

POSTNORD CONNECTOR

FOR BUSINESS CENTRAL

USER GUIDE

July 2025

26.1.1.1910

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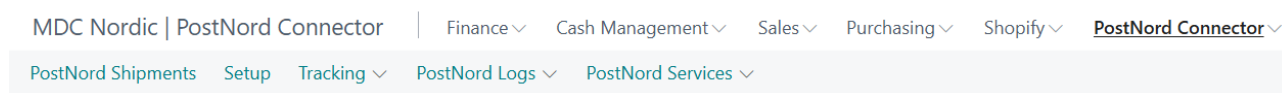
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1 Introduction

PostNord Connector is an app built for Microsoft Dynamics 365 Business Central that streamlines your shipping process with PostNord. It enables you to create and manage shipments, select shipping services, and track deliveries directly within Business Central, reducing manual effort and errors.

Designed for businesses of all sizes, PostNord Connector offers easy setup and smooth user experience. It helps improve efficiency by integrating shipping operations seamlessly into your existing workflows.

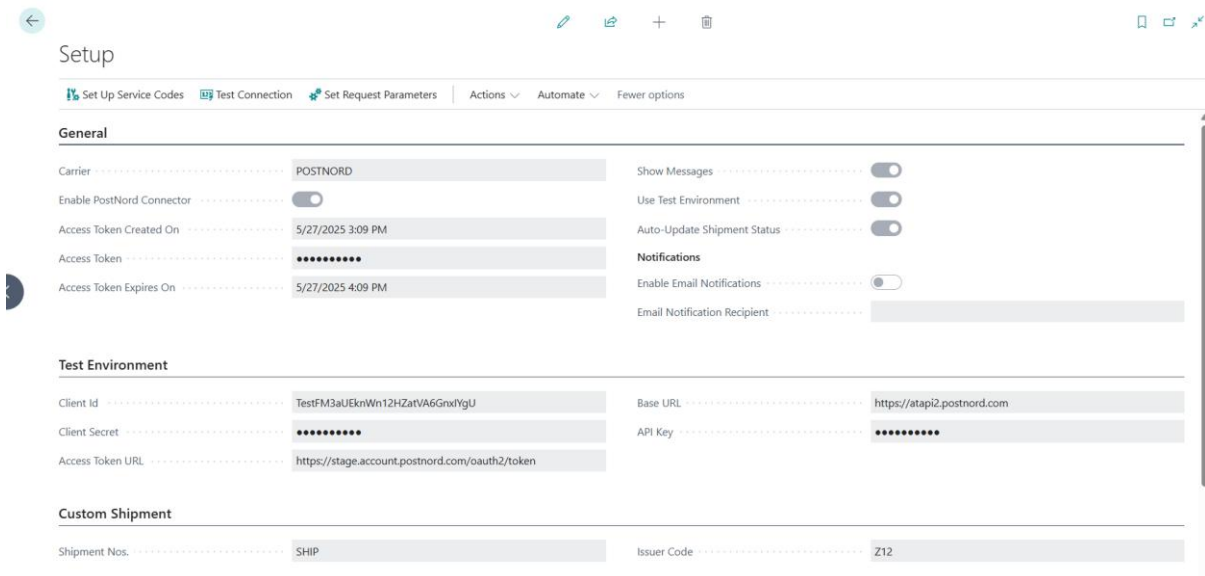


[PostNord Connector Menu Overview]

2 Setup & Configuration

2.1 Basic Setup

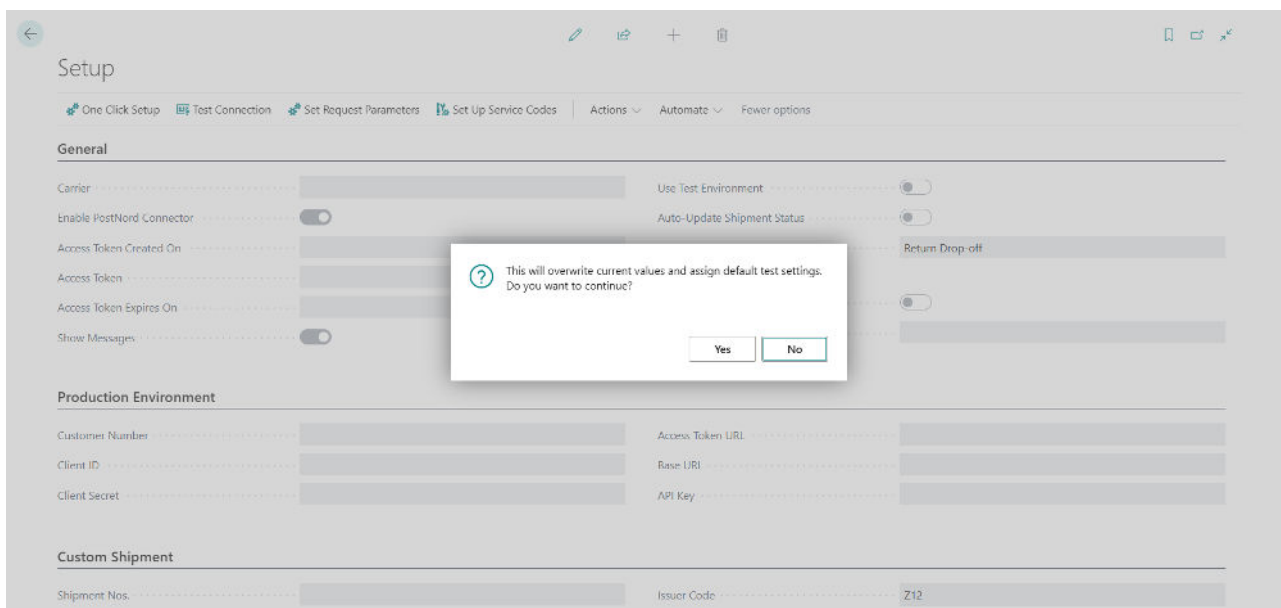
1. Go to the **PostNord Connector Setup** page.
2. Enter your:
 - API Key
 - Client ID and Client Secret
 - Choose Test or Production Environment
 - From Address Option



[PostNord Connector Setup Page]

2.2 One-Click Setup

1. On the Setup page, click **One Click Setup**.
2. Confirm that default settings are applied.

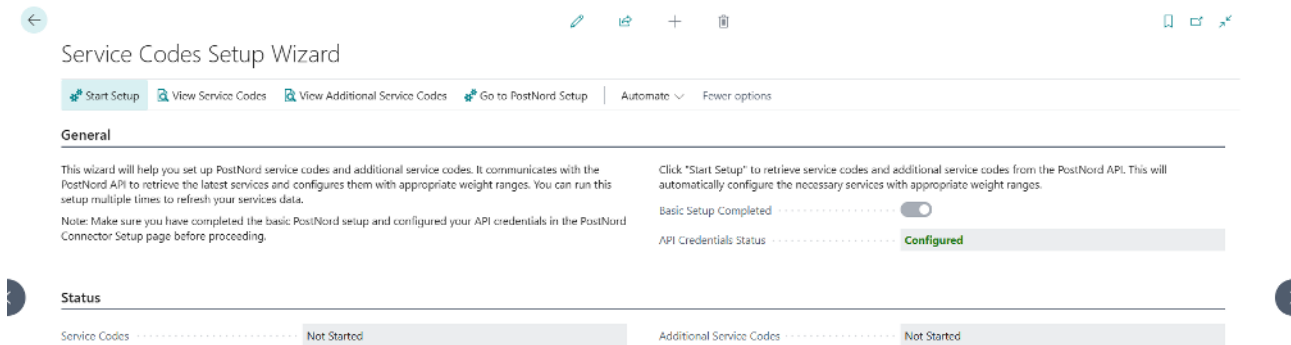


[One-Click Setup Dialog/confirmation]

2.3 PostNord Services Setup

The PostNord Services Setup page allows you to retrieve and store all available Service Codes and Additional Service Codes directly from the PostNord API.

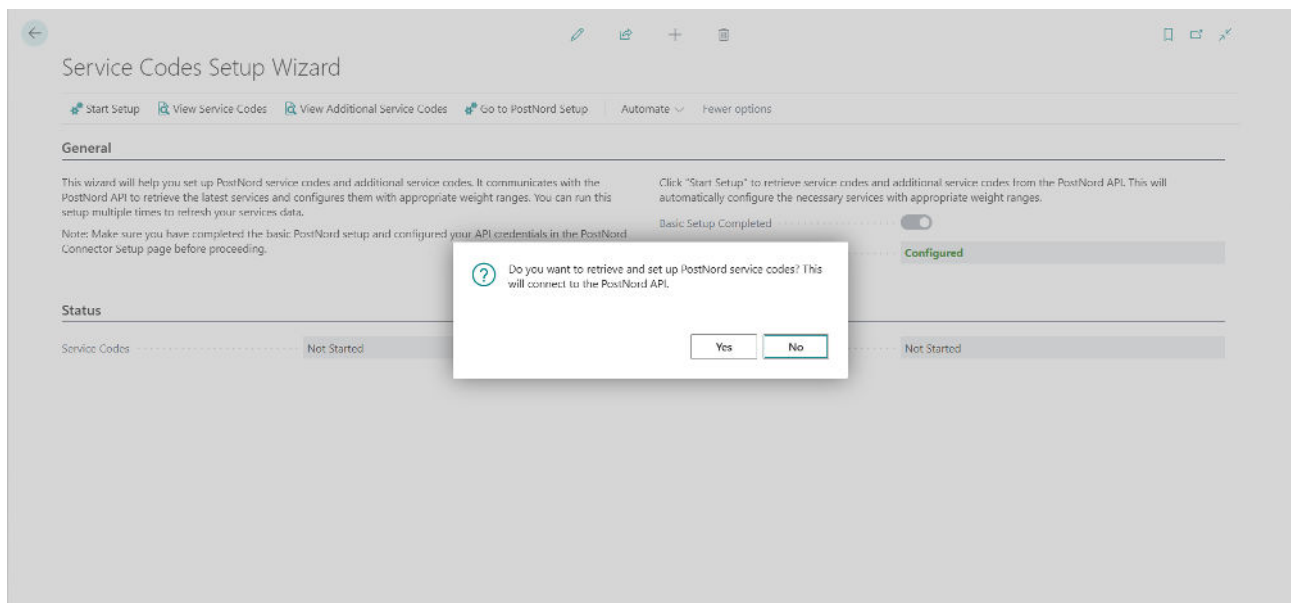
Before initiating the setup, ensure that the API credentials (API Key, Client ID, and Client Secret) are correctly configured on the PostNord Connector Setup page.



[PostNord Connector Setup page with API credentials configured]

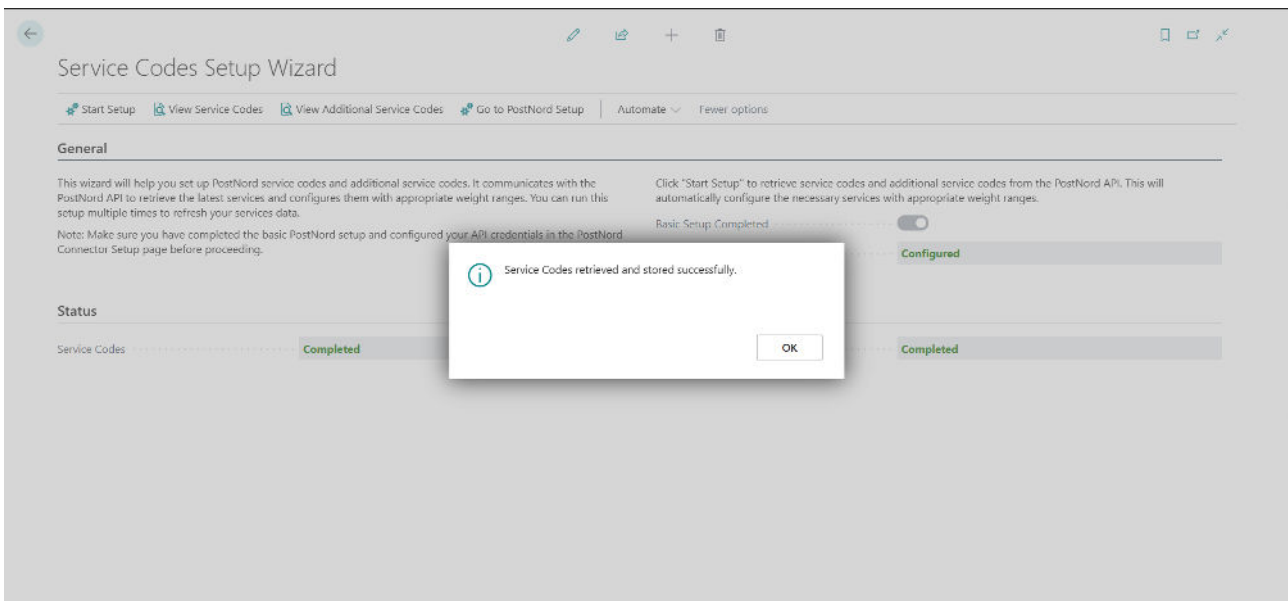
To perform the setup:

- Navigate to the PostNord Services Setup page.
- Click the Start Setup action.
- Confirm the prompt by selecting Yes.



[Start Setup action and confirmation dialog]

The system will connect to PostNord, retrieve all required service data, and import it into your environment. A confirmation message will be displayed once the process is complete.



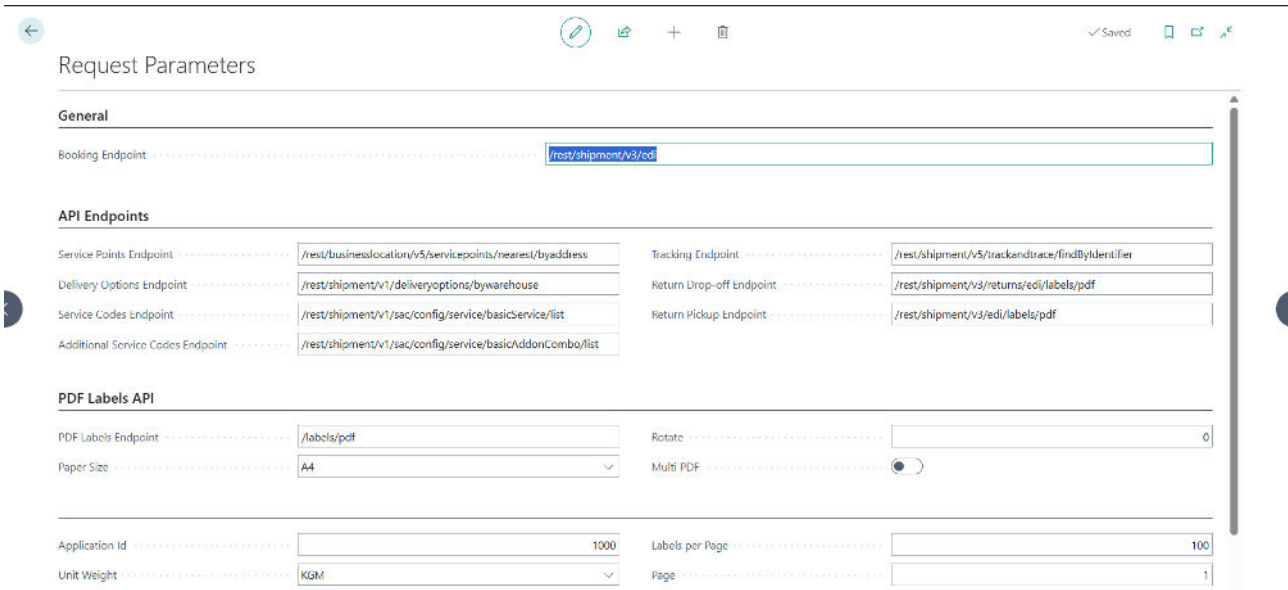
[Success message confirming import completion]

3 Request Parameters

The **Request Parameters** page allows you to configure the technical endpoints and options that the PostNord Connector uses to communicate with PostNord’s APIs. These settings are typically set up during installation, but business users may need to review or update them if API endpoints change or if you need to adjust label or delivery options.

3.1 How to Access

1. Go to the **Request Parameters** page from the PostNord Connector menu.
2. Review or update the fields as needed.



[Request Parameters Page]

3.2 Key Fields Explained

3.2.1 General

- **Booking Endpoint:** The URL used for booking shipments with PostNord.

3.2.2 API Endpoints

- **Service Points Endpoint:** Used to find available service points for deliveries.
- **Delivery Options Endpoint:** Retrieves available delivery options.
- **Service Codes Endpoint:** Retrieves service codes for different shipping services.
- **Additional Service Codes Endpoint:** Retrieves codes for extra/additional services.
- **Tracking Endpoint:** Used for tracking shipments.
- **Return Drop-off Endpoint:** For generating return drop-off labels.
- **Return Pickup Endpoint:** For generating return pickup labels.

3.2.3 PDF Labels API

- **PDF Labels Endpoint:** The API endpoint for creating PDF shipping labels.
- **Paper Size:** Choose the paper size for labels (A4, A5, LABEL).
- **Rotate:** Set the rotation of the label (degrees).
- **Multi PDF:** Enable if you want multiple labels per PDF.

3.2.4 Common Parameters

- **Application Id:** The application identifier provided by PostNord.
- **Unit Weight:** Select the unit for weight (gram, kilogram, ton).
- **Label Type:** Choose the type of label (standard, small, etc.).
- **PN Info Text:** Enable/disable PostNord product info text on labels.
- **Labels per Page:** Maximum number of labels per page.
- **Page:** Page number for paginated label retrieval.
- **Process Offline:** If enabled, labels are generated offline, and a download link is provided.
- **Store Label:** If enabled, the label is stored for later retrieval (valid for 30 days).

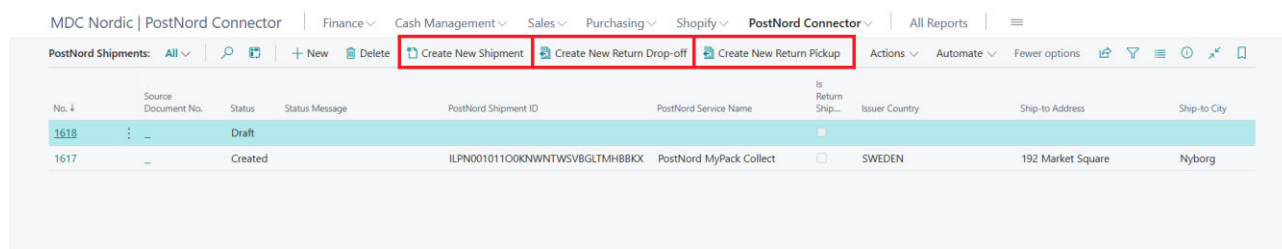
Note:

Most business users will not need to change these settings unless instructed by your IT or PostNord support team. Incorrect changes may disrupt shipment processing.

4 Creating a New Shipment

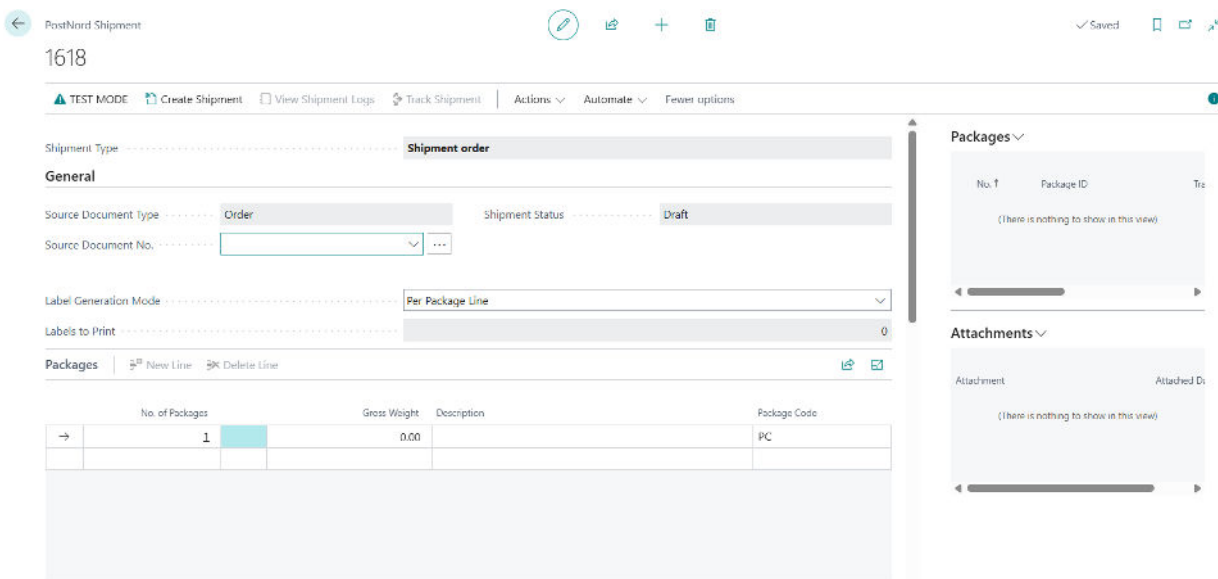
4.1 Starting a New Shipment

1. Navigate to **PostNord Custom Shipment** page
2. You will find **three separate actions** on the top menu to create different types of shipments:
 - **Shipment** (for standard deliveries)
 - **Return Drop-off** (for returns dropped off by the customer)
 - **Return Pick-up** (for returns picked up by PostNord)



3. Click the relevant action based on your use case.

4. A new shipment will be created with **Status = Draft**.

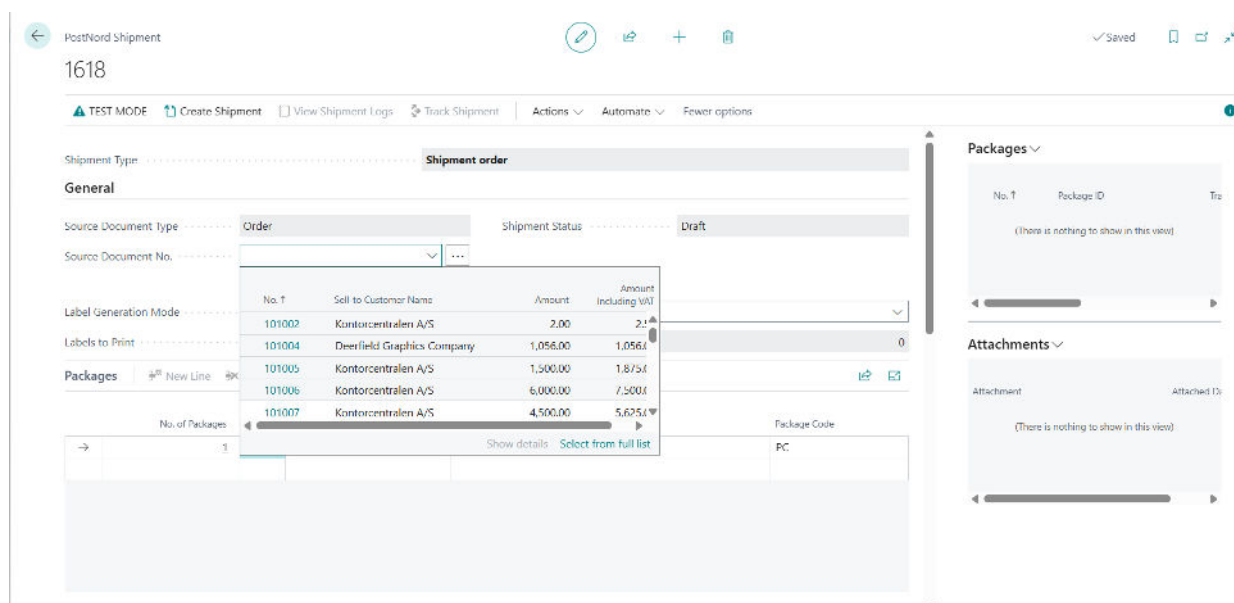


[New Shipment with Draft Status]

4.2 Source Document Options

4.2.1 From Sales Order

- Use the lookup in **Source Document No.** to select a Sales Order.
- Customer and package info will auto-populate.



[Sales Order Lookup]

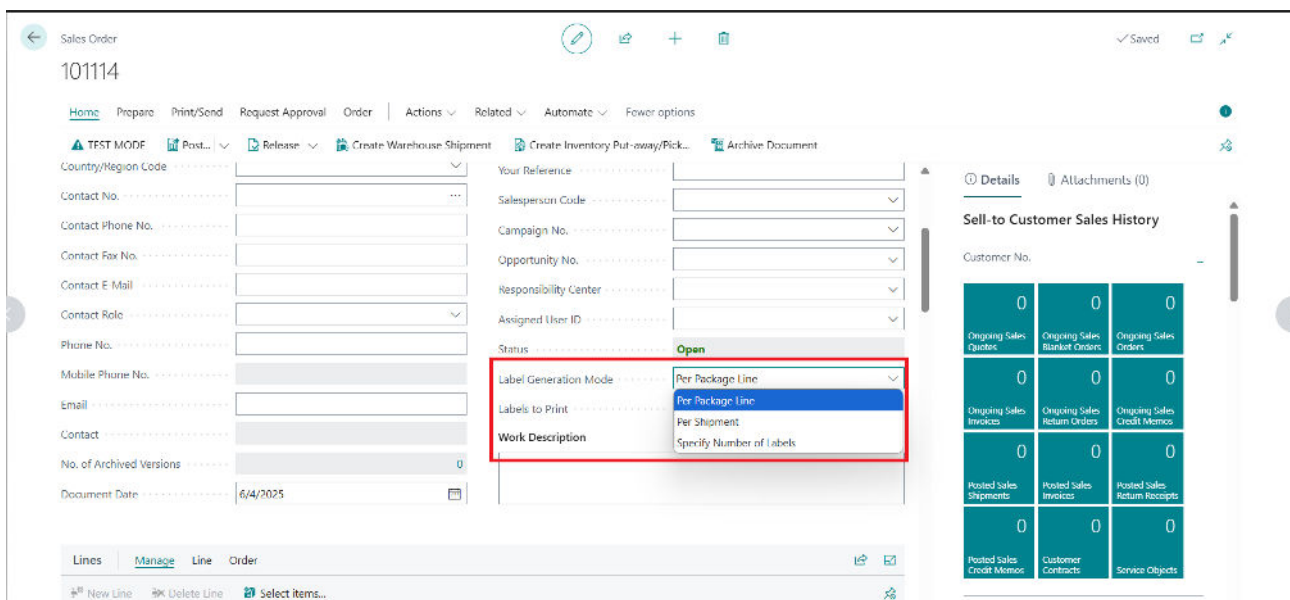
4.2.2 Custom Shipment

- Create a shipment without a source document.
- Enter consignee details manually (Name, Address, City, Post Code, Country, Phone, Email).

4.3 Label Generation Mode

Choose between the label generation modes:

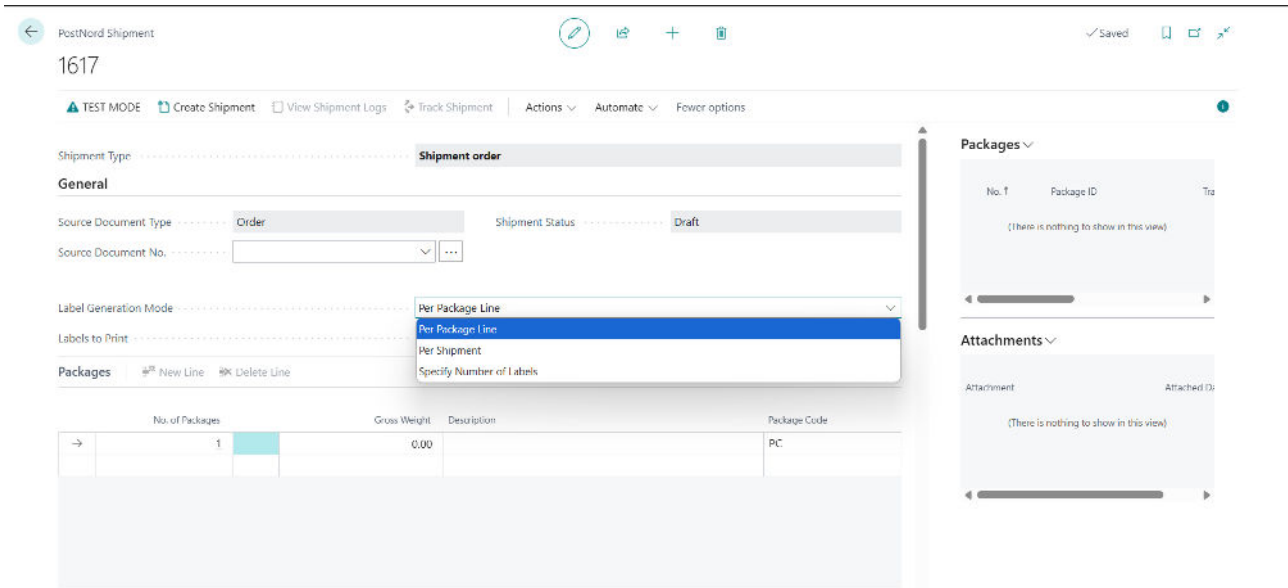
- **Per Package Line:** Each package line gets its own label
- **Per Shipment:** One label for the entire shipment
- **Specify Number of Labels:** Manually enter the number of labels



The screenshot shows the 'Sales Order' form for document 101114. The 'Label Generation Mode' field is highlighted with a red box, and its dropdown menu is open, showing three options: 'Per Package Line' (selected), 'Per Shipment', and 'Specify Number of Labels'. The form also includes fields for contact information, your reference, salesperson code, campaign, opportunity, responsibility center, and assigned user ID. A 'Sell-to Customer Sales History' table is visible on the right side of the form.

Customer No.		
0	0	0
Ongoing Sales Quotes	Ongoing Sales Blanket Orders	Ongoing Sales Orders
0	0	0
Ongoing Sales Invoices	Ongoing Sales Return Orders	Ongoing Sales Credit Memos
0	0	0
Posted Sales Shipments	Posted Sales Invoices	Posted Sales Return Receipts
0	0	0
Posted Sales Credit Memos	Customer Contracts	Service Objects

[Sales Order: Label Generation Mode field with dropdown options]

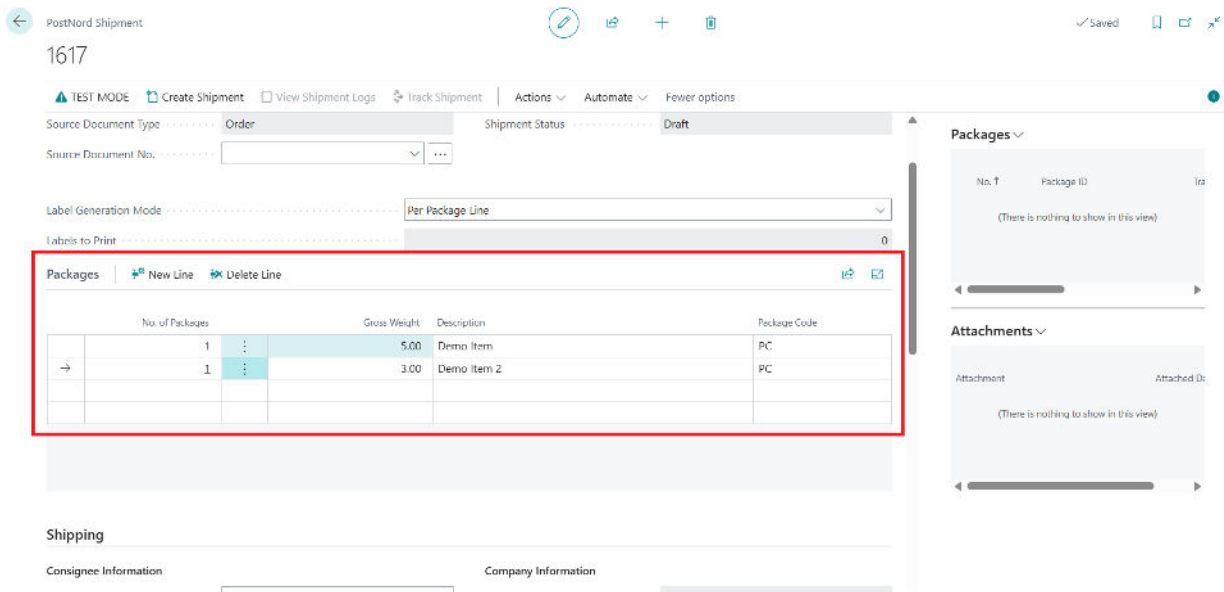


[Custom Shipment Page: Label Generation Mode field with dropdown options]

5 Managing Package Information

5.1 Package Line Subform

1. Navigate to the **Packages** subform
2. Package lines are created automatically (if from a Sales document)
3. Fill in manual package lines:
 - Gross Weight
 - Enter Contents description

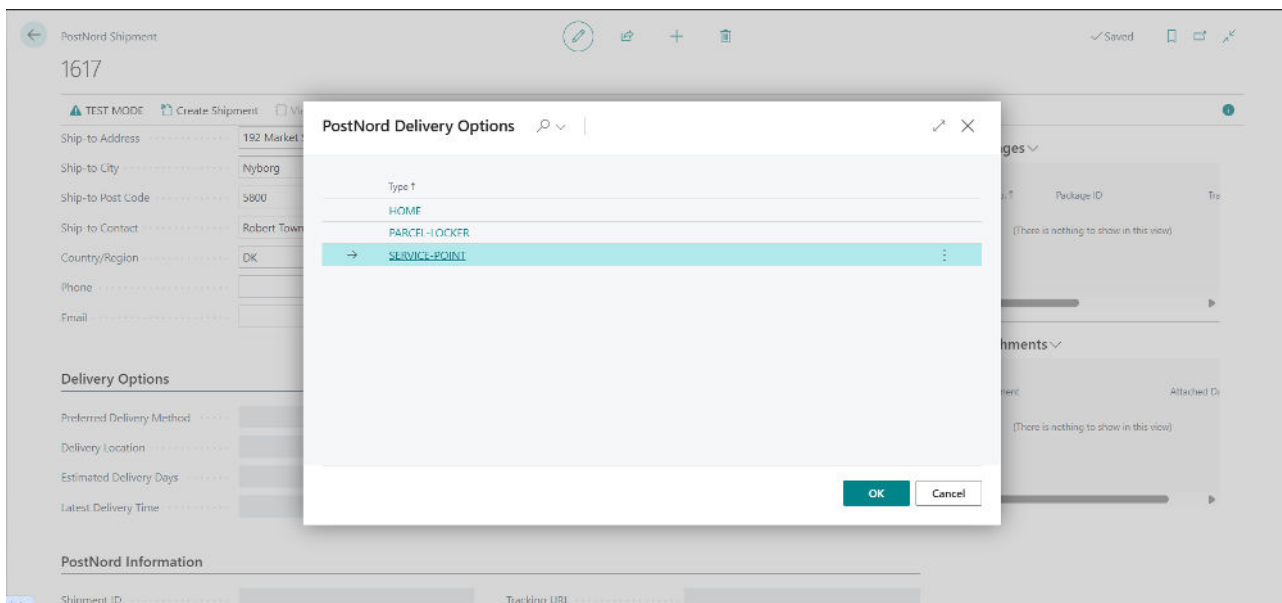


[Package Lines Subform with sample data]

6 Configuring Delivery Options

6.1 Selecting Delivery Method

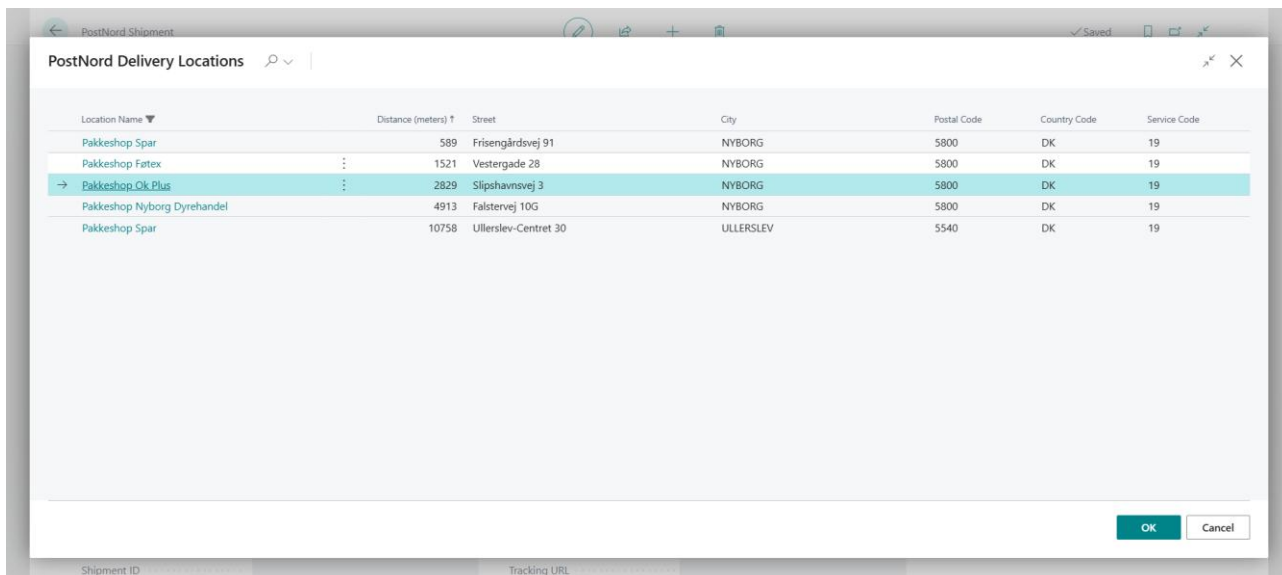
- Click the assist button next to **Preferred Delivery Method**.
- Select from available options.
- Select a delivery method and related fields are filled in automatically:
 - Estimated Delivery Days
 - Latest Delivery Time (if available from API)
 - Service Code
 - Service Name



[Delivery Options Lookup]

6.2 Location Selection

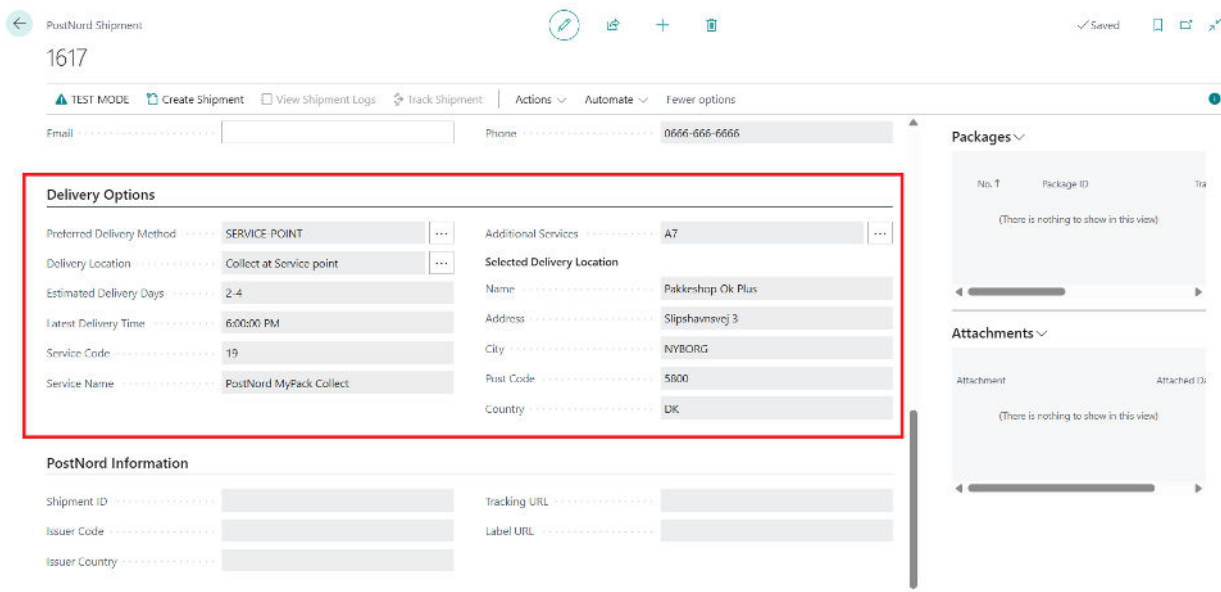
- For service-point-based deliveries, select a 'delivery location' after choosing the delivery method.



[Service Point Selection Lookup]

6.3 Service codes selection

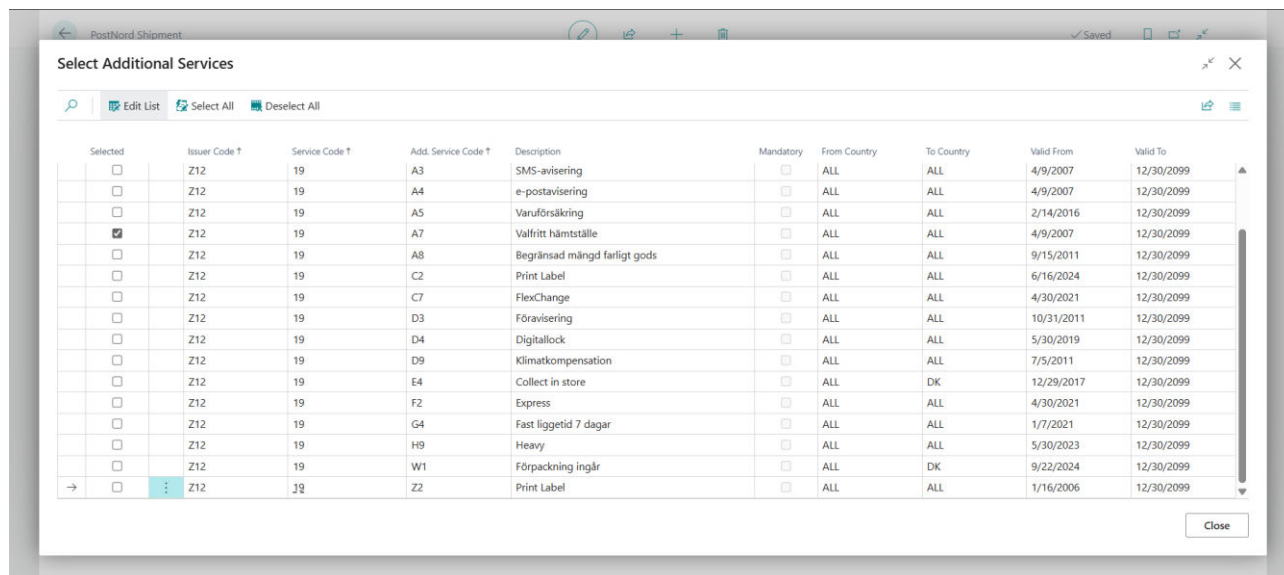
- Service Code is auto filled after delivery method selection.
- The app validates weight and compatibility for selected services.



[Filled in service details]

6.4 Additional Services

- Click the assist edit (...) button next to **Additional Services**.
- Select compatible services as needed.

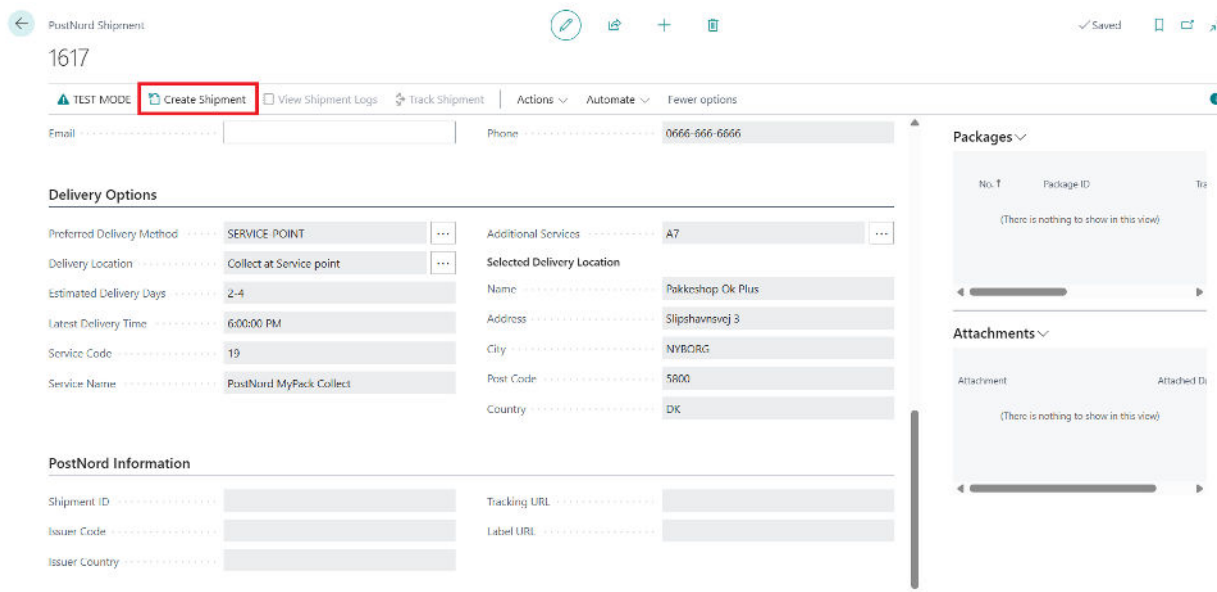


Selected	Issuer Code ↑	Service Code ↑	Add. Service Code ↑	Description	Mandatory	From Country	To Country	Valid From	Valid To
<input type="checkbox"/>	Z12	19	A3	SMS-avisering	<input type="checkbox"/>	ALL	ALL	4/9/2007	12/30/2099
<input type="checkbox"/>	Z12	19	A4	e-postavisering	<input type="checkbox"/>	ALL	ALL	4/9/2007	12/30/2099
<input type="checkbox"/>	Z12	19	A5	Varuförsäkring	<input type="checkbox"/>	ALL	ALL	2/14/2016	12/30/2099
<input checked="" type="checkbox"/>	Z12	19	A7	Valfritt hämtställe	<input type="checkbox"/>	ALL	ALL	4/9/2007	12/30/2099
<input type="checkbox"/>	Z12	19	A8	Begränsad mängd farligt gods	<input type="checkbox"/>	ALL	ALL	9/15/2011	12/30/2099
<input type="checkbox"/>	Z12	19	C2	Print Label	<input type="checkbox"/>	ALL	ALL	6/16/2024	12/30/2099
<input type="checkbox"/>	Z12	19	C7	FlexChange	<input type="checkbox"/>	ALL	ALL	4/30/2021	12/30/2099
<input type="checkbox"/>	Z12	19	D3	Föravisering	<input type="checkbox"/>	ALL	ALL	10/31/2011	12/30/2099
<input type="checkbox"/>	Z12	19	D4	Digitallock	<input type="checkbox"/>	ALL	ALL	5/30/2019	12/30/2099
<input type="checkbox"/>	Z12	19	D9	Klimatkompensation	<input type="checkbox"/>	ALL	ALL	7/5/2011	12/30/2099
<input type="checkbox"/>	Z12	19	E4	Collect in store	<input type="checkbox"/>	ALL	DK	12/29/2017	12/30/2099
<input type="checkbox"/>	Z12	19	F2	Express	<input type="checkbox"/>	ALL	ALL	4/30/2021	12/30/2099
<input type="checkbox"/>	Z12	19	G4	Fast liggetid 7 dagar	<input type="checkbox"/>	ALL	ALL	1/7/2021	12/30/2099
<input type="checkbox"/>	Z12	19	H9	Heavy	<input type="checkbox"/>	ALL	ALL	5/30/2023	12/30/2099
<input type="checkbox"/>	Z12	19	W1	Förpackning ingår	<input type="checkbox"/>	ALL	DK	9/22/2024	12/30/2099
<input type="checkbox"/>	Z12	19	Z2	Print Label	<input type="checkbox"/>	ALL	ALL	1/16/2006	12/30/2099

[Additional Services selection Dialog]

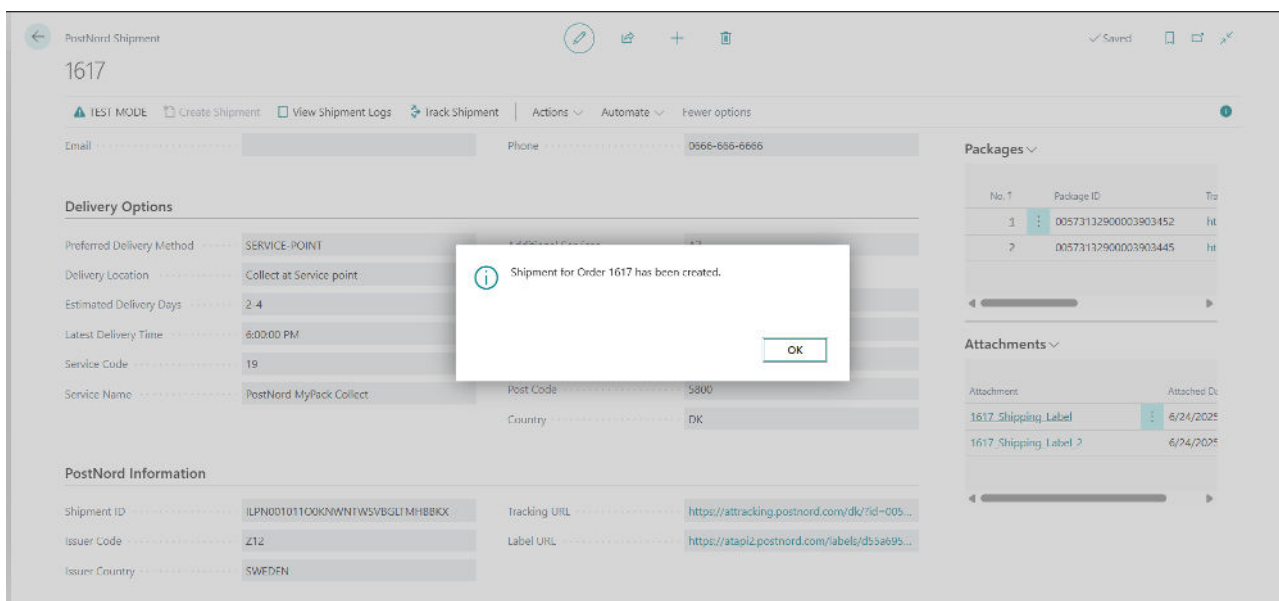
7 Creating and Managing Shipments

- Click **Create Shipment** when all information is entered.



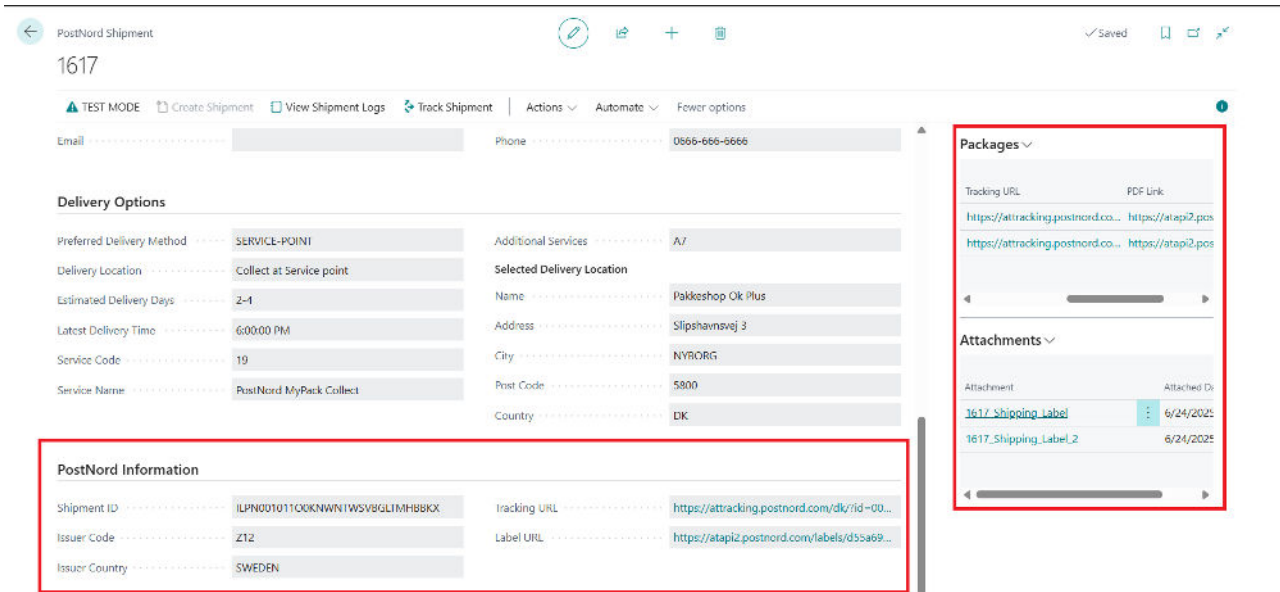
[Create Shipment action]

- The app will communicate with PostNord and update the status to **Created**.
- Shipment ID, Tracking URL, and Label URL will be populated.



[Shipment Created message]

- Access shipping labels via the Label URL or Attachments factbox.



PostNord Shipment 1617

TEST MODE Create Shipment View Shipment Logs Track Shipment Actions Automate Fewer options

Email Phone 0666-666-6666

Delivery Options

Preferred Delivery Method SERVICE-POINT Additional Services A7

Delivery Location Collect at service point Selected Delivery Location

Estimated Delivery Days 2-4 Name Pakkeshop OK Plus

Latest Delivery Time 6:00:00 PM Address Slipshavnvej 3

Service Code 19 City NYNORG

Service Name PostNord MyPack Collect Post Code 5800 Country DK

PostNord Information

Shipment ID ILPN00101100KNWN1WSV8GLIMHBBKX Tracking URL https://attracking.postnord.com/dk/?id=00...

Issuer Code Z12 Label URL https://atapi2.postnord.com/labels/d33a69...

Issuer Country SWEDEN

Packages

Tracking URL PDF Link

https://attracking.postnord.co... https://atapi2.pos

https://attracking.postnord.co... https://atapi2.pos

Attachments

Attachment Attached D

1617_Shipping_Label 6/24/2025

1617_Shipping_Label_2 6/24/2025

[Shipment created with populated ID fields and access shipping labels]

8 Creating Return Shipments

1. Open the Sales Return Order.
2. Create or select a return order that includes a valid customer and at least one item line.
3. On the PostNord Connector Setup page, ensure the Default Return Service Type is set according to your preference.
4. Post the return order to trigger shipment creation.

8.1 Return Shipments

8.1.1 Return Pickup

1. Make sure **Return Pickup** is selected as the service type.
2. Post the return shipment.
3. The generated label will show that the package will be picked up from the customer's address.

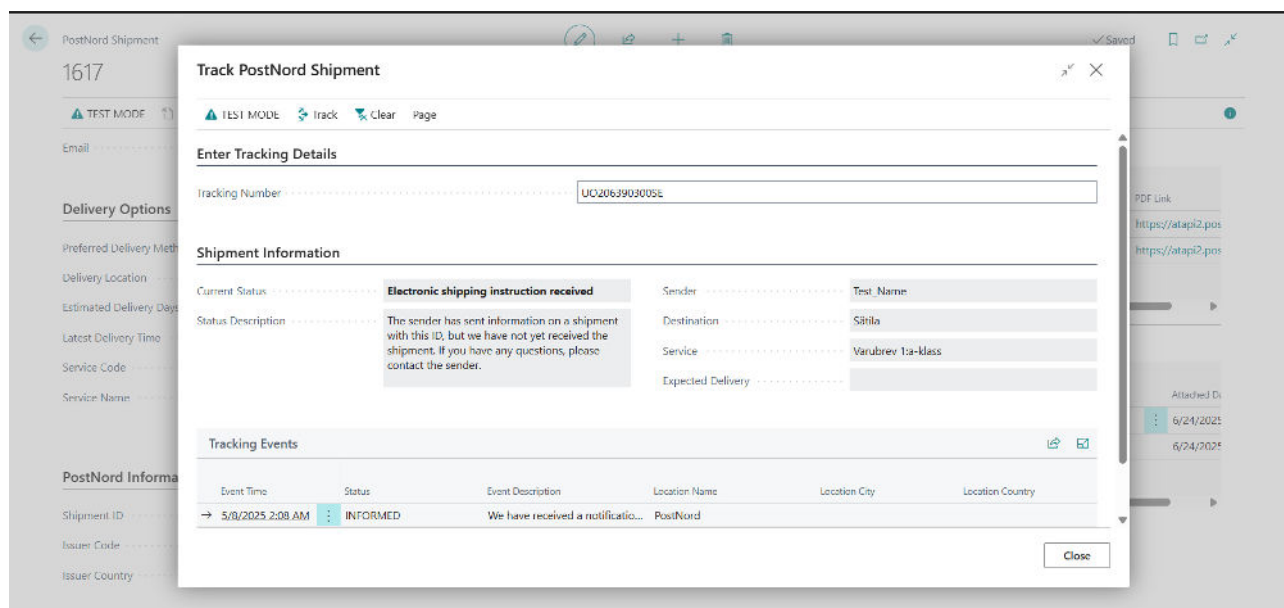
8.1.2 Return Drop-off

1. Make sure **Return Drop-off** is selected as the service type.
2. Post the return shipment.
3. The generated label will include a **QR code** for drop-off at a PostNord location.

9 Post-Creation Features

9.1 Tracking

- Use **Track Shipment** to view tracking information

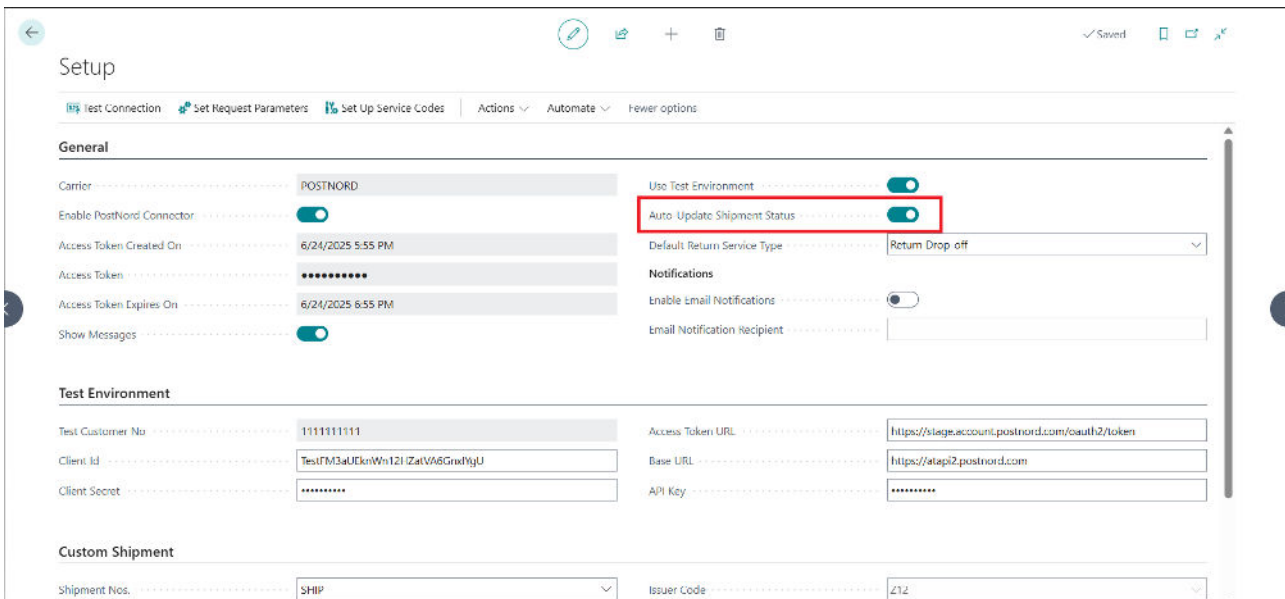


[Tracking Page]

9.2 Automatic Shipment Status Updates

The system can automatically check for shipment status updates in the background using a **Job Queue**.

- This feature is controlled by the **Auto Update Shipment Status** setting on the PostNord Connector Setup page.



- When 'Auto Update Shipment Status' is enabled, the system regularly queries PostNord to fetch the latest tracking updates for all active shipments.
- No manual action is needed – updates are applied automatically in the background and reflected on the related shipment pages.
- An email notification will be sent to the email address specified on the setup page whenever a status update is received.

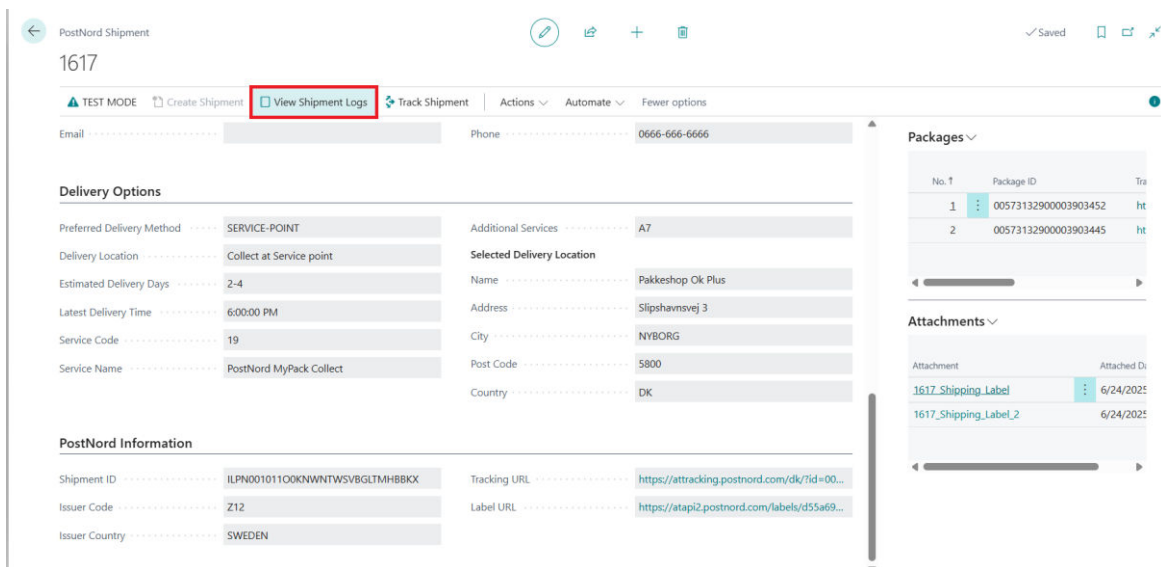
To enable this feature, make sure the **Job Queue** is running and the **Auto Update Shipment Status** toggle is turned on in the setup.

9.3 Viewing Logs

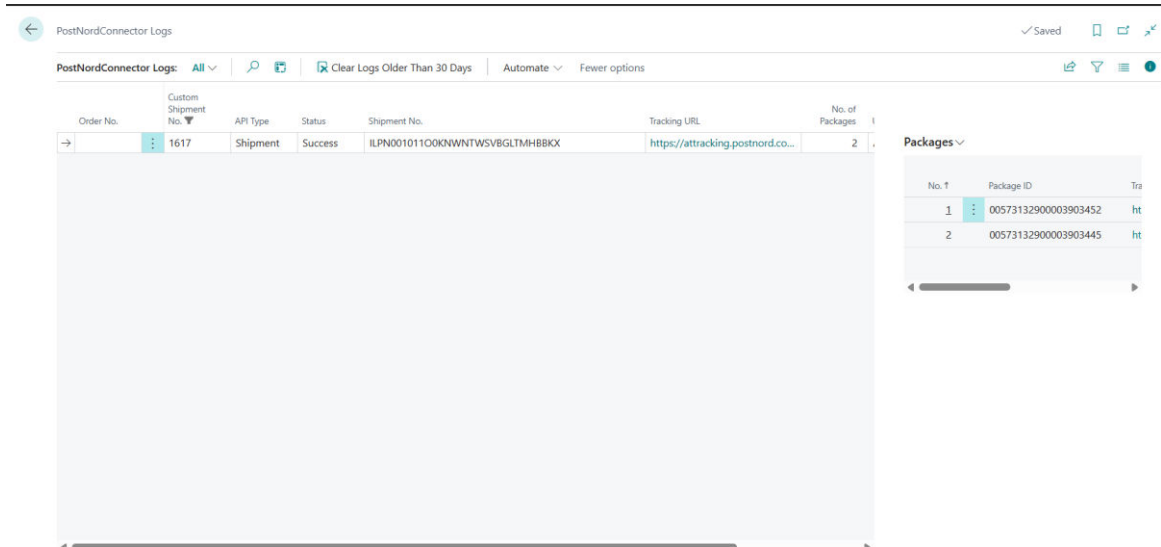
- You can view both Shipment Logs and Developer Logs to verify actions and trace any issues.

9.3.1 Shipment Logs

- Click the View Shipment Logs action.
- The log displays the shipment creation event, including the date, time, and username.



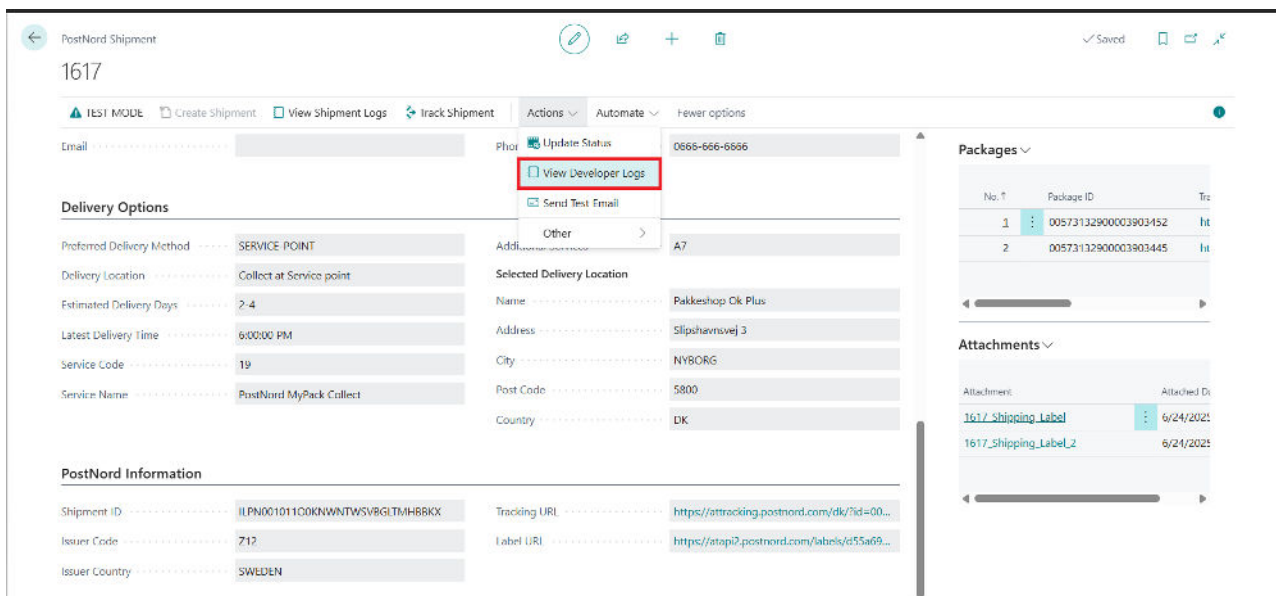
[View Shipment Logs action]



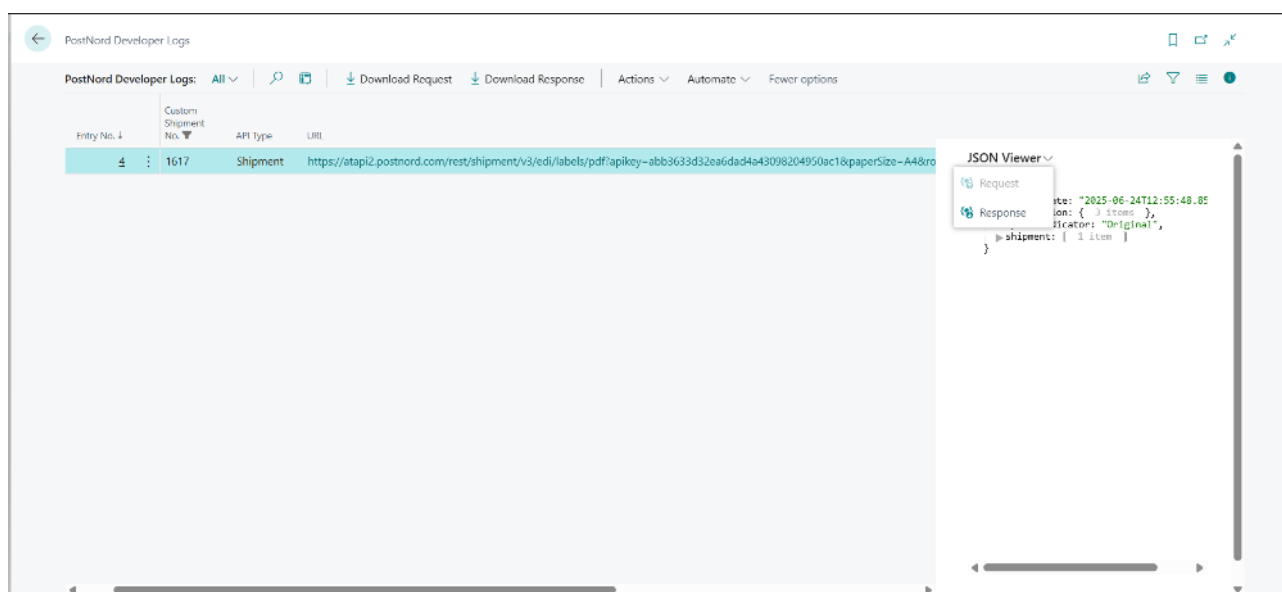
[Shipment Logs page]

9.3.2 Developer Logs

- Click **View Developer Logs**.
- This shows technical details such as API request and response data.
- Errors, if any, will be shown with their details.



[View Developer Logs action]



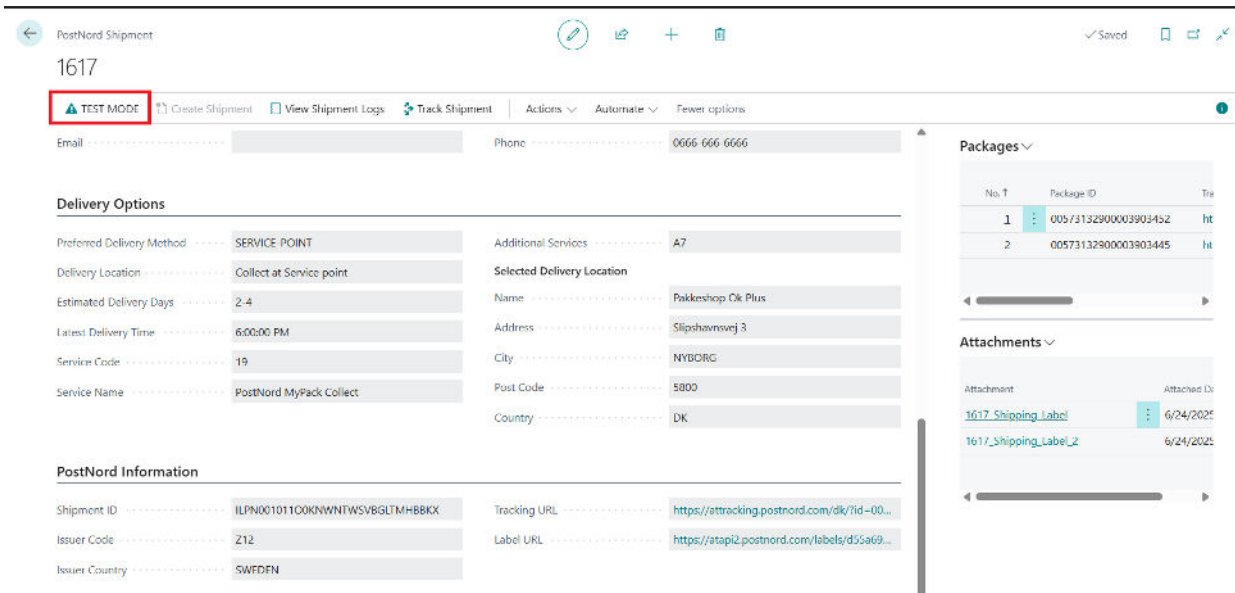
[Developer Logs page]

10 Test Mode Indicator

When **Test Mode** is enabled, a clear TEST MODE label appears across all relevant PostNord pages in Business Central.

- Open the PostNord Connector Setup page and enable Test Mode.

- The TEST MODE indicator will be visible on key pages, such as shipment, tracking, and sales documents.
- Click the TEST MODE label to quickly open the setup page if needed.
- Create a shipment while in test mode – it will be processed through the PostNord test environment, not the live one.



PostNord Shipment 1617

TEST MODE Create Shipment View Shipment Logs Track Shipment Actions Automate Fewer options

Email Phone 0666 666 6666

Delivery Options

Preferred Delivery Method SERVICE POINT Additional Services A7

Delivery Location Collect at Service point Selected Delivery Location

Estimated Delivery Days 2-4 Name Pakkeshop Ok Plus

Latest Delivery Time 6:00:00 PM Address Slipshavnvej 3

Service Code 19 City NYDORG

Service Name PostNord MyPack Collect Post Code 5800

Country DK

PostNord Information

Shipment ID ILPN00101100KNWNTWSVBGLTMHBBKX Tracking URL <https://attracking.postnord.com/dk/?id=00...>

Issuer Code Z12 Label URL <https://atapl2.postnord.com/labels/d55a69...>

Issuer Country SWEDEN

Packages

No. 1	Package ID	Tr
1	005731329000390345z	ht
2	0057313290003903445	ht

Attachments

Attachment	Attached D
1617_Shipping_Label	6/24/2025
1617_Shipping_Label_2	6/24/2025

[Test mode indicator on the shipment page]