Magento 2 - Bpost

Shipping Module

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2 GENERAL

Important: before using 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 5 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 “Stores > Configuration > Sales > Shipping Settings” to set general account configurations.
    - Extra tabs in “Stores > Configuration > Sales > Shipping Methods” to set specific shipping method configurations.

3 LANGUAGES & COMPATIBILITY

The following language packs are included in the module:

- English
- Dutch
- French

The module is currently support the versions below:

- Magento 2.0.7 Community & Enterprise
- Magento 2.0.8 Community & Enterprise
- Magento 2.0.9 Community & Enterprise

4 INSTALLATION

To Be Determined when the package is uploaded in the marketplace.

5 BACKEND & CONFIGURATION

Important: It is important that you aware of the default behavior of Magento, this document assumes you already know how the basics work by default.

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

5.1 SHIPPING SETTINGS

Setting	Description	Default
Account id	Your 6 digits bpost account ID used for the Shipping Manager	<Empty>
Passphrase	The passphrase you entered in bpost Shipping Manager back-office application. This is not the password used to access bpost portal.	<Empty>
API url	Do not modify this setting if you are not 100% sure of what you are doing.	https://api.bpost.be
Sender … fields	These fields are used in the webservice calls. They will be put on the label as well.	<Empty>
Use Magento to manage labels	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. 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.	Yes
Label format	Choose between A6 or A4 format, this determines how the resulting PDF's are returned from the API.	A6
Automatic retour labels	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. You are able to manually create return labels on the Magento order with the button "bpost Return Label".	No
Display	Displays calculated delivery date in the frontend to the visitor	Yes

Setting	Description	Default
delivery date	during checkout. See “Delivery dates” for more information.	
Days between order and shipment	Days between order and shipment. This is used to calculate the delivery date. See “Delivery dates” for more information.	1
Choose delivery date	Allow customer to choose their delivery date, where the calculated delivery date is the first possible option.	No
Number of delivery days shown	If “Choose delivery date”, the number of days to choose from. See “Delivery dates” for more information.	5
Next day delivery allowed till	If the order is placed after this cut-off time, this impacts the displayed delivery date(s). Order placed = end of checkout.	00:00
Saturday delivery cost	Additional fee when using Saturday delivery option, e.g.: 4.95.	6
Unit weight	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
Google browser API key	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>
Google server API key	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.

5.2 SHIPPING METHODS

If the module is installed correctly, 5 new bpost Shipping methods can be found in “Stores > Configuration > Sales > Shipping Methods”

5.2.1 bpost Home delivery

Setting	Description	Default
Enabled	Enables or disabled the delivery method.	Yes
Free shipping	Allow free shipping for this shipping method.	Yes
… as of	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
Rate type	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.	Flat Rate
Flat rate price	On applicable if “Rate type” is set to “flat rates”.	0
Table rates condition	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: http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping	Weight vs. Destination
2nd presentation	This options provides automatically a second presentation at the receiver's address should he be absent upon first presentation.	No
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	<Empty>
Insurance	Insurance to insure your goods to a maximum of 500,00 euro.	Yes
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
Signature	The delivery happens against signature by the receiver.	No
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
Saturday delivery	The parcel is delivered on Saturday if it is timely dropped in the bpost network.	0

Setting	Description	Default
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	0

5.2.2 bpost Home delivery international

Setting	Description	Default
Enabled	Enables or disabled the delivery method.	Yes
Free shipping	Allow free shipping for this shipping method.	No
… as of	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
Rate type	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
Flat rate price	On applicable if “Rate type” is set to “flat rates”.	0
Table rates condition	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: http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping	Weight vs. Destination
Export table rates file	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA
Import table rates file	Only applicable if “Rate type” is set to “table rates”. You can upload your CSV here. Note: The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope! Tip: You can use online tools to generate a CSV file like this: http://elgentos.nl/tablerates/	NA
Import countries	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
Allowed countries	The possible countries are filled by clicking the “Import” button under “Import countries”.	NA

Setting	Description	Default
	The shipping method will be shown for shipping address in any of the selected countries.	
International insurance	Insurance to insure your goods to a maximum of 500,00 euro.	No
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100

5.2.3 bpost Pick-up point

Setting	Description	Default
Enabled	Enables or disabled the delivery method.	Yes
Free shipping	Allow free shipping for this shipping method.	No
… as of	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
Rate type	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
Flat rate price	On applicable if “Rate type” is set to “flat rates”.	0
Table rates condition	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: http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping	Weight vs. Destination
Export table rates file	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA
Import table rates file	Only applicable if “Rate type” is set to “table rates”. You can upload your CSV here. Note: The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope! Tip: You can use online tools to generate a CSV file like	NA

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

5.2.4 bpost Parcel locker

Setting	Description	Default
Enabled	Enables or disabled the delivery method.	Yes
Free shipping	Allow free shipping for this shipping method.	No
… as of	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
API url	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
Rate type	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
Flat rate price	On applicable if “Rate type” is set to “flat rates”.	Weight vs. Destination
Table rates condition	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: http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping	NA
Export table rates	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA

Setting	Description	Default
file		
Import table rates file	Only applicable if “Rate type” is set to “table rates”. You can upload your CSV here. Note: The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope! Tip: You can use online tools to generate a CSV file like this: http://elgentos.nl/tablerates/	NA
Insurance	Insurance to insure your goods to a maximum of 500,00 euro.	Yes
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
Saturday delivery	The parcel is delivered on Saturday if it is timely dropped in the bpost network.	0
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	0

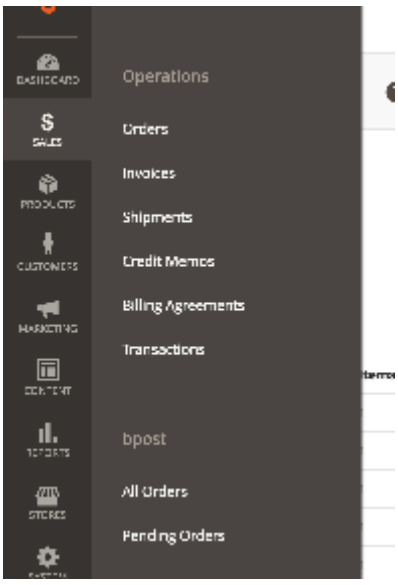
5.2.5 bpost Click & Collect

Setting	Description	Default
Enabled	Enables or disabled the delivery method.	Yes
Logo	Uploads a custom map marker.	bpost logo
Free shipping	Allow free shipping for this shipping method.	No
… as of	Free shipping will be applied as from a minimum amount. To amount is based on the total order amount VAT included.	<Empty>
Rate type	Only applicable if “Rate type” is set to “flat rate”. Fixed amount as shipment cost e.g.: 4.95.	0
Flat rate price	On applicable if “Rate type” is set to “flat rates”.	0
Table rates condition	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	Weight vs. Destination

Setting	Description	Default
	visit: http://www.magentocommerce.com/knowledge-base/entry/how-do-i-set-up-table-rate-shipping	
Export table rates file	Only applicable if “Rate type” is set to “table rates”. You can download the current CSV by clicking the “Export CSV” button.	NA
Import table rates file	Only applicable if “Rate type” is set to “table rates”. You can upload your CSV here. Note: The table rates configuration file is only available in the Magento [Website] scope; it will not be visible in another configuration scope! Tip: You can use online tools to generate a CSV file like this: http://elgentos.nl/tablerates/	NA
Insurance	Insurance to insure your goods to a maximum of 500,00 euro.	Yes
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	100
Saturday delivery	The parcel is delivered on Saturday if it is timely dropped in the bpost network.	0
… as from	Only applied to orders with this minimum amount. To amount is based on the total order amount VAT included.	0

5.3 BACKEND ORDER PROCESSING

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



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.

5.3.1 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.

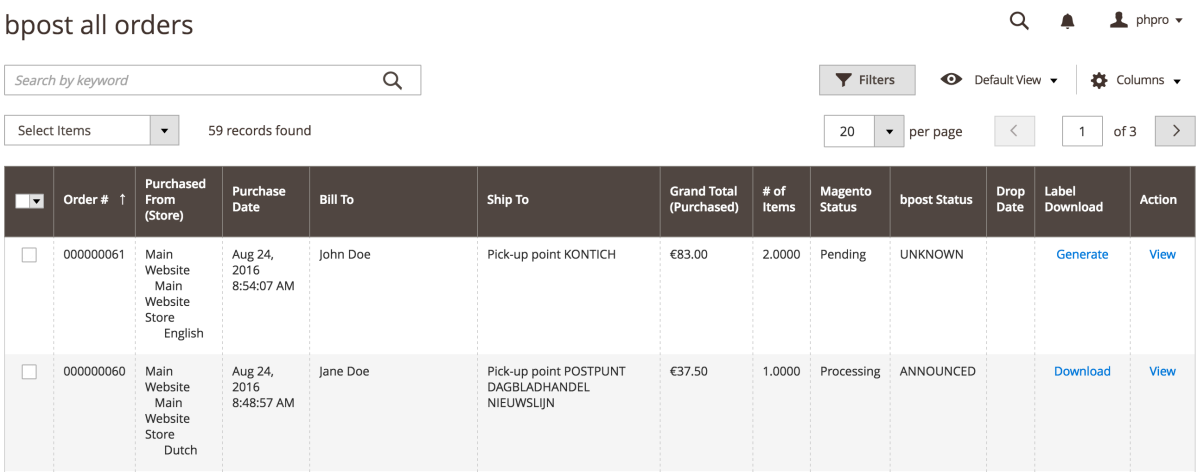
A label is generated for each shipment and the total weight per shipment is sent to bpost when generating a label.

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.

5.3.2 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:

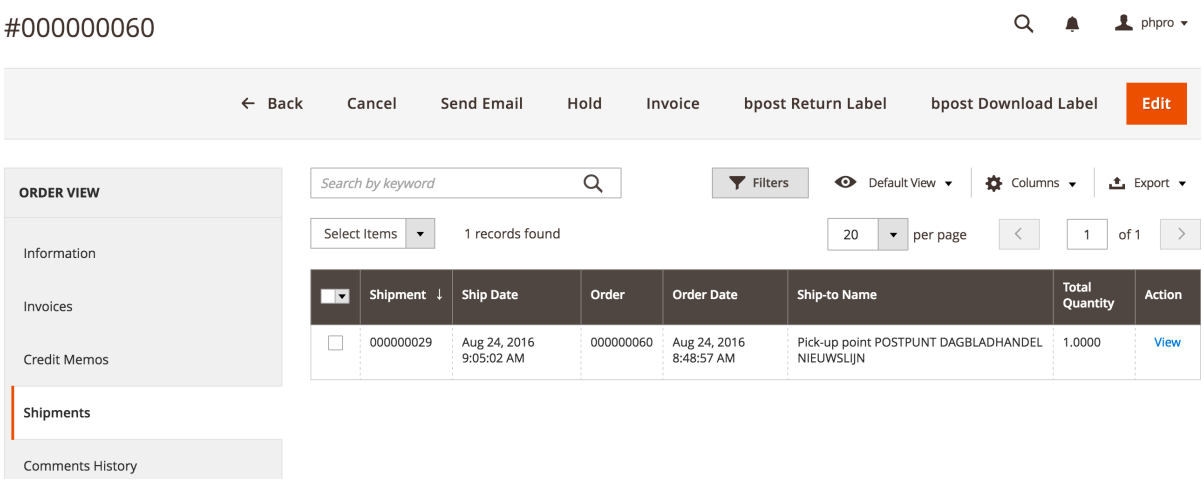


Filter the overview and select all the orders you would like to process. Then, perform the action “Generate shipping label” that is available in the “Actions” dropdown top left of the overview by selecting it.

5.3.2.1 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:



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

5.3.2.2 The status of the order changes.

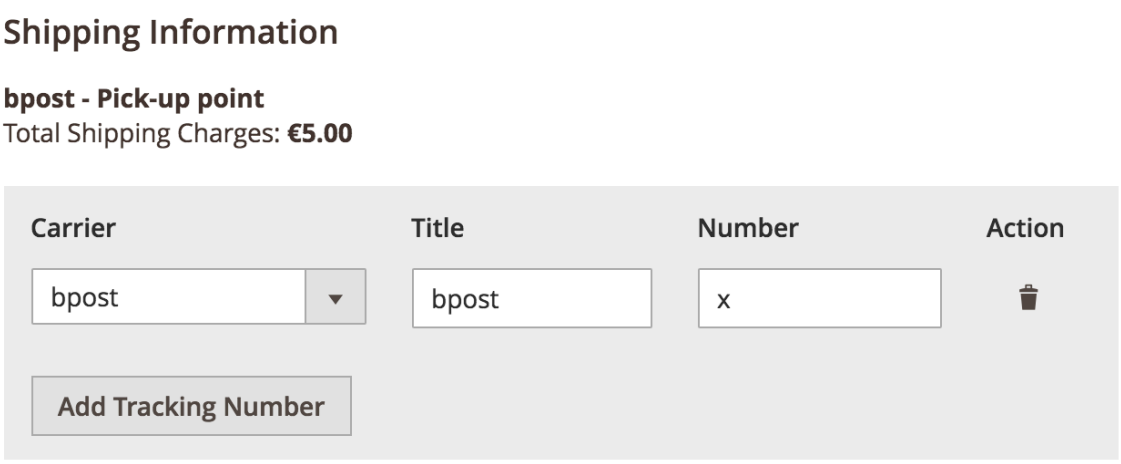
If your order had the status “Processing” before performing the “Generate shipping label”, it will automatically be set to “Complete”.

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”.

5.3.3 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):



> ***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 "download" and you will not be able to re-process the order.

5.3.4 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" action.

5.3.5 Downloading a single label

You can also download a single label without reading the "downloaded" flag by clicking on the "download"-button in the overview:

Magento Status	bpost Status	Drop Date	Label Download	Action
Processing	PRINTED		Download	View
Processing	ANNOUNCED		Download	View

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

5.4 RETURN LABELS

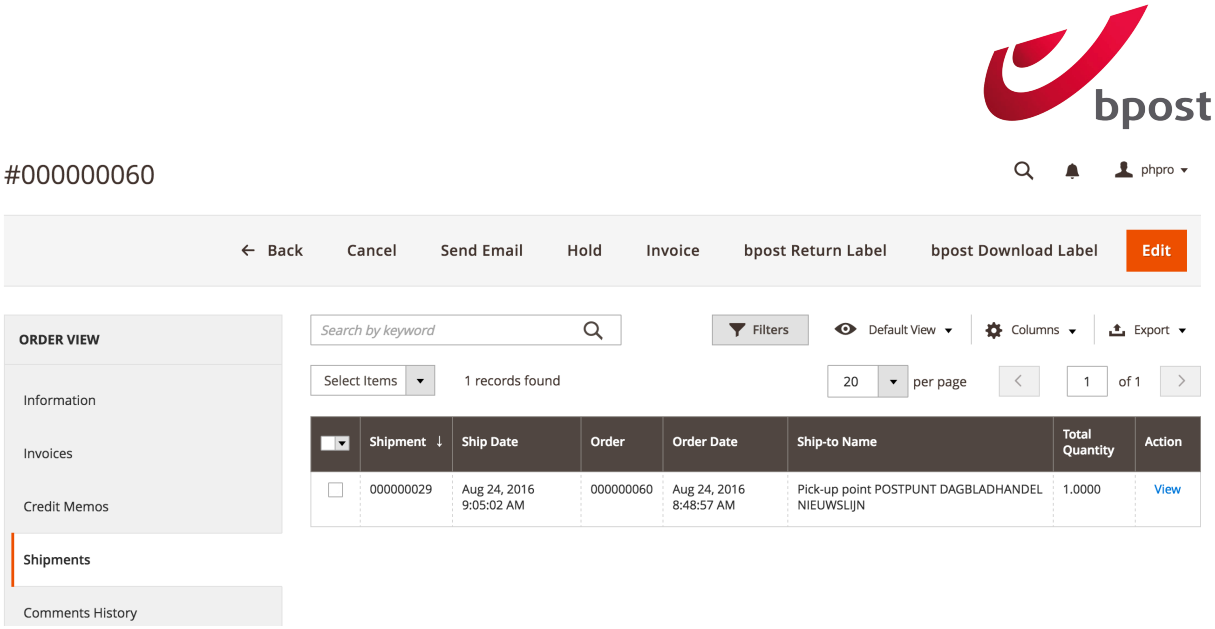
5.4.1 Automatically along with each label

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”.

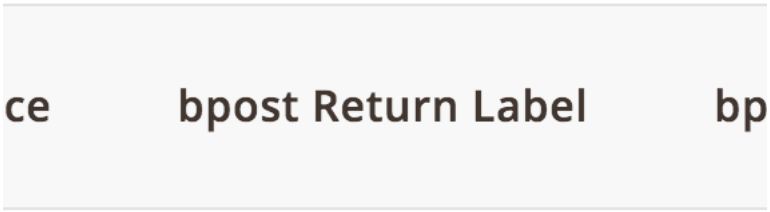
You will probably only need to use this functionality if you want to send return labels along with each package to your customers. This renders the functionality described in the section “Manually” obsolete.

5.4.2 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:



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



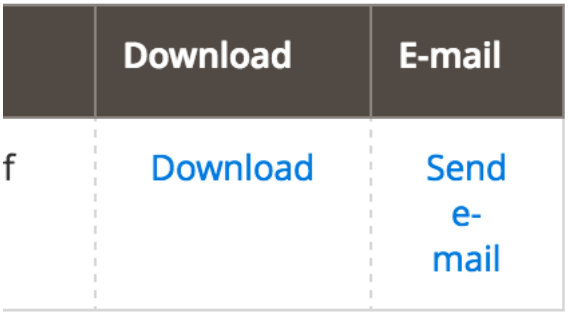
After clicking on this button, a bpost return label will be generated and is available under “bpost Return Labels”.

5.4.3 Download label

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

5.4.4 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:

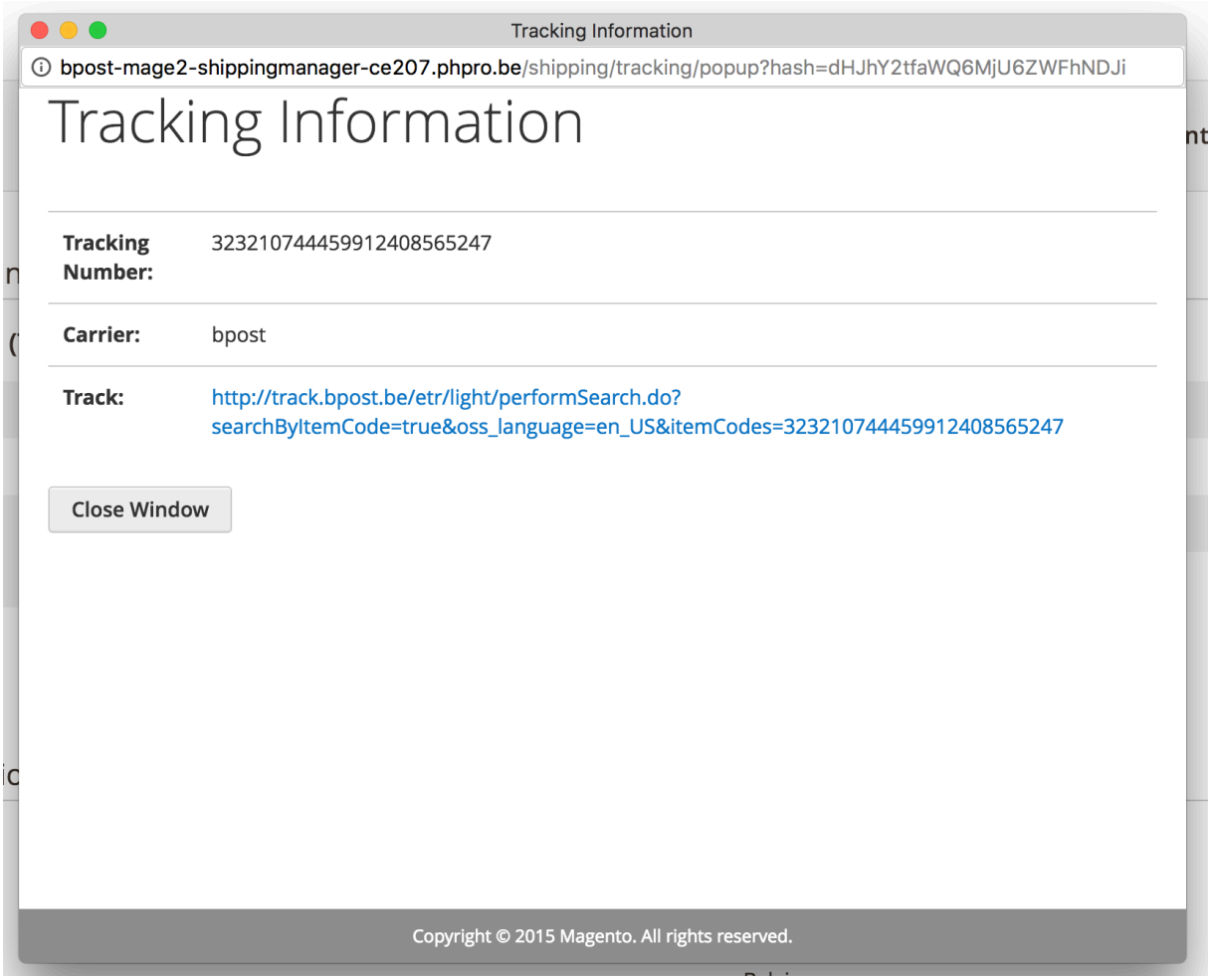


An email will be sent to the email address of the customer that is available in the order. A default template is included (and used) in the module for this and is called “bpost – return label Email”.

5.5 TRACK & TRACE

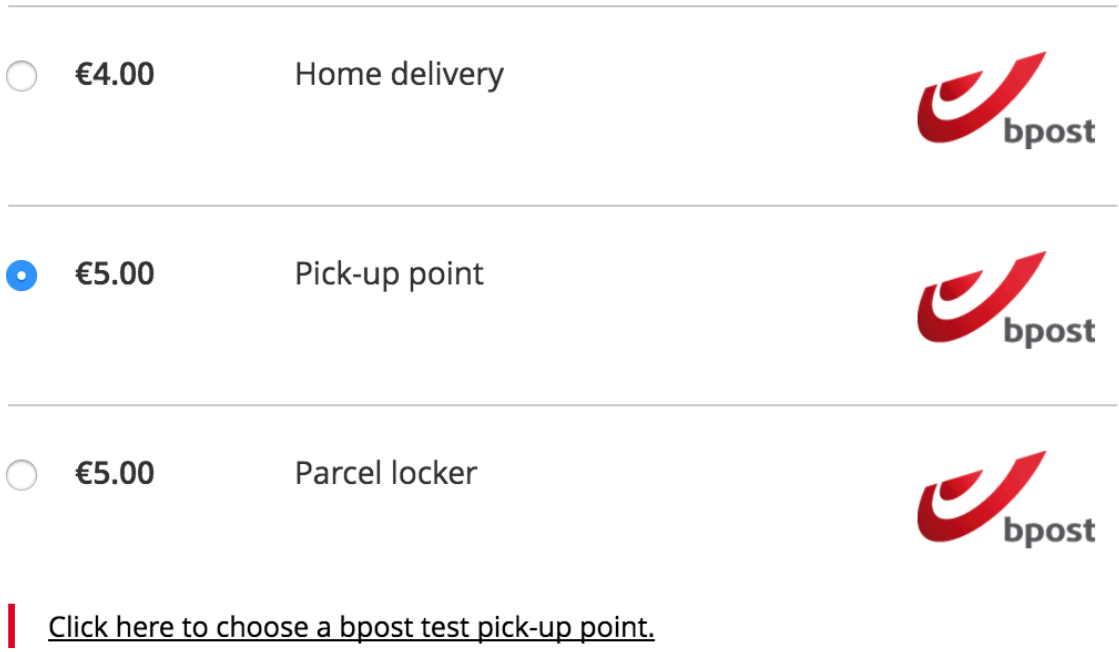
When a label is generated, bpost will return a tracking code for your order (not per shipment).

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



6 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.

6.1 DELIVERY DATES

6.1.1 Display delivery date

The option “Display delivery date” in “Stores > 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:

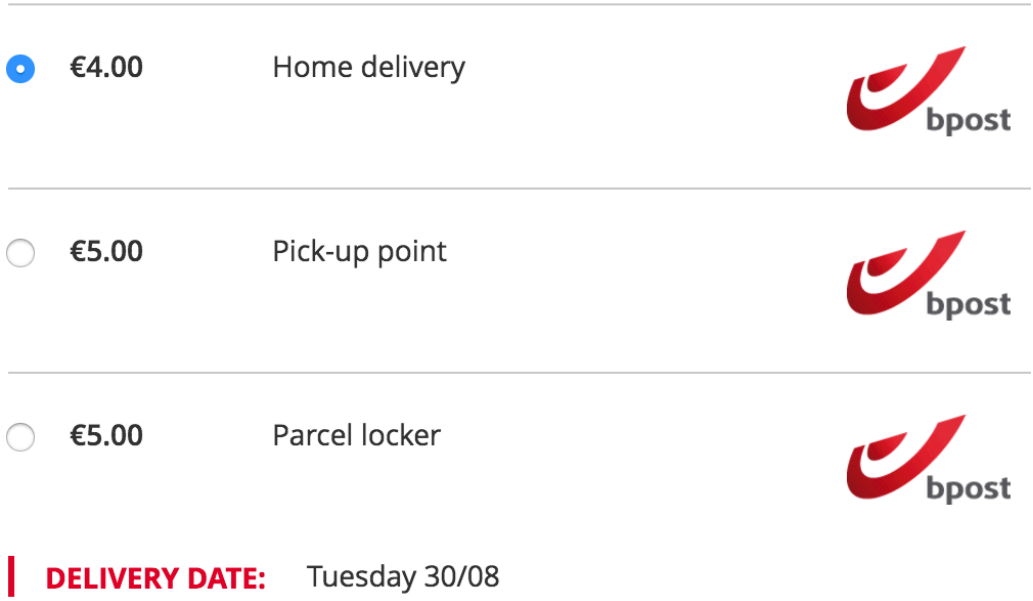
- To start, 1 day is added to the order date, as an order is not delivered the same day.
- Then, an extra day is added if the order is placed after the cut-off time (= value from “Next day delivery allowed till” in the Shipping Settings)

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…
    - Saturday delivery is not allowed for the selected shipping method;
    - The total amount is lower than the “As from…” value for Saturday delivery for the selected shipping method).

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

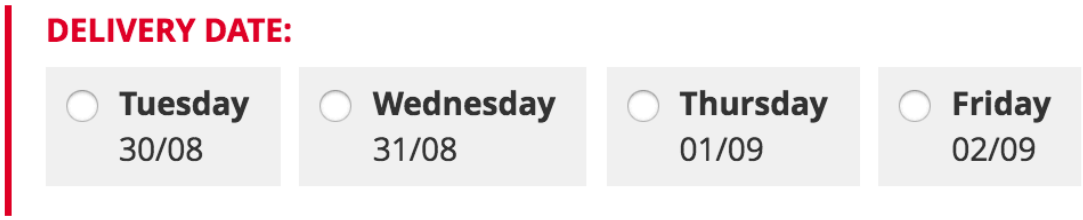


6.1.2 Choose delivery date

If the option “Choose delivery date” is enabled under “Stores > 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 “Stores > Configuration > Shipping Settings”.

If enabled, the possibile 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.

6.2 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.

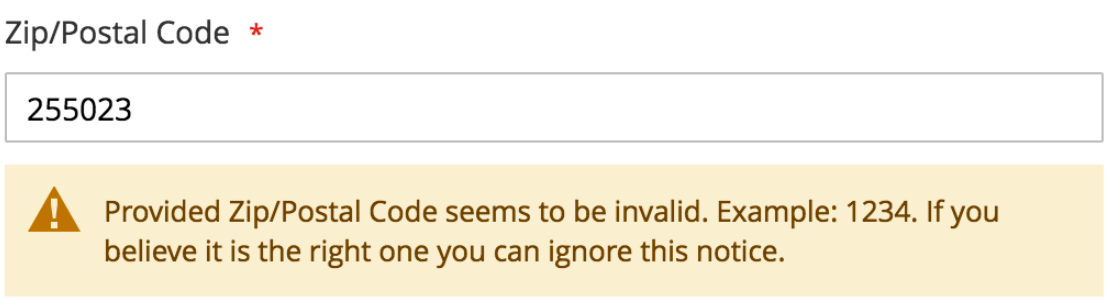
If this webservice call fails, the checkout process will continue, the visitor will not see a difference. The error is logged in bpost.log and an email is sent to the email address that is configured in the default Magento setting "Stores > Configuration > General > Store Email Addresses > General Contact".

6.3 SHIPPING METHODS

6.3.1 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:



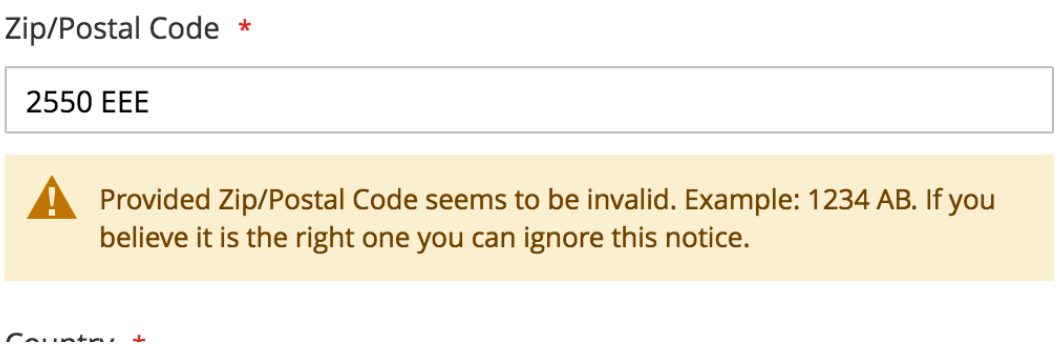
6.3.2 bpost Home delivery international

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

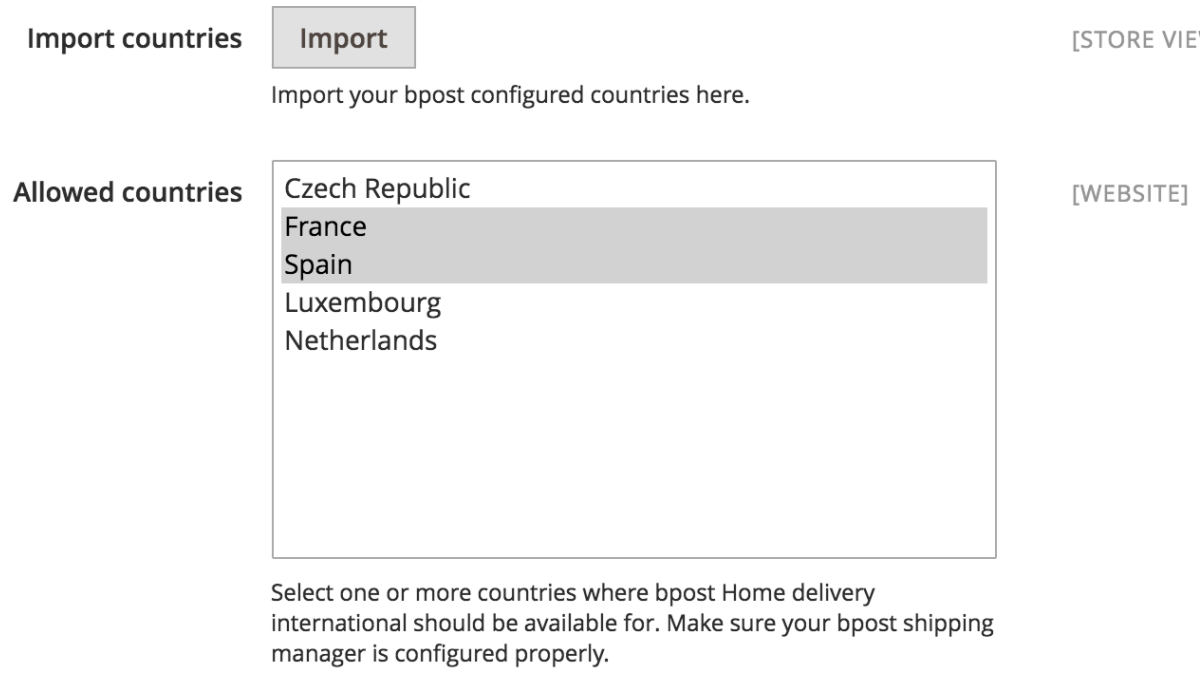
The shipping method is only shown if the delivery address is in any of the selected countries in “Allowed countries” in the shipping method configuration.

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:



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



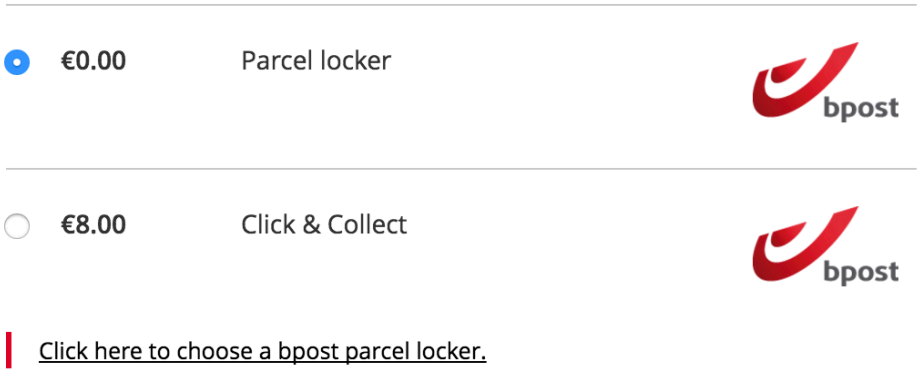
In the shipping method configuration screen you'll be able to indicate what countries you want to ship to. Checkouts with destination addresses with a country that is not selected in this list will not be shown the bpost Home delivery international option.

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

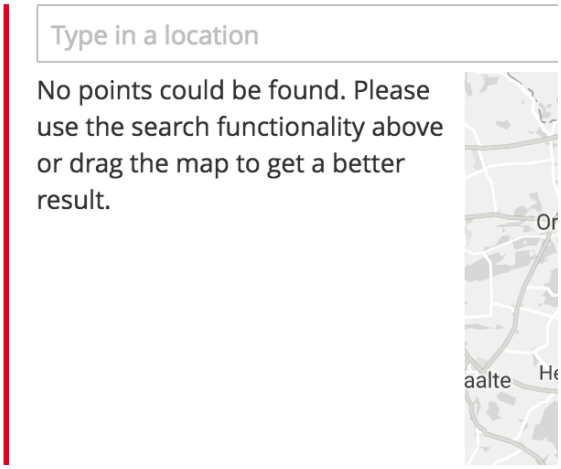
1. You'll have to log into your account in the bpost shipping manager and configure international delivery.
2. Revisit the bpost home delivery international shipping method configuration page and click the import button under options.

6.3.3 bpost Parcel locker

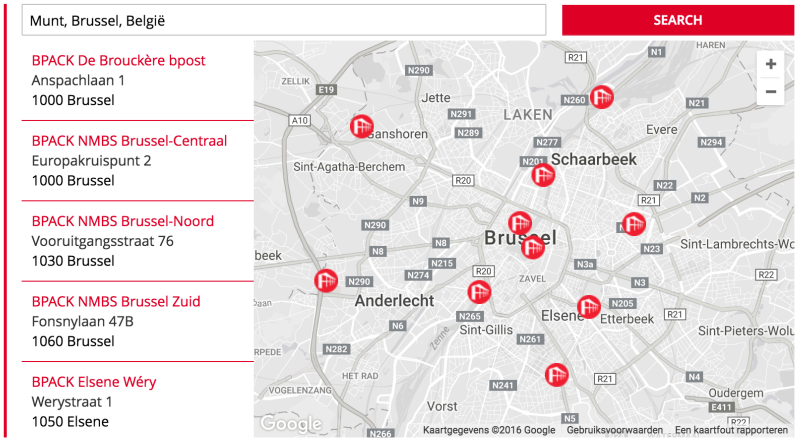
When the bpost Parcel locker shipping method is selected, a link to show the Google map appears:



When clicking the link the Google Map opens and shows the spots that where 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:

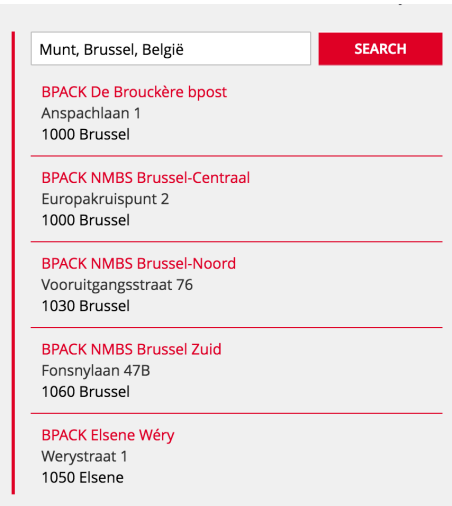


If the geolocation works, and parcel lockers were found, the map is shown with up to 10 parcel lockers nearest to the shipping address:

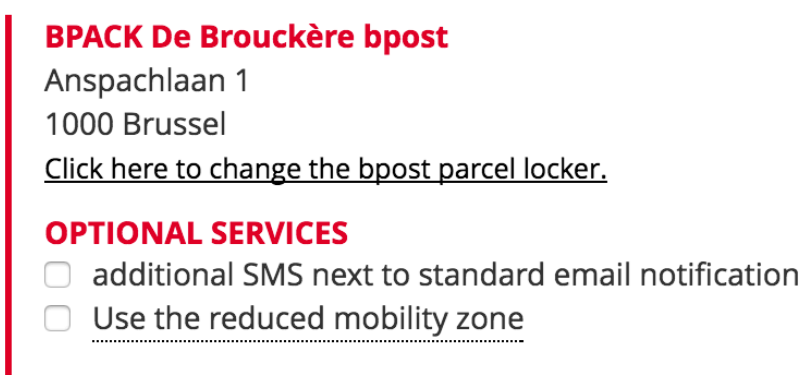


To select a bpost parcel locker, the customer can select a marker on the map and click “Select”, or use the list on the left.

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.

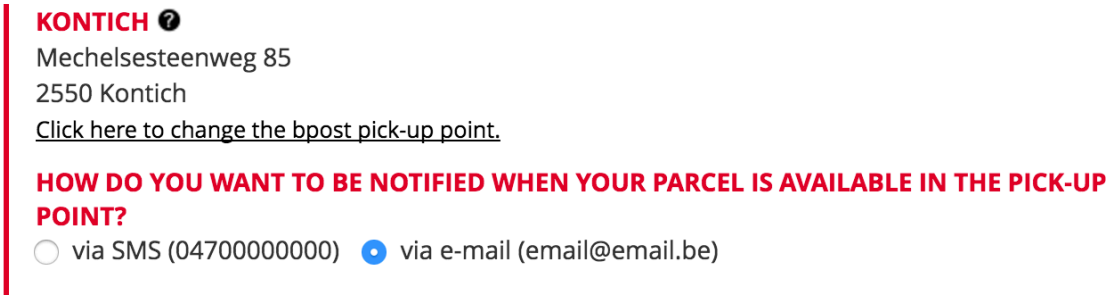
6.3.4 bpost Pick-up point

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:

2: The optional services are different:



6.3.5 bpost Click & Collect

The Click & Collect shipping method and the Pick-up point shipping method work in a similar way.

There are only two differences:

1. Click & Collect points are defined in the bpost Shipping Manager tool.

2. You can use custom markers for the display of the points.