



# Fairsenden Shopify Plugin

by  Bitergo



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## 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 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

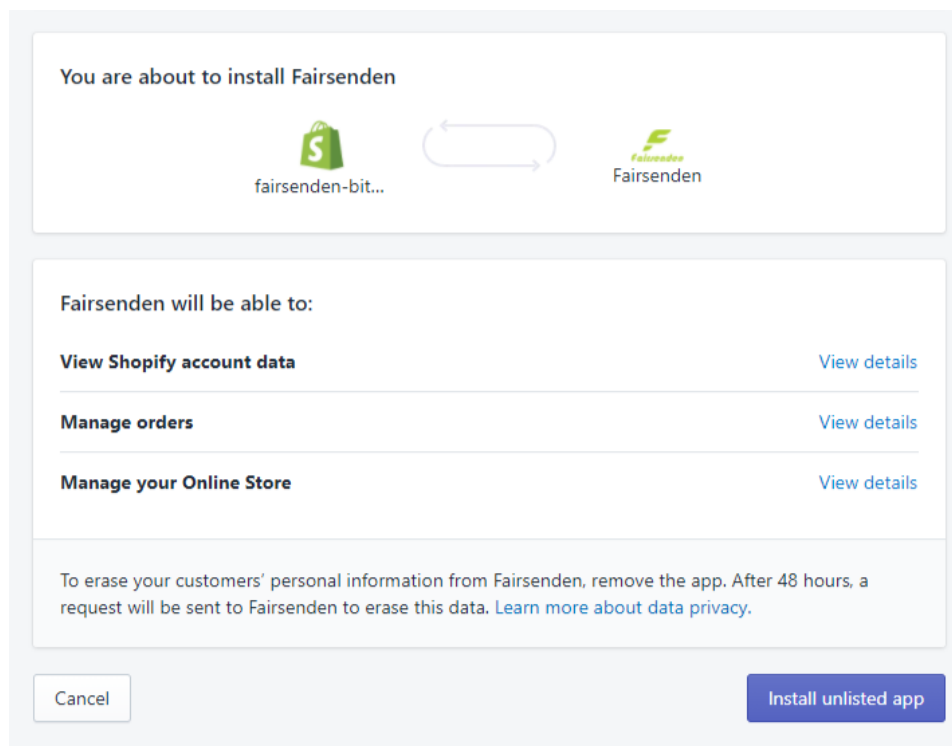
1.1 Enter your Shopify domain to start the installation (e.g. superdupershop.myshopify.com)

### Fairsenden

Enter your Shopify domain to login.

Install

1.2 Grant the needed permissions to the app



You are about to install Fairsenden

fairsenden-bit... ↔ Fairsenden

Fairsenden will be able to:

- View Shopify account data** [View details](#)
- Manage orders** [View details](#)
- Manage your Online Store** [View details](#)

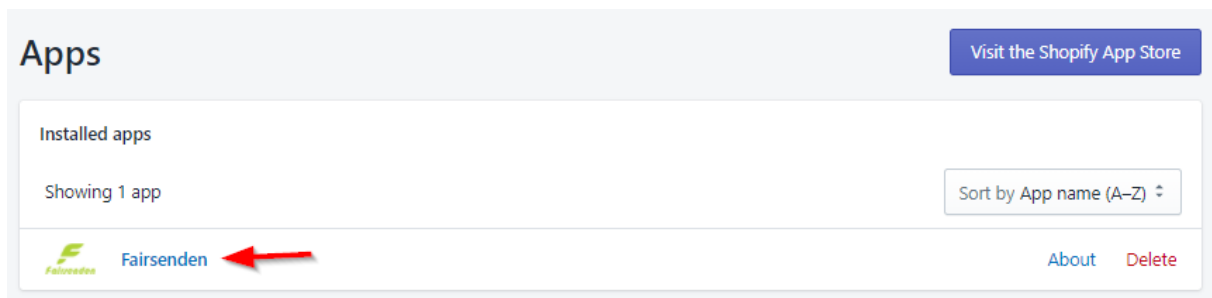
To erase your customers' personal information from Fairsenden, remove the app. After 48 hours, a request will be sent to Fairsenden to erase this data. [Learn more about data privacy.](#)

Cancel Install unlisted app

1.3 After the Installation you will be redirected to the config page of the Fairsenden app in your shopify store. The Fairsenden App is now installed.

## 2. Configuration

2.1 To configure your Fairsenden Account, click on the “Fairsenden” app Link in your “Apps” section



2.2 Field description:

- Active: Activates the app in your shopify store
- Sandbox Mode: This let you test the app without creating real shipments at Fairsenden
- Api-Key: The API-Key for the Fairsenden API. (see: Contact section)
- Api-Secret: The API-Key for the Fairsenden API. (see: Contact section)
- Shipping Costs: The shipping-costs for all your Fairsenden shippings
- Slogan: The slogan will be shown under the shipment title at the checkout
- Submit: Checks your API-credentials and saves all configurations

**Api Credentials**

Api Credentials for the connection to the Fairsenden API

Active

Sandbox Mode

Try the sandbox mode first. No physical shipments will be generated at Fairsenden

API Key

API-Key you got from Fairsenden to connect to the Fairsenden API

API Secret

API-Secret you got from Fairsenden to connect to the Fairsenden API

Shipping Costs

Shipping costs for all your Fairsenden shipments

Slogan

The slogan that describes the shipment on the shipping page in your checkout

### 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.

#### Shipping address

First name (optional) FirstName	Last name LastName
Address Address 1	
Apartment, suite, etc. (optional)	
Postal code 13355	City Berlin
Country/Region Germany	

Save this information for next time

[< Return to cart](#) [Continue to shipping](#)

If the customer continues to the "shipping" page, the Fairsenden shipment carrier will be shown as below.

#### Shipping method

<input type="radio"/> Standard Shipping	€10,00
<input checked="" type="radio"/> Fairsenden Du wählst, wann wir klingeln. Wähle auf der Bestätigungsseite nach dem Check-Out einfach Deinen individuellen Liefertermin aus. Fairsenden liefert emissionsfrei und fair!	€10,98

[< Return to information](#)

[Continue to payment](#)

After your customer completed the order a Fairsenden Box will appear on the “Thank You” and the “Order Status” pages. Here your customer can choose between different delivery times. This option will be saved in your Fairsenden Dashboard.

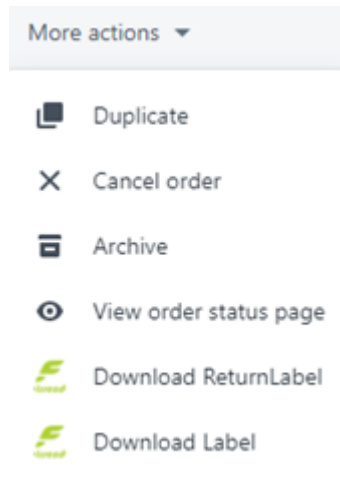
Fairsenden

**Wann möchtest Du Deine Sendung entgegennehmen?**

08. DO		09. FR		
07:00 - 09:00	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	

ein Service von Fairsenden.com

To prepare your products for shipping, download the “Label” and “ReturnLabel” PDF documents in the “More actions” menu in your “order detail” page.



## 4. Fulfillment

After fulfilling your Order Fairsenden set the Tracking-link and Tracking-id. Now the calendar on the customer order status page cannot be selected anymore.

 **Fulfilled (1)** DE1127-F1

Fairsenden

DE-10117-0130090011 

Fairsenden tracking number:  
DE-13355-0450000061

Fairsenden

### Fehler beim Laden der Lieferzeitpunkte

Es konnten keine Lieferzeiten für deine Sendung geladen werden.

ein Service von Fairsenden.com





## Contact

E-Mail: [support@fairsenden.com](mailto:support@fairsenden.com)

## 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?