Small plan users

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QUICK GUIDE to using the bpost
WOOCOMMERCE STORE plug-in

Summary

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).
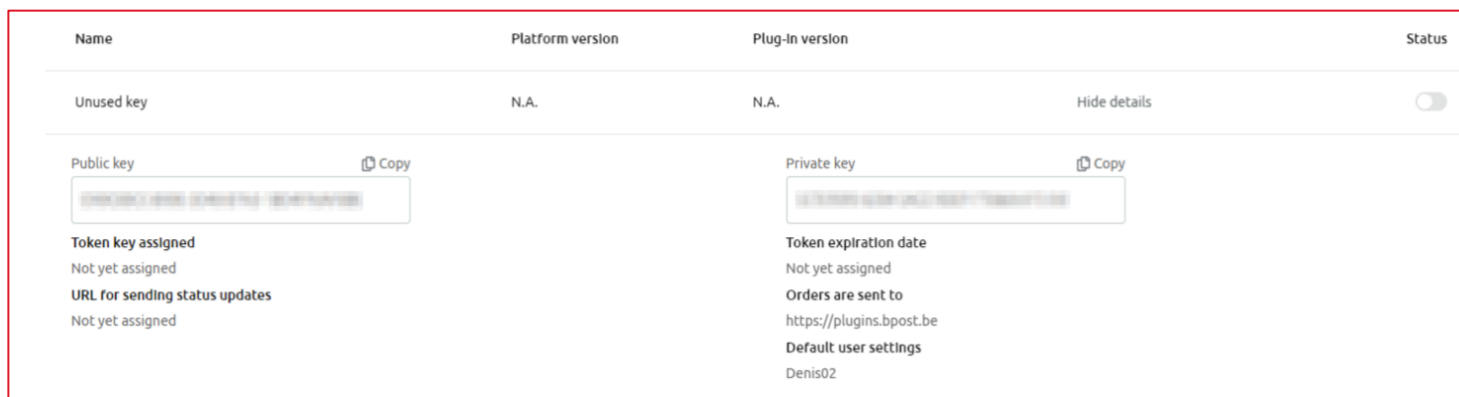
2. Install the plug-in in WordPress with the .zip file

Our bpost plug-in for WooCommerce 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.
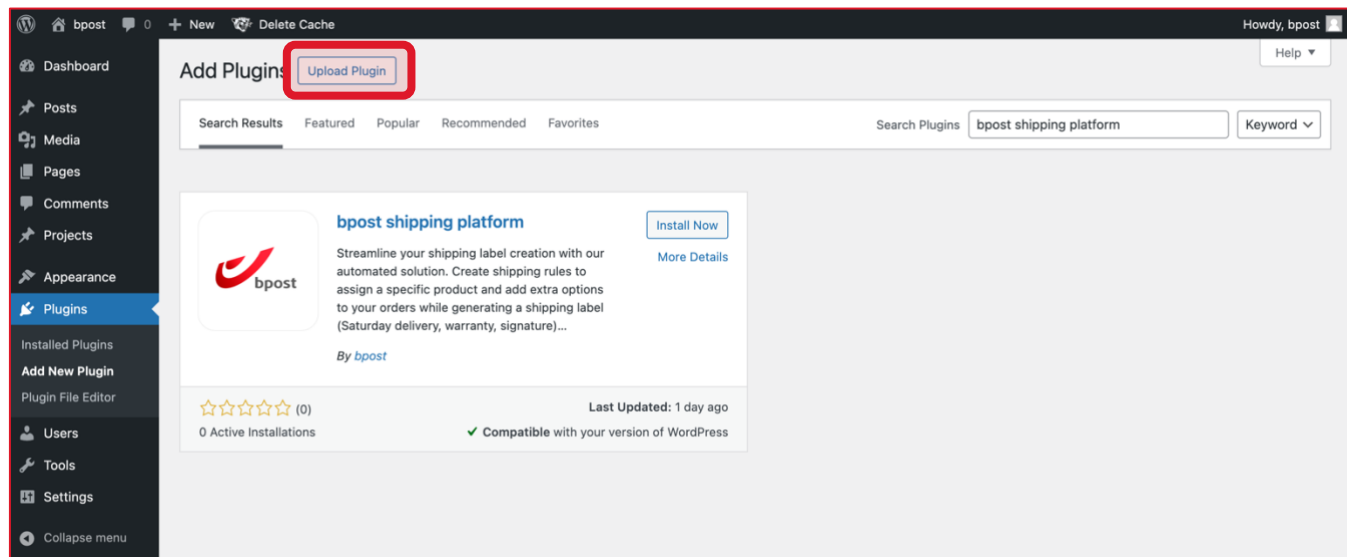
3. **Use provided API keys** to link your bpost account to your WooCommerce store:

    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".

    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.

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 <u>parameters from WooCommerce</u>.

   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.

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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
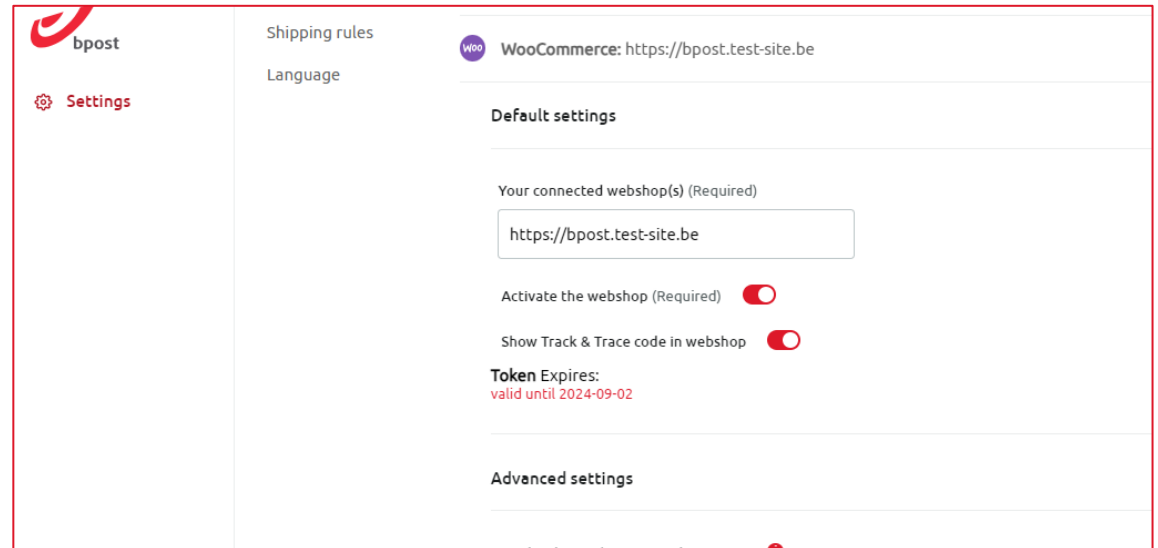International home
International Pick-up point and Locker

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4. Configure your settings at plugins.bpost.be

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**.

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.
  - o Refunded
  - o Failed
  - o Completed
  - o On hold
  - o *Processing* (default setting)
  - o Pending payment
  - o Canceled
  - o Draft

- **Order status after printing the shipping label:** set the new order status in your WooCommerce store after a label is downloaded for printing.
  - o *Do not change status (default setting)*
  - o *Processing*
  - o *Completed*
- **Order status after parcel was sent:** set the new order status in your WooCommerce store after it's sent.
  - o *Do not change status*
  - o *Completed (default setting)*
- **What status will be set on delivery:** set the new order status in your WooCommerce store once the parcel is delivered.
  - o *Do not change status (default setting)*
  - o *Completed*

⊙ Remember to **save your changes**.

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WooCommerce: https://bpost.test-site.be

Hide details   🗑 Dele

Default settings

Your connected webshop(s) (Required)

| https://bpost.test-site.be |

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 ℹ️   Order status after printing the shipping label   ℹ️

| Processing   ⌄ | | -   ⌄ |

Order status after parcel was sent   ℹ️   What status will be set on delivery? ℹ️

| Completed   ⌄ | | -   ⌄ |

Shipping rules

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out

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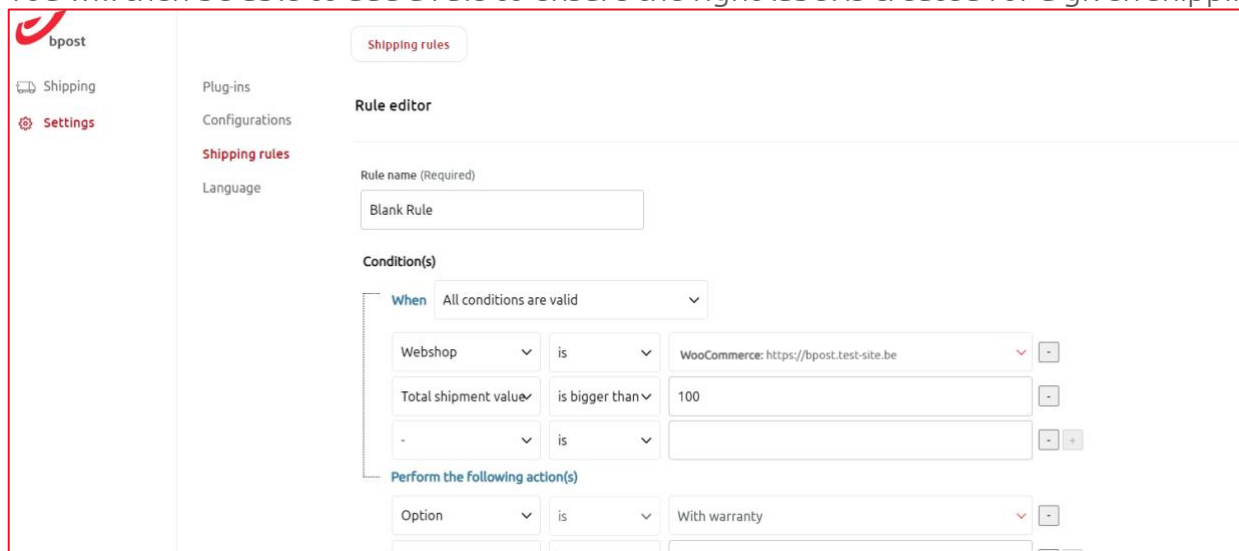
Shipping rules

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.

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
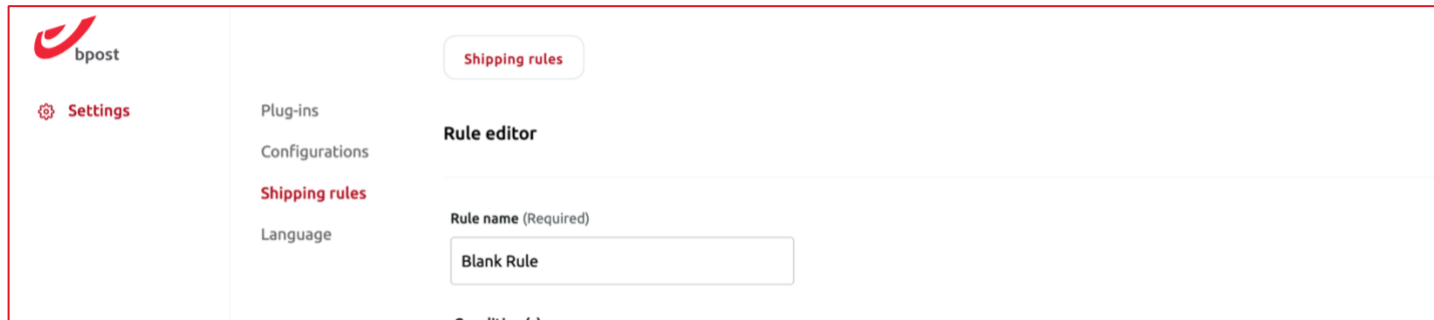
Overview

Rule editor

Combination of conditions
- ✓ All conditions are valid
- One of the conditions is valid
- None of the conditions is valid
- Always execute when this rule is reached

Operator
- ✓ 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

Rule name (Requ

Blank Rule

Condition(s)

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
- SKU/EAN Code

When | All conditions are valid

Total shipment value	is bigger than	100	-
	is		-
-	is	**Write value or select from dropdown**	-	+

Perform the following action(s)

Option	is	With warranty	-
Option	is		-
	is		-	+

- ✓ -
- Do not create shipping label
- Interrupt rule exection
- Option
- Product

Action

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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.

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.

You can add and remove conditions by clicking the plus and minus signs on the right of the input fields.

<u>Attribute</u>

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.

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.

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
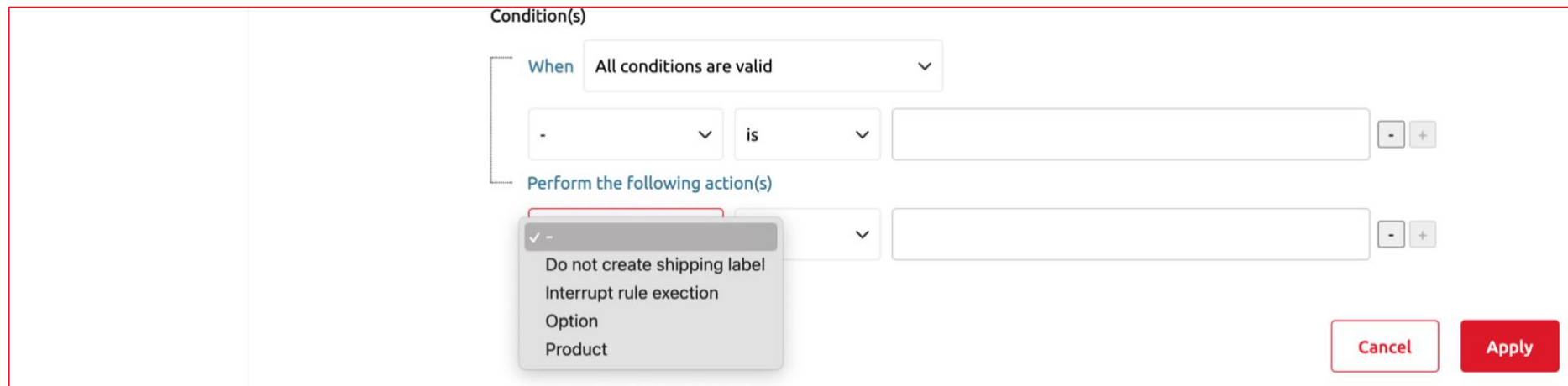
Action

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.

- **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.

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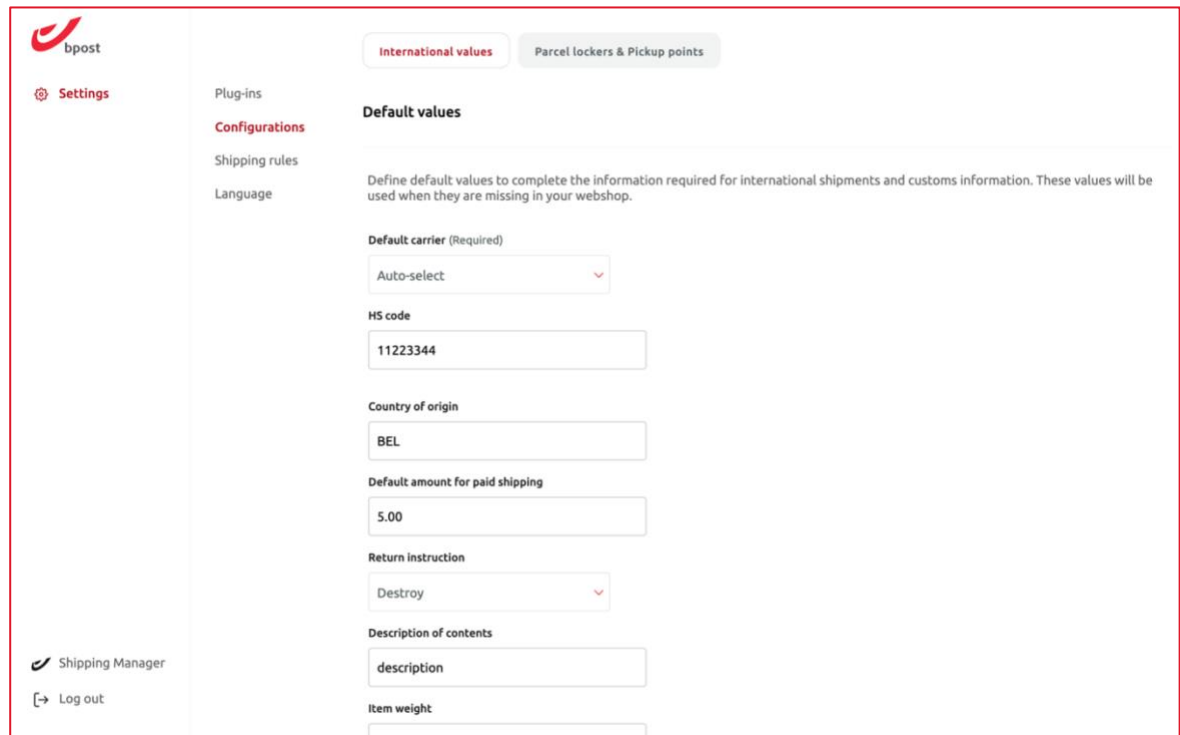
Actions that must be taken: create a label for which the Option is 'With warranty'.

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**.

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 <u>bpost account</u>.

- Download the labels from your Order history.

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.

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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