

*Large plan users*



# QUICK GUIDE to using the bpost ECWID STORE plug-in

# Summary

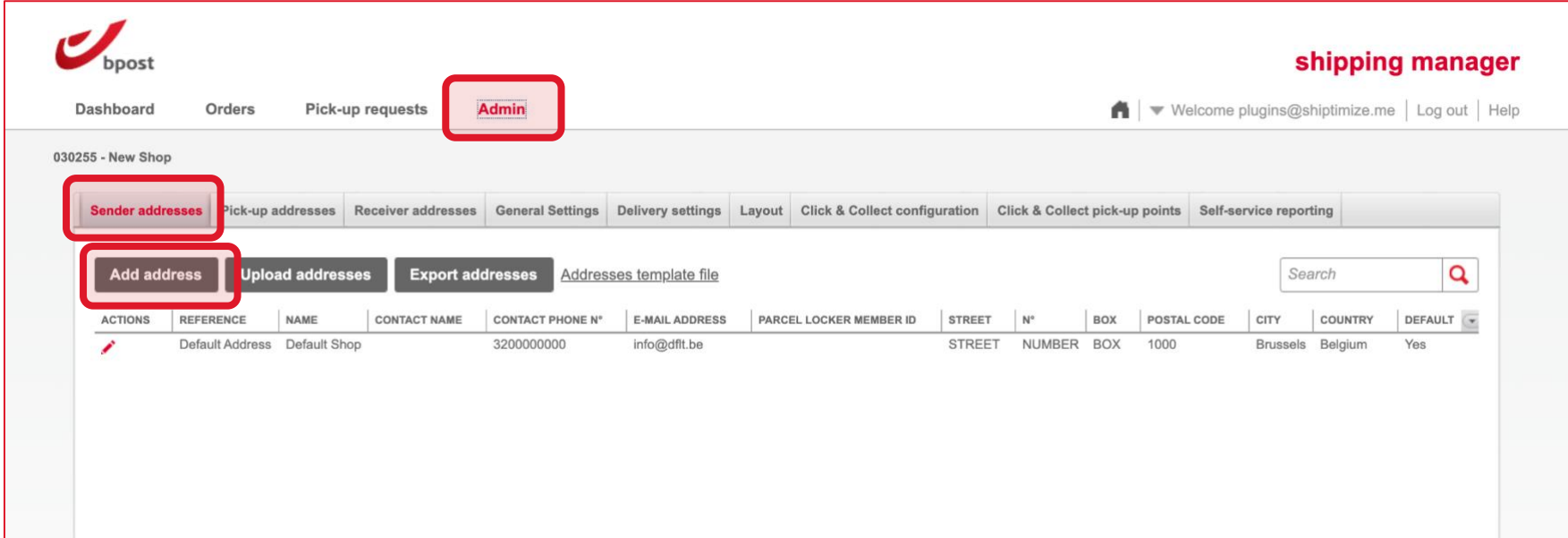
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# 1. Prerequisite: add a sender address in your Shipping Manager account

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 left is the bpost logo. The navigation menu includes Dashboard, Orders, Pick-up requests, and Admin (highlighted with a red box). The user is logged in as 'Welcome plugins@shiptimize.me' with options for Log out and Help. The main content area is titled '030255 - New Shop' and features a tabbed interface with 'Sender addresses' (highlighted with a red box) selected. Below the tabs are buttons for 'Add address' (highlighted with a red box), 'Upload addresses', and 'Export addresses', along with a link for 'Addresses template file'. A search bar is also present. Below these elements is a table with the following 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@dfft.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.

**Add address**

Reference

Name

Contact name

Contact phone N°

Contact e-mail

Parcel locker member id

Street

N°

Box

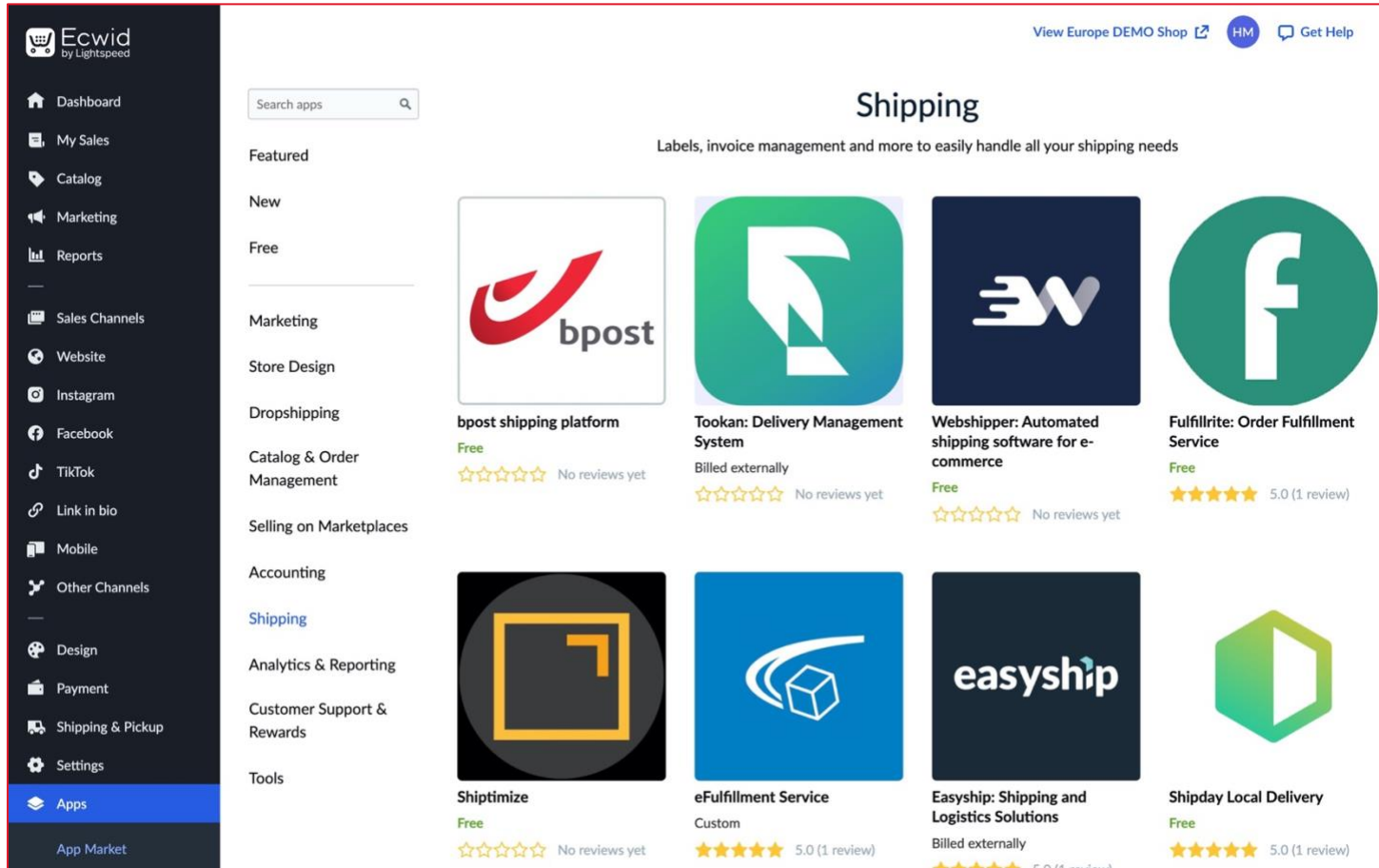
City

Country

Default address

## 2. Install the plug-in in your Ecwid store

1. Search for "bpost shipping platform" in the "Apps" tab (Shipping category) in your Ecwid account.



2. Run the plug-in installer and accept all permissions to finish.

The screenshot displays the Ecwid App Market interface. On the left is a dark sidebar with navigation options: Dashboard, My Sales, Catalog, Marketing, Reports, Sales Channels, Website, Instagram, Facebook, TikTok, Link in bio, Mobile, Other Channels, Design, Payment, Shipping & Pickup, Settings, and Apps (highlighted in blue). The main content area shows the 'bpost shipping platform' app. At the top right of the main area are links for 'View Europe DEMO Shop', a user profile 'HM', and 'Get Help'. Below the app title, it states 'Price: Free' and features a prominent blue 'Install' button. Underneath the button, there are five empty star icons, the text 'No reviews yet', and 'Made by bpost'. The central part of the interface is a large illustration depicting a 'webshop' on a tablet, a delivery person in a red jacket holding a box, and various shipping-related icons like a truck, a bicycle, and a shopping cart. Below this illustration is a horizontal row of six small thumbnail images representing different app features or settings. The bottom of the sidebar is labeled 'App Market'.

3. If necessary, sign into your bpost account
4. When install is finished you should review the default settings.

The plug-in can now be used to create labels. (These will not be invoiced until they are used.)

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

- Your **online store is activated** and the **tracking links** for the labels you create are automatically sent to your Ecwid platform.
- A standard **label is automatically created** when an order is paid for.
- The **following statuses are pushed to your Ecwid store**: "Awaiting Processing" when the label is created and "Processing" when the label is downloaded.

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


### 3. Quick setup for Pick-up Points and Parcel Lockers

You need to update your plug-in settings to display Pick-up Points and Parcel Lockers at the checkout in your store. At [plugins.bpost.be](https://plugins.bpost.be), click **Settings > Plugs-ins > Connected webshops > Parcel Lockers and Pick-up Points**.

You can change your settings based on your needs and your selected shipping methods. To do so, follow these steps.

1. On your plug-in settings tab, click **import the shipping methods from your webshop**.
2. Once this is done you'll be able to **select one of these methods** in the "Shipping method" dropdown.
3. For each shipping method, you need to **select** either:
  - **"Optional"**: the customer is free to choose delivery to a Pick-up Point/Locker or home delivery. That means there are no separate shipping methods for bpost home deliveries and bpost Pick-up Points deliveries.
  - **"Mandatory"**: the customer must select a Pick-up Point/Locker in order to go ahead with their order. That means there is a separate shipping method for bpost Pick-up Points deliveries.

Shipping Method	Choosing a Parcel Locker or Pick-up point is
bpost Locker & Pickup	Mandatory <span>Delete</span>
-	<input type="text"/> <span>Delete</span>

 Your customers can **select both bpost Pick-up Points and bpost Parcel Lockers by default**. You can change this to impose a single given shipping method in **Settings > Configurations > Parcel Lockers & Pick-up Points**.



## 4. Configure your settings at [plugins.bpost.be](https://plugins.bpost.be)

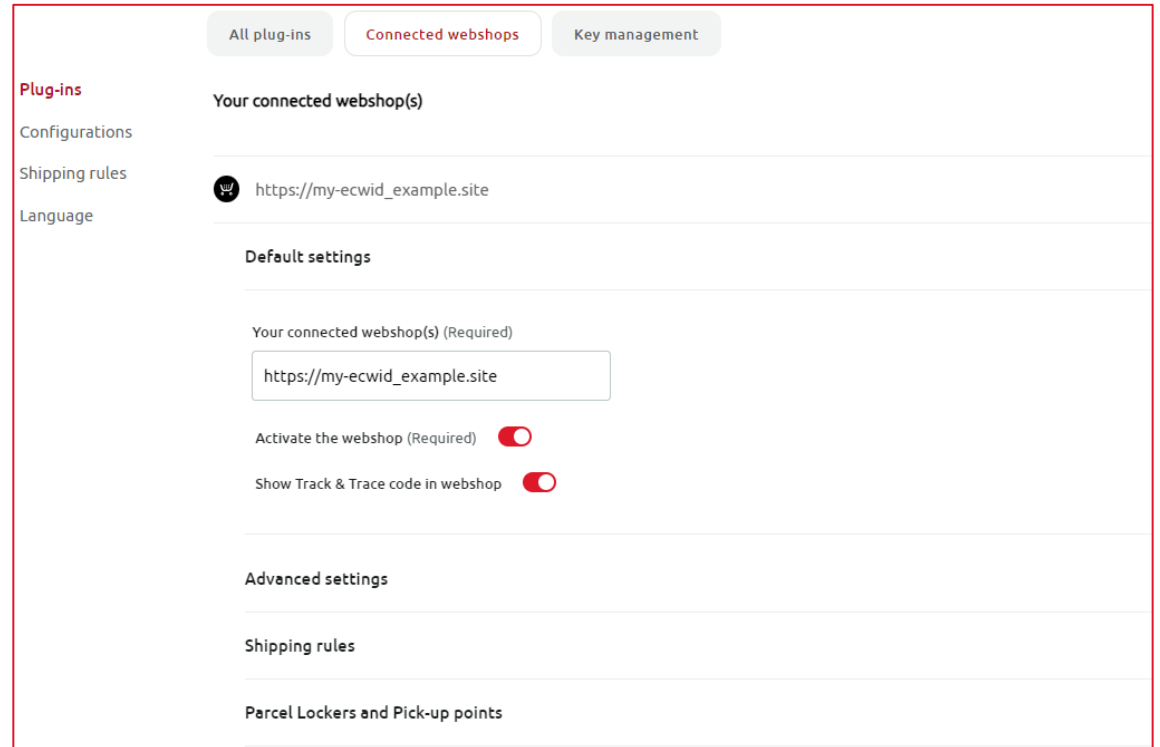
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## Default settings

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' highlighted, and sub-items for 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Your connected webshop(s)'. It shows a list of connected webshops with a single entry: a circular icon containing a 'W' and the URL 'https://my-ecwid\_example.site'. Below this, there is a 'Default settings' section with a text input field containing 'https://my-ecwid\_example.site', a toggle for 'Activate the webshop (Required)' which is turned on, and another toggle for 'Show Track & Trace code in webshop' which is also turned on. Further down, there are sections for 'Advanced settings', 'Shipping rules', and 'Parcel Lockers and Pick-up points'.

## Advanced settings

The advanced settings are shown in **Settings > Plug-ins > Connected webshops**. The following settings can be configured here (See screenshot on the next page).

- **Create a label when the order is:** set the status in the ordering process in your store when a label is automatically created.
  - *Paid* (default status) – your customer has paid for their order in full online.
  - *Accept any order – as soon as the order is placed, even if payment is due later*
- **Order status after import into the shipping platform:** set the new order status in your Ecwid store after a label is automatically created.
  - *Awaiting Processing* (default status)
  - *Processing*
- **Order status after printing the shipping label:** set the new order status in your Ecwid store after a label is downloaded and displayed on the "Printed today" tab.
  - *Processing* (default status)
  - *Shipped*

 Remember to **save your changes**.

- All plug-ins
- Connected webshops**
- Key management

**Plug-ins**

Configurations

Shipping rules

Language

Your connected webshop(s)

Action

 <a href="https://my-ecwid_example.site">https://my-ecwid_example.site</a>	<a href="#">Hide details</a>	<a href="#">Delete</a>
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Default settings

Advanced settings

Create a label when the order is

Paid

Order status after import into the shipping platform

Awaiting Processing

Order status after printing the shipping label

Processing

Shipping rules

Parcel Lockers and Pick-up points

Save

# Shipping rules

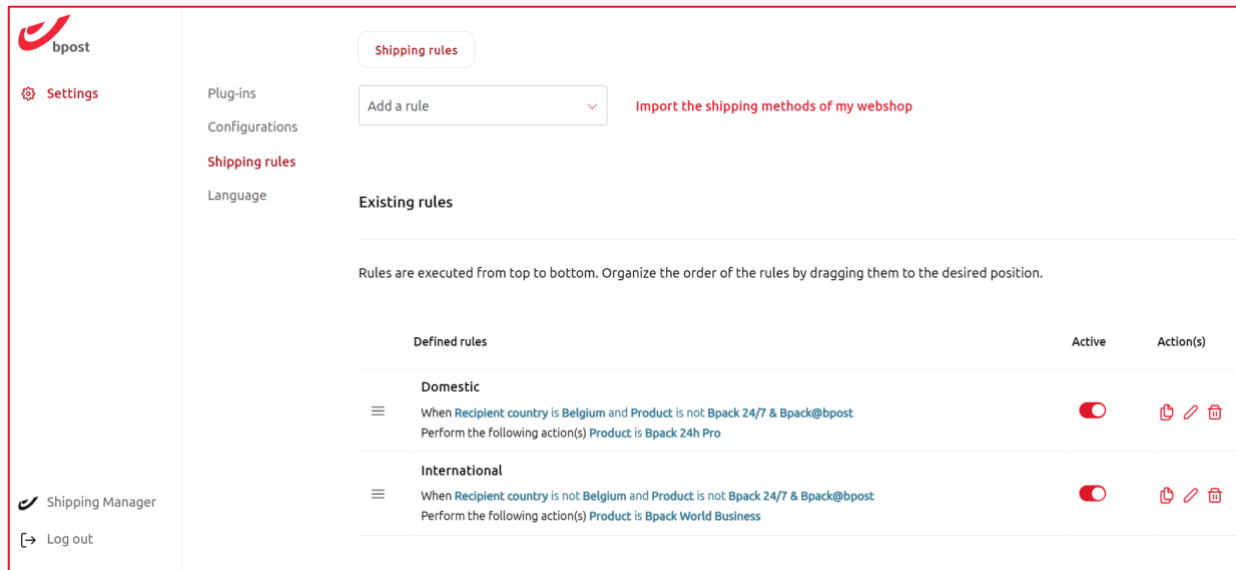
You can create and manage rules in **Settings > Shipping rules** at [plugins.bpost.be](https://plugins.bpost.be).

## a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your Ecwid 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 "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 Ecwid store. If you want to give your customer a choice of delivery type, you must set the shipping methods in your Ecwid 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' configuration page. On the left is a sidebar with 'Settings' and 'Shipping Manager' options. The main area has a 'Shipping rules' header with a 'Add a rule' button and a link to 'Import the shipping methods of my webshop'. Below this is a section for 'Existing rules' with a note: 'Rules are executed from top to bottom. Organize the order of the rules by dragging them to the desired position.' A table lists two defined 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 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

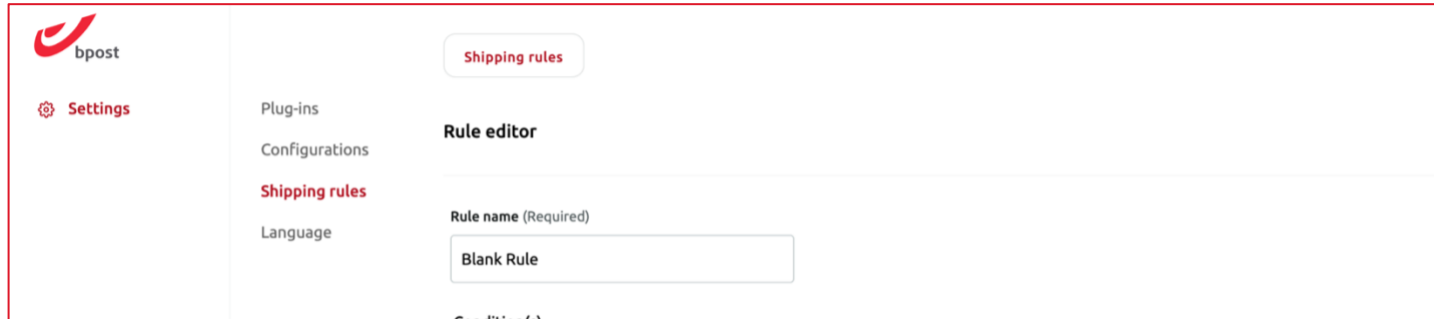
Overview

The screenshot displays the 'Rule editor' interface with several key components:

- Rule name (Required):** A text input field containing 'Blank Rule'. Above it is a dropdown menu for 'Combination of conditions' with 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'.
- Condition(s):** A section titled 'When' containing a dropdown menu with 'All conditions are valid' selected.
- Attributes:** A vertical list of available attributes on the left side, including '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'. A red arrow points from the 'Webshop' attribute to the first condition's dropdown.
- Operator:** A dropdown menu for the operator, with 'is' selected. Other options include 'is not', 'contains', 'does not contain', 'does not contain (case-sensitive)', 'is smaller than', 'is bigger than', 'is smaller or equal to', and 'is bigger or equal to'. A red arrow points from the operator dropdown to the first condition's operator field.
- Condition 1:** 'Webshop' is selected in the attribute dropdown, 'is' is the operator, and 'Ecwid by Lightspeed - https://my-ecwid\_example.site' is the value.
- Condition 2:** 'Shipping method' is selected in the attribute dropdown, 'is' is the operator, and 'bpost Saturday' is the value.
- Condition 3:** A red button labeled 'Write value or select from dropdown' is positioned over the value field.
- Action(s):** A section titled 'Perform the following action(s)' containing three rows:
  - Attribute: 'Product', Operator: 'is', Value: 'Bpack 24h Pro'.
  - Attribute: 'Option', Operator: 'is', Value: 'Saturday delivery'.
  - Attribute: 'Option', Operator: 'is', Value: (empty).A red arrow points from the 'Option' attribute dropdown to the 'Action' dropdown menu below.
- Action:** A dropdown menu for the action, with 'Do not create shipping label' selected. Other options include 'Interrupt rule execution', 'Option', and '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.



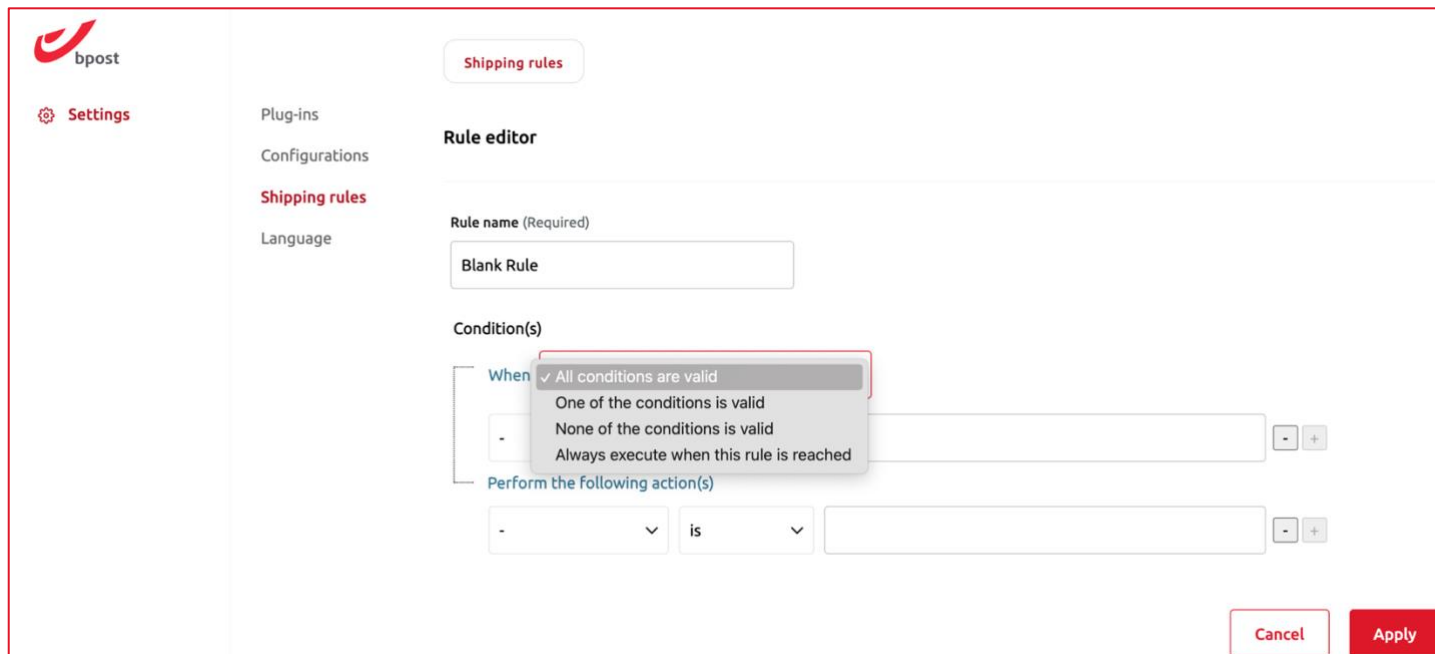
The screenshot shows the bpost shipping rules configuration interface. On the left is a navigation menu with the bpost logo and 'Settings' selected. The main content area has a 'Shipping rules' button at the top. Below it is the 'Rule editor' section, which includes a 'Rule name (Required)' label and a text input field containing 'Blank Rule'. A 'Conditions' section is partially visible at the bottom.



## 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 navigation links for Settings, Plug-ins, Configurations, Shipping rules (highlighted), and Language. The main area is titled 'Shipping rules' and contains a 'Rule editor' section. The 'Rule name (Required)' field contains 'Blank Rule'. Below this is the 'Condition(s)' section, which is currently empty. A dropdown menu is open over the 'When' field, 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'. Below the dropdown is the 'Perform the following action(s)' section, which is also empty. At the bottom right of the form 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 Ecwid 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.

**Shipping rules**

Language

Rule name (Required)  
Blank Rule

Condition(s)

When All conditions are valid

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

Cancel Apply

Shipping Manager

## 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.

The screenshot displays a web interface for configuring shipping rules. On the left, a sidebar contains the text "Shipping rules" and "Language". The main area is titled "Rule name (Required)" and contains a text input field with "Blank Rule". Below this is a section for "Condition(s)" with a dropdown menu set to "When All conditions are valid". Underneath, there are two rows for "Perform the following actions". Each row has a dropdown menu for the action type and a text input field for the value. A dropdown menu is currently open, showing a list of operators: "is", "is not", "contains", "does not contain", "does not contain (case-sensitive)", "is smaller than", "is bigger than", "is smaller or equal to", and "is bigger or equal to". The "is" operator is selected. At the bottom right, there are two buttons: "Cancel" and "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: Shipping method is bpost Saturday

When All conditions are valid  is bigger or equal to

Webshop	is	Ecwid by Lightspeed - https://my-ecwid_example.site
Shipping method	is	bpost Saturday
-	is	<b>Write value or select from dropdown</b>

Perform the following action(s)

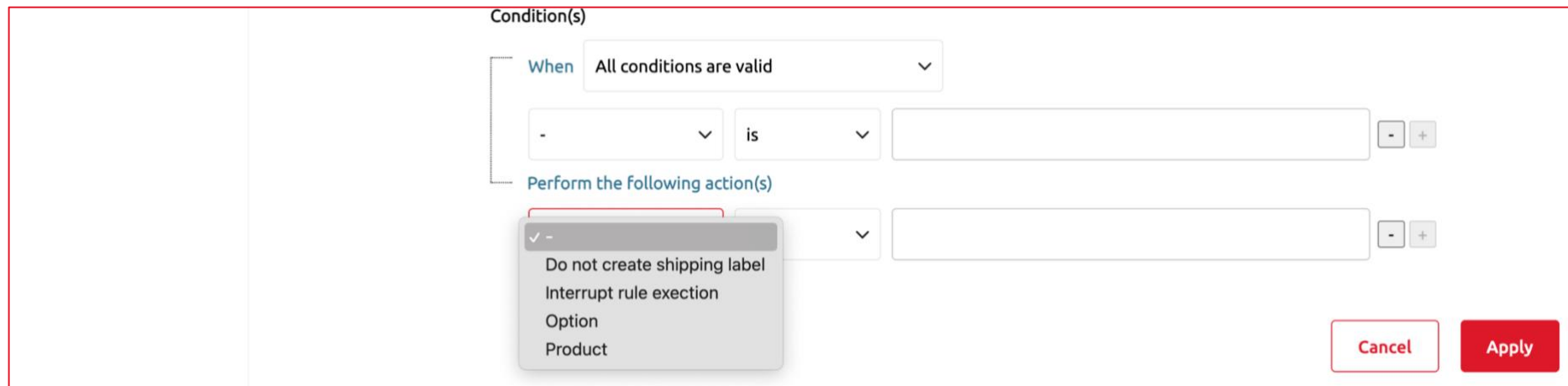
Product	is	Bpack 24h Pro
Option	is	Saturday delivery

## 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 Shipping Method is bpost warranty, 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, it is labeled "Condition(s)". Below this, there is a "When" section with a dropdown menu set to "All conditions are valid". Underneath, there is a field with a minus sign, a dropdown menu, the word "is", another dropdown menu, and an empty text input field. To the right of the text input field are minus and plus signs. Below the "When" section is a section labeled "Perform the following action(s)". There is a dropdown menu with a checkmark and a minus sign, followed by a dropdown menu and an empty text input field. To the right of the text input field are minus and plus signs. A dropdown menu is open, showing the following options: "Do not create shipping label", "Interrupt rule execution", "Option", and "Product". 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.

Rule name (Required)  
Blank Rule

Condition(s)  
When All conditions are valid

Webshop	is	Ecwid by Lightspeed - https://my-ecwid_example.site	-
Shipping method	is	bpost Saturday	-
-	is		- +

Perform the following action(s)

Product	is	Bpack 24h Pro	-
Option	is	Saturday delivery	-
-	is		- +

In the 'my-ecwid' shop, you offer your customers the option of Saturday delivery.

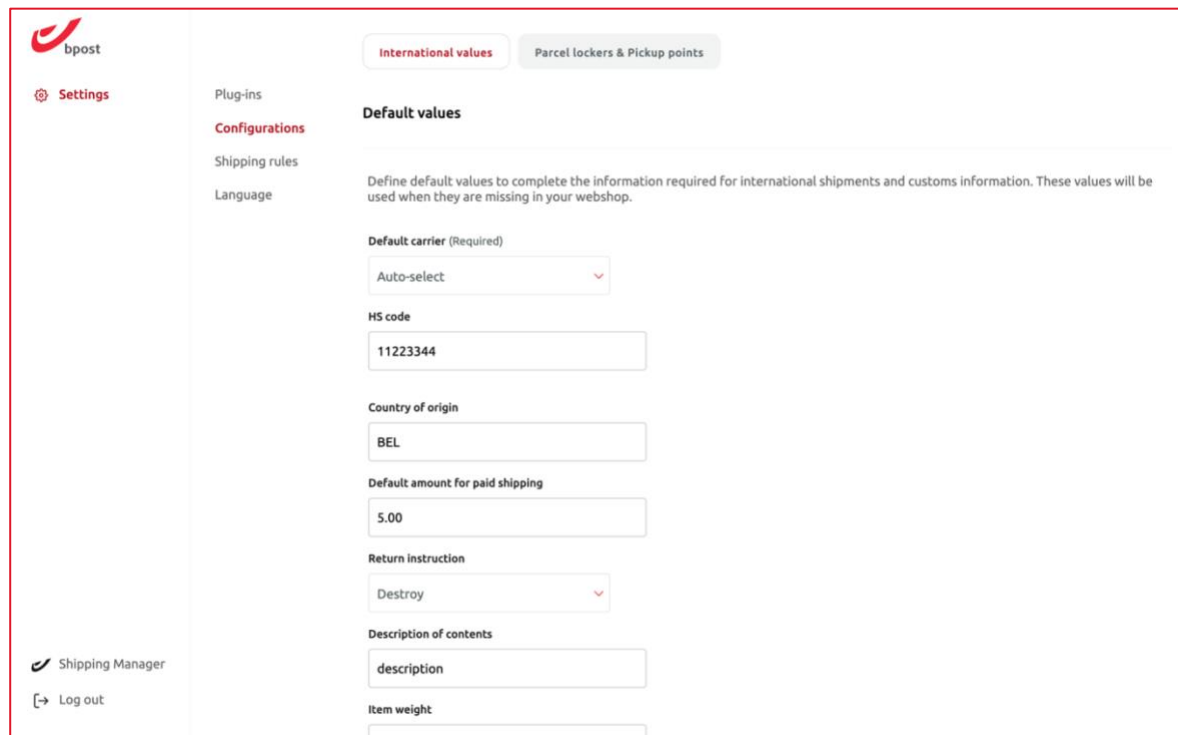
- As you already offer this at checkout, there is a "Shipping method" in your Ecwid shop with the name "bpost Saturday".
- You must set your rule as shown to be able to create the right labels for these Saturday deliveries.
- **Conditions that must be met:** the right Ecwid store **AND** the right shipping method name. (AND = all conditions must be met)
- **Actions that must be taken:** create a label for which the Product is 'bpack24 Pro' and the Option is 'Saturday delivery'.

## 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.](#)

You should be able to preset some customs details in your Ecwid store, but some may be missing and others cannot be preset. Happily you can set a default value for missing details, which are then entered on the customs form to be affixed to the shipment.

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 and navigation links: Settings (selected), Plug-ins, Configurations, Shipping rules, and Language. At the bottom of the sidebar are links for Shipping Manager and Log out. The main content area has two tabs: 'International values' (active) and 'Parcel lockers & Pickup points'. Under the 'International values' tab, there is a section titled 'Default values' with a descriptive paragraph: '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.' Below this are several form fields: 'Default carrier (Required)' is a dropdown menu set to 'Auto-select'; 'HS code' is a text input field containing '11223344'; 'Country of origin' is a text input field containing 'BEL'; 'Default amount for paid shipping' is a text input field containing '5.00'; 'Return instruction' is a dropdown menu set to 'Destroy'; 'Description of contents' is a text input field containing 'description'; and 'Item weight' is a text input field that is partially visible at the bottom.

# 5. Downloading automatically created labels

To retrieve automatically generated labels for your shipments:

- Log into your [Shipping Manager](#) account.
- Click your Pending orders

The screenshot shows the bpost shipping manager interface. At the top left is the bpost logo. The navigation bar includes 'Dashboard', 'Orders', 'Pick-up requests', and 'Admin'. On the right, it says 'shipping manager' and 'Welcome DEMO' with 'Log out' and 'Help' links. The main content area is titled 'Test' and features a date range selector for 'Period' from '21/02/2024' to '12/03/2024'. Below this are two tables: 'Order Status' and 'Status shipments'. In the 'Order Status' table, the 'Pending' row is highlighted with a red box. At the bottom of the dashboard are four buttons: 'New shipment', 'New Pick-up', 'Sprint', and 'Search'. On the right side, there are sections for 'News' and 'Contact'.

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



- 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:  Status:  Period: FROM 19/04/2024 UNTIL 09/05/2024

ACTIONS	BARCODE	DELIVERY METHOD	RECEIVER ADDRESS	STATUS	DATE	ORDER REF
<input type="checkbox"/>		home or office - bpack 24h Pro	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	07/05/2024	#1042
<input type="checkbox"/>		home or office - bpack 24h Pro	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	07/05/2024	#1041
<input type="checkbox"/>		pick-up point - bpack@bpost	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	07/05/2024	#1040
<input type="checkbox"/>		home or office - bpack 24h Pro	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	07/05/2024	#1006
<input type="checkbox"/>		home or office - bpack 24h Pro	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	07/05/2024	#1039
<input type="checkbox"/>		home or office - bpack World Business	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	01/05/2024	#1014
<input type="checkbox"/>		home or office - bpack 24h Pro	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	01/05/2024	#1002
<input type="checkbox"/>		home or office - bpack 24h Pro	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	01/05/2024	#1026
<input type="checkbox"/>		home or office - bpack World Business	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	01/05/2024	#1020
<input type="checkbox"/>		home or office - bpack World Business	10 Spinnweg, Puz Fove - 10019 Berlin (DE)	Pending	01/05/2024	#1029

55 record(s)

## 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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