



MAIL BOXES ETC.®

MBE e-Link v. 1.1.0

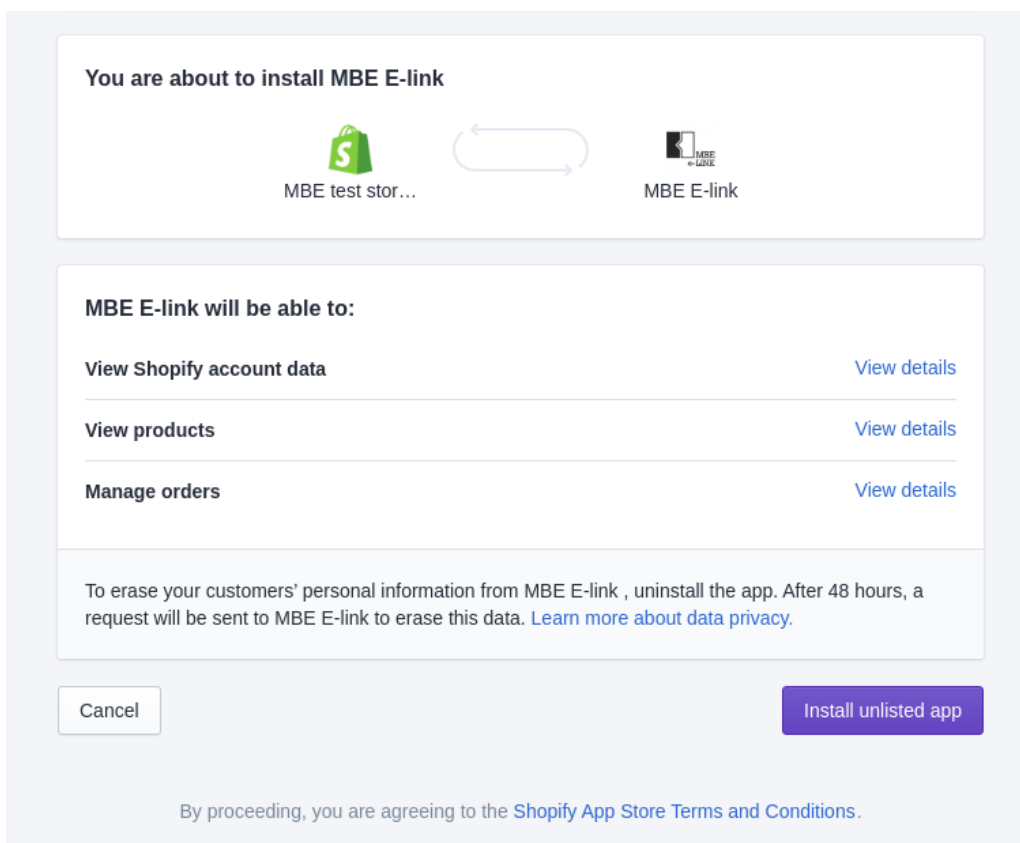
Installation and User Guide - Shopify

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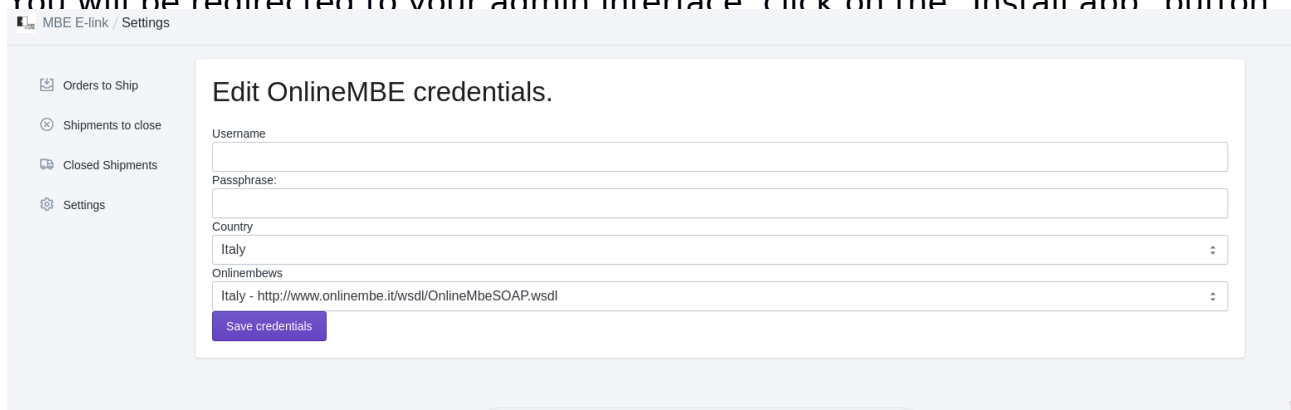
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1. Installation

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. Look for 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



- **OnlineMBE Username**
Enter the username used to log in to OnlineMBE, which was provided to you by the staff of your reference MBE Centre.
- **OnlineMBE 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.
- **MBE Web Service URL**
Select the URL of the web-service to use for data exchange with OnlineMBE, which for Italy is:
<http://www.onlinembe.it/wsd/OnlineMbeSOAP.wsdl>

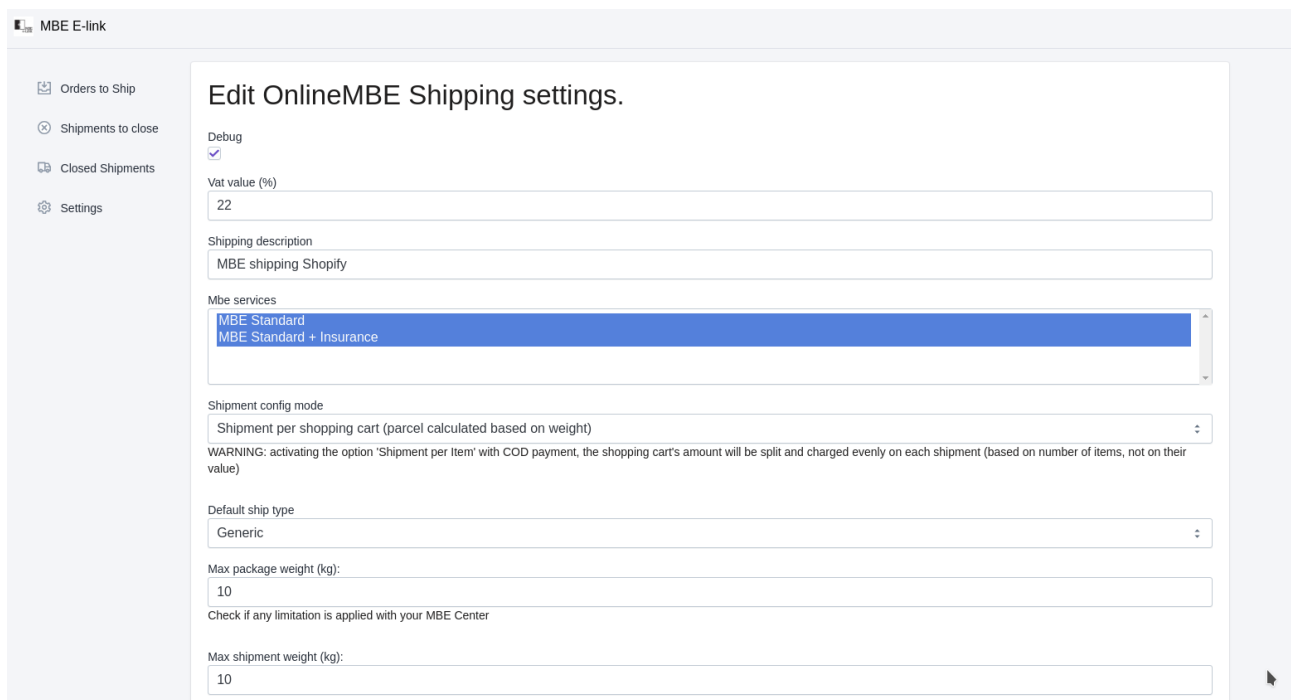
Please note: The OnlineMBE Passphrase is different from the password you usually use to access the OnlineMBE web interface; it is an alphanumeric string of 32 characters. If you do not yet have this value, please contact your reference MBE Centre staff.

2. 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**



The screenshot shows the 'Edit OnlineMBE Shipping settings' configuration panel. On the left is a sidebar with navigation options: Orders to Ship, Shipments to close, Closed Shipments, and Settings. The main content area contains the following fields and options:

- Debug:** A checkbox that is checked.
- Vat value (%):** A text input field containing the value '22'.
- Shipping description:** A text input field containing 'MBE shipping Shopify'.
- Mbe services:** A dropdown menu with two options: 'MBE Standard' (selected) and 'MBE Standard + Insurance'.
- Shipment config mode:** A dropdown menu with the option 'Shipment per shopping cart (parcel calculated based on weight)'. Below this is a warning: '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:** A dropdown menu with the option 'Generic'.
- Max package weight (kg):** A text input field containing '10'.
- Check if any limitation is applied with your MBE Center:** A checkbox that is unchecked.
- Max shipment weight (kg):** A text input field containing '10'.

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

- **Debug**
Select the Yes option to enable logging. Be aware that active logging may generate large files, so it is advisable to activate it only if you need to investigate a problem.
- **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.

- **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.

The screenshot shows the MBE E-link configuration interface with the following settings:

- Default package length (cm): 10
- Default package width (cm): 10
- Default package height (cm): 10
- 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: Afghanistan, Albania, Algeria, American Samoa

- **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**
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 before VAT is charged. The available options are as follows:
 - o No rounding
 - o 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).

- o Rounding down
- o Excess rounding
- **Markup rounding unit in €**
Select the maximum rounding unit applied, choosing between 0.5€ and 1€.

The screenshot shows the 'MBE E-link' configuration page. It features several settings:

- All allowed countries:** A dropdown menu currently set to 'All allowed countries'.
- Allowed countries:** A list of countries including Afghanistan, Albania, Algeria, and American Samoa.
- Onlinembe daily shipments closure - mode:** A dropdown menu set to 'Automatically'.
- Onlinembe daily time shipments closure (automatic mode only):** A dropdown menu set to '12:00'.
- Shipments creation in onlinembe - mode:** A dropdown menu set to 'Automatically'.
- Free shipping thresholds mbe standard (sse):** An empty text input field.
- Free shipping thresholds mbe standard (sse) + insurance:** An empty text input field.
- Custom prices via CSV file:** A section with a 'File upload' area containing a 'Scegli file' button, the text 'Nessun file selezionato', and a 'Download template file' link.
- File mode:** A dropdown menu set to 'Disabled'.
- Min price for insurance extra service:** A text input field containing the value '0'.

- **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

The screenshot shows the MBE E-link settings interface. It includes a dropdown menu set to 'Automatically', a text input for 'Onlinembe daily time shipments closure (automatic mode only)' with the value '12:00', another dropdown for 'Shipments creation in onlinembe - mode' set to 'Automatically', and two empty text input fields for shipping thresholds. The 'Custom prices via CSV file' section features a file upload area with a 'Scegli file' button, a status 'Nessun file selezionato', and a 'Download template file' link. Below this is a 'File mode' dropdown set to 'Disabled', and three more text input fields for insurance-related settings, all containing the value '0'. The 'Insurance extra service declare value calculation' dropdown is set to 'With taxes'. An 'Update settings' button is located at the bottom of the form.

- **Free shipping thresholds MBE standard (SSE)**

It allows you to set the thresholds above which free shipping will be offered with that specific service. This group is populated dynamically after selecting at least one option in the "MBE services enabled" field and saving.

- **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

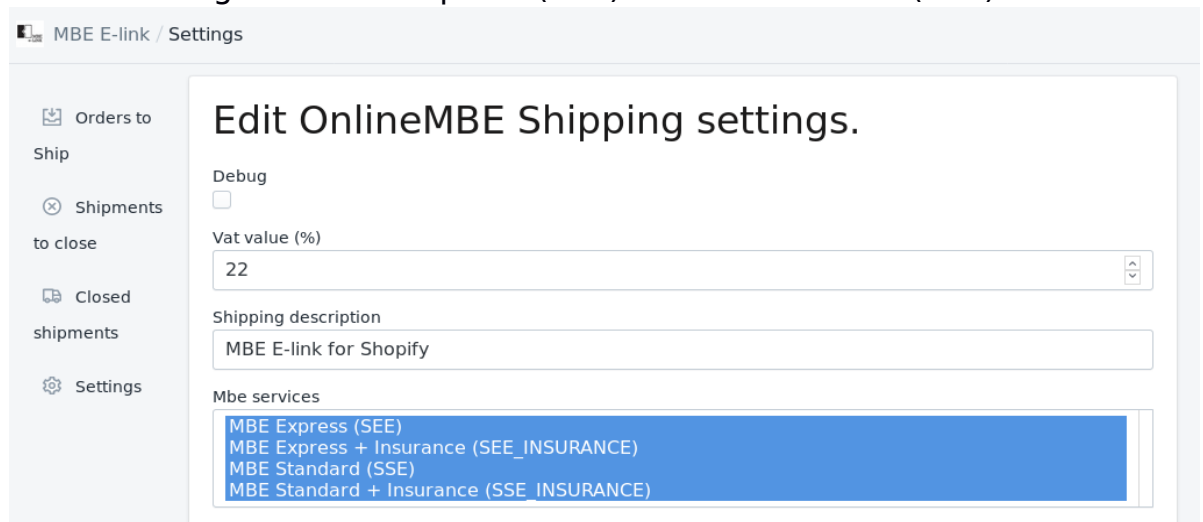
where:

- **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.

```
mbe_csv_template.csv
1 country,region,city,zip,zip_to,weight_from,weight_to,price,delivery_type
2 IT,,,,,0,1,11.00,SSE
3 IT,,,,,1,2,15.50,SSE
4 IT,,,,,2,20,19.90,SSE
5
```

- **Customized Shipping Prices (CSV) - file usage 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.
- **Customized shipping prices (CSV) - Minimum price for insurance (*)**

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.
- **Customized shipping prices (CSV) - Percentage for insurance price 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 - Declared value (*)**

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.

2.1 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:

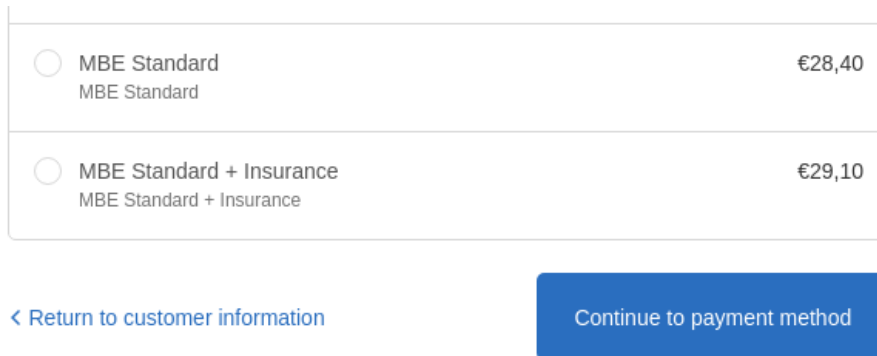
- the wording 'MBE' e.g. 'Standard Italy MBE'
- the wording 'INSURANCE' in case of 'insured' shipment, e.g. 'Insured Italy MBE INSURANCE'
- the wording 'EXPRESS' in the case of 'express' (EEA) shipping, e.g. 'MBE EXPRESS INSURANCE Express Insured' or 'MBE EXPRESS Express'

3. 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.



Please note: MBE shipping options are presented to the buyers of your eCommerce according to the e-Link configuration and only if the e-Link is able to calculate the price. We therefore recommend that you check the configuration of your eCommerce to make sure that there is always a shipping option available for each destination to which you intend to ship your products: if this is not the case, your customers may complete their purchases without paying for shipping. You can check the list of destinations managed by your eCommerce from the Shopify administration panel.

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

From this screen you will have the possibility to create shipments in manual mode. You can click on the "Create Shipment" button in the order line (to process a single order) or select multiple orders and click on the "Create Shipment" button below.

By clicking on "Shipments to close" in the menu on the left you can access the following screen.

MBE e-Link for Shopify v. 1.1.0

MBE E-link / Shipments to close

Orders to Ship
Shipments to close
Closed Shipments
Settings

Orders to close shipping

Automatic closure is set.
Shipments will be automatically closed every day at: 19:30 - You could change this in settings.

<input type="checkbox"/>	#	Order #	Status	Customer email	Created	Payment	Total	Carrier	Trackings	Close
<input type="checkbox"/>	44	#1010	Must close	[REDACTED]	2019-01-31T18:02:19	Cash on Delivery (COD)	78.80	MBE Standard + Insurance	[Icon]	[Icon]
<input type="checkbox"/>	45	#1009	Must close	[REDACTED]	2019-01-31T16:09:26	Cash on Delivery (COD)	93.60	MBE Standard	[Icon]	[Icon]
<input type="checkbox"/>	46	#1008	Must close	[REDACTED]	2019-01-31T15:59:05	Cash on Delivery (COD)	78.60	MBE Standard	[Icon]	[Icon]
<input type="checkbox"/>	47	#1001	Must close	[REDACTED]	2019-01-15T10:36:07	Cash on Delivery (COD)	48.40	MBE Standard	[Icon]	[Icon]

Close shipments

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

Please note. MBE 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

3.1 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.

MBE E-link / Shipments to close

Orders to Ship
Shipments to close
Closed Shipments
Settings

Orders to close shipping

Automatic closure is set.
Shipments will be automatically closed every day at: 19:30 - You could change this in settings.

<input type="checkbox"/>	#	Order #	Status	Customer email	Created	Payment	Total	Carrier	Trackings	Close
<input type="checkbox"/>	44	#1010	Must close	[redacted]	2019-01-31T18:02:19	Cash on Delivery (COD)	78.80	MBE Standard + Insurance	[icon]	[icon]
<input type="checkbox"/>	45	#1009	Must close	[redacted]	2019-01-31T16:09:26	Cash on Delivery (COD)	93.60	MBE Standard	[icon]	[icon]
<input type="checkbox"/>	46	#1008	Must close	[redacted]	2019-01-31T15:59:05	Cash on Delivery (COD)	78.60	MBE Standard	[icon]	[icon]
<input type="checkbox"/>	47	#1001	Must close	[redacted]	2019-01-15T10:36:07	Cash on Delivery (COD)	48.40	MBE Standard	[icon]	[icon]

Close shipments

4. 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, OnlineMBE Username and OnlineMBE 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 and Austria).

In case of technical problems during the installation, configuration or use of MBE e-Link, you can contact our Technical Support by clicking on the "Contact the seller" button on the MBE e-Link page in the Shopify App Store: TO-DO

If you are required to authenticate, you will need to enter your Shopify username and password. Alternatively, you can send an email directly to the address: elinksupport@mbeglobal.com. In either case we ask you to describe the problem, in Italian or English, providing all available details and any screenshots that can help us reproduce and understand the problem. We also ask you to cc your MBE Centre in the support request, so that we can contact it more quickly in case of problems.

Once a support request has been sent, you will be contacted as soon as possible. Please note that the following information may be required for analysis and resolution of the problem; we recommend that you start collecting and sharing it as soon as possible:

- URL address of your eCommerce site
- Number of your reference MBE Centre
- Administrator login credentials to the back-end of your eCommerce: username and password (see notes)
- OnlineMBE credentials: username and passphrase

It is also advisable to activate the application log before reproducing the error.

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.

Technical support is available in Italian and English from 9am to 1pm and from 2pm to 6pm, Monday to Friday.