MBE **MAIL BOXES ETC.®**

MBE e-Link v. 1.7.0

Installation and Usage Guide – Magento 2

Index

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

1.3.2

▪ Fix for setup:upgrade

1.3.1

▪ Compatibility for Magento 2.4

1.3.0

▪ Fixed the custom CSV file path and name

▪ Use Magento 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

2. Installation

2.1.a) For plugin version prior to 1.4.0

To install the MBE e-Link module, copy the **Shipping** folder of the extension package in the **app/ code/Mbe** folder (create Mbe folder if needed) of your Magento installation where already exists an app folder.

> **Attention:** On some systems (for example Windows) you'll be required to overwrite existing files, you have to answer 'Yes'.
>
> On other Operating Systems pay attention to the fact that files and folders in the module package **should not overwrite** your base installation but **should be added to it**.

Open the terminal, go to your Magento installation directory and run the following command:

```
$ php bin/magento module:enable Mbe_Shipping
$ php bin/magento setup:upgrade
$ php bin/magento setup:di:compile
```

To check if the extension ("Mbe_Shipping") is correctly installed and enabled run:

```
$ php bin/magento module:status
```

2.1.b) For plugin version from 1.4.0

Follow the installation steps described below, based on your needs

- Updating from a version < 1.4.0

Due to the changes in the installation process you'll need to remove the old plugin installation folder to update to the new version. Your existing configuration shouldn't be lost during the process.

Open the terminal, go to your Magento installation directory and run the following command:

```
$ php bin/magento module:disable Mbe_Shipping
```

Delete the folder app/code/Mbe then skip to "**New installation**" steps below

- Updating from version >= 1.4.0

Open the terminal, go to your Magento installation directory and run the following command:

```
$ composer update mbelink/shipping-service
$ php bin/magento setup:upgrade --keep-generated
$ php bin/magento setup:static-content:deploy
$ php bin/magento cache:clean
```

You can skip to the chapter "3. Configuration"

- New installation

To install the MBE e-Link module, we now use composer, so you probably need to install it.

For more information about composer please read the Magento documentation:

https://devdocs.magento.com/guides/v2.4/extension-dev-guide/intro/intro-composer.html

https://devdocs.magento.com/extensions/install/

and composer documentation:

https://getcomposer.org/doc/

Open the terminal, go to your Magento installation directory and run the following command:

```
$ composer require mbelink/shipping-service
$ php bin/magento module:enable Mbe_Shipping
$ php bin/magento setup:upgrade
$ php bin/magento setup:di:compile
```

> **Note :**
>
> If you receive an error that looks like this one
>
> "Could not find a matching version of package mbelink/shipping-service. Check the package spelling, your version constraint[…]"
>
> You should check that you have a valid Magento **auth.json** file.
>
> This error is due to some issues of the Magento repository authorization process.

To check if the extension ("Mbe_Shipping") is correctly installed and enabled run:

```
$ php bin/magento module:status
```

> **Important !**
>
> Starting from version **1.6.0** the "Declarative schema" is used, as required by Magento.
>
> Running the command **setup:upgrade** (without options) after disabling the module **will result in E-link plugin data loss (configuration, csv rates etc.).**
>
> If you need to disable the module to enable it again later, please execute the command below after you've disabled it
>
> ```
> php bin/magento setup:upgrade --safe-mode=1
> ```
>
> And right after you've enable it again, run the following command
>
> ```
> php bin/magento setup:upgrade --data-restore=1
> ```
>
> For more information please refer to the official Magento documentation:
>
> https://devdocs.magento.com/guides/v2.4/extension-dev-guide/declarative-schema/db-schema.html#disable-a-module

> **Supported versions:**
>
> The plugin Magento2 has been successfully tested and verified only with PHP versions >7.0. 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: System → Configuration → Sales → Delivery Methods. Under *MBE Shipping* group, it is possible to configure and enable the shipping method.

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).

> **Attention:** MBE e-Link is not compatible with the multi-site mode of Magento.

MBE e-Link

In order to allow access to all the configurable plugin parameters, the first task to complete is to

MBE shipping description [store view]	Ship with MBE
Default Shipment type [website]	GENERIC ▼
Select MBE Services available to your Customers [website]	MBE Raccomandata 1 Ore 12 (R12) MBE Raccomandata 1 Ore 12 (R12) + Insurance MBE Raccomandata 1 Ore 9 (R19) MBE Raccomandata 1 Ore 9 (R19) + Insurance MBE Express+ (S+E) MBE Express+ (S+E) + Insurance MBE Capi appesi Large (SCL) MBE Capi appesi Large (SCL) + Insurance MBE Capi appesi Small (SCS) MBE Capi appesi Small (SCS) + Insurance
Custom label for - MBE Standard (SSE) [global]	Insert the custom name for the shipment method. Leave it blank if you don\'t want to change the default value
Custom label for - MBE Standard (SSE) + Insurance [global]	Insert the custom name for the shipment method. Leave it blank if you don\'t want to change the default value
Default shipping methods mapping [website]	No ▼ Enable the function to map default shipping methods to MBE services (MBE methods will not be available on the frontend)
Shipment configuration mode [website]	Create one Shipment per shopping cart (parcels calcu ▼ 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)
Csv for standard packages [website]	No ▼ Load the standard packages via csv file
Default Package Length [website]	1
Default Package Width [website]	1
Default Package Height [website]	1
Maximum Package Weight (kgs) [website]	5000 Check if any limitation is applied with your MBE Center
Maximum shipment weight (kgs) [website]	5000

configure: Country, OnlineMBE web-service url, OnlineMBE username and passphrase.

MBE Shipping

Markup - Application rule [website]	Fixed ▾
Markup - Applied to [website]	Shipment ▾
Handling Fee [website]	0
Markup - Apply rounding [website]	Always round down ▾
Markup - Rounding unit (in €) [website]	1 ▾
Ship to Applicable Countries [website]	All Allowed Countries ▾
Ship to Specific Countries [website]	Afghanistan Albania Algeria American Samoa Andorra Angola Anguilla Antarctica Antigua & Barbuda Argentina

Online

Sort Order [website]	
Displayed Error Message [store view]	This shipping method is currently unavailable. If you would like to ship using this shipping method, please contact us.

OnlineMBE web-se

nlineMBE daily shipments closure - Mode [website]	Automatically ▾
OnlineMBE daily time shipments closure (automatic mode only) [website]	0:00 ▾
Shipments creation in OnlineMBE - Mode [website]	Automatically ▾
Custom prices via csv - File upload [website]	Scegli file nessuno selezionato 2021-09-08_17-20-57_mbe_csv.csv
Download current file [website]	Download current file
Download template file [website]	Download template file

Custom prices via csv - File mode [website]	Disabled ▼
stom prices via csv - Min price for insurance extra-service [website]	
stom prices via csv - % for insurance extra-service price calculation [website]	
Insurance extra-service - Declared value calculation [website]	With Taxes ▼
Ship to UAP [global]	Yes ▼

Enable the option to ship to an UAP

E Shipping - Free shipping Thresholds

MBE Standard (SSE) - Domestic [global]	
MBE Standard (SSE) - Rest of the world [global]	
3E Standard (SSE) + Insurance - Domestic [global]	
Standard (SSE) + Insurance - Rest of the world [global]	

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)

- **Online MBE Web service Url**

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

- **Online MBE 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.

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.

- **Description**

  The Shipping Description   (Name) to be shown to your end-
  Customers within the   shipment selection page.

- **Default Shipment Type**

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

- **List of MBE Services enabled for shipping**

  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 label 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".

- **Default shipping methods mapping**

  Enabling this functionality, you'll be able to select a custom mapping between the default shipping methods available in Magento 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 Magento 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".

- **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)"

  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 Envolope/Buste shipping, a default value of 0.5 kg (not modifiable) will be applied. The maximum weight of the package **must NOT exceed the maximum value established with the MBE Centre.**

- **Maximum Shipment Weight**

  Indicate the maximum weight of the shipment, as the sum of all packages to be shipped. In case of Envolope shipment, a default value of 0,5 kg (not modifiable) will be applied.

- **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 – Applied to**

  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.

- **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 markup 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 the list of countries were shipping with this method is available.

- **Sort Order**

  This field allows to manage the sorting of this shipping method with relation to all the other available ones. If not specified, the default sorting will be applied.

- **Displayed Error Message**

  This field will allow to configure the message to be displayed to your end-Customers in the shipment selection page in case the extension is not able to retrieve the price of the Shipment or in case of any error occurring while creating the shipment/waybill. A default text that will be supplied in each language

- **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:

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

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

- **Custom price 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:

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

- o `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)

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

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

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

Please note that:

- o 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!**)

- o The weights specified in the file cannot exceed the value specified as `Maximum Shipment Weight`

- o To know the code of the various MBE Services you can refer to what appears in the field "MBE Services enabled" of the configuration interface: the code of the MBE service is shown in brackets, after the service name (e.g. use SSE for MBE Standard or SEE for MBE Express)

- o The price defined in the file must always be that of the shipment without the additional service of the Insurance / Coverage, but you will have the opportunity to specify a rule for the calculation of the additional value to apply, calculated on the basis of the value of the items to be insured.

- o At the price specified in the file will be add the VAT, in the cart.

- o <u>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.</u>

- **Download current file**

  Allow to download current csv file

- **Download template file**

  Allow to download the csv file template that must be used to write custom rates to override OnlineMBE prices.

- **Custom prices via csv – File mode**

  Once you have completed and uploaded the CSV file with the custom prices for MBE shipments, you must indicate how to use the file, choosing one of the following options:

  - o 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.

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

    - If the file contains a rule relating to the country of destination of your customer's order, MBE 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 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.

  - o 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:

    - o Min price for insurance extra-service: fixed cost

    - o % calculated on the prices of the products for that shipment.

    Product price can be with or without taxes based on Insurance extra-service - Declared value calculation. Insurance value will be added to shipment value.

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".

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 Magento, through the menu: Settings → Taxes.

Attention:
For MBE e-Link to function correctly, all items for which you intend to offer the MBE shipping option must have the defined weight. We therefore remind you to check this configuration directly from the Magento administration console.
The maximum weight must be within the limits set in the configuration of the plugin.
MBE E-link now uses the Magento unit of measure for weight for its own settings (eg. Maximum Package Weight). You can set it going to Configuration → General → Locale → Weight unit.

Note: A Magento "custom variable" **{{var mbe_trackid|raw}}** is available in order to add a section for the tracking codes inside the transactional email's templates.

4. Usage

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.

> **Warning:** The MBE shipping options are presented to the buyers of your eCommerce according to the e-Link configuration and only if it is able to calculate the price. We therefore advise you to check the configuration of your eCommerce to be sure that there is always a shipping option available for each destination to which you intend to ship your products: if not, 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 Magento administration panel.

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.
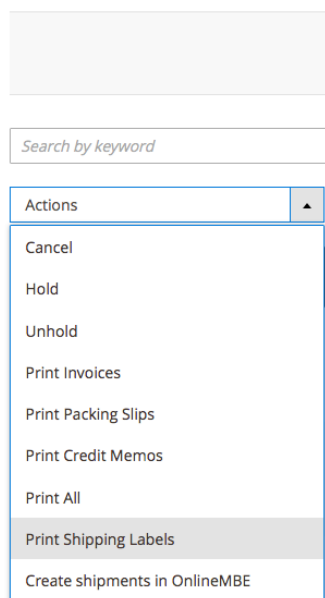
> **Warning:** Please remember that for the correct working of the MBE e-Link plugin, it is required that all the products in the catalogue that could be shipped with MBE have the weight parameter configured. You can check this through the Magento section: Catalogue → Manage Products.

From the Magento "Orders" list, if you select multiple orders, you can download a pdf that includes all the related shipping labels, to print it together.

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

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

From this screen, you will have the possibility to perform some useful operations for the management of shipments: download and print the MBE label sticker to be attached to the packages, view the shipment tracking number and access the page of the website www.mbe.it that allows you to monitor the status of the shipment, make the daily closing of shipments and download the relevant summary manifest (only if you have opted for the manual closing mode).

Note. MBE e-Link directly generates shipments on OnlineMBE:

- Immediately upon saving the order, if your eCommerce customer has chosen an online payment method (such as PayPal or credit card)a nd if the payment was successful

- Immediately upon saving the order, if your eCommerce customer has chosen payment on delivery as payment method

- After the invoice has been issued, if your eCommerce customer has chosen a bank transfer as a method of payment


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 Magento 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, select "Close Shipping" from Action into the action bar, click on "Submit".

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".
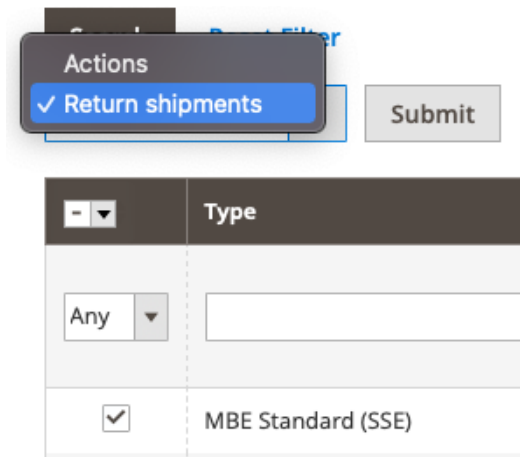
Once generated, the tracking information for the return shipment can be found in the shipment's detail page.

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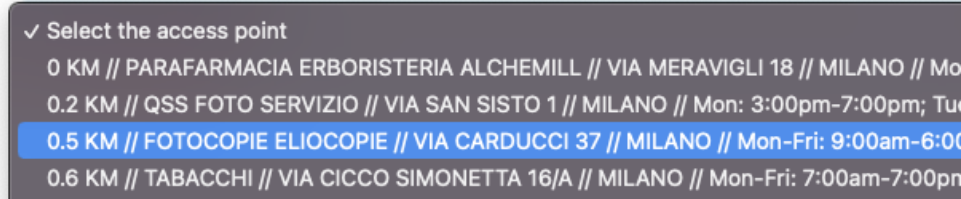
While enabled, depending on some constraints (check the list below) the client will be able to select the delivery point to be set as the shipping destination.

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

○ €10.00   Fixed   Flat Rate

● €16.00   MBE Delivery Point   Ship with MBE

Set Shipping address to UAP

✓ Select the access point
0 KM // PARAFARMACIA ERBORISTERIA ALCHEMILL // VIA MERAVIGLI 18 // MILANO // Mo
0.2 KM // QSS FOTO SERVIZIO // VIA SAN SISTO 1 // MILANO // Mon: 3:00pm-7:00pm; Tu
0.5 KM // FOTOCOPIE ELIOCOPIE // VIA CARDUCCI 37 // MILANO // Mon-Fri: 9:00am-6:0
0.6 KM // TABACCHI // VIA CICCO SIMONETTA 16/A // MILANO // Mon-Fri: 7:00am-7:00pn

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 checkout phase using "terms and conditions" (https://docs.magento.com/user-guide/sales/terms-and-conditions.html)

● Cash On Delivery

☑ My billing and shipping address are the same

Roger Sca
Via Medeghino 31
Milano, Milano 20141
Italy
0200202002

CONTRASSEGNO NON DISPONIBILE PER MBE DELIVERY POINT

Place Order

Apply Discount Code ⌄

5. Internationalisation

The extension's labels can be translated in the locale of your choice using the standard Magento internationalization system based on CSV files (Comma Separated Value).

The original extension's labels are in English; anyway the extension package already contains the following additional languages:

- Italian (Italy): it_IT
- Spanish (Spain): es_ES
- German (Germany): de_DE
- German (Austria): de_AT
- French (France): fr_FR
- Polish (Poland) pl_PL

To change the name of a specific label supplied by MBE (for example, you may need to change 'MBE Standard' into 'MBE Standard – Delivered in 3-5 days'), you can modify the translation file (.csv file) provided with the plugin.

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**.

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-likn 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 Magento logging, reproduce the issue and attach to the support e-mail an archive (i.e. zip file) with all the log files stored in **<magentodir>/var/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 Techinal Support temporary credentials, for the duration necessary for the intervention only: you can disable the credentials at the end of the intervention.

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