



Aramex Shipping App

For WooCommerce

User Guide

New Zealand | April 2025



Contents

Aramex Shipping App Overview	3
Joovii Services and Support	4
Installation and Sign Up	5
Connecting aramexConnect to WooCommerce	8
Aramex Shipping App Functions	13
1. Shipment shortcut	14
2. Book shipments	15
3. Manage your orders	17
4. Manage your account	17
5. Fulfillment, notification and tracking	18
6. Display Aramex shipping rates at checkout	18
7. Settings	20
Trouble Shooting	24
Help	25
FAQs	26



Aramex Shipping App

For WooCommerce

The new Aramex Shipping app by Joovii simplifies your shipping process, saving you time and money by managing all your deliveries directly within WordPress via the WooCommerce admin. As the merchant, you are required to hold an AramexConnect, WordPress and WooCommerce account in order to integrate via the Joovii services successfully.

The app automatically uses the customer's order details, such as size and weight, for quoting shipping costs at checkout and pre-filling booking information. Bookings are fully integrated into the order fulfillment process, ensuring customer orders are updated with tracking details. Merchants can also choose from Aramex delivery choices and the app supports bulk bookings, allowing multiple orders to be booked at once.

Key features include:



Real-time shipping quotes at checkout
based on your aramexConnect account



Seamless shipment booking from
WooCommerce admin



Integrated fulfillment
with order tracking



Bulk booking for
multiple orders



Joovii Services and Support

Introducing Joovii

Joovii is an Australian owned and operated app development company, with particular focus on shipping integrations. Their platform and carrier coverage encompasses the full range of eCommerce stores and shipping carriers. As merchants themselves with multiple thriving eCommerce stores turning over 7 figure sales, they are able to advise merchants of the best options to suit their fulfilment and shipping needs, at the most affordable costs. Their Apps and Plugins are designed to provide fully integrated shipping from within the admin of the merchant's store. Their mission is to provide apps at a low monthly cost, which is easily recouped by merchants in time and cost savings.

Need support?

If you require further support, please contact the Joovii team directly.

Email: info@joovii.com

Phone: 1800 767 103

Website: www.joovii.com

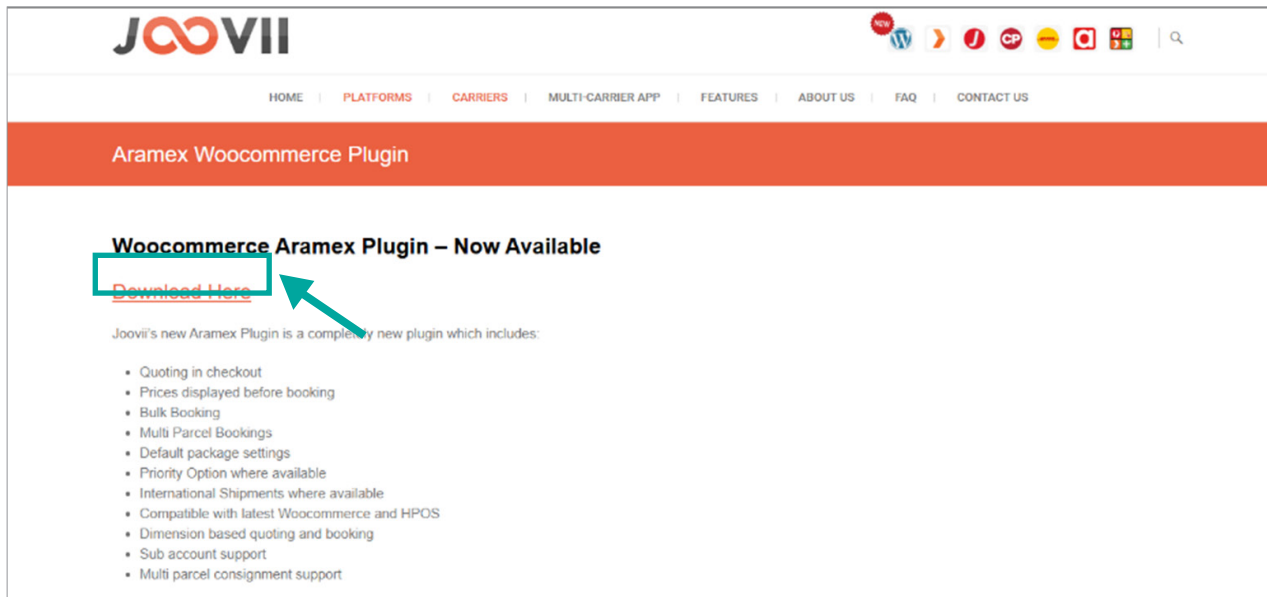


Installation and Sign Up

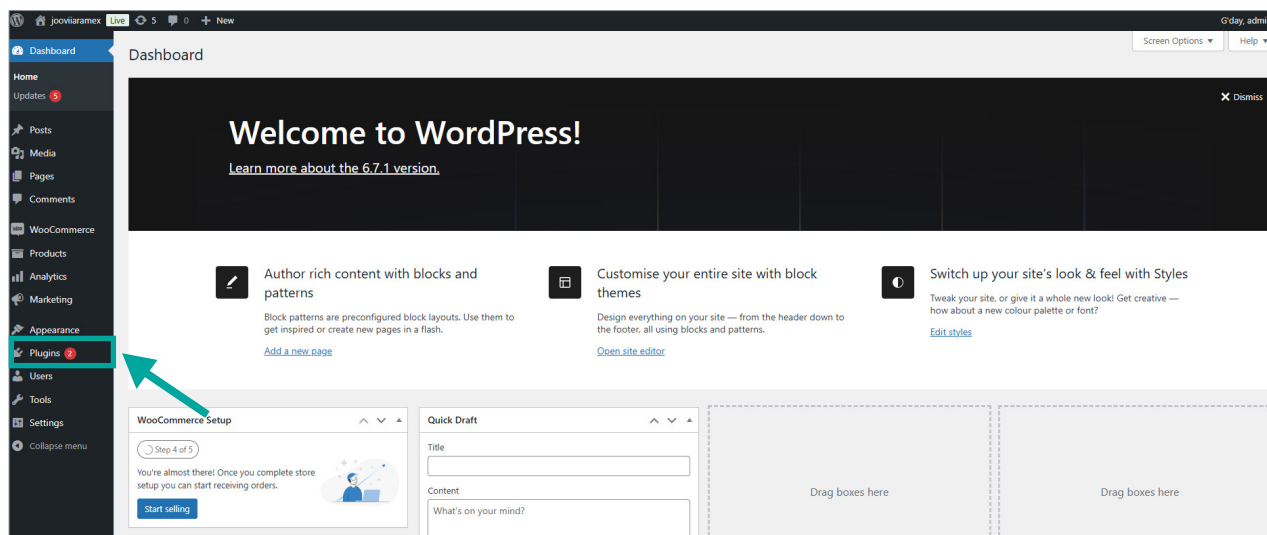
Step 1: Install the Aramex Shipping App via the Joovii website:

joovii.com/aramex-woocommerce-plugin

a. Download the Plugin from Joovii Website

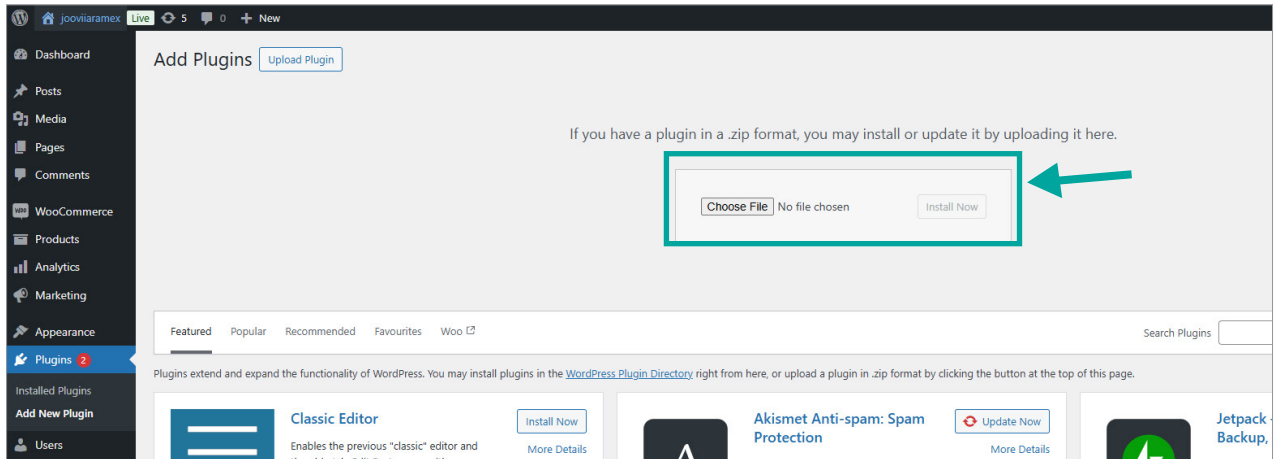


b. Log into your Wordpress Admin and navigate to Plugins



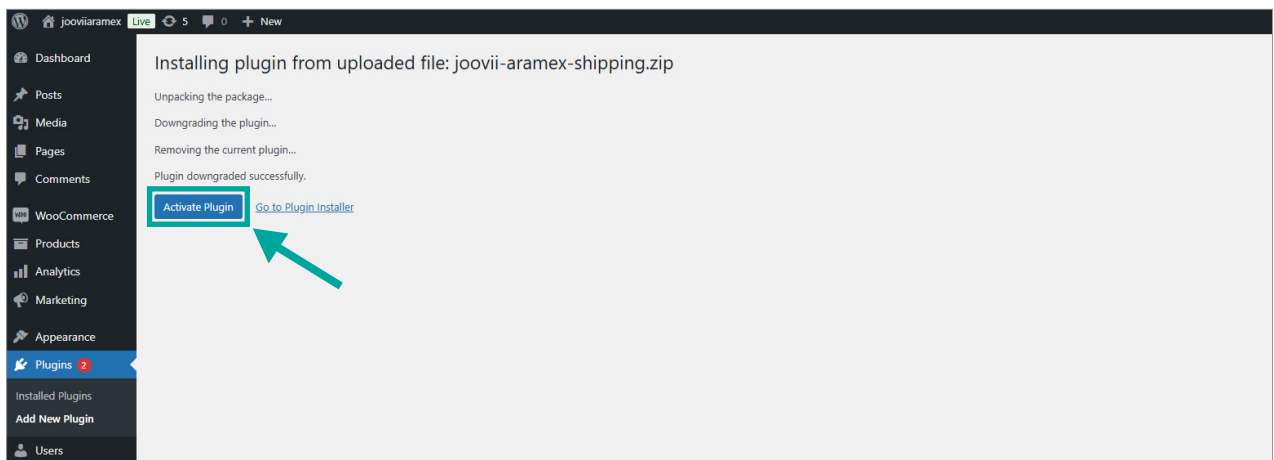
Installation and Sign Up

c. Upload plugin and activate it



Step 2: Activate Subscription to the Joovii Shipping App

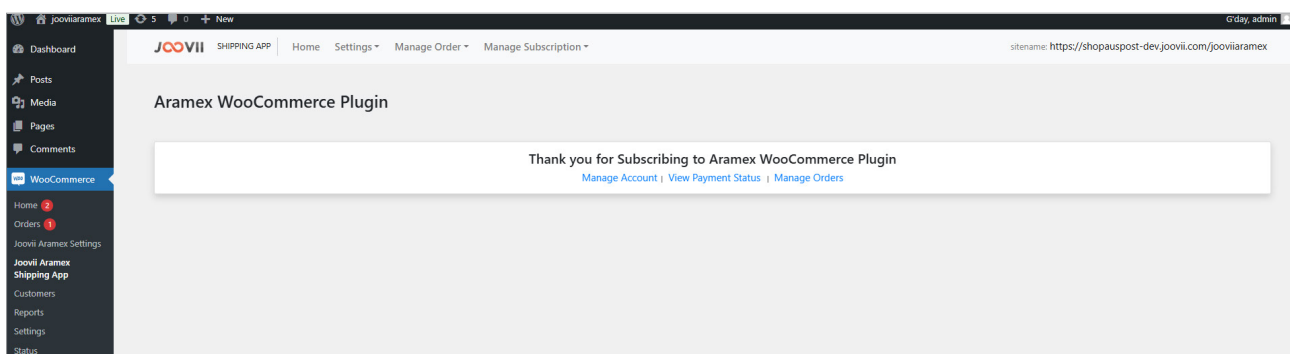
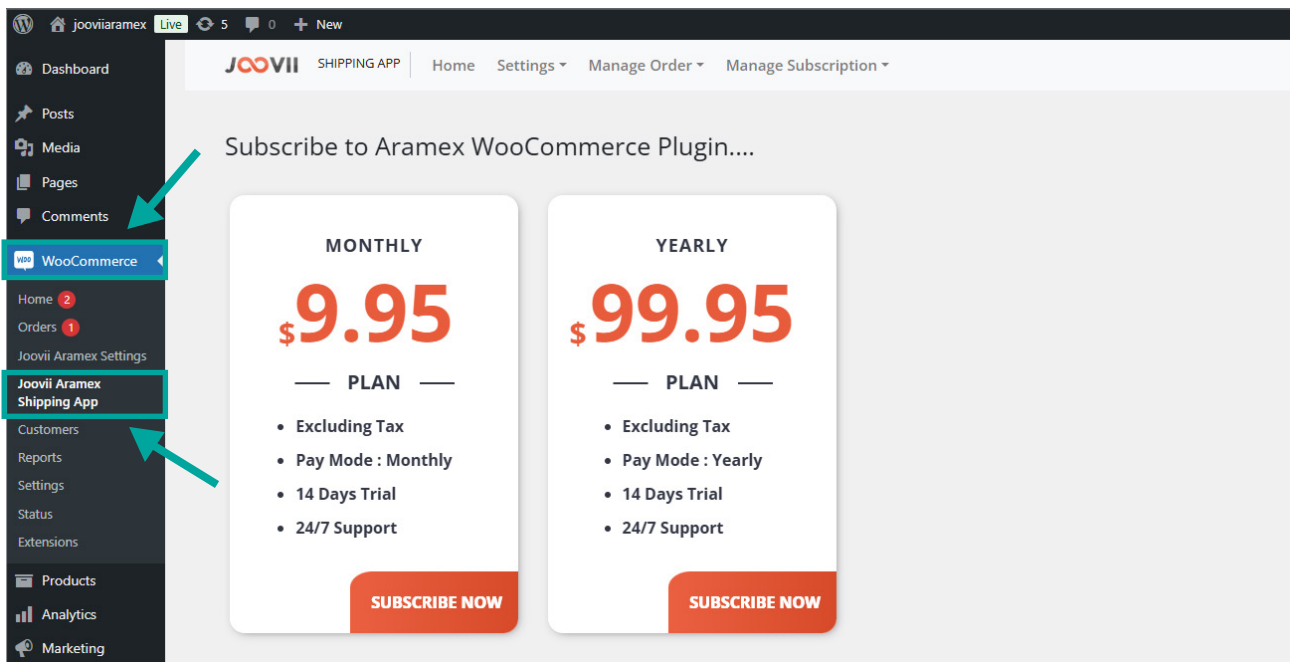
a. Once uploaded, click Activate Plugin



Installation and Sign Up

Step 3: Navigate to the app under the WooCommerce menu

- a. Click WooCommerce and then Joovii Aramex Shipping App
- b. Subscribe to Monthly or Yearly



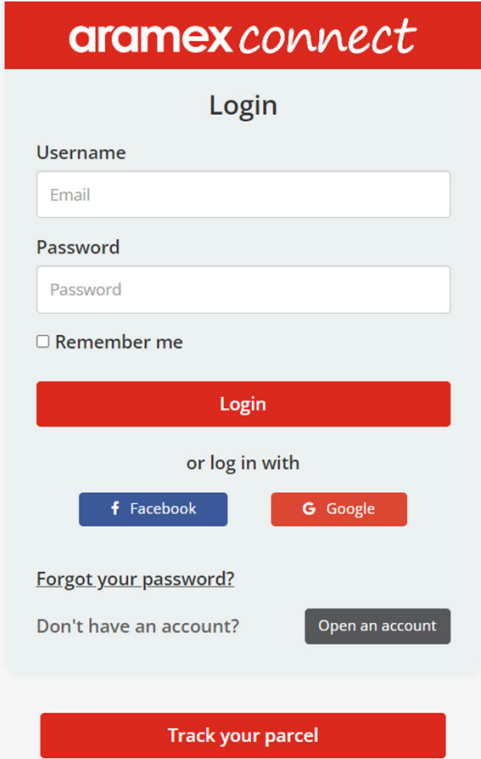
Reminder: The app comes with a 60-day free trial to help you get started risk-free. Please note, you can cancel at any time and no charges will apply until after the trial period has concluded.*

*Joovii is an independently owned and operated business. The Aramex Shipping App is a product of Joovii. Aramex is not liable for any downtime, outages, failures or infringements caused by or within the Aramex Shipping App.

Connecting aramexConnect to WooCommerce

In this section, we'll guide you through connecting your Aramex account to WooCommerce by retrieving your API credentials from aramexConnect. Don't worry - it's simpler than it sounds!

Step 1: Log in to your **aramexConnect** account.



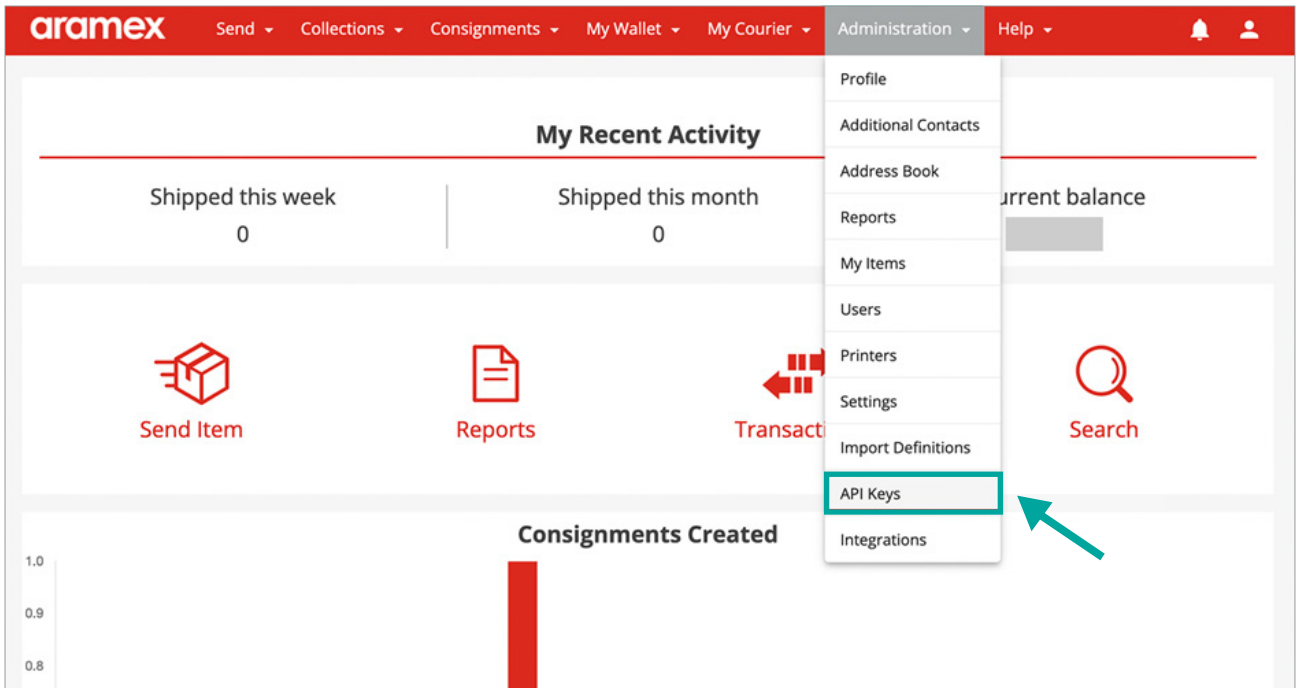
The screenshot shows the aramexconnect login interface. At the top is the 'aramexconnect' logo in a red box. Below it is the 'Login' heading. The form includes a 'Username' field with a placeholder 'Email', a 'Password' field with a placeholder 'Password', and a 'Remember me' checkbox. A red 'Login' button is positioned below the password field. Underneath the button is the text 'or log in with', followed by two buttons: a blue 'Facebook' button and a red 'Google' button. Below these are two links: 'Forgot your password?' and 'Don't have an account?'. The 'Don't have an account?' link is next to a dark grey 'Open an account' button. At the bottom of the login form is a red 'Track your parcel' button. Below this button is a small padlock icon and the text 'Online Security'.

Don't have an aramexConnect account? Open an account in only a few minutes. It's simple, fast and free!

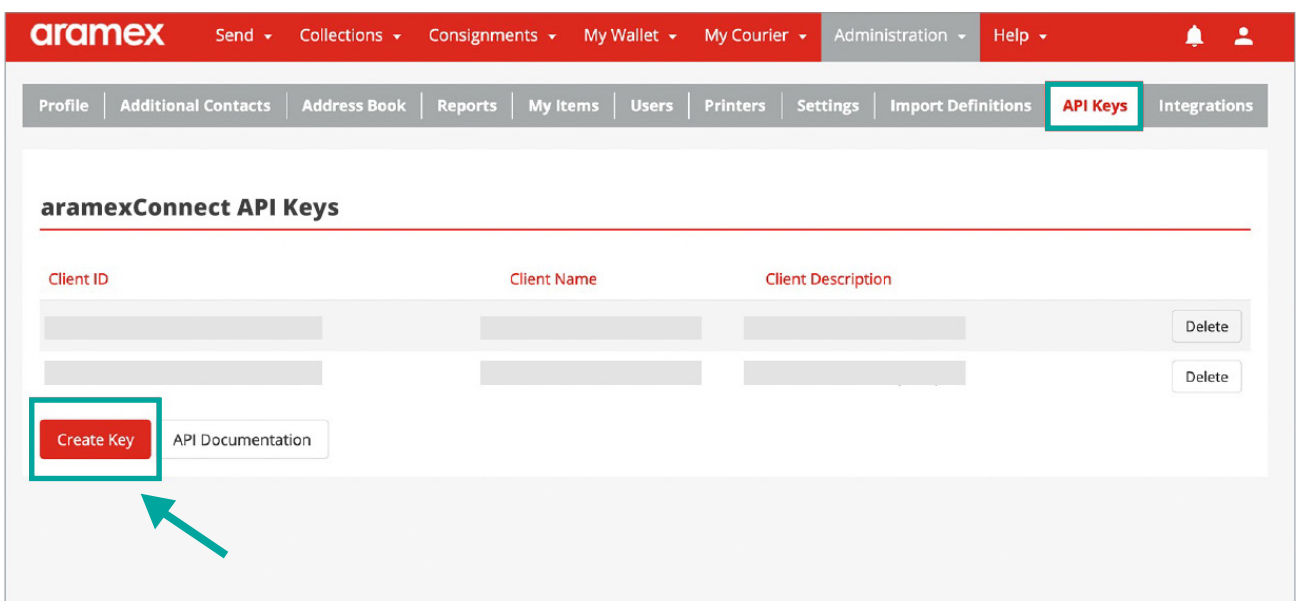
To sign up, visit aramex.co.nz/tools/aramexconnect

Connecting aramexConnect to WooCommerce

Step 2: Once logged in, go to **Administration** then select **API Keys**.



Step 3: Select **Create Key**.



Connecting aramexConnect to WooCommerce

Step 4: Copy your **Client ID** and **Secret**.



Important: This is the only opportunity to copy your secret. Once this credential is saved, the secret is one-way encrypted and cannot be recovered.


In simple terms, keep a copy of your **Secret** in a safe place!

aramex Send ▾ Collections ▾ Consignments ▾ My Wallet ▾ My Courier ▾ Administration ▾ Help ▾


Profile | Additional Contacts | Address Book | Reports | My Items | Users | Printers | Settings | Import Definitions | **API Keys** | Integrations

Add API Key

Client Name

Client ID 

Description *

Secret 

IMPORTANT NOTE!
This is the only opportunity to copy your **secret**. Once this credential is saved, the secret is one-way encrypted and cannot be recovered.

Save **Close**

Connecting aramexConnect to WooCommerce

Step 5: Select **Save**.



Important: The API key you see on this page will not work unless you have clicked **Save**.

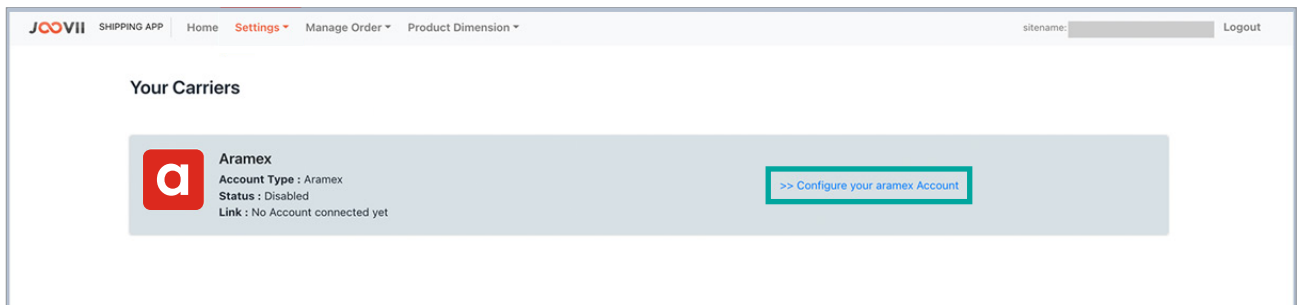
The screenshot shows the 'Add API Key' form in the Aramex administration interface. The form includes fields for 'Client Name', 'Client ID', 'Description *', and 'Secret'. The 'Secret' field has a red icon indicating it is a password. Below the form is a red box with the text: 'IMPORTANT NOTE! This is the only opportunity to copy your secret. Once this credential is saved, the secret is one-way encrypted and cannot be recovered.' At the bottom of the form are 'Save' and 'Close' buttons.

Step 6: Open the **Aramex Shipping App** within WordPress via the WooCommerce admin and go to **Settings** then select **Accounts**.

The screenshot shows the 'Your Carriers' section of the Aramex Shipping App. A green arrow points to the 'Settings' tab in the top navigation bar. Below the navigation bar, there is a section for 'Aramex' with the following details: 'Account Type : Aramex', 'Status : Disabled', and 'Link : No Account connected yet'. A blue link '>> Configure your aramex Account' is visible on the right.

Connecting aramexConnect to WooCommerce

Step 7: Select **Configure** your Aramex Account



JCOVII SHIPPING APP | Home | Settings | Manage Order | Product Dimension | sitename: | Logout

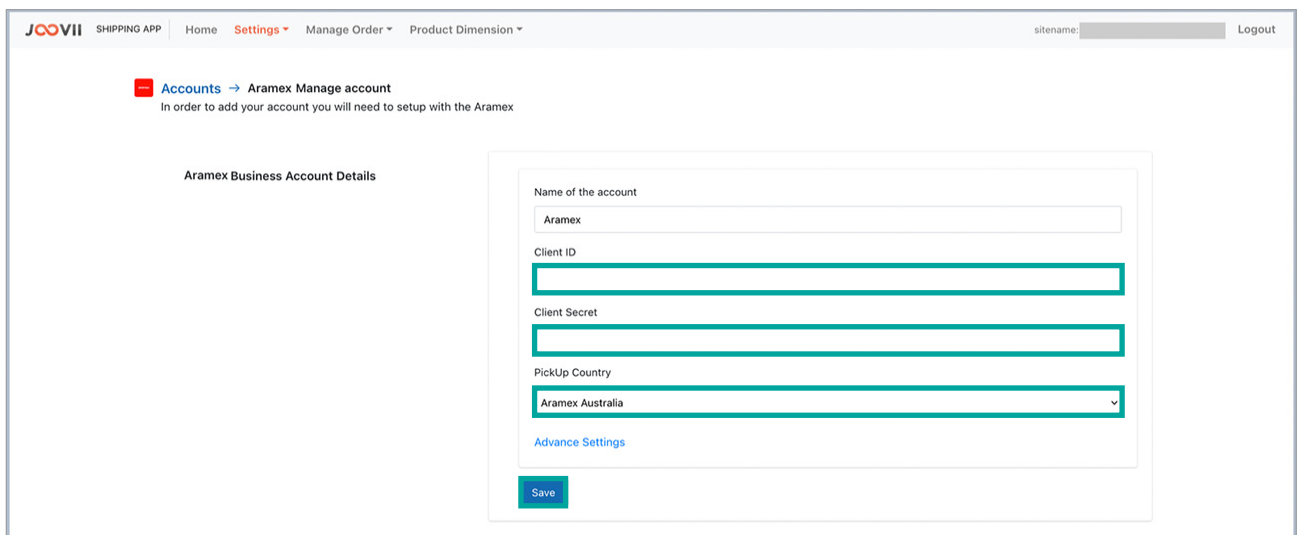
Your Carriers

Aramex
Account Type : Aramex
Status : Disabled
Link : No Account connected yet

[>> Configure your aramex Account](#)

Step 8: Paste in the **Client ID** and **Secret** from your **aramexConnect** account.

Finally, select the **Pickup Country** (Australia or New Zealand) and then **Save**.



JCOVII SHIPPING APP | Home | Settings | Manage Order | Product Dimension | sitename: | Logout

Accounts → Aramex Manage account
In order to add your account you will need to setup with the Aramex

Aramex Business Account Details

Name of the account
Aramex

Client ID

Client Secret

PickUp Country
Aramex Australia

[Advance Settings](#)

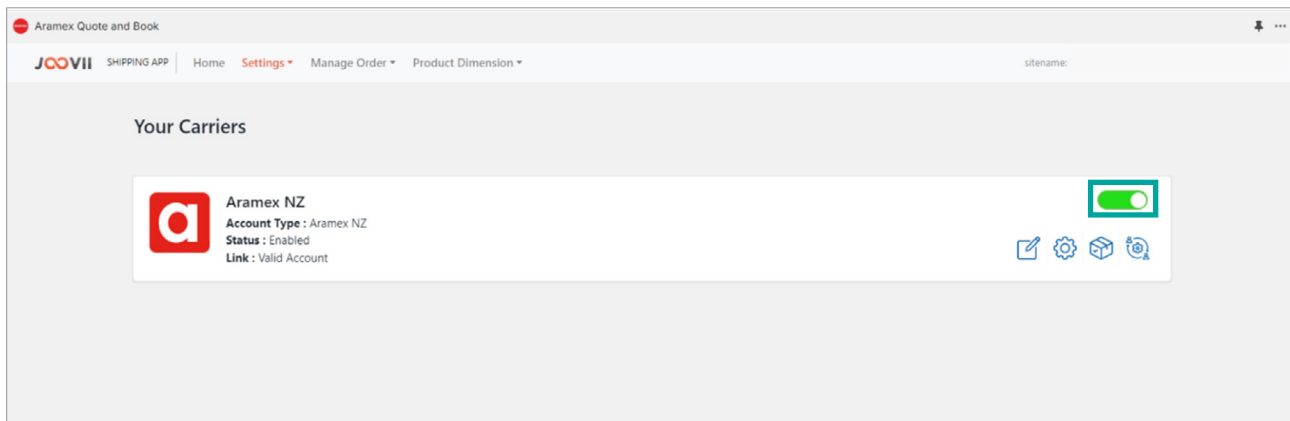
[Save](#)



Important: The message at the top will indicate whether the account is valid.

Connecting aramexConnect to WooCommerce

Step 9: Return to accounts and ensure that Aramex is enabled via the green toggle in the top right.



Aramex Shipping App Functions

In this section, we'll guide you through the key functions of the Aramex Shipping App, including displaying shipping rates at checkout, managing orders and accounts, exploring the app's settings, and troubleshooting common challenges.

1) Shipment shortcut

As the merchant, you can jump straight in to booking a shipment from WooCommerce admin.

Open the order you wish to process. On the right side menu, locate the **"Joovii Aramex Shipment Option"** and select it. You will then be taken to the **Booking Screen** for that order.

The screenshot displays the WooCommerce 'Orders' page. The left sidebar menu includes 'Home', 'Orders', 'Joovii Aramex Settings', 'Joovii Aramex Shipping App', 'Customers', 'Reports', 'Settings', 'Status', 'Extensions', 'Products', 'Analytics', 'Marketing', 'Appearance', 'Plugins', and 'Users'. The 'Orders' section is active, showing a list of orders. The selected order is for a 'Hat' (SKU: woo-fashion-hat) with a cost of \$10.50 and a total of \$10.50. The order is marked as 'Paid' and '18 October 2024 via Direct bank transfer'. The right sidebar contains a 'Choose an action...' dropdown with 'Move to Trash' and 'Update' options. Below this is the 'Customer history' section, showing 'Total orders: 3', 'Total revenue: \$80.71', and 'Average order value: \$26.90'. The 'Joovii Aramex Shipment' section is expanded, showing a 'View Aramex Shipment Option' link. The 'Order notes' section shows a note about the order status change from 'On hold' to 'Processing' on 18 October 2024 at 10:28 am by admin. The bottom section is 'Downloadable product permissions', with a search bar and a 'Grant access' button.

Aramex Shipping App Functions

2) Book Shipments

Once the order view is open, Aramex service quotes appear on the left, with order details on the right.

On the right, you'll also find the destination and sender addresses, shipping cost, and the service selected by the customer. Merchants can edit parcel size using **the Package Dimensions and Weight** dropdown and refresh the page before completing the booking.

Shipment Booking Options :: order #NF1992

#NF1992
8 May, 2024, 10:26 am

Revert to original quotes

Shipment Booking Option/Quote

aramex

☒ Aramex economy :: \$10.68
Volume:

Price Breakup

Book Now (\$10.68)

☒ Aramex priority :: \$13.98
Volume:

Price Breakup

Book Now (\$13.98)

▸ Packaging Dimensions and weight

▸ Extra Option

▼ Order Items

\$59.95 x 1(qty) = \$59.95

SKU:

Weight:

Quantity: 1

Dimension(L x W x H in cm): Not Defined Yet.

▼ Order Summary

Subtotal	1 item	\$0.00
Shipping	Aramex Courier	\$7.36
Tax	GST	\$6.12
Total		\$67.31

▼ Delivery Address

name :

email :

phone :

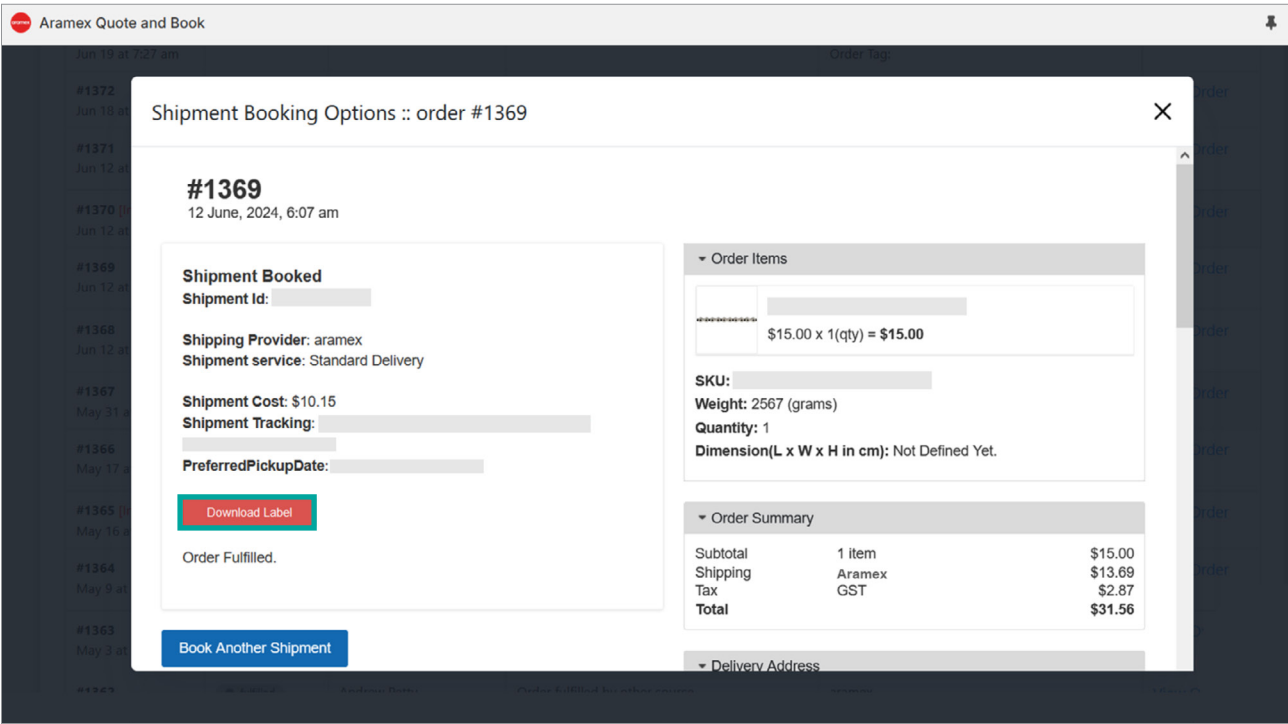
business Name :

type : STANDARD ADDRESS

Address :

Aramex Shipping App Functions

Once the booking is confirmed, a **Download Label** button will appear, allowing you to download the shipping label.

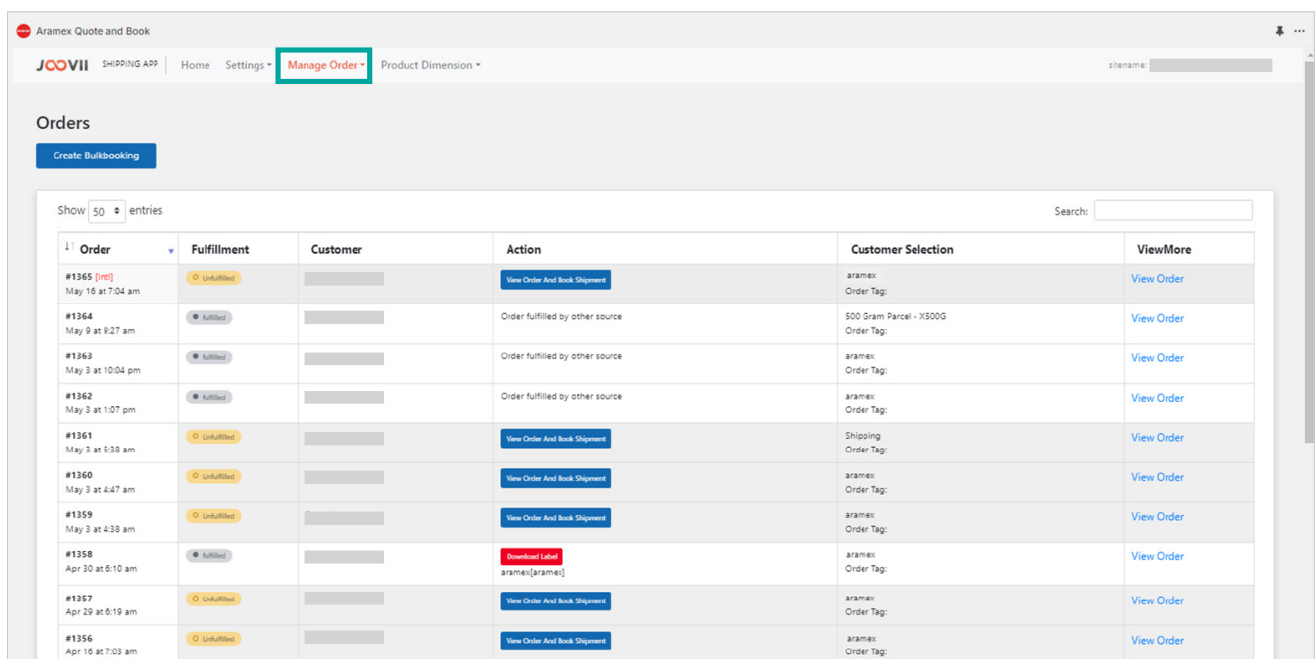


Aramex Shipping App Functions

3) Manage your Orders

You can manage the order list from **Manage Order** then selecting **Orders**.

From the order list you can **View Order & Book Shipment**, **Track Shipment** or **Download & Print Labels**.





Order	Fulfillment	Customer	Action	Customer Selection	ViewMore
#1365 [Test] May 16 at 7:04 am	Unfulfilled		View Order And Book Shipment	aramex Order Tag:	View Order
#1364 May 9 at 9:27 am	Fulfilled		Order fulfilled by other source	500 Gram Parcel - X500G Order Tag:	View Order
#1363 May 3 at 10:04 pm	Fulfilled		Order fulfilled by other source	aramex Order Tag:	View Order
#1362 May 3 at 1:07 pm	Fulfilled		Order fulfilled by other source	aramex Order Tag:	View Order
#1361 May 3 at 5:58 am	Unfulfilled		View Order And Book Shipment	Shipping Order Tag:	View Order
#1360 May 3 at 4:47 am	Unfulfilled		View Order And Book Shipment	aramex Order Tag:	View Order
#1359 May 3 at 4:38 am	Unfulfilled		View Order And Book Shipment	aramex Order Tag:	View Order
#1358 Apr 30 at 6:10 am	Fulfilled		Download Label aramex[aramex]	aramex Order Tag:	View Order
#1357 Apr 29 at 6:19 am	Unfulfilled		View Order And Book Shipment	aramex Order Tag:	View Order
#1356 Apr 16 at 7:03 am	Unfulfilled		View Order And Book Shipment	aramex Order Tag:	View Order

4) Manage your Account

You can manage your account from **Settings** then selecting **Accounts**.

From the settings page you can add/edit account details, update other settings, add/edit package details & manage Aramex Products/Services.



Your Carriers	
	<div>Aramex Account Type : aramex [Test] Status : Enabled Link : Valid Account</div> <div>   </div>

Aramex Shipping App Functions

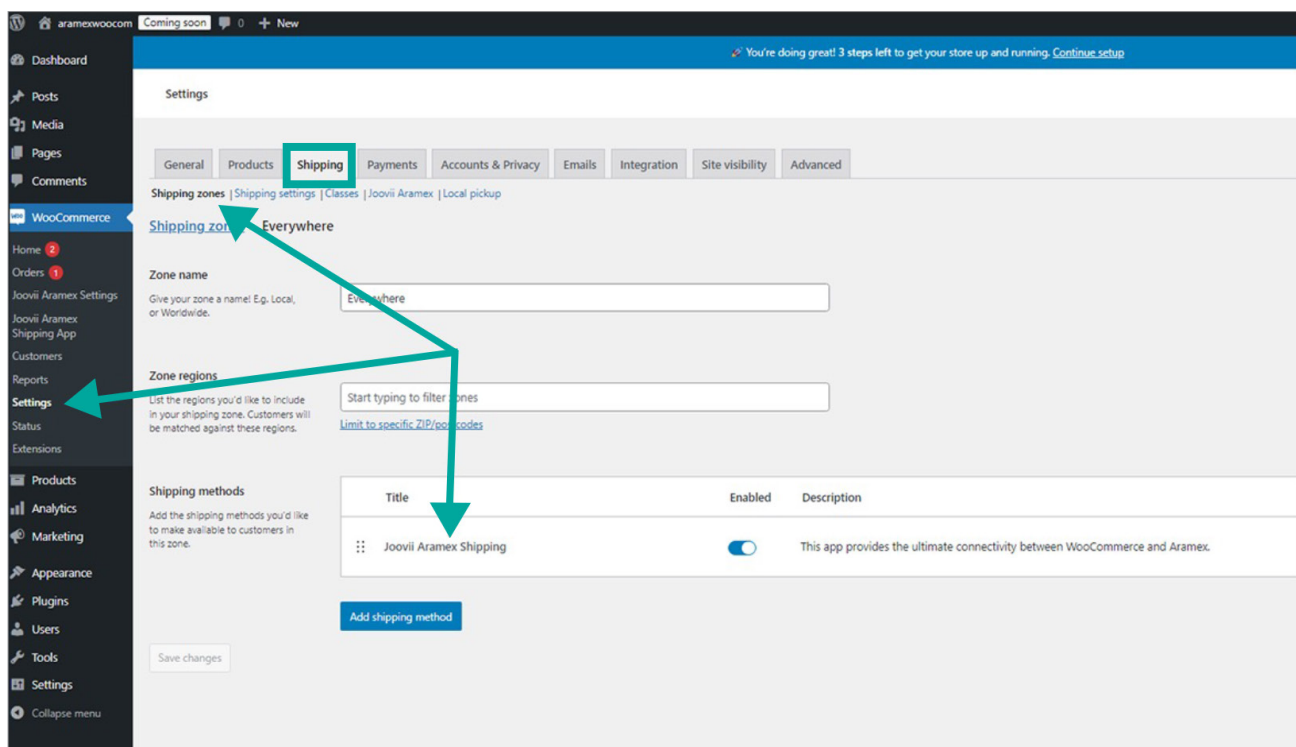
5) Fulfillment, Notification and Tracking

After the order is booked, the WooCommerce order status will be updated to **Fulfilled**, with the tracking number and link added to the order. The customer will automatically be notified with these details.

6) Display Aramex shipping rates at checkout

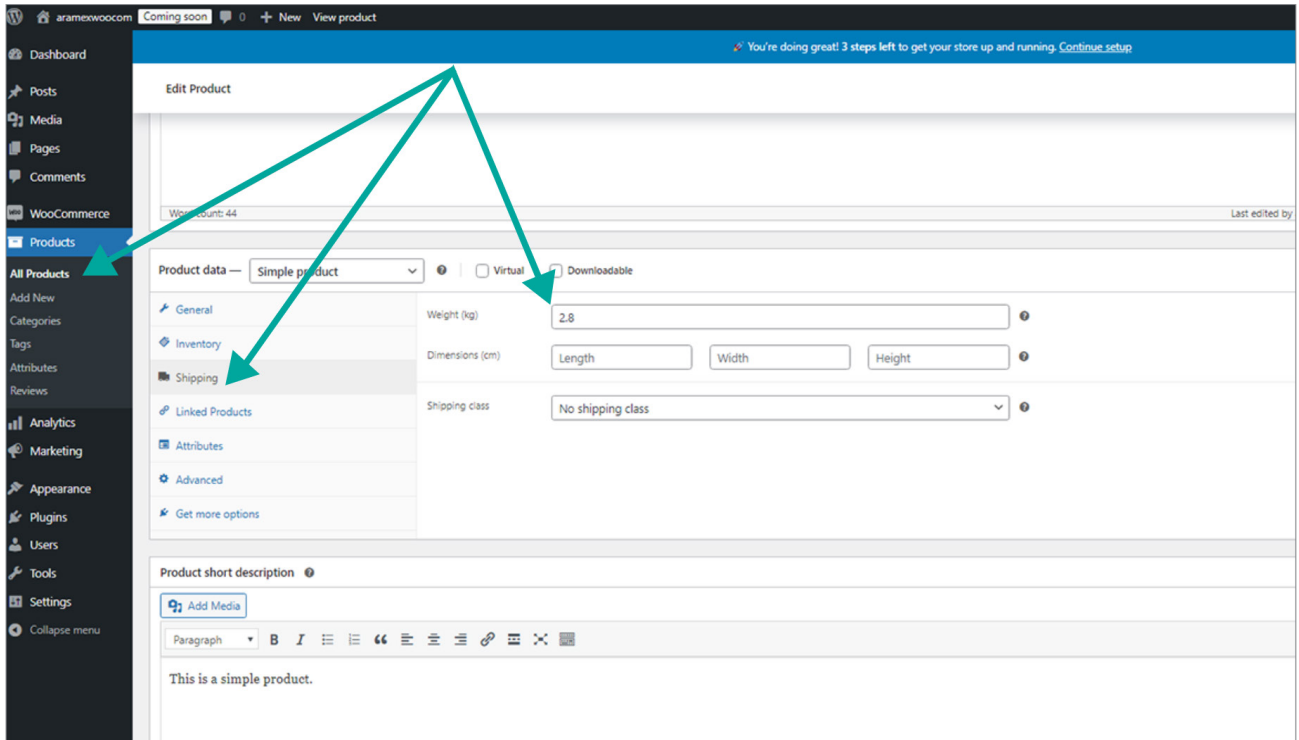
In order to display Aramex shipping rates at checkout, you need to add our plugin to your **Shipping Zones**.

In the Settings menu, click on the Shipping tab. Within the Shipping Zones section, add the Aramex Shipping App to the relevant shipping zones.



Aramex Shipping App Functions

Ensure you have added the product weight, as this is a requirement.



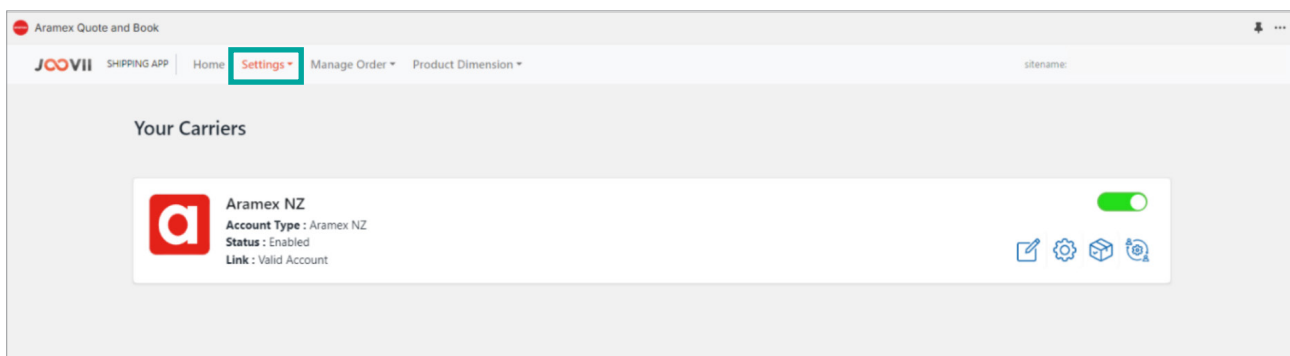
Aramex Shipping App Functions

7) Settings

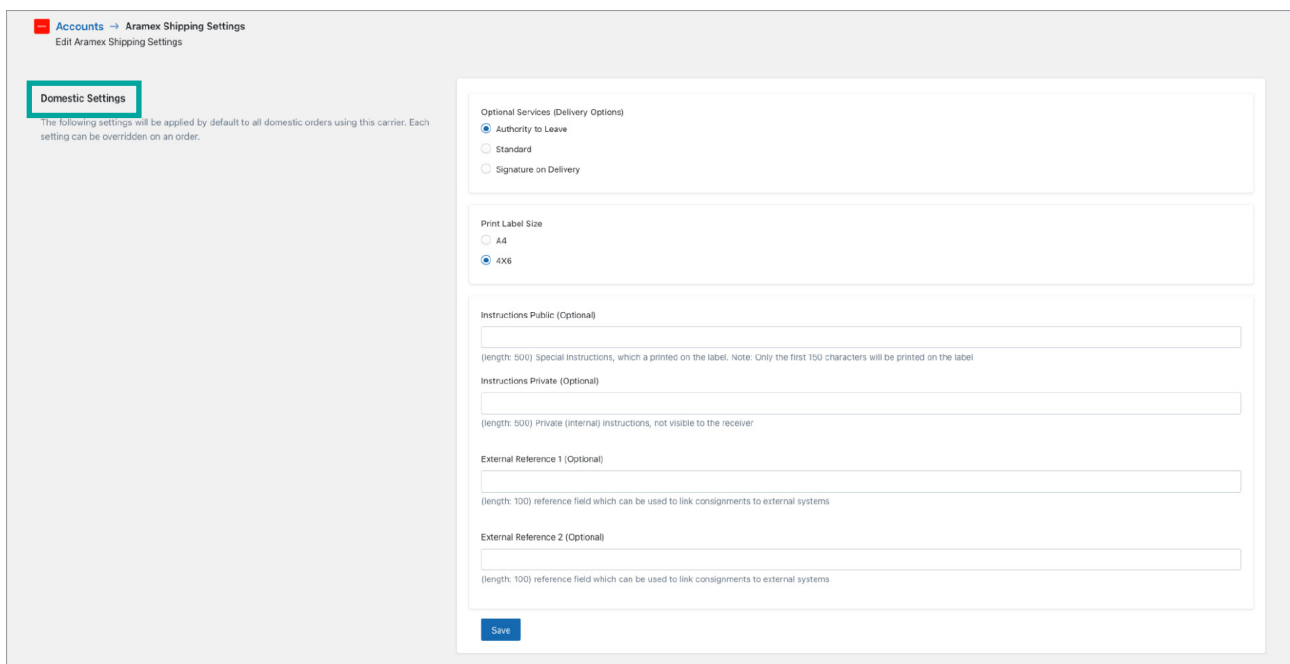
There are several universal settings that can be applied across the app.

➔ Accessing Account Settings

These can be accessed via the **cog icon** on the **Account** page.



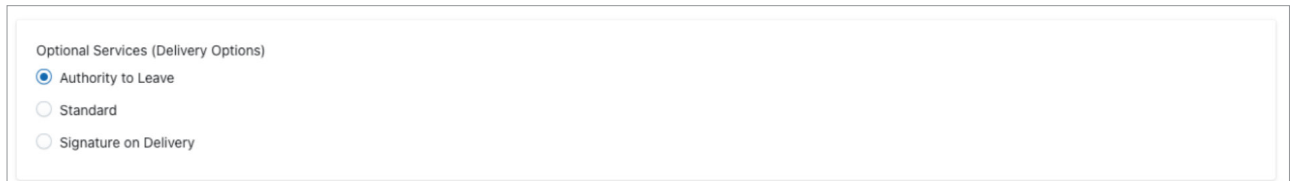
Once selected, settings are divided into **Domestic Settings** and **International Settings**.



Aramex Shipping App Functions

→ Delivery Options

This allows you, as the merchant, to set default delivery options such as **Authority to Leave**, **Standard** or **Signature on Delivery**.



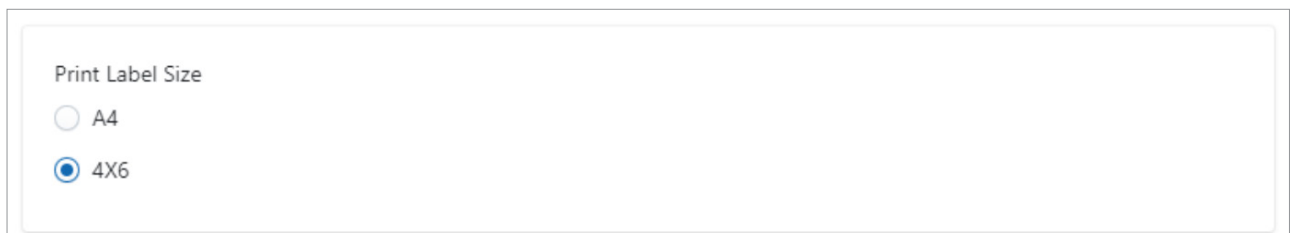
Optional Services (Delivery Options)

- ☒ Authority to Leave
- ☐ Standard
- ☐ Signature on Delivery

These choices will impact the quoted prices but can still be adjusted for each order using the **Extra Options** dropdown on the order details page.

→ Label Size

In the Print Label Size section, you can choose between **A4** and **4x6** (A6) options. This setting determines the label size available for download after a shipment is booked.



Print Label Size

- ☐ A4
- ☒ 4X6

Aramex Shipping App Functions

→ Instructions and References

This section outlines various optional fields for additional instructions and references related to shipments.

Public Instructions: You can provide special instructions that will be printed on the label, with only the first 150 characters visible.

Private Instructions: These are internal instructions meant for your team, not visible to the recipient.

External Reference 1 & 2: Two optional fields that allow you to link consignments to external systems for better tracking and management.

Instructions Public (Optional)

(length: 500) Special Instructions, which a printed on the label. Note: Only the first 150 characters will be printed on the label

Instructions Private (Optional)

(length: 500) Private (internal) instructions, not visible to the receiver

External Reference 1 (Optional)

(length: 100) reference field which can be used to link consignments to external systems

External Reference 2 (Optional)

(length: 100) reference field which can be used to link consignments to external systems

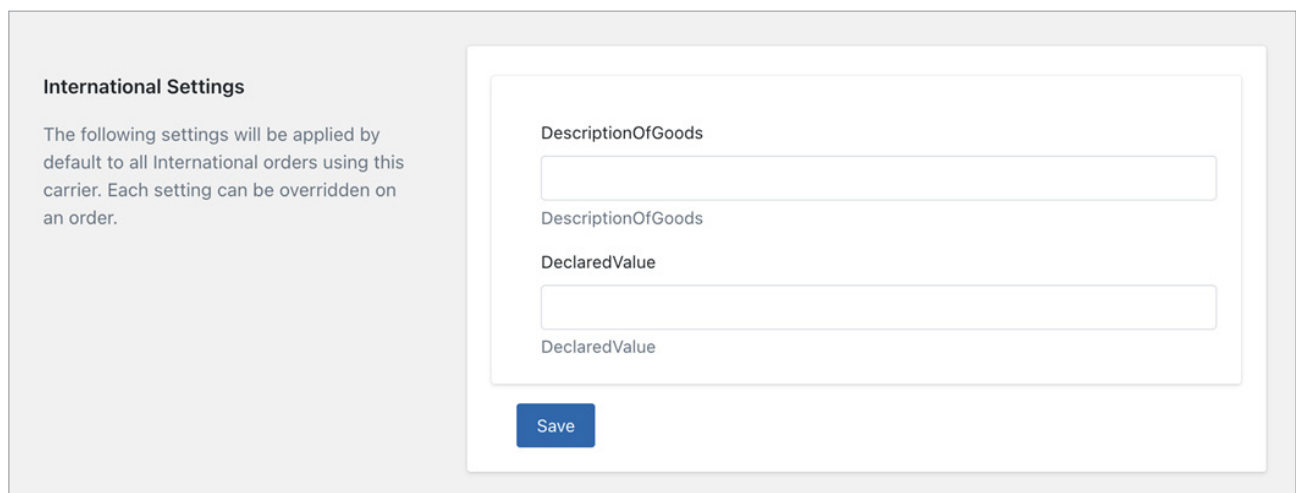
Save

These fields are all optional, but they can enhance communication for merchants, their logistics processes, and their customers.

Aramex Shipping App Functions

→ International Settings

A generic description of the goods in the shipment can be set here, which will be used for all international orders' customs declarations, along with a declared value.



The screenshot shows a web interface for 'International Settings'. On the left, a grey sidebar contains the title 'International Settings' and a paragraph: 'The following settings will be applied by default to all International orders using this carrier. Each setting can be overridden on an order.' The main content area is white and contains two text input fields. The first field is labeled 'DescriptionOfGoods' and the second is labeled 'DeclaredValue'. Below these fields is a blue 'Save' button.

International Settings

The following settings will be applied by default to all International orders using this carrier. Each setting can be overridden on an order.

DescriptionOfGoods

DescriptionOfGoods

DeclaredValue

DeclaredValue

Save

These details can also be overridden for individual orders as needed.

Trouble Shooting

To ensure that orders and quotes can successfully make the round trip between the plugin and Aramex, please make sure the following server settings are applied:

max_execution_time = 60

max_input_time = 300

memory_limit = 256M

post_max_size = 128M

upload_max_size = 128M

Check the following server settings to prevent curl execution time out:

Performance and security settings

memory_limit ?	<input type="text" value="2G (Default)"/>	
	The maximum amount of memory in bytes a script is allowed to allocate.	
max_execution_time ?	<input type="text" value="60"/>	Reset To Default
	The maximum time in seconds a script is allowed to run before it is terminated.	
max_input_time ?	<input type="text" value="300"/>	Reset To Default
	The maximum time in seconds a script is allowed to parse input data.	
post_max_size ?	<input type="text" value="128M"/>	Reset To Default
	The maximum size in bytes of data that can be posted with the POST method. Typically, should be larger than upload_max_filesize and smaller than memory_limit.	
upload_max_filesize ?	<input type="text" value="128M"/>	Reset To Default
	The maximum size in bytes of an uploaded file.	
opcache.enable ?	<input type="text" value="on (Default)"/>	
disable_functions ?	<input type="text" value="opcache_get_status (Default)"/>	
	This directive allows you to disable certain functions. It takes on a comma-delimited list of function names	

Help

If you require further support, please contact the Joovii team directly.

Support Type	Operating Hours	Location
Live Chat	Monday to Friday 7:00am -12:00pm AEST	Website: Joovii.com Aramex Shipping App: Chat function within the footer
Support Ticket System	Monday to Friday 7:00am -12:00pm AEST Saturday to Sunday 9:00am – 4:00pm AEST	Website: joovii.com/contact-us Email: info@joovii.com
Meeting or Call Back (On-boarding Assistance and Support)	Monday to Friday 9:00am – 5:00pm AEST	Website: calendly.com/joovii



Frequently Asked Questions

What is the Aramex Shipping App?

The app links your aramexConnect account to your WooCommerce store, enabling you to manage all your deliveries directly from WooCommerce admin. This streamlined process simplifies your shipping, saving you time and money on every dispatch.

Do I need an aramexConnect account to use the app?

Yes, you must have an active aramexConnect account to use the app.

Don't have an aramexConnect account? You can open a free account in only a few minutes. To sign up, visit: aramex.co.nz/tools/aramexconnect

How do I book shipping with Aramex?

Once set up, you can book and print a label in a few clicks. The app automatically uses the customer's order details, such as size and weight, for quoting shipping costs at checkout and pre-filling booking information.

First, open your order in WooCommerce. Click **More Actions**, then **Book with Aramex**. Once you have reviewed the order and are happy with your shipment options, click **Book Now**. Lastly click **Download Label** to print and attach to your package.



Frequently Asked Questions

After I have booked shipping, will my order be marked as fulfilled in WooCommerce?

Yes, bookings are fully integrated into the order fulfillment process, ensuring customer orders are updated with tracking details.

Can I print shipping labels through the app?

Yes, you can print shipping labels directly from the app in WooCommerce admin.

Where can I find more help and further documentation?

For detailed setup and installation instructions, visit the Joovii website: joovii.com/aramex-woocommerce-plugin

Is the Aramex Shipping App a product owned by Aramex?

Joovii is an independently owned and operated business. The Aramex Shipping App is a product of Joovii. Aramex is not liable for any downtime, outages, failures or infringements caused by or within the Aramex Shipping App.

