

*Small plan users*



# QUICK GUIDE to using the bpost BOL.COM 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).

 Dashboard Parcels Invoices Plug-in



Denis VE | EN

## My address book

Receiver(s)

Sender(s)

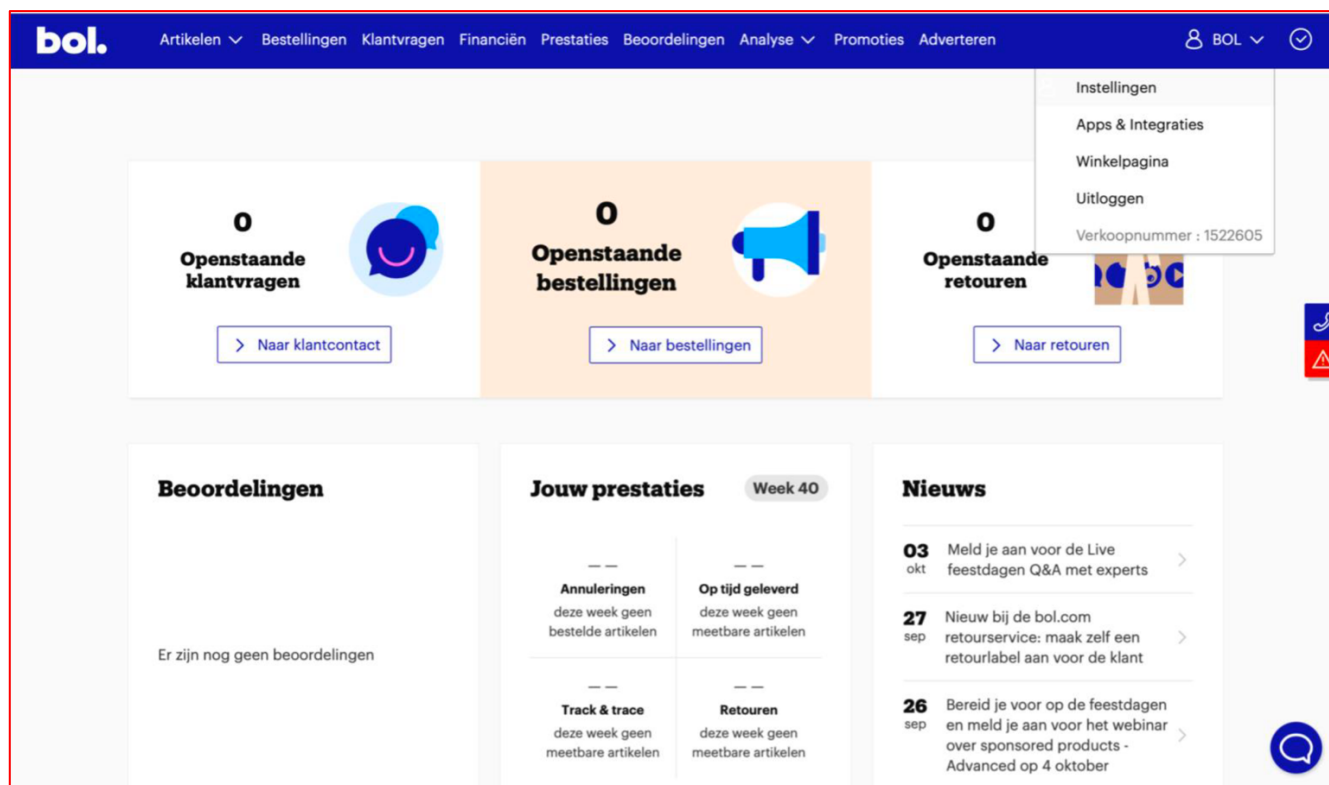
Add address

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

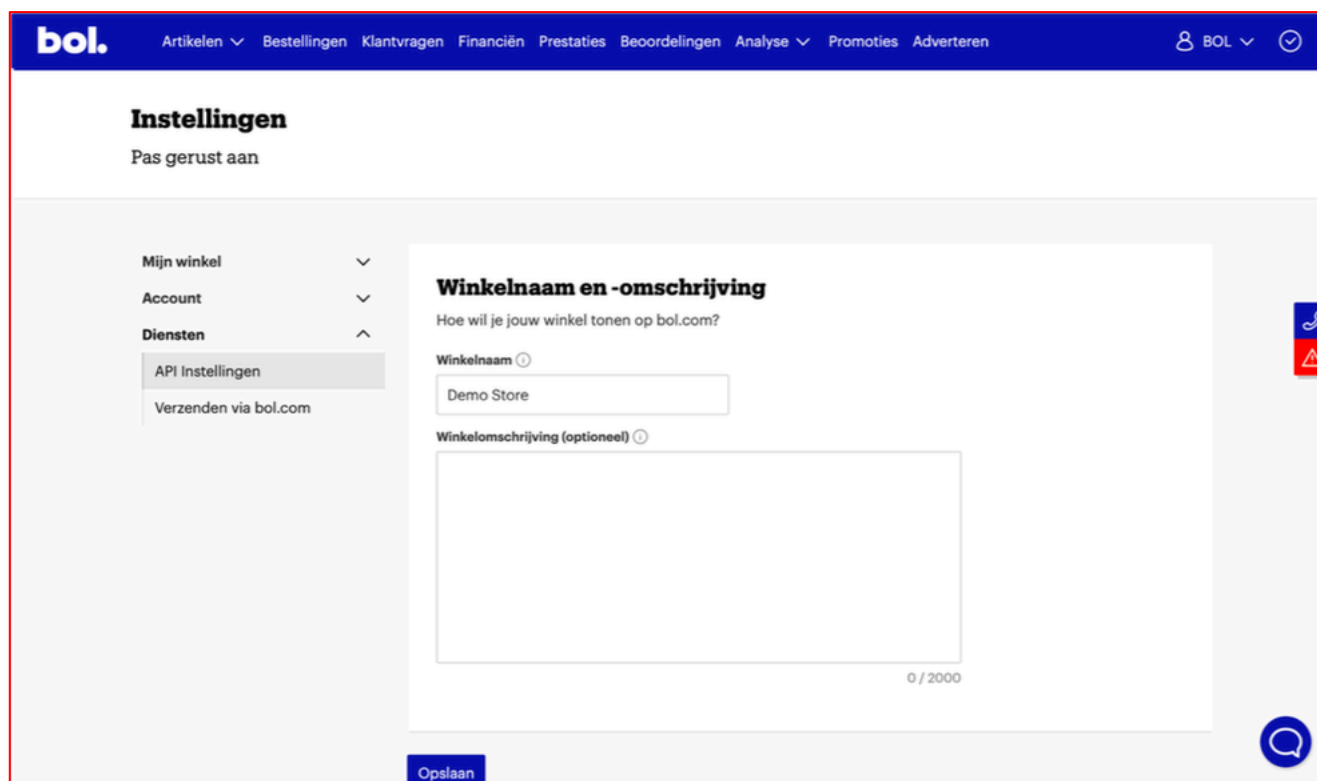
## 2. Create your API keys in your bol.com seller portal

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



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



The screenshot shows the 'Instellingen' (Settings) page on the bol.com platform. 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' and includes a text input for 'Winkelnaam' (currently 'Demo Store') and a larger text area for 'Winkelomschrijving (optioneel)'. A character count '0 / 2000' is visible at the bottom right of the description area. A blue 'Opslaan' (Save) button is at the bottom left. The top navigation bar includes links for 'Artikelen', 'Bestellingen', 'Klantvragen', 'Financiën', 'Prestaties', 'Beoordelingen', 'Analyse', 'Promoties', and 'Adverteren'. The user profile 'BOL' and a notification icon are on the top right. A chat icon and a warning icon are on the right side of the main content area.

**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?

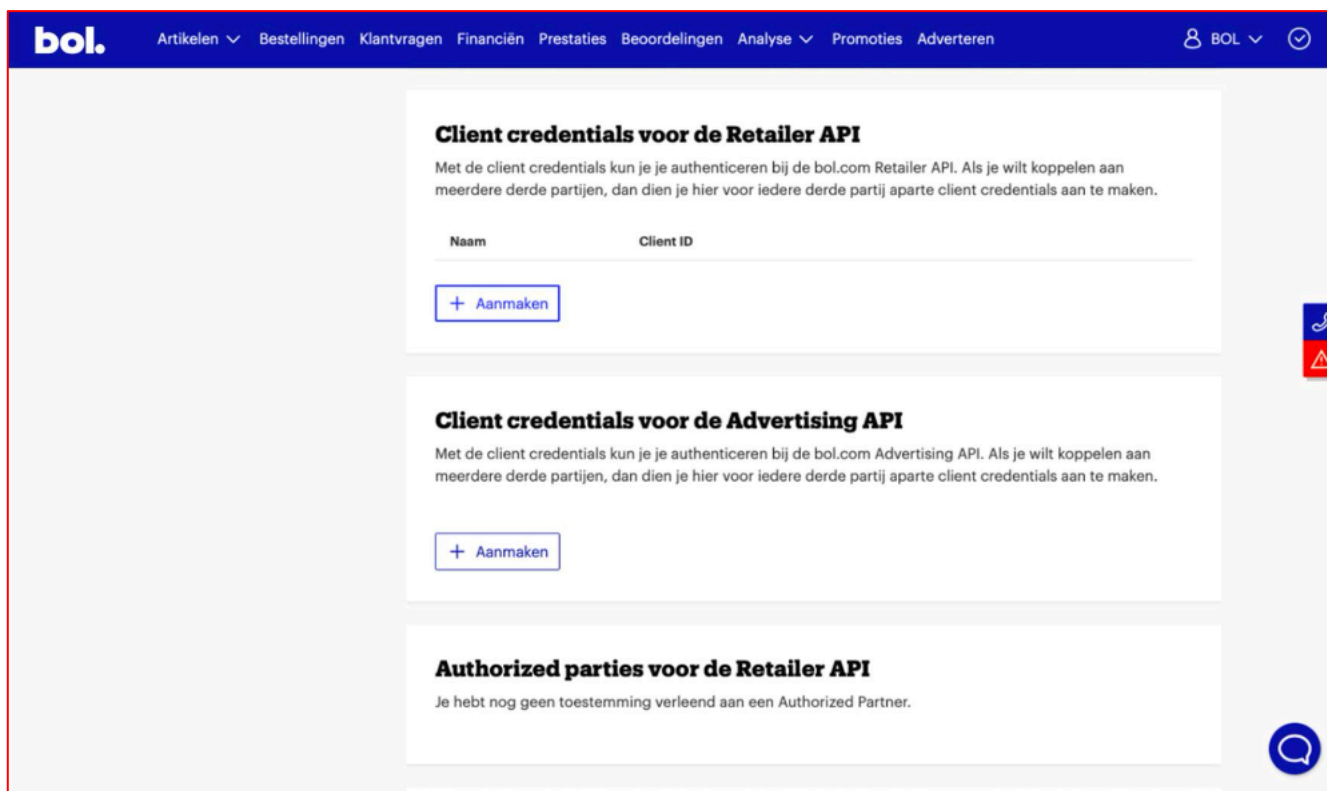
Winkelnaam ⓘ  
Demo Store

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. The top navigation bar is dark blue with the bol. logo and links for Artikelen, Bestellingen, Klantvragen, Financiën, Prestaties, Beoordelingen, Analyse, Promoties, and Adverteren. The user is logged in as BOL. The main content area has a light gray background. The first section is titled "Client credentials voor de Retailer API" and includes a description: "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." Below this is a table with two columns: "Naam" and "Client ID". There is a "+ Aanmaken" button below the table. The second section is titled "Client credentials voor de Advertising API" and includes a description: "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." Below this is a "+ Aanmaken" button. The third section is titled "Authorized parties voor de Retailer API" and includes a description: "Je hebt nog geen toestemming verleend aan een Authorized Partner." On the right side of the page, there is a vertical sidebar with a phone icon, a warning icon, and a chat icon.

**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](https://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](https://plugins.bpost.be) under **Settings > Plug-ins > Connected webshops**

### 3. Configure your settings at **plugins.bpost.be**

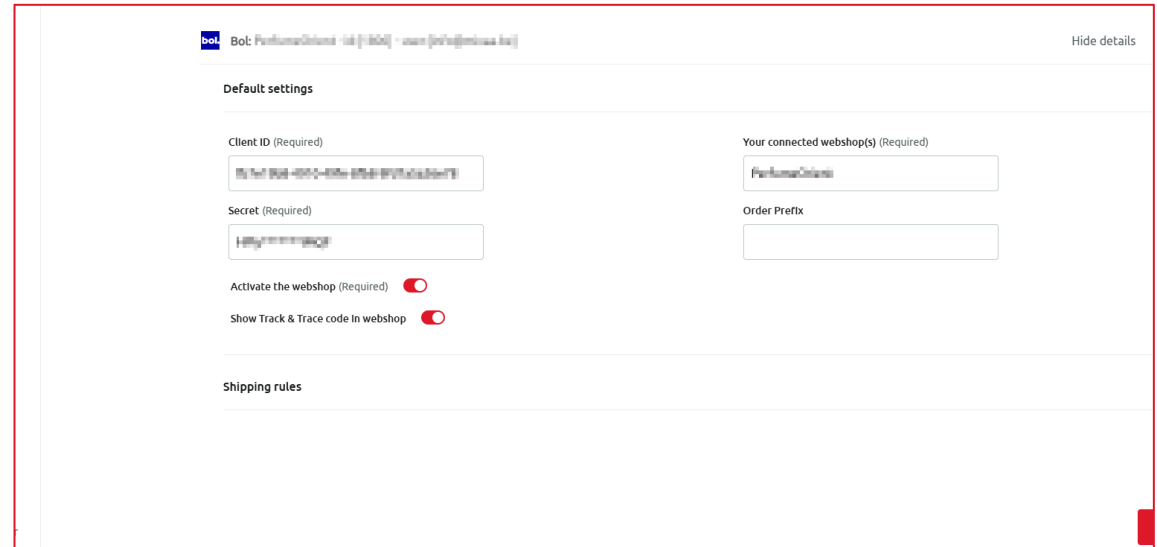
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## Default settings

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.



The screenshot shows the 'Default settings' page for a Bpost account. At the top, it displays the account name 'Bot: PerformanceGains' and a 'Hide details' link. The settings are organized into two main sections: 'Default settings' and 'Shipping rules'. Under 'Default settings', there are four input fields: 'Client ID (Required)' with a masked value, 'Secret (Required)' with a masked value, 'Your connected webshop(s) (Required)' with the value 'PerformanceGains', and 'Order Prefix' which is empty. Below these fields are two toggle switches: 'Activate the webshop (Required)' which is turned on, and 'Show Track & Trace code in webshop' which is also turned on. The 'Shipping rules' section is currently empty.

⚠ Remember to **save your changes**.

## Shipping rules

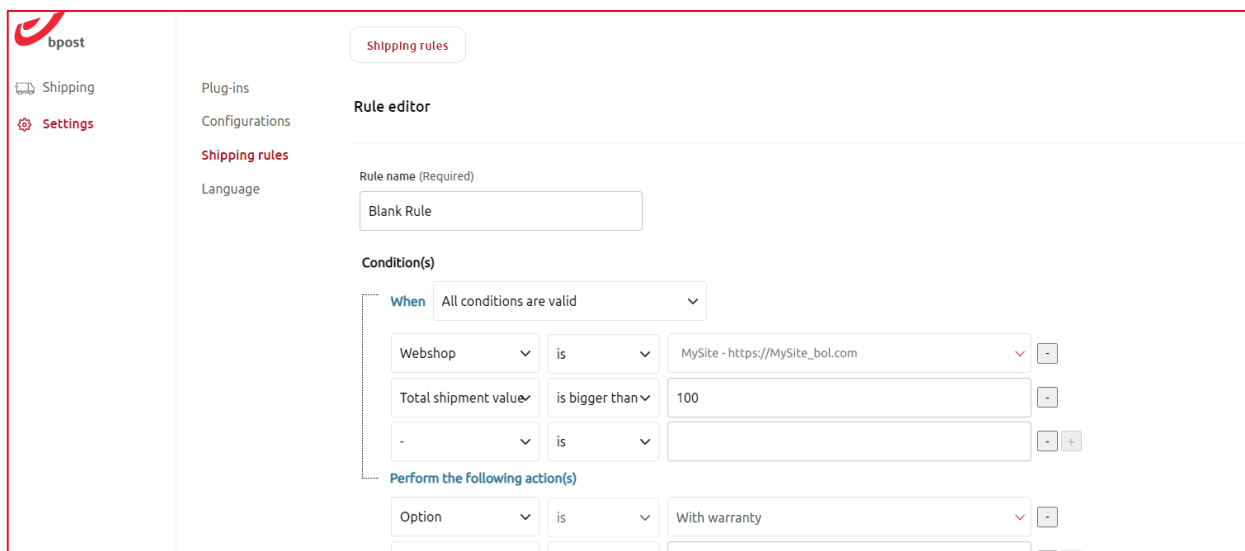
You can create and manage rules in **Settings > Shipping rules** at [plugins.bpost.be](https://plugins.bpost.be).

### a. What are shipping rules for?

bpost now automatically retrieves information about orders placed in your 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 Rule editor interface. On the left is a sidebar with the bpost logo and navigation links: Shipping, Settings (highlighted), 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 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 'MySite - https://MySite\_bol.com'. 2. 'Total shipment value' is 'bigger than' '100'. 3. An empty condition with 'is' and an empty value field. 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: "'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**

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

**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

**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

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 -

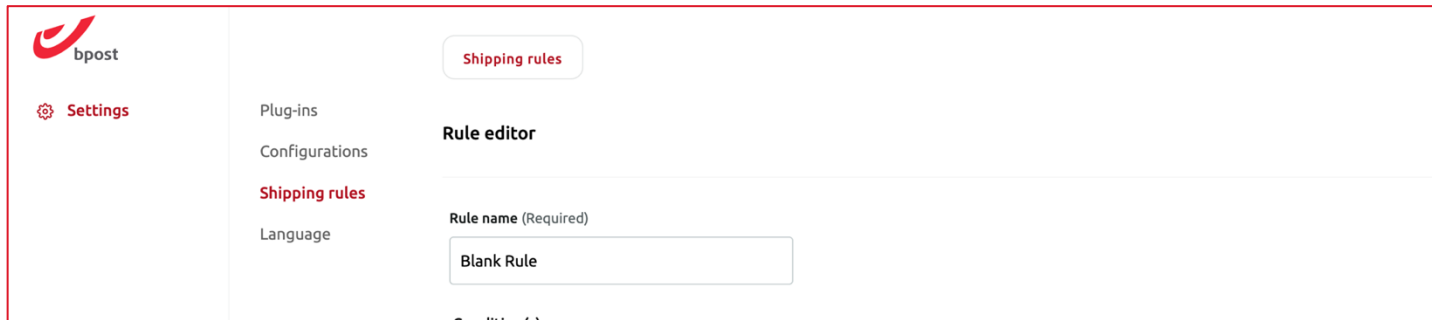
is - +

**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 shows the bpost Shipping rules configuration page. 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. Within the 'Rule editor', there is 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 shows the bpost Shipping rules configuration interface. On the left is a sidebar with the bpost logo and a 'Settings' menu. 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 is active, showing a dropdown menu with four 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 'When' section is partially visible. Below the conditions, the 'Perform the following action(s)' section is visible, showing a dropdown menu with a minus sign, a plus sign, and a text input field. 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.

**Shipping rules**

Language

Rule name (Required)  
Blank Rule

Condition(s)

When All conditions are valid

is is

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.

**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

**When** All conditions are valid

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

## 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 and a dropdown arrow, followed by the word "is" and another dropdown arrow, and then an empty text input field. To the right of the input field are minus and plus signs. Below the "When" 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 arrow, and then an empty text input field. To the right of the 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, 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 the bpost settings. On the left, a sidebar contains 'Settings' (with a gear icon), 'Configurations', 'Shipping rules' (highlighted in red), 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 dropdown menu set to 'WooCommerce: https://bpost.test-site.be'. Below it, a 'When' section shows a list of conditions:
  - Condition 1: 'Webshop' (dropdown) 'is' (dropdown) 'MySite - https://MySite\_bol.com' (text input) with a red checkmark icon.
  - Condition 2: 'Total shipment value' (dropdown) 'is bigger than' (dropdown) '100' (text input) with a red checkmark icon.
  - Condition 3: '-' (dropdown) 'is' (dropdown) an empty text input field.
- Perform the following action(s):** A section with a list of actions:
  - Action 1: 'Option' (dropdown) 'is' (dropdown) 'With warranty' (text input) with a red checkmark icon.
  - Action 2: '-' (dropdown) 'is' (dropdown) an empty text input field.

In the Bol.com 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)

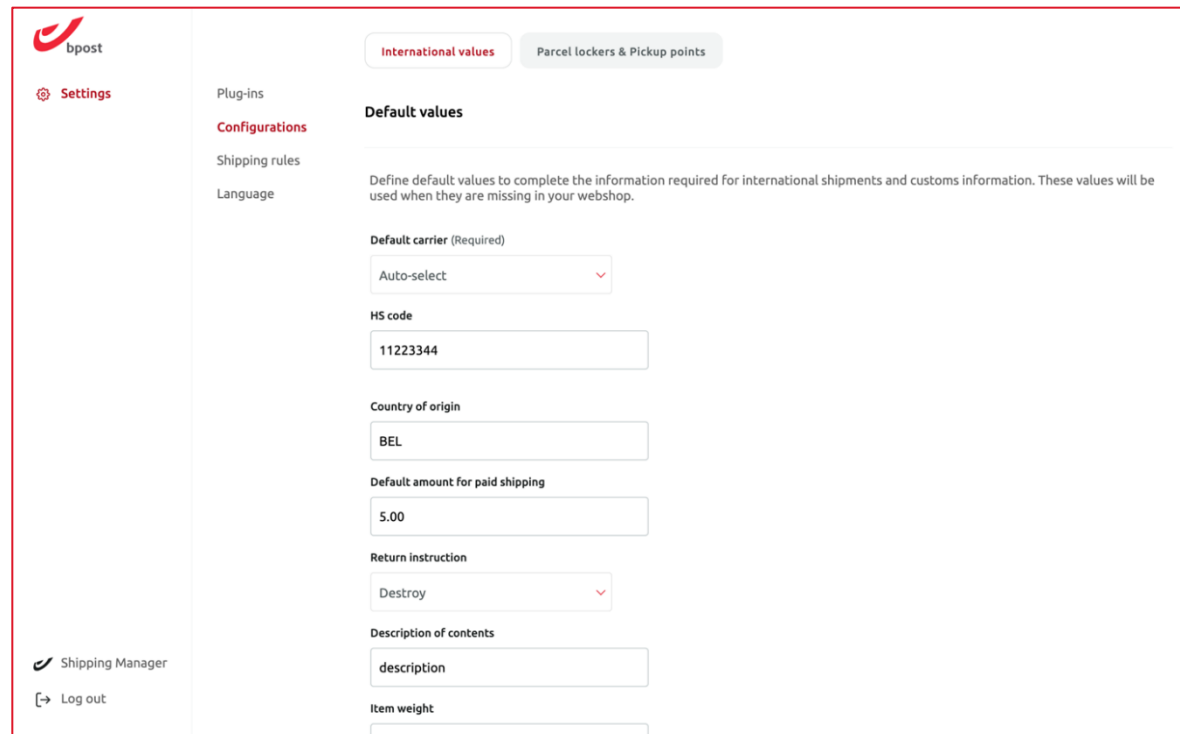
**Actions that must be taken:** create a label for which the Option is 'With warranty'.

## 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 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](https://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 and a 'Settings' menu containing 'Plug-ins', 'Configurations' (highlighted), 'Shipping rules', and 'Language'. At the bottom of the sidebar are links for 'Shipping Manager' and 'Log out'. The main content area has two tabs: 'International values' (active) and 'Parcel lockers & Pickup points'. Under the 'International values' tab, there is a section titled 'Default values' with a descriptive paragraph. Below this are several form fields: 'Default carrier (Required)' with a dropdown menu showing 'Auto-select'; 'HS code' with a text input containing '11223344'; 'Country of origin' with a text input containing 'BEL'; 'Default amount for paid shipping' with a text input containing '5.00'; 'Return instruction' with a dropdown menu showing 'Destroy'; 'Description of contents' with a text input containing 'description'; and 'Item weight' with a text input.

## 4. Downloading automatically created labels

Download the automatically created labels for your orders in your Bol.com 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 <a href="#">Track your parcel &gt;</a> <a href="#">Download label &gt;</a>	17/10/2024	 Planciusplantsoen 24 2253 TS Voorschoten Netherlands	<div>Created</div> <div> Help with your parcel</div>

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.

 Dashboard Parcels Invoices Plug-in

Denis VE |  EN

## My parcels of this Shipping Platform

Period

Source

Status

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 less ^](#)

Receiver

Parcel summary

Sender

NL pudo nominat  
Planciusplantsoen 24  
2253 TS Voorschoten  
NL pudo nominat  
test@gmail.com

Netherlands (Pick-up point) 10-20 kg  
Total price  
Source  
Plug-in [https://bpost-demo.company.site/products]

Sender Name  
ANSPACHLAAN 1  
1000 BRUSSEL  
defaultsender@email.be

[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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