

Small plan users



# QUICK GUIDE to using the bpost SHOPIFY 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).

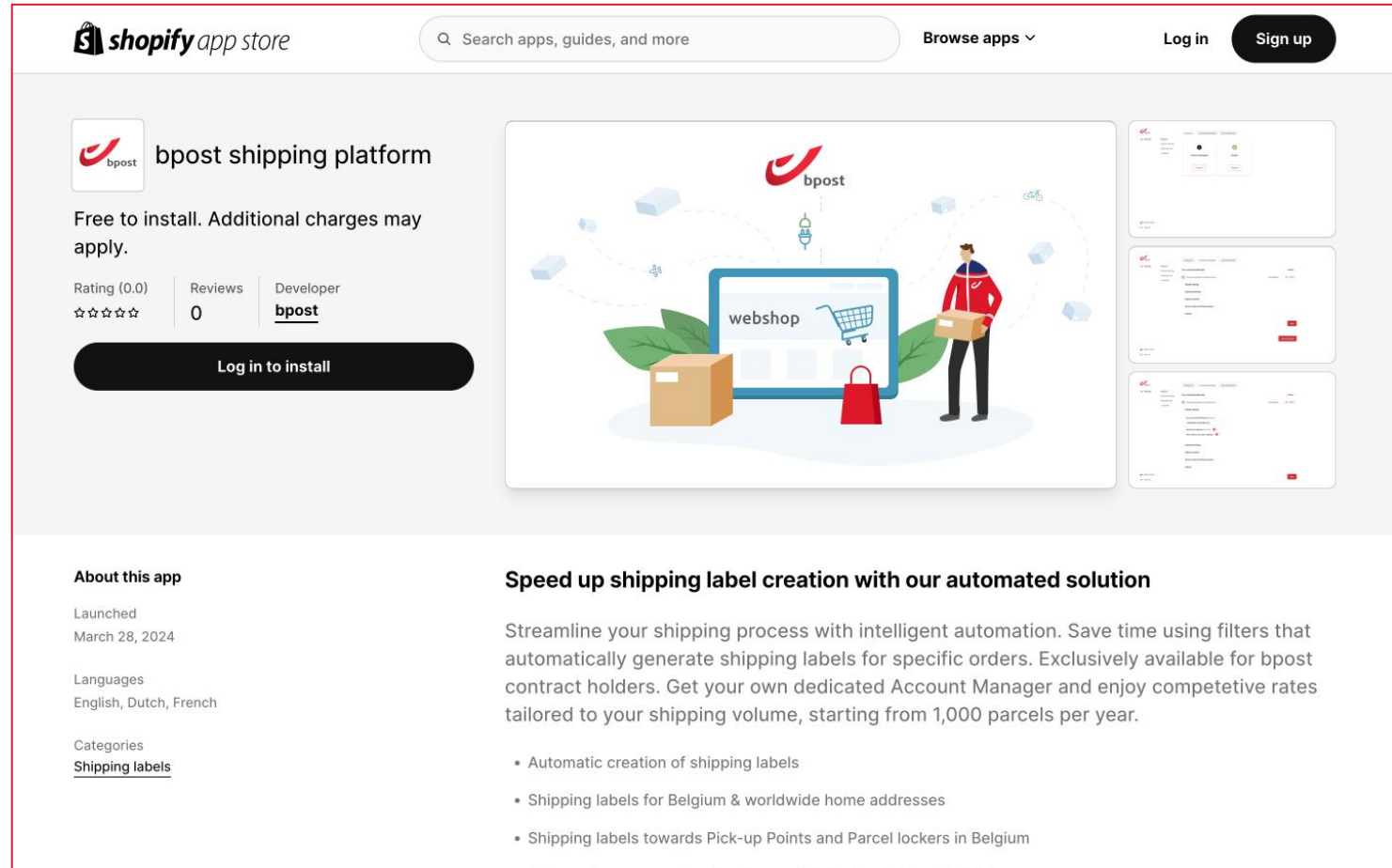
Receiver(s) Sender(s)

Add address

Name	Address	Email address	Telephone number
Name Sender	★ sender by default ANSPACHLAAN 1 1000 BRUSSEL Belgium	defaultsender@email.be	

## 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's name 'bpost shipping platform' is prominently displayed next to the bpost logo. Below the name, it states 'Free to install. Additional charges may apply.' The app has a rating of 0.0 and 0 reviews. A 'Log in to install' button is visible. The main visual is a large illustration showing a person in a bpost uniform holding a box, standing next to a laptop displaying a 'webshop' with a shopping cart icon. The background features a network of boxes and arrows, symbolizing shipping and logistics. To the right of the illustration are three smaller screenshots of the app's interface. Below the main content, there is an 'About this app' section with details on launch date (March 28, 2024), languages (English, Dutch, French), and categories (Shipping labels). A section titled 'Speed up shipping label creation with our automated solution' describes the app's benefits, such as streamlining the shipping process and offering competitive rates. A bulleted list highlights key features: automatic creation of shipping labels, shipping labels for Belgium & worldwide home addresses, and shipping labels towards Pick-up Points and Parcel lockers in Belgium.

**shopify app store** Search apps, guides, and more Browse apps Log in Sign up

**bpost shipping platform**

Free to install. Additional charges may apply.

Rating (0.0) ☆☆☆☆ 0 Reviews Developer **bpost**

Log in to install

**About this app**

Launched  
March 28, 2024

Languages  
English, Dutch, French

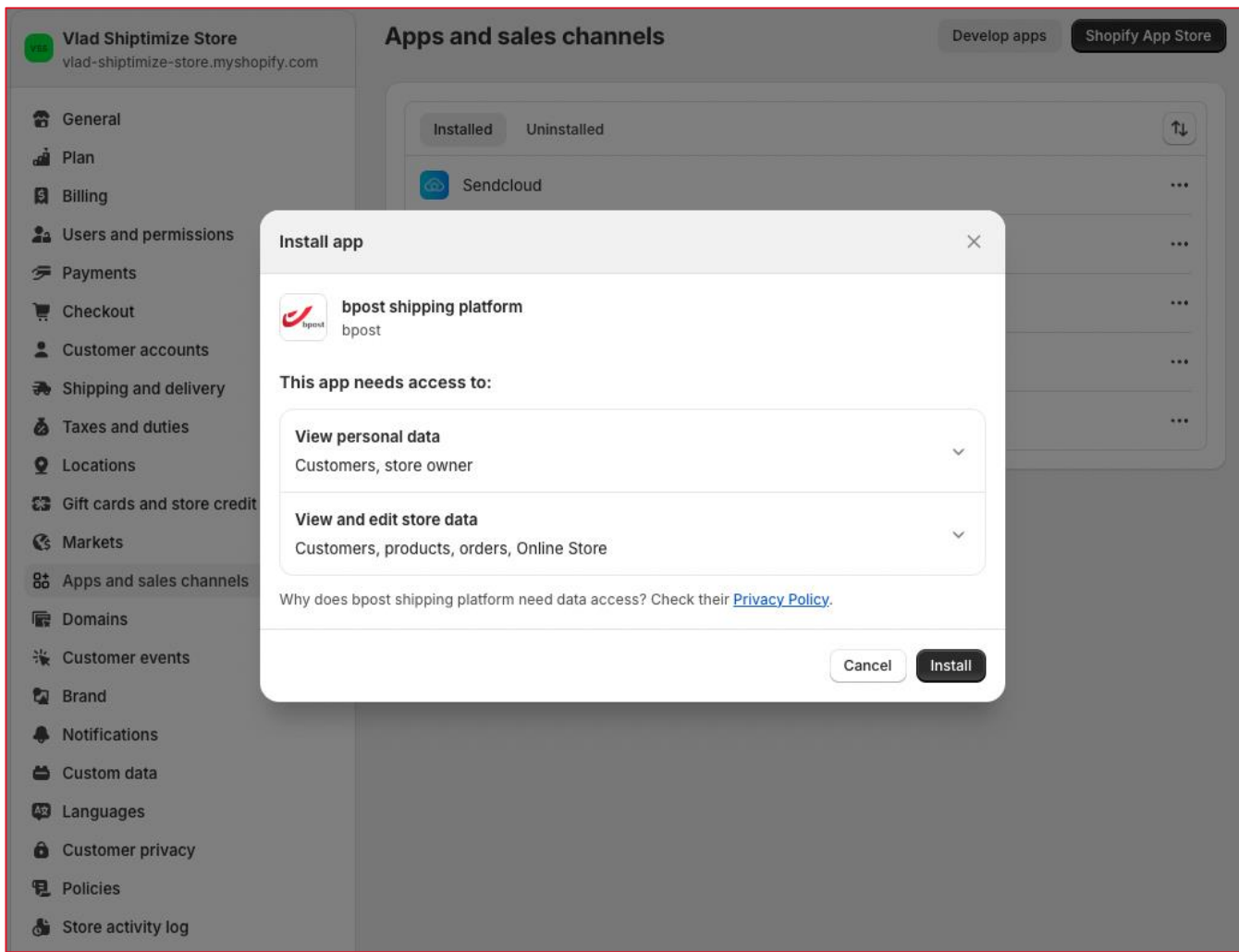
Categories  
Shipping labels

**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 settings](#):

- Your online store is activated
- The tracking links for the labels you create are automatically sent to your Shopify platform

 It's easy to open and update your settings on your Shopify admin panel > Apps or our dedicated environment 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"**: 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 <span>Delete</span>
-	<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. 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.

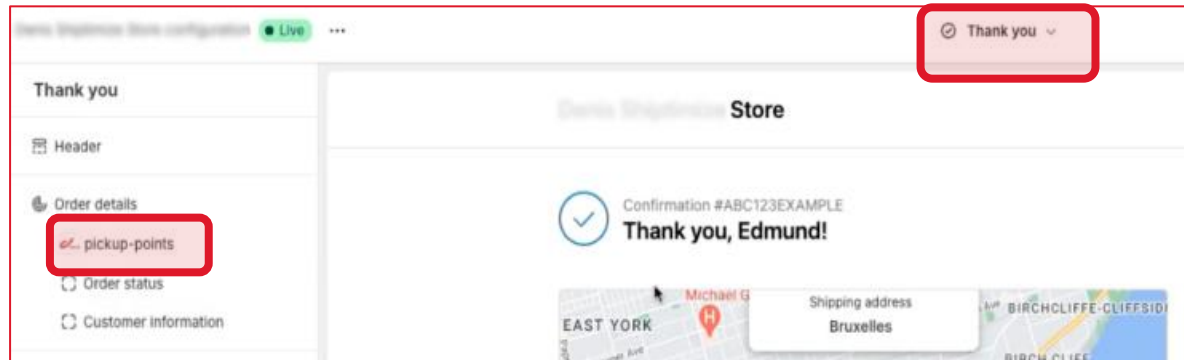
- If you’re okay with upgrading your checkout environment, proceed with the steps below.
- If – for any reason – you’re not updating your checkout environment in Shopify, you need to access [plugins.bpost.be](https://plugins.bpost.be) > your store > default settings and toggle on “I have non-upgraded 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.

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

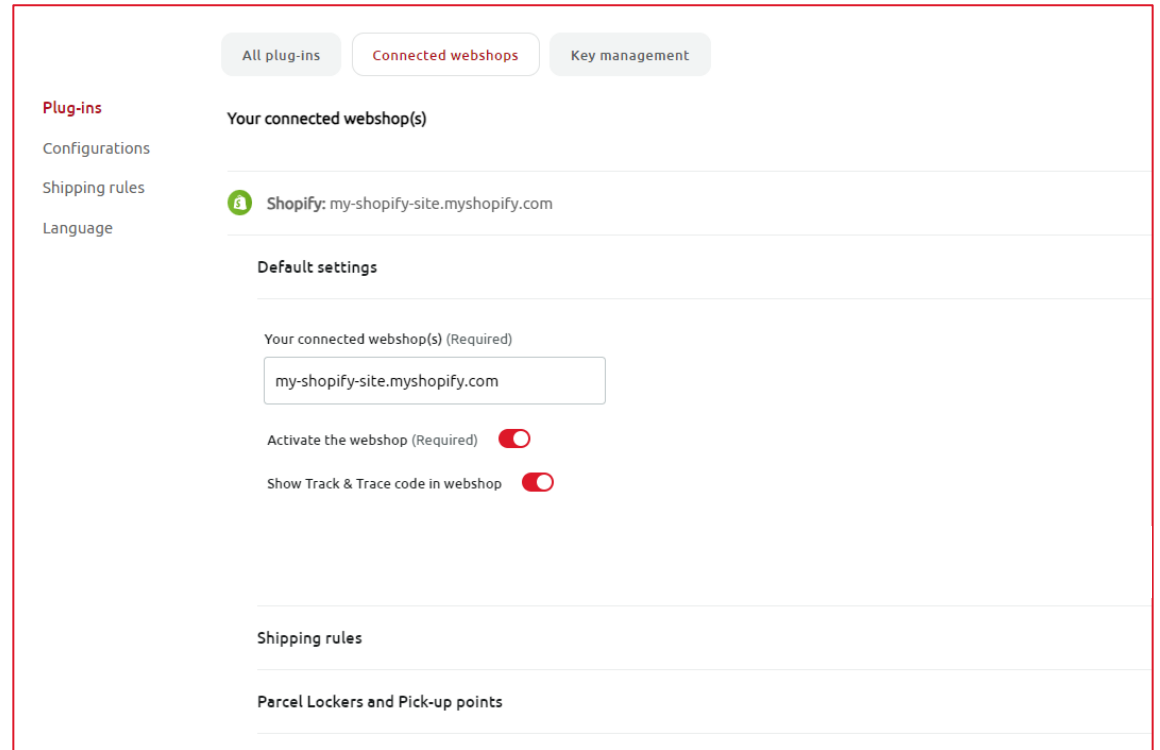
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## Default settings

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 displays the 'Connected webshops' configuration page. At the top, there are three tabs: 'All plug-ins', 'Connected webshops' (which is active), and 'Key management'. On the left sidebar, under the 'Plug-ins' heading, there are links for 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Your connected webshop(s)'. Below this title, there is a list of connected webshops, currently showing one: 'Shopify: my-shopify-site.myshopify.com'. Underneath the list, there is a section for 'Default settings'. This section includes a text input field for 'Your connected webshop(s) (Required)' with the value 'my-shopify-site.myshopify.com'. Below the input field, there are two toggle switches: 'Activate the webshop (Required)' and 'Show Track & Trace code in webshop', both of which are currently turned on. At the bottom of the page, there are sections for 'Shipping rules' and 'Parcel Lockers and Pick-up points'.

## Advanced settings

The advanced settings are shown in **Settings > Plug-ins > Connected webshops**.

There, you can activate the option to “Create a shipping label independently of available stock” to ensure that labels are automatically generated in all cases, especially when stock is low or changes rapidly. Reminder: labels not used for sending will not be invoiced.

The screenshot displays the 'Connected webshops' configuration page. At the top, there are three tabs: 'All plug-ins', 'Connected webshops' (which is active), and 'Key management'. On the left sidebar, under the 'Plug-ins' heading, there are links for 'Configurations', 'Shipping rules', and 'Language'. The main content area is titled 'Your connected webshop(s)' and lists one connection: 'Shopify: my-shopify-site.myshopify.com'. Below this list, there are four sections: 'Default settings', 'Advanced settings', 'Shipping rules', and 'Parcel Lockers and Pick-up points'. In the 'Advanced settings' section, there is a toggle switch for the option 'Create a shipping label independently of available stock', which is currently turned off.

# Shipping rules

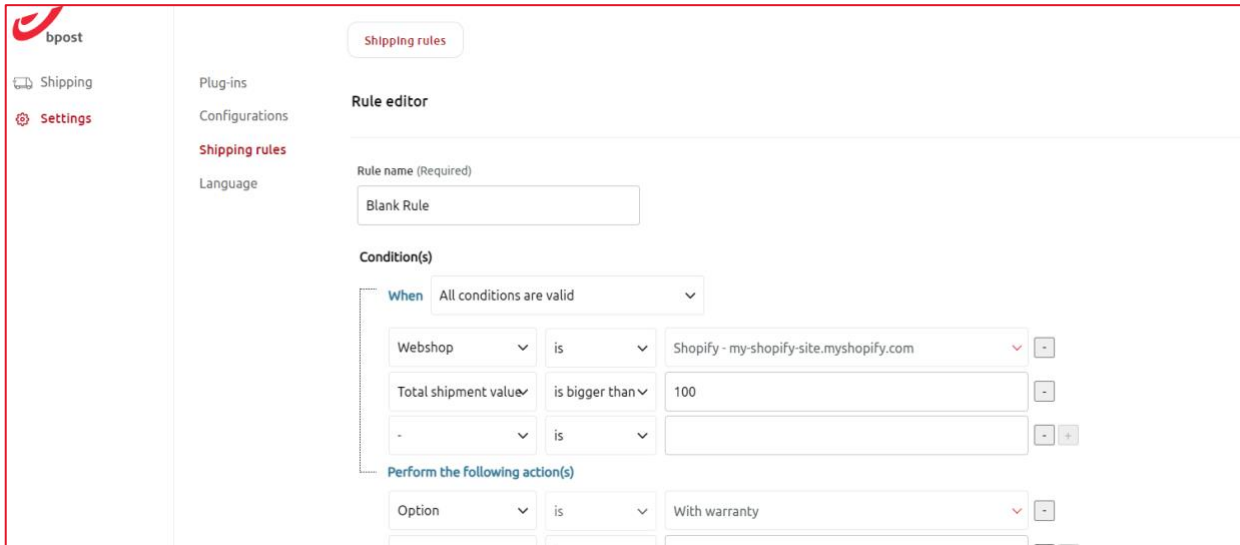
You can create and manage rules in **Settings > Shipping rules** at [plugins.bpost.be](https://plugins.bpost.be).

## a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your 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.



## 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

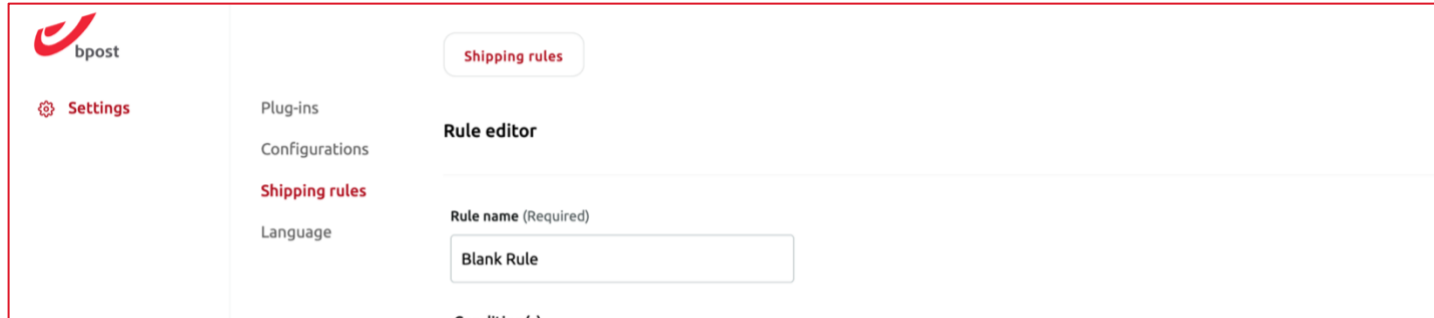
#### Overview

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

- Rule name (Required):** A text input field containing 'Blank Rule'. A dropdown menu is open above it, showing options: 'All conditions are valid', 'One of the conditions is valid', 'None of the conditions is valid', and 'Always execute when this rule is reached'. A red box labeled 'Combination of conditions' highlights this dropdown.
- Condition(s):** A section titled 'When' with a dropdown set to 'All conditions are valid'. Below this are three condition rows:
  - Row 1: 'Total shipment value' (selected from an 'Attributes' list), 'is bigger than', and '100'.
  - Row 2: Empty dropdown, 'is', and empty value.
  - Row 3: Empty dropdown, 'is', and a red button labeled 'Write value or select from dropdown'.
- Perform the following action(s):** A section with three action rows:
  - Row 1: 'Option' (selected from an 'Action' list), 'is', and 'With warranty'.
  - Row 2: 'Option', 'is', and empty value.
  - Row 3: 'Option', 'is', and empty value.
- Attributes List:** A vertical list on the left with a red header 'Attributes'. It includes: 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 this list to the 'Total shipment value' field.
- Action List:** A dropdown menu below the actions section with a red header 'Action'. It includes: 'Do not create shipping label', 'Interrupt rule execution', 'Option', and 'Product'. A red arrow points from this list to the first 'Option' field.
- Operator List:** A dropdown menu above the second condition row with a red header 'Operator'. It includes: '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'. A red arrow points from this list to the 'is' operator in the second condition row.

## 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' 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 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'. The 'Condition(s)' section is currently empty, but a dropdown menu is open, allowing the user to select a logical condition for the rule. The available options are: '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'. Below the condition selection, there is a field for 'Perform the following action(s)' with a dropdown menu showing 'is' and a plus/minus sign. The 'Apply' button is highlighted in red.

 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.

Shipping rules

Language

Rule name (Required)

Blank Rule

Condition(s)

When All conditions are valid

is

is

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 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: 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, week (mm:ss), time, and method name. The 'when' section contains three conditions:

Attribute	Operator	Value
Total shipment value	is bigger than	100
	is	
	is	

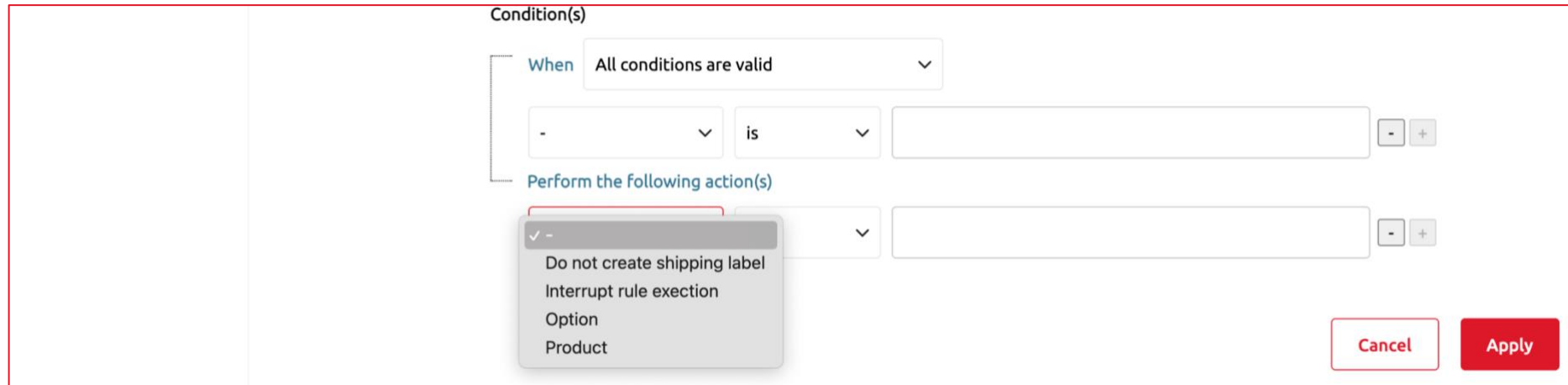
A red button with the text "Write value or select from dropdown" is positioned below the third condition. Below the conditions, there is a section labeled "Perform the following action(s)".

## Action

You now have one or more conditions. "When X is/is not Y" ("When total shipment value is bigger than 100", say). You now need to say what should happen when the statement is true.

Example: When Total shipment value is bigger than 100, 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 are two input fields: the first contains a minus sign and a dropdown arrow, followed by the word "is" and another dropdown arrow, and then a 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)". It contains a dropdown menu with a checkmark and a minus sign, followed by a dropdown arrow and a 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.

The screenshot shows the 'Rule editor' interface in a settings application. On the left, there is a sidebar with 'Settings' and a menu containing 'Configurations', 'Shipping rules', and 'Language'. 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 this are three rows of conditions:
  - Row 1: 'Webshop' dropdown, 'is' operator, 'Shopify - my-shopify-site.myshopify.com' dropdown.
  - Row 2: 'Total shipment value' dropdown, 'is bigger than' operator, '100' text input.
  - Row 3: '-' dropdown, 'is' operator, an empty text input.
- Perform the following action(s):** A section with two rows of actions:
  - Row 1: 'Option' dropdown, 'is' operator, 'With warranty' dropdown.
  - Row 2: '-' dropdown, 'is' operator, an empty text input.

In the Shopify shop, your customers can order for more than 100 euros.

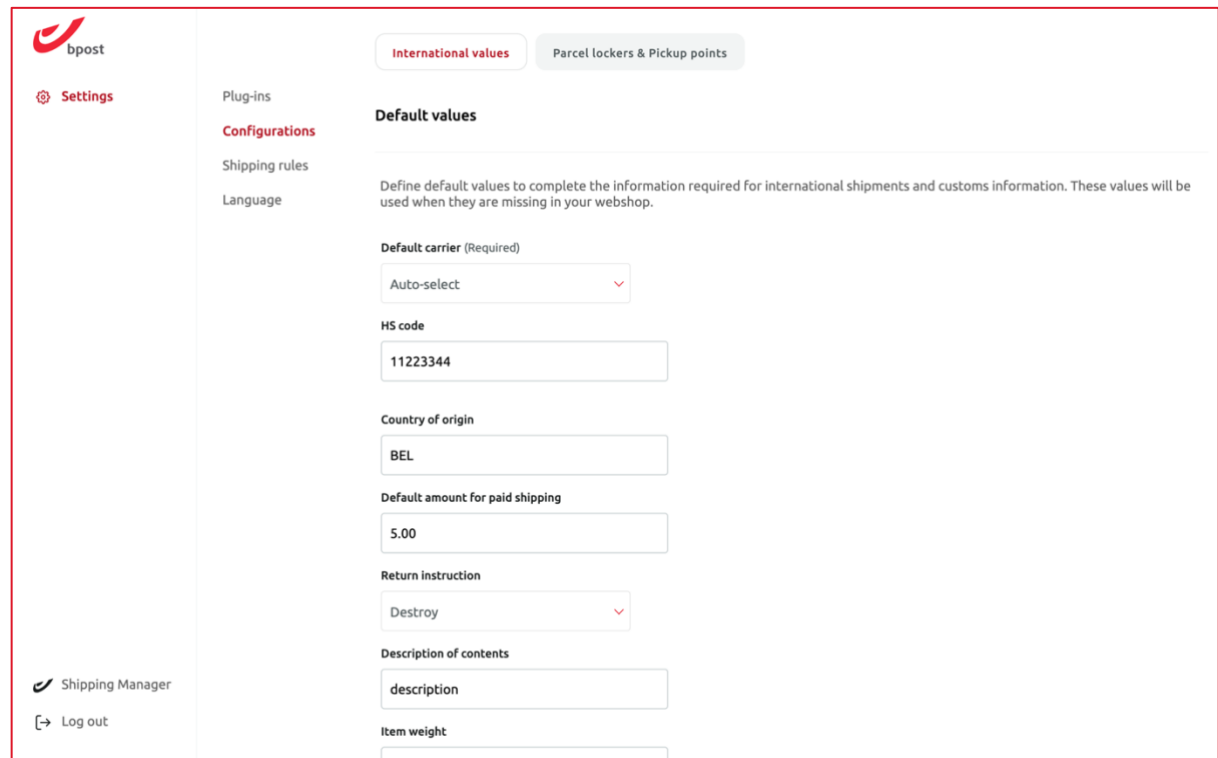
- You must set your rule as shown to be able to create the right labels for these deliveries with a warranty.
- **Conditions that must be met:** the right Shopify store **AND** the right amount. (AND = all conditions must be met)
- **Actions that must be taken:** create a label for which the Option is '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 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](https://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. This section includes fields for 'Default carrier' (set to 'Auto-select'), 'HS code' (11223344), 'Country of origin' (BEL), 'Default amount for paid shipping' (5.00), 'Return instruction' (Destroy), 'Description of contents' (description), and 'Item weight'.

**bpost**

**Settings**

Plug-ins

**Configurations**

Shipping rules

Language

**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

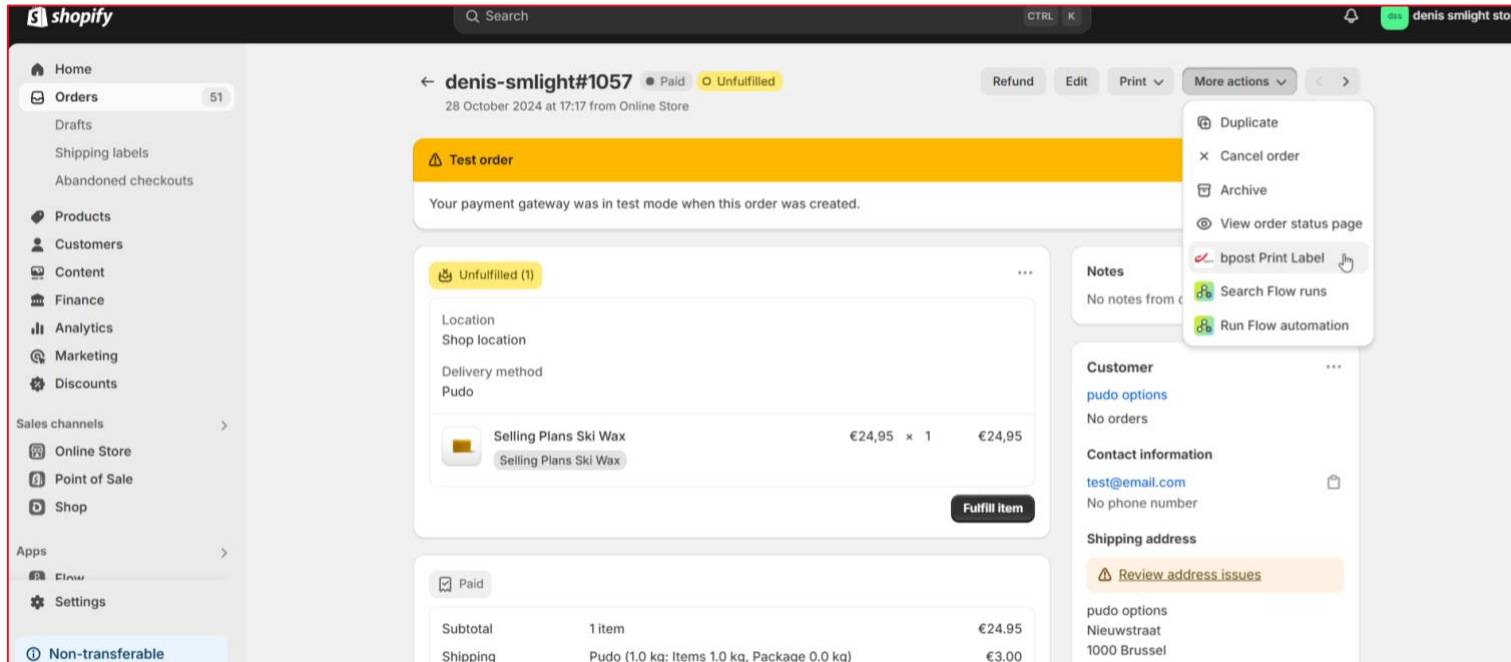
**Item weight**

Shipping Manager

Log out

# 5. Downloading automatically created labels

Download the automatically created labels for your orders in your Shopify Admin panel > Orders. Use the “bpost Print label” feature, found in the “More actions” dropdown menu. You can do this from an individual order detail page (see screenshot below) or, to bulk-print, select multiple orders first, then click “bpost Print label” in the same menu.





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

The screenshot shows the bpost dashboard interface. At the top, there is a navigation bar with the bpost logo, menu items (Dashboard, Parcels, Invoices, Plug-in), and user information (Denis VE, a shopping cart icon, and language selection EN). Below the navigation bar is a section titled "My parcels of this Shipping Platform". This section contains three filter dropdowns: "Period" set to "Last month", "Source" set to "All", and "Status" set to "All". To the right of these filters is a search bar labeled "Search on barcode". Below the filters is a table with the following columns: Receiver, Barcode, Creation date, Receiver address, and Status. The table contains one row of data for a parcel created on 17/10/2024. Below the table, there is a "Show less" link. A detailed view of the parcel is shown below, including Receiver and Sender information, a Parcel summary with prices (€22,80), and Source information. At the bottom of the detailed view, there is a "Duplicate label" button highlighted with a red box.

Receiver	Barcode	Creation date	Receiver address	Status
NL pудо nominat <a href="#">Track your parcel &gt;</a> <a href="#">Download label &gt;</a>	329945009134311537	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

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

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

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

## 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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