

ePAL Woo Commerce Plugin Documentation

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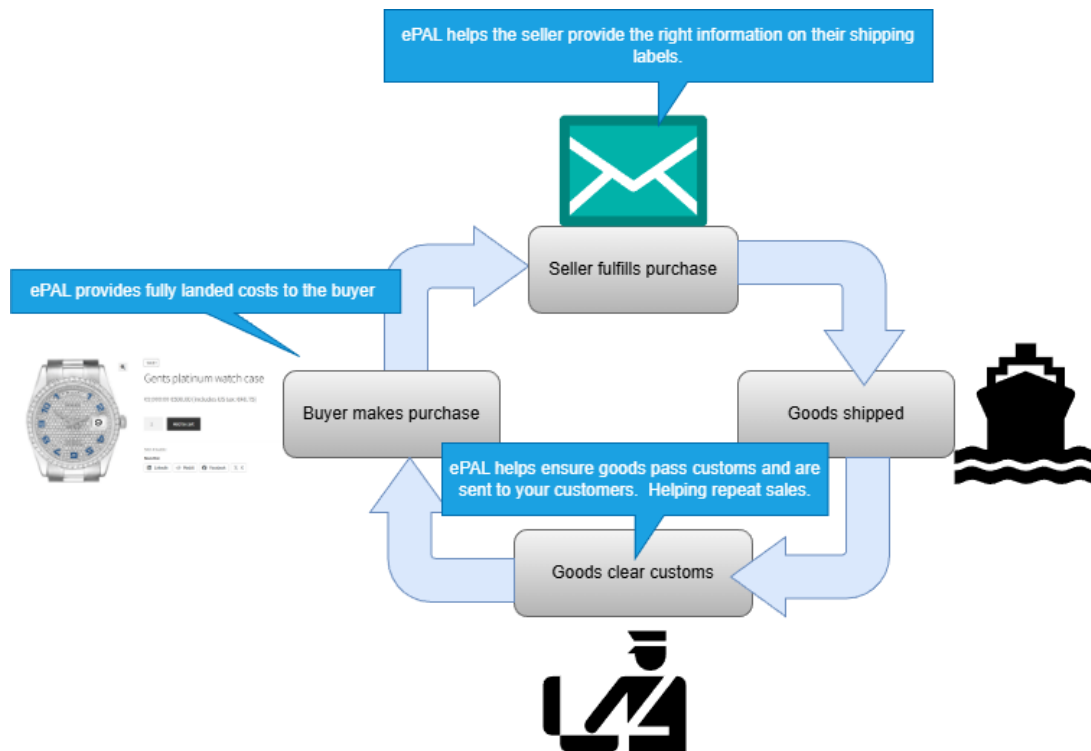
Chapter 1. Getting Started with the ePAL WooCommerce Plugin

Read about how to install the ePAL plugin for *WooCommerce*.

If you would like a walk through installation, contact us at [LINK](#).

The following graphic shows how ePAL helps create a positive cycle for international sales that benefits you and your customers. ePAL is there to provide information at each step, from providing tax and customs information to your buyer before, during and after their purchase, to ensuring required information is on your shipping labels when they are reviewed by customs.

Figure 1. ePAL Integration with Sales Cycle

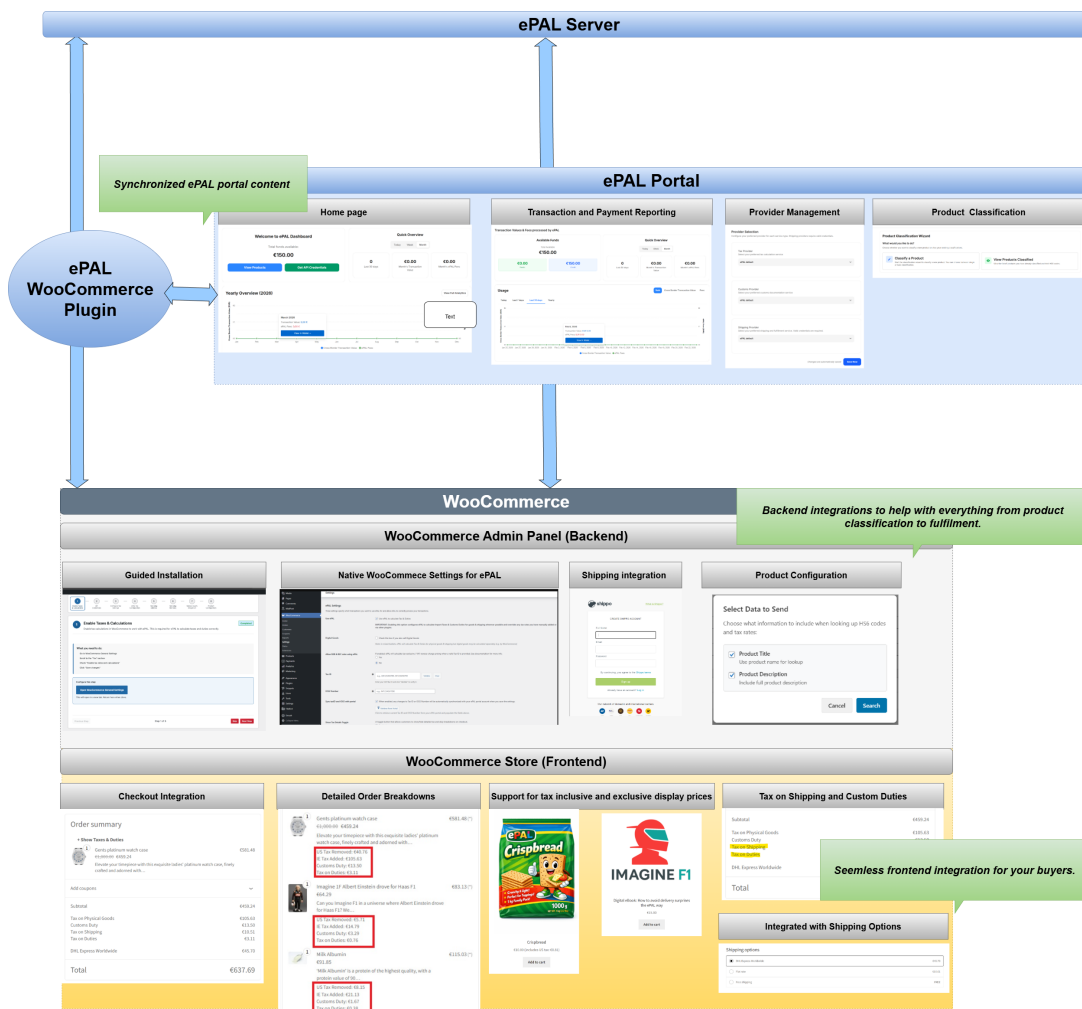


For more information about the benefits of ePAL, see [LINK](#).

Component Overview

The following graphic shows the main components in a typical deployment of this plugin as well as some features:

Figure 2. Components



The plugin consists of the following components:

- **ePAL Server:** This is the backend engine that handles calculations and other processes.
- **ePAL Portal:** ePAL also provides a portal where you can register your profile, view reports and change some settings. The content here and within the plugin can be synchronized so that it remains aligned.
- **ePAL Plugin:** The plugin integrates the ePAL's functions with WooCommerce.
- **WooCommerce:** The WooCommerce integration can be split into the back- and frontend integrations:

- **Admin Panel (Backend):** The plugin is integrated into your WooCommerce Admin panel so you can manage all your ePAL relevant settings from there. It also integrates with native WooCommerce functionality for things like product classification and order fulfilment.
- **Store (Frontend):** ePAL's features like tax and customs calculations are also available to the buyers in your store.

Features

ePAL offers the following features in the backend of WooCommerce for merchants:

- **Guided Installation:** Run the installer and complete all your integration without ever leaving your WooCommerce Admin panel.
- **Indirect Tax Calculation:** Automated calculation of indirect tax such as VAT including non-standard cases like reduced and zero rated goods. Coverage for B2B
- **Customs and Excise:** Real-time calculation of customs duty and excise detection.
- **Product Configuration:** Tools to classify your products to ensure more precise tax results, reducing overpayments.
- **Compliance:** Reporting and audit logs available.
- **Shipping Provider Integration:** Integration with your shipping partner to ensure correct labels and labelling, as well as other documentation.

ePAL offers the following frontend features for buyers in your WooCommerceStore:

- Checkout Integration
- Tax on shipping and customs
-

The ePAL portal includes the following features:

- **Provider Management:** Choose between the supported providers
- **Product Classification:** Perform a variety of tasks related to product classification.

Restrictions

The following restrictions apply:

- ePAL does not support digital goods.
- The plugin is supported for sellers into the European Union (EU). This means sellers like you can be based anywhere in the world and can sell to any EU country.

- Whether a transactions is Business-to-Business (B2B) or Business-to-Customer (B2C), domestic or cross-border can all affect the applicable tax rate (in addition to other factors) and any customs duty. For more detailed information about what is supported, see [Supported Taxes and Customs Duties \(on page 44\)](#).

Installation

You can find all the information that you need to install the plugin in the [Installation Guide \(on page 16\)](#) section.

First you need to retrieve and upload the plugin into your *WooCommerce* instance. This is explained in the [Uploading the ePAL Plugin \(on page 17\)](#) topic.

Once this is complete, you can install it. This is explained in the [Installing the ePAL Plugin \(on page 19\)](#) topic.

Why choose ePAL?

Read this topic to get an overview of the business challenges and how ePAL can help you solve these.

Challenges

As an international seller with a WooCommerce store you may face the following challenges:

- Tax calculation can be difficult for international sales. This is a multi-faceted problem that covers issues such as the following:
 - Indirect tax rate calculation. The applicable indirect tax rate can vary for different jurisdiction.
 - You also need to account for different tax rates within a tax rate. For example, some goods may qualify for a reduced tax rate or may be exempt from tax or zero rated.
 - Tax on shipping can be difficult to calculate and it is often estimated or overcharged.
 - Product classification can be challenging.
 - B2B sales also bring specific tax requirements.
 - Tax schemes that are designed to help importers reach international customers such as Import One-Stop Shop (IOSS) may have their own specific requirements.
- Customs and excise duty can bring additional requirements when compared to selling domestically where only.

- Once your goods clear customs, you need to ensure that they are shipped to the correct location. This depends on accurate shipping labels and these may need to be coordinated over multiple shipping partners.
- Product classification can be a time consuming and recurring chore.

Solutions

ePAL helps address these challenges by providing the following solutions:

- **VAT Calculation and Reporting:** ePAL identifies the correct VAT rate (including reduced- and zero-rated goods) for the source and destination countries, calculates the correct VAT for each product, and generates compliant reports for the remittance of VAT in each country.
- **Customs and Excise:** ePAL automatically identifies product classification codes for the destination country, calculates the correct Customs Duties, checks for Excise products, and provides you with verifiable and audit-ready proof.
- **Shipping and Labelling:** ePAL provides easy access to hundreds of shipping companies to give your customer the best options and rates, and generates shipping labels and documentation that is compliant with the Customs requirements for the destination Country.
- **Refunds and Returns:** Easy international refunds and returns process, pre-printed labels and documentation, automatic calculation of VAT and Duties reclaims.
- **Compliance Screening:**
- **Reporting and Analytics:**
- **Easy Integration:**
- **Customs Pre-Clearance:**
- **Coverage for IOSS, non-IOSS, B2C and B2B:**

How does ePAL Work?

This topic explains how ePAL integrates with the order processing flow in *WooCommerce* from purchase to shipping.

This example uses the ePAL demo store. You can visit it [here](#).

This example walks through a typical buyer scenario where they purchase a good, highlighting where ePAL helps in this process.

The example is divided into 2 parts, showing an example flow for purchasing and fulfilment so you can see how ePAL helps the buyer and the seller from their perspectives.

Assumptions

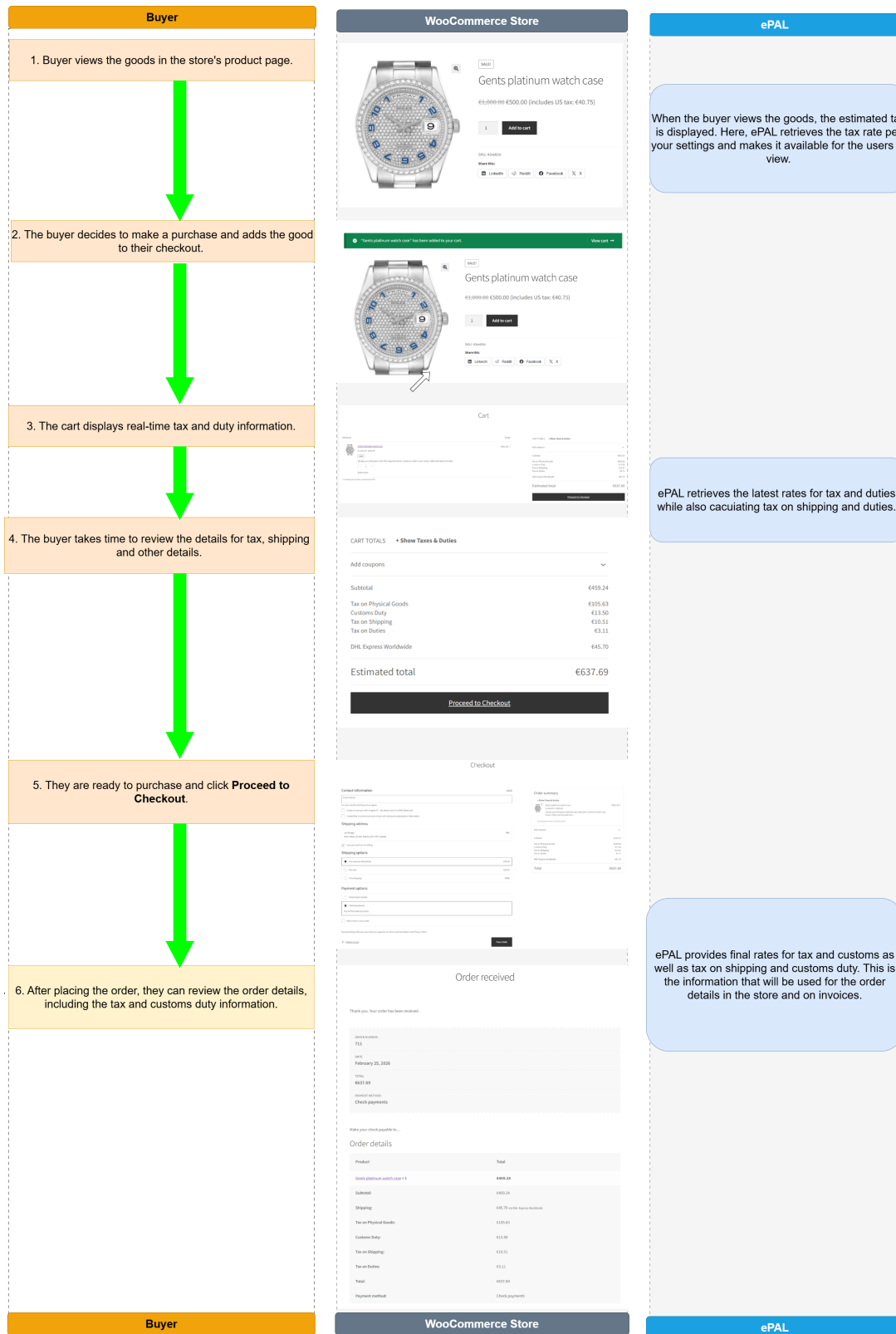
The following assumptions have been made:

- This scenario is a B2C transaction where the buyer is in the European Union (EU) (Ireland) and the seller is based in the United States of America (USA).
- The merchant has configured their *WooCommerce* store to use real-time tax rates from ePAL.

Buyer's Steps (Purchasing)

The following graphic represents the steps in a typical purchasing scenario, from the buyer's perspective. It also highlights where ePAL helps in this process:

Figure 3. Buyer Process Flow



The steps are as follows:

1. A buyer views the goods in the *WooCommerceStore*.

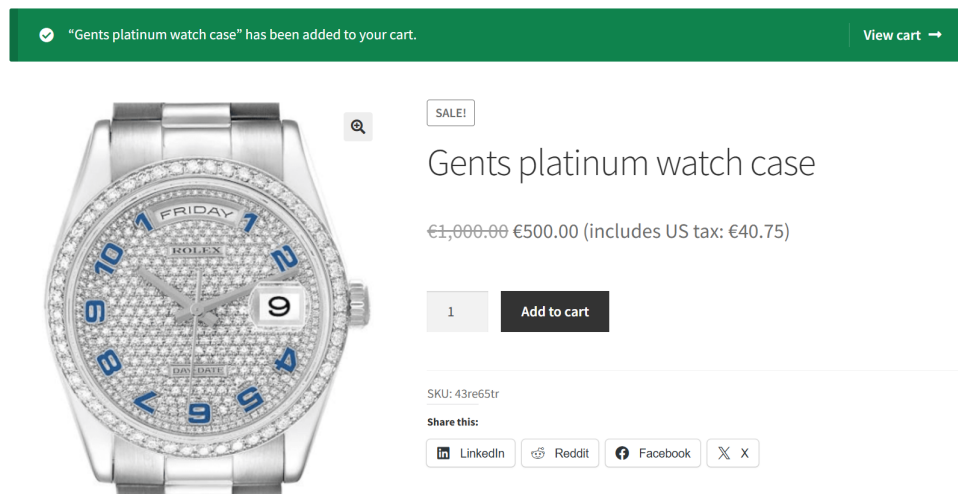
Figure 4. Product Page



ePAL: When the buyer views the goods, the estimated tax is displayed. Here, ePAL retrieves the tax rate per your settings and makes it available for the users to view.

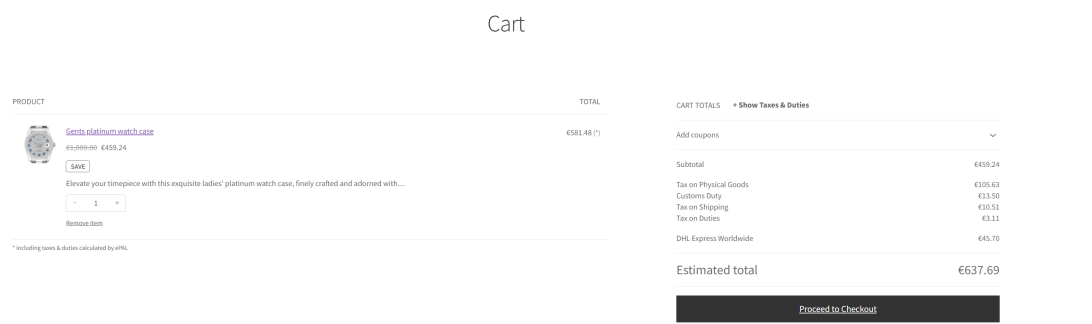
2. The buyer decides to make a purchase and adds the good to their checkout by clicking **Add to cart**.

Figure 5. Goods added to cart



3. They click **View Cart** to proceed with the purchase.

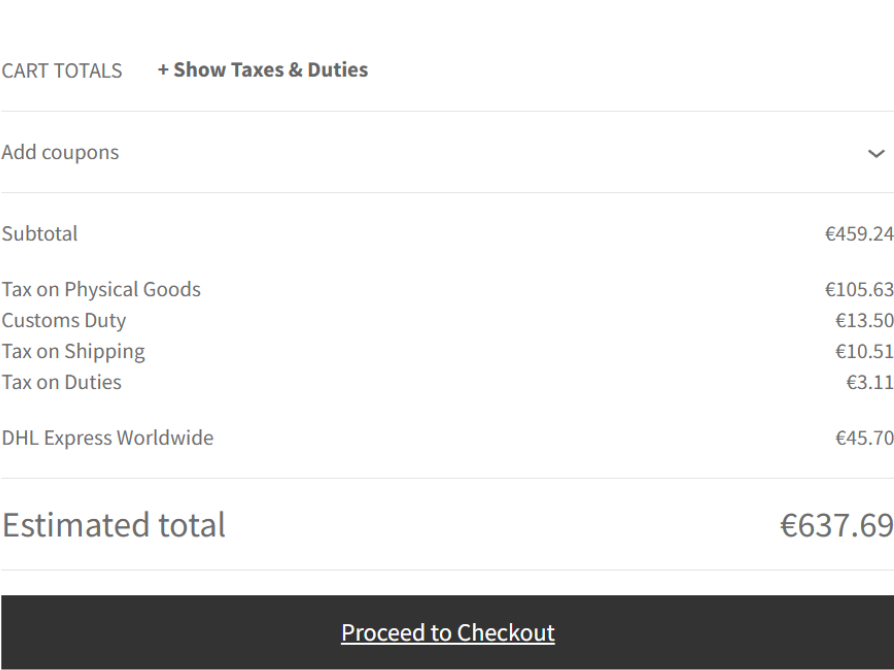
Figure 6. Cart Details



ePAL: Here, ePAL provides details about the indirect tax, the customs duty, as well as tax on duty and shipping. This ensures the most accurate fully landed costs.

4. The buyer takes time to review the details for tax, shipping and other details.

Figure 7. Review details



5. They are ready to purchase and click **Proceed to Checkout**.

Figure 8. Checkout

Checkout

Contact information

Email address

You are currently checking out as a guest.

☐ Create an account with Imagine F1 - the demo store for ePALGlobal.com

☐ I would like to receive exclusive emails with discounts and product information

Shipping address

Joe Bloggs
Main Street, Dublin, Dublin, D01 F3P2, Ireland

Edit

☒ Use same address for billing

Shipping options

☒ DHL Express Worldwide €45.70

☐ Flat rate €10.01

☐ Free shipping FREE

Payment options

☐ Direct bank transfer

☒ Check payments
Pay for this order by check.

☐ Add a note to your order

By proceeding with your purchase you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

[← Return to Cart](#)

Place Order

Order summary

+ Show Taxes & Duties

 1 Gento platinum watch case
€140.00 4420.24

Elevate your timepiece with this exquisite ladies' platinum watch case,
finely crafted and adorned with...

€581.48 (*)

* Including taxes & duties calculated by ePAL.

Add coupons

▼

Subtotal €459.24

Tax on Physical Goods €205.63

Customs Duty €13.50

Tax on Shipping €10.31

Tax on Duties €3.11

DHL Express Worldwide €45.70

Total €637.69

ePAL: ePAL provides final rates for tax and customs as well as tax on shipping and customs duty. This is the information that will be used for the order details in the store and on invoices.

6. After placing the order, they can review the order details, including the tax and customs duty information.

Figure 9. Order Details

Order received

Thank you. Your order has been received.

ORDER NUMBER:
711

DATE:
February 25, 2026

TOTAL:
€637.69

PAYMENT METHOD:
Check payments

Make your check payable to...

Order details

Product	Total
Gents platinum watch case × 1	€459.24
Subtotal:	€459.24
Shipping:	€45.70 via DHL Express Worldwide
Tax on Physical Goods:	€105.63
Customs Duty:	€13.50
Tax on Shipping:	€10.51
Tax on Duties:	€3.11
Total:	€637.69
Payment method:	Check payments

- 7. The buyer receives a mail confirming the order.
- 8. The buyer receives the goods.

ePAL: ePAL helps ensure that the shipping label contains all the details needed for fully landed costs, ensuring the buyer receives their goods quickly and without the need for any further intervention to pay outstanding custom duties.

Merchant's Steps (Fulfilment)

The following graphic represents the steps in a typical fulfilment scenario, from the seller's perspective. It also highlights where ePAL helps in this process:

The steps are as follows:

1. The merchant receives the order.
2. They approve it in *WooCommerce*.
3. They generate a shipping label.
4. They fulfil the order, sending an invoice to the buyer and preparing the goods for shipping.

ePAL:

Chapter 2. Installation Guide

This guide provides you with all the information that you need to install **ePAL** on *WooCommerce*.

This topic will guide you through downloading, installing and configuring the plugin. More general information about the plugin and its features is provided in the [Getting Started with the ePAL WooCommerce Plugin \(on page 4\)](#) topic.

Installation Steps

To start using ePAL in your checkout, complete the following steps:

1. Review the **Prerequisites** and **Minimum Requirements** sections of this topic.
2. Sign up for ePAL at <http://3.149.180.94/sign-up>.
3. Retrieve and upload the Woo Commerce plugin as described in the [Uploading the ePAL Plugin \(on page 17\)](#) topic.
4. Install the ePAL plugin for Woo Commerce. The plugin includes a guided installation to help you set it up. This is explained in the [Installing the ePAL Plugin \(on page 19\)](#) topic.
5. Test the installation as described in the [Testing the Plugin \(on page 40\)](#) topic.

Prerequisites

Before you begin the installation, consider the following prerequisites:

- If you have a Tax ID, you need to read about the type of Tax IDs that are compatible with the service. More information is provided in the LINK topic.
- If you are outside the EU, you may want to consider using IOSS. More information is provided in the LINK topic.
- You can sign up for ePAL at <http://3.149.180.94/sign-up>.

Minimum Requirements

The following table lists the minimum requirements for the plugin:

Table 1.

Component	Version
WordPress	5.0 or higher
WooCommerce	4.0 This has been tested up to 8.5.
PHP	7.4 or higher. This has been tested to version 8.2.

Table 1. (continued)

Component	Version
MySQL/MariaDB	Version 5.7 and 10.3 and higher.

Uploading the ePAL Plugin

This topic explains how to retrieve and upload the plugin and start the guided installation.

Prerequisites

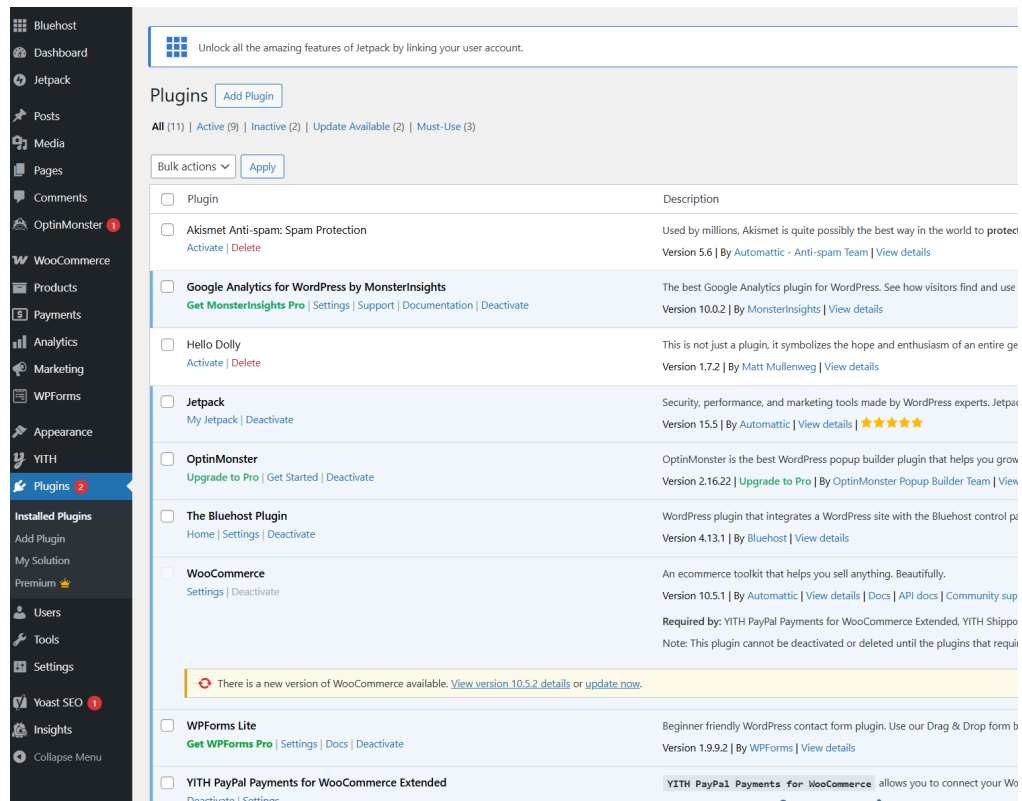
Review the information in the X topic.

Steps

Complete the following steps:

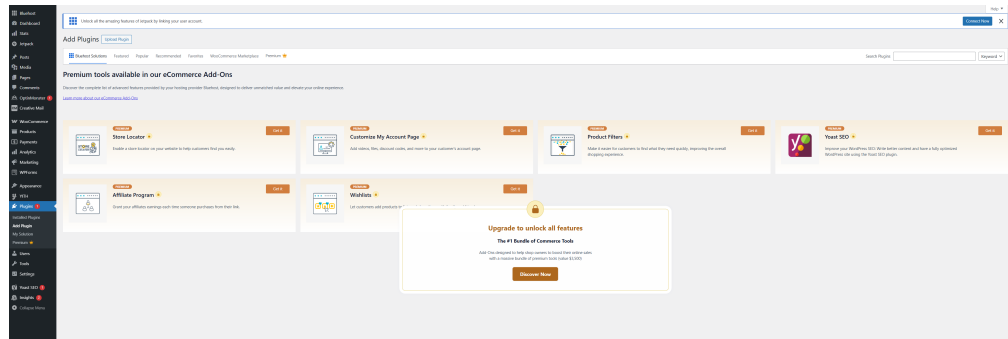
1. You can get the plugin in the Woo Commerce store at the following [Woo Commerce Store](#).
2. Download the ZIP file and note the location where you save it.
3. Open the Woo Commerce/Word Press Admin UI. Click **Plugins**. The following UI is displayed:

Figure 10. Add Plugin UI



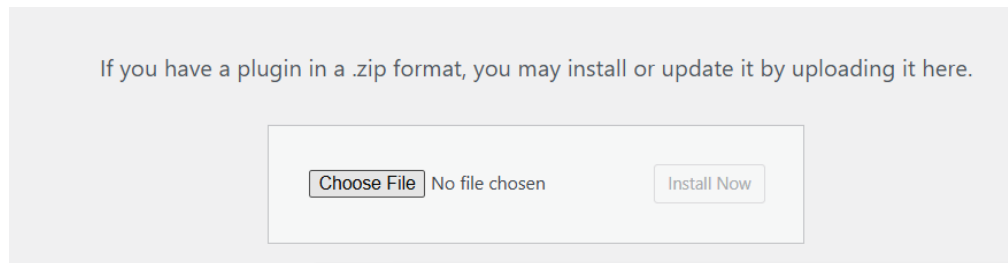
4. Click **Add Plugin**.

Figure 11. Upload Plugin



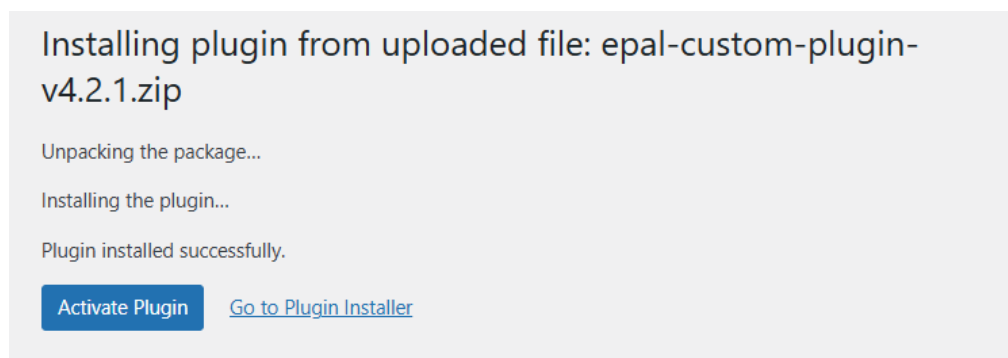
5. Click **Upload Plugin**. Choose the plugin file from the location that you noted in step 2.

Figure 12. Choose File



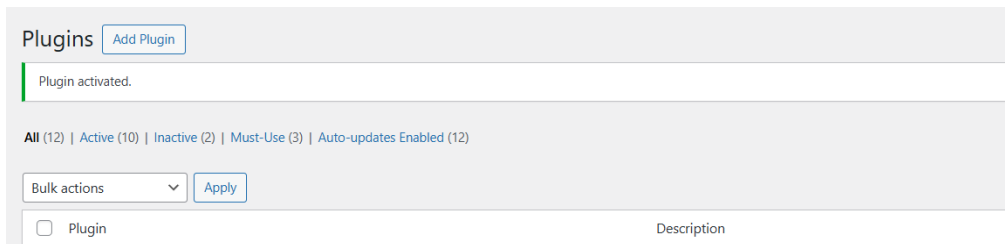
6. Click **Install Now**. The installation UI is displayed. The message **Plugin installed successfully.** is displayed when the installation is complete.

Figure 13. Installation UI

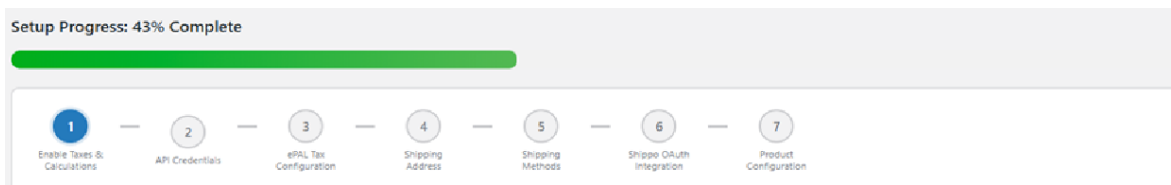


7. If you click **Activate Plugin**, the following UI is displayed to confirm the activation:

Figure 14. Activated Plugin



8. Click **Start Setup Guide**. The Setup UI is displayed. You can use this UI to guide you through the steps for setting up the plugin.



Next Step

Now, you can complete the installation as described in the [Installing the ePAL Plugin \(on page 19\)](#) topic.

Installing the ePAL Plugin

This topic explains how you can use the guided installation to install the plugin.

Prerequisites

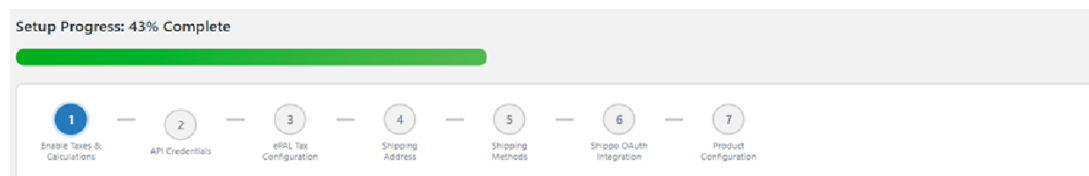
You have deployed the plugin as described in the [Uploading the ePAL Plugin \(on page 17\)](#) topic.

You can create a new user in step 2 of the guided activity or you can sign up for one at the [ePAL Dashboard](#) before you start the installation.

Guided Installation Overview

The plugin's guided installation consists of 7 steps. These are displayed in the header during installation. As you complete each step, the circle around each step changes to green. Blue represents the current step.

Figure 15. Installation Steps Overview



The steps are as follows:

1. **Enable Taxes and Calculations:** Enable taxes and configure some other WooCommerce settings.
2. **API Credentials:** Configure your access credentials.
3. **ePAL Tax Configuration:** Configure the ePAL tax settings.
4. **Shipping Address:** Configuring your shipping address. You can use your store's address if you want to.
5. **Shipping Methods:** Configure your shipping methods.
6. **Shippo OAuth Integration**(Optional): Configure you OAuth settings for integrations with Shippo. This step is optional.
7. **Product Configuration:** You need to generate and review HS6 codes for your products.

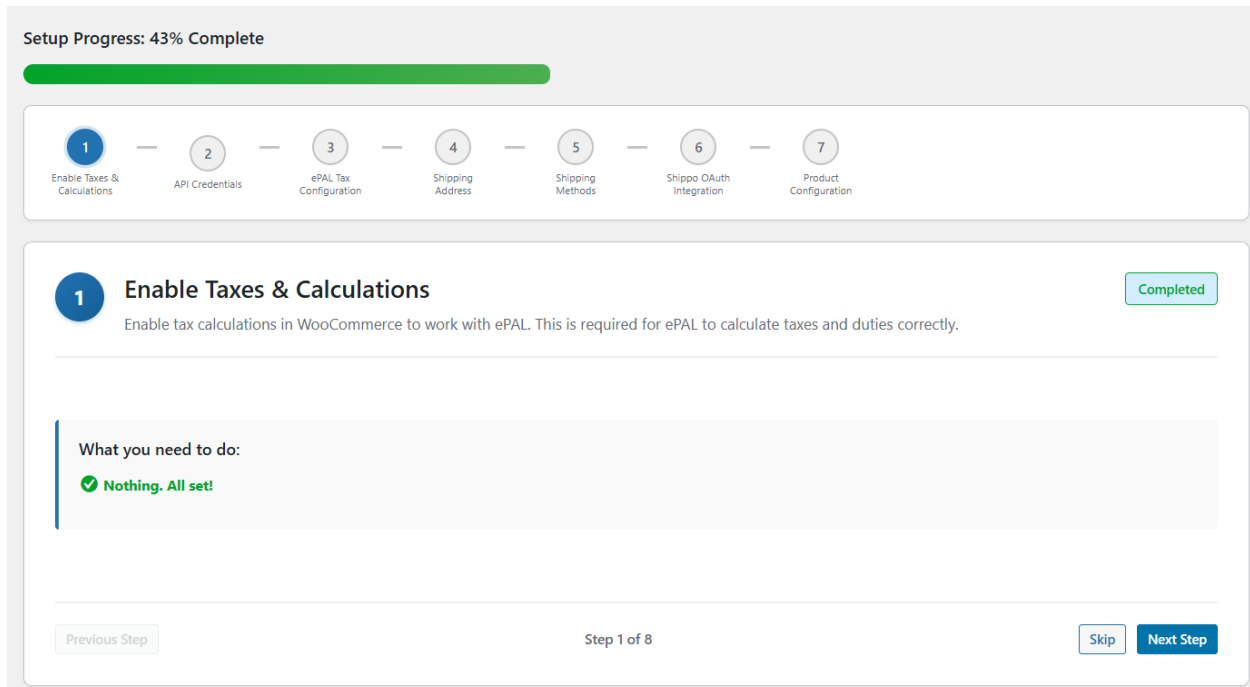
To access this guide at anytime, you can amend your WordPress Admin URL with `/wp-admin/admin.php?page=wc-settings&tab=epal§ion=setup` to open it.

These settings can also be accessed in the ePAL portal.

To finish the setup, complete the following steps:

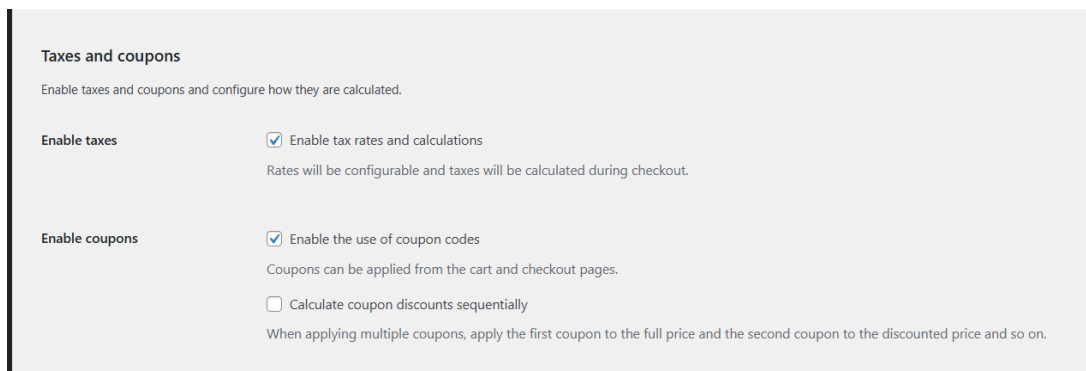
1. Enable Taxes and Calculations

The first step prompts you to configure the required settings in *WooCommerce*:



To open the relevant settings page, you can click **Open WooCommerce General Settings**. The following UI is displayed:

Figure 16. Enable Tax UI



Ensure that the **Enable tax rates and calculations** checkbox is selected.

2. API Credentials

If you need to, you can create a new ePAL user or you can sign in using an existing one in Step 2:

Figure 17. API Credentials UI

2

API Credentials

Pending

Connect your ePAL account by entering your API credentials. These are required for all ePAL functionality.

What you need to do:

Enter email address & password, and name or company name to create ePAL account

Activation email will be sent & must be acknowledged before continuing

After activation, click "Refresh" to retrieve your credit balance

Test the connection to ensure credentials work

Connect your ePAL account below. This is the same configuration available in the Configure tab.

Authentication Status

⚠ Not Authenticated

You need to sign up or login to use ePAL integration.

ePAL Account

Login with Existing Account

Login with your ePAL email and password to retrieve your API credentials.

Email

user@example.com

Password

.....

Login & Get Credentials

Or Sign Up for New ePAL Account

Create a new ePAL account to get your API credentials.

Email

Password

Must be 8-20 characters with at least one uppercase, one lowercase, one number and one special character [@\$!%*?&].

Full Name

Company Name

Referral Code (Optional)

Enter a referral code to receive credits. This is optional and will not prevent registration.

☐ I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

Sign Up

Or Enter Existing Credentials Manually

If you already have ePAL API credentials, enter them below:

Client ID

Client Secret

Save Credentials

You can proceed in one of the following ways:

- If you have an existing user account from the ePAL portal but have not yet retrieved your API credentials, you can enter the email and password and then click **Login and Get Credentials**.
- If you want to sign up for an ePAL account now, complete the **Email, Password, Full Name**, and **Company Name** fields. Then click **SignUp**.
- If you have an existing users and have already retrieved your credentials, you can enter them in the **Client ID** and **Client Secret** fields.

Once you have successfully signed in, you may need to reload the page when prompted. After this, the following UI is displayed:

IMAGE

You can click the **Test Connecton** button to ensure the connection is working. You can also test your connection to Shippo, if you has been configured.

To logout, click **Logout**.

3. Configure Tax Settings

Now, you can configure your WooCommerce tax settings.

Figure 18. Step 3

Setup Progress: 50% Complete

1 — 2 — 3 — 4 — 5 — 6 — 7 — 8

Enable Taxes & Calculations API Credentials **Configure Tax Settings** ePAL Tax Configuration Shipping Address Shipping Methods Shippo OAuth Integration Product Configuration

3 Configure Tax Settings Completed

Configure WooCommerce tax settings to work with ePAL. These settings determine how taxes are calculated and displayed.

What you need to do:

- Set optional "ship from" location, if different from your store address in WooCommerce
- Choose tax display preferences (optional)
- If using tax-inclusive pricing, ensure domestic tax rates are configured per product ?

Configure this step:

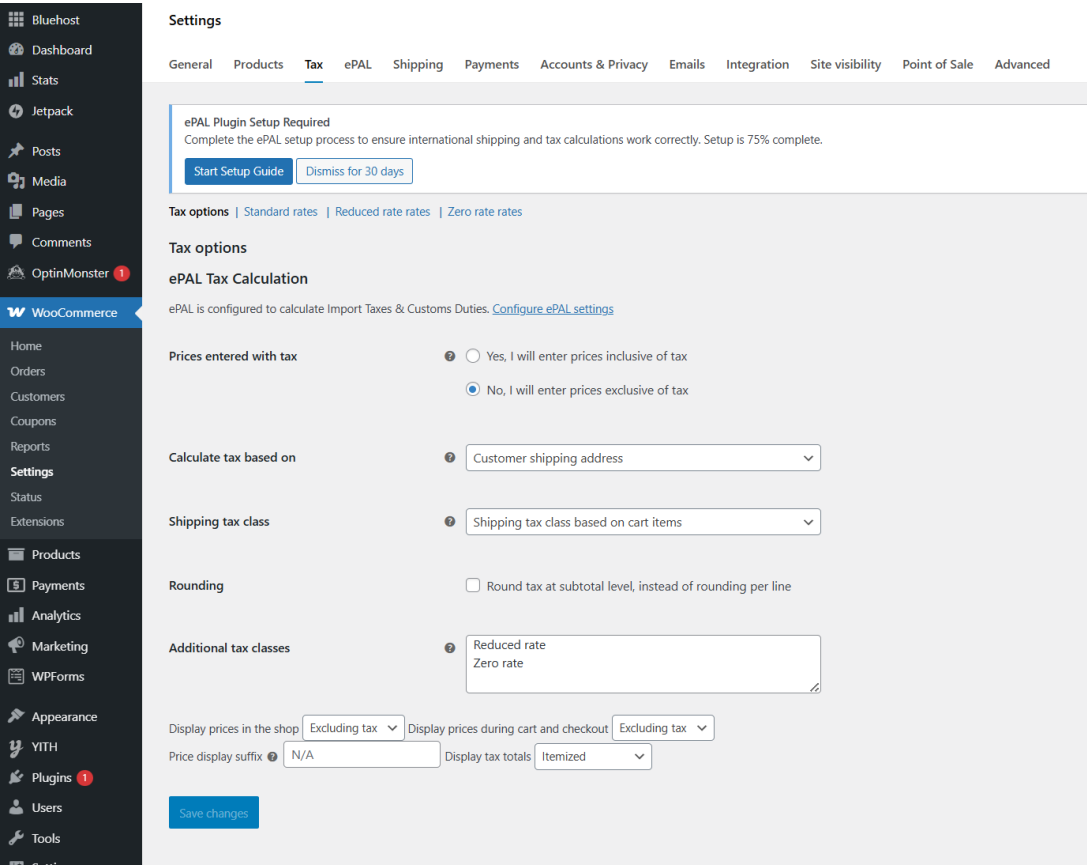
[Open WooCommerce Tax Settings](#)

This will open in a new tab. Return here when done.

Previous Step Step 3 of 8 Skip Next Step

To display the following UI, click **Open Woo Commerce Tax Settings**:

Figure 19. ePAL Tax Calculation UI



Complete the following fields:

Table 2. ePAL Tax Calculation UI Fields

Field	Description
Prices entered with tax	If your store uses prices that include tax, select the Yes, I will enter prices inclusive of tax radio button. If your store uses prices that exclude tax, select the No, I will enter prices exclusive of tax radio button.
Calculate tax based on	To configure the information that is used for tax calculation, choose one of the following options:

Table 2. ePAL Tax Calculation UI Fields (continued)

Field	Description
	• Customer shipping address: Use the address that the customer provides for receiving the goods. • Customer billing address: Use the billing address that the customer specified. • Shop base address: Use the store's default address.
Shipping tax class	To configure the tax classification that will be used to calculate the tax on shipping, choose one of the following options: • Shipping tax class based on the cart: Choose this option if you do not want to set the behavior and use the default option instead. Tax is calculated based on the goods in the transaction. • Standard: The standard tax rate is applied. • Reduced rate: The reduced tax rate is applied. • Zero rate: A tax rate of zero is applied.
Rounding	If you select the Round tax at subtotal level, instead of rounding per line button, rounding will be done for each subtotal rather than each line. If you do not select the button, rounding will continue to be done on each line.
Additional Tax Classes	You can list any tax classes that you might need but could not specify in the Shipping tax class setting. You may want to add ones for Reduced and Zero Rated tax classes.

Table 2. ePAL Tax Calculation UI Fields (continued)

Field	Description
Display prices in the shop	To specify whether you want to display tax inclusive or exclusive prices in your store, choose one of the following options: • Including tax: The displayed prices include taxes. • Excluding tax: The displayed prices exclude taxes.
Display prices during cart and checkout	To specify whether you want to display tax inclusive or exclusive prices in your cart and during checkout, choose one of the following options: • Including tax: The displayed prices include taxes. • Excluding tax: The displayed prices exclude taxes.
Price display suffix	You can use this to specify a free text suffix for prices. For example, you might specify (incl. VAT) to specify VAT inclusive prices.
Display tax totals	Choose how you want tax totals to display. You can choose from one of the following: • As a single total: Tax is displayed in the total> • Itemized: Tax is displayed per item.

3. ePAL Tax Configuration

Next, you need to configure the ePAL tax settings that are displayed in the third step:



CAUTION:

If you choose price-inclusive prices, you need to ensure that the tax rates are specified for your products.

Figure 20. ePAL Tax Configurations Settings UI

3

ePAL Tax Configuration

Completed

Configure ePAL-specific tax settings to enable cross-border tax calculations and define where ePAL should handle tax calculations.

What you need to do:

- Set "[Use ePAL]" option to define what ePAL should calculate (physical goods tax or physical goods + shipping tax)
- Configure "Cross border ePAL acting zone" to select European Union countries where ePAL will act as cross-border service provider
- Optionally add the IOSS number you or your IOSS agent have been registered with
- Optionally add your Tax ID if you have a business tax identifier
- Configure other ePAL settings as needed

Configure ePAL settings below. These are the same settings available in the ePAL tab, duplicated here for your convenience.

Use ePAL

☒ Use ePAL to calculate Tax & Duties

IMPORTANT: Enabling this option configures ePAL to calculate Import Taxes & Customs Duties for goods & shipping wherever possible and overrides any tax rates you have manually added or via other plugins.

Digital Goods

☐ Check this box if you also sell Digital Goods

Note: in mixed baskets, ePAL will calculate Tax & Duties for physical goods & shipping but digital goods may be calculated separately (e.g. by WooCommerce)

Allow B2B & B2C sales using ePAL

☐ Yes
☒ No

If enabled, ePAL will calculate tax-exclusive / VAT reverse-charge pricing when a valid Tax ID is provided.

VAT Reverse Charge

☒ EU only
☐ All countries

EU only: Applies only to EU-to-EU B2B transactions. All countries: Applies to all B2B transactions with valid Tax IDs.

Tax ID

Optional: enter your Tax ID if you want ePAL to calculate tax-exclusive prices for B2B sales

IOSS Number

Optional: Enter IOSS number if you have one

Sync taxID and IOSS with portal

☒ Yes
☐ No

When enabled, any changes to Tax ID or IOSS Number will be automatically synchronized with your ePAL portal account when you save the settings.

Show Tax Details Toggle

☒ Enabled
☐ Disabled

A toggle button that allows customers to show/hide detailed tax and duty breakdowns on checkout.

Cross border ePAL acting zone

Select the European countries for which you want ePAL to calculate cross-border taxes and duties where possible.

Show tax-inclusive price suffix

☒ Yes, show the value and the tax removed
☐ No, do not show it

When enabled, product pages will show tax-inclusive information like "(includes PT tax: 33,33 EUR)".

Save ePAL Settings

Complete the following fields:

Table 3. ePAL Tax Configuration Settings Ui

Field	Description
Use ePAL	 CAUTION: Enabling this setting permits ePAL to change your tax and shipping totals wherever applicable. To enable ePAL and permit it to process your transactions, you need to select this checkbox
Digital Goods	If you sell digital goods, select this checkbox. ePAL is not used for these goods. This setting helps it process mixed baskets.
Allow B2B & B2C sales using ePAL	If you want to use ePAL for B2B transactions, click Yes . For more information, see B2B and Tax ID Validation (on page 46) .
VAT Reverse Charge	A VAT reverse charged can be applied for B2B transactions. You can choose whether this should apply only in the EU, between EU-based businesses or the entire world.
Tax ID	You can specify your Tax ID. For example, your VAT ID. For more information, see B2B and Tax ID Validation (on page 46) .
IOSS Number	Specify your IOSS number, if applicable. For more information, see LINK .
Sync taxid and IOSS with portal	If you click Yes , changes made to your Tax ID or IOSS number in Woo Commerce or on the ePAL portal are synchronized so both use the updated information.

Table 3. ePAL Tax Configuration Settings Ui (continued)

Field	Description
	If you click No , changes are not synchronized.
Show Tax Details Toggle	Use this setting to enable or remove the Show Tax Details toggle on your checkout. Customers can use this to get more information about the taxes and duties that ePAL helps calculate.
Cross border ePAL acting zone	This setting governs the countries in which ePAL is enabled. To specify for all of Europe, choose Europe or you can enter individual countries and regions.
Show tax-inclusive price suffix	When enabled, information about tax is displayed in the suffix of tax inclusive prices.

4. Shipping Address

You can specify your shipping address and validate it in step 5:

1

Enable Taxes & Calculations

2

API Credentials

3

Configure Tax Settings

4

ePAL Tax Configuration

5

Shipping Address

6

Shipping Methods

7

Shippo OAuth Integration

8

Product Configuration

5

Shipping Address

Completed

Configure your shipping address for accurate rate calculations and customs declarations.

What you need to do:

Verify your default store address is correct

Optionally set a custom shipping address if different from store address

Ensure address includes all required fields (country, postal code, etc.)

Add your business tax ID/VAT number if applicable

Configure your shipping address below. This is the same configuration available in the ePAL Settings tab.

'Ship From' Address

Main WooCommerce Address

Socks R US

19 Pinebrook Avenue

Artane

Dublin, D 5

Ireland

This is your store's default address from WooCommerce settings. This address will be used for ePAL transactions.

✓ Validate Address

Login to your ePAL account to enable store address validation.

Optional: add a 'ship from' address different from your main address

+ Add 'Ship From' Address

Login to your ePAL account to add a "Ship From" address.

Configure this step:

Open ePAL Settings Tab

This will open in a new tab. Return here when done.

Previous Step

Step 5 of 8

Skip

Next Step

To add a custom address, click the **Add Custom Shipping Address**. The following UI displays:

Settings

+ Add Custom Address

Add Custom Shipping Address

First Name *

Mateus

Last Name *

Badan

Company Name

Mateus UK

Tax ID

UK123456789

Address Line 1 *

8 Stand field

Address Line 2

City *

State/Province

Postal Code *

Country *

Select country...

Save Address

Cancel

Tax Configuration

Complete the required fields:

Table 4. Custom Shipping Address Fields

Field	Mandatory	Description
First Name*	Yes	Specify the first name. This is required.
Last Name*	Yes	Specify the last name. This is required.
Company Name	No	Specify the company's name.
Tax ID	No	Specify the Tax ID that is associated with this Shipping address.
Address Line 1*	Yes	The first line of your address. This is required.
Address Line 2	No	The second line of your address.
City*	Yes	Your city.
State/Province	Mandatory for Spain, the United Kingdom of Great Britain and Northern Ireland (UK), and Spain.	Your state or province.

Table 4. Custom Shipping Address Fields (continued)

Field	Mandatory	Description
Postal Code*	Recommended for all but only mandatory for: • Australia • Brazil • Canada • India • UK • United States of America	Your post code. This is required.
Country*	Yes	Your country. This is required.

**Note:**

We recommend that you add Postal Codes for all countries. It is required for Spain, the United Kingdom of Great Britain and Northern Ireland (UK), and Spain. You must provide it for these countries.

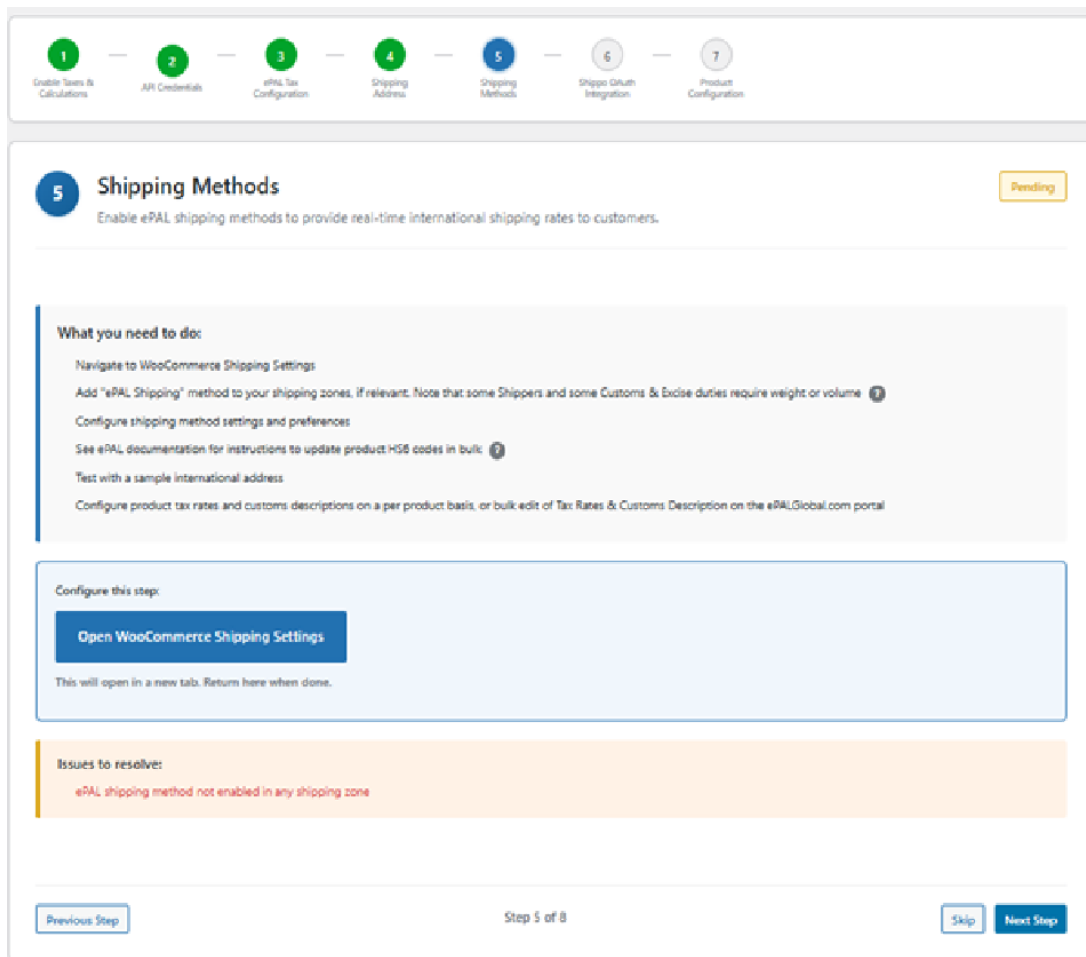
States or provinces are subdivisions within a country. The following countries require that you specify the state or subdivision in address information:

- Australia
- Brazil
- Canada
- India
- UK
- United States of America

5. Shipping Methods Setup

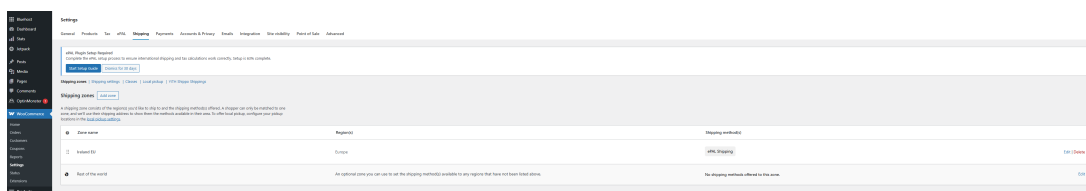
You need to configure your shipping methods in step 6:

Figure 21. Step 6



To complete the settings, click **Open WooCommerce Shipping Settings**. The following UI is displayed:

Figure 22. Shipping Methods UI



1. You need to configure your shipping methods in step 6:

If you are adding a zone, click **Add shipping method**.

If you are editing an existing zone, click **Edit**.

Repeat this for all the zones where you want to operate ePAL.

Click **Add Shipping Method**. The following UI is displayed:

SCREEN

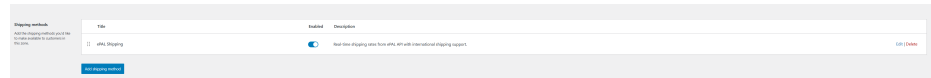
- a. If you are adding a zone, click **Add shipping method**.
- If you are editing an existing zone, click **Edit**.
- b. Repeat this for all the zones where you want to operate ePAL.
- c. Click **Add Shipping Method**. The following UI is displayed:
- d. Click **ePAL Shipping** and click **Continue**.
- e. Complete the Setup UI. Complete the following settings:

Table 5.

Setting	Description
Enable ePAL Shipping	You must select this checkbox to enable ePAL for the shipping method.
Method Title	You can specify a name for this shipping method.
API Timeout	You can specify the time that can elapse before the API requests are timed out.
Cache Duration	You can specify the
Debug Mode	To enable debugging, select this checkbox.

- f. Click **Create and save**.
- g. The following UI is displayed:

Figure 23. ePAL Shipping Method UI



6. Shippo OAuth Integration (Optional)

If you are a Shippo customer, you can setup OAuth authentication to help integrate it with ePAL using the following UI:

Figure 24. Shippo Configuration UI

Setup Progress: 63% Complete

1 — 2 — 3 — 4 — 5 — 6 — 7 — 8

1 Enable Taxes & Calculations
2 API Credentials
3 Configure Tax Settings
4 ePAL Tax Configuration
5 Shipping Address
6 Shipping Methods
7 Shippo OAuth Integration
8 Product Configuration

7 Shippo OAuth Integration

Verify your Shippo connection is working. Shippo OAuth is configured in the ePAL portal. Pending

What you need to do:

- Ensure you have a Shippo account at shippo.com
- Go to ePAL portal (Settings > Shipping Providers) to configure Shippo OAuth
- Click "Test Connection" below to verify the setup is working correctly

To set up Shippo integration:

- Go to [ePAL Portal](https://app.epalglobal.co) (app.epalglobal.co)
- Navigate to Providers > Shipping Providers
- Configure Shippo OAuth credentials
- Return here and click "Test Connection" to verify setup

Test Connection

Note: Shippo OAuth is configured in the ePAL portal. This button only tests if your configuration is working correctly.

Issues to resolve:

Shippo account not connected. This is optional but recommended for shipping label generation.

[Previous Step](#) Step 7 of 8 [Skip](#) [Next Step](#)

To configure your Shippo connection, complete the following steps:

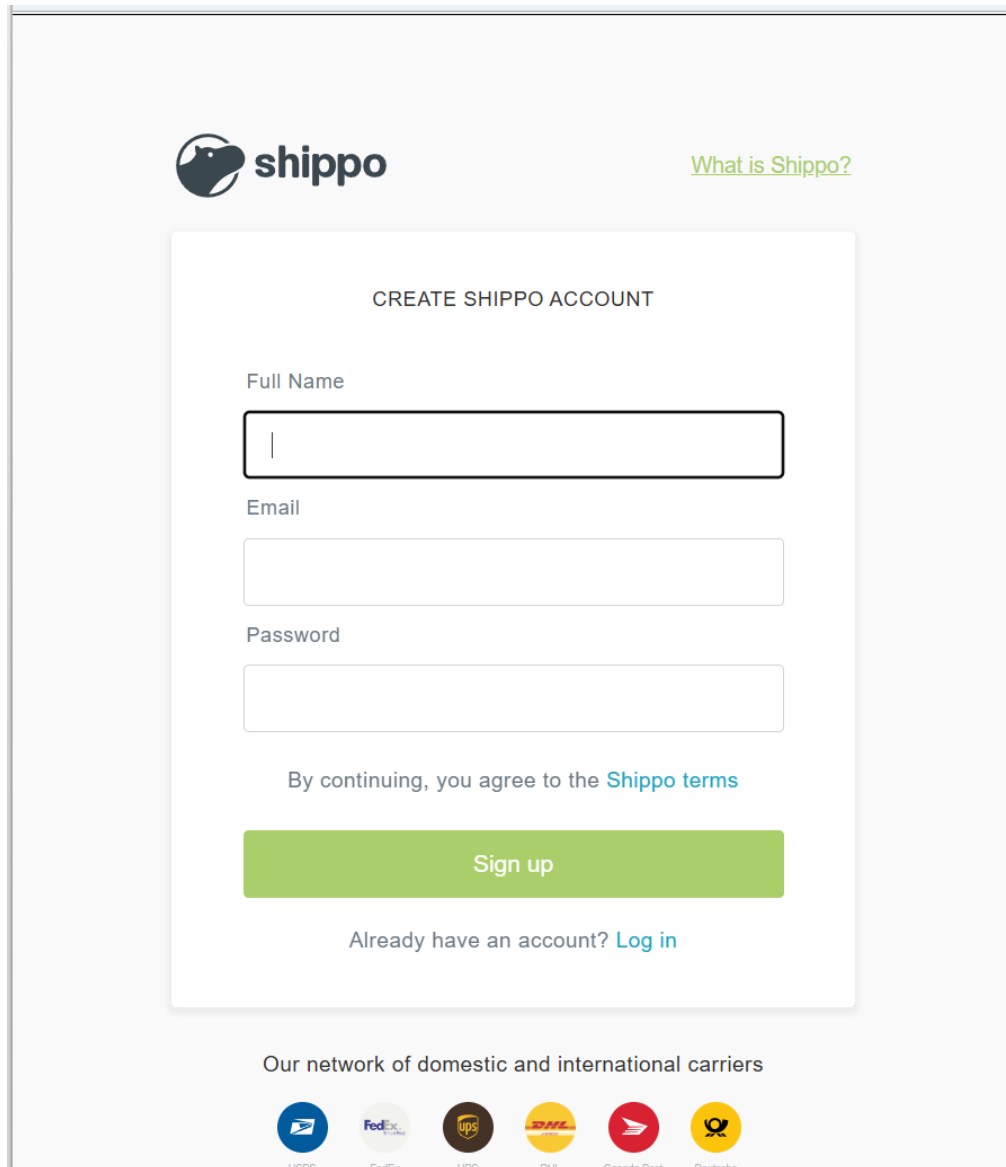
1. Go to the [ePAL Dashboard](#).
2. Click **Providers**. The following UI is displayed:

Figure 25. Providers UI

The screenshot displays the ePAL Woo Commerce Plugin interface. On the left is a sidebar menu with the following items: Home, Providers (highlighted in blue), Product Classification, Transaction Validation (with a checkmark and a dropdown arrow), Quotes, Billing & Usage (with a dropdown arrow), PERSONAL, and Client Details. The main content area is titled "Provider Selection" and includes a subtitle: "Configure your preferred provider for each service type. Shipping providers require valid credentials." Below this, there are three stacked selection boxes. The first is for the "Tax Provider" (Select your preferred tax calculation service) with a dropdown menu showing "ePAL default". The second is for the "Customs Provider" (Select your preferred customs documentation service) with a dropdown menu showing "ePAL default". The third is for the "Shipping Provider" (Select your preferred shipping and fulfillment service. Valid credentials are required.) with a dropdown menu showing "ePAL default". At the bottom right of the main area, there is a status message "Changes are automatically saved" and a blue "Save Now" button.

3. Choose **Shippo** from the **Shipping Provider** field. The following UI is displayed:

Figure 26. Shippo Login UI

The image shows the Shippo login and account creation interface. At the top left is the Shippo logo, and at the top right is a link that says "What is Shippo?". The main content area is a white box with the heading "CREATE SHIPPO ACCOUNT". Below this heading are three input fields: "Full Name", "Email", and "Password". Below the "Full Name" field is a green "Sign up" button. Below the button is a link that says "Already have an account? Log in". At the bottom of the white box, there is a section titled "Our network of domestic and international carriers" which displays logos for USPS, FedEx, UPS, DHL, Canada Post, and Deutsche.

4. Now, open the WooCommerce Setup UI and click **Test Connection** to verify that the connection is working.

7. Product Configuration

The final step is to configure your product classification.

1. Click **Configure Products**.
2. Click **Edit Product**.
3. Navigate to the **Product Data** panel:

4. Click **Make ePAL ready**. The following UI is displayed:

5. Complete the following settings:

Table 6.

Setting	Description
Product Title	Use the product name when looking up the code.
Product Description	Include the full version of the product description.

6. Click **Search**. The results are displayed in the panel on the right hand side:

7. To pick a result, click **Select**.

Next Steps

Next, you can test the plugin as described in the [Testing the Plugin \(on page 40\)](#) topic.

Testing the Plugin

After you install the plugin, you can test it.

This topic covers the following test cases:

Removals and Reinstallations

This topic describes how to remove and reinstall the plugin.

Removing the Plugin

Reinstalling the Plugin

Resetting the Plugin



CAUTION:

Resetting the plugin will delete any values saved from your previous installation.

When reinstalling the plugin, you are able to reset the values that have been saved for your last installation using the following UI:

Figure 27. Reset UI

Setup Progress: 75% Complete

1

2

3

4

5

6

7

8

1

Enable Taxes & Calculations

Completed

Enable tax calculations in WooCommerce to work with ePAL. This is required for ePAL to calculate taxes and duties correctly.

What you need to do:

- Go to WooCommerce General Settings
- Scroll to the "Tax" section
- Check "Enable tax rates and calculations"
- Click "Save changes"

Configure this step:

Open WooCommerce General Settings

This will open in a new tab. Return here when done.

Previous Step

Step 1 of 8

Skip

Next Step

Reset ePAL Settings

This will erase all ePAL plugin configurations and reset everything to default values. This action cannot be undone.

Erase All ePAL Settings

Duplicate Installations

If you have already installed it, the following UI is displayed to inform you and ask if you want to proceed:

Figure 28. Duplicate Installation UI

Installing plugin from uploaded file: epal-custom-plugin-v4.2.1.zip

Unpacking the package...

Installing the plugin...

Destination folder already exists. /home2/tbbijmy/public_html/website_205b5568/wp-content/plugins/epal-custom-plugin-v4.2.1/

This plugin is already installed.

	Current	Uploaded
Plugin name	ePAL Integration Plugin	ePAL Integration Plugin
Version	4.2.1	4.2.1
Author	ePAL Team	ePAL Team
Required WordPress version	5.0	5.0
Required PHP version	7.4	7.4

You are updating a plugin. Be sure to [back up your database and files](#) first.

Replace current with uploaded

Cancel and go back

Chapter 3. User Guide

This guide contains all you need to know to use ePAL in your WooCommerce store.

Taxes

Read this topic to understand how **ePAL** helps you to calculate tax for different types of transactions and tax schemes.

The taxes and customs duties which can apply can vary depending on factors such as whether the transaction is international or domestic, B2B or B2C and so on. See [Supported Taxes and Customs Duties \(on page 44\)](#).

Taxes can be displayed in your product pages as well as in your checkout. This helps ensure your customers never need to guess or doubt what the tax may be while they are browsing your store or closing their basket.

Settings

The relevant settings for tax are available on the following UIs:

- [ePAL Tax Calculation UI \(on page 50\)](#)
- [ePAL Tax Configuration UI \(on page 56\)](#)

Indirect Tax

The main tax requirement for e-commerce sellers is generally indirect tax. This is usually VAT in the EU, for example. This is a tax on spending or consumption that is levied on the goods or services at the time of value addition, which in this case is when the goods are sold.

ePAL supports this by letting you use a provider to retrieve tax rates or set your own rates per product. ePAL also supports things like zero-rated and lower-rated goods. For example, no VAT is charged on books in Ireland so ePAL does not charge you or your customers for this.

Customs Duties and Excise

Customs duties are taxes levied on goods when they cross a border between countries or trade zones. For example, goods being imported into the European Union (EU) from Great Britain are subject to customs duty. See [Customs Duty and Excise \(on page 46\)](#).

Tax Schemes

In addition to indirect tax schemes like VAT, you can also have tax schemes designed for other purposes. For example, IOSS is a scheme that is designed to help sellers who sell goods into the EU from outside of it.

ePAL helps you with this by allowing to include your IOSS number in your settings. See [Import One Stop Shop \(IOSS\) \(on page 46\)](#).

B2B Transactions

B2B transactions have their own requirements that can affect things like the tax rate. See [B2B and Tax ID Validation \(on page 46\)](#).

Supported Taxes and Customs Duties

Read this topic to understand the types of transactions that ePAL can help you with.

Whether a transactions is Business-to-Business (B2B) or Business-to-Customer (B2C), domestic or cross-border can all affect the applicable tax rate (in addition to other factors) and any customs duty.

The following table lists the types of transactions that **ePAL** covers and how it treats them from a tax and pricing perspective:

Table 7. Supported Taxes and Customs Duties

Transaction Type	Tax Rate	Customs Duty	Pricing	Description
Cross-Border B2C for EU-based sellers	Ship To country.	Yes (if applicable)	Tax inclusive and exclusive.	Allows you to pay tax on sales to customers in the EU where their country is different to your own (as the seller). Buyers do not provide Tax IDs as they are not businesses.
Cross-Border B2B	0% (reverse charge)	Yes (if applicable)	Tax exclusive	Allows you to pay tax on sales to businesses in the EU where their

Table 7. Supported Taxes and Customs Duties (continued)

Transaction Type	Tax Rate	Customs Duty	Pricing	Description
				country is different to your own (as the seller). Buyers must provide Tax IDs to prove they are a business.
Domestic B2C	Seller's domestic VAT rate	No	Tax inclusive and exclusive.	Allows you to pay tax on sales to customers in the EU where their country is the same as your own (as the seller). Buyers do not provide Tax IDs as they are not businesses.
Domestic B2B	0% (reverse charge) or the standard domestic rate.	No	Tax exclusive	Allows you to pay tax on sales to businesses in the EU where their country is the same as your own (as the seller). Buyers must provide Tax IDs to prove they are a business.

Indirect Taxes

ePAL can calculate standard, reduced and zero rated indirect tax rates that apply to imported goods.

You can specify the address which will be used for this calculation in the settings.

Import One Stop Shop (IOSS)

Read about ePAL supports IOSS.

Import One Stop Shop (IOSS) is a tax scheme for sellers who are importing goods into the European Union (EU). Participation in the scheme requires specific information that ePAL can help you provide.

If you are a participant in IOSS, you must provide your IOSS number.

ePAL facilitates this by allowing you to specify your IOSS number in the settings.

Customs Duty and Excise

This topic explains how customs duties and excise affect the calculation of your fully landed cost.

Customs Duty

Customs duties are taxes levied on goods when they cross a border between countries or trade zones. For example, goods being imported into the European Union (EU) from Great Britain are subject to customs duty.

ePAL helps you to calculate these and contribute to the calculation of the fully landed costs.

Excise checker

Excise duty is a tax on specific goods like alcohol or cigarettes. These can affect the tax and duty that may apply.

ePAL will check goods to ensure that excisable goods are not part of the basket.

B2B and Tax ID Validation

ePAL uses Tax IDs such as VAT IDs to help validate B2B transactions.

A Tax ID is a value that identifies a party as a participant in a particular Tax Scheme. For example, a VAT ID identifies a party as a participant in a VAT scheme.

ePAL uses these in cross-border B2B transactions to help ensure that the Tax IDs your customers provide are valid.

ePAL will check if a Tax ID is valid in the VIES database and will return an associated address when available.

Settings

You can

Seller's (Your) Tax ID

You, as the seller (WooCommerce store owner/operator), you need to provide your own Tax ID to validate B2B transactions.

Buyer's Tax ID

Buyers or customers who purchase goods from the

Shipping

This topic explains how **ePAL** integrates with the native *WooCommerce* shipping options.

ePAL provides the following features that are related to shipping:

- Shipping Rates
- Tax on Shipping
- Address Validation
- Shipping labels
- Custom Shipping Address

Product classification is also an important part of shipping. You can read about how **ePAL** helps you with this in the [Product Classification \(on page 49\)](#) topic.

Shipping Rates

You can avail of shipping services from multiple providers such as DPD, UPS, FedEx, DHL and others. You can avail of express, standard, or economy options. Rates can also be cached for up to 30 minutes.

If you have an existing shipping provider, you can integrate their service with **ePAL**.

If you do not have a shipping provider, **ePAL** will return some options for you to choose from. This can be useful if you do not have a shipping provider for a particular country.

Tax on Shipping

ePAL also provides you with tax information for your shipping charges. This is displayed in the **Shipping Tax** fee in the cart. For example: SCREENSHOT

Address Validation

Many shipping service providers require specific, validated address information to facilitate their service. **ePAL** helps you by helping you provide the needed information and to validate that it is correct. This service is facilitated by integration with *Hurricane*.

Address information can be provided in the Custom Shipping Address setting and in the checkout form. The following components

We recommend that you add Postal Codes for all countries. It is required for Spain, the United Kingdom of Great Britain and Northern Ireland (UK), and Spain. You must provide it for these countries.

States or provinces are subdivisions within a country. The following countries require that you specify the state or subdivision in address information:

- Australia
- Brazil
- Canada
- India
- UK
- United States of America

Shipping Labels

Shipping labels are printed at the end of the process and are attached to the goods for delivery.

To print these labels, go to the order details in *WooCommerce*.

Here is an example shipping label:

Custom Shipping Address

You can set a custom shipping address in your *WooCommerce* settings. Details about how to this are provided in the [#unique_20 \(on page \)](#) topic.

Supported Shipping Providers

The following shipping service providers are supported:

- DPD
- UPS

- FedEx
- DHL

Product Classification

Read about how **ePAL** facilitates easy product classification to help in the calculation of tax, shipping rates and other information.

ePAL uses HS6 codes to identify products.

Chapter 4. Reference Guide

This guide serves as a reference that lists all the relevant UIs and other resources.

Other settings are available in the ePAL portal. More information is provided in the LINK topic.

WooCommerce UIs

The following settings are available in the WooCommerce UI:

- [Shipping Address Settings \(on page 53\)](#)
- [ePAL Integration Settings UI \(on page 55\)](#)
-

ePAL Portal

ePAL Tax Calculation UI

You can use the **ePAL Tax Calculation** UI to configure how ePAL interacts with your tax settings in *WooCommerce*

This UI gathers relevant settings from *WooCommerce* and displays them alongside relevant ePAL settings.

You can access this UI from step 1 in the guided installation. This is explained in the [Installing the ePAL Plugin \(on page 19\)](#) topic

To open this UI, go to **WooCommerce > Tax**. The following UI is displayed:

Figure 29. ePAL Tax Calculation UI

Settings

General Products **Tax** ePAL Shipping Payments Accounts & Privacy Emails Integration Site visibility Point of Sale Advanced

ePAL Plugin Setup Required
Complete the ePAL setup process to ensure international shipping and tax calculations work correctly. Setup is 75% complete.
[Start Setup Guide](#) [Dismiss for 30 days](#)

Tax options | Standard rates | Reduced rate rates | Zero rate rates

Tax options

ePAL Tax Calculation

ePAL is configured to calculate Import Taxes & Customs Duties. [Configure ePAL settings](#)

Prices entered with tax

☐ Yes, I will enter prices inclusive of tax

☒ No, I will enter prices exclusive of tax

Calculate tax based on

Shipping tax class

Rounding

☐ Round tax at subtotal level, instead of rounding per line

Additional tax classes

Display prices in the shop: Display prices during cart and checkout:

Price display suffix: Display tax totals:

[Save changes](#)

UI Fields

This UI contains the following fields:

Table 8. ePAL Tax Calculation UI Fields

Field	Description
Prices entered with tax	If your store uses prices that include tax, select the Yes, I will enter prices inclusive of tax radio button. If your store uses prices that exclude tax, select the No, I will enter prices exclusive of tax radio button.
Calculate tax based on	To configure the information that is used for tax calculation, choose one of the following options:

Table 8. ePAL Tax Calculation UI Fields (continued)

Field	Description
	• Customer shipping address: Use the address that the customer provides for receiving the goods. • Customer billing address: Use the billing address that the customer specified. • Shop base address: Use the store's default address.
Shipping tax class	To configure the tax classification that will be used to calculate the tax on shipping, choose one of the following options: • Shipping tax class based on the cart: Choose this option if you do not want to set the behavior and use the default option instead. Tax is calculated based on the goods in the transaction. • Standard: The standard tax rate is applied. • Reduced rate: The reduced tax rate is applied. • Zero rate: A tax rate of zero is applied.
Rounding	If you select the Round tax at subtotal level, instead of rounding per line button, rounding will be done for each subtotal rather than each line. If you do not select the button, rounding will continue to be done on each line.
Additional Tax Classes	You can list any tax classes that you might need but could not specify in the Shipping tax class setting. You may want to add ones for Reduced and Zero Rated tax classes.

Table 8. ePAL Tax Calculation UI Fields (continued)

Field	Description
Display prices in the shop	To specify whether you want to display tax inclusive or exclusive prices in your store, choose one of the following options: • Including tax: The displayed prices include taxes. • Excluding tax: The displayed prices exclude taxes.
Display prices during cart and checkout	To specify whether you want to display tax inclusive or exclusive prices in your cart and during checkout, choose one of the following options: • Including tax: The displayed prices include taxes. • Excluding tax: The displayed prices exclude taxes.
Price display suffix	You can use this to specify a free text suffix for prices. For example, you might specify (incl. VAT) to specify VAT inclusive prices.
Display tax totals	Choose how you want tax totals to display. You can choose from one of the following: • As a single total: Tax is displayed in the total> • Itemized: Tax is displayed per item.

Shipping Address Settings

Use the Shipping settings in *WooCommerce* to create a custom shipping address.

You can use the **Shipping Configuration** UI to set a default address and manage other settings.

To set a default address, use the **Current Default Address** panel:

Figure 30. Woo Shipping Configuration

To set a custom address, use the **Custom Shipping Address** panel.

Figure 31. Woo Shipping Configuration Custom Address

Custom Shipping Address Setting

You can add a custom address in *WooCommerce*. Open *WooCommerce* and click the *WooCommerce* side bar. The following UI displays:

Figure 32. Woo Commerce - Custom Shipping Address Setting

This table explains these fields:

Table 9. Custom Shipping Address Fields

Field	Mandatory	Description
First Name*	Yes	Specify the first name. This is required.
Last Name*	Yes	Specify the last name. This is required.
Company Name	No	Specify the company's name.
Tax ID	No	Specify the Tax ID that is associated with this Shipping address.
Address Line 1*	Yes	The first line of your address. This is required.
Address Line 2	No	The second line of your address.
City*	Yes	Your city.
State/Province	Mandatory for Spain, the United Kingdom of Great	Your state or province.

Table 9. Custom Shipping Address Fields (continued)

Field	Mandatory	Description
	Britain and Northern Ireland (UK), and Spain.	
Postal Code*	Recommended for all but only mandatory for: • Australia • Brazil • Canada • India • UK • United States of America	Your post code. This is required.
Country*	Yes	Your country. This is required.

When you complete the settings, click **Save Address**.

ePAL Integration Settings UI

Use this UI to configure the integration with your ePAL account.

You can open this UI from step 2 in the guided installation. This is explained in the [Installing the ePAL Plugin \(on page 19\)](#) topic.

You can also open the UI by opening WooCommerce and navigating to **WooCommerce > ePAL > Configure**. The following UI is displayed:

Figure 33. ePAL Integrations Settings UI

Authentication Status

You can use the **Authentication Status** panel to test your connection to the ePAL API:

To test the connection, click **Test Connection**.

To test your Shippo connection, cl

You can also logout of your ePAL account. To do so, click **Logout**

ePAL Account

You can use the **ePAL Account** panel to view the status of your ePAL account and the account's balance.

This UI contains the following fields:

Table 10. ePAL Account UI

Field	Description
ePAL Account Balance	The remaining credit in your account. You can also refresh if needed.
Email Alert Threshold	Displays the threshold that triggers an alert email.

ePAL Tax Configuration UI

Use this UI to manage all your ePAL settings.

You can access this UI in step 4 of the guided installation.

Figure 34. ePAL Tax Configuration UI

4

ePAL Tax Configuration

Pending

Configure ePAL-specific tax settings to enable cross-border tax calculations and define where ePAL should handle tax calculations.

What you need to do:

- Set "[Use ePAL]" option to define what ePAL should calculate (physical goods tax or physical goods + shipping tax)
- Configure "Cross border ePAL acting zone" to select European Union countries where ePAL will act as cross-border service provider
- Optionally add the IOSS number you or your IOSS agent have been registered with
- Optionally add your Tax ID if you have a business tax identifier
- Configure other ePAL settings as needed

Configure ePAL settings below. These are the same settings available in the ePAL tab, duplicated here for your convenience.

Use ePAL

☒ Use ePAL to calculate Tax & Duties

IMPORTANT: Enabling this option configures ePAL to calculate Import Taxes & Customs Duties for goods & shipping wherever possible and overrides any tax rates you have manually added or via other plugins.

Digital Goods

☐ Check this box if you also sell Digital Goods

Note: in mixed baskets, ePAL will calculate Tax & Duties for physical goods & shipping but digital goods may be calculated separately (e.g. by WooCommerce)

Allow B2B & B2C sales using ePAL

☐ Yes
☒ No

If enabled, ePAL will calculate tax-exclusive / VAT reverse-charge pricing when a valid Tax ID is provided.

VAT Reverse Charge

☒ EU only
☐ All countries

EU only: Applies only to EU-to-EU B2B transactions. All countries: Applies to all B2B transactions with valid Tax IDs.

Tax ID

Optional: enter your Tax ID if you want ePAL to calculate tax-exclusive prices for B2B sales

IOSS Number

Optional: Enter IOSS number if you have one

Sync taxID and IOSS with portal

☒ Yes
☐ No

When enabled, any changes to Tax ID or IOSS Number will be automatically synchronized with your ePAL portal account when you save the settings.

Show Tax Details Toggle

☒ Enabled
☐ Disabled

A toggle button that allows customers to show/hide detailed tax and duty breakdowns on checkout.

Cross border ePAL acting zone

Select the European countries for which you want ePAL to calculate cross-border taxes and duties where possible.

Show tax-inclusive price suffix

☒ Yes, show the value and the tax removed
☐ No, do not show it

When enabled, product pages will show tax-inclusive information like "(includes PT tax: 33,33 EUR)".

Save ePAL Settings

You can also access it by going to **WooCommerce**

Fields

The following table lists the fields in this UI:

Table 11. ePAL Tax Configuration Settings Ui

Field	Description
Use ePAL	 CAUTION: Enabling this setting permits ePAL to change your tax and shipping totals wherever applicable. To enable ePAL and permit it to process your transactions, you need to select this checkbox
Digital Goods	If you sell digital goods, select this checkbox. ePAL is not used for these goods. This setting helps it process mixed baskets.
Allow B2B & B2C sales using ePAL	If you want to use ePAL for B2B transactions, click Yes . For more information, see B2B and Tax ID Validation (on page 46) .
VAT Reverse Charge	A VAT reverse charged can be applied for B2B transactions. You can choose whether this should apply only in the EU, between EU-based businesses or the entire world.
Tax ID	You can specify your Tax ID. For example, your VAT ID. For more information, see B2B and Tax ID Validation (on page 46) .
IOSS Number	Specify your IOSS number, if applicable. For more information, see LINK .
Sync taxid and IOSS with portal	If you click Yes , changes made to your Tax ID or IOSS number in Woo Commerce or on the ePAL portal are synchronized so both use the updated information.

Table 11. ePAL Tax Configuration Settings Ui (continued)

Field	Description
	If you click No , changes are not synchronized.
Show Tax Details Toggle	Use this setting to enable or remove the Show Tax Details toggle on your checkout. Customers can use this to get more information about the taxes and duties that ePAL helps calculate.
Cross border ePAL acting zone	This setting governs the countries in which ePAL is enabled. To specify for all of Europe, choose Europe or you can enter individual countries and regions.
Show tax-inclusive price suffix	When enabled, information about tax is displayed in the suffix of tax inclusive prices.

Chapter 5. ePAL Portal

Welcome to the ePAL portal, your single location for your ePAL settings, UIs, user management and reporting activities.

You can access the portal from [ePAL Dashboard](#).

The portal contains the following UIs

Table 12. UIs

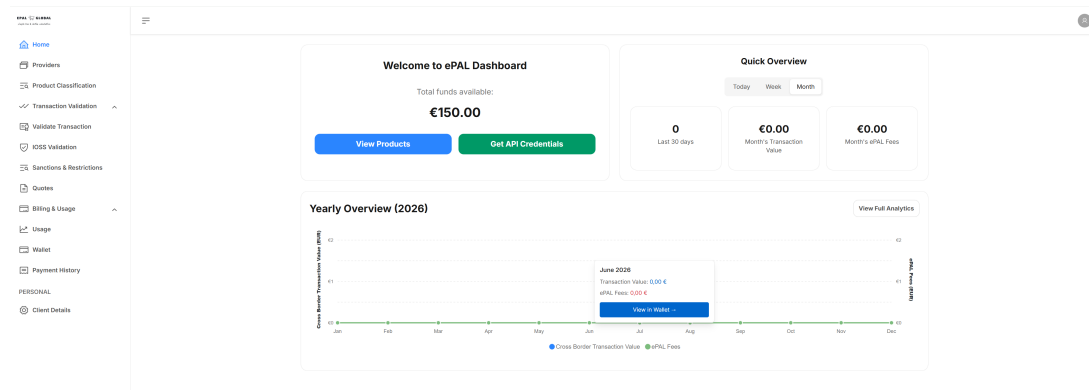
Panel (Topic Link)	Description
Home	
Providers	
Product Classification - HS6 Codes	
Product Classification - HS6 Codes Bulk Upload	
Customs Descriptions	
Transaction Validation - Validate Transaction	
Sanctions and Restrictions - Code Translation	
Billing and Usage - Billing	
Billing and Usage - Wallet	
Client Details	

Home UI

Use this UI to get an overview of your recent activity before you decide what else you might want to do.

When you open the ePAL portal, the following UI is displayed:

Figure 35. Home panel



To view all the products that you have classified, click **View Products**.

To retrieve your API credentials, click **Get API Credentials**.

The **Quick Overview** panel offers an overview for today, this week or the month. The number of transactions, cumulative total value of transactions and the total ePAL fees for the selected time period are shown in the panels below.

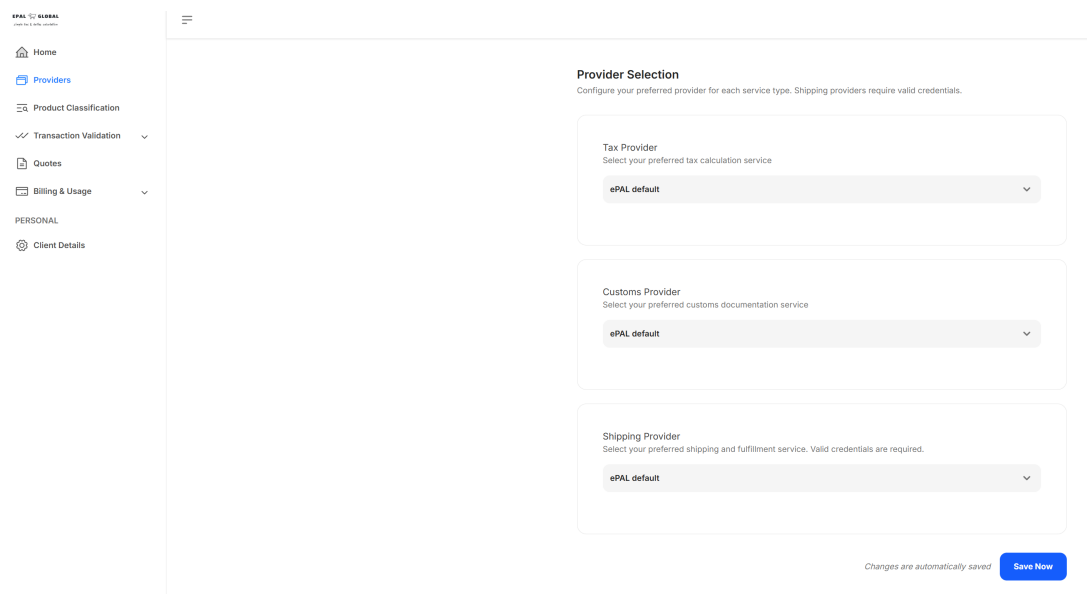
The **Yearly Overview (Year)** panel displays a timeline of your transactions for the calendar year.

Providers UI

Use this UI to configure your tax, customs and shipping providers.

To access the UI, click **Providers**. The following UI is displayed:

Figure 36. Providers panel



You can select a provider for each of the following:

Table 13. Providers

Provider	Description
Tax Provider	Choose the source for tax rate calculations from one of the following: • ePAL default • Hurricane • Vertex Inc
Customs Provider	Choose the source for Customs duty calculations from one of the following: • ePAL default • Hurricane
Shipping Provider	Choose the shipping provider from one of the following:

Table 13. Providers (continued)

Provider	Description
	• ePAL default • Shippo

Product Classification UI

Use this UI to classify products and export the results.

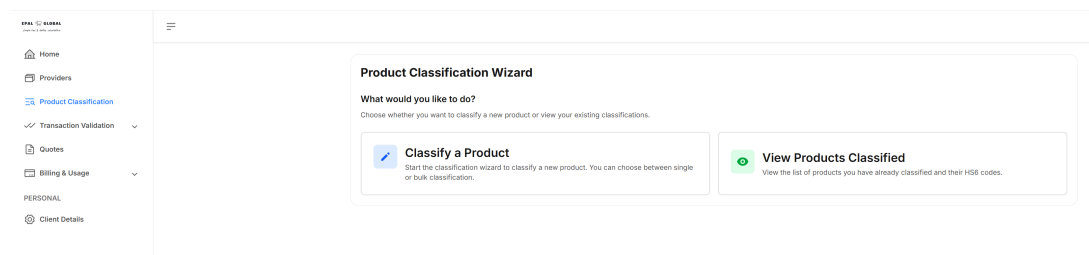


Warning:

The results here are based on non-deterministic logic. The Product Classification feature is intended to provide you with information that you are responsible for verifying the correctness for your purposes. ePAL accepts no liability for incorrect results.

To open this UI, click **Product Classification** on the side panel. The following UI is displayed:

Figure 37. Product Classification UI



Classifying Products

To classify a product, click **Classify a Product**. The product classification wizard is launched. You can classify products. For more information about how to use this, see [Product Classification Wizard \(on page 64\)](#).

You can classify a single product. For more information, see [Classifying a Single Product \(on page 64\)](#).

You can also classify a number of products in bulk. For more information, see [Bulk Product Classification \(on page 69\)](#).

Existing Product Classifications

To view existing product classifications, click **View Products Classified**.

Exports

You can also export product classifications.

Product Classification Wizard

Use the Product Classification wizard to classify a single product or a number of products.

To open the Wizard, click **Product Classification** on the side panel. The following UI is displayed:

Figure 38. Product Classification Wizard UI

Product Classification Wizard

✓ Choose Action 2 Type 3 Is Excisable? 4 Describe 5 Select HS6 6 Review

How would you like to classify?
Choose whether to classify a single product or upload multiple products in bulk.

Single Product
Classify one product at a time with detailed information and immediate results.

Bulk Upload
Upload multiple products via CSV file. Choose between default or WooCommerce format.

[- Back](#)

The steps are tailored based on whether you want t

Single Product Classifications

You may want to get the HS6 code for a single product. For example, if you have just added a new product to your range.

For more information about how to use the Wizard to classify a single product, see [Classifying a Single Product \(on page 64\)](#)

Batch Classifications

You may want to classify a large batch of products. For example, if you are classifying your products for the first time. ePAL provides a facility to upload files containing multiple products for classification.

For more information about how to classify a batch of product, see [LINK](#).

Existing Classifications

You can also view your previous classifications. You can also export these.

Classifying a Single Product

Use this process to classify a single product.

**Warning:**

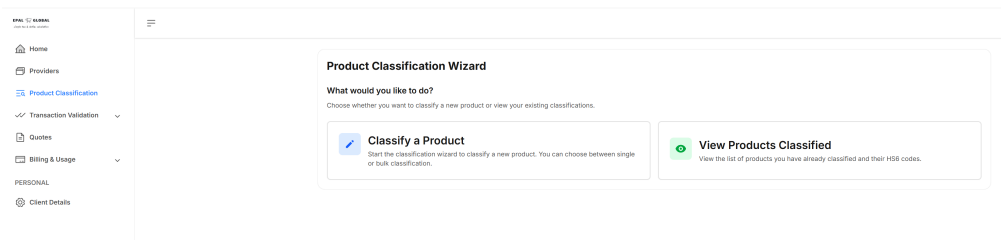
The results here are based on non-deterministic logic. The Product Classification feature is intended to provide you with information that you are responsible for verifying the correctness for your purposes. ePAL accepts no liability for incorrect results.

Steps

To classify a single product, complete the following steps:

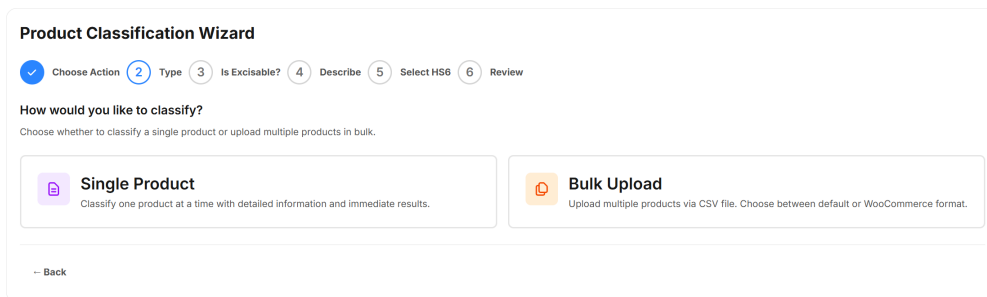
1. Open the ePAL portal at [ePAL Dashboard](#).
2. To open the Product Classification UI, click **Product Classification** in the side panel. The following UI is displayed:

Figure 39. Product Classification UI



3. Click **Classify a Product**. The following UI is displayed:

Figure 40. Product Classification Wizard Step 2



4. Click **Single Product**. The following UI is displayed:

Figure 41. Product Classification Wizard Step 3

Product Classification Wizard

Choose Action

Type

3 Is Excisable?

4 Describe

5 Select HS6

6 Review

Is the product an excisable good?

Excisable goods are subject to Excise Duties. Please select whether this product falls into that category. If unsure, select 'No'. Please note that this might result in incorrect Duty calculation. You can check whether a Product attracts Excise duty here: https://europa.eu/youreurope/business/taxation/excise-duties-eu/product-excise-duties/index_en.htm

No

This product does not attract Excise Duty.

Yes

This product attracts Excise Duty.

-- Back

5. You need to specify if excise duty applies to the good.

If the goods are excisable, click **Yes**. The following UI is displayed where you need to enter details about the product:

Figure 42. Product Dimensions UI

Product Classification Wizard

Choose Action

Type

Is Excisable?

4 Dimensions

5 Describe

6 Select HS6

Product Dimensions

Please provide at least one dimension or composition field to help with accurate classification of this excisable product.

Length (mm)

e.g., 150

Width (mm)

e.g., 100

Height (mm)

e.g., 50

Thickness (mm)

e.g., 5

Diameter (mm)

e.g., 75

Weight (g)

e.g., 500

Volume (cc)

e.g., 750000

Composition (0-1 scale)

Sugar %

e.g., 0.45

Milk %

e.g., 0.25

Milk Solids %

e.g., 0.20

Cocoa Solids %

e.g., 0.30

Alcohol %

e.g., 0.0

This UI contains the following fields:

Table 14. Product Dimensions Fields

Field	Unit of Measure	Description
Product Dimensions		Specify values for the dimensions of the product.
Length		
Width		
Height		
Thickness		
Diameter		
Weight		
Volume		
Composition		Specify value for the composition of the product. Use decimals. For example, you specify 0.25 to represent 25%.
Sugar	Percentage of total	Specify the amount of the good that is sugar.
Milk	Percentage of total	<u>Specify the amount of the good that is milk.</u>
Milk Solids	Percentage of total	Specify the amount of the good that is a milk solid.
Cocoa Solids	Percentage of total	Specify the amount of the good that is a cocoa solid.
Alcohol	Percentage of total	Specify the amount of the good that is alcohol.

If the goods are not excisable, click **No**. The following UI is displayed:

Figure 43. Product Classification Wizard Step 4

Product Classification Wizard

✓ Choose Action

✓ Type

✓ Is Excisable?

4 Describe

5 Select HS6

6 Review

Do you know the HS6 Code to the product?

Choose whether you know the HS6 code or if you can describe the product.

✖

No, I can describe it

Describe the product in detail

✓

Yes, I know the code

Enter the 6-digit HS6 code directly

← Back

Continue →

6. If know the HS6 code of the good already, click **Yes, I know the code** and enter the code.

If you do not know the code, click **No, I can describe it** to enter a description. The following UI is displayed:

ePAL will return what it thinks may match you description. ePAL will return a list of matches and you can choose one that might be correct

7. ePAL will return what it thinks may match you description. ePAL will return a list of matches and you can choose one that might be correct. For example:

Figure 44. Classification Results List UI

Product Classification Wizard

✓ Choose Action

✓ Type

✓ Is Excisable?

✓ Describe

5 Select HS6

6 Review

Select the correct HS6 code

Choose the option that best matches your product, or go back to try a different description/code.

1

640411

tennis shoes

2

640411

boys tennis shoes

3

640411

girls tennis shoes

4

950651

tennis racket

5

950699

tennis equipment

8. Select the appropriate code. The following UI is displayed where you can see the HS6 code and the Taric description:

Figure 45. Single Product Classification Result

Product Classification Wizard

Choose Action ✓ Type ✓ Is Exisable? ✓ Describe ✓ Select HS6 ✓ Review ✓

Classification Selected [Classify Another with Same Options](#)

What would you like to do next?

Selected HS6 Code [Copy to Clipboard](#)

640411
tennis shoes

Official EU Taric Description:
Footwear with outer soles of rubber or plastics - Sports footwear

Finish Here
Save the classification and complete

Export This Product
Get tax & export information for a destination country

[-- Back](#)

9. You can copy the code to the clipboard and click **Finish Here**. Alternatively, you can export the product classification by clicking **Export This Product**.

Post Processing

Bulk Product Classification

This process explains how to classify a batch of products in a single batch upload.



Warning:

The results here are based on non-deterministic logic. The Product Classification feature is intended to provide you with information that you are responsible for verifying the correctness for your purposes. ePAL accepts no liability for incorrect results.



Tip:

You can download sample files from the UI by clicking the **Download CSV Example** or **Download** buttons.

Restrictions

The following restrictions apply:

- You must use CSV or the WooCommerce format.

The following restrictions apply to the CSV file:

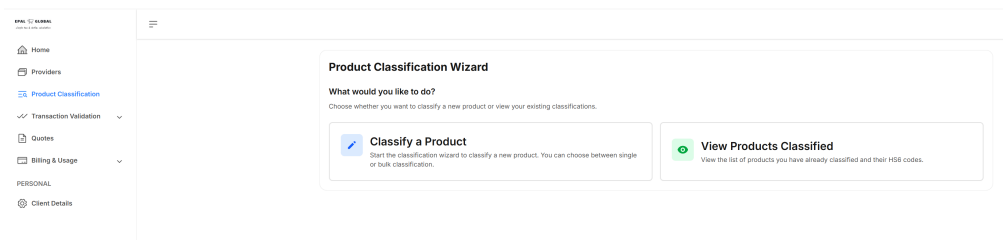
- The header row must contain 2 headers: `description` and `hscode`.
- You can specify values for either header.
- Values must be at least 2 characters long.

Steps

To classify a batch of products using a CSV file, complete the following steps:

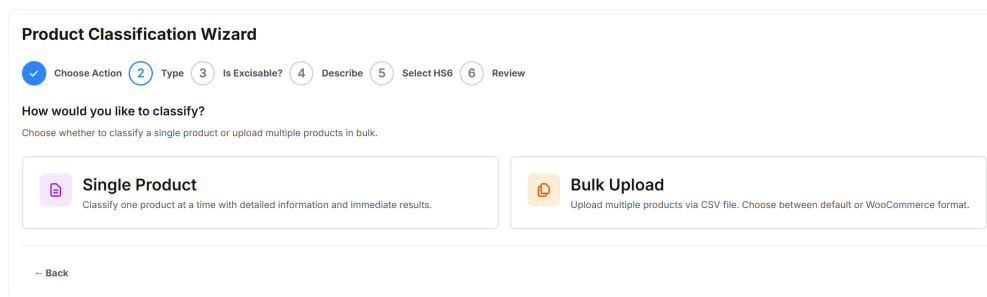
1. Open the ePAL portal at [ePAL Dashboard](#).
2. To open the Product Classification UI, click **Product Classification** in the side panel. The following UI is displayed:

Figure 46. Product Classification UI



3. Click **Classify a Product**. The following UI is displayed:

Figure 47. Product Classification Wizard Step 2



4. Click **Bulk Upload**. The following UI is displayed:

Figure 48. Bulk Upload Type UI

Product Classification Wizard

Choose Action ☒ Type ☒ **Bulk Type** ☐

Select bulk upload format

Choose which format you want to use for your bulk upload. You will be redirected to the corresponding page.

Default Format
 Upload products using our standard CSV format.

WooCommerce
 Upload products from your WooCommerce store.

[← Back](#)

5. Choose **Default Format** to use CSV.

In this example, we will upload the following CSV file:

Figure 49. CSV Upload Example

	A	B	C	D
1	productTitle	description	hs6Code	
2		Blue shoes		
3		Red socks		
4		Cheese		
5				

6. After you upload the file, the following UI is displayed:

Figure 50. Bulk Upload In Progress UI

Uploaded CSV Products

[Download CSV Example](#) [+ Upload CSV](#)

Upload a CSV file to retrieve HS6 codes for your products from the descriptions using ePAL. The CSV file must contain a header row with the following columns: description and hs6Code. The description column is required and must be at least 2 characters long. The hs6Code column is optional to be filled, but must exist on the header row. The CSV file must be in the following format: description,hs6Code

Search [Filter](#)

Upload ID	Date	Status	Total of Products Requested	Start Time	End Time
#94	02/20/2026	Pending	3	-	-

1 / 10 page

The status is shown as **Pending** until it completes.

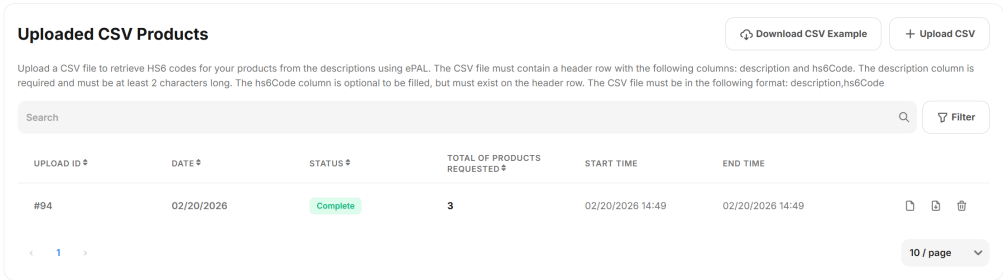


Note:

This make take some time.

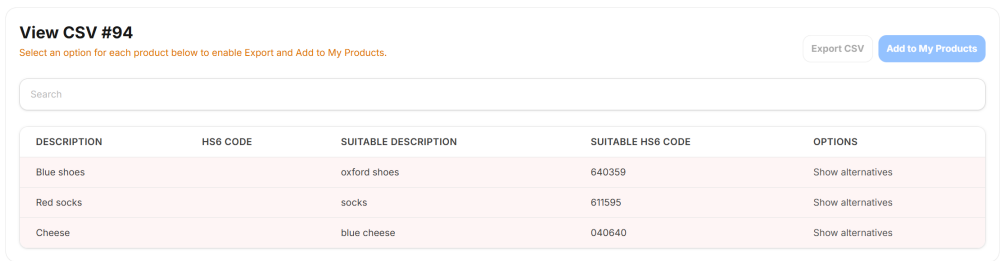
7. When completed successfully, the following UI is displayed:

Figure 51. Upload Complete



8. To view the results, click the **View** icon. The following UI is displayed:

Figure 52. Results UI



This UI contains the following fields:

Table 15. View CSV Fields

Field	Description
DESCRIPTION	
HS6 CODE	
SUITABLE DESCRIPTION	
SUITABLE HS6 CODE	
OPTIONS	

You can also delete the result or download it using the other icons.

9. You can now decide whether to accept these results or choose another classification. To view the selected classification,, click **Show alternatives** under the **OPTIONS** column. The following UI is displayed:

Figure 53. Show Alternatives UI

View CSV #94
Select an option for each product below to enable Export and Add to My Products.

Export CSV Add to My Products

Search

DESCRIPTION	HS6 CODE	SUITABLE DESCRIPTION	SUITABLE HS6 CODE	OPTIONS
Blue shoes		oxford shoes	640359	Hide alternatives
		oxford shoes (selected)	640359	Primary
		blue cheese	040640	Option 1
		blue clay	250840	Option 2
		glue	350610	Option 3
		dried blue whiting	030553	Option 4
		blue corn kernel	100590	Option 5
		glue hardener	382499	Option 6
		piano blues	852349	Option 7

The selected classification is indicated by the **(presence)** amendment in the **SUITABLE DESCRIPTION** column.

Click on the row you want to use.

Repeat this for each classification.

- When complete, the **Export CSV** and **Add to My Products** buttons are no longer inactive and greyed out.

When you export the results, a CSV file will download. For example:

Figure 54. CSV Export Example

	A	B	C	D
1	description	hs6Code	suitableDescription	suitableHs6Code
2	Blue shoes		oxford shoes	640359
3	Red socks			
4	Cheese			

When you click **Add to My Products**, the classifications are added to your list of previous classifications.

Upload CSV Products UI

Use this UI to view your product classifications, upload new batches or download results from previous classifications.

This UI is displayed during bulk validations. For more information, see

Uploaded CSV Products

Download CSV Example

+ Upload CSV

Upload a CSV file to retrieve HS6 codes for your products from the descriptions using ePAL. The CSV file must contain a header row with the following columns: description and hs6Code. The description column is required and must be at least 2 characters long. The hs6Code column is optional to be filled, but must exist on the header row. The CSV file must be in the following format: description,hs6Code

Search

Filter

UPLOAD ID	DATE	STATUS	TOTAL OF PRODUCTS REQUESTED	START TIME	END TIME	
#94	02/20/2026	Complete	3	02/20/2026 14:49	02/20/2026 14:49	

< 1 >

10 / page

Buttons

This UI includes the following buttons:

Table 16. Uploaded CSV UI Buttons

Button	Description
Download CSV Example	
Upload CSV	
Filter	
10/page	

Icons

Column Headers

Your Classified Products UI

Use this UI to get an overview of you individual product classifications.

You can use this UI to do the following:

- Review your existing classifications.
-

To open the UI, open the ePAL Portal and click **Product Classification > View Products Classified > Single Products**. The following UI is dispalyed:

Figure 55. Single Product Classification UI

Product Classification Wizard

Your Classified Products

View and manage all products you have classified

Download CSV

Back to Wizard

Search in all fields...

HS6 CODE *	DESCRIPTION *	FORMAL DESCRIPTION *	SUITABLE DESCRIPTION *
040640	Cheese	Enter formal description...	Cheese
611595	Red socks	Enter formal description...	Red socks
640359	oxford shoes	Enter formal description...	oxford shoes
611594	mens knitted wool socks	Enter formal description...	mens knitted wool socks
040640	Cheese	Enter formal description...	blue cheese
180632	Chocolate bar	Enter formal description...	chocolate
640359	Blue shoes	Enter formal description...	oxford shoes
611595	Red socks	Enter formal description...	socks

< 1 >

10 / page

Buttons and Icons

This UI contains the following buttons and icons:

Table 17. Buttons and Icons

Button/Icon	Description
Download CSV	
Back to Wizard	
Filter	
10 / page	
Refresh	
Copy	

Fields

This UI contains the following fields:

Table 18. Fields

Field	Description
HS6 CODE	
DESCRIPTION	
FORMAL DESCRIPTION	
SUITABLE DESCRIPTION	

Transaction Validation UI

Use this UI to validate your transactions.

To open this UI, open the ePAL Portal and click **Transaction Validation**. The following UI is displayed:

Figure 56. Transaction and Validation UI

Transaction Validation & Verification
 Validate transactions using ePAL transaction reference number, original transaction data or evidence of a previously validated transaction

Session ID or Transaction Data Upload Transaction File

☐ Paste an ePAL Transaction reference number or Transaction Data. Alternatively, upload a file containing Transaction data. ☐ If ePAL recognizes the transaction, re-validation will identify any changes since checkout. If ePAL does not recognize the Transaction, complete calculation & validation will be carried out.

- **Transaction Reference:** Submit an ePAL Reference ID to retrieve the original transaction and verify it is unchanged or list anything that has changed since checkout.
- **Transactions identified as pre-validated:** ePAL will illustrate any changes between checkout and subsequent validation.
- **Transactions not yet validated:** ePAL will illustrate any changes between checkout and subsequent validation.

Paste an ePAL Transaction reference number or Transaction Data and click the "Validate" button

Transaction Data Input

Paste an ePAL Reference ID here
 Example ePAL Reference ID: 34d0f6d0e0ff-af04-4129-af0a-f6d0d0d0d0d0
 Or paste complete Transaction Data in JSON format

Validate