

aramex
delivery unlimited

MAGENTO V2 OPTILOG EXTENSION
User Manual

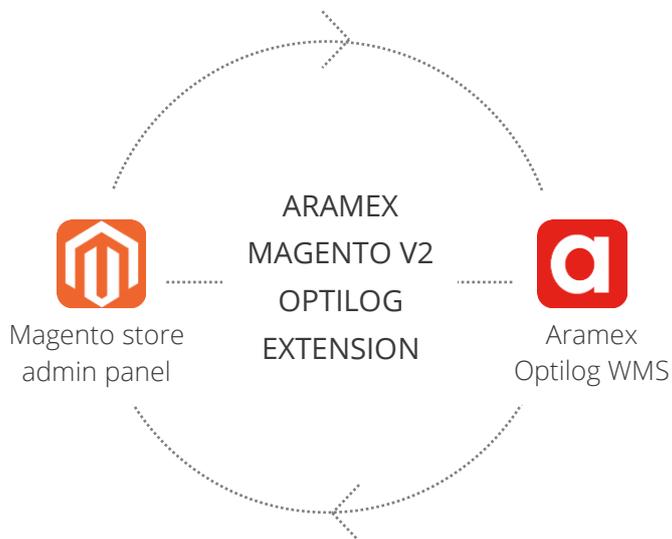
BEFORE WE START

Welcome to the user manual for the **Aramex Magento V2 Optilog Extension!**

Aramex Magento V2 Optilog Extension is used to coordinate the receiving of your products from various suppliers and storing these products in Aramex global warehouses.

Whenever a store customer orders a product that is stored at an Aramex warehouse, you redirect this order to Aramex, and the Aramex ground operations team ships the order to the customer.

This process is enabled by direct communication between the *Magento store admin panel* and *Aramex Optilog warehouse management system (WMS)*.



Another Aramex product for Magento—**Aramex Magento V2 Extension**—is designed to streamline the delivery of products that are not stored at an Aramex warehouse.

Use both Aramex Extensions to take care of fulfillment operations cycle of all your orders.



warehousing
(storing products in
Aramex warehouses)



Inventory
management
(stock level updates)



order processing,
picking, and
packing



last mile delivery
with multiple
carrier options

This document guides you through all aspects of using the Aramex Magento V2 Optilog Extension.

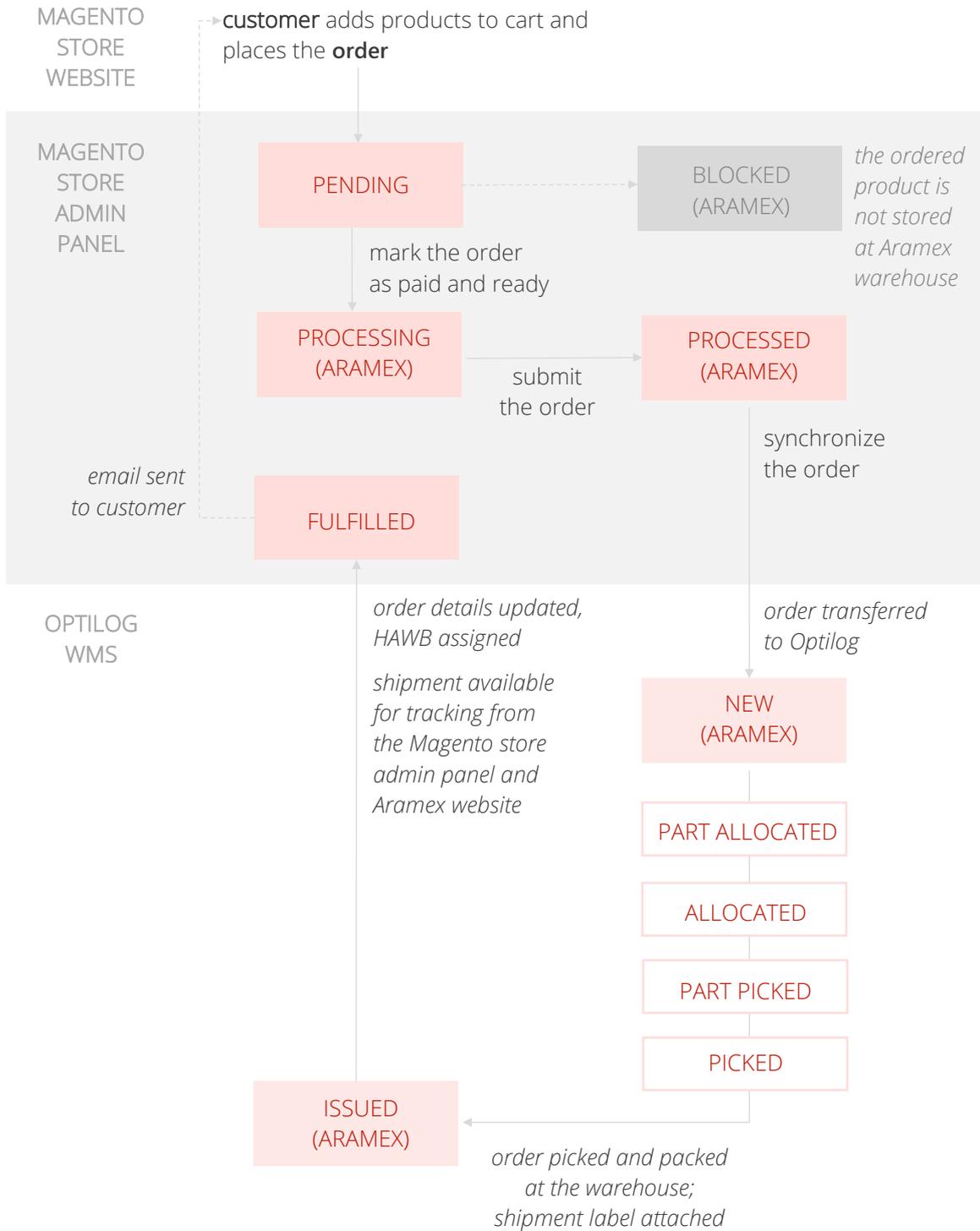
Note: Got a question that we didn't answer in this document? Help us get better – [fill out a feedback form](#).

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1. HOW THE EXTENSION WORKS

This graph illustrates the workflow and key features of the Aramex Magento V2 Optilog Extension.



Here's how this process works, in more detail.

1. When an order is placed by the customer, the order appears in the Magento store admin panel with the **PENDING** status.
2. After the customer pays the shipping cost, you as a store administrator need to mark the order as paid. The order status changes to **PROCESSING(ARAMEX)**, and then:
 - You as a store administrator manually submit the order and it gets the **PROCESSED(ARAMEX)** status. Then, you manually synchronize the order.
 - Order is automatically transferred (submitted and synchronized) to the Optilog WMS as per Extension settings.

If the products ordered by the customer are not stored in an Aramex warehouse, the order gets the **BLOCKED(ARAMEX)** status.

3. After the order is synchronized (transferred from Shopify to Optilog WMS), the order receives the **NEW(ARAMEX)** status.
4. In the Aramex warehouse, the Aramex ground operations team starts assembling the order.

The order may undergo the following statuses:

- **PART ALLOCATED**
 - **ALLOCATED**
 - **PART PICKED**
 - **PICKED**
5. When the order is picked and packed, and the shipment label is attached, the order gets the **ISSUED(ARAMEX)** status.
 6. All shipping details, including HAWB, are updated, and the order becomes **FULFILLED**. You can:
 - View the history of each order on the order details page.

#000000340

Notes for this Order

Status: Pending

Comment:

Notify Customer by Email
 Visible on Storefront

Submit Comment

Nov 29, 2018 10:26:42 AM | New(Aramex)
 Customer **Not Notified**

Nov 29, 2018 10:24:45 AM | Processed(Aramex)
 Customer **Not Notified**
 Aramex Optilog: Order Reference - SPLWH/2018/68052

Nov 29, 2018 10:24:15 AM | Processing(Aramex)
 Customer **Not Notified**
 Paid and ready for Aramex shipment.

Order Totals

Subtotal	AED2.00
Shipping & Handling	AED25.69
Grand Total	AED27.69
Total Paid	AED0.00
Total Refunded	AED0.00
Total Due	AED27.69

- Track the shipment status in the Shopify admin.

Optionally, you can configure the Extension to send an email with the shipment tracking number to the customer.

2. INSTALL THE EXTENSION

If you're new to Aramex, [create an Aramex account](#) at our website and keep your account details at hand – account entity, number, PIN, and site code.

Then, get the Aramex Magento V2 Optilog Extension in one of the following ways:

- Download the Aramex Magento V2 Optilog Extension at the [Magento Marketplace](#). Follow the installation instructions on the Extension page.
- Contact the local Aramex team to get the installation package. Follow the installation instructions provided in the Magento User Guide > [Install the Extension](#) article.

3. CONFIGURE THE EXTENSION

The first thing that you need to do after installing the Aramex Magento V2 Optilog Extension is to fill in your Aramex account details. For more information, see [Define the Extension settings](#).

If you configure the Extension to automatically transfer (submit and synchronize) orders to Optilog WMS, you also need to [set the Auto Mode interval](#).

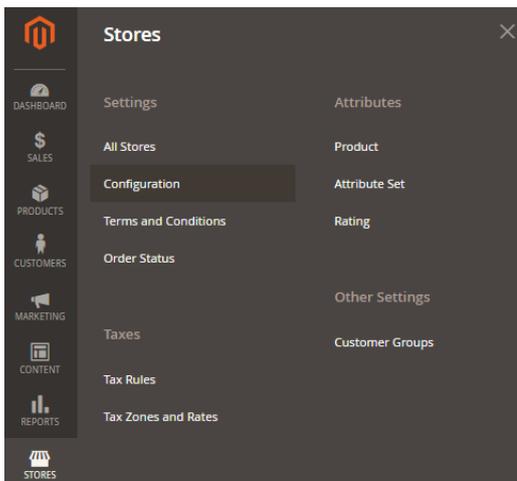
3.1 Define the Extension settings

After installing the Aramex Magento V2 Optilog Extension, you need to fill in your Aramex account details, including account entity, number, PIN, and site code.

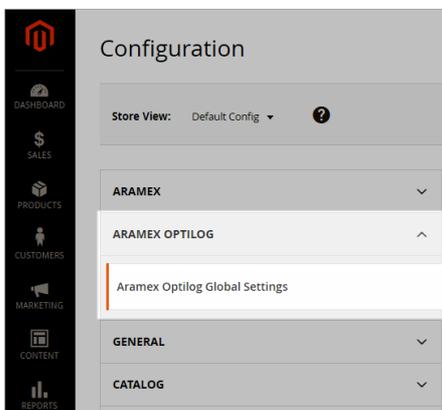
Also, you can configure stock level update, automatic order transfer to Optilog WMS, and customer notifications.

To define the Extension settings:

1. In the Magento store admin panel, go to **Stores > Configuration**.



2. Go to **Aramex Optilog > Aramex Optilog Global Settings**.



3. Under **Optilog client information**, fill in the following information.

Optilog client information

Account Entity [store view]

Account Number [store view]

Account Pin [store view]

Site Code [store view]

Auto Mode [store view] ▼

Stock level update [store view] ▼

Inform customer by e-mail about shipment [store view] ▼

- **Account Entity** – international code of the area where the account is created (for example, Bombay is *BOM*, Dubai is *DXB*, and so on).
- **Account Number** – unique account ID that will be used during shipment preparation.
- **Account Pin** – number used for Aramex account activation. If you do not know your PIN number, you can request it at aramex.com.
- **Site Code** – unique identifier provided to you by Aramex, used to generate IDs of your submitted orders.
- **Auto Mode** – used to automate order transfer to Optilog WMS.

After you mark an order as **Paid and ready for Aramex shipment**, the order status changes to **Processing(Aramex)**, and the Extension automatically submits and synchronizes the order.

- **Stock level update** – defines if the quantity of products in the Magento store admin panel is updated. For more information on how to view product quantity, see [Check stock level update](#).
- **Inform customer by e-mail about shipment** – used to automate customer notifications.

After an order is synchronized, its status changes to **Issued(Aramex)**, and the Extension automatically sends an email with the shipment tracking number to the customer.

4. Click **Save Config**.

If you set **Auto Mode** to **Yes**, you need to define the interval for automatic stock level updates. For more information, see [Set the Auto Mode interval](#).

3.2 Set the Auto Mode interval

When defining the Extension setting, you had an **Auto Mode** option for configuring the Extension to automatically transfer (submit and synchronize) orders to Optilog WMS.

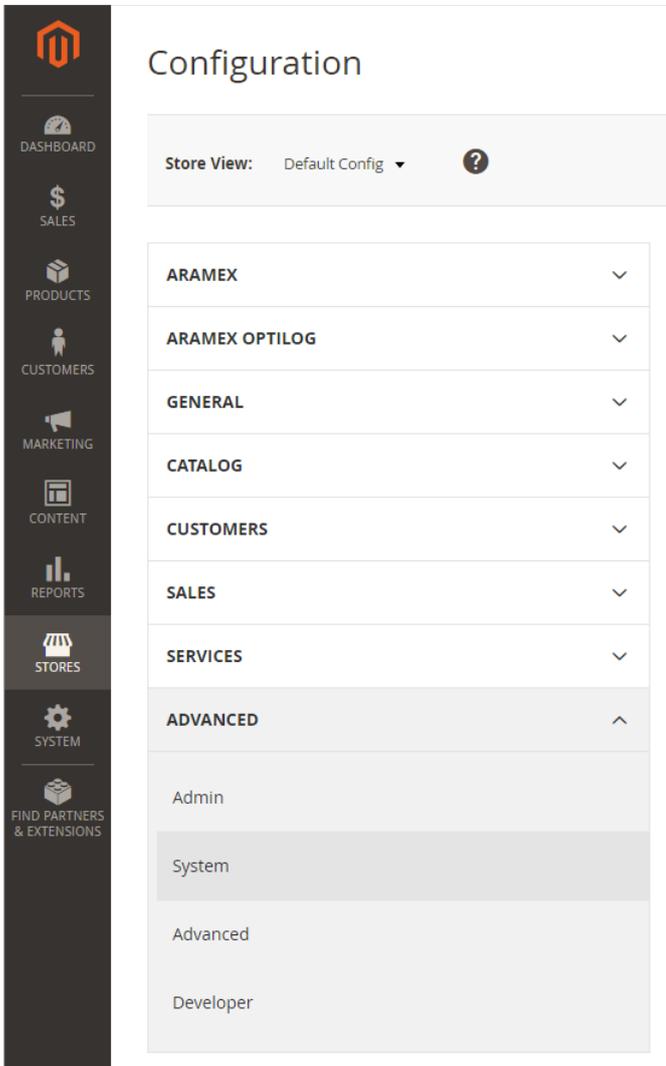
If you set **Auto Mode** to **Yes**, you need to define the interval for automatic stock level updates.

To set the Auto Mode interval:

1. In the Magento store admin panel, go to **Stores > Configuration**.

Check that in **Aramex Optilog Global Settings**, the **Auto Mode** option is set to **Yes**. For more information, see [Define the Extension settings](#).

2. Go to **Advanced > System**.



The screenshot shows the Magento Configuration page. On the left is a vertical navigation menu with icons and labels for: DASHBOARD, SALES, PRODUCTS, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled "Configuration" and shows "Store View: Default Config" with a dropdown arrow and a help icon. Below this is a list of configuration sections: ARAMEX, ARAMEX OPTILOG, GENERAL, CATALOG, CUSTOMERS, SALES, SERVICES, and ADVANCED. The "ADVANCED" section is expanded, showing sub-sections: Admin, System (highlighted), Advanced, and Developer.

3. Under Cron (Scheduled Tasks), go to Cron configuration options for group: aramexoptilog_optilog_status.
4. In Generate Schedules Every, define the interval for automatic stock level updates.

Cron (Scheduled Tasks)

For correct URLs generated during cron runs please make sure that Web > Secure and Unsecure Base URLs are explicitly set. All the times are in minutes.

☉ Cron configuration options for group: aramexoptilog_optilog_status

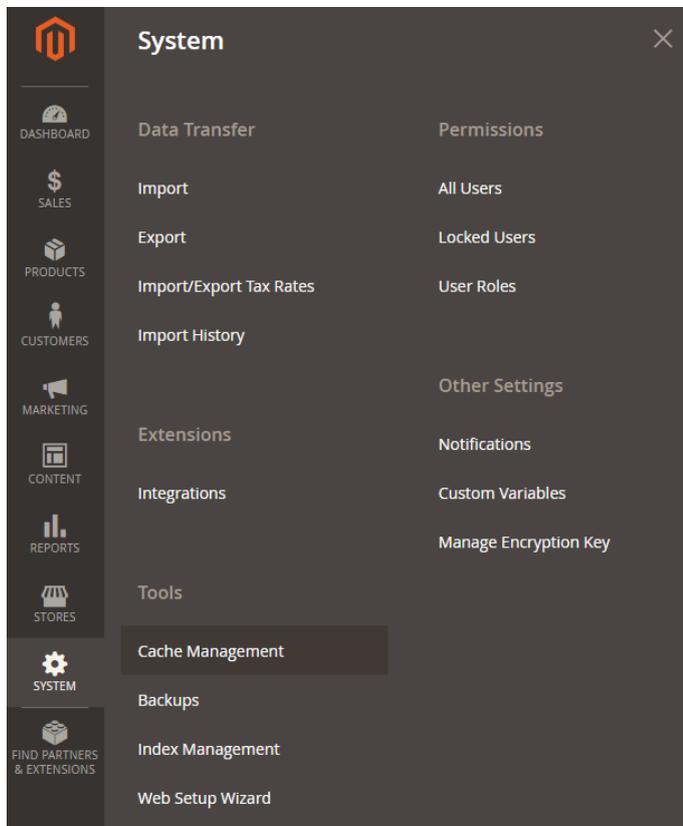
Generate Schedules Every <small>[global]</small>	<input type="text" value="2"/>	<input type="checkbox"/> Use system value
Schedule Ahead for <small>[global]</small>	<input type="text" value="4"/>	<input checked="" type="checkbox"/> Use system value
Missed if Not Run Within <small>[global]</small>	<input type="text" value="2"/>	<input checked="" type="checkbox"/> Use system value
History Cleanup Every <small>[global]</small>	<input type="text" value="10"/>	<input checked="" type="checkbox"/> Use system value
Success History Lifetime <small>[global]</small>	<input type="text" value="60"/>	<input checked="" type="checkbox"/> Use system value
Failure History Lifetime <small>[global]</small>	<input type="text" value="600"/>	<input checked="" type="checkbox"/> Use system value
Use Separate Process <small>[global]</small>	<input type="text" value="YES"/>	<input checked="" type="checkbox"/> Use system value

☉ Cron configuration options for group: index

☉ Cron configuration options for group: default

For example, in you enter 2, then every 2 minutes, the Extension will automatically submit and synchronize all new **Processing(Aramex)** orders, and their status will change to **New(Aramex)**.

5. Refresh the system cache in the following way.
 - a. In the Magento store admin panel, go to **Stores > Cache Management**.



- b. Select all entries, and then click **Submit**.

<input checked="" type="checkbox"/>	Cache Type	Description	Tags	Status
<input checked="" type="checkbox"/>	Configuration	Various XML configurations that were collected across modules and merged	CONFIG	ENABLED
<input checked="" type="checkbox"/>	Layouts	Layout building instructions	LAYOUT_GENERAL_CACHE_TAG	ENABLED
<input checked="" type="checkbox"/>	Blocks HTML output	Page blocks HTML	BLOCK_HTML	ENABLED
<input checked="" type="checkbox"/>	Collections Data	Collection data files	COLLECTION_DATA	ENABLED
<input checked="" type="checkbox"/>	Reflection Data	API interfaces reflection data	REFLECTION	ENABLED
<input checked="" type="checkbox"/>	Database DDL operations	Results of DDL queries, such as describing tables or indexes	DB_DDL	ENABLED
<input checked="" type="checkbox"/>	EAV types and attributes	Entry types declaration cache	EAV	ENABLED
<input checked="" type="checkbox"/>	Customer Notification	Customer Notification	CUSTOMER_NOTIFICATION	ENABLED
<input checked="" type="checkbox"/>	Page Cache	Full page caching	FPC	ENABLED
<input checked="" type="checkbox"/>	Integrations Configuration	Integration configuration file	INTEGRATION	ENABLED
<input checked="" type="checkbox"/>	Integrations API Configuration	Integrations API configuration file	INTEGRATION_API_CONFIG	ENABLED
<input checked="" type="checkbox"/>	Translations	Translation files	TRANSLATE	ENABLED
<input checked="" type="checkbox"/>	Web Services Configuration	REST and SOAP configurations, generated WSDL file	WEBSERVICE	ENABLED

Whenever a new **Pending** order appears, you need to manually [mark the order as paid](#).

After this, the orders gets the **Processing(Aramex)** status, and the Extension automatically submits and synchronizes the order according to the interval defined in step 4.

As a result, the submitted and synchronized order gets the **New(Aramex)** status, and in the Aramex warehouse, the Aramex ground operations team starts assembling the order.

When the order gets the **Issued(Aramex)** status, you can:

- [Check stock level update](#) (if enabled in Extension settings).
- [Track shipment status](#).

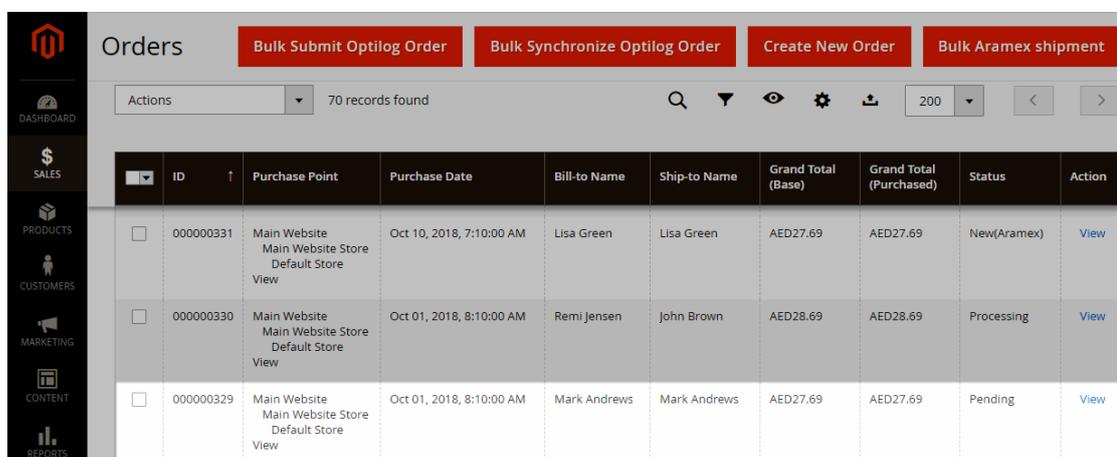
4. MARK ORDER AS PAID

When an order is placed by the customer, the order appears in the Magento store admin panel with the **Pending** status.

After the customer pays the shipping cost, you as a store admin need to mark the order as paid. While order submission and synchronization can be automated, marking order as paid is something that you always need to do manually.

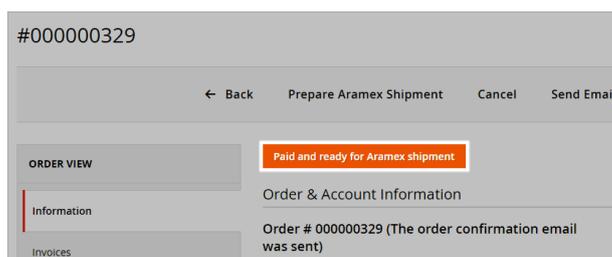
To mark order as paid:

1. In the Magento store admin panel, go to **Sales > Orders**.
2. Next to the needed **Pending** order, click **View**.



	ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
<input type="checkbox"/>	000000331	Main Website Main Website Store Default Store View	Oct 10, 2018, 7:10:00 AM	Lisa Green	Lisa Green	AED27.69	AED27.69	New(Aramex)	View
<input type="checkbox"/>	000000330	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Remi Jensen	John Brown	AED28.69	AED28.69	Processing	View
<input type="checkbox"/>	000000329	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Mark Andrews	Mark Andrews	AED27.69	AED27.69	Pending	View

3. Click **Paid** and ready for Aramex shipment.



4. In the **Success** message, click **OK**.

The order status changes to **Processing(Aramex)**, and then:

- You can [submit the order](#) manually.
- If auto mode is configured, order submission and synchronization is done automatically. In this case, wait till the order gets the **Issued(Aramex)** status, and then:
 - [Check stock level update](#) (if enabled in Extension settings).
 - [Track the shipment status](#).

5. SUBMIT ORDERS MANUALLY

After you [mark an order as paid](#), the order is ready to be submitted to the Optilog WMS. You can submit several orders in one go.

Note: If auto mode is configured in [Extension settings](#), orders are submitted automatically. In this case, after the defined time [interval](#), check if the order status changed to **New(Aramex)**.

After the order gets the **Issued(Aramex)** status, you can:

- [Check stock level update](#) (if enabled in Extension settings).
- [Track the shipment status](#).

To submit one or more orders manually:

1. In the Magento store admin panel, go to **Sales > Orders**.
2. Select the needed **Processing(Aramex)** orders, and then click **Bulk Submit Optilog Order**.

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
000000331	Main Website Main Website Store Default Store View	Oct 10, 2018, 7:10:00 AM	Lisa Green	Lisa Green	AED27.69	AED27.69	New(Aramex)	View
000000330	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Remi Jensen	John Brown	AED28.69	AED28.69	Processing	View
<input checked="" type="checkbox"/> 000000329	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Mark Andrews	Mark Andrews	AED27.69	AED27.69	Processing (Aramex)	View

Confirmation message appears with the following information.

Order: 000000329, order reference: SPLWH/2018/68017 [Close](#)

- **Order** – IDs of one or more submitted orders.
- **Order reference** – ID of the new bulk order.

The status of the submitted orders changes to **Processed(Aramex)**.

Warning: If you try to submit an order that has a status other than **Processing(Aramex)**, the following error occurs: *Order: <order number> is not valid.*

Order: 000000333 is not valid.
Order: 000000330 is not valid. [Close](#)

6. SYNCHRONIZE ORDERS MANUALLY

After you [submit an order manually](#), the order is ready to be synchronized, that is, transferred to the Optilog WMS. You can synchronize several orders in one go.

Note: If auto mode is configured in [Extension settings](#), order synchronization is done automatically. In this case, after the defined time [interval](#), check if the order status changed to **New(Aramex)**.

After the order gets the **Issued(Aramex)** status, you can:

- [Check stock level update](#) (if enabled in Extension settings).
- [Track the shipment status](#).

To synchronize one or more orders manually:

1. In the Magento store admin panel, go to **Sales > Orders**.
2. Select the needed **Processed(Aramex)** orders, and then click **Bulk Synchronize Optilog Order**.

	ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
<input type="checkbox"/>	00000331	Main Website Main Website Store Default Store View	Oct 10, 2018, 7:10:00 AM	Lisa Green	Lisa Green	AED27.69	AED27.69	New(Aramex)	View
<input type="checkbox"/>	00000330	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Remi Jensen	John Brown	AED28.69	AED28.69	Processing	View
<input checked="" type="checkbox"/>	00000329	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Mark Andrews	Mark Andrews	AED27.69	AED27.69	Processed (Aramex)	View

You can view the confirmation with IDs of the synchronized orders.



The submitted and synchronized orders get the **New(Aramex)** status, and the Aramex ground operations team starts assembling the shipments.

Wait till the orders get the **Issued(Aramex)** status, and then:

- [Check stock level update](#) (if enabled in Extension settings).
- [Track the shipment status](#).

If configured, the Extension sends an email to the customer with the shipment tracking number. For information on how to configure notifications, see [Define the Extension settings](#).

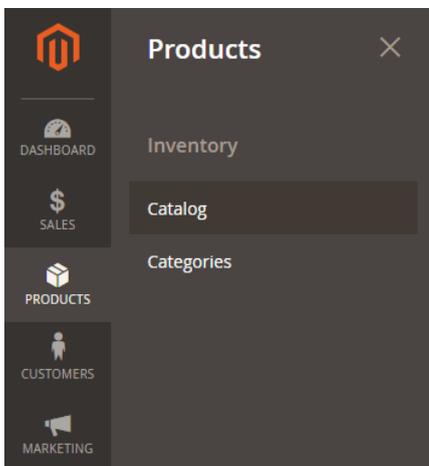
7. CHECK STOCK LEVEL UPDATE

You can verify the stock level (quantity) of each product that is currently stored in an Aramex warehouse directly from your Magento store admin panel.

Note: Stock level update is performed only if in Extension settings, the **Stock level update** option is enabled. For information on how to enable this setting, see [Define the Extension settings](#).

To check stock level update for a product:

- In the Magento store admin panel, go to **Products > Catalog**.



For each product, you can view the product quantity available at an Aramex warehouse.

 A screenshot of the Magento admin panel's 'Catalog' page. The page shows a table with 3 records found. The table columns are: ID, Thumbnail, Name, Type, SKU, Price, Quantity, Visibility, Status, Websites, and Action. The data rows are as follows:

ID	Thumbnail	Name	Type	SKU	Price	Quantity	Visibility	Status	Websites	Action
1	[Thumbnail]	product1	Simple Product	product1	AED100.00	4389.0000	Catalog, Search	Enabled	Main Website	Edit
2	[Thumbnail]	010	Simple Product	010	AED1.00	986.0000	Catalog, Search	Enabled	Main Website	Edit
3	[Thumbnail]	011	Simple Product	011	AED1.00	942.0000	Catalog, Search	Enabled	Main Website	Edit

Whenever a store customer orders this product, and the order gets the **Fulfilled** status, the product quantity is updated.

For information on how to manage product stock, see the Magento User Guide > [Stock Availability](#) article.

8. TRACK SHIPMENT STATUS

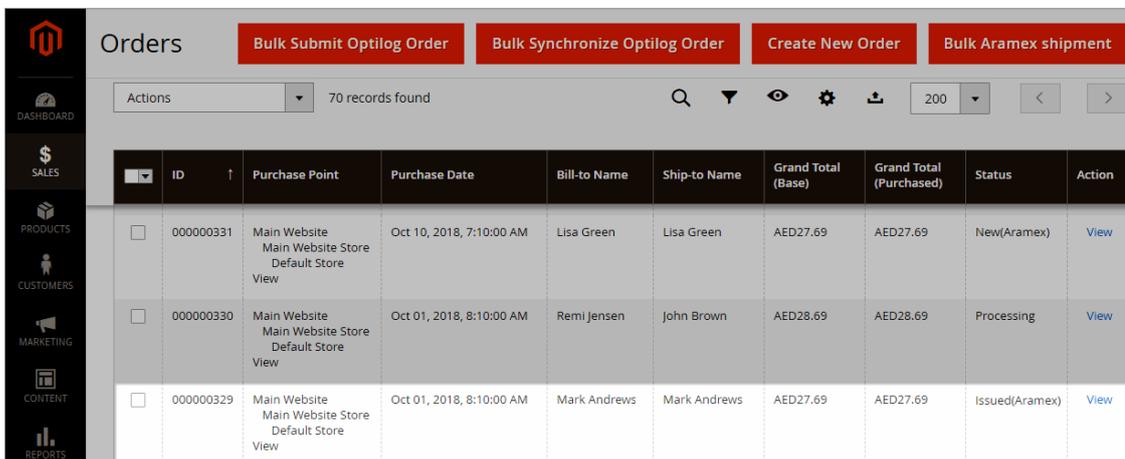
When an order is picked and packed, and the shipment label is attached, the order gets the **Fulfilled** status.

At this point, you can track the shipment status in the Magento store admin panel.

Optionally, you can configure the Extension to send an email to the customer with the shipment tracking number. For more information, see [Define the Extension settings](#).

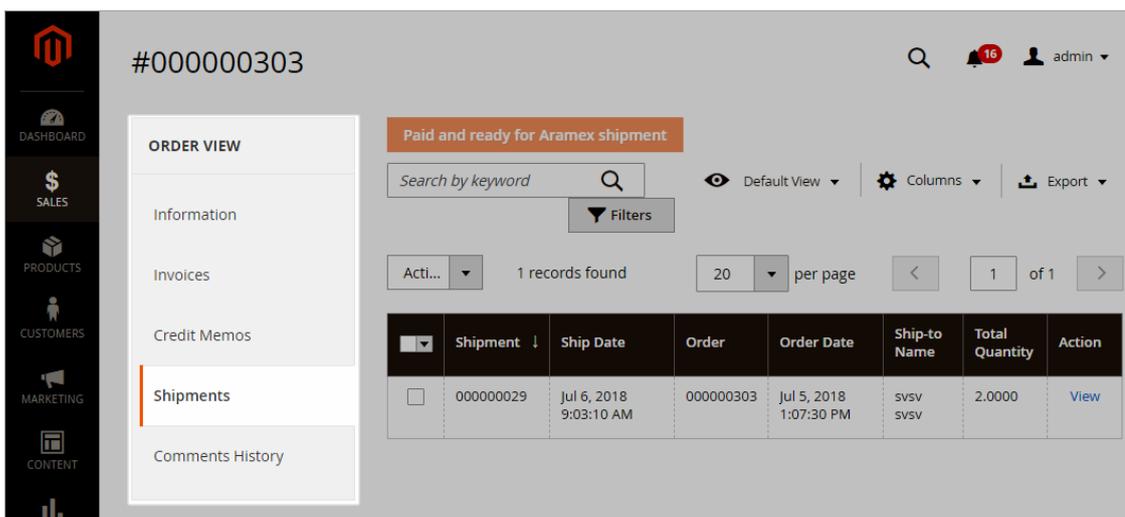
To track shipment status:

1. In the Magento store admin panel, go to **Sales > Orders**.
2. Next to the needed **Issued(Aramex)** order, click **View**.



ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
00000331	Main Website Main Website Store Default Store View	Oct 10, 2018, 7:10:00 AM	Lisa Green	Lisa Green	AED27.69	AED27.69	New(Aramex)	View
00000330	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Remi Jensen	John Brown	AED28.69	AED28.69	Processing	View
00000329	Main Website Main Website Store Default Store View	Oct 01, 2018, 8:10:00 AM	Mark Andrews	Mark Andrews	AED27.69	AED27.69	Issued(Aramex)	View

3. Under **Order View**, go to **Shipments**.



#00000303

Paid and ready for Aramex shipment

Search by keyword

Acti... 1 records found 20 per page 1 of 1

Shipment	Ship Date	Order	Order Date	Ship-to Name	Total Quantity	Action
00000029	Jul 6, 2018 9:03:10 AM	00000303	Jul 5, 2018 1:07:30 PM	svsv svsv	2.0000	View

- Next to the needed shipment, click **View**.

#000000303

Paid and ready for Aramex shipment

Search by keyword

Default View

Acti... 1 records found 20 per page < 1 of 1 >

<input type="checkbox"/>	Shipment ↓	Ship Date	Order	Order Date	Ship-to Name	Total Quantity	Action
<input type="checkbox"/>	000000029	Jul 6, 2018 9:03:10 AM	000000303	Jul 5, 2018 1:07:30 PM	svsv svsv	2.0000	View

- Under **Shipping and Tracking Information**, and next to the needed shipment, click the shipment (HAWB) Number.

Payment & Shipping Method

Payment Information
Cash On Delivery
The order was placed using AED.

Shipping and Tracking Information
Track this shipment
Aramex - Overnight (Document)
Total Shipping Charges: AED25.69

Carrier	Title	Number	Action
Optilog	Aramex Optilog	1111	<input type="button" value=""/>

Custom Val

- Under **Tracking Information**, click the provided link.
You can view the shipment summary, history, and details.

aramex delivery unlimited

Track Ship Solutions & Services Help & Support

Track Shipments →
Track Pickup Requests →
Notifications →
Advanced Tracking →

Customer Support
Questions About Your Shipment?
Support Submit Request

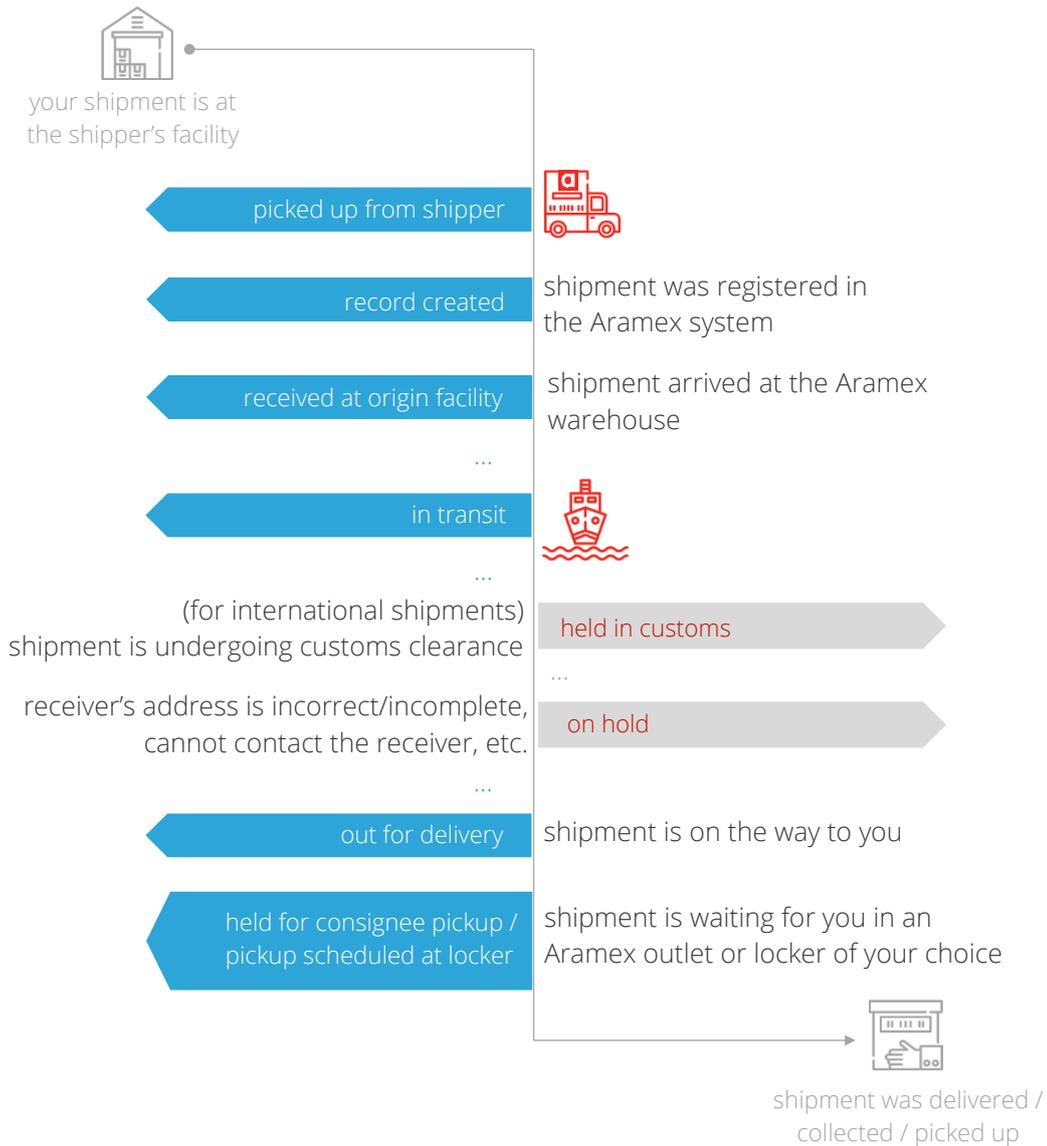
Shipment Summary
Tracking Number: 1111
Processing In Transit Delivered

From	To	Current Activity
Beirut LEBANON BEIRUT	→ Beirut LEBANON BEIRUT	1/12/2018 2:49:00 PM

History
Where Your Shipment Has Been

Date	Location	Activity
14 Jun 2018 03:38 PM	Cairo, Egypt	Picked Up From Shipper
12 Jan 2018 02:49 PM	Sin El-Fil, Lebanon	Delivered Stamped

This diagram illustrates the key shipment statuses.



Note: Got a question that we didn't answer in this document? Help us get better – [fill out a feedback form](#).