

Large plan users



QUICK GUIDE to using the bpost Prestashop plug-in

Summary

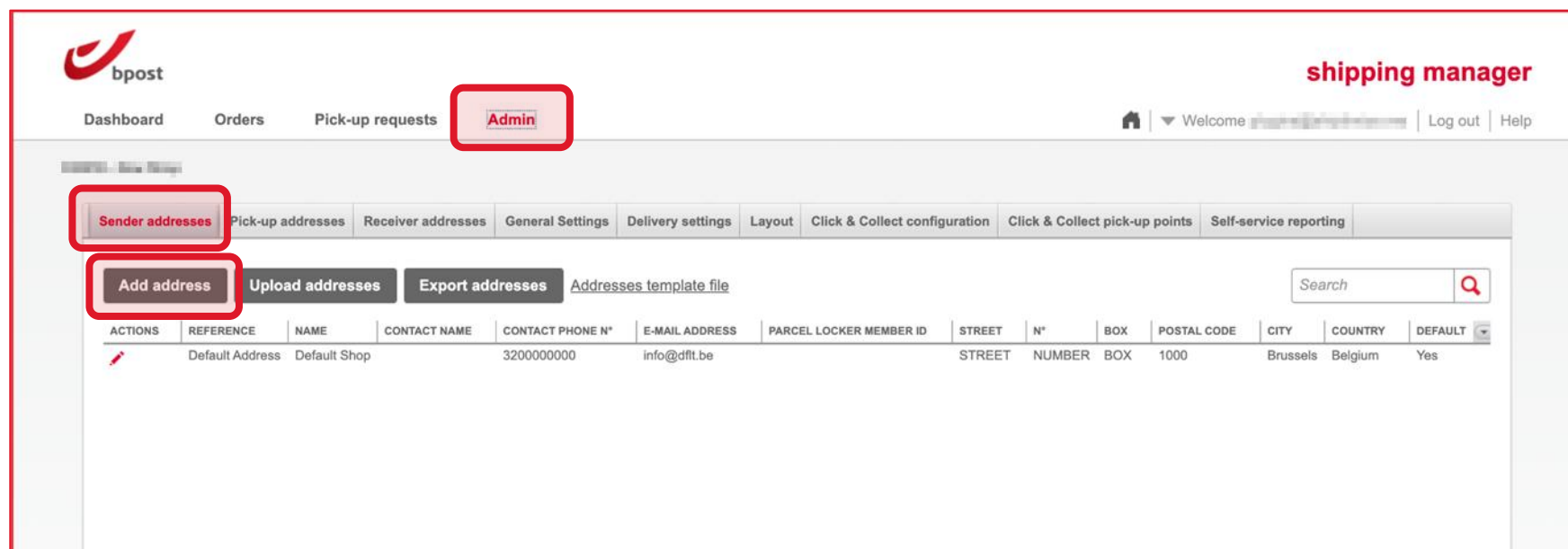
1.	Prerequisite: add a sender address in your Shipping Manager account	3
2.	Install the plug-in in your Prestashop store	5
3.	Create your delivery methods for home & Pick-up points deliveries	7
4.	Configure your settings at plugins.bpost.be	10
5.	Downloading automatically created labels	27
	Need help?	29
	Contents	30

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.

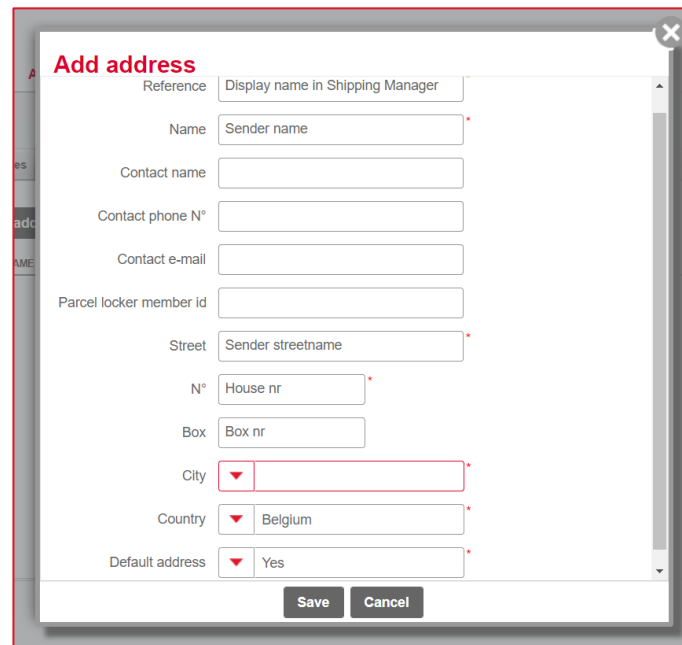
If you are yet to add an address, follow these three steps:

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.

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, some of which are marked as mandatory with a red asterisk. The fields are: Reference (set to 'Display name in Shipping Manager'), Name (set to 'Sender name'), Contact name, Contact phone N°, Contact e-mail, Parcel locker member id, Street (set to 'Sender streetname'), N° (set to 'House nr'), Box (set to 'Box nr'), City (a dropdown menu), Country (set to 'Belgium'), and Default address (set to 'Yes'). At the bottom right, there are 'Save' and 'Cancel' buttons. The dialog box has a close button (X) in the top right corner.

2. Install the plug-in in your Prestashop store

1. Connect to your Prestashop store back office
2. Navigate to Modules and select Marketplace
3. Search for the “bpost shipping platform” module and install it
4. **Use provided API keys** to link your bpost account to your Prestashop 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 

Public key

 Copy

-----BEGIN PUBLIC KEY-----
MIIBIjANBgkqhkiG9w0BAQEFAAOCAQ8AMIIBCgKCAQEA...

Token key assigned

Not yet assigned

URL for sending status updates

Not yet assigned

Private key

 Copy

-----BEGIN PRIVATE KEY-----
MIIEvQIBADANBgkqhkiG9w0BAQEFAAOCAQ8AMIIBCgKCAQEA...

Token expiration date

Not yet assigned

Orders are sent to

https://plugins.bpost.be

Default user settings

Denis02

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

5. 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 Prestashop platform.
- A standard **label is automatically created** when an order is paid for.
- The **following status is pushed** to your Prestashop store: "Shipped" when the parcel is provided to bpost.

 You can customize and update more statuses and settings at plugins.bpost.be under Settings > Plug-ins > Connected webshops

3. Create your delivery 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 delivery methods differently in your Prestashop settings.

1. In your Prestashop environment, access **Shipping > Carriers**.
2. To define a delivery method, you actually need to “Add new carrier” and should have one line(=carrier) for each delivery method you need.

Shipping / Carriers

Carriers

Add new carrier

Help

undefined Carriers 5

ID Name Logo Delay Status Free Shipping Position

..

..

-

-

Search

☐	302	bpack 24h pro		n days	×	×	+ 1	Edit
☐	303	Bpack 24/7 & Bpack@bpost		n days	×	×	+ 2	Edit
☐	304	bpack World Business		n days	×	×	+ 3	Edit
☐	307	bpack World Express Pro		n days	×	×	+ 6	Edit
☐	308	Bpack 24/7 Int & Bpack@Bpost Int		n days	×	×	+ 7	Edit

Bulk actions

3. **Select and parameter this delivery method** (called 'carrier' here) for you needs.

The mandatory fields for it to work for the bpost plugin are the following (*preview below*):

- a. **Name** this method/carrier
- b. **'Service level'**, under which you can select the **corresponding bpost product** ([See full list of compatible products and options](#))
 - bpack 24h Pro for home deliveries in Belgium,
 - bpack World Business or bpack World Express Pro for home international deliveries
 - For **bbox lockers and Pick-up points deliveries**:
 - bpack24/7 & bpack@bpost for Pick-up points for deliveries in Belgium
 - Bpack 24/7 Int & Bpack@Bpost Int for international deliveries.

 For lockers and Pick-up points delivery methods, note that by default your customers can **select both bpost Pick-up Points and bbox lockers**. You can change this to impose a single given shipping method in plugins.bpost.be > Settings > Configurations > bbox lockers & Pick-up Points.

undefined Logo



1 General settings

2 Shipping locations and costs

3 Size, weight, and group access

4 Summary

* Carrier name

bpack 24h pro

* Transit time

n days

en ▼

Speed grade

0

Logo



Choose a file

Format: JPG, GIF, PNG, WEBP. Filesize: 8.00 MB max. Current size: undefined.

Tracking URL

For example: 'http://example.com/track.php?num=@' with '@' where the tracking number should appear.

bpost Carrier Options

Service Level

-

Bpack 24/7 & Bpack@bpost

Bpack 24h Pro

bpack World Business

bpack World Express Pro

Bpack 24/7 Int & Bpack@Bpost Int

4. Configure your settings at plugins.bpost.be

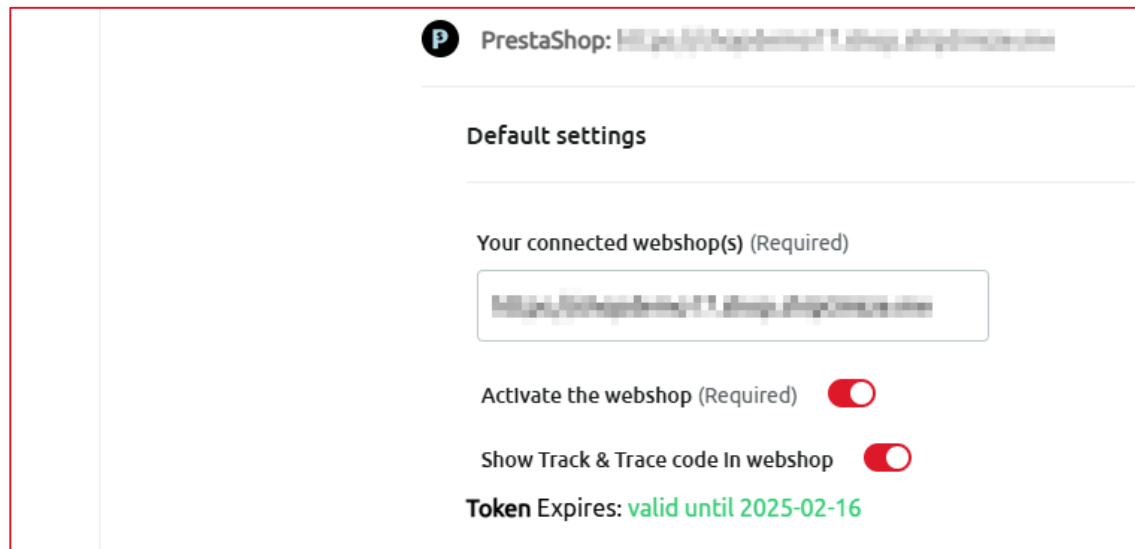
Default settings.....	11
Advanced settings.....	12
Shipping rules	14
a. What are shipping rules for?	14
b. Logic	16
c. Available fields	17
<u>Overview</u>	17
<u>Combination of conditions</u>	19
<u>Attribute</u>	20
<u>Operator</u>	21
<u>Specific value to be verified in the conditional statement</u>	22
<u>Action</u>	23
d. An example of a shipping rule	24
Customs forms for non-EU shipments.....	25
List of compatible products and options	26

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' section of the PrestaShop configuration interface. At the top, it identifies the shop as 'PrestaShop' with a blurred URL. Below this, the 'Default settings' section contains three main configuration items: 1. 'Your connected webshop(s) (Required)' with a text input field containing a blurred URL. 2. 'Activate the webshop (Required)' with a red toggle switch that is currently turned on. 3. 'Show Track & Trace code in webshop' with a red toggle switch that is also turned on. At the bottom of this section, it displays 'Token Expires: valid until 2025-02-16' in green text.

Advanced settings

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

The advanced settings are configured based on payment statuses that you can import from your Prestashop store (Order settings). Just **click on "Pull order statuses" to import** and/or refresh.

Here is a description of the available settings and default values with standard non-customized Prestashop statuses.

- **Send order to bpost at order status:** set the status in the ordering process in your store when a label is automatically created. Here are the 3 active statuses by default. See all list on the next page.
 - On backorder (paid)
 - Payment accepted
 - Remote payment accepted
- **Order status after printing the shipping label:** set the new order status in your Prestashop store after a label is downloaded for printing.
 - *Do not change status (default setting)*
 - *Shipped*
- **Order status after parcel was sent:** set the new order status in your Prestashop store after it's sent.
 - *Do not change status*
 - *Shipped (default setting)*
- **What status will be set on delivery:** set the new order status in your Prestashop store once the parcel is delivered.
 - *Do not change status (default setting)*
 - *Delivered*



Remember to **save your changes**.

Default settings

Advanced settings

Pull order statuses

Send orders to bpost at order status

Awaiting Cash On Delivery validation	☐
Awaiting bank wire payment	☐
Awaiting check payment	☐
Canceled	☐
Delivered	☐
On backorder (not paid)	☐
On backorder (paid)	☒
Payment accepted	☒
Payment error	☐
Processing in progress	☐
Refunded	☐
Remote payment accepted	☒
Shipped	☐

Order status after printing the shipping label

Do not change status

What status will be set on delivery?

Do not change status



Order status after parcel was sent

Shipped

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 Prestashop 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 Prestashop store. If you want to give your customer a choice of delivery type, you must set the shipping methods in your Prestashop store. You will then be able to add a rule to ensure the right label is created for a given shipping method.



Settings

Shipping Manager

Log out

Shipping rules

Add a rule

Import the shipping methods of my webshop

Existing rules

Rules are executed from top to bottom. Organize the order of the rules by dragging them to the desired position.

Defined rules	Active	Action(s)
Domestic When Recipient country is Belgium and Product is not Bpack 24/7 & Bpack@bpost Perform the following action(s) Product is Bpack 24h Pro	☒	  
International When Recipient country is not Belgium and Product is not Bpack 24/7 & Bpack@bpost Perform the following action(s) Product is Bpack World Business	☒	  

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 PrestaShop: [redacted]

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

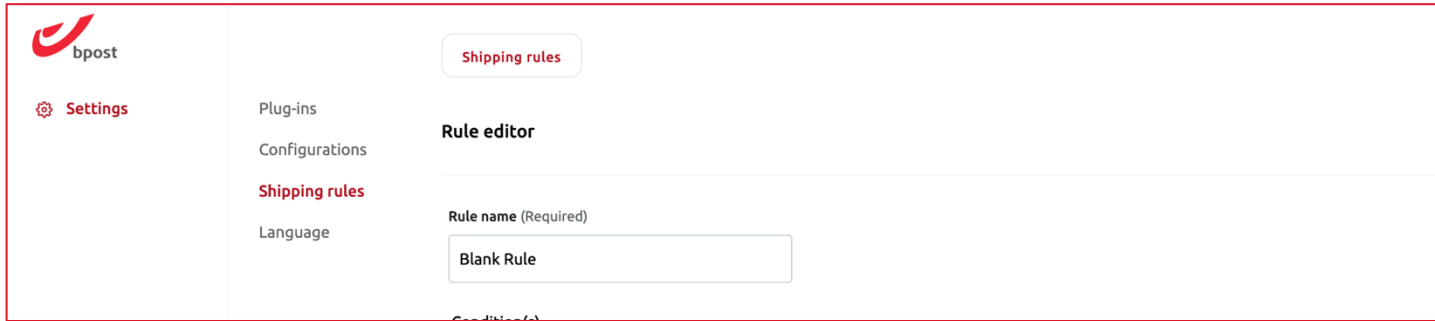
Option is [redacted]

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 interface. On the left is a sidebar with the bpost logo and a 'Settings' menu item. The main area is titled 'Shipping rules' and contains a 'Rule editor' section. Under the 'Rule editor' section, 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 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 contains 'Blank Rule'. Below this is the 'Condition(s)' section, which has a 'When' dropdown menu. A tooltip is open over this dropdown, showing four options: 'All conditions are valid' (selected with a checkmark), 'One of the conditions is valid', 'None of the conditions is valid', and 'Always execute when this rule is reached'. Below the dropdown is a 'Perform the following action(s)' section with a dropdown menu showing '-' and 'is', and a text input field. At the bottom right are 'Cancel' and 'Apply' buttons. Plus and minus signs are visible on the right side of the input fields for adding and removing conditions.

 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 Prestashop 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.

Shipping rules

Language

Rule name (Required)

Blank Rule

Condition(s)

When All conditions are valid

-

Perform the following action(s)

-

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

Webshop	is	PrestaShop: https://prestashop.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 bpost 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 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 signs. 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. 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 "Cancel" and "Apply" buttons.

- **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 PrestaShop: ...

Shipping method is bpost Saturday

- is

Perform the following action(s)

Product is Bpack 24h Pro

Option is Saturday delivery

- is

In the 'Prestashop' shop, you offer your customers the option of Saturday delivery.

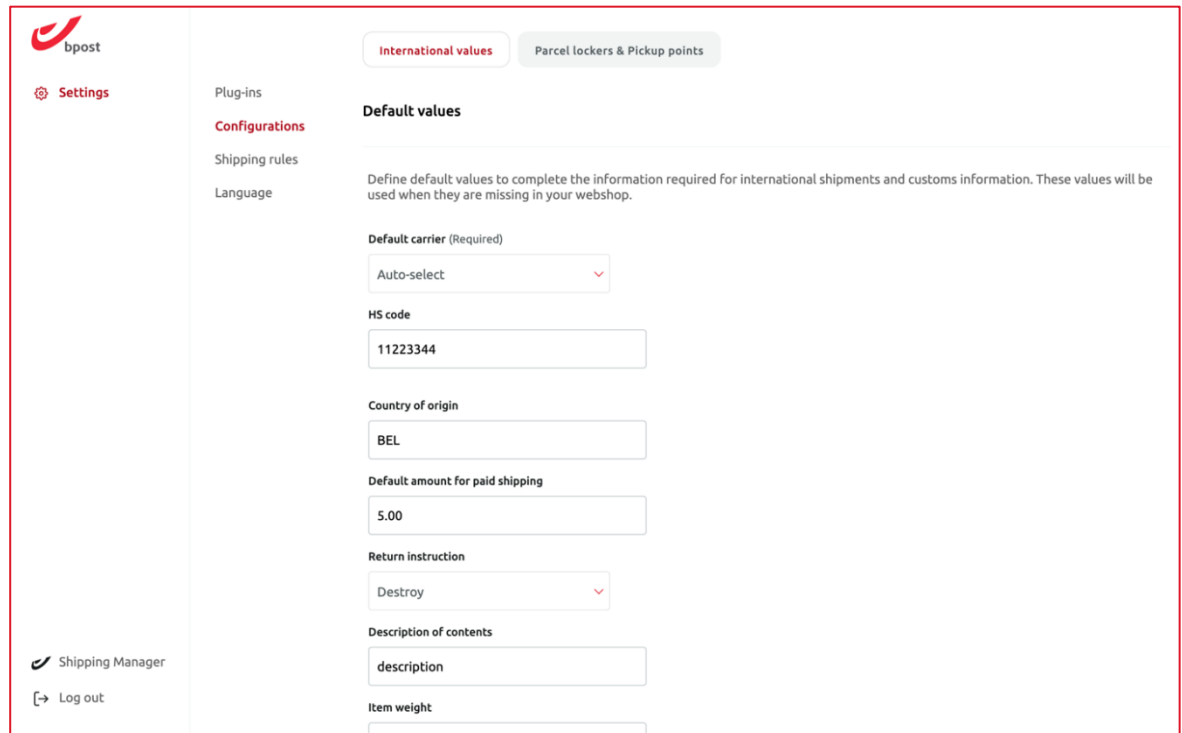
- As you already offer this at checkout, there is a "Shipping method" in your Prestashop shop with the name "bpost Saturday".
- You must set your rule as shown to be able to create the right labels for these Saturday deliveries.
- **Conditions that must be met:** the right Prestashop store **AND** the 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 Prestashop 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 Prestashop configuration 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 form includes: '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' with an empty input field.

International values | Parcel lockers & Pickup points

Default values

Define default values to complete the information required for international shipments and customs information. These values will be used when they are missing in your webshop.

Default carrier (Required)
Auto-select

HS code
11223344

Country of origin
BEL

Default amount for paid shipping
5.00

Return instruction
Destroy

Description of contents
description

Item weight

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
- bpack@bpost: the bpost product for a delivery in a national Pick-up point
- bpack 24/7: the bpost product for a delivery in a national bbox locker

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
- bpack@bpost international: the bpost product for a delivery in an international Pick-up point (consult the [website](#) for available destination countries)
- bpack 24/7 international: the bpost product for a delivery in an international Pick-up point – lockers included - (consult the [website](#) for available destination countries)

Options

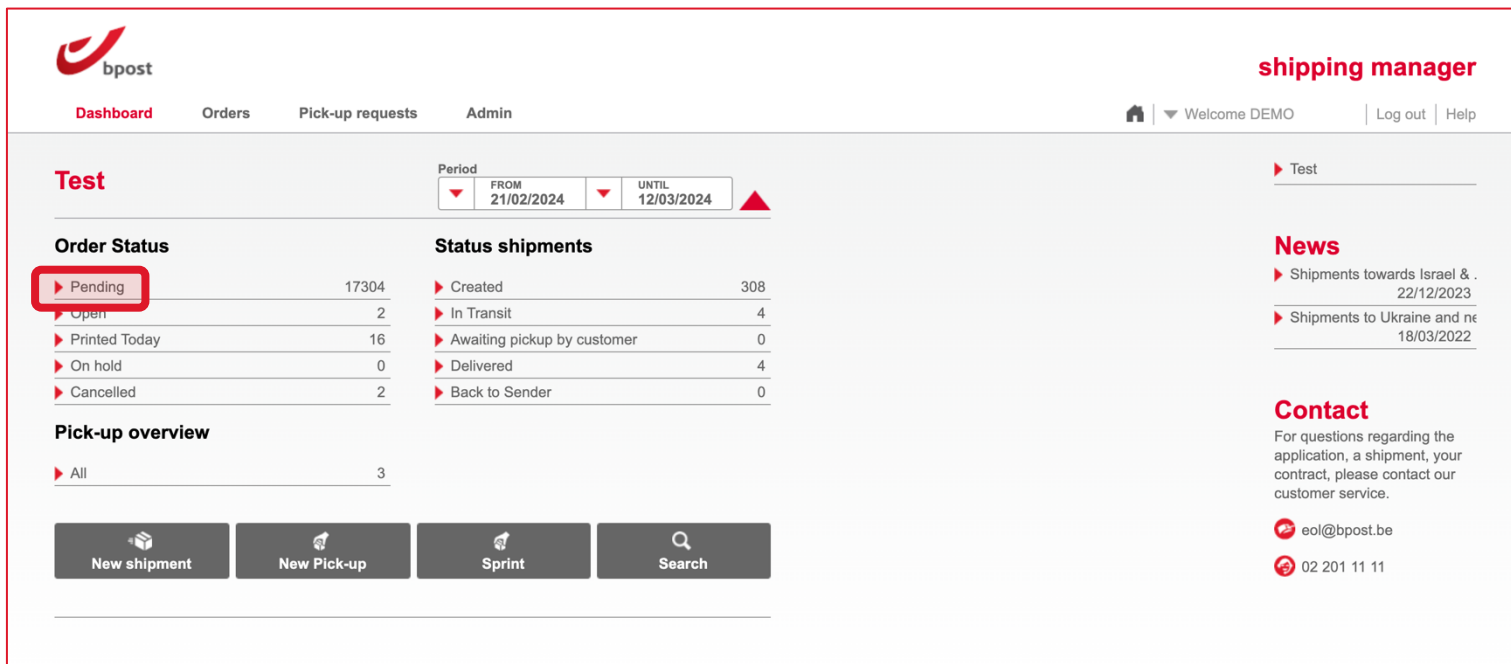
- Warranty (Basic warranty, Additional warranty up to €2500, Additionnal warranty up to €5000)
- Signature (never compatible with a delivery in bbox locker, product 'bpack 24/7)
- Saturday delivery (never available for international deliveries)

5. Downloading automatically created labels

Download the automatically created labels for your orders in your Prestashop tab > Orders > “Print Order label”

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

- Click your Pending orders



bpost shipping manager

Dashboard Orders Pick-up requests Admin

Home Welcome DEMO Log out Help

Test Period: FROM 21/02/2024 UNTIL 12/03/2024

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
-------	---

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

Buttons: New shipment, New Pick-up, Sprint, Search

- 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 [j.dujardin@bpost.be](#)
Log out
Help

Labels overview

Account
▼
Belpostage Group

Status
▼
Pending

Period
FROM 19/04/2024
UNTIL 09/05/2024

Filter

ACTIONS	BARCODE	DELIVERY METHOD	RECEIVER ADDRESS	STATUS	DATE	ORDER REF
☐		home or office - bpack 24h Pro	10 Belpostweg 10, 1000 Brussels (BE)	Pending	07/05/2024	#1042
☐		home or office - bpack 24h Pro	10 Belpostweg 10, 1000 Brussels (BE)	Pending	07/05/2024	#1041
☐		pick-up point - bpack@bpost	10 Belpostweg 10, 1000 Brussels (BE)	Pending	07/05/2024	#1040
☐		home or office - bpack 24h Pro	10 Belpostweg 10, 1000 Brussels (BE)	Pending	07/05/2024	#1006
☐		home or office - bpack 24h Pro	10 Belpostweg 10, 1000 Brussels (BE)	Pending	07/05/2024	#1039
☐		home or office - bpack World Business	10 Belpostweg 10, 1000 Brussels (BE)	Pending	01/05/2024	#1014
☐		home or office - bpack 24h Pro	10 Belpostweg 10, 1000 Brussels (BE)	Pending	01/05/2024	#1002
☐		home or office - bpack 24h Pro	10 Belpostweg 10, 1000 Brussels (BE)	Pending	01/05/2024	#1026
☐		home or office - bpack World Business	10 Belpostweg 10, 1000 Brussels (BE)	Pending	01/05/2024	#1020
☐		home or office - bpack World Business	10 Belpostweg 10, 1000 Brussels (BE)	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!

Contents

1. Prerequisite: add a sender address in your Shipping Manager account	3
2. Install the plug-in in your Prestashop store	5
3. Create your delivery 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	16
c. Available fields	17
Overview	17
Combination of conditions	19
Attribute	20
Operator	21
Specific value to be verified in the conditional statement	22
Action	23
d. An example of a shipping rule	24
Customs forms for non-EU shipments	25
List of compatible products and options	26
5. Downloading automatically created labels	27
Need help?	29
Contents	30