

Small plan users



QUICK GUIDE to using the bpost WOOCOMMERCE STORE plug-in

Summary

1. Check you sender address in your bpost account	3
2. Install the plug-in in WordPress with the .zip file	4
3. Create your shipping methods for home & Pick-up points deliveries	7
4. Configure your settings at plugins.bpost.be	10
5. Downloading automatically created labels	25
Need help?	27
Contents	28

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).

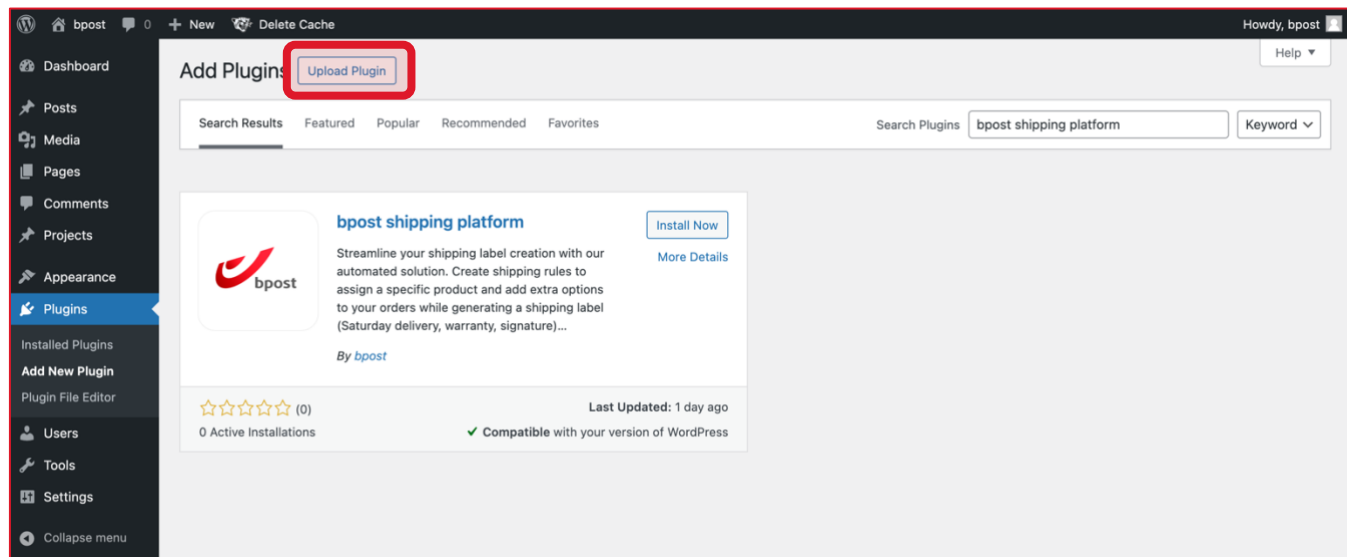
The screenshot displays the 'My address book' page in the bpost account. At the top, the navigation bar includes 'Dashboard', 'Parcels', 'Invoices', and 'Plug-in'. The user 'Denis VE' is logged in, and the language is set to 'EN'. The main heading is 'My address book'. Below this, there is a table with columns for 'Receiver(s)' and 'Sender(s)'. A red 'Add address' button is positioned above the table. The table contains one entry with the following details:

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 WordPress with the .zip file

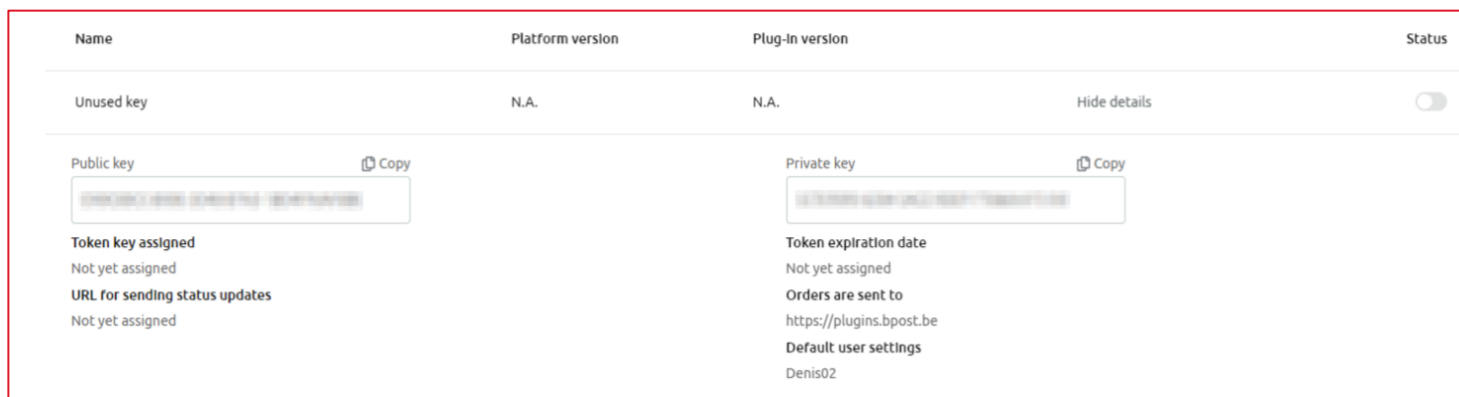
Our bpost plug-in for WooCommerce Plugin will soon be available in your Plugins tab in the WordPress environment. To try it out already on your webshop, install it thanks to the “Upload Plugin” feature.

1. Download the zip file provided by bpost and access **WordPress > Plugins**
2. Click on “Upload Plugins”, install it and **activate it** from your list view.



3. Use provided API keys to link your bpost account to your WooCommerce store:

- a. Access plugins.bpost.be > Settings > Plug-ins > Key management.
- b. Click on “Create new keys”.
- c. Open the key you just created and copy both “Public key” and “Private key”.



Name	Platform version	Plug-In version	Status
Unused key	N.A.	N.A.	Hide details <input type="checkbox"/>
Public key <input type="text" value="Copy"/>		Private key <input type="text" value="Copy"/>	
Token key assigned Not yet assigned		Token expiration date Not yet assigned	
URL for sending status updates Not yet assigned		Orders are sent to https://plugins.bpost.be	
		Default user settings Denis02	

- d. Insert both keys into your WordPress environment through Settings > bpost settings. Don't forget to save.
- e. Once linked, your WooCommerce store will appear in plugins.bpost.be > Settings > Plug-ins > Connected webshops.

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 WooCommerce platform.
- A standard **label is automatically created** when an order is paid for.
- The **following statuses are pushed to your WooCommerce store**: "Processing" when the label is created and "Completed" when the label is downloaded.



It's easy to open and update your settings at plugins.bpost.be under Settings > Plug-ins > Connected webshops

3. Create your shipping methods for home & Pick-up points deliveries

Depending on the type of deliveries you want to offer at what price, you need to set up your shipping methods differently in your WooCommerce settings.

1. In your WordPress environment, access WooCommerce > Settings > Shipping > Shipping Zones.
2. For each shipping zone (e.g. Belgium), you can define and add shipping methods. [More info on setting up shipping zones.](#)

The screenshot shows the WooCommerce Shipping settings page. The 'Shipping' tab is selected, and the 'Shipping zones' sub-tab is active. The current zone is 'Domestic - Belgium'. The 'Zone name' field contains 'Domestic - Belgium'. The 'Zone regions' field contains 'Belgium'. The 'Shipping methods' table shows one method: 'Bpost Pickup at partner shop', which is enabled and has a description of 'bpost'. There are buttons for 'Add shipping method' and 'Save changes'.

Title	Enabled	Description	
Bpost Pickup at partner shop	<input checked="" type="checkbox"/>	bpost	Edit Delete

3. **Select and parameter the right shipping method(s)** for you needs. Let us explain:

- a. Will you be differentiating your shipment prices according to **an order weight**?
 - If yes, install the compatible **“WooCommerce Weight Based Shipping”** plugin that will unlock the “bpost Weight base shipping” method.
 - If not, you can choose between “bpost Free shipping” or “bpost Flat rate”.
- b. *(Preview below)* **For your selected shipping method**, you can now configure several [parameters from WooCommerce](#).
- c. For the same shipping method, **select your service level (bpost product)**:
 - National home for home deliveries in Belgium,
 - International home for home international deliveries
 - **National Pick-up Point and Locker for Pick-up points and Lockers deliveries**
 - **International Pick-up Point and Locker for Pick-up points and Lockers deliveries abroad**



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

Flat rate

Your customers will see the name of this shipping method during checkout.

Tax status

Taxable

Cost

€ 0,00

Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty].

Use [qty] for the number of items,
[cost] for the total cost of items, and [fee percent="10" min_fee="20" max_fee=""] for percentage based fees.

Service Level

-
-
- National home
- National Pick-up point and Locker
- International home
- International Pick-up point and Locker

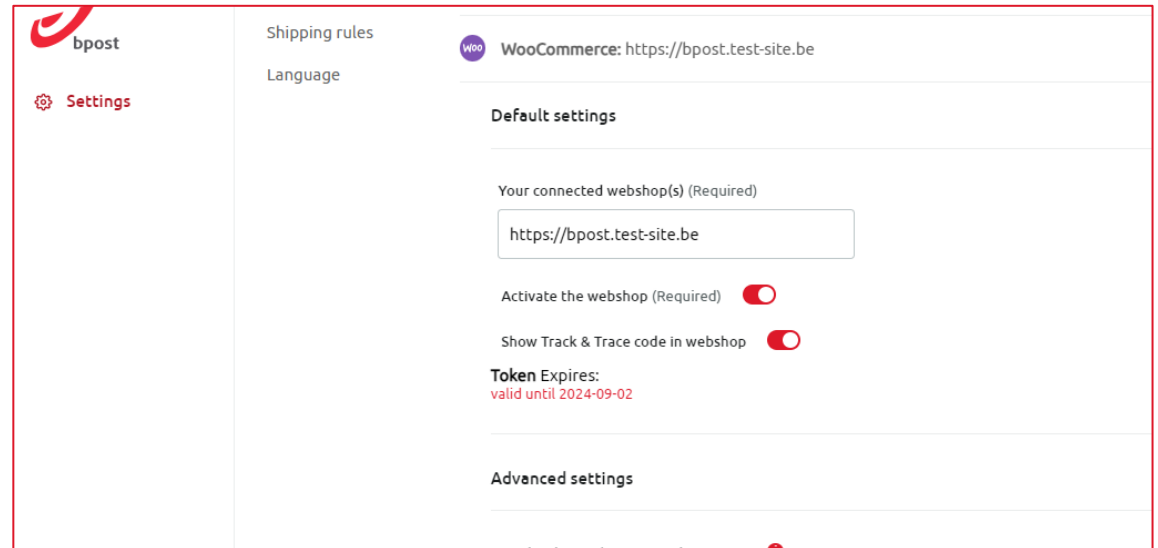
4. Configure your settings at plugins.bpost.be

Default settings	11
Advanced settings	12
Shipping rules	14
a. What are shipping rules for?	14
b. Logic	15
c. Available fields	16
<u>Overview</u>	16
<u>Combination of conditions</u>	18
<u>Attribute</u>	19
<u>Operator</u>	20
<u>Specific value to be verified in the conditional statement</u>	21
<u>Action</u>	22
d. An example of a shipping rule	23
Customs forms for non-EU shipments	24

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.



The screenshot shows the bpost WooCommerce plugin settings page. The left sidebar contains the bpost logo and a 'Settings' menu item. The main content area is titled 'Shipping rules' and 'Language'. Below this, there is a section for 'WooCommerce: https://bpost.test-site.be'. Under 'Default settings', there is a text input field for 'Your connected webshop(s) (Required)' containing 'https://bpost.test-site.be'. Below this are two toggle switches: 'Activate the webshop (Required)' which is turned on, and 'Show Track & Trace code in webshop' which is also turned on. A 'Token Expires' section indicates 'valid until 2024-09-02'. At the bottom, there is an 'Advanced settings' section.

⚠ Remember to **save your changes**.

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).

- **Send order to bpost at order status:** set the status in the ordering process in your store when a label is automatically created.
 - Refunded
 - On hold
 - Pending payment
 - Failed
 - *Processing* (default setting)
 - Canceled
 - Completed
 - Draft
- **Order status after printing the shipping label:** set the new order status in your WooCommerce store after a label is downloaded for printing.
 - *Do not change status* (default setting)
 - *Processing*
 - *Completed*
- **Order status after parcel was sent:** set the new order status in your WooCommerce store after it's sent.
 - *Do not change status*
 - *Completed* (default setting)
- **What status will be set on delivery:** set the new order status in your WooCommerce store once the parcel is delivered.
 - *Do not change status* (default setting)
 - *Completed*

 Remember to **save your changes**.

ost
tings

Configurations
Shipping rules
Language

WooCommerce: https://bpost.test-site.be Hide details Delete

Default settings

Your connected webshop(s) (Required)

Activate the webshop (Required)

Show Track & Trace code in webshop

Token Expires:
valid until 2024-09-02

Advanced settings

Send orders to bpost at order status i <input type="text" value="Processing"/>	Order status after printing the shipping label i <input type="text" value="-"/>
Order status after parcel was sent i <input type="text" value="Completed"/>	What status will be set on delivery? i <input type="text" value="-"/>

Shipping rules

Shipping Manager
out

Save

Shipping rules

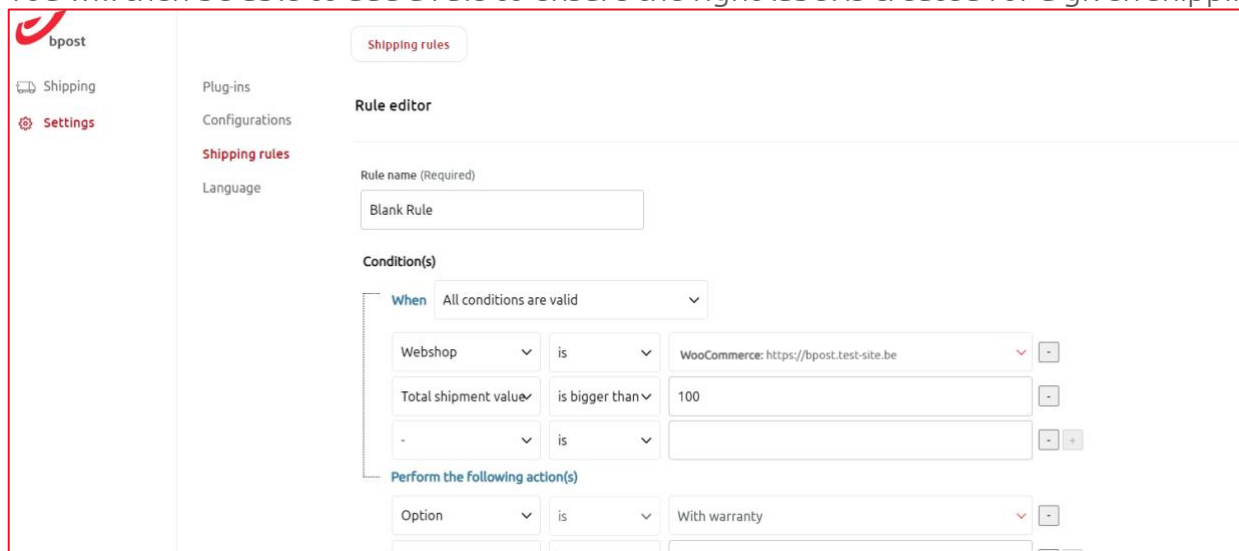
You can create and manage rules in **Settings > Shipping rules** at plugins.bpost.be.

a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your WooCommerce 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 WooCommerce store. If you want to give your customer a choice of delivery type, you must set the shipping methods in your WooCommerce 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 'Shipping rules' configuration page in the bpost plugin. The left sidebar contains navigation links for 'Shipping' and 'Settings'. The main content area is titled 'Rule editor' and includes a 'Shipping rules' button. The 'Rule name (Required)' field is set to 'Blank Rule'. Under 'Condition(s)', the 'When' dropdown is set to 'All conditions are valid'. There are three conditions listed: 1. 'Webshop' is 'WooCommerce: https://bpost.test-site.be'. 2. 'Total shipment value' is 'bigger than' '100'. 3. An empty condition with 'is' and an empty value field. Under 'Perform the following action(s)', there is one action: 'Option' is 'With warranty'.

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: "'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

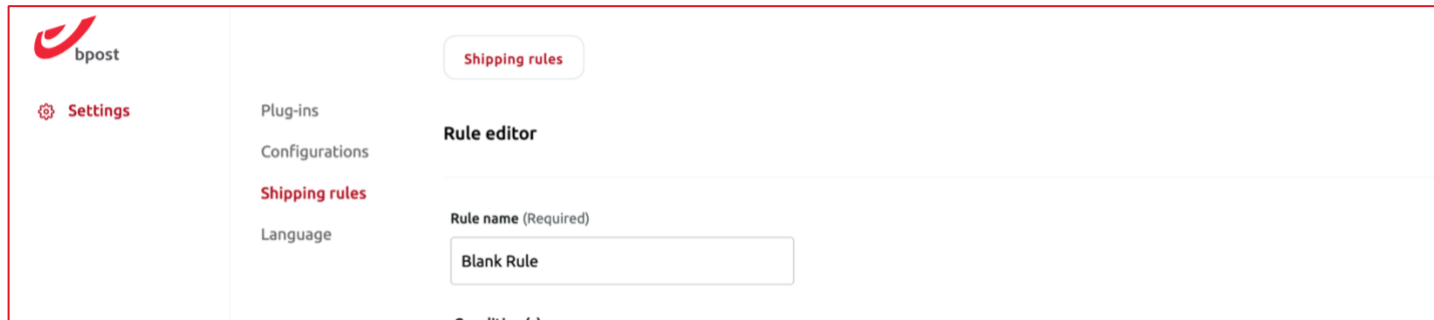
Overview

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

- Attributes:** A list of available fields 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.
- 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' with the selected condition 'All conditions are valid'. Below it, there are three condition rows:
 - Row 1: 'Total shipment value' is bigger than 100.
 - Row 2: An empty field is 'is' an empty field.
 - Row 3: An empty field is 'is' a field with a red callout box that says 'Write value or select from dropdown'.
- Perform the following action(s):** A section with three action rows:
 - Row 1: 'Option' is 'With warranty'.
 - Row 2: 'Option' is an empty field.
 - Row 3: An empty field is 'is' an empty field.
- Action:** A dropdown menu with options: 'Do not create shipping label', '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 it, the 'Condition(s)' section has a 'When' dropdown menu open, showing 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'. The 'Perform the following action(s)' section shows a dropdown menu with '-' and 'is' and an empty input field. At the bottom right are 'Cancel' and 'Apply' buttons. Minus and plus signs are visible on the right side of the condition and action input fields.

 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 WooCommerce 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 on the left and a text input field on the right. A dropdown menu is open over the first row, listing 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 "Cancel" and "Apply" buttons.

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

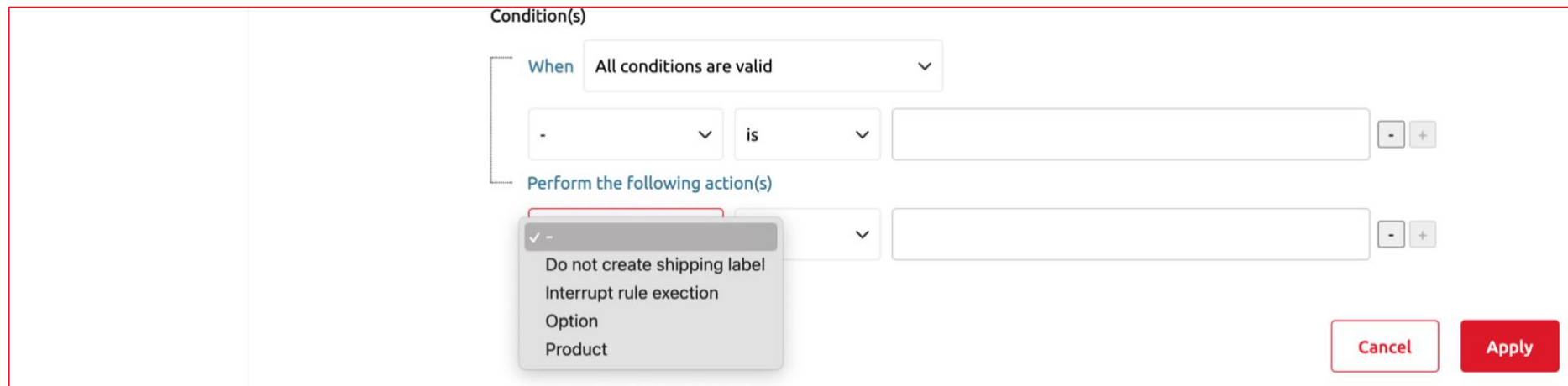
The screenshot shows a configuration interface for a conditional statement. The 'When' section is set to 'All conditions are valid'. The operator is 'is bigger or equal to'. The first condition is 'Webshop is WooCommerce: https://bpost.test-site.be'. The second condition is 'Shipping method is bpost Saturday'. The third condition is a red button that says 'Write value or select from dropdown'. The 'Perform the following action(s)' section has two actions: 'Product is Bpack 24h Pro' and '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 input field with minus and plus signs on the right. Below this is a section labeled "Perform the following action(s)". There is a dropdown menu with a minus sign, a dropdown menu, and an empty input field with minus and plus signs on the right. 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 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 WooCommerce settings page. On the left, there is a sidebar with 'Settings' (gear icon), 'Configurations', 'Shipping rules' (highlighted in red), and 'Language'. The main area is titled 'Rule editor' and contains the following fields and options:

- Rule name (Required):** A text input field containing 'Blank Rule'.
- Condition(s):** A section with a dropdown menu set to 'WooCommerce: https://bpost.test-site.be'. Below it, a 'When' dropdown is set to 'All conditions are valid'. There are three rows of conditions:
 - Row 1: 'Webshop' dropdown, 'is' operator, 'WooCommerce: https://bpost.test-site.be' value, and a minus sign.
 - Row 2: 'Total shipment value' dropdown, 'is bigger than' operator, '100' value, and a minus sign.
 - Row 3: '-' dropdown, 'is' operator, empty value, and minus/plus signs.
- Perform the following action(s):** A section with two rows of actions:
 - Row 1: 'Option' dropdown, 'is' operator, 'With warranty' value, and a minus sign.
 - Row 2: '-' dropdown, 'is' operator, empty value, and minus/plus signs.

In the WooCommerce 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)

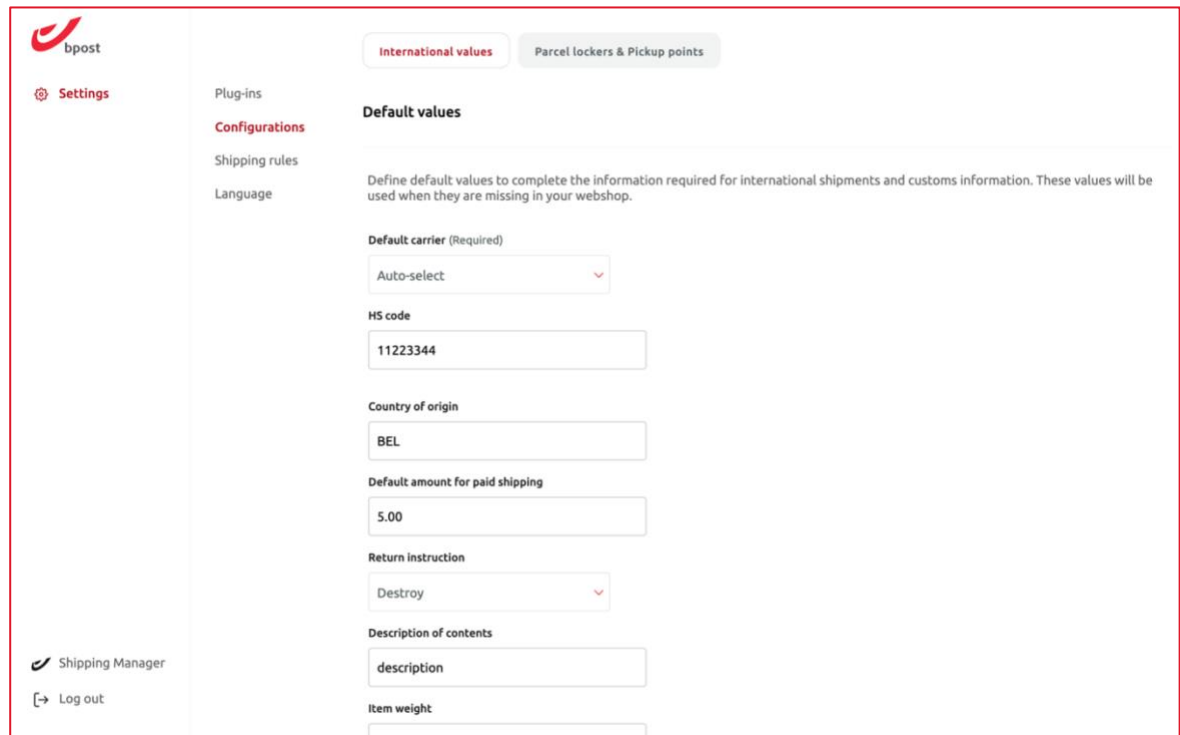
Actions that must be taken: create a label for which the Option is 'With warranty'.

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 WooCommerce 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 in Settings > Configurations > International values.



The screenshot shows the bpost WooCommerce settings interface. On the left, there is a sidebar with the bpost logo and a menu containing 'Settings', 'Shipping Manager', and 'Log out'. The main content area is titled 'International values' and 'Parcel lockers & Pickup points'. Under 'International values', there is a 'Default values' section with a descriptive text: '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 partially visible at the bottom.

5. Downloading automatically created labels

Download the automatically created labels for your orders in your WooCommerce tab > Orders > “bpost Status/action”.

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

My parcels of this Shipping Platform

Period: Last month | Source: All | Status: All | Search on barcode

Receiver	Barcode	Creation date	Receiver address	Status
NL pudo nominat	329945009134311537 Track your parcel > Download label >	17/10/2024	Planciusplantsoen 24 2253 TS Voorschoten Netherlands	Created Help with your parcel

[Show details >](#)

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 Header:** My parcels of this Shipping Platform
- Filters:** Period: Last month, Source: All, Status: All. Search: Search on barcode
- Parcel Listing Table:**

Receiver	Barcode	Creation date	Receiver address	Status
NL pудо nominat	329945009134311537 Track your parcel > Download label >	17/10/2024	Planciusplantsoen 24 2253 TS Voorschoten Netherlands	Created Help with your parcel
- Expandable Details:**
 - Receiver:** NL pудо nominat, Planciusplantsoen 24, 2253 TS Voorschoten, NL pудо nominat, test@gmail.com
 - Sender:** ANSPACHLAAN 1, 1000 BRUSSEL, defaultsender@email.be
 - Parcel summary:** Netherlands (Pick-up point) 10-20 kg, Total price €22,80
 - Source:** Plug-in [https://bpost-demo.company.site/products]
- Actions:** [Order confirmation >](#), [Duplicate label >](#) (highlighted)

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!

Contents

1. Check you sender address in your bpost account	3
2. Install the plug-in in WordPress with the .zip file	4
3. Create your shipping methods for home & Pick-up points deliveries	7
4. Configure your settings at plugins.bpost.be	10
Default settings	11
Advanced settings	12
Shipping rules	14
a. What are shipping rules for?	14
b. Logic	15
c. Available fields	16
Overview	16
Combination of conditions	18
Attribute	19
Operator	20
Specific value to be verified in the conditional statement	21
Action	22
d. An example of a shipping rule	23
Customs forms for non-EU shipments	24
5. Downloading automatically created labels	25
Need help?	27
Contents	28