

Shipment & Delivery Master Bundle Notes for Emails

Shipment & Delivery Master Bundle (Subscription)

This set of features is designed for dealers who want more control managing shipments to consumers and to/from wholesale outlabs. This pack adds postal address verification (US & Canada) to the website, real-time shipment tracking, and a new set of notification emails (delivery notification, wholesale shipment notification and wholesale delivery notification). You can rest easy knowing where packages are going and when they arrive.

- Postal address verification for US & Canada. Automatic validation and correction of common errors. Identification of missing apartment/suite numbers, invalid street numbers, undeliverable addresses, and more. Automatic ZIP+4 encoding. Depending upon the error condition reported, after 2 or 3 validation warnings customers are allowed to bypass.
- Real-time shipment tracking via a "Track Order" button in the order confirmation email or from the Order History page within their account, customers can see current location/status of a package and history of waypoints.
- Delivery notification email. Customers receive a notification email when packages from their order are delivered (either from your dealer or an outlab supplier).
- *Coming soon:* Wholesale shipment notification email. Notification to your lab operators when an outlab ships a package to your store.
- *Coming soon:* Wholesale delivery notification email. Notification to your lab operators when outlab packages arrive at your store.

Full Info: <https://www.photofinale.com/bundles/>

Order Tracking Button/Function

What it means in terms of Lab 50, is that you can add a Track Order button to your order confirmation and order shipped email templates in Lab 50 to include this macro/link.

`href="{%order_status_url%}"`

This links to a detailed "Order Status" page for the user that shows tracking and delivery info -- works for anonymous customers as well as members. For shipped orders it shows the real-time package tracking and expected arrival date (if available). For members, it's the same page they'd see if they went to Order History, and then clicked on a specific order.

Shipment Delivery Email Setup

The following emails are available for the new Shipment Delivery email trigger.

Sections

The items in subsections will be repeated for each applicable item (e.g. each product in the current shipment).

Section Tag	Subsection Tags	Description
<delivery_order_complete> < /delivery_order_complete>		This section will be shown if the order is complete (i.e. all items delivered).
<delivery_order_incomplete> < /delivery_order_incomplete>		This section will be shown if the order is incomplete (i.e. not all items delivered).
<this_shipment> < /this_shipment>	<shipment_items> < /shipment_items>	This section will filter on the order items delivered in the shipment we are notifying the customer about.

<other_shipments> <other_shipments>	<shipment> <shipment_items> < /shipment_items> </shipment>	This section will list all shipments other than the current one and their contents. The <shipment> section will be repeated for each additional shipment in the order, and within that the <shipment_items> section repeated for each product in that shipment.
<unshipped_items> < /unshipped_items>	<unshipped_item> < /unshipped_item>	This section will list items that have not shipped at all.

Shipment Macros

These macros can be used within a <this_shipment> or <shipment> sections.

Macro	Description	Example
{%shipment_delivery_date%}	The date & local time of the delivery (today).	9/20/2019 12:44:00 PM
{%shipment_date%}	Date the shipment was sent.	9/12/2019 9:21:00 AM
{%shipment_expected_date%}	Date the shipment is expected to arrive. Not available for all carriers / shipments.	9/18/2019
{%shipment_status%}	Package status reported by the carrier, grouped into one of these four buckets: Preparing to Ship, Shipped, Delivered, Shipping Exception	Delivered
{%shipment_tracking_number%}	The carrier's tracking number.	1Z2W322A0381541838
{%shipment_carrier_code%}	The name of the shipment carrier.	UPS MI

Item Macros

These macros can be used within the <shipment_items> or <unshipped_items> sections.

Macro	Description	Example
{%item_name%}	The product name.	2'x8' Mesh Banner
{%item_quantity%}	The quantity of the product.	2
{%item_status%}	The status of the item.	Preparing for Shipment

Item Status

For shipped items, the item status macro will result in one of our four friendly bucket strings listed above:

- Preparing to Ship
- Shipped
- Delivered
- Shipping Exception

For unshipped items, it will be one of the standard PF order status values:

- Placed
- Received (Processing)
- Sent to Lab
- Preparing for Production
- Color Correction in Progress
- Order Ready for Production
- In Production
- Produced, Ready for Quality Check
- Quality Review in Progress
- Quality Review Passed
- In Transit to Pickup Store
- Ready for Pickup / Shipped
- Cancelled
- Error Status
- On Hold - Order will not be processed until corrections are made

Sample

```
<delivery_order_complete>
Your order {%order_number%} was delivered on {%shipment_delivery_date%}.
</delivery_order_complete>

<delivery_order_incomplete>
Part of order {%order_number%} was delivered on {%shipment_delivery_date%}.
</delivery_order_incomplete>

<this_shipment>

    Carrier:    {%shipment_carrier_code%}
    Tracking:   {%shipment_tracking_number%}
    Status:     {%shipment_status%}

    Product                Quantity
    <shipment_items>
        {%item_name%}      {%item_quantity%}
    </shipment_items>

</this_shipment>

<other_shipments>

    Items shipped separately:

    <shipment>
        _____
        Tracking:        {%shipment_tracking_number%}
        Status:          {%shipment_status%}
        Date Shipped:    {%shipment_date%}

        <shipment_items>
            {%item_name%}      {%item_quantity%}
        </shipment_items>

    </shipment>

</other_shipments>

<unshipped_items>

    These items have not yet shipped:

    <unshipped_item>
        {%item_name%}      {%item_quantity%}      {%item_status%}
    </unshipped_item>
</unshipped_items>
```

FAQ

Q: Do only dealers subscribed to that bundle have access to add the Order Tracking macro?

A: No, that macro should be used in everyone's email template (we think!) but for dealers without the Shipment bundle, the order status page won't show detailed tracking or delivery info and instead will link to the tracking page on the carrier's website.

Q: How do I input the tracking number into an order is this done through Lab 50 or MyLab?

A: Yes, Print 50, Lab 50 or myLab. In the apps, right-click on an order and choose "Add Tracking Number". In myLab, go to the Fulfillment tab.

Q: Is there a way to integrate somehow with Canada Post tracking so we do not have to manually input orders.

A: Not at this time. Integration with something like ShipStation which would receive the address from our system, print out a shipping label, and then hand the tracking number back to our systems automatically is under consideration for 2021. Using myLab, it should take very little time to input an order's tracking number.

Q: How does Photo Finale with the tracking number know that something has been delivered to send the Delivery notification email?

A: We integrate with a parcel tracking service that itself integrates with over 600 carriers worldwide to connect with their APIs and poll for package status updates every few hours.