PostNL Shipping (Netherlands)

User Guide · Odoo 18 / 19

Version 19.0.1.0.3 — BYOK Carrier Connector

carrier_nl_postnl

English edition

https://pokutsoft.com

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1. Overview

PostNL Shipping (Netherlands) is a Bring-Your-Own-Key (BYOK) delivery carrier for Odoo. From a delivery order it generates PostNL shipping labels (PDF), attaches them to the picking, and tracks parcels with the PostNL Track & Trace barcode. It uses the PostNL label web service (v2_2) with your own API key and customer code/number.

The connector adds a new delivery provider **PostNL** to the standard Odoo Delivery Methods. Shipping prices use a configurable rate grid by zone and weight (PostNL has no public live-rate API).

What this module does

- Adds the provider **PostNL** to delivery methods.
- Generates PostNL labels (PDF) attached to the delivery order, up to 4 parcels (colli) per request.
- Stores the Track & Trace barcode(s) as the tracking reference.
- Provides a one-click PostNL Track & Trace link.
- Calculates the price from a configurable rate grid (zone + weight bands) with a fallback price.

> *BYOK: this module uses YOUR own PostNL API key and customer code/number. Request them via Mijn PostNL; they are not provided by the publisher.*

2. Installation

The technical module name is **carrier_nl_postnl**. It depends on the standard Odoo apps **delivery**, **stock** and **stock_delivery**.

- Copy the module into your Odoo add-ons path or install from the Apps Store.
- Open **Apps** → **Update Apps List**, search "PostNL".
- Click **Install**. The dependencies install automatically.

A pre-seeded, *inactive* sample method **PostNL (Netherlands)** is created with example rate-grid lines; activate and edit it, or create a new delivery method.

3. API / Credentials Setup

All configuration is on the delivery method form (no Settings page). Go to **Inventory → Configuration → Shipping Methods**, open or create a method, and set the **Provider** to **PostNL**. A **PostNL Configuration** tab appears.

In **Credentials (BYOK)** (the API key field is administrator-only):

Field	Description
PostNL API Key	Your PostNL API key, sent as the apikey header. Request one via Mijn PostNL.
Customer Code	Your PostNL CustomerCode (e.g. DEVC), from your contract.
Customer Number	Your PostNL CustomerNumber (numeric), from your contract.

Field	Description
Collection Location	Your PostNL CollectionLocation code (tied to your CustomerCode).
Sandbox / Test mode	Use the PostNL sandbox host (api-sandbox.postnl.nl).

In **Defaults** set the **Default Product Code** (e.g. 3085 = standard NL parcel) and the **Fallback Price**. Under **Rate Grid**, add lines with a zone name, country codes, weight bands (from/to) and price.

> *Always use your own PostNL API key and customer code/number. Keep Sandbox / Test mode ON while testing; turn it OFF for live shipments.*

4. Step-by-Step Usage

4.1 Configure the delivery method

Fill in the API Key, Customer Code, Customer Number and Collection Location, choose the Default Product Code, set the Fallback Price, and build the Rate Grid (one line per zone + weight band).

4.2 Rate a sale order

Add the PostNL carrier to a quotation. The price is taken from the Rate Grid, matching the destination country and the order weight; if no line matches, the Fallback Price is used. A warning marks the price as grid-computed (no live PostNL quote).

4.3 Generate the label

On the delivery order, optionally set **PostNL Parcels** (1 to 4 colli). After validating the transfer (state Done), click **Generate PostNL Label**. The module POSTs to the PostNL label service; each returned PDF is attached as **PostNL-Label-<barcode>.pdf**, the barcode(s) are written into the tracking reference, and a chatter note is posted.

4.4 Track

Click **Track with PostNL** to open the PostNL Track & Trace page for the parcel (postnl.nl/tracktrace).

> *Cancellation is local only: PostNL labels cannot be revoked via API. Cancelling clears the tracking reference and posts a note — operationally, simply do not hand the parcel over.*

5. Feature Reference

Capability	Behaviour
Provider	PostNL, delivery_type = postnl.
Label	PDF labels via the v2_2 label service; up to 4 parcels (colli) per request.
Default product	ProductCodeDelivery, default 3085 (standard NL parcel).
Rating	Configurable rate grid by zone + weight band, with a fallback price. No live API.

Capability	Behaviour
Tracking	Track & Trace barcode stored as reference; link opens postnl.nl/tracktrace.
Attachments	Label PDFs stored as PostNL-Label-.pdf on the delivery order.
Environment	Sandbox / Test mode toggle (api-sandbox.postnl.nl).

6. Troubleshooting / FAQ

Q: Label generation fails with an authentication error.
A: Check the PostNL API Key (administrator-only, sent as the apikey header) and the Customer Code/Number and Collection Location. A missing or wrong value triggers a validation or API error. Request keys via Mijn PostNL.

Q: "Missing credentials" error before any API call.
A: The module requires API Key, Customer Code, Customer Number and Collection Location to be set. Fill in all four on the PostNL Configuration tab.

Q: The shipping price looks wrong.
A: The price comes from the Rate Grid (zone + weight band) on the method, with the Fallback Price when nothing matches. Adjust the grid lines and fallback to match your PostNL contract.

Q: I cannot create more than 4 labels at once.
A: PostNL allows up to 4 parcels (colli) per label request. Set PostNL Parcels to 4 or fewer; for larger shipments, split into multiple deliveries.

Q: Should I keep Sandbox / Test mode on?
A: Yes, while testing — requests go to api-sandbox.postnl.nl and no real labels are billed. Turn it off for live shipments.

Q: The Generate / Track buttons do not appear.
A: Generate PostNL Label appears only when the provider is PostNL and the transfer is Done; Track with PostNL appears only when a tracking reference exists.

Q: How do I cancel a PostNL shipment?
A: PostNL has no revoke endpoint. Cancelling in Odoo only clears the tracking reference and posts a note; operationally, do not hand the parcel over.

7. Support

Need help? Contact us for assistance with installation and configuration of the connector.

- E-mail: support@pokutsoft.com
- Website: https://pokutsoft.com

> *This connector uses your own PostNL contract. We provide the app and integration support; you remain responsible for your PostNL account and shipments.*