



# Magento Module Documentation

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## A. General

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Important: before you can use the module, you need to contact bpost to acquire the necessary test and production credentials and configuration settings.

The module impacts your Magento installation in the following areas:

- Frontend:
  - During checkout 4 new shipping methods will be available.
- Backend:
  - Two extra menu items “Sales > bpost Orders > All bpost orders” and “Sales > bpost Orders > Pending bpost orders” to manage your orders, generate labels and download the generated labels.
  - Extra tab in “System > Configuration > Sales > Shipping Settings” to set general account configurations.
  - Extra tabs in “System > Configuration > Sales > Shipping Methods” to set specific shipping method configurations.

### A.1 Languages

The following language packs are included in the module:

- English
- Dutch
- French
- German

## B. Installation

In most cases a new module will be installed via Magento Connect, Magento's official module marketplace. This chapter provides a quick overview of how to install a new module in your Magento Installation.

**Important: Backup your Magento online store before installing any module.**

### B.1 Old Magento Module

The installer checks for the existence of the previous bpost Magento Module. By this we are referring to another Magento module, not a previous version of the current module.

The old module is this one: <http://www.magentocommerce.com/magento-connect/bpost-shipping-manager-for-magento.html>

Installing the new module is not possible if the old version is still active. So you need to make sure to first complete all orders that were created with the old module, then disable the old module, and then install the new module.

You'll get an admin notice and a session message if the old module is already installed. Both modules can not be active on the same installation.

### B.2 Search module

You will need to find the module to install. Open Magento Connect at : <http://www.magentocommerce.com/magento-connect> and search for the module:



After clicking the search icon, you will see an overview of the search results. Select the official bpost Shipping Manager module. This will open up the detail page.

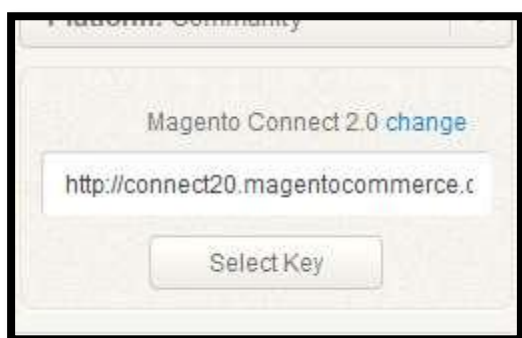
At the detailed view of the module you can see extra info about the module such as the number of downloads (Popularity Score), the number of reviews, a description, etc. The URL needed for installation is found by selecting your platform (your edition of Magento – Community or Enterprise) and clicking “Install Now”:



You must be [registered](#) and [logged in](#) to get extension key.

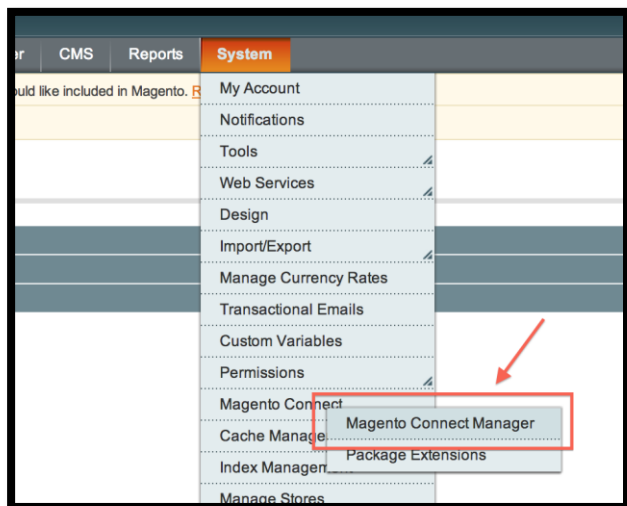
**Note:** You need to be logged in to be able to request the URL.

After clicking “Install Now” you will see a small form where you need to choose your version of Magento Connect. As the bpost Shipping Manager module only supports Magento versions that run on Magento Connect 2.0, you should select the same. After selecting Magento Connect 2.0, agree to the license agreement and click “Get Extension Key”. The URL will appear:

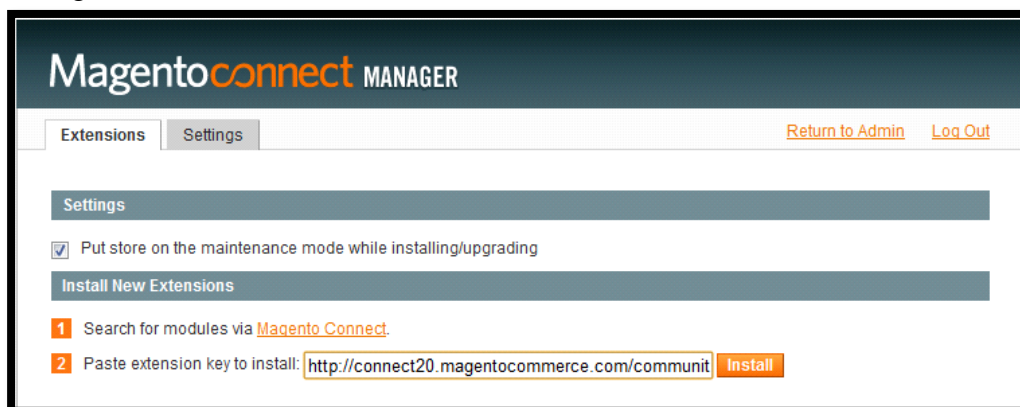


## B.3 Installation in Magento

Now that you have acquired the URL, you can install the module in your Magento installation. Log in to the administration panel of Magento and navigate to “System > Magento Connect > Magento Connect Manager”:

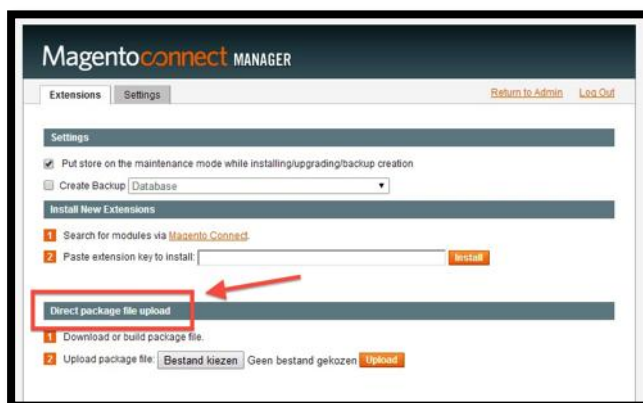


You will be asked to log in once again, after which you will see the Magento Connect Manager:



Paste the URL of the module in the field and click “Install”. Magento will check for dependencies and show them to you, prompting for confirmation. Upon clicking “Proceed” you will be directed to the lower side of the page where you are able to follow the progress of the installation (output may vary according to Magento version). After these steps the module is installed, and you may start using it.

## B.4 Installation as a local package



There are cases in which you might have a package locally and want to install it into Magento directly. For this you will use the Magento Connect Manager in a similar manner. Navigate to the Magento Connect Manager like in the previous example. You will see the Magento Connect Manager where you will choose “Direct package file upload”:

Click “Choose file”, navigate to your local package and click “Open”. Click “Upload” and you will be directed to the lower side of the page where you are able to follow the progress of the installation (output may vary according to Magento version). After these steps the module is installed, and you may start using it.

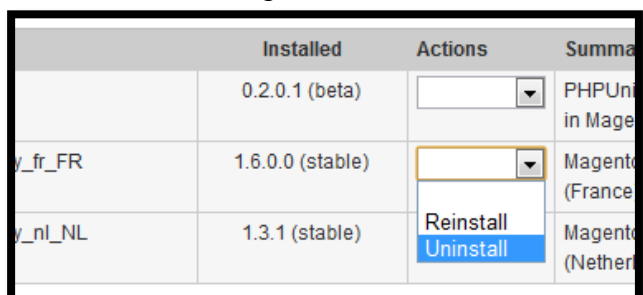
## B.5 Uninstalling the module

Whenever you wish to uninstall a plugin in Magento, go to the Magento Connect Manager by logging in to the administration and navigating to “System > Magento Connect > Magento Connect Manager”. Login once again if prompted.

Once you are at the Magento Connect Manager, scroll down the page until you see a list of installed extensions (displayed extensions varies by Magento version):



From the actions dropdown, select “Uninstall” for each plugin you wish to uninstall:



Press the “Commit changes” button. You will be directed to the bottom of the page where you are able to follow the process of the uninstallation.



## B.6 Upgrading the module

In order to check for upgrades for the Magento extensions you can follow the instructions below.

Log in to the Magento administration panel and navigate to "System > Magento Connect > Magento Connect Manager". On the "Extensions" tab, click on "Check for Upgrades":



The Magento Connect manager will automatically connect to the Magento Connect server and check for available upgrades. If you have an extension that has a published upgrade they will be colored in yellow and you will be able to apply the upgrade to your Magento module.

**Note that it is extremely important to back up your Magento online store before applying the upgrade.**

From the "Actions" drop-down menu you will be able to select the desired upgrade version. Click "Commit Changes" to proceed with the upgrade.

The chosen upgrade will be automatically downloaded and applied.

Once the extension is upgraded you can refresh the page via the "Refresh" button. Then check the current status of your extension. You will find the yellow color has been removed for your "Upgraded Extension" and the "Installed" column has changed to the version number you just installed.

You can now click "Return to Admin" and check if any new "Configuration Settings" for your Extension are available. Also make sure that your online store is properly functioning and there are no errors.

## C. Configuration

---

**Important:** It is important that you are aware of the default behavior of Magento, this document assumes you already know how the basics work by default. You can find the default behavior in an online example demo store if you'd like to compare:

<http://demo.magentocommerce.com/>.

The bpost Shipping Manager module is configured in the default Magento system configuration.

### C.1 Log level

The module comes with three log levels:

- Debug
- Info
- Error

The module uses the Magento log level “debug” by default. It is advised, certainly on production environments to set this level to “error”.

To change the bpost Shipping Manager log level, change the following file:

- `app/code/community/Bpost/ShM/etc/config.xml`

The default is 7 (debug), this is an overview of all available values:

- 3 = Error
- 6 = Info
- 7 = Debug
- 0 = No logging

**Note:** if logging is disabled in Magento backend in the Log Settings by default, nothing will be logged.

All log entries can be found in the file `bpost.log` in the default Magento log folder.

## C.2 Shipping settings

If the module installed correctly, the general settings for your bpost Shipping Manager module can be set in “System > Configuration > Sales > Shipping Settings” in the tab “bpost Shipping Manager! Shipping”:

### Shipping Settings

Origin

Options

bpost Shipping Manager

The following table provides you an overview of all available options:

Setting	Description	Default
<b>Account id</b>	Your 6 digits bpost account ID used for the Shipping Manager	<Empty>
<b>Passphrase</b>	The passphrase you entered in bpost Shipping Manager back-office application. This is not the password used to access bpost portal.	<Empty>
<b>API url</b>	Do not modify this setting if you are not 100% sure of what you are doing.	https://api.bpost.be
<b>Sender ... fields</b>	These fields are used in the webservice calls. They will be put on the label as well.	<Empty>
<b>Use Magento to manage labels</b>	<p>If you enable this option, labels are generated directly within Magento. It is not needed to use the bpost Shipping Manager for these tasks. Pop-ups must be enabled in your browser, in order to view the printed labels. Click <a href="#">here</a> to learn more about this option.</p> <p>If you disable this option, an order will be still be made in the bpost Shipping Manager at the time a visitor completes the checkout process. But you will need to manage the labels in the bpost Shipping Manager, the bpost order overviews will not be available in Magento.</p>	Yes
<b>Label format</b>	Choose between A6 or A4 format, this determines how the resulting PDF's are returned from the API.	A6
<b>Automatic retour labels</b>	If you enable this option, a retour label is automatically added and printed when generating labels, they are automatically added to the generated PDF when generating labels. If disabled, you are able to manually create retour labels on the Magento order form with the button “bpost Return Label”.	No
<b>Automatic track and trace information</b>	If you enable this option, the bpost Track & Trace link will be added in the Magento mail templates. It is always possible to manually send these emails using standard Magento functionality.	Yes
<b>Display delivery date</b>	<p>Displays calculated delivery date in the frontend to the visitor during checkout.</p> <p>See “D. 1 Delivery dates” for more information.</p>	Yes
<b>Days between order and shipment</b>	<p>Days between order and shipment.</p> <p>This is used to calculate the delivery date. See “D. 1 Delivery dates” for more information.</p>	1
<b>Choose delivery date</b>	Allow customer to choose their delivery date, where the calculated delivery date is the first possible option.	No
<b>Number of delivery days shown</b>	If “Choose delivery date”, the number of days to choose from.	5

	See “D. 1 Delivery dates” for more information.	
<b>Next day delivery allowed till</b>	If the order is placed after this cut-off time, this impacts the displayed delivery date(s). Order placed = end of checkout.	00:00
<b>Saturday delivery cost</b>	Additional fee when using saturday delivery option, e.g.: 4.95.	6
<b>Unit weight</b>	Tells the module in which unit the weight is filled in on Magento products. Used to calculate the weight before sending it to bpost.	g
<b>Google browser API key</b>	bpost uses Google Maps API to display the map in the frontend. Note: This is optional if you will not meet the usage limits. Visit Google’s online documentation for more information.	<Empty>
<b>Google server API key</b>	bpost uses Google Geocoding API to calculate GEO location based on the shipping address. Note: This is optional if you will not meet the usage limits. Visit Google’s online documentation for more information.	<Empty>

**Note:** These settings are configured at the “Global” (default) Magento scope by default, but can be set on website level/scope if needed.

If ‘**days between order and shipment**’ is set to “0” the module assumes that you ship the order on the same day it is placed. However if the order is created after the time set in ‘**Next day delivery allowed till**’ then the module assumes that you will ship the order the next day.

## C.3 Shipping methods

If the module is installed correctly, 4 new bpost Shipping methods can be found in “System > Configuration > Sales > Shipping Methods”:

### Shipping Methods

Flat Rate
Table Rates
Free Shipping
bpost Home delivery
bpost Home delivery international
bpost Pick-up point
bpost Parcel locker

### C.3.1 bpost Home delivery

You can manage this shipping method based on the following sections:

#### C.3.1.1 General

Setting	Description	Default
<b>Enabled</b>	Enables or disabled the delivery method.	Yes

#### C.3.1.1 Rates

Setting	Description	Default
<b>Free shipping</b>	Allow free shipping for this shipping method.	Yes
<b>... as of</b>	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
<b>Rate type</b>	Select “flat rate” if you require a fixed rate for this	Flat Rate

	shipping method. Select “table rates” if you want the rates to be based on a table rates configuration.	
<b>Flat rate price</b>	On applicable if “Rate type” is set to “flat rates”.	0
<b>Table rates condition</b>	On applicable if “Rate type” is set to “table rates”. The module uses table rates configuration in the same way the default Magento table rates work. For choosing your condition and configuring the table rates CSV, please visit: <a href="http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping">http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping</a>	Weight vs. Destination

### C.3.1.2 Options

Setting	Description	Default
<b>2<sup>nd</sup> presentation</b>	This options provides automatically a second presentation at the receiver's address should he be absent upon first presentation.	No
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	<Empty>
<b>Insurance</b>	Insurance to insure your goods to a maximum of 500,00 euro.	Yes
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
<b>Signature</b>	The delivery happens against signature by the receiver.	No
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
<b>Saturday delivery</b>	The parcel is delivered on Saturday if it is timely dropped in the bpost network.	0
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	0

## C.3.2 bpost Home delivery international

You can manage this shipping method based on the following sections:

### C.3.2.1 General

Setting	Description	Default
<b>Enabled</b>	Enables or disabled the delivery method.	Yes

### C.3.2.2 Rates

Setting	Description	Default
<b>Free shipping</b>	Allow free shipping for this shipping method.	No
<b>... as of</b>	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
<b>Rate type</b>	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
<b>Flat rate price</b>	On applicable if “Rate type” is set to “flat rates”.	0
<b>Table rates condition</b>	On applicable if “Rate type” is set to “table rates”. The module uses table rates configuration in the same way the default Magento table rates work. For choosing your condition and configuring the table rates CSV, please visit:	Weight vs. Destination

	<a href="http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping">http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping</a>	
<b>Export table rates file</b>	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA
<b>Import table rates file</b>	Only applicable if “Rate type” is set to “table rates”. You can upload your CSV here. <b>Note:</b> The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope! <b>Tip:</b> You can use online tools to generate a CSV file like this: <a href="http://elgentos.nl/tablerates/">http://elgentos.nl/tablerates/</a>	NA

### C.3.2.3 Options

Setting	Description	Default
<b>Import countries</b>	Import your bpost configured countries here.  Clicking the “import” button connect to your bpost Shipping Manager account and import the countries you configured into the “Allow countries” field.	NA
<b>Allowed countries</b>	The possible countries are filled by clicking the “Import” button under “Import countries”.  The shipping method will be shown for shipping address in any of the selected countries.	NA
<b>International insurance</b>	Insurance to insure your goods to a maximum of 500,00 euro.	No
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100

## C.3.3 bpost Pick-up point

You can manage this shipping method based on the following sections:

### C.3.3.1 General

Setting	Description	Default
<b>Enabled</b>	Enables or disabled the delivery method.	Yes

### C.3.3.2 Rates

Setting	Description	Default
<b>Free shipping</b>	Allow free shipping for this shipping method.	No
<b>... as of</b>	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
<b>Rate type</b>	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
<b>Flat rate price</b>	On applicable if “Rate type” is set to “flat rates”.	0
<b>Table rates condition</b>	On applicable if “Rate type” is set to “table rates”. The module uses table rates configuration in the same way the default Magento table rates work. For choosing your condition and configuring the table rates CSV, please visit: <a href="http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping">http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping</a>	Weight vs. Destination

<b>Export table rates file</b>	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA
<b>Import table rates file</b>	Only applicable if “Rate type” is set to “table rates”. You can upload your CSV here. <u>Note:</u> The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope! <u>Tip:</u> You can use online tools to generate a CSV file like this: <a href="http://elgentos.nl/table rates/">http://elgentos.nl/table rates/</a>	NA

### C.3.3.3 Options

Setting	Description	Default
<b>Insurance</b>	Insurance to insure your goods to a maximum of 500,00 euro.	Yes
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
<b>Saturday delivery</b>	The parcel is delivered on Saturday if it is timely dropped in the bpost network.	0
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	0

## C.3.4 bpost Parcel locker

You can manage this shipping method based on the following sections:

### C.3.4.1 General

Setting	Description	Default
<b>Enabled</b>	Enables or disabled the delivery method.	Yes

### C.3.4.2 Rates

Setting	Description	Default
<b>Free shipping</b>	Allow free shipping for this shipping method.	No
<b>... as of</b>	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
<b>API url</b>	Select “flat rate” if you require a fixed rate for this shipping method. Select “table rates” if you want the rates to be based on a table rates configuration.	0
<b>Rate type</b>	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
<b>Flat rate price</b>	On applicable if “Rate type” is set to “flat rates”.	Weight vs. Destination
<b>Table rates condition</b>	On applicable if “Rate type” is set to “table rates”. The module uses table rates configuration in the same way the default Magento table rates work. For choosing your condition and configuring the table rates CSV, please visit: <a href="http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping">http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping</a>	NA
<b>Export table rates file</b>	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA
<b>Import table rates file</b>	Only applicable if “Rate type” is set to “table rates”.	NA

	<p>You can upload your CSV here.</p> <p><u>Note:</u> The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope!</p> <p><u>Tip:</u> You can use online tools to generate a CSV file like this: <a href="http://elgentos.nl/tablerates/">http://elgentos.nl/tablerates/</a></p>	
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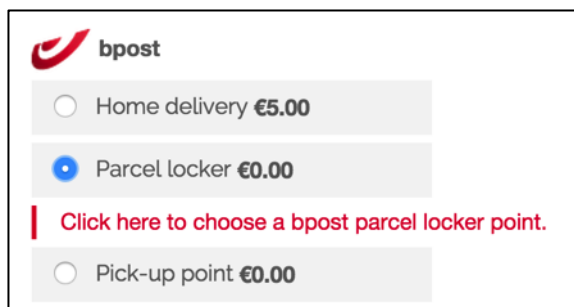
### C.3.4.3 Options

Setting	Description	Default
<b>Insurance</b>	Insurance to insure your goods to a maximum of 500,00 euro.	Yes
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
<b>Saturday delivery</b>	The parcel is delivered on Saturday if it is timely dropped in the bpost network.	0
<b>... as from</b>	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	0



## D. Frontend implementation

The bpost shipping methods basically displays the same as other shipping method but with some extra features:



1. The cost is based on your configuration, be it “flat rate” or “table rates”.
2. The link opens the map based on the shipping address.

### D.1 Delivery dates

#### D.1.1 Display delivery date

The option “Display delivery date” in “System > Configuration > Shipping Settings” defines whether the delivery date is displayed during checkout. This is a general setting for all shipping methods.

If yes, the delivery date is calculated like this:

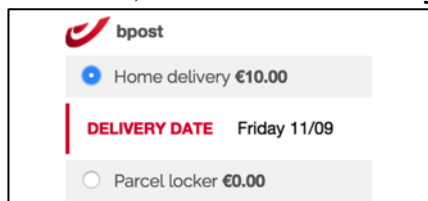
- To start, 1 day is added to the order date, as an order is not delivered the same day.
- Then, an extra day is added if the order is placed after the cut-off time (= value from “Next day delivery allowed till” in the Shipping Settings).

When days are “added”, it is checked if the next day is valid, a valid date is:

- not a holiday
- not a Sunday
- not a Saturday when...
  - o Saturday delivery is not allowed for the selected shipping method;
  - o or the total amount is lower than the “As from...” value for Saturday delivery for the selected shipping method).

**Note:** A list of Belgian holidays is maintained in the database table “bpost\_holidays”

If enabled, the calculated delivery date is displayed like this:



### D.1.2 Choose delivery date

If the option “Choose delivery date” is enabled under “System > Configuration > Shipping Settings” a visitor can choose the delivery date for his order. This is a general setting for all shipping methods.

The number of days he can choose from is based on the setting “Number of delivery days shown” under “System > Configuration > Shipping Settings”.

If enabled, the possible days are shown as radio button where the visitor can make his choice:



**If a delivery date a week into the future is chosen by the customer, the merchant is supposed to hold on to the package for a week before handing it off to bpost.**

## D.2 Use Magento to manage labels = “No”

The easiest option for the setting “Use Magento to manage labels” for most shopkeepers is “Yes”. But if you choose to not manage your labels in Magento, an extra webservice call is placed at the end of the order creating in the frontend.

Because labels will not be managed in the Magento backend, an order is created in the bpost Shipping Manager when a Magento order is created, when the checkout is completed.

If this webservice call fails, the checkout process will continue, the visitor will not see a difference. The error is logged in bpost.log and an email is sent to the email address that is configured in the default Magento setting “System > Configuration > General > Store Email Addresses > General Contact”.


## D.3 Shipping methods

### D.3.1 bpost Home delivery

The home delivery method acts like a standard Magento shipping method. The module has no real frontend impact on this shipping method besides.

The shipping method is only shown if the delivery address is in Belgium. If the postal code is not formatted as “9999”, an error message is shown:

3 SHIPPING METHOD

 bpost

The Bpost shipping method "Home delivery" is not available because your postal code is not correct. For your country the format should be like "9999". Please correct the postal code in your shipping address.

☐ Parcel locker €0.00

### D.3.2 bpost Home delivery international

The home delivery international method acts like a standard Magento shipping method. The module has no real frontend impact on this shipping method besides.

The shipping method is only shown if the delivery address is in any of the selected countries in “Allowed countries” in the shipping method configuration.

To make sure that postal codes that will be sent with the API are valid, the postal code during checkout is validated. This is a table that gives you an overview of the validation being applied per country:

<http://bpost.freshdesk.com/support/solutions/articles/4000040467-current-international-zip-code-masks>

If the postal code does not match, an error message is shown:

3 SHIPPING METHOD

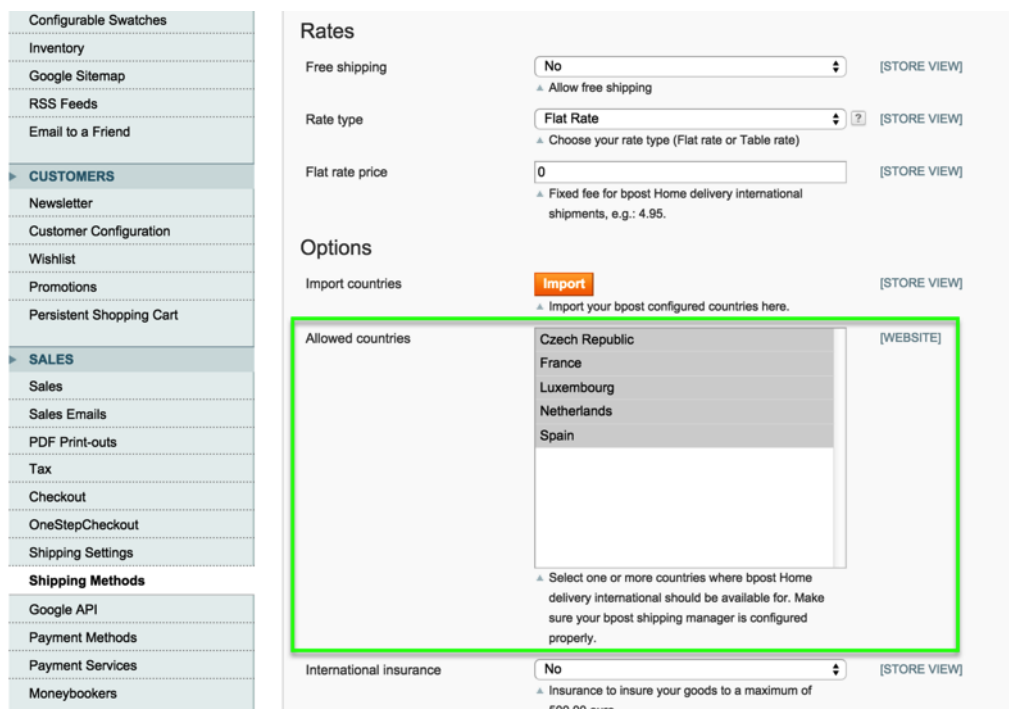
 bpost

The Bpost shipping method "International" is not available because your postal code is not correct. For your country the format should be like "99999". Please correct the postal code in your shipping address.

United Parcel Service

☐ Worldwide Expedited €87.46

Setting up countries for bpost Home delivery international requires configuration in the bpost shipping manager and on the shipping method configuration page.



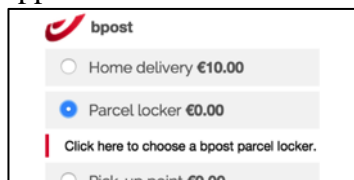
In the shipping method configuration screen you'll be able to indicate what countries you want to ship to. Checkouts with destination addresses with a country that is not selected in this list will not be shown the bpost Home delivery international option.

In order to get countries listed here they need to be imported from the bpost shipping manager:

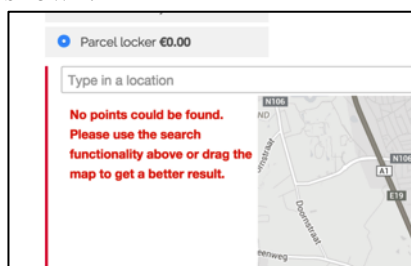
1. You'll have to log into your account in the bpost shipping manager and configure international delivery.
2. Revisit the bpost home delivery international shipping method configuration page and click the import button under options.

### D.3.3 bpost Parcel locker

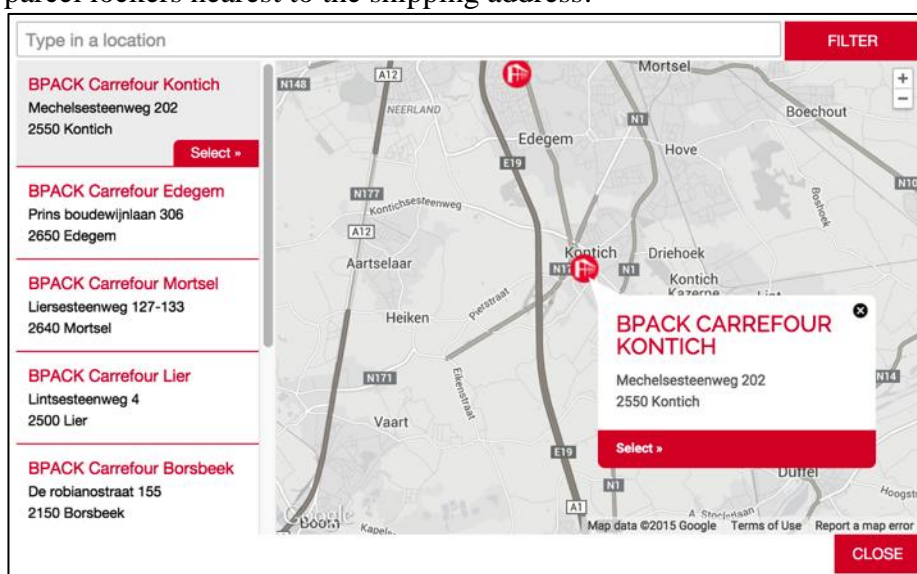
When the bpost Parcel locker shipping method is selected, a link to show the Google map appears:



When clicking the link the Google Map opens and shows the spots that were found based on the shipping address. The shipping address is translated to point on the map using the Google GEO API. If the geolocation fails or no parcel lockers were found, the following message is shown:

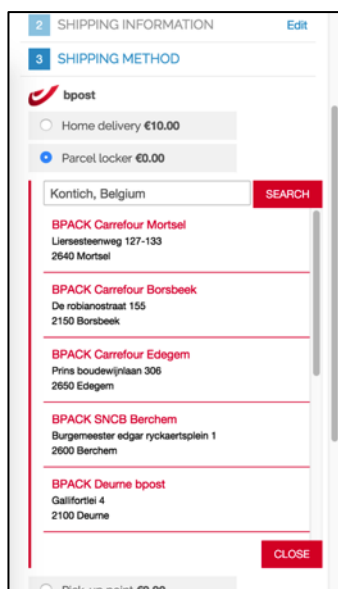


If the geolocation works, and parcel lockers were found, the map is shown with up to 10 parcel lockers nearest to the shipping address:

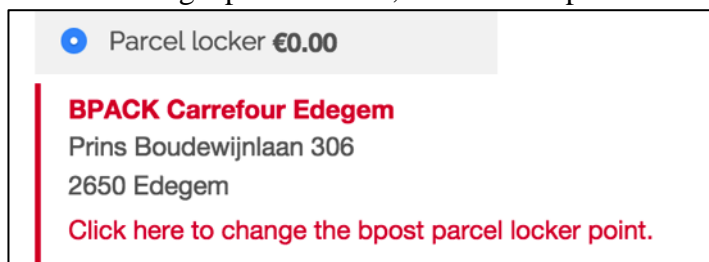


To select a bpost parcel locker, the customer can select a marker on the map and click “Select”, or use the list on the left.

When the screen is very narrow (e.g. on mobile devices) only the map list is shown, the map will be hidden:

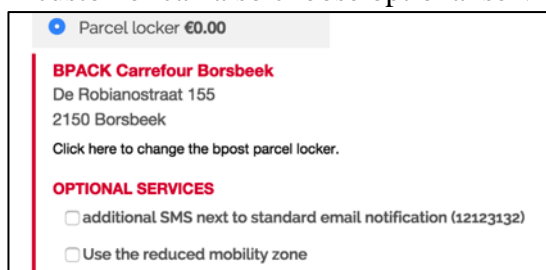


After choosing a parcel locker, the selected parcel locker is presented on the checkout page:



By clicking the link “Click here to change your bpost parcel locker” the map appears again and a new parcel locker can be chosen.

A customer can also choose optional services:



The reduced mobility zone refers to lockers that are easy to access for people with disabilities, this often means that they are easy to access from a wheelchair.

### D.3.4 bpost Pick-up point

The pick-up point shipping method and the parcel locker shipping method works in a similar way.

There are two differences:

1. A pick-up point also has opening hours that are shown on the map or by clicking the question mark next to the name once selected:

☒ Pick-up point €0.00

**EDEGEM CENTRUM** ?  
 Drie Eikenstraat 17  
 2650 Edegem  
 Click here to change the bpost pick-up point.

**HOW DO YOU WANT TO BE NOTIFIED WHEN YOUR PARCEL IS AVAILABLE IN THE PICK-UP POINT?**  
☐ via SMS (12123132)

<b>Monday</b>	9:30 - 12:30 / 13:30 - 17:00
<b>Tuesday</b>	9:30 - 12:30 / 13:30 - 18:00
<b>Wednesday</b>	9:30 - 12:30 / 13:30 - 17:00
<b>Thursday</b>	9:30 - 12:30 / 13:30 - 18:00
<b>Friday</b>	9:30 - 12:30 / 13:30 - 17:00
<b>Saturday</b>	9:30 - 13:00 / Closed
<b>Sunday</b>	Closed

2. The optional services are different:

Drie Eikenstraat 17  
 2650 Edegem  
 Click here to change the bpost pick-up point.

**HOW DO YOU WANT TO BE NOTIFIED WHEN YOUR PARCEL IS AVAILABLE IN THE PICK-UP POINT?**  
☐ via SMS (12123132)
 ☒ via E-mail ( )

**DELIVERY DATE** Monday 14/09

## E. Backend order processing

Orders that have been created with a bpost shipping method appear in the bpost overviews:

	Sales	Catalog	Customers	Promotions
Order	Orders			Default phone numbers are
	bpost Orders			
Invoice	Invoices		All bpost orders	
Shipment	Shipments		Pending bpost orders	

Orders should be processed from within the “Pending bpost orders” overview. This contains all bpost orders that are not in the Magento status “Completed”, “Closed” or “Cancelled”.

The overview “All bpost orders” contains all bpost orders, regardless of the status.

### E.1 Weight

The module calculates the total weight of the order based on the weight of the products in the order per shipments. All items without a parent item are taken into account to counter problems with configurable and bundled products.

A label is generated for each shipment and the total weight per shipment is sent to bpost when generating a label.

Weight is optional, you are not required to fill in the weight of your products. Do mind that you might have agreed otherwise in your contract with bpost and will have to make the configuration as such.

**Note:** The setting “Unit weight” under “Shipping Settings” is used to calculate the weight and translate it to the unit bpost is expecting, make sure it is set correctly.



## E.2 Generating labels

In the bpost overviews, you can filter the orders you would like to process using the standard Magento column filters that are available in the overview:

Pending bpost orders											
Page 1 of 1 pages   View 20 per page   Total 15 records found											
<div> <a href="#">Select All</a>   <a href="#">Unselect All</a>   <a href="#">Select Visible</a>   <a href="#">Unselect Visible</a>   0 items selected         </div> <div> <a href="#">Reset Filter</a> <a href="#">Search</a> </div>											
Order #	Purchased From (Store)	Purchased On	Bill to	Ship to	Order amount	# of items	Status	bpost status	Label download	Drop date	Action
Any		From: To:			From: To:					From: To:	
<input type="checkbox"/>	162145000019	Main Website Madison Island English	Sep 8, 2015 10:00:26 AM		€200.00	1	Pending		No	2015-09-11	<a href="#">View</a>
<input type="checkbox"/>	162145000018	Main Website Madison Island	Sep 8, 2015 9:57:52 AM		€205.00	1	Pending		No	2015-09-11	<a href="#">View</a>

Filter the overview and select all the orders you would like to process. Then, perform the action “Generate shipping label” that is available in the “Actions” dropdown top right of the overview by selecting it and clicking the “Submit” button next to it.

This action results in the following:

### 1. Magento shipment will be created.

Performing then “Generate shipping label” action will contact bpost through a webservice, which will provide a tracking code and a bpost label as PDF.

If the order does not yet have a shipment, a Magento shipment will be created and the tracking number will be added to that shipment:

Order View

Information

Invoices

Credit Memos

Shipments

Comments History

Transactions

bpost Return Labels

Order # 162145000017 | Sep 8, 2015 9:47:13 AM

Back

Edit

Cancel

Send Email

Hold

Invoice

Reorder

bpost Return Label


Page 1 of 1 pages | View 20 per page | Total 1 records found

Reset Filter

Search

Shipment #	Ship to	Date Shipped	Total Qty
		From: <div></div>	From: <div></div>
		To: <div></div>	To: <div></div>
100000042	bpost parcel locker: BPACK Carrefour Borsbeek	Sep 8, 2015 11:05:05 AM	2

You can also verify if a label is present by checking the “Label download” column in the overview:

Status	bpost status	Label download
Processing	ANNOUNCED	

If an order already has a shipment, a new shipment will not be created, a label and tracking number will be generated for each existing bpost shipment. See “*Processing order with multiple shipments*” for more information.

## 2. The status of the order changes.

If your order had the status “Processing” before performing the “Generate shipping label”, it will automatically be set to “Complete”.

The status of the order is changed based on the standard Magento status workflow.

As a result, if no invoice has been created before the action “Generate shipping label” the status would go from “Pending” to “Processing”.

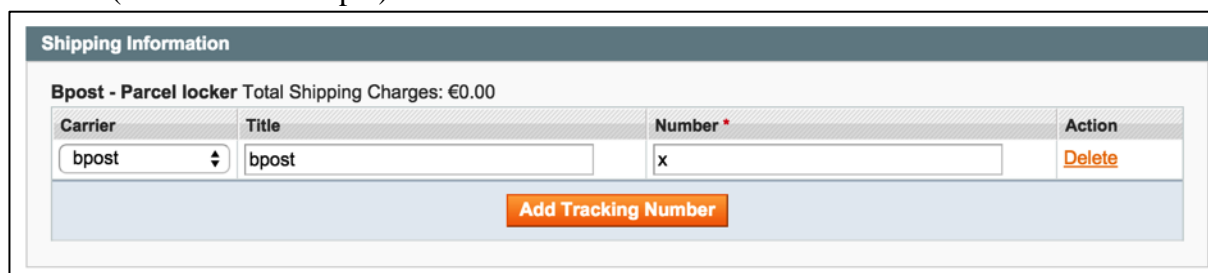
## 3. An email will **\*not\*** be sent to the client.

If you want a shipment email to be sent, you will have to go to the shipment and click the “Send Email” button.

### E.2.1 Processing order with multiple shipments

When an order requires multiple shipments, you have to create as many shipments as needed manually in Magento **before** performing the “Generate shipping label” action.

You can create the shipment like any other Magento shipment, but if a bpost label needs to be generated for that shipment, you need to select bpost as carrier and fill in a dummy tracking number (use “x” for example):



Carrier	Title	Number *	Action
bpost	bpost	x	<a href="#">Delete</a>

[Add Tracking Number](#)

**Note:** The dummy tracking number will be replaced with the bpost tracking number as soon as the action “Generate shipping label” has been performed. You can just put ‘x’

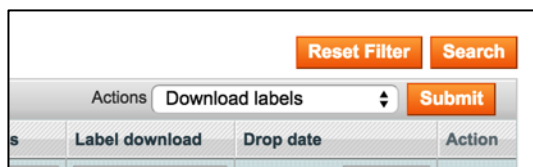
When the “Generate shipping label” processes the order, it will generate a label and tracking number for each bpost shipment in the order. You can also add other (non-bpost) shipments in the order if needed; they will be ignored by the “Generate shipping label” action.

After the “Generate shipping label” has been performed on an order, the value in the “bpost label” column will change to a PDF icon and you will not be able to re-process the order.

## E.3 Downloading labels

The module assumes you will only download the label once, and you do not want to download a label you already downloaded and therefore a flag “Label Downloaded” is set on an order when a label has been downloaded.

To download the labels that have been generated with the action “Generate shipping label”, select the order for which you want to download the labels and perform the “Download all undownloaded” action:






This action will process all the orders you have selected - that do not have the flag “Label Downloaded” - and generate a ZIP-file containing the labels of all the orders (that were not downloaded before) as PDF’s.

The generated ZIP is presented as a link after the action. All previously generated .ZIP files can be found on the server in ...

### E.3.1 Download a single label

You can also download a single label **without reading** the “downloaded” flag by clicking on the PDF logo in the overview:

Status	bpost status	Label download	Drop date
			From: 
			To : 
Processing	ANNOUNCED		2015-09-10
Ready		No	2015-09-09

You can also always download the bpost label with this icon, regardless of the fact you downloaded it before (= “Label Downloaded” flag is set to “Yes”).

## F. Return labels

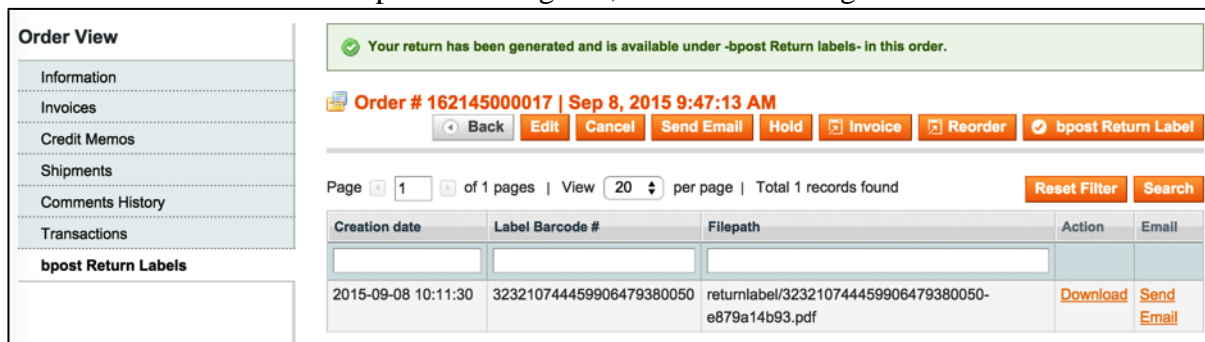
### F.1 Automatically along with each label

You can have return labels to be automatically included in the initial label. You can enable or disable this option in the “Shipping settings”, field “Automatic retour labels”.

You will probably only need to use this functionality if you want to send return labels along with each package to your customers. This renders the functionality described in the section “Manually” obsolete.

### F.2 Manually

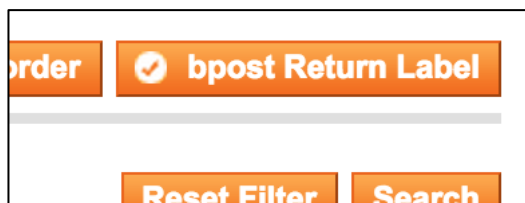
The module allows Magento webshop administrators to generate return labels for a bpost order. Where regular labels are generated and maintained at a shipment level, the return labels are not linked to a certain shipment in Magento, and can be managed from with the order:



The screenshot shows the 'Order View' page for Order # 162145000017. A green message at the top states: 'Your return has been generated and is available under -bpost Return labels- in this order.' Below this, the order details are shown, including the date 'Sep 8, 2015 9:47:13 AM'. A row of action buttons is visible: Back, Edit, Cancel, Send Email, Hold, Invoice, Reorder, and bpost Return Label. Below the buttons, a table displays the generated return label information.

Creation date	Label Barcode #	Filepath	Action	Email
2015-09-08 10:11:30	323210744459906479380050	returnlabel/323210744459906479380050-e879a14b93.pdf	<a href="#">Download</a>	<a href="#">Send Email</a>

To generate a return label for an order, click on the “bpost Return Label” button top right of an order:



This close-up shows the 'bpost Return Label' button, which is orange with a circular icon containing a right-pointing arrow. Below it, the 'Reset Filter' and 'Search' buttons are also visible.

After clicking on this button, a bpost return label will be generated and is available under “bpost Return Labels”.

### F.2.1 Download label

To download the return label, you can click on the “Download” link of the row corresponding to the desired return label.

### F.2.2 Email label and instructions to client

You do not have to download the label to send it to the client, you can email the return label with the action “Email to client” in the “Email” column:

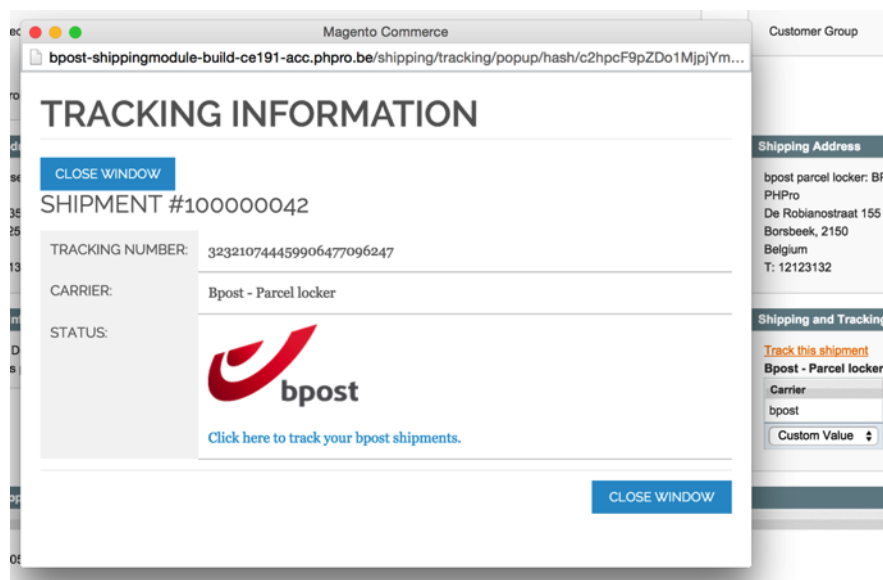
	Action	Email
	<a href="#">Download</a>	<a href="#">Send Email</a>

An email will be sent to the email address of the customer that is available in the order. A default template is included (and used) in the module for this and is called “bpost - returnlabel Email”.

## G. Track & Trace

When a label is generated, bpost will return a tracking code for your order (not per shipment).

The link will be added to the standard Magento “Track your order” window:



## G.1 Email

The track & trace link can also be added to the standard Magento shipping email that is being sent when a Magento shipment is created (if enabled):



**MADISON ISLAND**

**THANK YOU FOR YOUR ORDER FROM MADISON ISLAND.**

You can check the status of your order by [logging into your account](#).

Order Questions?  
Email: [support@example.com](mailto:support@example.com)

**Your Shipment #100000065**  
Order #16214500047

ITEMS IN YOUR ORDER	SKU	QTY
<b>TORI TANK</b> Color Indigo Size XL	wbk003xl	1

**BILL TO:**  
John Snow  
Castleblack 42  
Brussels, -, 1000  
Belgium  
T: 0123 123 123

**SHIP TO:**  
John Snow  
Castleblack 42  
Brussels, -, 1000  
Belgium  
T: 0123 123 123

**SHIPPING METHOD:**  
Bpost - Home delivery

**PAYMENT METHOD:**  
Cash On Delivery

Shipped By	Tracking Number
bpost	323210744459906623177109

[Track this shipment](#)

Thank you, Madison Island!

Emails will be sent if this is enabled in the default Magento setting “System > Configuration > Sales emails > Shipment > Enabled”

Magento email template can be manage in “System > Transactional Emails”.

At the end of the default Magento shipment template you can add:

```
<div style="text-align:center; margin-top:5px; line-height:1.4; font-size:14px;">{{var shipment.bpost_tracking_url}}</div>
```

below

```
{{block type='core/template' area='frontend'  
template='email/order/shipment/track.phtml' shipment=$shipment order=$order}}
```

This will display the tracking link in the mail template.



## H. OneStepCheckout.com integration

The bpost Magento module support the OneStepCheckout module from OneStepCheckout.com : <http://www.onestepcheckout.com/>

### CHECKOUT

Welcome to the checkout. Fill in the fields below to complete your purchase!

[Already registered? Click here to login.](#)

#### 1 BILLING ADDRESS

First Name \*  
John

Last Name \*  
Snow

Email Address \*  
john.snow@castl

Telephone \*  
0123 123 123

Address \*  
Castleblack 42

Country \*  
Belgium

City \*  
Brussels

Zip Code \*  
1010

State  
Brussels

Company  
The Watch

Fax  
02 123 123 32

☒ Create an account for later use

Password  
\*\*\*\*\*

Confirm password  
\*\*\*\*\*

☒ Ship to the same address

#### 2 SHIPPING METHOD

bpost

Home delivery €5.00

**DELIVERY DATE** Tuesday 22/09

Parcel locker €4.00

Pick-up point €4.00

**United Parcel Service**

Worldwide Expedited €87.46

Worldwide Express Saver €93.58

Worldwide Express €96.54

Worldwide Express Plus €138.04

**Free Shipping**

Free €0.00

#### 3 PAYMENT METHOD

Cash On Delivery

#### REVIEW YOUR ORDER

Product	Qty	Subtotal
Lafayette Convertible Dress	1	€340.00
Subtotal		€340.00
Shipping		€5.00
<b>Grand total</b>		<b>€345.00</b>

[Place order now](#)

The integration with OneStepCheckout offers the same functionality as the standard behavior of the bpost Magento Module.