OrderKrab for PrestaShop

User guide

What the module does

OrderKrab is a fulfilment platform: orders, labels for your carriers, pick & pack, tracking, returns and stock in one place. This module connects your PrestaShop shop to it.

- **Checkout:** one carrier shows your OrderKrab delivery options (courier, pick-up points, parcel lockers with search) and the price of the option the customer picks.
- **Orders:** new orders and changes are sent to OrderKrab right away. Orders that cannot be sent are retried automatically, and OrderKrab also checks for missed changes every hour.
- **Back to the shop:** when OrderKrab ships an order, the order state and the tracking number are set in PrestaShop, so the customer gets the shipping email with a tracking link.
- **Returns:** a return portal for your customers, in their account or anywhere in your shop, and return labels emailed to the customer.
- **Products and stock:** products, stock levels and stock changes are kept in sync with OrderKrab.

Requirements

- PrestaShop 1.7.8.11 to 9.x, PHP 7.1 or newer.
- An OrderKrab account (orderkrab.com). OrderKrab has a free plan.
- Multistore is supported: each shop connects to OrderKrab on its own.

Installation

1. Download the module ZIP from OrderKrab.
2. In the back office open **Modules > Module Manager**, click **Upload a module** and choose the ZIP.
3. Click **Configure**.

When a new version is out, the module configuration page and the dashboard show a notice with an **Update now** button. One click downloads, checks and installs the new version, and your settings are kept. You can also click **Check for updates** on the configuration page, or upload a new ZIP over the installed module in Modules > Module Manager. If PrestaShop cannot write to `modules/orderkrab`, the notice tells you which file is the problem; fix its permissions or upload the ZIP by hand.

Connecting to OrderKrab

1. In OrderKrab, add a store and choose **PrestaShop**. OrderKrab shows an access token.
2. In PrestaShop, open **Modules > OrderKrab > Configure**, paste the token into **Access token** and click **Connect**. Leave the API URL as it is.
3. The status panel shows **Connected**. Use **Test connection** at any time to check it.

On a multistore install, select the shop in the shop selector first and repeat these steps for every shop.

Checkout

The module adds one carrier, named **Delivery**. You can rename it and set its logo and zones in **Shipping > Carriers**; the module finds it by its reference, not its name.

Delivery options, prices and parcel lockers come from your OrderKrab shipping settings. Customers pick an option, and for parcel lockers search for a locker, directly in the checkout delivery step. The order cannot continue to payment until a locker is chosen for a locker option.

Settings in the **Checkout** section:

- **Accent colour:** the colour of the picker, to match your theme.
- **Fallback price:** used when OrderKrab cannot be reached and no recent price is cached. Leave it empty to hide the carrier in that case.

The carrier's tracking URL points to OrderKrab, which forwards the customer to the tracking page of the carrier that ships the parcel. If you set your own tracking URL, the module keeps it.

Orders

Settings in the **Orders** section:

- **When OrderKrab ships an order:** the order state set when the order is shipped. Its email goes to the customer with the tracking link.
- **When an order is ready for pick-up** and **When the customer picks up the order:** states for in-store pick-up.
- **Cash on delivery modules:** the payment modules that mean cash on delivery, so OrderKrab books COD for those orders.
- **Email return labels:** emails the customer the label when a return is created in OrderKrab.
- **HS code** and **Country of origin:** the product features that hold the customs data carriers need for parcels leaving the EU. PrestaShop has no fields for these, so add two features under **Catalog > Attributes & Features > Features** (for example "HS code" and "Country of origin") and fill them in on each product. On **Detect automatically** the module finds features with those names (also "Tariff code", "Made in", "Kilmės šalis", "Herkunftsland" and similar); otherwise pick the feature yourself or choose **Do not send**. The HS code may contain dots or spaces (6109.10.00), and the country may be a code (LT) or a name (Lithuania). Products without a value use the default HS code set for the carrier in OrderKrab.

The order page in the back office shows an OrderKrab panel with the delivery option, the parcel locker, the tracking numbers and whether the order reached OrderKrab, with a **Sync now** button.

Return portal

1. In OrderKrab, open **Returns** and copy the portal token.

2. Paste it into **Portal token** in the module's **Return portal** section and save. Customers now see a **Returns** link in their account.

You can also show the portal anywhere in your shop:

- **Any hook position:** in **Design > Positions**, click **Transplant a module**, choose OrderKrab and a display hook (for example `displayFooterBefore`).
- **A CMS page:** write `[orderkrab_returns]` in the page content, for example on a "Returns" page.
- **A theme template:** add `{widget name='orderkrab' height=900}`.

The portal is served by OrderKrab, so it always shows your current return rules. Its language, height, width and colours are set in the same section.

When you approve a return in OrderKrab (or right away with instant approval), OrderKrab creates the return label and sends the return to the shop. The module then creates a PrestaShop merchandise return in **Customer Service > Merchandise Returns** with the state **Waiting for package**, adds a private note to the order and emails the label to the customer. Customers see their returns in their account when merchandise returns are enabled in PrestaShop.

Order tracking

Your shop also gets an order tracking page, where customers find an order by its number and email and see every parcel with its status, the carrier's events and a link to the carrier's tracking. It has its own settings in the module's **Order tracking page** section:

1. In OrderKrab, open **Returns** and copy the portal token (the tracking page uses the same token as the return portal).
2. Paste it into **Portal token** in the **Order tracking page** section and save. The page is off until a token is saved.
3. Optionally set the language, height, maximum width and colours there; they are separate from the return portal's.

Then:

- The page is at `index.php?fc=module&module=orderkrab&controller=tracking`. The module's **Order tracking page** section shows the full address with these steps. Link to it from your menu or footer.
- You can also show it on a CMS page with `[orderkrab_tracking]`, or in a theme template with `{widget name='orderkrab' view='tracking'}`. **Design > Positions** shows the return portal, not the tracking page.
- In OrderKrab, open **Order tracking** in the main menu, paste the page address for this store and turn on **Send customers to the tracking page**: the tracking link in the shipping email then opens the order on your page instead of the carrier's site.

Sync queue

The **Sync queue** section shows orders waiting to be sent. **Send due orders now** sends them at once, and **Retry failed orders** puts failed ones back in the queue. Retries also run on their own, triggered by

shop traffic. For shops with little traffic, add the cron URL shown in the status panel to a cron job that runs every five minutes.

Troubleshooting

- **The carrier does not show at checkout:** check that the shop is connected, that the carrier is active for the customer’s zone in **Shipping > Carriers**, and that OrderKrab has a delivery option for the destination country.
- **Orders do not appear in OrderKrab:** check the **Sync queue** section for failed orders and click **Retry failed orders**.
- **The tracking state is not set:** choose a state in **When OrderKrab ships an order**.

Uninstalling

Uninstalling removes the carrier and the module’s settings and tables. Orders already in OrderKrab stay there.

Support

Contact us through the Messages section of your PrestaShop Addons account.