



ARAMEX SHOPIFY APP

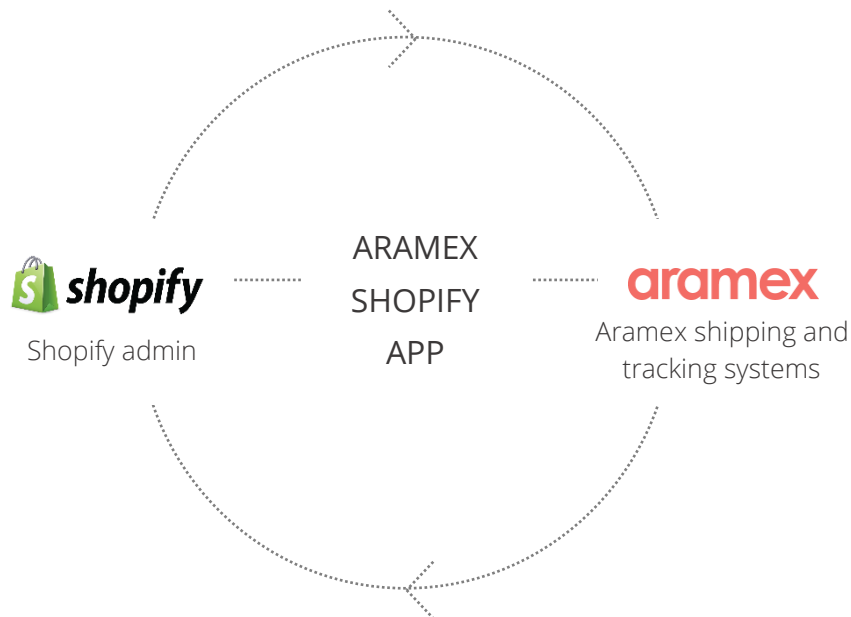
Installation & User Manual for Versions 1.0+

1. OVERVIEW

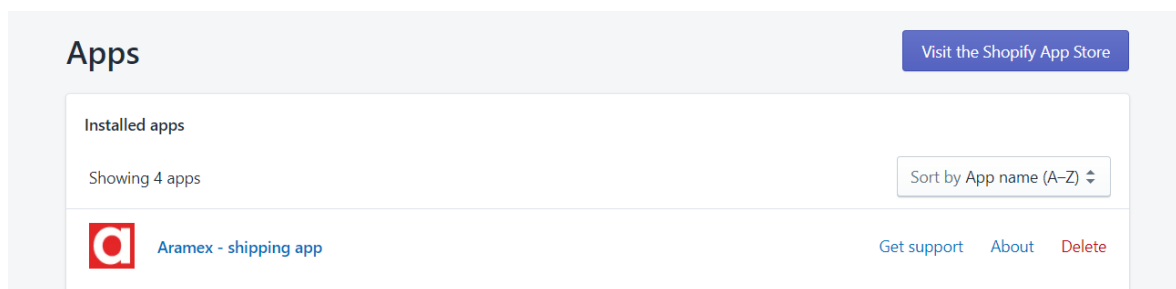
Welcome to the installation & user manual for the Aramex Shopify App!

Aramex Shopify App is the result of partnership between Shopify and Aramex to make the Shopify eCommerce order fulfillment easy, fast, and cost-effective.

Thus, Aramex Shopify App enables direct communication between the *Shopify admin* and *Aramex shipping and tracking systems*.

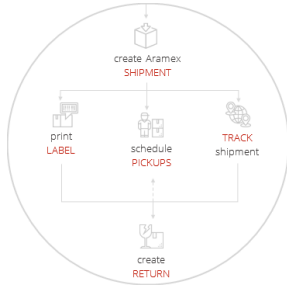


The sections below guide you through all aspects of using the Aramex Shopify App.

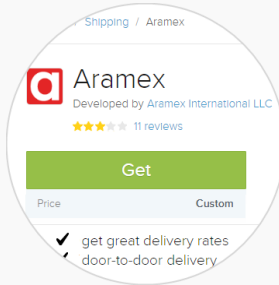


2. WHAT'S IN THIS DOCUMENT

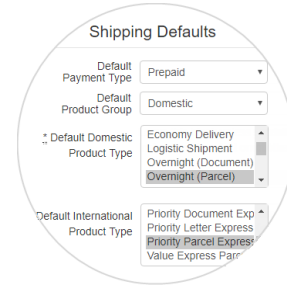
This manual covers all aspects of working with the Aramex Shopify App.



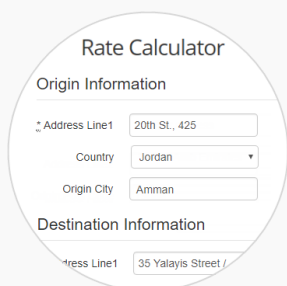
understand
how the App works



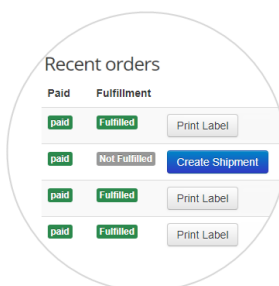
complete App
installation



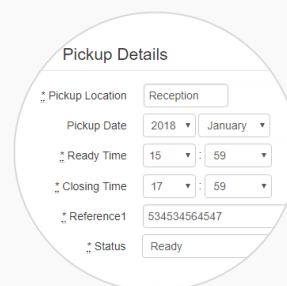
configure App
settings



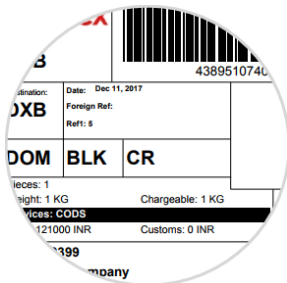
calculate shipping rate
for an Aramex shipment



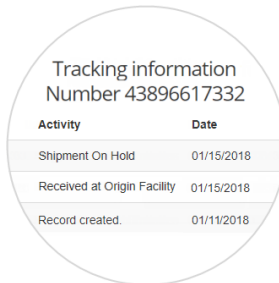
create Aramex shipments
based on orders



schedule shipment pickup
by Aramex courier



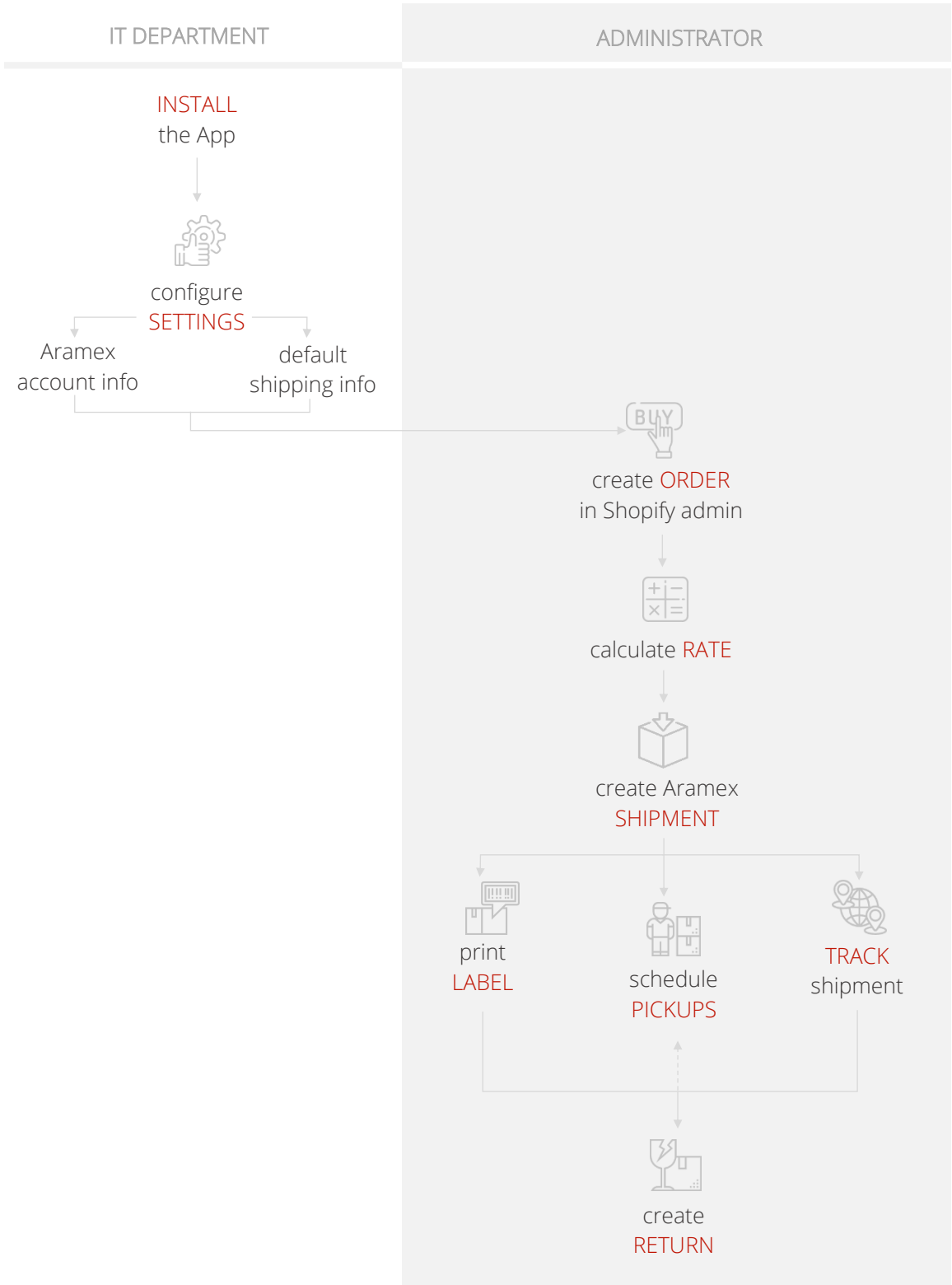
download and print
shipment label



track current shipment
status & history

3. HOW IT WORKS

This graph illustrates the workflow and key features of the Aramex Shopify App.



Here's how this process works, in more detail.

1. **Installation.** Start by downloading the Aramex Shopify App from the Shopify App Store.
2. **Settings.** Next, provide your Aramex account details and configure the default App settings (shipping services, payment type, and other).

These settings will help you speed up shipment creation.

3. **Aramex shipments (order fulfillment).** In the current App configuration, Aramex does not yet appear as a delivery option when the customer is creating an order.

Thus, the App shows a list of all orders for your store. When you know which orders need to be shipped by Aramex, create shipments for those orders.

During shipment creation, you need to specify the following information.



After you create a shipment, it appears in our system, and the order is marked as fulfilled.

4. **Rate.** At any point in time, you can calculate the cost of shipping with Aramex.

The calculated cost depends on:

- Account to which the fee is billed (your store, consignee, or third party)
- Shipment origin and destination
- Weight of the shipment

5. **Label.** After you create a shipment, download the shipment label, print it, and then attach it to the shipment box.

6. **Pickups.** You can request an Aramex courier to collect one or more shipments for delivery.

The request is processed by our nearest Ground Operations Team, and the courier will call the location to confirm the pickup time.

During pickup, Aramex courier scans the barcode on the shipment label and verifies the destination of each shipment.

7. **Tracking.** After you create a shipment, the App generates a unique airway bill (AWB) number.

Use the AWB number to track the current shipment location and status history in the App.

The consignee receives the AWB number by email and can use it to track the shipment at the Aramex website or in the Aramex App.

4. INSTALLATION & CONFIGURATION



Account Information

Your first step is to install the Aramex Shopify App and configure the App settings.

aramex shipping service app

aramex
Shopify app

- Create shipment
- Create Pickup
- Shipments
- Pickups
- Tracking
- Settings**

Account Details Shipping Details

Please enter your Aramex account details:

Email *

Password *

Account Number *

Account Pin *

Account Entity *

Account Country *

Save

The order is marked as fulfilled, and the App generates AWB number.

NEXT → Create Aramex [shipments](#).

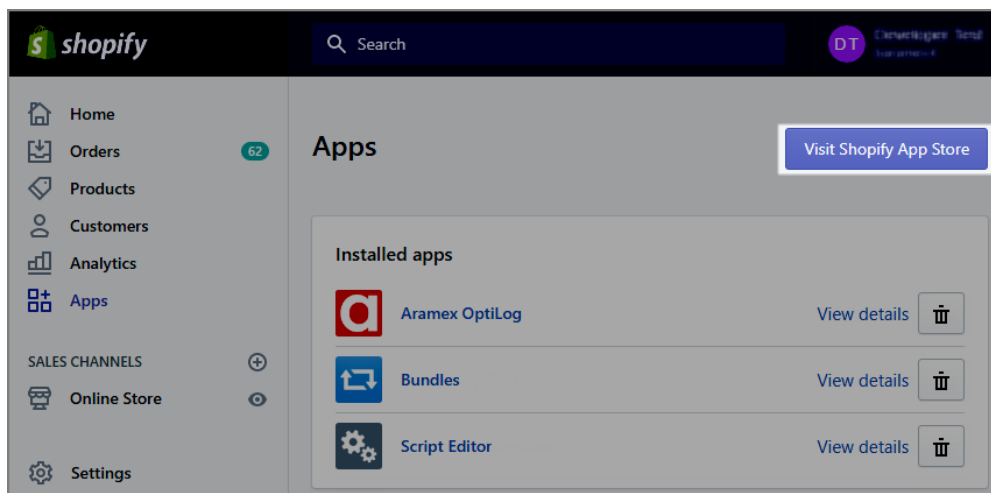
Schedule [pickup](#) for one or more shipments.

4.1 Installation

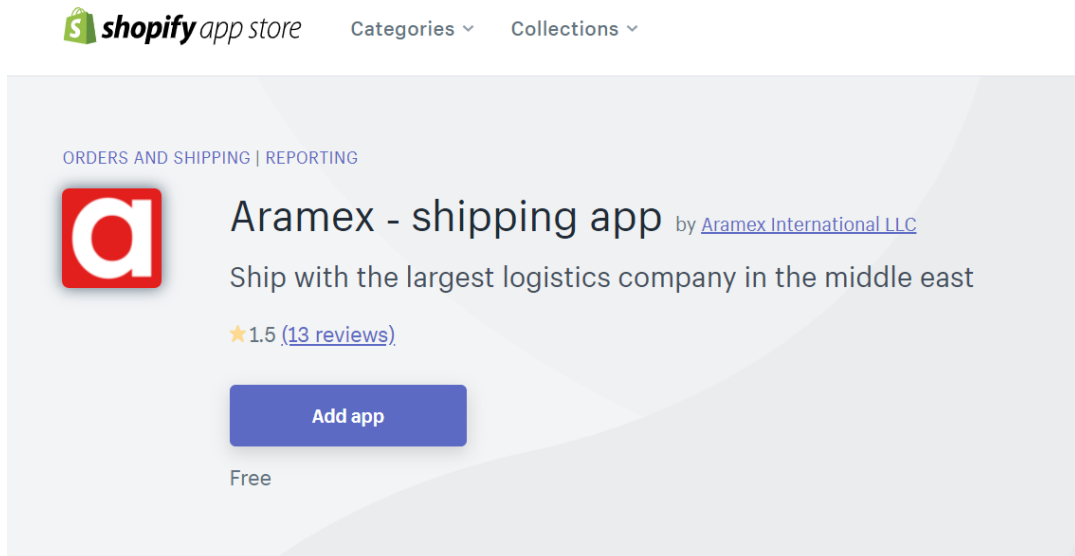
You can install version 1.0 or above of the Aramex Shopify App in the following way:

1. Open the [Shopify App Store](#) by using this link.

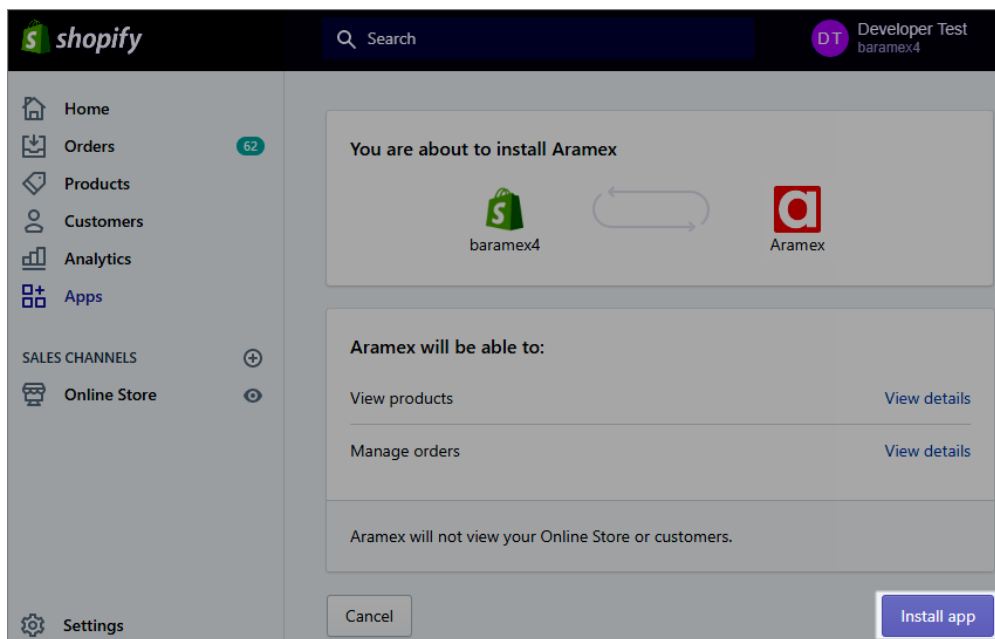
Alternatively, go to Shopify admin, open **Apps**, and then click **Visit Shopify App Store**.



2. Locate the App by the 'Aramex' keyword, and then **Get** the App.

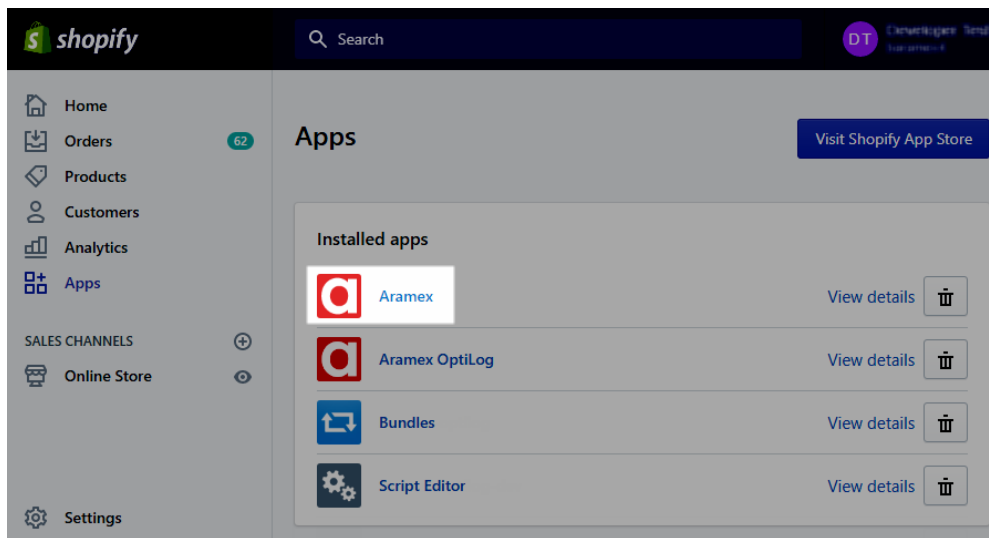


3. Click Install app.



Aramex Shopify App appears in Shopify admin > **Apps**.

- Click Aramex.



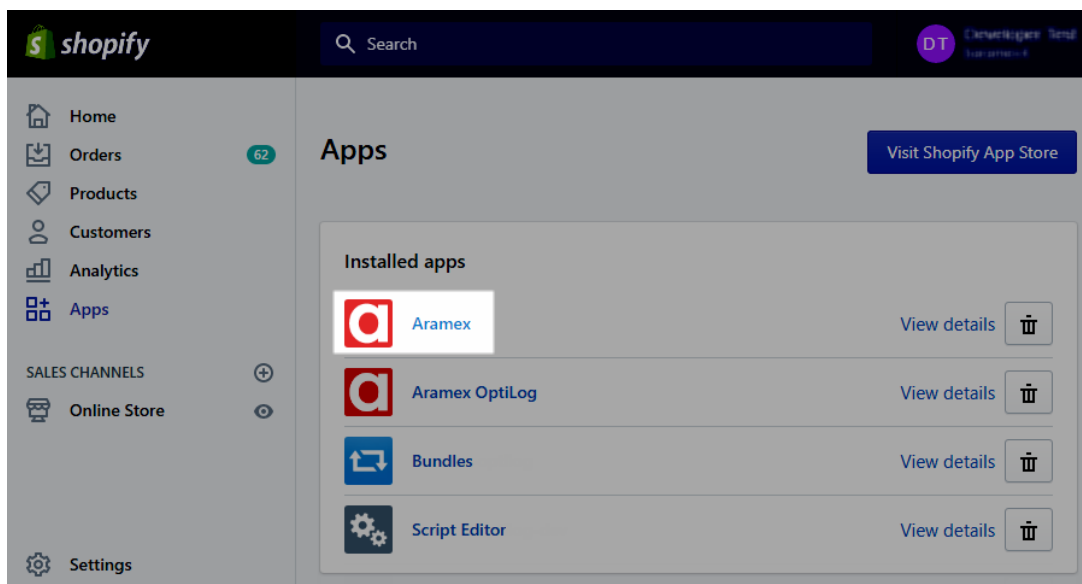
- Configure App settings:
 - [Aramex information](#)
 - [Shipping defaults](#)

4.2 Aramex information


You need to fill in the information about your Aramex account – number, PIN, and more.


To configure the Aramex information settings:

- In Shopify admin, go to **Apps**, and then click **Aramex**.



2. Go to Settings.

 aramex shipping service app



Shopify app

- Create shipment
- Create Pickup
- Shipments
- Pickups
- Tracking
- Settings**

Account Details Shipping Details

Please enter your Aramex account details:

Email *

Password *

Account Number *

Account Pin *

Account Entity *

Account Country *

Save

3. Under Aramex information, fill in the following.

Email *

Password *

Account Number *

Account Pin *

Account Entity *

Account Country *

Save

- **Username (Email) and Password** – your Aramex account credentials, used for authentication to Aramex server.
- **Account Number** – unique account ID (used during shipment creation and rate calculation).
- **Account Pin** – number used for Aramex account activation. If you do not know your PIN number, you can request it at aramex.com.
- **Account Entity** – international code of the area where the account is created (for example, Bombay is *BOM*, Dubai is *DXB*, and so on).
- **Account Country** – country of account registration.

Note: To view your account details, go to aramex.com > [My Accounts page](#). For more information, see the [aramex.com help system](#).

4. Configure [Shipping Defaults](#).

4.3 Shipping defaults

After filling in your account information, you need to define the default Aramex delivery methods, payment methods, and services for both domestic and international shipments.

The person who creates the Aramex order will see these settings filled in by default, but will be able to edit them if necessary.

In Settings, under **Shipping defaults**, fill in the following.

Account Details

Shipping Details

Please enter your Aramex account details:

Choose product group *

Domestic

International

Product Type *

Economy Parcel

Priority Parcel

E-commerce Parcel

Services *

Cash on Delivery

Prepaid

Save

Account Details

Shipping Details

Please enter your Aramex account details:

Choose product group *

Domestic

International

Product Type *

Economy Parcel

Priority Parcel

E-commerce Parcel

Services *

Cash on Delivery

Prepaid

Additional Services *

Delivery Duty Unpaid

Delivery Duty Paid

Save

Example for Domestic shipments

Example for Express shipments

Important: Make sure that you set the shipping defaults as defined in the business agreement between Aramex and your store.

| | |
|----------------------------|---|
| Product Group | <p>Type of shipment:</p> <ul style="list-style-type: none"> • Domestic – country of shipment origin is usually the same as country of shipment destination (for example, your store needs Aramex to deliver the goods from Dubai to Abu Dhabi). • International Express – country of shipment origin is usually different from the country of shipment destination. |
| Domestic Product Type | <p>Preferred delivery method for domestic deliveries.</p> <p>Product type may depend on the type of shipped items (documents or parcels), as well as how fast the delivery needs to be done.</p> |
| International Product Type | <p>Preferred delivery method for international deliveries.</p> <p>Product type may depend on the type of shipped items (documents or parcels), as well as how fast the delivery needs to be done.</p> |
| Services | <p>(Optional) Preferred service selection is done, either shipment will be Cash on Delivery or Prepaid.</p> |
| Additional Services | <p>Preferred additional service for International shipments, either shipment's duty and taxes are already paid or not. (DDP & DDU respectively).</p> |

After you define the settings, you can [create shipments](#) and [schedule pickups](#).

5. RATE CALCULATION



Calculate Rate

Before you create a shipment, you can use the rate calculator to determine the exact cost of Aramex shipment delivery.

Chargeable weight

Total Packages *

1

Unit of measure *

Metric Imperial

Package * Weight * Length * Width * Height *

1 1 KG 1 CM 1 CM 1 CM

Result: 4.2 AED

Rate calculator

Contents Description

The shipping cost depends on:

- Shipment origin and destination.
- Weight of the shipment.

The chargeable weight depends on shipment dimensions and may differ from the actual shipment weight.

Aramex Rate Calculator on Checkout:

Aramex Shopify Plugin allows you to calculate shipping rates. You can use the rate calculator to determine the exact cost of Aramex shipment delivery before creating the shipment.

Shipping rates can also be shown on checkout if you have Shopify Plus or Shopify Advance plan. Alternatively, you can avail this by opting for Shopify API service. Refer to this link for more details.

Shipping cost usually depends on:

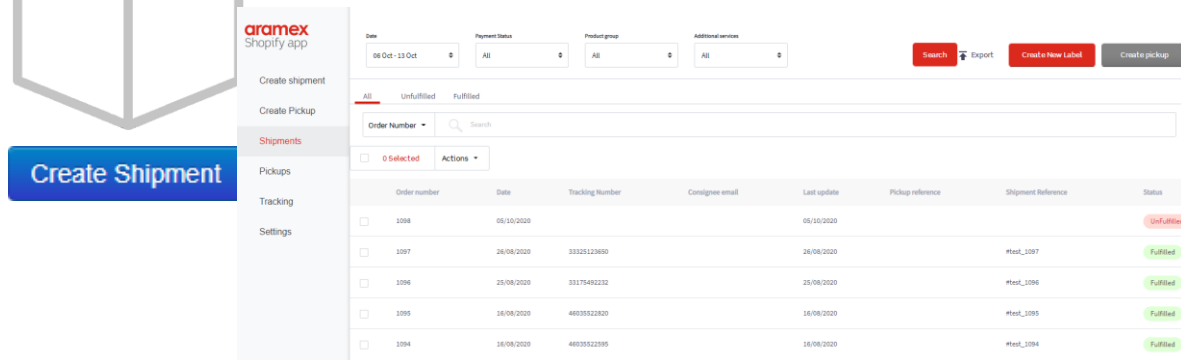
- Shipment Origin and Destination.
- Weight of the shipment.
- Agreed rate sheet of respective Aramex Account.

6. CREATING ARAMEX SHIPMENTS



All orders in Shopify admin are also available in Aramex Shopify App.

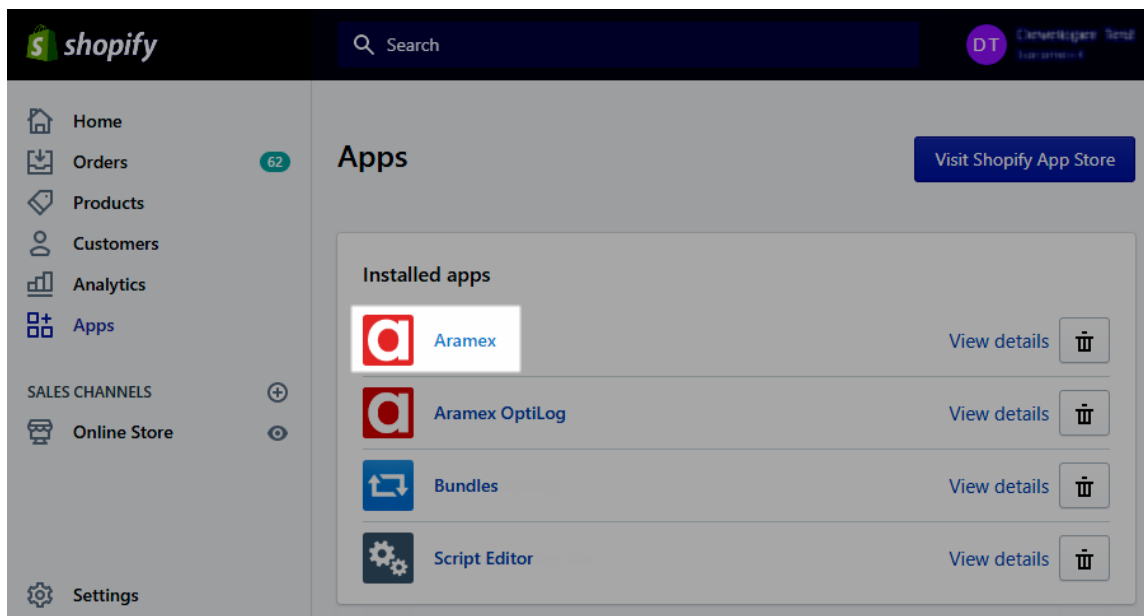
If an order needs to be shipped by Aramex, you need to create a shipment for this order in the Aramex Shopify App.



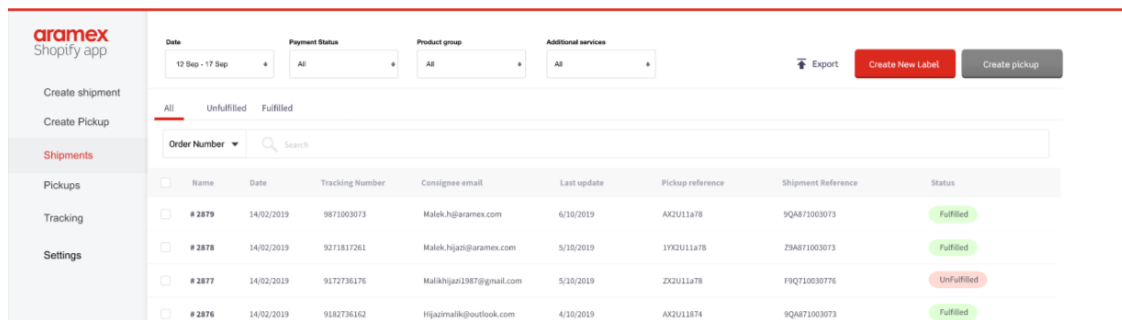
After you create a shipment, the order is marked as fulfilled, and the App generates a unique AWB number.

To create an Aramex shipment:

1. In Shopify admin, go to **Apps > Aramex**.



You can see a list of all orders in your store (not only those targeted for Aramex delivery).



2. Make sure that the needed order is **Unfulfilled** and **Selected**.

Click **Create New Label** button in the header.

Note: **Create New Label** button may be disabled if an order was already fulfilled through Shopify admin > Orders. In this case, open the order, change the order status back to **Unfulfilled**, and then try to create an Aramex shipment from Shopify Admin > Apps > Aramex as described in this procedure.

The steps below guide you through the process of completing the shipment creation:

[Step 1: Shipper & receiver](#)

[Step 3: Shipment details & Chargeable Weight](#)


6.1 Step 1: Shipper & receiver

1. Under **Shipper Information**, fill in the contact information of the shipment sender:

- In case of regular order, fill in contact information of your store.
- In case of return shipment, fill in contact information of the consignee.

In **Reference**, fill in any shipper-related information. This information can be used as one more shipment identifier in addition to the store order number and the Aramex tracking number.

Shipper information will appear on the shipment label.


Sender Details ?
Use default shipper details ☐

Shipper Name *

Company Name

Email Address *

Address line 1 *

Address line 2

Country *

City *

State

Zip Code

Phone number *

Mobile Number


Tax ID / VAT / EIN number

2. Under **Receiver Information**, fill in the contact info for shipment delivery:

- In case of regular order, fill in contact info of the consignee.
If the consignee is an individual, in **Company Name**, duplicate the **Person Name** value.
- In case of return shipment, fill in contact info of your store.

In **Reference**, fill in any receiver-related information. This information can be used as one more shipment identifier in addition to the store order number and the Aramex tracking number.

Receiver information will appear on the shipment label.

 **Receiver Details** ?

Receiver Name *

Test Test

Company Name

Test

Email Address *

Address line 1 *

Ahmad Ibn Talha

Address line 2

Test

Country *

Saudi Arabia

City *

Jeddah

State

Zip Code

111111

Phone number *

0556893191

Mobile number



0556893191

Tax ID / VAT / EIN number


6.2 Step 2: Shipment details & Chargeable Weight


1. Under **Shipment Details**, fill in the information for shipment delivery.

Most shipment info is autofilled from the default setting defined in Aramex Shopify App [shipping defaults](#). If needed, modify the autofilled information.

 **Shipment Details** 

Choose product group *


Domestic


International

Product Type *

Economy Parcel

Priority Parcel

E-commerce Parcel

Services *

Cash on Delivery

Prepaid

Additional Services *

Delivery Duty Unpaid

Delivery Duty Paid

Goods Description *

kettle, OnePlus 6T Dual Sim - 128GB, 8GB RAM, 4G LTE, Midnigl

Weight *

1.0 KG

Declared value (custom value)

1 AED

Number of pieces *

2

Cash on Delivery *

1 AED

☒ **Insurance amount**


1 AED

Add attachments

| | |
|---------------------------------------|--|
| Order Number | Order number assigned by your store. |
| Product Group | Type of shipment: <ul style="list-style-type: none"> Domestic – shipper country is the same as receiver country. International Express – shipper country is different from the receiver country. |
| Product Type | Preferred delivery method (may differ depending on the selected Product Group). |
| Goods Description | Specifications of all order items (pieces). |
| Weight (in kg) | Total weight of all order items (pieces). |
| Services and Additional Services | Additional shipping services offered by Aramex (may differ depending on the selected Product Group). |
| Declared Value (customs value) Amount | Cost of releasing the shipment from the customs. <div> <p>Important: You need to specify customs amount only if:</p> <ul style="list-style-type: none"> Product Group is set to International Express, and </div> |
| Customs Currency Code | Currency for Customs Value Amount . Use a 3-letter ISO currency code, for example, <i>INR</i> for Indian Rupee, <i>AED</i> for United Arab Emirates Dirham, and so on. |
| Cash On Delivery | Total amount to be paid by the shipment receiver in case of the cash on delivery service. May include shipment value, shipping fee, customs amount, etc. <div> <p>Important: Fill in the cash on delivery amount only if one of the selected Services is Cash on Delivery.</p> </div> |
| COD Currency Code | Currency for Cash on Delivery . Use a 3-letter ISO currency code, for example, <i>INR</i> for Indian Rupee, <i>AED</i> for United Arab Emirates Dirham, and so on. |
| Insurance Amount | Amount charged for the shipment protection services, if any. Please indicate the amount in the local currency. |
| Number of Pieces | Quantity of order items. |

Note: Click **Add Attachments** to upload any documents important for shipping (for example, commercial invoice).

2. Under **Chargeable Weight** fill in the Package information:

 **Chargeable weight** ?

Total Packages *

2

Unit of measure *

Metric

Imperial

Package *

1

Weight *

KG

Length *

CM

Width *

CM

Height *

CM

Required

Package *

1

Weight *

KG

Length *

CM

Width *

CM

Height *

CM

Required

Rate calculator

Contents Description

Done

| | |
|-----------------|---|
| Total Packages | No: of Packages |
| Unit of Measure | Either Metric or Imperial |
| Package | Details for the each Package with the Dimensions and Weight |

Content Description

Additional Remarks if any.

3. Click Done.

The order status is changed to **Fulfilled**, and an AWB number is generated.

Your shipment was successful

The AWB number for your shipment is **33368983185**

[Print Label PDF](#)
[Back to Order](#)
[Back to home](#)

The store customer who placed the order receives the AWB number by email and can use this number to track the shipment on the Aramex website or in the Aramex App.

You as a store admin can track the shipment in the Aramex Shopify App. For more information, see [Tracking shipments](#).

Your next step is to schedule [pickup](#) for one or more Aramex shipments.

Important: Error **Invalid combination selection for services/product type for (COD,)** means that the selected delivery method or payment method cannot be used for the selected type of shipping (domestic or international express).

For example, if you set the **Payment Method** to **Cash** or specified the **Cash On Delivery** amount, check that **Services** includes **Cash on Delivery**. If this service is not on the list, in App settings, check the [Shipping defaults](#) settings.

Important: An error saying **City name is invalid** means one of the following:

- City name doesn't match the selected country.
Example: country is United Arab Emirates and city is London.
- Combination of the shipper country and receiver country does not match the selected product group.
Example: if the shipper and receiver country are the same, the product group should be domestic, not international express.
- City name must be selected from the drop-down with suggestions (in contrast to being typed in as free text).
Please select the city name from autosuggestions where the text that you entered is highlighted in yellow.

Important: An error saying **Shipper customer account doesn't exist for entity <entity code>** means that you selected a different city than in the App settings.

Please go to App settings and check [Aramex information](#).

7. PICKUPS



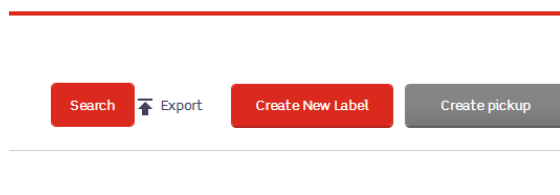
You can request an Aramex courier to **pick up one or more shipments from the store** and deliver them to consignees.

All shipments in the pickup need to have the same:

- Pickup location
- Pickup date
- Product group (domestic or international)
- Product type (delivery method, for example, *Overnight (Parcel)*)
- Payment type (prepaid, collect, or third party)

Also, in case of a return shipment, our courier can **pick up the shipment from the consignee** and deliver it back to your store.

To give you more flexibility in arranging pickups, the App allows scheduling pickups even before you create shipments. We also recommend using this option if the current pickup location is different than usual.



Schedule pickup at any time from the main App screen

When scheduling pickup, you need to provide pickup address, location, and the number of shipments (can be changed later).

Aramex ground operations team will contact you to confirm these details, and the Aramex courier will arrive to pick up the shipments.

Before the courier arrives, you need to **print and attach shipment labels** to all shipments that the courier needs to pick up. For more information, see [Shipment label](#).

After the courier scans the shipment, it appears in the Aramex system, and we notify the consignee about the incoming delivery.

NEXT → [Track](#) the shipment delivery status.

To schedule pickup:

1. In Shopify admin, go to **Apps > Aramex**.
2. Select your desired order and then click **Create Pickup**

The screenshot shows the Aramex Shopify app interface. At the top, there are filters for Date (06 Oct - 13 Oct), Payment Status (All), Product group (All), and Additional services (All). Below these are buttons for Search, Export, Create New Label, and Create pickup. A table below shows a list of orders with columns: Order number, Date, Tracking Number, Consignee email, Last update, Pickup reference, Shipment Reference, and Status. The first order is selected, and the 'Create pickup' button is highlighted.

| Order number | Date | Tracking Number | Consignee email | Last update | Pickup reference | Shipment Reference | Status |
|--------------|------------|-----------------|-----------------|-------------|------------------|--------------------|-----------|
| 1098 | 06/10/2020 | 33368983185 | | 06/10/2020 | | 1098 | Fulfilled |

3. Edit the details autofilled based on the information that was entered during shipment creation, and fill in more details as needed. You need to fill in Address Details first, which are mostly same as [Shipper Details](#).

The screenshot shows the 'Address Details' form in the Aramex Shopify app. The form is titled 'Address Details' and has a toggle for 'Use default shipper details'. The form fields are as follows:

- Shipper Name ***: mohsin test
- Company Name**: baramex-111
- Email Address ***: fimor@i.ua
- Address line 1 ***: Test Address
- Address line 2**: (empty)
- Country ***: United Arab Emirates
- City ***: Dubai
- State**: (empty)
- Zip Code**: 00000
- Phone number**: +971504444444
- Mobile Number ***: +971504444444
- Tax ID / VAT / EIN number**: (empty)

4. Once filled Click **Next** to go to **Pickup Details** section.

Pickup Details ?

Date *

06 Oct

Pick up Time window

8:00 AM
Ready Time

7:00 PM
Latest Time

Location ?

Reception

Reference number

Number of Shipments *

1

Done

| | |
|----------------------------|---|
| Pickup Location | Exact spot where the Aramex courier can pick up the shipments (for example, reception, security desk, or other). Can be different that the shipper address. |
| Pickup Date | Date when the Aramex courier should pick up the shipments (maximum 7 days from the current date). |
| Ready Time, Latest Time | Time interval during which Aramex courier can pick up the shipments (at least 1 hour). Both Ready Time and Latest Time must be within the Aramex business hours. |
| Reference Number | Alternative contact phone number (for example, if pickup location is different that the shipper address). |

Number of Shipments

Quantity of shipments to be picked up.

5. Click **Done**.

After the pickup is submitted, you get an Aramex collection reference number that you and the customer can use to [track shipment](#).

Your pickup creation was successful

Pickup Details:

Collection Reference Number: J06780D

Unique GUID: 00d0e39b-6ef9-44a2-b9fe-e34b29529cc8

Product Group: EXP

Reference :1

Datetime: 2020-10-07 00:01:00 UTC

You can now add a shipment to this pickup while creating a shipment.[Back to Home](#)[Create another pickup](#)

Important: Errors about pickup time may occur in these cases:

- **Ready/Latest Time should be within the business hours of the entity** – this means that at this time, the Aramex office responsible for pickup is closed. Please choose a time within the working hours of that Aramex office.
- **Ready Time is earlier than minimum lead time** – this error may occur in a couple of cases. Please check that:
 - **Pickup Date** is set to the current date + 7 days.
 - **Ready Time** is before the **Latest Time**.

8. SHIPMENT LABEL



After you create a shipment, the App generates a shipment label.

On the label, you can see the shipment AWB number, barcode, receiver details, and other shipment information.

You need to print the shipment label and attach this label to the shipment before you submit the shipments to Aramex.



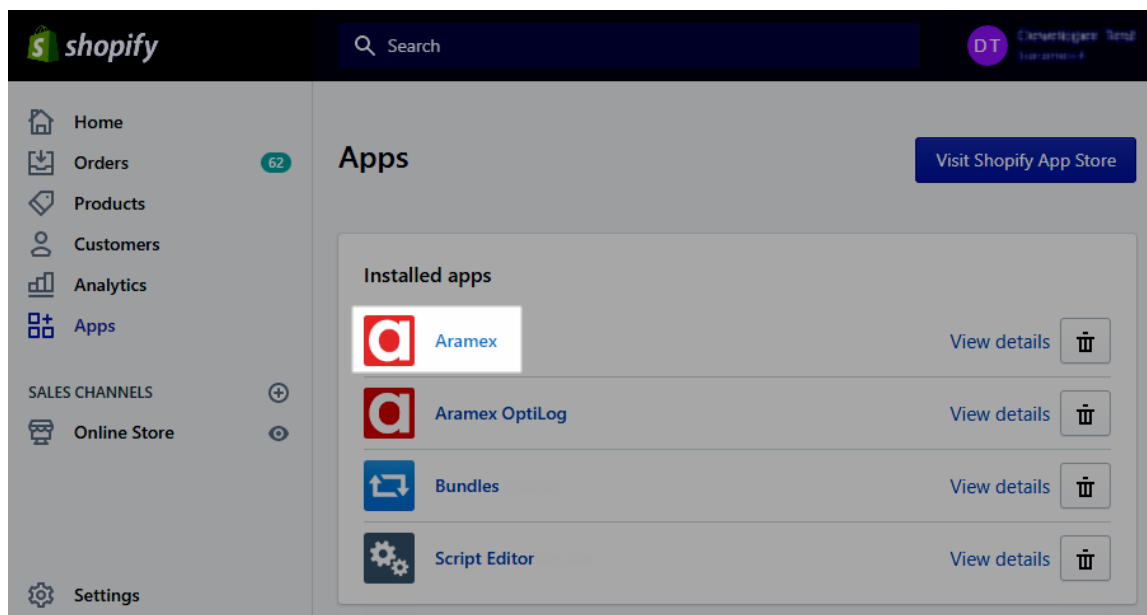
aramex shipping service app

The screenshot shows the Aramex Shopify app interface. On the left is a sidebar with navigation options: Create shipment, Create Pickup, Shipments (highlighted), Pickups, Tracking, and Settings. The main area displays a table of shipments with filters for Date (06 Oct - 13 Oct), Payment Status (All), and Product group (All). Below the filters are tabs for All, Unfulfilled, and Fulfilled. A search bar for Order Number is present. A table lists shipments with columns for Order number, Tracking Number, and a checkbox. One shipment (Order 1098) is selected, and an 'Actions' menu is open, showing options: Create Shipment, Create Pickup, and Print Label.

| Order number | Tracking Number |
|--------------|-----------------|
| 1098 | 33368983185 |
| 1099 | 33368983815 |

8.1 Downloading the label

1. In Shopify admin, go to Apps > Aramex.



You can see a list of all orders from your store (not only those targeted for Aramex delivery) in Shipments Listing page.

aramex shipping service app

aramex Shopify app

Date: 06 Oct - 13 Oct Payment Status: All Product group: All Additional services: All Search Export Create New Label Create pickup

Create shipment
Create Pickup
Shipments
Pickups
Tracking
Settings

All Unfulfilled Fulfilled

Order Number Search

1 Selected Actions

| Order number | Date | Tracking Number | Consignee email | Last update | Pickup reference | Shipment Reference | Status |
|--------------|------------|-----------------|-----------------|-------------|------------------|--------------------|-----------|
| 1098 | 06/10/2020 | 33368983185 | | 06/10/2020 | J06780D | 1098 | Fulfilled |
| 1099 | 06/10/2020 | 33368983815 | | 06/10/2020 | | 1099 | Fulfilled |
| 1097 | 26/08/2020 | 33325123650 | | 26/08/2020 | | #test_1097 | Fulfilled |
| 1096 | 25/08/2020 | 33175492232 | | 25/08/2020 | | #test_1096 | Fulfilled |
| 1095 | 16/08/2020 | 48035522820 | | 16/08/2020 | | #test_1095 | Fulfilled |
| 1094 | 16/08/2020 | 48035522595 | | 16/08/2020 | | #test_1094 | Fulfilled |

1. Select your desired order and click on Actions to open an dropdown menu.

aramex shipping service app

aramex Shopify app

Date: 06 Oct - 13 Oct Payment Status: All Product group: All Additional services: All Search Export Create New Label Create pickup

Create shipment
Create Pickup
Shipments
Pickups
Tracking
Settings

All Unfulfilled Fulfilled

Order Number Search

1 Selected Actions

Create Shipment
Create Pickup
Print Label

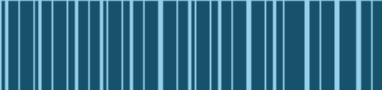

| Order number | Date | Tracking Number | Consignee email | Last update | Pickup reference | Shipment Reference | Status |
|--------------|------------|-----------------|-----------------|-------------|------------------|--------------------|-----------|
| 1098 | 06/10/2020 | 33368983185 | | 06/10/2020 | J06780D | 1098 | Fulfilled |
| 1099 | 06/10/2020 | 33368983815 | | 06/10/2020 | | 1099 | Fulfilled |
| 1097 | 26/08/2020 | 33325123650 | | 26/08/2020 | | #test_1097 | Fulfilled |

Note: The label is generated after you [create shipment](#), so the unfulfilled orders don't have this option yet.

2. Click Print the label, and then attach it to the shipment box.

8.2 Understanding the label

This section explains the information that you can see on the shipment label.

| | | | | |
|--|---|---|---|---|
| aramex Origin: DXB | |  43896966492 | | 1 |
| Destination: DXB | Date: Jan 23, 2018 Foreign Ref: Ref1: | | | |
| DOM | ONP | P | 2 | |
| Pieces: 1 Weight: 2 KG Services: CODS COD: 211 EUR | | Chargeable: 2 KG Customs: | | |
| Account: 10399 Store Inc. Josh Green 20th St., 425 Dubai AE 971016759345 | |  43896966492 | | 1 |
| Remi Jensen Remi Jensen 35 Yalayis Street - / Jebel Ali-Ab Bibab Rd Dubai AE 9716351032 | | 9716351032 | | 4 |
| Shipper Ref: Item ID 36277-D Description: 010 - Size1 / Size2 | | Consignee Ref: fragile - handle with care | | 5 |

Here's an example of a shipment label and its components.

| | | |
|---|--|--|
| 1 | aramex Origin: DXB |  43896966492 |
| | Destination: DXB | Date: Jan 23, 2018 Foreign Ref: Ref1: |

- 43896966492
Airway bill (AWB) number assigned to this shipment.
- Origin: DXB
Source: Shipper Information > City.
Aramex entity that is responsible for picking up the shipment from the shipper.
In this example, *Dubai*.

- **Destination: DXB**

Source: Receiver Information > City.

Aramex entity that is responsible for delivering the shipment to the receiver.

In this example, destination entity is the same as the origin entity because this is a domestic shipment within the same city.

- **Date: Jan 23, 2018**

Date when admin created the Aramex shipment (can be different than the date when the order itself was created).

- **Foreign Ref**

Additional shipment identification number (not used at the moment).

- **Ref1**

Order number assigned by your store (not visible at the moment).

2

| | | | |
|---|------------|----------|--|
| DOM | ONP | P | |
| Pieces: 1 Weight: 2 KG Chargeable: 2 KG Services: CODS COD: 211 EUR Customs: | | | |

- **DOM**

Source: Shipment Details > Product Group.

Indicates delivery type (domestic or international express).

- **ONP**

Source: Shipment Details > Product Type.

Indicates the delivery method. In this example, ONP means *Overnight (Parcel)*.

- **P**

Source: Shipment Type > Shipping information.

Defines who pays the shipping fee:

- P means Prepaid – shipping charges are billed to shipper.
- C means Collect – shipping charges are billed to consignee.
- 3 means third party – shipping charges are billed to another company (for example, shipper's contractor or subsidiary).

- **Pieces: 1**

Source: Shipment Details > Number of Pieces.

Includes the quantity of order items. In this example, shipment includes one item only (for example, laptop).

- **Weight: 2 KG**

Source: Shipment Details > Weight (in kg).

Includes the total weight of all order items. In this example, it's the weight of the laptop which is the only shipment piece.

- **Chargeable: 2 KG**

Weight that is used to calculate the shipping rate.

At the moment of label creation, chargeable weight is always the same as the actual shipment weight.

After the Aramex ground operations team receives the shipment, we measure the shipment dimensions which can impact the chargeable weight.

In the end, chargeable weight may be different from the actual shipment weight.

- **Services: CODS**

Source: Shipment Details > Services.

Includes selected additional Aramex shipping services. In this example, CODS means *Cash on Delivery Service*.

- **COD: 211 EUR**

Source: Shipment Details > Cash On Delivery.

Includes the total amount to be paid by shipment receiver in case of the cash on delivery service. May include shipment value, shipping fee, customs amount, etc.

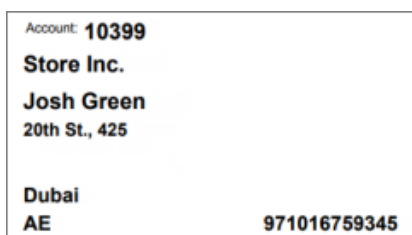
- **Customs**

Source: Shipment Details > Customs Value Amount.

Indicated the cost of releasing the shipment from the customs (used for international express delivery of products that are dutiable).

In this example, delivery type is domestic, so the customs amount is empty.

3



- **Account: 10399**

Source: App settings > Aramex Information > Account Number.

- **Store Inc., Josh Green, 20th St., 425, Dubai, AE**

Source: Shipper Information. Includes shipper's name and address.

- **971016759345**

Source: Shipper Information. Includes shipper's phone number.

4

Remi Jensen
Remi Jensen
35 Yalays Street - / Jebel Ali-Ab Bibab Rd

Dubai
AE
9716351032 **9716351032**

- **Remi Jensen, 35 Yalays Street - / Jebel Ali-Ab Bibab Rd, Dubai, AE**
 Source: Receiver Information. Includes consignee's name and address.
- **9716351032**
 Source: Receiver Information. Includes consignee's phone number.

5

Shipper Ref: item ID 36277-D Consignee Ref: fragile - handle with care
Description: 010 - Size1 / Size2

- **Shipper Red: Item ID 36227-D**
 Source: Shipper Information > Reference.
 Includes any additional information from the shipper. In this example, it's the item ID assigned by the manufacturer.
- **Consignee Ref: fragile – handle with care**
 Source: Receiver Information > Reference.
 Includes any additional information to the receiver. In this example, it's the comment for the courier to handle the shipment carefully.
- **Description: 010 - Size 1 / Size 2**
 Source: Shipment Details > Description of Goods.
 Includes information about the order items. In this example, the order includes one item with code *010* of a specific size.

9. TRACKING SHIPMENTS



After you create an Aramex shipment, you can use the airway bill (AWB) number to view on the Tracking Page:

- Current status of the shipment
- History of updates and locations

The screenshot shows the 'aramex shipping service app' interface. On the left is a sidebar with a 'Track Shipments' button and a menu with options: 'Create shipment', 'Create Pickup', 'Shipments', 'Pickups', 'Tracking' (highlighted), and 'Settings'. The main area has a header with 'Search', 'Export', and 'Create New Label' buttons. Below the header is a table with columns: 'Order Number', 'Location', 'Last Status updated Date', and 'Shipment Number'. The table contains three rows of data for orders 1099, 1098, and 1097, all originating from 'Dubai, United Arab Emirates'. A pagination bar at the bottom shows '1' of 1 items.

| Order Number | Location | Last Status updated Date | Shipment Number |
|--------------|-----------------------------|--------------------------|-----------------|
| 1099 | Dubai, United Arab Emirates | 06/10/2020 | 33368883815 |
| 1098 | Dubai, United Arab Emirates | 06/10/2020 | 33368883185 |
| 1097 | Dubai, United Arab Emirates | 10/08/2020 | 33325123690 |

AWB number is also sent to the store customer, so they can track the shipment delivery status on the Aramex website or in the Aramex App.

To check shipment status:

1. In Shopify admin, go to **Apps > Aramex**.

The screenshot shows the Shopify Admin interface. The left sidebar contains navigation links: Home, Orders (62), Products, Customers, Analytics, Apps, Sales Channels (Online Store), and Settings. The main area is titled 'Apps' and features a 'Visit Shopify App Store' button. Under the 'Installed apps' section, four apps are listed: 'Aramex', 'Aramex OptiLog', 'Bundles', and 'Script Editor'. Each app entry includes a 'View details' link and a trash icon for uninstallation.

You can see a list of all orders from your store (not only those targeted for Aramex delivery) in Tracking page.

aramex shipping service app

aramex
Shopify app

- Create shipment
- Create Pickup
- Shipments
- Pickups
- Tracking**
- Settings

Search

Export

Create New Label

Create pickup

All

In-Transit

Origin

Delivered

Order Number

Search

| <input type="checkbox"/> | Order Number | Location | Last Status updated Date | Shipment Number | Status |
|--------------------------|--------------|-----------------------------|--------------------------|-----------------|--------|
| <input type="checkbox"/> | 1099 | Dubai, United Arab Emirates | 06/10/2020 | 33368983815 | Origin |
| <input type="checkbox"/> | 1098 | Dubai, United Arab Emirates | 06/10/2020 | 33368983185 | Origin |
| <input type="checkbox"/> | 1097 | Dubai, United Arab Emirates | 10/08/2020 | 33325123650 | Origin |

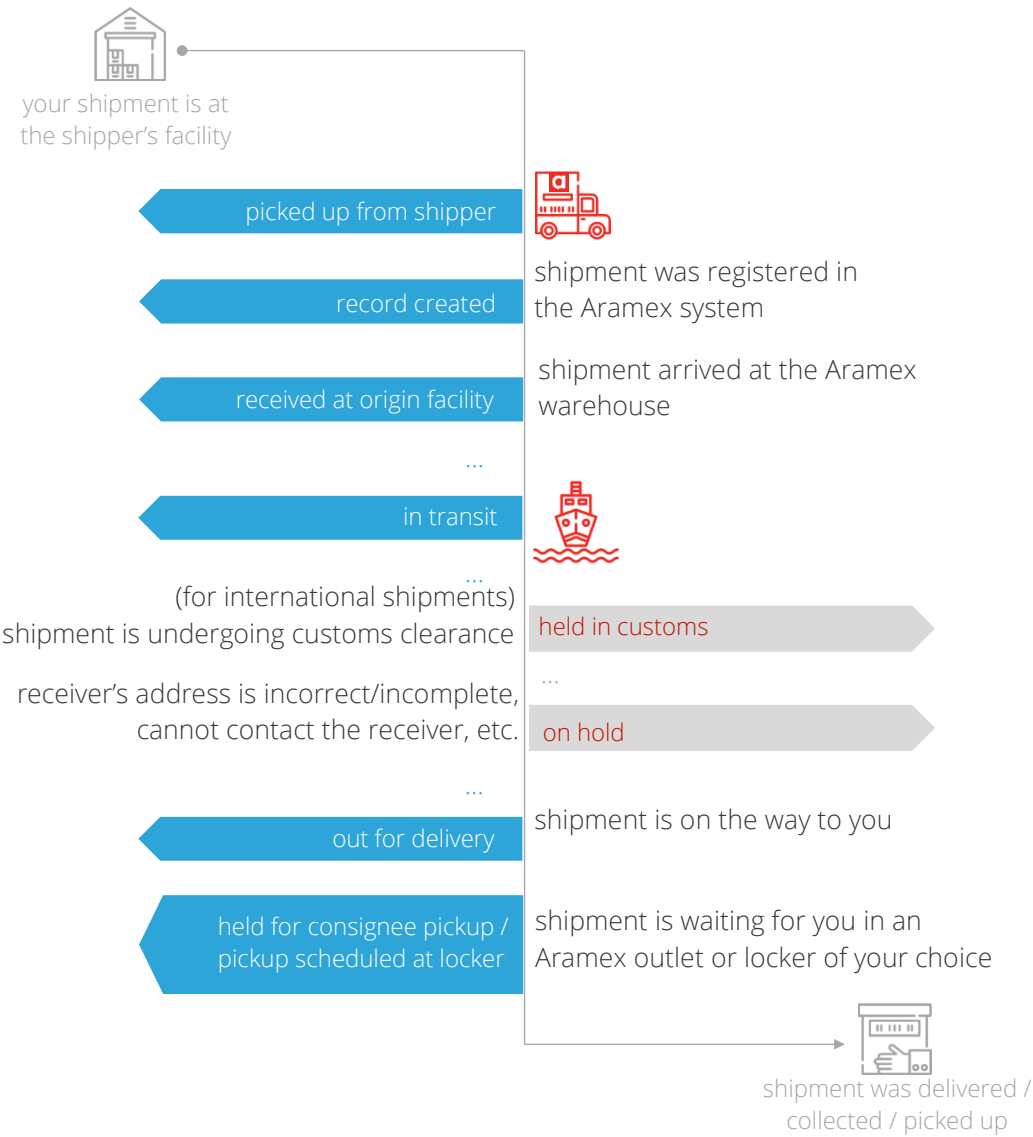
1

- Under Status column you can view the current status of the Shipment.

Note: The tracking option is not available for orders with the **Canceled** status.

Tracking Description illustrates the shipment status.

This diagram illustrates the key shipment statuses.



Note: Got a question that we didn't answer in this document? Help us get better by [filling out a feedback form](#).