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1. What is the bpost plug-in for Shopify?

Do you have a [bpost business account](#)? Have you launched a webshop with the Shopify e-commerce platform? Are you tired of having to manually create your shipping labels to ship your orders? Then this manual is for you!

By linking your bpost and Shopify accounts, the shipping labels you need to create for each order made in your webshop will now be generated automatically. A big boost to your business!

Currently, this applies to national and European parcels of up to 30 kg (max. 20 kg for Poland) to a single address and with no options. For the others, labels have to be created manually.

And if you have a parcel contract, be patient: the official bpost plug-in does not yet exist. We are actively working on developing a free solution! Stay tuned!



2. How does it work?

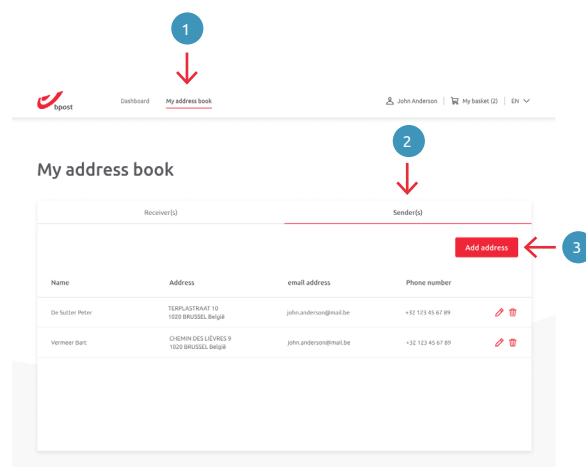
2.1. Set up a shipping address

In order to create shipping labels linked to orders placed in your Shopify webshop, it is imperative that a default address be configured in your bpost business account. If no default sender address is entered, no shipping label can be generated automatically on your bpost business account.

To set up a default sender address, go to parcel.bpost.be and sign in to your account.

Then click on:

1. Address book
2. Sender(s)
3. Add an address



4. Fill in all the fields required to create a sender address.
5. Be sure to check the "Use this address as default for - Sender" option before saving

2.2. Link your bpost account to Shopify

To create a free bpost business account, or if you already have one, sign in here: parcel.bpost.be/en/home/business

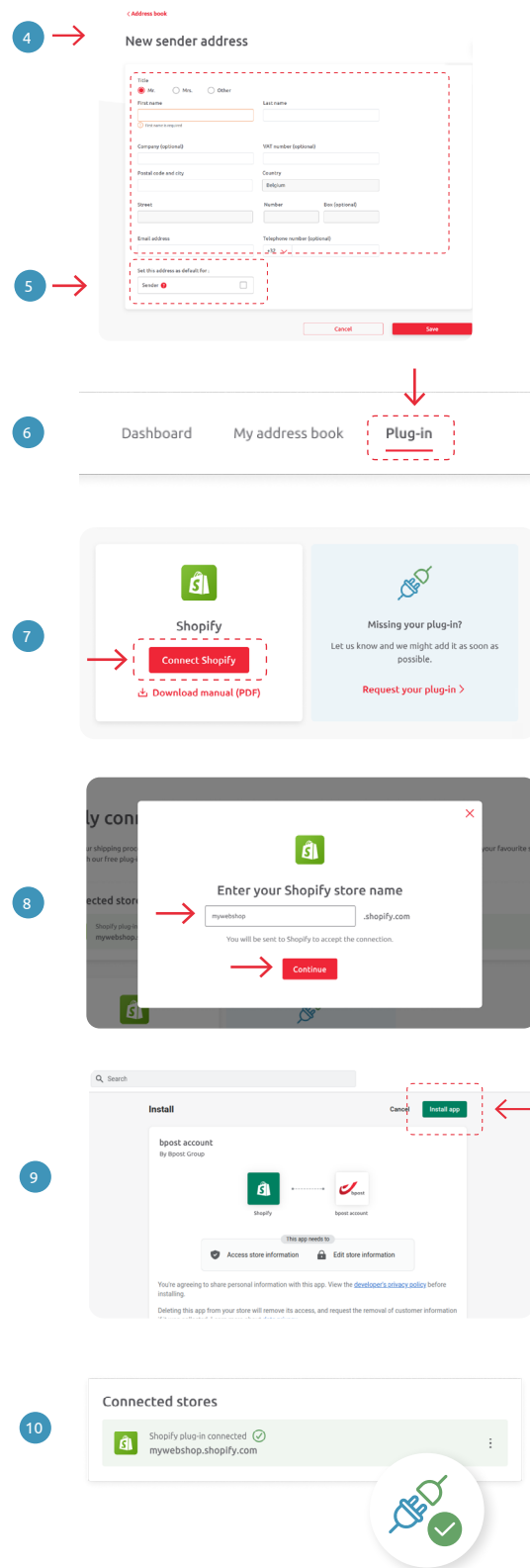
6. Once signed in, click on 'Plug-in' in the top menu of the site.
 7. Then click on 'Connect Shopify'.
 8. Then fill in your Shopify store name in the window that opens. Click 'Continue' to proceed.
 9. At this point you will be redirected to your Shopify* environment. You are invited to connect to the webshop you wish to link to your bpost account.
On the Shopify page of the bpost plug-in, click on 'Install'.
- *If you were previously signed into your Shopify webshop, this step will not appear.*
10. Job's done!
You are redirected to your bpost business account. Your shipping labels will now automatically appear in your dashboard.

2.3. Enter the weight of your items

Make sure that the weight of each item in your webshop is entered into your Shopify environment.

A bpost shipping label will only be generated automatically if the weight of all items that are linked to this shipment is correctly completed.

If there is no weight entered for an item ordered in your webshop, no shipping label can be generated automatically on your bpost business account.



3. FAQ – Frequently Asked Questions

3.1. The destination address contains special characters, what to do?

Currently, special (non-Latin) characters are not supported by the plug-in. This means that entering non-Latin characters in the recipient's address will not work.

We recommend that you mention this in your website's FAQ's and recommend the use of translation tools.

3.2. The bpost app is installed in Shopify, but it does not appear in my account

If you see the bpost application installed in your Shopify webshop, but it does not appear in the plug-in page of your bpost business account, the installation was not completed correctly.

To fix it: start the installation from your bpost account by clicking on 'Connect Shopify'.

Then follow the steps described in the section 'Link your bpost and Shopify account'.