

Small plan users



QUICK GUIDE to using the bpost PRESTASHOP 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	★ sender by default ANSPACHLAAN 1 1000 BRUSSEL Belgium	defaultsender@email.be	 

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 00000000-0000-0000-0000-000000000000 Copy Token key assigned Not yet assigned URL for sending status updates Not yet assigned Private key 00000000-0000-0000-0000-000000000000 Copy 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 **Settings > 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.

The screenshot shows the PrestaShop 8.0.1 interface for managing carriers. The left sidebar contains navigation links for Dashboard, SELL (Orders, Catalog, Customers, Customer Service, Stats), IMPROVE (Modules, Design, Shipping, Carriers, Preferences, MBE - Configuration, MBE - Shipments, bpost), and Payment. The main content area is titled 'Carriers' and includes a search bar, a 'Quick Access' dropdown, and a search input. Below the title, there is a button to 'Add new carrier' and a 'Help' link. The main table displays a list of carriers with columns for ID, Name, Logo, Delay, Status, Free Shipping, and Position. The table shows four carriers, all with a status of 'x' and free shipping enabled. The carriers are: 455 bpost National home, 456 bpost National Pick-up point and Locker, 457 bpost International home, and 458 bpost International Pick-up point and Locker. Each carrier has an 'Edit' button. A 'Bulk actions' dropdown is located at the bottom left of the table. The bottom of the page features a banner with the text 'Make your deliveries easier'.

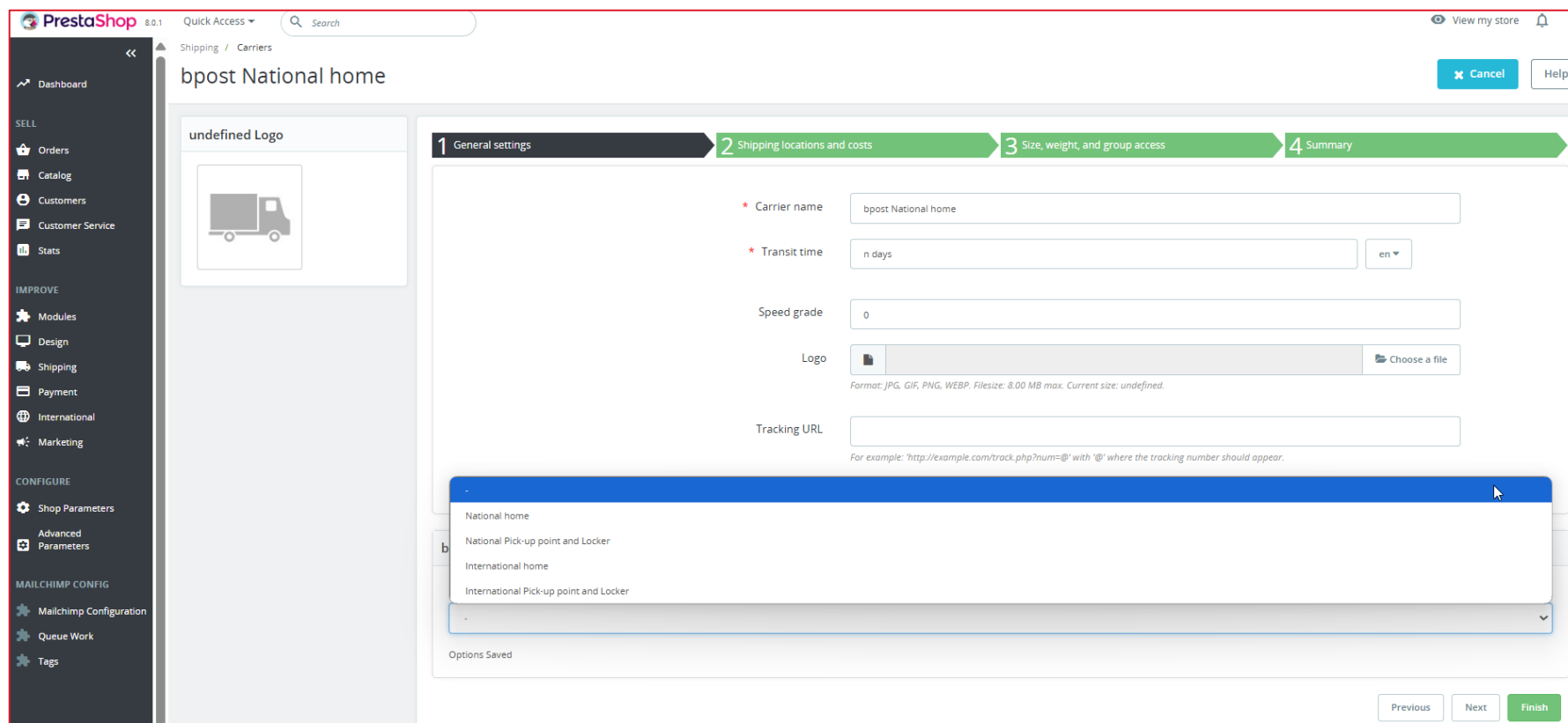
ID	Name	Logo	Delay	Status	Free Shipping	Position
455	bpost National home		n days	x	x	1
456	bpost National Pick-up point and Locker		n days	x	x	2
457	bpost International home		n days	x	x	3
458	bpost International Pick-up point and Locker		n days	x	x	4

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**
 - i. bpack 24h Pro for home deliveries in Belgium,
 - ii. bpack World Business or bpack World Express Pro for home international deliveries
 - iii. For **bbox lockers and Pick-up points deliveries**:
 1. bpack24/7 & bpack@bpost for Pick-up points for deliveries in Belgium
 2. Bpack 24/7 Int & Bpack@Bpost Int for international deliveries.

 For bbox 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](#).



4. Configure your settings at **plugins.bpost.be**

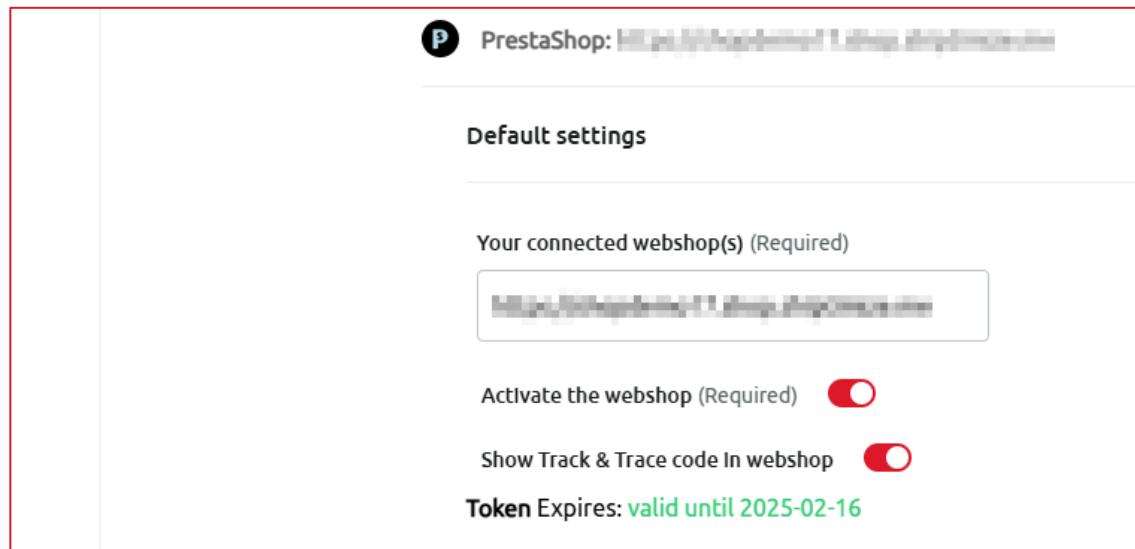
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Default settings

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' section for a PrestaShop plugin. At the top, it says 'PrestaShop: [redacted]'. Below this, the 'Default settings' section contains three main items: 1. 'Your connected webshop(s) (Required)' with a text input field containing '[redacted]'. 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 currently turned on. At the bottom of the settings section, it says 'Token Expires: valid until 2025-02-16'.

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.

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 'Rule editor' and contains a 'Shipping rules' tab. Below the tab, there is a 'Rule name (Required)' field with the text 'Blank Rule'. Under 'Condition(s)', there is a 'When' section with a dropdown menu set to 'All conditions are valid'. Below this, there are three conditions: 'Webshop' is 'WooCommerce: https://bpost.test-site.be', 'Total shipment value' is 'bigger than' '100', and an empty condition field. Under 'Perform the following action(s)', there is one action: 'Option' is 'With warranty'.

b. Logic

Our shipping rule editor applies commonly used **Boolean expressions**, also known as **logical expressions**, coupled with **conditional statement(s)**. A rule could look like this:

"When {attribute} is or is not {=operator} equal to {specific value}, {action}".
Example: "'Total shipment value' is bigger than '100': 'Option' is 'With warranty'"



Take account of the following when creating and managing rules.

- All rules are checked when an order is placed and applied where relevant.
- Rules are always checked and **applied in the same order** (top to bottom in your Shipping Rules tab). Take care to put your rules in the right order to ensure they are all applied correctly.
- It's important to ensure that you have no conflicting rules. You can prevent this by adding attributes to make them more restrictive or using the 'interrupt rule execution' action.

c. Available fields

Overview

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

Rule name (Required): Blank Rule

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 -

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

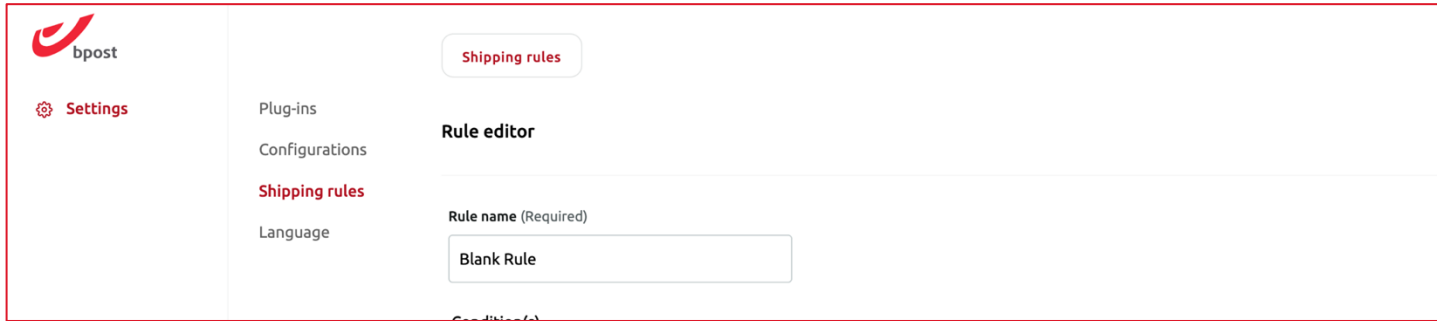
Product

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

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. 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 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 text input field. To the right of the input field are minus and plus signs for adding or removing conditions. Below the condition section is the 'Perform the following action(s)' section, which has a dropdown menu with 'is' selected, followed by another text input field and minus/plus signs. 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 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

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(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: Total shipment value is bigger than 100

When All conditions are valid ✓

Webshop	is	PrestaShop: https://prestashop1.shopify.com/en	-
Shipping method	is	bpost Saturday	-
-	is	Write value or select from dropdown	- +

Perform the following action(s)

Product	is	Back 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, 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, under the heading "Perform the following action(s)", there is a similar structure with a minus sign, a dropdown menu, and an empty text input field with 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 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 Prestashop. On the left, there is a sidebar with 'Settings' (gear icon) and 'Shipping rules' (highlighted in red). 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 showing 'WooCommerce: https://bpost.test-site.be'. Below it, a 'When' section is expanded, showing 'All conditions are valid' with a dropdown arrow.
- Conditions:** A list of conditions with dropdown menus for the field, operator, and value.
 - Condition 1: Webshop is WooCommerce: https://bpost.test-site.be
 - Condition 2: Total shipment value is bigger than 100
 - Condition 3: - is -
- Perform the following action(s):** A section with a dropdown menu showing 'Option' and a value of 'With warranty'.
- Actions:** A list of actions with dropdown menus for the field, operator, and value.
 - Action 1: Option is With warranty
 - Action 2: - is -

In the Prestashop 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)

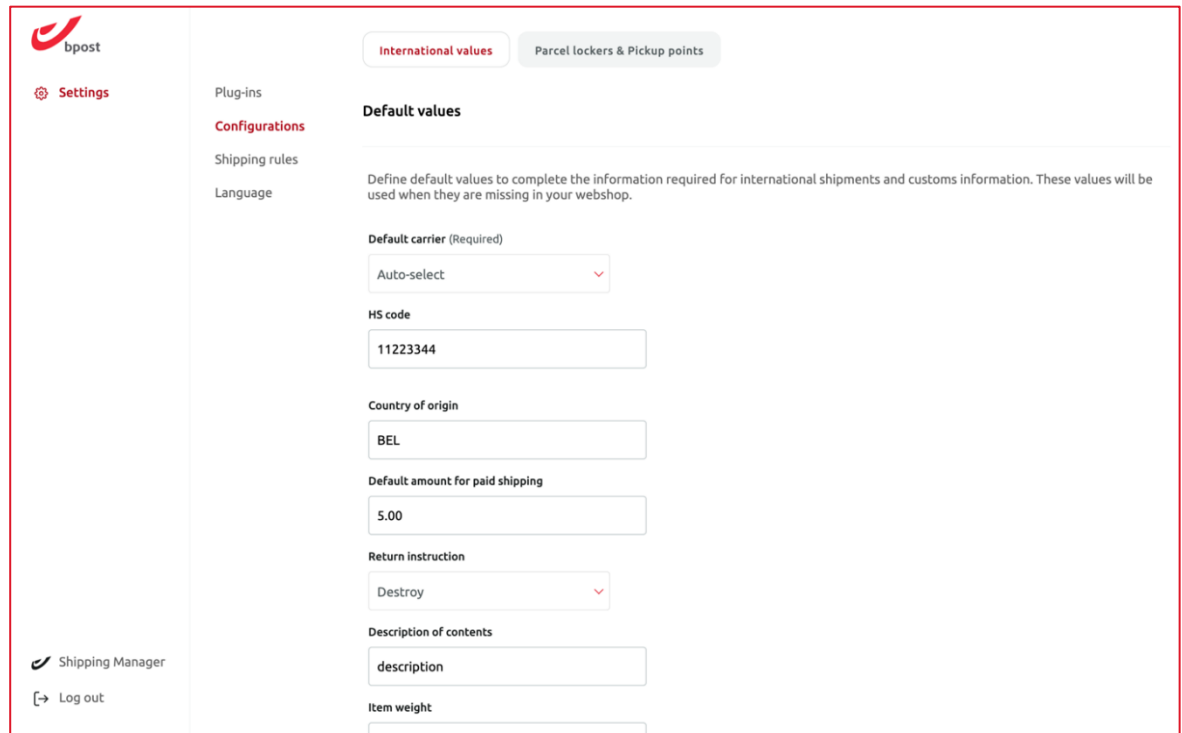
Actions that must be taken: create a label for which the Option is 'With warranty'.

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 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)' with a dropdown set to 'Auto-select'; 'HS code' with a text field containing '11223344'; 'Country of origin' with a text field containing 'BEL'; 'Default amount for paid shipping' with a text field containing '5.00'; 'Return instruction' with a dropdown set to 'Destroy'; 'Description of contents' with a text field containing 'description'; and 'Item weight' with an empty text field.

5. Downloading automatically created labels

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

Or log into your [bpost account](#).

- Download the labels from your Order history.

My parcels of this Shipping Platform

Period

Last month

Source

All

Status

All

Search on barcode

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

You notice a small mistake on the downloaded label? Simply ignore the label you've just downloaded and duplicate it. The duplicated label will automatically be added to your basket, where you can edit all the label details.

 Dashboard Parcels Invoices Plug-in

Denis VE |  EN

My parcels of this Shipping Platform

Period
Last month

Source
All

Status
All

 Search on barcode

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

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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