



Introduction

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

The app will integrate the Fairsenden carrier services into your WooCommerce shop within seconds and free of charge. Once installed, your customers can choose Fairsenden as their preferred carrier. While in the paying process, 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 timetable, right after the check-out page, when choosing Fairsenden as shipping method.

Always keep the overview:

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

Easy Handling:

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 "Settings" page
- On the following page, click on the "System" Button on the left side.
- Click on the menu point "Plugins".
- Upload the .zip File to your installation.
- Activate the Fairsenden Plugin.

2. Configuration

2.1 Main configuration

To configure your Fairsenden Plugin, click on the three points next to the Plugin and open the config.

Fairsenden for Shopware 6 Bitergo GmbH	<input checked="" type="checkbox"/> Activated	0.0.1	...
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0.0.1	...
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Config

Description

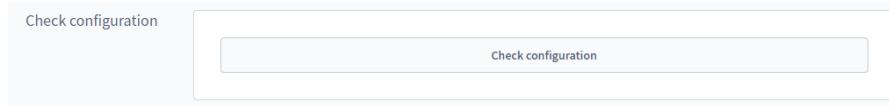
Uninstall

2.1.1 Field description

Check configuration:

Button "Check configuration":

This button checks the entered data and gives you feedback.



A screenshot of a configuration panel titled "Check configuration". It features a single button labeled "Check configuration" centered within a light gray rectangular container.

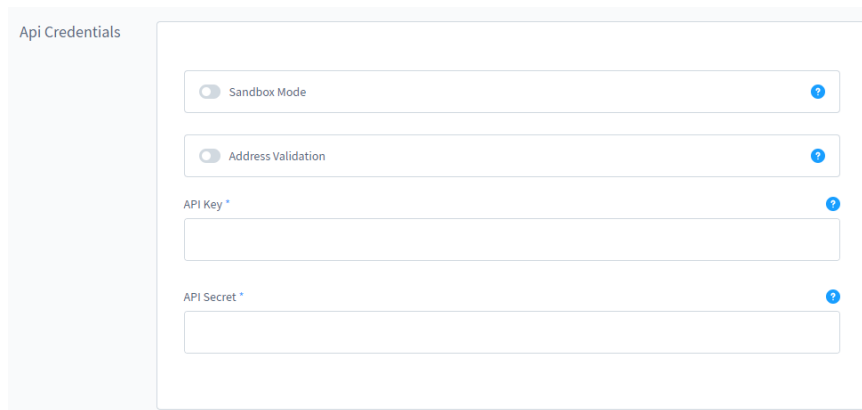
API Credentials:

Address Validation:

If this field is enabled, Fairsenden will validate the address fields in the checkout. This hides Fairsenden if the given address is not valid.

Sandbox Mode:

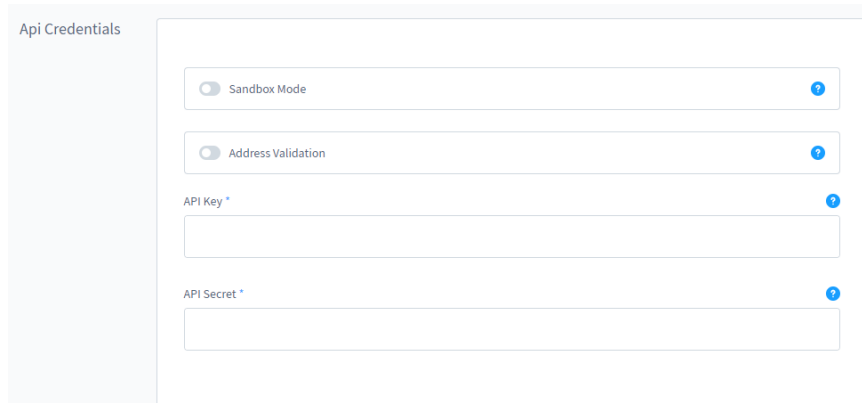
If this field is enabled, no physical shipments will be generated at Fairsenden.



A screenshot of the "Api Credentials" configuration panel. It includes two toggle switches: "Sandbox Mode" and "Address Validation", both currently turned off. Below these are two text input fields labeled "API Key *" and "API Secret *". Each input field has a small blue question mark icon to its right.

API-Key & API-Secret:

You must contact Fairsenden to get your custom Credentials.



A screenshot of the "Api Credentials" configuration panel, identical to the one above. It shows the "Sandbox Mode" and "Address Validation" toggles, and the "API Key *" and "API Secret *" input fields with their respective question mark icons.

Shop Address:

Street:

Your shop address from which you are sending your goods

Additional Information:

Your shop additional address information from which you are sending your goods.

Zip code:

Your shop zip code from which you are sending your goods.

City:

Your shop city from which you are sending your goods

Care of:

Your shop care of from which you are sending your goods.

Country:

Your shop country from which you are sending your goods.

Shop Address

Street * 1

Additional Information * 1

Zipcode * 1

City * 2

Care of * 2

Country 2

Sender Information:

Company:

The Company name from the sender

E-Mail:

The E-Mail Address from the sender

First name:

The first name from the sender

Last name:

The last name from the sender

phone:

The phone number from the sender

Title:

The title name from the sender

Salutation:

The salutation from the sender

Sender Information

Company * 1

email * 1

firstname * 1

lastname * 1

phone * 1

title 1

salutation * 1

2.2 Shipping configuration

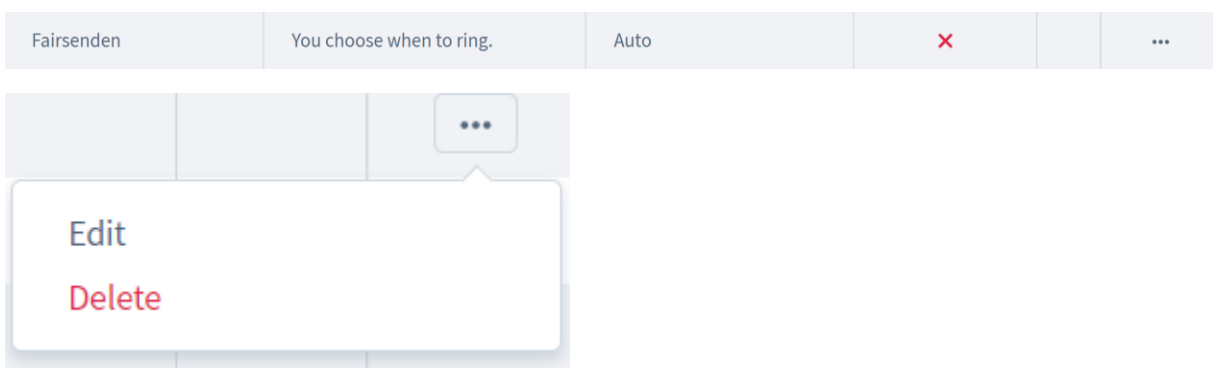
Navigate to the settings.

There you can adjust your shipping settings.

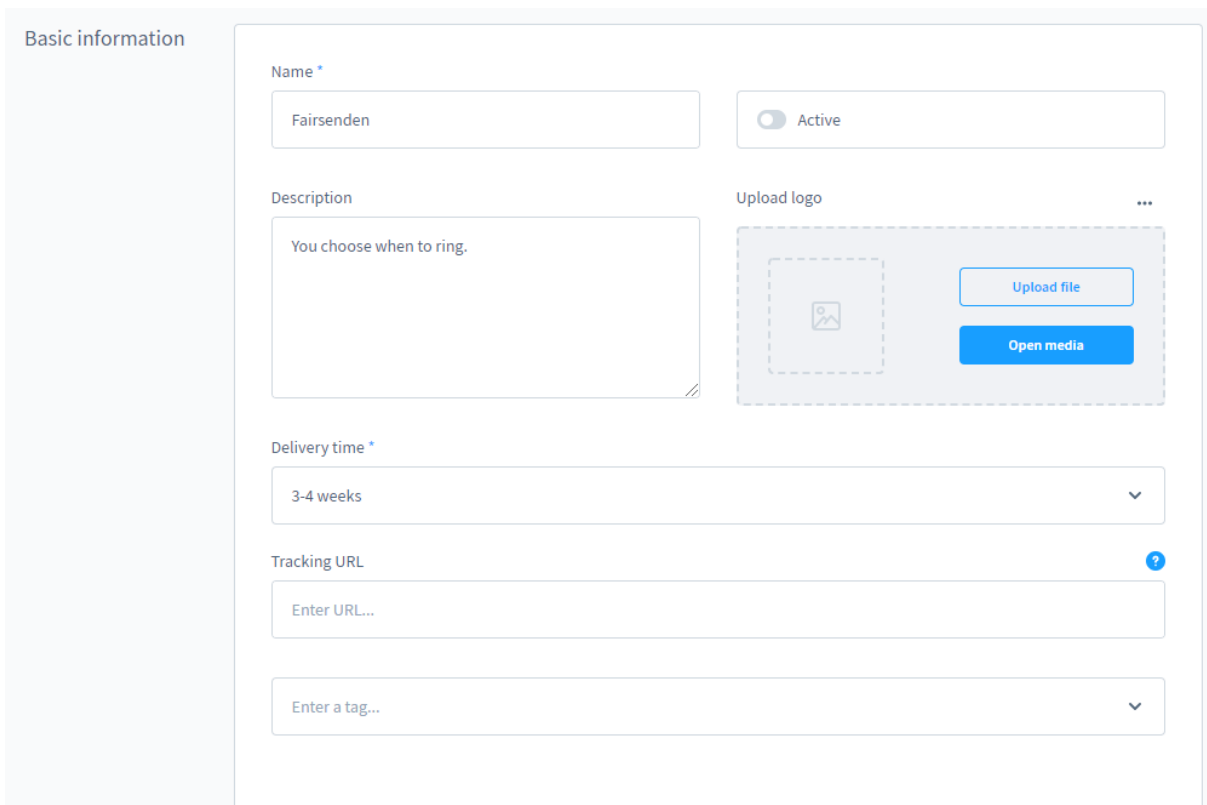
Now click on the three points next to Fairsenden and click on "Edit".

There you must activate Fairsenden and configure the shipping settings.

Then save your configuration.



Now you can edit Fairsenden.



The image shows the 'Basic information' form for editing 'Fairsenden'. The form has the following fields:

- Name ***: Text input field containing 'Fairsenden'.
- Active**: Toggle switch currently turned off.
- Description**: Text area containing 'You choose when to ring.'.
- Upload logo**: Section with a dashed box containing a logo icon, an 'Upload file' button, and an 'Open media' button.
- Delivery time ***: Dropdown menu currently set to '3-4 weeks'.
- Tracking URL**: Text input field with a placeholder 'Enter URL...' and a help icon.
- Enter a tag...**: Text input field with a placeholder 'Enter a tag...' and a dropdown arrow.

Availability

Availability *

Alle Kunden der Standard-Kundengruppe

Tax calculation

Type *

Auto

All customers

All customers

Add pricing level

<input type="checkbox"/>	Quantity from...	to...	Euro (gross / net)		<input type="checkbox"/>
<input type="checkbox"/>	1	∞	9,99	5,99	...

2.2.1 Field description

Basic Information:

Name:

This is the name of the shipment that the user will see.

Active:

To activate Fairsenden.

Description:

The Description of Fairsenden.

Upload logo:

The logo of Fairsenden.

Delivery time:

The default delivery time of Fairsenden.

Tracking URL:

You must not enter shipping provider's tracking URL here. The tracking URL will be set by the Fairsenden Plugin itself.

Tag:

The tag of Fairsenden in your shop.

Basic Availability:

Availability:

Which customers can use Fairsenden.

Tax calculation:

Type:

Select from different modes of calculating taxes on shipping costs:

- Auto - Calculation based on all tax rates present in a shopping cart.
- Highest - Calculation based on the highest tax rate present in a shopping cart.
- Fixed - Calculation based on a manually selected tax rate.



All customers:

Pricing level:

You must create a price matrix for Fairsenden.

The min. requirement for “Quantity from...” is one.

The default requirement for “to...” is infinite.

2.3 Add Fairsenden to your shop

Navigate to the sales channel where you want Fairsenden to be a shipping option.

Go to the “Payment and shipping” part of this channel.

Then add Fairsenden in the “Shipping method” option and save the sales channel.

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 "13355" in Berlin.

The Shipping method will not be displayed if no postcode is given, or the address is not available for Fairsenden.

Shopware 6.3:

To use Fairsenden click on the button "Change shipment" and select Fairsenden.

Versandart

Aktuelle Auswahl: Fairsenden

Wann möchtest Du Deine Sendung entgegennehmen?

14. MI	15. DO	16. FR	
07:30 - 09:30	08:00 - 10:00	08:30 - 10:30	09:00 - 11:00
09:30 - 11:30	10:00 - 12:00	10:30 - 12:30	11:00 - 13:00
11:30 - 13:30	12:00 - 14:00	12:30 - 14:30	13:00 - 15:00
13:30 - 15:30	14:00 - 16:00	14:30 - 16:30	15:00 - 17:00
15:30 - 17:30	16:00 - 18:00	16:30 - 18:30	17:00 - 19:00

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Versandart ändern

Shopware 6.4:
Just select Fairsenden on the checkout page.

Versandart

Standard

Fairsenden
Du wählst, wann wir klingeln.

Wann möchtest Du Deine Sendung entgegennehmen?

14. MI	15. DO	16. FR	
07:30 - 09:30	08:00 - 10:00	08:30 - 10:30	09:00 - 11:00
09:30 - 11:30	10:00 - 12:00	10:30 - 12:30	11:00 - 13:00
11:30 - 13:30	12:00 - 14:00	12:30 - 14:30	13:00 - 15:00
13:30 - 15:30	14:00 - 16:00	14:30 - 16:30	15:00 - 17:00
15:30 - 17:30	16:00 - 18:00	16:30 - 18:30	17:00 - 19:00

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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.

Versandart

Aktuelle Auswahl: Fairsenden

Wann möchtest Du Deine Sendung entgegennehmen?

14. MI	15. DO	16. FR	
07:30 - 09:30	08:00 - 10:00	08:30 - 10:30	09:00 - 11:00
09:30 - 11:30	10:00 - 12:00	10:30 - 12:30	11:00 - 13:00
11:30 - 13:30	12:00 - 14:00	12:30 - 14:30	13:00 - 15:00
13:30 - 15:30	14:00 - 16:00	14:30 - 16:30	15:00 - 17:00
15:30 - 17:30	16:00 - 18:00	16:30 - 18:30	17:00 - 19:00

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Versandart ändern

4. Prepare for shipping

4.1 Fulfillment

To fulfill and place your order at Fairsenden you must update the “Delivery status” of the order to “shipped”.

4.2 Preparing

After the fulfillment you will see three buttons in the “Shipment” area. To prepare your products for shipping, download the Label and Return Label PDF documents.

Shipment

Shipping method Fairsenden	Shipping address tim lyra Usedomer Straße 12 13355 Berlin Deutschland
Delivery date 30/04/21	
Shipping costs 9,99 €	

[Download Label](#) [Download ReturnLabel](#) [Ordertracking](#)



Contact

E-Mail: support@fairsenden.com

Troubleshooting

- Fairsenden is not loading on my stores shipping page.
 - Check if the shipping option "Fairsenden" is active.
 - Do you activate "Fairsenden" in your Sales Channel?
 - Is the Zip code in one of the regions, Fairsenden ships to?
 - Are your Plugin credentials correct?