

USER MANUAL



Australia MyPost Shipping for WooCommerce

Version: 1.0.0

Compatibility:

WordPress (4.1 to 5.5.x)

WooCommerce (2.5 to 4.3.x)

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Introduction

Australia MyPost Shipping for WooCommerce and WordPress now enables small and medium-sized business owners like you to take their order-fulfillment to the next level and streamline the whole process. Keep up with the increasing on-demand shipments with our Australia MyPost that integrates with your WooCommerce backend seamlessly.

Our WooCommerce MyPost shipping module has features like CSV generation to handle bulk orders, order tracking, international & domestic configurations, custom rates, parcel creation, and more.

Benefits of Australia MyPost

- Generate the CSV file for multiple orders
- Keeps your customers informed about their orders with shipment tracking feature
- Domestic & International shipment configurations
- Custom Declaration configuration if the international shipments Custom Rates
- Parcel Creation as per Australia MyPost Business guidelines

Pre-requisites

Following points must be followed before starting installation:

- You should have an Administrator login for WordPress.
Plugin supports WordPress version 4.1 to 5.5.x.
- You must have a valid License Key provided by AppJetty.
- For this plugin to work, it must be activated.
Plugin supports WooCommerce version 2.5 to 4.3.x.

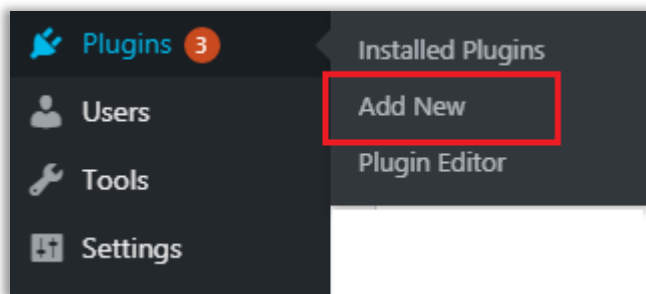
Installation

Installation Steps

To install this plugin manually, follow the below :

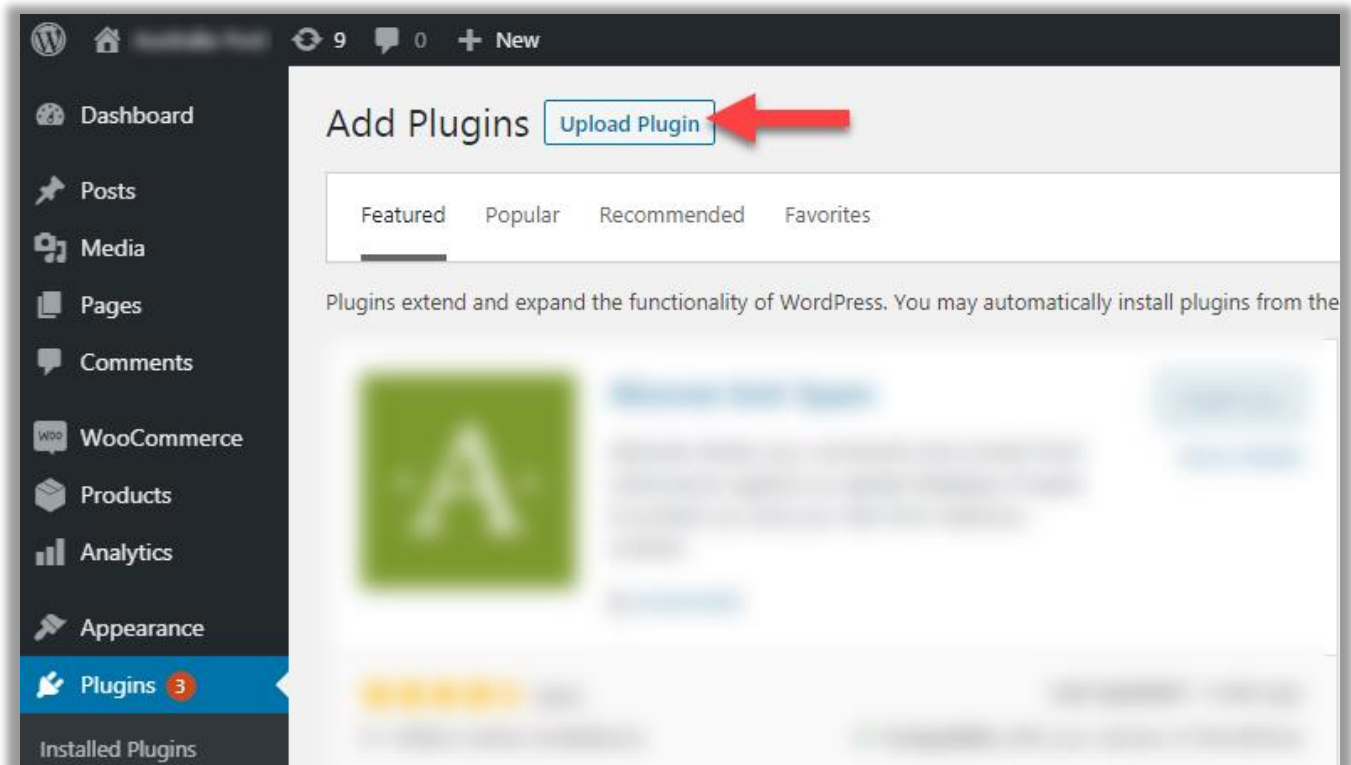
- Download the plugin from www.appjetty.com
- Upload the plugin folder to your /wp-content/plugins/ directory.
- Activate WordPress Australia MyPost from the Plugins menu within WordPress.

OR



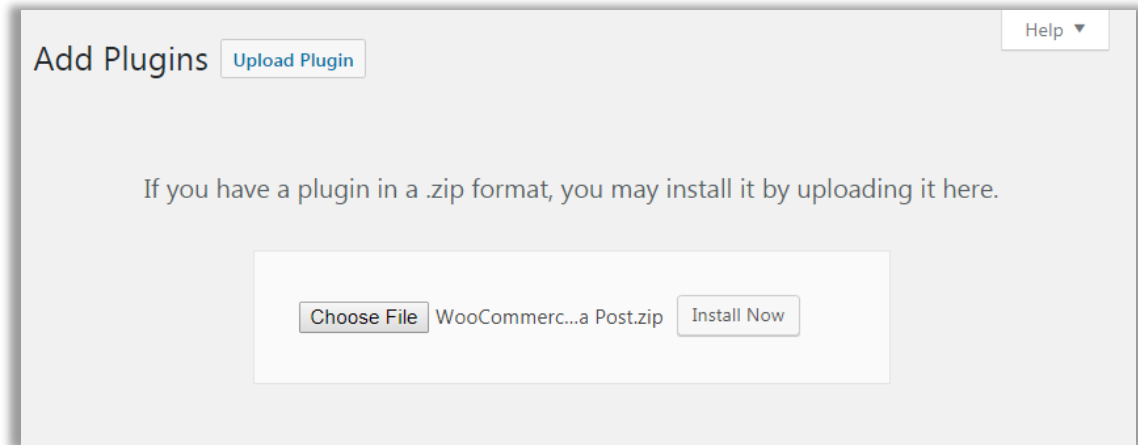
- To start with the installation, Log-in as Administrator into WordPress. Hover over **'Plugins'** and click on **'Add New'** to install the package.

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



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- Click on **'Choose File'** button to browse the zip file. After uploading package, click on the **'Install Now'** button to install the package.



- Once the plugin is installed, you need to insert the valid license key to activate the Australia MyPost for WooCommerce.

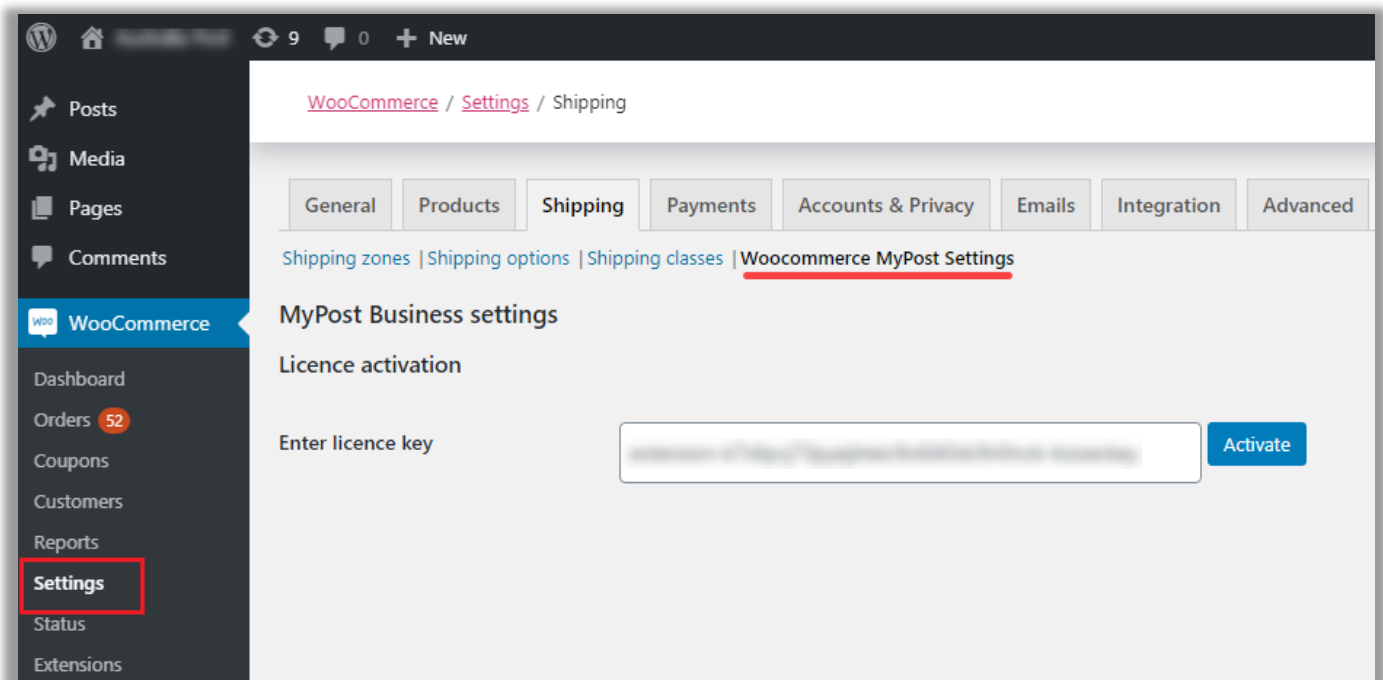
Plug-in Configuration

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 Australia MyPost for WooCommerce Plugin.

Activate your Plugin

- After successful plugin installation, you need to validate your license and activate your **WordPress Australia MyPost Shipping extension**.
- To activate the plugin, navigate to **WooCommerce → Settings → Shipping → WooCommerce MyPost Settings**.



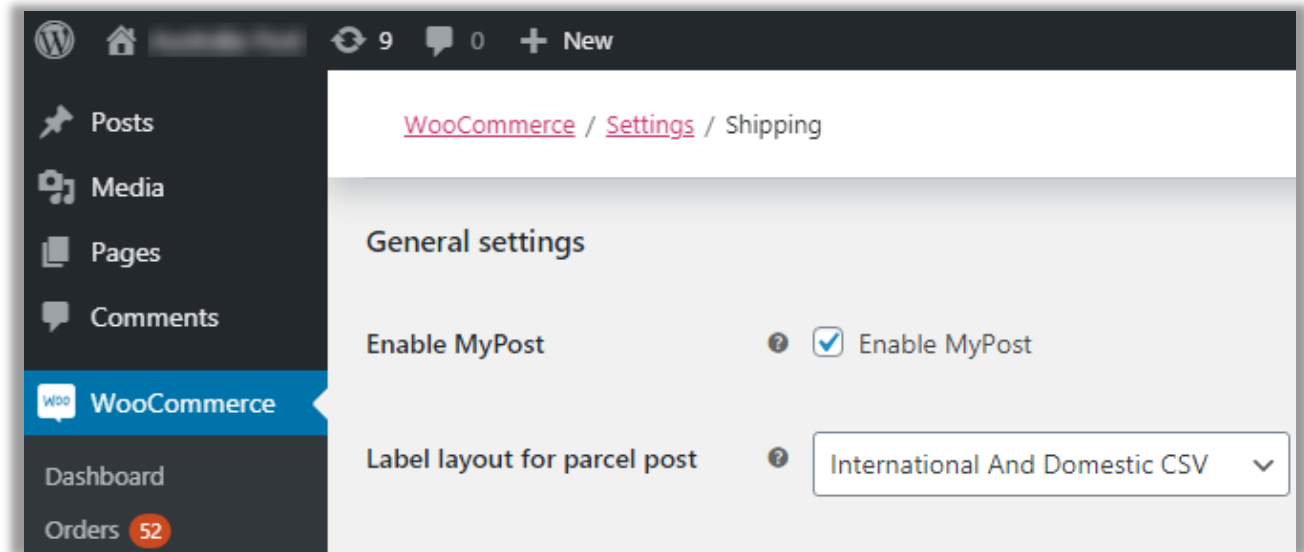
- Insert License activation key which is provided by the AppJetty and by clicking on the 'Activate' button, the **WooCommerce MyPost** will be activated.

Configurations

Back End Configurations

- Once the License activated, you will get the options for Australia MyPost Shipping. Please follow below steps to configure Australia MyPost plugin.
- Go to **WooCommerce** → **Settings** → **Shipping** and click on '**WooCommerce MyPost settings.**'
- Here you will find the below options:

General Settings



- **Enable MyPost:** By checking the 'Enable MyPost' box, you can enable the Australia MyPost for your store.
- **Label Layout for Parcel Post:** Select the **CSV Layout** for the **Domestic** or for both **International CSV & Domestic CSV**.

Note: Label Layout will be overridden based on Order shipping country.

Sender Address Configuration

- Insert the following address details for Australia MyPost Business of the Sender:

Sender Address Configuration	
Shipper name <i>(required)</i>	<input type="text" value="Johan Martin"/>
Shipper business name	<input type="text" value="Mall"/>
Address line 1 <i>(required)</i>	<input type="text" value="71 Cubbine Road"/>
Address line 2	<input type="text"/>
Address line 3	<input type="text"/>
Shipper suburb <i>(required)</i>	<input type="text" value="TAMMIN"/>
Shipper state <i>(required)</i>	<input type="text" value="Western Australia"/>
Warehouse postcode <i>(required)</i>	<input type="text" value="6409"/>
Send From Phone Number <i>(required)</i>	<input type="text" value="9409292076"/>

- Shipper Name
- Shipper Business Name
- Address Line 1, Line 2 & Line 3
- Shipper suburb (City name)
- Shipper State
- Warehouse postcode
- Sender Phone Number

Order Product Information

- You can set the default dimensions, length (in cm) & weight (in kg) for the products, but in case if you did not add at the product level, the dimensions will be considered as the default values for the products which were added under the Order product information.

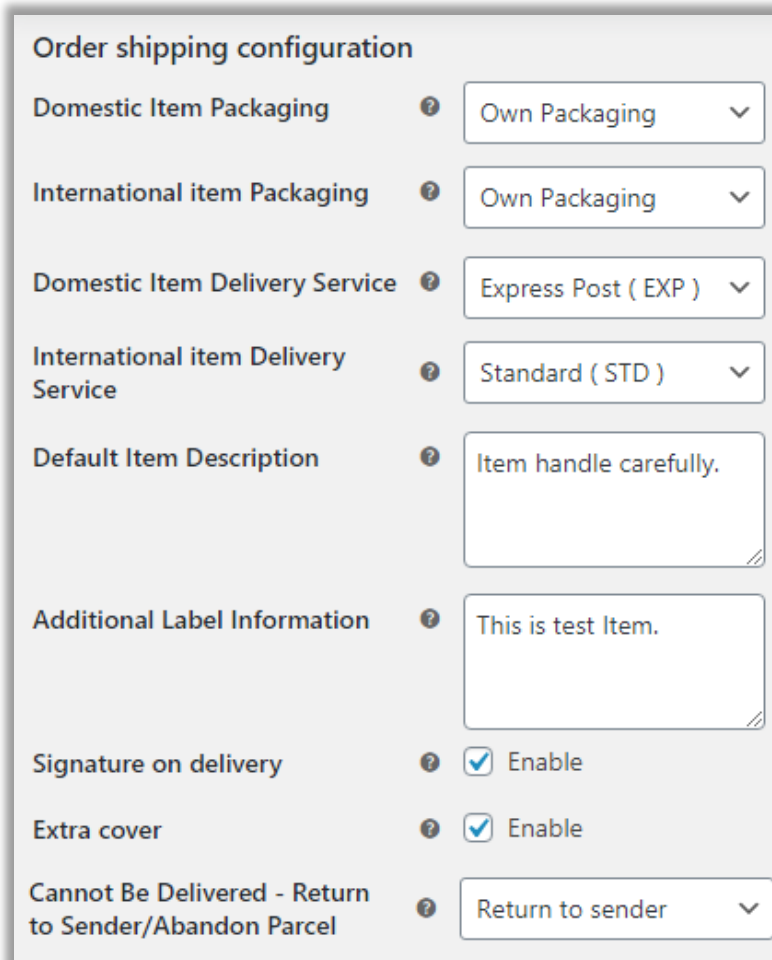
Order product information

Default product length (required)	<input type="text" value="5"/>	cm
Default product width (required)	<input type="text" value="5"/>	cm
Default product height (required)	<input type="text" value="5"/>	cm
Default product weight (required)	<input type="text" value="1"/>	kg

- **Default product length:** Insert the default length for the shipments in cm.
- **Default product height:** Insert the default height for the shipments in cm.
- **Default product width:** Insert the default width for the shipments in cm.
- **Default weight:** Insert the default weight (in kgs) based on selected unit in configuration.

Order Shipping Configuration

- You can configure the order shipping for the MyPost Business as below:
 - **Domestic Item Packaging:** Select default item packaging method for domestic shipments. For domestic shipment, three methods are available:
 - > **Own Packaging** (allows max. 22 kgs per item)
 - > **Australia Post Satchels** (allows max. per item)
 - > **Australia Post Box** (allows 10 kgs per item)



The screenshot shows a configuration panel titled "Order shipping configuration" with the following settings:

Domestic Item Packaging	?	Own Packaging	▼
International item Packaging	?	Own Packaging	▼
Domestic Item Delivery Service	?	Express Post (EXP)	▼
International item Delivery Service	?	Standard (STD)	▼
Default Item Description	?	Item handle carefully.	
Additional Label Information	?	This is test Item.	
Signature on delivery	?	<input checked="" type="checkbox"/>	Enable
Extra cover	?	<input checked="" type="checkbox"/>	Enable
Cannot Be Delivered - Return to Sender/Abandon Parcel	?	Return to sender	▼

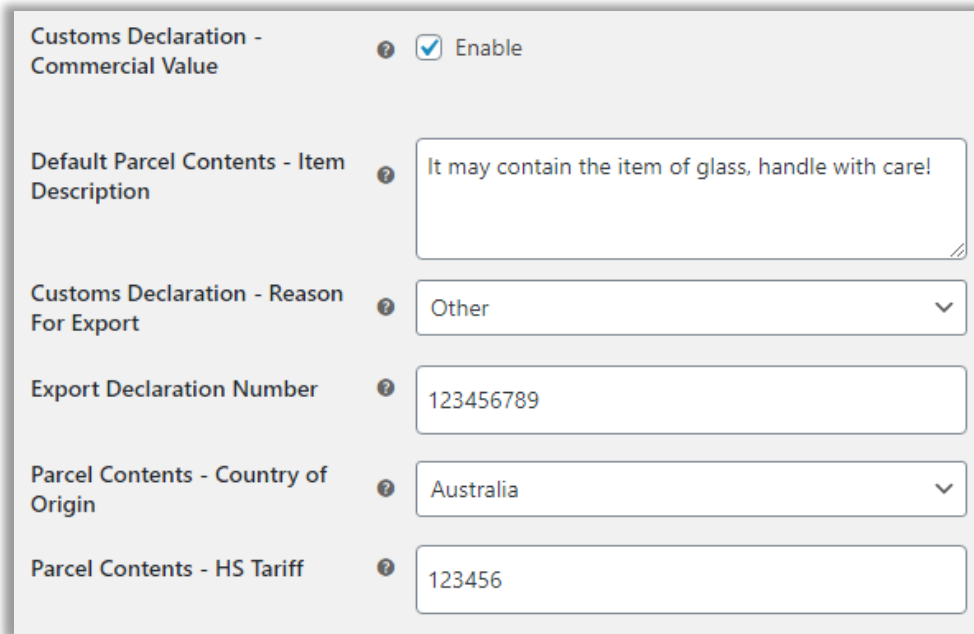
- **International Item Packaging:** Select default item packaging method for the international shipments. Options: **Own Packaging** (allows maximum 22 kgs per item).
- **Domestic Item Delivery Service:** Select default delivery service for domestic item shipment. Here two services are available: **Parcel Post(PP)** or **Express Post(EXP)**.
- **International Item Default Delivery Service:** Select default delivery service for international item shipment. Here three services are available: **Standard(STD)**, **Express(EXP)** or **Economy Air(AIR)**.
- **Default Item Description:** Insert the text for the Sender's description of the item.

- **Additional Label Information:** Insert the additional instructions or information that will be visible on the parcel's label.
- **Signature on delivery:** By checking the box, you are enabling the option of signature on the delivery.
 - **Note:** If order totals exceed \$500, it will automatically enable the Signature option.
- **Extra Cover:** By checking the box, you are enabling this option to add extra cover for the package or product.
- **Cannot Be delivered:** If parcel is not delivered, you can decide what is to be done with the parcel: **Return to Sender** or **Abandon Parcel**.

Note: If the 'Return to sender' option is selected, it will be done at sender's expense.

Custom Declaration Configuration

- You can configure the Customer Declaration options:
 - **Custom Declaration - Commercial Value:** By checking the box, you can enable the custom declaration in which shipping contents have commercial value.
 - **Default Parcel Contents - Item Description:** Insert the default description for declaring the contents of the parcel.



The screenshot shows a configuration panel for 'Customs Declaration - Commercial Value'. It includes a checked 'Enable' checkbox, a text area for 'Default Parcel Contents - Item Description' containing 'It may contain the item of glass, handle with care!', a dropdown menu for 'Customs Declaration - Reason For Export' set to 'Other', a text input for 'Export Declaration Number' with '123456789', a dropdown menu for 'Parcel Contents - Country of Origin' set to 'Australia', and a text input for 'Parcel Contents - HS Tariff' with '123456'. Each field has a help icon to its left.

- **Customs Declaration – Reason for Export:** Select the reason for export. The available reasons are: **DOCUMENT, GIFT, RETURN, SALE_OF_GOODS, SAMPLE** or **OTHER**.
- **Export Declaration Number:** If your parcel's contents are over **AUD 2000** in value, you must enter your 'Export Declaration Number' (formerly known as an 'Export Clearance Number') here.
Note: To know more about this, visit the Department of the Immigration and Border protection's Export declaration from here [page](#).
- **Default Country of Origin:** Select the Country from where the goods are being sent.
Note: To find the ISO code, [visit](#) the International Organization for Standardization's website. E.g. if the goods are being sent from Australia but were manufactured in China, you would enter CN as the country of origin.
- **Default HS Tariff:** Define harmonized system tariff code for books.
Note: HS tariff numbers help customs to identify what is being sent, what duties apply and how to handle the goods. You can find your HS tariff number from the Department of Immigration and Border Protection's Tariff classification of goods from this [link](#).

SMS & Email Tracking Configurations

- You can enable the SMS and Email Tracking configuration by inserting the valid mobile no. & Email ID.
 - **Default Send Tracking Notifications Setting:** By checking the box, you can enable the tracking information for the mail.
 - **Default Send Tracking Email setting:** Insert the Email id on which you want to receive tracking email.

The screenshot shows a configuration panel with the following settings:

Default Send Tracking Notifications setting	<input checked="" type="checkbox"/> Enable
Default Send Tracking Email setting	<input type="text" value="qa.team@int.biztechcs.com"/>
Default SMS Tracking Notifications	<input checked="" type="checkbox"/> Enable
SMS Tracking Mobile Phone	<input type="text" value="1234567890"/>
Importer's Reference Number	<input type="text" value="963852"/>
Licence Numbers	<input type="text" value="Ab123456as456"/>
Certificate Numbers	<input type="text" value="XY3456WE20156"/>
Invoice Numbers	<input type="text" value="123456789100hvh2546jvnk"/>
Delivery Instructions	<input type="text" value="No cash"/>

Save changes

- **Default SMS Tracking Notifications:** By checking the box, you can enable SMS tracking notifications.
- **SMS Tracking Mobile Phone:** Insert the mobile no. on which you want to receive tracking messages.
- **Import's Reference Numbers:** Insert the Reference number for importers. (max 40 characters)
- **Certificate Numbers:** Insert your certificate number. (max 35 characters)
- **License Numbers:** Insert your license number. (max 35 characters)
- **Delivery Instructions:** Insert the additional message for parcel delivery.

Customer's Order (Front)

- Once all the configurations are saved, you can generate the CSV file of the customer's order.
- Like in this example, customer has ordered some products.

The screenshot displays a 'Cart' page with the following items:

	Product	Price	Quantity	Subtotal
	Beanie with Logo	\$18.00	1	\$18.00
	Belt	\$55.00	1	\$55.00
	KR Test Tshirt	\$100.00	1	\$100.00

Below the items, there is a 'Coupon code' field, an 'Apply coupon' button, and an 'Update cart' button.

Cart totals

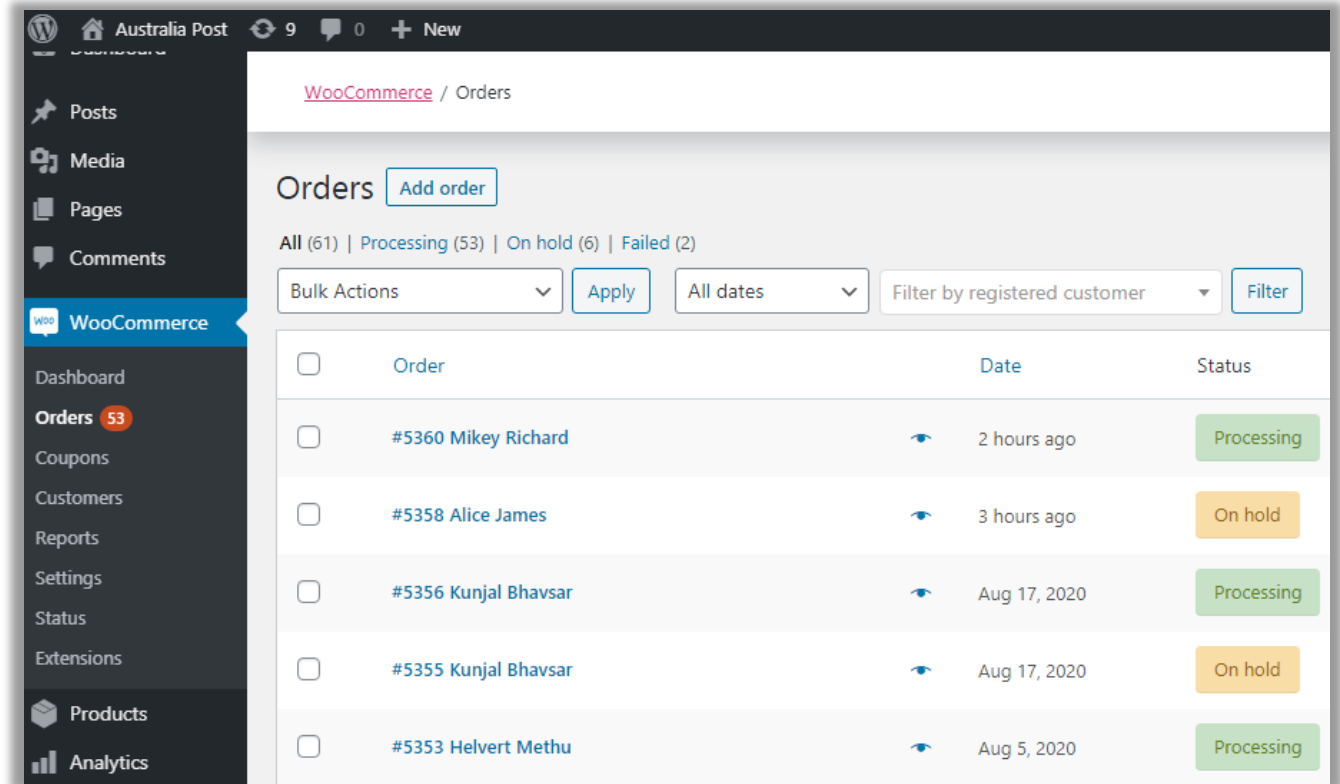
Subtotal	\$173.00
Shipping	Flat rate: \$20.00 Shipping to 6409, Australia. Change address
Total	\$193.00

Proceed to checkout →

- Customer will checkout after inserting the address and contact details.
- Now, from the backend you can generate the CSV file which needs to be imported to MyPost dashboard.

Generate and Download CSV File

- To generate and download label for any order, navigate to **WordPress Admin** → **WooCommerce** → **Orders** and select the order from the list of orders.



- Click on the order for which you want to generate the CSV file. By clicking on it, you will be redirected to the edit page of the order.
- OR*
- Click on **View** icon, the Order details popup will appear. By clicking on **Edit** button, the order details will open.
 - In this way, you can generate a CSV file for the **single order**.

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- To generate shipment, click on the **Generate MyPost CSV** button. The Shipping address must be there.

The screenshot shows the 'Edit Order' page for order #5360. The 'Shipping' tab is selected, showing the shipping address: Mikey Richard, alis.j101@gmail.com, 71 Cubbine Road, TAMMIN Western Australia 6409, Australia. A red arrow points to the 'Shipping' tab, and another red arrow points to the 'Generate MyPost CSV' button in the 'MyPost CSV Details' section. The 'Order actions' section includes a 'Choose an action...' dropdown and an 'Update' button. The 'Order notes' section shows a note: 'Payment to be made upon delivery. Order status changed from Pending payment to Processing.' dated August 24, 2020 at 5:27 am. The 'Item' table lists two items: 'Beanie with Logo' (SKU: Woo-beanie-logo, Cost: ₹18.00, Qty: 1, Total: ₹18.00) and 'Belt' (SKU: woo-belt, Cost: ₹55.00, Qty: 1, Total: ₹55.00).

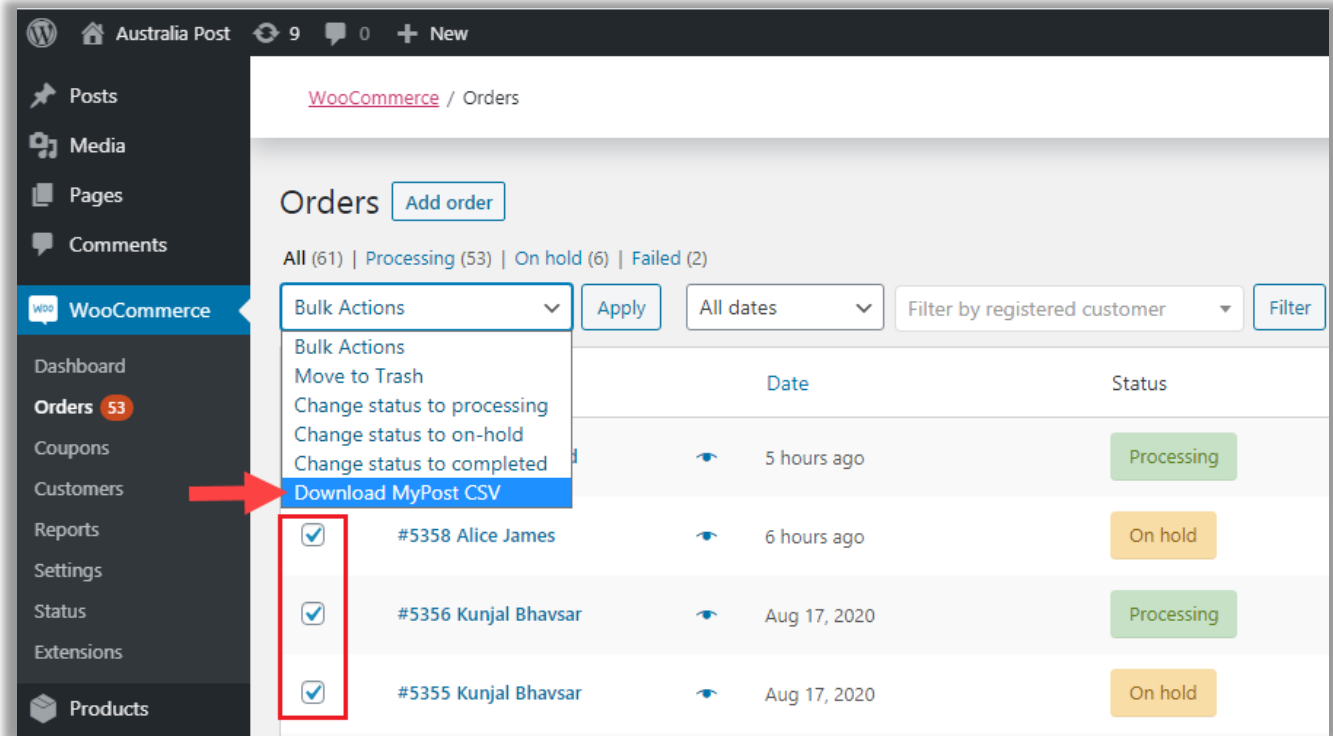
- If the ordered product has no weight, height, width, length assigned, the default weight, height, width, length will be considered to generate the MyPost CSV file.
- By generating the CSV file, the parcels will be generated based on the Order items and Item packaging type and delivery services.

The screenshot shows the 'MyPost CSV Details' section with a success message: 'CSV Generated successfully.' and a 'Download' button. Below the message is a 'Generate MyPost CSV' button.

- Once you have successfully generated the shipment, you get **Download** button and by clicking on it, you can download the label for the specific order.

Generate CSV for multiple orders

- You can also generate CSV for multiple shipments at a time by selecting the multiple orders. Navigate to **WooCommerce** → **Order Listing**. Select all the orders for which you want to generate CSV.
- Then click on the bulk actions drop down and select 'Download MyPost CSV'.



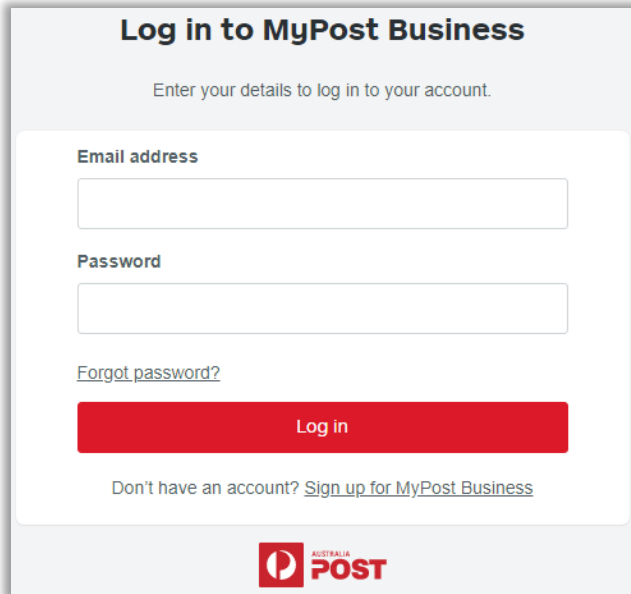
The screenshot shows the WooCommerce Orders page. The left sidebar contains navigation menus for Posts, Media, Pages, Comments, and WooCommerence. The main content area shows the 'Orders' section with a table of orders. The 'Bulk Actions' dropdown menu is open, and 'Download MyPost CSV' is selected. A red arrow points to this option. The table below shows three orders with checkboxes selected.

	Date	Status
<input type="checkbox"/>	5 hours ago	Processing
<input checked="" type="checkbox"/>	6 hours ago	On hold
<input checked="" type="checkbox"/>	Aug 17, 2020	Processing
<input checked="" type="checkbox"/>	Aug 17, 2020	On hold

- Once you Click on **Download MyPost CSV** option from “Bulk Actions” dropdown option, the orders will be differentiated based on the Domestic or international orders. It will parallely try to generate the CSV for the selected orders.
- If the CSV is generated successfully, then there will be a success message displayed along with Download CSV Link. But if there is an error in generating CSV, you will get the error message with the order id that’s causing the error.

Note: The CSV files which you have generated and downloaded here will be similar to Australia MyPost Business CSV file samples.

Log in to MyPost Business



Log in to MyPost Business

Enter your details to log in to your account.


Email address

Password

[Forgot password?](#)

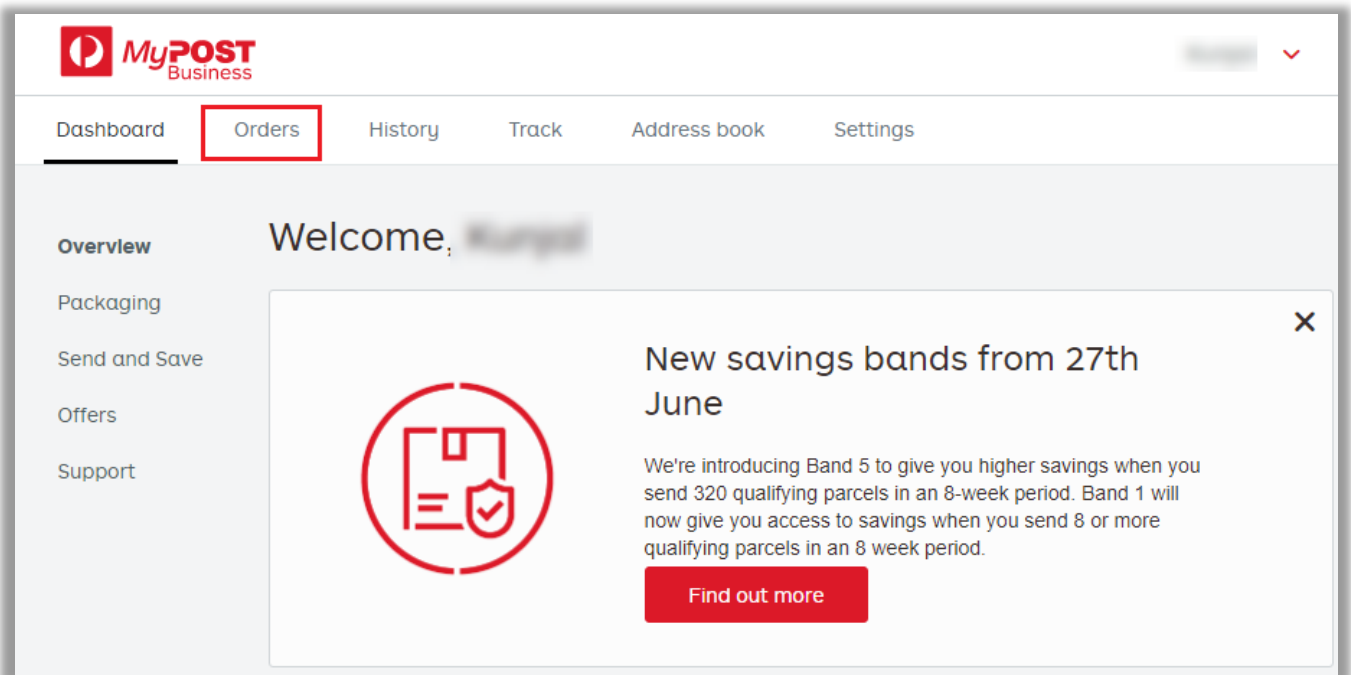
Log in

Don't have an account? [Sign up for MyPost Business](#)



- Once the CSV file is generated, you will need to import that file to Australia MyPost Business.

- From the dashboard, you can manage your MyPost Business details and the data.



MyPOST Business

Dashboard **Orders** History Track Address book Settings

Overview


Welcome, **MyPost**

Packaging

Send and Save

Offers

Support

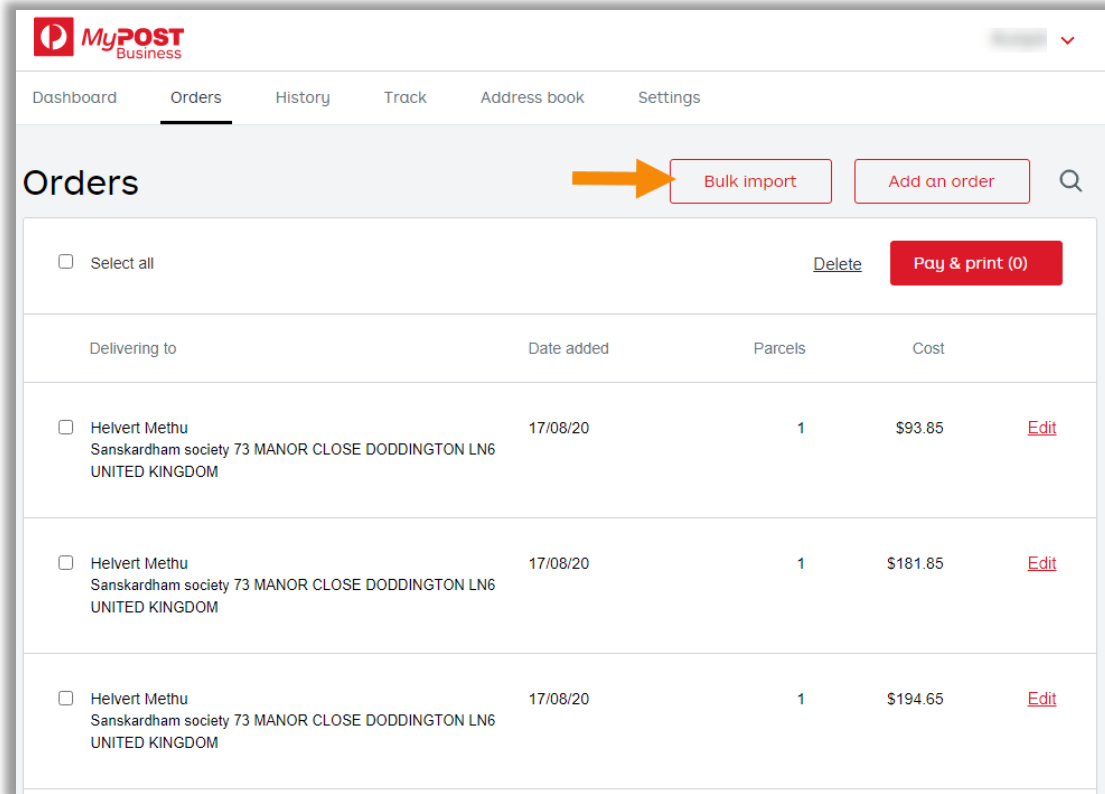


New savings bands from 27th June

We're introducing Band 5 to give you higher savings when you send 320 qualifying parcels in an 8-week period. Band 1 will now give you access to savings when you send 8 or more qualifying parcels in an 8 week period.

Find out more


- click on the Orders option from where you can import the CSV files.
- By clicking on the Orders, you will be navigated to Orders page. Here you can see the list of the orders.



- To import the CSV files, click on the **Bulk Import** button. By clicking on it, you will be navigated to Import bulk orders page. From here, you can see the instructions before importing the CSV files.

Import bulk orders

Import orders via CSV




1. Download our template

Export your ecommerce store's orders as a CSV file.

Download our **Domestic** or **Domestic & international** template below.

Open both files (yours and ours) in a spreadsheet program like MS Excel or Google Sheets.

[Domestic only template](#)




2. Fill in your order data

Copy the relevant data from your CSV file to the matching columns in our template.

Use our Domestic CSV guide or International CSV guide (in [detailed instructions](#)) to help you match the columns.

[Domestic & International template](#)



3. Save as a CSV file

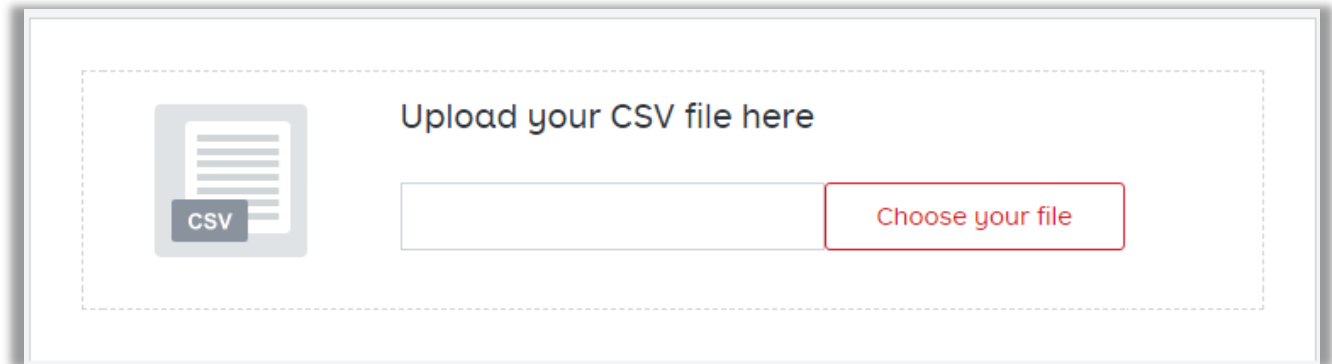
Save or export the template as a CSV file (e.g. myorders.csv).

Upload the CSV file below.

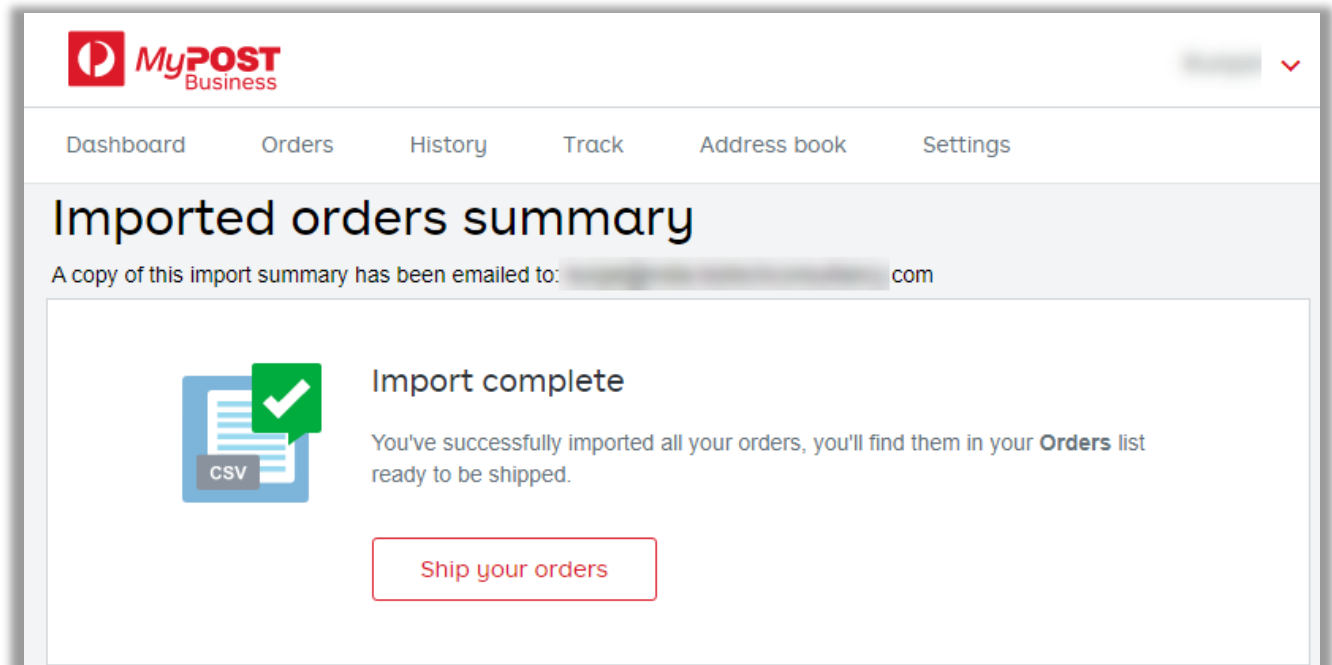
[View detailed instructions](#)

Note: You must import the CSV file as per the instruction and as per the Domestic only and Domestic & International sample templates. And if you generated the CSV file using the AppJetty's MyPost Business plugin, the CSV file will be generated as per the sample files of the Australia MyPost Business only. So, you will not need to modify the CSV files at all.

- By scrolling down, you will find the option to import the CSV file(s). Select the CSV file from the local drive where you have downloaded from the WordPress backend.



- After selecting the CSV file, you will get the **Import Orders** button. By clicking on it, the file will be imported.
- If there will be any error, you will get the Error message and get the mail with the Order Id with relevant error details. But if there is no error, the CSV file will be imported, and you can check into the list of Orders.



How the Parcels will be generated?

Generating CSV for Domestic:

- To generate the parcels per order, the AppJetty Australia MyPost will combine all the items in a single parcel. If all the parcels are fitted together in a single box, it will generate only one parcel, otherwise it will generate multiple parcels based on the order items.
 - Example: There are a total 10 items in an order with total weight of 12kg. As AP_BOX has a max limit of 5kg, here it will generate three parcels from which two will be of 5kg and the last one will be of 2kg. This means that one order can have multiple parcels too.

Generating CSV for International:

- If you are generating the CSV for an international order, the CSV fields will be required. While processing any international order, the AppJetty Australia MyPost will get total parcels for an order and to generate a valid CSV field we must specify Parcel Contents: 'Description', 'Weight', 'Value', 'Quantity fields'.
- If the parcel has commercial value, i.e. the Customs Declaration – Commercial Value is enabled, the two additional fields are required: 'Country Of Origin' and 'HS Tariff'.
 - Example: Considering our last example, an order had 10 items then our plugin calculated three parcels. So, there will be total (6 or 4 * Parcel numbers) column for an order. Now, each parcel will have its individual parcel Description, Parcel items weight, Parcel Items value(Price), Parcel Items Quantity, Parcel Items Country of Origin, and HS Tariff number.

Points to Note

- MyPost Business follows specific guidelines for some fields that you can refer from [here](#).
- Product units of measurement used in our plugin are KG for Weight and Length, Height and Width in CM.
- Australia My post plugin is not compatible with contract rate. For contract rate, please refer this plugin: <https://www.appjetty.com/woocommerce-australia-post-shipping.htm>

FAQs

General FAQs

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

Ans: This plugin is compatible with WordPress versions 4.1 to 5.5.x

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

Ans: This plugin is compatible with WooCommerce versions 2.5 to 4.3.x.

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 extension?

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

8. 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.

9. Do you have a refund policy?

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

Technical FAQs

1. 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.

2. 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.

3. How can I create an account on MyPost business?

Ans: You can generate the MyPost business account from <https://auspost.com.au/mypost-business/auth/email>.

4. Do you have a refund policy?

Ans: Yes, you can refer our refund policy @ <https://www.appjetty.com/refund-policy.htm>. We stand behind the quality of our extensions with a 30-day money back guarantee.

5. Can I choose between domestic and international CSV?

Ans: Yes, you can generate domestic and international CSV based on the orders.

6. Can I set the item packaging for orders?

Ans: Yes, we have provided the settings where you can change Item packaging and generate the CSV based on the selection.

7. Can I set the Delivery Service?

Ans: Yes, we have provided the settings where you can change Item Delivery Service and generate the CSV based on the selection.

8. How can I generate the CSV?

Ans: You can generate the CSV from the WooCommerce order detail page and Order listing page. Once the CSV has been generated. You can download the CSV and import at the MyPost business.

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-mypost-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 or you can login to your account @ 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 **Australia MyPost Shipping for WooCommerce**, please write to sales@appjetty.com