



MAIL BOXES ETC.®

MBE eShip v. 2.5.0

Installation and User Guide – Shopify

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1. Changelog

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

2.5.0

- Integration of the departments functionality

2.4.0

- 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

- Tax & Duty management
- Delivery points service with GEL Proximity

2.1.0

- Pickup requests management

2.0.0

- Rebranding
- New settings interface

1.6.0

- New delivery points service

1.5.0

- Return shipping management
- Proforma data management

1.4.0

- Standard Packages management via csv

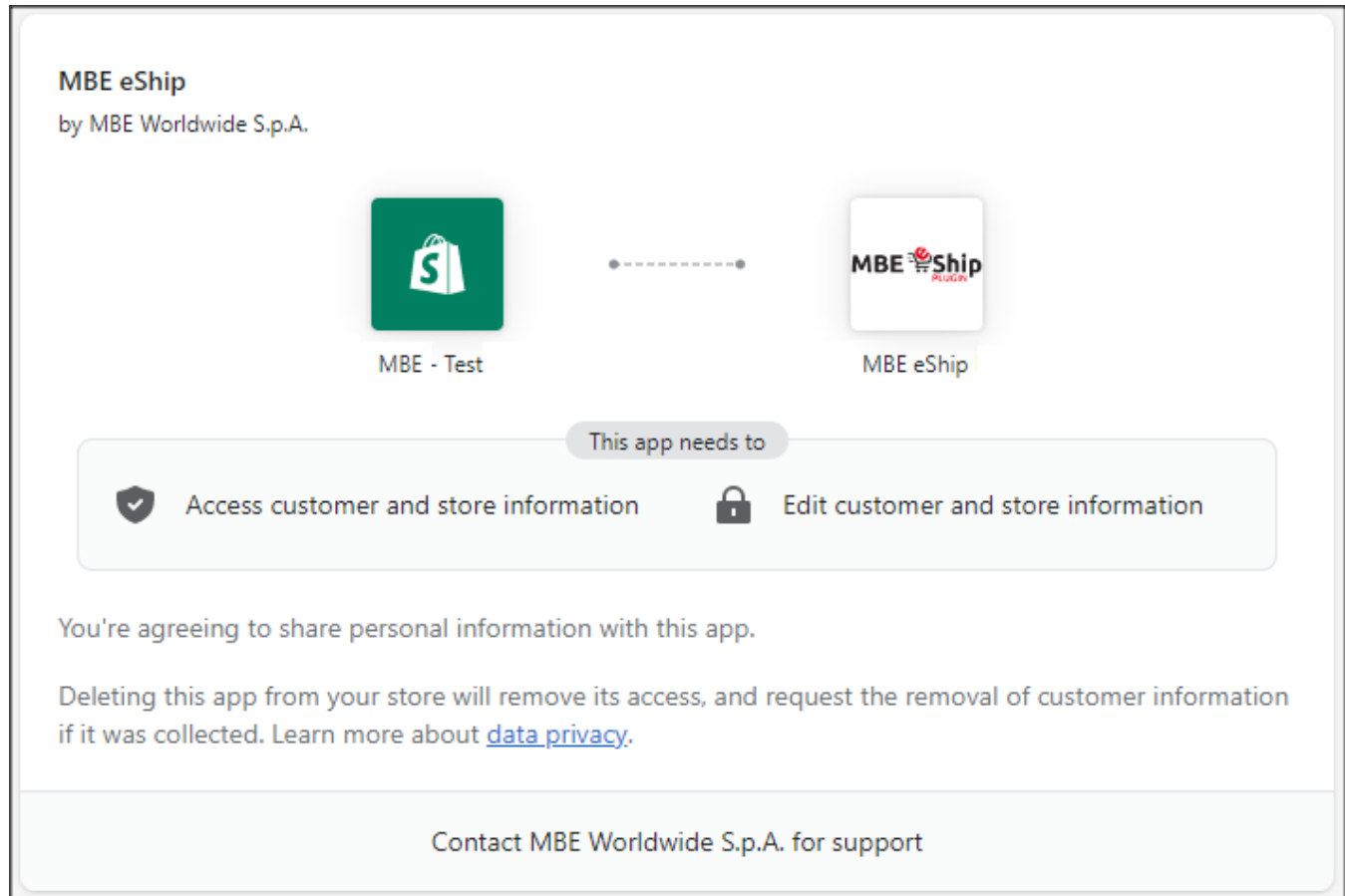
1.3.0

- 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)

2. Installation

To install the MBE eShip 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 eShip" 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. Tax & Duties Service
6. Pickup management
7. *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.

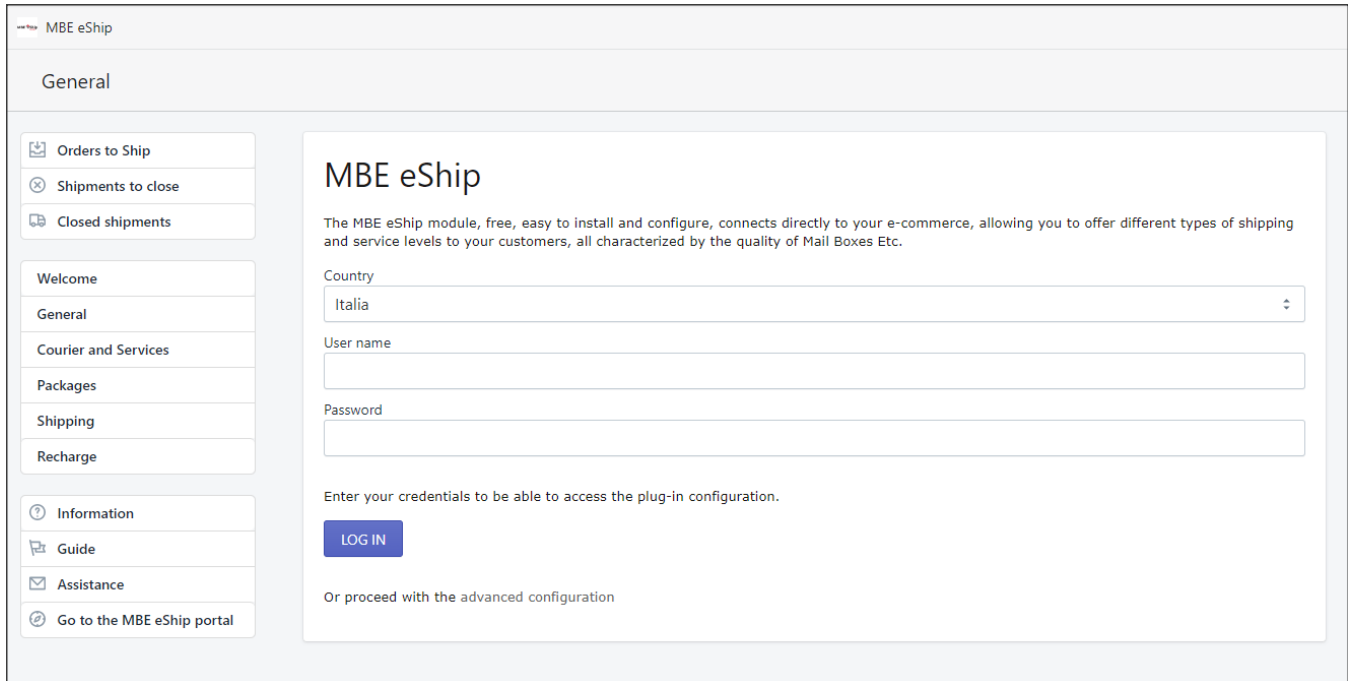
3.1 General

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.



The screenshot shows the 'General' configuration page for the MBE eShip module. On the left is a sidebar with navigation links: 'Orders to Ship', 'Shipments to close', 'Closed shipments', 'Welcome', 'General' (selected), 'Courier and Services', 'Packages', 'Shipping', 'Recharge', 'Information', 'Guide', 'Assistance', and 'Go to the MBE eShip portal'. The main content area is titled 'MBE eShip' and contains a description: '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.' Below this are three input fields: 'Country' (a dropdown menu showing 'Italia'), 'User name', and 'Password'. A 'LOG IN' button is positioned below the password field. A note states: 'Enter your credentials to be able to access the plug-in configuration.' At the bottom, there is a link: 'Or proceed with the advanced configuration'.

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*.

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

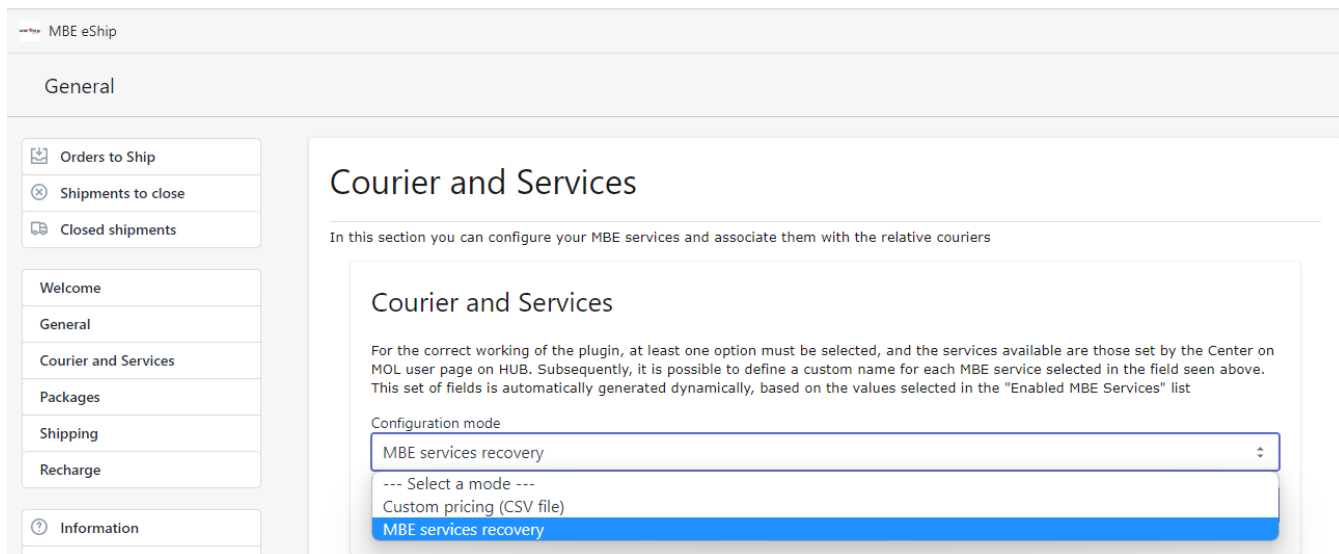
Warning:

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.

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 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:
 - country, region, city, zip, zip to 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 row as above)
- delivery type: is the MBE service code for the shipping method cost you want to override (for example: SSE, SEE, ...)

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.

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 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:
 - 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.
- 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 - 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.

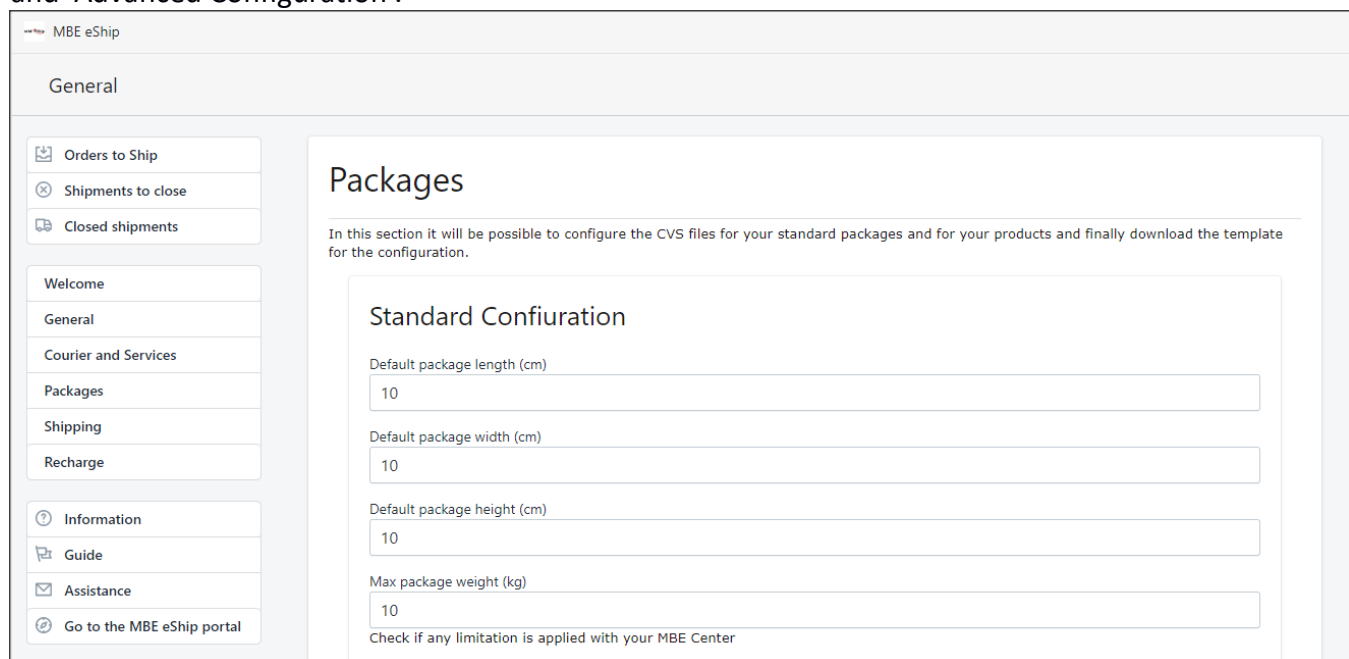
For more details, you can contact Shopify Support.

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.
- *Safe Value: **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

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'.



The screenshot displays the MBE eShip configuration interface. On the left is a sidebar with a 'General' tab selected. Below the tab are several menu items: 'Orders to Ship', 'Shipments to close', 'Closed shipments', 'Welcome', 'General', 'Courier and Services', 'Packages', 'Shipping', 'Recharge', 'Information', 'Guide', 'Assistance', and 'Go to the MBE eShip portal'. The main content area is titled 'Packages' and contains a sub-section 'Standard Configuration'. This section includes four input fields: 'Default package length (cm)' with a value of 10, 'Default package width (cm)' with a value of 10, 'Default package height (cm)' with a value of 10, and 'Max package weight (kg)' with a value of 10. Below these fields is a checkbox labeled 'Check if any limitation is applied with your MBE Center'.

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

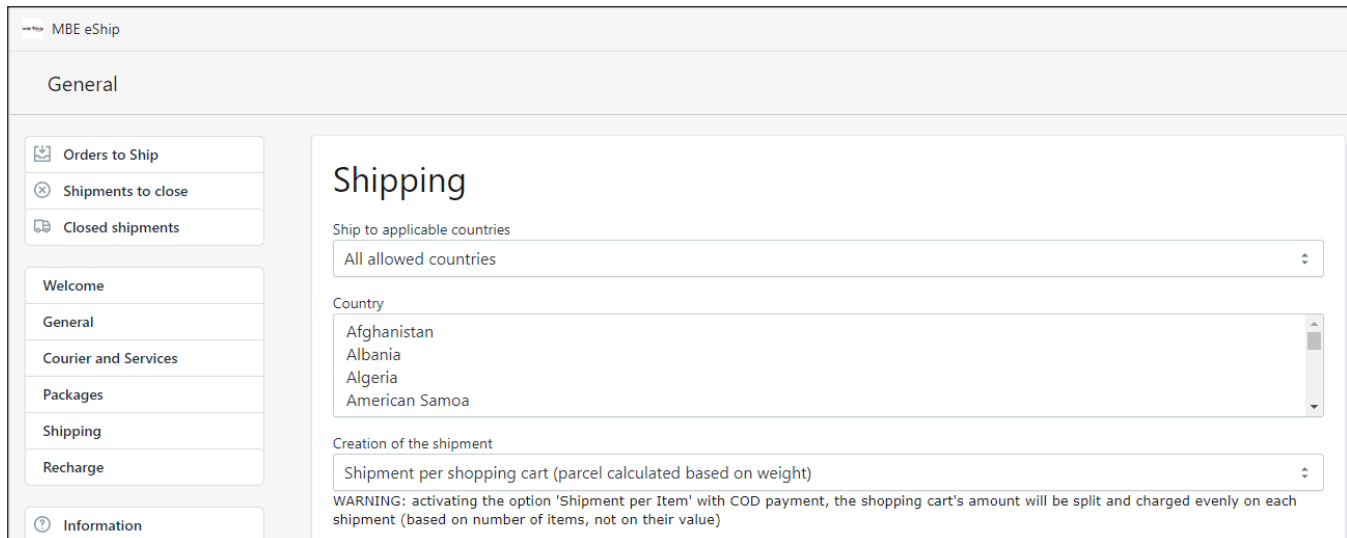
This section allows you to configure the parameters of your parcels and products directly via a graphical interface. Thus, the customisation of standard parcels and their association with products can be done from here, without the need to upload CSV files.

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.



The screenshot shows the MBE eShip configuration interface. On the left is a sidebar with a 'General' tab selected. The main area is titled 'Shipping' and contains the following fields:

- Ship to applicable countries:** A dropdown menu currently set to 'All allowed countries'.
- Country:** A list box showing a scrollable list of countries including Afghanistan, Albania, Algeria, and American Samoa.
- Creation of the shipment:** A dropdown menu currently set to 'Shipment per shopping cart (parcel calculated based on weight)'.

Below the dropdowns, a warning message is displayed: 'WARNING: activating the option 'Shipment per Item' with COD payment, the shopping cart's amount will be split and charged evenly on each shipment (based on number of items, not on their value)'.

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.
- *OnlineMBE daily shipments closure – Mode* MBE eShip 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:
 - 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 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.

3.4.1. Departments

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.:

1. MBE - Configuration
2. 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 - 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 - 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 - Shipments

If *Shipments creation - Mode* is set to "Manual" row and a bulk actions will be available to associate departments with orders:

The screenshot shows the MBE eShip for Shopify interface. On the left is a sidebar with navigation links: 'Orders to Ship', 'Shipments to close', 'Closed shipments', 'Welcome', 'General', 'Courier and Services', 'Packages', 'Shipping', 'Pickup management', 'Tax and Duty Service', 'Recharge', 'Information', 'Guide', 'Assistance', and 'Go to the MBE eShip portal'. The main area is titled 'Orders to Ship' and contains a search bar for 'Order number'. Below the search bar is a table of orders. The table has columns: 'Order #', 'Mbe Status', 'Customer', 'Created', 'Payment', 'Payment status', 'Total', and 'Carrier'. A single order is listed with Order # '#1390', Mbe Status 'Pending', Customer 'Test Test', Created '2025-04-21T18:01:45', Payment 'Paid', Total '46.71', and Carrier 'MBE Standard'. Below the table, there are two buttons: 'Associate Department' and 'Create shipments'. A red box highlights the 'Associate Department' button. Another red box highlights the 'Associate Department' icon in the table's action column.

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):

Orders to Ship

Shipments to close

Closed shipments

Welcome

General

Courier and Services

Packages

Shipping

Pickup management

Tax and Duty Service

Recharge

Information

Guide

Assistance

Go to the MBE eShip portal

Department Order

Orders list

☒ #1390

Department address

Dipartimento 2 | Via Thaon di Revel 21 | 20159 | Milano | Italy | DIP2

Dipartimento 1 | Via Thaon di Revel 21 | 20159 | Milano | Italy | DIP1

Download instructions: [DE](#) - [EN](#) - [ES](#) - [FR](#) - [IT](#) - [Contact support](#)

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 MBE eShip app, 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.

Orders to Ship
Shipments to close
Closed shipments

Welcome
General
Courier and Services
Packages
Shipping
Pickup management
Tax and Duty Service
Recharge

Information
Guide
Assistance
Go to the MBE eShip portal

Tax and Duty Service

Tax and duty service
Yes

By enabling this option you can compute T&D price in case of Worldwide shipments and display the total amount on checkout phase

Ddp/dap
DAP

By choosing DDP, any tax and duty amount will be included in the total price at checkout page. Then the T&D price will be payed by final customer at the checkout. By choosing DAP, any tax and duty amount will be only notify to the final customer. Then the T&D price will be payed by final customer at destination customs

Update settings

Download instructions: DE - EN - ES - FR - IT - Contact support

Warning:

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

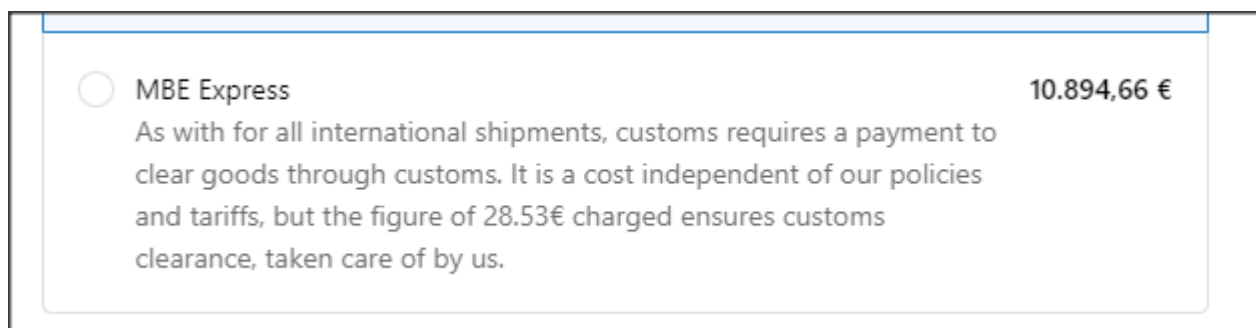
1. The merchant's account must have permission to use the service
2. The “Courier and Services” configuration mode cannot be set to “Mapping of Couriers and Shipping Services”
3. If “Pickup management” function is enabled, “Pickup Request - Mode” must be set to "Automatic"

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

<input type="radio"/>	MBE Express	10.866,13 €
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 28.53€ figure shown may vary depending on the legislation of the country of destination.		

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 MBE eShip App, you can find the configuration options within the "Collection Management" area.

Pickup management

Pickup

No

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

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

Pickup request - mode

Automatically

If you want to enable Tax and Duties service you need to set the "automatic" pickup management mode

Pickup cutoff - period

Same day pickup

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 from

10:00

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)

Pickup time - preferred to

12:02

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 from

15:01

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)

Pickup time - alternative to

18:02

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

Nota per il pickup manuale

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

(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.

Pickup Address

Address ID	Trade Name	Address 1	Postcode	City	Province	Country	Reference	Phone 1	E-mail 1	Default
Add Pickup address										

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.

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Recharge

In this section you can define the markup to be made to shipments, both for the entire shipment and for the single package, and any rounding

Recharge

Calculation method
Fixed amount

Applied for
Shipment

Amount
0

Apply rounding
No rounding

Rounding amount in €
1

Update settings

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.

3.8 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 eShip 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 eShip 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.

The screenshot shows a checkout page with two shipping options listed in a table-like structure. Each option has a radio button, the option name, a sub-label, and the price. Below the table are two buttons: a blue link to return to customer information and a blue button to continue to payment method.

<input type="radio"/>	MBE Standard MBE Standard	€28,40
<input type="radio"/>	MBE Standard + Insurance MBE Standard + Insurance	€29,10

[← Return to customer information](#) [Continue to payment method](#)

Please note: MBE shipping options are presented to the buyers of your eCommerce according to the MBE eShip configuration and only if the MBE eShip 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.

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Orders to ship by MBE carrier service

Automatic creation is set.
Shipments will be automatically created when order is placed. - You could change this in settings.

Order number

<input type="checkbox"/>	Order #	Mbe Status	Customer	Created	Payment	Payment status	Total	Carrier
<input type="checkbox"/>	#1172	Pending	Test Test	2022-12-28T04:10:44	bogus	Paid	56.46	MBE Standard
<input type="checkbox"/>	#1171	Pending	Test Test	2022-12-27T04:52:43	bogus	Paid	56.46	MBE Standard

Displaying 2 shipments

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 eShip 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.

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Orders to close shipping

Order number

<input type="checkbox"/>	Order #	Mbe Status	Customer	Created	Payment	Payment status	Total	Carrier			
<input type="checkbox"/>	#1172	Must close	Test Test	2022-12-28T04:10:44	bogus	Paid	56.46	MBE Standard			
<input type="checkbox"/>	#1171	Must close	Test Test	2022-12-27T04:52:43	bogus	Paid	56.46	MBE Standard			

Displaying 2 shipments

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.

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

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.

Shipping method	
<input checked="" type="radio"/>	<div> <div> MBE Delivery Point Plus 01 - Milano 1 - Via Giovanni Battista Grassi 1, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì: 08:20-19:05, sabato: 08:20-12:35 </div> <div> €10.77 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 03 - Milano 92 - Via Trilussa 23, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì: 08:20-13:35, sabato: 08:20-12:35 </div> <div> €10.77 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 05 - Milano 102 - Via Bovisasca 173, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì: 08:20-13:35, sabato: 08:20-12:35 </div> <div> €10.77 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 07 - Punto Poste Tabaccheria N. 637 - Via Bovisasca 205, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì, sabato: 07:00-19:30 </div> <div> €10.77 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 02 - Break Off - Via Arsia 7, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì, sabato: 09:00-20:30, domenica: 09:00-13:00 </div> <div> €12.33 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 04 - Eurocopi - Via Pascarella 22, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì: 08:30-13:00 / 15:00-19:30, sabato: 09:00-13:00 </div> <div> €12.33 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 06 - Colorificio Ferramenta - Via Federico De Roberto 14, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì: 08:30-12:30 / 15:30-19:00 </div> <div> €12.33 </div> </div>
<input type="radio"/>	<div> <div> MBE Delivery Point Plus 08 - Break Off Tabacchi - Via Arsia 7, 20157, Milano </div> <div> lunedì, martedì, mercoledì, giovedì, venerdì, sabato: 09:00-12:00 / 12:00-20:30, domenica: 09:00-12:00 / 12:00-13:00 </div> <div> €12.33 </div> </div>
<input type="radio"/>	<div> <div> MBE Standard </div> <div> </div> <div> €25.74 </div> </div>
<input type="radio"/>	<div> <div> MBE Express </div> <div> </div> <div> €40.36 </div> </div>

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 be possible to create a single personalized description for the two services.

Configuration preferences

Introductory description of MBE shipments:

- MBE Standard: the service that offers you the possibility to ship to Italy and throughout Europe and is the ideal solution for individuals and companies who want to guarantee their customers reliability and punctuality.
- MBE Express: the service that guarantees the delivery of your shipments, in the country, on average in two working days (within 48 hours of collection)
- MBE Delivery Point: service that allows you to send objects, packages, documents and much more, in a convenient and fast way from the MBE Center selected, to one of the many authorized delivery points enabled for collection, both in the country and abroad

<input type="checkbox"/> MBE Standard (SAR)	Custom description MBE Standard
<input checked="" type="checkbox"/> MBE Standard (SSE)	Custom description MBE Standard
<input type="checkbox"/> MBE Express (R12)	Custom description MBE Raccomandata 1 Ore 12
<input checked="" type="checkbox"/> MBE Express (SEE)	Custom description MBE Express
<input checked="" type="checkbox"/> MBE Delivery Point (NMDP)	Custom description MBE Delivery Point Plus
<input checked="" type="checkbox"/> MBE Delivery Point Plus (GPP)	Custom description MBE Delivery Point Plus

Front office

Furthermore, on the checkout page a service will be shown for each Delivery Point, with the same function as the previous services. Both MBEDP and GDDP points will be displayed at the same time with a maximum of 20 points

Price

The price displayed in the “Delivery Point” service may differ between MBEDP and GDDP.

Constraints

- One or both services will need to be selected once available
- 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 *Settings > Payments > Cash on Delivery (COD) > Manage*

The disclaimer must be inserted in the instructions (Further Details):

Activate Amazon Pay

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 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 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)

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 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.