Standard Mode

Introduction to Voila

Welcome to **Voila**, your all-in-one solution for **courier label creation, tracking, and shipping automation**. This guide will walk you through the essential steps to set up your **API account, install couriers, and create smart shipping rules**.

Voila acts as a **translator** between your business and courier services, simplifying complex **API requests** and standardising responses across different courier platforms.

Voila Simplifies Shipping & Maximises Efficiency

At **Voila**, we handle the complexity of courier integrations so you don't have to. Our system translates your shipping requests into the various formats required by couriers, standardising their responses to ensure consistency and ease of use.

With **intelligent shipping automation**, you can seamlessly switch couriers based on key factors like **weight, postcode, collection times, or even location type** — **Voila** helps you with the following:

⚙ **No IT Integration Hassles** – If a new courier offers better rates, you can onboard them instantly. Our pre-built APIs eliminate the need for costly development, allowing you to start shipping immediately.

⚡ **Optimise Costs & Delivery Speeds with Smart Rules,** take full control of your shipping strategy with **Smart Rules**, an intuitive system that dynamically selects the best courier based on

key parameters like **cost, speed, weight, postcode, and pickup times**.

Secure & Scalable API – We safeguard your courier credentials by registering each account with a **friendly name ("auth")**, preventing sensitive data from being transmitted. Whether you manage a **single site or multiple locations**, our system ensures your requests are routed correctly and securely.

Security Is Our Top Priority – every interaction is encrypted using advanced HTTPS protocols, protecting your data with the highest standards of online safety.

At Voila, we're here to **streamline your shipping, save you time, and help you scale effortlessly**. Let's simplify logistics together.

Step 1: Setting Up Your API Account

Your **API account** is the foundation of your **Voila** setup. It enables you to:

- **Install** and **manage** courier integrations
- **Create** shipping labels and track parcels
- **Assign multiple API account**s to different locations for better organisation

How to Set Up Your API Account

1. **Log in to Voila** and navigate to the **API Account** section.
2. **Create a new API Group** or assign it to an existing group, especially for businesses with multiple locations.
3. **Create a new API account** and assign it a relevant name (e.g., "Main Warehouse").
4. **Generate an API token**—this will be used to authenticate your requests securely.

For more details, refer to our **API Account Setup Guide**.

Step 2: Registering Your First Courier

Each API account can independently install couriers, ensuring flexibility in managing multiple carriers.

How to Register a Courier

1. **Go to the Couriers section** in your **Voila** dashboard.
2. **Select a courier** from the available list (e.g., DPD, Yodel, Evri).
3. **Enter the required authentication details** (each courier has different requirements).
4. **Assign a friendly name** to the courier (e.g., "Manchester DPD Account").
5. **Click "Save"** to complete the setup.

Once added, your courier is ready to process shipments!

Need help? Visit our **Courier Setup Guide** for step-by-step instructions.

Step 3: Creating Smart Shipping Rules

Smart Shipping allows you to automate courier selection based on predefined conditions such as weight, location, and price.

> ⚡ **Optimise Costs & Delivery Speeds with Smart Rules -** Take full control of your shipping strategy with **Smart Rules**, an intuitive system that dynamically selects the best courier based on key parameters like **cost, speed, weight, postcode, and pickup times**.
>
> **Cost Efficiency** – Automatically choose the most affordable courier without sacrificing service quality. Set price thresholds to ensure you're always getting the best deal.
>
> **Faster Deliveries** – Route shipments based on pickup availability and transit times, ensuring your parcels reach customers as quickly as possible.
>
> **Seamless Flexibility** – Adapt on the fly! If a courier service is unavailable or offers better rates, switch effortlessly without disrupting your workflow.

With Smart Rules, every shipment is **optimised for cost and speed**, saving you time, money, and hassle. Let automation do the heavy lifting while you focus on growing your business!

How to Create a Smart Shipping Rule

1. **Go to "Smart Shipping"** in **Voila**.
2. **Create a new rule group** (e.g., "Express" or "Standard").
3. **Add a new rule** within the group:
   - Set **a priority** (lower numbers run first).
   - Define **supported countries** (e.g., UK).
   - Exclude specific **postcodes** (e.g., Northern Ireland).
   - Set a **maximum parcel weight and dimensions**.
   - Choose **a courier and backup failover service**.
   - Enable **return labels** if required.
4. **Save your rule** and start automating shipments!

Explore our **Smart Shipping Guide** for advanced rule configurations.

Step 4: Managing Shipments & Actions

Once couriers are set up, you can view and manage shipments effortlessly.

How to View Shipments

1. **Click "View Shipments"** to see all shipment requests.
2. **Filter shipments** by date, courier, or status.
3. **Check shipment details** including tracking information and costs.

Available Actions

- **Cancel Shipment** – Void a shipment if it's no longer needed.
- **Download Label** – Retrieve shipping labels for printing.
- **Parcel Info** – View package dimensions, weight, and service details.

- **Print Packing Slip** – Generate and print packing lists for orders.
- **Print Commercial Invoice** – Create invoices for international shipments.

For more details, refer to our Shipment Documentation.

Next Steps & Support

Need help? Explore more of our documentation, video walkthroughs or contact **support**.

Looking for more features? Check out our **Smart Shipping Guide**.

With Voila, you will be set up for **seamless, efficient shipping**.



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