



DHL CONNECTOR IN ODOO

Goals and benefits

- ❑ Centralise logistics and sales operations
- ❑ Prevent shipping error information
- ❑ Ease quotations for faster sales
- ❑ Ease Accounting declarations
- ❑ Maintain a correct product database



DHL PRICING EXCEL

DHL PRICING

File Edit View Insert Format Data Tools Extensions Help

100%

PRICING VALID UP TO 300 DEVICES MAX

Zone	Weight	DHL Price	Final Price	Item	Weight (kg)	Weight per Item
DOMINICANE REP.	10.00	145.00	€	FX100+ (1) + with individual box	0.47	0.00
				(10'x 10'x 10')	0.47	0.00
				FX100+ (2) with individual box	0.94	0.00
				FX100+ (10) with box	2.38	0.00
				Rubber sleeve	0.03	0.00
				Rubber with webbing	0.05	0.00
				Chargers	0.04	0.00
				USB cable	0.03	0.00
				Battery	0.04	0.00
				Cables	0.00	0.00
				Back cover Front Tap	0.02	0.00
				FX200 (1) with box	2.70	0.00
				FX200 (5) with box	3.00	0.00
				FX200 (1) with individual box	0.39	0.00
				FX200 (1) with individual box	1.41	0.00
				MIN Thermal Printer MP1000	0.41	0.00
				(Wall casing) Casing FX100	0.20	0.00
				FX210 with individual box	0.05	0.00
				FX250 with individual box	0.05	0.00
				FX250PK20 with individual box	0.00	0.00
				FX210 with individual box	0.00	0.00
				Power TPO-200-018-012	0.01	0.00

CLEAR

DHL ODOO CONNECTOR

Update shipping cost

Shipping Method ? DHL

Total Order Weight ?

Cost ?

Update Discard

DHL Economy Select (EU)

DHL Express (EU)

DHL Express 12:00 (EU)

DHL EXPRESS WORLDWIDE (non-EU)

DHL EXPRESS 9:00 (EU)

Create "DHL"

Search More...

Create and edit...



THINGS TO KNOW BEFORE STARTING

WARNING BEFORE USING THE CONNECTOR



- All quotations with the connector are about articles moving **FROM BELGIUM ONLY!!!**

- **For shipment within EU :**
 - You can ship all items without restriction (batteries alone, devices + batteries, etc.)
 - For more than 200 FX9XX devices, double check with Logistics just to make sure the price is ok.
 - **Always use Economy Select for batteries alone shipments!!**

WARNING BEFORE USING THE CONNECTOR



➤ For shipment Outside EU :

- **Never use the connector to quote shipment of batteries alone!!!**
- If you ship **more than 2 devices containing batteries**, always check [HERE](#) if the country is DHL eligible
- Always check [HERE](#) if there is no additional fees with the shipping cost (inspection, Ecolevy, etc.)
- For more than 500 devices, double check with Logistics just to make sure the price is ok.
- For more than 200 FX9XX devices, double check with Logistics just to make sure the price is ok.

DHL SHIPPING METHODS

DHL SHIPPING METHODS

- ☐ **DHL Express Domestic (BE)** => Road transport // Within Belgium only // Batteries can be shipped on their own without any issues.
- ☐ **DHL Economy Select (EU)** => Road transport // Within the EU only // Batteries can be shipped on their own without any issues.
- ☐ **DHL Express (EU)** => Air transport // Within the EU only // Batteries can only be shipped together with devices.
- ☐ **DHL Express 12:00 (EU)** => Air transport // Within the EU only // Batteries can only be shipped together with devices.
- ☐ **DHL Express 9:00 (EU)** => Air transport // Within the EU only // Batteries can only be shipped together with devices.
- ☐ **DHL Express Worldwide (non-EU)** => Air transport // Outside the EU only // Batteries can only be shipped together with devices.



HOW TO QUOTE WITH DHL IN ODOO?

New Quotations SO9925

Send by Email Send PRO-FORMA Invoice Confirm Preview Cancel

Quotation Quotation Sent Sales Order

Send message Log note Activities

SO9925

Customer Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

MDM Account

Invoice Address Customer journey test

Delivery Address Customer journey test

Quotation Template

Order Lines Other Info Notes

Expiration
Quotation Date 08 Jun, 2021 16:58:10
Recurring Plan
Pricelist EUR (EUR)
Payment Terms Immediate Payment
Go for shipping

Step 1
Set the address where the goods should be delivered by logistics.
This field MUST be accurate to have the correct shipping price

Product	Description	Quantity	Unit Price	Taxes	Disc. %	Tax excl.
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: - 1 FP202 with Famoco logo - 1 Battery 4000mAh - 1 Manual - 1 Charger - 1 USB cable - 1 Screen protection (already added on the screen) - 1 Bumper	1.00	374.000	TVA collectée (vente) 20,0%	0.00	374.00 €

Step 2
Choose your products and quantities

Step 3
Click on "add shipping"

Coupon Code Promotions Discount Add shipping

June 8, 2021

- Simon Regnier - 3 years ago
- None → Customer journey test (Customer)
 - None → Simon Regnier (Salesperson)
 - None → Quotation (Status)
 - 0.00 → 448.80 (Total)
 - 0.00 → 374.00 (Untaxed Amount)
- Simon Regnier - 3 years ago
Sale Order created

SalesOrdersTo InvoiceProducts

New

QuotationsSO9925

Send by EmailSend PRO-FORMA InvoiceConfirmPreviewCancel

QuotationQuotation SentSales Order

Send messageLog noteActivities

SO9925

Customer ?Customer journey testJeremy ROBIN 35A route de Montesson78110 Le vésinetFrance

MDM Account ?

Invoice Address ?Customer journey test

Delivery Address ?Customer journey test

Quotation Template ?

Expiration ?

Quotation Date ?08 Jun, 2021 16:58:10

Recurring Plan ?

Pricelist ?EUR (EUR)

Payment Terms ?Immediate Payment

Order LinesOther InfoNotes

Product	Description
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: <ul style="list-style-type: none">- Secure Android 6.0 Operating System- Contact card reader (ISO7816)- Idemia® CBM-E3 fingerprint scanner- Secure Access Module slot (2FF)- Display 4"5 WVGA, capacitive touch panel It contains: <ul style="list-style-type: none">- 1 FP202 with Famoco logo- 1 Battery 4000mAh- 1 Manual- 1 Charger- 1 USB cable- 1 Screen protection (already added on the screen)- 1 Bumper

June 8, 2021

Simon Regnier - 3 years ago

- None → Customer journey test (Customer)
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- None → Quotation (Status)
- 0.00 → 448.80 (Total)
- 0.00 → 374.00 (Untaxed Amount)

Simon Regnier - 3 years ago

Sale Order created

Add a shipping method

Shipping Method ?DHL

Total Order Weight ?

Cost ?

AddDiscard

DHL Economy Select (EU)

DHL Express (EU)

DHL Express 12:00 (EU)

DHL EXPRESS WORLDWIDE (non-EU)

DHL EXPRESS 9:00 (EU)

Create "DHL"

Search More...

Create and edit...

←

Ecrire "DHL"

et choisir l'option

DHL souhaitée et appropriée

New

Quotations
SO9925

Send by Email Send PRO-FORMA Invoice Confirm Preview Cancel

Quotation Quotation Sent Sales Order

Send message Log note Activities

SO9925

Customer ? Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

MDM Account ?

Invoice Address ? Customer journey test

Delivery Address ? Customer journey test

Quotation Template ?

Expiration ?
Quotation Date ? 08 Jun, 2021 16:58:10
Recurring Plan ?
Pricelist ? EUR (EUR)
Payment Terms ? Immediate Payment

June 8, 2021

- Simon Regnier** - 3 years ago
- None → Customer journey test (Customer)
 - None → Simon Regnier (Salesperson)
 - None → Quotation (Status)
 - 0.00 → 448.80 (Total)
 - 0.00 → 374.00 (Untaxed Amount)
- Simon Regnier** - 3 years ago
Sale Order created

Order Lines Other Info Notes

Product	Description
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: -1 FP202 with Famoco logo -1 Battery 4000mAh -1 Manual -1 Charger -1 USB cable -1 Screen protection (already added on the screen) -1 Bumper

Add a product Add a section Add a note Catalog

Add a shipping method

Shipping Method ? DHL Economy Select (EU)

Total Order Weight ? 0.50 kg

Cost ? 22.13 €

→ Get rate

le prix s'affiche

Add Discard

Cliquer sur "add"

Cliquer sur "get rate"

New Quotations SO9925

Send by Email Send PRO-FORMA Invoice Confirm Preview Cancel

Quotation Quotation Sent Sales Order

SO9925

Customer Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

MDM Account

Invoice Address Customer journey test

Delivery Address Customer journey test

Quotation Template

Expiration
Quotation Date 08 Jun, 2021 16:58:10
Recurring Plan
Pricelist EUR (EUR)
Payment Terms Immediate Payment
Go for shipping

Order Lines Other Info Notes

Product	Description	Quantity	Unit Price	Taxes	Disc. %	Tax excl.
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: - 1 FP202 with Famoco logo - 1 Battery 4000mAh - 1 Manual - 1 Charger - 1 USB cable - 1 Screen protection (already added on the screen) - 1 Bumper	1.00	374.000	TVA collectée (vente) 20,0%	0.00	374.00 €
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)	1.00	22.126	TVA collectée (vente) 20,0%	0.00	22.13 €

Le coût d'expédition s'ajoute à la quotation

Add a product Add a section Add a note Catalog

Send message Log note Activities

June 8, 2021

-  Simon Regnier - 3 years ago
 - None → Customer journey test (Customer)
 - None → Simon Regnier (Salesperson)
 - None → Quotation (Status)
 - 0.00 → 448.80 (Total)
 - 0.00 → 374.00 (Untaxed Amount)
-  Simon Regnier - 3 years ago
 - Sale Order created

**WHAT IF YOU WANT TO UPDATE
YOUR QUOTATION?**

New Quotations
SO9925 ⚙️ 🔒 ↺

Send by Email

Send PRO-FORMA Invoice

Confirm

Preview

Cancel

Quotation

Quotation Sent

Sales Order

SO9925

Customer ?

Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

Expiration ?

Quotation Date ? 08 Jun, 2021 16:58:10

Recurring Plan ?

Pricelist ? EUR (EUR)

Payment Terms ? Immediate Payment

Go for shipping ? ☐

MDM Account ?

Invoice Address ? Customer journey test

Delivery Address ? Customer journey test

Quotation Template ?

Order Lines

Other Info

Notes

Product	Description	Quantity	Unit Price	Taxes	Disc. %	Tax excl.
⋮ [KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: - 1 FP202 with Famoco logo - 1 Battery 4000mAh - 1 Manual - 1 Charger - 1 USB cable - 1 Screen protection (already added on the screen) - 1 Bumper	50.00	374.000	TVA collectée (vente) 20,0%	0.00	18,700.00 €
⋮ [SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)	1.00	22.126	TVA collectée (vente) 20,0%	0.00	22.13 €

Add a product

Add a section

Add a note

Catalog

Mettre à jour
le coût de shipping

Coupon Code

Promotions

Discount

Update shipping cost

New Quotations
SO9925

Send by Email

Send PRO-FORMA Invoice

Confirm

Preview

Cancel

Quotation

Quotation Sent

Sales Order

SO9925

Customer ?

Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

Expiration ?

Quotation Date ? 08 Jun, 2021 16:58:10

Recurring Plan ?

Pricelist ? EUR (EUR)

Payment Terms ? Immediate Payment

MDM Account ?

Invoice Address ?

Customer journey test

Delivery Address ?

Customer journey test

Quotation Template ?

Order Lines

Other Info

Notes

Product

Description

[KIT/FP/FP202.1] Famoco FP202.1 [KIT/FP/FP202.1] Famoco FP202.1
Complete sales kit for the FP202 biometric device.
Main functionalities:
- Secure Android 6.0 Operating System
- Contact card reader (ISO7816)
- Idemia® CBM-E3 fingerprint scanner
- Secure Access Module slot (2FF)
- Display 4"5 WVGA, capacitive touch panel

It contains:
-1 FP202 with Famoco logo
-1 Battery 4000mAh
-1 Manual
-1 Charger
-1 USB cable
-1 Screen protection (already added on the screen)
-1 Bumper

[SER/DEL/DHL_Express] DHL_Express DHL Economy Select (EU) 1.00 22.126 TVA collectée (vente) 20,0% 0.00 22.13 €

Add a product Add a section Add a note Catalog

Add a shipping method

Shipping Method ? DHL Economy Select (EU)

Total Order Weight ? 25.00 kg

Cost ? 37.93 € → Get rate

(Nouveau prix)

Update

Discard

(Cliquer sur update)

Coupon Code

Promotions

Discount

Update shipping cost

New Quotations
SO9925

Send by Email Send PRO-FORMA Invoice Confirm Preview Cancel Quotation Quotation Sent Sales Order

SO9925

Customer ? Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

MDM Account ?

Invoice Address ? Customer journey test

Delivery Address ? Customer journey test

Quotation Template ?

Expiration ?

Quotation Date ? 08 Jun, 2021 16:58:10

Recurring Plan ?

Pricelist ? EUR (EUR)

Payment Terms ? Immediate Payment

Go for shipping ? ☐

Order Lines Other Info Notes

Product	Description	Quantity	Unit Price	Taxes	Disc.%	Tax excl.
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: - 1 FP202 with Famoco logo - 1 Battery 4000mAh - 1 Manual - 1 Charger - 1 USB cable - 1 Screen protection (already added on the screen) - 1 Bumper	50.00	374.000	TVA collectée (vente) 20,0%	0.00	18,700.00 €
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)	1.00	37.927	TVA collectée (vente) 20,0%	0.00	37.93 €

Coût de shipping mis à jour

Add a product Add a section Add a note Catalog

COMMON ERRORS AND SOLUTIONS

1. Wrong or missing ZIP code

The screenshot shows a CRM interface for managing quotations. The main form is for quotation SO9925. It includes fields for Customer, MDM Account, Invoice Address, Delivery Address, Quotation Template, Expiration, Quotation Date, Recurring Plan, Pricelist, and Payment Terms. A modal window titled "Update shipping cost" is open, displaying an "Invalid Operation" error. The error message states: "The address of the customer is missing or wrong (Missing field(s) : zip)" and "Missing field: Zip". It also includes a red instruction: "=> Vérifier si le code postal est correctement renseigné!!". The modal has a "Close" button. The background form shows a table of products and a shipping cost summary.

SO9925

Customer [?] Customer journey test
Jeremy ROBIN 35A route de Montesson
Le vésinet
France

MDM Account [?]

Invoice Address [?] Customer journey test

Delivery Address [?] Customer journey test

Quotation Template [?]

Expiration [?]

Quotation Date [?] 08 Jun, 2021 16:58:10

Recurring Plan [?]

Pricelist [?] EUR (EUR)

Payment Terms [?] Immediate Payment

Invalid Operation

The address of the customer is missing or wrong (Missing field(s) : zip)

"Missing field: Zip"

=> Vérifier si le code postal est correctement renseigné!!

Close

Product	Description
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: -1 FP202 with Famoco logo -1 Battery 4000mAh -1 Manual -1 Charger -1 USB cable -1 Screen protection (already added on the screen) -1 Bumper
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)

Add a product Add a section Add a note Catalog

Coupon Code Promotions Discount Update shipping cost

1. Wrong or missing ZIP code

Sales Orders To Invoice Products

New Quotations
SO9925

Send by Email Send PRO-FORMA Invoice Confirm Preview Cancel

Quotation Quotation Sent Sales Order

SO9925

Customer ?
Customer journey test
Jeremy ROBIN 35A route de Montesson
Le vésinet
France

MDM Account ?

Invoice Address ? Customer journey test

Delivery Address ? Customer journey test

Quotation Template ?

Cliquer ici pour accéder aux
détails de l'adresse de livraison

Expiration ?

Quotation Date ? 08 Jun, 2021 16:58:10

Recurring Plan ?

Pricelist ? EUR (EUR)

Payment Terms ? Immediate Payment

Go for shipping ? ☐

- Go to the delivery
address details

Internal link

Order Lines Other Info Notes

Product	Description	Quantity	Unit Price	Taxes	Disc.%	Tax excl.
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: -1 FP202 with Famoco logo -1 Battery 4000mAh -1 Manual -1 Charger -1 USB cable -1 Screen protection (already added on the screen) -1 Bumper	50.00	374.000	TVA collectée (vente) 20,0%	0.00	18,700.00 €
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)	1.00	37.927	TVA collectée (vente) 20,0%	0.00	37.93 €

Add a product Add a section Add a note Catalog

1. Wrong or missing ZIP code

☐ Individual ☒ Company

Customer journey test



Already Customer? ☐
Created By Shop? ☐
Has Been Activated Shop? ☐
Country Code? FR

Address

Jeremy ROBIN 35 route de Montesson

Street 2...

78110

Le vésinet

State

France

Tax ID?

e.g. BE0477472701

Zoho Account ID?

Chargebee Account ID?

Department?

Yvelines (78)

Mettre le code postal
dans le champ approprié

!!! Si vous avez cette erreur pour une
ville qui n'a normalement pas de code postal
(Afrique, Amérique latine, etc), renseigner "0000"!!!

- Make sure the « ZIP code »
field is correct

- For town without zip code
(like in Africa or Latin
America), fill with « 0000 »

Phone?

Mobile?

0000000000

Email?

test@test.com

Website?

e.g. https://www.odoo.com

Language?

French / Français

Tags?

e.g. "B2B", "VIP", "Consulting", ...

Contacts & Addresses

MDM Accounts

Sales & Purchase

Affiliates

Reseller/Clients

Internal Notes

Add

2. Missing weight value from one or more article in the quotation

The screenshot displays a CRM interface for managing quotations. The main window shows quotation SO9925 with details for customer 'Customer journey test', address 'Jeremy ROBIN 35A route de Montesson 78110 Le vésinet France', and various terms like 'Expiration', 'Quotation Date', and 'Payment Terms'. A modal dialog titled 'Update shipping' is open, displaying an 'Invalid Operation' error. The error message states: 'The estimated shipping price cannot be computed because the weight is missing for the following product(s): Famoco FP202.1'. The dialog includes a 'Close' button. The background interface includes navigation tabs (Sales, Orders, To Invoice, Products), a top bar with 'New Quotations SO9925', and a right sidebar with user activity for Simon Regnier. The bottom of the screen features buttons for 'Add a product', 'Add a section', 'Add a note', 'Catalog', 'Coupon Code', 'Promotions', 'Discount', and 'Update shipping cost'.

SO9925

Customer [?] Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

MDM Account [?]

Invoice Address [?] Customer journey test

Delivery Address [?] Computec

Quotation Template [?]

Order Lines Other Info Notes

Product	Description
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: - 1 FP202 with Famoco logo - 1 Battery 4000mAh - 1 Manual - 1 Charger - 1 USB cable - 1 Screen protection (already added on the screen) - 1 Bumper
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)

Add a product Add a section Add a note Catalog

Coupon Code Promotions Discount Update shipping cost

Update shipping

Invalid Operation

The estimated shipping price cannot be computed because the weight is missing for the following product(s):
Famoco FP202.1

Close

Update Discard

2. Missing weight value from one or more article in the quotation

SalesOrdersTo InvoiceProducts

NewQuotationsSO9925

Send by EmailSend PRO-FORMA InvoiceConfirmPreviewCancel

QuotationQuotation SentSales Order

SO9925

Customer ?
Customer journey test
Jeremy ROBIN 35A route de Montesson
78110 Le vésinet
France

MDM Account ?
Invoice Address ?
Customer journey test
Delivery Address ?
Computec
Quotation Template ?

Expiration ?
Quotation Date ?
08 Jun, 2021 16:58:10
Recurring Plan ?
Pricelist ?
EUR (EUR)
Payment Terms ?
Immediate Payment
Go for shipping ?
☐

Order LinesOther InfoNotes

Product	Description	Quantity	Unit Price	Taxes	Disc.%	Tax excl.
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: - 1 FP202 with Famoco logo - 1 Battery 4000mAh - 1 Manual - 1 Charger - 1 USB cable - 1 Screen protection (already added on the screen) - 1 Bumper	50.00	374.000	TVA collectée (vente) 20,0%	0.00	18,700.00 €
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)	1.00	37.927	TVA collectée (vente) 20,0%	0.00	37.93 €

Add a productAdd a sectionAdd a noteCatalog

Coupon CodePromotionsDiscountUpdate shipping cost

Send messageLog noteActivities

@logistics-team@famoco.com please update product weight information

LogCTRL-Enter to send

June 8, 2021

Simon Regnier - 3 years ago

• None → Customer journey test (Customer)

• None → Simon Regnier (Salesperson)

• None → Quotation (Status)

• 0.00 → 448.80 (Total)

• 0.00 → 374.00 (Untaxed Amount)

Simon Regnier - 3 years ago

Sale Order created

- Ping logistics in the comments (log a note with « @logistics-team@famoco.com » followed by your message) so that they update the product's weight,

3. City field is wrong or missing

The screenshot displays a CRM interface for managing a quotation (SO9925). The main form is titled "SO9925" and includes fields for Customer, MDM Account, Invoice Address, Delivery Address, and Quotation Template. The Customer field is filled with "Customer journey test", "Jeremy ROBIN 35A route de Montesson", "78110 Le vésinet", and "France". The MDM Account field is filled with "Customer journey test". The Invoice Address field is filled with "Customer journey test". The Delivery Address field is filled with "Customer Journey Creation, Creation Test". The Quotation Template field is empty. The form also includes fields for Expiration, Quotation Date, Recurring Plan, Pricelist, and Payment Terms. The Quotation Date is "08 Jun, 2021 16:58:10". The Recurring Plan is "EUR (EUR)". The Pricelist is "EUR (EUR)". The Payment Terms are "Immediate Payment".

An "Invalid Operation" error dialog is displayed in the center of the screen. The message reads: "The address of the customer is missing or wrong (Missing field(s): city)". The dialog has a "Close" button.

The background interface shows a navigation bar with "Sales", "Orders", "To Invoice", and "Products". The top right corner displays "Famoco S". The bottom right corner shows a list of activities for "Simon Regnier" dated "June 8, 2021".

Product	Description
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: -1 FP202 with Famoco logo -1 Battery 4000mAh -1 Manual -1 Charger -1 USB cable -1 Screen protection (already added on the screen) -1 Bumper
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)

3. City field is wrong or missing

Sales Orders To Invoice Products

New Quotations / SO9925
Customer Journey Creation, Creation Test

Meetings 0 Sales 3 Subscriptions 0 Purchases 0 On-time Rate No data yet Go to Website

Individual Company

Creation Test

Last name ? Test

First name ? Creation

Customer Journey Creation

+ Create company

Already Customer ? ☐

Created By Shop ? ☐

Has Been Activated Shop ? ☒

Country Code ? FR

Contact

340 Avenue de la Couronne, Paris

Street 2...

75000

France

City

State

Tax ID ?

e.g. BE0477472701

Zoho Account ID ?

Chargebee Account ID ?

Department ?

Paris (75)

Make sure the city is in the appropriate field!

No!

Yes!

Job Position ? e.g. Sales Director

Phone ? +32 478 26 26 26

Mobile ?

Email ? thomas.herman@famoco.com

Website ? e.g. https://www.odoo.com

Title ? e.g. Mister

Language ? English (US)

Tags ? e.g. "B2B", "VIP", "Consulting", ...

- Fill the information in the appropriate field

Contacts & Addresses

Sales & Purchase

Internal Notes

Add

4. Invalid destination location

The screenshot displays a CRM interface for a quotation. The top navigation bar includes 'Sales', 'Orders', 'To Invoice', and 'Products'. A 'New' button is next to 'Quotations SO9925'. The main form contains fields for 'MDM Account', 'Invoice Address', 'Delivery Address', 'Recurring Plan', 'Pricelist', 'Payment Terms', and 'Go for shipping'. The 'Delivery Address' is set to 'Customer Journey Creation, Creation Test'. A table lists the order lines, including a product 'Famoco FP202.1' and a shipping method 'DHL Express'. An 'Update shipping cost' dialog box is open, displaying an 'Invalid Operation' error: 'The destination location is invalid. Please check the data..'. The dialog has a 'Close' button. The bottom right corner shows a summary of the quotation, including 'Untaxed Amount', 'TVA 20%', 'Total', and 'Margin'.

Invalid Operation

The destination location is invalid. Please check the data..

Close

Product	Description	Quantity	Unit Price	Taxes	Disc.%	Tax excl.
[KIT/FP/FP202.1] Famoco FP202.1	[KIT/FP/FP202.1] Famoco FP202.1 Complete sales kit for the FP202 biometric device. Main functionalities: - Secure Android 6.0 Operating System - Contact card reader (ISO7816) - Idemia® CBM-E3 fingerprint scanner - Secure Access Module slot (2FF) - Display 4"5 WVGA, capacitive touch panel It contains: -1 FP202 with Famoco logo -1 Battery 4000mAh -1 Manual -1 Charger -1 USB cable -1 Screen protection (already added on the screen) -1 Bumper	50.00	374.000	TVA collectée (vente) 20,0%	0.00	18,700.00 €
[SER/DEL/DHL_Express] DHL_Express	DHL Economy Select (EU)	1.00	37.927	TVA collectée (vente) 20,0%	0.00	37.93 €

Summary:

- Untaxed Amount: 18,737.93 €
- TVA 20%: 3,747.59 €
- Total: 22,485.52 €
- Margin: 18,737.93 € (100%)

4. Invalid destination location

Sales Orders To Invoice Products

New Quotations / SO9925
Customer Journey Creation, Creation Test ⚙

Meetings 0 Sales 3 Subscriptions 0 Purchases 0 On-time Rate No data yet Go to Website

Individual Company

Creation Test

Last name ? Test

First name ? Creation

Customer Journey Creation

+ Create company

Already Customer ? ☐

Created By Shop ? ☐

Has Been Activated Shop ? ☒

Country Code ? FR

Contact

340 Avenue de la Couronne

Street 2...

75000

Paris 05

State

France

Tax ID ?

e.g. BE0477472701

Zoho Account ID ?

Chargebee Account ID ?

Department ?

Paris (75)

Job Position ? e.g. Sales Director

Phone ? +32 478 26 26 26

Mobile ?

Email ? thomas.herman@famoco.com

Website ? e.g. https://www.odoo.com

Title ? e.g. Mister

Language ? English (US)

Tags ? e.g. "B2B", "VIP", "Consulting", ...

Just the name of the town,
no number or special character

- Make sure to fill just the
name of the town, no
number or special character

Contacts & Addresses

Sales & Purchase

Internal Notes

Add

5. Invalid shipping method selected

Invalid Operation

There is no price available for this shipping, you should rather try with the DHL product D

Close

- Just make sure to select the appropriate DHL shipping method. Are you shipping in EU? Outside EU? In Belgium? (Belgium is a « domestic » shipment, so « EU » shipping methods won't work)

**FEEL FREE TO NOTIFY LOGISTICS
IF ANY OTHER ISSUE!**