



MAIL BOXES ETC.®

MBE e-Link v. 1.7.0

# Installation and Usage Guide - WooCommerce

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## 1. Changelog

The list of the main changes introduced in the new versions of the plugin

### 1.7.0

- New delivery points service

### 1.6.0

- Return shipping management
- Proforma data management

### 1.5.0

- Standard Packages management via csv

### 1.4.0

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

## 2. Installation

To install the MBE e-Link module:

1. In your WooCommerce admin panel, go to Plugins → New Plugin, search for **MBE e-Link** and click on ‘Install now’
2. Alternatively, download the plugin and upload the contents of mbe-woocommerce-shipping-method.zip (available at the following link: <https://www.mbe.it/it/mbe-elink-plugin-ecommerce>) to your plugins directory, which usually is `/wp-content/plugins/`.
3. Activate the plugin

A link: **Settings** will appear in the plugin’s frame. Click this link to access the configuration interface.

**Supported versions:**

The plugin WooCommerce2, WooCommerce3 and WooCommerce4 has been successfully tested and verified with the following PHP versions: 5.4, 5.6 and 7.2. In case you have different versions o issues we suggest a compatibility update and, eventually, to contact the support.

### 3. Configuration

Once the extension is installed, it is possible to proceed to the activation of the shipping method: **MBE Shipping**. You can access the configuration screen from menu: WooCommerce → Settings → Shipping → Mail Boxes

The configuration panel of the MBE e-Link plugin allows you to set all the necessary settings for its activation and for a correct use.

Before proceeding further with the configuration of the module, it is necessary to set the parameters for connection to the OnlineMBE system: if you do not have the following parameters: username, password and passphrase, please contact the staff of your MBE Centre (see also Chapter 5 "Technical Support" of this guide).

**Warning:**

fields marked with an asterisk (\*) are required

- **Country**

The Country where your MBE Center operates. At the moment, MBE e-Link 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)

- **OnlineMBE Web service Url**

Please, ask your MBE Centre for the address to be used

- **OnlineMBE Username**

The OnlineMBE Username that has been supplied to you by your MBE Center.

- **OnlineMBE Passphrase**

The web-service password that has been supplied to you by your MBE Center

**Warning:**

The passphrase provided by OnlineMBE is different from the typical password used to access to the OnlineMBE web interface: it consists in a 32 characters alpha-numeric string. If you don't have one, please, contact the staff of your MBE Centre.

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.

General Products Tax **Shipping** Payments Accounts & Privacy Emails Integration **Advanced**

[Shipping zones](#) | [Shipping options](#) | [Shipping classes](#) | **Mail Boxes** | [Deutsche Post International](#)

### Mail Boxes

Obtains real time shipping rates and Print shipping labels via MBE Shipping API.

**Debug**

Activate Debug mode to save MBE e-Link logs

**Enabled**

**Country**

**OnlineMBE web-service URL**

Please contact your MBE Center

**OnlineMBE Username**

**OnlineMBE web-service passphrase (provided by MBE Center)**

**MBE shipping description**

**Default Shipment type**

**MBE Services**   
MBE Raccomandata 1 Ore 12 (R12) + Insurance  
MBE Raccomandata 1 Ore 9 (R19)  
MBE Raccomandata 1 Ore 9 (R19) + Insurance

Select MBE Services available to your Customers

<b>Custom name for MBE Express (SEE)</b>	<input type="text"/>	Insert the custom name for the shipment method. Leave blank if you don't want to change the default value
<b>Custom name for MBE Standard (SSE)</b>	<input type="text"/>	Insert the custom name for the shipment method. Leave blank if you don't want to change the default value
<b>Default shipping methods mapping</b>	<input type="text" value="No"/>	Enable the function to map default shipping methods to MBE services (MBE methods will not be available on the frontend)
<b>Shipment configuration mode</b>	<input type="text" value="Create one Shipment per shopping cart (parcels calculat"/>	WARNING: activating the option 'Create one 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)
<b>Csv for standard packages</b>	<input type="text" value="No"/>	Load the standard packages via csv file
<b>Default Package Length</b>	<input type="text" value="2"/>	
<b>Default Package Width</b>	<input type="text" value="1"/>	
<b>Default Package Height</b>	<input type="text" value="1"/>	
<b>Maximum Package Weight (g)</b>	<input type="text" value="30000"/>	Check if any limitation is applied with your MBE Center
<b>Maximum shipment weight (g)</b>	<input type="text" value="40000"/>	



<b>Markup - Application rule</b>	<input type="text" value="Fixed amount"/>
<b>Markup - Amount</b>	<input type="text" value="Shipment"/>
<b>Handling Fee</b>	<input type="text" value="0"/>
<b>Markup - Apply rounding</b>	<input type="text" value="No rounding"/>
<b>Markup - Rounding unit (in €)</b>	<input type="text" value="1"/>
<b>Ship to Applicable Countries</b>	<input type="text" value="All Allowed Countries"/>
<b>Country</b>	<input type="text" value="Afghanistan&lt;br/&gt;Åland Islands&lt;br/&gt;Albania&lt;br/&gt;Algeria"/>
<b>OnlineMBE daily shipments closure - Mode</b>	<input type="text" value="Automatically"/>
<b>OnlineMBE daily time shipments closure (automatic mode only)</b>	<input type="text" value="0:00"/>
<b>Shipments creation in OnlineMBE - Mode</b>	<input type="text" value="Manually"/>
<b>Add tracking id to email</b>	<input type="text" value="Yes"/>
	Select if you want to add the tracking code to the email order detail
<b>Custom prices via csv - File upload</b>	<input type="button" value="Scegli file"/> nessuno selezionato
	<a href="#">Download current file</a>
	<a href="#">Download template file</a>
<b>Custom prices via csv - File mode</b>	<input type="text" value="Disabled"/>
<b>Custom prices via csv - Min price for insurance extra-service</b>	<input type="text"/>

<b>Custom prices via csv - Percentage for insurance extra-service price calculation</b>	<input type="text"/>
<b>Insurance extra-service - Declared value calculation</b>	<input type="text" value="With Taxes"/>
<b>Ship to UAP</b>	<input type="text" value="Yes"/>
	Enable the option to ship to an UAP
<b>Free shipping Thresholds MBE Express (SEE) - Domestic</b>	<input type="text"/>
<b>Free shipping Thresholds MBE Express (SEE) - Rest of the world</b>	<input type="text"/>
<b>Free shipping Thresholds MBE Standard (SSE) - Domestic</b>	<input type="text"/>
<b>Free shipping Thresholds MBE Standard (SSE) - Rest of the world</b>	<input type="text"/>
<input type="button" value="Save changes"/>	

Here follows an explanation of the options you can select after configuring the required username, passphrase and web-service url:

- **Debug**

If set to Yes, this option allows you to save the logs (action history, errors) of the MBE plugin. Please note that active logging may generate large files, , so it is recommended to enable it only if you need to troubleshoot.

- **Download debug files**

If any debug file is available, you can download it pressing the button.

- **Delete debug files**

If any debug file is available, you can delete it pressing the button.

- **Enabled**

Set to Yes to enable the shipping method.

- **MBE shipping description**

The Shipping Description (Name) to be shown to web users within the shipment selection page.

- **Default Shipment Type**

Select the default shipment type. Available options: Generic (preferred option), Envelope

- **MBE Services**

Select which MBE services you want to offer to your Customers for the shipment creation. Please select at least one of them in order to activate the plugin

- **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”.

Custom name for MBE Economy (SEC)

Insert the custom name for the shipment method. Leave blank if you don't want to change the default value

- **Default shipping methods mapping**

Enabling this functionality, you'll be able to select a custom mapping between the default shipping methods available in WooCommerce and the MBE Services.

Enabling the custom mapping, will disable the usage of CSV custom rates and normal MBE services won't be available in the shop.

- **Custom mapping for default shipping method**

If the previous option is set to **Yes**, 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”.

Default shipping methods mapping	Yes
Enable the function to map default shipping methods to MBE services (MBE methods will not be available on the frontend)	
Custom mapping for Flat rate	MBE Express (SEE)
Select the custom mapping for the default shipping method. Leave blank if you don't want to map it	

- **Shipment configuration mode**

How shipment must be created in case of multiple items in the shopping cart. Available options are:

1. Create one shipment per Item. In this case for every product the system will create a specific shipment. (i.e. 3 products, 3 different shipment.)
2. 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".
3. 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. We therefore 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)

## Csv for Standard Package

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)”

**Csv for standard packages**  ▼  
 Load the standard packages via csv file

**Packages via csv - File upload**  nessuno selezionato

**Packages for products via csv - File upload**  nessuno selezionato

**Default shipping package**  ▼  
 Set the package to be used as default if the product doesn't have a related one

### Packages via csv - File upload

Pressing the button “Choose file” you’ll upload a new file of standard packages details.

Checking the box “Delete file” you’ll to delete the previously loaded file (if any) and empty the related list used by e-link, actually disabling this functionality.

### Packages for Products via csv - File upload

It works as “Packages via csv - File upload” but for Package/Products relations.

### Default shipping package

The list of packages that can be used as default standard package. only NON custom packages (see below) are listed.

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

#### Note:

The unit of measure used for the weight is the one set in Magento.

If the Magento unit of measure is set to grams, a value of 10 set for max\_weight is equivalent to 10 grams

### 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

- **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.

- **Maximum Package Weight**

Enter the maximum weight 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 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.

- **Markup - Application rule**

Select your preferred method for the application of the markup on the shipping price: the markup is an additional amount that is added both to the price applied to you by the MBE Center and to the one you have possibly configured in the CSV file (if you want to define a customized price list, more details later). The options available are: "Percentage" and "Fixed amount".

- **Markup – Amount**

Configure whether the handling fee must be applied per shipment or per parcel.

- **Handling Fee**

Fixed/percentage markup to be applied based on the above configurations.

- **Markup - 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

- **Markup - Rounding unit (in €)**

Specify the maximum rounding amount, choosing between the available options: 0.5€ or 1€. For example, if the price of the shipment after the handling fee increase is 10.49 and upper rounding is applied, I can decide to round it to 10.5€. or to 11€.

- **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.

- **OnlineMBE daily shipments closure - Mode**

MBE e-Link allows you to manage the closing operation of MBE shipments directly from the backend of your eCommerce, in two ways:

- manual
- 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.

- **OnlineMBE daily time shipments closure (automatic mode only)**

In case of automatic shipments closure, this field will allow to specify the time of the day when all the shipments that are ready to be shipped can be closed into OnlineMBE

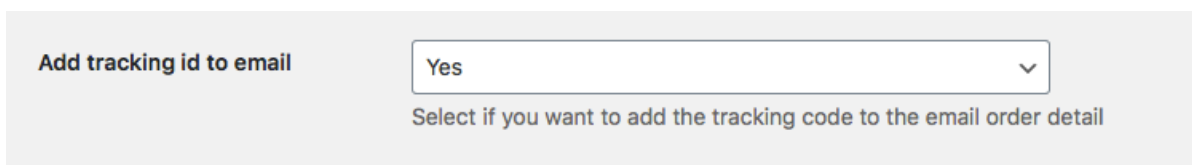
- **Shipments creation mode**

MBE e-Link 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.

- **Add tracking id to email**

Setting this option to yes, will add a new section to the “invoice/order details” email, showing the tracking Ids (if a shipment exists)



The screenshot shows a configuration form with a label 'Add tracking id to email' on the left. To its right is a dropdown menu with 'Yes' selected. Below the dropdown is the instruction: 'Select if you want to add the tracking code to the email order detail'.

### MBE Shipment Tracking

Tracking id:

[IT0999-1-00004019](#)



- **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 e-Link 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.

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](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.
- zip and zip to are used to define a range of zips (e.g. zip=80210 zip to =80300 means all the zip codes from 80210 to 80300 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 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:

- Disabled: The CSV file will not be used to calculate shipping prices, but MBE e-Link will always refer to the price list agreed between you and your MBE Center.
- 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 e-Link 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 of your Customer's order, MBE e-Link 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 e-Link 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 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 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.

Under “MBE Shipping – Free shipping Thresholds” you have the possibility to set free shipping thresholds for both domestic and worldwide shipments. Note that this group is populated dynamically after saving the values in the field “MBE Services”.

Free shipping Thresholds MBE Express (SEE) - Domestic	<input type="text"/>
Free shipping Thresholds MBE Express (SEE) - Rest of the world	<input type="text"/>
Free shipping Thresholds MBE Standard (SSE) - Domestic	<input type="text"/>
Free shipping Thresholds MBE Standard (SSE) - Rest of the world	<input type="text"/>

**Warning:**  
Shipping prices calculated by MBE e-Link are always without VAT. We remind you to enable and verify the configuration for the calculation of taxes directly from the administration console of WooCommerce, through the menu: Settings → Taxes.

## 4. Usage

**Warning:**

To correctly use 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 E-link 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

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

The following image shows the extension integration in the checkout page where the your end-Customer can select his/her preferred shipping option among all the available ones.

**Your order**

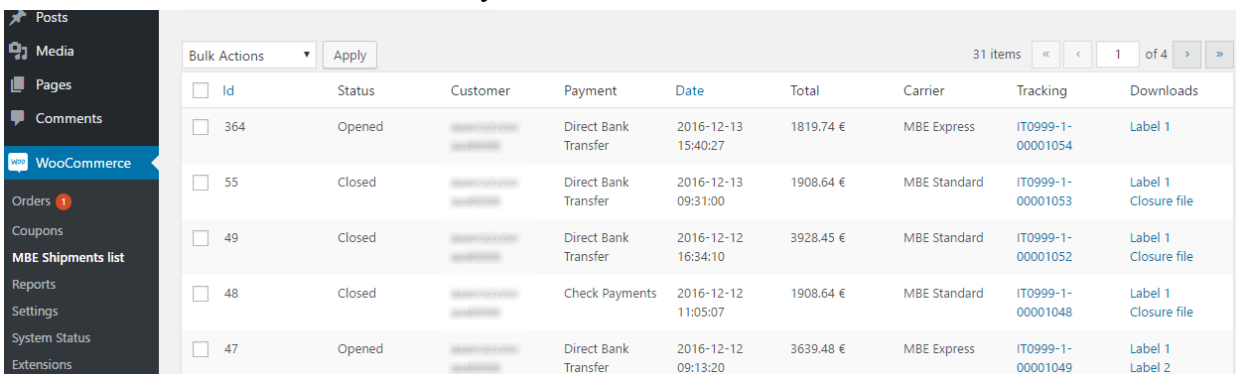
Product	Total
Sample Product × 1	10,00€
Subtotal	10,00€
Shipping	<input checked="" type="radio"/> MBE Express (SEE): 10,00€ <input type="radio"/> MBE Standard (SSE): Free
VAT	4,40€
<b>Total</b>	<b>24,40€</b>

**Warning:**

MBE shipping options are presented to buyers of your eCommerce based on the configuration of e-Link 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.

The following image shows the extension integration in the WooCommerce admin menu. MBE e-Link creates a new page “MBE Shipments List” where you can see all the orders for which your end-Customer chose to use the MBE option.

Whenever a shipment has been correctly created in OnlineMBE, the operator shall print the label/s and attach it/them on the parcels. In addition, an MBE tracking number and link is immediately generated and can be communicated to your end-Customer.



Shipments can be created in OnlineMBE in automatic or manual mode. In the automatic mode the system will accomplish all the tasks by itself immediately when the payment of the order is confirmed; in the manual mode the operator shall complete the following steps:

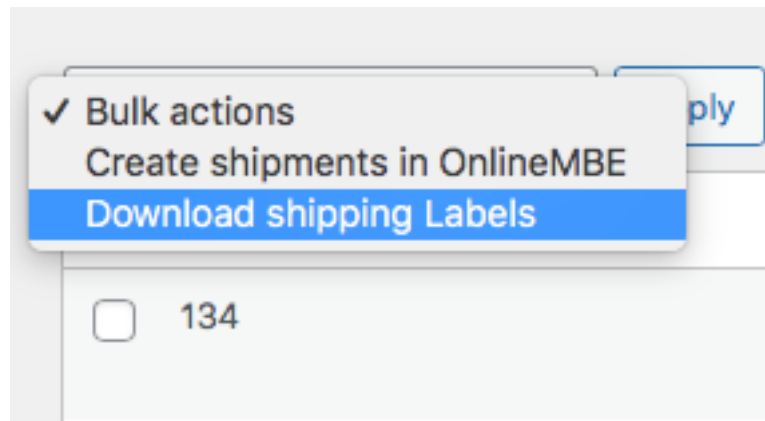
- Access the “MBE Shipments List” section of the platform backend
- Select all the orders that shall be shipped
- Using the “Create Shipments in OnlineMBE” command available in the action toolbar (Bulk actions) order the platform to create the necessary shipping into the system.

This extension could take care of automatically creating shipments in OnlineMBE:

- after the order is paid with an online method (like PayPal)
- when the order is saved and update order status in “Progressing” in the order detail

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 action

Based on the configuration of your OnlineMBE user, you may need to perform the daily shipments closure activity, allowing your MBE Center to process your shipments. You can perform this activity directly from the WooCommerce back-end, either in Manual mode or Automatically at the time if the day you will configure.

**To close in the Manually mode**, the orders you want to close through the related checkboxes and select on “Close shipments” option from the Bulk Action menu.

Bulk Actions		Apply	31 items						
Bulk Actions		Status	Customer	Payment	Date	Total	Carrier	Tracking	Downloads
Create shipments		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

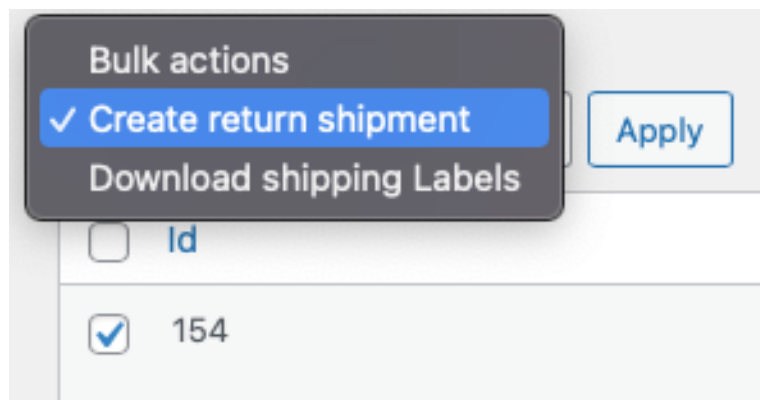
Through the download column, you can download a shipping labels and closure file.

<input type="checkbox"/>	44	Closed		PayPal	2016-12-09 16:04:00	1908.64 €	MBE Standard	IT0999-1-00001033	Label 1 Closure file
<input type="checkbox"/>	43	Closed		PayPal	2016-12-09 16:04:00	4204.4 €	MBE Standard	IT0999-1-00001034 IT0999-1-00001035 IT0999-1-00001036	Label 1 Label 2 Label 3 Closure file

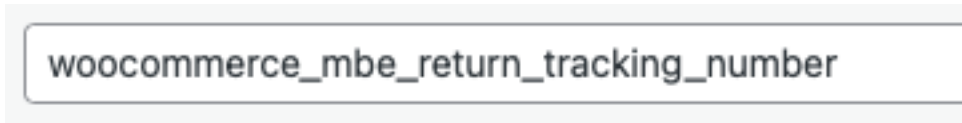
**To close in the “Automatically mode”**, you must select this option in the configurations and set closure time.

## 4.2. Return shipment action

If you need to generate return shipments for your clients, you can select multiple shipments from the page “MBE Shipments List” and then 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

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

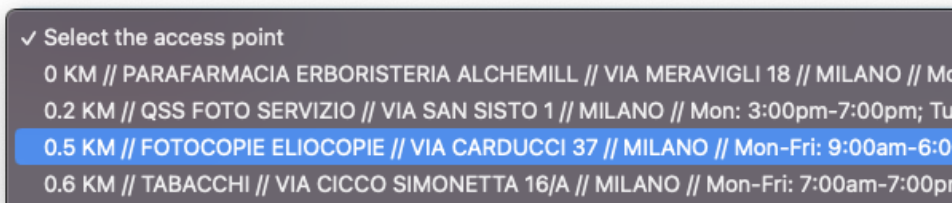
While enabled, depending on some constraints (check the list below) the client will be able to select the delivery point to be set as the shipping destination.

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

#### Shipping Methods

<input type="radio"/>	€10.00	Fixed	Flat Rate
<input checked="" type="radio"/>	€16.00	MBE Delivery Point	Ship with MBE

#### Set Shipping address to UAP



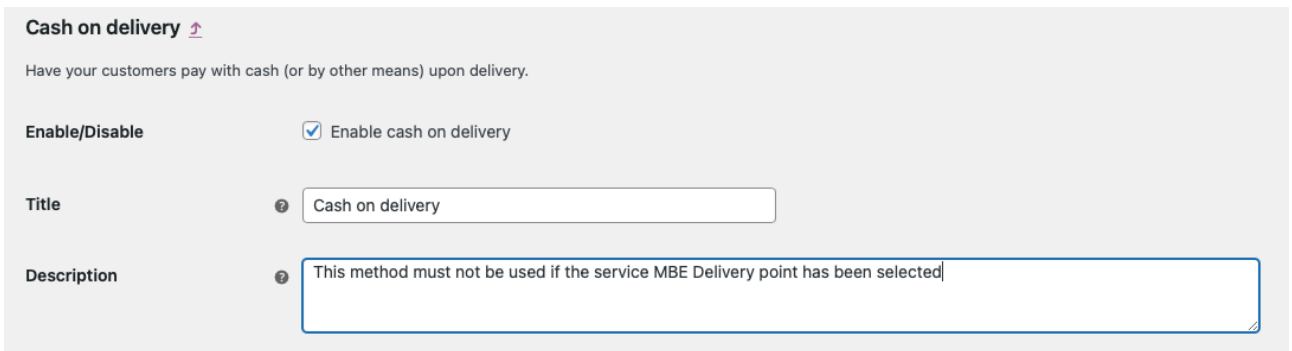
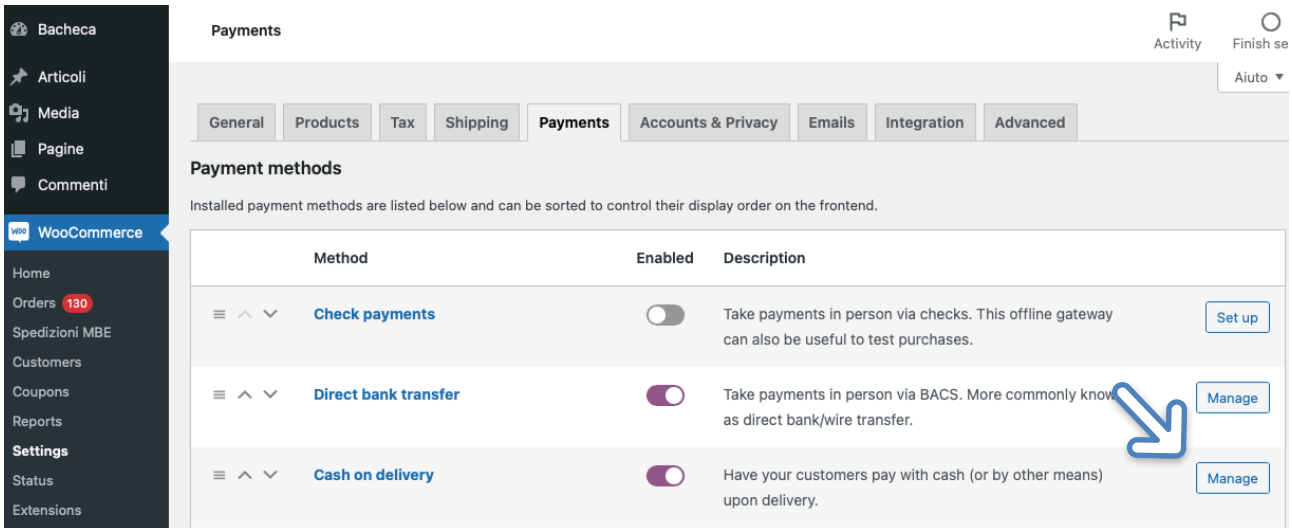
#### Constraints

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



**Note**

At the moment, it is not possible to select “cash on delivery” payment if the service MBE Delivery point has been selected. We suggest to add a disclaimer to the payment method  
*Woocommerce > Settings > Payments > Cash on delivery > Manage*



## 5. Internationalisation

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

## 6. Technical Support

The MBE e-Link plugin is currently available only for Italy, Spain, Germany and Austria. For information about the functionality or configuration of the MBE e-Link 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 e-Link plugin, you can **contact our dedicated Technical Support**, available from 9:00 to 18:00, from Monday to Friday. Write an email, in Italian or in English, at this address: [elinksupport@mbeglobal.com](mailto:elinksupport@mbeglobal.com).

Send, also, a support request in CC (carbon copy) you MBE Centre, in order to contact its more quickly in case of problems/tests. To speed the analysis/resolution up is recommended to send a support request following this template:

- E-commerce version
- PHP version (installed on the server)
- Plugin e-linkn version
- OnlineMBE credentials: WebService, User, Passphrase (32 alpha-numeric characters)
- Link to the admin panel (backoffice)
- Admin panel credentials: user – pass to perform analysis directly on the CMS
- Detailed description of the problem
- Screenshots / logs (optional)

It's recommended to enable 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.

#### **IMPORTANT NOTES:**

- 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 e-Link.