

WooCommerce - English Edition NEW



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Installation requirements

Before you begin, ensure that you meet the following requirements:

- **WooCommerce** must already be installed, updated, active, and version **8.0 or newer**.
- The **PHP** version must be **7.4 or newer**.
- The **WordPress** version must be **6.2 or newer**.
- From version v3.0.1 onwards, the BOX NOW plugin is **also compatible** with **WooCommerce Blocks** checkout.

Installation and Configuration

Step 1 - Plugin Installation

1. In the WooCommerce Marketplace, search for the BOX NOW Delivery plugin and install it.

⚠ Do not install **BOX NOW CROATIA** if you are in Greece or Cyprus as it is exclusively for Croatia.

2. Click the **Activate** button.

Step 2 - BOX NOW Plugin Settings

1. In the WordPress sidebar, click the BOX NOW Delivery menu on the left.

The screenshot shows the 'BOX NOW Delivery Plugin' settings page. The left sidebar is visible with the 'BOX NOW Delivery' menu item highlighted. The main content area is divided into several sections:

- API Details:** Includes a dropdown for 'Select API URL' (currently set to 'api-stage.boxnow.gr'), and input fields for 'Your Client ID', 'Your Client Secret', 'Your Warehouse IDs (Multiple IDs separated by commas *)', and 'Your Partner ID'.
- Contact Details (Contact details are also used for Parcel Returns):** Includes input fields for 'Your Orders Contact Email' and 'Your Orders Contact Mobile Phone'.
- Voucher Creation Mode:** Features two radio buttons: 'Manual Voucher Issuance (Created and printed from the Order page)' (selected) and 'Automatic Voucher Issuance (Sent by email when the order status changes to Completed)'. A note below states: '*Please note: Automatic voucher issuance is not recommended. This method automatically selects compartment sizes based on item dimensions, which may lead to incorrect compartment assignments if your items are not properly configured.'*
- Allow Returns:** Features two radio buttons: 'Yes' (selected) and 'No'.
- Widget Options:** Includes 'Widget Display Mode' with radio buttons for 'Pop-up Window' (selected), 'Embedded iFrame', and 'Widget GPS Permission' with radio buttons for 'GPS ON' (selected) and 'GPS OFF'.
- Allow Locker Change on Thank You Page:** Features two radio buttons: 'Yes' (selected) and 'No'. A note below states: '*Allows customers to change their selected locker on the Thank You page after a successful order.'*
- Button & Customization:** Includes input fields for 'Change Button Background Color' (value: #6CC04E), 'Change Button Text' (value: Pick a locker), and 'Change Message Text (Displayed when no locker is selected)' (value: Enter your message).

A green 'Save Changes' button is located at the bottom of the form. The footer of the page includes the text 'Thank you for creating with [WordPress](#)' and 'Version 6.9'.

2. Fill the following fields:

- Select the corresponding user environment in the "**Select API URL**" field.
- Fill the "**Your Client ID**" field with the details you have been given.
- Fill the "**Your Client Secret**" field with the details you have been given.
- Fill in the "**Your Warehouse IDs**" field with the details you have been given.

⚠️ *If you have multiple warehouses, separate the IDs with a comma, e.g. 8, 2.*

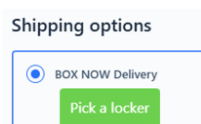
- Fill in the "**Your Partner ID**" field with the details you have been given.

3. Fill in the fields **Your Orders Contact Email** & **Your Orders Contact Mobile Phone** (in the format +306912345678) for your business.

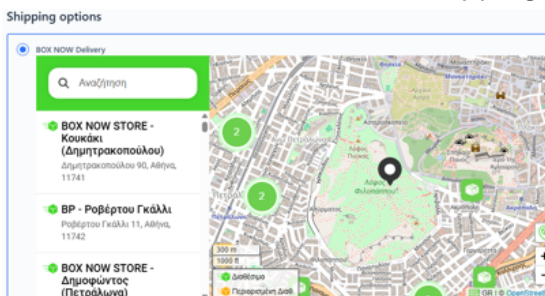


We need these contact details so that we can easily inform you about the shipments and returns of your products through the BOX NOW network.


4. Select the voucher creation method that suits your needs in the **Voucher Creation Mode** section:
 - a. Manual Voucher Issuance → Allows you to select the size of the compartment from the order management page.
 - b. Automatic Voucher Issuance → The voucher is automatically sent to your email, but without the option to select the compartment size.
5. Select **Allow Returns** if you want to allow your customers to return parcels.
 - a. By selecting **Yes**, a customer can return a parcel to you with the same voucher they received it with.
 - b. By selecting **No**, parcels cannot be returned to you.
6. In the **Widget Options section**, you can choose according to your needs:
 - a. **Widget Display Mode**
 - i. **Popup Window** → With this option, the Locker selection map appears after the user clicks the "**Pick a locker**" button at Checkout.



- ii. **Embedded iFrame** → With this option, the Locker selection map appears as soon as the user selects BOX NOW as the shipping method.



- b. **Widget GPS Permission**
 - i. Turn on **GPS → On** to automatically display the nearest lockers based on the end customer's location.
 - ii. If you don't want lockers to be displayed based on GPS, you can select **Off**.

 **Tip:** For this to work properly, don't forget to go to WooCommerce General Settings

and set up **Geolocate** in the **Default customer location field**.

c. **Allow Locker Change on Thank You Page**

- i. Selecting **Yes** allows the end customer to change or set the locker they want on the **Thank You page** if they forgot.
- ii. Selecting **No** does not give them this option.

i If the user has not selected BOX NOW as the shipping method, nothing will be displayed on the Thank You Page.

7. In the **Button & Customization** section, you have the option to format the BOX NOW button as follows:

- a. **Change Button Background Color** → Changes the color of the "**Pick a Locker**" button at checkout.
- b. **Change Button Text** → Changes the text of the "**Pick a Locker**" button at checkout.
- c. **Change Message Text** → Changes the message displayed to the customer when no locker has been selected..

i In the last section of this guide, there are additional steps for customizing the iFrame.

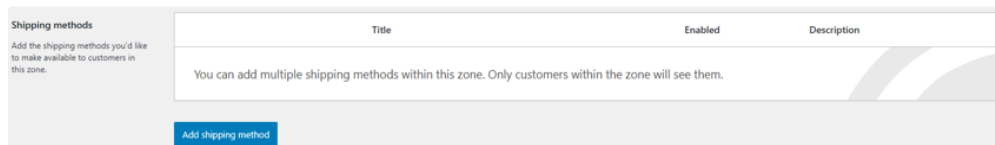
Step 3 - Add BOX NOW to Shipping Zones

In order for BOX NOW to appear as a shipping method at checkout, you must first add it to the corresponding **Shipping Zones** in your **WooCommerce** settings. To do this, go to:

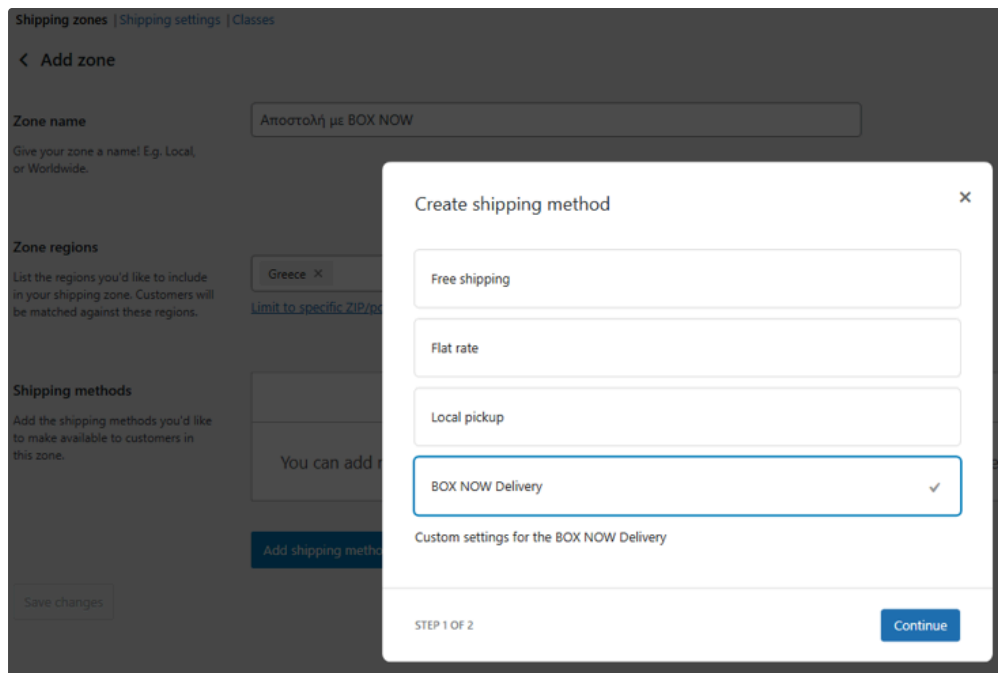
- 1. **WooCommerce** → **Settings** → **Shipping** tab.
- 2. Make sure you have zones available for each country from the countries shipping with BOX NOW as defined in your contract. e.g. (Greece, Cyprus, Bulgaria)

! It is important to have separate zones so that you can set separate charges for each country in your contract.

- 3. For each zone you need to include BOX NOW, edit the zone by clicking **Edit**.
- 4. Then select "**Add shipping method**".

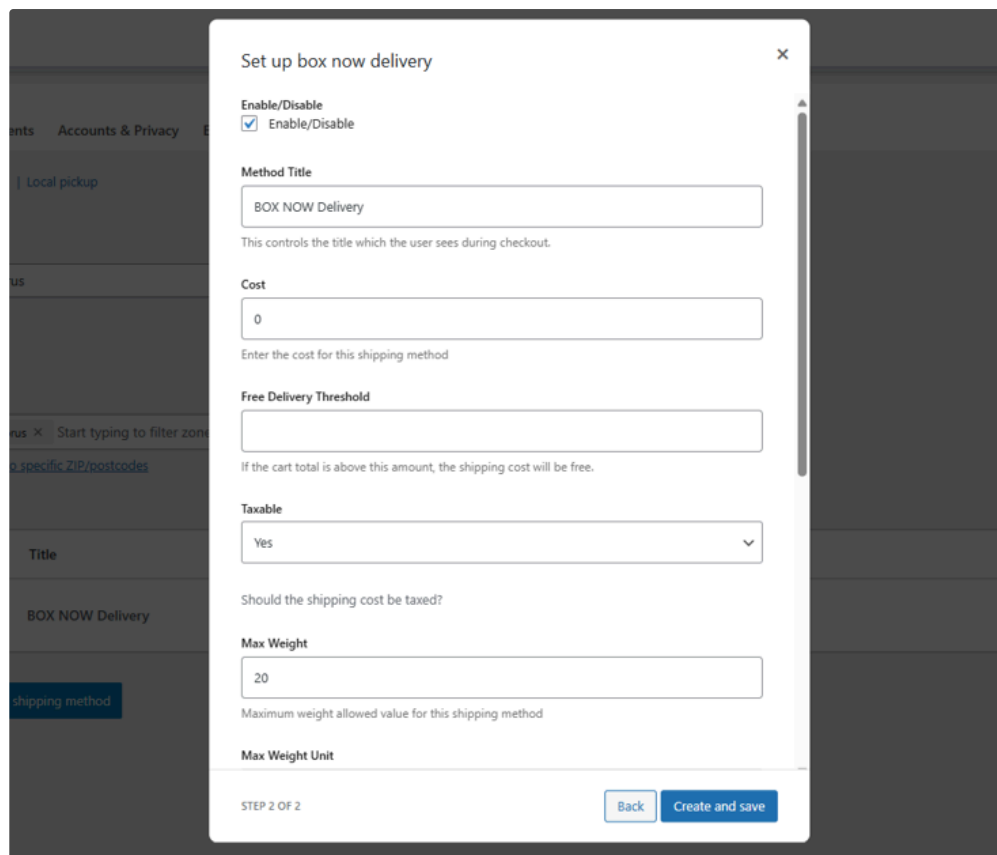


- 5. Finally, select **BOX NOW Delivery** and click **Continue**.




6. At this point, you can configure the various settings for the shipping method as explained below.

Step 4 - BOX NOW Shipping Carrier & Cash on Delivery Settings




1. **Enable/Disable** → Enable or disable the shipping method.

2. **Method Title** → This is the name of the shipping method as it appears at checkout.
3. **Cost** → This is the cost for the shipping method.
4. **Free Delivery Threshold** → Optionally, you can set a maximum cart value where, if exceeded by the customer, shipping is free.
5. **Taxable** → Choose whether VAT will be charged for the shipping method.
6. **Max Weight** → Set the maximum weight limit for the shipping method. If a product exceeds this limit, BOX NOW will not be available for the order.

 *Consult your sales team and your contract to set the appropriate limits for the respective zones. Limits vary from country to country and are subject to change.*

7. **Max Weight Unit** → Select the weight measurement unit. Make sure it matches your selection in the WooCommerce settings in **WooCommerce** → **Settings** → **Products** → **Measurements** → **Weight unit**
8. **Max Package Dimensions** → Here you will see the maximum possible dimensions for shipments via BOX NOW. They do not have to match your selection in the WooCommerce settings, as the calculation is done automatically based on your settings, at checkout.
9. **Cash on delivery custom description settings**
 - a. **Enable Custom Description for COD** → Select this option to be able to set the text below.
 - b. **Custom COD Description** → Here, set the description text for cash on delivery as **BOX NOW PAY ON THE GO! (Αγόρασε τώρα, πλήρωσε κατά την παραλαβή online.)**

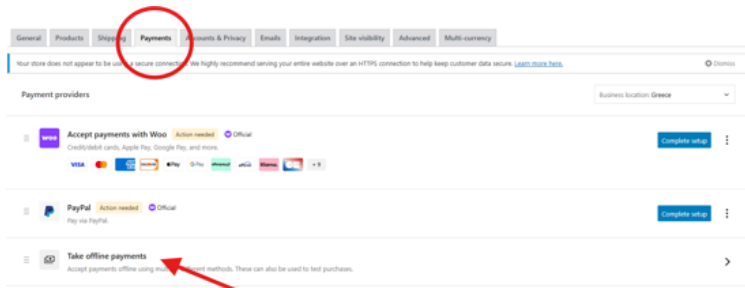
 Warning! The settings above must be configured separately for each **Shipping Zone** in which you wish to offer delivery via **BOX NOW**.

 Not sure what the BOX NOW PAY ON THE GO! service is?
Send us an [email](#) and we will help you!

Optional Step - Activating Cash on Delivery with BOX NOW

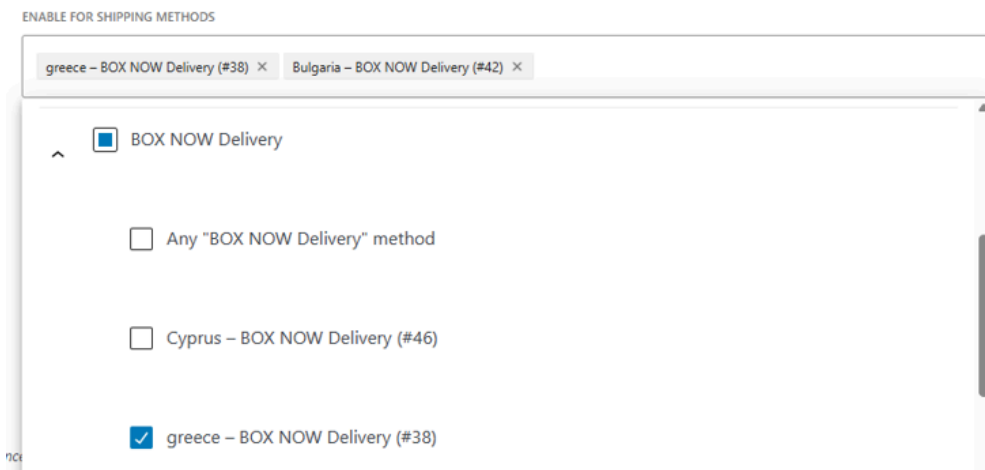
If you want to activate the special **BOX NOW PAY ON THE GO!** cash on delivery option, follow these steps:

1. In **WooCommerce** → **Settings** → **Payments** → **Take offline payments**
2. Select Manage in **Cash on delivery**



3. Select the **Enable cash on delivery payments** checkbox.
4. In the Enable for shipping methods box, select **BOX NOW**

⚠ Please note that at this point, BOX NOW will appear for each zone that is enabled. Select the zones carefully as instructed by the sales team and according to your contract.



5. Don't forget to **uncheck** the "**Accept for virtual orders**" box, as it allows cash on delivery for digital orders.

⚠ **Caution:** Pay special attention to the cash on delivery settings and only activate them once you have contacted BOX NOW, as configuration errors may result in orders being completed **without you receiving payment**.

BOX NOW is not responsible for errors in the interface or if the instructions are not followed correctly.

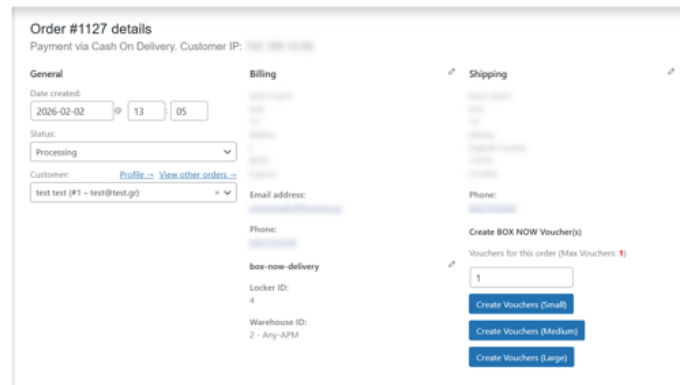
ℹ If you **do not want** the cash on delivery service to be active, remove **BOX NOW** from **Cash on delivery payments** and let us know so that we can deactivate it systemically.

Step 5 - Create Shipping Vouchers

When your customer completes an order with **BOX NOW**, you will be able to create shipping **vouchers** according to the settings you have defined in **Step 2:**

1. **Manual Voucher Issuance** (Recommended)

With manual voucher issuance, you will have the best possible control over your orders. When you enter the Admin Order Page for an order that has BOX NOW as the shipping method, you will see a new section below the Shipping and Billing section.



In this section, you can view and edit information about the order.

Before issuing a voucher, this information includes:

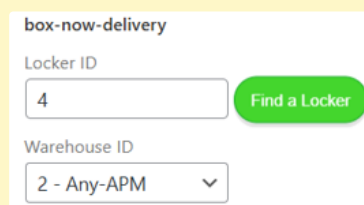
Locker ID → This is the code of the locker selected by the customer.

Warehouse ID → This is a list of the warehouses you have specified in the Plugin settings in **Step 2**.

Vouchers for this order → This is the number of vouchers you want to issue for this order. Just above, you can also see the maximum number of vouchers that can be issued for this order.

Create Voucher → These are the three different compartment sizes you can choose from. Once you click the corresponding button, the corresponding number of vouchers will be created **according to the number** you selected **above**.

⚠️ If for some reason you need to change or cannot see the Locker ID, you can click on the pencil icon to edit the field. You can do this either manually or by opening the map by clicking the **Find a Locker** button. After making the changes, don't forget to **Update** your order.



After issuing vouchers for the order, you will see 3 new options in the form of buttons.

Phone:

box-now-delivery

Locker ID:
4

Warehouse ID:
2 - Any-APM

Create BOX NOW Voucher(s)

Vouchers for this order (Max Vouchers: 1)

Create Vouchers (Small)

Create Vouchers (Medium)

Create Vouchers (Large)

Green → You will see the voucher number. By clicking on the button, you can print the corresponding voucher.

Red → You can cancel a voucher.

Orange → You can quickly see where a parcel is located on the BOX NOW tracking page.

2. Automatic Voucher Issuance

With automatic voucher creation, you don't have any additional options on the **Admin Order Page**. Once an order has been moved to **Status → Completed**, you will receive the corresponding voucher via the email address you specified in the plugin settings in **Step 2**.

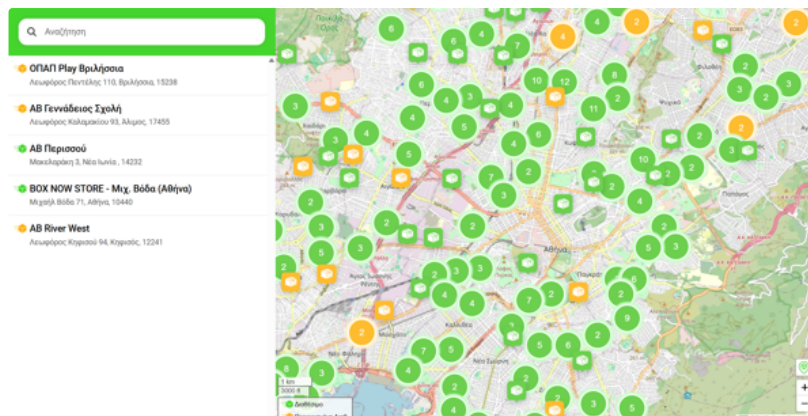
Optional Step - Customizing the Pick a locker button

In addition to selecting the color and text of the button in the plugin settings, you can further customize it via CSS:

```
1 | .plugin-boxnow-map .button-to-open-map { your style here; }
```

To display the map in another location in your Eshop, select the iFrame and set the following code in the element where the iFrame will appear.

```
1 | [add-boxnow-mapiframe]
```



Need help?

If you have any questions about integrating our solutions, please don't hesitate to contact us at our support [email](#) address.