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
> Logged in Home Page

> 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:
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.

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 and provide us with your contact information and email, so we can activate your account.
Registration

Email *: customersupport@aramex.com
Password *: ********
Re-enter password *: ********

First name *: Aramex
Last name *: Aramex
Company name: Aramex
Department:
Position: - Select One -
Business industry: - Select One -

Country *: Bahrain
City *: Manama
Postal Code:
State/province:
Address: Building number, Building name, Street name, Floor, Apartment number, Area

Phone *: +973 (17) 330434
Other phone:
Mobile *: +973 (17) 330434

Fax:

I would like to receive emails from Aramex regarding:
- Express product updates.
- Freight product updates.
- Shop&Ship product updates.
- New products and services.

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

Enter the code displayed above:

L9SRH7

Enter the code displayed above:
L9SRH7

* mandatory fields.

For assistance with your registration on aramex.com, please contact us at customersupport@aramex.com

Save
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 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(es) to Microsoft Excel.
5. Import addresses from an Excel sheet (please download our addresses template and use it).
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.
> 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.
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.

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.
4. **Locate Office**

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

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.

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.
Request

- Inquire about a service
- Submit a complaint
- Issue a thank you note
- Comments & suggestions
- Track my requests

Status

Your Notes

Submitted by
Asgimmo
Category
GSO
Time Logged
Fidi Samara
Customized Tracking Reports
12/13/2009 5:14:43 AM

Priority
Normal
Status
Cleared
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

<table>
<thead>
<tr>
<th>Changes Done</th>
<th>Description</th>
<th>Time</th>
<th>Risk Notified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status changed to Closed</td>
<td>Request Due date has changed from 12/14/2009 to 12/14/2009</td>
<td>12/13/2009 05:23 PM</td>
<td>True</td>
</tr>
</tbody>
</table>
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.
2. 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:** Shipment delivered
- **Delivered on:** 06/06/2008 04:52 PM
- **Delivered to:** Delivered at RECEIVER Signed for: ALKHADRA

*Time values are local to the service area in which the shipment check point is recorded.

**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
Amman, JORDAN | 02:55 AM | Shipment received at operations facility
Amman, JORDAN | 06/02/2008 11:15 PM | Shipment manifested for forwarding
Amman, JORDAN | 01:57 PM | Shipment record created
Amman, JORDAN | 01:57 PM | Shipment picked up

**Shipper** | **Receiver**
--- | ---
Amman | 1234 CALIFORNIA
JORDAN | DAILY 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.
3. More Ways to Track:

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.
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.

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.
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](image)

> 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”.
> 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
**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.
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
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.
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.
Additional options are available 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:
2. **Commercial invoice**
   The commercial invoice (Pro Forma invoice) will be shown; you can check the confirmation check box and print it.

3. **Request Pickup**
   If you have missed requesting a pickup in the “Prepare shipment” screen, click this option to schedule a pickup.

4. **Prepare New shipment**
   This option takes you to the “Prepare Shipment” screen so you can prepare a new shipment.

> **Prepared Shipments**

- Use this option to check the shipment that you prepared using the “Prepare Shipment” feature. You can also schedule pickups and print a “daily run” report which an Aramex representative signs upon pick-up as proof of pickup. Check the details as follows:
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”.

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.

![Prepared Shipments table]

- **Update Delete**
  - Shipment No.: 16/Feb/2010 GSO Test
  - Rec. Country: United Arab Emirates
  - Rate: 0 JOD
  - Status: Draft
  - Product: PDX

- **Open Label**
  - Shipment No.: 1234567891
  - Rec. Name: AMM TEST
  - Rec. Country: Jordan
  - Rate: 0 JOD
  - Status: Ready for Pickup
  - Product: OND

- **Open Label**
  - Shipment No.: 1234567892
  - Rec. Name: AMM TEST
  - Rec. Country: Jordan
  - Rate: 0 JOD
  - Status: Ready for Pickup
  - Product: OND

- **Update Delete**
  - Shipment No.: 10/Feb/2010 AMM TEST
  - Rec. Country: Jordan
  - Rate: 140 AED
  - Status: Draft
  - Product: PDX
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)  
Pickup Date  04/27/2009  
Ready Time  10:00  
Latest Time  10:35  

Location  
Comments  

1

Select All  Shipment No  Date  Receiver Name  Status

-  600000000  22/Apr/2009  Ready for Pickup

Select or Deselect  2

Schedule  Back

Prepared Shipments

<table>
<thead>
<tr>
<th>Shipment No.</th>
<th>Date From</th>
<th>Rec. Name</th>
<th>Rec. Country</th>
<th>Rec. Code</th>
<th>Rate</th>
<th>Status</th>
<th>Status Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567891</td>
<td>2/6/2010</td>
<td>Jordan</td>
<td>0 JOD</td>
<td>Draft</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1234567892</td>
<td>2/6/2010</td>
<td>Jordan</td>
<td>0 JOD</td>
<td>Ready for Pickup</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
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: Bahrain
City: Manama
Zip Code: 
State / Province: 

Shipment Destination
Country: United Arab Emirates
City: Dubai
Zip Code: 
State / Province: Dubai

Pay at: Origin
Product Type: International Express
Service Type: Priority Document Express
Weight: 2 KG

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
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.”
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.

> 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.

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.