

## USER MANUAL



# Australia Post Shipping

**Version: 1.4.4**

**Compatibility:**

WordPress (4.1 to 5.7.x)

Woo Commerce (2.5 to 5.1.x)

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## Introduction

The ecommerce store owners based in Australia can now integrate WooCommerce Australia Post Shipping plugin to their WooCommerce store and can handle domestic parcel shipping easily. WooCommerce Australia Post plugin has been crafted in order to offer a superior online retail experience for store owners who need to make delivery to both domestic and global destinations. Using this brilliant shipping plugin, Australian WooCommerce store owners can create multiple delivery options, set shipment handling charges, offer multiple shipping methods, provide shipment tracking to customers and do much more!

## Benefits of Australia Post

- Automatically updates rates according to Australia Post Shipping guidelines.
- Offers support for domestic parcel and letter packages.
- Increases shopping experience of customers.
- Allows customers to choose shipping method based on cost.
- Customers are charged reasonable rates according to products being ordered.
- Admin can generate custom boxes for the delivery of orders or products.
- Admin can set shipment handling charges and offer multiple shipping methods for the shipments.
- Provides facility of tracking shipments through emails.
- Lets admin generate and print labels for shipment along with the logo of Australia Post
- Provides address validations for the shipping addresses.
- It provides extra services like pre-defined satchels for parcel through Satchel Services.
- There is an option of cheapest delivery rate through which user can view the Shipping service having cheapest rates.
- It also provides services like 'Signature on Delivery' and Extra Cover for the shipments.
- It also provides the facility of submitting the orders directly to the Australia Post Shipping.

## Pre-requisites

Following points must be followed before starting installation.

- You should login as an Administrator in WordPress.
- You must have a valid License Key Provided by AppJetty.
- To make this plugin work, WooCommerce plugin must be in activated mode in site. Plugin supports WooCommerce version 2.5 to 3.7.1.
- To Submit the Order to Australia Post Shipping, shipment must be generated for that particular order.
-

# Installation

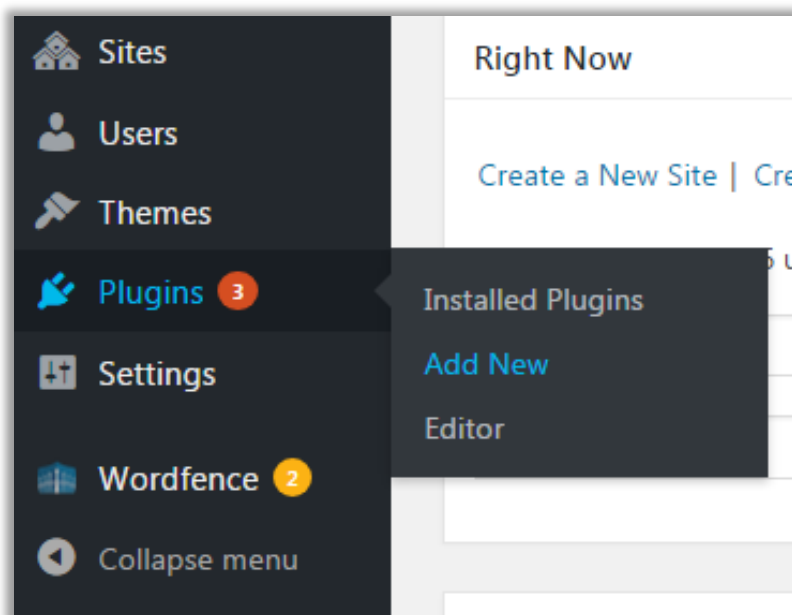
## Installation Steps

To install this Plug in, you can follow the below steps to do a manual installation.

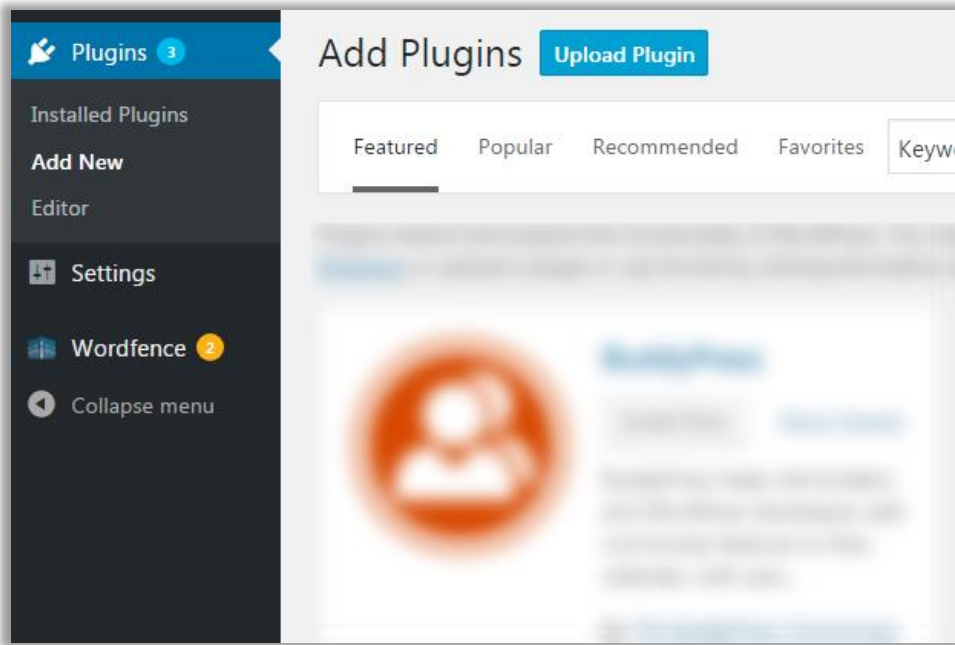
- Download the Plug in from [www.appjetty.com](http://www.appjetty.com)
- Upload the plugin folder to your /wp-content/plugins/ directory.
- Activate WooCommerce Australia Post from the Plugins menu within WordPress.

OR

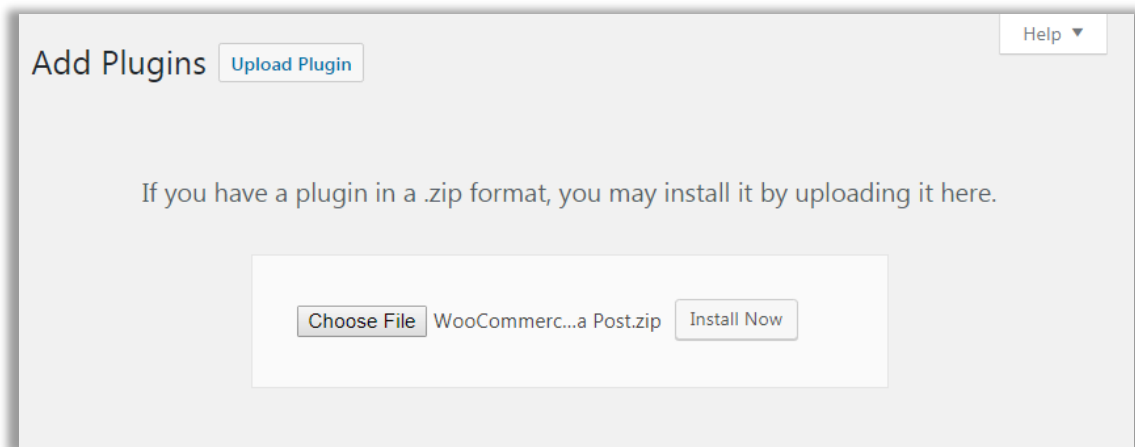
- To start with the installation, Log-in as Administrator into WordPress. Hover over **'Plugins'** and click on **'Add New'** to install the package.



- To upload the plugin, click on **'Upload Plugin'** button.



- Click on **'Browse'** button and Browse the zip file. After uploading package, click on the **'Install Now'** button to install the package.



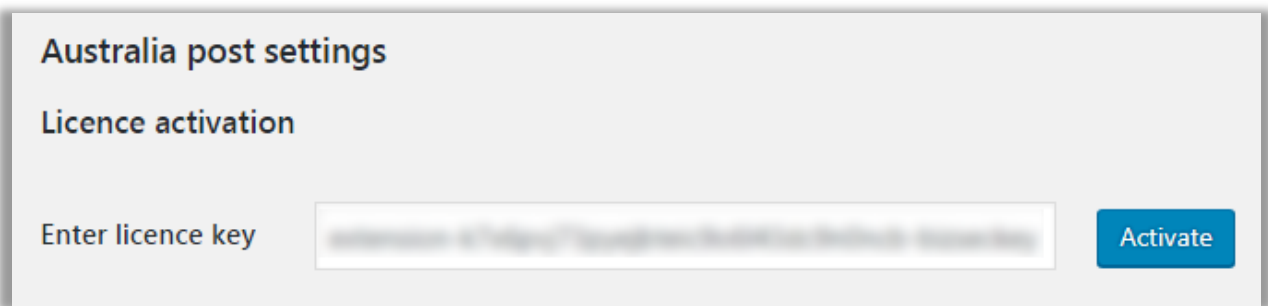
## Plug-in Configuration

### Get activation key

- Get the activation key from Order Confirmation Mail.  
OR
- Login to your AppJetty account, go to downloadable options and copy the activation key for the **WooCommerce Australia Post Shipping** Plug-in.

### Activate your plug-in

- After successful package installation, you need to validate your license and activate your **WooCommerce Australia Post Shipping**.
- To activate the plugin, navigate to **WooCommerce -> Settings -> Shipping -> Australia post settings**.
- Now enter License activation key for the **WooCommerce Australia Post Shipping** plug-in provided by AppJetty. Validate and activate your license by clicking on the **'Activate'** button.



**Australia post settings**

**Licence activation**

Enter licence key

**Activate**

# Configurations

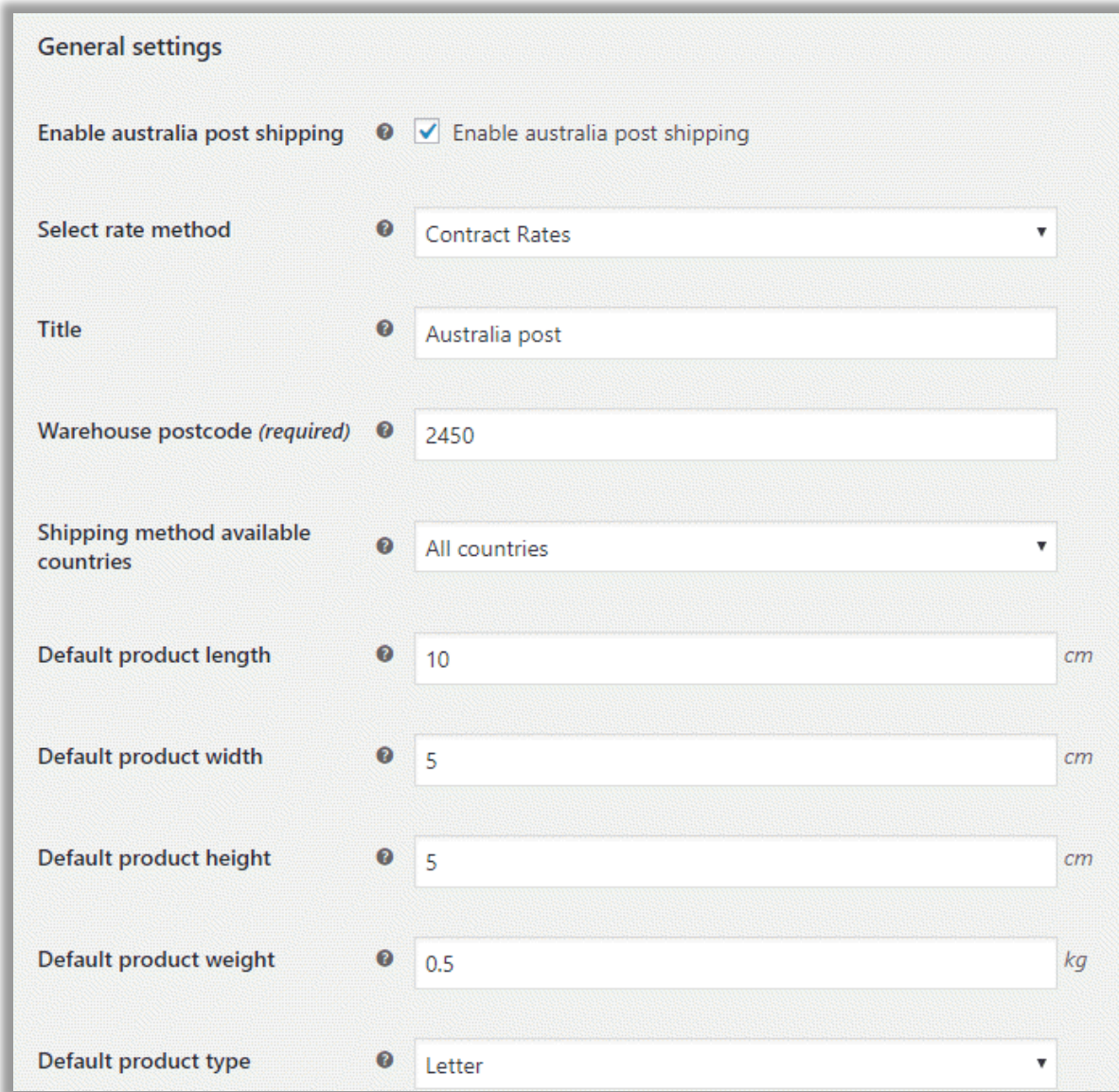
## Back End Configurations

Please follow below steps to configure WooCommerce Australia Post plugin.

- Go to **WooCommerce -> Settings -> Shipping** and click on **'Australia post'**.

### General Settings

- **Enable australia post shipping:** To enable Australia post shipping, check the 'Enable Australia post shipping' box. After enabling the plugin, the live rates or contract rates as selected for Australia post shipping will be visible on the checkout page.
- **Select Rate Method:** Select the rate method that is to be made visible on the frontend to customers on the checkout page. Two available options are: Live Rates and Contract Rates.
- **Title:** Enter the title to be displayed on site for the shipping method.
- **Warehouse postcode:** Enter postcode of your warehouse.
- **Shipping method available countries:** Select whether the shipping method will be applicable for 'All countries' or 'Specific countries'.
- **Default product length:** Enter the default product length to be considered when product dimensions are not defined.
- **Default product width:** Enter the default product width to be considered when product dimensions are not defined.
- **Default product height:** Enter the default product height to be considered when product dimensions are not defined.
- **Default product weight:** Enter the default product weight to be considered when product dimensions are not defined.
- **Default product type:** Choose default type of product from Parcel or Letter.



**General settings**

Enable australia post shipping  Enable australia post shipping

Select rate method

Title

Warehouse postcode (required)

Shipping method available countries

Default product length  *cm*

Default product width  *cm*

Default product height  *cm*

Default product weight  *kg*

Default product type

### Advanced Shipping Settings

- To manage advanced shipping settings, navigate to **'Advanced Shipping Settings'** section and manage following fields:
  - **Apply handling charges:** To apply and enable handling charges for the products check the **'Enable'** checkbox.
  - **Handling method:** Choose the handling method based on which handling charges will be calculated. You can select from any of these two handling methods:
    - Per package
    - Per order

- **Calculate handling fee:** Choose the method to calculate handling fees. You can select from any of these two methods:
  - Fixed
  - Percentage
- **Handling fees:** Enter the fees to be added for handling. It can be either a fixed value or a percentage value.
- **Enable cash on delivery:** To enable cash on delivery for the packages / parcels / letters check the 'Enable cash on delivery' checkbox.
- **Enter cash on delivery charges:** Enter the extra charges for cash on delivery of packages / parcels / letters.





### Advanced shipping settings

Apply handling charges	<input checked="" type="checkbox"/> Enable
Handling method	Per order
Calculate handling fee	Fixed
Handling fees	0.5
Enable cash on delivery	<input checked="" type="checkbox"/> Enable
Enter cash on delivery charges	1



## Other Service Settings

- To manage other services settings, navigate to '**Other service settings**' section and manage following fields:
  - **Satchel services:** To enable Satchel Services and display it as shipping method check the '**Enable**' checkbox.
  - **Show cheapest delivery rate:** To display the only service with cheapest delivery rate check the '**Enable**' checkbox.
  - **Extra cover:** To add extra cover (insurance) charges for packages / products check the '**Enable**' checkbox.
  - **Signature on delivery:** To make signature mandatory on delivery enable this option by checking the '**Enable**' checkbox.

Other service settings		
Satchel services	 <input checked="" type="checkbox"/>	Enable
Show cheapest delivery rate	 <input type="checkbox"/>	Enable
Extra cover	 <input checked="" type="checkbox"/>	Enable
Signature on delivery	 <input checked="" type="checkbox"/>	Enable

### Live Rate Configuration

- To display live rates on your website, enter the API Key of your Australia Post account in the 'API Key' field.

### Shipping and Tracking Configuration

- Now to enable the shipping through Australia Post Shipping and to enable shipment tracking of the shipment enter the following details:
  - **Operation Mode:** Choose the operation mode for the plugin. You can choose from two available options: Testing or Live.
  - **Account number:** Enter account number of your Australia Post account with which you want to connect your WooCommerce store.
  - **Account password:** Enter account password of your Australia Post account.

The screenshot displays a configuration interface with two main sections. The first section, 'Live rate configuration', contains a single text input field labeled 'API key (required)' with a question mark icon to its left. The second section, 'Shipping and tracking configuration', contains three fields: a dropdown menu for 'Operation mode' currently set to 'Testing', and two text input fields for 'Account number' and 'Account password', both with question mark icons to their left. All input fields are filled with dots to indicate masked content.

## Label Settings

- To manage settings of the Australia post label, navigate to **'Label settings'** section and manage following fields:
  - **Label layout for parcel post:** Choose the size of label for the parcel post. Possible options are:
    - A4-1pp
    - A4-4pp
  - **Label layout for express post:** Choose the size of label for the express post. Possible options are:
    - A4-1pp
    - A4-3pp
  - **Australia post branding:** To add Australia Post Branding in the label check the **'Enable'** checkbox.
  - **Label left margin:** Enter the value by which you want to adjust the left margin in labels.
  - **Label top margin:** Enter the value by which you want to adjust the top margin in labels.

**Label settings**

Label layout for parcel post ? A4-4pp ▼

Label layout for express post ? A4-3pp ▼

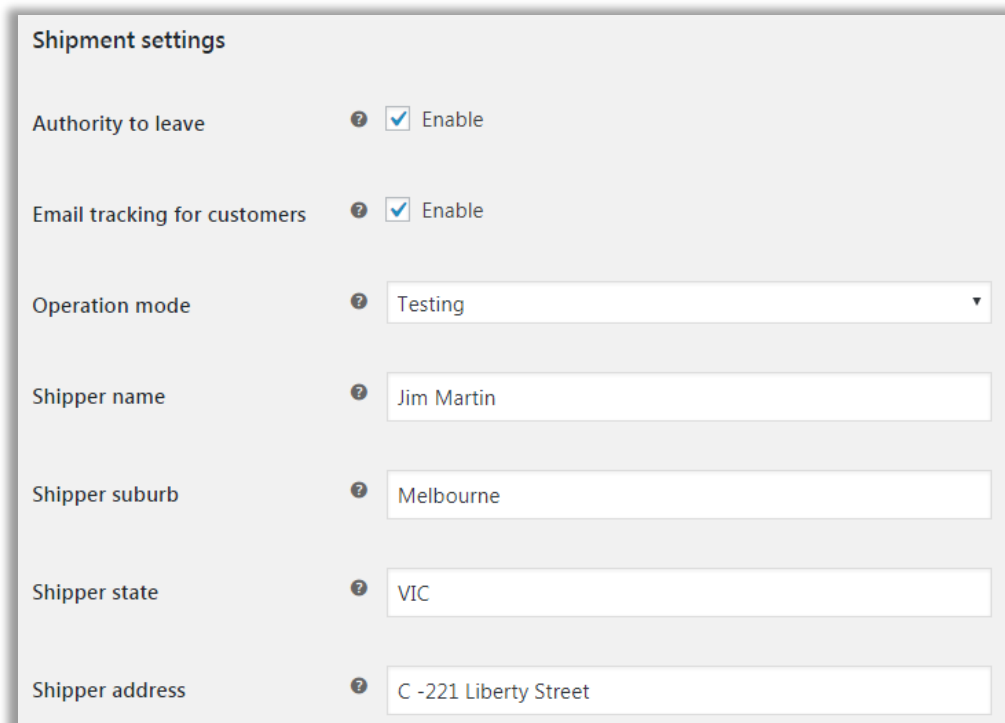
Australia post branding ?  Enable

Label left margin ? 5

Label top margin ? 5

## Shipment Settings

- To manage settings related to the shipments navigate to **'Shipment settings'** section and manage following fields:
  - **Authority to leave:** To enable the authority to leave package (i.e. shipment can be handed over to other person) check the **'Enable'** checkbox.
  - **Email tracking for customers:** To enable the email tracking for customers check the **'Enable'** checkbox.
  - **Operation mode:** Choose the mode of operation in which you want to access the plugin. Possible options are:
    - Testing: – From this mode you can observe changes in your testing instance.
    - Live: – From this mode you can observe changes in your live store.
  - **Shipper name:** Enter the name of shipper.
  - **Shipper suburb:** Enter the suburb of shipper.
  - **Shipper state:** Enter the state of shipper.
  - **Shipper address:** Enter the address of shipper.



The screenshot shows the 'Shipment settings' form with the following fields and values:

Field Name	Value
Authority to leave	<input checked="" type="checkbox"/> Enable
Email tracking for customers	<input checked="" type="checkbox"/> Enable
Operation mode	Testing
Shipper name	Jim Martin
Shipper suburb	Melbourne
Shipper state	VIC
Shipper address	C -221 Liberty Street

## Shipping Settings

- To manage settings related to the shipping of packages or orders navigate to **'Shipping settings'** section and manage following fields:
  - **Individual packing method:** To ship each product with an individual packing check the **'Enable'** checkbox.
  - **Custom box packing method:** To ship products through custom boxes packing check the **'Enable'** checkbox. By enabling **'Custom box packing method'** parameters for the custom box will appear as below:
  - To use the custom box dimensions for letter and parcel both check the **'Letter'** checkbox else the box dimension will only be used for parcels only by default.

**Shipping settings**

Individual packing method  Enable

Custom box packing method  Enable

**Custom boxes**

Enter only numeric values without symbol.  
Items will be packed into these boxes based on item dimensions and volume. Outer dimensions will be passed to australia Post, whereas inner dimensions will be used for packing. Items not fitting into boxes will be packed individually.

<input type="checkbox"/>	Outer length	Outer width	Outer height	Inner length	Inner width	Inner height	Box weight	Max weight	Letter
<input type="checkbox"/>	3 cm	3 cm	2 cm	2 cm	3 cm	2 cm	10 kg	22 kg	<input checked="" type="checkbox"/>
<input type="checkbox"/>	2 cm	2 cm	3 cm	3 cm	2 cm	3 cm	15 kg	22 kg	<input checked="" type="checkbox"/>

**Note:**
















- I. Australia Post method will be used if the products do not fit in custom box.
- II. Priority Sequence for Packing Methods are as follows:
  - Custom Box Method (Highest Priority)
  - Default Australia Post Method (Second Priority)
  - Individual Method (Lowest Priority)

## Shipping services

## USER MANUAL: WooCommerce Australia Post Shipping

- You can enable / disable the Shipping services along with this you can also manage the names for the shipping services from this section.

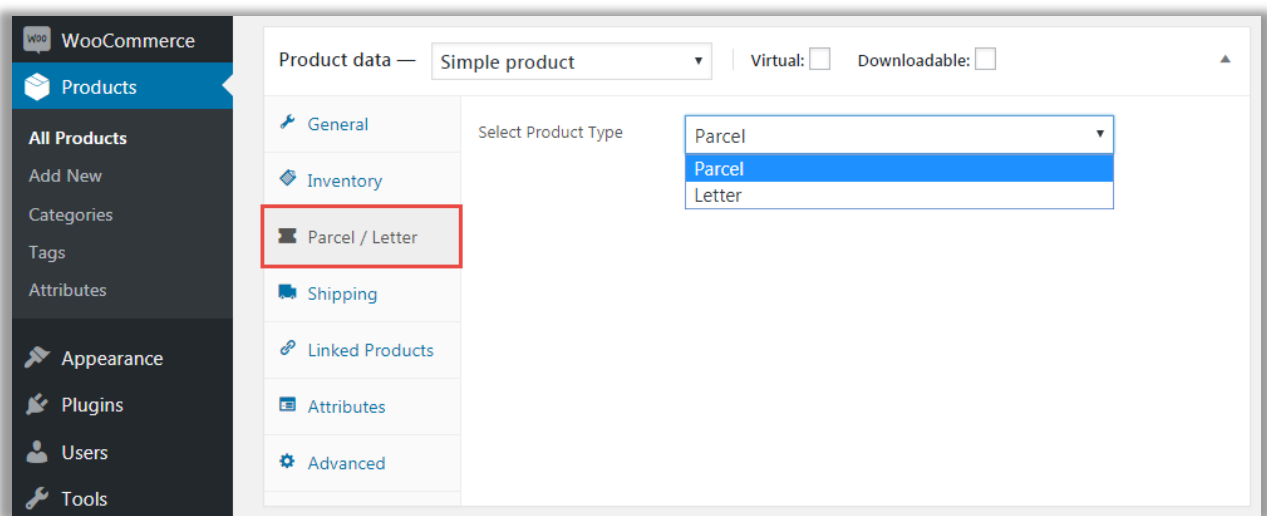
### Shipping services

Services	Enable	Name
 Regular / Parcel Post	<input checked="" type="checkbox"/>	<input type="text" value="Regular / Parcel Post (Australia Post)"/>
 Express Post	<input checked="" type="checkbox"/>	<input type="text" value="Express Post (Australia Post)"/>
 Courier Post	<input checked="" type="checkbox"/>	<input type="text" value="Courier Post (Australia Post)"/>
 Domestic Regular Letter Small	<input checked="" type="checkbox"/>	<input type="text" value="Domestic Regular Letter Small (Australia Post)"/>
 Domestic Regular Letter Medium	<input checked="" type="checkbox"/>	<input type="text" value="Domestic Regular Letter Medium (Australia Post)"/>
 Domestic Regular Letter Large	<input checked="" type="checkbox"/>	<input type="text" value="Domestic Regular Letter Large (Australia Post)"/>
 Domestic Express Post Small Envelope	<input checked="" type="checkbox"/>	<input type="text" value="Domestic Express Post Small Envelope (Australia Post)"/>
 Domestic Small Priority Letter	<input checked="" type="checkbox"/>	<input type="text" value="Domestic Small Priority Letter (Australia Post)"/>
 International Post Standard	<input checked="" type="checkbox"/>	<input type="text" value="International Post Standard (Australia Post)"/>
 International Post Economy Air	<input checked="" type="checkbox"/>	<input type="text" value="International Post Economy Air (Australia Post)"/>
 International Post Economy Sea	<input checked="" type="checkbox"/>	<input type="text" value="International Post Economy Sea (Australia Post)"/>
 Parcel Post Medium Satchel (3Kg)	<input checked="" type="checkbox"/>	<input type="text" value="Parcel Post Medium Satchel (3Kg) (Australia Post)"/>
 Parcel Post Large Satchel (5Kg)	<input checked="" type="checkbox"/>	<input type="text" value="Parcel Post Large Satchel (5Kg) (Australia Post)"/>
 Express Post Medium Satchel (3Kg)	<input checked="" type="checkbox"/>	<input type="text" value="Express Post Medium Satchel (3Kg) (Australia Post)"/>
 Express Post Large Satchel (5Kg)	<input checked="" type="checkbox"/>	<input type="text" value="Express Post Large Satchel (5Kg) (Australia Post)"/>

[Save changes](#)

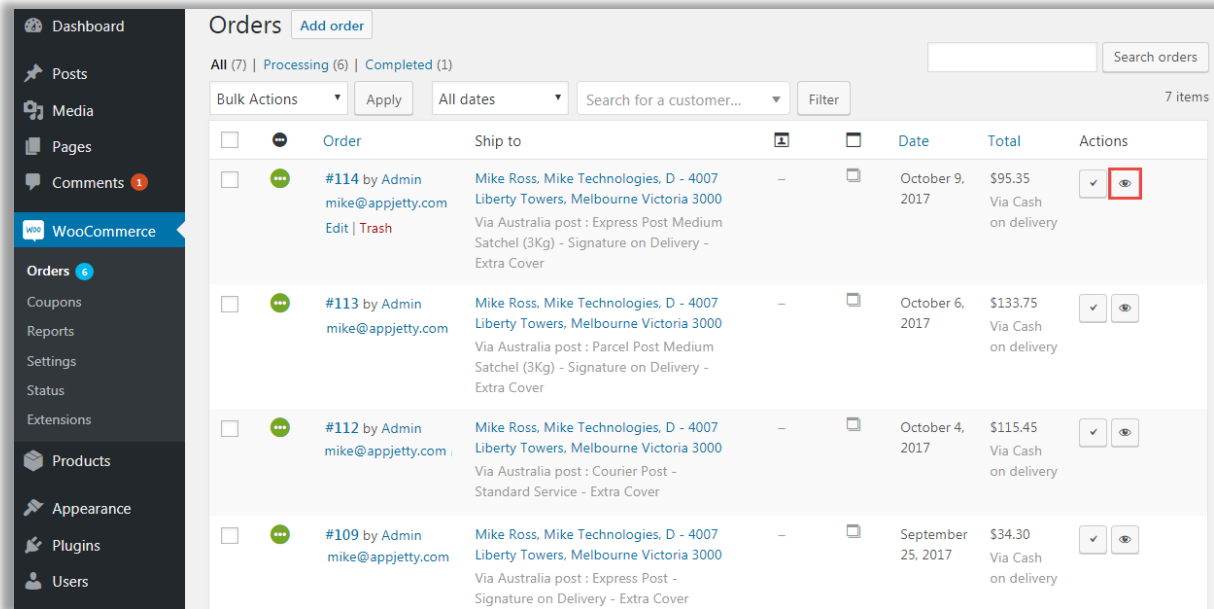
### Manage Product Type

- To set the default product type or to manage the type of product navigate to the product's edit page.
- Now click on **'Parcel / Letter'** sub menu. Thereafter choose the product type from **'Select Product Type'**. There are two types of products:
  - Parcel
  - Letter



### Generate and Download Label

- To generate and download label for any order navigate to **'Orders'** module and select the order from the list of orders.



- Now click on **'View'** icon besides the particular order. By clicking on **'View'** icon you will be redirected to the edit page of the order.
- To avoid unnecessary errors while generating the shipment, validate the address.
- To validate the shipping address, go to Shipment Details section and click on **'Validate shipping address'** button. By clicking on this if there are any errors in the shipping address will be displayed else shipping address will be verified and you will be notified with **'Shipping address has been verified successfully'** notification.
- After the shipping address has been verified you need to generate the shipment.
- To generate shipment, click on **'Generate shipment'** button. By clicking on it if there are any errors in generating shipments it will be displayed as shown below:



The screenshot shows the 'Edit order' page for Order #114. The order is in 'Processing' status. The 'Shipment Details' section is highlighted with a red border and contains two error messages:

- Message 1:** "There is some error while validating address, please check shipping address." Below this message is a blue button labeled "Validate shipping address".
- Message 2:** "There is some error while generating shipment. Your combination of suburb, state & postcode doesn't match. Please review and try again." Below this message is a blue button labeled "Generate shipment".

The left sidebar contains the following information:

- Order #114 details:** Payment via Cash on delivery. Customer IP: 192.168.1.72
- General Details:** Order date: 2017-10-09 @ 05 : 38; Order status: Processing; Customer: Mike Ross (#64 - mike@appjetty.com)
- Billing details:** Address: Mike Ross, Mike Technologies, D - 4007 Liberty Towers, Melbourne Victoria 3000; Email address: mike@appjetty.com; Phone: 9898787868
- Shipping details:** Address: Mike Ross, Mike Technologies, D - 4007 Liberty Towers, Melbourne Victoria 3000

- While generating shipment if there are no errors then a tracking id for the particular order will be displayed as shown below:

The screenshot shows the 'Edit order' page for Order #114 after successful shipment generation. The 'Shipment Details' section is highlighted with a red border and contains the following information:

- Message 1:** "Tracking id for this order is ABC000128." Below this message is a blue button labeled "Validate shipping address".
- Message 2:** "Shipping address has been verified successfully." Below this message is a blue button labeled "Download label".

The 'Order notes' section at the bottom right contains a note:

Your shipment generated successfully, your tracking id is [ABC000128](#)  
added on October 9, 2017 at 5:56 am by admin  
[Delete note](#)

The left sidebar contains the same information as the previous screenshot, but the 'Order status' is now 'Completed'.

**USER MANUAL: WooCommerce Australia Post Shipping**

- Once you have successfully generated the shipment, 'Generate shipment' button will be changed to 'Download label' button and by clicking on it you can download the label for the particular order.



**Note:** This is a sample label for the shipment of order through Australia Post Shipping.

### Submit Orders to Australia Post

- Once the shipment has been generated for the orders, Admin can submit the orders directly to Australia Post Shipping.
- To Submit the Orders to Australia Post Shipping, navigate to **WooCommerce -> Submit Orders to Australia Post**.
- Thereafter, select the orders which are to be submitted, choose **'Submit Order(s)'** option from **'Bulk Actions'** dropdown list. Lastly, click on **'Apply'** button.

The screenshot shows the WordPress admin interface for the 'Submit Orders to Australia Post' page. The left sidebar contains the following menu items: Dashboard, Posts, Media, Pages, Comments, **WooCommerce** (highlighted), Orders (13), Coupons, WC Compare Products, **Submit Orders to Australia Post** (highlighted), Reports, Settings, Status, Extensions, Products, Appearance, Plugins (6), and Users. The main content area is titled 'Submit Orders to Australia Post' and features a 'Bulk Actions' dropdown menu with 'Submit Order(s)' selected. Below the dropdown is an 'Apply' button. The table below shows 17 items with columns for 'Ship to name', 'Is submitted to Australia Post?', and 'Created date'. The table is paginated to show 1 of 2 pages.

	Ship to name	Is submitted to Australia Post?	Created date
<input checked="" type="checkbox"/>	114 Mike Ross	✗	October 9, 2017
<input type="checkbox"/>	115 Mike Ross	✓	October 24, 2017
<input type="checkbox"/>	116 Mike Ross	✓	April 24, 2017
<input type="checkbox"/>	117 Mike Ross	✓	April 21, 2017
<input type="checkbox"/>	118 Mike Ross	✓	April 21, 2017
<input type="checkbox"/>	119 Levy Dovy	✓	April 21, 2017
<input type="checkbox"/>	120 Mike Ross	✓	April 21, 2017
<input type="checkbox"/>	121 Mike Ross	✓	April 21, 2017
<input type="checkbox"/>	122 Mike Ross	✗	April 21, 2017
<input type="checkbox"/>	123 Levy Dovy	✓	April 20, 2017
<input type="checkbox"/>	Order		

## USER MANUAL: WooCommerce Australia Post Shipping

- By clicking on it, order will be submitted to Australia Post and you will be sent a notification. Along with this, a tick mark will appear under **'Is Submitted to Australia Post?'** besides the particular order. Moreover, you can download Order Summary Report when submitting the orders to Australia Post.

Submit Orders to Australia Post Screen Options ▾

1 order(s) has been submitted successfully. ✕  
If you can not download Order Summary Report, then contact your administrator.

Bulk Actions ▾  18 items << < 1 of 2 > >>

<input type="checkbox"/> Order	Ship to name	Is submitted to Australia Post?	Created date
<input type="checkbox"/> 114	Mike Ross	<input checked="" type="checkbox"/>	October 9, 2017
<input type="checkbox"/> 115	Mike Ross	<input checked="" type="checkbox"/>	October 24, 2017
<input type="checkbox"/> 116	Mike Ross	<input checked="" type="checkbox"/>	April 24, 2017
<input type="checkbox"/> 117	Mike Ross	<input checked="" type="checkbox"/>	April 21, 2017
<input type="checkbox"/> 118	Mike Ross	<input checked="" type="checkbox"/>	April 21, 2017
<input type="checkbox"/> 119	Levy Dovy	<input checked="" type="checkbox"/>	April 21, 2017
<input type="checkbox"/> 120	Mike Ross	<input checked="" type="checkbox"/>	April 21, 2017
<input type="checkbox"/> 121	Mike Ross	<input checked="" type="checkbox"/>	April 21, 2017
<input type="checkbox"/> 122	Mike Ross	<input checked="" type="checkbox"/>	April 21, 2017
<input type="checkbox"/> 123	Levy Dovy	<input checked="" type="checkbox"/>	April 20, 2017
<input type="checkbox"/> Order	Ship to name	Is submitted to Australia Post?	Created date

## Front End Configurations

### Live/Contract Rates

- Once your customer has added the products in the cart, he/she can view the live or contract shipping rates at the checkout page.

**CART**
[Edit](#)

	Product	Price	Quantity	Total
⊗	<a href="#">Happy Ninja</a>	\$35.00	1	\$35.00
⊗	<a href="#">Ninja Silhouette</a>	\$20.00	1	\$20.00
⊗	<a href="#">Happy Ninja</a>	\$18.00	1	\$18.00

Coupon code

**Apply coupon**

**Update cart**

You may be interested in...

**WOO NINJA**  
\$20.00  
[Add to cart](#)

Cart totals

**Subtotal** \$73.00

**Shipping**

- Australia post : Regular / Parcel Post - Signature on Delivery - Extra Cover: \$16.50
- Australia post : Express Post - Signature on Delivery - Extra Cover: \$20.35
- Australia post : Courier Post - Standard Service - Extra Cover: \$37.95
- Australia post : Parcel Post Medium Satchel (3Kg) - Signature on Delivery - Extra Cover: \$19.75
- Australia post : Express Post Medium Satchel (3Kg) - Signature on Delivery - Extra Cover: \$22.35



[Calculate shipping](#)

**Total** \$95.35

**Proceed to checkout →**


## USER MANUAL: WooCommerce Australia Post Shipping

**Note:** Shipping rates can be displayed as per the shipping configurations configured by admin from backend. Only cheapest shipping rate will be displayed if admin has enabled "Cheapest delivery rate".


CART	Product	Price	Quantity	Total
Edit	 <a href="#">Happy Ninja</a>	\$35.00	<input type="text" value="1"/>	\$35.00
	 <a href="#">Ninja Silhouette</a>	\$20.00	<input type="text" value="1"/>	\$20.00

Coupon code  [Apply coupon](#) [Update cart](#)

### You may be interested in...



**WOO NINJA**  
\$20.00  
[Add to cart](#)



**HAPPY NINJA**  
★★★★★  
\$18.00  
[Add to cart](#)

### Cart totals

**Subtotal** \$55.00

**Shipping** Australia post : Parcel Post Medium Satchel (3Kg) - Signature on Delivery - Extra Cover: \$19.75  
[Calculate shipping](#)

**Total** **\$74.75**

[Proceed to checkout](#) →

- Lastly, when the user has entered the delivery address in the checkout page, admin can confirm whether it can be delivered through Australia Post or not.

**CHECKOUT**

[Edit](#)

Have a coupon? [Click here to enter your code](#)

Billing details

Ship to a different address?

**First name \*** **Last name \*** **Order notes**

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

**Company name**

Mike Technologies

**Country \***

Australia

**Street address \***

D - 4007 Liberty Towers

Apartment, suite, unit etc. (optional)

**Suburb \***

Melbourne

**State \***

Victoria

**Postcode \***

3000

**Phone \*** **Email address \***

9898787868 mike@appjetty.coi

## Shipment Tracking

- Once the admin has generated shipment for customer's order, the customer can view tracking id for particular order from the order's page along with the added notes.

**ORDER #114** Order #114 was placed on October 9, 2017 and is currently Processing.  
[Edit](#)

### Order updates

1. Monday 9th of October 2017, 05:56am

Your shipment generated successfully, your tracking id is ABC000128

### Order details

Product	Total
<a href="#">Happy Ninja</a> × 1	\$35.00
<a href="#">Ninja Silhouette</a> × 1	\$20.00
<a href="#">Happy Ninja</a> × 1	\$18.00
<b>Subtotal:</b>	\$73.00
<b>Shipping:</b>	\$22.35 via Australia post : Express Post Medium Satchel (3Kg) - Signature on Delivery - Extra Cover
<b>Payment method:</b>	Cash on delivery
<b>Total:</b>	\$95.35

### Customer details

<b>Email:</b>	mike@appjetty.com
<b>Phone:</b>	9898787868

<p><b>Billing address</b></p> <p><i>Mike Ross Mike Technologies D - 4007 Liberty Towers Melbourne Victoria 3000</i></p>	<p><b>Shipping address</b></p> <p><i>Mike Ross Mike Technologies D - 4007 Liberty Towers Melbourne Victoria 3000</i></p>
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- [→ Dashboard](#)
- [→ Orders](#)
- [→ Downloads](#)
- [→ Addresses](#)
- [→ Account details](#)
- [→ Logout](#)



## Points to Note

- Australia Post follows specific guideline for weight, height and width, which can be referred from <http://auspost.com.au/parcels-mail/size-and-weight-guidelines.html>
- Australia Post plugin is not compatible with My Post Business account. For My Post Business account please contact us: <https://www.appjetty.com/contacts/>
- If cart weight does not exceed weight limit, (for domestic 22 kg and for International 20 kg) the rates are fetched considering it as a single package.
- Admin has to set default dimension and weight. Otherwise, it may provide inappropriate results while getting rates.
- Work flow for fetching rates will be:
  - Firstly, feasibility of shipping one combined package of products is checked. If it is feasible, availability for custom boxes is checked. If it is enabled and available, the box's outer dimensions are used as a package to fetch rates. Here final package weight is considered as the original package weight. The chosen custom-box weight must be lower than the custom-box.
  - If custom-box is disabled or unavailable and only one combined package of products is to be shipped, then the package dimension is used as the final dimension.
  - If one combined package of products can't be shipped, the plugin checks if the individual packaging method is enabled or not and fetches individual rates for the same and displays it. Otherwise, no rates will be displayed.
- In extra cover service, the plugin uses cart total as extra cover amount. This is applicable only if one combined package of products is to be shipped. Otherwise, each product gets its own extra cover.
- Once the order has been submitted to the Australia Post Shipping, that particular order cannot be submitted again.

## FAQs

### General FAQ

**1. Which versions of WordPress is this plugin compatible with?**

**Ans:** This plugin is compatible with WordPress versions 4.1 to 5.4.1.

**2. Which versions of WooCommerce is this plugin compatible with?**

**Ans:** This plugin is compatible with WooCommerce versions 2.5 to 4.1.0.

**3. Do you provide support with this plugin?**

**Ans:** Yes, we provide support for 3 months from the date of purchase.

**4. Can you customize the plugin as our store needs?**

**Ans:** Yes, we do customize the plugin and app as per your need. This asks for some extra efforts and estimation.

**5. Would you help me install this plugin on my instance?**

**Ans:** Yes, you can purchase the plugin with installation service and we'll be happy to install it for you.

**6. Are there any pre-requisites before using this plugin?**

**Ans:** There is only one pre-requisite i.e. WooCommerce must be installed.

**7. Can I edit the plugin?**

**Ans:** All our plugins are 100% open source. You can customize the plugin except the file containing our license code.

**8. How to get the PAC API key?**

**Ans:** The PAC API key can be obtained at <https://developers.auspost.com.au/apis/pacpcs-registration>.

**9. Is it mandatory to have business account at Australia Post?**

**Ans:** Yes, you need to have business account at Australia Post to use the "Shipment Tracking and Label Printing" feature.

**10. Do you have a refund policy?**

**Ans:** Yes, you can refer to our refund policy @ <https://www.appietty.com/refund-policy.htm>. We stand behind the quality of our plugins with a 15-day money back guarantee.

## Technical FAQ

1. **What if I get an error message after the installation of plugin or 404 Error Page not found, after installing plugin?**

**Ans:** Just clear your WordPress Cache, log out of your wp-admin panel and login again.

2. **Plugin Shows Error Message Popup while in use. What should I do?**

**Ans:** Please obtain correct API key for Australia Post and then try using the plugin; it should work fine.

3. **What if I do not want to set product dimensions for all products (Height, Width and Length)?**

**Ans:** We have provided provision in our plugin to set default height, width and length from admin and it will be same for all products. Also, if any of your product has dimensions, then firstly it will give priority to that product's dimension and secondly to the default configurations.

4. **What if the customer enters wrong shipping address?**

**Ans:** Our “Shipment Tracking and Label Printing” feature also has the Address API configured, which will help you to edit the shipping address before submitting it to Australia Post. It will also provide suggestions for relevant city.

5. **The “Shipment Tracking and Label Printing” feature is not working. What should I do?**

**Ans:** You need to ensure that the “Account details” and “Address details” are same as in your Australia Post account. It should be validated, or this feature will not work.

6. **The plugin does not show rates. What is wrong?**

**Ans:**

- a) Ensure your API key is correct. You can verify the key @ <https://developers.auspost.com.au/apis/pac/explorer/postcode-search>
- b) The "Warehouse Postcode" field is mandatory. Please enter a valid postcode. The validity can be ensured @ <http://auspost.com.au/postcode>
- c) Enable the required Shipping services for parcel and letter.
- d) Create attributes for "length", "width", "height" and assign them to attribute set. Also, select these attributes in the configuration.
- e) Check whether your products have sizes and weights set or not – without these calculations cannot be performed.

7. **Question: Is this plugin compatible with the International contract rate and shipment?**

**Ans:** Currently, our Plugin is compatible with International Live Rates. If you want to make it compatible with the International contract rate and shipment, feel free to contact us:

<https://www.appjetty.com/contacts/>

## Contact Us

We simplify your business, offer unique business solution in digital web and IT landscapes.



### Live Chat

- Get instant support with our Live Chat.
- Visit our product page at: <https://www.appjetty.com/woocommerce-australia-post-shipping.htm> and click on the Live Chat button for instant support.



### Tickets

- Raise tickets for your specific question!
- Send an email to [support@appjetty.com](mailto:support@appjetty.com) or you can login to your account @ [www.appjetty.com](http://www.appjetty.com) and click on My Support Tickets on your account dashboard, to get answers to your specific questions.

### Customization:

If you would like to customize or discuss about additional feature for **WooCommerce Australia Post Shipping**, please write to [sales@appjetty.com](mailto:sales@appjetty.com)