

User Guide

Official Colissimo plugin for WordPress

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1 Installation

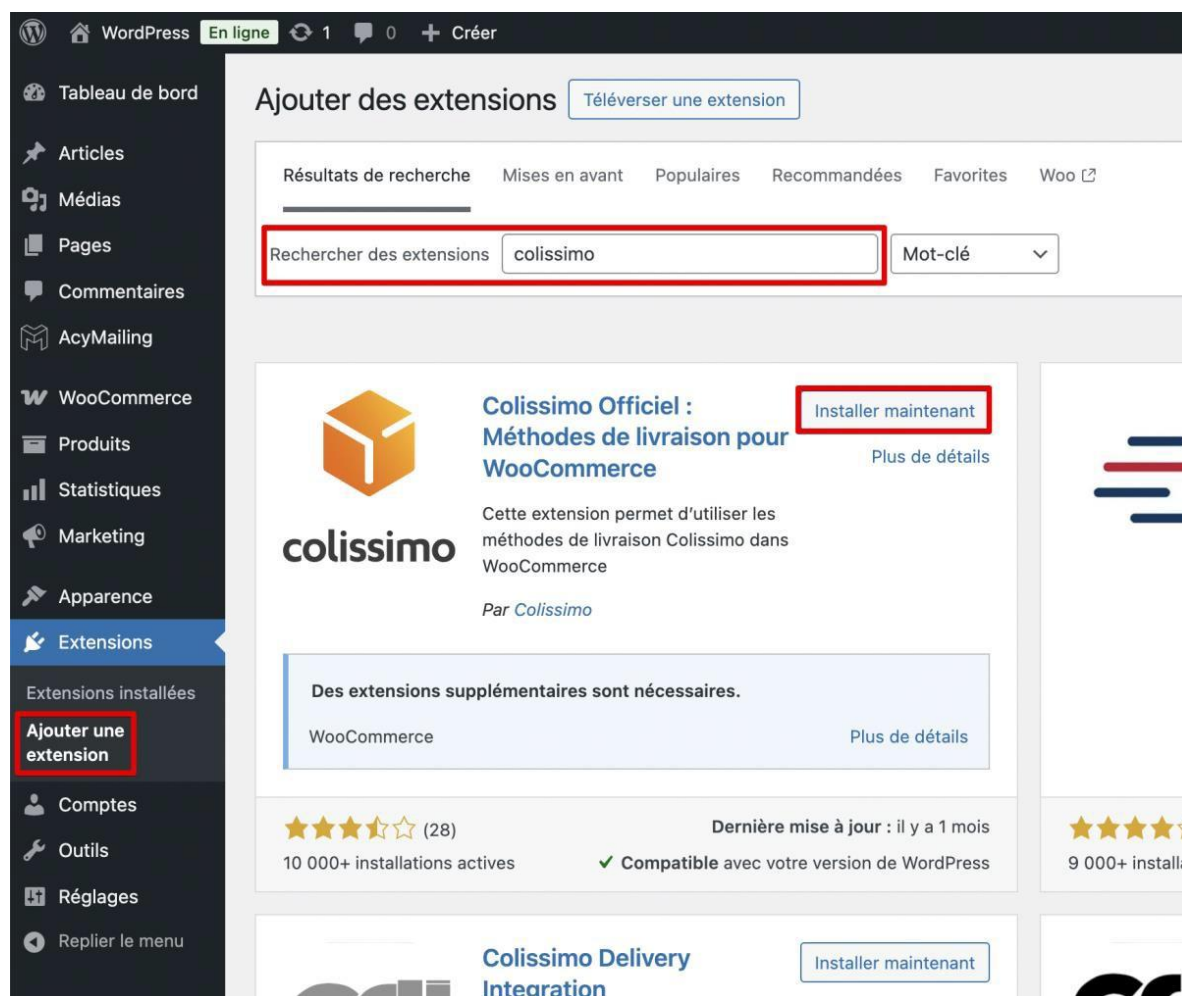
First, make sure that the WooCommerce plugin is installed and activated on your WordPress site.

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 in order to install it. All you have to do is click on the "Activate" button once the installation is complete.



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 be applied [2.1.8](#) 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.

Général Produits TVA **Expédition** Paiements Comptes et confidentialité E-mails Intégration Visibilité du site Colissimo Officiel Avancé

Zones d'expédition | Réglages de livraison | Classes | Point de vente

Zones d'expédition [Ajouter une zone](#)

Une zone de livraison est composée de régions que vous aimeriez livrer ainsi que des modes de livraison proposés. Un client ne peut correspondre qu'à une zone, nous utiliserons son adresse de livraison pour lui montrer les modes disponibles dans sa région. Pour proposer un retrait, configurez vos emplacements de retrait dans les [réglages de retrait local](#).

❶	Nom de la zone	Région(s)	Mode(s) d'expédition	
⋮	Zone France	France, Monaco, Andorre	Colissimo sans signature Colissimo with signature Colissimo relais	Modifier Supprimer
⋮	Zone 1	Belgique, Allemagne, Luxembourg, Pays-Bas, Saint-Martin (partie néerlandaise)	Colissimo sans signature Colissimo avec signature Colissimo relais	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 Colissimo relais Colissimo avec signature - Option DDP Colissimo sans signature	Modifier Supprimer
⋮	Zone 3	Suisse, République Tchèque, Danemark, Estonie, Îles Féroé, Groenland, Hongrie, Liechtenstein, Lituanie, Lettonie et 4 autres régions	Colissimo sans signature Colissimo avec signature Colissimo avec signature - Option DDP Colissimo relais	Modifier Supprimer
⋮	Zone 4	Albanie, Arménie, Azerbaïdjan, Bosnie-Herzégovine, Bulgarie, Biélorussie, Chypre, Algérie, Finlande, Géorgie et 14 autres régions	Colissimo avec signature Colissimo relais	Modifier Supprimer
⋮	Zone 5	Australie, Canada, Chine, Hong Kong, Israël, Inde, Japon, Corée du Sud, Russie, Singapour et 4 autres régions	Colissimo avec signature Colissimo avec signature - Option DDP	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 pick-up point

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 customised 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 Still free?

If enabled, shipping with this method will be free.

For the method to be offered, one of the lines in your [2.1.8](#) 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 following classes: shipping costs. 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 basket weight + configured package weight . You can also base your slices on the cart price, delivery classes, and category of products purchased.

If there are several price ranges in the basket, you will be able to choose between the highest and lowest price using an option in the Colissimo [2.2.5 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

[Général](#) [Produits](#) [TVA](#) [Expédition](#) [Paielements](#) [Comptes et confidentialité](#) [E-mails](#) [Intégration](#) [Visibilité du site](#) [Colissimo Officiel](#) [Avancé](#)

[Accueil](#) | [Général](#) | [Etiquette](#) | [Colis](#) | [Méthodes d'envoi](#) | [Douanes](#) | [DDP](#) | [Support](#) | [Tutoriels vidéo](#) | [Retours sur l'extension](#)

Bienvenue sur votre extension Colissimo !

Pas encore inscrit sur Colissimo ? Voici comment faire :

- Choisissez [le contrat](#) correspondant le mieux à vos besoins.
- Pour souscrire à l'option [Colissimo Facilité](#), remplissez [ce formulaire de contact commercial](#) pour créer un compte et recevoir vos identifiants sous quelques jours.
- Pour souscrire à l'option [Colissimo Privilège](#), remplissez [ce formulaire de contact commercial](#) pour être contacté par un conseiller commercial.

Déjà inscrit sur Colissimo ? Voici comment configurer votre extension :

- 1. J'associe mon compte à l'extension Colissimo**
Pour connecter l'extension, vous devez entrer vos identifiants Colissimo dans l'onglet "Général" de cette extension. L'identifiant doit être celui que vous utilisez pour vous connecter sur [Colissimo Entreprise](#).
- 2. Je configure mes paramètres pour simplifier mes préparations d'expédition grâce aux fonctionnalités Colissimo**
 - Saisissez [votre adresse d'origine](#) pour pouvoir générer des étiquettes
 - [Choisissez le format](#) de vos étiquettes (soit PDF soit format pour impression thermique)
 - Dans le cas d'une impression thermique, [configurez la connexion](#) à votre imprimante
 - Saisissez [le poids de l'emballage](#) pour vos colis
 - Saisissez [vos formalités douanières](#) pour vos expéditions hors Union Européenne

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 Reception

This section summarises point by point the steps to follow in order to set up the extension: 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 extension, in particular 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 extension.

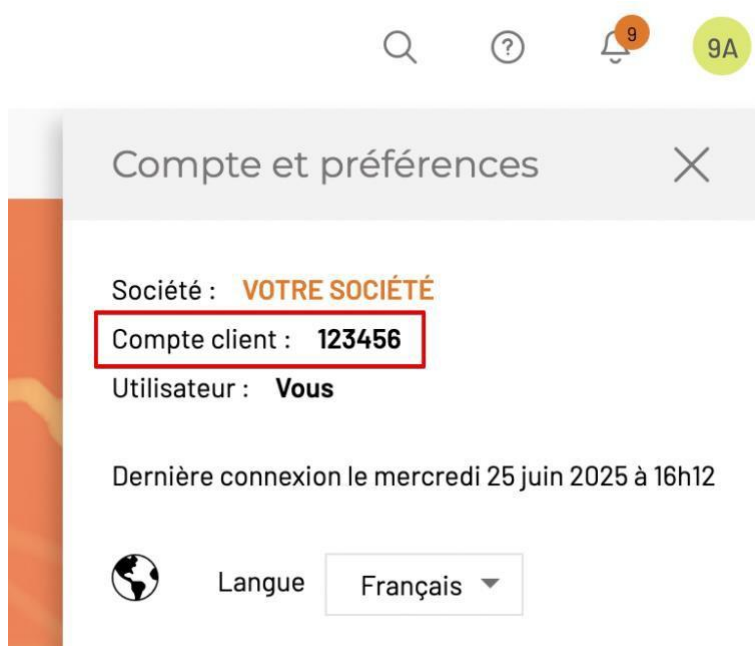
Connection type

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

Prefer the first for more simplicity and the second for more security. [Identifier](#)

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

Please note : 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 connection key, it corresponds to your contract number visible on the [Colissimo Box summary](#).

Login key

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

Modification d'un nouveau compte utilisateur

 Informations du compte utilisateur

Statut*
ACTIF

Nom*

Fonction*

Email*


Fax

Identifiant*

Prénom*

Téléphone*

Confirmer Email*

Clé de connexion aux Web Services
 

Regénérer

Parent account ID

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

Please note : this option must remain blank if you are using a master account. [Your Contract Information](#)

You will find the options of your contract 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 in order to be able to generate shipping labels. [Name of your store](#)

This information will be displayed on the generated labels.

Forename

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

Surname

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.

Town

Required for the address used as the sender for delivery. [Country](#)

Required for the address used as the sender for delivery.

Zip code

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. [Landline](#)

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

Mobile phone

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 [2.2.2](#) are present.

2.2.3 Label

Labels

Average Preparation Time

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.

Use Colissimo insurance for outbound labels?

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.

Calculate Shipping Methods Before Coupon Codes Are Applied

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

Calculate shipping methods before taxes are applied

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

Calculate delivery methods with prices for products without shipping

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

Label Print Format

PDF labels are printed using an ink printer, while ZPL or DPL labels are printed using a thermal printer ([5.4](#)).

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

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

Generate the status label

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 3.2 [docket creation page](#), you can generate a docket that automatically aggregates all the non-docket labels from the last X days. This option allows you to set this number of days.

Add order notes to the 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 before label removal (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 the content from the labels 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 numbers into the Colissimo listing

If you generate your labels from an external tool like ColiShip, you can choose to import their tracking numbers from the Colissimo [3.1.2 order](#) listing.

Order Status

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

Order status after label generation

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

Order status after generating the slip

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.

Please note : 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 track shipping status The affected statuses

are:

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

Order status when the package 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.

Bills

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

Add the invoice to the label archive

When you download the labels in bulk from the Colissimo [3.1.3 order](#) listing, you can choose to include the invoices in the generated archive.

Add the invoice when the label is downloaded

When you download a label via the corresponding action button from the Colissimo [3.1 order](#) listing, 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 [3.1](#) order listing, 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 the 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 [4.2 order](#).

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 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. [Enable Secure](#)

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.

Pickup in my mailbox

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 the return label when generating the go label

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

Use Colissimo insurance for return labels?

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.

Print format for return labels

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

Automatically send the return label to the customer via email

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

Printing ZPL/DPL Labels

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 Package

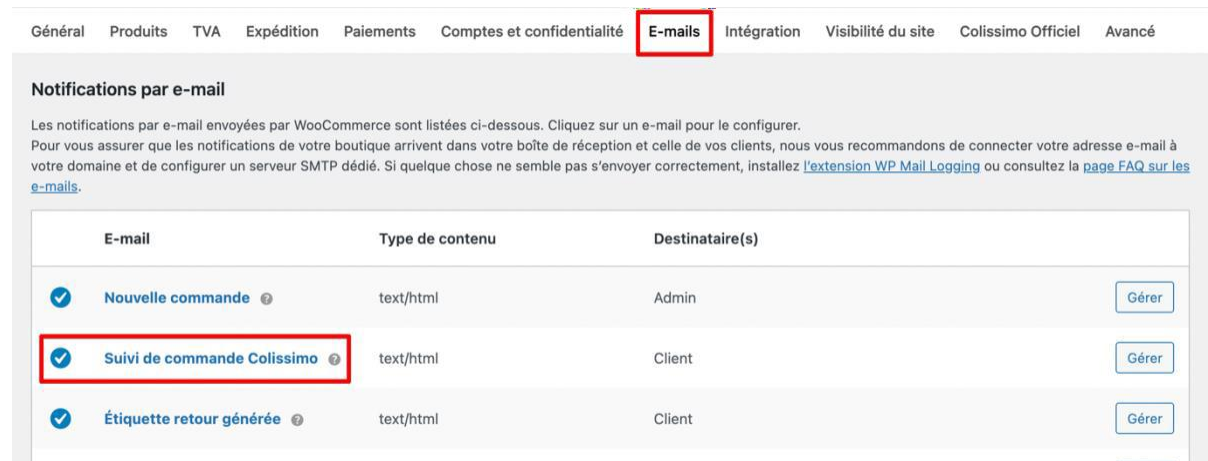
This section brings together the options for packages, whether it's packaging or tracking until delivery.

Aftercare

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

Sending the follow-up 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



Notifications par e-mail

Les notifications par e-mail envoyées par WooCommerce sont listées ci-dessous. Cliquez sur un e-mail pour le configurer.

Pour vous assurer que les notifications de votre boutique arrivent dans votre boîte de réception et celle de vos clients, nous vous recommandons de connecter votre adresse e-mail à votre domaine et de configurer un serveur SMTP dédié. Si quelque chose ne semble pas s'envoyer correctement, installez [l'extension WP Mail Logging](#) ou consultez la [page FAQ sur les e-mails](#).

E-mail	Type de contenu	Destinataire(s)	
<input checked="" type="checkbox"/> Nouvelle commande ⓘ	text/html	Admin	Gérer
<input checked="" type="checkbox"/> Suivi de commande Colissimo ⓘ	text/html	Client	Gérer
<input checked="" type="checkbox"/> Étiquette retour générée ⓘ	text/html	Client	Gérer

Tracking link

The tracking link defaults to the Swiss Post website, but you can also choose to refer your customers to a special page on your [4.1](#) website with their parcel delivery information.

Add a column for 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 [3.4](#).

Packaging

Default Package Weight

When calculating the delivery price, the weight of the packaging and the total weight of the basket 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"/>		Petit carton	0.1kg	∞	2kg	0€	10x10x10	
<input type="checkbox"/>		Carton moyen	0.2kg	∞	10kg	2€	10x15x20	
<input type="checkbox"/>		Grand carton	0.4kg	∞	∞	3€	20x20x20	

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 Shipping Methods

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

Global

These options apply to any delivery via Colissimo, regardless of the method chosen.

Display the logo of the delivery methods on the order tunnel

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

☒  colissimo x  SEUR
Colissimo avec signature: 15,01 € (ex. VAT)

☐  colissimo x  SEUR
Colissimo point de retrait: 13,01 € (ex. VAT)

Additional 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 the extra cost even for free shipping

This option affects the previous option. A delivery is considered free when the delivery 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).

Competing rates available

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

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 the order price

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 the order price](#)

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

Shipping service for certain countries

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

Set up the secure code on 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 the order price

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

Card type for pick-up points

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 Pickup Points Displayed

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.

Automatically select the nearest pickup point

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

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

Widget customization

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 ([5.2](#)).

Default mobile display

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 collection points displayed

It is possible to limit the number of collection points displayed on the card. This number cannot, however, exceed 20.

Colissimo International

This is a balance corresponding to an old Colissimo delivery 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 delivery zones.

2.2.6 Customs

This section brings together all the useful options in the event that your store has to ship products outside of France.

Customs Declaration

A customs declaration will be automatically generated with your labels taking into account 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

attribute name HS code

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 a country of origin

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.

Country of origin custom attribute name

By default, you can specify the country of origin on your products using an attribute. If you use multiple delivery solutions that require that country of origin, you will be able to use this option to specify which attribute to search for the country of origin in.

Category of type of shipments

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.

DOM-TOM parcels sent with DDP (Delivered Duty Paid)?

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

Additional cost to be applied for the French overseas departments and territories

You can choose to apply a surcharge for deliveries 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.

EORI Number UK

Since the United Kingdom's exit from the European Union, a different EORI number must be entered on customs declarations. Only useful if you count Ship to that destination. [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 be generated

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

Format of the SP23

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).

2.2.7 RFP

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.

Additional cost to be applied for Delivery Duty Paid

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 displayed when selecting the delivery method

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

2.2.8 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 in order 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 may be requested by Colissimo support in some cases.

Services Colissimo

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.

Support Colissimo

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

Extension support

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

Developer documentation

You can find here the different triggers used by the extension. Useful for developers who want to customize the activity of the extension. You can contact us to add more triggers 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 Order Listing

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

Commandes Colissimo								
<div>Mettre à jour les statuts Colissimo Importer des numéros de suivi</div>								
<div>Bulk actions Apply Afficher les filtres 74 items 1 of 3</div>								
<input type="checkbox"/>	ID	Numéro de commande	Date	Client	Adresse	Pays	Méthode de livraison	Statut de la commande
<input type="checkbox"/>	354	354	Jul 4, 2025	John Exemple	54 avenue du client 97400 Saint-Denis	RE	Colissimo avec signature	Processing
Etiquettes (aller / retour / bordereau)								
+ Générer l'étiquette aller								
7Q08910140434								
Votre colis est prêt à être expédié, il va être remis à La Poste.								
Bordereau n°231								
+ Générer l'étiquette retour								
<input type="checkbox"/>	353	353	Jul 4, 2025	John Exemple	54 avenue du client 69007 Lyon	FR	Colissimo point de retrait	Processing
+ Générer l'étiquette aller								
6C20081929472								
Bordereau n°231								
BR48889688216								
+ Générer l'étiquette retour								

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.

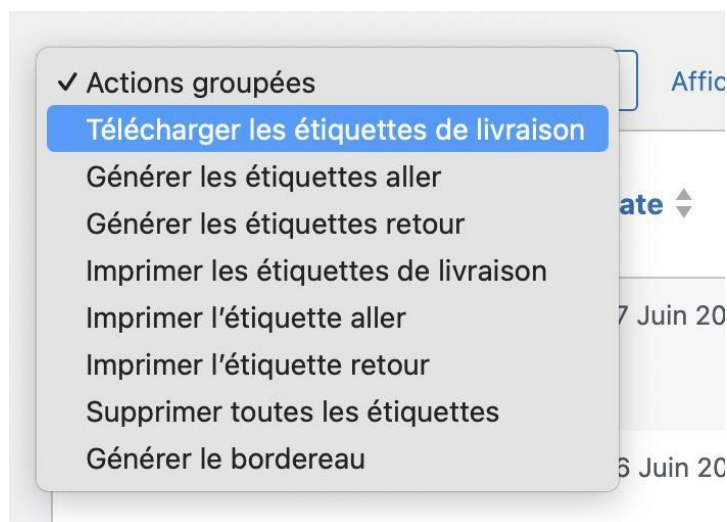
3.1.2 Import tracking numbers

In the event that 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 give rise to invoicing, only the scanned labels (delivered packages) trigger the invoicing.

3.1.4 Quick Actions

You can quickly generate a delivery/return label or waybill for a particular order, and download/print them in

Clicking on the corresponding action. You will also find the current delivery status of the labels.

Etiquettes (**aller** / **retour** / **bordereau**)



3.2 Creation of a slip

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

3.2.1 Generate with selected packages

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

3.2.2 Generate the 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 History of the slips

Here you will find the generated forms 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 documents

Customs.

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 bulk [3.1.3](#), but in some special cases you will be able to generate labels

Personalized 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 (€)

16,86

Emballage

Automatique (Carton moyen)

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 :

Choisir un montant

Étiquette aller

Générer

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 package

On each order shipped with Colissimo, the customer will be able to see a section dedicated to tracking your 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

Adresses

Détails du compte

Se déconnecter

Produit	Total
<u>Demo</u> × 1	4,17 € (H.T.)
Sous-total :	4,17 € (H.T.)
Expédition :	6,66 € (H.T.) via Colissimo relay
Tax:	2,16 €
Total :	12,99 €
Moyen de paiement :	Cash on delivery

Suivi Colissimo

Suivi
<u>6M21763670484</u>

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.	Modifier votre livraison
Historique des statuts		
Date du statut	Statut	
17/06/2025	Votre Colissimo va bientôt nous être confié ! Il est en cours de préparation chez votre expéditeur.	
Chronologie		
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 [2.2.3](#) return labels, they will then be able to do so from an order page by clicking on the "Make a Return" 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 return to a letterbox, 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 case

5.1 Display Colissimo methods when making a purchase

In order to offer Colissimo methods to your customers, you must have met 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 served by Colissimo for the country in question
- The total weight of the basket + the weight of the packaging does not exceed 30kg (or 20kg for delivery to a collection point)

5.2 Ordering at the pick-up point via Google Maps

The display mode using Google Maps ([2.2.5](#)) for the pickup point selection map requires an API key in order 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 Free orders

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 build 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:

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	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

In order to ship internationally, you will need to fill in the "Customs" section of the Colissimo [2.2.6 settings](#).

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 ([2.2.6](#)).