Ship for PRESTASHOP

MBE eShip v. 2.1

Installation and Usage Guide - PrestaShop

Index

1. Changelog

In this paragraph, there is a list of the main changes introduced in the new versions of the plugin

2.0.0

● Introduced new simplified login procedure by entering the credentials that the MOL user uses to access MBE Online

● Streamlined and simplified plugin configuration process with new graphical interface

● Possible to apply a customized VAT bracket to the individual MBE service, in the MBE services recovery mode

● Possible to enter/edit standard parcels also from GUI, as well as via CSV

● Optimized Customer Experience

● "Check-up" section for sanity checks on CMS

● Dedicated tabs for direct access to customer support

1.7.0

- New delivery points service

1.6.0

- Return shipping management
- Proforma data management
- Fixed problem with opening the order from the "MBE Shipping" page for the most recent versions of Prestashop

1.5.0

- Standard Packages management via csv

1.4.0

- Added a new country: Croatia (no translation)
- Download and Delete log files
- Print multiple shipping labels
- Fixed bug with special characters
- Minor bug fixes

1.3.0

- Fixed bug with custom label for service S+E

1.3.0

- Fixed bug with products units of measure
- Free thresholds specific to National (domestic) / WW
- Automatic setting of the "Shipped" status of an order
- Option to customize the name of the courier / MBE service
- Default shipping methods mapped to MBE methods

1.2.0

- Added MBE Online Support
- Added UAP

1.1.3

- Added compatibility php 7

- Added french translation

1.1.2

- Fixed - Directory_Separator php 7

1.1.1

- Fixed - Error CSV download button
- Fixed - shipment closure bug

2. Installation

The MBE eShip module can be found in your Prestashop administration panel (back office) by following to the tab Modules > Module Catalogue and typing the plugin name "MBE eShip v. 2.0." into the search field and click on "Install".

Then the plugin will be installed automatically. If installation have done successful, a 'Module installed' message will show up, and you can proceed to configure the module. You can now access the configuration screen by clicking on the "Configure" button.
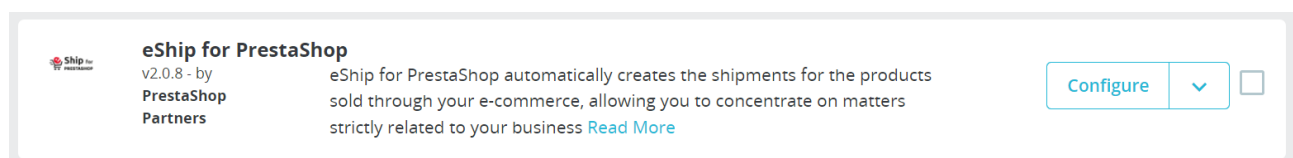
> **Warning**:
> MBE eShip module overrides some classes: Carrier.php, Order.php and AdminCarriersController. Make sure that other plugins have not already overridden these files to avoid conflicts and that "Disable all overrides" option is set to "No" (Advanced Parameters > Performance > Debug Mode) for v. 1.6+.

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.

3.1 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.

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

3.3 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.

3.4 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.

3.5 Reloading: 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.

3.6 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.

3.7 Check-up: this section allows you to check the correct compatibility of the module with your online shop in PrestaShop, the functioning status of the Hooks, DB, Tabs and overrides. To check whether these functions are active regularly, click on 'Perform check-up'.

3.1   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.*

Warning:
Fields marked with an asterisk (*) are required

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)

- ● *Online MBE Web service Url:* please contact your MBE center to receive the address to use

- ● *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.

3.2   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 3 desired module configuration modes, choosing between Customised prices (CSV file), Courier and shipping services mapping, MBE services recovery.

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 - Mapping couriers and shipping services

By enabling this mode, it will be possible to select a customised association between the default shipping methods available in Prestashop and the MBE services.

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 mapping for default shipping method:* you can select a custom mapping between the default shipping methods available in Prestashop and the MBE Services selected. Doing this, when a client will choose a default shipping method (eg. flat rate) during the checkout, the shipment will be managed as the selected MBE service (eg. MBE Express (SEE)). Note that this set of options is generated dynamically after saving the values in the field **"MBE Services".**

Configuration mode 3 - Recovery of 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.

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. Note that this set of input boxes is generated dynamically after saving the values in the field **"MBE Services".**

- *Customised VAT for MBE service:* you can select a customised VAT to be applied to the MBE service for each selected MBE service.

3.3   Packages

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.

- *Csv per i pacchi standard:* 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

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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

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Advanced configuration

This section allows you to configure the parameters of your parcels and products directly via a graphical interface on Prestashop. 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.

3.4 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: s*pecify 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 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 eShip allows you to manage the closing operation of MBE shipments directly from the backend of your eCommerce, in two ways: o manual o automatic.

In the case of automatic mode, you will need to specify the time of day for this operation. *We remind you that the closing operation is essential to allow the staff of your MBE Centre to take charge of the shipment and process it.*

Warning:
In order to automatically close shipments, you will need to link a cronjob to: http://<yourdomain.com>/module/mbeshipping/mbeaction?close=1

- *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.

- *Automatically sets the order as shipped*: this option allows you to automatically change the order status and send the relevant notification to the customer. If the order is in "Payment accepted" status and the option is set to "YES" when the shipment is closed or in case of direct generation of the courier waybill when the shipment is created, the order status will be set to "Shipped" and notified to the customer. To notify the customer of the tracking as well, the email must be customized by changing the template from the translations section.

You will have to modify the "Shipped" template by inserting the placeholder {shipping_number} which will be automatically replaced in the sending phase with the MBE tracking.

shipped

No Subject was found for shipped in the database.

View HTML version | **Edit HTML version** | View/Edit TXT version

Hi {firstname} {lastname},

Thank you for shopping with {shop_name}!

Your order with the reference **{order_name}** has been shipped.
Your tracking **{shipping_number}**

Cancel

Save and stay

Save
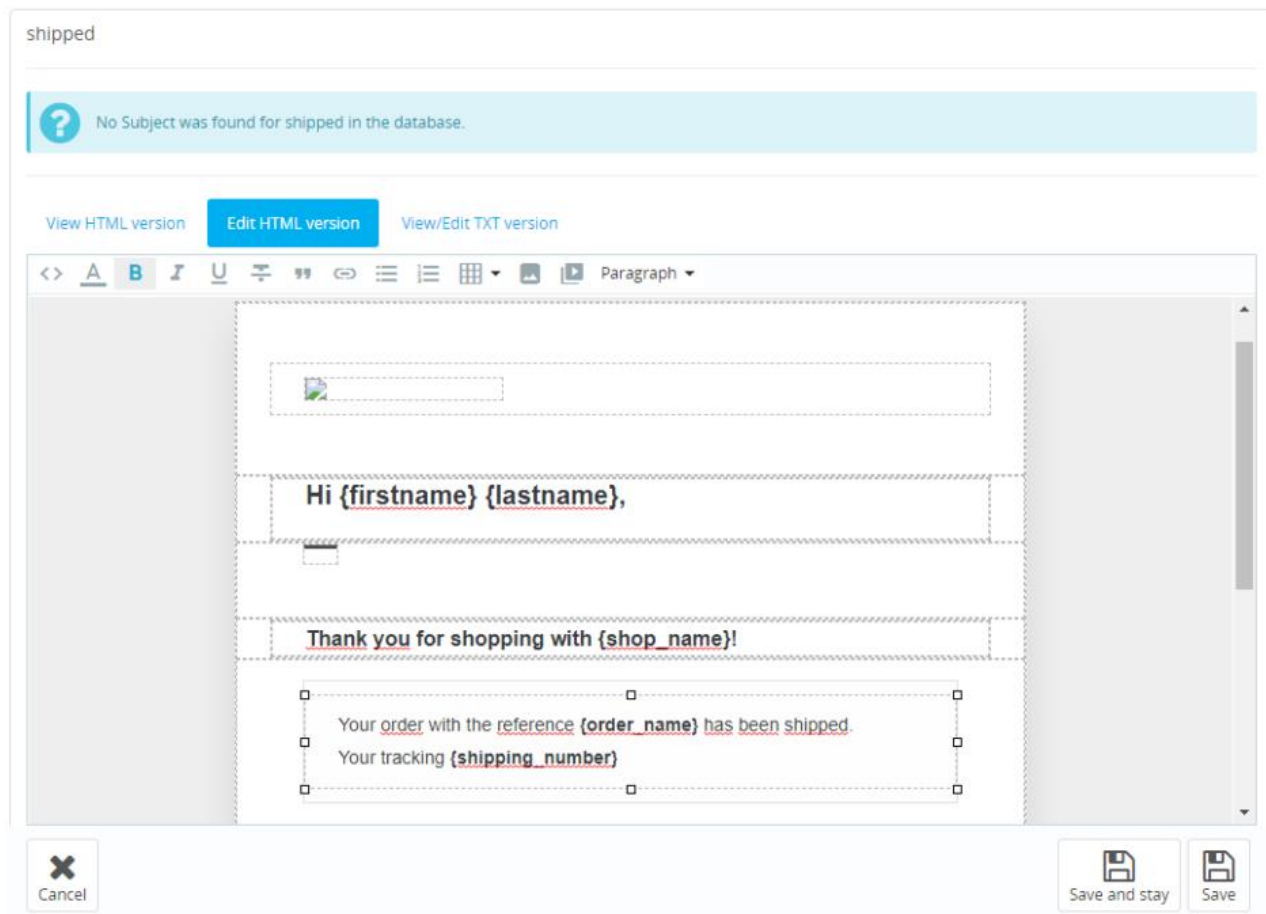
- *Download debug files*: if any debug file is available, you can download it pressing the button.

- *Delate debug files:* if any debug file is available, you can delete it pressing the button.

3.5   Pickup management

What is Pickup Functionality

The collection function allows the merchant to request the collection of one or more shipments at a specific address, therefore different from the company one.

Activation

After accessing the Back - office of your shop, select the eShip for PrestaShop module in the Module Management section, you can find the configuration options within the "Collection Management" area (see Photo n.1 below).

Photo n.1
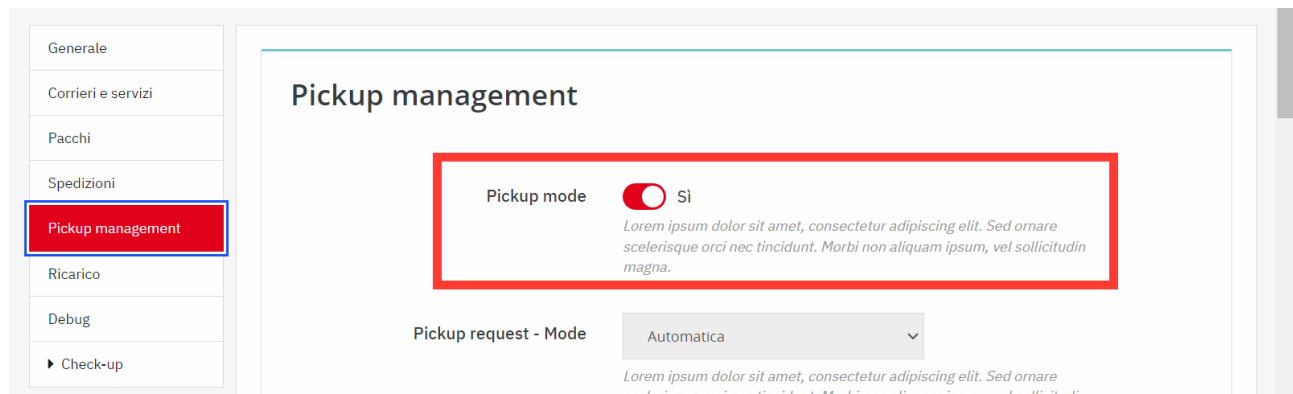
Currently it is only possible to use the "Automatic" mode of the withdrawal request, therefore, the "Withdrawal request - Mode" option will be set by default and therefore cannot be modified.

Using the Pickup functionality

The use of the collection function is divided into two areas, which can be viewed and managed in the "Shipping" section of the back office, i.e.:
   1. MBE - Configuration
   2. MBE - Shipments

1.   MBE - Configuration

Within the "Withdrawal management" area, among the mandatory withdrawal management options, we find::

   ● Pickup Reuqest - Mode: i.e. choose the day range of the pickup: "Morning" or "Afternoon".
   ● Pickup Cutoff - Period from: By choosing Morning, pickup requests will be automatically routed to couriers for same-day pickup, for all shipments created by 10 a.m. By choosing Evening, pickup requests will be automatically routed to couriers for next-day pickup, for all shipments created by 10 p.m.

- Pickup Time - Preferred to: Maximum pickup time that will be communicated to the courier (N.B. pickup time is approximate and may not be observed by the final courier)

2. MBE - Pickup Address

In the "MBE - Pickup Address" section, which can be reached from the button in the "Collection management" section, it is possible to manage the collection addresses.

To add a new address, just click on the "Add new" button at the top right (see photo below). Furthermore, among the various options it is also possible to modify the data of the addresses already entered by clicking on the "Edit" item and delete an address, present to the right of the address fields.

3. MBE - Pickup Shipping

The created shipments are displayed in this area. Those for which the Withdrawal service has been used will be marked with a green tick; otherwise, for shipments that have not used this service, they will be marked with a red "x". In automatic mode, all shipments will have the collection request active, the address used will be the one configured by default.

3.6   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.

Guide to the sections:

Markup

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

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

- *Importo:* indicate il valore da applicare come eventuale ricarico sulla spedizione al vostro cliente, fisso o percentuale (si applica in base alla configurazione precedente). Va indicato solo il valore senza la valuta: ad esempio per aggiungere un importo fisso di 5€ inserire 5 (questo vale anche per la percentuale).

- *Applica arrotondamento:* fixed/percentage markup to be applied based on the above configurations. 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:**
> For MBE eShip to work properly, the 'Delay' text must be set for each of the enabled MBE services.

> **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 Prestashop section Localization > Taxes and Localization > Taxes Rules.

3.7   Debug

This section is used to collect problem logs generated during application crashes and used in case support from MBE staff is needed.

If problems are encountered then, it is necessary to activate debug mode, download the error log file and contact MBE support by attaching the downloaded file.

Once support has been received, the error log files can be deleted via the 'Delete' function.

3.8 Check-up

This section allows you to do a quick technical checkup to see if there may be any problems with the functioning of the plugin and in particular: the correct compatibility of the module with your online shop in PrestaShop, the functioning status of the Hooks, DB, Tabs and overrides. If errors are present, it is recommended to reinstall the module.

4. Usage

> **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 → Product data →Shipping section. The maximum weight must be within the limits set in the configuration of the plugin.

MBE Shipping method operates like other shipping methods.

> **Warning:**
> MBE will NOT appear in the Shipping > Carriers menu of the Prestashop backend: the MBE shipping option will appear directly in the check-out process based on the configuration and the service availability.

The following image shows you its integration in the cart page where your end-Customer can estimate shipping costs.

> **Warning:**
> MBE shipping options are presented to buyers of your eCommerce based on the configuration of eLink and only if it is able to calculate the price. We therefore recommend that you check the configuration of your eCommerce to ensure 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 could complete their purchases without making the payment for shipping. You can check the list of destinations managed by your eCommerce from the administration panel of Prestashop, from the menu: Settings → General → General options.

The following image shows the MBE shipping management console, which can be accessed directly from the Prestashop menu: Shipping → MBE Shipping. This screen will give you access to the list of all orders for which your customers have selected the MBE shipping option.

From this screen, you will be able to carry out some useful operations for managing shipments, such as: downloading and printing the MBE Neck Marker label to be affixed to parcels, downloading the Closing Manifest and displaying the tracking number of the shipment, and accessing the www.mbe.it page that allows you to monitor the status of the shipment.

4.1 Closure actions

Based on the configuration of your OnlineMBE user, you may need to perform the daily shipments closure activity, allowing your MBE Center to process your shipments. You can perform this activity directly from the Prestashop back-end, either in Manual mode or Automatically at the time if the day you will configure. **To close in the Manual mode**, select the orders you want to close through the related checkboxes and click on Bulk Actions → Close.

Via confirmation message or invoice icon, you can download the "Closure file".

4.2 Return shipment action

If you need to generate return shipments for your clients, on the "MBE Shipments" page you can select the action "Create return shipment".
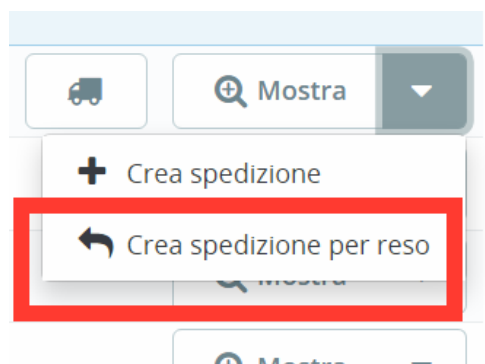
Once generated, the tracking information for the return shipment can be found on the "MBE Shipments" page. The tracking of the return shipment will be preceded by the word "RETURN".

4.3 Ship to a delivery point

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.

Constraints

- 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 disabling the mark for the MBE Delivery Point service

5. Internationalization

The extension's labels can be translated in the locale of your choice using the standard Prestashop internationalization system based on Translation Tab.

6. 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:

- E-commerce version
- PHP version (installed on the server)
- Plugin eShip version
- 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 Prestashop 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.