



QUICK GUIDE to using the bpost SHOPIFY STORE plug-in

Summary

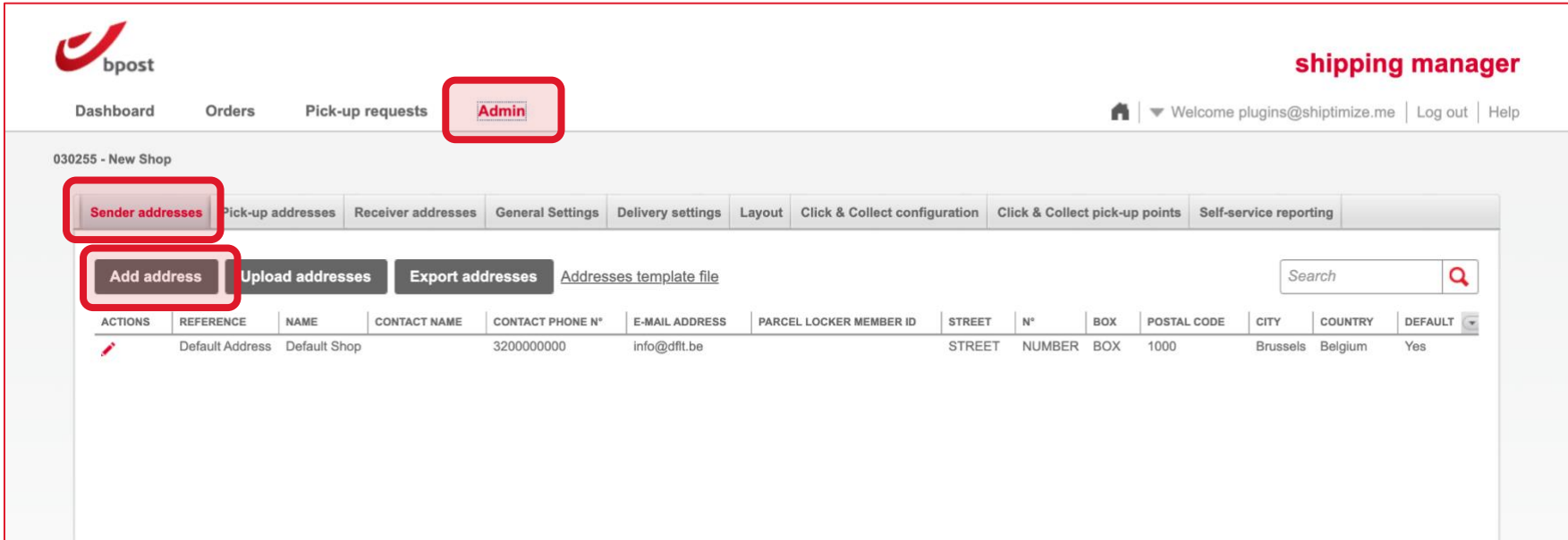
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1. Prerequisite: add a sender address in your Shipping Manager account

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:

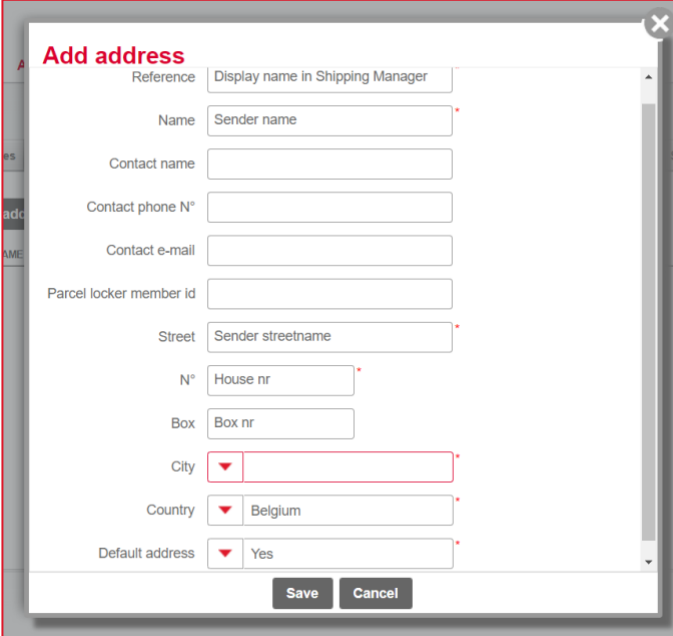
1. Log into your [Shipping Manager](#) account and click the "Admin" button at the top of the page.
2. On the "Sender addresses" tab, select "Add address". If you have already added an address, you can click the pencil icon in the "Actions" column to edit it.



The screenshot shows the bpost Shipping Manager interface. The top navigation bar includes the bpost logo, the text "shipping manager", and a user profile section with "Welcome plugins@shiptimize.me", "Log out", and "Help". The main navigation menu has "Dashboard", "Orders", "Pick-up requests", and "Admin" (highlighted with a red box). Below this, the "Sender addresses" tab is selected and highlighted with a red box. The "Add address" button is also highlighted with a red box. The interface shows a table of sender addresses with 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. A single address is listed: Default Address, Default Shop, 3200000000, info@dft.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

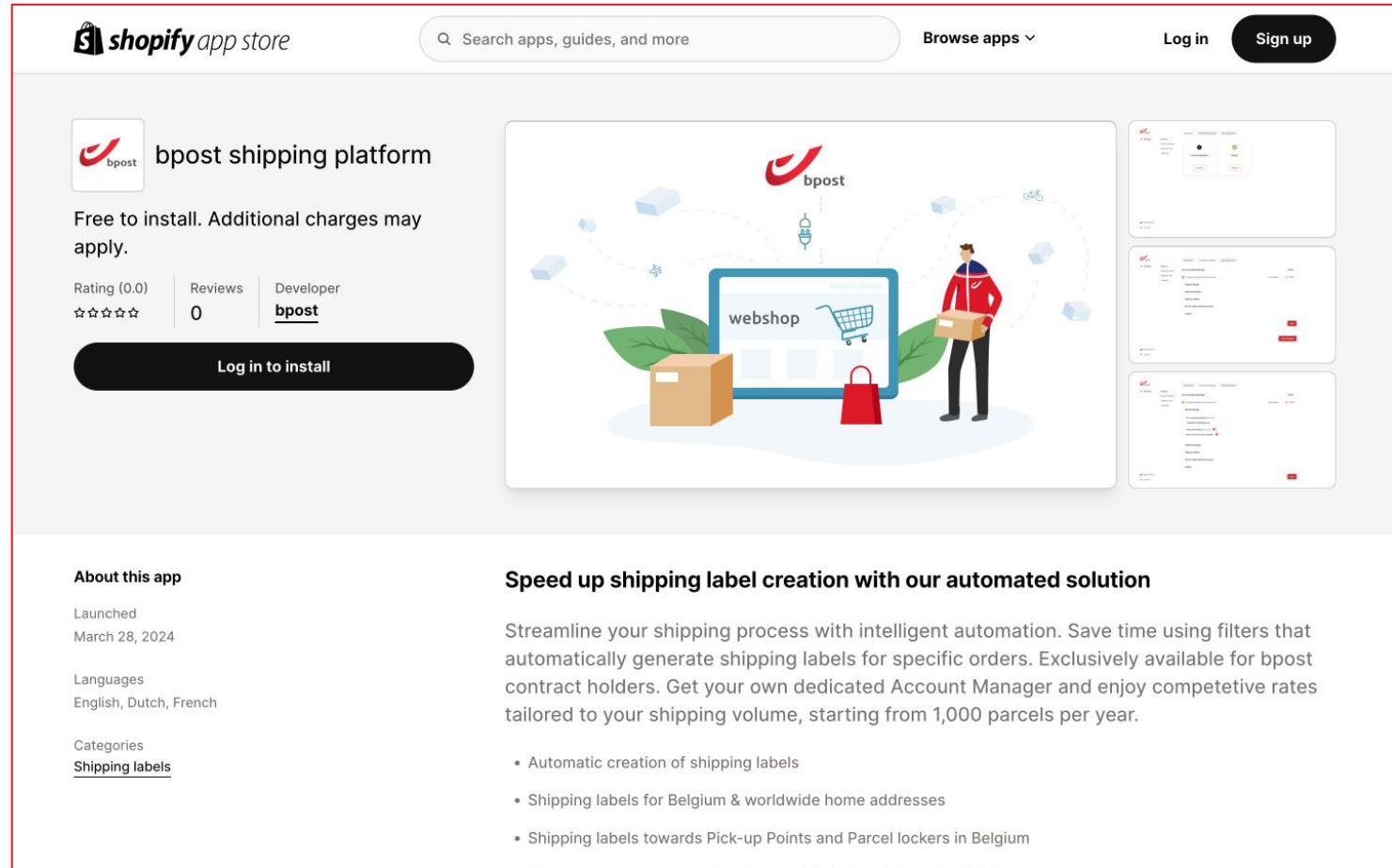
City

Country

Default address

2. Install the plug-in in your Shopify store

1. [Search for "bpost shipping platform"](#) in the "Apps" section in your Shopify admin panel.



The screenshot shows the Shopify App Store interface for the 'bpost shipping platform' app. At the top, there is a search bar with the text 'Search apps, guides, and more', a 'Browse apps' dropdown, and 'Log in' and 'Sign up' buttons. The app card features the bpost logo, the title 'bpost shipping platform', and the text 'Free to install. Additional charges may apply.' Below this, it shows a rating of 0.0 (0 reviews) and the developer 'bpost'. A prominent black button with white text says 'Log in to install'. To the right of the text is a large illustration showing a person in a red and white uniform holding a cardboard box, standing next to a laptop displaying a 'webshop' with a shopping cart icon. The background of the illustration includes a globe, a lightbulb, and various shipping-related icons. On the far right, there are three small preview images of the app's interface.

About this app

Launched
March 28, 2024

Languages
English, Dutch, French

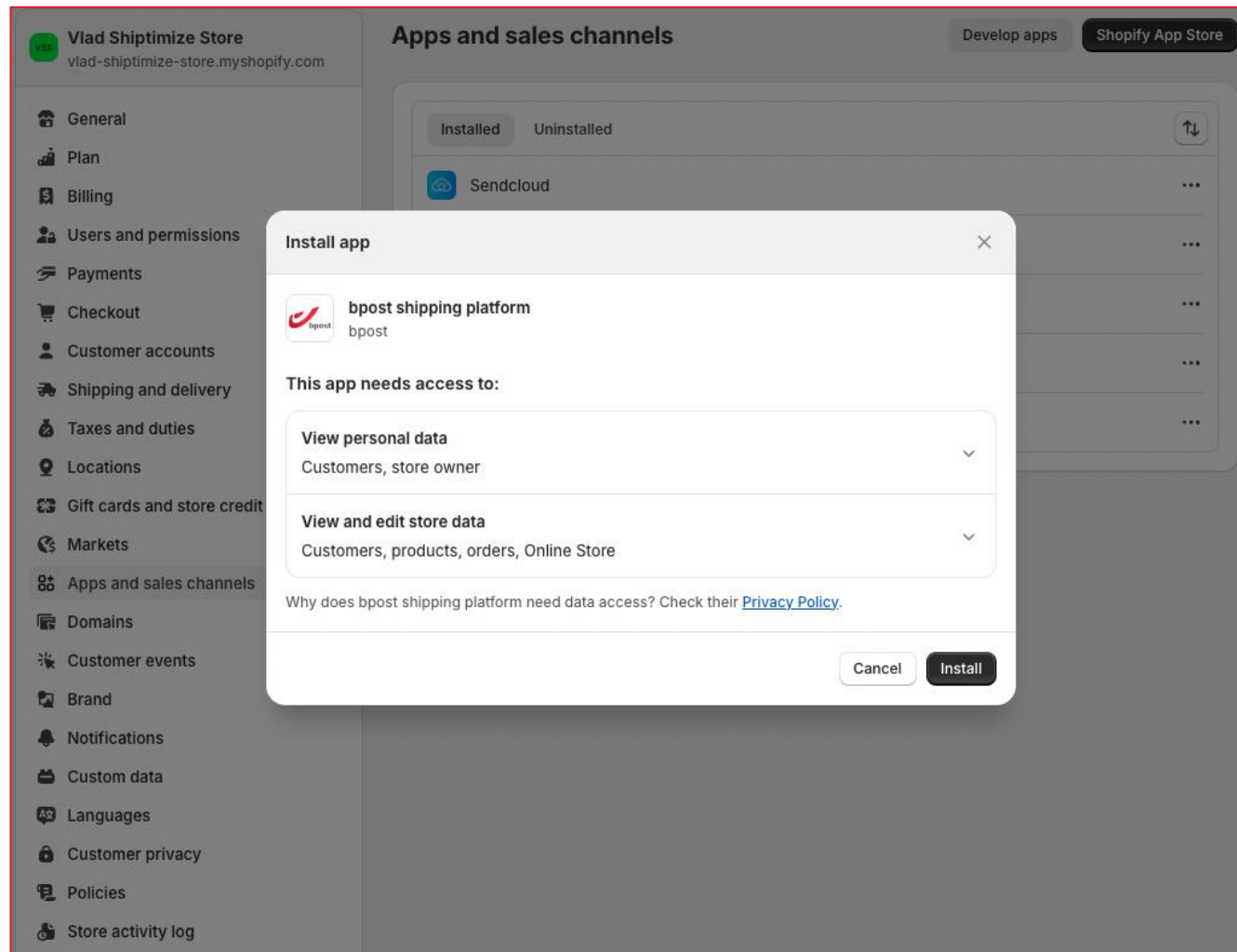
Categories
[Shipping labels](#)

Speed up shipping label creation with our automated solution

Streamline your shipping process with intelligent automation. Save time using filters that automatically generate shipping labels for specific orders. Exclusively available for bpost contract holders. Get your own dedicated Account Manager and enjoy competitive rates tailored to your shipping volume, starting from 1,000 parcels per year.

- Automatic creation of shipping labels
- Shipping labels for Belgium & worldwide home addresses
- Shipping labels towards Pick-up Points and Parcel lockers in Belgium

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



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 Shopify platform.
- **Labels will not be created for orders archived** in your Shopify environment.
- **Only orders that have the status "Paid" and "Unfulfilled"** in your Shopify store will be imported into your bpost environment.

 It's easy to open and update your settings on your Shopify admin panel > Apps or our dedicated environment at 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, 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"**: if the customer selects this Shipping Method, the delivery will be by default to a Pick-up Point/Locker. That means you probably have a separate shipping method for bpost Pick-up Points deliveries. If the user doesn't select a specific Pick-up Point, the one closest to their address will be automatically added. **Only for Shopify Plus shops**, the user won't be able to proceed to payment without selecting.

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. Display the “Select a Pick-up point” section in your Shopify store:

? Do you have a **Shopify Plus** store?

“Yes, I have a Shopify Plus store”

Simply add the **bpost app block** for Pick-up point selection in the “Shipping” page of your checkout by accessing your **Shopify admin panel > Settings > Checkout > Customize > Shipping (top navigation)**.

“No, I don’t have a Shopify Plus store”

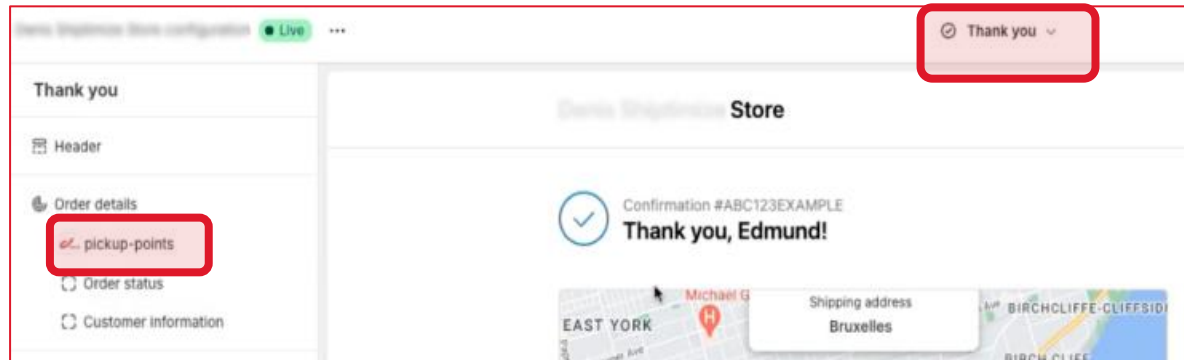
⚠ If you’ve been **using our plug-in prior to the summer 2024**, a change of technology happened at Shopify that impacts your checkout environment.

- If you’re okay with upgrading your checkout environment, proceed with the steps below.
- If – for any reason – you’re not updating your checkout environment in Shopify, you need to access plugins.bpost.be > your store > default settings and toggle on “I have non-upgraded Thank You and Order status pages (More info in Manual)”.

Set up the Pick-up points selection for your Thank you and Order status pages as explained below.

- a. Access your **Shopify admin panel > Settings > Checkout** and select “**Customize**” – or if you see an “Upgrade” blue box, select “Review customization”.

- b. As non Shopify Plus users are not allowed to edit their pre-payment checkout page, you'll need to **add the bpost app block** for Pick-up point selection **in your "Thank you" page**. Access it through the top navigation and add the app block – preferably in the Order details section at the top (to ensure your client gets to pick the one they prefer).



- c. Repeat the last step and add the block on your **Order status** page as well.

5. Configure your settings at plugins.bpost.be

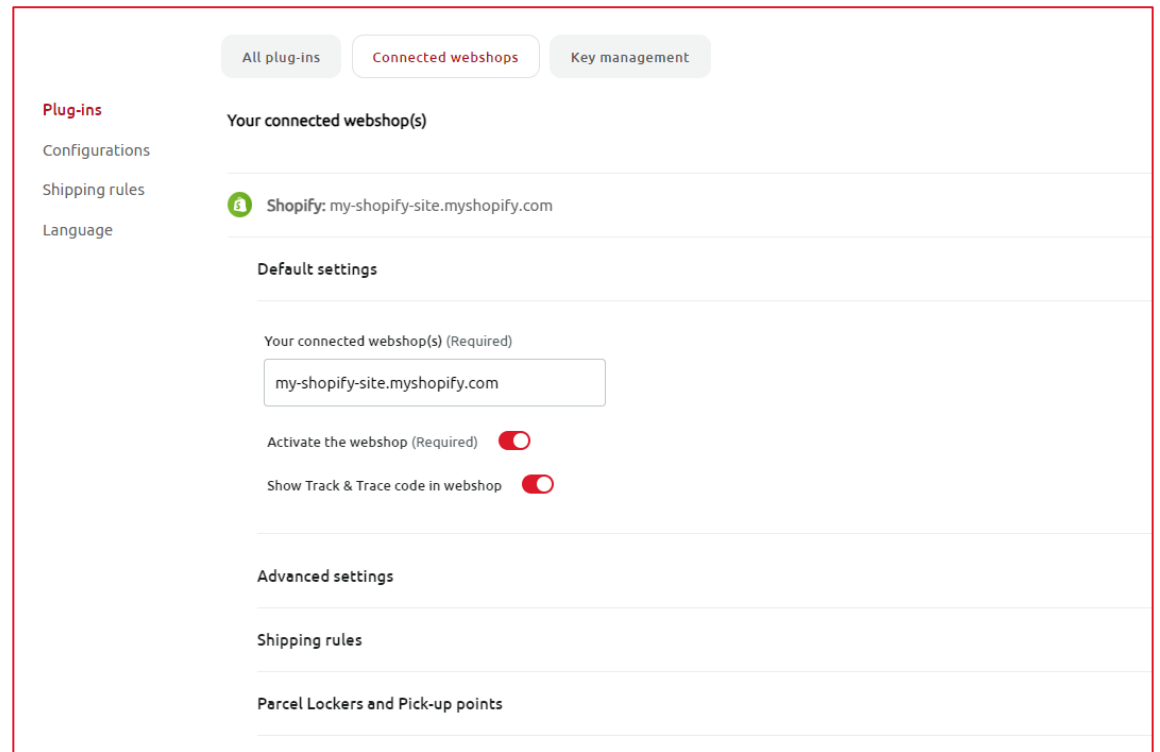
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Default settings

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 selected), 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)'. Below this, there is a list of connected webshops, with one entry: 'Shopify: my-shopify-site.myshopify.com'. Underneath, there is a section for 'Default settings'. This section includes a text input field for 'Your connected webshop(s) (Required)' containing 'my-shopify-site.myshopify.com'. Below the input field are two toggle switches: 'Activate the webshop (Required)' and 'Show Track & Trace code in webshop', both of which are currently turned on. Further down, there are sections for 'Advanced settings', 'Shipping rules', and 'Parcel Lockers and Pick-up points', each with a heading and a horizontal line below it.

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).

- **Excluding archived orders** – both orders you archived manually in Shopify and orders that are both fulfilled and paid. (*Activated by default*)
- **Excluding "Unknown Shipping Methods"**. This will prevent the import of orders with a Shopify-specific delivery method – such as local delivery or pick-up – into your bpost environment.
- Create a label **based on the payment and fulfilment status**:
 - Authorized
 - Pending
 - Partially paid
 - Paid (*activated by default*)
 - Partially refunded
 - Voided
 - Fulfilled
 - Unfulfilled (*activated by default*)
 - Partial



Settings

Plug-ins

Configurations

Shipping rules


Language

All plug-ins

Connected webshops

Key management

Your connected webshop(s)

 **Shopify:** my-shopify-site.myshopify.com

Default settings

Advanced settings

Exclude Unknown Shipping Methods

Exclude archived orders - either manually archived or paid and fulfilled

Import Orders with Status

When Importing orders import only orders with status selected below

Payment status

Authorized

Pending

Partially paid

Paid

Partially refunded

Refunded

Voided

Fulfillement Status

Fulfilled

Unfulfilled

Partially fulfilled

Shipping Manager

Log out

Shipping rules

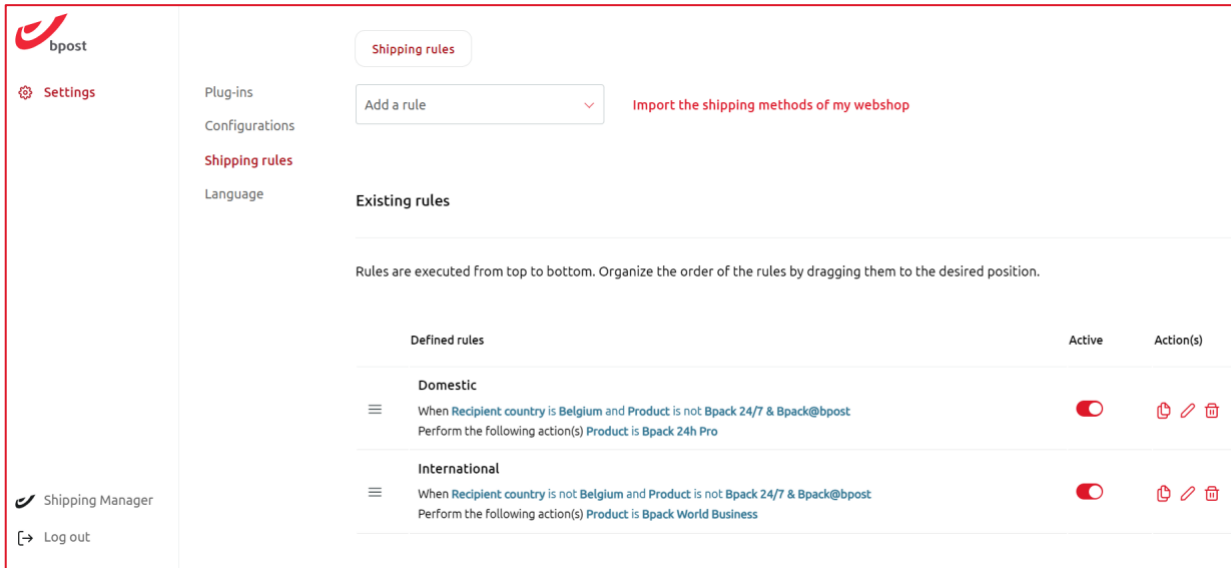
You can create and manage rules in **Settings > Shipping rules** at plugins.bpost.be.

a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your Shopify 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 Shopify store. If you want to give your customer a choice of delivery type, you must set the shipping methods in your Shopify 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 navigation sidebar with 'Settings' selected. The main content area has a 'Shipping rules' tab and an 'Add a rule' button. 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)
Domestic 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"/>	
International 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.

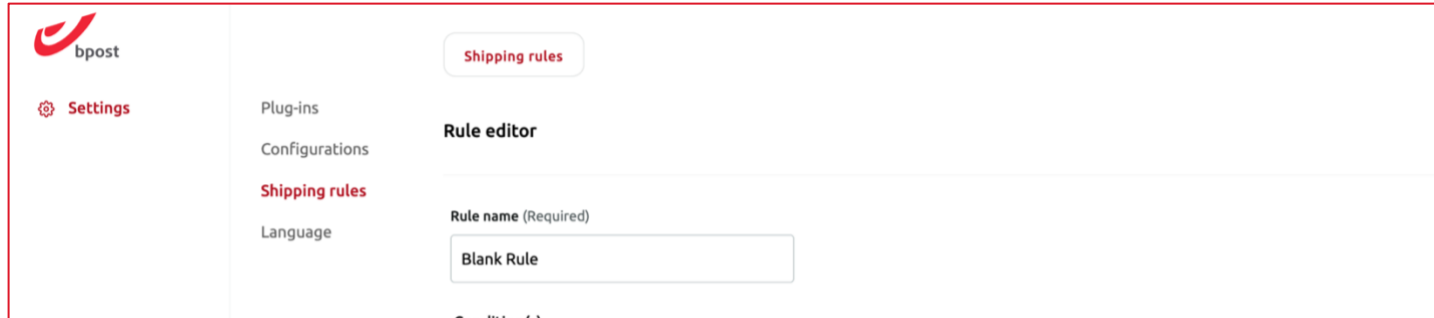
c. Available fields

Overview

The screenshot displays the 'Rule editor' interface. On the left, an 'Attributes' dropdown menu lists various fields: 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 main area is divided into 'Condition(s)' and 'Perform the following action(s)'. The 'Condition(s)' section is currently set to 'When All conditions are valid'. Below this, three conditions are listed: 'Webshop is Shopify - my-shopify-site.myshopify.com', 'Shipping method is bpost Saturday', and a placeholder 'Write value or select from dropdown'. The 'Perform the following action(s)' section lists three actions: 'Product is Bpack 24h Pro', 'Option is Saturday delivery', and a placeholder 'Do not create shipping label'. A red 'Action' button is located at the bottom. Two red callout boxes provide additional information: 'Combination of conditions' (listing 'All conditions are valid', 'One of the conditions is valid', 'None of the conditions is valid', and 'Always execute when this rule is reached') and 'Operator' (listing various comparison operators like 'is', 'is not', 'contains', etc.).

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 user interface for configuring shipping rules. On the left is a navigation menu with the bpost logo and 'Settings' (with a gear icon). 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 the text '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 displays the 'Shipping rules' configuration page in the bpost system. The 'Rule editor' section is active, showing a rule named 'Blank Rule'. A dropdown menu is open over the 'Condition(s)' field, listing four options: 'All conditions are valid' (checked), 'One of the conditions is valid', 'None of the conditions is valid', and 'Always execute when this rule is reached'. The 'Perform the following action(s)' section shows a dropdown menu with 'is' selected. The 'Cancel' and 'Apply' buttons are visible at the bottom right.

 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 Shopify 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 page. The 'Rule name' field is set to 'Blank Rule'. Under 'Condition(s)', the 'When' dropdown is set to 'All conditions are valid'. A dropdown menu is open, listing 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 'Apply' button is highlighted in red. The 'Shipping Manager' logo is visible in the bottom left corner.

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 action

-

- 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: Shipping method is bpost Saturday

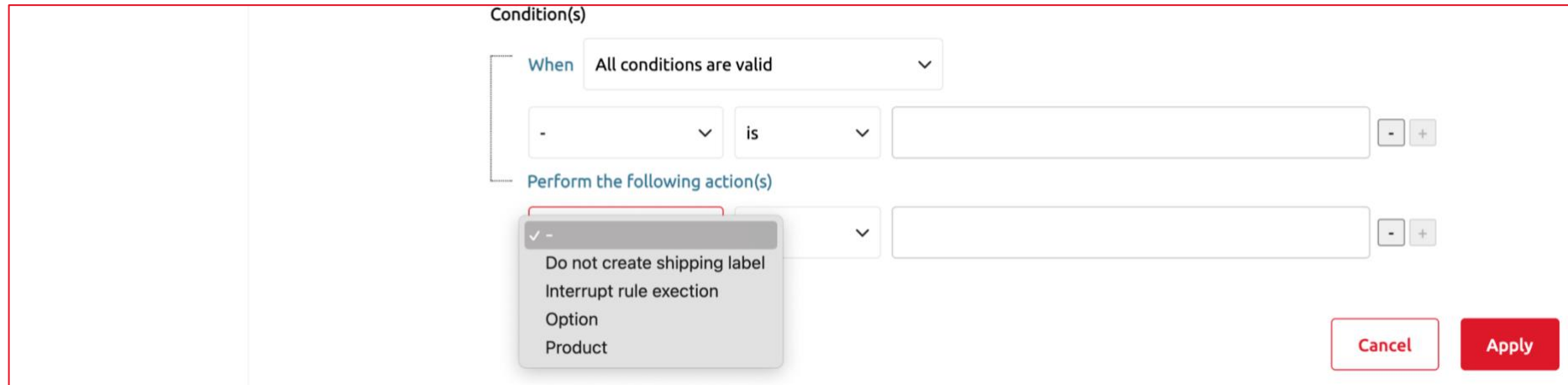
Shipping method	is	bpost Saturday	-
-	is	Write value or select from dropdown	- +
Perform the following action(s)			
Product	is	Bpack 24h Pro	-

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 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, under the heading "Condition(s)", there is a "When" section with a dropdown menu set to "All conditions are valid". Below this, there is a field with a minus sign and a dropdown arrow, followed by the word "is" and another dropdown arrow, and then an empty text input field with minus and plus signs on its right. Underneath, the section "Perform the following action(s)" contains another minus sign and dropdown arrow, followed by an empty text input field with minus and plus signs on its right. A dropdown menu is open over the first minus sign and dropdown arrow in the action section, listing the following options: "Do not create shipping label", "Interrupt rule execution", "Option", and "Product". At the bottom right of the interface, there 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.

The screenshot displays a shipping rule configuration interface. At the top, it is titled "Condition(s)". Below this, there is a "When" section with a dropdown menu set to "All conditions are valid". This section contains three rows of conditions, each with a dropdown for the field name, a dropdown for the operator (all set to "is"), a text input for the value, and a minus sign button. The first row has "Webshop" as the field, "Shopify - my-shopify-site.myshopify.com" as the value. The second row has "Shipping method name" as the field and "Bpost Saturday" as the value. The third row has a hyphen "-" as the field and an empty value. Below the conditions is a "Perform the following action(s)" section, which also contains three rows of actions, each with a dropdown for the field name, a dropdown for the operator (all set to "is"), a text input for the value, and a minus sign button. The first row has "Product" as the field and "Bpack 24h Pro" as the value. The second row has "Option" as the field and "Saturday delivery" as the value. The third row has a hyphen "-" as the field and an empty value.

In the Shopify shop, you offer your customers the option of Saturday delivery.

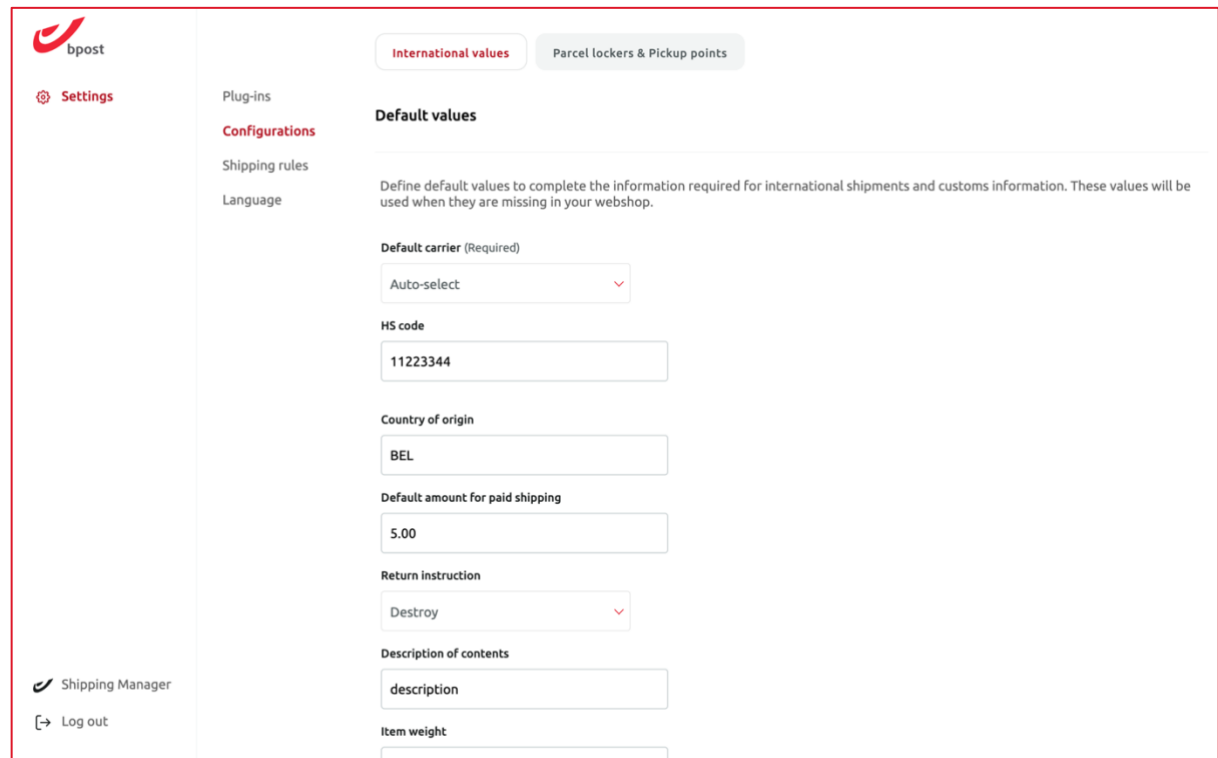
- As you already offer this at checkout, there is a "Shipping method" in your Shopify shop with the name "bpost Saturday".
- You must set your rule as shown to be able to create the right labels for these Saturday deliveries.
- **Conditions that must be met:** the right Shopify store **AND** the right 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 Shopify store, but some may be missing and others 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 in **Settings > Configurations > International values.**



The screenshot shows the bpost plugin settings interface. On the left is a navigation sidebar with 'Settings' selected. The main content area is titled 'International values' and contains a 'Default values' section. Below this section is 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.' The settings include: 'Default carrier (Required)' set to 'Auto-select'; 'HS code' set to '11223344'; 'Country of origin' set to 'BEL'; 'Default amount for paid shipping' set to '5.00'; 'Return instruction' set to 'Destroy'; 'Description of contents' set to 'description'; and 'Item weight' is currently empty.

Field	Value
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	

5. Downloading automatically created labels

Download the automatically created labels for your orders in your Shopify Admin panel.

Or in your bpost [Shipping Manager](#) account:

- Click your Pending orders

The screenshot displays 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 links for 'Log out' and 'Help'. 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, there are two tables: 'Order Status' and 'Status shipments'. The 'Order Status' table has a 'Pending' row highlighted with a red box, showing 17304 orders. Other statuses include Open (2), Printed Today (16), On hold (0), and Cancelled (2). The 'Status shipments' table lists Created (308), In Transit (4), Awaiting pickup by customer (0), Delivered (4), and Back to Sender (0). A 'Pick-up overview' section shows 'All' with 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' (with two items) and 'Contact' (with email 'eol@bpost.be' and phone '02 201 11 11').

Order Status	Count
Pending	17304
Open	2
Printed Today	16
On hold	0
Cancelled	2

Status shipments	Count
Created	308
In Transit	4
Awaiting pickup by customer	0
Delivered	4
Back to Sender	0

Pick-up overview	Count
All	3

- 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

Filter

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

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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