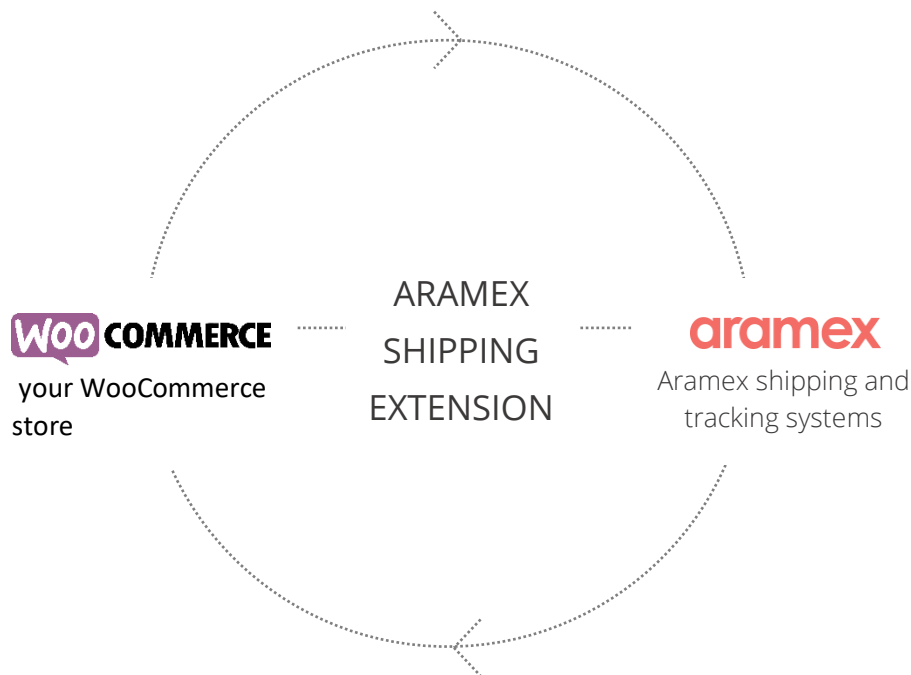# aramex
delivery unlimited

WOOCOMMERCE ARAMEX
SHIPPING EXTENSION
User Manual

aramex

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*.
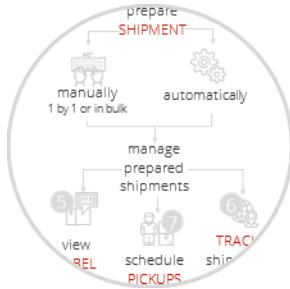

ARAMEX
SHIPPING
EXTENSION

WOOCOMMERCE
your WooCommerce store

aramex
Aramex shipping and tracking systems

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

Aramex Shipping WooCommerce
By aramex.com
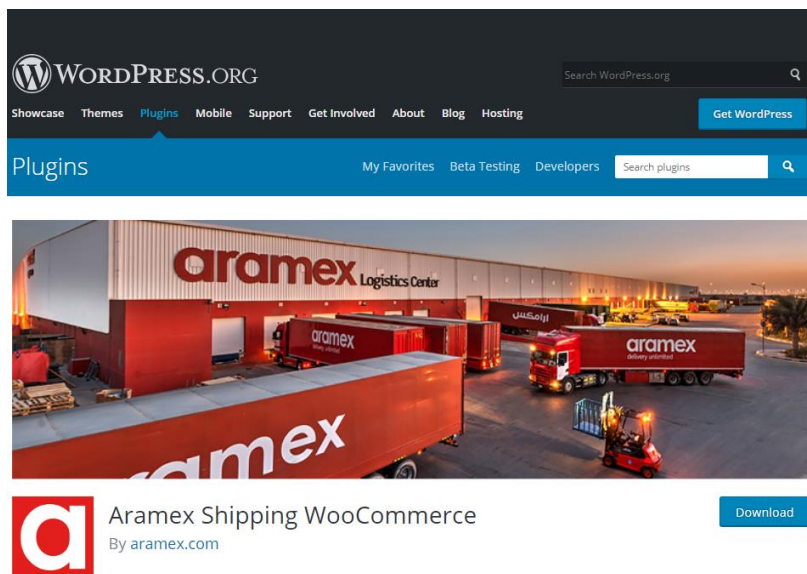
This document guides you through all aspects of configuring and using the Extension.

2. WHAT'S IN THIS DOCUMENT

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

understand
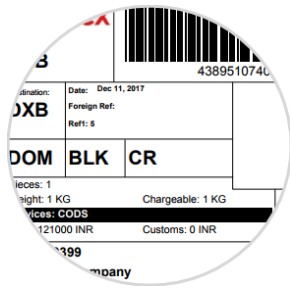how the extension works

configure extension settings
for Aramex shipments

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
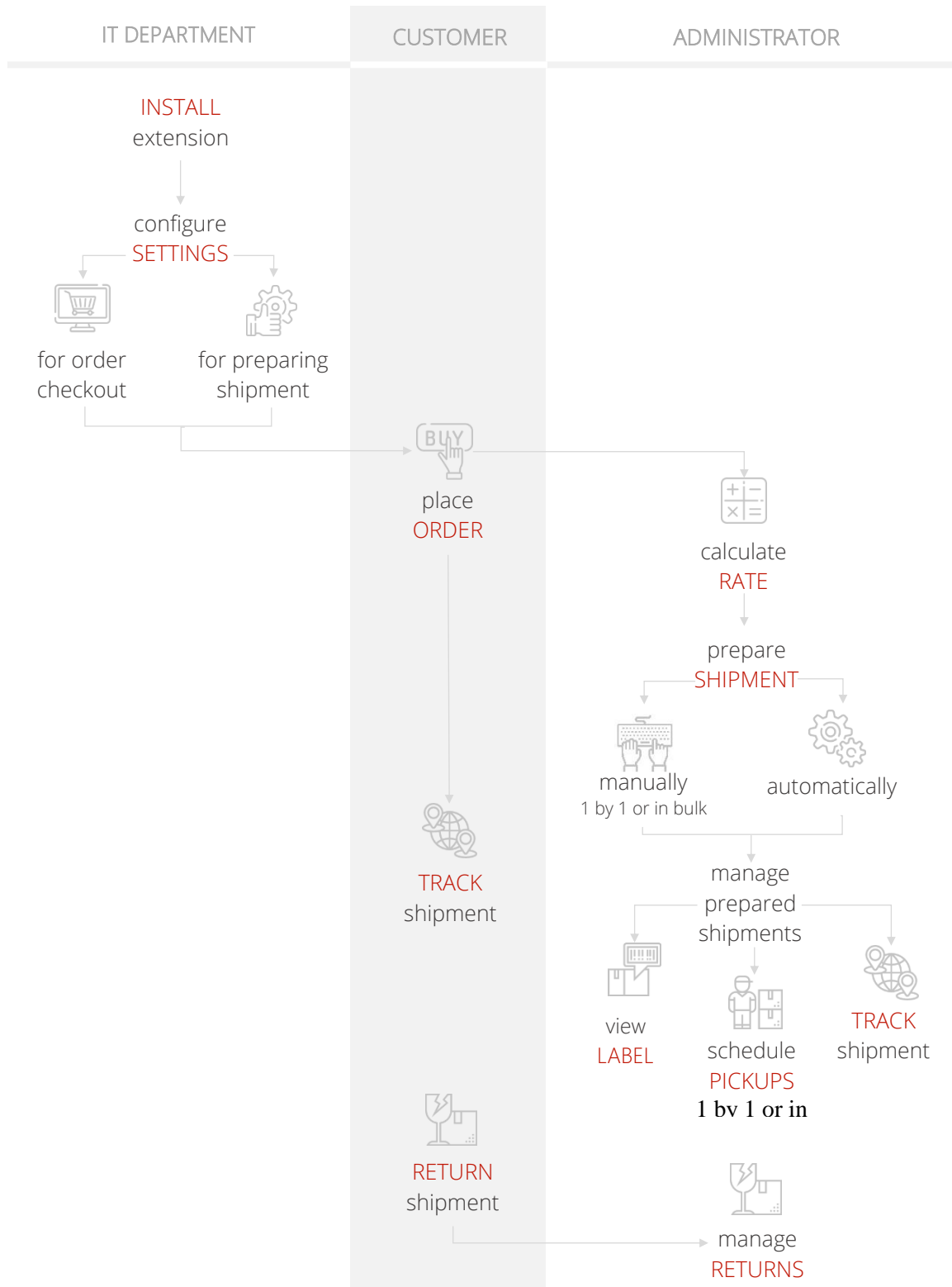
download an Aramex
shipment label

handle an Aramex
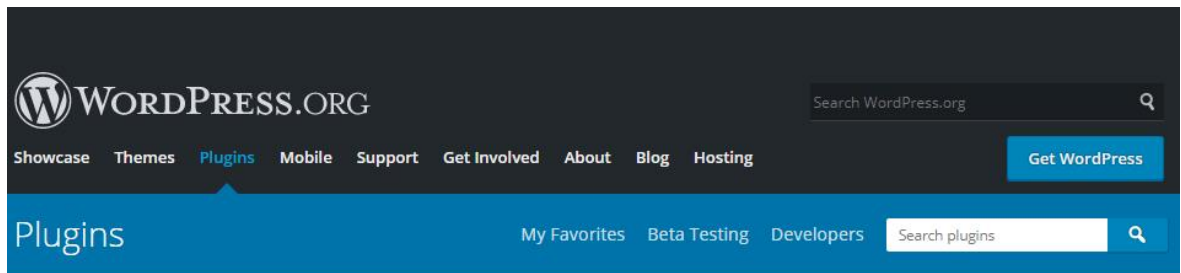return shipment

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.

IT DEPARTMENT	CUSTOMER	ADMINISTRATOR

INSTALL
extension

configure
SETTINGS

for order
checkout

for preparing
shipment

place
ORDER

calculate
RATE

prepare
SHIPMENT

manually
1 by 1 or in bulk

automatically

manage
prepared
shipments

view
LABEL

schedule
PICKUPS
1 by 1 or in

TRACK
shipment

TRACK
shipment

RETURN
shipment

manage
RETURNS

1. First, the store's tech department installs the Aramex Shipping Extension.

   Current version 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.
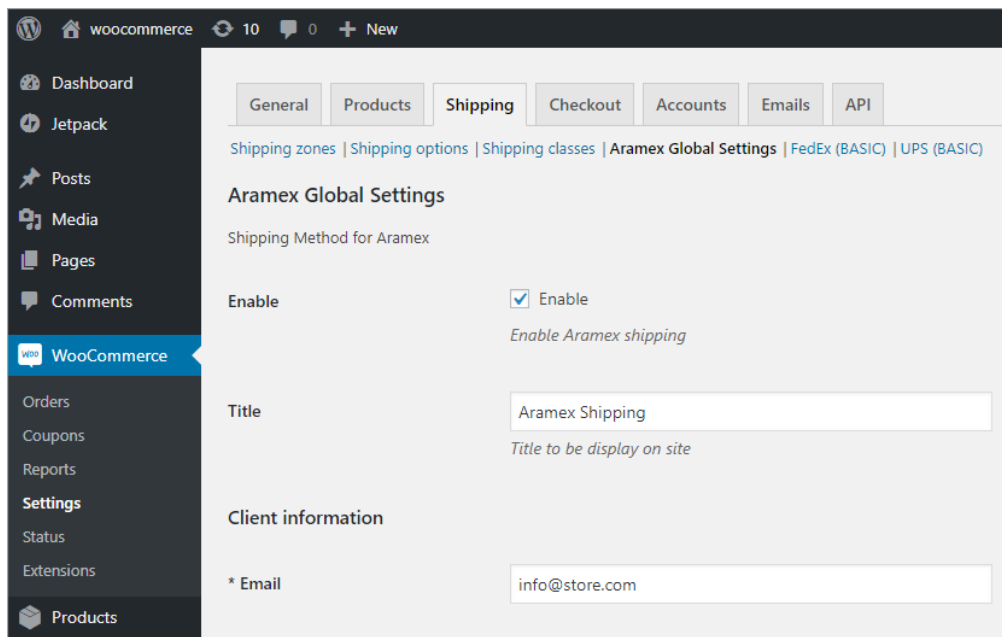
4. EXTENSION SETTINGS

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.

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

Client information	Service configuration	Shipper details	Shipment email template	API location validator & other

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

Client information

* Email	info@store.com
* Password	••••••••••
* Account Pin	543543
* Account Number	4005099
* Account Entity	RUH
* Account Country Code	SA
COD Account	No ▼

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.

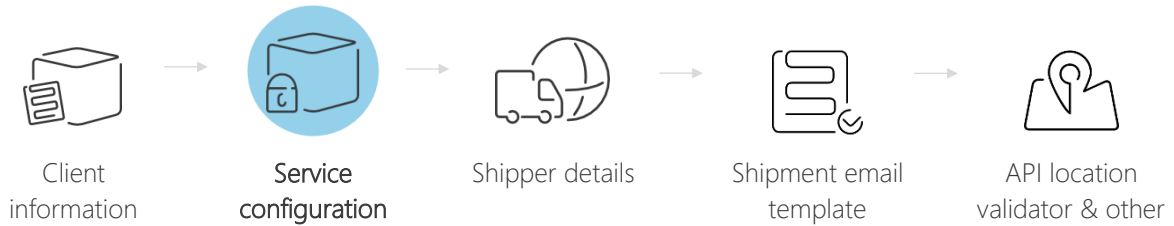Fill in the following information about your test or actual account:

- **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.

4.2 Service configuration

Client
information
→
**Service
configuration**
→
Shipper details
→
Shipment email
template
→
API location
validator & other

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	(Filled in automatically) Determines the type and content of shipment label.
	You can download the shipment label after you prepare a shipment. For more information, see Shipment label.
Allowed Domestic Methods	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).
	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.
	When preparing an Aramex shipment, you as a store administrator can view the selected delivery method and if needed, change it.
Allowed Domestic Additional Services	(Optional) One or more additional shipping services offered by Aramex for domestic deliveries.
	The selected services are not visible to the customer during order checkout, but you can select them when preparing an Aramex shipment.
Allowed International Methods	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).
	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.
	When preparing an Aramex shipment, you as a store administrator can view the selected delivery method and if needed, change it.
Allowed International Additional Services	(Optional) One or more additional shipping services offered by Aramex for international deliveries.
	The selected services are not visible to the customer during order checkout, but you can select them when preparing an Aramex shipment.

4.3 Shipper details

| Client information	Service configuration	**Shipper details**	Shipment email template	API location validator & other

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

Shipper Details

Name	Josh Green
Email	info@store.com
Company	Store Inc.
Address	26 Abi Jafar Al Mansour St.
* Country Code	SA
* City	Riyadh
* Postal Code	0000
State	Riyadh
Phone	+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

Client information → Service configuration → Shipper details → **Shipment email template** → API location validator & other
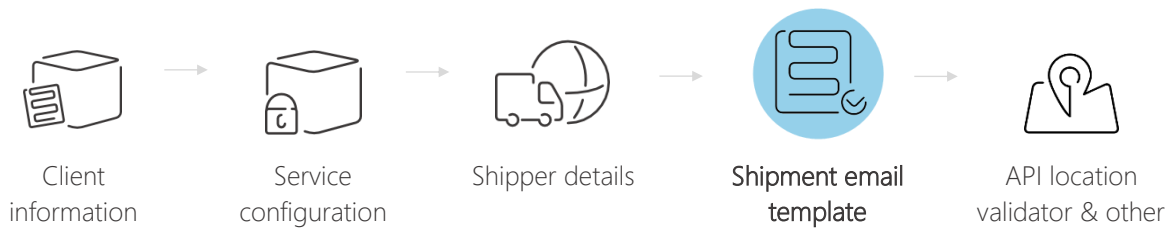
When configuring the Aramex Shipping Extension settings, you need to define how you want to receive copies of the emails that are automatically sent to receivers after you prepare shipments.

- **Shipment Email 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

Client information → Service configuration → Shipper details → Shipment email template → **API location validator & other**
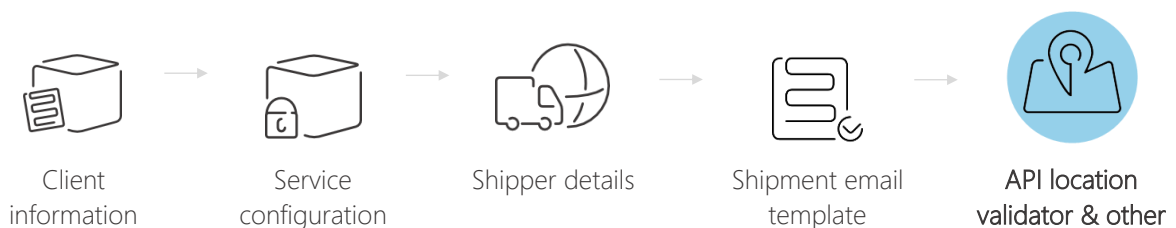
When configuring the Aramex Shipping Extension settings, enable the API location validator to check the delivery address filled in by the store customer during order checkout.

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

4.6 Front End Calculator

| Client information | Service configuration | Shipper details | Shipment email template | API location validator & other |
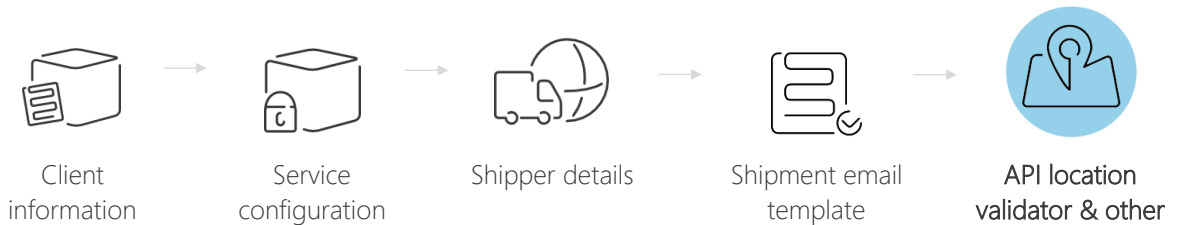
When configuring the Aramex Shipping Extension settings, you can add one more way for the customers to calculate the cost of delivery with Aramex.

After you enable **Front End Calculator**, the customers get an option to **Check Aramex Shipping Rate** on the item details page.
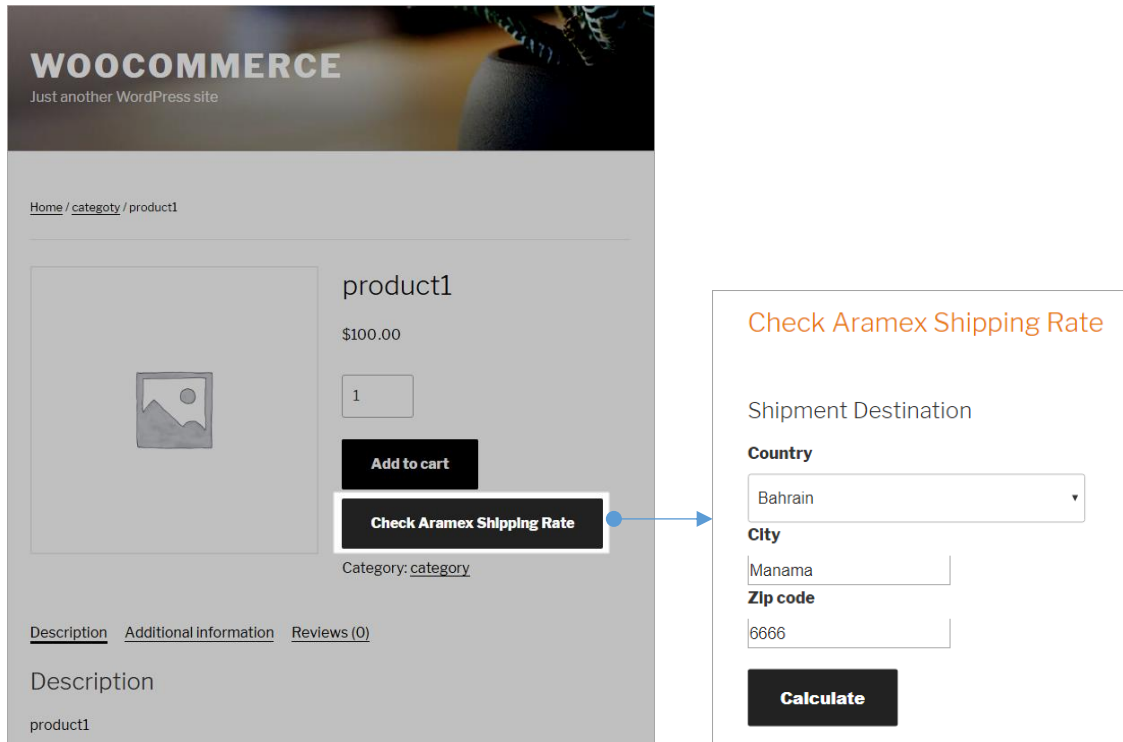
Note: The shipping rate shown to the customer may differ from the shipping rate calculated for your store when you create an Aramex shipment.

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.
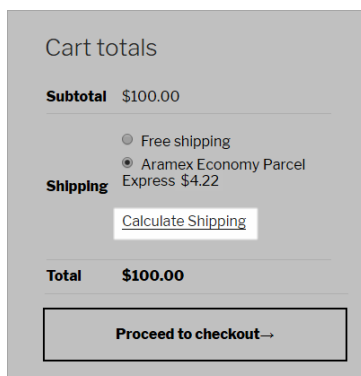
4.7 Hide shipping product type on Checkout page

Client information	Service configuration	Shipper details	Shipment email template	API location validator & other
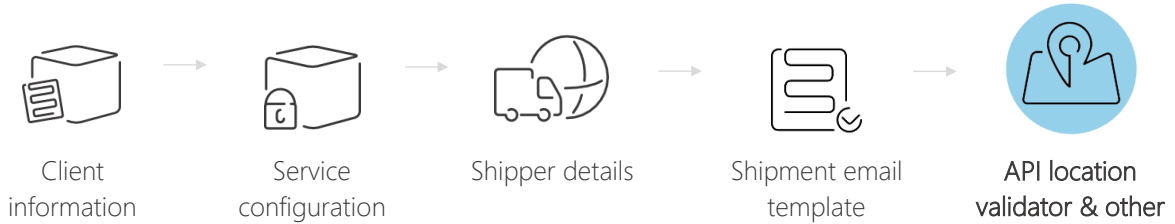
When configuring the Aramex Shipping Extension settings, you can define if you want the Aramex delivery method to be visible for the customer during order checkout.

Hide shipping product type on Checkout page

Enabled   No

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

Client information	Service configuration	Shipper details	Shipment email template	API location validator & other
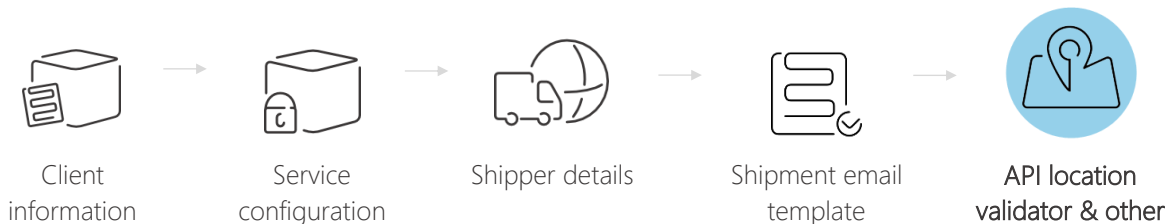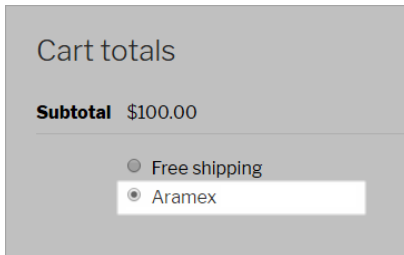
When configuring the Aramex Shipping Extension settings, you can hide the Aramex from delivery options during order checkout. That's what this setting does, despite its misleading name.

Rate calculator on Checkout page

Enabled   No

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

Enabled – Yes (default option)   **Enabled – No**
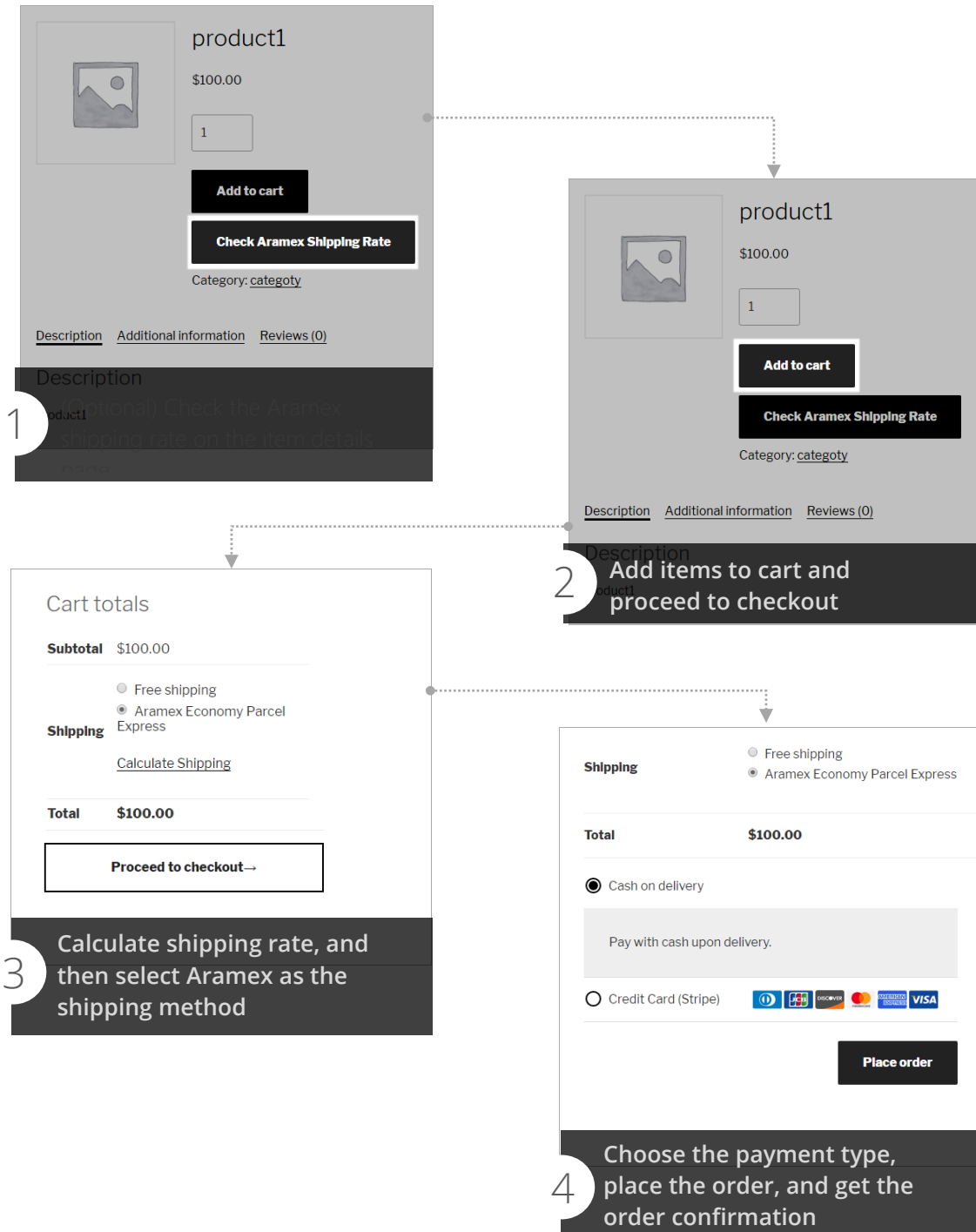

After all the Extension settings are configured, check if the Aramex delivery method works as expected during order checkout.

5. ORDER CHECKOUT

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

The store customer needs to...

1 (Optional) Check the Aramex shipping rate on the item details

2 Add items to cart and proceed to checkout

3 Calculate shipping rate, and then select Aramex as the shipping method

4 Choose the payment type, place the order, and get the order confirmation

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**.
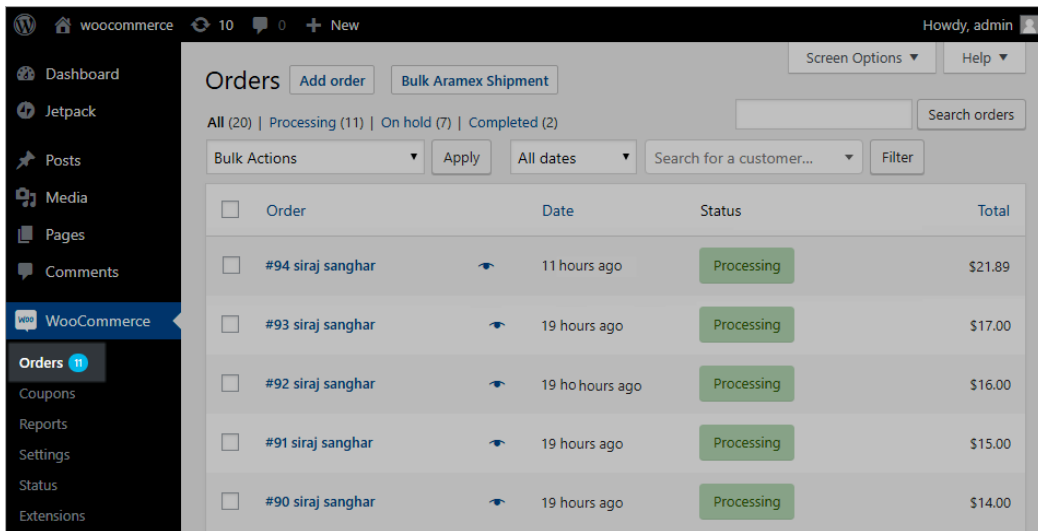
2. Do one of the following.

Prepare one shipment:

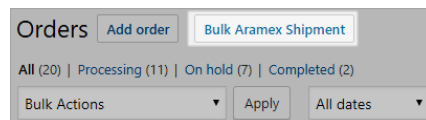a. Click the needed order.
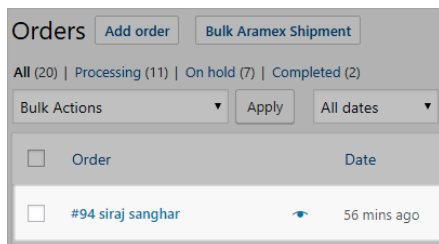
b. Click **Prepare Aramex Shipment**.
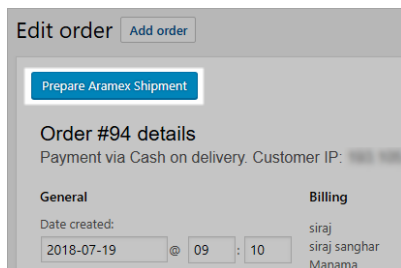
c. Start by filling Billing account.

Prepare multiple shipments with the same shipper/receiver address:

a. Select the needed orders.
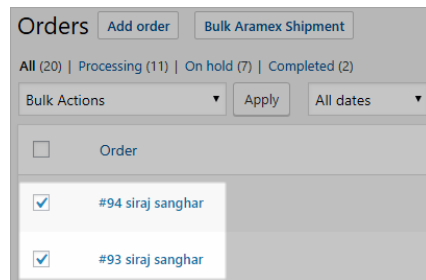
b. Click **Bulk Aramex Shipment**.

c. Skip directly to Shipment information.

6.1 Billing account

| Billing account | Rate calculation *(optional)* | Scheduling pickup *(optional)* | Shipper/receiver details | Shipment information |
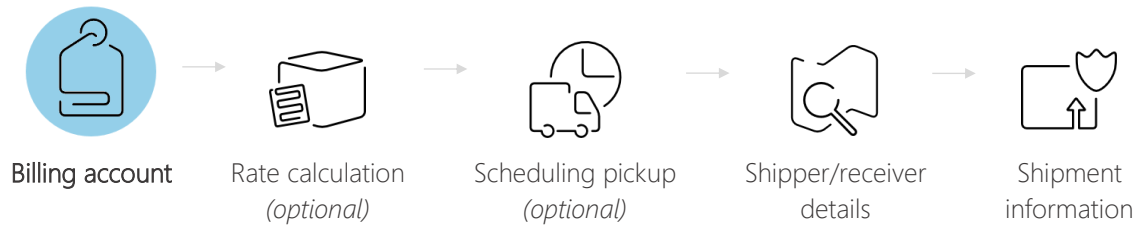
When preparing an Aramex shipment, start by filling in account details.

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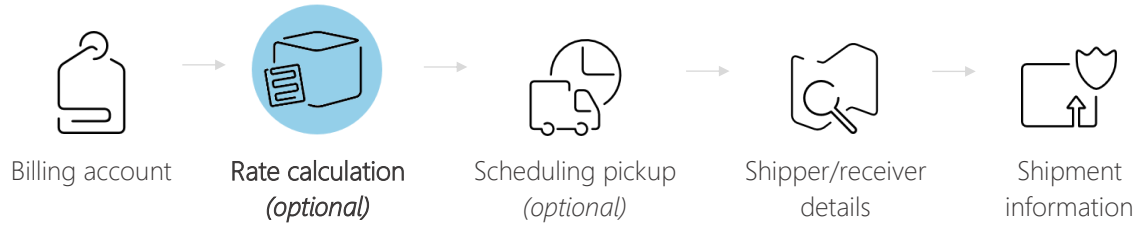
  > Note: If the **COD** option is not available, check that in [Client information](#), **COD Account** is set to **Yes**.

- **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)

| Billing account | **Rate calculation** *(optional)* | Scheduling pickup *(optional)* | Shipper/receiver details | Shipment information |

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**.

2. Edit the shipment details as needed.

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

3. Click **Calculate**.

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

    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**.

6.3 Schedule pickup (optional)

Billing account — Rate calculation *(optional)* — **Scheduling pickup** *(optional)* — Shipper/receiver details — Shipment information
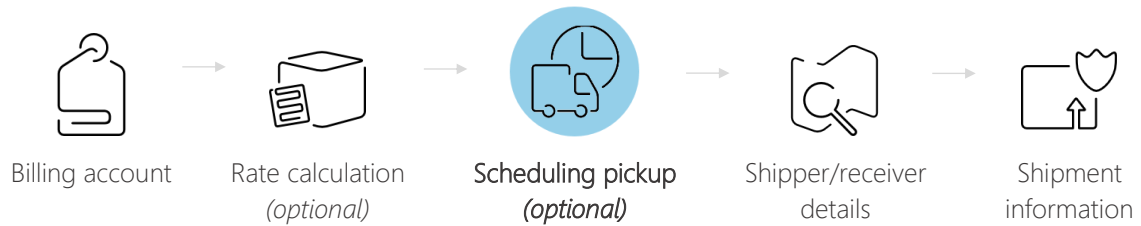
When preparing an Aramex shipment, you can request an Aramex courier to:

- 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**.

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.

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	Type of shipment: • **Domestic** – shipper country is the same as receiver country. • **International Express** – shipper country is different from the receiver country. Needs to be the same for all shipments in this pickup.
Payment Type	Defines who pays the shipping cost: • **Prepaid** – select this type if **Billing Account** > **Payment** value is **Shipper Account**. • **Collect** – select this type if **Billing Account** > **Payment** value is **Consignee Account**. Otherwise, the following error occurs: *Aramex: REQ06 - Shipment.Recipient.AccountNumber - Account Entity is empty* Needs to be the same for all shipments in this pickup.
Number of Pieces	Quantity of items in all shipments that need to be picked up. For example, if one shipment includes a laptop and phone, and another shipment includes three tablets, enter **5**.
Vehicle Type	Transportation method for the ordered items (select **Medium** or **Large**).
Ready Time, Closing Time	Time interval during which Aramex courier can pick up the shipments (at least 1 hour). Needs to be the same for all shipments in this pickup. Both **Ready Time** and **Closing Time** must be within the business hours of your local Aramex office.
Status	Defines if the shipments are ready for pickup at the moment (always select **Ready**).
Product Type	Preferred delivery method (corresponds to **Service Type** in the prepare shipment window). Needs to be the same for all shipments in this pickup.
Weight	Total weight of items from all shipments that need to be picked up.
Number of Shipments	Quantity of shipments to be picked up.

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).

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.

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

- **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

Billing account → Rate calculation *(optional)* → Scheduling pickup *(optional)* → **Shipper/receiver details** → Shipment information
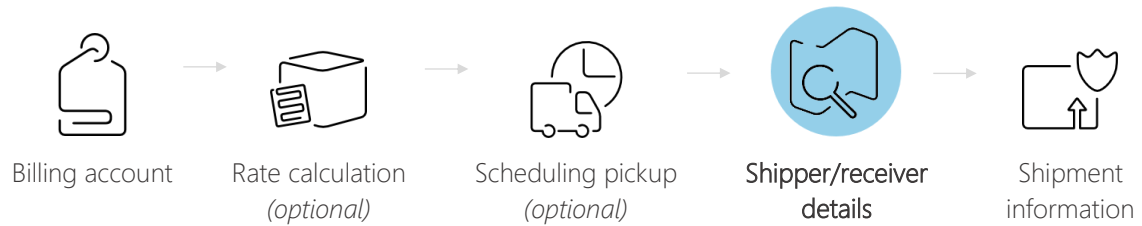
Based on the billing account information, the Extension autofills the shipper/receiver details.

- **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 Yalayis 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 > 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

Billing account   Rate calculation *(optional)*   Scheduling pickup *(optional)*   Shipper/receiver details   **Shipment information**
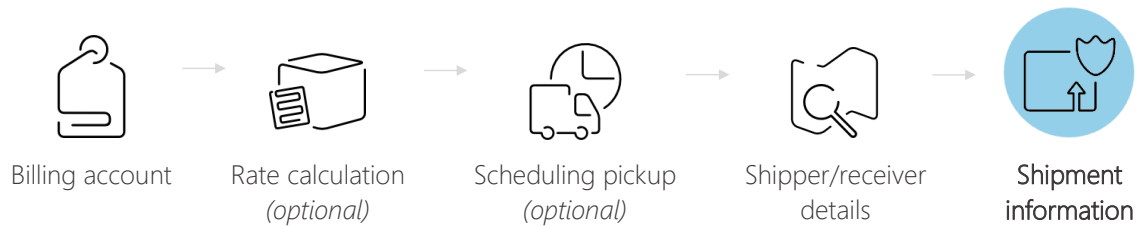
Your last step in preparing a shipment is to fill in shipment information, such as delivery type, payment method, and other.

To fill in shipment information and finish preparing the shipment:

1. 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.

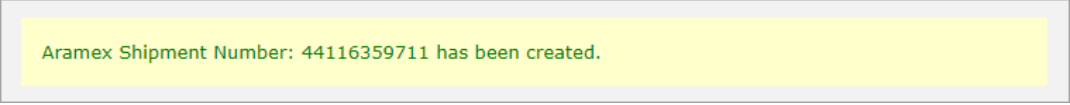| Total weight	Total weight of all order items (pieces), can be defined in kilograms or pounds.
Reference	Order number assigned by your store.
Product Group	Type of shipment: • **Domestic** – shipper country is the same as receiver country. • **International Express** – shipper country is different from the receiver country.

Service Type	Preferred delivery method (available methods may differ depending on the selected **Product Group**).
	This service type does not necessarily need to match the delivery method selected by the store customer during order checkout.
	If the needed service type is not on the list, check Service configuration.
Additional Services	Value-added services offered by Aramex (the available services may differ depending on the selected **Product Group**).
	If the needed service is not on the list, check Service configuration.
Payment Type	Defines who pays the shipping cost:
	• **Prepaid** – select this type if **Billing Account** > **Payment** value is **Shipper Account**.
	• **Collect** – select this type if **Billing Account** > **Payment** value is **Consignee Account**.
	Otherwise, the following error occurs: *Aramex: REQ06 - Shipment.Recipient.AccountNumber - Account Entity is empty*
	• **Third Party** – select this type if **Payment** is **Third Party**.
	Otherwise, the following error occurs: *Aramex: REQ42 - ThirdParty – Thirdparty is empty*
Payment Option	Type of payment:
	• **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	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.
	To view the shipping fee amount, use rate calculator.
	Important: Fill in the cash on delivery amount only if one of the selected **Additional Services** is **Cash on Delivery Service**.

Custom Amount	Cost of releasing the shipment from the customs.
	Important: You need to specify customs amount only if:
	• **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	Currency for **COD Amount**.
	Use a 3-letter ISO currency code, for example, *INR* for Indian Rupee, *AED* for United Arab Emirates Dirham, and so on.
Customs Currency	Currency for **Custom Amount**.
	Use a 3-letter ISO currency code, for example, *INR* for Indian Rupee, *AED* for United Arab Emirates Dirham, and so on.
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	Total cost of all ordered items (autofilled from the order form).
	Does not include any additional changes (shipping charges, customs changes, or other).
	Currency depends on whether the ordered items are domestic or international.
Number of Pieces	Quantity of items in the shipment.
	For example, if the shipment includes a laptop and phone, enter **2**.

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.
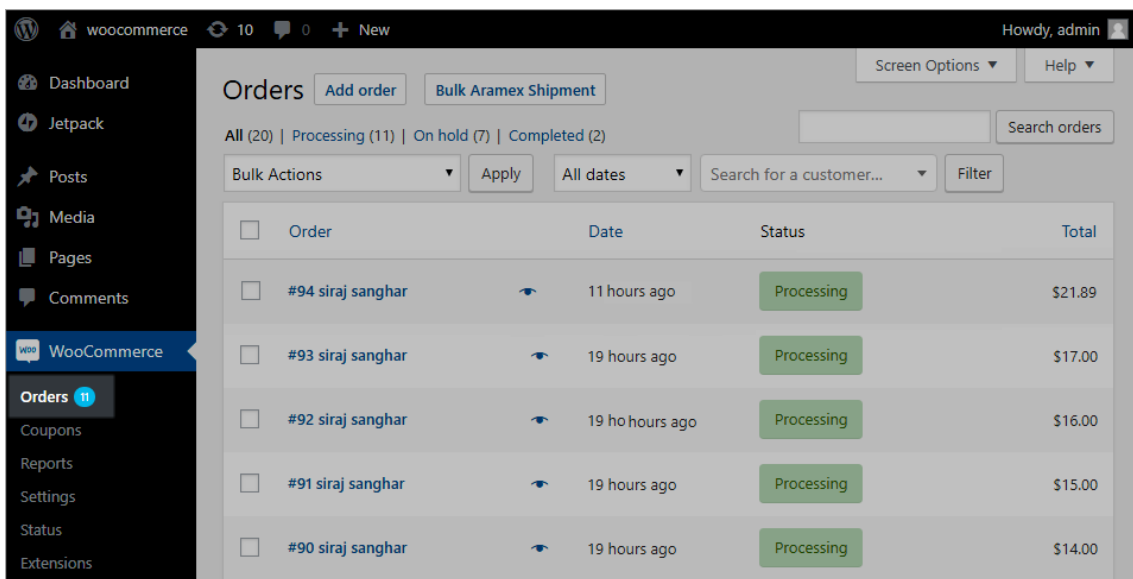
7. SHIPMENT LABEL

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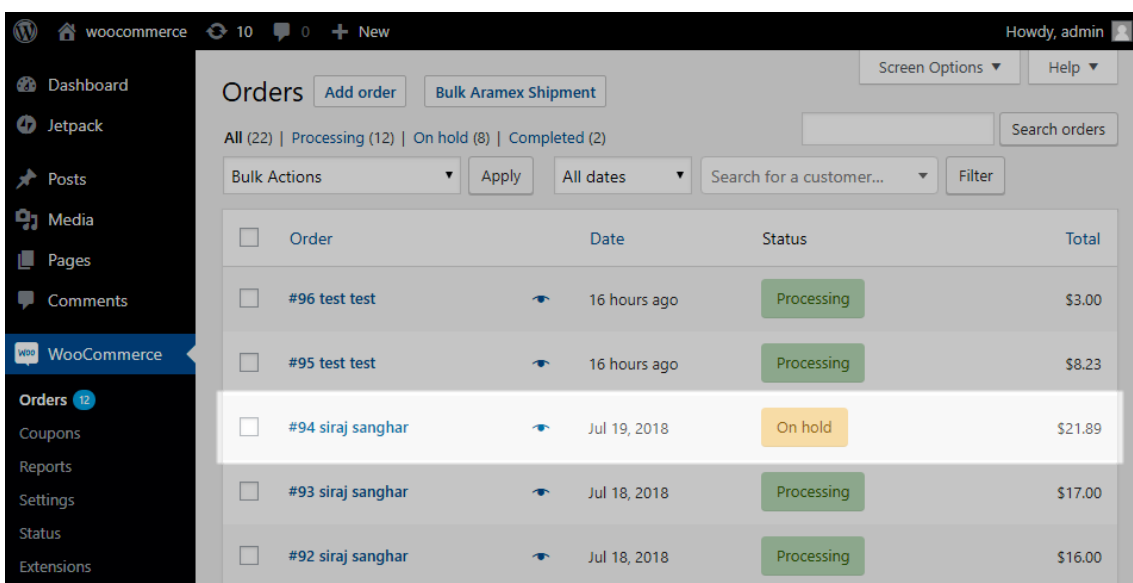
Before you submit a shipment to Aramex, you need to print the shipment label and attach this label to the shipment.
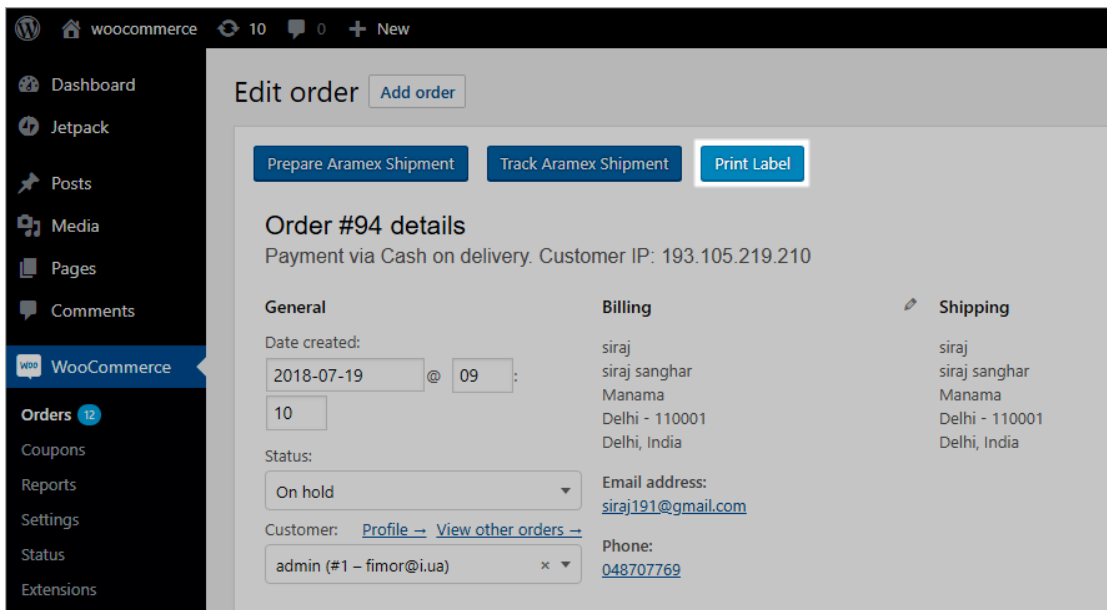
7.1 Downloading the label

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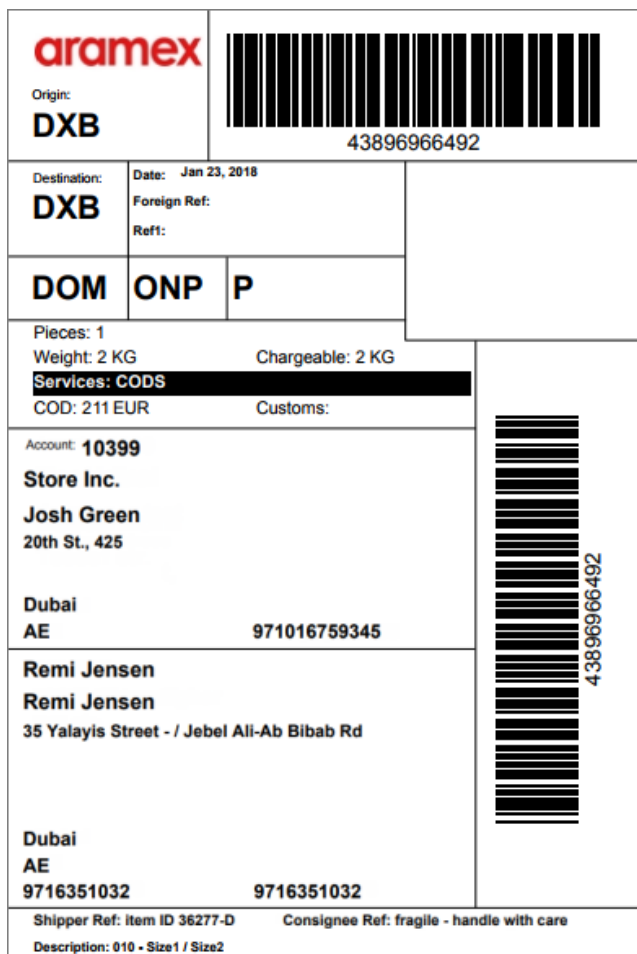

2. Click the needed order.

3. Click **Print Label**.

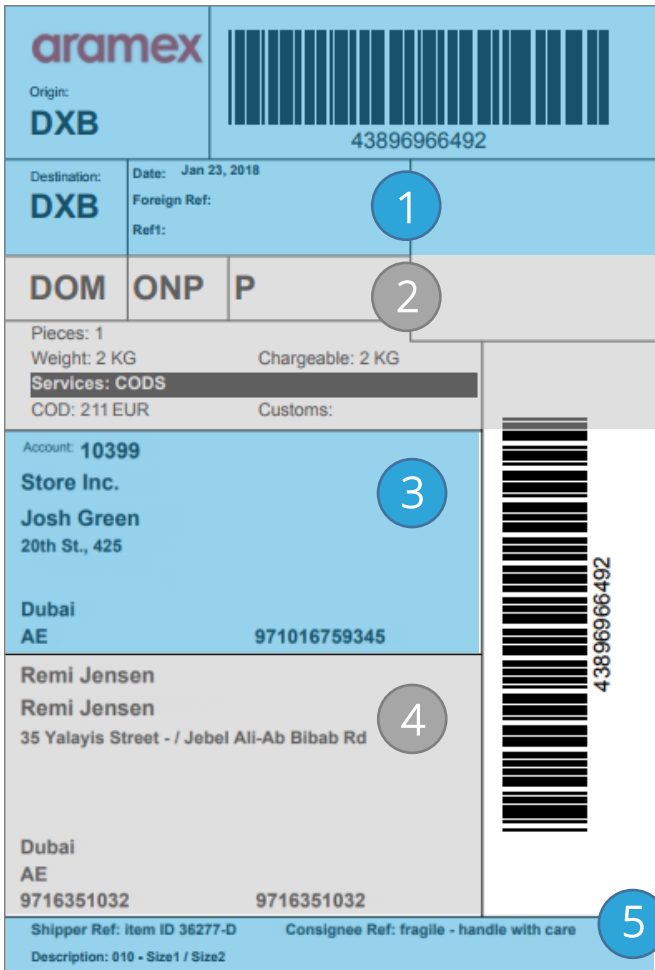The label is automatically downloaded in the PDF format.

Label example:

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.

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

- 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	
Pieces: 1			
Weight: 2 KG		Chargeable: 2 KG	
Services: CODS			
COD: 211 EUR		Customs:	

- **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.
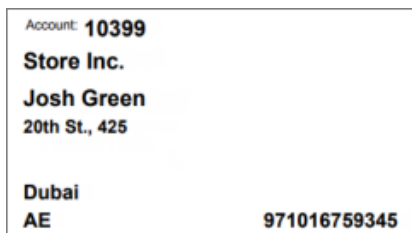
- Customs

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.

- 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 Yalayis Street - / Jebel Ali-Ab Bibab Rd
>
> Dubai
> AE
> 9716351032   9716351032

- **Remi Jensen, 35 Yalayis 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 Red: Item ID 36227-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.
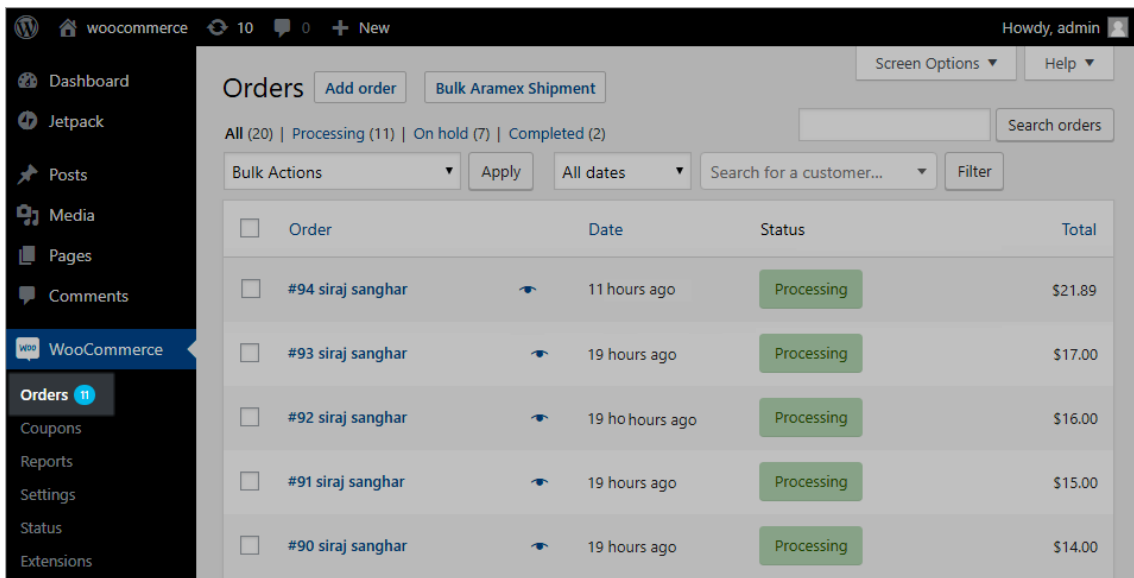
8. RETURN SHIPMENTS

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.
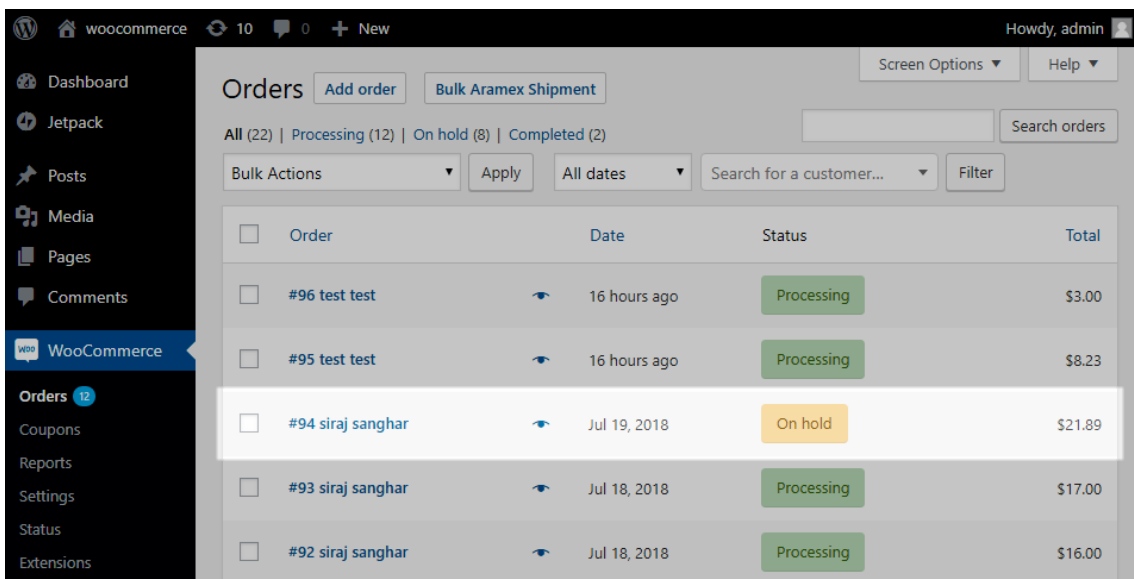
To prepare a return shipment:

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

2. Click the needed order.
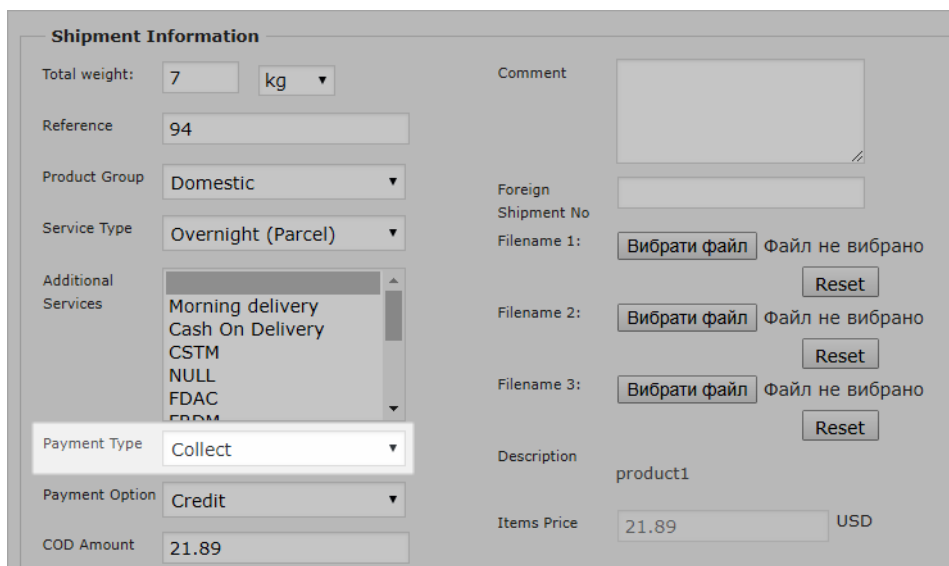
3. Click **Prepare Aramex Shipment**.

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

- **Billing Account** > **Payment** is set to **Consignee Account**.
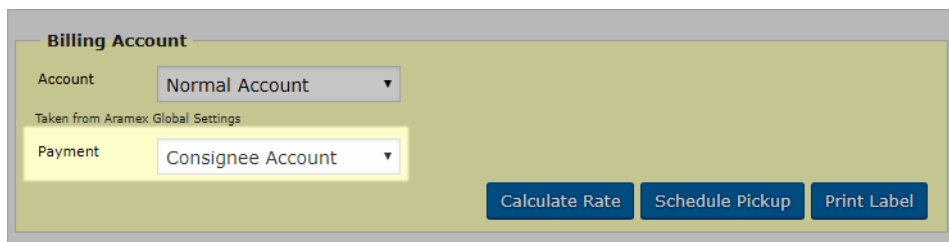
- **Shipper Details** section contains consignee information.

- **Receiver Details** section contains your store information.

- **Shipment Information** > **Payment Type** is set to **Collect**.

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.
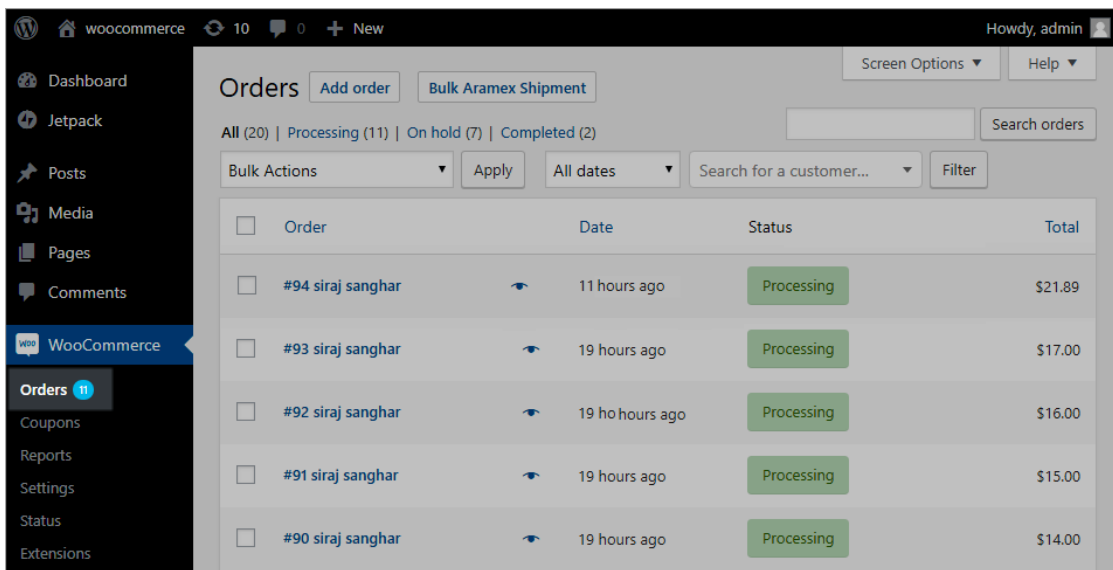
9. TRACKING SHIPMENTS

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**.
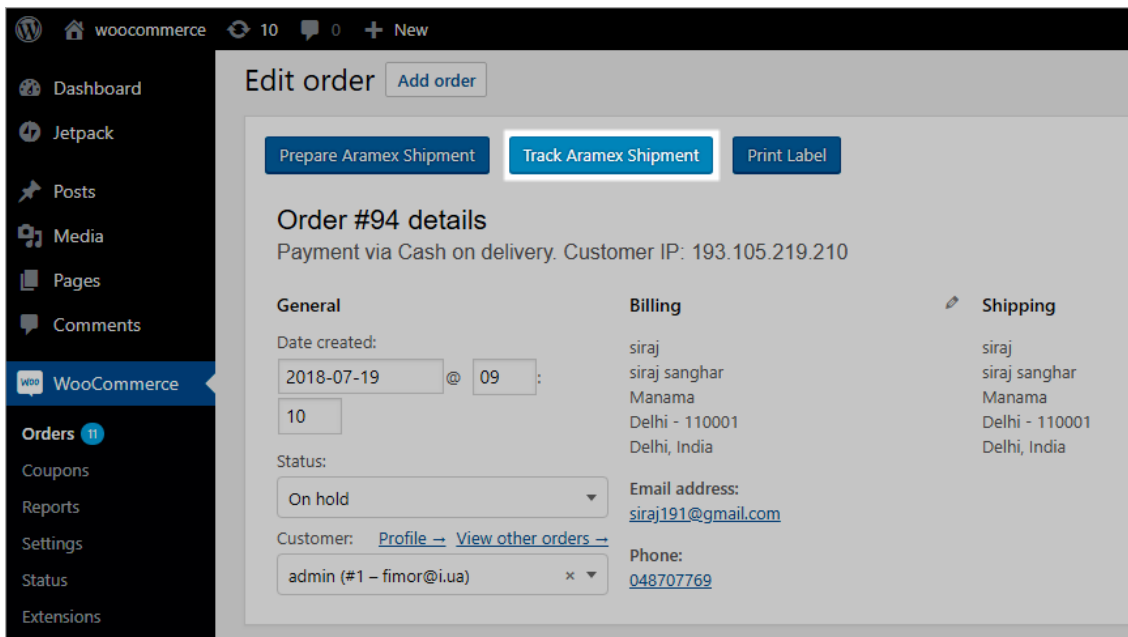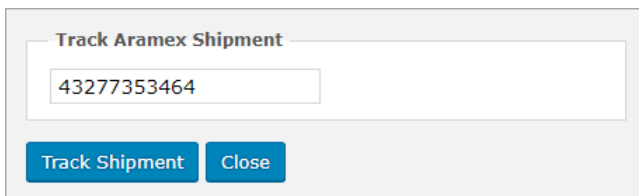

2. Click the needed order.
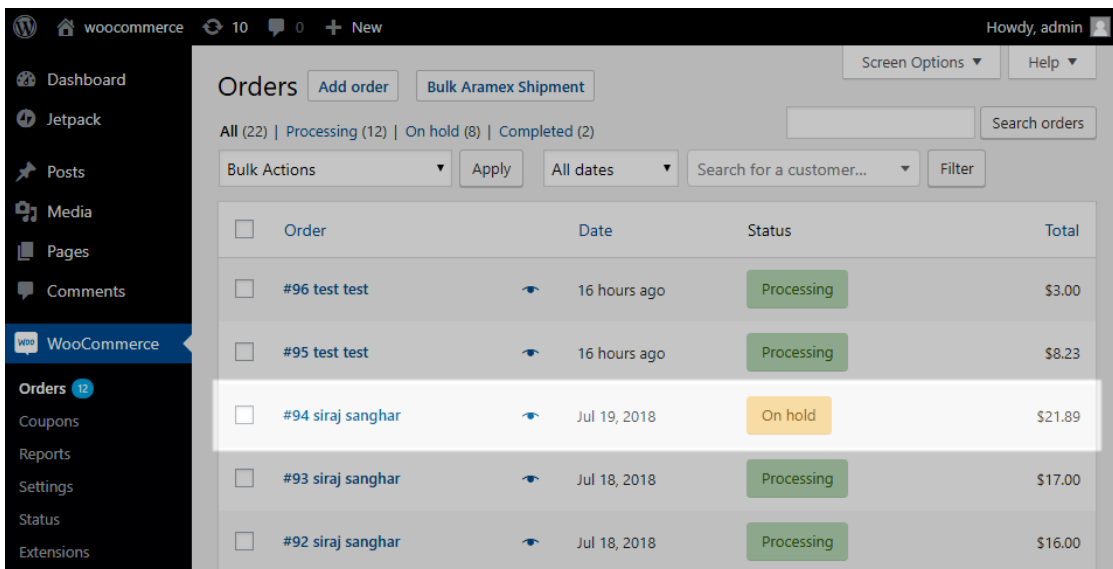
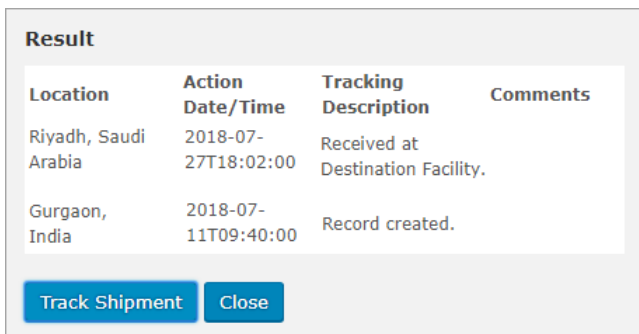Note: The tracking option is not available for orders with the **Canceled** status.

3. Click **Track Aramex Shipment**.

4. Click **Track Shipment**.

Tracking Description illustrates the shipment status.

This diagram illustrates the key shipment statuses.

your shipment is at the
shipper's facility

picked up from shipper

record created

shipment was registered in the
Aramex system

received at origin facility

shipment arrived at the Aramex
warehouse

...

in transit

...

(for international shipments)
shipment is undergoing customs clearance

held in customs

...

receiver's address is incorrect/incomplete,
cannot contact the receiver, etc.

on hold

...

out for delivery

shipment is on the way to you

held for consignee pickup /
pickup scheduled at locker

shipment is waiting for you in an
Aramex outlet or locker of your choice

shipment was delivered / collected /
picked up