



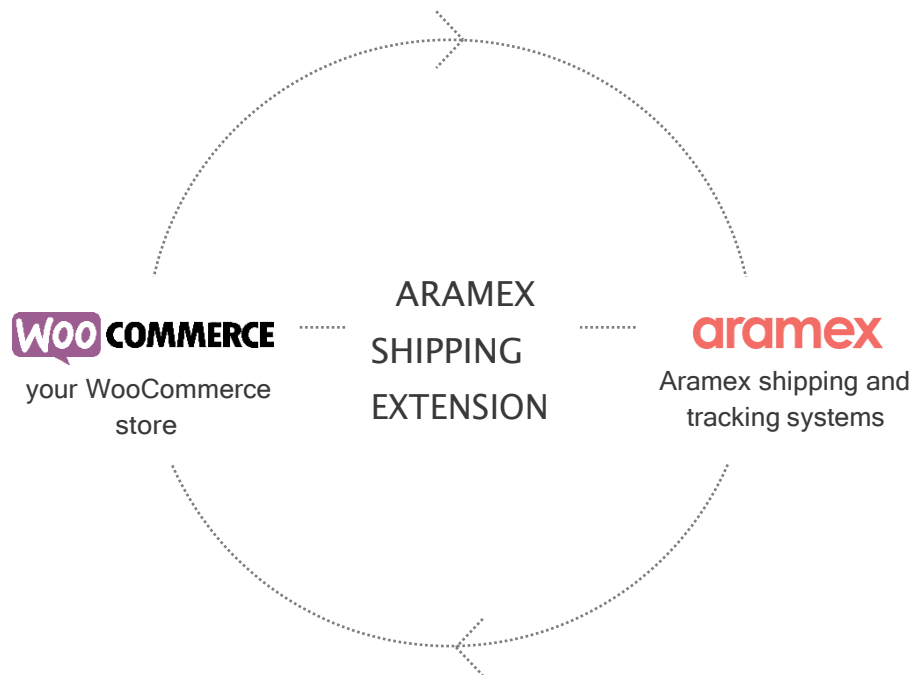
WOOCOMMERCE ARAMEX
SHIPPING EXTENSION
User Manual

1. OVERVIEW

Welcome to the user manual for the WooCommerce Aramex Shipping Extension!

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

The Extension enables direct communication between *your WooCommerce store* and *Aramex shipping and tracking systems*.



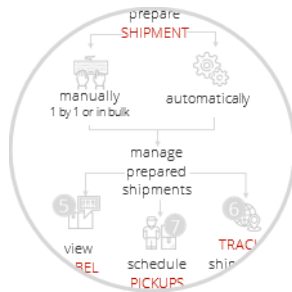
You can download the latest version of the WooCommerce Aramex Shipping Extension at the [WooCommerce web portal](#).

This document guides you through all aspects of configuring and using the Extension.

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

2. WHAT'S IN THIS DOCUMENT

This manual explains how to work with the Aramex Shipping Extension.



understand
how the extension works

configure **extension settings**
for Aramex shipments

Product	Total
product1 x 3	\$3.00
Subtotal	\$3.00
Shipping	* Free shipping ○ Aramex Economy Parcel Express \$34.59
Total	\$3.00

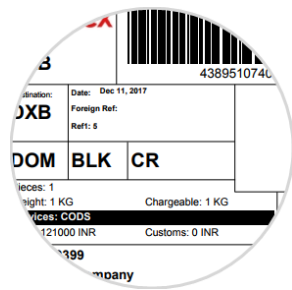
Cash on delivery

understand the process of
order checkout

prepare Aramex **shipments**
based on orders

calculate **shipping rate**
for an Aramex shipment

schedule shipment **pickup**
by Aramex courier



download an Aramex
shipment **label**

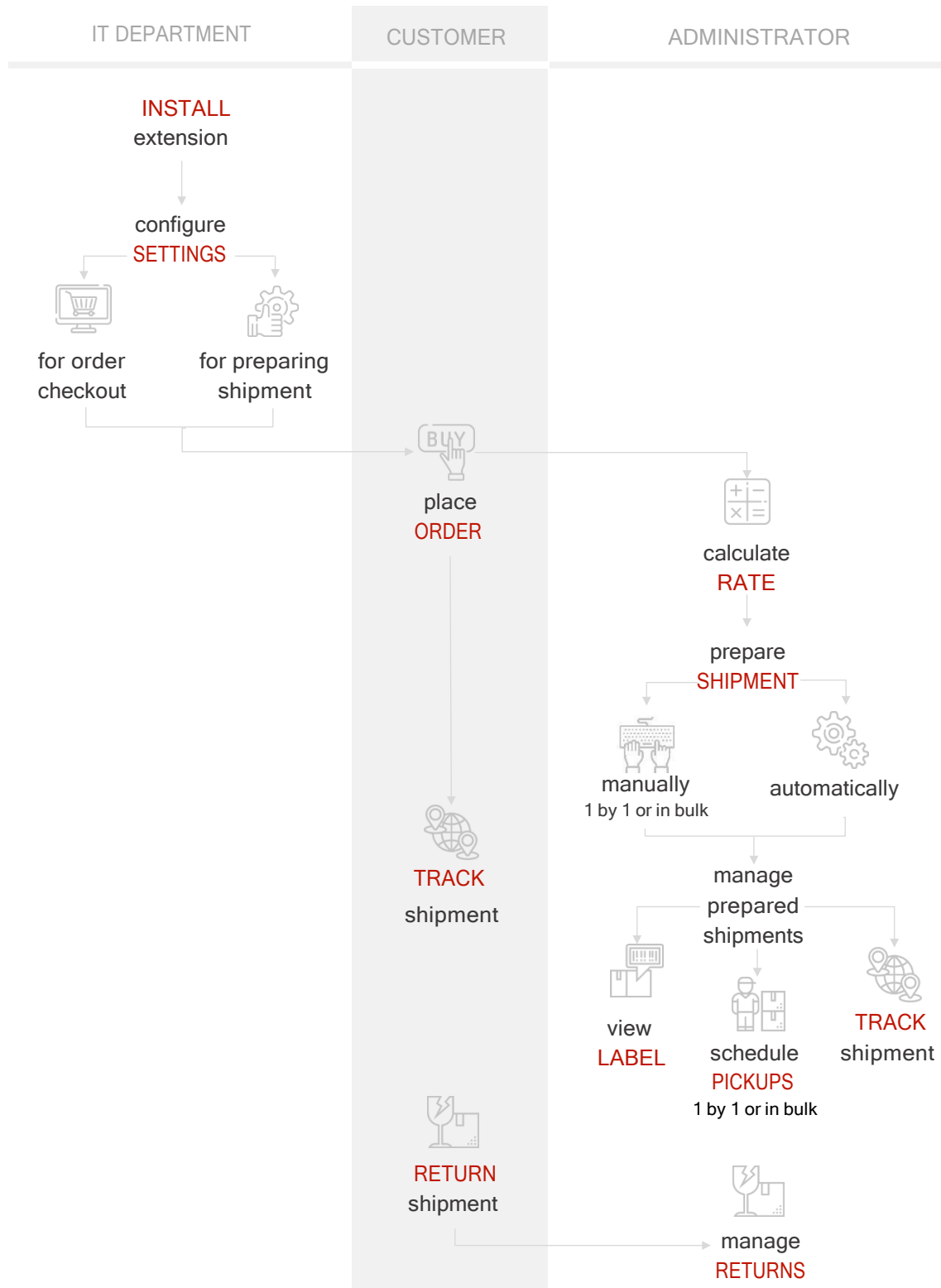
handle an Aramex
return shipment

Location	Action Date/Time
Riyadh, Saudi Arabia	2018-07-27T18:02:00
Gurgaon, India	2018-07-11T09:00:00

track an Aramex shipment

3. HOW IT WORKS

This graph illustrates the Aramex Shipping Extension usage from different points of view and shows the events that take place after one another.



1. First, the store's tech department installs the Aramex Shipping Extension.
Version 2.0 or above of the Aramex Shipping Extension (Aramex Module) is available for installation at WooCommerce.com.
2. Next, the tech department needs to [configure the Aramex Shipping Extension](#).
3. During order checkout, store customers can view the cost of shipping with Aramex and [select Aramex as a shipping method](#).
4. After a store customer places an order, a store administrator can [prepare Aramex shipment](#).
5. When preparing a shipment, the store administrator also can [check the shipping cost](#) and can [request Aramex courier to pick up](#) the ordered items
6. Store administrator can then [download the shipment label](#), for example, to print it.
7. Aramex number is assigned to the shipment. Store administrator can use this number to [track the shipment](#) at any further stage until the shipment is delivered.
Store customer can track the shipment too, at aramex.com.
8. If the store customer decides to return the delivered items, the store administrator then needs to [process the request to return the order](#).

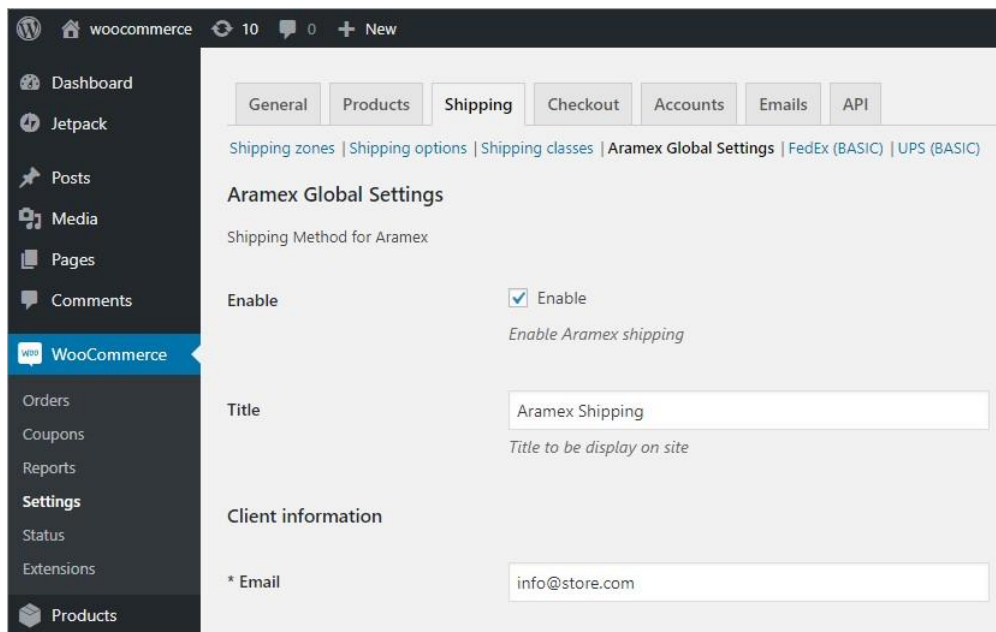
4. EXTENSION SETTINGS

The first thing you need to do after installing the Aramex Shipping Extension is to configure basic information: account details, shipping methods, and more.

This configuration speeds up the preparation of Aramex shipments.

To configure Extension settings:

1. Go to WooCommerce > Settings > Shipping > Aramex Global Settings.



2. Make sure that the Enable check box is selected - this means that the Aramex Shipping Extension is activated.

Otherwise, to deactivate the Extension, clear the check box. Alternatively, you can keep the Extension active but hidden from the customers - for more information, see [Rate Calculator on Checkout page](#).

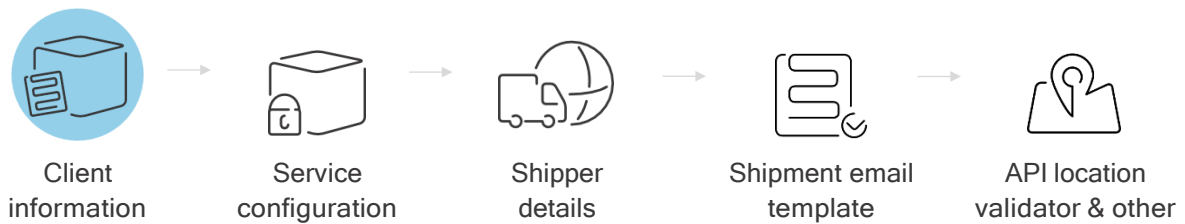
You need to but temporarily hide it from the order checkout page,

3. In the Title field, enter the name of the Extension.

This title is used internally. For store customers, during order checkout, the company name is always shown as 'Aramex'. You can also make the Aramex delivery method visible during order checkout - for more information, see [Hide shipping product type on Checkout page](#).

4. Configure Extension settings - start from [Client information](#).

4.1 Client information



When configuring the Aramex Shipping Extension settings, start by providing your Aramex account details.

Client information

* Email

* Password

* Account Pin

* Account Number

* Account Entity

* Account Country Code

COD Account

Optional account data

Note: Usually, at first, you receive test credentials, so that you can try working with the Extension and create Aramex shipments in test mode.

After you confirm that the Extension works as expected, you can start using your actual Aramex credentials. To view your account details, go to aramex.com > [My Accounts page](#). For more information, see the [aramex.com help system](#).

Fill in the following information about your test or actual account:

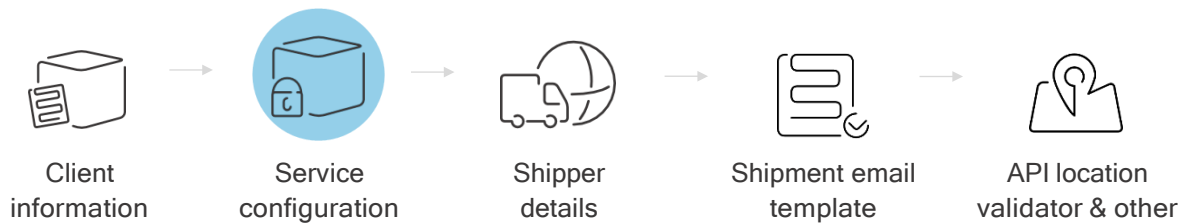
- Email and Password - your Aramex account credentials, used for authentication to Aramex server (for example, during shipment preparation or rate calculation).
- Account Pin - number used for Aramex account activation. If you do not know your PIN number, you can request it at aramex.com.
- Account Number - unique account ID (will be used during shipment preparation).
- Account Entity - international code of the city where the account is created (for example, Bombay is *BOM*, Dubai is *DXB*, and so on).
- Account Country Code - international 2-letter abbreviation of the country name (for example, India is *IN*, United Arab Emirates is *AE*, and so on).

Note: In terms of payment, Aramex differentiates between 2 types of shipments: prepaid shipments (when shipping expenses are billed to the store account on a regular basis, e.g., every month) and COD shipments (when the consignee pays the shipping fee for each shipment in cash after receiving the shipment).

If you have 2 separate Aramex accounts (one for prepaid shipments and another one for COD shipments), first, fill in the details of your account for handling prepaid shipments. Then, in COD Account, select Yes and fill in the details of your Aramex account for COD shipments.

COD Account	Yes ▼
	<i>Optional account data</i>
COD Account Number	16003
	<i>Optional account data</i>
COD Account Pin	178178
	<i>Optional account data</i>
COD Account Entity	dxh
	<i>Optional account data</i>
COD Account Country Code	ae
	<i>Optional account data</i>

4.2 Service configuration



After filling in your account information, you need to define the Aramex delivery methods, as well as additional services for domestic and/or international shipments.

Service Configuration

Test Mode

No

Report ID

9729

Allowed Domestic Methods

Overnight (Document)

Overnight (Parcel)

Road Freight 24 hours service

Road Freight 48 hours service

Allowed Domestic Additional Services

Morning delivery

Chain Stores Delivery

Cash On Delivery Service

Commercial

Allowed International Methods

Value Express Parcels

Economy Document Express

Economy Parcel Express

Ground Document Express

Allowed International Additional Services

CSTM

NULL

FDAC

FRDM

Important: Make sure that you select the domestic and international methods and services as defined in the business agreement between Aramex and your store.

Fill in the following Service configuration settings.

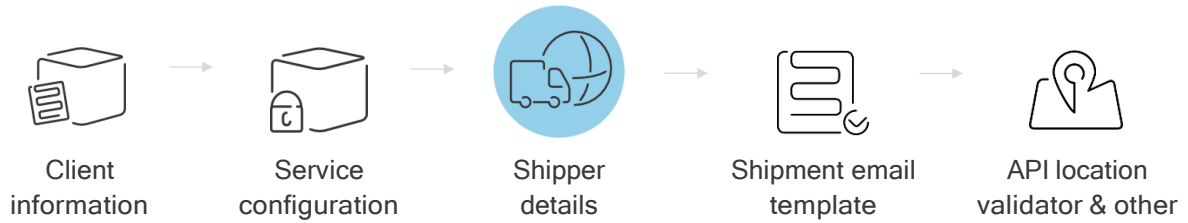
Test Mode

Defines how the Extension is used:

- No - you are working with real shipments.
That is, the Extension operates in live mode under your actual Aramex credentials.
- Yes - you are working with mock shipments.
That is, the Extension operates in test mode under test credentials, and shipments are not actually sent to customers.

Report ID	<p>(Filled in automatically) Determines the type and content of shipment label.</p> <p>You can download the shipment label after you prepare a shipment. For more information, see Shipment label.</p>
Allowed Domestic Methods	<p>One or more preferred delivery types for domestic deliveries, when country of shipment origin is the same as country of shipment destination (for example, your store needs Aramex to deliver the goods from Dubai to Abu Dhabi).</p> <p>The selected methods are shown to the customer during order checkout. If needed, you can hide the name of the delivery method - for more information, see Hide shipping product type on Checkout page.</p> <p>When preparing an Aramex shipment, you as a store administrator can view the selected delivery method and if needed, change it.</p>
Allowed Domestic Additional Services	<p>(Optional) One or more additional shipping services offered by Aramex for domestic deliveries.</p> <p>The selected services are not visible to the customer during order checkout, but you can select them when preparing an Aramex shipment.</p>
Allowed International Methods	<p>One or more preferred delivery types for international deliveries, when country of shipment origin is different from the country of shipment destination (for example, your store needs Aramex to deliver the goods from Saudi Arabia to the UAE).</p> <p>The selected methods are shown to the customer during order checkout. If needed, you can hide the name of the delivery method - for more information, see Hide shipping product type on Checkout page.</p> <p>When preparing an Aramex shipment, you as a store administrator can view the selected delivery method and if needed, change it.</p>
Allowed International Additional Services	<p>(Optional) One or more additional shipping services offered by Aramex for international deliveries.</p> <p>The selected services are not visible to the customer during order checkout, but you can select them when preparing an Aramex shipment.</p>

4.3 Shipper details

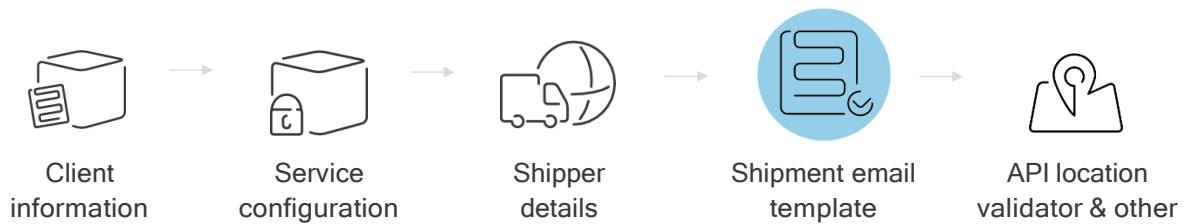


When configuring the Aramex Shipping Extension settings, provide your store information.

Shipper Details	
Name	<input type="text" value="Josh Green"/>
Email	<input type="text" value="info@store.com"/>
Company	<input type="text" value="Store Inc."/>
Address	<input type="text" value="26 Abi Jafar Al Mansour St."/>
* Country Code	<input type="text" value="SA"/>
* City	<input type="text" value="Riyadh"/>
* Postal Code	<input type="text" value="0000"/>
State	<input type="text" value="Riyadh"/>
Phone	<input type="text" value="+9668004332373"/>

This helps you as a store admin to quickly create orders: shipper details are filled automatically when an Aramex shipment (regular or return) is prepared, but can be edited if necessary. For more information, see [Shipper/receiver details](#).

4.4 Shipment Email Template



When configuring the Aramex Shipping Extension settings, you need to define how you want to receive copies of the emails that are automatically sent to receivers after you prepare shipments.

Shipment Email Template

Shipment Email Copy To

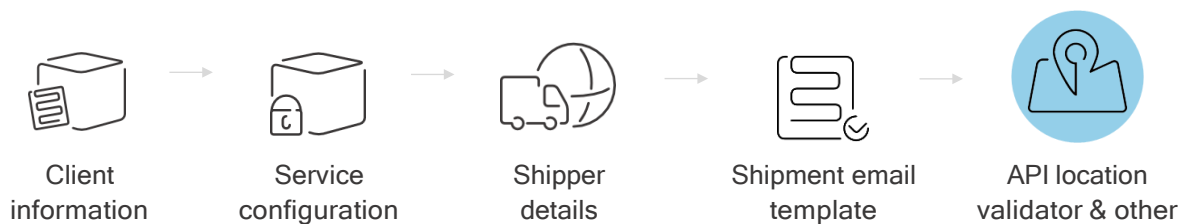
Shipment Email Copy Method

- Shipment Email Copy to - additional email address (for example, this can be a store administrator's email for monitoring purposes).
- Shipment Email Copy Method - defines how the email should be sent to the additional email address (same email or separate email).

Note: The default Aramex template is in English. It contains shipment AWB number and a link to the Aramex website where the customer can track their shipment.

To view or edit the email template, go to WooCommerce > Settings > Email. For more information, see the [WooCommerce User Guide](#) ([Customizing WooCommerce Order Emails](#) article).

4.5 Api Location Validator

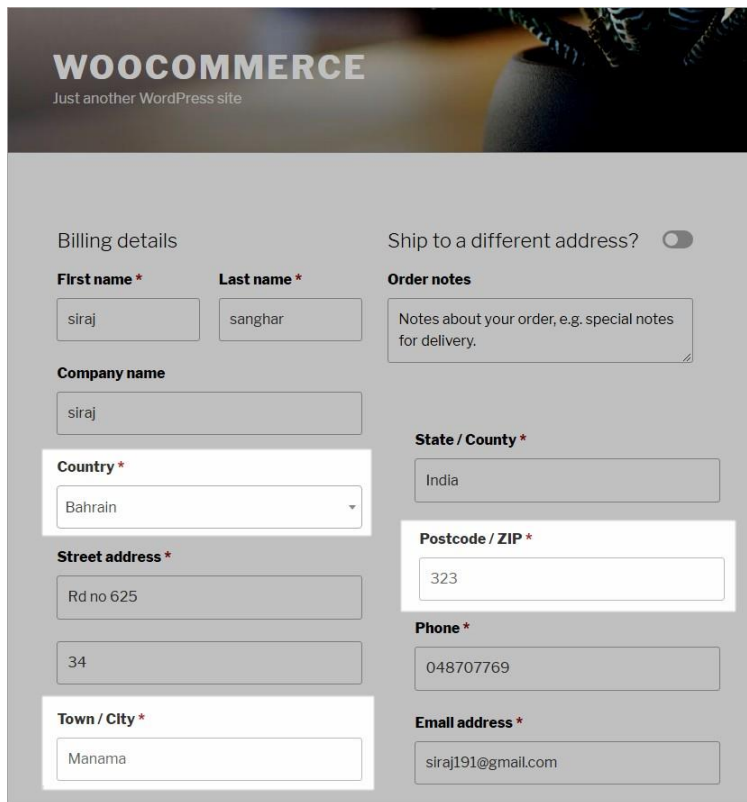


When configuring the Aramex Shipping Extension settings, enable the API location validator to check the delivery address filled in by the store customer during order checkout.

Api Location Validator

Enabled

More specifically, during order checkout, the Extension will check if the country, city, and ZIP/postal code match.



WOOCOMMERCE
Just another WordPress site

Billing details

Ship to a different address? ☐

First name * siraj **Last name *** sanghar

Company name siraj

Country * Bahrain

Street address * Rd no 625

34

Town / City * Manama

Order notes
Notes about your order, e.g. special notes for delivery.

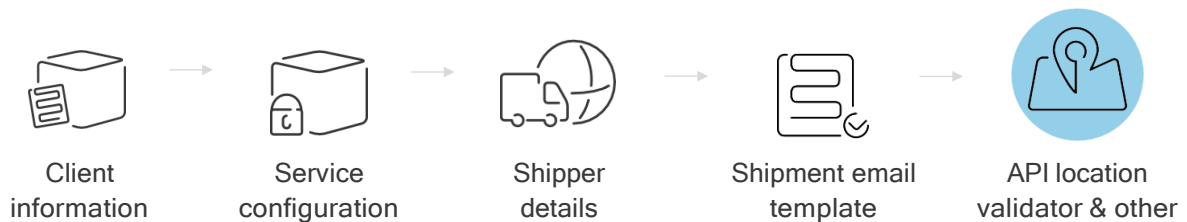
State / County * India

Postcode / ZIP * 323

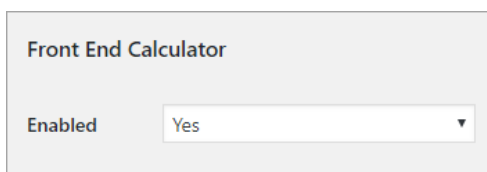
Phone * 048707769

Email address * siraj191@gmail.com

4.6 Front End Calculator



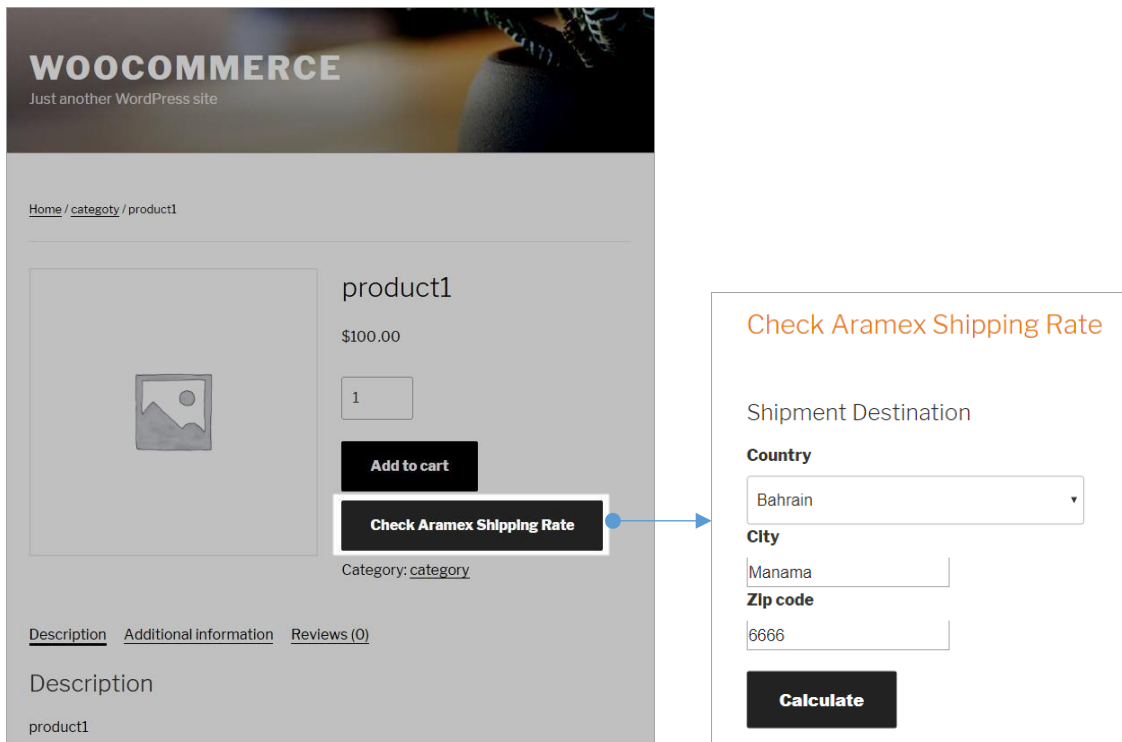
When configuring the Aramex Shipping Extension settings, you can add one more way for the customers to calculate the cost of delivery with Aramex.



Front End Calculator

Enabled

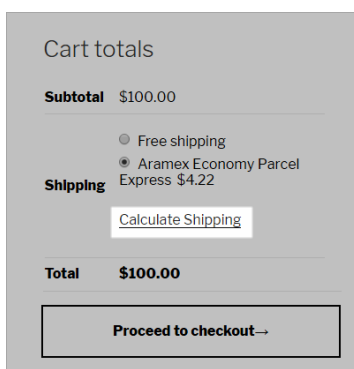
After you enable Front End Calculator, the customers get an option to Check Aramex Shipping Rate on the item details page.



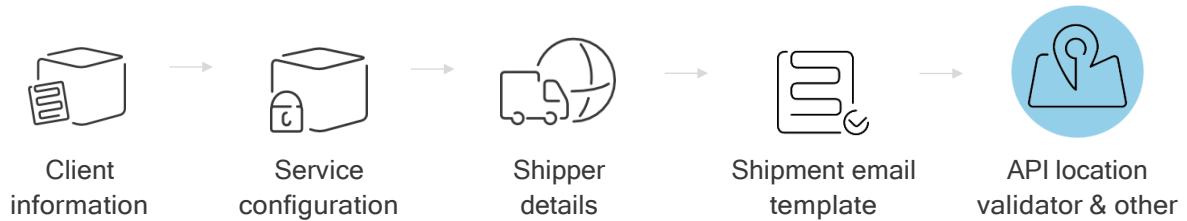
Note: The shipping rate shown to the customer may differ from the shipping rate calculated for your store when you create an Aramex shipment.

For example, if your store is a frequent shipper, lower shipping rates may apply. For more detailed information about the shipping conditions and ratesheets, check the agreement between Aramex and your store. Or, contact your local Aramex team.

If you decide to deactivate Front End Calculator, the customers can still use the basic WooCommerce calculator during order checkout.



4.7 Hide shipping product type on Checkout page



When configuring the Aramex Shipping Extension settings, you can define if you want the Aramex delivery method to be visible for the customer during order checkout.

Hide shipping product type on Checkout page

Enabled

Depending on your choice, on the order checkout page, the customer can see either *Aramex [delivery method]* or simply *Aramex*.

Enabled - Yes

Cart totals

Subtotal \$100.00

☐ Free shipping

☒ Aramex

Enabled - No (default option)

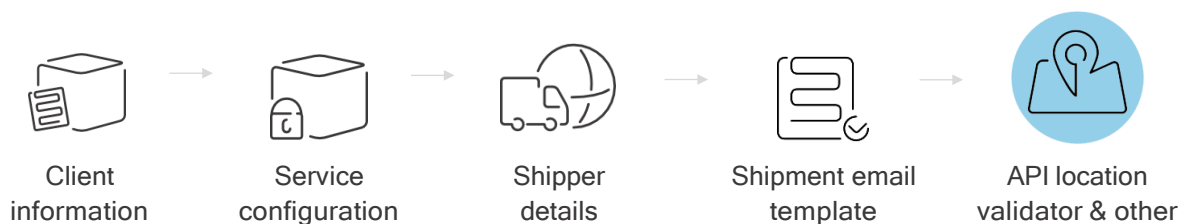
Cart totals

Subtotal \$100.00

☐ Free shipping

☒ Aramex Economy Parcel Express

4.8 Rate Calculator on Checkout page



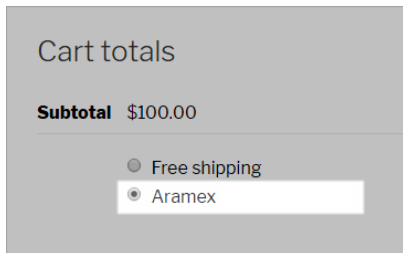
When configuring the Aramex Shipping Extension settings, you can hide the Aramex from delivery options during order checkout. That's what this setting does, despite its misleading name.

Rate calculator on Checkout page

Enabled

Depending on your choice, on the order checkout page, the customer can or cannot choose Aramex as a delivery option.

Enabled - Yes (default option)



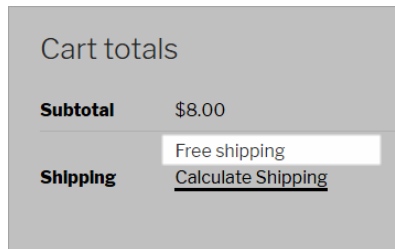
Cart totals

Subtotal \$100.00

☐ Free shipping

☒ Aramex

Enabled - No



Cart totals

Subtotal \$8.00

☒ Free shipping

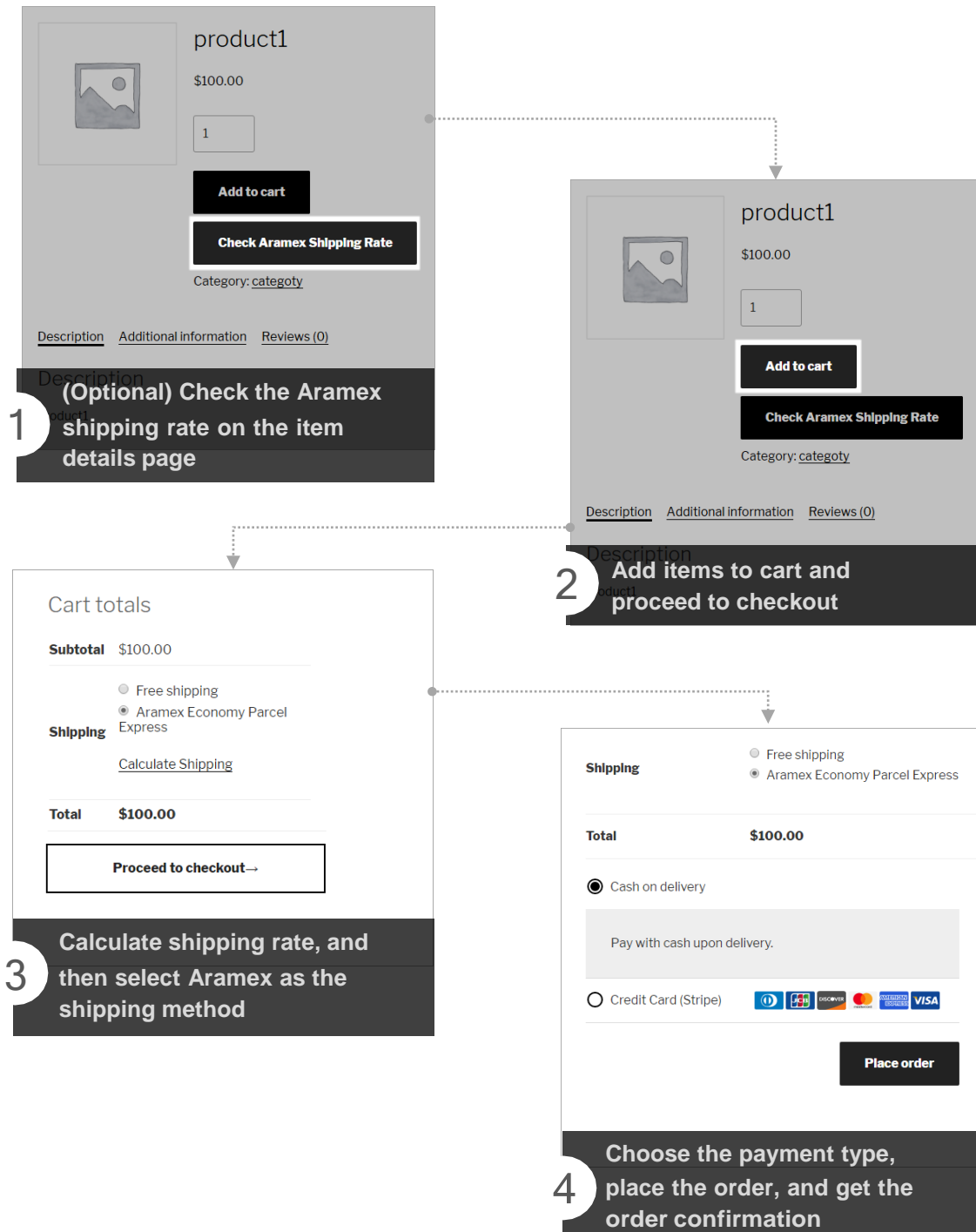
Shipping [Calculate Shipping](#)

After all the Extension settings are configured, check if the Aramex delivery method works as expected during [order checkout](#).

5. ORDER CHECKOUT

This graph illustrates how the store customers interact with the Aramex Shipping Extension.

The store customer needs to...



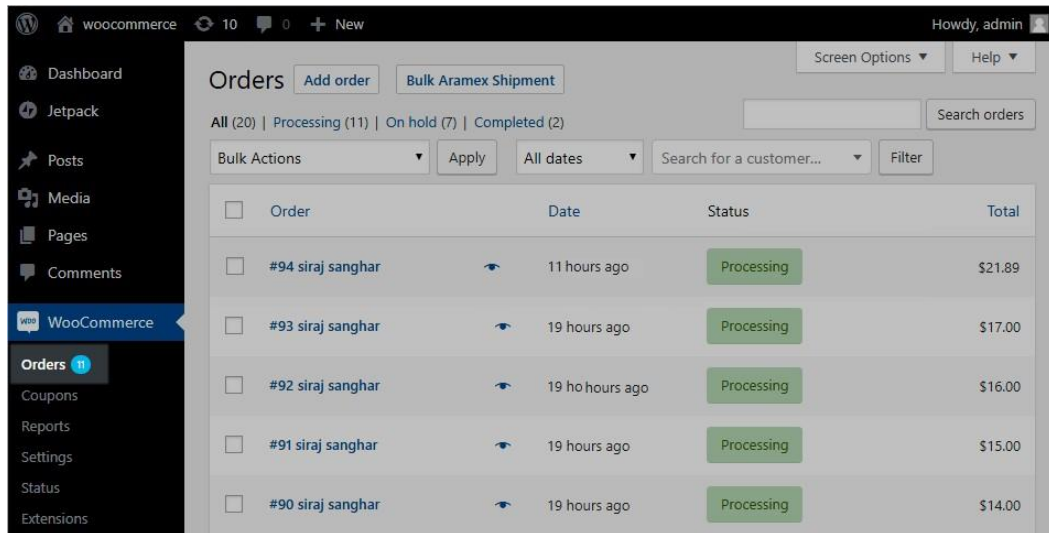
Looking good? After customers place orders with Aramex as the selected shipping method, you need to pass the order details to Aramex. For more information, see [Preparing Aramex shipments](#).

6. PREPARING ARAMEX SHIPMENTS

When a store customer creates an order, it gets the Processing status. After this, you are expected to review the order and prepare an Aramex shipment.

To prepare an Aramex shipment:

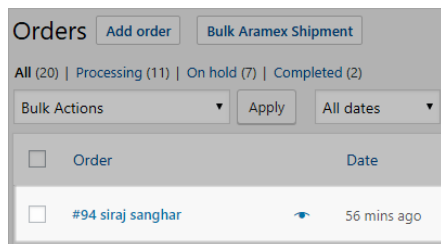
1. In the WooCommerce store admin panel, go to Orders.



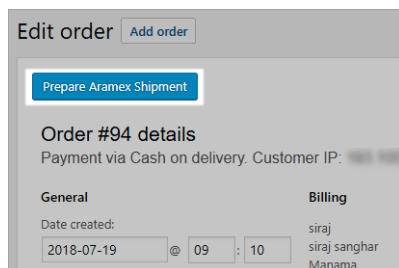
2. Do one of the following.

Prepare one shipment:

- a. Click the needed order.



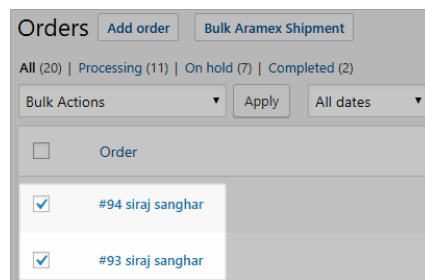
- b. Click Prepare Aramex Shipment.



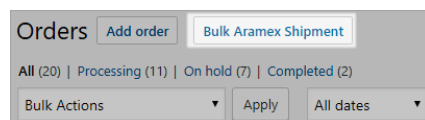
- c. Start by filling [Billing account](#).

Prepare multiple shipments with the same shipper/receiver address:

- a. Select the needed orders.

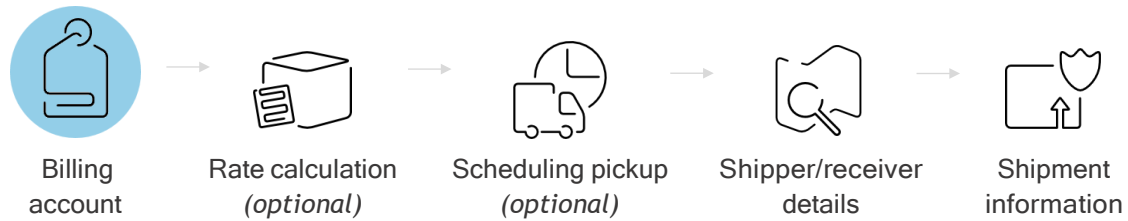


- b. Click Bulk Aramex Shipment.



- c. Skip directly to [Shipment information](#).

6.1 Billing account



When preparing an Aramex shipment, start by filling in account details.

The screenshot shows the 'Billing Account' form. It has a yellow background. At the top, it says 'Billing Account'. Below that, there are two dropdown menus. The first is labeled 'Account' and has 'Normal Account' selected. Below it, in smaller text, it says 'Taken from Aramex Global Settings'. The second dropdown menu is labeled 'Payment' and has 'Shipper Account' selected. At the bottom right of the form, there are two blue buttons: 'Calculate Rate' and 'Schedule Pickup'.

- Account - type of account: Normal (prepaid) or COD.

Choose the needed account based on the type of payment selected by the store customer during [order checkout](#).

Note: If the COD option is not available, check that in [Client information](#), COD Account is set to Yes.

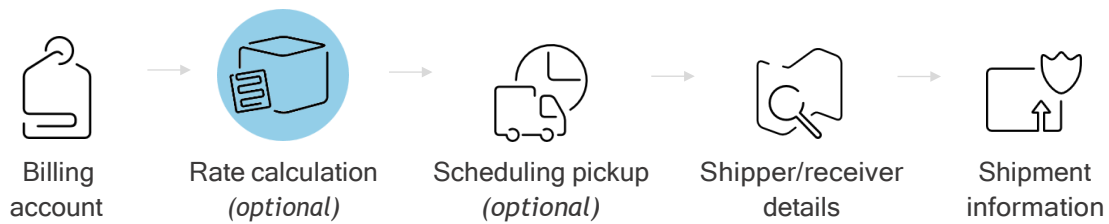
- Payment - account from which Aramex shipping cost will be paid.
 - Shipper Account (select this option if this is NOT a return order) - your store is shipping to the store customer who placed the order.

Shipping expenses are billed to your store account (normal or COD) according to the agreement between your store and Aramex.

Note: Cost of shipping by Aramex depends on shipment weight, destination, and other details. For information on how to calculate an exact rate, see [Calculate rate \(optional\)](#).

- Consignee Account (use only for return shipments) - customer who placed the order is shipping to your store, and shipping expenses are billed to the customer. For more information, see [Return shipments](#).
- Third Party - another company (for example, a shop that acts as your contractor) is shipping to your store, and shipping expenses are billed to that company.

6.2 Calculate rate (optional)



When preparing an Aramex shipment, you can use the rate calculator to determine the exact cost of Aramex shipment delivery.

The shipping cost depends on:

- Who is paying the shipping cost.
Different ratesheets are used for your store, consignee, and third party.
- Shipment origin and destination.
- Weight of the shipment.

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

Note: The shipping rate calculated by the extension for your store may differ from the shipping cost shown to the store customer during [order checkout](#) (step 1).

To calculate Aramex shipping rate:

1. In the prepare shipment window, under Billing Account, click Calculate Rate.

Billing Account

Account Normal Account ▼

Taken from Aramex Global Settings

Payment Shipper Account ▼

Calculate Rate Schedule Pickup

2. Edit the shipment details as needed.

Your changes made here do not affect the shipment details on the prepare shipment page.

Calculate Rates

Shipment Origin

Country *
India

City *
Mumbai

Zip code *
400080

State / Province

Shipment Destination

Country *
India

City *
Delhi

Zip code *
110001

State / Province
DL

Payment Type *
Prepaid

Product Type *
Domestic

Service Type *
Special: Bulk Mail Delivery

Weight *
7.00 kg

Number of Pieces: *
1

Insurance Amount:
24

Preferred Currency Code:
USD

Calculate

Close

* are required fields

3. Click Calculate.

You can view the cost of order shipping calculated for the selected account.

Result

27.84 USD

Local taxes - if any - are not included. Rate is based on account number148972in India

Note: Error Aramex: ERR61 - Failed to get rate may occur if Service Type is unavailable for the selected origin or destination. Please check the shipment details and try again.

4. If the shipping fee should be charged to the consignee as cash on delivery, then in [Shipment information](#), add the calculated amount to COD Amount.

Payment Option
Account

Items Price
134 AED

COD Amount
147

Number of Pieces
1

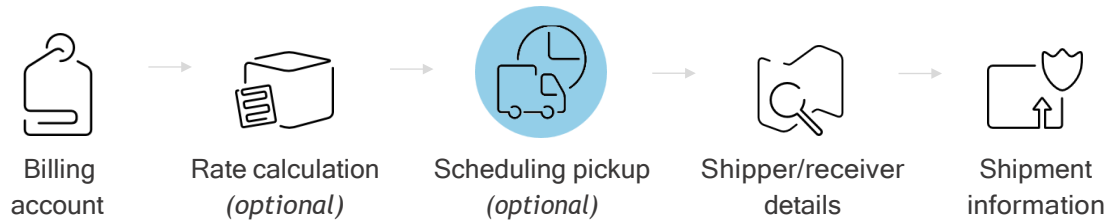
COD Currency
AED

Items not shipped yet

Custom Amount

Action	Name	Qty
Remove	product1 ...	1

6.3 Schedule pickup (optional)



When preparing an Aramex shipment, you can request an Aramex courier to:

- Pick up one or more shipments from the store and deliver them to the consignee.
- Pick up one or more shipments from the consignee and deliver them back to your store (return shipment).

You can schedule pickup for one or more shipments.

For example, let's say you have 5 shipments that you need to deliver to the same address. When preparing any of these shipments, set the number of shipments to 5. The courier will arrive and collect these 5 shipments within 1 pickup.

All shipments in the pickup need to have the same:

- Pickup location
- Destination address
- Pickup date and ready/closing time
- Product group (domestic or international)
- Product type (delivery method, for example, *Overnight (Parcel)*)
- Payment type (prepaid, collect, or third party)

After you schedule the pickup, Aramex ground operations team will contact you to confirm the pickup time and location, and an Aramex courier will arrive to pick up the shipments.

Important: 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 arrives at the pickup destination and scans shipments, they appear in the Aramex system, and we notify the receiver about the incoming delivery.

To schedule pickup:

1. In the prepare shipment window, under Billing Account, click Schedule Pickup.

Billing Account

Account: Normal Account ▼

Taken from Aramex Global Settings

Payment: Shipper Account ▼

Calculate Rate Schedule Pickup

2. Under Pickup Details, edit the details about the shipments to be picked up.

Changes made in this window do not affect the shipment information in the prepare shipment window.

Schedule Pickup

Pickup Details

Location: Reception

Vehicle Type: Small (no specific vehicle required) ▼

Date: * 07/26/2018

Ready Time: * 11:00 Closing Time: * 12:00

Reference 1: 94

Status: * Ready ▼

Product Group: * Domestic ▼

Product Type: * Special: Bulk Mail Delivery ▼

Payment Type: * Prepaid ▼

Weight * 7.00 kg ▼

Number of Pieces: * 1

Number of Shipments: * 1

Location	Exact spot where the Aramex courier can pick up the shipments (for example, reception, security desk, or other).
Date	Date when the Aramex courier should pick up the shipments (maximum 7 days from the current date). Needs to be the same for all shipments in this pickup.
Reference 1	Order number assigned by your store. Leave as is even if you have several shipments in the pickup.

Product Group	<p>Type of shipment:</p> <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. <p>Needs to be the same for all shipments in this pickup.</p>
Payment Type	<p>Defines who pays the shipping cost:</p> <ul style="list-style-type: none"> Prepaid - select this type if Billing Account > Payment value is Shipper Account. Collect - select this type if Billing Account > Payment value is Consignee Account. <p>Otherwise, the following error occurs: Aramex: REQ06 - Shipment.Recipient.AccountNumber - Account Entity is empty</p> <p>Needs to be the same for all shipments in this pickup.</p>
Number of Pieces	<p>Quantity of items in all shipments that need to be picked up.</p> <p>For example, if one shipment includes a laptop and phone, and another shipment includes three tablets, enter 5.</p>
Vehicle Type	<p>Transportation method for the ordered items (select Medium or Large).</p>
Ready Time, Closing Time	<p>Time interval during which Aramex courier can pick up the shipments (at least 1 hour).</p> <p>Needs to be the same for all shipments in this pickup.</p> <p>Both Ready Time and Closing Time must be within the business hours of your local Aramex office.</p>
Status	<p>Defines if the shipments are ready for pickup at the moment (always select Ready).</p>
Product Type	<p>Preferred delivery method (corresponds to Service Type in the prepare shipment window).</p> <p>Needs to be the same for all shipments in this pickup.</p>
Weight	<p>Total weight of items from all shipments that need to be picked up.</p>
Number of Shipments	<p>Quantity of shipments to be picked up.</p>

3. Under Address Information, edit the receiver details.

In Comments, add instructions for the Aramex courier.

You can use Extension to specify an additional phone number (for example, the phone number of the pickup location in case pickup address is different from shipper address).

Address Information

Company: *

Contact: *

Phone: *

Extension:

Mobile: *

Address: *

Country: *

State/Prov:

City: *

Post Code: *

Email: *

Comments:

* are required fields

Important: Pickup address can be different from the shipper address, but it needs to be the same for all shipments in this pickup.

If the shipments needs to be picked up from different addresses, create different pickups for them.

4. Click Submit.

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

Result

Pickup reference number (**C269518**).

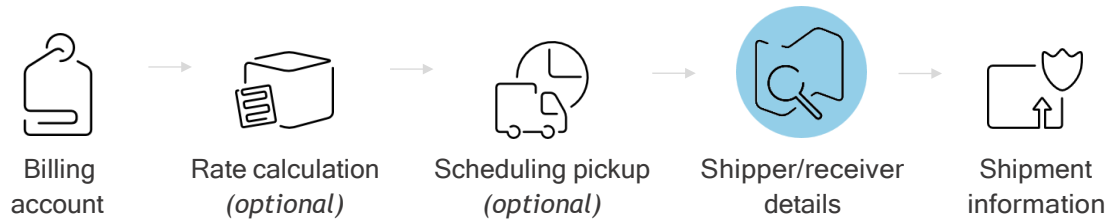
Important: Errors about pickup time may occur in these cases.

Result

Aramex: ERR37 - Ready Time should be within the business hours of the entity
Aramex: ERR38 - Ready Time is earlier than minimum lead time

- Aramex: ERR37 - Ready 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 the time within the working hours of that Aramex office. This error may also occur for the Closing Time.
- Aramex: ERR38 - 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 Closing Time.

6.4 Shipper/receiver details



Based on the billing account information, the Extension autofills the shipper/receiver details.

- Shipper Details - contact info of the account from which the shipment is sent.
- Receiver Details - contact info of the account to which the shipment is sent.

Shipper Details	Receiver Details
Reference: Item ID 36277-D	Reference: corner building blue facad
Name *: Josh Green	Name *: siraj sanghar
Email *: info@store.com	Email *: siraj191@gmail.com
Company: Store Inc.	Company: siraj
Address *: 26 Abi Jafar Al Mansour St.	Address *: 65 Yalays Rd.
Country *: India	Country *: India
City *: Mumbai	City *: Delhi
Postal Code *: 400080	Postal Code *: 110001
State:	State: DL
Phone: +9668004332373	Phone: +966048707769

Note: In the Reference fields, fill in any additional information related to the shipper (for example, manufacturer ID of the shipped item) and for the receiver (e.g., more address details).

The table below illustrates the dependency between the Billing Account > Payment field value and Shipper/Receiver Details.

Billing Account

AccountNormal Account

Taken from Aramex Global Settings

PaymentShipper Account

Shipper Account

Consignee Account

Third Party

Calculate Rate

Schedule Pickup

Shipper Details

ReferenceItem ID 36277-D

Name *Josh Green

Email *info@store.com

Receiver Details

Referencecorner building blue facad

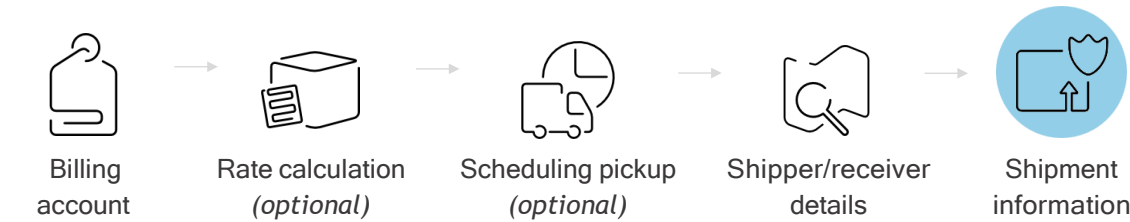
Name *siraj sanghar

Email *siraj191@gmail.com

Billing Account > Payment	Shipper Details	Receiver Details
Shipper Account	Info of your store (autofilled from Client information)	Info of the store customer who created the order (autofilled from the order form)
Consignee Account	Info of the store customer who created the order (autofilled from the order form)	Info of your store (autofilled from Client information)
Third Party	Info of the third-party company (needs to be filled manually)	Info of your store (autofilled from Client information)

Check the shipper and receiver details carefully - they will appear on the shipment label.
Next, you need to fill in [Shipment information](#).

6.5 Shipment information



Your last step in preparing a shipment is to fill in shipment information, such as delivery type, payment method, and other.

To fill in shipment information and finish preparing the shipment:

- Under Shipment Information, fill in the details for shipment delivery.

Some shipment information is autofilled from the [Service configuration](#) settings, as well as from the information specified during [order checkout](#).

Shipment Information

Total weight: kg

Reference:

Product Group: Domestic

Service Type: Overnight (Parcel)

Additional Services:

- Morning delivery
- Chain Stores Delivery
- Cash On Delivery Service
- Commercial
- Credit Card

Payment Type: Prepaid

Payment Option: Account

COD Amount:

Custom Amount:

Cash Additional Amount:

Insurance Amount:

COD Currency: USD

Customs Currency:

Comment:

Foreign Shipment No:

Filename 1: Вибрати файл Файл не вибрано Reset

Filename 2: Вибрати файл Файл не вибрано Reset

Filename 3: Вибрати файл Файл не вибрано Reset

Description: product1

Items Price: USD

Number of Pieces:

Items not shipped yet

Action	Name	Qty
	product1 ...	<input type="text" value="1"/>

Number of items to be shipped: 1

☒ Notify customer by email

Create Shipment

Close

Total weight

Total weight of all order items (pieces), can be defined in kilograms or pounds.

Reference

Order number assigned by your store.

Product Group

Type of shipment:

- Domestic - shipper country is the same as receiver country.
- International Express - shipper country is different from the receiver country.

Service Type	<p>Preferred delivery method (available methods may differ depending on the selected Product Group).</p> <p>This service type does not necessarily need to match the delivery method selected by the store customer during order checkout.</p> <p>If the needed service type is not on the list, check Service configuration.</p>
Additional Services	<p>Value-added services offered by Aramex (the available services may differ depending on the selected Product Group).</p> <p>If the needed service is not on the list, check Service configuration.</p>
Payment Type	<p>Defines who pays the shipping cost:</p> <ul style="list-style-type: none"> • Prepaid - select this type if Billing Account > Payment value is Shipper Account. • Collect - select this type if Billing Account > Payment value is Consignee Account. <p>Otherwise, the following error occurs: <i>Aramex: REQ06 - Shipment.Recipient.AccountNumber - Account Entity is empty</i></p> <ul style="list-style-type: none"> • Third Party - select this type if Payment is Third Party. <p>Otherwise, the following error occurs: <i>Aramex: REQ42 - ThirdParty - Thirdparty is empty</i></p>
Payment Option	<p>Type of payment:</p> <ul style="list-style-type: none"> • Cash - shipping cost is paid by the consignee as cash upon shipment delivery. • Account - shipping cost is billed to the account selected in Billing Account > Payment after shipment delivery. • Prepaid Stock - shipping cost was already paid (for example, within standard monthly payment from your store to Aramex for a specific limit of shipments/month). • Credit - shipping cost is paid online using a credit card.
COD Amount	<p>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.</p> <p>To view the shipping fee amount, use rate calculator.</p> <div> <p>Important: Fill in the cash on delivery amount only if one of the selected Additional Services is Cash on Delivery Service.</p> </div>

Custom Amount	<p>Cost of releasing the shipment from the customs.</p> <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 Service Type is dutiable (Priority Parcel Express, Deferred Parcel Express, or Ground Parcel Express).
Cash Additional Amount	Additional amount of cash that can be required for various purposes.
Insurance Amount	Insurance amount charged on the shipment.
COD Currency	<p>Currency for COD Amount.</p> <p>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.</p>
Customs Currency	<p>Currency for Custom Amount.</p> <p>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.</p>
Comment	Any additional shipping instructions (for example, fragile material). This comment will be added as a remark on the shipment level.
Foreign Shipment No	Additional identifier that can be used for tracking international shipments (besides Aramex tracking number). Mostly used for.
Filename	Any documents important for shipping (for example, commercial invoice).
Description	Specifications of all ordered items (autofilled from the order form).
Items Price	<p>Total cost of all ordered items (autofilled from the order form).</p> <p>Does not include any additional changes (shipping charges, customs changes, or other).</p> <p>Currency depends on whether the ordered items are domestic or international.</p>
Number of Pieces	<p>Quantity of items in the shipment.</p> <p>For example, if the shipment includes a laptop and phone, enter 2.</p>

Note: Select Notify Customer by email if you want the store customer to receive order confirmation.

2. Click Create Shipment.

The order status is changed to On hold, and an Aramex shipment number is generated.

Aramex Shipment Number: 44116359711 has been created.

The store customer who placed the order receives the Aramex shipment number by email and can use this number to track the shipment on the Aramex website. For information on how to track an Aramex shipment using the Aramex Shipping Extension, see [Tracking shipments](#).

7. SHIPMENT LABEL

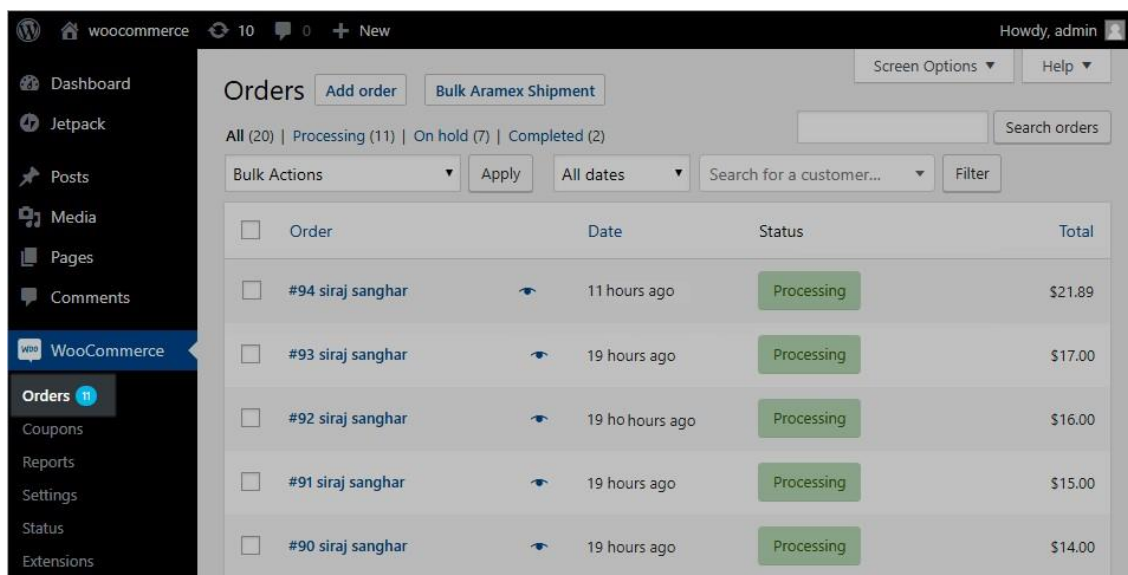
After you prepare a shipment (regular or return), the Extension generates a shipment label.

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

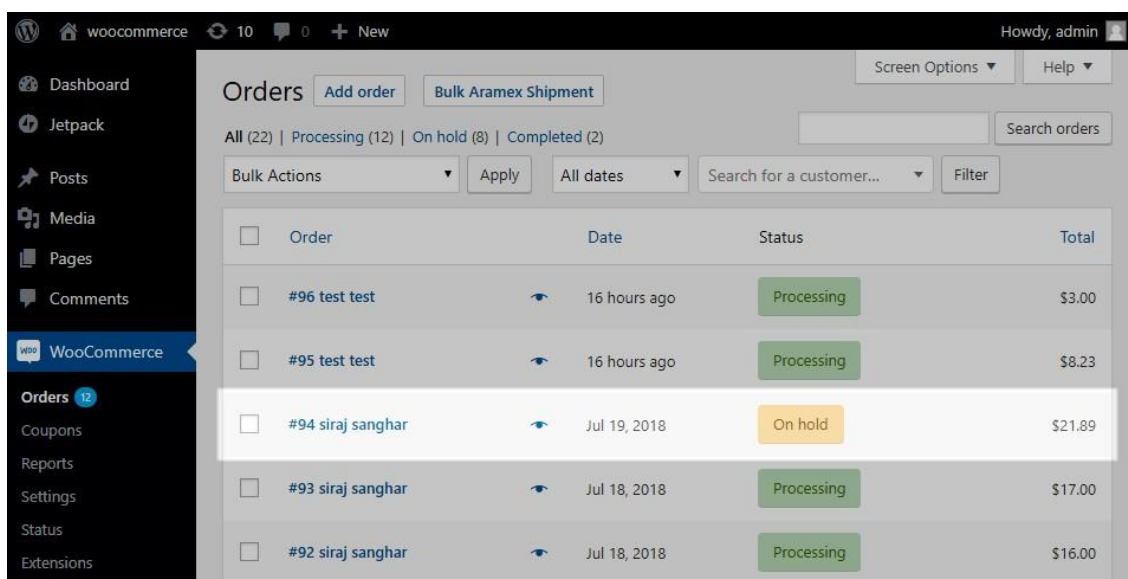
Before you submit a shipment to Aramex, you need to print the shipment label and attach this label to the shipment.

7.1 Downloading the label

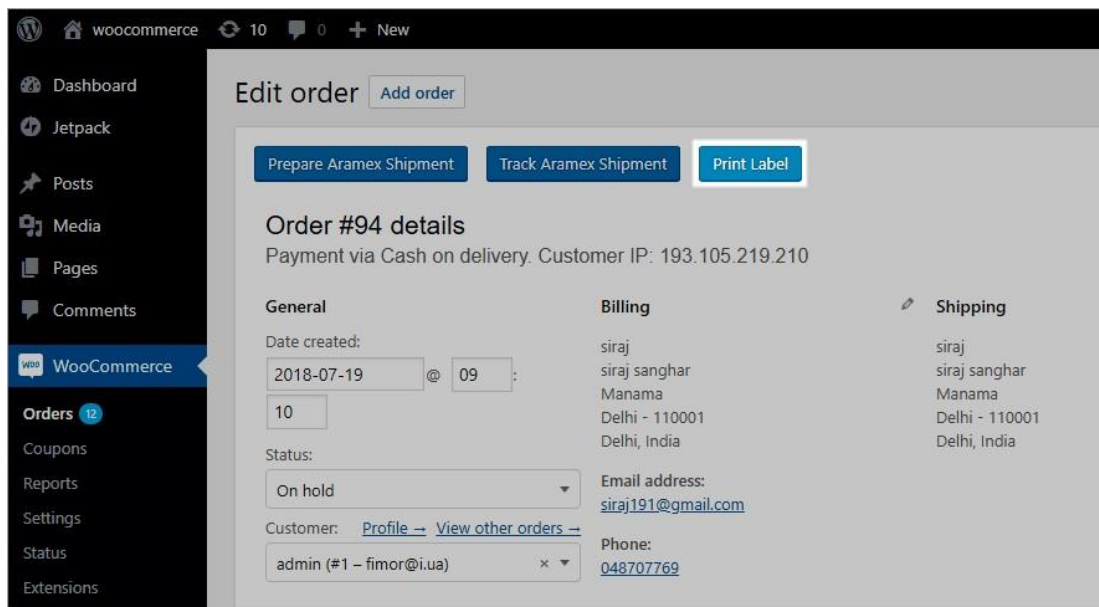
1. In the WooCommerce store admin panel, go to Orders.



2. Click the needed order.



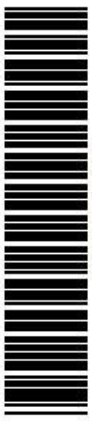


3. Click Print Label.



The label is automatically downloaded in the PDF format.


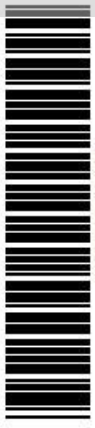
Label example:

			
Origin: DXB		43896966492	
Destination: DXB	Date: Jan 23, 2018 Foreign Ref: Ref:		
DOM ONP P			
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		 43896966492	
971016759345			
Remi Jensen Remi Jensen 35 Yalays Street - / Jebel Ali-Ab Bibab Rd Dubai AE			
9716351032		9716351032	
Shipper Ref: Item ID 36277-D Description: 010 - Size1 / Size2		Consignee Ref: fragile - handle with care	

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

7.2 Understanding the label

Shipment label contains the shipper/receiver details and shipment information.

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

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

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

- 43896966492
Aramex air waybill (AWB) number assigned to this shipment.
- Origin: DXB
Source: Shipper Details > City.
Aramex entity that is responsible for collecting the shipment from the shipper.
In this example, *Dubai*.

- Destination: DXB

Source: Receiver Details > 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 country.

- Date: Jan 23, 2018

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

- Foreign Ref

Source: Shipment Information > Foreign Shipment No.

Additional shipment identifier.

- Ref1

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

2

DOM	ONP	P	
<div style="display: flex; justify-content: space-between;"> Pieces: 1 Weight: 2 KG Chargeable: 2 KG </div> <div style="display: flex; justify-content: space-between;"> Services: CODS </div> <div style="display: flex; justify-content: space-between;"> COD: 211 EUR Customs: </div>			

- DOM

Source: Shipment Information > Product Group.

Indicates delivery type (domestic or international express).

- ONP

Source: Shipment Information > Product Type.

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

- P

Source: Shipment Information > Payment Type.

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 Information > Number of Pieces.

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

- Weight: 2 KG

Source: Shipment Information > Total Weight.

Includes the total weight of all shipment 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 Information > Additional Services.

Lists the selected value-added Aramex shipping services. In this example, CODS means *Cash on Delivery Service*.

- COD: 211 EUR

Source: Shipment Information > COD Amount.

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.

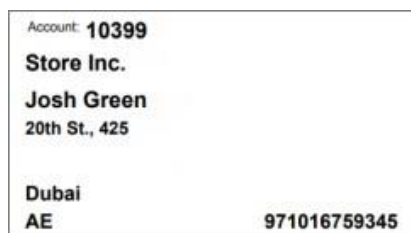
- Customs

Source: Shipment Information > Custom Amount.

Indicates 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: Extension settings > Client Information > Account Number.

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

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

- 971016759345

Source: Shipper Details. 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 Details. Includes receiver's name and address.
- 9716351032
Source: Receiver Details. Includes receiver's phone number.

5

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

- Shipper Ref: Item ID 36277-D
Source: Shipper Details > 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 Details > 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 Information > Description.
Includes information about the shipment items. In this example, the shipment includes one item with code 010 of a specific size.

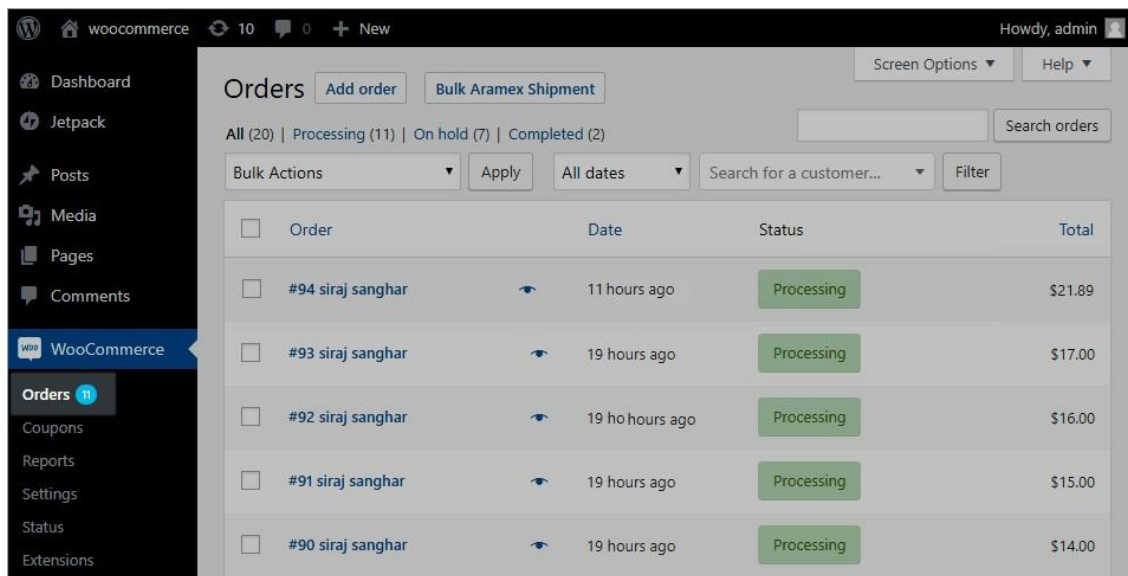
8. RETURN SHIPMENTS

If a consignee decides to return the shipment that was delivered by Aramex, you need to prepare the return shipment.

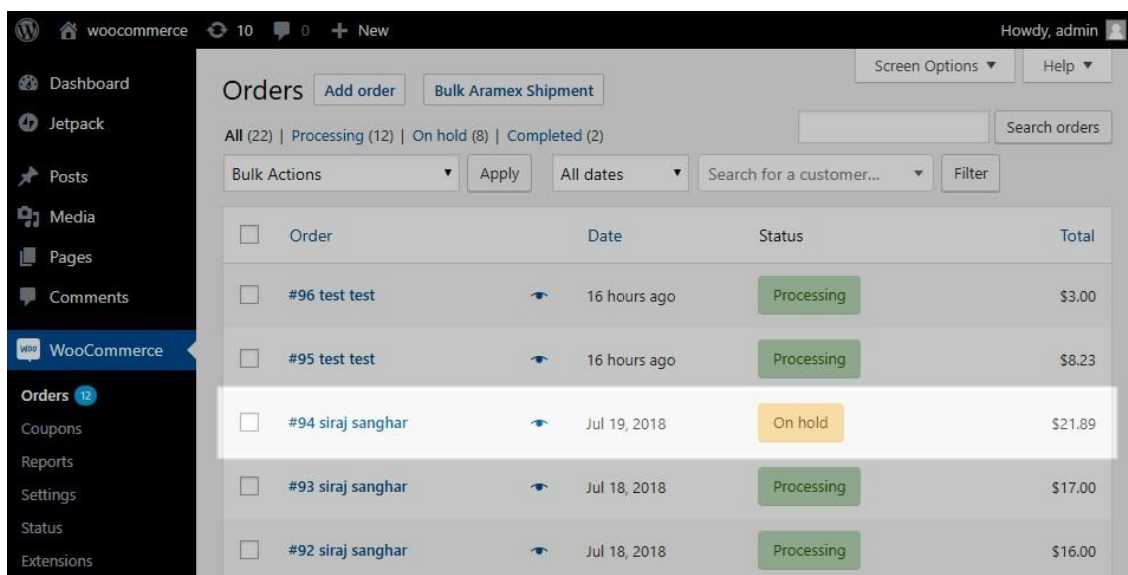
The Extension generates the collection reference number that can be used to track the shipment. Next, print the shipment label and attach it to the shipment.

To prepare a return shipment:

1. In the WooCommerce store admin panel, go to Orders.



2. Click the needed order.



3. Click Prepare Aramex Shipment.

The screenshot shows the 'Edit order' page for Order #94. The 'Prepare Aramex Shipment' button is highlighted with a red box. The page displays order details, including payment via cash on delivery, customer IP, and shipping information.

Order #94 details
Payment via Cash on delivery. Customer IP: 193.105.219.210

General	Billing	Shipping
Date created: 2018-07-19 @ 09:10 Status: On hold Customer: admin (#1 – fimor@i.ua)	Billing siraj siraj sanghar Manama Delhi - 110001 Delhi, India Email address: siraj191@gmail.com Phone: 048707769	Shipping siraj siraj sanghar Manama Delhi - 110001 Delhi, India

4. In the return details window, make sure that the following settings are configured.

- Billing Account > Payment is set to Consignee Account.

The screenshot shows the 'Billing Account' settings. The 'Payment' dropdown is set to 'Consignee Account'. Buttons for 'Calculate Rate', 'Schedule Pickup', and 'Print Label' are visible at the bottom.

Billing Account

Account: Normal Account

Taken from Aramex Global Settings

Payment: Consignee Account

Buttons: Calculate Rate, Schedule Pickup, Print Label

- Shipper Details section contains consignee information.
- Receiver Details section contains your store information.
- Shipment Information > Payment Type is set to Collect.

The screenshot shows the 'Shipment Information' form. The 'Payment Type' is set to 'Collect'. Other fields include Total weight, Reference, Product Group, Service Type, Additional Services, Comment, Foreign Shipment No, Filename 1, 2, 3, Description, and Items Price.

Shipment Information

Total weight: 7 kg

Reference: 94

Product Group: Domestic

Service Type: Overnight (Parcel)

Additional Services: Morning delivery, Cash On Delivery, CSTM, NULL, FDAC, FDM

Payment Type: Collect

Payment Option: Credit

COD Amount: 21.89

Comment: [Text area]

Foreign Shipment No: [Text field]

Filename 1: [File selector] Файл не вибрано

Filename 2: [File selector] Файл не вибрано

Filename 3: [File selector] Файл не вибрано

Description: product1

Items Price: 21.89 USD

5. Complete the remaining shipment information.

Note: Select Notify customer by email if you want the store customer to receive shipment confirmation.

6. If needed, [calculate rate](#) for shipping the return order.

Also, you can [schedule a pickup](#) for the Aramex courier to deliver the shipment back to you from the consignee.

7. Click Return Order.

New reference number is generated for the shipment.

Aramex Shipment Return Order Number: 43277353464 has been created.

The store customer who placed the order receives this tracking number by email and can use this number to track the shipment on the Aramex website. For information on how to track an Aramex shipment using the Aramex Shipping Extension, see [Tracking shipments](#).

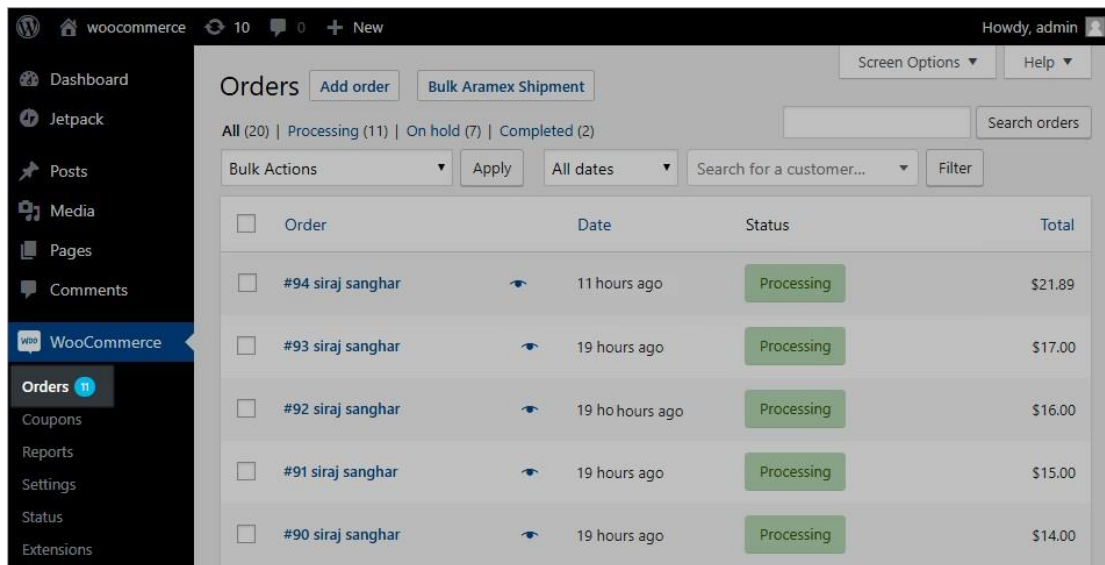
9. TRACKING SHIPMENTS

You can track the shipment delivery status on the store website by using the Aramex shipment number (also called tracking number or reference number).

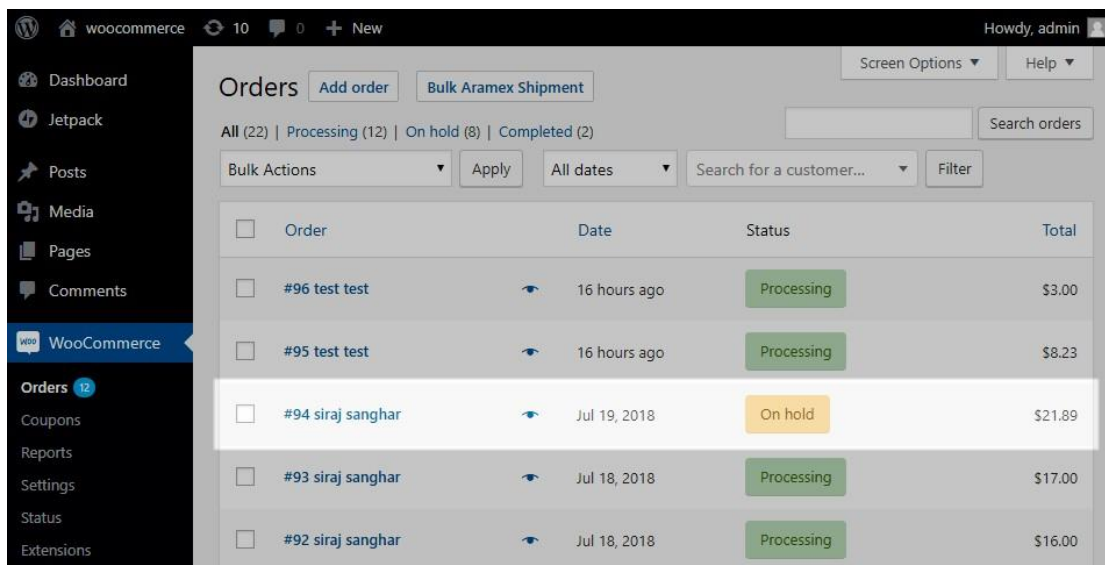
Aramex shipment number is also sent to the store customer, so they can track the shipment delivery status on the Aramex website. Alternatively, the store customer can use the additional tracking number that you entered during shipment creation (Foreign Shipment No).

To check shipment status:

1. In the WooCommerce store admin panel, go to Orders.



2. Click the needed order.



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

3. Click Track Aramex Shipment.

The screenshot shows the 'Edit order' page in WooCommerce. The left sidebar contains navigation links: Dashboard, Jetpack, Posts, Media, Pages, Comments, WooCommerce (selected), Orders (11), Coupons, Reports, Settings, Status, and Extensions. The main content area is titled 'Edit order' and includes buttons for 'Add order', 'Prepare Aramex Shipment', 'Track Aramex Shipment' (highlighted with a red box), and 'Print Label'. Below these buttons, the 'Order #94 details' are shown, including 'Payment via Cash on delivery' and 'Customer IP: 193.105.219.210'. The page is divided into three columns: General, Billing, and Shipping. The General column shows 'Date created: 2018-07-19 @ 09:10' and 'Status: On hold'. The Billing column shows customer details for 'siraj sanghar' in 'Manama, Delhi - 110001, Delhi, India' with email 'siraj191@gmail.com' and phone '048707769'. The Shipping column shows the same address and phone number.

4. Click Track Shipment.

The screenshot shows a modal form titled 'Track Aramex Shipment'. It contains a text input field with the value '43277353464'. Below the input field are two buttons: 'Track Shipment' and 'Close'.

Tracking Description illustrates the shipment status.

Result			
Location	Action Date/Time	Tracking Description	Comments
Riyadh, Saudi Arabia	2018-07-27T18:02:00	Received at Destination Facility.	
Gurgaon, India	2018-07-11T09:40:00	Record created.	

Below the table are two buttons: 'Track Shipment' and 'Close'.

This diagram illustrates the key shipment statuses.

