WOOCOMMERCE PLUGIN

Koombiyo Delivery

Client User Guide

Dispatch, track and book pickups from your WordPress admin.

Document version 1.0 | October 2026

For merchants using Koombiyo Delivery with a WooCommerce store.

Need help?

Hotline: +94 11 7886786 | WhatsApp: +94 76 141 3540 | Email: system@koombiyodelivery.com

Website: www.koombiyodelivery.lk

Contents

1. Welcome to Koombiyo Delivery 4
1.1 What this plugin does 4
1.2 Quick start in six steps 5
1.3 How to read this guide 5
2. Before You Begin 6
2.1 What you need 6
2.2 Who can do what 6
2.3 Installing the plugin 6
3. Getting Started and Connecting Koombiyo 11
3.1 The Getting Started page 11
3.2 Getting your Koombiyo API Key 11
3.3 Connecting your Koombiyo account 13
3.4 Cash on delivery rules 14
3.5 Delivery updates from Koombiyo (optional) 15
3.6 Keeping your data when you uninstall 15
3.7 Optional: your own encryption key 16
4. Finding Your Way Around 17
4.1 The side menu 17
4.2 The Dashboard 17
4.3 Messages from Koombiyo 18
5. Shipping Orders 19
5.1 Which orders appear 19
5.2 Understanding the table 19
5.3 The Status column 20
5.4 Automatic text clean-up 21
5.5 Dispatching orders 21
5.6 What happens after you dispatch 22
5.7 Orders on hold and locked waybills 23
5.8 Tips for smooth dispatching 23
6. Tracking Orders and Printing Waybills 24
6.1 The toolbar 24
6.2 Finding shipments 24
6.3 Choosing your columns 25
6.4 Reading the status badges 25
6.5 Viewing shipment details and the timeline 25
6.6 Printing waybills (POD) 26

6.7 Deleting a shipment 27
7. Pickup Requests 28
7.1 Your list of requests 28
7.2 Creating a new pickup request 28
8. Status, About and Contact 30
8.1 The Status page 30
8.2 About and Contact 30
9. Delivery Essentials 31
10. Troubleshooting and FAQs 32
10.1 When something goes wrong 32
10.2 Frequently asked questions 33
11. Glossary and Getting Help 34
11.1 Glossary 34
11.2 Getting help 34

1. Welcome to Koombiyo Delivery

1.1 What this plugin does

Koombiyo Delivery is a WordPress plugin that connects your WooCommerce store to Koombiyo Delivery, Sri Lanka's island-wide courier network. You send your orders to Koombiyo with a few clicks, follow every parcel until it reaches your customer, and book pickups — all without leaving WordPress.

With the plugin you can:

- See all orders that are waiting to ship in one table, ready to dispatch.
- Give each order a Koombiyo waybill and dispatch many orders at once.
- Have each order marked **Completed** in WooCommerce automatically, with the waybill as its tracking number.
- Print waybill / Proof of Delivery (POD) documents in four formats.
- Request a courier pickup by Bike, Three Wheeler or Lorry.
- Track every shipment with its full delivery timeline, and see your orders by delivery status on a dashboard.

> **Note:** The plugin is free. There is no subscription and no hidden charge. Koombiyo earns only its normal delivery charges. You do need an account on the Koombiyo Client Portal (see Chapter 3).

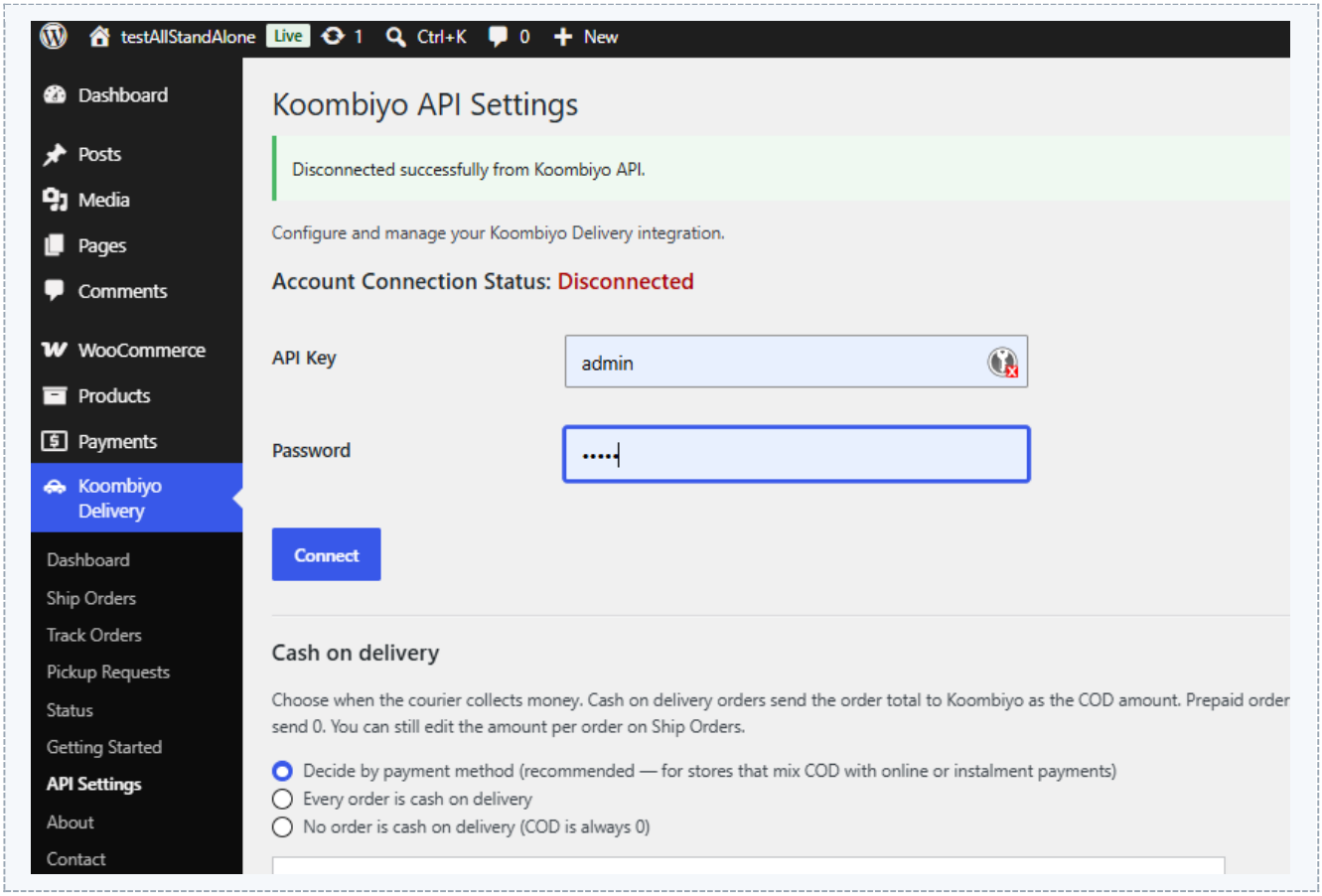


Figure 1. The Koombiyo Delivery menu inside the WordPress admin

1.2 Quick start in six steps

If you only read one page, read this one.

1. **Get your API Key.** Sign in to the Koombiyo Client Portal (client.koombiyodelivery.lk) — you need an account there first — open **Settings** and create your API Key and API password.
2. **Install the plugin** from **Plugins → Add New → Upload Plugin**, then click **Activate**. Koombiyo Delivery appears in the WordPress sidebar.
3. **Connect your Koombiyo account.** Open **Koombiyo Delivery → API Settings**, enter your API Key and password, and click **Connect**.
4. **Review your orders.** Open **Ship Orders**. Check each row and fix anything marked in red.
5. **Dispatch.** Tick the orders you want to send and click **Dispatch Selected**.
6. **Print and hand over.** Open **Track Orders**, print the waybill for each parcel, attach it, and hand the parcels to Koombiyo (or book a pickup in **Pickup Requests**).

> **Tip:** Dispatch your orders early in the day. Orders entered after 6 pm are not sent out for delivery that day (see Chapter 9).

1.3 How to read this guide

Names of buttons, menus and messages are in **bold**, exactly as they appear in the plugin. Coloured boxes mark a Note, a Tip, an Important point and a Warning — the last two cover things that can cost you time or money. Chapter 10 helps when something looks wrong.

> **Note:** This guide is for a standard WooCommerce store: **one store, one Koombiyo account**, and no marketplace plugin such as Dokan or WCFM. If your site is a multi-vendor marketplace, ask Koombiyo for the guide that matches your setup.

2. Before You Begin

2.1 What you need

- A WordPress site with **WooCommerce** installed and active.
- A WordPress user with the **Administrator** role.
- An account on the Koombiyo Client Portal (client.koombiyodelivery.lk). You need this first: it is where you create your API Key.
- Your Koombiyo **API Key** and **API password**. You create both yourself in the Client Portal — see Chapter 3.
- Orders that include the customer's name, phone number, address and city. Koombiyo cannot accept an order without them.
- A printer for your waybills (standard, A6, thermal or dot-matrix — see Chapter 6).

2.2 Who can do what

Only WordPress **Administrators** can see the Koombiyo Delivery menu and use any screen under it. Other users — Shop managers, Editors and so on — do not see it.

Area	Administrator	Other users
Dashboard, Getting Started, Status, About, Contact	Yes	No
Ship Orders and Track Orders	Yes	No
Pickup Requests	Yes	No
API Settings (connect / disconnect Koombiyo)	Yes	No

2.3 Installing the plugin

1. In WordPress admin, go to **Plugins → Add New → Upload Plugin**.
2. Click **Choose File**, select the `koombiyo-delivery.zip` file supplied by Koombiyo, and click **Install Now**.
3. When the installation finishes, click **Activate Plugin**.
4. **Koombiyo Delivery** now appears in the WordPress sidebar. You can open it any time from there.

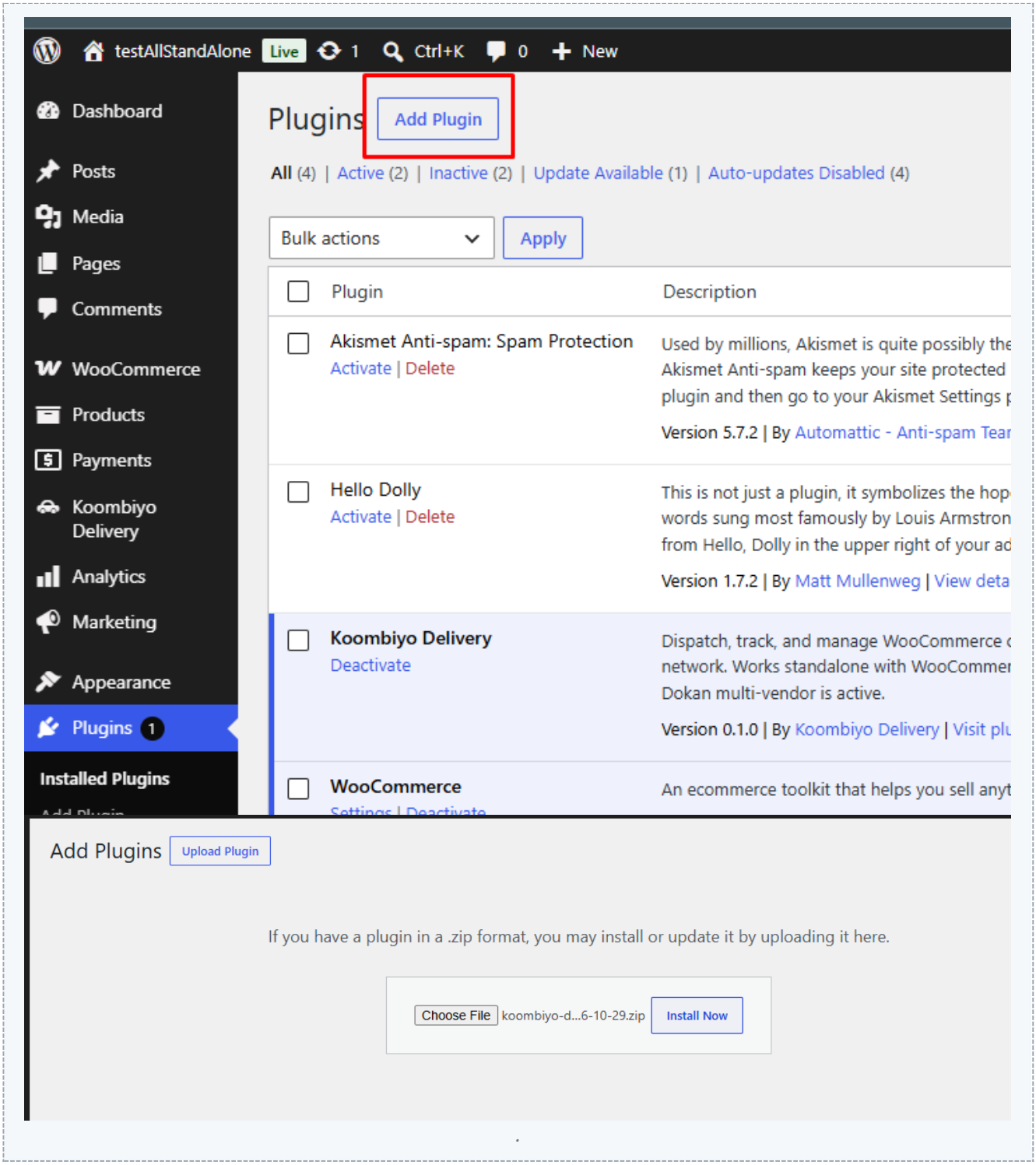


Figure 2. Uploading the plugin in Plugins → Add New

Updating the plugin

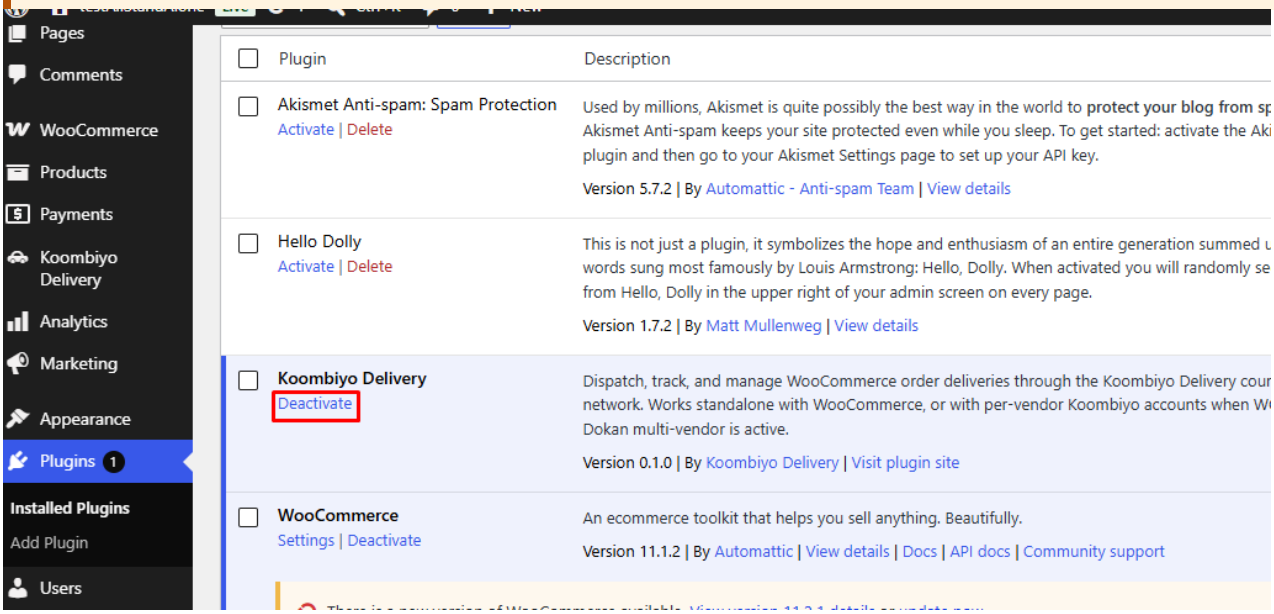
When Koombiyo publishes a newer version, WordPress shows the usual **Update now** link beside the plugin on the **Plugins** page. Click it to update — your settings and dispatch history are kept.

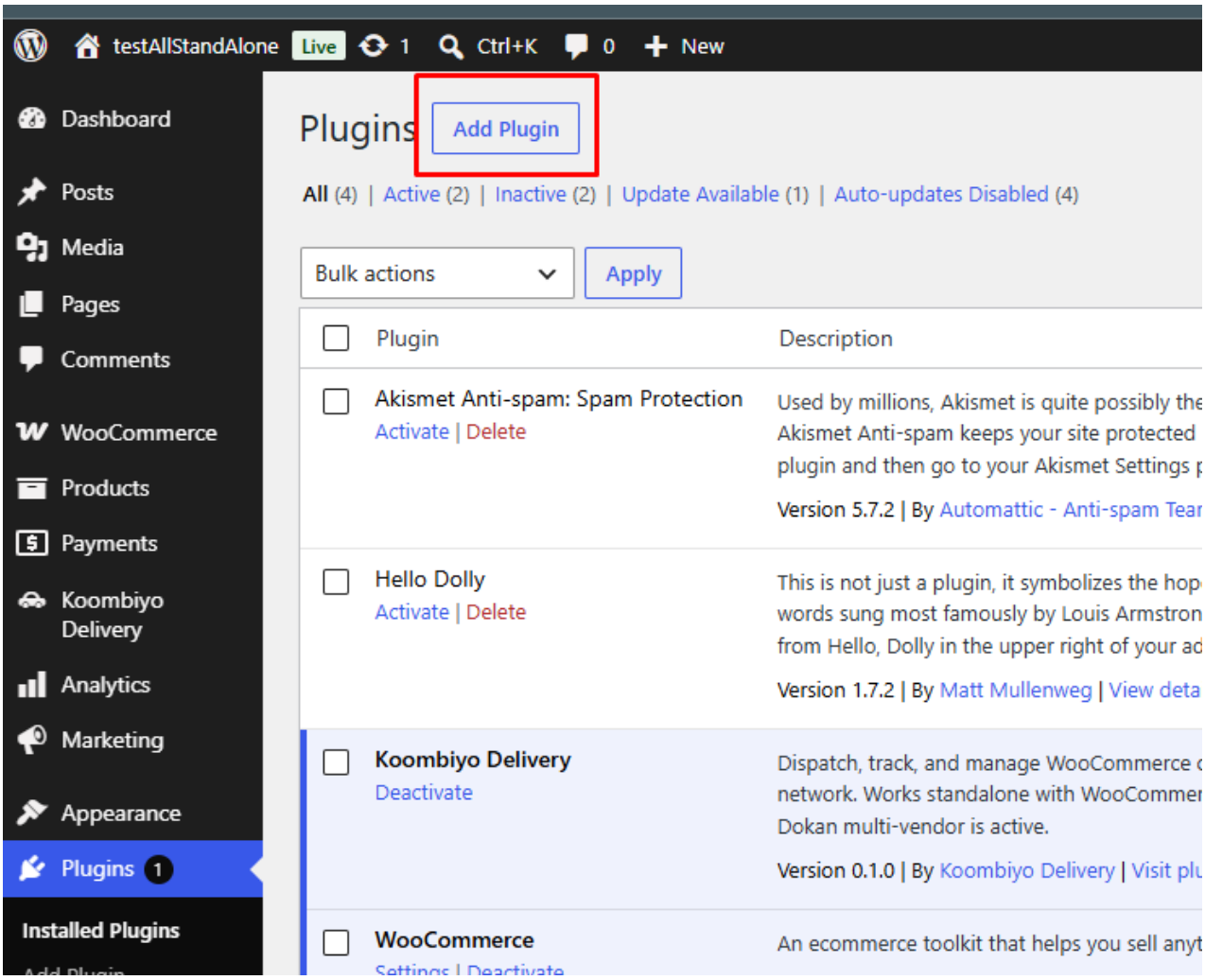
If you used the older Koombiyo plugin

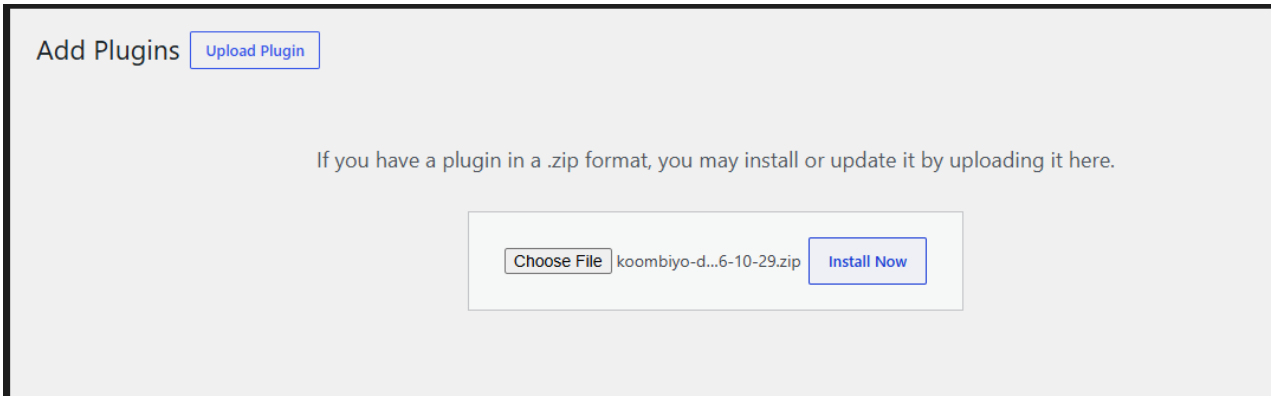
Install this plugin and activate it **before** deleting the old one. A yellow notice tells you how many orders were already shipped with the old plugin. Click **Import shipped orders** once. Those orders are marked as shipped here, so they never show up in Ship Orders again.

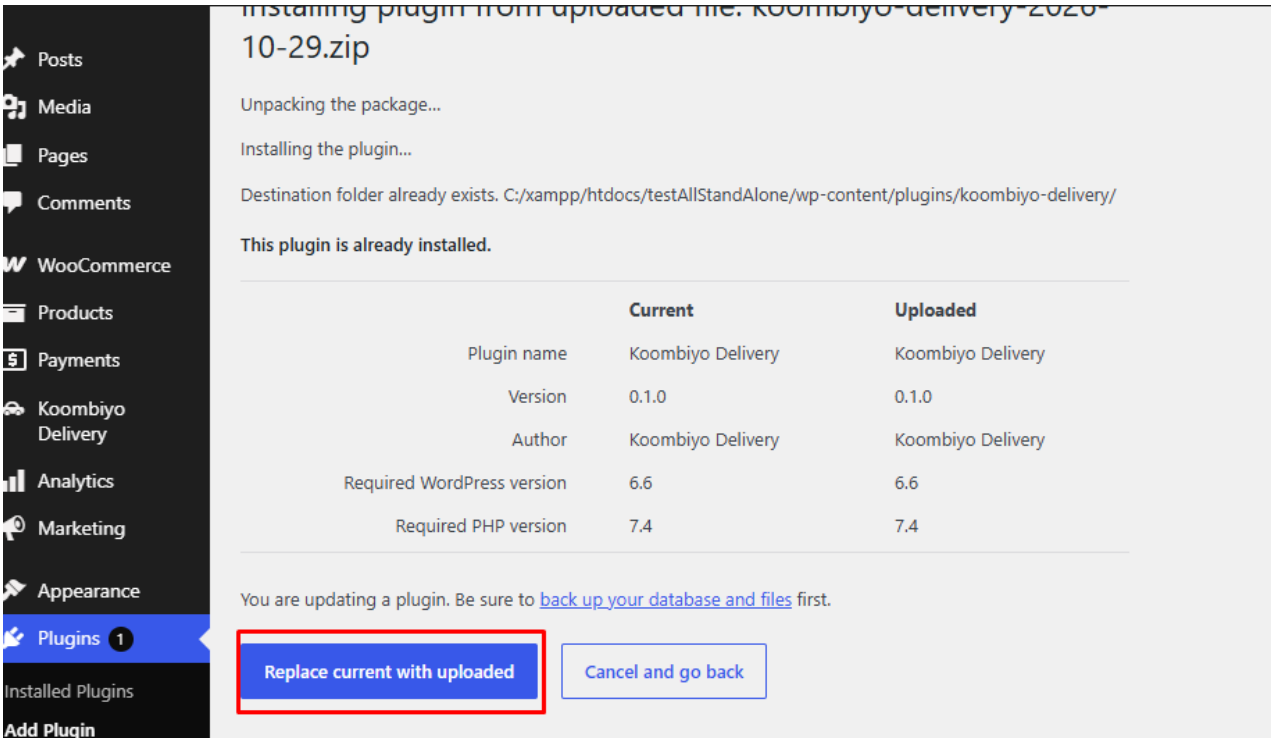
- Orders the old plugin never shipped stay in Ship Orders as normal.
- Even if you skip the button, this plugin will not re-send an order the old plugin already shipped; it tells you the order was shipped before and shows its waybill.
- After importing, you can deactivate and delete the old plugin, then enter your Koombiyo login under **API Settings**.

> **Important:** Do not delete the old plugin until you have imported its shipped orders. Deleting it may also remove the list of what it shipped.




testAllStandAlone
Live
1
Ctrl+K
0
New
Dashboard
Posts
Media
Pages
Comments
WooCommerce
Products
Payments
Koombiyo Delivery
Analytics
Marketing
Appearance
Plugins 1
Installed Plugins
Plugins
Add Plugin
All (4) | Active (2) | Inactive (2) | Update Available (1) | Auto-updates Disabled (4)
Bulk actions
Apply
Plugin
Description
Akismet Anti-spam: Spam Protection
Activate | Delete
Used by millions, Akismet is quite possibly the
Akismet Anti-spam keeps your site protected
plugin and then go to your Akismet Settings
Version 5.7.2 | By Automattic - Anti-spam Tear
Hello Dolly
Activate | Delete
This is not just a plugin, it symbolizes the hop
words sung most famously by Louis Armstron
from Hello, Dolly in the upper right of your ad
Version 1.7.2 | By Matt Mullenweg | View deta
Koombiyo Delivery
Deactivate
Dispatch, track, and manage WooCommerce
network. Works standalone with WooCommer
Dokan multi-vendor is active.
Version 0.1.0 | By Koombiyo Delivery | Visit plu
WooCommerce
An ecommerce toolkit that helps you sell anyt


Add Plugins
Upload Plugin
If you have a plugin in a .zip format, you may install or update it by uploading it here.
Choose File
koombiyo-d...6-10-29.zip
Install Now


Posts
Media
Pages
Comments
WooCommerce
Products
Payments
Koombiyo Delivery
Analytics
Marketing
Appearance
Plugins 1
Installed Plugins
Add Plugin
10-29.zip
Unpacking the package...
Installing the plugin...
Destination folder already exists. C:/xampp/htdocs/testAllStandAlone/wp-content/plugins/koombiyo-delivery/
This plugin is already installed.
Current
Uploaded
Plugin name
Koombiyo Delivery
Koombiyo Delivery
Version
0.1.0
0.1.0
Author
Koombiyo Delivery
Koombiyo Delivery
Required WordPress version
6.6
6.6
Required PHP version
7.4
7.4
You are updating a plugin. Be sure to back up your database and files first.
Replace current with uploaded
Cancel and go back

3. Getting Started and Connecting Koombiyo

3.1 The Getting Started page

Open **Getting Started** from the Koombiyo Delivery menu for a short onboarding checklist, quick links and common questions. It is a good first stop after installing.

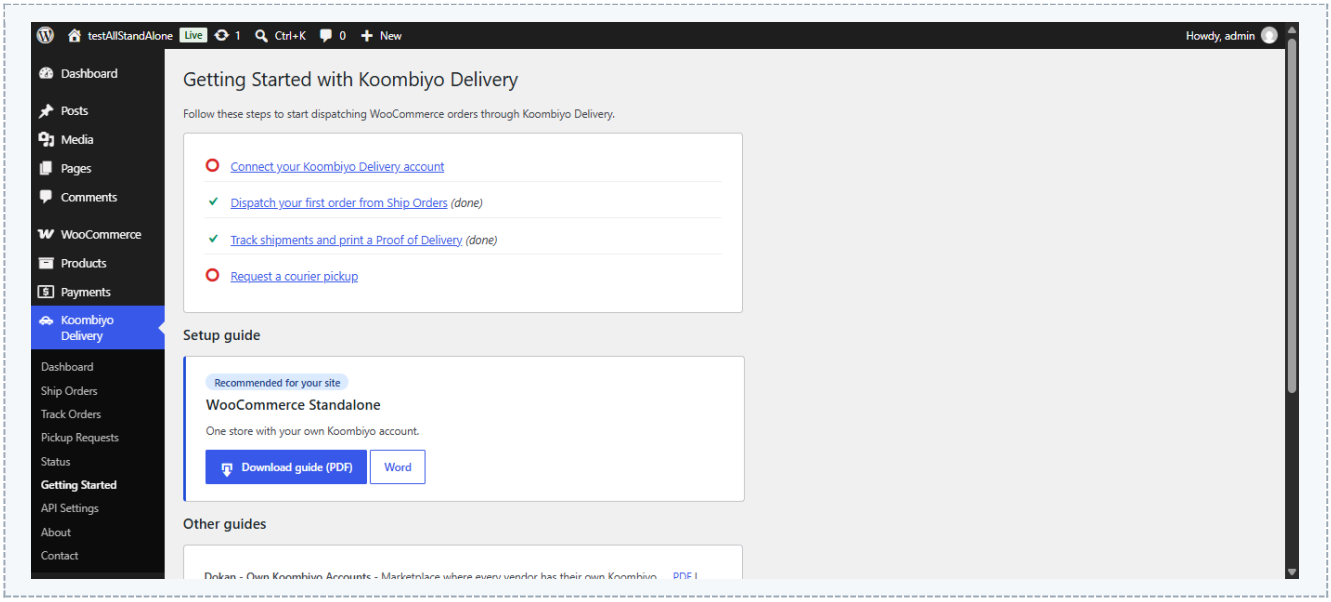


Figure 3. The Getting Started page

3.2 Getting your Koombiyo API Key

To connect the plugin you need two things from Koombiyo: an **API Key** and the **API password** that goes with it. You create both yourself in the Koombiyo Client Portal.

> **Important:** You must have an account on the Koombiyo Client Portal before you can create an API Key. Sign in at https://client.koombiyodelivery.lk/. If you do not have an account yet, ask Koombiyo to open one for you (contact details are in Chapter 11).

In short, the steps are:

1. Sign in to the Koombiyo Client Portal.
2. Open **Settings**: click your account name in the left menu and choose **Settings** (or click the Settings icon in the top bar).
3. Find the card labelled **API KEY**. It sits next to your Web hook URL, below the **API Documentation** button.
4. Click **Create**. (If a key already exists, the button says **Regenerate** instead — see below.)
5. In the **Create API Key** window, choose a password and confirm it. This is your **API password**. Keep it safe — you need it in this plugin, and again whenever you regenerate the key.
6. Click **Yes, Create**. Your API Key appears once in a highlighted banner. Click the copy icon and store the key somewhere safe.

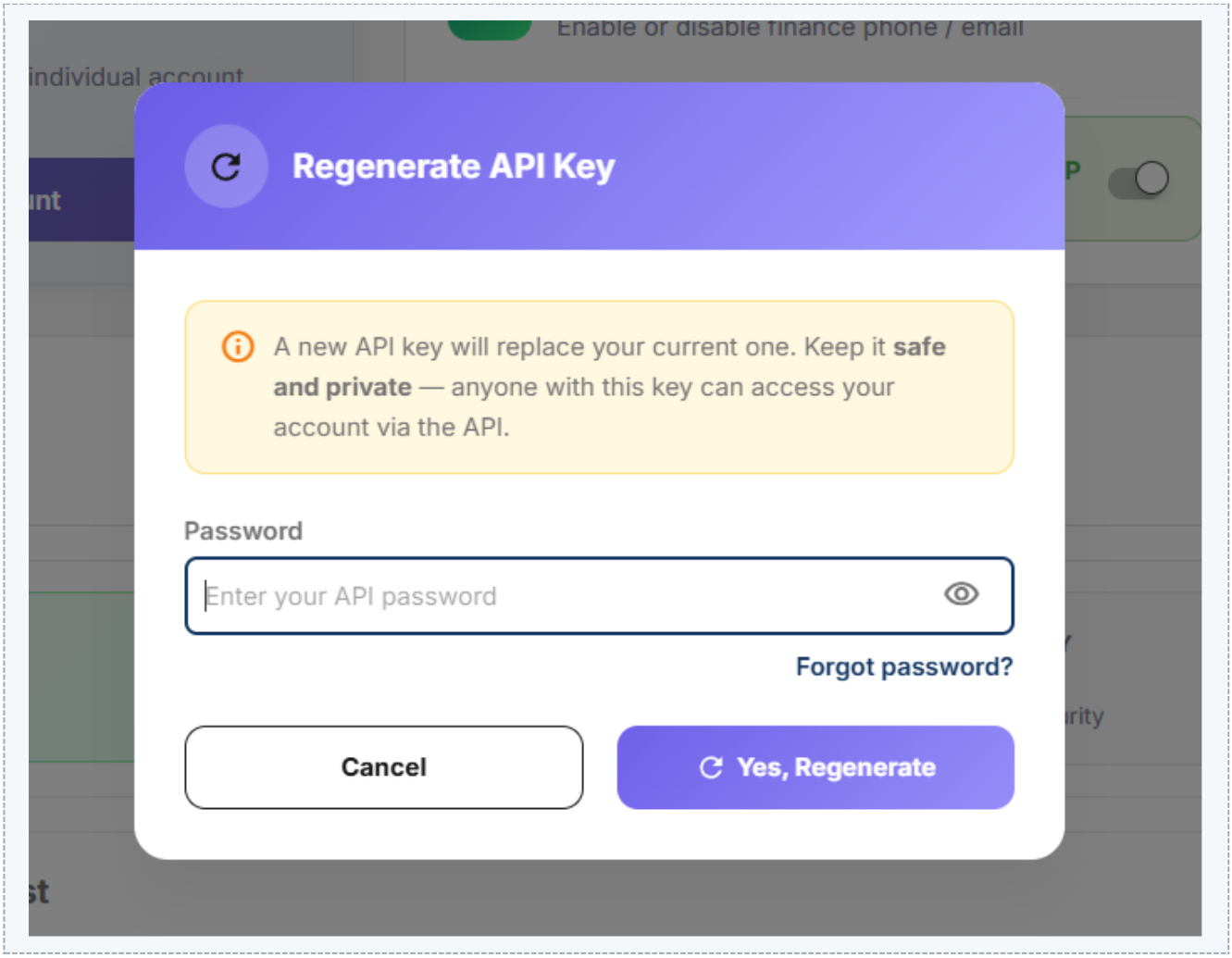


Figure 4. The API KEY card in the Koombiyo Client Portal

> **Warning:** The full key is shown only once. After you leave the screen, the card shows just "Hidden for security". If you lose the key, you must regenerate it.

Regenerating your key

Regenerate your key if you lose it, if you think someone else has seen it, or as routine security. In the Client Portal open **Settings**, click **Regenerate** on the API KEY card, enter your API password, and click **Yes, Regenerate**. Copy the new key straight away.

> **Warning:** Regenerating cancels the old key immediately. The plugin stops working until you update it: open **API Settings**, click **Disconnect**, and connect again with the new key (see 3.3).

Forgot your API password?

In the Regenerate API Key window, click **Forgot password?** (just under the password box, on the right) and follow the steps: identity verification, then a new API password. When it is done, go back to Settings and regenerate the key with your new password.

3.3 Connecting your Koombiyo account

You only do this once. The plugin then signs in to Koombiyo for you and renews the connection automatically — you do not need to reconnect each day.

1. Go to **Koombiyo Delivery → API Settings**.
2. Paste your Koombiyo API Key into the **API Key** box.
3. Type your API password — the password you chose when you created the key — into the **Password** box.
4. Click **Connect**.
5. You see **Connected successfully**, and your key is shown masked (for example ******1234) with a **Disconnect** button.

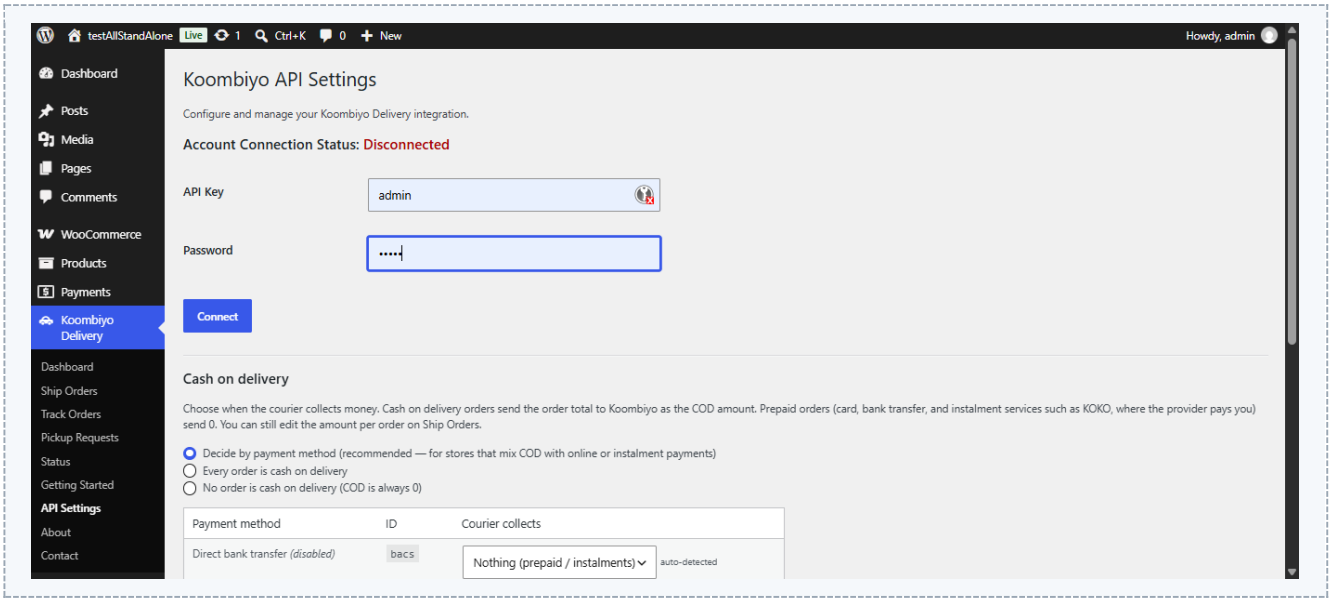


Figure 5. API Settings before connecting

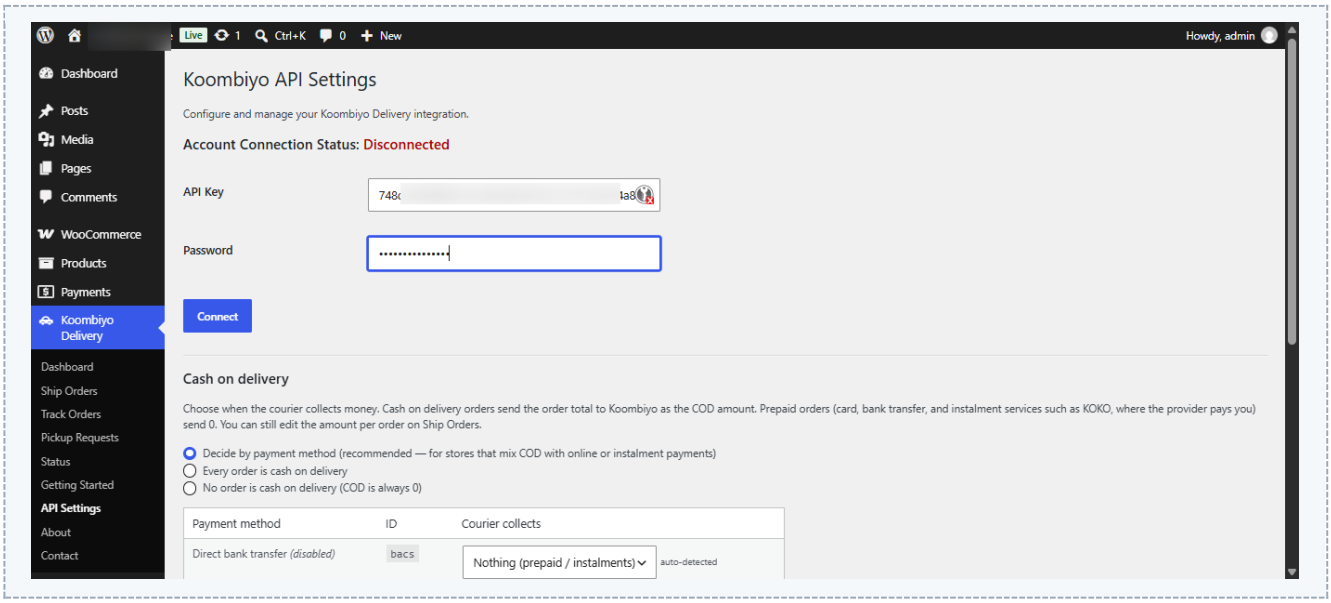


Figure 6. API Settings after connecting

Important: Your API Key and API password are private. The plugin encrypts them (AES-256) before saving them to your database and never shows the full key again.

If something goes wrong

What you see	What to do
A red message explaining that the credentials are not valid	Re-type the key and password carefully (no extra spaces from copy-pasting). Make sure the password is the API password you set when you created the key. If it still fails, regenerate the key in the Client Portal and connect again, or ask Koombiyo for help. Nothing is saved when a connection fails.
A notice on the shipping screens about a marketplace account	You connected a Koombiyo **MultiVendor** key. A standalone store needs a standard merchant account — ask Koombiyo for one.

Changing or removing the connection

To use a different Koombiyo account, click **Disconnect**, then connect again with the new details. Disconnecting clears the saved key, password and tokens from the plugin. Your orders and dispatch history are **not** deleted.

Warning: While disconnected, Ship Orders, Track Orders and the Dashboard cannot reach Koombiyo. Reconnect before dispatching.

3.4 Cash on delivery rules

Under **API Settings → Cash on delivery** you decide when the courier collects money from your customer. This matters because stores often mix cash on delivery with online or instalment payments (card, bank transfer, KOKO and so on).

Mode	What it does
Decide by payment method (recommended)	Every WooCommerce payment method is listed automatically and marked **COD** or **Prepaid**. COD orders send the order total; Prepaid orders send 0. You can change any method's setting and click **Save cash on delivery rules**.
Every order is cash on delivery	Every order sends its total as the COD amount.
No order is cash on delivery	COD is always 0.

Note: Payment methods whose name says "cash" or "pay on delivery" are detected as COD. Everything else is treated as Prepaid, the safe default. The per-method choices apply only in "Decide by payment method" mode.

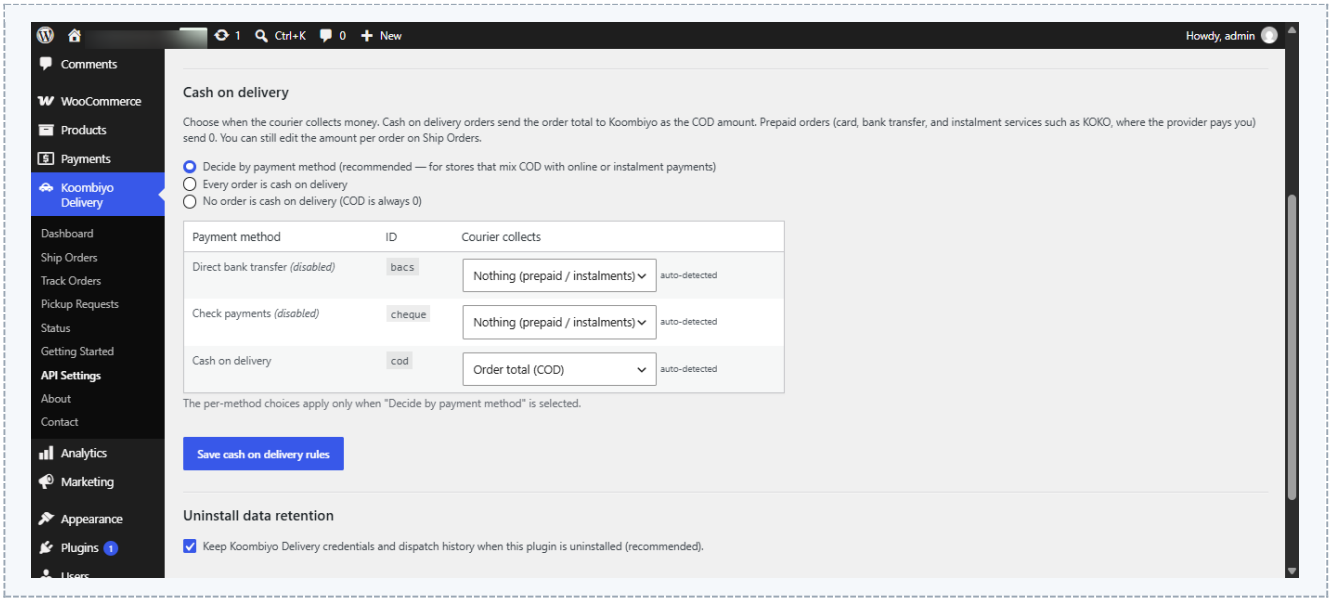


Figure 7. The Cash on delivery section of API Settings

3.5 Delivery updates from Koombiyo (optional)

When this is switched on, the plugin records each parcel that Koombiyo reports as **Delivered** on its WooCommerce order: a delivered date, an order note, and **Completed** status if the order is not completed yet. It applies only to parcels delivered after you turn it on.

1. Under **API Settings → Delivery updates from Koombiyo**, tick **Record delivered parcels on the order** and click **Save delivery updates setting**.
2. Click **Copy URL** next to the webhook address shown.
3. In the Koombiyo Client Portal, open **Profile → Settings → Client API** and paste the address as your webhook URL.

> **Warning:** Koombiyo keeps only one webhook URL per account, so saving this one replaces any webhook you already use for something else.

> **Note:** Koombiyo does not resend an update that did not arrive (for example while your site is in maintenance mode), so such an order is not updated. The page shows the last update received and what the plugin did with it.

3.6 Keeping your data when you uninstall

At the bottom of API Settings, **Keep Koombiyo Delivery credentials and dispatch history when this plugin is uninstalled** controls what happens if the plugin is later *deleted* (not just deactivated).

- **Ticked (default, recommended):** credentials and dispatch history are kept, so reinstalling restores everything.
- **Unticked:** deleting the plugin permanently removes them.

Click **Save retention setting** after changing it.

3.7 Optional: your own encryption key

By default the plugin creates its own encryption key automatically — Connect just works. Site administrators who want extra separation can store the key in `wp-config.php` instead of the database, so a leaked database backup alone cannot reveal your credentials. This needs file access to your web server and is not required.

1. Generate a random key of at least 32 characters (for example `openssl rand -base64 32`).
2. Open `wp-config.php` in your WordPress root folder.
3. Above the line `/* That's all, stop editing! */`, add: `define( 'KOOMBIYO_DELIVERY_ENCRYPTION_KEY', 'your-random-key' );`
4. Save the file.

> **Warning:** Adding, changing or removing this key after you have connected means the stored credentials can no longer be read. Simply reconnect once under API Settings afterwards.

4. Finding Your Way Around

4.1 The side menu

Everything is reached from **Koombiyo Delivery** in the WordPress admin sidebar:

Menu item	What you use it for
Dashboard	Your order totals and delivery statuses at a glance.
Ship Orders	Review orders and dispatch them to Koombiyo.
Track Orders	Follow shipments, view details and timelines, print waybills, delete a shipment.
Pickup Requests	Ask Koombiyo to collect parcels, and see past requests.
Status	Check that the connection to Koombiyo is healthy.
Getting Started	Setup checklist and quick answers.
API Settings	Connect or disconnect your Koombiyo account; cash on delivery rules; delivery updates.
About / Contact	About Koombiyo Delivery; phone, WhatsApp, email and address.

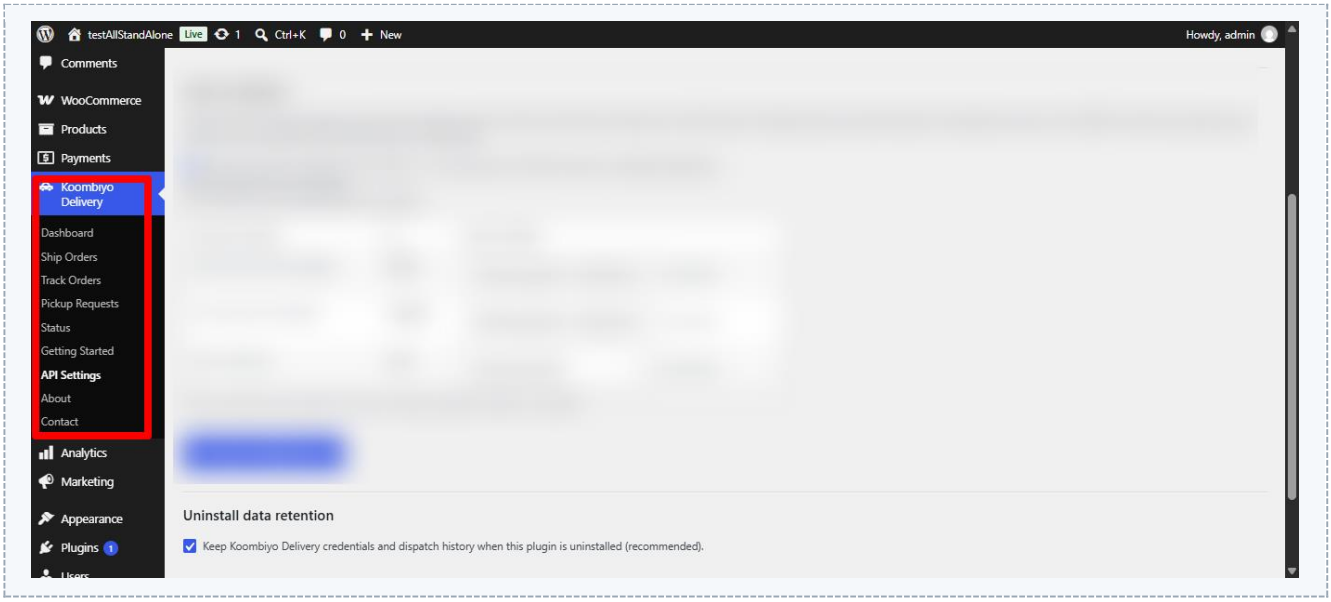


Figure 8. The Koombiyo Delivery side menu

4.2 The Dashboard

Dashboard shows live figures from Koombiyo, so the numbers are always current.

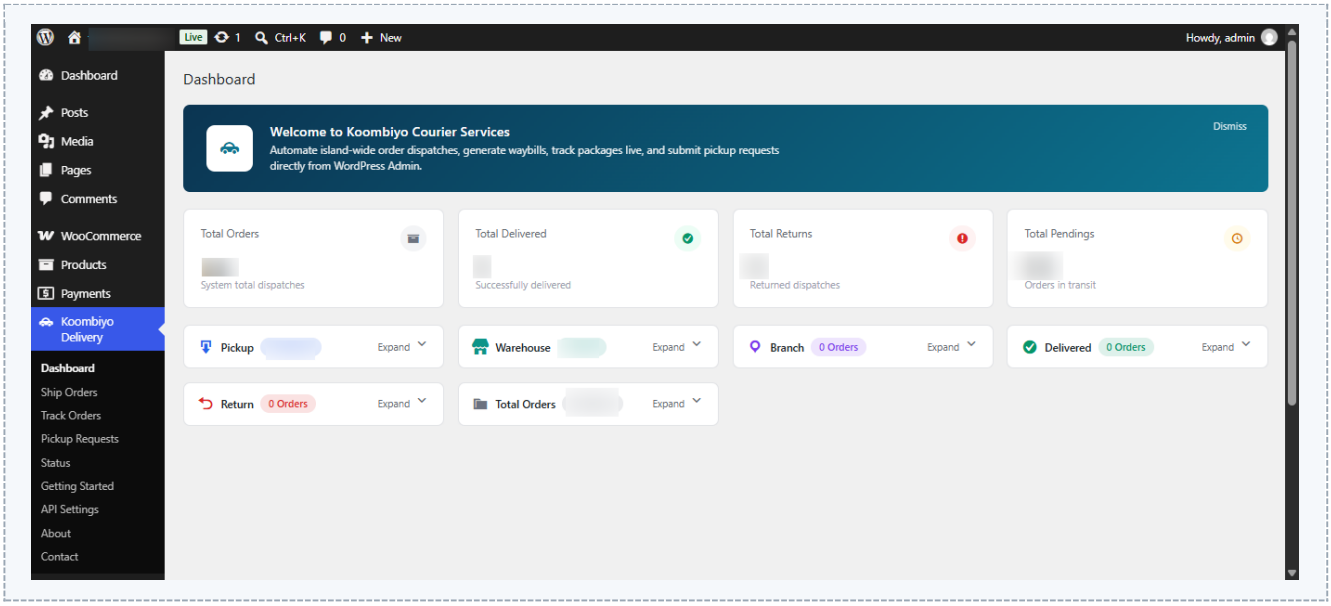


Figure 9. The Dashboard

What is on the Dashboard

- **Welcome banner** — a short introduction. Click **Dismiss** to hide it.
- **Four summary tiles** — **Total Orders**, **Total Delivered**, **Total Returns** and **Total Pendings** (orders still in transit: everything that is not yet delivered or returned).
- **Status cards** — your orders grouped by stage, such as Pickup, Warehouse, Branch, Delivered and Return. Click a card to expand it and see each individual status with its count.

> **Note:** Until you connect your account and dispatch something, the Dashboard shows a prompt instead of live data.

4.3 Messages from Koombiyo

If Koombiyo posts a notice or an alert for your account, it appears as a banner at the top of the Koombiyo Delivery pages. A **notice** has a close button and stays hidden for you until Koombiyo posts a newer one. An **alert**, such as a blocked account, cannot be closed until Koombiyo clears it.

5. Shipping Orders

Ship Orders is where most of your day happens. It lists the orders that are waiting to ship, lets you check and correct their details, and sends them to Koombiyo.

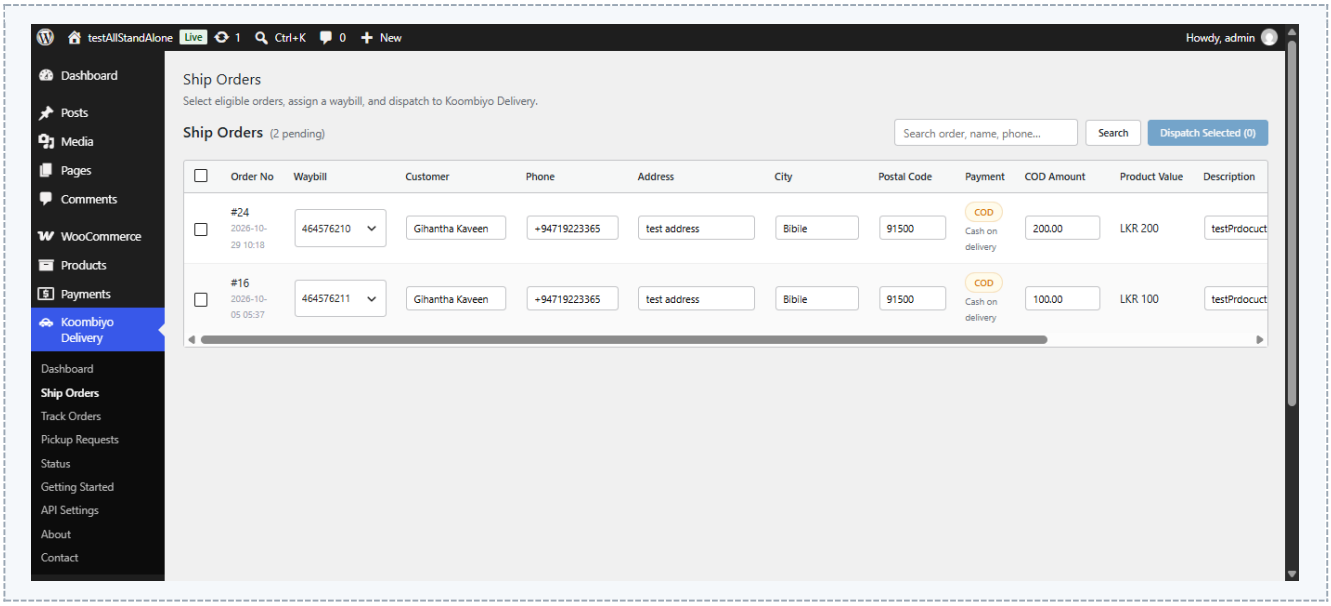


Figure 10. The Ship Orders page

5.1 Which orders appear

An order is listed when all of the following are true:

- Its status is **Processing** or **On hold**.
- It was placed in the last 60 days.
- It has not already been dispatched to Koombiyo.

> **Note:** Orders older than 60 days do not appear. Orders already shipped with the older Koombiyo plugin are hidden too.

5.2 Understanding the table

Every row is one order. You can scroll the table sideways to see every column.

Column	What it shows	Editable?
Waybill	The Koombiyo waybill number for this order. It is assigned automatically from your active waybills; use the drop-down to pick a different one.	Yes
Customer	The customer's name.	Yes
Phone	The customer's phone number.	Yes
Address	The delivery address.	Yes
City	The delivery city.	Yes

Column	What it shows	Editable?
Postal Code	The postal code.	Yes
Payment	**COD** or **Prepaid**, with the payment method's name. A warning appears if you edit the COD amount so that it contradicts the payment method.	No
COD Amount	The cash the courier must collect from your customer, in LKR. Pre-filled from the payment method (see 3.4).	Yes
Product Value	The order total, in LKR.	No
Description	The names of the items in the order.	Yes
Special Note	The customer note on the order. Maximum 200 characters.	Yes
Status	Ready, or the reason the order cannot be sent yet (next section).	No

Important: Always check **COD Amount** before you dispatch. Whatever is in this box is what the courier will collect from your customer.

Note: Edits you make in this table change only what is sent to Koombiyo. The WooCommerce order itself is never edited.

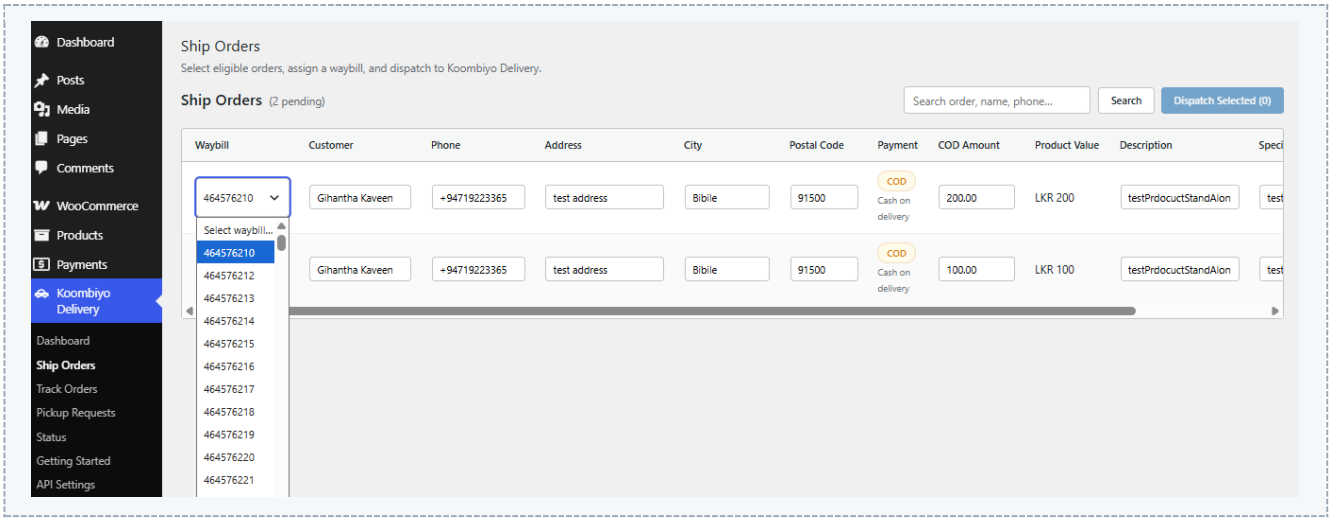


Figure 11. A single row, close up

5.3 The Status column

Status	What it means and what to do
Ready (green)	Everything is in order. The row can be dispatched.
Missing customer name, phone, address or city (red)	Koombiyo needs this detail. Type it straight into the row — the badge turns to Ready as soon as it is fixed.

Status	What it means and what to do
Enter in English (red)	Koombiyo cannot accept Sinhala or Tamil text. Retype the address, city, name, description or note in English letters. The row cannot be selected until you do.
Verify before re-sending (red)	The order is on hold after an unconfirmed dispatch. See 5.7.
A message from Koombiyo (red)	Koombiyo rejected this order and says why. Correct it and dispatch again.

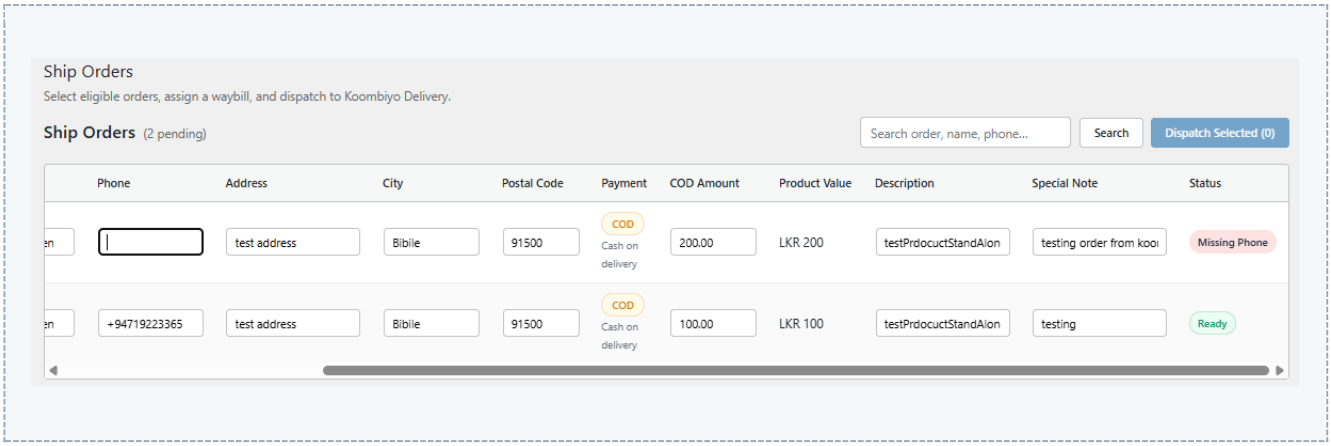


Figure 12. Rows that need attention

5.4 Automatic text clean-up

Koombiyo can print only plain English text on its labels, so the plugin tidies your order text before showing it:

- Emoji and special symbols are removed.
- Curly quotes and long dashes become plain characters.
- A Special Note longer than 200 characters is shortened at a word boundary.
- Common Sinhala and Tamil city names are converted to English automatically. Any other Sinhala or Tamil text must be retyped by you.

When any of this happens, a blue banner above the table says how many orders were adjusted. A yellow banner counts the orders that still need English text.

> **Tip:** The text you see in the table is exactly what Koombiyo receives and prints on the waybill. If a name or address looks wrong, just edit it in the table.

5.5 Dispatching orders

1. **Check each row.** Fix anything marked in red. Confirm the phone number, address and COD amount.
2. **Check the waybill.** Each order needs its own waybill number. They are assigned automatically; use the drop-down to change one. Giving two orders the same waybill in one batch is refused.
3. **Select the orders.** Tick the box beside each order, or tick the box in the table heading to select them all.

4. Click **Dispatch Selected**. Several orders go in one action.
5. Wait for the result message. Successful orders leave the list.

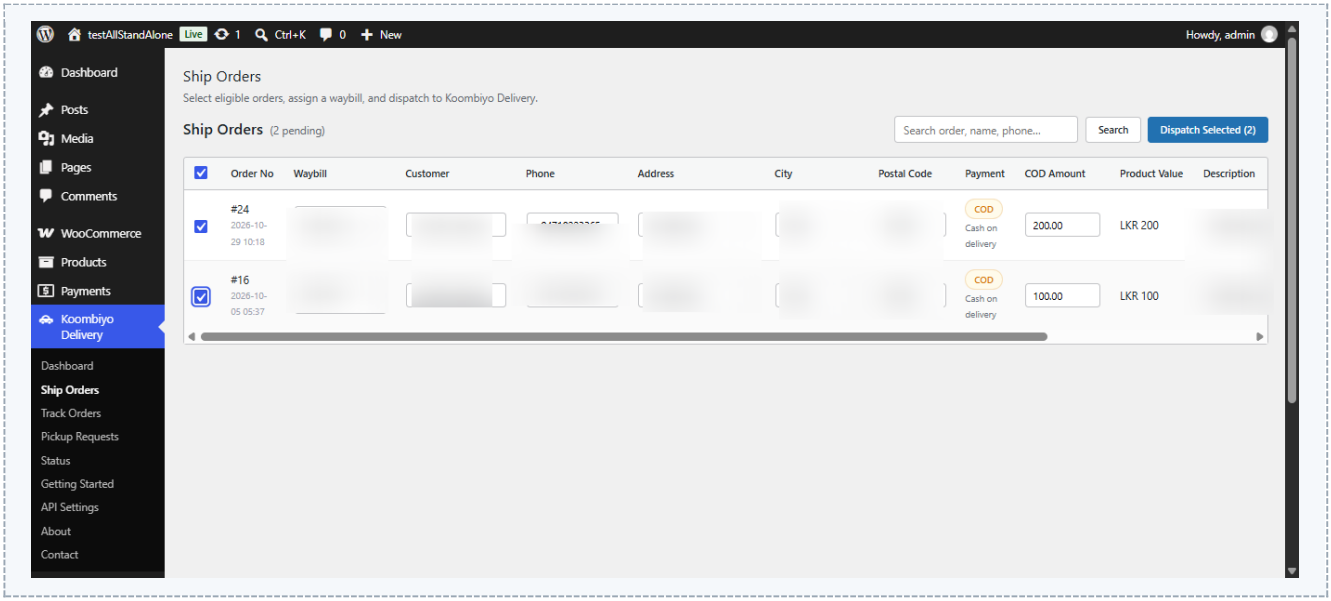


Figure 13. Orders selected and ready to dispatch

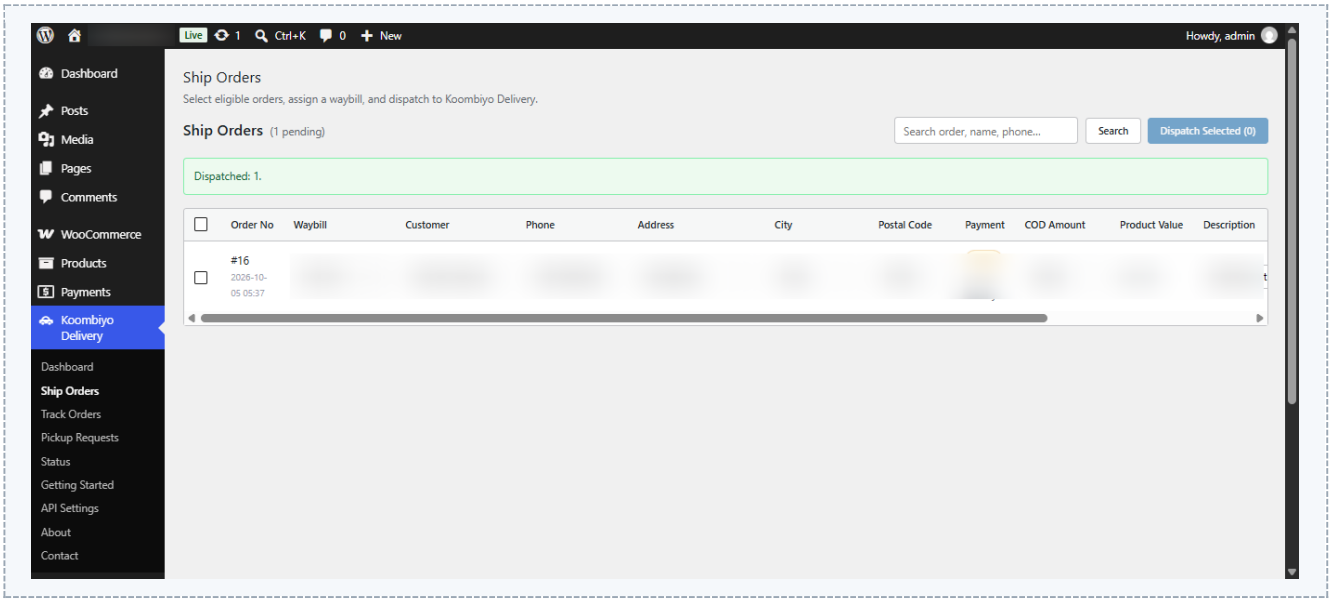


Figure 14. A successful dispatch

> **Important:** Wait for the button's spinner to finish. Do not click Dispatch again, close the page or press refresh while it is working.

If one order fails, the reason is shown next to it and it stays in the list so you can fix it and try again.

5.6 What happens after you dispatch

1. The shipment is created at Koombiyo under the waybill number.
2. In WooCommerce the order is marked **Completed**, with the waybill as its tracking number.
3. The order leaves Ship Orders and appears in Track Orders.

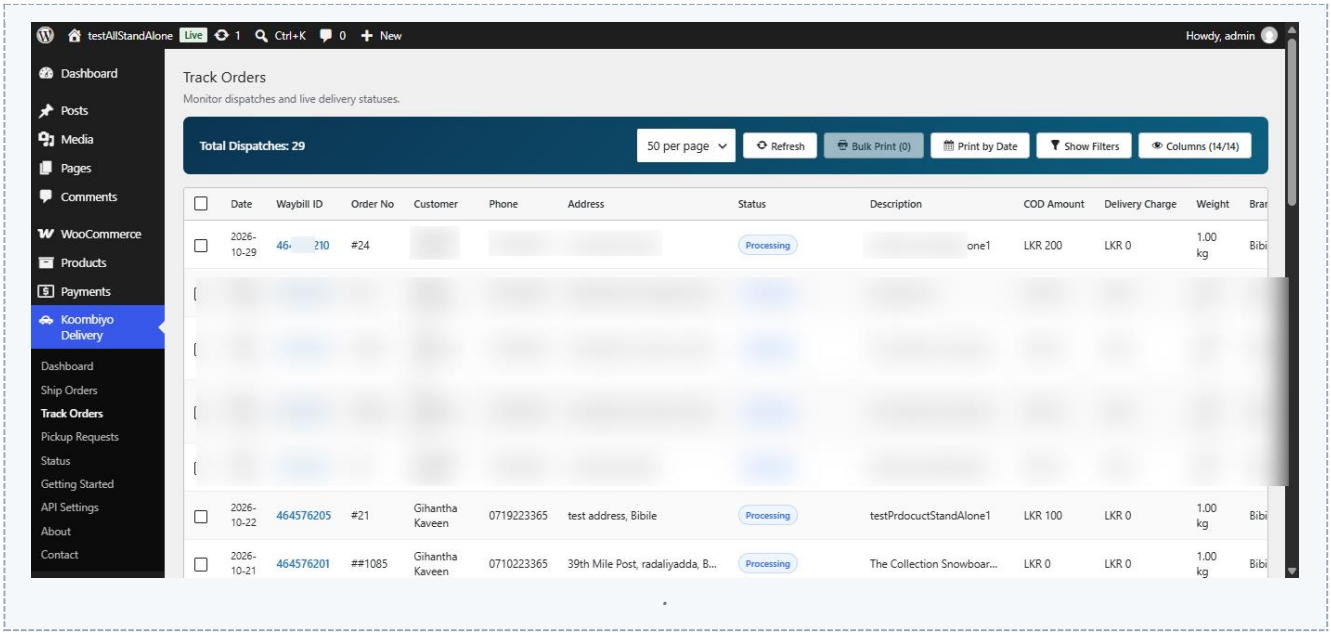


Figure 15. A dispatched order in WooCommerce

5.7 Orders on hold and locked waybills

Sometimes an order is sent to Koombiyo but the reply never comes back (for example, because of a network interruption). The plugin cannot tell whether Koombiyo received it. To avoid creating two shipments for one order, it **holds** the order, locks its waybill, and shows **Verify before re-sending**.

1. Click **Re-check held orders**. The plugin asks Koombiyo whether a shipment exists for each held waybill.
2. Read the result: if the shipment **exists**, the order is marked dispatched. If it **does not exist**, the order is released and you can dispatch it again on the **same** waybill. If Koombiyo **cannot be reached**, the order stays held — try again in a few minutes.

> **Warning:** Never re-enter a held order by hand or on a different waybill. Use **Re-check held orders** first. This is what prevents duplicate shipments.

5.8 Tips for smooth dispatching

- Dispatch every working day, before the 6 pm cut-off.
- Check phone numbers carefully — Koombiyo needs a working number to reach your customer.
- Make sure addresses include the house or building number, street and city.
- Print the waybills (Chapter 6) the same day you dispatch, so parcels are ready when the rider arrives.

6. Tracking Orders and Printing Waybills

Track Orders shows every dispatched shipment with its latest delivery status. Use it to answer “where is my parcel?”, to print waybills, and to delete a shipment you sent by mistake. The page refreshes itself every 30 seconds and when you return to the browser tab; there is also a **Refresh** button.

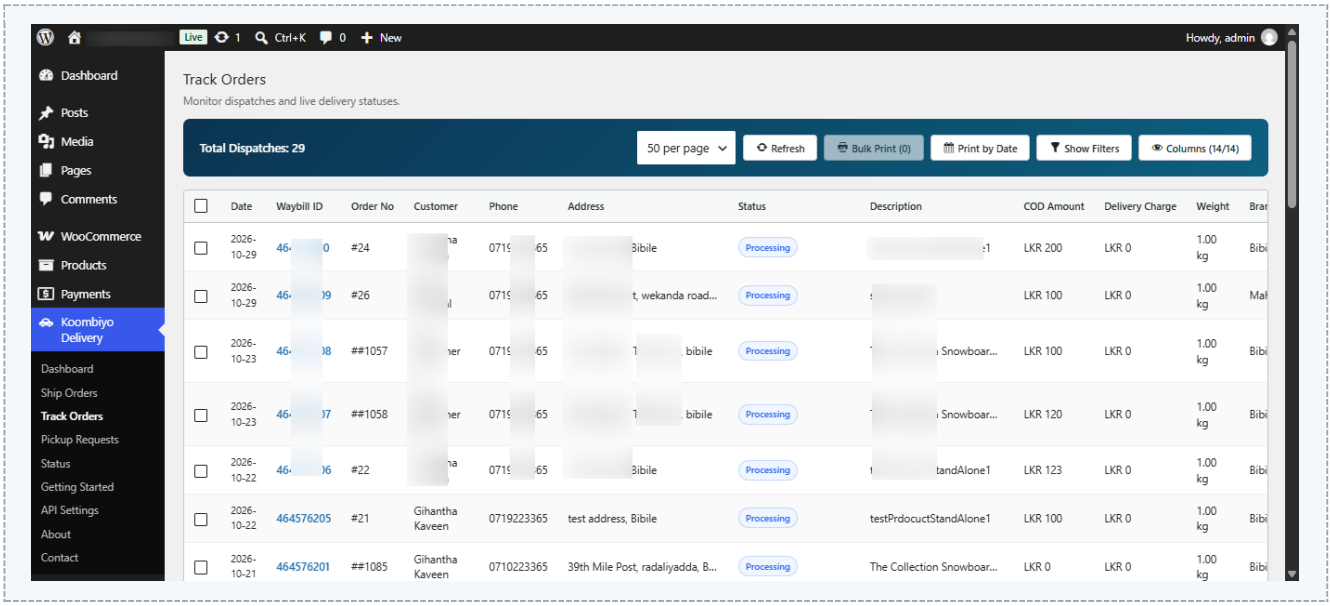


Figure 16. The Track Orders page

6.1 The toolbar

Control	What it does
Total Dispatches	How many shipments match your current filters.
10 / 25 / 50 / 100 per page	How many shipments to show at a time.
Bulk Print (n)	Prints the waybills of all the orders you have ticked. Disabled until you tick at least one.
Print by Date	Prints the waybills for all orders of one chosen date.
Show Filters / Hide Filters	Opens or closes the filter panel.
Columns	Choose which columns to show.
Refresh	Reloads the latest statuses now.

6.2 Finding shipments

Click **Show Filters**, combine any of the following, then click **Apply**. **Reset** clears everything.

Filter	Use it to find…
Search (Name / Phone)	A customer by name or phone number.
Waybill ID	A single shipment by its waybill number.

Filter	Use it to find…
Order Status	All shipments in a particular delivery status.
From Date / To Date	Shipments within a date range.

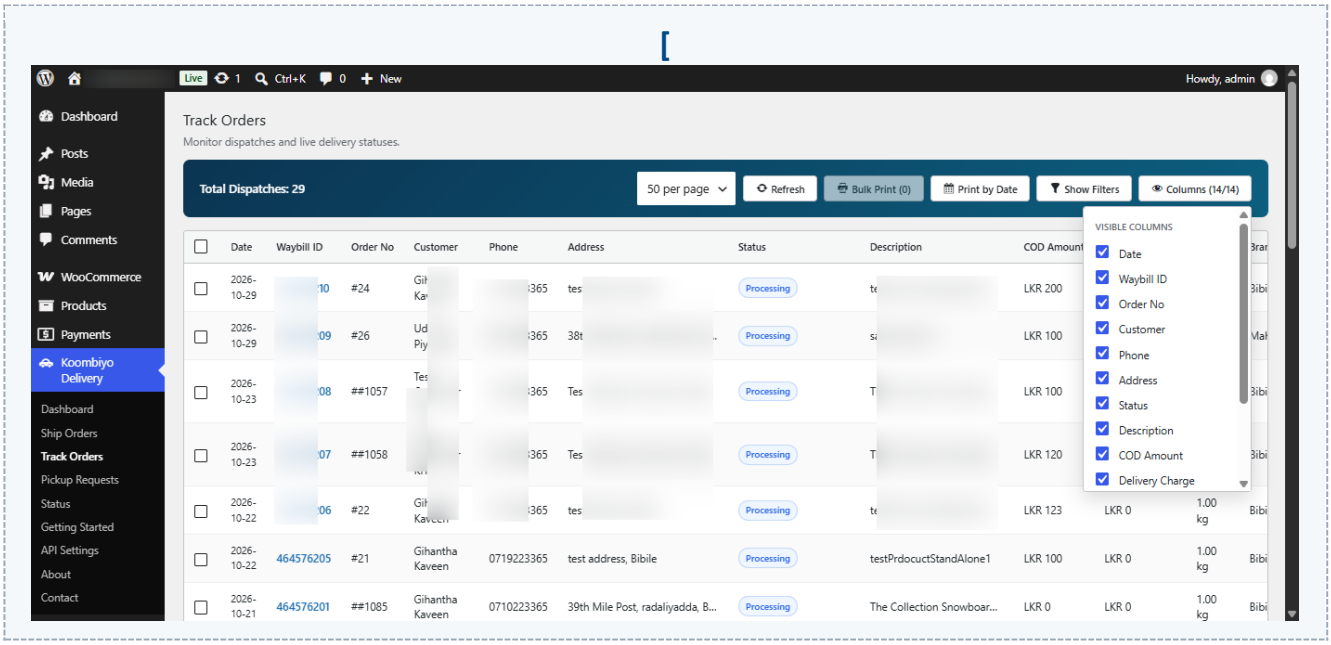


Figure 17. The filter panel

6.3 Choosing your columns

Click **Columns** and tick the ones you want; untick the rest to make the table easier to read on a small screen.

6.4 Reading the status badges

Colour	Meaning
Green	Delivered.
Blue	On its way — dispatched, in transit, or at a warehouse.
Red	A problem — failed delivery, cancelled, or returned.
Orange	Any other status.

6.5 Viewing shipment details and the timeline

In the **Actions** column, click the eye icon (**View Details**) on any row. A window opens showing the order information, customer information, the destination branch, and the **timeline** — every status update, newest first, with date, time, remark and branch.

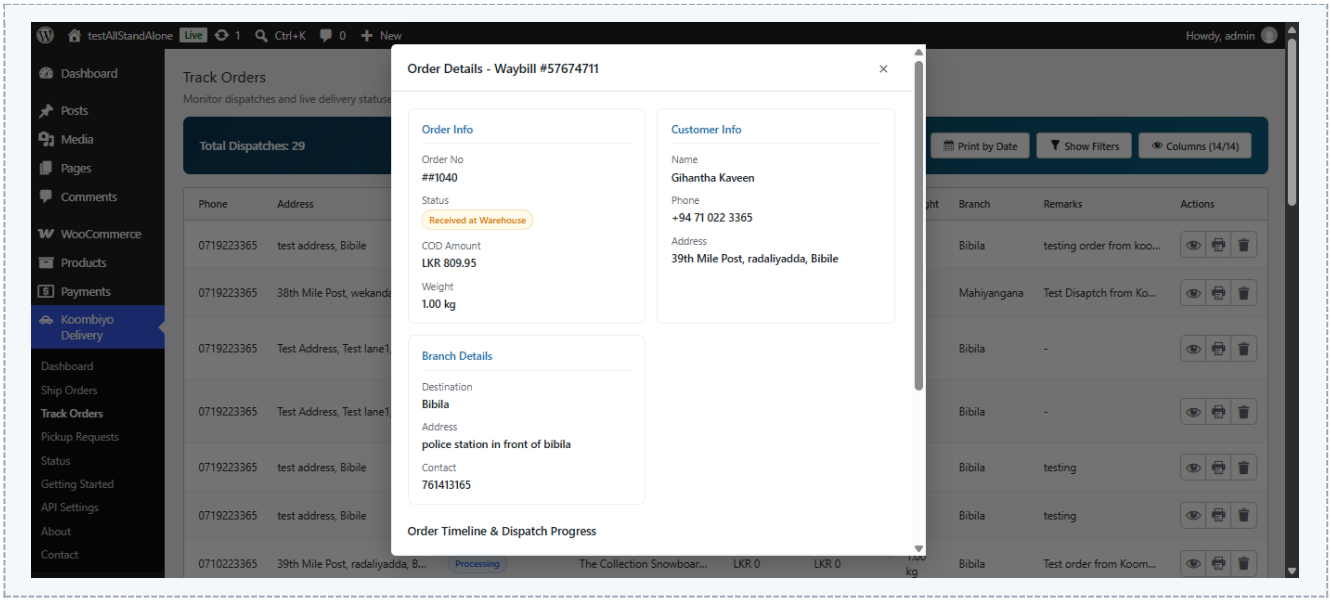


Figure 18. Order Details window with the timeline

> **Tip:** Need to tell a customer where their parcel is? Open the timeline and read them the newest entry — it shows the latest branch and remark.

6.6 Printing waybills (POD)

The printed document is what you attach to the parcel, and what the rider scans. There are three ways to print:

- **One shipment** — click the printer icon in its Actions column.
- **Several shipments** — tick them, then click **Bulk Print (n)**. They are combined into one PDF.
- **A whole day** — click **Print by Date**, choose the date and format, and continue. This prints every order that is ready for pickup on that date.

In each case choose a **Print Format**, then click **Print** to open the PDF ready to print, or **Download** to save it.

Print format	Typically used for
POD Format	Standard paper (the default).
Thermal Format	Thermal label printers.
A6 Format	A6-size labels.
DOT Format	Dot-matrix printers.

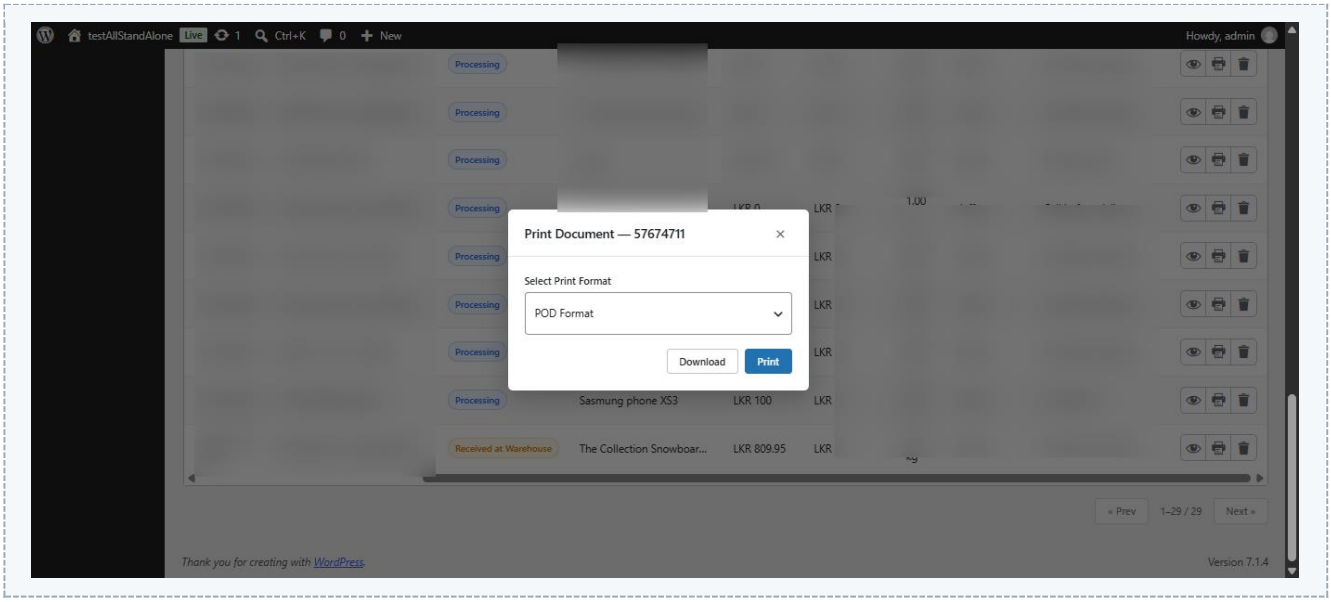


Figure 19. The print window

> **Note:** If the Print button does nothing, your browser may be blocking pop-ups. Allow pop-ups for your site, or use Download instead.

6.7 Deleting a shipment

Use the trash icon only for a shipment you sent by mistake.

1. Click the trash icon on the shipment's row.
2. Confirm the pop-up question.
3. The shipment is cancelled at Koombiyo and the order returns to **Processing**, ready to dispatch again if needed.

> **Warning:** Deleting cannot be undone from WordPress. If Koombiyo refuses to delete a shipment you will see its reason and nothing changes.

7. Pickup Requests

Use **Pickup Requests** when you want a Koombiyo rider to collect parcels from you. The page lists your past requests and lets you create a new one.

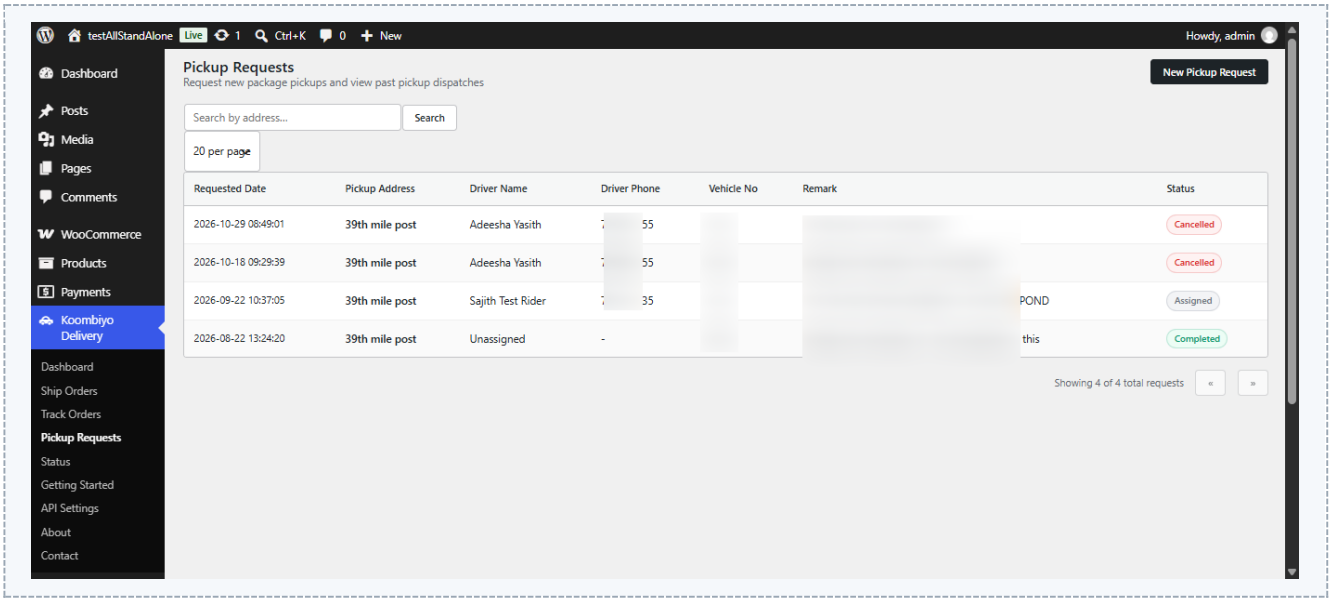


Figure 20. The Pickup Requests page

7.1 Your list of requests

Each request shows when it was made, its status, and — once Koombiyo assigns a rider — the driver and vehicle details. Statuses are shown as coloured badges.

7.2 Creating a new pickup request

1. Click **New Pickup Request**.
2. Choose the vehicle by clicking its card: **Bike** (small parcels), **Three Wheeler** (medium loads) or **Lorry** (heavy cargo).
3. Enter the **Quantity** — the number of parcels to collect — and, if needed, **Special Remarks** such as “Fragile items inside”.
4. Click **Submit**. The new request appears at the top of your list.

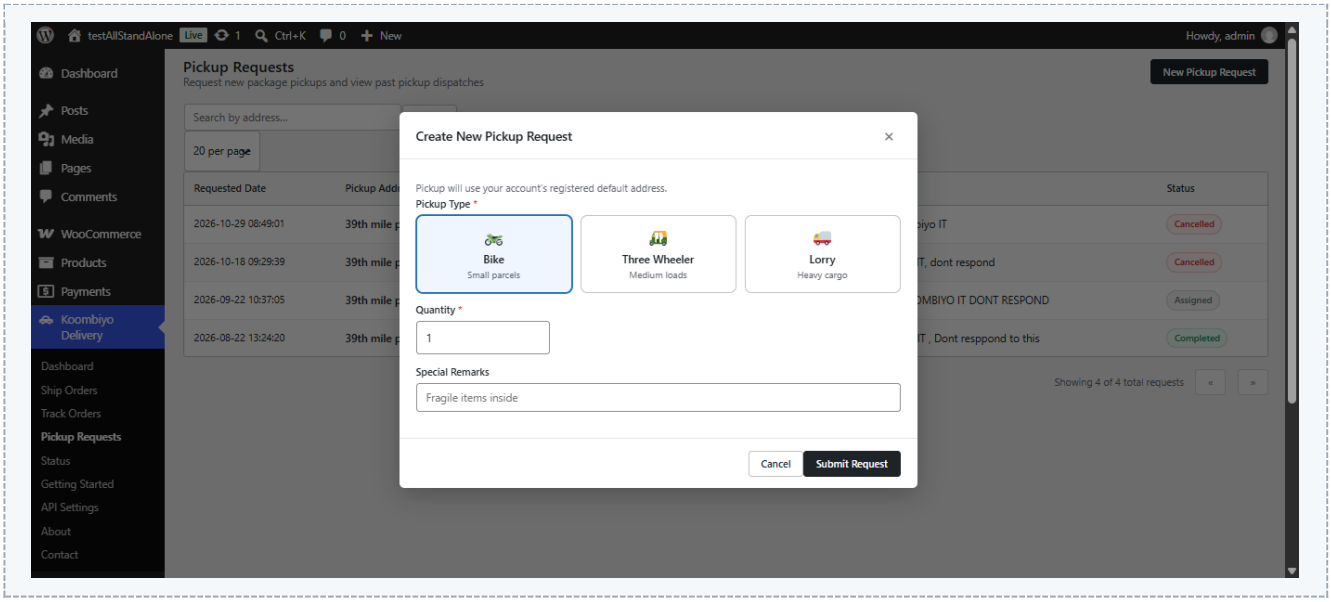


Figure 21. New Pickup Request form

> **Note:** The pickup uses your Koombiyo account's **registered default address**, so there is no address or map to fill in.

8. Status, About and Contact

8.1 The Status page

Open **Status** when something does not seem to be working. It shows the health of your connection to Koombiyo.

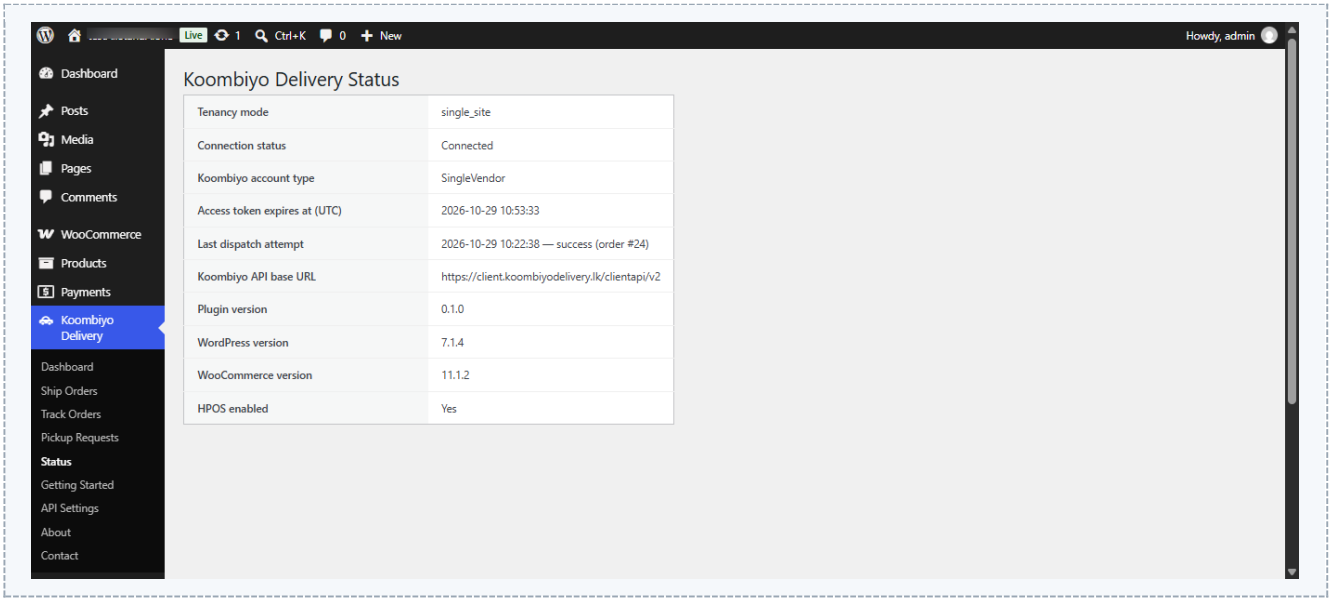


Figure 22. The Status page

Item	What it tells you
Connection status	**Connected** or **Not connected**.
Koombiyo account type	Your account type. A standalone store needs **SingleVendor**.
Last status webhook received	The last delivery update Koombiyo sent to your site, if any.
Access token expires at	How long the current sign-in lasts. The plugin renews it automatically.
Last dispatch attempt	The waybill, time and result of your latest dispatch.
Plugin / WordPress / WooCommerce version	Technical details. You can ignore these unless support asks for them.
Status updates that need attention	Any update from Koombiyo the plugin could not match to an order. “Nothing to review” is normal.

8.2 About and Contact

About introduces Koombiyo Delivery. **Contact** gives our address, email, hotline and a WhatsApp button. The same details are in Chapter 11.

9. Delivery Essentials

A few rules from Koombiyo's delivery terms affect how you use the plugin day to day. This is a short summary — Koombiyo's full Terms and Conditions of Delivery of Goods apply.

Topic	What you need to know
Daily cut-off	Enter and dispatch your orders the same day you hand the parcels over. Shipments not entered in the system before 6 pm are not sent out for delivery that day.
Delivery attempts	The first delivery attempt is made within one working day of handover. After a third failed attempt, or if the customer refuses, the parcel is returned to you. Extra charges can apply for further attempts.
Attaching the waybill	Attach the printed waybill to a prominent place on the outside of the parcel. Put the barcode sticker on a flat surface so it scans easily.
Packing	Pack goods securely against ordinary transport and handling. Koombiyo is not liable for damage caused by inadequate packaging.
Value limit and restricted goods	A shipment's value must not exceed LKR 500,000. Do not send prohibited, dangerous, flammable or explosive items. Jewellery, precious stones and metals, glass, art and important documents are better not sent through the network.
Tracking	Use only the Koombiyo waybill ID to track a shipment.
Charges	Charged by actual weight and delivery location, according to your rate card. Ask Koombiyo for your rate card.
COD payments	Cash collected on delivery is settled to you at the agreed frequency, after any agreed COD charges.

10. Troubleshooting and FAQs

10.1 When something goes wrong

Problem	Likely cause	What to do
An order is missing from Ship Orders	It is not Processing or On hold, is older than 60 days, or was already dispatched.	Check the order in WooCommerce. If it was dispatched before, look in Track Orders.
Red badge: Missing phone / address / city / name	The order does not contain that detail.	Type it into the row. The badge turns Ready.
Red badge: Enter in English	The row contains Sinhala or Tamil text.	Retype the highlighted field in English letters.
The waybill drop-down is empty	No active waybills are available, or Koombiyo could not be reached.	Open Status and check the connection. If it is connected but shows no waybills, contact Koombiyo.
Dispatch fails with a Koombiyo message	Koombiyo rejected the order.	Fix the field the message names, or contact Koombiyo.
Verify before re-sending	The reply to an earlier dispatch never arrived.	Click Re-check held orders. Do not dispatch again by hand.
Connect fails though the details look right	Extra spaces from copy-pasting, a wrong API password, or an inactive account.	Re-enter carefully. Ask Koombiyo to confirm your account is active.
I lost my API Key	The full key is shown only once.	In the Client Portal open Settings and click Regenerate. Then disconnect and reconnect here with the new key.
I forgot my API password	It was set when the key was created.	In the Regenerate API Key window click Forgot password? and follow the steps.
The plugin stopped working after I regenerated my key	Regenerating cancels the old key immediately.	Open API Settings, click Disconnect, then connect again with the new key.
Dashboard shows zeros	The plugin is disconnected, or Koombiyo is briefly unreachable.	Open Status. If Not connected, reconnect in API Settings.
Print produces a blank page	That format may not be available yet for the shipment’s status.	Try another format, or check back once the shipment has progressed.
Print does nothing	Your browser is blocking pop-ups.	Allow pop-ups for your site, or click Download.

10.2 Frequently asked questions

Where do I get my Koombiyo API Key?
You create it yourself in the Koombiyo Client Portal, under Settings. You need an account there first: https://client.koombiyodelivery.lk/. See Chapter 3.

Does the plugin cost anything?
No. You pay Koombiyo only for deliveries, under your rate card.

If I edit an address in Ship Orders, does my WooCommerce order change?
No. Edits change only what is sent to Koombiyo.

Can I dispatch several orders at once?
Yes. Tick as many orders as you like and click Dispatch Selected.

Could an order be sent twice by accident?
The plugin is built to prevent it. It pins a waybill to each order before sending, refuses duplicates, and holds any order whose result is uncertain until you re-check it with Koombiyo.

What does the courier collect for COD orders?
The COD Amount in the row at the time you dispatched. Check it before sending.

How do I stop using the plugin?
Click Disconnect in API Settings. To remove the plugin completely, deactivate and delete it under Plugins (see 3.6 for what is kept).

How is customer data handled?
The plugin stores your encrypted Koombiyo credentials and a record of each dispatch. To export or erase a customer's data, use WordPress's built-in Tools → Export Personal Data / Erase Personal Data — the dispatch records are included automatically.

11. Glossary and Getting Help

11.1 Glossary

Term	Meaning
Waybill	The unique tracking number Koombiyo gives each shipment. It is printed on the label and used to track the parcel.
Dispatch	Sending an order's details to Koombiyo so a shipment is created.
COD (Cash on Delivery)	The customer pays the courier in cash when the parcel arrives. Koombiyo then pays that cash to you.
Prepaid	An order already paid online (card, bank transfer, KOKO and so on). The courier collects nothing.
POD (Proof of Delivery)	The printed delivery document and label for a shipment.
API Key and API password	The credentials you create in the Koombiyo Client Portal so the plugin can act on your account.
Client Portal	Koombiyo's website for client accounts (client.koombiyodelivery.lk). It is where you create or regenerate your API Key.
Webhook	An address on your site that Koombiyo calls to report a delivery update.
Branch	A Koombiyo delivery branch. Each shipment is routed to a destination branch.
Pickup	A rider collecting parcels from you.
On hold	An order the plugin will not re-send until Koombiyo confirms whether it already has the shipment.

11.2 Getting help

Koombiyo's support and logistics team is happy to help with setup, your API key, billing, pickups and anything this guide does not cover. You can also open **Contact** inside the plugin.

Channel	Details
Hotline	+94 11 7886786
WhatsApp	+94 76 141 3540
Email	system@koombiyodelivery.com
Address	No. 25, Epitamulla Road, Kotte, Sri Lanka
Website	www.koombiyodelivery.lk
Client Portal	client.koombiyodelivery.lk

> **Tip:** When you contact support, have your waybill number (for a shipment) or your website address (for a plugin issue) ready. A screenshot of the message you see helps even more.