# expresta

## Expresta & OrderDesk Integration Setup guide
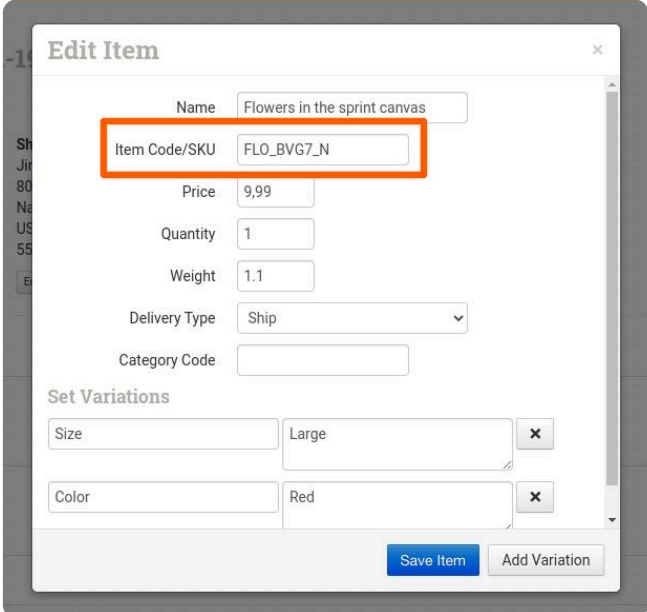
# Preparing Spreadsheet for Import

**Before preparing the spreadsheet, please contact our support team at api@expresta.com. We will assist you in seamlessly integrating the Order Desk API.**

To start, you will need to fill in a spreadsheet like <u>this one</u>, with the list of products you're working with in your store. Let's break it down:

## Product Name

An arbitrary name representing the product. This name must correspond to the actual product SKU (as defined in your system, e.g., Shopify). The product name flows through systems, such as from Shopify to OrderDesk and to Expresta, and must match to ensure accurate product creation and association. Your product name in the spreadsheet must correspond with the future names in this SKU field.



## Product Type

As Expresta offers multiple products to order, raging from business cards to books, you need to mention what is your end product. This can be e.g. Stickers, Business cards etc, as you see in Expresta's product landing page.

## Size

The dimensions of your product (width and height) in milometers separated by "x", example 90 x 50.

## Sides

If the printable product needs to be printed on both sides of the paper, please set here 2. If only one side, set 1.

## Printable file

In this column, please specify the PDF file name associated with the product. Kindly note that we are requesting only the file name here. The actual files should be uploaded to a cloud storage platform of your choice (e.g., Google Drive, OneDrive etc) and shared with our support representatives. Please ensure that the file names in the cloud storage match exactly with the names provided in this column.

## Front treatment

Include information about your desired surface treatment method for the front side of your product, for example "Matte lamination".

## Back treatment

Include information about your desired surface treatment method for the back side of your product, for example "Glossy lamination".

| Product Name | Product Type | Size (mm) | Sides | Printable File | Front Treatment | Back Treatment |
|---|---|---|---|---|---|---|
| BSC_25 | Business Cards | 90 × 50 | 2 | business_card.pdf | Matte Lamination | Glossy Lamination |
| STC_53 | Stickers | 50 × 50 | 1 | sticker_design.pdf | None | None |
| BKT_25_N | Booklets | 210 × 297 | 2 | booklet_cover.pdf | Glossy Lamination | Matte Lamination |

*Example of the table*

# Contacting Expresta support

Once you have prepared the Excel document and are confident it's ready, please contact our support team or email us at api@expresta.com.

Please be aware that during the initial import of your products into our system, there may be some back-and-forth communication between you and our representatives. While this import process is initially handled by our team, it will be automated in the future, allowing you to manage it independently.

You will need to create a dedicated folder in OrderDesk where the orders to be processed will reside before being imported into our system. This step is crucial, so please ensure the folder is set up and that orders are directed to it accordingly.

After the initial import, please provide us with your **OrderDesk store ID**, **API key** and folder ID securely. Once that's done, our system will take care of the rest.

Store ID and API key can be found here at **https://app.orderdesk.me/settings/api**
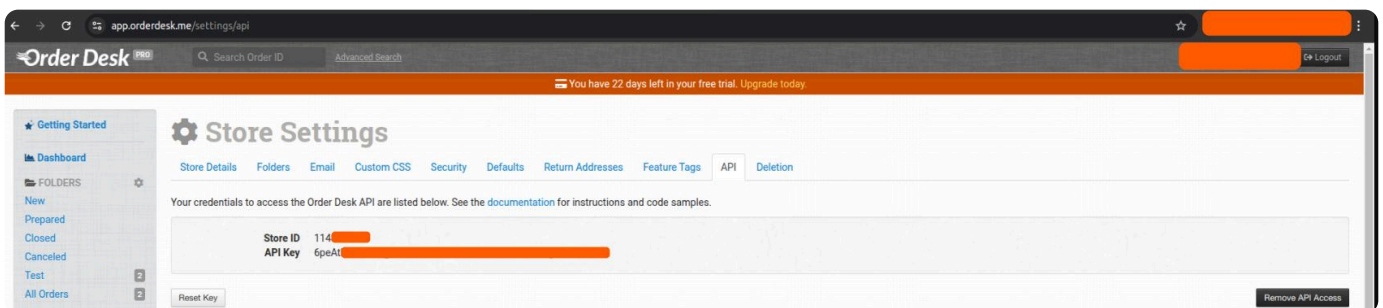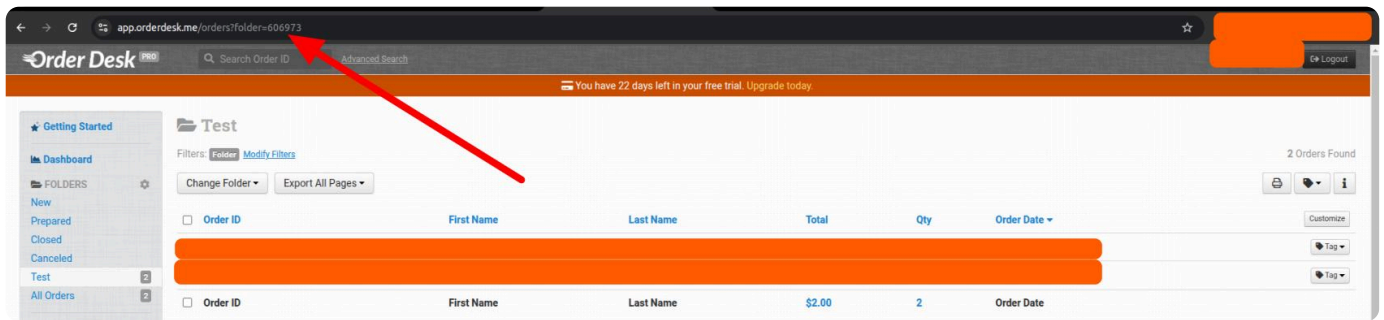
And the folder ID can be found when you select the folder you want our system to work with our software will automatically connect to your OrderDesk store, check for new orders, and attempt to import them. If everything is set up correctly and the SKUs in your OrderDesk orders' products' match the product names from your import in our system, the import will proceed seamlessly. Please note, that this import is done every 3 hours.

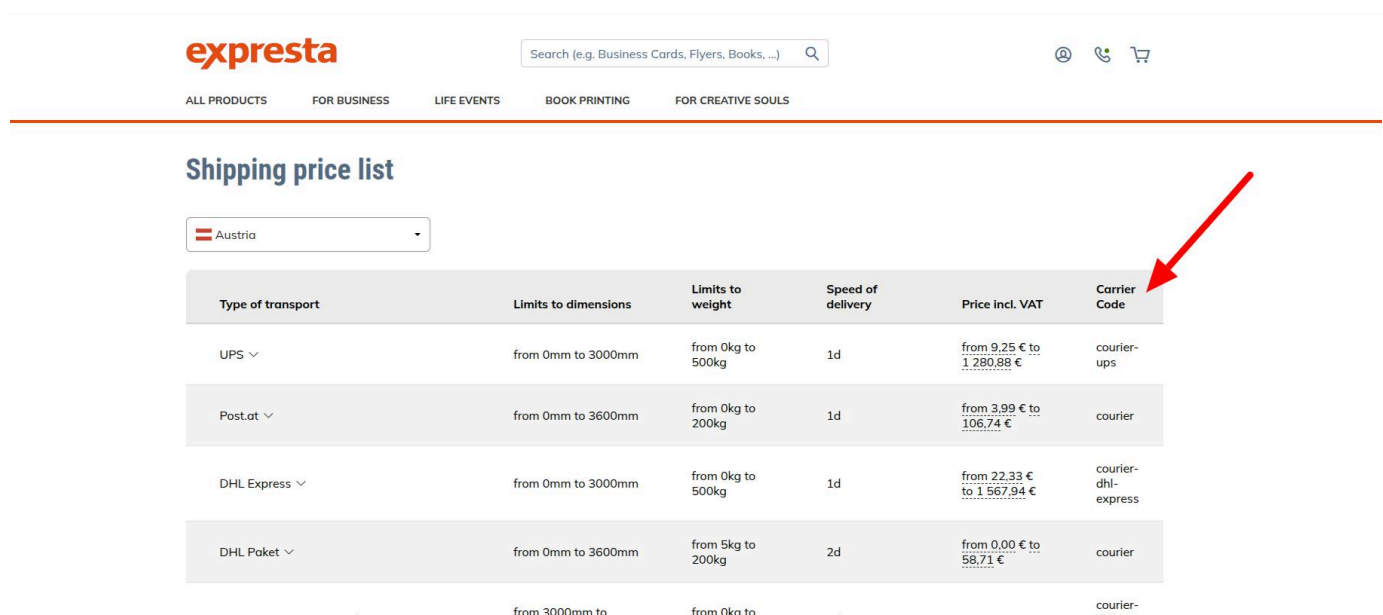# Payment and Delivery Method

## Defining Payments

Our OrderDesk integration does not include a payment definition in this process, unlike our API. To proceed, you'll need to contact our support team and identify yourself as a corporate customer. Once verified, you'll gain the privilege of having your orders printed and delivered on invoice-based agreement without any delays.

## Defining Delivery Method

If you have already worked previously with Expresta, you might know, that when offering delivery methods, we calculate the orders' parameters, such weight and dimensions, and based on this then dynamically offer delivery methods to choose from. We offer something similar in our OrderDesk integration as well.

First approach is rather manual, by using the data from Expresta and adding that in OrderDesk.
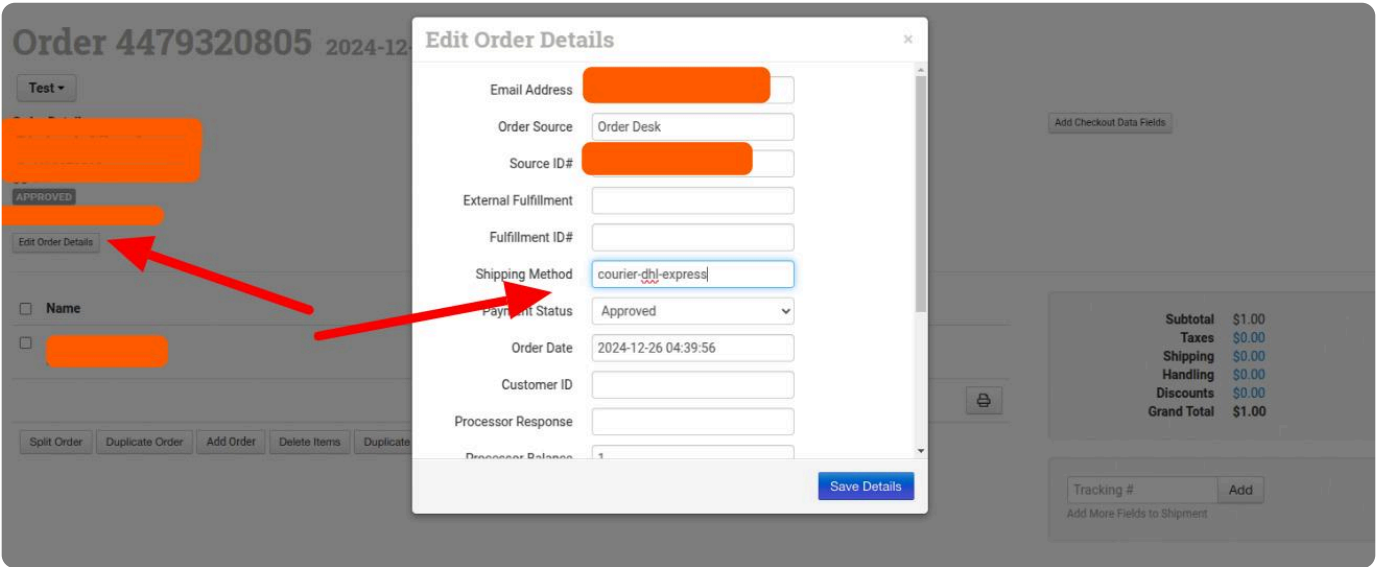
In **Price list | Expresta** we have the **Carrier code** column, which is basically the category name of the carrier

You can choose the carrier code you want, e.g. courier-dhl-express, and then add it in OrderDesk's order information popup (**OrderDesk** > **Edit Order Details** > **Shipping Method**)



With this, when our software visits your store next time, it will take the order with already valid data in it.

If this isn't the case and you'd like to have the delivery method automatically prefilled too, we can do that. To achieve this, we'll need to have another table, luckily, much simpler this time In this approaach, you should specify the carrier code for the country, like this:

| Country ISO | Preferred Carrier Code |
|---|---|
| AT | courier-dhl-express |
| NL | tracked-letter |
| BL | courier |

This way, you'll be able to carefully cherry-pick the carrier codes for your destination countries, have it set and be done with it.

In order to effectively handle errors related to deliveries, we have implemented a solid foundation for fallbacks and error handling with OrderDesk. When you have a record in OrderDesk, and we don't have compatible delivery for it, you'll receive an email with subject "**OrderDesk order ID 77777777777 has shipment method issue.**" with some instructions on how to resolve the issue. Similar, you'll also receive a note attached to that order.

## What happens when your order goes to production (is being printed)
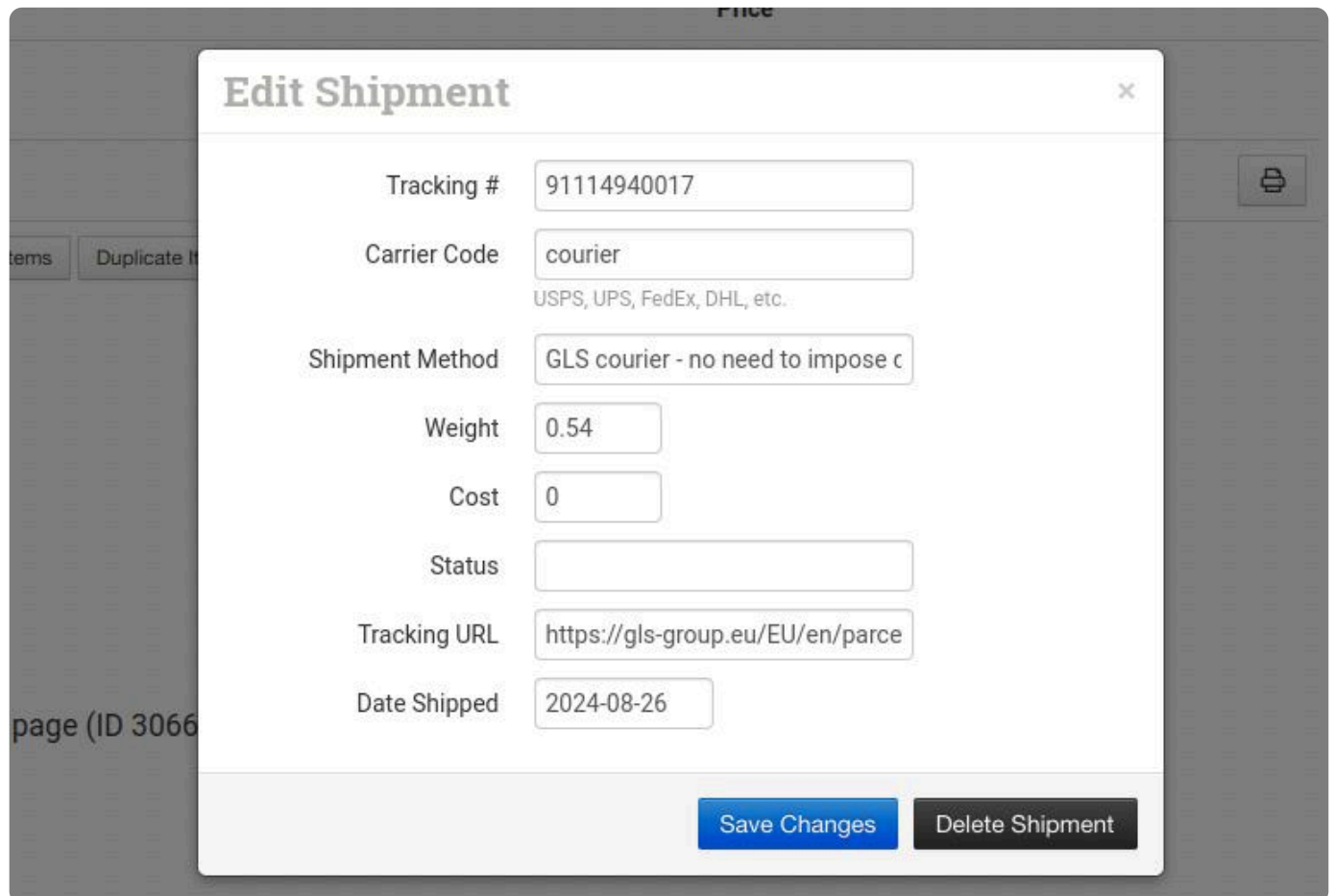
When your order is processed and is sent to be printed, we are attaching a "Note" to your OrderDesk order. They look like this:

Order Notes

Your order 4383546480 was printed.
Follow the progress at Expresta's my orders page (ID 310593)
— Expresta API, 2024-09-17 12:08:03 – Delete

# What happens when your order is shipped?

When your order is printed and shipped to the delivery address, we are creating a shipment information that looks like this. With the information we are sending to OrderDesk related to your order, you will be able to further track it down and follow till it reaches it's destination