

Installation guide

Official Colissimo Module for Magento (version 2)

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1 Installation

The module is available at the Magento Marketplace. We recommend installing it through the Marketplace to make updating easier. To find out which procedure to use to install a module from the Magento Marketplace, check the Magento documentation on the different steps: https://docs.magento.com/marketplace/user_guide/buyers/install-extension.html

2 Configuration

Once the module has been installed, two configuration entries are created in back-office. The first, "Delivery modes" (see [2.1](#)), allows you to set the prices for the Colissimo delivery methods that will be available to the user. The second, "Advanced settings" (see [2.2](#)), lets you configure the options for the module.

2.1 Delivery modes

The first part in the settings is found in: Shops -> Configuration -> Sales-> Delivery modes -> La Poste Colissimo.

This part lets you configure the prices for the Colissimo delivery methods that the customer can see when ordering.

2.1.1 La Poste Colissimo

This button takes you to the advanced settings for the module (for more information on the advanced settings, see [2.2](#))

2.1.2 Configuring the delivery methods

This part includes the price configuration for the different Colissimo delivery methods, which are as follows:

- Colissimo Domicile without signature
- Colissimo Domicile with signature
- Colissimo Collection Point
- Colissimo Expert

These 4 delivery methods are configured using the same structure:

- **Activating the method:** Makes the method available to the customer in the front-end at the time of the order.
- **Name:** Name of the method displayed for the customer at the time of the order.
- **Free delivery:** Makes this delivery method free, regardless of the destinations defined below.
- **Configuration:** This table allows you to set, for each geographic area, the delivery price for the customer depending on the weight. If one destination corresponds to several zones, the system will automatically choose the cheapest (see [6.5](#) for configuration help).

2.2 Advanced settings

The second part in the settings is found in: Shops -> Configuration -> Sales->La Poste Colissimo Advanced Settings.

This part allows you to set the options that will be used to run the Colissimo module, such as, for example, the APIs, delivery label management etc.

2.2.1 General settings

- **ID:** Colissimo identifier for using the APIs: monitoring the order status, generating Send and Return labels, retrieving pick-up points via the Webservice and retrieving the selected widget for the pick-up point.
- **Password:** Password for connecting to the API.
- **Colissimo Box Access:** Access to the La Poste company services management portal.

2.2.2 Labels

- **Delegate label generation to ColiShip?:** Choose the labelling mode: via the module or via La Poste "ColiShip" service (If this option is enabled, a sample FMT file for the ColiShip import is available by clicking on "Download a sample FMT file")
IF ENABLED, LABELS WILL ONLY BE GENERATED VIA COLISHIP.
- **Printing format for send labels:** Choose the printing format for the send labels. This parameter is sent to the API when they are generated.
- **Order status for generating labels:** Order status that automatically generates a label once it is complete. **Set to "No change" to disable automatic label generation.**
- **Order status after generating labels:** Order status to be applied after generating a label.
- **Send tracking email:** Emails the link to the non-authenticated tracking page (see [6.3](#)) for the order each time a delivery label is generated.
- **Use Cash on Delivery?:** If enabled, the generated labels will use Cash on Delivery mode.
- **Use Colissimo insurance?:** If enabled, the generated labels will use Colissimo insurance.
- **Average preparation time:** Your average preparation lead time for a delivery, in days.
- **Recommendation level:** Choose the recommendation level
- **Generate the customs declaration (CN23)?:** If active, each label that requires one will be accompanied by the corresponding CN23 form.
 - **Default HS code:** Required for the CN23. Legal information. The value entered in this option is taken into account if it is not set at product level (see [6.1](#))
 - **Parcel free of customs taxes and duties?:** Only for shipments to the French DOM / TOM (Except St-Pierre-and-Miquelon)
 - **Type of shipment category:** States the nature of the shipment (for international or overseas shipments subject to the CN23 declaration)

2.2.3 Return labels

- **Printing format for return labels:** Choose the printing format for return labels. This parameter is sent to the API when they are generated.
- **Automatically create the return label when generating the return label**

- **Display the name of the return service on the return label:** Parameter sent to the API when the return label is generated. The name of the service (defined in the following parameter) will be displayed on the return label.
- **Name of the return service**
- **Display the order number on the return label**
- **Number of days for the return label purge (days):** Return labels are stored in the database of the module, unlike send labels, which are stored and managed natively by Magento. This parameter prevents the module database from being overwritten by deleting return labels for which the lead time has expired.
- **Create a return label available to the customer:** Allows the customer to create his own return label through his personal account in the front-end (see [5.3](#)).
- **Send an email with the return label:** E-mails the label as an attachment to the customer when the return label is generated.

2.2.4 Pick-up point

- **Display mode:** Select the standard Colissimo display mode (Widget) and the customisable mode (WebService)
- **Widget mode:**
 - **Customise widget:** If enabled, you can customise the font and font colour for the Colissimo widget
 - **Text colour in the address field**
 - **Text colour in the list of pick-up points**
 - **Character font:** Font for the pick-up point widget text.
 - **Widget URL:** URL used to call the pick-up point display widget. Only changed at the request of Colissimo Support. Default value: <https://ws.colissimo.fr/widget-point-retrait/resources/js/jquery.plugin.colissimo.min.js>
- **WebService mode**
 - **Display international pick-up points:** Parameter sent to pick-up points the to retrieve international pick-up points
 - **Google Maps API Key:** Google API Key to display the map displaying the pick-up points. (To generate a Google Maps API key, see [6.4](#))

2.2.5 Mailbox collection

- **Authorise returns to mailboxes:** If enabled, customers will be able to automatically create, via their personal account in the front-end, a return label and use it to send their parcel via their mailbox (see [5.3](#)).

2.2.6 Debugging and development

- **Debug mode:** Logs the different actions and calls to the API by the user and module. This option lets you collect information in the event of unexpected behaviour. The log files are in the folder `/var/log/colissimo`.
ENABLE THIS FOR SUPPORT, DISABLE WHEN NO LONGER NECESSARY.
- **Log lifetime (days):** Time before logs are deleted. Use 0 or leave blank to disable deletion.
- **See the latest logs:** Button for displaying the last 1,000 lines of the log files.

3 Generating a delivery label

If the option to delegate to ColiShip is disabled (see [2.2.2](#)), a Colissimo delivery label can be generated in several ways.

TO GENERATE A DELIVERY LABEL, THE ORDER MUST HAVE BEEN INVOICED IN MAGENTO

3.1 Manual generation

You can manually generate a Colissimo delivery label via the traditional Magento process:

- Go to the order in the back-office
- Click on "Ship" to go to the shipment creation page
- Tick the box "Create delivery label", then click "Confirm shipment..."

Failed to synchronize data to the Magento Business Intelligence service. [Retry Synchronization](#) Messages système: 1

Nouvelle livraison

Retour Réinitialiser

Commande & informations du compte

Commande #00000187 (L'email de confirmation a été envoyé)

Date de commande	24 avr. 2019 à 15:11:10	Informations du compte	
Statut de la commande	Processing	Nom du client	Invité
Acheté sur	Main Website Main Website Store Default Store View	Email	sbz.com
Adresse IP	[REDACTED]	Groupe de clients	NOT LOGGED IN

Informations d'adresse

Adresse de facturation Modifier	Adresse de livraison Modifier
[REDACTED]	[REDACTED]

Paiement & méthode de livraison

Informations de paiement	Informations de livraison
Cash On Delivery Commande passée en USD.	Colissimo - Colissimo avec Signature Montant total de la livraison: 20,00 \$US

Transporteur	Titre	Numéro	Action
<input type="text" value="Ajouter un numéro de suivi"/>			

Articles à expédier

Produit	Qté	Qté à Expédier
Strike Endurance Tee SKU: M508-S-Red Size: S Color: Red	Commandé 1 Facturé 1	1

Total de l'expédition

Commentaires de livraison	Options d'Expédition
Texte du commentaire <input type="text"/>	<input checked="" type="checkbox"/> Créer l'étiquette de livraison <input type="checkbox"/> Ajouter les commentaires <input type="checkbox"/> Envoyer une copie de la livraison par email

[Valider l'expédition...](#)

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- In the panel that is displayed, select the products you want to add to the shipment then click "Save"

If the option to automatically generate the return label is enabled (see [2.2.3](#)), the return label will be automatically generated at this time.

The delivery label is then located in the Magento shipments display.

You can also generate a label after you create the shipment, if the box "Create delivery label" has not been ticked or if it is necessary to generate another label for example. This can be done in the Colissimo shipment listing (see [4.2](#)).

3.2 Automatic generation

A delivery label can be automatically generated if the option "Order status for generating labels" (see [2.2.2](#)) is set for one or more order statuses. When the order reaches this status, the delivery label is automatically generated, on condition that it has been invoiced.

As with manual generation, if the option to automatically generate the return label is enabled (see [2.2.3](#)), the return label will be automatically generated at this time.

3.3 Return labels

If the return label is not automatically generated (see [3.1](#) and [3.2](#)), you can generate it via the shipment listing (see [4.2](#)).

4 Interfaces

The module adds specific interfaces to the Magento back-end for better management of Colissimo shipments.

These interfaces are listed in Sales-> Colissimo.

4.1 Dashboard

This reference interface provides an overview of the different Colissimo shipments, both current and completed.

The listing shows, for each Colissimo parcel:

- The parcel number
- The associated order number
- The associated shipment number
- The delivery slip number
- The Colissimo status, provided by the Colissimo tracking API.

If a parcel's status has not been updated for 72 hrs, a small warning symbol highlights it.

 Plus de 3 jours (AEC)

If there is an anomaly with the delivery of a parcel, this is indicated with another symbol.

✖ Anomalie (AACEDI)

For each parcel, the following actions can be performed:

- See parcel
- See order
- Download label

4.2 Shipments

This interface shows a shipment listing of orders placed with a Colissimo delivery method.

In addition to the traditional information about a shipment, there is also some specific information:

- **Status:** Status of the delivery. Information provided by the Colissimo tracking API. This is a clickable link to the non-authenticated delivery tracking page in the front-end.
- **Label:** Different label numbers generated for this shipment. The label in bold is the last label generated.

The listing offers a list of possible actions for the selected shipments:

- Generate send or return labels
- Generate a delivery note
- Download a ZIP file containing all of the information relating to the shipments.

For each shipment, there is a choice of specific actions:

- Print the send or return label
- Download the send or return label
- Email the return label to the customer

there are 2 action buttons:

- **Update the Colissimo statuses:** via the Colissimo delivery tracking API, retrieves the latest statuses for the orders dating from at least 15 days before.
- **Scan the delivery slip:** lets you select the labels to add to the delivery note via a scanner (see [4.2.1](#))

4.2.1 Scanning the delivery slip

In this interface, you can scan the bar code on the labels. If the wrong bar code is scanned, the system recognises it and does not take it into account.

There is a reset button for resetting the entry. If you want to delete the last bar code scanned, click "Delete the last code".

To confirm the entry, click "Send".

4.3 Delivery notes

List of delivery notes generated via the "Shipments" interface.

This listing displays the delivery slip number, the number of parcels on the slip, the PCH (processing) site code, the list of label numbers on the form and the date generated.

You can print out the forms via this interface by clicking "Download the form".

4.4 ColiShip

If the option to delegate label generation is enabled in the settings (see [2.2.2](#)), you can access the ColiShip management interface in the module.

By clicking "Generate ColiShip export", the system downloads a ColiShip compatible file containing information about the Colissimo orders with the status defined in the settings in the field "Order status for generating labels" (see [2.2.2](#)). This file must be downloaded in ColiShip. You can download a sample FMT file for ColiShip by clicking "Download a sample FMT file".

YOU MUST USE THIS FMT FILE TO CONFIGURE IMPORTS INTO COLISHIP TO IMPORT ORDERS FROM THE COLISSIMO MODULE

You can import the label numbers generated by ColiShip by downloading the file through this interface. To be able to import into the Colissimo module, the file exported by ColiShip must be configured as follows:

- Separator: , (comma)
- Delimiter: “ (inverted commas)
- Field order:
 1. Tracking number for the international partner
 2. Order number

The system will add the tracking numbers to the orders concerned, and set them to the status defined in the settings in the field "Order status after generating the labels" (see [2.2.2](#)).

5 Front-End

5.1 Choosing a delivery mode

When the customer is on the delivery mode selection page, the Colissimo methods are displayed, if they have been enabled and if there is a weight range corresponding to the basket.

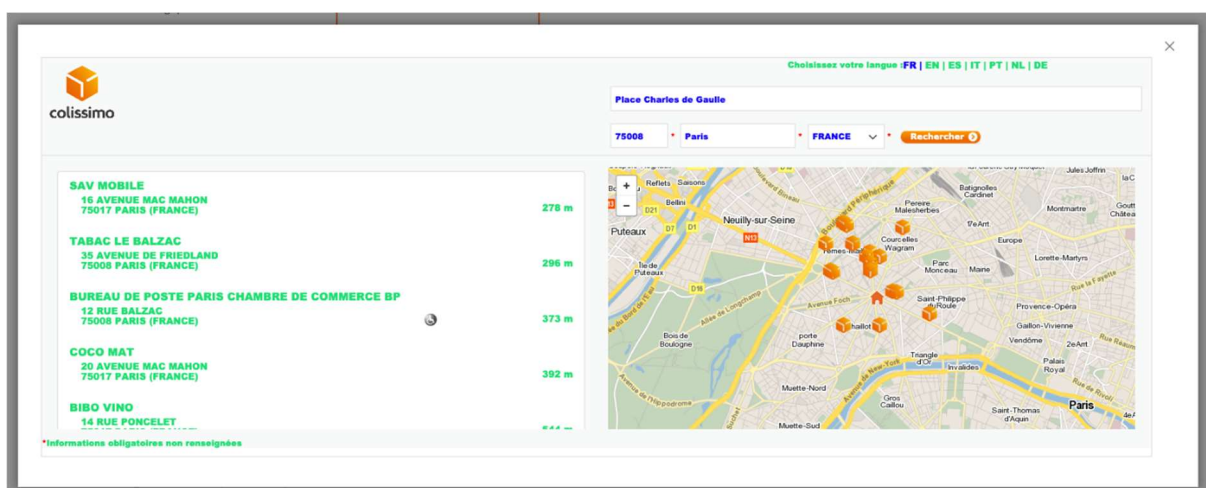
Shipping Methods

<input type="radio"/>	€5.00	Colissimo Point Retrait	Colissimo
<input type="radio"/>	€6.00	Colissimo Domicile avec signature	Colissimo
<input type="radio"/>	€7.00	Colissimo domicile sans signature	Colissimo
<input type="radio"/>	€5.00	Fixed	Flat Rate

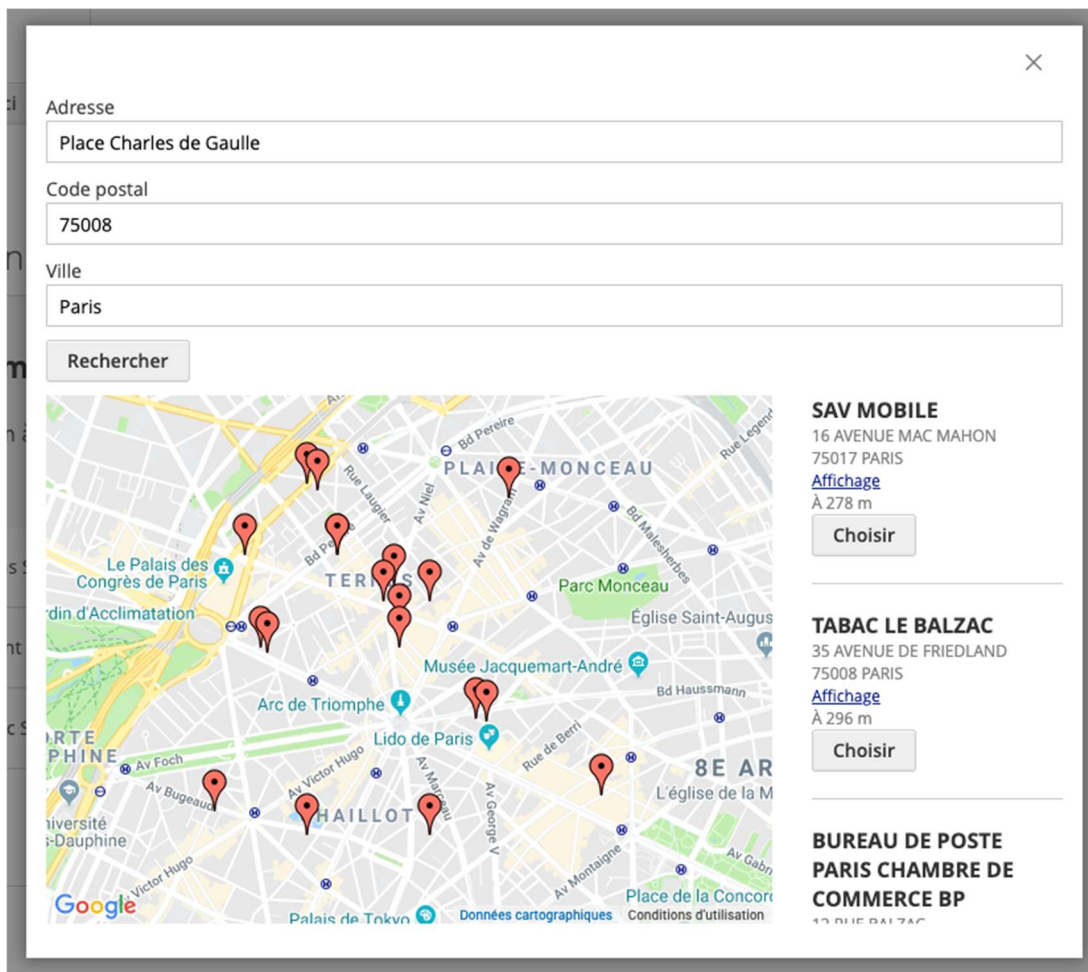
5.2 Pickup Points

When the customer clicks the delivery method "Colissimo Pick-up point", if it is available, a pop-up window is displayed so he can choose a pick-up point.

The pop-up displayed depends on the settings selected for the option "Display mode" (see [2.2.4](#)).



Widget mode



WebService mode

The WebService pop-up mode can be modified via the Magento view overwrite system. This work must be done by an integrator as it involves technical work on the theme.

Once the pick-up point has been chosen, it is stated below the delivery method.

€5.00 Colissimo Point Retrait Colissimo

CASINO SUPERMARCHÉ
64 ALLEE D ITALIE
69007 LYON
[Modify my relay](#)

The address of the pick-up point overwrites the delivery address set by the user.

5.3 Management in the customer account

In his account, when the customer goes to the delivery(ies) linked to an order using a Colissimo delivery method, he is given several additional options, on condition that a shipment has been created and a delivery label has been generated:

- **Track this delivery:** Displays a non-authenticated page (see [6.3](#)) on which the user can track the delivery of his order using the Colissimo API.
- **Print the return label:** If the "Create a return label available to the customer" (see [2.2.3](#)) option is enabled, this option enables the customer to download a return label to return one or more items of his parcel.
- **Drop off a returned parcel in a mailbox:** If the "Authorise returns to mailboxes" (see [2.2.5](#)) option is enabled, the customer can, by clicking this link, request a return to his mailbox. He will then be taken to a page on which he can enter the address where he wants his to pick his parcel up in the mailbox.

Once the address has been entered, he checks the availability of the pick-up by clicking on "Verify that this address is eligible for mailbox return".

Dépot de colis retour en boîte aux lettres

Adresse de retour

Votre colis a été initialement envoyé à cette adresse :

John Acyba
Place Charles de Gaulle
Paris, 75008
France

Vous pouvez changer l'adresse depuis laquelle le retour sera envoyé via les champs suivants :

Nom

John Acyba

Rue

Place Charles de Gaulle

Zip code

75008

Ville

Paris

Pays

FR

Seule la France est autorisée

Verifier que cette adresse est éligible au retour en boîte aux lettres.

Once the verification is complete, the parcel drop-off time will be displayed. The customer can then confirm the parcel pick-up by clicking "Confirm pick-up from my mailbox".

Dépot de colis retour en boîte aux lettres

Adresse de retour

Adresse depuis laquelle le retour sera fait :

John Acyba
Place Charles de Gaulle
75008, Paris
FR

Please confirm before today 23h00 that you will put the parcel in the MailBox described previously, before the 30 avril 2019 at 08h00.

Confirmer l'enlèvement dans ma boîte aux lettres

6 Miscellaneous

6.1 HS code

The HS code is legal information that is required for the CN 23 customs declaration for a shipment outside of the European Union. This form is automatically generated at the time the label is generated if the option has been enabled in the settings (see [2.2.2](#)). This code identifies the products included in the parcel. Because of this, it must be defined for each article in the shop.

In the product settings (Catalogue -> Products), the field "Product HS code" allows you to modify this setting.

When the CN23 form is generated, if a product does not have an HS code, the one defined in the field "Default HS code" in the settings (see [2.2.2](#)) will be used.

6.2 CRON tasks

The module uses the Magento CRON function to perform actions automatically and regularly.

The Colissimo module uses it for three tasks:

- Updating Colissimo delivery statuses every hour, from 8 am to 8 pm. so 12 times per day.
- Purging old return labels, depending on the option "Number of days for the return label purge (days)" (see [2.2.3](#))
- Purging log files, depending on the option "Log lifetime (days)" (see [2.2.6](#))

6.3 Non-authenticated tracking page

This is a page for tracking non-authenticated Colissimo delivery in the front-end. This page lets you track your delivery without the need to log in to your customer account. As a result, no personal data is displayed on the page.

This page can be viewed in 3 ways:

- By clicking the delivery status in the list of Colissimo Shipments in the back-end (see [4.2](#))
- In the tracking email sent when the order is generated if the option "Send tracking email" is enabled (see [2.2.2](#))
- In the order display in the customer account in the front-end (see [5.3](#))

6.4 Generating a Google Maps API key

To use the Colissimo delivery method for a pick-up point via the WebService (see [2.2.4](#)), you have to enter a Google Maps API key to geo-track the pick-up points (see [5.2](#)). This key has to be entered in the field "Google Maps API Key" in the settings (see [2.2.4](#)).

These are the steps to follow to generate this:

- Go to the site <https://console.developers.google.com>
- Sign in with a Google account
- Go to the section "Credentials"
- Click on "Create credentials" > "API key" (You can set restrictions for this key)
- Copy the key
- Go to "Library"
- Search for "Google Maps JavaScript API" and click on the result
- Click: "Activate"
- Search for "API Geocoding" and click on the result
- Click "Activate"
- Paste the key in the field "Google Maps API Key" in the settings (see [2.2.4](#))

6.5 Configuring the delivery price methods

The delivery price methods are configured via a table in which you enter the weight and destination (seer [2.1.2](#))

For each delivery method (Colissimo without signature, Colissimo with signature, Colissimo pick-up point and Colissimo expert), there is a table enabling you to independently configure the prices for each method. The table always has the same structure: "Zone", "Weight from", "Prices" and "Action".

Configuration
[vue magasin]

Zone	Poids à partir de	Prix	Action
Belgium	0	2	
Belgium	1	4	
France	0	3	
France	1	7	
France	2	11	
OM1	0	11	
OM2	0	5	
Zone 3	0	12	
<input type="button" value="Nouvelle tranche"/>			

Configurez les prix de livraison à appliquer par destination et tranche de poids que vous voulez activer



The "Zone" column allows you to set the geographic area that the prices will be applied to. The "Weight from" column lets you set the start weight for the prices. The "Prices" column allows you to set the prices to be applied to the corresponding delivery method. Finally, the "Action" column lets you delete a weight range.

The weight range taken into account will always be the highest for a single zone.

Example: in the above example, if there is a basket that weighs 3kg for delivery in France, the price will be for the €11 delivery method. If the weight is 1.5kg, for the same zone, the price will be €7.

If a destination is located in more than one zone, for a single weight range, the selected price will always be the cheapest.

Example: in the image below, Martinique has its own weight range; nonetheless, it is also part of the OM1 zone group. As the latter's price is cheaper for the same weight range, that is what will be taken into account. Therefore, for delivery in Martinique of a parcel that weighs more than 0 kg, the price will be €11.

Martinique	▼	0	15	
OM1	▼	0	11	

The currency and units of weight are those defined in Magento.

Depending on the delivery method, the available zones are not the same. In fact, not every delivery method can be used in every zone. For more information about this point, please refer to your Colissimo contract.