



## Shopify

Shopify Basic Plan Limitations .....	2	Test Steps: Getting Quotes Using The Courier Guy Portal or Sandbox .....	24
Legal Restrictions on Meeting with Customers .....	2	Step-by-Step Instructions.....	25
Email Support.....	3	Test Quote 2: National Delivery .....	25
Compatibility Check (31/03/2025).....	3	Test Quote 3: Regional Delivery .....	25
Shopify Plans Explained .....	4	2. Compare the Results .....	25
Changes to Carrier Calculated Shipping (CCS) Plan Eligibility .....	4	Resetting The Courier Guy Plugin Settings in Shopify .....	26
Setup Steps.....	4	Creating Test Products in Shopify for TCG Plugin Testing .....	27
International Support.....	5	Testing Checkout with The Courier Guy Plugin.....	28
Registering a Live or Sandbox (Test) Account.....	5	Test Address Examples .....	28
Testing Environment (Sandbox).....	5	Submitting a Shipment from the Shopify Orders Page .....	29
How to Create the API Key (Access / Bearer Token)...	6	Cancel Shipment.....	31
Part 1: Adding "The Courier Guy" to Shopify as an App.....	7	Steps to Use the Sandbox Environment:.....	32
Services and Calculations Explained.....	10	Important Information about the Sandbox Environment: .....	32
Local Services .....	10	Testing the Quotes: .....	32
National Services .....	10	FAQ for Shopify and The Courier Guy Integration....	33
Regional Services .....	10	1. Why is my test showing shipping as free? .....	33
Main Areas Served (National) .....	10	2. How can I test if my Shopify is connected to The Courier Guy? .....	33
Weight Calculations .....	10	3. Where can I order packaging materials (boxes, tracking stickers, etc.)? .....	33
How to Add Weight to Shopify Products .....	14	4. What are the box sizes and flyer examples? .....	33
Check the Following on the Waybill: .....	15	Additional Resources:.....	33
Information Required for Further Investigation: .....	15	Exporting product Metafields to CSV to bulk edit .....	35
Enabling "Ship as Single Parcel" .....	16	Free Shipping Setup with Shopify Advanced Plan: .....	35
Example Test Setup:.....	19	For Basic Plan Users:.....	35
How It Works: .....	20	Contacting Support.....	35
Submitting a Shipment from the Shopify Orders Page (Using The Courier Guy Plugin) .....	20	Looking for a Web developer .....	36
Setting Your Shopify Weight Unit to Grams .....	21	Replicating the Ecomms Rate with Shopify Basic Plan: .....	36
"Ship as Single Parcel" Location and Example.....	22	Step-by-Step Guide: .....	37
How to Set Shopify Weight to Grams .....	23		
Change Shopify Metafields to "cm" .....	24		

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Local Zone Setup (Example for Gauteng): .....	37	Error 400 Bad Request.....	57
How to Create a Zone (For LOCAL Delivery with Gauteng Example):.....	38	Checklist for the plugin to successfully submit your shipment the following is required .....	58
Testing the Shipping Setup:.....	38	Full body postman example .....	58
Using the Ecomms rate as an example lets setup the local overnight parcel service.....	41	Check if CCS is enabled on your store .....	60
Add ECO service for local over 30Kg (test and confirm this by getting a quote from The Courier Guy for a local delivery at 40 to 41Kg).....	42	Enable third party calculated rates is only available on the Shopify advanced plan .....	61
Example of how to add “national zone” for ECO service (you could combine this with ECOR by adding the rest of the Provinces to save time).....	43	No rates Error no services.....	62
Example of how to add “regional zone” for ECOR service (same rate and calculation as ECO but area geo mapped as Regional) .....	44	Make sure the time and zone is correct must be UTC +02:00.....	63
Errors .....	51	Unable to save settings .....	63
Error 500 installing the plugin.....	51	"Error in creating shipment" .....	64
REST request failed: "[API] Invalid API key or access token (unrecognised login or wrong password) .....	53	No carriers or apps available for this zone” .....	64
Unable to add The Courier Guy app.....	53	No services appear .....	66
Error “500   Server ERROR” when trying to add The Courier Guy app .....	54	No carriers or apps available for this zone.....	67
Error “500   Server ERROR” when trying to create a shipment .....	54	Other items to check .....	69
Checklist for the plugin to successfully submit your shipment the following is required .....	54	Shipment not found .....	69
Error “403   Forbidden” when trying to create a shipment .....	55	No weight pulling through on product shipping dimensions .....	71
500   server error when trying to “Create The Courier Guy Shipment” with delivery method “Economy” ....	55	YouTube Shopify Shipping examples .....	71
No Shipping method.....	57	Shopify Help.....	71
		PUDO .....	72
		Example Screenshots used for reference .....	72
		Your rates verse carrier and app rates .....	73
		Shopify advanced – use carrier or app to calculate rates .....	74
		Parcelify.....	82
		UAFrica vs The Courier Guy checkout price difference .....	82

### Shopify Basic Plan Limitations

If you are on the Shopify Basic plan, please note that third-party apps cannot be used to retrieve shipping rates. Instead, you will need to manually configure your own shipping rates.

However, you can still use our plugin to send shipments and print waybills directly from the "Orders" page.

For WordPress users, the plugin retrieves shipping rates automatically and at no additional cost.

### Legal Restrictions on Meeting with Customers

As a courier service, we are legally prohibited from attending meetings that relate to customer websites. This policy ensures that we remain compliant with industry regulations while focusing on delivering our core services effectively.



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For website-related discussions or technical assistance, we highly recommend consulting with a web developer. They will be able to assist with any specific requirements you have for your website. If you don't already have a web developer, we recommend referring to the section titled *"Looking for a Web Developer"* after the FAQ section in this document.

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## Email Support

Although we are unable to attend meetings, we are committed to providing high-quality support via email. This method allows us to document all communications, ensuring you receive accurate, detailed responses that are tailored to your specific needs.

By focusing on email support, we can allocate our resources efficiently and provide you with timely assistance. We appreciate your understanding and encourage you to reach out via email for any technical inquiries or support.

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## Compatibility Check (31/03/2025)

Shopify Update - Developer's Response:

In response to the recent Shopify newsletter regarding updates, our development team has reviewed the changes outlined in the March 2025 update. They have confirmed the following:

### Legacy POS Extensions - Deprecated (February 28):

This update has been addressed for PUDO and will not affect TCG.

**Shopify Updates:** The following updates will not impact the PUDO or TCG plugins, as these features are not utilised by either plugin:

Hydrogen (February 2025 release):

Contentstack now works with Liquid storefronts.

Creating solutions for Shopify Checkout and developing tailored solutions using POS UI extensions.



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## Shopify Plans Explained

Shopify offers several plans to accommodate different business needs. Each plan comes with its own set of features, including shipping options. It's important to select the right plan based on your store's requirements, especially when it comes to shipping functionality.

### Changes to Carrier Calculated Shipping (CCS) Plan Eligibility

As of recent updates, Shopify has made changes to the eligibility for Carrier Calculated Shipping (CCS). CCS allows you to access real-time shipping rates from carriers directly in your checkout process. However, this feature is not available on all Shopify plans.

For full access to CCS, you'll need to be on the **Shopify Advanced Plan** or higher. Stores on the **Shopify Basic Plan** will not have access to CCS and will need to manually configure their shipping rates.

For more details on the eligibility changes and plan features, you can refer to the following articles:

[Shopify Changes to Carrier Calculated Shipping \(CCS\) Plan Eligibility](#)

[Shopify Pricing and Plans](#)

### Compare all plan features

	Basic	Shopify	Advanced
<b>Pricing</b>			
Pay Monthly	\$25 USD/mo	\$65 USD/mo	\$399 USD/mo
Pay Yearly	\$19 USD/mo	\$49 USD/mo	\$299 USD/mo
<b>Features</b>			
Third-party calculated shipping rates <small>Show calculated rates with your own account or third-party apps at checkout.</small>	×	×	✓

### Enabling Third-Party Calculated Shipping Rates

For the "**Add Carrier Rates to Shopify on Save**" feature to function correctly, you must have **Third-Party Calculated Shipping** enabled in your Shopify store.

☒ Add Carrier Rates to Shopify on save

SAVE SETTINGS

### Important Note:

If you don't have a flat rate configured, the plugin may fail to save your settings. On the **Shopify Basic Plan**, where carrier rates are not enabled, saving settings will trigger an info message after saving, rather than causing the save screen to hang.

### Setup Steps

Please follow the setup steps outlined below to ensure proper configuration. If you encounter any issues or errors during setup, our contact details are provided at the end of this document, along with the information we'll need to assist you.

You can download the plugin/Shopify app here:

[The Courier Guy - Shopify App](#)



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## International Support

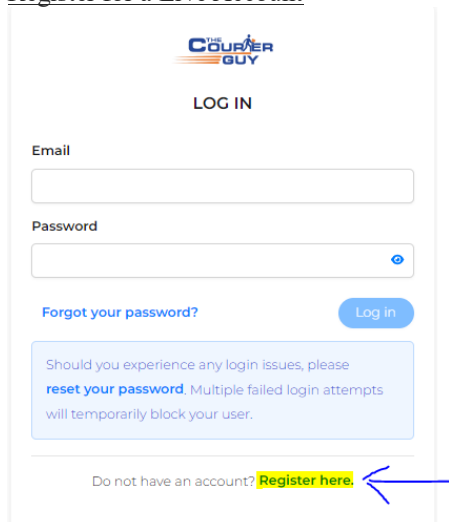
Please note that the plugin is designed to **only support South Africa**. Additionally, you will need to have your Shopify store's address set to South Africa for the plugin to install successfully. If your store address is located outside of South Africa, the plugin will not install.

---

## Registering a Live or Sandbox (Test) Account

To start using the plugin, you can register a new **live account** here:

[Register for a Live Account](#)



## Default Shipping Rate and Custom Rates

The **default rate** is the national one-rate. If you require a different shipping rate, please reach out to the sales team. You can contact them at:

**Email:** [sales@thecourierguy.co.za](mailto:sales@thecourierguy.co.za)

Alternatively, you can create a **test/sandbox account** to test rates.

---

## Testing Environment (Sandbox)

If you are using a test account, make sure to update the plugin with your **test "account number"** and **"API Key"**, and then save the changes.

To create a free **sandbox (test) account**, visit the following site:

[Create a Sandbox Account](#)

Important Notes for Sandbox:

Prices provided are **test prices** and are not valid for real shipments. These prices will not increase even if you add 100 items; they are for testing purposes only and will display demo pricing.

You can use the **ECO rate/service** for all test shipments, regardless of whether they are local, national, or regional.

The sandbox environment will not return prices for international addresses.

You'll know you are in the sandbox environment if you see the following logo, which will also appear on the generated waybills:



API Key Access / Bearer Token

**Access Key ID** and **Access Key** have been discontinued and are no longer required.

**Access Token** is required to authenticate the API and access services.

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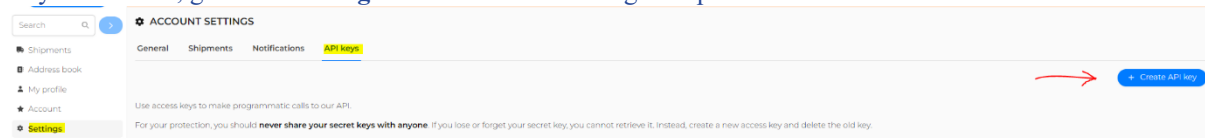


## How to Create the API Key (Access / Bearer Token)

To create your API key (Bearer token), follow these steps:

### Navigate to Settings:

In your account, go to the **Settings** section in the left navigation panel.

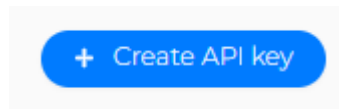


### Go to the API Keys Section:

Under Settings, select the **API Keys** section to view the page.

### Create a New API Key:

Click the button that looks like the one below to generate a new API key:



### Leave Username Blank:

You can leave the **username** field blank and simply click on the **Create API Key** button to generate your new key.

A modal form titled 'Create new API key' with a close button (X) in the top right. It contains a 'Username' label and a text input field with the placeholder text 'eg. Jane3'. At the bottom, there are two buttons: 'Cancel' and 'Create API key'.

### Account Number

The **Account Number** is the same as the **Account Code** associated with your account.

A form with four input fields. The first field is labeled 'Account Number' and contains a masked value with a blue checkmark to its right. The second field is labeled 'Access Key ID' and contains a red 'X' to its left. The third field is labeled 'Access Key' and contains a red 'X' to its left. The fourth field is labeled 'API Key' and contains a masked value with a blue checkmark to its right.

How to Set Up and Use "The Courier Guy" for Shopify  
Important Note:



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To use **The Courier Guy** with Shopify, you must be on either the **Advanced** or **Plus** plan in order to access **Third-Party Calculated Shipping Rates**. You can find more details about Shopify plans here:  
[Shopify Pricing](#)

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## Part 1: Adding "The Courier Guy" to Shopify as an App

### Step 1:

Log in to your Shopify store's backend.

### Step 2:

Navigate to the **The Courier Guy Shopify App** page and click the **"Add App"** button.

### Step 3:

Click the **"Install App"** button at the bottom-right of the screen to begin the installation process.

### Step 4:

Once the app is installed, proceed to **Part 2** to configure the app.

## Part 2: Configuring "The Courier Guy" App on Shopify

### Step 1:

Log in to your Shopify store's backend admin area.

### Step 2:

Navigate to the left side of the screen and click on **"Apps"**.

### Step 3:

In the search bar, type **"The Courier Guy"** and click on the app when it appears.

### Step 4:

Complete the following fields:

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#### 4a - General Settings

##### Shopify Store:

Enter your store's URL, typically in the format **[businessname].myshopify.com**.

##### Company Name:

Enter your business or company name.

##### TCG Account Number:

Input your **account number** (also known as your **account code**) found under the "Account" menu when logged into your **The Courier Guy** account.

##### Ship Logic Key ID:

This field is not required.

##### Ship Logic Key:

This field is not required.

##### API Key:

The API key is created by logging into your **The Courier Guy** account, then navigating to **Settings** → **API Key** tab.

Click on the blue **"+ Create API Key"** button to generate your API key.

##### Taxable:

Set whether TCG shipping should be **taxable** or not.

##### Tax Rate:

If **Taxable** is set to "Yes," enter the applicable tax rate.

##### Insure Goods:

Choose **"Yes"** or **"No"** to decide if you want to include **shipping insurance** for your shipments.

##### Generic Waybill:

If you prefer to have generic descriptions (rather than product names) on the waybills, set this to **"Yes"**.

##### Free Shipping:

To enable free shipping for orders above a certain value, set this to **"Yes"**.

*(This feature is not available with the Shopify Basic plan)*

##### Free Shipping Amount:

If **Free Shipping** is enabled, enter the minimum order amount (in your store's currency) for customers to qualify for



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free shipping. For example, if you set this to **1500**, then orders over **R1500** will receive free shipping. Do not include currency symbols, like "R".

---

#### 4b - Address

Enter your **collection address** information:

**Street Address:**

Enter the street address (number and street name only, no suburbs or cities).

**Suburb:**

Enter the suburb for the collection address.

**City:**

Enter the city for the collection address.

**Province:**

Enter the province for the collection address.

**Country:**

Enter the country for the collection address.

**Postal Code:**

Enter the postal code for the collection address.

**Contact Name:**

Enter the contact name for the waybill.

**Email:**

Enter the contact email for the waybill.

**Phone:**

Enter the contact phone number for the waybill.

---

#### 4c - Package Sizes

**Default Package Length:**

Enter the **length** of the package (or multiple packages) for the waybill. The value should be in **cm**, with no characters (e.g., **50** for 50 cm).

**Width:**

Enter the **width** of the package in **cm**, with no characters (e.g., **50** for 50 cm).

**Height:**

Enter the **height** of the package in **cm**, with no characters (e.g., **50** for 50 cm).

**Maximum Weight:**

Enter the **maximum weight** allowed per package in **KG**. For example, if your maximum weight is **15 kg**, The Courier Guy will calculate the number of boxes required based on this weight.

Note: For large items, the maximum weight per box is **40 kg**. If a product exceeds this, the plugin will automatically use additional boxes.

---

#### Step 5:

Once you've filled in all the required fields, click the **"Save Settings"** button to apply your changes.

Part 3: Adding "The Courier Guy" App as a Shipping Rate on Shopify (Requires Shopify Advanced)

#### Step 1:

From your Shopify backend, click on **"Settings"** located at the bottom-left of the dashboard.

#### Step 2:

Next, click on **"Shipping and delivery"**.

#### Step 3:

Scroll to the **Shipping** block. Under **General shipping rates**, click the **"Manage"** button next to **"General"**.

#### Step 4:

In the **"Shipping from"** block, click the **"Add rate"** button.

#### Step 5:

Select the **"Use carrier or app to calculate rates"** radio button. Then, in the dropdown, choose **"The Courier Guy (rates provided by app)"**. If it's not already selected, you can choose it here.

(Please note: This option requires the Shopify *Advanced* or *Plus* plan).



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If this feature isn't enabled, you'll need to set up your own rates. You can still use the plugin to create shipments directly from your orders page.

For guidance on setting up your own rates, scroll down to the section titled “**Setting up your own shipping rates**”, where I have provided an example of the **ecomms rate**.

**Step 6:**

Choose the services you want to offer your customers, such as **Local Overnight Parcel**, **Local Same-Day Express**, etc. *We recommend offering the **LOX**, **ECO**, and **ECOR** services to cover South Africa.*

**Step 7:**

If you wish to apply an additional fee to the shipping charges, you can set this under the “**Handling fee**” section. You can either add a **percentage increase** or a **flat fee increase** (but not both). Once you've made your selections, click the “**Done**” button.

**Step 8:**

Click the “**Save**” button at the bottom or top of the page to save your changes.

---

**Congratulations!** Your customers will now see **The Courier Guy** as a shipping option during checkout.



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## What You Need to Know

### Services and Calculations Explained

If you're on the **Shopify Basic plan**, you'll likely set up a **standard shipping rate** in Shopify. However, when you create a shipment with **The Courier Guy**, the following services will apply based on the "collection" and "delivery" address. It's important to understand how these services are divided and calculated.

Services are categorised into **three areas: Local, National, and Regional**.

---

#### Local Services

For **local deliveries**, developers typically offer:

LOF (Local Overnight Flyer)

LOX (Local Overnight Parcel)

Note: For shipments over **30 kg**, only the **ECO service** is available for local deliveries.

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#### National Services

For **national deliveries**, the cheapest service is typically **ECO (Economy)**.

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#### Regional Services

For **regional deliveries**, the cheapest option is **ECOR (Economy Regional)**.

Note: Both ECO and ECOR are calculated using the same formula, and the price is the same for both.

---

#### Main Areas Served (National)

The following cities and areas are served with **ECO and OVN** services:

Johannesburg  
Pretoria  
Bloemfontein  
Cape Town  
Durban  
Port Elizabeth  
East London  
George  
Kimberley  
Ladysmith  
Nelspruit  
Polokwane  
Potchefstroom  
Welkom  
Witbank

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#### Weight Calculations

When submitting the weight of your products for a quote, **The Courier Guy** will calculate both the **actual weight** and the **volumetric weight**. The highest value of these two will determine the **charged weight**.

**Actual Weight:** The true weight of the package.

**Volumetric Weight:** The size of the package, calculated to determine its space in transport.



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**Charged Weight:** The greater of the two (actual weight or volumetric weight) will be used to calculate shipping charges.

Actual Weight	Charged Weight
2 kg	2 kg

For **National** and **Regional** areas the Volumetric Factor used to calculate is 4000 (formula = number of items x L x W x H /4000) must be in cm and Kg

Service level code	Service level name	Service level description	Volumetric factor	Weight from	Weight to	Weight unlimited
ECO	Economy	Expect delivery between 3 - 4 Days	4000	25		TRUE
ECOR	Economy Regional	Expect delivery between 3 - 5 Days	4000	10	25	FALSE
ECOR	Economy Regional	Expect delivery between 3 - 5 Days	4000	15	25	FALSE
ECO	Economy	Expect delivery between 3 - 4 Days	4000	10	25	FALSE
ECO	Economy	Expect delivery between 3 - 4 days.	4000	0	5	FALSE
ECO	Economy	Expect delivery between 3 - 4 days.	4000	5	10	FALSE
ECO	Economy	Expect delivery between 3 - 4 days.	4000	0	15	FALSE
ECO	Economy	Expect delivery between 3 - 4 days.	4000	15	25	FALSE
ECO	Economy	Expect delivery between 3 - 4 days.	4000	0		TRUE
ECOB	Economy Bulk Kiosk	Expect delivery between 3 - 4 days.	4000	100		TRUE
ECOR	Economy Regional	Expect delivery between 3 - 5 days.	4000	0	5	FALSE
ECOR	Economy Regional	Expect delivery between 3 - 5 days.	4000	5	10	FALSE
ECOR	Economy Regional	Expect delivery between 3 - 5 days.	4000	0	15	FALSE
ECOR	Economy Regional	Expect delivery between 3 - 5 days.	4000	25		TRUE
ECORB	Economy Regional Bulk Kiosk	Expect delivery between 3 - 5 days.	4000	100		TRUE
ECOR	Economy Regional	Expect delivery between 3 - 5 days.	4000	0		TRUE
ECO	Economy	Expect delivery between 3 - 4 Days	4000	5	15	FALSE
ECOR	Economy Regional	Expect delivery between 3 - 5 Days	4000	5	15	FALSE



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ECO	Economy	Expect delivery between 3 - 4 days.	4000	40		TRUE
-----	---------	-------------------------------------	------	----	--	------

For local the calculation is normally per item so 1 parcel works out cheaper, 2 parcels would be double the price (LOF is cheapest, LOX the next best price available)

For overnight regional and international areas the Volumetric Factor used to calculate is 5000 (formula = number of items x L x W x H /5000) must be in cm and Kg

Service level code	Service level name	Service level description	Volumetric factor	Weight from	Weight to	Weight unlimited
OVNR	Overnight Regional	Expect delivery between 2 - 3 Days	5000	0		TRUE
RIN	International Road		5000	0		TRUE
LLX	Local Late Same day Express	Collection same day after 15:00, but before 17:00, delivery after 90 minutes.	5000	0	40	FALSE
INN	International	Contact your nearest hub for transit times.	5000	0	30	FALSE
LOF	Local Overnight Flyer	Collection must be booked by 14:00, and ready by 14:30, to be delivered during the next business day.	5000	0	15	FALSE
LOX	Local Overnight Parcel	Collection must be booked by 14:00, and ready by 14:30, to be delivered during the next business day.	5000	0	40	FALSE
LSE	Local Same Day Economy	Collection must be booked by 10:30, and ready by 11:00, to be delivered by 17:00 the same day.	5000	0	40	FALSE
LSF	Local Same Day Flyer	Collection must be booked by 10:30, and ready by 11:00, to be delivered by 17:00 the same day.	5000	0	15	FALSE
LSX	Local Same day Express	Collection same day after 8:00 but before 15:00, delivery within 90 minutes.	5000	0	40	FALSE
OVNR	Overnight Regional	Expect delivery between 2 - 3 days.	5000	0		TRUE
OVN	Overnight	Expect delivery between 1 - 2 days.	5000	0		TRUE
LOX	Local Overnight Parcel Ecomms	Collection must be booked by 14:00, and ready by 14:30, to be	5000	0		TRUE



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		delivered during the next business day.				
LSE	Local Same Day Economy Ecomms	Collection must be booked by 10:30, and ready by 11:00, to be delivered by 17:00 the same day.	5000	0		TRUE

Local delivery example

Local Overnight = LOF


Local Same Day Flyer = LSF

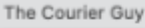
Local Overnight Parcel = LOX

Local Same Day Economy = LSE

Local Same Day Express = LSX

Same Day Express = SDX


**The Courier Guy**



## Select a rate below, then click 'Continue'.

If no rates show, please check your order shipping address and your settings.

- ☐ Local Overnight 92
- ☐ Local Same Day Flyer 92
- ☐ Local Overnight Parcel 120.75
- ☐ Local Same Day Economy 120.75
- ☐ Local Sameday Express 580.75
- ☐ Local Late Sameday Express 638.25
- ☐ Same Day Express 868.25

CONTINUE

National delivery example

Economy = ECO


Overnight = OVN

Same Day Express = SDX



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**The Courier Guy**

The Courier Guy

## Select a rate below, then click 'Continue'.

If no rates show, please check your order shipping address and your settings.

- ☐ Economy 278.3
- ☐ Overnight 1380
- ☐ Same Day Express 2248.25

CONTINUE

You can use the plugin to exclude rates, we recommend you keep 3 services to cover South Africa

Example

Local = LOX

National = ECO

Regional = ECOR

Exclude Rates

<input type="checkbox"/> The Courier Guy AIR: Fuel charge	<input type="checkbox"/> The Courier Guy ECOB: Fuel charge	<input type="checkbox"/> The Courier Guy ECORB: Fuel charge	<input type="checkbox"/> The Courier Guy INN: Fuel charge
<input type="checkbox"/> The Courier Guy LLS: Fuel charge	<input type="checkbox"/> The Courier Guy LLX: Fuel charge	<input type="checkbox"/> The Courier Guy LSE: Fuel charge	<input type="checkbox"/> The Courier Guy LSF: Fuel charge
<input type="checkbox"/> The Courier Guy LSX: Fuel charge	<input type="checkbox"/> The Courier Guy NFS: Fuel charge	<input type="checkbox"/> The Courier Guy OVN: Fuel charge	<input type="checkbox"/> The Courier Guy OVNR: Fuel charge
<input type="checkbox"/> The Courier Guy RIN: Fuel charge	<input type="checkbox"/> The Courier Guy SDX: Fuel charge	<input type="checkbox"/> The Courier Guy SPX: Fuel charge	

## How to Add Weight to Shopify Products

To ensure your products are accurately weighed for shipping with **The Courier Guy**, you need to add the weight in Shopify. Here's how:

### Set the Product as Physical

First, make sure your product is marked as a physical item in Shopify. This allows the weight field to appear.

Shipping

☐ This is a physical product

Customers won't enter shipping details at checkout. [Learn how to set up your store for digital products or services.](#)

### Add the Weight in Grams

You should enter the weight of your product in **grams**. This is important because **The Courier Guy** will pull this weight value as “**Mass (grams)**” when calculating shipping costs.



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You can watch a tutorial on this process here:

[How to Add Weight to Shopify Products](#)

[Incorrect Quotes for Shopify Advanced Users](#)

**Step 1:**

Begin by creating a quote on **The Courier Guy** portal. This will serve as a comparison for the results you will test using the plugin below.

**Step 2:**

Clear your settings to ensure no factors are affecting the test. This includes:

Exclude rates

Percentage mark-up

Price rate override

Confirm whether VAT is enabled or disabled

Remove any label override settings

**Important:** Do not skip this step. Ensure you have not set the “price rate override”.

**Step 3:**

Replicate the checkout process and proceed to the payment page without actually making the payment.

**Step 4:**

Go to the **Orders** page and find the order you just tested.

**Step 5:**

Edit the order and select the “Send order to The Courier Guy” action.

**Step 6:**

Log in to **The Courier Guy** and cancel the shipment. The cost of the shipment will be reversed.

**Step 7:**

Right-click on the shipment to cancel it.

**Check the Following on the Waybill:**

**Dimensions:** What dimensions are submitted by the plugin? Compare these to the quote you received in Step 1.

**Number of Items or Parcels:** How many items or parcels are listed?

**Service Selected:** Confirm the service selected (e.g., ECO, ECOR, LOF, LOX).

**Address:** Confirm the address is correct, and check for any surcharges applied.

**Information Required for Further Investigation:**

To troubleshoot the incorrect quote, please provide the following:

**Shopify Plan:** Are you using the **Shopify Advanced** or **Basic** plan, and is **CCS (Carrier Calculated Shipping)**

enabled? If you're on the basic plan, the plugin will not impact your shipping prices. In this case, you will need to speak to your web developer.

**Product Shipping Dimensions:** What are the shipping dimensions of each product?

**Ship as Single Parcel:** Have you set any product to be shipped as a single parcel? If not:



**We would love to handle your package.**



What target dimensions do you have in the plugin setup for **flyer**, **medium**, or **large size box**?

**Test Quote:** Please send us the test quote from **Step 1** to show what you expect the pricing to be.

**Cancelled Shipment:** Please send us the cancelled shipment from **Step 6** to compare with the plugin's results.

#### How the Plugin Retrieves a Quote and Packs Products When Submitting Your Shipment

The plugin does not calculate shipping rates directly. Instead, it attempts to pack your products into predefined dimensions (flyer, medium, or large size) unless you enable the “**Ship as Single Parcel**” option. If this option is enabled, the product will not be packed, and the shipping dimensions for the item will be used directly.

Example:

Let's say you have 5 keyrings and 2 flat-screen TVs on the checkout page. You would likely want the plugin to submit a **flyer** for the 5 keyrings and treat the 2 flat-screen TVs as separate parcels by enabling the “**Ship as Single Parcel**” setting for the TVs.

Example Breakdown:

**1 x Flyer:** 30cm x 40cm x 8cm, weight = 2kg (2000 grams)

**1 x Custom Parcel:** 100cm x 10cm x 72cm, weight = 10kg (10,000 grams)

**1 x Custom Parcel:** 100cm x 10cm x 72cm, weight = 10kg (10,000 grams)

In this case, the “**Ship as Single Parcel**” setting would be used for the flat-screen TVs, which are large items that do not need to be packed.

#### Enabling “Ship as Single Parcel”

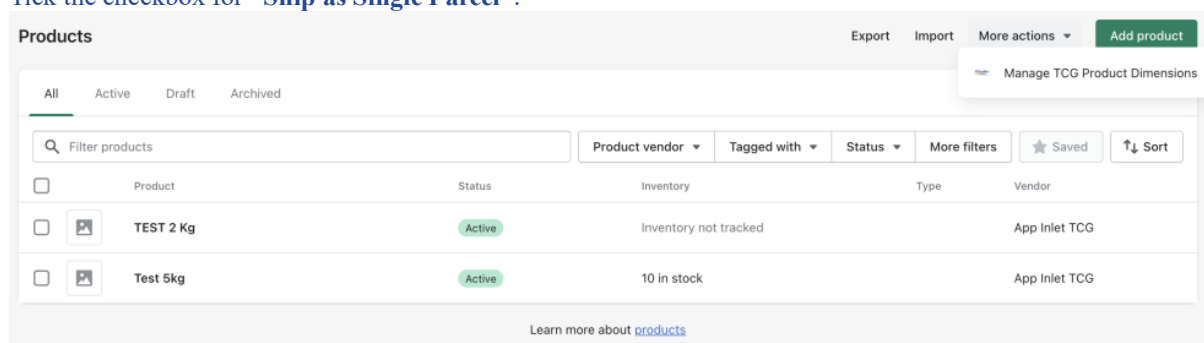
For larger items that should not be packed and need to be shipped as-is, you can enable the “**Ship as Single Parcel**” setting.

To enable this:

Navigate to **Products** in your Shopify admin area.

Under More Actions, click on Manage TCG Product Dimensions.

Tick the checkbox for “**Ship as Single Parcel**”.



#### Manage The Courier Guy Product Dimensions

Update

Show 10 entries

Search:

Title	Variant	Product Id	Variant Id	SKU	Length (cm)	Width (cm)	Height (cm)	Mass (grams)	Ship as Single Parcel
Test 5kg	Default Title	8013319045357	43455392645357		0	0	0	5000	<input type="checkbox"/>
TEST 2 Kg	Default Title	7822203650285	42973795680493		0	0	0	2000	<input type="checkbox"/>

This will exclude the product from the packing formula used by the plugin and instead submit the product's shipping dimensions directly for a quote.



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### What happens with “Ship as Single Parcel”?

When this option is selected, each product is treated as a separate parcel. For instance, if you have 3 products marked with this option, the plugin will submit them as 3 separate parcels for shipping.

#### Packing and Shipping Dimensions

If your item must be packed, ensure that the shipping dimensions are smaller than the chosen box size (flyer, medium, or large box) during checkout.

**Important:** The length, width, and height of your product **must** be at least 1 cm smaller than the dimensions of the box it will fit into. This ensures the item can fit inside the selected box during shipment.

**Example:** If you choose a box that’s 30cm x 40cm x 8cm (flyer size), your product should have dimensions slightly smaller than these to fit properly inside.

#### Dimensions for Checkout

Make sure that the **shipping dimensions** of your items are set in **centimetres** and **kilograms**. Without the correct units, the packing and shipping calculations may not work as expected.

#### Important Notes:

If your product **does not need to be packed** and should be shipped as is (e.g., large or unique items), you must tick the **“Ship as Single Parcel”** option. This will exclude the product from being packed and submit its shipping dimensions directly for a quote.

If the shipping price is unexpectedly high, double-check that you’re using **centimetres (cm)**, not millimetres (mm). For reference:

100mm = 10cm

100cm = 1 meter

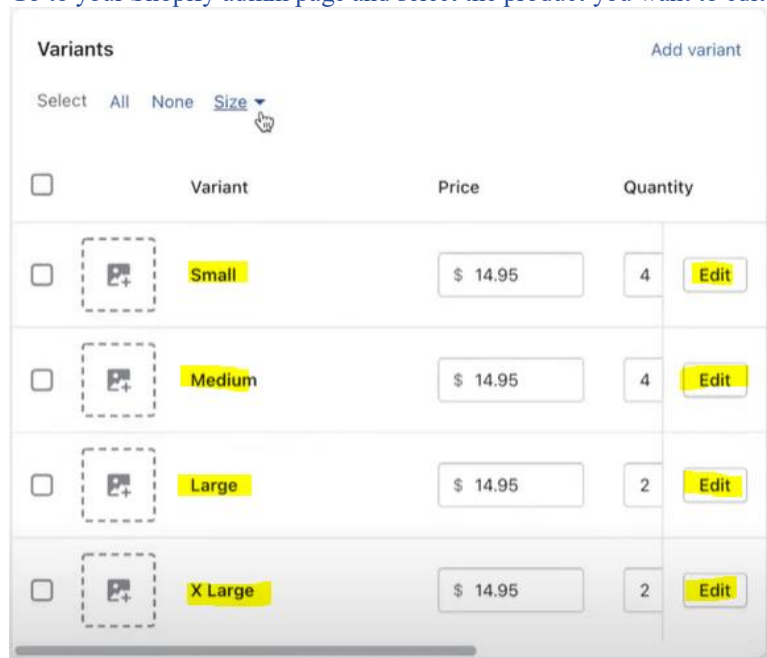
By following these steps, you can ensure accurate shipping calculations and prevent any discrepancies in shipping costs.





#### Shopify Products with Multiple Variants

If your Shopify product has multiple variants (e.g., different sizes, colours, etc.), you can set individual weights for each variant.

#### Adding Variants:

Go to your Shopify admin page and select the product you want to edit.



Variants		Add variant	
Select	All	None	Size
<input type="checkbox"/>	Variant	Price	Quantity
<input type="checkbox"/>	 Small	\$ 14.95	4 <a href="#">Edit</a>
<input type="checkbox"/>	 Medium	\$ 14.95	4 <a href="#">Edit</a>
<input type="checkbox"/>	 Large	\$ 14.95	2 <a href="#">Edit</a>
<input type="checkbox"/>	 X Large	\$ 14.95	2 <a href="#">Edit</a>

Under the **Variants** section, click **Edit** next to the variant you want to specify.

In the weight field, enter the weight of the variant in **grams**. This weight will then pull through to **The Courier Guy plugin shipping dimensions** during checkout.



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### Shipping

☒ This is a physical product

---

#### WEIGHT

Used to calculate shipping rates at checkout and label prices during fulfillment.

Weight

---

#### CUSTOMS INFORMATION

Customs authorities use this information to calculate duties when shipping internationally. Shown on printed customs forms.

Country/Region of origin

In most cases, where the product is manufactured.

HS (Harmonized System) code

Manually enter codes that are longer than 6 numbers.

#### Important Notes:

Make sure the weight for each variant is specified in **grams** for it to be correctly transferred to the TCG plugin.

**Set the product as a “physical product”** so the variant weights and dimensions can be pulled through properly to The Courier Guy plugin.

By entering the correct weight and setting the product as physical, the plugin will use these values to calculate shipping dimensions and provide accurate quotes.

The screenshot shows the Shopify admin interface for a product named '3-Pocket Rucksack'. The 'Options' section shows 'Colour' with variants 'Tan', 'Black', and 'Brown'. The 'Shipping' section is highlighted with a red arrow, showing the 'This is a physical product' checkbox checked and the weight set to 6.3 oz. Another red arrow points to the 'Tan' variant in the 'Options' section.



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## Managing Product Shipping Dimensions in Shopify with The Courier Guy Plugin

To configure **shipping dimensions** for individual products:

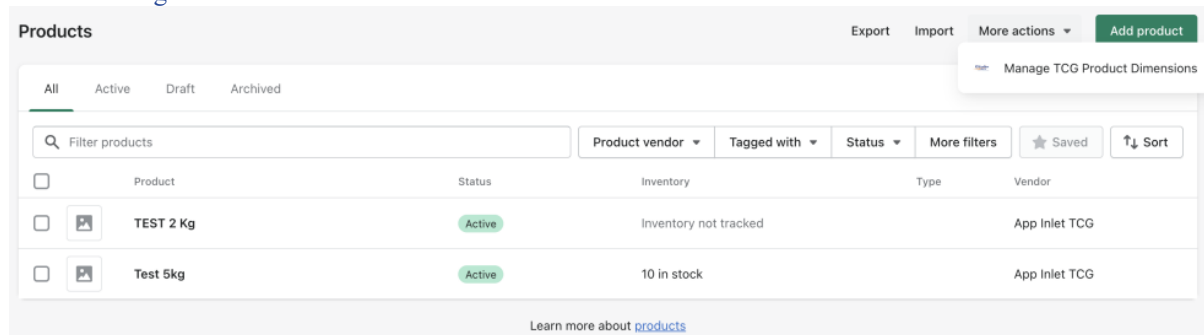
Step-by-Step:

Go to your **Shopify Products** page.

Click on a product to edit it.

At the top-right of the product page, click the “**More actions**” dropdown.

Select “**Manage TCG Product Dimensions**”.



This will allow you to set:

Length (cm)

Width (cm)

Height (cm)

Weight (grams)

And optionally: Ship as Single Parcel

### Manage The Courier Guy Product Dimensions

Update

Show 10 entries

Search:

Title	Variant	Product Id	Variant Id	SKU	Length (cm)	Width (cm)	Height (cm)	Mass (grams)	Ship as Single Parcel
Test 5kg	Default Title	8013319045357	43455392645357		<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="5000"/>	<input type="checkbox"/>
TEST 2 Kg	Default Title	7822203650285	42973795680493		<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2000"/>	<input type="checkbox"/>

### Example Test Setup:

**Test Product 1** (small item, gets packed):

Dimensions: 5cm x 3cm x 1cm

Weight: 1kg / 1000 grams

*Do not* tick "Ship as Single Parcel" – this product should be packed into a flyer during checkout.

**Test Product 2** (large item, not packed):

Dimensions: 100cm x 10cm x 72cm

Weight: 10kg / 10,000 grams

Tick “**Ship as Single Parcel**” – this product ships in its original box and is **not** packed.

**Weight Tip:** Shopify stores product weight in **grams**, so:

5000 grams = 5kg

Always ensure product weight is entered correctly for shipping calculations.



We would love to handle your package.



### How It Works:

If “Ship as Single Parcel” is selected:

The plugin will **submit the exact dimensions and weight** you've entered for each unit.

Example: 3 units = 3 parcels in the shipping quote and waybill.

If “Ship as Single Parcel” is *not* selected:

The plugin will **attempt to pack the item** into one of the predefined parcel sizes: flyer, medium, or large.

It submits a **single combined parcel** quote based on how the items fit together and the max weight per box.

Ensure your product dimensions are **smaller than the box size** by at least **1 cm** to fit properly during checkout.

## Submitting a Shipment from the Shopify Orders Page (Using The Courier Guy Plugin)

To create a shipment using The Courier Guy from an existing order:

### Step-by-Step:

Go to your **Orders** page in the Shopify admin.



Find the order you want to ship and open it.

Click the “**More actions**” dropdown near the top-right.

Select one of the following options:

## Create The Courier Guy Shipment

## Get The Courier Guy Waybill

A popup will appear prompting you to select a shipping rate.

### Shipping Service Notes:

Local Overnight (flyers only) = LOF

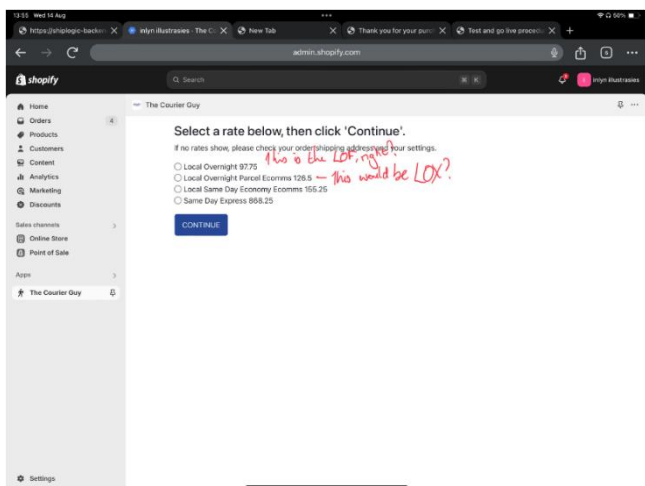
Local Overnight Parcel Ecomms = LOX



**We would love to handle your package.**







After selecting a rate and confirming details, the plugin will generate a waybill and send the shipment details to The Courier Guy system.

Order Notes and Weight Unit Settings

Tracking and Errors

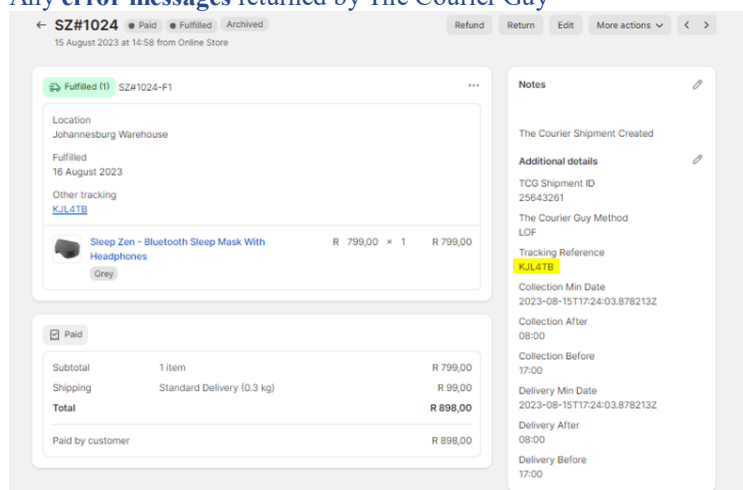
After creating a shipment:

Check the Order Notes section in Shopify.

This will display:

The tracking reference

Any **error messages** returned by The Courier Guy



## Setting Your Shopify Weight Unit to Grams

To ensure the correct weight pulls through to The Courier Guy plugin:

Go to your Shopify Admin Panel.

Click on **Settings**.

Click on Store details.

Scroll down to the **Standards and formats** section.

From the weight unit dropdown, select grams.

Click **Save**.

This ensures all product weights are correctly calculated and submitted.



We would love to handle your package.



shopify Unsaved product Setup guide Discard Save

Home Orders 6 Products Inventory Transfers Collections Gift cards Customers Analytics Marketing Discounts Sales channels Online Store Apps

Location name Available  
Toronto 0

Shipping  
☒ This is a physical product

WEIGHT  
Used to calculate shipping rates at checkout and label prices during fulfillment.  
Weight  
0.0 kg

CUSTOMS INFORMATION  
Customs authorities use this information to calculate duties when shipping internationally. Shown on printed customs forms.  
Country/Region of origin  
Select country/region  
In most cases, where the product is manufactured.  
HS (Harmonized System) code  
Search or enter a HS code  
Manually enter codes that are longer than 6 numbers.

### “Ship as Single Parcel” Location and Example

Go to any product in Shopify.

Click the **More actions** dropdown.

Select Manage TCG Product Dimensions.

Here you’ll find:

Length, Width, Height, and Weight (in grams)

The option to tick “Ship as Single Parcel”

The Courier Guy

### Manage The Courier Guy Product Dimensions

Update

Show 10 entries Search:

Title	Variant	Product Id	Variant Id	SKU	Length (cm)	Width (cm)	Height (cm)	Mass (grams)	Ship as Single Parcel
Test 5kg	Default Title	8013319045357	43455392645357		0	0	0	5000	<input type="checkbox"/>
TEST 2 Kg	Default Title	7822203650285	42973795680493		0	0	0	2000	<input type="checkbox"/>

Showing 1 to 2 of 2 entries Previous 1 Next

Example:

Dimensions: 100cm x 10cm x 72cm

Weight: 5000 grams (5 kg)

If “Ship as Single Parcel” is selected, this item will be submitted *as-is*, not packed.



We would love to handle your package.



### The Courier Guy: Product Dimensions

Show **10** entries

Title	Variant	Product Id	Variant Id	SKU	Length (cm)	Width (cm)	Height (cm)	Mass (grams)	Ship as Single Parcel
Copy of Zorb® Original Fabric (W-202)	White ♥ / 30 inches / Swatch	8803145515298	47214411088162		5	5	5	5	<input checked="" type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 30 inches / Yards	8803145515298	4721441120930		0	0	0	227	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 30 inches / 50 Yards Roll	8803145515298	47214411153698		0	0	0	11340	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 45 inches / Swatch	8803145515298	47214411186466		0	0	0	5	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 45 inches / Yards	8803145515298	47214411219234		0	0	0	340	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 45 inches / 50 Yards Roll	8803145515298	47214411252002		0	0	0	15876	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 60 inches / Swatch	8803145515298	47214411284770		0	0	0	5	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 60 inches / Yards	8803145515298	47214411317538		0	0	0	454	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 60 inches / 50 Yards Roll	8803145515298	47214411350306		0	0	0	22680	<input type="checkbox"/>
Copy of Zorb® Original Fabric (W-202)	White ♥ / 60 inches / 40 Yards Roll (Canada ONLY)	8803145515298	47214411383074		0	0	0	22680	<input type="checkbox"/>

Showing 1 to 10 of 13 entries (filtered from 977 total entries)

SAVE

Previous 1 2 Next

---

**Shopify Admin Panel**

Search

Ctrl K

Home

Orders

Products

Collections

Inventory

Purchase orders

Transfers

Gift cards

Customers

Content

Analytics

Marketing

Discounts

Sales channels

Online Store

Point of Sale

Apps

Settings

White ♥ / 45 inches / 50 Yards Roll

White ♥ / 60 inches / Swatch

White ♥ / 60 inches / Yards

White ♥ / 60 inches / 50 Yards Roll

White ♥ / 60 inches / 40 Yards Roll (Canada ONLY)

Black / 60 inches / Swatch

Black / 60 inches / Yards

Charge tax on this variant

Cost per item

Profit

Margin

Inventory

SKU (Stock Keeping Unit)

Barcode (ISBN, UPC, GTIN, etc.)

Track quantity

Continue selling when out of stock

Quantity

Location

Unavailable

Committed

Available

On hand

Shop location

0

0

9,954

9,954

Shipping

This is a physical product

Weight

4.5

g

Apply weight to all variants of this product

+ Add customs information

Delete variant

Save

## How to Set Shopify Weight to Grams

To ensure The Courier Guy plugin calculates shipping correctly, you must set your default weight unit to **grams** in Shopify.

Steps:

Go to your Shopify Admin Panel.

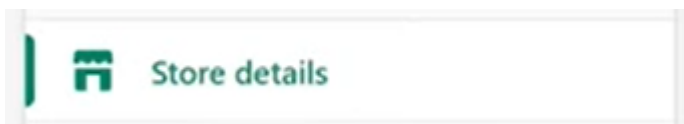
Click on **Settings**.

Select **Store details**.

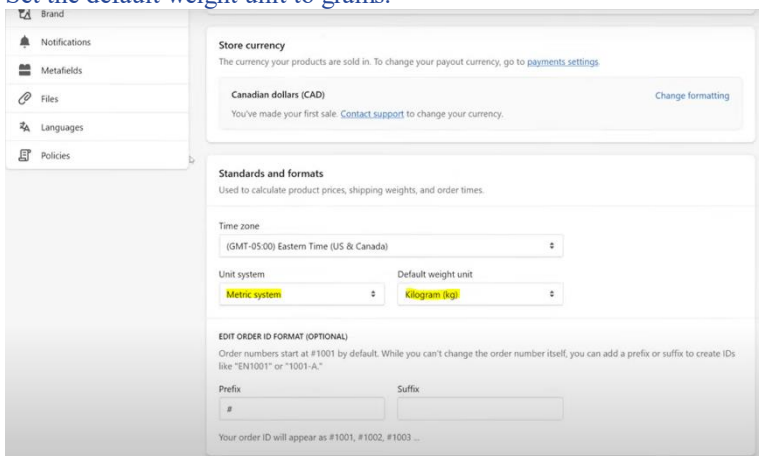


We would love to handle your package.





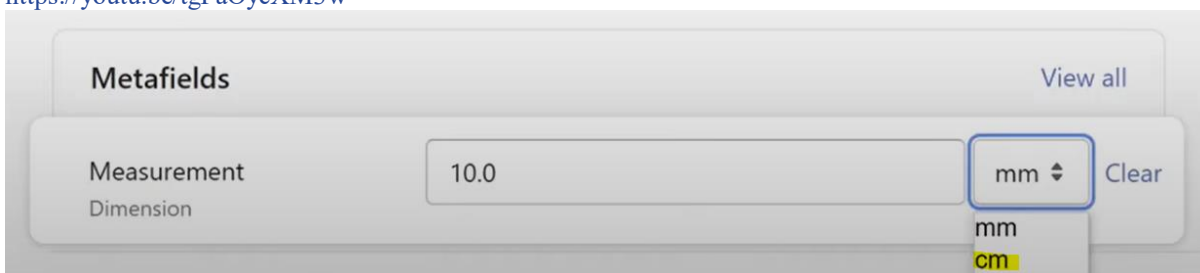
Scroll down to the **Unit system** section.  
Choose Metric system.  
Set the default weight unit to grams.



Click **Save** to apply the changes.  
For a visual walkthrough, you can refer to the following video:  
[How to Set Shopify Weight to Grams – YouTube](#)

## Change Shopify Metafields to “cm”

#Shopify Measurement #Metafield Tutorial  
<https://youtu.be/tgPaOycXM3w>



## Test Steps: Getting Quotes Using The Courier Guy Portal or Sandbox

Before you begin, decide whether you'll use the **live environment** or the **sandbox (test)** environment:

Option 1: Live Environment

URL: <https://portal.thecourierguy.co.za/login>

**Important:** Ensure your live account has at least **R500** credit for test shipments.

**Refunds:** Cancelled shipments will automatically refund your account.

Option 2: Sandbox Environment

URL: <https://sandbox.shiplogic.com/login>

**Register here:** <https://sandbox.shiplogic.com/register>

Use this if you have no funds on the live account.

**Note:** The prices returned here are **test/demo values only**, not real-time courier pricing.



We would love to handle your package.



---

## Step-by-Step Instructions

### 1. Create 3 Test Quotes

You will test 3 different shipping scenarios to validate your setup:

Test Quote 1: Local Delivery

**Service:** LOF (Local Overnight Flyer) or LOX (Local Overnight Parcel)

**Example:** Johannesburg (JHB) to Johannesburg (JHB)

Dimensions:

1 x Flyer

30cm x 40cm x 8cm

Weight = 2kg

---

### Test Quote 2: National Delivery

**Service:** ECO (Economy)

**Example:** Johannesburg (JHB) to Cape Town (CPT)

Dimensions:

1 x Custom Parcel

100cm x 10cm x 72cm

Weight = 10kg

---

### Test Quote 3: Regional Delivery

**Service:** ECOR (Economy Regional)

**Example:** Johannesburg (JHB) to Kuruman or Kathu (Northern Cape)

Dimensions:

1 x Custom Parcel

100cm x 10cm x 72cm

Weight = 10kg

---

## 2. Compare the Results

Once quotes are generated, compare the output between:

The Courier Guy plugin quotes

Quotes manually created in the portal or sandbox

Check for consistency in:

Service type selected

Dimensions submitted

Weight (Actual vs Volumetric)

Final pricing

Test Addresses

Possible services LOF, LOX, ECO, OVN (local or national)

Company name = The Courier Guy – Johannesburg

Street address = 37 Malta Road Cosmo Business Park

Suburb = Kya Sand

City = Johannesburg

Province = Gauteng

Postal code = 2163



We would love to handle your package.



Company name = The Courier Guy – Cape Town  
Street address = King Air Industria, Pallotti Rd  
Suburb = Matroosfontein  
City = Cape Town  
Province = Western Cape  
Postal code = 7490

Company name = The Courier Guy – Durban  
Street address = 62 Goodwood Rd  
Suburb = Westmead  
City = Pinetown  
Province = KwaZulu-Natal  
Postal code = 3610

Possible services = ECOR (Regional province)  
Company name = The Courier Guy – Kuruman  
Street address = 25C Hoofstraat  
Suburb = Kuruman  
City = Kuruman  
Province = Northern Cape  
Postal code = 8460

Company name = The Courier Guy - Tzaneen  
Street address = Lifestyle Centre  
Suburb = Aqua Park  
City = Tzaneen  
Province = Limpopo  
Postal code = 0850

Company name = The Courier Guy - Port Elizabeth  
Street address = 59 Amatyre Road  
Suburb = Coega  
City = Gqeberha  
Province = Eastern Cape  
Postal code = 6001

To test high risk surcharge try the following address (only works with Shopify advanced)  
Company name = Pimville SPCA  
Street address = Pimville SPCA  
Suburb = Pimville  
City = Johannesburg  
Province = Gauteng  
Postal code = 1859

### Resetting The Courier Guy Plugin Settings in Shopify

Follow these steps to ensure your plugin is set up correctly for accurate testing and live use:

---

1. Log into your Shopify Admin Dashboard

---

2. Clear the following plugin settings

Go to Apps > The Courier Guy Plugin Settings, and clear or disable the following options:



We would love to handle your package.





Exclude Rates  
Percentage Mark-up  
Price Rate Override  
Label Override Settings  
These should be left empty or disabled during initial setup and testing.

---

3. Use a full, valid shipping address  
When testing, always use a complete and accurate delivery address:  
Must be searchable on **Google Maps**  
Must include a phone number and email address  
**Province** must match the actual city/suburb for accuracy

---

4. Confirm your flyer settings  
Go to the Plugin Settings  
Set your Flyer Size to:  
30cm x 40cm x 8cm

---

5. Disable automatic collection for now  
Turn off the setting:  
“Automatically Submit Collection Order”  
It's best to manually create shipments from the **Orders page** until your integration is confirmed to be working correctly.  
This prevents unwanted collections and confusion when a driver arrives unexpectedly.

**Automatically Submit Collection Order**

No

This will determine whether the collection order is automatically submitted to The Courier Guy after checkout completion.

---

6. Save your settings  
After making all changes:  
Click **Save** to apply the new configuration.

---

#### Important

These plugin features only work with **Shopify Advanced** or **Plus** plans where **Carrier Calculated Shipping (CCS)** is enabled.

If you are using a **Basic** Shopify plan, the plugin **will not affect your shipping prices**—speak to your developer about alternate solutions.

### Creating Test Products in Shopify for TCG Plugin Testing

Follow these steps to create two test products with accurate shipping dimensions:

---

1. Go to the Shopify Admin Dashboard  
Click on **Products**  
Click **Add Product** to create your first test item

---

2. Create Test Product 1 – Small Item (to be packed)  
**Product Title:** Test Product 1 – Small Item  
**Check:** “This is a physical product”  
**Weight:** 500 grams (0.5kg)  
Click More actions > Manage TCG Product Dimensions  
Length: 5cm



We would love to handle your package.



**Width:** 3cm  
**Height:** 1cm  
Leave "Ship as Single Parcel" unchecked  
This small product will be packed into a flyer during shipping calculations.

---

### 3. Create Test Product 2 – Large Item (not to be packed)

**Product Title:** Test Product 2 – Large Item

**Check:** “This is a physical product”

**Weight:** 10000 grams (10kg)

Click More actions > Manage TCG Product Dimensions

**Length:** 100cm

**Width:** 10cm

**Height:** 72cm

Tick the box for “Ship as Single Parcel”

This large product will be shipped in its own packaging and excluded from the packing algorithm.

### Manage The Courier Guy Product Dimensions

Update

Search:

Show 

10

 entries

Title	Variant	Product Id	Variant Id	SKU	Length (cm)	Width (cm)	Height (cm)	Mass (grams)	Ship as Single Parcel
Test 5kg Title	Default Title	8013319045357	43455392645357		<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="5000"/>	<input type="checkbox"/>

---

### 4. Save Your Changes

Click **Save** for each product after entering dimensions and parcel settings.

## Testing Checkout with The Courier Guy Plugin

### Step-by-Step Instructions

---

#### 1. Go to Your Shopify Website (Storefront)

Navigate to your live storefront as a customer would.

---

#### 2. Add Products to Your Cart

Add **5 x Test Product 1** (small item to be packed into a flyer)

Add **2 x Test Product 2** (large items marked as “Ship as Single Parcel”)

This setup will simulate a mixed cart with items requiring both packing and individual parcel shipping.

---

#### 3. Proceed to Checkout

Enter one of the **test delivery addresses** as follows:

---

### Test Address Examples

Use the test addresses supplied above “Test address examples“

Local Delivery (LOF/LOX)

National Delivery (ECO)

Regional Delivery (ECOR)

Make sure the address is valid on Google Maps and includes:



We would love to handle your package.



Full name  
Phone number  
Email address  
Correct province

#### 4. Shipping Method Display Check

Continue to the shipping page to view rates returned by The Courier Guy plugin.  
Do **not make payment**—this test is just to validate correct shipping rate calculations.  
Once you're on the payment page, **close the window** or **navigate away**.

### Submitting a Shipment from the Shopify Orders Page

#### 1. Go to Your Shopify Admin Panel

Log into your Shopify store admin  
Click on **“Orders”** from the left-hand menu

#### 2. Select the Order to Ship

Choose the order that includes the test products and valid shipping information

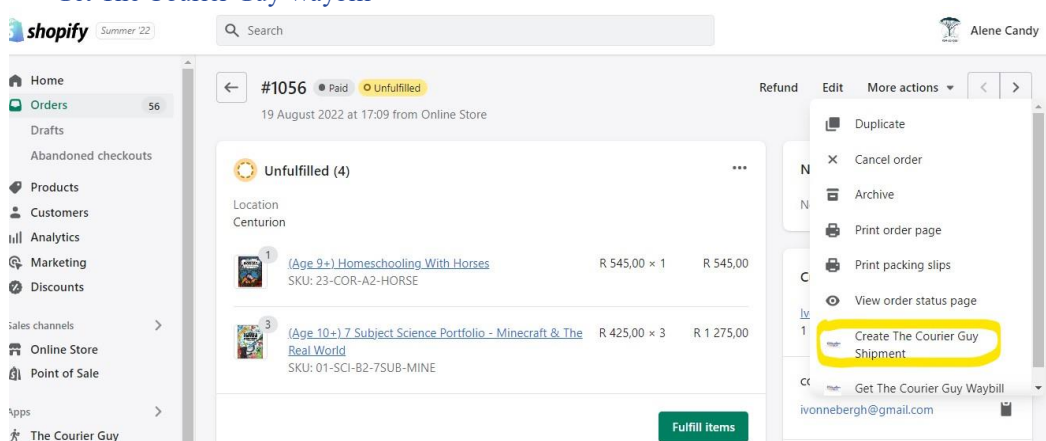
#### 3. Create The Courier Guy Shipment

At the top-right of the order screen, click on the **“More actions”** dropdown

Select:

→ **“Create The Courier Guy Shipment”** or

→ **“Get The Courier Guy Waybill”**



This will initiate the process of requesting shipping rates and generating a waybill from The Courier Guy.

#### 4. Choose a Shipping Rate

You'll see the available rate options such as:

**LOF** = Local Overnight Flyer (only available for small packed items)

**LOX** = Local Overnight Parcel (for parcels that don't fit in a flyer)

**ECO** = Economy National (for deliveries to major cities)

**ECOR** = Economy Regional (for smaller towns and regional areas)

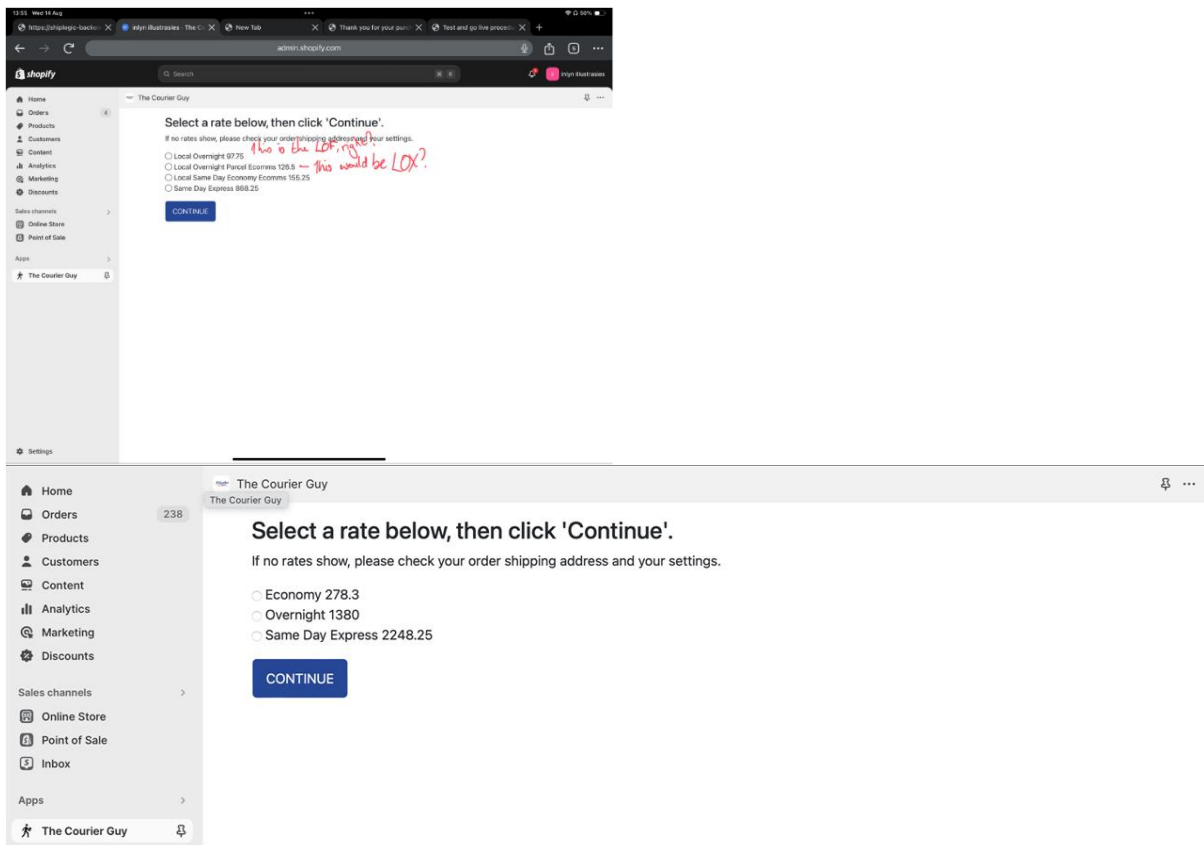
**Select the appropriate rate** based on the delivery address and item size

Click Continue



We would love to handle your package.





## 5. Check the Order Notes

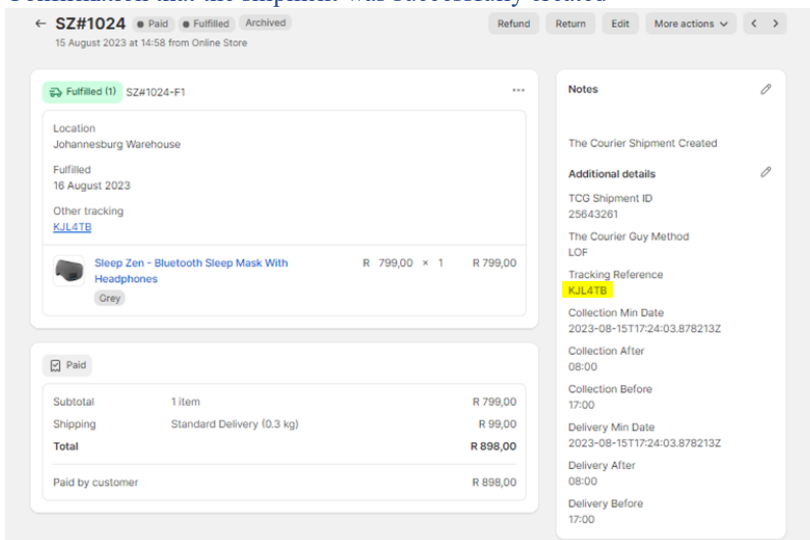
Scroll down on the order page to the **Order Timeline / Notes**

Look for:

A tracking reference

Any **error messages** from The Courier Guy plugin

Confirmation that the shipment was successfully created



If Successful:



We would love to handle your package.



You'll see the **tracking number and shipment details** in the notes section.

This confirms the plugin submitted the parcel info correctly.

If Errors Occur:

Check for:

Missing dimensions or weight in the product

Address formatting issues (especially province mismatches)

Misconfigured plugin settings (e.g., price overrides, disabled rates)

## Cancel Shipment

1. Log Into The Courier Guy Portal

Go to [The Courier Guy Portal](#).

Log in with your account credentials.

---

2. Locate the Shipment

In the portal, navigate to the “**Shipments**” or “**Waybills**” section.

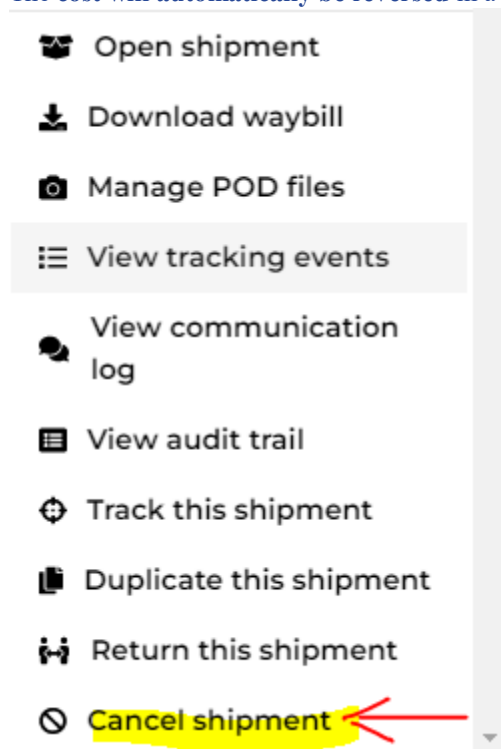
Find the test shipment you created earlier.

---

3. Cancel the Shipment

Right-click on the shipment and select “**Cancel Shipment**”.

The **cost will automatically be reversed** in a few minutes after the cancellation.



---

4. Verify the Waybill

Check the **waybill details** for the following:

**Dimensions submitted:** Confirm the shipping dimensions listed match the ones you set (e.g., 1 x Flyer 30cm x 40cm x 8cm, 1 x Custom Parcel 100cm x 10cm x 72cm).

**Items or parcels:** Confirm how many items or parcels were processed.

**Service selected:** Verify that the correct service is listed (e.g., ECO, ECOR, LOF, LOX).



We would love to handle your package.



**Address confirmation:** Ensure the **collection and delivery addresses** are correct and match what was entered in Shopify.

**Surcharges:** Check for any additional surcharges, such as distance surcharges, weight surcharges, or packaging surcharges.

---

#### 5. Requirements for Successful Shipment Creation

To ensure that the plugin creates a shipment successfully in the future, ensure the following:

**Correct account number:** Verify that your Courier Guy account number is correctly entered in the plugin settings.

**New API Bearer Token:** Ensure the API token is up-to-date and correctly configured.

**Valid collection address:** The collection address must be a valid, Google Maps-addressable location with contact information.

**Valid delivery address:** Ensure the shipping address at checkout is a valid **Google Maps address** with proper contact information.

**Products with weight:** Ensure all products have **weight** set and are marked as **"Physical product"**. The plugin needs to know the weight and dimensions of the products to generate accurate shipping rates.

**Shipping Dimensions:** Ensure that the target dimensions (flyer, medium, and large sizes) are properly configured for packing in the plugin settings.

**Carrier app rates:** For **Shopify Advanced**, make sure **carrier app rates** are enabled and configured for use.

---

#### Final Check

Once the shipment is cancelled, ensure the product dimensions, weight, and service type match your expectations, and that the addresses are valid. This will help troubleshoot and ensure your future shipments are processed correctly.

#### Steps to Use the Sandbox Environment:

Register for a Sandbox Account

Go to the registration page for the Sandbox at: [ShipLogic Sandbox Registration](#).

Fill in your details and complete the registration.

Login to the Sandbox Portal

Once registered, log in at: [Sandbox ShipLogic Login](#).

Use the provided demo credentials to access the test environment.

---

#### Important Information about the Sandbox Environment:

**Test Prices:** The prices you receive in the sandbox environment are not valid and are only for testing purposes.

If you add extra items to the test shipment, the test price will remain the same, regardless of how many items you add.

This is to simulate how the shipment process works without involving actual charges.

**Test Shipments:** You can proceed with testing different shipping methods, addresses, and rates, but be mindful that you will not be charged for any shipments created in the sandbox.

---

#### Testing the Quotes:

For your tests, you can use the following settings to check different shipping rates:

**Test Quote 1** (Local Delivery): Test with **LOF** or **LOX** for local deliveries within Johannesburg (JHB to JHB).

**Test Quote 2** (National Delivery): Test with **ECO** for a national delivery (JHB to Cape Town, CPT).

**Test Quote 3** (Regional Delivery): Test with **ECOR** for regional deliveries (JHB to Kuruman or Kathu, Northern Cape).

Dimensions for Testing:

**1 x Flyer:** 30cm x 40cm x 8cm, weight = 2kg

**1 x Custom Parcel:** 100cm x 10cm x 72cm, weight = 10kg

**1 x Custom Parcel:** 100cm x 10cm x 72cm, weight = 10kg



We would love to handle your package.





---

#### Next Steps:

Use these test quotes to experiment with the **sandbox environment**, checking how shipping rates are calculated based on the provided dimensions and weights.

Once satisfied with the testing, you can apply the same principles and configurations to your live Shopify store.

### FAQ for Shopify and The Courier Guy Integration

#### 1. Why is my test showing shipping as free?

**Solution:** You need to ensure that **The Courier Guy** app is properly added and configured on your Shopify store to calculate accurate shipping rates. Check if you have configured **free shipping** within the **The Courier Guy** app settings. This can be adjusted in the app's shipping rate section.

#### 2. How can I test if my Shopify is connected to The Courier Guy?

**Solution:** Follow the **test steps** mentioned in the guide to verify if your Shopify store is successfully connected to **The Courier Guy**. Ensure that you've set up the product dimensions and shipping settings correctly and confirm that you can create shipments and receive accurate shipping quotes.

#### 3. Where can I order packaging materials (boxes, tracking stickers, etc.)?

Stationery Order Links:

Order from **The Courier Guy** packaging essentials: [Packaging and Essentials](#).

**PUDO stationery:** [PUDO Stationery](#).

**Note:** Flyers and other specific items can be delivered to you for free. For more details, contact [stationery@thecourierguy.co.za](mailto:stationery@thecourierguy.co.za).

#### 4. What are the box sizes and flyer examples?

Here are some common box sizes and associated pricing for **The Courier Guy**:

Description	Dimensions (L x W x H)	Max Weight	Price
Flyer	40 cm x 30 cm x 8 cm	2kg	Free
Extra-Small (XS)	60 cm x 17 cm x 8 cm	2kg	R6
Small (S)	60 cm x 41 cm x 8 cm	5kg	R15
Medium (M)	60 cm x 41 cm x 19 cm	10kg	R18
Large (L)	60 cm x 41 cm x 41 cm	15kg	R35
Extra-Large (XL)	60 cm x 41 cm x 69 cm	20kg	R45

---

### Additional Resources:

**Packing Slips (Waybill Stickers):** For detailed information on how to configure packing slips and waybill stickers in Shopify, visit Shopify's [Packing Slips Guide](#).

The Courier Guy stationery price list from Aug 2024

PRICE				
BLACK CLING 400mmx400mx20mic	PER ROLL	R250		
CLEAR CLING	PER ROLL	R150.00		
BROWN BUFF TAPE	PER ROLL	R15	EACH	



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BUBBLE WRAP 1,25mx100m	PER ROLL	R300		
TUBE 500mm	EACH	R15,00		
TUBE 1m	EACH	R20,00		
STOCK 2 BOXES 200X140X150	EACH	R10.00	5KG	
STOCK 3 BOXES 200X200X200	EACH	R10.00	5KG	
STOCK 4 BOXES 300X220X300	EACH	R15	5KG	
STOCK 5 BOXES 450X300X300	EACH	R20	10KG	
STOCK 6 BOXES 600X450X300	EACH	R25.00	15KG	
STOCK 7 BOXES 450X450X500	EACH	R25.00	20KG	
PADDED ENVELOPES SIZE 0 - 150mm x 210mm	EACH	R5.00		
PADDED ENVELOPES SIZE 1 - 180mm x 260mm	EACH	R10.00		
PADDED ENVELOPES SIZE 2 - 220mm x 260mm	EACH	R12.00		
PADDED ENVELOPES SIZE 3 - 220mm x 330mm	EACH	R15.00		
PADDED ENVELOPES SIZE 4 - 240mm x 330mm	EACH	R20		
PADDED ENVELOPES SIZE 5 - 270mm x 360mm	EACH	R20.00		
PADDED ENVELOPES SIZE 6 - 300mm x 400mm	EACH	R25.00		
PADDED ENVELOPES SIZE 7 - 350mm x 470mm	EACH	R20.00		
FLYERS A3 45CM X37CM	FREE			
FLYERS A4 35CM X25CM	FREE			
WINDOWS	FREE			
DO NOT STACK STICKERS ROLL	PER ROLL	R230,23	500/ROLL	100stickers free a month
FRAGILE STICKERS	PER ROLL	R200	500/ROLL	100stickers free a month
THIS SIDE UP STICKERS ROLL	PER ROLL	R150.00	500/ROLL	100stickers free a month
TRACKING ROLL	FREE			100stickers free a month
EARLY BIRD STICKER	FREE	LOOSE ONLY	NO ROLL	
THERMAL STICKERS	PER ROLL	R343.10	500/ROLL	
GRV STICKERS	FREE			
BUBBLE WRAP 1,25mx1m	1M	R7,76		
WAYBILLS	FREE	BLANK / PRE PRINTED		



We would love to handle your package.



STYROFOAM CHIPS		R285,06		
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### Exporting product Metafields to CSV to bulk edit

Have a look at the below sites

[https://youtu.be/Z-sgb8Pv\\_W4](https://youtu.be/Z-sgb8Pv_W4)

[https://apps.shopify.com/accenuate?gad\\_source=1](https://apps.shopify.com/accenuate?gad_source=1)

<https://youtu.be/fqURfb9Glrw>

Metafields explained <https://youtu.be/Dh7EyD7-o50>

Bulk edit Metafields <https://youtu.be/n-JnSDrDt-4>

### Free Shipping Setup with Shopify Advanced Plan:

If you're using the **Shopify Advanced Plan** and want to enable free shipping via the **The Courier Guy** plugin, follow these steps to ensure everything works properly. For **Basic Plan** users, free shipping will need to be configured directly in your Shopify shipping rate settings.

Steps for Shopify Advanced Plan:

Enable Free Shipping in the Plugin:

Go to the **The Courier Guy** plugin settings in your Shopify Admin.

Ensure that the **Free Shipping** option is enabled.

Select Shipping Rates for Free Shipping:

Under the **Free Shipping** settings, choose the rates that will trigger the free shipping.

You can set the plugin to use services like **LOX (Local Overnight Parcel)**, **ECO (Economy)**, and **ECOR (Economy Regional)** as your free shipping services. These rates will apply when the customer meets the free shipping criteria.

Set the Free Shipping Amount:

In the free shipping settings, specify the **free shipping threshold amount**. For example, if you want free shipping for orders over **R100**, simply enter **100** (without the "R" symbol) in the designated field.

This will allow customers to receive free shipping when their cart total exceeds the specified amount.

### For Basic Plan Users:

If you're on the **Shopify Basic Plan**, you won't be able to use the free shipping feature from the **The Courier Guy** plugin. Instead, you'll need to configure free shipping through Shopify's own shipping rate setup:

Go to Shopify Admin > Settings > Shipping and Delivery.

Under the **Shipping** section, create a **new shipping rate** or adjust an existing one to include **free shipping** for qualifying orders.

Ensure that the rate applies to the correct shipping zones and that the **free shipping threshold** is set appropriately.

### Contacting Support

For us to assist we would need you to email the following information to [it@thecourierguy.co.za](mailto:it@thecourierguy.co.za)



We would love to handle your package.



Screenshots or print to pdf document would be better, of The Courier Guy app settings  
Screenshots or print to pdf document would be better, of your Shopify Settings -> Shipping and delivery  
Zone -> Delivery Method -> Rates  
Products  
Account number with the Courier Guy =  
Link to test your checkout page =  
Stock item used to test with =  
Description of the error =  
If we are unable to assist you, we can escalate the issue to the plugin web developers, this is the list of requirements from the developers  
Site URL  
The collaborator's access is to be granted after we request it.  
Description of the issue  
Platform Version  
Screenshots/Screen recordings.  
Steps to replicate the issue.  
How to setup a staging site = <https://rewind.com/blog/how-to-set-up-a-staging-site-for-shopify-in-under-5-minutes/>  
Report a bug  
<https://appinlet.com/support/report-a-bug-website/>

### Looking for a Web developer

Kim Coetzee  
Limenco Design  
Cell: +27 (0)83 550 1138  
Tel: +27 (0)87 151 1662  
Tel: (0)11 975 9384  
Email: [kimc@limencodesign.co.za](mailto:kimc@limencodesign.co.za)  
Web: [www.limencodesign.co.za](http://www.limencodesign.co.za)  
[LinkedIn Company Page](#)  
[Facebook Company Page](#)  
<https://limencodesign.co.za/the-courier-guy-app/>

Specialize in WordPress, Shopify, and customised development.  
We also offer Mobile App development for both Android and IOS.

### Ashron Ramfol

Business Development Manager



**Tel/WhatsApp** : (27) 72 651 8223  
**Email** : [info@dbnwebdesign.co.za](mailto:info@dbnwebdesign.co.za)  
**Website** : [www.dbnwebdesign.co.za](http://www.dbnwebdesign.co.za)

### Replicating the Ecomms Rate with Shopify Basic Plan:

To replicate The Courier Guy's Ecomms Rate setup with the Shopify Basic Plan, here's a theoretical guide on how you can adjust your shipping rates based on the provided examples. While this is a theory to guide you through the process, here's how you can go about setting it up without direct access to Shopify's backend or developer expertise.



**We would love to handle your package.**



## Step-by-Step Guide:

Check Your Rate Setup with The Courier Guy:

Confirm with Sales or check the account to determine what rate your account is set up with.

Prepaid One Rate National is the default rate for new accounts, but verify if you're using the Ecomms Rate by obtaining a quote from The Courier Guy.

For local, national, and regional deliveries, the following rates are commonly used:

Local (LOF and LOX): Use LOF if you only send flyers or LOX for both flyers and parcels.

National (ECO and OVN): ECO is the cheapest national rate for deliveries.

Regional (ECOR and OVNR): ECO and ECOR are calculated the same and have similar pricing.

Create Zones for Shipping: You'll need to create zones for your shipping configuration based on local, national, and regional rates. For the Shopify Basic Plan, you can create your shipping zones under Settings > Shipping and Delivery.

### Local Zone Setup (Example for Gauteng):

Zone Name: "LOCAL"

Shipping Service: LOF (Flyer) or LOX (Parcel)

Rate Example for Local:

LOF R91.96 for 5kg, R13.04 per additional kg thereafter.

LOX R110.00 for 15kg, R13.04 per additional kg thereafter.

National Zone Setup:

Zone Name: "NATIONAL"

Shipping Service: ECO

Rate Example for National:

ECO 0 to 5kg: R93.50

ECO 6 to 10kg: R145.00

ECO 11 to 25kg: R193.00, R13.04 thereafter.

Regional Zone Setup:

Zone Name: "REGIONAL"

Shipping Service: ECOR

Rate Example for Regional:

ECOR (same rates as ECO):

R93.50 for 0 to 5kg

R145.00 for 6 to 10kg

Create a Shipping Rate for Shopify Basic Plan: After creating the zones, you can create shipping rates based on the aforementioned rates. Follow these steps to create shipping rates in Shopify Basic:

Go to Settings > Shipping and Delivery.

Under Shipping Zones, create a new zone for LOCAL, NATIONAL, and REGIONAL zones.

Add Ecomms Rate services to each zone:

For local, add LOF or LOX, using the rates provided.

For national, add ECO, and for regional, add ECOR.

Shipping Rate Configuration Example for Each Zone:

LOCAL Zone (Gauteng):

Service: LOF (flyer) or LOX (parcel)

Rate Example:

LOF 0-5kg: R91.96

LOX 0-15kg: R110.00

NATIONAL Zone:

Service: ECO



We would love to handle your package.



Rate Example:  
ECO 0-5kg: R93.50  
ECO 6-10kg: R145.00  
ECO 11-25kg: R193.00

REGIONAL Zone:  
Service: ECOR (same rates as ECO)  
Rate Example:  
ECOR 0-5kg: R93.50  
ECOR 6-10kg: R145.00

### How to Create a Zone (For LOCAL Delivery with Gauteng Example):

Go to Settings > Shipping and Delivery in your Shopify Admin.  
Under Shipping Zones, click on Create New Zone.  
Name the zone "LOCAL" (for Gauteng, for instance).  
Add the province (Gauteng) in this zone.  
For Shipping Rate:  
Select LOF (Flyer) if only flyers are being shipped.  
Set the rate: R91.96 for 5kg and R13.04 per kg thereafter.

### Testing the Shipping Setup:

Add products to your Shopify cart and proceed to checkout.  
Use test addresses to confirm that the rates are calculated correctly.  
Test for local, national, and regional rates by entering the addresses in Gauteng, Cape Town (CPT), and Northern Cape (for regional).

#### Additional Notes:

VAT: Always ensure you add VAT to your prices to get an accurate quote. The rates mentioned are excluding VAT.  
Prepaid One Rate National: If you're using this default rate, the pricing will vary slightly, and the setup should reflect accordingly.  
Collection Address: Make sure you have an accurate and valid collection address to ensure accurate rate calculation.

Provinces
Eastern Cape
Free State
Gauteng
KwaZulu-Natal
Limpopo
Mpumalanga
Northern Cape
North West
Western Cape

Add a "LOCAL" zone Gauteng



We would love to handle your package.





## Shipping origins



Shop location  
South Africa

[Manage](#)

## Shipping zones



[Create zone](#)



LOCAL ▾

South Africa (Gauteng)

...



No rates. Customers in this zone won't be able to complete checkout.

[Add rate](#)

## Local Rates example LOF and LOX

Set a zone that is local to you, I will use a JHB example, so the zone would be Gauteng

City	To	City	Province
Johannesburg	->	Johannesburg	Gauteng
Pretoria	->	Pretoria	Gauteng
Bloemfontein	->	Bloemfontein	FreeState
CapeTown	->	CapeTown	WesternCape
Durban	->	Durban	KwaZulu-Natal
PortElizabeth	->	PortElizabeth	EasternCape
EastLondon	->	EastLondon	EasternCape
George	->	George	WesternCape
Kimberley	->	Kimberley	NorthernCape
Ladysmith	->	Ladysmith	KwaZulu-Natal
Nelspruit	->	Nelspruit	Mpumalanga
Polokwane	->	Polokwane	Limpopo
Potchefstroom	->	Potchefstroom	NorthWest
Welkom	->	Welkom	FreeState
Witbank	->	Witbank	Mpumalanga

Using the Ecomms rate as an example lets setup the local overnight flyer service

Then add a service for example LOF 0 to 5Kg 105.75 (I will add VAT here)

Then add a service for example LOF 5 to 6Kg 120.75 (add R15)

Then add a service for example LOF 6 to 7Kg 135.75 (add R15)

Then add a service for example LOF 7 to 8Kg 150.74 (add R15)

## Example



We would love to handle your package.



Kg	LOF
1	R105.75
2	R105.75
3	R105.75
4	R105.75
5	R105.75
6	R120.75
7	R135.75
8	R150.74
9	R165.74
10	R180.73
11	R195.73
12	R210.73
13	R225.72
14	R240.72
15	R255.71
16	R270.71
17	R285.71
18	R300.70
19	R315.70
20	R330.69
21	R345.69
22	R360.69
23	R375.68
24	R390.68
25	R405.67
26	R420.67
27	R435.67
28	R450.66
29	R465.66
30	R480.65
31	R495.65
32	R510.65
33	R525.64
34	R540.64
35	R555.63
36	R570.63
37	R585.63
38	R600.62
39	R615.62
40	R630.61



We would love to handle your package.



(Below screenshot prices reflect old prices)

Add rate

☒ Set up your own rates
 ☐ Use carrier or app to calculate rates

Rate name

LOF

Customers will see this at checkout.

Price

R 96.03

[Remove conditions](#)

☒ Based on item weight
 ☐ Based on order price

Minimum weight

0

kg

Maximum weight

5

kg

Cancel

Done

(Below screenshot prices reflect old prices)

Shipping zones

Create zone

LOCAL

South Africa (Gauteng)

...

Rate name	Condition	Price	
LOF	0kg-5kg	R 96.03 ZAR	...
LOF	5kg-6kg	R 107.53 ZAR	...
LOF	6kg-7kg	R 119.03 ZAR	...
LOF	8kg-9kg	R 130.53 ZAR	...

Add rate

Keep going up to 40Kg (after 40Kg you will only get the ECO service for local deliveries)

JHB Ecommerce rate (example with VAT)

LOF R105.75 for 5Kg, R15 per Kg thereafter

LOX R126.50 per order, 15Kg, R15 per Kg thereafter

### Using the Ecomms rate as an example lets setup the local overnight parcel service

Add a service for example LOX 0 to 15Kg 126.50

(I will add VAT here)

Then add a service for example LOX 15 to 16Kg 141.50

(add R15)

Then add a service for example LOX 16 to 17Kg 156.49

(add R15)

Then add a service for example LOX 17 to 18Kg 171.49

(add R15)




We would love to handle your package.



(Below screenshot prices reflect old prices)

Shipping zones [Create zone](#)

 **LOCAL** ▾  
South Africa (Gauteng) \*\*\*

Rate name ↕	Condition	Price	
LOF	0kg-5kg	R 96.03 ZAR	***
LOF	5kg-6kg	R 107.53 ZAR	***
LOF	6kg-7kg	R 119.03 ZAR	***
LOF	8kg-9kg	R 130.53 ZAR	***
<b>LOX</b>	0kg-30kg	R 124.78 ZAR	***
<b>LOX</b>	30kg-31kg	R 128.23 ZAR	***
<b>LOX</b>	31kg-32kg	R 131.68 ZAR	***
<b>LOX</b>	32kg-33kg	R 135.13 ZAR	***

Keep going up to 40Kg (after 40Kg you will only get the ECO service for local deliveries)

**Add ECO service for local over 30Kg (test and confirm this by getting a quote from The Courier Guy for a local delivery at 40 to 41Kg)**

Create an ECO service 30Kg to 31Kg 312.48 (I will add VAT here)  
Then create an ECO service 31Kg to 32Kg 327.47 (add R15)  
Then create an ECO service 32Kg to 33Kg 342.47 (add R15)



Up to whatever weight you think would be your max weight would be, our max weight is 2000Kg

(Below screenshot prices reflect old prices)



**We would love to handle your package.**



LOCAL 			
South Africa (Gauteng)			
Rate name 	Condition	Price	
ECO	40kg-41kg	R 275.43 ZAR	...
ECO	41kg-42kg	R 282.33 ZAR	...
ECO	42kg-43kg	R 289.23 ZAR	...
LOF	0kg-5kg	R 96.03 ZAR	...
LOF	5kg-6kg	R 107.53 ZAR	...
LOF	6kg-7kg	R 119.03 ZAR	...
LOF	8kg-9kg	R 130.53 ZAR	...
LOX	0kg-30kg	R 124.78 ZAR	...
LOX	30kg-31kg	R 128.23 ZAR	...
LOX	31kg-32kg	R 131.68 ZAR	...
LOX	32kg-33kg	R 135.13 ZAR	...

**Example of how to add “national zone” for ECO service (you could combine this with ECOR by adding the rest of the Provinces to save time)**

Create a “National” zone with the below provinces  
Gauteng (If you haven’t created this as local)  
Western Cape  
KwaZulu-Natal

Zone name

**National**

Customers won't see this.

Q SOUTH

<input type="checkbox"/>	Free State	In another zone
<input type="checkbox"/>	Gauteng	In another zone
<input checked="" type="checkbox"/>	<b>KwaZulu-Natal</b>	
<input type="checkbox"/>	Limpopo	In another zone
<input type="checkbox"/>	Mpumalanga	In another zone
<input type="checkbox"/>	North West	In another zone
<input type="checkbox"/>	Northern Cape	In another zone
<input checked="" type="checkbox"/>	<b>Western Cape</b>	

ECO 0 to 5 Kg R107.53  
ECO 6 to 10 Kg R166.75  
ECO 11 to 25Kg, R222.50, R15 thereafter




**We would love to handle your package.**



Then create an ECO service 0Kg to 5Kg 107.53 (I will add VAT here)  
 Then create an ECO service 6Kg to 10Kg 166.75  
 Then create an ECO service 11Kg to 25Kg 222.50  
 Then create an ECO service 25Kg to 26Kg 237.50 (add R15)  
 Then create an ECO service 26Kg to 27Kg 252.49 (add R15)  
 Then create an ECO service 27Kg to 28Kg 267.49 (add R15)

(Below screenshot prices reflect old prices)


National ▾
South Africa (2 of 9 provinces)
...

Rate name ↕	Condition	Price	
ECO	0kg-5kg	R 101.78 ZAR	...
ECO	6kg-10kg	R 159.28 ZAR	...
ECO	11kg-25kg	R 165.03 ZAR	...

Add rate

Keep going up to 40Kg or to max weight of your products.

### Example of how to add “regional zone” for ECOR service (same rate and calculation as ECO but area geo mapped as Regional)

Create a “Regional” zone with the below provinces

Eastern Cape  
 Free State  
 Limpopo  
 Mpumalanga  
 Northern Cape  
 North West



We would love to handle your package.





Zone name

Regional

Customers won't see this.

Q SOUTH

☒ Eastern Cape

☒ Free State

☐ Gauteng In another zone

☐ KwaZulu-Natal In another zone

☒ Limpopo

☒ Mpumalanga

☒ North West

☒ Northern Cape

ECOR 0 to 5 Kg R107.53

ECOR 6 to 10 Kg R166.75

ECOR 11 to 25Kg, R222.50, R15 thereafter

Then create an ECOR service 0Kg to 5Kg 107.53

Then create an ECOR service 6Kg to 10Kg 166.75

Then create an ECOR service 11Kg to 25Kg 222.50

Then create an ECOR service 25Kg to 26Kg 237.50

Then create an ECOR service 26Kg to 27Kg 252.49

Then create an ECOR service 27Kg to 28Kg 267.49


(Below screenshot prices reflect old prices)

(I will add VAT here)

(add R15)

(add R15)

(add R15)

<div> <div> Regional</div> <div>South Africa (6 of 9 provinces)</div> </div> <div>***</div>		
Rate name	Condition	Price
ECOR	0kg-5kg	R 101.78 ZAR
ECOR	6kg-10kg	R 159.28 ZAR
ECOR	11kg-25kg	R 165.03 ZAR
<div>Add rate</div>		

Shopify screenshots for visual reference

Manage



We would love to handle your package.



## Shipping

### Shipping ⓘ

Choose where you ship and how much you charge for shipping at checkout.

#### General shipping rates

General

0 products

No shipping rates for customers to choose from

[Manage](#)

#### Custom shipping rates

Add custom rates or destination restrictions for groups of products.

[Create new profile](#)

## Create Zone

### Shipping origins



Shop location  
South Africa

[Manage](#)

### Shipping zones

[Create zone](#)



LOCAL ▾

South Africa (Gauteng)

...



No rates. Customers in this zone won't be able to complete checkout.

[Add rate](#)



We would love to handle your package.



## LOCAL

Create new shipping zone

×

Zone name

LOCAL

Customers won't see this.

Q

south

South Africa

1 of 9 provinces ^

☐

Eastern Cape

☐

Free State

☒

Gauteng

☐

KwaZulu-Natal

☐

Limpopo

☐

Mpumalanga

☐

North West

+

Add more countries/regions in Markets

Cancel

Done

## NATIONAL

Create new shipping zone

×

Zone name

National

Customers won't see this.

Q

south

☒

KwaZulu-Natal

☐

Limpopo

☐

Mpumalanga

☐

North West

☐

Northern Cape

☒

Western Cape

☐

South Chungcheong

☐

South Gyeongang

+

Add more countries/regions in Markets

Cancel

Done

## REGIONAL



We would love to handle your package.



Create new shipping zone

×

Zone name

Regional

Customers won't see this.

Q

south a

✓

South Africa

6 of 9 provinces ^

✓

Eastern Cape

✓

Free State

Gauteng

In another zone

KwaZulu-Natal

In another zone

✓

Limpopo

✓

Mpumalanga

✓

North West

+

Add more countries/regions in Markets

Cancel

Done

South Africa has 9 Provinces below is an example of separating them into local, national and regional

Shipping origins

Shop location

South Africa

Manage

Shipping zones

Create zone

LOCAL

South Africa (Gauteng)

...

! No rates. Customers in this zone won't be able to complete checkout.

Add rate

National

South Africa (2 of 9 provinces)

...

! No rates. Customers in this zone won't be able to complete checkout.

Add rate

Regional

South Africa (6 of 9 provinces)

...

! No rates. Customers in this zone won't be able to complete checkout.

Add rate

Not covered by your shipping zones

28 countries and regions

Create zone

Add Rate

We would love to handle your package.

48

## Shipping origins



Shop location  
South Africa

[Manage](#)

## Shipping zones

[Create zone](#)

LOCAL ▾

...

South Africa (Gauteng)



No rates. Customers in this zone won't be able to complete checkout.

Add rate



(Below screenshot prices reflect old prices)

### Shipping zones

[Create zone](#)

LOCAL ▾

...

South Africa (Gauteng)

Rate name ↕	Condition	Price	
ECO	40kg–41kg	R 275.43 ZAR	...
ECO	41kg–42kg	R 282.33 ZAR	...
ECO	42kg–43kg	R 289.23 ZAR	...
LOF	0kg–5kg	R 96.03 ZAR	...
LOF	5kg–6kg	R 107.53 ZAR	...
LOF	6kg–7kg	R 119.03 ZAR	...
LOF	8kg–9kg	R 130.53 ZAR	...
LOX	0kg–30kg	R 124.78 ZAR	...
LOX	30kg–31kg	R 128.23 ZAR	...
LOX	31kg–32kg	R 131.68 ZAR	...
LOX	32kg–33kg	R 135.13 ZAR	...

Don't forget to save

Discard

Save



We would love to handle your package.



tcgtest  
tcgtest-6688.myshopify.com

- Store details
- Plan
- Billing
- Users and permissions
- Payments
- Checkout and accounts
- Shipping and delivery
- Taxes and duties
- Locations
- Gift cards
- Markets**
- Apps and sales channels
- Domains
- Customer events
- Brand
- Notifications
- Custom data
- Files
- Languages
- Policies

← **South Africa** Primary Preview

**Market settings**  
Manage how customers experience your store for this market only.

**Domains and languages** Manage  
tcgtest-6688.myshopify.com • English

**Products and pricing** Manage  
South African Rand (ZAR R)

**Duties and import taxes** Manage  
Not collecting duties and import taxes

**Shipping** Manage  
17 rates • Shipping to South Africa

**Store settings**  
Manage international settings that affect your entire store.

**Payments** Go to Payments  
Manage the payment methods you accept worldwide.

**Taxes** Go to Taxes  
Collecting taxes

**Performance** Last 30 days

Share of total sales  
0.0% ~ 0%

Sales  
R 0.00 ~ 0%

Conversion rate  
0.0% ~ 0%

Average order value  
R 0.00 ~ 0%

### Example local, national and regional

tcgtest  
tcgtest-6688.myshopify.com

- Store details
- Plan
- Billing
- Users and permissions
- Payments
- Checkout and accounts
- Shipping and delivery**
- Taxes and duties
- Locations
- Gift cards
- Markets
- Apps and sales channels
- Domains

**Shipping and delivery**

**Shipping**

**Shipping** ⓘ  
Choose where you ship and how much you charge for shipping at checkout.

**General shipping rates**

General  
0 products

Rates for  
LOCAL  
National  
Regional

Manage

**Custom shipping rates**

Add custom rates or destination restrictions for groups of products.  
[Create new profile](#)

If you do not have “carrier or app rates” you can still create your own rates and use the plugin to create shipments from the orders page.

Step 1: Open the order (confirm the order has been paid)

Step 2: Click on the "more actions" dropdown

Step 3: Click "Create The Courier Guy Shipment" to send the waybill to the TCG portal (waybill will be booked for collection. Box sizes based on settings in TCG Shopify)

Step 5 (optional): Click "Get the courier guy waybill" to print the waybill.



We would love to handle your package.





## Errors

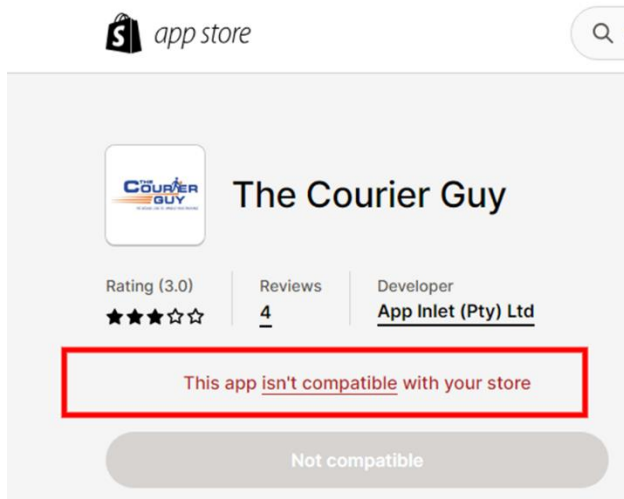
### Error 500 installing the plugin

Users get this error 500 for a number of reasons, Shopify is not specific to what creates the error so there's a list of things to check.

Check Shopify server error status page = <https://www.shopifystatus.com/>

Check the logged in user have admin permission to install applications.

"This app isn't compatible with your store" -> the site is not setup to Ship to South Africa



Re-installed the app straight from your website, the error was gone.

The site had South Africa as a zone with no rates and the Shipping origin was blocked and therefore had no shipping at all.

Addresses added incorrectly, check and confirm the address on Google maps (including the company name)

Confirm the province

### This app isn't compatible with your store



The Courier Guy is only compatible with stores that:

- Ship to: South Africa

[Learn about app compatibility](#)

Close

In the below example the site had South Africa as a zone with no rates and the Shipping origin was blocked and therefore had no shipping at all.

Example where the Shipping origin is set to "doesn't offer delivery/pickup" -> please allow "local delivery" and "local pickup"



We would love to handle your package.




Shipping origins

9 Water Street
9 Water Street, Parys, Free State, 9585, South Africa

Manage

Shipping zones

Create zone


Domestic

South Africa

Rate name

Condition

Price

Free Shipping

R 1,000.00 and up

Free

Standard Shipping

—

R 120.00 ZAR

Add rate

Local delivery

Deliver orders directly to customers in the area.

9 Water Street
9 Water Street, Parys, Free State, 9585, South Africa

Doesn't offer delivery

Local pickup

Let customers pick up their orders at your locations.

9 Water Street
9 Water Street, Parys, Free State, 9585, South Africa

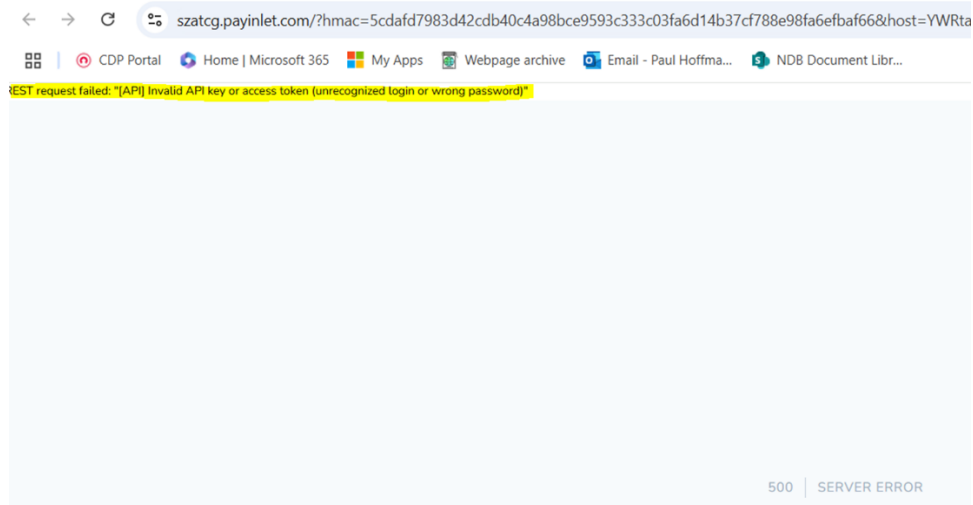
Doesn't offer pickup

We would love to handle your package.

52

**REST request failed: "[API] Invalid API key or access token (unrecognised login or wrong password)"**

The developers are busy investigating this error 25/03/2025 (Testing, unable to replicate this error)



Oops, something went wrong.

What happened?

Oauth error invalid\_request: Your account does not have permission to grant the requested access for this app. You may be able to resolve this issue by installing the app as the account owner

**Unable to add The Courier Guy app**

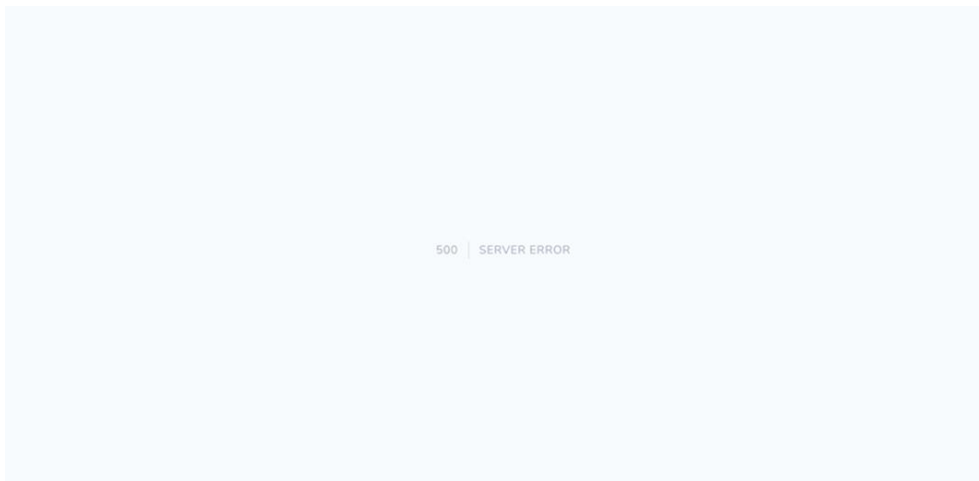
Check your login user permissions



**We would love to handle your package.**



### Error “500 | Server ERROR” when trying to add The Courier Guy app



Update from customer and Appinlet

- Despite what Shopify told me, the ‘full’ version of the app is NOT accessible on the basic Shopify plan. We can use it but with very limited functionality

### Error “500 | Server ERROR” when trying to create a shipment



First step is check the API key, and while you are doing this confirm the account is not on “hold” and has “sufficient balance”.

Check if your account has 2 API keys, delete them and create only 1 API key

Update the plugin, save settings

Test again and see if you can now create the shipment.

### Checklist for the plugin to successfully submit your shipment the following is required

Valid Access Token (API Key)

Valid account number with The Courier Guy

Valid zone “South Africa” with “General Shipping rates”, do not use custom shipping rates.



**We would love to handle your package.**



Rate – either supplied by our plugin if you have Shopify advanced or your own rates configured under Shopify shipping settings

Confirm the collection address is not set as “does not offer delivery”

Valid collection address that can be found on Google maps with contact details (Confirm the Province)

Valid delivery address that can be found on Google maps with contact details (Confirm the Province)

Number of parcels with dimensions L x W x H and Weight in cm and grams

Check your account with The Courier Guy is not on hold

You have sufficient balance on your account with The Courier Guy

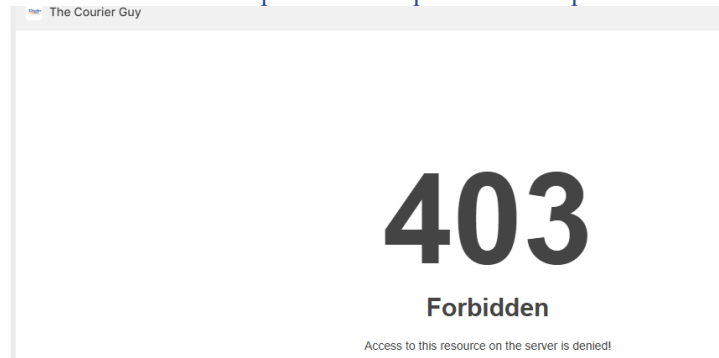
### Error “403 | Forbidden” when trying to create a shipment

403 Forbidden

This error is returned in one of two cases:

There is an issue with the AWS signature for the request. A “Forbidden” message will be returned.

The user does not have permission to perform the request. A message will be returned explaining the issue.



First step is check the API key, and while you are doing this confirm the account is not on “hold” and has “sufficient balance”.

Check if your account has 2 API keys, delete them and create only 1 API key

Update the plugin, save settings

Test again and see if you can now create the shipment.

Checklist for the plugin to successfully submit your shipment the following is required

Valid Access Token (API Key)

Valid account number with The Courier Guy

Valid zone “South Africa” with “General Shipping rates”, do not use custom shipping rates.

Rate – either supplied by our plugin if you have Shopify advanced or your own rates configured under Shopify shipping settings

Confirm the collection address is not set as “does not offer delivery”

Valid collection address that can be found on Google maps with contact details (Confirm the Province)

Valid delivery address that can be found on Google maps with contact details (Confirm the Province)

Number of parcels with dimensions L x W x H and Weight in cm and grams

Check your account with The Courier Guy is not on hold

You have sufficient balance on your account with The Courier Guy

This was a previous customer who was on the advanced plan, the order had "Economy" as the shipping method

### 500 | server error when trying to “Create The Courier Guy Shipment” with delivery method “Economy”

The example below has “Local pickup” and “Economy”, these are not services from the Courier Guy plugin

Take note our delivery methods have “The Courier Guy” in front of them.



We would love to handle your package.



Delivery method

Local pickup

Economy

The Courier Guy: Local Overni...

The Courier Guy: Local Overni...

The Courier Guy: Economy Regi...

The Courier Guy: Economy Regi...

Economy

More actions ▾ < >

- Duplicate
- Cancel order
- Archive
- Print order page
- Print packing slips
- View order status page
- Create The Courier Guy Shipment
- Get The Courier Guy Waybill

500 | SERVER ERROR

(Important) If you have do not have a flat rate configured, the plugin could fail to save your settings.

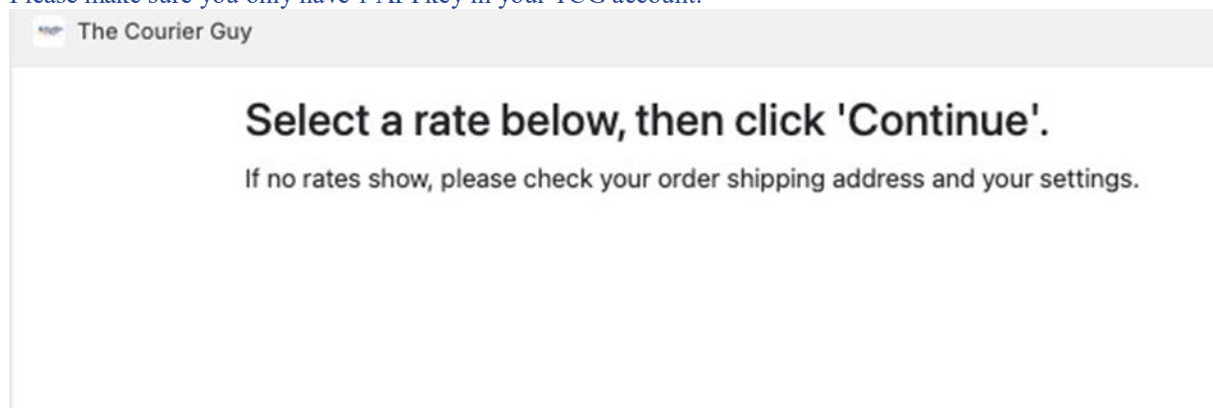


We would love to handle your package.





Select a rate below, then click “Continue” or Error 500 submitting shipment  
To save some time, I would recommend deleting your API key and creating a new as the first step, this has resolved the error many times.  
Please make sure you only have 1 API key in your TCG account.



### No Shipping method

First confirm you have not excluded all rates, allow LOX, ECO and ECOR to cover South Africa

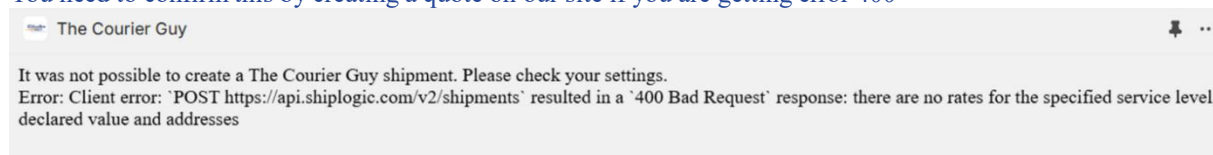
### Shipping method

#### ! Shipping not available

Your order cannot be shipped to the selected address. Review your address to ensure it's correct and try again, or select a different address.

### Error 400 Bad Request

You need to confirm this by creating a quote on our site if you are getting error 400



Confirm you have not excluded all our rates in the plugin settings, you need 3 to cover local, national, regional areas.  
We recommend you allow LOX, ECO and ECOR

Exclude Rates

<input type="checkbox"/> The Courier Guy AIR: Fuel charge	<input type="checkbox"/> The Courier Guy ECOB: Fuel charge	<input type="checkbox"/> The Courier Guy ECORB: Fuel charge	<input type="checkbox"/> The Courier Guy INN: Fuel charge
<input type="checkbox"/> The Courier Guy LLS: Fuel charge	<input type="checkbox"/> The Courier Guy LLX: Fuel charge	<input type="checkbox"/> The Courier Guy LSE: Fuel charge	<input type="checkbox"/> The Courier Guy LSF: Fuel charge
<input type="checkbox"/> The Courier Guy LSX: Fuel charge	<input type="checkbox"/> The Courier Guy NFS: Fuel charge	<input type="checkbox"/> The Courier Guy OVN: Fuel charge	<input type="checkbox"/> The Courier Guy OVNR: Fuel charge
<input type="checkbox"/> The Courier Guy RIN: Fuel charge	<input type="checkbox"/> The Courier Guy SDX: Fuel charge	<input type="checkbox"/> The Courier Guy SPX: Fuel charge	

Step 1 create a quote on The Courier Guy portal (this will confirm the address and rate to assist with fault finding)  
Log into the courier guy and create a quote for the shipment that is failing  
Check if your account is not on hold and confirm you have enough balance



We would love to handle your package.



#### Step 2 Check Shopify shipping

Confirm you have created rates or if you are using Shopify advance, check you have added the plugin to retrieve rates. If you have no flat rate or the rates are configured incorrectly, the plugin will fail to save or not save.

“Saving on a basic plan where carrier rates are not enabled will display an info message after saving instead of hanging on the save screen “update 10/08/2023

Check the zone is not called “Africa” or “rest of world”, it should be South Africa

Check you have not restricted the collection address by setting it as “does not offer delivery” or “does not offer collection”

#### Step 3 Check Shopify product has weights and dimensions

Check your products have weight configured and dimensions (set products not being packed as “pack as a single parcel”)

Confirm you have set dimensions for flyer, medium or large size parcel (if your product is too large to fit into the target dimensions or you have zero values it will create errors)

#### Step 4

Delete your account API key and create a new one.

### Checklist for the plugin to successfully submit your shipment the following is required

Valid Access Token (API Key)

Valid account number with The Courier Guy

Valid zone “South Africa” with “General Shipping rates”, do not use custom shipping rates.

Rate – either supplied by our plugin if you have Shopify advanced or your own rates configured under Shopify shipping settings

Confirm the collection address is not set as “does not offer delivery”

Valid collection address that can be found on Google maps with contact details (Confirm the Province)

Valid delivery address that can be found on Google maps with contact details (Confirm the Province)

Number of parcels with dimensions L x W x H and Weight in cm and grams

Check your account with The Courier Guy is not on hold

You have enough balance on your account with The Courier Guy

Please note that the company name is not a required field, but will be checked on Google maps as the address for example “The Courier Guy - Johannesburg” will work

Waybill Address Format example (if anything is incorrect it will fail, highlighted values are required)

### Full body postman example

```
{
  "collection_address": {
    "type": "business",
    "company": "Bob Go",
    "street_address": "116 Lois Avenue",
    "local_area": "Menlyn",
    "city": "Pretoria",
    "code": "0181",
    "zone": "Gauteng",
    "country": "ZA",
```



We would love to handle your package.



```

},
"collection_contact": {
  "name": "Test Contact",
  "mobile_number": "0821231234",
  "email": "support@gmail.com"
}
"delivery_address": {
  "company": "The Courier Guy - Capetown",
  "street_address": "King Air Industria, Pallotti Rd",
  "type": "business",
  "local_area": "Matroosfontein",
  "zone": "WC",
  "country": "ZA",
  "code": "7490"
},
"delivery_contact": {
  "name": "Test Contact",
  "mobile_number": "0821231234",
  "email": "test@thecourierguy.co.za"
},
"parcels": [
  {
    "submitted_length_cm": 10.0,
    "submitted_width_cm": 10.0,
    "submitted_height_cm": 10.0,
    "submitted_weight_kg": 1.00
  }
],
"opt_in_rates": [],
"opt_in_time_based_rates": [
  76
],
"declared_value": 0.0,
"collection_min_date": "6/8/2022 12:00:00 AM",
"collection_after": "08:00",
"collection_before": "16:00",
"delivery_min_date": "2021-05-21T00:00:00.000Z",
"delivery_after": "10:00",
"delivery_before": "17:00",
"service_level_code": "ECO",
}

```



We would love to handle your package.



Add rate

☐ Set up your own rates
 ☒ Use carrier or app to calculate rates

Pargo Dynamic Rate (Rates provided by app)

Africa Rates At Checkout (Rates provided by app)

Pargo Dynamic Rate (Rates provided by app)

Services

Rates are based on your customer's address and the weight and dimensions of their order.

☐ Pargo

Future services

☒ Automatically show new shipping services to customers when they become available

Handling fee

Adjust calculated rates to account for packaging and handling costs.

Percentage

0

%

Flat amount

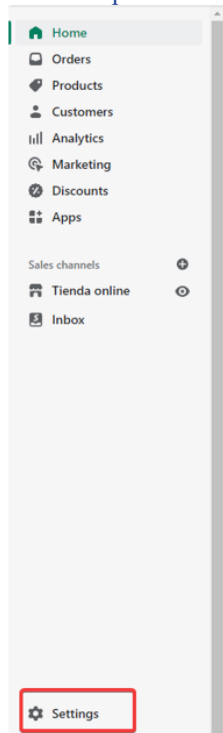
R 0.00

Cancel

Done

## Check if CCS is enabled on your store

First we open the Settings menu.

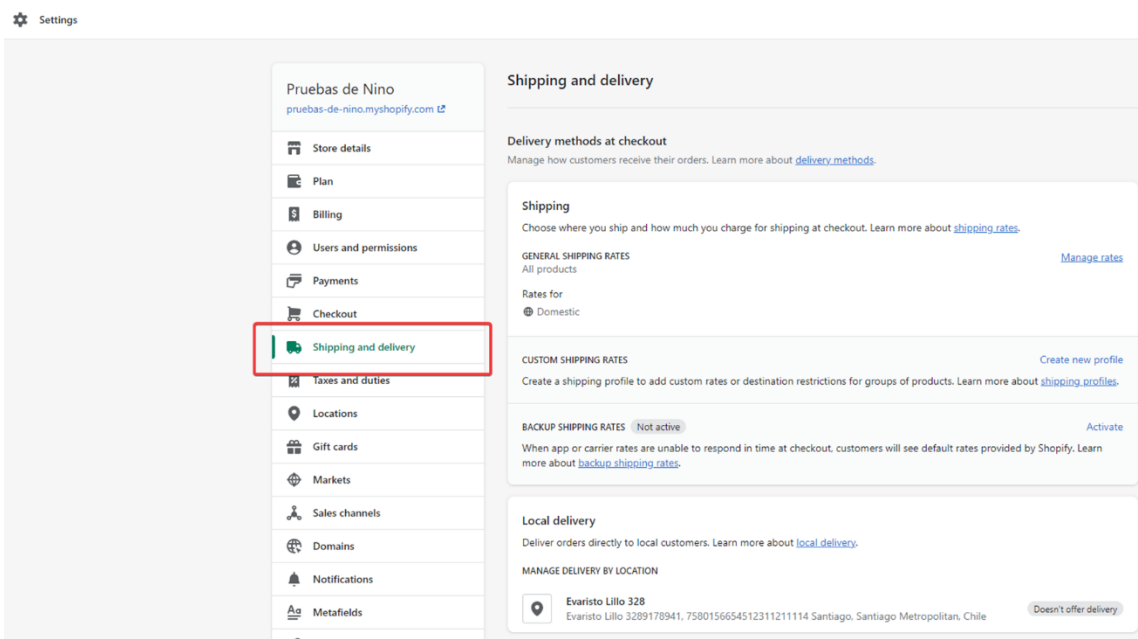


Then go to Shipping and delivery and scroll down until we find the Carrier accounts section.

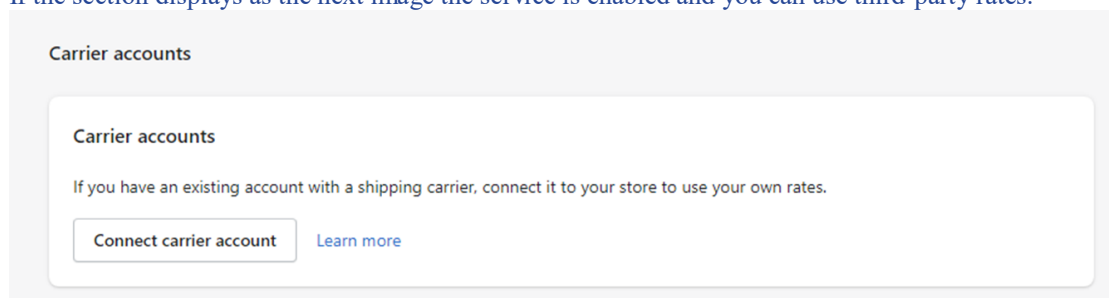


We would love to handle your package.





If the section displays as the next image the service is enabled and you can use third-party rates.

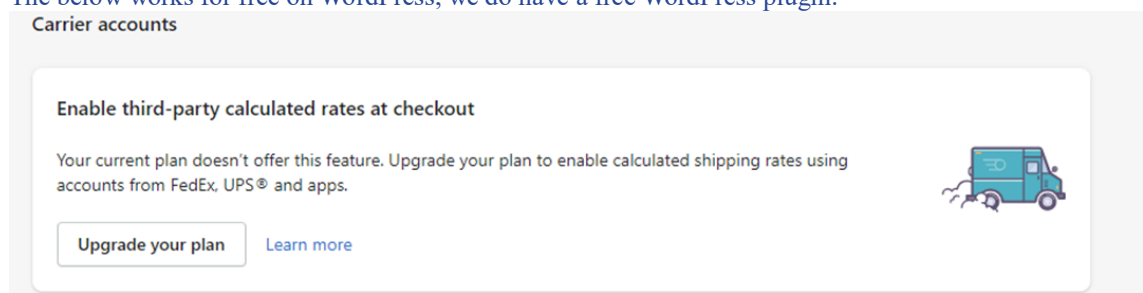


### Enable third party calculated rates is only available on the Shopify advanced plan.

Carrier rates -> you need to upgrade your plan to Shopify advanced plan if you want our plugin to fetch rates or add your own shipping rates.

You can still use the plugin to send shipments and print waybills from your orders page.

The below works for free on WordPress, we do have a free WordPress plugin.



Example of our rates if you have Shopify advanced (if you are on basic Shopify plan then setup your own rates)



We would love to handle your package.



Edit rate

The Courier Guy (Rates provided by app)

SERVICES

Rates are based on your customer's address and the weight and dimensions of their order.

☐ The Courier Guy: Local Late Sameday Express
☒ The Courier Guy: Local Overnight Flyer
☒ The Courier Guy: Local Overnight Parcel
☐ The Courier Guy: Local Same Day Economy
☐ The Courier Guy: Local Same Day Flyer
☐ The Courier Guy: Local Sameday Express

FUTURE SERVICES

☒ Automatically show new shipping services to customers when they become available

HANDLING FEE

Cancel Done

## No rates Error no services

Check your order shipping address and your settings  
Confirm your product is a physical product with weight configured

youtube-store-demo

Search

Shipping

☒ This is a physical product

WEIGHT

Used to calculate shipping rates at checkout and label prices during fulfillment.

Weight

0.0
lb

CUSTOMS INFORMATION

Customs authorities use this information to calculate duties when shipping internationally. Shown on printed customs forms.

Country/Region of origin

Select country/region

In most cases, where the product is manufactured.

HS (Harmonized System) code

Search or enter a HS code

Manually enter codes that are longer than 6 numbers.

Options

☐ This product has options, like size or color

If there are no services, check the below settings that link the plugin to your account  
Check your API key (maybe delete and create a new API key)



We would love to handle your package.



Check and confirm the account number/code is correct

**Make sure the time and zone is correct must be UTC +02:00**

Check your zone is South Africa not “rest of World” or “Africa”

Log into your TCG account and retrieve a quote as a test to confirm your account has services setup

Edit rate

The Courier Guy (Rates provided by app)

SERVICES

Rates are based on your customer's address and the weight and dimensions of their order.

FUTURE SERVICES

☒ Automatically show new shipping services to customers when they become available

HANDLING FEE

Adjust calculated rates to account for packaging and handling costs.

Percentage

0

%

Flat amount


ZAR

0.00


Cancel

Done

Do not add “The Courier Guy” to “Rest of World”

 Domestic South Africa ✓	...			
Carrier name ↕	Handling fee	Transit time	Services	
The Courier Guy (Rates provided by app) ✓	—	Calculated	— ?	...
Add rate				

 Rest of World ✗ Rest of World	...			
Carrier name ↕	Handling fee	Transit time	Services	
The Courier Guy (Rates provided by app) ✗	—	Calculated	—	...
Add rate				

## Unable to save settings

This can be caused by not setting up a flat rate



**We would love to handle your package.**

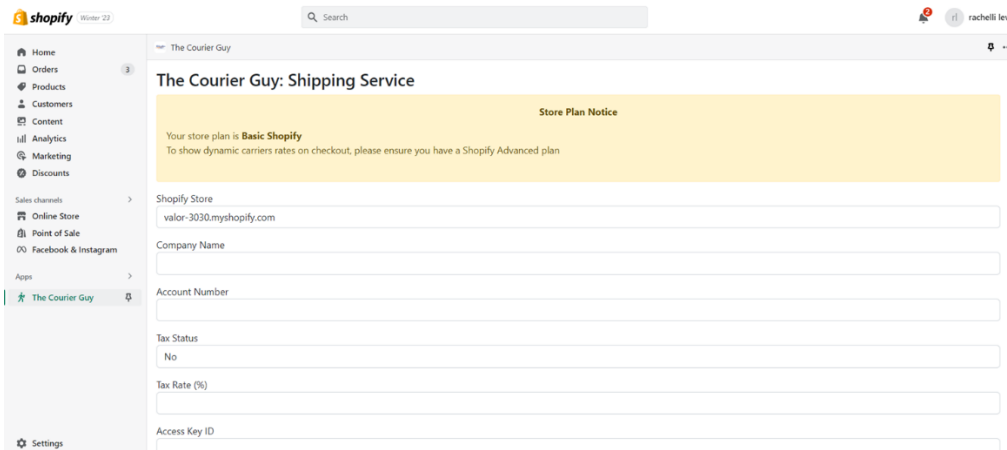




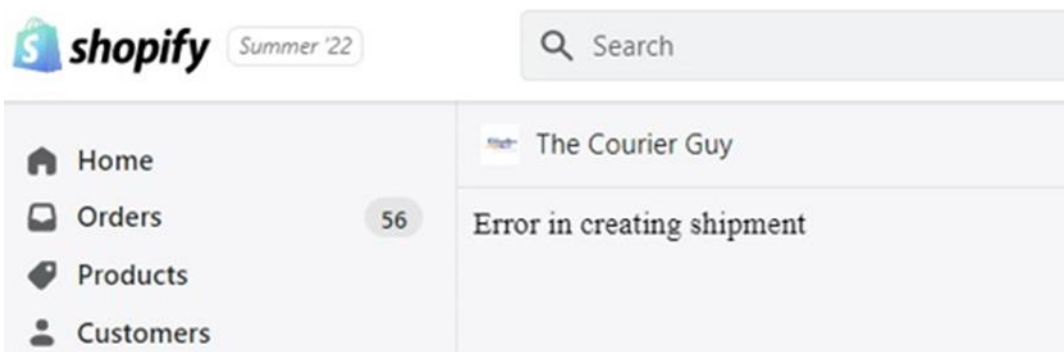
“Saving on a basic plan where carrier rates are not enabled will display an info message after saving instead of hanging on the save screen “update 10/08/2023

## The Courier Guy: Shipping Service

Please note: Carrier rates are not enabled on your plan.



### "Error in creating shipment"



error in Shopify. The URL producing the error message is loaded in an iframe  
TypeError

Shopify\Utils::loadOfflineSession(): Argument #1 (\$shop) must be of type string, null given, called in /mnt/data/home/datadirs/szatcgpayinlet/public\_html/shopify-the-courier-guy/releases/20220721104530/app/Http/Controllers/TcgController.php on line 321

### No carriers or apps available for this zone”

Use carrier or app to calculate rates -> only shows FedEx and UPS

First confirm your zone is “South Africa” only

The Courier Guy plugin developers double-checked an account with CCS (Carrier Calculated Shipping) activated and found that the carrier accounts section cannot be modified as it is a built-in feature by Shopify.

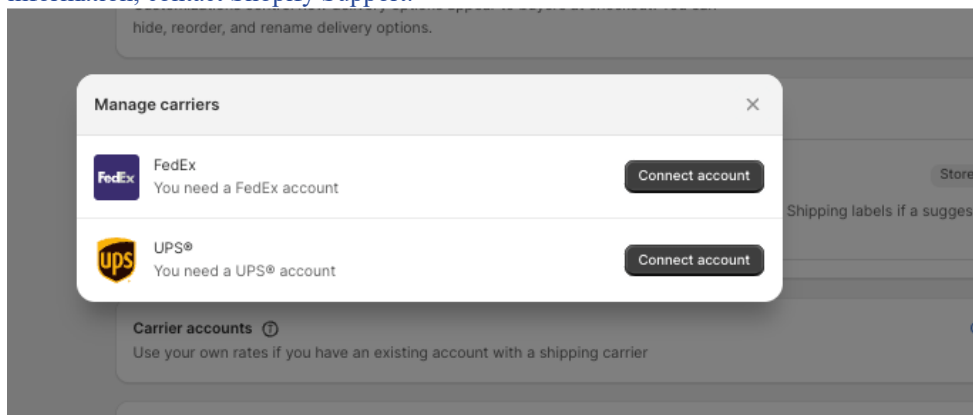
If your account has CCS (Carrier Calculated Shipping) activated, and you have the “Advanced” plan, please note Shopify is deliberately catering for FedEx and UPS only, you need to ask Shopify to turn off CCS.



We would love to handle your package.



These are built-in integrations developed and maintained by Shopify themselves, you will need to contact [support@shopify.com](mailto:support@shopify.com)  
<https://help.shopify.com/en/manual/shipping/setting-up-and-managing-your-shipping/enabling-shipping-carriers>  
 To activate the third-party carrier-calculated shipping, your store needs to be on the Advanced or Plus plan. If you're on the Shopify plan, then you can add this feature for a monthly fee or switch from monthly to yearly billing. For more information, contact Shopify Support.



Below shows the Shopify plans, only the “Advanced” plan supports “Third-party calculated shipping rates”  
<https://www.shopify.com/pricing>

Reports	Basic	Standard	Advanced
Access a wide variety of reports to help track and analyze your store's performance.			
<b>Third-party calculated shipping rates</b> Show calculated rates with your own account or third-party apps at checkout.	×	×	✓

To enable rates for the Courier Guy app, you must have the Shopify advanced package or CCS activated (Carrier Calculated Shipping)

The steps to add third party carrier apps is the following

Configure the settings in Apps → The Courier Guy. Once the settings are saved, you can then turn on the rates on Shipping and Delivery → General shipping rates.

This will feed live carrier rates to the checkout.

Example of our services if you have Shopify advanced (if you are on basic then setup your own rates)



We would love to handle your package.



Edit rate

The Courier Guy (Rates provided by app)

SERVICES

Rates are based on your customer's address and the weight and dimensions of their order.

☐ The Courier Guy: Local Late Sameday Express

☒ The Courier Guy: Local Overnight Flyer

☒ The Courier Guy: Local Overnight Parcel

☐ The Courier Guy: Local Same Day Economy

☐ The Courier Guy: Local Same Day Flyer

☐ The Courier Guy: Local Sameday Express

FUTURE SERVICES

☒ Automatically show new shipping services to customers when they become available

HANDLING FEE

Cancel

Done

### No services appear

Enable “automatically show new shipping services” and test your checkout page to a local, national and regional destination...then go back to this rate and check again

Confirm you have not excluded all rates in The Courier Guy app under “exclude rates” setting

Confirm your products have weights and dimensions



We would love to handle your package.



### No carriers or apps available for this zone

You will get the below if you are on Shopify basic or the Zone is not “South Africa” under “General shipping rates.”

Further steps to check and troubleshoot the “No carriers” error

From the Shopify app, go to > Settings.

Choose Shipping and delivery

Scroll down to Carrier accounts and check if “Carrier accounts” is enabled or Upgrade your plan



We would love to handle your package.



### Packing slips

A printed list of items in a shipment that often goes inside a package.

### Packing slip template

Customize the packing slips you can print when you're fulfilling orders.

[Edit](#)

### Carrier accounts


### Enable third-party calculated rates at checkout

Your current plan doesn't offer this feature. Upgrade your plan to enable calculated shipping rates using accounts from FedEx, UPS® and apps.


[Upgrade your plan](#)
[Learn more](#)

Zone with no rates example screenshot

[Add rate](#)


**South Africa**
...

South Africa (Gauteng)


**No rates.** Customers in this zone won't be able to complete checkout.

[Add rate](#)

Multiple store locations and shipping zones both of which could be blocking the app from receiving carrier rates


#### Shipping from

Johannesburg CBD, Rivonia, Sandton Branch

[Show details](#)

#### Shipping to


[Create shipping zone](#)


**Africa**
...

Botswana, Namibia, Zimbabwe... [Show all](#)

Rate name	Condition	Price
DHL (door to door) customs to be paid forward by client	—	R 950.00 ZAR
Standard (by road) client to collect by collection point 5–14 working days	—	R 350.00 ZAR


[Add rate](#)


**Domestic**
...

South Africa

Rate name	Condition	Price
North West Clients only (Please put postnet address)	—	R 125.00 ZAR
Standard Shipping around SA (2–10) Working Days Delivery) delay due to festive holidays	—	R 125.00 ZAR

[Add rate](#)


**NOT COVERED BY YOUR SHIPPING ZONES**

229 countries and regions

[Create shipping zone](#)



We would love to handle your package.






SA Shipping zones are restricted completing checkout (settings with “Doesn’t offer delivery” needs to be removed as this affects your ability to add TCG as a shipping method)

**Local Delivery**

**Local delivery**  
Deliver orders directly to local customers. Learn more about [local delivery](#).

**Manage delivery by location**

	<b>Rivonia, Sandton Branch</b> [REDACTED] Sandton, Sandton, Gauteng, 2128, South Africa	Offers delivery
	<b>Johannesburg CBD</b> [REDACTED] Marshalltown, Johannesburg, Gauteng, 2000, South Africa	Doesn't offer delivery
	<b>Zambia Agent</b> Zambia	Doesn't offer delivery

### Other items to check

Product Weights: No products have weights on the backend. It is crucial that all products have weights added to them. This may be difficult when trying to gather weights for wigs however if a product is 100g etc it would have to be entered as 0.1 kgs on the backend. Leaving out numeric values in certain fields creates many errors.

Per Shopify's pricing plans, Third-party calculated shipping rates are not supported unless you have the Shopify Advanced or Plus plan (please see <https://www.shopify.com/pricing>).

Confirm the zone is “South Africa” not “Africa”

Try entering medium and large parcel sizes as fields without numeric values return errors.

Double check the address fields with Google maps and use the correct format example street = street suburb = suburb city = city, confirm you have the correct province

"The store is currently in development which means all the features are available" contact Shopify support to confirm this [support@shopify.com](mailto:support@shopify.com)

If Shopify has not enabled third party app to retrieve shipping rates on your account, you would need to set up your own rate, I have created an example in this document with the heading “Setting up your own shipping rates” using the ecomms rate as an example.

### Shipment not found

Create a TCG Shipment First

 Search

 **The Courier Guy**

**Shipment not found**  
**Create a TCG shipment first**

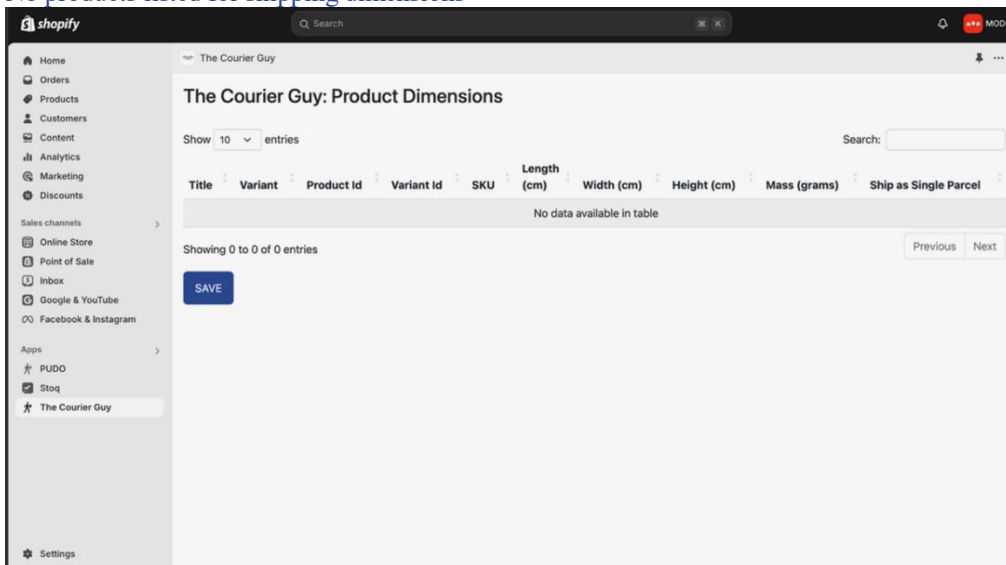


We would love to handle your package.

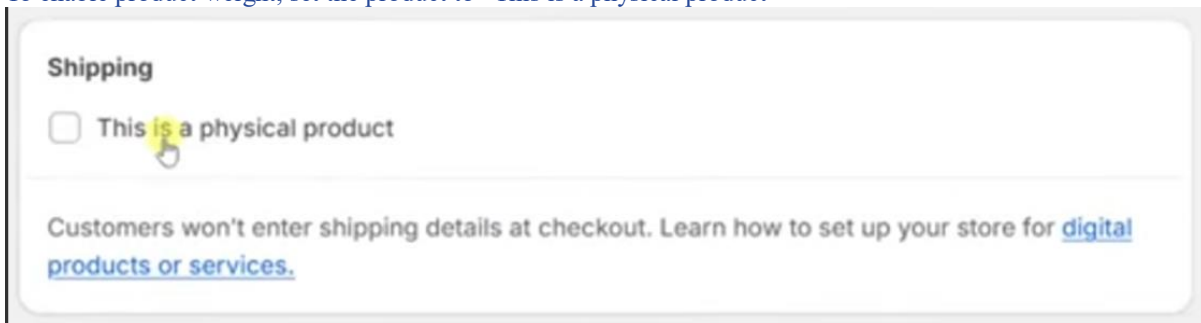


The order has no shipping details

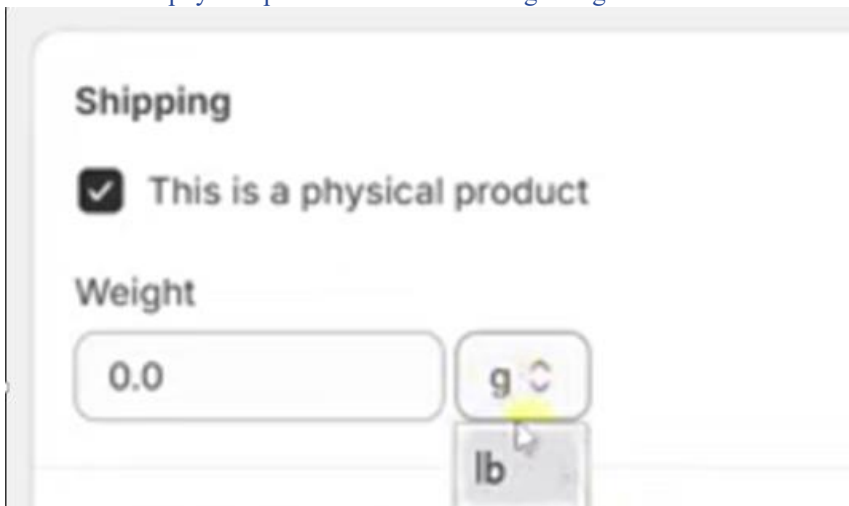
No products listed for shipping dimensions



To enable product weight, set the product to “This is a physical product”



Tick “This is a physical product” and set the weight to grams



We would love to handle your package.





## No weight pulling through on product shipping dimensions

**The Courier Guy: Product Dimensions**

Show 10 entries Search: leather foo x

Title	Variant	Product Id	Variant Id	SKU	Length (cm)	Width (cm)	Height (cm)	Mass (grams)	Ship as Single Parcel
Leather Food	Default Title	8494935834921	45951963955497		10	6	3	0	<input checked="" type="checkbox"/>
Leather Food	Default Title	8527627616553	46139722105129		10	6	3	0	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries (filtered from 2,914 total entries)

Previous 1 Next

SAVE

The mass field in the TCG Shopify plugin is typically populated with data directly from the product's information within the Shopify admin. If the mass field is greyed out, it's likely because:

**Product-Level Restriction:** The product itself might have restrictions or settings that prevent the mass from being edited.  
**Plugin Configuration:** There could be a configuration issue within the TCG plugin that is restricting the mass field from being edited.

### Troubleshooting Steps:

#### Check Product Settings:

Go to the Shopify admin and edit the specific product.  
Look for any settings or options related to weight or dimensions.  
Ensure that these settings allow the mass to be edited.

#### Review TCG Plugin Settings:

Access the TCG plugin settings within the Shopify admin.  
Look for any options related to weight or product attributes.  
Verify that these settings are configured correctly.

#### Test with a Different Product:

Try creating a new product and see if the mass field is editable for that product. This can help isolate the issue to a specific product or configuration.

## YouTube Shopify Shipping examples

<https://help.shopify.com/en/manual/shipping/setting-up-and-managing-your-shipping/setting-up-shipping-rates>

[https://youtu.be/Zm\\_OfyVe6JU](https://youtu.be/Zm_OfyVe6JU)

<https://youtu.be/db-fn-j3cqc>

[https://youtu.be/\\_8SxuBjJyfl](https://youtu.be/_8SxuBjJyfl)

<https://youtu.be/xC3tAMff6go>

<https://youtu.be/imli-GnAJYU>

## Shopify Help

<https://help.shopify.com/en>



We would love to handle your package.



## Manage

<b>Products</b> Add products, build collections, and manage your inventory.	<b>Payments</b> Manage how your customers pay for your products and set up Shopify Payments.
<b>Locations</b> Track inventory and fulfill orders for multiple locations.	<b>Shipping and delivery</b> Manage the delivery of products to your customers.
<b>Customers</b> Add customer profiles to your store and manage customer segments.	<b>Orders</b> Process, manage, and fulfill existing orders and draft new orders.
<b>Privacy and security</b> Learn more about privacy and security at Shopify.	<b>Compliance</b> Ensure that your store complies with Shopify's policies.

## PUDO

For PUDO plugin support please email [integrations@pudo.co.za](mailto:integrations@pudo.co.za)

A video tutorial can be found here: <https://www.pudo.co.za/integration.php>

You will need to email the address used to register with PUDO to get the Account ID = [integrations@pudo.co.za](mailto:integrations@pudo.co.za)

## Example Screenshots used for reference

The screenshot shows the 'Shipping and delivery' settings in a Shopify admin. On the left, there's a sidebar with 'Shipping and delivery' selected. The main content area is titled 'Delivery methods at checkout' and includes a sub-header 'Manage how customers receive their orders. Learn more about [delivery methods](#).' The main content is divided into two main sections: 'Shipping' and 'Local delivery'. The 'Shipping' section has a sub-header 'Choose where you ship and how much you charge for shipping at checkout. Learn more about [shipping rates](#).' It contains two sub-sections: 'GENERAL SHIPPING RATES' (All products not in other profiles) and 'CUSTOM SHIPPING RATES' (Create a shipping profile to add custom rates or destination restrictions for groups of products. Learn more about [shipping profiles](#)). The 'LOCAL DELIVERY' section has a sub-header 'Deliver orders directly to local customers. Learn more about [local delivery](#).' and a sub-section 'MANAGE DELIVERY BY LOCATION' which shows a location 'San Francisco - Retail Store' with a 'Doesn't offer delivery' status and a 'Manage' link.

Scroll down to and check if “Carrier accounts” is enabled by Shopify



We would love to handle your package.



### Packing slips

A printed list of items in a shipment that often goes inside a package.

### Packing slip template

Customize the packing slips you can print when you're fulfilling orders.


[Edit](#)

### Carrier accounts

**Enable third-party calculated rates at checkout**

Your current plan doesn't offer this feature. Upgrade your plan to enable calculated shipping rates using accounts from FedEx, UPS® and apps.

[Upgrade your plan](#)
[Learn more](#)



## Your rates verse carrier and app rates

Your rates = Shopify basic plan

Carrier app rates = Shopify advanced plan

### Shipping from

**Wanted Wardrobe**  
1315 Oakfield Drive, 281, Brandon Florida 33509, United States

[Manage](#)

### Shipping to

[Create shipping zone](#)

**Domestic**  
United States

Your rates (2)

Carrier and app rates (1)

Rate name	Condition	Price	
Free Shipping	\$75.00 and up	Free	...
Standard Shipping (3-5 business days)	—	\$8.00	...

Add rate

“Carrier app rates” available with Shopify advanced

### Shipping from

**Wanted Wardrobe**  
1315 Oakfield Drive, 281, Brandon Florida 33509, United States

[Manage](#)

### Shipping to

[Create shipping zone](#)

**Domestic**  
United States

Your rates (2)

Carrier and app rates (1)

Carrier name	Handling fee	Shipping speed	Services	
USPS (Discounted rates from Shopify Shipping)	—	Calculated	2 Services	...

Add rate

### Rest of the World

**Rest of the World**  
Rest of World

Carrier name	Handling fee	Shipping speed	Services	
DHL Express (Discounted rates from Shopify Shipping)	—	Calculated	Worldwide	...
USPS (Discounted rates from Shopify Shipping)	—	Calculated	3 Services	...

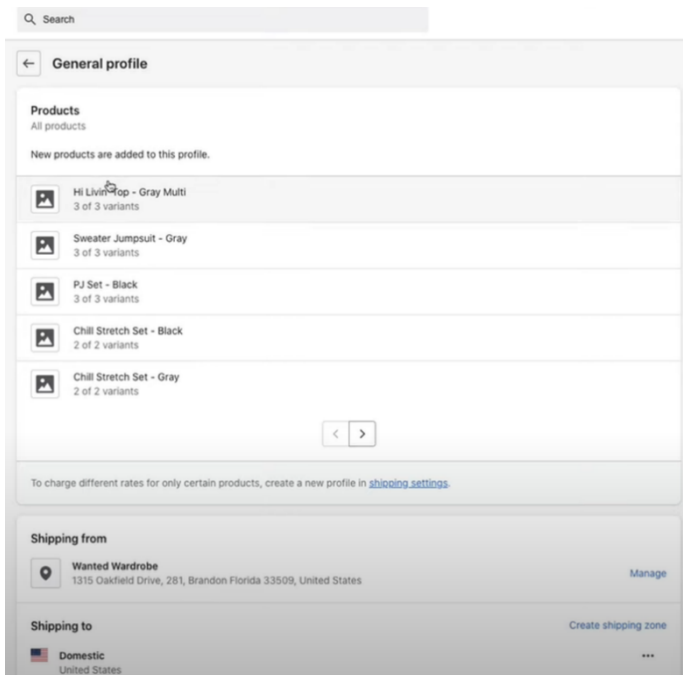
Add rate

Manage rates (Shows products of this profile)



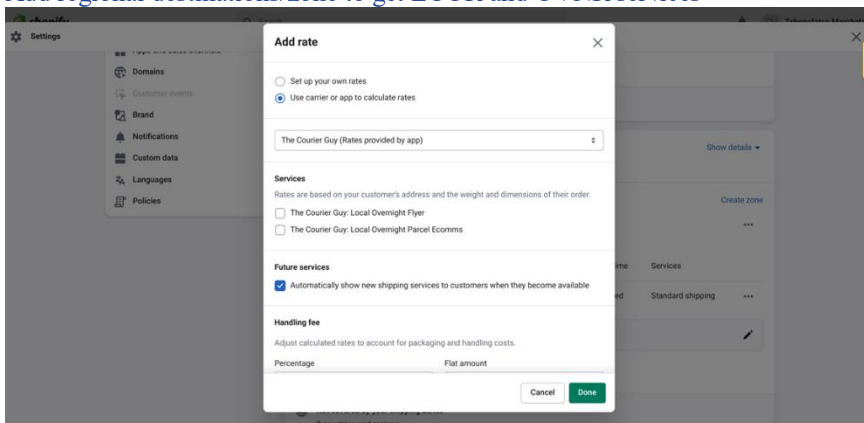
We would love to handle your package.





## Shopify advanced – use carrier or app to calculate rates

Below example showing only local services (LOF and LOX) for local zone -> test checkout page with national and regional locations to populate ECO/ECOR and OVN/OVNR  
 Add National destinations/zone to get ECO and OVN services  
 Add regional destinations/zone to get ECOR and OVNR services



Standard Rate



We would love to handle your package.



**Add rate** ✕

☒ Set up your own rates  
☐ Use carrier or app to calculate rates

Shipping speed

Standard (3 to 4 business days) ⌵

At least 5 services typically meet this shipping speed. [Show services](#)

Price

\$ 0.00 Free

[Add conditions](#)

Cancel Done

Standard rate with conditions (based on weight or price)

**Add rate** ✕

☒ Set up your own rates  
☐ Use carrier or app to calculate rates

Shipping speed

Standard (3 to 4 business days) ⌵

At least 5 services typically meet this shipping speed. [Show services](#)

Price

\$ 8.50

[Remove conditions](#)

☒ Based on item weight  
☐ Based on order price

Minimum weight 0 lb Maximum weight No limit lb

Cancel Done

Custom rate (free shipping)



We would love to handle your package.



Add rate

☒ Set up your own rates
☐ Use carrier or app to calculate rates

Economy (5 to 8 business days)

Standard (3 to 4 business days)

Express (1 to 2 business days)

Custom flat rate (no shipping time)

Price

\$ 8.50

Remove conditions

☒ Based on item weight
☐ Based on order price

Minimum weight

0
lb

Maximum weight

No limit
lb

Cancel

Done

### Custom rate (free shipping)

Add rate

☒ Set up your own rates
☐ Use carrier or app to calculate rates

Shipping speed

Custom flat rate (no shipping time)

Rate name

Price

\$ 8.50

Free Shipping

Standard Shipping (3-5 business days)

☒ Based on item weight
☐ Based on order price

Minimum weight

0
lb

Maximum weight

No limit
lb

Cancel

Done



We would love to handle your package.



## Custom rate (free shipping)

Add rate

☒ Set up your own rates

☐ Use carrier or app to calculate rates

Shipping speed

Custom flat rate (no shipping time)

Rate name

Free Shipping

Price

\$ 0.00

Free

Customers will see this at checkout.

Remove conditions

☒ Based on item weight

☐ Based on order price

Minimum weight

0

lb

Maximum weight

No limit

lb

Cancel

Done

## Free shipping trigger using price \$75

Add rate

☒ Set up your own rates

☐ Use carrier or app to calculate rates

Shipping speed

Custom flat rate (no shipping time)

Rate name

Free Shipping

Price

\$ 0.00

Free

Customers will see this at checkout.

Remove conditions

☐ Based on item weight

☒ Based on order price

Minimum price

\$ 75.00

Maximum price

\$ No limit

Cancel

Done



We would love to handle your package.





Products must have weight if you use KG it will auto import as grams on The Courier product dimensions page

☐ Continue selling when out of stock

**QUANTITY** [View inventory history](#)

Available  Incoming

**Shipping**

☒ This is a physical product

**WEIGHT**

Used to calculate shipping rates at checkout and label prices during fulfillment.

Weight  lb

**CUSTOMS INFORMATION**

Customs authorities use this information to calculate duties when shipping internationally. Shown on printed customs forms.

Country/Region of origin

In most cases, where the product is manufactured.

HS (Harmonized System) code

Manually enter codes that are longer than 6 numbers.

**Variants**

☐ This product has multiple options, like different sizes or colors

**Search engine listing preview** [Edit website SEO](#)

Select a rate below, then click “continue”

Home Orders 238 Products Customers Content Analytics Marketing Discounts Sales channels Online Store Point of Sale Inbox Apps The Courier Guy

**Select a rate below, then click 'Continue'.**

If no rates show, please check your order shipping address and your settings.

☐ Economy 278.3  
☐ Overnight 1380  
☐ Same Day Express 2248.25

**CONTINUE**



We would love to handle your package.



## Exclude Rates, Price Rate Overrides, and Label Override (Not used with Shopify basic plan)

**Exclude Rates**

☐ The Courier Guy AIR: Fuel charge
 ☐ The Courier Guy ECOB: Fuel charge
 ☐ The Courier Guy ECORB: Fuel charge
 ☐ The Courier Guy INN: Fuel charge
 ☐ The Courier Guy LLS: Fuel charge
 ☐ The Courier Guy LLX: Fuel charge
 ☐ The Courier Guy LSE: Fuel charge
 ☐ The Courier Guy LSF: Fuel charge
 ☐ The Courier Guy LSX: Fuel charge
 ☐ The Courier Guy NFS: Fuel charge
 ☐ The Courier Guy OVN: Fuel charge
 ☐ The Courier Guy OVNR: Fuel charge
 ☐ The Courier Guy RIN: Fuel charge
 ☐ The Courier Guy SDX: Fuel charge
 ☐ The Courier Guy SPX: Fuel charge

**Price Rate Overrides Per Service**

☐ The Courier Guy ECO: Fuel charge

Service	Rate
The Courier Guy ECO: Fuel charge	120

**Label Override Per Service**

☐ The Courier Guy ECO: Fuel charge
 ☐ The Courier Guy ECOR: Fuel charge
 ☐ The Courier Guy LOF: Fuel charge
 ☐ The Courier Guy LOX: Fuel charge

Service	Label
The Courier Guy ECO: Fuel charge	National
The Courier Guy ECOR: Fuel charge	Regional
The Courier Guy LOF: Fuel charge	Local Flyer
The Courier Guy LOX: Fuel charge	Local Parcel

## Parcel Size (these target dimensions are important and are submitted for a quote when items are packed)

**Flyer Size**

Length of Flyer (cm)

30

Width of Flyer (cm)

40

Height of Flyer (cm)

8

Maximum Weight of Flyer (kg)

2

**Medium Parcel Size**

Length of Medium Parcel (cm)

60

Width of Medium Parcel (cm)

41

Height of Medium Parcel (cm)

19

Maximum Weight of Medium Parcel (kg)

10

**Large Parcel Size**

Length of Large Parcel (cm)

60

Width of Large Parcel (cm)

41

Height of Large Parcel (cm)

41

Maximum Weight of Large Parcel (kg)

15

## Sample of settings screen shot



We would love to handle your package.



Enable Shipping Insurance  
No

Automatically Submit Collection Order  
No

This will determine whether the collection order is automatically submitted to The Courier Guy after checkout completion.

Generic Waybill Description  
No



Exclude Rates

Percentage Markup  
0 %  
Percentage markup to be applied to each quote.

Price Rate Overrides Per Service

Label Override Per Service

Enable Free Shipping  
No

 The Courier Guy 

No

Rates for Free Shipping

Free Shipping Amount

### Selecting Rates provided by app (only on Shopify advanced)

Edit rate

The Courier Guy (Rates provided by app)

#### Services

Rates are based on your customer's address and the weight and dimensions of their order.

☐ The Courier Guy: Local Overnight Flyer

☒ The Courier Guy: Local Overnight Parcel Ecomms

☐ The Courier Guy: Local Same Day Economy Ecomms

☐ The Courier Guy: Same Day Express

#### Future services

☒ Automatically show new shipping services to customers when they become available

#### Handling fee

Adjust calculated rates to account for packaging and handling costs.

Percentage      Flat amount

0 %      R 0,00

Cancel   Done

Example of creating an order using more actions with the tracking reference in the order notes



We would love to handle your package.



← #1003

● Paid

● Fulfilled

● Archived

Refund

Return

Edit

More actions

May 16, 2024 at 10:20 am from Online Store

Fulfilled (1) #1003-F1

Fulfilled

May 16, 2024

Other tracking

VKGM7S

Sleek And Professional 2 in 1 Waterproof Nose, Ear And Eyebrow Trimmer

SKU: 9902157289110

R 449.00

x 1

R 449.00

Paid

Subtotal

1 item

R449.00

Shipping

Free Shipping May 2024 (1.12 kg Items, 0.12 kg Package)

R0.00

Notes

The Courier Guy

Additional details

TCG Shipment

The Courier Guy

Tracking Reference

Collection Minimum

Collection After

Collection Before

Search actions

Duplicate

Unarchive

Print order page

Print packing slips

View order status page

TCG Create Shipment

TCG Print Waybill

TCG Return Shipment

Confirmation of order with link to label valid for 24 hours and a tracking link

## The Courier Guy: Create Shipment

A shipping order has been created.

The waybill is available here [Label 7 VKGM7S.pdf](#).

This link is valid for 24 hours.

Track your shipment [here](#).

Shopify order example

← Fulfill item

Print packing slip

Unfulfilled #1003

GNH Warehouse

Henno Wessels

Sleek And Professional 2 in 1 Waterproof Nose, Ear And Eyebrow Trimmer

SKU: 9902157289110

120 g

1 of 1

Tracking information

ⓘ Add tracking to improve customer satisfaction

Orders with tracking let customers receive delivery updates and reduce support requests.

Tracking number

Shipping carrier

+ Add another tracking number

Notify customer of shipment

☐ Send shipment details to your customer now

Shipping address

Henno Wessels

2 Rooigras Ave

66 Bakara

Johannesburg

Gauteng

2061

South Africa

0726224724

The customer selected Free Shipping May 2024 (R 0.00) at checkout.

Summary

Fulfilling from GNH Warehouse

1 of 1 item

Fulfill Item

Shopify tracking example

We would love to handle your package.

81

Edit tracking

Tracking number

VKGM7S

Shipping carrier

Other

Tracking URL

https://portal.thecourierguy.co.za/track?ref=VKGM7S

+ Add another tracking number

☒ Send notification email to customer

Cancel

Save

## Parcelify

Charge for shipping without CCS using Parcelify

<https://www.parcelify.co/documentation/v2/introduction/getting-started-with-shipping-rates>

Update: Carrier Service API Access for Stores on Starter and Basic Plans

API

EFFECTIVE JANUARY 01, 2023

As of January 1, 2023 stores on Starter and Basic plans (globally), will no longer be able to request access to the Carrier Service API. The option to request access by transitioning to annual billing or by paying an additional monthly fee for these plan types will be removed.

Stores on Advanced and Shopify Plus plans will continue to have access to Carrier Service API. Stores on Shopify plans can continue to request access by contacting Shopify Support. Stores on Starter or Basic plans that were previously granted access are not impacted by this change.

Learn more about CarrierService access requirements on [Shopify.dev](https://shopify.dev).

## UAFrica vs The Courier Guy checkout price difference



We would love to handle your package.



Cart > Information > Shipping > Payment

Contact	it@thecourierguy.co.za	<a href="#">Change</a>
Ship to	The Courier Guy Cpt. King Air Industria, Pallotti Rd. Matroosfontein, Cape Town, 7490, King Air Industria, Pallotti Rd. Matroosfontein, Cape Town, 7490, Cape Town, Western Cape, 7490, South Africa	<a href="#">Change</a>

#### Shipping method

<input checked="" type="radio"/> Economy 3 business days Economy	R94.53
<input type="radio"/> The Courier Guy: Economy 4 business days Expect delivery between 3 - 4 business days.	R193.20
<input type="radio"/> Overnight 3 business days Overnight	R396.06
<input type="radio"/> The Courier Guy: Overnight 2 business days Expect delivery between 1 - 2 business days.	R669.30

[Return to information](#)

[Continue to payment](#)

After we checked information sent to us with the UAfrica plugin vs The Courier Guy we found the following results  
Order submitted using UAfrica, result below show a loss in profit of R57.50

Uafrica = 50 x 50 x 20 @13.7 Kg quote = R161 -> changed to 64.1 x 59.8 x 23.8 @12.8 Kg price updated = R218.50 (the price was changed by The Courier Guy SWAD machine and the setup had no handling fee)

The Courier Guy = 46.5 x 46.5 x 46.5 quote = R271.86 (20% handling fee configured so the quote would have been R217.49)

The TCG plugin was set to get a quote on 46.5 x 46.5 x 46.5 @25Kg (since the weight was less than 25Kg it was 1 box only)



The audit shows SWAD updating the dimension 50 x 50 x 20 @13.7 Kg




We would love to handle your package.





UAfrica, had no handling fee (This would have been the obvious reason why Uafrica was cheaper in the first place)

Shipping to		Create shipping zone		
 <b>Gauteng</b> South Africa (Gauteng)		***		
Carrier name	Handling fee	Transit time	Services	
The Courier Guy (Rates provided by app)	20%	Calculated	4 Services ▼	***
uAfrica Rates At Checkout (Rates provided by app)	0?	Calculated	2 Services ▼	***
<button>Add rate</button>				

Expected delivery dates



We would love to handle your package.





TCG Test

zxcsga-lp.myshopify.com

General

Plan

Billing

Users and permissions

Payments

Checkout

Customer accounts

Shipping and delivery

Taxes and duties

Locations

Markets

Apps and sales channels

Domains

Customer events

Notifications

Custom data

Languages

Customer privacy

Policies

My Store Admin

peter.b@thecourierguy.co.za

Shipping and delivery

Shipping

Manage where you ship and how much you charge

General shipping rates

All products

Rates for

Domestic

International

Create a custom profile to set different rates or restrict destinations for specific products

Shipping labels

Buy labels with the lowest rates. Manage your carriers to fulfill orders faster.

Calculate rates

Expected delivery dates

Shop Promise

Show automated delivery dates for eligible orders and increase conversion

Off

Manual delivery dates

Show delivery dates for orders without the Shop Promise badge and guarantee

Off

Local delivery

Deliver orders to customers directly from your locations

Set up

Pickup in store

Let customers pick up their orders at your locations

Set up



We would love to handle your package.

