

Fairsenden
Woocommerce
Plugin
by Bitergo



Introduction	1
1. Installation	2
2. Configuration	2
2.1 Main configuration	2
2.1 Field description	2
2.2 Shipping-Zone configuration	4
2.3 Field description	4
3. Customer Usage	5
4. Prepare for shipping	7
Contact	8
Troubleshooting	8





## Introduction

Fairsenden delivers your shipments to your customers: convenient, fair and ecologically friendly!

The app will integrate the Fairsenden carrier services into your Shopify shop within seconds and free of charge. Once installed, your customers can choose Fairsenden as their preferred carrier. Moreover, after check-out, your customer can choose a 2 hrs. delivery time window and their preferred day for delivery.

The customer experience will boost your customer ratings, increase sales and reduce customer support efforts.

Be ready for Fairsenden's Parcel Delivery 4.0 service! Be ready for the future of carrier logistics!

### The app will

- open your shop up to the carrier services of tomorrow
- connect your shop to Fairsenden's REST APIs
- provide you shipping and return label for your shipments
- give you a tracking link to the live status of your shipments
- integrate the delivery time picking calendar into the shopping process

#### Your customers will love it:

Thanks to the app, every customer has the chance to easily choose their individual delivery time within a 2 hrs time window. How? Quite simply. Fairsenden will present a calendar and time table, right after the check-out page, when choosing Fairsenden as shipping method.

#### Always keep the overview:

In addition, the ap allows you to follow individual packages live via the tracking link.

#### Easy Handing:

Create shipping and return labels with just two clicks in your administration area. The app connects your online store directly with the Fairsenden business customer portal.

#### Reduce costs:

The future of parcel delivery includes fully customer control over the time of arrival of their orders. This increases customer satisfaction and prevents costly returns and customer service interactions due to delivery problems.







## 1. Installation

- Go to the "Plugins" page and click on the "Add New" Button
- On the following page, click on the "Upload Plugin" Button
- Upload the .zip File to your installation
- Activate the Fairsenden Plugin

## 2. Configuration

## 2.1 Main configuration

To configure your Fairsenden Plugin, navigate to the Plugins overview and select the Settings-options-link of the Fairsenden Plugin

Plugin	Description
Fairsenden Settings   Deactivate	Adds the supplier Fairsenden  Version 1.0.1   By Bitergo   Visit plugin site

## 2.1 Field description

#### General Settings:

#### Costs:

Defines the general Shipping costs for the Shipping Method of Fairsenden.

(You can add additional costs for each shipping-zone)

#### **Enable Address Validation:**

If this field is enabled, Fairsenden will validate the address fields in the checkout.

The submit button checks your API-Credentials and saves the credentials

Fairsenden	
General	
General Settings	
Costs	10,18
Enable Address Validation	✓
Save Changes	





## **API-Credentials:**

You must contact Fairsenden to get your custom Credentials.

After filling in the fields you can save the values and test the connection.

# 



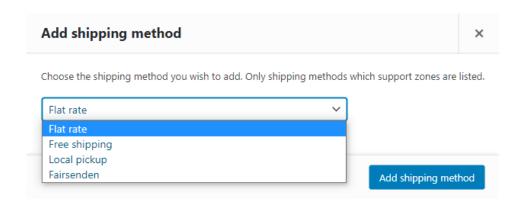


## 2.2 Shipping-Zone configuration

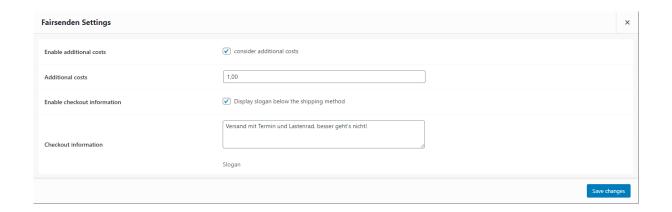
Navigate to the Shipping settings of WooCommerce.

There you can adjust your shipping zones.

Select a shipping zone, there you can add the Fairsenden Shipping Method.



After adding the method, you can edit it.



## 2.3 Field description

#### Enable additional costs:

If this field is enabled, Fairsenden will consider additional costs.

#### Additional costs:

Defines the value of additional costs.

### Enable checkout information:

If this field is enabled, Fairsenden will display a Slogan below the Fairsenden shipping Method.

#### Checkout information:

Defines the value of the checkout information (Slogan).







## 3. Customer Usage

The Fairsenden shipment will be displayed if the customer fills in an address in which Fairsenden could Ship your products. In our example we set the postal code to "10178" in Hoppegarten.

The Shipping method will also be displayed if no postcode is given.

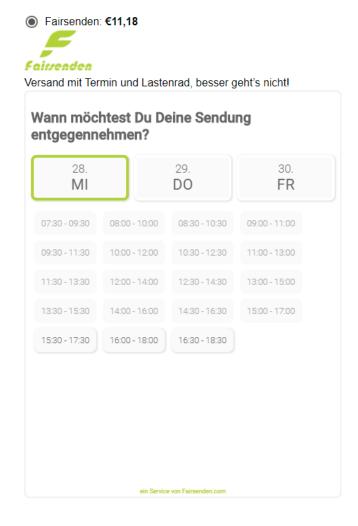
Subtotal	€2,00	
Shipping	<ul><li> Free shipping</li><li> Local pickup</li><li> Fairsenden: €11,18</li></ul>	
	Shipping to Bethaniendamm 12, 10178 Hoppegarten.	
	Change address	
Total	€2,00	
PROCEED TO CHECKOUT →		





If the customer continues to the checkout page and had chosen Fairsenden as shipping method the Fairsenden shipment carrier will be shown.

Here your customer can choose between different delivery times. This option will be saved in your Fairsenden Dashboard.

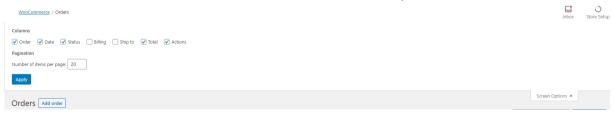




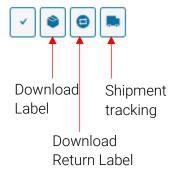


## 4. Prepare for shipping

To prepare your products for shipping, download the Label and Return Label PDF documents in the order section. You must enable "Actions" in the screen options.



If you have enabled this setting you will see the actions as below shown.









## Contact

E-Mail: <a href="mailto:support@fairsenden.com">support@fairsenden.com</a>

# Troubleshooting

- Fairsenden is not loading on my stores shipping page
  - Check the config page if the "active" checkbox is checked?
  - Is the Zip code in one of the regions, Fairsenden ships to?
  - Plugin credentials correct?