



⚡ What does the BOX NOW Shopify App offer

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Do you need help?

⚡ What does the BOX NOW Shopify App offer

- ♦ **Select BOX NOW Locker:** Your customers can choose a locker right from the cart page.
- ♦ **Manage Orders:** Easily keep track of orders, shipments, and vouchers.
- ♦ **Filter Orders:** Quickly find all orders shipped with BOX NOW.
- ♦ **Handle Vouchers:** Create, cancel, and print voucher labels.
- ♦ **Bulk Actions:** Apply actions to multiple vouchers simultaneously.

Installation

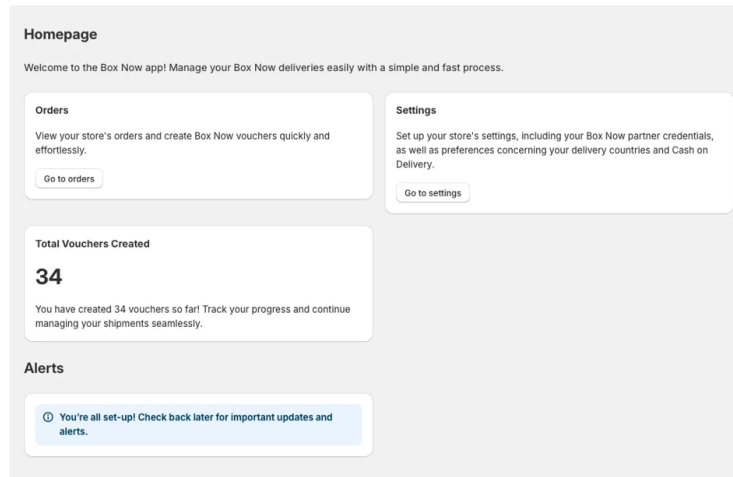
Install our app from here: [Box Now - Automated process for Box Now parcel delivery lockers.](#) | [Shopify App Store](#)

Once it appears on the left, you can click the pin 📌 on the BOX NOW app so that it is always displayed on the sidebar.

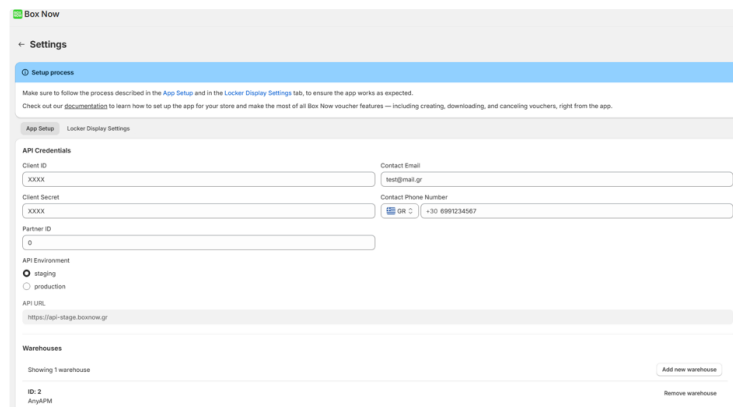


Before installing the app, make sure you **haven't** already manually created shipping rates named BOX NOW (Settings → Shipping & Delivery → General Shipping Rates), otherwise, it will appear twice for your customers.

When you first open the app, you'll see two main sections: **Orders** and **Settings**. On the **home page**, all the vouchers you've created will be displayed, along with relevant notifications.



Setting Up the BOX NOW App



Step 1 - Setting Up Credentials

Fill in the fields with the details you received in your email:

- Client ID
- Client Secret
- Partner ID
- Contact Email
- Contact Phone Number
- Depending on your integration phase, choose **Stage** or **Prod** in the API URL field.
- Set the Warehouse ID that you received in your email in the **Warehouses** field.

Don't forget to **Save** the changes.

Also, click the **Test credentials button** to ensure the connection (authorization) works correctly.

Step 2 - Setting Delivery Countries

If your agreement includes shipments to Greece, Cyprus, as well as Bulgaria and Croatia, don't forget to select the corresponding fields and to finally click **Save**.

Step 3 - Setting Up Cash on Delivery Method (BOX NOW PAY ON THE GO!)

📌 Not sure what BOX NOW PAY ON THE GO is or don't see it in your agreement? Contact us [here](#) for assistance.

👉 😊 If you haven't set up cash on delivery before, follow the steps below:

1. Select your shop's **Settings**.
2. Choose the **Payments** category.
3. In the **Manual payment methods** field, create a new one by clicking the **+**.
4. Select **Create Manual Payment Method**.
5. **Copy-paste** the following into the three fields:
 - a. BOX NOW PAY ON THE GO!
 - b. Buy now, pay later!
 - c. 🎉 Order complete – nice one!

Quick instructions: As soon as your package is delivered to BOX NOW, you'll get a message via Email, Viber, or SMS with a payment link.

You can pay from your computer or directly from your phone using any method you prefer – Apple Pay, Google Pay, card, bank transfer, IRIS, and even more. 🇪🇺 📱
6. Click **Save** and now you can **select the service you created** in the BOX NOW App **settings** to transform it 🌐 into BOX NOW PAY ON THE GO!.

👉 😊 If you previously set up cash on delivery and want to transform it into BOX NOW PAY ON THE GO!, follow the steps below:

In the BOX NOW App settings, in the Cash on Delivery Configuration section select the following:

1. Select the Cash on Delivery service you prefer or that appears on your screen.
2. Click **Save COD Payment Method**.
3. Click the **Enable** button located in the **Cash on Delivery Mode** section.
4. This way, you transform 🌐 a simple cash on delivery service into the BOX NOW PAY ON THE GO! service.

Cash on Delivery Configuration

Cash on Delivery (COD) Payment Method

Select how you'd like to handle Cash on Delivery orders through BOX NOW. This setting connects your Shopify manual payment methods with BOX NOW deliveries:

- **No specific payment method selected** - Select this option if:
 - You don't have a dedicated manual payment method for Cash on Delivery in your Shopify store.
 - You want all of your existing manual payment methods available for BOX NOW.
- **All other methods available** - Select this if this is the specific manual payment method in your Shopify settings that you want to use for BOX NOW COD orders.

☐ No specific payment method selected

☒ Bank Deposit

Save COD payment method

Cash on Delivery Mode **Enabled**

If enabled, your selected payment method above, will be renamed to "BOX NOW PAY ON THE GO!" when the customer selects BOX NOW as the shipping carrier. If disabled, the selected payment method above won't be visible in checkout when the customer selects BOX NOW as a shipping carrier.

Note: This setting only applies to Box Now deliveries and will not affect other shipping methods.

Enable

👉 😊 You don't need cash on delivery when the customer chooses BOX NOW for shipping, follow the steps below:

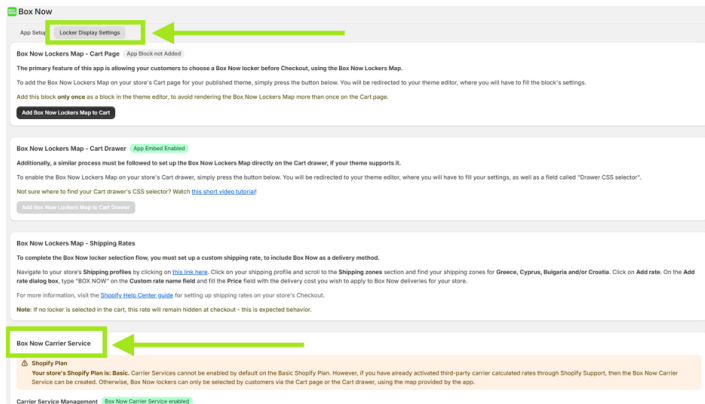
In the BOX NOW App settings:

1. Select **No specific payment method selected**.
2. Don't forget to click **Save**.
3. Continue with the steps below ⬇️

Step 4 - Setting Up the Carrier Service

📌 If you have a Shopify plan (Grow, Advanced, or Plus), you can enable the feature to show a locker option at **checkout** based on the customer's **postal code**. To activate this feature, follow these steps:

1. Go to the **Locker Display Settings** tab.
2. Go to the **Box Now Carrier Service** category.



3. Click **Enable Lockers on Checkout**.
4. Set the **charge rates per country** that will appear at your e-shop's **checkout** when the customer selects **BOX NOW** as the shipping method.

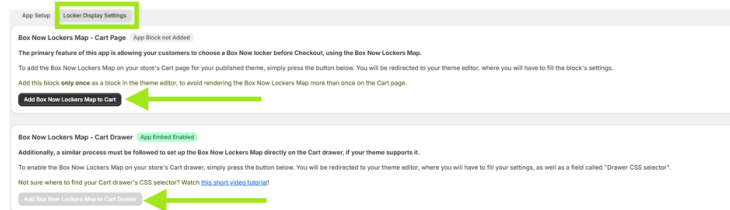
💰 The charges are determined exclusively by you, according to the needs of your business.

Displaying Lockers on Your E-shop

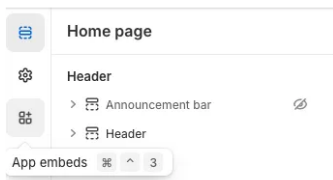
Follow these steps to show the map with all BOX NOW Lockers.

The map will be available on the **cart page**, regardless of your Shopify plan.

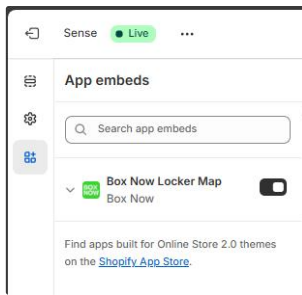
Step 1 - Setting Up BOX NOW Map



1. Go to the **Locker Display Settings** tab.
2. Click the **Add BOX NOW Lockers Map to Cart** button.
 - a. The Theme Editor will automatically open: Click **Customize**.
 - b. Select the **Cart Page** from the top menu.
 - c. Click the **Add Section** button in the Template area.
3. Click the **App Embeds** button.



4. Enable the **BOX NOW LOCKER MAP**



5. Click **Save** at the top right of the page 😊

Step 2 - Cart Drawer theme

Do you have a theme with a Cart Drawer menu? No problem, follow the short video [here](#).

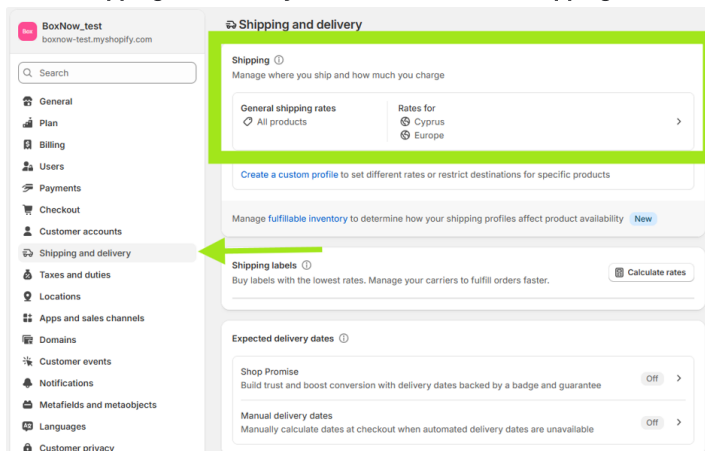
👨‍💻 For this step, you'll need your developer as it requires CSS code.

Setting Up Shipping Countries

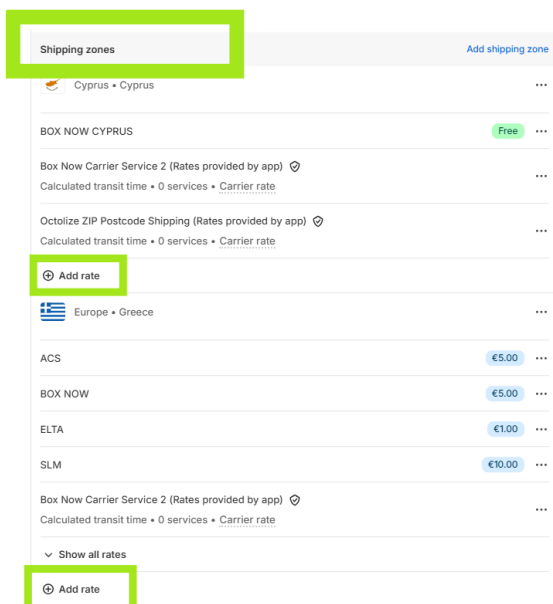
In this step, we'll configure which countries will display BOX NOW and set the shipping rates. Follow these steps:

Step 1 - Setting Up Shipping Rates for BOX NOW

1. Select your shop's **Settings** from Shopify admin.
2. Select **Shipping and delivery**, then click on **General shipping rates** in the Shipping section.

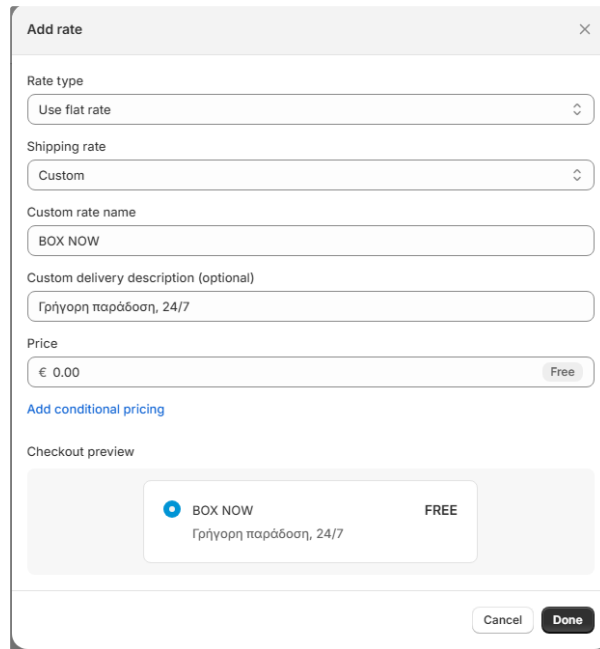


3. Find the Shipping zones section and locate or create the zone for **Greece** and/or **Cyprus**.
4. Click on **Add rate**.



5. In the form window that appears, set the Custom rate name field to '**BOX NOW**' and fill in the Price field.

⚠ The prices you set at this point **must be the same as the prices you set in Step 4**, otherwise you will have different pricing on Lockers selected from the map than lockers displayed in the checkout.

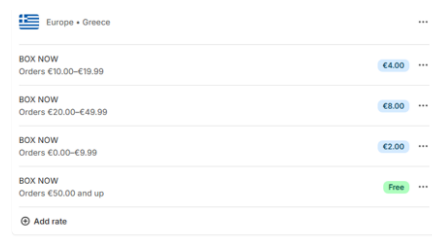
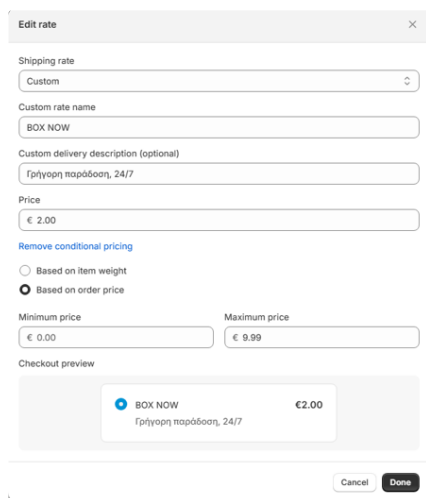


Optional Step: Multiple Pricing Ranges

If you want to set different charges based on the cart value:

- **For Shopify Grow, Advanced, or Plus users:** You can use third-party apps for more dynamic rules. Consult your technician 🧑🔧
- **For Shopify Basic users:** Go to **Settings** → **Shipping & Delivery** → **General Shipping Rates**, select the country, and click **Add rate**.
 - Fill in the fields and click **Add conditional pricing** to set the range.
 - Create multiple pricing ranges as shown in the examples below:

💡 The prices are just examples!



Europe • Greece		
BOX NOW	Orders €10.00–€19.99	€4.00
BOX NOW	Orders €20.00–€49.99	€8.00
BOX NOW	Orders €0.00–€9.99	€2.00
BOX NOW	Orders €50.00 and up	Free
⊕ Add rate		

⚠ The name must be '**BOX NOW**' to prevent any conflicts.

Creating an order

You did it! 🚀 The installation was successful! Now, let's move on to the next step. Here's how you can create your first order:

Creating a Voucher for an Order:

1. **Go to the Orders page** in the app and select the order you want by clicking on its number.
2. **Check** the recipient's details on the **order page** to make sure they're correct. If needed, you can edit them in the respective fields.
3. **Click "Create Voucher"** at the top right of the page.
4. *Alternatively, you can select multiple orders from the Orders page by checking the boxes next to each one and clicking "Create Vouchers" for bulk creation.*

Downloading & Printing the Voucher PDF:

1. After creating the voucher, **click "Download Voucher"** on the order page to download the PDF and print it.
2. You can also do this in bulk from the Orders page by selecting orders and clicking **"Download Vouchers"**

You can download the same voucher as many times as you need. Each time you do, a new tab will open in your browser with the PDF, which you can print or save.

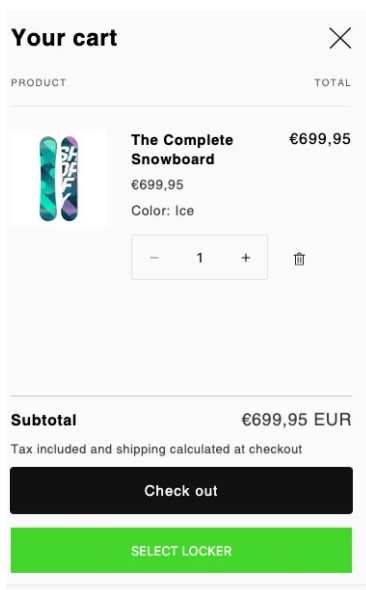
If you use the bulk action, a PDF with all the selected vouchers will appear in one file.

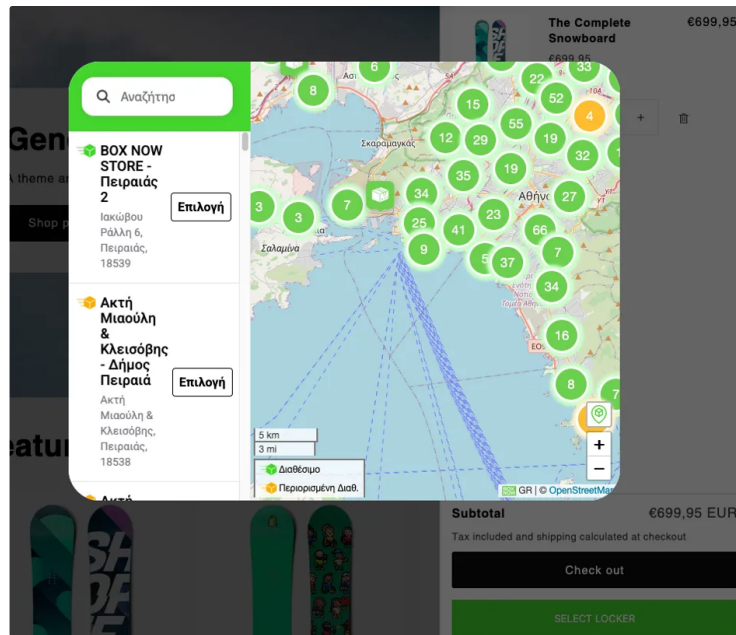
Canceling a Voucher:

- If you create a voucher by mistake, you can cancel it by clicking "Cancel Voucher" on the order page.
- To cancel multiple vouchers at once, use the bulk action "Cancel Vouchers" from the Orders page.
- Canceled vouchers can be created and downloaded again by following the same process described above.

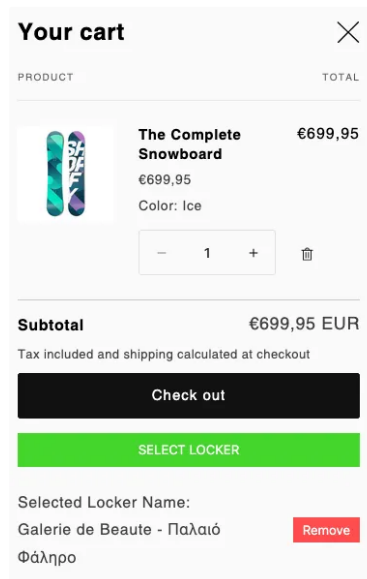
Example of BOX NOW in Your E-Shop:

See an example of the way a customer can select a BOX NOW Locker through **Cart Drawer** enabled themes:





After the customer selects a BOX NOW locker, it will appear in the Cart drawer, informing them of their choice:



Orders Page

When you enter the **Orders** page, you'll see a list of your store's orders, sorted by date with the most recent ones at the top. The app automatically loads all orders created in the last **60 days**. You can use the arrows at the bottom of the list to navigate through the pages.

← Orders

☐	Order	Customer	Total Amount	Fulfillment status	Payment status	Voucher Number(s)	Voucher Status
☐	#1523	Blaise Gulowski	204.99 EUR	Fulfilled	Paid	1 parcels	Downloaded
☐	#1522	Blaise Gulowski	204.99 EUR	Unfulfilled	Paid	-	Not Created
☐	#1521	twer wt	204.99 EUR	Unfulfilled	Paid	-	Canceled
☐	#1520	Blaise Gulowski	199.99 EUR	Fulfilled	Paid	5 parcels	Created
☐	#1519	Blaise Gulowski	218.99 EUR	Unfulfilled	Paid	-	Not Created
☐	#1518	32ds dsa	204.99 EUR	Unfulfilled	Paid	-	Not Created
☐	#1517	twer wt	199.99 EUR	Unfulfilled	Paid	-	Canceled
☐	#1516	twer wt	199.99 EUR	Unfulfilled	Paid	-	Canceled
☐	#1515	twer wt	199.99 EUR	Unfulfilled	Paid	-	Not Created
☐	#1514	twer wt	399.98 EUR	Unfulfilled	Paid	-	Canceled
☐	#1513	twer wt	199.99 EUR	Unfulfilled	Paid	-	Not Created
☐	#1512	twer wt	199.99 EUR	Fulfilled	Paid	1 parcels	Downloaded
☐	#1511	twer wt	199.99 EUR	Fulfilled	Paid	1 parcels	Downloaded
☐	#1510	No name provided	199.99 EUR	Unfulfilled	Pending	-	Canceled

Table Columns

- **Order:** The unique order number from Shopify. Click on it to view the order details.
- **Customer:** The name of the customer who placed the order.
- **Total Amount:** The total value of the order.
- **Fulfillment Status:** Indicates whether the order is ready for shipment.
- **Payment Status:** Shows the payment status of the order.
- **Voucher Number(s):** The unique shipping numbers associated with the BOX NOW voucher.
- **Voucher Status:** The current status of the voucher.

Filtering BOX NOW Orders

If you click the **Only BOX NOW orders** button in the top right corner, you will automatically filter the orders. This way, you'll only see the orders where your customer has chosen **BOX NOW** as the shipping method.

Bulk Actions

The Bulk Actions feature allows you to perform voucher actions on multiple orders simultaneously.

You can select orders using the checkboxes or select all orders on the page and perform the following actions:

- **Create Vouchers:** Generate vouchers for the selected orders.
- **Download Vouchers:** Download the vouchers for the selected orders.
- **Cancel Vouchers:** Cancel the vouchers for the selected orders.

When you choose one of these actions, **a popup will appear** showing the **number** and **status** of each order. The **status** messages will inform you if an order can be included in the action. Additionally, in the Create Vouchers popup, you can select the origin location for your orders.

After you complete the action, a final popup will appear showing which orders were successfully processed and which ones were not.

← Orders

☐	Order	Customer	Total Amount	Fulfillment status	Payment status	Voucher Number(s)	Voucher Status
☒	#1523	Blaise Gulowski	204.99 EUR	Unfulfilled	Paid	-	Canceled
☐	#1522	Blaise Gulowski	204.99 EUR	Unfulfilled	Paid	-	Not Created
☐	#1521	twer wt	204.99 EUR	Unfulfilled	Paid	-	Canceled
☒	#1520	Blaise Gulowski	199.99 EUR	Fulfilled	Paid	5 parcels	Created
☐	#1519	Blaise Gulowski	218.99 EUR	Unfulfilled	Paid	-	Not Created

Important Notes for Bulk Voucher Creation

When creating vouchers in bulk (Create Vouchers), orders with issues (e.g., canceled, on hold, or without a selected BOX NOW locker) will not be included in the process. Only orders with complete and correct details **without any missing required fields** will be processed. If corrections are needed (for example, fixing an incorrect customer phone number), Bulk creation is not recommended.

Additionally, only vouchers with the status "Voucher created" can be canceled or downloaded.

During bulk voucher creation, certain fields like Destination, Parcels, and Compartment Size cannot be modified. The system will automatically apply the default options: the BOX NOW locker selected by the customer, 1 parcel, and Medium compartment size (if the origin location is Any APM with ID 2).

Order Page

By clicking on an order number, you'll be taken to the order details page.

The screenshot shows the 'Order Page' with two main sections: 'Recipient Information' and 'Shipping Details'. The 'Recipient Information' section includes fields for Customer Name (1921), Phone Number (+306971208282), and Email (test@gmail.gr). Below this is the 'Selected Locker' section, showing a map of Athens and the address '3370 [Lid] - Kikadika, Atouf, 15, Broukhou 75, Kikadika, 11571'. The 'Shipping Details' section includes fields for Parcels (1), COD Amount (14.00), Origin Warehouse (2 | Any APM), Compartment size (Medium), and Destination Locker (3370 [Lid] - Kikadika). At the top right, there are buttons for 'Create voucher', 'Download voucher', and 'Cancel all parcels'.

On the Order Page, you can view and edit various details:

- **Recipient Information Tab:** Here, you can see and update the recipient's details (Name, Phone, Email).
- **Shipping Details Tab:** This section shows information about the order, such as Parcels, COD Amount, Origin Location, and Destination Locker.

If you decide **to split the order into multiple parcels**, you can edit the number of parcels in the Parcels field **before** creating the voucher.

If Cash on Delivery (COD) is selected as the payment method, you can adjust the COD amount. Otherwise, changes are not allowed.

If Any APM is selected for the Origin Location (Location with ID 2), an **extra field** will appear in the Shipping Details for selecting the **Compartment size (Small, Medium, Large)**.

The screenshot shows two dropdown menus. The first is 'Origin Location' with the value '2 | Any APM'. The second is 'Compartment size' with the value 'Medium'. Below the second dropdown, there is a note: 'The locker size where the parcels will be inserted.'

On the top right side of the Order Page, you can perform voucher actions for the order as you see in the picture below:

- **Create Voucher:** Click this button to create the BOX NOW voucher for the order.
- **Download Voucher:** Once the voucher is created, click this button to open the PDF file of the voucher and print it.
- **Cancel Voucher:** If you decide to cancel the voucher for an order.

The screenshot shows three buttons: 'Create voucher', 'Download voucher', and 'Cancel voucher'.

Once you've successfully created a voucher, its parcels will appear at the bottom of the page as you see in the picture below:

Parcel Slips	
Total: 3	
6369332664	Status: new
3421526380	Status: new
5390696206	Status: new

Voucher Statuses

The statuses of a voucher, which appear on the Orders are:

- **Not Created (or Pending):** The default status for an order where the voucher has not been created yet.
- **Created:** The voucher has been successfully created.
- **Canceled:** The voucher has been canceled and is no longer active.

- **Downloaded:** The voucher has been successfully downloaded as a PDF.

Do you need help?

If you have any questions about integrating our solutions, feel free to [contact us](#) or through our official provider, [Think Plus](#).