

Large plan users



# QUICK GUIDE to using the bpost Amazon plug-in

# Summary

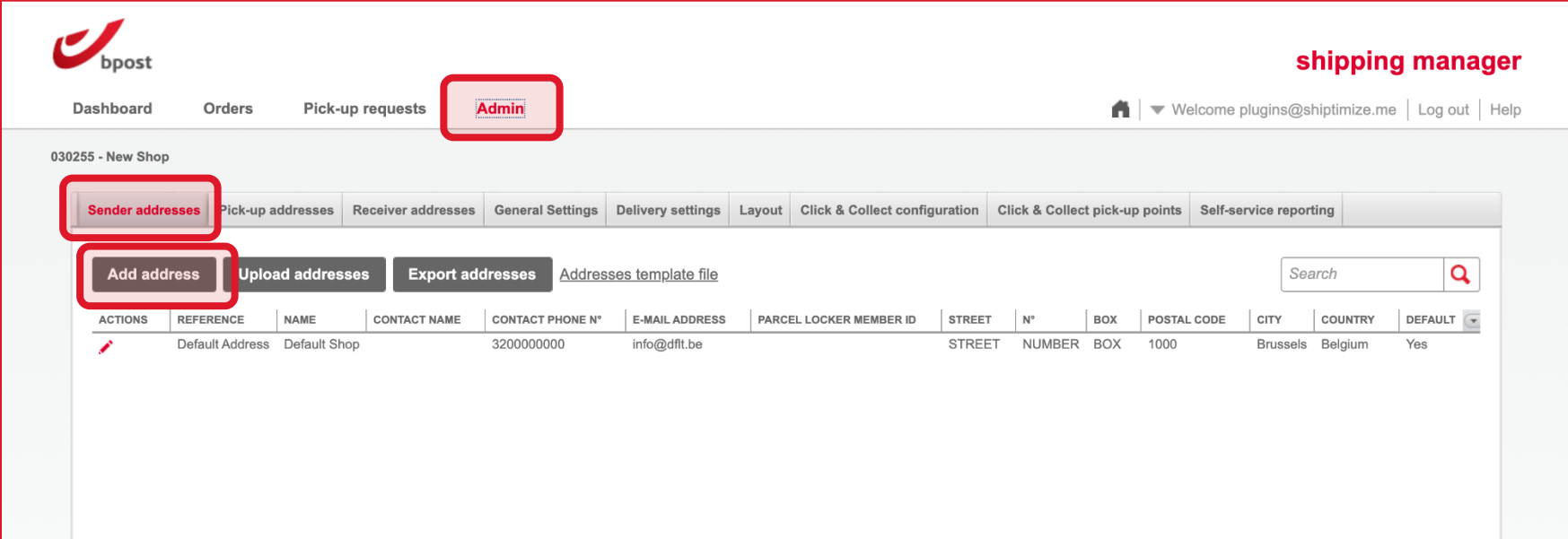
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# 1. Prerequisite: add a sender address in your Shipping Manager account

To install a bpost plug-in in your online store, you need to have a sender address in your Shipping Manager account.

If you are yet to add an address, follow these three steps:

1. Log into your [Shipping Manager](#) account and click the "Admin" button at the top of the page.
2. On the "Sender addresses" tab, select "Add address". If you have already added an address, you can click the pencil icon in the "Actions" column to edit it.




The screenshot shows the bpost Shipping Manager interface. At the top, the bpost logo is on the left, and the text "shipping manager" is on the right. Below the logo, there are navigation tabs: "Dashboard", "Orders", "Pick-up requests", and "Admin" (which is highlighted with a red box). To the right of these tabs, there is a user greeting: "Welcome plugins@shiptimize.me" with links for "Log out" and "Help".

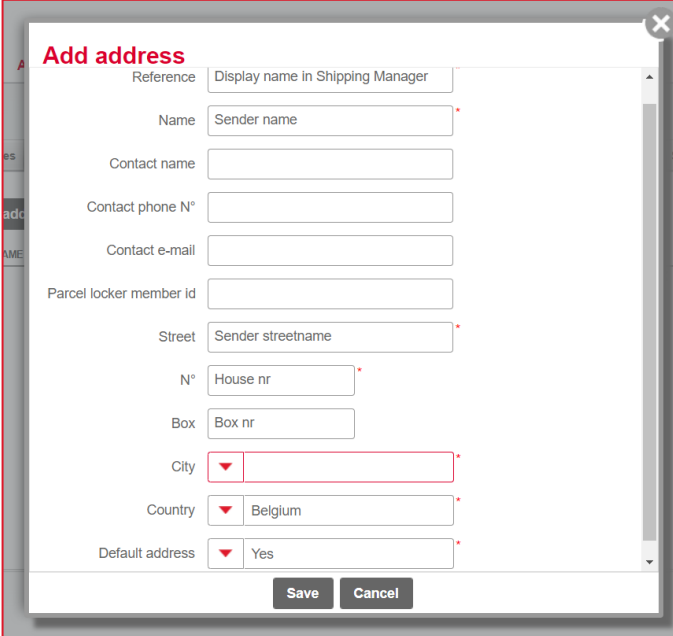
Below the navigation tabs, there is a section titled "030255 - New Shop". Inside this section, there are several tabs: "Sender addresses" (highlighted with a red box), "Pick-up addresses", "Receiver addresses", "General Settings", "Delivery settings", "Layout", "Click & Collect configuration", "Click & Collect pick-up points", and "Self-service reporting".

Under the "Sender addresses" tab, there are three buttons: "Add address" (highlighted with a red box), "Upload addresses", and "Export addresses". To the right of these buttons is a link: "Addresses template file".

Below the buttons, there is a table with the following columns: "ACTIONS", "REFERENCE", "NAME", "CONTACT NAME", "CONTACT PHONE N°", "E-MAIL ADDRESS", "PARCEL LOCKER MEMBER ID", "STREET", "N°", "BOX", "POSTAL CODE", "CITY", "COUNTRY", and "DEFAULT". The table contains one row of data:

ACTIONS	REFERENCE	NAME	CONTACT NAME	CONTACT PHONE N°	E-MAIL ADDRESS	PARCEL LOCKER MEMBER ID	STREET	N°	BOX	POSTAL CODE	CITY	COUNTRY	DEFAULT
	Default Address	Default Shop		3200000000	info@dftt.be		STREET	NUMBER	BOX	1000	Brussels	Belgium	Yes

3. Enter the address details. These fields are mandatory:
  - a. Reference: the name that is displayed in the tool
  - b. Name: the sender name used with your address on your labels
  - c. Your address
  - d. **Default address:** this must be set to “Yes” for at least one of your addresses or the plug-in will not work.
4. **Save.** Click to add your address.



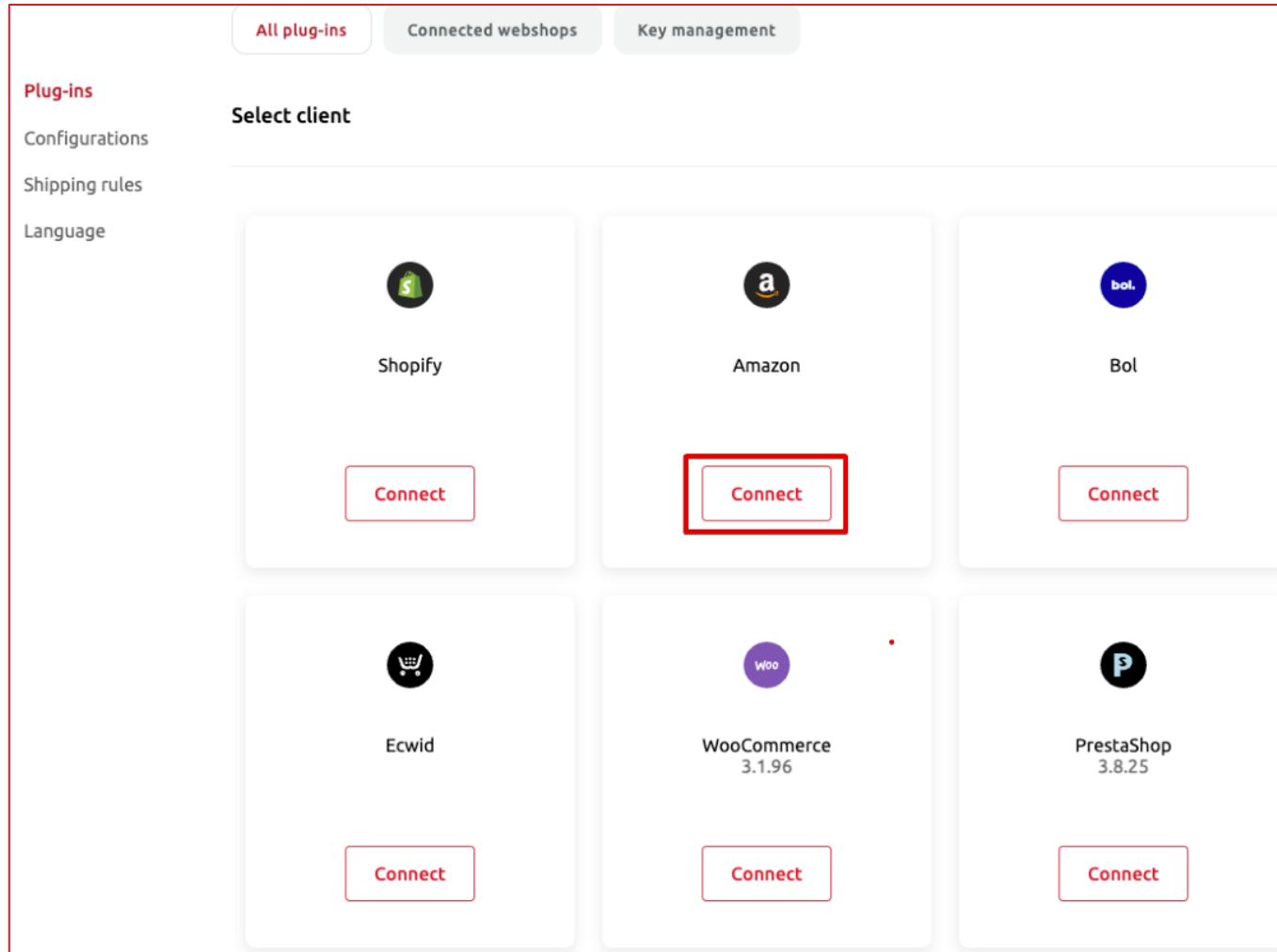
The screenshot shows a dialog box titled "Add address" with a close button (X) in the top right corner. The dialog contains several input fields, some of which are marked with a red asterisk (\*) indicating they are mandatory. The fields are:

- Reference: Display name in Shipping Manager
- Name: Sender name \*
- Contact name
- Contact phone N°
- Contact e-mail
- Parcel locker member id
- Street: Sender streetname \*
- N°: House nr \*
- Box: Box nr
- City: [Dropdown arrow] \*
- Country: [Dropdown arrow] Belgium \*
- Default address: [Dropdown arrow] Yes \*

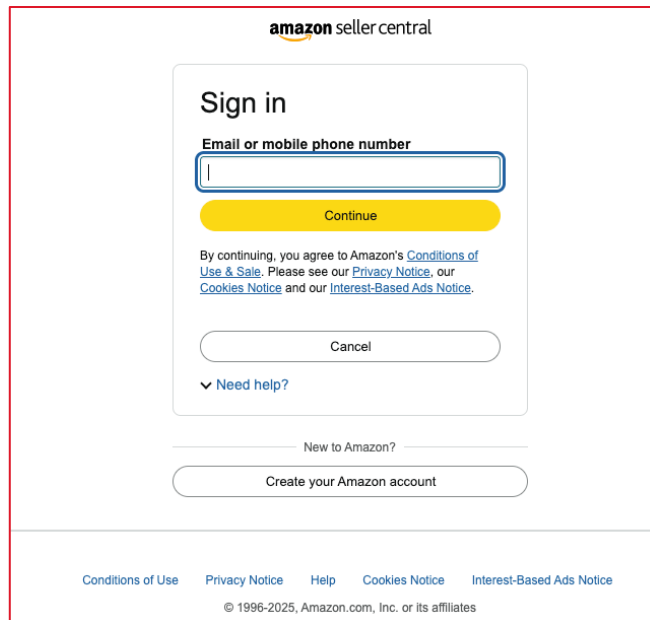
At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

## 2. Install the plug-in in your Amazon Seller Partner account

1. Log into [plugins.bpost.be](https://plugins.bpost.be) and click on 'Plug-ins' menu item.
2. Click 'Connect' next to Amazon and 'Connect my webshop' on Amazon plug-in detail page.



### 3. Log into your Amazon Seller Partner account.



The screenshot shows the Amazon Seller Central sign-in interface. At the top, the 'amazon seller central' logo is displayed. Below it, a 'Sign in' section contains a text input field labeled 'Email or mobile phone number' with a cursor inside. A yellow 'Continue' button is positioned below the input field. Underneath the button, a line of text states: 'By continuing, you agree to Amazon's [Conditions of Use & Sale](#). Please see our [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#).' A 'Cancel' button is located below this text. Further down, there is a link 'Need help?' preceded by a checkmark icon. Below a horizontal separator line, the text 'New to Amazon?' is shown above a 'Create your Amazon account' button. At the bottom of the page, a footer contains links for 'Conditions of Use', 'Privacy Notice', 'Help', 'Cookies Notice', and 'Interest-Based Ads Notice', followed by the copyright notice '© 1996-2025, Amazon.com, Inc. or its affiliates'.

4. Authorize bpost to access data from your Seller Partner account.

### Authorize bpost

**bpost requires access to view and edit the following data related to your Seller Partner account:**

Direct-to-Consumer Delivery ⓘ

Note: Authorizing an application gives an application the ability to view or edit informations about your Amazon business and take action on your Selling account.

Note: any use of your data by bpost is subject to bpost's own Terms of Use and Privacy Notice. bpost may share information with other parties or applications. for more information, please refer to bpost's Terms of Use or Privacy Notice. You can review and change your authorizations at any time from the

[Manage your Apps page](#)

☒ I direct Amazon to provide bpost access to my Selling Partner account and related data. I am responsible for any actions taken by the application.

Once you confirm, bpost will be authorised to access selling data on your behalf.

Cancel Confirm

5. You can see your shop connected in Your connected webshop(s) in [plugins.bpost.be](https://plugins.bpost.be).
6. When install is finished you should review the default settings.

The plug-in can now be used to create labels for orders. Amazon orders in **Unshipped** and **Partially Shipped** statuses and marked to be fulfilled by merchant will be imported automatically every 5 minutes. (These will not be invoiced until they are used.)

To help you get started, the plug-in is installed with the following [default](#) settings:

- Your online store is activated and the tracking IDs for the labels you create are automatically sent to your Amazon platform.



It's easy to open and update your settings at [plugins.bpost.be](https://plugins.bpost.be) under Settings > Plug-ins > Connected webshops

### 3. Configure your settings at **plugins.bpost.be**

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## Default settings

The default settings are shown in **Settings > Plug-ins > Connected webshops**. The following settings can be configured here

- **Your connected webshop(s):** this is the name of your online store.
- **Activate the webshop:** this must be toggled on to enable communication between your store and your bpost accounts.
- **Show Track & Trace code in webshop:** toggle this on to permit your online store to retrieve the tracking link of automatically created shipments.

⚠ Remember to **save your changes**.

The screenshot shows the 'Connected webshops' settings page. At the top, there are three tabs: 'All plug-ins', 'Connected webshops' (which is active), and 'Key management'. On the left side, there is a sidebar with 'Plug-ins' selected, and sub-items for 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Your connected webshop(s)' and has an 'Action' column. A table lists the connected webshops, with one entry: 'Bol: Your Store Bol.com' with a 'Delete' button. Below this is the 'Default settings' section, which includes fields for 'Your connected webshop(s) (Required)' (filled with 'Your Store Bol.com'), 'Client ID (Required)' (filled with 'Client ID from Bol.com Seller Account'), 'Secret (Required)' (filled with 'Secret from Bol.com Seller Account'), and 'Order Prefix' (empty). There are two toggle switches: 'Activate the webshop (Required)' and 'Show Track & Trace code in webshop', both of which are turned on. At the bottom right, there is a red 'Save' button.

## Shipping rules

You can create and manage rules in **Settings > Shipping rules** at [plugins.bpost.be](https://plugins.bpost.be).

### a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your Amazon store. A standard shipping label is automatically created by default. *That's certainly helpful* but not all orders placed in your store may require the same type of delivery. What about larger or smaller items? Or maybe you require a "Warranty" option for this shipment when a given order amount is exceeded?

You need a label for all these options. That's what shipping rules are for. They function as a filter between receipt of the order information and creation of the label.

**Note:** the shipping rules in your bpost account do not affect the types of delivery offered at the checkout in your Amazon store. If you want to give your customer a choice of delivery type, you must set the shipping methods in your Amazon store. You will then be able to add a rule to ensure the right label is created for a given shipping method.

The screenshot shows the bpost Shipping rules management interface. On the left is a sidebar with the bpost logo, 'Settings' (selected), 'Shipping Manager', and 'Log out'. The main content area has a 'Shipping rules' tab and a sidebar with 'Plug-ins', 'Configurations', 'Shipping rules' (selected), and 'Language'. Below this is an 'Add a rule' button and a link to 'Import the shipping methods of my webshop'. The 'Existing rules' section contains a table of rules.

Defined rules	Active	Action(s)
<b>Domestic</b> When Recipient country is Belgium and Product is not Bpack 24/7 & Bpack@bpost Perform the following action(s) Product is Bpack 24h Pro	<input checked="" type="checkbox"/>	
<b>International</b> When Recipient country is not Belgium and Product is not Bpack 24/7 & Bpack@bpost Perform the following action(s) Product is Bpack World Business	<input checked="" type="checkbox"/>	

## b. Logic

Our shipping rule editor applies commonly used **Boolean expressions**, also known as **logical expressions**, coupled with **conditional statement(s)**. A rule could look like this:

"When {attribute} is or is not {=operator} equal to {specific value}, {action}".  
Example: "When 'Shipping method' is 'bpost warranty': 'Option' is 'With warranty'."

❗ Take account of the following when creating and managing rules.

- All rules are checked when an order is placed and applied where relevant.
- Rules are always checked and **applied in the same order** (top to bottom in your Shipping Rules tab). Take care to put your rules in the right order to ensure they are all applied correctly.
- It's important to ensure that you have no conflicting rules. You can prevent this by adding attributes to make them more restrictive or using the 'interrupt rule execution' action.

## c. Available fields

### Overview

**Rule editor**

Rule name (Required): Blank Rule

**Combination of conditions**

- ✓ All conditions are valid
- One of the conditions is valid
- None of the conditions is valid
- Always execute when this rule is reached

**Operator**

- ✓ is
- is not
- contains
- does not contain
- does not contain (case-sensitive)
- does not contain (case-sensitive)
- is smaller than
- is bigger than
- is smaller or equal to
- is bigger or equal to

**Condition(s)**

**When** All conditions are valid

**Attributes**

- ✓ Recipient country
- Option
- Product
- Destination zone
- Weight
- Month
- Day of the week
- Time (hh:mm:ss)
- Day and time
- Shipping method name
- Webshop
- Item lines
- Total shipment value
- SKU/EAN Code

Webshop is Shopify my-shopify-site.myshopify.com

Shipping method is bpost Saturday

- is Write value or select from dropdown

**Perform the following action(s)**

Product is Bpack 24h Pro

Option is Saturday delivery

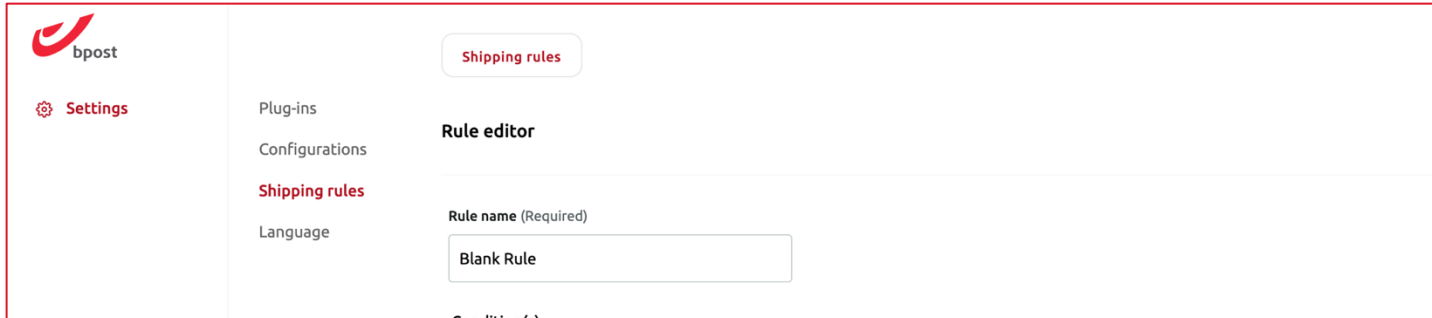
- is

**Action**


- ✓ Do not create shipping label
- Interrupt rule execution
- Option
- Product


## Rule name

You can give a rule any name you like, but it's important to be able to manage your rules, so choose a name that is easy to understand and sufficiently different from the name you give to other rules.



The screenshot shows the bpost Rule editor interface. On the left is a sidebar with the bpost logo and a 'Settings' menu. The main area is titled 'Shipping rules' and contains a 'Rule editor' section. Under 'Rule editor', there is a 'Rule name (Required)' label and a text input field containing 'Blank Rule'.

**bpost**

 **Settings**

Plug-ins

Configurations

**Shipping rules**

Language

Shipping rules

**Rule editor**

Rule name (Required)

Blank Rule

## Combination of conditions

You can set multiple conditions in the same rule. Following the Boolean expressions, you must decide whether the rule should be applied:

- If all conditions are met (AND logic)
- If at least one condition is met (OR logic)
- If none of these conditions are met (NOR logic)
- You can also select "Always execute when this rule is reached" to avoid conflicting rules being applied.

The screenshot shows the bpost Shipping rules configuration interface. On the left is a sidebar with the bpost logo and a 'Settings' menu containing 'Plug-ins', 'Configurations', 'Shipping rules' (highlighted), and 'Language'. The main area is titled 'Shipping rules' and contains a 'Rule editor' section. Under 'Rule editor', there is a 'Rule name (Required)' field with the text 'Blank Rule'. Below this is a 'Condition(s)' section. It starts with a 'When' label and a dropdown menu that is open, showing four options: 'All conditions are valid' (selected), 'One of the conditions is valid', 'None of the conditions is valid', and 'Always execute when this rule is reached'. To the right of the dropdown is a text input field and a minus/plus sign control. Below the condition section is a 'Perform the following action(s)' section, which has a similar structure with a dropdown menu showing 'is' and a text input field with a minus/plus sign control. At the bottom right of the main area are 'Cancel' and 'Apply' buttons.

 You can add and remove conditions by clicking the plus and minus signs on the right of the input fields.

## Attribute

A conditional statement requires an attribute, just like a sentence requires a subject.

Above we stated that rules are applied in a given order: "When {attribute} is or is not {=operator} equal to {specific value}, {action}".

**But what are attributes?** What information received from Amazon is used to set a condition?

Attributes are pieces of information, such as time, recipient country, shipping method, product or option. A selection of attributes is shown in the screenshot below.

The screenshot displays the 'Shipping rules' configuration interface. On the left, there is a sidebar with the 'Shipping Manager' logo. The main area is titled 'Shipping rules' and contains a 'Language' dropdown set to 'Blank Rule'. Below this, the 'Condition(s)' section is active, showing a 'When' condition with a dropdown menu open. The dropdown menu lists various attributes: Recipient country, Option, Product, Destination zone, Weight, Month, Day of the week, Time (hh:mm:ss), Day and time, Shipping method name, Webshop, Item lines, Total shipment value, and SKU/EAN Code. The 'When' condition is currently set to 'All conditions are valid'. There are two input fields for conditions, each with a '-' and '+' button. At the bottom right, there are 'Cancel' and 'Apply' buttons.

## Operator

After selecting the attribute for your conditional statement, you'll need to select an operator. It's like choosing a verb to go with the subject in your sentence.

The most common operators are "is/is not" and "contains/does not contain". Clearly, the operator depends on your attribute. So you can only use "is smaller than" for quantities.

**Shipping rules**

Language

Rule name (Required)

Blank Rule

Condition(s)

When

All conditions are valid

-

Perform the following actions

-

is

is not

contains

does not contain

does not contain (case-sensitive)

does not contain (case-sensitive)

is smaller than

is bigger than

is smaller or equal to

is bigger or equal to

-

+

-

+

Cancel

Apply



### Specific value to be verified in the conditional statement

Your conditional statement now has an attribute and an operator, just like a sentence has a subject and a verb. However, in this “sentence” the verb requires an object. You must enter the value to be checked.

Example: Recipient country is Germany

Recipient country	is	Germany	-
-	is	Write value or select from dropdown	- +
Perform the following action(s)			
Product	is	bpack World Express Pro	-

## Action

You now have one or more conditions. "When X is/is not Y" ("When Shipping Method is bpost warranty", say). You now need to say what should happen when the statement is true.

Example: When Recipient country is Germany, take this action: **Option** is **With warranty**

The available actions are shown in the screenshot below.

The screenshot displays a rule configuration interface. At the top, under the heading "Condition(s)", there is a "When" section with a dropdown menu currently set to "All conditions are valid". Below this, there is a field with a minus sign, followed by the word "is" in a dropdown menu, and then an empty text input field. To the right of the input field are minus and plus icons. Below the "When" section, there is a section titled "Perform the following action(s)". It features a dropdown menu with a checkmark and a minus sign, which is currently open, showing a list of actions: "Do not create shipping label", "Interrupt rule execution", "Option", and "Product". To the right of this dropdown is another empty text input field with minus and plus icons. At the bottom right of the interface are two buttons: "Cancel" and "Apply".

- **Do not create shipping label:** can be selected when parcels do not require shipping ("Pick-up in store", say) or a given product cannot be shipped by bpost (parcels weighing more than 30kg, say)
- **Interrupt rule execution:** can be selected in the event of conflicting rules to prevent the system entering an endless loop.
- **Option or Product:** can be selected individually or jointly to create the right label for your scenario/condition.

 You can add and remove actions by clicking the plus and minus signs on the right of the input fields.

d. An example of a shipping rule

Let's go through a simple example.

Condition(s)

When All conditions are valid

Webshop	is	Bol - Your Store Bol.com	-
Recipient country	is	Germany	-
-	is		- +

Perform the following action(s)

Product	is	bpack World Express Pro	-
-	is		- +

In the Amazon shop, you offer your customers delivery to Germany and want this delivery to be done in express way.

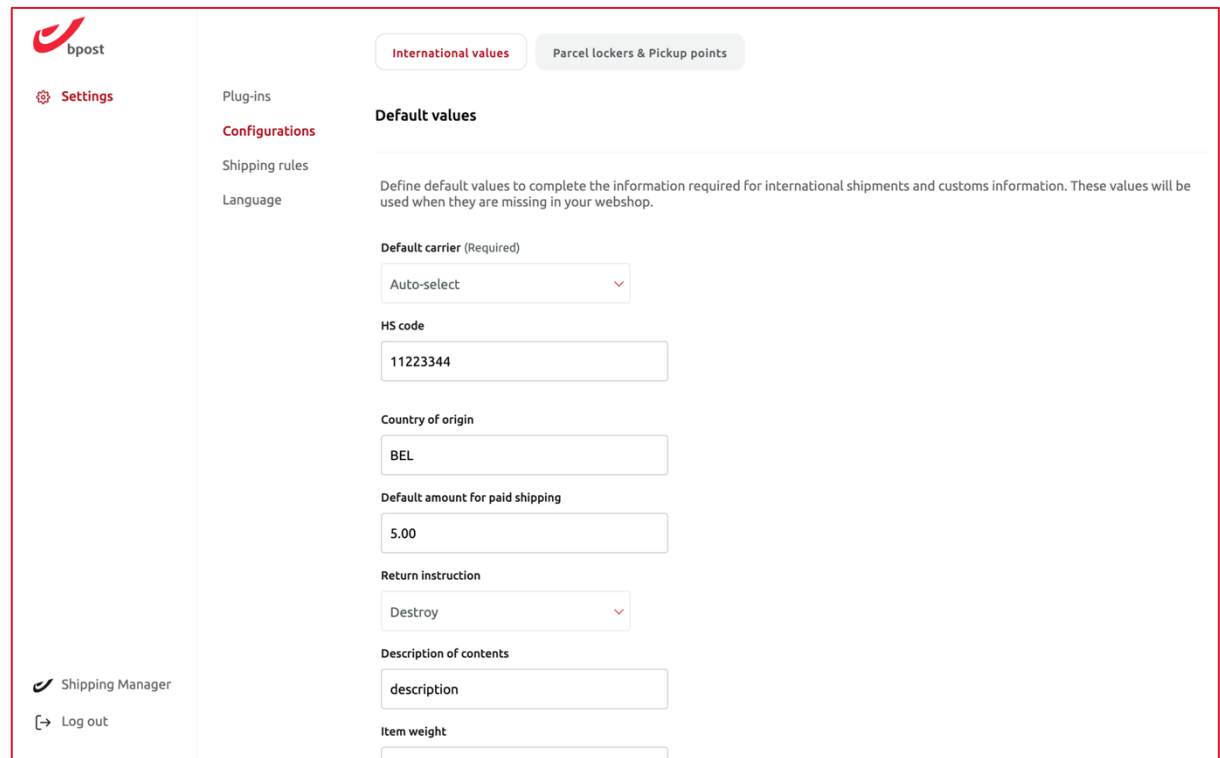
- You must set your rule as shown to be able to create the right labels for Germany deliveries.
- **Conditions that must be met:** the right Amazon store **AND** the right recipient country. (AND = all conditions must be met)
- **Actions that must be taken:** create a label for which the Product is 'bpack World Express Pro'.

## Customs forms for non-EU shipments


International shipments can be trickier, as additional content details are required for all shipments to be delivered outside of the EU. [Learn more about customs formalities](#).

Customs details for products in your Amazon store cannot be preset. Happily, you can set a default value for missing details, which are then printed on the label.

Set these default international shipment values at [plugins.bpost.be](https://plugins.bpost.be) in **Settings > Configurations > International values**.



The screenshot shows the bpost plugin settings interface. On the left is a sidebar with the bpost logo, a 'Settings' link with a gear icon, and links for 'Shipping Manager' and 'Log out'. The main content area has a top navigation bar with 'International values' (active) and 'Parcel lockers & Pickup points'. Below this is a 'Configurations' section with links for 'Plug-ins', 'Shipping rules', and 'Language'. The 'Default values' section contains a description and several input fields: 'Default carrier (Required)' with a dropdown set to 'Auto-select', 'HS code' with the value '11223344', 'Country of origin' with the value 'BEL', 'Default amount for paid shipping' with the value '5.00', 'Return instruction' with a dropdown set to 'Destroy', 'Description of contents' with the value 'description', and 'Item weight'.

**bpost**

Settings

Plug-ins

Configurations

Shipping rules

Language

Shipping Manager

Log out

International values

Parcel lockers & Pickup points

Default values

Define default values to complete the information required for international shipments and customs information. These values will be used when they are missing in your webshop.

Default carrier (Required)

Auto-select

HS code

11223344

Country of origin

BEL

Default amount for paid shipping

5.00

Return instruction

Destroy

Description of contents

description

Item weight

## 4. Downloading automatically created labels

Download the automatically created labels for your orders in your bpost [Shipping Manager](#) account:

- Click your Pending orders

The screenshot displays the bpost Shipping Manager interface. At the top, the bpost logo is on the left, and 'shipping manager' is on the right. Below the logo, navigation tabs include 'Dashboard', 'Orders', 'Pick-up requests', and 'Admin'. The 'Dashboard' tab is active, showing a 'Test' section with a date range from 21/02/2024 to 12/03/2024. The 'Order Status' table lists various statuses, with 'Pending' highlighted by a red box. The 'Status shipments' table shows counts for different shipment stages. The 'Pick-up overview' section shows 3 items. At the bottom, there are buttons for 'New shipment', 'New Pick-up', 'Sprint', and 'Search'. On the right side, there are sections for 'News' and 'Contact'.

**bpost** shipping manager

Dashboard Orders Pick-up requests Admin

Home Welcome DEMO Log out Help

**Test**

Period FROM 21/02/2024 UNTIL 12/03/2024

**Order Status**

▶ Pending	17304
▶ Open	2
▶ Printed Today	16
▶ On hold	0
▶ Cancelled	2

**Status shipments**

▶ Created	308
▶ In Transit	4
▶ Awaiting pickup by customer	0
▶ Delivered	4
▶ Back to Sender	0

**Pick-up overview**

▶ All	3
-------	---

**News**

- ▶ Shipments towards Israel & . 22/12/2023
- ▶ Shipments to Ukraine and ne 18/03/2022

**Contact**


For questions regarding the application, a shipment, your contract, please contact our customer service.

eol@bpost.be

02 201 11 11

New shipment New Pick-up Sprint Search

- This opens the **label orders overview** page.
- On the left (Actions column), **select one or more labels** you wish to print.
- Click the **“Print”** button at the bottom of the page. Give the system a moment to create the PDF. Once it's ready, the PDF will automatically download to your device.
- Open your designated downloads folder and print the PDF.


shipping manager





















Dashboard
Orders
Pick-up requests
Admin

Welcome [\[username\]](#)
Log out
Help

### Labels overview

Account: Shipping Group
Status: Pending
Period: FROM 19/04/2024 UNTIL 09/05/2024

Filter

ACTIONS	BARCODE	DELIVERY METHOD	RECEIVER ADDRESS	STATUS	DATE	ORDER REF
<input type="checkbox"/>  		home or office - bpack 24h Pro	10 [redacted] - 1000 [redacted] (B)	Pending	07/05/2024	#1042
<input type="checkbox"/>  		home or office - bpack 24h Pro	10 [redacted] - 1000 [redacted] (B)	Pending	07/05/2024	#1041
<input type="checkbox"/>  		pick-up point - bpack@bpost	10 [redacted] - 1000 [redacted] (B)	Pending	07/05/2024	#1040
<input type="checkbox"/>  		home or office - bpack 24h Pro	10 [redacted] - 1000 [redacted] (B)	Pending	07/05/2024	#1006
<input type="checkbox"/>  		home or office - bpack 24h Pro	10 [redacted] - 1000 [redacted] (B)	Pending	07/05/2024	#1039
<input type="checkbox"/>  		home or office - bpack World Business	10 [redacted] - 1000 [redacted] (B)	Pending	01/05/2024	#1014
<input type="checkbox"/>  		home or office - bpack 24h Pro	10 [redacted] - 1000 [redacted] (B)	Pending	01/05/2024	#1002
<input type="checkbox"/>  		home or office - bpack 24h Pro	10 [redacted] - 1000 [redacted] (B)	Pending	01/05/2024	#1026
<input type="checkbox"/>  		home or office - bpack World Business	10 [redacted] - 1000 [redacted] (B)	Pending	01/05/2024	#1020
<input type="checkbox"/>  		home or office - bpack World Business	10 [redacted] - 1000 [redacted] (B)	Pending	01/05/2024	#1029

55 record(s)

Print
On hold
Reopen
Return
New Pick-up
Cancel
Close

## Need help?

Our teams are here to support you with your shipping management tasks.

For questions related to our plug-ins, reach out to: [eol@bpost.be](mailto:eol@bpost.be)

For questions about bpost products and services in general, [contact our customer service](#) or, if you have one, your account manager.

## Happy shipping from bpost!

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