

# User Guide

Official Colissimo plugin for  
WordPress

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# 1 Installation

First, make sure that the WooCommerce plugin is installed and activated on your WordPress site.

The minimum supported versions are as follows:

- PHP 7.4
- WordPress 6.0
- WooCommerce 9.0

The extension can be installed in the same way as other extensions, from the **Extensions menu => Add Extension**.

Search for "Colissimo" and then click on the "Install Now" button of the official extension to install it. All you have to do is click on the "Activate" button once the installation is complete.

The screenshot shows the WordPress admin dashboard with the 'Ajouter des extensions' (Add Extension) page open. The left sidebar is dark-themed and includes links for Tableau de bord, Articles, Médias, Pages, Commentaires, AcyMailing, WooCommerce, Produits, Statistiques, Marketing, Apparence, Extensions (which is the active menu item), and Réglages. A red box highlights the 'Ajouter une extension' (Add extension) button in the Extensions section. The main content area shows a search bar with 'colissimo' typed in, also enclosed in a red box. Below the search bar, the 'Colissimo Officiel' extension by Colissimo is listed. Its details include: logo, name, 'Installe maintenant' (Install now) button (also in a red box), a 'Plus de détails' (More details) link, a description about using Colissimo delivery methods in WooCommerce, and the developer information 'Par Colissimo'. A note below states 'Des extensions supplémentaires sont nécessaires.' (Additional extensions are required). At the bottom, there's a summary of the extension: 5 stars (28 reviews), 10 000+ installations actives, Dernière mise à jour : il y a 1 mois (Last update: 1 month ago), Compatible avec votre version de WordPress (Compatible with your version of WordPress), and a 'Colissimo Delivery Integration' extension listed below it.

## 2 Configuration

Once the extension is installed and activated, you will be able to find its settings in two different parts.

The first, "Shipments" [2.1](#), allows you to define the delivery methods you want to make available by geographical area as well as the fees to apply [Error! Reference source not found.](#) for your customers when they make purchases.

The second [2.2](#) is more specific to the operation of the extension and includes the basic configuration necessary for the operation as well as the entire customization.

You can find a step-by-step setup guide at any time in the first section of Colissimo settings, in the menu WooCommerce => Settings => Colissimo => Home

## 2.1 Expedition

When the extension is activated for the first time, the zones covered by Colissimo are automatically created (France, International zones 1 to 6 and Overseas 1 and 2) and the countries and delivery methods will be assigned to the corresponding zones.

This configuration is integrated into the management of WooCommerce with the following path: WooCommerce => Settings => Shipping.

| Nom de la zone | Région(s)  | Mode(s) d'expédition  |
|----------------|--|---|
| Zone France    | France, Monaco, Andorre  | Colissimo sans signature<br>Colissimo with signature <b>Colissimo relay</b><br>Modifier   Supprimer   |
| Zone 1         | Belgique, Allemagne, Luxembourg, Pays-Bas, Saint-Martin (partie néerlandaise)  | Colissimo sans signature<br>Colissimo avec signature <b>Colissimo relais</b><br>Modifier   Supprimer  |
| Zone 2         | Autriche, Espagne, Royaume-Uni (UK), Guernesey, Gibraltar, Irlande, île de Man, Italie, Jersey, Portugal et 3 autres régions         | Colissimo avec signature <b>Colissimo relais</b><br>Colissimo avec signature - Option DDP<br>Colissimo sans signature<br>Modifier   Supprimer |
| Zone 3         | Suisse, République Tchèque, Danemark, Estonie, îles Féroé, Groenland, Hongrie, Liechtenstein, Lituanie, Lettonie et 4 autres régions | Colissimo sans signature<br>Colissimo avec signature<br>Colissimo avec signature - Option DDP<br>Colissimo relais<br>Modifier   Supprimer     |
| Zone 4         | Albanie, Arménie, Azerbaïjan, Bosnie-Herzégovine, Bulgarie, Biélorussie, Chypre, Algérie, Finlande, Géorgie et 14 autres régions     | Colissimo avec signature <b>Colissimo relais</b><br>Modifier   Supprimer  |
| Zone 5         | Australie, Canada, Chine, Hong Kong, Israël, Inde, Japon, Corée du Sud, Russie, Singapour et 4 autres régions                        | Colissimo avec signature<br>Colissimo avec signature - Option DDP<br>Modifier   Supprimer   |

By editing the zones, it is possible to choose which delivery methods you want to make available to your customers. The available delivery methods are as follows:

- Colissimo without signature
- Colissimo with signature
- Colissimo with signature - DDP option
- Colissimo relay

**Warning:** The same country should not be in multiple zones, as WooCommerce will only consider the first zone containing that country and ignore the following ones.

Note that methods not provided by Colissimo for a given country will not be displayed, even if you activate them in the settings. For example, sending without a signature to Luxembourg is not available.

If you want to re-create or reset the default zones, you can delete them and then deactivate and reactivate the Colissimo extension.

The following settings can be customized by method on each of the zones:

#### 2.1.1 Title

The name of the method displayed to your customers when making a purchase.

#### 2.1.2 VAT status

If a WooCommerce VAT rule is applied to the order and this option is set to "Taxable", the rule will apply to the shipping price.

#### 2.1.3 Always free?

If enabled, shipping with this method will be free.

For the method to be offered, one of the lines in your [Error! Reference source not found.](#) price table must still apply, even if this option is enabled.

#### 2.1.4 Title if free

You can customize the method name on the checkout funnel when shipping is free.

#### 2.1.5 Excluded shipping classes

The current shipping method will not be offered if at least one product in the cart has one of the specified shipping classes.

#### 2.1.6 Free shipping classes

Shipping will be free if the products in the cart have one of the specified classes. The following option allows you to control this option more precisely.

#### 2.1.7 Free if at least one of the products in the cart has one of the above free shipping classes

If enabled, shipping will be free even if the other products in the cart do not have one of the free shipping classes of the previous option.



## 2.1.8 Shipping costs

The current year's shipping costs are automatically set up when the extension is first activated. These rates must be provided excluding taxes. They can be replaced and customized as you wish, this will only apply to what you charge your customers, and will not impact your billing with Colissimo.

The units of weight depend on your WooCommerce settings.

By default, price ranges are based on the cart weight + configured package weight. You can also base your slices on the cart price, shipping classes, and category of products purchased.

If there are several price ranges in the cart, you will be able to choose between the highest and lowest price using an option in the Colissimo [Error! Reference source not found.](#) settings.

You can export and import the content of the price grid, as well as reset the grid with the current year's Colissimo rates.

## 2.1.9 Shipping discount

This option allows you to set up percentage discounts on the shipping price, depending on the number of products in the cart.

## 2.2 Colissimo

A plugin-specific configuration tab has been added to the WooCommerce settings:  
WooCommerce => Settings => Colissimo

The screenshot shows the WooCommerce settings page with the "Colissimo Officiel" tab selected. The top navigation bar includes links for Général, Produits, TVA, Expédition, Paiements, Comptes et confidentialité, E-mails, Intégration, Visibilité du site, Colissimo Officiel (which is underlined), and Avancé. Below the navigation, a breadcrumb trail shows Accueil > Général > Etiquette > Colis > Méthodes d'envoi > Douanes > DDP > Support > Tutoriels vidéo > Retours sur l'extension. A prominent orange header message reads "Bienvenue sur votre extension Colissimo !". Below this, there are two sections: "Pas encore inscrit sur Colissimo ? Voici comment faire :" which lists steps for signing up via Colissimo Facilité or Privilège contracts, and "Déjà inscrit sur Colissimo ? Voici comment configurer votre extension :" which details steps for connecting the extension, configuring parameters for simplified shipping, and setting up labels.

This part is divided into several sections and allows you to configure the overall operation of the extension such as APIs, label management, customs management, order statuses, etc.

### 2.2.1 Home

This section summarizes point by point the steps to follow in order to set up the plugin: subscribing to a Colissimo contract, displaying delivery methods when making a purchase and generating and printing labels.

### 2.2.2 General

This section brings together the most important settings of the plugin, especially the connection to your Colissimo account.

#### *General configuration*

In this section you will be able to activate the connection with your Colissimo account. This will be essential for the proper functioning of the plugin.

## Connection type

There are two ways to connect to your Colissimo account, either via username and password, or via application key.

The application key is strongly recommended.

### Application key (recommended)

The application key can be found in your Colissimo Box account in the My personal information => User management section

## Modification d'un nouveau compte utilisateur

The screenshot shows a form titled "Modification d'un nouveau compte utilisateur". It includes fields for Status (ACTIF), Name (Nom and Prénom), Function (Fonction), Telephone, Email (Email and Confirm Email), Fax, and a "Clé de connexion aux Web Services" (Web Services Connection Key) field. The "Clé de connexion aux Web Services" field is highlighted with a red border. Below it is an "Identifiant\*" field. A "Regénérer" (Regenerate) button is also visible.

Statut\*  
ACTIF

Nom\*  
[Redacted]

Prénom\*  
[Redacted]

Fonction\*

Téléphone\*

Email\*  
[Redacted]

Confirmer Email\*

Fax  
[Redacted]

Clé de connexion aux Web Services  
319D [Redacted] 3650

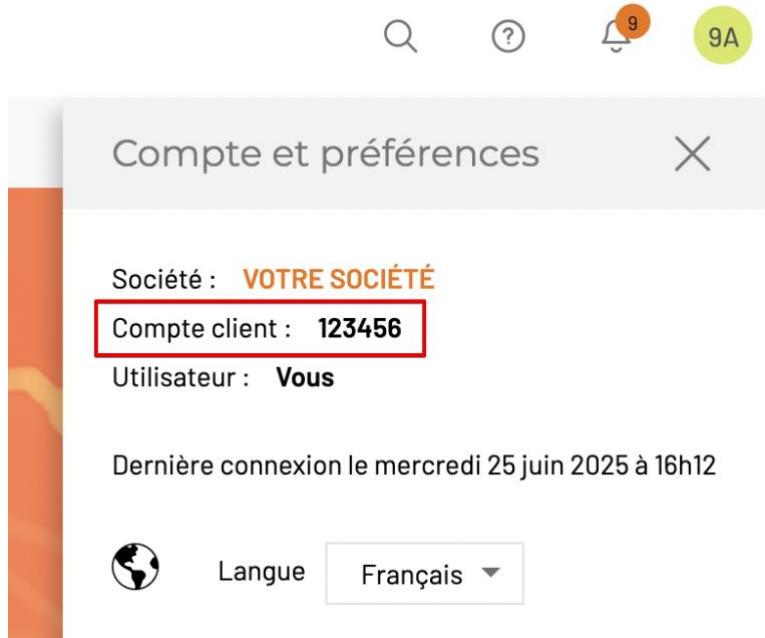
Identifiant\*  
[Redacted]

Regénérer

### User name

It corresponds to the identifier used to connect to the Colissimo Box website (<https://www.colissimo.entreprise.laposte.fr>).

**Warning:** do not use your email address, it is the identifier of your customer account visible at the top right when you are connected to the Colissimo Box.



#### Password

This is the password for your Colissimo Box account.

**Warning:** The "&" character is not recognized by all Colissimo APIs, it is advisable to change your password if it contains this character.

#### Contract number

Only necessary when logging in via application key, it corresponds to your contract number visible on the [Colissimo Box](#) summary.

#### Parent account user name

In the case of using an advanced user, you will need to enter the contract number in this option.

**Warning:** this option must remain blank if you are using a master account.

#### Your contract information

You will find your contract options here. If you want to change them, you can do this on your account management. An auto-connect link is available above this option called "Service settings".

#### Origin address

Filling in this part is necessary to be able to generate shipping labels.

#### Name of your store company

This information will be displayed on the generated labels.

## Firstname

This information is optional. If populated, it will be added to the labels as a sender.

## Lastname

This information is optional. If populated, it will be added to the labels as a sender.

## Address line 1

Required for the address used as the sender for delivery.

## Address line 2

Optional – Addition to the sender address.

## City

Required for the address used as the sender for delivery.

## Country / State

Required for the address used as the sender for delivery.

## Postcode / ZIP

Required for the address used as the sender for delivery.

## Email

This email address will be used for notification emails in the event of a delivery.

## Phone number

Your phone number in 10 characters (or 12 with the country code, for example +33612345678).

## Mobile number

This number must be 10 characters long; the country code is not accepted. For stores shipping internationally, the previous option is preferred.

## *Return address*

Filling out this part is useful so that you can generate return labels for your customers, if the address is different from your original address.

The same options as the previous part [Error! Reference source not found.](#) are present.

## 2.2.3 Label

### *Labels*

#### Use Colissimo Insurance for outward label?

Insurance will be automatically enabled for labels generated if the destination allows it. The amount of insurance will be based on the price of the products in the package.

#### Delivery label format

PDF labels are printed using an ink printer, while ZPL or DPL labels are printed using a thermal printer ([Error! Reference source not found.](#)).

If the labels don't exactly match the size of your paper, you can try changing the quality between 203 and 300 dpi.

**Warning:** the generated labels are saved on your site, if you change this option, it will only have effect for future labels.

#### Generate label on

You can set up the extension so that a shipping label is automatically generated when the status of the corresponding order changes for one of the selected statuses. It is recommended that you do not choose the "Completed" status, or any of the statuses selected in the "Order Status" section if applicable.

#### Number of days for the end of period slip

On the [Error! Reference source not found.](#) docket creation page, you can generate a docket that automatically aggregates all the labels not used in a docket from the last X days. This option allows you to set this number of days.

#### Add order notes on label

When a customer places an order, they can add a message. You can choose to display this message on the label as instructions specific to the delivery person.

#### Number of days to consider labels for purging (days)

Since the generated tags are saved on your site, they can take up a lot of space over time. In order to avoid overloading your site, it is recommended that you automatically remove labels content after a certain number of days.

Only the content of the labels will be purged, their tracking number will always be available and visible in your interfaces.

Only labels whose package is marked as delivered will be purged.

Display a button to import your tracking number in Colissimo listing

If you generate your labels from an external tool like ColiShip, you can choose to import their tracking numbers from the Colissimo **Error! Reference source not found.** order listing.

#### *Order status*

In this section you will be able to set the status of your orders according to different events.

##### Order status once label is generated

The status you select will be applied when a delivery label is generated, even if it is automatically generated by another option.

##### Order status once bordereau is generated

The status you select will be applied when its label is added to a new docket.

##### Order status when the order is partially shipped

In the case of an order sent in multiple packages, the status will be applied when a label is generated but not all products are included in it.

##### Number of days for shipping status update

The shipping status of the package is updated via a regular call to the Colissimo APIs because there are currently no webhooks notifying customer sites.

This option allows you to control the status of which orders are updated. The status of packages marked as delivered will no longer be updated.

**Warning:** The number of days is counted from the day the order is created, not the day the label is created. If this number is too high, all statuses will not be able to update in time if your site has a very large number of orders.

##### Change order status to follow shipping status

The affected statuses are:

- Colissimo Ready to ship
- Colissimo In transit
- Colissimo Anomaly
- Colissimo Delivered

#### Order status when order is delivered

The previous options will no longer change the status of the order if it already has the status you select in this option.

### *Invoices*

Here you can set the presence of the invoice in PDF format during various actions.

#### Add the invoice in the label archive

When you download the labels in bulk from the Colissimo order listing [Error! Reference source not found.](#), you can choose to include the invoices in the generated archive.

#### Add the invoice when downloading the label

When you download a label via the corresponding action button from the Colissimo order listing [Error! Reference source not found.](#), you can choose to download the invoice as well.

#### Add the invoice when printing the label

When you print a label via the corresponding action button from the Colissimo order listing [Error! Reference source not found.](#), you can choose to print the invoice at the same time.

### *Return label*

This part includes all the options for return labels.

#### Allow customers to download return label from their account

You can generate return labels from Sales Order Management, but you can also give your customers the option to generate a return label for their order [Error! Reference source not found..](#)

In this case, they will be able to choose which products to return and generate the label to your return address [2.2.2.](#)

Number of days during which the customers can download the return label

In case you allow your customers to make a return, you can choose for how many days they can generate the label.

The number of days starts from the date the order was created.

#### Activate secured return

If the secure return service is activated on your Colissimo account, you can choose to apply it to return labels. A QR code will then be generated, and your customers will have to go to the post office to scan it and print their label.

#### MailBox pick-up

If your customers are allowed to generate their return labels and secure return is disabled, you can allow them to make this return from home. They will then drop the package in their mailbox, and the delivery person will pick it up here.

#### Automatically create return label at the same time as the outward label

This option is available only if your customers are not authorized to generate their return labels.

#### Use Colissimo Insurance for inward label?

Insurance will be automatically enabled for labels generated if the destination allows it. The amount of insurance will be based on the price of the products in the package.

#### Return label format

Most customers do not own a thermal printer. It is therefore advisable to choose a PDF format if customers are allowed to generate their labels [2.2.3](#).

#### Automatically email the return label to the customer

The label will be sent at the time of its creation. The "Return Label Generated" email must be enabled in the WooCommerce menu => Settings => Emails

#### *ZPL/DPL labels printing*

This part includes the options needed to connect with your thermal printer. Refer to your printer's documentation for the necessary information.

#### Port

If your printer is connected with a USB cable or via an ethernet cable (such as the cable plugged into a modem for example).

## Protocol

Only when plugged in with a USB cable. This protocol depends on your printer. If you're not sure what to select, try the different values.

## IP address

Only when plugged in with an ethernet cable. The IP address must be entered in IPV4 format (123.123.123.123 for example).

## URL port

For most thermal printers the port will be 8000, but your printer may use a specific one.

## URL protocol

If your printer requires a secure connection. You can try both values if there is a connection problem.

## 2.2.4 Parcel

This section brings together the options for parcels, whether it's packaging or tracking until delivery.

### Tracking

This part allows you to customize the options related to tracking packages.

#### Send tracking email

You can choose to trigger an automatic notification email to be sent to customers that includes the tracking link. The "Colissimo Order Tracking" email must be activated in the WooCommerce menu => Settings => Emails

The screenshot shows the 'Emails' tab selected in the top navigation bar. Below it, a section titled 'Notifications par e-mail' lists three types of emails:

| E-mail                      | Type de contenu | Destinataire(s) | Gérer |
|-----------------------------|-----------------|-----------------|-------|
| Nouvelle commande           | text/html       | Admin           | Gérer |
| Suivi de commande Colissimo | text/html       | Client          | Gérer |
| Étiquette retour générée    | text/html       | Client          | Gérer |

A red box highlights the 'Suivi de commande Colissimo' row, indicating it is the active or default tracking email.

## Tracking link

The tracking link defaults to La Poste website, but you can also choose to refer your customers to a special page on your website [Error! Reference source not found.](#) with their parcel delivery information.

## Add a column for the order tracking

If you enable this option, an additional column will be added to your customers' order listing, in their account management. If you propose other delivery methods in addition to Colissimo, you can leave this option deactivated, an insert for tracking packages will always be present on the detail page of an order [Error! Reference source not found..](#)

## Packaging

### Default packaging weight

When calculating the delivery price, the weight of the packaging and the total weight of the cart are added together. This total will then be the one used for the calculation of the shipping price [2.1.8.](#)

### Advanced packaging

This section is optional and allows you to configure multiple types of packaging for your shipments.

| <input type="checkbox"/> | Priorité ⓘ                    | Nom          | Poids de l'emballage (kg) ⓘ | Nb max de produits ⓘ | Poids maximum (kg) ⓘ | Coût supplémentaire ⓘ | Dimensions (cm) | Actions                              |
|--------------------------|-------------------------------|--------------|-----------------------------|----------------------|----------------------|-----------------------|-----------------|--------------------------------------|
| <input type="checkbox"/> | <span>▲</span> <span>▼</span> | Petit carton | 0.1kg                       | ∞                    | 2kg                  | 0€                    | 10x10x10        | <span>edit</span> <span>trash</span> |
| <input type="checkbox"/> | <span>▲</span> <span>▼</span> | Carton moyen | 0.2kg                       | ∞                    | 10kg                 | 2€                    | 10x15x20        | <span>edit</span> <span>trash</span> |
| <input type="checkbox"/> | <span>▲</span> <span>▼</span> | Grand carton | 0.4kg                       | ∞                    | ∞                    | 3€                    | 20x20x20        | <span>edit</span> <span>trash</span> |

[Ajouter un nouvel emballage](#) [Supprimer des emballages](#)

In this example, if the cart does not meet the conditions of the first package (Small Carton), then the extension will attempt to use the next package (Medium Carton) and so on until it finds a package that meets the conditions.

If no advanced packaging matches the cart, the default weight will be used.

You can set up a surcharge if a particular package is used, and add conditions on the number of products it can hold, their dimensions, etc.

## 2.2.5 Hazardous materials

This section is available to you when the feature is enabled on your contract. It includes options related to hazardous materials and details the different categories and their properties.

Hazardous material categories can be added either individually to each product in their attributes, or to product categories.

### *Add the extra cost to shipping price*

The shipment of hazardous materials incurs an additional cost due to extra safety standards. This additional cost can be passed on to the delivery price paid by the customer when they place an order containing an affected product.

## 2.2.6 Shipping methods

This section consolidates the options for shipping methods, which apply globally (regardless of shipping zones).

### *Colissimo without signature*

Signature-free shipping is available in a limited number of countries. You can find the list of available destinations on the Colissimo Box website.

If this method is not available for the country of delivery when making a purchase, the extension will automatically hide the method.

### **Free from order value**

You can make shipping free when the cart total reaches at least the amount provided.

### *Colissimo with signature*

This method is available for all countries served by Colissimo.

### **Free from order value**

You can make shipping free when the cart total reaches at least the amount provided.

### **Shipping service for certain countries**

When delivering to Austria, Germany, Belgium, Italy or Luxembourg, you can choose to make the delivery with the local postal service or with our partner DPD.

## Set secured code during delivery

The corresponding service must be activated on your Colissimo account. If this option is enabled, the delivery person will ask the customer for a code when handing over the package to make the delivery more secure.

## *Colissimo relay*

Pick-up delivery is available in a limited number of countries and offers greater flexibility in terms of when the package is received.

## Free from order value

You can make shipping free when the cart total reaches at least the amount provided.

## Pickup map type

The Colissimo widget offers the best experience for your users, but you can choose to display a different map according to your tastes between Google Maps (paid) and Leaflet (free).

## Types of displayed relays

It is possible to offer only pick-up points of a certain type to your customers. For example, you can choose to show all points except relay neighbors.

## Select automatically the nearest relay point

In order to speed up and simplify the purchase process, you can choose to select the point closest to the shipping address entered by the customer.

The customer will still be able to change the default selected point and choose the one they prefer.

## Customize widget

Enables options that customize the display of the pickup point selection popup. You can customize the color of the icons and texts, as well as the font.

## Google maps API key

Required for the map in Google Maps format to be displayed. You can generate your API key on your Google account by following their step-by-step tutorial ([Error! Reference source not found.](#)).

## Default display in mobile

You can choose to display only the list of pick-up points on mobile to make it easier or display it next to a map as on desktop.

Your customers will have the option to display the map if they wish.

#### Maximum number of displayed relays

It is possible to limit the number of pick-up points displayed on the card. However, this number cannot exceed 20.

#### *Colissimo International (Deprecated)*

This is a remnant corresponding to an old Colissimo shipping method identical to the shipment with signature. Although this method is no longer to be used, its options have been retained so as not to impact users who have not updated the methods available on their shipping zones.

### 2.2.7 Checkout

This section allows you to customize the checkout process, specifically the rules for calculating shipping costs.

#### *Checkout*

These options are mainly used for the shipping price calculation.

##### Extra cost

The amount you specify will be added to the shipping price after it has been calculated, and after any reduction due to the number of products purchased has been applied

##### 2.1.9.

##### Apply extra cost also for free shipping

This option affects the previous option. A shipping is considered free when the shipping price is at 0€, regardless of the reason (whether it is due to a 100% discount, a line in the price grid, a free option from a certain amount or free on a delivery class).

##### Choice for concurrent rates

When multiple lines in your prices list [2.1.8](#) match the shopping cart, you can choose which one to apply between the most expensive and the least expensive for the customer.

##### Calculate shipping method before applying coupons

Shipping price can be based on the cart price. In this case, you can decide whether the price of the cart should include the coupon codes.

## Calculate shipping method before applying taxes

The shipping price can be based on the cart price. In this case, you can decide whether the cart price should include taxes.

## Calculate shipping method with no-shipment products prices

By default, only the weight and price of the products in the cart that require shipping are considered. You can choose with this option to still take them into account when calculating the shipping price.

## Display shipping methods logo on checkout

This option only applies on WooCommerce's original checkout funnel and not its Gutenberg block in the page editor.

The Colissimo logo will then be displayed when a purchase is made, as well as the logo of the local delivery partner if applicable (SEUR for Spain for example).



## *Shipping date*

These options allow you to show an estimated delivery date if the client orders by selecting one of the Colissimo shipping methods. The message can be customized and configured according to your processing times and parcel delivery times to Colissimo.

## Average preparation delay

Enter the time you need in number of days to prepare your packages before handing them over to Colissimo. The send date displayed on the label will be the date the label was generated + this number of days.

## Display the expected delivery date

If you enable this feature, the estimated delivery date will be added under the title of each Colissimo delivery method.

## Deposit location

Here, you will need to select the drop-off location used by this store (if several drop-off locations are set up in your contract). This will affect the delivery time, depending on the recipient's postal code.

## Cutt Off hours

An order placed at 5p.m. may not give you enough time to prepare and ship the package on the same day. Here, you can specify the times from which orders will be processed the next business day.

You can set exceptions for certain closed/open days.

Note: if you have set an average preparation time (in days), orders placed on that day will automatically be considered as deposited later (one business day after the current day + number of days of preparation time).

## Date format

Here you can customize the date format displayed in the informational message.

The date format set in WordPress will be used by default.

## Text to display

This option allows you to customize the informational message. Your alternative must include the short code “{date}” where the delivery date will be indicated.

## Text color

The text has no default style effects to best match your theme, but you can select the color to be used.

## Text font

By default, your theme's text font will be used, but you can select a different one.

## Text size

The added text may not be suitable for all themes. You can therefore enlarge/reduce the informational text as you see fit.

## 2.2.8 Customs

This section brings together all the useful options if your store needs to ship products outside of France.

## *Customs declaration*

A customs declaration will be automatically generated with your labels considering the following options.

### Default HS code

If the HS code is not specified on any of the products being shipped, then this code will be used in the customs declaration.

HS codes can be found online, for example on the website [tarifdouanier.eu](http://tarifdouanier.eu)

### HS code custom attribute name

By default, you can specify the HS code on your products using an attribute. If you are using multiple delivery solutions that require this HS code, you can use this option to specify which attribute to look for the HS code in the extension.

### Default country for products without country

If the country of origin is not specified on any of the products being shipped, then that country will be used in the customs declaration.

### Origin custom attribute name

By default, you can specify the country of origin on your products using an attribute.

If you use multiple shipping solutions that require that country of origin, you can use this option to specify which product attribute to use for the country of origin.

### Default customs category

If you sell products, in most cases you will need to select "Commercial Shipping ". If your shipments are for a different type of product, you can specify this here.

### French overseas parcels sent with DDP (Delivered Duty Paid)?

You can activate the DDP for shipments to the French Overseas Departments and Territories except St-Pierre-et-Miquelon and Mayotte. The customs fees will then be charged to you rather than requested from the customer upon delivery.

### Extra cost for French overseas

You can choose to apply a surcharge for shipping in the French Overseas Departments and Territories excluding St-Pierre-et-Miquelon and Mayotte. Useful if you want to pass on the cost of DDP if enabled.

#### EORI number

The Community Identification Number can be found on the [douane.gouv.fr](#) site by following their instructions.

#### UK EORI number

Since the United Kingdom left the European Union, a different EORI number must be entered on customs declarations. This is only relevant if you plan to ship to this destination.

#### USA EORI number

If specified, this number will be used for shipments to the United States.

#### MID code for USA

DDP shipments to the United States require a MID code to identify the origin of the shipped products. This code can be constructed from the manufacturer's name and address. See [this guide](#) for more information.

#### VAT number

Enter your VAT number here, which is required for all deliveries abroad.

#### CN23

The CN23, or customs declaration, will be generated with your labels.

#### Number of CN23 documents to generate

You can generate from 1 to 4 copies of the CN23. These copies will be identical.

#### CN23 format

Even if these documents are generated at the same time, you can use a different format between the CN23 and the label (e.g. ZPL for thermal printing of the label, and PDF for conventional printing of the CN23).

### 2.2.9 DDP

This section controls DDP shipment to certain destinations. DDP shipping is the act of paying customs fees upfront, rather than the customer having to pay them on delivery.

#### *Delivery Duty Paid settings*

For each of the countries where DDP shipping is available, you can set up a surcharge to apply to the customer. The DDP price for the country in question is pre-filled.

### *Message shown when selecting the sending method*

When the customer chooses DDP delivery in the checkout, you can choose to display an informational message, specifying for example what the DDP entails.

## 2.2.10 Support

This section lists the support options for problems with using the extension.

### *Debug and development*

#### Log messages

For each action performed by the extension, logs are collected if this option is active. They can be useful to identify a problem with label generation or delivery status update, for example.

Be careful not to enable logs over a long period of time as the file size increases rapidly.

Logs are kept for a period of 14 days before being deleted.

#### Colissimo logs

This option allows you to view and download the collected logs. They can be requested by Colissimo support in some cases.

#### Colissimo services

You can find here the summary page of the different Colissimo services. In the event of a breakdown, it will be indicated on this page.

#### Colissimo support

Contact this number if you have a problem with your Colissimo contract (refusal to generate a label or refused identifiers, for example).

#### Plugin support

Contact this email address if you have a problem with the plugin, such as a broken page or feature.

#### Developer documentation

You can find here the different hooks used by the plugin. Useful for developers who want to customize the activity of the extension. You can contact us to add more hooks if needed.

## 3 Usage

In addition to the configuration part, a new WooCommerce submenu => Colissimo has been added to allow you to easily manage shipments made with Colissimo.

### 3.1 Colissimo orders

This listing will only display orders where the chosen delivery method is one of those offered via Colissimo.

The screenshot shows a WordPress admin page titled "Commandes" with a sub-section for "Colissimo". The page displays two orders:

| ID  | Numéro de commande | Date        | Client       | Adresse                                  | Pays | Méthode de livraison       | Statut de la commande | Etiquettes (aller / retour / bordereau)  |
|-----|--------------------|-------------|--------------|--|------|----------------------------|-----------------------|--|
| 354 | 354                | Jul 4, 2025 | John Exemple | 54 avenue du client<br>97400 Saint-Denis | RE   | Colissimo avec signature   | Processing            | <a href="#">+ Générer l'étiquette aller</a><br>7Q08910140434<br>Votre colis est prêt à être expédié, il va être remis à La Poste.<br>Bordereau n°231<br><a href="#">+ Générer l'étiquette retour</a> |
| 353 | 353                | Jul 4, 2025 | John Exemple | 54 avenue du client<br>69007 Lyon        | FR   | Colissimo point de retrait | Processing            | <a href="#">+ Générer l'étiquette aller</a><br>6C20081929472<br>Bordereau n°231<br>8R48889688216<br><a href="#">+ Générer l'étiquette retour</a>   |

#### 3.1.1 Update Colissimo statuses

The delivery statuses for each label are displayed in the right-hand column and update automatically. If not, you can choose to force status reload with this action.

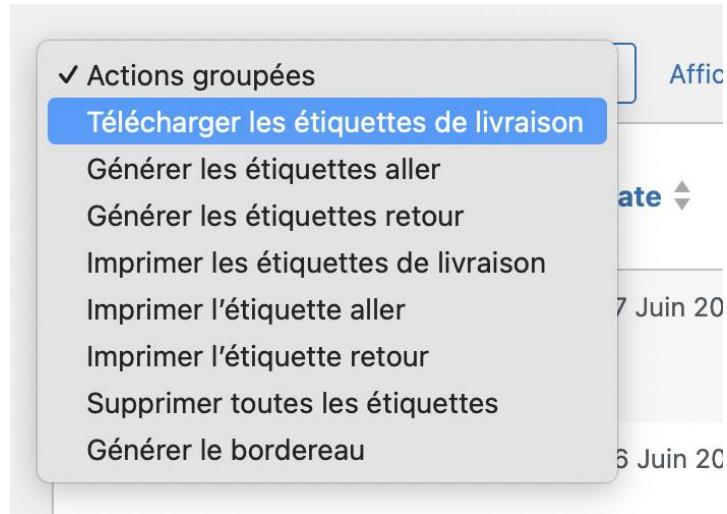
#### 3.1.2 Import tracking numbers

If you generate labels from an external site, ColiShip for example, it is possible for you to import their tracking numbers on the corresponding orders.

The uploaded file must be a CSV that follows the format specified in the tooltip.

### 3.1.3 Bulk actions

You can generate/print labels and slips in bulk by selecting orders and then choosing one of the available actions.



The generation of return labels may depend on the secure return service enabled on your account.

The generation of a label does not trigger invoicing, only the scanned labels (delivered packages) trigger the invoicing.

### 3.1.4 Quick actions

You can quickly generate a shipping/return label or slip for a particular order, and download/print them clicking on the corresponding action. You will also find the current delivery status of the labels.

#### Etiquettes (aller / retour / bordereau)

## 3.2 Slip creation

This page allows you to generate a slip from the generated labels that do not have one yet.

### 3.2.1 Generate with the selected parcels

You can group all selected labels under the same slip with this option.

### 3.2.2 Generate end of period slip

This action will automatically take all the non-slip labels, generated in the last X days. X is 1 by default and can be customized [2.2.3](#).

## 3.3 Slip history

Here you will find the generated slips and can download, print and delete them.

## 3.4 Colissimo order block

When you open the order editing page, you will find a Colissimo block allowing you to see a summary of the labels generated for this order, to generate a personalized label and to manage the customs documents.

You can also change the delivery method used for this order in this block, even if it was not placed with a Colissimo method.

We recommend generating labels automatically [2.2.3](#) or in bulk [3.1.3](#), but in some special cases you will be able to generate personalized labels here (multi-package delivery, with personalized insurance amount, modified weight, etc.):

 colissimo

Changer la méthode d'expédition Colissimo

Listing des étiquettes     Génération d'étiquettes

| <input checked="" type="checkbox"/> Article | Prix unitaire (€) | Quantité | Poids unitaire (kg) |
|---|-------------------|----------|---------------------|
| <input checked="" type="checkbox"/> Demo    | 4,166667          | 1 / 1    | 0,5                 |

Modifier les prix et les poids

Frais de livraison (€)

Emballage

Poids total (articles + emballage) : **0,70 kg**

Colis hors norme

Pour déterminer si votre colis est hors norme, vous pouvez visiter cette [documentation](#)

Utiliser l'assurance Colissimo ?

Montant personnalisé de l'assurance :

## 4 Customer interfaces

After placing an order, your customers will be able to find several new information and features in their customer area.

### 4.1 Track a shipping

On each order shipped with Colissimo, the customer will be able to see a section dedicated to tracking his package. This section is only visible if at least one label has been generated for the order.

#### Commande n°339

Tableau de bord

La commande n°339 a été passée le **17 juin 2025** et est actuellement **En cours**.

Commandes

#### Détails de la commande

Téléchargements

| Produit         | Total         |
|-----------------|---------------|
| <u>Demo</u> × 1 | 4,17 € (H.T.) |

Adresses

|                     |                      |
|---------------------|----------------------|
| <b>Sous-total :</b> | <b>4,17 € (H.T.)</b> |
|---------------------|----------------------|

Détails du compte

|                     |  |
|---------------------|--|
| <b>Expédition :</b> | <b>6,66 € (H.T.) via Colissimo relay</b> |
|---------------------|--|

Se déconnecter

|             |               |
|-------------|---------------|
| <b>Tax:</b> | <b>2,16 €</b> |
|-------------|---------------|

|                |                |
|----------------|----------------|
| <b>Total :</b> | <b>12,99 €</b> |
|----------------|----------------|

|                            |                         |
|----------------------------|-------------------------|
| <b>Moyen de paiement :</b> | <b>Cash on delivery</b> |
|----------------------------|-------------------------|

Suivi Colissimo

|              |
|--------------|
| <b>Suivi</b> |
|--------------|

6M21763670484

If the tracking page chosen [2.2.4](#) is internal to your site, your customers will be able to find the delivery timeline on a dedicated page.



## Information de suivis de la commande #339

Méthode de livraison : Colissimo relay

| Numéro de suivi  | Statut   |  |                |        |  |            |  |  |
|--|--|--|----------------|--------|--|------------|--|--|
| 6M21763670484  | Votre Colissimo va bientôt nous être confié ! Il est en cours de préparation chez votre expéditeur.  | <a href="#">Modifier votre livraison</a> |                |        |  |            |  |  |
| Historique des statuts   |  |  |                |        |  |            |  |  |
| <table><thead><tr><th>Date du statut</th><th>Statut</th><th></th></tr></thead><tbody><tr><td>17/06/2025</td><td>Votre Colissimo va bientôt nous être confié ! Il est en cours de préparation chez votre expéditeur.</td><td></td></tr></tbody></table>   |  |  | Date du statut | Statut |  | 17/06/2025 | Votre Colissimo va bientôt nous être confié ! Il est en cours de préparation chez votre expéditeur.  |  |
| Date du statut   | Statut   |  |                |        |  |            |  |  |
| 17/06/2025   | Votre Colissimo va bientôt nous être confié ! Il est en cours de préparation chez votre expéditeur.  |  |                |        |  |            |  |  |
| Chronologie  |  |  |                |        |  |            |  |  |
| <table><thead><tr><th>Numéro d'étape</th><th>Statut</th><th></th></tr></thead><tbody><tr><td>1</td><td>Votre Colissimo va bientôt nous être confié ! Il est en train d'être préparé chez votre expéditeur. Dès qu'il nous sera remis, vous pourrez suivre son trajet ici. Si vous avez des questions, vous pouvez contacter votre expéditeur ou son service clients</td><td></td></tr></tbody></table> |  |  | Numéro d'étape | Statut |  | 1          | Votre Colissimo va bientôt nous être confié ! Il est en train d'être préparé chez votre expéditeur. Dès qu'il nous sera remis, vous pourrez suivre son trajet ici. Si vous avez des questions, vous pouvez contacter votre expéditeur ou son service clients |  |
| Numéro d'étape   | Statut   |  |                |        |  |            |  |  |
| 1  | Votre Colissimo va bientôt nous être confié ! Il est en train d'être préparé chez votre expéditeur. Dès qu'il nous sera remis, vous pourrez suivre son trajet ici. Si vous avez des questions, vous pouvez contacter votre expéditeur ou son service clients |  |                |        |  |            |  |  |

## 4.2 Make a return

If you allow your customers to generate their own return labels [2.2.3](#), then they will be able to do so from an order page by clicking on the "Return products" button and selecting the products to be returned.

### Détails du retour

Sélectionnez les produits que vous souhaitez retourner :

| <input type="checkbox"/>            | Produit   | Quantité                       |
|-------------------------------------|-----------|--------------------------------|
| <input type="checkbox"/>            | Casquette | <input type="text" value="1"/> |
| <input checked="" type="checkbox"/> | Chemise   | <input type="text" value="2"/> |

Générer l'étiquette retour

Déposer le colis en boîte aux lettres

The label will be automatically uploaded upon validation, and the return instructions will be displayed to the customer.

## Détails du retour

Votre étiquette 8R48827909434 a bien été générée

### Comment retourner votre colis ?

1. Emballez votre marchandise.
2. Imprimez votre étiquette et collez-la sur votre colis.
3. Déposez votre colis dans le bureau de poste de votre choix : <https://localiser.laposte.fr>
4. Suivez la livraison de votre colis sur <https://laposte.fr/suivi>

In the case of a mailbox pick-up return, the customer will have to confirm their address and the time of delivery of the package.

## Déposer le colis en boîte aux lettres

Adresse depuis laquelle le retour sera fait :

Client  
54 avenue du client  
75001 PARIS

Merci de confirmer avant aujourd'hui 23h00 que vous déposerez le colis dans la boîte aux lettres décrite ci-dessus, avant le 17 juillet, 2025 à 08h00.

[Confirmer l'enlèvement dans ma boîte aux lettres](#)

## 5 Use cases

### 5.1 Display Colissimo methods when making a purchase

To offer Colissimo methods to your customers, you must meet the following prerequisites:

- Fill in your store address in WooCommerce => Settings => General
- Enter a weight on each of your products, in their "Shipping" section. It is preferable to also enter its dimensions, but it is optional
- Add your login details or connection key in Colissimo settings

You can then simply add/enable Colissimo methods on your areas in WooCommerce => Settings => Shipping.

If a method is enabled but not displayed during a purchase, you can check the following:

- The pricing grid must be populated in the method configuration
- The correct unit of weight is used in the price grid
- The country of delivery must not be in more than one zone
- The method is available for Colissimo for this country
- The total weight of the cart + the weight of the packaging does not exceed 30kg (or 20kg for delivery to a pick-up point)

### 5.2 Ordering at the pick-up point via Google Maps

The display mode using Google Maps ([2.2.6](#)) for the pick-up point selection map requires an API key to work.

Here you can find Google's complete guide to getting this key:

<https://developers.google.com/maps/documentation/javascript/get-api-key?hl=fr>

Here is a summary of the steps to follow:

- Getting to the <https://console.developers.google.com> website
- Sign in with a Google Account
- Go to the "Logins" section
- Click on "Create credentials" => "API key" (It is possible to define restrictions for this key)
- Copy Key
- Go to "Library"
- Search for "Maps JavaScript API" and click on the corresponding result

- Click on "Activate"
- Search for "Geocoding API" and click on the corresponding result
- Click on "Activate"

You can now paste the API key into the "Google Maps API key" field of the Colissimo settings.

## 5.3 Process shipments

There are several methods to generate the shipping labels for your orders:

- Automatically, as soon as the order status changes to a specific status ([2.2.3](#))
- Manually for a specific order, from the order listing ([3.1.4](#))
- Manually, from the order management page ([3.4](#))
- Manually and in bulk, from the order listing ([3.1.3](#))

## 5.4 Thermal printing

In order to be able to easily print your labels in ZPL or DPL format with a thermal printer, you can install the printing kit available on the Colissimo Box website in the [Tools and Services section => WooCommerce](#).

Click on the "Thermal Printer Kit" button to download the kit.

In the "Documentation" folder of the archive, run the file "PrintColissimo\_web.exe" for Windows or "PrintColissimo\_web.pkg" for Mac to install the kit.

Once installed, you should be able to print your labels from the Colissimo extension by clicking on the quick access buttons.

## 5.5 Multi-parcel shipping

In some cases, it may be necessary to ship the contents of an order in multiple packages. In this case, you can generate labels manually from the Colissimo order block (see [3.4](#)).

In the case of a delivery in the French Overseas Territories, you have the possibility of linking several packages together so that they are delivered at the same time. To do this, you will need to specify the total number of packages:

Changer la méthode d'expédition Colissimo

Listing des étiquettes     Génération d'étiquettes

| <input checked="" type="checkbox"/> Article | Prix unitaire (€) | Quantité | Poids unitaire (kg) |
|---|-------------------|----------|---------------------|
| <input checked="" type="checkbox"/> Demo    | 42                | 2 / 3    | 0,5                 |

Modifier les prix et les poids

Frais de livraison (€) : 25,43

Emballage : Automatique (Carton moyen)

Poids total (articles + emballage) : 1.20 kg

Colis hors norme

Pour déterminer si votre colis est hors norme, vous pouvez visiter cette [documentation](#)

Utiliser l'assurance Colissimo ?

Montant personnalisé de l'assurance : [Choisir un montant](#)

Catégorie de nature des envois : Envoi commercial

Utiliser l'envoi en multi-colis

Nombre de colis : 2

Étiquette aller [Générer](#)

## 5.6 Ship internationally

To ship internationally, you will need to fill in the "Customs" section of the Colissimo settings [2.2.8](#).

The customs declaration generated with the shipping labels will specify the country of manufacture and the HS code of each of the products in the package. You must therefore fill in the right information in the "Attributes" section of your products.

If all your products come from the same country or have the same HS code, you can fill in this information globally in the Colissimo settings ([2.2.8](#)).