

# aramex

aramex.com **User Guide**

## Contents

About aramex.com .....	3
Registering on aramex.com .....	6
Managing My Profile.....	9
The Address Book .....	11
Customer Support .....	12
Tracking My Shipments.....	18
Schedule a Pickup .....	23
Express .....	23
Freight .....	27
Prepare Shipment Online.....	28
MyAramex .....	38
Shop&Ship .....	40
Online Services Revisited .....	43
Freight Online Services .....	46
Logistics Online Services .....	47

## About aramex.com

With **aramex.com** you can ship online and manage your account in a smart way. aramex.com enables you to take control of your whole shipping process online, saving you both money and time.

### > aramex.com Users

1. Aramex.com is open for all Internet users (public user – Level 1).
2. Any person can register for free on aramex.com; registered users (Level 2) can place customer support requests, ship online and schedule pickups.
3. Registered users can link their Aramex account (Level 3) to access “MyAramex”, a feature that allows you to take control of your shipping process, get shipment updates, and contact your customer management team.

### > Public User Home Page

Search Box

Search... Go Languages

**aramex**  
delivery unlimited

Express Freight Logistics Shopping Services

Login Box Main Pages Tracking Box

Email

Password ( forgot? )

Take me to  
 My Shop&Ship

Login

Remember password  
[Register for aramex.com](#)

**“We read  
 The Economist.”**  
 Aramex Corporate Business Team.

**aramex  
 valuexpress**

Track Your Shipment  
 To track multiple shipments, enter shipment numbers separated by a new line.

Track

More ways to track  
[Express](#) | [Freight](#) | [Shop&Ship](#) | [Advanced](#)

Quick tools

I want to...

- Schedule a Pickup
- Prepare Shipment
- Track Shipments
- Advanced Tracking
- Calculate Rates
- Locate Office

customer support

Take me to  
**SHOP&SHIP**  
 powered by aramex.com

Highlights

- GAZA White Paper**  
 “Deliver Hope to Gaza” White Paper  
 Read about the campaign’s findings, solutions and recommendations
- 09 10**  
 Aramex 2009 in pictures  
 View the highlights of Aramex during last year.
- Meet the new aramex.com!**  
 We are pleased to present you with the new face of aramex.com.

Tell me about

- Meet the new aramex.com!
- Shipping my Shop&Ship packages as Airfreight or Cargo.
- Tracking my shipments.  
[more ...](#)

Services Updates

- Shipment delay due to severe weather conditions
- Meet the new aramex.com!
- Protect Yourself from Online Fraud
- Value Express  
[more ...](#)

Our News

- Aramex Discovers Marathon Stars in the Indian Country
- Ijad Kamal takes over as Chief Operations Officer of Aramex
- Aramex 2009 fourth quarter net profits rise 26% while full year profits go up 25%  
[more ...](#)

About Aramex Franchising Investor Relations Community Sitemap Careers Contact us Downloads

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## > Logged in Home Page

[Languages](#)

aramex  
 delivery unlimited
 

[Express](#) | [Freight](#) | [Logistics](#) | [Shopping Services](#)

Welcome GSO

[My Inbox \(0\)](#)

[Manage Profile](#)

[My Accounts](#)  
No available linked accounts

## “We read The Economist.”

Aramex Corporate Business Team.

aramex
valuexpress

Track Your Shipment

To track multiple shipments, enter shipment numbers separated by a new line.

More ways to track  
[Express](#) | [Freight](#) | [Shop&Ship](#) | [Advanced](#)

I want to...

- [Schedule a Pickup](#)
- [Prepare Shipment](#)
- [Track Shipments](#)
- [Advanced Tracking](#)
- [Calculate Rates](#)
- [Locate Office](#)

### Highlights

GAZA  
White  
Paper

**“Deliver Hope to Gaza” White Paper**

Read about the campaign's findings, solutions and recommendations

09  
10

**Aramex 2009 in pictures**

View the highlights of Aramex during last year.

Meet the new aramex.com!

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**customer support**

Take me to  
**SHOP&SHIP**  
powered by aramex.com

### Tell me about

- > Meet the new aramex.com!
- > Shipping my Shop&Ship packages as Airfreight or Cargo.
- > Tracking my shipments.

[more ...](#)

### Services Updates

- > Shipment delay due to severe weather conditions
- > Meet the new aramex.com!
- > Protect Yourself from Online Fraud
- > Value Express

[more ...](#)

### Our News

- > Aramex Discovers Marathon Stars in the Indian Countryside
- > Iyad Kamal takes over as Chief Operations Officer of Aramex
- > Aramex 2009 fourth quarter net profits rise 28% while full year profits go up 25%

[more ...](#)

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## > Track Your Shipments

You can track your shipment from aramex.com home page by entering your shipment(s) number(s) in the tracking box and clicking *Track*; all the information about your shipment will be displayed.

## > I want to...

### 1. Schedule a Pickup:

You can schedule a pickup for Aramex to pick up your shipment from the address that you specify either locally or internationally.

### 2. Prepare Shipment:

4

Version 1.1

Use this link to prepare a shipping waybill that contains all the information about your shipment and send a pickup request. You can later print your waybill and a handover report to give to an Aramex representative.

**3. Track Shipments**

Use this feature to track your shipments. Advanced tracking options are also available only for registered users.

**4. Calculate Rates:**

Use this feature to learn how much it will cost if you ship from one place to another.

**5. Office locator:**

Find the address of any Aramex office around the world.

**> MyAramex**

**MyAramex is a special feature** that allows you to find all that you need in one place.

Please note that MyAramex is available to registered customers who linked their shipping accounts to their aramex.com profile.

## Registering on aramex.com

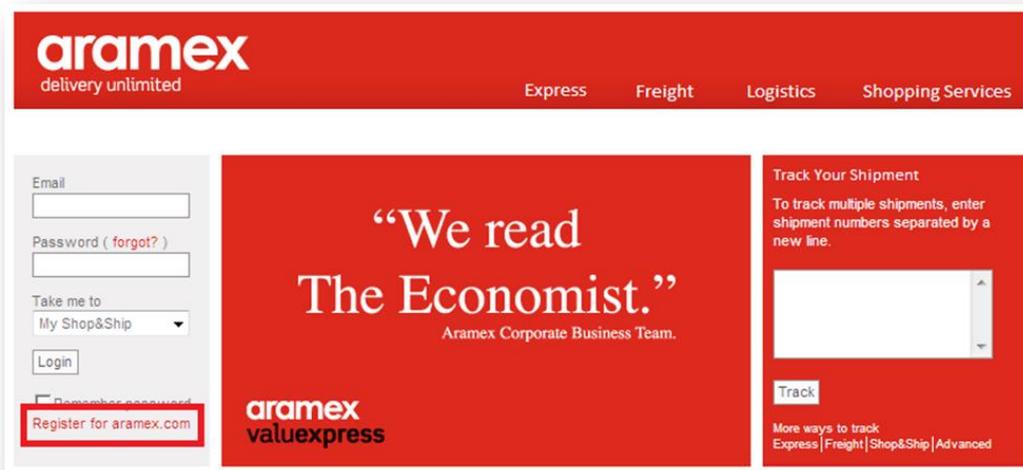
**Registration** is quick and free on aramex.com. Registered members will be able to access additional online services.

### > Why register on aramex.com?

1. Access shipping online and request an Aramex representative to collect your shipment.
2. Request instant e-mail and SMS notifications when your shipment is delivered.
3. Access MyAramex and enjoy full support from our dedicated staff.

### > To register on aramex.com follow the steps below:

1. On the home page of aramex.com, click “Register for aramex.com”, located under “Login box” on the upper left corner.



2. Fill in your registration information (fields with \* stars are mandatory). Once completed, press Save.

### Registration tip:

**It's easy to select your city: choose your country then click on the small city builder icon next to the city field.**



The city look-up function will appear in a pop-up window. Simply type your city name or part of it then click Search. Use the drop-down menu to choose the city name and then click select.



City Lookup - Windows...

Select Country, then enter at least one character in the city field then click search. In result combo box, select your city from the choices, and then click Select.

Country Bahrain

City mana

State / Province

Zip Code

Search Select

Result Manama

Manama

3. When you have successfully completed the registration steps, Aramex will automatically send an e-mail to your mailbox. Activate your aramex.com account, by logging-in to your e-mail account and open the Aramex registration confirmation e-mail, and then click on the link to activate your account.

Please note that due to mailbox security policies and filters, some users have reported receiving the activation in their Junk/Bulk or spam mail folders, if you have not received your confirmation e-mail, please check these folders.

If you still cannot find the activation e-mail please send an email to [customersupport@aramex.com](mailto:customersupport@aramex.com) and provide us with your contact information and email, so we can activate your account.

## Registration

Email \*

Password \*

Re-enter password \*

*Should be at least 8 characters*

First name \*

Last name \*

Company name

Department

Position

Business industry

Country \*

City \*

Postal Code

State/ province

Address

Click here to select your city

Phone \*

Other phone

Mobile \*

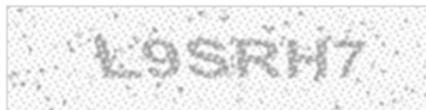
Fax

*Country code    Area code    Number*

Make sure that you type:  
Country code (Area code) Number

I would like to receive emails from Aramex regarding:

- Express product updates.
- Freight product updates.
- Shop&Ship product updates.
- New products and services.



*(note: if you are unable to read the code in the above image, refresh the page to general a new code)*

Enter the code displayed above

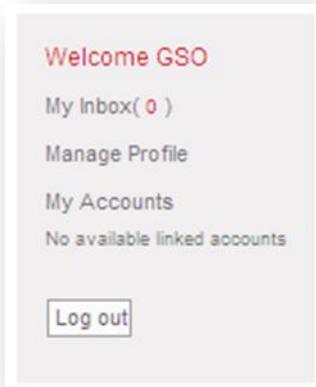
Save

\* mandatory fields.

For assistance with your registration on aramex.com, please contact us at [customersupport@aramex.com](mailto:customersupport@aramex.com)

## Managing My Profile

After logging-in, you will find the “My Profile” box on the upper left side of the Home page. You can access these features for your convenience:

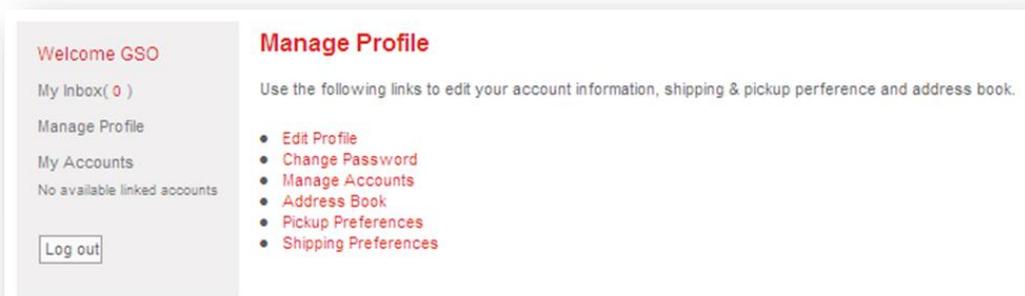


### > My Inbox

Your inbox contains messages from Aramex about new features and the latest service updates. Please check these messages as they contain valuable information that can save you time and effort.

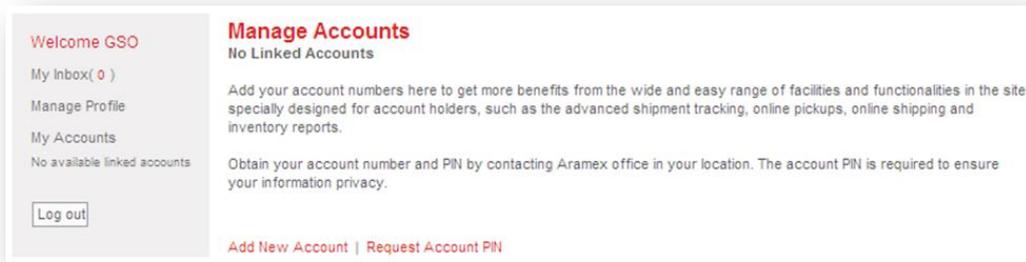
### > Manage Profile

You can edit your profile information, change your password, link your account to your aramex.com profile, create your own address book and set your pickup and shipping preferences.

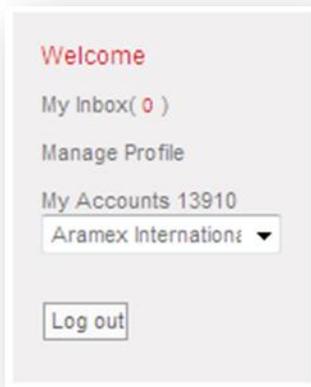


### > Manage Accounts

To link your account to your aramex.com profile:  
Click on *Manage Accounts*. You can then add a new account using your account and PIN numbers. If you do not know your PIN number, click the “Request PIN” link and one of our representatives will contact you at the earliest time to help you.



Once your shipping account is linked to your aramex.com profile, your account name and number will appear under My Accounts.



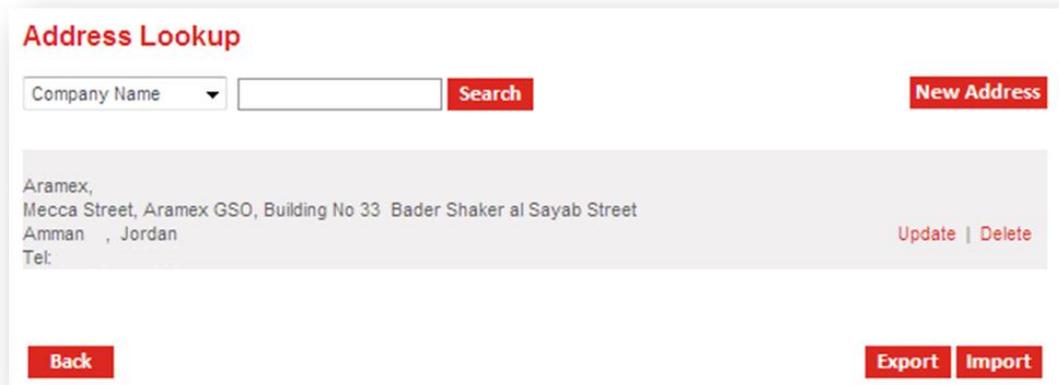
## > Logout

You can log-out of aramex.com by clicking on Logout. Logging-out is a safe practice that protects you against possible unintentional or malicious activity that could be carried out by users who will use the computer after you; especially if you are accessing aramex.com from a public computer

## The Address Book

To create your own address book:

1. Log-in to aramex.com Home page.
2. Click Manage Profile on the upper left corner.
3. Click Address Book.



The screenshot shows the 'Address Lookup' interface. At the top left, there is a dropdown menu labeled 'Company Name' and an adjacent text input field. To the right of the input field is a red 'Search' button. Further right is a red 'New Address' button. Below these elements is a list of address entries. The first entry is highlighted in light grey and contains the following text: 'Aramex, Mecca Street, Aramex GSO, Building No 33 Bader Shaker al Sayab Street Amman , Jordan Tel:'. To the right of this entry are two red buttons: 'Update' and 'Delete'. At the bottom left of the interface is a red 'Back' button, and at the bottom right are two red buttons: 'Export' and 'Import'.

The address book allows you to:

1. Search for your address(es).
2. Create a new address: Click on “New Address”, fill in your information, and mark the address as shipper or recipient.
3. You can update existing addresses or delete addresses that are no longer required.
4. Export all your address (s) to Microsoft Excel.
5. Import addresses from an Excel sheet (please download our addresses template and use it).

**Address Add/Edit**

Company Name\*

Contact Person\*

Reference

Telephone\*   Ext.

Fax

Mobile

Email

Country\*

City\*

State / Province

Zip/PostalCode

Address\*

Use this as a Pickup/Shipper address.  
 Use this as a Receiver address.

## Customer Support

> **At Aramex** we put customers first. Our customer service representatives are dedicated to answering your questions and helping you in every possible way.

> **If you have a general question about our services or offers** please check our [Frequently Asked Questions](#) section and you might find the answer to your question there. Alternatively, you can submit an inquiry, feedback or a complaint by clicking the appropriate button in the top menu.

**Request**

- > Inquire about a service
- > Submit a complaint
- > Issue a thank you note
- > Comments & suggestions

[Track my requests](#)

Take me to **SHOP SHIP** powered by aramex

Tell Me About   Locate Office   My Customer Management Team

Select a product:

- > Express Shipping Terms and Conditions
- > Meet the new aramex.com
- > Aramex Express Value-Added services.
- > Parcel Express.
- > Document Express.
- > International Express.
- > Distribution Service.
- > Cash On Delivery (COD).
- > ClickToShip.
- > Aramex Return Service.
- > Aramex Domestic.
- > Aramex Express Value-Added services.
- > Tracking my shipments.
- > Sending an Express shipment with Aramex.
- > Ordering Aramex boxes, pouches, and other supplies.

Page 1, 2, 3, 4

> **If you are looking for contact information**, use our [Office Locator](#) tool for address information for any of our offices around the world. And if you're an existing customer with an Aramex account, you can directly contact your assigned Customer Management Team by [Clicking Here](#), where you will be able to send any member of your assigned Customer Management Team an e-mail or an SMS directly from the website.

> **Accessing Customer Support:**

From Home page click on the Customer Support icon.



> **What Can I Do Through Customer Support?**

You can communicate any questions, ideas, suggestions or complaints to Aramex through the Customer Support section in aramex.com

**1. Service Inquiry**

You can submit a service inquiry for different subcategories, such as: Express, Domestic, Freight, Shop&Ship, Special Services, and Aramex will contact at the soonest time possible to cater to your request.



**Welcome GSO**

My Inbox( 0 )

Manage Profile

My Accounts

No available linked accounts

## Submit Customer Support Request

To enable us to help you faster and better, please fill in the Subject and Description fields with accurate and detailed information.

Subcategory:

Requestor Name:

Subject:

Description:

## Request

- > [Inquire about a service](#)
- > [Submit a complaint](#)
- > [Issue a thank you note](#)
- > [Comments & suggestions](#)

[Track my requests](#)

## 2. Comments and Suggestions

Aramex always welcomes your suggestions and comments, so feel free to submit your comments and suggestions, or simply share any ideas or service remarks so we can serve you better.



**Welcome GSO**

My Inbox( 0 )

Manage Profile

My Accounts

No available linked accounts

## Submit Customer Support Request

To enable us to help you faster and better, please fill in the Subject and Description fields with accurate and detailed information.

Subcategory:

Requestor Name:

Subject:

Description:

## Request

- > [Inquire about a service](#)
- > [Submit a complaint](#)
- > [Issue a thank you note](#)
- > [Comments & suggestions](#)

[Track my requests](#)

## 3. Complaints

Aramex spares no effort to rise to the expectations of all our valued customers. If you believe our service has not on par with your expectations, then please, share your experience with us so we can repair the situation and find you a solution.

Welcome GSO

My Inbox( 0 )

Manage Profile

My Accounts

No available linked accounts

## Submit Customer Support Request

To enable us to help you faster and better, please fill in the Subject and Description fields with accurate and detailed information.

Subcategory:

Requestor Name:

Subject:

Description:

## Request

- > [Inquire about a service](#)
- > [Submit a complaint](#)
- > [Issue a thank you note](#)
- > [Comments & suggestions](#)

[Track my requests](#)

## 4. Locate Office

Use this feature to find the addresses of Aramex offices around the world.

Welcome GSO

My Inbox( 0 )

Manage Profile

My Accounts

No available linked accounts

## Office Information

Aramex has built one of the most extensive and fastest growing transportation networks in the world, encompassing more than 304 offices in major cities and strategic locations across the globe, with over 6500 people dedicated to providing total transportation solutions to customers worldwide.

Please select a country from the menu and click on the displayed city names for office addresses and contact details.

Country:



### Office Addresses

#### Main Office

- + [Dubai - DXB](#)
- + [Abu Dhabi - AUH](#)
- + [Dubai - DRO](#)

## 5. Track my Request

After submitting a service inquiry, complaint or a comment, you will receive an ID number for your request. Use this number to track your request and check what actions Aramex has taken.

To search using the request ID, type it and click search, or just click search and you will see all of your requests.

You are here - [Home](#) > [Customer Support](#) > [Follow up on a Request](#)

Search...  Languages

---

aramex  
 delivery unlimited
 Express   Freight   Logistics   Shopping Services

Welcome GSO

My Inbox ( 0 )

Manage Profile

My Accounts

No available linked accounts

Log out

### My Requests

Get the status of your help request by entering any of the search criteria below.

Request ID

▼

Begins with

▼

Order by

Date Opened

▼

Search

Your search has returned 16 records.

Action	Ticket No.	Summary	Category	Opening Date	Status	Closing Date
Open	721674	Service Request	Pickup Request	2/7/2010	Closed	2/10/2010
Open	721673	Service Request	Pickup Request	2/7/2010	Closed	2/10/2010
Open	721672	Service Request	Pickup Request	2/7/2010	Closed	2/10/2010
Open	713900	Service Request	Pickup Request	12/20/2009	Closed	12/20/2009
Open	712944	Supplies Request	Customer Shipping Supplie...	12/14/2009	Closed	12/14/2009
Open	712818	Service Request	Pickup Request	12/13/2009	Closed	12/14/2009
Open	712816	Customized Tracking Reque...	Customized Tracking Repor...	12/13/2009	Closed	12/13/2009
Open	712814	Service Request	Pickup Request	12/13/2009	Closed	12/14/2009
Open	702644	Service Request	Pickup Request	10/11/2009	Closed	10/11/2009
Open	701784	Service Request	Pickup Request	10/5/2009	Closed	10/7/2009

Page 1, 2

### Request

- > [Inquire about a service](#)
- > [Submit a complaint](#)
- > [Issue a thank you note](#)
- > [Comments & suggestions](#)

Track my requests

In the tracking grid where the requests are displayed, click “Open” next to the request you want to check its progress and you will read more information about it.

aramex
delivery unlimited
Express
Freight
Logistics
Shopping Services

Welcome GSO

My Inbox( 0 )

Manage Profile

My Accounts

No available linked accounts

Log out

**Status** Closed

**Your Notes**

**Submitted by** GSO  
**Assignee** Fadi Samara  
**Category** Customized Tracking Reports  
**Time Logged** 12/13/2009 5:14:43 PM

**Priority** Normal  
**Status** Closed  
**Subcategory** Customized Tracking Reports

**Summary**  
 Customized Tracking Request

**Description**  
 Account No.: test (22703)  
 Frequency: Hourly  
 Deliver Via: Email  
 Address of Delivery:  
 Tracking Level: Full Tracking Information

**Request History**

Changes Done	Description	Time	Req. Notified
Status changed to Closed.	Request Due date has changed from 12/14/2009 to 12/14/2009	12/13/2009 05:23 PM	True

## Request

- > [Inquire about a service](#)
- > [Submit a complaint](#)
- > [Issue a thank you note](#)
- > [Comments & suggestions](#)

[Track my requests](#)

## Tracking My Shipments

> There are many convenient ways to track your shipment and get the latest updates.

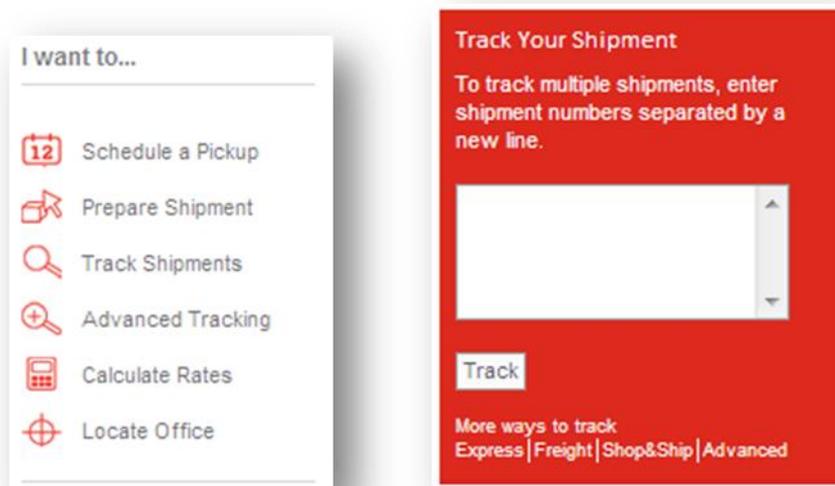
**Note: On the Home page and in the Tracking Box you can enter the shipment(s) number(s) and click track, or you can click on Tools > Track Shipments**

### > Tracking Options

#### 1. By shipment number(s)

If you have a shipment number, you can track your shipment easily by following the steps:

Under the Tools section click Track Shipments (bottom left corner of the home page), or enter the shipment number directly into the “Track Your Shipment” box.



1. Enter your shipment number to check the current status of your package.

**NOTE: If you have more than one shipment number to track, enter each number on a separate line.**

## Track Shipments

Track your shipment(s) movements around the world at any time.

By Shipment Number(s) By Reference(s) More Ways

12345678

To track multiple shipments, enter shipment numbers separated by a new line.

**Track**

- When the shipment(s) number(s) is (are) entered, click "Track", to display your shipment details.

## Shipment Details

Shipment Summary		
Shipment Number:	12345678	
Current Status:	<b>Shipment delivered</b>	
Delivered on:	06/06/2008 04:52 PM	
Delivered to:	Delivered at RECEIVER Signed for:ALKHADRA	
<b>Time values are local to the service area in which the shipment checkpoint is recorded.</b>		
Shipment History		
Location	Date	Activity
UNITED STATES	06/06/2008 04:52 PM	Shipment delivered - Delivered at RECEIVER Signed for:ALKHADRA
UNITED STATES	06/04/2008 07:30 AM	Shipment out for delivery
UNITED STATES	06/03/2008 09:14 PM	Shipment received at operations facility
New York, UNITED STATES	07:03 PM	Shipment received at operations facility
Dubai, UNITED ARAB EMIRATES	06:45 AM	Shipment manifested for forwarding
Dubai, UNITED ARAB EMIRATES	02:55 AM	Shipment received at operations facility
Amman, JORDAN	06/02/2008 11:19 PM	Shipment manifested for forwarding
Amman, JORDAN	01:57 PM	Shipment record created
Amman, JORDAN	01:57 PM	Shipment picked up
Shipper	Receiver	
	1234 CALIFORNIA	
Amman	DALY CITY	
JORDAN	UNITED STATES	

### 2. By Reference(s)

If you have a reference number, you can use it to track your shipment:

- Select the appropriate reference type (if you are a recipient, a shipper or any other third party), and enter the reference number in the field next to it.
- Select the country where the shipment was originated from.
- Enter the day (or the month) in which the shipment was picked up, and press go.

**Track Shipments**

Track your shipment(s) movements around the world at any time.

By Shipment Number(s) By Reference(s) More Ways

- Select Reference ▾ =  **Track**

Origin Country : - Select Country - ▾

Between: Jan ▾ 17 ▾ 2010 ▾

And: Feb ▾ 16 ▾ 2010 ▾

**3. More Ways to Track:**

**Track Shipments**

Track your shipment(s) movements around the world at any time.

By Shipment Number(s) By Reference(s) More Ways

**More Ways to Track Your Shipment**

- [Track your shipment on your mobile](#)
- [Automatic Notifications](#) 🔒
- [Advanced Tracking](#) 🔒
- [Click here](#), if you could not get a track for your shipment.

a. **Automatic Notifications**

You can always stay in the know about your shipment via e-mail, and through your preferred settings:

- Frequency: Hourly, Daily, Weekly, Monthly
- Deliver Via: E-mail
- E-mail: By default your email will be shown.
- Notify me upon: You can choose to receive full tracking information or Proof of Delivery Only.

### Automatic Notifications

This service provides you with automated and regular updates on the status of your shipments. You can customize which events you want to be notified with and the frequency of notifications.

Please note that this service is available only to customers with Aramex account number.

Account: Aramex International Courier (13910)

**Personalized Settings**

Frequency:

Deliver Via:

Email:

Notify me upon:

**b. Advanced Tracking:**

Advanced tracking offers you more options to track your shipments, with a special feature to export your shipments information to a Microsoft Excel sheet.

### Advanced Tracking

Track your shipment(s) movements around the world at any time.

Account: Aramex International Cour... (13910)

Shipment Number (s):  To track multiple shipments, enter shipment numbers separated by a new line.

Shipper:

Receiver:

Product:  Status:  Payment:

Pickup Between:  and

**c. The “Click Here” option:**

This option allows you to directly send an e-mail to the customer care team. Fill in the information in the “Description” section to refer to your shipment waybill number, origin and destination country then click “Submit”. We will receive your request and contact you at the earliest time to update you with your latest shipment details.

### Submit Customer Support Request

To enable us to help you faster and better, please fill in the Subject and Description fields with accurate and detailed information.

Subcategory: Express

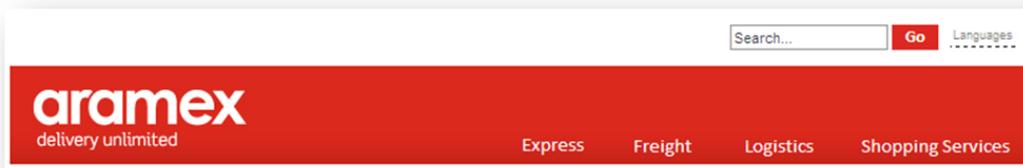
Requestor Name:

Subject:

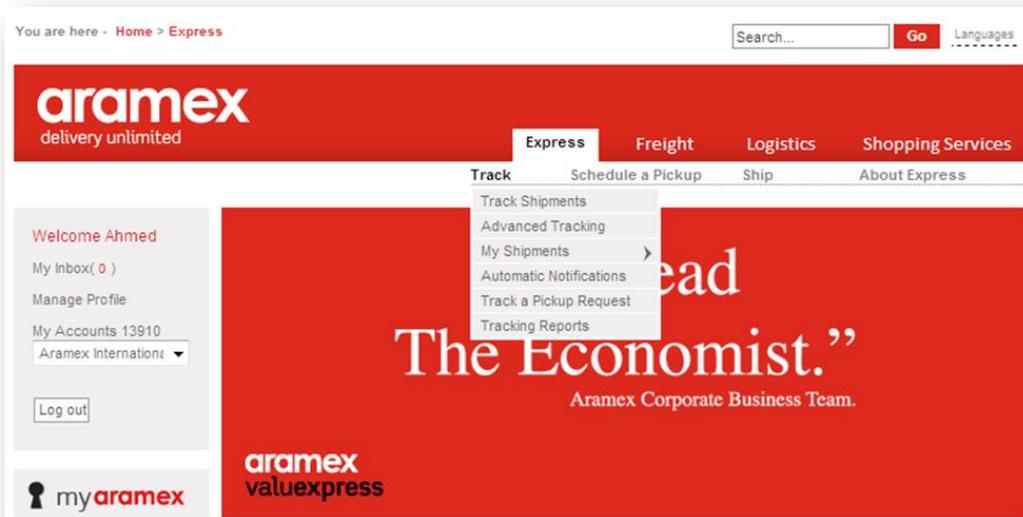
Description: You can track your shipments on [www.aramex.com](http://www.aramex.com) tracking system. Alternatively, please provide us with the needed information below:  
 Waybill Number:  
 Origin:  
 Destination:

**Submit**

**Tracking Tip: On the Home page Click on *Express*.**



Under Track, you will find all related options to tracking your shipment(s).



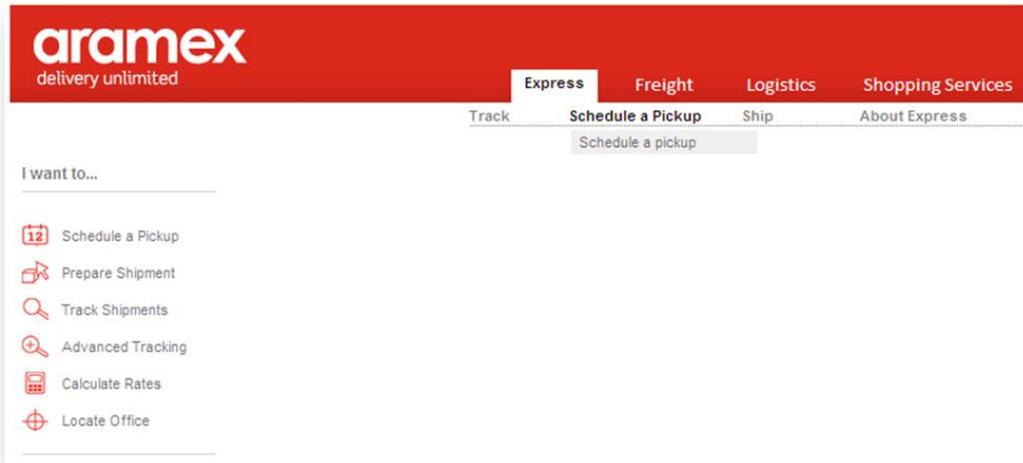
You can generate reports for all of your shipments by clicking on Tracking Reports, then select the date and click on generate.

## Schedule a Pickup

### Express

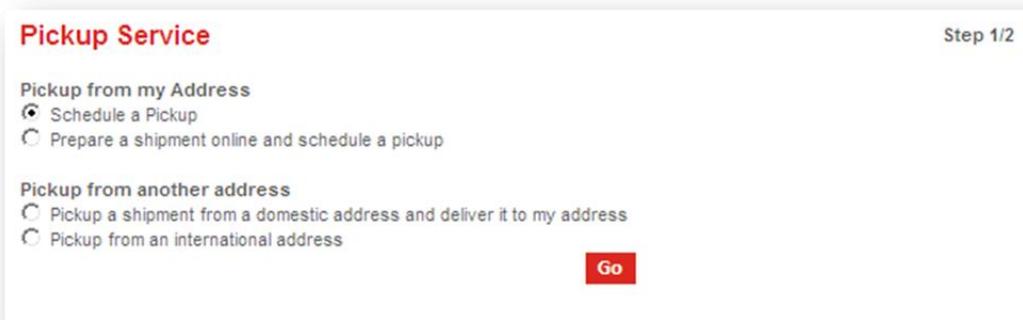
#### > Schedule an Express Pickup

On the home page click “Express” then under I want to section click “Schedule a Pickup”, or click the “Schedule a Pickup” menu then choose “Schedule a Pickup”.



#### > Schedule a Pickup Screen

- Aramex offers a reliable and time efficient pickup arrangement when you schedule your pickups online. There are 4 types of scheduled pickups:



## > For Pickup from my Address

### - Schedule a Pickup:

- The pickup address will be automatically filled for you, to change it click on the “Change” link located in the “Pickup Address” section.
- Check the “Pickup Address” section.
- Complete information by filling in the “Email” and “Mobile” and “Comments” fields.
- When you’re ready to submit the pickup click “Submit”

**Schedule Pickup** Step 2/2

**My Details** Change Pickup Preferences

Account Number: 13910  
 Company Name\*: Aramex International Courier  
 Contact Person\*: Aramex

**Pickup Address** ( Change )

Aramex ,  
 Mecca Street, Aramex GSO, Building No 33 , Bader  
 Shaker al Sayab Street  
 Amman , Jordan  
 Tel: 962799596963

**Pickup Details**

Product: International Express  
 Date\*: 02/16/2010  
 Ready Time\*: 18 : 00  
 Latest Time\*: 19 : 00  
 No. Of Shipments\*: 1  
 Location: Reception  
 Vehicle Type: Small (no specific vehicle re  
(according to your shipment size)

Email \*: customersupport@aramex.com  
 Mobile\*:  
 Update address book

Country Code Area Code Number

Comments

(To ensure timely collection, please provide full address details)

**Submit**

## > Prepare a Shipment Online and Schedule a Pickup

- This option will take you to the “Prepare Shipment” screen where you can enter the details of your shipment then “Schedule a pickup”. For more information please refer to the “Prepare Shipment” section.

## > For Pickup from another Address

### > Pickup a shipment from a domestic addresses and delivers it to my address:

1. Click the “Change” link in the “Pickup Address” section and choose the domestic address where the pickup will take place.
2. Check the “Pickup Details” and mend then as needed.
3. Complete information by filling in the “Email” and “Mobile” and “Comments” fields.
4. When you’re ready to submit the pickup click “Submit”.

**Domestic Pickup Order**
Step 2/2

**Requestor Details**

Account Number: 13910

Company Name\*:

Contact Person\*:

[Change Pickup Preferences](#)

**Pickup Address** [\( Change \)](#)

Aramex , Ahmad Abaza  
Mecca Street, Aramex GSO, Building No 33 , Bader  
Shaker al Sayab Street  
Amman , Jordan  
Tel: 962799596963

Email:

Mobile:

Update address book

Comments:

(To ensure timely collection, please provide full address details)

**Pickup Details**

Date\*:    
(Pickup Time will be agreed with shipper)

No. Of Shipments\*:

Location:

Vehicle Type:   
(according to your shipment size)

## > Pickup from international Address

After you schedule an international pickup our representative will contact you within one business day to cater for request. Aramex will then collect the shipment from the given address to your address taken from your profile.

1. Click the "Change" link in the "Pickup Address" section and choose the domestic address where the pickup will take place.
2. Check the "Pickup Details" and mend then as needed.
3. Complete information by filling in the "Email" and "Mobile" and "Comments" fields.
4. When you're ready to submit the pickup click "Submit".

**Note: After submission, a scheduled pickup confirmation message will appear along with a reference number to track the progress of your request**

## Pickup Service

Step 2/2

[Change Pickup Preferences](#)

### My Details

Account Number 13910

Company Name\*

Contact Person\*

Email\*

Mobile\*

Country Code Area Code Number

### Shipment Details

Product

Pickup date\*  

Ready Time\*

No. of Shipments\*

Nature of Goods

Value of Goods

Pickup Address [Change](#)

AMM TEST , test person  
testing address ,  
Amman , Jordan  
Tel:

Email \*

Mobile \*

Country Code Area Code Number

Delivery Address [\( Change \)](#)

Email \*

Mobile \*

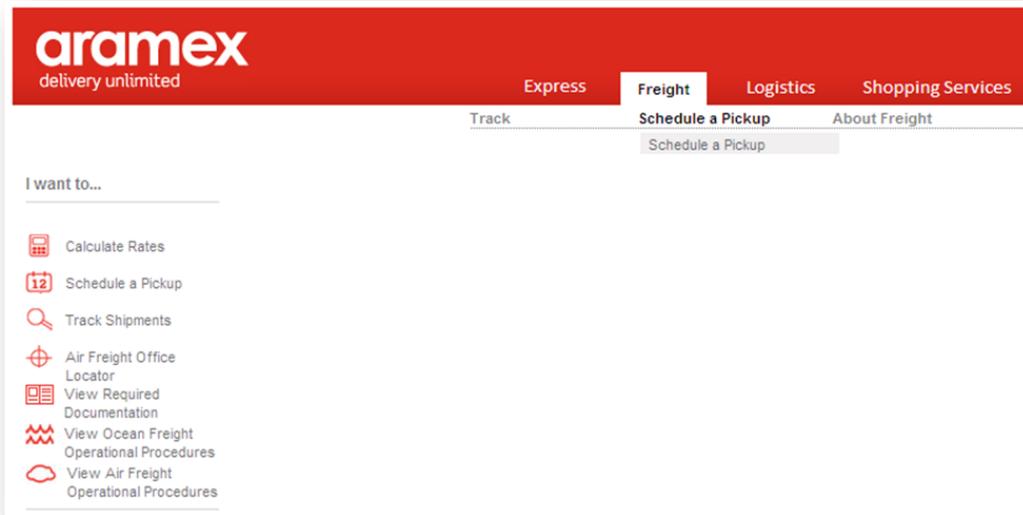
Country Code Area Code Number

Comments

## Freight

### > Schedule a Pickup

On the home page click Freight, then under “I want to...” Click “Schedule a Pickup”.



### > Schedule a Pickup Screen

Fill all required information as needed then click submit.

### Schedule Pickup

[Change Pickup Preferences](#)

**Customer Details**

Account Number 13910

Company Name\*

Contact Person\*

**Pickup Address** ( Change )

AMM TEST , test person  
testing address ,  
Amman , Jordan  
Tel: 962790000000

**Pickup Details (For Export Prepaid Only)**

Product Type

Date\*

Ready Time\*  :

Latest Time\*  :

No. Of Shipments\*  Pieces  ...

Gross Weight  KG

Chargeable Weight

Location

Vehicle Type

Vehicle Size

(according to your shipment size)

Email \*

Mobile \*

Country Code Area Code Number

Comments

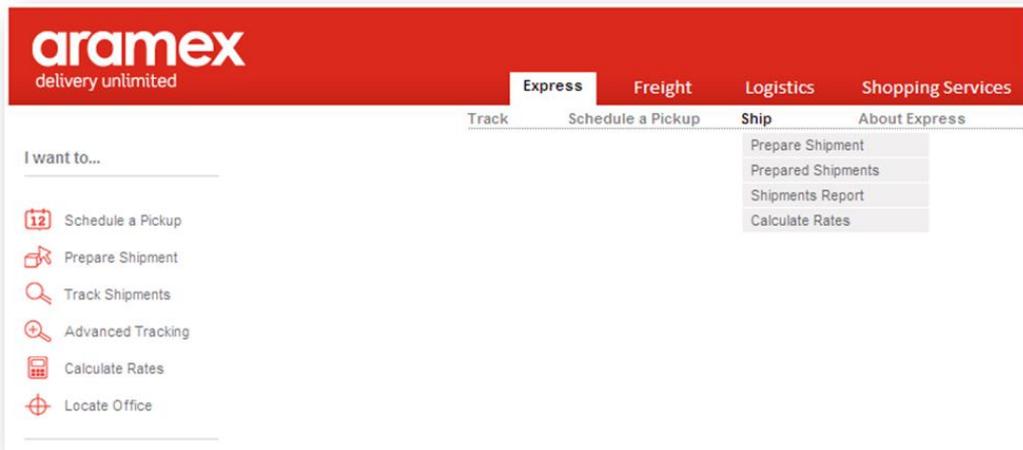
(To ensure timely collection, please provide full address details)

## Prepare a Shipment Online

On aramex.com, customers can prepare shipments online, print waybills/labels and schedule pickups.

### > Accessing Prepare Shipment

Prepare Shipment is an option available for Express shipping. On the home page, click “Express” then under “I want to...” click “Prepare Shipment”, or click the “Ship” menu and then choose “Prepare Shipment”.



### > Online Shipping Sections

1. Prepare Shipment
2. Prepared Shipments
3. Shipments Report
4. Calculate Rates

### > Prepare Shipment



> **Screen 1 of 3**

**Fill in the shipment information as required.**

1. The shipper address will be displayed by default, if you need to change it, then click the “change shipper address” button and choose another address.
2. Fill the receiver address fields by either typing values into the address fields or clicking the “lookup in address book” option.
3. Fill in the “Shipment Information” fields.
4. You can also schedule a pickup for your shipment by clicking the check box and providing a date and time for your pickup. A valid date is one that is either on the same date of placing the pickup request or no later than 7 days from it.
5. Select your payment method.
6. Click on *Proceed*.

**Shipment Preparation**
Step 1/3

---

**Shipper**  
 Aramex , Mecca Street, Aramex GSO, Building No 33Bader Shaker al Sayab Street , Amman , Jordan Change Shipper Address

**Receiver** Look up in address book

Company Name * <input type="text" value="GSO Test"/>	Address * <input type="text" value="GSO Test"/>
Contact / Department * <input type="text" value="GSO Test"/>	
Telephone * <input type="text" value="97142865050"/>	Country * <input type="text" value="United Arab Emirates"/>
Mobile <input type="text"/>	City * <input type="text" value="Dubai"/>
Fax <input type="text"/>	State / Province <input type="text" value="Dubai"/>
Reference <input type="text"/>	Zip / Postal Code <input type="text"/>

Save to address book

**Shipment Information**

Service Type * <input type="text" value="Priority Document Express"/>	Gross Weight* <input type="text" value="0.5"/> Kg Pieces * <input type="text" value="1"/>
Additional Services Press Ctrl to deselect	Chargeable Weight <input type="text" value="0.5"/>
<input type="text" value="Cash on Delivery"/> <input type="text" value="Free Domicile 1"/> <input type="text" value="Hold for pickup"/>	Goods Origin <input type="text" value="Jordan"/>
Remarks <input type="text"/>	Customs Value <input type="text"/> <input type="text" value="JOD"/>
	Goods Description * <input type="text" value="GSO Test"/>
	Reference <input type="text"/>

Schedule a Pickup for this shipment

Date\*

Ready Time\*  :

Latest Time\*  :

**Payment Method**

Cash

Credit Card

Shipper Account

Other Account Type

Account

Shipment will be re-weighed at Aramex  
 Fields marked with \* are required

Proceed

> **Screen 2 of 3**

On this screen you are required to either confirm the shipping information or return to the previous screen and amend it. Please note that shipping rates will differ based on the origin and destination.

This screen also gives you the option to receive automated notification e-mails and order ones to be delivered to the consignee upon shipping and delivery.

**Shipment Confirmation**
Step 2/3

---

**Consignee:**

Company Name: GSO Test	Address: GSO Test
Contact: GSO Test	City: Dubai
Telephone: 97142865050	State / Province: Dubai
Country: United Arab Emirates	

---

**Shipment Information:**

Prepared Date: 2/16/2010 1:20:00 PM	Total Pieces: 1
Product Group: International Express	Gross Weight: 0.50 Kg
Service Type: Priority Document Express	Chargeable Weight: 0.50 Kg
Goods Description: GSO Test	Currency: JOD
Custom Value: 0	

---

**Pickup Request**

Date: 2/16/2010	Latest Time: 19:00
Ready Time: 18:00	

---

**Payment:**

Rate: 00.00 JOD	Payment Method: Shipper account (13910)
-----------------	-----------------------------------------

Local taxes - if any - are not included

---

**Notifications**

Check the following boxes to send emails to the shipper or the receiver to be notified about the shipments Pickup and delivery.

Shipper Email	<input type="text" value="ahmad.abaza@aramex.com"/>	Notify on:	<input type="checkbox"/> Shipping	<input type="checkbox"/> Delivery
Receiver Email	<input type="text" value="ahmad.abaza@aramex.com"/>	Notify on:	<input type="checkbox"/> Shipping	<input type="checkbox"/> Delivery

I confirm that the shipping information provided by me above is true and accurate and complies with the [Aramex Shipping Terms and Conditions](#) and I agree to settle all shipping charges relating to such shipment

Edit Shipment
Confirm Shipping

### Additional Shipment Options

- [Shipment Label](#)
- [Commercial Invoice](#)
- [Prepare New Shipment](#)

Your Shipment has been successfully saved,  
To track your Shipment, shipment number is **(6716056970)**.

> **Screen 3 of 3:**

Additional options are available you upon confirm the shipment..

**1. Shipment label**

A forwarder waybill to be printed, showing all the shipment information and the conditions of carriage, as shown in the following snapshot:



1. Schedule one pick-up request for multiple shipments. Select "Prepared Shipments" from the Ship menu, select from the required shipments and then click "Schedule a Pickup".

### Prepared Shipments

Shipment Number

Shipment Reference

Date From

Status

Product

Receiver Name

Date To

**Search**

Actions	Shipment No.	Date	Rec. Name	Rec. Country	Rate	Status	Product	Pickup Ref
Update Delete		16/Feb/2010	GSO Test	United Arab Emirates	0 JOD	Draft	PDX	
Open Label	6716056970	10/Feb/2010	AMM TEST	Jordan	0 JOD	Ready for Pickup	OND	B100D34
Open Label	6716056966	10/Feb/2010	AMM TEST	Jordan	0 JOD	Ready for Pickup	OND	B100D34
Update Delete		10/Feb/2010	AMM TEST	Jordan	140 AED	Draft	PDX	

Page 1

2. Generate a report for the shipments which you want to hand over to an Aramex representative. Select "Prepared Shipments" from the online shipping menu, click on "Hand over to Courier".

Select the required shipments and click "Hand Over". An Aramex representative will sign the report as proof of collection which you can keep.

## Schedule a Pickup

This feature enables you to schedule one pickup for shipments you prepared previously. Aramex will collect your shipments from your address at the specified time.

Simply select from the shipment(s) listed below, specify required pickup date / ready time and click "Schedule"

Shipper Account

Pickup Address ( Change )

My Receiver company , My Receiver Name  
My Address ,  
Amman , Jordan  
Tel: 96261111111

Location

Reception

Pickup Date\* 04/27/2009

Ready Time\* 10 00

Latest Time\* 10 35

Vehicle Type Small (no specific vehicle required)

Comments

1

<input type="checkbox"/>	Select All	Shipment No	Date	Receiver Name	Status
<input checked="" type="checkbox"/>		600000000	22/Apr/2009		Ready for Pickup

Select or Deselect

2

Schedule

Back

## Prepared Shipments

Shipment Number

Shipment Reference

Date From

Status

Product

Receiver Name

Date To

Actions	Shipment No.	Date	Rec. Name	Rec. Country	Rate	Status	Product	Pickup Ref
Update Delete		16/Feb/2010	GSO Test	United Arab Emirates	0 JOD	Draft	PDX	
Open Label	6716056970	10/Feb/2010	AMM TEST	Jordan	0 JOD	Ready for Pickup	OND	B100D34
Open Label	6716056966	10/Feb/2010	AMM TEST	Jordan	0 JOD	Ready for Pickup	OND	B100D34
Update Delete		10/Feb/2010	AMM TEST	Jordan	140 AED	Draft	PDX	

Page 1

Hand Over to Courier

Schedule a Pickup

## Hand Over to Courier

This feature enables you to generate a report of the shipments which you want to hand over to Aramex representative.

Simply select from the shipment(s) listed below and click "Hand Over". Aramex representative will sign the printed report as proof of collection which you can keep.

Date From   Date To

<input checked="" type="checkbox"/>	Select All	Shipment No	Date	Receiver Name	Status	Pickup Ref
<input checked="" type="checkbox"/>		6716056966	10/Feb/2010	AMM TEST	Ready for Pickup	B100D34
<input checked="" type="checkbox"/>		6716056970	10/Feb/2010	AMM TEST	Ready for Pickup	B100D34

Date: 4/27/2009

**aramex**  
delivery unlimited

No	Shipment No	Prepared Date	Receiver Name	Receiver Country	Weight	Pieces	
1	660000000	04/14/2009	My Receiver company	JORDAN	0.50 KG	1	
2	661111111	04/15/2009		JORDAN	0.50 KG	1	
3	661000000	04/15/2009		JORDAN	0.50 KG	1	
<b>Total</b>					3	1.50 KG	3

Aramex Representative Name:  
Date:

## > Shipments Report

**aramex**  
delivery unlimited

Express Freight Logistics Shopping Services

Track Schedule a Pickup Ship About Express

- Prepare Shipment
- Prepared Shipments
- Shipments Report**
- Calculate Rates

You can generate a report to show the status of your shipments: delivered or undelivered. Select "**Shipments Report**" from the Ship menu. You can group the results by destination country, shipper account, or shipper department. Generated reports can be printed or exported to an Excel sheet for further analysis or formatting.

### Shipments Report

Track Status:    
 Group By:    
 Date From:    
 Date To:

Destination Country:    
 Destination Country:    
 Shipper Account:   
 Shipper Department:

Jordan			
Shipment No	Receiver Name	Receiver Company	Receiver Country
3512681686	test person	AMM TEST	Jordan
	test person	AMM TEST	Jordan
3529759343	test person	AMM TEST	Jordan
3529759726	test person	AMM TEST	Jordan
3529793886	test person	AMM TEST	Jordan
3529793912	test person	AMM TEST	Jordan
	test person	AMM TEST	Jordan
6716056966	test person	AMM TEST	Jordan
6716056970	test person	AMM TEST	Jordan
Total Item(s) =9			
United Arab Emirates			
Shipment No	Receiver Name	Receiver Company	Receiver Country
	GSO Test	GSO Test	United Arab Emirates
Total Item(s) =1			

> Calculate Rates

aramex delivery unlimited

Express Freight Logistics Shopping Services

Track Schedule a Pickup Ship About Express

- Prepare Shipment
- Prepared Shipments
- Shipments Report
- Calculate Rates

- To calculate your shipment rates, select shipment origin and destination countries; select the cities using the city builder icon (next to the city field), select the product and service types, weight, and then click **Calculate**.

- Delivery Rates will include surcharges and shipment discount depending on the customer's account, and any taxes are not included in the calculated rate.

## Calculate Rates

### Shipment Origin

Country

City  ...

Zip Code

State / Province

### Shipment Destination

Country

City  ...

Zip Code

State / Province

Pay at

Product Type

Service Type

Weight

**Calculate**

**Result 24.50 BHD**

Local taxes - if any - are not included. Rate is based on cash rate in Bahrain

To place a Schedule Pickup [Click here](#)

## MyAramex

### > **Accessing MyAramex**

On the home page, click on the MyAramex icon.

### > **Through “MyAramex” registered customers that have their shipping accounts linked to their aramex.com profiles can:**

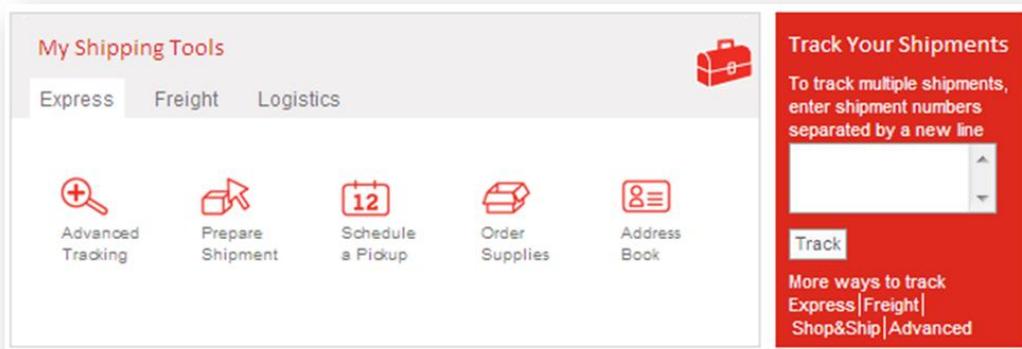
- Manage shipping operations
- Acquire information about the status of their shipments
- Place inquiries
- Contact Customer Management Teams for support

### > **MyAramex Sections**

1. My Shipping Tools
2. My Shipments
3. My Inquires
4. Contact Customer Management Teams

### \* **My Shipping Tools:**

Aramex provides you with all its online services and interactions in one place. Use the tools under this section to track your shipments, place pick-ups and prepare shipments online among other features.



### > **My Shipments**

### My Shipments

All Shipments | Prepared Shipments | Scheduled Pickups

**Delivered**

Shipment No	Destination	Recipient	Product	Delivered on
<a href="#">3198324743</a>	AE Dubai	dewalt	Express	02/16/2010 01:19
<a href="#">3065811291</a>	AE Dubai	SHIHAB	Express	02/11/2010 09:20
<a href="#">3171579390</a>	IQ Baghdad	ZAHRAA	Express	02/14/2010 04:58

[more](#)

**In Transit**

Shipment No	Destination	Recipient	Product
<a href="#">3213587101</a>	JO Amman	Aramex International Courier	Express
<a href="#">3171579386</a>	IQ Baghdad	ARAMEX	Express
<a href="#">3546004044</a>	GB Manchester	aramex	Express

[more](#)

**Pending**

Shipment No	Destination	Recipient	Product
<a href="#">3213587101</a>	JO Amman	Aramex International Courier	Express
<a href="#">3546001771</a>	KW Kuwait City	KWI Domestic Ops	Express
<a href="#">3545995913</a>	IQ Baghdad	Hani Alblaj	Express

[more](#)

You can find all your shipment information under this section, and to get full details for your shipment click on its number to see full details.

Also as mentioned before, you can schedule one pick-up request for multiple shipments and print the hand over to the courier “proof of collection report from prepared shipments tab.

### My Shipments

All Shipments | Prepared Shipments | Scheduled Pickups

Shipment No.	Date	Recipient Name	Status	Pickup Ref.	Actions
<a href="#">3572333601</a>	07/09/2009	HKG testing	Ready for Pickup	B100D34	<a href="#">view label</a>
<a href="#">6099810592</a>	07/09/2009	AMM TEST	Ready for Pickup	B100D34	<a href="#">view label</a>
<a href="#">6099810382</a>	07/09/2009	AMM TEST	Ready for Pickup	B100D34	<a href="#">view label</a>
<a href="#">6099810360</a>	07/09/2009	AMM TEST	Ready for Pickup	B100D34	<a href="#">view label</a>
<a href="#">6099804222</a>	06/09/2009	AMM TEST	Ready for Pickup	B100D34	<a href="#">view label</a>

[more](#)

For selected pickups:

Hand Over to Courier
Schedule a Pickup

## Shop & Ship

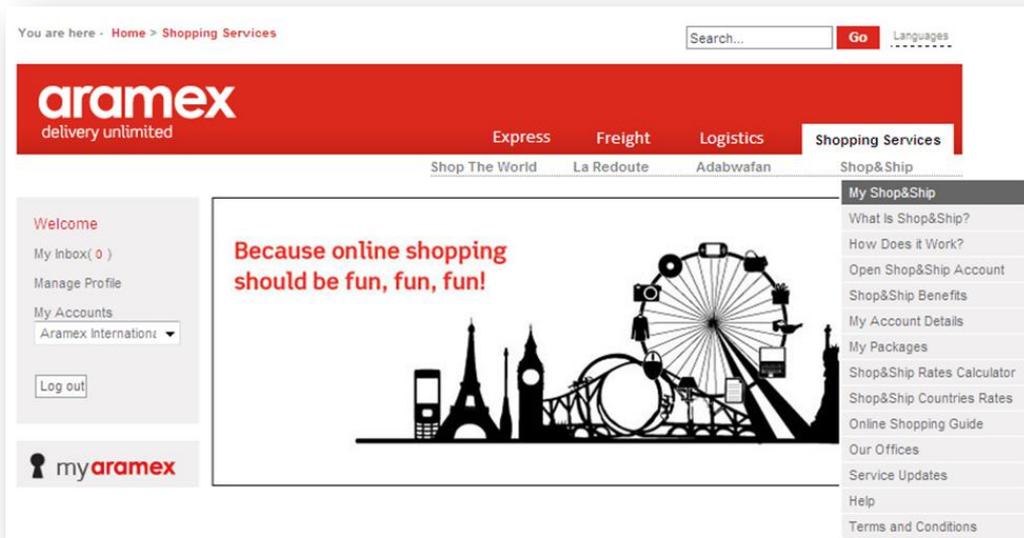
Shop&Ship enables you to enjoy all the benefits of shopping online from US or UK websites as if you are actually living there. This service offers you a personal account at the Shop&Ship fulfillment centers in the US and the UK where you can receive your correspondence as well as personal and business packages such as Internet orders, gifts, magazine subscriptions, bank statements and more. Aramex then forwards the account contents to your doorstep at very competitive rates, saving you time, effort and money. Subscribe to Shop&Ship to enjoy a convenient and affordable online shopping experience.

### > Accessing Shop&Ship

From the login box select My Shop&Ship from the “take me to” drop-down list.

Or from the Home page click on the Shop&Ship icon.

Or click on the “Shopping Service” menu, and then click on Shop&Ship > My Shop&Ship



## > Shop&Ship Page

### 1. Mailbox Accounts:

This section shows the details of your account in the US and the UK.

### 2. Stores:

Aramex lists some of the stores that you can order from, sorted by categories.

### 3. Affiliates:

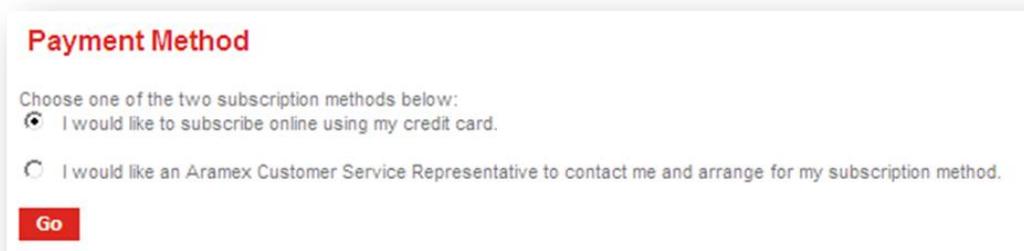
Another list of stores where you can place online orders.

### 4. Offers:

Sometimes, online stores would offer special rates or make special offers, find some of these in the “Offers” section.

## > Opening a Shop&Ship Mailbox

1. Under “Shopping Services” click on the “Shop&Ship” menu, and then click on “Open Shop&Ship Account”. Then, you can read the agreement page, and if you agree with the terms, click the “I Agree” link.
2. Once you have agreed, you will be taken to the “Payment Method” page.



3. After choosing your payment method, fill in the “Online Payment” form and submit your information.

### Online Payment

With Shop&Ship you can now shop from sites that do not deliver outside the US/UK, save time and money, have payment facility and security, receive any US/UK mail you may have (e.g. magazines, bank statements...etc). you have made the right choice....

Shop&Ship Setup Fees = \$35

Choose a country United Arab Emirate ▼

Enter Promotion Code  Apply

New value

Using our Secure Payment Solutions...  
Simply, fill in the following form and we can finalize your purchase

Name John Smith

As appears on credit card

Type of Credit Card Visa Card ▼

Credit Card Number 0000000011113333

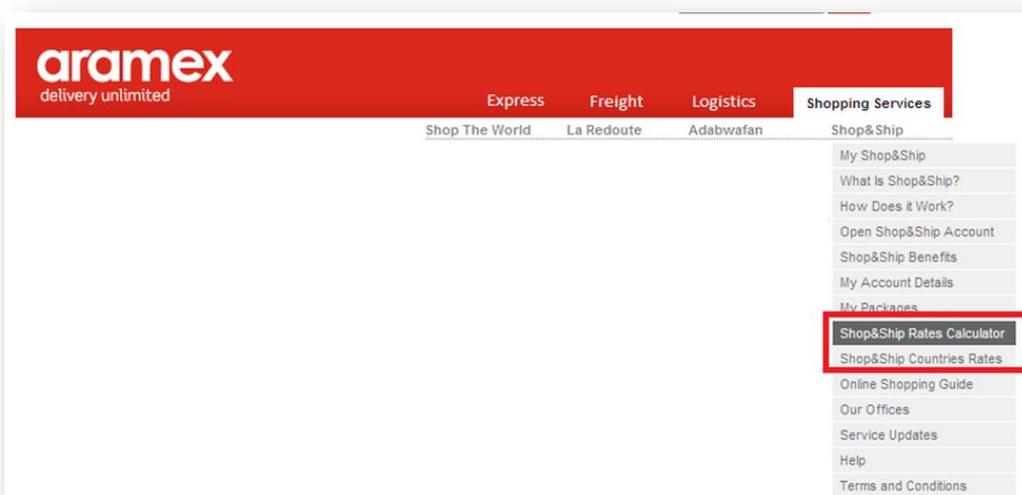
Expiry Date 12 ▼ / 2010 ▼

Comments:

Submit

> Shop&Ship Rate calculation tools:

You can learn how much your Shop&Ship shipping rates will be by using the “Shop&Ship Rates calculator” located in the “Shop&Ship” menu.



## > How to Use your Mailbox

When you buy online, please specify the shipping account as provided to you by Aramex, making sure to quote the account number; this is very important so that Aramex will place the goods received on your account.

### US

#### How to place your order when shopping online Example 1

When the shopping site provides **TWO** address lines, your mailbox number can be placed in the **Address Line 2** as illustrated

Full Name:

Address Line1:   
Street address, P.O. Box, company name, c/o

Address Line2:   
Apartment, suite, unit, building, floor, etc.

City:

State/Province/Region:

Zip/Postal Code:

Country:

Phone Number:

#### Example 2

When the shopping site provides **ONE** address line your mailbox number can be placed after your **Name** as illustrated

Full Name:

Address Line:   
Street address, P.O. Box, company name, c/o

City:

State/Province/Region:

Zip/Postal Code:

Country:

Phone Number:

### UK

#### How to place your order when shopping online Example 1

When the shopping site provides **TWO** address lines, your mailbox number can be placed in the **Address Line 2** as illustrated

Full Name:

Address Line1:   
(or company name) House name/number and street, P.O.Box, company name,c/o

Address Line2:   
(optional) Apartment, suite, unit, building, floor, etc.

Town/City:

County:

Post Code:

Country:

Phone Number:

#### Example 2

When the shopping site provides **ONE** address line your mailbox number can be placed after your **Name** as illustrated

Surname:\*

First Name:\*

Address:\*

To make the delivery easier, think about the entry code, the building, your phone number...

Postal code:\*

Town:\*

Country:\*

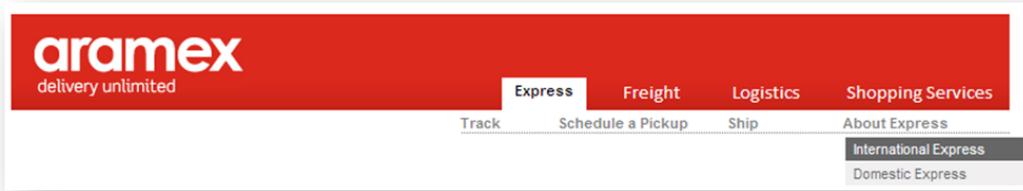
E-mail:

Telephone:\*

## Online Services Revisited

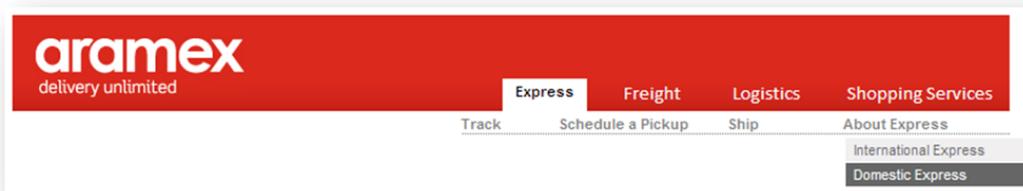
> **Express on aramex.com**

**1. International Express:**



Aramex provides a global solution for moving time-sensitive documents and parcels around the world, door-to-door and within committed transit times that meet your needs and expectations.

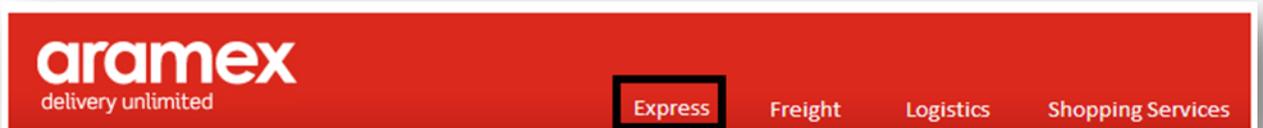
**2. Domestic Express:**



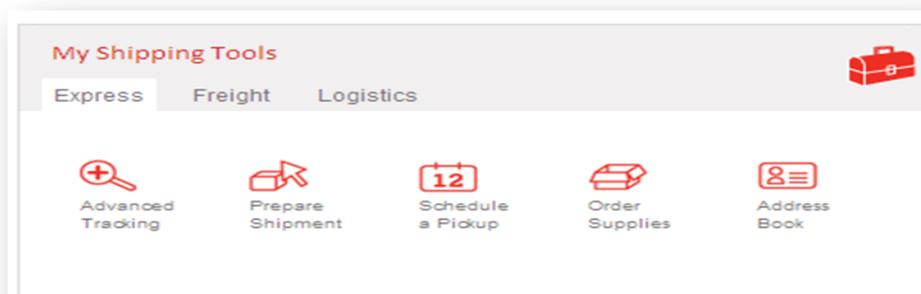
Aramex Domestic Express offers reliable door-to-door solutions for time-critical packages to be delivered within a country or city. Aramex picks up and delivers your packages within agreed delivery times with the ability to track your shipments online at any time.

> **How to Access Express**

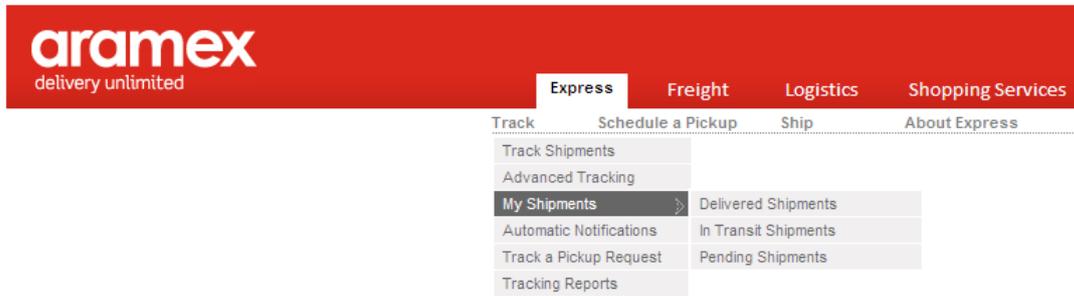
**1. from Home Page:**



**2. From MyAramex:**



> **Express Tracking**



### Under Tracking you can:

1. Track your shipments by clicking on Track Shipments/Advanced Tracking, or check your shipments status by clicking on My Shipments.
2. Set Automatic Notifications to learn the status of your shipments, you can customize which events you want to be notified on with and the frequency of notifications, by clicking on Automatic Notifications.
3. You can track your pickup request.

## Freight Online Services

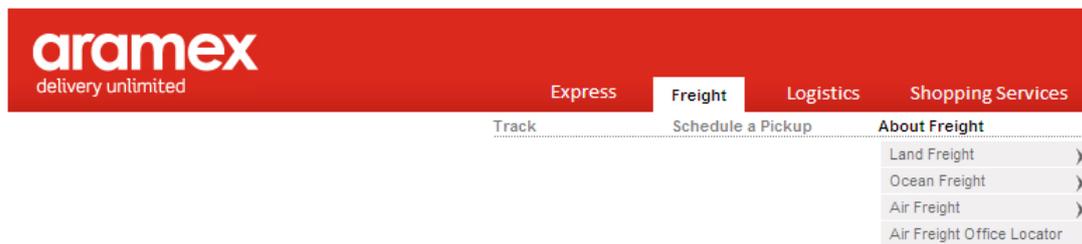
### > Freight on aramex.com

1. Land Freight
2. Ocean Freight
3. Air Freight (Cargo)

> On aramex.com you can enjoy the benefit of cost-effective solutions for managing freight needs such as submitting your land freight order, tracking shipments online, learning about delivery rates and acquiring information about required shipping documents.

### > Access Freight

From Home page click on *Freight*



### > Land Freight

Use this option to learn more about Aramex international land freight and Middle East truck types.

### > Ocean Freight

Use this option to learn about ocean freight and its operational procedures.

### > Air Freight

Use this option to learn more about air freight and its operational procedures as well as locating air freight offices.

## Logistics Online Services

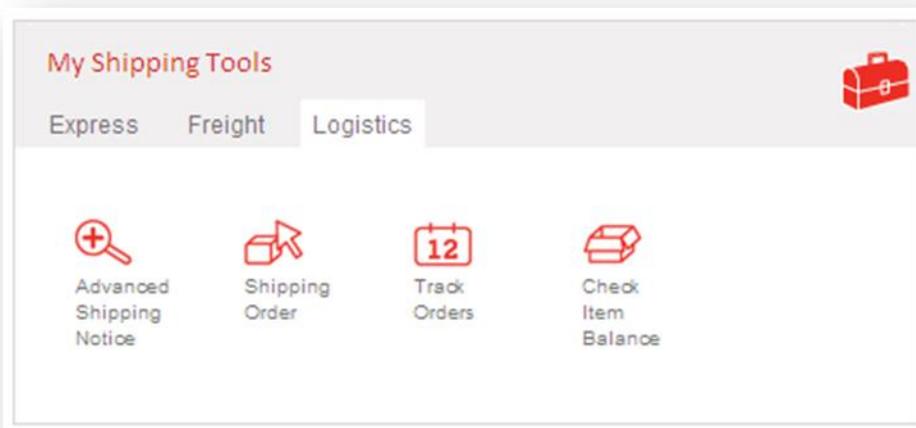
> On **aramex.com** customers can learn all about logistics solutions. Registered customers however are able to enjoy online logistics solution such as ordering and tracking of shipments.

### > **Accessing Logistics on aramex.com**

1. On the Home page, click *Logistics*



2. Or use the MyAramex feature.



The logistics section will provide you with access to different features and sub-sections such as:

### > **Warehousing**

- Read about Aramex warehousing services provided by clicking on warehousing from about logistics menu.

### > **Supply Chain Management**

- You can learn about supply chain management process, freight forwarding services as well as the distribution channels and operations, all of this under chain management.

### > **Consulting Services**

- aramex.com provides a complete plan for warehouse management.