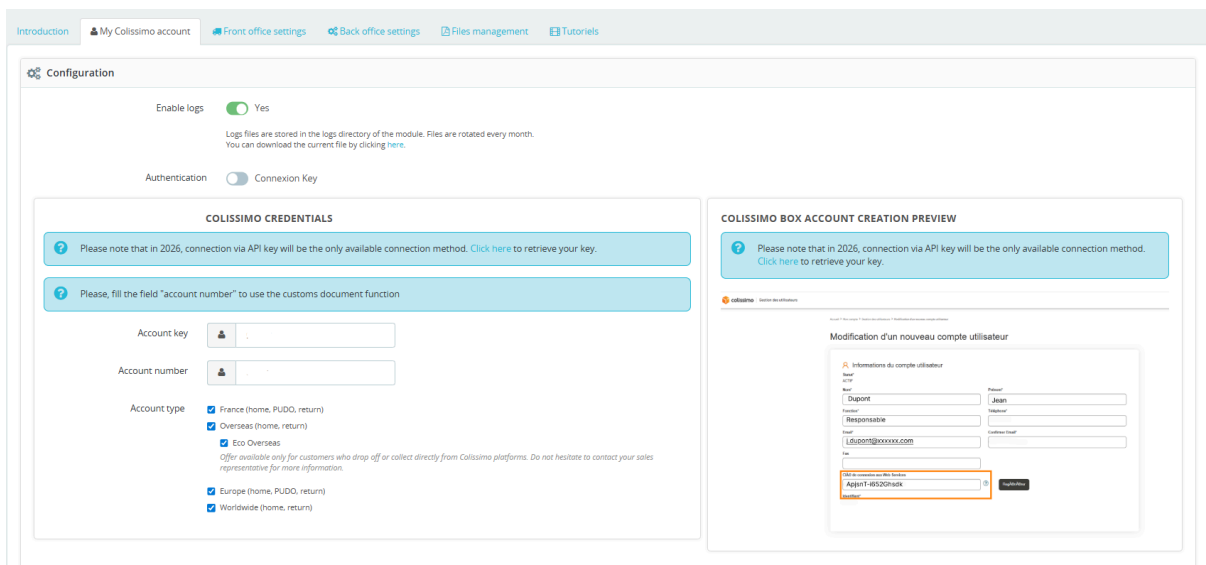


## My Colissimo Account

This section allows you to link your PrestaShop module to your Colissimo account.

Logs allow support tracking.

Authentication (API key) lets you enter your **account key** and **account number** to enable services.



You must also enter your **shipping address** (and optionally a return address).

Without a shipping address, Colissimo services will not work.

Colissimo Address

Please enter your physical address for your returns in case of non-delivery (no CEDEX admitted)

Use a different address for the reception of return shipments ☐ No

Shipping Address

\* Company

26

\* Lastname

30

\* Firstname

26

\* Address 1

13

Address 2

35

Address 3

35

Address 4

35

\* City

27

\* Zipcode

\* Country

France

\* Phone

+33

6

\* Email

58

Save

---

## Front Office Settings

This section configures what will be displayed to your customers on the storefront.

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### Settings

#### Active delivery duty paid

Allows you to anticipate customs fees for certain destinations.


You can define **three different tariffs** which will be added to shipping costs and charged to the customer at checkout.

#### Active Door Codes

Displays fields on the storefront so customers can enter building access codes, which will be printed on the label.

#### Weight Colissimo prices

Allows you to apply a surcharge to the shipping prices displayed on the storefront.

 Settings

Active delivery duty paid ☒ Yes

Since 29/06, the United States requires customs duties to be paid by the exporter (and no longer by the recipient), which means that shipments must be sent exclusively with the DDP (Delivered Duty Paid) option: customs duties on items must be paid to US Customs before these items enter the United States

Default DDP cost

GB DDP cost

USA DDP cost

Activate door codes ☒ Yes

Weight Colissimo prices ☒ Yes

Weighting type ☐ Percentage ☒ Amount

Amount

Save

## Estimated Delivery Date

Displays an estimated delivery date on the storefront.

Estimated delivery date

Display the date in the checkout process ☒ Yes  
Please contact your Colissimo sales representative to activate the option

Drop-off location

Cut-off time
 

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Message to display

Text color

Text font

Save

## Phone Field for Pickup Points

Allows you to make the phone number field mandatory or optional for pickup-point deliveries.

Phone field for pick-up points

Make the field optional ☒ Yes

Save

## Pickup Points – Desktop & Mobile Display

### Use the Colissimo Native Widget

Use either:

V1.1.1

- Colissimo's native widget, or
- the embedded module widget with OpenStreetMap.

## Use Default Colissimo Widget

“Yes” (default) gives access to the latest features.

“No” uses local files if conflicts occur with your theme or other modules.

## Pickup Point Filter

Filters which pickup points are displayed.

## Widget URL

Do not modify. A test button checks if it is operational.

## Display Preferences

Customize widget colors and fonts.

Pick-up service - Desktop display

Use native Colissimo widget ☒ Yes  
Do not forget to empty Prestashop cache if you change this option

Use default Colissimo Widget ☒ Yes  
Do not forget to empty Prestashop cache if you change this option

Filter Relay

- ☐ Post offices only
- ☒ All pickup points
- ☐ Pickup points only
- ☐ Pickup partner shops only
- ☐ Post offices and pickup partner shops
- ☐ All points except Pickup lockers
- ☐ All points except Pickme neighbor points

\* Webservice URL

Display preferences

\* Colors of information icons

Sections highlighted in orange in the example below

\* Color of the pick-up point selected in the list and on the map

Sections highlighted in grey in the example below

Text font

Display example

If not using the native widget, additional options appear

Display widget in a pop-up or embedded

Number of pickup points to display

Pick-up service - Desktop display

Use native Collasimo widget ☐ No  
Do not forget to empty Prestashop cache if you change this option

Display widget in a modal ☒ Yes

General pickup points customization

Filter Relay

- ☐ Post offices only
- ☒ All pickup points
- ☐ Pickup points only
- ☐ Pickup partner shops only
- ☐ Post offices and pickup partner shops
- ☐ All points except Pickup lockers
- ☐ All points except Pickme neighbor points

Number of pickup points to be displayed

Save

## Back Office Configuration

### Order Status Settings

#### Preparation time

Enter your order preparation time

#### Status triggering automatic label creation

Choose the statuses that will automatically trigger label generation

#### Update order status after label generation

When this option is enabled, orders will be set to the status “**in shipping**”

#### Update order status after manifest generation

When this option is enabled, orders will be set to the status “**handed to carrier**”

#### Update order status after delivery to a pickup point

When this option is enabled, orders will be set to the status “**delivered to selected pickup point**”

#### Send an email with the unauthenticated tracking link after label generation

An email is sent with the tracking link

#### Display the tracking number on the orders page

This option allows the tracking number to be displayed without opening each order

## Print Settings

### Label printing mode

Select where the labels will be printed

### Label printing in the Back Office

Automatic or manual

### Download the printing kit

This button links to the Colissimo printing kit download

### Use a thermal printer

Select according to the equipment used

### Label format

Select from the dropdown list

### CN23 format

Select from the dropdown list

### Number of CN23 forms

Select from the dropdown list

### Printer port

Select the port according to the installed equipment

### Protocol

Select the protocol from the dropdown list

### Display the order reference or order ID on the label

Select according to your display preference

**Print settings**

Label printing mode ☒ PrestaShop BO

Postage mode in PrestaShop's BO ☒ Manual

Download Printing Kit [Download OAO ZIP](#)

Use a thermal printer ☐ No

Label format

CN23 format

Number of CN23

Display the order reference on the label or order id ☒ REFERENCE

[Save](#)

## International Shipping Settings

Information can be found at <http://douane.gouv.fr>

### Country of origin

Select the country from which the products are shipped

### Default HS classification number

Enter the HS number

### EORI number

Enter the EORI number

### MID code

Enter the MID code that will appear on the CN23 for the USA

### UK EORI number


Specific EORI for the UK

### Customs reference

Enter your customs reference

### Carrier selection for each country (DPD or postal partner)

Select the correct partner for each destination country

 International shipping settings

International shipments

Default Origin Country

France

Default HS Code of your products

11111222

For more information: <https://douane.gouv.nc/le-tarif-douanier/nomenclature-tarifaire>

EORI Number

111111111111111

For more information: <http://douane.gouv.fr/articles/en15901-numero-ecri-economic-operator-registration-and-identification>

UK EORI Number

23125

For more information: <http://douane.gouv.fr/articles/en15901-numero-ecri-economic-operator-registration-and-identification>

MID Code

45444

Customs reference

1234567891011121314151617181920

Choice of carrier for Luxembourg

☒ Part.postal

Choice of carrier for Austria

☐ DPD

Choice of carrier for Germany

☒ Part.postal

Choice of carrier for Italy

☒ Part.postal

Choice of carrier for Belgium

☒ Part.postal

Save

## Postage Settings

### Use a default tare weight

This option allows you to define a default weight for each Colissimo parcel

### Default insurance for all shipments


Define whether insurance should be applied to each parcel by default


### Secure delivery code

This option can be enabled or disabled depending on your contract (check with your Colissimo sales representative)

It secures shipments with a delivery code

You can define the price thresholds for which the code is required

 Postage settings

 By default, the price range is between 0€ and 100,000€. If you have not entered a value for the secure code option then the price range will take the default values.

Use a default weight tare

☒ Yes

Default weight tare

2 kg

Default insurance for all your shipments

☐ No

Secure code on delivery

☐ No

Minimum order value

0 EUR

Maximum order value

100000 EUR

Save

## Return Label Settings

### Enable Colissimo returns

Enable returns



## Create a return label for each order

The return label will be automatically created for each shipment

## Make the return label available in the customer account

This option allows customers to find their Colissimo return label in their customer area

## Allow customers to generate return labels from their account

This option prevents automatic creation and lets customers generate the return label themselves

## Enable mailbox return

The Colissimo agent can collect the parcel from the customer's mailbox

## Enable secure return

Provides a secure code for return shipments

The screenshot shows the 'Return label settings' form. At the top, there is a blue information bar with a question mark icon and the text: 'If secure return is enabled, you will not be able to generate return labels. However, your customer will be able to generate a secure QR code to scan at the post office.' Below this, there are six settings, each with a toggle switch and a label: 'Enable Colissimo merchandises return' (Yes), 'Print return labels for each shipment' (Yes, with a note 'Choose yes if you want to include return label inside packages.'), 'Display return labels in customer's account' (Yes), 'Allow customers to generate their return label' (Yes, with a note 'Customers will be able to generate and print return labels themselves'), 'Enable mailbox return' (Yes, with a note 'If secure return is activated below, you will not be able to save mailbox return activation'), and 'Enable secure return' (No, with a note 'This option is subject to activation of the service in your Colissimo customer area. [Enable the service](#)'). A 'Save' button is located at the bottom right of the form.

# Files Management

In this form, you can configure how often the document deletion alert is displayed.

This allows you to regularly free up disk space based on the number of documents generated.

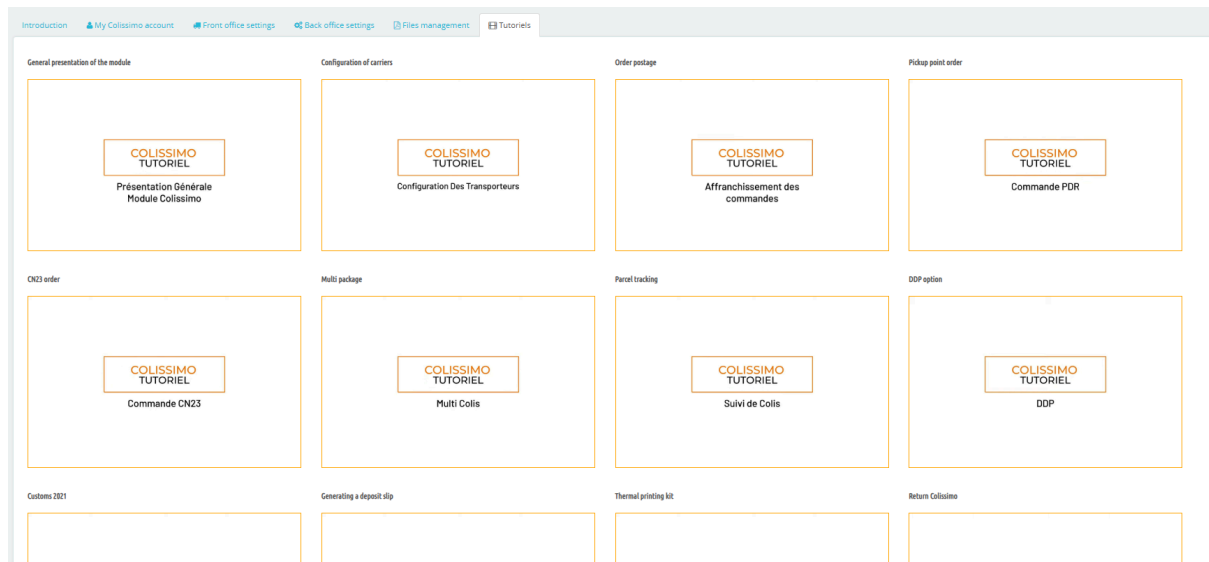
The default settings correspond approximately to a volume of 50 orders per day, so the alert appears every 15 days.

The alert will be visible on the **Colissimo Shipping** page.

The screenshot shows the 'Files management' form. At the top, there is a blue information bar with a question mark icon and the text: 'In this form, you can configure when to display an alert to delete documents. It allows you to free some space periodically depending on the quantity of documents you create. Default settings correspond approximately to a volume of 50 orders per day so the alert shows up every two weeks. The alert will be shown on the Colissimo Postage page.' Below this, there are three settings: 'Number of files triggering the alert' (3000 files), 'Documents lifetime' (14 day(s), with a note 'Documents dating more than this number of days will be deleted.'), and 'Disk usage of documents directory' (13 MB (135 files)). A 'Save' button is located at the bottom right of the form.

# Tutorials

This tab gives access to videos that help you understand how the PrestaShop module and Colissimo services work



## Colissimo Carriers

When the module is installed, **four Colissimo carriers** are created in the menu:  
**Shipping ⇒ Carriers**

These carriers must be configured in order to be correctly displayed on your website.

By default, they are not enabled

Colissimo Points de retrait		Delivery at post office, Pickup points & lockers	✓	✗	+	5	 Edit
Colissimo Domicile sans signature		Home delivery in mailbox	✓	✗	+	6	 Edit
Colissimo Domicile avec signature		Home delivery with proof of delivery	✓	✗	+	7	 Edit
Colissimo ECO Outre Mer		Delivery ECO overseas	✓	✗	+	8	 Edit

## Order Details

Each order placed on your website will contain a Colissimo block

### Orders shipped with Colissimo

You will find all order information as well as the documents generated by Colissimo for that order

Service

FR - DOMICILE avec signature

Total shipping (tax incl.):

€1.20

Total weight:

0.55 kg

Delivery address

evolutive  
 Colissimo group  
 10 bis avenue du Général Leclerc  
 78100 St Germain en Laye  
 France

Contact details

ikarmeni KARMENI  
 Phone: 87876473  
 Mobile:  
[ikarmeni@evolutive.com](mailto:ikarmeni@evolutive.com)

Create a label

Product name	Quantity Shipped	Shipped
T-shirt Imprime colibri (Taille : S - Couleur : Blanc)	1 / 1	6C20492604913
Carnet de notes Colibri (Type de papier : Ligne)	1 / 1	6C20492604913

#	Shipment	Return shipment	Customs Documents
	6C20492604913	8R49413070507	
#1	<div>Label</div> <div> </div> <div>CN23</div> <div>..</div> <div>Deposit slip</div> <div>..</div> <div>Shipment insured</div> <div>×</div>	<div>Return label</div> <div> </div> <div>Return CN23</div> <div>..</div> <div>Return shipment insured</div> <div>×</div>	..

Update tracking of this order

## Orders not shipped with Colissimo

You can associate this order with Colissimo after it has been placed by the customer

This order has not been placed using a Colissimo carrier.  
 However, you can still associate it to Colissimo in order to generate label, track shipments etc...  
 Choose between home delivery or pickup delivery...

Associate order to Colissimo

## Product module category

Hs code for each product

Country origin for each product

Short description for each product

## Hazmat selection for each product

Basic settings

Combinations


Shipping

Pricing

SEO

Options

Modules

**Colissimo - Official app : Manage your shipments with Colissimo.**  
2.2.3 by Colissimo

**Module to configure**  
Colissimo - Official app : Manage your shipments with Colissimo. ▼

Colissimo-Official module allows you to set up your Pick-up points delivery services on your website, print your labels from your back office or using Colishop, offer parcel tracking to your customers.

Please fill in the customs information of your product

HS Code

64059010

Country origin

Aruba ▼

Short description

descriptionnnnnn

Is it a dangerous product?

☒

Dangerous product, product type, classification

C ▼