KOOMBIYO DELIVERY FOR WOOCOMMERCE

Setup & Usage Guide

Dokan - MultiVendor Account

> **Who this is for:** marketplaces running **Dokan** where the **marketplace owner holds one Koombiyo MultiVendor account** (a single API key) and ships for every vendor through it. Vendors do not have, and do not enter, any Koombiyo credentials. If each vendor has their own Koombiyo account, use the *Dokan - Own Koombiyo Accounts* guide instead.

This guide has two parts: **Part A** for the site administrator and **Part B** for vendors.

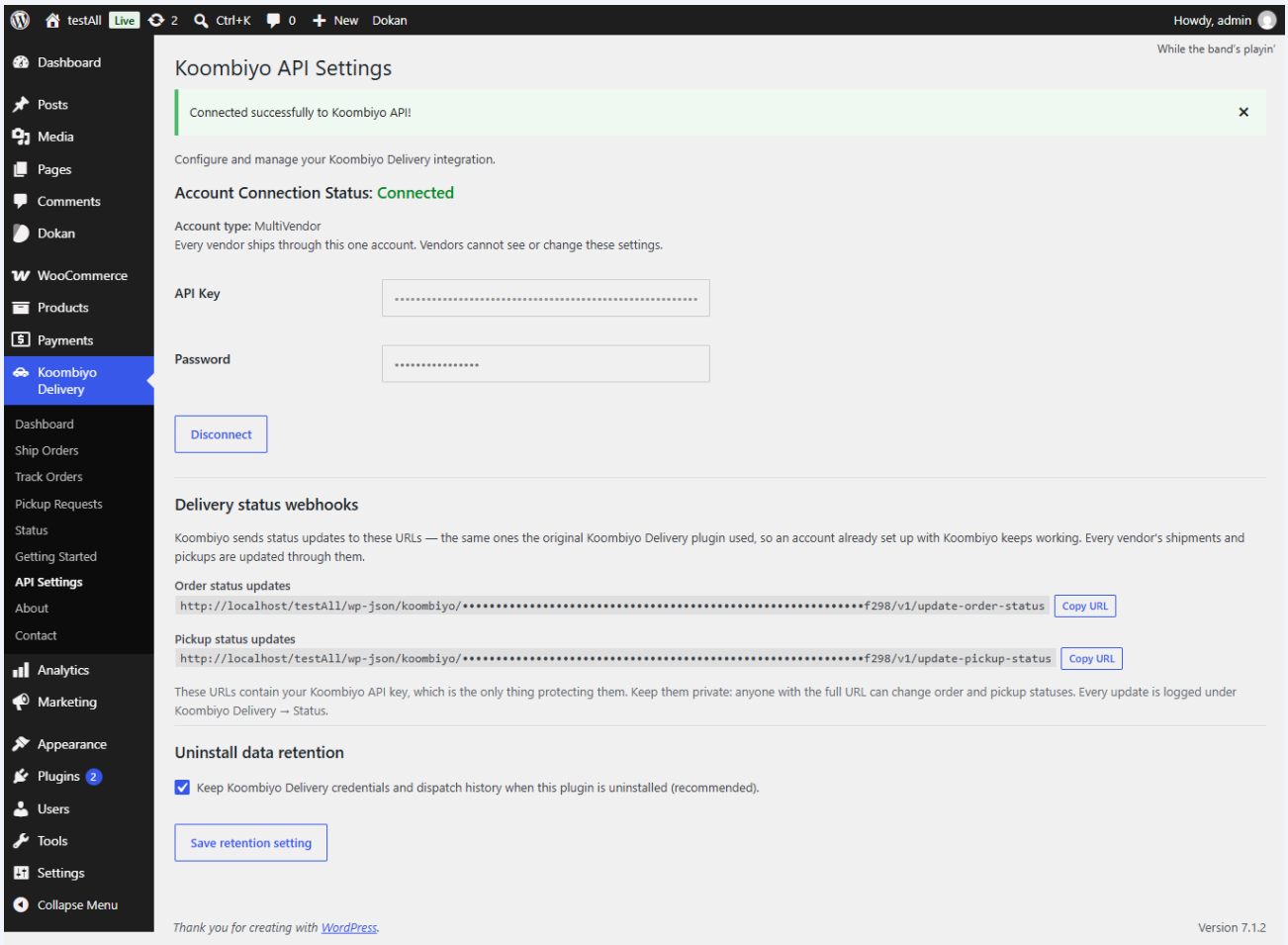
Your setup at a glance

Item	Your setup
Store type	Dokan marketplace
Koombiyo account	**One MultiVendor account**, held by the administrator and used for all vendors
Administrator's role	Connect the account, give Koombiyo the webhook URLs, oversee all vendors
Vendor's role	Ship, track and request pickups for their own orders - no credentials needed

How do I know this is my setup? Koombiyo decides the account type when it issues your key, and the plugin detects it when you press **Connect**. Once the administrator has connected a MultiVendor key, vendors have **no API Settings tab**, and the administrator's Dashboard and Track Orders show **all vendors** with a Vendor filter.

Part A - For the site administrator

A.1 Connecting the MultiVendor account



[Screenshot: Connecting the MultiVendor account]

1. Go to **wp-admin > Koombiyo Delivery > API Settings**.
2. Enter the Koombiyo **API Key** and **Password** and click **Connect**. On success the key is shown masked.
3. Only the administrator does this. Vendors never enter credentials, and any per-vendor accounts that existed before stay dormant while the MultiVendor account is connected.

A MultiVendor account needs Dokan to be active: on a site with no marketplace plugin every shipping screen shows a notice.

A.2 Webhooks - give these to Koombiyo

After connecting, API Settings shows **two webhook URLs** (the key is masked): **Order status updates** and **Pickup status updates**. Give both to Koombiyo Delivery so they can report progress to your site. Once Koombiyo has them:

- Orders move to **Completed** on delivery, or **Failed** on a failed delivery, by themselves.
- Pickup requests update their status by themselves.

A.3 If both Dokan and WCFM are active

If your site runs **both** WCFM and Dokan at the same time, the plugin cannot safely guess which one should govern deliveries, so every Koombiyo action is paused until you choose:

1. Go to **wp-admin > Koombiyo Delivery > API Settings**.

2. Under **Multi-vendor platform**, choose **Dokan** (or WCFM Marketplace).
3. Save. Only the chosen platform's vendors see the Koombiyo Delivery menu.

If Dokan is the only marketplace plugin you run, you will never see this setting.

A.4 What you see as the administrator

- **Dashboard** and **Track Orders** show **all vendors**, read-only, with a **Vendor** filter.
- **Ship Orders** and **Pickup Requests** are hidden from the overview - unless you are also a Dokan seller, in which case they work for **your own** orders only.
- **Status page** shows the last webhook received and any problems, such as unknown waybills or statuses that need a manual look.

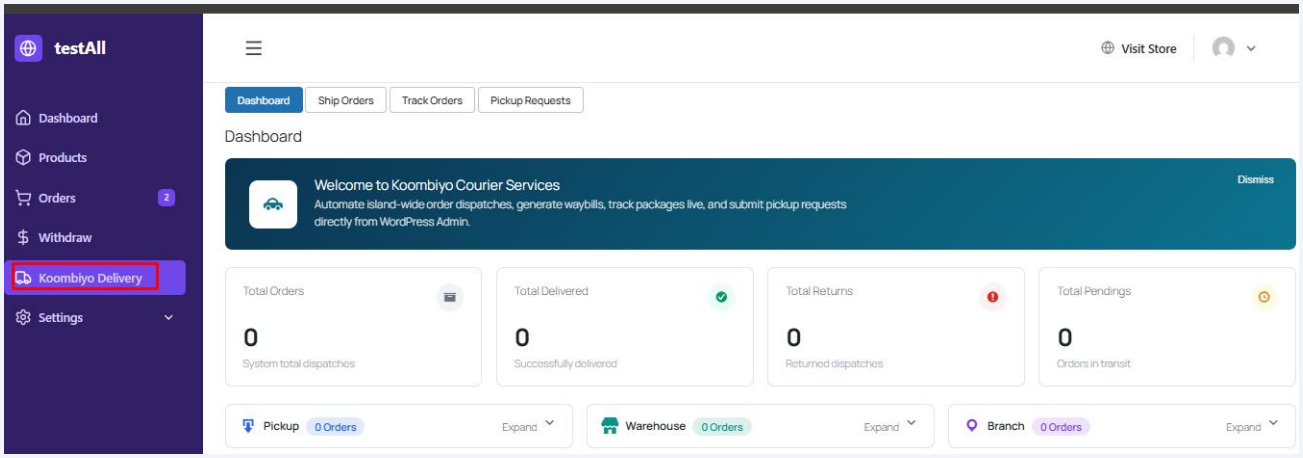
You help a vendor by looking at their shipments in Track Orders (filter by vendor). You do not dispatch on their behalf.

A.5 How Dokan orders work with this plugin

Dokan splits a cart containing products from several vendors into **one sub-order per vendor**. Each vendor only ever sees and ships the sub-order that contains **their own** products, and each sub-order is its own shipment. (The parent order Dokan creates for the whole cart is never shown for dispatch.)

Part B - For vendors

B.1 Finding your Koombiyo Delivery menu

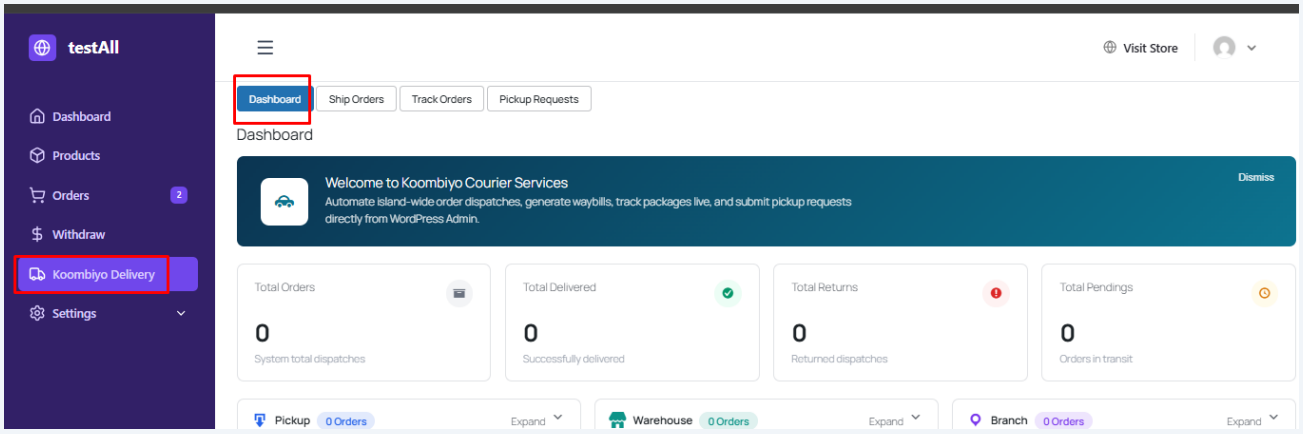


[Screenshot: Finding your Koombiyo Delivery menu]

1. Log in and open your **Dokan vendor dashboard**.
2. In the left menu, click **Koombiyo Delivery** (truck icon).

Inside you will see four tabs: **Dashboard | Ship Orders | Track Orders | Pickup Requests**. There is **no API Settings tab** - you ship through the marketplace's Koombiyo account, so there is nothing to connect.

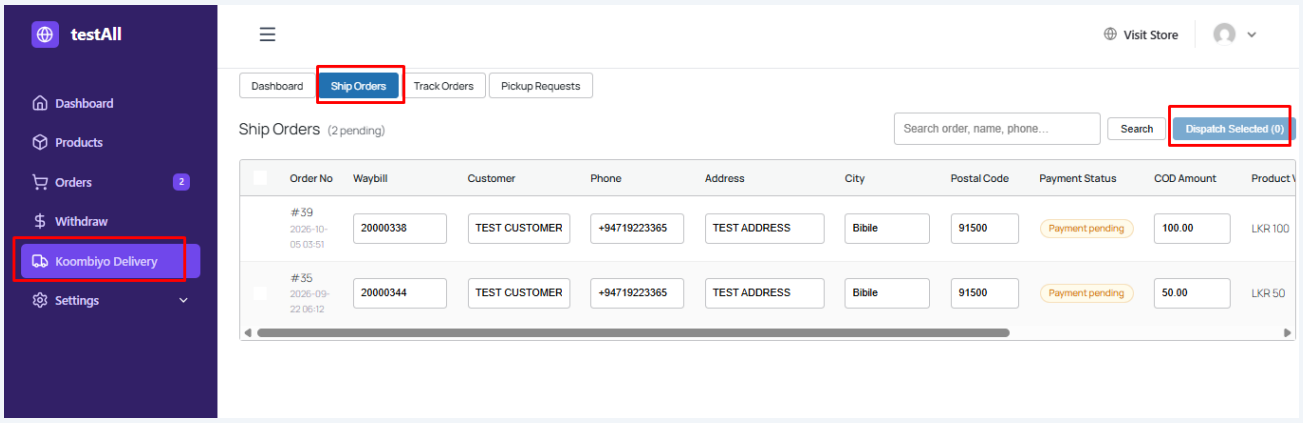
B.2 Dashboard



[Screenshot: Dashboard]

A welcome banner, four summary tiles (Total Orders, Delivered, Returns, Pendings) and collapsible category cards - all for **your own** shipments only.

B.3 Shipping your orders



[Screenshot: Shipping your orders]

Ship Orders lists your sub-orders (the ones containing your own products), in **Processing** or **On-hold** status, from the last 60 days and not yet dispatched.

1. A **waybill** is assigned automatically to each order. You can change it with the dropdown on the row.
2. Check or correct anything in the row - every column is editable.
3. Tick the orders and click **Dispatch Selected**. They are sent to Koombiyo in one action.

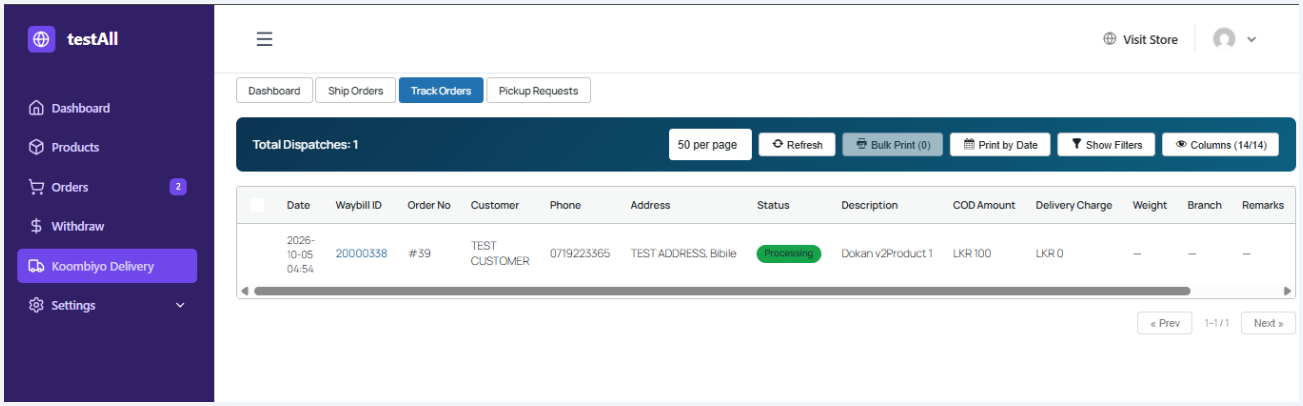
Dispatched orders **stay Processing** until Koombiyo reports delivery. The status then updates by itself - you do not mark anything complete.

What the page does for you

- **Every column can be edited**: customer, phone, address, city, postal code, COD amount, description and special note. Only what is sent to Koombiyo changes - the WooCommerce order itself is never edited.
- **Cleans text.** Koombiyo cannot print emoji or special symbols, so they are removed automatically; curly quotes and dashes become plain ones. A blue banner above the table says how many orders were adjusted.
- **Converts Sinhala/Tamil city names to English** where it recognises them.
- **Shortens long notes.** Koombiyo rejects very long special notes, so a note is cut to 200 characters at a word boundary. An order with no customer note sends an empty note.

- **Asks for English where it can't convert.** If an order still contains Sinhala or Tamil text, its status shows a red **Enter in English** badge and it cannot be selected. Retype the highlighted field in English and the badge changes to **Ready** straight away. A yellow banner above the table counts these orders.
- **Prevents double shipments.** The waybill is locked to the order the moment it is sent. If Koombiyo's reply is lost (for example the connection drops), the order is **held** with the status **Verify before re-sending**, and a **Re-check held orders** button appears. It asks Koombiyo whether the shipment exists: if yes, the order is marked dispatched; if not, it is released and you can dispatch it again on the **same** waybill. If Koombiyo can't be reached, the order simply stays held - try again shortly.
- **One waybill per order.** Giving two orders the same waybill in one batch is refused.

B.4 Tracking your shipments



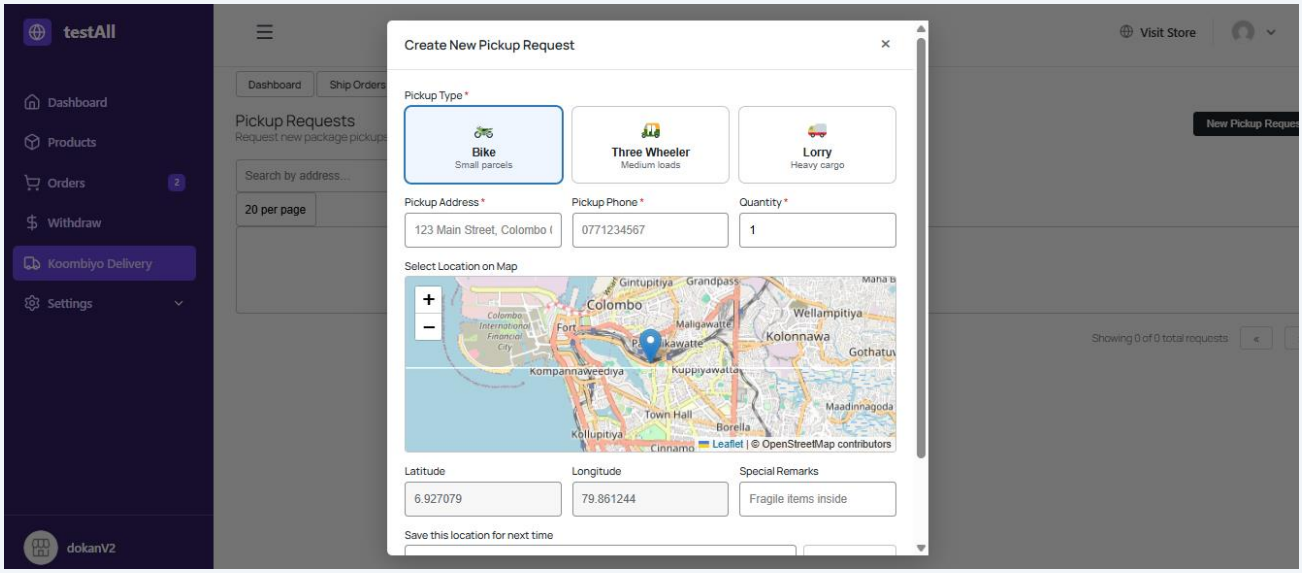
[Screenshot: Tracking your shipments]

Track Orders shows the shipments you dispatched. It **refreshes itself every 30 seconds**, so delivery progress appears without reloading.

- Search and filter by name/phone, waybill, status and dates; choose which columns to show.
- Click the eye icon for the full details and the live delivery timeline.
- **Print** (printer icon) downloads or prints one Proof of Delivery (POD, Thermal, A6 or DOT format).
- **Bulk print:** tick several rows and click **Bulk Print (n)** - all selected waybills are combined into one PDF.
- **Print by Date:** click **Print by Date**, pick a date and format - prints every order that is ready for pickup on that date (your own shipments only).
- **Delete** (trash icon) cancels a shipment at Koombiyo and returns the order to Processing. It can't be undone from WordPress, so use it only when a shipment genuinely needs cancelling.

You can only ever print or open your own shipments.

B.5 Requesting a pickup



[Screenshot: Requesting a pickup]

Pickup Requests > New Pickup Request. Choose a vehicle (Bike, Three Wheeler, Lorry), the quantity and any remarks. Because everyone ships through one marketplace account, **pickups always use your own address**:

1. Enter your pickup address and phone number.
2. Place the pin on the map.
3. Optionally tick the option to save the location - next time you can pick it from your list of saved locations.

Your pickup history is your own.

B.6 Troubleshooting

Symptom	What to check
No "Koombiyo Delivery" entry in my Dokan menu	Confirm you are logged in as an approved Dokan **seller**. Ask your administrator to confirm Dokan is active and the MultiVendor account is connected.
"Your account is not recognized as a Dokan vendor"	Your seller account is not approved yet - contact your administrator.
Shipping screens say the account is not connected	The administrator has not connected the MultiVendor account yet - contact them.
An order I expect is not in Ship Orders	It must be your sub-order, Processing or On-hold, within 60 days and not already dispatched.
Order shows Enter in English	Koombiyo cannot accept Sinhala or Tamil text. Retype the highlighted city/address/name/description/note in English letters.
Order shows Verify before re-sending	The order was sent but Koombiyo's reply never arrived. Click **Re-check held orders**; if it stays held, Koombiyo could not be reached - retry in a few minutes.
Dispatch fails with a Koombiyo message	The message is shown next to the order - fix the field it names, or contact Koombiyo.
Print produces a blank or error page	The document format may not be available yet for that shipment's current status - try another format, or check back once the shipment has progressed.
Bulk Print says a shipment was not found	One of the selected rows is not yours; untick it and retry.

Symptom	What to check
An order is still Processing after delivery	The status updates when Koombiyo reports delivery to the site. Give it a few minutes, then ask your administrator to check the Status page.

For Koombiyo account or API issues, contact Koombiyo Delivery directly. For anything about the plugin or your vendor account, contact your site administrator.