MAIL BOXES ETC.

MBE e-Link v. 1.6.0

Installation and User Guide – Shopify

Content Index

1. Changelog

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

1.6.0
- New delivery points service

1.5.0
- Return shipping management
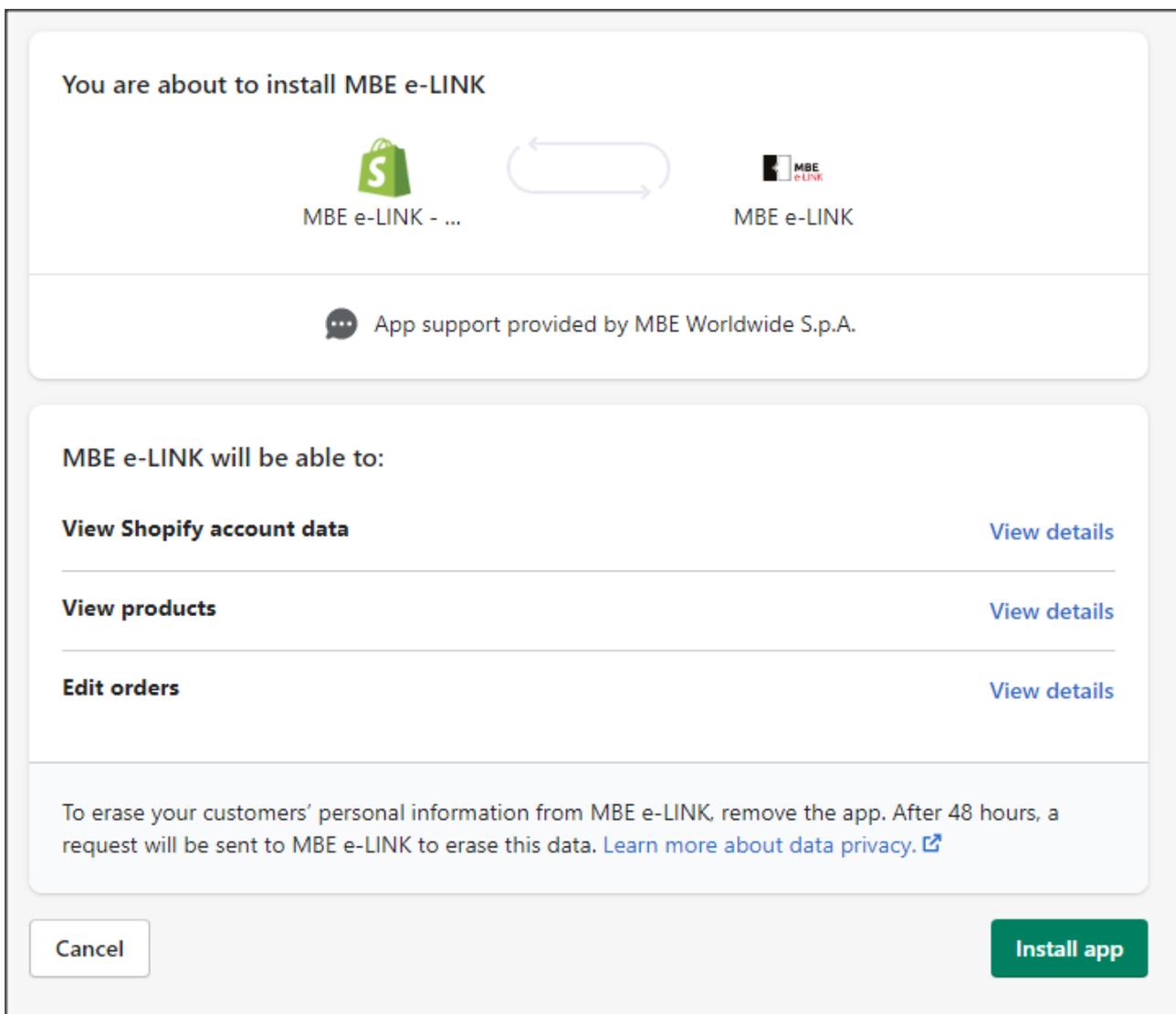- Proforma data management

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)

1. Changelog

2. Installation

To install the MBE E-link 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 e-LINK" App and click on the "Add App" button. You will be redirected to your admin interface, click on the "Install app" button.

You will then be asked to enter your "MBE Online" account credentials.

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- **Username**

Enter the username which was provided to you by the staff of your reference MBE Centre.

- **Passphrase**

Enter the passphrase which was provided to you by the staff of your reference MBE Centre.

- **Country**

Select the entry corresponding to the Country where your reference MBE Centre operates.

- **Onlinembews**

Based on the country selected, select the "Online MBE" or "MBE Online" option as indicated by your reference MBE Center

Please note: The Passphrase is different from the password you usually use to access the MBE web interface; it is an alphanumeric string of 32 characters. If you do not yet have this value, please contact your reference MBE Centre staff.

3. Shipping settings configuration

PLEASE NOTE: The automatic calculation of shipping rates is only available for 'Advanced Shopify' accounts. For other account types please refer to *2.1 Manual rates.*

Once the MBE e-Link module installation procedure is complete, you must proceed with its configuration in order to make it active.

The MBE e-Link configuration panel can be accessed by clicking on: **Apps →**
MBE E-link → Settings → Shipping settings

Edit OnlineMBE Shipping settings.

Vat value %:
`22`

Shipping description:
`MBE Shipping Shopify`

Mbe services

	Custom description	Free shipping threshold - Domestic	Free shipping threshold - Rest of the world
☐ MBE Express (SEE)	MBE Express	1000,0	0,0
	Custom description	Free shipping threshold (insurance) - Domestic	Free shipping threshold (insurance) - Rest of the world
☐ MBE Express + Insurance (SEE_INSURANCE)	MBE Express + Insurance	0,0	0,0
	Custom description	Free shipping threshold - Domestic	Free shipping threshold - Rest of the world
☐ MBE Standard (SSE)	MBE Standard	0,0	0,0
	Custom description	Free shipping threshold (insurance) - Domestic	Free shipping threshold (insurance) - Rest of the world
☐ MBE Standard + Insurance (SSE_INSURANCE)	MBE Standard + Insurance	0,0	0,0

Shipment configuration mode:
`Shipment per shopping cart (parcel calculated based on weight)` ↕

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)

Default ship type:
`Generic` ↕

Max package weight (kg):
`10`
Check if any limitation is applied with your MBE Center

Max shipment weight (kg):
`100`

Default package length (cm):
`10`

Default package width (cm):
`10`

Default package height (cm):
`10`

You will find below an explanation of the other configuration parameters of the MBE e-Link plug-in

- **VAT value %**
  Set the value of VAT as a percentage.
- **Shipping description**
  Enter a generic text describing the MBE shipping options that will be shown to your eCommerce buyers on the shipping method choice page.
- **MBE services**

Select all the MBE services you would like to offer to buyers of your eCommerce for shipping. For the plug-in to work properly, you must select at least one option.

Free shipping thresholds

It allows you to set the thresholds above which free shipping will be offered with that specific service.

- **Shipment config mode**

  Select your preferred way to manage the shipment of eCommerce orders containing multiple items, choosing among the following options:

  o A different shipment for each item in the order: a different shipment will be generated for each item purchased by your eCommerce Customer, for example: by purchasing **3 items** (different or identical) **3 different shipments** will be generated.

  o One shipment per order (number of packages calculated **based on the weight** of the items inserted in the CMS): for each purchase order, only one shipment will be generated and the number of packages will be automatically calculated based on the weight of the items purchased and on the value configured as "**Maximum package weight**", for example: if you purchase 3 items with a total weight of 8kg, maximum shipment weight set to 5kg, **2 packages and 1 shipment** will be generated.

  o One shipment per order with a different package for each item: a single shipment will be generated per purchase order consisting of as many packages as there are items purchased, for example: by purchasing 3 items (different or identical) **1 shipment with 3 packages** will be generated.

> **PLEASE NOTE:** By activating the option "A different shipment for each item in the order", if your Customer decides to pay the order upon delivery (cash on delivery), the amount of the cash on delivery will be divided evenly between all shipments and may therefore not correspond with the value of the items contained in the individual shipments. If the C.O.D. payment option is available in your eCommerce, we recommend that you pay close attention to the choice of this option.

- **Default ship type**

  Select the default shipping type, choosing between: Generic (recommended option) and Envelope/Busta.

- **Max package weight**

  Indicate the maximum weight of each package shipped. In the case of Envelope/Buste shipment, a default value of 0.5 kg (not modifiable) will be applied.

- **Max shipping weight**

  Indicate the maximum weight of the shipment, understood as the sum of the weights of all packages shipped. In case of shipment of
  Envelope/Buste, a default value of 0.5 kg (not modifiable) will be applied.

- **Default package length**

  Please indicate the length of the packaging through which the products will be shipped. We recommend that you define this value together with the staff of your MBE Centre.

- **Default package width**

  Please indicate the width of the packaging through which the products will be shipped. We recommend that you define this value together with the staff of your MBE Centre.

- **Default package height**

Please indicate the height of the packaging through which the products will be shipped. We recommend that you define this value together with the staff of your MBE Centre.

Markup application rule:

| Fixed amount | ⇕ |

Markup amount

| Shipment | ⇕ |

Handling fee

| 0 |

Markup apply rounding:

| No rounding | ⇕ |

Markup rounding unit in €

| 1 | ⇕ |

Ship to applicable countries

| All allowed countries | ⇕ |

Allowed countries:

| Angola
Anguilla
Antarctica
Antigua and Barbuda | |

Daily shipments closure - mode

| Automatically | ⇕ |

Daily time shipments closure (automatic mode only)

| 10:00 | ⇕ |

Shipments creation - mode

| Automatically | ⇕ |

Csv for standard packages

| S | ⇕ |

Packages via csv - File upload

File upload

Scegli file | Nessun file selezionato   Download current: mbe_csv_package (1).csv -- Download template file

Packages for products via csv - File upload

File upload

Scegli file | Nessun file selezionato   Download current: mbe_csv_product.csv -- Download template file

Custom prices via CSV file

File upload

Scegli file | Nessun file selezionato   Download template file

File mode

| Disabled | ⇕ |

Min price for insurance extra service

| 0 |

Percentage for insurance extra service calculation

| 0 |

Insurance extra service declare value calculation

| With Taxes | ⇕ |

Ship to uap

| N | ⇕ |

Update settings

- **Markup application rule**

Select your preferred way to apply 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 configured in the CSV file with your custom price list. The available options are: "Percentage" (e.g. +10%) and "Fixed amount" (e.g. +1€).

- **Markup amount**

Indicate whether you intend to charge per shipment or per package shipped.

- **Handling fee**

Indicate the amount to be applied as a reload (fixed or percentage according to the previous configuration).

- **Markup apply rounding**

Select the rounding method you wish to apply to the shipping price, after charging the markup. Please note that rounding is applied <u>before VAT is charged</u>. The available options are as follows:
  - No rounding
  - Automatic rounding (by excess or by default) to the nearest amount based on the desired rounding unit. For example, a starting amount of 5.51€ with a rounding unit of 0.50€ would be rounded to 5.50€ (by default), while with a rounding unit of 1€ it would be rounded to 6.00€ (by default). ○ Rounding down ○ Excess rounding

- **Markup rounding unit in €**

Select the maximum rounding unit applied, choosing between 0.5€ and 1€.

- **Ship to applicable Countries**

You can choose between offering the MBE shipping option to all countries around the world or just to a specific list of destinations of your choice.

- **Allowed Countries**

Depending on the configuration chosen in the previous field, you can select here the list of destinations for which MBE shipping will be available. For multiple selection hold down the CTRL key and click on the Country.

- **OnlineMBE daily shipment closure – mode**

MBE e-Link 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.

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

If you have chosen automatic shipment closing mode, select the time of day you want it to happen.

- **Shipment creation in online MBE – mode**

MBE e-Link allows you to manage the creation of MBE shipments directly from the back-end of your eCommerce, in two ways:
  - Automatically: shipments are created when the order is confirmed.
  - Manually: shipments must be created manually by the user in the "Orders to ship" screen

- **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.
- **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

- **Custom prices via CSV file**

  MBE e-Link allows you to upload your customized price list for MBE shipments. To do so, you will have to prepare and upload a text file in CSV (Comma Separated Value) format, with the comma as column separator and the dot as decimal separator. The file must contain a header line.

  Each line of the CSV file must contain a rule for calculating the shipping price. Each rule can be defined by the following fields (in English):
 *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. You can specify the Country (through its ISO code, e.g. IT for Italy, FR for France), the region and the city or even a range of zip codes. For example this part of the row:

IT,,20120,20129 refers to all locations in Italy with a ZIP code between 20120 and 20129, extremes included

- weight_from,weight_to: these columns allow you to specify the weight range to which the rule refers. The weight to which the field refers to is the total weight of the shipment, calculated as the sum of the weights of the shipped items
- price: this column indicates the price, including VAT, applied to shipments that meet the rule to which the row refers
- delivery type: this column allows you to specify the MBE Service code to which the line refers.

Some additional notes:

- The following fields are required in each line of the CSV file: country, weight_from, weight_to, price, delivery_type. For these columns a value must always be specified, while the others can be left empty (but must still be present in the file!).
- The weights indicated inside the file in the rules definition cannot exceed the one configured as "Maximum shipping weight".
- In order to know the code of the various MBE Services you can refer to what is displayed in the field "MBE Services". In particular, the code of the MBE service is shown in brackets, after the name of the service. E.g. use MBE Express (SEE) or MBE Standard (SEE)
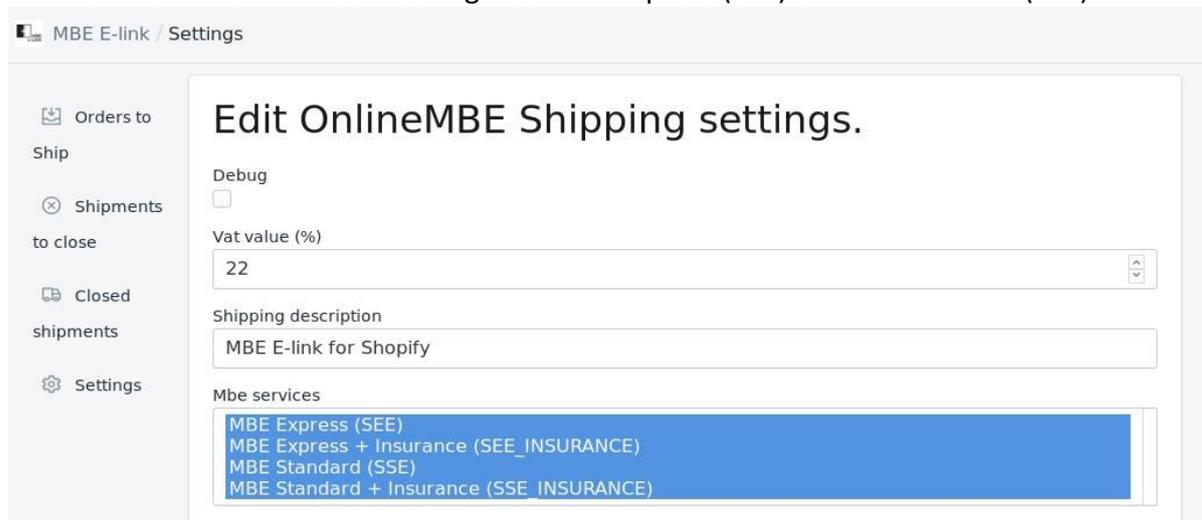
- The price defined in the file must always be the price of the shipment without the additional service of the Insurance but you will have the possibility to specify the rule of calculation of the additional value to be applied, calculated on the basis of the value of the goods to be insured.
- The file must not contain empty lines, so pay particular attention to the last line of the file.
- **Download the current file**
  It allows you to download the last CSV file you uploaded.
- **Download the template file**
  It allows you to download a sample file to compile.

- **file mode**

Once you have compiled and uploaded the CSV file with your prices for MBE shipments, you will need to indicate how to use the file by selecting one of the following options:
- Disabled: the CSV file will not be used for the calculation of the shipping prices, but MBE e-Link will always refer to the price list agreed by you with your reference MBE Centre
- Partial: the CSV file will be used to calculate the prices of shipments ONLY to the Countries in the file:
  - If the file contains a rule related to the country of destination of your Customer's order, MBE e-Link will use the CSV file to calculate the shipping price.
  - If the file does NOT contain a country rule for your Customer's order, MBE e-Link will query OnlineMBE to calculate the shipping price based on the price list that you have agreed with your MBE Centre.
- Total: MBE e-Link will ONLY use the CSV file to calculate the shipping price for MBE shipments. If there is no rule compatible with shipping, the MBE option will not be presented to your eCommerce Customer: so be careful to always compile the CSV file completely for all countries you want to cover.

- **Minimum price for insurance extra service (*)**

If you wish to offer your customers the possibility to insure their shipments, or if you always want to insure your shipments with MBE, provided you have uploaded a customized 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 have the possibility to specify the minimum value that the product must have for the insurance surcharge to be applied.

- **Percentage for insurance extra service calculation (*)**

You can use this field to specify the percentage value you wish to use for the calculation of the surcharge for the additional insurance service.

- **Insurance extra service declare value calculation (*)**

If you would like to use the additional insurance service, you can choose whether to indicate the value of the goods as the order amount including VAT or excluding VAT.

Below you can find an example of the calculation for the insurance surcharge.

Shipping information:

- Product price: 50 €
- Minimum price for insurance: 10 €
- Percentage for insurance price calculation: 20%- Declared value: excluding VAT

The insurance price will be equal to 20% of the 50 €, excluding VAT, i.e. 10 €.

(*) The calculation of the surcharge for the insurance service is carried out automatically by MBE e-Link even if you have uploaded an individual price list for MBE shipments. The value of the surcharge is calculated as a maximum between the following two values:

- The value configured as "Minimum price per insurance"
- The value resulting from the application of the percentage configured as "Percentage for insurance price calculation" to the order value, including VAT or excluding VAT depending on what you have selected as "Insurance – Declared value".

> **Please note:** Shipping prices calculated by MBE e-Link always include VAT.
>
> **Please note:** For MBE e-Link to function properly, all items for which you intend to offer the MBE shipping option must have the defined weight. We would therefore advise you to check this configuration directly from the Shopify administration console.

3.1 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 E-link 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

MBE e-Link 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 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.
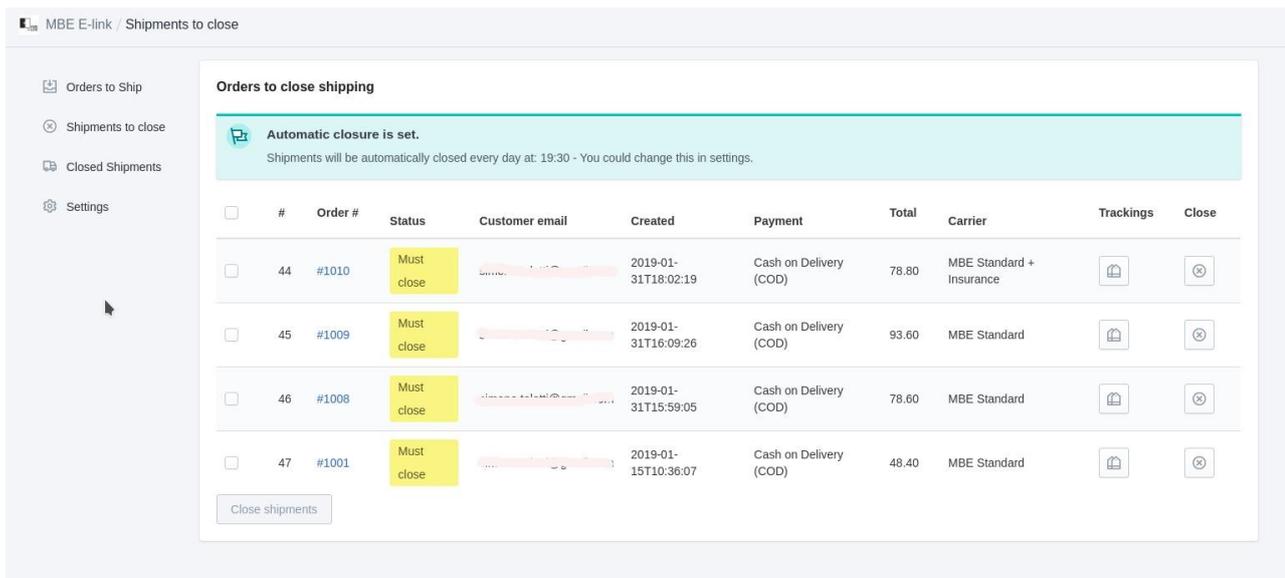
From here you will have the possibility to carry out some useful operations for the management of shipments by clicking on the "Trackings" button: download and print the MBE parcel label to be affixed on the packages, view the tracking number of the shipment and access the www.mbe.it website page that allows you to monitor the status of the shipment.

Please note. MBE e-Link 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.
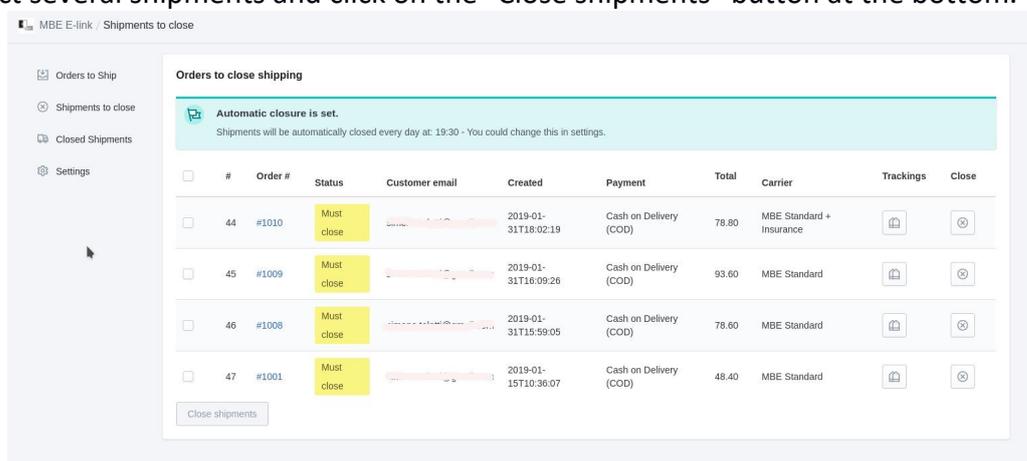
4.2   Return shipment action

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.
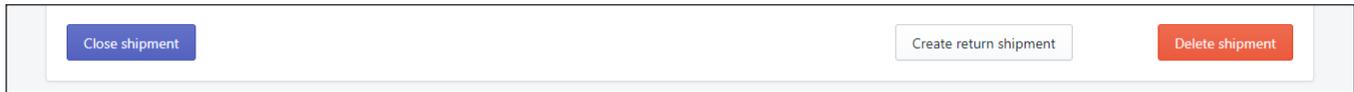
Once created, the tracking information for the return shipment can be found on the detail page. The return shipment will be recognizable by the status "RETURN".

4.3   Ship to a delivery point

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.

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Modalità di spedizione

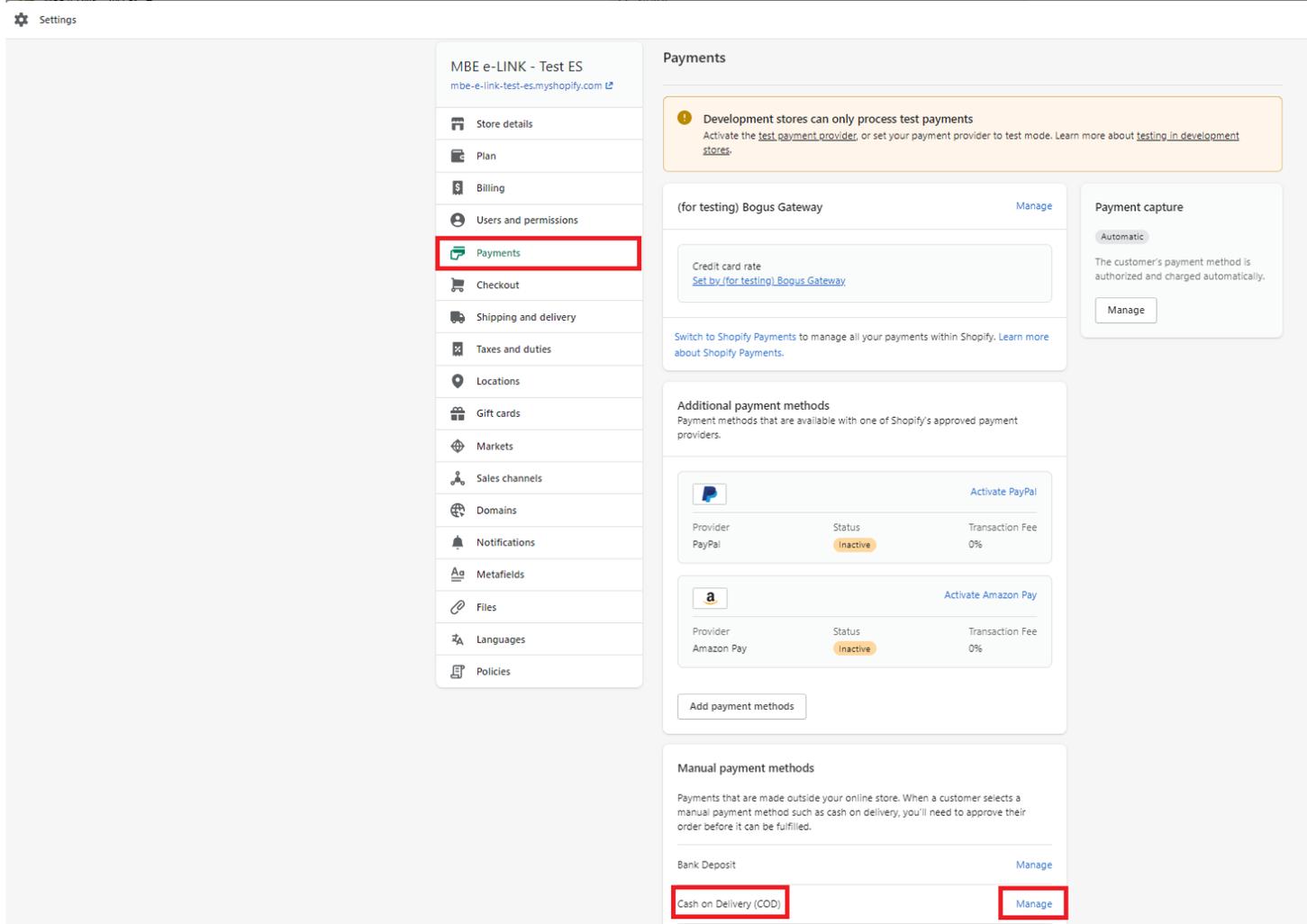|	
⦿ MBE ECONOMY	10,00 €
○ UAP 01 (0.2 KM) - TELEFONIA E CAF 2 - VIA CARLO FARINI 70, 20159, MILANO Mon-Fri: 10:00am-7:00pm; Sat: 10:15am-2:00pm; Sun: Closed	13,72 €
○ UAP 02 (0.7 KM) - BEST LOGISTIC & SERVICE - VIA CARLO FARINI 40, 20159, MILANO Mon-Fri: 9:00am-7:00pm; Sat, Sun: Closed	13,72 €
○ UAP 03 (0.7 KM) - PHOTO ON LINE - VIA VEGLIA 44, 20159, MILANO Mon-Fri: 9:00am-1:00pm, 3:00pm-7:00pm; Sat: 9:00am-12:30pm; Sun: Closed	13,72 €
○ UAP 04 (0.7 KM) - SBAGLIATO CAFFE - VIA LIVIGNO 6/A, 20158, MILANO Mon-Sat: 7:00am-6:00pm; Sun: 9:00am-6:00pm	13,72 €
○ UAP 05 (0.9 KM) - SMARTFRIENDS - VIA CARLO IMBONATI 49, 20159, MILANO Mon-Sat: 10:00am-8:00pm; Sun: Closed	13,72 €
○ UAP 06 (1 KM) - MERCATINO - USATO FIRMATO - VIALE JENNER 51, 20158, MILANO Mon-Sun: 10:00am-7:00pm	13,72 €
○ UAP 07 (1.3 KM) - EDICOLA & INFORMATICA - VIA ADEODATO RESSI 17, 20125, MILANO Mon-Fri: 7:30am-1:00pm, 3:00pm-6:00pm; Sat, Sun: 7:30am-12:30pm	13,72 €
○ UAP 08 (1.5 KM) - CIALDE E CAPSULE EMPORIO DEL CAFFE - VIA PONTE SEVESO 19, 20125, MILANO Mon-Fri: 9:30am-7:00pm; Sat: 9:30am-1:30pm; Sun: Closed	13,72 €
○ UAP 09 (1.7 KM) - ELETTRICA VOLPI - VIA FABIO FILZI 15, 20124, MILANO Mon: 3:30pm-7:00pm; Tue-Fri: 9:00am-2:00pm, 3:30pm-7:00pm; Sat: 9:00am-1:00pm, 3:30pm-7:00pm; Sun: Closed	13,72 €
○ UAP 10 (1.7 KM) - MILANOPOST EXPRESS - VIA PRESTINARI 6, 20158, MILANO Mon-Fri: 8:30am-7:00pm; Sat: 9:30am-2:30pm; Sun: Closed	13,72 €
○ MBE Standard	20,28 €
○ MBE Express	35,32 €

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Constraints

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- 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 *Settings > Payments > Cash on Delivery (COD) > Manage*

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

The message appears during checkout

5. Technical Support

If you have any questions or concerns about the functionality or configuration of MBE e-Link, or if you need to obtain login credentials (MBE Web-Service URL, Username and Passphrase), please refer to your MBE centre staff. If you are not yet in contact with an MBE centre, you can find the one nearest to you through this link: https://www.mbeglobal.com/Store-Locator (the MBE e-Link form is currently only available for Italy, France, Spain, Germany, Austria and Poland).

In case of technical problems during the installation, configuration or use of MBE e-Link, you can contact your MBE center who will open a support ticket.

IMPORTANT NOTE: in order to protect your privacy, you can provide Technical Support staff with temporary credentials for as long as necessary. You can deactivate these credentials once the intervention is completed.

IMPORTANT NOTE: login credentials are required by Technical Support staff to be able to verify and modify configurations, and correct any problems encountered following the support request. By providing these credentials, you authorize Technical Support personnel to make changes to configurations related to the operation of MBE e-Link.