

Large plan users



QUICK GUIDE to using the bpost BOL.COM STORE_{plug-in}

Summary

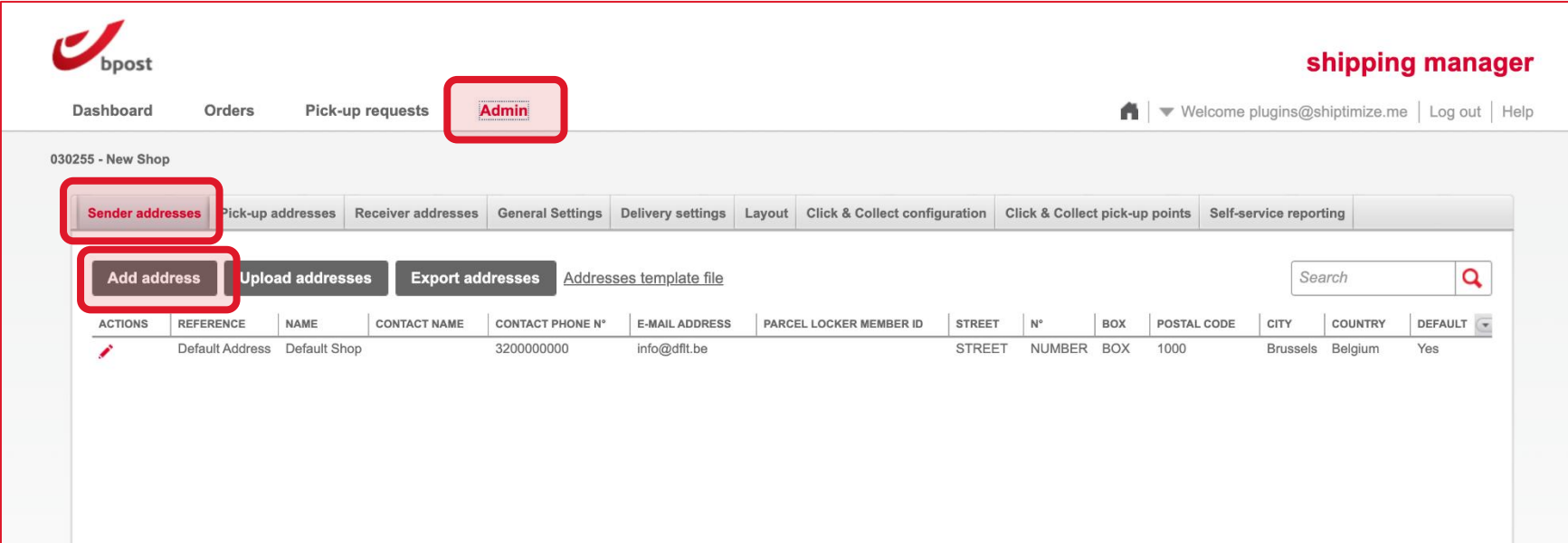
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1. Prerequisite: add a sender address in your Shipping Manager account

To install a bpost plug-in in your online store, you need to have a sender address in your Shipping Manager account.

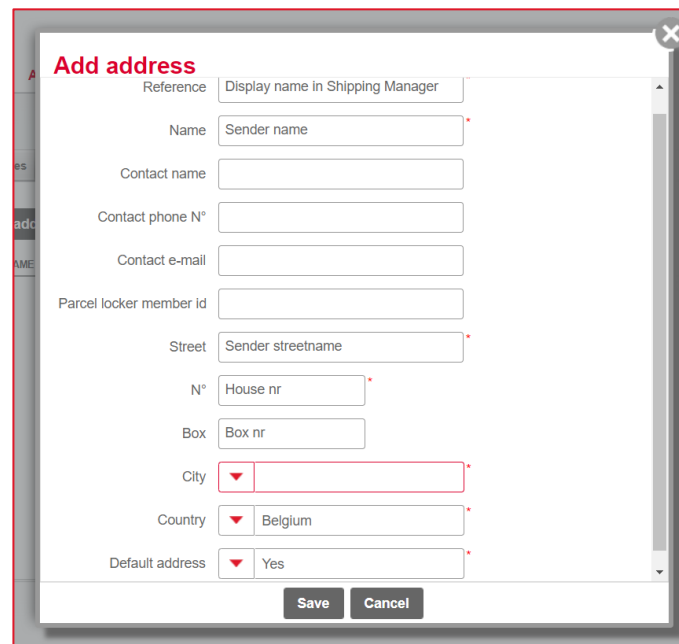
If you are yet to add an address, follow these three steps:

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. At the top, the bpost logo is on the left, and the text "shipping manager" is on the right. Below the logo, there is a navigation bar with "Dashboard", "Orders", "Pick-up requests", and "Admin" (highlighted with a red box). To the right of the navigation bar, there is a home icon, a dropdown menu showing "Welcome plugins@shiptimize.me", and links for "Log out" and "Help". Below the navigation bar, the page title is "030255 - New Shop". There is a tabbed interface with "Sender addresses" (highlighted with a red box), "Pick-up addresses", "Receiver addresses", "General Settings", "Delivery settings", "Layout", "Click & Collect configuration", "Click & Collect pick-up points", and "Self-service reporting". Below the tabs, there are three buttons: "Add address" (highlighted with a red box), "Upload addresses", and "Export addresses", followed by a link "Addresses template file". To the right of these buttons is a search bar with the text "Search" and a magnifying glass icon. Below the buttons and search bar is a table with the following 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. The table contains one row with the following data: a pencil icon in the ACTIONS column, "Default Address" in REFERENCE, "Default Shop" in NAME, "3200000000" in CONTACT PHONE N°, "info@dft.be" in E-MAIL ADDRESS, an empty cell in PARCEL LOCKER MEMBER ID, "STREET" in STREET, "NUMBER" in N°, "BOX" in BOX, "1000" in POSTAL CODE, "Brussels" in CITY, "Belgium" in COUNTRY, and "Yes" in DEFAULT.

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.



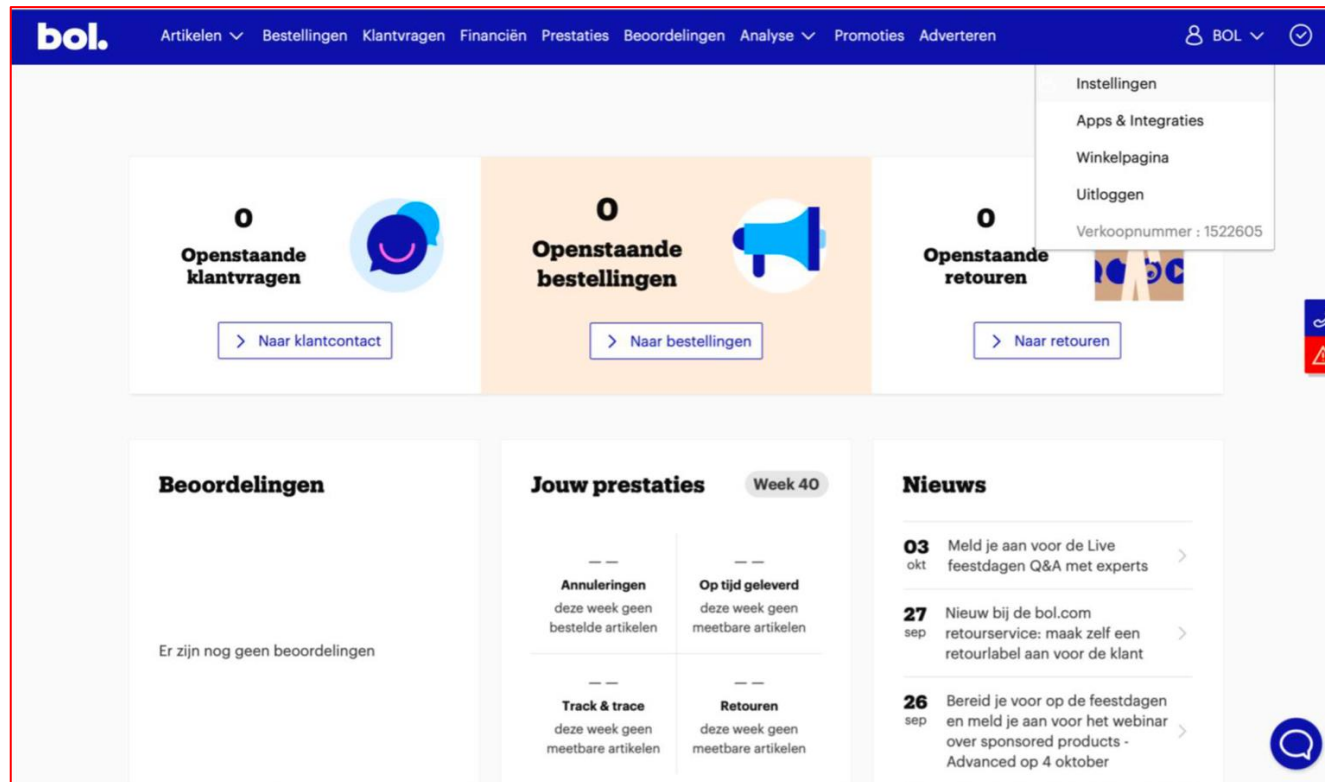
The screenshot shows a web-based 'Add address' dialog box. It contains several input fields for address details. The 'Reference' field is pre-filled with 'Display name in Shipping Manager'. The 'Name' field is pre-filled with 'Sender name'. Other fields include 'Contact name', 'Contact phone N°', 'Contact e-mail', 'Parcel locker member id', 'Street' (pre-filled with 'Sender streetname'), 'N°' (pre-filled with 'House nr'), 'Box' (pre-filled with 'Box nr'), 'City' (a dropdown menu), 'Country' (a dropdown menu set to 'Belgium'), and 'Default address' (a dropdown menu set to 'Yes'). Red asterisks indicate mandatory fields. At the bottom right, there are 'Save' and 'Cancel' buttons.

Field	Value
Reference	Display name in Shipping Manager
Name	Sender name
Contact name	
Contact phone N°	
Contact e-mail	
Parcel locker member id	
Street	Sender streetname
N°	House nr
Box	Box nr
City	
Country	Belgium
Default address	Yes

2. Create your API keys in your bol.com seller portal

This portal is only available in Dutch. To make navigation easier, we've kept the terms used by bol.com and added their translations in parentheses.

1. Go to your bol.com seller portal (https://login.bol.com/login?client_id=seller-portal).
2. Click on your account name, then select "instellingen" (settings).



3. Then, in the "Diensten" (services) section, click on "API-instellingen" (API settings).

The screenshot shows the bol.com dashboard with the 'Instellingen' (Settings) section active. The left sidebar contains a menu with 'Mijn winkel', 'Account', and 'Diensten'. Under 'Diensten', 'API Instellingen' is selected. The main content area is titled 'Winkelnaam en -omschrijving' (Store name and description). It asks 'Hoe wil je jouw winkel tonen op bol.com?' (How do you want to display your store on bol.com?). There is a text input field for 'Winkelnaam' (Store name) containing 'Demo Store'. Below it is a large text area for 'Winkelomschrijving (optioneel)' (Store description (optional)), which is currently empty. A character count '0 / 2000' is visible at the bottom right of the text area. A blue 'Opslaan' (Save) button is at the bottom left. On the right side of the page, there are two floating icons: a blue speech bubble and a red triangle with a white exclamation mark. The top navigation bar includes the bol. logo and links for Artikelen, Bestellingen, Klantvragen, Financiën, Prestaties, Beoordelingen, Analyse, Promoties, and Adverteren. The user profile 'BOL' is in the top right corner.

bol. Artikelen ▾ Bestellingen Klantvragen Financiën Prestaties Beoordelingen Analyse ▾ Promoties Adverteren BOL ▾

Instellingen

Pas gerust aan

Mijn winkel ▾
Account ▾
Diensten ▴
API Instellingen
Verzenden via bol.com

Winkelnaam en -omschrijving

Hoe wil je jouw winkel tonen op bol.com?

Winkelnaam ⓘ
Demo Store

Winkelomschrijving (optioneel) ⓘ

0 / 2000

Opslaan

4. Scroll down and click on "Aanmaken" (create) in the "Client credentials voor retailer API" (client credentials for the retailer API) section. Enter bpost as the name, then generate the keys.

The screenshot shows the bol.com developer portal interface. At the top is a blue navigation bar with the bol. logo and various menu items: Artikelen, Bestellingen, Klantvragen, Financiën, Prestaties, Beoordelingen, Analyse, Promoties, and Adverteren. On the right of the navigation bar are user icons and a dropdown menu labeled 'BOL'. The main content area has a light gray background. The first section is titled 'Client credentials voor de Retailer API' and includes a descriptive paragraph. Below the text are two input fields labeled 'Naam' and 'Client ID'. A blue button with a plus icon and the text 'Aanmaken' is positioned below the 'Naam' field. The second section is titled 'Client credentials voor de Advertising API' and also includes a descriptive paragraph and a blue 'Aanmaken' button. The third section is titled 'Authorized parties voor de Retailer API' and contains a message stating that no permission has been granted yet. On the right side of the main content area, there are three floating icons: a blue speech bubble, a red triangle with a white exclamation mark, and a blue speech bubble with a white question mark.

bol. Artikelen ▾ Bestellingen Klantvragen Financiën Prestaties Beoordelingen Analyse ▾ Promoties Adverteren BOL ▾

Client credentials voor de Retailer API

Met de client credentials kun je je authenticeren bij de bol.com Retailer API. Als je wilt koppelen aan meerdere derde partijen, dan dien je hier voor iedere derde partij aparte client credentials aan te maken.

Naam Client ID

Aanmaken

Client credentials voor de Advertising API

Met de client credentials kun je je authenticeren bij de bol.com Advertising API. Als je wilt koppelen aan meerdere derde partijen, dan dien je hier voor iedere derde partij aparte client credentials aan te maken.

Aanmaken

Authorized parties voor de Retailer API

Je hebt nog geen toestemming verleend aan een Authorized Partner.

5. Your client credentials have been generated.
Next, fill in the **Client ID** and **Secret** fields on plugins.bpost.be via: **Settings > Plug-ins > All plug-ins > Bol > Add a webshop**
6. In **Webshop(s)**, enter the name you want to display for [your bol.com store](#).
7. The **Order prefix** field is optional. You can add a value that will be used as a prefix for bol.com order numbers.
8. Click **Save**.
9. Once the installation is complete, check your default settings.

The plug-in can now be used to generate shipping labels. bol.com orders with the status **Open Fulfilment**, and marked as to be fulfilled by the **Retailer**, will be automatically imported every 5 minutes. (These labels will only be charged when used.)

- To help you get started, the plug-in comes with the following default settings:
Your online store is activated and the Track & Trace links are automatically sent to your bol.com platform.



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

3. 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 'Default settings' page for a Bpost integration. At the top, it displays the user's profile: 'Bot PerformanceOnline - id [11606] - user [bot@performance.be]'. A 'Hide details' link is in the top right. The page is divided into two main sections: 'Default settings' and 'Shipping rules'. The 'Default settings' section contains several fields and toggles: 'Client ID (Required)' with a text input containing a long alphanumeric string; 'Secret (Required)' with a text input containing a long alphanumeric string; 'Your connected webshop(s) (Required)' with a text input containing 'PerformanceOnline'; 'Order Prefix' with an empty text input; 'Activate the webshop (Required)' with a red toggle switch turned on; and 'Show Track & Trace code in webshop' with a red toggle switch turned on. The 'Shipping rules' section is currently empty.

Shipping rules

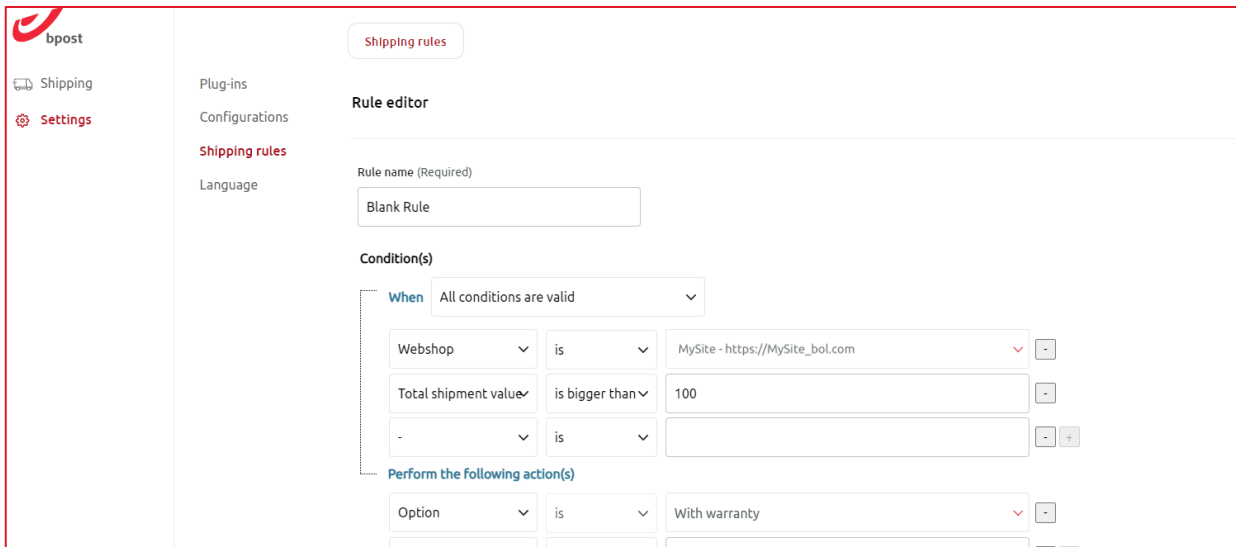
You can create and manage rules in **Settings > Shipping rules** at plugins.bpost.be.

a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your Bol.com 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 Bol.com store. If you want to give your customer a choice of delivery type, you must set the shipping methods in your Bol.com store. You will then be able to add a rule to ensure the right label is created for a given shipping method.



The screenshot shows the bpost Shipping rules configuration interface. On the left is a sidebar with the bpost logo and navigation links: Shipping, Settings (highlighted), Plug-ins, Configurations, Shipping rules, and Language. The main area is titled 'Shipping rules' and contains a 'Rule editor' section. 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: 'Webshop' is 'MySite - https://MySite_bol.com', 'Total shipment value' is 'bigger than' '100', and an empty condition row. Below the conditions, the 'Perform the following action(s)' section shows 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: "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

Rule editor

Rule name (Required): Blank Rule

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

Condition(s)

When All conditions are valid

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

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

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

Shipping method is bpost Saturday

- is Write value or select from dropdown

Perform the following action(s)

Product is Bpack 24h Pro

Option is Saturday delivery

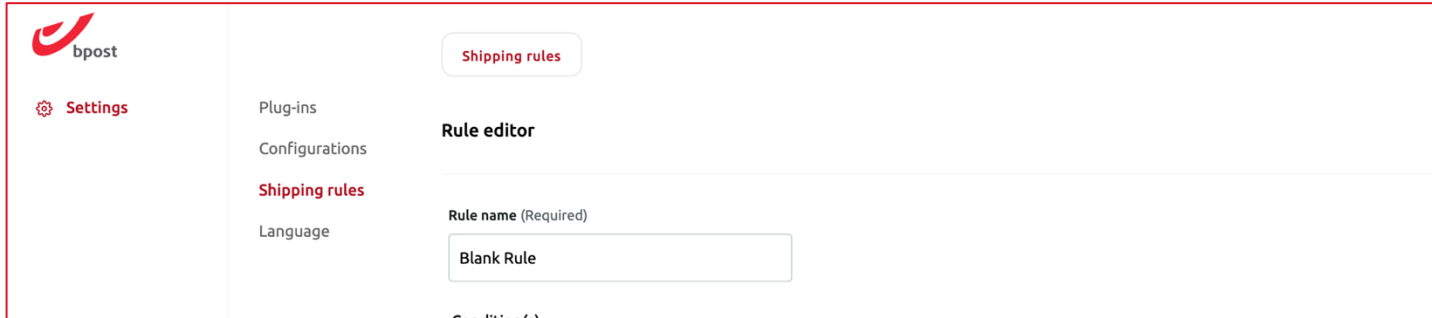
- is

Action

- ✓ -
- Do not create shipping label
- Interrupt rule execution
- Option
- 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 displays the bpost web interface for editing shipping rules. On the left is a sidebar with the bpost logo and a 'Settings' menu containing 'Plug-ins', 'Configurations', 'Shipping rules' (highlighted in red), and 'Language'. The main content area is titled 'Shipping rules' and contains a 'Rule editor' section. Within the 'Rule editor', there is a 'Rule name (Required)' label above a text input field. The input field contains 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 shows the bpost Shipping rules configuration interface. On the left is a sidebar with the bpost logo and a 'Settings' menu containing '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 is labeled 'Blank Rule'. Below it, the 'Condition(s)' section has a 'When' dropdown menu with a list of 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'. To the right of the dropdown is an input field and a minus/plus sign button. Below the condition section is the 'Perform the following action(s)' section, which has a dropdown menu with a minus/plus sign button. At the bottom right are 'Cancel' and 'Apply' buttons.

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

Attribute

A conditional statement requires an attribute, just like a sentence requires a subject.

Above we stated that rules are applied in a given order: "When {attribute} is or is not {=operator} equal to {specific value}, {action}".

But what are attributes? What information received from Bol.com 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 shows the 'Shipping rules' configuration page in the 'Shipping Manager' interface. The page is titled 'Shipping rules' and has a 'Language' dropdown set to 'Language'. Below this, there is a 'Rule name (Required)' field containing 'Blank Rule'. The 'Condition(s)' section is active, showing a 'When' dropdown set to 'All conditions are valid'. Below this, there are two rows of condition fields, each with a dropdown menu, a text input field, and minus/plus buttons. The first dropdown menu is open, showing a list of 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. At the bottom right, there are 'Cancel' and 'Apply' buttons. 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 actions

-

is

is not

contains

does not contain

does not contain (case-sensitive)

does not contain (case-sensitive)

is smaller than

is bigger than

is smaller or equal to

is bigger or equal to

-

+

-

+

Cancel

Apply

Specific value to be verified in the conditional statement

Your conditional statement now has an attribute and an operator, just like a sentence has a subject and a verb. However, in this “sentence” the verb requires an object. You must enter the value to be checked.

Example: Shipping method is bpost Saturday

When All conditions are valid

is bigger or equal to

Webshop	is	MySite - https://MySite_bol.com
Shipping method	is	bpost Saturday
-	is	Write value or select from dropdown

Perform the following action(s)

Product	is	Bpack 24h Pro
Option	is	Saturday delivery

[See the full list of compatible products and options.](#)

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 currently set to "All conditions are valid". Below this, there is a field with a minus sign, a dropdown menu, the word "is", another dropdown menu, and an empty text input field. To the right of the input field are minus and plus icons. Below the condition section, there is a section titled "Perform the following action(s)". It contains a dropdown menu with a checkmark and a minus sign, followed by a dropdown menu and an empty text input field, with minus and plus icons to 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 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. [See the full list of compatible products and options.](#)

 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.

Rule name (Required)

Blank Rule

Condition(s)

When All conditions are valid

Webshop is MySite - https://MySite_bol.com

Shipping method is bpost Saturday

- is

Perform the following action(s)

Product is Bpack 24h Pro

Option is Saturday delivery

- is

In the 'my-Bol.com' shop, you offer your customers the option of Saturday delivery.

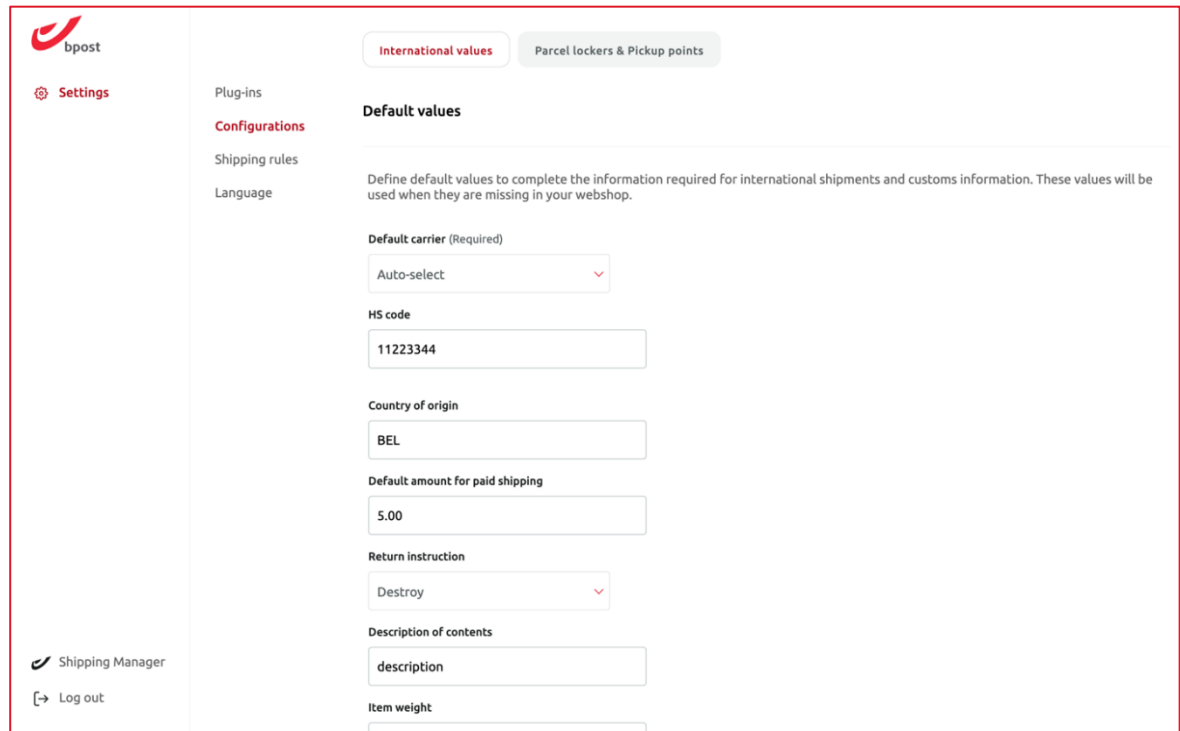
- As you already offer this at checkout, there is a "Shipping method" in your Bol.com shop with the name "bpost Saturday".
- You must set your rule as shown to be able to create the right labels for these Saturday deliveries.
- **Conditions that must be met:** the right Bol.com store **AND** the right 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 Bol.com 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 plugin settings interface. On the left is a sidebar with the bpost logo, 'Settings', 'Shipping Manager', and 'Log out'. The main area has two tabs: 'International values' (active) and 'Parcel lockers & Pickup points'. Under 'International values', there's a 'Default values' section with a description: 'Define default values to complete the information required for international shipments and customs information. These values will be used when they are missing in your webshop.' The settings 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 empty.

Setting	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	

List of compatible products and options

By default, all the products and options that are active in your bpost contract are available in the bpost plug-ins. Therefore, you will be able to automatically create shipping labels for the following list of products and options:

Products

National shipments:

- bpack 24h Pro: the standard bpost product for national home delivery

International shipments:

- bpack World Business: the standard bpost product for international home delivery
- bpack World express pro: the bpost product for international home express delivery

Options

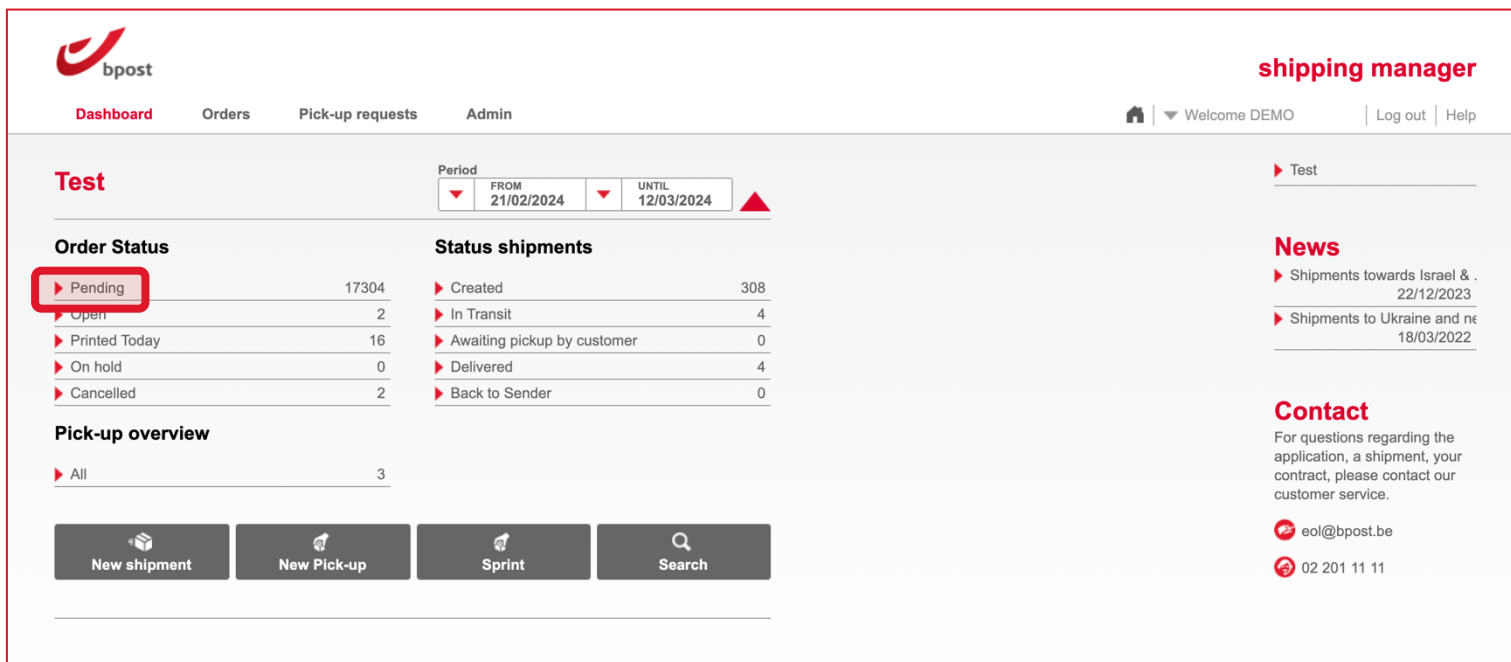
- Warranty (Basic warranty, Additional warranty up to €2500, Additionnal warranty up to €5000)
- Signature (never compatible with a delivery in bbox locker, product 'bpack 24/7)
- Saturday delivery (never available for international deliveries)

4. Downloading automatically created labels

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

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

- Click your Pending orders



The screenshot displays the bpost shipping manager interface. At the top, the bpost logo is on the left, and the 'shipping manager' title is on the right. Below the logo is a navigation bar with 'Dashboard', 'Orders', 'Pick-up requests', and 'Admin'. The 'Orders' tab is active. A user greeting 'Welcome DEMO' and links for 'Log out' and 'Help' are also present. The main content area is divided into several sections: 'Test' with a date range selector (FROM 21/02/2024, UNTIL 12/03/2024), 'Order Status' with a table showing counts for Pending (17304), Open (2), Printed Today (16), On hold (0), and Cancelled (2); 'Status shipments' with a table showing counts for Created (308), In Transit (4), Awaiting pickup by customer (0), Delivered (4), and Back to Sender (0); 'Pick-up overview' with a table showing 3 for 'All'; and a 'News' section with two items. At the bottom, there are four buttons: 'New shipment', 'New Pick-up', 'Sprint', and 'Search'. A 'Contact' section on the right provides contact information for customer service.

Order Status

▶ Pending	17304
▶ Open	2
▶ Printed Today	16
▶ On hold	0
▶ Cancelled	2

Status shipments

▶ Created	308
▶ In Transit	4
▶ Awaiting pickup by customer	0
▶ Delivered	4
▶ Back to Sender	0

Pick-up overview

▶ All	3
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News


- ▶ Shipments towards Israel & . 22/12/2023
- ▶ Shipments to Ukraine and ne 18/03/2022

Contact

For questions regarding the application, a shipment, your contract, please contact our customer service.

eol@bpost.be
02 201 11 11

- 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: [dropdown]
Status: Pending
Period: FROM 19/04/2024 UNTIL 09/05/2024

Filter

ACTIONS	BARCODE	DELIVERY METHOD	RECEIVER ADDRESS	STATUS	DATE	ORDER REF
<input type="checkbox"/> [icon]		home or office - bpack 24h Pro	[address]	Pending	07/05/2024	#1042
<input type="checkbox"/> [icon]		home or office - bpack 24h Pro	[address]	Pending	07/05/2024	#1041
<input type="checkbox"/> [icon]		pick-up point - bpack@bpost	[address]	Pending	07/05/2024	#1040
<input type="checkbox"/> [icon]		home or office - bpack 24h Pro	[address]	Pending	07/05/2024	#1006
<input type="checkbox"/> [icon]		home or office - bpack 24h Pro	[address]	Pending	07/05/2024	#1039
<input type="checkbox"/> [icon]		home or office - bpack World Business	[address]	Pending	01/05/2024	#1014
<input type="checkbox"/> [icon]		home or office - bpack 24h Pro	[address]	Pending	01/05/2024	#1002
<input type="checkbox"/> [icon]		home or office - bpack 24h Pro	[address]	Pending	01/05/2024	#1026
<input type="checkbox"/> [icon]		home or office - bpack World Business	[address]	Pending	01/05/2024	#1020
<input type="checkbox"/> [icon]		home or office - bpack World Business	[address]	Pending	01/05/2024	#1029

55 record(s)

Print
On hold
Reopen
Return
New Pick-up
Cancel
Close

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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