



# E-COMMERCE MODULE

MAGENTO 2.x





Chronopost module version 1.1.5

## FOREWORD

Version after version, we make every effort to provide you with strong, intuitive shipping solutions offering a wider range of functions.

The new module (version 1.1.5) has many new functions and includes corrections made to the previous versions following customer feedback.

We hope that you will find everything you need in this guide.

The Chronopost team

---

**CONTENTS :**

<b>FOREWORD</b>	<b>2</b>
<b>WARNING</b>	<b>5</b>
<b>PRE-REQUISITES</b>	<b>6</b>
Magento version	6
Contract	6
<b>Responsibility</b>	<b>6</b>
Server configuration	7
Data flow authorisations	7
<b>NEW FUNCTIONS</b>	<b>8</b>
<b>INSTALLING THE MODULE</b>	<b>9</b>
Downloading	9
Automatic installation of the module from Magento Marketplace	9
Manual installation of the module	13
<b>CONFIGURING THE MODULE</b>	<b>14</b>
The Chronopost contract	15
General settings	16
Google Map v3 API Key (module version less than 1.1.4)	16
The URL for tracking	17
GS path	19
Configuring CSS Export	19
Configuring Imports	19
Printing information	19
Printing parameters	20
Unit of weight	21
Mailbox deposit option	22
Ad Valorem insurance	22
Saturday delivery option	23
Return option	24
List of eligible countries	24
<b>Configuration des tarifs (Supplément pour la corse)</b>	<b>24</b>
Map information text	24
<b>CONFIGURING THE TRANSPORT OFFERS</b>	<b>26</b>

---

---

The Chrono 10, 13 and 18 offers	27
The Chrono Classic and Express offers	30
The Chrono Relais, Relais Europe and Relais DOM offers	31
The Chrono Sameday offer	31
The Chrono Precise offer	31
<b>DISPLAYING THE OFFERS IN THE ORDER TUNNEL</b>	<b>33</b>
The shipping address	33
Shipping method	33
Selecting the Chrono 10, 13, 18, Sameday, Classic or Express offers	33
Selecting Pickup Points offers	34
The map of Pickup points	35
Selecting the Chrono Precise offer	36
<b>MANAGING ORDERS</b>	<b>37</b>
<b>Creating transport labels for an order</b>	<b>37</b>
Manually adding a tracking number	39
Selecting the contract	39
The number of parcels in the shipment	40
Entering the weight and dimensions of the parcels	41
Maximum authorised weight	41
Maximum authorised dimensions:	42
Printing the transport labels	42
Mass printing the transport labels	43
Customising the columns	44
Printing the transport labels of an order	44
Generating transport labels for multiple orders	45
Reprinting order transport labels	46
Printing transport labels	46
Modifying the “Saturday delivery” option before printing	46
Sending a return transport label	47
Modifying the return address	47
Cancelling a transport label	48
Partial shipment of an order	48
Special case	49
Exporting orders to Chronopost.fr	49
Importing tracking numbers from Chronopost.fr	50

---

Format of the import file	50
The end of day slip	50
<b>COMPATIBILITY WITH MODULES AND TEMPLATE</b>	<b>52</b>
<b>CUSTOMISING THE MODULE</b>	<b>52</b>
<b>TECHNICAL ASSISTANCE</b>	<b>53</b>

## WARNING

Our modules are designed so that you can update a previous version openly.

However, to avoid any inconvenience, we recommend that you test the new module on a pre-production platform if you have one.

Also remember to finalise all orders before installation

## PRE-REQUISITES

### Magento version

The module is designed to be compatible with all of the current versions of **Magento 2 Community Edition**. We strive to ensure upward compatibility of all Magento updates.

### Contract

Since the 1.1.3 version of the Chronopost module, a test contract is pre-configured in the module installation, to allow you to test the module and check if it is suitable.

However a valid transport label can only be issued if a contract has been made with Chronopost.

If you do not have a Chronopost contract, you can request that someone contacts you by clicking [here](#) and by completing the form, stating that you are an e-tailer and wish to use the MyChrono pack.



To contact a Chronopost salesperson, go to :  
<https://www.chronopost.fr/fr/professionnel/nous-contacter>

### Responsibility

As this is a free (open-source) add-on module that can be modified and adapted to your needs, Chronopost cannot be held responsible for any technical problem related to the installation or adaptation of the add-on module on your site.

Consequently, you remain liable for any damage or loss, including loss of profits, affecting your equipment, materials, installations, supplies related to the use of the module.

In addition, you will be responsible for any damage or loss caused by you or your service providers on your site

## Server configuration

We recommend that you use Php 5.5 or higher, and MySql 5.6 or higher data base.

## Data flow authorisations

The Chronopost e-commerce module communicates with our systems to identify the offer prices and to provide and recover the information required for you to ship.

To accomplish this, we need your provider to authorise data flows to and from [www.chronopost.fr](http://www.chronopost.fr).

- Chronopost IP: 10.34.36.170
- Port 8080



In most cases, this is already done and requires no action on your behalf. However, if you experience difficulties when configuring your module, such as not being able to verify your identifiers, please contact your service provider to ensure that this has been done or request it otherwise

## NEW FUNCTIONS

### Version 1.1.5

- Bugfix of displaying Chronopost menu in the back office

### Version 1.1.4

- Replacing the map provider for relay point display for simpler and more robust configuration.
- Added the Corsican supplement option.

### Version 1.1.3

- Managing/modifying the weights and dimensions of the packages before printing the transport labels.
- An update of multi-parcel shipments (parcel 1/x and no longer n times 1/1).
- Introduction of multiple accounts, so that you can operate several contracts on a same e-commerce site.
- Pre-setting of module parameters with an account and demonstration addresses.
- An updated import function that now allows you to show the correspondence between the columns of your import file.
- Sunday delivery is now managed (in Chrono Precise).
- Extension of the Europe Return offer to all eligible countries and offers.
- Handling of the translation of information from relay maps.



Fuller details of these functions will be provided in the presentation of the configuration of the module. Please refer to the relevant chapter for more information.



## INSTALLING THE MODULE

### Downloading

By the time you read this, our module is probably already available on Magento Marketplace. If you have an account, you can download it directly from [marketplace.magento.com](https://marketplace.magento.com).

You can also download it directly from Chronopost.fr by [clicking here](#), or by visiting: [www.chronopost.fr/fr/plateformes-e-commerce](http://www.chronopost.fr/fr/plateformes-e-commerce)

### Automatic installation of the module from Magento Marketplace

If you have a Magento Marketplace account, you can link your store to it so that you are able to install extensions in just a few clicks.



The connection with Magento Marketplace and the installation of a first module are a little painstaking but once completed, all of your other modules will be easy to install and the updates will be done automatically.

To do so, go to [marketplace.magento.com](https://marketplace.magento.com) and access the page “My Profile” and click on “Access Keys”.

Make a note of your public and private access keys, or create them if you haven't already done so.

The screenshot shows the Magento Marketplace interface. At the top, there are navigation links for "Extensions", "Themes", and "Partners", along with a shopping cart icon and a "Search" button. Below the navigation is a search bar with the placeholder text "Search for products, categories, ...".

Underneath the search bar, there are two tabs: "Magento 2" (which is selected) and "Magento 1". Below the tabs is a button labeled "Create A New Access Key". To the right of the button is a paragraph of text: "These keys can be used for authorized downloads of the Magento 2 platform, extensions, and themes. Please see the instruction document for installing <http://devdocs.magento.com/guides/v2.0/install-gde/install-resource-diagram.html> or extension".

Below the text is a table with the following structure:

Name	Access Keys	Status	Actions
Chronopost	Public Key: <a href="#">2770e4d812c4712b48f34c4f464640885d</a> Copy Private Key: <a href="#">d7482f7046877015e4f3a77012477128</a> Copy	Enabled	Disable Delete

Then go to the “Web Setup Wizard” section in the “System” menu of the back-office of your store.

The screenshot shows a dark-themed menu with three main sections: "STORES", "SYSTEM", and "FIND PARTNERS & EXTENSIONS". Under the "SYSTEM" section, there are several options: "Tools", "Cache Management", "Index Management", "Backups", and "Web Setup Wizard". A red arrow points to the "Web Setup Wizard" option. To the right of the "SYSTEM" section, there are additional options: "Notifications", "Custom Variables", and "Manage Encryption Key".

Click on “Extension Manager”, and enter the keys of your Magento Marketplace account.

If you have not already done so, go to [marketplace.magento.com](https://marketplace.magento.com) and purchase the Chronopost module. Don't worry, the module is free, but you need to add it to your personal modules so that you can install it.

If you have already "purchased" it, go to <https://marketplace.magento.com/downloadable/customer/products>.







**Chronopost Official** M2

Seller: [Chronopost](#)

Edition: **Community**

Version: **Magento 2**

Support: **Yes**

Installation: **Yes**

**Install**

[Contact Seller](#)






[Download](#)

Continue Shopping

Click on the “Install” button then go back to the “Web Setup Wizard” section in the “System” menu of your store's back-office.

In the “Extension Manager” menu, click on “Review and install” to access the list of modules that you have purchased on Magento Marketplace.

Select the Chronopost module and click on install.

 HOME  
 EXTENSION MANAGER  
 MODULE MANAGER  
 SYSTEM UPGRADE  
 SYSTEM CONFIG

## Extension Manager

[< Back](#)

### Ready to Install

Install 6 extensions 20 per page < 1 of 1 >

<input type="checkbox"/>	Extension Name	Type	Vendor	Latest version	Action
<input type="checkbox"/>	magento/module-paypal-captcha	Module	Magento	Version 100.0.0	<a href="#">Install</a>
<input type="checkbox"/>	magento/module-paypal-recaptcha	Module	Magento	Version 1.0.0	<a href="#">Install</a>
<input type="checkbox"/>	magento/module-shared-catalog	Module	Magento	Version 100.1.1	<a href="#">Install</a>
<input type="checkbox"/>	paypal/module-braintree	Module	Paypal	Version 3.1.0	<a href="#">Install</a>
<input type="checkbox"/>	shipperhq/module-shipper	Module	Shipperhq	Version 20.21.7	<a href="#">Install</a>
<input type="checkbox"/>	shipping/chronopost-module	Module	Chronopost	Version 2.2.1	<a href="#">Install</a>

Confirm the different steps, ... Congratulations, your module is now installed and ready to be configured!



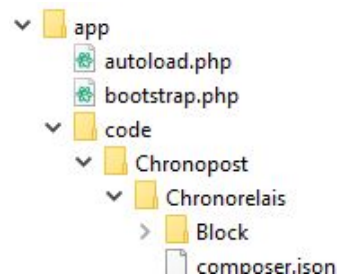
If errors are encountered during the installation related to your provider, this is because the provider does not comply with the pre-requisites of Magento. Contact your provider to get an update, or install the module manually.

## Manual installation of the module

Now the module has been downloaded from [marketplace.magento.com](https://marketplace.magento.com) or [www.chronopost.fr/fr/plateformes-e-commerce](https://www.chronopost.fr/fr/plateformes-e-commerce), we can start adding it to our Magento store.

Your Magento 2.x extensions can be installed in a matter of minutes by following these steps.

1. Download the extension
2. Using a client FTP, place the content of the module zip archive in the “code > Chronopost” directories of the app folder in the root directory of your site. Create the directories if required.



3. Connect to your Magento 2.x provider interface using the SSH connection (for further details, contact your service provider) or use software such as [Putty](#)
4. Once the SSH connection has been established, using the command (shell) invite, open the Magento root directory (where Magento 2.x is installed)
5. Enter the command “bin/magento module:enable Chronopost\_Chronorelais” to activate the module. You should obtain the following result:

```
modulechzu-david@ssh02.cluster026.gra.hosting.ovh.net (php/7.1/production/stable) ~/www/magento2-demo2 $ bin/magento module:enable Chronopost_Chronorelais
The following modules have been enabled:
- Chronopost_Chronorelais

To make sure that the enabled modules are properly registered, run 'setup:upgrade'.
Cache cleared successfully.
Generated classes cleared successfully. Please run the 'setup:di:compile' command to generate classes.
Info: Some modules might require static view files to be cleared. To do this, run 'module:enable' with the --clear-static-content option to clear them.
```

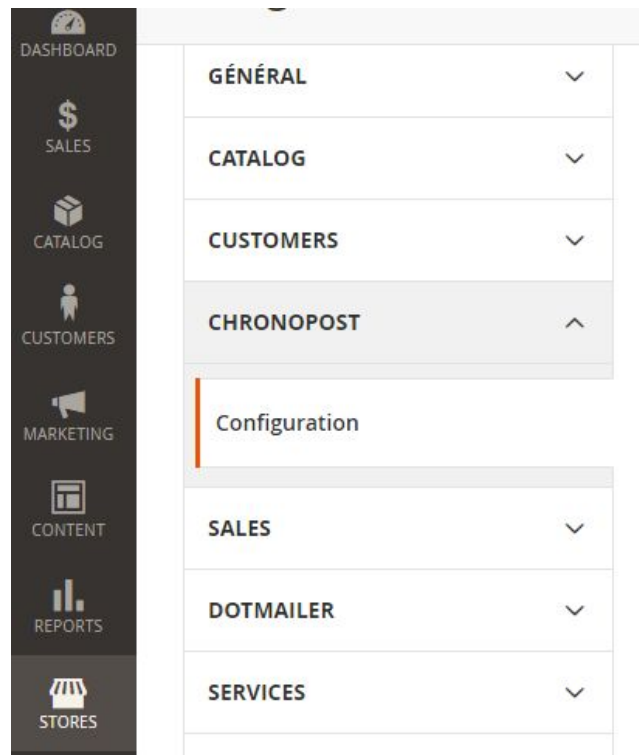
6. Then enter “bin/magento setup:upgrade” to update your Magento
7. Then enter “bin/magento cache:clean” puis “bin/magento cache:flush”

Your module is now installed and ready to be configured.

## CONFIGURING THE MODULE

Now that the module is installed, it can be configured.

In the “Store > Configuration” menu of your back-office, click on the configuration button of the new “CHRONOPOST” menu.





Since version 1.1.3, the Chronopost module has been pre-configured with a test contract and fictitious addresses to allow specimen transport labels to be printed to test that the module is operating correctly as soon as it is installed.

## The Chronopost contract

The Chronopost module is configured by default with a test contract, this data needs to be replaced by the identifiers of your own contract.

### Contracts

Manage my contracts [store view]

Chronopost contract name :  1

N° de compte Chronopost :  2

N° de sous compte :  3

Mot de passe Chronopost :  4

5

6

- 1 You may now use as many contracts simultaneously as you wish. This field allows you to name each one so that you can identify them more easily.
- 2 The Chronopost account number is your Chronopost contract number containing 8 figures. This field must be completed for the module to work.

- 3 The sub-account numbers are not compulsory but may be completed if you use them. They can be used to differentiate cost centres, and will be used when printing transport labels via the shipping Webservices.
- 4 Your Chronopost password is your Chronotrace code that was included in your welcome E-mail. It is linked to your contract number. The association of these two items allows our webservices to identify you, to consult the list of your offers and prices. It is compulsory and is composed of 6 figures. If you don't know what it is, ask your Chronopost contact or the technical hotline.
- 5 The “check contract” button enables you to check the validity of the identifiers entered.
- 6 The “add contract” button displays a new form that is identical to the first one, to allow you to add another contract, if you have more than one.  
You may add as many contracts as you wish.

## General settings

Google Map v3 API Key (module version less than 1.1.4)



Since version 1.1.4, to facilitate configuration, the Google Map API has been replaced by OpenStreetMap. If you are on a version higher than 1.1.3, you can ignore this part

To display the relay map on your site, you need to use an API Google Map key. If you have a valid key, enter it in the corresponding field. If not, to get you need to go to [console.developers.google.com](https://console.developers.google.com) or [developers.google.com/maps/documentation/](https://developers.google.com/maps/documentation/) for more information.





It is not compulsory to display the Pickup point map for the Pickup point offer to operate correctly. By default, the distribution points will be shown on a list where the selection may be made.

### The URL for tracking

This field contains the address of the page for tracking Chronopost parcels. It provides automatic access to the tracking of a parcel when a transport label number from your back office, your customer accounts or E-mails sent to them is clicked on.

You may modify this address freely to use another generic tracking tool, but we recommend that you leave it by default, to ensure optimal tracking by your customers.

By default, the URL links to the Chronopost tracking page in French, but you can modify this to one of the seven languages available.

Tracking URL for different languages	
French	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=fr&amp;listeNumerosLT={tracking_number}</code>
English	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=en&amp;listeNumerosLT={tracking_number}</code>
Italian	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=it&amp;listeNumerosLT={tracking_number}</code>
Spanish	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=es&amp;listeNumerosLT={tracking_number}</code>
German	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=de&amp;listeNumerosLT={tracking_number}</code>
Portuguese	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=pt&amp;listeNumerosLT={tracking_number}</code>
Dutch	<code>http://www.chronopost.fr/tracking-no-cms/suivi-page?langue=nl&amp;listeNumerosLT={tracking_number}</code>



### GS path

This field is for access to the GS (Ghostscript) command. This is optional for the Chronopost module, but allows the shipment labels of several Chronopost orders to be generated simultaneously.

If it is not present and / or configured, the editing of orders will have to be done one by one.

Once, you can edit all the labels for your orders at once or on a case-by-case basis.

For more information on Ghostscript, go to: [ghostscript.com](http://ghostscript.com).

## Configuring CSS Export

The Chronopost module allows you to manage your shipments entirely from your store as well as with the tools provided with your Chronopost.fr account.

In this case, you will need to export and import with Chronopost.fr using the “file import” tool and select the Alaska/RDV format.

This section allows you to modify the parameters of your export files to suit the configuration of your Chronopost.fr account.

## Configuring Imports

If you print your transport labels from Chronopost.fr, you can also import the list of the tracking numbers into Magento so that they can be automatically linked to your orders.

These configuration options allow you to parameter E-mails to be sent automatically to inform your customers that their orders have been shipped and supply them with the tracking information.

## Printing information

You can configure 3 different addresses:

---

- Informing the sender of print-outs
- Informing the Chronopost customer of print-outs
- Return address



Then sender address is essential for the module to operate, this is what is used to define the delivery offers that the customer is eligible for and that allows the transport labels to be printed.

The sender address is the place where your articles are shipped from. This is the address that features on the transport labels of your shipments.


The customer and return addresses are optional but may allow you to complete a billing address or After-sales returns etc. if they are not the same as the sender address.

The compulsory fields of the module are configured by default with fictitious addresses to permit you to check more rapidly that the module is working correctly, therefore you need to replace them with your own before opening your store.

To avoid forgetting to change a field, or if you do not wish to use one of the addresses, simply click on the “Clean information” button of the corresponding address.

**Téléphone**  
[store view]   
optionnelle

**Mobile**  
[store view]   
optionnelle



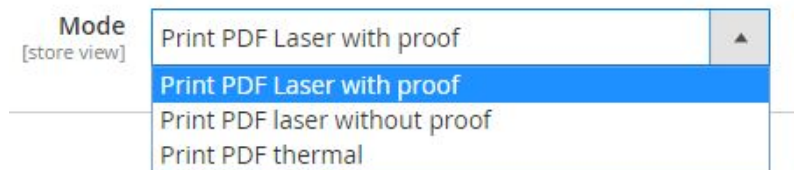
## Printing parameters

The Chronopost module does not permit direct print outs, but generates a PDF file containing all of the transport labels to be printed.

It is this PDF file that must be printed.

There are 3 print format types:

- PDF laser with proof
- PDF laser without proof
- PDF thermal



If you use a standard office printer, select “PDF laser with proof” (with proof of deposit) or PDF laser without proof (without proof of deposit).

In general, the proof of deposit is not required for your shipments. It is only required for transport labels created for sender returns.

If you have a thermal printer provided by Chronopost, select the “PDF thermal” format.

- Print PDF Laser with proof: used to print the transport labels on A4 paper, with proof of deposit to be kept by the sender.
- Print PDF Laser without proof: used to print the transport labels on A4 paper, without proof of deposit.
- Print PDF thermal: used to print the transport labels on self-adhesive labels specially designed for thermal printers.



The use of a thermal printer requires a different configuration than for operation with Chronopost.fr. If you already have a printer that is not compatible but that you wish to use with your store, please contact a Chronopost technician.

## Unit of weight

---

This parameter allows you to configure the Chronopost price calculations to suit the units of weight of your products. The options available are grams and kilograms.



Our Webservices interpret the weight in kilograms, therefore it is essential that the unit chosen is the same as that of your store, so that the module knows if it needs to make a conversion.

## Mailbox deposit option

The mailbox option (BAL) authorises or not the deliverer to leave your parcels in the mailbox of the consignee if they are absent.



In order to use this option, you must first activate this service and have it in your Chronopost contract.

## Ad Valorem insurance

This option allows you to activate or deactivate insurance for your shipments.

You can also provide a minimum basket value above which the insurance is activated. For example only insuring shipments whose value is above 100 €.

Activer l'Ad Valorem <small>[store view]</small>	Non
Montant minimum à assurer <small>[store view]</small>	100

If the basket fulfils the conditions, the shipment will be insured to the value of its initial price, excluding the shipping cost.

The cost of the insurance is not calculated and passed on by the module, if you wish to offset its cost, you need to apply a margin on the price of your articles or delivery charges.



Important: only single parcel shipments may be insured. The option is automatically deactivated if there are several parcels, as the value of the goods is not shared equally between the parcels.

## Saturday delivery option

By default, all of the shipments made to France with the Chrono 10, 13 and 18 offers will be delivered from Monday to Friday.

This option allows you to request Saturday delivery in general pour for a shipment made on Friday or Thursday if the Friday is a bank holiday.

Option samedi activé du [global] Date : Jeud ▼ Heure : 01 ▼ 00 ▼

Au [global] Date : Venc ▼ Heure : 11 ▼ 00 ▼

Define the start and end days and times that you wish to apply for the "Saturday delivery" option to be made available. If the option is activated for the corresponding offer, it will be applied for the transport labels printed within the time range defined.

The cost of the Saturday delivery option is not automatically passed on to the delivery price offer. We are not aware of your handling times, if you wish to offset its cost, you need to apply a margin on the price of your articles or delivery charges.



The option is activated for the transport labels printed in the defined range and not according to the date of the order.

## Return option

An option that allows you to create and send automatically a transport label to a customer to allow them to return an item. If your return address is different from your shipping address, this is where you can select the one that will be used by default. Please note that you can change this when you print the label.

Since version 1.1.3 of the Chronopost module, this option has been extended to the Chrono Classic, Express and Relais Europe offers as well as for the national offers for the eligible European countries.

### List of eligible countries

Germany	Estonia	Holland
Austria	Finland	Portugal
Belgium	Latvia	Sweden
Denmark	Lithuania	Switzerland
Spain	Luxembourg	United-Kingdom

## Configuration des tarifs (Supplément pour la corse)

Since version 1.1.4 of the Chronopost module, you have the possibility to define an amount to add to the shipping cost to Corsica, whether you have set your price schedules manually or that you use the Quickcost and for all transport offers Chronopost eligible.

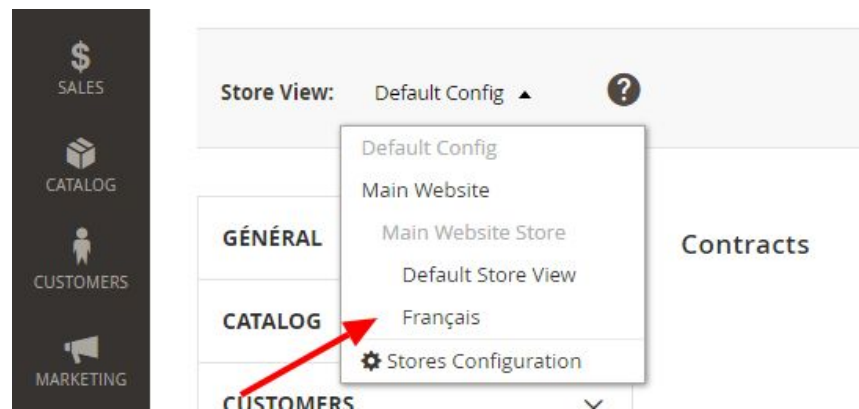
## Map information text

The Pickup relays are displayed on a map. By default, the information on this map are in French.



If you have a multi-language site, you can now translate the information (days, opening times,...) on the relays for each of the languages of your store. Select the other languages in the “Store view” menu.

Select the language that you wish to translate in the “store view” menu in the top left corner of your back-office.



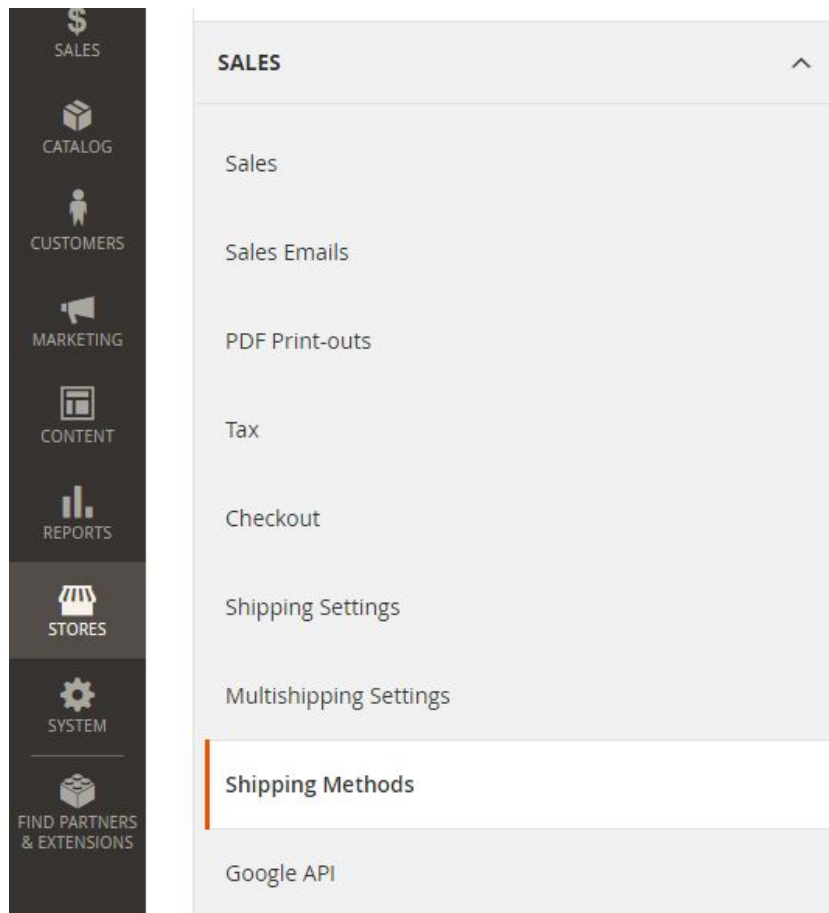
Then go to the “Map information text” section on the Chronopost module configuration page to make the modifications.

### Libellés des éléments de la Map

<b>Libellé Horaires</b> <small>[store view]</small>	<input type="text" value="Horaires"/>
<b>Libellé Informations</b> <small>[store view]</small>	<input type="text" value="Informations"/>
<b>Libellé Fermé</b> <small>[store view]</small>	<input type="text" value="Fermé"/>
<b>Libellé Lundi</b> <small>[store view]</small>	<input type="text" value="Lun."/>
<b>Libellé Mardi</b> <small>[store view]</small>	<input type="text" value="Mar."/>
<b>Libellé Mercredi</b> <small>[store view]</small>	<input type="text" value="Mer."/>
<b>Libellé Jeudi</b> <small>[store view]</small>	<input type="text" value="Jeu."/>
<b>Libellé Vendredi</b> <small>[store view]</small>	<input type="text" value="Ven."/>
<b>Libellé Samedi</b> <small>[store view]</small>	<input type="text" value="Sam."/>
<b>Libellé Dimanche</b> <small>[store view]</small>	<input type="text" value="Dim."/>

## CONFIGURING THE TRANSPORT OFFERS

With the module duly configured, go to the “Configuration” sub-menu in the “STORES” menu, then select “Shipping Methods” from the “SALES” tab.



You can then access the list of all of the transport offers available for your store and can parameter, activate or deactivate those present on your contracts.

## The Chrono 10, 13 and 18 offers

Each Chronopost offer has various options that allow you to customise how they operate:

- **Activated (yes/no):** allows you to activate or deactivate the display of the offer on the front-office of your store.
- **Title:** displayed in the order manager and when your customers place orders, it allows you to identify the logistics provider easily.
- **Default Contract:** this is the contract that will be associated to the offer in the purchasing process. If you use the QuickCost function, it is the prices of this contract that will be used.



If an offer is available on several of your contracts, you can always modify this when you print the transport label.

- Delivery method: this is the name of the transport offer as displayed to your customers.
- Weight limit: this is the maximum weight of a basket for which the offer is available.



The limit is 30 kg for standard offers and 20 kg for Pickup point offers. If you are not selling any items whose weight is above these limits, the multi-parcel option frees you from this limit by breaking the order down into several parcels.

- Weight/price table: if you do not use the Quickcost function, you need to configure your price table manually.



- 1 This is the maximum weight for the category, in this case 2.00 kg, then for the previous category of 10 Kg...  
The “.” are used to separate kilograms and grams.
- 2 The “;” show the end of the weight entered and the start of the price of the category.
- 3 Price of the corresponding category, 17.56 € for the 0 to 2 kg category, then 24.28 € for the 2 to 10 kg category...

You can create as many price categories as you wish without weight limits.

- 4 Each category must be separated by “;”.



The weight of the parcel used is that of the basket, so it is important that the product files of your items contain the correct information. Also remember to use a slightly higher margin to them to compensate the packed weight.

- Quickcost: the activation of the QuickCost function means that you do not need to complete your prices manually, by consulting and automatically applying those of your contract. If you activate it, the existing “Weight/price tables” will be ignored.



Important: Quickcost does not include the options and supplements, so you must remember to use the options to add a margin to the price to offset these costs (fuel supplement, insurance, Saturday delivery, etc.). Please note that the test contract does not allow the Quickcost function to be used.

- Value to be added to Quickcost: if you use QuickCost, enter here the value that you wish to add to the price indicated by the option. This value can be stated in € or %.
- Type of value to be added: define here if the value to be added previously entered is a fixed amount in € or a percentage to be applied to the delivery price.
- Quickcost URL: this defines the access path to the Quickcost webservice, it must only be modified if requested by Chronopost.
- Free delivery according to the amount: this is used to state if you wish to offer free delivery based on the basket value for the offer concerned.
- Administrative cost: state here if you wish to apply a lump sum amount for administrative costs to the price of shipments made with this offer.
- Handling charges: state here if you wish to apply a lump sum amount for handling charges to the price of shipments made with this offer.

- Logo URL: when selecting the delivery module, the Chronopost logo will be displayed for each corresponding offer. You can modify this by placing another logo in the corresponding folder of your FTP and by stating its name here.
- Debug: used to activate the debugging mode, mainly used by our support teams in the case of an incident.
- Authorise for (Specific Countries / All Allowed Countries): the Chronopost module automatically checks the eligibility of the countries for each offer. By ticking the “Use system value” box or by selecting “All Allowed Countries”, the offer will be automatically proposed to all of the possible destinations.

If on the contrary, you wish to restrict the countries that are eligible for delivery, select the option “Specific countries”.

- Authorise for specific countries: if you have already selected the option “Authorise for Specific country”, here you can select the countries for which the offer will be available.

To select several countries consecutively, hold down the **Ctrl** button.



You can select any country, however the eligible offers for the destination will be proposed when the order is made. Please ensure that the offers match the countries.

- Saturday delivery: you can propose the Saturday delivery offer independently for the Chrono 10, 13 and 18 offers. Its cost is not automatically applied to the orders, if you have activated it and wish to pass on its cost to your customers, you need to apply a margin to your delivery charges.
- Sort Order: this notion allows you to prioritise the order in which the offers are displayed by "weighting" them (1, 2, 3... ). The offer weighted 1 will be displayed before the offer weighted 2 and so on.



All of the values are in Euros and exclude VAT, which is added when the order is placed depending on the location of the customer

## The Chrono Classic and Express offers

The Chrono Classic and Chrono Express offers propose the same functions as the Chrono 10, 13 and 18 offers except for the Saturday delivery option which is not available for international deliveries.

## The Chrono Relais, Relais Europe and Relais DOM offers

The Chrono Relais, Relais Europe and Relais DOM offers propose additional options linked to the Pickup point map.

- Display map: allows you to display the Google map showing the Pickup points close to the delivery address.
- Max. search radius: used to limit the zone in which the relays are displayed.

The rest of the options are identical to the Chrono 10, 13 and 18 offers except for the Saturday delivery option, which depends on the opening days of the relay selected.

## The Chrono Sameday offer

The Chrono Sameday offer permits same day delivery of the customer's order, to check the conditions of eligibility for this offer refer to the page [www.chronopost.fr/fr/livraison/nos-offres/chrono-sameday](http://www.chronopost.fr/fr/livraison/nos-offres/chrono-sameday).

The Chrono Sameday offer has a “Deactivate after” option in addition to the ones it has in common with the Chrono 10, 13 and 18 offers, to allow you to define the cut-off time on your site for orders to be eligible for the offer. After this time, the offer will no longer be proposed to customers.

## The Chrono Precise offer

Formerly called Chrono Rendez-vous, the Chrono Precise offer allows your customers to choose the date and time the delivery will be made.



The Chrono Precise offer now permits Sunday delivery between 9h00 and 13h00.

The Chrono Precise offer proposes special options allowing you to define the first delivery slot available to suit your logistics constraints.

- Parcel delivery date: defines the first delivery date possible after the order has been placed.

Date de remise des colis Jour de la commande +  jour(s)

- First delivery slot available: allows you to define the date from which delivery slots will be proposed + 1 day.


For example, if you define a Tuesday at 13h, the first available delivery slot will be Wednesday 13h after the order has been placed.

To use this option the “parcel delivery date” must be set to “0”.

jour  Heure  :   
Date à partir duquel le semainier de l'option RDV sera calculé

- Slots that must be closed: you can choose to close certain delivery slots if certain constraints do not allow you to guarantee that you can process your orders in time for them (days without collection, bank holidays, stocktaking...).

To close slots, click on “Add a slot” and define the start and end dates and times for closure.

To re-open closed slots, click on the  icon.

- Price level: historically, a supplement was applied to certain delivery slots with less activity. It was possible in this case to close the most expensive slots, or to apply the supplement. The slots depend on the delivery branches and therefore change for each consignee.

Chrono Precise is becoming more democratized and these options no longer apply, but are still present to avoid interfering with the configuration of those who were using it at that time.



"Price level" is no longer used, you don't need to worry about this function.

- Display prices: used to activate or deactivate the supplement cost for each slot on the weekly planner. If you do not use the price level, set the option to “no”.



## DISPLAYING THE OFFERS IN THE ORDER TUNNEL

With your module installed and parameters set, your customers can access the Chronopost delivery offers.

### The shipping address

The offers proposed to your customers depend on the destination address.

For example, for a national delivery, the Chrono 13 offer will be available for all customers, the Chrono 10 offer will not be accessible if the address is located too far away from the delivery branch.

For international deliveries, the Chrono Classic offer will only be available in nearby countries, the Chrono Express offer will be available in all cases (unless restricted in your module configuration).

### Shipping method

The transport offer is selected in the “Shipping Methods” stage of the order tunnel.

The transport offers available are displayed as a list that shows them and their prices. The description of each offer visible to your customers can be modified on the offer configuration page.

### Selecting the Chrono 10, 13, 18, Sameday, Classic or Express offers

For the Chrono 10, 13, 18, Sameday, Classic and Express, simply click to select the one you want.

## Shipping Methods

---

- 24,28 €  Chronopost-Livraison express à domicile avant 13H Chronopost
- 
- 24,28 €  Chronopost-Livraison express à domicile avant 10H Chronopost
- 
- 24,28 €  Chronopost-Livraison express à domicile avant 18H Chronopost
- 

## Selecting Pickup Points offers

Selecting a Pickup point delivery offer displays a list of the 5 closest Pickup points to the address entered by the customer. Simply click on it to validate it.

If the customer wishes to have it delivered to another address, the Pickup point search area can be modified without this affecting the customer's invoice address.

- 24,28 €  Chrono Relais : livraison express en relais Pickup Chronopost
- 

Veillez choisir parmi les 5 relais Pickup affichés ci-dessous celui qui servira d'adresse de livraison.

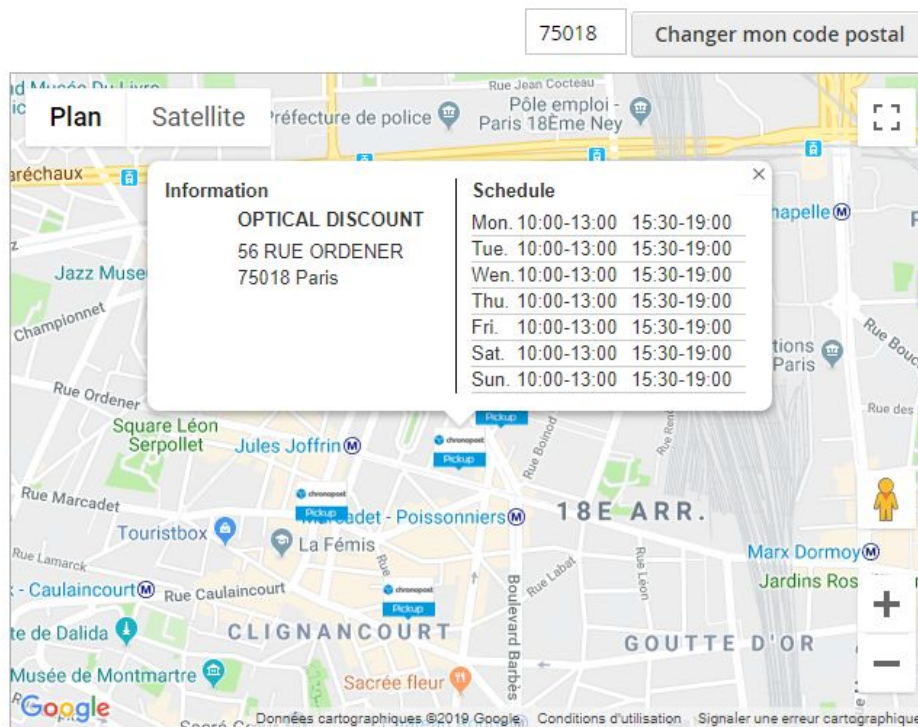
### Les points relais les plus proches

- BARASOLEIL - 101 RUE MARCADET - 75018 - PARIS
- OPTICAL DISCOUNT - 56 RUE ORDENER - 75018 - Paris
- LE FRUITIER DE MONTMARTRE - 32 RUE RAMEY - 75018 - PARIS
- MAISON DES AMIS - 21 boulevard Ornano - 75018 - PARIS
- MIHA ALIMENTATION - 108 Rue de clignancourt - 75018 - Paris

*Example of a list of Pickup points*

## The map of Pickup points

If you have completed your Google API key (for versions of the module less than 1.1.4) and activated the display of the Pickup point map for the offer concerned, your customers will also see a map showing the location of the Pickup points listed. Clicking on the icon of a Pickup point on the map or the list will select it and display the times and days it is open.



Veillez choisir parmi les 5 relais Pickup affichés ci-dessous celui qui servira d'adresse de livraison.

### Les points relais les plus proches


- BARASOLEIL - 101 RUE MARCADET - 75018 - PARIS
- OPTICAL DISCOUNT - 56 RUE ORDENER - 75018 - Paris
- LE FRUITIER DE MONTMARTRE - 32 RUE RAMEY - 75018 - PARIS
- MAISON DES AMIS - 21 boulevard Ornano - 75018 - PARIS
- MIHA ALIMENTATION - 108 Rue de clignancourt - 75018 - Paris

*Example of the display of a Pickup points map*

## Selecting the Chrono Precise offer

Selecting the Chrono Precise offer displays a weekly planner that allows the day and time to be selected for the delivery. The available slots depend on the Chronopost delivery branch, if you have closed some of them in your back-office, and for the Sunday slot, on your contract.

If you charge supplements on certain slots, the cost of each of them will be shown on the weekly planner.

⦿ 23,00 €

Livraison sur Rendez-vous
Chronopost

< Semaine précédente
Semaine suivante >

	jeudi 02 mai	vendredi 03 mai	samedi 04 mai	dimanche 05 mai	lundi 06 mai	mardi 07 mai	mercredi 08 mai
08h - 10h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
09h - 11h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
09h - 13h				○ 23,00 €			
10h - 12h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
11h - 13h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
12h - 14h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
13h - 15h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
14h - 16h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
15h - 17h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
16h - 18h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
18h - 20h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
19h - 21h	○ 23,00 €	○ 23,00 €	○ 23,00 €		○ 23,00 €	○ 23,00 €	
20h - 22h	○ 23,00 €	○ 23,00 €			○ 23,00 €	○ 23,00 €	

*Example of a Chrono Precise weekly planner*



If the offers are not displayed, check the module configuration first. Then check you are using a compatible "Check out" and "Template".

## MANAGING ORDERS

With your module installed and configured, you have taken your first orders.

Click on the "SALES" menu of your back-office, and you will then see a new Chronopost Menu displayed with the following 4 links:

- Print labels
- End of day slip
- Export
- Import

### Creating transport labels for an order

In the "Sales" menu of your back-office, click on one of the following links with your preferred presentation:

- Orders
- Shipments
- Print labels

Click on the "View" link for the order you wish to ship to access the order details.

	ID	Purchase Point	Purchase Date ↑	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
<input type="checkbox"/>	000000244	Main Website Main Website Store Default Store View	Apr 29, 2019 5:28:40 PM	chronopost	chronopost	257,88 €	257,88 €	Pending	<a href="#">View</a>	
<input type="checkbox"/>	000000243	Main Website Main Website Store Default Store View	Apr 25, 2019 5:16:06 PM	chronopost	chronopost	314,28 €	314,28 €	Processing	<a href="#">View</a>	

"Orders" menu

Expédition	Ship Date	Order	Order Date	Ship-to Name	Total Quantity	Action
<input type="checkbox"/> 000000259	Apr 25, 2019 5:16:31 PM	000000243	Apr 25, 2019 5:16:06 PM	chronopost	16.0000	<a href="#">View</a>
<input type="checkbox"/> 000000258	Apr 25, 2019 5:09:53 PM	000000242	Apr 25, 2019 5:06:03 PM	chronopost	16.0000	<a href="#">View</a>

“Shipments” menu

Mode de livraison	Livraison le samedi	Nombre de colis	Weight (KG)	Width	Height	Length	Choose contract	Impression des étiquettes	Impression étiquette retour	Action
Chronopost - Chronopost - Livraison express à domicile avant 13H	Yes	<input type="text" value="1"/> Generated	<input type="text" value="6"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	Contrat 19869502			<a href="#">View</a>
R, Chronopost - Chronopost - Livraison express à	Yes	<input type="text" value="1"/> Generated	<input type="text" value="16"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	contrat chrono	000000259	Retour SAV	<a href="#">View</a>

“Print labels” menu

Click on “Ship” to access the shipping options for the order.

#000000244

🔍 🔔 13 👤 chronopost

[← Back](#)
[Cancel](#)
[Send Email](#)
[Hold](#)
[Invoice](#)
[Ship](#)
[Reorder](#)
[Edit](#)

**ORDER VIEW**

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History

**Order & Account Information**

Order # 000000244 (The order confirmation email was sent)

Order Date: 29 avr. 2019 17:28:40

Order Status: Pending

Purchased From: Main Website, Main Website Store, Default Store View

Placed from IP: 127.0.0.1

**Account Information** [Edit Customer](#)

Customer Name: chronopost

Email: [christophe.guyot@chronopost.fr](mailto:christophe.guyot@chronopost.fr)

Customer Group: General

Order detail page

You can then access a page that contains all of the information related to the order shipment, address, basket contents, etc.

Let's look now at the “Shipping information”.

## Shipping Information

**Chronopost - Chronopost-Livraison express à domicile avant 13H**

Total Shipping Charges: **24,28 €**

Carrier	Titre	Number	Action
<input type="button" value="Add Tracking Number"/>			

Contrat :

Nombre de colis :


Weight and dimensions :

Poids (KG)	Largeur	Hauteur	Longueur
<input type="text" value="6"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>

Here is displayed the information on the transport offer, the tracking number(s) (if the order already has others), the contract associated to the transport offer, the number of parcels in the order, the weight and dimensions of the parcel(s).

## Manually adding a tracking number

If for any reason you wish to add a tracking number manually to your shipment, click on “Add Tracking Number”, select the transport offer associated to the tracking number and add the information.

Carrier	Titre	Number	Action
<input type="text" value="Chronopost"/>	<input type="text" value="Chronopost"/>	<input type="text"/>	
<input type="button" value="Add Tracking Number"/>			

## Selecting the contract

If you have used several contracts and a transport offer is available on several of them, you can choose to modify the contract and give it the default configuration at the last moment, before printing the transport labels.

Contrat :

Nombre



You may modify the contract to be used for the transport label up until printing. Once the first transport label has been printed, you can no longer modify the contract. If you print others or if there is a return, everything will be linked to the first contract used for the first shipment.

## The number of parcels in the shipment

If an order cannot be shipped in a single parcel, you can then indicate here the number of parcels required. This action will display as many lines for entering weights and dimensions as required.

Nombre de colis :



Weight and dimensions :

Poids (KG)	Largeur	Hauteur	Longueur
<input type="text" value="6"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>
<input type="text" value="6"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>

You will then obtain as many transport labels as there are parcels in your shipment, all linked to one another, under 1/x parcels, 2/x parcels....



# e-chronopost e-chronopost

chrono post rue jean cottin Paris 75018 FR FRANCE 0343434343		chronopost 3 Avenue Galkin 94200 Clarity Paris 0105882888 Reference : 00000241		
Contact : chrono post Phone : 0343434343 Ref : 6 Reference : 00000241		Packages 1 of 2 Weight 17.000KG		
Date : 30/04/2019 Ref : 6 Reference : 00000241		<b>13H</b>		
XU28 9892 3692 48Z AM2-NO Track Service		XU28 9892 3862 48H AM2-NO Track Service		
<b>FR-CHR-0466-NEY0</b>		<b>FR-CHR-0466-NEY0</b>		
<b>IDF 226-FR-75018 98R00</b> <small>30/04/2019 19030403 SHIP-1.0.26</small>		<b>IDF 226-FR-75018 98R00</b> <small>30/04/2019 19030403 SHIP-1.0.26</small>		
<div style="border: 2px solid black; padding: 5px; font-weight: bold; font-size: 1.2em;">SPECIMEN</div>		<div style="border: 2px solid black; padding: 5px; font-weight: bold; font-size: 1.2em;">SPECIMEN</div>		
<b>0075 018X U289 8923 6924 8226 250G</b>		<b>0075 018X U289 8923 8624 8226 250G</b>		

Example of a multi-parcel transport label

## Entering the weight and dimensions of the parcels

The weight of the parcel is already filled in and estimated based on the weight of the items in the order.

If you are using the multi-parcel option, you then need to state the weight of each parcel according to the items they contain.

### Maximum authorised weight

The maximum weight of a parcel depends on the offer. It is set at 30 kg per parcel for all of the offers proposed in the Chronopost module except for Pickup point delivery offers, which are limited to 20 kg per parcel.

If you enter a weight that is too heavy, a message will invite you to correct it when you come to print the transport labels.



The weight shown here will appear on the transport labels for each parcel and recorded as the declared weight. It is therefore essential they are entered.

Maximum authorised dimensions:

For the Chrono Relais offer, the maximum length per parcel is 100 cm. And the ratio of  $L + 2H + 2W$  may not exceed 250.

For all of the other offers, the maximum length per parcel is 150 cm, and the ratio  $L + 2H + 2W$  may not exceed 300.

If one of the dimensions or the ratio  $L + 2H + 2W$  is above the maximum authorised values for a parcel, a message will invite you to correct the information entered and remind you of the rules to be respected.



The dimensions do not have to be entered, they are only used to check the conformity of your shipments to avoid applying supplements or having your shipment refused.

**Weight and dimensions :**

Poids (KG)	Largeur	Hauteur	Longueur
10	40	30	10
6	50	20	30

*Table for entering the weights and dimensions*

## Printing the transport labels

When the information on your shipment has been completed, click on the “Submit Shipment” button.

Your transport labels are then created, and an E-mail is automatically sent to the customer, to advise of the shipment of the order and to provide the order tracking information.

Return to the order “Shipments” menu and click on “View”. You will then see the list of the tracking numbers related to the shipment.

#### Shipping and Tracking Information

[Track this shipment](#)

**Chronopost - Chronopost-Livraison express à domicile avant 13H**

Total Shipping Charges: **24,28 €**

Carrier	Titre	Number	Action
Chronopost	Chronopost	<a href="#">XU290033376FR</a>	
Chronopost	Chronopost	<a href="#">XU290033380FR</a>	

Click on a transport label number to access the tracking information of the corresponding parcel, or on “Track this shipment” to follow all of the parcels of the shipment.

## Mass printing the transport labels

In your back-office “Sales” menu, click on one of the “Print labels” links to access the list of orders.

This screen centralises all of your orders and information that is useful for printing your transport labels, such as order numbers and dates, the number of items, the transport offer, the weight of the order, the tracking numbers (for orders that have already been shipped)...

It has the advantage of allowing you to print all of the transport labels of your orders simultaneously in a single PDF file to make the printing easier, and proposes additional options that are not available on the detail page of an order.

## Impression des étiquettes

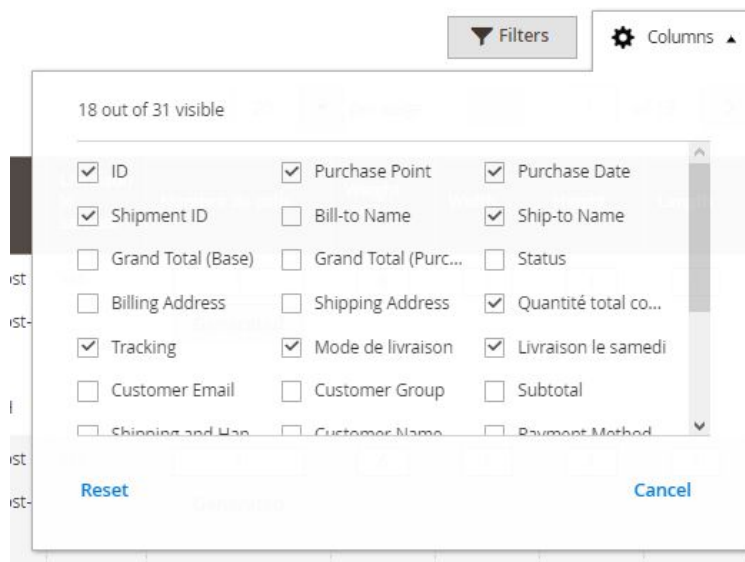
246 records found

20 per page 1 of 13

ID	Purchase Point	Purchase Date	Shipment ID	Ship-to Name	Quantité total commandée	Tracking	Mode de livraison	Livraison le samedi	Nombre de colis	Weight (KG)	Width	Height	Length	Choose contract	Impression des étiquettes	Impression étiquette retour Adresse d'expédition	Action	
<input type="checkbox"/>	000000248	Main Website Main Website Store Default Store View	May 02, 2019 15:05:00 PM	--	chronopost	6.0000	--	Chronopost - Chronopost - Livraison express à domicile avant 13H	Yes	1 Generated	6	1	1	1	Contrat 19869502		View	
<input type="checkbox"/>	000000247	Main Website Main Website Store Default Store View	May 02, 2019 15:05:00 PM	--	chronopost	6.0000	--	Chronopost - Chronopost - Livraison express à domicile avant 13H	Yes	1 Generated	6	1	1	1	Contrat 19869502		View	
<input type="checkbox"/>	000000246	Main Website Main Website Store Default Store View	May 02, 2019 15:05:00 PM	--	chronopost	6.0000	--	Chronopost - Chronopost - Livraison express à domicile avant 13H	Yes	1 Generated	6	1	1	1	Contrat 19869502		View	
<input type="checkbox"/>	000000245	Main Website	Apr 29, 2019	000000262	chronopost	6.0000	XU290033376FR XU290033380FR	Chronopost - Chronopost -	Yes	1	6	1	1	1	Contrat 19869502	000000262	Retour SAV	View

## Customising the columns

Many different items of information can be displayed here and we will only look at those required for your shipping and logistics. You can consult all of the display options available and customise your display by clicking on the “Columns” button.



## Printing the transport labels of an order

When the information on your shipment has all been entered, click on the **1** “Generated” button. This will generate the following actions:

- 2 The creation of the tracking numbers and them being associated to the order;
- 4 Activation of the goods return option (if available);
- Updating the order status;
- Notifying the customer of the shipment by E-mail;
- ...

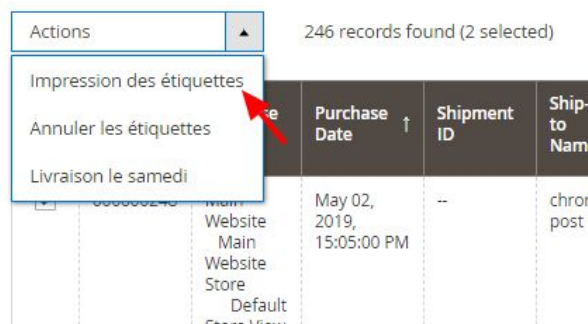


## Generating transport labels for multiple orders

Once you have created your transport labels, tick the boxes of the first column of the table of the orders concerned.

<input type="checkbox"/>	ID	Purchase Point	Purchase Date ↑	Shipment ID	Ship-to Name	Quantité total commandée	Tracking	Mode de livraison
<input checked="" type="checkbox"/>	000000248	Main Website Main Website Store Default Store View	May 02, 2019, 15:05:00 PM	--	chronopost	6.0000	--	Chronopost - Chronopost Livraison express domicile avant 13H
<input checked="" type="checkbox"/>	000000247	Main Website Main Website Store Default Store View	May 02, 2019, 15:05:00 PM	--	chronopost	6.0000	--	Chronopost - Chronopost Livraison express domicile avant 13H

Lastly, click on the “action” menu and choose the option “Print labels”



This action will create a PDF file containing all of the transport labels for the orders selected. You then simply need to start printing this file.

## Reprinting order transport labels

You can reprint a transport label that has already been generated, you have the choice of 2 methods:

In the “SALES” menu, “Print labels”, click on the “Print labels” column link for the order concerned, or tick the boxes of the first column of the table for the orders concerned, then click on the “action” menu and select the option “Print labels”

Choose contract	Impression des étiquettes	Impression étiquette retour Adresse d'expédition ▾	Action
Contrat 19869502	000000263	Retour SAV	View

## Printing transport labels

To print your transport labels, open the PDF file created and start printing on the printer that corresponds to your configuration, A4, or thermal.

## Modifying the “Saturday delivery” option before printing

You can modify the Saturday delivery option for an order before creating the transport labels, to do so, select the orders to be modified in the “SALES” menu, then “Print labels”, then click on the action menu and select Saturday delivery.

The option will then be activated or deactivated for the offers concerned depending on their initial state.



The Saturday delivery option is only available for Chrono 10, 13 and 18 offers and can only be activated if the shipping date is within the configured days / hours range.

## Sending a return transport label

The Chronopost module allows you to send a transport label to your customers automatically if they ask to return part or all of the order.

Simply click on the “After Sales return” link of the order. A message will confirm the transport label has been sent to the customer, displaying as the consignee the return address you have entered in the module configuration.

It is not possible to identify the content of what is being returned, if the initial order had one or more parcels. Clicking on the “After Sales return” button only sends one transport label to your customer with a zero weight. You will be charged for the actual weight weighed at the branch. To send several return labels, click as many times as required on the “After Sales return” link.



Since version 1.1.2 of the Chronopost module, this option has been extended to the Chrono Classic, Express, and Relais Europe offers as well as the national offers for the eligible European countries.

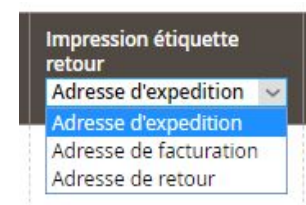
## Modifying the return address

You are able to enter 3 different addresses in the configuration of the Chronopost module and to select one of them as the default return address.

However you may wish to use different addresses in certain cases (putting back into stock, repairs...).

To avoid modifying the configuration of the module every time, you can confirm the address to which the order is to be returned when the return label is sent.

Simply click on the drop-down list at the top of the “Print labels” column, then select the return address and create the transport labels.



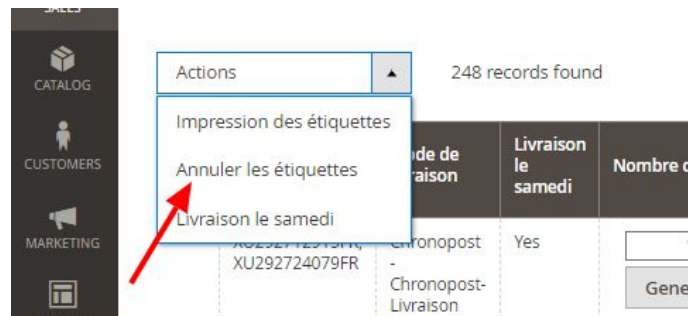


Returns are made on the contract used to ship the order, this cannot be modified.

## Cancelling a transport label

In an order is cancelled, if there is an error in the weight of a parcel, a wrong contract... you can cancel the transport labels of an order so that they are not invoiced to you by the module, in addition to the third party tools you have available.

Select the orders for which you wish to cancel the transport labels, then click on the "action" menu and choose the option "Cancel labels".



A message will then inform you if the action has been carried out.

If successfully completed, the tracking numbers will be deleted and you will again be able to modify the contract used if transport labels are to be created again.



Once collection has been made, a transport label can no longer be cancelled.

## Partial shipment of an order

If you are obliged to make several shipments to deliver the order to your customer, you can create the transport labels for the first shipment using the usual procedure and by adding new shipments as follows for the next one. The additional transport labels will then be added to the order and the shipment. The PDF file containing the transport labels will then contain those of the parcels already shipped and the new ones.



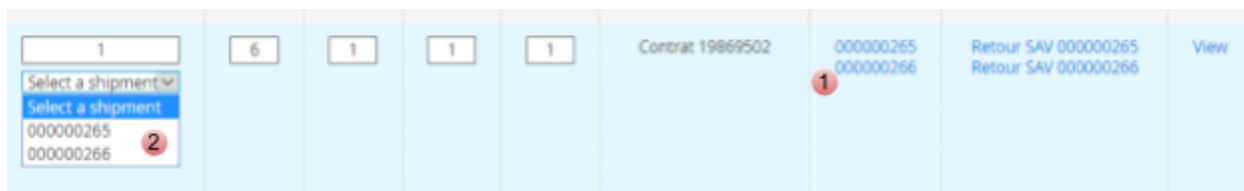
### Special case

Magento proposes a native function for the partial shipment of an order from the details page of an order, by specifying which items are contained in each shipment.

If you choose this method, Magento will create a different shipment for each shipment of the order.

The transport labels of each order may then be printed independently for each shipment from the "Print labels" page <sup>1</sup> of the "SALES" menu.

If you wish to add transport labels to an order that has already been shipped in the "traditional" way, or because all of the items should already have been sent, you must then choose a shipment to which you then attach the new transport labels <sup>2</sup>.



Once the first shipment has been made, the contract cannot be modified for the rest of the order..

## Exporting orders to Chronopost.fr

If you manage your orders with Chronopost.fr you can easily export the list of your orders using the "SALES > Export" menus.

Select the orders that you wish to export and click on "Actions" then "Export CSS Format".

You will then obtain a file containing all of the details required to print transport labels on Chronopost.fr by selecting the ALASKA format using the "By file import" tool.

## Importing tracking numbers from Chronopost.fr

If you are printing your transport labels with Chronopost .fr, you can import the tracking numbers for each order easily using the import function.

Click on the “SALES” menu then “Import” to access the tool.

Then simply select the columns containing the order and tracking numbers so that the tracking is automatically associated to the corresponding order. This action will update the status of the orders and inform the customer by E-mail when the order is shipped and the corresponding tracking number.

### Format of the import file


The import format may be modified in the module configuration.

Only the order numbers and transport label are compulsory. Each element of a shipment, whether required or not, must be separated by default by a “;”.

If certain shipments are made up of several parcels, you must have as many lines in your file as parcels of the order.

```

61::prencen:nom:rue jean cottin;;;0672;Njzxxrps;AU:0343434343;prencn.nom@email.fr;000000054;17;000000054;00;00;Lr;29.00;16/05/2019;
61::prencen:nom:rue jean cottin;;;0672;Njzxxrps;AU:0343434343;prencn.nom@email.fr;000000054;17;000000054;00;00;Lr;29.00;16/05/2019;
61::prencen:nom:rue jean cottin;;;0672;Njzxxrps;AU:0343434343;prencn.nom@email.fr;000000054;17;000000054;00;00;Lr;29.00;16/05/2019;
61::prencen:nom:Friedrich-Olbricht-Damm 44+40;;;13427;BERLIN;DE;0343434343;prencn.nom@email.fr;000000054;49;000000054;00;00;Lr;29.00;16/05/2019;
61::prencen:nom:Scharnweberstraße 127;;;13409;BERLIN;DE;0343434343;prencn.nom@email.fr;000000054;49;000000054;00;00;Lr;29.00;16/05/2019;
  
```



1 Order number

2 Order tracking number

## The end of day slip

The interface is available in the SALES > End of day slip” menu.

The end of day slip provides a summary in a single document of all of the Chronopost shipments. Simply tick the lines that you are interested in and then select the action "Print the slip". You will then obtain a pdf document that lists all of the shipments selected.



Do not forget to print two copies of the slip, one is handed over at collection or delivery, the other is to be conserved. Both copies must be signed.

The slip that is created will list the parcels collected by the Chronopost driver, the associated offer and the contract used for each shipment.

#### BORDEREAU RECAPITULATIF

##### EMETTEUR

NOM Chronopost SAS  
 ADRESSE 3 avenue Gallieni  
 ADRESSE (SUITE)  
 VILLE Gentilly  
 CODE POSTAL 94250  
 PAYS FR  
 TELEPHONE 0825885866  
 POSTE COMPTABLE 94999

##### DETAIL DES ENVOIS

Numéro de LT	Num contrat	Poids (kg)	Code produit	Code postal	Pays	Assurance	Ville
XW165262564JB	19869502	30	Chrono 18H BA15018		FR	0	Paris
XW165262581JB	19869502	1	Chrono 18H BA15018		FR	0	Paris
XJ269357000JF	19869502	1	Chrono CClassid0179		DE	0	Berlin
XF985610835FR	19869502	30	Chrono EI	6000	AU	0	PErth
XF985610849FR	19869502	30	Chrono EI	6000	AU	0	PErth
XF985610852FR	19869502	30	Chrono EI	6000	AU	0	PErth

##### RESUME

DESTINATION	UNITE	POIDS TOTAL (kg)
NATIONAL	2	2
INTERNATIONAL	4	4
TOTAL	6	6

**Bien pris en charge 6 colis**

*Exemple de "Bordereau de fin de journée"*

## COMPATIBILITY WITH MODULES AND TEMPLATE

The Chronopost module is designed to be compatible with Magento native check out systems and to be integrated into the standard template, however we cannot guarantee the integration and correct operation with all existing templates and modules.

## CUSTOMISING THE MODULE

The Chronopost module is free therefore you are able to modify it as you wish.

Chronopost cannot be held responsible for any technical problems if you make a modification to the module.

Any modifications made to the module will end the eligibility to our technical support and to updates to the module as this risks overriding the modifications made.

## TECHNICAL ASSISTANCE

For all technical support requirements, please contact the Chronopost service centre on the number below. Our technicians will make every effort to provide you with a quick and efficient solution.

### Call number

**0 825 885 866**

*Service 0.15€/min + cost of call*

### Opening times:

Monday to Friday, from 9 a.m. to 6 p.m.

Chronopost SAS  
3 boulevard Romain Rolland 75014 Paris  
T. +33 (0) 1 75 64 60 00  
F. +33 (0) 1 74 22 83 99  
Chronopost SAS au capital de 32 632 000€  
RCS Paris 383 960 135

