User manual
GLS Shipping Extension

Version V01-00 as of 04.12.2017
Shipping Extension Version 1.2

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1. Introduction

The GLS Shipping Extension adds several shipping options, as well as the GLS ParcelShop Finder, to Magento (Version 1.9.x).

The following products and services are currently supported.

Products
- *Business**Parcel*** – National standard shipping
- *EuroBusiness**Parcel*** – Europe-wide shipping

Services
- *Guaranteed24**Service*** – Guaranteed delivery on the next working day until 5pm.
- *ShopDelivery**Service*** – Delivery to GLS ParcelShop
- *FlexDelivery**Service*** – Recipient can choose preferred delivery option
- *ThinkGreen**Service*** – Climate-neutral shipping
- *ShopReturn**Service*** – Return label
- *Cash**Service*** – Cash on delivery shipping

Shipment generation is integrated in the standard process prescribed by Magento. The generated labels are offered as downloadable PDF files. Tracking data are automatically assigned to the shipment and made available to customers in their customer accounts.

Additional functions (daily closing, cancellation, etc.) and services are available under YourGLS https://gls-group.eu. You can obtain login data from the relevant depot.

2. Installation and upgrade

You can obtain the official GLS Magento Shipping Extension via Magento Connect:

https://www.magentocommerce.com/magento-connect

In case you do not wish to use Magento Connect, or prefer to use the extension with a version of Magento that is not officially supported, your depot makes the installation files for manual installation available to you.

Installation via the Magento Connect Manager

If you are using a supported version of Magento, you can start installation via Magento Connect, or the Magento Connect Manager.
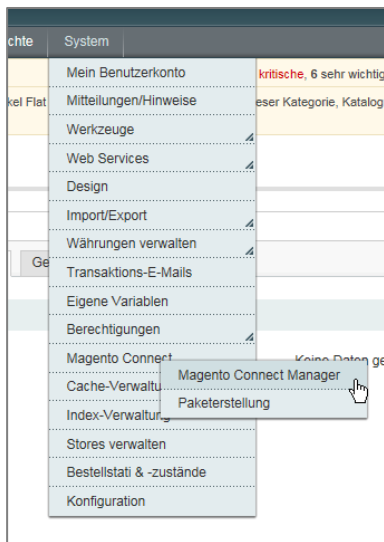
For the current version of the plugin / extension key, go to:
https://www.magentocommerce.com/magento-connect/official-gls-shipping.html

You can find the Magento Connect Manager in the backend of you Magento installation under:
System > Magento Connect > Magento Connect Manager

In order to prepare installation, enter the extension key in the appropriate box and click on the "Install" button.

Extension Key: http://connect20.magentocommerce.com/community/Official_GLS_Dispatch

Then start the installation by clicking "Proceed".

You can monitor the progress of the installation in the control panel of the Magento Connect Manager.

If the error report "Exception during cache and session cleaning" shows, empty the cache manually in the system configuration: http://docs.magento.com/m1/ce/user_guide/system-operations/cache-clear.html

Upgrade via Magento Connect Manager

NOTE: Please create a database backup in your productive environment.

In order to create a new version of the plugin, please open the Magento Connect Manager.

You can find the Magento Connect Manager in the backend of you Magento installation under:
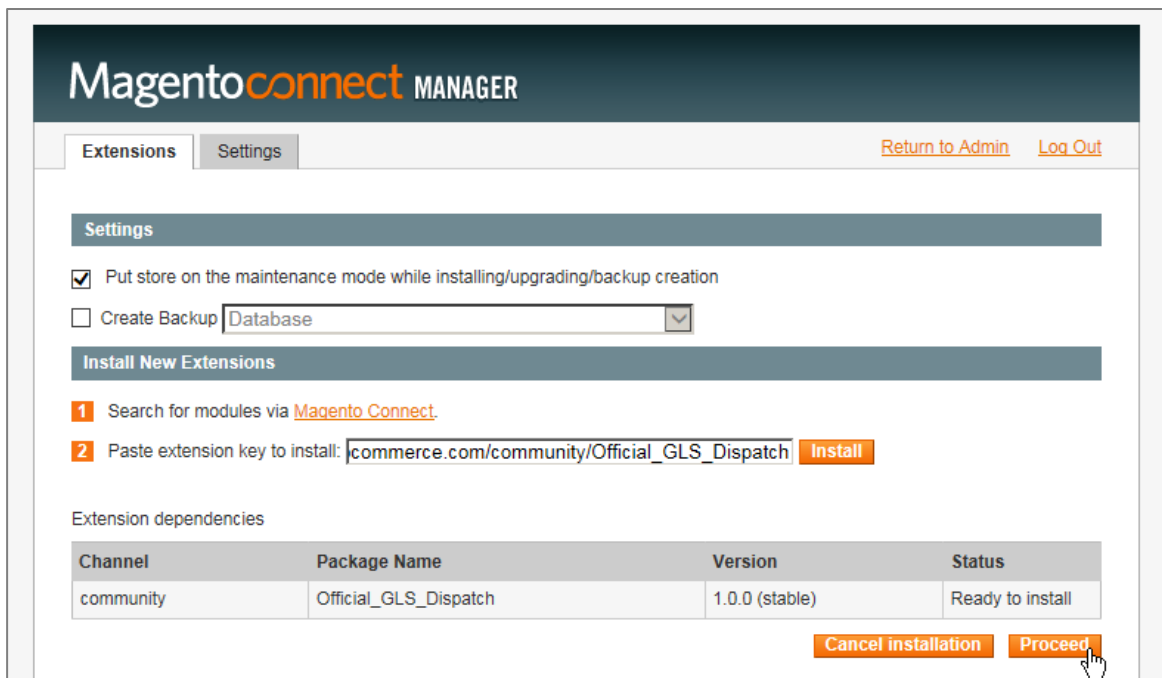*System > Magento Connect > Magento Connect Manager*
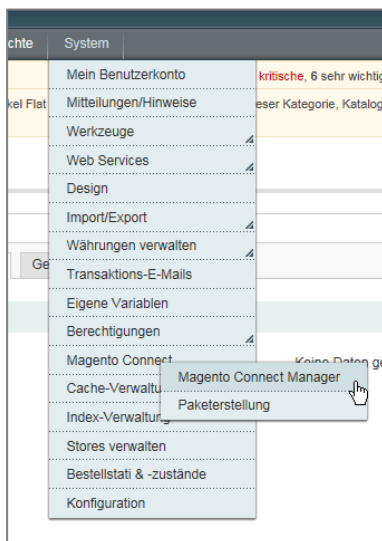
To check availability of an upgrade, please click
"Check for Upgrades" under "Manage Existing Extensions".
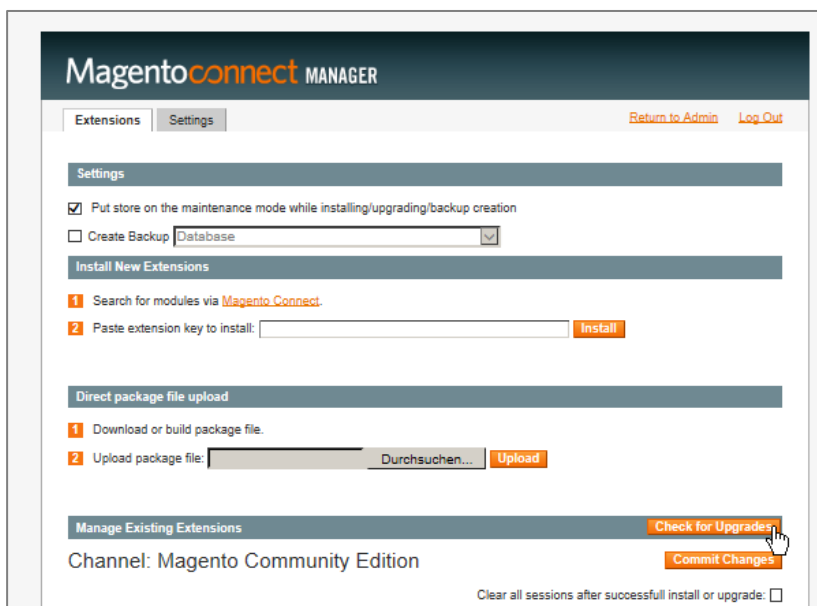
If a new version of the plugin is available, please choose "Upgrade to X.X.X (stable)"
from the dropdown menu.
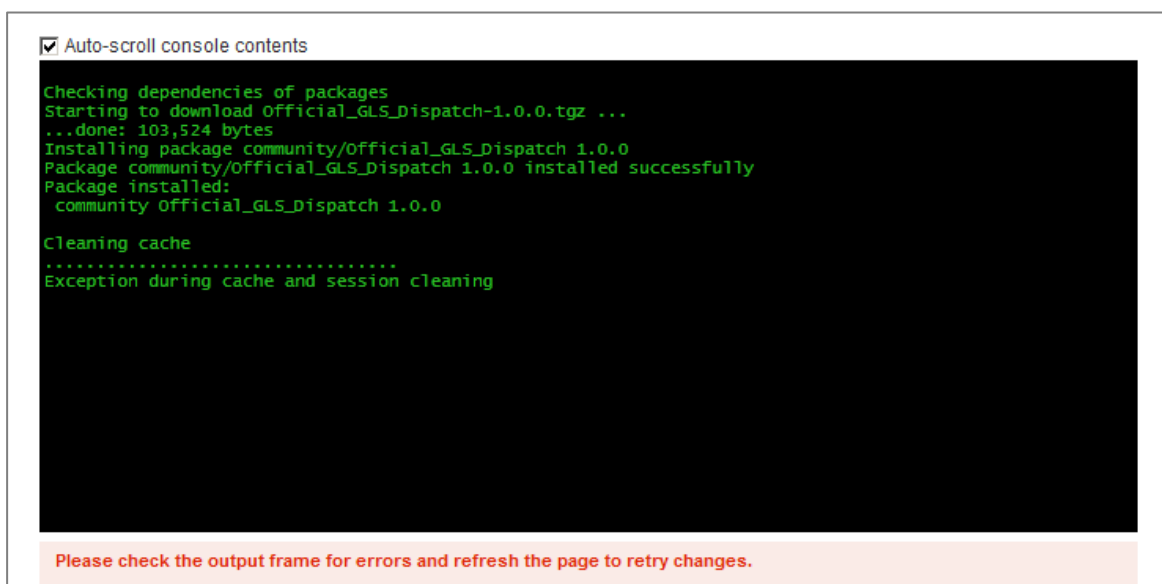
| Official_GLS_Dispatch | 1.0.0 (stable) | 1.1.3 (1.0.0) | ▼ | Easily integrate the most common GLS dispatch services and the GLS ParcelShop finder into your shop. |

Start the upgrade by clicking "Commit Changes"

You can monitor the progress of the installation in the control panel of the Magento Connect Manager.

☑ Auto-scroll console contents

```
Checking dependencies of packages
Starting to download Official_GLS_Dispatch-1.1.3.tgz ...
...done: 121,986 bytes
Installing package community/Official_GLS_Dispatch 1.1.3
Package community/Official_GLS_Dispatch 1.1.3 installed successfully
Package upgraded:
 community Official_GLS_Dispatch 1.1.3

Cleaning cache
....
Exception during cache and session cleaning
```

Please check the output frame for errors and refresh the page to retry changes.

Refresh

If the error report "Exception during cache and session cleaning" shows, empty the cache manually in the system configuration: http://docs.magento.com/m1/ce/user_guide/system-operations/cache-clear.html

Manual installation

Copy the plugin code from the provided ZIP- or TAR archive into the folder of your Magento installation and adapt ownership and writing rights to your server configuration.

Then delete the cache:
http://docs.magento.com/m1/ce/user_guide/system-operations/cache-clear.html

404-errors after installation

If an error report shows in the configuration dialog when opening the GLS extension, log out of backend. After renewed login, the error should no longer appear.
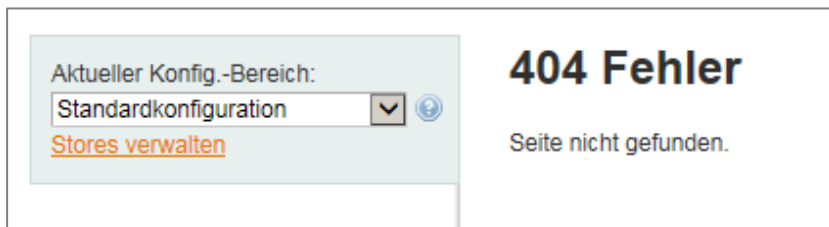
Log files

Make sure that your web server has writing rights for the following folders / files:

- /<%projectRoot%>/var/log/SynergeticAgency_Gls_connector.log
- /<%projectRoot%>/var/log/SynergeticAgency_Gls.log
- /<%projectRoot%>/var/log/SynergeticAgency_GlsApi.log

The log files are only created if you activate them in the settings of the extension. In addition, the creation of system log files must be activated in the developer options.

3. Base configuration

If the extension was correctly installed, all other settings can be configured via the Magento configuration screen (*System > Konfiguration*).
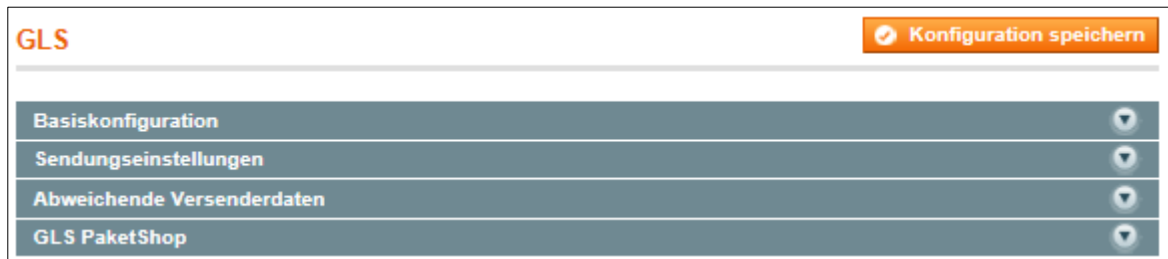
The basic configuration settings can be accessed via the page navigation in the field *Verkäufe > GLS*.

Base configuration

Configuration	Description	Standard configuration
Activated	Activates or deactivates the GLS extension.	Yes
Log web service requests and replies	Logs activities of the web service in the Magento log. Make sure the Magento log is also activated.	No
Debug mode	All relevant processes are logged in debug mode. Caution, the log file in debug mode can be very large.	No
Connector logging	Captures additional debug information of the API connector in a separate connector log file.	No
GLS-API URL	Defines the API endpoint. The default value should not be changed.	
GLS-JSON-Config URL	Defines the filing location of the external configuration file. The default value should not be changed.	
GLS tracking URL	This value defines the URL to the GLS track and trace page. The default value should not be changed.	

GLS-API user name	Assign a valid user name here. If you still have a user account, contact the relevant depot, or our customer service. You can find more information under: https://gls-group.eu	
GLS-API password	Consign the password here.	
GLS customer ID	Consign your customer ID here. You can obtain this information from the relevant depot.	
GLS contact ID	Consign your contact ID here. You can obtain this information from the relevant depot.	

Shipping configurations

Shipping configurations are beneath the basic configurations.

Configuration	Description	Standard configuration
Default weight	If no product weights are specified at the shop, you can define a default weight here.	0
Standard GLS product	If the customer cannot select the type of shipment at the frontend (e.g. shipping flat rate), a product can be defined as default here.	
Standard GLS service	Services can be added to the default selection here. Several services can be combined in the selection by using the STRG key.	
Return label	If this value is set to "yes", a return label is automatically created with every label. **Important:** Please define a return address under *System > Konfiguration > Verkäufe > GLS > Rücksendeadresse*.	No

Divergent sender information

The field "divergent sender information" is beneath the sender settings.
If you want to add a sender or shipping address that differs from your user data in the shipping label, you can add the desired data here.

Configuration	Description	Standard configuration
Activated	Controls the use of divergent sender information.	No
Name 1	First address line of the sender information. This must not contain more than 40 characters.	
Name 2	Second address line of the sender information. This must not contain more than 40 characters.	
Name 3	Third address line of the sender information. This must not contain more than 40 characters.	
Street	Street and house number This entry must not contain more than 40 characters.	
Country	Country	Germany
Postcode	Postal code	
City	City	

GLS *ShopDeliveryService*

The availability of the delivery option *ShopDeliveryService* can be configured in this field.

Configuration	Description	Standard configuration
GLS ParcelShop activated	Controls the availability of the ParcelShop finder in the checkout process. A new option "deliver to ParcelShop" is added to the selection of the delivery address.	No
URL for the GLS ParcelShop service	URL of the ParcelShop finder. This URL should not be modified.	

If a customer selects a ParcelShop as delivery address, GLS shipping methods that cannot be combined with the *ShopDeliveryService* are automatically hidden.

4. Shipping settings

Under *Verkäufe > Versandeinstellungen,* choose the country of origin of your shipments.

Configuration	Description	Standard configuration
Country of origin	Defines the country of origin of the orders.	

5. Shipping methods

If the customer should be able to choose among different shipping methods during the dispatch process, you can configure the available shipping methods under *Verkäufe > Versand-einstellungen > GLS.*

Dispatch with GLS is of course also possible when Magento shipping methods "flat shipping rate", "table-based shipping cost", "free of shipping costs", etc. are used.

The configuration menu contains a new entry "GLS".

General

Configuration	Description	Standard configuration
Activated	Activates the display of GLS shipping methods in the shop.	Yes
Title	Headline that should be displayed above the selection of shipping methods.	GLS

Configuration	Description	Standard configuration
Display shipping method, even if not available	Defines whether a shipping method should be displayed even if a selection is not available for other reasons.	No
Displayed error message	Text of an error message if the selection of shipping method is not available.	
Available for specific counties only	Allows the selection of GLS shipping options to be limited to specific countries.	All available countries
Shipping to specific countries	If the value "specific countries" was added under „available for specific countries only", available countries can be selected in this box. Keep the STRG key pressed to select more than one country.	

Configuration of shipping methods

Configuration	Description	Standard configuration
Activated	Defines whether the respective shipping method is displayed to the customer.	Yes
Name	Name of the shipping method that is displayed to the customer in the shop.	
Display GLS logo	Controls the display of the GLS logo in the frontend.	Yes
Price per order	Defines the costs of the shipping method charged to the customer.	0.00

6. Payment type cash on delivery

The payment type cash on delivery can be configured in the field *Verkäufe > Zahlungsarten*. The configuration menu contains a new entry "GLS cash on delivery".

Zahlungsarten		Konfiguration speichern
Sie wissen nicht, welche PayPal Zahlungsart Sie nutzen sollen? Klicken Sie hier um mehr zu erfahren.		
Händler-Ort		⌄
PayPal Payment Solutions		⌄
Kreditkarten Zahlung (Datenspeicherung)		⌄
Überweisung		⌄
Scheck/Zahlungsanweisung		⌄
Nachnahme		⌄
Bezahlvorgang bei 0,— Gesamtsumme		⌄
Abruf aus Auftrag		⌄
Authorize.net Direct Post		⌄
Authorize.net		⌄
GLS-Nachnahme		⌄

GLS cash on delivery

Configuration	Description	Standard configuration
Activated	Activates the display of the payment type "cash on delivery" in the shop.	No
Title	Headline that should be displayed above the selection of shipping methods.	GLS cash on delivery
New order status	Defines the order status to be set.	
Instructions	Text with additional instruction that can be displayed to the customer. Here you can add your banking details, for example.	
Minimum amount of the total order.	Minimum amount for displaying cash on delivery.	
Maximum amount of the total order	Maximum amount for permitting a cash on delivery payment.	
Sequence	Defines the sequence of the displayed payment methods,	10
Prohibit certain shipping methods	Enables the limitation of certain shipping methods for the selection "cash on delivery".	No

Prohibit shipping method	Defines the shipping methods to be prohibited.	

7. New in the shop frontend

Delivery to a GLS ParcelShop

A button for the selection of the Parcel shop and a check box "deliver to parcel shop" was added to the field "delivery address".

If delivery to parcel shop was activated, the visitor can select the option "deliver to parcel shop" during the ordering process.

After clicking the button "select ParcelShop", the ParcelShop finder, enabling the selection of the desired ParcelShop, opens. Via the form, the customer can name a person authorised for collection. If a mobile number was captured, the recipient is notified of delivery at the ParcelShop per SMS.

The ParcelShop finder is opened in a pop-up window. The postcode of the recipient is preset as a search criterion.

After the visitor has selected and confirmed a ParcelShop, the address of the selected ParcelShop is displayed during the order process.
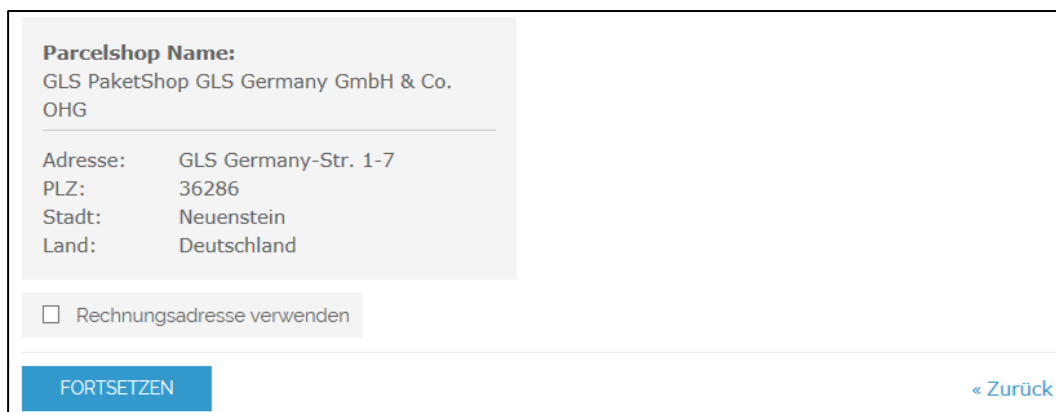
GLS shipping options

GLS shipping options have been added to the field "shipping option".

The display of the GLS logo can be deactivated in options.

Shipping option for bei "delivery to ParcelShop"

If "delivery to ParcelShop" was selected, only the option "GLS standard delivery" is offered when GLS shipping options are used.

Payment option GLS cash on delivery

If the payment method cash on delivery has been activated, the payment method GLS cash on delivery is offered in the field "payment information". GLS cash on delivery cannot be combined with the shipping methods "delivery to ParcelShop" and "express delivery".

4	ZAHLUNGSINFORMATION
◎	Vorkasse
◎	GLS-Nachnahme

FORTSETZEN   « Zurück

Tracking link

Tracking links are automatically included in the Magento shipment tracking after creation of the label.

The link "track your order" is automatically displayed under "view my user account/order", if a label has already been created. A pop-up window opens when clicking.

BESTELLTE ARTIKEL | IHRE BESTELLUNG VERFOLGEN

ARTIKEL	ARTIKELNUMMER	PREIS	MENGE	ZWISCHENSUMME
PARK ROW THROW	hdb008	120,00 €	Bestellt: 1 Versandt: 1	120,00 €

This pop-up window contains the tracking link.

SENDUNGSVERFOLGUNG

FENSTER SCHLIEßEN

VERSAND NR.300000031

NUMMER:	64160700215
VERSENDER:	General Logistics Systems
VERFOLGUNG:	https://www.gls-one.eu/#/trace?query=64160700215

FENSTER SCHLIEßEN

Parcel information is then opened in GLS-ONE.

8. New functions in the shop backend

New dispatch information

The necessary options for shipment processing have been added to the field "dispatch information". Several parcels can be created for each order. The same combination of services always applies to all parcels of a shipment. Weight can be captured for each individual parcel.

The "+" icon adds a new parcel. The "-" icon removes a parcel.

GLS cash on delivery – *Cash**Service***

A cash on delivery amount can be captured for each parcel.

Optional Services

Additional services can be selected. These services can be added or removed, independently of the selection made at checkout.

Exceptional case *ShopDeliveryService*

If the ordering process "delivery to ParcelShop" has been selected, the product "BusinessParcel + ShopDeliveryService" is preselected. Additional services are not available in this case.

Exceptional case return label / *ShopReturnService*

In order to create a return label, a return address must be added to the configuration. The corresponding configuration can be found under: *System > Konfiguration > Verkäufe > GLS > Rücksendeadresse*. If this configuration is missing, only a forward label is created.

Change ParcelShop

If dispatch to the ParcelShop selected by the customer is no longer possible at the time of creation of the label, you need to capture a valid ParcelShop. For this purpose, modify the ParcelShop ID entered in recipient address. You can find the ParcelShop ID using the linked ParcelShop search. If the ParcelShop ID is deleted, a regular *BusinessParcel* is created.

Creating dispatch label

After "create delivery note" has been created, the dispatch label can be in PDF format via the button "print GLS label". The document is not automatically filed on the server. It therefore has to be directly printed or manually saved by the user.

Error messages

If an error occurs in the creation of a label (a prohibited combination of services, for example) this appears as an error message. Prohibited combinations of services can be corrected. See next section "sales / delivery note".

Batch processing

The batch processing option enables you to automatically create labels for several orders.

If you have defined your own shipping options (Table Rates / Flat Rate Shipping), default shipping options need to be defined under *Verkäufe > GLS > Sendungseinstellungen.* If you are using the preconfigured GLS shipping options, this step can be skipped.

The creation of deliveries / shipments takes place directly from the overview page "orders". Mark the orders to be processed with a tick and perform the action "create GLS delivery". If you need more than one label for an order, you can adapt the number of labels to be created under *Verkäufe > GLS Lieferungen.* You can find a detailed description of this step in this manual under "List of GLS deliveries / shipments"
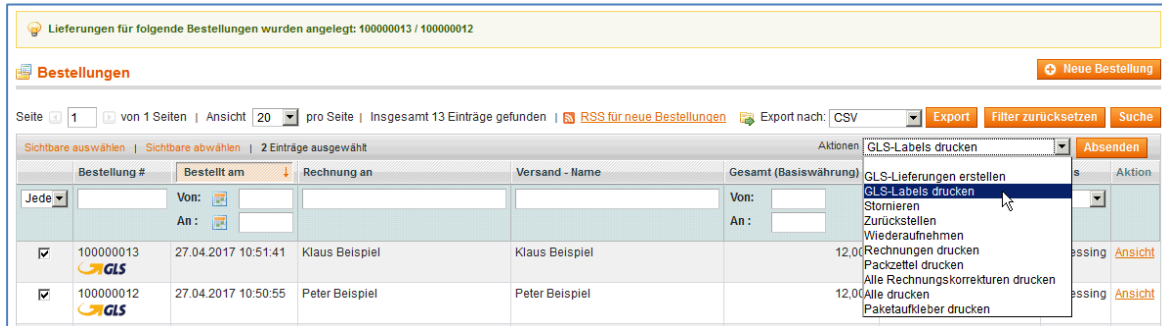
The creation of labels is done by performing the action "print GLS label".

After performing the action "print GLS label", you are taken to the batch processing list. You can monitor the status of label creation and print successfully created labels here. Because the creation of labels takes place in the background, you can leave the batch processing list and download the completed labels later.
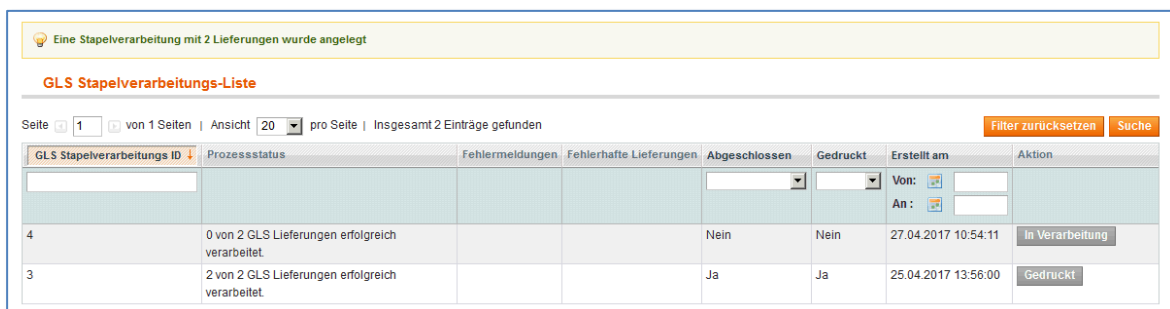
This batch processing list can also be accessed directly via the new navigation point *Verkäufe > GLS Stapelverarbeitungs-Jobs.*
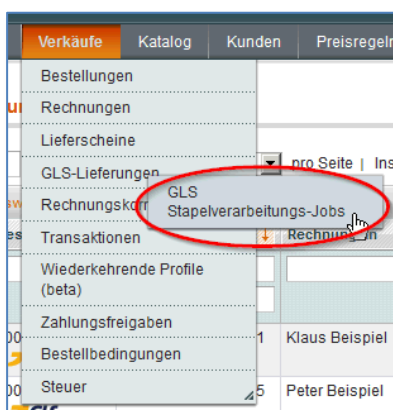
If the labels have been created successfully, they can be downloaded and printed with "download PDF". In case of problems with the creation of labels (e.g. connection problems, wrong post postcode, excess weight, etc.), details can be viewed by clicking the order number under "faulty shipment".

If no labels have been created after a batch processing job has been created, you should check whether the Magento cron job was set up correctly.
See: http://tutorialmagento.com/how-to-set-up-magento-cron-job

Sales / delivery slips

The created delivery slips are displayed under "sales / delivery slips". If no label has yet been created for a delivery slip, you can adapt the shipping options with a click on the "edit" button. The shipping- and tracking information of a single delivery slip is displayed as follows:

List of GLS deliveries / shipments

All deliveries processed via GLS are displayed under *Verkäufe > GLS Lieferungen.*
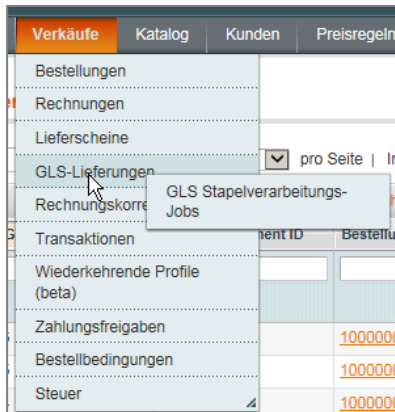
The view explained under "sales / delivery slips" is opened by clicking the delivery slip number.
If the label hasn't already been created in the previous dialogue, it can be created here via "download PDF".

You can adapt the number of labels to be created in the column "update number".
The additional created labels have the same configuration as the respective initial labels.

9. FAQ / Tips & Tricks

Complex rules / shipping surcharge

The plugin currently supports fix amounts per shipping method only. If you want to show more complex rules for the calculation of shipping costs, you can do so by means of table-based shipping cost calculation, or the use of plugins fore rule-based calculation of surcharges:

Configured table-based shipping costs:
https://www.sitepoint.com/set-up-table-rate-shipping-in-magento/
https://www.magentocommerce.com/magento-connect/catalogsearch/result/?q=table+rates&pl=0

Rule-based plugins for the calculation of surcharges of third-party providers:
https://www.magentocommerce.com/magento-connect/catalogsearch/result/?q=shipping+surcharge&pl=0

Please note that we cannot provide support for the general configuration of your shop, or for plugins created by third parties.

Batch processing is not executed

Batch processing is controlled by Magento cron job. Please verify that the latter has been correctly configured.

The ParcelShop finder is not displayed / does not work correctly

Please check whether a plugin / designed installed or adapted by you makes changes to the checkout form. Such modifications can negatively affect the function of our ParcelShop.

No return labels are created

In order to create a return label, a return address must be added to the configuration. The corresponding configuration can be found under:
System > Konfiguration > Verkäufe > GLS > Rücksendeadresse