



MAIL BOXES ETC.®

MBE e-Link v. 1.3.1

Installation and Usage Guide - Prestashop

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1. Changelog

1.3.1

- Fixed bug with custom label for service S+E

1.3.0

- Fixed bug with products units of measure
- Free thresholds specific to National (domestic) / WW
- Automatic setting of the "Shipped" status of an order
- Option to customize the name of the courier / MBE service
- Default shipping methods mapped to MBE methods

1.2.0

- Added MBE Online Support
- Added UAP

1.1.3

- Added compatibility php 7
- Added french translation

1.1.2

- Fixed - Directory_Separator php 7

1.1.1

- Fixed - Error CSV download button
- Fixed - shipment closure bug

2. Installation

To install MBE e-Link module from the administration panel:

- In the modules tab, click on add a new module

MBE e-Link v. 1.3.1

- If a file of the module exists online, specify its URL in the Module URL field and then click on Download this module
- If the file is on your computer, click on Browse to open the dialogue box letting you search your computer, select the file then validate the dialogue box.

Once the module is placed in the server, you must install it into the store:

- Connect to your store's administration panel (Back Office), then in the tab Administration Panel → Modules
- Find the module
- Click on the **Install** button. If the installation is successful, a message should appear indicating: Module Installed.

Once installed, if clicking on the **Configure** button, the module's configuration frame will appear.

Warning:

MBE e-Link module overrides some classes: Carrier.php, Order.php and AdminCarriersController. Make sure that other plugins have not already overridden these files to avoid conflicts and that "Disable all overrides" option is set to "No" (Advanced Parameters > Performance > Debug Mode) for v. 1.6+.

The screenshot shows the MBE e-Link module interface. At the top, there is a header for "Spedizione e Logistica" with the module name "Mail Boxes ETC v1.1.0 - da Intesys S.r.l." and a description "Mail Boxes Etc. Online MBE Plugin integration for main Ecommerce platforms". A green "Installa" button is visible. Below this, there are filters for "Installed Modules" and "Enabled & Disabled", and an "Authors" dropdown set to "All authors". The main content area shows the module details and a "Configure" dropdown menu. The "Configure" menu includes options: "Disable", "Disable on mobiles", "Disable on tablets", "Disable on computers", "Reset", "Uninstall", "Mark as Favorite", and "Delete".

Supported versions:

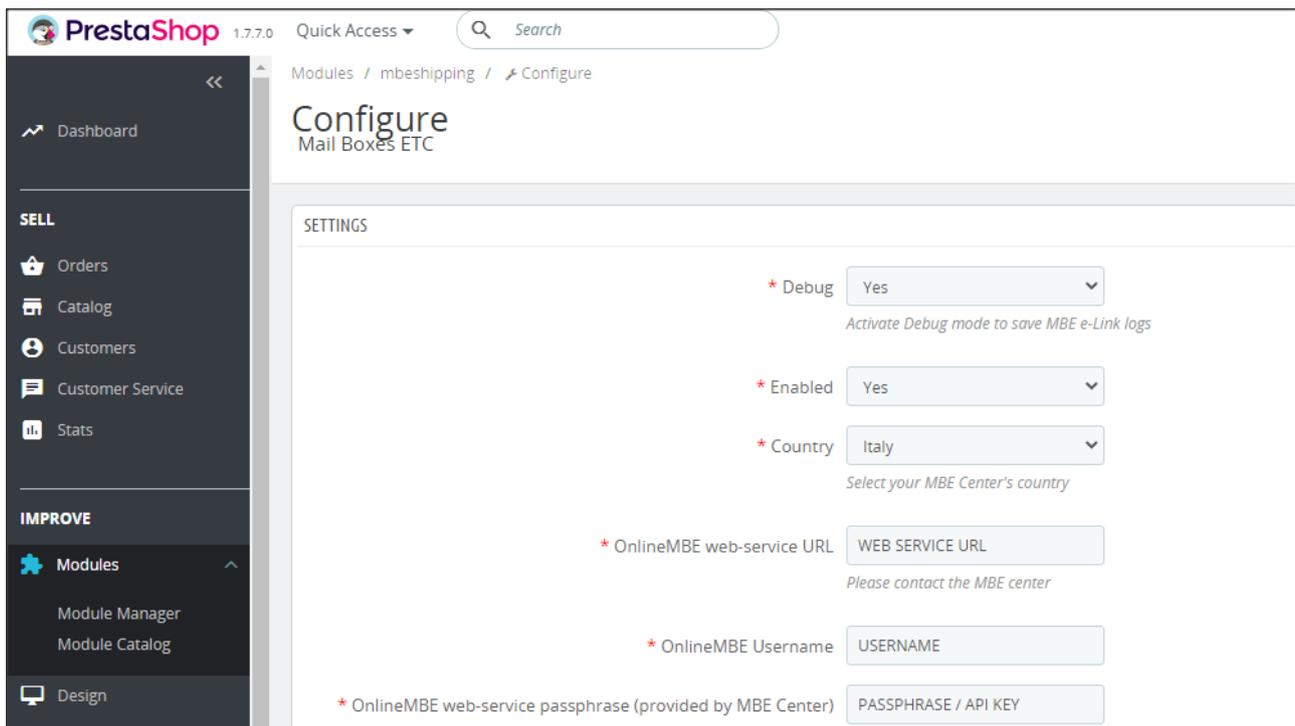
The MBE plugin has currently been successfully tested and verified on the following PHP versions 5.6 and 7.0. In case of different versions or problems we recommend the compatibility update and contact support if necessary.

3. Configuration

Once the extension is installed, it is possible to proceed to the configuration of the shipping method: **MBE Shipping**. You can access the configuration screen from Modules and Services → Modules and Services → Shipping and Logistics.

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, passphrase/api key and web service url, please contact the staff of your MBE Centre (see also Chapter 6 "Technical Support" of this guide).



Warning:

fields marked with an asterisk (*) are required

- **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.

- **Enabled**

Set to Yes to enable the shipping method.

- **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 contact your MBE center to receive the address to use.

- **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 / API KEY is different from the typical password used to access to the MBE 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.

* MBE shipping description: MERCE

* Default shipment type: Generic

* Select MBE Services available to your Customers: MBE Capi appesi Small (SCS), MBE Capi appesi Small (SCS) + MBE Economy (SEC), MBE Economy (SEC) + Insuranc, MBE Express (SEE)

Custom name for MBE Express (SEE):

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

Custom name for MBE Standard (SSE): STANDARD

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

* 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 Prestashop 1.7:

Select the custom mapping for the default shipping method. Leave blank if you don't want to map it

Custom mapping for My carrier: MBE Standard (SSE)

Select the custom mapping for the default shipping method. Leave blank if you don't want to map it

* Shipment configuration mode: Create one Shipment per shc

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)

- **MBE shipping 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 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 Express (SEE)

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

Custom name for MBE Standard (SSE)

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

Enable the function to map default shipping methods to MBE services (MBE methods will not be available on the frontend)

Custom mapping for Prestashop 1.7

Select the custom mapping for the default shipping method. Leave blank if you don't want to map it

Custom mapping for My carrier

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:

- 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.)
- Create one shipment per shopping cart (parcels calculated based on weight). For each purchase order, only one shipment will be generated, and the number of packages will be calculated automatically based on the value of the weight declared in the CMS of the items purchased and based on the value configured as "Maximum Package Weight".
- Create one shipment per shopping cart with one parcel per Item. In this case the system creates only one parcel with all the products.

Warning:

By selecting option 1 “A different shipment for each item in the order”, if you enable the cash delivery payment and the customer chooses it, the amount of cash on delivery will be divided

evenly between all shipments and may not be proportionate to the value of the items contained in individual shipments. 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)

The screenshot displays the configuration page for shipping parameters in the MBE e-Link system. The interface is divided into three main sections: SELL, IMPROVE, and CONFIGURE. The SELL section includes Orders, Catalog, Customers, Customer Service, and Stats. The IMPROVE section includes Modules (Module Manager, Module Catalog), Design, Shipping, Payment, International, and Advertising. The CONFIGURE section includes Shop Parameters and Advanced Parameters. The MORE section is partially visible at the bottom.

The main configuration area contains the following settings:

- * Default Package Length: 1
- * Default Package Width: 1
- * Default Package Height: 1
- * Maximum Package Weight: 10
- Check if any limitation is applied with your MBE Center*
- * Maximum shipment weight: 100
- * Markup - Application rule: Fixed amount
- * Handling Applied: Shipment
- * Handling Fee: 0
- * Markup - Apply rounding: Always round up
- * Markup - Rounding unit (in €): 1
- * Ship to Applicable Countries: All Allowed Countries
- Country: Afghanistan, Åland Islands, Albania, Algeria
- OnlineMBE daily shipments closure - Mode: Manually
- Shipments creation in OnlineMBE - Mode: Automatically

- **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 (Kg) of each package to be dispatched. In the case of Envelope/Buste shipping, a default value of 0.5 kg (not modifiable) will be applied. The maximum weight of the package **must NOT exceed the maximum value established with the MBE Centre.**

- **Maximum Shipment Weight**

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

- **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".

- **Handling Applied**

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 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.

Warning:

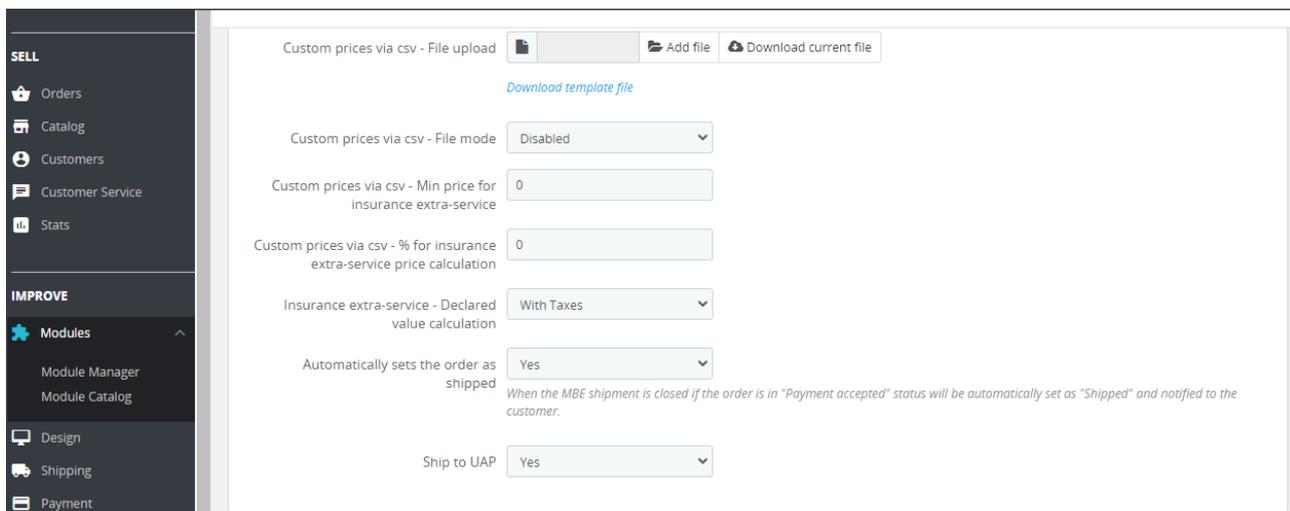
In order to automatically close shipments, you will need to link a cronjob to: <http://<yourdomain.com>/modules/mbeshipping/close.php>

• **Shipments creation in OnlineMBE - 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.

Warning:
Massive creation manually mode is available only for 1.5, 1.6 and 1.7 Prestashop versions



• **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), 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.

- **Automatically sets the order as shipped**

This option allows you to automatically change the order status and send the relevant notification to the customer.

If the order is in "Payment accepted" status and the option is set to "YES" when the shipment is closed or in case of direct generation of the courier waybill when the shipment is created, the order status will be set to "Shipped" and notified to the customer.

To notify the customer of the tracking as well, the email must be customized by changing the template from the translations section.

Modify translations

Here you can modify translations for every line of text inside PrestaShop. First, select a type of translation (such as "Back office" or "Installed modules"), and then select the language you want to translate strings in.

Type of translation: Email translations

Select the type of email content: Body

Select your theme: classic

Select your language: English GB (English)

Modify

You will have to modify the “Shipped” template by inserting the placeholder {shipping_number} which will be automatically replaced in the sending phase with the MBE tracking.

shipped

No Subject was found for shipped in the database.

View HTML version Edit HTML version View/Edit TXT version

Paragraph

Hi {firstname} {lastname},

Thank you for shopping with {shop_name}!

Your order with the reference {order_name} has been shipped.
Your tracking {shipping_number}

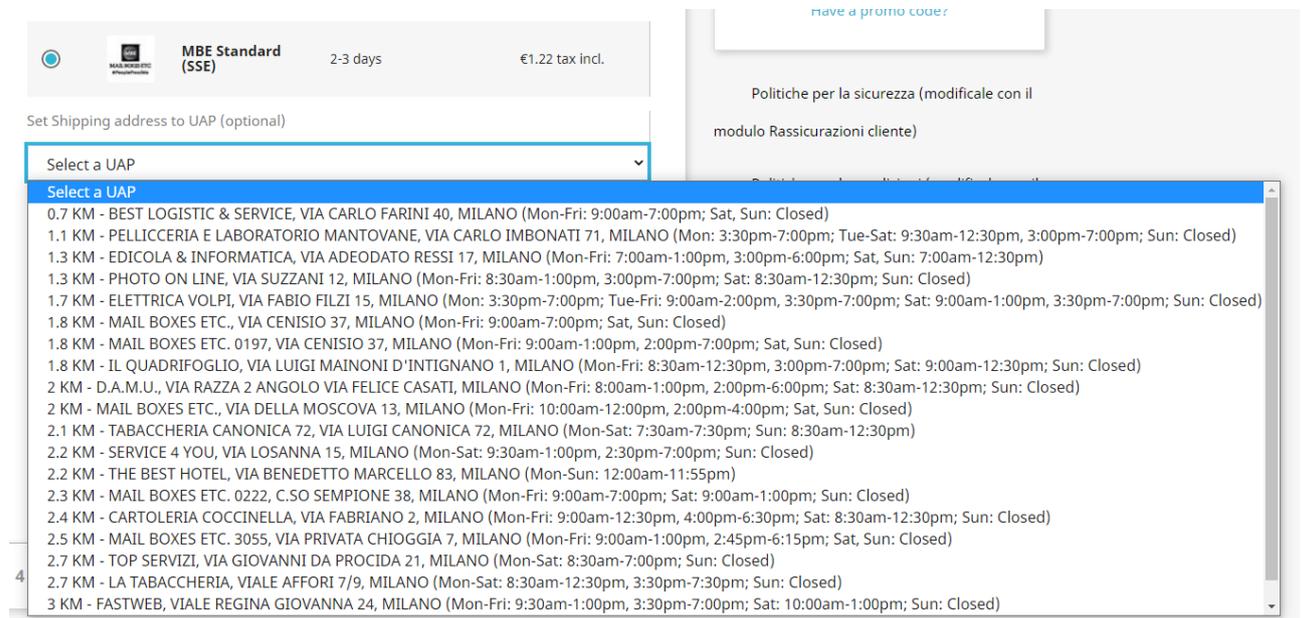
Cancel Save and stay Save

- **Ship to UAP**

This option enable the possibility for the client of your shop, to select an access point as a destination.

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

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



Constraints

- You should be allowed to ship to an UAP (please check it with your MBE Center)
- There must be a Standard UPS service configured (please check it with your MBE Center) and it should be selected as shipping method by the client
- **“Custom mapping for default shipping method”** is disabled
- The shipment must be single package
- The total weight must be within 20kg
- Shipment address must be included in one of the following countries: France, UK, Germany, Spain, Poland and Italy

Under “MBE Shipping – Free shipping Thresholds & Translations” there is the possibility to set free shipping thresholds and delay carrier label to each active language. Note that this group is populated dynamically after saving the field “List of MBE Services enabled for shipping”.

Attention: Please remember that for the correct working of MBE e-Link, it is mandatory to enter the delay message for all the enabled MBE Services.

MBE SHIPPING - FREE SHIPPING THRESHOLDS & TRANSLATIONS

* MBE Express (SEE) free shipping threshold Domestic	30
* MBE Express (SEE) free shipping threshold Rest of the world	35
* MBE Express (SEE) Delay Italiano (Italian)	1-2 giorni
* MBE Express (SEE) Delay English GB (English)	1-2 days
* MBE Standard (SSE) free shipping threshold Domestic	20
* MBE Standard (SSE) free shipping threshold Rest of the world	30
* MBE Standard (SSE) Delay Italiano (Italian)	2-3 giorni
* MBE Standard (SSE) Delay English GB (English)	2-3 days

 Save

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 through Prestashop section Localization > Taxes and Localization > Taxes Rules.

4. Usage

MBE Shipping method operates like other shipping methods.

Warning:

To have a correct usage of the plugin, it is necessary to fill in the Weight and Dimensions items in the Products → Select product → Product data → Shipping section.

The maximum weight must be within the limits set in the configuration of the plugin.

WARNING: MBE will NOT appear in the Shipping > Carriers menu of the Prestashop backend: the MBE shipping option will appear directly in the check-out process based on the configuration and the service availability.

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

SHIPPING:

The screenshot shows a checkout process with five steps: 01. Summary, 02. Sign in, 03. Address, 04. Shipping, and 05. Payment. Step 04. Shipping is highlighted in green. Below the progress bar, the user is prompted to 'Choose a shipping option for this address: Office'. Two options are listed: 'MBE Standard (SSE)' with a delivery time of 3-5 working days and a price of 'Free', and 'MBE Express (SEE)' with a delivery time of 1-2 working days and a price of '10,00 € (tax incl.)'. At the bottom, there is a checkbox for 'I agree to the terms of service and will adhere to them unconditionally. (Read the Terms of Service)'. Navigation buttons include '< Continue shopping' and 'Proceed to checkout >'.

Warning:

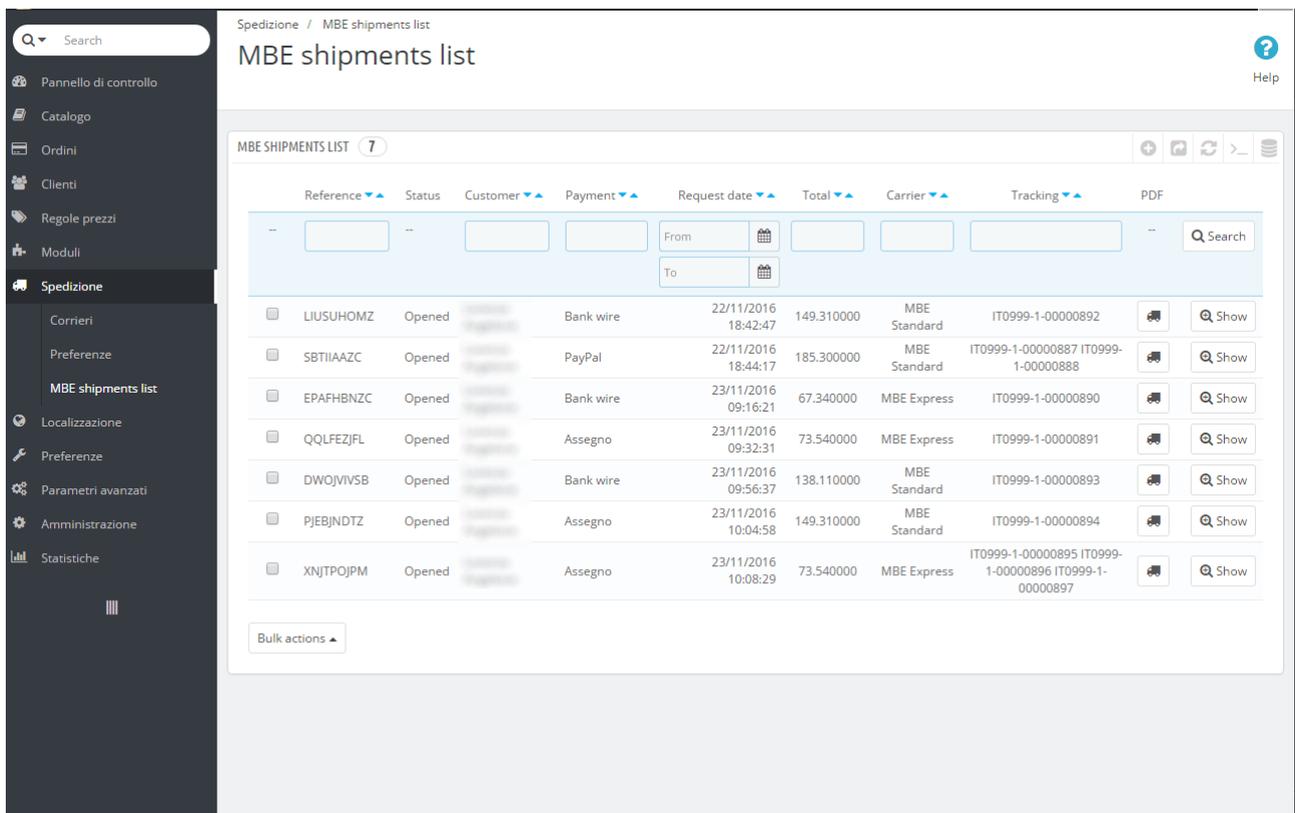
MBE shipping options are presented to buyers of your eCommerce based on the configuration of e-Link and only if it is able to calculate the price. We therefore recommend that you check the configuration of your eCommerce to ensure that there is always a shipping option available for each destination 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 Prestashop, from the menu: Settings → General → General options.

The following image show the extension integration in the Prestashop Shipping section. It specifically creates a new page “MBE Shipments” where you can see all shipments filtered by MBE type.

Whenever a shipment is generated and ready within the platform, 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” section of the platform backend
- Select all the orders that shall be shipped
- Using the “create shipments” command available in the action toolbar (filters and massive operations) 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 “Accepted Payment” in the order detail

4.1 Closure action

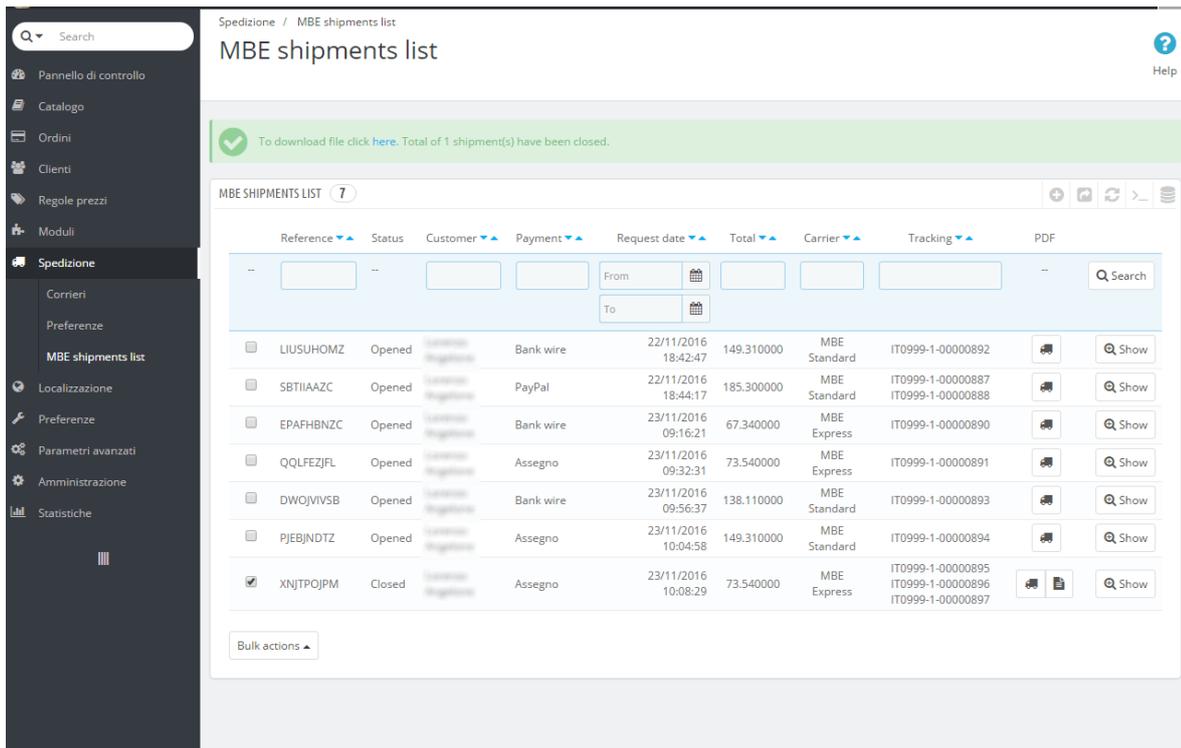
Based on the configuration of your OnlineMBE user, you may need to perform the daily shipments closure activity, allowing your MBE Center to process your shipments. You can perform this activity directly from the Prestashop back-end, either in Manual mode or Automatically at the time if the day you will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

To close in the Manual mode, select the orders you want to close through the related checkboxes and click on Bulk Actions → Close.

The screenshot displays the 'MBE shipments list' interface. At the top, there's a breadcrumb 'Spedizione / MBE shipments list' and a 'Help' icon. The main title is 'MBE shipments list'. Below it, a toolbar contains icons for adding, refreshing, and navigating. The table has columns: Reference, Status, Customer, Payment, Request date, Total, Carrier, Tracking, and PDF. A search bar is present. A 'Bulk actions' dropdown menu is open, showing 'Select all' (checked), 'Unselect all', and 'Close' (highlighted in blue). Below the menu is a 'Bulk actions' button.

Reference	Status	Customer	Payment	Request date	Total	Carrier	Tracking	PDF
LIUSUHOMZ	Opened		Bank wire	22/11/2016 18:42:47	149.310000	MBE Standard	IT0999-1-00000892	Show
SBTIAAZC	Opened		PayPal	22/11/2016 18:44:17	185.300000	MBE Standard	IT0999-1-00000887 IT0999-1-00000888	Show
EPAFBNZC	Opened		Bank wire	23/11/2016 09:16:21	67.340000	MBE Express	IT0999-1-00000890	Show
QQLEZJFL	Opened		Assegno	23/11/2016 09:32:31	73.540000	MBE Express	IT0999-1-00000891	Show
DWOJVIVSB	Opened		Bank wire	23/11/2016 09:56:37	138.110000	MBE Standard	IT0999-1-00000893	Show
	Opened		Assegno	23/11/2016 10:04:58	149.310000	MBE Standard	IT0999-1-00000894	Show
	Closed		Assegno	23/11/2016 10:08:29	73.540000	MBE Express	IT0999-1-00000895 IT0999-1-00000896 IT0999-1-00000897	Show

Via confirmation message or invoice icon, you can download the “Closure file”.



To close in the “Automatically mode”, you must select this option in the configurations and link a cronjob at http://yourdomain.com/modules/mbe_shipping/close.php

5. Internationalization

The extension's labels can be translated in the locale of your choice using the standard Prestashop internationalization system based on Translation Tab.

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** you MBE Centre. 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 Prestashop 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.