KOOMBIYO DELIVERY FOR WOOCOMMERCE

Setup & Usage Guide

Dokan - Own Koombiyo Accounts

> **Who this is for:** marketplaces running **Dokan** where **every vendor has their own Koombiyo Delivery account** (their own API key and password), and the marketplace owner does not ship on their behalf. Vendors never see or affect each other's orders or credentials. If the marketplace owner holds a single Koombiyo **MultiVendor** key for everyone, use the *Dokan - MultiVendor Account* guide instead.

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

Your setup at a glance

Item	Your setup
Store type	Dokan marketplace
Koombiyo accounts	**One account per vendor** - each vendor connects their own API key and password
Administrator's role	Keep the marketplace running and vendors approved - **no access** to vendors' shipments or accounts
Vendor's role	Connect their account, ship, track and request pickups for their own orders

Part A - For the site administrator

A.1 Setup

If Dokan is the only multi-vendor plugin active, Koombiyo Delivery detects it automatically - nothing to configure. Every approved vendor gets a **Koombiyo Delivery** entry in their Dokan vendor dashboard (see Part B). **Do not connect a MultiVendor key** on this site: while one is connected, vendors' own accounts are ignored (see the MultiVendor guide).

A.2 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.3 What the administrator can and cannot do

As administrator you **cannot** dispatch, track or request pickups for a vendor, and you cannot see their credentials or shipments - each vendor's Koombiyo account and data are private to them. The wp-admin

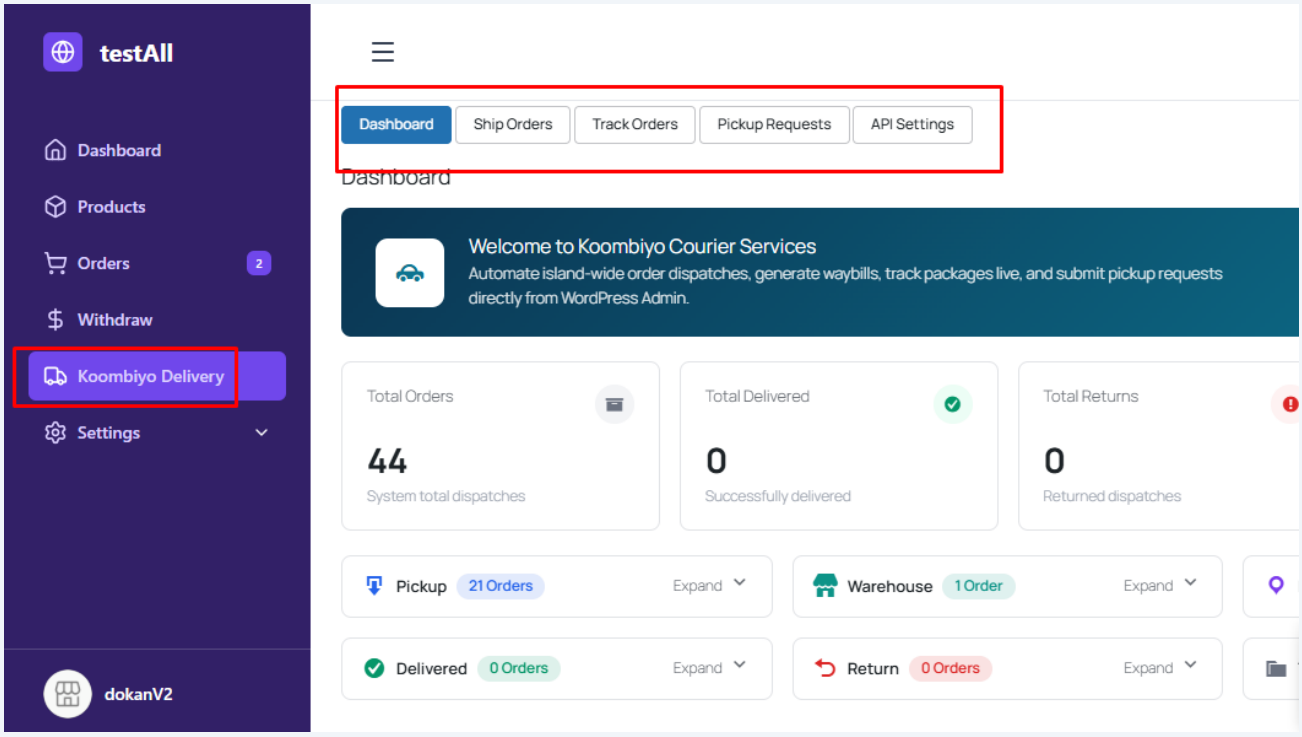
Koombiyo Delivery screens are not a way to act on a vendor's behalf. What you *can* do is make sure vendors can get in: keep the marketplace plugin active, approve vendor accounts, and point vendors to Koombiyo Delivery for any problem with their own Koombiyo account.

A.4 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

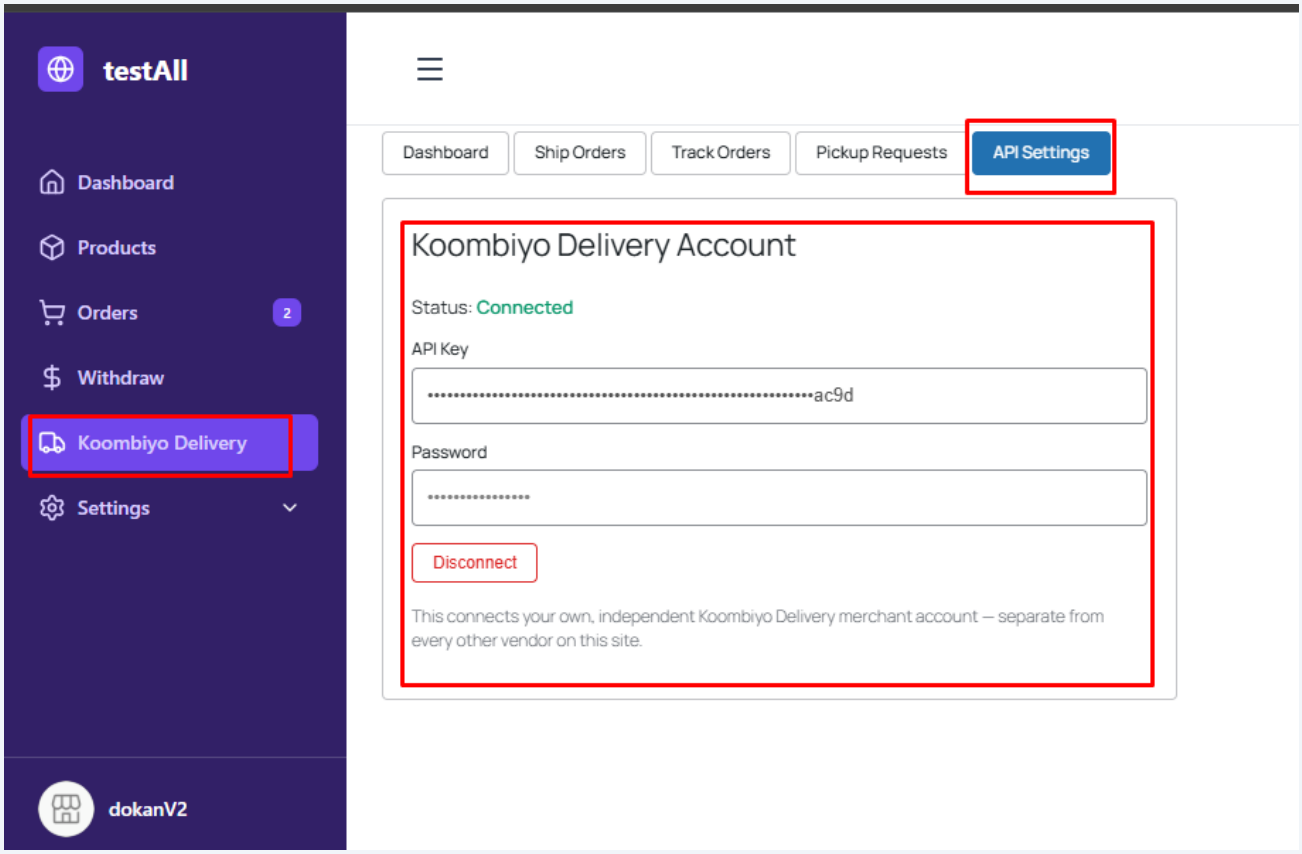


[Screenshot: Finding your Koombiyo Delivery menu]

1. Log in and open your **Dokan vendor dashboard** (the "Dashboard" / "Store Manager" page of your account).
2. In the left menu, click **Koombiyo Delivery** (truck icon).

Inside you will see five tabs: **Dashboard | Ship Orders | Track Orders | Pickup Requests | API Settings**.

B.2 Connecting your own Koombiyo account

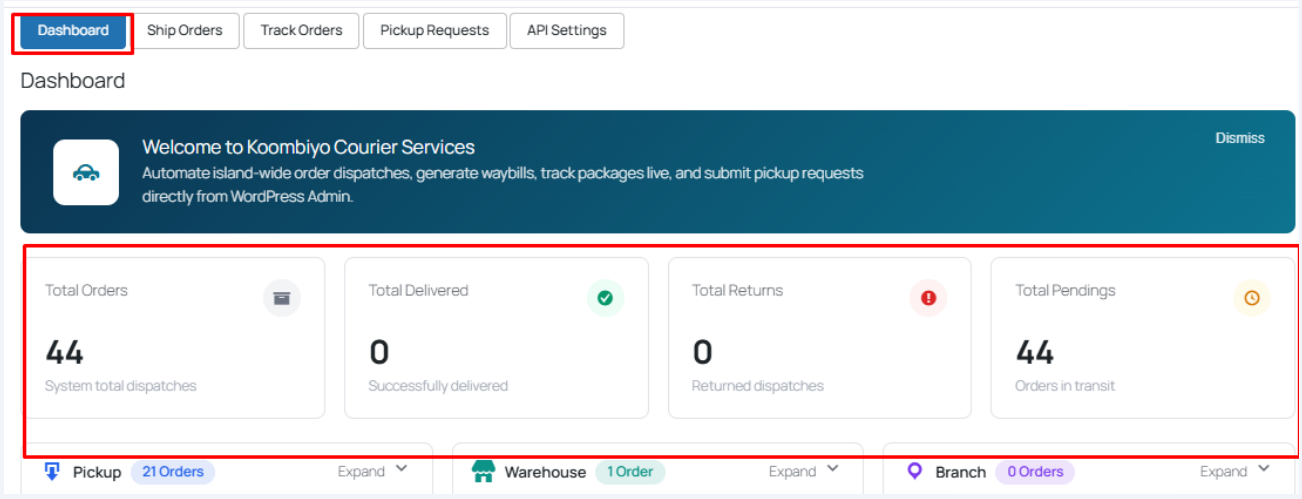


[Screenshot: Connecting your own Koombiyo account]

1. Open **API Settings**.
2. Enter your Koombiyo **API Key** and **Password**, then click **Connect**.
3. On success you see “Connected” with your key masked. This account is yours alone - no other vendor can see or use it, and you cannot see theirs.

Your credentials are encrypted before they are stored. You must connect before Ship Orders, Track Orders or Pickup Requests show any data.

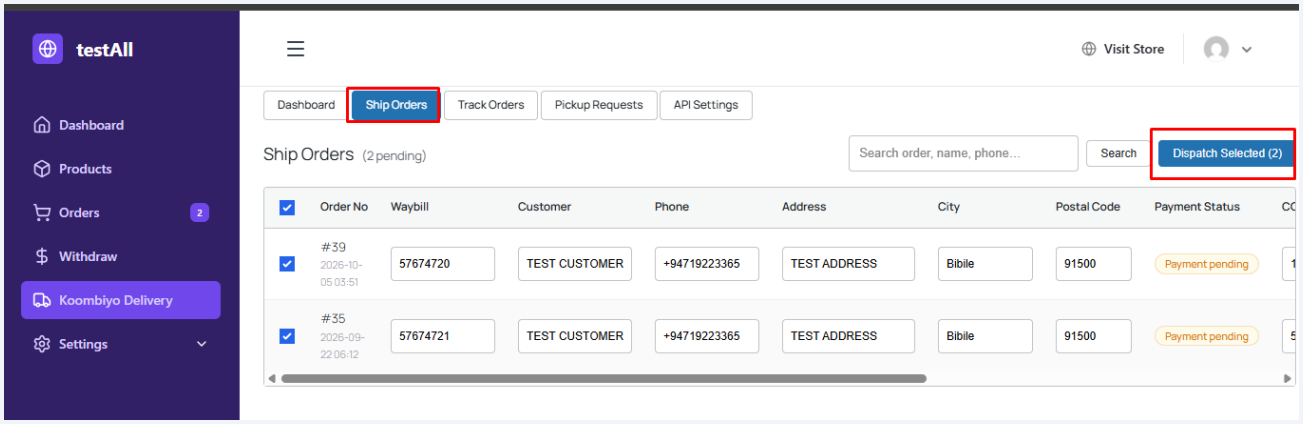
B.3 Dashboard



[Screenshot: Dashboard]

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

B.4 Shipping your orders



[Screenshot: Shipping your orders]

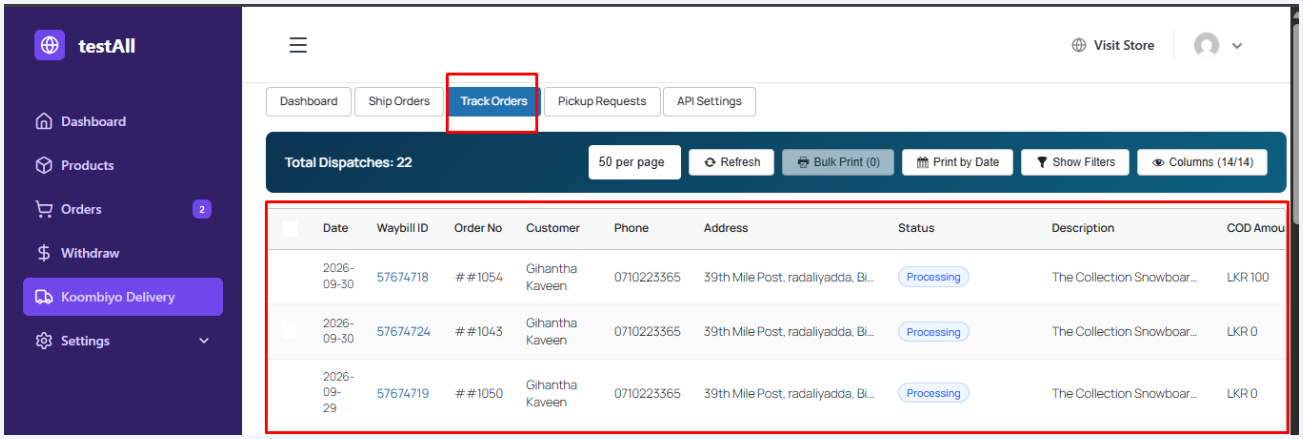
Ship Orders lists your sub-orders (the ones containing your own products), in **Processing** or **On-hold** status, from the last 60 days and not yet dispatched.

1. A **waybill** is assigned automatically to each order from your active Koombiyo waybills. 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.

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.5 Tracking your shipments



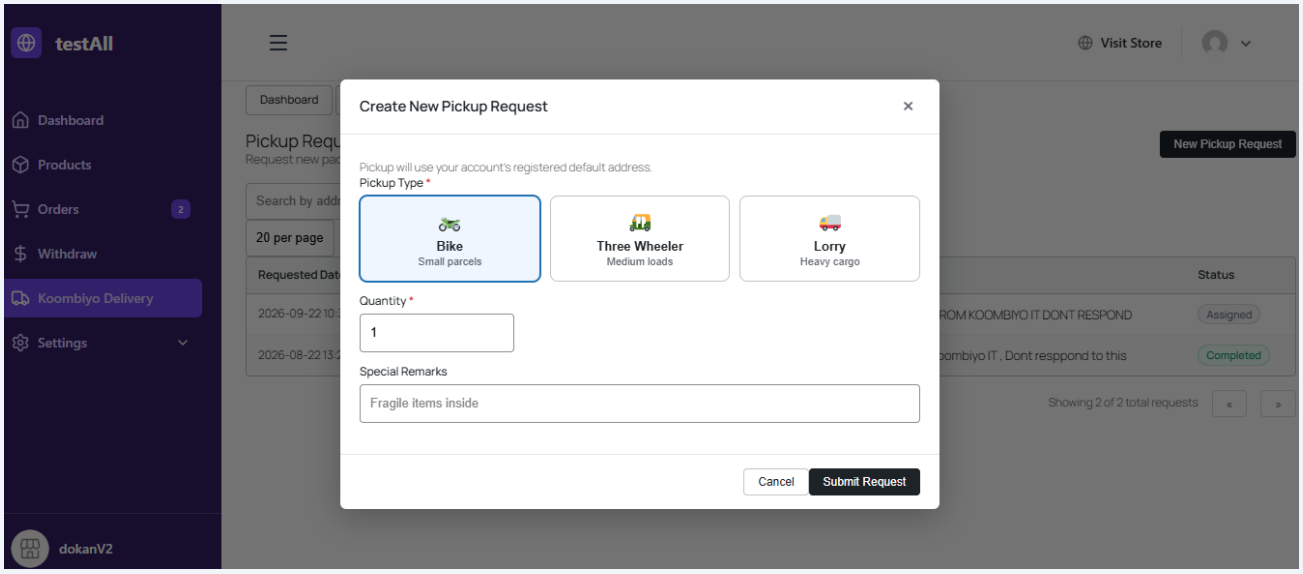
[Screenshot: Tracking your shipments]

Track Orders shows the shipments you dispatched.

- 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 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.6 Requesting a pickup



[Screenshot: Requesting a pickup]

Pickup Requests > New Pickup Request. Choose a vehicle (Bike, Three Wheeler, Lorry), the quantity and any remarks, then submit. The pickup uses your Koombiyo account's **registered default address**, so there is no address or map to fill in. Your pickup history is your own.

B.7 Troubleshooting

Symptom	What to check
No "Koombiyo Delivery" entry in my Dokan menu	Confirm you are logged in as an approved Dokan **seller**, not just a customer. Ask your administrator to confirm Dokan is active and, if WCFM is also installed, that Dokan is chosen under API Settings.
"Your account is not recognized as a Dokan vendor"	Your seller account is not approved yet - contact your administrator.
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.

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