

# bpost shipping manager

# Magento module – User manual

Version 4.1.0

Confidential | Copyright © 2011 by bpost. All rights reserved. Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1

1/28



# **Table of Contents**

1	Мс	Module modifications			
2	Glossary of Terms				
3	Introduction				
3	3.1	Required knowledge5			
3	3.2	Compatibility			
3	3.3	When upgrading from earlier versions			
3	3.4	Recommended Magento code modifications6			
4	<b>bp</b> 4.1. 4.1.	ost Shipping Manager solution       7         1       Front End       7         2       Back End       7			
5	Мс	gento module			
!	5.1	Before installation9			
!	5.2	Installation9			
:	5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.3 5.4	Configuration91Configuration of the module92account ID and passphrase123Return URL's134Error codes135Available shipping methods146Shippingcost rules157Exclude shipping method on product17Front end integration1Layout /design19			
	5.4. 5.4	2 Consumer selects delivery method			
	5.4.	Adding track & trace to orders 22			
6	 Λn	nendiv 26			
	77 6 1	Polos and Access rights 26			
	c. 7	Poporting 26			
	0.2	Testing 20			
	0.3	Testing			
(	<b>b.4</b>	Supported versions of Magento			
(	6.5	Installation / upgrades via Magento Connect			
(	<b>b.6</b> Pos Ma	Sending full address fields to bpost			



# **1** Module modifications

Version	Change
4.1.0	BUGFIX: Weight parameter is now correctly transferred
4.1.0	BUGFIX: removal of space in front of php tag</td
4.1.0	BUGFIX: An issue with CDN and resource URL's is fixed
4.1.0	BUGFIX: In case no shipping method is required (virtual products) the javascript pop-up is not shown
4.1.0	BUGFIX: A wrong syntax in the delivery cost rule throwing Magento exceptions is altered
4.1.0	BUGFIX: Shipping cost rules are overruled by Magento settings (e.g. free shipping coupon codes or free shipping)
4.1.0	COMPABILITY: the bpost Shipping manager is now compatible with the one-step-checkout module
4.1.0	COMPABILITY: The module is now compatible with Magento 1.7
4.1.0	CHANGE: It is now possible to toggle to show or don't show the bpost logo in the "address fields" step
4.1.0	CHANGE: Added description to adapt the address fields in order to correctly send through address fields to the pop-up

The following modifications have been introduced into the module:



# **2** Glossary of Terms

Throughout this document, the following terms and abbreviations are used. They are explained in this table.

Term	Definition
ERP	Enterprise Resource Planning: The technology solutions for large companies or other organizations to manage their resources, including customers, supplies, accounting, and other "back office" activities.
Lightbox	A simple, unobtrusive (java)script used to overlay websites. It is easy to setup and works on all modern browsers.
PUGO	Pick-up & Go: bpost delivery method. For more information please visit <u>www.bpost.be</u> .
Bpack 24/7	bpost delivery method. For more information please visit <a href="http://www.bpost.be">www.bpost.be</a> .
BPACK@bpost	The new name of PUGO, a delivery method of bpost
Consumer	End user, customer of a webshop
Customer back-end	Magento pages, available when the shopw owner is logged on
Administrator	Person responsible for sending the parcels
Administrator back-end	Magento back end for administrator
bpost platform	bpost Shipping Manager platform



# **3 Introduction**

This document describes the installation procedure of the bpost Shipping Manager Magento Plugin.

Please note that the Shipping Manager Integration Manual does not explain how to use the Back-End of the Shipping Manager, used for the management of orders and the generation of labels. Please refer to the *bpost Shipping Manager user guide* if you want to work with the Back End interface.

The plugin has been developed by PHPro, commissioned by bpost Parcels Europe in September 2011. For contact details:

PHPro +32 3 871 99 66 Business Park King Square Veldkant 35 B - (B) 2550 Kontich http://www.phpro.be bpost Parcels Europe +32 2 276 28 12 Muntcentrum 1000 Brussel http://www.bpost.be/shippingmanager

### 3.1 Required knowledge

In order to use this manual you need knowledge of the following topics:

- Magento framework
- HTTPS

The bpost Shipping Manager is an application that is created for any framework or e-Commerce solution. For Magento, a specific plugin has been created.



The bpost Shipping Manager runs in an HTTPS environment, in order to safeguard the communication of private data. bpost strongly recommends using https and is not responsible for issue due to integrations in http environments.

# **3.2 Compatibility**

#### Compatibility with Magento versions:

The bpost Shipping Manager Magento plugin is tested following Magento version:

- Community Edition
  - o **1.4.2.0**
  - o 1.5.x
  - 1.6.x
  - o 1.7.0
  - 0 1.7.0
- Enterprise Edition
  - o **1.9.1.0** 
    - o **1.10.0.0**

#### Confidential $\mid$ Copyright $\circledcirc$ 2011 by bpost. All rights reserved.

Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1



#### Compatibility with other modules:

- One-step checkout
   Supported
- Multiple shipping addresses not supported

#### **3.3 When upgrading from earlier versions**

Before you make any changes to your Magento installation you should always **disable compilation**. Once the changes are made, run the compilation process, and then enable it.

### 3.4 Recommended Magento code modifications



Image 1: Standard integration not sending through address fields

Within Magento, the street name and number are entered in the same default address field. As there exists no clear logic to retrieve the number from this field and because the bpost application requires both fields to be correctly filled, they are cleared if Magento does not send the fields separately.

In <u>Apendix</u>, the code change required in the template is described in detail.



# 4 bpost Shipping Manager solution

The bpost Shipping Manager is a plug and play solution that is available for national and international shipping. It allows your business to manage shipping and returns and to print labels. The bpost Shipping Manager solution contains a Front End and a Back End solution.

#### 4.1.1 Front End

The bpost Shipping Manager Front End is an online solution for your webshop / e-Solution to offer bpost delivery options to consumers.



Image 2: bpost Shipping Manager Front End solution

The Front End fits seamlessly into the order process, which is shown in **Fout! Verwijzingsbron niet gevonden.**. The following steps show how the process works:

First the consumer selects his desired product(s) in the web shop. Next the consumer enters his credentials and performs a check out.

During the checkout process, when selecting the delivery method / address, the consumer is redirected via URL (POST parameters) to the Shipping Manager Front End. In the Front End he selects the appropriate delivery method and options. All the information is automatically sent to the bpost systems and all the information is also returned via URL redirect (POST parameters) to the web shop.

The consumer then comes back to the web shop to validate and pays the order. Afterwards, the web shop can send a confirmation to bpost in order to validate the sale after payment via another POST URL redirection or via a REST web service.

#### 4.1.2 Back End

The bpost Shipping Manager Back End is a web-based solution that allows your ebusiness to:

- Manage shipments
- Select additional options
- Generate labels
- Link web orders to parcel shipping
- Access Track & Trace information
- Manage returns

#### Confidential $\mid$ Copyright $\circledcirc$ 2011 by bpost. All rights reserved.

Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1





**Image 3: bpost Shipping Manager Back End solution** 

In **Fout! Verwijzingsbron niet gevonden.** we show you the process in which the Back End is placed. The following steps show how the process works:

The shipping information, which is returned either by an integrated Front End or by REST web services, can be stored in your Back-office or ERP system and is automatically stored in the systems of bpost. This covers information such as: shipping address, product, client name, etc.

It is possible to manage the information through the Shipping Manager Back End which is hosted by bpost. E-tailers can access it via the bpost portal to manage orders, select options and generate labels. Generated labels can be printed by the Shipping Manager and can be used to launch the logistic flow. It is possible to follow the shipped parcels with the integrated Track & Trace tool.

Apart from this solution, the bpost Shipping Manager allows the deep integration of its functionalities into ERP or other back-office systems. This deep integration is thoroughly explained throughout the following sections and in the chapter *Web Services*.

For Magento, a plug-in solution has been build in order to facilitate the integration of the bpost Shipping Manager into the framework. The module may not reflect all your requirements. As the code is written based on the Open Source model, you and/or any certified partner are free to alter the module at any time.



# **5 Magento module**

#### 5.1 Before installation

In order to have access to the bpost Shipping Manager, you must have a bpost contract, sign the bpost Shipping Manager License Agreement and obtain an account ID + password to configure the application.

Please contact the bpost parcels sales team at +32 2 211 11 11 or send an email to <u>shippingmanager@bpost.be</u>

#### 5.2 Installation

1 Install the module from Magento Connect

(<u>http://www.magentocommerce.com/magento-connect</u>) or copy files directly from the archive into the directory of your Magento installation.

- Magento connect v1: magento-community/Bpost\_Shippingmanager
- Magento connect v2:
   <a href="http://connect20.magentocommerce.com/community/Bpost\_Shippingmanager">http://connect20.magentocommerce.com/community/Bpost\_Shippingmanager</a>
- 2 Purge the cache storage of Magento (flush cache storage)
- 3 Done

### **5.3 Configuration**

#### 5.3.1 Configuration of the module

Maintenance of the module can be done in the Administrator back-end once the module has been installed via Magento Connect.

The configuration of the module will be made accessible via Admin > System > Configuration > Shipping Methods.

Þ	SALES
	Sales
	Sales Emails
	PDF Print-outs
	Tax
	Checkout
	Shipping Settings
	Shipping Methods
	Google API
	<b>PayPal</b>
	Payment Methods
	Payment Services
	Moneybookers

#### **Image 4: Configuration menu**

Confidential  $\mid$  Copyright © 2011 by bpost. All rights reserved.

Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1



Shipping Methods	Save Config
Flat Rate	•
Table Rates	•
Free Shipping	•
UPS	•
USPS	•
FedEx	•
DHL	•
bpost Shipping Manager	•



bpost Shipping Manager		
Enabled	Yes	[STORE VIEW]
bpost AccountId	106810	[STORE VIEW]
bpost passphrase	•••••	[STORE VIEW]
Allowed bpost shipping methods	BPACK@home	[STORE VIEW]
Shippingcostrules	<ul> <li>Select the shipping options that you would like to appear to the customer as an option.</li> </ul>	[STORE VIEW]
Free delivery from (in €)	1000 ▲ Leave blank to not offering free delivery	[STORE VIEW]
Ship to Applicable Countries	All Allowed Countries	[STORE VIEW]
Ship to Specific Countries	Afghanistan       Albania       Algeria       Algeria       American Samoa       Andorra       Angola       Antigua and Barbuda       Argentina	[STORE VIEW]
Sorteer volgorde	▲ This field should not be changed unless absolutely sure	[WEBSITE]
Front end URL	https://shippingmanager.bpost.be/ShmFrontEnd/s This field should not be changed unless absolutely sure	[STORE VIEW]
Api Uri	https://api.bpost.be/services/shm/ This field should not be changed unless absolutely sure	[STORE VIEW]
Proxy host	▲ This field should not be changed unless absolutely sure	[STORE VIEW]
Proxy port	▲ This field should not be changed unless absolutely sure	[STORE VIEW]
Carrier name	bpost	[STORE VIEW]

Image 6: example of configuration panel

Confidential | Copyright © 2011 by bpost. All rights reserved. Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1

10/28



In order for the module to work, a number of parameters need to be set. These parameters are described below.

Parameter	Possible values	Default	Description
Enabled	Yes / No	No	Turns the Shipping Manager on or off
bpost AccountId	String	/	Fill in your bpost account ID
bpost passphrase	String (shown as password)	/	Fill in the password which is set in the bpost Shipping Manager back- end ( <u>read more</u> ).
Allowed bpost shipping methods	Selection	/	Select the shipping methods that you wish to include in the bpost Shipping Manager. Multiple selections are possible with CTRL+click.
Shippingcost rules	String	/	Build in your own business logic to define the price setting of the bpost Shipping Manager ( <u>read more</u> )
Free delivery from (in €)	Float	/	From this amount on, all available shipping costs will be set to $\in 0.$ ( <u>read</u> <u>more</u> )
Ship to Applicable Countries	Selection	All Allowed Countries	Enable all countries or just a selection of countries. Make sure that the list is identical to the list configured in the bpost Shipping Manager.
Ship to Specific Countries	List of countries	/	Multiple selection of all countries that are available to send parcels to.
Sort order	integer		Determines order of the shipping methods presented in shipping method section of checkout page.
Front end URL	URL	https://shippin gmanager.bpos t.be/ShmFrontE nd/start	The unique link to the bpost Shipping Manager
Api uri	URL	https://api.bpo st.be/services/s hm/	Link to the webservice api of the bpost Shipping Manager
Proxy host			When your Magento installation runs on a server behind a proxy server,
Proxy port			you can enter the proxy server settings here. This is only needed to make the api features work



#### 5.3.2 account ID and passphrase

In order to use the module in Magento, a bpost account ID is required. The administrator is able to set a passphrase in the bpost Shipping Manager back-end, which can be found after login into the bpost portal at <u>https://www.bpost.be/portal/goLogin</u>. After Login, go to Shipping Manager > Admin > edit shop.

Enter the name of your webshop in the "Name" field and add a Passphrase. Be sure to use a Passphrase that follows the password security best practices.

105704 - New Sh	ор					
Algemene ins	tellingen	Verzend adressen	Verzendingsmethodes	Layout		
Account id	105704					
Name	New Sho	р				
Confirm url	http://test	.bpost.local/bpost-confi	rm.]*			
Error url	http://test	.bpost.local/bpost-error	phj *			
Cancel url	http://test	.bpost.local/bpost-canc	el.p *			
Passphrase	secret					
					Configuratie opslaan	Terug naar shop overzicht

Image 7: Credentials in bpost Shipping Manager back end

The administrator will have to enter the account ID and Passphrase manually in the configuration of the Magento backend.

After the bpost Shipping Manager License Agreement was signed, you received a user manual. In this document, more information on how to use and configure the back-end is explained. If you did not receive this document, please request it via <a href="https://www.shippingmanager@bpost.be">shippingmanager@bpost.be</a>.



The passphrase can be changed in the bpost platform by the administrator. Once done, the Magento module will not be able to connect to the bpost platform anymore unless the password is likewise modified in the Magento back end.



The password used is not the password that is used to login into the bpost portal application. It is a manually set configuration. When entering the password linked to your portal account, the link with Magento will not function.



#### 5.3.3 Return URL's

In the bpost Shipping Manager back-end, a number of return URL's need to be entered. They should be created based on the following structure:

http://{BASE URL}/shippingmanager/postback/{action}
The following actions are available:

Confirm url:confirmError url:errorCancel url:cancel

If your shop would be available at <a href="http://www.shopname.com">http://www.shopname.com/shippingmanager/postback/confirm</a> <a href="http://www.shopname.com/shippingmanager/postback/error">http://www.shopname.com/shippingmanager/postback/confirm</a> <a href="http://www.shopname.com/shippingmanager/postback/cancel">http://www.shopname.com/shippingmanager/postback/confirm</a> <a href="http://www.shopname.com/shippingmanager/postback/cancel">http://www.shopname.com/shippingmanager/postback/confirm</a>

105704 - New Sh	ор							
Algemene ins	tellingen	Verzend adressen	Verzendingsmethodes	Layout				
Account id	105704							
Name	New Sho	pp	*					
Confirm url	http://test	.bpost.local/bpost-confi	rm., *					
Error url	Error url [http://test.bpost.local/bpost-error.ph]*							
Cancel url	http://test.bpost.local/bpost-cancel.p							
Passphrase	Passphrase secret							
					Configuratie opslaan	Terug naar shop overzicht		

Image 8 - Return URL's in bpost Shipping Manager

#### 5.3.4 Error codes

It is possible that one of the following error codes appears. The description explains what the possible solution to this error could be.

Error Code	Refers to	Туре	Description
1110	orderReference	Required	Order reference is required but it
			hasn't been supplied
1210	orderReference	Format error	Order reference is too long
1211	orderTotalPrice	Format error	Order total prince contains invalid
			integer (must be in eurocent)
1212	costCenter	Format error	Order cost center is too long

Confidential | Copyright © 2011 by bpost. All rights reserved. Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1

13 / 28



1220	orderLine	Format error	Order line has invalid format
1221	orderLine	Format error	Order line contains invalid price (must
			be in eurocent)
1240	customerCountry	Format error	Customer country code is invalid
1251	customerLastName	Format error	Last name is too long
1252	customerStreet	Format error	Street name is too long
1253	customerStreetNumber	Format error	Street number is too long
1254	customerBox	Format error	Box number is too long
1255	customerCity	Format error	City name is too long
1256	customerPostalCode	Format error	Postal code is too long
1257	customerPhoneNumber	Format error	Invalid phone number
1258	customerEmail	Format error	Invalid email
1320	customerCountry	Data error	Customer country code is not
			correctly configured in back end
2000	N/A	Security error	Access denied (authentication failed)
			Most likely, you do not have access to
			the application. Please ensure that
			you are using the correct account ID
			and passphrase which are shown in
			chapter 5.3.2.

#### 5.3.5 Available shipping methods

All shipping methods in the portfolio of bpost are available in the back end of Magento as a multi-select field. There is no synchronization between the shipping methods configured in the bpost platform and these in Magento. The user is responsible to synchronize the shipping methods configured in the bpost platform to the Magento module.

99	9009 - Ma	arketing Demos	hop						
	Algemer	ne instellingen	Verzend adressen	Verzendingsmethodes	Layout				
		VERZENDINGSN	TETHODE					VISIBILITEIT	
	10	BPACK 24/7						Zichtbaar	
	10	BPACKWORL	D					Zichtbaar	
	10	BPACK WORL	D express					Zichtbaar	
	10	BPACK@HOM	E					Zichtbaar	
	10	BPACK@bpos	t					Zichtbaar	
				_					
				C	onfiguratie opsl	aan Terug naar shop overzicht			

Image 9 - Available shipping methods within bpost portal application



After the bpost Shipping Manager License Agreement was signed, you received a user manual. In this document, more information on how to use and configure the back-end is explained.

#### 5.3.6 Shippingcost rules

The shipping costs can be calculated and configured in both Magento and the bpost Shipping Manager back end. Because this can lead to misunderstandings, we will leave the option to the administrator which environment will calculate the shipment cost.

Configuring the shipping rules within Magento has the advantage that you can give a quote to customers before they have selected a shipping method.

Adding the business logic for the calculation of the shipping costs, is based on the generation of a specific string. Please use following rules when creating the string:

- Open and close with curly braces( { ... } ).
- There are 2 parameters, enclosed by double quotes (") and divided by a semi column (:).
- The first parameter is the name of the shipping method. The correct name can be found in the selection box of the shipping method parameter.
- The second parameter is the configuration of the price for this shipping method.
- The shipping methods are divided by a comma ( , ).

Allowed bpost shipping methods	BPACK@home BPACK@bpost BPACK 24/7 BPACK WORLD EXPRESS BPACK WORLD	[STORE VIEW]
Shippingcost rules	["BPACK@bpost":"12","BPACK@home":"0", "BRACK_2477": ("0":"2.90","0.5":"4.50","5":"9","10":"14"}}	[STORE VIEW]

Image 10: Shippingcost rules

The following configuration settings for the cost calculation are available:

- Shipping Manager decides the shipping quote
- Magento defines the shipping quote, based on flat rate
- Magento defines the shipping quote, based on weight of the basket
- Free delivery

#### Shipping Manager decides the shipping quote

Confidential | Copyright © 2011 by bpost. All rights reserved. Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1



Please refer to the user manual that has been provided after signing the bpost Shipping Manager License Agreement. In this document, it is clearly explained how the price setting of the shipping costs can be managed.

By leaving the field "Shippingcost rules" empty, the default configuration as set-up in the bpost Shipping Manager is maintained.

At the end of the procedure to select the delivery method on the bpost platform, the bpost platform will do a back post to the Magento platform. This data will contain the new shipping address and the shipping cost which will be updated in the order on the Magento platform.

#### Magento defines the shipping quote, based on flat rate

For every available shipping method, it is possible to define a flat rate. This rate will overwrite any bpost defined configuration. The following delivery methods are available:

BPACK@home BPACK@bpost BPACK 24/7 BPACK WORLD EXPRESS BPACK WORLD

In order to overwrite the default value: please use the following mask: {"Delivery method" : "price", "Delivery method" : "price", ...}

for example

{"BPACK@home" : "5", "BPACK@bpost" : "4.50", "BPACK 24/7" : "5"} will set the price of the delivery methods to the value provided.

Magento defines shipping quote, based on weight of basket

Similar to the previous price configuration, it is possible to set prices based on the weight of all the products in the basket.

In order to do so, please use the following mask:
{"Delivery method" : {"kg":"price","kg":"price",...},"Delivery method" :
{"kg":"price","kg":"price",...}

For example {"BPACK@home" : {"0":"4.50","2":"5.50","5":"8","10":"14"},"BPACK@bpost" : {"0":"4","2":"5","5":"7.50","10":"13.50"}}, which would give following pricing matrix:

	BPACK@home	BPACK@bpost
0-2	4.50	4.00
2-5	5.50	5.00
5-10	8.00	7.50
> 10	14.00	13.50

16 / 28



#### Free delivery

A common practice for web shops is to give free shipping starting from a certain amount in the shopping cart. If the field "Free delivery from (in  $\in$ ) is left blank, free delivery is not configured.

If however an amount is set, the cart will be checked if the total cost of the cart is more than the amount specified. If so, Magento will force the bpost platform to offer a free shipment, setting all available shipping methods to  $\in$  0.00.

Free delivery from (in €)

[STORE VIEW]

Image 11: Configuration Free delivery

Leave blank to not offering free delivery

#### 5.3.7 Exclude shipping method on product

In case a certain product is not illegible for a specific bpost shipping method, it is possible to add this to the product attributes. For example: You do not want your consumers to be able to ship a big and heavy couch with BPACK 24/7.

The Shipping Manager module introduces a new product attribute **"excluded\_bpost\_shippingmethods**" which is located in the list of attributes: Catalog → Attributes → Manage attributes. In order to use this feature, please add this attribute to the desired attribute sets.

léniah Iri	nich Treasco 10: Lict of attributes	h Lo	h Lo
excluded_bpost_shippingmethods Ex	xclude bpost shippingmethod	No	No
enable_googlecheckout Is	product available for purchase with Google Checkout	No	Yes

General		Create New Attribute
Name *	Couch	[STORE VIEW]
Model *	1113	[GLOBAL]
SKU *	1113	[GLOBAL]
Weight *	200.0000	[GLOBAL]
Dimensions		[GLOBAL]
Exclude bpost shippingmethod	BPACK@home	.:i
	BPACK@bpost	
	BPACK 24/7	
	BPACK WORLD EXPRESS	

Image 13: Product edit page



Once added to the attribute set, the attribute will be available on the product edit page. The attribute will be shown on this page as a multi select box with the shipping methods you configured for the Shipping Manager module.

Keep in mind that selecting one of the methods on the product will exclude the selected shipping method when the product is placed in the shopping cart.



## **5.4 Front end integration**

In this part we will point out what changes to expect during the checkout process when the Shipping Manager shipping method is enabled. You can also watch the movie on <a href="http://youtu.be/q5epShhFfs4">http://youtu.be/q5epShhFfs4</a> for a visual representation.

#### 5.4.1 Layout /design

Magento is distributed with a default look & feel which can be customized per installation. Therefore the module will be integrated in the "out of the box" Magento theme (template) and is customisable by following the standardized Magento template mechanism.



For the bpost platform shown in an iFrame inside the Magento one page checkout, the styling can be done through the bpost platform administration pages. This allows the adaptation of colours and logo's. Please refer to the User Manual, which was received after the bpost Shipping Manager License Agreement was signed.

#### 5.4.2 Consumer selects delivery method

The bpost module is seamlessly integrated with the default Magento checkout page.

If activated, in the second step (Billing Information), the following field is added, allowing your customer to choose his delivery address via the bpost Shipping Manager. If the checkbox is selected, the consumer is automatically sent to step 4 and the iFrame as shown in image 16 is opened.



Image 14: Checkout workflow

In the 4<sup>th</sup> step (shipping method), the shipping methods are listed per carrier. Each carrier can have a single or multiple shipping methods.



Image 15: Default Magento way to show shipping methods

Confidential | Copyright © 2011 by bpost. All rights reserved. Version 4.1.0 | 9/11/2012 bpost, limited company under public law | Centre Monnaie, 1000 Brussels VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account IBAN BE94 0000 0000 1414 | BIC BPOTBEB1

19 / 28



When the customer clicks the bpost logo, a modal box including an iFrame, with the bpost Shipping Manager loaded, will appear on top of the page, disabling all the fields on the underlying page. The customer has to complete the process in the modal box in order to return to the Magento checkout process.

The customer can close the modal box by clicking the close icon in the top right corner of the iFrame canvas. This will also deselect bpost as shipping method.

Fumit	Select your delive	ry method	O Searc	h entre strine here	Come msgl
Che 2 11 3 15 15	2 PRACK@HOME Delivery at your doorstep or at your office? BPACK@Home is the most convenient option for youl € 4,00	PRCK@bpost BPACK@bpost BPACK@bpost delvered in one of our 1.100 post offices or PostPorts. € 4,00	2 BPACK 24/7 Have your parcets delivered in one of our parcet automates. Very convenient, centrally located, always open, 24/71 € 4,00		OGRESS hange Change
6 P. 6 0	: <mark>Back</mark> ayment Information rder Review	J	continue		

Image 16: bpost Shipping Manager

When the process in the modal box is finished successfully, the bpost platform will be closed automatically.

The bpost platform sends the details from the selection back to the Magento platform which will trigger an update of the shipping method, cost and address. The customer will automatically continue to the next step without having to click the button "continue".

It is important that the environments, bpost and Magento, work within the https protocol. If not, some browsers may report unsecure content on the page because there is a mix of secure and unsecure content on the page. bpost does not support the http protocol.



#### 5.4.3 Order confirmation

On the order confirmation page the selected delivery method and costs associated with it will be available.

About This Order: Order Information Uddress Book ty Orders Toder Date: 8 July 2011 Create Balay 2011 Create Balay 2011 Create Balay 2011 Shipping Address Gendong Phylo Cross Workshies Today Balay Today 201 Billing Address Begium Statisbe 247 Billing Address Billing Address Begium Billing Address Billing A	MY ACCOUNT	Order #100000002 - Pendir	ng			Reorder	Print Ord
About This Order: Order Information          About This Order: Order Information         Order Date: 8 July 2011         Shipping Address         Beging Agreements         Wohlat         Y Togas         Y Togas         Y Wahlst         Y Downloadable Products         Beging         Beging Address         Beging         Stops Spontage         Withing Address         Beging         Beging         T: 033139920         Beging         Beging         T: 033139920         Beging         Beging         Beging         Beging         Beging         Beging	Account Dashboard						
ddress Book       Crder Date: 8 July 2011         Shipping Address       Shipping Method         Bing Address       Byost @shop         Worklatt       Croos         Worklatt       Beigium         To 33139920       Creat State         Did you know?       Billing Address         Durcustomer service is swaliable 2477       Billing Address         SSSD SSS-0123       Beigium         "the wepper phyro Croos       Creat K-Money order         "the wepper phyro Croos       Creat K-Money order         Durcustomer service is swaliable 2477       Sis139920         SSSD SSS-0123       To 33139920         "the wepper phyro Croos       Creat K-Money order         To 33139920       Creat State K-Money order         Beigium       To 3313920         Beigium       To 3313920         "the wepper phyro Croos       Creat State K-Money order         To 33139920       To 3313920         Beigium       To 3313920         "the wepper phyro       Creat State K-Money order         To 33139920       To 3313920         Beigium       To 3313920         "the wepper phyro       Creat State K-Money order         To 3313920       State K-Money order <td< td=""><td>Account Information</td><td>About This Order: Order Information</td><td></td><td></td><td></td><td></td><td></td></td<>	Account Information	About This Order: Order Information					
By Orders       Shipping Address       Shipping Method         Bayes       developer phyro       Boost @shop         Y Poduct Reviews       Micheleststemweg 85       Konden, 5200         Beigium       T: 033139920       Billing Address         Did you know?       Billing Address       Payment Method         Our customer service is valiable 2477       Billing Address       Payment Method         Sty Downloadable Products       Billing Address       Payment Method         Conos       Wetklester Subscriptions       Check / Money order         Did you know?       Wetkless 1280       Check / Money order         Sty Dis 55-0123       Beijum       T: 033139920         The ways       Billing Address       Payment Method         Kiko Dresser       B44822       C399.99         Check I Money       Stubber 1       C399.59         Subbotal Dresser       B44822       C399.99       Ordered: 1         Subbotal Loording       Subbotal Loording       C399.59         Subbotal Loording       Subbotal Loording       C399.5         Subbotal Loording       Subbotal Loording       C399.5         Subbotal Loording       Estimation       C399.5	Address Book	Order Date: 8 July 2011					
Shipping Address       Shipping Method         By Product Reviews       By Product Reviews         My Product Reviews       Beginum         To Washitet       To 33139920         Billing Address       Payment Method         developer phyro       Check / Money order         Cronos       Check / Money order         Did you know?       Weiklant 338         Stop S55, 055-0123       Beijum         Stop S55, 055-0123       Beijum         She way       Skub Protect         Event Subscriptions       Event Subscription         Mito Barger       SkU         Product Name       SkU         Product Name       SkU 2 (399.9)         Subtotal Location       Cisses         Subtotal Location       Subtotal 1 (399.4)	vly Orders		_				
tecuring Profiles ty Product Reviews ty Tags ty Muchitat ty Downloadable Products tewelleter Subscriptions Did you know? Durcustomer service is systalsable 2470 SSSI 5SS-0123 the way leave the way is the way. To 33139920 Hilling Address Billing Ad	Silling Agreements	Shipping Address	Shipping	Method			
hy Product Reviews My Tags My Tags My Tags My Challest My Downloadable Products leversletter Subscriptions       Mechelsesteenwag 85 Kontch, 2500 Beiguin T 03313920         Did you know? Durcustomer service is systilable 2447 SSSS 55S-0123 In the way.       Billing Address Mechelsesteenwag 85 Kontch, 2500 Beiguin T 03313920       Payment Method         SSS 55S-0123 In the way.       Billing Address Montch, 2500 Beiguin T 03313920       Payment Method         Level School 2447 SSSS 55S-0123 In the way.       Check / Money order         Subto In the way.       T 03313920         Level School 2447 SSSS 55S-0123 In the way.       Stub to Interpret Stub to Interpret Stub to Interpret Stub to Interpret Subto Interpret Sub	Recurring Profiles	developer phpro Cronos	Bpost @sh	ор			
ty Taga ty Walist ty Downloadable Products leveleter Subscriptions Did you know? Durcustomer service is valiable 247 555) 555-0123 tief on, halp is the way bear of the way. Subscriptions Sub	ly Product Reviews	Mechelsesteenweg 85					
hy Washist hy Downloadable Products lewisletter Subscriptions Did you know? Dur cutomer service is valiable 247 S555) S55-0123 ************************************	/y Tags	Belgium					
by Downloadable Products         kewsieter Subscriptons         Did you know?         Durcustomer service is systaliable 24/7         SS55) S55-0123         nib ways.         State Stat	/ly Wishlist	T: 033139920					
Billing Address     Payment Method       Did you know?     developer phpro     Check / Money order       Durcutomer service is valiable 247     statistic 247     Check / Money order       555, 555, 50123     Beigium     Tio31339200       Verden weis*     Statistic 247     Statistic 247       Address P     Beigium     Statistic 247       Check / Money order     Check / Money order	ly Downloadable Products						
Did you know?     Check / Money order       Did you know?     veldkant 33B       Suitable 247     Stable 247       S553 555-0123     salable 247       Not on, hap is not wery:     SKU       Product Name     SKU       Product Name     SKU       Product Name     SKU       Stable 247     Salabe2       Stable 247     Subtotal       Comparison of the way:     Subtotal       Stable 247     Subtotal       Stable 247     Subtotal       Stable 247     Subtotal       Stable 247     Subtotal	lewsletter Subscriptions	Billing Address	Payment	Method			
Items Ordered     SKU     Price     Qty     Subtol       Product Name     SKU     Price     Qty     Subtol       Akio Dresser     38482     6399.99     Ordered: 1     6399.59       Subtolat     Colored     Subtolat     6399.59	Did you know? Our customer service is available 24/7 (555) 555-0123	developer phyro Cronos veldkant 338 Kontich, 2500 Belgium T: 033139920	Check / Mc	oney order			
n the way: Product Name           Product Name         SKU         Price         Qty         Subtot           Akio Dresser         384822         6399.99         Ordered: 1         6399.59           Subtotal         Subtotal         6399.59         Ordered: 1         6399.59	Hold on, help is	Items Ordered					
Akio Dresser 384822 (399.99 Ordered 1 399.95 Subbola (399.95 Subbola (399.95	on the way.	Product Name		SKII	Drice	Otv	Subtota
Subbal (399) Shinoine & Handline (65)		Akio Dresser		384822	€399.99	Ordered: 1	€399.9
Shipping & Handling 55 (						Subtotal	€399.9
					Shinnin	n & Handling	£5.0

Image 17: Order confirmation page in Magento

When the customer created an account during the checkout procedure, he can access this page by logging in to his Magento account.

<b>REGISTERED CUSTOMERS</b>	
If you have an account with us, please log in.	
Email Address *	
test@phpro.be	
Password *	
••••••	
	* Required Fields
Forgot Your Password?	Login

Image 18: Login for customer in Magento

Once logged in, the customer can follow the status of his order. When he views the order details page and the shipment has been created by the administrator in the Magento Admin Panel (see next chapter), the Track & Trace URL will appear on the screen, with a deeplink to the bpost Track& Trace application.



### **5.5 Adding track & trace to orders**

Once an order is placed via the Magento front end, it will be available in the Magento back end by following Sales  $\rightarrow$  Orders.

🚽 Order # 100000001   Aug 25	, 2011 10:05:35 AM		• Bac	k Edit	Cancel	Send Ema	il Hold	🗏 Invoice	🕞 Ship 💈	Reorder
Order # 100000001 (the order confi	rmation email was sent)			Acco	unt Informat	ion				
Order Date	Aug 25, 2011 10:05:35	АМ		Cus	tomer Name		<u>Jan J</u>	<u>anssens</u>		
Order Status	Pending			Ema	ul		janjar	nssens@hotr	nail.com	
Purchased From	Main Website Main Store English			Cus	tomer Group		Gene	ral		
Placed from IP	192.168.2.1									
Billing Address			Edit	Shipp	ing Address					<u>Edit</u>
Jan Janssens De Brouckère 12 brussel, 1000 Belgium T: +32477123456				Jan J Bould Bruxe Belgi T: +3	lanssens evard de l'Im elles, 1000 um 2477123456	pératrice 3				
Payment Information				Shipp	ing & Handl	ing Informatio	on			
Check / Money order Order was placed using EUR				bpos	t-@shop€	12.00				
Items Ordered										
Product		Item Status	<b>Original Price</b>	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Sony VAIO VGN-TXN27N/B 11.1" Not SKU: VGN-TXN27N/B	ebook PC	Ordered	€2,699.99	€2,699.99	Ordered 1	€2,699.99	€0.00	0%	€0.00	€2,699.99

**Image 19: Order overview** 

In the "Shipping and Handling Information" tab, you will see the selected bpost shipping method. In our example this is bpost - @shop.

In the bpost Shipping Manager platform, you can find an order with the same id (in the screenshot this is 100000001).

bpost - Open 🗙									
🗆 🐨 Pakket	🕸 Retour pakket	Markeren als verwerkt	🕅 Heropenen 🗙 Annule	eren 🛛 👖 In wacht zetten 📚 Vernieuwen			Zoeken		Q
SELECTIE	ORDER	VERZENDINGSMETHODE	NAAM ONTVANGER	ADRES	STATUS	# PAKKETTEN	DATUM	E-SHOP	•
🗆 💝 🛣 🗹 🧕	10000001	@shop - Txp Pugo	Jan Janssens	Boulevard de l'Impératrice 3 1000 Bruxelles	Open	0	25/08/2011	Upsell	

Image 20:bpost Shipping Manager back-end

To create a shipment, simply click the "ship" button on top of the screen<sup>1</sup>. Following screen will appear.

<sup>&</sup>lt;sup>1</sup> For more information on how to use the bpost Shipping Manager, please refer to the user manual document.

New Shipment for Order #10000001



Order # 100000001 (the orde	er confirmation email was sent)		Account Inform	mation		
Order Date	Aug 25, 2011 10:05:35 AM		Customer Na	ame	Jan Janssens	
Order Status	Pending		Email		janjanssens@hotmail.com	
Purchased From	Main Website Main Store English		Customer Gr	roup	General	
Placed from IP	192.168.2.1					
Billing Address		Edit	Shipping Addr	ress		Edit
Jan Janssens De Brouckère 12 brussel, 1000 Belgium T: +32477123456			Jan Janssens Boulevard de Bruxelles, 100 Belgium T: +32477123	s I'Impératrice 3 00 8456		
Payment Information			Shipping Inform	mation		
Check / Money order			bpost - @sho	p Total Shipping C	harges: €12.00	
The order was placed using	EUR		Carrier	Title	Number*	Action
					Add Tracking Number	
Items to Ship						

Image 21: Order > Shipment overview

In order to use the track and trace options, first create a barcode for your shipment in the bpost Shipping Manager back-end application. This is currently not supported in the Magento backend. For more information on creating barcodes, please consult the bpost Shipping Manager back-end user manual.

When the barcode is created:

- click the button "Add Tracking Number" in the tab Shipping Information;
- select bpost as carrier in the dropdown;
- the field title will automatically be filled with the string "bpost";
- enter the barcode, previously created on the bpost Shipping Manager Platform, in the field number;

This will result in the following screen:

post - @shop To	ion )tal Shipping Charges: €12	2.00	
Carrier	Title	Number *	Action
bpost	✓ bpost	23210570459900000046037	Delete

Image 22: Add tracking number to shipment

You can add multiple barcodes, depending on the number of packages you created on the bpost Shipping Manager back end.

When done, save the shipment and you will be redirected back to the order detail page. You will now see a link "Track Order" in the Shipping and Handling Information tab



This link leads to a popup page with the tracking information of the order.

racking Info	mation close whow
hipment #10000	0001
Tracking Number:	323210570459900000046037
Carrier:	bpost
Chatrian	Track this Parcel

Image 23: Order overview

The link **Track this Parcel** will open the bpost Track & Trace application and shows the tracking information for the parcel linked to this barcode.

bpost					E-Tracker
NL FR DE EN				Klantend	ienst   Hulp
				<u>CSV</u>	Nieuwe zoek opdracht
Zoekresultaten					
Barcode(s)	Geadresseerde	In netwerk	Stad/land bestemming	Laatste Status	Klanten referentie
323210570459900000046037	JAN JANSSENS		BRUXELLES	Aankondiging van een zending	10000001
•	The internal Distance		<<<1>>>>>		
Een overzicht van de zending :	Taxipost Pick-up				
Nummer zending Stad/land vertrek Stad/land bestemming Laatste Status Afleveringsdatum Klanten referentie	323210570459900 KONTICH BRUXELLES Aankondiging van 100000001	000046037 een zending		Datum in ontvangstname Naam bestemming Afleveringsuur	JAN JANSSENS
Overzicht van de status					
Datum Tijdstip 25/08/2011 09:26 Aanko	Laatste Status ondiging van een zendin	Plaats g LCI			
				<u>CSV</u>	Nieuwe zoek opdracht

Copyright © 2008 De Post - La Poste | Disclaimer | Algemene Voorwaarden

Image 24: bpost Track & Trace application

The consumer can either receive the Track & Trace Info by mail or can check it by logging in to his account.

Confidential | Copyright © 2011 by bpost. All rights reserved.Version 4.1.0 | 9/11/201224 / 28bpost, limited company under public law | Centre Monnaie, 1000 Brussels24 / 28VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current Account11000 BrusselsIBAN BE94 0000 0000 1414 | BIC BPOTBEB124 / 28



Reorder | Print Order

#### Order #10000001 - Processing

About This Order: Order Information Shipments

Order Date: August 25, 2011

#### Shipping Address

Jan Janssens Boulevard de l'Impératrice 3 Bruxelles, 1000 Belgium T: +32477123456

#### Shipping Method

bpost - @shop

#### Billing Address

Jan Janssens De Brouckère 12 brussel, 1000 Belgium T: +32477123456 Payment Method

Check / Money order

#### Items Ordered | Track your order

Product Name	SKU	Price	Qty	Subtotal
Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	€2,699.99	Ordered: 1	€2,699.99
			Shipped: 1	
Subtotal				€2,699.99
Shipping & Handling			€12.00	
		Gr	and Total	€2,711.99

Image 25: My orders > Order overview



# 6 Appendix

### 6.1 Roles and Access rights

Access rights are integrated in the default Magento Roles and Rights functionality. An administrator can be granted access to a set of modules.

When installing the module, a new user role will be introduced "bpost administrator". With this extra role, the administrator of the Magento installation will be able to grant access to certain users to manage the bpost module configuration.

Deep links on the order page will be always available for all users who can view an order and/or a shipment.

### 6.2 Reporting

The module was integrated in Magento in such a way that the reporting functionality of Magento can still be used in comparison to some other shipping methods which overwrite the default Magento functionality and standard principals behind the "shipping address" implementation.

### 6.3 Testing

The module has been tested with both unit and functional testing. The unit tests are included in the distribution package.

### 6.4 Supported versions of Magento

The minimal supported version is set to Magento Community edition 1.4.x and Magento Enterprise edition 1.10.x. The module will be compatible from these versions onwards. By respecting the standards concerning Magento development, the chance for incompatibility problems has been reduced.

Compatibility with Major releases like for example Magento 1.x.x to 2.x.x may lead to incompatibility off the module.

### 6.5 Installation / upgrades via Magento Connect

The module is available as Magento Connect extension. Magento connect will handle the installation of the module and can also handle upgrades.



### 6.6 Sending full address fields to bpost

The Bpost Shipping Manager module supports using the 2<sup>nd</sup> address line field as the street number. The following steps describe how to make the necessary changes, which eventually result in the below screen capture:

Company	
Address *	Number*
street	1234
City *	State
Clty	
Zip Code *	Country *
li con i	

#### Positioning of the field

In order to position the field and show the correct label, a modification in the files **template/checkout/onepage/billing.phtml** and **shipping.phtml** file of your theme is required. In these files, find the lines where the address fields are added:



Change the code to reflect the following images (changes are described below):

57	1	ndif 2
58	L	
50	Д	() is class="fields"
55	Ï.	
00 [	딘	(div class-"lield")
61		<pre><label class="required" for="billing:street1"><em>*</em><?php echo \$this->('Address') ?&gt;</label></pre>
62	¢.	<div class="input-box"></div>
63		<pre><input field"="" name="billing[street]&lt;/pre&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;64&lt;/th&gt;&lt;th&gt;&lt;math&gt;\vdash&lt;/math&gt;&lt;/th&gt;&lt;th&gt;&lt;/div&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;65&lt;/th&gt;&lt;th&gt;┢&lt;/th&gt;&lt;th&gt;&lt;/div&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;66&lt;/th&gt;&lt;th&gt;¢.&lt;/th&gt;&lt;th&gt;&lt;div class=" title="&lt;?php echo \$this-&gt;('Street Address') ?&gt;" type="text"/></pre>
67		<label class="required" for="billing:street2"><em>*</em><?php echo \$this->('Number') ?&gt;</label>
68 [	¢.	<pre><div class="input-box"></div></pre>
69		<pre><input fields"="" id="]&lt;/pre&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;70&lt;/th&gt;&lt;th&gt;+&lt;/th&gt;&lt;th&gt;&lt;/div&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;71&lt;/th&gt;&lt;th&gt;+&lt;/th&gt;&lt;th&gt;&lt;/div&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;72&lt;/th&gt;&lt;th&gt;┝&lt;/th&gt;&lt;th&gt;&lt;/li&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;73&lt;/th&gt;&lt;th&gt;Ŀ&lt;/th&gt;&lt;th&gt;&lt;li class=" name="billing[street][]" title="&lt;?php echo \$this-&gt;('Number') ?&gt;" type="text"/></pre>

Confidential | Copyright © 2011 by bpost. All rights reserved.Version 4.1.0 | 9/11/201227 / 28bpost, limited company under public law | Centre Monnaie, 1000 Brussels27 / 28VAT BE 0214.596.464 | Legal Entities Register Brussels | Postal Current AccountIBAN BE94 0000 0000 1414 | BIC BPOTBEB1



60 [ 61	Ę 	) ?>	
62 -	Þ	[street][]" id="billing:street1" value=" php_echo_Sthis- htmlFscape(Sthis->getAddress()->getStreet(1))	
64	-		
65 66 [			
67 68 -	_	<pre>?&gt;</pre>	
69		[]" id="billing:street2" value=" php echo \$this- htmlEscape(\$this->getAddress()->getStreet(2)) ?>" cla	
71	F		

Changes made are:

- 1. Remove the PHP for-loop.
- 2. Change the two items to one containing both fields.
- 3. Change the class of the item from "wide" to "fields"
- 4. Add the label for the street number field
- 5. Surround each field and its according label with a div which has the "field" class
- 6. Change the string in the label and the title of the number field to print out "Number" (this can be translated later to your language)
- 7. Change the id's of the field to "billing:street2"
- 8. Change the value of the field to fetch the value of the 2d street line (<?php echo \$this->htmlEscape(\$this->getAddress()->getStreet(2)) ?>)

Repeat these steps in the template/checkout/onepage/shipping.phtml file for the shipping address.

The finetuning in positioning and width of the fields depends on your theme and needs to be done via CSS.

#### Making the field mandatory

To make the field mandatory, we will add the "required-entry" CSS class to the field:





Hereby you can find the above changes in a txt format, allowing you to copy paste.