

User guide

Colissimo module for Magento 2
(Adobe Commerce)

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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 the other modules, on the command line with composer.

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:
 - o composer require laposte/magento2-colissimo-module
 - o bin/magento setup:upgrade
 - o 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

2 Configuration

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

The first one ([2.1](#)) contains the global settings of the module, allowing you to specify the shipping methods you want to make available to your customers during their purchase.

The second one ([Error! Reference source not found.](#)) 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 **Stores => Configuration => Sales => La Poste**

Colissimo Advanced Setup => Module setup

2.1 Global configuration

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

You will first find links to the advanced **Error! Reference source not found.** configuration and to the [2.3](#) delivery rate configuration.

Calculate shipping cost from the cart price before applying coupons

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 shipping methods logo on checkout

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

Shipping Methods

<input type="radio"/>	€0.00	Free	Free Shipping - Livraison gratuite
<input type="radio"/>	€5.00	Fixed	Flat Rate
<input type="radio"/>	€5.31	 Colissimo pickup point	Colissimo
<input type="radio"/>	€6.71	 Colissimo domicile sans signature	Colissimo
<input type="radio"/>	€7.71	 Colissimo Domicile avec signature	Colissimo

Colissimo Domicile without signature

Enable or disable this shipping method globally with this option.

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 module will automatically hide the method.

Name

The name of the method displayed on the checkout 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 will be ignored ([2.3](#)).

Colissimo Domicile with signature

Enable or disable this shipping method globally with this option. This method is available for all countries served by Colissimo.

Name

The name of the method displayed on the checkout 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 will be ignored ([2.3](#)).

Sending service for certain countries

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

Colissimo Domicile with signature - DDP Option

Enable or disable this shipping method globally with this option.

This method is available for a limited number of countries, listed in the section dedicated to DDP [Error! Reference source not found..](#)

Name

The name of the method displayed on the checkout 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 [Error! Reference source not found.](#) will be applied.

Colissimo Pick-up Point

Enable or disable this shipping method globally with this option.

Pick-up point 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 checkout 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 will be ignored ([2.3](#)).

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 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.

Web services application key (recommended)

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*

Prénom*

Fonction*

Téléphone*

Email*

Confirmer Email*

Fax

Clé de connexion aux Web Services

 319D... 3650

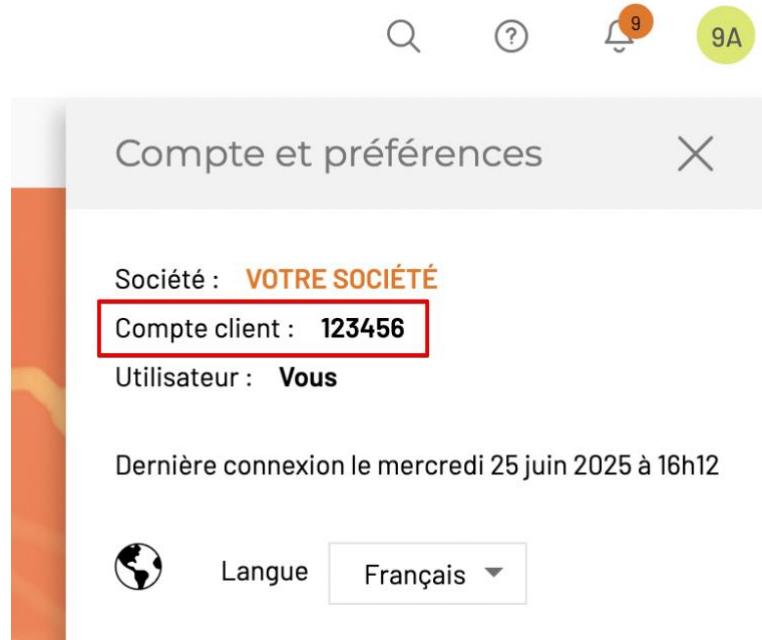
Regénérer

Identifiant*

User name

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

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.

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 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 Checkout page

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.

2.2.3 Outward labels

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

Outward label print format

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.

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

Order status to generate label

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 label is generated, even if it is automatically generated by another option.

Order status when order is partially shipped

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

Send tracking 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 cash on delivery?

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 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.

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.

Registered mail level

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

Use Customs Declarations?

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.

HS code attribute

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.

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 outside 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

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

EORI number

The Community Identification Number can be found on the douane.gouv.fr site by following their instructions.

United Kingdom EORI number

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

Number of CN23 documents to generate

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

CN23 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).

2.2.4 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.

2.2.5 Secured shipping

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.

Minimum order value for the secured 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 the secured code

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

2.2.6 Return labels

Return label creation is available for the client

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.

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 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 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.

Return label print format

Most customers do not own a thermal printer. Therefore, it is advisable to choose a PDF format if customers are allowed to generate their labels [2.2.6](#).

Show service information on 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.

Service information

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

Show order reference on 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 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.

Send return label email

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 to consider a return label for purging (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 tracking information). You will no longer be able to download or print the generated labels.

2.2.7 Relay point

Automatically select the nearest relay point

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 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.

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).

Customize widget

Enables options to 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..](#)

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.

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.

2.2.8 Mailbox pick-up

Allow MailBox Pickup

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.

2.2.9 Delivery Duty 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 checkout, you can choose to display an informational message, specifying for example what the DDP entails.

2.2.10 Debug and Développement

Debug mode

For each action performed by the module, logs are collected if this option is active. They can be useful 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 information 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 last logs

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

Download 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.

Colissimo module version

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

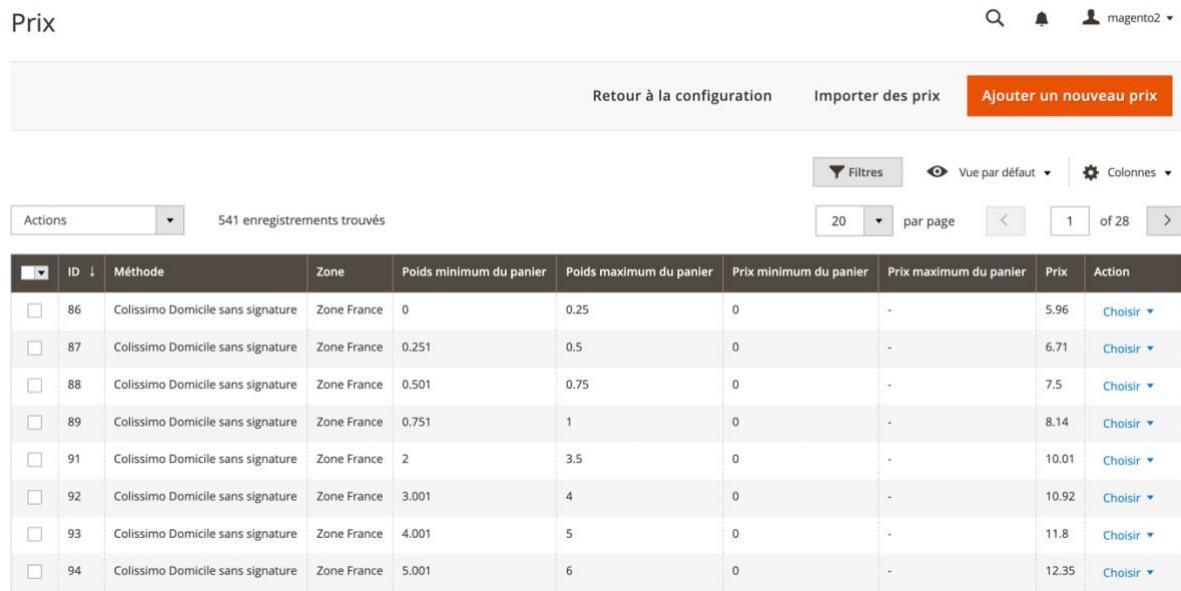
Contact this email address if you have a problem with the module (broken page or feature for example).

2.3 Prices 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 ranges**

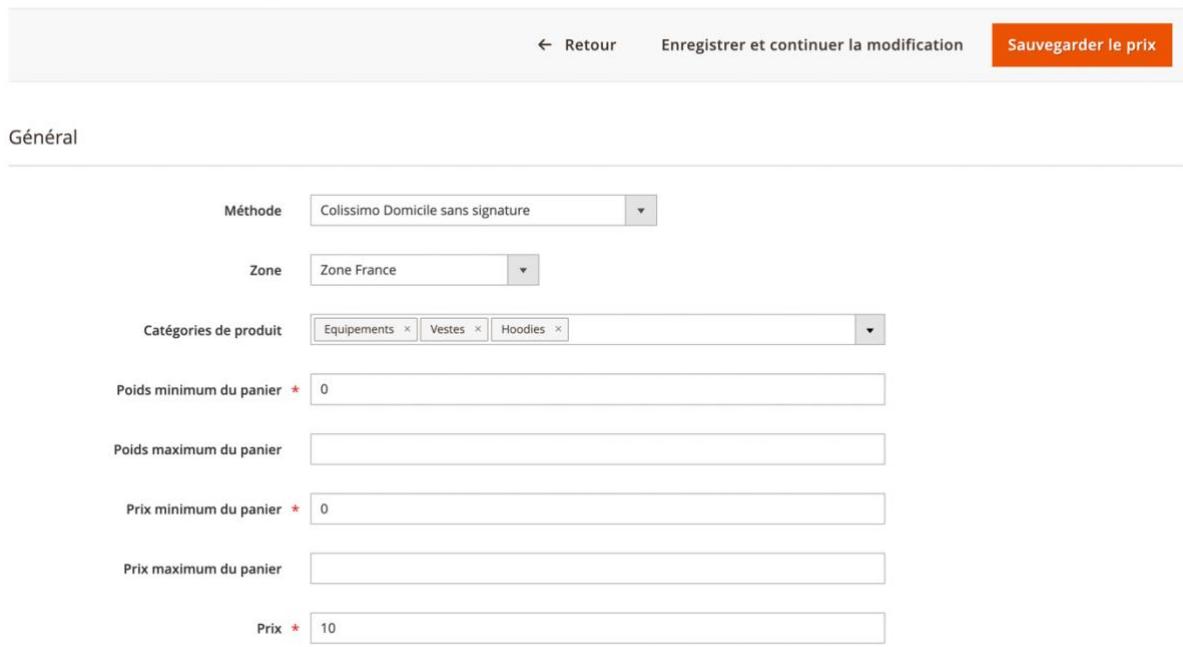


The screenshot shows the 'Price ranges' configuration page in the Magento Admin Panel. The top navigation bar includes a search icon, a notifications icon, and a user icon labeled 'magento2'. The main header has buttons for 'Retour à la configuration', 'Importer des prix', and 'Ajouter un nouveau prix'. Below the header, there are filters for 'Filtres', 'Vue par défaut', and 'Colonnes', along with a page navigation section showing '20 par page', '1 of 28', and arrows. A table lists 541 price ranges. The columns are: Actions, ID, Méthode, Zone, Poids minimum du panier, Poids maximum du panier, Prix minimum du panier, Prix maximum du panier, Prix, and Action. Each row shows a method ID, name, zone, weight range, and price range, with a 'Choisir' button in the Action column.

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

2.3.1 Add new price

Nouveau Prix



The screenshot shows the 'Nouveau Prix' (New Price) form in the Colissimo extension for Magento 2. The form is titled 'Général' (General). It includes the following fields:

- Méthode:** Colissimo Domicile sans signature
- Zone:** Zone France
- Catégories de produit:** Equipements, Vests, Hoodies
- Poids minimum du panier ***: 0
- Poids maximum du panier**: (empty)
- Prix minimum du panier ***: 0
- Prix maximum du panier**: (empty)
- Prix ***: 10

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

- **Method:** Which delivery method is affected
- **Area:** 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
- **Cart weight min:** Can be set to 0 if you prefer to base the rate on the basket price.
- **Cart weight max:** Optional, must be less than 30kg (or 20kg for sending to a pick-up point).
- **Cart price min:** Can be set to 0 if you prefer to base the price on the weight of the cart.
- **Cart price max:** 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.

If several price ranges 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:

Actions		541 enregistrements trouvés (20 sélectionné)		
Exporter			Zone	Poids minimum du panier
Supprimer				
<input checked="" type="checkbox"/>	86	Colissimo Domicile sans signature	Zone France	0
<input checked="" type="checkbox"/>	87	Colissimo Domicile sans signature	Zone France	0.251
<input checked="" type="checkbox"/>	88	Colissimo Domicile sans signature	Zone France	0.501
<input checked="" type="checkbox"/>	89	Colissimo Domicile sans signature	Zone France	0.751
<input checked="" type="checkbox"/>	91	Colissimo Domicile sans signature	Zone France	2

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.

Import de prix

Sélectionner le fichier à importer *

Export Colissimo.csv

Seuls les fichiers CSV sont acceptés

The expected columns are as follows, without capital letters:

- **method:** the delivery method concerned
 - o **domiciless** => without signature
 - o **domicileas** => with signature
 - o **domicileasddp** => 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 cart weight, or 0
- **weight_max:** the maximum cart weight, or empty
- **price_min:** the minimum cart price, or 0
- **price_max:** the maximum cart price, or empty
- **price:** the price for delivery

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

3 Additional menus

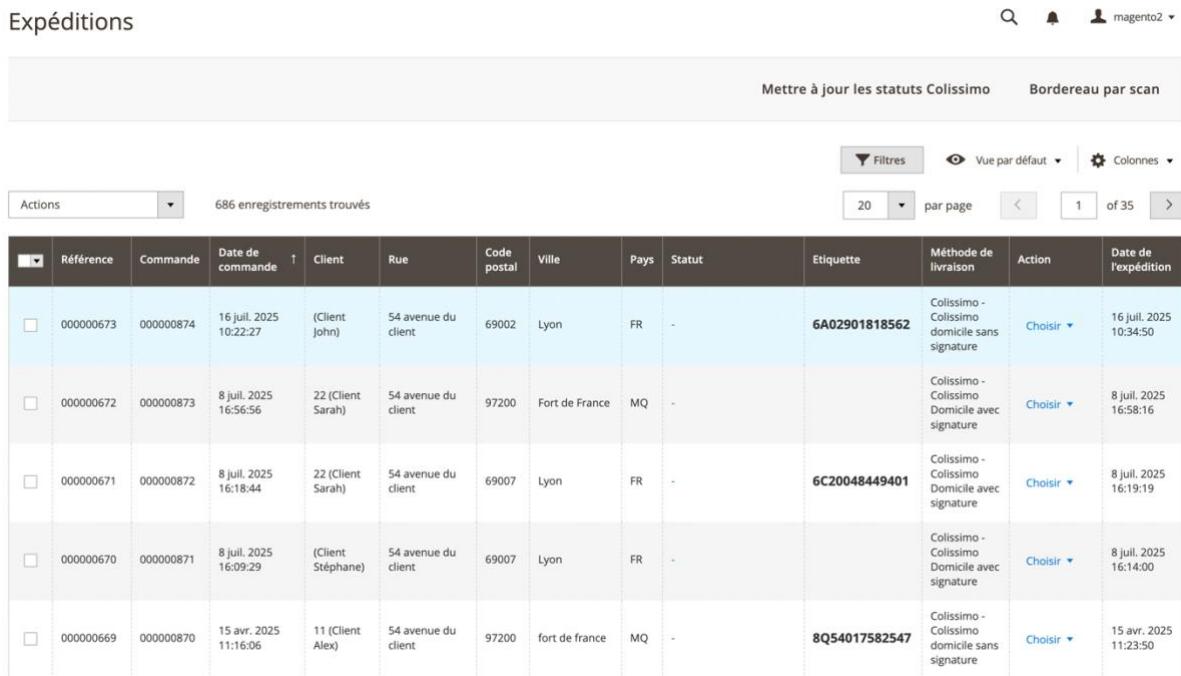
In addition to the configuration part, a new **Sales => Colissimo menu** has been added to allow you to easily manage shipments with Colissimo.

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.

Expéditions



Actions													686 enregistrements trouvés			Mettre à jour les statuts Colissimo			Bordereau par scan		
													Filtres			Vue par défaut			Colonnes		
													20 par page			< 1 of 35 >					
	Référence	Commande	Date de commande	Client	Rue	Code postal	Ville	Pays	Statut	Etiquette	Méthode de livraison	Action									
<input type="checkbox"/>	000000673	000000874	16 juil. 2025 10:22:27	(Client John)	54 avenue du client	69002	Lyon	FR	-	6A02901818562	Colissimo - Colissimo domicile sans signature	Choisir		16 juil. 2025 10:34:50							
<input type="checkbox"/>	000000672	000000873	8 juil. 2025 16:56:56	22 (Client Sarah)	54 avenue du client	97200	Fort de France	MQ	-		Colissimo - Colissimo Domicile avec signature	Choisir		8 juil. 2025 16:58:16							
<input type="checkbox"/>	000000671	000000872	8 juil. 2025 16:18:44	22 (Client Sarah)	54 avenue du client	69007	Lyon	FR	-	6C20048449401	Colissimo - Colissimo Domicile avec signature	Choisir		8 juil. 2025 16:19:19							
<input type="checkbox"/>	000000670	000000871	8 juil. 2025 16:09:29	(Client Stéphane)	54 avenue du client	69007	Lyon	FR	-		Colissimo - Colissimo Domicile avec signature	Choisir		8 juil. 2025 16:14:00							
<input type="checkbox"/>	000000669	000000870	15 avr. 2025 11:16:06	11 (Client Alex)	54 avenue du client	97200	fort de france	MQ	-	8Q54017582547	Colissimo - Colissimo domicile sans signature	Choisir		15 avr. 2025 11:23:50							

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:

Actions	682 enregistrements
Générer l'étiquette aller	
Générer l'étiquette retour	
Télécharger les étiquettes de livraison	0
Imprimer les étiquettes de livraison	9
Imprimer l'étiquette aller	9
Imprimer l'étiquette retour	7
Supprimer les étiquettes	7
Générer un Bordereau de remise	7

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 Bordereau via scan

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 "Submit" button is clicked, the remittance slip is generated.

3.2 Bordereaux

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 them.

Filtres Vue par défaut Colonnes

Actions 19 enregistrements trouvés 20 par page 1 of 1

	ID	Numéro de bordereau	Code Site PCH	Nombre de colis	Numéros des colis	Date de génération	Action
<input type="checkbox"/>	27	134	53628	5	6A25413450440,6A25414811691,6C15647974591,7Q08714697783,8Q53816220841	2023-02-09 11:53:55	Télécharger le Bordereau
<input type="checkbox"/>	26	133	53628	1	7Q08715171060	2023-02-09 11:51:04	Télécharger le Bordereau
<input type="checkbox"/>	25	131	53628	1	6A24928231063	2022-12-09 15:05:18	Télécharger le Bordereau
<input type="checkbox"/>	24	120	53628	1	6A23408337257	2022-05-03 10:29:35	Télécharger le Bordereau
<input type="checkbox"/>	23	36	53628	1	6C15008393368	2022-02-22 16:38:35	Télécharger le Bordereau

3.3 ColiShip

This page is available only if you delegate label generation to ColiShip [2.2.3](#).

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 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

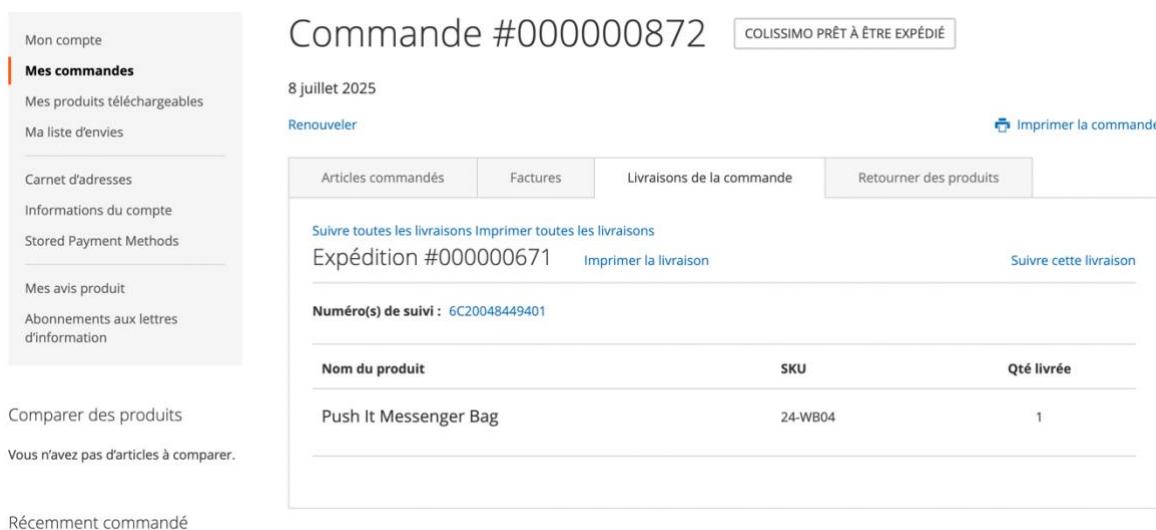
CB298811275FR,456

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).



The screenshot shows the Colissimo customer tracking interface. On the left, a sidebar menu includes: Mon compte, Mes commandes (which is selected and highlighted in orange), Mes produits téléchargeables, Ma liste d'envies, Carnet d'adresses, Informations du compte, Stored Payment Methods, Mes avis produit, Abonnements aux lettres d'information, Comparer des produits (with a note: Vous n'avez pas d'articles à comparer.), and Récemment commandé. The main content area is titled "Commande #000000872" and features a "COLISSIMO PRÊT À ÊTRE EXPÉDIÉ" button. Below this are sections for "8 juillet 2025", "Renouveler", and "Imprimer la commande". A navigation bar at the top of the main content area includes "Articles commandés", "Factures", "Livraisons de la commande" (which is selected and highlighted in orange), and "Retourner des produits". Below this, there are links for "Suivre toutes les livraisons", "Imprimer toutes les livraisons", "Expédition #000000671", "Imprimer la livraison", and "Suivre cette livraison". A table then lists the tracked item: "Numéro(s) de suivi : 6C20048449401", "Nom du produit" (Push It Messenger Bag), "SKU" (24-WB04), and "Qté livrée" (1).

4.2 Make a return

If you allow your customers to generate their own return labels (2.2.6), 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 screenshot shows the Colissimo customer return interface. The sidebar and main content area are identical to the tracking interface above, including the sidebar menu and the "Livraisons de la commande" tab being selected. The main content area is titled "Commande #000000872" and features a "COLISSIMO PRÊT À ÊTRE EXPÉDIÉ" button. Below this are sections for "8 juillet 2025", "Renouveler", and "Imprimer la commande". A navigation bar at the top of the main content area includes "Articles commandés", "Factures", "Livraisons de la commande" (which is selected and highlighted in orange), and "Retourner des produits". Below this, there is a section titled "Sélectionnez les produits à retourner" with a table for selecting products to return. The table includes columns for "Produit" (checkboxes), "Quantité" (dropdown menu), and a "Générer l'étiquette retour" button. A note "Dépot de colis retour en boîte aux lettres" is also present.

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'enlèvement dans ma boîte aux lettres

5 Use cases

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 Stores => 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 weight unit 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 ([2.2.7](#)) for the pickup 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 [2.2.7](#).

5.3 Process shipments

There are several ways to generate the labels for your packages. You can generate them automatically [2.2.3](#), 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	<input type="text" value="1"/>

Total de l'expédition

Commentaires de livraison	Options d'Expédition
Texte du commentaire <input type="text"/>	<input checked="" type="checkbox"/> Crée l'étiquette de livraison <input type="checkbox"/> Ajouter les commentaires <input type="checkbox"/> 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	<input type="text"/>	<input type="text"/>	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).

Nouvelles étiquettes de livraison

Créer les paquets

[Annuler](#) [Ajouter un Colis](#) [Enregistrer](#)

Package 1 [Ajouter des produits au Colis](#)

Type	Poids total	Longueur	Largeur	Hauteur
<input type="text"/> <input type="button" value="▼"/>	0.5 kg <input type="button" value="▼"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> cm <input type="button" value="▼"/> Supprimer

	Nom du produit	Poids	Qté commandée	Qté
<input checked="" type="checkbox"/>	Push It Messenger Bag	0.5000	1	<input type="text"/> 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 shipment [5.3](#).

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:

Nouvelle livraison

← Retour

Réinitialiser

Assurance Colissimo

Utiliser l'assurance Colissimo ?

Montant personnalisé de l'assurance

Colissimo Multi colis

Utiliser l'envoi multi colis

Nombre de colis

Articles à expédier

Produit	Qté	Qté à Expédier
Push It Messenger Bag SKU: 24-WB04	Commandé 3 Facturé 3	<input type="text" value="3"/>

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

5.5 Ship internationally

To ship internationally, you will need to fill in the customs options in advanced Setup [2.2.3](#).

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 [2.2.3](#).