

EN - Module PrestaShop - Partial Shipment (remaining order)

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1. Presentation

1.1. Introduction

This tutorial is intended for all e-merchants who have the module "Partial Shipment (remaining order)" for PrestaShop in version 1.5.x to 1.7.x.

1.2. Module description

The most advanced and advanced module for managing your partial shipments and remaining orders. Keep inform your customers in real time and improved your customer satisfaction.

All e-merchants are faced with the problem of partial shipment or the management of remaining order. PrestaShop does not manage this natively and that is why our team has developed such a module.

Everyone is confronted with the problem of stock shortage on an order, so it is necessary to deliver the products available as quickly as possible in order to improve customer satisfaction.

My customer orders a product A and a product B. Unfortunately, the product B is no longer available and requires a replenishment. It becomes essential for the e-merchant to honor and make available the product A which is in stock.

Let's not forget that a satisfied customer is a customer who will come back to your e-commerce site!

1.3. What this product does for you

Which merchant did not face multiple delivery or partial order delivery during sales, Christmas or just daily periods?

You wish to ship your order in several times due to weight constraints for example? One of your products is no longer available to deliver the entire order?

Do not wait for your supplier replenishment to deliver your entire order. Our module has been designed to perform these actions very simply and effectively. Whether you are doing B2C or B2B, our module will be adapted to your needs and for each of your orders.

Today you will certainly have noticed, e-commerce does not wait and your customers either.

Our module will allow you to:

- Increase customer satisfaction by delivering products available in stock
- Facilitate the management of your service
- Keep your delivery commitments for all or part of your orders
- Simply and efficiently manage your remaining orders
- Generate an invoice per shipment for your B2B customers
- Choose whether or not to generate a rest of order
- Achieve as many partial deliveries as you want for a single order
- Inform your customers in real time when their order is shipped partially (A delivery note is sent as an attachment with the products shipped)
- Offer your customer access to information from his account and thus follow the parcels related to his order
- Save time in logistics management

Our team developed this module following a very simple observation: it is no longer conceivable to block an order because it lacks a product. We are supported by examples of major players in e-commerce such as AMAZON, CDISCOUNT ... for whom any product shipped becomes a problem less.

With this in mind, it became clear to us that a successful partial delivery module (order backlog) would allow even the smallest e-merchant to manage this problem simply and effectively.

1.4. Module features

This module of partial shipment / remaining order is the most advanced module to manage effectively this problem. Our module is ahead of these competitors and has many advantages:

INTUITIVE CONFIGURATION

- Installation in just a few clicks
- Simple and intuitive configuration
- Allows you to configure default values that you can then change for each partial shipment

COMPATIBLE WITH CARRIER MODULES

- Our module is perfectly compatible with carrier modules. Caution if you want to edit several labels, it will necessarily be necessary to generate order balances in order to be able to print a carrier label per order.
- Integrates the tracking numbers and sends an email to the customer containing the tracking number as well as the associated delivery note.
- Allows you to generate or not generate order balances. Indeed, you may want to simply create a multiple delivery without generating backorders

IMPROVES CUSTOMER SATISFACTION

- Allows you to stop waiting for a product to start shipping your order.
- Your customer is kept informed in real time of the partial shipment of his order
- Display of front office delivery information in your customer's order interface

INTERFACE BACK OFFICE OPTIMIZED

- The back office interface is intuitive and includes delivery information
- Find each delivery note associated with the order
- In the case of creation of residual orders

ADAPT TO ALL SITES

- Our module adapts whatever the size of your e-commerce site
- Our module is multi-shop compatible as it is within each order that you can manage delivery.
- Module translated into 7 languages

1.5. Support and updates

You automatically get 3 months of support for this product.

For 90 days after your purchase, you can enjoy technical and feature support, as well as access to updates available for this product.

Make sure this product runs well on your store for 12 months with Option Zen!

With Option Zen, you get access to ALL updates for the product for one year following purchase. Support from the product developer is available by email to answer all your technical and feature-related questions

What is Option Zen?

Option Zen includes two services:

- Unlimited after-sales support during the period covered by the option
- Access to all updates for the product during the period

Option Zen is available at a discount when purchasing this product, but, if you miss out, you can also buy it via your customer account later. It is valid up to one year following the date of purchase of your product. The earlier you buy it, the longer you can enjoy it!

What does it include?

The following are included in Option Zen:

- questions about using the module/theme;
- solving technical problems related to the module/theme;
- access to all module/theme updates.

The following services are not included in Option Zen:

- customization and special development;
- installing and updating the module/theme;
- solving problems concerning third-party services, hosting, the server, or the PrestaShop software.

2. Installation

Different installation modes are available. This is generic to all PrestaShop modules, there are always two installation modes.

Via FTP by copying the directory or from the PrestaShop interface.

2.1. Copying files

2.1.1. Via FTP (File Tranfert Protocol)

Copy the "**btpartialshiptent**" folder to the "/" modules" directory of your PrestaShop store.

Use a Filezilla tool for file transfers. Download and Documentation: <http://filezilla-project.org/>

2.1.2. Via your PrestaShop Back-Office

Check with your network administrator beforehand that your directory "/" modules" has good rights for uploading files.

Click "Add Module" (top right), select your file, then click "Put this module online".

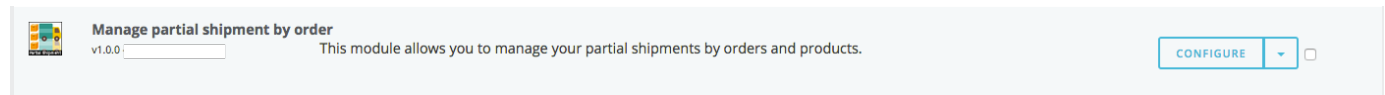
2.2. Installing the module

Once the files are installed on your server, connect to the PrestaShop Back-Office and click on the "Modules" tab. You can also find the module by entering its name "**Partial shipment**" in the search bar provided.

On the modules page, click on the "Install" button to the right of the "**Partial Shipment**" module.

If the module is installed correctly, you will see a green message "Module (s) installed successfully".

You can then access the module's control panel by simply clicking on "Configure".



During the installation our module will create three new command statuses as follows:

<input type="checkbox"/>	19	Partial shipment	x	x	x	Edit
<input type="checkbox"/>	20	Complete shipment	x	x	x	Edit
<input type="checkbox"/>	21	Remaining order (backorder)	x	x	x	Edit

3. Configuration

The **Partial shipment** module contains a "**Configuration**" tab in which we find the various elements of the configuration.

3.1. global configuration

CONFIGURATION / PARTIAL SHIPMENT

[DOWNLOAD DOCUMENTATION](#)

SETTINGS

Send an email

YES

NO

Send an email to your customer when you create partial shipment. This email contains delivery slip and tracking link.

New status (partial shipment):

Partial shipment

New status of your order when you create partial shipment without remaining order.

New status (Complete shipment):

Complete shipment

Update your order in this status if order is full shipment.

Generate remaining order ?

YES

NO

When you create partial shipment do you want to generate remaining order by default. You can modify this information for each partial shipment.

Remaining order state:

Remaining order (backorder)

New status of your order when you create new order with state remaining order.

Generate invoice ? (in general for B2B)

YES

NO

If you chose to create remaining order do you want to create a new invoice. In general, this function is used for B2B (one order, one invoice). In B2C mode, there is one payment one invoice even if you create remaining order.

Save settings

Send an email	Allows you to determine whether you want to send an email to your customer whenever you perform a partial shipment on one of these orders.
New status (Partial shipment)	If you do not want to make a residue we propose to place partially delivered orders in the partially shipped status.
New status (complete shipment)	Default status is full shipping
Generate remaining order ?	Allows you to configure by default whether or not you want to generate a backorder for each shipment. You will have the possibility in each order to modify this information.
Remaining order state	You can choose a specific status for the balances that will have been generated. By default we select for you remaining order.
Generate invoice ? (in general for B2B)	Often reserved for B2B mode you have the possibility to generate an invoice for the generated orders. This is also a default value. When creating your partial shipments you will be able to modify this value.

The configuration of our module is complete 😊

4. Back-Office usage

4.1. Management of orders and partial deliveries

Firstly, only orders that contain at least two products can be partially delivered. Indeed, if your order contains 1 and only 1 product it is not possible to deliver the order partially.

We now invite you to go to the list of commands (Commands tab> Orders) and choose a command that contains several products.

MANAGE PRODUCT TO SHIP

Product name	Qty	Qty shipped	Qty shipped today	
T-shirt délavé à manches courtes - Taille : S, Couleur : Orange Reference number: demo_1	2	0	2	Don't ship this product

SPECIFY TRACKING NUMBER

Tracking number

XXXXXXX

This field is not required. You can shipped product without tracking number.

Split this order and create remaining order ?

YES

NO

If you check this checkbox we create a new order with state remaining order. We split this order.

SEND

If you ship product we create a delivery slip with product shipped today. Your customer can receive and can view as much delivery slip as there is shipping.

PRODUCTS SHIPPED

No partial shipment available.

You will see in this screen the list of products that can be delivered.

You can specify:

- the number of products you want to deliver,
- a tracking number
- Whether or not you choose to create an order with the undelivered products (Remember this option is configurable in the general configuration of the module).

Here we chose not to separate the command, however we could very well be we would then have had this screen:

MANAGE PRODUCT TO SHIP

Product name	Qty	Qty shipped	Qty shipped today	
T-shirt délavé à manches courtes - Taille : S, Couleur : Orange Reference number: demo_1	2	0	2	Don't ship this product

SPECIFY TRACKING NUMBER

Tracking number

XXXXXXX

This field is not required. You can shipped product without tracking number.

Split this order and create remaining order ?

YES

NO

If you check this checkbox we create a new order with state remaining order. We split this order.

Generate new invoice ?

YES

NO

Generate new invoice when you create remaining order. New invoice generate only if this order have an invoice.

If you generate new invoice we update parent invoice and parent payment data.

SEND

If you ship product we create a delivery slip with product shipped today. Your customer can receive and can view as much delivery slip as there is shipping.



4.1.1 Create a partial shipment with no order remaining

There are therefore two notions of partial shipment:

- Creation of a partial delivery with no order remaining. This means that we do not create a new order and therefore the order will go into partial shipment status with the list of delivered products.
- Creation of partial delivery with order balance

We are interested here in the first point. When creating the delivery simply put the option "Separate this command and generate a rest of command?" on NO.

You will generate your delivery and you will see all the deliveries made for this order.

PRODUCTS SHIPPED			
PARTIAL NUMBER :4	TRACKING NUMBER :N.C	Qty shipped	 VIEW DELIVERY SLIP
T-shirt délavé à manches courtes - Taille : S, Couleur : Orange		1	09/14/2017
PARTIAL NUMBER :5	TRACKING NUMBER :12345	Qty shipped	 VIEW DELIVERY SLIP
T-shirt délavé à manches courtes - Taille : S, Couleur : Orange		1	09/14/2017

4.1.2 Create partial delivery with remaining order

In this configuration everything is totally different.

You have two types of commands:

- Orders billed and paid
- Unbilled and unpaid orders

4.1.2.1 Orders billed and paid

We decide to make a rest of the order on an order invoiced and paid. Normally, you are not supposed to check the box to generate a new invoice since a payment = an invoice. However for X or Y reason you might be required to generate a new invoice.

If you choose the latter option, we will modify the initial invoice to deduct the amounts of the remaining order so that the sum of your two invoices corresponds to the total amount paid by the customer.

Now, if you want to keep the initial invoice, each of the remaining orders will resume the entire order initially passed.

4.1.2.2 Unbilled and unpaid orders

In this specific case, there is no need to ask questions when creating a rest of order. There is necessarily, the creation of a new invoice that will correspond to the remaining order. Indeed, no accounting document exists so we can not modify an existing invoice. So we will create as many accounting documents as there are backorders.

For all remaining orders you will get a list of related orders at the bottom of your order.

LINKED ORDERS			
Order no.	Status	Amount	
#40	En attente de réapprovisionnement (payé)	11,00 €	🔗 See the order
#41	En attente de réapprovisionnement (payé)	11,00 €	🔗 See the order
#42	Complete shipment	22,00 €	🔗 See the order

4.2 Email Alert

If you have chosen to alert your customer to each change of his order your customer will receive a detail of each shipment with attachment the delivery note associated with the shipment:

Here is an example:



BONJOUR ,

COMMANDE XGNFGULOE#7 - A ÉTÉ EXPÉDIÉE PARTIELLEMENT

La livraison de votre commande ayant pour référence **XGNFGULOE#7** est en cours.

Nous vous informons que votre commande a été livrée partiellement. **Vous trouverez en pièce jointe la liste des produits expédiés ce jour.**

Vous pouvez suivre la progression de votre livraison à l'adresse suivante:

Vous pouvez accéder à tout moment au suivi de votre commande et télécharger votre facture dans "[Historique des commandes](#)" de la rubrique "[Mon compte](#)" sur notre site.

Si vous avez un compte invité, vous pouvez suivre votre commande dans la section "[Suivi invité](#)" de notre site.

The file attached to the email:



DELIVERY
09/13/2017
000004

Billing & Delivery Address

Order Reference	Order Date	Carrier
XGNFGULOE#7	09/13/2017	<input type="text"/>

Reference	Product	Qty
demo_1	T-shirt délavé à manches courtes - Taille : S, Couleur : Orange	1


5. Front-Office usage


Your access customer has tracked shipments of his order from his customer account interface and then "**Order history**".

Order reference	Date	Total price	Payment	Status	Invoice	
XGNFGULOE#7	09/13/2017	22,00 €	Chèque	En cours de préparation	PDF	Details > Reorder

When clicking on "Details" your customer will have access to the delivery information if you have used our Partial Shipment module - Remaining order.

It will thus have the possibility to download the Delivery note of each shipment and to follow the parcel by simply clicking on the tracking number that you will have given.

PARTIAL NUMBER :4	TRACKING NUMBER :N.C	Qty shipped	 VIEW DELIVERY SLIP
T-shirt délavé à manches courtes - Taille : S, Couleur : Orange		1	09/14/2017

PARTIAL NUMBER :5	TRACKING NUMBER :12345	Qty shipped	 VIEW DELIVERY SLIP
T-shirt délavé à manches courtes - Taille : S, Couleur : Orange		1	09/14/2017

Reference	Product	Quantity	Unit price	Total price
demo_1	T-shirt délavé à manches courtes - Taille : S, Couleur : Orange	2	11,00 €	22,00 €
Items (tax incl.)	22,00 €			
Shipping & handling (tax incl.)	0,00 €			
Total	22,00 €			

6. Conclusion

You will understand, whatever the size of your eShop, this module is a must! Allowing your customers to receive the products you have in stock is not a luxury but rather an obligation.

Although your order is not complete due to a stock error, you will be able to make available to your customer products that are not awaiting replenishment.

This will allow you to improve your customer relationship, save time and satisfy your customers.

Our support is available to you from the PrestaShop Addons interface.

If you find our module useful and that this one perfectly meets your expectations, thank you to note this one from the tab "Notes" of your addons account. This is essential for us to continue to offer you PrestaShop solutions.