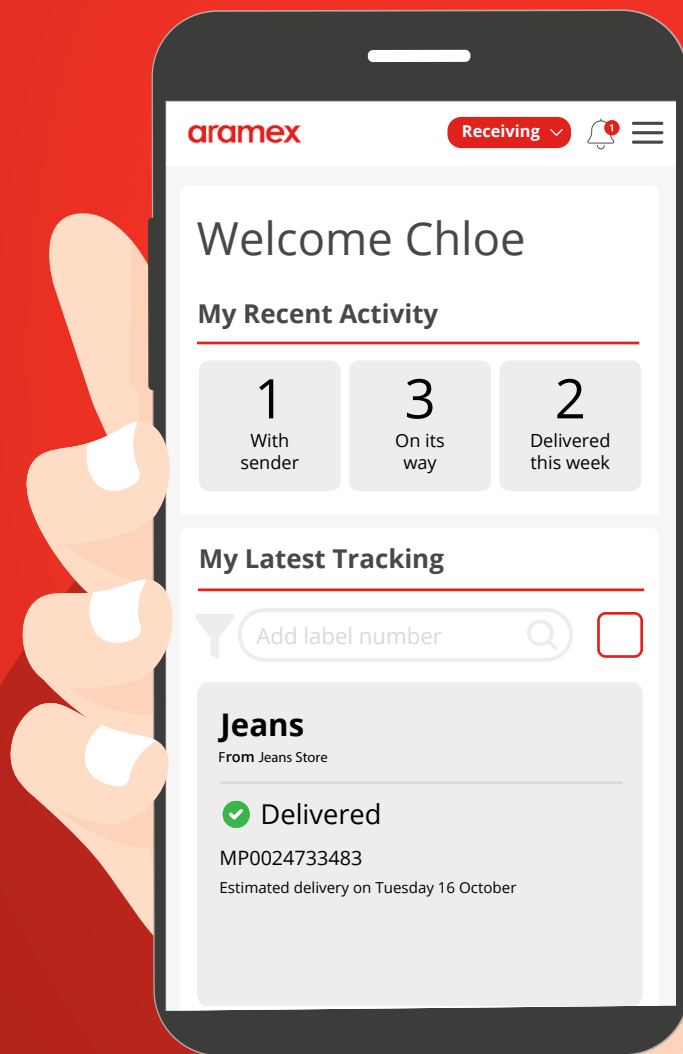


Promoting Receiving Mode in aramex *connect*



Give your customers a seamless delivery experience

We're on a mission to make receiving Aramex deliveries as seamless as possible for your customers.

That's why we introduced Receiving Mode, a free feature in aramexConnect made to make tracking easy.

Trusted by
500,000+
receivers
to track their
parcels

With **Receiving Mode**,
your customers can



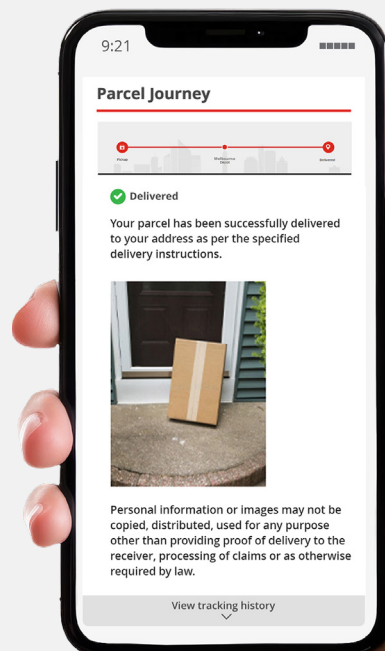
Track all Aramex deliveries
in one place



See photo proof or
signature proof of delivery



Book redeliveries or redirect
your parcel if needed



**DID YOU
know?**

45% of users rated tracking parcels in one place as their favourite Receiving Mode feature, followed by 32.5% who preferred viewing proof of delivery.*

*Aramex Oceania Receiving Mode User Survey, 2026. Based on feedback from 371 users (189 AU, 182 NZ).

Improve delivery satisfaction & reduce parcel-related enquiries

Receiving Mode helps reduce the workload of delivery-related customer support by providing greater visibility and improving the overall delivery experience.



With **Receiving Mode**,
your business can



Reduce parcel enquiries by giving customers access to additional delivery details



Improve delivery satisfaction with greater visibility over their parcels



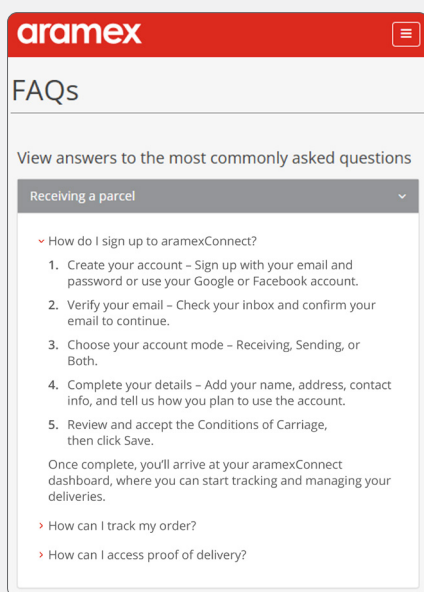
Create a better delivery experience to enable more repeat purchases



DID YOU know?

When your customer signs up with the same details they use to shop online, **we auto-match their parcels to their account!**

How to promote a **better delivery experience** on your eCommerce site

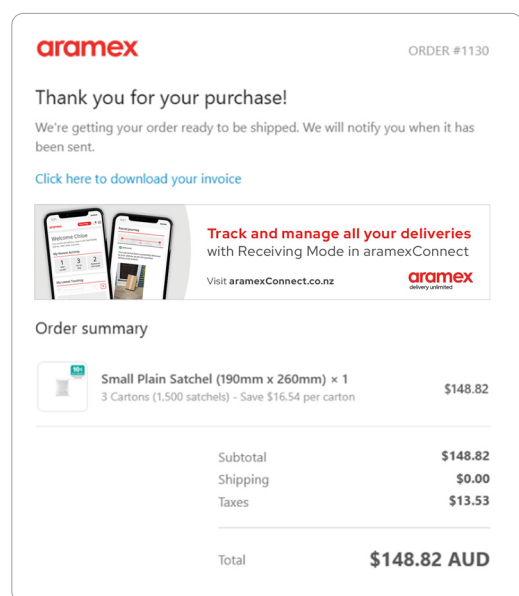


Shipping page

Adding content to your online store's shipping page is a great way to centralise key delivery information and help customers understand the best way to track and manage their orders.

FAQs

With AI search becoming increasingly popular, it's important to include clear, relevant information on your website so search tools can better understand and answer the questions your customers may have.



Checkout and order confirmation email

These are two of the best opportunities to proactively provide key delivery information during the purchase journey, helping customers understand how to track and manage their delivery from the outset.

Assets to promote

Receiving Mode in aramexConnect

Visual Assets

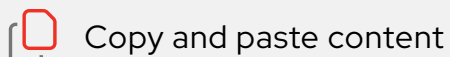
We have a range of visual assets available to help you communicate the benefits and features of Receiving Mode in aramexConnect.



To access these files, please contact your Account Manager or local Aramex team.

Suggested website copy

Add the following content to your eCommerce site to help establish dispatch expectations and promote the benefits of Receiving Mode in aramexConnect.



SHIPPING PAGE

We aim to dispatch all orders within **[insert timeframe]**.

Once dispatched, orders are sent with our delivery partner, Aramex New Zealand.

Tracking

To track your parcel and access proof of delivery photos and signatures, we recommend [Receiving Mode in aramexConnect](#).

Alternatively, you can track your parcel at aramex.co.nz.

Delivery timeframes

Delivery timeframes may vary depending on your location and service selected. Please allow **[insert delivery timeframe]**.

For questions relating to your order, please contact **[insert retailer contact support]**.

Important information

- Delivery timeframes are estimates provided by our delivery partners and may vary depending on your location.
- Business days do not include weekends or public holidays.
- Orders placed after daily dispatch cut-off times will be processed the next business day.

Assets to promote

Receiving Mode in aramexConnect

Suggested website copy

Add the following content to your eCommerce site to help establish dispatch expectations and promote the benefits of Receiving Mode in aramexConnect.



Copy and paste content

SHIPPING FAQs

How can I track my order?

The best way to manage your Aramex delivery is through Receiving Mode in aramexConnect. Here you can check tracking updates and view proof of delivery photos or signatures all in one place.

Visit aramexConnect.co.nz to create a free account.

How can I access proof of delivery?

You can view photo or signature proof of delivery through Receiving Mode in aramexConnect.

To ensure proof is available, sign up using the same contact details used when placing your order.

Visit aramexConnect.co.nz to create a free account.

How do I sign up to aramexConnect?

1. Create your account – Sign up with your email and password or use your Google or Facebook account.
2. Verify your email – Check your inbox and confirm your email to continue.
3. Choose your account mode – Receiving, Sending, or Both.
4. Complete your details – Add your name, address, contact info, and tell us how you plan to use the account.
5. Review and accept the Conditions of Carriage, then click Save.

Once complete, you'll arrive at your aramexConnect dashboard, where you can start tracking and managing your deliveries.



Require support?

Don't hesitate to get in touch with your Account Manager or [local Aramex team](#).