Click to Ship

Your desktop shipping companion

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aramex

Click to Ship

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1. Introduction

Welcome to ClickToShip, your desktop shipping companion.

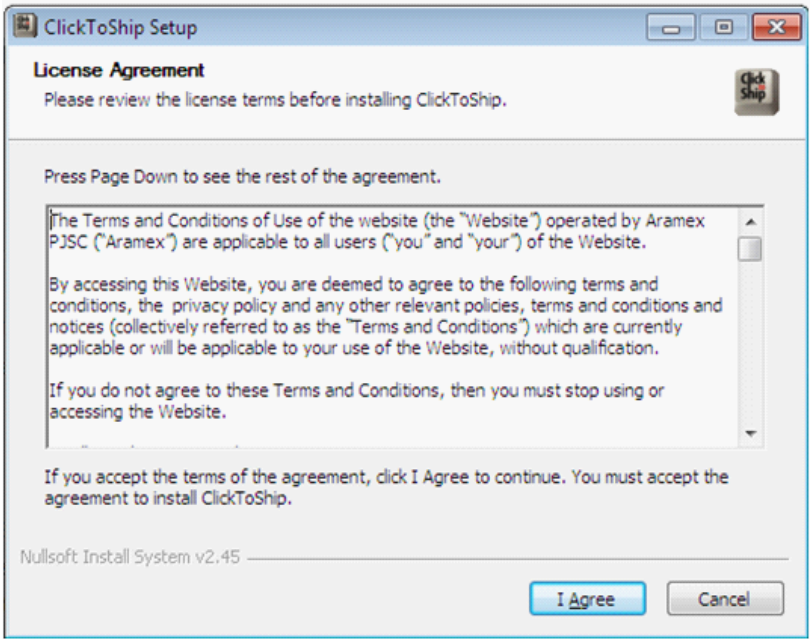
ClickToShip provides an end-to-end desktop shipping solution for Aramex customers. In Version 5, a fully redesigned user interface and a new and enhanced set of features and functionalities have contributed in making ClickToShip easier to install and use, faster and more efficient in handling your shipping needs.

This guide describes the main features of ClickToShip, and describes the steps required for completing each part of the shipment management process.
If you have any questions or require additional support, refer to the customer support section of the aramex.com website or contact your local Aramex office.

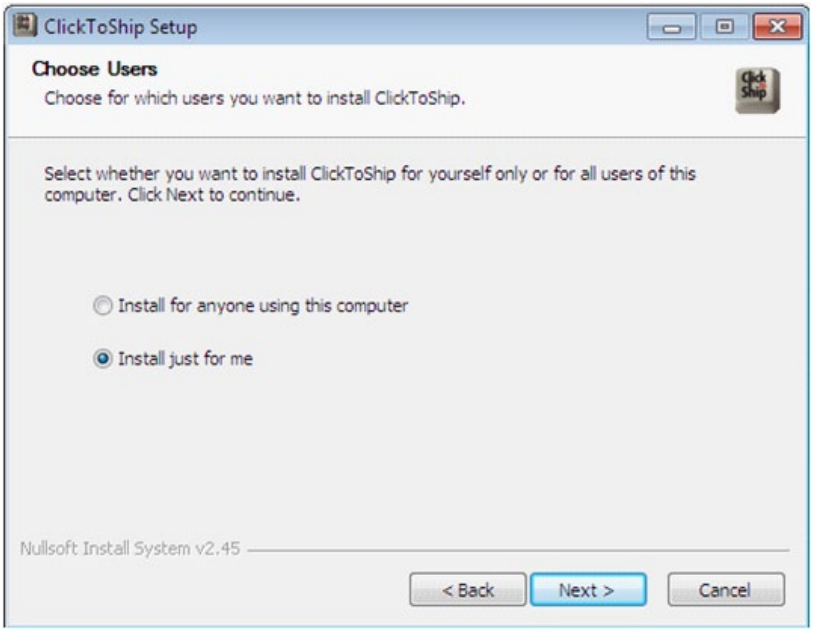
2. Getting Started

2.1 Installation

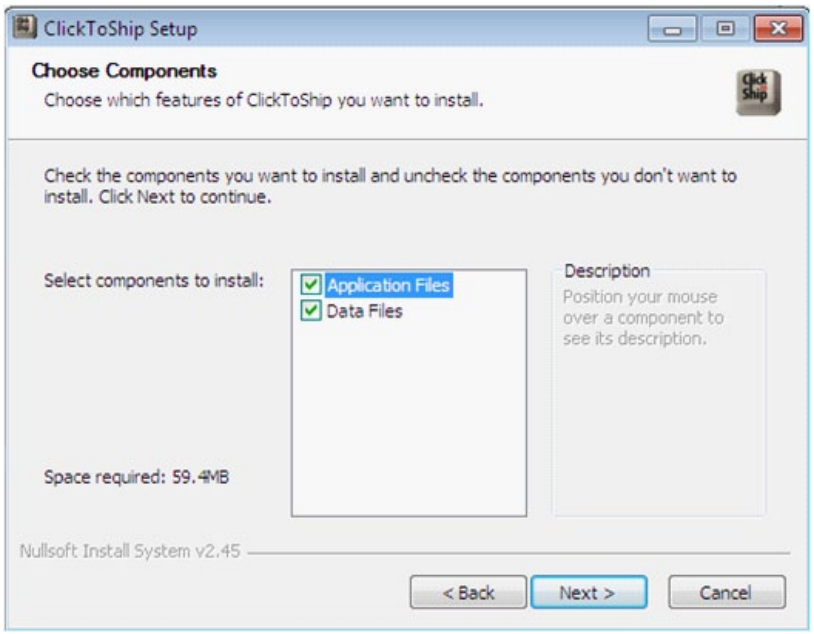
In order to install ClickToShip, double click on the **Setup** icon and the installation wizard will start.



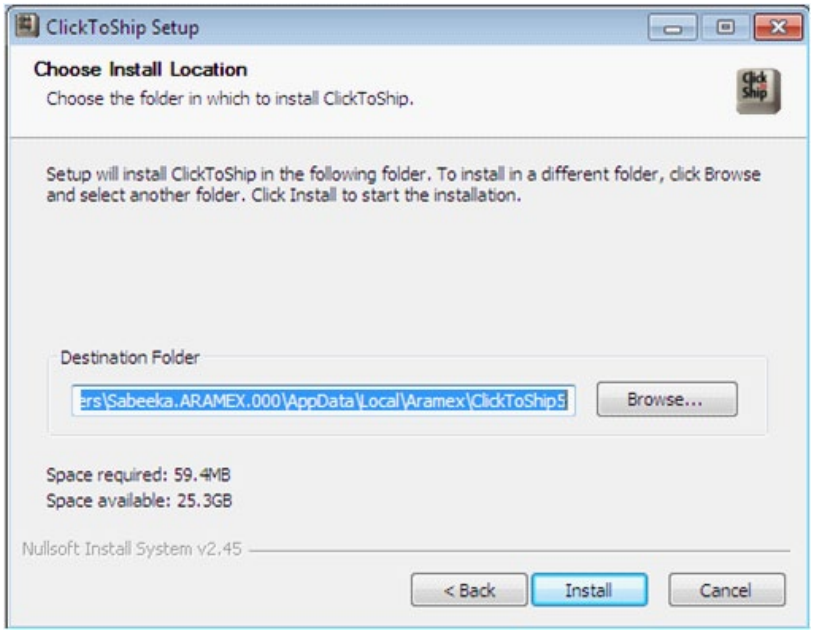
Review the license terms before installing ClickToShip, and then click on **I Agree.**



In the "Choose Users" window, specify whether you want to install ClickToShip for yourself only or for other user accounts saved on the computer and then click **Next.**



In the "Choose Components" window, select the components that you want to install. In a typical single-user setup of ClickToShip, you will need to select both **Application Files** and **Data Files** to setup the system. In a multi-user setup, you may need to install the **Application Files** separately on each user's computer, and install the **Data Files** separately on a shared server that all users can access. Click **Next** to go to the following window.



The next step is to specify where you want to save ClickToShip on your machine. A default location is assigned, click on **Browse** if you want to change it. Click on **Install** to begin the setup. Once setup completes, click on **Finish.**

2.2. Registration

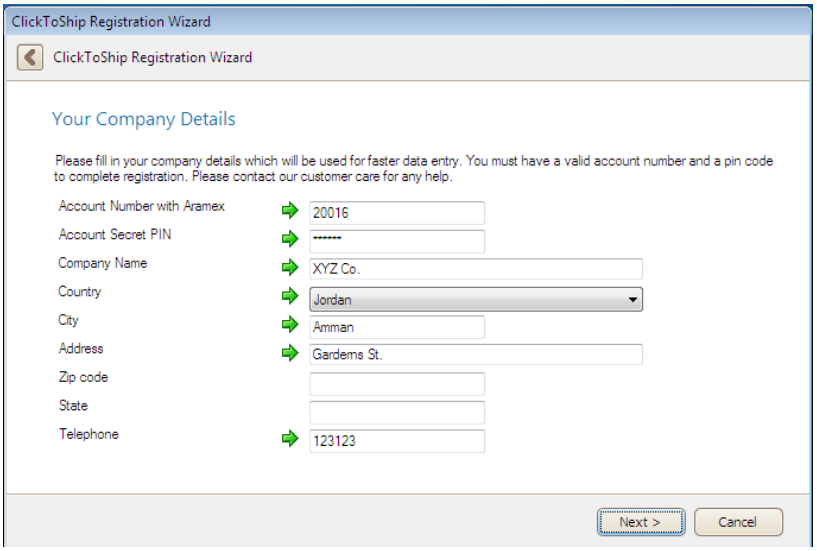
A one-time wizard will lead you through the ClickToShip registration process where you can customize your system settings and set of defaults.

The registration wizard is made up of a number of windows starting with the Company Details. After completing each dialog, click **Next** to go to the following one, or click the button at the top left of the window to go back to the previous window. You can also use the Cancel button at any point to abort the registration process.

The required fields in each window are highlighted through the icon. After clicking **Next,** your entries will be validated.If there is an incorrect or missing value, the icon will appear beside the field. You can view the details of the validation error by hovering over the icon. All errors must be corrected before proceeding to the next step.

2.2.1. Company Details

In this section, enter your company's details. Your account number with Aramex

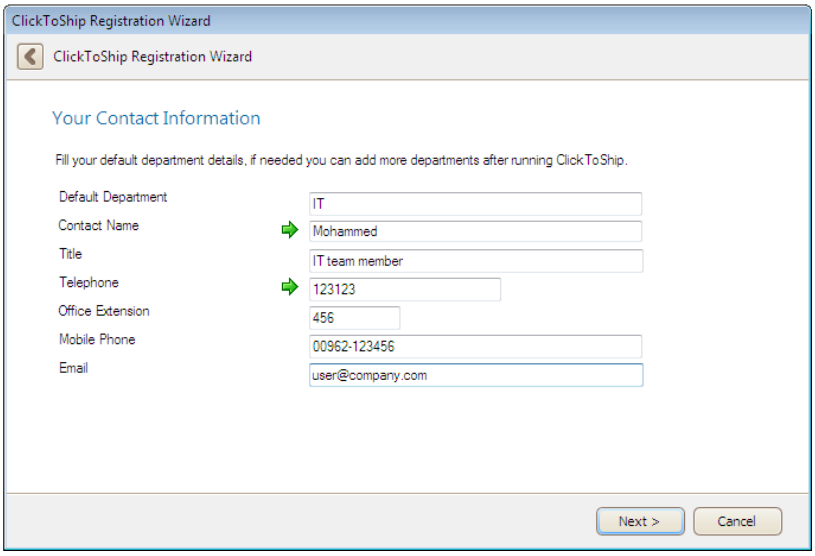


is the number that you will be identified with, and the Aramex secret PIN is a Personal Identification Number given to you to ensure the safety of your daily

transactions through ClickToShip and other Aramex online services. Make sure to contact your customer management team at Aramex if you don't know your account number or PIN. Complete this section by entering all the required fields with your company's address.

2.2.2. Contact Information

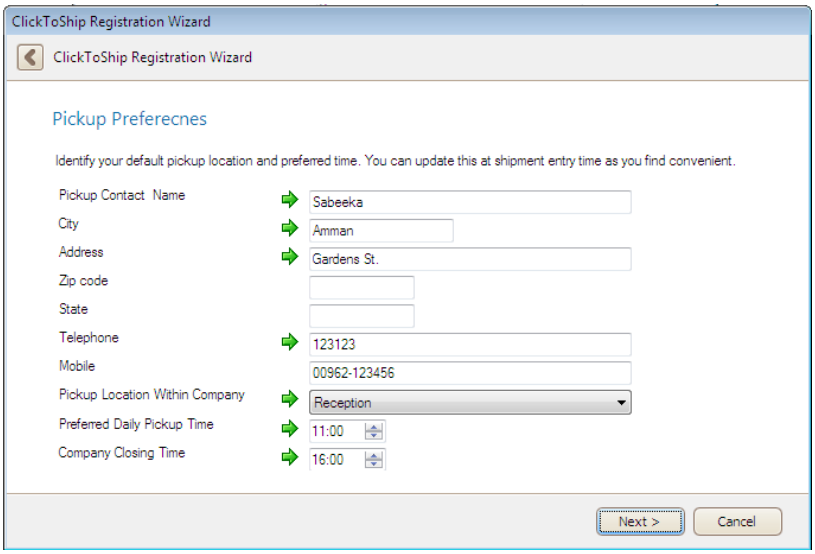
In this section, specify the details of your default contact person and



department. You can also add more departments and people at a later stage.

2.2.3. Pickup Preferences

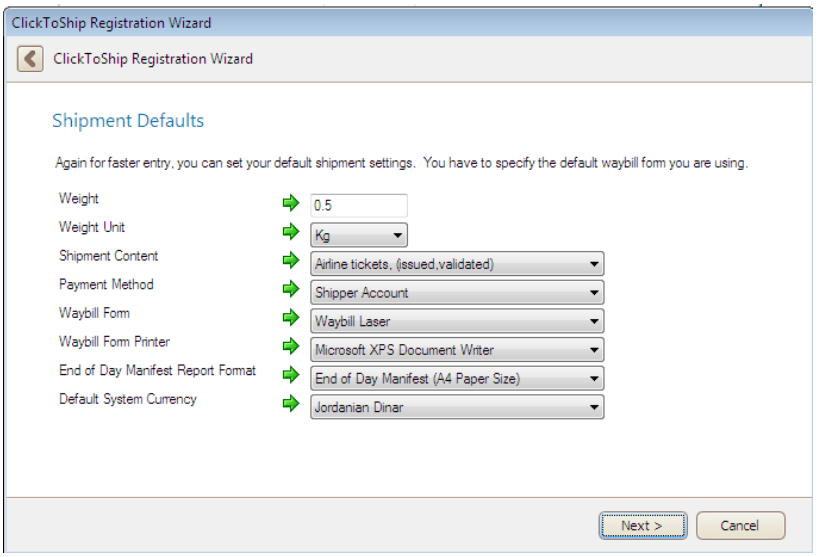
In the pickup preference window, enter the required details for pickup requests that will be created through ClickToShip. Pickup preferences include the contact



person, address details, and pickup location within your company (e.g. reception, mail room, or secretary - where Aramex couriers should pickup the shipment from).

You should also specify the preferred time for the Aramex courier to pickup your shipments (Preferred Daily Pickup Time), as well the closing time for your company (Company Closing Time). You will be able to update those preferences later through ClickToShip.

2.2.4. Shipment Defaults



Specifying your shipment defaults from the registration process saves you time while creating a waybill, as the default values are automatically displayed on your next shipment.

Fill in the following fields:

- Weight: Specify the default weight of the shipment.
- Weight unit: This is the unit that is used to measure weight, kgs or lbs.
- Shipment content: Here you'll be able to specify what kind of content your shipments usually contains by choosing from the drop down list.
- Payment method: Select your preferred payment method. This is either a (1) Shipper Account: Where the shipper has an active account number with Aramex and settles invoices at the end of a billing cycle. Or (2) Consignee Account (CC):

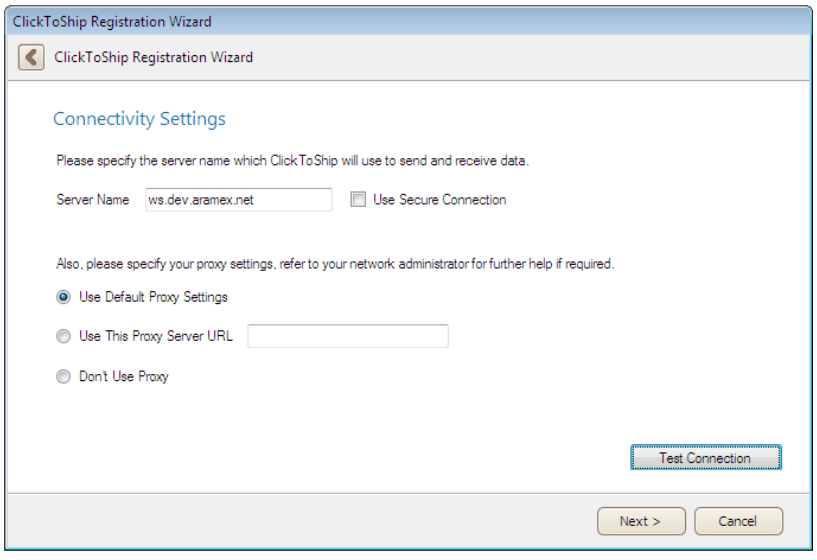
The outstanding balance is settled by the receiver at the destination.

- Waybill form: Select a preferred format when printing your Aramex shipment labels.
- Waybill form printer: Select a default printer that you will use to print out the shipment labels.
- End of day manifest report format: Select the preferred format for your Aramex end-of-day manifest report.
- Default system currency: Select your default currency to be used in ClickToShip.

2.2.5. Connectivity Settings

In the connectivity setting window, specify the server name that will receive and send data to ClickToShip. Afterwards, choose the proxy settings for your network. It will be one of the following:

Use Default Proxy settings: This option means that ClickToShip will take the



current settings in Internet Explorer.

Use This Proxy Server: If your network uses a proxy server, enter your proxy server settings and the port in the proxy server URL (e.g. http://123.4.567:8080).

Don't use Proxy: by choosing this option, no proxy settings will be applied.

Refer to your company's information technology or networking department for these options. Continue the registration after testing your connection.

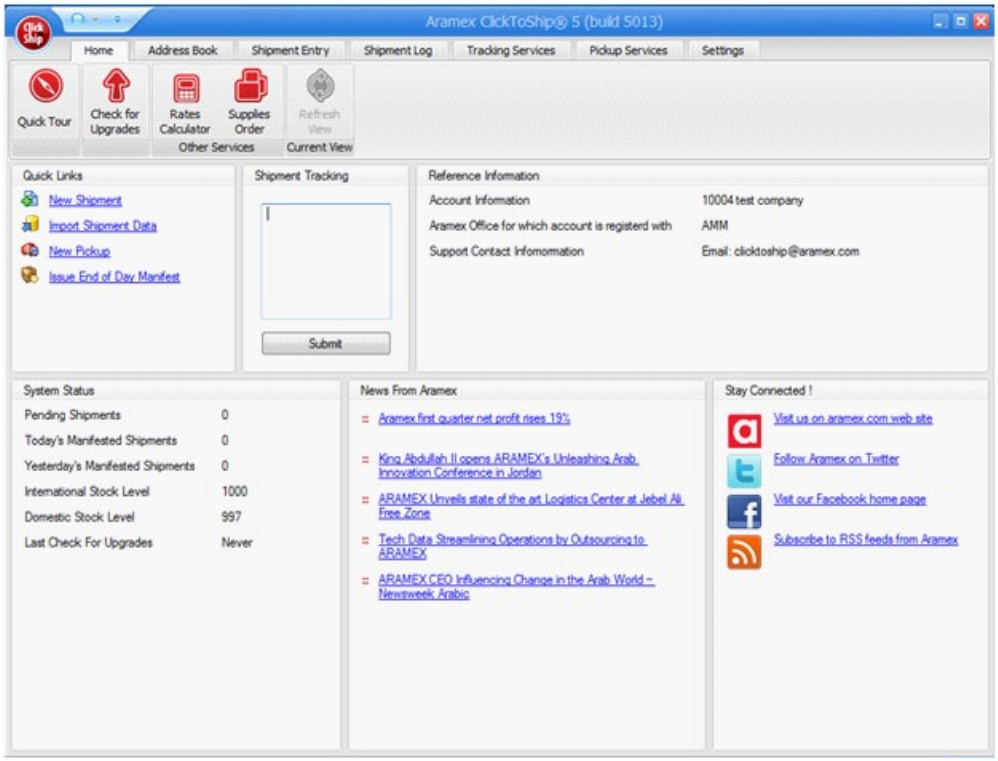
2.2.6. Registration Summary

Use the registration summary window to review all the details that you have entered through the registration process. You can use the back button to go back and correct any wrong information.

Click **Finish** when you're done and the system will validate your registration information, creating a new registration for your ClickToShip installation. Make sure you are connected to the internet at this stage. Once your registration process has successfully completed, you can immediately start using ClickToShip to manage your shipments with Aramex.

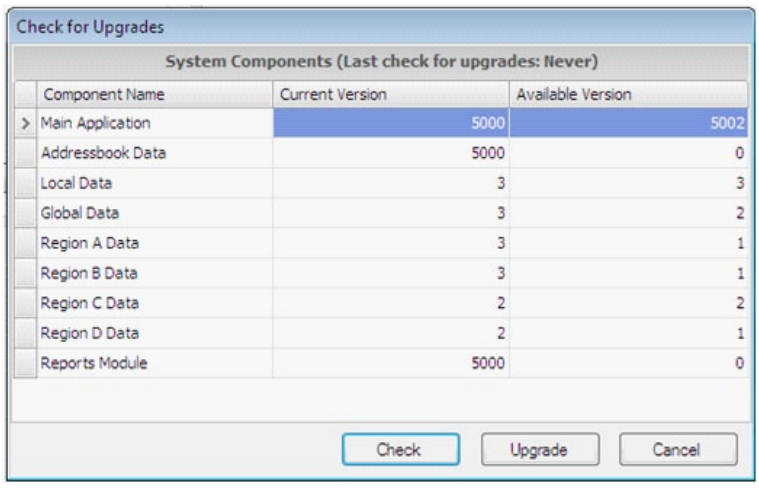
2.3. Home

Welcome to ClickToShip!



The homepage provides you with a variety of options. You can watch a video demo about ClickToShip by clicking on **Quick Tour** button on the top-left side.

Make sure you have the latest version of ClickToShip by clicking on **Check for Upgrades.** The "Check for Upgrades" screen includes a list of all the ClickToShip components and their versions. Click on **Check** to view the latest version for each, and you can upgrade by clicking on **Upgrade.**



Note 1 The upgrade feature will automatically shutdown your ClickToShip application.

Upon startup, ClickToShip will automatically alert you if there are any available updates for your application. Follow the same upgrade process to update ClicktoShip to the latest version.

Your homepage includes a summary of your company's account information and it presents the status of the system including information about your shipments, stocks level and version status.

The quick links provide shortcuts to the most frequently used system functions. By clicking on **Refresh View,** you can refresh the homepage. Other features and navigation tools within the homepage will be discussed in the coming sections.

3. Configuring ClickToShip

Use the **Setting** tab to configure different components of ClickToShip.

3.1. Application Setting

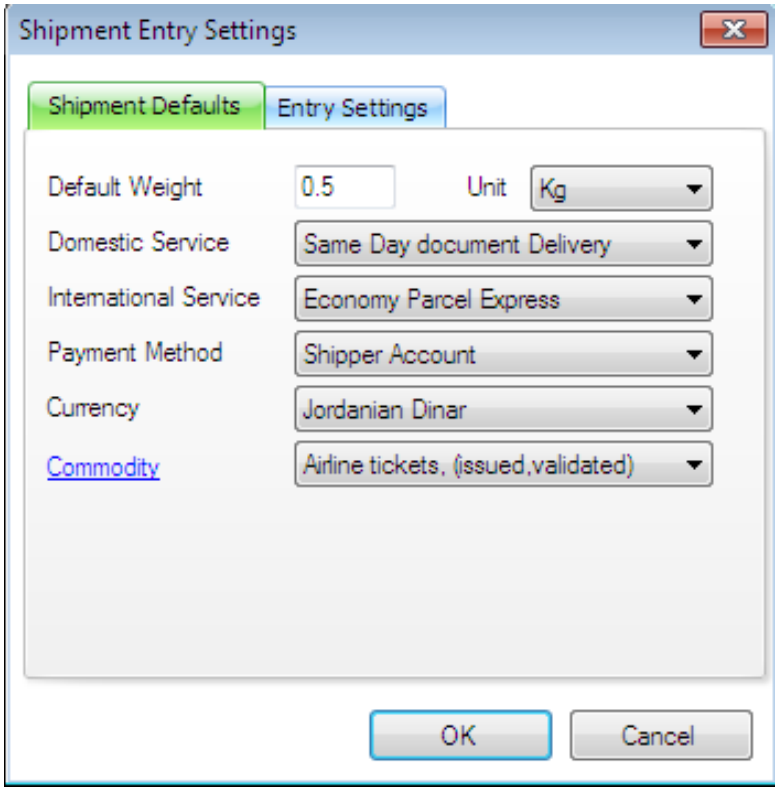
This comprises some application-wide settings including:

- Setting up a program notice to warn you about exiting ClickToShip while manifested shipments are still active.
- Allowing the automatic deletion of shipments after they have been printed.
- Performing auto check for upgrades on specified time intervals.
- Changing the end of day manifest form (A4 or letter paper size).

3.2. Defaults

3.2.1. Shipment Defaults

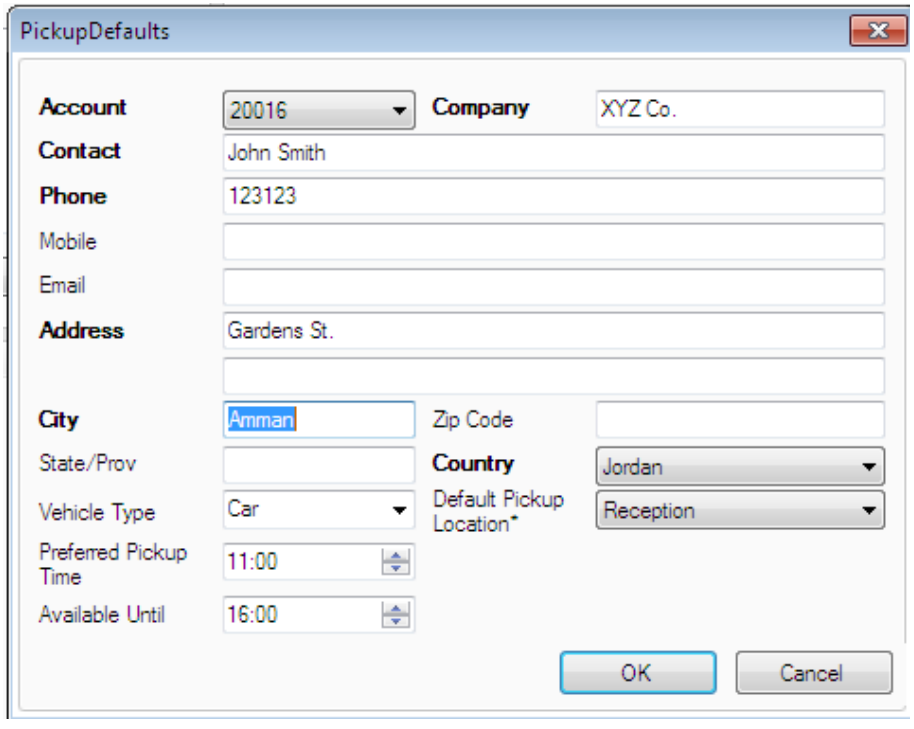
Click on the **Shipment Defaults** button to modify these settings.



- In the **Shipment Defaults** tab, specify your preferred defaults values to speed up the shipment creation process. These include: (weight, domestic service, international service, payment method, currency and commodity). These defaults will be used whenever you want to create a new shipment.
- In the **Entry Settings** tab, specify additional shipment entry settings such as: (waybill copies to print, default printer, default waybill/label form).
  In addition, there is other options such as: (Check whether to prompt on printing, prompt for pickup upon shipment manifesting, make inputing a reference number a requirement, use last shipper information instead of default shipper, save consignee details to address book automatically and print upon saving).

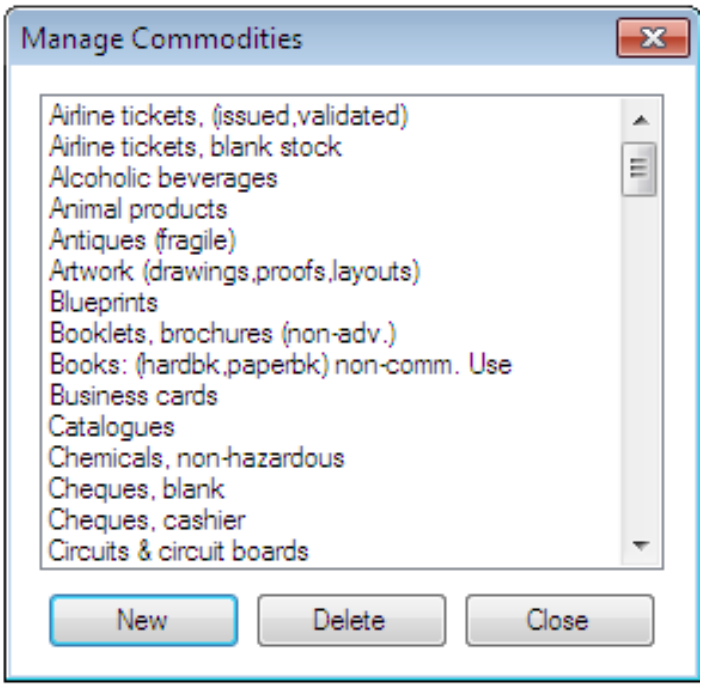
3.2.2. Pickup Defaults

Click on **Pickup Defaults** to edit the contact and address details that an Aramex courier will use to collect the shipments from. You can also specify the preferred time and place to collect the shipment.



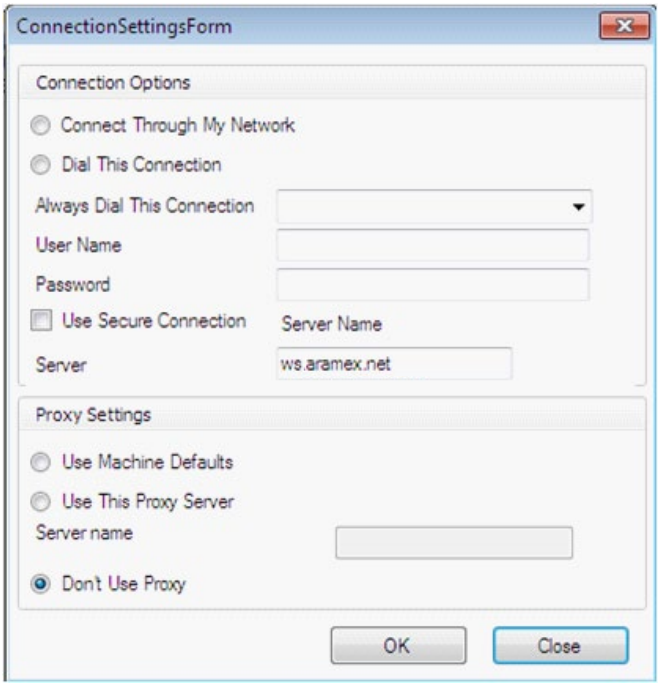
3.3. Manage Commodities

Click on **Manage Commodities** to add or delete a commodity in the list of shippable items.



3.4. Connection Settings

To manage the connectivity setting or edit the details that were used during registration, click on **Connection Settings**.



The connection screen displays two sections:

Section 1 **Connection options:**

- Connect Through My Network: Use this option to connect via a network.
- Dial this Connection: Use this option when you have an existing dial-up

connection to the internet. Input your connection's user name and password.

- Server: Input the name of your local server.

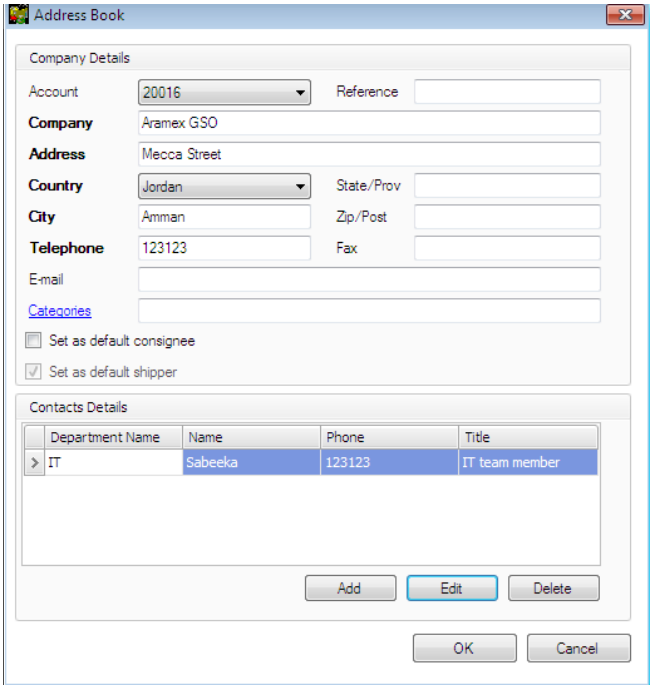
Section 2 **Proxy settings:**

- Use machine defaults: Use the default proxy settings defined on your internet explorer.
- Use this proxy server: Choose this option if you wish to specify the proxy settings. Enter the proxy settings and the port in the proxy server URL.
- Don't Use Proxy: Use this option if you don't want to use any proxy settings.

4. Organizing Your Address Book

The **Address Book** in ClickToShip is a tool for organizing, managing, and maintaining your addresses for all your shippers and receivers. Click on the **Address Book** tab to access its main features.

4.1. Adding New Addresses



By clicking on the **New Entry** button, you will be able to enter a new address to your address book.

Company Details:

The account number is only applicable for shipper addresses. Select the account number from the list of registered accounts. Enter a reference number that will act as an ID number for the company. The rest of the fields are the company's contact information. You also have the option of adding categories to your address book, by clicking on the **Categories** label, and then assigning each contact to a specific category. This is especially helpful if you have a consistent list of addresses that you send to regularly. If you want this entry to be set as default shipper address, check on (Set as default shipper) option, and if you want

it to be a receiver default address check on (Set as default consignee).

Contacts Details:

Click on **Add** to enter the contact information for this address and input a department name. You can specify whether you want this person to be a default contact by placing a tick beside the option.

4.2. Editing Addresses

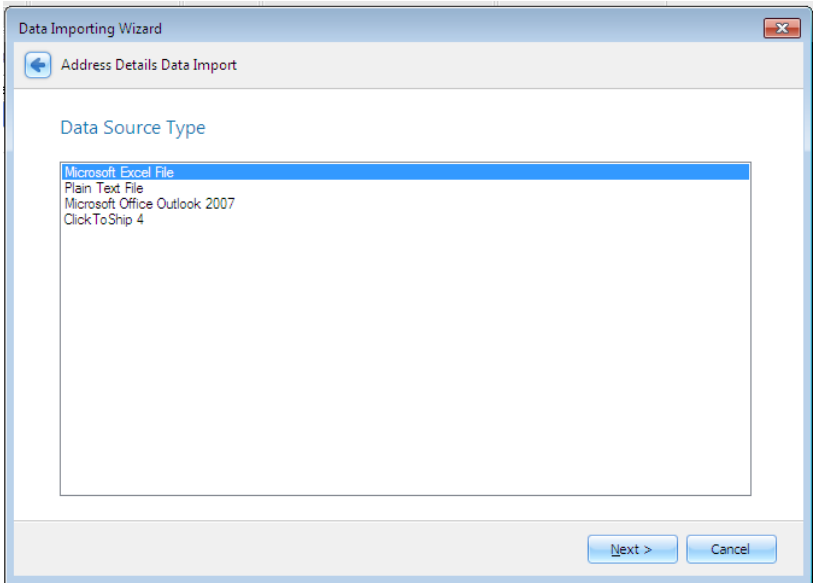
To edit an address, select the address from your list and click on the **Edit** button to modify the entry, or on **Delete** to remove the entry permanently.

You can also **Double Click** on the entry to edit, or **Right Click** on it and choose the relevant option.

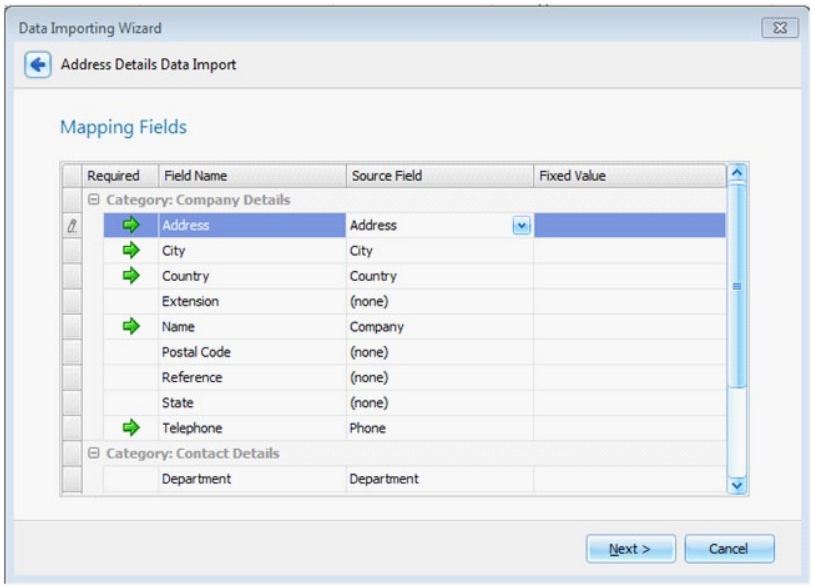
4.3. Importing and Exporting Addresses

Import Data: This feature helps you to transfer your existing contact records from other external source. Click on **Import Data** to start the Importing Wizard.

- Template Selection: ClickToShip allows you to save your own import templates and re-use them whenever importing data from the same source. Check the “Save Template” check-box and specify an appropriate name in the “Template Name”, within the **Importing Settings Summary** at the end of this wizard if you want this template to be available for future use.



- Data Source Selection: Specify the type of data you are about to import (ex. Excel, Word etc). In the next screen, you will be able to specify more details regarding the exact location and settings for the data to be imported. In the Delimiter field, enter the symbol or letter that is used to separate values, such as a comma or period. In the Qualifier field, enter the symbols or letter that are used to house each value, such as quotation marks. In the Escape character field, input a character that is used to start new columns. Finally, specify a server name if the document is not on your computer.



- Mapping Fields: Specify the name for each field to the corresponding field name in the import source. You can also specify fixed values by using the "Fixed Value" column (ex. You might want to set all your contacts' Country field to a specific country).

Export Data: Exporting your address book allows you to save your ClickToShip addresses to Microsoft Excel. Click on **Export Data** and specify the location that you want to save the sheet in, choose the type of file, name it and save it.

4.4. Addresses Backup and Restore

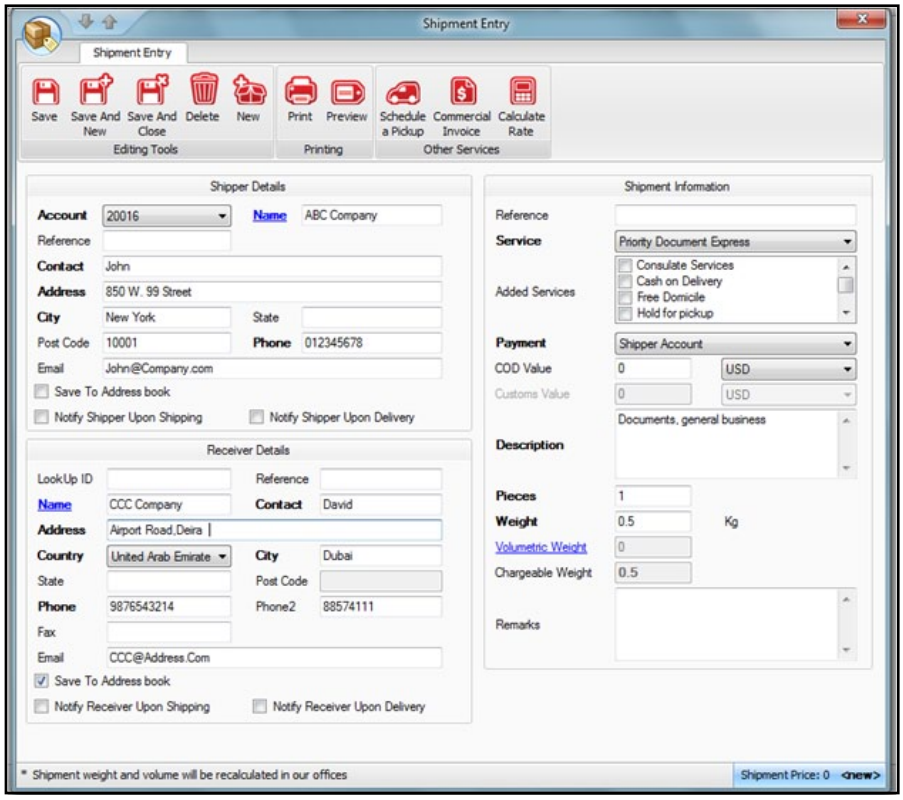
The Address Book **Backup and Restore** option is an important feature that ensures the availability of your ClickToShip Address Book in case of a loss of data. We recommend that you always use the Address Book Backup feature, especially if your setup of ClickToShip is not included in any of your network backup plans. This function creates a secure backup copy of your Address Book within the Aramex data centers.

5. Preparing Your Shipments

In order to place and manage a new shipment, go to the **Shipment Entry** tab to do the following tasks:

5.1. Creating a New Shipment

Click on the **New Shipment** option to open the Shipment Entry page.



5.1.1. Shipper Details

By default, the shipper details are based on the registration details. You can change the details if you're sending from a different shipper or you may edit the following default shipper details:

- Choose the account number of the shipper from a drop down list that contains all the shippers' account numbers.
- Edit the shipper details (name, contact, address, city, state, post code, phone and email).

- To save a new shipper's details in the address book, check on **Save To Address Book.**

Note: If you wish to notify a shipper by email once a shipment is shipped or delivered, check on **Notify Shipper Upon Shipping** or **Notify Shipper Upon Delivery.**

5.1.2. Receiver Details

The receiver -or consignee- details include:

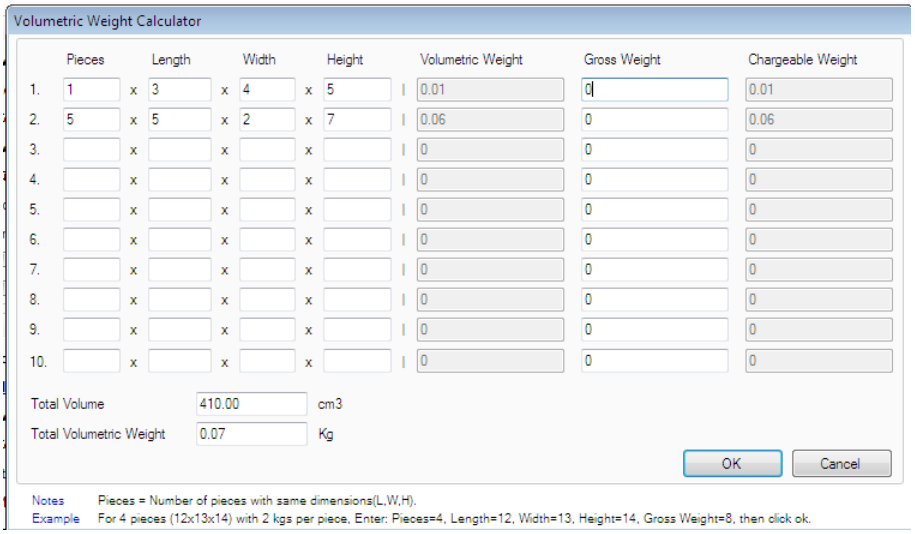
- The Look Up ID is the unique identification number that you have assigned to the contacts in your address book. You can use this Look Up ID to help you retrieve the receiver's details directly from the address book.
- Enter the receiver's details in the other fields including (name, contact, address, country, city, state, post code, phone, another phone, fax and email). You also have the same option as in the shipper details section to save an address to your address book **(Save To Address Book),** to notify the receiver once the shipment is either shipped **(Notify Receiver Upon Shipping)** or delivered **(Notify Receiver Upon Delivery)**.

5.1.3. Shipment Information

Contains details about the shipment, including:

- Select a specific Aramex service that you wish to use (e.g. Domestic Overnight, Domestic Same Day, International Priority Documents Express, International Priority Parcel Express, International Economy Parcel Express, etc.)
- Specify the payment method as either **Shipper Account** (shipping charges billed to shipper), or a **Consignee Account** (also known as Cash Collect – CC – shipping charges billed to receiver).
- The **COD Value** has to be specified if you have selected **Cash on Delivery** in the added services segment.

- The **Custom Value** has to be specified for dutiable shipments (e.g. Priority Parcel Express, Economy Parcel Express).
- A description to specify the exact content of the shipment.
- Include the number of pieces and the shipment weight. The shipment dimensions can also be included by clicking on **Volumetric Weight** and entering the values and details regarding each piece. ClickToShip will calculate the total volume and the total volumetric weight, and automatically assign the greater as the default weight of the shipment.



Note 2 You can always edit your default setting from the **Shipment Entry** tab ➔ **Shipment Defaults** section ➔ You can also change the commodity, weight and number of copies defaults directly through the Shipment Entry toolbar.

Once you are done creating your new shipment, you have the option to:

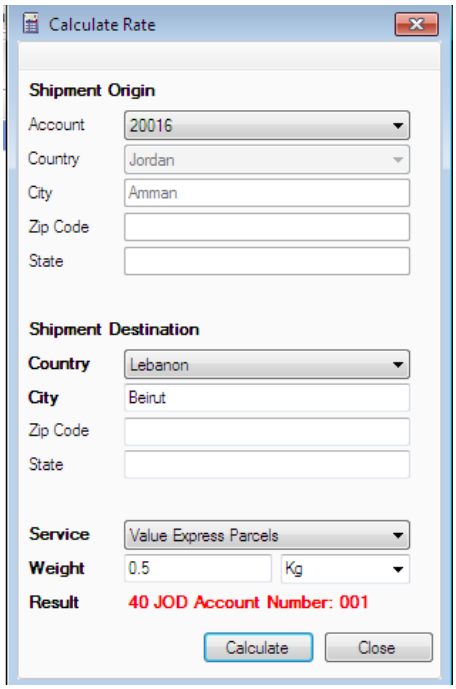
- **Save:** Validates and saves the current shipment record and keeps the shipment record open for editing.
- **Save and New:** Validates and saves the current shipment record and opens a new shipment entry screen.
- **Save and Close:** Validates and saves the current shipment record. This option also closes the shipment entry screen and returns you to the Shipment Entry list.
- **Delete:** Deletes the current shipment record.

- **New:** Discards the current shipment records and opens a new shipment entry screen.

Note 3 You can also create a new shipment record directly from the **Address Book** by selecting a specific address and clicking on **Ship to Selected** button, or right clicking that address and choosing **Ship To.** This will move the address details to the **Shipment Entry** list.

5.1.4. Shipment Pricing

- You can calculate the price of your shipment in the "Shipment Entry" screen, either while entering your shipment or by clicking on the **Calculate Rate** button. The price will appear at the bottom of the screen.
- You can always check shipping rates using the **Rates Calculator** button in the **Shipment Entry** tab. Enter the details of your shipment's original location, destination location, the service you prefer and the shipment weight. The



result will then appear. The **Rates Calculator** is also available in the **Home** tab. By selecting any shipment in the **Shipment Entry** tab and clicking on the

Price Shipment button, the price for the selected shipment will appear.

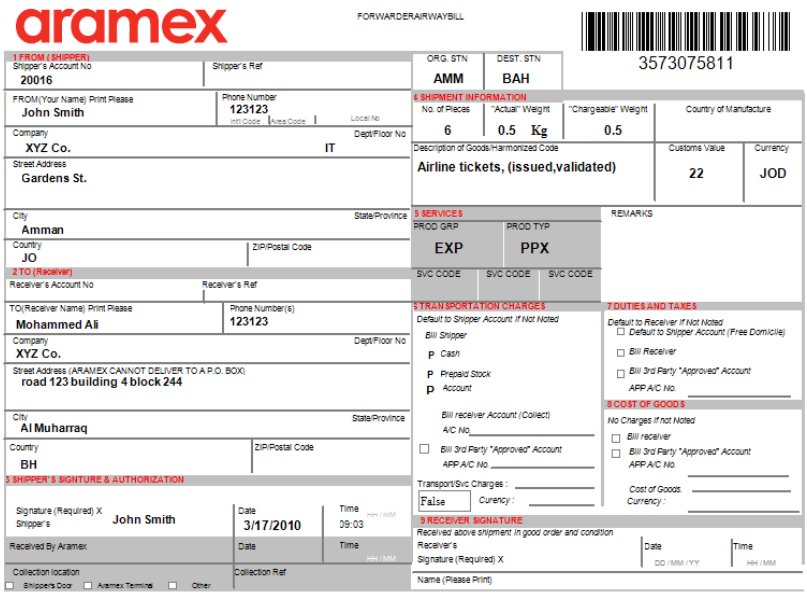
5.2. Printing Shipping Documents

Printing your shipping labels depends on the settings and defaults that you have entered during registration, or while configuring afterwards. You can always edit your settings through the Settings tab ➔ Shipment Defaults ➔ Entry Settings.

To print or preview your shipping labels, you can either:

- Select the shipment and click on **Print.**
- Click on print while you're entering or editing the shipment in the "Shipment Entry" screen.
- Right click on the shipment and choose **Print.**

ClickToShip will ask you to save the file before printing. Click on **Preview** to view the document before you print it:


aramex

FORWARDERAIRWAYBILL

3573075811

1 FROM (SHIPPER)
Shipper's Account No: 20016
Shipper's Ref:
FROM(Your Name) Print Please: John Smith
Phone Number: 123123
Company: XYZ Co.
Dept/Floor No: IT
Street Address: Gardens St.
City: Amman
State/Province:
Country: JO
ZIP/Postal Code:

2 TO (Receiver)
Receiver's Account No:
Receiver's Ref:
TO(Receiver Name) Print Please: Mohammed Ali
Phone Number(s): 123123
Company: XYZ Co.
Dept/Floor No:
Street Address (ARAMEX CANNOT DELIVER TO A P.O. BOX): road 123 building 4 block 244
City: Al Muharraq
State/Province:
Country: BH
ZIP/Postal Code:

3 SHIPPER'S SIGNTURE & AUTHORIZATION
Signature (Required) X
Shipper's: John Smith
Date: 3/17/2010
Time: 09:03
Received By Aramex
Date:
Time:
Collection location: Shipper's Door / Aramex Terminal / Other
Collection Ref:

ORG. STN: AMM
DEST. STN: BAH

4 SHIPMENT INFORMATION

No. of Pieces	"Actual" Weight	"Chargeable" Weight	Country of Manufacture
6	0.5 Kg	0.5	

Description of Goods/Harmonized Code: Airline tickets, (issued,validated)
Customs Value: 22
Currency: JOD

5 SERVICES
PROD GRP: EXP
PROD TYP: PPX
SVC CODE / SVC CODE / SVC CODE:
REMARKS:

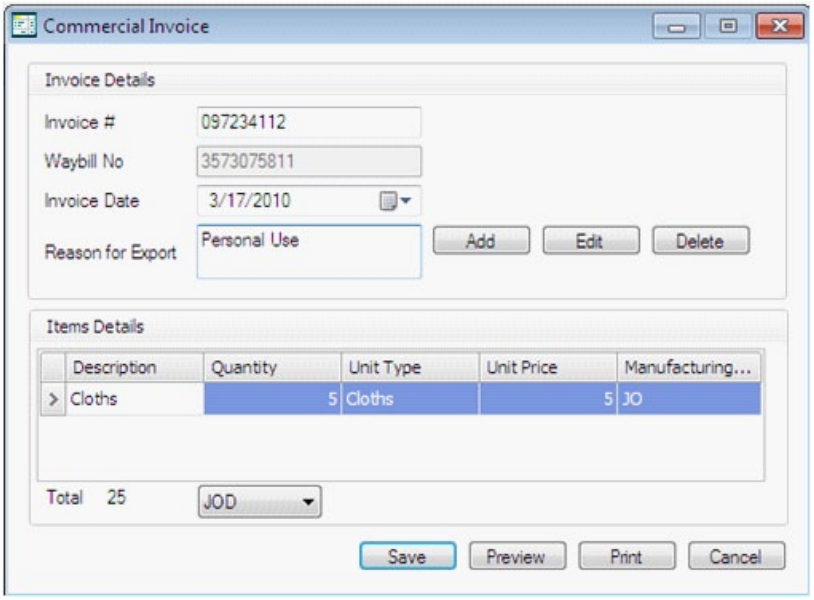
6 TRANSPORTATION CHARGES
Default to Shipper Account If Not Noted
Bill Shipper
P Cash
P Prepaid Stock
P Account
Bill receiver Account (Collect)
A/C No.
Bill 3rd Party "Approved" Account
APP.A/C No.
Transport/Svc Charges :
False
Currency :

7 DUTIES AND TAXES
Default to Receiver If Not Noted
Default to Shipper Account (Free Domicile)
Bill Receiver
Bill 3rd Party "Approved" Account
APP.A/C No.

8 COST OF GOODS
No Charges If not Noted
Bill receiver
Bill 3rd Party "Approved" Account
APP.A/C No.
Cost of Goods
Currency :

9 RECEIVER SIGNATURE
Received above shipment in good order and condition
Receiver's
Signature (Required) X
Date: DD / MM / YY
Time: HH / MM
Name (Please Print)

You can also print commercial invoices by clicking on the **Commercial Invoice** button in the **Shipment Entry** tab after selecting the required shipment. Specify the invoice number, the invoice creation date and the reason for exporting. Then click on **Add** to enter the details of the individual items within your shipment (description, quantity, unit type, unit value and manufacturer



country). To print the commercial invoice, use the **Preview** and **Print** functions.

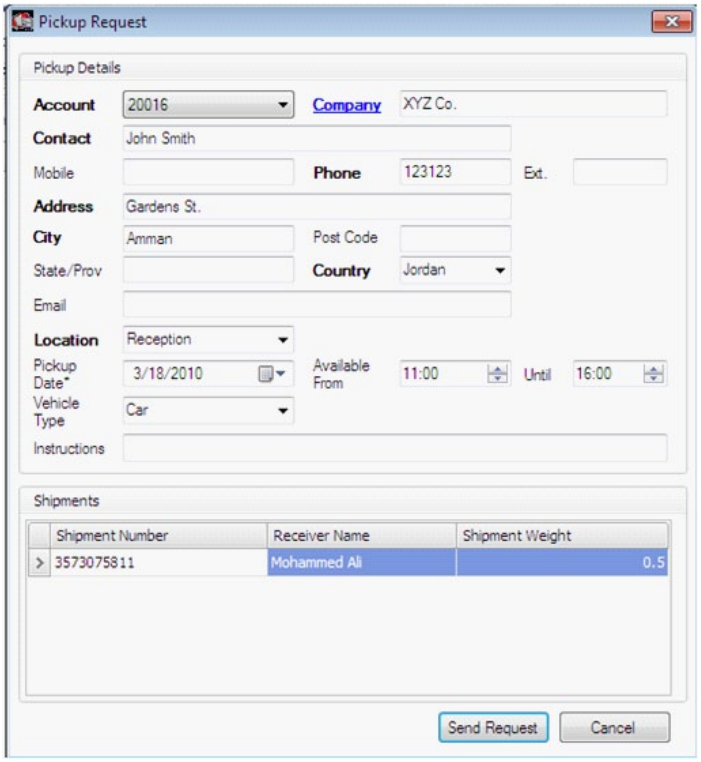
5.3. Requesting a Pickup

To request an office or home pickup, go to the **Shipment Entry** tab, select the shipment, and click on the **Schedule a Pickup** button. At the "Pickup Request" screen, enter the details for your request (these will be pre-filled according to the defaults you specified during registration.) Update these details if required, making sure to specify the required **Pickup Date** and time **(Available From** and **Until),** and any other special instructions. Submit your request to Aramex by clicking on the **Send Request** button.

By clicking on the **Pickup Services** tab, all the pickup requests that you have placed will be listed below, along with other options such as:

- **Schedule a Pickup** a button where you can request a pickup without specifying the shipment.
- **Cancel Pickup** where you can cancel a pickup by selecting it from the list and simply clicking on the button. Note that the canceled pickup will stay in the list but the cancellation notification will be sent to Aramex.
- You can always edit the default pickup details from this screen, such as the preferred pickup time and the closing time. Click on the arrow in the **Pickup Defaults** button to change other pickup defaults.

- Reload your screen by clicking on the **Refresh View** button.



5.4. Manifesting (end of day)

Once you have prepared all your shipments and you are ready to send them to Aramex's online system, you need to prepare an end-of-day manifest. In the **Shipment Entry** tab, select the shipments that you want to manifest from the list and click on **End of Day Manifest,** or right click your selection and choose **Manifest Shipment** from the context menu. ClickToShip will ask you to confirm whether you want to manifest only the selected entries or all of them. Once you confirm that the shipments are ready to be shipped, use the printed manifest report to reconcile the shipments with Aramex's manifest.

The manifesting process will mark your shipments as complete (you will not be able to edit manifested shipments). This will transfer your shipments' data to the Aramex tracking system - making them available for shipping and tracking. Once shipments have been manifested, they will only be available for viewing

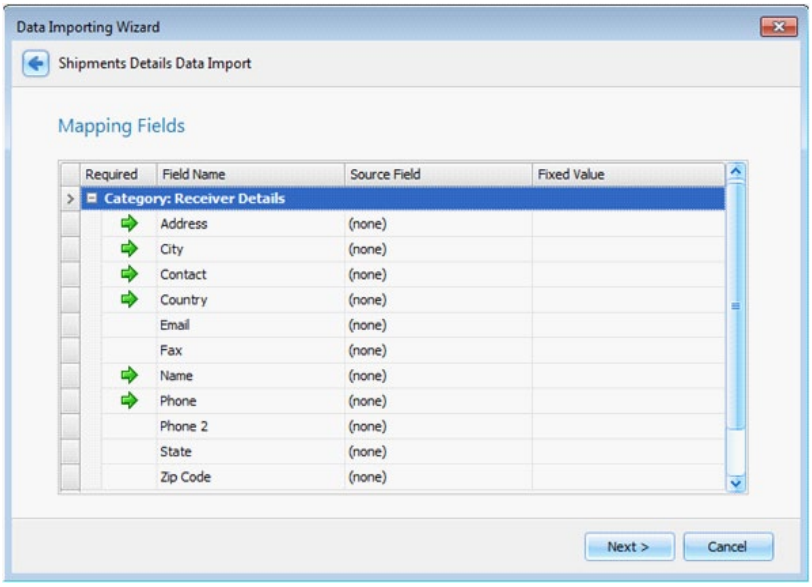
and tracking within the **Shipment Log** tab.

5.5. More Shipping Options.

5.5.1 Import and Exporting Shipments

In the **Shipment Entry** tab, you'll find options to import and export shipments. The **Import Data** feature can be used when shipment details are available in an Excel sheet or text file.

- **Template Selection:** ClickToShip allows you to save your own import templates and re-use them when importing data from the same source. To do this, make sure the "Save Template" box is checked and then specify an appropriate name in the "Template Name" within the **Importing Settings Summary** at the end of this wizard.
- **Data Source Selection:** Specify the source type for the data you are about to import. In the next wizard screen, you will be able to specify more details regarding the exact location and settings for the data to be imported. If you are importing from a text-based file, then in the Delimiter field enter the symbol or letter that is used to separate values such as a comma or period. In the Qualifier field, enter the symbols or letter that are used to house a value, such as quotation marks. In the Escape character field, input a character that is used to start new columns. Finally, specify a server name if the document is not on your computer.
- **Mapping Fields:** Specify the name for each field with the corresponding field including Receiver Details, Shipment Information, and Shipper Details in the source you are importing data from. You can also use the "Fixed Value" column to specify fixed values for fields that are not available in your source data (e.g. you might want to set all your shipments' "Description of Goods" field to a specific value).



5.5.2. Editing, Deleting and Duplicating

If you want to modify the details of a specific shipment, you can either select it and click on the **Edit** button or right click on the **shipment entry** in the list and select **Edit**.

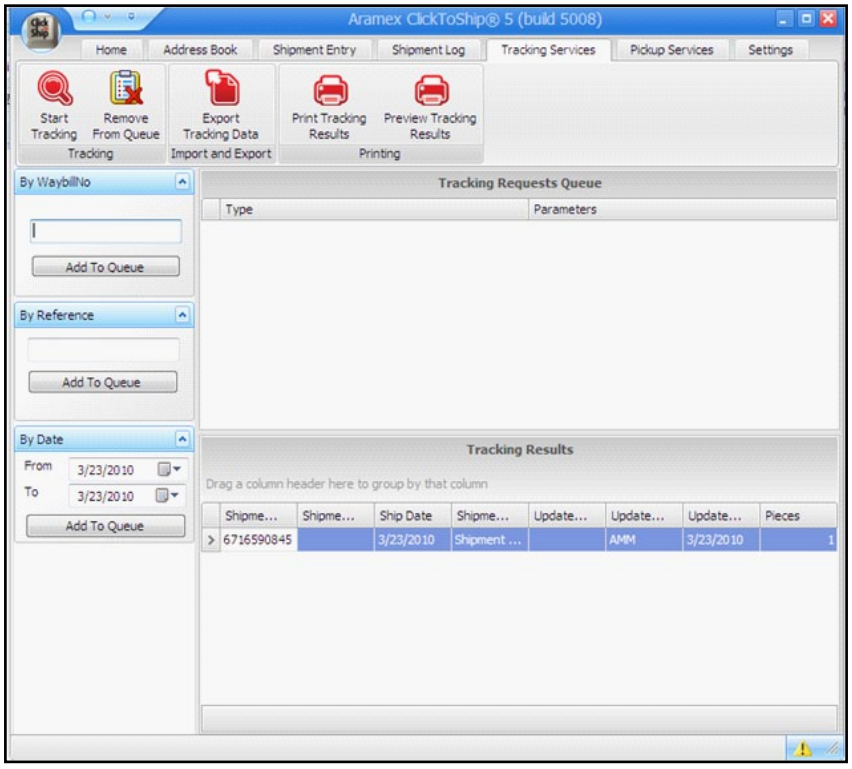
To remove a specific shipment from the list, you either select it and click on **Delete** or right click it and select **Delete.**

You may want to enter a shipment with the exact same details or a slight change. To do this, click on the **Duplicate** button or right click the shipment and choose **Duplicate**. A copy of the shipment details will be displayed in the

list of shipment entries with a different **Shipment Number.**

6. Tracking Your Shipments

After manifesting a shipment, you may like to know its current location and status. ClickToShip provides you with a feature that helps you to track your shipments.



- The main way is through the **Tracking Services** tab. You can search by waybill number, by reference, or by the date a shipment was manifested.
- To search for more than one criteria or waybill, click on the **Add to Queue** button and your tracking requests details will be added together and displayed in the **Tracking Requests** queue.
- To remove a tracking request from the queue, select the request and click on **Remove from Queue.**

- After that, click on the **Start Tracking** button to display the results.

  If you want to save the results on your computer, click on **Export Tracking Data** and choose a location to save the tracking information, eg. Excel sheet.

Note 4 You can also track you shipment from the Homepage or from the **Shipment Log** by selecting the shipment(s) and clicking on the **Start Tracking** button.

7. Shipment Log

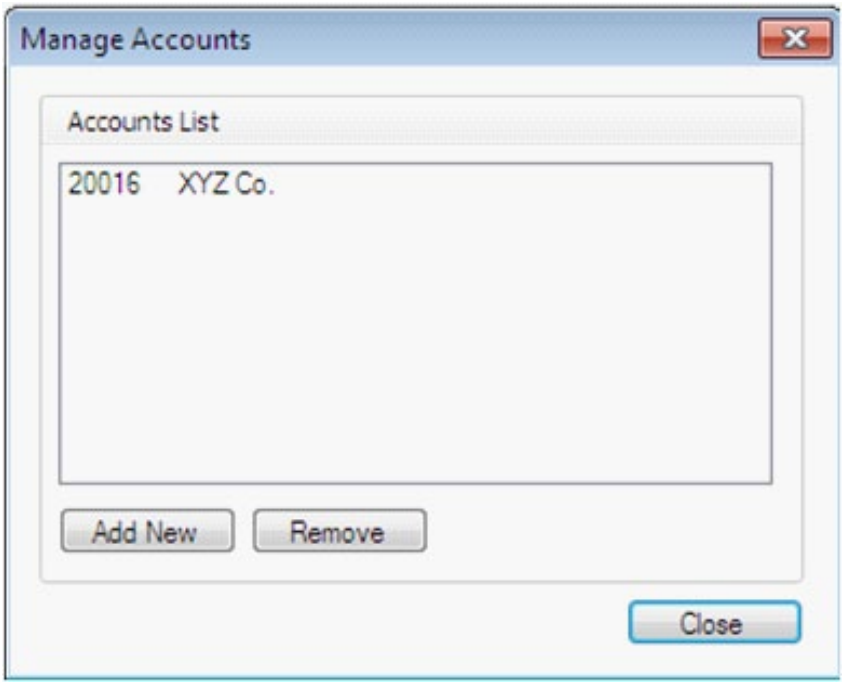
Shipment Log is the list of shipments that have been manifested and shipped by the user. You can perform the following actions on them:

- Select on a shipment and click on **Track** in order to check the status of the shipment.
- Click on **Export Data** to save the manifested shipments on your computer as an Excel sheet.
- Select a specific shipment(s) and click on **Preview Waybill** to preview waybill of the shipment in print format.
- Select a shipment and click on **Preview Manifest** to preview a manifest report for that shipment in print format.
- Click on the **Production Report** button to produce a report based on specific search criterias that are specified in the “Production Report” screen. Check on the desired search option, including date, destination country, delivery status, or by shipment number, account number, consignee name or manifest. You can also preview and print the report.

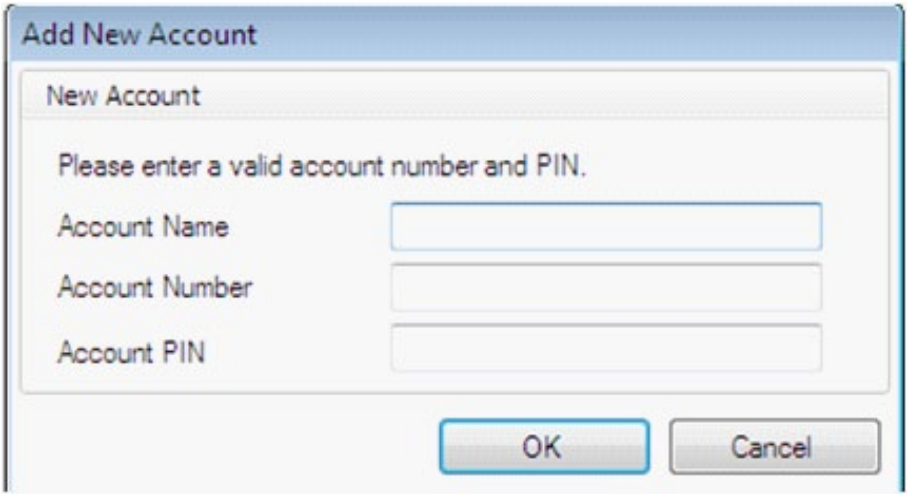
8. Maintaining ClickToShip

In the **Setting** tab, there are some options that are related to maintaining ClickToShip:

8.1. Account Management



To add a new account to ClickToShip or to delete an existing one, click on **Manage Accounts.** The list of accounts will appear and you can select one to **Delete** or **Add New**. Remember to get your new account number and PIN from an Aramex representative.

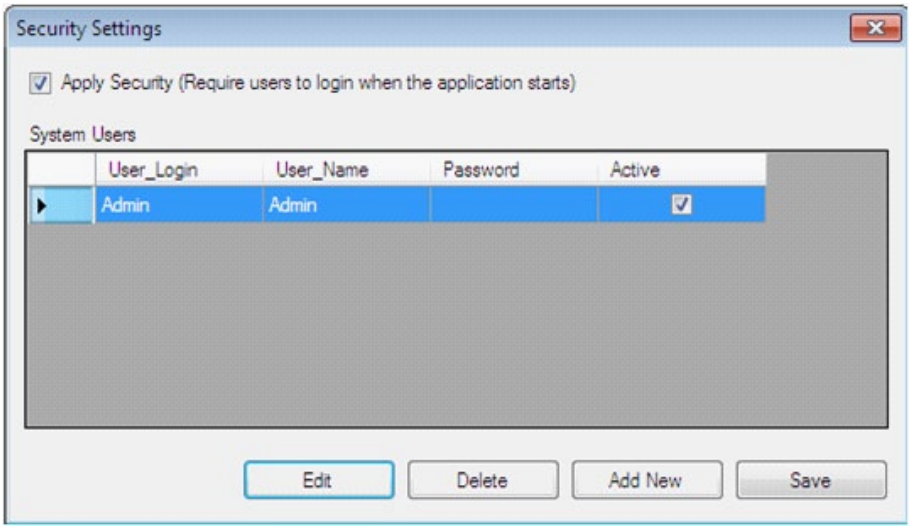


8.2. Reinitialization

Click on **Reinitialize Registration** to go through the registration process again and edit your settings. Note that ClickToShip will close when you click on this option.

8.3. Manage Security

To manage the users of ClickToShip and give roles and authorization to access specific parts of the system, click on **Manage Security.** You can require users to login when starting ClickToShip, add new users and edit previous ones.

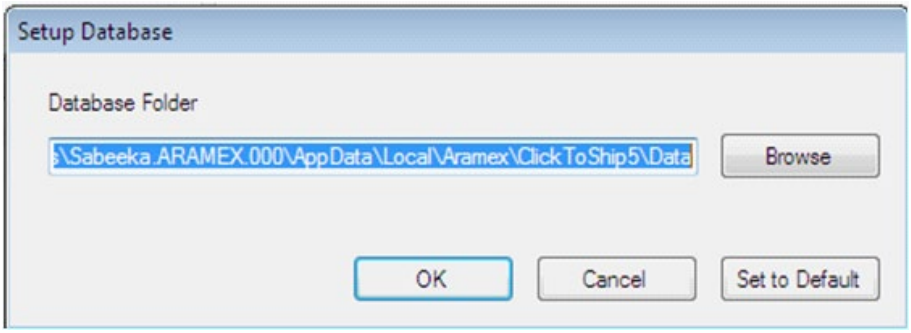


8.4. Backup and Restore

By clicking on **Backup,** you can save the data in the system to any specific location in your machine. In case of a disaster or memory loss, you will have a backup of your data. Click on **Restore** to bring the saved data and the system to its previous status before the subsequent corruption.

8.5. Change Data Location

If you want to change the location of the database, click on **Change Data Location** and choose the preferred folder in your computer where data will be saved. You can set this folder to default.

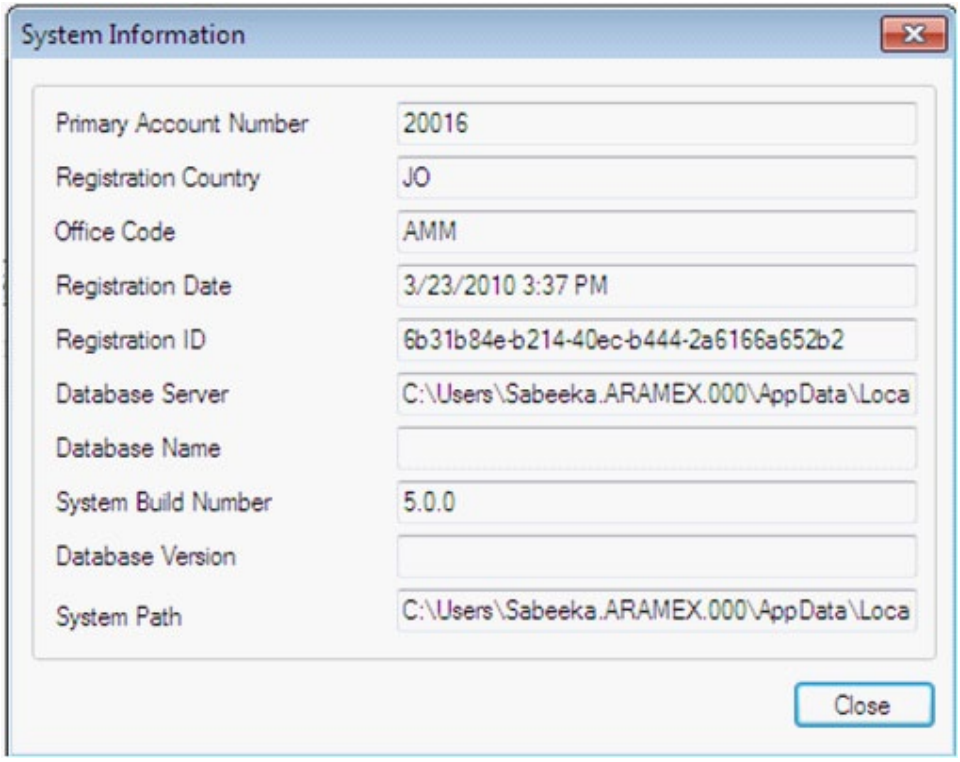


8.6. Compact and Repair

Use this option regularly to optimize your ClickToShip data files.

8.7. System Information

By clicking on **the System Information** button, you will preview details about (account number, registration country, office code, registration date, registration ID, database server, database name, system build number, database version, and system path).



8.8. Refresh Stock

As a user of ClickToShip, you will get a total of 1000 international and domestic waybills. If these are used up, click on **Refresh Stock** to get another 1000.

9. Uninstalling ClickToShip

To uninstall ClickToShip, use:

- Control Panel ➔ Programs ➔ Uninstall a Program ➔ Select ClickToShip ➔ Click on Uninstall
- Start ➔ All Programs ➔ ClickToShip ➔ Uninstall