



MERCHANT GUIDE

Trunkrs Same-Day Delivery v2

Same-day and next-day delivery by Trunkrs in your WooCommerce store: live rates, a delivery day of your customer's choice, automatic announcements and labels.

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Trunkrs Same-Day Delivery v2 lets your shop offer Trunkrs delivery with live rates, a delivery date of the customer's choice and automatic announcement of your orders. This guide walks you through installing, setting up and using the plugin day to day.

01 From order to delivery

After the order everything runs by itself, except printing the label

CUSTOMER

Chooses Trunkrs at checkout

Rate and delivery moment come live from the Trunkrs portal

PLUGIN

Announces the shipment automatically

Right when the order is placed, with the chosen delivery moment

YOU

Print the label and stick it on the parcel

Per order, or for several at once from the order list

YOUR STEP

TRUNKRS

Collects the parcel and delivers it

Every status change is sent back to your store by webhook

PLUGIN

Updates the order status and Track & Trace

Shown in the Trunkrs column and, if you turn it on, in your customer's email

An order with Trunkrs is announced right away. You only print the label; every status update after that comes in by itself. If you cancel the order in WooCommerce, the plugin also cancels the shipment at Trunkrs.

02 Before you start

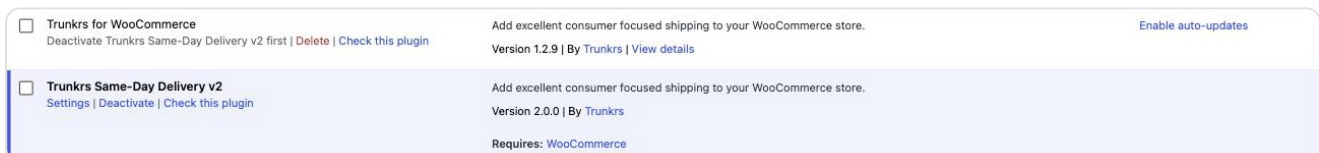
You need a Trunkrs account and a WooCommerce shop that meets these requirements.

What	Minimum
WordPress	6.5
WooCommerce	9.0
PHP	8.1
Trunkrs	An account in the Trunkrs portal (portal.trunkrs.app)
Delivery area	The Netherlands and Belgium

- Not a Trunkrs customer yet? Get in touch via trunkrs.nl.
- Using the original "Trunkrs for WooCommerce" plugin? Read [Switching from the original plugin](#) first: both plugins cannot be active at the same time.
- Shipping rates, delivery days and pickup moments are set in the Trunkrs portal, not in WooCommerce. The plugin fetches them live.

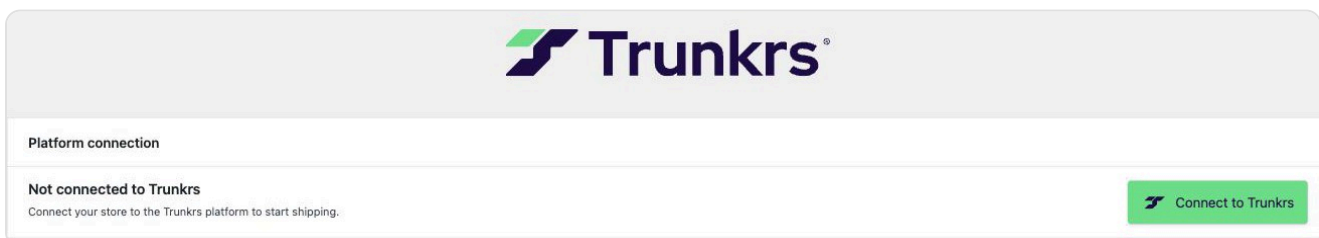
03 Install and connect

- 1 In WordPress, go to **Plugins > Add New Plugin**, search for "Trunkrs Same-Day Delivery", click **Install Now** and then **Activate**.
- 2 Click **Settings** under Trunkrs Same-Day Delivery v2 in the plugin list, or go to **WooCommerce > Trunkrs**.



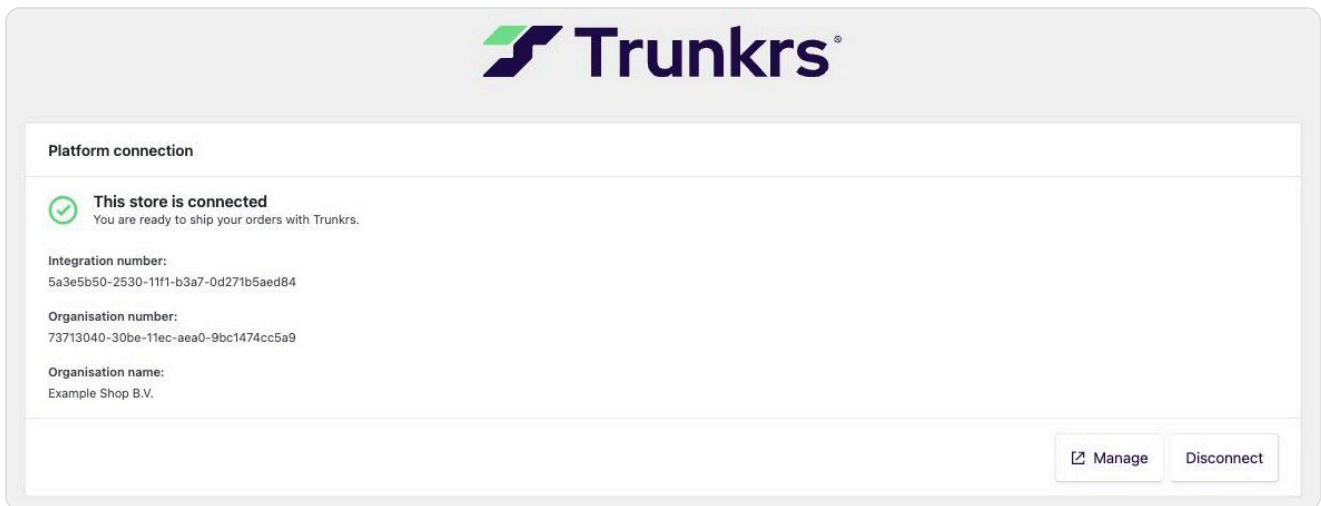
The plugin in the plugin list, with the Settings link

- 3 Click **Connect to Trunkrs**. A Trunkrs window opens.



Not connected yet: click Connect to Trunkrs

- 4 Log in with your Trunkrs account and choose your organisation. The window closes by itself.
- 5 You now see "This store is connected" with your organisation's name. Check that it is the right organisation.



Connected: your integration and organisation numbers are shown

Manage opens your integration in the Trunkrs portal. **Disconnect** unlinks the shop, for example to connect with a different account.

04 Set up a shipping zone

Trunkrs only shows up at checkout once you add it as a shipping method to a shipping zone.

- 1 Go to **WooCommerce > Settings > Shipping**.
- 2 Open an existing zone for the Netherlands (and Belgium, if you ship there) or click **Add zone**.
- 3 Click **Add shipping method**, choose **Trunkrs** and save.

You do not enter a price in WooCommerce: rates come from the Trunkrs portal and can depend on the order value. The option only shows when your customer's postal code is in the Trunkrs delivery area.

05 Settings per tab

All settings live under **WooCommerce > Trunkrs**, split over four tabs. A change is saved immediately, except fields with their own **Save** button.

Checkout: how Trunkrs looks at checkout

Checkout Shipment Advanced System

Visual settings
Customise how the Trunkrs delivery option looks at checkout.

CART
☐ Dark logo in the cart.
 Text color in cart:

CHECKOUT
☐ Dark logo at checkout.
 Text color at checkout:
☒ Show expected delivery time in the cart.
☐ Add Trunkrs Track & Trace links in order confirmation email.
☐ Show Trunkrs Track & Trace links on the customer account page.

Checkout settings
Control which timeslots customers can choose from, the cutoff time, and the text shown next to the Trunkrs option.

Cutoff time (optional)
Overrides the cutoff time shown at checkout. Empty = Trunkrs cutoff time. Note: this only changes the displayed time. The delivery schedule `{{(orderDay)}} / {{(deliveryDay)}}` is still determined by the Trunkrs portal. (Trunkrs cutoff time 22:00).

Max. timeslots ahead (0 = unlimited)
Hide timeslots further ahead than this number of days.

Checkout tab: visual settings

- **Dark logo and text colour:** pick the logo and text colour that suit your theme, separately for cart and checkout.
- **Expected delivery time in the cart:** shows the delivery day in the cart already.
- **Track & Trace links:** adds the Trunkrs tracking link to the order confirmation email and your customer's account page.

Cutoff time (optional)
Overrides the cutoff time shown at checkout. Empty = Trunkrs cutoff time. Note: this only changes the displayed time. The delivery schedule `{{(orderDay)}} / {{(deliveryDay)}}` is still determined by the Trunkrs portal. (Trunkrs cutoff time 22:00).

Max. timeslots ahead (0 = unlimited)
Hide timeslots further ahead than this number of days.

☐ Show additional timeslot picker at checkout (not needed when the portal provides multiple delivery options).
☒ Show Trunkrs shipping option in the cart.
☐ Automatically select Trunkrs as the shipping method.
 As soon as Trunkrs becomes available at checkout it is pre-selected. The customer can still choose a different shipping method afterwards.

Text with delivery option (optional)
Custom description shown next to the Trunkrs delivery option. Use `{{(orderDay)}}` for the order day, `{{(cutoffTime)}}` for the cutoff time, and `{{(deliveryDay)}}` for the delivery day. Or write plain static text without any placeholders (e.g. "order before 00:01, delivered tomorrow"). Note: `{{(orderDay)}}` and `{{(deliveryDay)}}` come from the Trunkrs portal schedule, not the cutoff override. A midnight cutoff (e.g. 00:01) combined with same-day portal delivery can produce confusing text.

Day schedule (advanced)
Override the order day, cutoff time, and delivery day per delivery day of the week. Empty rows = default portal text. Works together with the "Text with delivery option" setting as a template.

	Order day	Cutoff time	Delivery day
Monday	--	--:-- 🕒	--
Tuesday	--	--:-- 🕒	--
Wednesday	--	--:-- 🕒	--
Thursday	--	--:-- 🕒	--
Friday	--	--:-- 🕒	--
Saturday	--	--:-- 🕒	--
Sunday	--	--:-- 🕒	--

Checkout tab: timeslots, date picker and delivery option text

- **Cutoff time:** shows an earlier order deadline than Trunkrs' own, if you need more time to pack.
- **Max. timeslots ahead:** how many delivery days your customer sees (0 = all).
- **Additional timeslot picker:** shows one Trunkrs option with a date picker below it, instead of one option per day.
- **Show in cart** and **Automatically select:** show Trunkrs in the cart already and pick it first.
- **Text with delivery option:** your own text, with `{{orderDay}}`, `{{cutOffTime}}` and `{{deliveryDay}}` as placeholders.

Day schedule (advanced)

Override the order day, cutoff time, and delivery day per delivery day of the week. Empty rows = default portal text. Works together with the "Text with delivery option" setting as a template.

	Order day	Cutoff time	Delivery day
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Save

Shipping rate cache

Shipping rates are cached for 5 minutes. Clear the cache to immediately see changes made in the portal.

NETHERLANDS

Order value	Shipping price
≥ €0.00	€7.00
≥ €100.00	€2.00
≥ €150.00	Free

Clear cache

Checkout tab: day schedule and your shipping prices

- **Day schedule:** override the order day, cutoff time and delivery day text per delivery day.
- **Shipping rate cache:** shows your prices from the Trunkrs portal. After a price change in the portal you see it within 5 minutes, or right after **Clear cache**.

Shipment: service level and extra options

The screenshot shows the 'Shipment' tab in the Trunkrs merchant interface. It contains the following sections:

- Delivery settings**: A header with a subtext: "Set the default delivery type and shipment options. Use category rules to automatically assign the right type based on what is in the order."
- Default service level**: A dropdown menu set to "Same Day". Subtext: "Applied to all Trunkrs shipments unless overridden by a category exception below."
- Category exceptions**: A section for defining exceptions. It includes a table with columns "Category" and "Service level".

Category	Service level
fresh	Same Day – Fresh
frozen	Same Day – Frozen

Buttons for "Add exception" and "x" (delete) are present.
- Max. delivery attempts**: A dropdown menu set to "3". Subtext: "Total number of delivery attempts: the first try plus retries if the recipient is not home. Does not apply to missed connections or exception states."
- Max. time outside freezer (hours)**: A dropdown menu set to "15". Subtext: "Maximum time in hours the parcel may spend outside the freezer during transit. Trunkrs uses this to determine whether a re-delivery is still safe."

Shipment tab: service level and category exceptions

- **Default service level**: Same Day, Fresh or Frozen, depending on your Trunkrs plan.
- **Category exceptions**: automatically use a different level when an order contains products from a category.
- **Max. delivery attempts** and **Max. time outside freezer**: for fresh and frozen products.

The screenshot shows the 'Shipment features' tab in the Trunkrs merchant interface. It contains the following sections:

- Require one-time PIN on delivery for all orders.**: A toggle switch is turned off. Subtext: "The recipient receives a one-time PIN which they must provide to the driver. Without the correct PIN, the parcel will not be handed over."
- Also require for orders above € (0 = off)**: A text input field with "100". Subtext: "Automatically requires a PIN when the order total reaches or exceeds this amount, regardless of the toggle above."
- Automatically enable for categories**: A button labeled "Add category". Subtext: "Automatically require a PIN when an order contains products from these categories."
- Send SMS notification to recipient for all orders.**: A toggle switch is turned off. Subtext: "Sends the recipient an SMS message when their shipment is on its way."
- Also send SMS for orders above € (0 = off)**: A text input field with "100". Subtext: "Automatically sends an SMS when the order total reaches or exceeds this amount, regardless of the toggle above."
- Automatically enable for categories**: A button labeled "Add category". Subtext: "Automatically send an SMS when an order contains products from these categories."
- Require age verification on delivery for all orders.**: A toggle switch is turned off. Subtext: "The driver will check the recipient's ID to verify their age before handing over the parcel."
- Automatically enable for categories**: A button labeled "Add category". Subtext: "Automatically require age verification when an order contains products from these categories, e.g. alcohol or tobacco."

Shipment tab: PIN, SMS and age verification

- **PIN on delivery**: the recipient gives a one-time code to the driver. Turn it on for all orders, above an order value or per category.

- **SMS notification:** the recipient gets a text when the parcel is on its way.
- **Age verification:** the driver checks the recipient's ID, for example for alcohol.

These options may cost extra; ask your Trunkrs contact about the terms.

Advanced: which orders go to Trunkrs

Checkout Shipment **Advanced** System

Shipping settings
Decide which orders Trunkrs handles. By default only orders where the customer selects Trunkrs at checkout are sent to Trunkrs.

☒ Create a shipment when a subscription renewal is paid.

☐ Use the order number as shipment reference.
The shipment reference in the Trunkrs portal will start with the order number followed by a short unique code: order #16 becomes e.g. "16-a8Xk2p". This makes it easy to see which shipment belongs to which order. When disabled, the technical order key ("wc_order_...") is used. Applies to new shipments only; existing shipments are unchanged.

☐ All orders are exclusively for Trunkrs.

☐ Use order selection filters.

Selection rules Audit log

Advanced tab

- **Subscription renewals:** creates a shipment for every paid renewal (WooCommerce Subscriptions).
- **Order number as shipment reference:** the portal then shows the order number instead of a technical code.
- **All orders are exclusively for Trunkrs:** every order is announced, whatever shipping method was chosen.
- **Order selection filters:** only announce orders that match your **Selection rules**, for example by country, value, category or order status. The **Audit log** shows per order why the rules decided so.

System: status updates

Checkout Shipment Advanced **System**

System settings

Webhooks
No webhooks registered.
Webhook URL: `http://localhost:8888/wp-json/trunkrs/v1/webhook`
Register webhook Check webhooks

Status mapping
Map a Trunkrs shipment state to a WooCommerce order status. Leave blank for the default action, or choose "Disable" to take no action.

DATA_RECEIVED	Default (unchanged) ▼
SHIPMENT_SORTED	Default (unchanged) ▼
SHIPMENT_SORTED_AT_SUB_DEPOT	Default (unchanged) ▼
SHIPMENT_WITH_DRIVER	Default (unchanged) ▼

System tab: webhooks and status mapping

This is where you register the webhook and map Trunkrs states to order statuses. See [Status updates and order statuses](#).

06 What your customer sees at checkout

Your customer sees Trunkrs with its logo, delivery day, time window and price. There are two views.

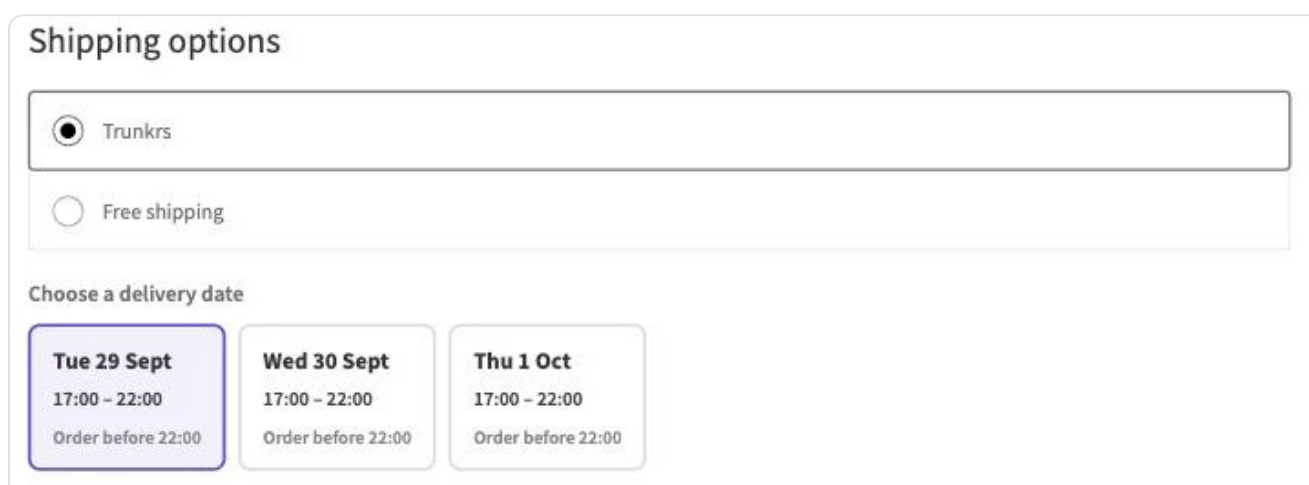
One option per delivery day (default). The first option shows how late your customer can still order.



The screenshot shows a checkout page with a 'Shipping options' section. It contains three radio button options: 'Trunkrs Today' (selected), 'Trunkrs Tomorrow', and 'Free shipping'. The 'Trunkrs Today' option includes the text 'Order before 22:00 to receive today 17:00-22:00' and a price of '€ 7,00'. To the right, a 'Delivery' summary box shows the Trunkrs logo, 'Today', 'Order before 22:00 to receive today 17:00-22:00', and a price of '€ 7,00'. Below this, a 'Total' box shows '€ 36,90'.

One Trunkrs option per delivery day, with order deadline and time window

One option with a date picker. Turn on **Show additional timeslot picker** on the Checkout tab. Your customer then picks a day below the shipping option.



The screenshot shows a checkout page with a 'Shipping options' section. It contains two radio button options: 'Trunkrs' (selected) and 'Free shipping'. Below the shipping options, there is a 'Choose a delivery date' section with three date buttons: 'Tue 29 Sept 17:00 - 22:00 Order before 22:00' (selected), 'Wed 30 Sept 17:00 - 22:00 Order before 22:00', and 'Thu 1 Oct 17:00 - 22:00 Order before 22:00'.

Trunkrs with the date picker: your customer chooses a delivery day

The chosen day is passed to Trunkrs, also for extra parcels and when you announce an order again. Times are always in Dutch time. Both views work in the classic and in the block-based WooCommerce checkout.

07 Processing orders

When your customer picks Trunkrs, the order is announced to Trunkrs automatically as soon as it reaches "Processing". You do not have to do anything.

The order list

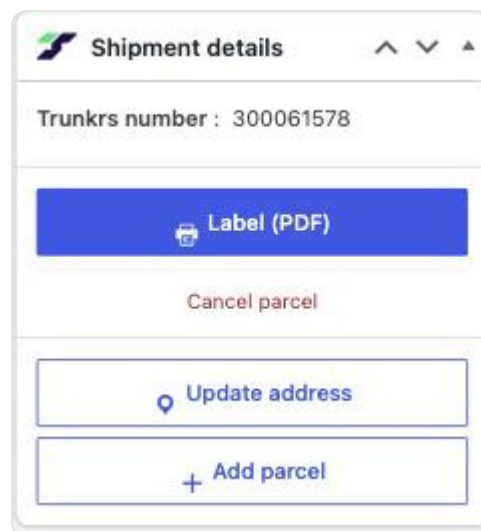
WooCommerce > Orders has a **Trunkrs** column with the shipment status, for example Announced, Out for delivery, Delivered or Cancelled by sender.

Orders Add order						
All (29) Pending payment (2) Processing (24) Cancelled (3) Draft (2)						
Bulk actions Apply All dates All sales channels Filter by registered customer Filter 29 items << < 1 > >>						
☐	Order	Date	Status	Total	Trunkrs	Origin
☐	#54 Anna de Vries	2 minutes ago	Processing	€ 21,95	Announced	Unknown
☐	#51 Smoke Test	41 minutes ago	Cancelled	€ 21,95	Cancelled by sender	Unknown
☐	#50 Smoke Test	42 minutes ago	Processing	€ 21,95	Announced	Unknown
☐	#49 Smoke Test	45 minutes ago	Processing	€ 21,95		Unknown
☐	#48 Smoke Test	17 hours ago	Cancelled	€ 21,95	Cancelled by sender	Unknown

The order list with the Trunkrs column

The Shipment details box

Open an order; on the right is the **Shipment details** box with the Trunkrs number and the actions.



The Shipment details box on an order

Button	What it does
Label (PDF)	Opens the shipping label to print
Cancel parcel	Cancels this parcel at Trunkrs
Update address	Sends the order's saved shipping address to Trunkrs. Change the address and save the order first.
Add parcel	Announces an extra parcel for the same order, on the same delivery day
Print all labels	Shows with several parcels: one PDF with all labels

If you cancel the whole order (status Cancelled), all its parcels are cancelled at Trunkrs. If the announcement failed, this box shows a message with a **Retry** button. An order that was not placed with Trunkrs can still be announced here with **Announce to Trunkrs**.

08 Bulk actions in the order list

Select orders in **WooCommerce > Orders**, pick an action under **Bulk actions** and click **Apply**.

Action	What it does	When to use it
Trunkrs: Open labels	Creates one PDF with the labels of all selected orders	Printing labels every day
Trunkrs: Announce to Trunkrs	Announces orders that were not placed with Trunkrs; the reference gets the suffix -XWC	Sending an order with Trunkrs anyway
Trunkrs: Re-announce	Announces Trunkrs orders again	Only for failed or cancelled shipments
Cancel Trunkrs shipment	Cancels the order's shipment(s), extra parcels included	The order no longer ships with Trunkrs

Re-announce and **Announce to Trunkrs** skip orders that still have an active shipment, so a second shipment is never created by accident. A notice tells you how many orders were skipped.

09 Status updates and order statuses

Trunkrs sends every status change of a shipment to your shop. The plugin shows it as a badge in the order list and updates the order status where it makes sense.

- 1 Go to **WooCommerce > Trunkrs > System**.
- 2 Click **Register webhook**. It then says "Registered for: status updates, cancellation updates".
- 3 Under **Status mapping**, choose the order status you want per Trunkrs state and click **Save status mapping**.

By default it works like this:

Trunkrs state	WooCommerce order status
Delivered, or delivered to a neighbour	Completed
Cancelled (by you or by Trunkrs)	Cancelled
Not delivered, returned, missing, address change required and other exceptions	On hold
In-transit states (received, sorted, with the driver)	No change, badge only

Pick **Disable** for a state if you do not want an automatic change. A completed, cancelled or refunded order is never changed automatically again.

10 Per-product settings

A product's edit page has two Trunkrs fields under **Product data > Shipping**.

Field	What it does
Trunkrs: Service level	Choose Same-day, Same-day: Fresh or Same-day: Frozen for this product. Empty = your shop's default.
Trunkrs: Age verification	The driver checks the recipient's age on delivery, for example for alcohol or tobacco.

The service level applies to the whole shipment. Each product in the order first gets its own level:

- 1 The service level set on the product.
- 2 Otherwise the level of the product's category (Shipment tab).
- 3 Otherwise your shop's default service level.

The shipment then gets the strictest level of all products: Frozen beats Fresh, and Fresh beats Same Day. One frozen product in a mixed order makes the whole shipment frozen, wherever that product sits in the cart.

Selling frozen and regular products together? Set it up with a category exception, so a mixed order always ships as Frozen.

11 Switching from the original plugin (v1)

The original "Trunkrs for WooCommerce" plugin keeps working; you do not have to switch. If you want the new features:

- 1 Deactivate **Trunkrs for WooCommerce** under **Plugins**. Deleting it is optional.
- 2 Install and activate **Trunkrs Same-Day Delivery v2**.
- 3 Connect to Trunkrs again via **WooCommerce > Trunkrs**.
- 4 Check your settings per tab and register the webhook under **System**.

Your existing orders and shipping zones stay and work with v2 right away.

Both plugins cannot be active at the same time. While the original plugin is active, v2 pauses itself and shows a notice. While v2 is active, the original plugin cannot be activated.

12 FAQ and troubleshooting

Trunkrs does not show at checkout

Check these points:

- The shop is connected: **WooCommerce > Trunkrs** says "This store is connected".
- Trunkrs is a shipping method in your customer's shipping zone.
- The customer's postal code is in the Trunkrs delivery area.
- Under **Advanced**, "All orders are exclusively for Trunkrs" and "Use order selection filters" are off. With those on, Trunkrs does not appear as a choice at checkout.
- Just changed something in the portal? Rates are kept for 5 minutes. Click **Clear cache** at the bottom of the **Checkout** tab.

When is an order announced?

As soon as the customer orders with Trunkrs and the order reaches "Processing" or "Completed". With selection rules or "All orders are exclusively for Trunkrs", it happens for the orders that match your rules.

The announcement failed

The **Shipment details** box on the order then shows a message. Check the address (street with house number, and postal code) and whether Trunkrs delivers there, then click **Retry**.

The label does not open right away

Right after announcing, Trunkrs is still generating the label. The plugin retries automatically; if it still fails, try again after a few seconds.

I already use a delivery date plugin

If you use Order Delivery Date (Tyche) or YITH Delivery Date, the plugin turns its own date picker off and passes the date from that plugin to Trunkrs.

Some buttons and texts are in English on my Dutch, German or French store

Shortly after launch, the texts on your orders, such as Shipment details and the bulk actions, can still be in English. Your language arrives by itself with the regular WordPress updates.

Which time zone are the times in?

Always Dutch time, even when your customer orders from abroad.

What happens when I delete the plugin?

Its settings and temporary data are removed and its webhooks are unregistered at Trunkrs. Your orders and shipment details stay. If the original plugin is still on your site, the shared settings are kept.