

Express Relais integration

Screenshot_2020-04-29_at_19.1 Getting started

In this article, you can find information about the Express Relais delivery option used in the Moroccan market. Express Relais is a delivery option available for customers, that allows them to deliver their products to a delivery point that they have selected on the interactive map. This integration is implemented in both the E-commerce platform and TC Logistics.

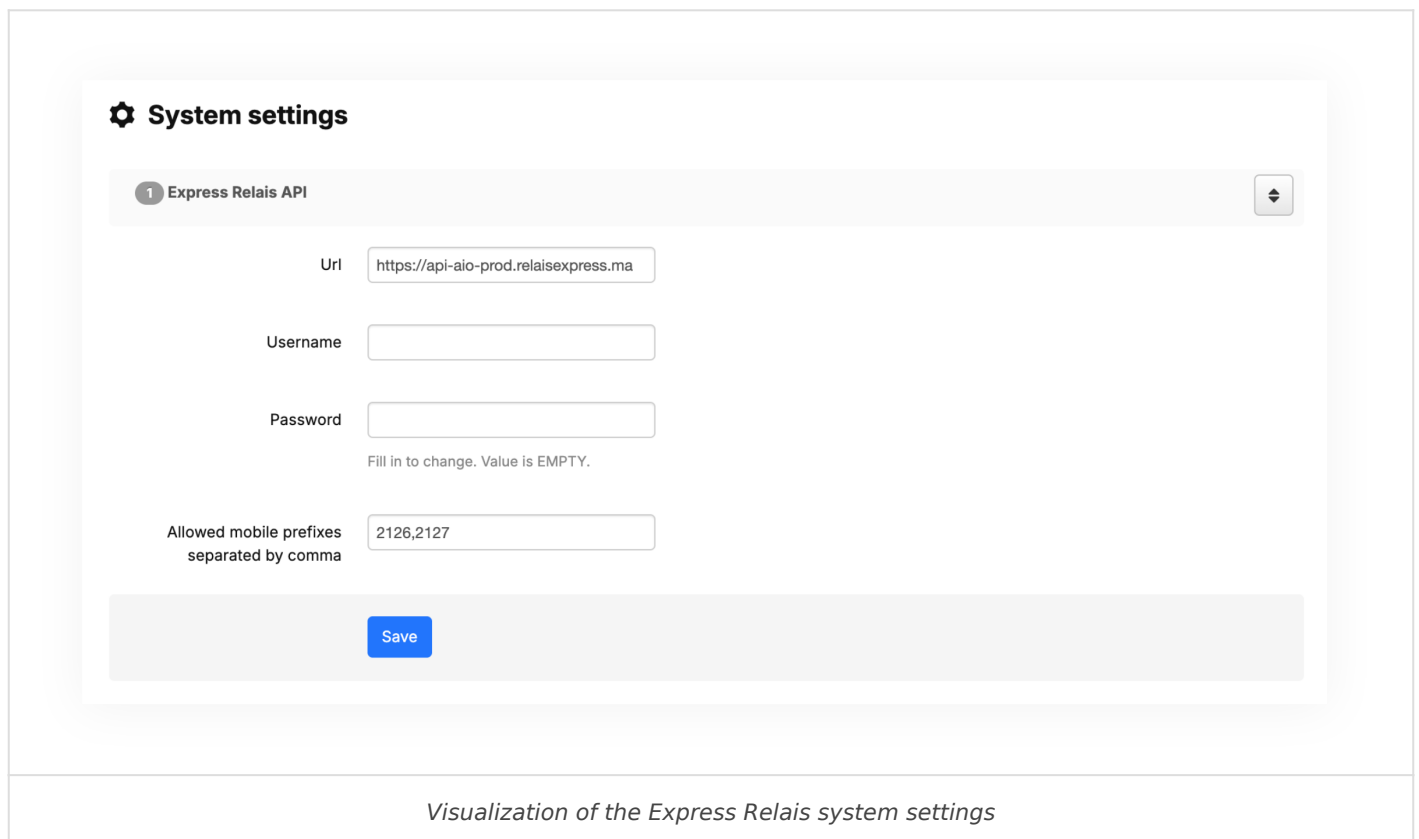
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Screenshot_2020-04-29_at_19.1 E-commerce

Configuration of the integration

For the functionality to work properly on the E-commerce platform, it needs to be enabled and configured in the admin panel. Express Relais system settings can be found in:



In the Express Relais system settings you can find the following options:

- **URL** - URL of an Express Relais API. This URL shouldn't be changed.
- **Username** - API username used to access the API.
- **Password** - API password used to access the API.
- **Allowed mobile prefixes separated by comma** - A list of mobile numbers separated by a comma, that is allowed to use the Express Relais delivery.

info2.svg **Remember**

For the delivery to be visible it needs to be enabled in [System > Delivery types / list](#) and [Altshop > Delivery costs / list](#).

Customer perspective

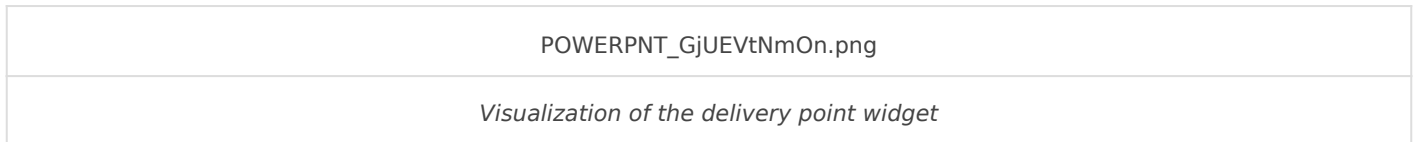
When the delivery is configured and enabled in the admin panel it can be accessed during the order creation process.

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Visualization of the Express Relais delivery

By selecting the Express Relais delivery customers will open an interactive map with a list of points provided by Express Relais that they can select to have their package delivered to. If the Express Relais is first on the delivery list it will open the map by default, once the customer proceeds with the order process.

Only customers with a mobile number starting with **2126** and **2127** (e.g. [+2126123456789](#)) will be able to use this delivery method, as Express Relais only accepts orders from these prefixes. This prefixes can be changed in the system settings.



The Delivery point map contains basic point information, like its name, number, and address.

After the point is selected and the transaction is finalized the order will be exported to TC Logistics.

Screenshot_2020-04-29_at_19.1

TC Logistics

TC Logistics is used to overview and manage orders created with Express Relais delivery. Express Relais delivery status is being checked periodically depending on how old the order is. The ranges are as follows:

- **up to 2 days old** - every 1 hour
- **3 to 5 days old** - every 2 hours
- **6 to 10 days old** - every 6 hours
- **11 to 14 days old** - every 12 hours
- **Orders older than 14 days** do not receive automatic status checks from Express Relais.

This value can be changed in integration settings as described in [System Settings](#).

System Settings

Express Relais additionally needs to be configured on TC Logistics alongside E-commerce to ensure order communication and status exchange. Express Relais settings can be found in:

System config > Integrations > Express Relais

System Config

⚙️ Built-in functions 🔌 Integrations

- 1 Orders XML export
- 2 Warehouse Stock CSV import
- 3 Teliae
- 4 Express Relais

Functionality enabled: Enabled (ON)

API url:

API username:

API password:

Max check period (days):
Fill in to change.
Maximum number of days to check the status of the order in Express Relais

Mobile prefix:
Prefix added to mobile phone numbers on Express Relais order creation

Pickup city:

Pickup address:

Pickup contact:

Pickup phone:

Pickup email:

Visualization of the TC logistics system settings

In the Express Relais integration settings you can find the following options:

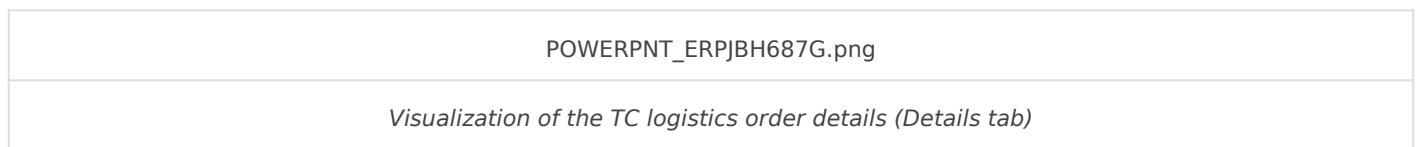
- **Functionality enabled** - A switch enabling the functionality. When it's disabled the Express Relais orders won't be sent to the vendor and their status won't be updated.
- **API URL** - URL of an Express Relais API. This URL shouldn't be changed.
- **API username** - API username used to access the API.
- **API password** - API password used to access the API.
- **Max check period (days)** - Maximum number of days to check the order status in Express Relais. The default value is set to 14, which means that when the order is older than 14 days it won't anymore have automatic status checks. This value should be set to at least a number of days when the customer is allowed to return their product.
- **Mobile prefix** - Prefix added to mobile phone numbers on Express Relais order creation.

- **Pickup city, address, contact, phone, email** - Store or warehouse information from where the Express Relais orders should be received from. It is essential for these fields to be filled in.

Order Management

In the order details a new **Delivery point** table is visible when the Express Relais delivery is used **(1)**. This table contains:

- **Delivery point ID** - ID of the delivery point.
- **Delivery point name** - Name of the delivery point.
- **Delivery point address** - Address of the delivery point.

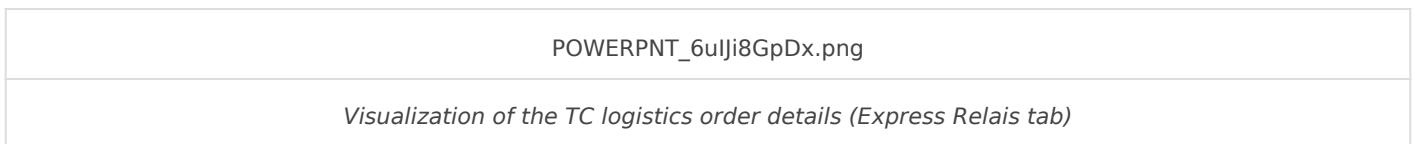


When the TC Logistics status is set to Packaging the **Express Relais** tab is visible **(2)**. This tab contains detailed information regarding the Express Relais statuses.

Below you can find what Express Relais statuses are automatically mapped to TC Logistics statuses. The change of the Express Relais status will change TC Logistics status during the next status check.

Express Relais status	TCLogistics status	ER status description
NEW_ORDER	ID_PACKAGING	Initial status at order creation
ORDER_CONFIRMED	ID_READY_TO_SHIP	Order Confirmed
ORDER_CANCELED	ID_CANCELLED	The order was canceled by the client
ORDER_REFUSED	ID_DELIVERY_FAILURE	Order refused by Express Relais
MISSING_PARCEL	ID_DELIVERY_FAILURE	Missing parcel during pickup
PARCEL_PICKEDUP	ID_SHIPPED	Parcel picked up
PARCEL_IN_AGENCY	ID_SHIPPING_IN_PROGRESS	The package arrived at the regional agency
PARCEL_IN_TRANSIT	ID_SHIPPING_IN_PROGRESS	Parcel in transit
PARCEL_IN_DELIVERY	ID_SHIPPING_IN_PROGRESS	The parcel is delivered to the locker or destination address
DELIVERED_TO_LOCKER	ID_SHIPPING_IN_PROGRESS	Parcel delivered to the locker
PARCEL_RETRIEVED	ID_DELIVERED	Parcel received from Smartlocker
WAITING_IN_LOCKER	ID_SHIPPING_IN_PROGRESS	The package waiting for pickup from the automated locker

DELAY_IN_RETRIEVE	ID_SHIPPING_IN_PROGRESS	Package delayed for pickup at the destination locker
WAITING_COD	ID_SHIPPING_IN_PROGRESS	The package arrived at the destination locker and awaiting payment upon delivery
COD_PAID	ID_SHIPPING_IN_PROGRESS	Payment upon delivery at the locker completed, the recipient can retrieve their parcel
PARCEL_TO_RETURN	ID_RETURN	The client has initiated the return of the parcel in question
PARCEL_ABANDONED	ID_RETURN	The package was abandoned because the package was not delivered and the client did not initiate its return
PARCEL_RETURNED	ID_RETURN	Parcel returned successfully
PARCEL_IN_FINAL_AGENCY	ID_SHIPPING_IN_PROGRESS	Parcel has arrived at the final agency
RETURN_REQUEST_CONFIRMED	ID_RETURN	The requested return parcel has been confirmed



In the Express Relais tab you can find the current status of the orders with the following information:

- **Parcel ID** - ID of the order from E-commerce platform.
- **Status** - Current Express Relais status of the order.
- **Status Description** - Status description is taken from Express Relais.
- **Status comment** - Status comment taken from Express Relais
- **Status update time** - Last update them when the status was updated.

Below the table with order status, you can find a log of status changes that additionally contains a **waybill** column. Waybill is assigned to the order once it is present in the status update.

As mentioned in [TC Logistics](#) the status update frequency depends on how the order is, but if there is a need to receive a new update even after an allowed 14 days by default it is possible by pressing the **update status** button located in the top right corner of the Express Relais tab. This button will immediately check the status of a desired order and update all data if there is a change.

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