KOOMBIYO DELIVERY FOR WOOCOMMERCE

Setup & Usage Guide

WooCommerce Standalone

> **Who this is for:** the owner or administrator of a standard WooCommerce store - **one store, one Koombiyo account**, and no multi-vendor marketplace plugin (WCFM, Dokan) installed. If your site runs WCFM or Dokan, use the guide for your marketplace instead.

1. Your setup at a glance

Item	Your setup
Store type	Standard WooCommerce, no marketplace plugin
Koombiyo account	**Your own** Koombiyo merchant account (API key + password)
Who uses the plugin	Site **Administrators** only

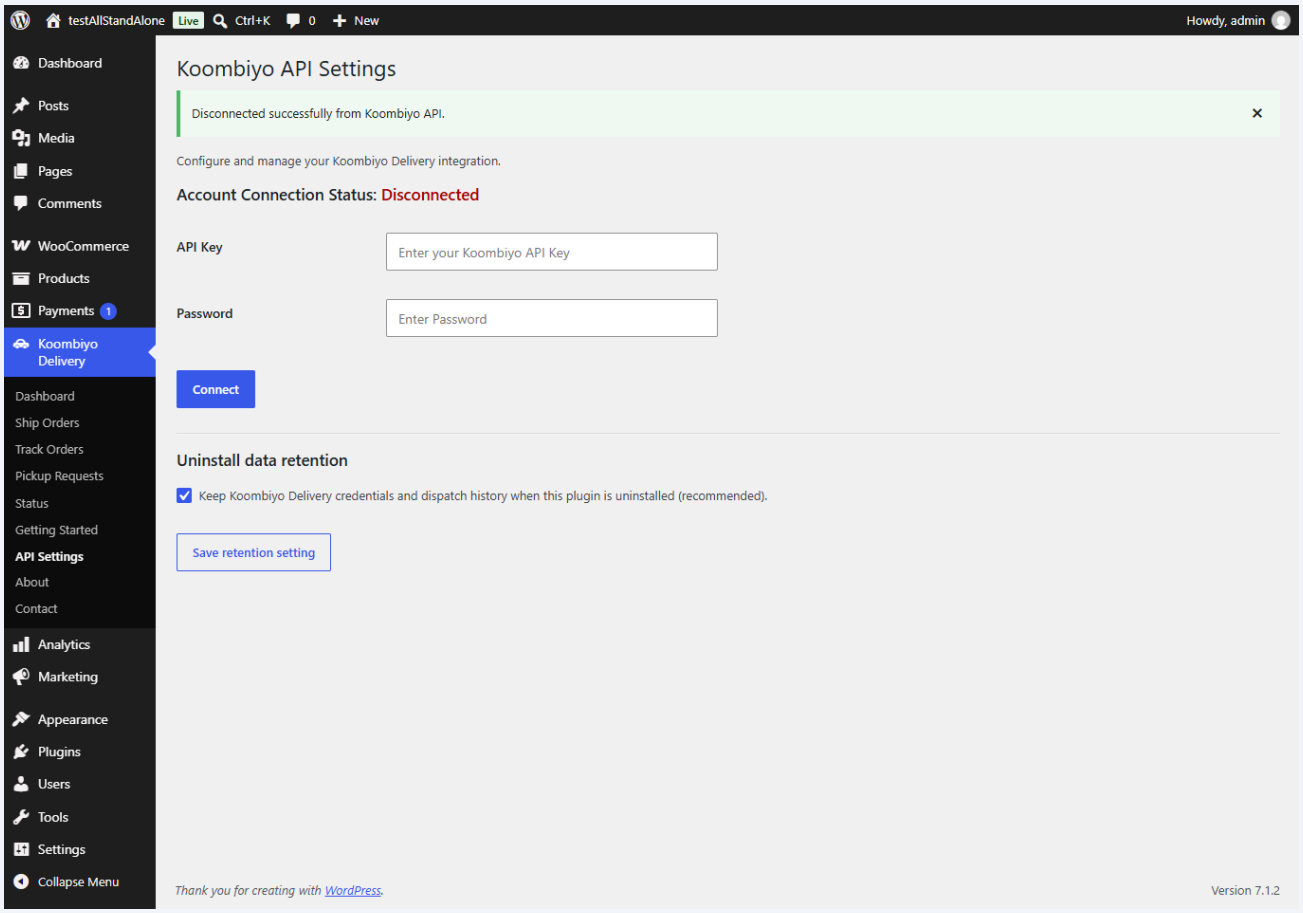
A Koombiyo *MultiVendor* account is for marketplaces and **cannot ship for a standalone store**. If you connect one, every shipping screen shows a notice instead; ask Koombiyo for a standard merchant account.

2. Before you start

You need:

- WooCommerce installed and active.
- A Koombiyo Delivery merchant account (API key + password). Contact Koombiyo Delivery directly if you don’t have one.
- An **Administrator** account on this WordPress site - the Koombiyo Delivery menu and every screen under it are restricted to Administrators.

3. Finding the plugin

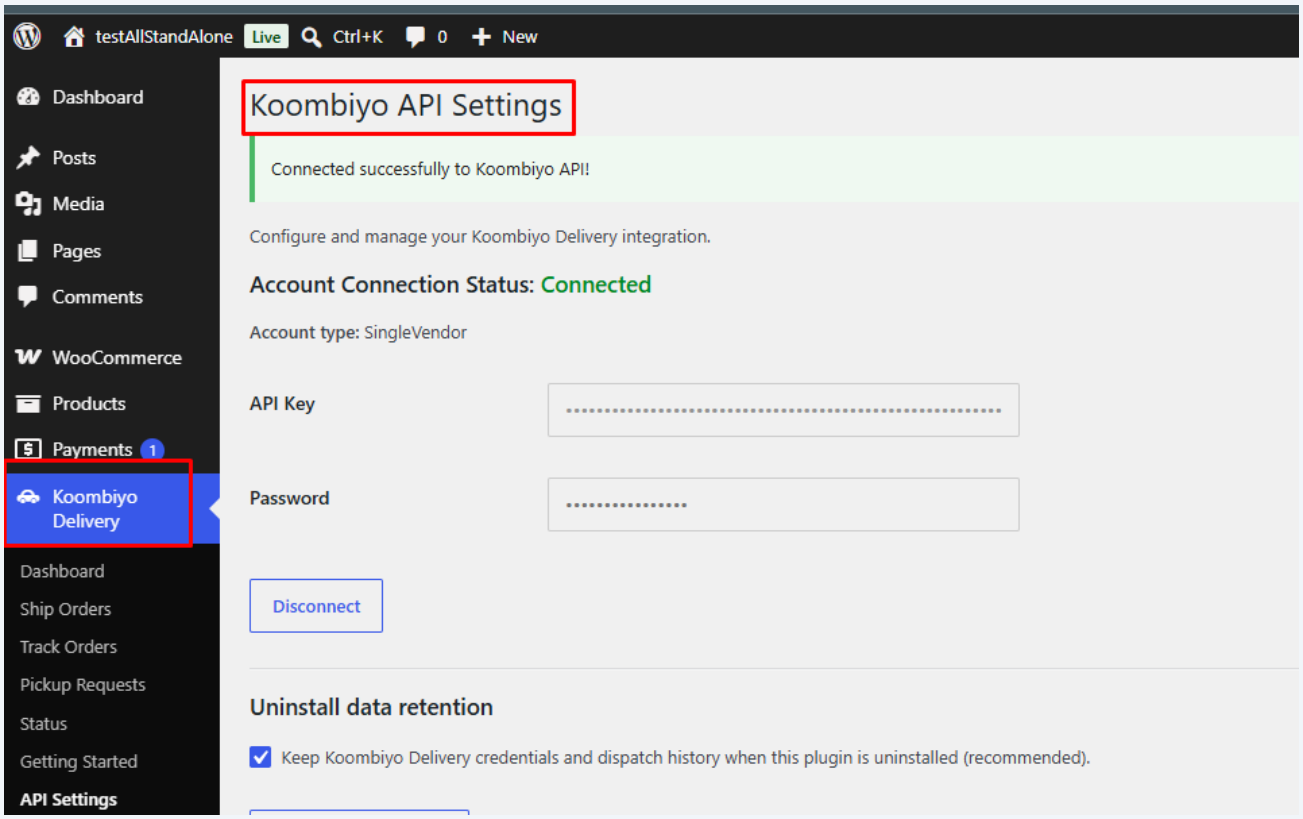


[Screenshot: Finding the plugin]

After activation, look for **Koombiyo Delivery** in the main WordPress admin sidebar. Its submenu:

Menu item	Purpose
Dashboard	Summary of shipment activity
Ship Orders	Dispatch eligible orders
Track Orders	Monitor live delivery status, print documents
Pickup Requests	Request a courier pickup
Status	Connection health, token expiry, environment info
Getting Started	An onboarding checklist
API Settings	Connect or disconnect your Koombiyo account
About / Contact	Plugin info

4. Connecting your Koombiyo account



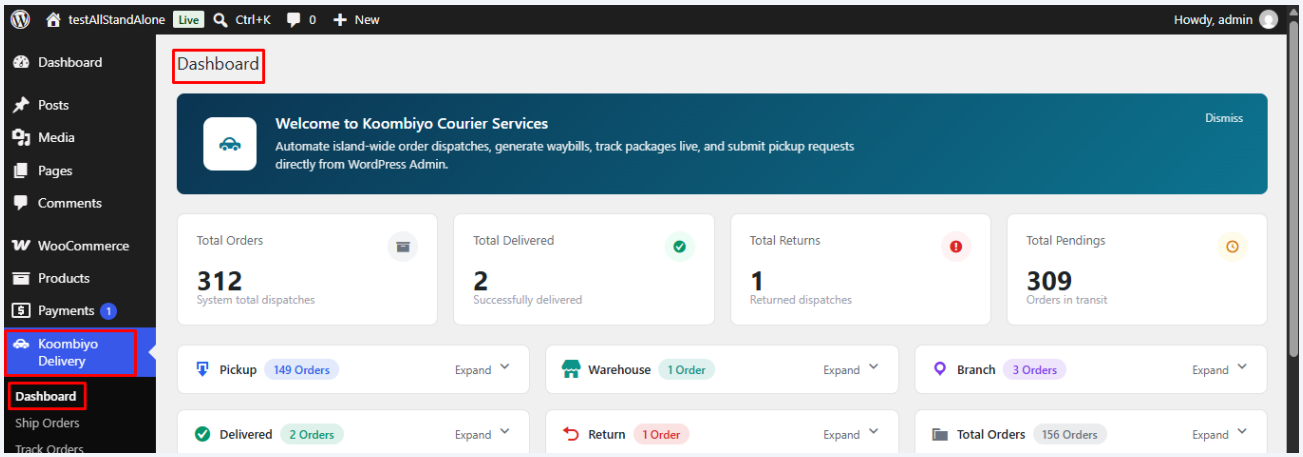
[Screenshot: Connecting your Koombiyo account]

1. Go to **Koombiyo Delivery > API Settings**.
2. Enter your Koombiyo **API Key** and **Password**, then click **Connect**. If the credentials are wrong, a red message explains why and nothing is saved. On success you see “Connected successfully” and your key is shown masked (for example `******1234`) with a **Disconnect** button.
3. Credentials are encrypted before storage - never saved as plain text.

To disconnect, click **Disconnect**. This clears stored credentials and tokens; it does **not** delete your dispatch history.

Keep data on uninstall. A checkbox on the same page controls what happens if the plugin is later *deleted* (not just deactivated). **Checked (default):** credentials and dispatch history are kept, so reinstalling restores everything. **Unchecked:** deleting the plugin permanently removes them.

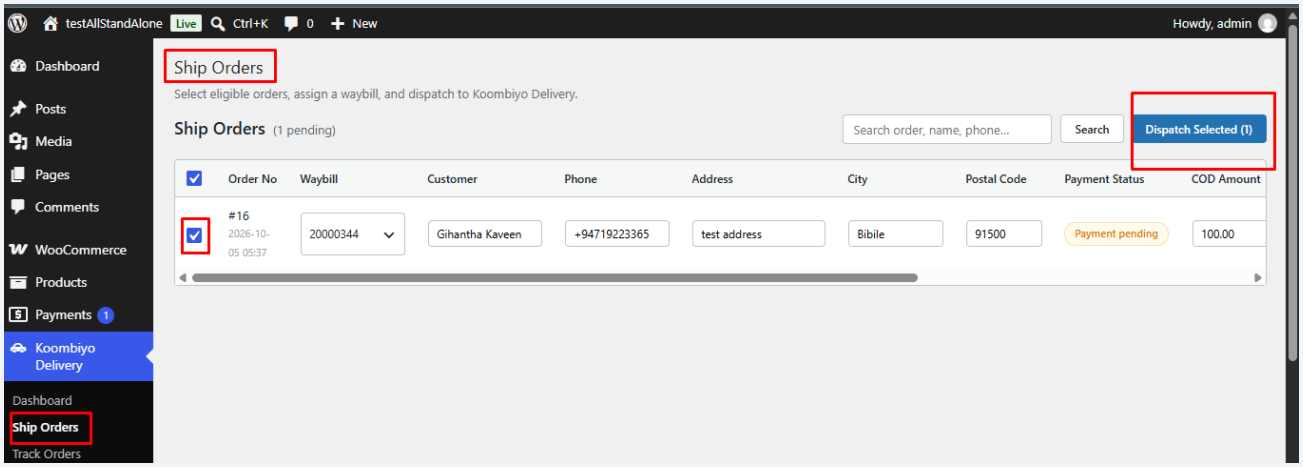
5. Dashboard



[Screenshot: Dashboard]

Koombiyo Delivery > Dashboard shows a dismissible welcome banner, four summary tiles (**Total Orders**, **Total Delivered**, **Total Returns**, **Total Pendings**) and one collapsible card per delivery stage (Pickup, Warehouse, Branch, Delivered, Return and so on). Click a card to see the individual statuses and counts. Until you connect and dispatch something you see a prompt instead of live data.

6. Shipping orders



[Screenshot: Shipping orders]

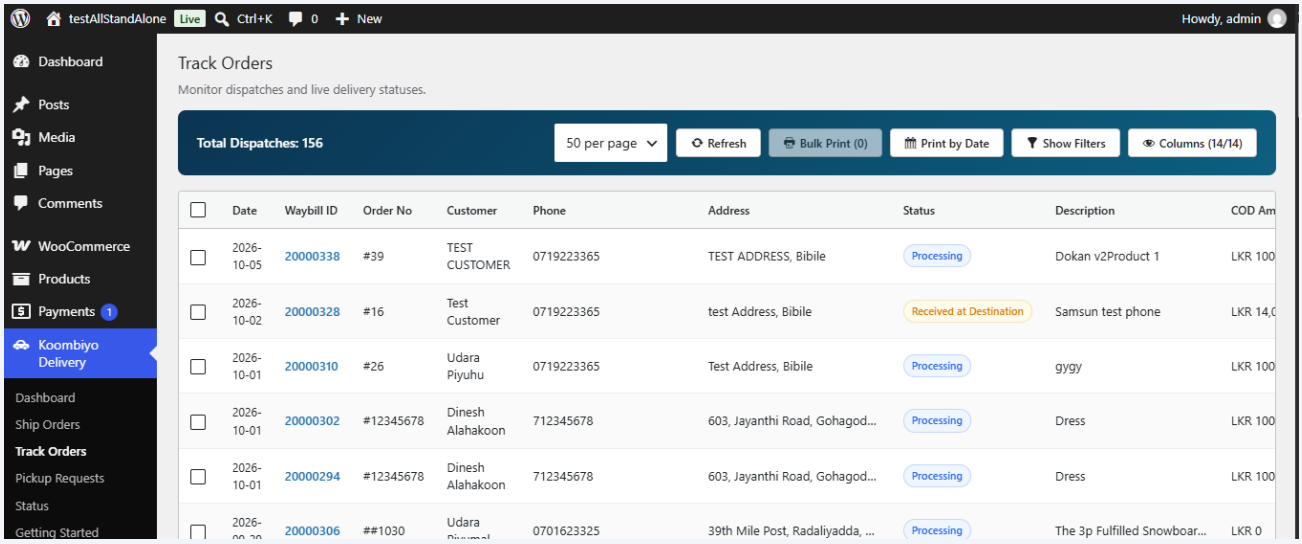
Koombiyo Delivery > Ship Orders lists orders in **Processing** or **On hold** status, placed in the last 60 days and not yet sent to Koombiyo. Each row shows customer, phone, address, city, postal code, payment status, COD amount, product value, description, special note and a **Waybill**.

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 (or the header box to select all) and click **Dispatch Selected**. Several orders go in one action.
4. Successful orders leave this list (they are tracked instead) and are marked **Completed** in WooCommerce with a tracking number matching the waybill.
5. If one order fails, the reason is shown next to it and it stays in the list so you can fix it and retry.

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.

7. Tracking shipments

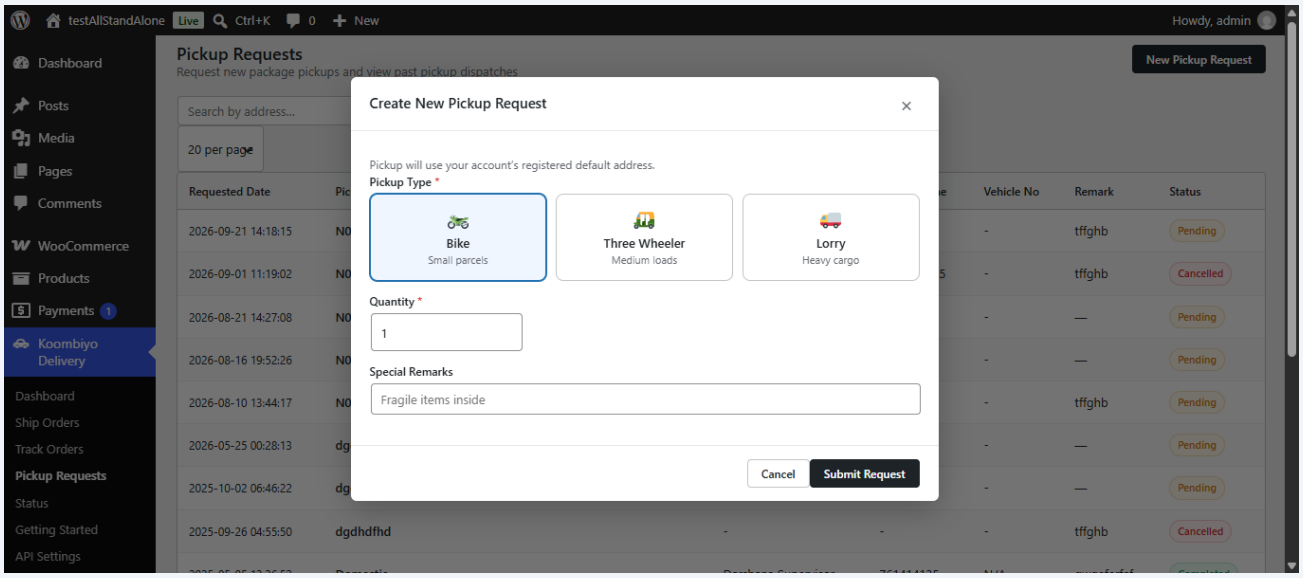


[Screenshot: Tracking shipments]

Koombiyo Delivery > Track Orders lists every dispatched shipment with live status from Koombiyo.

- 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.
- **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.

8. Requesting a pickup



[Screenshot: Requesting a pickup]

Koombiyo Delivery > Pickup Requests shows past pickup requests and their status. Click **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.

9. Your data and privacy

The plugin stores Koombiyo credentials (encrypted) and a record of each dispatch attempt. To export or erase a specific customer's data, use WordPress's built-in **Tools > Export Personal Data** / **Tools > Erase Personal Data** - this plugin's dispatch records are included automatically. See `USER_GUIDE.md`, section "Security: how your Koombiyo credentials are stored", for how credentials are protected.

10. Troubleshooting

Symptom	What to check
Connect fails though the credentials look right	Check for extra spaces from copy-pasting; confirm the account is active with Koombiyo.
Shipping screens show a notice about a marketplace	A MultiVendor key is connected. A standalone store needs a standard merchant account.
An order never appears in Ship Orders	It must be 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.

For Koombiyo account or API issues, contact Koombiyo Delivery directly. For plugin issues, contact your site’s developer or administrator.