User Guide

Colissimo module for Magento 2 (Adobe Commerce)

1 Installation

Before you begin, make sure you have the following minimum supported versions :

- PHP 7.4
- Magento 2.4.1

The installation of the Colissimo module is done in the same way as for the other modules, on the command line with dialer.

The procedure is subject to change by Adobe, so you can consult their official guide if you are unsure.

- In a terminal, go to the main folder of files on your site
- Run the following commands:
    - Composer require laposte/magento2-colissimo-module
    - bin/magento setup:upgrade
    - bin/magento setup:di:compile

The module is now installed, you can refresh your site's cache and/or regenerate the static with the following commands:

- bin/magento cache:flush
- bin/magento static:content:deploy

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2 Configuration

Once the module is installed and activated, you will be able to find its settings in three separate parts.

The first 2.1 contains the global settings of the module, allowing you to specify the delivery methods you want to make available to your customers when they shop.

The second 2.2 contains all the options for customizing the module's features, as well as a step-by-step tutorial to set up the module.

The last 2.3 allows you to customize the shipping rates for each method per country.

You can find a step-by-step configuration guide at any time in the first section of the Colissimo settings, in the menu **Shops => Configuration => Sales => La Poste Colissimo Advanced configuration => Setting up the module**

2.1 Global configuration

This page is accessible in the menu **Shops => Configuration => Sales => Delivery methods => La Poste Colissimo**

You will first find links to the advanced 2.2 configuration and to the 2.3 delivery rate configuration.

Calculate the shipping price before coupons are applied

The 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.

Display the logo of the delivery methods on the order tunnel

The Colissimo logo will then be displayed when making a purchase just before the name you have chosen for your methods.

Shipping Methods

	€0.00		Free	Free Shipping - Livraison gratuite
○	€5.00		Fixed	Flat Rate
○	€5.31	colissimo	Colissimo pickup point	Colissimo
○	€6.71	colissimo	Colissimo domicile sans signature	Colissimo
○	€7.71	colissimo	Colissimo Domicile avec signature	Colissimo

Colissimo Home without signature

Enable or disable this delivery method globally with this option.

Signature-free shipping is available in a limited number of countries. You
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 module will automatically hide the method.

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Name

The name of the method displayed on the order tunnel for your customers.

Free Shipping

If this option is enabled, this method will always be free for your customers when eligible.

The conditions and rates that you set 2.3 will be ignored.

Colissimo Home with signature

Enable or disable this delivery method globally with this option. This method is

available for all countries served by Colissimo.

Name

The name of the method displayed on the order tunnel for your customers.

Free Shipping

If this option is enabled, this method will always be free for your customers when eligible.

The conditions and rates that you set 2.3 will be ignored.

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.

Colissimo Home with signature – DDP option

Enable or disable this delivery method globally with this option.

This method is available for a limited number of countries, listed in the section dedicated to DDP 2.2.7.

Name

The name of the method displayed on the order tunnel for your customers.

Free Shipping

If this option is enabled, this method will always be free for your customers when eligible.

The conditions and rates that you set up 2.3 will be ignored, but any additional costs 2.2.7 will be applied.

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Colissimo Pick-up Point

Enable or disable this delivery method globally with this option.

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

Name

The name of the method displayed on the order tunnel for your customers.

Free Shipping

If this option is enabled, this method will always be free for your customers when eligible.

The conditions and rates that you set 2.3 will be ignored.

Colissimo International (Obsolete)

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 available methods and their delivery rates.

2.2 Advanced configuration

This menu is divided into sections by feature, for simplicity.

The first section tells you what you need to put in place for proper operation, including:

- Link your Colissimo account
- Enable delivery methods
- Enter the original address for your labels
- Enter the weight of your products

2.2.1 General configuration

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 (https://www.colissimo.entreprise.laposte.fr) website.

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.
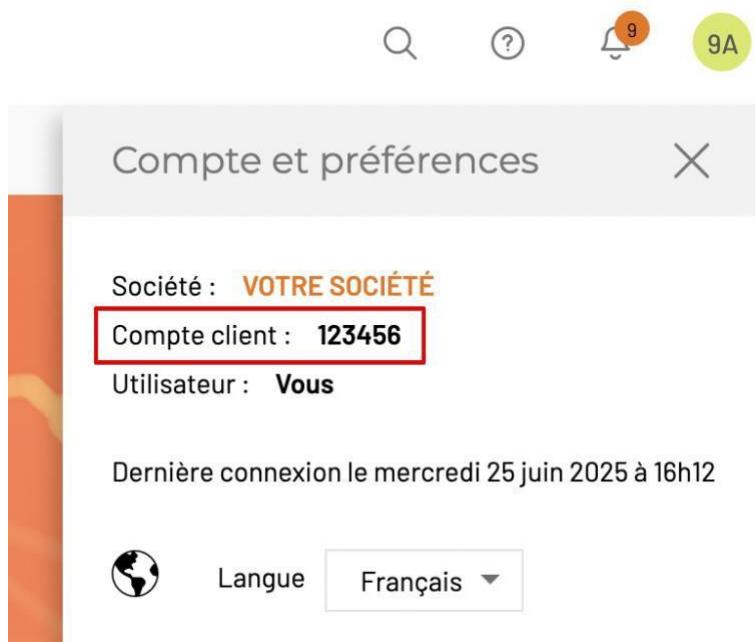
Password

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.

Web Services Connection Key

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

Parent account reference

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 so on your account management. An auto-connect link is available above this option called "Service settings".

2.2.2 Tags go

Delegate label generation to ColiShip?

If this option is enabled, you will not be able to generate a label via the module, and an option to import labels will then be available in the Sales menu = **Colissimo >** **=> ColiShip**

Label Print Format Go

PDF labels are printed using an ink printer, while ZPL or DPL labels are printed using a thermal printer.

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.

Order status for label generation

You can set up the module so that a shipping label is automatically generated when the status of the corresponding order changes to one of the selected statuses. It is recommended that you do not choose the status "Complete", or one of the statuses selected in the options allowing automatic change of order status.

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 when the order is partially shipped

In the event that you need to ship an order in multiple packages, you can choose to change the order status when the first label is generated.

Sending the follow-up email

You can choose to trigger an automatic notification email to be sent to customers that includes the tracking link as well as their tracking number. Note that this email is independent of any notification emails sent by Colissimo services.

Use COD?

If this option is enabled, your customers will have to pay for their order when the package is delivered. You will still have to pay the delivery costs.

This option is only available for deliveries within metropolitan France, and for intra-DOM deliveries.

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.

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.

Recommendation level

You can send your parcels by registered mail, note that this option is incompatible with the insurance option.

Generate the customs declaration (CN23)?

This option must be enabled if you plan to ship your packages internationally. A CN23 file will then be automatically generated with your labels, simplifying your customs formalities.

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 tarifdouanier.eu website

Custom attribute name, HS code

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

In the event that the DDP is active for the French Overseas Departments and Territories, you can apply an additional cost to the delivery rate in order to pass on the cost of customs fees.

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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.

Number of CN23 documents to be generated

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

CN23 Document Print 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).

2.2.3 Secure delivery

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.

Minimum order value for secure code

When Secure Shipping is active, you can choose to apply it only if the total cart price exceeds a certain amount.

Maximum order value for secure code

When Secure Shipping is active, you can choose to apply it only if the total cart price does not exceed a certain amount.

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2.2.4 Return Labels

Creation of return labels available to the customer

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.

Number of days customers can download the return label

In case you allow your customers to make a return, you can choose 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 on the 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.

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.

Print format for return labels

Most customers do not own a thermal printer. Therefore, it is advisable to choose a PDF format if customers are allowed to generate their 2.2.4 labels.

Display the name of the return service on the return label

You can optionally choose to display a name for the return on the label, which the customer will see and can easily identify.

Name of the return service

The name to be displayed on the label must be alphanumeric text.

Display the order number on the return label

The order number will then be displayed at the top of the label, as "Customer ID" as well as in the summary area.

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.

Sending the email with the return label

The label will be sent to the customer by email at the time of its creation. It contains the order number, the date of purchase and the return label.

Number of days for purging return labels (days)

The generated labels are stored on your site and can take up space. This option allows you to clean up old labels (while retaining build and trace information). You will no longer be able to download or print the generated labels.

2.2.5 Pick-up point

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.

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.

Display Mode

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 Open Street maps (free).

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.

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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 5.2 step-by-step tutorial.

Maximum number of collection points displayed

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

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.

2.2.6 Pickup in my mailbox

Allow mailbox returns

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.

2.2.7 Delivery duties paid

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 Debug and Development

Debug Mode

For each action performed by the module, logs are collected if this option is active. They can be useful in order to identify a problem with label generation, for example.

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

Log Lifetime (Days)

You can customize the number of days that the collected logs are retained. They will be automatically cleaned up when new logs are collected.

See the latest logs

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

Download the full log

Can be useful if you need to see all the logs collected. Prefer this option when support asks you to provide them with the logs.

Version du module Colissimo

Displays the current version of the module. Make sure you have the latest version of the module before contacting support, as your issue may have already been resolved.

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).

Module Support

Contact this email address if you have a problem with the module (broken page or feature for example).

2.3 Rate configuration

When the module is activated for the first time, the Colissimo rates for the current year are automatically created according to the zones (France, International zone 1 to 6 and Overseas 1 and 2). Non-eligible methods for certain countries do not have pre-configured pricing.

These rates must be provided excluding taxes. They can be replaced and personalized as you wish, this will only apply to what you invoice your customers, and will not impact your invoicing with Colissimo.

This configuration can be found in the menu **Sales => Colissimo => Price list**

	ID ↓	Méthode	Zone	Poids minimum du panier	Poids maximum du panier	Prix minimum du panier	Prix maximum du panier	Prix	Action
☐	86	Colissimo Domicile sans signature	Zone France	0	0.25	0	-	5.96	Choisir ▾
☐	87	Colissimo Domicile sans signature	Zone France	0.251	0.5	0	-	6.71	Choisir ▾
☐	88	Colissimo Domicile sans signature	Zone France	0.501	0.75	0	-	7.5	Choisir ▾
☐	89	Colissimo Domicile sans signature	Zone France	0.751	1	0	-	8.14	Choisir ▾
☐	91	Colissimo Domicile sans signature	Zone France	2	3.5	0	-	10.01	Choisir ▾
☐	92	Colissimo Domicile sans signature	Zone France	3.001	4	0	-	10.92	Choisir ▾
☐	93	Colissimo Domicile sans signature	Zone France	4.001	5	0	-	11.8	Choisir ▾
☐	94	Colissimo Domicile sans signature	Zone France	5.001	6	0	-	12.35	Choisir ▾

2.3.1 Add a new rate

Nouveau Prix

← Retour   Enregistrer et continuer la modification   **Sauvegarder le prix**

Général

Méthode	Colissimo Domicile sans signature
Zone	Zone France
Catégories de produit	Equipements × Vestes × Hoodies ×
Poids minimum du panier *	0
Poids maximum du panier	
Prix minimum du panier *	0
Prix maximum du panier	
Prix *	10

By clicking on the "Add a new rate" button, you will be asked to fill in the conditions of application and the amount:

- **Method** : Which delivery method is affected
- **Zone** : You can choose to apply this rate to a specific country, or to an entire zone
- **Product categories** : Optional, you can apply this price to one or more categories of items only. If at least one of the products in the cart does not match, this price will not be taken into account
- **Minimum Basket Weight** : Can be set to 0 if you prefer to base the rate on the basket price.
- **Maximum basket weight** : Optional, must be less than 30kg (or 20kg for sending to a collection point).
- **Minimum cart price** : Can be set to 0 if you prefer to base the price on the weight of the cart.
- **Maximum cart price** : Optional.
- **Price** : The amount your customer will have to pay for delivery. Can be set to 0 for free shipping.

Note that methods not provided by Colissimo for a given country will not be displayed, even if you set a rate for it. For example, sending without a signature to Luxembourg is not available.

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If several price brackets correspond to the basket, the cheapest will be taken.

2.3.2 Export / import of prices

You can export and import your rates in CSV format. The export is done using the corresponding mass action:

The import is done via the "Import prices" button and expects a CSV file with exactly the same format as the one downloaded during an export.

The expected columns are as follows, without capitalization:

- **method** : the delivery method concerned
  - o domiciless => without signature
  - o domicileas => with signature
  - o homeasddp => with signature DDP option
  - o PR => pick-up point
- **area** : the geographical area concerned. Must be the two-letter country code or area code from ZFR, Z1, Z2, Z3, Z4, Z5, Z6, OM1, OM2 or OTHER
- **weight_min** : the minimum basket weight, or 0
- **weight_max** : the maximum weight of the basket, or empty
- **price_min** : the minimum basket price, or 0
- **price_max** : the maximum price of the basket, or empty
- **Price** : the price for delivery

Numeric values should use a period for decimal places, not a comma.

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3 Additional menus

In addition to the configuration part, a new Sales **= Colissimo menu** > has been added to allow you to easily manage shipments with Colissimo.

A dashboard is available to you to have a quick overview of recent orders.

3.1 Shipments

This listing shows the shipments created for orders made with one of the Colissimo methods.

3.1.1 Create Labels in Bulk

Thanks to the mass actions, you will be able to generate, print and delete labels for all selected shipments:

3.1.2 Update Colissimo statuses

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

3.1.3 Scan slip

This action allows you to generate a slip from labels. To do this, you will need to scan the barcode on the labels using a scanner connected to your machine.

If a wrong barcode is used, the system will recognize it and not take it into account.

When the "Send" button is clicked, the remittance slip is generated.

3.2 Slips

This page simply summarizes the existing delivery slips and the packages attached to them. You can delete the selected slips via a mass action , and download the slips.

3.3 ColiShip

This page is available only if you delegate label generation to ColiShip 2.2.2.

On this page, you will be able to generate an export of the orders that you will have to import into ColiShip. An FMT file is made available in order to correctly configure the import columns in ColiShip.

You will also be able to import the labels generated by ColiShip on this page so that tracking information is available on shipments for your customers.

The imported file must be a CSV with the following format (the first line is optional):

ParcelNumber,OrderNumber
6M21228508383,123
CB298811275FR,456

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 find his tracking number , as well as the colissimo tracking link for the corresponding package(s).

4.2 Make a return

If you allow your customers to generate their own 2.2.4 return labels, then they will be able to do so from an order page by clicking on the "Return Products" tab and selecting the products to be returned.

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

Commande #000000872   COLISSIMO PRÊT À ÊTRE EXPÉDIÉ

8 juillet 2025

Renouveler   🖶 Imprimer la commande

Articles commandés	Factures	Livraisons de la commande	Retourner des produits

Votre étiquette 8R48837741918 a été générée

Comment retourner votre colis ?

1. Emballez vos produits.

2. Imprimez votre étiquette et collez-la sur votre colis.

3. Déposez votre colis au 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.

Dépot de colis retour en boîte aux lettres

Adresse de retour

Adresse depuis laquelle le retour sera fait :
    Client
    54 avenue du client
    69007, Lyon
    FR

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'enlevement dans ma boîte aux lettres

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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:

- Entering your store's address in Stores => Configuration => Sales => Shipping settings => Origin
- Enter a weight on each of your products
- Add your credentials or login key in Advanced Configuration 2.2.1

You can then simply activate the Colissimo methods in Shops => Configuration => Sales => Delivery methods => La Poste Colissimo.

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

- the price grid must be completed 2.3
- The correct unit of weight is used in the price grid
- the method is served by Colissimo for the country in question
- The total weight of the basket 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

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- 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 2.2.5

5.3 Free orders

There are several ways to generate the labels for your packages. You can generate them automatically 2.2.2, in bulk 3.1.1 or via ColiShip 3.3, but you also have the option to generate them "manually" from a shipment.

Go to the order edit page in the Sales **= > Orders menu** and, once the invoice has been generated, you will be able to create a shipment. You will then have two ways to create a label.

You can do this when creating the shipment, by checking the "Create delivery label" box:

Articles à expédier

Produit	Qté	Qté à Expédier
Push It Messenger Bag SKU: 24-WB04	Commandé 1 Facturé 1	1

Total de l'expédition

Commentaires de livraison

Texte du commentaire

Options d'Expédition

☑ Créer l'étiquette de livraison

☐ Ajouter les commentaires

☐ Envoyer une copie de la livraison par email

Valider l'expédition...

You can also create the label after the shipment has been validated, by opening it and going to its "Shipping and tracking information" section.

Informations de livraison et de suivi

Colissimo - Colissimo Domicile avec signature
Montant total de la livraison: **7,71 €**

Créer l'étiquette de livraison...

Transporteur	Titre	Numéro	Action
Valeur Personnalis ▾			Ajouter

In both cases, an additional step will ask you to specify which products to include (beware of weight and size units that are not pre-selected).

Créer les paquets ✕

| Annuler | Ajouter un Colis | Enregistrer |

Package 1   Ajouter des produits au Colis

Type	Poids total		Longueur	Largeur	Hauteur	
▾	0.5	kg ▾				cm ▾ 🗑

	Nom du produit	Poids	Qté commandée	Qté	
☑	Push It Messenger Bag	0.5000	1	1	Supprimer

5.4 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 a 5.3 shipment.

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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 and then create two labels with the right products:

5.5 Ship internationally

In order to ship internationally, you will need to fill in the customs options in Advanced Setup 2.2.2.

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. So, you need to fill in the right information about your products.

If all your products have the same HS code, you can enter it globally in settings 2.2.2.