Lithuanian Post WordPress/WooCommerce plugin installation and administration documentation
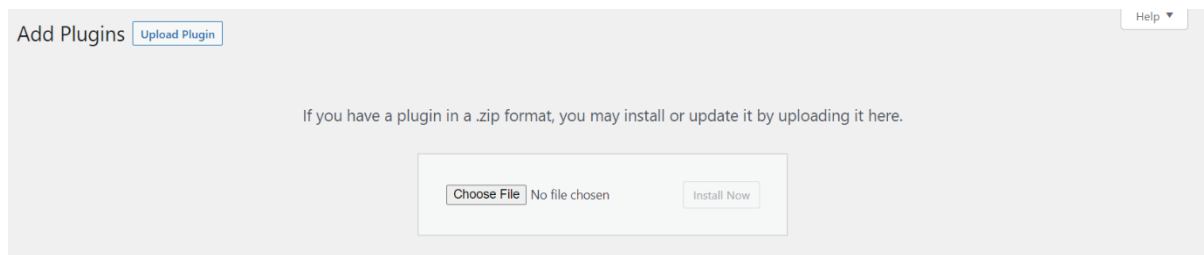
Content

1. Installation

To begin the installation copy plugin files to **wp-content/plugins** directory or inside WordPress admin dashboard go to **Plugins -> Add New** and click **Upload Plugin** button. Choose downloaded **ZIP** archive (1. a.) and click **Install Now**.
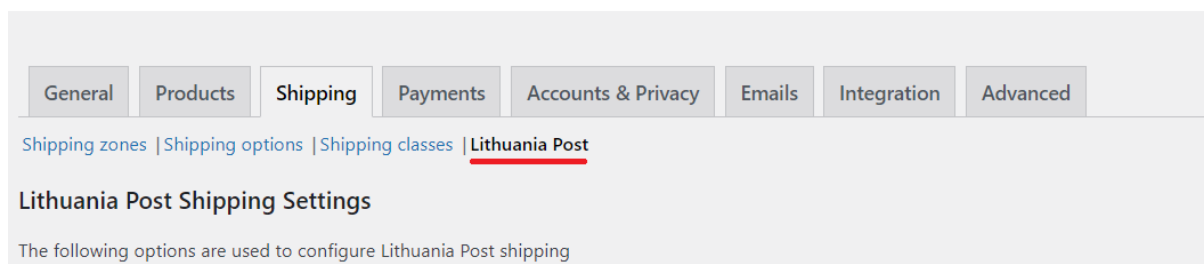

1.a.

2. Configuration

2.1. Authorization
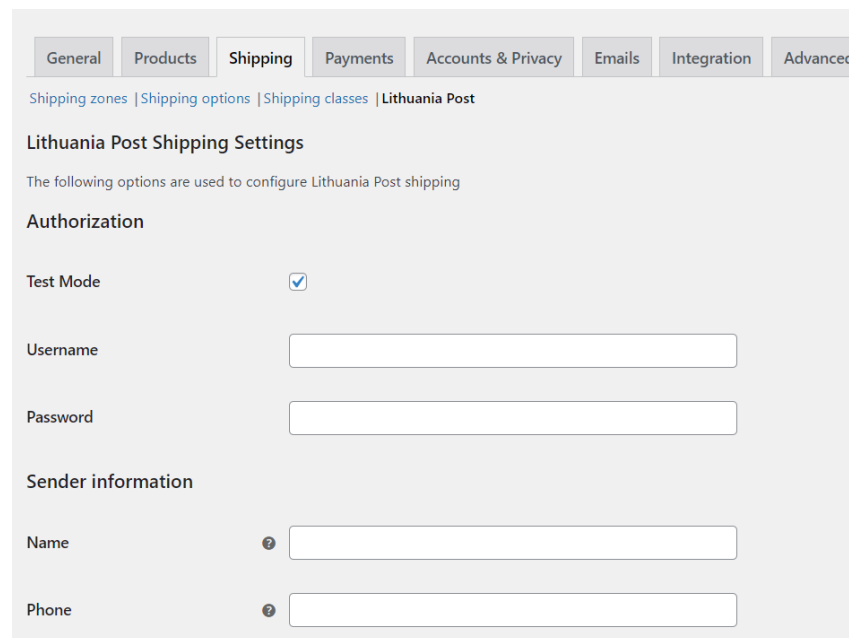
Plugin needs authorization. So go to WooCommerce settings (**WooCommerce -> Settings -> Shipping -> Lithuania Post**). 2.b.

2.b.

In the current window fill the authorization credentials. If authorization credentials are correct. Other settings will appear. Then fill the sender information and other settings and save changes. (2.c)
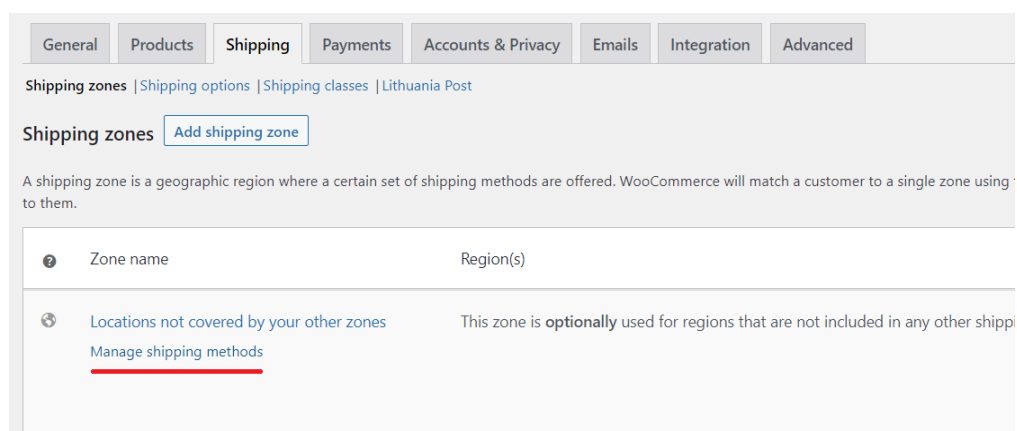

2.c.

2.2. Shipping methods

To use Lithuanian Post shipping methods after authorization we can add them inside shipping zone settings. Go to **WooCommerce -> Settings -> Shipping -> Manage Shipping Methods** (2.d)

2.d.

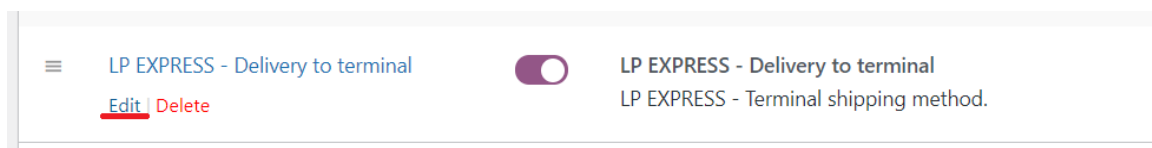Click **Add shipping method** and add which shipping services you want to use.
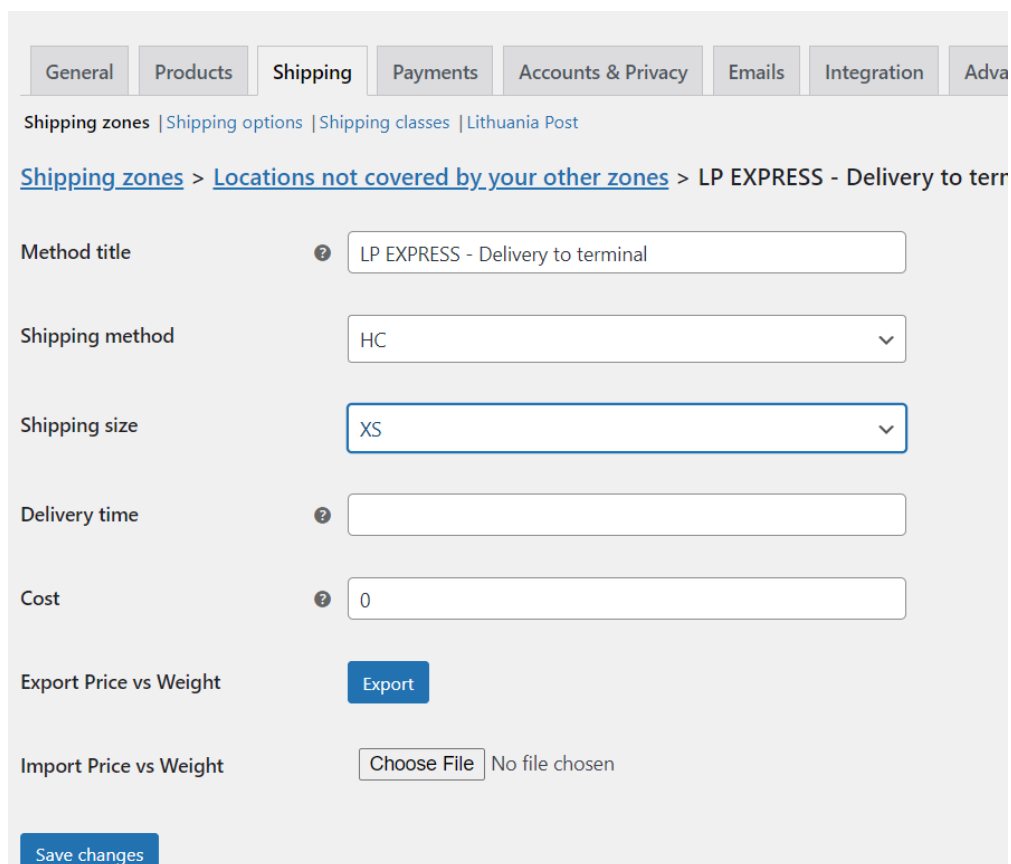
2.3. Shipping settings

Every LP EXPRESS or Lithuanian Post shipping method has different settings. If in example you chose LP EXPRESS – Delivery to parcel locker click **Add shipping method** and **Edit** (2.e).

2.3.1. LP EXPRESS shipping settings

2.e.

In the current window choose your prefered settings (2.f.)

2.f.

Hovering your mouse over question marks **(?)** will give you more detailed explanations about the selected field.

Available LP EXPRESS services:

- **CHCA -** Shipment from LP EXPRESS parcel locker to recipient's address.
- **EBIN -** Shipment from home or office (is picked up by the incoming courier) delivered by LP EXPRESS courier.
- **HC -** Shipment from home or office (is picked up by the incoming courier) and delivered to LP EXPRESS the parcel locker.
- **CC -** Shipment sent and delivered to the LP EXPRESS parcel locker.
- **AB -** Shipment from home or office (picked up by an incoming courier) and delivered to the Lithuanian Post office.

2.3.1.1 Disable LP EXPRESS parcel locker shipping for individual products

If you want to disable LP EXPRESS parcel locker shipping for individual products. You can do that by checking a checkbox in product inventory settings near **Lithuania Post** section (2.g.).

2.g.

2.3.2. Lithuanian Post shipping settings

If you chose Lithuanian Post service package. You will see sections with Lithuanian Post settings. Fill the settings as preferred. Choose preferred shipment size and other settings. (2.h and 2.i). More info about shipments sizes, their dimensions and possible maximum weights can be found on https://www.post.lt/lt/daiktai-verslui

Shipping zones > Locations not covered by your other zones > Lithuania Post - Delivery to home, office or post office

Method title	❓	Lithuania Post - Delivery to home, office or post office
Shipping size		S
Shipping type		Corespondence
Delivery time	❓	
Cost	❓	0
Export Price vs Weight		Export
Import Price vs Weight		Choose File No file chosen

Save changes

2.h.

Shipping zones > Locations not covered by your other zones > Lithuania Post - Delivery to overseas

Method title	❓	Lithuania Post - Delivery to overseas
Shipping size		S
Shipping type		Corespondence
Delivery time	❓	
Cost	❓	0
Export Price vs Country		Export
Import Price vs Country		Choose File No file chosen

Save changes
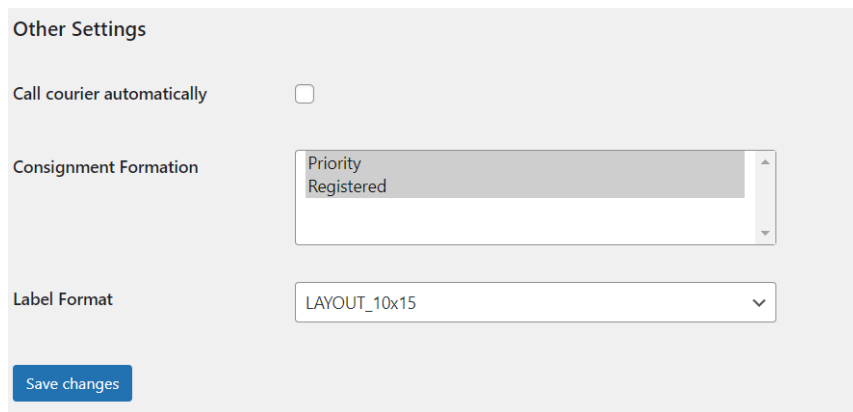
2.i.

Available postal services:
- **Delivery to the home, office or post office** - a parcel / parcel from the home or office (taken by a postal employee) or from a post office, delivered in Lithuania to the address indicated by the recipient or to the address of the post office.

- **Delivery to overseas –** a parcel / parcel is delivered from the home or office (taken by a postal worker) or from a post office, delivered to the address indicated by the consignee or to the post office belonging to the address or another method of delivery in the country of destination.

You can select additional settings (priority sending or item registration) for postal items in general plugin settings (**WooCommerce -> Settings -> Shipping -> Lithuania Post**). 2.j.
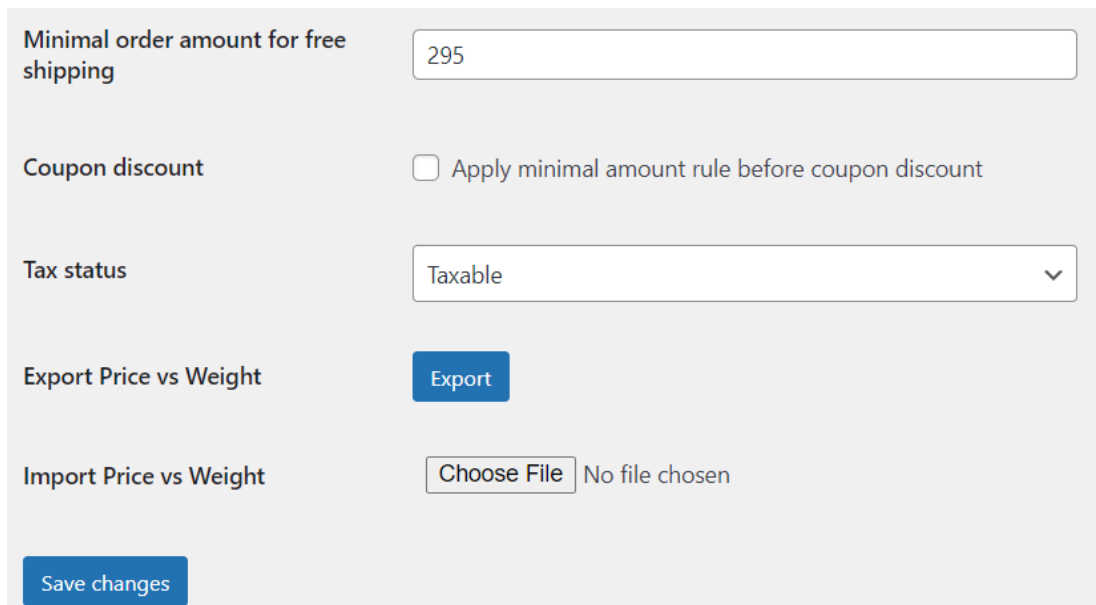
2.j.

2.3.3. Free shipping

Inside every shipping method settings LPEXPRESS and Lithuanian Post you can set **free shipping from minimal order amount**. (2.k.).

2.k.

Free shipping will be applied only if **minimal order for free shipping** amount will exceed the amount in cart.

If you are using coupons. You can check the **Coupon Discount** checkbox (2.k). Then if coupon discount will be applied. The rule for free shipping will be applied before coupon discount (rule will ignore the discount and will apply when **minimal order amount for free shipping** will exceed the full cart price).

2.4. Fixed shipping price

If you want to use fixed shipping prices. Only fill them inside Price fields in every shipping method. Fixed shipping prices can also be applied to individual shipping methods. In this case, leave the price field empty to the selected sending method - for the selected method the shipping price will be calculated according to the data in the tables.

2.4.1. Price VS Weight

If you want to use shipment price by weight table. First click the **Export CSV** button. This will give you the correct CSV document format, which you will simply need to complete. (2.l)

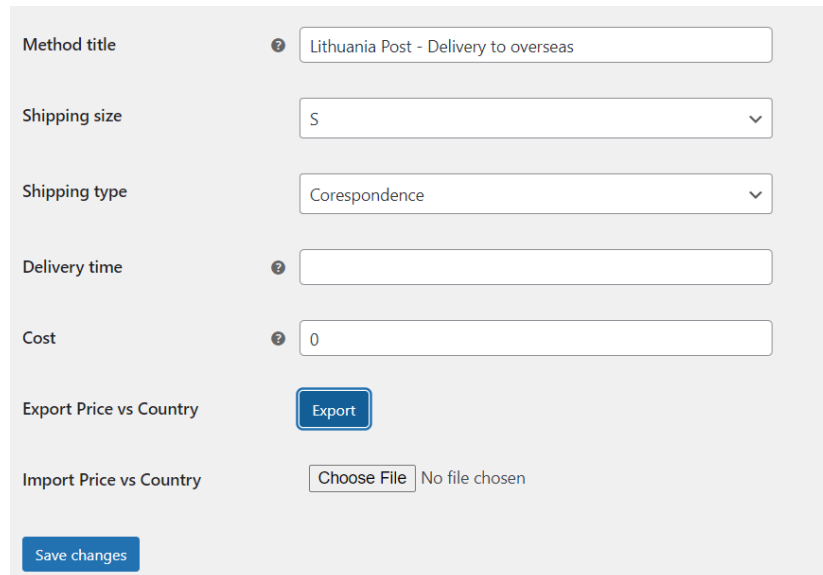|	A	B
1	Weight To	Price
2	50	12.35
3	100	15.44
4		
5		

2.l.

In this example (2.ld.) if cart weight exceeds 100 kilograms, this method will not be available in checkout.

After completing the document, save it, place it in the import box, and save the settings by clicking the **Save changes** button.

2.4.2. Price vs Country

If you want to use a fixed shipping price to all countries - enter the fixed price in Overseas Price field. If you want to use separate prices for certain countries - leave this field empty. To use Price vs Country table, you must first click **Export CSV** next to **Export Price vs Country** label (2.m).
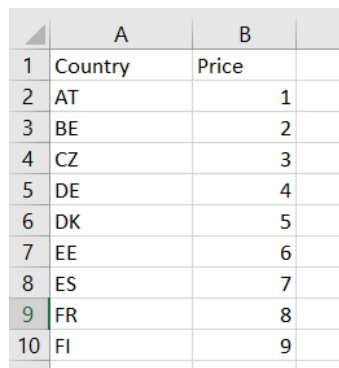
2.m.

This will give you the correct CSV document format that you just need to fill in. (2.n.).

2.n.

Inside CSV document you can see country (ISO Alpha-2) code and price. When you fill this document add it to the **Import Price vs Country** field (2.l) and press **Save changes** button.

2.4.3 Product shipping class costs

In every shipping method settings you can find product shipping class costs.

Shipping class costs

These costs can optionally be added based on the product shipping class.

"Heavy products" shipping class cost	20
"Light products" shipping class cost	10
No shipping class cost	N/A
Calculation type	Per class: Charge shipping for each shipping class individ... ∨

2. e.

3. Label generation

3.1.   Generating labels using Bulk Action

You can generate labels by using two methods. First method is when you need to generate labels using **Bulk Action**. The second is when a label is created for a separate order by placing the parcel goods in separate packages.

If you want to generate labels using **Bulk Action** in the list of orders, select the orders for which you want to generate labels (checked). Then select LP Create Shipping Labels action from the Actions list and click **Apply** button (3.a)
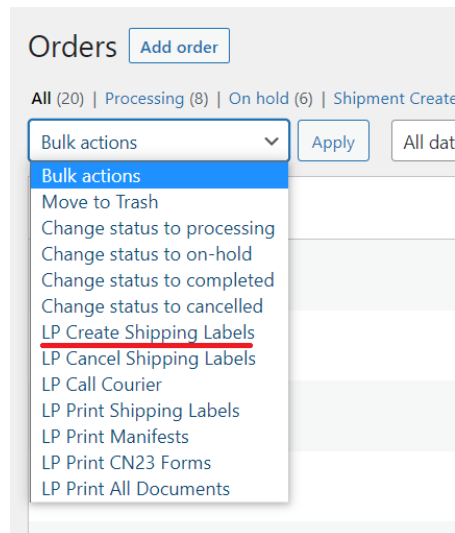
3.a.

After generating the stickers, the order status of the respective shipments is changed.

- **„Shipment Created"** – Parcel label created and shipment has been formed.
- **„Courier called"** – Parcel label created and courier called (if the parcel has option to call courier).

You can print the labels by selecting orders with the generated labels and clicking **LP Print Shipping Labels** or **LP Print All Documents** in the list. (3.a) Labels are generated according to the default settings at the beginning of the module configuration.

3.2. Edit one shipment and sticker generation

If you want to form a shipment individually for one order, you can edit the shipment data in the order review. Inside order review there is a section called **Lithuanian Post** which will allow you to modify one parcel settings. (3.b)

3.b. pav.

In this window you can edit shipping method, size, parcel locker, sender information and **CN22/CN23** declaration information. After editing shipment details press **Save Changes** button.

To generate label select **Create Shipping Label** in Order Actions section (3.c) and click the arrow button near the selection.

3.c. pav.

3.3.   Generating manifest

To generate manifest you need to select **Call Courier** option inside **Order Actions** section (3.d) and click the arrow button near the selection.
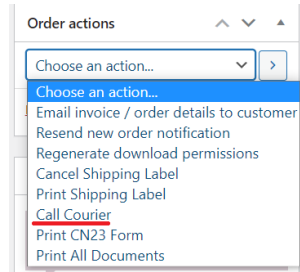
3.d.

Or you can do that by selecting **LP Call Courier** action from Bulk Actions inside orders list (3.e).
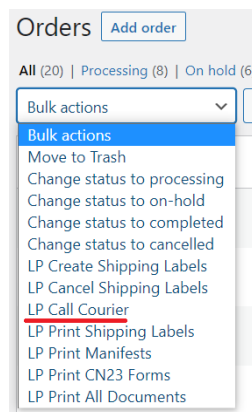
3.e. pav.

If the courier is successfully called, the status of the order will be changed to "**Courier Called**" - the courier is called

You can print manifest by using two methods. First by selecting **Bulk Actions > LP Print Manifests** (3.f.)
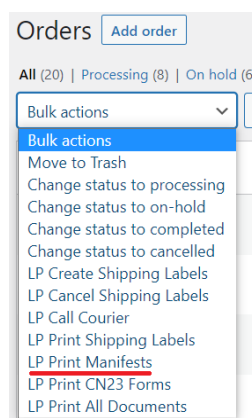
3.f.
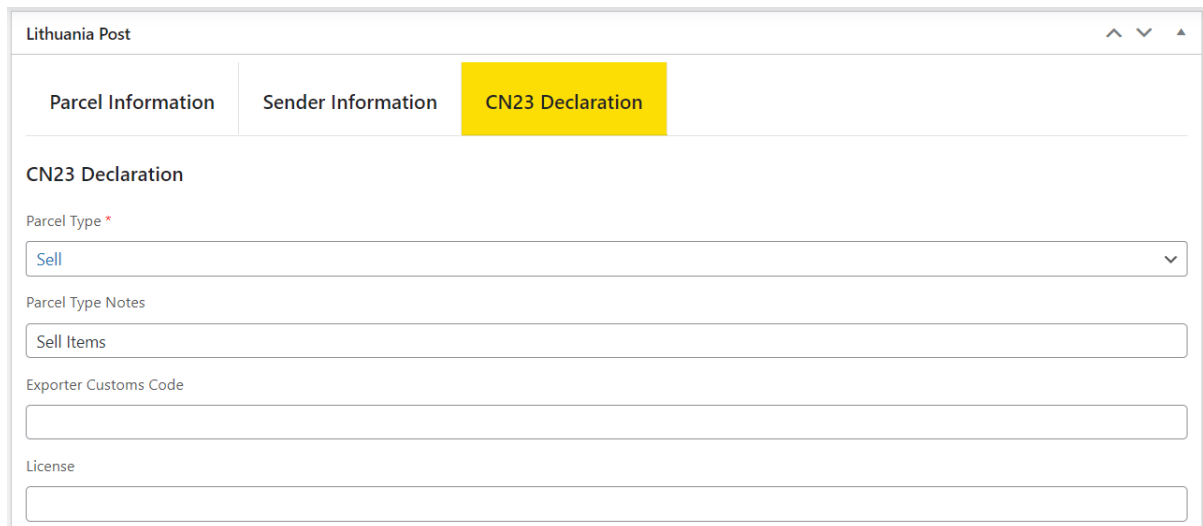
Or by selecting **Print Manifest** inside Order Actions section and clicking arrow button near the selection. (3.g.)
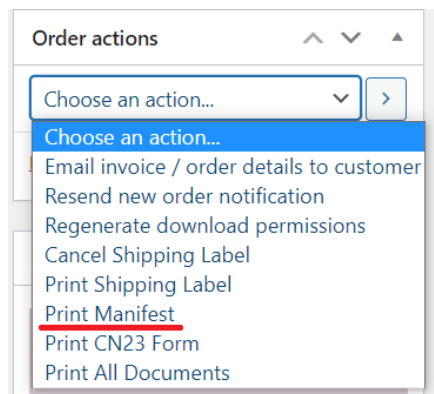
3.g.

4. CN22/CN23 declarations

You can fill or edit the **CN22/CN23** declaration inside order review (4.a) **Lithuania Post** section. Inside you will see **CN23 or CN22** declaration tab.
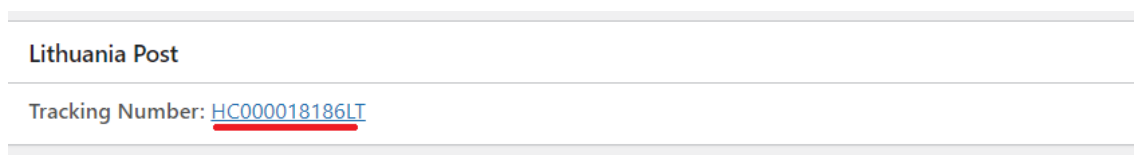
4.a.

CN22 and **CN23** declarations information will be generated automatically. So this step is optional and needed if you want to edit default generated declaration information. After you edit declaration information and generate label, **CN22** declaration will be merged with the label.

To print **CN23** declaration you need to select **Print CN23 Declaration** in **Order Actions** section and click the arrow button near the selection.

5. Order tracking
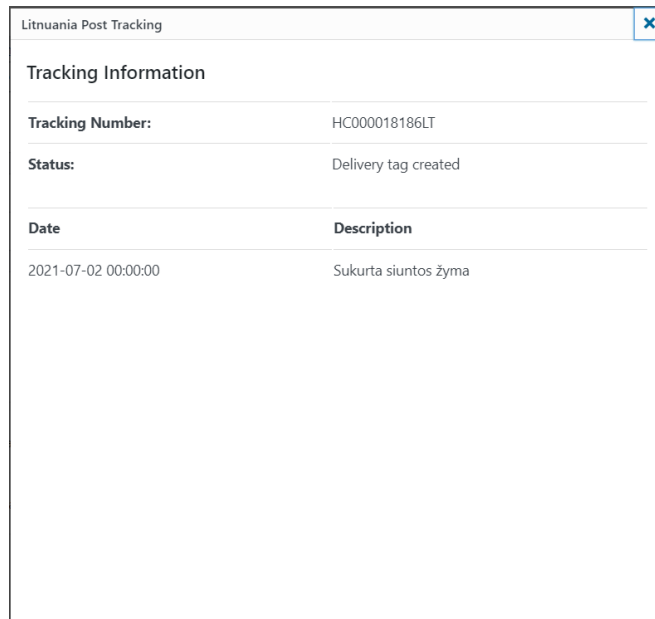
To check parcel status you need to click on **order tracking number** inside order review **Lithuania post section** (5.a.)

5.a.

Inside the popup window you will see **parcel status** information (5.b.)

Litnuania Post Tracking ✖

Tracking Information

Tracking Number:	HC000018186LT
Status:	Delivery tag created

Date	Description
2021-07-02 00:00:00	Sukurta siuntos žyma

5.b.

Order tracking information will be updated every 8 hours.

Attention!

This module may not work fully if WordPress or WooCommerce core files are changed, unique e-shop design or its individual elements, specific plugins are used. All questions related to the integration or adaptation of this module to your e-shop write to pagalba@eshoper.lt

FAQ

The plugin is updated regularly. Therefore, before checking this list, always make sure you have downloaded the latest version of the plugin: https://github.com/eshoper/woo-lithuaniapost/

1. An authorization error is received: **Invalid access token**: xxx-xxx-xxx.

   - Check your authorization details in **WooCommerce -> Settings -> Shipping -> Lithuanian Post.**

   - In **WooCommerce -> Settings -> Shipping -> Lithuanian Post** click on **the Save button**.

     If the settings have been saved successfully, please check if the problem has been solved and will not happen again.

2. Authorization error **Bad credentials** or **cannot access API**, or **No message found under code 'esavitarna.application.authentication.public-connection-not-allowed' for locale 'en_US'**.

   - Please contact Lithuania Post for the authorization details with the error message you receive.

3. Error: **Country: Unsupported value.**

   - Please check which country you are trying to send the parcel to and whether Lithuanian Post can send parcels to the selected country.

4. Error: **transaction was not executed for orders: ...**

   - Repeat the operation for individual orders in the order preview window and see if an error is received indicating a more precise reason for the failed operation.

5. **Print blank sticker(s) in a mass action.**

   - Check that the delivery addresses of the orders are correct.

   - Check that the weights of the goods ordered have been entered.

   - Check that the shipment settings are correct (e.g. the maximum weight for a shipment is 2 kg and the attempted shipment is 5 kg).

   - Try generating a sticker for individual orders in the order preview window and see if you get an error indicating a more precise reason for the failed transaction.

6. Error: **Weight: Value should be in between 1.00 and 2000.00**

   - Please check that the weight of the ordered item is entered.

   - Check the shipment settings. Check that the shipment fits within the maximum weight limits.

   - Change the size of the shipment in the order preview window and try reprinting the sticker.

7. **Delivery method(s) not displayed during shopping:**

- Check that the shipping methods are correctly added to the shipping zones in **WooCommerce -> Settings -> Shipping -> Manage shipping methods.**

- Check that the settings of the delivery methods are correct (price entered, shipment size specified).

8. **Selecting the LP EXPRESS parcel locker delivery method does not display parcel lockers:**

- Check that you have authorized the plugin. **WooCommerce -> Settings -> Shipping -> Lithuanian Post.**

- Click the **Save Changes** button in **WooCommerce -> Settings -> Shipping -> Lithuanian Post.** And see if the parcel lockers opens.