

*Small plan users*



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

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# 1. Check you sender address in your bpost account

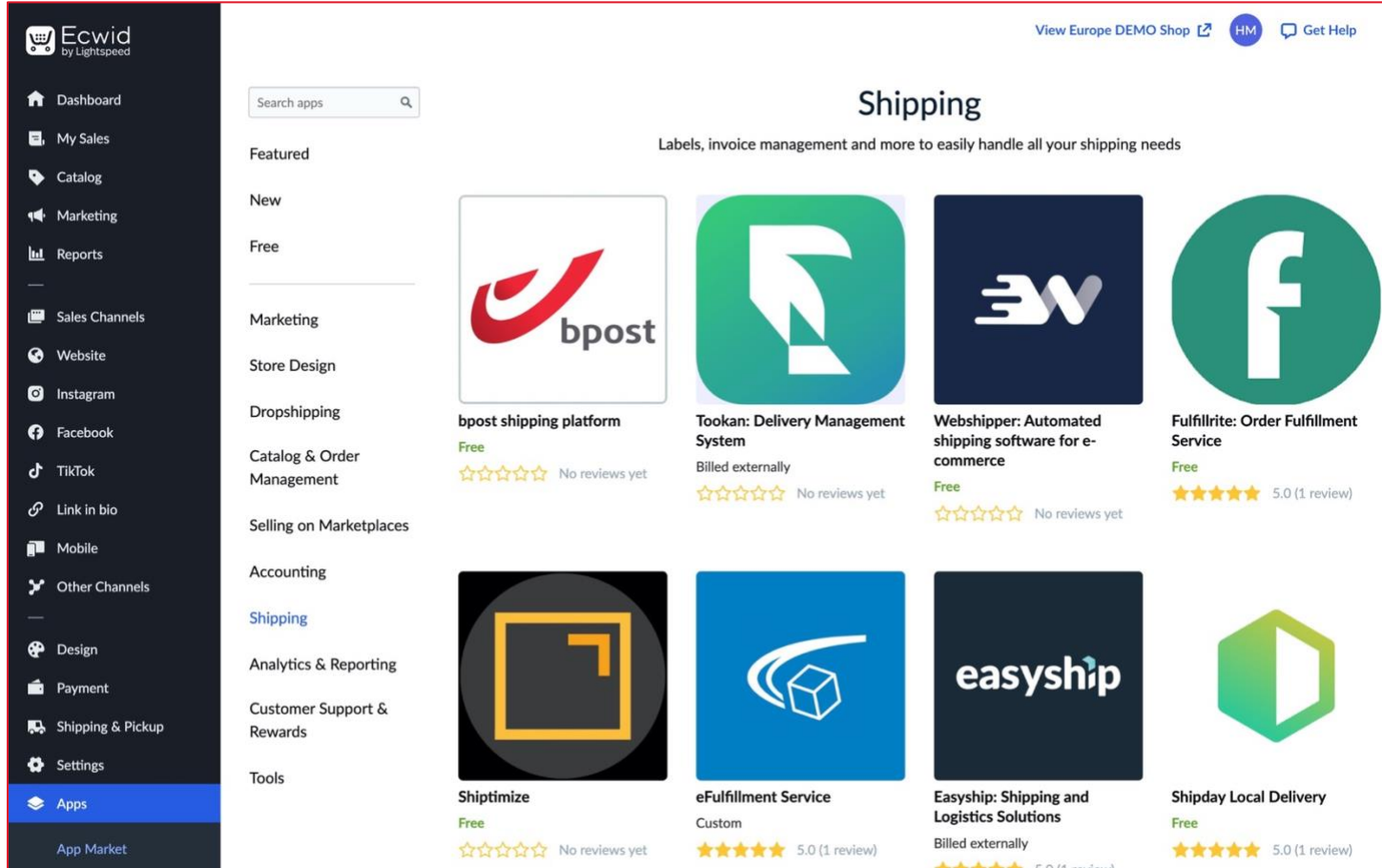
For your automatically created labels, the plug-in will use your default sender address. Before you get started, check this address in your address book in your [bpost account](#). Access it through the top navigation.

Need to change it? Simply edit the address marked as “sender by default” (pencil icon).

The screenshot displays the 'My address book' page in the bpost account. At the top, the navigation bar includes the bpost logo, 'Dashboard', 'Parcels', 'Invoices', and 'Plug-in'. A user profile dropdown for 'Denis VE' is highlighted with a red box. Below the navigation, the page title 'My address book' is shown. The main content area features a table with columns for 'Receiver(s)', 'Sender(s)', 'Name', 'Address', 'Email address', and 'Telephone number'. A red 'Add address' button is positioned above the table. The table contains one entry for 'Name Sender' with the address 'ANSPACHLAAN 1, 1000 BRUSSEL Belgium' and email 'defaultsender@email.be'. A green badge with a star and the text 'sender by default' is next to the address. Edit and delete icons are visible to the right of the entry.

## 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.

Ecwid by Lightspeed

View Europe DEMO Shop [HM](#) [Get Help](#)

< ALL APPS

### bpost shipping platform

Price: Free

Install

☆☆☆☆ No reviews yet Made by bpost

webshop

bpost

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.
- The following status is pushed to your Ecwid store: "Awaiting Processing" when the label is created.

 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.

Parcel Lockers and Pick-up points

Manage the shipping methods below that require selecting a Parcel Locker or Pick-up point

**Import the shipping methods of my webshop**

Shipping Method	Choosing a Parcel Locker or Pick-up point is
bpost Locker & Pickup	Mandatory  Delete
-	Delete

- 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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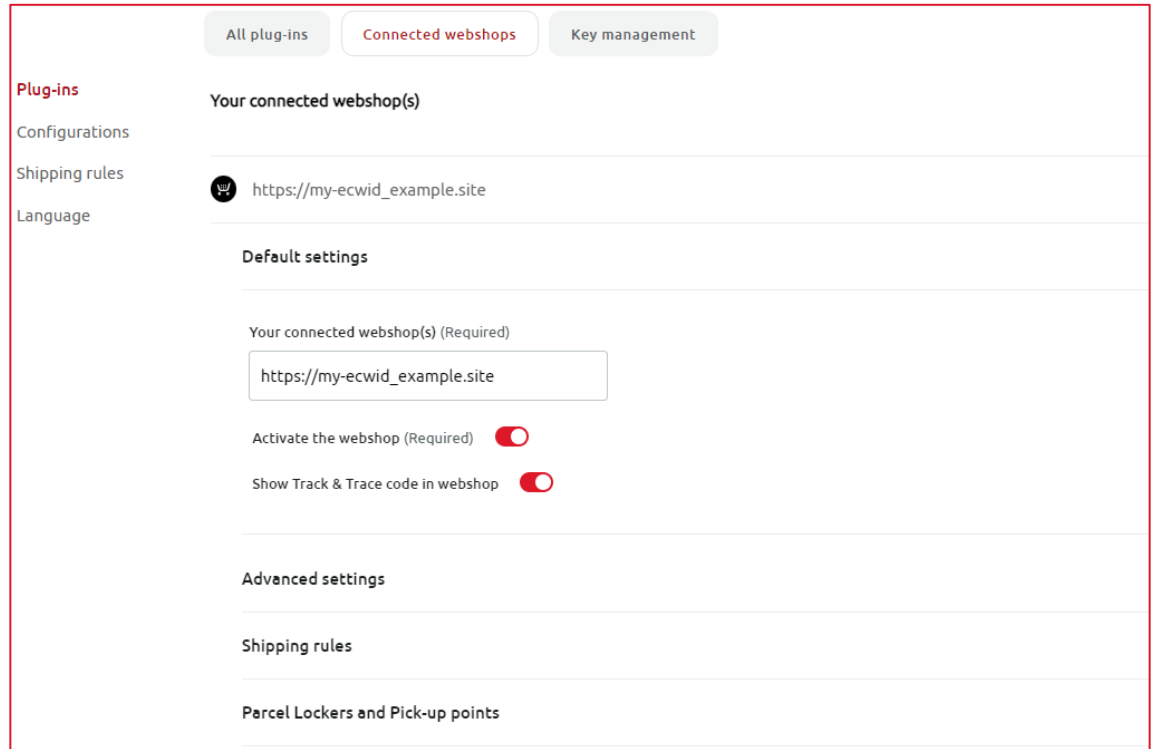


## Default settings

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' in red, and sub-sections for 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Your connected webshop(s)'. Below this, there is a list of connected webshops, with one example shown: a circular icon containing 'ψ' followed by the URL 'https://my-ecwid\_example.site'. Underneath, there is a 'Default settings' section containing a text input field with the same URL, and two toggle switches: 'Activate the webshop (Required)' and 'Show Track & Trace code in webshop', both of which are currently turned on. Below the default settings is an 'Advanced settings' section, followed by 'Shipping rules' and 'Parcel Lockers and Pick-up points' sections.

## Advanced settings

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

- **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*

The screenshot displays the 'Connected webshops' configuration page. At the top, there are three tabs: 'All plug-ins', 'Connected webshops' (selected), and 'Key management'. On the left sidebar, there are links for 'Plug-ins', 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Your connected webshop(s)' and features a table with the following structure:

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>

Below the table, there are sections for 'Default settings' and 'Advanced settings'. Under 'Advanced settings', the 'Order status after import into the shipping platform' is set to 'Awaiting Processing' via a dropdown menu. An information icon is present next to this setting. At the bottom right of the settings area, there is a red 'Save' button.

 Remember to save your changes.

## Shipping rules

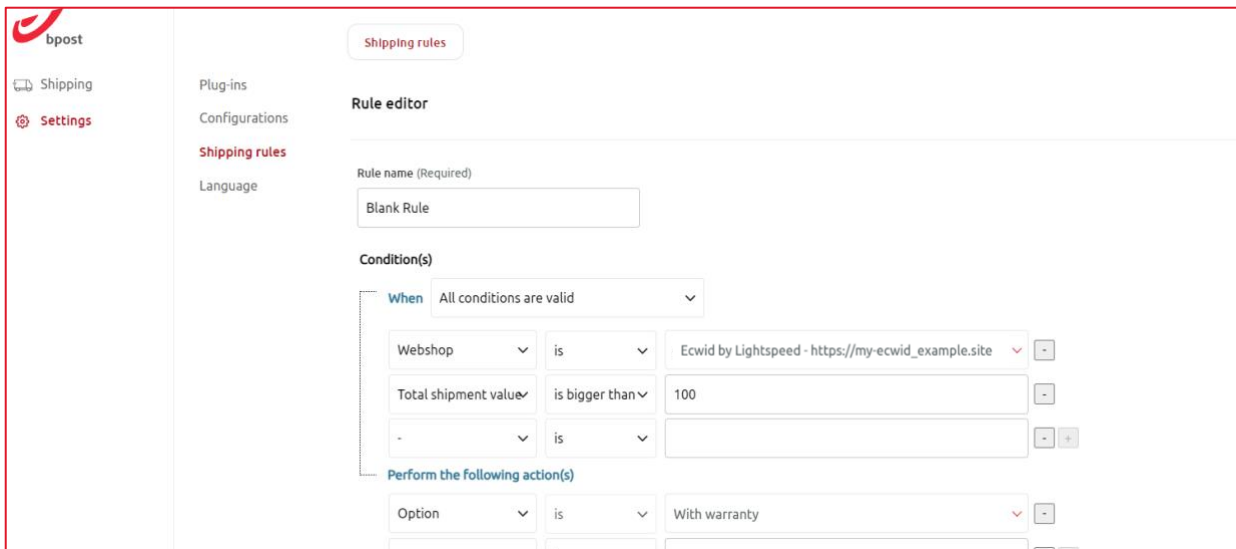
You can create and manage rules in **Settings > Shipping rules** at [plugins.bpost.be](https://plugins.bpost.be).

### 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 interface. On the left is a navigation menu with 'Shipping rules' selected. The main area is titled 'Rule editor' and contains the following fields:

- Rule name (Required):** A text input field containing 'Blank Rule'.
- Condition(s):** A section with a 'When' dropdown set to 'All conditions are valid'. Below it are three rows of conditions:
  - Row 1: 'Webshop' dropdown, 'is' operator, 'Ecwid by Lightspeed - https://my-ecwid\_example.site' dropdown.
  - Row 2: 'Total shipment value' dropdown, 'is bigger than' operator, '100' input field.
  - Row 3: '-' dropdown, 'is' operator, an empty input field.
- Perform the following action(s):** A section with one row:
  - 'Option' dropdown, 'is' operator, 'With warranty' dropdown.

## 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 'Total shipment value' is bigger than '100': '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

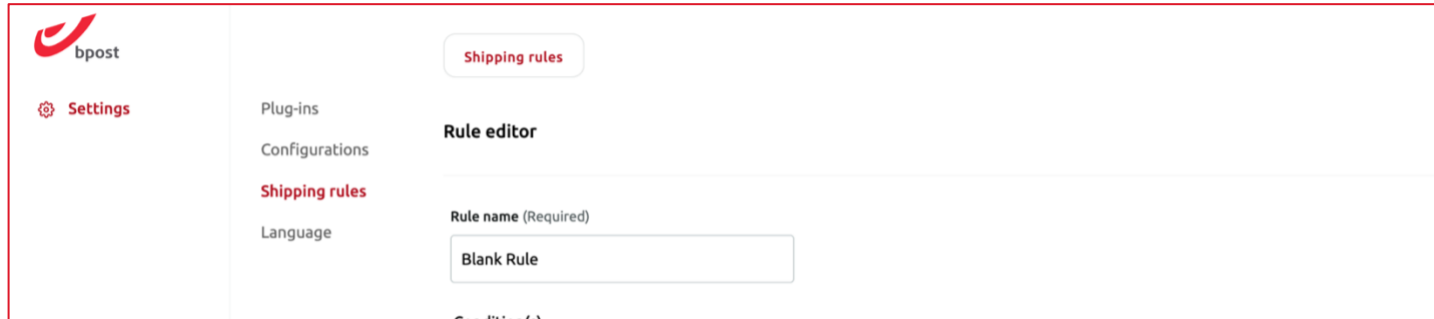
Overview

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

- Rule name (Required):** A text input field containing 'Blank Rule'.
- Combination of conditions:** A dropdown menu 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'.
- Operator:** A dropdown menu with options: 'is' (selected), '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'.
- Condition(s):** A section titled 'When' containing a list of conditions:
  - Condition 1: 'Total shipment value' (selected from 'Attributes') is 'bigger than' 100.
  - Condition 2: An empty dropdown is 'is' an empty dropdown.
  - Condition 3: An empty dropdown is 'is' an empty dropdown, with a red callout box saying 'Write value or select from dropdown'.
- Perform the following action(s):** A section containing a list of actions:
  - Action 1: 'Option' is 'With warranty'.
  - Action 2: 'Option' is an empty dropdown.
  - Action 3: 'Option' is an empty dropdown, with a dropdown menu open showing options: 'Do not create shipping label', 'Interrupt rule execution', 'Option', and 'Product'.
- Attributes:** A 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'.

## 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.

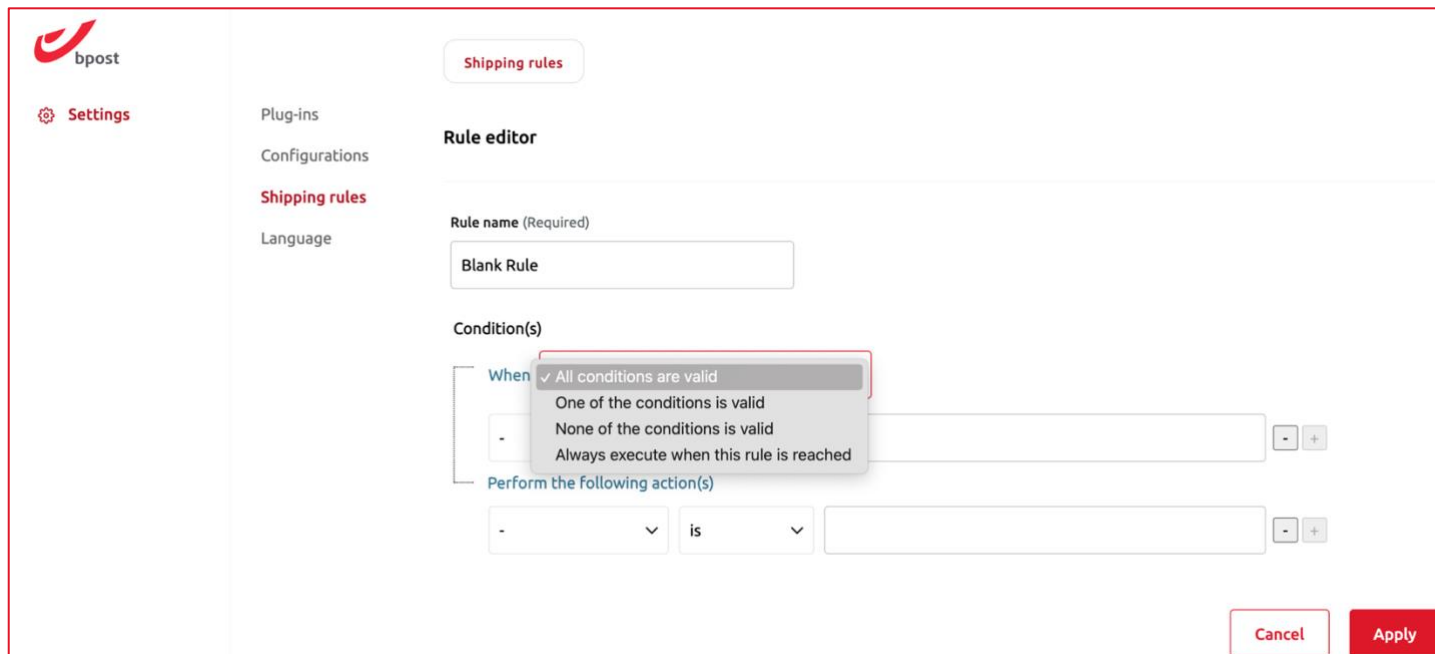


The screenshot shows the bpost shipping rules configuration interface. On the left is a navigation menu with the bpost logo and 'Settings' selected. The main area has a 'Shipping rules' button at the top. Below it is the 'Rule editor' section, which includes a 'Rule name (Required)' field containing the text 'Blank Rule'. The interface is clean and modern, with a white background and red accents.

## 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 includes a 'When' dropdown menu currently showing 'All conditions are valid'. Other options in the dropdown are 'One of the conditions is valid', 'None of the conditions is valid', and 'Always execute when this rule is reached'. Below the dropdown is a plus sign and a minus sign. The 'Perform the following action(s)' section shows a dropdown menu with a minus sign, the word 'is', another dropdown menu, and a plus sign. At the bottom right 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.

**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: Total shipment value is bigger than 100

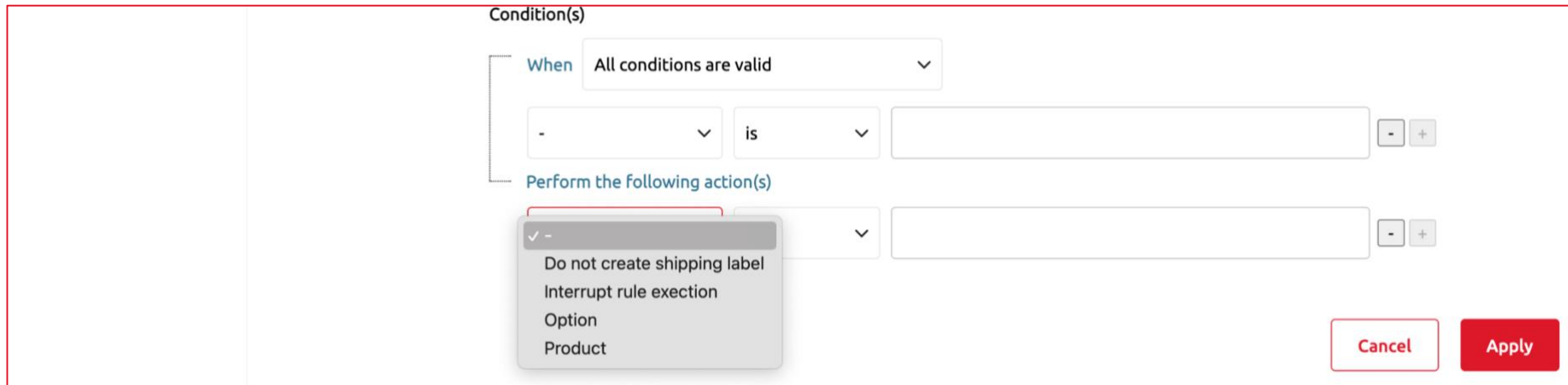
The screenshot shows a configuration interface for conditional statements. On the left, there is a list of attributes: country, on zone, a week (mm:ss), ime, and method.name. The main area is titled 'when' and contains three conditions. The first condition is 'Total shipment value' is bigger than 100. The second condition is 'is' with a dropdown arrow. The third condition is 'is' with a dropdown arrow and a red callout box that says 'Write value or select from dropdown'. Below the conditions is a section titled 'Perform the following action(s)'. A red box highlights the 'when' section, and a red arrow points from the 'country' attribute to the 'Total shipment value' dropdown.

## 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 says "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 input field. To the right of the input field are minus and plus signs. Below this is a section labeled "Perform the following action(s)". There is a dropdown menu with a checkmark and a minus sign, and an empty input field. A dropdown menu is open, showing the following options: "Do not create shipping label", "Interrupt rule execution", "Option", and "Product". At the bottom right, there are "Cancel" and "Apply" buttons.

- **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.

The screenshot shows the 'Rule editor' interface. On the left sidebar, there are links for 'Settings', 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Rule editor' and contains the following fields and sections:

- Rule name (Required):** A text input field containing 'Blank Rule'.
- Condition(s):** A section with a 'When' dropdown set to 'All conditions are valid'. Below this are three rows of conditions, each with a dropdown for the field, a dropdown for the operator, and a text input for the value:
  - Row 1: 'Webshop' dropdown, 'is' operator, 'Ecwid by Lightspeed - https://my-ecwid\_example.site' value.
  - Row 2: 'Total shipment value' dropdown, 'is bigger than' operator, '100' value.
  - Row 3: '-' dropdown, 'is' operator, empty value.
- Perform the following action(s):** A section with two rows of actions, each with a dropdown for the action type, a dropdown for the operator, and a text input for the value:
  - Row 1: 'Option' dropdown, 'is' operator, 'With warranty' value.
  - Row 2: '-' dropdown, 'is' operator, empty value.

In the 'my-ecwid' shop, your customers can order for more than 100 euros.

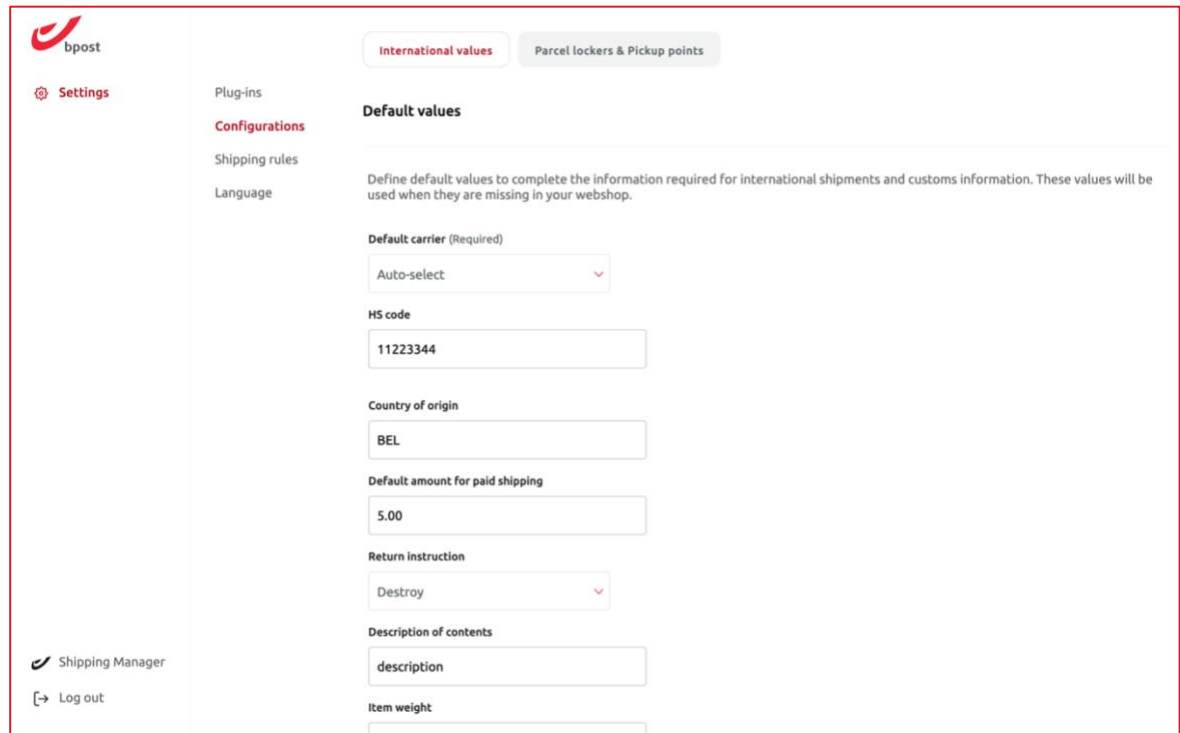
- You must set your rule as shown to be able to create the right labels for these deliveries with a warranty.
- **Conditions that must be met:** the right Shopify store **AND** the right amount. (AND = all conditions must be met)
- **Actions that must be taken:** create a label for which the Option is 'With warranty'..

## 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, there is a sidebar with the bpost logo and navigation links: Settings (selected), Plug-ins, Configurations, Shipping rules, and Language. Below the sidebar, there are links for Shipping Manager and Log out. The main content area is titled 'International values' and contains a 'Default values' section. This section includes a description: '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.' The settings are as follows:

- Default carrier (Required):** Auto-select (dropdown menu)
- HS code:** 11223344 (text input)
- Country of origin:** BEL (text input)
- Default amount for paid shipping:** 5.00 (text input)
- Return instruction:** Destroy (dropdown menu)
- Description of contents:** description (text input)
- Item weight:** (text input, partially visible)

# 1. Downloading automatically created labels

To retrieve automatically generated labels for your shipments:

- Log into your [bpost account](#).
- Download the labels from your Order history.

The screenshot shows a web interface titled "My parcels of this Shipping Platform". At the top, there are three dropdown menus for "Period" (set to "Last month"), "Source" (set to "All"), and "Status" (set to "All"). To the right is a search bar labeled "Search on barc". Below these filters is a table with the following columns: Receiver, Barcode, Creation date, Receiver address, and Status. The table contains one row with the following data: Receiver: "NL pudo nominat"; Barcode: "329945009134311537"; Creation date: "17/10/2024"; Receiver address: "Planciusplantsoen 24, 2253 TS Voorschoten, Netherlands"; Status: "Created". Under the Barcode column, there are two links: "Track your parcel >" and "Download label >". The "Download label >" link is highlighted with a red box. At the bottom of the table, there is a "Show details >" link.

Receiver	Barcode	Creation date	Receiver address	Status
NL pudo nominat	329945009134311537 <a href="#">Track your parcel &gt;</a> <a href="#">Download label &gt;</a>	17/10/2024	Planciusplantsoen 24 2253 TS Voorschoten Netherlands	<span>Created</span> <a href="#">Help with your parcel</a>

You notice a small mistake on the downloaded label? Simply ignore the label you've just downloaded and duplicate it. The duplicated label will automatically be added to your basket, where you can edit all the label details.

The screenshot shows the bpost dashboard with the following elements:

- Navigation: Dashboard, **Parcels**, Invoices, Plug-in
- User: Denis VE | EN
- Section: My parcels of this Shipping Platform
- Filters: Period (Last month), Source (All), Status (All), Search on barcode
- Parcel Table:

Receiver	Barcode	Creation date	Receiver address	Status
NL pудо nominat	329945009134311537 <a href="#">Track your parcel &gt;</a> <a href="#">Download label &gt;</a>	17/10/2024	Planciusplantsoen 24 2253 TS Voorschoten Netherlands	<span>Created</span> <a href="#">Help with your parcel</a>

[Show less ^](#)

**Receiver**  
NL pудо nominat  
Planciusplantsoen 24  
2253 TS Voorschoten  
NL pудо nominat  
test@gmail.com

**Sender**  
Sender Name  
ANSPACHLAAN 1  
1000 BRUSSEL  
defaultsender@email.be

[Order confirmation >](#) **[Duplicate label >](#)**

**Parcel summary**  
Netherlands (Pick-up point) 10-20 kg €22,80  
Total price €22,80

**Source**  
Plug-in [https://bpost-demo.company.site/products]

## 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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