MODULE: COLISSIMO – OFFICIAL APP

USER GUIDE

REQUIREMENTS

COLISSIMO BUSINESS PRE-REQUISITES

To fully enjoy the benefits of this module, please ensure that your Colissimo credentials allow using:

. 'Front page widget' display for pickup points

. 'Webservice Affranchissement' to generate labels

. Or 'Coliship if you prefer to use Coliship

And don't forget to activate tracking webservice in your Colissimo box account. (Applications> Webservice de suivi >check box tracking)

PRESTASHOP COMPATIBILITY

Module is compatible with **PrestaShop 1.6.1 and v1.7.0+**

We do not guarantee support for earlier versions and other modules included in our migration

PRESTASHOP CONFIGURATION

You must have active Zones & Countries (and states) enabled in the tab menu "Localization".

While installing the module, Colissimo - Official app will create automatically 3 carriers 'MANDATORY' to use Colissimo services. Do not remove them or do not disable them.

. *These carriers MUST be used in front office (while processing orders) to manage orders in Back office with Colissimo services: label generation, tracking, dashboard & alert…*

. *These carriers will inherit Zones & Countries while installing*

Technically speaking :

> orders coming from Front office must be linked to Colissimo module: *see the association in tables 'order_carrier', 'carrier' & 'module_carrier'*

> orders must be associated to one of the 3 carriers qualified as "Colissimo carriers in Database" : *table 'configuration' > name : colissimo_carrier_sans_signature; colissimo_carrier_avec_signature; colissimo*_carrier_relais

SERVER REQUIREMENTS

No technical prerequisite on your hosting is required (greater than to run the Prestashop version mentioned): cURL library should be available.

Just make sure that the permissions are correct on these 4 directories :

. *"/modules"*

Back office will upload module on this standard PrestaShop directory while installing Colissimo – Official app (need access rights 755)

. *"/modules/colissimo/documents"*

Back office will store labels, cn23, desposit slips… on this directory

. *"/modules/colissimo/translations"*

You may need to add new languages than the 2 first provided (EN & FR). By using the PrestaShop standard translation function you can add new ones via Back office as long as you have the "write permission" on this translations directory.

. *"/modules/colissimo/mails"*

Same than above, you may need to add a new language, so new emails ! Then Emails can be added manually via ftp or via back office translation system as long as you have "write permissions"

INSTALLATION

Colissimo official app eases process of install:

. System will detect if you are a newcomer in the use of Colissimo modules = standard installation

. Or if you have already used a Colissimo module in the past = Colissimo official app will propose to migrate your former datas : *Colissimo credentials, sender address, carriers, grid & fares,… and more – see below.*

NEWCOMERS IN THE USE OF COLISSIMO MODULES

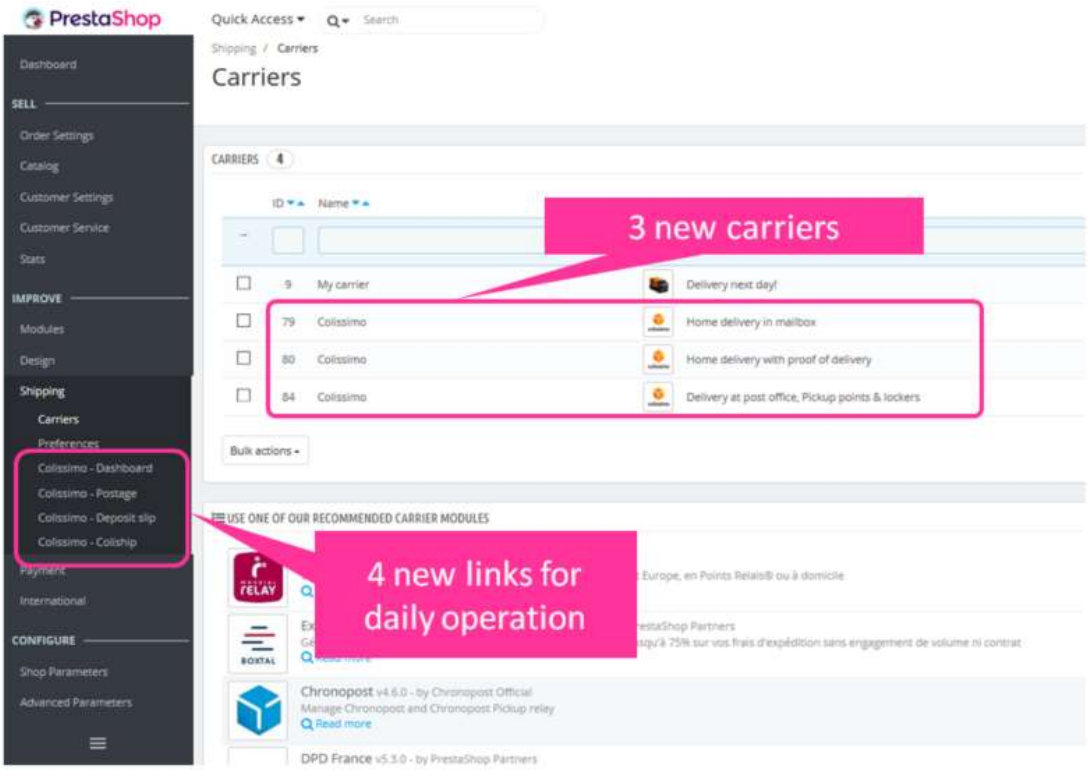
If you have never used a Colissimo module in the past, then installation will be a standard PrestaShop module set up.

Upload your file via the Menu / Modules : use button “Add a new module” & Upload the zip version (follow Prestashop recommendations)

Once zip file uploaded onto your hostings, click on Install. In case of success, you will be directly leaded to “configure”.

In the meanwhile, when installing, 4 new links will be created in PrestaShop main menu + 3 new carriers.

Please verify it.



In any case, these changes don’t appear, please “re-do” installation process.

Cases of error:

. Not to have proper rights & permission on hosting & database. See above

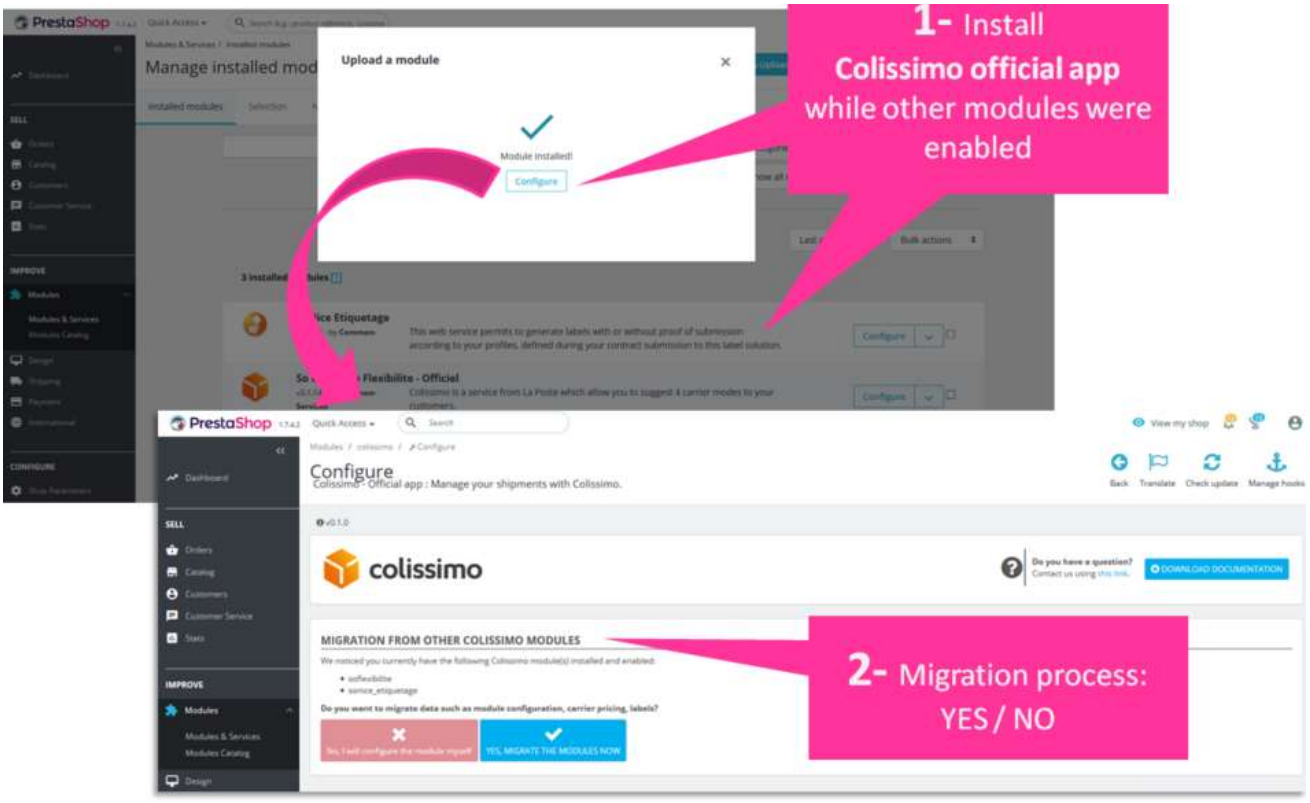
. Mutualised hosting with not enough resources to run deployment while installing. Follow PrestaShop recommendation on hosting, RAM, max_execution time and timeout.

SPECIFIC CASE OF MIGRATION

If you have already used Colissimo modules in the past *(Colissimo simplicité, Colissimo webservice, Colissimo étiquetage So'Nice…)* system will detect automatically them and ask if you want to migrate the data while installing :

. 'NO', when you don't want to use migration process described below. You will do manually all the changes by yourself (disable former module, recreate carriers grids…) and you will be consider as a newcomer. See above

. 'YES', when you want to migrate your info, this will depend on what was your former module.



‘Migration’, what does this mean ?

According to former module, the process will disable it and retrieve some info to insert it in Colissimo official app :

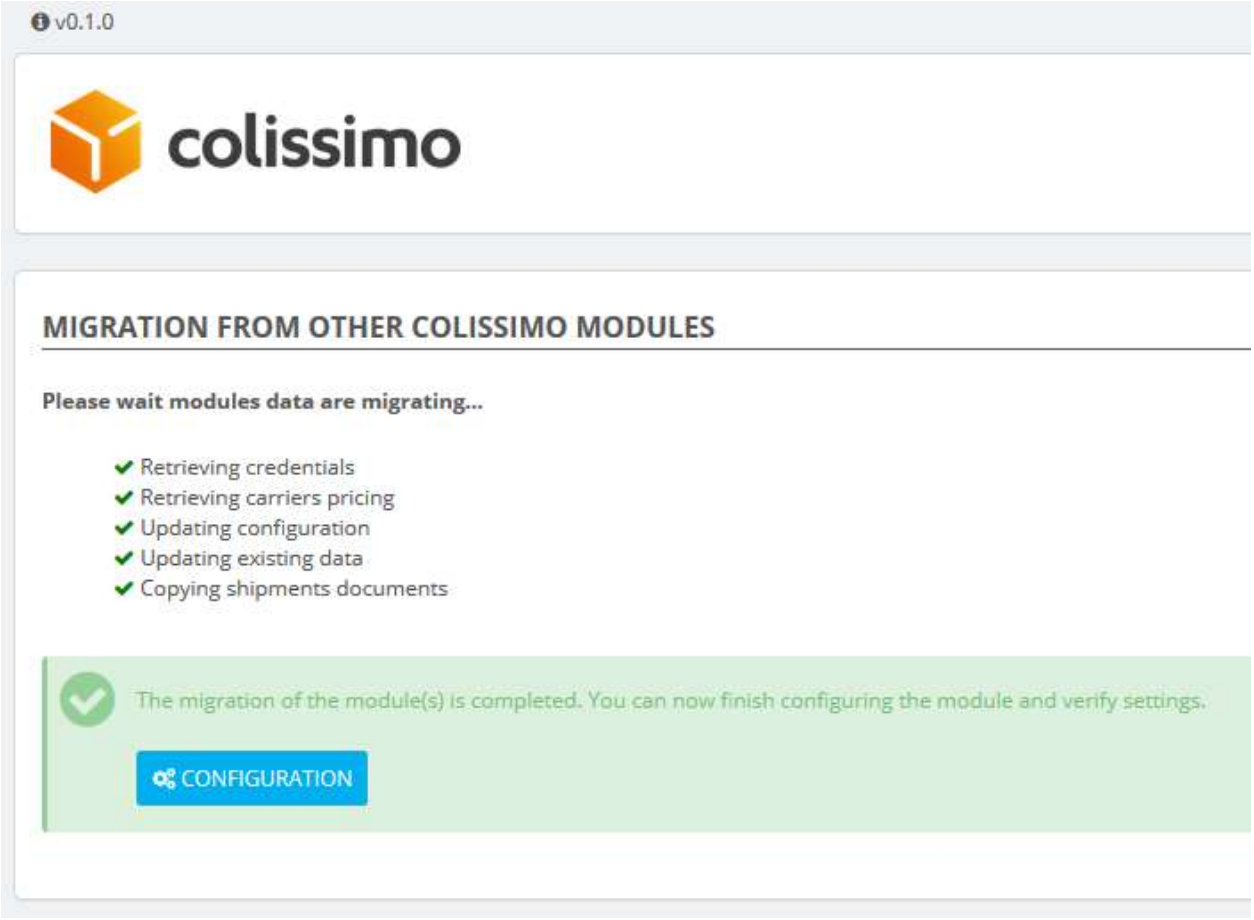
. Module So’Colissimo simplicité : colissimo credentials, preparation time, PUDO list & addressed used, former orders/tracking, current orders/labels to edit will be retrieved

. Module Colissimo webservice : colissimo credentials, carriers, carriers grid & fares, PUDO list & addressed used, former orders/tracking, current orders/labels to edit will be retrieved.

⚠ *You need to ask your Colissimo account manager to switch your former PUDO Webservice option to Front office widget*

. Module So Nice etiquettage : colissimo credentials, sender address, label format, status mapping to edit label will be retrieved.

And at the end of process a button “Configuration” will lead you to module standard tabs to finalize installation.



Cases of error :

. if during migration process incident alters the current tasks (hosting shutdown…problem of ressources) migration will be incomplete. We recommend not to do anything except going back to installation process to reinstall module. In this case you will be consider as a newcomer !

Migration process won't be resumed.

Migration is logged into database and is possible only once : table "configuration"

COLISSIMO_MIGRATION_CREDENTIALS	1	2018-10-03 10:33:43
COLISSIMO_MIGRATION_COLISSIMO_CARRIER_SANS_...	17	2018-10-03 10:33:43
COLISSIMO_MIGRATION_CARRIERS_DELETED	[16,15,13]	2018-10-03 10:33:43
COLISSIMO_MIGRATION_CARRIERS_RENAMED	["4","5","7"]	2018-10-03 10:33:45
COLISSIMO_MIGRATION_COLISSIMO_CARRIER_AVEC_...	18	2018-10-03 10:33:45
COLISSIMO_MIGRATION_COLISSIMO_CARRIER_RELAIS	19	2018-10-03 10:33:46
COLISSIMO_SHOW_MIGRATION	-1	2018-10-03 10:33:50

. To roll back,

If you want to come back to previous module & carrier usage, please note that nothing is deleted.

You can disable Colissimo official app and "re-"enabled your previous module + don't forget to enable previous carriers in the list. (Migration only copies/pastes previous info.)

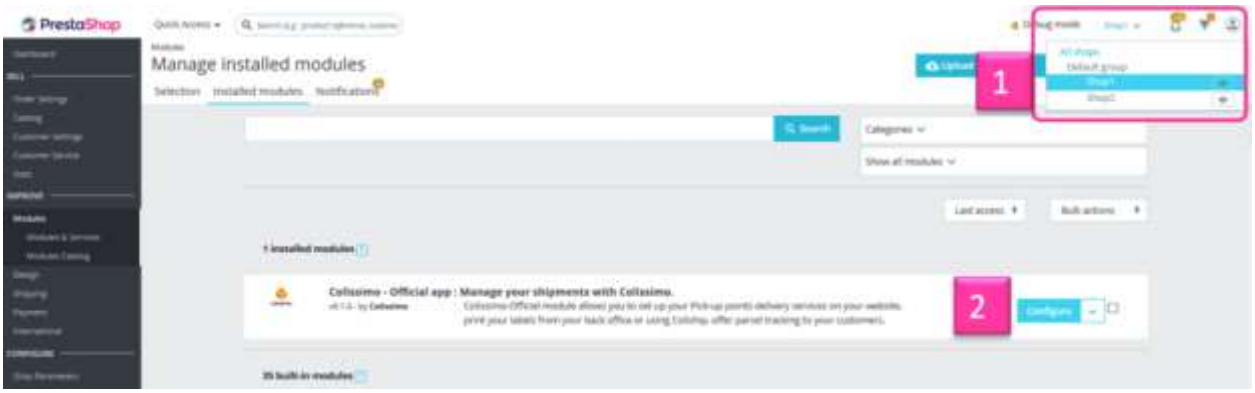
CONFIGURATION

MULTISTORES READY

Once module is installed & active, please click on "configuration" button to manage your new "Colissimo official app"

/!\ Module is "multistores ready" = a specific configuration can be set by stores.

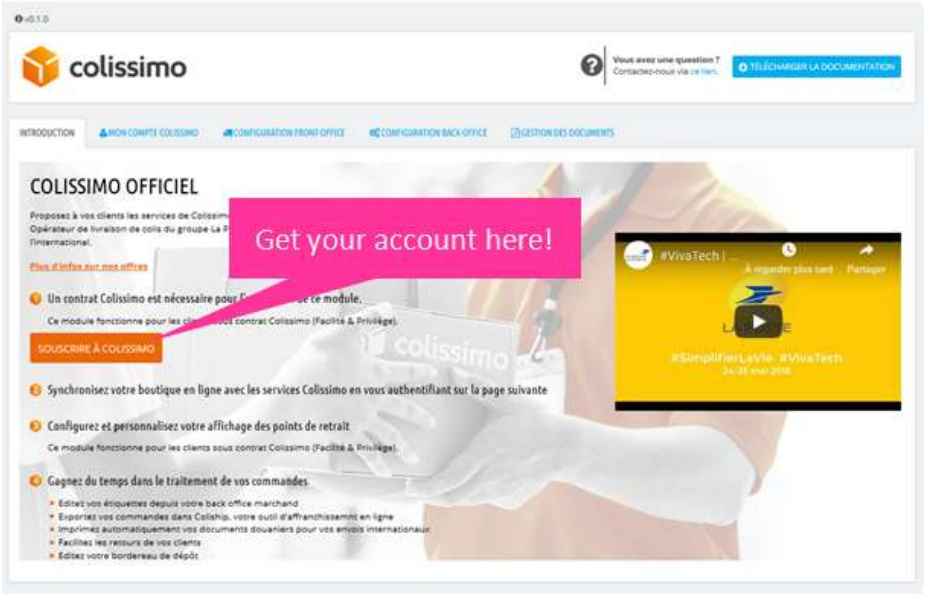
First, be advised on what store context your are configuring your settings : check back office header – option : 'all context or by store'



MY COLISSIMO ACCOUNT TAB

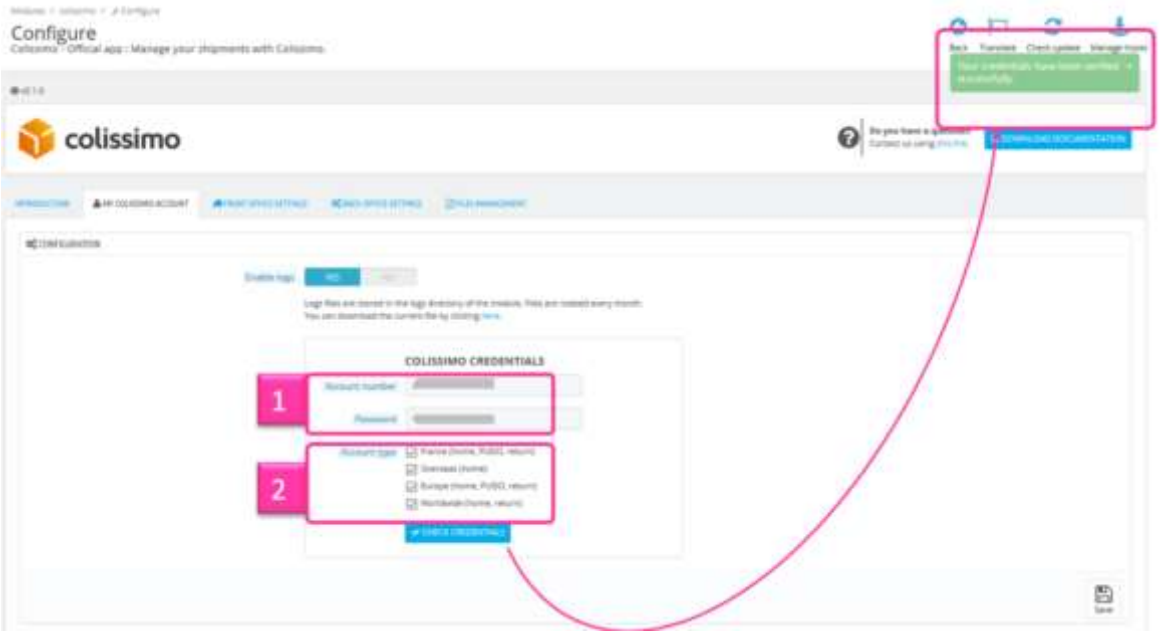
Colissimo Account is mandatory

If you don't have any account, please subscribe thanks to 1st tab "Introduction" via button "Subscribe to Colissimo"



When you get your credentials, you can configure your account in tab 2 “My Colissimo Account” : specify your id + password and check if connexion is done thanks to button “Check credentials” (1)

… Don’t forget to save every info by block !



(2) Please specify what geographic zone your contract covers to enable carriers & services on Front office.

Great principles of functioning for module in Front office : carriers are displayed according 1st to Native PrestaShop selection (zone, countries, weight, dimensions…product, customer group), then if module is allowed to this group & at the end according to your Colissimo configuration if account type is selected.

This configuration doesn’t impact back office daily usage.

Log files helping tool

Enable logs : Yes or No, is quite helpful when configuring module for first time or in any case of error.

Log files will provide some technical informations about the reason why module is not working as it should be. This log file could be asked if you contact Colissimo Support.

However, be aware that logs are stored on your hosting using “disk space”. So not to occupy too much space, logs files will be deleted after 30 days of existence.

Sender address

Your “physical address” from where parcels will be shipped is mandatory.

This address will be displayed on your labels. As such in any case your parcel is not delivered it will come back to this specified address.

This address will be also used for return label edition, too.

/!\ Beware that post office boxes & Cedex won’t be accepted;

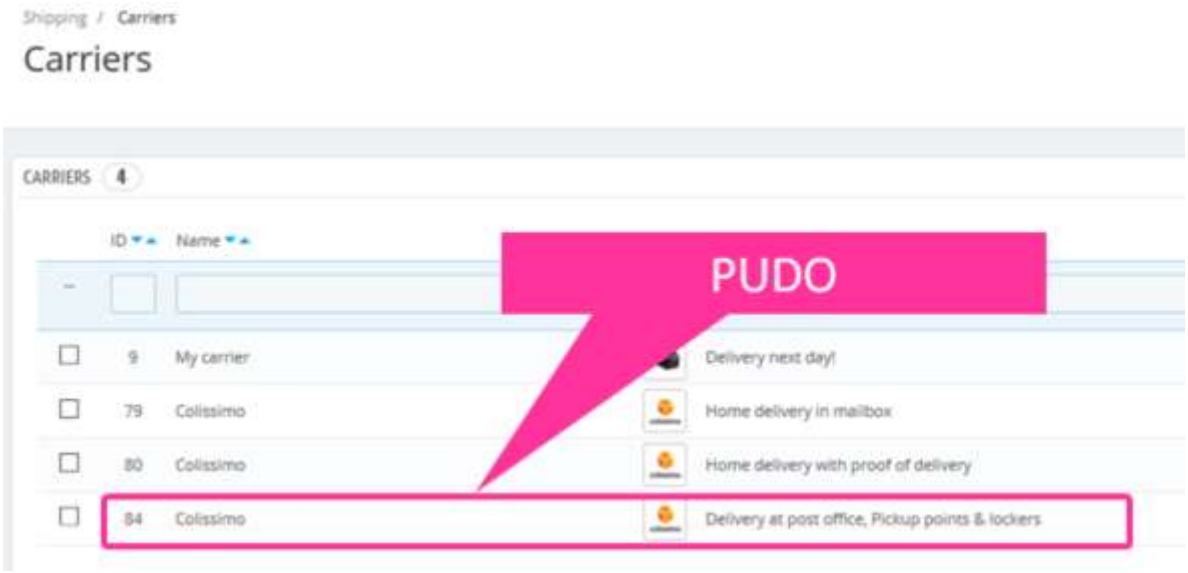
… Don’t forget to save every info by block ! Save

FRONT OFFICE SETTINGS TAB

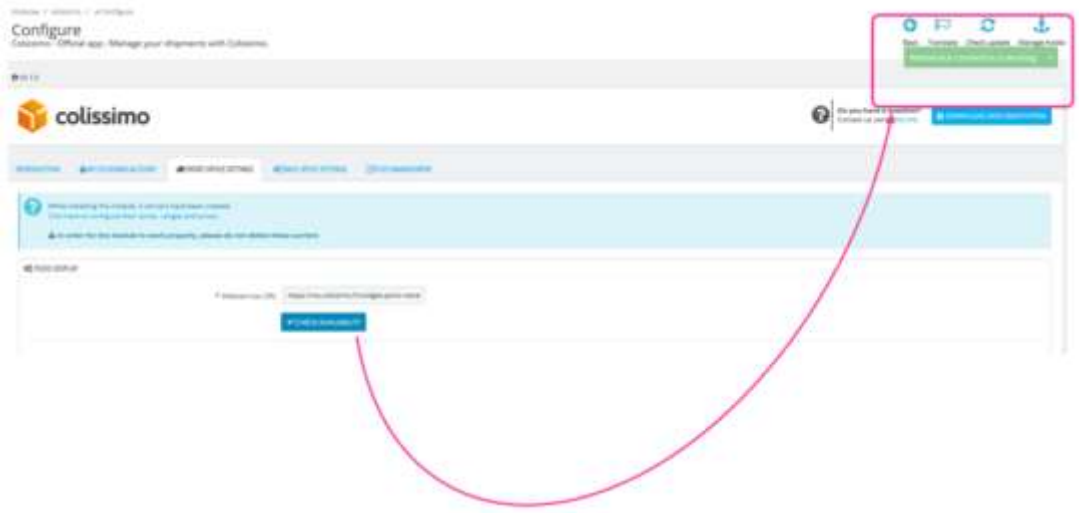
PUDO Front page

Pick Up & Drop Off list of points (PUDO) will appear in Front Office as a shipping mode, if the front page option is enabled in your contract.

To get benefit of this delivery mode you must have the carrier enable in your list of carriers (PrestaShop Back office) for this zone + have checked your account option (in Colissimo account, see above) AND the option enabled in your Colissimo commercial contract. Please check with your account manager if it is so.



Please check that webservice is available by clicking the proper button.



In case of error, please check with your Colissimo account manager to get the proper link & verify if your account is enabled for.

Front page widget customization

In block “Display Preferences”, you have **2 choices** :

- You can keep the colissimo widget

or

- You can **customize** Colissimo widget to match with your theme :

You can set the Font family by choosing into the drilldown list of classic typoweb.

And you can set 2 types of font-color for the dynamic input of this Iframe: Address fields color in block search and color for list results (pickup list & opening-time)

You can either choose with your mouth with the picker color proposed or by writing hexadecimal code.

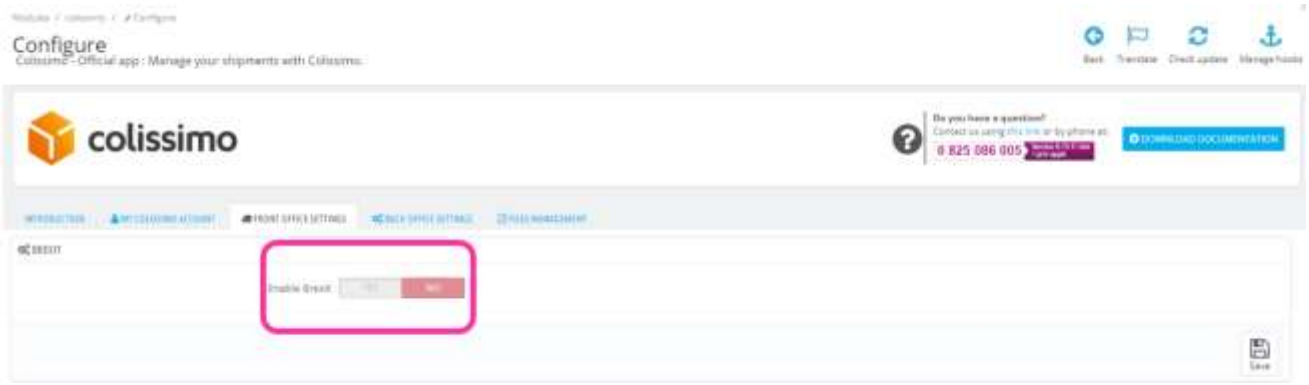
=

/!\ IN CASE OF BREXIT

If the United Kingdom comes out of the EU, activate the “enable Brexit” option for the UK to leave the europe zone.

Please note the following changes regarding the Brexit:

- Pickup point delivery option in UK won’t be offered anymore
- The CN23 document will become mandatory
- Return shipment from UK won’t be available



… Don't forget to save every info by block !

Save

BACK OFFICE SETTINGS TAB

This tab is fundamental to prepare your daily operations.

General settings

For label edition, mainly.

Order Status Configuration, as a starting point !

To ease process while editing labels, you must select order statuses which trigger the process.

. If no statuses are selected, system will consider that all statuses are selected !

. By reducing the number of statuses you will ease the process at the first step of postage (see below – daily operations). Only the orders with the selected statuses will be shown to get edited.

This list of statuses proposed is dynamic and based on your personal list of statuses (orders configuration > statuses).

If you have customized statuses due to your internal process, these personal statuses will be shown as well and can be selected.

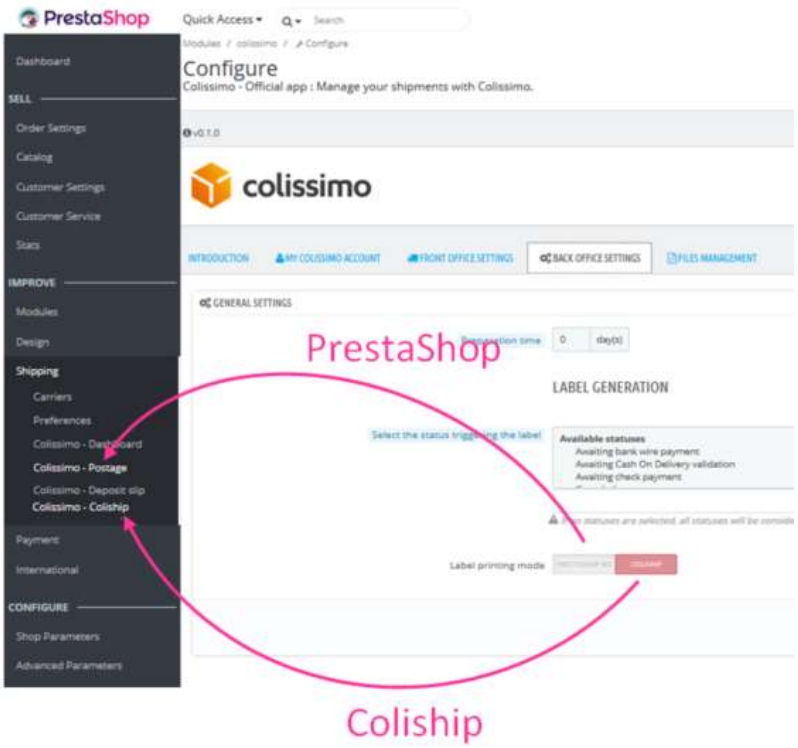
We recommend to “narrow” the list of statuses to ease your daily operations.

Label Printing Mode

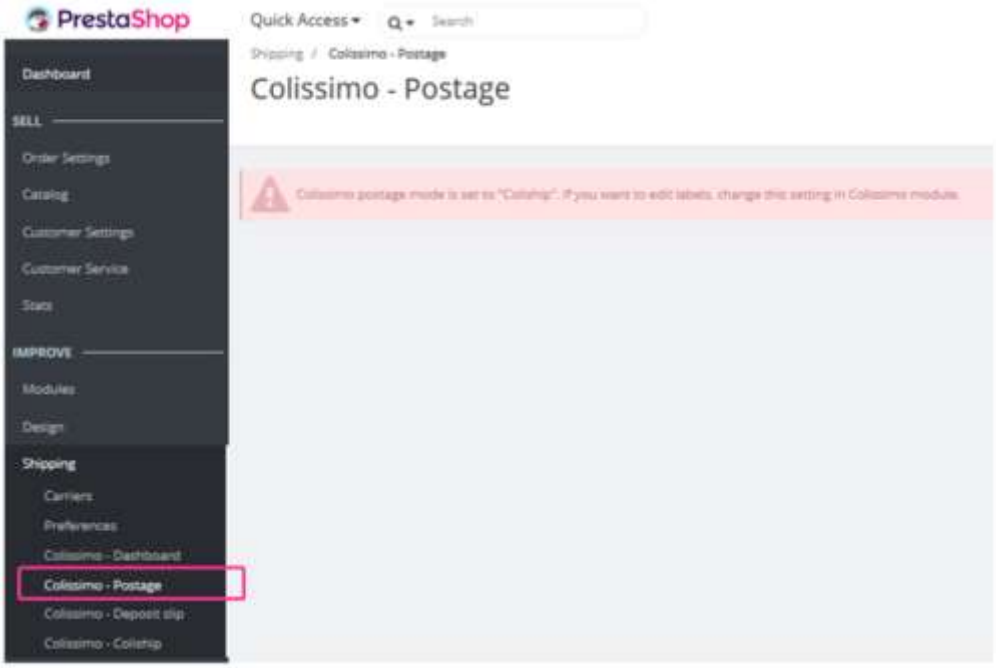
If you choose to print your label through “coliship”, you will lose some of the benefit of Colissimo official app (to edit label, return via PrestaShop for instance, to take advantage of dynamic edition while with coliship you should always download / upload csv files).

However Colissimo Official app is adapted to any way of managing his shipment (via PrestaShop or Coliship).

Activating one or the other method to manage label will impact the links of your daily operation menu:



If Coliship is selected, then process within PrestaShop is no longer available. However, you can change your method at any time :



If you choose to generate labels using PrestaShop, some options will show up:

First, you have to set if you want to manage your postage “automatically” or “manually” :

- *“Manually”, means that you can select orders one by one before editing label. Like so, you can create your proper “bulk” of labels to prepare either by country, by Colissimo services…). This manual management mode allows to check or change orders before editing label (address correction, to add a new service, to add return labels… one by one.*

- *“Automatically”, means that you will launch label edition in bulk without intervention before edition attempt. This automatic mode is dedicated to merchants with a high volume of orders or with a unique kind of label… and obviously to save time!*

Then, choose what kind of printer you’re going to use: a classic printer or a thermal printer. Depending on your setup, you may have to adapt the label format.

With a thermal printer, more configuration needs to be done:

- Printer port = choose how the printer is connected to your computer or your network
- Protocol (only with USB) = choose the correct protocol (DATAMAX, INTERMEC, ZEBRA). Please refer to your printer user guide if you have trouble to configure this option.
- IP address (only with ETHERNET) = fill the printer local IP address

Important: if you’re using a thermal printer, a lightweight plugin for Windows “PrintColissimo” needs to be installed and running on your local machine. You can download it from your La Poste / Colissimo Box account.

To make sure the plugin is correctly installed and works properly, open your favourite browser and navigate to the following URL: http://localhost:8000/

You should have the following display:

… Don't forget to save every info by block !

Save

HS Code, short description and origin country per product & category

The module allows you to configure customs information at the product and category level, in addition to the existing module level.

For example, for a given product, the HS code is taken first at the product level. If the information is not filled in, the HS code is taken from the product category.

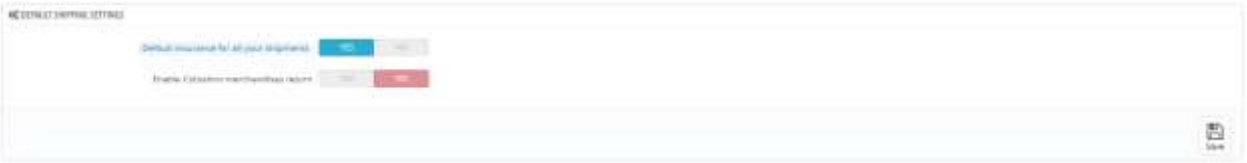
Finally, if the information is not entered either, the value defined in the configuration of the module will be used.

Default Shipping Settings

All your choices here can be change while you are editing your label in manual mode. (You can't in PrestaShop automatic mode and in Coliship mode – apply by default/not changeable)

This settings block help to gain time while editing, by fulfilling by default the info. However if you are in Manual mode, you can change this "pre-choice".

Ex. "Default Insurance for all shipment : Yes/No" for each label edition when Colissimo service allows it, the insurance option will be selected by default. You can "uncheck" it in PrestaShop manual mode, while you can't in Automatic mode or Coliship mode.



Return via Colissimo specific case

By enabling Return using Colissimo by default, you will have access to new options:

Print return labels for each shipment: Yes / No

Means that when editing standard labels, a return label will also be printed and added into customer parcels to ease his merchandise return, during postage process.

By default, a tracking number & a return label will be created for each orders (using “Sender Address” of My Account tab, as the return address by default).

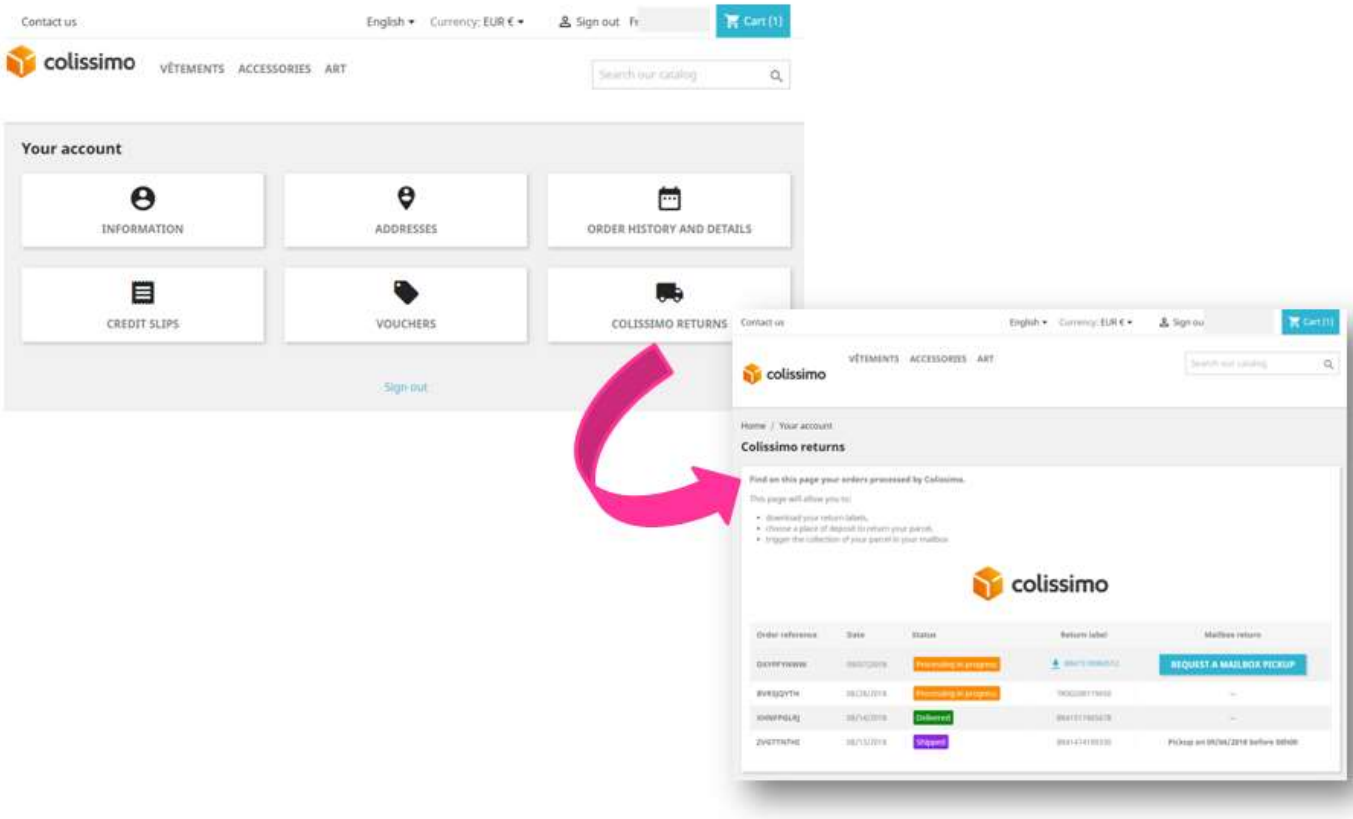
Please note, that in PrestaShop manual mode, return label option can be manually “unchecked” orders by orders (not in PrestaShop automatic mode and not in Coliship mode).

Display return labels in customer’s account: Yes / No

Means that return label created by default will be available in customer’s front office account.

He will be able to print it on his own printer.

(a good idea to save the planet and gain time on merchant side)



Via merchant website, customer can download and print his own pdf label.

Enable mailbox return

Is a brand new service of Colissimo, accessible via our Colissimo official app.

You can allow your customer to use your website to request a pickup for his parcel from his own mailbox.

By allowing this functionality, you propose a real new service to your customer, making your return policy as a real business option !

How it works ?

Link to the Colissimo returns new page created in Front office, a customer can “request a mailbox return” via merchant website (see printscreen above)

On click a first API request will be sent to Colissimo to check if customer address is eligible to mailbox pickup.

(Unfortunately some addresses can’t. A message will be displayed to inform customer).

But if customer is allowed to use “mailbox pickup request”, a new form will be populated.

In this form customer should confirm his address or specify a new one. (by default, order address will be prefilled).

At the end of process, a confirmation message will pop up on screen to inform customer to put his parcel on his mailbox at this XXXX-XX-XX date and hours to be picked up.

… Don’t forget to save every info by block !

Files management

An archive of document is available on ftp for each shipment.
([domain]/modules/colissimo/documents)

Really useful to “re-“ print a lost label, find back a deposit slip… but using disk space on your hosting.

In order to manage disk space, we propose to manage the size of archive to keep.

You can edit the maximum number of files AND / OR number of days to keep. After the limit exceeded, we will delete it from your hosting.

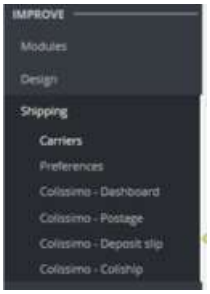
To have a clear view of resources needed on your hosting we propose a display of real disk usage to help merchant to set his configuration.

Good to know : we have set by default 3000 files & 14 days limit which correspond on a merchant average sending 50 shipments/day

… Don’t forget to save every info by block !

DAILY OPERATIONS

4 new links have been populated in the main menu, under Shipping tab to ease your daily operations.

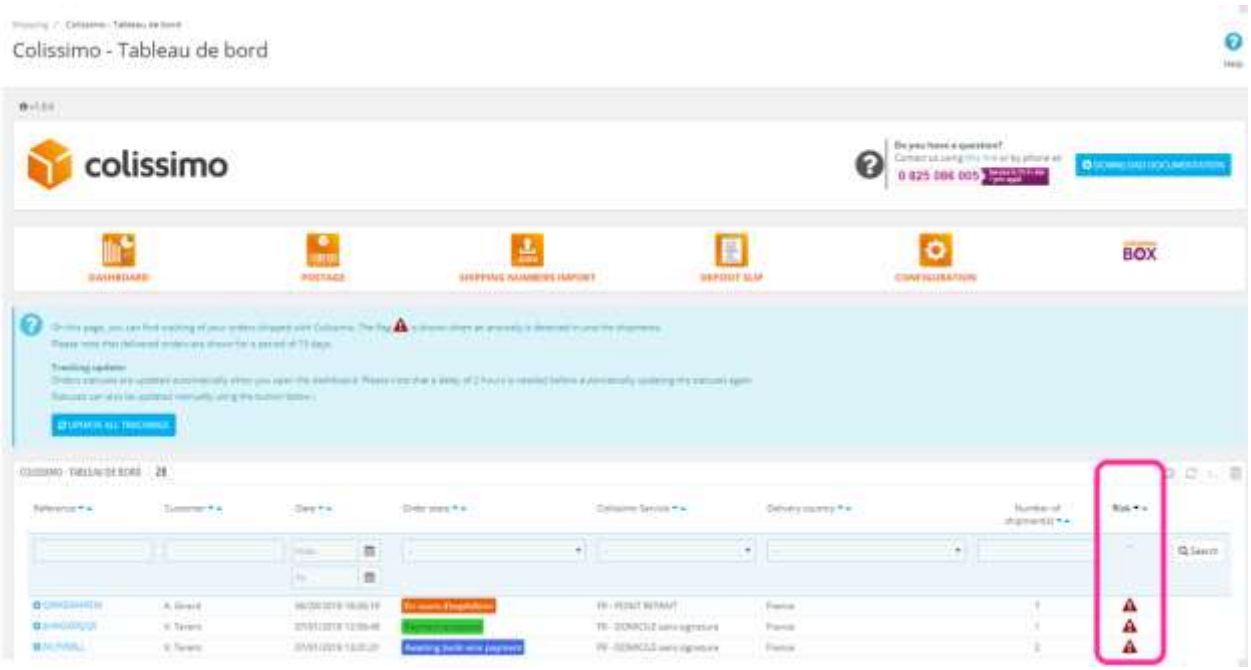


. Colissimo - Dashboard is dedicated to follow your orders shipped by Colissimo and get informed on any risk

. Colissimo - Postage is built for label edition when you have set your module in “PrestaShop mode” for label management

. Colissimo - Deposit Slip helps to edit transit document for the list of shipping of the day

. Colissimo - Coliship is done for label edition through Coliship software when you have set module in “Coliship mode” for label management



This interface helps you to keep an eye on your shipment by updating status every 2 hours or thanks to button "update".

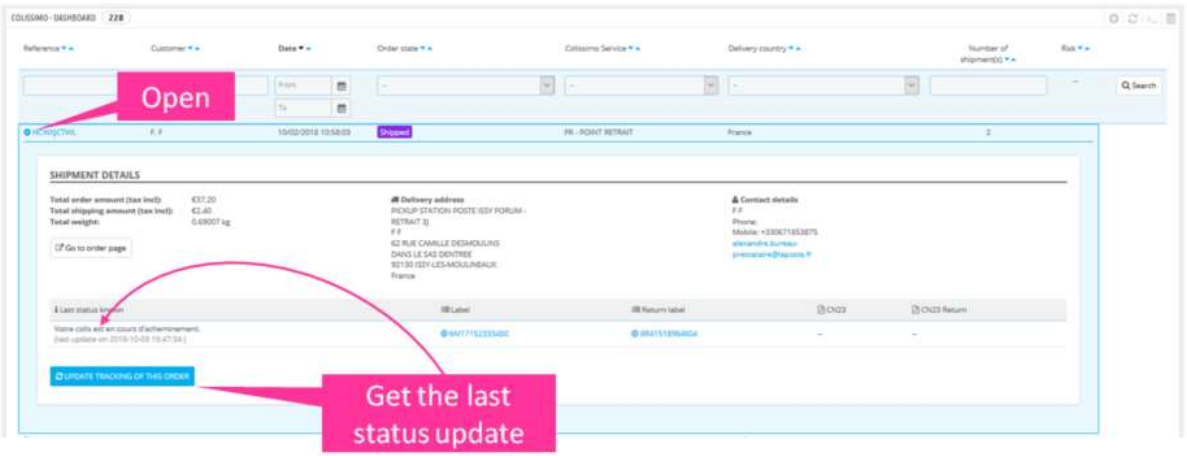
. On click, when launching dashboard page, all the orders with a Colissimo carrier AND with a tracking number AND without status "delivered" are processed automatically.

/!\ This automatic update could be launched every 2 hours maximum.

In any case merchant launch this page within the 2 hours time lapse, the update is blocked. This time-lapse (not configurable) is set to help merchant on his daily operations: like this you can come back to this page whenever you want without launching the update process = don't need to wait unnecessarily for orders updating if it has already been done within the last few minutes.

. However, whenever you want, you can use button "update <u>all</u> trackings" at any time despite this 2 hours time-lapse.

. Please note that the same button "update tracking" exists when you open one of the order thanks to the [+] button. Then you will update "this" tracking and not all.



At the end of the day, this dashboard is built to help you to get the freshest order status picture !

Like so, if an order is “at risk”, an alert icon will warn you to be informed.

Please open orders to discover why it is considered as anomaly according to Colissimo. In some cases Colissimo need you to intervene : uncomplete address to confirm, new instruction waited in case of absence…

Anomaly status are provided by Colissimo through this tracking update. There can be various : address problem, transit error, parcel damage, refused… So far, 46 cases of anomaly listed to provide you and your final customer the best service “to decide to be delivered, how, when…”

Please note that some Colissimo statuses will impact your PrestaShop order statuses, like so :

. Generate a deposit slip *will change your Prestashop order status to* Handled by carrier

. After generating the first label of an order, its status will change to Processing in progress

. Any first Colissimo statuses EXCEPT anomaly & delivered will changed your order statuses into PrestaShop status Shipped

. Any Colissimo statuses considered as delivered, will change your Prestashop order status to Delivered

COLISSIMO POSTAGE

When you have configured in Module – tab “Back office settings”, the Label printing mode as Prestashop.

Then you can decide to configure Postage mode in PrestaShop’s BO as manual or auto.

. *"Manual" postage : process is in 3 steps. First you select order by order the one you want to prepare. Then, step2, you can configure each order by adding or withdrawing options (insurance, return…), checking delivery address. And to finish step 3, by editing labels "eligible to Colissimo services". Some of them may not be process due to errors in the 2 previous steps.*

. *"Automatic" postage : consists in reaching directly step2, like all the orders available with labels to be edited are launched in bulk with the default parameters set in Module configuration. No choice of order, no customization possible, it is like you have selected & configured all your pending orders to be edited !*

/!\ Please note that generating the first label of an order will change its status to Processing in progress

Manual Postage

Manual Postage, in 3 steps ! (Choice of postage method to configure in B.O. Module tab "Back office settings")

Select orders you want to edit labels for

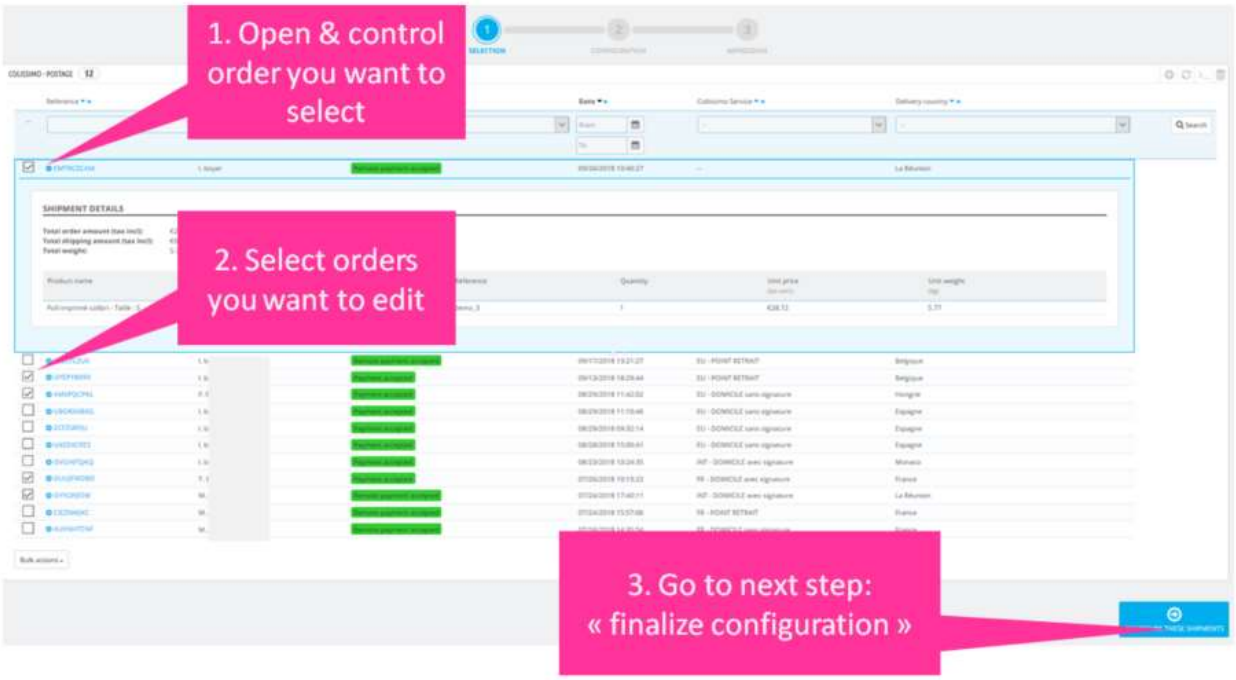
Click on PrestaShop main menu : Improve > Shipping > Colissimo – Postage and you'll reach a page with a list of orders.

This list is built according to these rules :

. *Any order link to Colissimo carrier (carrier link to module in table config. See above: configuration)*

. *Any order with the status forecasted in B.O. Module configuration ('Processing in progress', 'Payment accepted…', see above : configuration)*

. *Except order with PrestaShop standard status "delivered"*



You can filter, research, organize order as you want to prepare bulk operations by country, by Colissimo services…

You can view an order to check its content.

To finally, tick the checkbox dedicated to selection, and then click on button “Generate this shipments”

Configure – customize each orders with Colissimo services

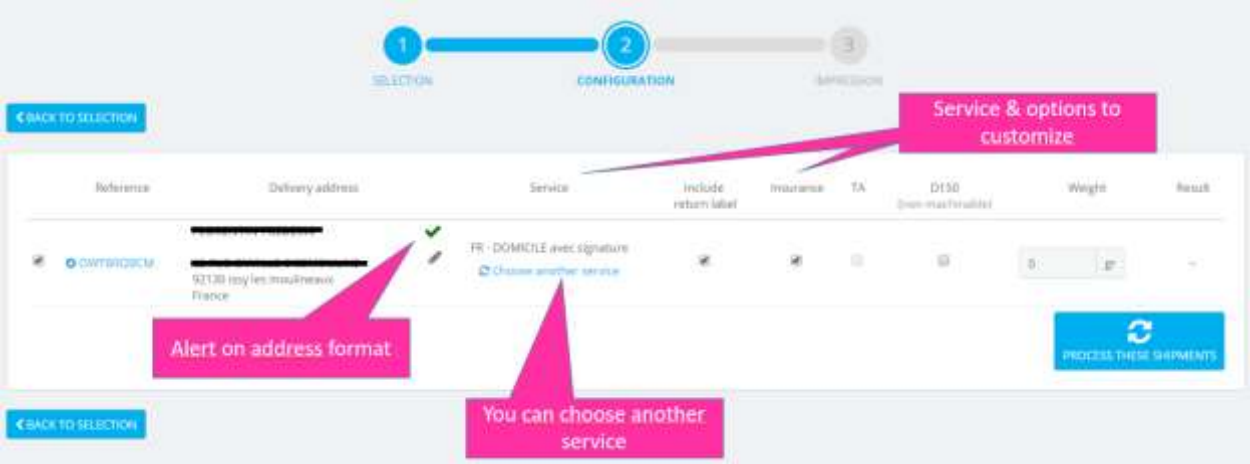
Orders selected at previous step will be displayed with 2 types of information:

. Data inherited from orders : address, Colissimo service chosen by customer

. Options you can customize before editing label.

Please note some options will be prefilled ‘by default’ as you have configured it in your B.O. Module - tab: “Back office Settings” (ex. Return label, insurance…).

However you can customize it despite your by default choice



At this stage, you can “customize” your shipment in some cases, and in some other case, you can’t.

According to country and shipping mode chosen, some options are not available. In this case, option is “in grey”, not clickable. *ex. No insurance possible if customer has chosen “Pick up delivery mode”*

What you can customize:

. Address can be corrected if an alert is populated (problem of format address, zip code…). Please click on pencil to edit address

. Order delivery mode can be changed by clicking “Chose another service”

. Return label edition, if delivery country allows it !

. Insurance, if shiping mode authorize it

. TA : free custom tax, if country authorize it (but take care of your own tax policy !)

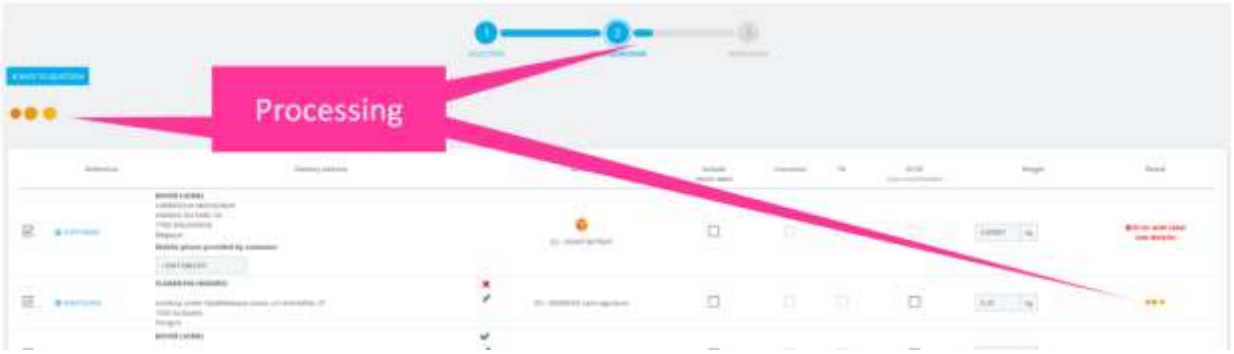
. D150 : to specify if your order is longer than 150cm or if it is an odd parcel and can’t be process on our supply chain

. Weight : mandatory to fulfill

When your order list is ready to be processed, get insure that they are selected in the list (checkbox) and you can click on “process this shipment”.

Label edition - Print

Orders will be processed one by one and it may take time according to your list & number of orders to treat.

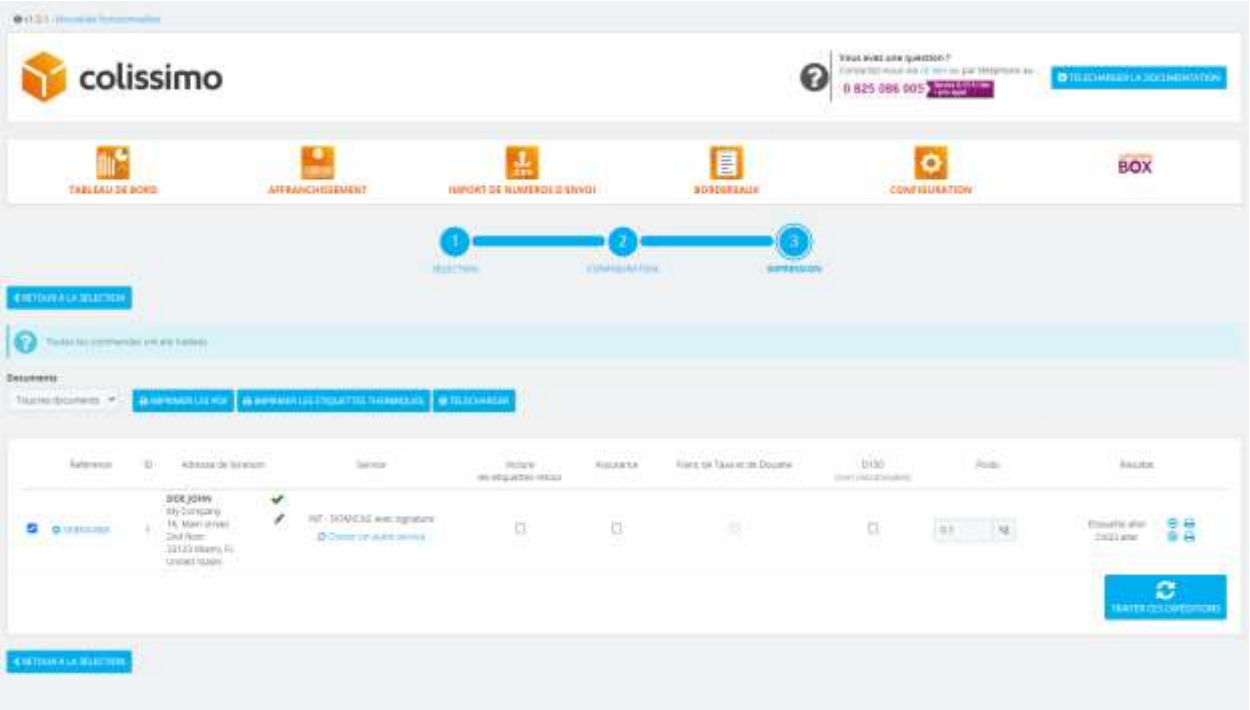


Results will be displayed, order by order. You will be able to **download** or **print**:

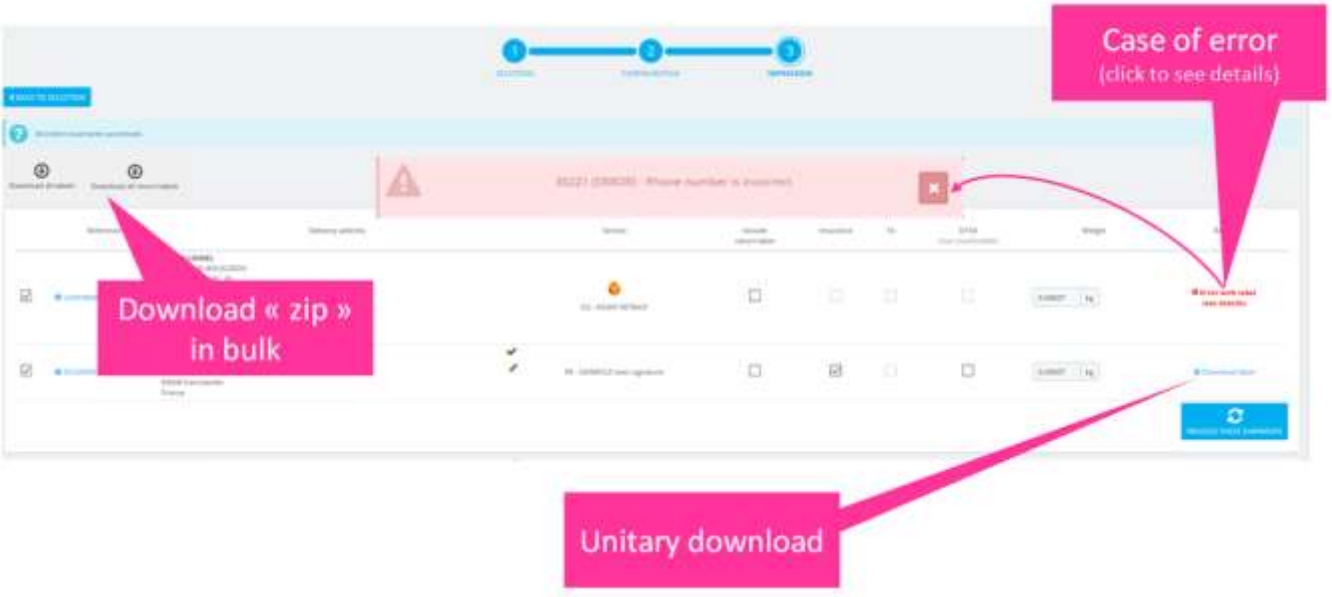
- All documents
- All labels
- All return labels
- All CN23 documents
- Each document individually

Please note that CN23 documents and return labels both have a .pdf format, while labels may have a .zpl or .dpl format.

If you have a thermal printer, “Print” buttons will send documents directly to the printer if it powered on. Make sure you configured the printer inside the module configuration beforehand.



Shipments that fail to generate labels will be pointed out at the end of each line. Click on the red message to have more details about the failure.



/!\ When label is validated and you can download it,

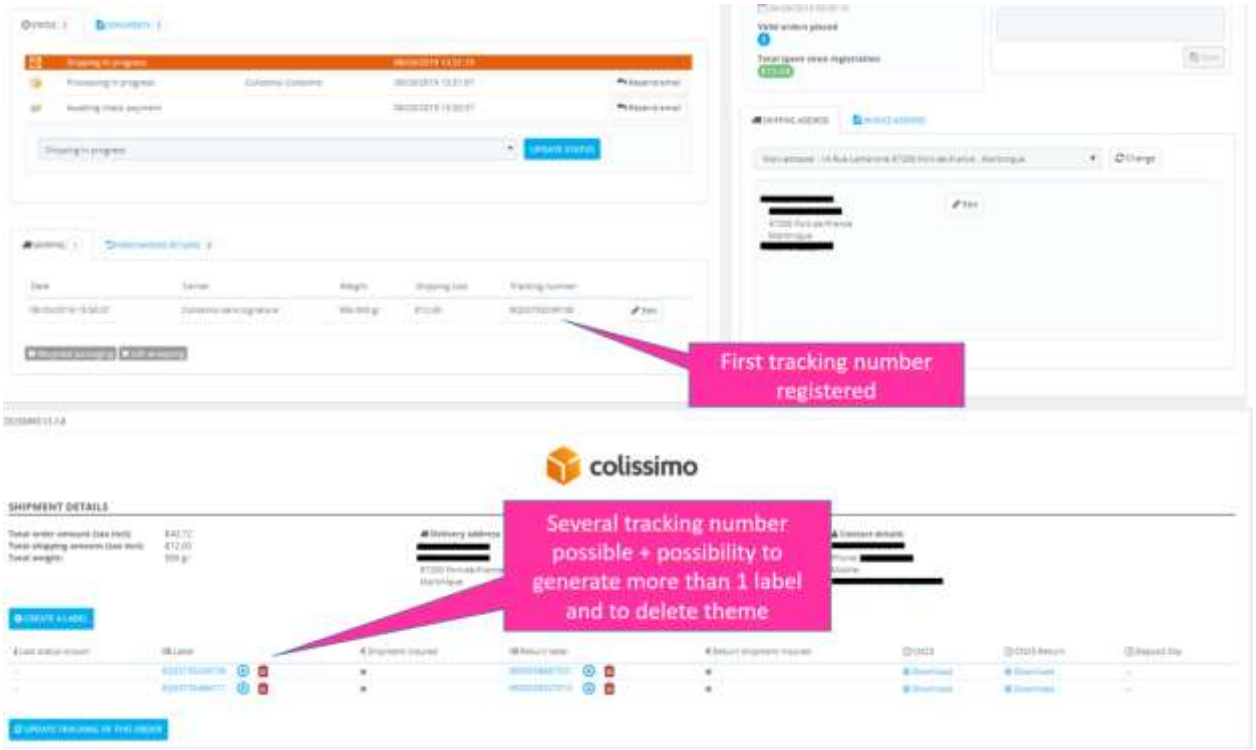
. Tracking number is associated to order in PrestaShop native function – see order details.

. Tracking is also populated in a new Colissimo block in order details – more detailed + a button to update Colissimo statuses

. An automatic email is sent to your customer to inform them that Shipping is in progress.

. This email contains a link to a specific page on Front office where he can follow his parcels, with an S! Each parcel track will be populated on this page where customer can access without being logged (an encrypt url built with customer email & account)

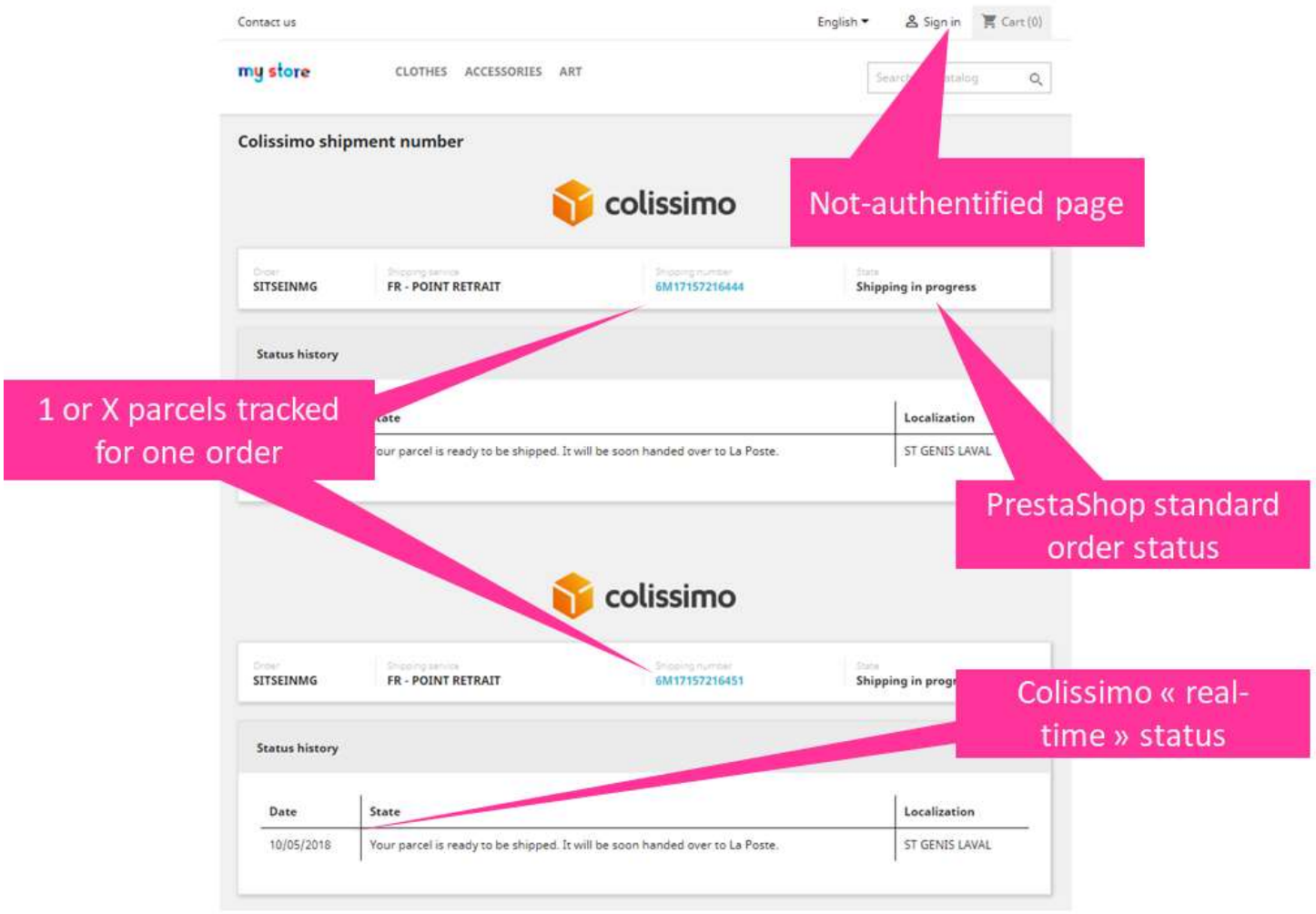
. But we don't change order status on purpose ! As every merchant has his own process, order status is not changed. It is still up to you and your internal process to manage Order status.



Please note that with Colissimo official app you can generate more than one tracking number according to "real life". If your order needs to be sent in 2 parcels, then 2 tracking number can be used.

In a PrestaShop perspective, it is not possible to follow 2 tracking numbers !

Fortunately, thanks to our module, your customer will follow it in a dedicated page on front office. A table will present each parcels track with its Colissimo Statuses. In some cases statuses require that your customer interact with colissimo service: *to complete an address, to book a delivery appointment…*



When customer consults this page, a webservice calls the last colissimo status known to get the freshest info !

In some cases this “new info” will change your PrestaShop status : if delivered !

In some other cases, Colissimo status will populate the need to get in touch ! Customer will be invited to contact colissimo services to organize the delivery.

About Automatic Emails :

File can be modified/translated in B.O. translation for Emails. Or you can access to it on your FTP : [domain]/modules/colissimo/mails/

. colissimo_handling_shipment.html

. colissimo_handling_shipment.txt

Automatic Postage

Automatic postage is based on Manual one. See above.

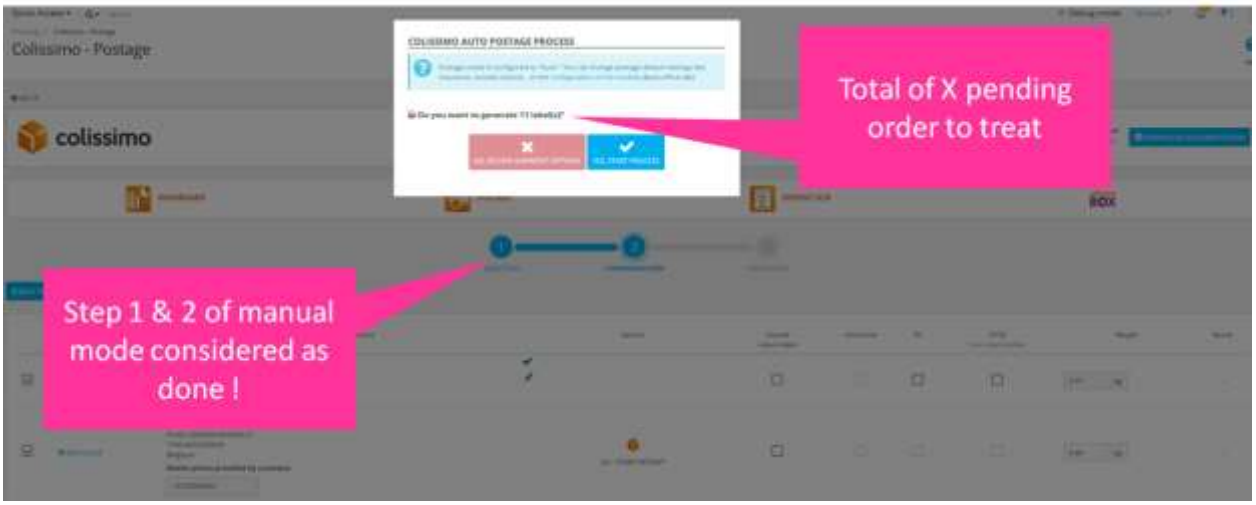
(Choice of postage method to configure in B.O. Module tab “B.O. configuration”)

Main idea is that in Automatic mode, system considers all orders eligible to Colissimo affranchissement as selected and already configured. It is like you have been through the 2 first steps of Manual mode and you click on “generate/process these shipments”.

This mean that all orders linked to Colissimo carrier with the appropriate status are selected by default. These orders are considered as customized ready to be processed: all datas inherited from orders (weight, address, Colissimo services & options fulfilled by default).

The list is ready, waiting to click on “process”

However, there is still a chance to escape this mode and to switch to manual mode



. On click on “NO I want to review my shipment option”, you will switch to manual mode to adjust orders in the list beneath the popup.

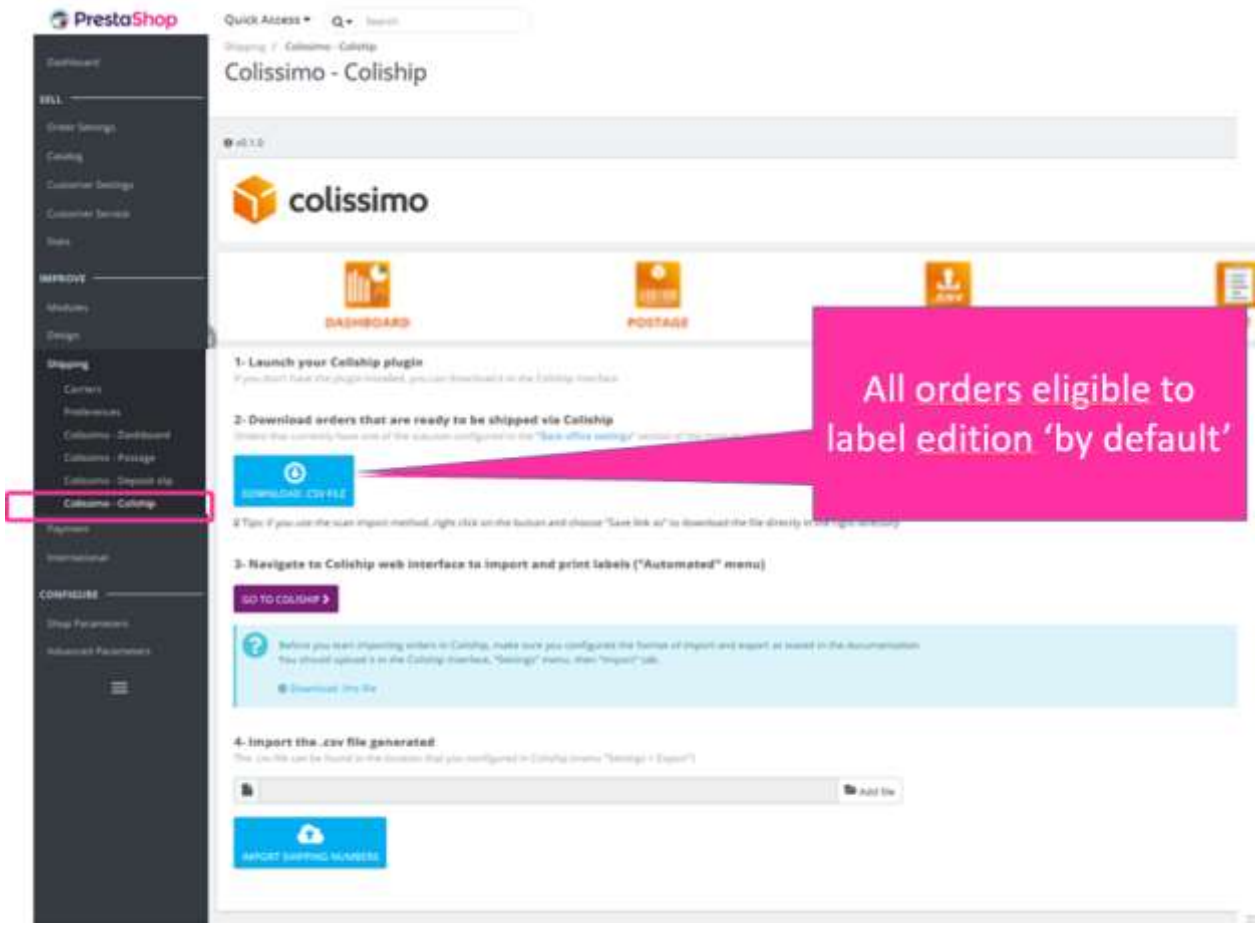
. If you click on “Yes”, then label edition starts to generate the downloadable .zip or list of error results.

Same than in Manual mode : when label is validated, your customer will be informed that shipping is in progress : *Automatic email, access to non-authentify follow up page, tracking will be registered in PrestaShop order detail and your order will join the list of orders to follow into Dashboard.*

COLISSIMO COLISHIP

If you have decided to work with Colissimo box & Coliship, then you can click on PrestaShop main menu the link “Colissimo – Coliship” to manage your postage.

(Choice of postage mode is to configure in B.O. Module tab “B.O. configuration” – see above : “configuration”)



List of orders “ready to be edited” is built according to configuration set in B.O. Module tab “Back office Settings”) :

. Orders with one of the Colissimo carrier shipping mode

. Orders with status mapped in B.O. module as ready to be edited

. Except orders not delivered (according to PrestaShop standard status "delivered")

To process postage via Coliship, please follow the 4 steps displayed in the B.O. page :

1. *Launch Coliship plugin.*
2. *Download csv file = list of order to be shipped as describe above.*

On click, on button "download .csv file" you will save a file.csv ready to be injected on Coliship.

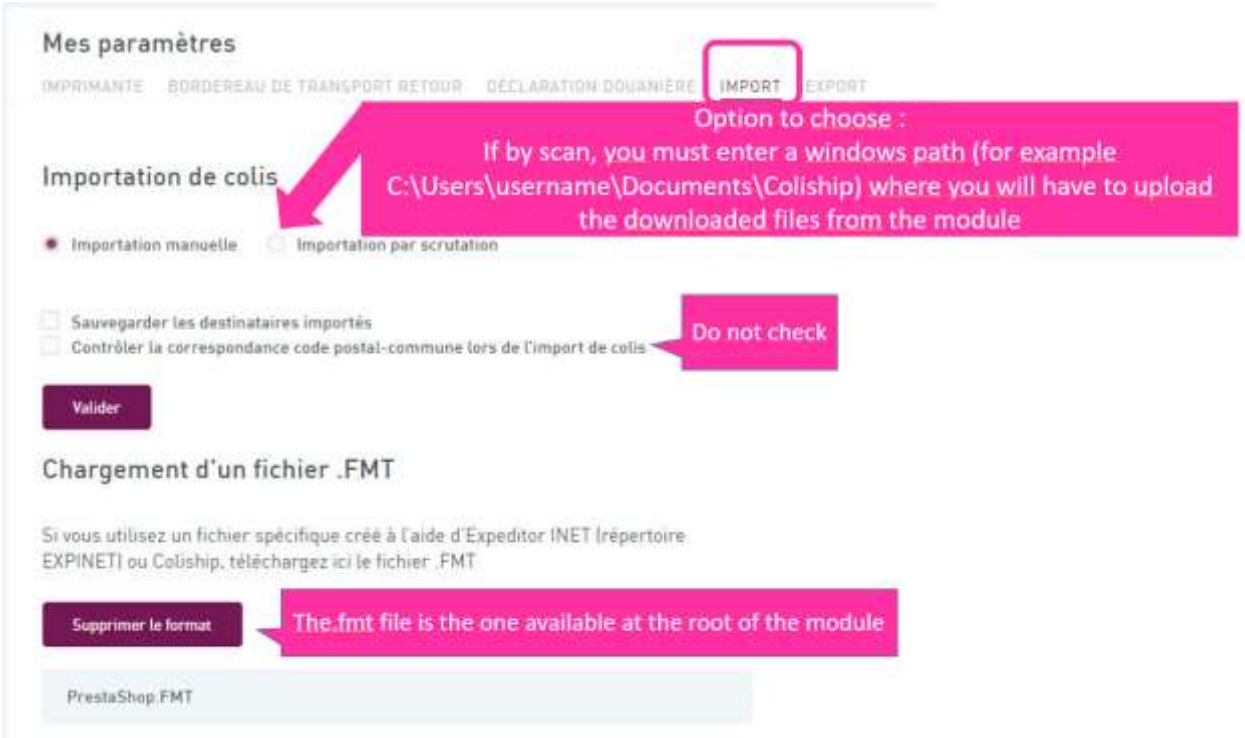
/!\ We highly recommend not to open it with excel as excel format will alter datas (ex. Phone number)

3. *Go to Coliship web interface to import / upload the csv file downloaded at previous step.*

BUT insure you have imported your proper fmt file first.

Indeed, fmt files is necessary to declare your type of import format when exporting from PrestaShop. So first "import" the fmt file provided in module :

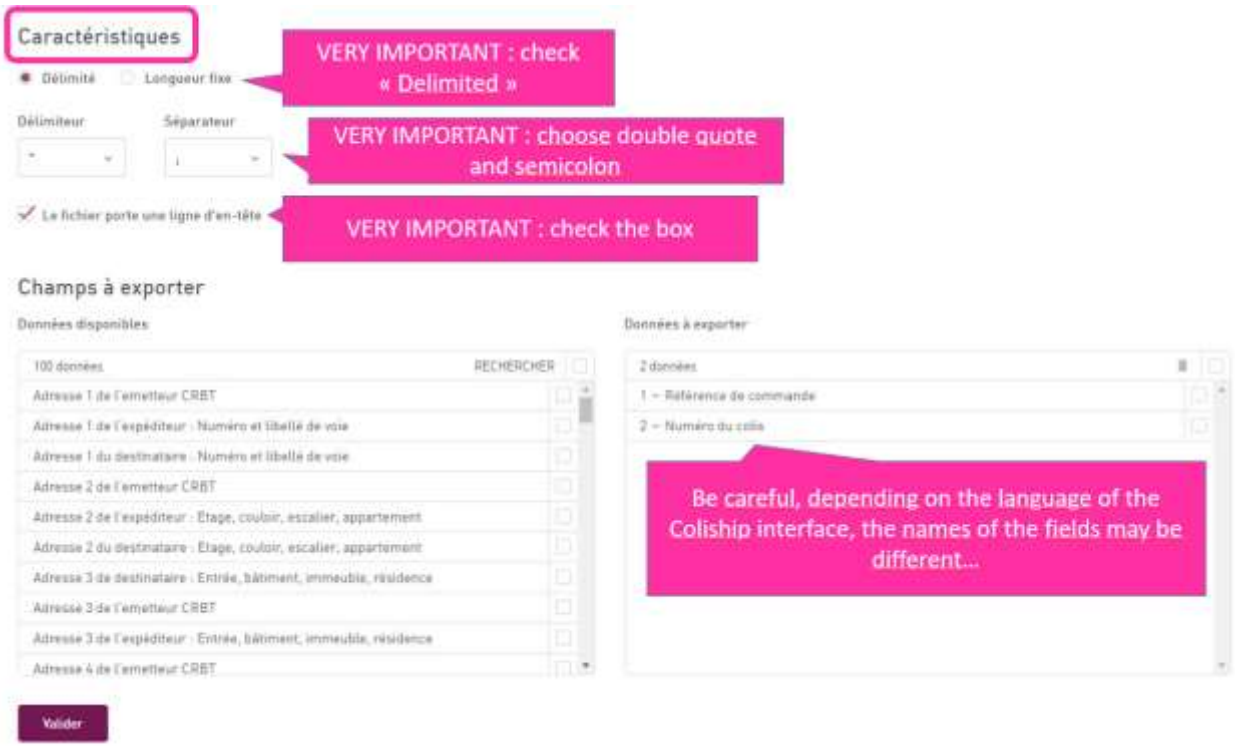
Fmt file to upload on coliship web interface:



>> THEN GO TO EDIT YOUR LABEL either via "Scrutating function" or by manual import Coliship. Follow Coliship recommendation for the web.

(On Coliship, when you validate your labels, it will automatically print it if you have correctly set your Coliship account).

If Label impression is OK, Coliship will associate tracking number to orders in a new excel file and push it to your computer (to the path configured in your account)



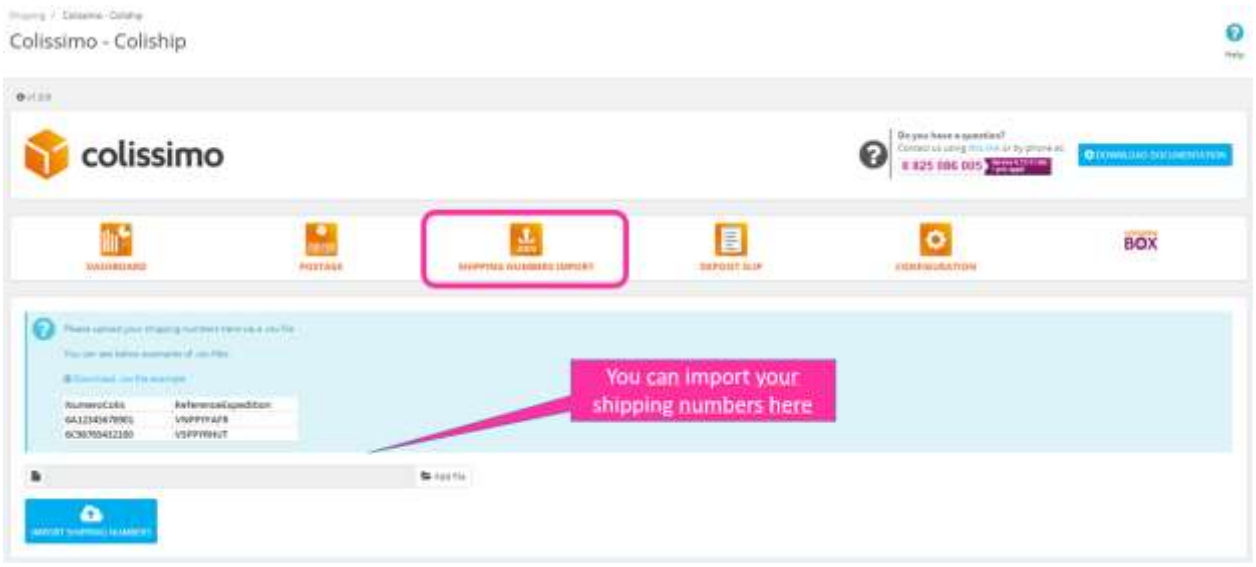
4. *Import into PrestaShop "Colissimo - Coliship" page the file provided by Coliship. This will associate tracking number to orders and generate automatic Emails to your customer to inform them that Shipping is on progress.*

Same than in Manual mode : when label is validated, your customer will be informed that shipping is in progress : *Automatic email, access to non-authentify follow up page, tracking will be registered in PrestaShop order detail and your order will join the list of orders to follow into Dashboard.*

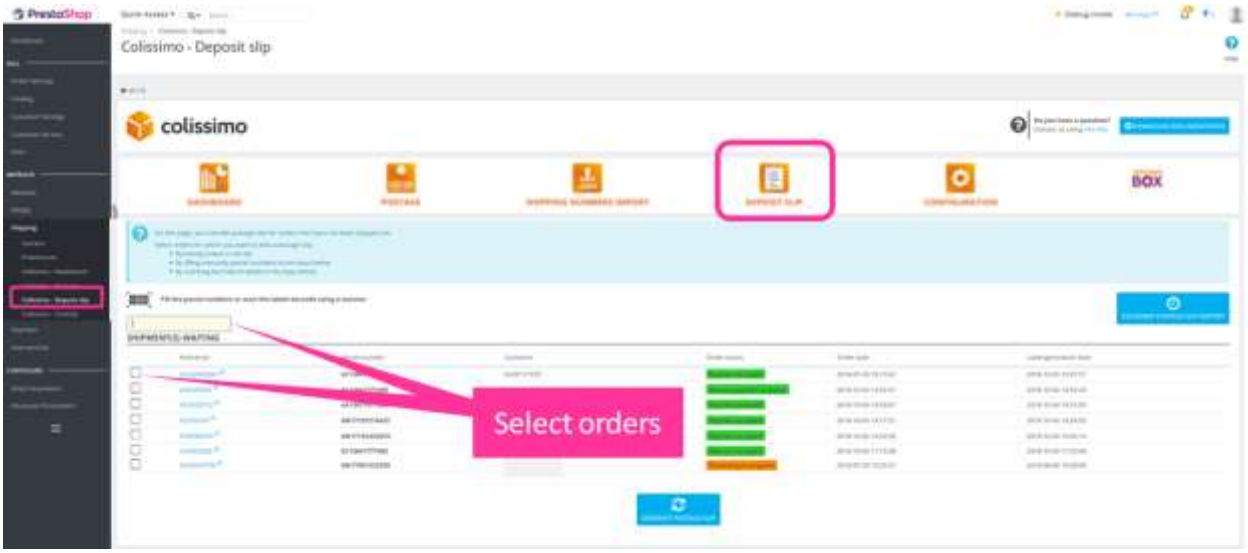
COLISSIMO SHIPPING NUMBERS IMPORT

If you are not working with Colissimo box & Coliship, you should have set the Colissimo postage mode to "PrestaShop"

Then you can click on "Shipping numbers import" menu to upload your shipping numbers.



COLISSIMO DEPOSIT SLIP



To keep a proof of sendings, to follow your invoice, you can declare your shipping into a transit manifest called “Deposit slip”.

Generate your deposit slip

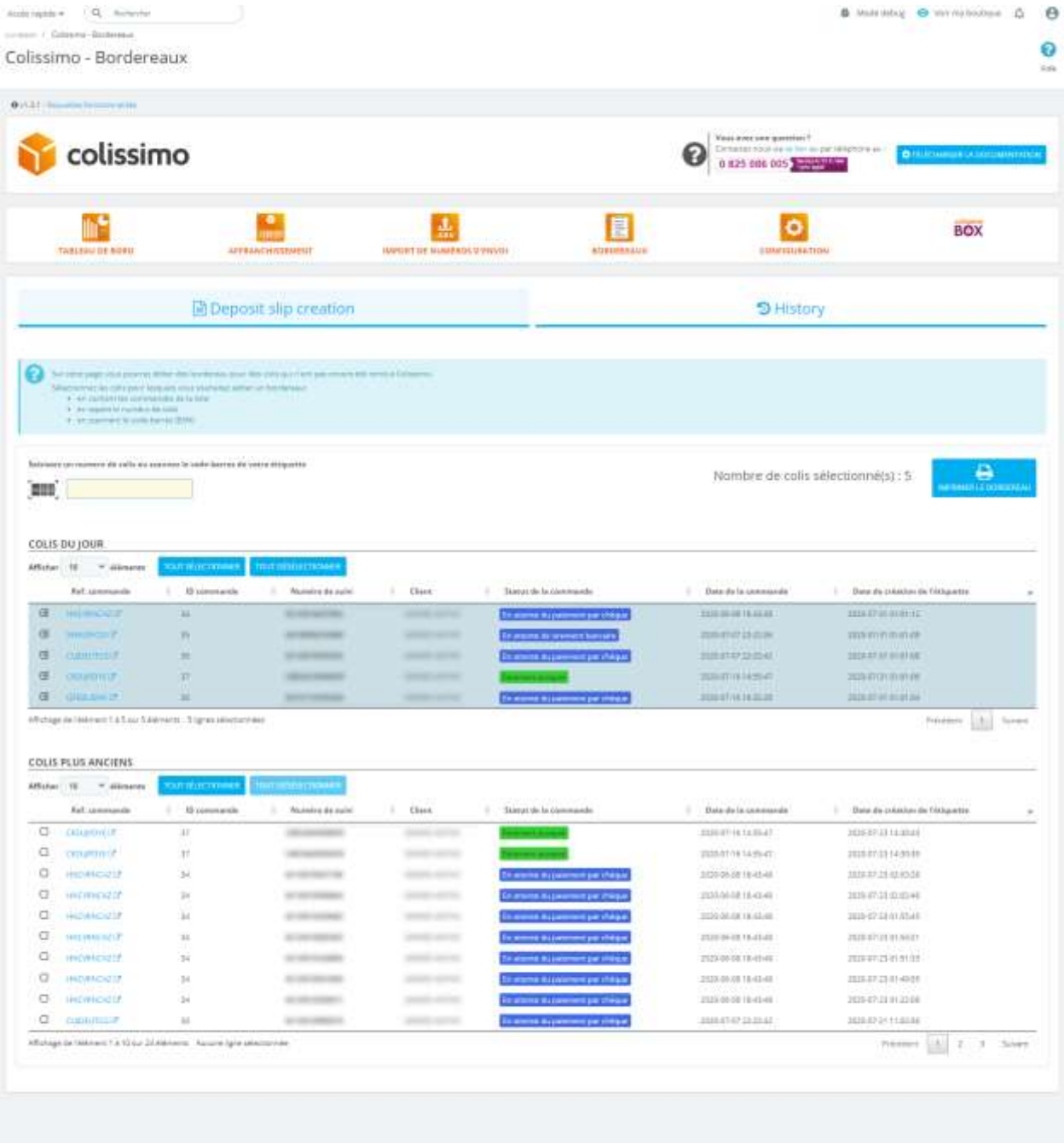
Go to Colissimo – Deposit Slip via PrestaShop main menu.

When the page loads, labels that have been generated today will be listed in the first table “Parcels of the day”.

Older labels are loading in the second table and are uncheck.

Parcels of the day are checked by default; you are free to deselect them.

If you have a barcode scanner, you can use it with the tracking number to select/deselect shipments.



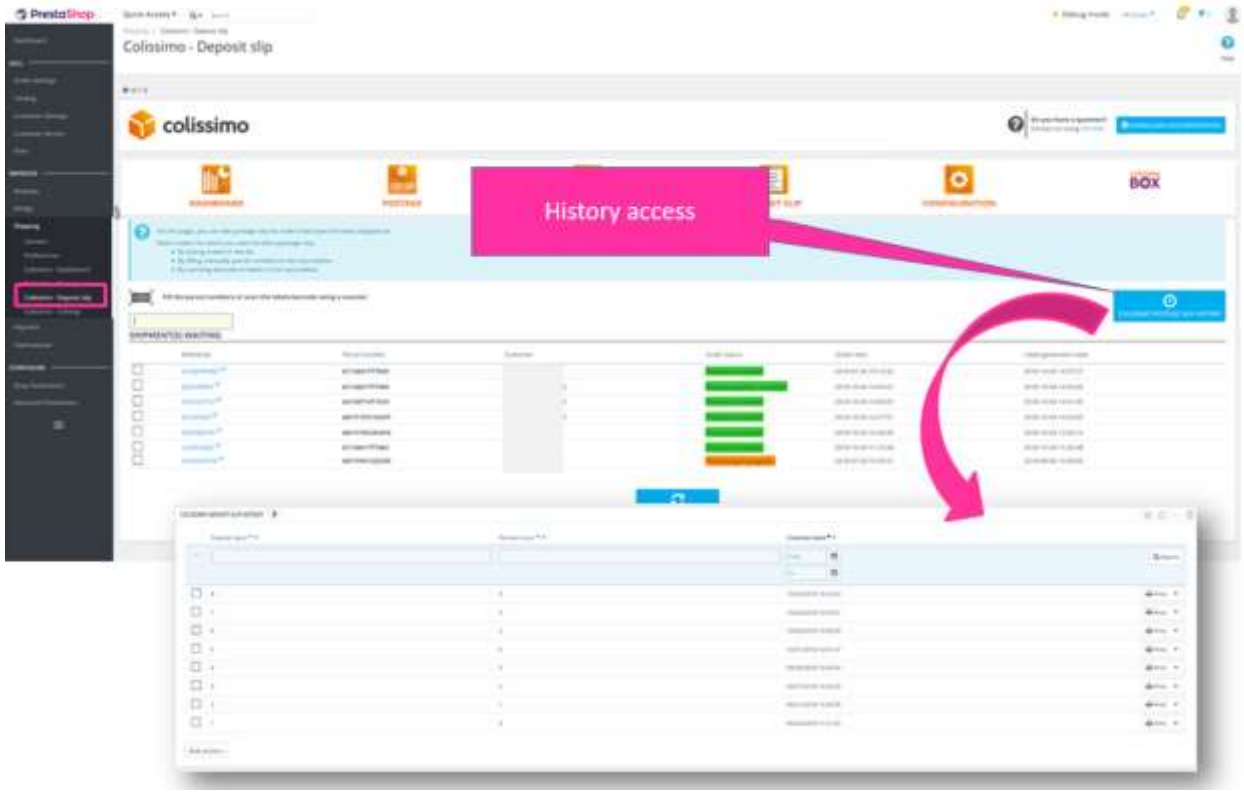
Once you have completed the selection, click the “Generate” button to get the deposit slip in a PDF format. Both

tables will reload with the latest data.

When the tracking number will be scanned for the first time in the Colissimo network, the first status transferred to PrestaShop will cause the PrestaShop order status change to Shipped

Find back old deposit slip

In any case you need to prove your shipping, you can find back an old deposit slip via interface :


Colissimo - Deposit slip
colissimo
History access
BOX