



MBE eShip v. 2.3

Installation and Usage Guide - WooCommerce

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1. Changelog

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

= 2.5.0 =

- Integration of the departments functionality
- Integration of MBE courier tracking service

= 2.3.0 =

- Integration of the shipment insurance service
- Integration of the service for tracking shipping statuses

= 2.2.0 =

- Delivery points service
- Tax and Duties service
- Compatibility with WooCommerce HPOS
- Minor fixes and improvements

= 2.1.0 =

- Pickup requests management

= 2.0.4 =

- Automatically set default value for settings, if not set
- Closure time now use time zone set in WP settings

= 2.0.3 =

- Fixed an issue with shipment creation for “non MBE” shipment methods

= 2.0.2 =

- Fixed the orders view to show “old” shipment details

= 2.0.1 =

- Fixed a bug for Waybill option synchronization

= 2.0.0 =

- Rebranding
- New settings interface

= 1.7.1 =

- Minor bug fix

= 1.7.0 =

- New delivery points service

= 1.6.0 =

- Return shipping management
- Proforma data management

= 1.5.2 =

- Fix for Csv rates

= 1.5.1 =

- Standard packages management via CSV

= 1.4.0 =

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

= 1.3.0 =

- Fixed the custom CSV file path and name
- Use Woocommerce unit of measure for weight
- Order on frontend the available shipping methods (from the cheaper)
- Add shipment tracking id to completed order email and invoices
- Free shipment threshold based on destination (worldwide or domestic)
- Custom labels for shipping methods
- Custom mapping for default shipping methods

= 1.2.2 =

- Fixed the link to the CSV template
- Fixed warning on Handling Fee

= 1.2.1 =

- Free shipment threshold fix

= 1.2.0 =

- Added Polish translation
- Updated the description for the ws config setting
- Ws end-point check
- Access point support

= 1.1.3 =

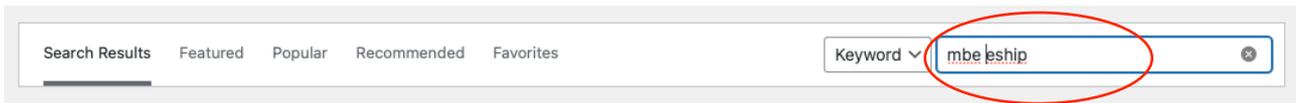
- Added french translation
- MBE shipping list blank due to a query error

2. Installation

The MBE eShip plugin can be installed in different ways.

In order to install MBE eShip from Wordpress marketplace:

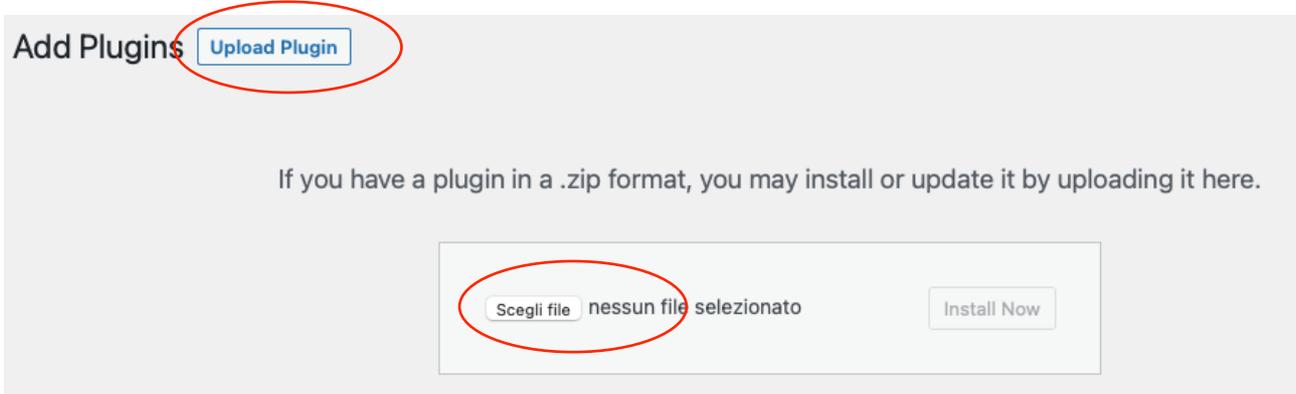
- In your WooCommerence admin panel, go to Plugins



- Click “Add New”
- In the search box enter “MBE eShip”
- Click the button “Install now” in the MBE eShip box

In order to manually install MBE eShip from WooCommerence admin panel:

- Download the MBE eShip setup package zip file following the link: <https://www.mbe.it/it/mbe-elink-plugin-ecommerce>
- In your WooCommerence admin panel, go to Plugins
- Click “Add New”

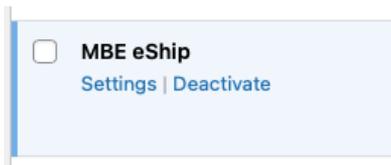


- Click “Upload Plugin” and “Select file”
- Select the file you’ve just downloaded and click “Install now”

You can also download the MBE eShip setup package zip file (<https://www.mbe.it/it/mbe-elink-plugin-ecommerce>) and upload the content to your plugins directory, which usually is /wp-content/plugins/

<input type="checkbox"/> MBE eShip Activate Delete	Mail Boxes Etc. Online MBE Plugin integration for main Ecommerce platforms. Version 2.0.0 By MBE Worldwide S.p.A.
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Once the plugin is installed, you need to activate it clicking “Activate”



Clicking “Settings” you’ll access the MBE eShip configuration view.

System requirements:

This plugin is compatible with **PHP 7.2** or higher and requires **WooCommerce 6.5** or higher. In case of different versions, updating your system is strongly suggested, or you can contact support team.

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.

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

The screenshot shows the configuration page for the MBE eShip module. At the top, there is a navigation bar with tabs for General, Products, Tax, Shipping, Payments, Accounts & Privacy, Emails, Integration, and Advanced. The 'General' tab is selected. Below the navigation bar, there is a breadcrumb trail: Welcome | **General** | Couriers and services | Packages | Shipping | Markup | Debug. The main heading is 'MBE services'. Below this, there is a descriptive paragraph: 'The MBE eShip module, free, easy to install and configure, connects directly to your e-commerce, allowing you to offer different types of shipping and service levels to your customers, all characterized by the quality of Mail Boxes Etc.' The configuration fields include: 'Country' (a dropdown menu set to 'Italy'), 'Login MBE Online' (a text input field), 'Password MBE Online' (a text input field), and a 'Sign in' button. Below these fields, there is a link: 'Or proceed with the [Advanced configuration](#)'. The 'Configuration Preferences' section includes an 'Enable' dropdown menu set to 'Yes'. A note below this field states: 'Setting to "Enabled" will enable MBE shipping options for the buyers of your eCommerce.' At the bottom left, there is a 'Save changes' button.

to the MBE Online system.

Guide to the section:

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

General
Products
Tax
Shipping
Payments
Accounts & Privacy
Emails
Integration
Advanced
MBE eShip (v.2.0.0)

Welcome | **General** | Couriers and services | Packages | Shipping | Markup | Debug

MBE services

The MBE eShip module, free, easy to install and configure, connects directly to your e-commerce, allowing you to offer different types of shipping and service levels to your customers, all characterized by the quality of Mail Boxes Etc.

Country ?

MBE Online web-service URL*
Please contact your MBE Center

Login MBE eShip *

Passphrase MBE eShip *

[Reset](#)

Click here if you want to reset the information entered in the form above

Configuration Preferences

Enable

Setting to "Enabled" will enable MBE shipping options for the buyers of your eCommerce.

[Save changes](#)

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)
- *URL Web service MBE*: please contact your MBE center to receive the address to use
- *Login MBE eShip*: the MBE Online 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

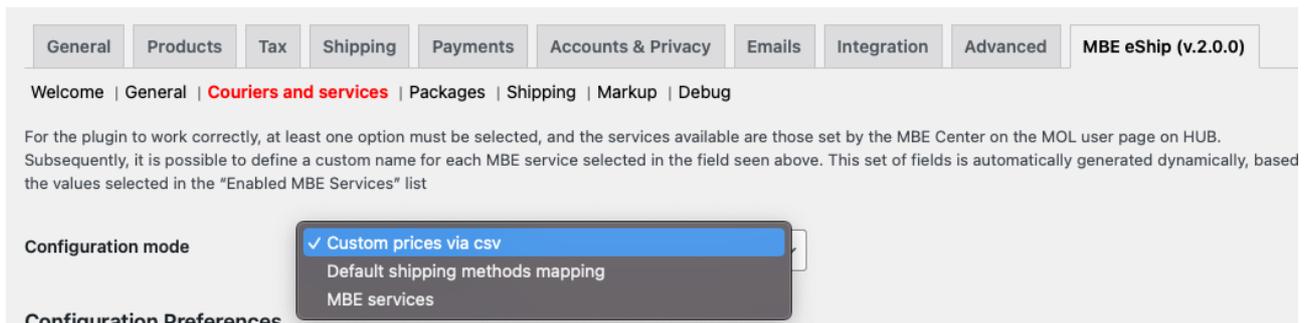
Warning:

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 Custom prices (CSV file), Default shipping methods mapping, 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.
- 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:
 - 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

- 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.
- 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)
- 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)
 - 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.
 - At the price specified in the file will be add the VAT, in the cart.
 - 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 MBE Online 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:
 - 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 MBE Online for the calculation of the shipping price on the basis of the price list that you have agreed with your MBE Centre.
 - 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:

- Min price for insurance extra-service: fixed cost
- % 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 - Default shipping methods mapping

By enabling this mode, it will be possible to select a customised association between the default shipping methods available in WooCommerce 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 WooCommerce 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**”.

Additionally, each courier can also be mapped with the available **SafeValue** services:

- **SafeValue, SafeValue Art, or SafeValue for Business** can be assigned to specific shipping methods, ensuring that only one SafeValue service or **Insurance** is active for all mapped services at any given time (mutual exclusivity).
- Once a **SafeValue** service is mapped, the plugin will allow the configuration of a Minimum Threshold for each service. If the order value is below the configured threshold, the courier associated with the SafeValue service will not be displayed during checkout.

This ensures that SafeValue services are applied consistently and only for eligible shipments based on the configured criteria.

Configuration mode 3 - 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.
- **SafeValue, SafeValue Art, and SafeValue for Business**. You can select only one value among these and Insurance for each service. Once a SafeValue or Insurance option is selected for any service, it will automatically apply as the sole active insurance option across all other services, ensuring mutual exclusivity. Once selected, it will also be possible to configure the Minimum Threshold from the panel for all SafeValue services. The Minimum Threshold acts as a filter: if the order value is below the configured threshold, the courier associated with the selected SafeValue option will not appear during

checkout. This ensures that SafeValue services are only applied to orders that meet the defined conditions.

- *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**”.

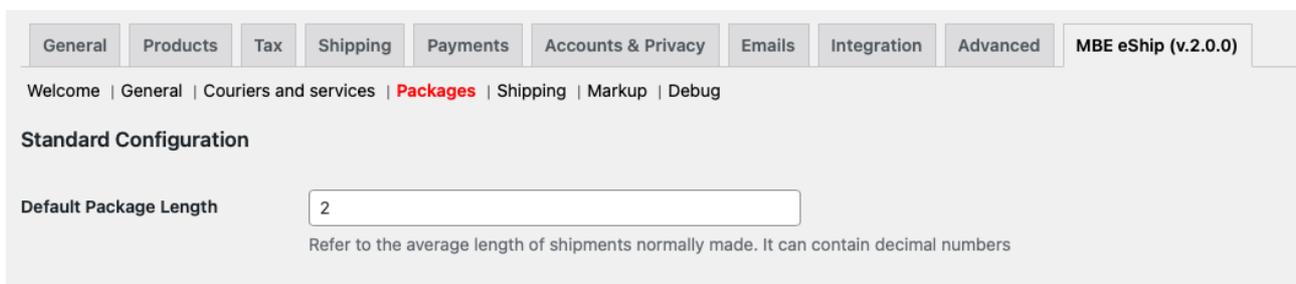
Exclusive Selection Rule

When a SafeValue option (**SAFEVALUE, SAFEVALUEART, SAFEVALUE4B**) is selected for any courier or service, it will automatically exclude the possibility of selecting other SafeValue options or the Insurance service (Insurance). This rule applies across all services to maintain mutual exclusivity, ensuring that only one insurance-related service is active at a time.

By using these codes, you can associate SafeValue services with specific couriers. The Minimum Threshold for SafeValue services can also be configured to ensure that these options are only displayed when the order value meets or exceeds the threshold. If the order value is below the defined threshold, the courier associated with the SafeValue service will not appear during checkout.

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 Envelope/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 Envelope 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

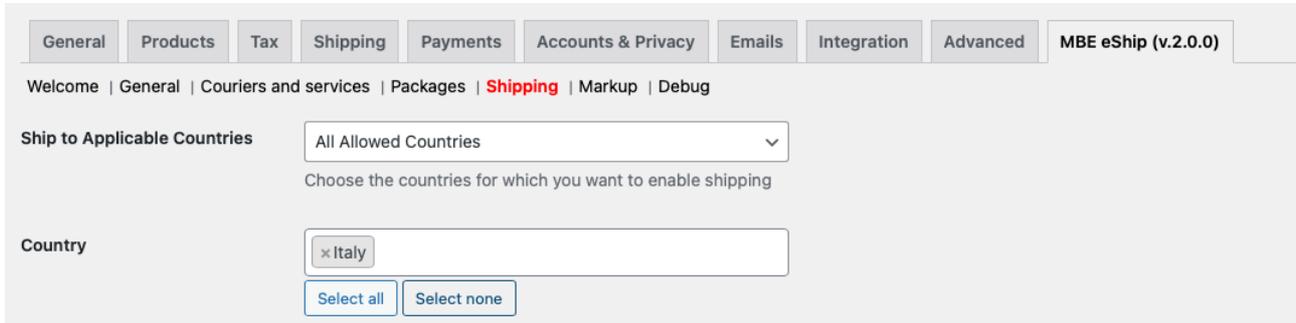
Advanced configuration

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.

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:* 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:*
 - 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.)
 - 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".
 - 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.
- *MBE Online 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 MBE Online - Mode:* MBE eShip allows you to manage the operation of shipment creation on the MBE Online system directly from the back end of your eCommerce, in two ways:
 - Manual: you will have the possibility to decide independently for which orders you want to generate the creation of the shipment
 - Automatic: the shipment will be generated on MBE Online 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.
- *Add tracking id to email:* Setting this option to yes, a new section will be added to the “invoice/order details” email, showing the tracking Ids (if a shipment exists)

Add tracking id to email

Select if you want to add the tracking code to the email order detail

MBE Shipment Tracking

Tracking id:

[IT0999-1-00004019](#)

3.4.1 Department

What is Departments Functionality

The departments functionality allows a company that owns an e-commerce business to ship goods from multiple points of origin.

Activation

This functionality becomes available when Customer address as sender option is enabled for your MBE Online user.

Using the Departments functionality

The use of the departments function is divided into two areas, which can be viewed and managed in the "Shipping" section of the back office, i.e.:

MBE - Configuration

MBE - Shipments.

1. MBE - Configuration

Within the "Shipping" section of module configuration, we find Shipments creation in MBE Online - Mode (described above). Depending on whether this mode is set as automatic or manual, two distinct modes of use are implemented for departments:

- Shipments creation in MBE Online - Mode is set to "Automatic":

Default department address: this option becomes visible and allows you to choose the default department address to be automatically associated with shipments upon creation.

- Shipments creation in MBE Online - Mode is set to "Manual": it will be possible to associate each order with a specific department from the "MBE - Shipments" section.

Warning:

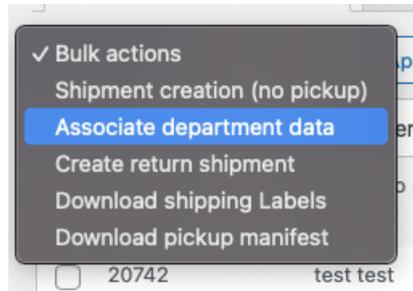
If the department is set as mandatory for your MBE Online user, it will be mandatory to specify a department (either automatically or manually, depending on your configurations) for your orders otherwise the shipment creation will fail.

Warning 2:

Departments must be created on your MBE Online account. If there are no departments present and this functionality is set as mandatory, it will not be possible to create shipments until at least one department is inserted and/or set as default.

2. MBE - Shipment

If Shipments creation in MBE Online - Mode is set to "Manual" a bulk actions will be available to



associate departments with orders:

By clicking "Associate department", you will be taken to the "MBE - Department Association" page which will allow you to select the department address from the list, for a single or multiple orders (based on your selection):

A screenshot of a web form titled "Department address selection". At the top right of the form is a "Back to list" button. Below the title, there is a section for "Order list" with a text input field containing "20742". Below that is a "Department address" field with a red asterisk, which is a dropdown menu currently showing "Select a department address". At the bottom left of the form is a blue "Save" button.

3.5 Tax & Duties Service

What is Tax & Duties service

The "Tax & Duties" service allows the customer (or consignee) to know the exact total amount of any tax and/or duties for worldwide shipments, during the checkout phase.

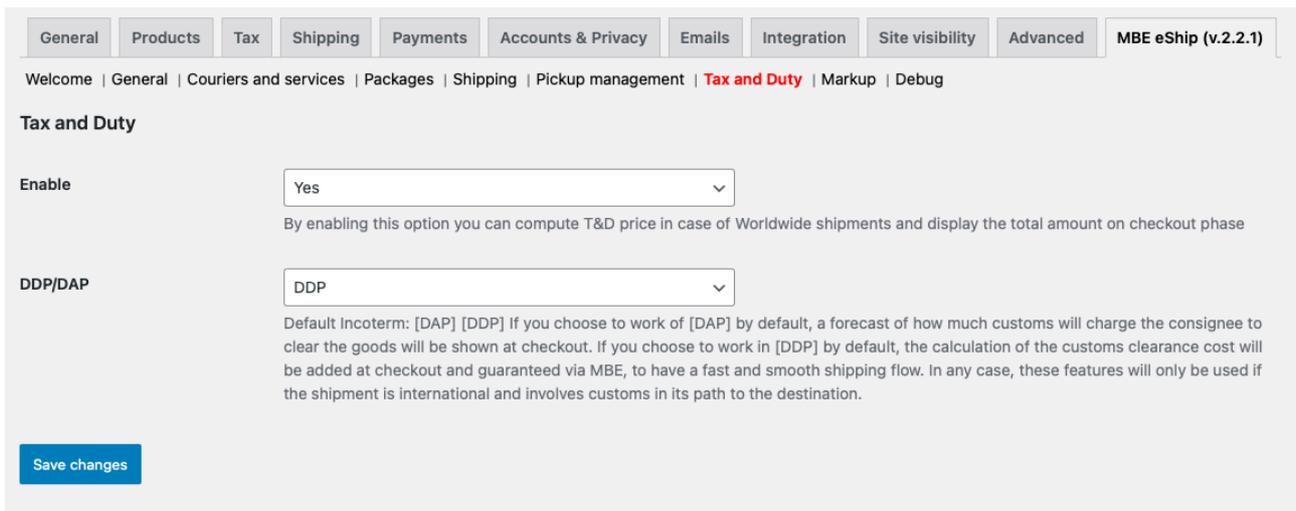
This function allows to improve the management of payments in advance, including or not any management fees.

Activation

After accessing the Back - office of your shop, select the eShip for WooCommerce module in the Module Management section, you can find the toggle option within the "Tax & Duties service" area (see the photo below).

Default Intercom

If you choose to work of DAP by default, a forecast of how much customs will charge the consignee to clear the goods will be shown at checkout. If you choose to work in DDP by default, the calculation of the customs clearance cost will be added at checkout and guaranteed via MBE, to have a fast and smooth shipping flow. In any case, these features will only be used if the shipment is international and involves



customs in its path to the destination. The default value is DAP.

Warning:

In order for the "Tax & Duties" service to be used, the following conditions must be met:

1. The merchant's account must have permission to use the service
2. The "Courier and Services" configuration mode cannot be set to "Mapping of Couriers and Shipping Services"
3. If "Pickup management" function is enabled, "Pickup Request - Mode" must be set to "Automatic"

Using the functionality

Once the option has been activated, during the checkout phase, when selecting the courier, a possible warning regarding tax and duties costs will be shown to the customer.

In the event that tax and/or duties costs are present, there are two operating modes (MBE will automatically establish one of the two):

1. The cost of taxes and duties is guaranteed, therefore included in the overall shipping cost and

Shipping	MBE Express: 1.029,22 €
<hr/>	
Total	7.029,22 €

As with for all international shipments, customs requires a payment to clear goods through customs. It is a cost independent of our policies and tariffs, but the figure of **791,82 €** charged ensures customs clearance, taken care of by us.

paid in advance by the customer (see the photo below).

2. The cost of taxes and duties is NOT guaranteed, therefore excluded in the overall shipping cost

Shipping	MBE Express: 237,40 €
<hr/>	
Total	6.237,40 €

As for all international shipments, customs requires a payment to clear goods through customs. It is a cost independent of our policies and tariffs. The **729,31 €** figure shown may vary depending on the legislation of the country of destination.

and paid by the customer during delivery (see the photo below).

3.6 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 WooCommerce module in the Module Management section, you can find the configuration options within the "Collection Management" area (see Photo n.1 below).

The screenshot shows the configuration interface for the MBE eShip (v.2.2.1) module. At the top, there are navigation tabs for various settings: General, Products, Tax, Shipping, Payments, Accounts & Privacy, Emails, Integration, Site visibility, Advanced, and MBE eShip (v.2.2.1). Below these, a breadcrumb trail reads: Welcome | General | Couriers and services | Packages | Shipping | Pickup management | Tax and Duty | Markup | Debug. The main configuration area contains two sections:

- Enable:** A dropdown menu is set to "Yes". Below it, a note states: "By enabling this option you will be able to handle courier pickup requests directly through the plugin. Before enabling this option, consult your MBE center of choice".
- Pickup Mode:** A dropdown menu is set to "Automatic". Below it, a note states: "By choosing the Manual mode, it will be possible to route a pickup request manually, associating a specific pickup address and pickup data with one or more shipments. The Manual mode is not configurable when T&D service is active. By choosing the Automatic mode, pickup requests will be routed to a default address and with default pickup data".

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 Request - 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

routed to a default address and with default pickup data

Pickup Cutoff - Period

By choosing 'Same day pickup', pickup requests will be automatically routed to couriers for same day pickup, for all shipments created by 8 a.m. By choosing 'Following day pickup', pickup requests will be automatically routed to couriers for next (business) day pickup, for all shipments created by 10 p.m.

Pickup Time - Preferred

Minimum pickup time that will be communicated to the courier (N.B. pickup time is approximate and may not be observed by the final courier)
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)

Pickup Time - Alternative

Alternative minimum pickup time that will be communicated to the courier (N.B. pickup time is approximate and may not be observed by the final courier)
Alternative 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)

Pickup notes

Notes to be included within the pickup request and that will be forwarded to the final carrier

Pickup addresses

[Go to the pickup addresses list](#)

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

MBE Pickup Addresses Editor [Back to settings](#) [Add Pickup Address](#)

<input type="checkbox"/>	Pickup address id	Trade Name	Address	Postcode	City	Province	Country	Reference	Telephone 1	Email	Default
No items found.											

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.

3.7 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'.
- *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.

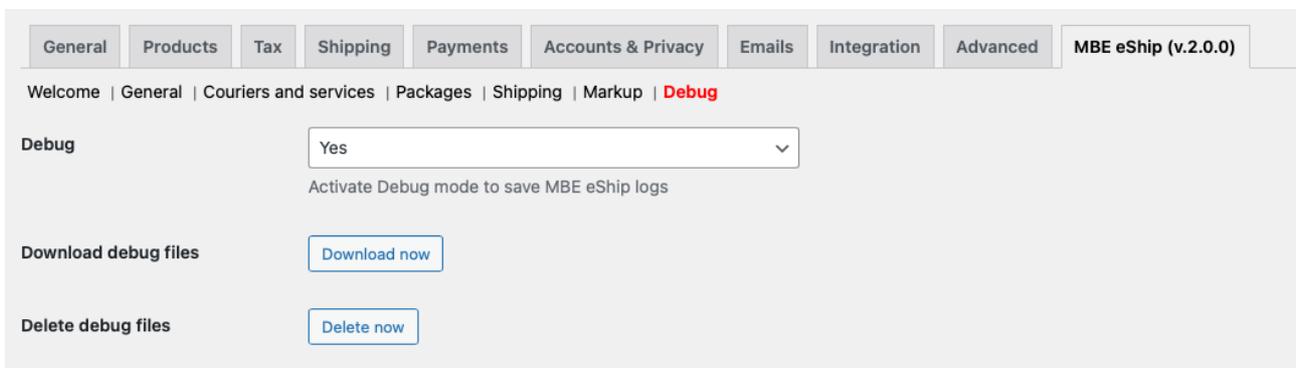
This group is populated dynamically after selecting at least one option within the 'MBE services enabled' field and saving.

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 WooCommerce section Settings > Tax.

6. 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.

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 eShip now uses the WooCommerce unit of measure for weight for its own settings (eg. Maximum Package Weight). You can set it going to WooCommerce → Settings → Products → Weight unit.

MBE Shipping method operates like other shipping methods.

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

Cart Totals

Subtotal	10,00€
Shipping	<input checked="" type="radio"/> MBE Express (SEE): 10,00€ <input type="radio"/> MBE Standard (SSE): Free Calculate Shipping
VAT	4,40€
Total	24,40€

Warning:

MBE shipping options are presented to buyers of your eCommerce based on the configuration of eShip 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 WooCommerce, from the menu: Settings → General → General options.

Bulk Actions	Apply	31 items							
<input type="checkbox"/>	Id	Status	Customer	Payment	Date	Total	Carrier	Tracking	Downloads
<input type="checkbox"/>	364	Opened	[blurred]	Direct Bank Transfer	2016-12-13 15:40:27	1819,74 €	MBE Express	IT0999-1-00001054	Label 1
<input type="checkbox"/>	55	Closed	[blurred]	Direct Bank Transfer	2016-12-13 09:31:00	1908,64 €	MBE Standard	IT0999-1-00001053	Label 1 Closure file
<input type="checkbox"/>	49	Closed	[blurred]	Direct Bank Transfer	2016-12-12 16:34:10	3928,45 €	MBE Standard	IT0999-1-00001052	Label 1 Closure file
<input type="checkbox"/>	48	Closed	[blurred]	Check Payments	2016-12-12 11:05:07	1908,64 €	MBE Standard	IT0999-1-00001048	Label 1 Closure file
<input type="checkbox"/>	47	Opened	[blurred]	Direct Bank Transfer	2016-12-12 09:13:20	3639,48 €	MBE Express	IT0999-1-00001049	Label 1 Label 2

The following image shows the MBE shipping management console, which can be accessed directly from the WooCommerce menu: 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.

If you select multiple shipments from the list, you can download a pdf that includes all the related shipping labels, to print it together.

Select "Download shipping labels" item from the "Bulk actions" list.

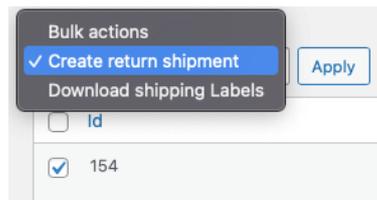
4.1 Closure actions

Based on the configuration of your MBE Online 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 WooCommerce 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 shipments.

Bulk Actions		Apply		31 items				
	Status	Customer	Payment	Date	Total	Carrier	Tracking	Downloads
<input type="checkbox"/>	Opened		Direct Bank Transfer	2016-12-13 15:40:27	1819.74 €	MBE Express	IT0999-1-00001054	Label 1
<input type="checkbox"/> 55	Closed		Direct Bank Transfer	2016-12-13 09:31:00	1908.64 €	MBE Standard	IT0999-1-00001053	Label 1 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 in the order's detail page

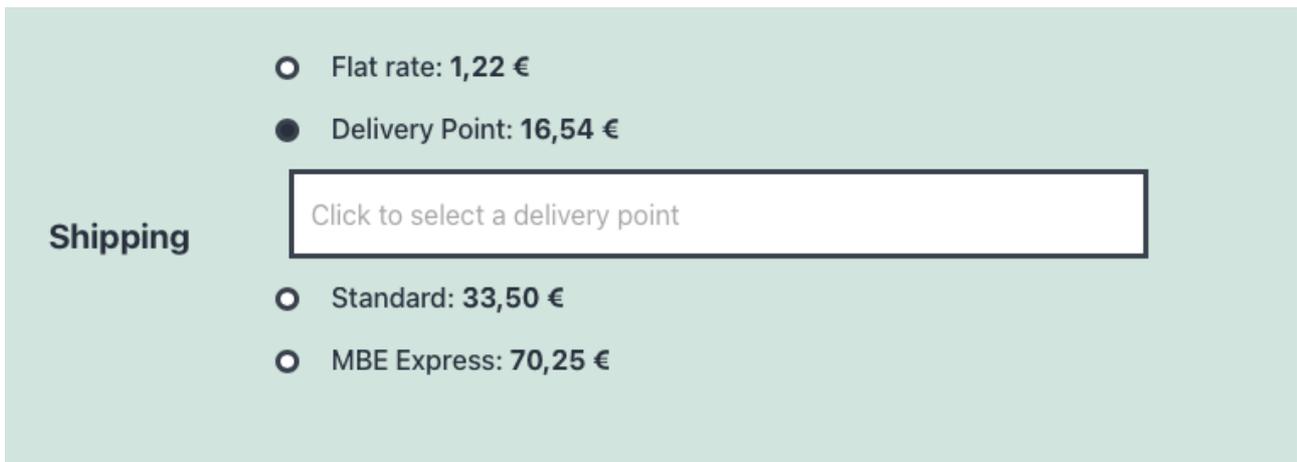


4.3 Ship to a delivery point

It is possible to request the activation of the service that allows your store customer to select a delivery point as a destination. It is possible to enable two services:

- **MBE Delivery Point (11):** The set of all available MBE collection points
- **GEL Proximity Delivery Point (12):** The set of all available Gel Proximity collection points

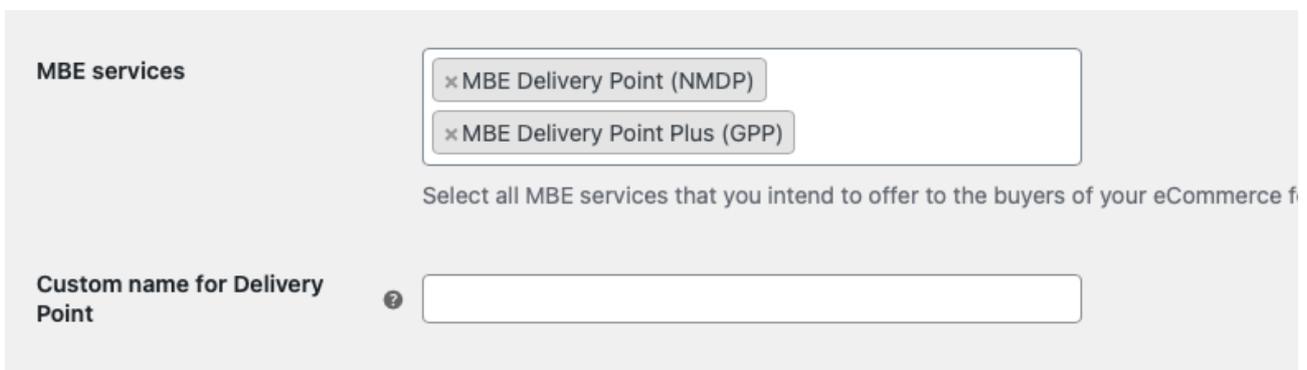
While it is enabled, depending on some constraints (check the list below) the customer will be able to select the delivery point directly in the map that appears on the checkout page.



4.3.1 MBE Delivery Point and GEL Proximity Delivery Point selected together

Back office

By selecting MBEDP and GPDP together the two services will merge into a single Delivery Point service, it will therefore be possible to create a personalised description and change the VAT.



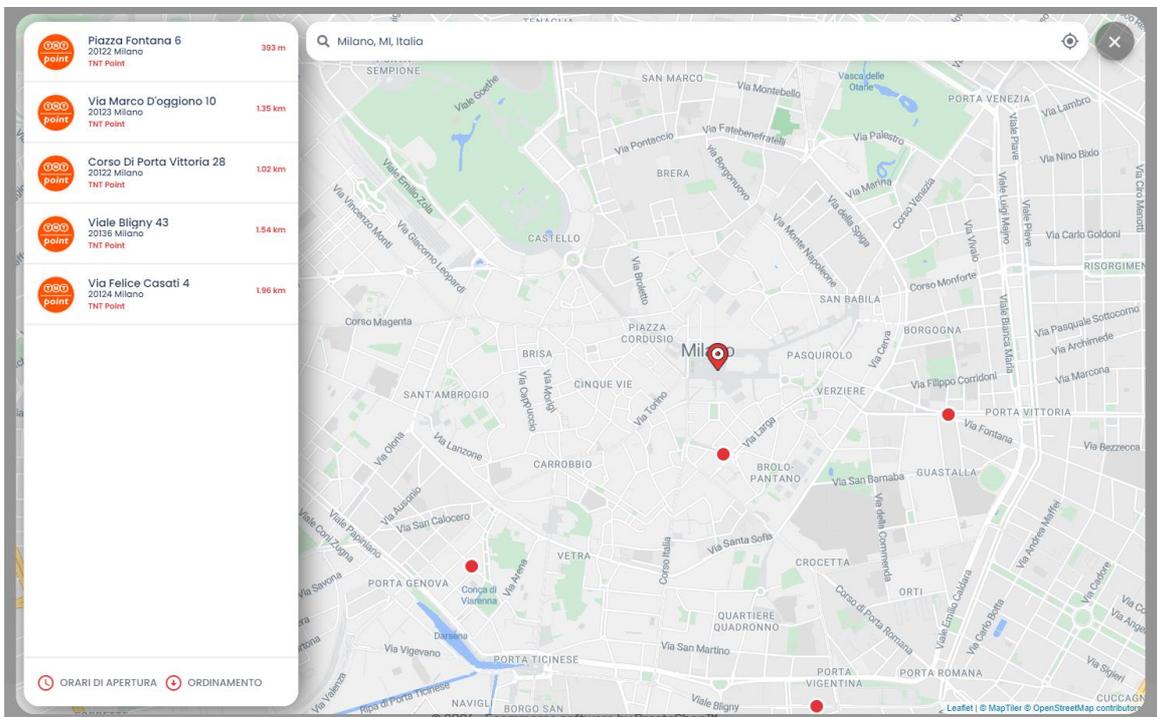
Front office

Also on the checkout page only one service called Delivery point will appear, with the same function as the previous services, all the points of both MBEDP and GDPD will be displayed simultaneously on the map

Price

The initial price displayed in the "Delivery Point" service is the lower between MBEDP and GDPD, however when a point is selected the price of the point in question is shown.

Note
 If the option of any delivery point is selected and the collection point is not confirmed, it will not be possible to continue.



Constraints

- One or both services will need to be selected once available
- **“Custom mapping for default shipping method”** is disabled
- The **“MBE Services Recovery”** is active
- The shipment cannot be multiparcel
- The shipment may not exceed 35kg

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 WooCommerce > Settings > Payments > Cash on delivery > Manage

The screenshot shows the WooCommerce Payments settings interface. On the left is a sidebar with navigation options like 'Bacheca', 'Articoli', 'Media', 'Pagine', 'Commenti', 'WooCommerce', 'Home', 'Orders 130', 'Spedizioni MBE', 'Customers', 'Coupons', 'Reports', 'Settings', 'Status', and 'Extensions'. The main content area is titled 'Payments' and includes tabs for 'General', 'Products', 'Tax', 'Shipping', 'Payments', 'Accounts & Privacy', 'Emails', 'Integration', and 'Advanced'. Below these tabs, the 'Payment methods' section is displayed, containing a table of installed payment methods. The table has columns for 'Method', 'Enabled', and 'Description'. Three methods are listed: 'Check payments' (disabled), 'Direct bank transfer' (disabled), and 'Cash on delivery' (disabled). A blue arrow points to the 'Manage' button for the 'Cash on delivery' method.

Method	Enabled	Description
Check payments	<input type="checkbox"/>	Take payments in person via checks. This offline gateway can also be useful to test purchases.
Direct bank transfer	<input type="checkbox"/>	Take payments in person via BACS. More commonly known as direct bank/wire transfer.
Cash on delivery	<input type="checkbox"/>	Have your customers pay with cash (or by other means) upon delivery.

The screenshot shows the configuration page for the 'Cash on delivery' payment method. It includes a title 'Cash on delivery' and a description: 'Have your customers pay with cash (or by other means) upon delivery.' Below this, there are three main settings sections: 'Enable/Disable' with a checked checkbox for 'Enable cash on delivery', 'Title' with a text input field containing 'Cash on delivery', and 'Description' with a text area containing the text: 'This method must not be used if the service MBE Delivery point has been selected'.

5. Internationalization

The extension's labels can be translated in the locale of your choice using the standard WooCommerce internationalization system.

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, MBE Online username and MBE Online passphrase), please contact the staff of your MBE Centre. If you don't have one you can find the nearest to you through 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** your MBE Centre. To speed the analysis/resolution up it is recommended to send a support request following this template:

- E-commerce version
- PHP version (installed on the server)
- Plugin eShip version
- MBE Online 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 MBE Online system or commercials please contact the staff of your MBE Centre.
- To protect your privacy, you can provide to the staff of the Technical 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 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.