MAIL BOXES ETC.

MBE eShip v. 2.0.0

Installation and User Guide – Shopify

Content Index

1. Changelog

Below is the list of the main changes introduced in the new versions of the plugin

1.6.0
- New delivery points service

1.5.0
- Return shipping management
- Proforma data management
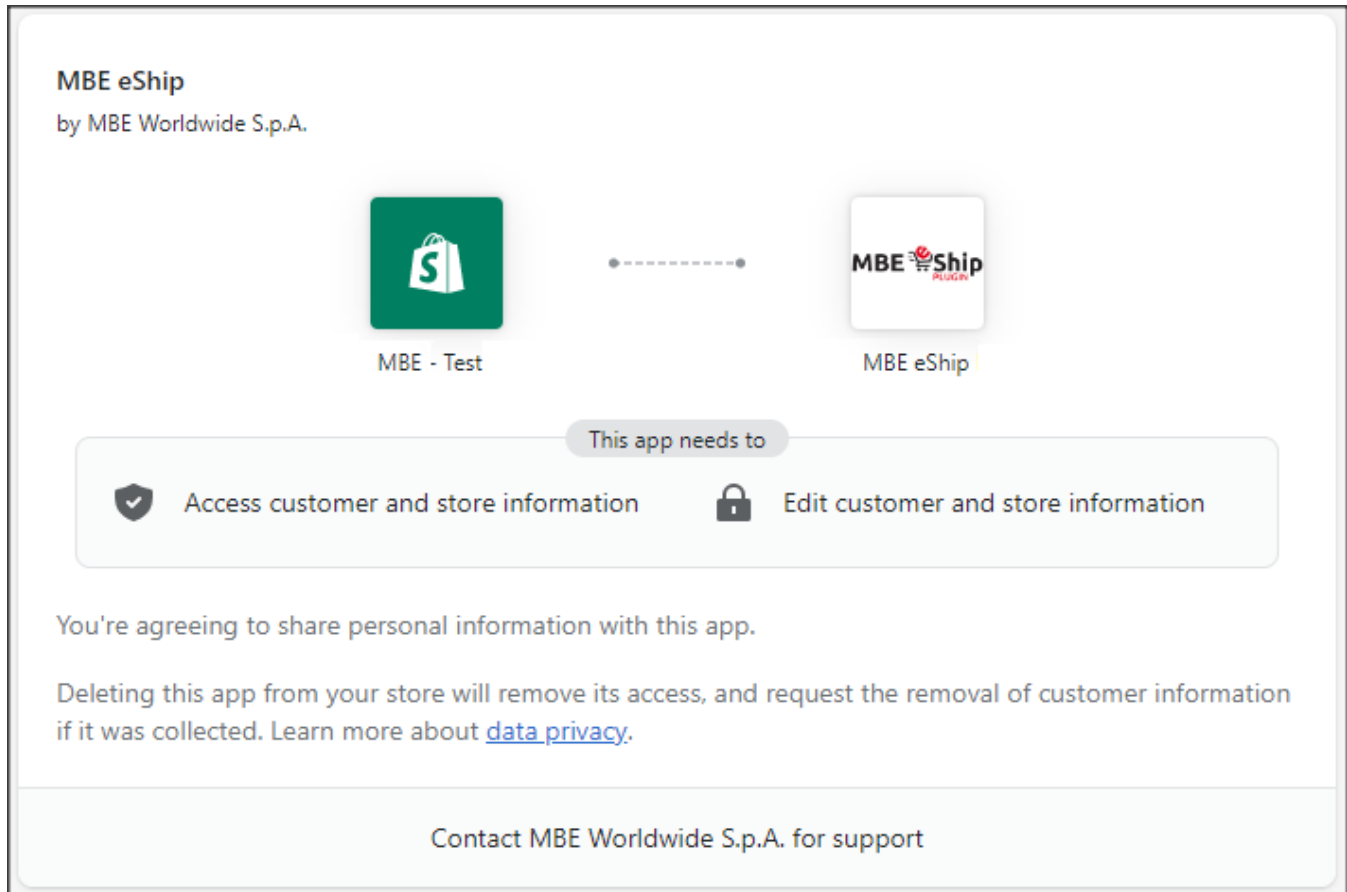
1.4.0
- Standard Packages management via csv

1.3.0
- Fixed problem with language
- Fixed reference problem. Before, the order ID was sent, now the order number is passed as a reference of shipping
- Added MBE Classic among the configurable services as a Shopify base rate
- Added UAP functionality
- Fixed problem with units of measure
- Free shipping threshold based on destination (worldwide or national)

1. Changelog

2. Installation

To install the MBE E-link app in your online shop visit the admin interface.
Click on the "Apps" item in the sidebar and the "Visit Shopify app store" button. Search for "MBE", select the "MBE e-LINK" App and click on the "Add App" button. You will be redirected to your admin interface, click on the "Install app" button.

3. Configuration

Once the installation procedure of the MBE eShip module is completed, it is necessary to proceed with its configuration to activate it.

Navigation Menù

Below there is an overview of the items in the navigation menu of the module and their functionality.

1. General: This section allows you to connect your eCommerce to MBE's services, therefore, it is the first section to be configured for service activation.

2. Couriers and Services: In this section you can configure your MBE services and associate them with the corresponding couriers.

3. Parcels: this section allows you to configure, in a standard way and through advanced parameters, the dimensions of your preferred parcels, so as to assign each product the relevant parcel reference.

4. Shipment: this section allows you to choose the countries to which you wish to enable shipment and to set up the methods for creating and managing a shipment.

5. Markup: In this section you can define the reload to be applied to shipments, either to the entire shipment or to the individual parcel, and any rounding. You can define whether the mark-up is to be fixed, as a percentage and whether it is to be applied to the entire shipment or to the individual parcel.

6. Debug: in the event of module malfunctioning, this section will collect information related to anomalies generated on the platform, therefore, it is advisable to keep this functionality active.

1. General

The 'General' configuration panel of the MBE eShip plugin allows all the parameters required for its activation and operation to be indicated. The panel is organised into two sections: MBE Services and Configuration Preferences.

There are two ways to access the module configuration: Standard Configuration and Advanced Configuration.

Standard configuration

Before proceeding further with the configuration of the module, it is necessary to set the connection parameters to the MBE Online system.

Guide to the section:
- o *Country:* select the entry corresponding to the country where your MBE Centre operates
- o *Username:* these credentials are supplied by your MBE Centre
- o *Password:* these credentials are supplied by the MBE Centre

If you do not have the above parameters, please contact the staff at your MBE Centre.

Advanced configuration
It is also possible to access the plugin configuration *via the advanced configuration.*

Guide to the section:
- *Country:* the Country where your MBE Center operates. At the moment, MBE eShip is available
  only for MBE Centers operating in Italy, Spain, Germany and Austria. If your MBE Center operates
  in a different Country, please contact us (see chapter: Technical Support)
- *URL Web service MBE:* for new installations select the url indicated by the reference country
  followed by " – MBE Online".
- *Login MBE eShip:* the OnlineMBE Username that has been supplied to you by your MBE Center
- *Passphrase MBE eShip:* the web-service password that has been supplied to you by your MBE
  Center

Warning:
The login and passphrase are different from the credentials you normally use to access the MBE
Online web interface: they are two alphanumeric strings, and the passphrase consists of 32
characters. If you do not have them, please contact the staff of your MBE Centre of reference.

After having entered these parameters, save the configuration: at this step, your data will be validated
and you will be able to complete the configuration.

2. Couriers and Services

A configuration option must be selected for the plugin to function properly. The MBE services you will
see, will be available those enabled by your MBE Centre.
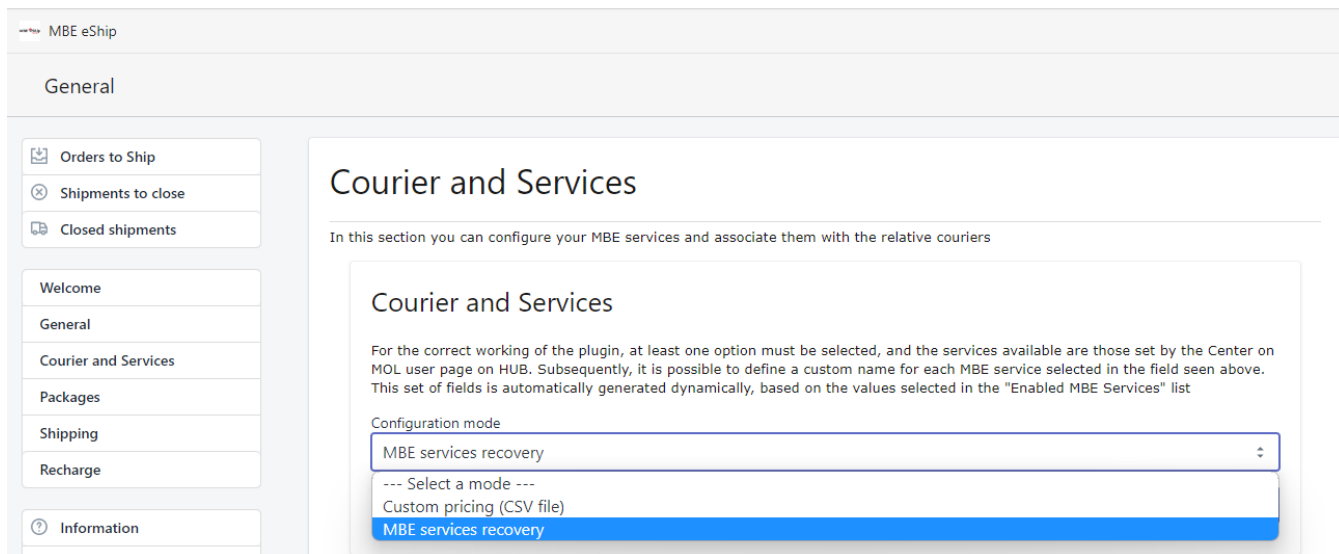
Guide to the section:

Couriers and services
- *Configuration mode*: select one of the 2 desired module configuration modes, choosing between Custom prices (CSV file) and MBE services.

Configuration mode 1 - *Custom prices via CSV - File upload*
The MBE Center will agree with you and will always upload to the system a price list with the shipping costs, MBE eShip also offers you the possibility to load your custom price list for MBE shipments: if you want to customize, in whole or in part, the shipping prices, you will have to prepare and upload a text file in CSV (Comma Separated Value), with the comma (,) as a column separator and the dot (.) as a separator of decimal places, the file must also contain the header row.

Configuration preferences
- *Select one or more services you intend to offer for shipping:* select all MBE services you intend to offer your eCommerce buyers for shipping. For the plugin to work properly, at least one option must be selected.

- *Modalità di utilizzo del file:* each row of the CSV file must contain a rule for calculating the shipping price, each rule must be defined by the following fields in English, which represent the header of the columns: "country, region, city, zip, zip to, weight_from, weight_to, price,delivery type" where:

  o country, region, city, zip, zip to these columns define the destination to which the row refers. In particular, you have the possibility to specify the country (through its ISO 3166-2 code, e.g. IT for Italy, FR for France, etc.. here a complete list: https://en.wikipedia.org/wiki/ISO_3166-2), the region and the city or a range of CAP. For example a line valued as follows IT,,,20120,20129 refers to all locations in Italy with CAP between 20120 and 20129, extremes included

  o weight_from, weight_to identify the weight range for which that price is valid. The weight is referred to the total weight of the shipping, calculated as a sum of the others item's weights.

- o price: identify the price, VAT included, applied to shipments that fall within the characteristic of the respective line (destination/weight expressed in the raw as above)

- o delivery type: is the MBE service code for the shipping method cost you want to override (for example: SSE, SEE, …)

Please note that:
- ● The following fields are mandatory for each record in the CSV file: country, weight_from, weight_to, price, delivery_type. There must **always** be specified a value for these columns, while, all the other fields can be omitted (**but they must be present in file anyway!**)
- ● The weights specified in the file cannot exceed the value specified as "Maximum Shipment Weight"
- ● To know the code of the various MBE Services you can refer to what appears in the field "MBE Services enabled" of the configuration interface: the code of the MBE service is shown in brackets, after the service name (e.g. use SSE for MBE Standard or SEE for MBE Express)

  - o The price defined in the file must always be that of the shipment without the additional service of the Insurance / Coverage, but you will have the opportunity to specify a rule for the calculation of the additional value to apply, calculated on the basis of the value of the items to be insured.
  - o At the price specified in the file will be add the VAT, in the cart.
  - o Please also make sure that there is no empty row in your file: pay attention to the last rows of the file and, eventually delete them.

- ● *Download current file:* allow to download current CSV file

- ● *Download template file:* allow to download the CSV file template that must be used to write custom rates to override OnlineMBE prices.

- ● *Custom prices via CSV - File mode:* Once you have completed and uploaded the CSV file with the custom prices for MBE shipments, you must indicate how to use the file, choosing one of the following options:

  - o Partial: The CSV file will be used to calculate the prices of shipments ONLY to the destinations in the file:

    - - If the file contains a rule relating to the country of destination of your customer's order, MBE eShip will use the CSV file to calculate the price of the shipment.

    - - If the file does NOT contain a rule relating to the country of destination on your Customer's order, MBE eShip will query OnlineMBE for the calculation of the shipping price on the basis of the price list that you have agreed with your MBE Centre.

  - o Total: MBE eShip will ONLY use the CSV file to calculate the prices of MBE shipments. If there is no rule compatible with the destination of your customer's shipment, the MBE option will NOT be presented: so be sure to always fill out the CSV file completely for all countries you wish to cover

- *Custom prices via csv - Min price for insurance extra-service (*):* if you wish to offer your customers the possibility to insure/cover their shipments or if you wish to insure your shipments at all the times, having previously agreed the details with the MBE Centre, if you have uploaded a personalized price list for shipments, you have the possibility to set the calculation of the surcharge due to this additional service. In particular, through this field you will have the possibility to specify the minimum value of the surcharge.

- *Custom prices via csv - % for insurance extra-service price calculation (*):* used to calculate insurance value for custom rates. The system calculates an extra price when using shipments with insurance.

- *Insurance extra-service - Declared value calculation (*):* used to calculate insurance value for custom rates. The system calculates extra price when using shipments with insurance.

(*) If Custom prices are applied, insurance extra-service fee will be calculated using the maximum of these 2 variables:
   o   Min price for insurance extra-service: fixed cost
   o   % calculated on the prices of the products for that shipment.
Product price can be with or without taxes based on Insurance extra-service - Declared value calculation. Insurance value will be added to shipment value.

Configuration mode 2 - MBE services
If you select this configuration mode, the module will apply the prices conveyed by the web service, with the tariffs agreed by the MBE Centre accords you as a customer.

Warning:
This mode requires access to the CarrierService resource.
Access to the CarrierService resource is available:
-   On the Advanced Shopify plan or higher.
-   On the Shopify plan with yearly billing
-   The carrier service feature has been added to the store for a monthly fee.
For more details, you can contact Shopify Support.

Configuration preferences:
- *Select one or more services you intend to offer for shipping:* Select all MBE services you intend to offer your eCommerce buyers for shipping. For the plugin to work properly, at least one option must be selected.

- *Custom name for MBE Services:* you can insert a custom name to be shown in the shop for each selected service

3. Packages

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Configuring the measurements and metrics of the preferred parcels of your eCommerce will be useful for assigning each product to its reference parcel. This section is divided into 'Standard Configuration' and 'Advanced Configuration'.

Guide to the section:
Standard configuration:
- *Default Package Length:* default length of the boxes through which the items are shipped. To be agreed with your MBE Center.

- *Default Package Width*: default width of the boxes through which the items are shipped. To be agreed with your MBE Center

- *Default Package Height:* default height of the boxes through which the items are shipped. To be agreed with your MBE Center

We recommend that you agree and define these 3 values together with the staff of your MBE Centre.

- *Maximum Package Weight:* enter the maximum weight (Kg) of each package to be dispatched. In the case of Envolope/Buste shipping, a default value of 0.5 kg (not modifiable) will be applied. The maximum weight of the package must **NOT exceed the maximum value established with the MBE Centre.**

- *Maximum Shipment Weight:* indicate the maximum weight (Kg) of the shipment, as the sum of all packages to be shipped. In case of Envolope shipment, a default value of 0,5 kg (not modifiable) will be applied.

Csv for Standard Package
By enabling advanced parcel configuration, it will be possible to upload Csvs with defined parcel metrics.

- *Default shipping package : The list of the custom packages that can be used as default shipping package. Only packages not set as "custom package" (see below) are listed.*

- *Csv for standard packages:* enable the creation of custom standard packages via csv. Once activated some new options will be available. It can be enabled and used only if Shipment configuration mode is set to "Create one shipment per shopping cart (parcels calculated based on weight)"

- *Packages via csv - File upload:* pressing the button "Choose file" you'll upload a new file of standard packages details.

- *Packages for Products via csv - File upload:* It works as "Packages via csv - File upload" but for Package/Products relations.

The loaded files should comply to the following formats (templates are available pressing the buttons "Download template file").

Packages
- *package_code,package_label,height,width,length,max_weight*
- *package_code:* Alphanumeric unique code that identify a package (50 chars max)
- *package_label:* Short description for the package (255 chars max)
- *height:* package height, can be a decimal number
- *width:* package width, can be a decimal number
- *length:* package length, can be a decimal number
- *max_weight:* Maximum weight allowed for the package, it can be a decimal number and it must not exceed the value set for Maximum Shipment Weight (see below). The same rules applied to Maximum Package Weight (see below) are valid

Packages - Product
- *package_code,product_sku,single_parcel,custom_package*
- *package_code:* package code of the package to be used for the product
- *product_sku:* sku of the product to be associated to the package
- *single_parcel:* set it to 1 to ship the product in its own package, set it to 0 will allow the product to be shipped with other goods in the same package
- *custom_package:* set it to 1 to define the related package as a custom one to be used
- only for the specified product. if set to 0 the package can be used by multiple products

> **Warning:**
> If no **packages** file is loaded , this functionality won't be used even if it's enabled and values from the following fields will be used instead

Advanced configuration
This section allows you to configure the parameters of your parcels and products directly via a graphical interface. Thus, the customisation of standard parcels and their association with products can be done from here, without the need to upload CSV files.

Furthermore, if CSV files have already been uploaded, the system automatically retrieves the values entered in the CSV files, and allows you to change them directly from the graphical interface.
N.B. Changing CSV file values via this GUI does not automatically change previously loaded CSV files.

4. Shipping

Select your preferred mode for handling eCommerce order shipments by configuring the entries in this section.

Guide to the section:

- *Ship to Applicable Countries:* specify whether this shipment method is available for all the countries in the world or just to a list of specific countries.

- *Ship to Specific Countries:* based on the configuration of the above field, this will allow to select (through Ctrl) the list of countries where shipping with this method is available.

- *Shipment configuration mode:*

  o Create one shipment per Item. In this case for every product the system will create a specific shipment. (i.e. 3 products, 3 different shipments.)

  o Create one shipment per shopping cart (parcels calculated based on weight): for each purchase order, only one shipment will be generated, and the number of packages will be calculated automatically based on the value of the weight declared in the CMS of the items purchased and based on the value configured as "Maximum Package Weight".

  o Create one shipment per shopping cart with one parcel per Item. In this case the system creates only one parcel with all the products

> **Warning:**
> By selecting option 1 "A different shipment for each item in the order", if you enable the cash delivery payment and the customer chooses it, the amount of cash on delivery will be divided evenly between all shipments and may not be proportionate to the value of the items contained in individual shipments. Therefore, we advise you to consider this option carefully if you offer this payment method. Currently this option does not allow you to manage a surcharge on the total cost of the order (i.e. total order + cost cash on delivery)

- *Default goods method:* select the default shipment method, choosing between: Merchandise (recommended option) and Envelope/Envelope.

- *OnlineMBE daily shipments closure – Mode* MBE e-Link allows you to manage the closing of MBE shipments directly from the back-end of your eCommerce, in two ways: manually or automatically. In case you select "*Automatically*", you will have to specify the time of day in which to perform this operation. Please note that the closure operation is essential to allow your MBE Centre staff to take charge of the shipment and process it.

- *Shipments creation in OnlineMBE - Mode*: MBE eShip allows you to manage the operation of shipment creation on the OnlineMBE system directly from the back end of your eCommerce, in two ways:

  o Manual: you will have the possibility to decide independently for which orders you want to generate the creation of the shipment

  o Automatic: the shipment will be generated on OnlineMBE as soon as the purchase order is confirmed, typically this happens immediately after confirmation of payment, in the case of payment in real time (eg PayPal or credit card) or delivery (cash on delivery), while it is necessary to confirm by an operator in the case of payment by bank transfer.

5. Markup

Select your preferred method for applying the mark-up to the shipment price: the mark-up is an additional amount that is added to both the price charged to you by the MBE Centre and the price you may have configured in the price list. In this section, you must set the mark-up parameters to be applied to the shipment price.

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Guide to the sections:
Markup

- *Application rule:* the available options are 'Percentage' and 'Fixed amount'.

- *Amount:* configure whether the markup must be applied per shipment or per parcel.

- *Handling fee:* Fixed/percentage markup to be applied based on the above configurations. Enter the value (without currency or percentage sign)

- *Apply rounding:* Specify whether the resulting fee must be rounded and how. Please note that rounding is done before VAT application. Available options are:
  - No rounding
  - Apply default rounding, i.e. lower or upper rounding based on the based amount and the rounding amount (e.g. a starting value of 5.51€ with a rounding unit of 0.50€ would be rounded to 5.50€ (down), while with a rounding unit of 1€ it would be rounded to 6.00€ (up))
  - Always round down
  - Always round up

MBE Shipments - Free Shipping Threshold & Service Description
In addition, it is possible to manage further parameters related to the number and type of MBE Services enabled. In particular, the 'Free Shipping Threshold' fields allow you to set the thresholds above which free shipping will be offered with that specific service, while the 'Delivery Time' fields allow you to specify the average time for each shipping option.

This group is populated dynamically after selecting at least one option within the 'MBE services enabled' field and saving.

> **Warning:**
> Shipping prices calculated by MBE eShip are always without VAT. We remind you to enable and verify the configuration for the calculation of taxes directly from the administration console through Shopify.

3.1 Manual rates

> **Please note:** This section is dedicated to 'Basic Shopify' and 'Shopify' accounts. For 'Advanced Shopify' accounts, automatic rate calculation is available.

In order to allow the user to view MBE shipping options even with 'standard' accounts you will need to create custom rates via the Shopify administration interface. Link to the guide: https://help.shopify.com/it/manual/shipping/rates-and-methods/manual-rates

In order to allow the MBE E-link application to handle incoming orders, dedicated fees must be strictly adhered to:

- the wording 'MBE' e.g. 'Standard Italy MBE'

- the wording 'INSURANCE' in case of 'insured' shipment, e.g. 'Insured Italy MBE INSURANCE'

- the wording 'EXPRESS' in the case of 'express' (EEA) shipping, e.g. 'MBE EXPRESS INSURANCE Express Insured' or 'MBE EXPRESS Express'
- Services supported: MBE Standard, MBE Express, MBE Economy, MBE Classic

4. How it works

> **Warning:**
>
> To have a correct usage of the plugin, it is necessary to fill in the Weight and Dimensions items in the Products → Select product → Shipping section. The maximum weight must be within the limits set in the configuration of the plugin.
> MBE eShip uses the kilogram as the unit of measure for weight and for its settings (e.g. Maximum parcel weight).

MBE e-Link integrates with other shipping options that may already be active in your eCommerce, working much the same way.

The following image shows its integration within the cart detail screen, from which your Customer can estimate the shipping costs.

The following image shows the integration within the checkout page where you can select the shipping option before proceeding with the conclusion of the order.


> **Please note:** MBE shipping options are presented to the buyers of your eCommerce according to the e-Link configuration and only if the e-Link is able to calculate the price. We therefore recommend that you check the configuration of your eCommerce to make sure that there is always a shipping option available for each destination to which you intend to ship your products: if this is not the case, your customers may complete their purchases without paying for shipping. You can check the list of destinations managed by your eCommerce from the Shopify administration panel.

The following image shows the MBE shipping management console, which can be accessed directly from the "Orders to ship" menu. This screen will allow you to access the list of all orders for which your customers have selected the shipping option via MBE.

From this screen you will have the possibility to create shipments in manual mode. You can click on the "Create Shipment" button in the order line (to process a single order) or select multiple orders and click on the "Create Shipment" button below.

By clicking on "Shipments to close" in the menu on the left you can access the following screen.
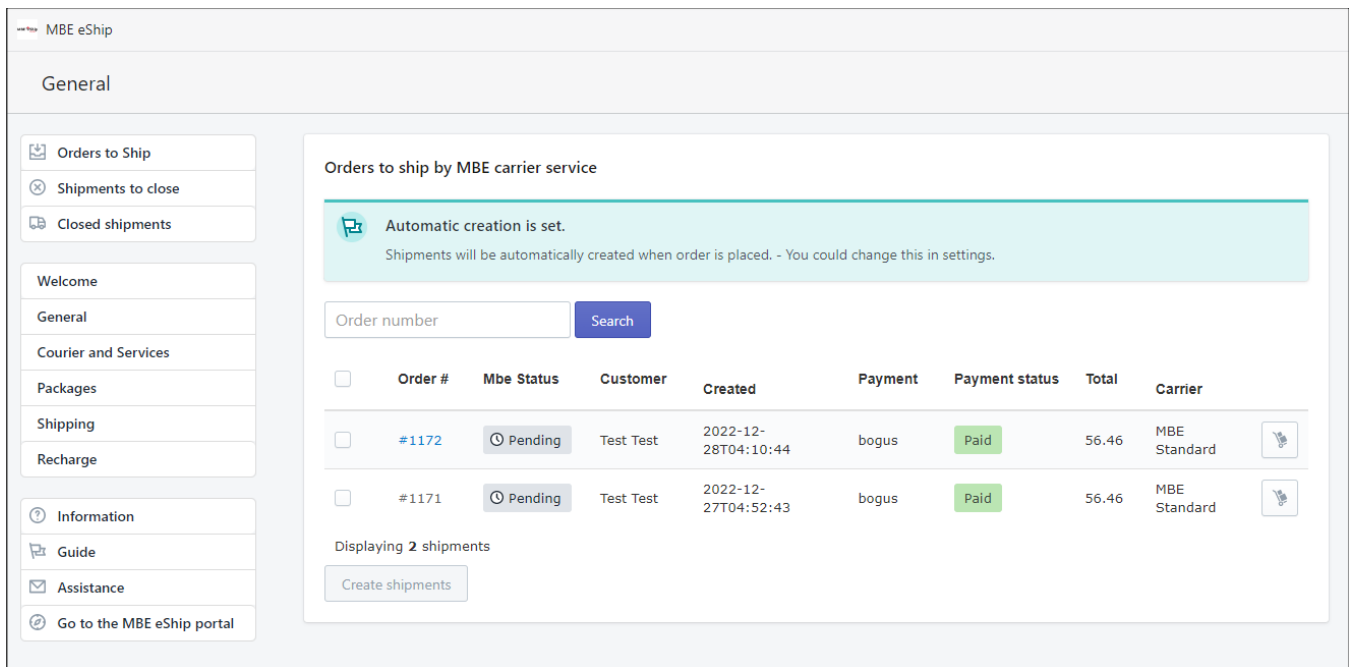
From here you will have the possibility to carry out some useful operations for the management of shipments by clicking on the "Trackings" button: download and print the MBE parcel label to be affixed on the packages, view the tracking number of the shipment and access the www.mbe.it website page that allows you to monitor the status of the shipment.

> **Please note**. MBE e-Link is responsible for directly generating shipments on OnlineMBE:
> - Immediately after saving the order, if your eCommerce Customer has chosen an online payment method (such as PayPal or credit card), and if the payment was successful
> - Immediately after saving the order, if your eCommerce Customer has chosen payment on delivery as payment method
> - After the invoice is issued, if your eCommerce customer has chosen bank transfer as the payment method

4.1 Closing of shipments

In order to close the shipments and download the corresponding summary display (only if you have opted for manual closing mode) you will have to click on the "Close shipment" button in the relevant row or select several shipments and click on the "Close shipments" button at the bottom.

4.2   Return shipment action

If you need to generate return shipments for your clients, you can generate them from the shipment details page using the "Create Return Shipment" command.

Once created, the tracking information for the return shipment can be found on the detail page. The return shipment will be recognizable by the status "RETURN".

4.3   Ship to a delivery point

Warning:

Ship to a delivery point requires access to the CarrierService resource.

Access to the CarrierService resource is available:

- On the Advanced Shopify plan or higher.
- On the Shopify plan with yearly billing
- The carrier service feature has been added to the store for a monthly fee.

For more details, you can contact Shopify Support.

Is it possible to request the activation of the service that allow the client of your shop to select a delivery point as a destination.

While enabled, depending on some constraints (check the list below) the client will be able to select the delivery point to be set as the shipping destination.

The delivery points will be filtered based on the billing (or shipping) address selected during the checkout process. The delivery points are ordered by distance.

Modalità di spedizione

|	
● **MBE ECONOMY**	10,00 €
○ UAP 01 (0.2 KM) - TELEFONIA E CAF 2 - VIA CARLO FARINI 70, 20159, MILANO Mon-Fri: 10:00am-7:00pm; Sat: 10:15am-2:00pm; Sun: Closed	13,72 €
○ UAP 02 (0.7 KM) - BEST LOGISTIC & SERVICE - VIA CARLO FARINI 40, 20159, MILANO Mon-Fri: 9:00am-7:00pm; Sat, Sun: Closed	13,72 €
○ UAP 03 (0.7 KM) - PHOTO ON LINE - VIA VEGLIA 44, 20159, MILANO Mon-Fri: 9:00am-1:00pm, 3:00pm-7:00pm; Sat: 9:00am-12:30pm; Sun: Closed	13,72 €
○ UAP 04 (0.7 KM) - SBAGLIATO CAFFE - VIA LIVIGNO 6/A, 20158, MILANO Mon-Sat: 7:00am-6:00pm; Sun: 9:00am-6:00pm	13,72 €
○ UAP 05 (0.9 KM) - SMARTFRIENDS - VIA CARLO IMBONATI 49, 20159, MILANO Mon-Sat: 10:00am-8:00pm; Sun: Closed	13,72 €
○ UAP 06 (1 KM) - MERCATINO - USATO FIRMATO - VIALE JENNER 51, 20158, MILANO Mon-Sun: 10:00am-7:00pm	13,72 €
○ UAP 07 (1.3 KM) - EDICOLA & INFORMATICA - VIA ADEODATO RESSI 17, 20125, MILANO Mon-Fri: 7:30am-1:00pm, 3:00pm-6:00pm; Sat, Sun: 7:30am-12:30pm	13,72 €
○ UAP 08 (1.5 KM) - CIALDE E CAPSULE EMPORIO DEL CAFFE - VIA PONTE SEVESO 19, 20125, MILANO Mon-Fri: 9:30am-7:00pm; Sat: 9:30am-1:30pm; Sun: Closed	13,72 €
○ UAP 09 (1.7 KM) - ELETTRICA VOLPI - VIA FABIO FILZI 15, 20124, MILANO Mon: 3:30pm-7:00pm; Tue-Fri: 9:00am-2:00pm, 3:30pm-7:00pm; Sat: 9:00am-1:00pm, 3:30pm-7:00pm; Sun: Closed	13,72 €
○ UAP 10 (1.7 KM) - MILANOPOST EXPRESS - VIA PRESTINARI 6, 20158, MILANO Mon-Fri: 8:30am-7:00pm; Sat: 9:30am-2:30pm; Sun: Closed	13,72 €
○ MBE Standard	20,28 €
○ MBE Express	35,32 €

Vai al pagamento   Torna alle informazioni

Constraints

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- You should be allowed to ship to a delivery point (please check it with your MBE Center)
The service will be available in the service list and must be selected
- "**Custom mapping for default shipping method**" is disabled
- The shipment must be a single parcel
- The total weight must be within 44lbs / 20kg
- The longest size must not exceed 38in / 97cm in length
- The total size must not exceed 118in / 300cm in length and girth combined

> **Note**
> At the moment, it is not possible to select "cash on delivery" payment if the service MBE Delivery point has been selected. We suggest to add a disclaimer to the payment method *Settings > Payments > Cash on Delivery (COD) > Manage*
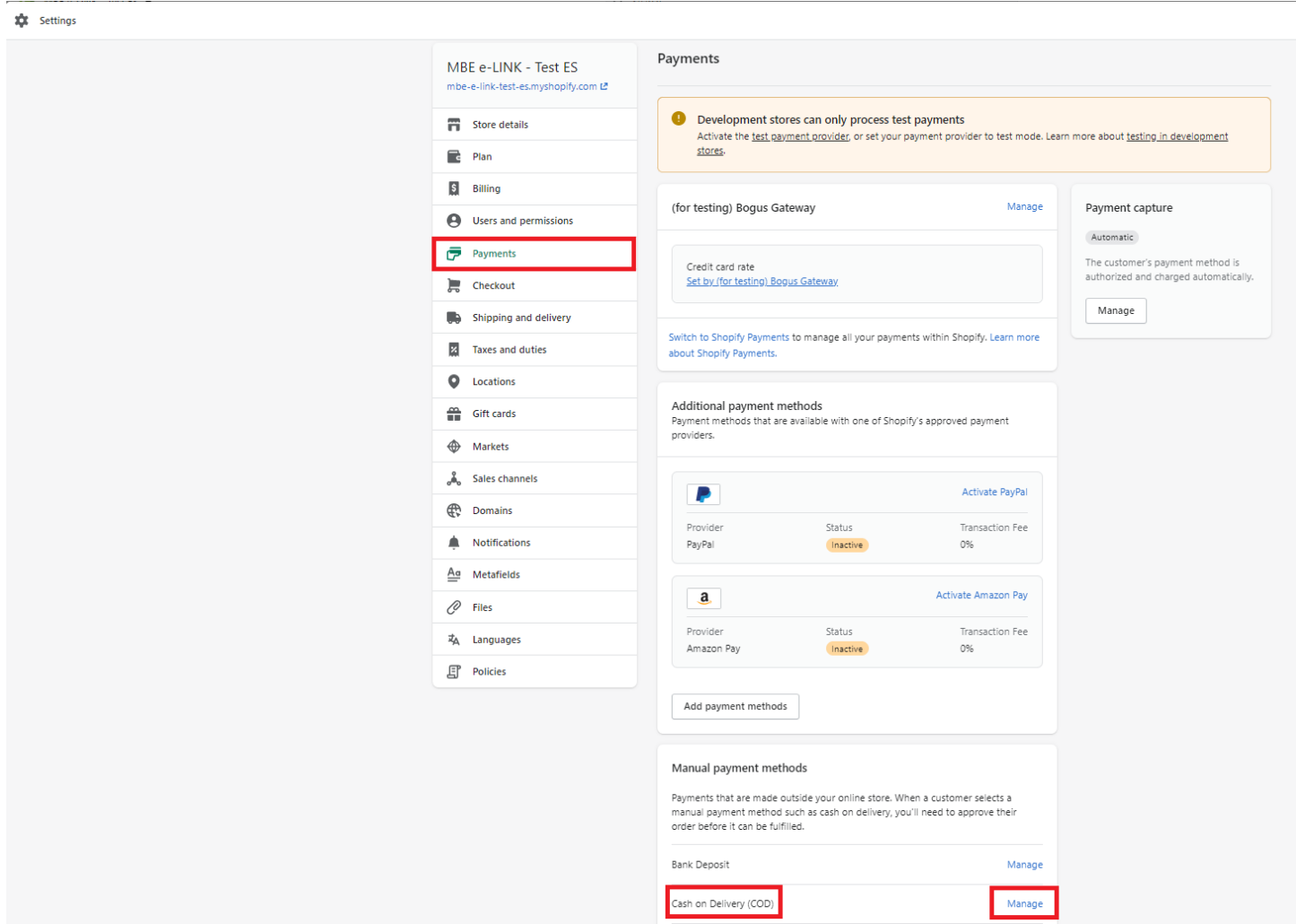
The disclaimer must be inserted in the instructions (Further Details):

Edit Cash on Delivery (COD)   ✕

Additional details

ATTENTION: THE CASH ON DELIVERY IS NOT AVAILABLE FOR MBE DELIVERY POINT
SHIPMENTS

Displays to customers when they're choosing a payment method.

Payment instructions

Displays to customers after they place an order with this payment method.

Deactivate Cash on Delivery (COD)   Cancel   **Save**

The message appears during checkout

Payment

All transactions are secure and encrypted.

⚠ This store can't accept real orders or real payments.

○ **Credit card**   B

● Cash on Delivery (COD)

ATTENTION: THE CASH ON DELIVERY IS NOT AVAILABLE FOR
SHIPMENTS MBE DELIVERY POINT

○ **Bank Deposit**

5. Technical Support

The MBE eShip plugin is currently available only for Italy, Spain, Germany and Austria. For information about the functionality or configuration of the MBE eShip plugin, or if you need login credentials (MBE Web-Service URL, OnlineMBE username and OnlineMBE passphrase), please contact the staff of your MBE Centre. If you don't have one you can find the nearest to you throught the store locator of your country's website: https://www.mbeglobal.com/store-locator For technical problems during installation, configuration or usage of the MBE eShip plugin, you can **contact** you MBE Centre. To speed the analysis/resolution up is recommended to send a support request following this template:

- OnlineMBE credentials: WebService, User, Passphrase (32 alpha-numeric characters)

- Link to the admin panel (backoffice)

- Admin panel credentials: user – pass to perform analysis directly on the CMS

- Detailed description of the problem

- Screenshots / logs (optional)

It's recommended to enable WooCommerce logging, reproduce the issue and attach to the support e-mail

an archive (i.e. zip file) with all the log files stored in **<moduledir>/log** folder. Il modulo MBE eShip è attualmente disponibile solo per Italia, Francia, Spagna, Germania, Austria e Polonia.

Important Note:

- Our dedicated Technical Support is able to manage issues exclusively related to the plugin: for issues related to the OnlineMBE system or commercials please contact the staff of your MBE Centre.

- To protect your privacy, you can provide to the staff of the Techinal Support temporary credentials, for the duration necessary for the intervention only: you can disable the credentials at the end of the intervention.

- The credentials are **necessary** to the staff of the Technical Support in order to verify and modify the plugin's settings and and correct any problems encountered as a result of the support request. Providing these credentials, you'll allow our Technical Support to perform modify action on the settings of the MBE eShip.